



# **TMS4H\_ Failovers Reservation Process**

## **TRUST CRS**

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

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# TRUST CRS \_ Failovers Reservation Process

## 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\***

Client: 1000061542 VIAJES EL CORTE INGLES SA

Arrival: 20.06.2016 Monday  
Nights: 1  
Depart.: 21.06.2016 Tuesday  
RoomType: Standard Double  
Guests: AD 1 JU CH BB  
Currency: EUR  
Meal Plan: RO  
First service:  
Last service:

Contact person: XAVIER SAURA GARROTE  
Phone:  
Voucher: 7UWN5R  
Registration date: 09.06.2016 Language: ES Spanish  
CUT-OFF date:

Remarks  
Main \* Main remarks only 250 characters  
Please check remarks on comment type TMS4C / Please check remarks on comment type TMS4C.

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

Remarks  
TMS forConnectivity \* Main remarks only 250 characters  
7UWN5R V EL CORTE INGLES VOUCHER PAYMENT | NRET

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

GDS channel  
Central Reservation Office  
CRS: 1000091137 AMADEUS \*GDS\*

Company  
Company Resp.: 2000064534 BANCO DE SABADELL SA

Contract, rates and expenses codes  
Contract: AMD\_B\_SABA 2 BANCO DE SABADELL SA - AMD  
Rate: COR\_NEG069 Corporate Neg 069 - BOD B  
Allotment:  
Expense code: CXI\_BAR BAR CXL  
Manual price: 0,00 Recalcular precios diarios  
Tax included (Only manual)  
FREE reservation

Card information  
Credit card N° \*\*\*\*\*2018  
Holder:

Extra credit  
Limit:  
Full credit

Phone credit  
Unlimited  
Date:  
Amount:

# TRUST CRS \_ Failovers Reservation Process

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

<b>Time &amp; flight</b>		<b>Restaurant management</b>	
Arrival:	00:00:00	Restaurant	
Departure:	00:00:00	Shift	
		Table	

**Upgrading**

Room type:  Reason:

Meal plan:

**External Reference** 98801187/1

**Branch and agents management**

Branch Client 0000349576 CORTE ING

Branch of CRS

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.

\*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

**Price details**

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

**Percentages by Manual price**

Client %	CRS %
0,00	0,00

**Commission type**

☐ Dedc ☐ Commiss. ☒ Exempt

**Commission / Deduction by day**

Date	Concept	Client %	% CRS
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**Exceptions**

Price code	Concept	Client %	CRS %
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**Percentages by Price code**

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

**Prices and Commissions**

# TRUST CRS \_ Failovers Reservation Process

## 1.1 PAYMENT METHOD

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

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

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

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name	Fis.clas	Reason f. tax cl. o
1		On-desk payment			Main Guest	IND				
2		Credit	C030		Main client	DAILY	1000061542	VIAJES EL CORTE INGLES SA		
3		On-desk payment			Main Guest	IND				
4		On-desk payment			Main Guest	IND				

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

R...	Folio	Payment method	Payt Terms	Tax incl.	Responsible Folio	Format identif.	Holder	Name
1		On-desk payment			Main Guest	IND		
2		On-desk payment			Main Guest	DAILY		
3		On-desk payment			Main Guest	IND		
4		On-desk payment			Main Guest	IND		

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.**

Remarks

TMS forConnectivity \* PAGO DIRECTO NIN1

Main remarks only 250 characters

# TRUST CRS \_ Failovers Reservation Process

## Reservation

NH Collection Colon			ORIGINAL BOOKING		RESOFFMAD
Hotel Code	HRMADSA	Caller ID			
Original	MADIA Thu Jan 12 11:13:45 GMT 2017			PMS Status	
Last	MADIA Thu Jan 12 11:13:45 GMT 2017			2nd BSource	1A
Reservation #	106472004	Cancel Number		Primary Conf/PNR	ZZ06TV
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	ZZ06TV PAQO 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		<input type="checkbox"/>	Main Guest	IND	45981915	JEAN FRANCOIS VICTOR MARIE RENARD
	2	On-desk payment		<input type="checkbox"/>	Main Guest	DAILY	45981915	JEAN FRANCOIS VICTOR MARIE RENARD
	3	On-desk payment		<input type="checkbox"/>	Main Guest	IND	45981915	JEAN FRANCOIS VICTOR MARIE RENARD
	4	On-desk payment		<input type="checkbox"/>	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

☐ Deduct
 ☒ Commiss.
 ☐ Exempt

# TRUST CRS \_ Failovers Reservation Process

## 1.2 FAILOVERS

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

The screenshot shows a reservation form with several tabs: \*General Data, \*Billing Information, \*Additional data, and \*Statistics. The \*General Data tab is active. It contains sections for Time & flight, Restaurant management, Upgrading, and Branch and agents management. The 'External Reference' field is highlighted with a red box and contains the value '98801187/1'.

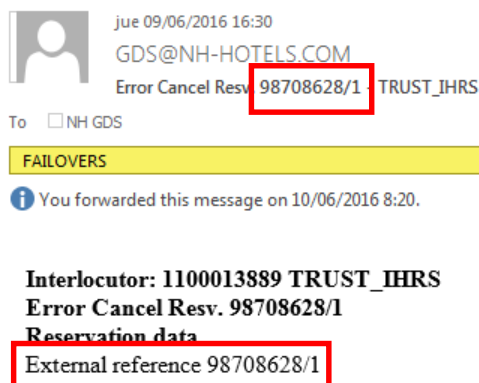
## Reservation

NH Belagua			CANCELLED BOOKING		RESOFFMAD
Hotel Code	HRBONBE	Caller ID			
Original	MAD1A Tue Jun 07 11:03:29 GMT 2016			PMS Status	
Last	MAD1A Thu Jun 09 14:30:03 GMT 2016			2nd BSource	1A
Reservation #	98708628	Cancel Number	C5E22C94	PNR	7PUDHD
Guest	MORERA, LLEDO/E/ANCISO/JOSE			Arrival	30 Jun 16 Thu

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**.



# TRUST CRS \_ Failovers Reservation Process

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## **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](mailto: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](mailto: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.

## TRUST CRS \_ Failovers Reservation Process

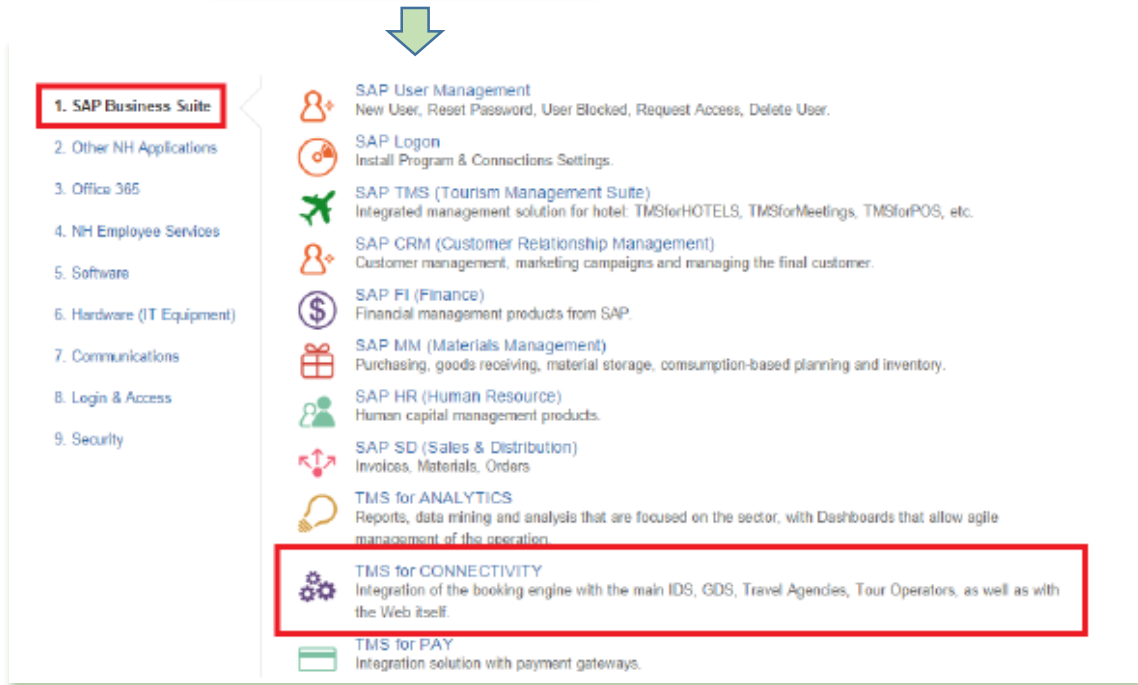
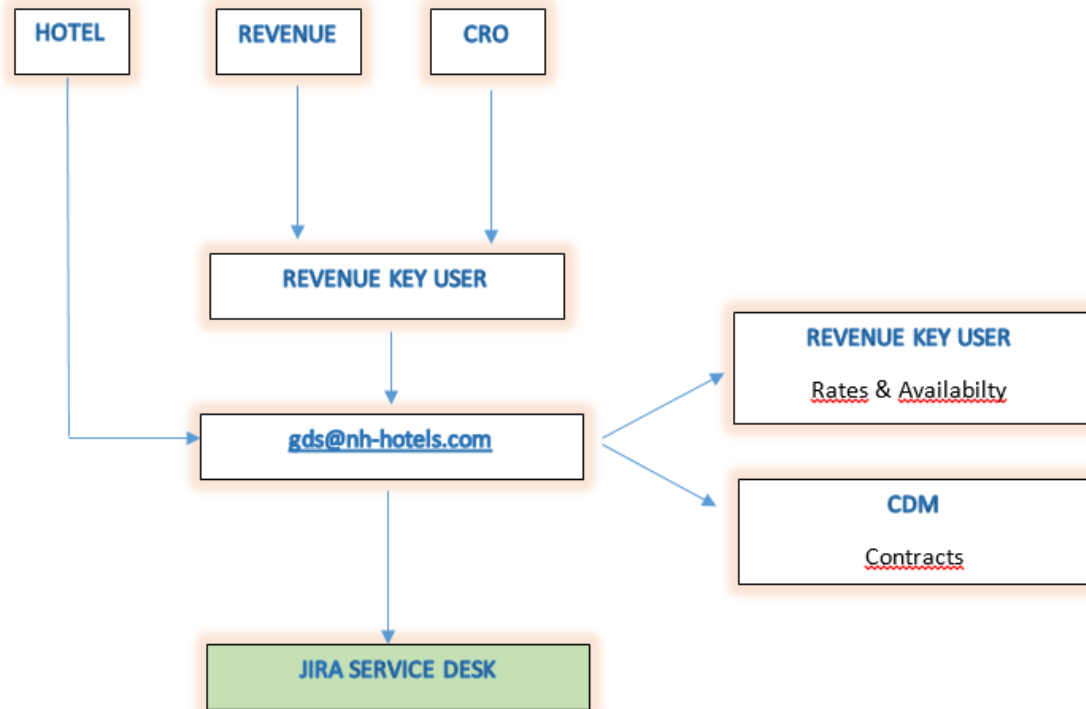
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- a. Start the tests **48hours** AFTER the hotel has been migrated, to be sure we do not report non-issues.
- b. Fill out the Template Test Excel for Trust, and send it to [gds@nh-hotels.com](mailto:gds@nh-hotels.com)  
*If you do not receive a reply 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](mailto:m.martinramirez@nh-hotels.com)  
Cc: Carmen Paredes [mc.paredes@nh-hotels.com](mailto:mc.paredes@nh-hotels.com)

# TRUST CRS \_ Failovers Reservation Process

## 5. INCIDENT MANAGEMENT

Any incident detected by Revenue or CRO shall be managed by sending an email to [gds@nh-hotels.com](mailto:gds@nh-hotels.com)



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

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## **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](mailto: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](mailto: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.