

# TMSforHotels – CXL reasons

Reason	Description	Explanation
<b>CXL_AOG</b>	CXL Force Majeure	Force Majeure (natural disasters (fire, storms, floods), governmental or societal actions (war, invasion, civil unrest, labor strikes), and infrastructure failures (transportation, energy). To be used only when previously communicated by HQ.
<b>CXL_DUPL</b>	CXL Duplicated Booking	If 2 or more reservations had been created from the interface or other channel, and the clients only needs one.
<b>CXL_ECR</b>	CXL Economical reasons	If client has found a more economical alternative or price is simply too high.
<b>CXL_EVENT</b>	CXL Event cancelled	In case than the planned Event has been cancelled (business meeting, family get-together,...).
<b>CXL_GNVD</b>	CXL Guarantee not valid	If provided Credit Card had been tried/reported as Declined/Invalid, and payment cannot be granted - more for FRAUDULENT cases.
<b>CXL_OVBE</b>	CXL Overbooking (external)	To be used if reservation had been booked out to a hotel from outside the company.
<b>CXL_OVBI</b>	CXL Overbooking (internal)	To be used if reservation had been booked out to a hotel between the company.
<b>CXL_PER</b>	CXL_Personal Reasons	If the guest contacted you and requested a cancellation due to urgent situation such as sickness, flight being cxl or delayed, etc.
<b>CXL_PPAY</b>	CXL Prepayment not received	If after trying to collected prepayment amount, it had not been granted.
<b>CXL_RESC</b>	CXL Event rescheduled or postp	If the Event had been rescheduled for a future date or move to a different hotel from the company.
<b>CXL_OTH</b>	CXL Others	If none of the above reasons is applicable.
<b>CXL_NTIBM</b>	DO NOT USE	All reasons that are <b>no longer valid</b> (they cannot be removed from the data base, hence the message DO NOT USE had been added)
<b>CXL_OOIBM</b>	DO NOT USE	
<b>CXL_OTIBM</b>	DO NOT USE	