



INVOICES DIGITALIZATION

NH | HOTEL GROUP
PART OF MINOR
HOTELS

This new functionality in TMS forHotels allows the user to choose between sending the invoice by email, printing it or canceling the operation, without any additional action.

Scope

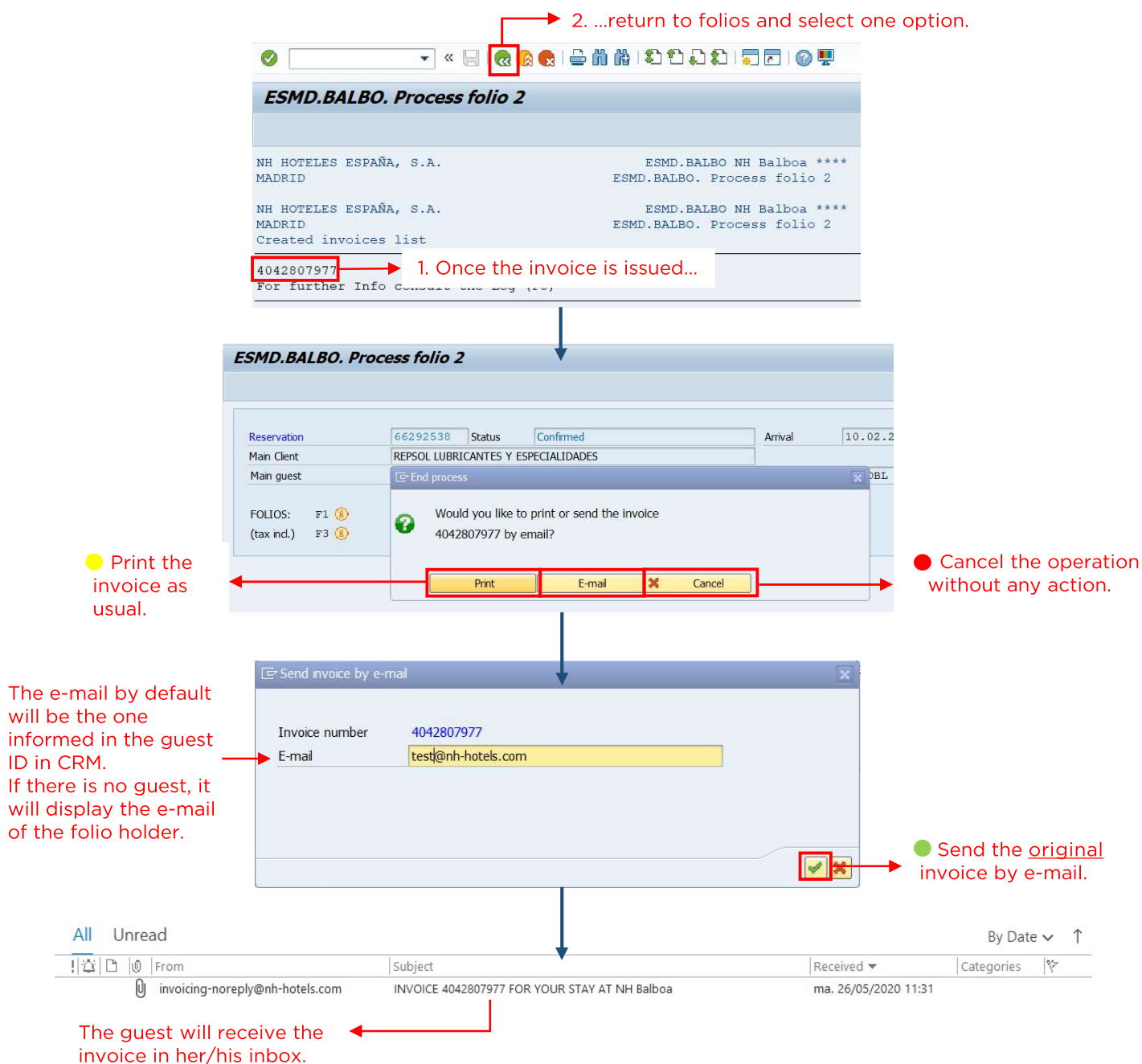
- Individual reservations.
- Group's reservations.
- Events.
- Day Guest Billing.

Billing type

- On-desk payment invoices.
- On-desk payment credit notes & invoice corrections.
- Prepayments.
- Credit invoices with electronic invoicing > No changes applied.
- Credit invoices without electronic invoicing > Pending development.
- Intercenter & Intercompany invoices > Pending development.
- Preauthorizations > Pending development.

Process

When billing the invoice and return to the main screen, TMS displays the following pop-up message:





FAQ



❑ If the e-mail address was wrong, could I send the original invoice again to the guest?

Just in case the guest didn't receive the bill in her/his inbox, a new original invoice could be sent through the monitor using the button "send original invoice".

For the rest of the cases, a copy invoice could be sent using the available options described on page 2.

❑ In the case of the payment gateway, how will I know that the operation charged to the guest is "signature required"?

If the operation is manual (without the presence of the guest) or the credit card needs the sign, the printing will be automatic, and the pop-up message won't be displayed.

Please consider that only the original invoice will be printed out, so the copy (for guest's handwritten signature) must be executed manually).

❑ Could I change the e-mail address in the pop-up?

Of course, you can write another e-mail address if needed.

❑ And the language of the e-mail?

The language of the e-mail will be sent according to the language of the reservation.

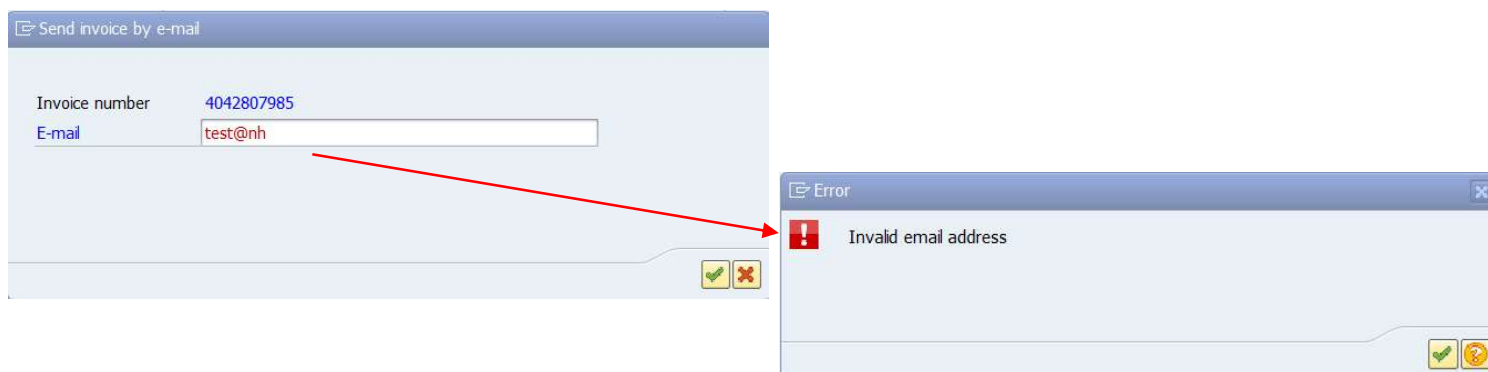
❑ Could I check the invoices sent by e-mail in the modification history of the booking?

No, it's not possible. For now, all the movements only will be displayed on the monitor.

❑ If the invoice is not delivered due to a wrong e-mail address, how could I detect it from TMS?

TMS won't display any error if the e-mail is not delivered because nh.noreply@nh-hotels.com; invoicing-noreply@nh-hotels.com and nhworkflowsap@nh-hotels.com are shared mailboxes.

Only if the structure is wrong, TMS will notify it as follows:



❑ Doubts, issues or suggestions?

Please open a JIRA using the following category:

SAP TMS > Front office > Billing > Invoices Digitalization (drop list).