

Clients in a reservation

OBJECTIVE

This document aims to define the use of the different clients in a reservation.

The correct use of these clients will impact, among others, in billing quality and therefore in subsequent administrative processes.

1 DEFINITION OF THE CLIENTS

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

In the transaction /CCSHT/CRS – Call Center

In the transaction /CCSHT/RS01_IN - Create

- 1. Main Customer/Client:** Is the Client requester of the reservation. Determines most of the statistics in the system, therefore is vital the right choice of it to make the appropriate analysis and commercial actions.

In cases when the Main customer/client has more than one Branch, we also have to select the correct one (Branch).

For cases of individual customers who do not have any contract established, we have to select the appropriate Main customer/client and may be "1000 Direct Guest" or "1003 NH Rewards". We will only inform the customer/client number of the guest as "Main Client" when a contract exists in TMS for that customer.

- 2. CRS:** In some cases, the "Main Client" uses a third party to check availability and make reservations, either a Reservations center, a professional event organizer, etc. The CRS takes action as a channel to make a reservation between the Hotel and the "Main Client", and they can claim a commission for these efforts.

In cases when the CRS has more than one Branch, we also have to select the correct one (Branch).

When there is a contract where a CRS is operating, a commission for the Main Client can be provisioned (commission) or discounted in the final invoice (discount).
On the same time, you will be able to calculate a commission for the CRS (double intermediation).
It will never be possible to apply a discount in the final invoice for the CRS.

3. Company responsible of the reservation: Company for which the reservation is made, whether the guest stays belongs to it or if it is a guest of this company.

In cases when the Company responsible of the reservation has more than one Branch, we also have to select the correct one (Branch).

Existing contracts in TMS are created by combining the information recorded in the fields “Main Client” with the CRS and the Company responsible of the reservation.
It is essential to identify correctly these clients during the process of creation of a reservation in order TMS to be able to offer us the appropriate contract conditions to be applied.

Any reservation has enabled 4 different folios (excluding “Day guest billing” reservations that only have 1 folio available). In cases when “Main Client” is an agency or a company, this data will be reflected as a holder of the reservation in the folio 2. In the other 3 remaining folios, the default holder will be the “Main Client” registered in the reservation (registered in CRM with his own code) Unless this is modified manually all the additional services will be recorded by default in the folio 1 of the reservation.

If we access to the folios header we can modify the payment options and the holder of the bill.

Folio headers by Reservation

ESMD.EUROB NH Collection Eurobuilding COLLECTION

Individual reserv.

Main client 2000073787 ACCENTURE SL Pax AD 1 JU 0 CH 0 BB 0

Arrival date 02.10.2016 Room SUPDBLK

Departure date 07.10.2016

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	48234432	MONTE CARLO	0000191771
2	Credit	C060		<input type="checkbox"/>	DAILY	Main client	2000073787	ACCENTURE SL	0000191771
3	On-desk paym...			<input type="checkbox"/>	IND	Main Guest	48234432	MONTE CARLO	0000191771
4	On-desk paym...			<input type="checkbox"/>	IND	Main Guest	48234432	MONTE CARLO	0000191771

The holders of the folios, as we have seen before, may be different, but only one “Main Client” can exist on each reservation. Due to this, the statistics will always attend to what has been reported in the field for the “Main Client”.

Finally, and for tax purposes, it may be necessary to identify other clients in the reservation if the customer requires it. This information will be registered in the “**Billing information**” tab (shown in the image with number 4).

4.a Receiver client: Natural person or legal entity, which we will have to issue the invoice/invoices when is a different customer to the “Main Client” address.

The cases when we have to add a “Receiver client” that is different to the “Holder Customer” or “Main Client” are very exceptional, because if we use the branches correctly that information will be enough.

4.b Holder client: Natural person or legal entity that we register as fiscal Holder of the invoice/invoices (the name that the bill is issued to).

4.c Payer client: Natural person or legal entity, that will be responsible for the payment of the invoice/invoices.

To apply the Receiver, Holder and Payer client’s TMS logic, the “Main Client” and the “Folio Holder” that we are going to issue the invoice have to be the same. If this is not so, all the information included in these fields will be useless.

To change the Holder in a folio, we will have to do it through the “Folio’s header”.

2 TMS OPERATION

TMSforHotels 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 client’s function (Receiver, Holder, Payer).

You can consult the document [Clients in a reservation examples](#) to know the different options available in TMS.

3 DOCUMENT VERSION

Version	Approved by	Document type	Date
1	Corporate IT & Organization Department	Manual	October 2016

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* **Note:** Actually and until the migration from Trust to TMS4C will be finished, the GDS (Global Distribution System) can take action as both “CRS” and “Main Client”:

- **Case 1:** If the intermediary exists as a “Main Client” and the reservation has been made through a GDS, this GDS will take action as a “CRS”.

Example: GBT makes their reservations through Amadeus. The clients of the reservation are:

Main Client = Global Business Travel

CRS = Amadeus GDS

- **Case 2:** Trust International *GDS* will appear as “Main Client”, as we have not informed the retailer in our data base. The GDS for the one we made the reservation will appear as CRS. TMS will apply the contract created for the GDS: