

Master sheet changes: features, capacity and data

TMSforHotels customizing
Business Processes – September 2023

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Modify features


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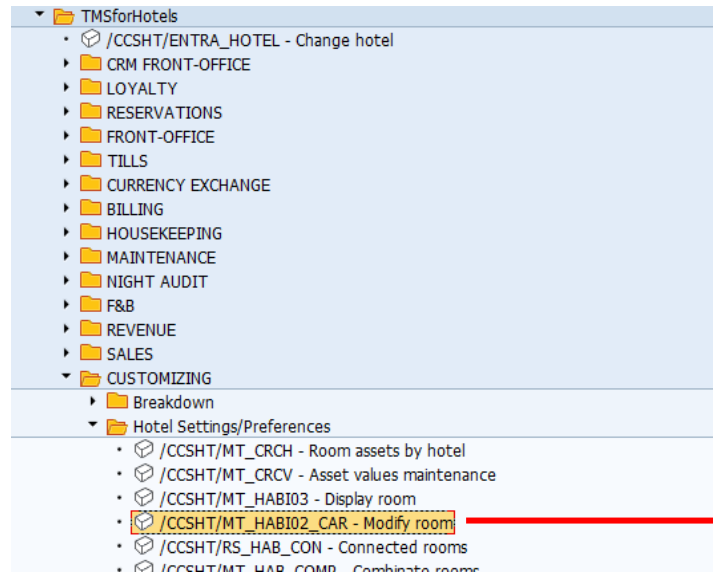
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Modify features



The Front Office Manager and the General Manager can modify the features here when necessary.

CUSTOMIZING → Hotel Settings/Preferences → /CCSHT/MT_HAB102_CAR Modify room

Modify Room 1001 (Basic data)

Documents mod. Incidents History

Room: 1001 Premium Double Twin Translate

Room type	Premium Double Twin
Building	COURTWING
Floor	FLOOR 1
Technical location	
Room short desc.	
Generic room type	PREDBL

☐ Does not allow extra bed
☐ Does not allow cot
☐ Does not allow extra bed + cot

Active for housekeeping ☒
Active for minibars ☒
Associated minibar type: MINIBAR
Cleaning status: Dirty
Max.No.of pax in room: 3
Fam.HK Stock Profile:
Prof.HK Stock:
☐ Do not use

Features

- BED TYPE
- SMOKING ROOM
- VIEW ROOM
- EXTERNAL SPACE
- WOODEN FLOOR
- ROOM FACING
- PETS
- ROOM DESIGN
- DISABLE
- ALLERGY ROOM
- RENOVATED ROOM
- ROOM FACILITIES
- BATH / SHOWER DESIGN
- BUILDING
- TOP FLOOR
- DOWN FLOOR
- FAR AWAY FROM NOISES
- QUIET ROOM
- SEPARATED BEDS
- LOCATION

Feature	Value
BED TYPE	TWIN
ROOM FACIN	INTERNAL
ROOM DESIG	CONNECTING
BATH / SHO	WALKING SH
BUILDING	MAIN BUILDIN

Rooms that compose it

Room	Room type	Short description
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Connected rooms

Room	Room type	Roo...
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From this option you can *update* the six features that customers can choose in the Online Check in process:

- **Bed type**
- **Smoking room**
- **View room**
- **Preferences of the bathroom**
- **Disable access**
- **Sea view (only hotels with this feature)**



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Modify of the room master data
(number of pax, type or subtype)


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Modify the room master data

If you need to change the room master data:

- Number of pax allowed in the room (always aligned with the maximum capacity of generic type and subtype).
- Room type
- Room subtype

The hotel **Revenue Manager (RM)** must:

- 1) Open a JIRA ticket the following category: SAP TMS (Tourism Management Suite) → Revenue → Master data / Setup.
- 2) Attach the room master sheet (MRaRS) perfectly completed, indicating "Yes" in the column "Change?" to make it clear what needs to be changed.

CURRENT ROOM CONFIGURATION							PROPOSED/NEW ROOM CONFIGURATION							
Hotel code	Room #	Current Room Ty	Floor	Current Room type descr	Bedding		New Room Type (TMS)	New Room type desc	Bedding2	Normal Occ%	# extra beds that fit in the room	Accessible room?	Comments	Change?
ESNA.IRUNA	1015	STEDBLK	10	Suite	King size		STEDBLK	Suite	King size	2	1			No
ESNA.IRUNA	1016	STEDBLK	10	Suite	King size		STEDBLT	Suite	Twin	2	1			Yes
ESNA.IRUNA	1017	STEDBLK	10	Suite	King size		STEDBLK	Suite	King size	2	1			No

Move existing inventory (existing bedding type)

If you need to move the room master data:

- Room type
- Room subtype

The hotel **Revenue Manager (RM)** must contact their **Revenue Systems manager**:

- 1) Open a JIRA ticket the following category: SAP TMS (Tourism Management Suite) → Revenue → Master data / Setup.
- 2) Attach the room master sheet (MRaRS) perfectly completed, indicating "Yes" in the column "Change?" to make it clear what needs to be changed.
- 3) IT will proceed with the ticket always is only is existing inventory including bedding type.
- 4) If not automatically will be reject in order to be included in a regular Batch.

CURRENT ROOM CONFIGURATION						PROPOSED/NEW ROOM CONFIGURATION							
Hotel code	Room #	Current Room Type	Floor	Current Room type descr	Bedding	New Room Type (TMS)	New Room type descr	Bedding2	Normal Occ%	# extra beds that fit in the room	Accessible room?	Comments	Change?
ESNA.IRUNA	1015	STEDBLK	10	Suite	King size	STEDBLK	Suite	King size	2	1			No
ESNA.IRUNA	1016	STEDBLK	10	Suite	King size	STEDBLT	Suite	Twin	2	1			Yes
ESNA.IRUNA	1017	STEDBLK	10	Suite	King size	STEDBLK	Suite	King size	2	1			No

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Modification of capacity of type
and/or subtype (number of pax)


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Create / delete new extra bed combination in a room type

If you need to change the number of pax allowed in all rooms of a type or subtype:

COMBINATIONS IN OTA										
Adult1	Child1	COMBINATION 1	Adult2	Child2	COMBINATION2	Do you want to include this Combination in OTA's?	Do you want to include this Combination in WIHP - Metasearches	Is this Combination already in OTA's?	ACTION	SPECIAL COMMENTS
2	1	2AD+1CH	3		3AD+CH	NO	YES	NO	-	
2	1	2AD+1CH	3		3AD+CH	YES	YES	YES	-	
2	2	2AD+2CH	3	1	3AD+1CH	YES	YES	NO	UPLOAD COMBINATION IN OTAS	2AD+1CH to be removed, 3AD+1CH to be added
									-	
									-	
									-	

You will come across a situations that the hotel will not be able to manage in any case and you will have to contact your **Revenue Systems Manager (RSM)**:

- 1) If it implies changes in the maximum capacity of the room type and/or subtype (and the current COMBINATION is **ALREADY** published on OTAs):
 - This change will only be made via "BATCH", but with the authorization of the System Manager, first, and all related HQ areas afterwards.

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Modification in options allow extra
bed and/or cot


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Modification in options allow extra bed and/or cot

If you need to change the possibility of loan items in the rooms:

Modify Room 101 (Basic data)

Delete room Documents mod. Incidents History

ESMD.LAGAS NH Lagasca ****

Room 101 Standard Double Queen Translate

Room type Standard Double Queen

Building BUILDING 1

Floor FLOOR 1

Technical location

Room short desc.

Generic room type STDDBL

☐ Does not allow extra bed

☐ Does not allow cot

☒ Does not allow extra bed + cot

Features

- SMOKING ROOM
- VIEW ROOM
- EXTERNAL SPACE
- WOODEN FLOOR
- ROOM FACING
- PETS
- FAR AWAY FROM NOISES
- QUIET ROOM
- SEPARATED BEDS
- LOCATION

Feature
SMOKING RO
WOODEN FLO
ROOM FACIN
PETS
ALERGY ROO
RENOVATED
ROOM FACIL
ROOM FACIL
ROOM FACIL
ROOM FACIL

Any modification of these fields requires:

- Revenue authorization: if the hotel opens a JIRA ticket, Revenue must be included as a participant.
- Attach the room master sheet (MRaRS) perfectly completed, indicating "Yes" in the column "Change?" to make it clear what needs to be changed.

 **LOAN ITEMS (Extra Beds) STOCK must be checked with RSM since also affects external channels.**

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NH Support Portal:
creation of JIRA tickets


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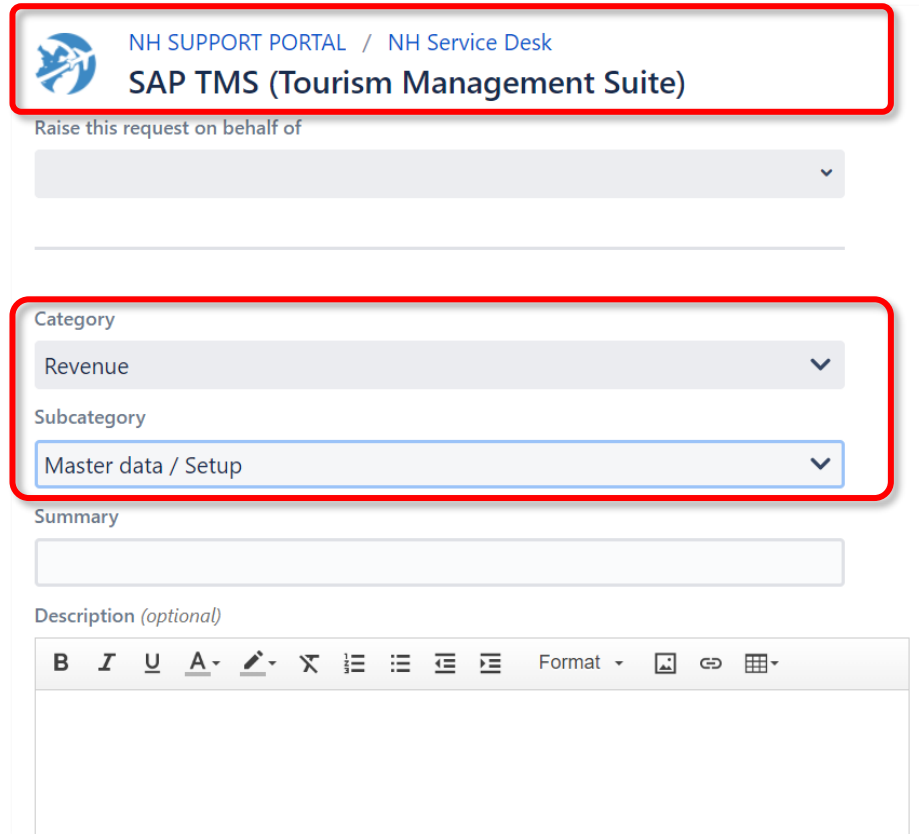
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NH Support Portal: creation of JIRA tickets

If the request is not detailed or there are errors, the JIRA ticket will be canceled, and you will have to open a new one.

Please, check that everything is correct before creating the ticket:



NH SUPPORT PORTAL / NH Service Desk

SAP TMS (Tourism Management Suite)

Raise this request on behalf of

Category

Revenue

Subcategory

Master data / Setup

Summary

Description (optional)

The category for all the cases previously indicated is:

- SAP TMS (Tourism Management Suite)
- Revenue
- Master data / Setup
- Include the name of your hotel



THANKS!

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