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HOTELS & RESORTS

MANAGEMENT OF INVOICES WITH A NEGATIVE BALANCE

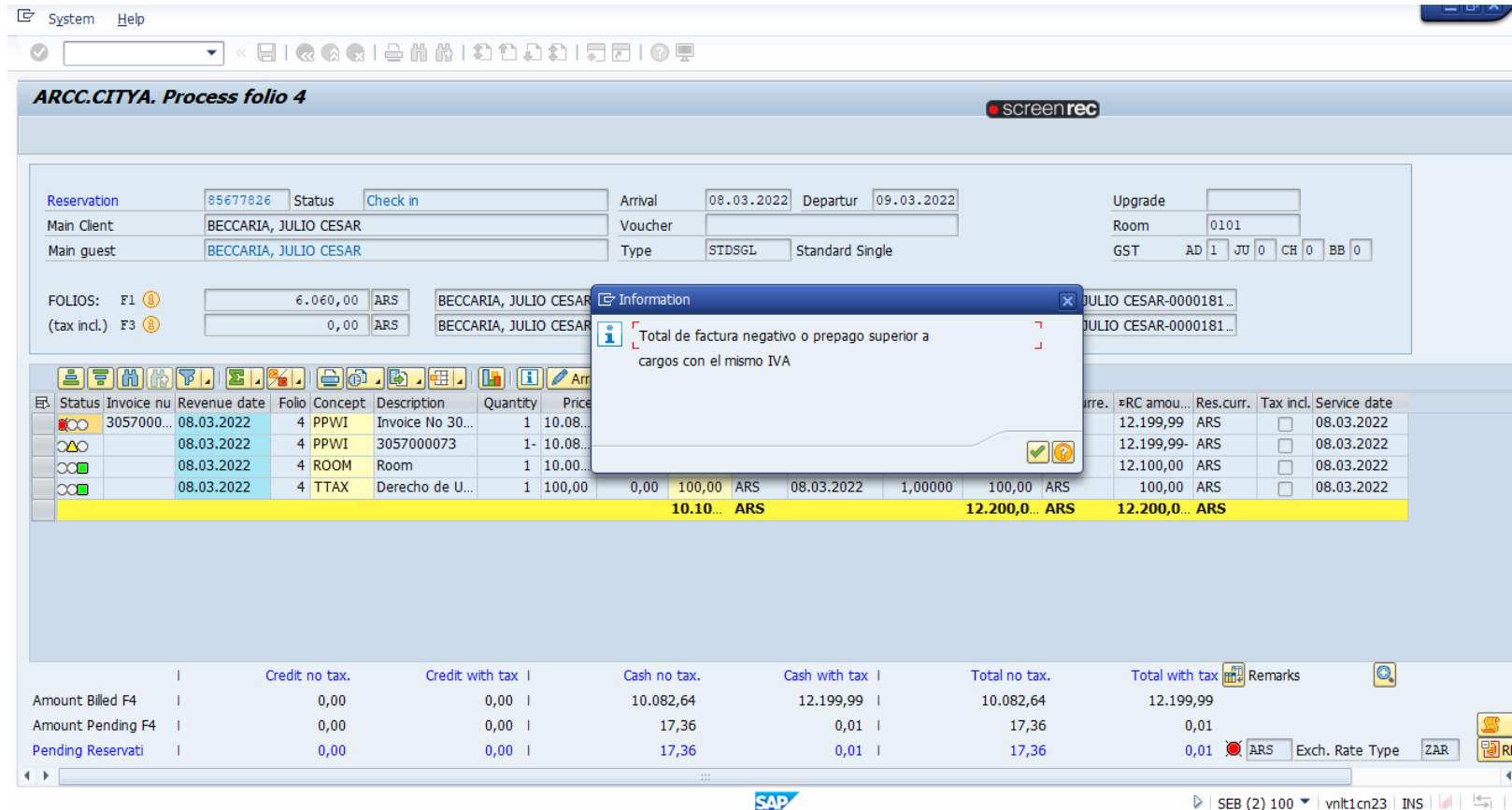
MAY 2022

BUSINESS PROCESSES - OPERATIONS

The reason for this guide, and the associated additional tasks, is to avoid discrepancies in the information reported to the official tax institutions in Portugal, Colombia, Argentina, Chile y Uruguay.

Management of invoices with a negative balance

In the following situations, this error message will appear:



- Folio with only negative charges.
- Deposit higher than the charges on the folio.
- Deposit higher than the charges with the same VAT on the folio.

Management of invoices with a negative balance

PT11.LILIS. Individual Res. - GOMEZ FERNANDEZ, MARIA TRINIDAD

PT11.LILIS Tivoli Avenida Liberdade Reservation 71781145 Client: 1000211361 BOOKING.COM B.V. Amount 862.50 EUR

Arrival: 14.08.2019 Wednesd... RoomType: Deluxe Double ☐ Show Subtypes Meal Plan BB
Nights: 3 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:
Depart.: 17.08.2019 Saturday Room ☐ No move Last service: BKFS

General Data *Billing Information *Additional data *Statistics Deposits Guarantees Routing charges Fixed charges *Actions Loaned

Auto Deposit requested Curre... Request date
850,50 EUR 12.08.2019

Regenerate deposits

Till operations
Till identifier reception
Type
☐ Prepayment w/o bill
☒ Prepayment with bill
Reservation 71781145
Amount 850,50
Movement currency EUR
Folio 2 Swap currency 4984270 MARIA TRINIDAD G
Concept PPWI
Tax clasificat.
Paym. Method P. GATEWAY Voucher
Remarks Pre-payment

Notes detail
Prepaga. Hotel-Rest / Hotel&Rest. Prepa

Concept identifier (2) 4 Entries found
Restrictions
Concept nature: 50
Description Concept ID
Deposito City Tax 0%/C. Tax Deposit 0% PP0V
Prepaga. Hotel-Rest / Hotel&Rest. Prepay PPWI
Prépagamento HiVAT / Prepayments HiVAT PPHI
Prépagamento MedVAT / Prepayments MedVAT PPMD

CONFIRMED Guest: GOMEZ FERNANDEZ, MARIA TRINI ☐ Walk-in ☐ Check in 00:00 Created XTIVOL000... 25.06.2019 00:00 Credit pending to Bill 0.00
Gz: 0 ☐ Transferred ☐ Check out 00:00 Modif.: E000000507 12.08.2019 10:21 Cash pending to Bill 862.50

PPWI is used for deposits in individual reservations (Room + Meal plan)

In some particular cases, if you receive a deposit for “extra services” such as golf, parking... the correct *Concept id* must be selected, according to VAT, examples:

PPWI: 6%

PPHI: 23%

PPOV: 0% (** Can only be used for City Tax).



PP codes and % VAT can be different in each country.

The same logic applies for groups/events reservations, the deposit must include the correct concept ID according to final service (FRNT, BQTF...) and, if necessary, you will have to include several deposit lines.

Management of invoices with a negative balance

Situation 1: Amount paid in advance higher than final total.



Reservation (folios)

Deposit of 300€ received by
bank transfer.
Final amount 245€

Arrangement code																	
Status	Invoice nu	Revenue date	Folio	Concept	Description	Quantity	Price	Disc. (net)	*Amou...	Cur.	Excha.date	Exchange	*LC amou...	Loc.Curre.	*RC amou...	Res.curre.	
🟢🟡		12.08.2019	2	FRNT	Restaurante C...	1	80,00	0,00	80,00	EUR	12.08.2019	1,00000	80,00	EUR	80,00	EUR	
🟢🟢		12.08.2019	2	GASTR...	MENU THURG...	11	15,00	0,00	165,00	EUR	12.08.2019	1,00000	165,00	EUR	165,00	EUR	
🔴🟢	7662630...	12.08.2019	2	PPWI	Invoice No 76...	1	300,00	0,00	300,00	EUR	12.08.2019	1,00000	300,00	EUR	300,00	EUR	
🟡🟢		12.08.2019	2	PPWI	7662630808	1	300,00	0,00	300,00	EUR	12.08.2019	1,00000	300,00	EUR	300,00	EUR	
🟢🟢		12.08.2019	2	SETUP	BANQUET	1	0,00	0,00	0,00	EUR	12.08.2019	1,00000	0,00	EUR	0,00	EUR	
										245,00	EUR			245,00	EUR	245,00	EUR

		Credit no tax.	Credit with tax		Cash no tax.	Cash with tax		Total no tax.	Total with tax
Amount Billed F2		0,00	0,00		283,02	300,00		283,02	300,00
Amount Pending F2		0,00	0,00		71,96-	55,00-		71,96-	55,00-
Pending Reservati		0,00	0,00		71,96-	55,00-		71,96-	55,00-

How will we proceed?

1º Cancel the deposit

*Function rooms

Hotel Reserv

*Clients

Additional Info

*Statistics

Commissions

	Amount Req...	Curre...	F..	Deposit reques...	Due Date	Received	Amount received	Received date
	300,00	EUR	2	12.08.2019	11.08.2019	✓	300,00	12.08.2019

</

2º Invoice the folio with the correct payment methods:

PT11.LIBER NH Collection Liberdade COLLECTION						
Till identifier		RECEPTION RECEPTION				
Operation Type		Invoice payment				
Detalle de billetes						
Payment data						
Invoice Id		7662808224		Total Amount		245,00
				Document currency		EUR
Reservation		85574078				
Folio		3				
Customer		62854699 FERRI, PAOLO				
Remarks						
Payment method	Gateway	Curr...	Amount	Voucher t...	Voucher amount	Vouch
BANK TRANSFER		EUR	300,00		0	
BANK TRANSFER		EUR	55,00-		0	

3º Refund the difference to the guest with the same payment method used for the deposit: CASH, TRANSFER...

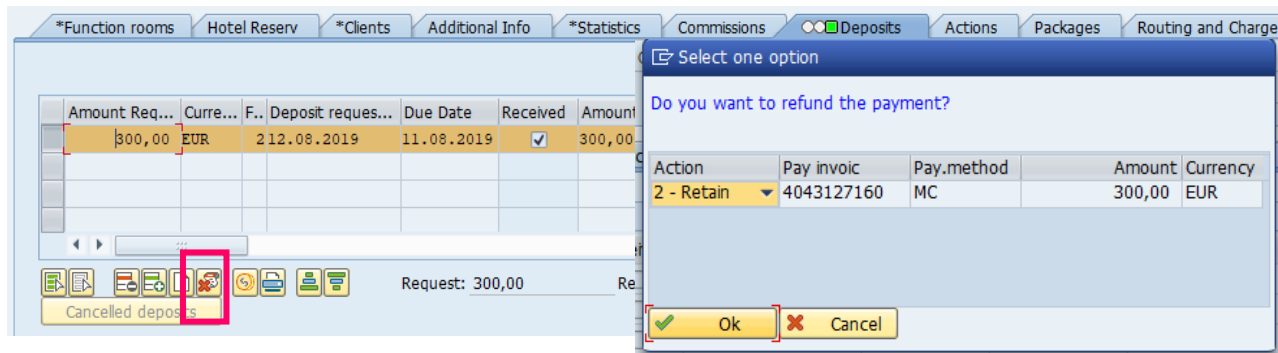
TMS4Pay procedure (see following slides)



Management of invoices with a negative balance

Situation 1: Amount paid in advance higher than final total → Deposit with Payment Gateway. 

1º Cancel the deposit using the Retain option:



2º Close the invoice on the same folio and refund the difference to the original credit card used.

Invoice payment movements

ESMD.PRIVE NH Príncipe de Vergara ****

Till identifier: RECEPTION
Operation Type: Invoice payment Detalle de billetes

Payment data

Invoice Id	4043127161	Total Amount	245,00
Reservation	73839898	Document currency	EUR
Folio	2		
Customer	4984270	GOMEZ FERNANDEZ, MARIA TRINIDAD	
Remarks			

Payment method	Gateway	Curr...	Amount	Voucher t...	Voucher amount	Vouche
MC		EUR	300,00		0	
PAYMENT GATEWAY		EUR	55,00-		0	



Invoice

[illegible]

Final invoice with several movements.

Management of invoices with a negative balance

Situation 2: Amount paid in advance lower than final total but deposit with incorrect VAT.



Reservation

PT11.LILIS Tivoli Avenida L Reservat.: 71382436 Client: 1000038255 TRAFALGAR TOURS LTD

Id: EV01296995 Version: 1 ☒ Active Room reservations off dates range

Start: 16.08.2019 18:30 End: 16.08.2019 23:59 Voucher:

Description: TGF TOUR Event type: LEISU Status: Confirmed Follow Up:

Event's status: ☐ Lost ☐ Check in ☐ Rejected ☐ Check out ☐ Cancelled

Managers: Sales: Venue Rep: Hotel rooms: Lim.bill.day: 7 Day 23.08.2019

Remarks: Main

*Function rooms *Hotel Reser *Clients *Additional Inf *Statistics Commissions Deposits Actions Pac

Amount Req...	Curre...	F..	Deposit reques...	Due Date	Received	Amou...	Received date	Doc...	Short Remarks
600,00	EUR	212.08.2019		15.08.2019	<input checked="" type="checkbox"/>	600,00	12.08.2019		PRE-PAYMENT 7623672950

Deposit of 600€ received.



How will we proceed?



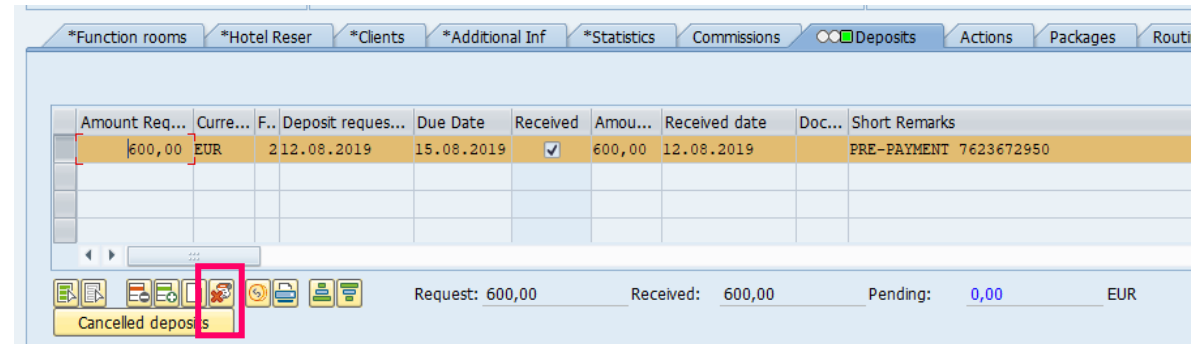
Invoice

Data/Date	Quan.	Serviço/Service	%VAT	Base/Net	Cuota/Vat	Total	St
16.08.2019	3	Quarto Pequeno-Almoço / Bed & Breakfast	6%	488,22	29,28	517,50	
16.08.2019	10	Menu Trafalgar Cervejaria Liberdade	23%	32,52	7,48	40,00	
16.08.2019	10	Menu Trafalgar Cervejaria Liberdade	13%	24,78	3,22	28,00	
16.08.2019	10	Menu Trafalgar Cervejaria Liberdade	13%	240,71	31,29	272,00	
16.08.2019	1	Restaurante Cervejaria	23%	48,78	11,22	60,00	
12.08.2019	1	Antecipado 7623672950	6%	-566,04	-33,96	-600,00	
			%VAT	Base/Net	Cuota/Vat	Total	
VAT			6,00%	488,22	29,28	517,50	
VAT			13,00%	265,49	34,51	300,00	
VAT			23,00%	81,30	18,70	100,00	
Antecipado			6,00%	-566,04	-33,95	-599,99	
Total				268,97	48,54	317,51 EUR	

Final invoice does not have “enough” base to balance the deposits with charges that are from the same VAT.
These amounts must be equal or the positive ones higher than the negative ones.

Management of invoices with a negative balance

1º Cancel the deposit

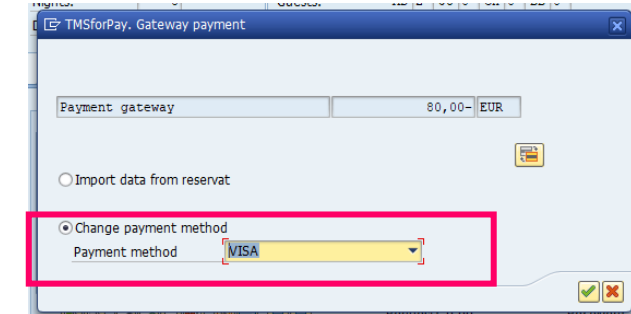


Amount Req...	Curre...	F..	Deposit reques...	Due Date	Received	Amou...	Received date	Doc...	Short Remarks
600,00	EUR	2	12.08.2019	15.08.2019	✓	600,00	12.08.2019		PRE-PAYMENT 7623672950

Request: 600,00 Received: 600,00 Pending: 0,00 EUR



If it was a deposit paid by payment gateway, use CC offline, option Change payment method:



TMSforPay. Gateway payment

Payment gateway: 80,00- EUR

☐ Import data from reservat

☒ Change payment method

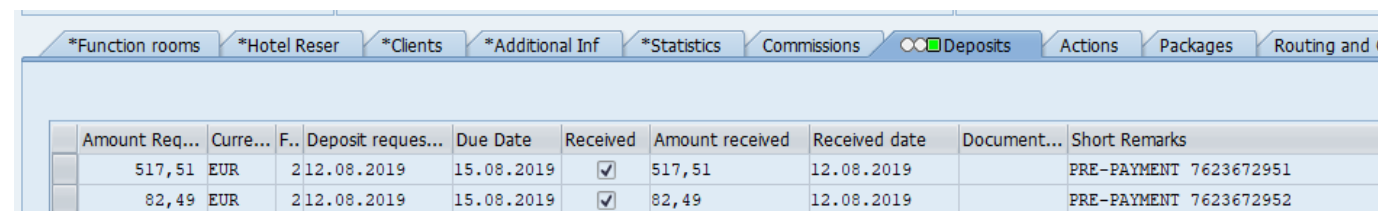
Payment method: VISA

2º Review the proforma

16.08.2019	10	Menu Trafalgar Cervejaria Liberdade	13%	240,71	31,29	272,00	857,51
16.08.2019	1	Restaurante Cervejaria	23%	48,78	11,22	60,00	917,51

	%VAT	Base/Net	Cuota/Vat	Total
VAT	6,00%	488,22	29,29	517,51
VAT	13,00%	265,49	34,51	300,00
VAT	23,00%	81,30	18,70	100,00
Total		835,01	82,50	917,51 EUR

3º Split the deposit



Amount Req...	Curre...	F..	Deposit reques...	Due Date	Received	Amount received	Received date	Document...	Short Remarks
517,51	EUR	2	12.08.2019	15.08.2019	✓	517,51	12.08.2019		PRE-PAYMENT 7623672951
82,49	EUR	2	12.08.2019	15.08.2019	✓	82,49	12.08.2019		PRE-PAYMENT 7623672952

Use original payment method (remember CC offline above).



Invoice

16.08.2019	1	Restaurante Cervejaria	23%	48,78	11,22	60,00	917,50
12.08.2019	1	Antecipado 7623672951	6%	-488,22	-29,29	-517,51	399,99
12.08.2019	1	Antecipado 7623672952	23%	-67,07	-15,43	-82,50	317,49

	%VAT	Base/Net	Cuota/Var	Total
VAT	6,00%	488,22	29,28	517,50
VAT	13,00%	265,49	34,51	300,00
VAT	23,00%	81,30	18,70	100,00
Antecipado	6,00%	-488,22	-29,28	-517,50
Antecipado	23,00%	-67,07	-15,43	-82,50
Total		279,72	37,78	317,50 EUR

Final invoice has “enough” base to balance the deposits with charges that are from the same VAT. These amounts are equal or the positive ones higher than the negative ones.

THANKS!

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