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TMSforHOTELS – NIGHT AUDIT
NOTIFICATIONS MANAGEMENT

BUSINESS PROCESSES
OPERATIONS
APRIL 2022

INDEX

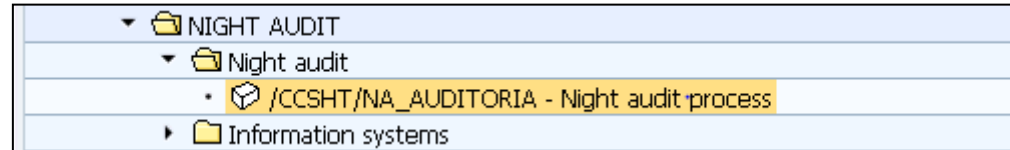
NIGHT AUDIT
/CCSHT/NA_AUDITORÍA - Night audit process

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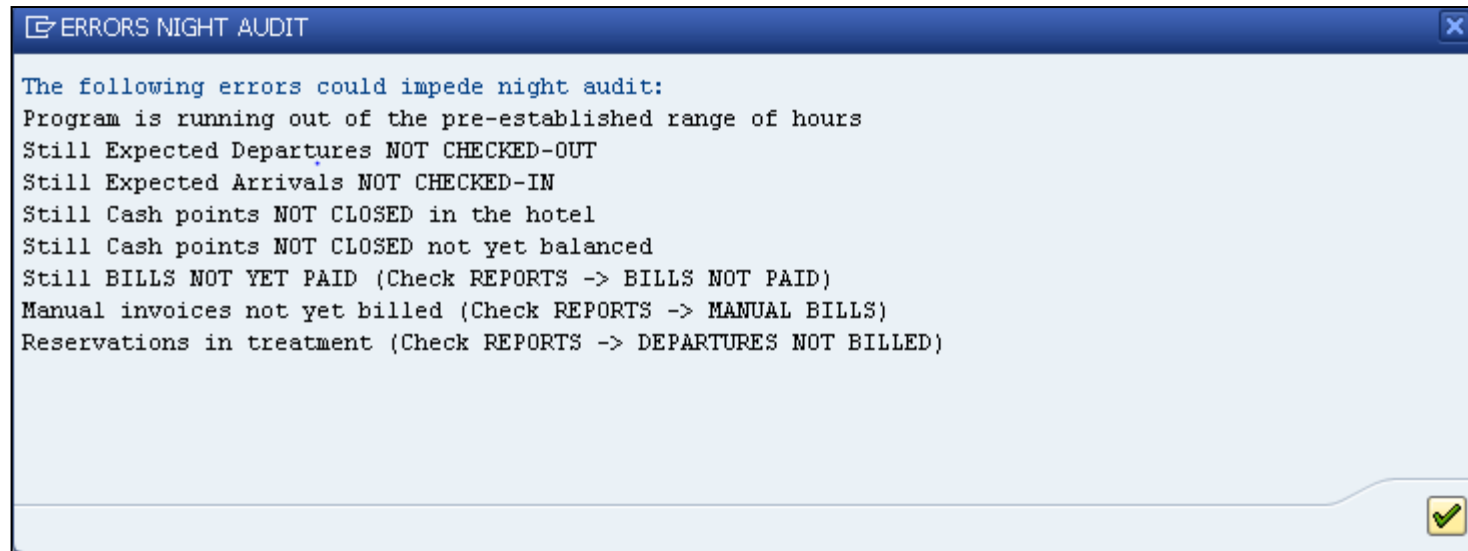


PRE-NIGHT AUDIT

INTRODUCTION – PRE-NIGHT AUDIT



The following pop-up will appear showing the notifications blocking the night audit Process and indicating how to localize each error as well as how to proceed (page 5).



If after checking this manual you could not solve the issue, contact other colleagues in different hotels for advice.

INTRODUCTION – PRE-NIGHT AUDIT

Shortcuts to locate Notifications in detail (**Display Mode** only):

When all notifications are managed, this option is to be clicked.

The screenshot shows the SAP interface with the 'Reports' menu highlighted by a red arrow. Below the menu, a toolbar contains various icons. The main menu bar is also highlighted by a red arrow, showing options like 'Expect. Departures', 'Check-Out', 'Modify Stay', 'Expected Arrivals', 'Modify Reservation', 'Cash points Reports', 'Cancel Invoices', 'Charge Invoices', 'Manual Invoices', and 'Continue N.A.'. A red arrow points from the text box above to the 'Continue N.A.' button. The main content area displays the results of a pre-audit phase 1, showing a list of reports and their status (Concluded W/o errors).

SAP

Expect. Departures Check-Out Modify Stay Expected Arrivals Modify Reservation Cash points Reports Cancel Invoices Charge Invoices Manual Invoices **Continue N.A.**

DENW.DUNOR NH DÜSSELDORF CITY NORD ****
DATE: 06.10.2016

START PHASE 1: PRE-AUDIT

Launching report /CCSHT/NA_015	
Process /CCSHT/NA_015	Concluded W/o errors
Launching report /CCSHT/RS_06_011	
Process /CCSHT/RS_06_011	Concluded W/o errors
Launching report /CCSHT/RS_06_02	
Process /CCSHT/RS_06_02	Concluded W/o errors
Launching report /CCSHT/R_FC_SI_04	
Process /CCSHT/R_FC_SI_04	Concluded W/o errors
Launching report /CCSHT/RS_CANCELA_LINEAS_GR	
Process /CCSHT/RS_CANCELA_LINEAS_GR	Concluded W/o errors
Launching report /CCSHT/PROC_CORREC_CAJAS_LINPR	
Process /CCSHT/PROC_CORREC_CAJAS_LINPR	Concluded W/o errors

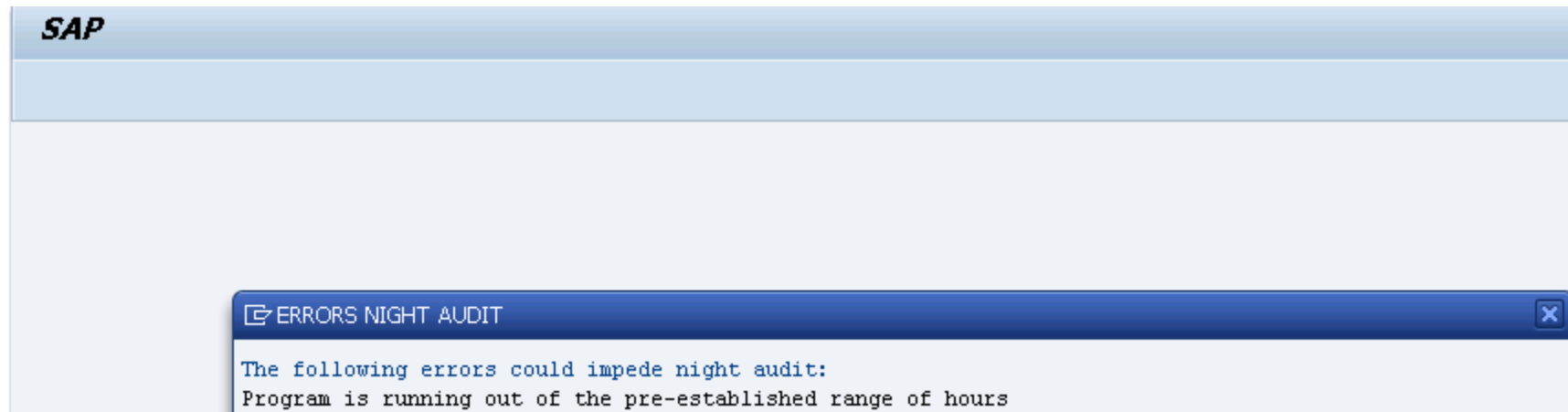
End of phase 1

NOTIFICATIONS

NOTIFICATION : THE SYSTEM IS RUNNING OUT OF THE PRE-ESTABLISHED RANGE OF HOURS

This notification does not block the Night Audit.

It is the only one that could stay when clicking 'CONTINUE N/A' and move to the next day in the system.



NOTIFICATION : STILL EXPECTED DEPARTURES NOT CHECKED OUT


SAP


Expect. Departures | Check-Out | Modify Stay | Expected Arrivals | Modify Reservation

AT09.ATTEN NH Collection Wien Zentrum ****
DATE: 04.10.2016

START PHASE 1: PRE-AUDIT
Launching report /CCSHT/NA_015
Process /CCSHT/NA_015
Concluded W/o errors

Departures expected



Hotel: AT09.ATTEN 

Booking File:

Date from: 04.10.2016

Date until:

Hotel section:

Main Customer:

Individual reservation:


CRS:

☐ Show displaced customer info

Sorting type

















- ☒ Reservation
- ☐ Guest
- ☐ Customer
- ☐ Room No

This could be because of 3 different cases:

1. Rooms pending to be cleared without charges → go to the transaction Check Out and click 
2. Rooms pending to be cleared with charges → bill the charges or change the room into a Virtual one with the Transaction 'Room Change'(see page. 20).
3. Virtual V00X → invoice or extend the departure from the Transaction 'In House Management'

IMPORTANT: remove the contract in order not to generate revenue and don't forget to use RO in the MEAL PLAN not to affect the Breakfast forecast.

Departures expected

                Show all guest

Section	Depart. d	Depart. t	Hotel	Booking File	Room	Type	L. se...	Σ AD	Σ JU	Σ CH	Σ BB	Total Pax	Guest or Group name
	03.01.2016	12:00:00	DESN.DRESD		447	STDDBL	BKFS	1	0	0	0	1	CAMARENA BELVER, JORDI

NOTIFICATION: STILL EXPECTED ARRIVALS NOT CHECKED IN

SAP

Expect. Departures | Check-Out | Modify Stay | Expected Arrivals | Modify Reservation

AT09.ATTER NH Collection Wien Zentrum ****
DATE: 04.10.2016

START PHASE 1: PRE-AUDIT
Launching report /CCSHT/NA_015
Process /CCSHT/NA_015 Concluded W/o errors

Expected Arrivals

Hotel: DESN.DRESD

Booking File: to

From: 03.01.2016

Until: 03.01.2016

Voucher: to

Main client: to

Room type: to

CRS: to

Company Responsible: to

Rooms: to

Arrival time: 00:00:00 to 00:00:00

Currency: EUR

Segment: to

Channel: to

Travel Reason: to

Booking status:

☐ Confirmed

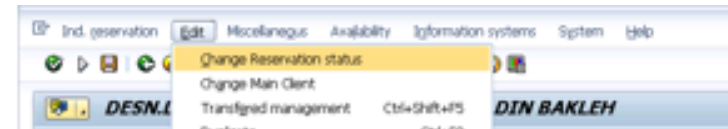
☐ Tentative

☒ Confirmed and Tentative

How to proceed:

Flag Confirmed and Tentative in Booking status: tentative reservations also block the Night Audit.

The Status of the reservations appearing here shall be changed into No-Show through Reservation → Individuals → Modify.



Charges will be generated. These shall be billed or cancelled in the folios depending on the reservation correspondence.

Expected Arrivals

Search, Filter, Print, Export, Show all guest

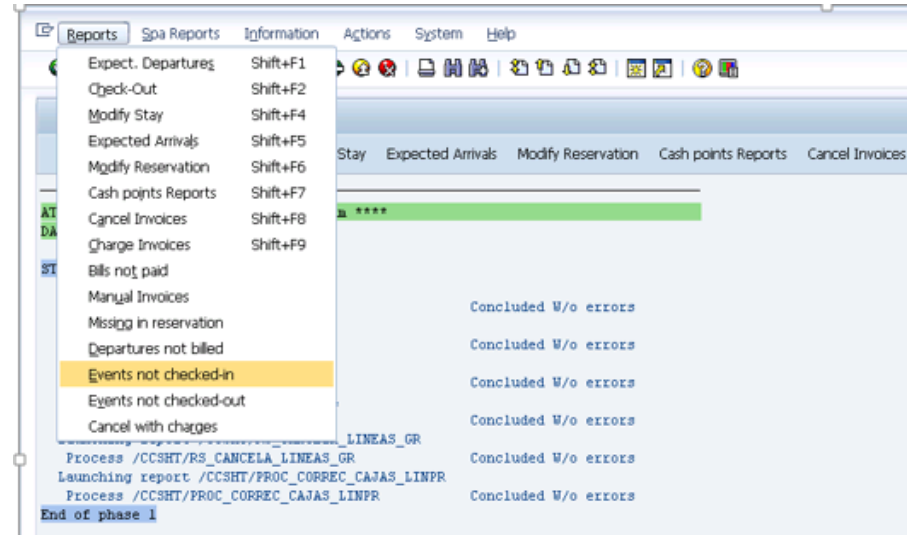
Arrival Date	Hotel	Room	Σ AD	Σ JU	Σ CH	Σ BB	Σ Tot. guest	Reserv.	Document I	Guest ID	Guest or Group's name
03.01.2016	DESN.DRESD		1	0	0	0	1	20649			
03.01.2016	DESN.DRESD		1	0	0	0	1	20502	99999999R	41002491	NH, Edelweiss

NOTIFICATION : STILL EXPECTED EVENTS NOT CHECKED IN (CHECK REPORTS → EVENTS NOT CHECKED IN)

When running this report, a screen will appear showing how to proceed. Keep in mind:

- Only the red shown events block the night audit process.
- This Report allows you to navigate in MODIFY modus to perform the check-in by double clicking the event number.

Eventos sin check-in							
NH HOTELES ESPAÑA, S.A. MADRID				ESZZ.SPORT NH Sport *** Eventos sin check-in			
Evento	Descripción	F. Inicial	F. Final	Tipo Evento	Estado del evento	Reserva	Booking File
EV00006794	prueba NA	05.01.2015	05.01.2015	Convención	Confirmado	0000165330	MB0000005975
EV00003669	TEST GEMMA KEY USER MISMO MENU	29.10.2014	29.10.2014	Cocktail	Oferta	0000152660	MB0000003478
EV00003718	TEST NO SHARE	31.10.2014	02.11.2014	Convención	Oferta	0000152727	



ESZZ.SPORT. Datos de Eventos

ESZZ.SPORT NH Sport *** Reserva: 165330 Cliente: 0000001000 DIRECT GUEST Importes

Código EV00006794 Versión 1 ☒ Activa

Inicio 05.01.2015 21:00 ☒ Presupuesto pendte.

Fin 05.01.2015 23:00 ☒ Contrato pendiente

Bono ☒ Orden serv. pendte.

Descripción prueba NA

Tipo evento CONVE Convención

Estado Confirmado

Seguimiento ☐ imp. ind.

Situación ☐ Perdido ☒ Check-in ☐ Rechazado ☐ Check-out ☐ Cancelado

Responsables

Comercial

Repr. vtas

Habitaciones

Días lim.fact 10 Día 15.01.2015

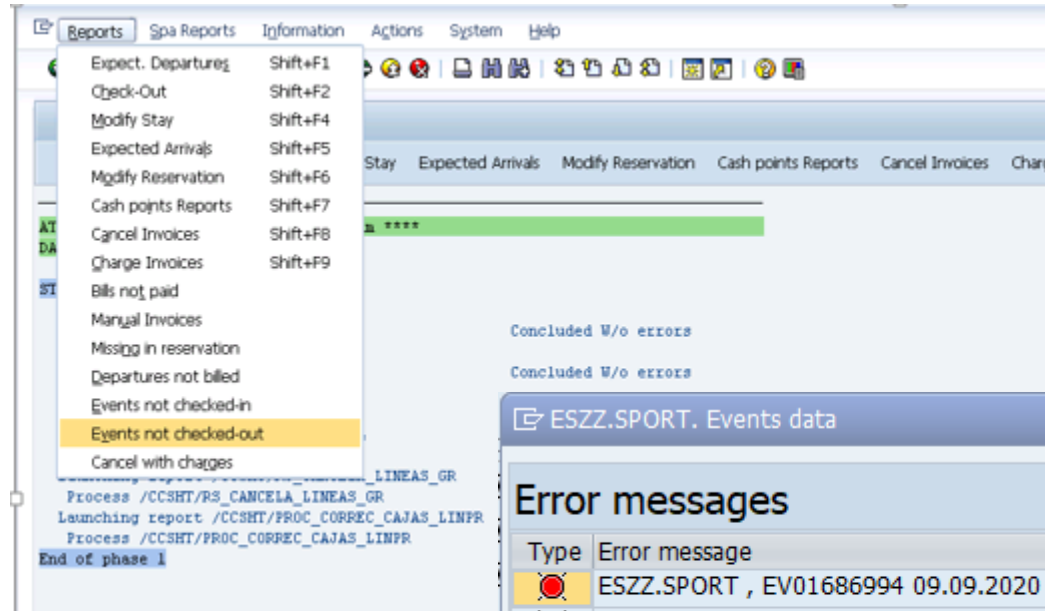
Observaciones

☒ Generales

It is enough to tick in Check-in box and save

NOTIFICATION: ERROR IN AN EVENT (1/3)

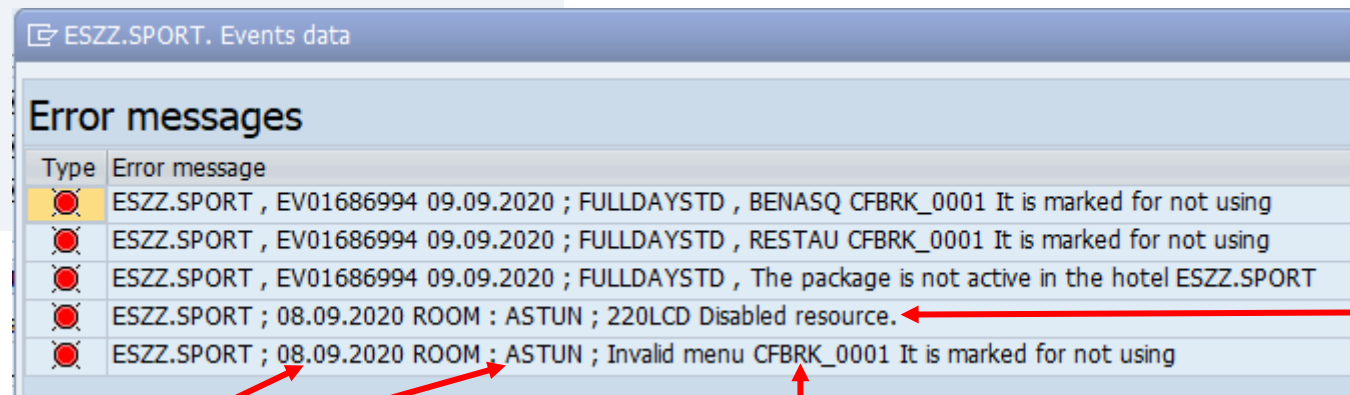
Still expected events not checked in or check out (Check REPORTS - EVENTS NOT CHECKED IN/OUT)



When running this report, a screen will appear showing how to proceed.

It is enough to tick in Check-in/Check Out Box and save, except if you find some of these errors.

You will have to change the item or delete it to be able to do the check in or check out of the event.

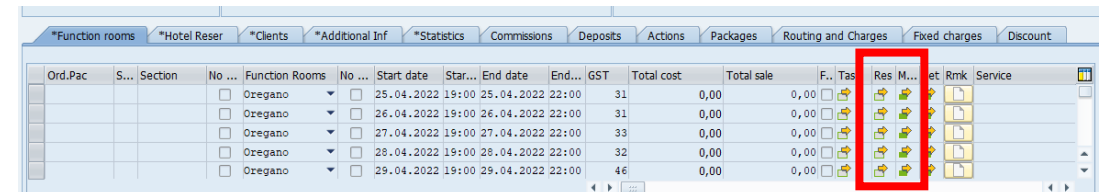


Description of the resource to be changed or deleted in the yellow arrow icon "resource" in the event.

Date and name of the meeting room where the error happens.

It needs to be modified.

Description of the menu to be changed or deleted in the yellow arrow icon "menu" in the event.



NOTIFICATION: ERROR IN AN EVENT (2/3)

Still expected events not checked in or check out (Check REPORTS - EVENTS NOT CHECKED IN/OUT)

It is enough to tick in Check-in/Check Out Box and save, except if you find some of these errors.

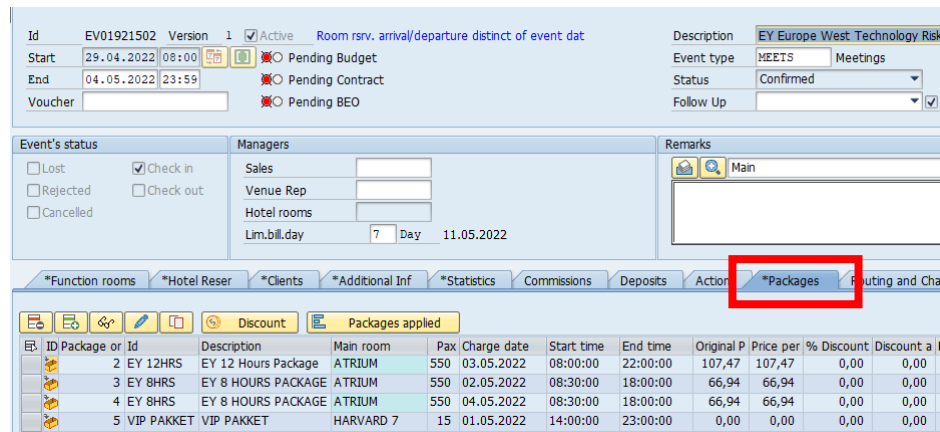
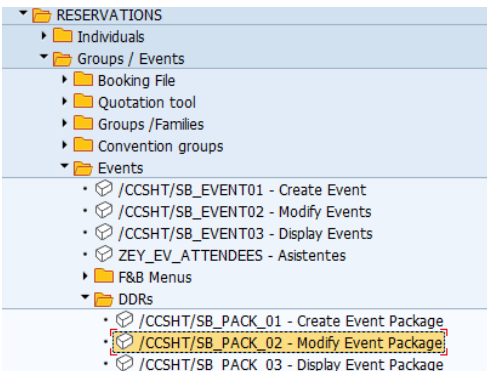
You will have to change the item or delete it to be able to do the check in or check out of the event.

ESZZ.SPORT. Events data

Error messages

Type	Error message
	ESZZ.SPORT , EV01686994 09.09.2020 ; FULLDAYSTD , BENASQ CFBK_0001 It is marked for not using
	ESZZ.SPORT , EV01686994 09.09.2020 ; FULLDAYSTD , RESTAU CFBK_0001 It is marked for not using
	ESZZ.SPORT , EV01686994 09.09.2020 ; FULLDAYSTD , The package is not active in the hotel ESZZ.SPORT
	ESZZ.SPORT ; 08.09.2020 ROOM : ASTUN ; 220LCD Disabled resource.
	ESZZ.SPORT ; 08.09.2020 ROOM : ASTUN ; Invalid menu CFBK_0001 It is marked for not using

Menu in a DDR to be changed or delete within the DDR. Do it in the tab “packages” in the event.



- DDR must be activated from transaction “Modify Event Package”.

OR

- Delete the DDR, do it in the tab “packages” in the event.

NOTIFICATION: ERROR IN AN EVENT (3/3)

Still expected events not checked in or check out (Check REPORTS - EVENTS NOT CHECKED IN/OUT)

It is enough to tick in Check-in/Check-Out Box and save, except if you find some of these errors.

You will have to inform the set-up to be able to do the check in or check out of the event

The screenshot displays the SAP reservation management interface. At the top, there are tabs for various reservation details: *Function rooms, Hotel Reserv, *Clients, *Additional Inf, *Statistics, Commissions, Deposits, Actions, Packages, Routing and Charges, Fixed charges, and Discount. Below these tabs is a table with columns: Ord.Pac, S..., Section, No ..., Function Rooms, No ..., Start date, Star..., End date, End..., GST, Total cost, Total sale, F., Tas, Res, M., Set, Smk, and Service. The first row of data shows a reservation for 'Amsterdam A...' starting on 28.04.2022 at 18:30 and ending on 28.04.2022 at 20:00, with a GST of 5, a total cost of 0,00, and a total sale of 930,00. The 'Set' column has a red box around it, and a red arrow points from this box to a 'Function room data' dialog box. The dialog box shows details for 'PT08.MAVIL Tivoli Marina Vilamoura *****' with an ID of EV0183274, a version of 1, a start date of 25.04.2022, a start time of 09:00, an end date of 08.05.2022, and an end time of 20:00. Below the dialog box, there is a table with columns: Paquete, Setup, Description, and Pax. The first row shows a package of 0000, a setup of BANQU, a description of BANQUET, and a pax of 31. At the bottom of the main interface, there is a status bar with fields for User, Date, Time, Modified by, Mod Date, and H Mod Ev. A red box highlights an error message: 'Attention: You must be informed at least a setup for each room'.

Management
Price Calculation by:
Order
F. Rooms amounts
F. Rooms extras amounts
Actions

0,00 EUR
0,00 EUR

Function room data
PT08.MAVIL Tivoli Marina Vilamoura *****
Id EV0183274... Version 1
Start date 25.04.2022 Start time 09:00
End date 08.05.2022 End time 20:00
Service

*Setup Tasks Resources *Menus

Paquete Setup Description Pax
0000 BANQU BANQUET 31

Attention: You must be informed at least a setup for each room

The reservation has been done from call center without informing the set up, and it is a compulsory field.

NOTIFICATION: THERE ARE STILL EVENTS THAT ARE NOT CHECKED OUT (CHECK REPORTS → EVENTS NOT CHECKED OUT)

Eventos sin check-out							
NH HOTELES ESPAÑA, S.A. MADRID		ESZZ.SPORT NH Sport *** Eventos sin check-out		Hora 22:05:39 Fecha 10.07.2016		SB_EVCHECKOUT/E000000050726 Pág. 1	
Evento	Descripción	F. Inicial	F. Final	Tipo Evento	Estado del evento	Reserva	Booking File ID
EV00006794	prueba NA	05.01.2015	15.01.2015	Convención	Confirmado	0000165330	MB0000005975

Information to be kept in mind:

- This Report allows you to navigate in MODIFY modus to perform the check-out by double clicking the event number.

ESZZ.SPORT. Datos de Eventos

ESZZ.SPORT NH Sport *** Reserva: 165330 Cliente: 0000001000 DIRECT GUEST

Código EV00006794 Versión 1 ☒ Activa

Inicio 05.01.2015 21:00 ☒ Presupuesto pendte.

Fin 05.01.2015 23:00 ☒ Contrato pendiente

Bono ☒ Orden serv. pendte.

Situación

☐ Perdido ☒ Check-in

☐ Rechazado ☒ Check-out

☐ Cancelado

Responsables

Comercial

Repr. vtas

Habitaciones

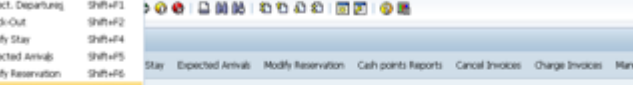
Días lim.fact 10 Día 15.01.2015

Observaciones

☒ General

It is enough to tick in Check-Out
Box
and save

NOTIFICATION: THERE ARE STILL CASH POINTS NOT CLOSED IN THE HOTEL

[illegible]

The screenshot shows the Sabre Airfare Reporting tool interface. The left sidebar contains a list of reports, with 'Cash points Reports' selected. The main area displays a table of data for 'Cash points Reports'.

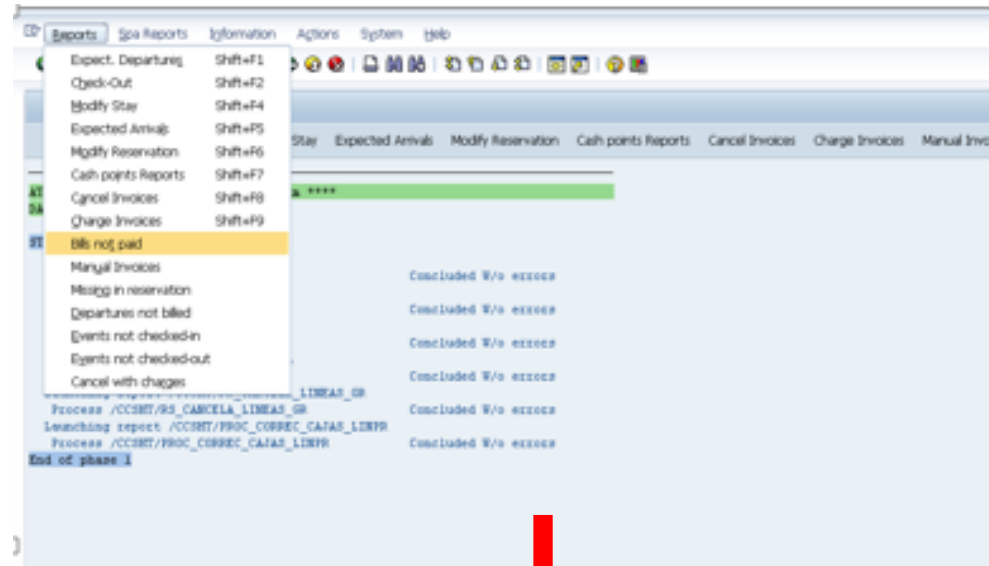
Report Name	Report ID	Report Description
Cash points Reports	SHH#P7	
Cancel Invoices	SHH#P8	
Charge Invoices	SHH#P9	
File not paid		
Manual Invoices		
Missing in reservation		Consolidated W/o excise
Departures not billed		Consolidated W/o excise
Events not checked-in		Consolidated W/o excise
Events not checked-out		Consolidated W/o excise
Cancel with charges		Consolidated W/o excise
Process /CCBET/PROG_CORREC_CATAIR_SIRN		Consolidated W/o excise
Process /CCBET/PROG_CORREC_CATAIR_SIRN		Consolidated W/o excise
Process /CCBET/PROG_CORREC_CATAIR_SIRN		Consolidated W/o excise

Select the Till line and click on “Close”.

This step must be done for all the tills existing in the hotel.

It might be necessary to scroll down in order to view the 'Open' and 'Close' buttons.

NOTIFICATION: THERE ARE BILLS NOT YET PAID (CHECK REPORTS → BILLS NOT PAID)



Unpaid invoices

AT09.ATTER NH Collection Wien Zentrum ****

Client (Folio. Responsable) to

Invoice No. to

It is important to know the Payment method of the invoice.

If the invoice is incorrect, it must be cancelled from the folios before billing → Invoice Correction → Invoice Cancellation

When running this report, a screen will appear showing how to proceed. By double clicking on the invoice number, the system will directly navigate to the cash movements.

Unpaid invoices

NH HOTELES DEUTSCHL. GMBH
BERLIN

DESN.DRESD NH DRESDEN NEUSTADT ****
Direct payment bills report

Invoice No	Holder	Client Name	Net amount	Taxes	Total invoice	Paid out
Charge date 03.01.2016						
4237000556	192224	JORDI CAMARENA BELVER	100,00	0,00	100,00	0,00

Till movements (Starting image)

DESN.DRESD NH DRESDEN NEUSTADT ****

Till Identifier

Operation Type

Choose till and click ENTER

Invoice payment movements

DESN.DRESD NH DRESDEN NEUSTADT ****

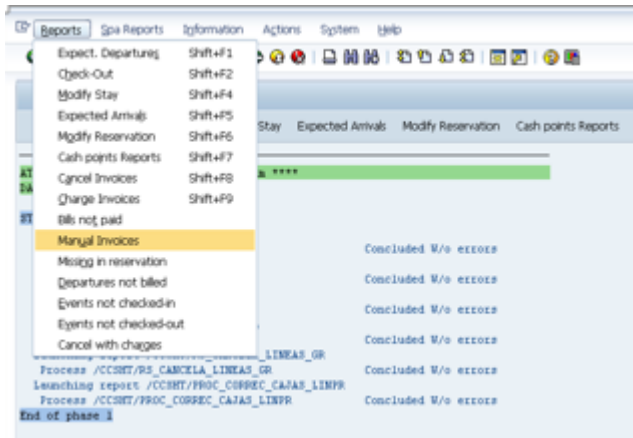
Till Identifier Recepción

Operation Type

Payment data

Invoice Id	4237000556	Net Value	
Reservation	18615	Document currency	
Folio	2		
Customer	192224	JORDI CAMARENA BELVER	
Remarks	<input type="text" value=""/>		
Payment method	Gateway	Curr...	Amount
		EUR	100,00

NOTIFICATION: MANUAL INVOICES NOT YET BILLED (CHECK REPORTS – MANUAL INVOICES)

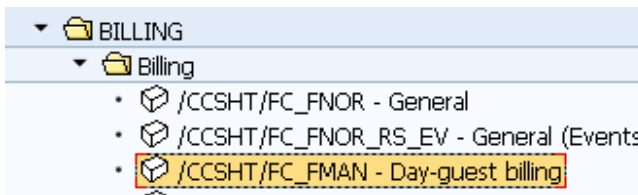


Manual bills report

Cliente de Producción Madrid AT09.VIEAI NH WIEN AIRPORT **** Time 14:31:53 Date 05.10.2016
Manual bills with outstanding charges /CCSHT/FC_SI_07C/E00000100450 Page 1

Reserv.	Date	Main Client	Name	Direct paym.	Tax included	Curr.
0022041235	05.10.2016	2006783517	AUTOMIC SOFTWARE GMBH	X	X	EUR
0022339171	05.10.2016	2021539084	SCHEIDT & BACHMANN SLOVENSKO SRO	X	X	EUR
0020053260	05.10.2016	1100015784	NEEDEDE GMBH	X	X	EUR

It is not possible to navigate into the reservations from this report, so it is necessary to write the numbers down and do the following:



AT09.VIEAI. New day-guest invoice

Modify open account Display closed account

AT09.VIEAI NH WIEN AIRPORT ****

Day-guest invoice

Client []

Branch of main c. []

☒ Tax included ('X' = Yes)

Currency EUR

Payment type 1 On-desk payment

Invoice format []

Statistics



AT09.VIEAI. Modify day-guest invoice

New account Display closed account

AT09.VIEAI NH WIEN AIRPORT ****

Day-guest invoice

Reservation [12345]

Indicate the reservation number and execute

NOTIFICATION: MANUAL INVOICES NOT YET BILLED (CHECK REPORTS – MANUAL INVOICES) – continuation -

ESZZ.SPORT. Tratamiento de los folios 1

Folio 1 Folio 2 Folio 3 Folio 4 | Todos los folios Día actual Cargos hasta hoy

Reserva: 165411 Estado: Check in Llegada: 05.01.2015 Salida: 05.01.2015

Cliente Com.: DIRECT GUEST-0000001000 Bono:

FOLIOS: F1 12,10 EUR DIRECT GUEST-0000001000 0,00

(imp. inc.) 0,00 0,00

Agrupación cargos

Status	Fecha prod	Folio	Hab. Origen	O	Concep...	Descripción	Cantidad	Precio	Dto no i...	Importe	imp. i...	Fecha servicio	Produci...	Hora	Usuarios	% DTO	Imp. origen sin imp.
00	05.01.2015	1			FRNT	Alquiler de salo...	1	10,00	0,00	10,00		05.01.2015		19:56:35	E00000050726	0,00	0,00

	Crédito sin Imp.	Crédito con Imp.	Contado sin Imp.	Contado con Imp.	Total sin Imp.	Total con Imp.	Observaciones
Importe facturado	0,00	0,00	0,00	0,00	0,00	0,00	
Importe pendiente	0,00	0,00	10,00	12,10	10,00	12,10	
Pendiente reserva	0,00	0,00	10,00	12,10	10,00	12,10	

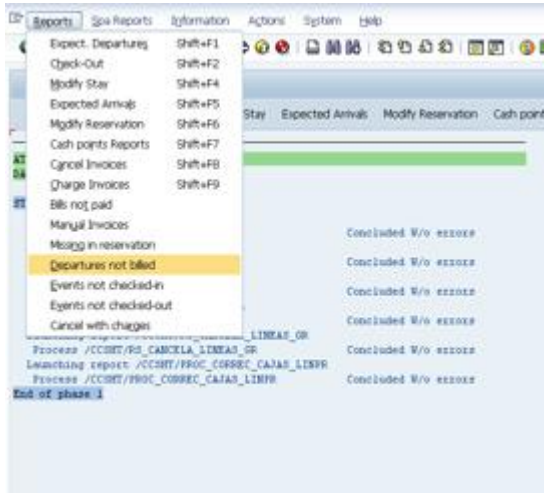
EUR Tipo cotización M

NHR PAGA...

If it is not yet possible to bill, we extend the departure date to the next day.

*** it is important to inform the responsible person about this extension in order to charge the invoice.

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)



In this case we could have different kinds of reservations:

- [Individual Reservations](#)
- [Group Reservations](#)
- [Events](#)
- [Non- Guest Billings](#)
- [Reservations with modified Billing](#)



When running this report, a screen will appear showing how to proceed :

We must check the column 'DUE DATE' which appears in colors.

The green lines appear as they are Events pending to be billed but they DO NOT block the night Audit process.

Salidas pendientes de facturar																
Hotel: ESZZ.SPORT NH Sport Usuario: E00000050726 · Fecha y hora: 11.07.16 / 09:44																
Tipo	Titular del folio	Habit...	Tipo de ha	Reserva	Evento	F	Forma pago	Σ	AD	Σ	JU	Σ	CH	Σ	BB	F.Llegada
Grupo				164140	EV000064...	2	Pago inmediato	0	0	0	0	0	0	0	0	05.01.2...
Grupo				164140	EV000064...	2	Pago inmediato	0	0	0	0	0	0	0	0	05.01.2...
Grupo				164140	EV000064...	2	Pago inmediato	0	0	0	0	0	0	0	0	05.01.2...
								0	0	0	0	0	0	0	0	433,65
Evento	0000001000 DIRECT GUEST			163015	EV000062...	1	Pago inmediato	0	0	0	0	0	0	0	0	15.01.2...
Evento				163016	EV000062...	1	Pago inmediato	0	0	0	0	0	0	0	0	15.01.2...
Evento				165330	EV000067...	1	Pago inmediato	0	0	0	0	0	0	0	0	05.01.2...
No alojado				165411		1	Pago inmediato	0	0	0	0	0	0	0	0	05.01.2...
								0	0	0	0	0	0	0	0	1.757,44
Grupo	1000032086 HALCON VIAJES			152024	EV000034...	2	Credito	0	0	0	0	0	0	0	0	03.01.2...
								0	0	0	0	0	0	0	0	2.000,00
Individual	2000002369 NUTRECO NEDERLAND B	204	STDBL	154117		2	Credito	1	0	0	0	0	0	0	0	01.01.2...
								1	0	0	0	0	0	0	0	0,00
								1	0	0	0	0	0	0	0	0,00
Seccion								1	0	0	0	0	0	0	0	4.191,09
								1	0	0	0	0	0	0	0	4.191,09

The report informs you about the Type of the Reservation as well as it's number.

In the first case for example, it is a group (res. 164140) and NOT the event that it includes.



NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)

- continuation -

Individual Reservations

Transaction /CCSHT/RC_CHECK_OUT - Check-out

Folder : Front Office → Check out → Check out

ESZZ.SPORT. Tratamiento de los folios 2

Folio 1 Folio 2 Folio 3 Folio 4 Todos los folios Día actual Cargos hasta hoy

Reserva: 154117 Estado: Check in Llegada: 01.01.2015 Salida: 05.01.2015 Upg.:

Cliente Com.: NUTRECO NEDERLAND BV-2000002369 Bono: Habitación:

Huésped Pral.: NUTRECO Tipo hab.: STDDBL Standard Double PAX: A

FOLIOS: F1 121,00 EUR NUTRECO NEDERLAND BV-200000236... F2 0,00 EUR NUTRECO NEDERLAND BV-200000236...
(imp. inc.) F3 0,00 EUR Huesped Principal F4 0,00 EUR Huesped Principal

Status	Fecha prod	Folio	Hab. Origen	O	Concep...	Descripción	Cantidad	Precio	Dto no i...	Importe	imp. i...	Fecha servicio	Produci...	Hora	Usuarios
00	04.01.2015	2	204		PPWI	Nº Factura 405...	1	90,91	0,00	90,91		04.01.2015	X	02:22:35	E00000050726
00	04.01.2015	2	204		PPWI	4053001392	1-	90,91	0,00	90,91-		04.01.2015	X	02:22:36	E00000050726

	Crédito sin Imp.	Crédito con Imp.	Contado sin Imp.	Contado con Imp.	Total sin Imp.	Total con Imp.	Observaciones
Importe facturado	0,00	0,00	0,00	0,00	0,00	0,00	
Importe pendiente	0,00	0,00	0,00	0,00	0,00	0,00	
Pendiente reserva	0,00	0,00	0,00	0,00	0,00	0,00	EUR Tipo cotización M

Bill the folio and then clear the room

If it is not possible to bill the charges, we can change the room into a Virtual one following the steps mentioned in the next slide

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)

- continuation -

1.

Front-Office

- /CCSHT/RS_RSRV_IN_02 - In-house management
- /CCSHT/RS_CAMBIO_HAB - Room change
- /CCSHT/CE_MENSA - Messages

In-House Guest Room Change

DENW.DUNOR NH DÜSSELDORF CITY NORD ****

Room

2. Room number + ENTER.

3. We indicate the new room number (virtual), the mandatory fields and save.

In-House Guest Room Change

Rooms involved Rooms by Asset

AT09.VIEAI NH WIEN AIRPORT Reservation: 20499206 Client: 1000102067 HOTEL RESERVATION SERVICE (HRS) ROB

Arrival date: 04.10.2016 Tues RoomType: STDDBL Meal
 Nights: 2 Guest AD 2 JU 0 CH 0 BB 0 First
 Departure date: 06.10.2016 Thurs Room 7530 ✓ SUPDBL Last

Main guest
 25426288 GIMPLE, ALEXANDER OSWALD AXEL

Remarks
 cc on web Rechnungsadresse Lufthansa Alexan
 1030 WIEN Deutschland

Changing room
 New room:
 Reason
 Cleaning status: ☐ (State which is the current room)

Room type Building ID Floor Valid for HSK
☐ Condo room.
☐ Valid for minibars
 Cleaning status: ☐

Reservation preferences

Features	Description



Do not forget to inform the responsible person about this change and the reason for it.

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)

- continuation -

Group Reservations

Transaction /CCSHT/RS02_GR_CONV – Modify Convention Group

Transaction /CCSHT/RS02_GR – Modify Group Reservation

Folder : Reservations → Groups/Events → MODIFY

We extend the departure date to the next day.

AT09.VIEAI. Modif. Group Res. - AUA LAYOVER

Selected items breakdown Rooming list Rooming list

AT09.VIEAI NH WIEN AIRPORT Reserv. 20192932 06.10.2016 - 07.10.2016 Client 2002800834 AUSTRIAN AIRLINES AG

General info. Billing information *Reception info. Deposits Guarantee *Additional info. *Breakdowns Fixed charges *Routing Ch

Arrival date: 06.10.2016 Thursday
Nights: 1
Departure date: 07.10.2016 Friday
Group Name: AUA LAYOVER
Registration date: 11.08.2016
E-Mail: NO E-MAIL
CUT-OFF date:

Contract: AUSTRIA_LY 2 AUSTRIAN AIRLINES AG - LAYOVER
Rate: LAY_NEG016 LAYOVER Neg 016
Allotment:
Retrieve changes Homogeneous Gr Show Subtypes
Voucher: Cost code: CXL_BAR
Reservat. method
Rooming

Remarks
Main *
VOUCHER

R...	Room type	AD	JU	CH	BB	Rooms	Meal plan	Ex...	First service	Last service	Free	Manual price	Tax I...	Arrival	D
											<input type="checkbox"/>		<input checked="" type="checkbox"/>		
											<input type="checkbox"/>		<input checked="" type="checkbox"/>		



Do not forget to inform the responsible person about this extension in order to bill the charge.

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)

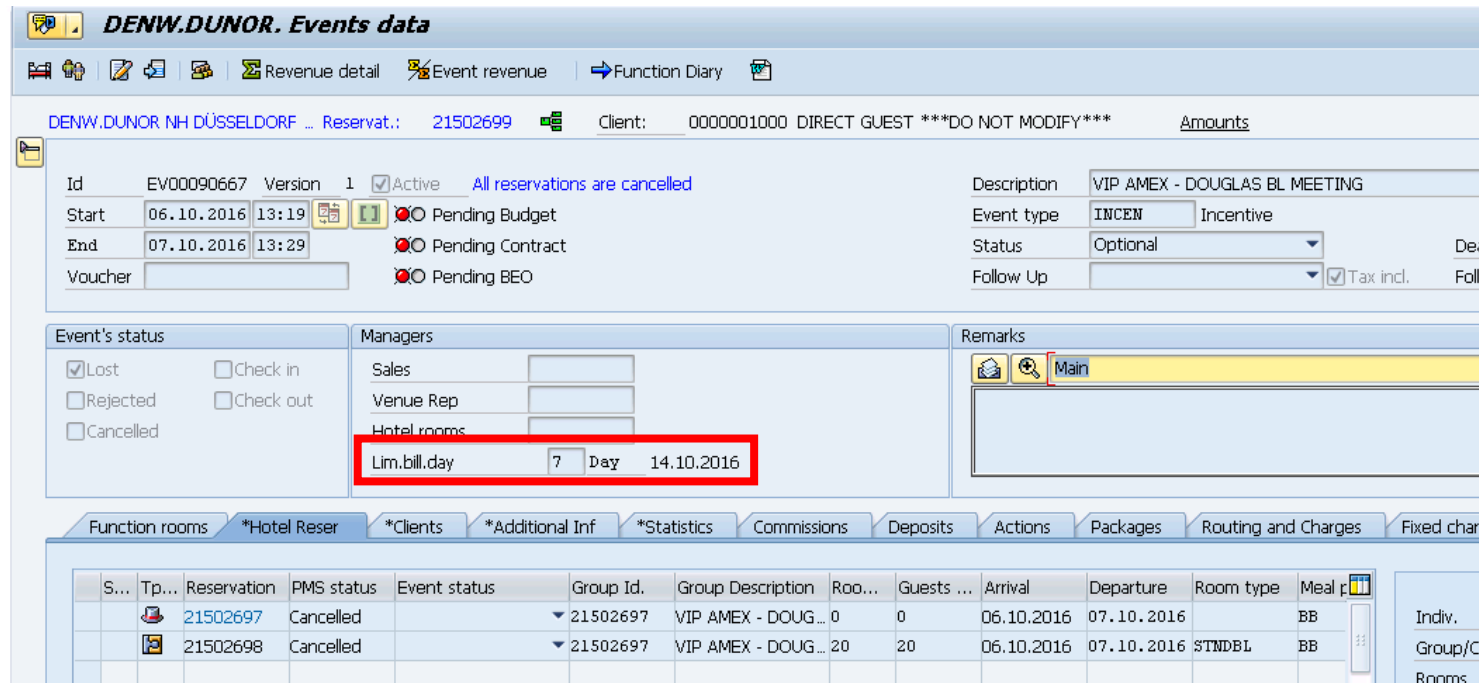
- continuation -

Event Reservations

Transaction /CCSHT/SB_EVENT02 – Modify Events

Folder : Reservations → Groups / Events → Modify Events

We modify the
Limit Bill Days



DENW.DUNOR. Events data

Revenue detail | Event revenue | Function Diary

DENW.DUNOR NH DÜSSELDORF ... Reservat.: 21502699 Client: 0000001000 DIRECT GUEST ***DO NOT MODIFY*** Amounts

Id: EV00090667 Version: 1 ☒ Active All reservations are cancelled

Description: VIP AMEX - DOUGLAS BL MEETING

Start: 06.10.2016 13:19 ☐ Pending Budget

End: 07.10.2016 13:29 ☐ Pending Contract

Voucher: ☐ Pending BEO

Event type: INCEN Incentive

Status: Optional

Follow Up: ☒ Tax incl.

Event's status: ☒ Lost ☐ Check in ☐ Rejected ☐ Check out ☐ Cancelled

Managers: Sales Venue Rep Hotel rooms

Lim.bill.day: 7 Day 14.10.2016

Remarks: Main

S...	Tp...	Reservation	PMS status	Event status	Group Id.	Group Description	Roo...	Guests ...	Arrival	Departure	Room type	Meal p	
		21502697	Cancelled		21502697	VIP AMEX - DOUG...	0	0	06.10.2016	07.10.2016	BB		Indiv.
		21502698	Cancelled		21502697	VIP AMEX - DOUG...	20	20	06.10.2016	07.10.2016	STNDBL	BB	Group/C Rooms



Do not forget to inform the responsible person about this extension in order to bill the charge.

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)

- continuation -

Day-Guest Billing Reservations

Transaction /CCSHT/FC_FMAN – Day-Guest Billing

Folder: Billing → Billing → Day-Guest Billing

(more information on page 16)

AT09.VIEAI. Process folio 1

Folio 1 | Folio 2 | Folio 3 | Folio 4 | All folios | Current date | Charges until today |

Reservation: 22118434 | Status: Check in | Arrival: 26.09.2016 | Departur: 07.10.2016

Main Client: AUTOMIC SOFTWARE GMBH-2006783517 | Voucher: 23277852 BANKETT

FOLIOS: F1 | 11.412,30 | EUR | Main Guest | 0,00

(tax incl.) | 0,00 | 0,00

Status	Revenue date	Folio	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Sou...	Guest Name
	26.09.2016	1	AUDV	Externe Technik	1	1.50...	0,00	1.500,...	<input checked="" type="checkbox"/>	26.09.2016		
	26.09.2016	1	AUDV	Beamer 2.000 Ansi Lumen	1	240,...	0,00	240,00	<input checked="" type="checkbox"/>	26.09.2016		
	26.09.2016	1	AUDV	Beamer 2.000 Ansi Lumen	1	240,...	0,00	240,00	<input checked="" type="checkbox"/>	26.09.2016		
	26.09.2016	1	AUDV	Rednerpult	1	90,00	0,00	90,00	<input checked="" type="checkbox"/>	26.09.2016		
	26.09.2016	1	AUDV	Highspeed Internet	1	298,...	0,00	298,50	<input checked="" type="checkbox"/>	26.09.2016		
	26.09.2016	1	AUDV	Standard Technik	30	0,00	0,00	0,00	<input checked="" type="checkbox"/>	26.09.2016		

Arrangement code

We modify the
departure date and
press ENTER



Do not forget to inform the responsible person about this extension in order to bill the charge.

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED)

- continuation -

Reservations with Modified Billing

Transaction /CCSHT/FC_REFACTURAR Rebill Cancelled Reservations / Invoices.

Folder : Billing → Invoice Correction → Modified Reservation Billing

ESZZ.SPORT NH Sport *** Reserva 152024 Cliente 1000032086 HALCON VIAJES

Datos Generales *Datos de recepción Datos de Facturación Anticipos Garantías *Datos adicionales Desgloses efectuados Enrutamiento

Fecha de llegada: 03.01.2015 Sábado
Noches: 0
Fecha de Salida: 03.01.2015 Sábado
Nombre grupo: TEST NORIA COMISIONES
Fecha de alta: 26.10.2014
E-Mail: direcontratacion3@halconviajes...
Fecha de CUT-OFF:
Contrato: 0
Tarifa: BAR BAR Flexible easy ca...
Cupo:
Precio Manual ☒ Recupera cambios
Bono:
Cod.gasto:
Método Res:
Régimen BB
Rooming:
Observaciones: Generar

Día	Fecha	TO...	STDDBL	STDDBLD	STDDBLQ	STDDBLT	STDSGL
Sábado	03.01.2015	0	0	0	0	0	0

Pendientes



We know that this is an invoice correction because the departure date is from the past as well as all fields are inactive (both in individual and group reservations).

Follow the steps in the next slide to solve the issue:

NOTIFICATION: RESERVATIONS IN CHECK OUT NOT YET BILLED (CHECK REPORTS → DEPARTURES NOT BILLED) ç

- continuation -

1.

- ▼ BILLING
 - ▶ Billing
 - ▶ Post charges
 - ▶ Folios
 - ▼ Invoice correction
 - Invoice cancellation
 - Post and modify charges
 - Change payer and holder Customers
 - **Modified reservations billing**
 - Lettra Accredito (Italy)
 - Invoice cancelation (Old system only IT, VE and AR)

2.

Rebill Cancelled Reservations / Invoices

DESN.DRESD NH DRESDEN NEUSTADT ****

Invoice to Document (1) 1 Entry found

Reservation to tions

Document type

☒ Invoice

☐ Proforma

Document Reserv.

DESN.DRESD 4237000548 0000020703

3.

Rebill Cancelled Reservations / Invoices

DESN.DRESD NH DRESDEN NEUSTADT ****

Invoice 4237000548 to

Reservation to

Document type

☒ Invoice

☐ Proforma

4.

Rebill Cancelled Reservations / Invoices

NH HOTELES DEUTSCHL. GMBH DESN.DRESD NH DRESDEN NEUSTADT **** Tin

BERLIN Rebill Cancelled Reservations / Invoices FC_REFACTUR

Sel	Reservation	Reservation client	Invoice No	Bill Payer
<input checked="" type="checkbox"/>	20703	20093371 SALAH ALDIN BAKLEH	4237000548	20093371 SALAH ALDIN

We ALWAYS have to bill the charge, because a Modified billing has to be closed before the NA.



Do not forget to leave a note for the responsible person to cancel the invoice if it is necessary.

NOTIFICATION: CANCEL/NO-SHOW RESERVATIONS WITH PENDING CHARGES (check report – CANCEL WITH CHARGES)

Transaction /CCSHT/RS02_IN - MODIFY

Folder: Reservations → Individuals → Modify (Bill the charges or cancel them depending on the case).

DESN.DRESD. Process folio 3

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today

Reservation 18615 Status Check in Arrival 02.01.2016 Departur

Main Client JORDI CAMARENA BELVER-0000192224 Voucher

Main guest CAMARENA BELVER, JORDI Type STDDBL Standard Dou

FOLIOS: F1 107,00 EUR JORDI CAMARENA BELVER-00001922... F2 100,00 EUR JO

(tax incl.) F3 100,00 EUR JORDI CAMARENA BELVER-00001922... F4 0,00 EUR JO

Arrangement code

Status	Revenue date	Folio	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	In
	03.01.2016	3	ROOM	Room	1	93,02	0,00	93,02	<input checked="" type="checkbox"/>	03.01.2016	In
		3	TTAX	City Tax	1	6,98	0,00	6,98	<input checked="" type="checkbox"/>	03.01.2016	

Cancel charge.
 Move charges ▶
 Split charges
 Apply discount

NOTIFICATION: RESERVATIONS IN TREATMENT

Transaction /CCSHT/RS_WALKIN - Walk-in

Folder: Front Office → Check in → Walk-in

```
SAP
Expect. Departures  Check-Out  Modify Stay  Expected Arrivals  Modify Reservation  Cash points Re

ESMD.PRIVE NH Principe de Vergara ****
DATE: 01.07.2018

START PHASE 1: PRE-AUDIT
Launching report /CCSHT/R_FC_SI_04
Process /CCSHT/R_FC_SI_04                      Concluded W/o errors
Launching report /CCSHT/RS_06_02
Process /CCSHT/RS_06_02                      Concluded W/o errors
Launching report /CCSHT/RS_06_011
Process /CCSHT/RS_06_011                    Concluded W/o errors
Launching report /CCSHT/NA_015
Process /CCSHT/NA_015                      Concluded W/o errors
Launching report /CCSHT/RS_CANCELA_LINEAS_GR
Process /CCSHT/RS_CANCELA_LINEAS_GR        Concluded W/o errors
Launching report /CCSHT/PROC_CORREC_CAJAS_LINPR
Process /CCSHT/PROC_CORREC_CAJAS_LINPR     Concluded W/o errors

RESERVATIONS IN TREATMENT
WALK-IN IN PROGRESS -> User E00000050726 ( /CCSHT/RS_WALKIN )

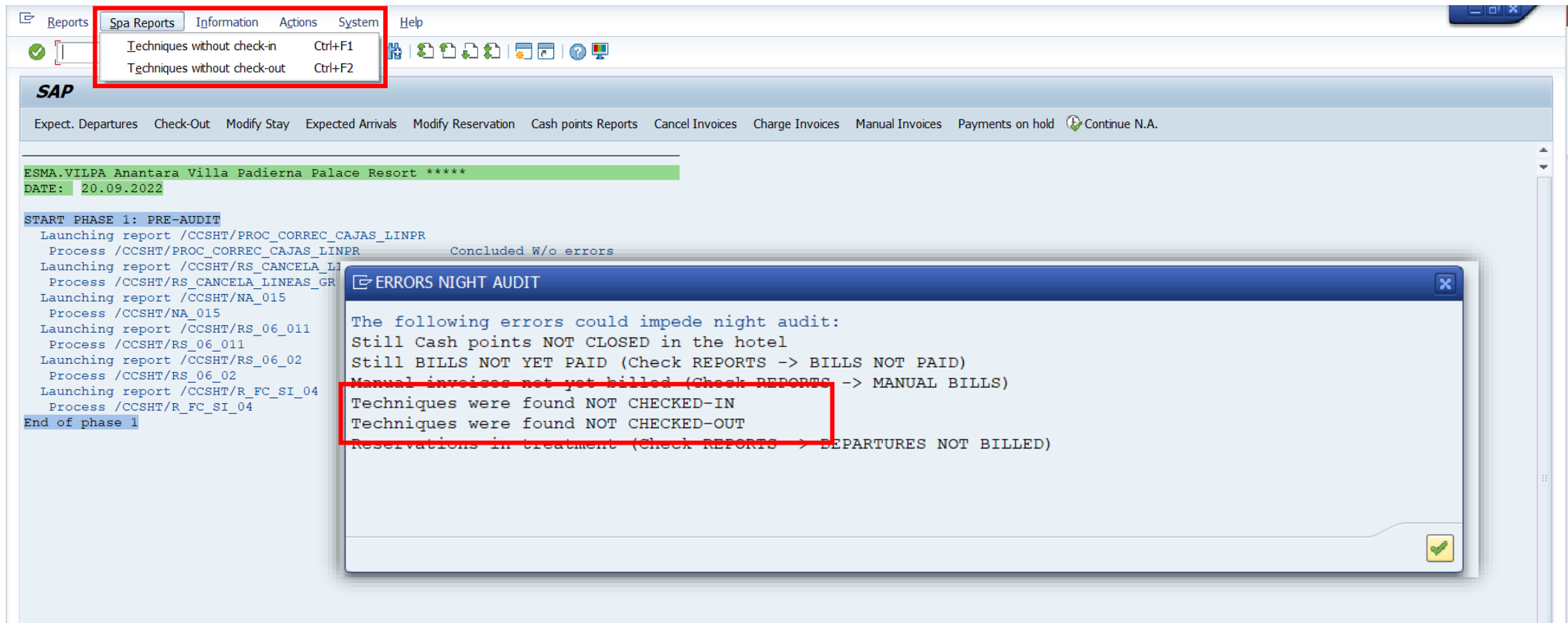
End of phase 1
```

Get out of any reservation
in walk in.

NOTIFICATION: TECHNIQUES WERE FOUND NOT CHECKED-IN

Transaction /CCSHT/NA_AUDITORIA - Night audit process

Top screen menu – Spa Reports



NOTIFICATION: TECHNIQUES WERE FOUND NOT CHECKED-OUT

- continuation -

These are the results of both reports:
































































Health Spas Treatment by Reservation

<



Reports are in Display mode, so it is necessary to go to the Planning SPA to manage the reservations.


Health Spas Treatment by Reservation



OTHER CASES

RESERVATIONS MADE AFTER 00:00 O'CLOCK

If a reservation was made after 00:00 O'clock, the registration date will be the following date, and this will give an error while performing the Check-In. In order to save any changes in the Reservations, we must change the registration date into today:



Arrival: 02.01.2016 ☐ nday
Nights: 1
Depart.: 03.01.2016 Monday
RoomType: Standard Double
Guests: AD 1 JU CH
Room
General Data *Billing Information *Additional data *Statistics
Contact person: carla
Phone: 967666555
E-Mail: flotadorviajes@viajesflotador.es
Voucher:
Reservation type
Registrat. date: 03.01.2016 Language: ES Spanish
CUT-OFF date

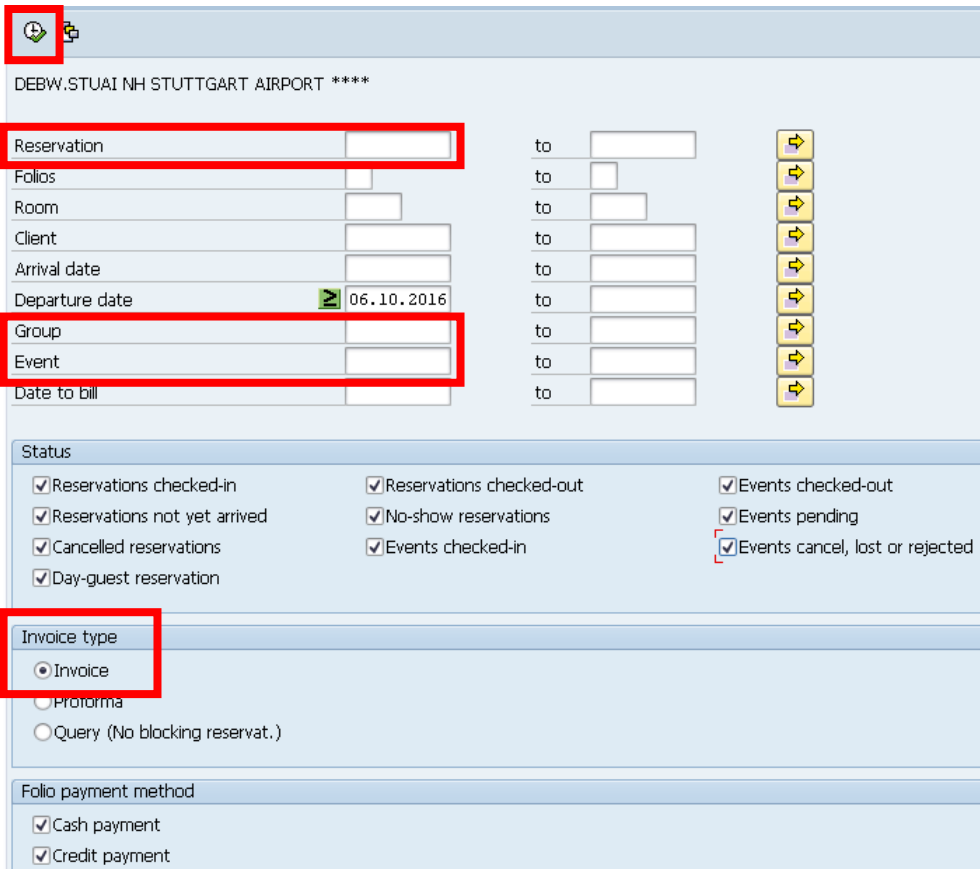


Arrival: 03.01.2016 Sunday
Nights: 1
Depart.: 04.01.2016 Monday
RoomType: Standard Double
Guests: AD 1 JU 0 CH 0
Room
General Data *Billing Information *Additional data *Statistics
Contact person: carla
Phone: 967666555
E-Mail: flotadorviajes@viajesflotador.es
Voucher:
Reservation type
Registrat. date: 03.01.2016 Language: ES Spanish
CUT-OFF date


PROBLEMS WITH BILLING


If we are trying to bill a charge and the invoicing icon is not active, we have already seen how to proceed.


If non of them could help, we can use the following transaction:





DEBW.STUAI NH STUTTGART AIRPORT ****



Reservation to 


Folios to 


Room to 


Client to 

Arrival date to 

Departure date  06.10.2016 to 

Group to 

Event to 

Date to bill to 

Status

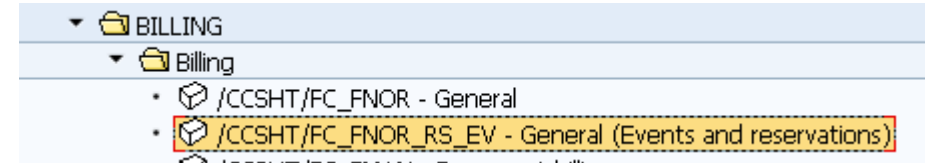
☒ Reservations checked-in
 ☒ Reservations checked-out
 ☒ Events checked-out
☒ Reservations not yet arrived
 ☒ No-show reservations
 ☒ Events pending
☒ Cancelled reservations
 ☒ Events checked-in
☒ Events cancel, lost or rejected
☒ Day-guest reservation

Invoice type

☒ Invoice
☐ Proforma
☐ Query (No blocking reservat.)

Folio payment method

☒ Cash payment
☒ Credit payment



We indicate the reservation number, group or event and proceed billing the folio by clicking “Execute” or




DEBW.STUAI. Reservation and Event Billing. Credits and Cash

 Refresh
  Execute

Sel	Reserv.	Linked Ev.	Room No	Client No.	Customer name	Amo
	/ Event					
<input checked="" type="checkbox"/>	2693039			2006447380	SCHEIDT & BACHMANN GMBH	

DEPARTURE DATE FIELD IS NOT ACTIVE

If we are trying to bill a charge and the invoicing icon is not active, we have already seen how to proceed.

If none of them could help, we can use the following transaction:

Modify Individual Reservation data

DEBW.STUAI NH STUTTGART AIRPORT ****

Current data

From Arrival date		
Up to Arrival date		
Group Reservation No.		→
Individual Reservation No.		→
Booking File ID		→
Reservation type identifier		→
Registration date		→
Voucher		→
Modification date		to
Modified by		→
Main Customer		→
Room type		→
<input type="checkbox"/> Include related reservations		
<input type="checkbox"/> Selec. booking breakdown		

Data to change

Arrival date	
Departure date	
Arrival time	00:00:00
Departure time	00:00:00
Contract identifier	

- RESERVATIONS
 - Individuals
 - Groups / Events
 - Mass changes to several reservations
 - /CCSHT/RS_06_21 - Data change
 - /CCSHT/RS_CONF_MASIV - Confirmation
 - /CCSHT/RS_OBS_A_DESG - Export group's header remarks to individual r



Do not forget to inform the responsible person about this extension in order to bill the charge.

We change the departure date to the next day.

TILL IN BALANCING

For some cases, the Till does not appear as OPEN or CLOSE, but as IN BALANCING:

We have to select the line of the till and click on "CLOSE".

[illegible]

It might be necessary to scroll down in order to see the options of CLOSE / OPEN.

If this does not solve the error, we continue to bill the invoice asking to change the till status. First, we cancel the invoice, close it, and then continue closing the Till.

RESERVATION PENDING TO CHECK-OUT WITHOUT A ROOM NUMBER

In some incidences we get one Pending check-Out without a visible room number which we can introduce in the folios or in the Check-out Transaction:

DEBE.WBERL NHOW BERLIN **** Reserva 28385959 Cliente: 1008933606 BCD TTC UK

Llegada: 05.02.2017 Domingo Tipo hab: Nhow Room Double River... Ver subtipos Régimen Upgr. BB
Noches: 2 PAX: 2D 1 TT 0 CH 0 BB 0 Moneda EUR Primer servicio:
Salida: 07.02.2017 Martes Hab.: No cambiar ha Ultimo servicio:

Datos Generales *Datos de Facturación *Datos adicionales *Estadísticas Anticipos Garantías Enrutamiento de Cargos *Cargos fijos

P. contacto: SAM MATTHEWS Observaciones
Teléfono: Observaciones generales *

Then we have to use the following transaction :

- FRONT-OFFICE
 - Check-in
 - Front-Office
 - Check-out
 - /CCSHT/RC_CHECK_OUT - Check-out
 - /CCSHT/RC_CHECK_MASS - Express Check-out
 - /CCSHT/RC_006 - Cancel today's check-outs

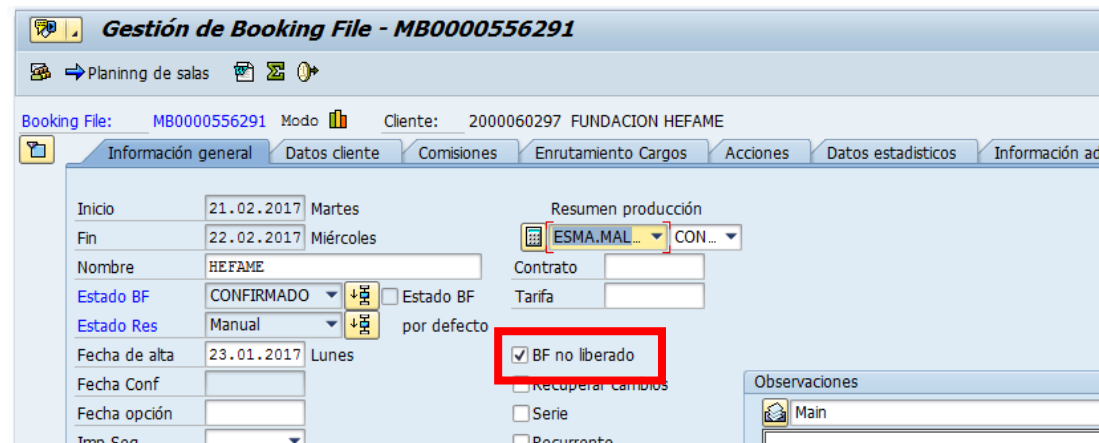
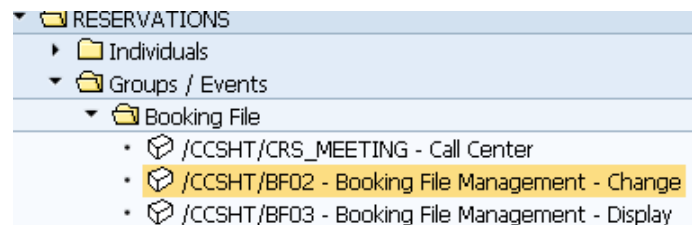
and here we can proceed the Check-Out with the Reservation number.

BOOKING FILE NOT RELEASED

If we need to do any modification in a Booking File (check in, check out, Invoice...) and we get the following message:



we have to access the MB through the transaction MODIFY and untick the following box



IN-HOUSE GUESTS: ROOM NUMBER MISSING

In some sporadic cases, a reservation in-house loses the room number:

The screenshot displays a reservation management interface for ITSP.SPEZI NH La Spezia. The reservation details include:

- Reservation ID:** 76290907
- Client:** (empty)
- Arrival:** 24.09.2019 Tuesday
- Nights:** 1
- Depart.:** 25.09.2019 Wednesday
- RoomType:** Standard Double
- Guests:** AD 1, JU 0, CH 0, BB 0
- Room:** (empty, highlighted with a red box)

The interface includes tabs for General Data, *Billing Information, *Additional data, *Statistics, Deposits, and Guarantees. The General Data tab is active, showing contact information for HRS HOTEL RESERVATION SERVICE ROBERT, phone number 4922120773580, email office@hrs.de, and voucher 19/4225510. The reservation type is set to Standard Double, and the registration date is 23.09.2019. The language is set to DE (German). The CUT-OFF date is empty. A Remarks section on the right shows a 'Main *' entry with the text 'Indirizzo fattura'.

When it occurs, the reservation can't be modified through /CCSHT/RS_RSRV_IN_02 - In-house management and it isn't possible to complete the check-out neither.



The issue will be solved by performing a Pre-Night Audit.

THANKS!

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