This document is currently being updated and the new version will be available soon

If you have any questions in the meantime, please contact organization@nh-hotels.com
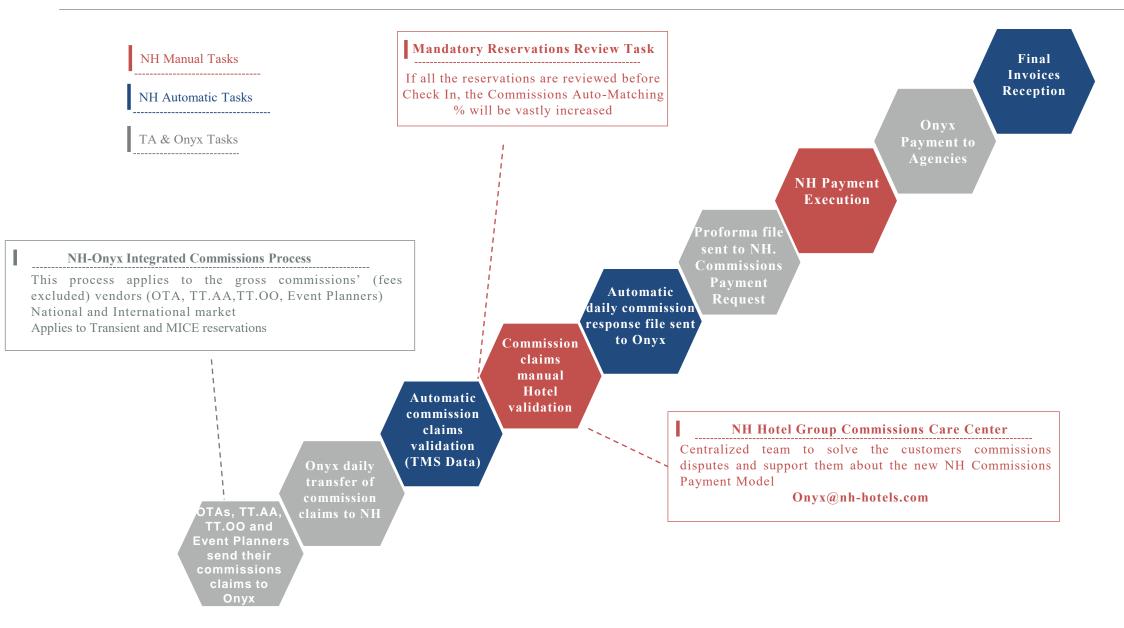
TMS –USER MANUAL

Onyx-NH Integrated Commissions Process

BUSSINESS PROCESSES
OPERATIONS
May 2023

Commissions management TMS-Onyx

NH-Onyx Integrated Commissions Process

NH | HOTEL GROUP
PART OF
MINOR HOTELS

NH Manual Tasks

NH Automatic Tasks

TA & Onyx Tasks

Mandatory Reservations Review Task

If all the reservations are reviewed before Check In, the Commissions Auto-Matching % will be vastly increased

NH-Onyx Integrated Commissions Process

This process applies to the gross commissions' (fees excluded) vendors (OTA, TT.AA,TT.OO, Event Planners)
National and International market
Applies to Transient and MICE reservations

NH Hotel Group Commissions Care Center

Centralized team to solve the customers commissions disputes and support them about the new NH Commissions Payment Model

Onyx@nh-hotels.com

Process steps

- **OTAs, TT.AA, TT.OO and Event Planners send their commissions claims to Onyx**
- **Onyx daily transfer of commission claims to NH**
- **Automatic commission claims validation (TMS Data)**
- **Commission claims manual Hotel validation**
- **Automatic daily commission response file sent to Onyx**
- **Proforma file sent to NH. Commissions Payment Request**
- **NH Payment Execution**
- **Onyx Payment to Agencies**
- **Final Invoices Reception**
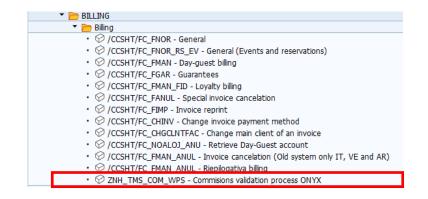
3

TMS Onyx Monitor
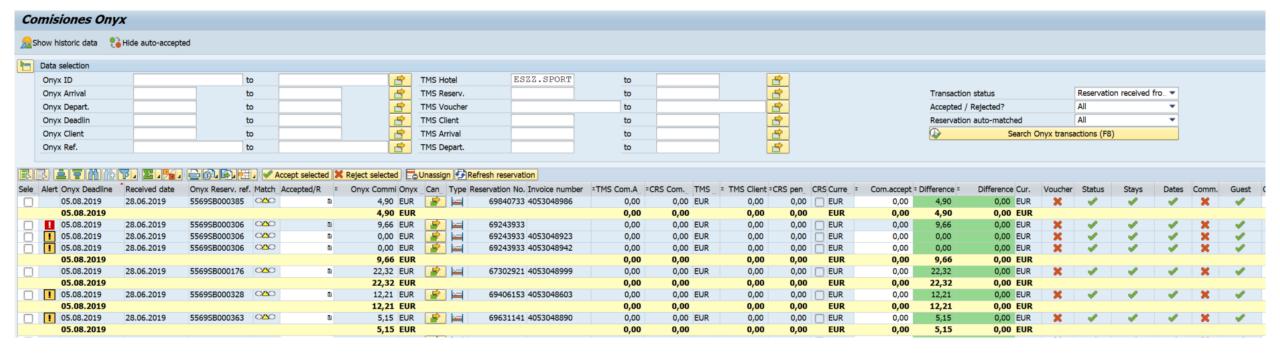
NH | HOTEL GROUP PART OF **MINOR HOTELS**

ZNH_TMS_COM_WPS - Commissions validation process Onyx authorized for Front Office Manager, Front Office Team (generic users with format HRECx with identification) and General Manager al hotel level

We receive commissions claims from Onyx on a daily basis, so Be Proactive - Commissions claims validation on a daily basis and in max. 7 days
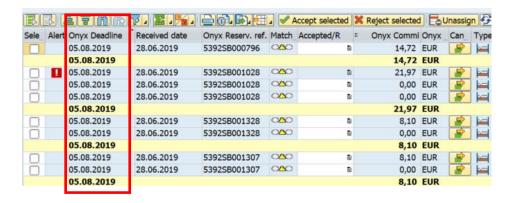
- 🗀 BILLING
  - 🗀 Billing
    - /CCSHT/FC_FNOR - General
    - /CCSHT/FC_FNOR_RS_EV - General (Events and reservations)
    - /CCSHT/FC_FMAN - Day-guest billing
    - /CCSHT/FC_FGAR - Guarantees
    - /CCSHT/FC_FMAN_FID - Loyalty billing
    - /CCSHT/FC_FANUL - Special invoice cancelation
    - /CCSHT/FC_FIMP - Invoice reprint
    - /CCSHT/FC_CHINV - Change invoice payment method
    - /CCSHT/FC_CHGCLNTFAC - Change main client of an invoice
    - /CCSHT/FC_NOALOJ_ANU - Retrieve Day-Guest account
    - /CCSHT/FC_FMAN_ANUL - Invoice cancelation (Old system only IT, VE and AR)
    - /CCSHT/FC_FMAN_ANUL - Riepilogativa billing
    - ZNH_TMS_COM_WPS - Commisions validation process ONYX

Comisiones Onyx

Show historic data   Hide auto-accepted

Data selection

Onyx ID	to		TMS Hotel	ESZZ.SPORT	to		Transaction status	Reservation received fro...
Onyx Arrival	to		TMS Reserv.		to		Accepted / Rejected?	All
Onyx Depart.	to		TMS Voucher		to		Reservation auto-matched	All
Onyx Deadlin	to		TMS Client		to			Search Onyx transactions (F8)
Onyx Client	to		TMS Arrival		to			
Onyx Ref.	to		TMS Depart.		to			

✔ Accept selected ✖ Reject selected Unassign Refresh reservation

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R	Onyx Commi	Onyx	Can	Type	Reservation No.	Invoice number	TMS Com.A	CRS Com.	TMS	TMS Client	CRS pen	CRS	Curre	Com.accept	Difference	Difference	Cur.	Voucher	Status	Stays	Dates	Comm.	Guest
☐		05.08.2019	28.06.2019	5569SB000385			4,90	EUR			69840733	4053048986	0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	4,90	0,00	EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					4,90						0,00	0,00		0,00	0,00		EUR	0,00	4,90	0,00	EUR						
☐	❗	05.08.2019	28.06.2019	5569SB000306			9,66	EUR			69243933		0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	9,66	0,00	EUR	✖	✔	✔	✔	✖	✔
☐	❗	05.08.2019	28.06.2019	5569SB000306			0,00	EUR			69243933	4053048923	0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	0,00	0,00	EUR	✖	✔	✔	✔	✖	✔
☐	❗	05.08.2019	28.06.2019	5569SB000306			0,00	EUR			69243933	4053048942	0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	0,00	0,00	EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					9,66	EUR					0,00	0,00		0,00	0,00		EUR	0,00	9,66	0,00	EUR						
☐		05.08.2019	28.06.2019	5569SB000176			22,32	EUR			67302921	4053048999	0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	22,32	0,00	EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					22,32	EUR					0,00	0,00		0,00	0,00		EUR	0,00	22,32	0,00	EUR						
☐	❗	05.08.2019	28.06.2019	5569SB000328			12,21	EUR			69406153	4053048603	0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	12,21	0,00	EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					12,21	EUR					0,00	0,00		0,00	0,00		EUR	0,00	12,21	0,00	EUR						
☐	❗	05.08.2019	28.06.2019	5569SB000363			5,15	EUR			69631141	4053048890	0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	5,15	0,00	EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					5,15	EUR					0,00	0,00		0,00	0,00		EUR	0,00	5,15	0,00	EUR						

Each commission claim received is identified during all the process with a unique number, **Onyx UNIQUE ID**

TMS Voucher	Exempt C/	Hotel	Onyx Custo	Onyx Agency name	Sending date	Onyx Datasource	Onyx Unique ID
TN36VN	X	ITVE.LAGUN	57206052	AMERICAN EXPRESS IN		REC	190600047470025
							190600047470025
19/2620561	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470193
19/2620561	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470193
19/2620561	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470193
							190600047470193
19/2902076	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470289
19/2902076	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470289
							190600047470289
19/2898258	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470321
19/2898258	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470321
							190600047470321
29-00005114		ITVE.LAGUN	78244880	CARLSON WAGONLIT E		REC	190600047470362
							190600047470362
19/2889861	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470690
19/2889861	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470690
							190600047470690
19/2947687	X	ITVE.LAGUN	38230846	UVET GLOBAL BUSINE		REC	190600047470821

CODE	ONYX DATA SOURCE	TMS VALIDATION DEADLINE
BKG	Booking.com	Own deadline. Commissions not validated will be **Auto Accepted by Deadline**
HRS	HRS	
NH-MICE	MICE commissions sent by NH directly from TMS (ONYX MICE Commissions Automatic Interface)	
SYNXIS	GDS reservations, Synxis	
REC	Direct request for commission payment by Travel Agency through Onyx (GDS not included)	Deadline +40 days. Commissions not validated will be **Auto Rejected by Deadline**
MICE	Direct request for commissions of Group and Events reservations (MICE)	

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R	Σ	Onyx Commi	Onyx	Can	Type
☐		05.08.2019	28.06.2019	5392SB000796				14,72	EUR		
		05.08.2019						**14,72**	**EUR**		
☐	!	05.08.2019	28.06.2019	5392SB001028				21,97	EUR		
☐		05.08.2019	28.06.2019	5392SB001028				0,00	EUR		
☐		05.08.2019	28.06.2019	5392SB001028				0,00	EUR		
		05.08.2019						**21,97**	**EUR**		
☐		05.08.2019	28.06.2019	5392SB001328				8,10	EUR		
☐		05.08.2019	28.06.2019	5392SB001328				0,00	EUR		
		05.08.2019						**8,10**	**EUR**		
☐		05.08.2019	28.06.2019	5392SB001307				8,10	EUR		
☐		05.08.2019	28.06.2019	5392SB001307				0,00	EUR		
		05.08.2019						**8,10**	**EUR**		

We received commissions from different **SOURCES** with different deadlines to validate and different behaviors after deadline

DEADLINE for each commission claim is also informed in TMS.

AUTOMATCHING RESERVATION PROCESS

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R		Onyx Commi Onyx	Can	Type	Reservation No. Invoice number	TMS Com.A	CRS Com.	TMS	TMS Client	CRS pen	CRS Curre	Com.accept	Difference	Difference Cu	Voucher	Status	Stays	Dates	Comm.	Guest
☐		05.08.2019	28.06.2019	5569SB000385				4,90 EUR			69840733 4053048986	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	4,90	0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						4,90 EUR				0,00	0,00	0,00	0,00	EUR		0,00	4,90	0,00 EUR						
☐	❗	05.08.2019	28.06.2019	5569SB000306				9,66 EUR			69243933	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	9,66	0,00 EUR	✖	✔	✔	✔	✖	✔
☐	❗	05.08.2019	28.06.2019	5569SB000306				0,00 EUR			69243933 4053048923	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	0,00	0,00 EUR	✖	✔	✔	✔	✖	✔
☐	❗	05.08.2019	28.06.2019	5569SB000306				0,00 EUR			69243933 4053048942	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	0,00	0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						9,66 EUR				0,00	0,00	0,00	0,00	EUR		0,00	9,66	0,00 EUR						
☐		05.08.2019	28.06.2019	5569SB000176				22,32 EUR			67302921 4053048999	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	22,32	0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						22,32 EUR				0,00	0,00	0,00	0,00	EUR		0,00	22,32	0,00 EUR						
☐	❗	05.08.2019	28.06.2019	5569SB000328				12,21 EUR			69406153 4053048603	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	12,21	0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						12,21 EUR				0,00	0,00	0,00	0,00	EUR		0,00	12,21	0,00 EUR						
☐	❗	05.08.2019	28.06.2019	5569SB000363				5,15 EUR			69631141 4053048890	0,00	0,00 EUR	0,00	0,00 ☐ EUR			0,00	5,15	0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						5,15 EUR				0,00	0,00	0,00	0,00	EUR		0,00	5,15	0,00 EUR						

Reservation automatching process is executed when an Onyx reservation file is received in our system. It is an automatic process that tries to match the Onyx commission information with TMS reservations. In a first step, the parameters to consider for these matchings are:

- **Voucher number:** voucher or external reference of the reservation.

- **Status**: status of the reservation.

- **Stays**: length of the stay (fe: 2 nights).

- **Stay dates:** check in/check out date.

- **Comm**.: commission amount claimed

- **Guest name: c**ustomer name

The matching or mismatching will be marked: ✔   ✖

Commissions management TMS-Onyx

Whenever the commission amount is matched, as well as most of the parameters (unless the guest's name, which could not match), the automatching process is executed (the claim status could be **Auto-accepted or Auto-rejected****)

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv.	ref. Match	Accepted/R	Onyx Commi Onyx	Can	Type	Reservation No.	Invoice number	TMS Com.A	CRS Com.	TMS	TMS Client	CRS pen	CRS Curre	Com.accept	Difference	Difference Cur.	Voucher	Status	Stays	Dates	Comm.	Guest
☐		07.07.2019	18.06.2019	2749339207		Auto-accepte	12,67 EUR			70703284	4002108349	12,67	0,00 EUR		12,68	0,00	EUR	12,67	0,00	0,01 EUR	✓	✓	✓	✓	✓	✓
		07.07.2019					12,67 EUR					12,67	0,00		12,68	0,00	EUR	12,67	0,00	0,01 EUR						
☐		07.07.2019	18.06.2019	3904897755		Auto-accepte	28,16 EUR			70453553	4002809806	28,16	0,00 EUR		28,16	0,00	EUR	28,16	0,00	0,00 EUR	✓	✓	✓	✓	✓	✓
		07.07.2019					28,16 EUR					28,16	0,00		28,16	0,00	EUR	28,16	0,00	0,00 EUR						
☐		07.07.2019	18.06.2019	2777100558		Auto-accepte	12,64 EUR			70768026	4002109015	12,64	0,00 EUR		12,64	0,00	EUR	12,64	0,00	0,00 EUR	✓	✓	✓	✓	✓	✓
		07.07.2019					12,64 EUR					12,64	0,00		12,64	0,00	EUR	12,64	0,00	0,00 EUR						
☐		07.07.2019	18.06.2019	2686012715		Auto-accepte	34,88 EUR			68027507	4002108943	34,88	0,00 EUR		34,88	0,00	EUR	34,88	0,00	0,00 EUR	✓	✓	✓	✓	✓	✓
		07.07.2019					34,88 EUR					34,88	0,00		34,88	0,00	EUR	34,88	0,00	0,00 EUR						
☐		07.07.2019	18.06.2019	3138071620		Auto-accepte	13,60 EUR			70482682	4002108406	13,60	0,00 EUR		13,60	0,00	EUR	13,60	0,00	0,00 EUR	✓	✓	✓	✓	✓	✓

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv.	ref. Match	Accepted/R	Onyx Commi Onyx	Can	Type	Reservation No.	Invoice number	TMS Com.A	CRS Com.	TMS	TMS Client	CRS pen	CRS Curre	Com.accept	Difference	Difference Cur.
☐	⬦	14.04.2018	07.03.2018	120427245		Auto-rejected	0,00 EUR			46766749	4002076164	0,00	0,00 EUR		0,00	0,00	EUR	0,00	0,00	0,00 EUR
☐	⬦	14.04.2018	07.03.2018	120427245		Auto-rejected	0,00 EUR			46766749	4002076306	0,00	0,00 EUR		0,00	0,00	EUR	0,00	0,00	0,00 EUR
		14.04.2018					0,00 EUR					0,00	0,00		0,00	0,00	EUR	0,00	0,00	0,00 EUR
☐	!	14.04.2018	07.03.2018	120711116		Auto-rejected	6,80 EUR			47213182	4002076584	0,00	0,00 EUR		0,00	0,00	EUR	0,00	6,80	0,00 EUR
☐	!	14.04.2018	07.03.2018	120711116		Auto-rejected	0,00 EUR			47213182	4002076610	0,00	0,00 EUR		0,00	0,00	EUR	0,00	0,00	0,00 EUR
		14.04.2018					6,80 EUR					0,00	0,00		0,00	0,00	EUR	0,00	6,80	0,00 EUR
☐	⬦	14.04.2018	07.03.2018	120718978		Auto-rejected	0,00 EUR			47225040	4002076518	0,00	0,00 EUR		0,00	0,00	EUR	0,00	0,00	0,00 EUR
☐	⬦	14.04.2018	07.03.2018	120718978		Auto-rejected	0,00 EUR			47225040	4002076520	0,00	0,00 EUR		0,00	0,00	EUR	0,00	0,00	0,00 EUR
		14.04.2018					0,00 EUR					0,00	0,00		0,00	0,00	EUR	0,00	0,00	0,00 EUR

** TMS only Auto-reject commissions of GDS files (Synxis, Preferred…):
- Sent from Onyx with <u>zero amount</u> and <u>No commissionable reason</u> informed
- Commissions claims matched with reservations with <u>Discount</u> and <u>credit payment</u> invoice.

All validated commissions (accepted or rejected) will be daily sent to Onyx. Hotel could check the automatched claims in Pending to send to Onyx, but only during the same day.

MANUAL CHECK PROCESS

In case of mismatching in some parameters, the hotel must check and approve the commission claim.

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R	Onyx Commi	Onyx	Can	Type	Reservation No.	Invoice number	TMS	Com.A	CRS Com.	TMS	TMS Client	CRS pen	CRS	Curre	Com.accept	Difference		Difference Cur.	Voucher	Status	Stays	Dates	Comm.	Guest
☐	!	05.08.2019	28.06.2019	69651519	○▲○		51,02	EUR	⇨	🛏	69651519			0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	51,02		0,00 EUR	✖	✔	✔	✔	✖	✔
☐		05.08.2019	28.06.2019	69651519	○▲○		0,00	EUR	⇨	🛏	69651519	4002809707		14,68	0,00	EUR	14,67	0,00	☐	EUR	14,67	14,67-		0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					51,02	EUR						14,68	0,00		14,67	0,00		EUR	14,67	36,35		0,00 EUR						
☐		05.08.2019	28.06.2019	5468SB001407	○▲○		8,19	EUR	⇨	🛏	69392711	4002106959		7,44	0,00	EUR	7,44	0,00	☐	EUR	7,44	0,75		0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					8,19	EUR						7,44	0,00		7,44	0,00		EUR	7,44	0,75		0,00 EUR						
☐		05.08.2019	28.06.2019	5468SB001383	○▲○		17,52	EUR	⇨	🛏	69226997	4002106993		0,00	0,00	EUR	0,00	0,00	☐	EUR	0,00	17,52		0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019					17,52	EUR						0,00	0,00		0,00	0,00		EUR	0,00	17,52		0,00 EUR						
☐		05.08.2019	28.06.2019	MAIL	●○○	No matching	21,56	EUR	⇨										☐		0,00	21,56		0,00 EUR						
		05.08.2019					21,56	EUR													0,00	21,56		0,00 EUR						

ALERT: icons explained later in this manual.

Onyx DEADLINE: deadline to accept/reject Onyx transaction. All commissions not reviewed at deadline will be auto accepted automatically!

Onyx RESERVATION: Onyx reservation number

MATCHING STATUS   ●●■ Matching ok   ○▲○ Check matching   ●○○ No Matching

Onyx COMMISSION AMOUNT: Amount claimed from Onyx
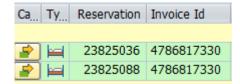
ACCEPTED: field to indicate if the commission claim is accepted or rejected.

GET CANDIDATES: [Get candidates ⇨]   In case of an Onyx transaction with no matching, clicking this button, the system will show the reservations which fit better to the Onyx claims.

RESERVATION: TMS reservation number proposed by the automatic process or selected from candidates. Clicking on reservation number you will navigate to the reservation.

INVOICE ID: Invoice number of TMS where the commission is generated and accrued in FI

Ca...	Ty...	Reservation	Invoice Id
⇨	🛏	23825036	4786817330
⇨	🛏	23825088	4786817330

In case 2 reservations were billed in 1 invoice TMS will show always the commission accrual in the original reservation.

Commissions management TMS-Onyx

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R	Σ	Onyx Commi	Onyx	Can	Type	Reservation No.	Invoice number	Σ TMS Com.A	Σ CRS Com.	TMS	Σ TMS Client	Σ CRS pen	CRS	Curre	Σ	Com.accept	Σ Difference	Σ	Difference Cur.	Voucher	Status	Stays	Dates	Comm.	Guest
☐	!	05.08.2019	28.06.2019	69651519				51,02	EUR			69651519		0,00	0,00	EUR	0,00	0,00	☐	EUR		0,00	51,02		0,00 EUR	✖	✔	✔	✔	✖	✔
☐		05.08.2019	28.06.2019	69651519				0,00	EUR			69651519	4002809707	14,68	0,00	EUR	14,67	0,00	☐	EUR		14,67	14,67-		0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						51,02	EUR					14,68	0,00		14,67	0,00		EUR		14,67	36,35		0,00 EUR						
☐		05.08.2019	28.06.2019	5468SB001407				8,19	EUR			69392711	4002106959	7,44	0,00	EUR	7,44	0,00	☐	EUR		7,44	0,75		0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						8,19	EUR					7,44	0,00		7,44	0,00		EUR		7,44	0,75		0,00 EUR						
☐		05.08.2019	28.06.2019	5468SB001383				17,52	EUR			69226997	4002106993	0,00	0,00	EUR	0,00	0,00	☐	EUR		0,00	17,52		0,00 EUR	✖	✔	✔	✔	✖	✔
		05.08.2019						17,52	EUR					0,00	0,00		0,00	0,00		EUR		0,00	17,52		0,00 EUR						
☐		05.08.2019	28.06.2019	MAIL		No matching		21,56	EUR										☐			0,00	21,56		0,00 EUR						
		05.08.2019						21,56	EUR													0,00	21,56		0,00 EUR						
☐		05.08.2019	28.06.2019	MAIL		No matching		21,56	EUR										☐			0,00	21,56		0,00 EUR						

TMS COMMISSION AMOUNT RESERV: Commission generated in TMS displayed in billing and production details transaction.

CRS AMOUNT RESERV: Commission generated in TMS for the CRS displayed in billing and production details transaction

TMS CLIENT PENDING CLEARED: pending accrual of commissions to be cleared in finance. This is the amount that the system considers to calculate the difference with the commission accepted amount.

CRS PENDING CLEARED: pending accrual in commission for third party to be cleared. In case of a CRS commission the next check box must be marked.

CRS
☐
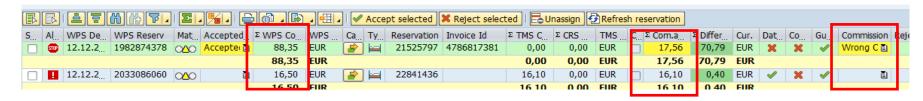
COMMISSION ACCEPTED: in the case that the Onyx transaction commission amount and the accrual commission are different, the user will have to decide the accepted amount. By default, this field will be filled out with TMS amount (even if the amount claimed is less). This field will be editable in case that the Onyx transaction is not rejected. It is allowed to accept at most the amount claimed by Onyx.

DIFFERENCE: Difference between commission requested in Onyx and the commission accepted.
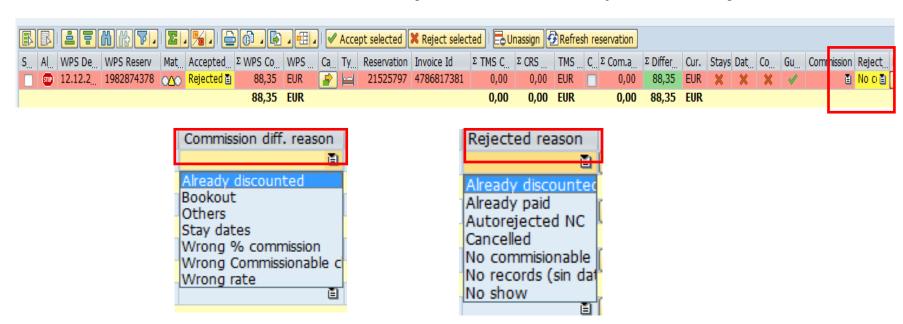
DIFFERENCE CLEARED: This is the difference between the commission provisioned in TMS and the accepted amount. That will be considered a direct expense in the P&L

COMMISSION DIFFERENCE REASON: The Hotel must inform the reason for the difference accepted, regarding to the amount claimed:

REJECTION REASON: In case of the commission claim is rejected, also is mandatory to inform a reject reason:

Commission diff. reason
Already discounted
Bookout
Others
Stay dates
Wrong % commission
Wrong Commissionable c
Wrong rate

Rejected reason
Already discounted
Already paid
Autorejected NC
Cancelled
No commisionable
No records (sin dat
No show

INTERNAL REASON: free text where the user must write down some remarks (please do it in English).

Commissions management TMS-Onyx

Other transaction fields:

WPS Arriva	WPS Depart	TMS Arriva	TMS Depart	Customer n	WPS Guest	Main client	TMS Vouc...	TMS Guest	Datasource	Exempt...
17.01.2017	22.01.2017				MERZ PHARMA...				HRS	
30.12.2016	03.01.2017	30.12.2016	03.01.2017		BOCHOW/DEN...	HRS HOTEL RESERVA...	172165386	BOCHOW, DE...	HRS	
29.01.2017	31.01.2017	30.01.2017	31.01.2017		SALIGA/MARISA	AMERICAN EXPRESS U...	FYNMUZ	SALIGA, MAR...	TRS	
16.01.2017	17.01.2017	16.01.2017	17.01.2017		POMBEIRO/FIL...	CARLSON WAGONLIT...	2MP06C	D, FILIPA	TRS	
25.01.2017	27.01.2017	25.01.2017	27.01.2017		HEFFERNAN/G...	CARLSON WAGONLIT...	ZEIRLL	HEFFERNAN, ...	TRS	X
30.01.2017	31.01.2017	30.01.2017	31.01.2017		FERNANDEZ/I...	CARLSON WAGONLIT...	29-00945...	FERNANDEZ I...	TRS	

Always you will see the data of Onyx and the reservation's information from TMS.

Exempt: is marked if the reservation in TMS is exempt of commission.
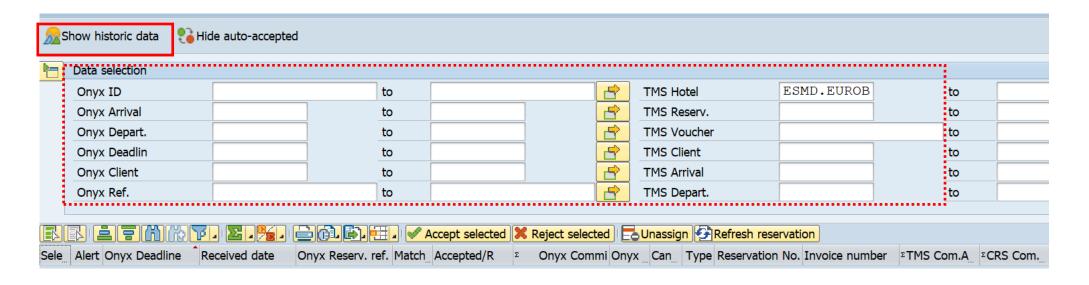
The lines accepted or rejected, once have been treated and saved will be automatically transferred to *"Pending to send to Onyx"* filter, together with auto accepted and auto rejected ones. **All validated commissions (accepted or rejected) will be sent daily to Onyx.**

Transaction status	Pending to send to Ony.. ▼
Accepted / Rejected?	All ▼
Reservation auto-matched	All ▼
Search Onyx transactions (F8)	

Commissions management TMS-Onyx
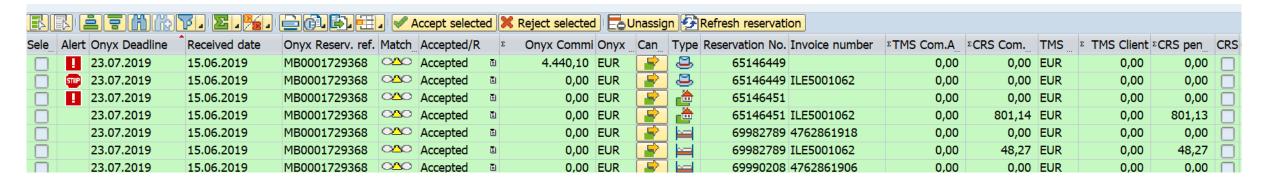
SHOW HISTORIC DATA

In order to check the reservations/invoices history, you can use the filter and Show historical data option:
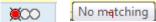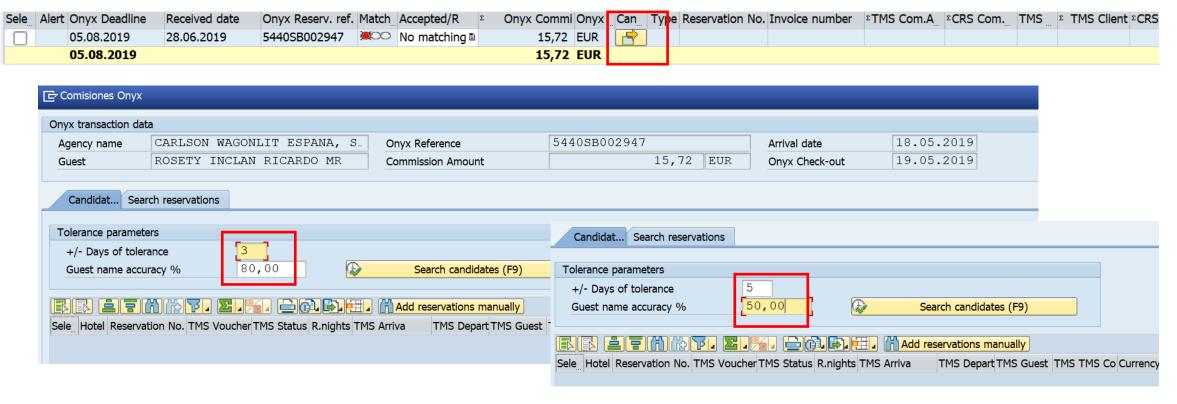
RESERVATION NOT FOUND

In case the matching transaction does not find any candidates

The hotel can search for different options using **GET CANDIDATES** functionality and reduce the tolerance of the number of days and/ or search manually:

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R	Σ	Onyx Commi	Onyx	Can	Type	Reservation No.	Invoice number	ΣTMS Com.A	ΣCRS Com.	TMS	Σ	TMS Client	ΣCRS
☐		05.08.2019	28.06.2019	5440SB002947		No matching		15,72	EUR										
		05.08.2019						**15,72**	**EUR**										

Comisiones Onyx

Onyx transaction data

| Agency name | CARLSON WAGONLIT ESPANA, S… | Onyx Reference | 5440SB002947 | Arrival date | 18.05.2019 |
| Guest | ROSETY INCLAN RICARDO MR | Commission Amount | 15,72 EUR | Onyx Check-out | 19.05.2019 |

Candidat... | Search reservations

Tolerance parameters

+/- Days of tolerance: 3
Guest name accuracy %: 80,00   Search candidates (F9)

Add reservations manually

Sele | Hotel | Reservation No. | TMS Voucher | TMS Status | R.nights | TMS Arriva | TMS Depart | TMS Guest | T

Candidat... | Search reservations

Tolerance parameters

+/- Days of tolerance: 5
Guest name accuracy %: 50,00   Search candidates (F9)

Add reservations manually

Sele | Hotel | Reservation No. | TMS Voucher | TMS Status | R.nights | TMS Arriva | TMS Depart | TMS Guest | TMS | TMS Co | Currency

In this example days of tolerance have been increased to 5 and the gust name accuracy reduced into 50%.

*** If we do not find anything, we reject with the reason: **No records.**

IMPORTANTS POINTS TO KEEP IN MIND

➢ Be aware of the **matching status, but remember that the automatching process is not 100% foolproof**

➢ When the system finds a reservation, but the 6 parameters do not match.. The commission claim needs to be checked by the hotel.

➢ Take care to the **matching symbols,** they are also helpful to validate claims in the correct way. The matching symbols shows you the result of the comparison between the Onyx claim and the TMS data.

Voucher	Status	Stays	Dates	Comm.	Matched guest

✔️   Comparison OK – data match

❌   Comparison not OK – data does not match

➢ You can get **detailed information about the commission claim information from Onyx** from the header of GET CANDIDATES:
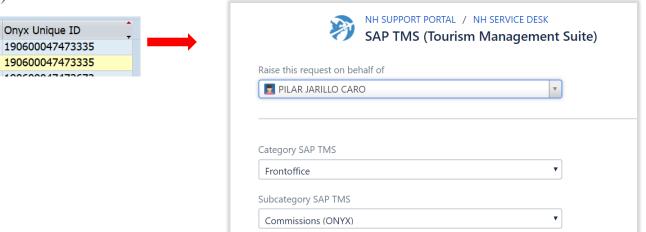
➢ Always pay attention to the **alerts** (Reservation Assigned, Discount, …) -> see next slides

IMPORTANTS POINTS TO KEEP IN MIND

➢ **Differences** between commissions accepted to pay and TMS previous accrual will be posted on the expense account 62910003 WPS TRAVEL AGENCY FEES DIFFERENCES when the response file is sent to Onyx, the day after the hotel validation.

➢ Accrued commissions by TMS posted in the GL account 40091006 AUTOMATIC COMMISSIONS –ACCRUED EXP only will be cleared on a monthly basis after posting the proforma file.

➢ Hotels must approve NET commission amounts. It means without VAT. VAT will be automatically added at the payment when it applies (national partners).

➢ **Exhaustive Review – Ask for help, if you have doubts! If you need to report a commission's incidence (Jira) always include the Unique ID (WPS Unique Id)**
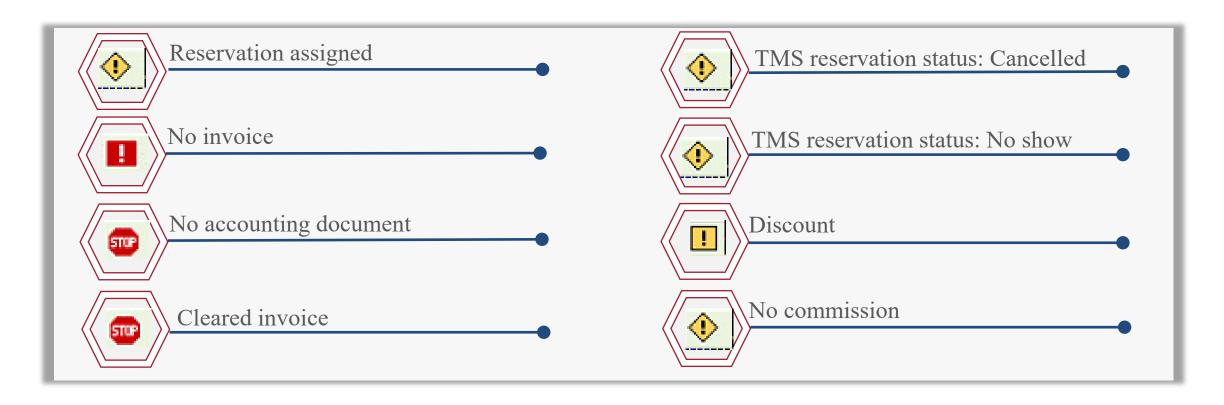
➢ Click on here to find more information about commissions management in TMS4Hotels:

COMMISSIONS MANAGEMENT IN TMS4H

Alerts
Some examples

Be aware of ALERTS displayed on the TMS Onyx transaction to avoid duplicated commission payments, incorrect commission payments and/or incorrect and additional expenses posting.

Reservation assigned

No invoice

No accounting document

Cleared invoice

TMS reservation status: Cancelled

TMS reservation status: No show

Discount

No commission

Some examples in next slides
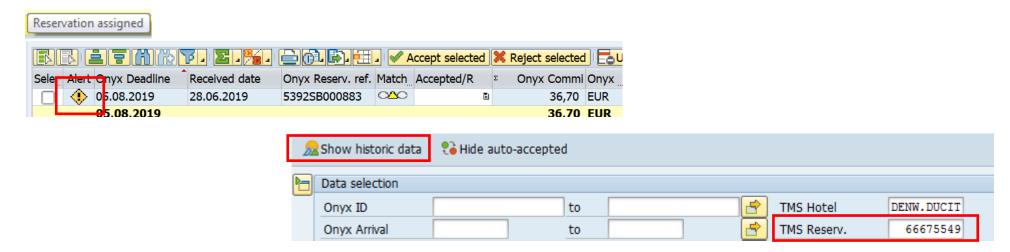
⬦ **Reservation assigned**

In some cases, the commissions are assigned with more than one reservation because of the information provided from the agencies. The system indicates, with an icon, that this reservation was already assigned/allocated to another commission request

First, insert the reservation number in TMS Reservation Field above and use the option **Show historic data** to check if the commission for this reservation was already paid or rejected.

After comparing both claims, depending on the information, we will decide to accept or reject
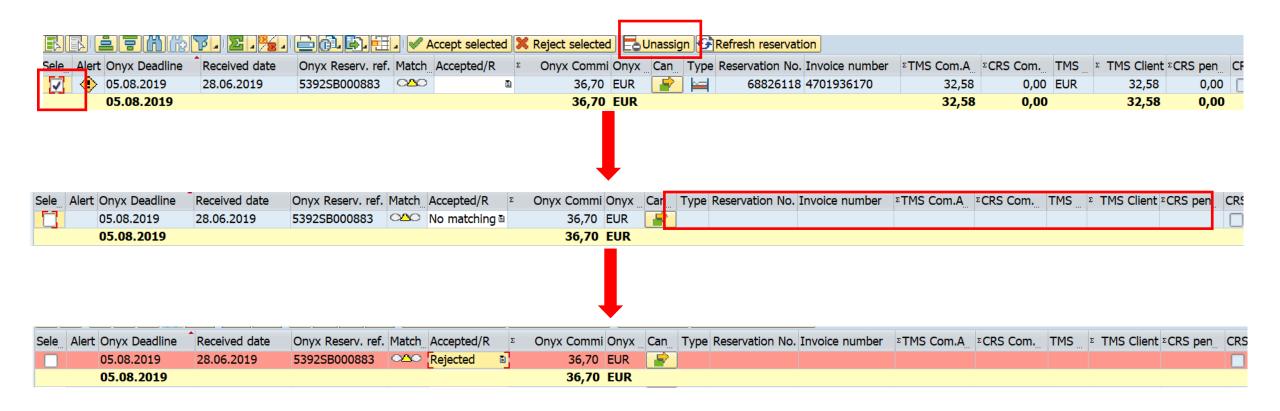
If we accept to pay commission claims with this alert, the total accepted amount will be posted as more expense because the TMS accrual was already cleared by another commission claim.

Alerts

⚠ Reservation assigned

If we have to REJECT the commission claim, always UNASSIGN related reservations before.

The idea is not to impact the P&L.
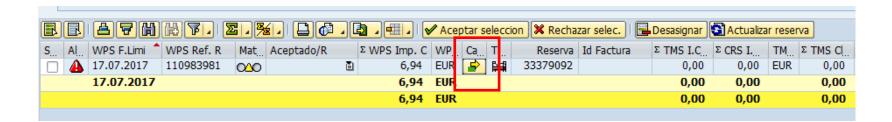
⚠ No invoice

This symbol will show those commission claims belonging to reservations not invoiced. These situations should be exceptional, but it happens, usually with MICE reservations. Hotels must issue the invoice before managing the commission claim.

Sometimes it's only needed to select the reservation lines and refresh the information and the invoice information will appear.

Sele	Alert	Onyx Deadline	Received date	Onyx Reserv. ref.	Match	Accepted/R	Σ	Onyx Commi	Onyx	Can	Type	Reservation No.	Invoice number	ΣTMS Com.A	ΣCRS Com.	TMS	Σ TMS Client	ΣCRS pen
✔	❗	05.08.2019	28.06.2019	5392SB001028				21,97	EUR			69391327		0,00	0,00	EUR	0,00	0,00
		05.08.2019						**21,97**	**EUR**					**0,00**	**0,00**		**0,00**	**0,00**

If not, we just need to assign the reservation again with the option GET CANTIDATES

S...	Al...	WPS F.Limi	WPS Ref. R	Mat...	Aceptado/R	Σ WPS Imp. C	WP...	Ca...	T...	Reserva	Id Factura	Σ TMS I.C...	Σ CRS I...	TM...	Σ TMS Cl...
	⚠	17.07.2017	110983981			6,94	EUR			33379092		0,00	0,00	EUR	0,00
		17.07.2017				**6,94**	**EUR**					**0,00**	**0,00**		**0,00**
						6,94	**EUR**					**0,00**	**0,00**		**0,00**

If we accept to pay a commission claim without the information of the related invoice, the total accepted amount will be posted as more expense because the system cannot find TMS accrual posting in FI
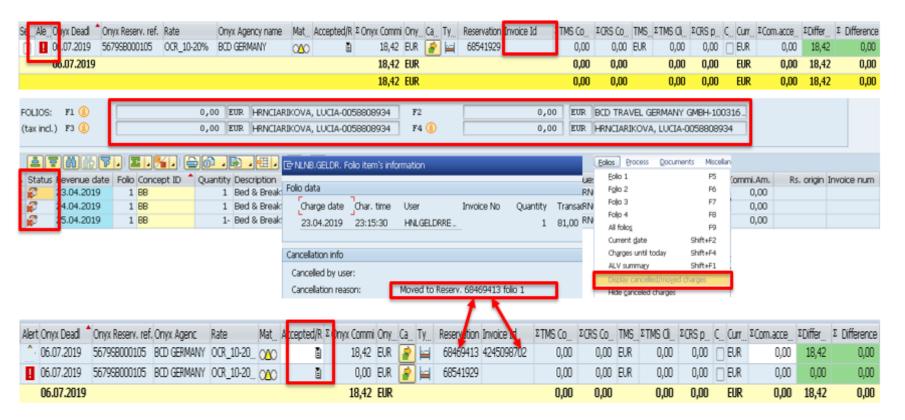
⬛ No invoice

The **No invoice** symbol also appears when all <u>charges</u> have been <u>cancelled or (multiple times) moved</u>. The movements of charges with accrual should be avoided as much as possible. These times, the option Accept/Reject is disabled.

The system follows <u>up to two movements</u> of the charges. Starting with the 3rd movement, we have to introduce the number manually (remember that moving between folios also counts).

In these situations, it is necessary to add the reservation number where the invoice was closed:

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🛑 **No accounting document**

The system found no accrual documents. Accrual could reversed/terminated.
In this example there was no accrual as the reservation is non-commissionable:
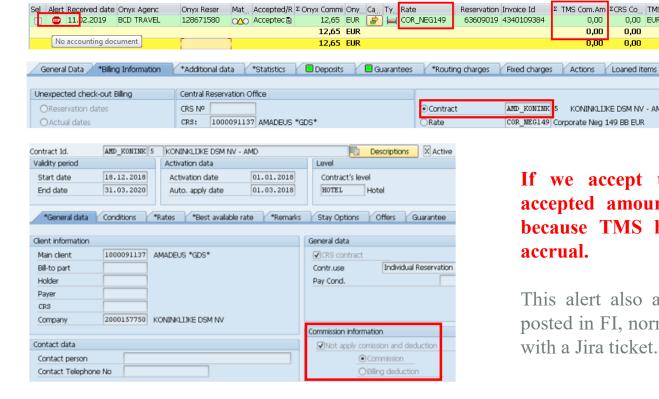
In below example the rate is non commissionable. This you can see by double-click on reservation, go to Billing Information and double-click on contract to see all the details.

If we accept to pay this commission the total accepted amount will be posted as more expense because TMS has not calculated any commission accrual.

This alert also appears when the TMS invoice is not posted in FI, normally due to a SAP error. Please, report with a Jira ticket.

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[STOP] Cleared invoce

The system found no accrual as it was already cleared with a commission invoice processed outside Onyx and paid directly via NH (Onyx exception list). With other words: Commission for this reservation was already paid.

Commission pending to be cleared = 0.

In below example the agency American Express (Column Onyx Agency name) claims for a reservation made through Expedia (Column Main Client). The agency Expedia is on the excpetion list and the accrual for this reservation was cleared by posting the invoice/paying the invoice via NH:

If we accept to pay this commission the total accepted amount will be posted as more expense TMS accrual has already used to pay other commission

⬦ **TMS reservation status: Cancelled**
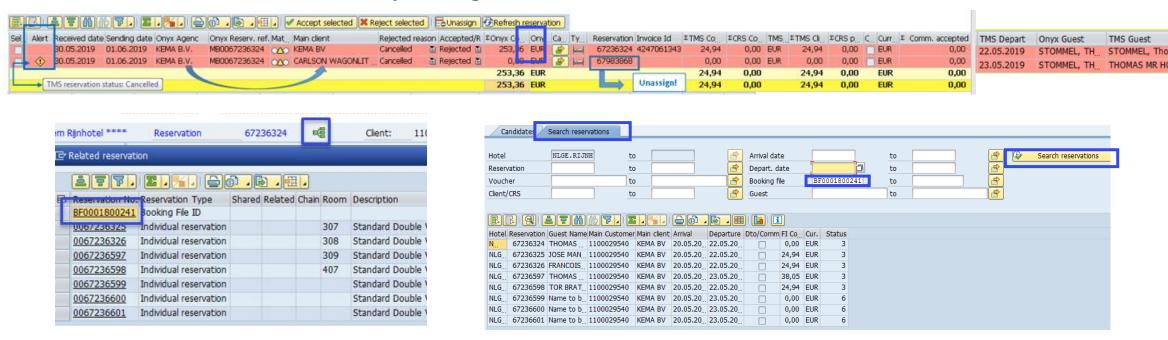
We can accept the commission even without invoice issued.

The icon indicates that the reservation linked to the claim is cancelled in our system. Cancellations for reservations made through HRS/Booking.com, or other agencies with an extranet, need to be updated in the extranet directly.

Only when the extranet was updated, the claim is not correct and can be rejected. Otherwise, the claim needs to be accepted!!.

Claims of cancelled GDS reservations should generally be rejected

Below an example where the cxl reservation can be unassigned and the correct reservations can be added. Double-click on correct reservation to get all data = related reservations and connect these by click on get candidates.

⚠ TMS reservation status: No show

We can accept the commission even without invoice issued.

The icon indicates that the reservation has been posted in our system with No Show. Generally, no shows are non-commissionable but there are exceptions depending on the contract and /or rate.

In addition, if the Extranet is not updated on time, we always must pay the commission. (same rule as TMS reservation status: Cancelled.

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Discount
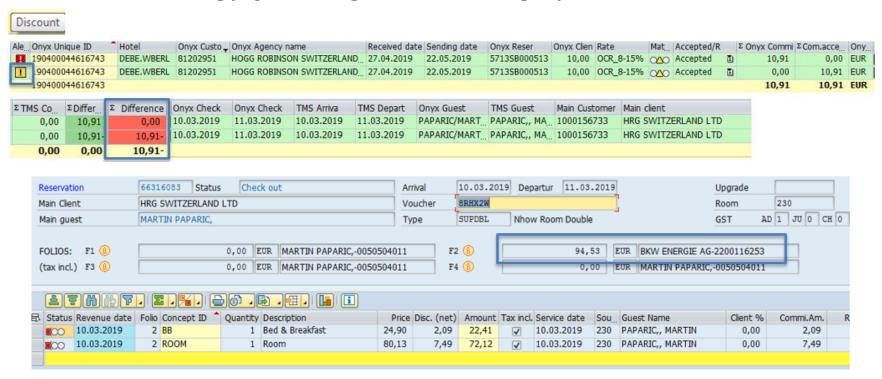
In this case the system indicates that the reservation had deduction/discount instead of commission and the commission was deducted in the travel agency credit invoice.

For GDS commissions, normally, the automatching process autorejects these claims.

If the discount was wrongly applied (direct payment invoice by the guest) the commission must be paid to the agency.

But please check if the claim amount is correct.

Claim accepted because discount was wrongly aplied to the guest and not to the agency:
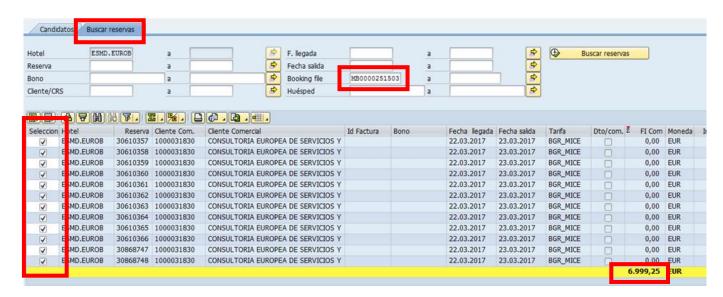
Commissions of MICE reservations

It is important to localize ALL the reservations that include a commission accrual within the **MB number** (Event – Convention Group– Individual Bookings or DGB)

We can add them with the option GET CANTIDATES by searching the MB number directly:
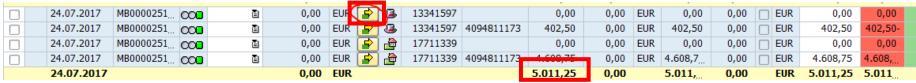
Ensure correct commission informed in TMS Booking Files (MB), Groups and Events reservations.

At the end of the event, inform the main client the total commission amount and the booking file number (MB+10 digits) to speed up the payment of the due commission.

Sometimes the Travel Agency claim a commission <u>without any amount.</u> In these cases, the <u>maximum amount that we can accept it those accrued by TMS</u>.

Click on here to find more information about management of MICE commissions

COMMISSIONS IN MICE RESERVATIONS
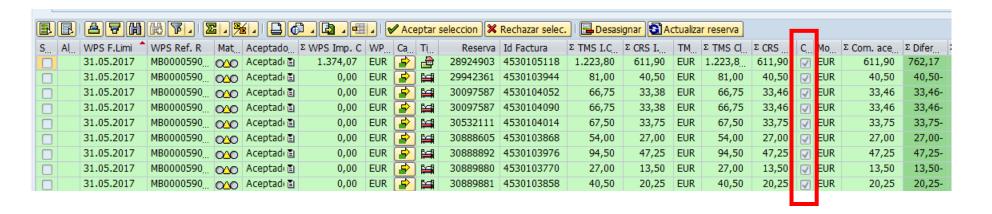
CRS Commissions

MICE reservations have often a double commission, for the Main Client and for the CRS customer.

To correctly apply a CRS Commission, it is important to select the flag when we accept.

* We have to check if the Agency asking for the commission is the Main client or the CRS.
* If it is the Main Client we DO NOT select the flag.
* If it is the CRS Client, we do have to select it.

Onyx Interface for MICE Commissions

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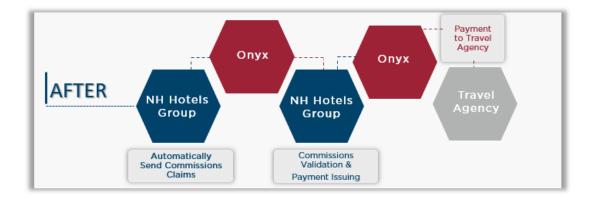
Onyx Interface for MICE Commissions

➢ **Only for some customers**
➢ **Only for MICE reservations. Commissions of transient reservations must continue be claimed by the Travel Agency as usual.**

ONYX MICE COMMISSIONS AUTOMATIC INTERFACE

CUSTOMERS INCLUDED IN ONYX MICE COMMISSIONS AUTOMATIC INTERFACE

More information

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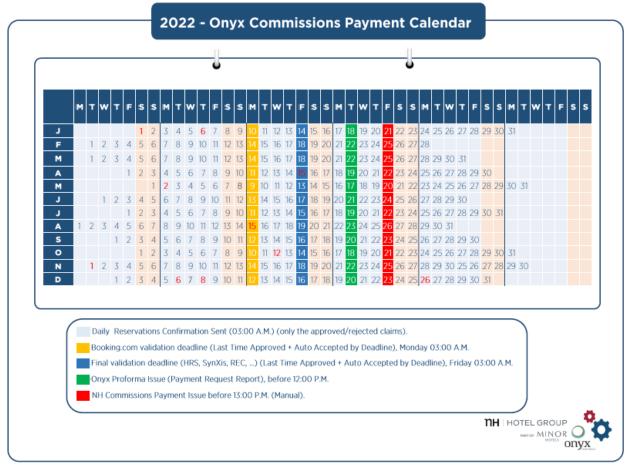
Commissions sent to Onyx since the last proforma until the second Friday of the month (complete weeks) will be the only ones processed and paid in the proforma file of this month.

2022 ONYX PAYMENTS CALENDAR

Check **TIPS & GOLDEN RULES** clicking on the following link **ONYX TIPS AND GOLDEN RULES**

2022 - Onyx Commissions Payment Calendar

Daily Reservations Confirmation Sent (03:00 A.M.) (only the approved/rejected claims).
Booking.com validation deadline (Last Time Approved + Auto Accepted by Deadline), Monday 03:00 A.M.
Final validation deadline (HRS, SynXis, REC, ...) (Last Time Approved + Auto Accepted by Deadline), Friday 03:00 A.M.
Onyx Proforma Issue (Payment Request Report), before 12:00 P.M.
NH Commissions Payment Issue before 13:00 P.M. (Manual).

"Disputes" are the discrepancies between the customer and NH when the commission claim has been rejected by the hotels or partially paid. They are always driven through NH Commission Care Center

The **NH Commission Care Center** is the centralized team dedicated to solving the customers commissions disputes and support them Onyx@nh-hotels.com

The hotel must inform all relevant data of the commission to manage the payment of the disputes (differences or full commissions not paid). The approval of the Hotel General Manager is required for high amount

Requested information to manage te payment of a commission Dispute to be provided by the hotel

Onyx Unique ID or WPS Unique ID is mandatory information to ensure the previous management of all commissions trhough Onyx platfform. This data is available on TMS Onyx transaction
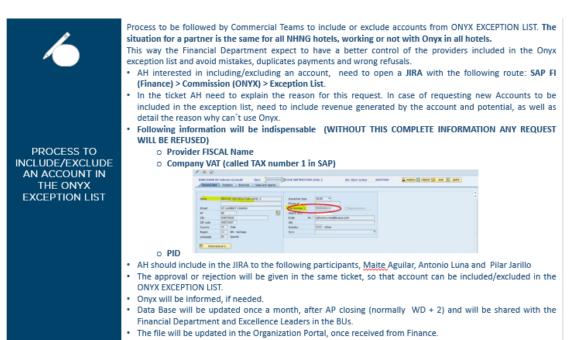
All commissions managed and paid trhoug the CCC will posted as more expense in the account 62910004 COMMISSION DISPUTE & CLAIMS ONYX when they be included in the monthly proforma file

Hotel	TA Code	Agency Name	Booking Ref	Client Name (Guest or Group)	Check-In	Check-Out	% Comm	Comm Net Amount (whitout VAT)	Currency	TA Invoice (if applicable)	TA Invoice date (if applicable)	ONYX Unique ID	TMS invoice number	TMS reservation or Booking File	Accrued commission amount in TMS	Currency

Accepted disputes will be posted on the expense account 62910004 COMMISSION DISPUTE & CLAIMS Onyx together with the proforma file during the third week of the month

➢ Some travel agencies are out of Onyx Model due some special signed conditions, such as Viajes El Corte Ingles, Expedia or BARCELO Group

➢ We handle a special **Onyx Exception List** that is updated in a monthly basis and avoid the posting of a commission invoice out of Onyx model if it is not in the exception list

➢ Mainly legal or fiscal requirements are the only "heavy enough reasons" to include an agency in the exception list, and only when the volume is huge enough

➢ To include a travel agency in the exception list you need to fill out some mandatory requirements that are validated by the Sales VP

MANAGEMENT OF COMMISSIONS OUT OF ONYX

➢ The list is always available clicking on the following link
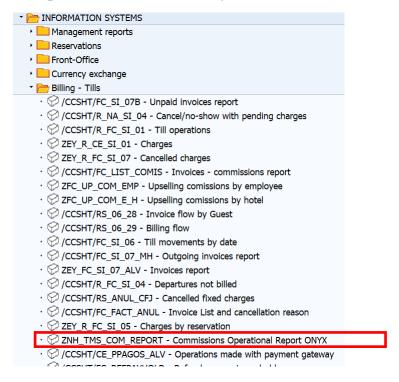
ONYX EXCEPTION LIST

The **Operational Commissions Report** gathers all information of your hotel concerning commissions' claims managed through the Onyx model, including accounting information, accruals, accepted amounts and differences.

It is an important and useful way to follow the state of your hotel regarding commissions' payment and disputes.

There are two different variants you can visualize with different data (predefined layouts for each variant)

➢ **/0COMMISSIONS** variant (Commissions Onyx-TMS): commissions validated through TMS transaction ZNH_TMS_COM_WPS.

➢ **/0DISPUTES** variant (Onyx Disputes & Credit Notes): disputes and credit notes included in Onyx proformas.

All information available clicking on the following link

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THANKS!

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ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS

NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

nh-hotels.com