



**nh** | HOTEL GROUP PART OF MINOR  
HOTELS



TMS forHotels

Distribution data of customers in BF → Event → Groups

March\_2019

## 1. Definition of the development and current operationality.

## 2. Process for distribution of the data.

- Access to Booking File and discrepancy of the information.
- Update and propagation of the data.
  - Personal data (contact person, contact telephone No and E-mail)
  - Commissions
- Propagation data
  - Is the new client flagged as deleted?
  - Does the new client exist in all Societies/Division?
  - Is there homogeneous information in all reservations?
  - Is there any contract in the breakdown or associated reservations?
  - Propagation of customers in BF WITHOUT contract.
  - Propagation of customers in BF WITH contract.
- Miscellaneous
  - Templates.
  - History modifications

# Definition of the development and current operability

## Distribution data in BF

### Purpose of this new development:

To allow the propagation of any modification of Commercial customer, CRS or Company (From now on we will include the modification of some of these fields as "customer modification"). This happened just in the creation moment before this development.

**From a BF, to reservations and events associates.** Giving the user the possibility to also adapt the necessary data (Commissions, New contracts to apply ...) in reservations during the process.

After a few weeks the fields of branch in event and groups will be blocked and it will be compulsory modified from booking file.

This new development works when you change any of the next fields.

General Info.	Customer data	Commissions	Routing Charges	Actions	Statistics	Additional information	Deposits	Discount
<b>Main Client</b>	1000061542 VIAJES EL CORTE INGLES SA							
Payer								
Holder								
Bill-to part								
<b>CRS</b>	1005154179 YOUNG TRAVEL INC.							
<b>Company</b>	2000081438 INDRA SISTEMAS DE SEGURIDAD SA							
Branch account owner	<input type="checkbox"/>							
		<b>Branch Client</b>	0000155261 CORTE INGLES V (334 - V - AVENIDA FERNANDO EL CATOLI					
		Contact person	BOND, JAMES BOND.					
		Contact Telephone No	666666666					
		Fax	gggggggggggggggggg					
		<b>E-mail</b>	MICASA@TELEFONO.COM					
		Branch of CRS	0000809715 YOUNG TRAVEL INC.					
		Branch company	0000214023 INDRA SISTEMAS DE SEGURIDAD S.A.					
		Language	ES Spanish					

**The changes are applied even in reservations "not alive" (cancelled, rejected and lost) but not in check in reservations.**

## Current operationality

Currently the propagation of customer data is limited at the time of creation of the Booking File, that is, all the associated reservations are created with the same commercial client, CRS and company. If during the manipulation of the Booking file modifications are made at the client level, these new data are not transferred to the associated reserves, and may produce inconsistencies in the different reports of customer productions, etc ...

With the new development this data propagation can be done from the modification of the BF.

We must access from one of these transactions



**If the MB has more than one hotel, only users with access to several hotels can modify the MB.**

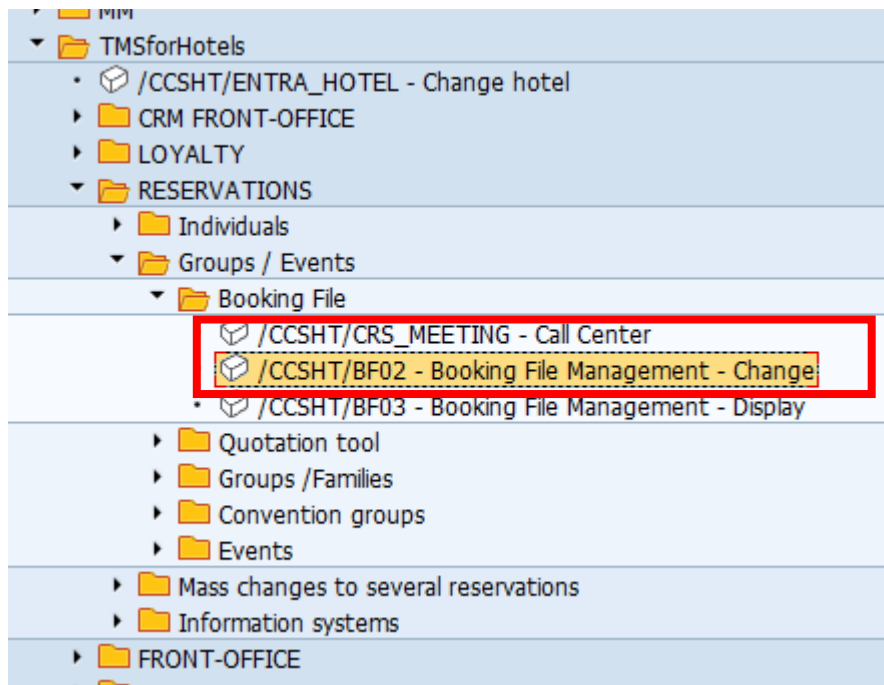
**Hotel user can't modify the BF if there are more than one hotel but they will be able to modify event and/or group.**

**If it is necessary to modify anything to the MB they will have to ask to the GSO**

# Access and discrepancy in the information

## Distribution data in BF

We must access from this transaction



### Booking File Management

Direct search Individuals Groups Convention Events

Booking file

Multihotel  Objects

Reservation status  ☐ Cancelled ☐ Rejected ☐ Lost

Group name

Main client

CRS

Company

Start date  to

CUT-OFF date  to

Departure date  to

Follow up Date  to

Deadline  to

Created by (SAP)

Modified by (SAP)

Creator

Hotels

Main Client Branch

CRS Branch

Company Branch

2nd. Agent

Organizer

Ambassador

Voucher

External Ref.

Rooms/Froo Status Descript. Main Client Name

We can't modify anything.



**You will find the next information in this pop up:**

## Booking Number

### Reservation Type

## Status

Start date

End Date

Client

## Main Client

Branch Cl...

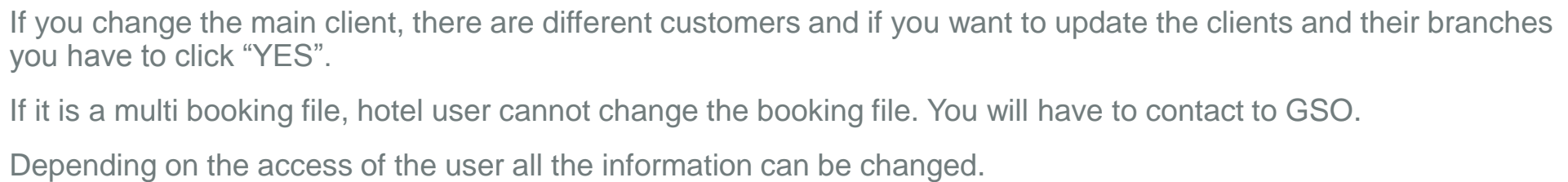


We have left this slide to remember one of the main points of this development:

**We must read the pop ups**



# Modify contact data and commissions



Function Diary

Booking File: MB0001428298 Mode Client: 1000 DIRECT GUEST GUEST

General Info. Customer data Commissions Routing Charges Actions Statistics

Main Client 1000061542 DIRECT GUEST GUEST Branch Client  
Payer Contact person  
Holder  
Bill-to part  
CRS  
Company  
Branch account owner

Confirmation

Do you want to update contact data with new main client's contact data to the associated reservations?

Yes No

**When you change the main client,**

We will find a pop up asking about to change the contact data:

- Contact person
- Contact Telephone NO
- Email

in all reservations.

**Bear in mind breakdown with information of the customer which you don't need to modify it:**

- Customized group website (event tool)
- Reservations with direct payment in the hotel

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount

Main Client 1000061542 VIAJES EL CORTE INGLES SA Branch Client 0000155261 CORTE INGLES V (334 - V - AVENIDA FERNANDO EL CATOLI

Payer BOND, JAMES BOND.

Holder 666666666


Bill-to part 9999999999999999

CRS 1005154179 YOUNG TRAVEL INC. E-mail MICASA@TELEFONO.COM

Company 2000081438 INDRA SISTEMAS DE SEGURIDAD SA Branch of CRS 0000809715 YOUNG TRAVEL INC.

Branch company 0000214023 INDRA SISTEMAS DE SEGURIDAD S.A.

Branch account owner Language ES Spanish

Booking File: MB0001428298 Mode  Client: 1000061542 VIAJES EL CORTE INGLES SA

General Info. Customer data Commissions Routing Charges Actions Sta

Main Client 1000061542 VIAJES EL CORTE INGLES SA Branch Client  
Payer Contact person  
Holder  
Bill-to person  
CRS  
Company  
Branch

**Booking File Management - MB0001428298**

? In the associated reservations, there are different Main Client / CRS commissions, do you want to update?

Yes No


**TMS asks you if you want to change the client although the main client has different commissions.**

The information of the customer is coming from CRM.



**Booking File Management - MB0001428298**

? The new client/CRS has different commissions, do you wish to apply them?

Yes No  Cancel

**This question is for changing the commission;**

TMS asks you if you want to update the commissions with the information of this new customer.

**MANDATORY**

**Booking File Management - MB0000786528**

Function Diary

Booking File: MB0000786528 Mode Client: 1000038255 TRAFALGAR TOURS LTD

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information

Main Client 1000069043 TRAFALGAR TOURS LTD Branch Client  
Payer Contact person VIAJES GUADIA  
Holder 34924222196  
Bill-to part guadianaviajesad  
CRS  
Company  
Branch account owner EN English

**Booking File Management - MB0000786528**

? The new client/CRS has different commissions, do you wish to apply them?

Yes No Cancel

**...READ the Pop Ups!**

# Propagation data



## Propagation data of MB (Error with the Main Client)

**Booking File Management - MB0001298242**

Booking File: MB0001298242 Mode: Client: 1100000044 MEDICAL NET SRL BF autocreated

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Disc

Main Client: 1100000044 MEDICAL NET SRL Branch Client: 0004000897 MEDICAL NET SRL  
Payer: Contact person: MEDICAL NET SRL  
Holder: 390683393669  
Bill-to part: info@medical-net.it  
CRS: 0001390692 EUROPEAN AIR TRANSPORT  
Company: DE Italian  
Branch account owner:

Do you want to propagate this change of clients and/or branch to all associated reserves?

Yes No

Reserv. Descrip. Code Occupancy Meal Plan Arrival S. ... Departure En... Status Rate Contra

ESBA.PODIU-NH Collection P

Created: E00000050463 25.04.2018 17:33 Modified: E00000022126 25.02.2019 18:02 Modif status: E00000022126 25.

Customer 1100000044 data for company ES02, sales a

If the customer is not available in some of the hotels you will find a message informing you.

If this customer is “flagged as deleted”. It won’t be possible to save in this case.

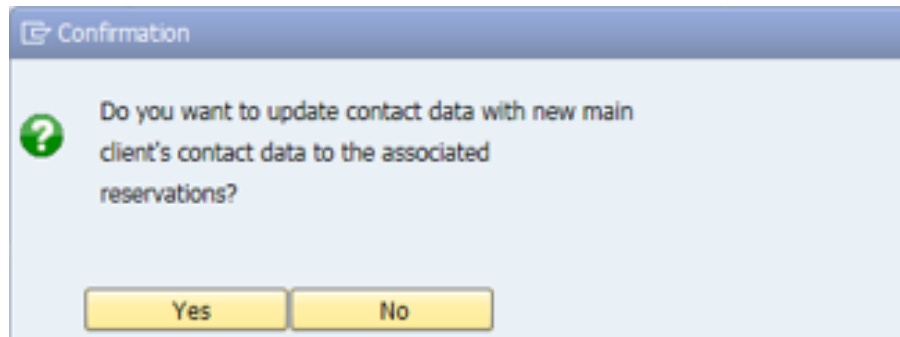
You will have to update the customer with the right Party ID.

Client flagged as deleted for every company code

## Propagation data of MB (Homogeneous information)

---

- ❖ If the customer doesn't exist in all societies/division, TMS will update automatically this customer for all societies/division.
- ❖ When we save if the information is not homogeneous, TMS will show you a pop up and you can decide if you want to propagate or not.





“

.....

**You MUST ...**

**...READ the Pop Ups!**

.....

.....

”

# Contract

## Propagation data of MB (Contract)

Propagation data of customer in BF without contract: Any reservations don't have contract informed.

When we inform the new commercial client, if some / some contracts associated with this client could be applied, the following pop up will appear:

**Booking File Management - MB0001298242**

Booking File: MB0001298242 Mode: Client: 2014515415 EUROPEAN AIR TRANSPORT LEIP BF autocreated by: Convention Currency: EUR

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount

Main Client: 2014515415 EUROPEAN AIR TRANSPORT LEIPZIG GMBH Branch Client: 0001390692 EUROPEAN AIR TRANSPORT LEIPZIG GMBH  
Payer: Contact person: EUROPEAN AIR TRANSPORT LEIPZIG GMBH

Select the contract and the rate to propagate

Hotel	Contract	Version	Rate	Contract commissions	BF commissions	Client	Main Client Name	CRS	CRS Name
ESBA.PODIU	EURAIRTRAN	3	CRE_NEG019	<input checked="" type="radio"/>	<input type="radio"/>	2014515415	EUROPEAN AIR TRANSPORT L...		

- ✓ In the case that there is only one contract or applicable rate, this field will be autocompleted.
- ✓ If there is more than one option, the user could select the new contract / rate using a drop-down.
- ✓ You can choose between applying the commissions of the same contract, or applying the ones informed in the BF.
- ✓ By default, the option "contract" will always be marked, being able to modify to "BF" (it is only possible to mark one at a time, and one will always be selected) It is only possible to apply one contract per hotel.

## Propagation data of MB (Contract)

Propagation data of customer in BF with contract.

When we inform the new commercial client, if some / some contracts associated with this client could be applied, the following pop up will appear:

**Booking File Management - MB0001298242**

Booking File: MB0001298242 Mode: Client: 2014515415 EUROPEAN AIR TRANSPORT LEIP BF autocreated by: Convention Currency: EUR

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount

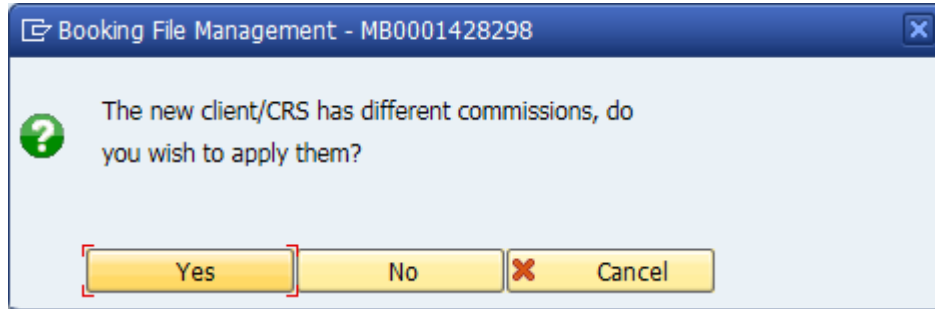
Main Client: 2014515415 EUROPEAN AIR TRANSPORT LEIPZIG GMBH Branch Client: 0001390692 EUROPEAN AIR TRANSPORT LEIPZIG GMBH  
Payer: Contact person: EUROPEAN AIR TRANSPORT LEIPZIG GMBH

Select the contract and the rate to propagate

Hotel	Contract	Version	Rate	Contract commissions	BF commissions	Client	Main Client Name	CRS	CRS Name
ESBA.PODIU	EURAIRTRAN	3	CRE_NEG019	<input checked="" type="radio"/>	<input type="radio"/>	2014515415	EUROPEAN AIR TRANSPORT L...		



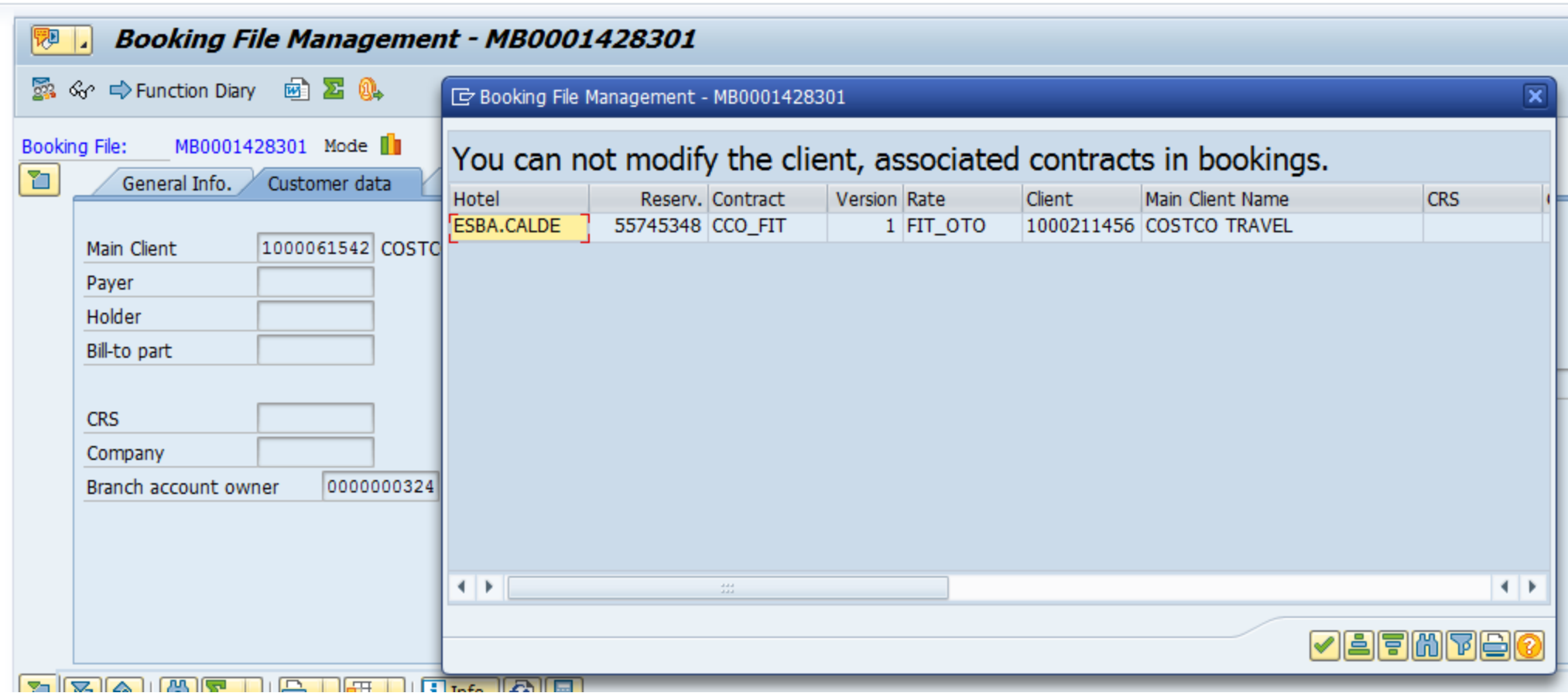
- ✓ By default, the option "contract" will always be marked, being able to modify to "BF" (it is only possible to mark one at the same time, and one will always be selected) It is only possible to apply one contract per hotel.
- ✓ When main client is changed, but the contract is not propagated, the conditions are kept in the BF.



TMS asks you if you want to update the commissions with the information of this new customer.

This situation is the same as when we don't have contract informed

If you can't change the contract you will find the next pop up.





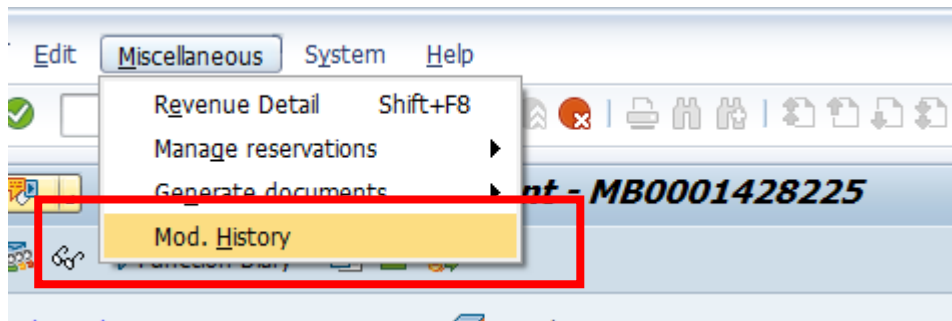
**!**  
**HIGH**  
**PRIORITY**

**You MUST ...**

**...READ the Pop Ups!**

# Miscellaneous

## Propagation data in BF (Modification History)



### Miscellaneous → Modification History

You can see the modifications in this option

**Change Documents for Object Class /CCSHT/CR\_BFILE**

Change Documents in client 100

Object value	Doc. no.	Short Text	Table Key	Field Name	Short Description	Short	Medium Field Label	Long Field Label	Old value	New value	Ch
MB0001428225	679291879		MB0001428225	...							I
MB0001428225	679291879		MB0001428225	...							I
MB0001428225	679291879		MB0001428225	...							I
MB0001428225	679291879		MB0001428225	...							I
MB0001428225	679291879		MB0001428225BKFS								I
MB0001428225	679291879		MB0001428225BKOU								I
MB0001428225	679291879		MB0001428225NSHO								I
MB0001428225	679291879		MB0001428225RCLX								I
MB0001428225	679291895		MB0001428225NSHO								I
MB0001428225	679291895		MB0001428225RCLX								I
MB0001428225	679291895		MB0001428225ROOM								I
MB0001428225	679291971	Booking file	100MB0001428225	XP_CONTACTO	Contact person	Contact P.	Contact person	Contact person	BOND, JAMES BOND	BOND, JAMES BOND.	U
MB0001428225	679291984	Booking file	100MB0001428225	XSTDO_WF_ID	CRSM: Status Id	Status	WF. Step	Workflow step	OFFER	CONFI	U
MB0001428225	679291984	Booking file	100MB0001428225	XSTDO_ANT_WF_ID	CRSM: Status Id	Status	WF. Step	Workflow step		OFFER	U
MB0001428225	679291995	Booking file	100MB0001428225	XSTDO_WF_RES	CRSM: Status Id	Status	WF. Step	Workflow step		CONFI	U
MB0001428225	679291995	Booking file	100MB0001428225	XSTDO_ANT_WF_ID	CRSM: Status Id	Status	WF. Step	Workflow step	OFFER	CONFI	U
MB0001428225	679292001	Booking file	100MB0001428225	XSTDO_WF_RES	CRSM: Status Id	Status	WF. Step	Workflow step	CONFI	----	U
MB0001428225	679292021	Booking file	100MB0001428225	XCC_BRANCH	Branch of main client	Branch	Branch Client	Branch of main c.	0001005123	0000155261	U
MB0001428225	679292045	Booking file	100MB0001428225	XTFN_COTACT	Contact Telephone No	Contact.Tel	Contact Telephone No	Contact Telephone No	555555555	666666666	U
MB0001428225	679292762	Booking file	100MB0001428225	XP_CONTACTO	Contact person	Contact P.	Contact person	Contact person	BOND, JAMES BOND.	BOND, JAMES BOND..	U
MB0001428225	679292794	Booking file	100MB0001428225	XCC_BRANCH	Branch of main client	Branch	Branch Client	Branch of main c.	0000155261	0000155319	U
MB0001428225	679293743	Booking file	100MB0001428225	XCOMP_BRANCH	Branch of company	Branch	Branch company	Branch of company	0000214023	0000258187	U
MB0001428225	679293743	Booking file	100MB0001428225	XAGENCIA_ID	TA (Company) Source ...	Company	Company	TA (Company) Source ...	2000081438	2000096930	U



**Booking File Management - MB0001428225**

Booking File: MB0001428225 Mode Client: 1000061542 VIAJES EL CORTE INGLES SA

General Info. Customer data Commissions Routing Charges Actions Statistics Additional

Main Client	1000061542	VIAJES EL CORTE INGLES SA	Branch Client	0000155
Payer	1000032086	HALCON VIAJES	Contact person	BOND, J.
Holder			Contact Telephone No	6666666
Bill-to part			Fax	9999999
CRS	1005154179	YOUNG TRAVEL INC.	E-mail	MICASA@TELEFONO.COM
Company	2000096930	YUDIGAR NORESTE SL	Branch of CRS	0000809
Branch account owner			Branch company	0000258
			Language	ES Span

**Template only from Booking file!!!**

- You inform “Main client” and “Payer” in MB.
- Generate template from MB. Not available from the event ner convention group.

You can get the next information in the template

CORTE INGLES V (42 - B - AV. MERIDIANA 350-358 - C.COMERCIAL)

BOND, JAMES BOND..  
MERIDIANA 350  
08027, BARCELONA  
España  
Tel: 666666666  
Email: MICASA@TELEFONO.COM

HALCON VIAJES  
ARENAL LLUCHMAJOR  
07620, LLUCHMAJOR  
España

Reference	MB0001428225	Group dates:	24.03.2019 / 25.03.2019
Voucher	MQ0000002594	Pax / Rooms:	27 AD/021

# THANKS!

**nh** | HOTEL GROUP PART OF **MINOR**  
HOTELS



[nh-hotels.com](https://nh-hotels.com)