



## Best Practice Billing

Transformation plan : Billing Quality

IT & Organization

November 2015

This document outlines the most relevant aspects of a reservation that guarantee the billing quality

## General data of the reservation

To guarantee the correctness data in the invoices it is essential an **appropriate review of the reservations**. It is highly recommended that **any modification is done before the guest arrival**, in order to avoid wrong **productions and invoices**.

ESBA.CONST NH Collection Constanza Reservation 9769691 1 Client: 1008558699 CARLSON WAGONLIT ESPAÑA SLU Amount 105,22 EUR

Arrival: 10.12.2015 Thursday  
Nights: 1  
Depart.: 11.12.2015 Friday

RoomType: Superior Double Twin ☒ Show Subtypes  
Guests: AD 1 JU 0 CH 0 BB 0  
Room:  ☐ No move

Currency: EUR

Meal Plan: RO  
First service:   
Last service:

\*General Data \*Billing Information \*Additional data \*Statistics Deposits ☒ Guarantees Routing charges Fixed charges Tasks Loaned items Notices for Reception Messages

Contact person: CARLOS COLLCRESCO  
Phone:   
E-Mail:   
Voucher: 248727061  
Reservation type:   
Registrat. date: 25.11.2015 Language: ES Spanish  
CUT-OFF date:

3 Remarks  
Main \* Main remarks only 250 characters  
Com: 10.00%, Text: REMARKS: VBAAII RQ NON SMK RM NFM, Ref: 92422401, Ref ENG: 248727061, Tarifa ENG: 10

4 Guests

O.	Code	Guest Name	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure...	Remarks
1						RO	Adult		Unknown			10.12.2015	11.12.2015	

CONFIRMED Guest: CARLOS COLLCRESCO  
Gr: 0

☐ Walk-in ☐ Check in  
☐ Transferred ☐ Check out

Created INT\_ENGIS... 25.11.2015 13:27 Credit pending to Bill 0,00  
00:00 Modif.: ZJOBS\_PO 25.11.2015 13:27 Cash pending to Bill 105,22

## 1 Main Client

- Correctly select the main client, it determines contracts and rates to apply

## 2 Voucher

- The voucher number is essential for the billing. Do not insert characters as general rule (see special customers, Hotelbeds, Gullivers,)

## 3 Remarks

- Keep in mind the remarks of the reservations relating to billing instructions

## 4 Client Code

- Search in CRM for the client code. If the client is not registered, follow the rules established for the clients registration (Style Manual SAP-CRM)

## Billing Information

*General Data		*Billing Information		*Additional data		*Statistics		Deposits		Guarantees		Routing charges		Fixed charges		Tasks		Loaned items		Notices for Reception		Messages	
Unexpected check-out Billing		Central Reservation Office																					
<input checked="" type="radio"/> Reservation dates		CRS N°																					
<input type="radio"/> Actual dates		CRS:		1000098252 THE SABRE GROUP INC																			
Client information												Payment cond.											
Receiver:																							
Holder:																							
Payer:																							
Company Resp.:																							
<div>1</div> <div>2</div>																							
<input checked="" type="radio"/> Contract		1		SABRE		1		SABRE - PUBLIC RATES															
<input type="radio"/> Rate				BAR		BAR Flexible easy cancellation																	
Allotment																							
Expense code		CXL_BAR		BAR CXL																			
<input type="radio"/> Manual price				0,00																			
<input checked="" type="checkbox"/> Tax included (Only manual price)																							
<input type="checkbox"/> FREE reservation																							

**1 Contract:** Select the corresponding contract if there is no contract for the commercial client, request the contract creation to the CDM department ([crm.service.blx@nh-hotels.com](mailto:crm.service.blx@nh-hotels.com); [crm.services.de@nh-hotels.com](mailto:crm.services.de@nh-hotels.com); [crm.services.it@nh-hotels.com](mailto:crm.services.it@nh-hotels.com)).

**2 Manual Price:** In the event of not having the contract/corresponding rate, enter the confirmed value in the reservation only in the latest tab "Prices and Commissions". The use of the manual price is exceptional. (see slides 8 and 9)

## Billing Information: Contracts

In case a contract and/or a Rate has been modified, forthcoming reservations are not automatically updated. Whenever the reservation is modified, or within the check in process an error message is raised.

**ESZZ.CIUZA. Check In - PRUEBA ACTUALIZAR CONTRATO**

Pliego cond. Asignar habitación Grabar sin check-in En espera sin checkin

ESZZ.CIUZA NH Ciudad de Zaragoza \*\* Reserva 153570 Cliente: 1000061542 VIAJES EL CORTE INGLES SA

Llegada: 21.10.2015 Miércoles Tipo hab: Standard Double Ver subtipos Régimen  
Noches: 1 PAX: AD 1 JU 0 CH 0 BB 0 Moneda EUR Primer servicio:  
Salida: 22.10.2015 Jueves Hab.: 322 STDDBL No Camb Hb Ultimo servicio:

\*Datos Generales \*Datos de Facturación \*Datos adicionales \*Estadísticas Anticipos Garantías Enrutamiento de Cargos Cargos fijos

Facturación salida anticipada  
Fechas reserva  
Fechas reales

Datos Cliente  
Receptivo:  
Fiscal:  
Pagador:  
Empresa Resp.: 2004902130 ABERTIS INFRAESTRUCTURAS

Errores detectados en la reserva

Tipo Texto de mensaje  
0000153570 Tarifa o Cupo no pertenecen al Contrato  
0000153570 El código del huésped principal no está informado

Información técnica Ayuda

Reserva GRATIS

Información Tarjeta  
Número tarjeta  
Titular:

Crédito extras  
Límite  
Full credit

Crédito telef  
Ilimitado

Pre-autorización  
Fecha  
Importe

## Billing Information: Contracts

In this stage, it is required to remove the contract and return to find the contract, so that the conditions of the reservation are automatically updated.

The diagram illustrates a two-step process for updating reservation conditions. A large blue arrow points from the left screen to the right screen.

**Left Screen (Initial State):**

- ☒ Contrato: 1 ABERTIS INFRAESTRUCTURAS
- ☐ Tarifa: [Empty]
- Cupo: [Empty]
- Codigo de gasto: CXL\_BAR BAR CXL
- Grupo para mtd: [Empty]
- ☐ Precio Manual: 0,00
- ☐ Impuestos inc.(Solo precio manual)
- ☐ Reserva GRATIS

**Right Screen (Updated State):**

- ☒ Contrato: ECI\_ABERTI 001 ABERTIS INFRAESTRUCTURAS S
- ☐ Tarifa: COR\_NEG022
- Cupo: [Empty]
- Codigo de gasto: CXL\_BAR BAR CXL
- Grupo para mtd: [Empty]
- ☐ Precio Manual: 0,00
- ☐ Impuestos inc.(Solo precio manual)

**Information Popup:**

Información

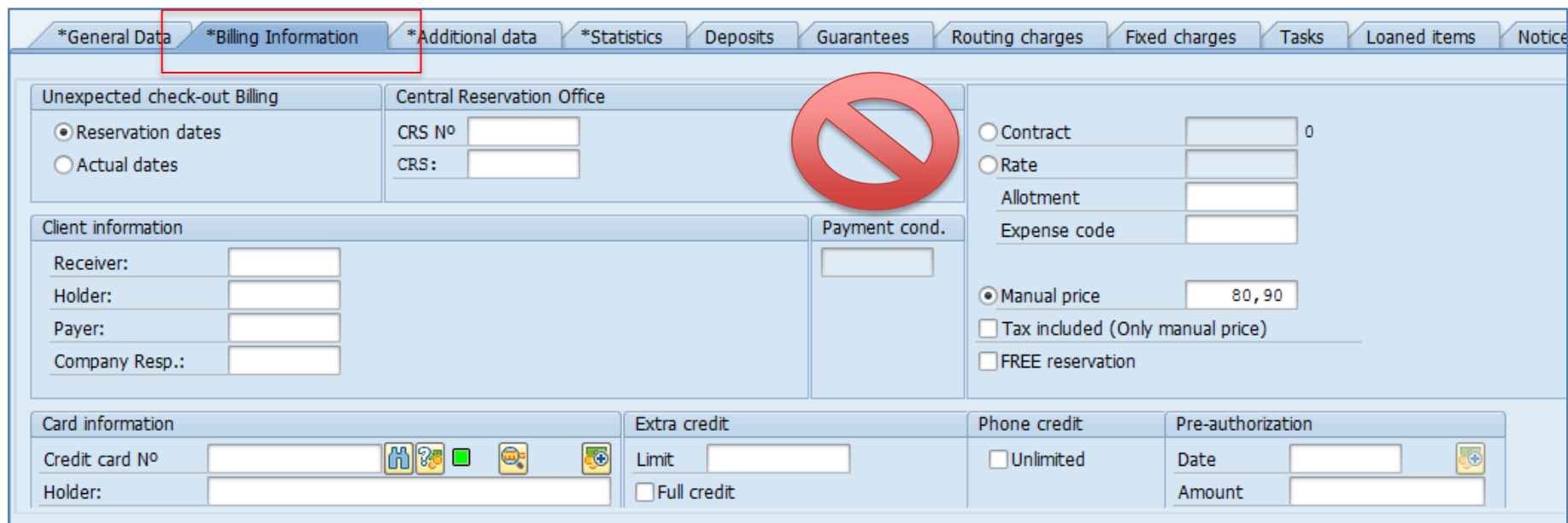
Se recalcula el detalle de precios.

Please contact to CDM Department if additional incidences continue, or the contract is still missing

## Billing Information – Manual prices

The use of Manual prices is exceptional. It is allowed to use manual prices when the confirmed rate is not available . Attention! Keep always the contract information.

You must inform the manual prices in *“Prices and Commissions”* tab. Never do it in *“Billing Information”* tab



The screenshot displays the 'Billing Information' tab in the NH Hotel Group software. The tab is highlighted with a red box. A large red prohibition sign is overlaid on the 'Manual price' field, indicating that manual prices should not be entered in this tab. The interface includes various sections for billing information, such as 'Unexpected check-out Billing', 'Client information', 'Card information', 'Extra credit', 'Phone credit', and 'Pre-authorization'. The 'Manual price' field is set to 80,90, and the 'Tax included' and 'FREE reservation' options are unchecked.

*General Data	*Billing Information	*Additional data	*Statistics	Deposits	Guarantees	Routing charges	Fixed charges	Tasks	Loaned items	Notice
<b>Unexpected check-out Billing</b>		<b>Central Reservation Office</b>								
<input checked="" type="radio"/> Reservation dates <input type="radio"/> Actual dates		CRS N° <input type="text"/> CRS: <input type="text"/>								
<b>Client information</b>					<b>Payment cond.</b>					
Receiver: <input type="text"/>					<input type="text"/>					
Holder: <input type="text"/>										
Payer: <input type="text"/>										
Company Resp.: <input type="text"/>										
<b>Card information</b>		<b>Extra credit</b>		<b>Phone credit</b>		<b>Pre-authorization</b>				
Credit card N° <input type="text"/>		Limit <input type="text"/>		<input type="checkbox"/> Unlimited		Date <input type="text"/>				
Holder: <input type="text"/>		<input type="checkbox"/> Full credit				Amount <input type="text"/>				



In “*Billing Information*” tab maintain the information related to the contract

Delete the price Code and inform the manual price in “*Price and Commissions*” tab

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

Price details

Date	Price code	Base Price	Manual price	Rate	Allotment	Cancel Cod
05.09.2015		0,00	162,80	FLEXBB_LC		CXL_BAR
06.09.2015		0,00	162,80	FLEXBB_LC		CXL_BAR

Percentages by Manual price

Client % 16,00
CRS %

Commission type

☒ Dedc
☐ Commis.
☐ Exempt

Commission / Deduction by day

Date	Concept	Client %	% CRS

Exceptions

Price code	Concept	Client %	CRS %

Percentages by Price code

Price code	Client %	CRS %

## Folios Management

In the folios we find the information on the Payment method (immediate payment or credit), as well as the responsible of the different folios.

Reservation: 9769691 Status: Confirmed Arrival: 10.12.2015 Departur: 11.12.2015 Upgrade:

Main Client: CARLSON WAGONLIT ESPAÑA SLU-1008558 Voucher: 248727061 Room:

Main guest:  Type: SUPDBLT Superior Double Twin GST AD 1 JU 0 CH 0 BB 0

FOLIOS: F1 ① 1,21 EUR Main Guest F2 ① 104,01 EUR Main Guest  
 (tax incl.) F3 ① 0,00 EUR Main Guest F4 ① 0,00 EUR Main Guest

Arrangement code

Status	Revenue date	Sour...	Folio	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	P	Invoice num
○○	10.12.2015		1	TTAX	Tasa turística	1	1,10	0,00	1,10	<input type="checkbox"/>	10.12.2015		
○○	10.12.2015		2	RO	Sólo habitación	1	0,00	0,00	0,00	<input type="checkbox"/>	10.12.2015		
○○	10.12.2015		2	ROOM	Habitación	1	94,55	0,00	94,55	<input type="checkbox"/>	10.12.2015		

Reservation status: Confirmed

Reservation folios header

Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Responsible Folio	Holder	Holder name	Branch	Reas
	1	On-desk paymer		<input type="checkbox"/>	IND	Main Guest				
	2	On-desk paym...		<input type="checkbox"/>	DAILY	Main Guest			0001555217	
	3	On-desk paym...		<input type="checkbox"/>	IND	Main Guest				
	4	On-desk paym...		<input type="checkbox"/>	IND	Main Guest				

## Folios Management

## 1 Folios

- Check the payment method of the folios. If the icon of the coin is displayed, it indicates an immediate payment.



## 2 Responsible Folios

- The responsible of the folio indicates the holder:
  - Main Client: It is very important to issue the invoice to the correct main client. If you detect duplicated clients or if you need a branch you cant find, ask the CDM team for more information.
  - Main guest: Always report the client code to CRM. **The billing to generic commercial clients (1000, 1001, 1002, etc.) is not allowed .**

## Commissions:

This document aims to show users how to apply Commissions and Discounts in TMS reservations.

**Price Code:** correspond to the Price assigned to different room types and possible mealplans.

**Rate:** Calendar where a price code is applied for a determinate. Commissions are not informed at rate level, commissions are informed in Contracts

**Contract:** Rate and conditions applicable to different Main Customers (Companies, TA and Generic Customers) . in a reservation due to an agreement between NH Hotel group and a Company and/or intermediary. It is needed that in TMS exist as much contracts as agreements with intermediaries. In this way, the system will offer all the rates and conditions agreed within the reservation process.

**Commission:** quantity to pay agreed with an intermediary for reservations done, that is calculated as a percentage over the total amount of the transaction.

Commission

Foreseen  
commission  
. Not in  
Front office  
invoice

Deduction

Quantity  
discounted  
in Front  
office  
invoice

**Manual price:** value informed manually when the rate confirmed in a reservation is not available in the contract. Use of manual price should be exceptional.

☒ Contract    AMD\_CWT    1    CARLSON WAGONLIT ESPA?A SLU - AMADE...  
☐ Rate    BAR    BAR Flexible easy cancellation  
 Allotment      
 Expense code    CXL\_BAR    BAR CXL  
  
☐ Manual price    0,00  
☒ Tax included (Only manual price)    ☐ City Tax incl. (manual price)  
☐ FREE reservation

1 Contract informed on the reservation

2 Price code informed in detail in the prices to apply

3 Commission type: Discount: Discounted commission on the invoice and % by price code

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

2

Date	Price code	Base Price	Manual price	Rate	Allotment	Cancel Cod
15.12.2015	BAR175_2	0,00		BAR		CXL_BAR

4

Percentages by Manual price

Client %    CRS %

Commission / Deduction by day

Date	Concept	Client %	% CRS
------	---------	----------	-------

Commission type

☒ Dedc    ☐ Commiss.    ☐ Exempt

3

Exceptions

Price code	Concept	Client %	CRS %
------------	---------	----------	-------

Percentages by Price code

Price code	Client %	CRS %
BAR175_2	10,00	

4 INFORMATION IN PERCENTAGE OF MANUAL PRICES SHOULD NOT APPEAR

☒ Contrato  1 BOOKING - PUBLIC RATES  
☐ Tarifa  BAR Flexible easy cancellation  
 Cupo   
 Codigo de gasto  BAR CXL  
  
☐ Precio Manual   
☒ Impuestos inc.(Solo precio manual)  
☐ Reserva GRATIS

1 Contract informed on the reservation

2 Price code informed in detail in the prices to apply

3 Commission Type: Commission -> Provision of the commission and % by price code

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

Price details

Date	Price code	Base Price	Manual price	Rate	Allotment	Cancel Cod
15.12.2015	BAR175_2	0,00		BAR		CXL_BAR

Percentages by Manual price

Client %  CRS %

Commission / Deduction by day

Date	Concept	Client %	% CRS

Commission type

☐ Dedc ☒ Commiss. ☐ Exempt

Exceptions

Price code	Concept	Client %	CRS %

Percentages by Price code

Price code	Client %	CRS %
BAR175_2	10,00	

4 INFORMATION IN PERCENTAGE OF MANUAL PRICES SHOULD NOT APPEAR

1 The reservation has informed a manual price\*

2 Commission Type:  
Deduction: Commission discounted in the invoice

3 Commission Percentage

The screenshot displays the 'Prices and Commissions' tab in the reservation system. It includes several panels: 'Price details' on the left, 'Percentages by Manual price' in the center, 'Commission type' on the right, and 'Percentages by Price code' at the bottom right. Red boxes and arrows highlight specific areas: box 1 points to the 'Manual price' column in the 'Price details' table; box 2 points to the 'Commission type' section where 'Dedc' is selected; box 3 points to the 'Client %' field in the 'Percentages by Manual price' section; and box 4 points to the 'Percentages by Price code' section.

Date	Price code	Base Price	Manual price
08.12.2015		0,00	150,00
09.12.2015		0,00	150,00

**Percentages by Manual price**

Client % 10,00 CRS %

**Commission type**

☒ Dedc ☐ Commis. ☐ Exempt

**Percentages by Price code**

Price code	Client %	CRS %

4 INFORMATION IN PERCENTAGE OF MANUAL PRICES SHOULD NOT APPEAR



1 The reservation has informed a manual price\*

2 Commission Type:  
Commission: Provision of the commission

3 Commission Percentage

The screenshot displays the 'Prices and Commissions' tab in the reservation system. It includes several sub-sections: 'Price details', 'Percentages by Manual price', 'Commission type', 'Commission / Deduction by day', 'Exceptions', and 'Percentages by Price code'. Red boxes and arrows highlight specific areas of interest.

**Price details**

Date	Price code	Base Price	Manual price
08.12.2015		0,00	150,00
09.12.2015		0,00	150,00

**Percentages by Manual price**

Client % 10,00 CRS %

**Commission type**

☐ Dedc ☒ Commis. ☐ Exempt

**Commission / Deduction by day**

Date	Concept	Client %	% CRS

**Exceptions**

Price code	Concept	Client %	CRS %

**Percentages by Price code**

Price code	Client %	CRS %

4 INFORMATION IN PERCENTAGE OF MANUAL PRICES SHOULD NOT APPEAR

## Commissionable charges

It is needed in “*Commissionable charges*” tab the **Revenue** concepts (not billing concepts) are informed, so that, commissions conditions are applied.

The screenshot displays the reservation management interface for a client named HOTUSA HOTELS SA. The reservation number is 9389605. The arrival date is 10.12.2015 (Thursday) and the departure date is 11.12.2015 (Friday), for a total of 1 night. The room type is Superior Double, and the meal plan is BB (Breakfast Included). The currency is EUR, and the total amount is 104.08 EUR. The 'Commissionable charges' tab is selected, showing a table with columns for Concept, Description, and Input commission to. The table lists two concepts: BKFS (Breakfast) and ROOM (Room), both with checkboxes for inputting commission.

Concept	Description	Input commission to
BKFS	Breakfast	<input type="checkbox"/>
ROOM	Room	<input type="checkbox"/>

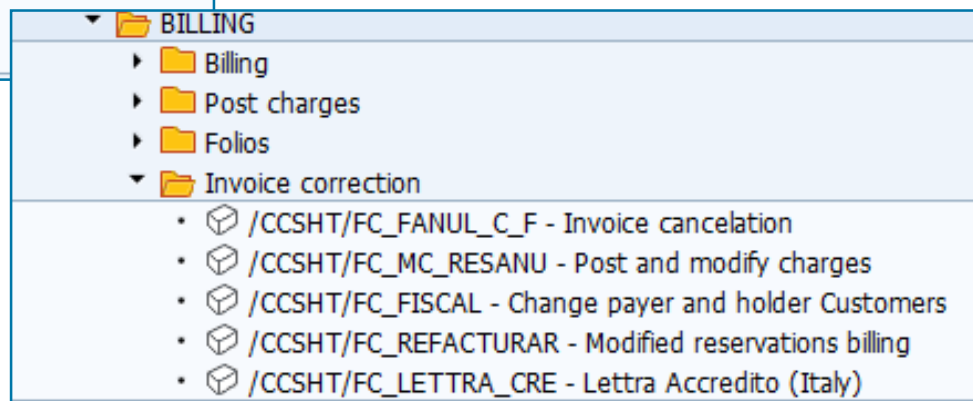
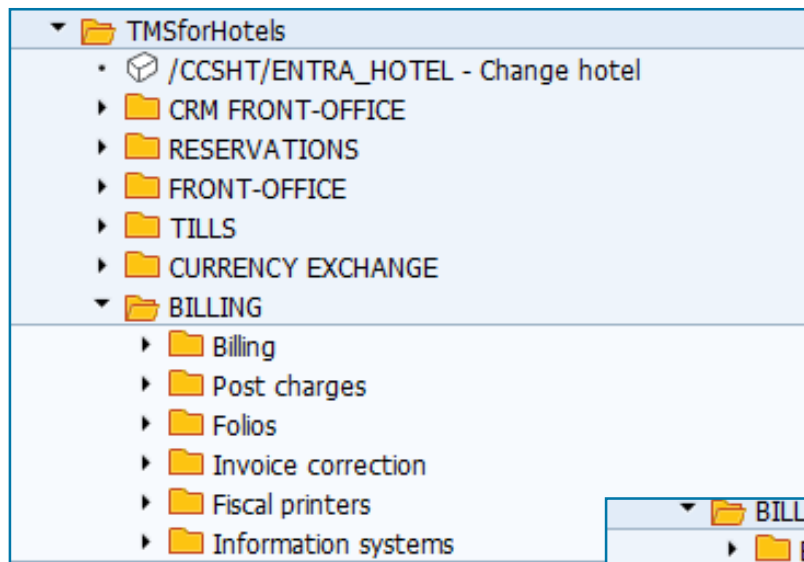
**Revenue concepts:** Revenue concepts which compose the billing concepts ( ROOM, BKFS, DIN, DINB, LUN, LUNB)

**Billing concepts:** Concepts shown in folios and customer invoice ( RO, BB, HB, FB, AI)

## Invoice Correction

This document presents the best practices to make corrections of invoices

The correction of invoices in TMS is implemented in the transactions included in the folder:  
*Billing -> Invoice Correction*



### Cancellation of an invoice

- Step 1: Identify the reservation to correct and cancel it. It is important to add the reason for the correction
- TMS automatically generates the negative and positive invoice

### Modification of a reservation

- Step 2 and 3: Allow to add/modify the charges on the invoice to correct and amend the tax data of the invoice

### Rebiling

- Step 4: Allows to print the correct invoice again

**Best Practices:**

- Use reservations of Day Guest Billing only to rectify NHS invoices (always notifying it in the Voucher field “ Invoice payment xxx NHS”)\*
- In all other cases use the TMS transactions defined for this purpose; otherwise we will lose the traceability between the cancelled invoices and the rectified ones.
- Use always the same as positive charges to apply the negative ones in case of correct invoices, otherwise if you use charges with different VAT the invoice could be rejected in electronic invoice platform (VOXEL).
- Commissions

The information regarding commissions is related to the information included in “*Prices and Commissions*” tab and therefore the correction of invoices due to errors in the commissions (type and percentage) should take into account the data provided in the original reservation.

Check the document: [TMS Invoice Correction Commissions –price codes vs manual price](#)

*\*In case of electronic billing clients, the correct bonus number has to be reported to Voxel, otherwise it would be retained.*

## Billing instructions per customer:

This document shows the main incidents, detected by the Billing Quality Task Force  
It also presents the best practices to guarantee the billing quality of some customers

1. VECI can make reservations of Direct Payment that must be settled at the departure of the guest. **The hotel should not change the billing instructions.**

To take into consideration:

- Voucher field: voucher number appears on the voucher field (**it is informative!**)
- Observations field: there is no instruction about the payment method

**ESBA.CONST. Reservas Individuales - MARTA ESPINA EZCURDIA**

ESBA.CONST NH Collection Constanza    Reserva    9245090    Cliente: 1000061542 VIAJES EL CORTE INGLES SA    Importe    210,44 EUR

Llegada: 09.12.2015 Miércoles    Tipo hab: Superior Double Twin    ☒ Ver subtipos    Régimen    RO  
 Noches: 2    PAX: AD 1 JU 0 CH 0 BB 0    Moneda    EUR    Primer servicio:     
 Salida: 11.12.2015 Viernes    Hab.:    ☐ No Camb Hb    Ultimo servicio:   

\*Datos Generales    \*Datos de Facturación    \*Datos adicionales    \*Estadísticas    Anticipos    ☒ Garantías    Enrutamiento de Cargos    Cargos fijos    Acciones    Objetos prestados    Avisos para ...

P. contacto: MARTA ESPINA EZCURDIA  
 Teléfono:     
 E-Mail:     
 Bono: 247729041  
 Tipo reserva:     
 Fecha alta: 10.11.2015 Idioma: ES Español  
 Fecha de CUT-OFF:   

**Observaciones**  
 Generales \*    Observaciones generales solo 250 caracteres  
 Com: 15.00%, Text: REMARKS: 5YRE9S RR, Ref: 91978362, Ref ENG: 247729041, Tarifa ENG: 10

O.	Código	Nombre del huésped	Fidelización	Tipo	Tarjeta fid...	Régimen	Tipo P...	Rég. upg.	Sexo	VIP	Bono	Fecha lleg...	Fecha salida	Observaciones
1		MARTA ESPINA EZCURDIA				RO	Adult...		Desconoc...			09.12.2015	11.12.2015	



- Although the charges are in Folio 2, the person responsible is the main guest and besides, the icon of the coin appears.
- There is no need to modify the responsible of the folio

**ESBA.CONST. Tratamiento líneas de todos los folios**

Folio 1 Folio 2 Folio 3 Folio 4 Todos los folios Día actual Cargos hasta hoy

Reserva: 9275495 Estado: Confirmada Llegada: 16.11.2015 Salida: 19.11.2015 Upg.:

Cliente Com.: VIAJES EL CORTE INGLES SA-100006154 Bono: 0045615069190 Habitación:

Huésped Pral: REBECCA PRIDDY Tipo hab: SUPDBLT Superior Double Twin PAX AD 1 JU 0 CH 0 BB

FOLIOS: F1 3,63 EUR Huesped Principal F2 399,30 EUR Huesped Principal  
(imp. in... F3 0,00 EUR Huesped Principal F4 0,00 EUR Huesped Principal)

Agrupación cargos

Status	Fecha prod	Hab...	Folio	Concep...	Descripción	Cantidad	Precio	Dto no i...	Importe	imp. i...	Fecha servicio	P	NºFactura
000	16.11.2015		1	TTAX	Tasa turística	1	1,10	0,00	1,10		16.11.2015		
000	16.11.2015		2	BB	Alojamiento y desayuno	1	10,20	0,00	10,20		16.11.2015		
000	16.11.2015		2	ROOM	Habitación	1	110,80	0,00	110,80		16.11.2015		

It is necessary to modify the tab Prices and commissions: Commission Type of **Discount and Commission**.

The screenshot shows the 'Precios y Comisiones' tab with the following data:

Detalle de Precios						
Fecha	Cód.precio	Precio Base	Precio manual	Tarifa	Cupo	Cod.gasto
09.12.2015	BAR104_1	0,00		BAR		CXL_BAR
10.12.2015	BAR104_1	0,00		BAR		CXL_BAR

Porcentajes precio manual

% Cliente  % CRS

Imputación por día

Fecha	Concepto	% Cliente	% CRS

Excepciones

Cód.precio	Concepto	% Cliente	% CRS

Porcentajes por código de precio

Código precio	% Cliente	% CRS
BAR104_1	15,00	

Viajes El Corte Inglés will send us their commission invoice for the immediate payment.

The screenshot shows the 'Precios y Comisiones' tab with the following data:

Detalle de Precios						
Fecha	Cód.precio	Precio Base	Precio manual	Tarifa	Cupo	Cod.gasto
09.12.2015	BAR104_1	0,00		BAR		CXL_BAR
10.12.2015	BAR104_1	0,00		BAR		CXL_BAR

Porcentajes precio manual

% Cliente  % CRS

Imputación por día

Fecha	Concepto	% Cliente	% CRS

Excepciones

Cód.precio	Concepto	% Cliente	% CRS

Porcentajes por código de precio

Código precio	% Cliente	% CRS
BAR104_1	15,00	

## 2. Reservation throughout. GDS payment on account of VECI

Currently the reservations reach TMS as direct payment and **require modification**.

To take into account:

Observations field: it indicates that the payment method is: *Voucher payment*.

**ESBA.CONST. Reservas Individuales - MANUEL PASCUA VICENTE**

ESBA.CONST NH Collection Constanza    Reserva    8869993    Cliente: 1000061542 VIAJES EL CORTE INGLES SA    Importe: 488,84 EUR

Llegada: 30.11.2015 Lunes    Tipo hab: Superior Double King    ☒ Ver subtipos    Régimen: BB  
 Noches: 4    PAX: AD 1 JU 0 CH 0 BB 0    Moneda: EUR    Primer servicio:  
 Salida: 04.12.2015 Viernes    Hab.:    ☐ No Camb Hb    Ultimo servicio: BKFS

\*Datos Generales    \*Datos de Facturación    \*Datos adicionales    \*Estadísticas    Anticipos    ☒ Garantías    Enrutamiento de Cargos    Cargos fijos    Acciones    Objetos prestados    Avisos para ...

P. contacto: MANUEL PASCUA VICENTE  
 Teléfono:  
 E-Mail:  
 Bono: 246996801  
 Tipo reserva:  
 Fecha alta: 30.10.2015 Idioma: ES Español  
 Fecha de CUT-OFF

**Observaciones**  
 Generales \*    Observaciones generales solo 250 caracteres  
 Com: 0.00%, Text: REMARKS: 5FDHXE VIAJES EL CORTE INGLES VOUCHER PAYMENT-Non Smoking NRIU REGIMEN HD. PRECIO ESPECIAL DESAYUNO.,Ref: 91640866, Ref ENG: 246996801, Tarifa ENG: 23

**Huespedes**

O.	Código	Nombre del huésped	Fidelización	Tipo	Tarjeta fid...	Régimen	Tipo P...	Rég. upg.	Sexo	VIP	Bono	Fecha lleg...	Fecha salida	Observaciones
1		MANUEL PASCUA VICENTE		00		BB	Adul...		Desconoc...			30.11.2015	04.12.2015	

**Important: check the voucher number. The displayed number is the locator from CRS and therefore invalid for billing. It is necessary to change the voucher number once facilitated by the branch (physical/branch tel. VECI)**

The pending charges to be invoiced are in Folio 2, but on the account of the main guest.  
It is necessary to modify the responsible of the folio.

**ESBA.CONST. Tratamiento líneas de todos los folios**

Folio 1 Folio 2 Folio 3 Folio 4 Todos los folios Día actual Cargos hasta hoy

Reserva: 8869993 Estado: Confirmada Llegada: 30.11.2015 Salida: 04.12.2015 Upg.:

Cliente Com.: VIAJES EL CORTE INGLES SA-100006154 Bono: 246996801 Habitación:

Huésped Pral: MANUEL PASCUA VICENTE Tipo hab: SUPDBLK Superior Double King PAX AD 1 JU 0 CH 0 BB 0

FOLIOS: F1 4,84 EUR Huesped Principal F2 484,00 EUR Huesped Principal  
(imp. in... F3 0,00 EUR Huesped Principal F4 0,00 EUR Huesped Principal)

Agrupación cargos

Status	Fecha prod	Hab...	Folio	Concep...	Descripción	Cantidad	Precio	Dto no i...	Importe	imp. i...	Fecha servicio	P	NºFactura
OO	30.11.2015		1	TTAX	Tasa turística	1	1,10	0,00	1,10		30.11.2015		
OO	30.11.2015		2	BB	Alojamiento y desayuno	1	110,00	0,00	110,00		30.11.2015		
OO	01.12.2015		1	TTAX	Tasa turística	1	1,10	0,00	1,10		01.12.2015		
OO	01.12.2015		2	BB	Alojamiento y desayuno	1	110,00	0,00	110,00		01.12.2015		
OO	02.12.2015		1	TTAX	Tasa turística	1	1,10	0,00	1,10		02.12.2015		
OO	02.12.2015		2	BB	Alojamiento y desayuno	1	110,00	0,00	110,00		02.12.2015		
OO	03.12.2015		1	TTAX	Tasa turística	1	1,10	0,00	1,10		03.12.2015		
OO	03.12.2015		2	BB	Alojamiento y desayuno	1	110,00	0,00	110,00		03.12.2015		

**ESBA.CONST NH Collection Constanza COLLECTION**

Reserva individual: 8869993

Cliente Comercial: 1000061542 VIAJES EL CORTE INGLES SA

Fecha llegada: 30.11.2015 Habitación:

Fecha salida: 04.12.2015

Estado de la reserva: Confirmada

Paxs: AD 1 JU 0 CH 0 BB 0

Cabecera de los folios de la reserva

Enr...	Folio	Forma de pago	Cond.pago	Imp inc.	Formato	Responsable Folio	Titular	Nombre del titular	Motivo clasificación
1	Pago inmediato			<input type="checkbox"/>	IND	Huesped Princ...			
2	Pago inmedia...			<input type="checkbox"/>	DAILY	Huesped Princ...			
3	Pago inmedia...			<input type="checkbox"/>	IND	Huesped Princ...			
4	Pago inmedia...			<input type="checkbox"/>	IND	Huesped Princ...			

With the purpose of billing the charges correctly, the responsible of the folio must be modified, which should be the **commercial client**.

✓ [Dropdown] [Icons]

**Cabeceras de folio por reserva**

ESBA.CONST NH Collection Constanza COLLECTION

Reserva individual 8869993

Cliente Comercial 1000061542 VIAJES EL CORTE INGLES SA

Fecha llegada 30.11.2015 Habitación

Fecha salida 04.12.2015

Estado de la reserva Confirmada

Paxs

AD	1	JU	0	CH	0	BB	0
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Cabecera de los folios de la reserva

Enr...	Folio	Forma de pago	Cond.pago	Imp inc.	Formato	Responsable Folio	Titular	Nombre del titular	Sucursal	Moth
1		Pago inmediato		<input type="checkbox"/>	IND	Huesped Princ...				
2		Pago inmedia...		<input type="checkbox"/>	DAILY	Cliente Comer...	1000061542	VIAJES EL CORTE INGLE...	0001979720	
3		Pago inmedia...		<input type="checkbox"/>	IND	Huesped Princ...				
4		Pago inmedia...		<input type="checkbox"/>	IND	Huesped Princ...				

Always check the information on the prices and commissions tab ->  
it should always appear Discount!!!

Do no forget to save the changes!



### Important Aspects Viajes El Corte Inglés Reservations

#### Reservations cancellation:

- It is always the best to cancel the reservation throughout the system (no voice/mail). In case of receiving the cancellation by voice or mail, change the status of the cancelled reservation in the system, indicating the person who is cancelling it.

#### Cancellation fees/ No show

- In case the rate comprises cancellation fees, they must be billed before the Night Audit. In the following 24 hours confirm the billing of the fees to the branch, cc a [c.paredes@nh-hotels.com](mailto:c.paredes@nh-hotels.com).
- If the reservation is a No Show: Notify it to the branch in the following 24 hours after the no show is produced, indicating that the reservation was a no show and that fees are involved: (cc: [c.paredes@nh-hotels.com](mailto:c.paredes@nh-hotels.com))

City Tax: will never be commissionable, although in some cases VECI will be in charge (reported in the voucher)

Electronic billing: The voucher number is essential for a correct billing (format: only numbers from 8 to 13 digits)

ESBA.CONST NH Collection Constanza    Reservation    3203821    Client: 1003444807 HOTELBEDS SPAIN SLU    Amount

Arrival: 09.07.2015 Thursday    RoomType: Superior Double    ☐ Show Subtypes    Meal Plan: BB  
 Nights: 2    Guests: AD 2 JU 0 CH 0 BB 0    Currency: EUR    First service:  
 Depart.: 11.07.2015 Saturday    Room:    ☐ No move    Last service: BKFS

\*General Data    \*Billing Information    \*Additional data    \*Statistics    Deposits    ☒ Guarantees    Routing charges    Fixed charges    Tasks    Loaned items    Notices for

Unexpected check-out Billing    Central Reservation Office

☒ Reservation dates    CRS N°      
☐ Actual dates    CRS:   

Client information    Payment cond.

Receiver:      
 Holder:      
 Payer:      
 Company Resp.:   

☒ Contract    HOTELB\_FIT 1 HOTELBEDS PRODUCT SLU  
☐ Rate    FIT\_ITO    Fit ITO  
 Allotment    HOTELB\_FIT    HOTELBEDS PRODUCT SLU - FIT  
 Expense code    CXL\_BAR    BAR CXL

☐ Manual price    0,00  
☐ Tax included (Only manual price)  
☐ FREE reservation

### Main detected incidences:

- Initial errors of contract loads with FIT rates. Manual Reservation process (CRO) sometimes with positioning errors.

### Action Billing Quality Task Force:

- Adjustment of incorrect invoices
- Incidence reported to CDM -> Loads of contracts completed
- Voucher format: hyphens are mandatory**

## Example of bad practice!

The screenshot shows a reservation system interface for reservation 464541. The client is 1016660768 HOTUSA HOTELS SA. The arrival date is 13.12.2014 (Saturday) and the departure date is 14.12.2014 (Sunday). The room type is Superior Double. The guests are AD 1, JU 0, CH 0, BB 0. The currency is EUR. The meal plan is RO. The room field is highlighted with a red box. The 'Manual price' field is highlighted with a red box and a red prohibition sign, indicating an incorrect manual price entry.

### Main detected incidences:

- Positioning errors. Confirmation of reservation which do not match with the price code in TMS, to report the correct price , overuse of manual prices. **Recommendation:** inform about the HOTUSA contract and modify the price code if it is not the correct one.
- Wrong voucher numbers

### Action Billing Quality Task Force:

- Adjustment of incorrect invoices



## Correct Reservation: Informed contract

Hotusa reservation system interface showing the "Correct Reservation: Informed contract" screen. The interface includes tabs for General Data, Billing Information, Additional data, Statistics, Deposits, Guarantees, Routing charges, Fixed charges, Tasks, Loaned items, Notices for Reception, and Messages.

**Unexpected check-out Billing:**

- ☒ Reservation dates
- ☐ Actual dates

**Central Reservation Office:**

CRS N°   
CRS:

**Client information:**

Receiver:   
Holder:   
Payer:   
Company Resp.:

**Payment cond.:**

**Contract:**

- ☒ Contract: HOTUSHOTEL 2 HOTUSA HOTELS SA - PUBLIC RATES
- ☐ Rate: FLEXBB\_LC Flexible premium BB& Late Check-out

**Manual price:** 0,00

☒ Tax included (Only manual price)

☐ FREE reservation

**Card information:**

Credit card N°   
Holder:

**Extra credit:**

Limit   
☐ Full credit

**Phone credit:**

☒ Unlimited

**Pre-authorization:**

Date   
Amount

If the confirmed price does not match-> search for the price code and in last instance, use the manual price

Hotusa reservation system interface showing the "Price details" table and other related information.

Date	Price code	Base Price	Manual price	Rate	Allotment	Cancel Cod
05.09.2015		0,00	162,80	FLEXBB_LC		CXL_BAR
06.09.2015		0,00	162,80	FLEXBB_LC		CXL_BAR

**Percentages by Manual price:**

Client % 16,00 CRS %

**Commission type:**

☒ Dedc ☐ Commis. ☐ Exempt

**Commission / Deduction by day:**

Date	Concept	Client %	% CRS

**Exceptions:**

Price code	Concept	Client %	CRS %

**Percentages by Price code:**

Price code	Client %	CRS %

# THANKS!

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