



nh | HOTEL GROUP PART OF MINOR
HOTELS



- ❑ Commissions: basic concepts in TMS
- ❑ Commission information in Customer Profile
- ❑ Commission information in Customer Profile: Exceptions
- ❑ Commissions per rates in contracts
- ❑ Hierarchy of commissions
- ❑ Contracts in TMS

Commissions: basic concepts in TMS

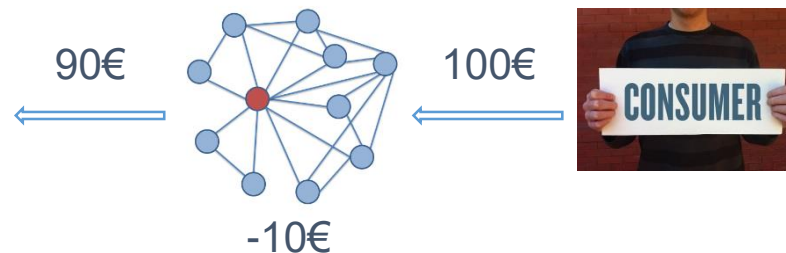
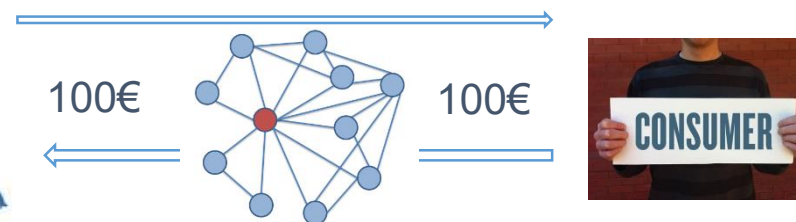
Commission: quantity to pay agreed with an intermediary for reservations done, that is calculated as a percentage over the total amount of the transaction:

Deduction

Applicable amount directly discounted in TMS invoice by the intermediaries (agencies, OTAs).

Commission

Foreseen amount generated in the reservation and pending to be invoiced by the intermediary (agencies, OTAs). Not listed on TMS invoice.

Deduction**Commission**

Price Code: correspond to the price assigned to different room types and possible meal plans.

Rate: Calendar where a price code is applied for a determinate period

Contract: Rate and **conditions applicable** to different Main Customers (Companies, TA and Generic Customers) in a reservation due to an agreement between NH Hotel group and a Company and/or intermediary. It is needed that in TMS exist as much contracts as agreements with intermediaries. In this way, the system will offer all the rates and conditions agreed within the reservation process.

Manual price: value informed manually when the rate confirmed in a reservation is not available in the contract. Use of manual price should be exceptional.

Manual prices

The use of Manual prices is exceptional. It is allowed to use manual prices when the confirmed rate is not available.

Attention! Keep always the contract and / or rate information in the “billing information” tab.

You must inform the manual prices in “Prices and Commissions” tab. Never do it in “Billing Information” tab (check following slide).

Wrong scenario

The screenshot displays the 'Billing Information' tab in the NH Hotel Group reservation system. The 'Manual price' option is selected and highlighted with a red box, with a large orange prohibition sign overlaid on it, indicating this is an incorrect scenario. The 'Contract' and 'Rate' options are also visible. The interface includes various input fields for client information, payment conditions, and card details.

*General Data	*Billing Information	*Additional data	*Statistics	Deposits	Guarantees	Routing charges	Fixed charges	Tasks	Loaned items	Notice
Unexpected check-out Billing										
<input checked="" type="radio"/> Reservation dates <input type="radio"/> Actual dates										
Central Reservation Office										
CRS Nº <input type="text"/>										
CRS: <input type="text"/>										
Client information										
Receiver: <input type="text"/>										
Holder: <input type="text"/>										
Payer: <input type="text"/>										
Company Resp.: <input type="text"/>										
Payment cond.										
<input type="text"/>										
<input checked="" type="radio"/> Manual price <input type="text" value="80,90"/>										
<input type="radio"/> Contract <input type="text" value="0"/>										
<input type="radio"/> Rate <input type="text"/>										
Allotment <input type="text"/>										
Expense code <input type="text"/>										
<input type="checkbox"/> Tax included (Only manual price)										
<input type="checkbox"/> FREE reservation										
Card information										
Credit card Nº <input type="text"/>										
Holder: <input type="text"/>										
Extra credit										
Limit <input type="text"/>										
<input type="checkbox"/> Full credit										
Phone credit										
<input type="checkbox"/> Unlimited										
Pre-authorization										
Date <input type="text"/>										
Amount <input type="text"/>										

Manual prices

In “*Billing Information*” tab maintain the information related to the contract and/or the rate

Reservation 9389605 Client: 1016660768 HOTUSA HOTELS SA Amount 104,08 EUR

Arrival: 10.12.2015 Thursday RoomType: Superior Double ☐ Show Subtypes
Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR
Depart.: 11.12.2015 Friday Room: ☐ No move

Meal Plan: BB
First service:
Last service: BKFS

*General Data *Billing Information *Additional data *Statistics Deposits ☒ Guarantees Routing charges Fixed charges Tasks Loaned items Notices for Reception

Unexpected check-out Billing
☒ Reservation dates
☐ Actual dates

Central Reservation Office
CRS N°
CRS:

Client information
Receiver:
Holder:
Payer:
Company Resp.:

Payment cond.

☒ Contract HOTUSHOTEL 2 HOTUSA HOTELS SA - PUBLIC RATES
☐ Rate FLEXBB Flexible with Breakfast 15d leadtime
Allotment
Expense code CXL_BAR BAR CXL

☐ Manual price 0,00
☐ Tax included (Only manual price)
☐ FREE reservation

Actions Loaned items Notices for Reception Messages Special meal plans Packages and stay option *Commissionable charges Preferences *Conditions Guest notifications *Prices and Commissions Discount

GO TO Price code Manual price 0,00

Price details

Date	Price code	Base Price	%	+/- Amount	%MeP	+/-MePl	Manual price	Rate
31.12.2020		0,00	0,00	0,00	0,00	0,00	88,29	PRO
01.01.2021		0,00	0,00	0,00	0,00	0,00	88,29	PRO

Percentages by Manual price
Client % 18,70 CRS % 0,00

Commission type
☐ Dedc ☒ Commiss. ☐ Exempt

Commission / Deduction by day

Date	Concept	Client %	% CRS
31.12.2020		18,70	0,00
01.01.2021		18,70	0,00
02.01.2021		18,70	0,00

Exceptions

Price code	Concept	Client %	CRS %
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Percentages by Price code

Price code	Client %	CRS %
------------	----------	-------

Delete the price Code and inform the manual price in “*Price and Commissions*” tab

Commissionable concepts

ESMD.EUROB NH Collection Eurobuildi Reservation 0 Client: 1026537750 SEBKA TRAVEL SL Amount 0.00 EUR

Arrival: 22.04.2019 Monday RoomType: Apartment Double ☐ Show Subtypes Meal Plan BB RF
Nights: 2 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:
Depart.: 24.04.2019 Wednesd... Room ☐ No move Last service: BKFS GDPR

Notices for Reception Special meal plans Packages and stay option *Commissionable charges Preferences Conditions Guest notifications *Prices and Commissions Discount

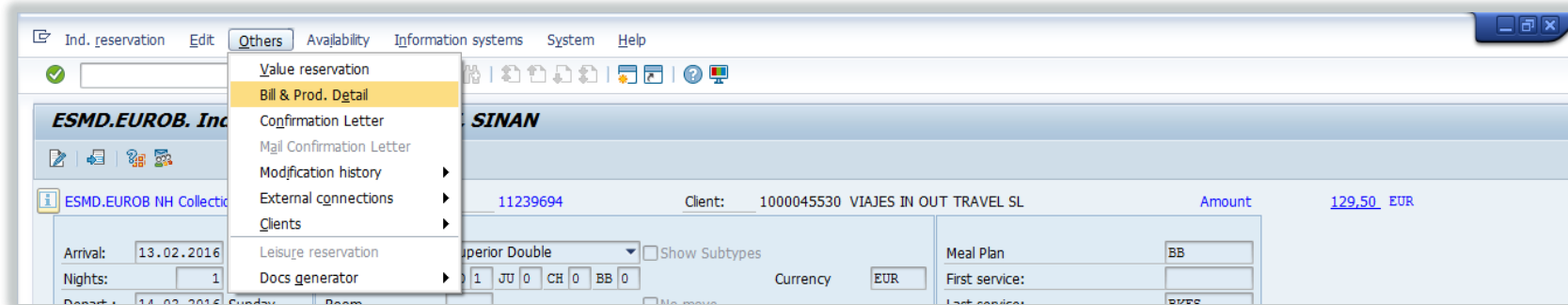
Concept	Description	Input commission to room
BKFS	Breakfast	<input type="checkbox"/>
BKOU	Book Out	<input type="checkbox"/>
NSHO	No Show fee	<input type="checkbox"/>
RCLX	Room cancellation fee	<input type="checkbox"/>
ROOM	Room	<input type="checkbox"/>

DON'T activate the checkboxes.
These fields must keep this way.

Commissionable Charges TAB: All commissionable charges must be included on it, so that the commission will be applied.

Commissionable concepts included in the contract are Most common concepts are added by default, if needed add the specific ones.

Identify reservation errors in the production and commissions foreseen through menu Other > **Bill & Prod. Detail**:



If you detect errors, modify the reservation in order to guarantee the invoice quality **always before the first night of the arrival date (after the N/A you can apply corrections)**

Billing and revenue details

Booking0012051805
Status Confirmed

Charge loc	Reserv. type	Folio	Concept	Concept de	Revenue date	Amount	Σ	Amount	Σ Tax amount	Σ Total item	Cur	I	D/C	% Com	Commission	Σ Commission	CRS %	Σ	CRS bas.	Σ CRS
12051805	Individual reservation	2	ROOM	Room	30.05.2016	1		154,64	15,46	170,10	EUR				154,64				154,64	
12051805	Individual reservation	2	RO	Room Only	30.05.2016	1														
12051805	Individual reservation	2	RO	Room Only	30.05.2016	1														
						■		154,64	■	15,46	■	170,10	EUR		154,64			■	154,64	
						■		154,64	■	15,46	■	170,10	EUR		154,64			■	154,64	

Commission information in CRM customer profile

According to the **Corporate commission Policy**, **10% of Commission** will be automatically informed in CRM when a new **Travel Agency is created**. This information is visible in Hotel **Parameters tab** in CRM

Whenever a reservation is registered in TMS without a contract*, the % of commission informed by default in the customer profile, will be added automatically in the reservation.

The screenshot displays the CRM interface. On the left, the 'Hotel parameters' tab is selected, showing the 'Client' section with 'Discount percentage' and 'Commission percentage' (set to 10,00). On the right, the 'ESMD.EUROB. Individual Res.' reservation details are shown. The 'Reservation' tab is active, displaying reservation information for 'ESMD.EUROB NH Collection Eurobuildi'. The 'Rate' section is highlighted, showing 'Contract' (0), 'Rate' (BAR), and 'Manual price' (0,00). A red arrow points from the 'Commission percentage' field in the 'Hotel parameters' tab to the 'Rate' field in the reservation details. A red exclamation mark icon is visible in the bottom right corner of the reservation details.

**Remember that it is mandatory to use the contract if it exists. If not, request the creation to CDM Department. Exceptionally, we have bookings without a contract due to interfaced channels. The fact that only the rate is applied covers this specific situations.*

Now the % of commission also is replicated automatically in *Commission/Deduction by day* in case you use a manual price* or a price code!



**Remember the use of manual Price should be exceptional*

Commission information in customer profile: exceptions

Different conditions in terms of commissions are agreed with the customers, considered as **exceptions to the corporate model**:

- Billing Deduction (discount)
- Different % of commission per rate types and/or countries

In case of above exceptions will be informed at CRM Level and contracts:

e.g., Viajes El Corte Inglés
Commission agreement:

Invoice model

- **Billing deduction (discount)**

Percentage:

- **15% in public rates**
- **12% in corporate rates**
- **10% in rest of the rates**

In CRM:

ESMD.EUROB NH Collection Eurobuildi Client 1000061542 VIAJES EL CORTE INGLES SA Ext. Client number 61542

General data Hotel parameters Statistics Branches Sales and Agents

Client CRS Company

☒ Discount percentage 10,00 ☐ Commission percentage

CRS CRS %

Company

ESMD.EUROB NH Collection Eurobuildi Client 1000061542 VIAJES EL CORTE INGLES SA Ext. Client n

General data Hotel parameters Statistics Branches Sales and Agents

Individual reservations Group reservations

☐ Reservations billed in batch ☐ Reservations billed in batch

Billed at: ☒ Depar. ☐ Arrival Billed at: ☒ Depar. ☐ Arrival

Days passed before billing 0 Days passed before billing 0

Room type Requested room Meal plan identifier

Prepayment conditions

Telephone credit

☐ Unlimited Telephone credit Amount 0,00

Extras

Credit limit 0,00

Commissions by client and type rate

Rate Type	Client %
12	15,00
13	15,00

Rate types list:

Rate type	Description
11	11 Package
12	12 Promotional
13	13 Regular/rack
14	14 Senior citizen
15	15 Tour/wholesale
4	4 Corporate
8	8 Government

Rate type is an additional classification used in TMS for different purposes. You can see the rate type here:

Rates data

Price code Create offer Change documents Validate dates Rate calendar

ESMD.EUROB NH Collection Eurobuilding COLLECTION

Rate **BAR** BAR Flexible easy cancellation Description Validity 01.07.2014 to 31.12.2020 Rate group RL00

<input checked="" type="checkbox"/> General rate <input checked="" type="checkbox"/> Active rate <input type="checkbox"/> Floating rate	Rate type <input type="radio"/> Per guest <input checked="" type="radio"/> Per room <input type="checkbox"/> Tax. inc. Rate use Individual Reservation Rate type 13 Regular/rack	Remarks	<input checked="" type="checkbox"/> Active in TMS4C Rate's charges currency European Euro
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Rates data

Price code Change documents Validate dates Rate calendar

ESMD.EUROB NH Collection Eurobuilding COLLECTION

Rate **COR_NEG001** Corporate Neg 001 Description Validity 01.01.2014 to 31.12.2031 Rate group RL07

<input type="checkbox"/> General rate <input checked="" type="checkbox"/> Active rate <input type="checkbox"/> Floating rate	Rate type <input type="radio"/> Per guest <input checked="" type="radio"/> Per room <input type="checkbox"/> Tax. inc. Rate use Individual Reservation Rate type 4 Corporate	Remarks	<input checked="" type="checkbox"/> Active in TMS4C Rate's charges currency European Euro
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*Prices *Conditions *Currency *Offers *Fixed charges *Extras *Stay Options *Routing instructions *Detail by day *Statistics

Commissions per rates in contracts

In a contract it is possible to inform different commissions per rates.

At contract level, the general commission information remains in **General data** tab:

- ✓ *Commission*: foreseen commission
- ✓ *Billing deduction*: discount

Modify Contracts: Basic screen

New Version | Rates | Allocations | Modified docum. | [Icons]

ESMD.EUROB NH Collection Eurobuilding COLLECTION 10.11.2016 Fictitious client: [Field]

Contract Id. ECI_GRUPO_2 GRUPO OHL - ECI [Descriptions] [X] Active

Validity period Start date 01.01.2016 End date 31.03.2017	Activation data Activation date 01.01.2015 Auto. apply date 01.01.2016	Level Contract's level BU_SPA BU Spain	TMSforConnectivity <input checked="" type="checkbox"/> Active in TMS4C
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*General data | Conditions | *Rates | Best available rate | Remarks | Stay Options | Offers | *Guarantee | *Statistics | Routing instructions | *Commissionable charges

Client information Main client 1000061542 VIAJES EL CORTE INGLES SA Bill-to part Holder Payer CRS Company 2000034751 OBRASCON HUARTE LAIN SA	General data <input type="checkbox"/> CRS contract Contr.use Individual Reservation Pay Cond.	Billing data <input type="checkbox"/> Direct payment <input type="checkbox"/> Folios to guest Charges group DAILY Ref. TA <input type="checkbox"/> Without special taxes
Contact data Contact person Contact Telephone No	Commission information <input type="checkbox"/> Not apply comission and deduction <input type="radio"/> Commission <input checked="" type="radio"/> Billing deduction	Guest age AD >= CH >= JU >= BB >= <input type="checkbox"/> Show as error

Created by: XADDEC0000... 14.01.2015 19:53:17 Modified by: XADDEC0000... 31.03.2016 10:08:32

All the rates informed in the contract will be visible from *Commission/Deduction* tab, where the percentage of commission is informed:

Contract Id. CWT_ACCENT 1 ACCENTURE US CORP HEADQUATERS - CWT Descriptions X Active

Validity period: Start date 01.01.2014, End date 31.12.2015
Activation data: Activation date 01.01.2014, Auto. apply date 01.01.2014
Level: Contract's level HOTEL Hotel
TMSforConnectivity: ☐ Active in TMS4C

*Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions *Commissionable charges *Comission/Deduction Exceptions for commis&...

Default percentages
Client Percentage 10,00 CRS Percentage 0,00

Rate	% Cliente	% CRS	Ex.	Description
BAR	0,00	0,00	<input checked="" type="checkbox"/>	BAR Flexible easy cancell
COR_NEG066	0,00	0,00	<input type="checkbox"/>	Corporate Neg 066 - BOD #
COR_BOD001	0,00	0,00	<input type="checkbox"/>	Corporate BOD 001

Default percentage:

Commision applicable by default in the contract

Field description:

Rate: all rates informed in *Rates* tab of the contract
% Client: % of commission agreed for the main customer
% CRS: % of commission agreed for the CRS intermediary
EX.: this tick is checked when the rate is commission exempted

Hierarchy of commissions

Reservation with contract -> the criteria to apply commissions in this contract will be:

1 Commission per period
(tactical commissions)

2 Commission
per rate

3 Commission by
default

1

Commission per period:

From 01.03 to 05.03-> 12% of com in all the rates
From 10.05 to 12.05 -> 12% of com in all the rates

2

In case of a reservation out of the dates defined as commissions per period, **commission per rate** will be applied: in this example 10% of commission in BAR Rate

3

If neither commission per period nor commission per rate are defined, **commission by default** will be applied. In this example 15% of commission

Contract Id. CWT_ACCENT 1 ACCENTURE US CORP HEADQUARTERS - CWT Descriptions X Active

Validity period: Start date 01.01.2014, End date 31.12.2015

Activation data: Activation date 01.01.2014, Auto. apply date 01.01.2014

Level: Contract's level HOTEL Hotel

TMSforConnectivity: ☐ Active in TMS4C

*R 1 *Best available rate Remarks Stay Options Offers *Guarantee 3 *Commissionable charges 2 *Comission/Deduction Exceptions for commis&...

Start dat	End date	Mo	Tu	We	Th	Fr	Sa	S	Client %	% CRS
01.03.2015	05.03.2015	✓	✓	✓	✓				12,00	0,00
10.05.2015	12.05.2015	✓	✓					✓	12,00	0,00

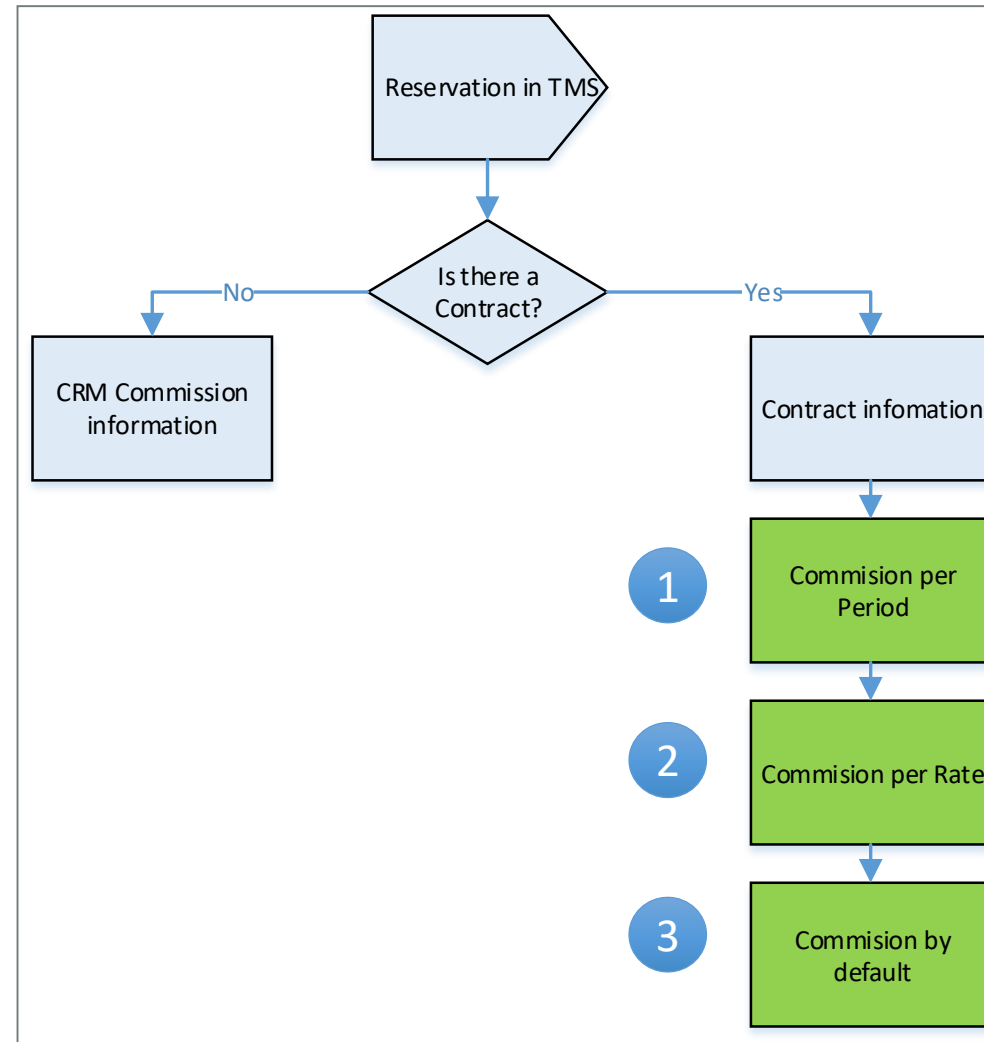
Default percentages: Client Percentage 15,00, CRS Percentage 0,00

Price	% Client	% CRS	Description	Rate	% Cliente	% CRS	Ex.	Description
				BAR	10,00	0,00	<input type="checkbox"/>	BAR Flexible easy cancel
				COR_NEG066	0,00	0,00	<input type="checkbox"/>	Corporate Neg 066 - Bt
				COR_BOD001	0,00	0,00	<input type="checkbox"/>	Corporate BOD 001



As a summary!

Global overview of
commissions management
within a reservation process



Type of contracts in TMS

Hereby the type of contracts created in TMS

Company Contract

- Contract created for company direct reservations (without intermediaries)

Company – Agency Contract

- Contract which links a Company with a Travel agency to be booked via call center, hotel, etc.

CRS Contract

- Contract to be booked via GDS. It is necessary to create one contract per Company with the corresponding GDS

Company Contract

This contract is used for direct reservations from companies, this kind of contracts are normally exempt of commissions*

Modify Contracts: Basic screen

New Version Rates Allocations Modified docum. [Icons]

ESMD.EUROB NH Collection Eurobuilding COLLECTION 16.11.2016 Fictitious client: [Field]

Contract Id. DKV 2 DKV SEGUROS Y REASEGUROS SAE Descriptions X Active

Validity period Start date 01.01.2015 End date 28.02.2017	Activation data Activation date 01.01.2015 Auto. apply date 01.01.2015	Level Contract's level BU_SPA BU Spain	TMSforConnectivity <input checked="" type="checkbox"/> Active in TMS4C [Icon]
--	---	--	---

*General data Conditions *Rates Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions Concept Discounts

Client information Main client 2000026737 DKV SEGUROS Y REASEGUROS SAE Bill-to part [Field] Holder [Field] Payer [Field] CRS [Field] Company [Field]	General data <input type="checkbox"/> CRS contract Contr.use Individual Reservation Pay Cond. [Field]	Billing data <input type="checkbox"/> Direct payment <input type="checkbox"/> Folios to guest Charges group DAILY Ref. TA [Field] <input type="checkbox"/> Without special taxes
---	---	--

Contact data Contact person [Field] Contact Telephone No [Field]	Commission information <input checked="" type="checkbox"/> Not apply comission and deduction <input type="radio"/> Commission <input type="radio"/> Billing deduction	Guest age AD >= [Field] CH >= [Field] JU >= [Field] BB >= [Field] <input type="checkbox"/> Show as error
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Created by: XADDEC0000... 31.12.2014 13:24:08 Modified by: E00000024593 20.07.2016 09:02:21



**Special companies could request commissions, ship companies, Event planners, etc.*

Company – Agency Contract

Contract used to those reservations done by voice, CRO, etc.

Modify Contracts: Basic screen

New Version | Rates | Allocations | Modified docum. | [Icons]

ESMD.EUROB NH Collection Eurobuilding COLLECTION 16.11.2016 Fictitious client: [Field]

Contract Id. ECI_ZETA 1 GRUPO ZETA SA - ECI [Descriptions] [X] Active

Validity period Start date: 01.01.2014 End date: 31.03.2017	Activation data Activation date: 01.01.2014 Auto. apply date: 01.01.2014	Level Contract's level: BU_SPA BU Spain	TMSforConnectivity <input checked="" type="checkbox"/> Active in TMS4C
--	---	---	--

*General data | Conditions | *Rates | *Best available rate | Remarks | Stay Options | Offers | *Guarantee | *Statistics | Routing instructions | *Commissionable charges | *Comission/Deduction

Client information Main client: 1000061542 VIAJES EL CORTE INGLES SA Bill-to part: [Field] Holder: [Field] Payer: [Field] CPS: [Field] Company: 2000074664 GRUPO ZETA SA	General data <input type="checkbox"/> CRS contract Contr.use: Individual Reservation Pay Cond.: [Field]	Billing data <input type="checkbox"/> Direct payment <input type="checkbox"/> Folios to guest Charges group: DAILY Ref. TA: [Field] <input type="checkbox"/> Without special taxes
---	---	--

Contact data Contact person: [Field] Contact Telephone No: [Field]	Commission information <input type="checkbox"/> Not apply comission and deduction <input type="radio"/> Commission <input checked="" type="radio"/> Billing deduction	Guest age AD >= [Field] CH >= [Field] JU >= [Field] BB >= [Field] <input type="checkbox"/> Show as error
---	---	--

Created by: E00000088107 28.01.2015 10:15:51 Modified by: XADDEC0000... 14.03.2016 13:37:31



Remember you need to identify both Main Client and Company to get the contract information

CRS Contract

According to the negotiation, the agreement which links the company with a GDS must be **marked as CRS contract** in TMS. In this way, the contract is bookable in each GDS (*Amadeus, Sabre, Galileo, etc..*) by any travel Agency:

Contract Id. AMD_DKV 1 DKV SEGUROS Y REASEGUROS SAE - AMD Descriptions X Active

Validity period: Start date 01.01.2015, End date 28.02.2017

Activation data: Activation date 01.01.2015, Auto. apply date 01.01.2015

Level: Contract's level BU_SPA BU Spain

TMSforConnectivity: ☒ Active in TMS4C

*General data Conditions *Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions Commissionable charges

Client information: Main client 1000091137 AMADEUS *GDS*, Bill-to part, Holder, Payer, CRS, Company 2000026737 DKV SEGUROS Y REASEGUROS SAE

Contact data: Contact person, Contact Telephone No

General data: ☒ CRS contract, Contr.use Individual Reservation, Pay Cond.

Billing data: ☐ Direct payment, ☐ Folios to guest, Charges group DAILY, Ref. TA, ☐ Without special taxes

Commission information: ☐ Not apply comission and deduction, ☒ Commission, ☐ Billing deduction

Guest age: AD >=, CH >=, JU >=, BB >=, ☐ Show as error

Created by: XADDEC0000... 31.12.2014 13:01:20 Modified by: XADDEC0000... 20.11.2015 09:04:09

Commissions details in these type of contracts will follow this Corporate model (by default):

Percentage = 10%

Type of commission: accrued commission

The commission mark exceptions will be managed in the system by Main Customer and GDS (CDM Department will feed the table) through the following transaction:

Example: Viajes El Corte Inglés

ID: 1000061542

Invoice model: Billing deduction

Percentage: Public rates 15%

Corporative rate 10%

Rest of the rates 10%

The screenshot displays the 'RESERVATIONS' menu on the left and a 'CRS Contracts. Commissions' window on the right. A red arrow points from the 'ZEY_TMS_COMCRS - Contracts CRS Commissions' option in the menu to the 'Main Customer' field in the window.

RESERVATIONS

- Individuals
- Groups / Events
- Mass changes to several reservations
- Information systems
 - Events
 - /CCSHT/RS_06_03 - Hotel General occupancy
 - /CCSHT/RS_06_04 - Occupancy by room type
 - /CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV
 - /CCSHT/RS_06_014_ALV - VIP arrivals
 - /CCSHT/RS_06_06 - Expected Group Arrivals
 - /CCSHT/RS_06_45 - Groups Rooming List
 - /CCSHT/GR_CONT_OCUP - Convention group's reservations occupancy control
 - /CCSHT/RS_06_60_ALV - Guarantees Status
 - /CCSHT/RS_DEPOSITOS - Reservation Prepayments
 - /CCSHT/RS_06_70 - Booked stay Options
 - /CCSHT/FOR19 - Reservations activities report
 - /CCSHT/RS_06_013 - Reservations in Waiting list
 - /CCSHT/RS_06_42 - Occupancy Annual statistic
 - /CCSHT/RS_06_34 - Reservations pick-up
 - /CCSHT/RS_CD_RESERVA - Read Reservation modification doc.
 - ZRS_OCCUPA - Availability Hotels Chain
 - /CCSHT/RS_BOOKING - Booking
 - /CCSHT/RS_06_099 - Booking Position
 - /CCSHT/RS_06_27 - Find Guest by Name
 - ZTMS_COM_CHECK - Reservations check report
 - ZTMS_COMMISSIONS - Commissions Control
 - ZEY_TMS_COMCRS - Contracts CRS Commissions**


CRS Contracts. Commissions

Hotel	
CRS	
Main Customer	1000061542

CRS:
 CRS number
CRS Name:
 Name of the CRS
Main Customer:
 Customer number
Customer Name:
 Name of the main customer
Rate type:
 Type of rates subject to commission %
Disc. mark:
 Marked when the billing model is
 agreed as deduction
Client %:
 % of commission to be applied

Hotel	CRS	CRS Name	Main Customer	Customer Name	Rate type	Desc. Rate Type	Date from	End date	Disc.mark	Client %	CRS %
	1000091137	AMADEUS *GDS*	1000061542	VIAJES EL CORTE INGLES SA					X	10,00	0,00
	1000091137	AMADEUS *GDS*	1000061542	VIAJES EL CORTE INGLES SA	4	4 Corporate			X	12,00	0,00
	1000091137	AMADEUS *GDS*	1000061542	VIAJES EL CORTE INGLES SA	12	12 Promotional			X	15,00	0,00
	1000091137	AMADEUS *GDS*	1000061542	VIAJES EL CORTE INGLES SA	13	13 Regular/rack			X	15,00	0,00
	1000098134	GALILEO * GDS*	1000061542	VIAJES EL CORTE INGLES SA					X	10,00	0,00
	1000098134	GALILEO * GDS*	1000061542	VIAJES EL CORTE INGLES SA	4	4 Corporate			X	12,00	0,00
	1000098134	GALILEO * GDS*	1000061542	VIAJES EL CORTE INGLES SA	12	12 Promotional			X	15,00	0,00
	1000098134	GALILEO * GDS*	1000061542	VIAJES EL CORTE INGLES SA	13	13 Regular/rack			X	15,00	0,00
	1000098252	SABRE *GDS*	1000061542	VIAJES EL CORTE INGLES SA					X	10,00	0,00
	1000098252	SABRE *GDS*	1000061542	VIAJES EL CORTE INGLES SA	4	4 Corporate			X	12,00	0,00
	1000098252	SABRE *GDS*	1000061542	VIAJES EL CORTE INGLES SA	12	12 Promotional			X	15,00	0,00
	1000098252	SABRE *GDS*	1000061542	VIAJES EL CORTE INGLES SA	13	13 Regular/rack			X	15,00	0,00
	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000061542	VIAJES EL CORTE INGLES SA					X	10,00	0,00
	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000061542	VIAJES EL CORTE INGLES SA	4	4 Corporate			X	12,00	0,00
	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000061542	VIAJES EL CORTE INGLES SA	12	12 Promotional			X	15,00	0,00
	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000061542	VIAJES EL CORTE INGLES SA	13	13 Regular/rack			X	15,00	0,00
	1003378253	WORLDSPAN * GDS*	1000061542	VIAJES EL CORTE INGLES SA					X	10,00	0,00
	1003378253	WORLDSPAN * GDS*	1000061542	VIAJES EL CORTE INGLES SA	4	4 Corporate			X	12,00	0,00
	1003378253	WORLDSPAN * GDS*	1000061542	VIAJES EL CORTE INGLES SA	13	13 Regular/rack			X	15,00	0,00
	1003378253	WORLDSPAN * GDS*	1000061542	VIAJES EL CORTE INGLES SA	12	12 Promotional			X	15,00	0,00
	1006241632	PEGASUS / DHISCO *GDS**	1000061542	VIAJES EL CORTE INGLES SA	12	12 Promotional			X	15,00	0,00
	1006241632	PEGASUS / DHISCO *GDS**	1000061542	VIAJES EL CORTE INGLES SA	13	13 Regular/rack			X	15,00	0,00
	1006241632	PEGASUS / DHISCO *GDS**	1000061542	VIAJES EL CORTE INGLES SA	4	4 Corporate			X	12,00	0,00
	1006241632	PEGASUS / DHISCO *GDS**	1000061542	VIAJES EL CORTE INGLES SA					X	10,00	0,00

In case an exception applies only for one hotel/Country, also it is needed to inform the hotel in the previous filter:

 Hotel	CRS	CRS Name	Main Customer	Customer Name	Rate type	Desc. Rate Type	Date from	End date	Disc.mark	Client %	CRS %
ESAI.ALICA	1003378253	WORLDSPAN * GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.ALICA	1006241632	PEGASUS / DHISCO *GDS**	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.ALICA	1006241632	PEGASUS / DHISCO *GDS**	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1000091137	AMADEUS *GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.CRIST	1000091137	AMADEUS *GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1000098134	GALILEO * GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.CRIST	1000098134	GALILEO * GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1000098252	SABRE *GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.CRIST	1000098252	SABRE *GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.CRIST	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1003378253	WORLDSPAN * GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1003378253	WORLDSPAN * GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAI.CRIST	1006241632	PEGASUS / DHISCO *GDS**	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAI.CRIST	1006241632	PEGASUS / DHISCO *GDS**	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAL.ALMER	1000091137	AMADEUS *GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAL.ALMER	1000091137	AMADEUS *GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAL.ALMER	1000098134	GALILEO * GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAL.ALMER	1000098134	GALILEO * GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAL.ALMER	1000098252	SABRE *GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00
ESAL.ALMER	1000098252	SABRE *GDS*	1000064007	VIAJES BARCELO SL	13	13 Regular/rack			X	12,00	0,00
ESAL.ALMER	1002736524	TRUST INTERNATIONAL.COM *GDS*	1000064007	VIAJES BARCELO SL	12	12 Promotional			X	12,00	0,00

Example: Viajes Barceló SL

**Remember exceptions are informed beforehand in the system*

Since this information is fulfilled in the transaction, TMS will apply the exceptions in all the reservations done through a GDS:

In this example, **the contract selected is the CRS Contract booked by Barceló Viajes** with commission mark exceptions (as explained in the previous slides), so the special conditions are applied:

Billing information

ESMD.EUROB NH Collection Eurobuildi Reservation 0 Client: 1000064007 VIAJES BARCELO SL Amount 162,35 EUR

Arrival: 16.11.2016 Wednesd... RoomType: Superior Double ☐ Show Subtypes Meal Plan RO
Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR First service:
Depart.: 17.11.2016 Thursday Room ☐ No move Last service:

General Data *Billing Information *Additional data *Statistics Deposits ☒ Guarantees Routing charges Fixed charges Actions Loaned items Notices for Reception Special

Unexpected check-out Billing Central Reservation Office

☒ Reservation dates CRS N°
☐ Actual dates CRS: 1000091137 AMADEUS *GDS*

Client information Payment cond.

Receiver:
Holder:
Payer:
Company Resp.: 2000026737 DKV SEGUROS Y REASEGUROS

Contract AMD_DKV 1 DKV SEGUROS Y REASEGUROS SAE - AMD
Rate COB_BAR103 Corporate 10% discount on BAR
Allotment
Expense code CXL_BAR BAR CXL

☐ Manual price 0,00
☐ Tax included (Only manual price)
☐ FREE reservation

Card information Extra credit Phone credit Pre-authorization

Credit card N° Limit
Holder: ☐ Full credit ☒ Unlimited Date Num. pre-author. 0 ☐ ☐ ☐
Amount Pending amount 0,00

CONFIRMED ☐ Walk-in ☐ Check in 00:00 Created E00000024... 16.11.2016 00:00 Credit pending to Bill 0,00
Gr: 0 ☐ Transferred ☐ Check out 00:00 Modif.: 00:00 Cash pending to Bill 0,00

Exception informed in “Prices and commissions” tab

ESMD.EUROB NH Collection Eurobuildi Reservation 0 Client: 1000064007 VIAJES BARCELO SL Amount 162,35 EUR

Arrival: 16.11.2016 Wednesd... RoomType: Superior Double ☐ Show Subtypes Meal Plan RO
Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR First service:
Depart.: 17.11.2016 Thursday Room ☐ No move Last service:

Notices for Reception Special meal plans Packages and stay option *Commissionable charges Preferences Conditions Guest notifications *Prices and Commissions Discount

GO TO Price code Manual price

Price details

Date	Price code	Base Price	%	+/- Amount	%MeP	+/-MePI	Manual price
16.11.2016	BAR205_2	0,00	90,00	0,00	0,00	0,00	

Percentages by Manual price

Client % 10,00 CRS %

Commission type
☒ Dedc ☐ Commiss. ☐ Exempt

Commission / Deduction by day

Date	Concept	Client %	% CRS
16.11.2016		12,00	
17.11.2016		12,00	

Exceptions

Price code	Concept	Client %	CRS %
------------	---------	----------	-------


Percentages by Price code

Price code	Client %	CRS %
------------	----------	-------

CONFIRMED
Gz: 0

☐ Walk-in ☐ Check in
☐ Transferred ☐ Check out

00:00 Created E00000024... 16.11.2016 00:00 Credit pending to Bill 0,00
00:00 Modif.: 00:00 Cash pending to Bill 0,00

 Then, where can you see these “exceptions” in contract?



1. On the bottom of Commission/Deduction tab:

Contract Id. AMD_DKV 1 DKV SEGUROS Y REASEGUROS SAE - AMD Descriptions X Active

Validity period: Start date 01.01.2015, End date 28.02.2017

Activation data: Activation date 01.01.2015, Auto. apply date 01.01.2015

Level: Contract's level BU_SPA BU Spain

TMSforConnectivity: ☒ Active in TMS4C

*Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions *Commissionable charges *Comission/Deduction Ex

Hotel	Client	Disc Ma	Rate type	Date from stay	Date until stay	Client %	% CRS
	1000001823	<input checked="" type="checkbox"/>				10,00	0,00
	1000001883	<input checked="" type="checkbox"/>				10,00	0,00

Take prices

SCROLL

2. In the specific transaction TMS forHotels menu > Reservations > Information systems > ZEY_TMS_COMCRS - Contracts CRS Commissions (see slides 28-30)

THANKS!

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