


<div>  <div>Corporate IT &amp; Organization Department</div> </div>
<a href="#">OTA's General Information</a>
<b>Access to Extranet</b> -Notify No shows reservations and cancellations without penalty -Review Invoice commissions claimed by the OTA

**Important:** It is needed to notify to the OTA's any No show reservation or canceled, in case no penalties are applied in time and adequate manner. If these status modifications are not notified to the Partner, the commission will be claimed by them and could not be rejected

PARTNER	EXTRANET ACCESS	VALIDATION DEADLINE	REMARKS
BOOKING.COM	YES	Within <b>48 hours</b> after expected check in date	✓Reservations not billed must be communicated to Booking.com through the extranet ✓All the concepts invoices generate commissions (No Shows and cancellations with penalties) ✓Reservations in TMS: Remarks field contains information about commission - <b>Keep commission from the contract</b>
LIBERATE/HOTELBEDS	YES	Mail/Hotelbeds extranet within 7 days after expected check in date	✓Modify the reservations with information in Remarks field
EXPEDIA HOTEL COLLECT	YES	Upon the <b>4th day</b> of the following month from expected check out date	
HRS/HOTEL.DE	NO	On a monthly basis, reject or modify the commission amount claimed. Commission review process	✓HRS always claims commissions over Breakfast service and City Taxes - Attention reject it!! ✓reservations in TMS: Modify the commission accordingly remarks field
HOTUSA/KEYTEL	YES	Within <b>24 hours</b> after expected check in date	✓Commissions of Direct payment reservations must be performed in the Extranet in the following deadline: <b>Hotels in Spain:</b> between 5th and 19th of the following month. Keytel/Hotusa will issue the invoice monthly on the 20th <b>Rest of Hotels :</b> between 5th and 14th of the following month. Keytel/Hotusa will issue the invoice monthly on the 15th <b>Do not send the invoices to SSCC-Administration, since they will download the invoices by themselves from the extranet.</b>

Booking.com (1000211361)

Access to the extranet: Notify No shows reservations and cancellations without penalty

Deadline: Within 48 hours after expected check in date

Reservation in TMS:

**Remarks field:** Commission information -> INFORMATIVE DUE IT INTEGRATION **DO NOT MODIFY THE COMMISSION INFORMED IN THE RESERVATION**  
The commission applied in the reservation is correct always if the contract has been properly linked.

Example:

Reservation: 7889783 Client: 1000211361 BOOKING.COM B.V. Amount: 398.84 EUR

Arrival: 02.01.2016 Saturday RoomType: Family Room Double Dou... ☒ Show Subtypes  
Nights: 4 Guests: AD 4 JU 0 CH 0 BB 0 Currency: EUR  
Depart.: 06.01.2016 Wednesday Room:  ☐ No move  
Meal Plan: BB  
First service:   
Last service: BKFS

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

Contact person: MARIEKE VAN DER LINDEN  
Phone: +84 961003985  
E-Mail:   
Voucher: 294853302  
Reservation type:   
Registrat. date: 04.10.2015 Language: EN English  
CUT-OFF date:

Remarks  
Main \* Main remarks only 250 characters  
Com: 12.00%, Ref: 607791676, Ref ENG: 294853302, Tarifa ENG: 1535

O.	Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remark
1		MARIEKE VAN DER LINDEN				BB	Adult		Unknown			02.01.2016	06.01.2016	
2						BB	Adult		Unknown			02.01.2016	06.01.2016	

**Prices and commissions:** Commission applied in the reservation is correct always if the contract has been properly linked..

1. Commission Type: Commission (foreseen commission)
2. Commission amount: 12,72% applied to Manual prices or Price code accordingly (the commission can vary because tactical commissions) and sometimes appears in commission/deduction by day

Reservation: 7889783 Client: 1000211361 BOOKING.COM B.V. Amount: 398.84 EUR

Arrival: 02.01.2016 Saturday RoomType: Family Room Double Dou... ☒ Show Subtypes  
Nights: 4 Guests: AD 4 JU 0 CH 0 BB 0 Currency: EUR  
Depart.: 06.01.2016 Wednesday Room:  ☐ No move  
Meal Plan: BB  
First service:   
Last service: BKFS

Notices for Reception Messages Special meal plans Packages and stay option \*Commissionable charges Preferences \*Conditions Guest notifications \*Prices and Commissions Disco..

**Price details**

Date	Price code	Base Price	%	+/- Amount	%MeP	+/- MePl	Manual price
02.01.2016		0,00	0,00	0,00	0,00	0,00	93,€
03.01.2016		0,00	0,00	0,00	0,00	0,00	93,€
04.01.2016		0,00	0,00	0,00	0,00	0,00	93,€
05.01.2016		0,00	0,00	0,00	0,00	0,00	93,€

**Percentages by Manual price**

Date	Concept	Client %	% CRS
02.01.2016		12,72	
03.01.2016		12,72	
04.01.2016		12,72	
05.01.2016		12,72	

**Commission type**  
☐ Dedc ☒ Commiss. ☐ Exempt

**Exceptions**

Price code	Concept	Client %	CRS %

**Percentages by Price code**

Price code	Client %	CRS %

**Contract:** the commission information (type and %) from the contract is the commission informed in the reservation. Booking.com has negotiated the Commission with VAT included, the contract has already calculated the correct amount. It is essential that the contract is properly informed in the reservation, therefore the commission will be correct.

✓ All the **reservations not billed must be notified to Booking.com via Extranet** within 48 hours after expected check in for the following situations :

- No Shows reservations without penalty
- Cancelled reservations without penalty
- Invalid credit card in case of Non Refundable reservations

✓ In case this discrepancies are not notified in term an adequate maner, Booking.com will claim the commission

✓ **On a Monthly basis** we will recieve the invoice commission from Booking.com. Hotel must check the commissions generated by the reservations invoiced and approve the report.

- Pay VIA WPS: Reject commissions when apply, previously notified in the Extranet and proceed for payment. **2 files (fortnightly) a are uploaded on WPS for Booking.com.**
- Payment commissions no WPS: Administration-SSC dowload invoices from extranet

PARTNER	WPS	NO WPS
BOOKING.COM	Spain, México and Latam	Rest of countries

## Main Customers in TMS:

Hotelbeds Product SLU (1008949566) -&gt; Hotels in NH y HH

Hotelbeds Spain (1003444807) -&gt; Hoteles de Portugal

Hotelbeds UK (1007653060) -&gt; Hotel NH Kesington

## TMS Reservation

**Remarks field:** Contains the correct information only regarding the **commission to apply and Board Supplement**. **Offers and free nights due contracts are not shown in TMS. It is needed to access Hotelbeds extrant in order to correct TMS reservation accordingly.\***

\* Solved in TMS4C

It is necessary that **THE HOTEL MODIFIES THE RESERVATION** with the information from the Remarks field:**Commission:** modify the commission percentage accordingly with the % in remarks field

Reservation 10329079 Client: 1008949566 HOTELBEDS PRODUCT SLU Amount 444,75. EUR

Arrival: 26.12.2015 Saturday RoomType: Superior Double Twin ☒ Show Subtypes Meal Plan BB  
 Nights: 5 Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR First service:  
 Depart.: 31.12.2015 Thursday Room: No move Last service: BKFS

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

Contact person: Phone: E-Mail: Voucher: 102-6216290-32 Reservation type Registrat. date: 13.12.2015 Language: ES Spanish CUT-OFF date

Remarks  
 Main \* Main remarks only 250 characters  
 Com: 20.00%, Text: REMARKS: 183845/CG-62PROMO20, BED AND BREAKFAST,, Ref: 102-6216290-32, Ref ENG: 249730531, Tarifa ENG: 62

O.	Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
1						BB	Adult		Unknown			26.12.2015	31.12.2015	

**Mealplan:** modify the reservation mealplan into BB (whenever is marked in remarks field), adding the Breakfast service to the reservation.

Breakfast (pre-booked rate) is not shown in Hotelbeds confirmation, but it is confirmed. Keep in mind to review discounts are properly informed for all the services

Reservation 15138424 Client: 1008949566 HOTELBEDS PRODUCT SLU Amount 789,98. EUR

Arrival: 01.05.2016 Sunday RoomType: Premium Double Twin ☒ Show Subtypes Meal Plan BB  
 Nights: 3 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:  
 Depart.: 04.05.2016 Wednesday Room: No move Last service: BKFS

Messages Special meal plans Packages and stay option \*Commissionable charges Preferences \*Conditions Guest notifications \*Prices and Commissions Discount

GO TO ..... Price code Manual price

Price details

Date	Price code	Base Price	%	+/- Amount	%MeP	+/-MePl	Manual price
01.05.2016	BAR179_1	0,00	95,00	0,00	95,00	0,00	
02.05.2016	BAR169_1	0,00	95,00	0,00	95,00	0,00	
03.05.2016	BAR269_1	0,00	95,00	0,00	95,00	0,00	

Percentages by Manual price  
 Client % CRS %

Commission type  
☒ Dedc ☐ Commis. ☐ Exempt

Commission / Deduction by day

Date	Concept	Client %	% CRS

Exceptions

Price code	Concept	Client %	CRS %

Percentages by Price code

Price code	Client %	CRS %
BAR169_1	18,00	
BAR179_1	18,00	

**Billing and revenue details**

Booking0015138424  
 Status Confirmed

Charge loc	Reserv. type	Folio	Concept	Concept de	Revenue date	Amount	Amount	Tax amount	Total item	Cur	D/C	% Com	Commission	Commission	CRS %	CRS bas.	CRS am	Serv.date
15138424	Individual reservation	2	ROOM	Room	01.05.2016	1	224,15	18,38	202,18	EUR	DIS	18,00	224,15	40,35		224,15		01.05.2016
15138424	Individual reservation	2	BB	Bed & Breakfast	01.05.2016	1	17,19	1,41	15,51		DIS	18,00	17,19	3,09		17,19		01.05.2016
15138424	Individual reservation	2	BB	Bed & Breakfast	01.05.2016	1	17,19	1,41	15,51		DIS	18,00	17,19	3,09		17,19		01.05.2016
15138424	Individual reservation	2	ROOM	Room	02.05.2016	1	211,63	17,35	190,89		DIS	18,00	211,63	38,09		211,63		02.05.2016
15138424	Individual reservation	2	BB	Bed & Breakfast	02.05.2016	1	17,19	1,41	15,51		DIS	18,00	17,19	3,09		17,19		02.05.2016
15138424	Individual reservation	2	BB	Bed & Breakfast	02.05.2016	1	17,19	1,41	15,51		DIS	18,00	17,19	3,09		17,19		02.05.2016
15138424	Individual reservation	2	ROOM	Room	03.05.2016	1	336,86	27,62	303,85		DIS	18,00	336,86	60,63		336,86		03.05.2016
15138424	Individual reservation	2	BB	Bed & Breakfast	03.05.2016	1	17,19	1,41	15,51		DIS	18,00	17,19	3,09		17,19		03.05.2016
15138424	Individual reservation	2	BB	Bed & Breakfast	03.05.2016	1	17,19	1,41	15,51		DIS	18,00	17,19	3,09		17,19		03.05.2016
							875,78	71,81	789,98	EUR			875,78	157,61		875,78		
							875,78	71,81	789,98	EUR			875,78	157,61		875,78		

**Other offers: offers and discounts are not shown in TMS/ CRS. You can check if some offer applies in Hotelbeds confirmation:**

Reserva: Reserva 5326843 (Reservas)	
Detalle de la reserva (Desde SPECIAL RATE / WEB CONTRACT)	
Ref.:	5326843
Nombre de cliente:	ALEXANDER TCHARTAZANOV
Nº Pax:	2
Pasajeros:	Alexander Tchartazanov (Adulto) Alexander Fischer (Adulto)
Mercado TTOO:	REINO UNIDO
Gratuidades:	La reserva tiene Ofertas gratuidad noche

Noches:	6
Adultos:	1
Niños:	0
Bebés:	0
Nombre del contrato:	CG-INTER (Venta Libre)
Número habitaciones:	1
Habitación:	INDIVIDUAL/STANDARD
Tarifa:	59.5 EUR (25-FEB-15 - 03-MAR-15, 6 noches)
Régimen reservado:	ALOJAMIENTO Y DESAYUNO
Régimen base:	ALOJAMIENTO Y DESAYUNO
Pasajeros:	Edad: 30 años MR. HASSAN SABHA (Adulto)
Descuentos:	TURBO EARLY BOOKING (Adultos: 1; Niños: 0) -20 %

**In TMS you need to apply manually the complimentary for the last night, or the offer when applies.**

**Contrat:** reservation always has to have informed contract and rate to be applied. This information will determined the type of commission to be applied.

*General Data		*Billing Information		*Additional data		*Statistics		Deposits		Guarantees		Routing charges		Fixed charges		Tasks		Loaned items		*Notices for Reception		Messa...	
Unexpected check-out Billing		Central Reservation Office		Contract		HOTELBEDS 1		HOTELBEDS - PUBLIC RATES		Rate		PRO_BF_FRE		Summer Promotion Breakfast Free		Allotment		Expense code		CXL_BAR		BAR CXL	
Reservation dates		CRS Nº		Manual price		0,00		Tax included (Only manual price)		FREE reservation		Card information		Credit card Nº		Holder		Extra credit		Limit		Full credit	
Actual dates		CRS:		Client information		Receiver:		Holder:		Payer:		Company Resp.:		Phone credit		Unlimited		Pre-authorization		Date		Amount	

### \*General Data

**Commission type:** Exempt contract / Commission or Billing deduction

Commission information	
<input type="checkbox"/> Not apply commission and deduction	
<input type="radio"/> Commission	
<input checked="" type="radio"/> Billing deduction	

### \*Comission/Deduction

**Commission percentages:** The percentage of commissionable charges by default will be applied.

Default percentages	
Client Percentage	18,00
CRS Percentage	0,00
Price	% Client
% CRS	Description

**Prices and Commissions:** it is necessary to **modify the commission %** according to the information of the Remarks field.

Messages		Special meal plans		*Packages and stay optio		*Commissionable charges		Preferences		*Conditions		Guest notifications		*Prices and Commissions		Discount	
Price details		Percentages by Manual price		Commission type		Deduc		Commiss.		Exempt		Exceptions		Price code		Concept	
Date	Price code	Base Price	%	+/- Amount	%MeP	+/-MePl	Manual price	Client %	CRS %	Commission / Deduction by day	Date	Concept	Client %	% CRS	Price code	Concept	Client %
26.12.2015	BAR99_1	0,00	100,00	0,00	0,01	0,00	0,00								BAR109_1		20,00
27.12.2015	BAR99_1	0,00	100,00	0,00	0,01	0,00	0,00								BAR129_1		20,00
28.12.2015	BAR99_1	0,00	100,00	0,00	0,01	0,00	0,00										
29.12.2015	BAR109_1	0,00	100,00	0,00	0,01	0,00	0,00										
30.12.2015	BAR129_1	0,00	100,00	0,00	0,01	0,00	0,00										

**Please note** that the information about the commission % must be entered in the section of Manual price or Price code, depending on how the rate is informed.

Messages		Special meal plans		*Packages and stay optio		*Commissionable charges		Preferences		*Conditions		Guest notifications		*Prices and Commissions		Discount	
Price details		Percentages by Manual price		Commission type		Deduc		Commiss.		Exempt		Exceptions		Price code		Concept	
Date	Price code	Base Price	%	+/- Amount	%MeP	+/-MePl	Manual price	Client %	CRS %	Commission / Deduction by day	Date	Concept	Client %	% CRS	Price code	Concept	Client %
26.12.2015	BAR99_1	0,00	100,00	0,00	0,01	0,00	0,00								BAR109_1		20,00
27.12.2015	BAR99_1	0,00	100,00	0,00	0,01	0,00	0,00								BAR129_1		20,00
28.12.2015	BAR99_1	0,00	100,00	0,00	0,01	0,00	0,00										
29.12.2015	BAR109_1	0,00	100,00	0,00	0,01	0,00	0,00										
30.12.2015	BAR129_1	0,00	100,00	0,00	0,01	0,00	0,00										

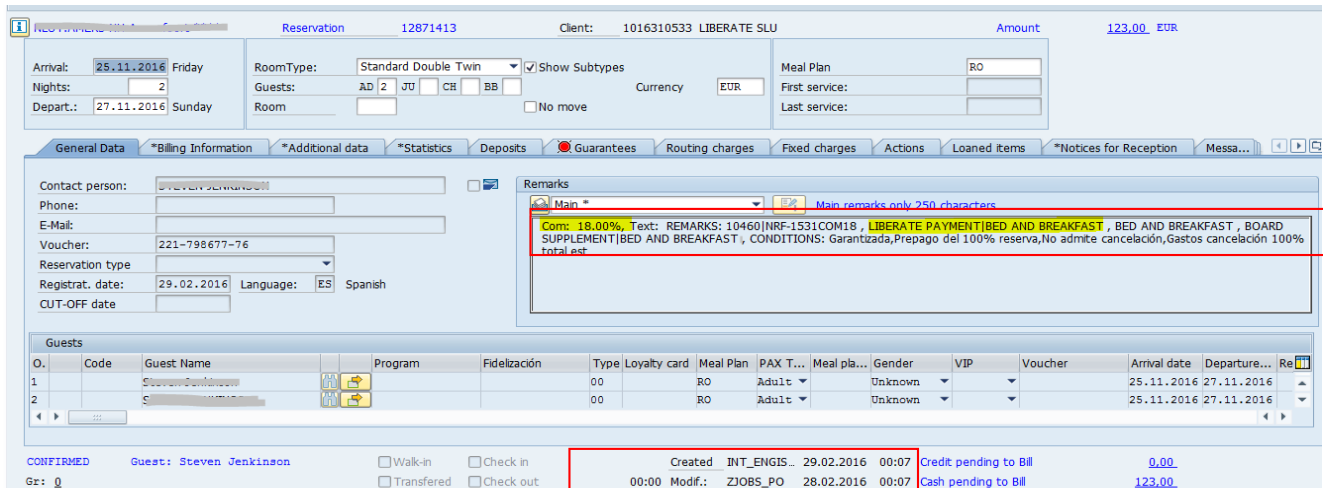
PARTNER	WPS	NO WPS
LIBERATE/HOTELBEDS	Rest of countries	Spain and Hesperia

## Main Customers in TMS:

Liberate: 1016310533

Hotelbeds Direct payment programme

## TMS Reservation

Remarks field: **EVEN IF LIBERATE PAYMENT IS SHOWN HERE, ALL LIBERATE RESERVATIONS ARE ON DESK PAYMENT**Contains the correct information only regarding the **commission to apply and Board Supplement**.For the reservations done **before TMS4C** it is needed that the **HOTEL MODIFY THE RESERVACION** accordingly with the information of remarks field, related to **commissions and mealplant**. Reservations done once hotel is migrated to TMS4c the commission is already well calculated.


Reservation 12871413 Client: 1016310533 LIBERATE SLU Amount: 123.00 EUR

Arrival: 25.11.2016 Friday  
Nights: 2  
Depart.: 27.11.2016 Sunday

RoomType: Standard Double Twin  
Guests: AD 2 JU CR BB  
Room: No move

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 Messa...

Contact person: STEVEN JENKINSON  
Phone:  
E-Mail:  
Voucher: 221-798677-76  
Reservation type:  
Registrat. date: 29.02.2016 Language: ES Spanish  
CUT-OFF date:

Remarks  
Main \* Main remarks only 250 characters  
Comp: 18.00%, Text: REMARKS: 10460|NRF-1531COM18, LIBERATE PAYMENT|BED AND BREAKFAST, BED AND BREAKFAST, BOARD SUPPLEMENT|BED AND BREAKFAST, CONDITIONS: Garantizada,Prepago del 100% reserva,No admite cancelación,Gastos cancelación 100% total est

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Re
1		Steven Jenkinson			00		RO	Adult		Unknown			25.11.2016	27.11.2016	
2					00		RO	Adult		Unknown			25.11.2016	27.11.2016	

CONFIRMED Guest: Steven Jenkinson  
Gr: 0

Created INT\_ENGIS\_ 29.02.2016 00:07  
00:00 Modif.: ZJOBS\_PO 28.02.2016 00:07  
Credit pending to Bill 0.00  
Cash pending to Bill 123.00

Cancellations and no shows: notify liberate any No show or cancellation within 7 days after expected check date by mail to:

## EUROPE

Telf: (0034) 971 17 87 21 // (0034) 971 21 16 32

[liberate.hotelassistance.europe@hotelbeds.com](mailto:liberate.hotelassistance.europe@hotelbeds.com)

## LATINOAMÉRICA

Telf: (0034) 931170294 +85025

[liberate.hotelassistance.latam@hotelbeds.com](mailto:liberate.hotelassistance.latam@hotelbeds.com)

## DUBAI

Telf: (0034) 971 17 87 21 // (0034) 971 21 16 32

[hotelsupport.middleeast@hotelbeds.com](mailto:hotelsupport.middleeast@hotelbeds.com)

## ÁFRICA

Telf: (0034) 971 17 87 21 // (0034) 971 21 16 32

[liberate.hotelsupport.africa@hotelbeds.com](mailto:liberate.hotelsupport.africa@hotelbeds.com)

## USA

[crc.northamerica@hotelbeds.com](mailto:crc.northamerica@hotelbeds.com)

Telf : (001) 407345499

PARTNER	WPS	NO WPS
LIBERATE/HOTELBEDS	Rest of countries	Spain and Hesperia

## Reservation information

HRS reservations are manually entered by CRO/Hotel. It is essential to inform properly the contract and the rate to apply.

In case that the confirmed rate by HRS does not match the rate positioned in TMS (lack of contracts, confirmation mistake, etc.) the manual price will be reported in the Prices and Commissions tab, maintaining the applicable contract and rates (**HRS /HRS\_CCR Contract**).

When a Corporate contract is missing use **MAP\_COR rate (Comm = exempt)** and request the contract creation to CDM Department

**Please note** that the information about the commission % must be entered in the section of Manual price or Price code, depending on how the rate is informed.

## HRS Contracts and HRS

HRS: Public Rates = 16,50% Comm

HRS\_CCR = 14,50%

MAP\_COR: Exempt (HRS/Company agreements is missing)

**WARNING!** HRS always claims commissions on Breakfast and City Tax, only we will grant commission on breakfast if the reservation is on Bed & Breakfast mealplan. It is important to modify the amount claimed by HRS in time and manner.

## On a monthly basis:

- WPS payment: Change commissions that do not correspond in time and manner.
- Payment Commissions no WPS (Germany & Austria): Change commission in HRS Extranet. HRS will send directly the corrected invoice to NH\_Commissions@epsportal.com. Hotel General Manager receives the invoice posted in FI for its approval

PARTNER	WPS	NO WPS
HRS	Rest of countries	German, Austria and Hesperia

## Expedia Hotel Collect (1027783514)

**Access to the extranet:** Notify No shows reservations and cancellations without penalty

**Deadline:** Upon the 4th day of the following month from the expe

*\*IN ADDITION: cancelled reservations with a penalty can be reconciled starting at cancel date until cancel date plus 4 days*

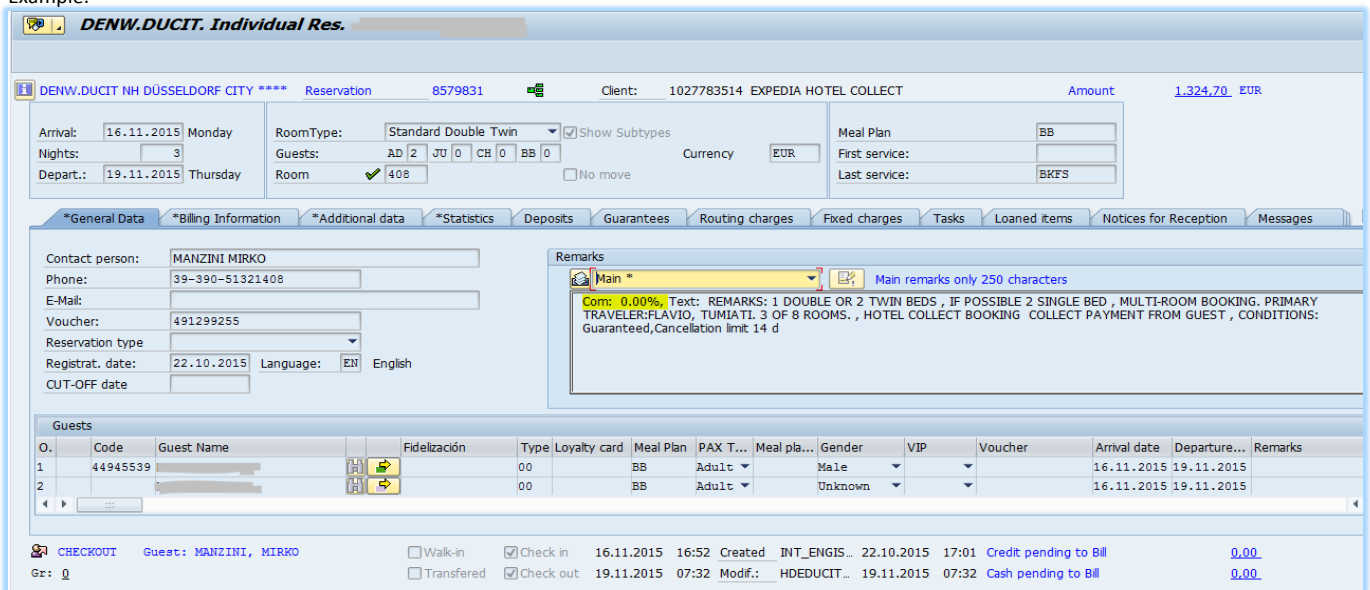
Reservations in TMS:

**Remakrs field:** commission information -> INFORMATIVE DUE IT INTEGRATION (ALWAS ZERO) DO NOT MODIFY THE COMMISSION INFORMED IN THE RESERVATION

The commission applied in the reservation is correct always if the contract hs been properly linked

*\* These are reservations paid directly by the guest. If the payment is done with the virtual credit card of Expedia, reservations have to be registered with the main client 1016882287 EXPEDIA INTERNACIONAL with a NET commissions model (Expedia Collect)*

Example:



**DENW.DUCIT. Individual Res.**

**DENW.DUCIT NH DÜSSELDORF CITY \*\*\*\*\*** Reservation **8579831** Client: 1027783514 EXPEDIA HOTEL COLLECT Amount **1,324.70 EUR**

Arrival: 16.11.2015 Monday RoomType: Standard Double Twin ☒ Show Subtypes Meal Plan BB  
 Nights: 3 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:  
 Depart.: 19.11.2015 Thursday Room 408 ☐ No move Last service: BKFS

**\*General Data** \*Billing Information \*Additional data \*Statistics Deposits Guarantees Routing charges Fixed charges Tasks Loaned items Notices for Reception Messages

Contact person: MANZINI MIRKO  
 Phone: 39-390-51321408  
 E-Mail:  
 Voucher: 491299255  
 Reservation type  
 Registrat. date: 22.10.2015 Language: EN English  
 CUT-OFF date

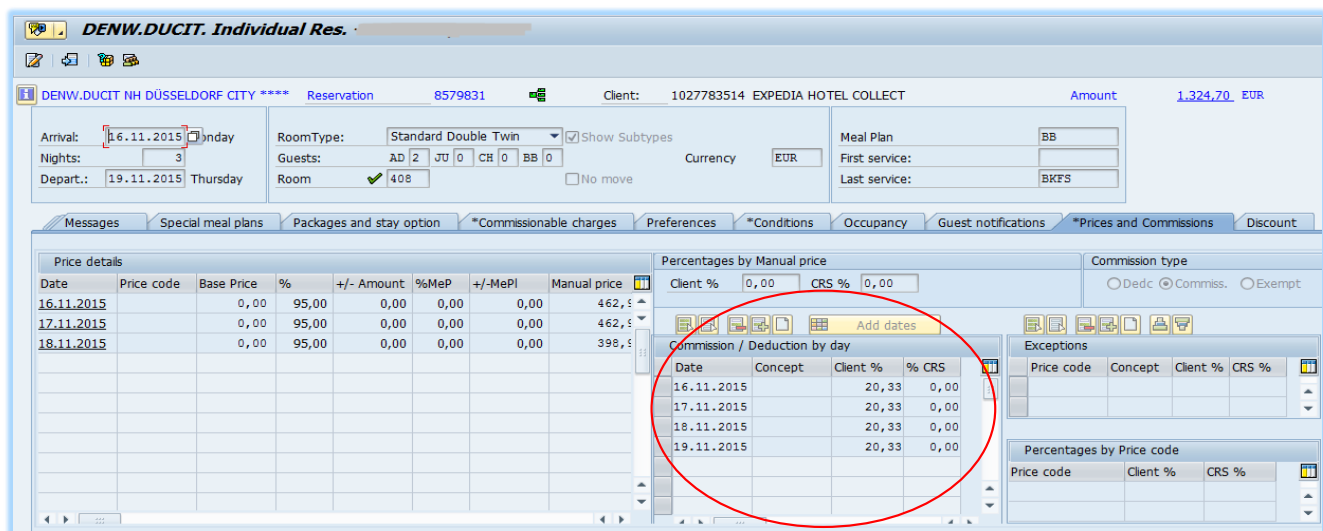
**Remarks**  
 Main \* Main remarks only 250 characters  
 Comm: 0.00% Text: REMARKS: 1 DOUBLE OR 2 TWIN BEDS , IF POSSIBLE 2 SINGLE BED , MULTI-ROOM BOOKING. PRIMARY TRAVELER:FLAVIO, TUMIATI. 3 OF 8 ROOMS. , HOTEL COLLECT BOOKING COLLECT PAYMENT FROM GUEST , CONDITIONS: Guaranteed,Cancellation limit 14 d

O.	Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
1	44945539			00		BB	Adult		Male			16.11.2015	19.11.2015	
2				00		BB	Adult		Unknown			16.11.2015	19.11.2015	

**CHECKOUT** Guest: MANZINI, MIRKO  
 Gr: 0  
☐ Walk-in ☒ Check in 16.11.2015 16:52 Created INT\_ENGIS... 22.10.2015 17:01 Credit pending to Bill 0.00  
☐ Transferred ☒ Check out 19.11.2015 07:32 Modif.: HDEDUCIT... 19.11.2015 07:32 Cash pending to Bill 0.00

**Prices and commissions:** Commission applied

1. Commission Type: Commission (foreseen commission)
2. Commission amount: 20,33% applied to price code (% depending on destination and season)



**DENW.DUCIT. Individual Res.**

**DENW.DUCIT NH DÜSSELDORF CITY \*\*\*\*\*** Reservation **8579831** Client: 1027783514 EXPEDIA HOTEL COLLECT Amount **1,324.70 EUR**

Arrival: 16.11.2015 Monday RoomType: Standard Double Twin ☒ Show Subtypes Meal Plan BB  
 Nights: 3 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:  
 Depart.: 19.11.2015 Thursday Room 408 ☐ No move Last service: BKFS

**Messages** Special meal plans Packages and stay option \*Commissionable charges Preferences \*Conditions Occupancy Guest notifications \*Prices and Commissions Discount

**Price details**

Date	Price code	Base Price	%	+/- Amount	%MeP	+/-MePl	Manual price
16.11.2015		0,00	95,00	0,00	0,00	0,00	462,€
17.11.2015		0,00	95,00	0,00	0,00	0,00	462,€
18.11.2015		0,00	95,00	0,00	0,00	0,00	398,€

**Percentages by Manual price**

Client %	CRS %
0,00	0,00

**Commission / Deduction by day**

Date	Concept	Client %	% CRS
16.11.2015		20,33	0,00
17.11.2015		20,33	0,00
18.11.2015		20,33	0,00
19.11.2015		20,33	0,00

**Commission type**  
☐ Dedc ☒ Commiss. ☐ Exempt

**Exceptions**

Price code	Concept	Client %	CRS %

**Percentages by Price code**

Price code	Client %	CRS %



**Contract la:** the commission information (type and % ) from the contract as the commissionn informed in the reservation. Expedia Hotel Collect has negotiated the Commission with WAT included, the contract has already calculated the correct amount.It is essential that the contract is properly informed in the reservation, therefore the commission will be correct.

Variable commission  
depending on dates

- ✓ All the reservations not billed must be notified to Expedia va Extranet until the 4th day of the month following check-out date for the following situations:
  - No Shows reservations without penalty
  - Cancelled reservations without penalty within the stated period of penalty for cancellations without costs
  - Modified reservations, change the length of the stay or the reserved room type
  - \*IN ADDITION: cancelled reservations with a penalty can be reconciled starting at cancel date until cancel date plus 4 days.
- ✓ The 5th day of each month Expedia will issue and send the monthly commission invoice according to the reservations detailed in the extranet, so we have to check and reconcile all reservations before this day (latest 4th day)
- ✓ If you don't reconcile the reservations during the stated period, the commission will be charged based on the original reservation

# NH | HOTEL GROUP

Corporate IT &amp; Organization Department

Keytel (1000032546)

Hotusa (1016660768)

Access to the extranet: Notify No shows reservations and cancellations without penalty

Deadline: within 24 hrs after the expecting check in date.

[Click here to see COMC Information Keytel & Hotusa invoicing process](#)

\*IN ADDITION: Review on the extranet the commissions of direct payment reservations

Deadline: Hotels in Spain -&gt; between day 5th and 19th of the following month/ Rest of Hotels: Between day 5th to 14th of the following month

Reservation in TMS: Not interfaced , Manually created by CRO/Hotel

ContractTMS: KEYTELSA/HOTUSHOTEL -&gt; Commission type = Discount

Confirmation details: Reservations confirmation shows the Total amount to be invoiced as well as the rates detailed per day

Example:

1.- Detail per day: price confirmed per day (VAT included)\*

2.- Com. : % Discount INFORMATIVE! Discount is not included in daily price calculation

3.- Net amount to be invoiced: Discount and VAT included\*

\*City taxes: Not included except in countries where city tax is included in rate confirmation (Rotterdam, Utrech, Hamburgo, Berlín, Postdam)

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## BOOKING CONFIRMATION

2: Com. INFORMATIVE

RESERVATIONS DEPT. FROM WEB RESTEL 17/05/16

CLIENT: REF. NUMBER: 24767788

NH C.AMS.GRAND HOTEL KRASNAPOL DAM 9 1012 JS AMSTERDAM

checkin	Checkout	Room	Booking	Adults	Child	Service	Price/ EUR	VAT inc.	Com.
28/05/16	29/05/16	1 2s Allotm.	2		BED & BREAKFAST	Room : Double or Twin Superior 472,80 6,0%YES	16,0%		
29/05/16	30/05/16	1 2s Allotm.	2		BED & BREAKFAST	Room : Double or Twin Superior 366,80 6,0%YES	16,0%		
30/05/16	31/05/16	1 2s Allotm.	2		BED & BREAKFAST	Room : Double or Twin Superior 272,80 6,0%YES	16,0%		

Prices per room and night.

RESERVATION GUARANTEED  
All NO-SHOWS must be notified in writing within 24h.  
Otherwise we will not be able to accept any charges.  
FORM OF PAYMENT : Pay by KEYTEL

INVOICE: KEYTEL, S.A.  
Mallorca 351, Pral.  
08013 BARCELONA  
BARCELONA  
VAT: A08335366

SEND THE ORIGINAL INVOICE WITH THE COVERING VOUCHER TO:  
KEYTEL, S.A.

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TOTAL NET AMOUNT..... 934,41 EU

## Reservation process in TMS:

It is essential inform properly the main customer and contract. In case of rate positioned doesn't match with the rate confirmed by Keytel/Hotusa (due to changes in rate position), maintain the contract and inform a manual price.

**ATT! check box Tax included (only manual price) must be included!**

**NL.NH.KRASN NH Collection Grand Hote**

Arrival: 20.07.2016 Wednesd...  
Nights: 3  
Depart.: 23.07.2016 Saturday

Reservation 0

RoomType: Premium Double

Guests: AD 2 JU 0 CH 0 BB 0

Room: 1

Client: 1016660768 HOTUSA HOTELS SA

Amount 1.095,51 EUR

Meal Plan BB

First service:   
Last service: BKFS

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

Unexpected check-out Billing

☒ Reservation dates  
☐ Actual dates

Central Reservation Office

CRS Nº   
CRS:

Contract HOTUSHOTEL 2 HOTUSA HOTELS SA - PUBLIC RATES

☐ Rate FLEXBB Flexible with Breakfast

Allotment   
Expense code CXL\_BAR BAR CXL

☐ Manual price 0,00 Recalcular precios diarios

☒ Tax included (Only manual price)

☐ FREE reservation

If the rate doesn't match with Keytel confirmation, manual price is exceptionally applied. Before delete the proposed price code, inform the % of discount in *percentage per manual price* section

**Rate:** Price confirmed per day (VAT Included)

### Direct Payment Reservations

In case of direct payment, do the following modifications:

- 1.- Payment method all folios: On desk payment
- 2.- Folio 2 responsible: Main guest
- 3.- **Commission Type -> from Discount to Commission!!!**

RESERVA GARANTIZADA CON TARJETA DE CREDITO; ROGAMOS COMPRUEBEN DATOS Y VALIDEZ.  
En caso de no show, es necesario comunicación por escrito a nuestras oficinas con menos de 24h.  
FORMA DE PAGO: PAGO DIRECTO  
+-----+  
+ Cantidad a cobrar al cliente en el momento de la salida: 622,38 EUR [=Total ] +  
+-----+  
Tarjeta de crédito:

Reservation folios header						
Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Responsible Folio
	1	On-desk payer		<input checked="" type="checkbox"/>	IND	Main Guest
	2	On-desk paym...		<input checked="" type="checkbox"/>	DAILY	Main Guest
	3	On-desk paym...		<input checked="" type="checkbox"/>	IND	Main Guest
	4	On-desk paym...		<input checked="" type="checkbox"/>	IND	Main Guest

**On a monthly basis**, review on the extranet the commissions of direct payment reservations. Notify by e-mail to Keytel/Hotusa the No shows within 24 hours from the expected check in date

Deadline: Hotels in Spain -> between day 5th and 19th of the following month/ Rest of Hotels: Between day 5th to 14th of the following month