MINOR HOTELS

Systems Outage: Operations back-up Procedure

PROCEDURE VALIDATION

Approved by		Approval date
Business Transformation	VP Organization	
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*Always find the latest version of this document and all the related ones in the **Business Processes** section of the Digital Knowledge Workplace, Minor – Organization Portal.*

🔓*Remember that your Digital Knowledge Workplace credentials are the same you use to access to the Intranet, Employee Reservations or MyNH App.*

OBJECTIVE AND SCOPE

This document establishes control actions that will help you mitigate the operational problems that may arise if there is a system outage (planned or not) that affects any of the TMS outlets.

This procedure applies to all Minor Hotels in Europe & Americas (MHEA).

SUMMARY

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1 UNEXPECTED SYSTEM OUTAGE

Responsible parties: Front Office Manager / F&B Manager / Hotel Manager / CRO Manager

Unplanned system outages may be due to a power outage, for example, or an **emergency**, such as fires, accidents, possible bomb warnings, etc. Please take a few minutes to review the rules of procedure to be strictly followed in the event of an emergency, available on the intranet in the People section of each BU.

It is also important that you know the guidelines that will help you act quickly and effectively in the face of any type of **critical situation**. Check them in the Crisis Management Procedure.

1.1 Critical incidences management

Responsible parties: Front Office Department

When the hotel detects a critical impact on the systems that lead to business interruption, you must **follow the procedure detailed below, only when**:

- TMSforHotels cannot be accessed
- Night Audit cannot be executed
- Check in/Check out cannot be processed
- Invoices cannot be issued
- CRO cannot make reservations

PROCESS TASKS

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1. **The hotel detects a critical incidence (at any time of day or night):** confirm whether this issue occurs on all computers in the reception.

2. **Contact other hotel(s)** to check whether the incidence is widespread or confined to your hotel. If only yours is affected, the most urgent/critical transactions can be processed remotely from another hotel.

3. **Report the incidence**: if the incidence persists, the Front Office Manager or, in his absence, the staff member designated as responsible for managing the incident, must call the **emergency number +34 91 082 28 65** to report it. **In addition, create and track your request via the Support Portal.**

4. The designated **IT analyst will analyze the incidence** and its scale.

5. **When the issue is resolved, all affected hotels will be informed**.

KEY TASKS

It is mandatory to have an "emergency pack" of master keys in case the key system or recorder does not work or is really needed for an emergency. Ensure that the master keys work and that they are checked regularly.

1.2 Utility of the "Emergency Reports"

In the event of an unexpected system failure, the "**Emergency Reports**" will provide the necessary operational information to facilitate business continuity at the hotels affected. Therefore, it is very important to always have them as up to date as possible.

PROCESS TASKS

- **All the reports** located in the **"Emergency Reports" folder** of TMSforHotels are **executed automatically 3 times a day for all the hotels** (at 07:00, 15:00 and 23:00 hours, considering local time).

- **These files are saved in a secure location within the MH E&A servers (REPORTS (R:))** and only the most up-to date information will be saved; every day, newly created reports will replace the old ones.

- **A local copy will be made on the reception computers ("Emergency reports" folder on the desktop)** so that they can be accessed in case that communications at the hotel fail.

- **For the duration of the incident, take note on the corresponding Excel worksheet** of every check in, check out, room changes, F&B consumptions, minibar and laundry charges, invoices collected, and any other manual action performed during the shutdown.

- **Only if it is necessary, you can print them** to make manual annotations, but it is very important that you keep them out of sight of any of our guests, as they may contain confidential information (credit card details, phone numbers, personal data, etc.).

  In a crisis scenario, if you cannot access computers, the most urgent/critical transactions can be processed remotely from another hotel or, if it is a hotel that is nearby, you can even ask them to print the reports.

- **Once the system is running again, all these notes must be informed in the system**, and the paper listings must then be shredded. The hotel must assign the person responsible for carrying out these actions, considering that they must be performed before the guest checks out to avoid losing income.

1.2.1 Emergency Reports Execution

All reports listed below are in the "Emergency Reports" folder of the TMSforHotels menu and can be manually executed, all at once, whenever you need it using the transaction *ZEY_DIGI_EMER_USER - Emergency Reports Execution*.

TMS Report	Use in the event of system failure
Security report /CCSHT/NA_009	Includes outstanding bills (manual and room bills), showing the breakdown of charges and balances. This information can be used as a billing guide.
In-house guests or occupied rooms ALV /CCSHT/RC_SI_001_ALV	Helps locate a guest for the purposes of putting a call through, passing on a message, etc. It could also facilitate the continuation of the activity in the different Points of Sale of the hotel, such as the Restaurant.
Expected Arrivals /CCSHT/RS_06_011	This report will help handle guest check-in operations.
Departures expected by room /CCSHT/HK_SI_19	Ordered by room number. This outstanding check-out list will facilitate management of guest check-out operations.
Housekeeping Status /CCSHT/HK_STATUS	Summary of the room status (clean / dirty / stay / free / departure / blocked / assigned). In the event of system failure, consult this report before checking guests in, modifying it manually thereafter.
Till movements by date /CCSHT/FC_SI_06	Details of the invoices settled upon issuance, ordered by till and payment method.
Events report ZEY_TMS_EVENT_REPORT	Useful for hotels with a lot of MICE activity, to check the charges of the meeting rooms, event…

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1.2.2 How to use Text-to-Columns in Excel?

The reports will be easily displayed on an Excel Sheet. Please follow the next steps to open it with the correct layout:

1. **Select all entries in the first column.**

2. Choose the **Data tab** at top ribbon.

3. Select **Text to Columns**.

4. **Clear each box in the Delimiters section and instead choose Other: semicolon (;)**

5. Click Finish.
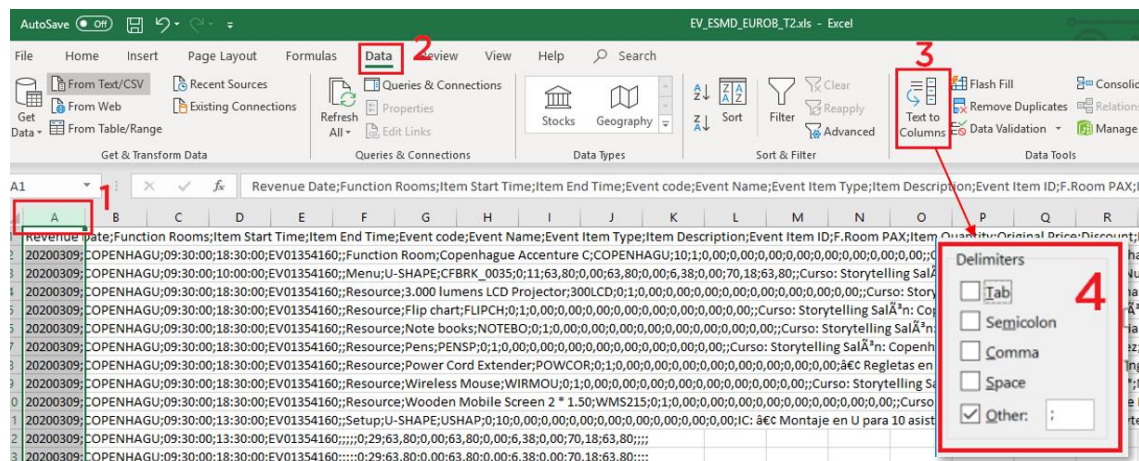
2 UNEXPECTED SYSTEM OUTAGE

Responsible parties: **Front Office Manager / F&B Manager / Hotel Manager / CRO Manager**

When there is a global systems maintenance task planned by IT, the date and times will be communicated in advance so that hotels can perform the following **mandatory tasks**, which will help them cope with any technical incident that may arise during the action.

The intervention teams will inform you by email of the completion of each of the planned stages.

2.1 Before the action planned by IT

PROCESS TASKS

- **Arrival check:** confirm with guests arriving these days all the billing information (holders, if they need several invoices, multiple payments…). In this way, the security report will show the correct info.

- **Preassign expected arrivals of the day:** pre-print the Welcome Card and configure the room key. If the guest ID is informed on the reservation, print the Registration Form (and the police file if applicable).

- **Have blank Registration Form templates ready** to collect the signatures of the guests and the data that you will insert in the reservation once the systems are restored.

- **Execute the Emergency Reports**: *ZEY_DIGI_EMER_USER - Emergency Reports Execution*

- **Departures expected**: execute the report *Expect. Depart. ALV (/CCSHT/RS_06_02_ALV)* located in FRONT-OFFICE -> Information systems, in case the outage goes on or there are early departures (unexpected check out).

- **Create proformas of the expected departures of the next day (on-desk payment reservations):** save them in PDF in one of the computers of the reception. In case the system does not allow billing, this way we can give the guests a document to charge them.

- **Hotels with payment gateway (TMS4Pay):** use the backup credit card terminals. Try to have the battery charged to collect during the system shutdown because, if TMS does not work, TMS4Pay does not work either.

RECOMMENDATIONS

- Contact your Revenue Manager to check high occupancy dates in case it is necessary to close sales or modify the restrictions of some rates.

- In those hotels where, considering local time, the activity is affected during the morning, we advise you to inform the guests about the system outage so that they can pay the invoice of their stay before the scheduled shutdown time.

KEY TASKS

Please, run the Nigh Audit before or after the time indicated by IT, unless instructed by them not to do so, to make sure the process finishes consistently.

2.2 During the action planned by IT

Please note that the maintenance task scheduling notified by IT is an estimation. It is very important to understand that the timeframe may vary noticeably, so **please do not try to access before receiving the end of maintenance e-mail**. If, despite the application may be accessible or it may seem back to normal, you do not observe this advice, you are bound to be losing partially or completely your work. In case of delay, IT will report with reasonably enough time.

KEY TASKS

- Only if it is necessary, you can print the "Emergency Reports" on paper to take notes (attention to compliance with GDPR!).

- Use the Excel file Invoice Control to keep track of the charges made.

- When a reservation fails to enter in TMS, a failover notification will be sent. Keep in mind that reservations are always confirmed and, once the system is restored, you must enter the reservation without verifying overbooking or condition restrictions.

2.3 After the action planned by IT

PROCESS TASKS

- **Once the intervention is finished, inform in the system all actions** that have been performed manually during the shutdown. The hotel must assign the person responsible for carrying out these actions, considering that they must be performed before the guest checks out to avoid losing income.

   - **Record all check ins and/or check outs (both individual and groups & events).**

   - **Issue all settled invoices. Hotels with payment gateway (TMS4Pay):** to register the collection of invoices made with the back-up terminals, you must use option "***Change payment method***" in Reception and "***Manual payment***" in the POS, indicating the corresponding type of credit card.

      Close the back-up terminals and attach all copies of receipts to the invoices issued.

   - **Enter F&B consumptions, minibar and laundry charges, etc.**

- **Execute the Night Audit process, if it could not be done before the shutdown.**

- **Connectivity failovers:** find all the reservation details in the failover notification and update it manually in TMS. If price does not match, keep contract and rate, delete price code, insert manual price and copy commission. It is very important to enter the external reference number correctly.

KEY TASKS

- If after the systems intervention there are performance problems, slowness, etc., please follow the general incidences procedure (*section 1.1*).

- **If the problems cause operational incidents**, that is, it is not possible to collect invoices, check in rooms, create reservations, reprint an issued invoice, or the response time is too high, we recommend that you **do not continue to perform these tasks, nor execute the Night Audit process repeatedly.**