

NEW BILLING DISCREPANCY PROCEDURE

March 2022

MAIN TARGET

Bring efficiency to the discrepancy resolutions with a skilled and focused team that will also free up time to the hotel.

Reduce back tasks workload to hotels

Minimize resolution time

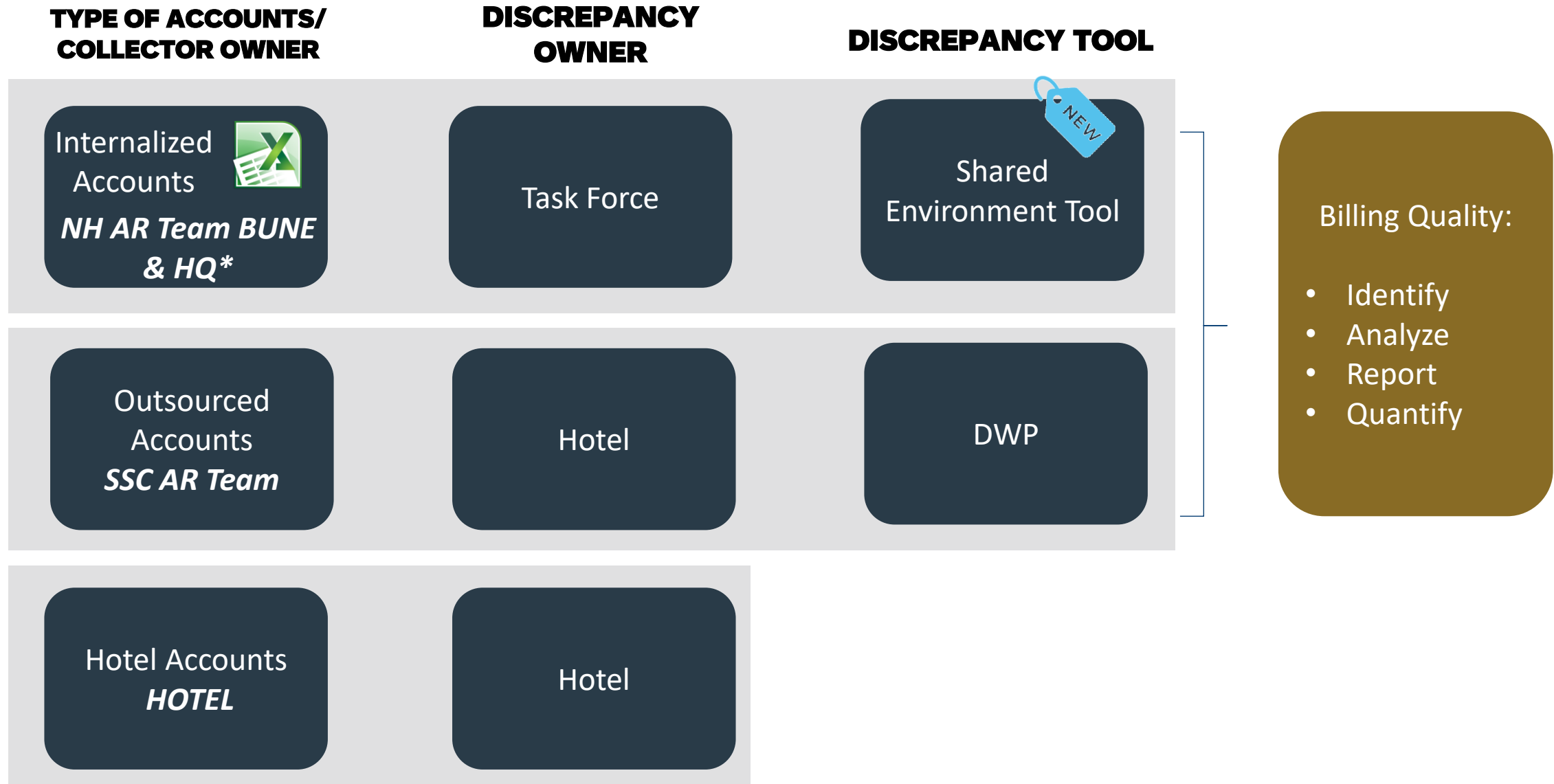
*Improve DSR
(Reduce collection timing)*

Bring new inputs to the BQ reporting

Detect and fix recurrent discrepancies at global level

Hotel billing quality improvement

THE PROCESS



**Voxel discrepancies will be always managed by the Hotel through DWP*

FAQs

- **Do the hotels in BUNE & BUSE have to manage the discrepancies from the accounts included in the file *NEW Discrepancy procedure Customers*?**

No, just the ones that came from VOXEL through DWP.

- **Do the hotels in BUAM have to manage the discrepancies from the accounts included in the file *NEW Discrepancy procedure Customers*?**

No, just the ones communicated by TASK FORCE team.

- **Do the hotels have to manage the discrepancies received through DWP?**

Yes.

- **Do the hotels have to manage VOXEL discrepancies received though DWP for these Account included in the file?**

Yes.

FAQs

TASK FORCE team will analyze, manage and solve directly in the system, except for BUAM hotels where the Amending/Cancellation in TMS4H will be managed from the FO itself, following the guidelines from TASK FORCE team.

- **When will the TASK FORCE amend/cancel an invoice?**

TASK FORCE will fully review every single case and will ask for support documentation to the hotel or Sales department if needed, before amending or canceling.

- **Would the TASK FORCE advise the hotel when amending/canceling an invoice?**

TASK FORCE team has the expertise and tools to reach a final conclusion for every discrepancy. Anyway, TASK FORCE team will contact the hotel for high amount or exceptional cases.

- **What would happen if a recurrent discrepancy is detected by TASK FORCE?**

TASK FORCE team will contact the NH Department involved or client in order to solve the issue (**Example:** Contract, Channels, Force Majeure...).

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