



# **TMS4H\_ Failovers Reservation Process**

## **BOOKING.COM**

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FEBRUARY 1, 2017  
NH HOTEL GROUP  
HQ GDS Department – Distribution Sales

# Booking.com \_ Failovers Reservation Process

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When a reservation from Booking.com fails to enter in TMS, a failover notification will be sent. In this manual you will find instructions for:

- 1- HOW TO FIND RESERVATIONS IN BOOKING EXTRANET
- 2- HOW TO CREATE THE RESERVATION : INFORMATION REQUIRED
- 3- EXAMPLE FAILOVER

You need to go to Booking.com extranet to find all the reservation details and update it manually in TMS.

## 1- HOW TO FIND RESERVATIONS

### 1. By arrival date

When the date is informed in the failover, you can find it in the extranet by check-in date.

#### Datos de la reserva

Referencia externa: 347805332/185

Hotel DENW.KOCIT

Tipo habitación STDDBL

Regimen RO

Contrato BOOKING

Tarifa PRO\_SEASON

Fecha **Check-in 20160426**

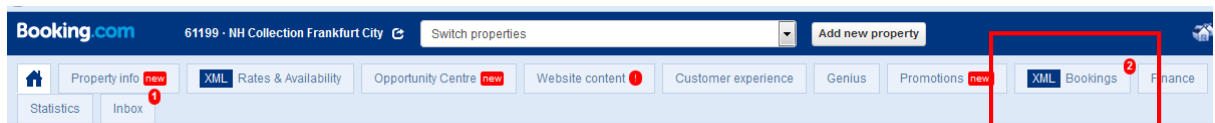
Fecha Check-out 20160427

PAX tipo 1 01

Fecha de alta 20160426

Pais DE

Go to the “XML Bookings” tab.



Filter by arrival date and select the check-in date.

# Booking.com \_ Failovers Reservation Process

## Your Bookings

Print

Search by keyword (optional)

Only pending requests

Arrival date

From

2016-04-26

Until

2016-04-26

Search

| #  | Reservation number | Book date           | Guest comments                                                                                                                                                                                                                                                                                                                                                                                     | Guest name(s)                 | Booker name            | Arrival               | Departure               | Status  | Payment status      | Total    | Commission | Action                                                                         |
|----|--------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------|-----------------------|-------------------------|---------|---------------------|----------|------------|--------------------------------------------------------------------------------|
| 1  | 201213922          | 2016-04-12 12:04:34 | <b>Guest comment</b><br>Ich bin geschäftlich unterwegs und werde eventuell eine Firmenkreditkarte benutzen. You have a booker that prefers communication by email                                                                                                                                                                                                                                  | Gerhard Hartmann              | Gerhard Hartmann       | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 146.21</div> | € 146.21 | € 21.93    | <div>No Show</div> <div>Modify reservation</div> <div>Set payment status</div> |
| 2  | 226387470          | 2016-02-23 21:37:35 | <b>Guest comment</b><br>You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double sofern möglich balkon und gute aussicht gewünscht.                                                                                                                                                                                                       | fanny hebner                  | fanny hebner           | Tuesday 26 April 2016 | Friday 29 April 2016    | OK      | <div>€ 320.95</div> | € 320.95 | € 48.14    | <div>No Show</div> <div>Modify reservation</div> <div>Set payment status</div> |
| 3  | 347805332          | 2016-04-26 02:31:06 | <b>Guest comment</b><br>Ich bin geschäftlich unterwegs und werde eventuell eine Firmenkreditkarte benutzen. You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double                                                                                                                                                                      | Patricia Burkert-Mazur        | Patricia Burkert-Mazur | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 111.23</div> | € 105.93 | € 15.89    | <div>No Show</div> <div>Modify reservation</div>                               |
| 4  | 349431398          | 2016-04-08 14:23:18 | <b>Guest comment</b><br>Ich bin geschäftlich unterwegs und werde eventuell eine Firmenkreditkarte benutzen. You have a booker that prefers communication by email                                                                                                                                                                                                                                  | Carsten Grams, Pavel Stepanek | Carsten Grams          | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 268</div>    | € 268    | € 40.20    | <div>No Show</div> <div>Modify reservation</div> <div>Set payment status</div> |
| 5  | 447219629          | 2016-04-04 12:52:51 | <b>Guest comment</b><br>We will be bringing our small dog with us (jordanire zig). BED PREFERENCE Standard Double or Twin Room: 1 large double                                                                                                                                                                                                                                                     | Steven Pitman                 | Steven Pitman          | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 92.70</div>  | € 88.29  | € 13.24    | <div>No Show</div> <div>Modify reservation</div>                               |
| 6  | 466218675          | 2016-04-03 13:40:15 | <b>Guest comment</b><br>You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double Bitte reservieren Sie einen Parkplatz.                                                                                                                                                                                                                   | Inka Görgen                   | Inka Görgen            | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 92.70</div>  | € 88.29  | € 13.24    | <div>No Show</div> <div>Modify reservation</div>                               |
| 7  | 492201926          | 2016-01-24 16:45:07 | <b>Guest comment</b><br>Approximate time of arrival: between 15:00 and 16:00 hours You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double                                                                                                                                                                                               | Wolfgang Arndt                | Wolfgang Arndt         | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 99</div>     | € 99     | € 14.85    | <div>No Show</div> <div>Modify reservation</div> <div>Set payment status</div> |
| 8  | 504863975          | 2016-04-06 11:19:28 | <b>Guest comment</b><br>Ich bin geschäftlich unterwegs und werde eventuell eine Firmenkreditkarte benutzen. Der Gast hat eine Quittung zu seinem Aufenthalt angefragt. Approximate time of arrival: between 19:00 and 20:00 hours You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double - Standard Double or Twin Room: 1 large double | Chris Petts, Randi Marsters   | Chris Petts            | Tuesday 26 April 2016 | Wednesday 27 April 2016 | No Show | <div>€ 219.92</div> | € 209.44 |            |                                                                                |
| 9  | 529756390          | 2016-04-26 09:13:28 | <b>Guest comment</b><br>Approximate time of arrival: between 16:00 and 17:00 hours You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double                                                                                                                                                                                               | Sascha Hildebrandt            | Sascha Hildebrandt     | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 111.23</div> | € 105.93 | € 15.89    | <div>No Show</div> <div>Modify reservation</div>                               |
| 10 | 622819994          | 2016-01-13 20:41:22 | <b>Guest comment</b><br>BED PREFERENCE Standard Double or Twin Room: 1 large double                                                                                                                                                                                                                                                                                                                | Hans Boerman                  | Hans Boerman           | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 88.36</div>  | € 84.15  | € 12.62    | <div>No Show</div> <div>Modify reservation</div>                               |
| 11 | 760995641          | 2016-02-17 21:28:28 | <b>Guest comment</b><br>You have a booker that prefers communication by email BED PREFERENCE Standard Double or Twin Room: 1 large double Require parking, secure.                                                                                                                                                                                                                                 | Jon Cunningham                | Jon Cunningham         | Tuesday 26 April 2016 | Wednesday 27 April 2016 | No Show | <div>€ 88.36</div>  | € 84.15  |            |                                                                                |
| 12 | 789958961          | 2016-04-25 13:53:52 | <b>Guest comment</b><br>You have a booker that prefers communication by email                                                                                                                                                                                                                                                                                                                      | Matthias Kurth                | Matthias Kurth         | Tuesday 26 April 2016 | Wednesday 27 April 2016 | OK      | <div>€ 144</div>    | € 144    | € 21.60    | <div>No Show</div> <div>Modify reservation</div> <div>Set payment status</div> |

Hand help?

Need help?

To filter between all the reservations arriving on that date, enter the localizer and click search.

347805332

Only pending requests

Arrival date

From

2016-04-26

Until

2016-04-26

Search

| # | Reservation number | Book date           | Guest comments                                                                                                                                                                                                                            | Guest name(s)          | Booker name            | Arrival                | Departure                | Status | Payment status                 | Total    | Commission | Action                                           |
|---|--------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|------------------------|--------------------------|--------|--------------------------------|----------|------------|--------------------------------------------------|
| 1 | 347805332          | 2016-04-26 02:31:06 | <div>Guest comment</div> <div>Ich bin geschäftlich unterwegs und werde eventuell eine Firmenkreditkarte benutzen. You have a booker that prefers communication by email BED PREFERENCE:Standard Double or Twin Room: 1 large double</div> | Patricia Burkert-Mazur | Patricia Burkert-Mazur | Tuesday, 26 April 2016 | Wednesday, 27 April 2016 | OK     | <div><div></div>€ 111.23</div> | € 105.93 | € 15.89    | <div>No Show</div> <div>Modify reservation</div> |

# Booking.com \_ Failovers Reservation Process

## 2. By localizer:

When the check-in date is not informed in the failover, you can search by localizer.

**Interlocutor: 1000211361 BOOKING.COM**

**Error Cancel. Resv. 305249036**

**Datos de la reserva**

Referencia externa: **305249036** ← **localizer**

Hotel ESAI.ALICA

Tipo habitación

Regimen

Contrato

**Fecha Check-in 00000000**

**Fecha Check-out 00000000**

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**Interlocutor: 1000211361 BOOKING.COM**

**Error Cancel. Resv. 794871338/889** ←

**Datos de la reserva**

Referencia externa: **794871338/889**

Hotel DEHE.FRCIT

Tipo habitación

Regimen

Contrato

**Fecha Check-in 00000000**

**Fecha Check-out 00000000**

The localizer is the first numeric part  
(**11111111**/222) of the external reference.

Select the filter “arrival date” and include a wide range of dates. For example, 8 months from now.

The screenshot shows the Booking.com search interface. At the top, there is a search bar with the placeholder text "Search by keyword (optional)" and a magnifying glass icon. To the right of the search bar is a checkbox labeled "Only pending requests". Below the search bar, there is a dropdown menu labeled "Arrival date" with a downward arrow. To the right of the dropdown menu, there are two date pickers: "From" with a calendar icon and the date "2016-04-27", and "Until" with a calendar icon and the date "2016-12-31". At the bottom left of the interface is a blue button labeled "Search".

Enter the localizer and click search.

# Booking.com \_ Failovers Reservation Process

| <input type="text" value="305249036"/> <input type="checkbox"/> Only pending requests |                    |                     |                                                                               |                |                |                         |                        |            |       |            |
|---------------------------------------------------------------------------------------|--------------------|---------------------|-------------------------------------------------------------------------------|----------------|----------------|-------------------------|------------------------|------------|-------|------------|
| Arrival date                                                                          |                    | From                |                                                                               | 2016-04-27     |                | Until                   |                        | 2016-12-31 |       |            |
| <input type="button" value="Search"/>                                                 |                    |                     |                                                                               |                |                |                         |                        |            |       |            |
| #                                                                                     | Reservation number | Book date           | Guest comments                                                                | Guest name(s)  | Booker name    | Arrival                 | Departure              | Status     | Total | Commission |
| 1                                                                                     | 305249036          | 2016-04-24 23:35:05 | <b>Guest comment</b><br>You have a booker that prefers communication by email | Nataliia Dudka | Nataliia Dudka | Wednesday, 22 June 2016 | Thursday, 30 June 2016 | Cancelled  | € 746 |            |

\*To retrieve credit card details, please contact Booking.com Customer Care. CC details are available during 10 days.

## HOW TO CREATE THE RESERVATION IN TMS: INFORMATION REQUIRED

The following details are required to avoid future failovers:

- The **localizer** must be introduced in the voucher field. (**11111111/222**)
- The **external reference** must be introduced in the external reference field (**11111111/222**)

New reservation:

|                     |        |                           |            |                       |               |                                                           |                                                                                     |
|---------------------|--------|---------------------------|------------|-----------------------|---------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------|
| NH Alberto Aguilera |        | F.Llegada                 | 20.04.2016 | Tipo Hab              | Standard D... | <input type="checkbox"/> Subtipos PAX AD 1 JU 0 CH 0 BB 0 |                                                                                     |
| Reserva             | 0      | F.Salida                  | 21.04.2016 | Régimen               | RO            | Habitación                                                | <input type="checkbox"/> NM <input type="checkbox"/> NM <input type="checkbox"/> NM |
| Cliente             | 1000   | DIREC ***DO NOT MODIFY*** | G.Cancel.  | 1º serv               |               | Imp.Reserva                                               | 99,00 EUR                                                                           |
| Contrato            | PUBLIC | Tarifa                    | BAR        | Cupo                  |               | Úl serv                                                   |                                                                                     |
| Estado reserva      |        | Confirmada                | F. cut-off | Datos Estadísticos    |               | Observaciones                                             |                                                                                     |
| P. contacto:        |        | DIREC ***DO NOT MODIFY*** |            | Pro.negoci            |               | Obs. Interna                                              |                                                                                     |
| Teléfono:           |        |                           |            | Canal                 |               | Interna                                                   |                                                                                     |
| E-Mail              |        | NO E-MAIL                 |            | Subcanal              |               |                                                           |                                                                                     |
| Ref. Pago           |        | 111111111                 |            | Gestión de sucursales |               |                                                           |                                                                                     |
| Garantía            |        | 18 Horas                  |            | Suc. CC               |               |                                                           |                                                                                     |
| Cond. prepago       |        |                           |            | Suc. CRS              |               |                                                           |                                                                                     |
| Ref. Externa        |        | 11111111/222              |            | Suc. Empr             |               |                                                           |                                                                                     |

# Booking.com \_ Failovers Reservation Process

Modification:

Llegada: 15.04.2016 Viernes  
Noches: 2  
Salida: 17.04.2016 Domingo

Tipo hab: Standard Double  
PAX: AD 2 JU 0 CH 0 BB 0  
Hab.:   
Moneda: EUR

Régimen: RO  
Primer servicio:   
Ultimo servicio:

\*Datos Generales \*Datos de Facturación \*Datos adicionales \*Estadísticas Anticipos Garantías Enrutamiento de Cargos Cargos fijos Acciones Objetos presta...

P. contacto: Adrian Martinez Riera  
Teléfono:   
E-Mail:   
Bono: 424416274  
Tipo de comprobante:   
Fecha alta: 08.04.2016 Idioma: ES Español  
Fecha de CUT-OFF:

Observaciones  
Generales \* Observaciones generales solo 250 caracteres  
OK PREPAGO. Revise observaciones en categoría TMS4C. / Please review comments on TMS4C category.

Hora y vuelo  
Llegada: 00:00:00  
Salida: 00:00:00

Gestión de comedores  
Comedor:   
Turno:   
Mesa:

Upgrading  
Tipo de habitación:  Motivo:

Referencia Externa: 424416274/107  
Modo confirmación: ☐ SMS ☐ Email ☐ Fax ☐ Teléfono

\*In some cases , external reference has no digits after the “/”, if so, please add the same number in Voucher and External reference field.

### 3- EXAMPLE FAILOVER

Interlocutor: 1000211361 BOOKING.COM

Error reserva 395473778/883

Datos cliente 1000211361 BOOKING.COM

#### Datos de la reserva

Referencia externa: 395473778/883 **EXTERNAL REFERENCE**

Hotel NLNB.GELDR **PROPERTY BOOKED**

Tipo habitación STDDBL **ROOM TYPE RESERVED**

Regimen BB **MEALPLAN**

Contrato BOOKING

Tarifa FLEXBB **RATE PLAN**

Fecha Check-in 20160820

Fecha Check-out 20160821

PAX tipo 1 02

Fecha de alta 20160426

Pais DE

**Precios**

# Booking.com \_ Failovers Reservation Process

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Precio Integracion: 80,57 **PRICE BOOKED**

Precio TMS: 0,00

**Observaciones**

You have a booker that prefers communication by email BED PREFERENCE:Standard Double Room: 1 double

smoking preference: Non-Smoking

**Datos contacto**

Nombre: Kerstin

Apellido: Grimmig

**Datos huéspedes:**

Apellido: Kerstin Grimmig

**Información de log**

ID Proceso: 00000000000004841412

Echotoken: 00000000000002965233

Line ID: 00000

**Mensajes: ERROR MESSAGE**

Error del sistema