



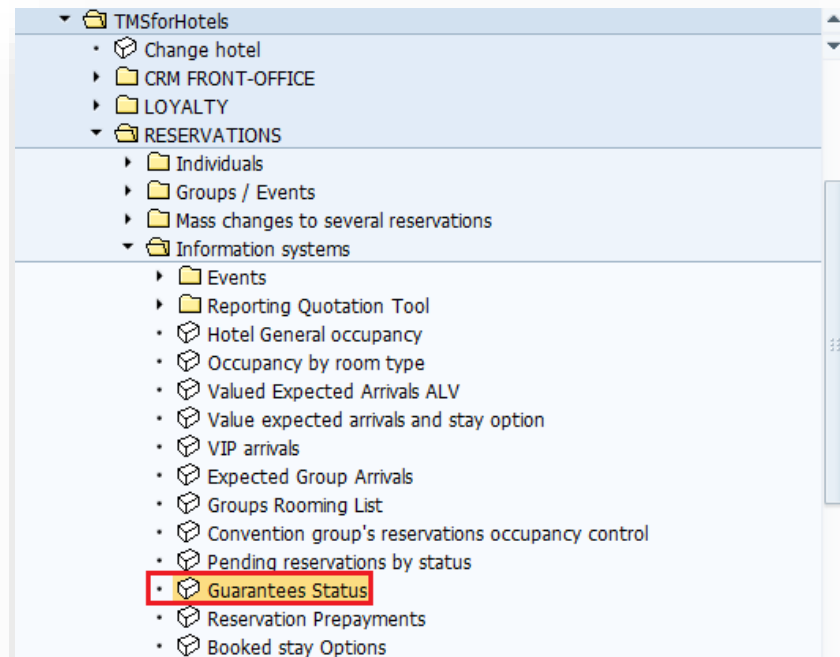
This manual will help us to identify and collect the prepayments required in the **OTA's reservations and NHWeb reservations without virtual payment gateway ADYEN.**

Guarantee	
30. PREPAYMENT - GUARANTEED - CXL&MOD CO	
A.TOTAL GUARANTEE	
10. 16 HOURS	
26. 7 DAYS - GUARANTEED - CXL&MOD CO	
17. 24HOURS - GUARANTEED - CXL&MOD COST	
12. 18 HOURS	
34. TMS4CONNECTIVITY - CREDIT CARD	
A.PREPAID	
A.CREDIT CARD	
A.18 HOURS	
14. 18 HOURS - GUARANTEED	

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.

ESMD.ABASC NH Collection Abascal CO    Reservation    52205329    Client: 1000211361 BOOKING.COM B.V.    Amount: 132,81 EUR

Arrival: 29.06.2018 Friday    RoomType: Superior Double    ☐ Show Subtypes    Meal Plan: RO    RF

Nights: 1    Guests: AD 2 JU 0 CH 0 BB 0    Currency: EUR    First service:    GDPR

Depart.: 30.06.2018 Saturday    Room:    ☐ No move    Last service:   

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

Auto	Deposit requested	Curre...	Request date	Due Date	Received	Amount received	Received date	Document No	Holder	Short Remarks
<input type="checkbox"/>	132,81	EUR	13.05.2018	28.06.2018	<input checked="" type="checkbox"/>	132,81	13.05.2018		DIRECT GUEST	COBRO DE ANTICIPO S018001039

Request: 132,81    Received: 132,81    Pending: 0,00    EUR

Regenerate deposits

### 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.



General Data    \*Billing Information    \*Additional data    \*Statistics    Deposits    **Guarantees**    Routing charges    Fixed charges

☒ Guarantee Reserv.

Guarantee: 30. Prepayment - Guaranteed - CXL&Mod Cost 100%\*

Remarks

CC INVALID

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.)

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Arrival: 29.06.2018 Friday RoomType: Superior Double ☐ Show Subtypes Meal Plan RO  
 Nights: 1 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:   
 Depart.: 30.06.2018 Saturday Room  ☐ No move Last service:   
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General Data \*Billing Information \*Additional data \*Statistics Deposits Guarantees Routing charges Fixed charges Actions Loaned items Notices for Reception

☒ Guarantee Reserv.

Guarantee 30. Prepayment - Guaranteed - CXL&Mod Cost 100%\*

Remarks

OK PREPAYMENT

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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](#)

ed charges

\*Actions

Loaned items

\*Notices for Reception

Mess...

Fr

Sa

Su

R...

A...

Status

Action

☐

☐

☐

Pending

▼ Payment Already Made 779.73 EUR

# THANKS!

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HOTELS

  
NH COLLECTION

**nhow**

**Hesperia**  
RESORTS

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