NH HOTEL GROUP

TMS4H_ Failovers Reservation Process

TRUST CRS

FEBRUARY 1, 2017
NH HOTEL GROUP
HQ GDS Department – Distribution Sales

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1. RESERVATIONS

These are all the relevant details that will be transferred from TRUST YourVoyager platform to TMS through the interface.

Travel Agency that is booking*

PNR – Identification number of the GDS booking. It can be modified for the voucher number once the agency sent it to the hotel.

Travel Agency remarks. Please, do not forget to review this field as it included relevant data like the payment method

GDS channel

Company

Contract, rates and expenses codes

General Data | **Billing Information** | **Additional data** | **Statistics**

Time & flight

Arrival: 00:00:00

Departure: 00:00:00

Restaurant management

Restaurant

Shift

Table

Upgrading

Room type:

Meal plan:

Reason:

External Reference: 98801187/1

> External reference is the confirmation number given by TRUST platform. Please DO NOT MODIFY, otherwise no cancellation or modification will enter to TMS from TRUST and a FAILOVER will be generated.

Branch and agents management

Branch Client: 0000349576 CORTE INGL...

Branch of CRS:

General Data | **Billing Information** | **Additional data** | **Statistics**

Statistics

Geographic area	Spain
Region	28 Madrid
Market segment	TRANSIENT CORPORATE CONTRACTE...
Market subsegment	CORP CORPORATE LRA & NON LRA
Source of business	BUSINESS INDIVIDUAL
Channel ID	TRUST
SubChannel ID	
Travel Reason	BUSINESS INDIVIDUAL

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

GO TO ......   Price code

Manual price

Percentages by Manual price
Client % 0,00   CRS % 0,00

Commission type
◯ Dedc ◯ Commiss. ⦿ Exempt

Price details

Date	Price code	Base Price	Manual price	Rate	Allotment	Cancel Cod
20.06.2016	COR79RO	0,00		COR_NEG069		CXL_BAR

Add dates

Commission / Deduction by day

Date	Concept	Client %	% CRS

Exceptions

Price code	Concept	Client %	CRS %

Prices and Commissions

Percentages by Price code

Price code	Client %	CRS %
COR79RO	0,00	0,00

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1.1 PAYMENT METHOD

All Trust reservations made through the interface will came into TMS as payment agency (Folio 2).

Depending of the credit of the main client the payment can by different:

a) If the **main client has credit granted** in the hotel, the payment will be credit:

b) If the **main client has not credit granted** in the hotel, the payment will be on- desk payment:

When a **TRUST reservation has to be with payment by the guest**, in spite of the credit status of the main client, it will be indicated in the voucher and in the TMS4C remarks. **The hotel has to modify the reservation manually.**

Reservation

NH Collection Colon			ORIGINAL BOOKING		RESOFFMAD	
Hotel Code	HRMADSA	Caller ID				
Original	MAD1A Thu Jan 12 11:13:45 GMT 2017			PMS Status		
Last	MAD1A Thu Jan 12 11:13:45 GMT 2017			2nd BSource	1A	
Reservation #	106472004	Cancel Number		Primary Conf/PNR	ZZO6TV	
Guest	MASE/MASAHIRO			Arrival	02 Feb 17 Thu	
Company				Departure	03 Feb 17 Fri	
Travel Agency	VIAJES HALCON S.A.			Rooms	1 B1Q	
Service Code				Stay	1	
Guarantee	36039659700377DC DC (card expires: 0917)			Market Code		
Cardholder	MASE/MASAHIRO			Banknumber		
Adults	1	Children	0	Commission	10.00 %	
Rate	EUR 154.63 per Day	Total Rate	154.63	Cxl Policy	06-P	
Rate Details	Sales Tx	S/Charge	Total Price	Supp. Rates		
	15.46	0.00	170.09	Secondary Conf		
Rate Plan	NITY	Description	TOYOTA ESPANA			
Message	ZZO6TV PAGO DIRECTO EN EL HOTEL.SOLO ALOJAMIENTO					
Action	NITY					

1/ Change the folios header adding at the holder name the guest name.

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name	
	1	On-desk payment ▼		☐	Main Guest ▼	IND	45981915	JEAN FRANCOIS VICTOR MARIE RENARD	
	2	On-desk payment ▼		☐	Main Guest ▼	DAILY	45981915	JEAN FRANCOIS VICTOR MARIE RENARD	
	3	On-desk payment ▼		☐	Main Guest ▼	IND	45981915	JEAN FRANCOIS VICTOR MARIE RENARD	
	4	On-desk payment ▼		☐	Main Guest ▼	IND	45981915	JEAN FRANCOIS VICTOR MARIE RENARD	

2/If that agency has a billing deduction, when changing the payment method to the guest direct payment, we must modify the commission type to foreseen commission.

Commission type

○ Dedc ⦿ Commiss. ○ Exempt

1.2 FAILOVERS

It is very important that all reservations introduced manually by the hotel or the CRO have the **external reference number**.

External reference is the **TRUST internal booking number**, and it will be followed by slash and number 1 in TMS → E.g: 98708628/1

External reference is indicated in the Subject of the email and inside the failover details.

If the hotel load the reservation **without reference number**, TMS4C cannot make the cancelation or modification to this reservation, so the hotel will receive **more failovers**.
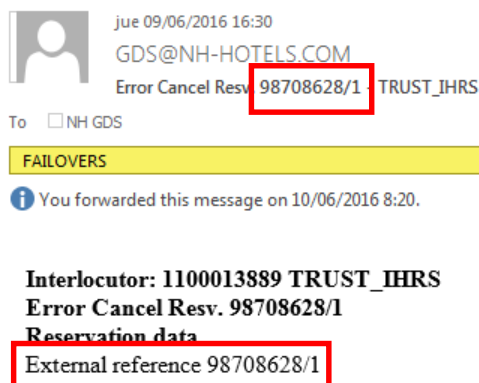
3. HOTEL TASKS

These tasks shall be performed following the announcement that the migration is completed.

- Verification that reservations are being correctly recorded.

o Contract

o Rate and price

o Guarantees, Terms and conditions

o Commissions

o Statistical data, etc.

Note: If the hotel does not have a Revenue allocated, it must carry out the tasks itemized under 4. *Revenue tasks* (below).

4. REVENUE MANAGER TASKS

These tasks shall be performed once confirmed that the reload has been carried out:

During the process
- **Check** at least **the prices and availability on excess demand dates** in order to reopen sales as soon as possible. If any critical problems are detected they should be reported **immediately** to GDS department gds@nh-hotels.com, using as email subject: URGENT – STOP SALES IN NH XXXXXX. In these cases TRUST will maintain the close sale on the hotel until the issue are solved. In any other case, sales will be opened 3 hours after starting the process.

After reopen
- **Check** that **availability, rates and restrictions** are correctly displayed in TRUST BOOKER extranet.
- **Perform tests in respect of closures, restrictions and rate changes**. Use the Excel Template Test below in Chapter 6
- Check that all the **room rates** and **categories** on offer are as they should be.
- GDS will send RM the rates and room categories which have been loaded. ONLY errors in these products should be reported. This is not the time to request an additional room type or rate product on a channel (this can be done after TMS4C project).
- Fill out the Excel Template Test and send it to gds@nh-hotels.com, indicating in the mail if all Test are OK or the test numbers that were FAILED. (cc BU TMS4C Key User.)
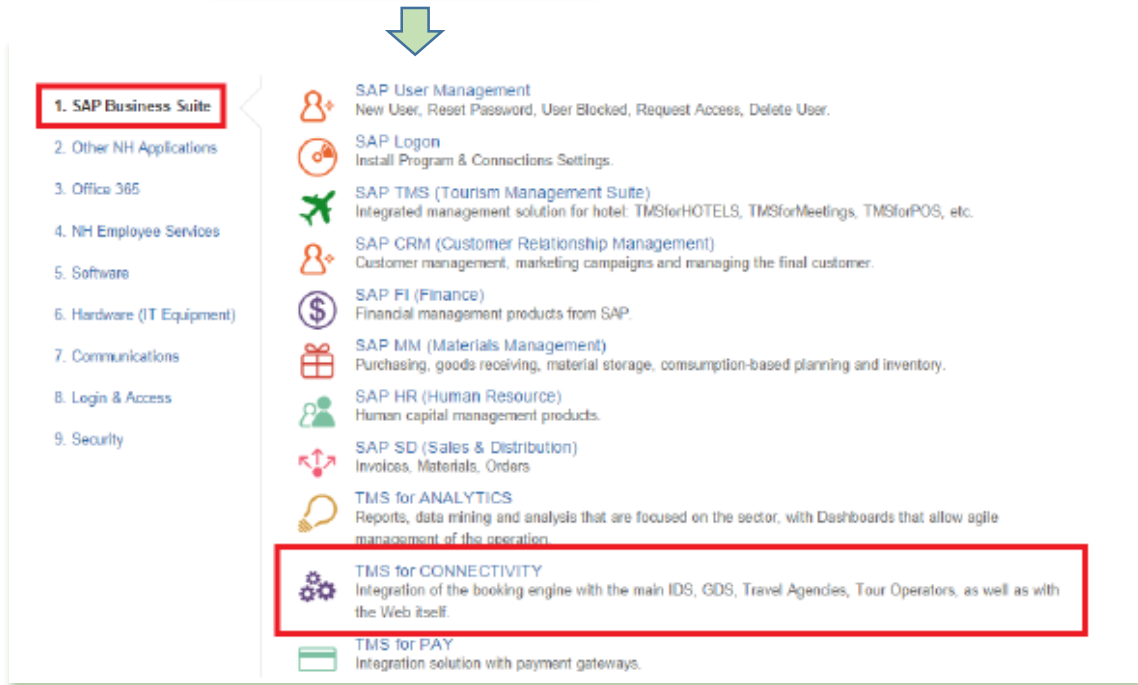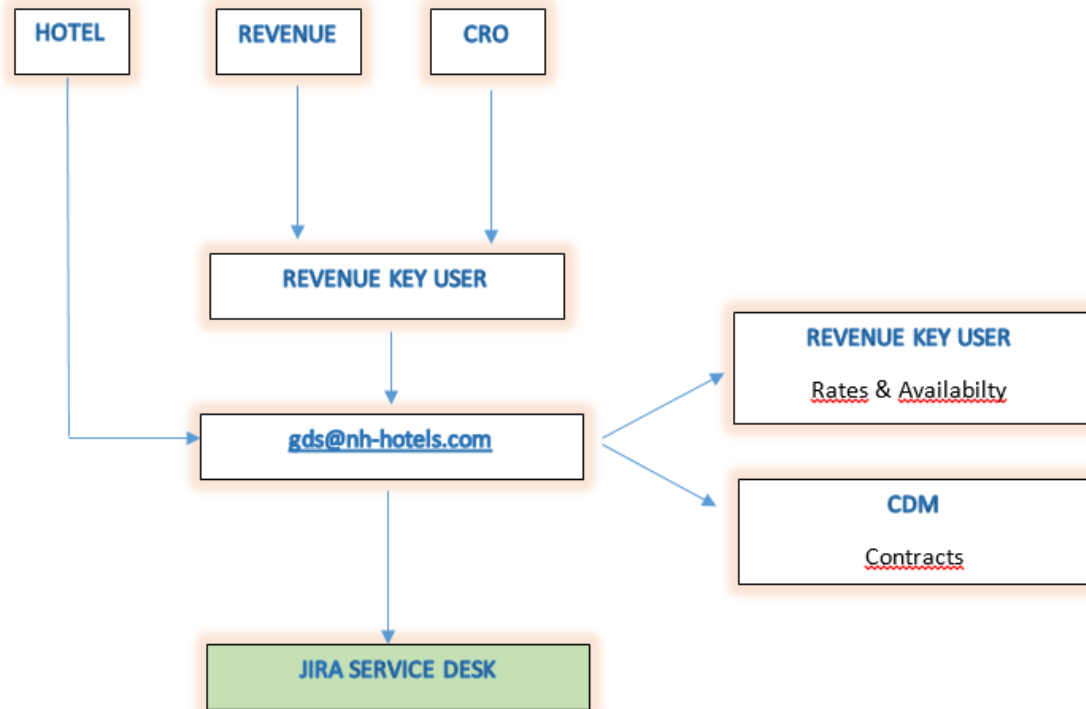- Perform various availability, rate and restriction tests.

a. Start the tests **48hours** AFTER the hotel has been migrated, to be sure we do not report non-issues.

b. Fill out the Template Test Excel for Trust, and send it to gds@nh-hotels.com

If you do not receive a reply in 48 hours, please check if the failed tests are still in place, and send the issue to your RM Key User in order to your KU can forward the mail to HQ:

To: Maria Martin m.martinramirez@nh-hotels.com

Cc: Carmen Paredes mc.paredes@nh-hotels.com

5. INCIDENT MANAGEMENT

Any incident detected by Revenue or CRO shall be managed by sending an email to gds@nh-hotels.com

Once selected TMS for CONNECTIVITY you can use any of the categories for "Problems".

6. VALIDATIONS

5.1 Compulsory

- Check for random dates (at least five) the data sent in the first refresh of availability, prices and restrictions
    - Party responsible: Revenue Dept.
    - Coordinated with GDS Dept.

- Perform various availability, rate and restriction tests. Start these tests **48hours** AFTER the hotel has been migrated and send your check list to gds@nh-hotels.com
    - Full close for the hotel.
    - Close and open a rate.
    - Close and open a rate level.
    - Close and open a specific room type.
    - Full opening for the hotel.
    - Full opening of the hotel.
    - Modify a daily rate.
    - Add a minimum number of nights restriction.
    - Release a minimum number if nights restriction.

    > It is the Hotel RM responsibility to perform the tests and send the document on time; not send the template test , send it incomplete or do it out of time will result in the impossibility of treating any issue as a priority regardless the urgency of it.

5.2 Template Test

When filling the template Test please remember:
- Do not modify the template.
- Use tabs to include screenshots.
- Sent it by email to gds@nh-hotels.com in max 48hrs after migration.
- Indicate in the email if test are OK or not, in this case indicate also the test numbers that were incorrect.