



**nh** | HOTEL GROUP PART OF **MINOR**  
HOTELS



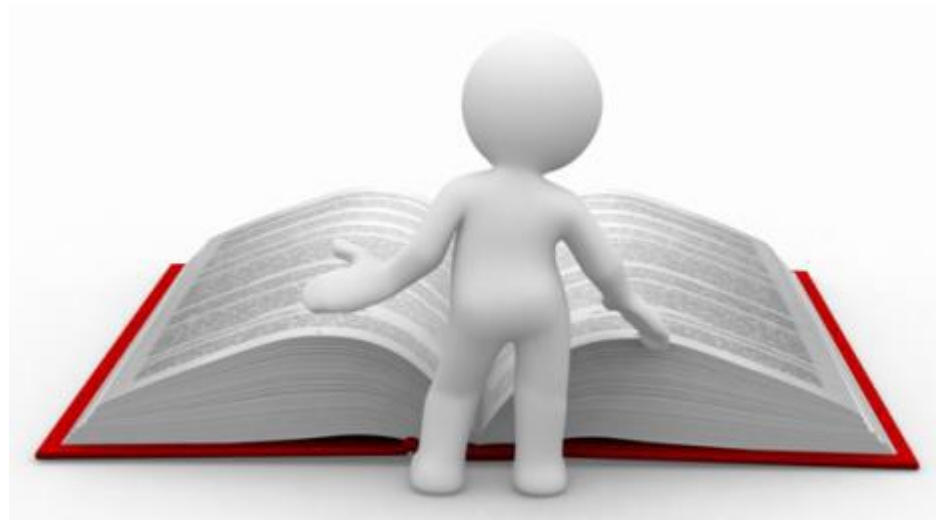
CREDIT FOR EXTRAS PROCEDURE

ORGANIZATION  
BUSINESS TRANSFORMATION

FEBRUARY 2017

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CREDIT FOR EXTRAS PROCEDURE

# MAIN AIM OF THIS PROCEDURE

## MAIN AIM OF THIS PROCEDURE

Transaction /CCSHT/R\_CE\_SI\_07 - *Extra credit report* allows to do a control of the expenses accumulated in the invoice. It is available in the menu *Front Office > Information systems*

It retrieves the information from the total amount informed in the “Limit” field, that is placed in the “Extra Credit” area (“Billing information” tab).

A default amount is informed in the “Limit” field in all the reservations in order to manage more efficiently this kind of expenses. This amount has been analyzed by the Operations department in every BU to adapt it to all the Hotels, but **it is important to take into consideration that this amount can be editable at Hotel level in order to not to interfere in the operational situation, so Front Office can always modify or delete manually this limit.**



If a Hotel need to change this amount because the default informed limit does not fit to their needs, it will be possible to create a request in NH Service Desk asking for this change.

This limit will deduct manual charges, so Front Office can do a daily follow up of the pending amount in all the reservations. Not all the services codes will be deducted from this “limit”. “Meal plan” and “Room” service codes will not affect this limit so as not to interfere in the daily operating.

In the cases when the limit is going to be exceeded, a pop-up will be shown in TMS informing about this situation. If the charge is made in TMSforHotels, it is only an informative pop.-up and you can execute the charge, but if the charge is going to be done in POS, it will not be possible to execute the charge unless the “Limit” informed becomes modified or deleted.

**In this cases, Front Office should request the customer to pay the invoice until that moment (part-billing) to avoid risks of unpaid extras.**

CREDIT FOR EXTRAS PROCEDURE

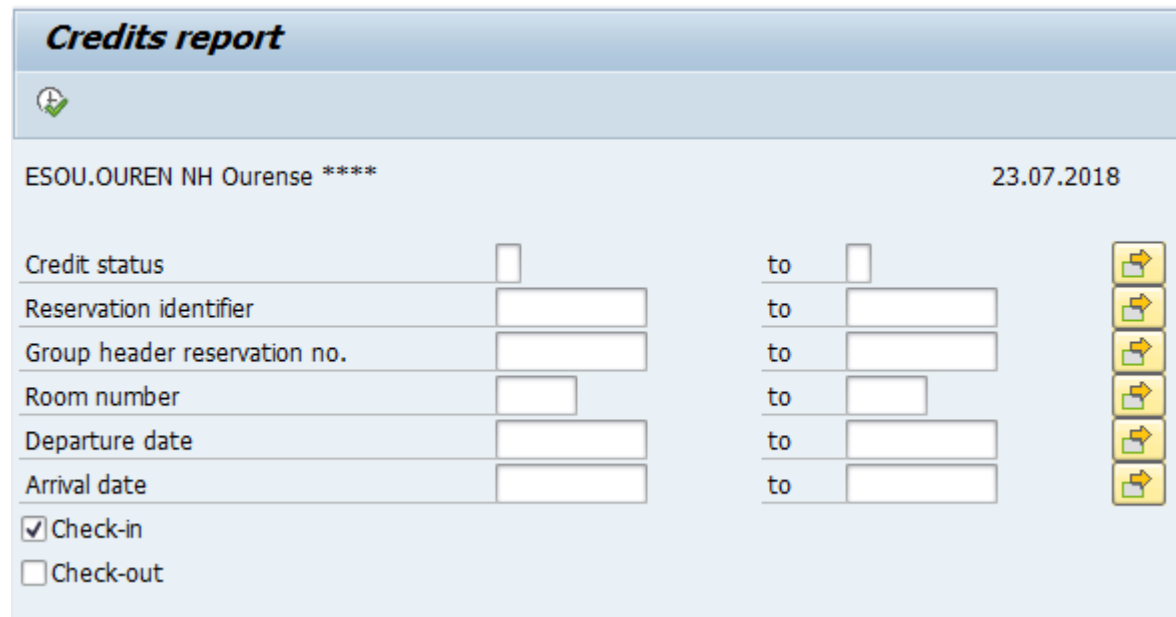
# HOW TO MANAGE “CREDIT FOR EXTRAS” INFORMATION IN TMS

## HOW TO MANAGE “CREDIT FOR EXTRAS” INFORMATION IN TMS

**The amount defined will be informed in the reservations in the “Limit” field.**







When a manual charge has to be done in TMSforHotels, these expenses will be deducted from that amount. **Front Office department have to do a daily review of the situation of the credit status by using the transaction /CCSHT/R\_CE\_SI\_07 - Extra credit report.**

Bear in mind that all the expenses that have been previously booked, both the expenses related to Meal plans (BKFS, LNCB, LNCF, DNCB, DNCF) and the room charges (RO, ROOM) will not deduct this amount. Only additional extras as BKFSN (Non commissionable Breakfast), PKNG (Parking) or similar will be deducted from this amount.



**Credits report**

ESOU.OUREN NH Ourense \*\*\*\* 23.07.2018

Credit status	<input type="text"/>	to	<input type="text"/>	
Reservation identifier	<input type="text"/>	to	<input type="text"/>	
Group header reservation no.	<input type="text"/>	to	<input type="text"/>	
Room number	<input type="text"/>	to	<input type="text"/>	
Departure date	<input type="text"/>	to	<input type="text"/>	
Arrival date	<input type="text"/>	to	<input type="text"/>	

☒ Check-in  
☐ Check-out

By using the available filters, the Hotel will be able to select only one reservation or a group of reservations.

If you want to review the status for all the in-house reservations, you only have to click the “Check-in” box and execute the transaction.

## HOW TO MANAGE “CREDIT FOR EXTRAS” INFORMATION IN TMS

**Credits report**

**Credit status**

Hotel: ESOU.OUREN NH Ourense  
User: E00000089381 / 27.03.19 / 13:03

Reserv.	Room	Arr. date	Dep. date	Guest Name	Credit sit	Σ Cred. limit	Σ Outstand. credit	Curr.	POS	cancel	Cancel?
55718272	101	22.07.2018	23.07.2018		With credit	100,00	100,00	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55657429	804	22.07.2018	24.07.2018	NABOKIKH, SERGEY	With credit	100,00	100,00	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55684150	103	22.07.2018	27.07.2018		With credit	100,00	100,00	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55595298	201	22.07.2018	23.07.2018	GARCIA LOISA, ALEJ...	With credit	100,00	77,20	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55629458	105	22.07.2018	25.07.2018		With credit	100,00	338,05	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55599024	206	21.07.2018	23.07.2018	GOMEZ AGUIRRE, J...	With credit	100,00	100,00	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55490947	205	22.07.2018	24.07.2018		With credit	100,00	283,56	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55490948	205	22.07.2018	24.07.2018		With credit	100,00	283,56	EUR	<input type="checkbox"/>		<input type="checkbox"/>
55394658	301	22.07.2018	23.07.2018		With credit	100,00	100,00	EUR	<input type="checkbox"/>		<input type="checkbox"/>

In this column it is shown the “Extra Credit” amount informed in the reservations

By doing double click in the reservation number you can navigate to the reservation in view mode

In this column it is shown the credit available once extra charges are already deducted

CREDIT FOR EXTRAS PROCEDURE

- EXAMPLES -  
Reservation with or without  
extra charges



## EXAMPLE

ESOU.OUREN NH Ourense \*\*\*\*\* Reservation 55657429 Client: 1003 REWARDS, I

Arrival: 22.07.2018 Sunday  
Nights: 2  
Depart.: 24.07.2018 Tuesday

RoomType: Standard Double ☐ Show Subtypes  
Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR  
Room X 804 ☐ No move

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

Unexpected check-out Billing  
☐ Reservation dates  
☐ Actual dates

Central Reservation Office  
CRS N°  
CRS:

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

Payment cond.

Contract  
☐ Rate  
Allotment  
Expense code  
☐ Manual price  
☐ Tax included (C)  
☐ FREE reservation

Card information  
Credit card N°  
Holder: Detalles de la tarjeta de crédito en PCI  
Expiry date  
CVV

Class  
Type

Extra credit  
Limit 100,00  
☐ Full credit  
☐ Canceled  
☐ POS canc. AI Level 0

Phone credit  
☒ Unlimited  
Credit limit 0,00

## EXAMPLE: RESEERVATION WITHOUT EXTRA CHARGES

Status	Invoice nu	Revenue date	Folio	Concept	Description	Quantity	Price	Disc. (net)	Σ	Amount	Cur.
		22.07.2018	1	BB	Alojamiento y ...	1	8,55	0,00		8,55	EUR
		22.07.2018	1	BB	Alojamiento y ...	1	8,55	0,00		8,55	EUR
		22.07.2018	1	ROOM	Habitación	1	73,41	0,00		73,41	EUR
		23.07.2018	1	BB	Alojamiento y ...	1	8,55	0,00		8,55	EUR
		23.07.2018	1	BB	Alojamiento y ...	1	8,55	0,00		8,55	EUR
		23.07.2018	1	ROOM	Habitación	1	77,73	0,00		77,73	EUR

No extra charges in folios

**Credits report**

ESOU.OUREN NH Ourense \*\*\*\*\* 23.07.2018

Credit status ☐ to ☐

Reservation identifier  to

Group header reservation no.  to

Room number  to

Departure date  to

Arrival date  to

☒ Check-in

☐ Check-out

In this case, use the “room number” filter. Click the “Check-in” box to obtain the information of the In-house reservation.

**Credit status**

Hotel: ESOU.OUREN NH Ourense  
User: E00000089381 / 27.03.19 / 13:22

Reserv.	Room	Arr. date	Dep. date	Guest Name	Credit sit	Σ Cred. limi	Σ Outstand.	Curr. POS cancel	Cancel?
55657429	804	22.07.2018	24.07.2018	NABOKIKH, SERGEY	With credit	100,00	100,00	EUR	<input type="checkbox"/>
						100,00	100,00	EUR	

The outstanding Credit is the same as the Extra Credit informed

## EXAMPLE: RESEERVATION WITH EXTRA CHARGES

Status	Invoice nu	Revenue date	Folio	Concept	Description	Quantity	Price	Disc. (net)	Σ	Amount	Cur.
		22.07.2018	1	BB	Alojamiento y desayuno	1	8,55	0,00		8,55	EUR
		22.07.2018	1	BB	Alojamiento y desayuno	1	8,55	0,00		8,55	EUR
		22.07.2018	1	ROOM	Habitación	1	73,41	0,00		73,41	EUR
		23.07.2018	1	BB	Alojamiento y desayuno	1	8,55	0,00		8,55	EUR
		23.07.2018	1	BB	Alojamiento y desayuno	1	8,55	0,00		8,55	EUR
		23.07.2018	1	LNDR	Laundry	1	15,00	0,00		15,00	EUR
		23.07.2018	1	MINB	Minibar Beverage	1	3,00	0,00		3,00	EUR
		23.07.2018	1	MINF	Minibar Food	1	4,50	0,00		4,50	EUR
		23.07.2018	1	PKNG	Parking	1	18,00	0,00		18,00	EUR

Extra charges in folios

**Credits report**

ESOU.OUREN NH Ourense \*\*\*\*\* 23.07.2018

Credit status  to

Reservation identifier  to

Group header reservation no.  to

Room number  to

Departure date  to

Arrival date  to

☒ Check-in

☐ Check-out

In this case, use the “room number” filter.  
Click the “Check-in” box to obtain the information of the In-house reservation.

**Credit status**

Hotel: ESOU.OUREN NH Ourense  
User: E00000089381 / 27.03.19 / 13:29

Reserv.	Room	Arr. date	Dep. date	Guest Name	Credit sit	Σ Cred. limi	Σ Outstand.	Curr.	POS cancel	Cancel?
55657429	804	22.07.2018	24.07.2018	NABOKIKH, SERGEY	With credit	100,00	55,45	EUR	<input type="checkbox"/>	<input type="checkbox"/>
						100,00	55,45	EUR		

The outstanding Credit has decreased due to extra charges

CREDIT FOR EXTRAS PROCEDURE

# HOW TO MAKE A REQUEST TO CHANGE THE “EXTRA CREDIT” INFORMED


## HOW TO MAKE A REQUEST TO CHANGE THE “EXTRA CREDIT” INFORMED

If the extra credit informed by default in any Hotel does not fit to the needs, it is possible to create a request in NH Service Desk in order to ask for a change of this amount.




It is necessary to attach an email with the approval of the BU Operations Manager to the request. If not, the request will be rejected.

The request has to be created in the group: **Sap Business Suite \ SAP TMS**.

In the summary field it is recommended to inform the subject: “Extra credit change request”

**NH SUPPORT PORTAL**  
**NH SERVICE DESK**

**SAP Business Suite**  
Other NH Applications  
Office 365  
NH Employee Services  
Software  
Hardware (IT Equipment)

**SAP User Management**  
New User, Reset Password, User Blocked, Request Access, Delete User. TMS codes, Upselling and cancellations.  
**SAP Logon**  
Install Program & Connections Settings.  
**SAP TMS (Tourism Management Suite)**  
Integrated management solution for hotel: TMSforHOTELS, TMSforMeetings, TMSforPOS, Interfaces, etc.

# THANKS!

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