



nh | HOTEL GROUP PART OF **MINOR**
HOTELS



STAY OPTIONS REPORTS
DAILY UPSALE CONTROL

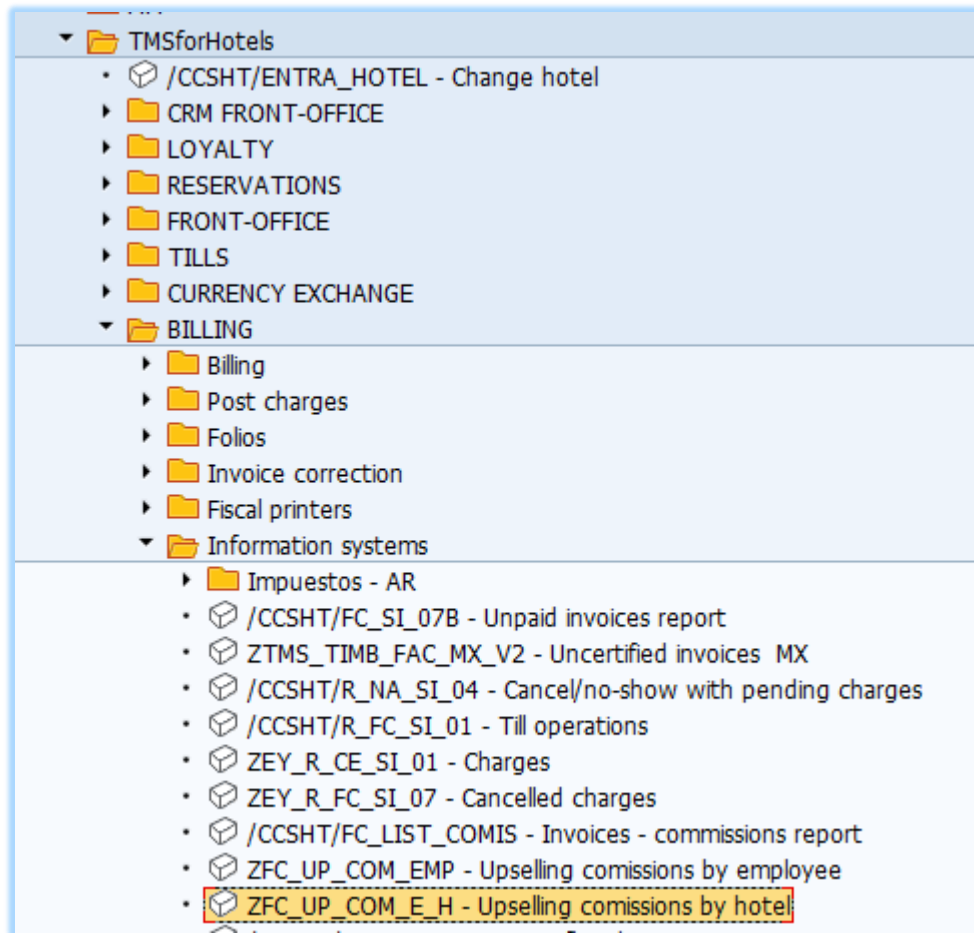
SUPPORT & TRAINING
BUSINESS TRANSFORMATION
JANUARY 2020

SUMMARY

- Commissions generated as a result of upselling
- Control: Lunch and dinner not hired
- Control: Room upgrade
- Control: Upselling stay options descriptions have been modified
- Control: Upselling Cancelled charges

ZFC_UP_COM_E_H – Upselling commissions by hotel

The purpose of this report is to review the commissions generated as a result of upselling and verify if it corresponds to pay them to the Front Office employees.



ZFC_UP_COM_E_H – Upselling commissions by hotel

Charges

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Reservation		to		
Revenue date	01.11.2018	to	30.11.2018	
Charge date		to		
Upselling Contract Date		to		
Empl. sells		to		
Stay option		to		
Concept identifier		to		

Always filter by the **Revenue date!**

The report shows all charges of upselling produced and canceled.

In every line you can check the employee who made the sell, concept ID, revenue date and stay option, among others, and for the canceled charges, the reason for cancellation.

Double click on the Reservation No. to display.















Remember! Stay options cannot be invoiced in a group header. They are only allowed to be charged in individual direct payment reservations. Individual reservations containing charges originated in **10 or more rooms**, are also considered a group within the framework of this policy.

Charges

Empl. sells	Name	Surname	Hotel	Reservation	Room	Concept ID	Prod. date	Stay option	Stay optio	Quantj...	Σ	Am.Disc.	%Comis...	ΣUps Com ...	Payment me	Year	Employee	Cancel. reason
000000:			ESMD.PRAD...	61190656	614	UPSB	22.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				Movido a reserva 61190943
			ESMD.PRAD...	61190943	116	UPSB	22.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				
			ESMD.PRAD...	61190656	614	UPSB	26.11.2018	UP_BREAK	Upselling Desa...	1-	17,00-	5,00	0,85-	On-desk pa...				Movido a reserva 61190943
			ESMD.PRAD...	61190943	614	UPSB	26.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				Viene de res. 0061190656 t
0000001...											34,00		1,70					
000000			ESMD.PRAD...	60237320	415	UPSR	01.11.2018	UP3_3V		1	9,09	10,00	0,91	On-desk pa...				
			ESMD.PRAD...	60237320	415	UPSR	02.11.2018	UP3_3V		1	9,09	10,00	0,91	On-desk pa...				
			ESMD.PRAD...	59662938	103	UPSB	02.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				
			ESMD.PRAD...	59662938	103	UPSB	02.11.2018	UP_BREAK	Upselling Desa...	1	17,00	0,00	0,00	On-desk pa...				
			ESMD.PRAD...	59662938	103	UPSB	02.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				
			ESMD.PRAD...	60158275	606	UPSB	03.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				Movido a reserva 60158298
			ESMD.PRAD...	60158275	606	UPSB	03.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				Movido a reserva 60158298
			ESMD.PRAD...	60158275	103	UPSB	03.11.2018	UP_BREAK	Upselling Desa...	1	17,00	5,00	0,85	On-desk pa...				

ZFC_UP_COM_E_H – Upselling commissions by hotel

It is also important to check column “***Upselling Contract Date***” to make sure that **no Upselling has been contracted before the arrival date or at check out**, except those allowed by the policy.

Charges														
<div></div>														
Room	Concept ID	Prod. date	Stay option	Stay optio	Quanti	Σ	Am.Disc.	%Comis	ΣUps Com	Payment me	Charge date	Time	POS ticket	Upsell.Date
304	UPSB	10.02.2019	UP_BREAK	Upselling Brea...	1-	15,36-	5,00	0,77-	On-desk pa...	10.02.2019	12:12:03			08.02.2019
304	UPSB		UP_BREAK	Upselling Brea...	1-	15,36-	5,00	0,77-	On-desk pa...	10.02.2019	12:12:03			08.02.2019
304	UPSB		UP_BREAK	Upselling Brea...	1-	15,36-	5,00	0,77-	On-desk pa...	10.02.2019	12:12:03			08.02.2019
304	UPSB		UP_BREAK	Upselling Brea...	1-	15,36-	5,00	0,77-	On-desk pa...	10.02.2019	12:12:03			08.02.2019
207	UPSF		UP_RVARST	Restaurant res...	1-	0,00	0,00	0,00	On-desk pa...	10.02.2019	07:09:36			09.02.2019
207	UPSF		UP_RVARST	Restaurant res...	1-	0,00	0,00	0,00	On-desk pa...	10.02.2019	07:09:36			09.02.2019
209	UPSB		UP_BREAK	Upselling Brea...	1-	15,36-	5,00	0,77-	On-desk pa...	10.02.2019	12:03:08			09.02.2019
209	UPSB		UP_BREAK	Upselling Brea...	1-	15,36-	5,00	0,77-	On-desk pa...	10.02.2019	12:03:08			09.02.2019
		10.02.20...				92,16-		4,62-						
109	UPSB	11.02.2019	UP_BREAK	Upselling Brea...	1	15,36	5,00	0,77	On-desk pa...	11.02.2019	21:09:45			11.02.2019
109	UPSF		UP_RVARST	Restaurant res...	1	0,00	0,00	0,00	On-desk pa...	11.02.2019	21:09:45			11.02.2019
106	UPSF		UP_RVARST	Restaurant res...	1	0,00	0,00	0,00	On-desk pa...	12.02.2019	01:29:21			11.02.2019
104	UPSF		UP_RVARST	Restaurant res...	1	0,00	0,00	0,00	On-desk pa...	12.02.2019	01:19:13			11.02.2019
105	UPSF		UP_RVARST	Restaurant res...	1	0,00	0,00	0,00	On-desk pa...	12.02.2019	01:19:51			11.02.2019
306	UPSB		UP_BREAK	Upselling Brea...	1	15,36	5,00	0,77	On-desk pa...	11.02.2019	21:14:16			11.02.2019
109	POSR				1	20,73	0,00	0,00	On-desk pa...	11.02.2019	22:09:01	9010200...		
106	POSR				1	20,00	0,00	0,00	On-desk pa...	12.02.2019	01:29:21	9010200...		
104	POSR			1	27,09	0,00	0,00	On-desk pa...	12.02.2019	01:19:13	9010200...			
105	POSR			1	27,27	0,00	0,00	On-desk pa...	12.02.2019	01:19:51	9010200...			

Remember! Prices agreed and defined for supplements in commercial contracts can never be considered upselling. If the guest requests one of these services, the reservation must be updated accordingly or charges have to be added manually to the invoice using the corresponding service code (for example, BKFSN – Breakfast not included).

ZFC_UP_COM_E_H – Upselling commissions by hotel

CONTROL DETAIL BY CONCEPT: LUNCH/DINNER NOT HIRED

By double-clicking on the **POS ticket** number, the corresponding ticket will be displayed and you will be able to see if the *Promotional Menu* has been charged. **Charge date** and **Time** are also available to verify that the time of charge is later than the Upselling registered by Reception (must be a minimum difference of 10 minutes).

Charges																	
Empl. sells	Name	Surname	Hotel	Reserv.	Room	Concept	Revenue date	Stay option	Quantity	Σ	Am.Disc.	%Comissio	Σ Ups Com Am	Charge date	Time	POS ticket	Employ.
0000000402	Support It	It Nh + Indra	ESMD.PRADO	19873676	205	POSR	18.09.2016		1	22,64	0,00	0,00	0,00	25.01.2017	15:08:53	0661005015	
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	POSR	18.09.2016		1	3,64	0,00	0,00	0,00	03.05.2017	14:48:02	0661005014	
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	POSR	18.09.2016		1	22,64	0,00	0,00	0,00	25.01.2017	15:08:53	0661005015	
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	POSR	18.09.2016		1	3,64	0,00	0,00	0,00	03.05.2017	14:48:02	0661005014	
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	18.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	18.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	19.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	19.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	20.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	20.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	21.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO		205	UPSF	21.09.2016	UP_DINNER	1	90,91	10,00	9,09	9,09	18.04.2017	12:49:39		
0000000402	Support It	It Nh + Indra	ESMD.PRADO	20159186	303	UPSR	18.09.2016	..A JSVIEW	1	145,45	10,00	14,55	14,55	28.03.2017	17:06:09		
0000000402	Support It	It Nh + Indra	ESMD.PRADO	20582643	216	UPSR	18.09.2016	..A SUITE	1	90,91	10,00	9,09	9,09	28.03.2017	16:54:13		
0000007130	Verav	Serra Muñoz	ESMD.PRADO	20600277	117	UPSR	15.09.2016	UP_SPSERV	1	0,00	10,00	0,01	0,01	13.09.2016	10:10:24		

CONTROL DETAIL BY CONCEPT: ROOM UPGRADE

- | Charges | | | | | | | | | |
|------------|-------------|-------------|------------|------------|-------------|---|----------|----------|--|
| Prod. date | Reservation | Empl. sells | Hotel | Concept ID | Stay option | Σ | Am.Disc. | Quant... | |
| 07.12.2018 | 62317315 | 0000001346 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 08.12.2018 | 62317315 | 0000001346 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 08.12.2018 | 59053720 | 0000001346 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 09.12.2018 | 59053720 | 0000001346 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 09.12.2018 | 62317315 | 0000001346 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 10.12.2018 | 62317315 | 0000001346 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 02.12.2018 | 62067420 | 0000001348 | ESMD.NACIO | UPSR | UPSG_SGTV | | 9,09 | 1 | |
| 02.12.2018 | 62067421 | 0000001348 | ESMD.NACIO | UPSR | UPSG_SGTV | | 9,09 | 1 | |
| 03.12.2018 | 62067421 | 0000001348 | ESMD.NACIO | UPSR | UPSG_SGTV | | 9,09 | 1 | |
| 03.12.2018 | 62067420 | 0000001348 | ESMD.NACIO | UPSR | UPSG_SGTV | | 9,09 | 1 | |
| 09.12.2018 | 59847237 | 0000001349 | ESMD.NACIO | UPSR | UPSPV_JS | | 59,09 | 1 | |
| 01.12.2018 | 61996051 | 0000001350 | ESMD.NACIO | UPSR | UPSGTV_ST | | 10,91 | 1 | |
| 01.12.2018 | 61996050 | 0000001350 | ESMD.NACIO | UPSR | UPSGTV_ST | | 10,91 | 1 | |
| 01.12.2018 | 62057926 | 0000001505 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |
| 02.12.2018 | 57894833 | 0000001505 | ESMD.NACIO | UPSR | UPSG_ST | | 13,64 | 1 | |
| 05.12.2018 | 61970155 | 0000002375 | ESMD.NACIO | UPSR | UPSG_ST | | 13,64 | 1 | |
| 06.12.2018 | 61970155 | 0000002375 | ESMD.NACIO | UPSR | UPSG_ST | | 13,64 | 1 | |
| 06.12.2018 | 58918749 | 0000002375 | ESMD.NACIO | UPSR | UPSGTV_ST | | 13,64 | 1 | |
| 04.12.2018 | 61554447 | 0000005605 | ESMD.NACIO | UPSR | UPST_SPV | | 18,18 | 1 | |

ZFC_UP_COM_E_H – Upselling commissions by hotel

CONTROL DETAIL BY CONCEPT: ROOM UPGRADE

4. Access transaction **/CCSHT/RMS_REPORTING - Revenue report by daily segmentation**
5. Insert the **Hotel** and the **Revenue date**.
6. Click on **“Upload from clipboard”** button and all the reservation numbers will be pasted. Then click on **Execute**.

Revenue report by daily segmentation

Selection criteria

Hotel	ESMD.NACIO
Revenue date	011218
Registration Date	
Creation date	
Cancellation date	
Rate Code	
Meal plan id	
Market segment	
Market subsegment	
Reservation No.	
Room type	
Reservation status	
Company	
Travel Agency	
Free reservations	All

Reservation type

- ☒ Individuals
- ☒ Group/Convention + pendings

Multiple Selection for Reservation No.

Select Single Values (42) | Select Ranges | Exclude Single Values | Exclude Ranges

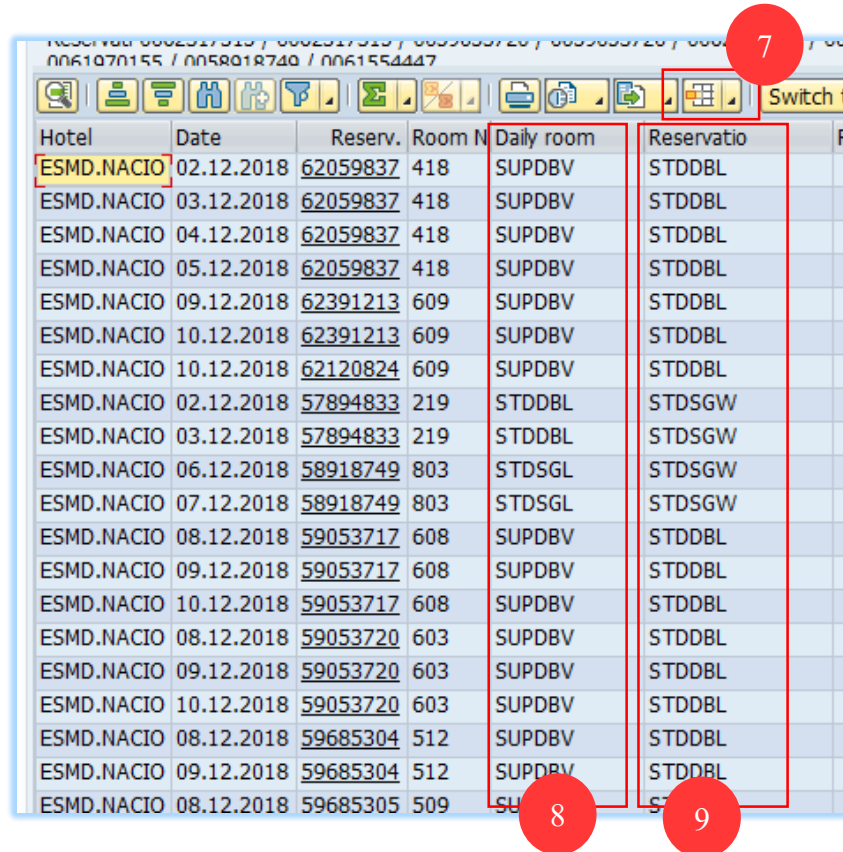
O. Single value

- 62317315
- 62317315
- 59053720
- 59053720
- 62317315
- 62317315
- 62067420
- 62067421

Upload from clipboard (Shift+F12)

ZFC_UP_COM_E_H – Upselling commissions by hotel
CONTROL DETAIL BY CONCEPT: ROOM UPGRADE

7. **Choose layout** “Upselling room Origin-Destiny” (/ROOMORI/DES)
8. **Daily room:** room type confirmed in the reservation.
9. **Reservation:** room type assigned.



Hotel	Date	Reserv.	Room N	Daily room	Reservation	Ro
ESMD.NACIO	02.12.2018	62059837	418	SUPDBV	STDDBL	
ESMD.NACIO	03.12.2018	62059837	418	SUPDBV	STDDBL	
ESMD.NACIO	04.12.2018	62059837	418	SUPDBV	STDDBL	
ESMD.NACIO	05.12.2018	62059837	418	SUPDBV	STDDBL	
ESMD.NACIO	09.12.2018	62391213	609	SUPDBV	STDDBL	
ESMD.NACIO	10.12.2018	62391213	609	SUPDBV	STDDBL	
ESMD.NACIO	10.12.2018	62120824	609	SUPDBV	STDDBL	
ESMD.NACIO	02.12.2018	57894833	219	STDDBL	STDSGW	
ESMD.NACIO	03.12.2018	57894833	219	STDDBL	STDSGW	
ESMD.NACIO	06.12.2018	58918749	803	STDSGL	STDSGW	
ESMD.NACIO	07.12.2018	58918749	803	STDSGL	STDSGW	
ESMD.NACIO	08.12.2018	59053717	608	SUPDBV	STDDBL	
ESMD.NACIO	09.12.2018	59053717	608	SUPDBV	STDDBL	
ESMD.NACIO	10.12.2018	59053717	608	SUPDBV	STDDBL	
ESMD.NACIO	08.12.2018	59053720	603	SUPDBV	STDDBL	
ESMD.NACIO	09.12.2018	59053720	603	SUPDBV	STDDBL	
ESMD.NACIO	10.12.2018	59053720	603	SUPDBV	STDDBL	
ESMD.NACIO	08.12.2018	59685304	512	SUPDBV	STDDBL	
ESMD.NACIO	09.12.2018	59685304	512	SUPDBV	STDDBL	
ESMD.NACIO	08.12.2018	59685305	509	SUPDBV	STDDBL	

ZFC_UP_COM_E_H – Upselling commissions by hotel
CONTROL OF DESCRIPTIONS THAT HAVE BEEN MODIFIED

 Choose layout *“Description have been modified” (/DESCRIPTION)*

Concept ID	Stay option	Description modified	Description	Σ	Amount	Cur.	Prod. date	Reservation
JPSF	UP_DINNER	X	comida para llevar		105,00	EUR	24.07.2015	4325333
JPSF	UP_DINNER	X	comida para llevar		105,00	EUR	24.07.2015	4325333
JPSF	UP_DINNER	X	comida para llevar		105,00-	EUR	26.07.2015	4325333
JPSF	UP_DINNER	X	Room service - cha...		68,18	EUR	03.07.2015	4536238
JPSF	UP_DINNER	X	3 CARP/ 3 TABU/ 3 ...		175,45	EUR	26.07.2015	4724274
JPSF	UP_DINNER	X	4 MERLUZA		94,54	EUR	26.07.2015	4724274
JPSF	UP_DINNER	X	5 MERLUZA		118,18	EUR	26.07.2015	4724274
JPSF	UP_DINNER	X	2 x JAMON		48,18	EUR	26.07.2015	4724274
JPSF	UP_DINNER	X	3 x TOSTAS		40,36	EUR	26.07.2015	4724274
JPSF	UP_DINNER	X	VALLOBERA, AGUA,...		78,63	EUR	26.07.2015	4724274
JPSF	UP_DINNER	X	Desayuno 3ª pax		15,00	EUR	03.07.2015	4570191
JPSF	UP_DINNER	X	Desayuno niños día 5		18,00	EUR	03.07.2015	4570191
JPSF	UP_DINNER	X	Desayuno 3ª pax		15,00	EUR	04.07.2015	4570191
JPSF	UP_DINNER	X	Desayuno niños		18,00	EUR	26.07.2015	4666501
JPSF	UP_LUNCH	X	desayuno 2ª pax		18,09	EUR	01.07.2015	4585929
JPSF	UP_LUNCH	X	Breakfast 04.07		18,09	EUR	03.07.2015	4277855
JPSF	UP_LUNCH	X	Breakfast 2ª pax		18,09	EUR	03.07.2015	3732576
JPSF	UP_LUNCH	X	Breakfast 2ª pax		18,09	EUR	04.07.2015	3732576
JPSF	UP_LUNCH	X	Breakfast 04.07		18,09-	EUR	04.07.2015	4277855
JPSF	UP_LUNCH	X	DESAYUNO 3 PAX		54,27	EUR	04.07.2015	4760702
JPSF	UP_LUNCH	X	desayuno día 04.07		18,09	EUR	04.07.2015	3732410
JPSF	UP_LUNCH	X	desayuno día 04.07		18,09	EUR	04.07.2015	3732410
JPSF	UP_LUNCH	X	DESAYUNO 3 PAX		54,27-	EUR	05.07.2015	4760702
JPSF	UP_LUNCH	X	DESAYUNO 3 PAX		37,83	EUR	05.07.2015	4760702
JPSF	UP_LUNCH	X	DESAYUNO 3 PAX		16,45	EUR	05.07.2015	4760702
JPSF	UP_LUNCH	X	Breakfast 2ª pax		18,09-	EUR	05.07.2015	3732576
JPSF	UP_LUNCH	X	Breakfast 2ª pax		18,09-	EUR	05.07.2015	3732576

ZFC_UP_COM_E_H – Upselling commissions by hotel

CONTROL DETAIL BY CONCEPT: CANCELLED CHARGES

Access transaction /CCSHT/R_FC_SI_07 - Cancelled charges

1. Insert the **Production date**.
2. Click on the arrow “**Concept**”
3. Write all the upselling codes related to upselling. Then click on **Execute** and identify those cancellations that shouldn't be done.

The screenshot shows the 'Cancelled charges' transaction screen. The 'Production date' field is highlighted with a red box and a red circle labeled '1'. The 'Concept' field is highlighted with a red box and a red circle labeled '2'. A red arrow points from the 'Concept' field to the 'Multiple Selection for Concept' dialog box. The dialog box has a tab labeled 'Select Single Values (7)' and a list of values: UPSB, UPSR, UPSE, UPSL, UPSF, UPSV, and UPSS. The 'UPSS' value is selected, highlighted with a red box and a red circle labeled '3'. The dialog box also has tabs for 'Select Ranges', 'Exclude Single Values', and 'Exclude Ranges'. The bottom of the dialog box shows a status bar with the text 'Multiple selection..'

Field	Value	to	Value
Room number		to	
Reservation identifier		to	
Cancelled by		to	
Amount in local currency		to	
Folio		to	
Concept		to	
Production date	011218	to	151218
Char. time	00:00:00	to	00:00:00
Cancellation ID		to	

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