MANAGEMENT REPORTS TRANSACTIONS

Prepared by:	Reviewed by:	Approved by:
Signature: Organization Department *Date: April 25th 2017*	*Signature: IT Department* *Date: April 25th 2017*	*Signature:* *Date:*

Index:

1. INTRODUCTION

The purpose of this document is to list and explain the different reports that have to be managed by General Managers on a daily basis in order to help them to take appropriate decisions in the Hotel Management.

These reports have been grouped in four different folders as they are placed in TMS forHotels, and they are placed in the "Information Systems\ Management Reports" folder:

- **Operational Management:**

  All the reports needed for the basic management of the Hotel: Occupancy, House status, Sales…

- **Financial Management:**

  Reports based on the Hotel Financial results: Profit & Lost, Customer Aging…

- **Revenue**

  Reports focused on the analysis of the Hotel revenue, useful to take strategical decisions: Rates, forecast…

- **Procurement Control:**

  Reports based in the purchasing process managed by the Hotel: Purchase values by material and supplier, Inventory…

All the report manuals that have been included in this document, have been designed in a summarized way with the aim to create easy reading quick guides.

Any doubt that could arise related to any of the reports included in this manual can be reported by Jira SAP TMS (Tourism Management Suite) > Procedure information.

2. OPERATIONAL MANAGEMENT

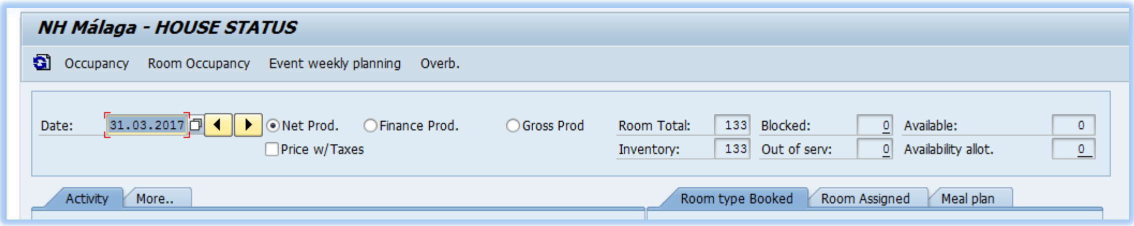
2.1 House Status (/CCSHT/RC_HS)

2.1.1 Purpose of the report

This report shows the current situation of the Hotel (occupation, revenue, activity of arrivals and departures, etc.). It is as if you took a photo of the activity of the Hotel at that moment. Therefore, this is a "live" report that is continuously modified with incoming reservations and arrivals and departures of the guests, and that you can refresh by clicking on the button .

It is also possible to visualize this information for a previous day or the future.

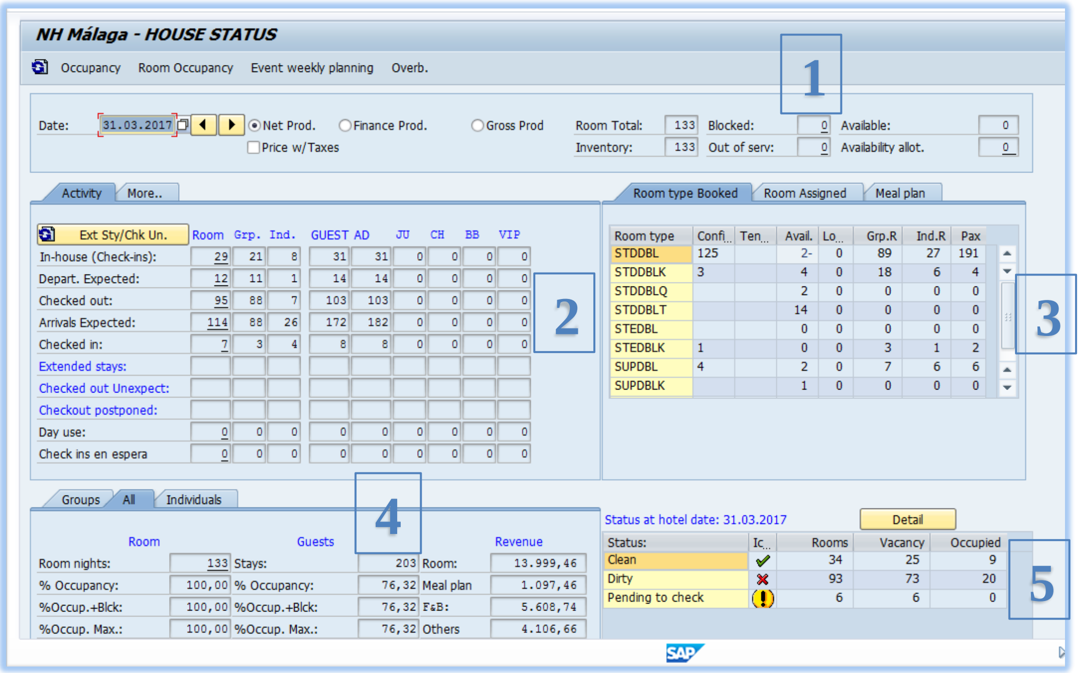
2.1.2 Selection Criteria



This report does not have a filter but at the top of the screen you can select from several options: date, type of production you want to see and prices with/without taxes.

2.1.3 Data Shown

The information will be displayed divided into 5 areas, some of which have more than one tab:



1- **Hotel status summary**: total rooms, blocked and out of service rooms, available rooms.

2- **Activity detail** by rooms (group and individual reservations) and by type of guest: In-house, arrivals and departures expected, checked in and checked out rooms, day use, etc. It is also possible to check for extended stays/unexpected checkouts by clicking on the corresponding button.

The tab "*More…*" provides information about Walk-ins, No shows, reservations free or price 0, etc.

If you double click on the underlined numbers, the system will show the list of the rooms, from which you can navigate to the reservations.

3- In this section, you will find the **daily reservations** broken down by Room type Booked, Room Assigned and type of Meal plan.

4- **Occupancy percentages, ADR and RevPAR by room and guests, and Revenue by nature.** The same information is separated into group and individual reservations.

   a. **% Occupancy:** Percentage of rooms booked for the day of consultation

   b. **% Occup + Blck:** Percentage of rooms booked for the day of consultation + Blocked rooms (These rooms are discounted from room inventory)

   c. **% Occup Max:** Percentage of rooms booked for the day of consultation + Reservations with "Tentative" status.

   d. **% Occup + B Max:** Percentage of rooms booked for the day of consultation + Reservations with "Tentative" status + Blocked rooms

5- **Room status at the current date of the Hotel** (it is possible to see detailed information by clicking the "*Detail*" button).

At the top of the screen you have access to other Information systems:

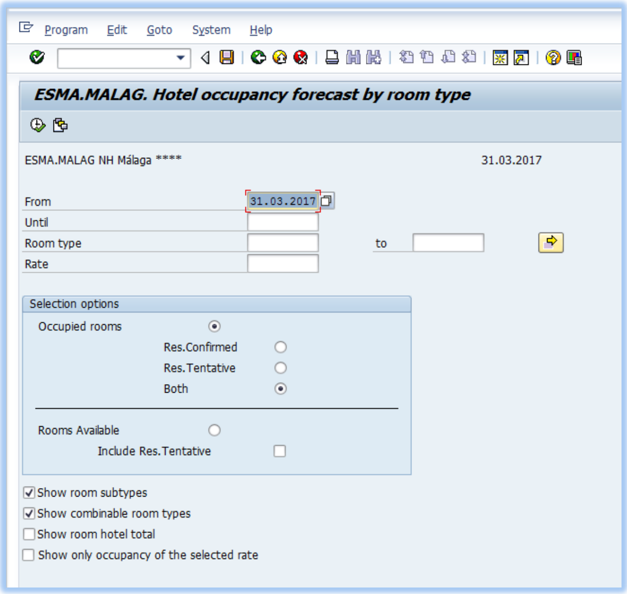
- General Occupancy
- Hotel occupancy forecast by room type
- Event weekly planning
- Overbooking management by date and room type.

2.2 Occupancy by room type (/CCSHT/RS_06_04)

2.2.1 Purpose of the report

This report allows you to view the Hotel occupancy forecast by room type for a given period.

2.2.2 Selection Criteria



First of all, you must choose the date or period of time that you want to see. You can also select what type or types of room and/or rate you want to see.

In "*Selection options*" area, you can choose if you prefer to see occupied or available rooms and if you want to include reservations in Tentative status or not.

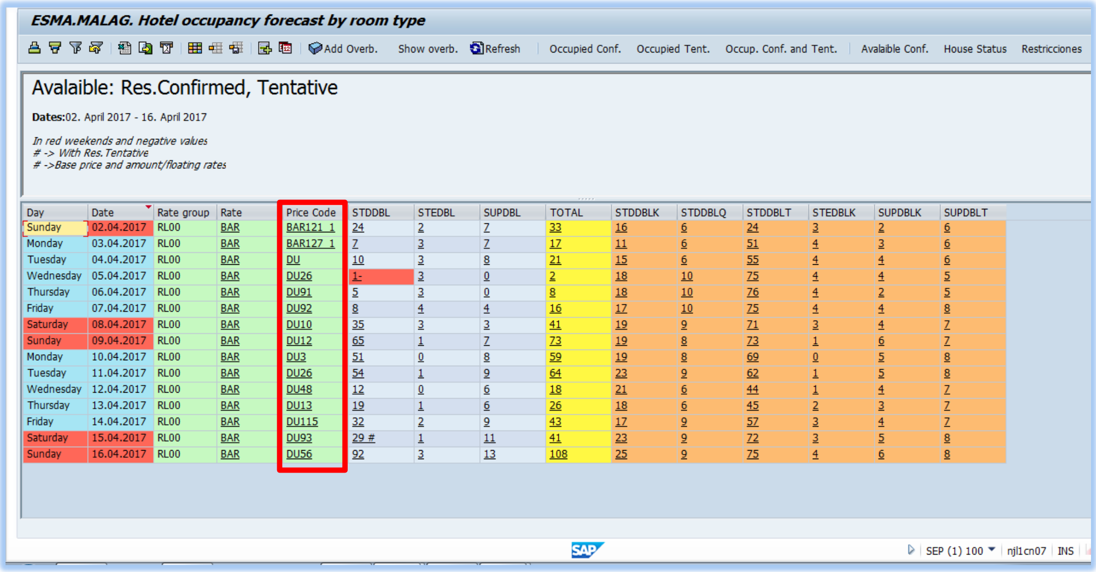
At the bottom, there are some boxes to select if we want to include additional information.

The report is also available for past dates.

2.2.3 Data Shown

The report will display occupied or available rooms (depending on the selection) by room type and subtype. If you click on the data, you will see the list of reservations which you can browse for more information.

If you selected a rate on the previous filter, you will see the price codes set for those dates (you can also click on them for details).



ESMA.MALAG. Hotel occupancy forecast by room type

Add Overb. Show overb. Refresh Occupied Conf. Occupied Tent. Occup. Conf. and Tent. Avalaible Conf. House Status Restricciones

Avalaible: Res.Confirmed, Tentative

Dates:02. April 2017 - 16. April 2017

In red weekends and negative values
 # -> With Res.Tentative
 # ->Base price and amount/floating rates

Day	Date	Rate group	Rate	Price Code	STDDBL	STEDBL	SUPDBL	TOTAL	STDDBLK	STDDBLQ	STDDBLT	STEDBLK	SUPDBLK	SUPDBLT
Sunday	02.04.2017	RL00	BAR	BAR121_1	24	2	7	33	16	6	24	3	2	6
Monday	03.04.2017	RL00	BAR	BAR127_1	7	3	7	17	11	6	51	4	3	6
Tuesday	04.04.2017	RL00	BAR	DU	10	3	8	21	15	6	55	4	4	6
Wednesday	05.04.2017	RL00	BAR	DU26	1-	3	0	2	18	10	75	4	4	5
Thursday	06.04.2017	RL00	BAR	DU91	5	3	0	8	18	10	76	4	2	5
Friday	07.04.2017	RL00	BAR	DU92	8	4	4	16	17	10	75	4	4	8
Saturday	08.04.2017	RL00	BAR	DU10	35	3	3	41	19	9	71	3	4	7
Sunday	09.04.2017	RL00	BAR	DU12	65	1	7	73	19	8	73	1	6	7
Monday	10.04.2017	RL00	BAR	DU3	51	0	8	59	19	8	69	0	5	8
Tuesday	11.04.2017	RL00	BAR	DU26	54	1	9	64	23	9	62	1	5	8
Wednesday	12.04.2017	RL00	BAR	DU48	12	0	6	18	21	6	44	1	4	7
Thursday	13.04.2017	RL00	BAR	DU13	19	1	6	26	18	6	45	2	3	7
Friday	14.04.2017	RL00	BAR	DU115	32	2	9	43	17	9	57	3	4	7
Saturday	15.04.2017	RL00	BAR	DU93	29 #	1	11	41	23	9	72	3	5	8
Sunday	16.04.2017	RL00	BAR	DU56	92	3	13	108	25	9	75	4	6	8

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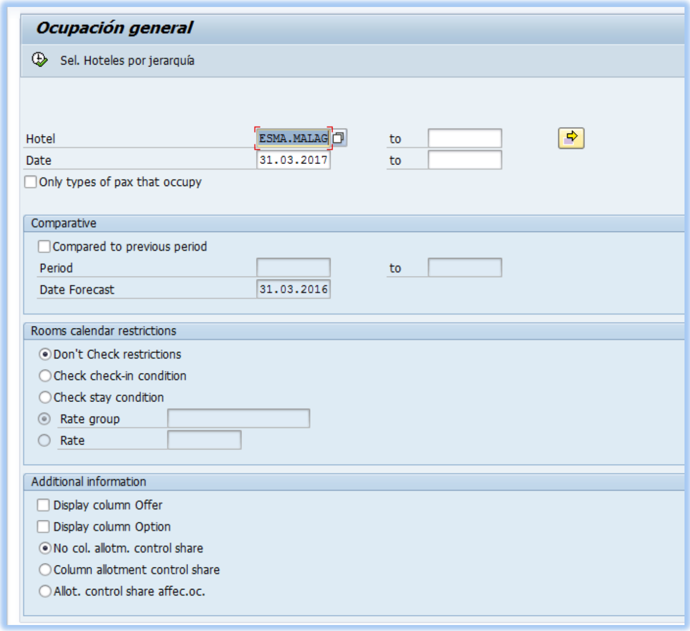
At the top of the screen, you have access to other Information systems and to the button *"Refresh data".*

2.3 Occupancy forecast (/CCSHT/RS_06_03)

2.3.1 Purpose of the report

This report shows the Hotel general occupancy forecast with detail of arrivals, departures, total rooms maximum to sell, option and offer reservations, etc.

2.3.2 Selection Criteria



Hotel: users authorized to view more than one hotel may use the option “*Select Hotels by hierarchy*” to select Hotels by country or area.

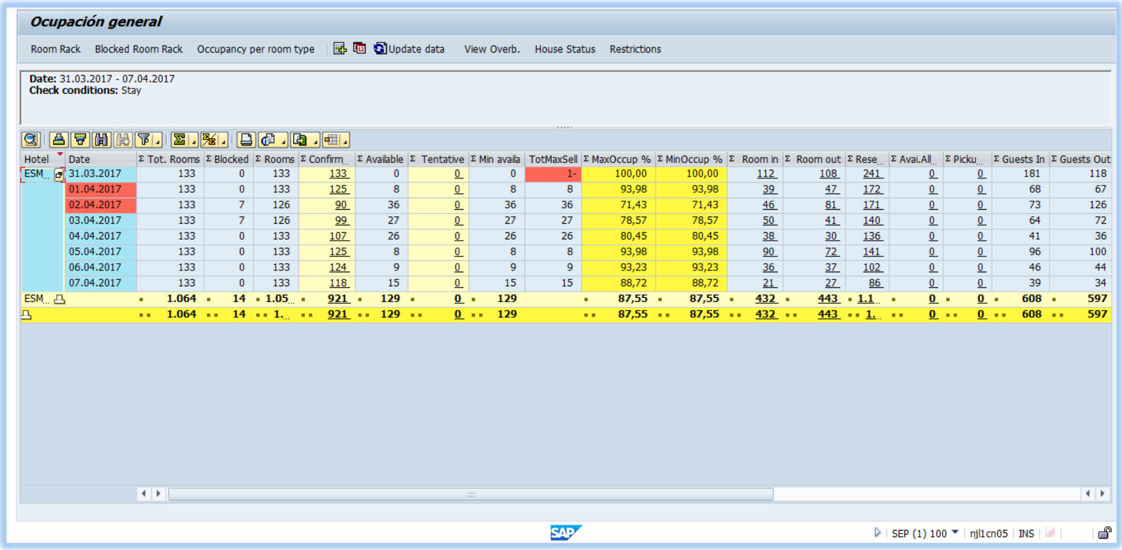
Date: the default is today’s date but we can indicate a past or future period of time.

You can run the report with the default values or choose whether you want to compare to previous period, check rooms calendar restrictions or display additional information (Offer, Option, allotment control share…).

2.3.3 Data Shown

The report will show detailed information on the total hotel rooms, confirmed reservations, available rooms to sell, min./max. Occupancy %, arrival and departures by room and by pax, total reservations by status…

It is possible to click on some of these fields in order to display reservations’ details.



Ocupación general

Room Rack Blocked Room Rack Occupancy per room type Update data View Overb. House Status Restrictions

Date: 31.03.2017 - 07.04.2017
Check conditions: Stay

Hotel	Date	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirm...	Σ Available	Σ Tentative	Σ Min availa	TotMaxSell	Σ MaxOccup %	Σ MinOccup %	Σ Room in	Σ Room out	Σ Rese...	Σ Avai.All...	Σ Picku...	Σ Guests In	Σ Guests Out
ESM...	31.03.2017	133	0	133	133	0	0	0	1-	100,00	100,00	112	108	241	0	0	181	118
	01.04.2017	133	0	133	125	8	0	8	8	93,98	93,98	39	47	172	0	0	68	67
	02.04.2017	133	7	126	90	36	0	36	36	71,43	71,43	46	81	171	0	0	73	126
	03.04.2017	133	7	126	99	27	0	27	27	78,57	78,57	50	41	140	0	0	64	72
	04.04.2017	133	0	133	107	26	0	26	26	80,45	80,45	38	30	136	0	0	41	36
	05.04.2017	133	0	133	125	8	0	8	8	93,98	93,98	90	72	141	0	0	96	100
	06.04.2017	133	0	133	124	9	0	9	9	93,23	93,23	36	37	102	0	0	46	44
	07.04.2017	133	0	133	118	15	0	15	15	88,72	88,72	21	27	86	0	0	39	34
ESM...		**1.064**	**14**	**1.05...**	**921**	**129**	**0**	**129**		**87,55**	**87,55**	**432**	**443**	**1.1...**	**0**	**0**	**608**	**597**
		1.064	**14**	**1....**	**921**	**129**	**0**	**129**		**87,55**	**87,55**	**432**	**443**	**1....**	**0**	**0**	**608**	**597**

At the top of the screen you have access to other Information systems:

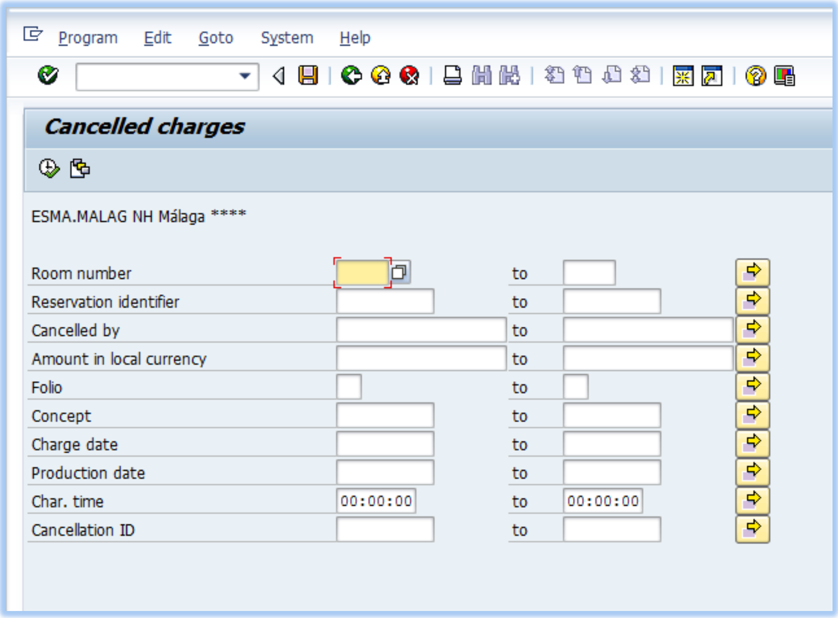
- Room Rack
- Blocked Room Rack
- Hotel occupancy forecast by room type
- Overbooking management by date and rom type
- House Status

2.4 Cancelled charges (/CCSHT/R_FC_SI_07)

2.4.1 Purpose of the report

This report allows you to view the cancelled charges, the person who cancelled and the reason.

2.4.2 Selection Criteria



There are no mandatory fields but the most used ones are *Charge date* or *Production date*.

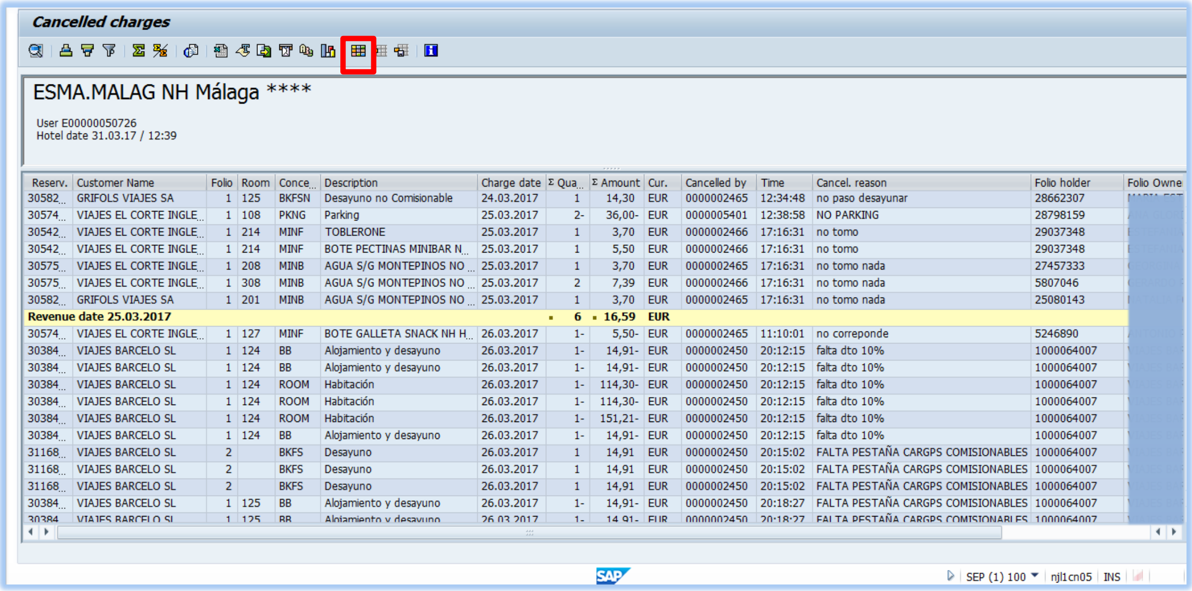
Additionally, you can filter by Room number, Concept or responsible employee ("*Cancelled by*").

2.4.3 Data Shown

The report will show one line per movement with all the information related to the cancelled charge (reservation number, main client, room, concept, charge date, quantity, amount, employee, cancel reason...).

You can add more information by clicking on .

When you double-click anywhere on the line, the reservation will be displayed.



Cancelled charges

ESMA.MALAG NH Málaga ****

User E00000050726
Hotel date 31.03.17 / 12:39

Reserv.	Customer Name	Folio	Room	Conce...	Description	Charge date	Σ Qua...	Σ Amount	Cur.	Cancelled by	Time	Cancel. reason	Folio holder	Folio Owne
30582...	GRIFOLS VIAJES SA	1	125	BKFSN	Desayuno no Comisionable	24.03.2017	1	14,30	EUR	0000002465	12:34:48	no paso desayunar	28662307	[illegible]
30574...	VIAJES EL CORTE INGLE...	1	108	PKNG	Parking	25.03.2017	2-	36,00-	EUR	0000005401	12:38:58	NO PARKING	28798159	[illegible]
30542...	VIAJES EL CORTE INGLE...	1	214	MINF	TOBLERONE	25.03.2017	1	3,70	EUR	0000002466	17:16:31	no tomo	29037348	[illegible]
30542...	VIAJES EL CORTE INGLE...	1	214	MINF	BOTE PECTINAS MINIBAR N...	25.03.2017	1	5,50	EUR	0000002466	17:16:31	no tomo	29037348	[illegible]
30575...	VIAJES EL CORTE INGLE...	1	208	MINB	AGUA S/G MONTEPINOS NO ...	25.03.2017	1	3,70	EUR	0000002465	17:16:31	no tomo nada	27457333	[illegible]
30575...	VIAJES EL CORTE INGLE...	1	308	MINB	AGUA S/G MONTEPINOS NO ...	25.03.2017	2	7,39	EUR	0000002466	17:16:31	no tomo nada	5807046	[illegible]
30582...	GRIFOLS VIAJES SA	1	201	MINB	AGUA S/G MONTEPINOS NO ...	25.03.2017	1	3,70	EUR	0000002465	17:16:31	no tomo nada	25080143	[illegible]
Revenue date 25.03.2017							**6**	**16,59**	**EUR**					
30574...	VIAJES EL CORTE INGLE...	1	127	MINF	BOTE GALLETA SNACK NH H...	26.03.2017	1-	5,50-	EUR	0000002465	11:10:01	no correponde	5246890	[illegible]
30384...	VIAJES BARCELO SL	1	124	BB	Alojamiento y desayuno	26.03.2017	1-	14,91-	EUR	0000002450	20:12:15	falta dto 10%	1000064007	[illegible]
30384...	VIAJES BARCELO SL	1	124	BB	Alojamiento y desayuno	26.03.2017	1-	14,91-	EUR	0000002450	20:12:15	falta dto 10%	1000064007	[illegible]
30384...	VIAJES BARCELO SL	1	124	ROOM	Habitación	26.03.2017	1-	114,30-	EUR	0000002450	20:12:15	falta dto 10%	1000064007	[illegible]
30384...	VIAJES BARCELO SL	1	124	ROOM	Habitación	26.03.2017	1-	114,30-	EUR	0000002450	20:12:15	falta dto 10%	1000064007	[illegible]
30384...	VIAJES BARCELO SL	1	124	ROOM	Habitación	26.03.2017	1-	151,21-	EUR	0000002450	20:12:15	falta dto 10%	1000064007	[illegible]
30384...	VIAJES BARCELO SL	1	124	BB	Alojamiento y desayuno	26.03.2017	1-	14,91-	EUR	0000002450	20:12:15	falta dto 10%	1000064007	[illegible]
31168...	VIAJES BARCELO SL	2		BKFS	Desayuno	26.03.2017	1	14,91	EUR	0000002450	20:15:02	FALTA PESTAÑA CARGPS COMISIONABLES	1000064007	[illegible]
31168...	VIAJES BARCELO SL	2		BKFS	Desayuno	26.03.2017	1	14,91	EUR	0000002450	20:15:02	FALTA PESTAÑA CARGPS COMISIONABLES	1000064007	[illegible]
31168...	VIAJES BARCELO SL	2		BKFS	Desayuno	26.03.2017	1	14,91	EUR	0000002450	20:15:02	FALTA PESTAÑA CARGPS COMISIONABLES	1000064007	[illegible]
30384...	VIAJES BARCELO SL	1	125	BB	Alojamiento y desayuno	26.03.2017	1-	14,91-	EUR	0000002450	20:18:27	FALTA PESTAÑA CARGPS COMISIONABLES	1000064007	[illegible]
30384	VIAJES BARCELO SL	1	125	BB	Alojamiento y desayuno	26.03.2017	1-	14,91-	EUR	0000002450	20:18:27	FALTA PESTAÑA CARGPS COMISIONABLES	1000064007	[illegible]

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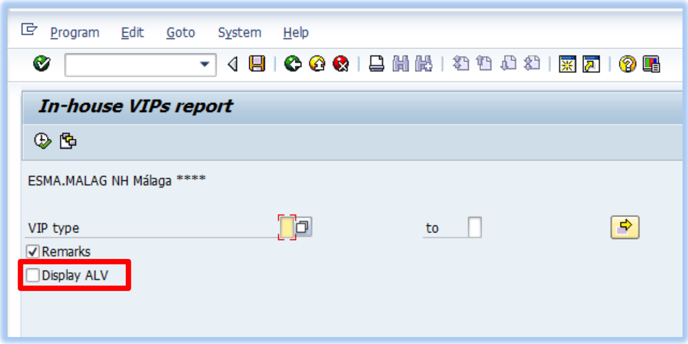
2.5 In House VIPS (/CCSHT/NA_0012)

2.5.1 Purpose of the report

In this report the in house guests with VIP status are displayed

2.5.2 Selection Criteria

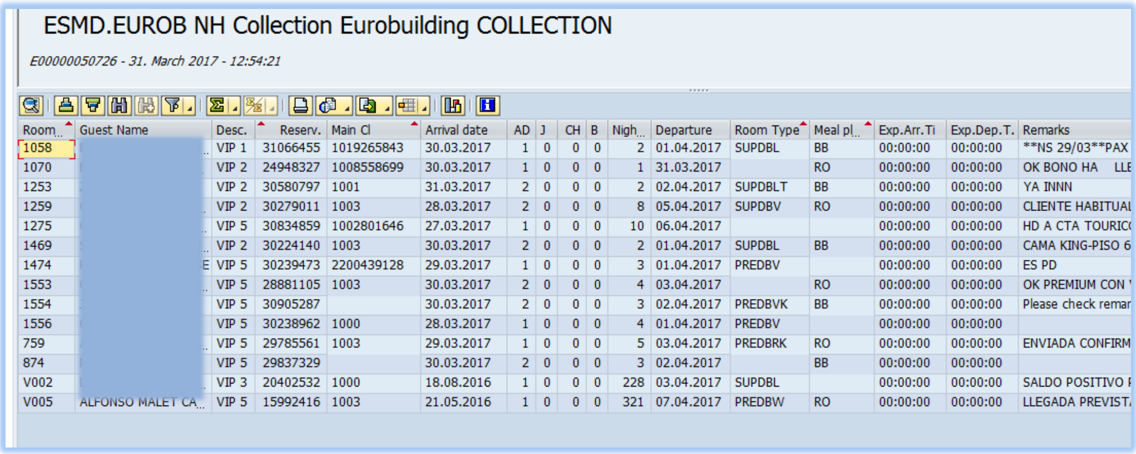


You can filter by VIP type or execute the report directly.

It is recommended to display this report in **ALV** format.

2.5.3 Data Shown

The report will show a line per guest marked as VIP in the reservation and details of arrival, departure, pax, room type, remarks…

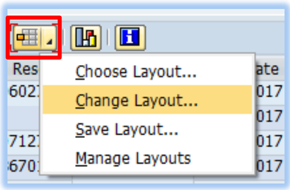


ESMD.EUROB NH Collection Eurobuilding COLLECTION

E00000050726 - 31. March 2017 - 12:54:21

Room...	Guest Name	Desc.	Reserv.	Main Cl	Arrival date	AD	J	CH	B	Nigh...	Departure	Room Type	Meal pl...	Exp.Arr.Ti	Exp.Dep.T.	Remarks
1058	[redacted]	VIP 1	31066455	1019265843	30.03.2017	1	0	0	0	2	01.04.2017	SUPDBL	BB	00:00:00	00:00:00	**NS 29/03**PAX
1070	[redacted]	VIP 2	24948327	1008558699	30.03.2017	1	0	0	0	1	31.03.2017		RO	00:00:00	00:00:00	OK BONO HA LLE
1253	[redacted]	VIP 2	30580797	1001	31.03.2017	2	0	0	0	2	02.04.2017	SUPDBLT	BB	00:00:00	00:00:00	YA INNN
1259	[redacted]	VIP 2	30279011	1003	28.03.2017	2	0	0	0	8	05.04.2017	SUPDBV	RO	00:00:00	00:00:00	CLIENTE HABITUAL
1275	[redacted]	VIP 5	30834859	1002801646	27.03.2017	1	0	0	0	10	06.04.2017			00:00:00	00:00:00	HD A CTA TOURIC
1469	[redacted]	VIP 2	30224140	1003	30.03.2017	2	0	0	0	2	01.04.2017	SUPDBL	BB	00:00:00	00:00:00	CAMA KING-PISO 6
1474	[redacted]	VIP 5	30239473	2200439128	29.03.2017	1	0	0	0	3	01.04.2017	PREDBV		00:00:00	00:00:00	ES PD
1553	[redacted]	VIP 5	28881105	1003	30.03.2017	2	0	0	0	4	03.04.2017		RO	00:00:00	00:00:00	OK PREMIUM CON
1554	[redacted]	VIP 5	30905287		30.03.2017	2	0	0	0	3	02.04.2017	PREDBVK	BB	00:00:00	00:00:00	Please check remar
1556	[redacted]	VIP 5	30238962	1000	28.03.2017	1	0	0	0	4	01.04.2017	PREDBV		00:00:00	00:00:00	
759	[redacted]	VIP 5	29785561	1003	29.03.2017	1	0	0	0	5	03.04.2017	PREDBRK	RO	00:00:00	00:00:00	ENVIADA CONFIRM
874	[redacted]	VIP 5	29837329		30.03.2017	2	0	0	0	3	02.04.2017		BB	00:00:00	00:00:00	
V002	[redacted]	VIP 3	20402532	1000	18.08.2016	1	0	0	0	228	03.04.2017	SUPDBL		00:00:00	00:00:00	SALDO POSITIVO
V005	ALFONSO MALET CA...	VIP 5	15992416	1003	21.05.2016	1	0	0	0	321	07.04.2017	PREDBW	RO	00:00:00	00:00:00	LLEGADA PREVIST

You can add more information by clicking on:

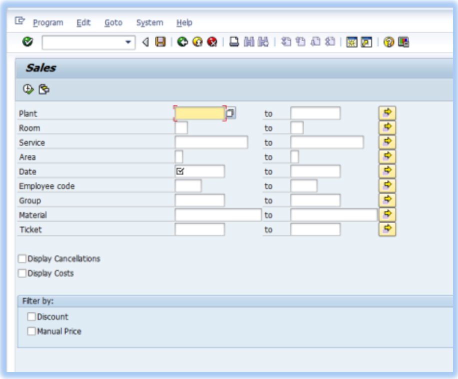


2.6 Sales (/CCSHT/POS_ALV_SALES)

2.6.1 Purpose of the report

This report shows complete information on the sales of the various Points of Sales (POS) of the Hotel during a day or period of days.

2.6.2 Selection Criteria



It is mandatory to select day or period to consult. Additionally, we can filter by: plant (hotel), room, service, area, employee, material or group of them.

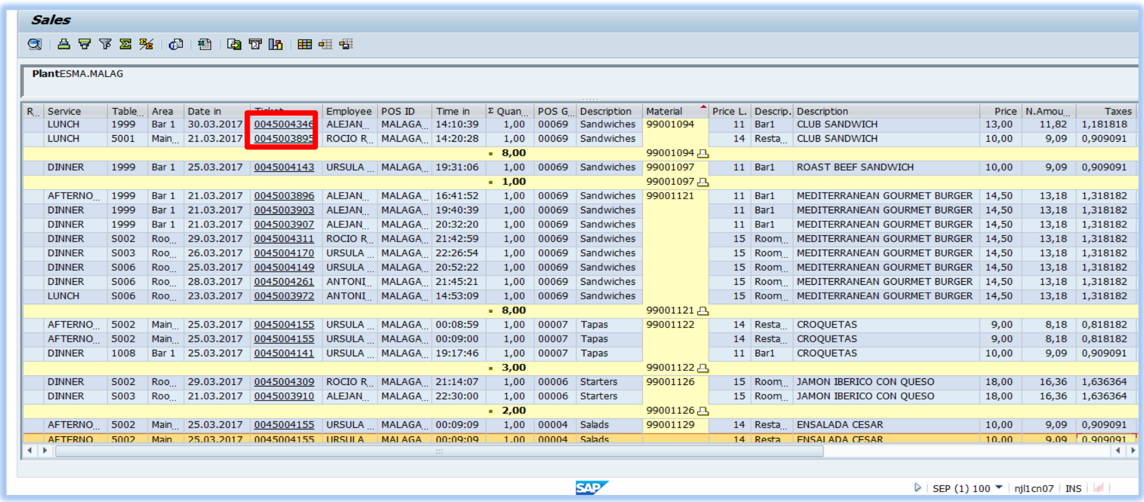
By clicking on the corresponding boxes, you can display cancellations, costs, discounts or manual prices.

2.6.3 Data Shown

The report will show one line for each material included in the ticket.

You can see all the sales details: date and time, area, employee, price, POS group, discount or manual price applied and reason, etc.

By double-clicking the ticket number, you can view or reprint it.



Sales

PlantESMA.MALAG

R...	Service	Table...	Area	Date in	Ticket	Employee	POS ID	Time in	Σ Quan...	POS G...	Description	Material	Price L.	Descrip.	Description	Price	N.Amou...	Taxes
	LUNCH	1999	Bar 1	30.03.2017	0045004346	ALEJAN...	MALAGA...	14:10:39	1,00	00069	Sandwiches	99001094	11	Bar1	CLUB SANDWICH	13,00	11,82	1,181818
	LUNCH	5001	Main...	21.03.2017	0045003895	ROCIO R...	MALAGA...	14:20:28	1,00	00069	Sandwiches		14	Resta...	CLUB SANDWICH	10,00	9,09	0,909091
									▪ 8,00			99001094						
	DINNER	1999	Bar 1	25.03.2017	0045004143	URSULA ...	MALAGA...	19:31:06	1,00	00069	Sandwiches	99001097	11	Bar1	ROAST BEEF SANDWICH	10,00	9,09	0,909091
									▪ 1,00			99001097						
	AFTERNO...	1999	Bar 1	21.03.2017	0045003896	ALEJAN...	MALAGA...	16:41:52	1,00	00069	Sandwiches	99001121	11	Bar1	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	DINNER	1999	Bar 1	21.03.2017	0045003903	ALEJAN...	MALAGA...	19:40:39	1,00	00069	Sandwiches		11	Bar1	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	DINNER	1999	Bar 1	21.03.2017	0045003907	ALEJAN...	MALAGA...	20:32:20	1,00	00069	Sandwiches		11	Bar1	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	DINNER	S002	Roo...	29.03.2017	0045004311	ROCIO R...	MALAGA...	21:42:59	1,00	00069	Sandwiches		15	Room...	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	DINNER	S003	Roo...	26.03.2017	0045004170	URSULA ...	MALAGA...	22:26:54	1,00	00069	Sandwiches		15	Room...	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	DINNER	S006	Roo...	25.03.2017	0045004149	URSULA ...	MALAGA...	20:52:22	1,00	00069	Sandwiches		15	Room...	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	DINNER	S006	Roo...	28.03.2017	0045004261	ANTONI...	MALAGA...	21:45:21	1,00	00069	Sandwiches		15	Room...	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
	LUNCH	S006	Roo...	23.03.2017	0045003972	ANTONI...	MALAGA...	14:53:09	1,00	00069	Sandwiches		15	Room...	MEDITERRANEAN GOURMET BURGER	14,50	13,18	1,318182
									▪ 8,00			99001121						
	AFTERNO...	5002	Main...	25.03.2017	0045004155	URSULA ...	MALAGA...	00:08:59	1,00	00007	Tapas	99001122	14	Resta...	CROQUETAS	9,00	8,18	0,818182
	AFTERNO...	5002	Main...	25.03.2017	0045004155	URSULA ...	MALAGA...	00:09:00	1,00	00007	Tapas		14	Resta...	CROQUETAS	9,00	8,18	0,818182
	DINNER	1008	Bar 1	25.03.2017	0045004141	URSULA ...	MALAGA...	19:17:46	1,00	00007	Tapas		11	Bar1	CROQUETAS	10,00	9,09	0,909091
									▪ 3,00			99001122						
	DINNER	S002	Roo...	29.03.2017	0045004309	ROCIO R...	MALAGA...	21:14:07	1,00	00006	Starters	99001126	15	Room...	JAMON IBERICO CON QUESO	18,00	16,36	1,636364
	DINNER	S003	Roo...	21.03.2017	0045003910	ALEJAN...	MALAGA...	22:30:00	1,00	00006	Starters		15	Room...	JAMON IBERICO CON QUESO	18,00	16,36	1,636364
									▪ 2,00			99001126						
	AFTERNO...	5002	Main...	25.03.2017	0045004155	URSULA ...	MALAGA...	00:09:09	1,00	00004	Salads	99001129	14	Resta...	ENSALADA CESAR	10,00	9,09	0,909091
	AFTERNO	5002	Main	25.03.2017	0045004155	URSULA	MALAGA	00:09:09	1,00	00004	Salads		14	Resta	ENSALADA CESAR	10,00	9,09	0,909091

SEP (1) 100 njl1cn07 INS

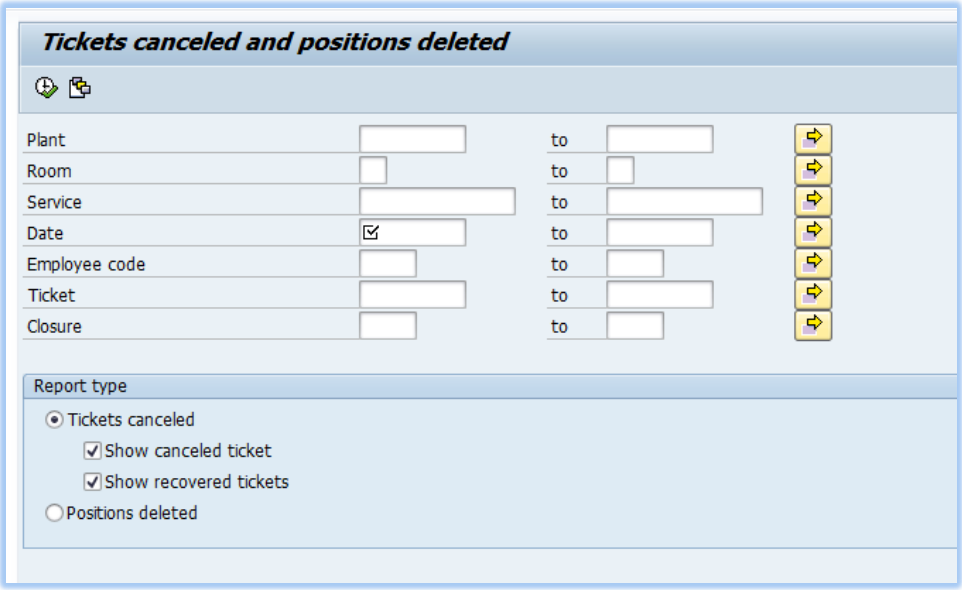
To analyze sales, you can use the top menu buttons to total by quantity or price and subtotal by material.

2.7 Tickets cancelled and positions deleted (/CCSHT/POS_ALV_SANU)

2.7.1 Purpose of the report

The purpose of this report is to verify that tickets cancelled and positions deleted in the various Points of Sale (POS) of the Hotel are justified.

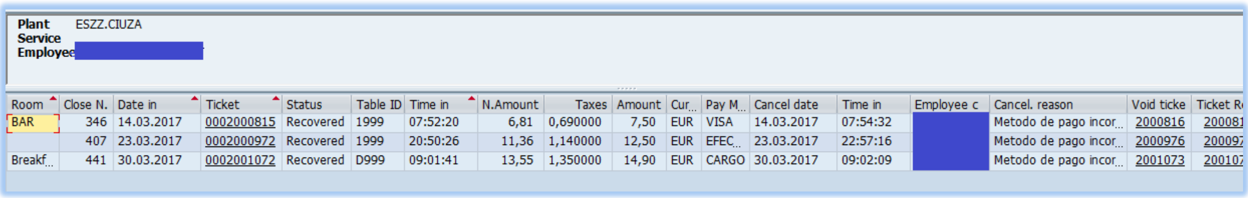
2.7.2 Selection Criteria



1. Date is a mandatory field. Select the Hotel you want to see (Plant) and then you can either run the report with the default values or filter it by room, service, employee code, ticket or closure.
2. Report Type: you can choose to display cancelled tickets or positions deleted (charges, materials).

2.7.3 Data Shown

All tickets cancelled will be displayed, reporting in each line the room, date, hour, amount, payment method, employee who cancelled, reason…



Plant ESZZ.CIUZA
Service
Employee [redacted]

Room	Close N.	Date in	Ticket	Status	Table ID	Time in	N.Amount	Taxes	Amount	Cur...	Pay M...	Cancel date	Time in	Employee c	Cancel. reason	Void ticke	Ticket R
BAR	346	14.03.2017	0002000815	Recovered	1999	07:52:20	6,81	0,690000	7,50	EUR	VISA	14.03.2017	07:54:32	[redacted]	Metodo de pago incor...	2000816	200081
	407	23.03.2017	0002000972	Recovered	1999	20:50:26	11,36	1,140000	12,50	EUR	EFEC...	23.03.2017	22:57:16		Metodo de pago incor...	2000976	200097
Breakf...	441	30.03.2017	0002001072	Recovered	D999	09:01:41	13,55	1,350000	14,90	EUR	CARGO	30.03.2017	09:02:09		Metodo de pago incor...	2001073	200107

If you click in the Ticket number (underlined) and select the “Print Preview” option you will be able to review the ticket that will be displayed directly in the computer.

If you select the report type “Positions deleted” in the filter screen, you can see the material number, description of the product and reason for its cancellation.

Positions deleted

PlantESZZ.CIUZA

Room	Service	Close N.	Date in	Ticket	Employee	Table ID	Time in	Quantity	Material	Description	N.Amount	Taxes	Amount	Currency	Time in	Deteled reason
BAR	ALLDAY	298	03.03.2017	0002000689	[redacted]	1014	23:15:30	1,00	99001217	BERONIA CRIANZA (0.75)	14,77	1,477273	16,25	EUR	00:00:00	
		321	08.03.2017	0002000738	[redacted]	1999	19:03:57	1,00	99000981	CAFE CON LECHE	1,73	0,172727	1,90	EUR	00:00:00	
		329	10.03.2017		[redacted]	1999	23:26:02	1,00	99000745	BAILEYS IRISH CREAM	5,23	0,522727	5,75	EUR	00:00:00	
		340	13.03.2017	0002000805	[redacted]	1001	20:43:48	1,00	99002168	CRUZCAMPO (0.33)	2,45	0,245455	2,70	EUR	00:00:00	
		359	15.03.2017		[redacted]	1014	22:11:45	1,00	99002183	ORUJO HIERBAS	2,50	0,250000	2,75	EUR	00:00:00	
		402	22.03.2017		[redacted]	1001	21:56:37	1,00	99001092	SANDWICH CLASICO	6,36	0,636364	7,00	EUR	00:00:00	Error de emplea
		402			[redacted]	1002	21:57:06	1,00	99001983	CHAPATA TORTILLA	9,32	0,931818	10,25	EUR	00:00:00	Error de emplea
		406	23.03.2017	0002000967	[redacted]	1999	11:13:41	1,00	99002504	BEBIDA Y BOCADILLO	9,09	0,909091	10,00	EUR	00:00:00	
		411	24.03.2017	0002000988	[redacted]	1999	21:11:11	1,00	99000462	BODEGAS MONTECILLO BL...	5,45	0,545455	6,00	EUR	00:00:00	
		423	25.03.2017		[redacted]	1999	23:42:39	1,00	99002076	VIÑAS DEL VERO MERLOT ...	8,41	0,840909	9,25	EUR	00:00:00	
Breakfast	BREAKF...	441	30.03.2017		[redacted]	D999	07:52:09	1,00	99000965	DESAYUNO BUFFET NH	13,55	1,354545	14,90	EUR	00:00:00	

By double-clicking the ticket number, you can view or reprint it.

2.7.4 Observations

“Tickets canceled” definitions:

- **Canceled ticket:** Complete cancelation of a ticket (previously closed) without issuing a new ticket of rectification.
- **Recovered ticket:** A ticket previously closed is canceled, but there is another ticket modifying the quantities/amounts or the payment form.

“Positions deleted” definitions:

- **Lines without ticket number and without deleted reason:** Deleted articles of a table that finally has been closed to zero, but those articles have not been saved in the POS formerly.
- **Lines with no ticket number and with deleted reason:** Deleted articles of a table that has been closed to zero, but those articles have been saved in the POS formerly.
- **Lines with ticket number and no deleted reason:** Deleted articles before being saved in the POS of a table with invoiced amounts.
- **Lines with ticket number and with deleted reason:** Articles have been deleted after saving the changes to the POS of a table with invoiced amounts.

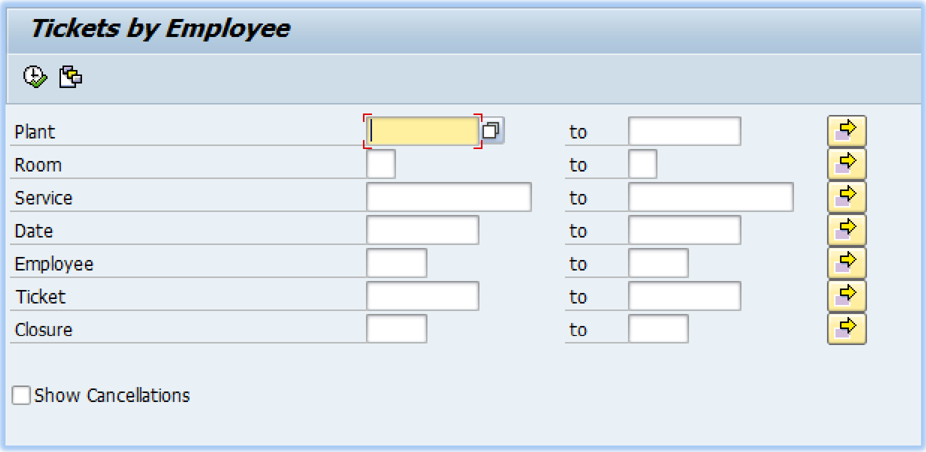
2.8 Tickets by employee (/CCSHT/POS_TICKETS)

2.8.1 Purpose of the report

This report allows you to view all invoiced tickets and their cancellations at all Hotel Points of Sale (POS).

2.8.2 Selection Criteria

There are several filter fields:

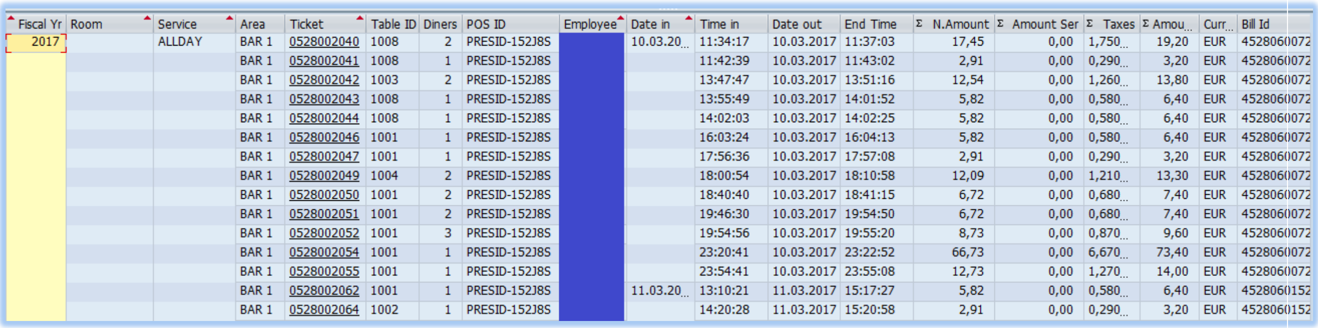


If you also want to see cancellations, you can click on the "*Show Cancellations*" box.

2.8.3 Data Shown

The report will display all the tickets from the different POS (restaurant, breakfast, bar...).

In every line you can check the room, area, POS ID, employee, date, hour, amount…



Fiscal Yr	Room	Service	Area	Ticket	Table ID	Diners	POS ID	Employee	Date in	Time in	Date out	End Time	Σ N.Amount	Σ Amount Ser	Σ Taxes	Σ Amou…	Curr…	Bill Id
2017		ALLDAY	BAR 1	0528002040	1008	2	PRESID-152J8S	[redacted]	10.03.20…	11:34:17	10.03.2017	11:37:03	17,45	0,00	1,750…	19,20	EUR	4528060072
			BAR 1	0528002041	1008	1	PRESID-152J8S			11:42:39	10.03.2017	11:43:02	2,91	0,00	0,290…	3,20	EUR	4528060072
			BAR 1	0528002042	1003	2	PRESID-152J8S			13:47:47	10.03.2017	13:51:16	12,54	0,00	1,260…	13,80	EUR	4528060072
			BAR 1	0528002043	1008	1	PRESID-152J8S			13:55:49	10.03.2017	14:01:52	5,82	0,00	0,580…	6,40	EUR	4528060072
			BAR 1	0528002044	1008	1	PRESID-152J8S			14:02:03	10.03.2017	14:02:25	5,82	0,00	0,580…	6,40	EUR	4528060072
			BAR 1	0528002046	1001	1	PRESID-152J8S			16:03:24	10.03.2017	16:04:13	5,82	0,00	0,580…	6,40	EUR	4528060072
			BAR 1	0528002047	1001	1	PRESID-152J8S			17:56:36	10.03.2017	17:57:08	2,91	0,00	0,290…	3,20	EUR	4528060072
			BAR 1	0528002049	1004	2	PRESID-152J8S			18:00:54	10.03.2017	18:10:58	12,09	0,00	1,210…	13,30	EUR	4528060072
			BAR 1	0528002050	1001	2	PRESID-152J8S			18:40:40	10.03.2017	18:41:15	6,72	0,00	0,680…	7,40	EUR	4528060072
			BAR 1	0528002051	1001	2	PRESID-152J8S			19:46:30	10.03.2017	19:54:50	6,72	0,00	0,680…	7,40	EUR	4528060072
			BAR 1	0528002052	1001	3	PRESID-152J8S			19:54:56	10.03.2017	19:55:20	8,73	0,00	0,870…	9,60	EUR	4528060072
			BAR 1	0528002054	1001	1	PRESID-152J8S			23:20:41	10.03.2017	23:22:52	66,73	0,00	6,670…	73,40	EUR	4528060072
			BAR 1	0528002055	1001	1	PRESID-152J8S			23:54:41	10.03.2017	23:55:08	12,73	0,00	1,270…	14,00	EUR	4528060072
			BAR 1	0528002062	1001	1	PRESID-152J8S		11.03.20…	13:10:21	11.03.2017	15:17:27	5,82	0,00	0,580…	6,40	EUR	4528060152
			BAR 1	0528002064	1002	1	PRESID-152J8S			14:20:28	11.03.2017	15:20:58	2,91	0,00	0,290…	3,20	EUR	4528060152

When you click the "Show Cancellations" box in the selection criteria screen, you can see charges and cancellations at the same time, as shown in the following picture.

Fiscal Yr	Room	Service	Area	Ticket	Table ID	Diners	POS ID	Employ...	Date in	Time in	Date out	End Time	Σ N.Amount	Σ Amount Ser	Σ Taxes	Σ Amount	Curre...	Bill Id
2017	**Resta...**												**58,53**	**0,00**	**5,85...**	**64,38**	**EUR**	
		BREAK...	BREAKFAST	0528002037	D008	1	PRESID-CZC315	[redacted]	10.03.2017	07:13:25	10.03.2017	07:13:34	22,64	0,00	2,2600...	24,90	EUR	
			BREAKFAST	0528002038	D002	1	PRESID-CZC315			08:55:24	10.03.2017	08:55:33	22,64	0,00	2,2600...	24,90	EUR	
			ROOM SERVICE	0528002039	S004	1	PRESID-CZC315			10:20:52	10.03.2017	10:21:02	4,55	0,00	0,4500...	5,00	EUR	
			BREAKFAST	0528002056	D001	1	PRESID-CZC315		11.03.2017	08:22:46	11.03.2017	08:23:00	22,64	0,00	2,2600...	24,90	EUR	4528060151
			BREAKFAST	0528002057	D001	1	PRESID-CZC315			09:07:41	11.03.2017	09:08:47	22,64	0,00	2,2600...	24,90	EUR	4528060151
			BREAKFAST	0528002058	D001	1	PRESID-CZC315			09:45:41	11.03.2017	10:00:01	22,64	0,00	2,2600...	24,90	EUR	4528060151
			ROOM SERVICE	0528002059	S001	1	PRESID-CZC315			10:19:07	11.03.2017	10:19:21	4,55	0,00	0,4500...	5,00	EUR	4528060151
			ROOM SERVICE	0528002060	S001	1	PRESID-CZC315			11:05:32	11.03.2017	11:06:09	8,64	0,00	0,8600...	9,50	EUR	4528060151
			BAR 1	0528002061	1001	4	PRESID-CZC315			11:19:40	11.03.2017	12:10:02	14,91	0,00	1,4900...	16,40	EUR	4528060151
			BREAKFAST	0528002081	D001	2	PRESID-CZC315		12.03.2017	08:40:51	12.03.2017	08:41:16	45,28	0,00	4,5200...	49,80	EUR	4528060268
			ROOM SERVICE	0528002082	S001	2	PRESID-CZC315			09:12:51	12.03.2017	09:13:08	42,55	0,00	4,2500...	46,80	EUR	4528060268
			ROOM SERVICE	0528002083	S001	2	PRESID-CZC315			09:13:32	12.03.2017	09:14:04	14,91	0,00	1,4900...	16,40	EUR	4528060268
			ROOM SERVICE	0528002084	S001	1	PRESID-CZC315			09:17:40	12.03.2017	09:17:52	23,55	0,00	2,3500...	25,90	EUR	4528060268
			ROOM SERVICE	0528002085	S001	1-	PRESID-CZC315			09:18:12	12.03.2017	09:18:12	23,55-	0,00	2,3500...	25,90-	EUR	4528060268
			ROOM SERVICE	0528002086	S001	1	PRESID-CZC315			09:18:12	12.03.2017	09:18:32	19,00	0,00	1,9000...	20,90	EUR	4528060268
			ROOM SERVICE	0528002087	S001	1	PRESID-CZC315			09:18:50	12.03.2017	09:19:27	27,19	0,00	2,7100...	29,90	EUR	4528060268
			ROOM SERVICE	0528002088	S001	1-	PRESID-CZC315			09:20:12	12.03.2017	09:20:12	19,00-	0,00	1,9000	20,90-	EUR	4528060268

By double-clicking the ticket number, you can view or reprint it.

2.9 Upselling commissions by Hotel (ZFC_UP_COM_E_H)

2.9.1 Purpose of the report

This report allows you to verify the commissions generated as a result of upselling and paid to Front Office employees.

2.9.2 Selection Criteria

There are several filter fields:

Charges

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Reservation		to	
Revenue date		to	
Charge date		to	
Empl. sells		to	
Stay option		to	
Concept identifier		to	

2.9.3 Data Shown

This report displays all upselling charges produced and canceled.

In each line you can check the employee who made the sell, concept ID, revenue date and stay option, among others, and for the canceled charges, the reason for cancellation.

Emplo...	Name	Surn	Reservation	Room	Concept	Stay optio	Stay option	Prod. date	Charge date	Time	POS ...	Qua...	Σ Am.Disc.	%Comis...	ΣUps Co...	Payment me	Emplo...	Cancel. reason
000000...	[redacted]		37360538	1251	UPSE	Early check-in ...	EARLY_9	05.09.2017	05.09.2017	10:19:35		1	27,27	10,00	2,73	Credit		
0000...													**27,27**		**2,73**			
000000...	[redacted]		38308240	1461	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	05.09.2017	22:42:17		1	20,82	5,00	1,04	On-desk pa...		
			34055627	1556	UPSL	LATE CHECK ...	LC_FREE	05.09.2017	03.09.2017	19:03:55		1	0,00	0,00	0,00	On-desk pa...		
			34055627	1556	UPSL	Extensión LCO	EXT_LATO...	05.09.2017	03.09.2017	19:03:55		1	45,45	10,00	4,55	On-desk pa...		
			38050765	1364	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	05.09.2017	19:59:41		1	20,82	5,00	1,04	On-desk pa...		
			38306597	1062	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	04.09.2017	19:54:01		1	20,82	5,00	1,04	On-desk pa...		
			37712406	1578	UPSR	Junior Suite	UP_SUPJUN	05.09.2017	04.09.2017	17:05:36		1	165,00	10,00	16,50	On-desk pa...		
0000...													**272,91**		**24,17**			
000000...	[redacted]		37484791	1374	UPSR	Upg. Superior-...	UP_SUPR	05.09.2017	04.09.2017	20:40:19		1	70,00	10,00	7,00	On-desk pa...		
			37484791	1374	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	04.09.2017	20:40:19		1	20,82	5,00	1,04	On-desk pa...		
			38798867	1376	UPSB	Upselling Breakfast	_BREAK	05.09.2017	05.09.2017	08:26:44		1	20,82	5,00	1,04	On-desk pa...	00000...	IMPREVISTA
			36953164	1366	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	04.09.2017	19:34:28		1	20,82	5,00	1,04	On-desk pa...		
			38675463	1258	UPSR	Upg. Superior-...	UP_SUPRT	05.09.2017	05.09.2017	18:10:03		1	35,00	10,00	3,50	On-desk pa...		
			38306382	1160	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	04.09.2017	21:36:40		1	20,82	5,00	1,04	On-desk pa...		
			38842604	1471	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	05.09.2017	21:48:32		1	20,82	5,00	1,04	On-desk pa...		
			38297699	1059	UPSR	Upg. Superior-...	UP_SUPRT	05.09.2017	04.09.2017	18:39:10		1	35,00	10,00	3,50	On-desk pa...		
			38297699	1059	UPSB	Upselling Brea...	UP_BREAK	05.09.2017	04.09.2017	18:39:10		1	20,82	5,00	1,04	On-desk pa...		

3 FINANCIAL MANAGEMENT

3.1 NH Profit & Lost – NH Profit & Lost in LC (ZNH_P_L – ZNH_PL_LC)

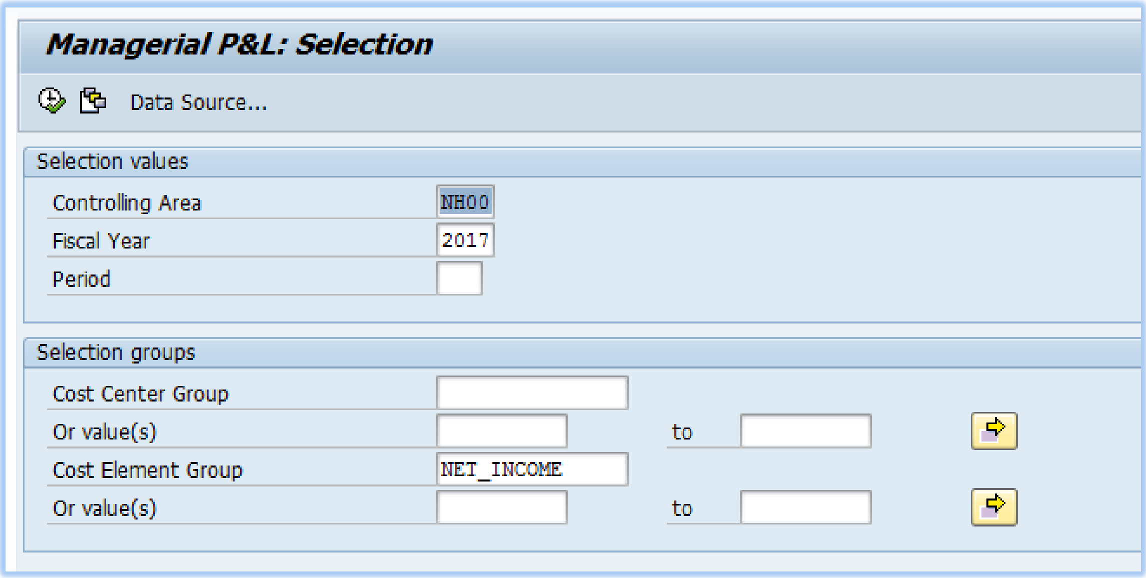
3.1.1 Purpose of the report

This report allows you to analyze the Managerial P&L of the selected Hotel.

Countries with a currency different to €, have to use transaction ZNH_PL_LC. In this transaction, all the information will be shown in the local currency of the Hotel selected.

3.1.2 Selection Criteria

- "Controlling area": "NH00" value is always shown by default and must not be modified
- "Fiscal year" and "Period": Year and month of consultation
- "Cost Center Group": Indicate the company and centre to consult. For example, ES100025
- "Cost element group": "NET_INCOME" value is always shown by default and must not be modified

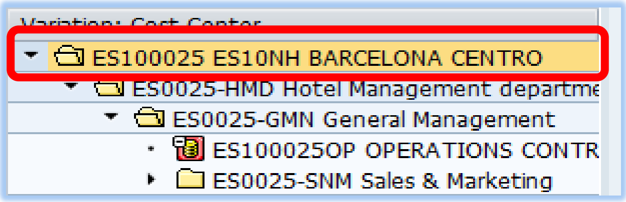


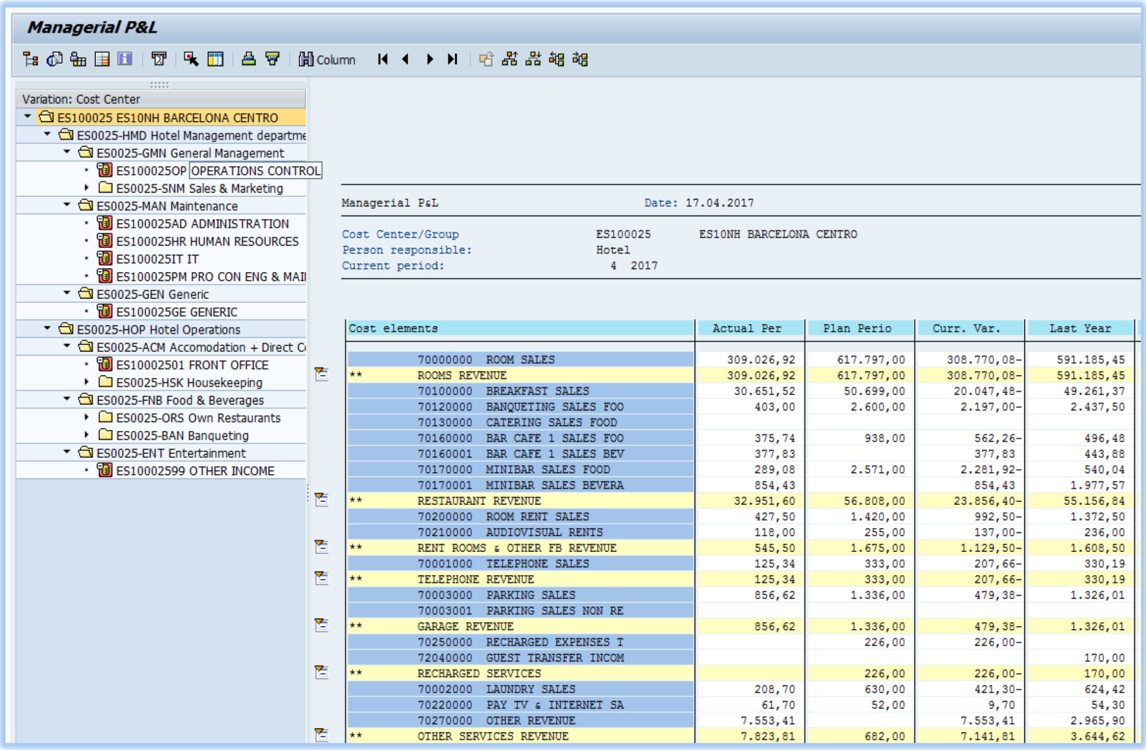
3.1.3 Data Shown

On the left side of the report is displayed the information splited by CECO (Cost Center).

If you click in an individual CECO or a group of CECOS you will see the all the information available in that cost center.

To access to all the information available in the Hotel, click in the main folder of the report (where Company, Centre and name of the Hotel are shown):

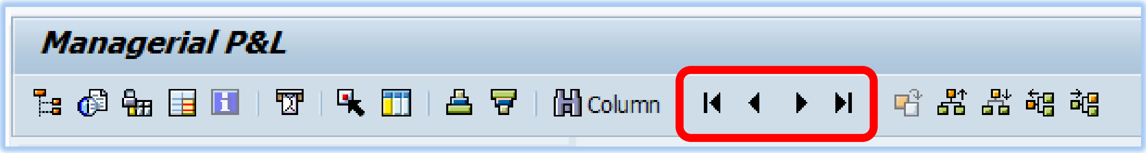




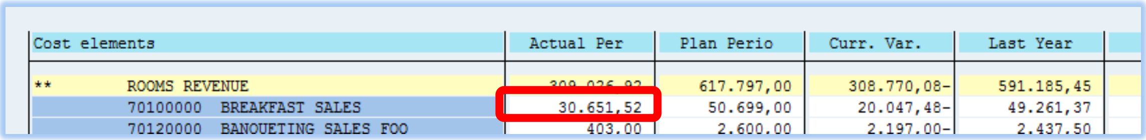
These are the columns displayed in the report:

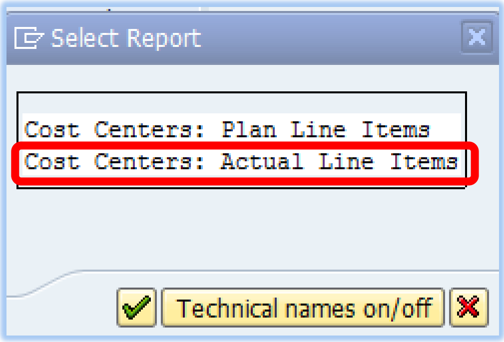
Actual Per.	Actual data of the month
Plan Perio.	Budget details for the month
Curr. Var.	Variation between actual month and budget
Last Year	Data of same month previous year
LY Var.	Variation between actual month and month from last year
Actual YTD.	Compounded figures to the month of the query
Plan YTD.	Budget data compounded to the query period
Var. Per. YTD.	Variation between compounded month and budget
Var. YTD.	Total budget for current year
Avail. aft.	Difference between total year budget and actual data compounded to the month (in others words: budget available to the selected month)
In %	Percentage budget available to the selected month
LY YTD.	Compounded previous year data

This report contains 12 columns, but it shows only 5 per screen. To display the other columns, you only have to click in the arrows that are placed in the top of the report:

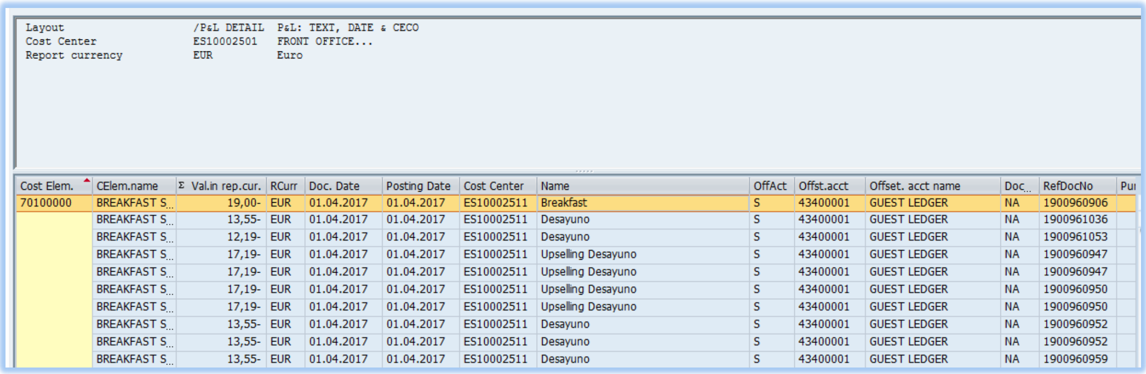


To access to the detail of an account, double click on the "Actual per" column, in the desired account, and then click in the "Actual line items" option.





All the production of that account will be shown:



Layout	/P&L DETAIL	P&L: TEXT, DATE & CECO
Cost Center	ES10002501	FRONT OFFICE...
Report currency	EUR	Euro

Cost Elem.	CElem.name	Σ Val.in rep.cur.	RCurr	Doc. Date	Posting Date	Cost Center	Name	OffAct	Offst.acct	Offset. acct name	Doc...	RefDocNo	Pur
70100000	BREAKFAST S...	19,00-	EUR	01.04.2017	01.04.2017	ES10002511	Breakfast	S	43400001	GUEST LEDGER	NA	1900960906	
	BREAKFAST S...	13,55-	EUR	01.04.2017	01.04.2017	ES10002511	Desayuno	S	43400001	GUEST LEDGER	NA	1900961036	
	BREAKFAST S...	12,19-	EUR	01.04.2017	01.04.2017	ES10002511	Desayuno	S	43400001	GUEST LEDGER	NA	1900961053	
	BREAKFAST S...	17,19-	EUR	01.04.2017	01.04.2017	ES10002511	Upselling Desayuno	S	43400001	GUEST LEDGER	NA	1900960947	
	BREAKFAST S...	17,19-	EUR	01.04.2017	01.04.2017	ES10002511	Upselling Desayuno	S	43400001	GUEST LEDGER	NA	1900960947	
	BREAKFAST S...	17,19-	EUR	01.04.2017	01.04.2017	ES10002511	Upselling Desayuno	S	43400001	GUEST LEDGER	NA	1900960950	
	BREAKFAST S...	17,19-	EUR	01.04.2017	01.04.2017	ES10002511	Upselling Desayuno	S	43400001	GUEST LEDGER	NA	1900960950	
	BREAKFAST S...	13,55-	EUR	01.04.2017	01.04.2017	ES10002511	Desayuno	S	43400001	GUEST LEDGER	NA	1900960952	
	BREAKFAST S...	13,55-	EUR	01.04.2017	01.04.2017	ES10002511	Desayuno	S	43400001	GUEST LEDGER	NA	1900960952	
	BREAKFAST S...	13,55-	EUR	01.04.2017	01.04.2017	ES10002511	Desayuno	S	43400001	GUEST LEDGER	NA	1900960959	

If it is an expenses account, useful information (Purchase order, copy of the invoice when the expense have been accounted…) is available in the detail of the account.

3.1.4 Observations

- This is an "online" report, so the totals are calculated in the time of consultation
- **Countries with a currency different to € have to use the transaction ZNH_PL_LC.**

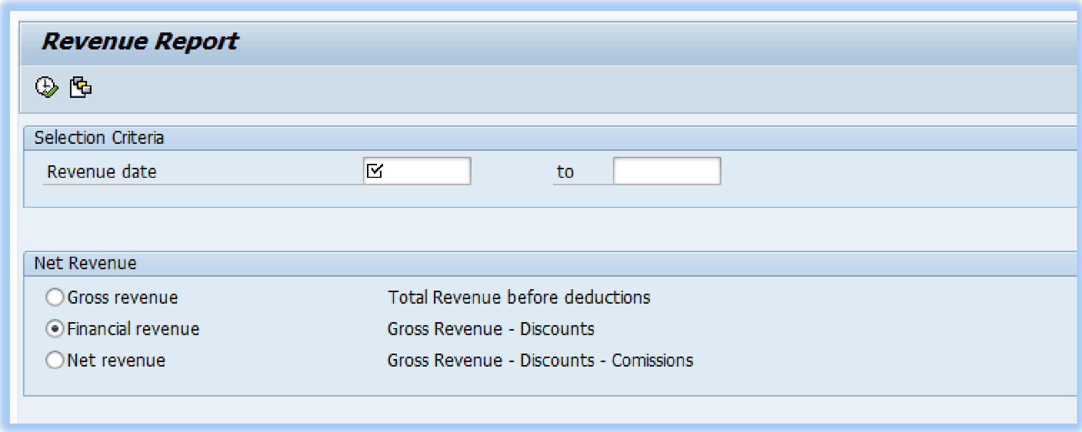
3.2 Revenue report (/CCSHT/REVENUE_REP)

3.2.1 Purpose of the report

This report allows you to visualize the revenue of all areas of the hotel

3.2.2 Selection Criteria

These are the filters available in the transaction:



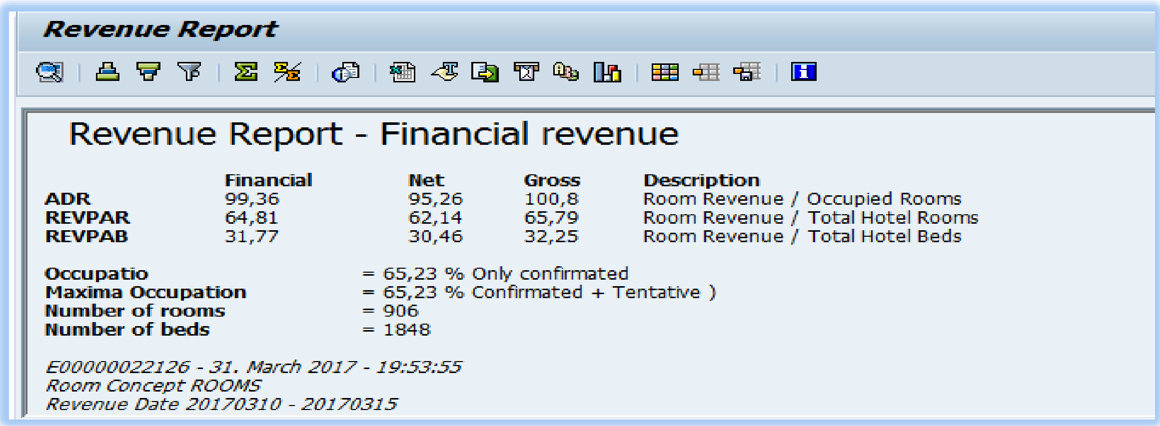
- Revenue date/dates (Mandatory field)

It is Highly recommended to analyze "Financial revenue" (selected by default) as it is the data included in the Hotel P&L:

- Gross revenue: No Comisions or Discounts minorized from the total amounts
- Financial revenue: Discounts minorized from the amounts displayed
- Net revenue: Commisions and Discounts minorized from the amounts displayed

3.2.3 Data Shown

On the top of the page there is a summary of the main KPI´s:



In the first column it is displayed the concept nature of the amounts: rooms, mice, f&b and extras.

In the last column it is shown the G/L Account.

Chain code	Conc. Fam.	Id C...	ID	Σ Occu.Rooms	Σ Pax Quant.	Σ Num.Charg.	Σ Gross revenue	Σ Discount	Σ Finan.rvn.	Σ Commission	Σ Net revenue	ADR	Price*PAX	Ave.Chr.Pr	G/L Account
ROOMS	ROOMS	UPSR	Upselling Room	0	0	4	60,00	0,00	60,00	0,00	60,00	0,00	0,00	15,00	70000000
	ROOMS	UPSL	Upselling Late Check-out	0	0	3	27,27	0,00	27,27	0,00	27,27	0,00	0,00	9,09	70000000
	ROOMS	ROOM	JSTDBL-Jr Suite Double	18	29	38	2.091,77	91,26-	2.000,51	107,85-	1.892,66	111,14	68,98	52,65	70000000
	ROOMS		JSTDBV-Jr. Suite Double View	18	29	37	1.899,92	14,14-	1.885,78	180,18-	1.705,60	104,77	65,03	50,97	70000000
	ROOMS		Non-Guest Billing	0	0	7	768,60	0,00	768,60	0,00	768,60	0,00	0,00	109,80	70000000
	ROOMS		STDDBL-Standard Double	404	526	632	42.823,20	580,89-	42.363,39	1.786,13-	40.577,26	104,86	80,54	67,03	70000000
	ROOMS		STDDBV-Standard Double Vi...	68	100	76	4.068,42	61,52-	4.006,91	222,58-	3.784,33	58,93	40,07	52,72	70000000
	ROOMS		STDTPL-Standard Triple	11	18	13	1.334,44	50,01-	1.284,43	0,00	1.284,43	116,77	71,36	98,80	70000000
	ROOMS		SUPDBL-Superior Double	0	0	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	70000000
	ROOMS		SUPDBV-Superior Double Vie...	72	93	108	6.532,52	203,62-	6.328,91	128,72-	6.200,19	87,90	68,05	58,60	70000000
ROOMS				**591**	**795**	**918**	**59.606,14**	**1.001,...**	**58.725,...**	**2.425,46-**	**56.300,34**				
MICE	MICE	SETUP	Function Room Setup	0	0	16	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	70200000
	MICE	FRNT	Function Room Rent	0	0	15	4.625,00	30,00-	4.595,00	70,00-	4.525,00	0,00	0,00	306,33	70200000
	MICE	AUDV	Audiovisual Services	0	0	26	1.595,00	0,00	1.595,00	0,00	1.595,00	0,00	0,00	61,35	70210000
MICE				**0**	**0**	**57**	**6.220,00**	**30,00-**	**6.190,0...**	**70,00-**	**6.120,00**				
F&B	F&B	UPSB	Upselling Breakfast	0	0	33	687,06	0,00	687,06	0,00	687,06	0,00	0,00	20,82	70100000
	F&B	RTEF	Restaurant Food	0	0	13	172,19	0,00	172,19	0,00	172,19	0,00	0,00	13,25	70110000
	F&B	RTEB	Restaurant Beverage	0	0	12	32,64	0,00	32,64	0,00	32,64	0,00	0,00	2,72	70110001
	F&B	RMSF	Room Service Food	0	0	45	637,35	0,00	637,35	0,00	637,35	0,00	0,00	14,16	70140000
	F&B	RMSB	Room Service Beverage	0	0	20	77,81	0,00	77,81	0,00	77,81	0,00	0,00	3,89	70140001

3.2.4 Observations

- It is possible to export it to a spreadsheet by clicking on this button: 

3.3 Customer Aging (/CCSHT/AGING_CLI)

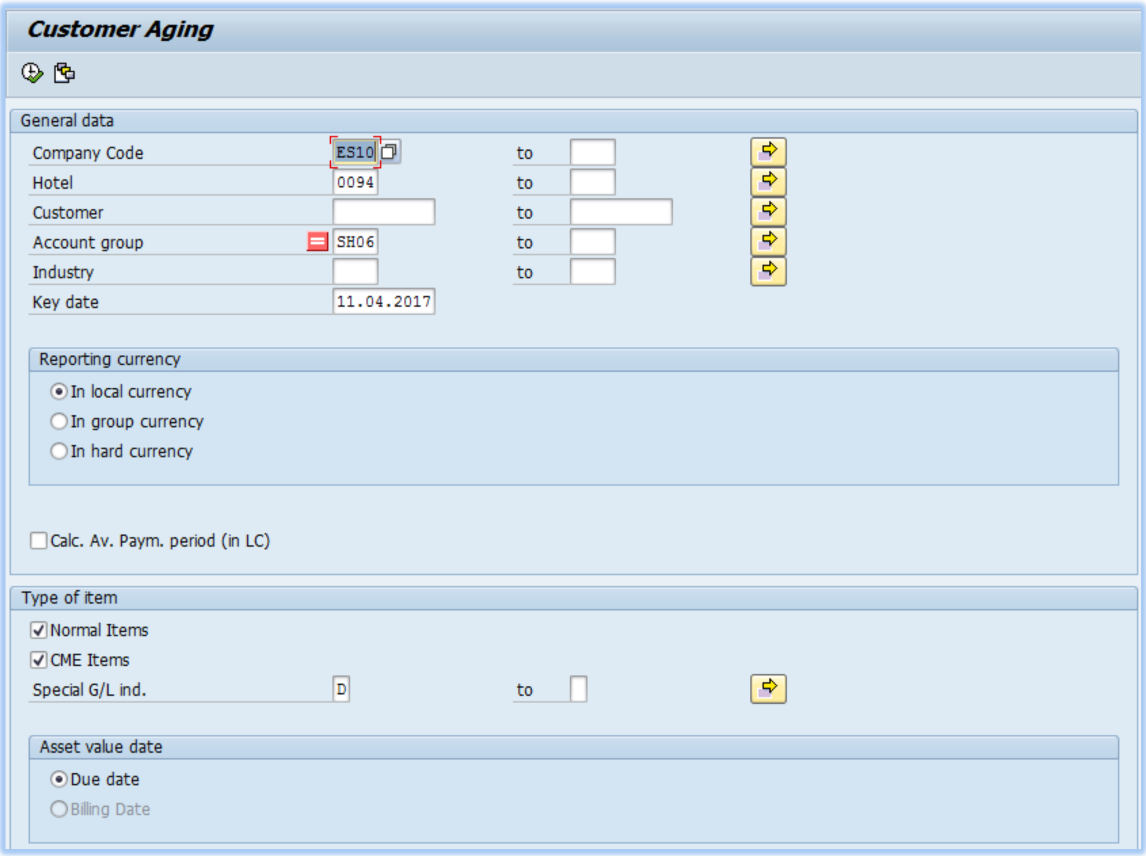
3.3.1 Purpose of the report

This report allows you to consult age and amount of customers' outstanding debt.

3.3.2 Selection Criteria

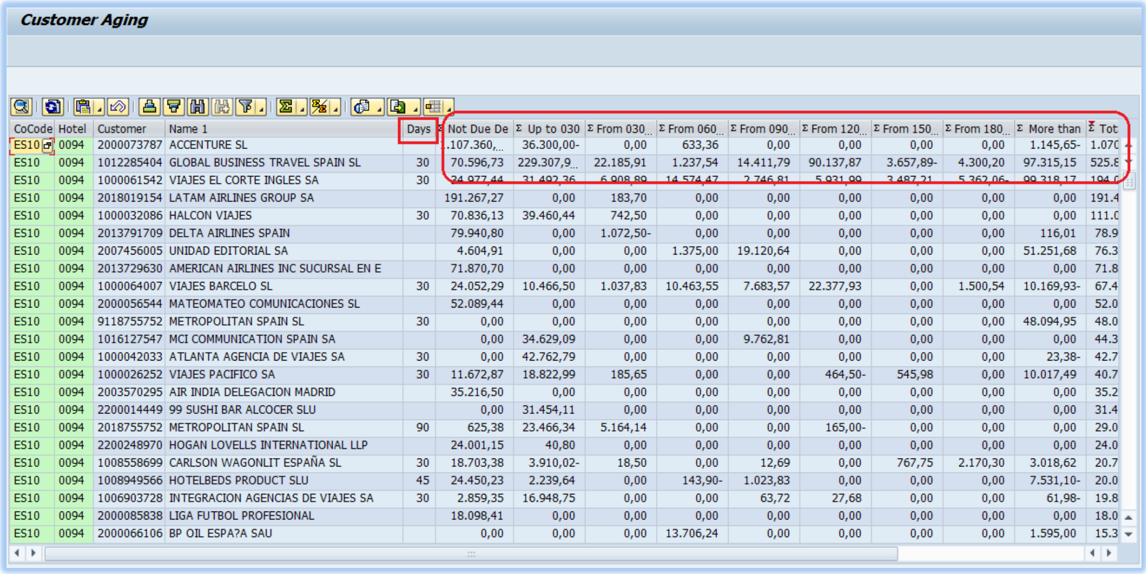
You need to enter the following data:

- **Company Code:** SAP code of the company to which the hotel belongs.
- **Hotel:** TMS Centre code
- **Account group**: exclude group *SH06 – Credit Cards* by using the option "*Exclude Single Values*" within the "*Multiple selection*" button.
- **Key date: <u>always the day before the query.</u>**
- **CME Items: <u>this box must always be ticked</u>**.
- **Special G/L ind.:** select operation indicator *D – Doubtful debtors* in order to see the invoices which have been provided to insolvency accrual.



3.3.3 Data Shown

The report will show the Customer's SAP code and name, the agreed payment period (column *Days*) and the age and amount of their outstanding debt, e.g. *Up to 30* column is settlement exceeded in less than 30 days from due date (and so on).



Customer Aging

CoCode	Hotel	Customer	Name 1	Days	Not Due De	Up to 030	From 030...	From 060...	From 090...	From 120...	From 150...	From 180...	More than	Tot
ES10	0094	2000073787	ACCENTURE SL		1.107.360,...	36.300,00-	0,00	633,36	0,00	0,00	0,00	0,00	1.145,65-	1.070
ES10	0094	1012285404	GLOBAL BUSINESS TRAVEL SPAIN SL	30	70.596,73	229.307,9...	22.185,91	1.237,54	14.411,79	90.137,87	3.657,89-	4.300,20	97.315,15	525.8
ES10	0094	1000061542	VIAJES EL CORTE INGLES SA	30	24.977,44	31.492,36	6.908,89	14.574,47	2.746,81	5.931,99	3.487,21	5.362,06-	99.318,17	194.0
ES10	0094	2018019154	LATAM AIRLINES GROUP SA		191.267,27	0,00	183,70	0,00	0,00	0,00	0,00	0,00	0,00	191.4
ES10	0094	1000032086	HALCON VIAJES	30	70.836,13	39.460,44	742,50	0,00	0,00	0,00	0,00	0,00	0,00	111.0
ES10	0094	2013791709	DELTA AIRLINES SPAIN		79.940,80	0,00	1.072,50-	0,00	0,00	0,00	0,00	0,00	116,01	78.9
ES10	0094	2007456005	UNIDAD EDITORIAL SA		4.604,91	0,00	0,00	1.375,00	19.120,64	0,00	0,00	0,00	51.251,68	76.3
ES10	0094	2013729630	AMERICAN AIRLINES INC SUCURSAL EN E		71.870,70	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	71.8
ES10	0094	1000064007	VIAJES BARCELO SL	30	24.052,29	10.466,50	1.037,83	10.463,55	7.683,57	22.377,93	0,00	1.500,54	10.169,93-	67.4
ES10	0094	2000056544	MATEOMATEO COMUNICACIONES SL		52.089,44	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	52.0
ES10	0094	9118755752	METROPOLITAN SPAIN SL	30	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	48.094,95	48.0
ES10	0094	1016127547	MCI COMMUNICATION SPAIN SA		0,00	34.629,09	0,00	0,00	9.762,81	0,00	0,00	0,00	0,00	44.3
ES10	0094	1000042033	ATLANTA AGENCIA DE VIAJES SA	30	0,00	42.762,79	0,00	0,00	0,00	0,00	0,00	0,00	23,38-	42.7
ES10	0094	1000026252	VIAJES PACIFICO SA	30	11.672,87	18.822,99	185,65	0,00	0,00	464,50-	545,98	0,00	10.017,49	40.7
ES10	0094	2003570295	AIR INDIA DELEGACION MADRID		35.216,50	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	35.2
ES10	0094	2200014449	99 SUSHI BAR ALCOCER SLU		0,00	31.454,11	0,00	0,00	0,00	0,00	0,00	0,00	0,00	31.4
ES10	0094	2018755752	METROPOLITAN SPAIN SL	90	625,38	23.466,34	5.164,14	0,00	0,00	165,00-	0,00	0,00	0,00	29.0
ES10	0094	2200248970	HOGAN LOVELLS INTERNATIONAL LLP		24.001,15	40,80	0,00	0,00	0,00	0,00	0,00	0,00	0,00	24.0
ES10	0094	1008558699	CARLSON WAGONLIT ESPAÑA SL	30	18.703,38	3.910,02-	18,50	0,00	12,69	0,00	767,75	2.170,30	3.018,62	20.7
ES10	0094	1008949566	HOTELBEDS PRODUCT SLU	45	24.450,23	2.239,64	0,00	143,90-	1.023,83	0,00	0,00	0,00	7.531,10-	20.0
ES10	0094	1006903728	INTEGRACION AGENCIAS DE VIAJES SA	30	2.859,35	16.948,75	0,00	0,00	63,72	27,68	0,00	0,00	61,98-	19.8
ES10	0094	2000085838	LIGA FUTBOL PROFESIONAL		18.098,41	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	18.0
ES10	0094	2000066106	BP OIL ESPA?A SAU		0,00	0,00	0,00	13.706,24	0,00	0,00	0,00	0,00	1.595,00	15.3

3.3.4 Observations

-  You can use these buttons to put columns in ascending/descending order (e.g. by alphabetical order of customer names, from highest to lowest amount of total debt or amount of a particular age period).
-  The "*Set filter*" button allows you to select the customers you want to see (e.g. only those who have credit level assigned to the Hotel).
- This report can be exported to a spreadsheet by clicking on the top menu *List > Export*.
- Details of pending invoices may be consulted in transaction *Customer Line Items (FBL5N)*.

<u>IMPORTANT:</u> Please check that there is not any outstanding debt from individual customers, since it is not allowed to grant credit to natural persons.

3.4 Customer line Items (FBL5N)

3.3.1 Purpose of the report

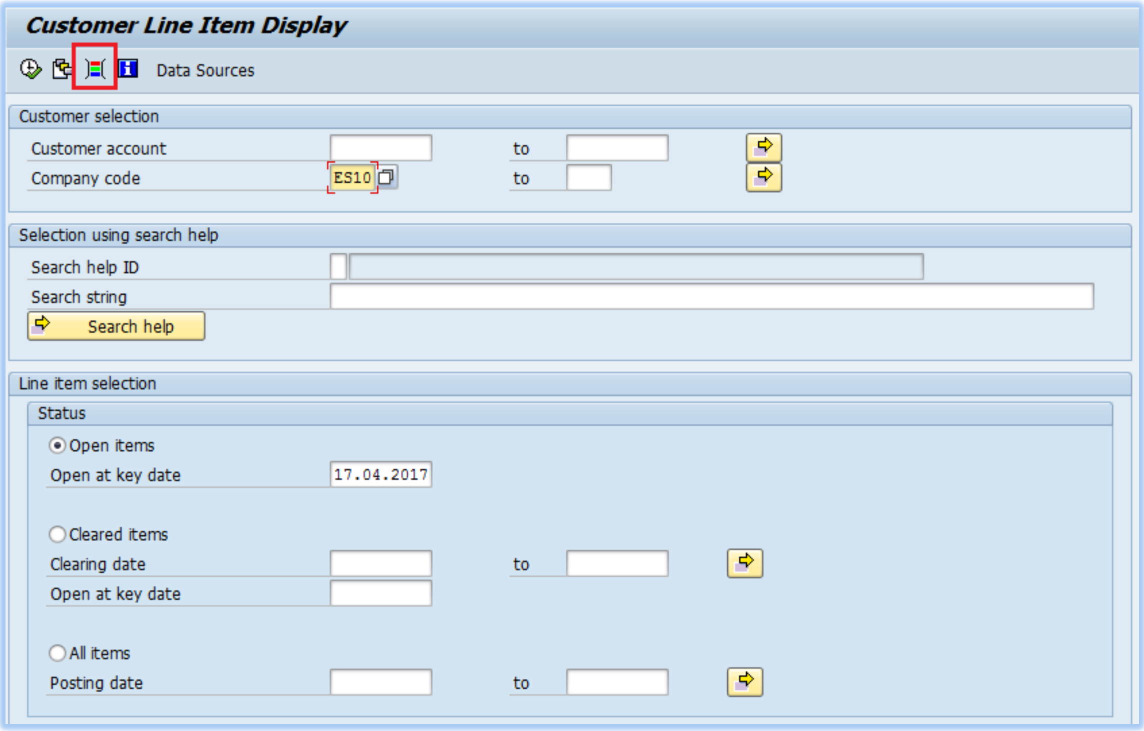
This report allows you to consult status and details of customer's outstanding debt: invoices pending collection and invoices already collected.

3.3.2 Selection Criteria

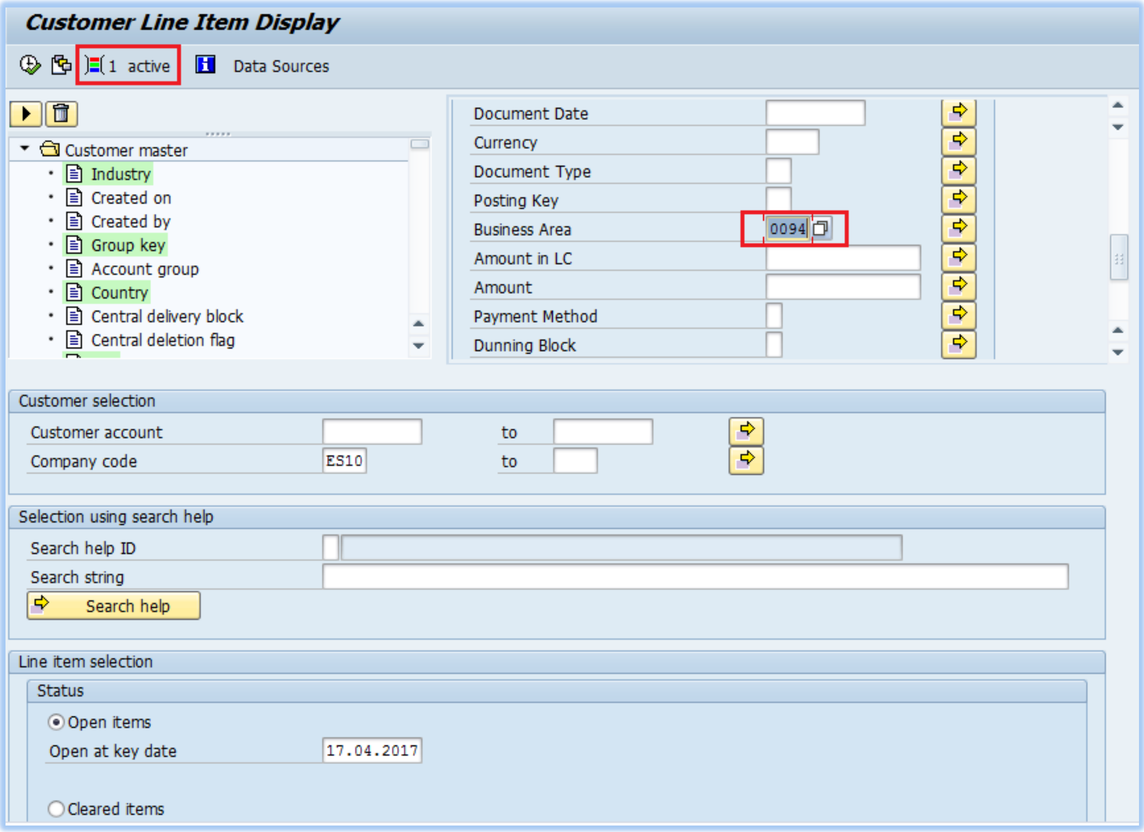
You need to enter the following data:

- **Company Code:** SAP code of the company to which the hotel belongs.

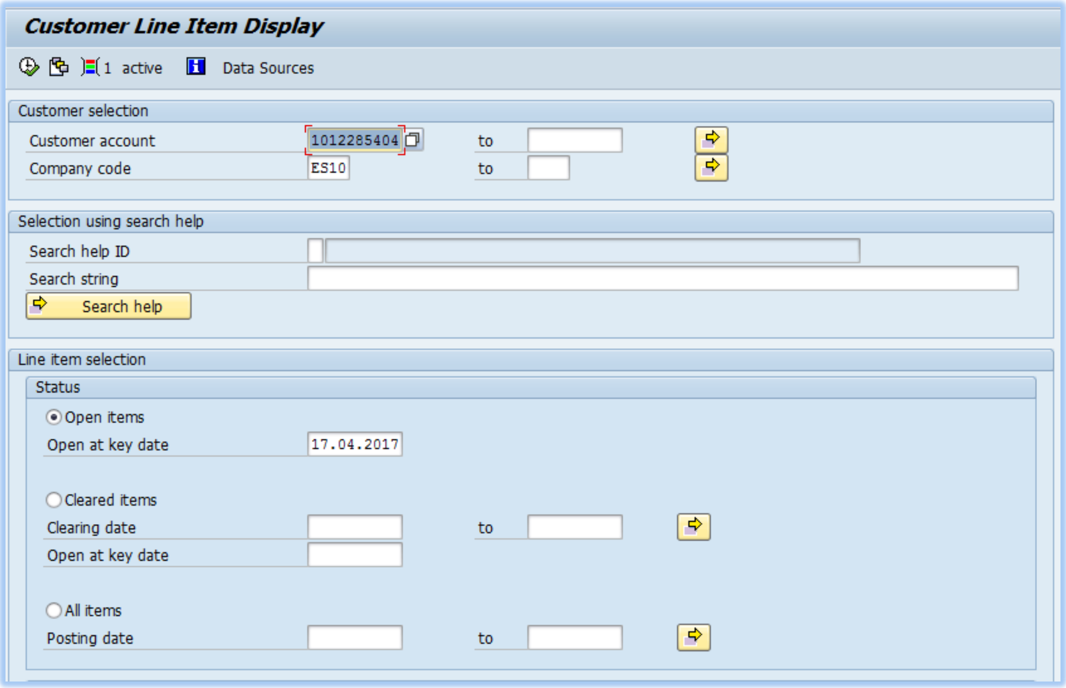
  If the company has more than one Hotel, you must also inform the *Business Area* number (TMS Centre code) by using the "*Dynamic selections*" button.



After selecting the *Business Area*, the *Dynamic selections* button will display "*1 active*", as shown in the following image.

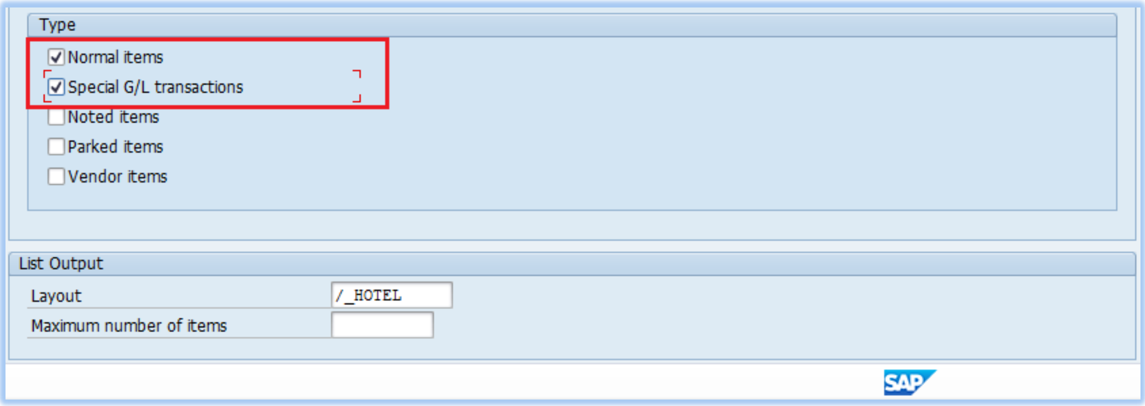


- **Customer account:** type in the account number (SAP code) of the customer whose line items you want to see. You can select multiple accounts using the "*Multiple selection*" button.



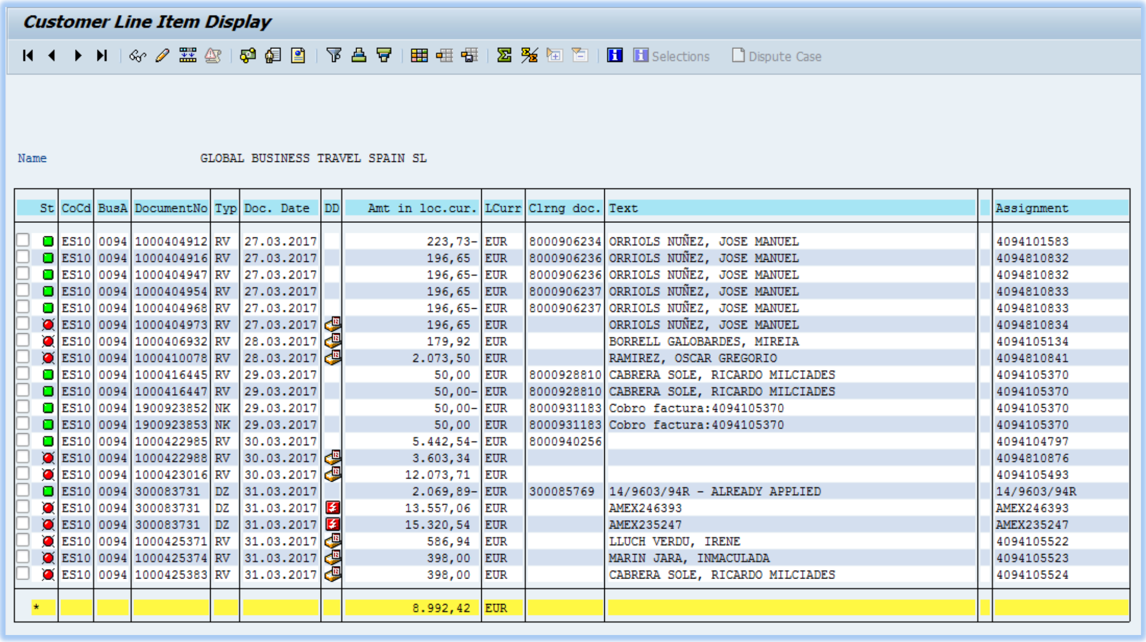
- **Type: *Normal items* and *Special G/L transactions* boxes should be ticked.**

- **List Output:** it is recommended to use the default layout "*/_HOTEL*".



3.3.3 Data Shown

Selected line items are displayed on a list (in the following example, we selected All items from one month).



Name GLOBAL BUSINESS TRAVEL SPAIN SL

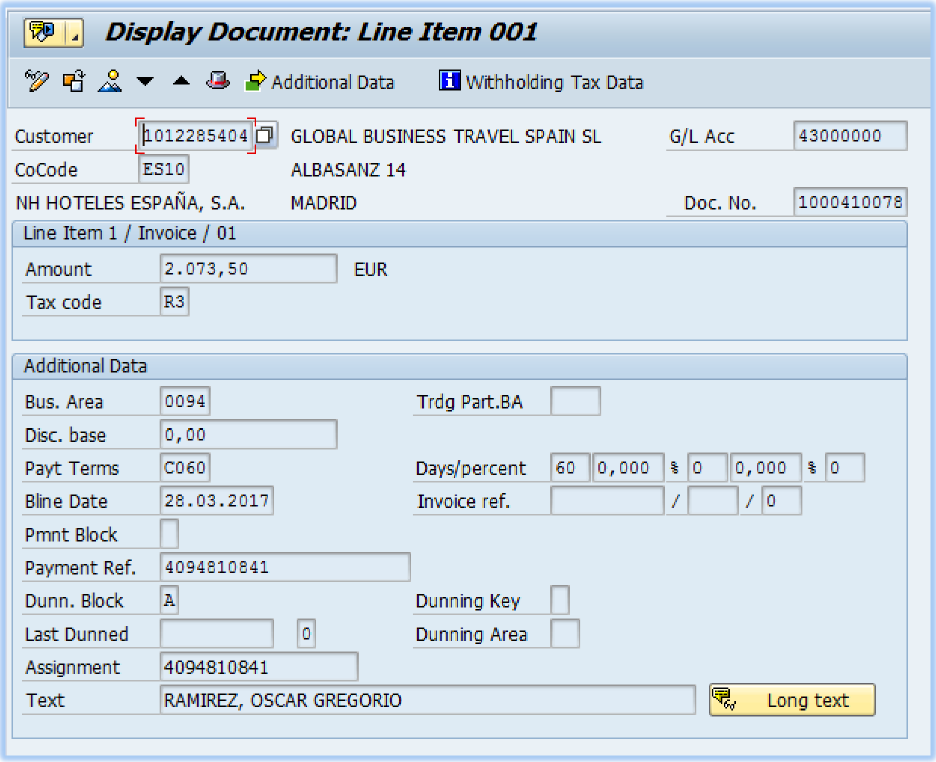
St	CoCd	BusA	DocumentNo	Typ	Doc. Date	DD	Amt in loc.cur.	LCurr	Clrng doc.	Text	Assignment
	ES10	0094	1000404912	RV	27.03.2017		223,73-	EUR	8000906234	ORRIOLS NUÑEZ, JOSE MANUEL	4094101583
	ES10	0094	1000404916	RV	27.03.2017		196,65	EUR	8000906236	ORRIOLS NUÑEZ, JOSE MANUEL	4094810832
	ES10	0094	1000404947	RV	27.03.2017		196,65-	EUR	8000906236	ORRIOLS NUÑEZ, JOSE MANUEL	4094810832
	ES10	0094	1000404954	RV	27.03.2017		196,65	EUR	8000906237	ORRIOLS NUÑEZ, JOSE MANUEL	4094810833
	ES10	0094	1000404968	RV	27.03.2017		196,65-	EUR	8000906237	ORRIOLS NUÑEZ, JOSE MANUEL	4094810833
	ES10	0094	1000404973	RV	27.03.2017		196,65	EUR		ORRIOLS NUÑEZ, JOSE MANUEL	4094810834
	ES10	0094	1000406932	RV	28.03.2017		179,92	EUR		BORRELL GALOBARDES, MIREIA	4094105134
	ES10	0094	1000410078	RV	28.03.2017		2.073,50	EUR		RAMIREZ, OSCAR GREGORIO	4094810841
	ES10	0094	1000416445	RV	29.03.2017		50,00	EUR	8000928810	CABRERA SOLE, RICARDO MILCIADES	4094105370
	ES10	0094	1000416447	RV	29.03.2017		50,00-	EUR	8000928810	CABRERA SOLE, RICARDO MILCIADES	4094105370
	ES10	0094	1900923852	NK	29.03.2017		50,00-	EUR	8000931183	Cobro factura:4094105370	4094105370
	ES10	0094	1900923853	NK	29.03.2017		50,00	EUR	8000931183	Cobro factura:4094105370	4094105370
	ES10	0094	1000422985	RV	30.03.2017		5.442,54-	EUR	8000940256		4094104797
	ES10	0094	1000422988	RV	30.03.2017		3.603,34	EUR			4094810876
	ES10	0094	1000423016	RV	30.03.2017		12.073,71	EUR			4094105493
	ES10	0094	300083731	DZ	31.03.2017		2.069,89-	EUR	300085769	14/9603/94R - ALREADY APPLIED	14/9603/94R
	ES10	0094	300083731	DZ	31.03.2017		13.557,06	EUR		AMEX246393	AMEX246393
	ES10	0094	300083731	DZ	31.03.2017		15.320,54	EUR		AMEX235247	AMEX235247
	ES10	0094	1000425371	RV	31.03.2017		586,94	EUR		LLUCH VERDU, IRENE	4094105522
	ES10	0094	1000425374	RV	31.03.2017		398,00	EUR		MARIN JARA, INMACULADA	4094105523
	ES10	0094	1000425383	RV	31.03.2017		398,00	EUR		CABRERA SOLE, RICARDO MILCIADES	4094105524
*							8.992,42	EUR			

The icons in the first column show the *Status* of the items:

	Open
	Cleared

Document Number is the number of the accounting document.

You can double-click anywhere in the line item to display the FI document.



"DD" (Net due date symbol) indicates due date deadline for the open items:

	Overdue
	Due
	Not due

Clearing document is the number of the accounting document by which the invoice has been cleared with the corresponding payment.

The last column "*Assignment*" shows the invoice number.

In order to view an invoice, create a *New Session* and run the transaction *Invoice reprint (/CCSHT/FC_FIMP)* in SAP Menu > BILLING > Billing.

3.3.4 Observations

- You can use these buttons to put columns in ascending/descending order.
- This report can be exported to a spreadsheet by clicking on the top menu *List* > *Export.*

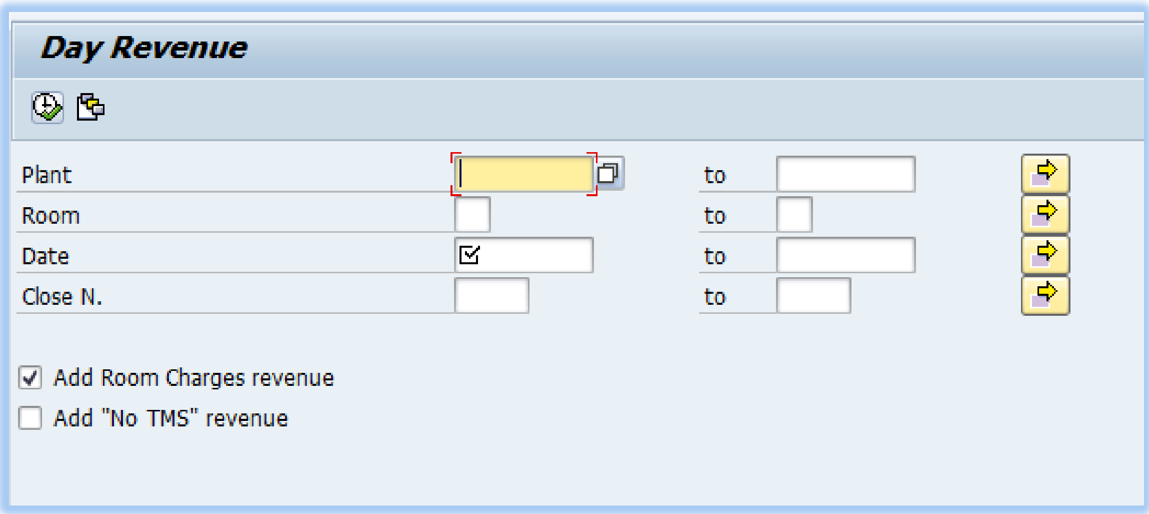
3.5 Day Revenue (/CCSHT/POS_ALV_DAY_RI)

3.5.1 Purpose of the report

This report allows you to visualize the F&B (Food & Beverage) revenue in one or several POS (Points of sale) by date.

3.5.2 Selection Criteria

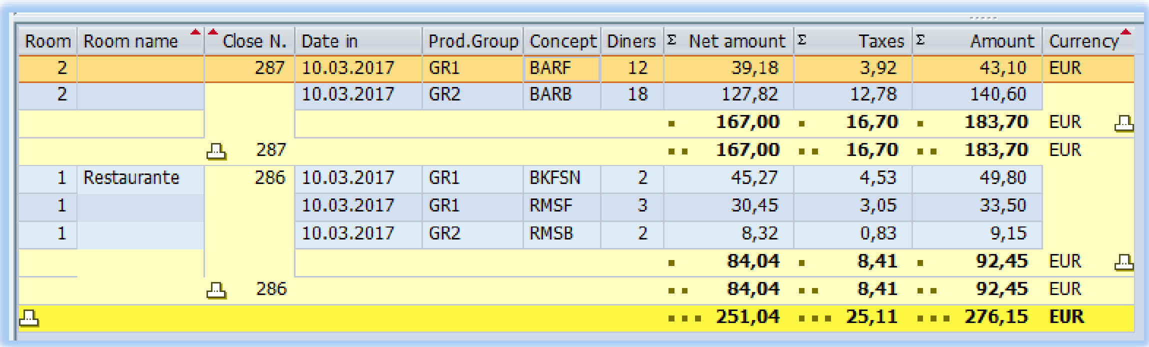
These are the filters available in the transaction:



- Fields “Plant” and “Date” are mandatory

3.5.3 Data Shown

In the report is shown the revenue in all the Points of sale. They are splited by nature concept, and there are different columns to analyze the amounts with or without taxes.



Room	Room name	Close N.	Date in	Prod.Group	Concept	Diners	Net amount	Taxes	Amount	Currency
2		287	10.03.2017	GR1	BARF	12	39,18	3,92	43,10	EUR
2			10.03.2017	GR2	BARB	18	127,82	12,78	140,60	
							• 167,00	• 16,70	• 183,70	EUR
		287					•• 167,00	•• 16,70	•• 183,70	EUR
1	Restaurante	286	10.03.2017	GR1	BKFSN	2	45,27	4,53	49,80	
1			10.03.2017	GR1	RMSF	3	30,45	3,05	33,50	
1			10.03.2017	GR2	RMSB	2	8,32	0,83	9,15	
							• 84,04	• 8,41	• 92,45	EUR
		286					•• 84,04	•• 8,41	•• 92,45	EUR
							••• 251,04	••• 25,11	••• 276,15	EUR

3.5.4 Observations

- It is possible to export it to a spreadsheet by clicking on this button:

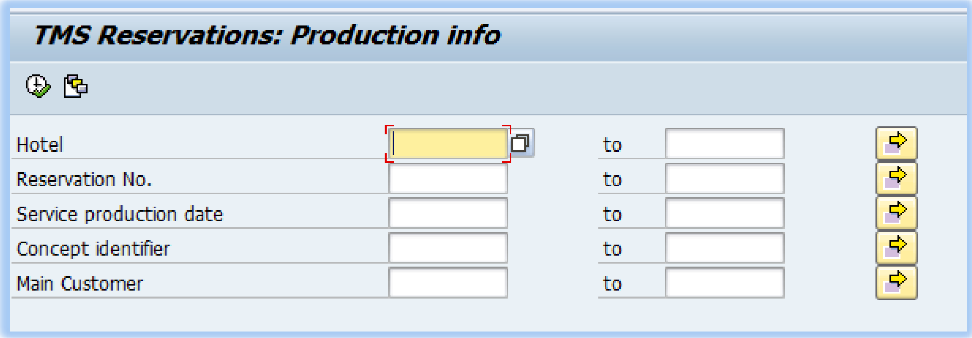
3.6 TMS reservations: Production info (ZPROD_INFO)

3.6.1 Purpose of the report

This report provides the production details contained in Revenue report. These data analyzed by hotel, reservation, dates, concept and client.

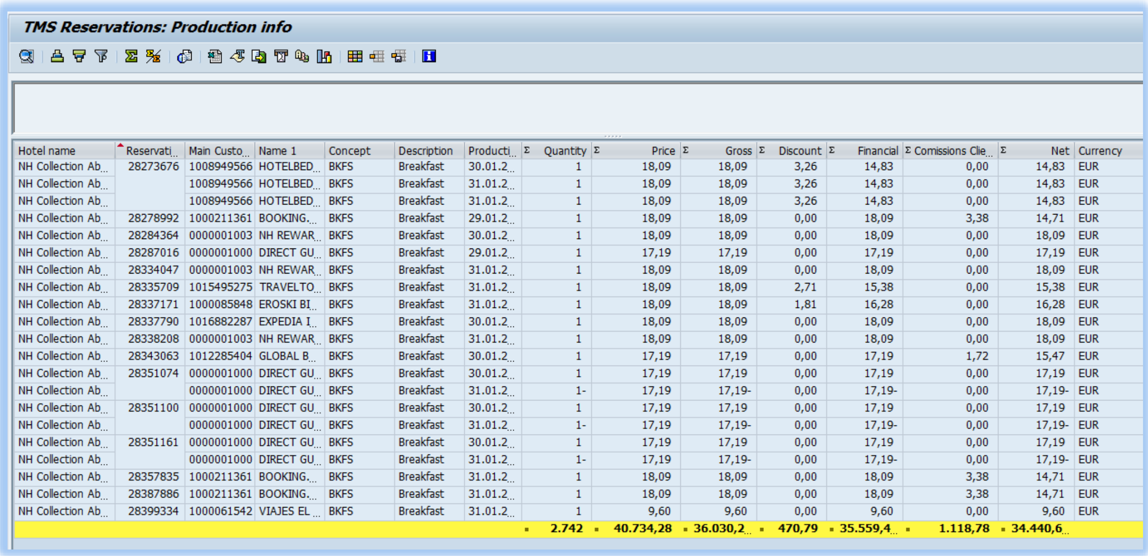
3.6.2 Selection Criteria

These are the filters available in the transaction:



- **Hotel**: Select hotel name or search with these criteria:
- **Reservation number**: Search by number, between the box “From-To” or use multiple selection.
- **Service production date**: Filter by production date or with box “From-To”.
- **Concept identifier**: If your search requires a specific concept, fill the field (RCLX, NSHO, BKSF…)
- **Main Customer**: When the query have to be shown by main client, this field must be filled in.

3.6.3 Data Shown



TMS Reservations: Production info

Hotel name	Reservati…	Main Custo…	Name 1	Concept	Description	Producti…	Σ Quantity	Σ Price	Σ Gross	Σ Discount	Σ Financial	Σ Comissions Clie…	Σ Net	Currency
NH Collection Ab…	28273676	1008949566	HOTELBED…	BKFS	Breakfast	30.01.2…	1	18,09	18,09	3,26	14,83	0,00	14,83	EUR
NH Collection Ab…		1008949566	HOTELBED…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	3,26	14,83	0,00	14,83	EUR
NH Collection Ab…		1008949566	HOTELBED…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	3,26	14,83	0,00	14,83	EUR
NH Collection Ab…	28278992	1000211361	BOOKING.…	BKFS	Breakfast	29.01.2…	1	18,09	18,09	0,00	18,09	3,38	14,71	EUR
NH Collection Ab…	28284364	0000001003	NH REWAR…	BKFS	Breakfast	30.01.2…	1	18,09	18,09	0,00	18,09	0,00	18,09	EUR
NH Collection Ab…	28287016	0000001000	DIRECT GU…	BKFS	Breakfast	29.01.2…	1	17,19	17,19	0,00	17,19	0,00	17,19	EUR
NH Collection Ab…	28334047	0000001003	NH REWAR…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	0,00	18,09	0,00	18,09	EUR
NH Collection Ab…	28335709	1015495275	TRAVELTO…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	2,71	15,38	0,00	15,38	EUR
NH Collection Ab…	28337171	1000085848	EROSKI BI…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	1,81	16,28	0,00	16,28	EUR
NH Collection Ab…	28337790	1016882287	EXPEDIA I…	BKFS	Breakfast	30.01.2…	1	18,09	18,09	0,00	18,09	0,00	18,09	EUR
NH Collection Ab…	28338208	0000001003	NH REWAR…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	0,00	18,09	0,00	18,09	EUR
NH Collection Ab…	28343063	1012285404	GLOBAL B…	BKFS	Breakfast	30.01.2…	1	17,19	17,19	0,00	17,19	1,72	15,47	EUR
NH Collection Ab…	28351074	0000001000	DIRECT GU…	BKFS	Breakfast	30.01.2…	1	17,19	17,19	0,00	17,19	0,00	17,19	EUR
NH Collection Ab…		0000001000	DIRECT GU…	BKFS	Breakfast	31.01.2…	1-	17,19	17,19-	0,00	17,19-	0,00	17,19-	EUR
NH Collection Ab…	28351100	0000001000	DIRECT GU…	BKFS	Breakfast	30.01.2…	1	17,19	17,19	0,00	17,19	0,00	17,19	EUR
NH Collection Ab…		0000001000	DIRECT GU…	BKFS	Breakfast	31.01.2…	1-	17,19	17,19-	0,00	17,19-	0,00	17,19-	EUR
NH Collection Ab…	28351161	0000001000	DIRECT GU…	BKFS	Breakfast	30.01.2…	1	17,19	17,19	0,00	17,19	0,00	17,19	EUR
NH Collection Ab…		0000001000	DIRECT GU…	BKFS	Breakfast	31.01.2…	1-	17,19	17,19-	0,00	17,19-	0,00	17,19-	EUR
NH Collection Ab…	28357835	1000211361	BOOKING.…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	0,00	18,09	3,38	14,71	EUR
NH Collection Ab…	28387886	1000211361	BOOKING.…	BKFS	Breakfast	31.01.2…	1	18,09	18,09	0,00	18,09	3,38	14,71	EUR
NH Collection Ab…	28399334	1000061542	VIAJES EL …	BKFS	Breakfast	31.01.2…	1	9,60	9,60	0,00	9,60	0,00	9,60	EUR
							2.742	40.734,28	36.030,2…	470,79	35.559,4…	1.118,78	34.440,6…	

The total amounts are displayed by reservation number, and splited by concept.
It is also included the Gross or Net production, Commission (if applies) and invoice number.
If you double click in the reservation number you will be able to access to the reservation.

3.6.4 Observations

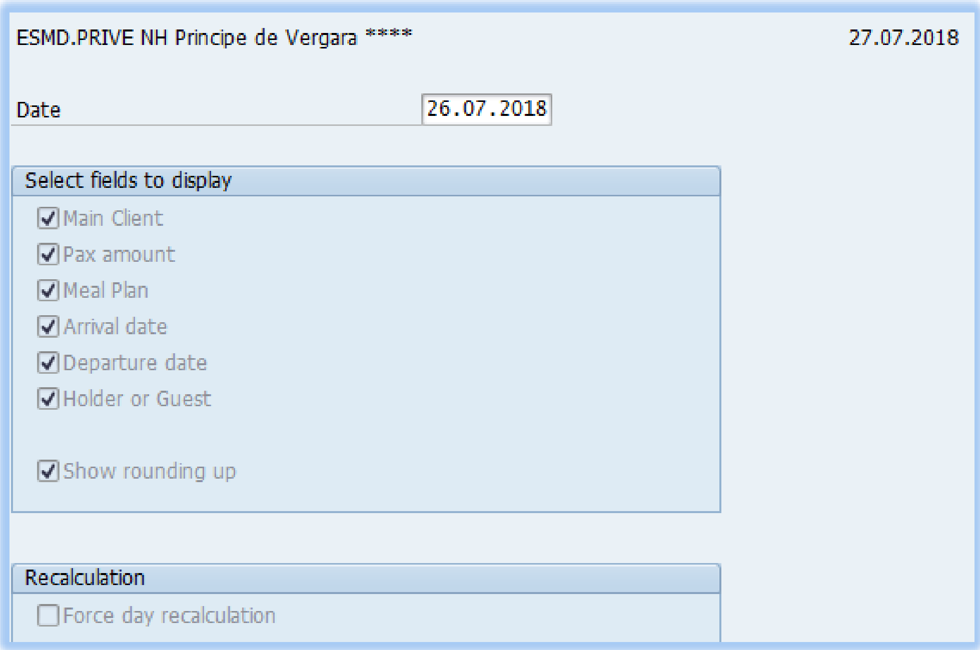
- This is an **<u>“online report”</u>**, so you can display production “alive” at any time and it can also be exported to Excel and used as deemed fit.
- It is possible to export it to a spreadsheet by clicking on this button: 

3.7 Management report (/CCSHT/NA_024_R)

3.7.1 Purpose of the report

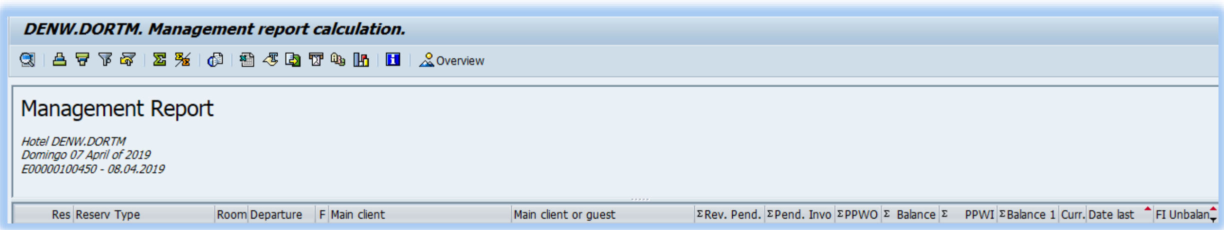
Management report is designed to check that once hotel services have been performed, they are diligently invoiced and are sufficiently secured in order to guarantee their collection. This report analyze the outstanding balance to verify which balances and amounts should be billed as of the date the enquiry is launched (and collected in the case of Direct Payment bookings).

3.7.2 Selection Criteria



- **Date**: It will automatically show one day before the current hotel date. This report cannot be executed for the future since information are updated on a daily basis with the night audit of the hotel.
- **Select fields to display:** Main client, pax amount, meal plan, arrival date, departure date, holder or guest.
- **All tick boxes are automatically selected to get the correct layout pre-defined.**

3.7.3 Data Shown



The report is ordered by reservation number but you can change it doing double click in the column name that you want.
Doing double click in the reservation number you will access to the reservation.

- **Res.** Refers to the reservation number, where the charges are still pending to be invoiced; a double click on the number will direct you to the reservation in a DISPLAY mode.
- **Res. Type;** Shows the type of reservation if it is individual, group line, or Event.
- **Room.** Shows the room number where the pending charges are.
- **Departure.** Indicates the departure date of the reservation displayed.
- **F.** Indicates the folio number where the charges are pending.
- **Main Client;** will show the main client in the reservation.
- **Mail Client or Guest;** will show the main guest or client of the folios.
- **Rev. Pend.** Refers to the total revenue in the reservation before deducting Prepayments.
- **Pend. Invo.** It will show the total amount that is still pending to be invoiced in the reservation.
- **PPWO.** This column will show the total amount of prepayments without invoice in the reservation.
- **Balance.** Shows the total amount of revenue in the reservation, deducting the Prepayments without invoice.
- **PPWI.** It will show the total amount of prepayments with invoice in the reservation.
- **Balance 1.** Displays the total amount of revenue pending, deducting the pre-payments with invoice.
- **Date Last.** It refers to the date of the last charge applied in the booking.
- **FI Unbalance.** shows two status of the reservations:
    -  The Check-Out date of the booking has already been passed. For example, events already checked out but the Billing limit date is extended or invoice corrections that are not completed.
    -  This flag is used for Check-Out into same day. It will be helpfully in order to manage out-portfolio hotels process, and daily tasks manage for regular hotels.
    -  The Check-Out date of the booking is still in the future. For example in-house reservations which will check out later, booked prepayment or invoices closed for the future.

There is no possibility to create an own Layout in the report since many filters are applied to get the correct results. Please work with the standards default Layout and don't delete any filter applied. Any changes will show incorrect lines which will be marked as 

3.7.4 Observations

- This is an **"online report"**, so you can display information "alive" at any time and it can also be exported to Excel and used as deemed fit (due debt).
- It is possible to export it to a spreadsheet by clicking on this button: 

3.8 Commissions validation process Onyx (ZNH_TMS_COM_WPS)

3.8.1 Purpose of the report

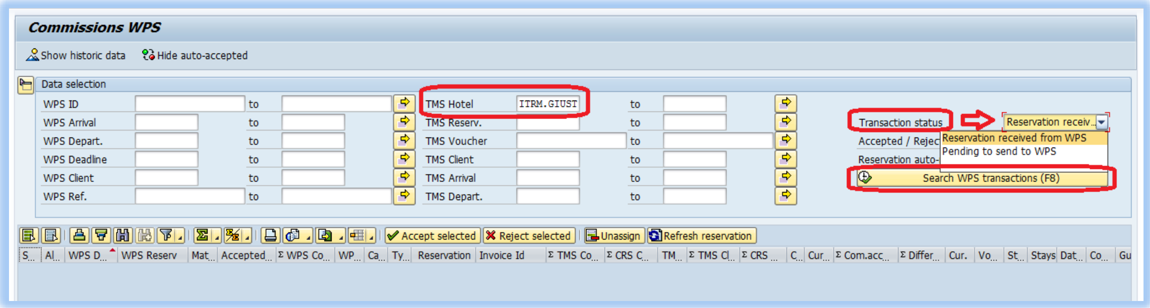
This transaction allows you to see the reservations (commissions) received from ONYX that are pending to be checked (accept or reject). In addition, records pending to be sent and historic data can be reviewed.

3.8.2 Selection Criteria & Data Shown

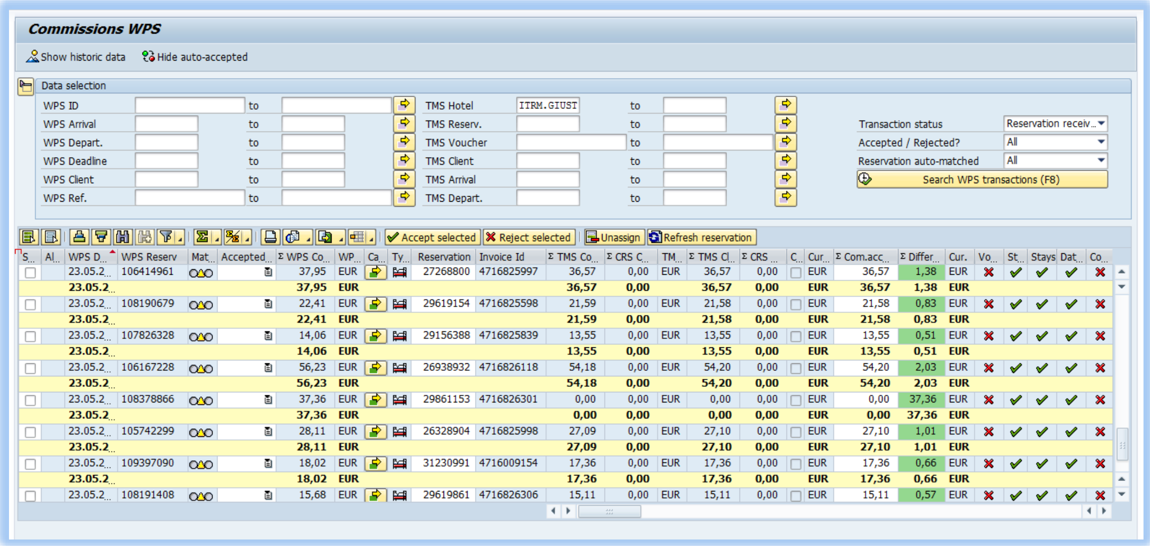
Your Hotel will be showed by default.

The main filter to be used is the "transaction status":

- Reservation received from WPS – records pending to be checked
- Pending to send to WPS – records already checked and pending to be sent



Click [Search WPS transactions (F8)] or F8 to execute and get the information:

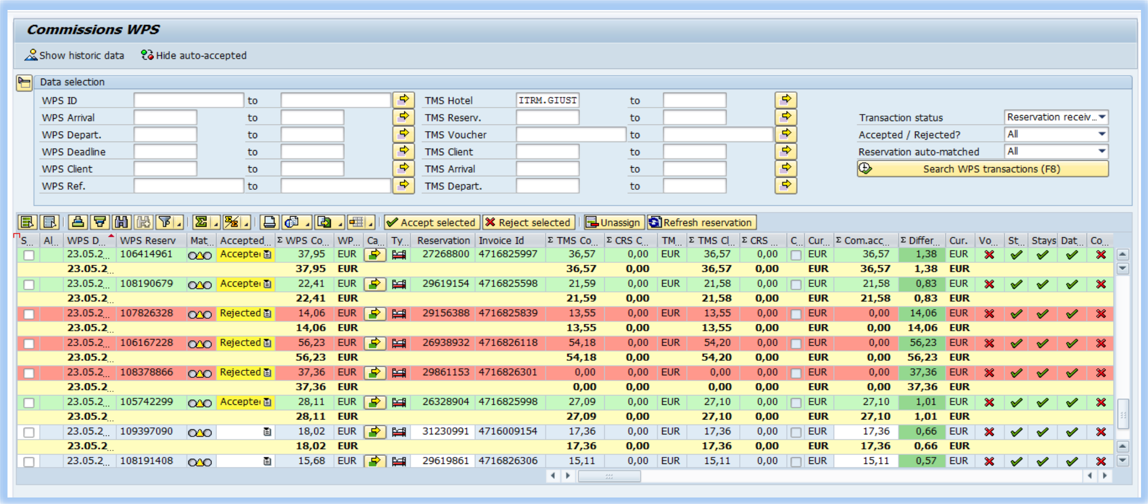


A reservation matching process will be executed when an ONYX file is received. It will be an automatic procedure that will try to match the ONYX information with TMS reservations.

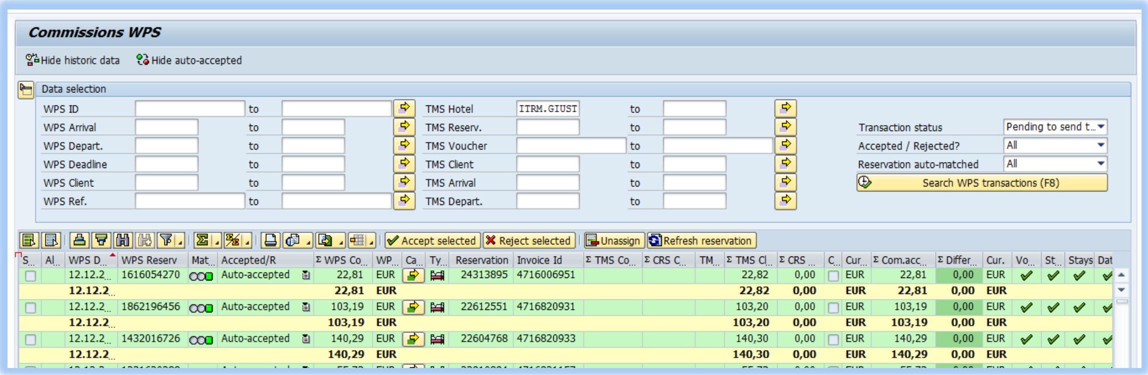
In a first step, the parameters to take into account for the matching are the voucher number, status, stays, stay dates, commission and guest name.

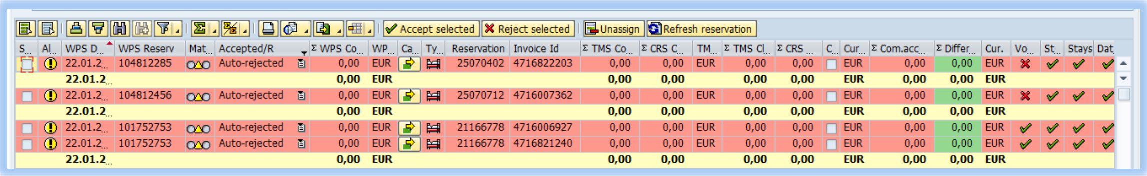
The matching or mismatching will be marked as ✔ or ✖ respectively.

Hotels will have to check the candidates reservations suggested by TMS and approve or reject them accordingly and save with



Whenever the commission amount is matched, as well as most of the parameters (unless the guest name that could not match), the automatching procedure will be executed (the claim status could be “auto-accepted” or “auto-rejected”).





Hotels always could check the auto-matching claims in “Pending to send to WPS” transaction status up to reservations will be sent to ONYX.

On a daily basis, all the claims already validated will be sent to ONYX in order to speed up the payment process, even if the deadline is not due.

3.8.3 Observations

- This is not a report, it is the transaction used to validate the pending commissions
- Just one user can be managing the information in this transaction; following users will be using the “display” mode

3.9 Commissions Operational Report ONYX (ZNH_TMS_COM_REPORT)

3.9.1 Purpose of the report

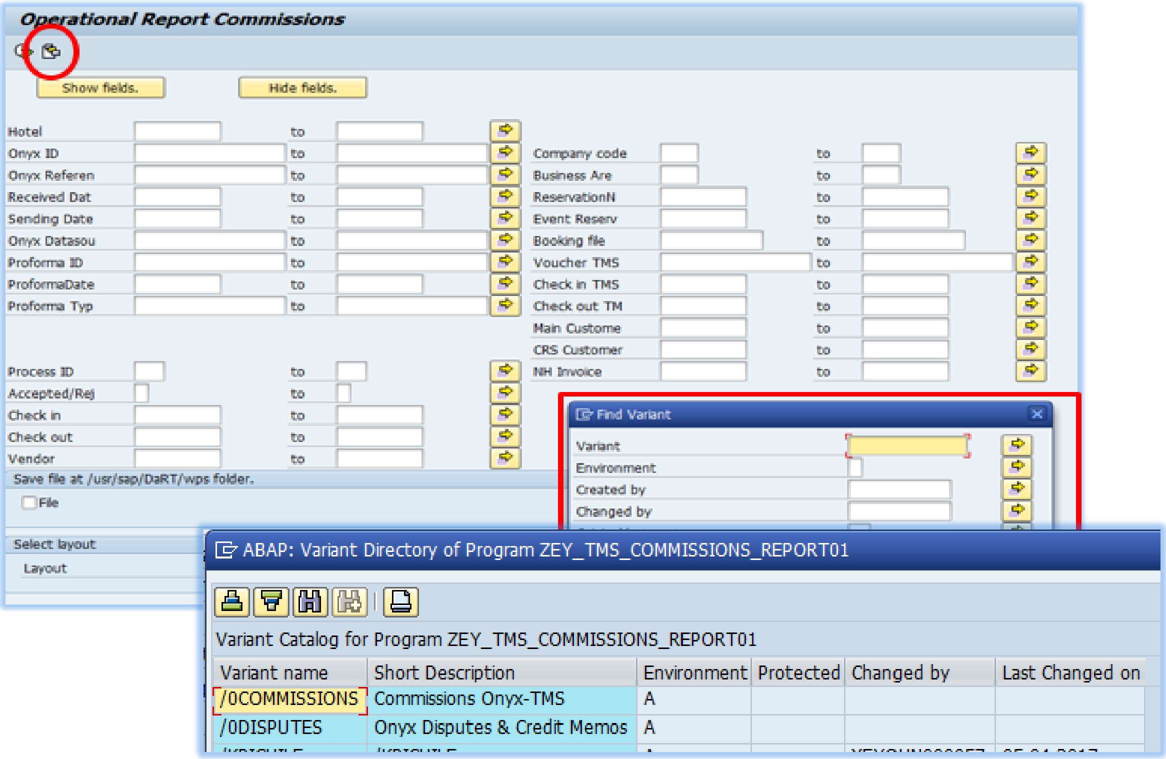
The Operational Commissions Report gathers all information of your hotel concerning commissions' claims managed through the Onyx model, including accounting information, accruals, accepted amounts and differences.

It is an important and useful way to follow the state of your hotel regarding commissions' payment and disputes.

3.9.2 Selection Criteria

There are two different variants you can visualize with different data (predefined layouts for each variant)

- **/0COMMISSIONS variant (Commissions ONYX-TMS):** commissions validated through TMS transaction ZNH_TMS_COM_WPS.
- **/0DISPUTES variant (Onyx Disputes & Credit Notes):** disputes and credit notes included in Onyx proformas.



You must run the report with the default values and filling out the following data:

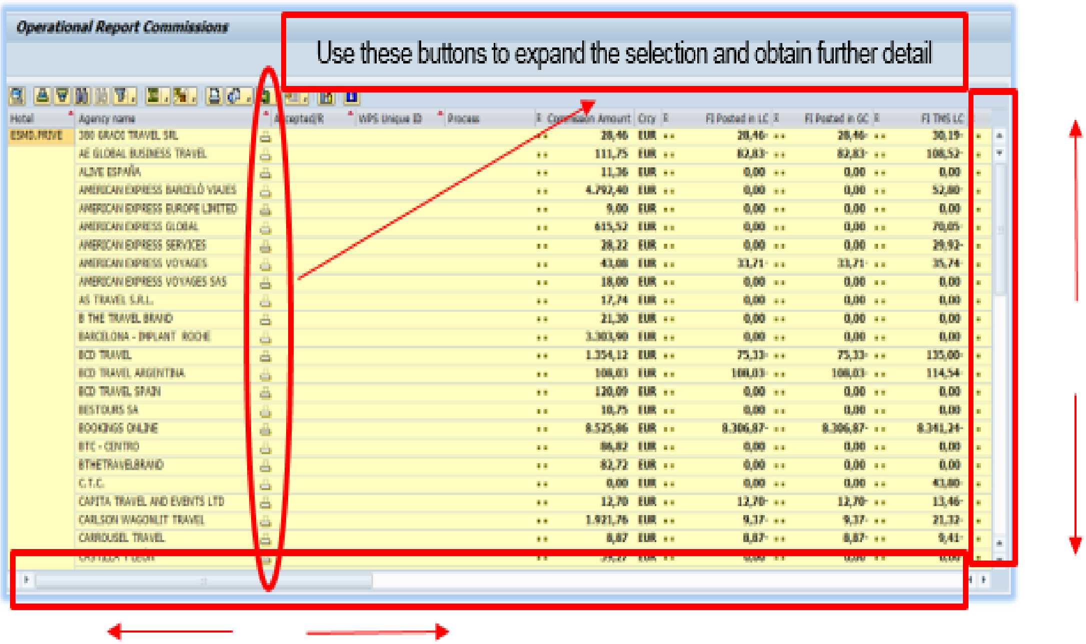
- **Hotel: TMS hotel code.** Users authorized to view more than one hotel have to select hotels to check.
- **Sending Date: To use with the /0COMMISSIONS variant.** To check commissions of the full month, select from the first day to the last day of the selected month.
- **Proforma Date:** To use with the /0DISPUTES variant. To check disputes and credit notes of the month, select from the first day to the last day of the selected month.

3.9.3 Data Shown

3.9.3.1.Commissions validated through TMS /0COMMISSIONS

The predefined layout for this variant is /0COMMISSIONS – Onyx Commissions Data.

You can scroll down, move rightwards and leftwards in order to see all the data and you will be able to navigate any TMS reservation.



Field	Description
Agency name	Third party (TTOO, TA, OTA) that may claim commissions to NH. Name of the partner at Onyx systems.
Accepted/Rejected?	Parameter indicates whether the matching between the ONYX transaction and the TMS reservation is accepted or rejected. • **Auto-Accepted**: All those commissions claims that are automatically approved automatically by the system, because compared data match (amount, voucher, stay dates and guest) so none manual hotel action is required. • **Auto-Accepted by Deadline**: all the commission claims that need a manual hotel validation, have a deadline date assigned, when this date is due the commission claim is automatically accepted. • **Auto-Rejected**: Commissions claims automatically rejected because the related reservation in TMS is not commissionable. • **Auto-Rejected by Deadline**: Specific status for TRS, REC and MICE Datasources, when the deadline date is due, the commission claim is automatically rejected. • **Accepted, Rejected**: manual approval or rejected status, this commission requires manual actions by the hotel.
WPS Unique ID	Onyx unique transaction ID number (it's unique for each commission claim received from Onyx).

Field	Description
Process	Commission management phase. • 2 Sent to WPS (the difference between accepted commission amount and accrued commission is posted as expense since this moment). • 3 Pro-forma received from WPS • 6 Pro-forma payed to WPS (the proforma file is posted and cleared with open items in accrual account 40091006) • 7 Invoice payed to WPS (vendor invoices are posted and cleared)
Commission Amount	Commission amount claimed by the partner through Onyx (without VAT or taxes).
Currency	Currency that corresponds to the amount claimed from Onyx.
FI Posted in LC	Commission amount accepted by the hotel in Local Currency.
FI Posted in GC	Commission amount accepted by the hotel in Group Currency (always EURO).
FI TMS Posted in LC	Accrued amount in NH systems (TMS-SAP) for the commissions claimed in Local Currency. Negative amount posted in the GL account 40091006.
FI TMS Posted in GC	Accrued amount in NH systems (TMS-SAP) for the commissions claimed in Group Currency (always EURO). Negative amount posted in the GL account 40091006.
FI Diff Posted in LC	Expense adjustment accounted in Local Currency once the commission amount is validated, is the difference between the validated commission amount and the accounted accrual. If the commission is greater than the accrual an extra cost is allocated in 62910003 expense account (negative amount), on the contrary, when an accrual is higher than the commission, a cost reduction is accounted in the same account (positive amount).
FI Diff Posted in GC	Expense adjustment accounted in Group Currency (always EURO) once the commission amount is validated, is the difference between the validated commission amount and the accounted accrual. If the commission is greater than the accrual an extra cost is allocated in 62910003 expense account (negative amount), on the contrary, accrual greater than the commission a cost reduction is accounted in the same account (positive amount).
Local Currency	Specific country currency
Group Currency	NH Hotel Group common currency defined as EURO
Onyx Datasource:	Commissions claims are grouped by Onyx in “datasources”, depending on the partner, main ones have their own source, like Booking.com (BKG), HRS (HRS), Liberate (LIB) or LateRooms.com (LTR) the rest are grouped, depending on the reservation channel: • TRS for all the GDS reservations or PRE for Preferred reservations when it is used as a GDS. • REC for manual claims in Onyx platform (usually reservations made by direct channels) • MICE for M&E reservations registered in Onyx platform.

Field	Description
Onyx Reservation Reference:	Onyx reservation reference specified by the partner
Sending date	Date in which the file was sent back to Onyx with validated commissions.
Onyx Deadline date	Last day in which the hotel can validate a commission claim.
Received date	Date in which the claim was received in NH systems.
Matching	Icon that shows the matching status of the reservation.
Alert	Icon that shows the keys you can see in the commissions validation process.
Rejection Reason	It is the reason the hotel informs for rejected commissions: • AR: Already discounted • CC: Cancelled • NC: Autorejected • NR: No records< • NS: No show • RS: No commissionable • YP: Already paid • AD: No commissionable
Difference Commission reason	It is the reason the hotel informs when the accepted amount is different from the Onyx claimed amount. • 1: Stay dates • 2: Wrong rate • 3: Wrong % commission • 4: Already discounted • 5: Wrong commissionable charges • 6: Others • 7: Bookout
Reservation N.	Reservation number of TMS, proposed by the automatic process or selected from candidates. Clicking on reservation number you will navigate to the TMS reservation.
Booking File ID:	Booking file number of TMS, proposed by the automatic process or selected from candidates.
Status	It shows the TMS reservation status, confirmed, cancelled or no show.
Invoice ID	Invoice number of TMS where the commission is generated and accrued in SAP FI.
Main Customer	PID of the principal customer in the TMS reservation.

Field	Description
Main Client	Name of the principal customer in the TMS reservation.
Proforma Type	A proforma is the monthly onyx payment report, which is issued the third Tuesday of every month and it includes all the commissions that will be paid. There are different types of proformas: • CPRF - with proforma. • SPRF - without proforma. • NCOMM - non commissionable.
Proforma ID	Proforma identification number.
Proforma Net Commission	It is the NET amount of the proforma, (without VAT).
Proforma Gross Commission	It is the GROSS amount of the proforma (including VAT).
Currency Proforma	The currency corresponding to the Onyx proforma.
Reservation Count:	Number of reservations per WPS Unique ID
Customer Number	Number of the partner at Onyx systems.
Vendor	Vendor number in SAP of the group SH12.
Company code	SAP company code.
Business Area	SAP center code.
Cluster	SAP code of the center that group the Onyx proformas (normally by country). NOTC is for hotels with individual Onyx proforma.

3.9.3.2. Disputes and credit notes included in proforma /0DISPUTESions validated through TMS /0COMMISSIONS

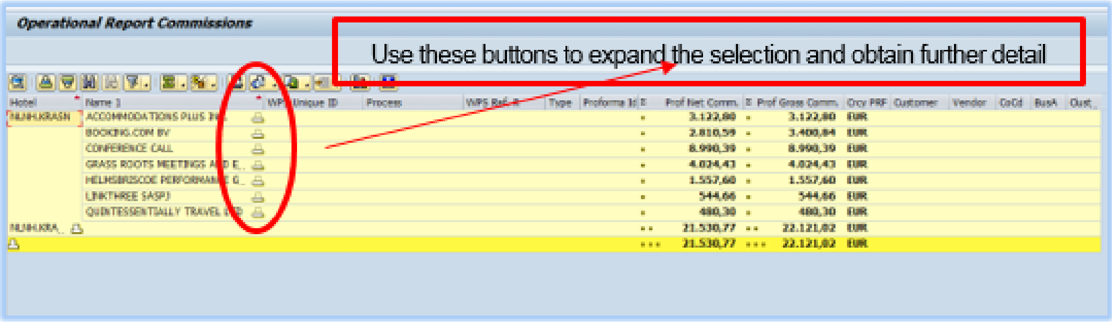
The predefined layout for this variant is /0DISPUTES – Onyx Disputes & Credit Notes.

You can scroll down, move rightwards and leftwards in order to see all the shown data.

Disputes are discrepancies between the partner and NH once the commission claim has been rejected or partially paid. They always handled through Commissions Care Center **(onyx@nh-hotels.com).**

Credit notes are always related to previous commissions paid through Onyx.

Both are included in Onyx proforma and are not related in the system with any TMS reservation. They are posted in the expense account 6291004: positive amount for disputes and negative for credit notes.



Field	Description
Name 1	Third party (TTOO, TA, OTA) that may claim commissions to NH. Name of the partner at Onyx systems.
WPS Unique ID	Onyx unique transaction ID number (its unique for each commission claim received from Onyx).
WPS Unique ID	Identification of the original Onyx unique transaction ID number in case of credit notes.
Onyx Reservation Reference:	Onyx reservation reference specified by the partner
Proforma Type	A proforma is the monthly onyx payment report, which is issued the third Tuesday of every month and which includes all the commissions that will be paid. There are different types of proformas: • DDPF - these are the ones that indicate the disputes • ABPF - credit notes
Proforma ID	Proforma identification number.
Proforma Net Commission	It is the NET amount of the proforma, in the case of the disputes it indicates the amount of the dispute (without VAT).
Proforma Gross Commission	It is the GROSS amount of the proforma, in the case of the disputes it indicates the amount of the dispute (including VAT).
Currency Proforma	The currency corresponding to the Onyx proforma.
Customer Number	Number of the partner at Onyx systems.
Vendor	Vendor number in SAP of the group SH12.
Company code	SAP company code.
Business Area	SAP center code.
Cluster	SAP code of the center that groups the Onyx proformas (normally by country). NOTC is for hotels with individual Onyx proforma.

4 REVENUE

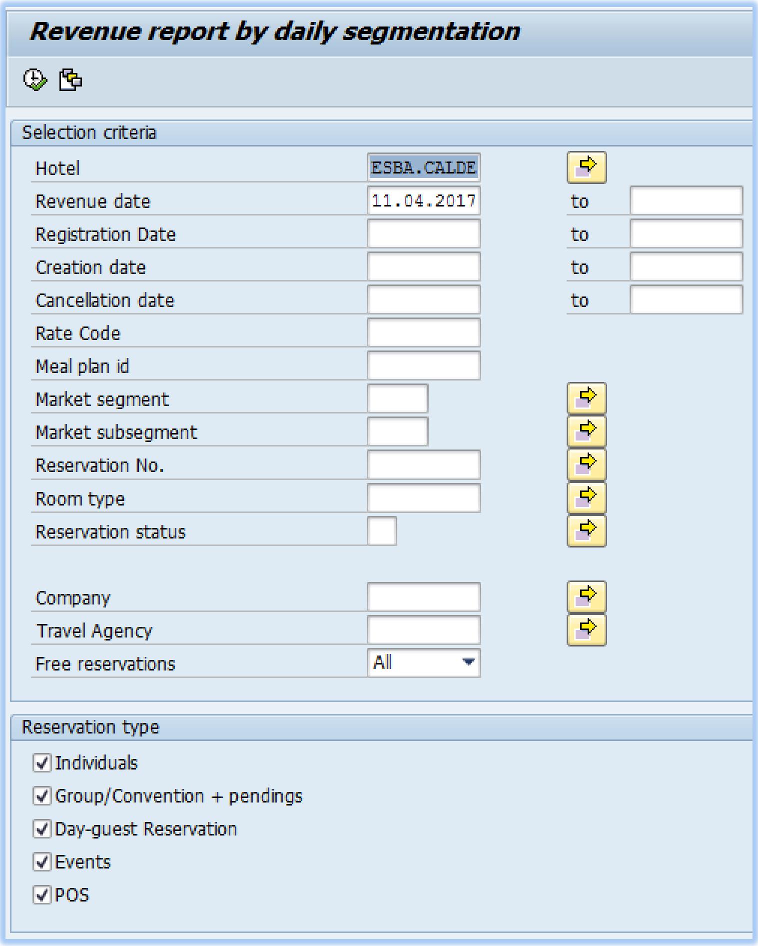
4.1 Revenue report by daily segmentation (/CCSHT/RMS_REPORTING)

4.1.1 Purpose of the report

This report allows you to analyze the daily revenue of the Hotel broken down by market segments.

4.1.2 Selection Criteria

Select the Hotel and the Revenue date (the default is today's date but we can indicate a past or future period of time).

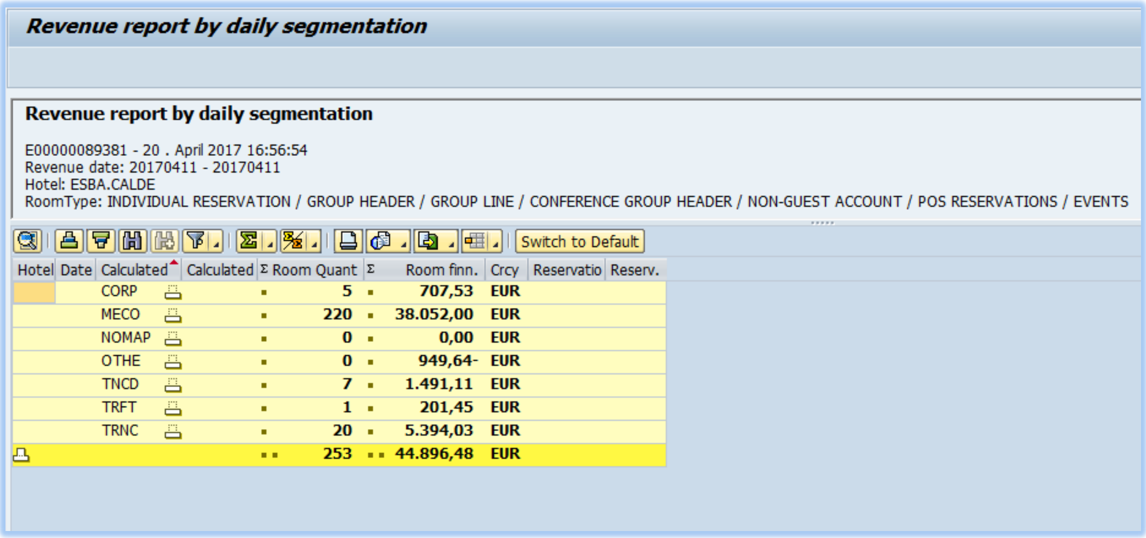


You can run the report with the default values or filter it by different criteria such as Market segment, Room type, Company, etc.

It is also possible to choose which reservation types you want to see, by unchecking the corresponding flags (all are checked by default).

4.1.3 Data Shown

The report will show the number of rooms and the total revenue of each market segment.



Revenue report by daily segmentation

Revenue report by daily segmentation

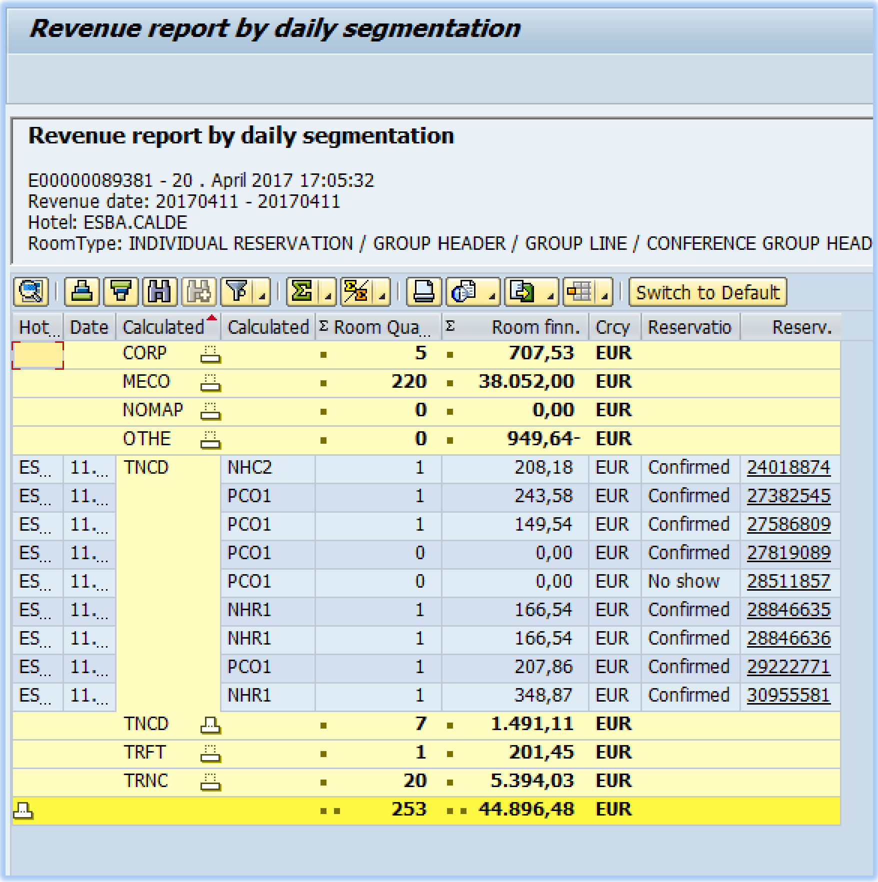
E00000089381 - 20 . April 2017 16:56:54
Revenue date: 20170411 - 20170411
Hotel: ESBA.CALDE
RoomType: INDIVIDUAL RESERVATION / GROUP HEADER / GROUP LINE / CONFERENCE GROUP HEADER / NON-GUEST ACCOUNT / POS RESERVATIONS / EVENTS

Switch to Default

Hotel	Date	Calculated	Calculated	Σ Room Quant	Σ	Room finn.	Crcy	Reservatio	Reserv.
		CORP		5		707,53	EUR		
		MECO		220		38.052,00	EUR		
		NOMAP		0		0,00	EUR		
		OTHE		0		949,64-	EUR		
		TNCD		7		1.491,11	EUR		
		TRFT		1		201,45	EUR		
		TRNC		20		5.394,03	EUR		
				253		44.896,48	EUR		

You can expand one or all the lines to display the details of the reservations that form each segment (you can navigate to them by clicking on the Reservation Number).

In this example, you can see each of the reservations within the Transient Discounted segment, with their corresponding subsegment, total Revenue and Reservation status indicated.



Revenue report by daily segmentation

Revenue report by daily segmentation

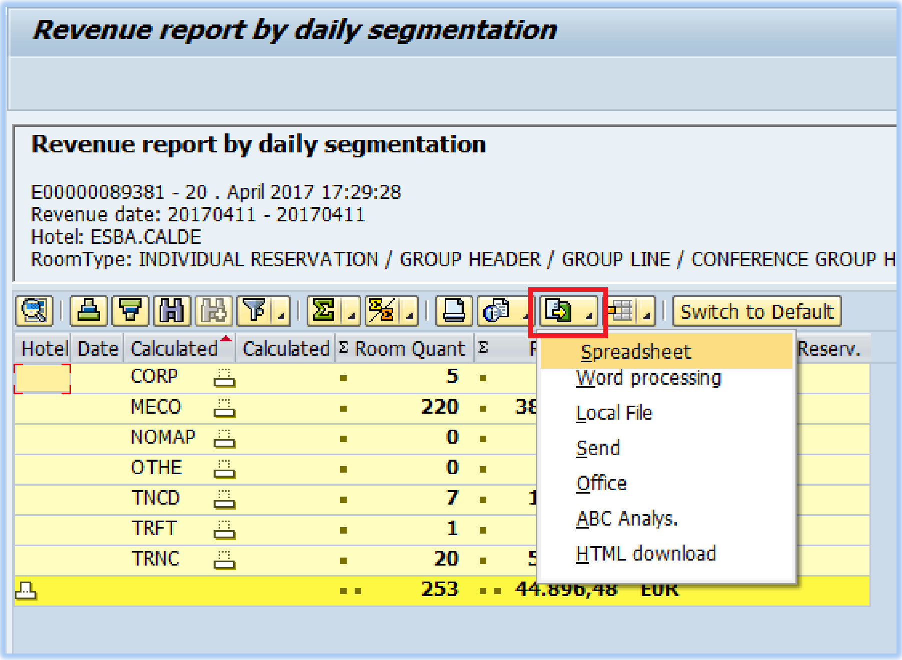
E00000089381 - 20 . April 2017 17:05:32
Revenue date: 20170411 - 20170411
Hotel: ESBA.CALDE
RoomType: INDIVIDUAL RESERVATION / GROUP HEADER / GROUP LINE / CONFERENCE GROUP HEAD

Switch to Default

Hot...	Date	Calculated	Calculated	Σ Room Qua...	Σ	Room finn.	Crcy	Reservatio	Reserv.
		CORP		5		707,53	EUR		
		MECO		220		38.052,00	EUR		
		NOMAP		0		0,00	EUR		
		OTHE		0		949,64-	EUR		
ES...	11....	TNCD	NHC2	1		208,18	EUR	Confirmed	24018874
ES...	11....		PCO1	1		243,58	EUR	Confirmed	27382545
ES...	11....		PCO1	1		149,54	EUR	Confirmed	27586809
ES...	11....		PCO1	0		0,00	EUR	Confirmed	27819089
ES...	11....		PCO1	0		0,00	EUR	No show	28511857
ES...	11....		NHR1	1		166,54	EUR	Confirmed	28846635
ES...	11....		NHR1	1		166,54	EUR	Confirmed	28846636
ES...	11....		PCO1	1		207,86	EUR	Confirmed	29222771
ES...	11....		NHR1	1		348,87	EUR	Confirmed	30955581
		TNCD		7		1.491,11	EUR		
		TRFT		1		201,45	EUR		
		TRNC		20		5.394,03	EUR		
				253		44.896,48	EUR		

4.1.4 Observations

- This is an "online" report, i.e. containing live information on room financial revenue (gross revenue – discounts).
- MECO segment includes both the revenue of rooms and meeting rooms.
- It is possible to export it to a spreadsheet with the following button:



4.2 Detailed revenue report by contracts (/CCSHT/ZFOR0019)

4.2.1 Purpose of the report

This report allows you to consult the detailed revenue of a particular contract or several contracts at a time.

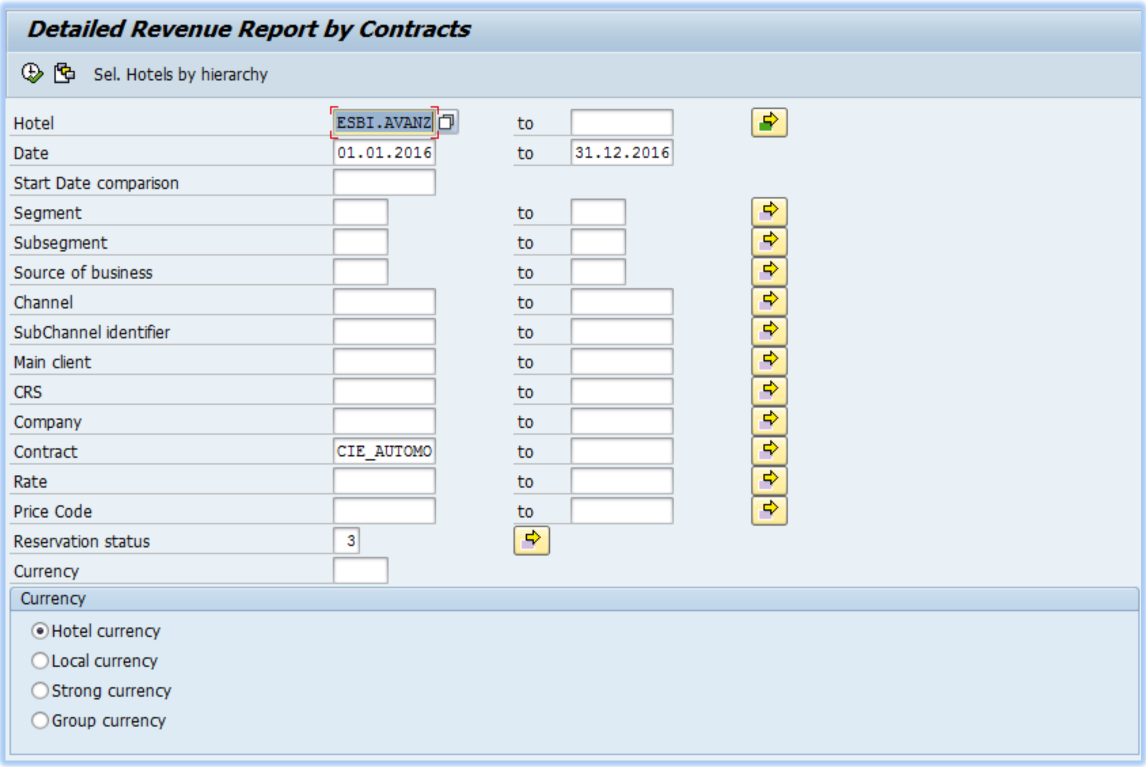
4.2.2 Selection Criteria

Select the Hotel and the Date (users authorized to view more than one hotel may use the option "*Select Hotels by hierarchy*" to select hotels by country or area).

You can run the report filtering by Segment, Subsegment, Channel, Mail client, Company, Contract, etc.

In this case, we have chosen to visualize the revenue of the CIE_AUTOMO contract in Hotels in the north of Spain in 2016.

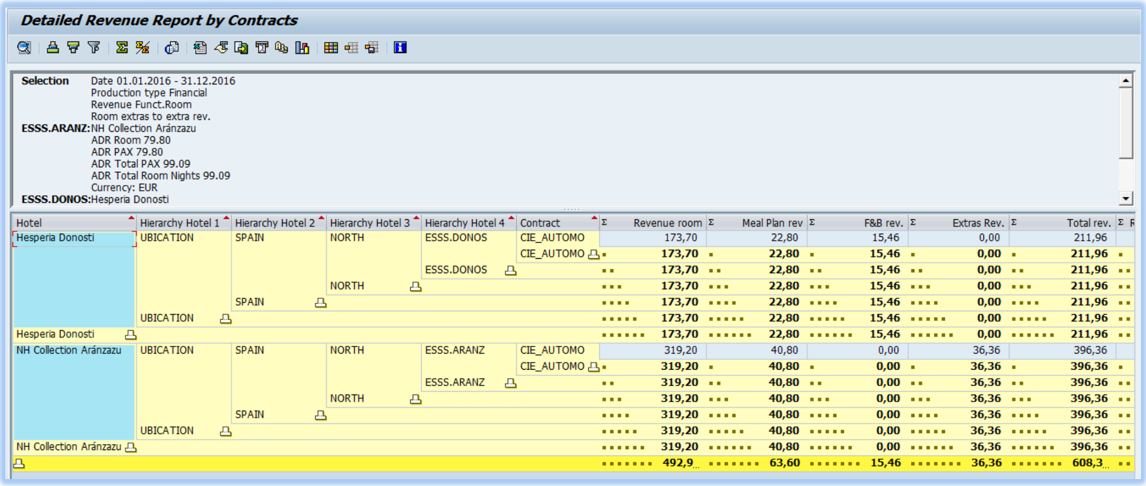
Reservation status 3 – Confirmed and Hotel currency are default filters.



The rest of the selection criteria applied in the image below are default filters but you can always change it as you prefer to get the information you want.

4.2.3 Data Shown

The report will show the following details of the revenue of the contract entered: Revenue room, Meal Plan revenue (in this example it is separated from the room revenue but we can include it by selecting the corresponding option in the selection criteria screen explained before), F&B revenue, Total revenue…

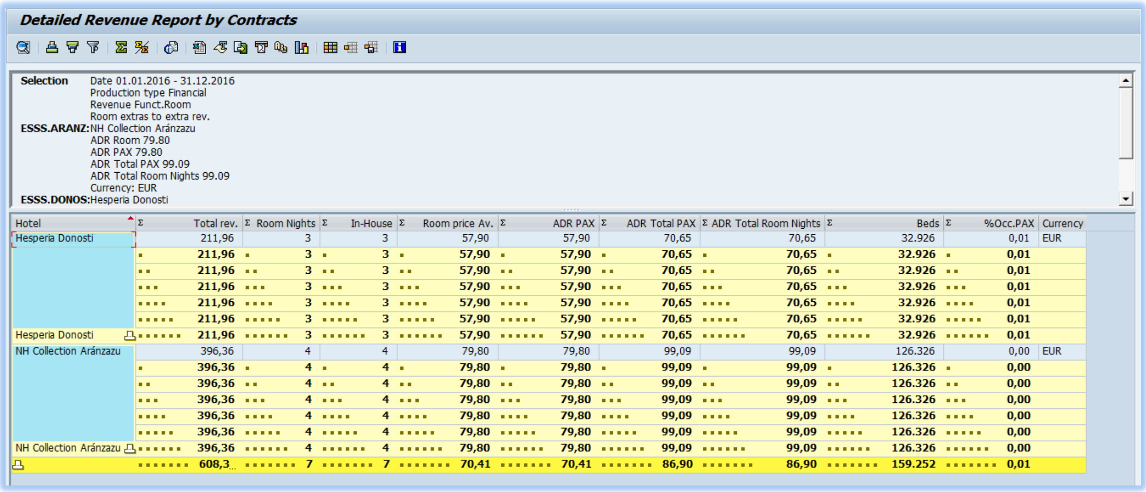


Detailed Revenue Report by Contracts

Selection Date 01.01.2016 - 31.12.2016
Production type Financial
Revenue Funct.Room
Room extras to extra rev.
ESSS.ARANZ: NH Collection Aránzazu
ADR Room 79.80
ADR PAX 79.80
ADR Total PAX 99.09
ADR Total Room Nights 99.09
Currency: EUR
ESSS.DONOS: Hesperia Donosti

Hotel	Hierarchy Hotel 1	Hierarchy Hotel 2	Hierarchy Hotel 3	Hierarchy Hotel 4	Contract	Revenue room	Meal Plan rev	F&B rev.	Extras Rev.	Total rev.
Hesperia Donosti	UBICATION	SPAIN	NORTH	ESSS.DONOS	CIE_AUTOMO	173,70	22,80	15,46	0,00	211,96
					CIE_AUTOMO	173,70	22,80	15,46	0,00	211,96
				ESSS.DONOS		173,70	22,80	15,46	0,00	211,96
			NORTH			173,70	22,80	15,46	0,00	211,96
		SPAIN				173,70	22,80	15,46	0,00	211,96
	UBICATION					173,70	22,80	15,46	0,00	211,96
Hesperia Donosti						173,70	22,80	15,46	0,00	211,96
NH Collection Aránzazu	UBICATION	SPAIN	NORTH	ESSS.ARANZ	CIE_AUTOMO	319,20	40,80	0,00	36,36	396,36
					CIE_AUTOMO	319,20	40,80	0,00	36,36	396,36
				ESSS.ARANZ		319,20	40,80	0,00	36,36	396,36
			NORTH			319,20	40,80	0,00	36,36	396,36
		SPAIN				319,20	40,80	0,00	36,36	396,36
	UBICATION					319,20	40,80	0,00	36,36	396,36
NH Collection Aránzazu						319,20	40,80	0,00	36,36	396,36
						492,9…	63,60	15,46	36,36	608,3…

It also shows Room Nights, ADR, etc.

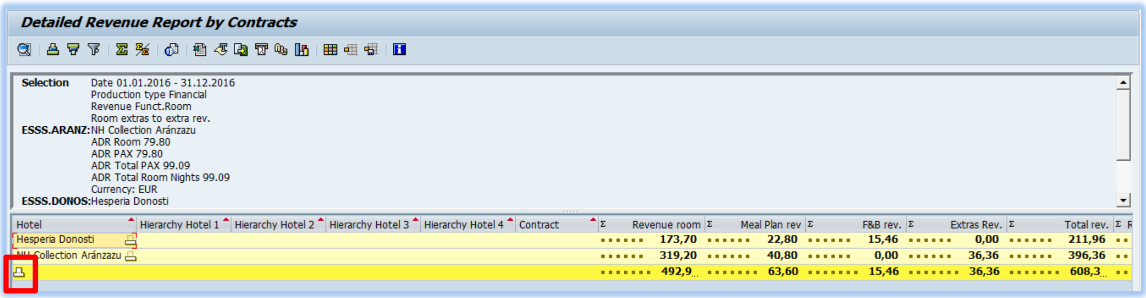


Detailed Revenue Report by Contracts

Selection Date 01.01.2016 - 31.12.2016
Production type Financial
Revenue Funct.Room
Room extras to extra rev.
ESSS.ARANZ: NH Collection Aránzazu
ADR Room 79.80
ADR PAX 79.80
ADR Total PAX 99.09
ADR Total Room Nights 99.09
Currency: EUR
ESSS.DONOS: Hesperia Donosti

Hotel	Total rev.	Room Nights	In-House	Room price Av.	ADR PAX	ADR Total PAX	ADR Total Room Nights	Beds	%Occ.PAX	Currency
Hesperia Donosti	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	EUR
	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	
	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	
	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	
	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	
	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	
Hesperia Donosti	211,96	3	3	57,90	57,90	70,65	70,65	32.926	0,01	
NH Collection Aránzazu	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	EUR
	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	
	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	
	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	
	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	
	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	
NH Collection Aránzazu	396,36	4	4	79,80	79,80	99,09	99,09	126.326	0,00	
	608,3…	7	7	70,41	70,41	86,90	86,90	159.252	0,01	

You can always collapse the selection by clicking on the following button to see just one line with total amounts per hotel:

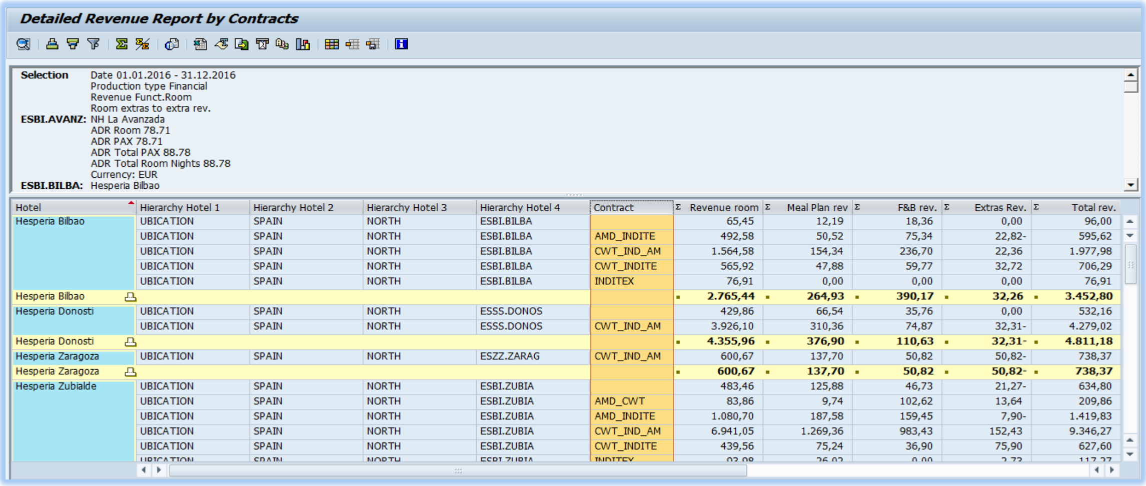


Detailed Revenue Report by Contracts

Selection Date 01.01.2016 - 31.12.2016
Production type Financial
Revenue Funct.Room
Room extras to extra rev.
ESSS.ARANZ: NH Collection Aránzazu
ADR Room 79.80
ADR PAX 79.80
ADR Total PAX 99.09
ADR Total Room Nights 99.09
Currency: EUR
ESSS.DONOS: Hesperia Donosti

Hotel	Hierarchy Hotel 1	Hierarchy Hotel 2	Hierarchy Hotel 3	Hierarchy Hotel 4	Contract	Revenue room	Meal Plan rev	F&B rev.	Extras Rev.	Total rev.
Hesperia Donosti						173,70	22,80	15,46	0,00	211,96
NH Collection Aránzazu						319,20	40,80	0,00	36,36	396,36
						492,9…	63,60	15,46	36,36	608,3…

In the following example, we run the report by Company and it shows the revenue information of each one of the contracts available for that customer in the selected Hotels.

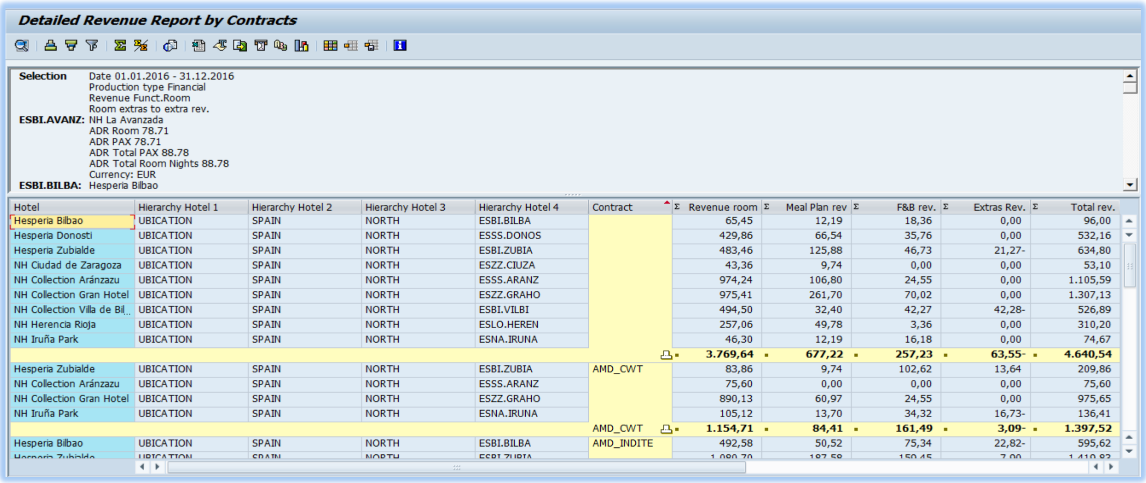


Detailed Revenue Report by Contracts

Selection Date 01.01.2016 - 31.12.2016
Production type Financial
Revenue Funct.Room
Room extras to extra rev.
ESBI.AVANZ: NH La Avanzada
ADR Room 78.71
ADR PAX 78.71
ADR Total PAX 88.78
ADR Total Room Nights 88.78
Currency: EUR
ESBI.BILBA: Hesperia Bilbao

Hotel	Hierarchy Hotel 1	Hierarchy Hotel 2	Hierarchy Hotel 3	Hierarchy Hotel 4	Contract	Revenue room	Meal Plan rev	F&B rev.	Extras Rev.	Total rev.
Hesperia Bilbao	UBICATION	SPAIN	NORTH	ESBI.BILBA		65,45	12,19	18,36	0,00	96,00
	UBICATION	SPAIN	NORTH	ESBI.BILBA	AMD_INDITE	492,58	50,52	75,34	22,82-	595,62
	UBICATION	SPAIN	NORTH	ESBI.BILBA	CWT_IND_AM	1.564,58	154,34	236,70	22,36	1.977,98
	UBICATION	SPAIN	NORTH	ESBI.BILBA	CWT_INDITE	565,92	47,88	59,77	32,72	706,29
	UBICATION	SPAIN	NORTH	ESBI.BILBA	INDITEX	76,91	0,00	0,00	0,00	76,91
Hesperia Bilbao						**2.765,44**	**264,93**	**390,17**	**32,26**	**3.452,80**
Hesperia Donosti	UBICATION	SPAIN	NORTH	ESSS.DONOS		429,86	66,54	35,76	0,00	532,16
	UBICATION	SPAIN	NORTH	ESSS.DONOS	CWT_IND_AM	3.926,10	310,36	74,87	32,31-	4.279,02
Hesperia Donosti						**4.355,96**	**376,90**	**110,63**	**32,31-**	**4.811,18**
Hesperia Zaragoza	UBICATION	SPAIN	NORTH	ESZZ.ZARAG	CWT_IND_AM	600,67	137,70	50,82	50,82-	738,37
Hesperia Zaragoza						**600,67**	**137,70**	**50,82**	**50,82-**	**738,37**
Hesperia Zubialde	UBICATION	SPAIN	NORTH	ESBI.ZUBIA		483,46	125,88	46,73	21,27-	634,80
	UBICATION	SPAIN	NORTH	ESBI.ZUBIA	AMD_CWT	83,86	9,74	102,62	13,64	209,86
	UBICATION	SPAIN	NORTH	ESBI.ZUBIA	AMD_INDITE	1.080,70	187,58	159,45	7,90-	1.419,83
	UBICATION	SPAIN	NORTH	ESBI.ZUBIA	CWT_IND_AM	6.941,05	1.269,36	983,43	152,43	9.346,27
	UBICATION	SPAIN	NORTH	ESBI.ZUBIA	CWT_INDITE	439,56	75,24	36,90	75,90	627,60

Default subtotals are ordered by Hotel, but it is possible to click on any column name and press "*Subtotals*" button in order to see the revenue information sorted by other criteria, such as Contract.

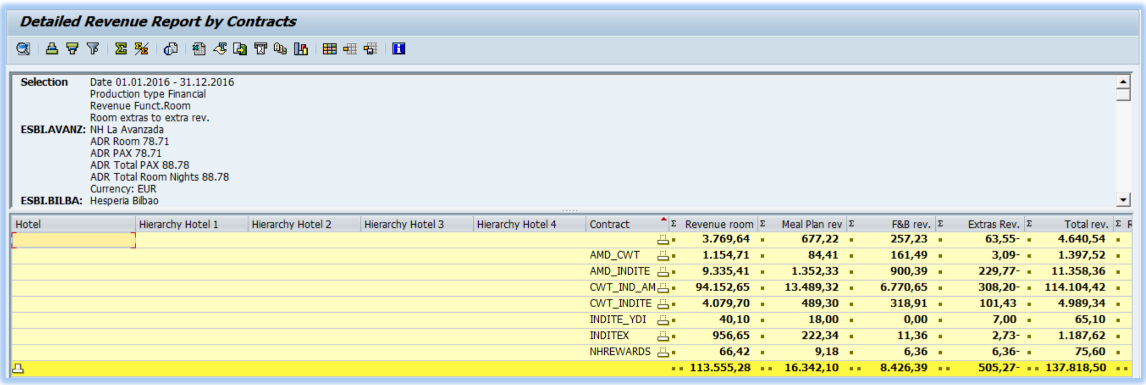


Detailed Revenue Report by Contracts

Selection Date 01.01.2016 - 31.12.2016
Production type Financial
Revenue Funct.Room
Room extras to extra rev.
ESBI.AVANZ: NH La Avanzada
ADR Room 78.71
ADR PAX 78.71
ADR Total PAX 88.78
ADR Total Room Nights 88.78
Currency: EUR
ESBI.BILBA: Hesperia Bilbao

Hotel	Hierarchy Hotel 1	Hierarchy Hotel 2	Hierarchy Hotel 3	Hierarchy Hotel 4	Contract	Revenue room	Meal Plan rev	F&B rev.	Extras Rev.	Total rev.
Hesperia Bilbao	UBICATION	SPAIN	NORTH	ESBI.BILBA		65,45	12,19	18,36	0,00	96,00
Hesperia Donosti	UBICATION	SPAIN	NORTH	ESSS.DONOS		429,86	66,54	35,76	0,00	532,16
Hesperia Zubialde	UBICATION	SPAIN	NORTH	ESBI.ZUBIA		483,46	125,88	46,73	21,27-	634,80
NH Ciudad de Zaragoza	UBICATION	SPAIN	NORTH	ESZZ.CIUZA		43,36	9,74	0,00	0,00	53,10
NH Collection Aránzazu	UBICATION	SPAIN	NORTH	ESSS.ARANZ		974,24	106,80	24,55	0,00	1.105,59
NH Collection Gran Hotel	UBICATION	SPAIN	NORTH	ESZZ.GRAHO		975,41	261,70	70,02	0,00	1.307,13
NH Collection Villa de Bil…	UBICATION	SPAIN	NORTH	ESBI.VILBI		494,50	32,40	42,27	42,28-	526,89
NH Herencia Rioja	UBICATION	SPAIN	NORTH	ESLO.HEREN		257,06	49,78	3,36	0,00	310,20
NH Iruña Park	UBICATION	SPAIN	NORTH	ESNA.IRUNA		46,30	12,19	16,18	0,00	74,67
						3.769,64	**677,22**	**257,23**	**63,55-**	**4.640,54**
Hesperia Zubialde	UBICATION	SPAIN	NORTH	ESBI.ZUBIA	AMD_CWT	83,86	9,74	102,62	13,64	209,86
NH Collection Aránzazu	UBICATION	SPAIN	NORTH	ESSS.ARANZ		75,60	0,00	0,00	0,00	75,60
NH Collection Gran Hotel	UBICATION	SPAIN	NORTH	ESZZ.GRAHO		890,13	60,97	24,55	0,00	975,65
NH Iruña Park	UBICATION	SPAIN	NORTH	ESNA.IRUNA		105,12	13,70	34,32	16,73-	136,41
					AMD_CWT	**1.154,71**	**84,41**	**161,49**	**3,09-**	**1.397,52**
Hesperia Bilbao	UBICATION	SPAIN	NORTH	ESBI.BILBA	AMD_INDITE	492,58	50,52	75,34	22,82-	595,62

This is the same data as the previous image but collapsed:



Detailed Revenue Report by Contracts

Selection Date 01.01.2016 - 31.12.2016
Production type Financial
Revenue Funct.Room
Room extras to extra rev.
ESBI.AVANZ: NH La Avanzada
ADR Room 78.71
ADR PAX 78.71
ADR Total PAX 88.78
ADR Total Room Nights 88.78
Currency: EUR
ESBI.BILBA: Hesperia Bilbao

Hotel	Hierarchy Hotel 1	Hierarchy Hotel 2	Hierarchy Hotel 3	Hierarchy Hotel 4	Contract	Revenue room	Meal Plan rev	F&B rev.	Extras Rev.	Total rev.
						3.769,64	**677,22**	**257,23**	**63,55-**	**4.640,54**
					AMD_CWT	**1.154,71**	**84,41**	**161,49**	**3,09-**	**1.397,52**
					AMD_INDITE	**9.335,41**	**1.352,33**	**900,39**	**229,77-**	**11.358,36**
					CWT_IND_AM	**94.152,65**	**13.489,32**	**6.770,65**	**308,20-**	**114.104,42**
					CWT_INDITE	**4.079,70**	**489,30**	**318,91**	**101,43**	**4.989,34**
					INDITE_YDI	**40,10**	**18,00**	**0,00**	**7,00**	**65,10**
					INDITEX	**956,65**	**222,34**	**11,36**	**2,73-**	**1.187,62**
					NHREWARDS	**66,42**	**9,18**	**6,36**	**6,36-**	**75,60**
						113.555,28	**16.342,10**	**8.426,39**	**505,27-**	**137.818,50**

4.2.4 Observations

- This is an "online" report, i.e. containing live information.
- It is possible to export it to a spreadsheet by clicking on this button:

4.3 Report Commercial – Revenue (/CCSHT/ZFOR0015)

4.3.1 Purpose of the report

This report allows you to consult the detailed revenue of a particular or several Main Clients at a time during a period.

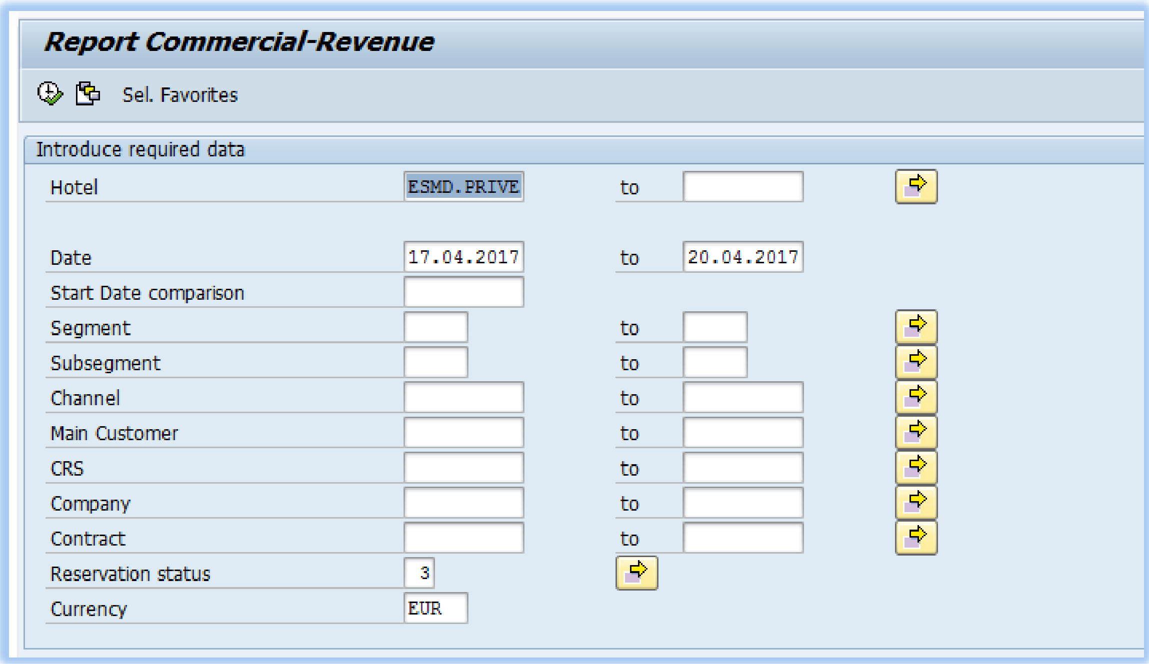
4.3.2 Selection Criteria

Select the Hotel and the period of consultation (users authorized to view more than one hotel may use the option “*Sel. favorites*” to select hotels by country or area).

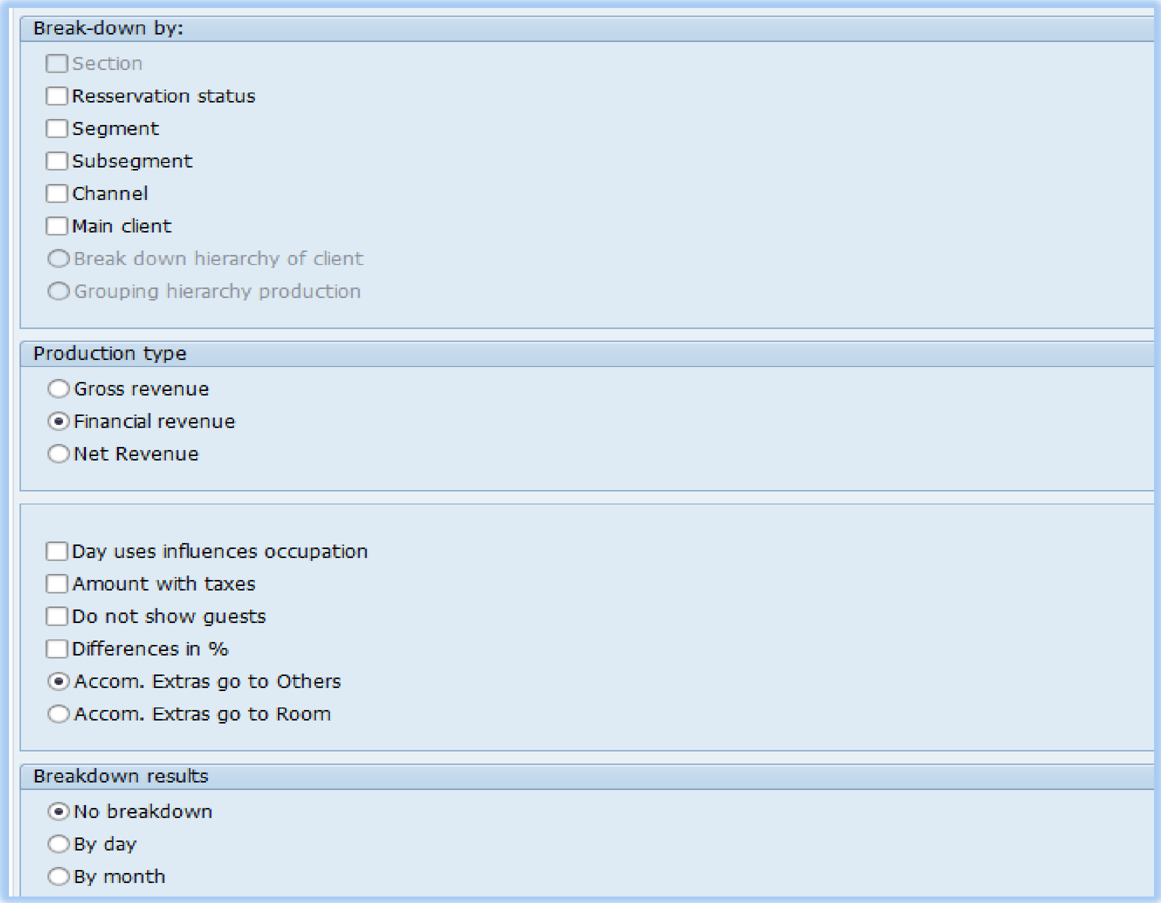
You can run the report filtering by Segment, Subsegment, Channel, Mail client, Company, Contract, etc.

In this case, we have selected a concrete Hotel and a period of 3 days for this consultation.

Reservation status 3 – Confirmed and Hotel currency are default filters.

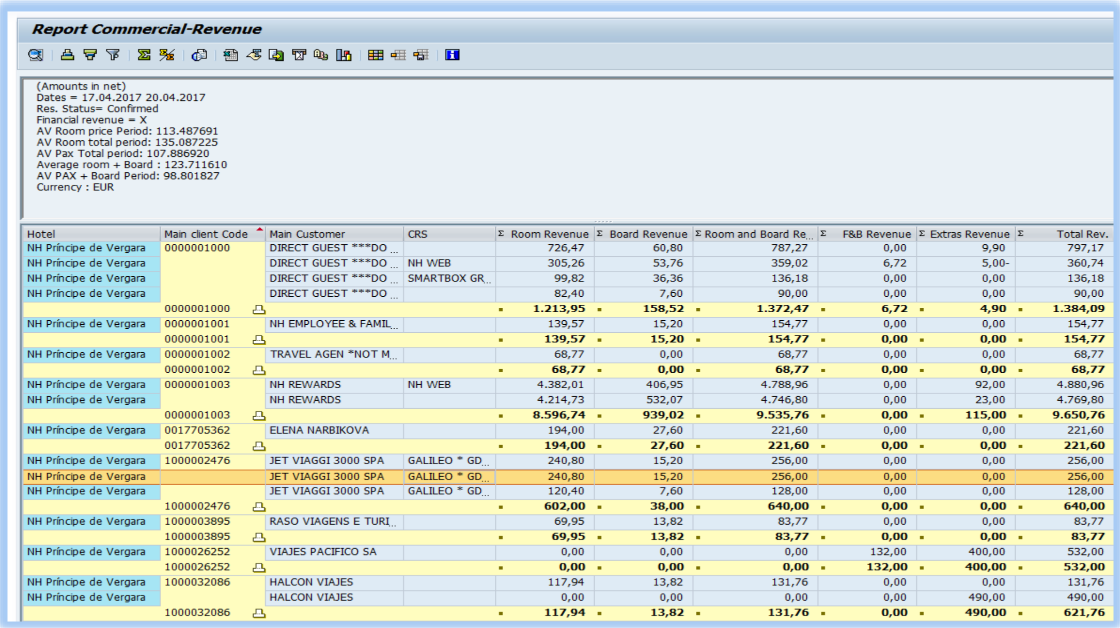


The rest of the selection criteria applied in the image below are default filters but you can always change it as you prefer to get the information you want.



4.3.3 Data Shown

The report will show the following details of the revenue of the Main Clients: Room revenue, Board revenue, R&B revenue, F&B revenue, Extras revenue, Total revenue…

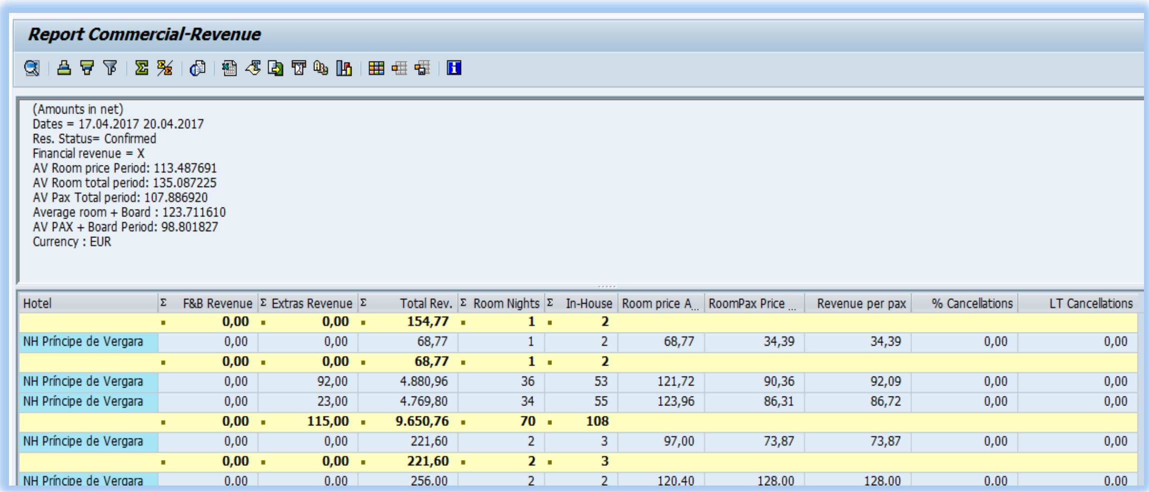


Report Commercial-Revenue

(Amounts in net)
Dates = 17.04.2017 20.04.2017
Res. Status= Confirmed
Financial revenue = X
AV Room price Period: 113.487691
AV Room total period: 135.087225
AV Pax Total period: 107.886920
Average room + Board : 123.711610
AV PAX + Board Period: 98.801827
Currency : EUR

Hotel	Main client Code	Main Customer	CRS	Σ Room Revenue	Σ Board Revenue	Σ Room and Board Re...	Σ F&B Revenue	Σ Extras Revenue	Σ Total Rev.
NH Príncipe de Vergara	0000001000	DIRECT GUEST ***DO ...		726,47	60,80	787,27	0,00	9,90	797,17
NH Príncipe de Vergara		DIRECT GUEST ***DO ...	NH WEB	305,26	53,76	359,02	6,72	5,00-	360,74
NH Príncipe de Vergara		DIRECT GUEST ***DO ...	SMARTBOX GR...	99,82	36,36	136,18	0,00	0,00	136,18
NH Príncipe de Vergara		DIRECT GUEST ***DO ...		82,40	7,60	90,00	0,00	0,00	90,00
	0000001000			**1.213,95**	**158,52**	**1.372,47**	**6,72**	**4,90**	**1.384,09**
NH Príncipe de Vergara	0000001001	NH EMPLOYEE & FAMIL...		139,57	15,20	154,77	0,00	0,00	154,77
	0000001001			**139,57**	**15,20**	**154,77**	**0,00**	**0,00**	**154,77**
NH Príncipe de Vergara	0000001002	TRAVEL AGEN *NOT M...		68,77	0,00	68,77	0,00	0,00	68,77
	0000001002			**68,77**	**0,00**	**68,77**	**0,00**	**0,00**	**68,77**
NH Príncipe de Vergara	0000001003	NH REWARDS	NH WEB	4.382,01	406,95	4.788,96	0,00	92,00	4.880,96
NH Príncipe de Vergara		NH REWARDS		4.214,73	532,07	4.746,80	0,00	23,00	4.769,80
	0000001003			**8.596,74**	**939,02**	**9.535,76**	**0,00**	**115,00**	**9.650,76**
NH Príncipe de Vergara	0017705362	ELENA NARBIKOVA		194,00	27,60	221,60	0,00	0,00	221,60
	0017705362			**194,00**	**27,60**	**221,60**	**0,00**	**0,00**	**221,60**
NH Príncipe de Vergara	1000002476	JET VIAGGI 3000 SPA	GALILEO * GD...	240,80	15,20	256,00	0,00	0,00	256,00
NH Príncipe de Vergara		JET VIAGGI 3000 SPA	GALILEO * GD...	240,80	15,20	256,00	0,00	0,00	256,00
NH Príncipe de Vergara		JET VIAGGI 3000 SPA	GALILEO * GD...	120,40	7,60	128,00	0,00	0,00	128,00
	1000002476			**602,00**	**38,00**	**640,00**	**0,00**	**0,00**	**640,00**
NH Príncipe de Vergara	1000003895	RASO VIAGENS E TURI...		69,95	13,82	83,77	0,00	0,00	83,77
	1000003895			**69,95**	**13,82**	**83,77**	**0,00**	**0,00**	**83,77**
NH Príncipe de Vergara	1000026252	VIAJES PACIFICO SA		0,00	0,00	0,00	132,00	400,00	532,00
	1000026252			**0,00**	**0,00**	**0,00**	**132,00**	**400,00**	**532,00**
NH Príncipe de Vergara	1000032086	HALCON VIAJES		117,94	13,82	131,76	0,00	0,00	131,76
NH Príncipe de Vergara		HALCON VIAJES		0,00	0,00	0,00	0,00	490,00	490,00
	1000032086			**117,94**	**13,82**	**131,76**	**0,00**	**490,00**	**621,76**

It also shows Room Nights, ADR, etc.

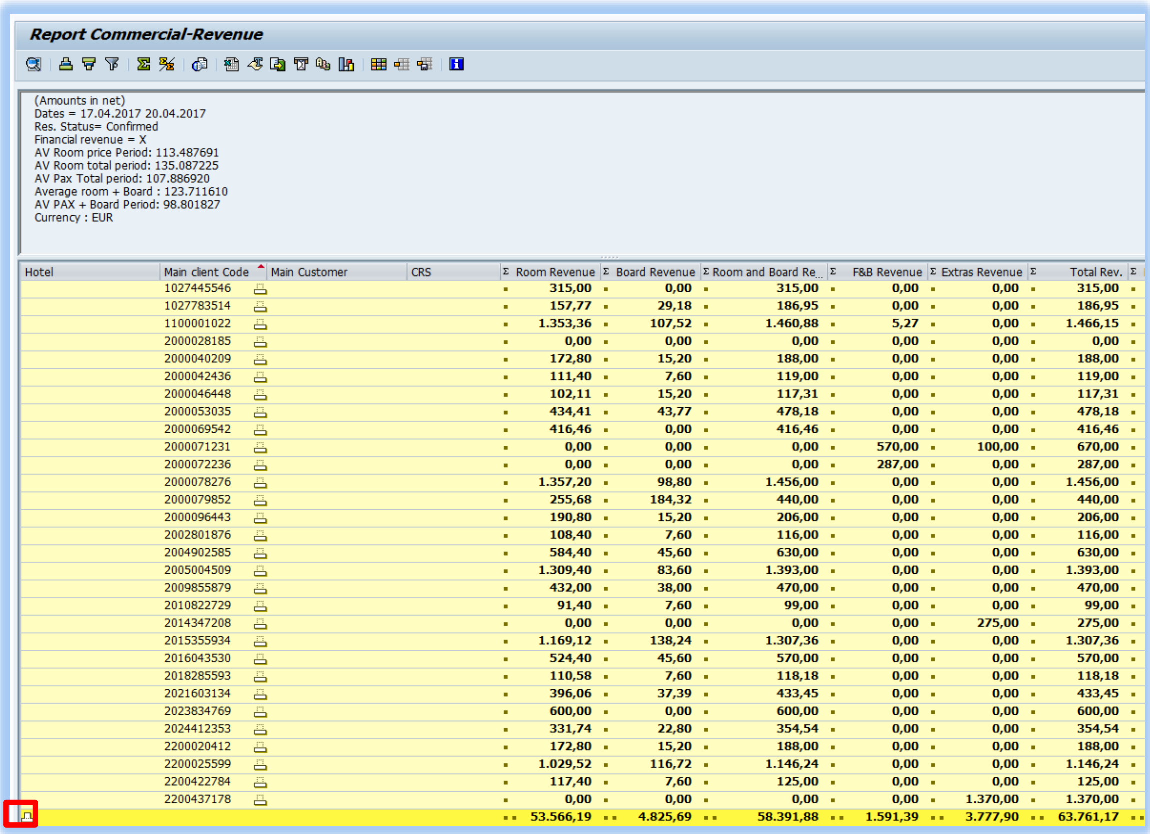


Report Commercial-Revenue

(Amounts in net)
Dates = 17.04.2017 20.04.2017
Res. Status= Confirmed
Financial revenue = X
AV Room price Period: 113.487691
AV Room total period: 135.087225
AV Pax Total period: 107.886920
Average room + Board : 123.711610
AV PAX + Board Period: 98.801827
Currency : EUR

Hotel	F&B Revenue	Extras Revenue	Total Rev.	Room Nights	In-House	Room price A...	RoomPax Price ...	Revenue per pax	% Cancellations	LT Cancellations
	0,00	**0,00**	**154,77**	**1**	**2**					
NH Príncipe de Vergara	0,00	0,00	68,77	1	2	68,77	34,39	34,39	0,00	0,00
	0,00	**0,00**	**68,77**	**1**	**2**					
NH Príncipe de Vergara	0,00	92,00	4.880,96	36	53	121,72	90,36	92,09	0,00	0,00
NH Príncipe de Vergara	0,00	23,00	4.769,80	34	55	123,96	86,31	86,72	0,00	0,00
	0,00	**115,00**	**9.650,76**	**70**	**108**					
NH Príncipe de Vergara	0,00	0,00	221,60	2	3	97,00	73,87	73,87	0,00	0,00
	0,00	**0,00**	**221,60**	**2**	**3**					
NH Príncipe de Vergara	0,00	0,00	256,00	2	2	120,40	128,00	128,00	0,00	0,00

You can always collapse the selection by clicking on the following button to see just one line for each Main Client.



Report Commercial-Revenue

(Amounts in net)
Dates = 17.04.2017 20.04.2017
Res. Status= Confirmed
Financial revenue = X
AV Room price Period: 113.487691
AV Room total period: 135.087225
AV Pax Total period: 107.886920
Average room + Board : 123.711610
AV PAX + Board Period: 98.801827
Currency : EUR

Hotel	Main client Code	Main Customer	CRS	Room Revenue	Board Revenue	Room and Board Re...	F&B Revenue	Extras Revenue	Total Rev.
	1027445546			315,00	0,00	315,00	0,00	0,00	315,00
	1027783514			157,77	29,18	186,95	0,00	0,00	186,95
	1100001022			1.353,36	107,52	1.460,88	5,27	0,00	1.466,15
	2000028185			0,00	0,00	0,00	0,00	0,00	0,00
	2000040209			172,80	15,20	188,00	0,00	0,00	188,00
	2000042436			111,40	7,60	119,00	0,00	0,00	119,00
	2000046448			102,11	15,20	117,31	0,00	0,00	117,31
	2000053035			434,41	43,77	478,18	0,00	0,00	478,18
	2000069542			416,46	0,00	416,46	0,00	0,00	416,46
	2000071231			0,00	0,00	0,00	570,00	100,00	670,00
	2000072236			0,00	0,00	0,00	287,00	0,00	287,00
	2000078276			1.357,20	98,80	1.456,00	0,00	0,00	1.456,00
	2000079852			255,68	184,32	440,00	0,00	0,00	440,00
	2000096443			190,80	15,20	206,00	0,00	0,00	206,00
	2002801876			108,40	7,60	116,00	0,00	0,00	116,00
	2004902585			584,40	45,60	630,00	0,00	0,00	630,00
	2005004509			1.309,40	83,60	1.393,00	0,00	0,00	1.393,00
	2009855879			432,00	38,00	470,00	0,00	0,00	470,00
	2010822729			91,40	7,60	99,00	0,00	0,00	99,00
	2014347208			0,00	0,00	0,00	0,00	275,00	275,00
	2015355934			1.169,12	138,24	1.307,36	0,00	0,00	1.307,36
	2016043530			524,40	45,60	570,00	0,00	0,00	570,00
	2018285593			110,58	7,60	118,18	0,00	0,00	118,18
	2021603134			396,06	37,39	433,45	0,00	0,00	433,45
	2023834769			600,00	0,00	600,00	0,00	0,00	600,00
	2024412353			331,74	22,80	354,54	0,00	0,00	354,54
	2200020412			172,80	15,20	188,00	0,00	0,00	188,00
	2200025599			1.029,52	116,72	1.146,24	0,00	0,00	1.146,24
	2200422784			117,40	7,60	125,00	0,00	0,00	125,00
	2200437178			0,00	0,00	0,00	0,00	1.370,00	1.370,00
				53.566,19	**4.825,69**	**58.391,88**	**1.591,39**	**3.777,90**	**63.761,17**

4.3.4 Observations

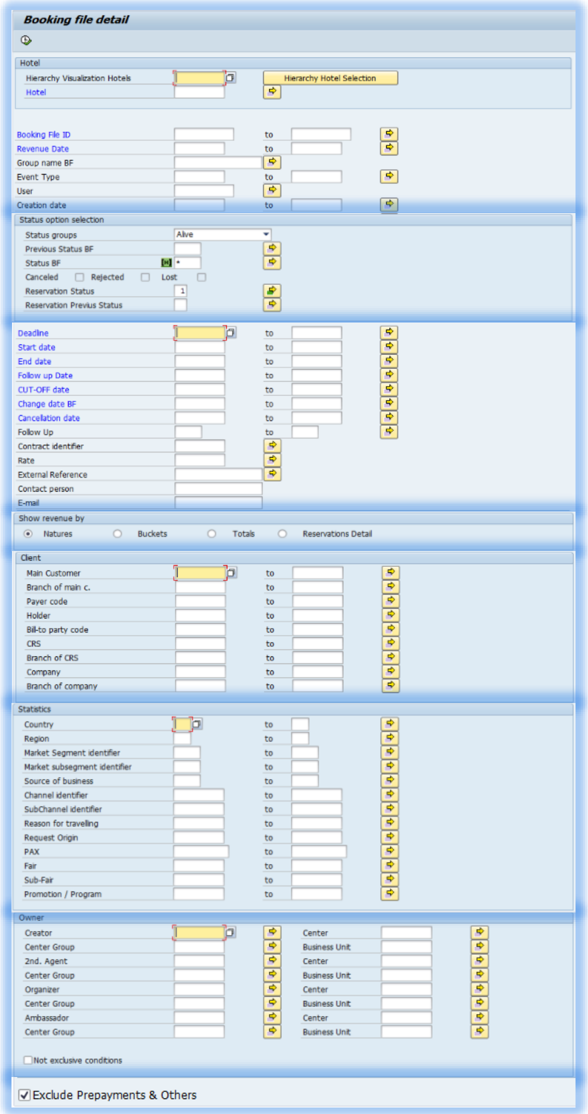
- This is an "online" report, i.e. containing live information.
- It is possible to export it to a spreadsheet by clicking on this button:

4.4 Booking File detail (ZEY_TMS_BF_SPIT)

4.4.1 Purpose of the report

This report allows to analyze the revenue generated from TMS forMeetings, offering the most relevant information of the Booking Files and their associated reservations (groups and events).

4.4.2 Selection Criteria



The report includes a wide range of filters, separated into different blocks:

- **Hotel:** users authorized to view more than one hotel may use the option "*Hierarchy Hotel Selection*" to select hotels by country or area. Then we can select one or more Booking Files (by filtering by ID, group name, event type, user or creation date, if we know them) or just choose a date or period of dates.
- **Status option selection**: Status groups (Alive: Offer, Optional, Second Option, Tentative and Confirmed. Not alive: Cancelled, Rejected and Lost. All: both groups), previous status BF, reservation status, reservation previous status.

- **Booking File General Info**: Deadline, start or end date, follow up date, cut-off date, change date BF, cancellation or confirmation date, Follow up, contract identifier, rate, external reference, contact person and e-mail.
- **Show revenue by**: Natures (aggrupation of concepts concerning legal and production characteristics), Buckets (aggrupation of nature performed by NH), Totals (shows total revenue with all crucial information in a single row) and Reservations detail (describes overview of revenue).
- **Client**: Main customer, branch, payer code, holder, company, among others.
- **Owner and statistics**: These fields are related to BF Statistics tab (e.g. creator, center group, 2nd. Agent, Market sub segment identifier, request origin, etc.)

4.4.3 Data Shown

In this case, we chose to see the revenue of all the Canceled, Rejected and Lost Booking Files from Spain with creation date older than a specific date.

Therefore, the selection criteria were as follows

- Hotel: all Hotels in Spain (Hierarchy Hotel Selection)
- Creation date: before 16.05 (<16.05.16)
- Status group: Not alive
- Show Revenue by: Totals

Main Hotel	BF: Status	Booking File ID	Total	BF:Previou	Net Price	Multi Hotels	Booking group name	Event Type	BF Creator	Start date	End date
	Canceled	MB0000218590	1.830,50	Tentative	1.664,09	ESCU.CUENC	G2TRAVEL-S	Leisure	ZJOBS_PO	25.06.2016	26.06.2016
	Rejected	MB0000218618	2.428,91	Offer	2.208,10	ESCU.CUENC	JULIO SOL	Leisure	ZJOBS_PO	23.09.2016	26.09.2016
	Rejected	MB0000218619	3.485,10	Offer	3.168,27	ESCU.CUENC	B THE TRAV	Leisure	ZJOBS_PO	04.06.2016	05.06.2016
	Rejected	MB0000218620	4.672,80	Offer	4.248,00	ESCU.CUENC	AUTOCARES	Leisure	ZJOBS_PO	18.06.2016	26.06.2016
ESCU.CUENC	Canceled	MB0000218642	1.301,36	Tentative	1.183,05		TUMLARE 163510011	Leisure		20.10.2016	21.10.2016
	Canceled	MB0000218768	8.099,16	Tentative	7.362,90	ESJE.JEREZ	COPIA DE S	Leisure	ZJOBS_PO	12.06.2016	18.06.2016
ESCR.CREAL	Canceled	MB0000219794	0,00		0,00		ASFIF	Meetings		03.06.2016	05.06.2016
	Canceled	MB0000219946	0,00		0,00	ESVL.SAGUN	PERCUMON F	Other Event	ZJOBS_PO	03.06.2016	05.06.2016
ESVL.SAGUN	Rejected	MB0000219950	2.420,00		2.200,00		ANGELINES	Meetings		03.06.2016	03.06.2016
			• 20.785.330,89								

4.4.4 Observations

For the report to run properly, one of these fields must be filled in:

- Hotel (country/area/ city/hotel)
- Date or date range < 1 year
- Booking File ID

This is not a live report: results available are saved each day at 20:00h (GMT+01:00).

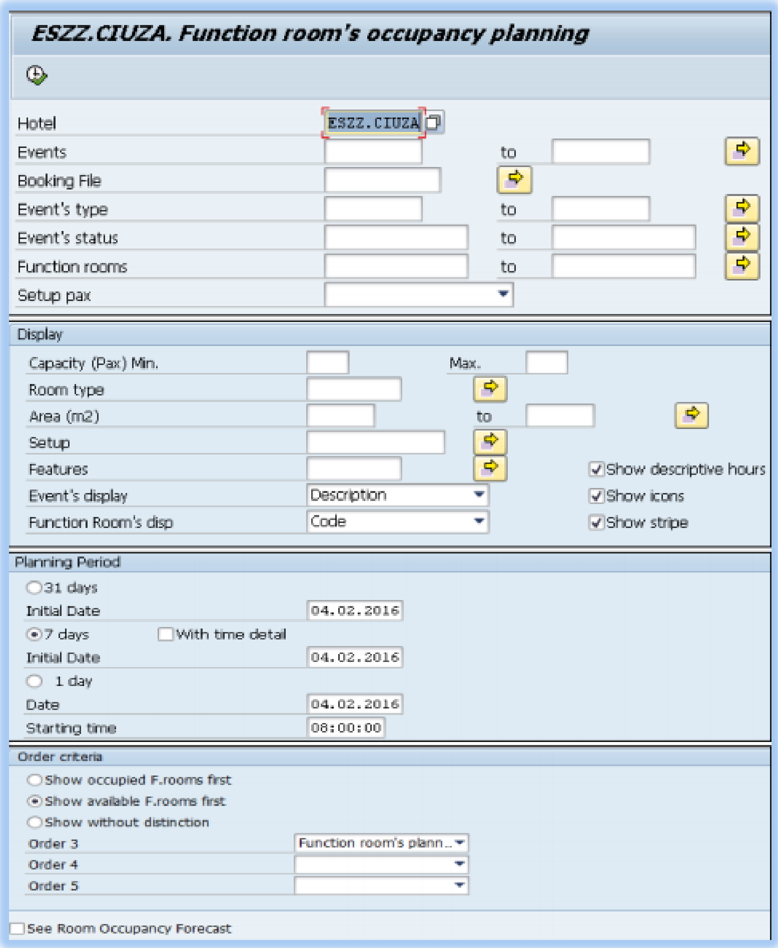
The information provided by this report can be exported to Excel and used as deemed appropriate.

4.5 Room occupation planning (/CCSHT/SB_PLN_SALAS)

4.5.1 Purpose of the report

This tool is designed to check the availability of meetings rooms of a Hotel.

4.5.2 Selection Criteria



Select the Hotel and the Initial date (the default is today's date but we can indicate a past or future date).

You can run the report with the default values or filter it by different criteria, which are separated into blocks:

- ***Events*: you can search for a particular event**, filtering by the ID, type and status of the event, the Booking File ID (if known), a particular room (or rooms) and by the type of setup.
- ***Display*: filters to display only certain rooms in the planning,** e.g. Capacity (Pax) from min. to max., Room type, Area (m2) to indicate a range of measures or use *Multiple selection* option, Setup, Features, etc.

  It is possible to select the "Base Space" criteria in the "Features" filter. The planning will display individual Meeting Rooms (although they can be combined with other ones) so this option is really helpful in Hotels with lots of Meeting Rooms.

- ***Planning Period*: dates you want to search.** The Initial date is mandatory. By default, the option to display is 7 days but we can choose to see 1 month or only 1 day. The time detail will be displayed by default, but it is possible to remove that mark.
- ***Order criteria*: filters to show the planning structure as we like.**

4.5.3 Data Shown

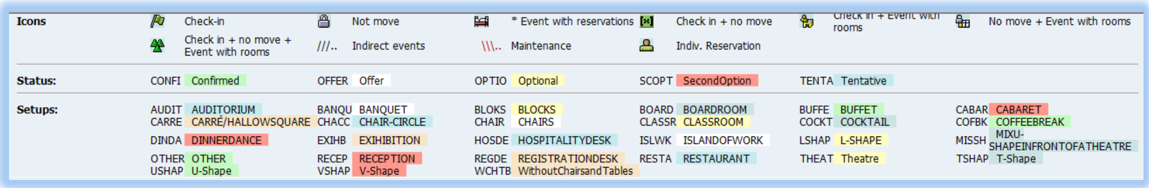
In this example, we chose to display availability in NH Ciudad de Zaragoza on a specific date.

The applied filters were:

- Hotel: ESZZ.CIUZA
- Initial Date: 15.05.17 (7 days)

Features of the top buttons:

- **Display/Hide room availability:** provides information about rooms available (it is possible to filter by reservation status).
- **Update:** this a “live” report, so you can display real availability at any time.
- **Previous/Next:** these buttons change the view of the planning one week forwards or backward.
- **Select date:** allows to select a certain date from the calendar.
- **Days/Month detail:** change the view to the selected Initial date or the entire month.
- **Key:** displays the legend of the icons.



- **Block/Maintenance:** to create a maintenance request.
- **Color Setup/Status:** with this button you can change the color of the events according to their Setup or the reservation status.
- **Filters:** the filters on the previous screen will be displayed on the right to modify your selection.

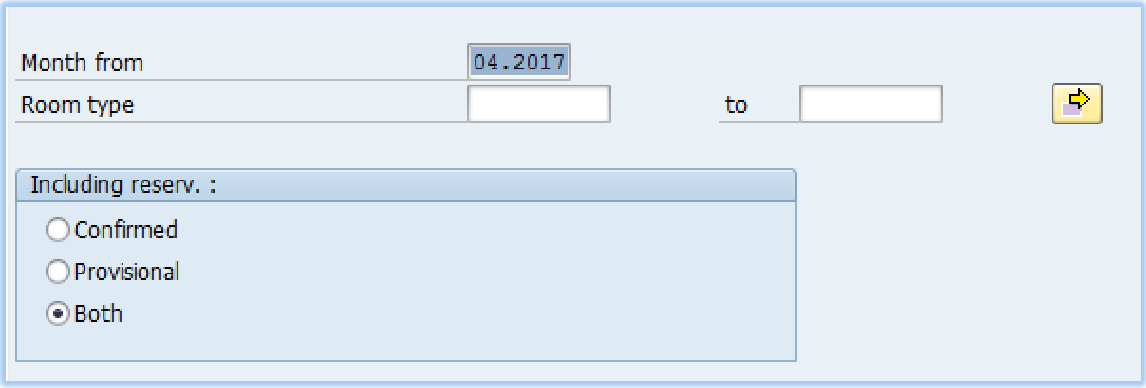
4.6 Occupancy annual statistic (/CCSHT/RS_06_42)

4.6.1 Purpose of the report

This report allows you to analyze the occupation forecasted for the months and days of consultation in real time.

4.6.2 Selection Criteria

In the field “Month from” you have to select the month from you want to see the occupancy. Current month will be shown by default.



If you use the “Room type” filter, the occupancy forecasted will be shown only for the room types selected in this filter.

Finally, you can select the status of the reservations that have to be included in this report.

4.6.3 Data Shown

The report will show the total number of rooms already booked by day and month.

Twelve months onwards from the month of consultation will be shown.

Start April 2017
Including bookings: Confirmed , provisional

Months/Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
April	144	85	141	155	153	102	87	135	81	100	99	84	97	120	122	60
May	73	41	80	71	136	146	47	57	92	141	150	148	115	58	89	91
June	69	97	135	59	24	10	7	15	140	155	52	75	81	89	82	116
July	66	25	4	9	11	52	84	90	18	6	5	2	5	8	34	10
August	1	1	1	3	31	5	2	0	1	1	4	32	5	2	1	0
September	37	36	3	0	1	1	77	103	131	104	102	22	3	6	63	59
October	5	3	3	2	3	42	56	6	9	7	13	15	50	77	20	3
November	0	6	65	41	13	25	25	10	0	8	19	3	0	30	30	33
December	9	30	3	0	0	1	1	6	7	3	1	1	1	24	3	30
January	0	0	0	0	3	3	3	0	0	0	10	53	3	3	0	0
February	0	3	5	5	2	0	0	0	3	3	3	0	0	0	0	3
March	0	3	3	3	0	0	0	0	3	3	3	0	0	0	0	3

Totals	Rooms	% Occupancy
April	3488	75,01
May	2759	57,42
June	2279	49,01
July	623	12,97
August	350	7,28
September	1124	24,17
October	871	18,13
November	485	10,43
December	161	3,35
January	123	2,56
February	69	1,59
March	66	1,42

At the bottom of the report there is an small summary that includes the total number of the rooms booked in that month and the occupancy percentage forecasted.

4.6.4 Observations

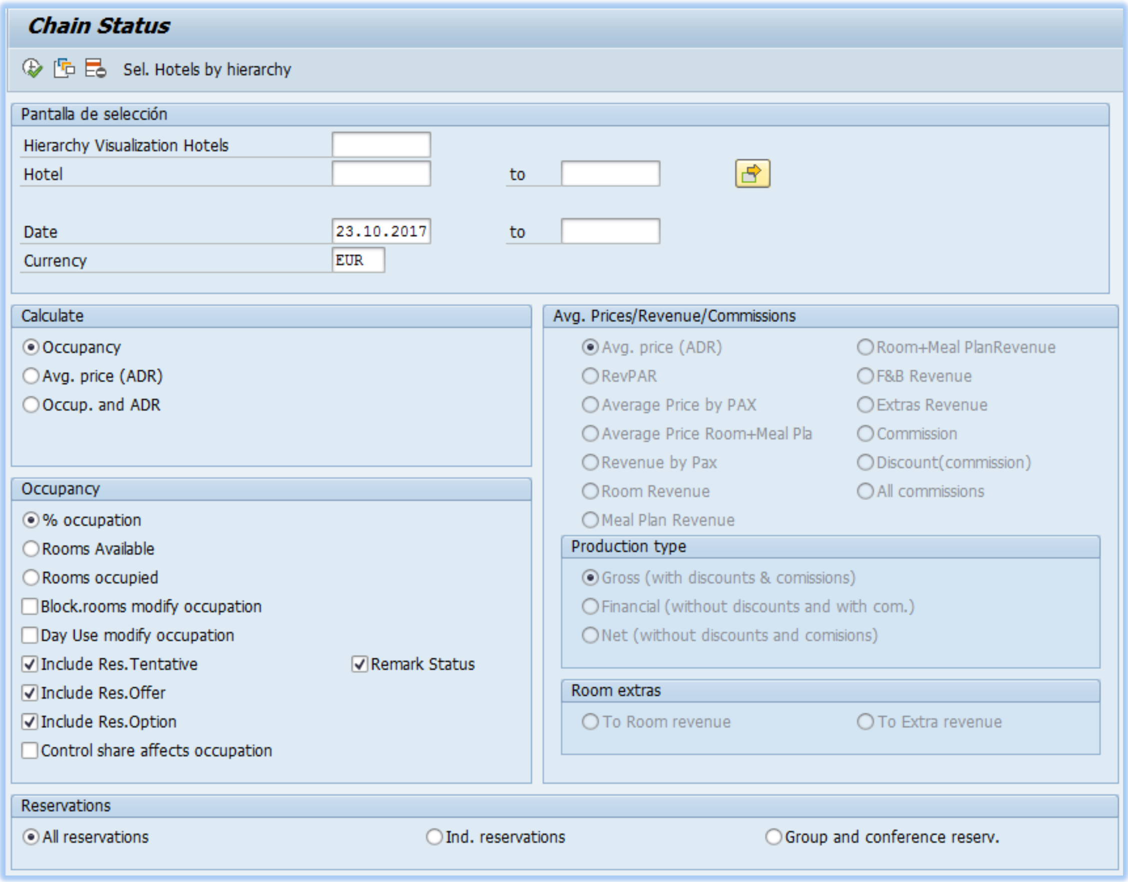
- This is an "online" report, so the totals are calculated in the time of consultation
- Saturdays and Sundays are displayed in red in order to differentiate them from week days

4.7 Chain Status (new) (ZEY_RS_OCCUPA)

4.7.1 Purpose of the report

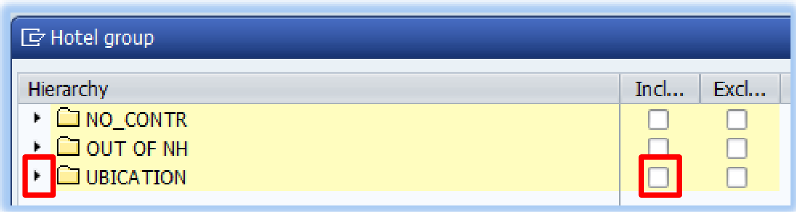
This report allows you to check the availability of different Hotels in the chain.

4.7.2 Selection Criteria



- **Selection screen:** users authorized to view more than one hotel may use the option "*Select Hotels by hierarchy*" to select hotels by country or area.

  The default is today's date but we can indicate a past or future period.



- **Calculate**: by occupancy, ADR or both (check the filters activated on the right when selecting each option).
- **Occupancy**: available filters vary according to the option we select in the previous block (Occupancy by default). Tentative, Offer & Option reservations will be displayed by default.

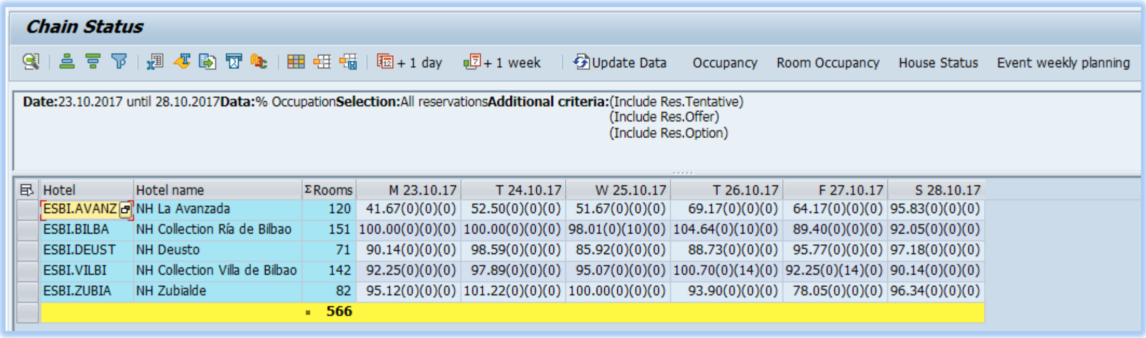
- **Reservations**: here you can choose if you want to see all reservations, only individual or only group and conference reservations.

4.7.3 Data Shown

In this example, we chose to display availability in Bilbao on a specific date by occupancy.

The applied filters were:

- Selected Hotels by hierarchy: ESBI.AVANZ / ESBI.BILBA / ESBI.DEUST/ ESBI.VILBI / ESBI.ZUBIA
- Date: From 23.10.17 to 28.10.17
- Calculate: Occupancy
- Occupancy: % Occupation & Tentative, Offer & Option reservations


Chain Status

+ 1 day | + 1 week | Update Data | Occupancy | Room Occupancy | House Status | Event weekly planning

Date:23.10.2017 until 28.10.2017**Data:**% Occupation**Selection:**All reservations**Additional criteria:**(Include Res.Tentative)
(Include Res.Offer)
(Include Res.Option)

Hotel	Hotel name	ΣRooms	M 23.10.17	T 24.10.17	W 25.10.17	T 26.10.17	F 27.10.17	S 28.10.17
ESBI.AVANZ	NH La Avanzada	120	41.67(0)(0)(0)	52.50(0)(0)(0)	51.67(0)(0)(0)	69.17(0)(0)(0)	64.17(0)(0)(0)	95.83(0)(0)(0)
ESBI.BILBA	NH Collection Ría de Bilbao	151	100.00(0)(0)(0)	100.00(0)(0)(0)	98.01(0)(10)(0)	104.64(0)(10)(0)	89.40(0)(0)(0)	92.05(0)(0)(0)
ESBI.DEUST	NH Deusto	71	90.14(0)(0)(0)	98.59(0)(0)(0)	85.92(0)(0)(0)	88.73(0)(0)(0)	95.77(0)(0)(0)	97.18(0)(0)(0)
ESBI.VILBI	NH Collection Villa de Bilbao	142	92.25(0)(0)(0)	97.89(0)(0)(0)	95.07(0)(0)(0)	100.70(0)(14)(0)	92.25(0)(14)(0)	90.14(0)(0)(0)
ESBI.ZUBIA	NH Zubialde	82	95.12(0)(0)(0)	101.22(0)(0)(0)	100.00(0)(0)(0)	93.90(0)(0)(0)	78.05(0)(0)(0)	96.34(0)(0)(0)
		566						

4.7.4 Observations

- This is a "live" report", so you can display real availability at any time (you can use "*Update Data*" button to refresh information).
- The information displayed will depend on the type of user and their access permissions.

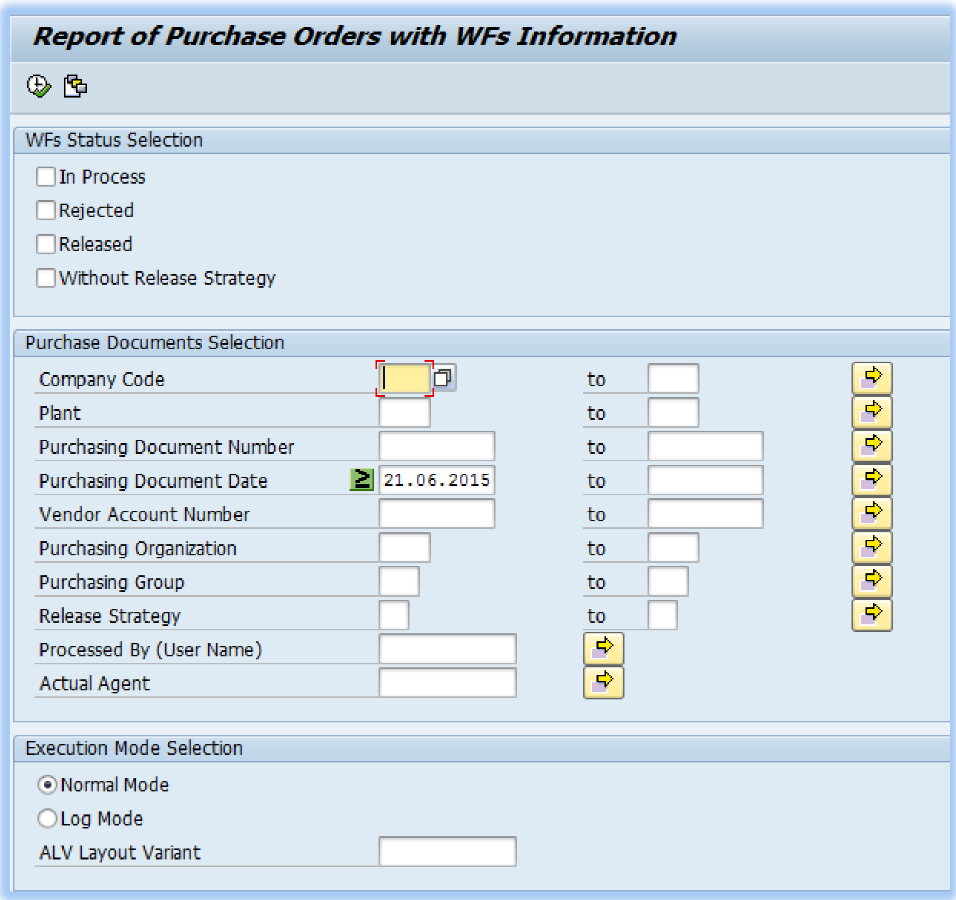
5 PROCUREMENT CONTROL

5.1 Purchase orders with WF´s information (ZWF_MM_PO_LOG)

5.1.1 Purpose of the report

This report allows you to visualize the status (In process, Rejected, Released or Without Release Strategy) of purchase orders with Workflow information, as well as the persons who are involved in this process of approval.

5.1.2 Selection Criteria



1. In block “WFs Status Selection” the user must filter the selection of data on the basis of the current state of the purchase order and may choose one, several or all:

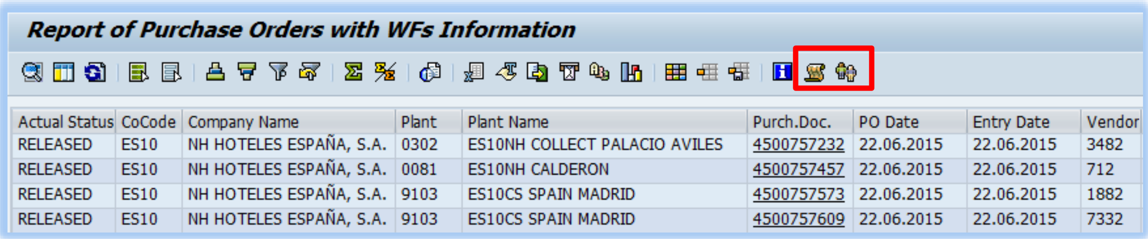
- **In Process**: Purchase orders in the process of being approved (it may have been approved by a user and the following steps of approval may be pending according to the limits defined). With this option the user can check who has to approve a purchase order.
- **Rejected**: Purchase orders rejected by any of their approvers.
- **Released**: Purchase orders completely liberated by all the necessary approvers and sent to the supplier. With this option, the user can check who has approved a purchase order.
- **Without Release Strategy**: Purchase orders that do not required authorization by any user.

2. In block "Purchase Documents Selection" it will be mandatory to select the company or companies to consult. Additionally we can filter by: Centre or business area, Purchasing document number, Purchasing document date (the date fixed in the variant in which the entry into production of the new workflow; the previous documents are not visible through this report), Vendor account number, Purchasing organization, Release strategy, Sap user who has taken part in the process of approval and Current agent (this allows the purchase orders which are pending approval to be filter in the mailbox of a specific SAP user)

3. We shall execute the report in **normal mode**. The log mode presents one line per passage of the workflow and is designed for the analysis of the IT department.

5.1.3 Data Shown

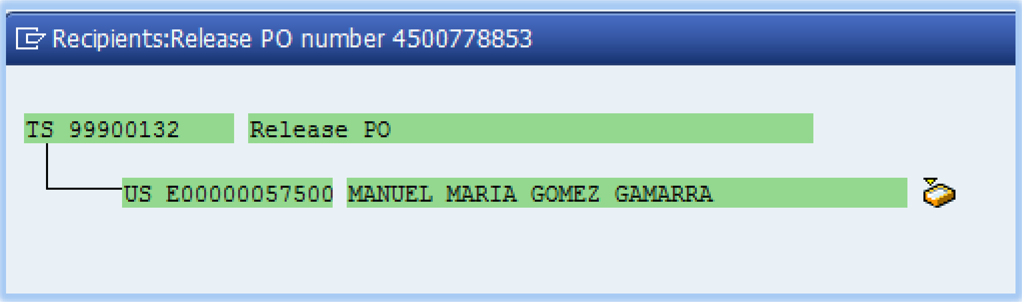
The listing will show us one line per supplier purchase order to be liberated with all the information relative to the document (status, Company code, plant, purchasing document, PO date, vendor name, purchasing organization, purchasing group, release strategy, number of approvers, net order value, department, actual agent name, approver users, reject reason,..)



Report of Purchase Orders with WFs Information

Actual Status	CoCode	Company Name	Plant	Plant Name	Purch.Doc.	PO Date	Entry Date	Vendor
RELEASED	ES10	NH HOTELES ESPAÑA, S.A.	0302	ES10NH COLLECT PALACIO AVILES	4500757232	22.06.2015	22.06.2015	3482
RELEASED	ES10	NH HOTELES ESPAÑA, S.A.	0081	ES10NH CALDERON	4500757457	22.06.2015	22.06.2015	712
RELEASED	ES10	NH HOTELES ESPAÑA, S.A.	9103	ES10CS SPAIN MADRID	4500757573	22.06.2015	22.06.2015	1882
RELEASED	ES10	NH HOTELES ESPAÑA, S.A.	9103	ES10CS SPAIN MADRID	4500757609	22.06.2015	22.06.2015	7332

From the listing we can view the SAP user who is responsible for the workflow at that moment clicking on .



5.1.4 Observations

This report will display the purchase orders processed with the new workflow which came into effect on 21/06/2015. We will also be able to check those associated with the old workflow, although it will not offer the same degree of information.

5.2 Incoming invoice verification with WF info (ZWF_MM_IV_LOG)

5.2.1 Purpose of the report

This report allows users to view and analyze invoices that have incidents of confrontation, by type of incident, actions, status, deadlines and responsible. It provides control and recognition of all invoices parked or blocked for payment arising from incidents in the confrontation of the vendor invoice against the information of purchase orders and goods receipt registered in SAP.

5.2.2 Selection Criteria

1. In block "Invoices selection", the user can filter by: Company Code (Mandatory Field), Business Area, Vendor, Invoice document number, Year (Mandatory Field) and Date of creation.

2. In block "Status selection", the user can select the type of incidents: Parked invoices, Quantity Incidences and Price Incidences.

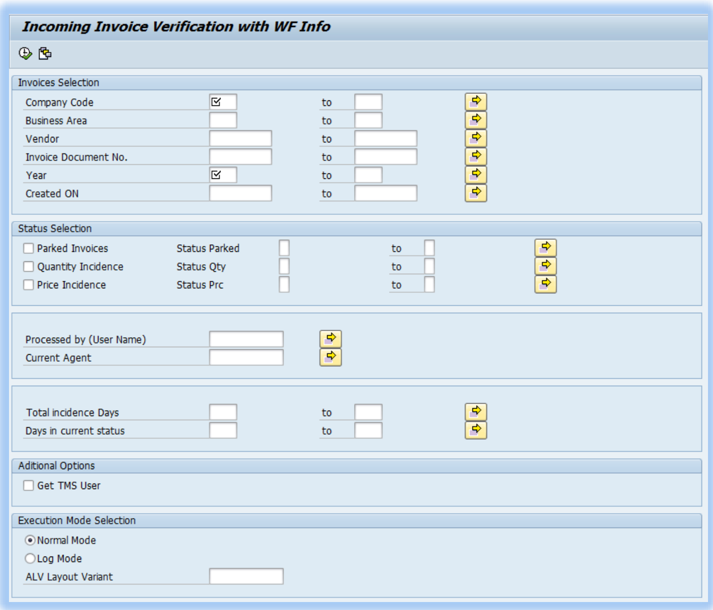
Within each one of them we can filter by one or more status:

- **Status parked invoices:** In process by NH Center, In process by Administration, Deleted, Posted.
- **Status Quantity and Price incidences:** In process by NH Center, In process by Administration, Price incidence accepted, Credit memo requested, Credit memo request sent, Credit memo received, Invoice cancelled, Invoice released, Credit memo request canceled, Quantity incidence Solved.

3. In the Block “Additional options” marking this flag and depending on the "layout" used, the system displays the TMS user who owns the incidence.

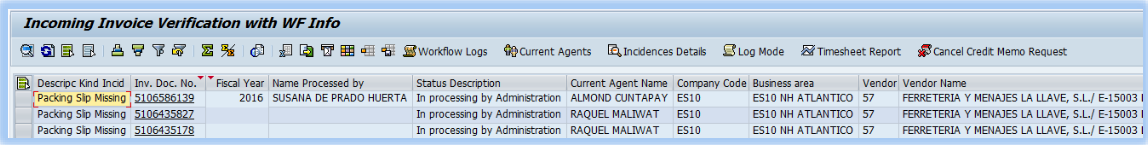
4. In the Block “Execution mode selection”, we can select between Normal mode and Log mode:

- **Normal Mode:** Shows one line by invoice/kind of incidence with current situation.
- **Log Mode:** Shows one line for each action performed during the incidence resolution process.



5.2.3 Data Shown

Running the report in normal mode, shows one line per invoice / incidence type with current situation:



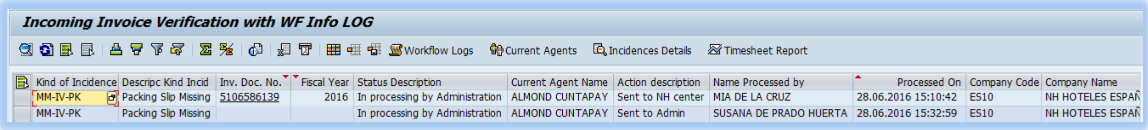
Incoming Invoice Verification with WF Info

Workflow Logs | Current Agents | Incidences Details | Log Mode | Timesheet Report | Cancel Credit Memo Request

Descripc Kind Incid	Inv. Doc. No.	Fiscal Year	Name Processed by	Status Description	Current Agent Name	Company Code	Business area	Vendor	Vendor Name
Packing Slip Missing	5106586139	2016	SUSANA DE PRADO HUERTA	In processing by Administration	ALMOND CUNTAPAY	ES10	ES10 NH ATLANTICO	57	FERRETERIA Y MENAJES LA LLAVE, S.L./ E-15003
Packing Slip Missing	5106435827			In processing by Administration	RAQUEL MALIWAT	ES10	ES10 NH ATLANTICO	57	FERRETERIA Y MENAJES LA LLAVE, S.L./ E-15003
Packing Slip Missing	5106435178			In processing by Administration	RAQUEL MALIWAT	ES10	ES10 NH ATLANTICO	57	FERRETERIA Y MENAJES LA LLAVE, S.L./ E-15003

All the information related to the document will be shown: Type of incidence, invoice document number, fiscal year, name processed by, Status description, current agent name, Company code, business area, vendor, vendor name, nominated vendor, document date, created by, reference, gross invoice amount, currency, PO line missing, PO consumed, days since incidence, days in current step, total amount of incidence, action description, processed on, reason to send SSC/ hotel, reason description and amount credit memo.

Running the report in log mode, shows us one line for each action performed during the incidence resolution process.



Incoming Invoice Verification with WF Info LOG

Workflow Logs | Current Agents | Incidences Details | Timesheet Report

Kind of Incidence	Descripc Kind Incid	Inv. Doc. No.	Fiscal Year	Status Description	Current Agent Name	Action description	Name Processed by	Processed On	Company Code	Company Name
MM-IV-PK	Packing Slip Missing	5106586139	2016	In processing by Administration	ALMOND CUNTAPAY	Sent to NH center	MIA DE LA CRUZ	28.06.2016 15:10:42	ES10	NH HOTELES ESPAÑ
MM-IV-PK	Packing Slip Missing			In processing by Administration	ALMOND CUNTAPAY	Sent to Admin	SUSANA DE PRADO HUERTA	28.06.2016 15:32:59	ES10	NH HOTELES ESPAÑ

Options available in the report: The report provides the following options to perform a detailed analysis of the invoice incidences:

- **Workflow Logs:** Shows the workflow logs related with the selected invoice / incidence.
- **Current Agents:** Displays the users responsible for the treatment of the incidence.
- **Incidences Details:** (Only incidences of quantity / price). It leads us to the transaction MRBR display mode and displays the details of the incidence to item level, including two fields that indicate the quantity and unit price that the supplier must indicate in the credit note to be sent to release the invoice.
- **Log Mode:** Shows the history of actions performed for each of the selected invoices / incidences.
- **Timesheet Report:** Shows the elapsed time for each step of the workflow.
- **Cancel Credit Memo Request:** Allows to reverse a credit memo request <u>if the user has the corresponding authorizations</u> to do so. It is only available for invoices with a requested credit memo, which has not yet been received. When the credit memo request is canceled, a new workflow is triggered in order to treat the invoice incidence.

<u>Another options available in the report:</u>

- In the field "reason to send to SSC/Hotel" if the user has completed the field "free text", the report gives us the opportunity to consult the text it by clicking on the reason to send.
- In the "Inv. Doc. No" field, we can display the invoice document by clicking on the document number.

5.3 Physical inventory list (MI24)

5.3.1 Purpose of the report

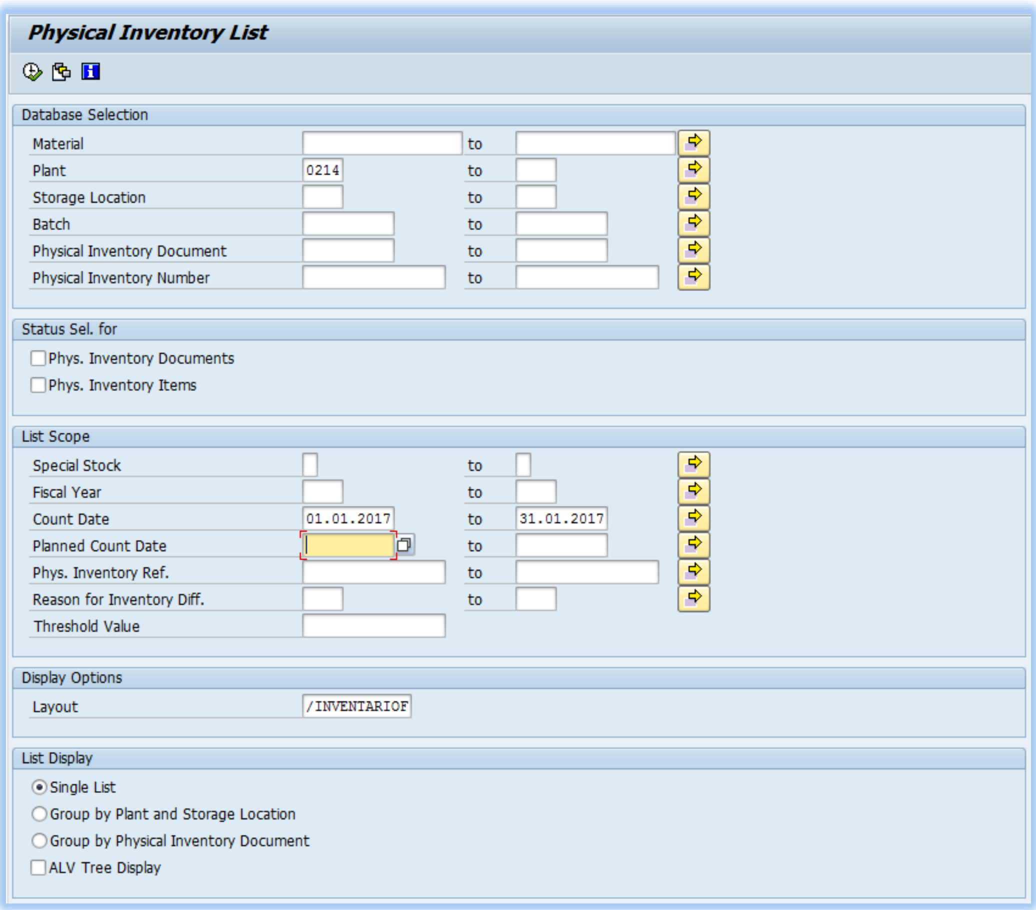
This report allows users to know the consumption recorded in each purchase material, depending on the information resulting from differences in inventories, prior to the accounting thereof.

5.3.2 Selection Criteria

1. In block "Database Selection", the user can filter by:

- **Material:** If we want to analyze only certain materials.
- **Plant:** Hotel that we are going to analyze.
- **Storage Location:** If we want to filter the information by analyzing only one or several storages.
- **Physical Inventory Document:** If we want to filter the information by analyzing only one or several physical inventory documents.

2. In block "List Scope", the user must select the option **Count Date**, to analyze the data of the desired period (usually the month). It is advisable to indicate as the period to be analyzed, from the first day to the last of the month under study.



5.3.3 Data Shown

The different materials will be displayed, with the corresponding quantities consumed, valued at average price.

Physical Inventory List

Post Difference Change Count Enter Count List of Unposted Docs

PhysInvDo	Item	Material	Material Description	Plnt	SLoc	Inv.status	Stock typ	Book qty	Quantity	Diff.	BUn	Pos. diff.	neg. diff.	Count date
100084378	23	04055112	NH HOTELS NAPKIN 20X20CM NAVY BLUE	0214	6001	Counted, adju...	Warehouse	1,000	1,000	0,000	CV	0,00	0,00	31.01.2017
100084378	24	04057611	NH HOTELS OXO BIO PEN (2500)	0214	6001	Counted, adju...	Warehouse	2,000	1,000	1,000-	CV	0,00	187,29-	31.01.2017
100084378	25	04057737	NH HOTELS COASTER 90MM WASLAAG(500)	0214	6001	Counted, adju...	Warehouse	2,000	2,000	0,000	CV	0,00	0,00	31.01.2017
100084378	26	04022307	NH HOTELS COMB (500)	0214	6001	Counted, adju...	Warehouse	1,000	1,000	0,000	CV	0,00	0,00	31.01.2017
100084378	27	04025140	NH HOTELS BODY 50ML (176)	0214	6001	Counted, adju...	Warehouse	12,000	5,000	7,000-	CV	0,00	254,94-	31.01.2017
100084378	28	04025141	NH HOTELS DENTAL KIT (500)	0214	6001	Counted, adju...	Warehouse	1,000	1,000	0,000	CV	0,00	0,00	31.01.2017
100084378	29	04025142	NH HOTELS FEMIN HYGIENE KIT (250)	0214	6001	Counted, adju...	Warehouse	2,000	2,000	0,000	CV	0,00	0,00	31.01.2017
100084378	30	04025143	NH HOTELS HAIR BRUSH (250)	0214	6001	Counted, adju...	Warehouse	2,000	3,000	1,000	CV	126,96	0,00	31.01.2017
100084378	31	04025144	NH HOTELS HAIRCONDITIONER 30ML (208)	0214	6001	Counted, adju...	Warehouse	8,000	3,000	5,000-	CV	0,00	139,10-	31.01.2017
100084378	32	04025145	NH HOTELS HAND CREAM 30ML (189)	0214	6001	Counted, adju...	Warehouse	8,000	6,000	2,000-	CV	0,00	101,12-	31.01.2017
100084378	33	04025146	NH HOTELS LAUNDRYBAG (240)	0214	6001	Counted, adju...	Warehouse	6,000	3,000	3,000-	CV	0,00	41,37-	31.01.2017
100084378	34	04025147	NH HOTELS SHAMPOO 50ML (176)	0214	6001	Counted, adju...	Warehouse	18,000	10,000	8,000-	CV	0,00	263,36-	31.01.2017
100084378	35	04025148	NH HOTELS SHAVING KIT (250)	0214	6001	Counted, adju...	Warehouse	2,000	2,000	0,000	CV	0,00	0,00	31.01.2017
100084378	36	04025149	NH HOTELS SHOE HORN (500)	0214	6001	Counted, adju...	Warehouse	2,000	2,000	0,000	CV	0,00	0,00	31.01.2017
100084378	37	04025150	NH HOTELS SHOE SHINE (400)	0214	6001	Counted, adju...	Warehouse	2,000	1,000	1,000-	CV	0,00	56,43-	31.01.2017
100084378	38	04025152	NH HOTELS SHOWER GEL 50ML (176)	0214	6001	Counted, adju...	Warehouse	18,000	3,000	*,000-	CV	0,00	493,80-	31.01.2017
100084378	39	04025154	NH HOTELS SOAP 20GR (420)	0214	6001	Counted, adju...	Warehouse	11,000	4,000	7,000-	CV	0,00	202,79-	31.01.2017
100084378	40	04027411	NH HOTELS ROYAL SLIPPER 29CM (100)	0214	6001	Counted, adju...	Warehouse	13,000	4,000	9,000-	CV	0,00	865,26-	31.01.2017
100084378	41	04028212	HANGER NONSLIP BAR CHROME HOOK NATUR(50)	0214	6001	Counted, adju...	Warehouse	1,000	1,000	0,000	CV	0,00	0,00	31.01.2017
100084378	42	04028214	HANGER CLIPS CHROME HOOK NATURAL(50)	0214	6001	Counted, adju...	Warehouse	1,000	1,000	0,000	CV	0,00	0,00	31.01.2017
100084378	43	04037234	BA NH HOTELS SEWINGKIT 1KL (500)	0214	6001	Counted, adju...	Warehouse	1,000	1,000	0,000	CV	0,00	0,00	31.01.2017
100084378	44	04060448	NH HOTELS SHOWERCAP (500)	0214	6001	Counted, adju...	Warehouse	2,000	2,000	0,000	CV	0,00	0,00	31.01.2017
100084378	45	04065336	DECA INTENSO CLASSIC	0214	6001	Counted, adju...	Warehouse	1200,000	200,000	*,000-	PC	0,00	349,05-	31.01.2017

The book quantity: Is the result of adding to the final inventory of the previous period, purchases of this period.
Negative differences (Neg Diff): Occur when the amounts counted are less than the book quantities.
Positive differences (Pos Diff): Occur when the amounts counted are greater than the book

5.3.4 Observations

It is possible to order the differences of each article, from highest to lowest expense, if desired.