



TMS4H_Clients in a reservation

Organization – Business Transformation

October 2016

Clients in a reservation

When creating a reservation, we have to inform these clients that will determine the information about rates, commissions and other terms to apply:

Call Center

Incoming call [Go to reservation](#)

Client's identification

Main Customer 0000001003 ☐ Guest ☐ TA ☐ Company ☒ All

Main client's name Branch cust.

Guest Id

Contact name Queue CRO

Company Branch comp.

CRS Branch CRS

Selection criteria

Result by selected criteria

1 Main client 1016882287

2 CRS

3 Company Resp. Reser.

Branch Client

Branch of CRS

Branch company

- **Main customer/client:** It is the client requester of the reservation. Main customer/client determines the contracts to be applied (rates, commissions, etc.)
- **CRS:** Reservations center, professional Events organizer, etc. that take action as a channel between the Hotel and the Main customer/client. They can claim a commission for these efforts. A commission will always be applied for the CRS, thus it is not possible to introduce a discount in the final invoice.
- **Company responsible:** Company for which the reservation is made. In cases when the Company responsible of the reservation has more than one Branch, we also have to select the correct one (Branch).

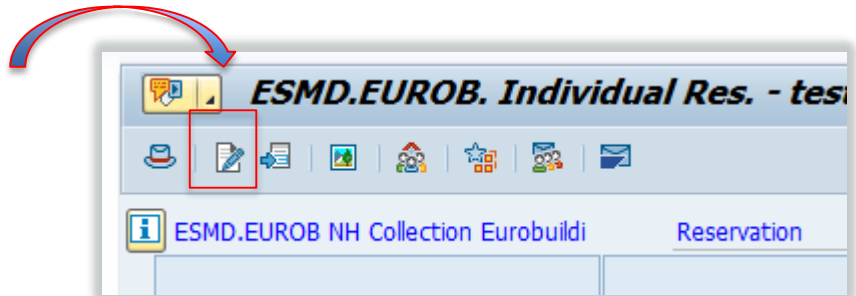


It is essential to identify these clients correctly during the creation of a reservation, in order TMS shows all the available agreements.

TMS forHotels provides different possibilities to issue an invoice depending on the customer needs. Sometimes is enough if we change the “Folio’s header” but in more complex cases we will have to reflect each partner’s function (Receiver, Holder, Payer).

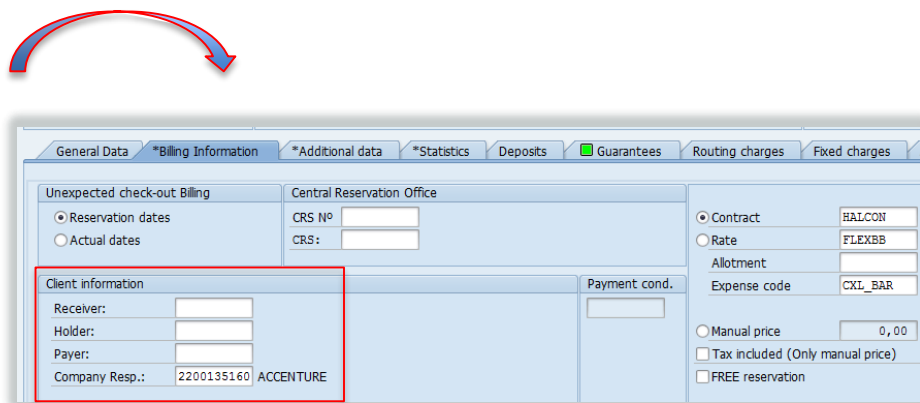
Change folio’s header

- When Receiver, Holder and Payer of the invoice are the same client.

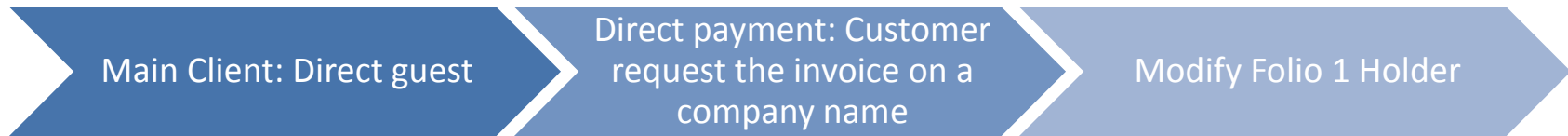


Complete client data*

- Payer is different to the Holder and to Receiver of the invoice too.
- Payer and Holder are the same, but different to the Receiver.



**The Holder of the folio have to be the same than Main Client*



We will inform the Company data as Holder of the corresponding folio:

- ☐ Use different search criteria to find the company you are searching (search by name, Tax number, branch, etc.)
- ☐ Make sure that the company does not exist in CRM before creating a new one

Folios header									
ESMD.EUROB NH Collection Eurobuilding COLLECTION									
R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name	Branch
	1	On-desk payment		<input type="checkbox"/>	Main Guest	IND	2000059309	REPSOL PETROLEO SA	0000148967

Main Client: Halcón viajes

Customer request the invoice for the additional services on a company name: Accenture

Modify Folio 1 Holder

We will change the Holder of the folio 1

ESMD.EUROB NH Collection Eurobuildi Reservation 21162305 Client: 1000032086 HALCON VIAJES Amount: 275.72

Arrival: 21.12.2016 Wednesd... RoomType: Superior Double ☐ Show Subtypes Meal Plan: BB

Folios header

ESMD.EUROB NH Collection Eurobuilding COLLECTION

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name	Branch	Fis.clas	Reas.
1		On-desk payment		<input type="checkbox"/>	Main Guest	IND					
2		Credit	C030	<input type="checkbox"/>	Main client	DAILY	1000032086	HALCON VIAJES	0000066499		
3		On-desk payment		<input type="checkbox"/>	Main Guest	IND					
4		On-desk payment		<input type="checkbox"/>	Main Guest	IND					

Reservation folios header

Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Responsible Folio	Holder	Holder name	Branch
1		On-desk paym...		<input type="checkbox"/>	IND	Main Guest	2000059583	ACCENTURE HUMAN CAP...	0000149799
2		Credit	C030	<input type="checkbox"/>	DAILY	Main client	1000032086	HALCON VIAJES	0000066499
3		On-desk paym...		<input type="checkbox"/>	IND	Main Guest			
4		On-desk paym...		<input type="checkbox"/>	IND	Main Guest			

In this case is not necessary to add any information in "Client information" fields in "Billing information" tab

Main Client: Halcón viajes

Original reservation conditions have changed-> Credit reservation: They ask for a credit invoice on the name of the responsible company (E&Y)

Modify Folio 2 Holder

We will change the folio 2 holder. Both the Payer, Receiver and Holder of the invoice will be E&Y. TMS will make a validation of credit conditions of the folio Holder.

ESMD.EUROB NH Collection Eurobuildi Reservation 21162305 Client: 1000032086 HALCON VIAJES Amount: 275.72

Arrival: 21.12.2016 Wednes... RoomType: Superior Double Show Subtypes Meal Plan: BB

Folios header

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name	Branch	Fis.clas	Reas
1	On-desk payment				Main Guest	IND					
2	Credit	C030			Main client	DAILY	1000032086	HALCON VIAJES	0000066499		
3	On-desk payment				Main Guest	IND					
4	On-desk payment				Main Guest	IND					

Reservation folios header

Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Responsible Folio	Holder	Holder name	Branch	Reas
1	On-desk payer				IND	Main Guest				
2	Credit	C030			DAILY	Main client	2000037493	ERNST & YOUNG ABOGA..0000084281		
3	On-desk paym...				IND	Main Guest				
4	On-desk paym...				IND	Main Guest				

In this case is not necessary to add any information in "Client information" fields in "Billing information" tab

- ❑ When there is more than one client involved in the reservation and they have different functions related to the billing, we will use the fields available in “Client information” which are placed in “**Billing information**” tab:

Example 1: Halcón Viajes informs that they are the ones who need to receive the invoice and it should be on their name. Repsol (the company) will be the one that will make the payment, so this information must be included in the “Payer” field by adding the client number.

The screenshot shows the 'Billing Information' tab in the NH Hotel Group system. The 'Client information' section contains the following fields:

- Receiver: [Blank]
- Holder: [Blank]
- Payer: 2000059309 REPSOL PETROLEO SA

A red text overlay states: "When both fields blank, TMS will take the information about the Folio 2 holder, Halcón in this example."



TMS will make validations about the credit information of the client that is informed as Payer. In FI the debt will be registered in the Payer Customer account.



We must assure that the Holder of the folio is the same than the Main Client in order these exceptions to be applied:

Folios header

ESMD.EUROB NH Collection Eurobuilding COLLECTION

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name
1	On-desk payment			<input type="checkbox"/>	Main Guest	IND		
2	Credit		C000	<input type="checkbox"/>	Main client	DAILY	1000032086	HALCON VIAJES
3	On-desk payment			<input type="checkbox"/>	Main Guest	IND		
4	On-desk payment			<input type="checkbox"/>	Main Guest	IND		

NH Collection Eurobuilding

CL PADRE DAMIÁN, 23
 28036 - MADRID
 Spain
 Telf: 913537300 Fax:913454576
 nhcollectioneurobuilding@nh-hotels.com

ESA10005510
 HALCON VIAJES
 ARENAL LLUCHMAJOR
 07620 LLUCHMAJOR - Spain

N° Cliente: 1000032086 0000066499
 Reserva: 0021162305

HALCON V (70 - CS - VILLARREAL - LA MURA
 LA MURA, 27
 12540 VILLARREAL
 Spain

Example 2: Halcón Viajes informs that the fiscal information and the payment of the invoice will be made by Repsol, but the invoice have to be sent to Halcón.

We have to add Repsol as Holder client, keeping the holder of the folio 2 as Halcón viajes, and the Receiver client field must be blank.

ESMD.EUROB NH Collection Eurobuildi Reservation 21162305 Client: 1000032086 HALCON VIAJES

Arrival: 21.12.2016 Wednesd... RoomType: Superior Double ☐ Show Subtypes Meal Plan
Nights: 2 Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR First service:
Depart.: 23.12.2016 Friday Room: ☐ No move Last service:

General Data *Billing Information *Additional data *Statistics Deposits ☒ Guarantees Routing charges Fixed charges

Unexpected check-out Billing Central Reservation Office

☒ Reservation dates CRS N°
☐ Actual dates CRS:

Client information Payment cond.

Receiver:
Holder: 2000059309 REPSOL PETROLEO SA
Payer: 2000059309 REPSOL PETROLEO SA

☒ Contract HALCON
☐ Rate FLEXBB
Allotment:
Expense code: CXL_BAR
☐ Manual price 0,00
☐ Tax included (Only manual price)

When field blank, TMS will take the information about the Folio 2 holder.



If any of the clients are included in electronic invoicing process, it will be necessary to send again the invoice by ordinary mail.



We must assure that the Holder of the folio is the same than the Main Client in order these exceptions to be applied:

Reservation status: CONFIRMED

Reservation folios header

Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Responsible Folio	Holder	Holder name	Branch
	1	On-desk paym...		<input type="checkbox"/>	IND	Main Guest			
	2	Credit	C000	<input type="checkbox"/>	DAILY	Main client	1000032086	HALCON VIAJES	0000066499
	3	On-desk paym...		<input type="checkbox"/>	IND	Main Guest			
	4	On-desk paym...		<input type="checkbox"/>	IND	Main Guest			

NH Collection Eurobuilding

CL PADRE DAMIÁN, 23
28036 - MADRID
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Telf: 913537300 Fax:913454576
nhcollectioneurobuilding@nh-hotels.com

Holder

ESA28047223
REPSOL PETROLEO SA
- MENDEZ ALVARO 44 0
28045 MADRID - Spain
N° Cliente: 2000059309 0000148964
Reserva: 0021162305

HALCON VIAJES
ARENAL LLUCHMAJOR
07620 LLUCHMAJOR
Spain

Receiver

THANKS!

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NH COLLECTION

nhow

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