

# ONLINE CHECK OUT (OCO)

Business Processes – 01/2024

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ZEY_CHECKOUT_EXP Online Check out			



# First steps and activation

## Conditions in a reservation to activate the OCO (Online Check Out)

- Active Pre-Autorization charged in Tms4Pay
- Main guest with email address informed in CRM.

## TMS4P PAYMENT GATEWAY MANUAL



## When does the guest receive the “invitation” for the OCO service?

- At 18:00 one day before the departure, an automatically email will be sent to all the guests who have the OCO activated (not applied in Italy).
- Between 18:00 and 23:30 there will be a new update every half hour and emails will be sent to newly activated OCO guests. (not applied in Italy).
- At 7.30 of the day of departure.

## Mandatory task to be done on each shift when OCO functionality has been activated in the hotel:

Consult the OCO transaction before checking out the rooms (could happen, for example, that the invoice email has not been sent correctly).

## Online Check Out Activation

After doing a check-in, TMS will activate the OCO automatically from 6 p.m. every 30 minutes as we mentioned before. You don't need to active it manually in TMS.

The guest will receive the email in the reservation language.

# Departure time of a reservation

By default, reservations have 12:00 as departure time in the “Additional data” tab. The guest will be able to choose his check.-out time during the OCO as shown below.

The screenshot shows a reservation management interface with four tabs: General Data, \*Billing Information, \*Additional data (highlighted with a red box), and \*Statistics. Under the \*Additional data tab, there are two main sections: 'Time & flight' and 'Restaurant management'. In the 'Time & flight' section, the 'Arrival' time is 15:00:00 and the 'Departure' time is 12:00:00. The 'Departure' time field is highlighted with a red box. In the 'Restaurant management' section, there are fields for 'Restaurant', 'Shift', and 'Table', all of which are currently empty.

Select your checkout

A dropdown menu for selecting a checkout time. The menu is open, showing a list of times: 8:00, 9:00, 10:00, 11:00, and 12:00. The current selection is 8:00, indicated by a small upward arrow next to it.

For departures after 12:00 (UPS LCO or other reasons). The reservation must have the departure time informed in “Additional data” tab, that way the guest will see the extended options.

The screenshot shows the same reservation management interface as before, but with the 'Departure' time set to 17:00:00. The 'Departure' time field is highlighted with a red box. The 'Arrival' time remains 15:00:00. The 'Restaurant management' section is still empty.

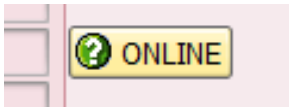
Select your checkout

A dropdown menu for selecting a checkout time, showing extended options. The menu is open, showing a list of times: 8:00, 9:00, 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, and 17:00. The current selection is 8:00, indicated by a small upward arrow next to it.

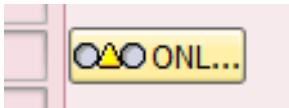
The time will change when the guest finishes the OCO.

# OCO status in reservation

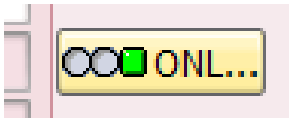
## Status that may appear in the OCO icon in a reservation



Still not activated. The guest will not receive anything.



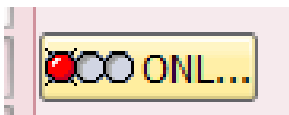
Activated and sent. Pending to be accepted by the guest.



Guest has accepted on the web, but the process must be run in TMS.



Guest has accepted on the web and the process ended correctly in TMS.  
Reception has to check if something is still pending or just check-out.



Cancelled by the hotel.  
If the guest already had the email, when trying to access, he will get a message  
"OCO not possible, contact reception".

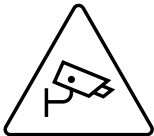
# New OCO Transaction: ZEY\_CHECKOUT\_EXP – Online check-out

## TMS menu location

- ▼ SAP Menu
  - ▶ Click&Hire
  - ▶ MM
  - ▼ TMSforHotels
    - /CCSHT/ENTRA\_HOTEL - Change hotel
    - ▶ CRM FRONT-OFFICE
    - ▶ LOYALTY
    - ▶ RESERVATIONS
    - ▼ FRONT-OFFICE
      - ▶ Check-in
      - ▶ Front-Office
      - ▼ Check-out
        - /CCSHT/RC\_CHECK\_OUT - Check-out
        - /CCSHT/RC\_CHECK\_MASS - Express Check-out
        - ZEY\_CHECKOUT\_EXP - Online Check-out
        - /CCSHT/RC\_006 - Cancel today's check-outs
      - ▶ Information systems



Review each shift to be in control of accepted OCOs.



# New OCO Transaction: ZEY\_CHECKOUT\_EXP – Online check-out

## Icons and menu superior

**Online Check-Out - Status**

Refresh Check Out Execute OCO Send email Log

Icons: [Icons for various actions]

Status	Hotel	Reservation	Date	Folio 1	Folio 2	Folio 3	Folio 4	Arrival date	Departure	Room	Check-in	Check-out
[Icon]	NJNH.AMSCE	38892626	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	05.09.2017	119	[X]	[ ]
[Icon]	NJNH.AMSCE	38892627	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	05.09.2017	123	[X]	[ ]
[Icon]	NJNH.AMSCE	38892630	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	08.09.2017	635	[X]	[ ]
[Icon]	NJNH.AMSCE	38892857	03.09.2017	[X]	[ ]	[X]	[X]	03.09.2017	05.09.2017	632	[X]	[ ]
[Icon]	NJNH.AMSCE	38892885	03.09.2017	[X]	[ ]	[X]	[X]	03.09.2017	04.09.2017	125	[X]	[ ]
[Icon]	NJNH.AMSCE	38893849	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	06.09.2017	117	[X]	[ ]
[Icon]	NJNH.AMSCE	38893939	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	04.09.2017	204	[X]	[ ]
[Icon]	NJNH.AMSCE	38893942	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	04.09.2017	105	[X]	[ ]
[Icon]	NJNH.AMSCE	38894060	03.09.2017	[X]	[X]	[X]	[X]	03.09.2017	03.09.2017	348	[X]	[X]

If we access the reservation from this monitor, we will be using the In-House management transaction in Modify mode. We can't do the check out, only modifications and billing.



OCO successfully completed. The guest accepted, invoices were generated and sent by email. We can check-out by selecting the line and clicking on



If the guest accepts the OCO but the reservation is blocked by us, the process does not finish. In this case we have to re-execute from TMS, selecting the line and clicking on Invoices will be closed and sent.

Attention!!! If there are new charges, the guest did not “approve” them online.



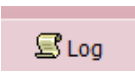
This icon appears if one (or more) invoice has not been closed. This might happen because of different situations, all of them explained in the FAQs.



No icon– There are folios on credit that have not been invoiced yet.



Invoice was not sent. Check the email in CRM and resend the invoice using



If we select the line and click this icon, we will see the errors when billing.

# New OCO Transaction ZEY\_CHECKOUT\_EXP – Online check-out

## Historical Query – Online check out finished

Online Check-Out

Hotel

Reservation No.

Arrival date

Departure date

01.12.2023

to

to

to

to

261223

Show OCO Canceled

Show OCO and release room

Show OCO Pending

Show OCO Waiting

Online Check-Out - Status

Refresh

Check Out

Execute OCO

Resend invoice mail

Log

Status	Hotel	Room	Reservation	Folio 1	Folio 2	Folio 3	Folio 4	Arrival date	Departure	Check-in	Check-out	Remark	S...	COE	Created On	Time	Created by	Exp.Dep...
	ESMD.ABASC	626	125771265	✓	□	✓	✓	15.12.2023	16.12.2023	✓	✓		D	15.12.2023	23:30:00	STMSEYJOBS...		12:00:00
	ESMD.ABASC	708	125784691	✓	□	✓	✓	12.12.2023	13.12.2023	✓	✓		D	13.12.2023	07:48:22	ZJOBS_PO		09:00:00
	ESMD.ABASC	608	125793966	✓	□	✓	✓	14.12.2023	15.12.2023	✓	✓		D	15.12.2023	07:50:53	ZJOBS_PO		10:00:00
	ESMD.ABASC	317	125799019	✓	✓	✓	✓	13.12.2023	14.12.2023	✓	✓		D	14.12.2023	07:52:58	ZJOBS_PO		08:00:00
	ESMD.ABASC	210	125840051	✓	✓	✓	✓	01.12.2023	02.12.2023	✓	✓		D	02.12.2023	07:36:49	ZJOBS_PO		08:00:00
	ESMD.ABASC	205	125848305	✓	□	✓	✓	18.12.2023	19.12.2023	✓	✓		D	18.12.2023	19:01:01	ZJOBS_PO		08:00:00
	ESMD.ABASC	701	125865314	✓	□	✓	✓	21.12.2023	22.12.2023	✓	✓		D	22.12.2023	07:45:22	ZJOBS_PO		10:00:00
	ESMD.ABASC	303	125886841	✓	✓	✓	✓	13.12.2023	17.12.2023	✓	✓		D	17.12.2023	07:53:31	ZJOBS_PO		09:00:00
	ESMD.ABASC	707	125966626	✓	□	✓	✓	15.12.2023	17.12.2023	✓	✓		D	17.12.2023	07:53:30	ZJOBS_PO		11:00:00
	ESMD.ABASC	117	125999896	✓	✓	✓	✓	12.12.2023	13.12.2023	✓	✓		D	13.12.2023	07:48:13	ZJOBS_PO		09:00:00
	ESMD.ABASC	601	126016147	✓	✓	✓	✓	06.12.2023	07.12.2023	✓	✓		D	07.12.2023	07:40:36	ZJOBS_PO		07:00:00
	ESMD.ABASC	519	126021839	✓	□	✓	✓	10.12.2023	11.12.2023	✓	✓		D	11.12.2023	07:35:35	ZJOBS_PO		08:00:00
	ESMD.ABASC	222	126092777	✓	□	✓	✓	18.12.2023	21.12.2023	✓	✓		D	21.12.2023	07:45:19	ZJOBS_PO		10:00:00
	ESMD.ABASC	210	126104808	✓	□	✓	✓	18.12.2023	20.12.2023	✓	✓		D	20.12.2023	07:47:54	ZJOBS_PO		08:00:00



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## FAQ & Best Practices

  
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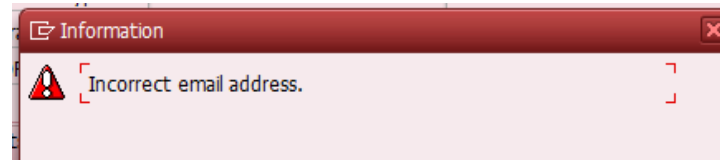
  
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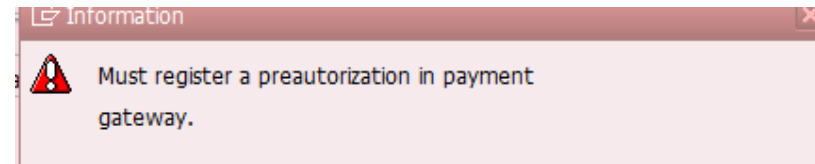
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# FAQ's & Best Practices

**Although the activation is automatic, what should happen if we try to activate a reservation were the main guest has no email informed in CRM?** This pop-up will appear:



**Although the activation is automatic, what should happen if we try to activate a reservation without Pre-Authorization?** This pop-up will appear:



**If the total amount in folio is negative:** The guest will see it but when accepting this message appears: “the OCO has not been proceeded successfully, please contact reception”.

**What will the guest see if there is no charge in any folio (Ex. Group reservation where the charges are routed to the header with no extras)?** The guest will directly get the message “No pending charges”.

**Is it possible to pay the invoice with D\$ Discovery Dollars?** No, it is not possible. The information is included in the OCO email:



# FAQ's & Best Practices

## What happens if we change the payment method in a folio after activating the OCO?

If we change one folio from on-desk payment into credit, the guest will not see it when accessing the link.

If we change from credit into on-desk payment, we have to manually activate this folio in the OCO icon of the reservation, that way the guest will see it.

**What happens with TA with virtual CC (Expedia, Agoda...) (on-desk payment folio)?** There is a special configuration to prevent these invoices from appearing on the web visible to the guest (see list in Annex).

**What happens with full credits?** Due to the logic of this type of reservations, we shall not activate the OCO option.

**What happens if the folio has modifications in the concepts description or arrangement code applied?** The guest will see the concepts with their original description. On the final Invoice, all these modifications will be applied as per now because manual modifications only apply in the invoice layout (print).

**Does the invoice format affect the guest's visualization?** On the web, the guest will see the original concepts. Only in the invoice, invoice formats apply.

**What happens if the folio has a balance of +/- 0,01 euro?** This folio will not be closed when the guest accepts the OCO. The invoice has to be closed by the reception in order to avoid this movement in TMS4Pay and the guest CC (credit card).

# FAQ's & Best Practices

**If the reservation has several on desk payment folios, to which one the preauthorization will be applied?** By default, to folio 2. If there is no charges, to folio 1 and then the order will apply to 3 and 4.

## **What happens if the final balance of the Invoice has a different value than the preauthorization?**

If the final amount of the invoice is less than the preauthorization, the difference amount will be unlocked automatically with the night audit.

If the final amount of the invoice is higher than the preauthorization, the system will do automatically a Top-Up and a final completion of the charge.

**Only applies for Spanish hotels (SII validation). If we have a Spanish guest with DNI not informed in CRM:** the guest will get a successful message at the end of the process, but the invoice will remain open. (please verify at check in CRM information to avoid these situations).

**What happens if there is a problem, and the payment is not made?** The guest will get a successful message, but the invoice remain open. Reception can re-execute the process to check if there was an error in the communication with TMS4P. In case of credit card related issue, we have to contact the guest.

**What happens if we cancel the preauthorization after activating OCO?** The OCO status changed to cancelled. If the guest click the email link, the message contact reception will appear.

**How will the cash movements made from de OCO web appear in TMS?** They will appear made by user ADMIN.

ESMA.MALAG. Outgoing invoices report									
Date	Status	Invoice No	Bill Time	User/Cashier	Reserv.	Payment	Holder	Client	
09.06.2020		4045153549	23:55:28	ADMIN	84188886	On-desk payment	15764242	MAILL	
		4045615789	00:37:05	HESMALAGREC1	4045153549	84188886 On-desk payment	15764242	MAILL	

# FAQ's & Best Practices

## Italy special situation.

The client will not be able to select Ricevuta in the OCO functionality. Only Fatturas (elettronica and ordinaria) are allowed. This means that the reservation needs:

- ✓ Italians: Guest ID with codice fiscale
- ✓ Other nationality = ID with fiscal information

Official document				ID Additional document			
Tax n°	DLRLL79F45R	94Y	Country	IT	Document type	CARTA DI IDENTITA'	C
Issue Date	29.04.2003	Expiry Date			Number	CA25085CA	
Expeditor place	SIRACUSA				Issue Date		Expiry Da
					Expeditor place		

If you try to activate an OCO without the necessary information in CRM and error message will appear:

ITMI.FIORI. Individual Res. - ROSSI, MARIO

Reservation 74333132 Client: 1000 GUEST, DIRECT Amount 14

Arrival: 05.06.2020 Friday RoomType: Standard Double Meal Plan BB

Nights: 1 Guests: AD 2 JU 0 Online Check-Out

Depart.: 06.06.2020 Saturday Room: 104

General Data Billing Information Additional data State

Contact: Information

Phone: Incomplete customer data. Update its profile in CRM to unblock billing.

E-Mail: Voucher: Registrat: CUT-OFF

Preauthorization

Mask: 4761739001010010

Amount: 168,00

Reference: 746000112731641

Change Preauthorization

Send email

Online Check Out

Changes have been made to the reservation and you will not able to activate the Online Check Out process. Would you like to continue?

Sono state fatte delle modifiche alla prenotazione e non sarà possibile attivare il processo di Online Check Out. Vuoi continuare?

Yes No Close

And, if you change the ID after the activation, in the reservation or folios holder, system will alert you.

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## Report and Issue

## Questions or problems?



[NH Service Desk](#) / [NH SUPPORT PORTAL](#)

## SAP TMS (Tourism Management Suite)

Raise this request on behalf of



MARIA TRINIDAD GOMEZ FERNANDEZ

Category SAP TMS

Frontoffice

Subcategory Frontoffice

Online Check-out

## Summary

Description (optional)



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Annex

  
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Agencies list with direct payment folios that will not be sent to OCO

AGENCY	PARTY ID	CONTRACT	
C-TRIP	1018554470		
LASTMINUTE	1006247043		
AGODA	1019386086		
HOTELS4U	1011148390		
GETAROOM	1016227514		
TRAVEL REPUBLIC	1016227477		
DESPEGAR	1022050448		
DESPEGAR MEXICO	1100004162		
LOGITRAVEL	1015495275		
PRICELINE	1006010571		
TRAVELWEB	1000057800		
DESTINATIONS OF THE WORLD	1021789277		
BA Holidays	1000026345		
ORBITZ	1002819396		
EXPEDIA INTERNACIONAL	1016882287	EXPEDIA_EC	Expedia Collect
EXPEDIA INTERNACIONAL	1016882287	EXPEDIA_PK	Expedia Package
EXPEDIA INTERNACIONAL	1016882287	EXPEDIA_AX	
EXPEDIA INTERNACIONAL	1016882287	EXPEDIA_DS	
EXPEDIA INTERNACIONAL	1016882287	EXPEDIA_EG	

# THANKS!

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