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HOTELS


NH COLLECTION

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Hesperia
RESORTS

SAP_CRM Customer creation report

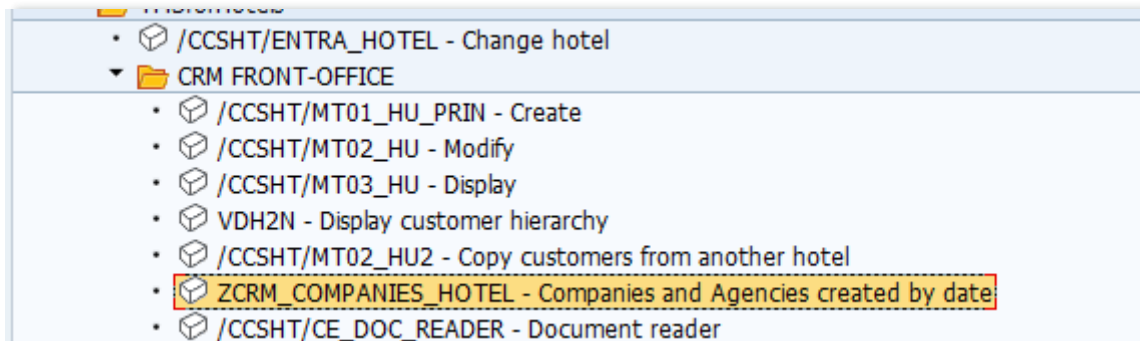
IT & ORGANIZATION DEPARTMENT

January 2017

This document explains you a new transaction to know the Companies/Agencies created by your Hotel per day

A new transaction in TMS will allow you to check the Companies and Agencies created by your Hotel in a date.


This report will help you to improve your “PID Duplicates” KPI in The Transformation plan.



You have to be sure that the client/customer does not exist before creating a new one!

Choose the period you want to check, 6 days maximum allowed, and execute (F8).

Creation of Companies and Agencies by date.



Data Selection

Start date	17.01.2017
End date	22.01.2017

Prior week is selected by default , but you can choose another period

The report retrieves the information for all the Companies/Agencies created in your hotel.
We can find the following scenarios:

- ☐ Companies/Agencies created by the Adecco team in your hotel during the consultation period (user XADECOXX)
- ☐ Companies/Agencies created by the Adecco team in other hotel and extended to your hotel during the consultation period (user XADECOXX)
- ☐ Companies/Agencies created in your hotel during the consultation period (user HESXXX; or nominative users assigned to your hotel)*

Creation of Companies and Agencies by date.



Customer Numb...	Account Group	Customer Name	Country	TAX Number	Languaje K...	Languaje	Creation Date	User	Full Name	Modification Da...
2200421387	SH03	GLOBAL INCAHUASI S.L.U.	ES	B87629432	S	Spanish	19.01.2017	XADDEC000183	JOSE ALBERTO SANCHEZ DIAZ	19.01.2017
1100018474	SH02	RICKSHAW TRAVEL GROUP	UG	NO VAT	E	English	19.01.2017	XADDEC000027	JOSE MANUEL POLO HERVAS	19.01.2017
1100018473	SH02	EXPRESS TRAVEL GROUP	KE	NO VAT	E	English	19.01.2017		JOSE MANUEL POLO HERVAS	19.01.2017
2200422181	SH03	SOPHIE EP VOILA SL	ES	B95827952	S	Spanish	22.01.2017	HESPRIVEREC2	NH PRÍNCIPE DE VERGARA RECEPCIONIST	22.01.2017
2200421767	SH03	AGMSOFT CONSULTING SL	ES	B48944615	S	Spanish	20.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	20.01.2017
2200421802	SH03	GARAGESCANNER SL	ES	B99438509	S	Spanish	20.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	20.01.2017
2200420933	SH03	GAMBOA AUTOMOCION SA	ES	A78958840	S	Spanish	17.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	17.01.2017
2200420743	SH03	PARRASOLEX SL	ES	B06490908	S	Spanish	17.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	17.01.2017
2200420934	SH03	KENTO MOTOR SL	ES	B45845914	S	Spanish	17.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	17.01.2017
2200421756	SH03	GESTYAR RQ SL	ES	B35146307	S	Spanish	20.01.2017	HESPRIVEREC1	NH PRÍNCIPE DE VERGARA RECEPCIONIST	20.01.2017
2200422200	SH03	PITSCHIELLER ALVES GUERRA ADVOGADOS	PT	513753494	P	Portuguese	22.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	22.01.2017
2200421733	SH03	ASOC PROVINCIAL DE HOTELEROS DE HUE	ES	G21057385	S	Spanish	20.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	20.01.2017
2200422158	SH03	CONSEJO DE HERMANDADES Y COFRADIAS	ES	G11215837	S	Spanish	22.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	22.01.2017
2200421735	SH03	THURSA INCOMING SL	ES	B21311477	S	Spanish	20.01.2017		NH PRÍNCIPE DE VERGARA RECEPCIONIST	20.01.2017



*Hotels should focus the attention on these creations to prevent possible duplicities



Search the customer in CRM
before creating a new one

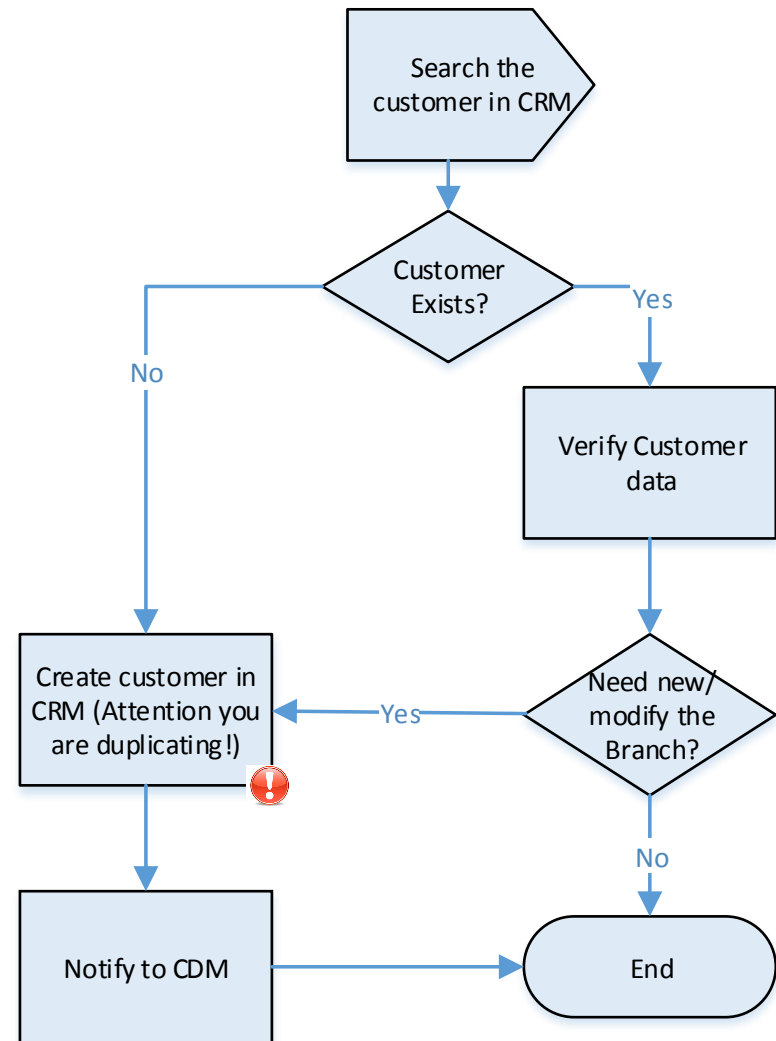
Use: [SAP-CRM New principles for client search](#)

As you know, in case you need to
add or modify a branch, you do
not have permissions to do it.

Our first option will be to send
send this request to CDM
Department

In case you cannot advance this
request due to an unexpected
situation (check out), it would be
needed to create a new client
**(attention, you are duplicating the
client!)***

***Afterwards you must notify to
CDM your action, otherwise this
creation will count on your KPI as**



It is highly recommended to execute the report on a daily basis to detect in advance the potential duplicities.

In case you detect a duplicity, please send the notification to CDM Department to beflagbe flagged for deletion.

ITALY: crm.service.it@nh-hotels.com
CENTRAL EUROPE: crm.service.ce@nh-hotels.com
Benelux: crm.service.blx@nh-hotels.com
SP, PT & And: crm.service.es@nh-hotels.com
AMERICA: crm.service.am@nh-hotels.com



THANKS!

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