

SMS room available

Business Processes – Operations
November 2023

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Objective of this new TMS functionality at Check in.

Currently, when the guest arrives at the hotel and the room is not ready, we use the *Check-in in waiting list* option.

With this new functionality, we can activate at that time, an option to send an SMS to the guest when the room is available.

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SMS activation

ESMA.MALAG. Check In. - GÓMEZ FERNÁNDEZ, Maria Trinidad

Welcome Card Assign room Save without check-in **Check-in in waiting list**

ESMA.MALAG NH Málaga **** Reservation 109279437 Client: 1000 GUEST, DIR

Arrival: 02.05.2023 Tuesday RoomType: Suite Double Show Subtypes
Nights: 1
Depart.: 03.05.2023 Wednesday





General Data *Billing Information

Contact person:
Phone:
E-Mail: NO E-MAIL
Voucher:
Reservation type:
Registrat. date: 02.05.2023
CUT-OFF date:


Contact Information

Country **ES** Prefix +34
Mobile Phone 664022165
☒ SMS Sending

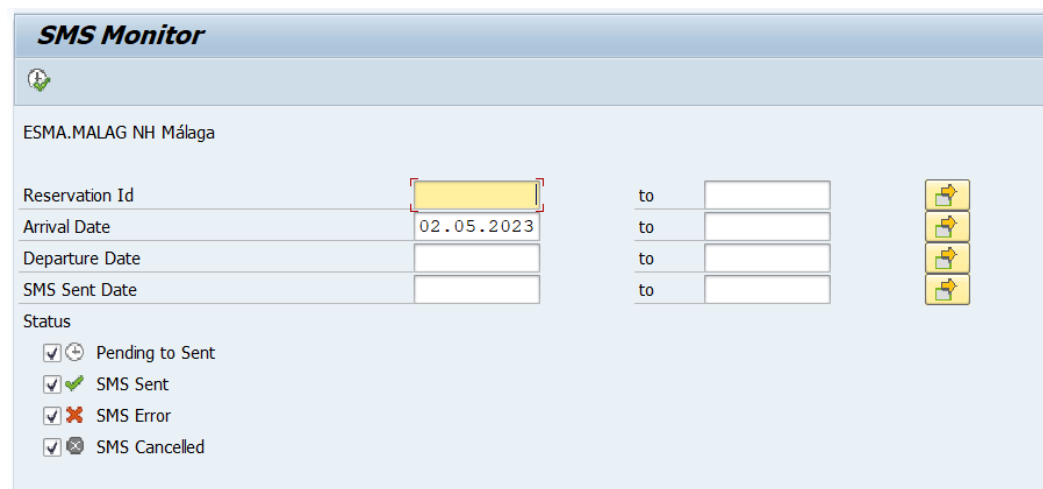
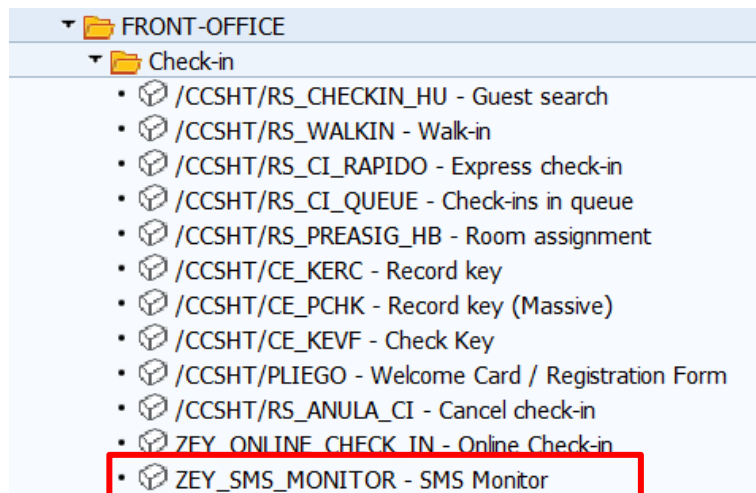
Guests

O..	Code	Guest Name		Program	Fidelización	Type	Loyalty card	Meal Plan	P
1	4984270	GÓMEZ FERNÁNDEZ, Maria Trinidad	 	NH_DISCOVERY	TITANIUM			BB	A
2			 					BB	A

Steps:

- Click on Check-in in waiting list.
- The phone number in CRM will appear by default.
- Review the number with the guest and change if necessary.
- Flag the SMS sending.
- Click on 

SMS Monitor



On the results screen, all reservations will be displayed:

SMS Monitor

Modify telephone nº

Hotel	Reservation No.	Arrival date	Departure	Room	Room Type	Customer	Name	Date	Time	Date SMS	Time SMS	Contact Telephone No	Status	Cancel SMS
ESMA.MALAG	<u>106769758</u>	04.09.2023	08.09.2023	006	Standard Double			04.09.2023	11:30:53	04.09.2023	11:33:58	34664222165		<input type="checkbox"/>
ESMA.MALAG	<u>107990057</u>	04.09.2023	08.09.2023	012	Standard Double	12705156	JOSE RAMON HURTADO GOMEZ	04.09.2023	11:31:16	04.09.2023	11:33:58	34680717752		<input type="checkbox"/>
ESMA.MALAG	<u>108271359</u>	04.09.2023	05.09.2023	134	Superior room with terrace			04.09.2023	11:32:22		00:00:00	34664222165		<input type="checkbox"/>
ESMA.MALAG	<u>108271791</u>	04.09.2023	05.09.2023	359	Suite Double	68722642	NOELIA PEREZ MORENO	04.09.2023	11:32:47		00:00:00	34680777152		<input checked="" type="checkbox"/>
ESMA.MALAG	<u>109116713</u>	04.09.2023	05.09.2023	023	Standard Double	4984270	MARIA TRINIDAD GOMEZ FERNANDEZ	04.09.2023	11:33:10		00:00:00	3434664222165		<input type="checkbox"/>

Pending



Sent



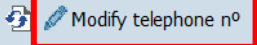

Canceled



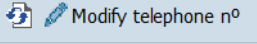

SMS Monitor options

Options available in the monitor:

- Modify the phone number → Select the line, Click on Modify, Write the correct number and Save

SMS Monitor															
 Modify telephone n°															
															
	Hotel	Reservation	Arrival date	Departure	Room	Room Type	Customer	Name	Date	Time	Date SMS	Time SMS	Contac.Tel	Status	Cancel SMS
	ESMA.MAL...	<u>109179776</u>	10.11.2022	15.11.2022	103	Family Room Double Twin			04.09.2023	10:53:48	04.09.2023	10:54:00	34664222165	✓	<input type="checkbox"/>
	ESMA.MAL...	<u>107575163</u>	10.11.2022	12.11.2022	012	Standard Double	45133490	IVAN RAYA RAYA	04.09.2023	10:47:26	04.09.2023	10:49:02	34664222165	✓	<input type="checkbox"/>
	ESMA.MAL...	<u>108942661</u>	10.11.2022	11.11.2022	120	Standard Double King	68989765	DANIEL MAROTO	04.09.2023	10:48:28		00:00:00	34680717752	⌚	<input type="checkbox"/>
	ESMA.MAL...	<u>109168243</u>	10.11.2022	11.11.2022	228	Standard Double	4984270	MARIA TRINIDAD GOMEZ...	04.09.2023	10:51:36		00:00:00	3434664222165	⌚	<input type="checkbox"/>
	ESMA.MAL...	<u>108942661</u>	10.11.2022	11.11.2022	120	Standard Double King	68989765	DANIEL MAROTO	04.09.2023	10:48:28		00:00:00	34680717752	⌚	<input type="checkbox"/>

- Cancel the sending → Check the box and Save.

SMS Monitor															
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	ESMA.MAL...	<u>109168243</u>	10.11.2022	11.11.2022	228	Standard Double	4984270	MARIA TRINIDAD GOMEZ...	04.09.2023	10:51:36		00:00:00	34664222165	⌚	<input type="checkbox"/>

SMS look and feel

We will send different messages per Brand:



FAQs

What happens if we change the assigned room number?

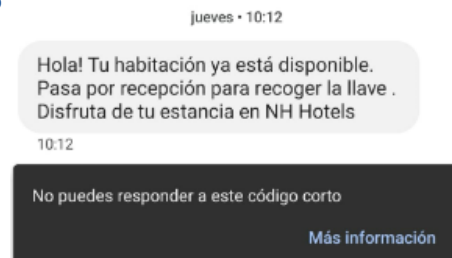
The monitor will refresh and send the message when the new room is clean.

What limitation does the tool have?

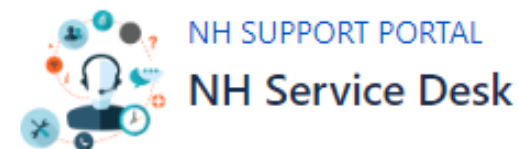
Due to legal issues with telephone companies in the United States (+1), messages to numbers in that country cannot be sent. On the monitor it will appear as sent but the client will not receive it.

Could the guest reply to the received SMS?

No, here an example:



If you have any question or issue...

A screenshot of the NH Support Portal JIRA form. The header shows 'NH SUPPORT PORTAL / NH Service Desk' and 'SAP TMS (Tourism Management Suite)'. Below this, it says 'Raise this request on behalf of' followed by a dropdown menu showing 'MARIA TRINIDAD GOMEZ FERNANDEZ'. There are three dropdown menus for 'Category' (Frontoffice), 'Subcategory' (Check-in), and a third one for 'Check-in'.

Please be so kind to open a [JIRA](#) with the corresponding category:

SAP TMS → Front Office → Check in

THANKS!

MINOR HOTELS

