



## RESERVATION PROCESS

### 1 Request TEMPLATE

- The template provides all the relevant information you need to create and invoice internal reservations for rooms or events in TMS.
- In cases where it is not mandatory, it can be used to know the corresponding Main Client, Voucher & Statistical data (Source of Business and Travel Reason).
- Be careful!** It is updated frequently - make sure you always download the latest version available (link below).

INTERCOMPANY RESERVATIONS REQUEST



### 2 CLIENTS in the reservation

- The Main Client of the reservation is always the Internal Client.**
- Main Client 99\* = Folio Holder 99\*.**
- CRS, Company, Receiver, Payer and Holder clients must NOT be informed in the booking.
- Client IDs 91\* and 2\* IDs must not be used (although ID 91\* will be automatically displayed and printed on the invoice, it is OK).
- When applicable, search in CRM for the Client ID of the team member and always add them as the guest of the reservation.**

### 3 VOUCHER & STATISTIC fields

- Voucher, Travel Reason and Source of Business** must be completed in the TMS reservation with the data from the request template or, if not available, with the information from the policy linked below
- These fields will determine the automatic or manual posting of the internal invoice/charge to the requester's center.

INTERCOMPANY RESERVATIONS POLICY



## INVOICING PROCESS

### 4 INVOICING

- Issue invoices to other MHE&A Centers **always on credit**, never on-desk payment.
- CITY TAX: include them in the invoice on credit to the MHE&A center**, whenever possible.
- TIPS and PAID OUTS:** never invoice the MHE&A center, they will always be **paid directly by the guest**.
- The hotel cannot self-invoice any amount (folios can only be closed with the hotel itself as an internal client if they have a zero amount).**

### 5 InterCo & INTERCENTER

- In case of centers of the same legal entity (same company code):
  - The type of document will be an "Internal charge" with a different range starting with INT\*.
  - These documents are valid as normal invoices in Front Office, and we can modify, reprint, etc.
  - TMS removes automatically the calculated VAT, so **the tax classification of the folio must NOT be changed manually.**

### 6 Invoice DELIVERY

- In general, invoices and internal charges should not be sent by mail or e-mail because this expense will be posted automatically according to the customer ID, the voucher data, travel reason and source of business reported in the Statistics tab of the TMS reservation (hotel/department/CS).
- Only a few centers are excluded, and the internal charge or invoice must be submitted manually.
- You will find this information in a field of the request template: Do not send / Send to [NH\\_invoice@epsportal.com](mailto:NH_invoice@epsportal.com) / Send to the requester.**

### 7 Invoice CORRECTION

- After check-out and billing, the only way to modify the holder or statistical data of the reservation is by moving the charges to a Day Guest Billing reservation with the new correct data.
- Be careful!** If the Voucher number and/or Statistics are changed only in the original reservation folios, they will not be changed in the SAP FI posting (back office).