

Transformation Plan_ Billing Quality
Hotel Guidelines discrepancies incidences

IT & Organization
Organization
May 2016

TMS

This document shows the steps which help you to solve an invoice discrepancy

Once a discrepancy in an invoice is communicated by SSC in the *AR_Discrepancy report*, hotel must review the reasons and solve it following the described tasks below:

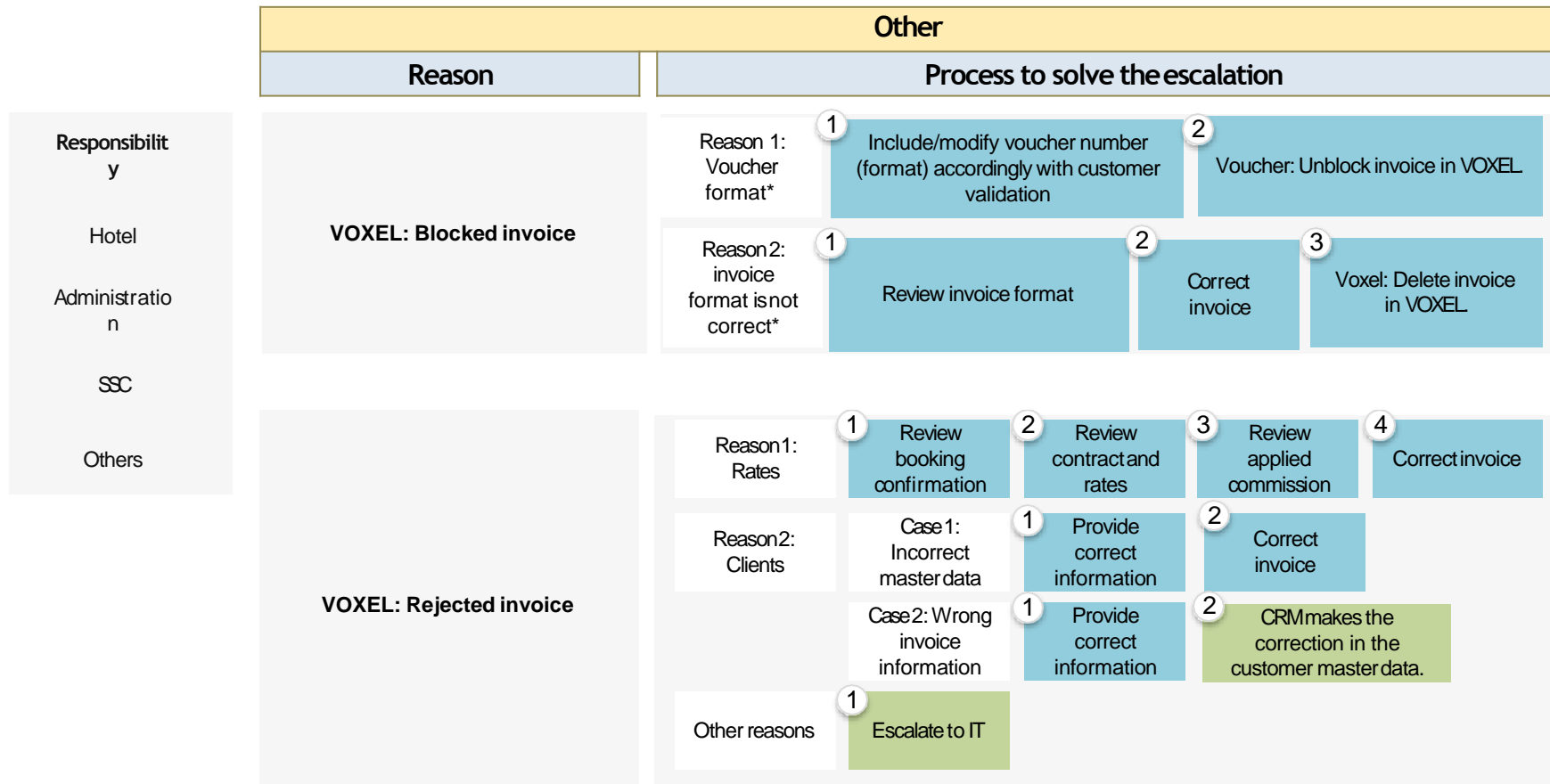
Billing Quality	
Discrepancy Reason	Process to solve the escalation
Responsibility Hotel Administration SSC Others	Invoice created to the incorrect customer legal entity Case 1: Incorrect master data 1 Escalate to CDM the correct information to modify the data. 2 CDM makes the correction in the customer data. 3 Correct invoice Issue invoice Case 2: Invoice created to the incorrect client 1 Review the reservation to ensure the have selected the correct client 2 Correct the invoice with the correct Data
	Rates incorrectly applied 1 Review booking confirmation 2 Review contract and rates* 3 Review applied commission* 4 Correct invoice with the correct Data
	Missing invoice information 1 Include missing voucher/ PO...** 2 Re-issue invoice (if it applies)
	Copy of invoice requested (only applicable in Italy, Argentina and Mexico) Case 1: Italy and Argentina 1 Provide certified copy Case 2: Mexico 1 Provide copy of electronic invoice

Note:

*Escalate to CDM Department any missing or wrong contract to avoid future errors

** Invoices issued to Travel Agencies /TTOO: voucher number is essential to match payments, be carefully of voucher formats. In case of FIT reservations CRO can provide a back up of the reservations

In case of electronic invoices via Voxel, the hotel needs to access to Voxel in order to check blocked invoices:






Note:

***Electronic invoices must accomplish with the format requirement of the customers.** Invoices are blocked in Voxel if the format is not correct due:

- ❑ Voucher: the voucher format is not accordingly customer requirements
- ❑ Invoice format: Invoice contains wrong lines don't accepted by the customer, discounts, error in VAT% applied, etc.

Once DWP is live, discrepancies collections will be included as a case. SSC will inform about the discrepancy reason in this field:

 Own  Own & Edit

 **Additional Fields**

Business Unit	ITALY
Business Area	0735 NH BELLINI
Customer ID/Name (SAP)	1001862502 UVET AMERICAN EXPRESS CORPORATE TRAVEL SPA VAT: 3227380965
Item Description	elena mihalcu/customer has not received the copy invoice detailed/roberta request to each
Request Date	<input type="text" value="20/04/2016"/>
Local currency	<input type="text" value="EUR"/>
Amount in local currency	<input type="text" value="99,60"/>
Reference Key 1 (Reservation Number)	<input type="text" value="11346628"/>
Partially Paid	<input checked="" type="checkbox"/>
Discrepancy Reason	<input type="text" value="Copy of Invoice Requested"/>

Useful contacts:

Contact to CDM through NH Service Desk (Jira) to:

- ☐ Request any modification in Customer Master Data (fiscal data, new branch, etc.)
- ☐ Report any missing / error in contracts (rates, commissions, etc.)



CDM

Customer Data Management: organizations data quality: rate loading, party creation, modification, inactivation, booking tool access...

Contact to CRO to request any back up of reservations not interfaced done by them:

supportcro.spain@nh-hotels.com

supportcro.germany@nh-hotels.com

supportcro.benelux@nh-hotels.com

supportcro.italy@nh-hotels.com

THANKS!

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