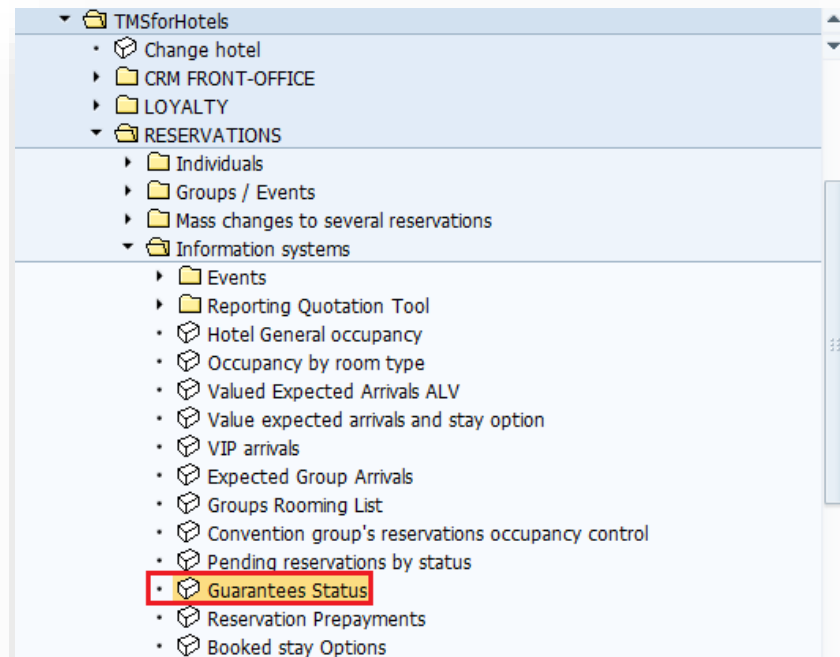TMS4H_Prepayment Guarantee Management

This manual will help us to identify and collect the prepayments required in the **OTA's reservations and NHWeb reservations <u>without</u> virtual payment gateway ADYEN**.

This guarantee identifies in TMS the reservations with prepayment required.

The reservations with their guarantees can be controlled through the report:

/CCSHT/RS_06_60_ALV - Guarantees Status

Run the report on a daily basis to detect the pick up reservations, *all guarantee options* must be selected.

From arrival date	19.06.2018
Until arrival date	19.06.2019
Voucher	
Main Customer	to
Room type	to
Company	to
Room	to
Curr.	EUR
Market Segment identifier	to
Channel identifier	to
Reason for travelling	to

Guarantee options
○ Pending guarantee
○ Guaranteed
● All

The report will show you all the reservations, so:

- Use the filter in the column "Reservation Status" to see just the Confirmed

- Use the filter in the column "Guarantee" to see just the 30. PREPAYMENT - GUARANTEED - CXL&MOD CO

Check the information in the column "Gar.Obs:" and ensure if the prepayment is really done or not.

Arrival Da	folio 1	Folio 2	Folio 3	Folio 4	Prepay Pen	Night p...	Cu...	Guarantee	Gar.Da...	Gar. Obs:	Deadline	Time limit	Guarantee
01.07.2018	On-desk	On-desk	On-desk	On-desk	0,00	147,59	EUR	30. PREPAYMENT - GUARANTEED - CXL&MOD CO					🟩
08.07.2018	On-desk	On-desk	On-desk	On-desk	0,00	89,79	EUR	30. PREPAYMENT - GUARANTEED - CXL&MOD CO		OK PREPAY...			🟩
10.08.2018	On-desk	On-desk	On-desk	On-desk	0,00	85,00	EUR	30. PREPAYMENT - GUARANTEED - CXL&MOD CO		CC INVALID			🟩
17.08.2018	On-desk	On-desk	On-desk	On-desk	0,00	85,00	EUR	30. PREPAYMENT - GUARANTEED - CXL&MOD CO					🟩
23.08.2018	On-desk	On-desk	On-desk	On-desk	0,00	85,00	EUR	30. PREPAYMENT - GUARANTEED - CXL&MOD CO		OK PREPAY...			🟩
07.09.2018	On-desk	On-desk	On-desk	On-desk	0,00	135,50	EUR	30. PREPAYMENT - GUARANTEED - CXL&MOD CO					🟩

Once the pending prepayment is detected, it will be registered in the *deposits* tab and collected by the hotel.

Note:

In case the credit card is not valid, request the customer (or OTA's) a valid credit card. **If you have not received a valid card within 48h, you can cancel the reservation.**

Use the guarantee remarks to inform the invalid credit card accordingly.

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Once the prepayment is registered and collected in TMS, include the related information in the **guarantee remarks**. In this way, we can detect easier the pending and confirmed prepayments in the *Guarantee Status* report. (Furthermore, we will include the same information in the Main Remarks to see it in all reports.)

The prepayments management of reservations done through NH Web depends on whether the hotel works with virtual payment gateway Adyen or not:

Hotels without ADYEN (same *modus operandi*)

- Look for the guarantee and identify the pending prepayments
- Register and invoice the deposit in TMS
- Collect the prepayment
- Add the related information on guarantee remarks accordingly

Hotels with ADYEN

- Check the tasks generated automatically because these prepayments are collected directly from the website via the virtual payment gateway.
- Register and invoice the deposit in TMS, but under no circumstances you must collect it.
- Add the related information on guarantee remarks accordingly.
- For more information, consult Website Prepayment Reservation Management

THANKS!

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