



## CREDIT LINE CANCELLATION

HOW HOTELS MUST MANAGE RESERVATIONS IN TMSforHotels

Support & Training  
Corporate IT & Organization Department  
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# CREDIT LINE CANCELLATION

## HOW HOTELS MUST MANAGE RESERVATIONS IN TMSforHotels

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## CREDIT LINE CANCELLATION IN SAP\_CRM

BU/HQ Credit Manager or Administration & Finance Department will notify via e-mail to the Hotels in advance, to the extent possible, all the credit line cancellations (at least 2 days in advance, but occasionally it could be effective immediately).

We can verify the credit status and the person responsible for it using TMS transaction */CCSHT/MT03\_HU* (SAP Menu → CRM FRONT-OFFICE → Display)

ESTO.TOLED NH Toledo \*\*\*\* Deudor 1000003895 RASO VIAGENS E TURISMO SA Nº Cliente Externo 3895 NHREV CREDIT NHR

Datos Generales Parametros Hotel Datos estadísticos Sucursales Comerciales y Agentes

Nombre RASO VIAGENS E TURISMO SA

Calle DE SANTO ANTONIO

Nº SANTA MA...

Población VILA NOVA DE GAIA

Código postal 4400-501

País PT Portugal

Región 13 Grande Porto

Idioma EN Inglés

V. internacional

Control de crédito para cliente 1000003895

Customer: 1000003895 RASO VIAGENS E TURISMO SA Rating: Customer Type A

Credit Manager 004 RAQUEL VILLALBA RODRIGUEZ r.villalba@nh-hotels.com

Descrip.	Límite crédito	Mon.	Status	Co...	Fecha de Revi...	Observaciones
España	20.000	EUR	Aprobado	Co30	31.01.2018	
Portugal	8.000	EUR	Aprobado	Co30	31.01.2018	

Usuario registrado  
MAGDALENA GOULA  
MAGDALENA GOULA

We will have to change the payment method of all reservations already booked in SAP\_TMS (from credit to “On-desk payment”) and inform to all customers that those reservations need to be prepaid or they will be cancelled.

For this, we must follow the next steps.

## ARRIVALS IDENTIFICATION – INDIVIDUAL RESERVATIONS

Identify all the expected arrivals of the customer/s using TMS transaction /CCSHT/RS02\_IN (SAP Menu → RESERVATIONS → Individuals → Modify)

**ESMD.HABAN. Modify reservations**

ESMD.HABAN NH Paseo de la Habana \*\*\*\*\* 31.05.2017

Direct search Individual bookings Check-in bookings Check-out bookings

Room type:

Arrival date: 31.05.2017 to 31.12.2018

Guest name:

Reservation No.:

Booking File ID:

Room:

Reservation statu:

Departure date:  to

Creation date:  to

Restrict Number To: 100

Rate:

Contract:

Nº Guest AD:

Nº guest JU:

Nº pax CH:

Nº pax BB:

Main Customer: 1000

Created by:

Voucher:

External Referenc:

## Search filters:

- Individual bookings tab
- Arrival date (from today to the future)
- Main Customer (companies or travel agencies)

**Data shown:** double-clicking anywhere in the lines, we will access to reservations in order to change their payment method (from credit to “On-desk payment”).

Reserv.	External Reference	Main Cl	Main client	Guest Name	Arrival date	Departure	Room Type	Room	Status	Meal pl
33922382	XOJ3UT12	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
33929033	SWFUIXT6	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
33930579	T8VDUXY4	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
33945408	T0ZDXU34	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
33959421	XHXVUT12	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
33961153	JIU3TXG9	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
34011937	DVTUJX26	1000	***DO NOT MODIFY***, DIRECT GUEST		01.06.2017	04.06.2017	STDSGL		Confirmed	BB
34013950	YIUKZXG9	1000	***DO NOT MODIFY***, DIRECT GUEST		01.06.2017	03.06.2017	STDSGL		Confirmed	RO
34014037	U10IKZX8	1000	***DO NOT MODIFY***, DIRECT GUEST		01.06.2017	07.06.2017	STDSGL		Confirmed	RO
34014284	XKMMUZ12	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
34086682	UDVIWZX8	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
34112101	111486236/1	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDSGL		Cancelled	RO
34115137	4MCJDX26	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
34125074	IFTHZXU1	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
34140061	ZZAXHIU5	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO
34168065	OKXDXU34	1000	***DO NOT MODIFY***, DIRECT GUEST		01.06.2017	02.06.2017	STDSGL		Rejected	RO
34168352	XKS6U012	1000	***DO NOT MODIFY***, DIRECT GUEST		01.06.2017	02.06.2017	STDSGL		Confirmed	RO
34180074	N0HXHIU5	1000	***DO NOT MODIFY***, DIRECT GUEST		31.05.2017	01.06.2017	STDBL		Rejected	RO

## ARRIVALS IDENTIFICATION – GROUPS & EVENTS

Identify all group and events reservations using TMS transaction /CCSHT/BF02

(SAP Menu → RESERVATIONS → Groups / Events → Booking File → Booking File Management - Change)

**Booking File Management**

Direct search Individuals Groups Convention Events

Booking file:   
 Multihotel:   
 Reservation status: ☐ Cancelled ☐ Rejected ☐ Lost  
 Group name:   
 Main client:   
 CRS:   
 Company:   
 Start date:  to   
 CUT-OFF date:  to   
 Departure date:  to   
 Follow up Date:  to   
 Deadline:  to

Created by (SAP):   
 Modified by (SAP):   
 Creator:   
 Main Client Branch:   
 CRS Branch:   
 Company Branch:   
 2nd. Agent:   
 Organizer:   
 Ambassador:   
 Voucher:   
 External Ref.:

### Search filters:

- Dates
- Main client (it is important that the same client is informed at event, group and Booking File level).

**Data shown:** double-clicking anywhere in the lines, we will access to Booking Files in modification mode.

**Booking File Management**

Search filters

Rooms/Froo	Booking File ID	Status	Status Descr...	Main ...	Main Client	Start date	End date:	Voucher	Contract	Rate
Func Rooms	MB0000232297	OFFER	Offer	1000	DIRECT GUEST ***DO NOT MODIFY***	09.06.2017	10.06.2017			BGR_MEET
Func Rooms	MB0000252298	CONFI	Confirmed	1000	DIRECT GUEST ***DO NOT MODIFY***	04.07.2017	05.07.2017			BGR_MEET
Rooms	MB0000276676	OFFER	Lost	1000	DIRECT GUEST ***DO NOT MODIFY***	11.07.2017	12.07.2017			BGR_MICE
Rooms & FR	MB0000280630	OFFER	Lost	1000	DIRECT GUEST ***DO NOT MODIFY***	12.07.2017	15.07.2017			LGR_I_ADHO
Rooms & FR	MB0000365219	OFFER	Lost	1000	DIRECT GUEST ***DO NOT MODIFY***	28.09.2017	29.09.2017			BGR_SPORT
Rooms & FR	MB0000459165	TENTA	Cancelled	1000	DIRECT GUEST ***DO NOT MODIFY***	17.07.2017	17.07.2017			MAP_LGR_IT
Rooms & FR	MB0000471987	OFFER	Offer	1000	DIRECT GUEST ***DO NOT MODIFY***	23.09.2017	23.09.2017			BGR_MEET
Rooms	MB0000500212	CONFI	Confirmed	1000	DIRECT GUEST ***DO NOT MODIFY***	29.06.2017	02.07.2017			MAP_SMERF
Rooms	MB0000503552	CONFI	Confirmed	1000	DIRECT GUEST ***DO NOT MODIFY***	31.08.2017	03.09.2017			MAP_SMERF
Rooms	MB0000505189	CONFI	Confirmed	1000	DIRECT GUEST ***DO NOT MODIFY***	30.09.2017	03.10.2017			BGR_RO
Rooms & FR	MB0000518879	CONFI	Confirmed	1000	DIRECT GUEST ***DO NOT MODIFY***	10.09.2017	11.09.2017			MAP_LGR_IT
Rooms & FR	MB0000524380	CONFI	Cancelled	1000	DIRECT GUEST ***DO NOT MODIFY***	20.07.2017	20.07.2017			BGR_MEET
Rooms	MB0000533513	OFFER	Offer	1000	DIRECT GUEST ***DO NOT MODIFY***	16.06.2017	18.06.2017			MAP_BGRRO
Rooms	MB0000569702	OFFER	Offer	1000	DIRECT GUEST ***DO NOT MODIFY***	09.06.2017	10.06.2017			LGR_O_ADHO
Func Rooms	MB0000570375	CONFI	Confirmed	1000	DIRECT GUEST ***DO NOT MODIFY***	23.06.2017	30.06.2017			BGR_MEET

## ARRIVALS IDENTIFICATION – GROUPS &amp; EVENTS

If any group has no BF created (!), we can locate it in the following transactions:

- SAP Menu → RESERVATIONS → Groups / Events → Groups / Families → Modify Group Reservation (/CCSHT/RS02\_GR)

Direct search **Groups** Active groups

Reserv. Status ☐

Reservation group

Arrival date 31.05.2017 to 31.12.2099

Creation date  to

Departure date

Reservation No.

Modified by

Main Customer 1000

Restrict Number To 100

Rate  
Contract  
Voucher  
Created by  
External Reference

- SAP Menu → RESERVATIONS → Groups / Events → Convention groups → Modify conference group (/CCSHT/RS02\_GR\_CONV)

Direct search **Conventions** Active conventions

Reservation statu ☐

Reservation group

Arrival date 31.05.2017 to 31.12.2099

Creation date  to

Departure date

Reservation No.

Modified by

Main Customer 1000

Restrict Number To 100

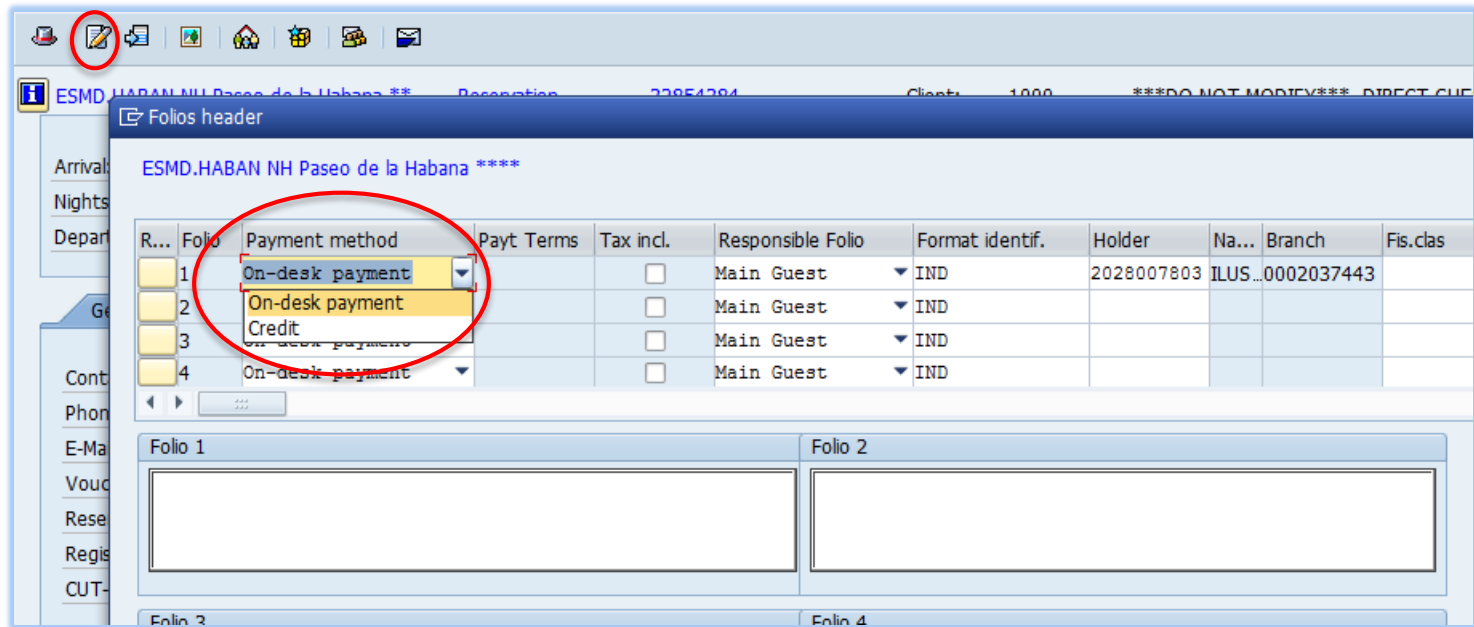
Rate  
Contract  
Voucher  
Created by  
External Reference



*We must always  
create a BF!*

## PAYMENT METHOD MODIFICATION

We can change payment method, from the reservation or from the folios header, by clicking on button 



ESMD.HABAN NH Paseo de la Habana \*\* Reservation 22854284 Client 1000 \*\*\*DO NOT MODIFY\*\*\* DIRECT CUE

Folios header

ESMD.HABAN NH Paseo de la Habana \*\*\*\*

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Na...	Branch	Fis.clas
1	1	On-desk payment		<input type="checkbox"/>	Main Guest	IND	2028007803	ILUS...	0002037443	
2	2	On-desk payment		<input type="checkbox"/>	Main Guest	IND				
3	3	On-desk payment		<input type="checkbox"/>	Main Guest	IND				
4	4	On-desk payment		<input type="checkbox"/>	Main Guest	IND				

Folio 1

Folio 2

Folio 3

Folio 4

## GUARANTEES - MODIFICATION

We can modify the guarantee of the reservation, indicating that now requires prepayment.

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

☒ Guarantee Reserv.

Guarantee **18 Hours**

- 16 Hours
- 18 Hours
- 20 Hours
- 48 Hours
- 72 Hours
- Credit Card
- Contract
- Guarantee + No Show 100% of Stay
- Guarantee+ No Show 1st Night
- Prepaid**
- Total Guarantee + 100% Prep + NoCLXAll + 100%
- Total Guarantee + 100% Prep + NoCLXAll + 90%
- Total Guarantee

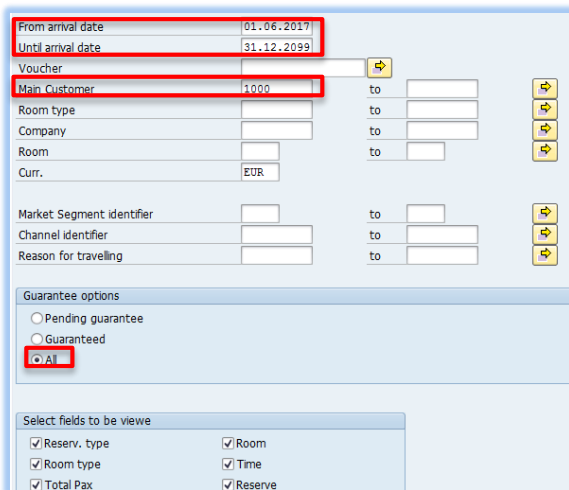
Remarks

✂️ 📄 📁



## GUARANTEES - STATUS

To monitor the status of the reservations, we can check the guarantees from TMS transaction `/CCSHT/RS_06_60_ALV` (SAP Menu → RESERVATIONS → Information systems → Guarantees Status)



From arrival date: 01.06.2017  
Until arrival date: 31.12.2099  
Voucher:   
Main Customer: 1000  
Room type:   
Company:   
Room:   
Curr.: EUR  
Market Segment identifier:   
Channel identifier:   
Reason for travelling:   
Guarantee options:  
☐ Pending guarantee  
☐ Guaranteed  
☒ All  
Select fields to be viewed:  
☒ Reserv. type  
☒ Room  
☒ Room type  
☒ Time  
☒ Total Pax  
☒ Reserve

### Search filters:

- Dates
- Main Customer/s
- Guarantee options: we must click “All”

**Data shown:** we will see a column that indicates the guarantee and we can filter by the type of guarantee that we want (in this case “Prepaid”).

Arrival Date	Reserv. Type	Room	Rooms	Time	Σ AD	Σ JU	Σ CH	Σ BB	Σ Total Pax	Reserv.	Group	Group	Book. Date	Guarantee	client Id.	Main Client
01.06.2017	Individual reservation		STDBL	00:00:00	2	0	0	0	2	27865234			22.01.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	00:00:00	2	0	0	0	2	33205736			05.05.2017	18 HOURS	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	00:00:00	2	0	0	0	2	33240800			06.05.2017	18 HOURS	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	00:00:00	2	0	0	0	2	33240968			06.05.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	15:00:00	2	0	0	0	2	33602175			14.05.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STEDBL	15:00:00	2	0	0	0	2	33886218			19.05.2017	18 HOURS	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	15:00:00	2	0	0	0	2	33944231			21.05.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	15:00:00	2	0	0	0	2	34256326			27.05.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	15:00:00	2	0	0	0	2	34265191			28.05.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STDBL	15:00:00	2	0	0	0	2	34347768			29.05.2017	TOTAL GUARANTEE + 100% PREP + NOCLXALL +	0000001000	***DO NOT MODIFY**
	Individual reservation		STEDBL	15:00:00	2	0	0	0	2	34423679			31.05.2017	18 HOURS	0000001000	***DO NOT MODIFY**
	Individual reservation		STEDBL	15:00:00	2	0	0	0	2	34492767			01.06.2017	18 HOURS	0000001000	***DO NOT MODIFY**
	Individual reservation	503	STDSGL	15:00:00	1	0	0	0	1	33781283			17.05.2017	18 HOURS	0000001000	***DO NOT MODIFY**
	Individual reservation	603	STDSGL	15:00:00	1	0	0	0	1	33781285			17.05.2017	18 HOURS	0000001000	***DO NOT MODIFY**

## DEPOSITS MANAGEMENT - REQUEST

In the Deposits tab of any reservation we can inform both a deposit request and collection, except in the Booking File where we can only inform the request.

In this example we have informed a deposit request. Once collected, the rest of the columns will be automatically completed (Received Date, Document No., etc.).

Arrival: 01.06.2017 Thursday  
Nights: 1  
Depart.: 02.06.2017 Friday

RoomType: Standard Single ☐ Show Subtypes  
Guests: AD 1 JU 0 CH 0 BB 0  
Room: 503 ☒ No move  
Currency: EUR

Meal Plan: RO  
First service:   
Last service:

General Data \*Billing Information \*Additional data \*Statistics **Deposits** Guarantees Routing charges Fixed charges Actions Loaned items Notices for Reception Me...

Auto	Deposit requ...	Curre...	Request date	Due Date	Received	Amount received	Received date	Document No	Holder	Short Remarks
<input type="checkbox"/>	1,00	EUR	01.06.2017	01.06.2017	<input type="checkbox"/>	0,00				

Request: 1,00 Received: 0,00 Pending: 1,00 EUR

Regenerate deposits



*We recommend to save the reservation every time we request, modify, collect or cancel a deposit.*

*If we want to do more than one action related to deposits in any type of reservation, it is better to save each time we finish one.*

## DEPOSITS MANAGEMENT - COLLECTION

When we want to collect the deposit, we click on the coin icon and, according to the country in which the Hotel is located, we will select with or without invoice.

The screenshot shows the 'Deposits' tab in a software interface. A table lists deposit requests. A dialog box titled 'Prepayment type' is open, asking 'Prepayment with Invoice?'. The 'With Invoice' button is highlighted with a red box.

Auto	Deposit requ...	Curre...	Request date	Due Date	Received	Amount received	Received date	Document No	Holder
<input type="checkbox"/>	1,00	EUR	18.09.2016	18.09.2016	<input type="checkbox"/>	0,00			

Request: 1,00

Buttons: Regenerate deposits, With Invoice, No Invoice, Cancel

Once we select the type of deposit, we will be generating a till movement:

The screenshot shows the 'Till operations' dialog box. The 'Type' is set to 'Prepayment with bill'. The 'Concept' field is highlighted with a red box and contains the value 'PFWI'. Other fields include Reservation (19499950), Amount (1,00), Movement currency (EUR), and Holder (MARTA LAFUENTE DEL OLM...).

Fields: Till identifier, Reservation (19499950), Amount (1,00), Movement currency (EUR), Folio (2), Swap currency (5357002), Holder (MARTA LAFUENTE DEL OLM...), Concept (PFWI), Tax classificat. (2), Paym. Method, Voucher, Remarks (Pre-payment).



*Remember that, in prepayments with invoice, we can indicate the corresponding VAT of the concept (high or low).*

## DEPOSITS MANAGEMENT - MONITORING

If we have requested deposits in reservations, both individual, as in events and groups, we can locate them in TMS transaction /CCSHT/RS\_DEPOSITOS

(SAP Menu → RESERVATIONS → Information systems → Reservation Prepayments).

**Reservation deposit**

Reservation:  to:

Arrival date:  to:

Departure Date:  to:

Reservation's status:

Deposit request date:  to:

Due Date:  to:

**Status**

☒ Requested deposits

☐ Deposits received

☐ Request, and received deposits

☐ Check-out with deposit

☒ Dismiss deposits with bill (PPWI)

☒ Display bill No with deposit ( )

☐ All

☐ Individuals

☐ Groups

☐ Events

**Search filters:** in this case, we are looking for requested deposits but it is possible to apply more filters if we want.

**Data shown:** as we selected to display only requested deposits, columns “Amount received” and “Received date” are empty and we get information about amount requested, reservation number, request date, etc.

**Reservation deposit**

Hotel	Reservatio	Event	Group / Event	Guest	Main Client	Name	Arrival da	Departure	L	Curr.	Request ...	Deposit re	Amount rec	Reception	Reservatio	Received	User	Creation d
		EV0031									EUR	261,36	0,00					
ESBA.TO...	30247758	EV003184	PUBLITEK NEW MEDIA	00000010	***DO N...		26.02.2...	28.02.2...	2	EUR	01.01.2...	5.940,00	0,00	25.02.2018	Tentative		I000...	26.05.2...
		EV0031									EUR	5.940,00	0,00					
ESBA.TO...	30844255	EV003320	PORSCHE - IQS BUSIN...	22004233	PORSCHE		04.09.2...	18.09.2...	2	EUR	15.06.2...	1,00	0,00	03.09.2017	Confirmed		E00...	24.05.2...
ESBA.TO...	30844255	EV003320	PORSCHE - IQS BUSIN...	22004233	PORSCHE		04.09.2...	18.09.2...	3	EUR	07.08.2...	1,00	0,00	03.09.2017	Confirmed		E00...	24.05.2...
		EV0033									EUR	2,00	0,00					
ESBA.TO...	31020449	EV003370	BODA JOSE BAENA Y ...	00501898	BAENA B ...		29.10.2...	29.10.2...	2	EUR	25.06.2...	1.400,00	0,00	25.06.2017	Confirmed		E00...	03.05.2...
ESBA.TO...	31020449	EV003370	BODA JOSE BAENA Y ...	00501898	BAENA B ...		29.10.2...	29.10.2...	3	EUR	25.09.2...	1.400,00	0,00	25.09.2017	Confirmed		E00...	03.05.2...
		EV0033									EUR	2.800,00	0,00					
ESBA.TO...	31192949	EV003394	BACCLAUREAT INTER...	20229861	INTERNA		08.02.2...	13.02.2...	1	EUR	03.05.2...	5.351,51	0,00	07.02.2018	Confirmed		E00...	03.05.2...
ESBA.TO...	31192949	EV003394	BACCLAUREAT INTER...	20229861	INTERNA		08.02.2...	13.02.2...	2	EUR	11.11.2...	13.378,78	0,00	07.02.2018	Confirmed		E00...	03.05.2...
		EV0033									EUR	18.730,29	0,00					
ESBA.TO...	31206197	EV003400	LCGE - GRP BCN CHIN...	00000010	***DO N...		30.05.2...	03.06.2...	1	EUR	09.05.2...	5.640,00	0,00	29.05.2017	Confirmed		E00...	09.05.2...
		EV0034									EUR	5.640,00	0,00					
ESBA.TO...	32841239	EV003763	HALCON VIAJES	11000177	HALCON		13.07.2...	14.07.2...	2	EUR	01.06.2...	2.070,24	0,00	12.07.2017	Confirmed		I000...	09.05.2...
		EV0037									EUR	2.070,24	0,00					
ESBA.TO...	33129249	EV003812	UNIR EXAMENES	20256871	UNIVERSI		16.06.2...	18.06.2...	2	EUR	08.06.2...	6.769,30	0,00	15.06.2017	Confirmed		E00...	23.05.2...
ESBA.TO...	33129249	EV003812	UNIR EXAMENES	20256871	UNIVERSI		16.06.2...	18.06.2...	1	EUR	26.05.2...	6.796,30	0,00	15.06.2017	Confirmed		E00...	23.05.2...
		EV0038									EUR	13.565,60	0,00					
ESBA.TO...	33312540	EV003844	HEPING TRAVEL	22001226	CHINA PE...		20.06.2...	24.06.2...	1	EUR	26.05.2...	5.606,00	0,00	19.06.2017	Confirmed		E00...	26.05.2...
ESBA.TO...	33312540	EV003844	HEPING TRAVEL	22001226	CHINA PE...		20.06.2...	24.06.2...	2	EUR	06.06.2...	5.606,00	0,00	19.06.2017	Confirmed		E00...	26.05.2...
		EV0038									EUR	11.212,00	0,00					
ESBA.TO...	33483130	EV003897	EITL Autumn Pear For...	10089861	VENUE &		16.10.2...	18.10.2...	1	EUR	02.06.2...	1,00	0,00	15.10.2018	Tentative		E00...	26.05.2...
		EV0038									EUR	1,00	0,00					
											EUR	671.793,...	0,00					

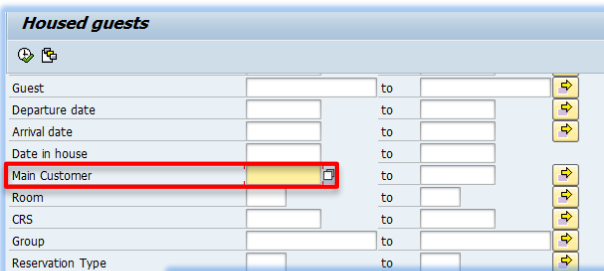
## IN-HOUSE GUESTS IDENTIFICATION

When the hotels are informed of the cancellation of the credit line, the customer has already been notified. Therefore, we should already have a credit card number or a bank transfer to settle the account and should not have any problem at the time of check-out.

Anyway, it is recommended to check the list of in-house guests as soon as we are informed of the credit line cancellation, in order to avoid any obstacles with the collection of invoices.

We can track them with TMS transaction /CCSHT/RC\_SI\_001\_ALV

(SAP Menu → FRONT-OFFICE → Information systems → In-house guests or occupied rooms ALV).



**Housed guests**

Guest: [ ] to [ ]

Departure date: [ ] to [ ]

Arrival date: [ ] to [ ]

Date in house: [ ] to [ ]

**Main Customer**: [ ]

Room: [ ] to [ ]

CRS: [ ] to [ ]

Group: [ ] to [ ]

Reservation Type: [ ] to [ ]

**Search filters:** we can select one or more Main Customers.

**Data shown:** double-clicking anywhere in the lines, we will access to reservations in order to modify whatever we need.

Room type	Room	Occupied room	Hired room	Upgraded room	Room	Guest	Guest	Category	Card Nr.	Main guest	Arrival	Dep. Date	Booking	Ass. Reser	Ic.	Main Customer	Main client	Contract	Rate
Hired	103	STDDBLT	STDDBL			PET...	0050...			Lithuanian	29.05.2017	23.06.2017	33834387			CIE GALFOR SA	Spanish	CIE_AUTOMO	COR
Occupied	202	FAMDBWT	STDDBL			SMIT...	0023...			British	01.06.2017	02.06.2017	17403033			BOOKING.COM B.V.	Dutch	BOOKING	FLEX
Upgrade	301	STDDBLQ	STDDBL			SMIT...	0050...			British	01.06.2017	02.06.2017	17403033			BOOKING.COM B.V.	Dutch	BOOKING	FLEX
	304	STDDBLT	STDDBL			ALV...	0020...	BLUE	20963...	Spanish	31.05.2017	02.06.2017	29429850			BOOKING.COM B.V.	Dutch	BOOKING	FLEX
	402	STDDBLQ	STDDBL			LOO...	0050...			Spanish	31.05.2017	02.06.2017	29429850			BOOKING.COM B.V.	Dutch	BOOKING	FLEX
	405	STDDBLT	STDDBL			JUST...	0050...			Lithuanian	21.05.2017	03.06.2017	33118814			CIE GALFOR SA	Spanish	CIE_AUTOMO	COR
	406	STDDBLT	STDDBL			PaK...	0048...			Lithuanian	21.05.2017	03.06.2017	33118814			CIE GALFOR SA	Spanish	CIE_AUTOMO	COR
	505	FAMDBWT	STDDBL			SMIT...	0050...			British	01.06.2017	02.06.2017	17403034			BOOKING.COM B.V.	Dutch	BOOKING	FLEX
	602	FAMDBWT	STDDBL			SMIT...	0023...			Irish	01.06.2017	02.06.2017	17403034			BOOKING.COM B.V.	Dutch	BOOKING	FLEX
	604	STDDBLQ	STDDBL			ALV...	0021...	BLUE	21762...	Spanish	31.05.2017	02.06.2017	34345213			REWARDS, NH	Spanish	NHREWARDS	NHR
		FAMDBLK	STDDBL			DEL...	0028...			Spanish	01.06.2017	03.06.2017	30022255			EXPEDIA INTERNACIONAL	American	EXPEDIA_IN	AP3I
		FAMDBLK	STDDBL			DIEZ...	0050...			Spanish	01.06.2017	03.06.2017	30022255			EXPEDIA INTERNACIONAL	American	EXPEDIA_IN	AP3I
		STDDBLQ	STDSGL			GUZ...	0018...	BLUE	18720...	Spanish	01.06.2017	02.06.2017	34437457			CENTRAL DE VIAJES SL	Spanish	CDV_TVCA	COR
		STDDBLQ	STDDBL			GOM...	0047...			Spanish	31.05.2017	02.06.2017	34344836			CARLSON WAGONLIT ESPAÑA SL	Spanish	CWT_INDITE	COR
		STDDBLT	STDDBL			BAR...	0050...			Lithuanian	29.05.2017	03.06.2017	33834044			CIE GALFOR SA	Spanish	CIE_AUTOMO	COR
		STDDBLT	STDDBL			GRA...	0050...			Lithuanian	29.05.2017	03.06.2017	33834044			CIE GALFOR SA	Spanish	CIE_AUTOMO	COR

# THANKS!

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