

# SAP basics

Business Processes – Operations  
July 2023

MINOR  
HOTELS

ANANTARA  
HOTELS • RESORTS • SPAS

AVANI  
Hotels & Resorts

elewana  
COLLECTION

OAKS  
HOTELS • RESORTS • SUITES

NH  
HOTELS

NH COLLECTION  
HOTELS

nhow  
HOTELS

TIVOLI  
HOTELS & RESORTS

## SAP BASICS

# What is SAP?

SAP is one of the world's leading producers of software for the management of business processes. The name is an initialism of the company's original German name: Systemanalyse Programmentwicklung, which translates to System Analysis Program Development.

# What is TMSforHOTELS?

TMS is a global integrated solution to manage the processes and operations of Tourism & Hospitality companies based on SAP platform services.



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HOTELS

TIVOLI  
HOTELS & RESORTS

## TRAVEL MANAGEMENT SUITE



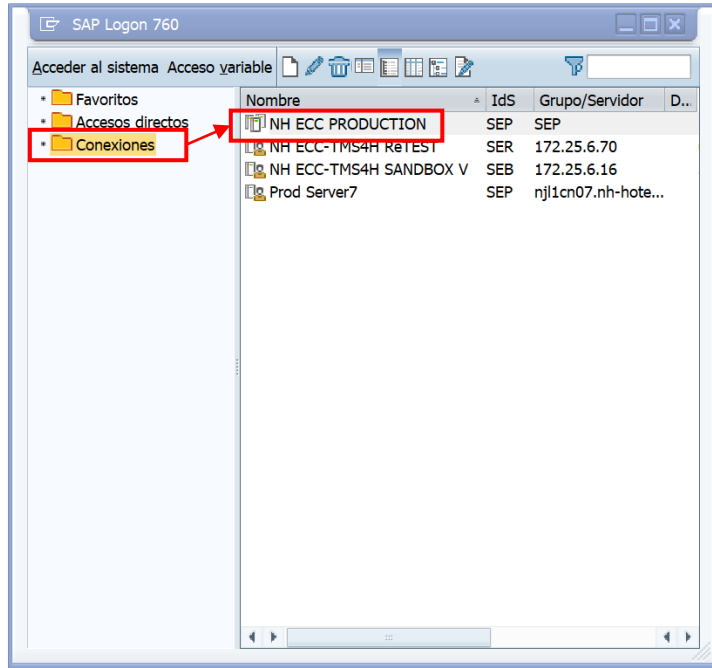
# TMS<sub>FOR</sub>CONNECTIVITY

# Initial screen and passwords



→ Desktop icon: SAP GUI Logon

The initial screen when we go to access SAP will show the following aspect, where we will have to indicate a series of fields that are requested to start working in the system.



**SAP**

New password

- 1 Client
- 2 User
- 3 Password
- 4 Logon Language

1. **Client:** 100, default value.
2. **User:** generic or personal SAP user.
3. **Password:** the first time we must enter the password provided by IT. This should be changed to one that is known to all users with access to SAP in our hotel for the case of generic users by center.

According to corporate policy, passwords expire in 60 days and must meet the following criteria:

- At least 8 characters long.
- A combination of uppercase letters, lowercase letters, numbers, and symbols.
- Significantly different from your previous passwords (last 10 passwords are remembered).

4. **Logon Language:** ES (Spanish) or EN (English).

Only 3 incorrect accesses! (case sensitive)  
Your session expires after 15 minutes of inactivity.

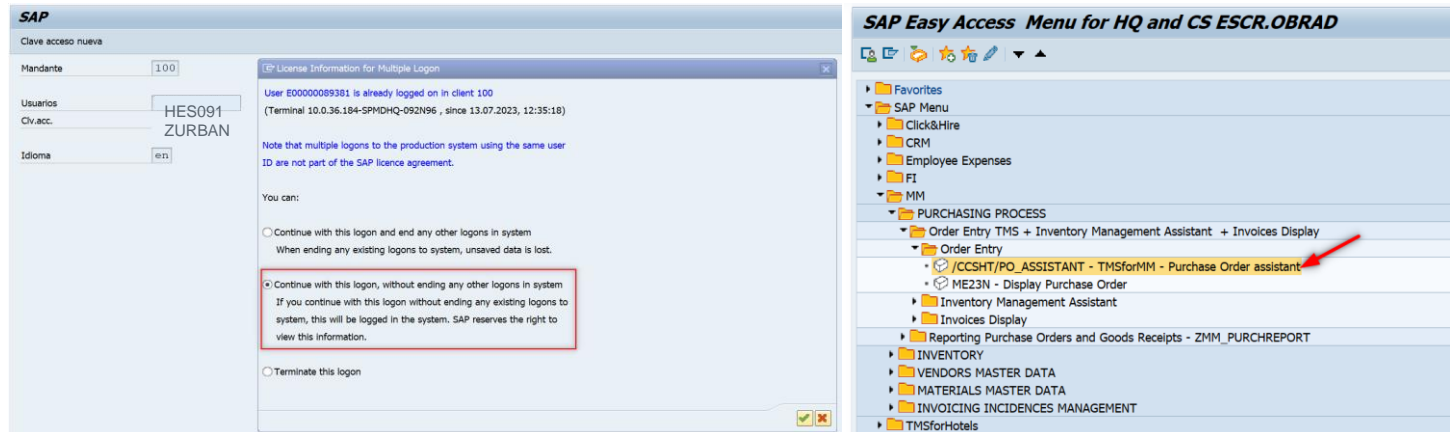
# Type of users

## ➤ Generic hotel users (example: HPTALVORREC1)

It is possible that when trying to access we get the following message warning us that the user has already entered. We will choose the second option so as not to kick other connected hotel users out of the system.

Once in the system, we can access the transactions that reflect our daily operations, for example, the Purchase Order assistant. By double clicking, a new screen will appear where we will be asked for our TMS user (example: 0000011557), this user identifies us in the system.

*If we manage several hotels, we must close the SAP application and log in again when we change hotels.*



## ➤ Nominative user for personal use

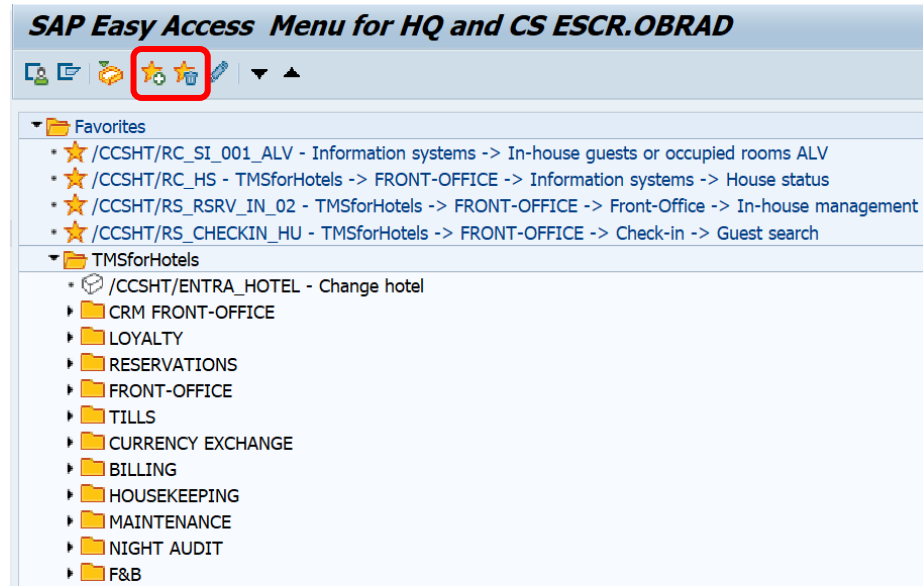
(example: E00000103222)

Clicking on "user menu" will display a list with the different folders by tasks.

When we click on any folder, the system will show the different transactions available for each action.



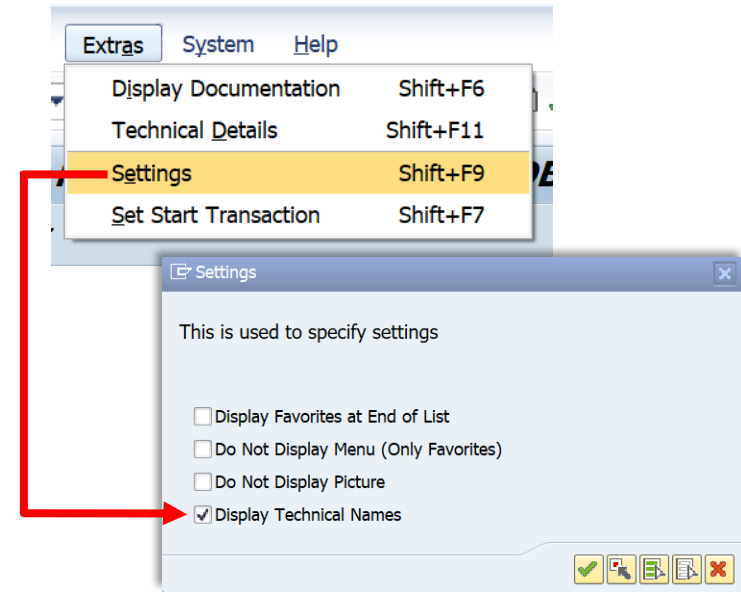
## Create favorites menu



To facilitate and speed up the search for transactions, we can create our own menu in the "Favorites" folder where we will add the transactions that we use most frequently.

To add a transaction, just select the one you want and drag it to the favorites folder, while to delete it, just select the transaction and press the "delete" key. We can also do it using the add to/delete favorites buttons shown in the screenshot.

## Display technical names



We can add the technical name to the beginning of the transactions to facilitate the search.

We can do it in the "Extras" tab and the "Settings" option, where we will have to check the "Display technical names" box as shown in the image above.

# Basic icons

Below is a list with a brief description of the available icons that will facilitate navigation in the system:



Execute (F8)



Sort in ascending/descending order



Set filter

Page first/previous | Page last/next

Enter / Continue

Command field:  
It is used to enter the transaction codes without using menu paths.  
**/n** → Takes you back to the main menu **without saving changes.**

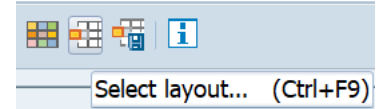
Save

Exit keys:

- Back: return to the previous screen.
- Cancel changes: return to initial screen without saving.
- End: exit current task without saving data.

Search & Search next


New Session  
(maximum 4 sessions per access)

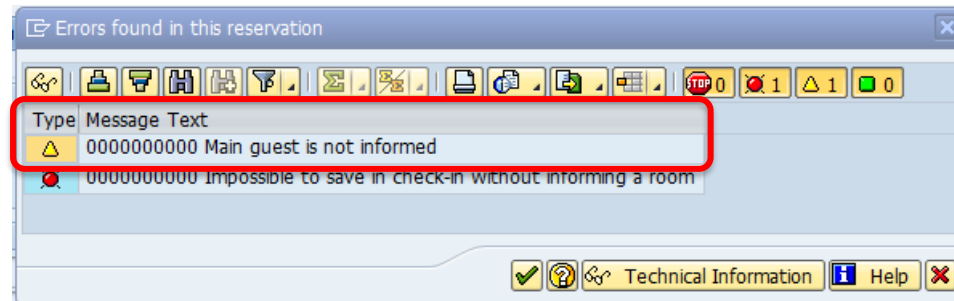


When you put the mouse on each icon, it indicates the task to which it corresponds.


# Basic icons - system messages

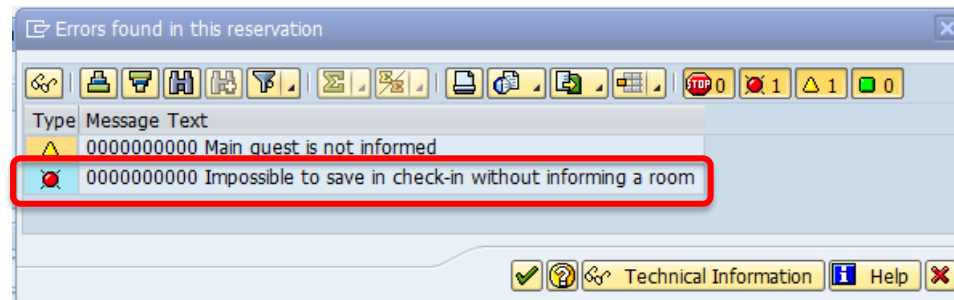
Within icons, it is worth noting the notifications that SAP communicates based on the status of the tasks that we execute. These messages can be displayed on the status bar or in popup windows.

 This is an information message




**Warning:** task will be executed but informs about possible statuses or consequences of the task. The task is executed by pressing ENTER.

 This is an error message



**Error:** the system reports that the task cannot be executed until an error is corrected.

 This is a status message



**Informational:** indicates that the task has been executed successfully.



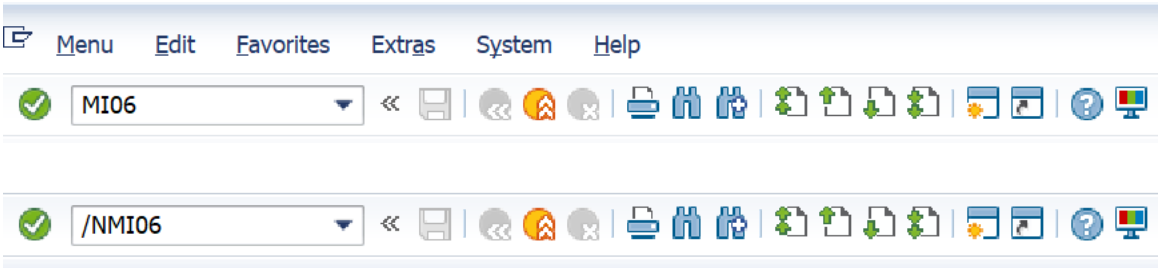
# Search

## Transaction search:


If we know the name of the transaction, we can find it through the shortcut bar. Entering the name and pressing “enter” will take us to it.



If we are inside a transaction and we want to open another, we will always have to introduce the expression “/N” before the required transaction.

Both options are shown on the right with images.

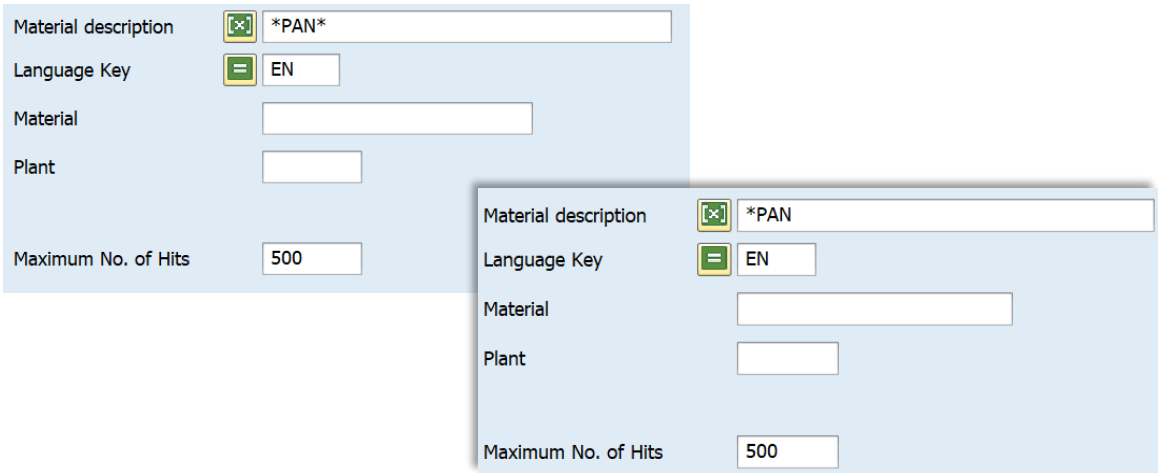


## General search:

By entering the symbol \* (wildcard symbol), we can search for the parameter we want and click on the  symbol to execute the search.

Whenever the symbol  or  appears next to any field, we can start a search by clicking on that button.

Once inside, to find the concept we want, we must put it between \* to search for words that contain the entered term, in this case \*PAN\* (1) or with a single \* at the beginning to indicate that it is the word itself (2).



# Narrow down searches

To facilitate navigation in the system, SAP facilitates the search tasks through different options:

## Individual value(s)

When we need to find specific values, we can, if we know the value (reservation number, concept ID, material,...), enter it in the corresponding search field.

## Ranges

We can carry out a search delimiting between the values that we consider appropriate.

## Exclude value/s

We may not include in the search those values that we do not need or do not consider appropriate.

## Exclude range/s

In the same way as to carry out searches by range, we can exclude the range that we consider appropriate from the search.

The image displays four sequential screenshots of the SAP 'Multiple Selection for Reservation No.' dialog box, illustrating different search criteria options. Each screenshot has a red box highlighting the selected tab.

- First Screenshot:** The 'Select Single Values' tab is selected. The search field contains the value '114203987'.
- Second Screenshot:** The 'Select Ranges' tab is selected. The search field is split into 'Lower limit' (114203987) and 'Upper limit' (114203999).
- Third Screenshot:** The 'Exclude Single Values' tab is selected. The search field contains the value '114203987'.
- Fourth Screenshot:** The 'Exclude Ranges' tab is selected. The search field is split into 'Lower limit' (114203987) and 'Upper limit' (114203999).

The dialog box includes a toolbar at the bottom with icons for search, selection, and navigation, and a 'Multiple selection..' button.

# Navigable fields

The underlined information is navigable by clicking on it.

ESMA.MALAG. Outgoing invoices report

Date	Status	Invoice No	Bill Time	Cancel in	Reserv.	Payment	Holder	Client Name	Σ Taxable ba	Σ T	Σ Paid	Σ Prepay	Σ Tips	Σ Total to
16.11.2018		<a href="#">4045104813</a>	02:33:41		<a href="#">61214933</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	110,47	11,05	0,00	0,00	0,00	121,52
		<a href="#">4045104814</a>	02:33:57		<a href="#">61227479</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	115,07	11,51	0,00	0,00	0,00	126,58
		<a href="#">4045104815</a>	02:34:11		<a href="#">61227493</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	115,07	11,51	0,00	0,00	0,00	126,58
		<a href="#">4045104816</a>	02:34:27		<a href="#">59948050</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	75,20	7,52	0,00	0,00	0,00	82,72
		<a href="#">4045104817</a>	02:35:51		<a href="#">60507428</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	72,16	7,22	0,00	0,00	0,00	79,38
		<a href="#">4045104818</a>	02:36:04		<a href="#">61265830</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	98,87	9,89	0,00	0,00	0,00	108,76
		<a href="#">4045104819</a>	02:36:16		<a href="#">61217701</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	98,87	9,89	0,00	0,00	0,00	108,76
		<a href="#">4045104820</a>	02:36:28		<a href="#">61175570</a>	Credit	1000061542	VIAJES EL CORTE INGLES SA	91,95	9,20	0,00	0,00	0,00	101,15

ESMA.MALAG NH Málaga \*\*\*\*\* Reservation 61217701 Client: 10000

Arrival: 15.11.2018 Thursday  
Nights: 1  
Depart.: 16.11.2018 Friday

RoomType: Standard Double  
Guests: AD 1 JU 0 CH 0 BB 0  
Room 119

General Data \*Billing Information \*Additional data \*Statistics Deposits Guarantees

Contact person: JUAN ZAMBRANA  
Phone:  
E-Mail:  
Voucher: 0019518000990  
Reservation type:  
Registrat. date: 14.11.2018 Language: ES Spanish  
CUT-OFF date:

Remarks  
Main

Sometimes it opens a display mode and sometimes a modify mode.

## Filters

Show what you need accordingly.

## Ascending / descending order

## Select a column and filter the results

Eventos -> Listado de situación

Código evento	Descripción	Versión	Tipo ev	Importa...	Comercial	Cliente Com.	Nombre 1	Fe
EV00013774	HALCON - C	1	CONGS			1000032086	HALCON VIAJES	29
EV00013779	CONGRESO S	1	CONGS			1000091602	ORZAN CONGRES SL	23
EV00013787	ANGULAS AG	1	CONGS			1000085848	EROSKI BIDAIAK SA	09
EV00013788	PESCAPUERT	1	CONGS			2000025177	PESCAPUERTA SA	11
EV00013800	IBERIA	1	OTHEV			2018862772	IBERIA LINEAS AEREAS DE ESPAÑA	07
EV00013829	SUFLENORSA	1	CONGS			2006564722	SUFLENORSA ADUANAS SL	10
EV00013832	EVENTO MODA	1	EXHIB			45784852	MARIA RIVERA GONZALEZ	24
EV00013833	NESTLE	1	BANQT			2000077380	NESTLE ESPAÑA SA	25
EV00013864	WORK SHOP CUBA	1	PROPR			2010147407	ADVANCEMEDIA ADVERTISING SL	08
EV00015017	AUSTRIACOS	1	LEISU		0000000688	1022213784	CITUR TRAVEL SA	02
EV00049344	HERBALIFE	1	MEETS			2000028671	HERBALIFE	28
EV00049345	HERBALIFE	1	MEETS			2000028671	HERBALIFE	28
EV00049346	HERBALIFE	1	MEETS			2000028671	HERBALIFE	28
EV00051783	JOHNSON	1	MEETS			1012285404	GLOBAL BUSINESS TRAVEL SPAIN S	01
EV00062555	HOTUSA GPO 01081990 40PAX	1	LEISU			1016660768	HOTUSA HOTELS SA	15

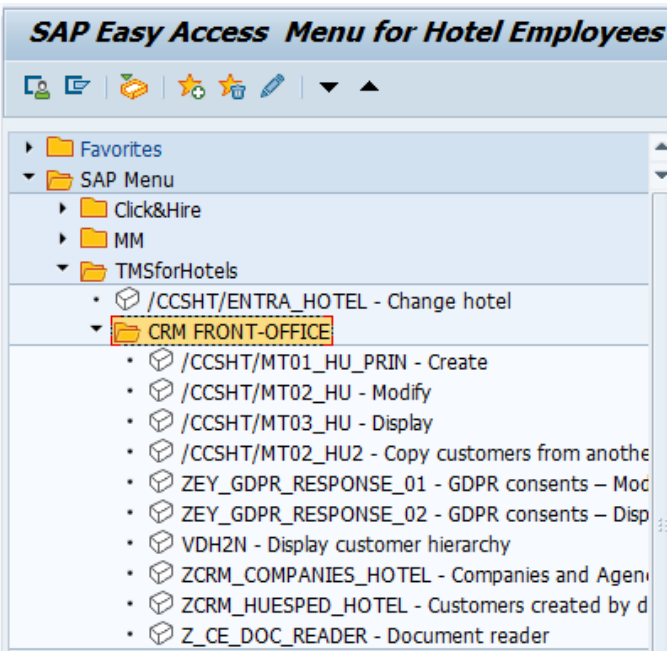
# CRM DATABASE

## Customer Data Management

2 different environments:

- General database NH (shared).
- Database of the hotel (background).

(Copy customers from another hotel for the first time used)



### Customer types

Generic examples:

- 1000 = Direct Guest
- 1001 = Employee, Family & Friends
- 1003 = NH Discovery

Internal customers:

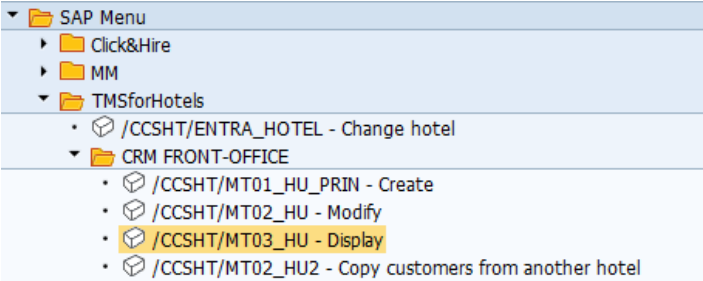
990000xxxx (last 4 digits are the center) Hotels & Central Services  
(91xxxxxxxx are fictitious; finance use only)

Organizations examples:

10000XXXXX = Agency ID  
20000XXXXX = Company ID

Cliente	Nº ident.fis.1	Nombre 1	Nombre 2	Teléfono 1
9900000020	A58511882	ES10NH ATLANTICO		981226500
9900000021	A58511882	ES10NH TURCOSA		964283600
9900000022	A58511882	ES10NH ALBERTO AGUILERA		914460900
9900000023	A58511882	ES10NH VIAPOL		954645254
9900000024	A58511882	ES10NH VILLA DE COSLADA		916748800
9900000025	A58511882	ES10NH BARCELONA CENTRO		932703410
9900000027	A58511882	ES10NH LAS ARTES		963351310
9900000028	A58511882	ES10NH LAS CIENCIAS		963356062
9900000029	A58511882	ES10NH SANTANDER PARAYAS		942352266
9900000030	A58511882	ES10NH CORNELLA		934750895
9900000035	A58511882	ES10NH COLLECTION SEVILLA		954548500

# CRM DATABASE - Search



**ESAL.ALMER Client - Display**

Delete [Icons]

ESAL.ALMER NH Ciudad de Almeria \*\*\*\*

[Icons] Direct search Guests Agencies Companies Others

Tax Number	<input type="text"/>	Card number	<input type="text"/>	to	<input type="text"/>	[Icons]
Name	<input type="text"/>	Card type	<input type="text"/>	to	<input type="text"/>	[Icons]
Phone	<input type="text"/>					
Cell phone	<input type="text"/>					
Email	<input type="text"/>					
Date of birth	<input type="text"/>					
City	<input type="text"/>					
Postal Code	<input type="text"/>					
Country	<input type="text"/>					
Tax Number 5	<input type="text"/>					

Restrict Number To

→ 50 Results by default

## CRM DATABASE - New guest



**FR06.NICE Guests - New**

Related clients

Client: FR06.NICE NH Nice \*\*\*\*

GHA LOYALTY

General data Additional data Special requests Hobbies Statistics

Salutation	[Dropdown]	Date of birth	<input checked="" type="checkbox"/>	Search term	<input type="text"/>
First name	<input checked="" type="checkbox"/> <input type="text"/>	Mobile/Phone	<input type="text"/> / <input type="text"/>		
Surname	<input checked="" type="checkbox"/> <input type="text"/>	Company ID/Name	<input type="text"/>		
Street	<input checked="" type="checkbox"/> <input type="text"/> N° <input type="text"/>	Email	No <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="text"/>	
City	<input checked="" type="checkbox"/> <input type="text"/>	URL	<input type="text"/>		
ZIP code	<input checked="" type="checkbox"/> <input type="text"/>	You heard of us...	<input type="text"/>		
Country	<input checked="" type="checkbox"/> <input type="text"/>				
Region	<input type="text"/>				
Language	<input checked="" type="checkbox"/> <input type="text"/>				
Nationality	<input checked="" type="checkbox"/> <input type="text"/>				
Gender	unknown				

International V.

Official document	ID Additional document
Tax n° TEST CREATE Country <input type="text"/>	Document type <input type="text"/> Country <input type="text"/>
Issue Date <input type="text"/> Expiry Date <input type="text"/>	Number <input type="text"/>
Expeditor place <input type="text"/>	Issue Date <input type="text"/> Expiry Date <input type="text"/>
Support N° <input type="text"/>	Expeditor place <input type="text"/>

Nationality INE

Place of birth

Province of birth

Veh Registr. No.


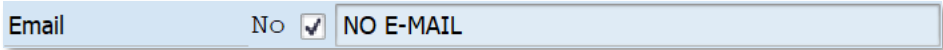
**Client ID**



Client 19974353 TEST, TEST

## Mandatory fields



# CRM DATABASE - General criteria to register guests and organizations in CRM

- It is important to use the **search criteria** correctly (more information in the SAP CRM Manual) to optimize the results and avoid duplicate clients in our database.
- Before creating a new **GUEST**, search for it in CRM to make sure it doesn't exist in the system.
- All creations and modifications of **ORGANIZATIONS** must be requested to the CDM team through the NH Support Portal (JIRA Service Desk). Check the [JIRA User Guide for CDM Request](#) for more information.
- Never make the previous request without first checking if the company/agency already exists in CRM. **Duplicating existing organizations leads to issues like billing errors and late payments.**
- All fields marked with this symbol  are mandatory.
- The "Email" field is very important as it is the main form of contact with our customers. For those who do not have an email address or do not want to give it, we will check the box "No".  

- If a company already exists in CRM, all associated branches will appear in the "Branches" tab, in addition to representatives (contacts) and sales agents. Click on these icons to:

-  see the contact person and sales agent for this branch  
Agent = Company/agency contact  
Sales = NH Account handler
-  see how this branch and this company are connected

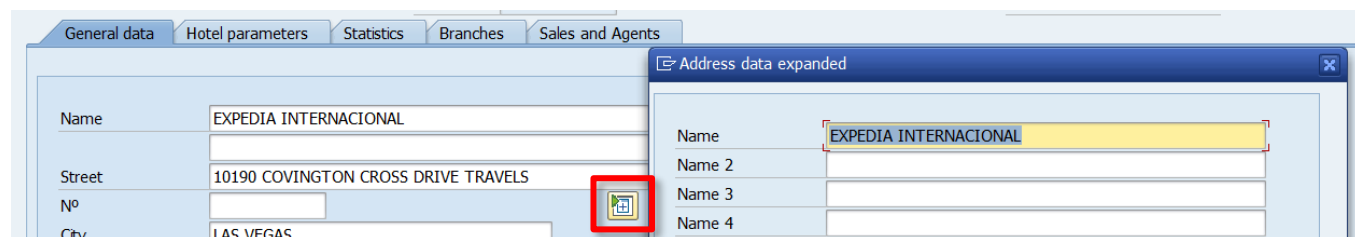


Branch	Active	Main bran.	Age	Sale	Conn	Branch Name	Street and n°	House No.	Zip code	City	Coun	Region
0001569791	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				EXPEDIA INTERNACIONAL	COVINGTON CROSS DRIVE TRAVELSCAPE LLC	10190	NV89144	LAS VEGAS	US	NV
0004996228	<input checked="" type="checkbox"/>	<input type="checkbox"/>				EXPEDIA	4826 194TH AVE SE		98027-1111	ISSAQUAH	US	
0004991542	<input checked="" type="checkbox"/>	<input type="checkbox"/>				EXPEDIA GROUP	536 WATERSCAPE WAY		32828 0000	ORLANDO	US	FL
0004848738	<input checked="" type="checkbox"/>	<input type="checkbox"/>				EXPEDIA GROUP	1111 EXPEDIA GROUP WAY WEST		98119 8119	SEATTLE	US	WA
0004794463	<input checked="" type="checkbox"/>	<input type="checkbox"/>				EXPEDIA	108TH AVENUE NE	333	WA 98004	BELLEVUE	US	
0004794470	<input checked="" type="checkbox"/>	<input type="checkbox"/>				EXPEDIA INC	CHERRYLANE AVE S 101	1510	98144	SEATTLE	US	WA



# CRM DATABASE - General criteria to register guests and organizations in CRM

- All characters in any client master data, and in any field, must be typed in CAPITAL LETTERS WITH NO ACCENTS.
- Special characters in German names like Ä must be registered as AE, Ö as OE, Ü as UE, ß as SS (e.g., MÜNCHEN becomes MUENCHEN).
- Symbols and separators (+.-\\*</>...) must not be used in numeric fields.
- Telephone numbers must be entered without spaces or symbols, using the structure "country code + area code + telephone number", without the code "00" for international calls (e.g., Buenos Aires telephone number, 11 4124-6700 = 541141246700).
- Dates must always follow the format DD.MM.YYYY.
- **GUESTS**: the First name and Surname fields are limited to 35 characters each. If the name is longer, we will write up to the maximum allowed, **WITHOUT ABBREVIATION** (e.g., Mr. ALVAREZ DE CASTANEDA FERNANDEZ-JAUREGUI = ALVAREZ DE CASTANEDA FERNANDEZ-JAUR).
- **ORGANIZATIONS** (agencies or companies): do not use contractions, the full official fiscal name must be included. There are 4 fields in case it is a long one:



The screenshot displays a CRM interface with a tabbed menu at the top: 'General data', 'Hotel parameters', 'Statistics', 'Branches', and 'Sales and Agents'. The 'General data' tab is active, showing a form for an organization. The form includes fields for 'Name', 'Street', 'Nº', and 'City'. The 'Name' field contains 'EXPEDIA INTERNACIONAL'. The 'Street' field contains '10190 COVINGTON CROSS DRIVE TRAVELS'. The 'City' field contains 'LAS VEGAS'. A red box highlights a small icon in the bottom right corner of the form. To the right of the main form, a window titled 'Address data expanded' is open, showing four 'Name' fields. The first 'Name' field contains 'EXPEDIA INTERNACIONAL' and is highlighted with a yellow background. The other three 'Name' fields are empty.

- Follow the [Validation of Tax number](#) rules in the Tax nº field.
- The free text fields must have the same format as the rest of the text fields, respecting the general rules. **Comments must always be entered in English**, to facilitate their understanding by all Business Units.

# THANKS!

## MINOR HOTELS

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