

TMS for Hotels manual

Business Processes/Operations – 07/2024

MINOR
HOTELS

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TMS4Hotels manual and processes

Discover all the options related with the management of TMS4Hotels in this manual. Reservations, check in, check out, links to processes, manuals and videos...



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First steps


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First steps



TMS_{FOR}HOTELS

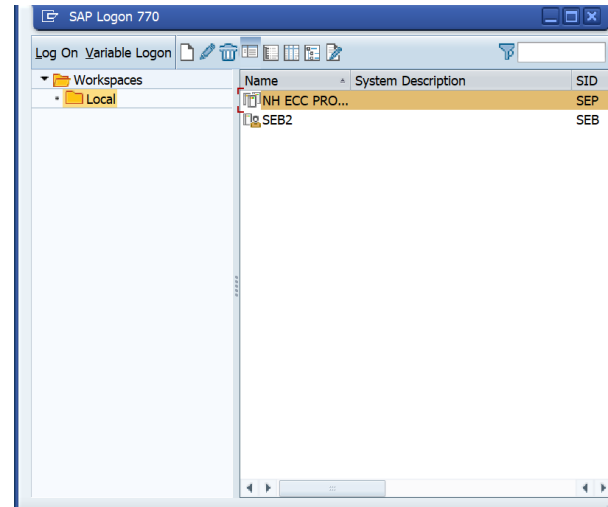
TRAVEL
MANAGEMENT
SUITE

Financials	Organizational Structure and Integration with SAP ERP				External system integrations	TMS ^{FOR} CONNECTIVITY	Web Services
Controlling	Sales Policy and Inventory - Revenue						XML Translating
	PMS	Groups & Events	POS UX	Hotel Systems Integration			
Procurement	Information Systems						Connectivity Policies and SP&I Integ
Sales	Central Reservation Office	Commission Management	Hospitality Budgeting	Trade companies			
HR	Loyalty Program	Stay & Upselling options	Leisure Management	Sales Force Automation	Channel management		
Marketing	Electronic billing	SPA and Wellness	Hotel procurement	Vouchers and Coupons Management	Off-line Booking Synch		



First steps

TMS forHotels access:



According to the Corporate policy, the passwords is applied in the system following this criteria:

- Minimum length criteria (8 characters),
- Specific configuration parameters (1 alphanumeric character, 1 numeric character and a special sign or punctuation).
- Expiration of 60 days.
- Last 10 passwords remembered.

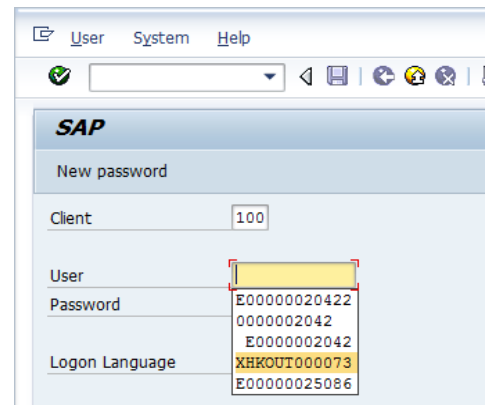
Mnemonic (short code):

E.g., PT11.LIBER

PT = Country

11 = Region

LIBER = Hotel name



Logon language: ES (Spanish) or EN (English)

Generic SAP user example: HFRTOUAIREC1

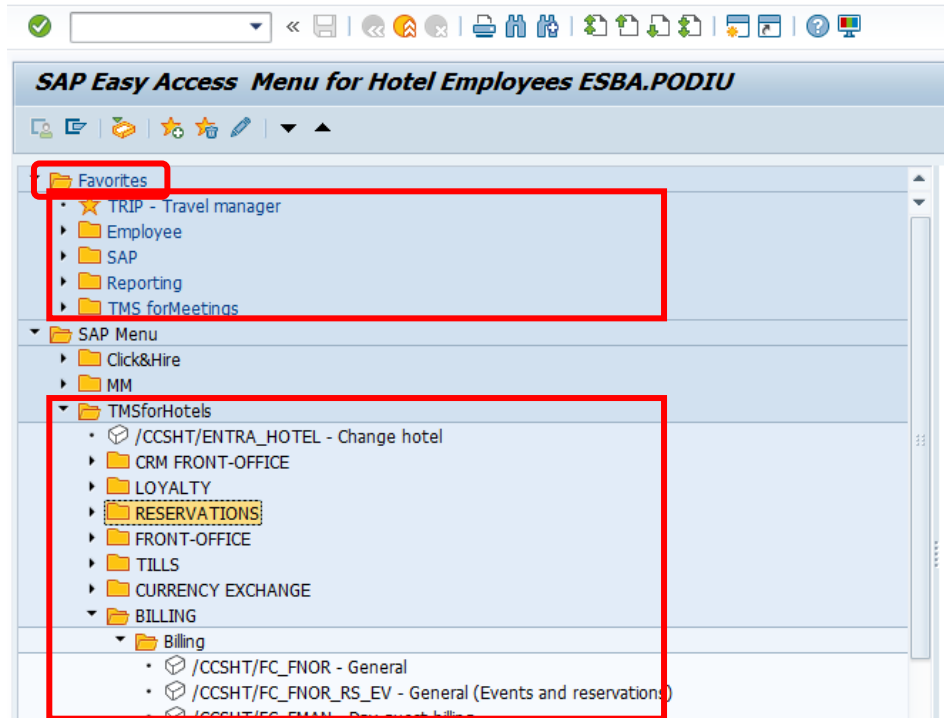
Personal SAP user example: E00000103222

TMS user example: 0000011557

Only 3 wrong access! (case sensitive)

Your session will expire after 15 minutes of inactivity.

First steps



Favourites folder

Create a folder with the most used transactions using the icons or dragging and dropping.

General Menu

TMS forHotels transactions.

Command field

Go to a transaction directly writing the code into the Command field (it is not a search box).

/n → It takes you to the main menu without saving changes.

Change hotel (only users with rights to more than one center)

Each transaction has a **Transaction code**:

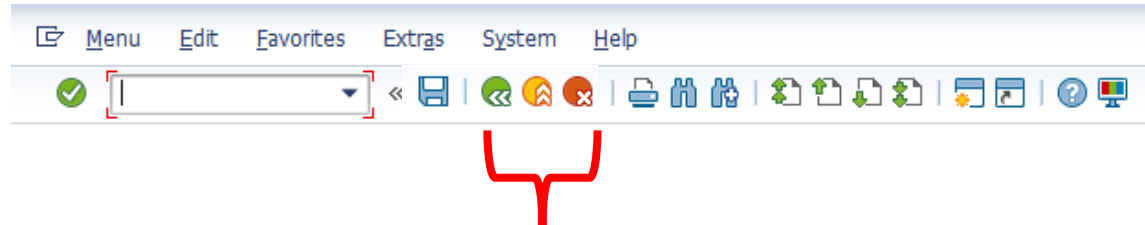
/CCSHT/ → Product transactions.

Z → Transactions customized.

First steps

Icon bar

- Control buttons on the top.



Floppy disk: save.



Binoculars: Search & Search next.



New session symbol: Maximum 4 sessions per access.



Back: return to the previous screen.



Cancel changes: return to initial screen without saving.

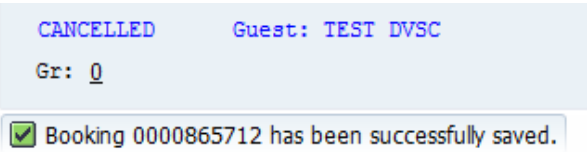
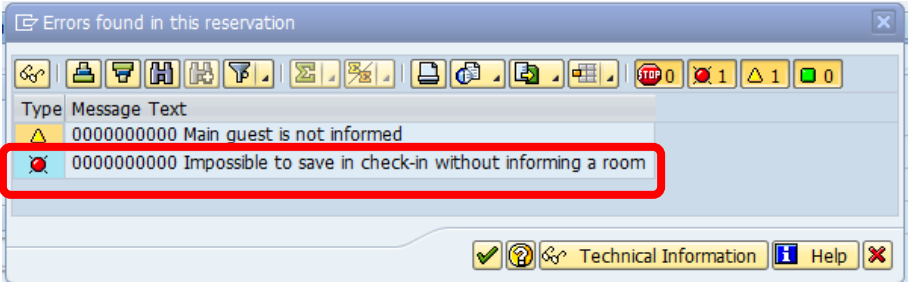
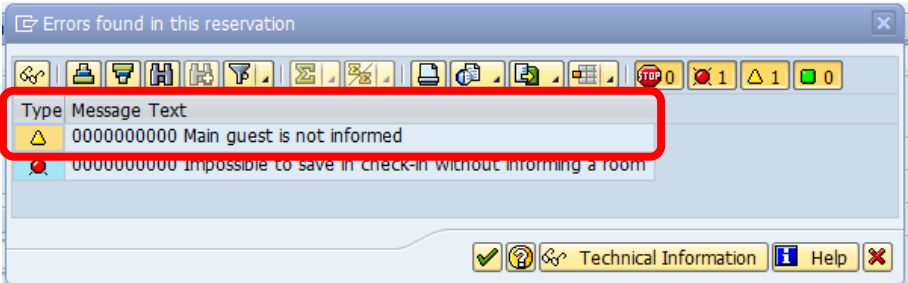
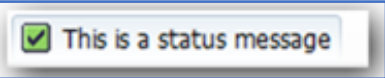
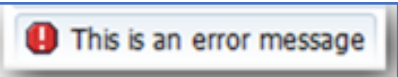
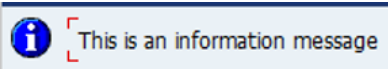


End: exit current task without saving data.

First steps

System Messages

- Status Bar
- Pop-ups



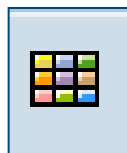
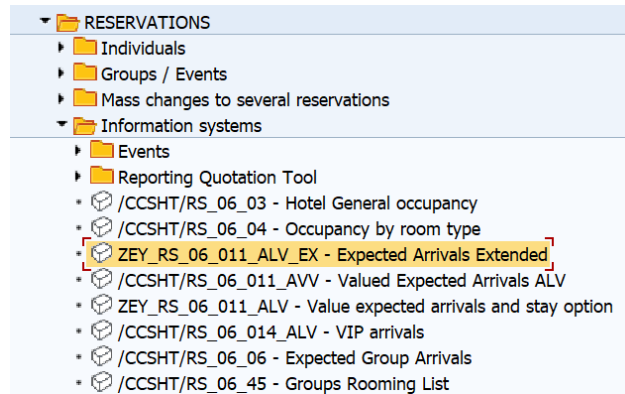
[More information in this link](#)

File

Attached File:  [SAP basics.pdf](#)



Layout reports



Change layout

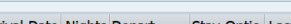


Select layout



Save layout

Expected arrivals extended


Show all guest

Reserv.	Arrival Date	Nights	Depart	Stay Optio	Last stay	Checkin da	Last room	Room type	Room C/D	Loan Items	VIP	Guest ID	Guest o...	Date of bi	Loyalty
126836021	24.06.2024	7	01.07.2024					SUPDBL	1321	CL			Mr Jos...		
127562896	24.06.2024	6	30.06.2024					STDDBL	0810	CL		006627...	TUBAL...	21.04.1975	SILVER
127562977	24.06.2024	6	30.06.2024					STDDBL	0609	CL		006627...	TUBAL...	21.04.1975	SILVER
127562978	24.06.2024	6	30.06.2024					STDDBL	0607	CL		006627...	TUBAL...	21.04.1975	SILVER
128592682	24.06.2024	1	25.06.2024					STDDBL	1112	CL			STROH...		
128592683	24.06.2024	1	25.06.2024					STDDBL	1109	CL			STROH...		
129130588	24.06.2024	9	03.07.2024					STDDBL	2206	CL			Julika B...		
129876545	24.06.2024	4	28.06.2024					STXDBL	1122	CL			Alexand...		
129876587	24.06.2024	4	28.06.2024					STXDBL	1124	CL		007455...	PHILIP...	01.01.1990	SILVER
129976847	24.06.2024	4	28.06.2024					STXDBL	0072	CL	EX_BED		Florian ...		
130690604	24.06.2024	2	26.06.2024					STDDBL	1108	CL			Ana Cl...		
130691079	24.06.2024	2	26.06.2024					STDDBL	1103	CL			Marina ...		
131090719	24.06.2024	6	30.06.2024					SUPDBL	1326	CL			Luís Cé...		
131382372	24.06.2024	3	27.06.2024					STDDBL	1105	CL			Yasmin ...		
131383050	24.06.2024	3	27.06.2024					FAMDLV	0301	CL			rahim c...		



Play with the columns as needed! TMS is like an Excel file.

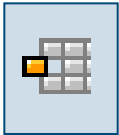
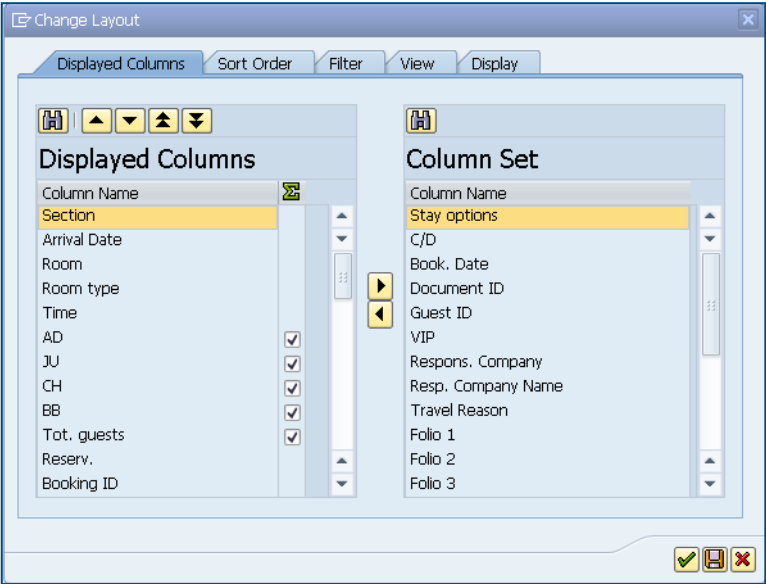


Layout reports



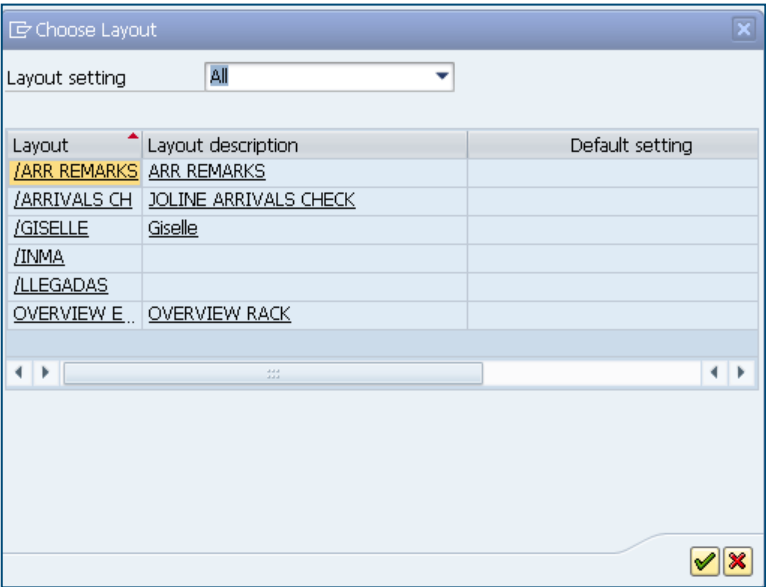
Change layout

Create your own report by selecting the columns and after that save



Select layout

Or select a layout which has been created by others



Layout reports



Save layout

Save your new created report as user specific. If you open the report and chooses this layout you will get your own created report.

“NEVER” must flag, **“Default set”** option.

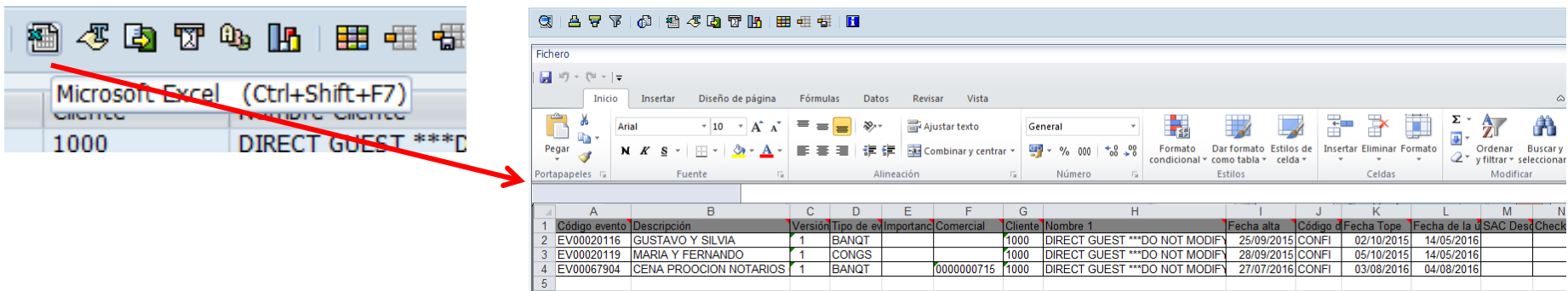


Navigable fields: The information underlined is navigable when clicking twice.



Layout reports

Report results data exportable to Excel



Filters

Show what you need accordingly.

Select a column and filter the results

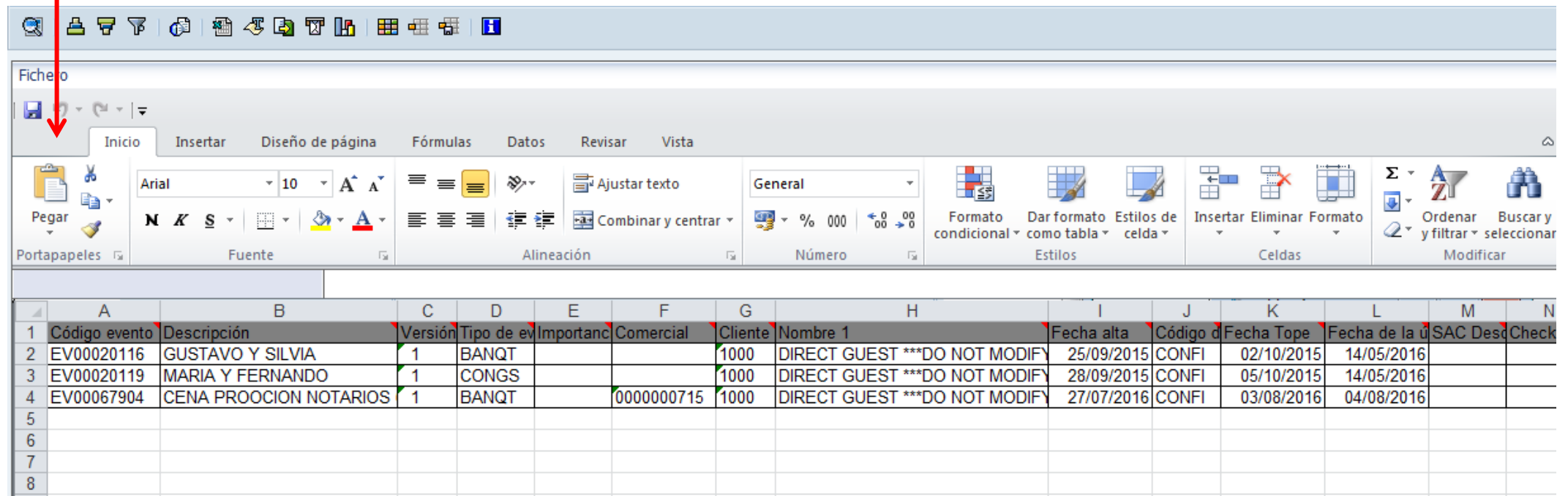
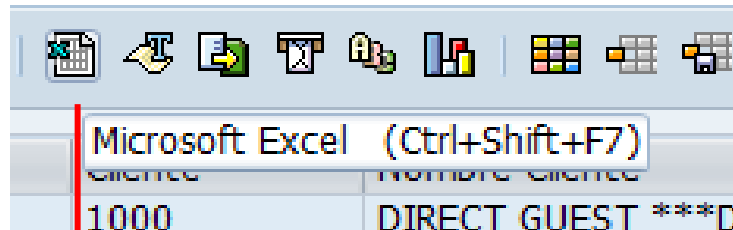
Ascending /
descending order

The screenshot shows a report interface with a toolbar at the top. A red arrow points from the 'Ascending / descending order' text to the sorting icons (up and down arrows) in the toolbar. Another red arrow points from the 'Select a column and filter the results' text to the filter icon (funnel) in the toolbar. The table below shows event data with columns for event code, description, version, type, importance, commercial status, client, and dates.

Código evento	Descripción	Versión	Tipo ev	Importa...	Comercial	Cliente Com.	Nombre 1	Fe
EV00013774	HALCON - C	1	CONGS			1000032086	HALCON VIAJES	29
EV00013779	CONGRESO S	1	CONGS			1000091602	ORZAN CONGRES SL	23
EV00013787	ANGULAS AG	1	CONGS			1000085848	EROSKI BIDAIAK SA	09
EV00013788	PESCAPUERT	1	CONGS			2000025177	PESCAPUERTA SA	11
EV00013800	IBERIA	1	OTHEV			2018862772	IBERIA LINEAS AEREAS DE ESPAÑA	07
EV00013829	SUFLENORSA	1	CONGS			2006564722	SUFLENORSA ADUANAS SL	10
EV00013832	EVENTO MODA	1	EXHIB			45784852	MARIA RIVERA GONZALEZ	24
EV00013833	NESTLE	1	BANQT			2000077380	NESTLE ESPAÑA SA	25
EV00013864	WORK SHOP CUBA	1	PROPR			2010147407	ADVANCEMEDIA ADVERTISING SL	08
EV00015017	AUSTRIACOS	1	LEISU		0000000688	1022213784	CITUR TRAVEL SA	02
EV00049344	HERBALIFE	1	MEETS			2000028671	HERBALIFE	28
EV00049345	HERBALIFE	1	MEETS			2000028671	HERBALIFE	28
EV00049346	HERBALIFE	1	MEETS			2000028671	HERBALIFE	28
EV00051783	JOHNSON	1	MEETS			1012285404	GLOBAL BUSINESS TRAVEL SPAIN S	01
EV00062555	HOTUSA_GPO_01081990_40PAX	1	LEISU			1016660768	HOTUSA HOTELS SA	15

Layout reports

Report results data exportable to Excel



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CDM Database


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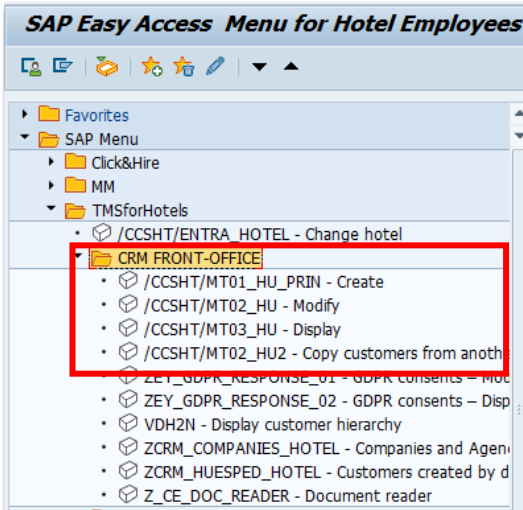
nh
HOTELS


nh COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

CRM/ Customer ID (Creation)



Customer types:

Generic examples:

- * 1000 = Direct Guest
- * 1001 = Employee, Family & Friends
- * 1003 = NH DISCOVERY

Internal customers:

- * 990000xxxx (last 4 digits are the center) Hotels & Central Services
(91xxxxxxxx are fictitious; finance use only)

Organizations examples:

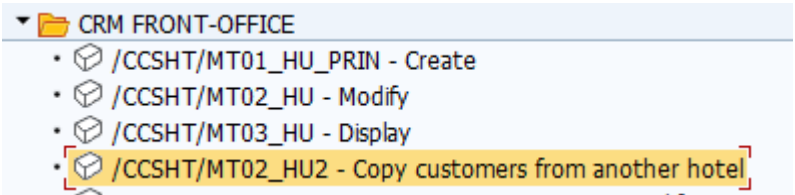
- * 10000XXXXX = Agency ID
- * 20000XXXXX = Company ID

Cliente	Nº ident.fis.1	Nombre 1	Nombre 2	Teléfono 1
9900000020	A58511882	ES10NH ATLANTICO		981226500
9900000021	A58511882	ES10NH TURCOSA		964283600
9900000022	A58511882	ES10NH ALBERTO AGUILERA		914460900
9900000023	A58511882	ES10NH VIAPOL		954645254
9900000024	A58511882	ES10NH VILLA DE COSLADA		916748800
9900000025	A58511882	ES10NH BARCELONA CENTRO		932703410
9900000027	A58511882	ES10NH LAS ARTES		963351310
9900000028	A58511882	ES10NH LAS CIENCIAS		963356062
9900000029	A58511882	ES10NH SANTANDER PARAYAS		942352266
9900000030	A58511882	ES10NH CORNELLA		934750895
9900000035	A58511882	ES10NH COLLECTION SEVILLA		954548500

Customer Data Management

2 different environments:

- General database NH (shared).
 - Database of the hotel (background).
- (Copy customers from another hotel for the first time used)



CRM/Customer ID (Creation)

Just new guest nor travel agencies nor companies

- CRM FRONT-OFFICE
 - /CCSHT/MT01_HU_PRIN - Create
 - /CCSHT/MT02_HU - Modify
 - /CCSHT/MT03_HU - Display
 - /CCSHT/MT02_HU2 - Copy customers from another hotel
 - ZEY_GDPR_RESPONSE_01 - GDPR consents - Modify
 - ZEY_GDPR_RESPONSE_02 - GDPR consents - Display
 - VDH2N - Display customer hierarchy



ESMA.MALAG Guests - New

Delete

Debtor identifier

Debtor type

- ☒ Guests
- ☐ Travel Agencies
- ☐ Companies
- ☐ Hotels
- ☐ Fictitious

Tax Number 1

Identification document type

PT08.LAGOS Guests - New

Related clients

PT08.LAGOS Tivoli Lagos Algarve Res

Client

GHA LOYALTY

General data Additional data Special requests Hobbies Statistics

Salutation

First name

Surname

Street

City

ZIP code

Country

Region

Language

Nationality

Gender

International V.

Date of birth

Mobile/Phone

Company ID/Name

Email

URL

You heard of us...

Official document

Tax n°

Issue Date

Expiry Date

Expeditor place

Support N°

ID Additional document

Document type

Number

Issue Date

Expiry Date

Expeditor place

Client ID

Client 19974353 TEST, TEST

Mandatory fields

☒



CRM/Customer ID

08.LAGOS Tivoli Lagos Algarve Res 000112410 UNIPER BENELUX NV Ext. Client number 112410 CREDIT GDPR

General data Statistics Branches Sales and Agents

Sales Agents

Client's sales

Sales	No active	Admin	Main	Name	Surname	Phone	Email	Remarks
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Branch sales

Branch	Branch Name	Sales	No active	Admin	Main	Guest	Surname	Phone n°	E-mail Assistant	Remarks	Segment	Bus. Unit	Cty	Type
0000275058	EON BENELUX NV - FINANCIAL SER	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0000335661	E.ON IS NETHERLANDS BV	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0000764069	EON BENELUX GENERATION AFD. FS	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0001069626	NRE ENERGIE BV - FINANCIAL SER	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0001131612	EON ENGINEERING BV	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0001153319	E.ON D-GAS	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0001238815	E.ON BENELUX NV EINDHOVEN	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0001306628	UNIPER BENELUX NV	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0001339149	NRE HOLDING BV	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee

All the request must be done by Jira Ticket.
Category: CDM (Customer Data Management)



NH SUPPORT PORTAL / NH SERVICE DESK
CDM (Customer Data Management)

For creation of a new PID a **Fiscal code** is mandatory.

In case you don't find the branch, you are searching for, it is needed to follow above procedure since hotels are not allowed to create branches neither.

Branch sales														
Branch	Branch Name	Sales	No active	Admin	Main	Guest	Surname	Phone n°	E-mail Assistant	Remarks	Segment	Bus. Unit	Cty	Type
0000275058	EON BENELUX NV - FINANCIAL SER	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee
0000335661	E.ON IS NETHERLANDS BV	102994	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Julia Boergermann		j.boergermann@nh-hotels.com		COR_SALES	102994	BUNE	DE Employee



CRM/Customer ID

✔ The Customer has not been created for this hotel. Display only

- CRM FRONT-OFFICE
 - /CCSHT/MT01_HU_PRIN - Create
 - /CCSHT/MT02_HU - Modify
 - /CCSHT/MT03_HU - Display
 - /CCSHT/MT02_HU2 - Copy customers from another hotel**
 - ZEY_GDPR_RESPONSE_01 - GDPR consents – Modify
 - ZEY_GDPR_RESPONSE_02 - GDPR consents – Display
 - VDH2N - Display customer hierarchy
 - ZCRM_COMPANIES_HOTEL - Companies and Agencies created by date

NLGR.GRON Companies - New

NLGR.GRON NH Groningen *****

Client: 2004102767 FERRERO BV

Ext. Client number: 410276

General data | Statistics | Sales and Agents

Name: FERRERO BV

Street: KONINGSSTRAAT

No: 53

City: HILVERSUM

ZIP code: 1211 NK

Country: NL Netherlands

Region:

Language: NL Dutch

Guarantee type:

Phone no: 31356254300

Tax Number 1: 32060408 ☐ Natural person

Search term: FERRERO BV

Email: NO E-MAIL

URL: www.ferrero.nl

Industry: C016 F&B Industry

Global Potential:

Annual Revenue:

Employees:

☐ Allows mailing

Statistics

Market segment:

Market subsegment:

Source of business id:

Channel identifier:


Reason for travelling:

Customer Number (1)

Guests TAs Companies Hotels External hotels Others


Customer:

Tax Number 1:


Name:  *FERRERO*

Name 2:




Telephone 1:

Identifier:  3

Show branches only:


Mark removed: 

Maximum No. of Hits:

Search for companies in the NH General Database

Copy the data to our hotel
and save before leaving.
CTRL C the SAP ID and use it
in the header of the folio



End of process

The client is already registered in another hotel
Do you wish to copy data to current hotel?

Yes No

CRM/ Customer ID

- CRM FRONT-OFFICE
 - /CCSHT/MT01_HU_PRIN - Create
 - /CCSHT/MT02_HU - Modify**
 - /CCSHT/MT03_HU - Display
 - /CCSHT/MT02_HU2 - Copy customers from another hotel
 - ZEY_GDPR_RESPONSE_01 - GDPR consents – Modify
 - ZEY_GDPR_RESPONSE_02 - GDPR consents – Display
 - VDH2N - Display customer hierarchy
 - ZCRM_COMPANIES_HOTEL - Companies and Agencies created by date
 - ZCRM_HUESPED_HOTEL - Customers created by date
 - Z_CE_DOC_READER - Document reader

If we know how to spell a part of a name, introduce it in the “name” field, without using “ * ” and without abbreviations, use **whole words**

ESCO,AMICO Client - Modify

Delete

ESCO,AMICO NH Collection Amistad Córdoba COLLECTION

Direct searchGuestsAgenciesCompaniesOthers

Tax Number

Name

CORTE

Phone

Email

Search term

Country

Branch

Main Branch

Restrict Number To

50

ESCO,AMICO NH Collection Amistad Córdoba COLLECTION

Search filters

Customer	Name	Tax Number 1	Ctr	Street and nº	City	Postal Code	Phone
1002998027	VIAJES EL CORTE INGLES SA PORTUGAL	980099323	PT	CAPITAO RAMIRES 5 A	LISBOA	1000-084	351217803961
1003230842	VIAJES EL CORTE INGLES SA DE CV	VCI0004041R0	MX	BOULEVARD MANUEL AVILA CAMACHO 191	MEXICO	11510	525521222780
1007179043	VIAJES EL CORTE INGLES ARGENTINA SA	30709285633	AR	CL CARLOS PELLEGRINI 971	CAPITAL FEDERAL	C1009ABU	541141300100

Hotels can only modify customers.
Modifications of companies/agencies must be by Jira Ticket.



NH SUPPORT PORTAL / NH SERVICE DESK
CDM (Customer Data Management)



CRM/ Customer ID

ESTF.CALET Travel Agencies - Display

ESTF.CALET Tivoli La Caleta Tenerife **Client** 1000061542 **VIAJES EL CORTE INGLES SA** Ext. Client number 61542 **CREDIT** GDPR BP

General data Hotel parameters Statistics Branches Sales and Agents

Name VIAJES EL CORTE INGLES SA Guarantee type TOTAL ...
Street AVENIDA DE CANTABRIA Phone nº +34912038000
Nº 51 Tax Number 1 A28229813 ☐ Natural person
City MADRID Search term ECI_
ZIP code 28042 Email No ☐ accounts-receivable.co@nh-hotels.com
Country ES Spain URL www.viajeselcorteingles.es
Region 28 Madrid Industry C057 Travel
Language ES Spanish
International V.

Global Potential 0
Annual Revenue 142.051
Employees 2100


Statistics
Market segment TRAVEL AGENCIES
Market subsegment STRAT
Source of business
Channel identifier
Reason for travelling

Credit control for client 1000061542.

Customer: 1000061542 VIAJES EL CORTE INGLES SA Rating: 2 Customer Type 1
Credit Manager 004 RAQUEL VILLALBA RODRIGUEZ - r.villalba@nh-hotels.com
Collector Manager 002 BU southern europe

Assignment level	Assignment	Descrip.	Credit limit	Curr...	Status	Pa...	Review Date	Remarks
Chain			500.000	EUR	Approved	C060	31.12.2021	CREDIT POLICY UPDATE
Hotel	CLSC.PSANT NH Collection Plaza...		10.000	USD	Pending	C060	27.04.2021	SOLO PARA FACTURAR CARGOS IN HOUSE ANT
Chain			6.000.000	EUR	Cancelled	C030	31.01.2018	CRC

Get all the information about Customer Credit Management by clicking on this link

 [NH Global Credit Policy 2023.pdf](#)



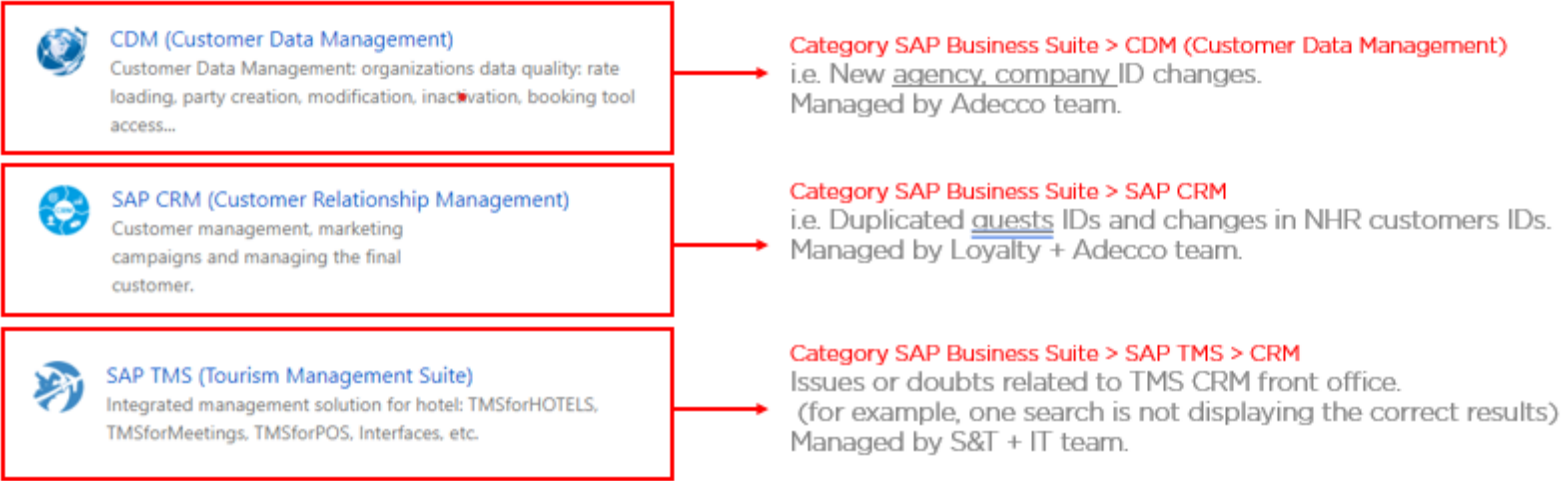
CRM/Customer ID (Portal Jira)

These are the categories where you can open the Jira Ticket, depending what you need...

CUSTOMER DATA MANAGEMENT

When raising a ticket related to CDM, please remind to choose the corresponding category & subcategory related to the particular request.

This category will define the department and support group responsible to help you.
If the category is wrong, the ticket could be cancelled or deleted.



MINOR
HOTELS

Revenue structure


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES

 NH
HOTELS


NH COLLECTION
HOTELS

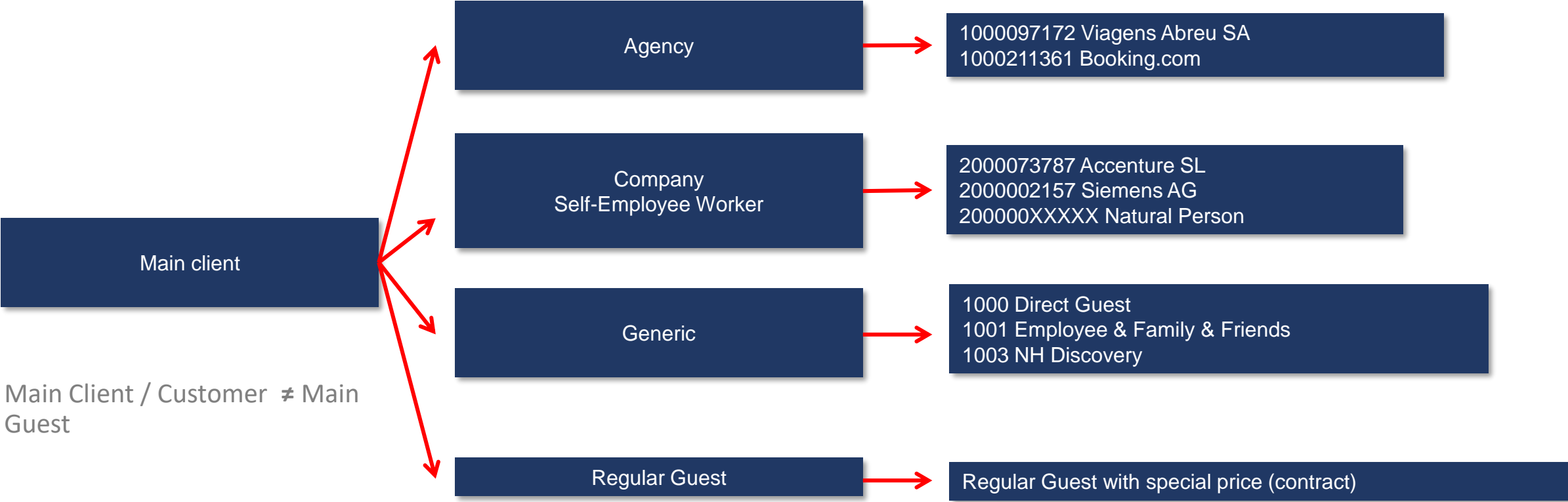
nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Revenue structure

Main client

The main client is the requestor of the reservation and collects most of statistics data in TMS. The combination of Main Client or Main Client + company determine the contract, rate and conditions to be applied. This main client could be a Company, Agency or individual client (regular guests).



Main Client / Customer \neq Main Guest

Have a look into the following guide!

User Guide for creating or modifying self-employee worker



IMPORTANTE! Tratamiento de los autónomos en CRM - envío información SII.msg



Revenue structure



Exercise!

1st CASE:

“Viagens Abreu” ask you for a reservation under the name of Mr. Smith.

Who will be the main client and the main guest of the reservation?

Main client: Viagens Abreu

Company: No company known

Main Guest: Mr. Smith



2ND CASE:

“Viajes El Corte Inglés” ask you for a reservation to Ernst & Young GL under the name of Ms. Williams.

Who will be the main client, the company and the main guest of the reservation?

Main client: Viajes El Corte Inglés

Company: Ernst & Young

Main Guest: Ms. Williams



3rd CASE:

Ms. Taylor needs a personal booking in your hotel for tomorrow.

Who will be the main client and the main guest of the reservation?

Main client: 1000 Direct Guest

Company: No company known

Main Guest: Ms. Taylor



Revenue structure

Contract

Conditions & rates established for the different Main Clients (Travel Agencies, Direct Guest, Companies, etc...).

View Contracts: Basic screen

Modified docum. [icon]

ESZZ.SPORT NH Sport *** 04.01.2015

Contract Id. ING 1 ING NATIONALE NEDERLANDEN ESPAÑA Descriptions X Active Fictitious client:

Validity period
Start date 01.01.2014
End date 31.03.2016

Activation data
Activation date 01.01.2014
Auto. apply date 01.01.2014

Level
Contract's level ES Spain

TMSforConnectivity
☐ Active in TMS4C

*General data Conditions *Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instruction **Concept Discounts**

Client information
Main client 2004531228 ING NATIONALE NEDERLANDEN ESPAÑA
Bill-to part
Holder
Payer
CRS
Company

General data
☐ CRS contract
Contr.use Individual & Group Reserva...
Pay Cond.

Billing data
☐ Direct payment
☐ Folios to guest
Charges group DAILY
Ref. TA
☐ Without special taxes

Commission information
☒ Not apply comision and deduction
Commission
Billing deduction

Guest age
AD >= 0 CH >= 0
JU >= 0 BB >= 0
☐ Show as error

Contact data
Contact person
Contact Telephone No

Created by: E00000088107 08.09.2014 15:24:30 Modified by: XADDEC0000... 14.10.2014 16:53:32

Commission information is charged in the contract (General Data & Concept Discounts tabs)

Revenue structure

View Contracts: Basic screen

Modified docum.

ESZZ.SPORT NH Sport *** 04.01.2015

Contract Id. AMEX_J&J 1 JOHNSON & JOHNSON SA - AMEX X Active Fictitious client:

Validity period Start date 01.01.2014 End date 31.03.2015	Activation data Activation date 01.01.2014 Auto. apply date 01.01.2014	Level Contract's level ES Spain	TMSforConnectivity <input type="checkbox"/> Active in TMS4C
--	---	--	---

*General data **Conditions** *Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions Concept Discounts

Client information Main client 1022836047 AMERICAN EXPRESS GLOBAL Bill-to part <input type="text"/> Holder <input type="text"/> Payer <input type="text"/> CRS <input type="text"/> Company 2000082602 JOHNSON & JOHNSON SA	General data <input type="checkbox"/> CRS contract Contr.use Individual & Group Reserva... Pay Cond. <input type="text"/>	Billing data <input type="checkbox"/> Direct payment <input type="checkbox"/> Folios to guest Charges group DAILY Ref. TA <input type="text"/> <input type="checkbox"/> Without special taxes
Contact data Contact person <input type="text"/> Contact Telephone No <input type="text"/>	Commission information <input checked="" type="checkbox"/> Not apply comission and deduction <input type="radio"/> Commission <input type="radio"/> Billing deduction	Guest age AD >= 0 CH >= 0 JU >= 0 BB >= 0 <input type="checkbox"/> Show as error

Minimum length of stay.

Rates associated with the contract.

Revenue structure

Travel agency (Main client) + Company

View Contracts: Basic screen

Modified docum. |

ESZZ.SPORT NH Sport *** 04.01.2015

Contract Id. AMEX_J&J 1 JOHNSON & JOHNSON SA - AMEX Descriptions X Active Fictitious client:

Validity period
Start date 01.01.2014
End date 31.03.2015

Activation data
Activation date 01.01.2014
Auto. apply date 01.01.2014

Level
Contract's level ES Spain

TMSforConnectivity
☐ Active in TMS4C

*General data Conditions *Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions Concept Discounts

Client information
Main client 1022836047 AMERICAN EXPRESS GLOBAL
Bill-to part
Holder
Payer
CRS
Company 2000082602 JOHNSON & JOHNSON SA

General data
☐ CRS contract
Contr.use Individual & Group Reserva...
Pay Cond.

Billing data
☐ Direct payment
☐ Folios to guest
Charges group DAILY
Ref. TA
☐ Without special taxes

Commission information
☒ Not apply comission and deduction
☒ Commission
☐ Billing deduction

Guest age
AD >= 0 CH >= 0
JU >= 0 BB >= 0
☐ Show as error

Contact data
Contact person
Contact Telephone No

Revenue structure

Direct Guest Contract (Public)

View Contracts: Basic screen

Modified docum.

ESZZ.SPORT NH Sport *** 04.01.2015

Contract Id. PUBLIC 1 DIRECT GUEST - PUBLIC RATES X Active Fictitious client:

Validity period: Start date 01.01.2014, End date 31.03.2015

Activation data: Activation date 01.01.2014, Auto. apply date 01.01.2014

Level: Contract's level CHAIN Chain

TMSforConnectivity: ☒ Active in TMS4C

*General data Conditions ***Rates** Best available rate Remarks Stay Options Offers Guarantee *Statistics Routing instructions Concept Discounts

Order	Rate	Description	Allotment	Description	Cost	Description	Rate group	Prepaid conditions	Push	N
1	BAR	BAR Flexible easy cancellation			CXL_BAR	BAR CXL			<input type="checkbox"/>	
2	FLEXBB	Flexible with Breakfast 15d lead...			CXL_BAR	BAR CXL			<input type="checkbox"/>	
3	FLEXBB_LC	Flexible premium BB & Late Che...			CXL_BAR	BAR CXL			<input type="checkbox"/>	
4	AP15-29D	Adv Purchase >15-29 d.leadtim...								
5	AP30D	Adv Purchase >30 d.leadtime n...								
6	BARTER_001	Barter rate 001							<input type="checkbox"/>	
7	AP15DMLOS	Adv Purchase >15dleadtime no...			CXL_100%	Total Stay			<input type="checkbox"/>	
8	SD1_7-14D	Special Deal >7-14 d.leadtime ...			CXL_100%	Total Stay			<input type="checkbox"/>	

These rates are associated with the Public contract.

☒ Only show current rates

Revenue structure

Regular Guest Contract

View Contracts: Basic screen

Modified docum.

ESMD.ABASC NH Collection Abascal COLLECTION 26.01.2016

Contract Id. MARTIN 2 VICTOR MARTIN ORTEGA - REGULAR GUEST Descriptions ☒ Active Fictitious client:

Validity period Start date 01.01.2016 End date 31.03.2017	Activation data Activation date 15.12.2015 Auto. apply date 01.01.2016	Level Contract's level HOTEL Hotel	TMSforConnectivity <input type="checkbox"/> Active in TMS4C
--	---	---	---

*General data Conditions *Rates *Best available rate Remarks Stay Options Offers *Guarantee *Statistics Routing instructions Concept Discounts

Client information

Main client	892006	VICTOR MARTIN ORTEGA
Bill-to part	<input type="text"/>	
Holder	<input type="text"/>	
Payer	<input type="text"/>	
CRS	<input type="text"/>	
Company	2003499025	CD NUMANCIA DE SORIA SAD

Contact data

Contact person	<input type="text"/>
Contact Telephone No	<input type="text"/>

Pay Cond.

Charges group DAILY

Ref. TA

☐ Without special taxes

Commission information

☒ Not apply comission and deduction

☒ Commission

☐ Billing deduction

Guest age

AD >=	0	CH >=	0
JU >=	0	BB >=	0

☐ Show as error

This contract will be created with the Guest ID as exception (special price).

Calendar with different prices codes.

Rates data

Change documents
 Validate dates
 Rate calendar
 Restriction Management
 Extra Options

PT08.LAGOS Tivoli Lagos Algarve Resort ****

Rate

BAR

☐ BAR Flexible easy cancellation

☒ General rate
☒ Active rate
☐ Floating rate

Rate type

☐ Per guest
 ☒ Per room

Rate use

Individual Reservation

Rate type

13 Regular/rack

☒ Tax. inc.

Remarks

Description

Validity

24.05.2019 to 31.12.2030

*Pricing

Conditions

*Guarantee

Offers

Fixed charges

Extras

Stay Options

Routing instructions

*Detail by day

Statistics

Date	Price	Amount
10.06.2019	BAR293_1	0,00
11.06.2019	DU102	0,00
12.06.2019	DU103	0,00
13.06.2019	DU102	0,00
14.06.2019	DU102	0,00
15.06.2019	DU102	0,00
16.06.2019	DU104	0,00
17.06.2019	DU102	0,00
18.06.2019	DU102	0,00
19.06.2019	DU102	0,00
20.06.2019	DU102	0,00
21.06.2019	DU102	0,00
22.06.2019	DU102	0,00
23.06.2019	DU102	0,00
24.06.2019	DU102	0,00
25.06.2019	DU102	0,00

Price for selection

Position.....

Revenue structure

Rate	Description	Valid from	End date	P.X.Guest	Active	Floating
AP15-29D	Adv Purchase>15-29d. leadtime non ref	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AP15DMLOS	Adv Purchase>15dleadtime non ref MLOS 3	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AP30D	Adv Purchase>30d. leadtime non ref	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BAR	BAR Flexible easy cancellation	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BARTER_001	Barter rate 001	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BARTER_002	Barter rate 002	01.01.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_GOV_1	BGR Government 1	01.01.2014	31.12.2016	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_GOV_2	BGR Government 2	01.01.2014	31.12.2016	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_GOV_3	BGR Government 3	01.01.2014	31.12.2014	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_MEET	BGR Meeting Room Only	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BGR_MICE	BGR Rooms & Meeting Room	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BGR_MUS&TH	BGR Music & Theatre	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BGR_RO	BGR Rooms Only	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BGR_SP_001	BGR Sport 001	01.07.2014	30.06.2015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_SP_002	BGR Sport 002	01.07.2014	30.06.2015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_SP_1A	BGR_SP_1A	01.07.2015	31.12.2016	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_SP_2A	BGR_SP_2A	01.07.2015	31.12.2016	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_SP_ACB	BGR_SP_ACB	01.07.2015	31.12.2016	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BGR_SPORT	BGR Sport	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COMPLIMENT	Complimentary Rate	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COR_BAB10%	Corporate 10% discount on BAR - BB	01.01.2015	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR10%	Corporate 10% discount on BAR	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR12%	Corporate 12% discount on BAR	01.01.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR15%	Corporate 15% discount on BAR	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR18%	Corporate 18% discount on BAR	01.01.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR20%	Corporate 20% discount on BAR	01.01.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR23%	Corporate 23% discount on BAR	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR30%	Corporate 30% discount on BAR	01.01.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COR_BAR5%	Corporate 5% discount on BAR	01.07.2014	31.12.2020	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

All selected lines are floating rates (referenced to the BAR).

Revenue structure

Price code

Amount of money (€, USD, etc.) according to the different room types and meal plan).

View Price codes

Sim. price Modified docum. Specific Price Code

FR31.TOUAI NH Toulouse Airport ****

Code: BAR80_1 Description: BAR 80 euro Expires: 31.12.2099 Price: by person ☐ by room ☒

Currency: European Euro Tax included: ☒ Special Tax included: ☐ Creation date: 01.10.2018

Related rate:

*Prices per room *Price exceptions *Meals

Room type	N# g...	Amount
Family Room Sui...	1	120,00
Family Room Sui...	2	120,00
Family Room Sui...	3	140,00
Jr. Suite Double	1	120,00
Jr. Suite Double	2	120,00
Jr. Suite Double	3	140,00
Standard Double	1	80,00
Standard Double	2	80,00
Superior Double	1	95,00

Pax type	Meal plan	Amount
Adult	Bed & Breakfast	15,90
Adult	Room Only	0,00
Child	Bed & Breakfast	7,95
Child	Room Only	0,00

Meal supplement per person

FR31.TOUAI NH Toulouse Airport ****

Code	DU133	DU133-Price generated automatically	Description	Expires	17.12.2019	Price
Currency	European Euro	<input checked="" type="checkbox"/> Tax included	<input type="checkbox"/> Special Tax included	Creation date	01.12.2018	by person <input type="radio"/> by room <input checked="" type="radio"/>
Related rate		<input checked="" type="checkbox"/> Automatic price code				

*Prices per room *Price exceptions *Meals

Room type	N# g...	Amount
Family Room Sui...	1	166,00
Family Room Sui...	2	166,00

Automatic price code created by Duetto.

Pax type	Meal plan	Amount
Adult	Bed & Breakfast	19,90
Adult	Room Only	0,00

Revenue structure

Cancellation code: Cost generated automatically when a reservation is cancelled or modified under a NOT allowed conditions.

View Contracts: Basic screen

Modified docum.

ESZZ.SPORT NH Sport *** 04.01.2

Contract Id. PUBLIC

DIRECT GUEST - PUBLIC RATES

Validity period

Start date 01.01.2014

End date 31.03.2015

Activation data

Activation date 01.01.2014

Auto. apply date 01.01.2014

*General data

Conditions

*Rates

Best available rate

Remarks

Order	Rate	Description	Allotment	Description
1	BAR	BAR Flexible easy cancellation		
2	FLEXBB	Flexible with Breakfast 15d lead...		
3	FLEXBB_IC	Flexible premium BB & Late Che...		
4	AP15-29D	Adv Purchase >15-29 d.leadtim...		
5	AP30D	Adv Purchase >30 d.leadtime n...		
6	BARTER_001	Barter rate 001		
7	AP15DML0S	Adv Purchase >15dleadtime no...		
8	SD1_7-14D	Special Deal >7-14 d.leadtime ...		

Cancellation Cost Code

ESMD.ABASC NH Collection Abascal COLLECTION 27.01.2016

Cancellation Code CXL_BAR BAR CXL

Cost amount Room

Penalization concept RCLX Room cancellation fee

Cancellation policy

Cancel policy (NNNC)

Description

Estado

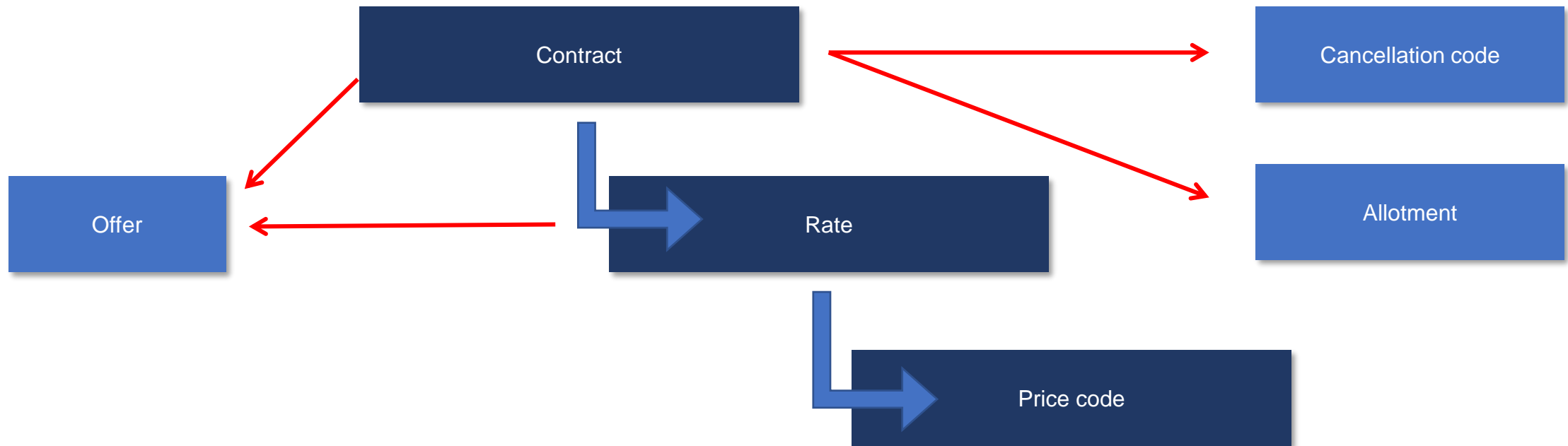
Start date (stay)	End date (stay)	Days notice limit	Penaliz time...	Total stay	Days to penalize	Percent...
25.11.2014	12.05.2015	0	18:00	<input type="checkbox"/>	1	0,00
13.05.2015	13.05.2015	999	00:00	<input checked="" type="checkbox"/>	0	100,00
14.05.2015	30.05.2015	0	18:00	<input type="checkbox"/>	1	0,00
29.05.2015	30.05.2015	999	00:00	<input checked="" type="checkbox"/>	0	100,00
31.05.2015	11.10.2015	0	18:00	<input type="checkbox"/>	1	1,00
12.10.2015	16.10.2015	999	00:00	<input checked="" type="checkbox"/>	0	100,00
17.10.2016	31.12.2099	0	18:00	<input type="checkbox"/>	1	0,00

These expenses must be billed or cancelled accordingly.

Revenue structure

Rate structure

From the contract is possible to navigate directly until the rates or price codes, going through cancellation codes, offers and/or allotments.



MINOR
HOTELS

Availability


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —


OAKS
HOTELS • RESORTS • SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Occupancy by room type

RESERVATIONS

- Individuals
- Groups / Events
- Mass changes to several reservations
- Information systems
 - Events
 - Reporting Quotation Tool
 - /CCSHT/RS_06_04 - Occupancy by room type**
 - /CCSHT/RS_06_011_AVV - Valued Expected Arrivals

ESZZ.SPORT. Hotel occupancy forecast by room type

ESZZ.SPORT NH Sport *** 04.01.2015

From: 04.01.2015

Until: 17.01.2016

Room type:

Rate: BAR

to

Occupancy forecast by room type

Room types				Room Subtypes			
Rate	Price Code	STDBDL	STDSGL	TOTAL	STDBDL	STDBLQ	STDBLT
BAR	BAR159_1	30	11	41	2	9	19
BAR	BAR159_1	39	12	51	3	14	23
BAR	BAR159_1	41	12	53	3	16	23
BAR	BAR159_1	42	12	54	3	16	23
BAR	BAR159_1	42	12	54	3	16	23
BAR	BAR159_1	43	12	55	3	16	24
BAR	BAR159_1	41	12	53	3	16	24
BAR	BAR159_1	43	12	55	3	16	24
BAR	BAR159_1	43	12	55	3	16	24

Occupancy & Availability

RESERVATIONS

Individuals

Groups / Events

Mass changes to several reservations

Information systems

Events

Reporting Quotation Tool

/CCSHT/RS_06_03 - Hotel General occupancy

/CCSHT/RS_06_04 - Occupancy by room type

ZEY_RS_06_011_ALV_EX - Expected Arrivals Extended

RESERVATIONS

Individuals

Groups / Events

Mass changes to several reservations

Information systems

Events

ZEY_ME_PROFORMA - Proforma ME

ZEY_RS_06_03 - Option Hotel General Occupancy

/CCSHT/RS_BOOKING_GR - Room event booking

ZEY_FROOM_OCCUPANCY - Function room Occupancy

Don't forget to review these options

Ocupación general

Sel. Hoteles por jerarquía

Hotel

ESZZ.CIUZA

to

Date

25.03.2025

to

☐ Only types of pax that occupy

Comparative

☐ Compared to previous period

Period

to

Date Forecast

26.03.2023

Rooms calendar restrictions

☒ Don't Check restrictions

☐ Check check-in condition

☐ Check stay condition

☒ Rate group

☐ Rate

Additional information

☐ Display column Offer

☐ Display column Option

☒ No col. allotm. control share

☐ Column allotment control share

☐ Allot. control share affec.oc.

MINOR
HOTELS

ANANTARA
HOTELS-RESORTS-SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS

TH COLLECTION
HOTELS

nhov
HOTELS

TIVOLI
HOTELS & RESORTS

Occupancy & Availability

General occupancy

1. Inventory



4. Confirmed rooms (status 3)

6. Tentative rooms (status 2)

7. Availability with confirmed & tentative rooms + without overbooking strategy

-1 = Sales have been forced manually.

Ocupación general

Room Rack Blocked Room Rack Occupancy per room type   Update data View Overb. House Status Restrictions

Date: 25.02.2019 - 04.03.2019

1 2 3 4 5 6 7 8

Hotel	Date	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Min availa	TotMaxSell	Σ MaxOccup %	Σ MinOccup %	Σ Room in	Σ Room out	Σ Reserv.	Σ Avail.Allot	Σ Pickup P/A	Σ Guests In	Σ Guests Out
ESBU.MERCE	25.02.2019	110	0	110	56	54	0	54	54	50,91	50,91	46	25	81	0	0	52	37
	26.02.2019	110	0	110	67	43	0	43	43	60,91	60,91	35	24	91	0	0	39	29
	27.02.2019	110	0	110	110	0	0	0	1-	100,00	100,00	77	34	144	0	0	120	40
	28.02.2019	110	0	110	86	24	0	24	24	78,18	78,18	34	58	144	0	0	55	87
	01.03.2019	110	0	110	81	29	0	29	29	73,64	73,64	64	69	150	0	0	129	95
	02.03.2019	110	0	110	108	2	0	2	1-	98,18	98,18	62	35	143	0	0	118	67
	03.03.2019	110	0	110	31	79	0	79	79	28,18	28,18	15	92	123	0	0	22	179
	04.03.2019	110	0	110	39	71	0	71	71	35,45	35,45	21	13	52	0	0	31	26
ESBU.MERCE		880	0	880	578	302	0	302		65,68	65,68	354	350	928	0	0	566	560
		880	0	880	578	302	0	302		65,68	65,68	354	350	928	0	0	566	560

2. Blocked rooms

3. Rooms for sale (after blocks)

5. Available
rooms (after
confirmed)

8. Availability with confirmed & tentative rooms + overbooking strategy



Click on the number underlined to navigate to the reservation.

Occupancy & Availability

Click on the calendar to add days or weeks in the search
















General Occupancy

Room RackBlocked Room RackOccupancy per room type



Update dataView Overb.House StatusRestrictions

Dates: 19.05.2015 - 06.06.2015



Date	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Option	Σ Min availa	TotMaxSell	Σ MaxOccup %	Σ MinOccup %	Σ Room in	Σ Room out	Σ Reserv.
19.05.2015	276	33	243	247	4-	0	0	4-	1-	101,65	101,65	161	153	411
20.05.2015	276	33	243	244	1-	0	0	1-	1-	100,41	100,41	116	119	375
21.05.2015	276	33	243	240	3	0	0	3	3	98,77	98,77	159	163	407
22.05.2015	276	49	227	186	41	0	0	41	41	81,94	81,94	139	193	383
23.05.2015	276	34	242	240	2	0	0	2	1-	99,17	99,17	166	112	348
24.05.2015	276	34	242	94	148	0	0	148	148	38,84	38,84	58	204	275
25.05.2015	276	34	242	82	160	0	18	160	160	33,88	33,88	67	79	111
26.05.2015	276	34	242	172	70	0	0	70	70	71,07	71,07	125	35	119
27.05.2015	276	34	242	212	30	0	0	30	30	87,60	87,60	104	64	171
28.05.2015	276	34	242	244	2-	0	0	2-	1-	100,83	100,83	134	102	234
29.05.2015	276	48	228	246	18-	0	0	18-	1-	107,89	107,89	92	90	234
30.05.2015	276	33	243	251	8-	0	0	8-	1-	103,29	103,29	12	7	224
31.05.2015	276	33	243	219	24	0	0	24	24	90,12	90,12	81	113	269
01.06.2015	276	33	243	170	73	4	18	69	69	71,60	69,96	110	159	248
02.06.2015	276	33	243	134	109	4	43	105	105	56,79	55,14	59	95	151
03.06.2015	276	33	243	130	113	4	55	109	109	55,14	53,50	62	66	154
04.06.2015	276	33	243	170	73	0	56	73	73	69,96	69,96	111	71	198
05.06.2015	276	48	228	145	83	25	15	58	58	74,56	63,60	88	113	214
06.06.2015	276	32	244	200	44	1	19	43	43	82,38	81,97	120	65	247
■ 5.244 ■ 678 ■ 4.566 ■ 3.626 ■ 940 ■ 38 ■ 224 ■ 902 ■ 80,31 ■ 79,45 ■ 1.964 ■ 2.003 ■ 4.773														

Occupancy & Availability

CRM FRONT-OFFICE

LOYALTY

RESERVATIONS

Individuals

Groups / Events

Mass changes to several reservations

Information systems

Events

Reporting Quotation Tool

/CCSHT/RS_06_03 - Hotel General occupancy

/CCSHT/RS_06_04 - Occupancy by room type

ZEY_RS_06_011_ALV_EX - Expected Arrivals Extended

/CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV

ZEY_RS_06_011_ALV - Value expected arrivals and stay option

/CCSHT/RS_06_014_ALV - VIP arrivals

/CCSHT/RS_06_06 - Expected Group Arrivals

/CCSHT/RS_06_45 - Groups Rooming List

/CCSHT/GR_CONT_OCUP - Convention group's reservations occupancy control

/CCSHT/RS_06_35_ALV - Pending reservations by status

/CCSHT/RS_06_60_ALV - Guarantees Status

/CCSHT/RS_DEPOSITOS - Reservation Prepayments

/CCSHT/RS_06_70 - Booked stay Options

ZEY_RS_06_70 - Booked stay options (Live Local)

/CCSHT/FOR19 - Reservations activities report

/CCSHT/RS_06_013 - Reservations in Waiting list

/CCSHT/RS_06_42 - Occupancy Annual statistic

/CCSHT/RS_06_34 - Reservations pick-up

/CCSHT/RS_CD_RESERVA - Read Reservation modification doc.

ZRS_OCCUPA - Availability Hotels Chain

/CCSHT/RS_BOOKING - Booking

/CCSHT/RS_06_099 - Booking Position

/CCSHT/RS_06_27 - Find Guest by Name

ZTMS_COM_CHECK - Reservations check report

ZTMS_COMMISSIONS - Commissions Control

ZEY_TMS_COMCRS - Contracts CRS Commissions

/CCSHT/CR_PETIC_ALV - Request report

Chain Status

Sel. Hotels by hierarchy

Pantalla de selección

Hierarchy Visualization Hotels

Hotel

ESMD*

to

Date

25.03.2025

to

Currency

EUR

Occupancy

☐ % occupancy

☒ Rooms Available

☐ Rooms occupied

☐ Block.rooms modify occupation

☐ Day Use modify occupation

☐ Include Res.Tentative

If you inform “*” after the nemotecnic, the availability of the country or city will be displayed

Chain Status			
Hierarchy	Incl...	Excl...	
OUT OF NH	<input type="checkbox"/>	<input type="checkbox"/>	
UBICATION	<input type="checkbox"/>	<input type="checkbox"/>	



MINOR
HOTELS

Overbooking management


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES


HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

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HOTELS & RESORTS

Overbooking management

Hotel Overbooking Management



INVENTORY	STRATEGY	TMS
148	Sale 100%	148
148	Sale 110%	163
148	Sale 50%	74
148	Force Hotel Close	-1



MINOR
HOTELS

Individual reservation (call center)


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— COLLECTION —

 OAKS
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HOTELS

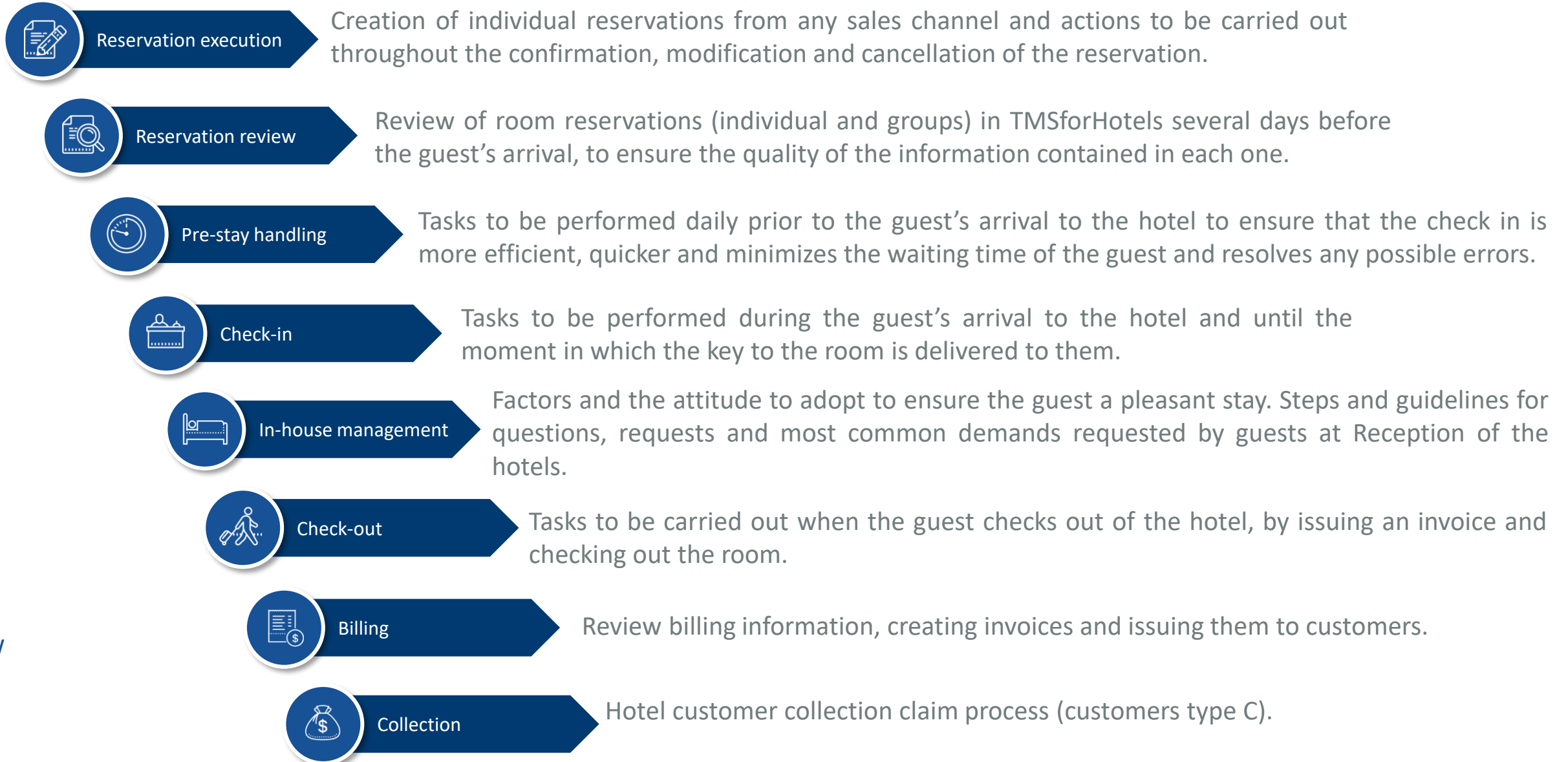

NH COLLECTION
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HOTELS & RESORTS

Individual reservations

P R O C E S S O V E R V I E W



Individual reservations (call center)

Create an individual reservation



Requests of less than 10 rooms are considered as individual reservations. From 15 pax they are considered Group only for FIT Rates. Individual Reservations are managed by CRO/Hotels.

TMS4H offers two options to create a Reservation:



- Call Center (CRS): availability, prices, meal plan and different rates are displayed at the same time to choose the corresponding one.
- Create: if the contract, rate and price is known, this option could be faster.

Let's see the first one!



Individual reservations (call center)

Call Center

 Incoming call  Go to reservation

Client's identification






Main Customer ☐ Guest ☐ TA ☐ Company ☒ All
Main client's name Branch cust.
Guest Id
Contact name Queue CRO
Company Branch comp.
CRS Branch CRS

Search parameters

Arrival date Nights
Departure date
Rooms
Guests AD JU CH BB
Room type
Meal Plan

Click on “Incoming Call” button to start (the process simulates a call in the CRO department).

Call Center

 Availability  Finish Call  Go to reservation  Convention reservation  Cancel reservations

Client's identification

Main Customer ☐ Guest ☒ TA ☐ Company ☐ All
Main client's name Branch cust. CWT NORAM M...
Guest Id
Contact name Queue CRO
Company Branch comp.
CRS Branch CRS

Search parameters

Arrival date Mo Nights
Departure date Tu
Rooms
Guests AD JU CH BB
Room type
Meal Plan

Hotels

Hotel filter: Max kms Max hotel

Selected Hotels (1 hotel)

Hotels	C.	PAR	PET	RST	SHU	TRA	OUT	SPA	Exp
<input checked="" type="checkbox"/> ES Madrid									
<input checked="" type="checkbox"/> ESMD.EUROB-NH Collection	C...	✓	✓	✓	✓	✓	✓	✓	✓

Inform the Main Client, arrival and departure date, number of rooms and meal plan (the rest of fields aren't mandatory) and use the “Availability” button.

The Main Customer / Main Client is NOT the guest ID (except regular guests).



Individual reservations (call center)

Call Center

Availability Finish Call Go to reservation Convention reservation

Client: 1000087126-CARLSON WAGONLIT USA || 27.01.20-28.01.20 Rooms: 1 PAX: 01AD ||

[N]ESMD.EUROB-NH Collection Eurobuilding

27.01.20 - 28.01.20 with 01AD Shopping cart Reserv. created

Meal plan

Room type Contract + Rate Price Guarantee

Create Reserv. Add to shopping cart

Hotels	Avail	Amo...	C...	D...	W	Cond.	Av...	Hotel	R	Targ room	R	Rate	Contract	Meal...	Retail Price	Price w/...	Speci...	Guarantee
ESMD.EUROB-NH Collecti	309	132.17	EUR	0.00				6	ESMD.EUROB	Jr Suite Double View T...	1	COR_BAR5%	CWF	BB	556,66	500,99	0,00	12.18HFRE
								6	ESMD.EUROB	Jr Suite Double View T...	1	COR_BAB5%	CWF	HB	594,33	538,76	0,00	12.18HFRE
								6	ESMD.EUROB	Jr Suite Double View T...	1	COR_BAR5%	CWF	HB	597,36	541,69	0,00	12.18HFRE
								1	ESMD.EUROB	Presidential Suite Doubl...	1	COR_BAR5%	CWF	RC	992,75	893,48	0,00	12.18HFRE
								1	ESMD.EUROB	Presidential Suite Doubl...	1	COR_BAB5%	CWF	RC	992,75	893,48	0,00	12.18HFRE
								1	ESMD.EUROB	Presidential Suite Doubl...	1	COR_BAB5%	CWF	BB	1.011,66	910,50	0,00	12.18HFRE
								1	ESMD.EUROB	Presidential Suite Doubl...	1	COR_BAR5%	CWF	BB	1.012,65	911,39	0,00	12.18HFRE
								1	ESMD.EUROB	Presidential Suite Doubl...	1	COR_BAB5%	CWF	HB	1.050,32	949,16	0,00	12.18HFRE
								1	ESMD.EUROB	Presidential Suite Doubl...	1	COR_BAR5%	CWF	HB	1.053,35	952,09	0,00	12.18HFRE
								123	ESMD.EUROB	Superior Double	1	SD1_7-14D		RC	153,00	137,70	0,00	30.PREPA
								123	ESMD.EUROB	Superior Double	1	BAR		RC	165,00	148,50	0,00	17.24H1D
								123	ESMD.EUROB	Superior Double	1	SD1_7-14D		BB	172,90	155,61	0,00	30.PREPA
								123	ESMD.EUROB	Superior Double	1	FLEXBB		BB	184,90	166,41	0,00	17.24H1D
								118	ESMD.EUROB	Superior Double View	1	SD1_7-14D		RC	193,01	173,71	0,00	30.PREPA
								118	ESMD.EUROB	Superior Double View	1	BAR		RC	205,00	184,50	0,00	17.24H1D
								2	ESMD.EUROB	Superior Mood Room	1	SD1_7-14D		RC	208,00	187,20	0,00	30.PREPA
								118	ESMD.EUROB	Superior Double View	1	SD1_7-14D		BB	212,91	191,62	0,00	30.PREPA
								2	ESMD.EUROB	Superior Mood Room	1	BAR		RC	220,00	198,00	0,00	17.24H1D
								118	ESMD.EUROB	Superior Double View	1	FLEXBB		BB	224,90	202,41	0,00	17.24H1D
								2	ESMD.EUROB	Superior Mood Room	1	SD1_7-14D		BB	227,90	205,11	0,00	30.PREPA

Chain room type

- FAMILY ROOM
- JUNIOR SUITE

Individual reservations (call center)

Gather all the relevant information within the reservation process in Remarks field. The information could be managed internally (Main remarks, internal remarks) or externally when we want that this information to be shown to the client.

For invoicing purposes use billing remarks.

Reservation data

NHR_FLEXBB-STNDBR 01AD

Selection data

NH Málaga

Arrival 13.12.2018

Room Type Standard N...

Subtypes Guests AD 1 JU 0 CH 0 BB 0

Reserv. 0

Departure 14.12.2018

MealPlan BB

Room

Client 1003 REWARDS, NH

Cancel P.

1st srv

Reserv.amou 138,61 EUR

Contract NREWARDS Rate NHR_FLEXBB Allotment

Last.sv BKFS

Total price 138,61 EUR

Reserv. Status Confirmed

Cut-off D.

Contact person REWARDS, NH

Phone:

Fax:

E-Mail NO E-MAIL

Voucher

Language ES Spanish

Guarantee 10. 16 Hours

Prepay.Cond.

External Ref.

Confirmation letter

More options

Statistics Data

Source.bus LEISURE INDIVIDUAL

Channel CRO.HO

SubChannel

Remarks

Int. Remark Internal

Branch & Agents management

Branch CC

Branch CRS

Branch Com

Card information

Number: 0

Holder:

Expiration c

Class

Item Q... Amount A...

Multi-reservation

Booking File 0

1 Number of rooms

Booking num. NHR_FLEXBB-STNDBR ...

S Price 138.61

D...

Copy

Features

- BED TYPE
- SMOKING ROOM
- VIEW ROOM
- EXTERNAL SPACE
- WOODEN FLOOR
- ROOM FACING
- PETS
- ROOM DESIGN
- DISABLE
- ALERGY ROOM

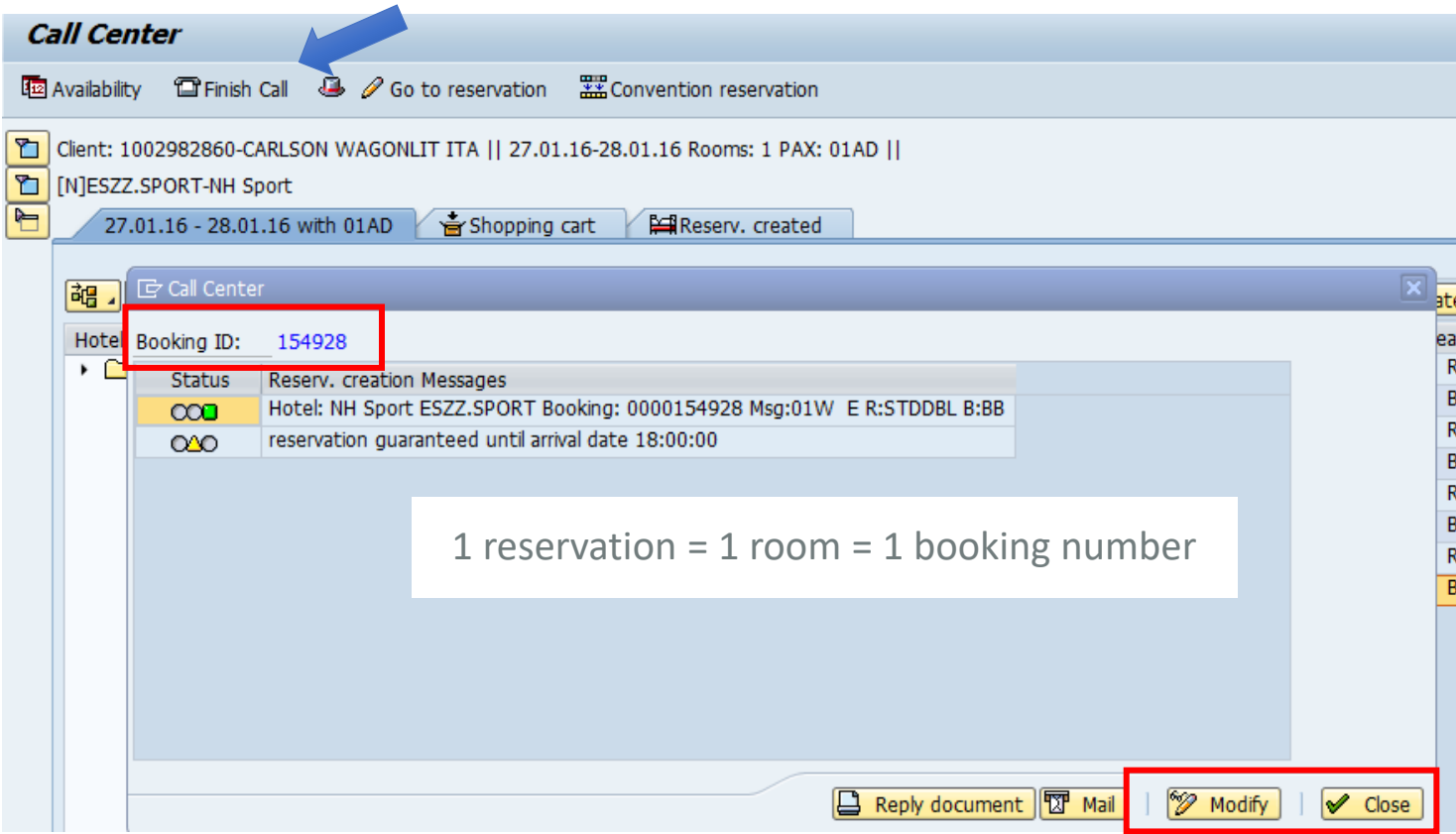
Save

Fill in the mandatory fields and any other information and click on "save":

According to the conditions of the reservation, a prepayment can be requested. Prepayments must always be registered and invoiced in TMS forHotels (and collected by the hotel if applicable). The payment methods accepted are bank transfer, cash and credit card charge (Pay by link if it is available in your hotel).

Individual reservations (call center)

Finish the call



Have a look into the following guides!

[Modifications of reservations with restrictions and prepayments](#)

[Clients in a reservation](#)

[Clients in a reservation Examples](#)



In case of long stay (more than 14 days) a long stay contract must be signed.

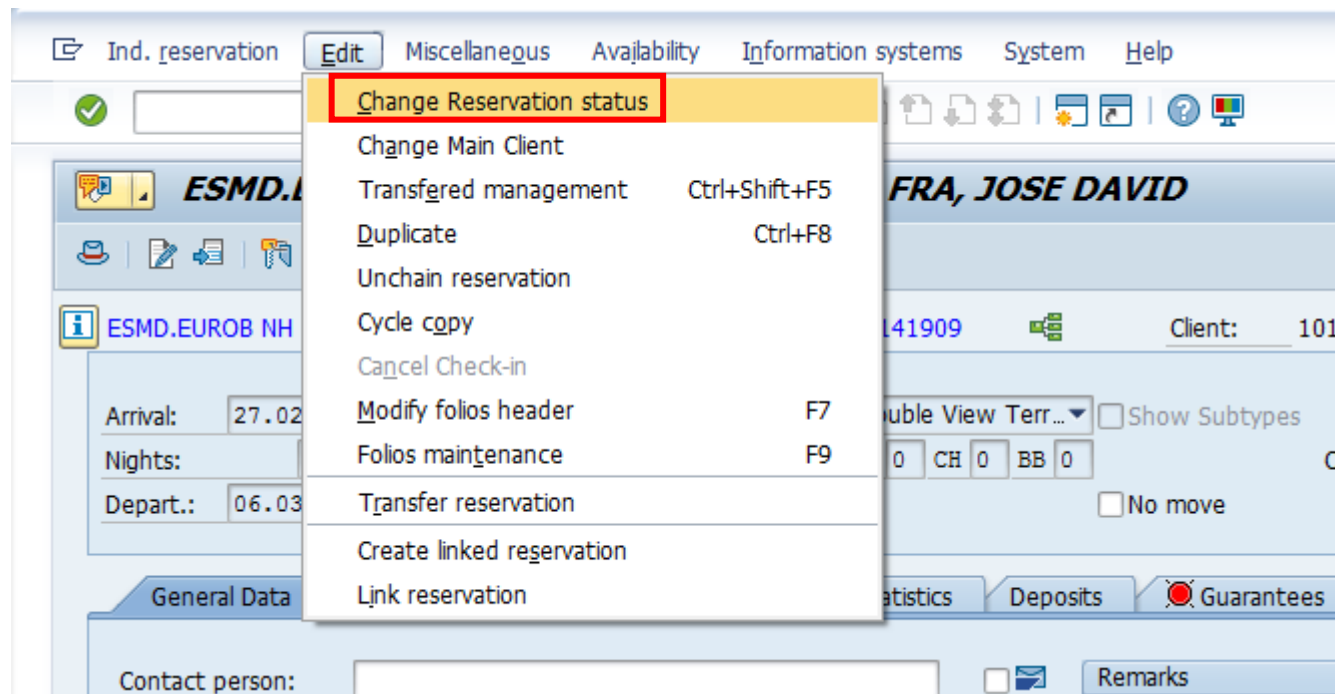
[Long stay contract](#)

[Contratto long stay](#)

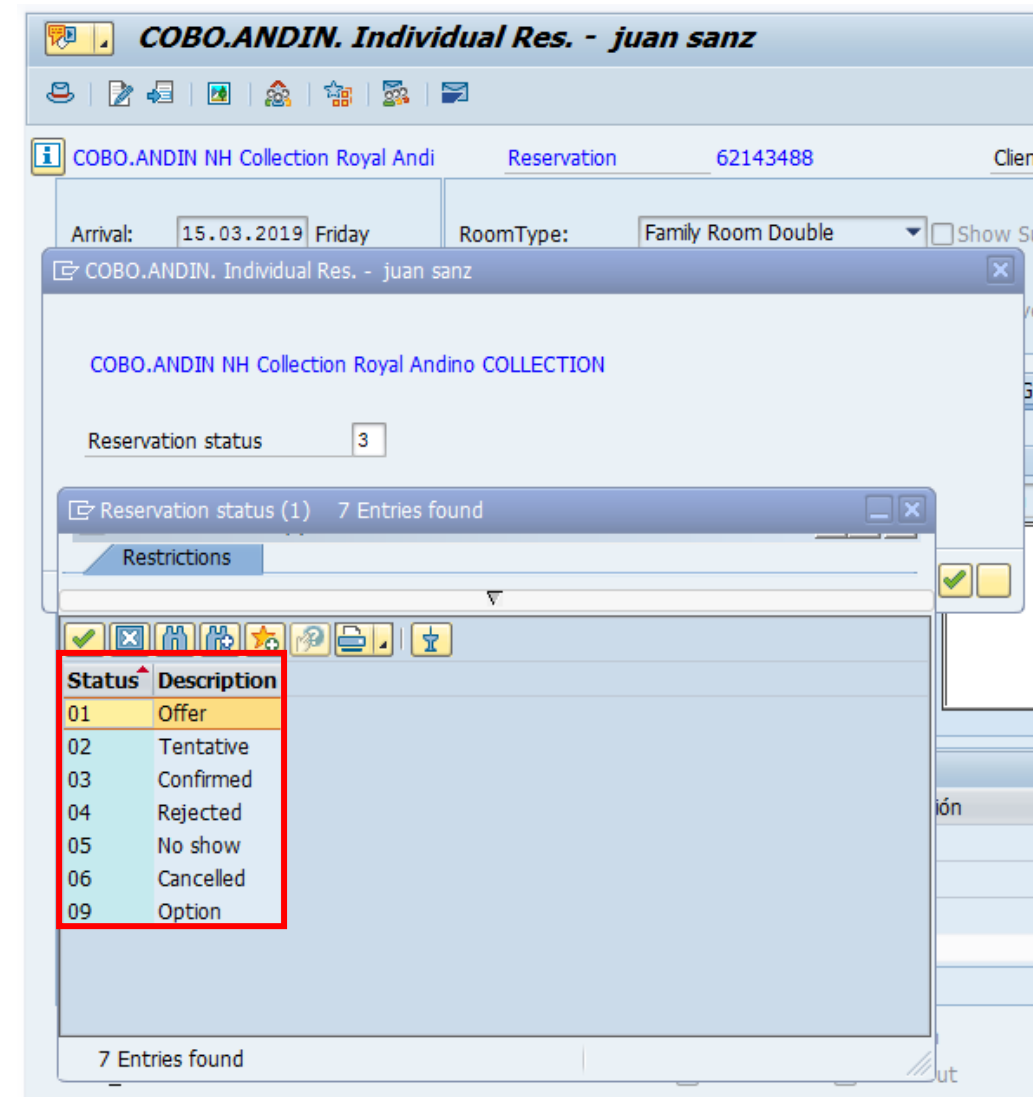


Individual reservations (call center)

Change the reservation status



- Offer: (01)
- Tentative (02)
- Confirmed (03)
- Rejected (04)
- No Show (05)
- Cancelled (06):
- Option (09) → Waiting List



Individual reservations (call center)

Reservation Search

TMSforHotels

/CCSHT/ENTRA_HOTEL - Change hotel

CRM FRONT-OFFICE

LOYALTY

RESERVATIONS

Individuals

/CCSHT/CRS - Call Center

/CCSHT/RS01_IN - Create

/CCSHT/RS02_IN - Modify

/CCSHT/RS03_IN - Display

Groups / Events

Be in mind that two users can display the same process (individual reservation, group, etc.) at the same time but only one can modify it.

Direct search with reference

Present or past check-in bookings

Check-out completed bookings

Future reservations in any status or past reservations with different status except confirmed

ESMD.EUROB. Modify reservations

ESMD.EUROB NH Collection Eurobuilding COLLECTION

25.02.2019

Direct search

Individual bookings

Check-in bookings

Check-out bookings

Room type

Arrival date

Guest name

Reservation No.

Booking File ID

Room

Reservation statu

Departure date

Creation date

to

to

to

Rate

Contract

Nº Guest AD

Nº guest JU

Nº pax CH

Nº pax BB

Main Customer

Created by

Voucher

Restrict Number To

100

Reservation

Rel.reserv

Room Type

Room

Guest Name

Voucher

Reservation group name

Remarks

Have a look into the following guide!

[Review reservation process.](#)

Highly recommended to make any modification before the guest arrival, to avoid wrong productions and invoices.



Individual reservations (call center)

The reservation **is formed by** header, body and folios:

[illegible]

Individual reservations (call center)

The reservation is **formed by** header, body and folios:

PT08.CARVO. Process folio 2

Folio 1Folio 2Folio 3Folio 4All foliosCurrent dateCharges until today

Reservation109240257StatusCheck in

Main ClientBOOKING.COM B.V.

Main guest

Arrival05.12.2022Departur08.12.2022

Voucher2333018741

TypeSUPDBLSuperior Double

Upgrade

Room202

GSTAD2JU0CH0BB0

FOLIOS: F10,00EURMain GuestF2360,00EURMain Guest

(tax incl.) F30,00EURMain GuestF40,00EURMain Guest

Num. pre-autoriz.0

Importe pendiente0,00

Status	Revenue date	Folio	Concept ID	Description	Quantity	Price	Disc. (net)	Amount	Tax incl.	Service date	Sourc...	Client %	Comm. Am.	Arrangem. Code Desc.	Arran...	Original reserv	Invoice num
	05.12.2022	2	ROOM	Quarto / Room	1	95,82	0,00	95,82		05.12.2022	202	15,90	14,37				
	06.12.2022	2	ROOM	Quarto / Room	1	95,82	0,00	95,82		06.12.2022	202	15,90	14,37				
	07.12.2022	2	ROOM	Quarto / Room	1	95,82	0,00	95,82		07.12.2022	202	15,90	14,37				
	05.12.2022	2	BB	Quarto Pequeno-Almoço / Bed & Breakfast	1	12,09	0,00	12,09		05.12.2022	202	15,90	1,81				
	05.12.2022	2	BB	Quarto Pequeno-Almoço / Bed & Breakfast	1	12,09	0,00	12,09		05.12.2022	202	15,90	1,81				
	06.12.2022	2	BB	Quarto Pequeno-Almoço / Bed & Breakfast	1	12,09	0,00	12,09		06.12.2022	202	15,90	1,81				
	06.12.2022	2	BB	Quarto Pequeno-Almoço / Bed & Breakfast	1	12,09	0,00	12,09		06.12.2022	202	15,90	1,81				
	07.12.2022	2	BB	Quarto Pequeno-Almoço / Bed & Breakfast	1	12,09	0,00	12,09		07.12.2022	202	15,90	1,81				
	07.12.2022	2	BB	Quarto Pequeno-Almoço / Bed & Breakfast	1	12,09	0,00	12,09		07.12.2022	202	15,90	1,81				

Amount Billed F20,000,000,000,00

Amount Pending F20,000,00339,66360,00

Pending Reservat0,000,00339,62360,00

Credit no tax.Credit with tax.Cash no tax.Cash with tax.Total no tax.Total with tax

Remarks

Folios (F9)

MINOR
HOTELS

Pre – allocate rooms


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES


HOTELS

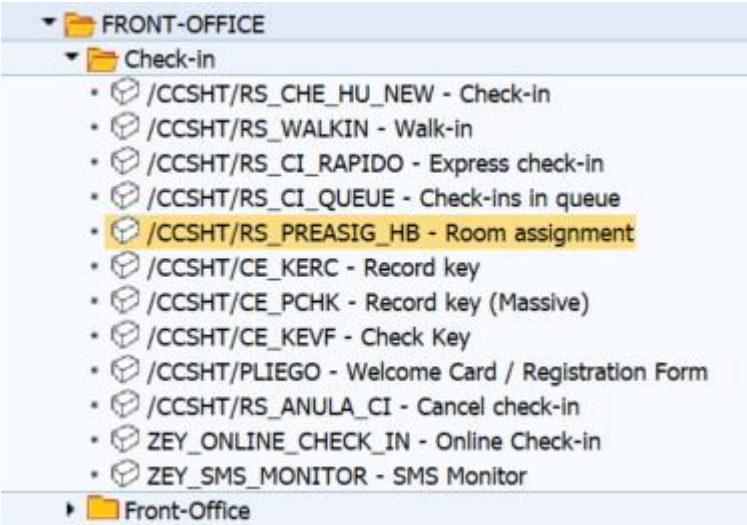

NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Pre – allocate rooms

Room assignment



ESZZ.SPORT. Assign rooms to bookings.

ESZZ.SPORT NH Sport ***

Arrival date: 04.01.2015

Min. nights:

Remark type:

Restrictions

Reservation	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Booking File ID	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Room type	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Group name	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Clients	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Contract	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Rate	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Market Segment	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Reservations type	<input type="text"/>	to	<input type="text"/>	<input type="button" value="→"/>
Show PVP 1st night	<input type="checkbox"/>			

☐ Assign rooms individually

☒ Only Res.Confirmed

It is possible to filter the search by reservation number, market segment, room type, etc.

This transaction allows us to allocate reservations before their arrival.

Compare the information registered in TMS4H with the support documentation to confirm any data.

- Review that there are no duplicated reservations for the day in order to not alter the occupancy.
- Ensure that the OUT-IN reservations are identified to have a better control over the in-house guests.

The room type allocated will be deducted of the availability according to the assignment.

Pre – allocate rooms

Room assignment manually by typing the number in the “Room” field, selecting the corresponding one with the match code or using the “Room assignment”:

ESMD.CIBEL. Assign rooms to bookings.

Delete assignments

Room assignment

Refresh

Room rack

Arrival from Friday 12.02.2016

E00000052930 01.02.2016

Key: P -> Provisionally booked R -> Confirmed C -> Checked-in O -> Free, pending check-out M -> Reserved, pending check-out B -> Blocked F -> Out of Service

Client

Room

Guest

No move

Status

Key

Room type

Room Assign

AD

JU

CH

BB

Departure

Loaned Ite

Meal plan

Voucher

Reserv.

BOOKING.COM B.V.

HERRERA MINGORANCE JULIO JOSE

☐

DLUDBV

2

0

0

0

14.02.2016

BB

FN93AW5WO

11431924

NH REWARDS

324

JESUS S.

☐

DLUDBV

2

0

0

0

14.02.2016

RO

11565064

GLOBAL BUSINESS TRAVEL SPAIN

FRANCIS

☐

DLUDBLQ

1

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14.02.2016

BB

94172685

11607461

Please remind to save changes!

ESMD.CIBEL. Assign rooms to bookings.

Delete assignments

Room assignment

Refresh

Room rack

Arrival from Friday 12.02.2016

E00000052930 01.02.2016

Key: P -> Provisionally booked R -> Confirmed C -> Checked-in O -> Free, pending check-out M -> Reserved, pending check-out B -> Blocked F -> Out of Service

Client

Room

Guest

No move

Status

K...

Room type

Room As...

AD

JU

CH

BB

Departure

Loaned Ite

Meal plan

Voucher

Reserv.

BOOKING.COM B.V.

☐

DLUDBV

NH REWARDS

324

☐

DLUDBV

GLOBAL BUSINESS TRAVEL SPAIN ...

☐

DLUDBLQ

ES10CS SPAIN MADRID

☐

DLUDBL

BOOKING.COM B.V.

☐

DLUDBLT

NH REWARDS

☐

JSTDBV

BOOKING.COM B.V.

☐

DLUDBLT

BOOKING.COM B.V.

☐

DLUDBLT

BOOKING.COM B.V.

☐

DLUDBLT

Clean: Display messages

Type

Item

Message Text

000

000

Booking 0000154507 saved correctly

000

000

Booking 0000154509 saved correctly

Technical Information

Help

MINOR
HOTELS

Check-in & Walk-in


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Hotels & Resorts


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— COLLECTION —


OAKS
HOTELS • RESORTS • SUITES


HOTELS

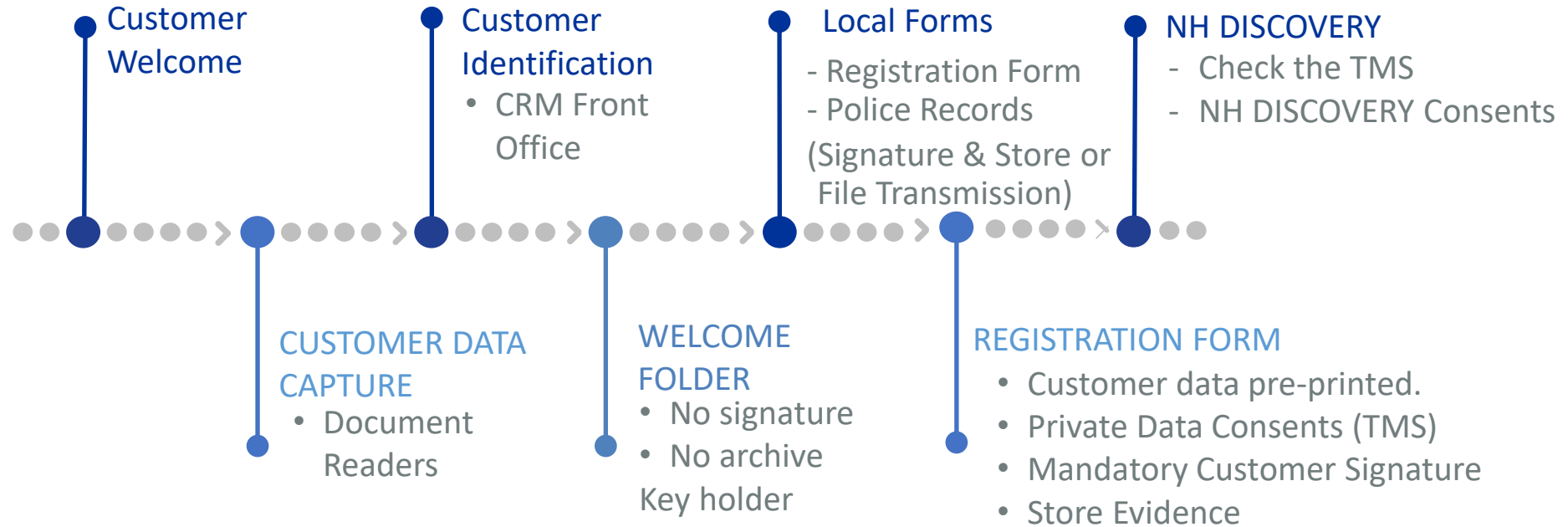

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Check in

[Intro Video!](#)



Welcome Folder: Key Holder. NO SIGNATURE. NO ARCHIVE.

Police Records (Only local laws): No changes. SIGNATURE. STORE

Registration Form: Personal Data + Booking data + Commercial communications consent clauses (voluntary fields) + Basic information on Data Protection. MANDATORY SIGNATURE as acceptance reservation conditions. STORE as evidence of the consents.



Check in

TMSforHotels

- /CCSHT/ENTRA_HOTEL - Change hotel
- CRM FRONT-OFFICE
- LOYALTY
- RESERVATIONS
- FRONT-OFFICE
 - Check-in**
 - /CCSHT/RS_CHE_HU_NEW - Check-in
 - /CCSHT/RS_WALKIN - Walk-in
 - /CCSHT/RS_CI_RAPIDO - Express check-in
 - /CCSHT/RS_CI_QUEUE - Check-ins in queue
 - /CCSHT/RS_PREASIG_HB - Room assignment
 - /CCSHT/CE_KERC - Record key
 - /CCSHT/CE_PCHK - Record key (Massive)
 - /CCSHT/CE_KEVF - Check Key
 - /CCSHT/PLIEGO - Welcome Card / Registration Form
 - /CCSHT/RS_ANULA_CI - Cancel check-in
 - ZEY_ONLINE_CHECK_IN - Online Check-in
 - ZEY_SMS_MONITOR - SMS Monitor

Guest name:

Reservation number

to

Group's name

External Ref.

Voucher:

Main Client

to

Booking File ID

to

Remark type:

Main

Display all guests:

☒

Display stay options:

☒

Display all guests (1 row by guest according to the booking).

Check in

Once the reservation is located, verify data with the guest (departure date, meal plan, pax number, etc.).

Check In

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Arrivals expected : 54

Click twice on the reservation to continue the process.

Reserv.	Rel.reserv	Rel...	Room Type	Room	Roo...	Sta...	Voucher	Loyalty	Guest Name	Pa...	Reservation group name	Departure	Nights
20639			STDDBVT				77901511		PILAR GIMENEZ	AD		21.09.2014	1
			STDDBVT				77901511		PILAR GIMENEZ	AD		21.09.2014	1
20646	20646		STDDBVT	319		✓	214049391		MONTIS	AD		22.09.2014	2
			STDDBVT	319		✓	214049391		MARGARITA PALOS NA...	AD		22.09.2014	2
20647			STDDBVT	218		✓	216547991		URRA	AD		22.09.2014	2
			STDDBVT	218		✓	216547991		MONTIS	AD		22.09.2014	2
20648			STDDBVT	220		✓	216548001		CLARA URRA	AD		22.09.2014	2
			STDDBVT	220		✓	216548001		CATALINA NADAL BUE...	AD		22.09.2014	2
20649			STDDBVT	315		✓	216548011		MARGARITA PALOS NA...	AD		22.09.2014	2
			STDDBVT	315		✓	216548011			AD		22.09.2014	2
20650			STDDBVT	316		✓	216548021		MARGARITA PALOS NA...	AD		22.09.2014	2
			STDDBVT	316		✓	216548021			AD		22.09.2014	2
20657			STDDBVT				214208611		PALOMA LAZARO ORD...	AD		21.09.2014	1
			STDDBVT				214208611		PALOMA LAZARO ORD...	AD		21.09.2014	1



Check in

Please request official identification document, following the legal guidelines of each country, as well as the guarantee (credit card, voucher, etc.). Don't use Pay by link during the check in process. The customer must inform the pin in the pin pad to avoid chargebacks.

Welcome Card
 Assign room
 Check-in
 Save without check-in
 Check-in in waiting list

ESMD.NACIO NH Nacional *****

Reservation 109354872

Client: 1000

GUEST, DIRECT

Amount **350.00** EUR

Arrival: 20.01.2024 Saturday
 Nights: 1
 Depart: 21.01.2024 Sunday

RoomType: Standard Double
 ☐ Show Subtypes
 Guests: AD 2 JU 0 CH 0 BB 0
 Room: ✔ 215 STDBLOC
☐ No move

Meal Plan: RO
 First service:
 Last service:

RF
 ONLINE
 GDPR
 MOTO
 HK STAT

General Data
 *Billing Information
 *Additional data
 *Prices and Commissions
 *Conditions
 Deposits
 Routing charges
 Fixed charges
 Loaned items
 *Preferences
 Actions
 Notices for Reception
 Guarantees
 Guest notifications

Contact person:
 Phone:
 E-Mail: NO E-MAIL
 Voucher:
 Reservation type:
 Registrat. date: 20.01.2024
 Language: ES Spanish
 CUT-OFF date:

Observaciones
 GENERAL
 Only 250 characters
 Billing

O...	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type	Meal plan ...	Gender	VIP	Voucher	Arrival date	Departure date	Remarks
1	190...	SAMANIEGO...	NH DISCOVERY	GOLD			RO	Adult		Male			20.01.2024	21.01.2024	
2	239...	SIMON LOB...	NH DISCOVERY	SILVER			RO	Adult		Female			20.01.2024	21.01.2024	

Use criteria of search in CRM and/or documents readers, to verify that customer is registered in our database; once located, update data if necessary. If there is no customer file, register according to data quality standards. *DON'T* duplicate the IDs!

TMS Process: Registration Form Printing

Depending on the country regulations the new RF form can be generated as follows:

ESZZ.CIUZA. Individual Res. - FERNANDEZ SANCHEZ, CARLOS GERMAN

Welcome Card Assign room Check-in Save without check-in Check-in in waiting list

ESZZ.CIUZA NH Ciudad de Zaragoza ** Reservation 131267024 Client: 1008558699 CWT GLOBAL ESPAÑA SL Amount 280,50 EUR

Arrival: 15.04.2024 Monday RoomType: Standard Double Show Subtypes
Nights: 3 Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR
Depart.: 18.04.2024 Thursday Room: 121 STDDBL No move

Meal Plan: BB First service: Last service: BKFS

RF ONLINE GDPR MOTO



Hotels without tablets: When saving booking RF will be printed directly. Will print as many RFs as people have in the room.

Welcome Card



Hotels without tablets: Both buttons can be used for RF manual printing. With these buttons we can select the RF of the guest we want to print.



It will no longer be necessary to complete and/or modify manually, the consents will be updated automatically through the scanning process.

Select option

TABLET 190406 SAMANIEGO NAVARRO, MARIO

Print all RF Close

Hotels with tablets: when saving booking this pop up will be showed, with the option tablet selected by default.
You can print the RF by clicking on "Print all RF".



Check in

GDPR Consents

FR31.TOUAI. Check In. - test

Welcome Card Assign room Check-in Save without check-in Check-in in waiting list

FR31.TOUAI NH Toulouse Airport ***** Reservation 55722407 Client: 1000 GUEST, DIRECT GUEST Amount 148.32 EUR

Arrival: 01.10.2018 Monday RoomType: Standard Double Show Subtypes Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR Meal Plan: BB RF GDPR

Depart.: 02.10.2018 Tuesday Room: 211 No move First service: Last service:

General Data *Billing Information Additional data *Statistics Deposits Guarantees Routing charges Fixed charges Actions Loaned items Notices for Reception

Contact person: GUEST, DIRECT GUEST Phone: E-Mail: NO E-MAIL Voucher: Reservation type: Registrat. date: 01.10.2018 Language: ES Spanish CUT-OFF date: Remarks: Main Main remarks only 250 characters

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T	Meal pla...	Gender	VIP	Voucher	Arrival date
1		test					BB	Adult		Unknown			01.10.2018

CONFIRMED Guest: test Gr: 0 Walk-in Check Transferred Check

- RF includes all the customer information in CRM.
- If the customer registers a new Email address or any personal data update (different than the registered in CRM), it has to be updated in CRM file.
- RF shows Booking information and Commercial communications consent clauses.
- It is voluntary to fill out these fields.
- The Registration Form Signature is mandatory regarding the acceptance of booking conditions.

Have a look into the following guides!

[GDPR Frequently Questions](#)

[GDPR FO Impact](#)

[Fast Pass: Online Check-in](#)

[“No show” reservations](#)



GDPR

Change Document Modify GDPR 1,2 & 6

Client: 0000190406 Guest

Consent Type	Question	Yes	No
Marketing Consents	1.I consent to receive personalised marketing communications by any means, including electronic, from NH HOTEL GROUP, S.A. and	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Consents	2.I consent to receive personalised marketing communications about services from NH Group Partners, on behalf of NH Hotel Group,	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Consents	6.I would like to receive personalized promotions and special offers via email from Minor Hotel Group Limited and NH Hotel Group	<input type="checkbox"/>	<input type="checkbox"/>
Marketing Consents	7.I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing Consents	8.I would like to receive special offers and promotions from Minor Group*as joint data controller and its partners by electronic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Loyalty Consents	3.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, of my points balance and	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Loyalty Consents	4.NH DISCOVERY: I agree to you informing me by different channels, including electronic means, services offered by our NH	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Loyalty Consents	5.By enrolling as GHA DISCOVERY Member, I agree to the GHA DISCOVERY Programme Terms & Conditions. For more information about	<input type="checkbox"/>	<input type="checkbox"/>

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HOTELS-RESORTS-SPAS

AVANI
HOTELS & RESORTS

elewana
COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS

TH COLLECTION
HOTELS

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HOTELS

TIVOLI
HOTELS & RESORTS

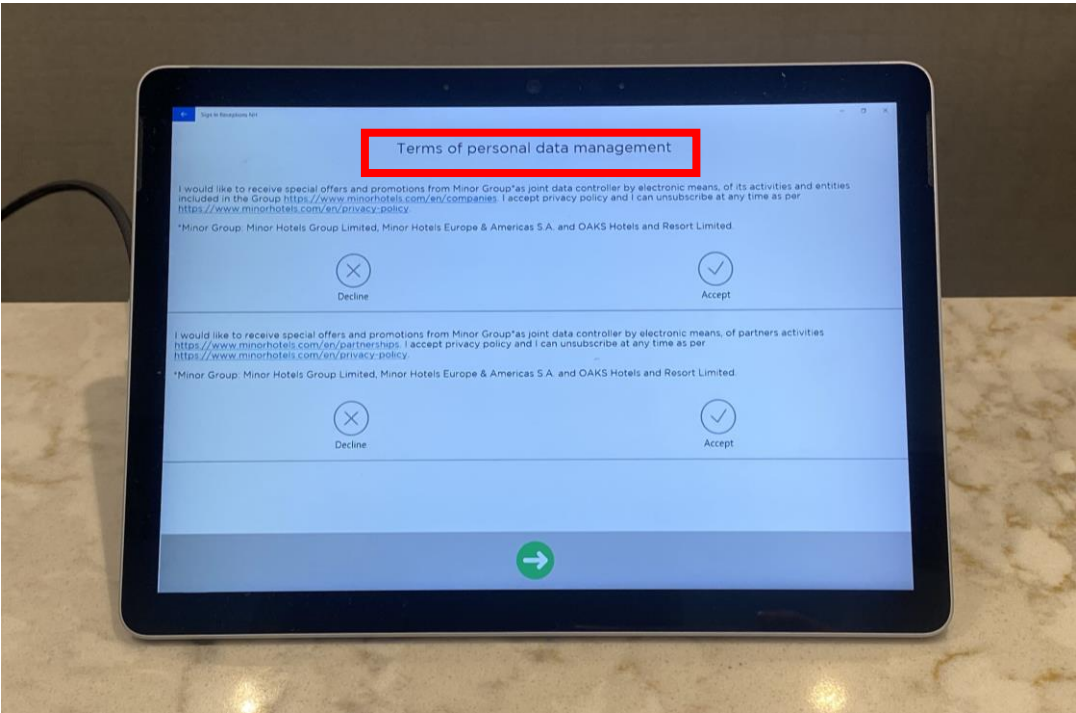


Check in (tablets)

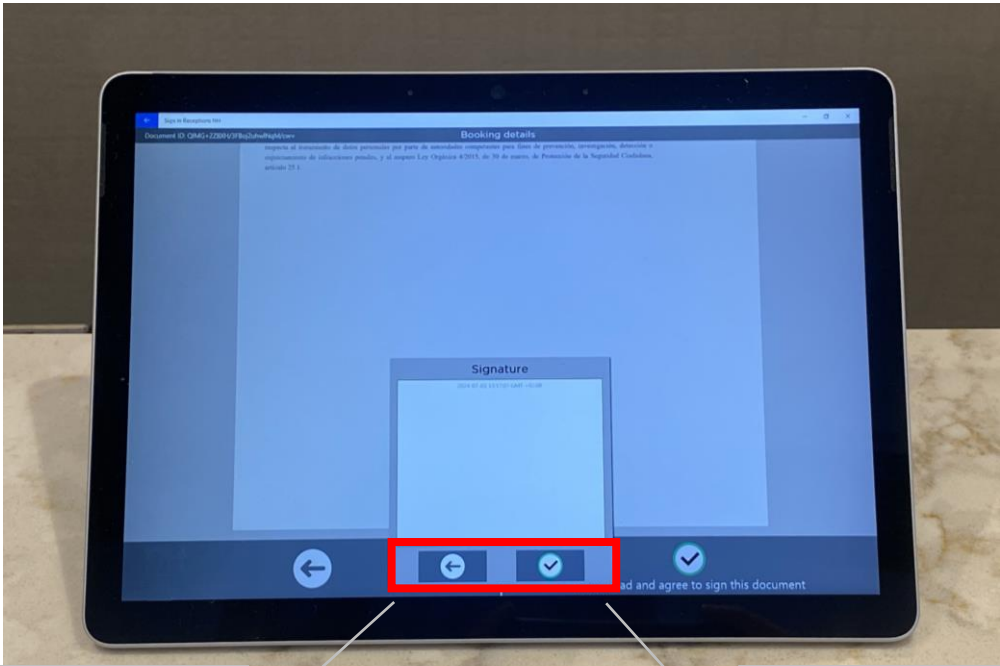
After check in has been saved in TMS, customer(s) can accept/decline their consents and enrolment to NH Discovery program and sign the Registration Form (Police file if applies) on the tablet.

These documents are storage TMS and the consents are updated automatically in CRM.

Accept or decline consents



Option to sign the RF



CANCEL: to cancel the procedure

SAVE: to continue the process

Tablets in Reception procedure



Check in

Other options for checking-in.

Save changes without check-in called “Pre check-in”.

Ind. reservation Edit Miscellaneous Availability Information systems System Help

FR31.TOUAI. Check In. - GUEST, DIRECT GUEST

Welcome Card Assign room Check-in Save without check-in Check-in in waiting list

FR31.TOUAI NH Toulouse Airport **** Reservation 55722408 Client: 1000 GUEST, DIRECT GUEST

Arrival: 01.10.2018 Monday Nights: 1 Depart.: 02.10.2018 Tuesday

RoomType: Standard Double Show Subtypes

Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR

Room

General Data *Billing Information *Additional data *Statistics Deposits

Contact person: Phone: E-Mail: NO E-MAIL Voucher: Reservation type Registrat. date: 01.10.2018 Language: ES Spanish CUT-OFF date

Guests

O.	Code	Guest Name	Program	Fidelizaci
1		GUEST, DIRECT GUEST		

Check-in in waiting list: If the room is dirty, the system can save the changes and inform about the reservations in queue (wait time).

ESZZ.SPORT. Check In.

ESZZ.SPORT NH Sport ***

Checkins in queue

Arrivals expected : 1

Checkin wa	Reserv.	Rel.reserv	Rel...	Room Type	Room	Roo...	Sta...	Voucher	Guest Name	Pa...	Res
00:07	154947			STDBL	405		✗	22475918	SUSANA PARDO	AD	
00:07				STDBL	405		✗	22475918		AD	

Check in

Waiting list option and SMS

The screenshot shows the 'ESZZ.CIUZA. Check In. - David Martinez Brihuega' interface. The top navigation bar includes buttons for 'Welcome Card', 'Assign room', 'Check-in', 'Save without check-in', and 'Check-in in waiting list'. The 'Check-in in waiting list' button is highlighted with a red box. A red arrow points from this button to the 'Client: 1000211351' field. Below the navigation bar, the main area displays 'ESZZ.CIUZA NH Ciudad de Zaragoza **', 'Reservation 135133408', and 'Client: 1000211351'. The 'Arrival:' field shows '27.06.2024 Thursday' and the 'RoomType:' field shows 'Standard Single'. A 'Contact Information' dialog box is open, showing fields for 'Country', 'Prefix', and 'Mobile Phone'. The 'Country' field is highlighted with a red box. The dialog box also includes an 'SMS Sending' checkbox and 'OK' and 'Cancel' buttons.

If the room is dirty, you can inform the phone number of the customer and they will receive a SMS message when the room is cleaned.



Check in

Other options for checking-in.

Ind. reservation Edit Miscellaneous Availability Information systems System Help

FR31.TOUAI. Check In. - GUEST, DIRECT GUEST

Welcome Card Assign room Save without check-in Check-in in waiting list

FR31.TOUAI NH Toulouse Airport ***** Reservation 55722408 Client: 1000 GUEST, DIRECT GUEST

Arrival: 01.10.2018 Monday
Nights: 1
Depart.: 02.10.2018 Tuesday

RoomType: Standard Double
Guests: AD 1 JU 0 CH 0 BB 0
Room: []

Meal Plan
First service:
Last service:

General Data *Billing Information *Additional data *Statistics Deposits Guarantees Routing charges Fixed charges

Contact person:
Phone:
E-Mail: NO E-MAIL
Voucher:
Reservation type:
Registrat. date: 01.10.2018 Language: ES Spanish
CUT-OFF date:

Remarks
Main

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T	Meal pla..
1		GUEST, DIRECT GUEST					BB	Adult	

Save changes without check-in called "Pre check-in".

Check-in in waiting list: If the room is dirty, the system can save the changes and inform about the reservations in queue (wait time).

Check in

Express Check-in

TMSforHotels

/CCSHT/ENTRA_HOTEL - Change hotel

CRM FRONT-OFFICE

LOYALTY

RESERVATIONS

FRONT-OFFICE

Check-in

/CCSHT/RS_CHE_HU_NEW - Check-in

/CCSHT/RS_WALKIN - Walk-in

/CCSHT/RS_CI_RAPIDO - Express check-in

/CCSHT/RS_CI_QUEUE - Check-ins in queue

/CCSHT/RS_PREASIG_HB - Room assignment

/CCSHT/CE_KERC - Record key

/CCSHT/CE_PCHK - Record key (Massive)

/CCSHT/CE_KEVF - Check Key

/CCSHT/PLIEGO - Welcome Card / Registration Form

/CCSHT/RS_ANULA_CI - Cancel check-in

ZEY_ONLINE_CHECK_IN - Online Check-in

ZEY_SMS_MONITOR - SMS Monitor

ESZZ.SPORT. Template for group check-in

Continue with the selected

Refrescar

NH HOTELES ESPAÑA, S.A.
MADRID

ESZZ.SPORT NH Sport ***
Template for express CHECK IN (Groups)

Time 18:41:31 Date 28.01
RS_CHECKIN_RAPIDO/E00000035655 Page

Main Client	Guest	Room N	Sta.	Group Name	Reserv. No	Booking File ID	Departure	Room type	Meal Plan	Rate
<input checked="" type="checkbox"/>	GUEST (DON'T TOUCH/NO TOC	PARDO MARTIN, SUSANA	310	✓	154557		05.01.15	SIDDBL	RO	BAR
<input checked="" type="checkbox"/>	IAJES EL CORTE INGLES SA	SUSANA PARDO	405	✗	154947		06.01.15	SIDDBL	RO	BAR

If check-in has been done successfully, the green status is shown; if not, the transaction displays a red notice with the error message:

Main Client	Guest	Room N	Group Name	Reserv. No	Remarks
Direct Guest	CONVENCION AGUSTIN	218	CONVENCION AGUSTIN	0000001723	Main guest is not informed
Direct Guest	CONVENCION AGUSTIN	414	CONVENCION AGUSTIN	0000001724	The assigned room type differs from the info Main guest is not informed
Direct Guest	CONVENCIÓN	316	CONVENCION AGUSTIN	0000001704	The room is not clean



Check in

Cancel check-in

TMSforHotels

- /CCSHT/ENTRA_HOTEL - Change hotel
- CRM FRONT-OFFICE
- LOYALTY
- RESERVATIONS
- FRONT-OFFICE
 - Check-in
 - /CCSHT/RS_CHE_HU_NEW - Check-in
 - /CCSHT/RS_WALKIN - Walk-in
 - /CCSHT/RS_CI_RAPIDO - Express check-in
 - /CCSHT/RS_CI_QUEUE - Check-ins in queue
 - /CCSHT/RS_PREASIG_HB - Room assignment
 - /CCSHT/CE_KERC - Record key
 - /CCSHT/CE_PCHK - Record key (Massive)
 - /CCSHT/CE_KEVF - Check Key
 - /CCSHT/PLIFGO - Welcome Card / Registration Form
 - /CCSHT/RS_ANULA_CI - Cancel check-in**
 - ZEY_ONLINE_CHECK_IN - Online Check-in
 - ZEY_SMS_MONITOR - SMS Monitor

ESZZ.SPORT. Cancel Check-in.

Continue cancellation process

NH HOTELES ESPAÑA, S.A.

ESZZ.SPORT NH Sport ***

Time 18:29:35Date 28.01.2016

MADRID

Cancel Check In

RS_ANULA_CHECKIN/E00000035655Page 1

Client	Guest	RoomNo	Group Name	Reserv.	Booking File	Depart.D	Room ty	Meal Plan	Rate
<input type="checkbox"/>	GUEST (DON'T TOUCH/NO TOC PRUEBA SPM	415		154520		05.01.2015	STDDBL		BAR
<input type="checkbox"/>	GUEST (DON'T TOUCH/NO TOC PRUEBA SPM	414		154541		05.01.2015	STDDBL		BAR
<input type="checkbox"/>	GUEST (DON'T TOUCH/NO TOC PRUEBA WALK IN	215		154556		06.01.2015	STDDBL		BAR
<input checked="" type="checkbox"/>	GUEST (DON'T TOUCH/NO TOC PARDO MARTIN, SUSANA	310		154557		05.01.2015	STDDBL		BAR

The system will ask the new cleaning status for the room.



ESMD.NACIO. Cancel Check-in.

ESMD.NACIO NH Nacional ****

New status for the processed rooms

In Process
Pending to check
Clean
Dirty
Do not disturb
Uncover

The check-in can be cancelled as long as there is no invoice and / or manual charge in the reservation.



Room change

- ▼ TMSforHotels
 - /CCSHT/ENTRA_HOTEL - Change hotel
 - ▶ CRM FRONT-OFFICE
 - ▶ LOYALTY
 - ▶ RESERVATIONS
 - ▼ FRONT-OFFICE
 - ▶ Check-in
 - ▼ Front-Office
 - /CCSHT/RS_RSRV_IN_02 - In-house management
 - /CCSHT/RS_CAMBIO_HAB - Room change
 - /CCSHT/CE_MENSA - Messages
 - /CCSHT/RC_DESP - Express transfer
 - /CCSHT/RS_AVIREC_MAS - Notices for reception
 - /CCSHT/RS_PREST_ART - Loan items delivery
 - /CCSHT/CE_DESP - Alarm call service

In-House Guest Room Change

ARCC.TANGO NH Tango *****

Room

[illegible]

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Walk in


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elewana
— COLLECTION —

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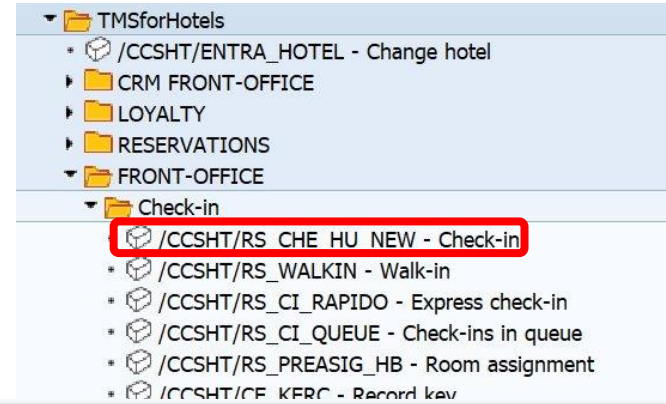
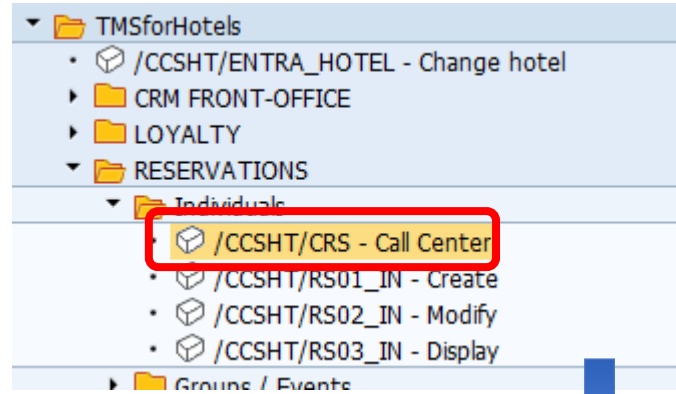

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HOTELS

nhow
HOTELS

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HOTELS & RESORTS

Walk in

It is the same process as creating a reservation, with two options: Call Center and Walk-in.



Call Center

Availability Finish Call Go to reservation Convention reservation

Client's identification

Main Customer: 0000001000 ☐ Guest ☐ TA ☐ Company ☒ All

Main client's name: GUEST (DON'T TOUCH...) Branch cust.:

Guest Id:

Contact name: Queue CRO:

Company: Branch comp.:

CRS: Branch CRS:

Search parameters

Arrival date: 28.01.2016 Th Nights: 1 C...

Departure date: 29.01.2016 Fr O...

Rooms: 1

Guests: AD 1 JU CH BB

Room type:

Meal Plan:

As the reservation is for the current day, walk-In button appears automatically

[N]ESZZ.SPORT-NH Sport

04.01.15 - 05.01.15 with 01AD

Shopping cart

Reserv. created

Walk in

The same check-in mask is displayed:

ESMD.NACIO. Reservations management (Walk-in)

Welcome Card Assign room Save without check-in Check-in in waiting list

ESMD.NACIO NH Nacional ***** Reservation 0 Client: 1000 GUEST, DIRECT Amount 350,00 EUR

Arrival: 20.01.2024 Saturday RoomType: Standard Double Show Subtypes
Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency: EUR
Depart.: 21.01.2024 Sunday Room: 218 SUPDBVD No move

Meal Plan: RO
First service:
Last service:

RF ONLINE GDPR HK STAT MOTO

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits Routing charges Fixed charges Loaned items *Preferences Actions Notices for Reception Guarantees Guest notifications

Unexpected check-out Billing: Reservation dates (selected), Actual dates
Central Reservation Office: CRS N°, CRS:
Client information: Receiver, Holder, Payer, Company Resp.:
Payment cond.:
Contract: PUBLIC 1 DIRECT GUEST - PUBLIC RATES
Rate: BAR BAR Flexible easy cancellation
Allotment:
Expense code: CXL_PUBLIC Applies - Total Stay - 100,00%
Manual price: 0,00 Recalculate daily price
Tax included (Only manual price)
FREE reservation

Card information: Credit card N°, Holder, Expiry date, CVV, Class, Type
Extra credit: Limit 300,00, Full credit, Canceled, POS canc., AI Level
Phone credit: Unlimited (checked), Credit limit 0,00
Pre-authorization: Date, Amount 0,00, Num. pre-author. 0, Pending amount 0,00, P.G. Ref.

CONFIRMED Guest Walk-in (checked) Check in (checked) Transferred Check out 20.01.2024 10:50 Created E00000022126 20.01.2024 10:50:03 Credit pending to Bill 0,00
Gr: 0 00:00 Modif.: 00:00:00 Cash pending to Bill 0,00



Confirm with the customer the payment method of the reservation: A credit card number and deposit are needed to guarantee the reservation.

Don't use Pay by link during the check in process. The customer must inform the pin in the pin pad to avoid chargebacks.

You can block POS charges, telephone (depend on the switchboard), include a limit of charge...

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Check-out & Billing


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— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES


HOTELS

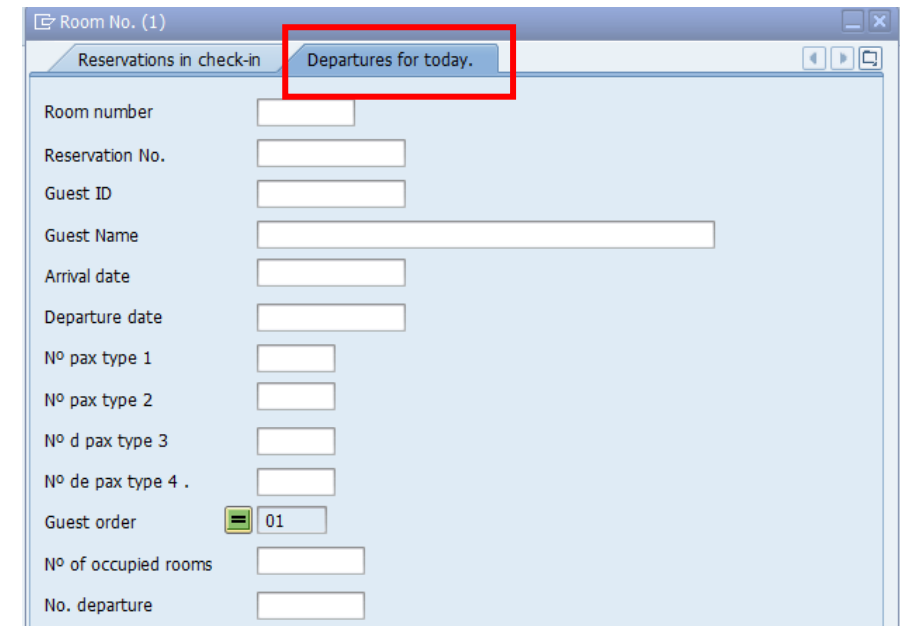
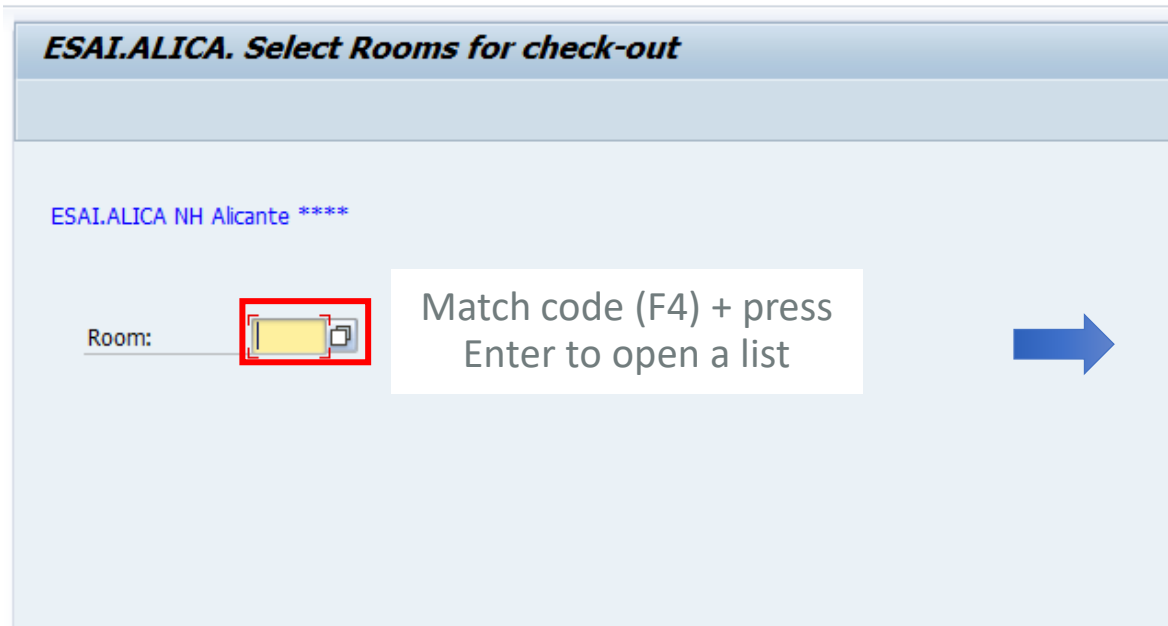
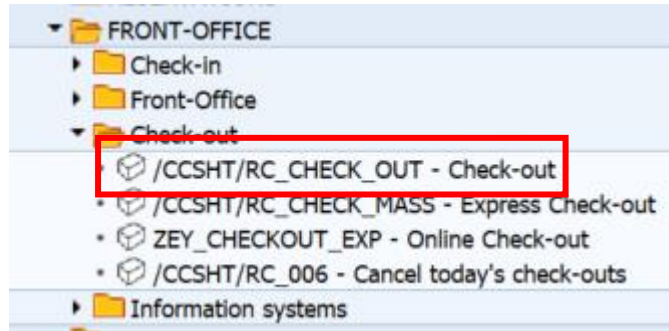

NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Check out

Expected Departures



Check out



Go to Folios maintenance (F9)

ESMD.PRIVE. Process folio 2

Folio 1Folio 2Folio 3Folio 4All foliosCurrent dateCharges until today

Reservation54461273StatusTentativeArrival17.09.2018

Main ClientVIAJES EL CORTE INGLES SAVoucherTO SHOW ON SERVICE ORDER

EventVECI_BIODERMA

FOLIOS: F10,00EURVIAJES EL CORTE INGLES SA-10000...

(tax incl.) F30,00EURVIAJES EL CORTE INGLES SA-10000...

F21.314,50EURVIAJES EL CORTE INGLES SA-100006...

F40,00EURVIAJES EL CORTE INGLES SA-100006...

Arrangement code

Status	Invoice nu	Revenue date	Folio	Concept	Description	Quantity	Price	Disc. (net)	Σ	Amount	Cur.	Excha.date	Exchange	LC amount	Loc.Curre.	RC amount	Res.curr.	Tax incl.
		18.09.2018	2	PKNG	Parking	10	25,00	0,00		250,00	EUR	27.07.2018	1,00000	275,00	EUR	275,00	EUR	
		19.09.2018	2	PKNG	Parking	10	25,00	0,00		250,00	EUR	27.07.2018	1,00000	275,00	EUR	275,00	EUR	
		20.09.2018	2	AUDV	Porterage	1	10,00	0,00		10,00	EUR	27.07.2018	1,00000	12,10	EUR	12,10	EUR	
		20.09.2018	2	FRNT	Master	1	500,00	50,00		450,00	EUR	27.07.2018	1,00000	544,50	EUR	544,50	EUR	
		20.09.2018	2	GASTR...	Coffee Break 2	20	10,50	21,00		189,00	EUR	27.07.2018	1,00000	207,90	EUR	207,90	EUR	
		20.09.2018	2	SETUP	CLASSROOM	1	0,00	0,00		0,00	EUR	27.07.2018	1,00000	0,00	EUR	0,00	EUR	
										1.149,00	EUR							

Status



- Charges already billed
- Charged pending to assign (prepayments,...)
- Charges pending to be invoiced

F2

F4

NO COIN: Credit folio

COIN: On-desk payment folio



Check out

Folio Header

The screenshot shows the 'Process' menu with the following options: Modify header (Shift+F5), Add charges, Cancel charges, Move charges, Move to header, Split charges (Shift+F12), Apply discount, Collect invoice, Go to reservation, Minibar charge, Modify description, Statistics set up, Clients, and Mod.Arrangement Code. A red box highlights the 'Process' menu and the 'Folios' tab in the background.

During check-out. the process tab will offer several actions regarding folios and charges.

The 'Folios' window displays a list of charges for a guest named SUSANA PARDO MARTIN. The charges include Lavandería, Alojamiento y..., Habitación, and PARKING. A summary table at the bottom shows the following data:

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax	Remarks
Amount Billed	0,00	0,00	0,00	0,00	0,00	0,00	WALK IN AND PREPAYMENT
Amount Pending	36,00	39,60	110,00	121,00	146,00	160,60	
Pending Reservati	36,00	39,60	110,00	121,00	146,00	160,60	



Check out



Modify folio's header (F7)

Folio headers by Reservation

ESMD.PRIVE NH Principe de Vergara ****

Group reserv. 54461273

Main client 1000061542 VIAJES EL CORTE INGLES SA

Arrival date 17.09.2018

Departure date 20.09.2018

Event Version 0

Reservation status Tentative

Reservation folios header

Rou...	Folio	Payment method	Terms. Pay	Tax incl	Format	Holder	Holder name	Branch	Reason f. tax cl. change
	1	On-desk paym...		<input type="checkbox"/>	IND	1000061542	VIAJES EL CORTE INGLE...	000155355	
	2	Credit	C060	<input type="checkbox"/>	DAILY	1000061542	VIAJES EL CORTE INGLE...	000155355	
	3	On-desk paym...		<input type="checkbox"/>	IND	1000061542	VIAJES EL CORTE INGLE...	000155355	
	4	On-desk paym...		<input type="checkbox"/>	IND	1000061542	VIAJES EL CORTE INGLE...	000155355	

Folio 1

Change payment method

Folio 2

According to the guest, the company is paying.

Leave comments to colleagues

Folio 3

Folio 4

Change the folio holder

Format	Description
AGENCY	Travel Agency
DAILY	Daily charges
IND	Individual
NF.AGENCY	NF Travel Agency
NF.DAILY	NF Daily charges
NF.IND	NF Individual

Not available in all countries.

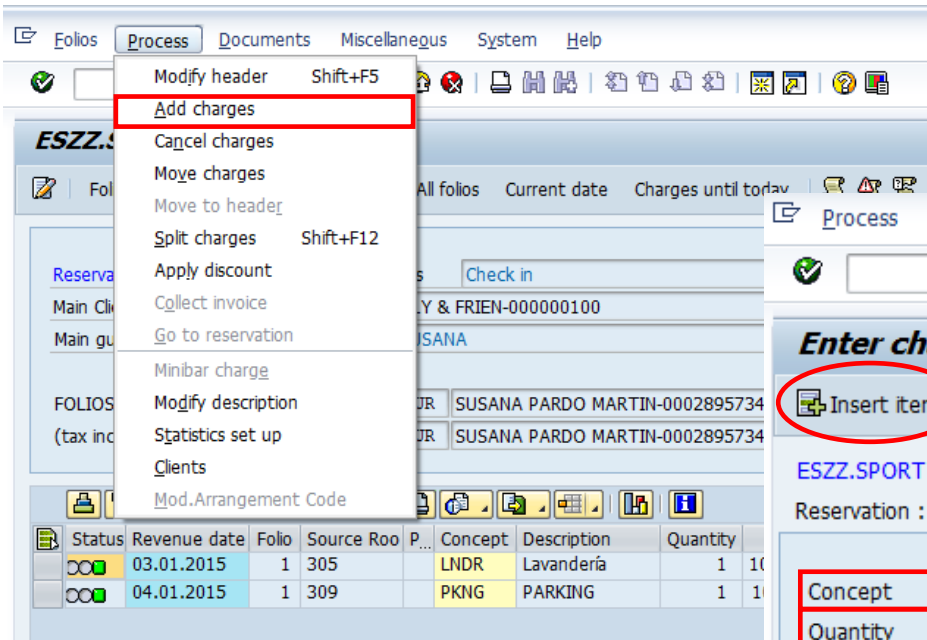
To change:

- METHOD OF PAYMENT: Select POA or DUE
- FORMAT: Invoice format
- HOLDER: Select the invoice/folio holder
- FIS. CLASS: Invoice exemption of VAT



Check out

Add charges



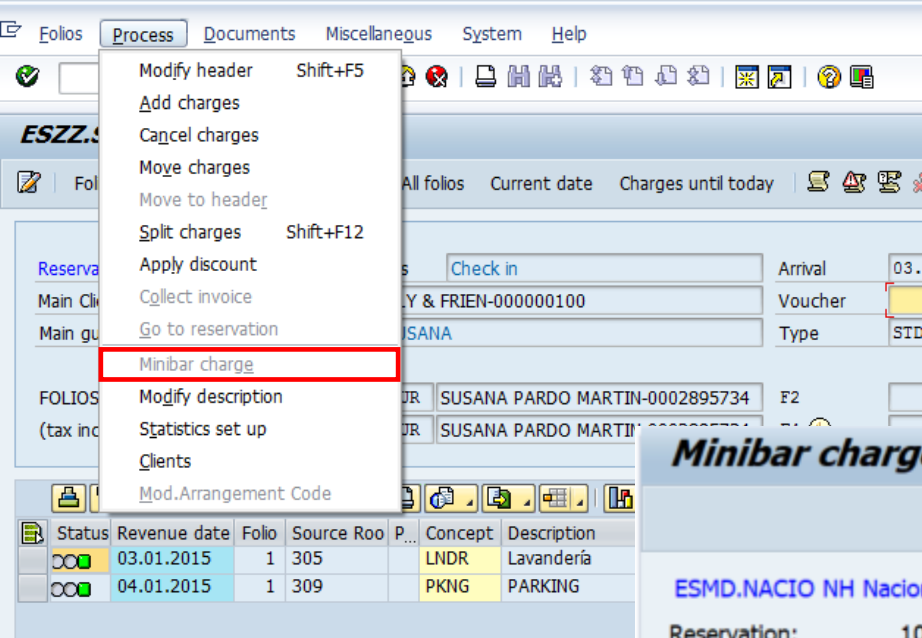
Fill in the fields accordingly (concept, Tax included or not, quantity, Price, folio, service date, etc.) and press “Insert Item”.
If everything is correct, press “Save”.

A screenshot of the 'Enter charges in a reservation' form. The 'Insert item' button is circled in red. Below it, the reservation details are shown: Reservation: 154172, Room: 309, Main guest: PARDO MARTIN, SUSANA. The form contains several input fields, some of which are highlighted with red rectangles: 'Concept' (LNDR), 'Quantity' (1), 'Price' (10), 'Service date' (04.01.2015), and 'Target folio' (1). There is also a checkbox for 'Tax included'. Below the form is a 'Concept remarks' text area and a table showing the entered charge.

Concept	Description	Quan...	Price	Curre...	Folio	Amount	Service	Tax...
LNDR	Laundry	1	10,00	EUR	1	10,00	04.01.2015	<input type="checkbox"/>

Check out

Add Minibar charge



Click on the icon “+” or “-” to add or delete the items of minibar
If everything is correct, press “Save”.

Minibar charges made to a reservation

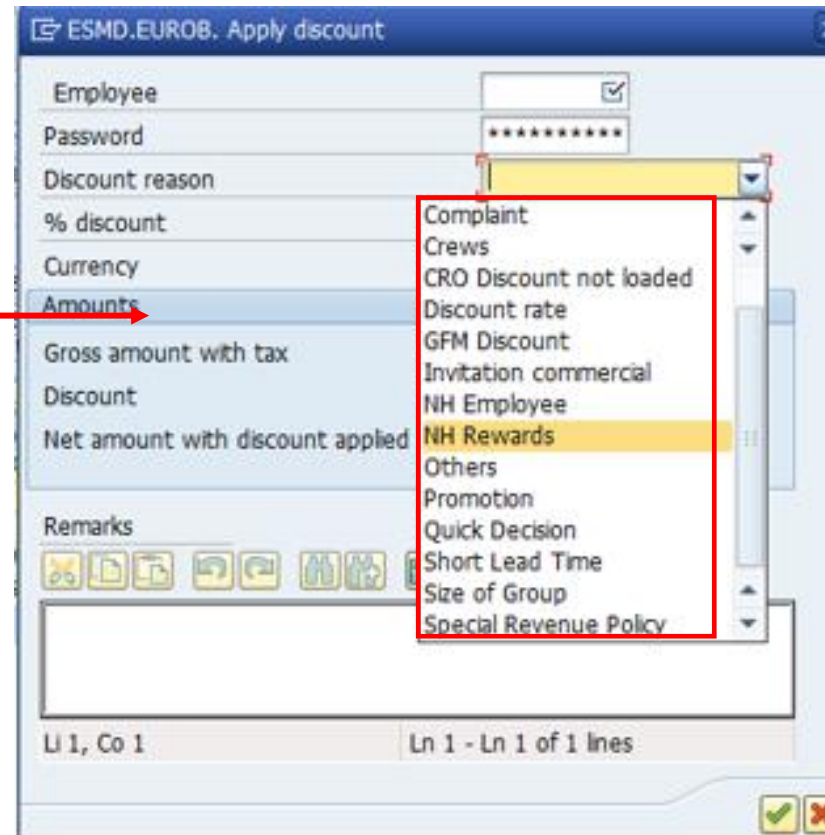
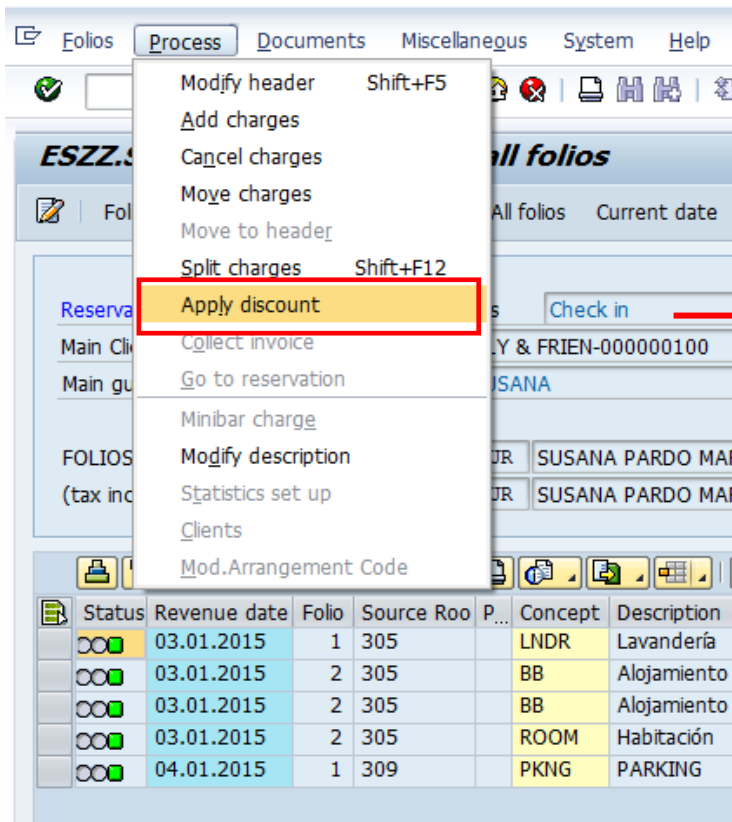
ESMD.NACIO NH Nacional ****

Reservation: 109354268 Room: 203 Standard Double Twin Main guest: SAMANIEGO NAVARRO,

Material	Material Description	+	Quantity	Price	Cur.	Amount	Folio	Loan date	Tax incl.	-
02000517	AGUA MINERAL S/GAS CABREIROA BOT VR 50CL	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
01125764	BOTE COCKTAIL FRUTOS SECOS NH HOTELS	+	0	4,09	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
02003518	CABREIROA C/GAS VR 50CL	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
02000453	CERVEZA HEINEKEN BOT LONG NECK NR 33CL	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
02000315	COCA COLA REG 6X4 BOT VNR 20CL	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
02000164	COCA-COLA ZERO BOT VNR 20CL	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
01003602	GALLETA OREO	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
02000733	NECTAR NARANJA GRANINI BOT VNR 20CL	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
01001918	PATATA PRINGLES ORIGINAL 40G	+	0	3,64	EUR	0,00	1	20.01.2024	<input type="checkbox"/>	-
						EUR	0,00			

Check out

Apply commercial discount



Select the row / rows and apply the discount properly. Inform:

- Employee number
- Password
- Discount reason
- Use “remarks” option to add any comment to inform GM and/or FOM

Check out

Apply commercial discount

Click twice on the line to display the discounts details.

Keep in mind, this discount is not showing on the invoice.

ESMD.EUROB. Process folio 1

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today

Reservation: 63229460 Status: Check in Arrival: 31.12.2018 Departur:
Main Client: ES10CS SPAIN MADRID Voucher: HOUSEUSE-ES109103SA

FOLIOS: F1 477,65 EUR ES10CS SPAIN MADRID-9900009103 0,00

(tax incl.) 0,00

Click twice to display the discounts details

ESMD.EUROB. Folio item's information

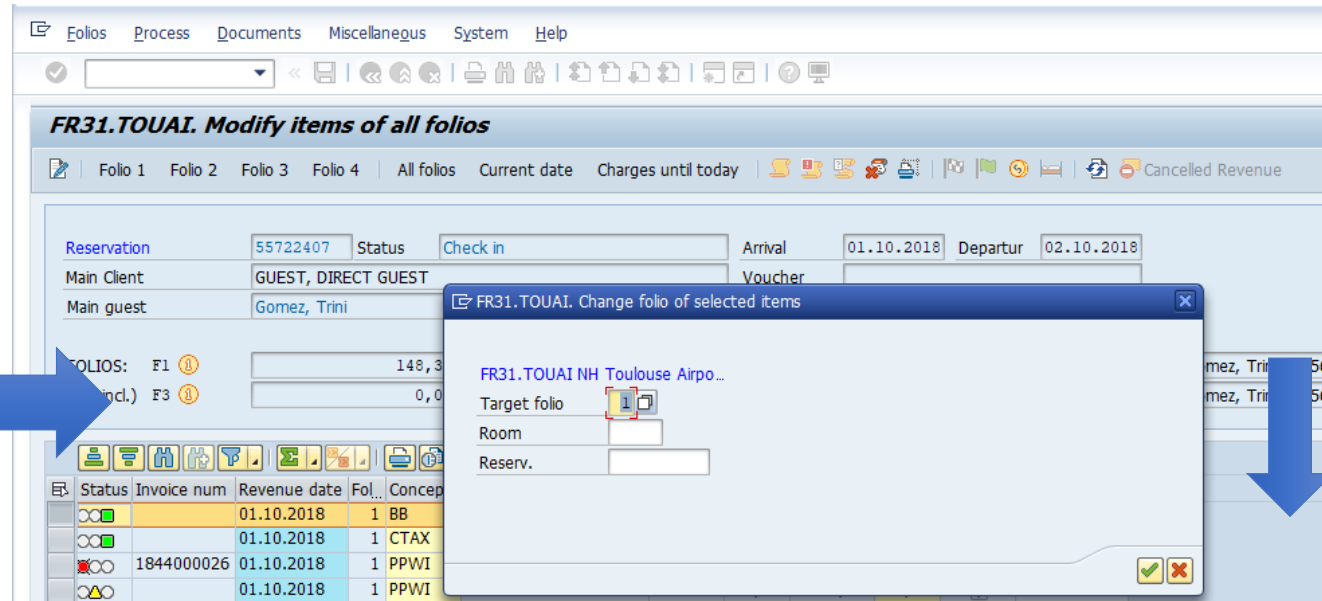
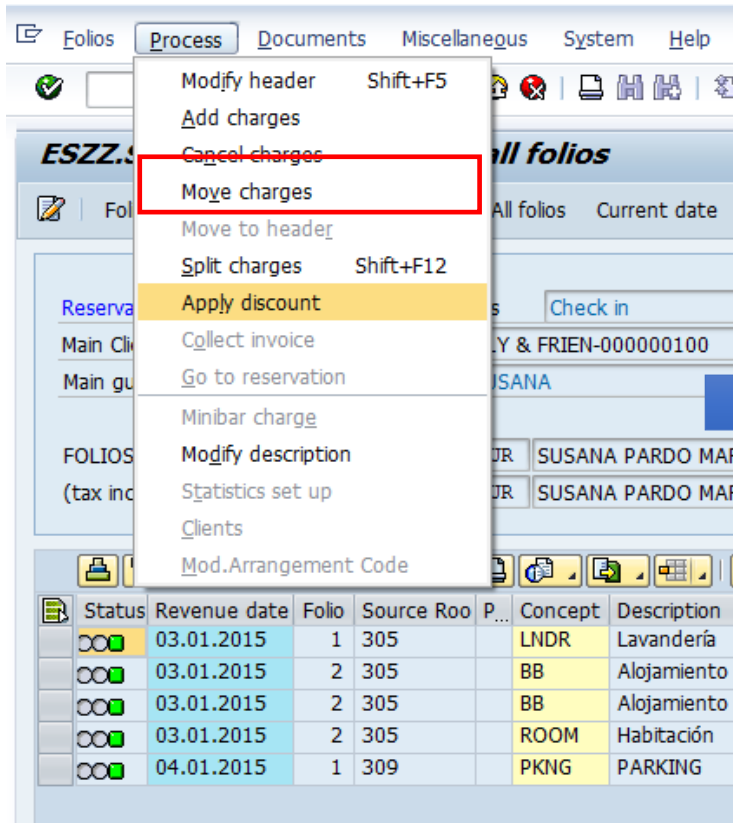
Folio data						
Charge date	Char. time	User	Invoice No	Quantity	Transaction price	Tax inc
11.01.2019	16:39:03	HESEUROBRE...	INT0048039	1	9,45	<input checked="" type="checkbox"/>

Discount

Discount reason	NH Employee	Discount remarks
% discount	50,00	
Date of process	11.01.2019 16:39:16	
Orig.amount no tax	15,62	
Orig.amount with tax	18,90	
Discount by	0000011557	

Check out

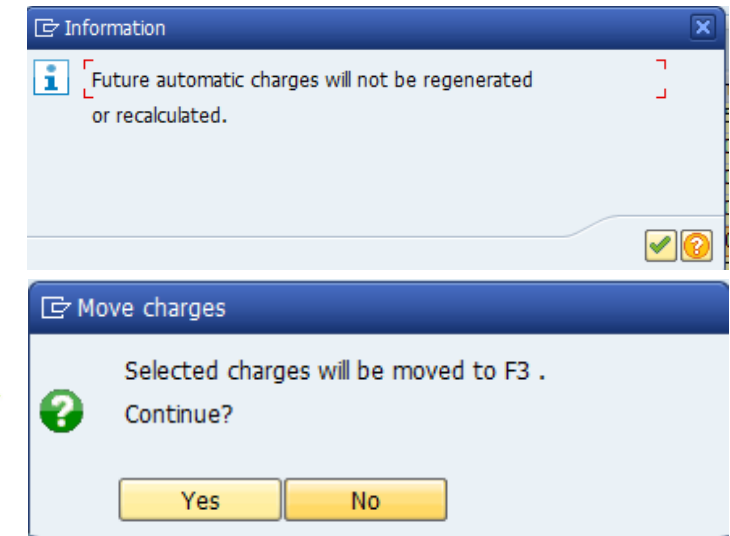
Move charges



The charges must NOT be moved if the revenue date is today's date and / or future's date:

- If the production is moved in the future, the charges could be duplicated and if the reservation is finally cancelled, the charges will remain “alive”, forcing to be cancelled manually

If needed, use the option “Routing” tab from the reservation (see slide 124).



Check out

Confirm charges (minibar, breakfast, parking, etc.), ask about hotel consumptions and billing information (folio header).

ESZZ.SPORT. Modify items of all folios

ESZZ.SPORT. Modify items of all folios

Folio 1Folio 2Folio 3Folio 4All foliosCurrent dateCharges until today

Reservation154172StatusCheck inArrival03.01.2015Departur04.01.2015UpgradeRoom309GSTAD3JU0CH0BB0

Main ClientEMPLOYEE & FAMILY & FRIEN-000000100VoucherTypeSTIDDBLStandard Double

Main guestPARDO MARTIN, SUSANA

FOLIOS: F1121,00EURSUSANA PARDO MARTIN-0002895734F239,60EURVIAJES EL CORTE INGLES SA-100006...CREDIT ON DESK PAYMENT

(tax incl.) F30,00EURSUSANA PARDO MARTIN-0002895734F40,00EURSUSANA PARDO MARTIN-0002895734

Status	Revenue date	Folio	Source	Room	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original amount no tax
	03.01.2015	1	005			LNDR	Lavandería	1	100,...	0,00	100,00		03.01.2015	X	09:01:17	E00000050726	0,00	0,00
	03.01.2015	2	005			BB	Alojamiento y ...	1	6,00	0,00	6,00		03.01.2015	X	09:00:32	E00000050726	0,00	0,00
	03.01.2015	2	005			BB	Alojamiento y ...	1	6,00	0,00	6,00		03.01.2015	X	09:00:32	E00000050726	0,00	0,00
	03.01.2015	2	005			ROOM	Habitación	1	24,00	0,00	24,00		03.01.2015	X	09:00:32	E00000050726	0,00	0,00
	04.01.2015	1	009			PKNG	PARKING	1	10,00	0,00	10,00		04.01.2015		11:53:03	E00000035655	0,00	0,00

Amount Billed | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax. | Total with tax | Remarks

Amount Pending | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | WALK IN AND PREPAYMENT

Pending Reservati | 36,00 | 39,60 | 110,00 | 121,00 | 146,00 | 160,60 |

MYGHA

REDEEM

NHR

PAGA...

ESZZ.SPORT. Process folio 1

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today

Reservación: 154172 Status: Check in Arrival: 03.01.2015 Departur: 04.01.2015 Upgrade:

Main Cte: EMPLOYEE & FAMILY & FRIEN-000000100 Voucher:

Main guest: PARDO MARTIN, SUSANA Type: STIDBL Standard Double GST AD 3 JU 0 CH 0 BB 0

FOLIOS: F1 121,01 EUR SUSANA PARDO MARTIN-0002895734 F2 39,60 EUR VIAJES EL CORTE INGLES SA-100006...
 (tax incl.) F3 0,00 EUR SUSANA PARDO MARTIN-0002895734 F4 0,00 EUR SUSANA PARDO MARTIN-0002895734

Status	Revenue date	Folio	Source Roo	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original amount no tax
000	03.01.2015	1	305		LNDR	Lavandería	1	100,...	0,00	100,00		03.01.2015	X	09:01:17	E00000050726	0,00	0,00
000	04.01.2015	1	309		PKNG	PARKING	1	10,00	0,00	10,00		04.01.2015		11:53:03	E00000035655	0,00	0,00
000	04.01.2015	1	309		PPWI	Invoice No 405...	1	54,55	0,00	54,55		04.01.2015	X	13:00:13	E00000035655	0,00	0,00
000	04.01.2015	1	309		PPWI	4053001384	1-	54,55	0,00	54,55-		04.01.2015	X	13:00:13	E00000035655	0,00	0,00

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax	Remarks
Amount Billed F1	0,00	0,00	54,55	60,01	54,55	60,01	WALK IN AND PREPAYMENT
Amount Pending F1	0,00	0,00	55,45	61,00	55,45	61,00	
Pending Reservati	36,00	39,60	55,45	61,00	91,45	100,60	EUR Exch. Rate Type M

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Print or e-mail the invoice to the client (confirm valid e-mail address) and proceed with the charge accordingly.

Check out

Select the correct till Identifier...

Till movements (Starting image)

ESZZ.SPORT NH Sport ***

Till Identifier

Operation type

...and then payment method



Invoice payment movements

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Till identifier RECEPTION

Operation Type

Detalle de billetes

Payment data

Invoice Id Total Amount

Reservation Document currency

Folio

Customer GÓMEZ FERNÁNDEZ, MARIA TRINIDAD

Remarks

Payment method	Gateway	Curr...	Amount	Voucher type	Voucher amount	Voucher pr
PENDING BALANCE		EUR	61,00		0	0
CASH						
NH GIFT CARD						
INVITATION						
PAYMENT GATEWAY						
PREPAYMENTS WEB AMEX						
PREPAYMENTS WEB CUP						
PREPAYMENTS WEB DINERS						
PREPAYMENT WEB DISCOVER						
PREPAYMENTS WEB IDEAL						
PREPAYMENTS WEB PAYPAL						
PREPAYMENTS WEB SOFORT						
PREPAYMENTS WEB VISA						
BANK TRANSFER						

Differences

EUR		
61,00	0,00	0,00

If needed, it is possible to split the total amount into different payment methods.

Have a look into the following guides!

[TMS forPay Manual](#)
[TMS forPay 3C Portal Manual](#)



Check out

NH DISCOVERY Redemption

Confirm if the guest belongs to NH DISCOVERY program and inform about D\$ balance to pay the invoice (if applicable) or offer to join the program explaining benefits).

ESZZ.SPORT. Process folio 2

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today

Reservation 154172 Status Check in Arrival 03.01.2015 Departur 04.01.2015 Upgrade
Main Client EMPLOYEE & FAMILY & FRIEN-000000100 Voucher Room 309
Main guest PARDO MARTIN, SUSANA Type STDDBL Standard Double GST AD 3 JU 0 CH 0 BB 0

FOLIOS: F1 121,00 EUR SUSANA PARDO MARTIN-0002895734 F2 39,60 EUR VIAJES EL CORTE INGLES SA-100006...
(tax incl.) F3 0,00 EUR SUSANA PARDO MARTIN-0002895734 F4 0,00 EUR SUSANA PARDO MARTIN-0002895734

Status	Revenue date	Folio	Source Roo	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original amount no tax
00	03.01.2015	2	305		BB	Alojamiento y ...	1	6,00	0,00	6,00		03.01.2015	X	09:00:32	E00000050726	0,00	0,00
00	03.01.2015	2	305		BB	Alojamiento y ...	1	6,00	0,00	6,00		03.01.2015	X	09:00:32	E00000050726	0,00	0,00
00	03.01.2015	2	305		ROOM	Habitación	1	24,00	0,00	24,00		03.01.2015	X	09:00:32	E00000050726	0,00	0,00

Amount Billed F2 | Credit no tax. 0,00 | Credit with tax 0,00 | Cash no tax. 0,00 | Cash with tax 0,00 | Total no tax. 0,00 | Total with tax 0,00 | Remarks WALK IN AND PREPAYMENT
Amount Pending F2 | Credit no tax. 36,00 | Credit with tax 39,60 | Cash no tax. 0,00 | Cash with tax 0,00 | Total no tax. 36,00 | Total with tax 39,60
Pending Reservati | Credit no tax. 36,00 | Credit with tax 39,60 | Cash no tax. 110,00 | Cash with tax 121,00 | Total no tax. 146,00 | Total with tax 160,60 | EUR Exch. Rate Type M

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REDEEM



Client ID must be informed in the reservation, not only in the folios header.

Check out

ESZZ.SPORT. Process folio 1

Folio 1

Folio 2

Folio 3

Folio 4

All folios

Current date

Charges until today

Cancelled Revenue

Reservation

154524

Status

Check in

Arrival

04.01.2015

Departur

Main Client

GUEST (DON'T TOUCH/NO TOC-000000100)

Voucher

Main guest

PARDO, SUSANA

Type

STDDBL

Standard Dou

FOLIOS:

F1

183,76

EUR

SUSANA PARDO-0005295823

F2

0,00

EUR

SUSANA PARDO-0005295823

(tax incl.)

F3

0,00

EUR

SUSANA PARDO-0005295823

F4

0,00

EUR

SUSANA PARDO-0005295823

Status	Revenue date	Folio	Source Roo	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original amount no tax
200	04.01.2015	1	313		BB	Alojamiento y ...	1	9,00	0,00	9,00		04.01.2015		12:27:20	E00000077363	0,00	0,00
200	04.01.2015	1	313		BB	Alojamiento y ...	1	9,00	0,00	9,00		04.01.2015		12:27:20	E00000077363	0,00	0,00
200	04.01.2015	1	313		BB	Alojamiento y ...	1	4,50	0,00	4,50		04.01.2015		12:27:20	E00000077363	0,00	0,00
200	04.01.2015	1	313		LOUT	Late check-out	1	0,00	0,00	0,00		04.01.2015		17:24:03	E00000035655	0,00	0,00
200	04.01.2015	1	313		ROOM	Habitación	1	144,...	0,00	144,55		04.01.2015		12:27:20	E00000077363	0,00	0,00
200	05.01.2015	1	313		LOUT	Late check-out	1	0,00	0,00	0,00		05.01.2015		12:27:20	E00000035655	0,00	0,00
200	05.01.2015	1	313		LOUT	Late check-out	1-	0,00	0,00	0,00		05.01.2015		12:27:20	E00000035655	0,00	0,00

Credit no tax.

Credit with tax

Cash no tax.

Cash with tax

Total no tax.

Total with tax

Remarks

Amount Billed F1

0,00

0,00

167,05

183,76

167,05

183,76

suple free

Amount Pending F1

0,00

0,00

0,00

0,00

0,00

0,00

Pending Reservati

0,00

0,00

0,00

0,00

0,00

0,00

EUR

Exch. Rate Type

M

MYGHA

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The “flag” button won’t become active until all the charges has been billed.

Have a look into the following guides!

[Online Check-out \(OCO\) Manual](#)
[Online Check-out \(OCO\) Guide](#)

Appropriate review of the reservations is essential to guarantee that the billing information is correct (Main Client, Voucher, Remarks, Client Code, Contract, Manual price, folios management -payment method, responsible- Commissions/Deductions).



Check out

Billing & Revenue concepts

	Model	Meal plan	Nights	Total price	Pax		How will be the charges displayed in the folios?												
1	MANUAL PRICE	ROOM ONLY	1	100 €	2	➔	<table><tr><td>Concept ID</td><td>RO</td><td>Room Only</td><td>50 €</td></tr><tr><td>Concept ID</td><td>RO</td><td>Room Only</td><td>50 €</td></tr></table>	Concept ID	RO	Room Only	50 €	Concept ID	RO	Room Only	50 €				
Concept ID	RO	Room Only	50 €																
Concept ID	RO	Room Only	50 €																
2	MANUAL PRICE	BED & BREAKFAST	1	100 €	1	➔	<table><tr><td>Concept ID</td><td>BB</td><td>Bed & Breakfast</td><td>100 €</td></tr></table>	Concept ID	BB	Bed & Breakfast	100 €								
Concept ID	BB	Bed & Breakfast	100 €																
3	PRICE CODE	BED & BREAKFAST	1	100 €	2	➔	<table><tr><td>Concept ID</td><td>BB</td><td>Bed & Breakfast</td><td>10 €</td></tr><tr><td>Concept ID</td><td>BB</td><td>Bed & Breakfast</td><td>10 €</td></tr><tr><td>Concept ID</td><td>ROOM</td><td>Room</td><td>80 €</td></tr></table>	Concept ID	BB	Bed & Breakfast	10 €	Concept ID	BB	Bed & Breakfast	10 €	Concept ID	ROOM	Room	80 €
Concept ID	BB	Bed & Breakfast	10 €																
Concept ID	BB	Bed & Breakfast	10 €																
Concept ID	ROOM	Room	80 €																
4	PRICE CODE	BED & BREAKFAST	1	100 €	1	➔	<table><tr><td>Concept ID</td><td>BB</td><td>Bed & Breakfast</td><td>10 €</td></tr><tr><td>Concept ID</td><td>ROOM</td><td>Room</td><td>90 €</td></tr></table>	Concept ID	BB	Bed & Breakfast	10 €	Concept ID	ROOM	Room	90 €				
Concept ID	BB	Bed & Breakfast	10 €																
Concept ID	ROOM	Room	90 €																

tion Status Arrival Departur Upgrade
 ent Voucher
 est Type Standard Double Twin
 GST JJ CH BB

Scenario 4

0,00	EUR	Main Guest	F2	0,00	EUR	STICHTING NETHERLANDS' CATALYSI...
0,00	EUR	Main Guest	F4	0,00	EUR	Main Guest

Arrangement code

Prod. date	Folio	Concept ID	Quantity	Description	Price	Disc. (net)	Amount	Tax incl.	Service date	Sou...	Guest Name	Client %	Comm.Am.
03.03.2019	1	TTAX	1	City Tax	2,15	0,00	2,15	✓	03.03.2019	1310	Elisabet Huertas Osta	0,00	0,00
03.03.2019	2	BB	1	Bed & Breakfast	19,90	0,00	19,90	✓	03.03.2019	1310	Elisabet Huertas Osta	0,00	0,00
03.03.2019	2	ROOM	1	Room	78,77	0,00	78,77	✓	03.03.2019	1310	Elisabet Huertas Osta	0,00	0,00

Billing & Revenue concepts

Reservation 66434486 Status Confirmed Arrival 15.03.2019 Departur 16.03.2019

Main Client REWARDS, NH Voucher

Main guest ABATANGELO, LUZ MARIA Type STIDBV Standard Double View

FOLIOS:					
F1 ⓘ		105,36	Billing concepts	RIA-0058041 ...	F2 ⓘ
(tax incl.) F3 ⓘ		0,00		RIA-0058041 ...	F4 ⓘ

Arrangement code

Status	Prod. date	Folio	Concept ID	Quantity	Description
○○○	15.03.2019		BB	1	Alojamiento y desayuno
○○○	15.03.2019		ROOM	1	Habitación

Billing and revenue details

Booking 0066434486

Billing and revenue details

Hide revenues items

Booking 0066434486
Status Confirmed

Billing concepts

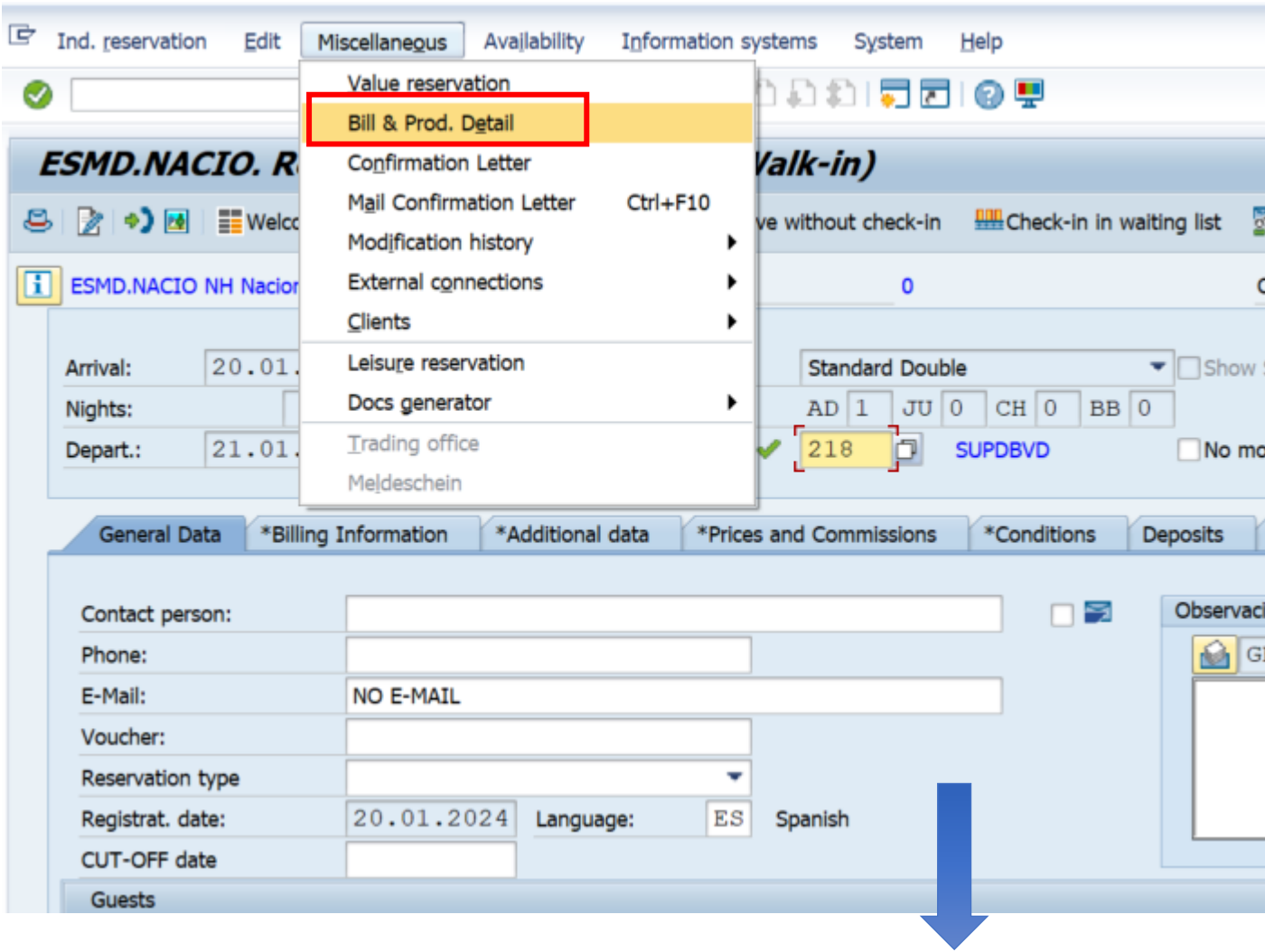
Charge loc	Reserv. type	Type	Folio	Concept	Concept de	Revenue date	Amount	ΣRevenue am	Σ
66434486	Individual reservation	Bill	1	ROOM	Room	15.03.2019	1		
66434486	Individual reservation	Rev.	1	ROOM		15.03.2019	1	85,50	
66434486	Individual reservation	Bill	1	BB	Bed & Breakfast	15.03.2019	1		
66434486	Individual reservation	Rev.	1	BKFS		15.03.2019	1	10,28	
								95,78	
								95,78	

Billing concepts (displayed in folios):

RO: Only Room
BB: Bed & Breakfast

Check out

Billing & Revenue concepts



Revenue concepts: displayed in the revenue report:

BKFS: Breakfast
ROOM : Room

Billing & Revenue concepts

[Show revenues items](#)

Revenue concepts

62786002 In

62786002 In

62786002 Individual reservation Bill 2 BB Bed & Breakfast 01.03.2019

62786002 Individual reservation Rev. 2 BKFS 01.03.2019

62786002 Individual reservation Rev. 2 ROOM 01.03.2019

62786002 Individual reservation Bill 1 TTAX City Tax 01.03.2019

62786002 Individual reservation Rev. 1 TTAX 01.03.2019

62786002 Individual reservation Bill 2 BB Bed & Breakfast 02.03.2019

62786002 Individual reservation Rev. 2 BKFS 02.03.2019

62786002 Individual reservation Rev. 2 ROOM 02.03.2019

62786002 Individual reservation Bill 1 TTAX City Tax 02.03.2019

62786002 Individual reservation Rev. 1 TTAX 02.03.2019

62786002 Individual reservation Bill 2 BB Bed & Breakfast 03.03.2019

62786002 Individual reservation Rev. 2 BKFS 03.03.2019

62786002 Individual reservation Rev. 2 ROOM 03.03.2019

62786002 Individual reservation Bill 1 TTAX City Tax 03.03.2019

62786002 Individual reservation Rev. 1 TTAX 03.03.2019

Billing concepts (displayed in folios):

RO: Only Room

BB: Bed & Breakfast

Revenue concepts (displayed in the revenue report):

BKFS: Breakfast

ROOM : Room

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BB: Bed & Breakfast

ROOM : Room



Check out

Virtual Rooms

Room Rack

◀ Previous date ▶ Next day Select date Refresh

ESZZ.SPORT NH Sport * BUILDING 01**

Sunday 04 - January - 2015

Key: P -> Provisionally booked R -> Confirmed C -> Check out

	01	C...	02	C...	03	C...	04	C...
109--	...	✗	209--	...	✗	309 -	...	✓
110--	...	✗	210--	...	✗	310 -	...	✓
111--	...	✗	211--	...	✗	311 -	...	✓
112--	...	✗	212--	...	✗	312 -	...	✓
113 -	...	✗	213--	...	✗	313 -	...	✓
114 -	...	✗	214 -	...	✓	314 -	...	✓
115 -	...	✗	215 -	...	✓	315 -	...	✓
116--	...	✓	216--	...	✓	316--	...	✓
V001	...	✓						
V002	...	✓						
V003	...	✓						
V004	...	✓						
V005	...	✓						
V006	...	✓						
V007	...	✓						
V008	...	✓						
V009	...	✓						
V010	...	✓						

ESZZ.SPORT. Process folio 2

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today Cancelled Revenue

Reservation 154523 Status Check in Arrival 04.01.2015 Departur 06.01.2015 Upgrade Room V005

Main Client NUTRECO NEDERLAND BV-2000002369 Voucher

Main guest PRUEBA SPM Type STDBL Standard Double GST AD 2 JU 0 CH 0

FOLIOS: F1 0,00 EUR Main Guest F2 159,01 EUR NUTRECO NEDERLAND BV-200000236... (tax incl.) F3 0,00 EUR Main Guest F4 0,00 EUR Main Guest

Status	Revenue date	Folio	Source	Room	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original an
000	04.01.2015	2	308			Concept identifier	BITA...	1	0,00	0,00	0,00		04.01.2015		12:26:24	E00000077363	0,00	
000	04.01.2015	2	308			RO	SÓLO HABITA...	1	0,00	0,00	0,00		04.01.2015		12:26:24	E00000077363	0,00	
000	04.01.2015	2	308			ROOM	HABITACIÓN	1	144,...	0,00	144,55		04.01.2015		12:26:24	E00000077363	0,00	

If the guests are left but there is an issue related to billing, the hotel can use the virtual rooms (remind that the limitation for billing is 7 days from the departure).

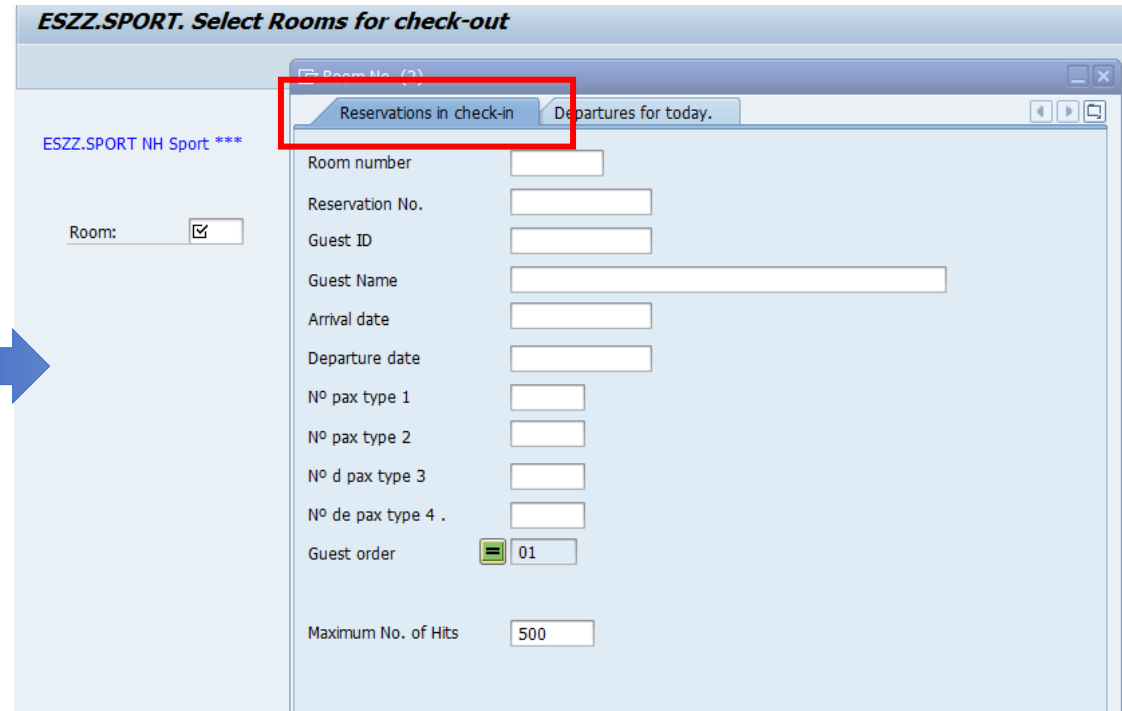
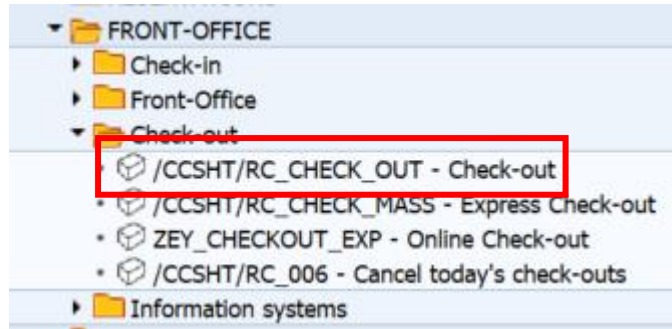
Room change process (see slide 72)

- RESERVATIONS
- FRONT-OFFICE
 - Check-in
 - Front-Office
 - /CCSHT/RS_RSRV_IN_02 - In-house management
 - /CCSHT/RS_CAMBIO_HAB - Room change
 - /CCSHT/CE_MENSA - Messages
 - /CCSHT/RC_DESP - Express transfer

Check out

Unexpected Departures

In case of an unexpected departure, check the possible restrictions that may exist and apply the room cancellation fees if necessary.



Check out

ESZZ.SPORT. Advanced check-out

The departure date does not match today's check-out date.

Choose one of the billing options

Reservation154119

Main client2000002369 NUTRECO NEDERLAND BV

Room206

GuestNUTRECO

Unexpected check-out

☐ Bill all

☒ Bill until today

Reservation dates

Arrival date01.01.2015

Departure date31.01.2015

Current date04.01.2015

If you select bill until today, departure date will change

The system will confirm if it is necessary invoice the charges until today or otherwise the whole stay.

ESZZ.SPORT. Advanced check-out

ESZZ.SPORT NH Sport ***

Reservation154547

Room407

Main ClientGUEST (DON'T TOUCH/NO TOC)

Arrival date04.01.15

TypeSTDBL

Main GuestPRUEBA RACK HABITACIONES

Departure date09.01.15

Folio holder

Date	Cash	Concept	Description	Quantity	Price	Taxes	Price with tax	Curre...	Service date
04.01.2015		1 ROOM	HABITACIÓN	1	144,55	14,46	159,01	EUR	04.01.2015
04.01.2015		1 RO	SÓLO HABITACIÓN	1	0,00	0,00	0,00	EUR	04.01.2015
04.01.2015		1 RO	SÓLO HABITACIÓN	1	0,00	0,00	0,00	EUR	04.01.2015

CAUTION:

Pending charges not to be billed can be deleted

Charges on screen will be added to charges generated up to today

Automatic charges after today will be automatically deleted

Delete the charges if needed.

The rest of the process is the same as expected departures.

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HOTELS-RESORTS-SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS

TH COLLECTION
HOTELS

nhov
HOTELS

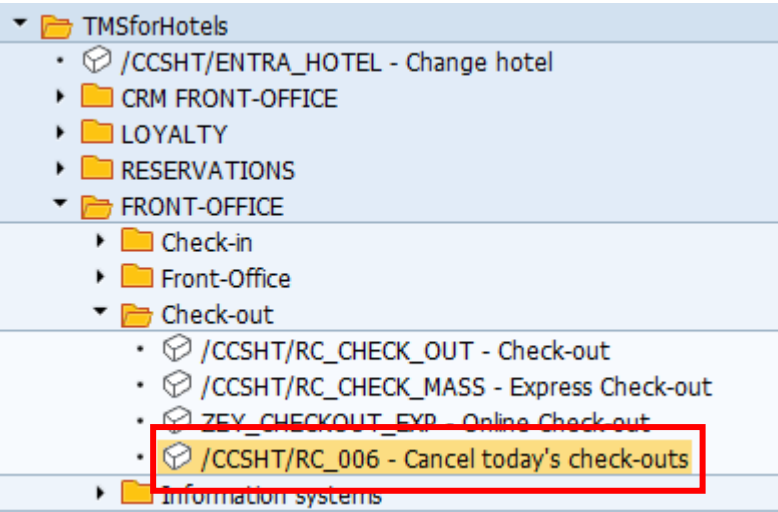
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Cancel Check out

Cancel Check out

Cancel today's Check-out



TMS forHotels offers the possibility to cancel today's check out:

- The folios billed will keep the same status.
- The source room should be empty.

ESSE.SEVIL. Reservations to switch to checked-in status.

GERENCIAS Y SERVICIOS TUR ESSE.SEVIL Hesperia Sevilla **** **** Time 09:59:05 Date 29.01.2016
L'HOSPITALET DE LLOBREGAT ESSE.SEVIL. Reservations to switch to checked-in status. RC_006/E00000103792 Page 1

Sel	Reserv. Bill	AD JU CH BB	Room type	Room	Board	Guest Name	Done by
<input checked="" type="checkbox"/>	11565125 25.01.16	1 0 0 0	STDBL	111	BB	PEREZ MARTINEZ, FATIMA	HESSEVILREC1
<input type="checkbox"/>	11376105 27.01.16	1 0 0 0	STDBL	126	BB	PEIROTEN HERRERO, ANGELA	HESSEVILREC1
<input type="checkbox"/>	11376104 27.01.16	1 0 0 0	STDBL	127	BB	RODRIGUEZ MINGUEZ, EVA	HESSEVILREC1
<input type="checkbox"/>	11376106 27.01.16	1 0 0 0	STDBL	133	BB	LANGA MARCANO, SUSANA	HESSEVILREC1
<input type="checkbox"/>	11574850 28.01.16	1 0 0 0	STDBL	209	RO	PERIS MARTI, JOSE	HESSEVILREC1
<input type="checkbox"/>	11451767 25.01.16	1 0 0 0	STDBLT	210	BB	CENTENO RAMOS, ALBERTO JAVIER	HESSEVILREC1
<input type="checkbox"/>	11572272 28.01.16	1 0 0 0	STDBLT	212	BB	DE SANTOS FERNANDEZ, JOSE MARIA	HESSEVILREC1

ESSE.SEVIL. Reservations checked-in again.

GERENCIAS Y SERVICIOS TUR ESSE.SEVIL Hesperia Sevilla **** **** Date 29.01.2016
L'HOSPITALET DE LLOBREGAT Reservations edited Page 1

Reserv. Bill	Rate	Allocation	Reserv. type
11565125 25.01.16		COR_NEG094	

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Invoice correction


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Invoice correction

Invoice correction



To ask for an invoice correction, it is mandatory that the client requests it directly in writing (it is not enough with phone call).

Ask for a copy of the ID or passport of the client to verify the request. The main reasons to carry out an invoice correction could be:

- Incorrect Fiscal Data
- incorrect Rate, incorrect Charges
- incorrect Commission (type and/or %)
- Complaints (approved by GM).

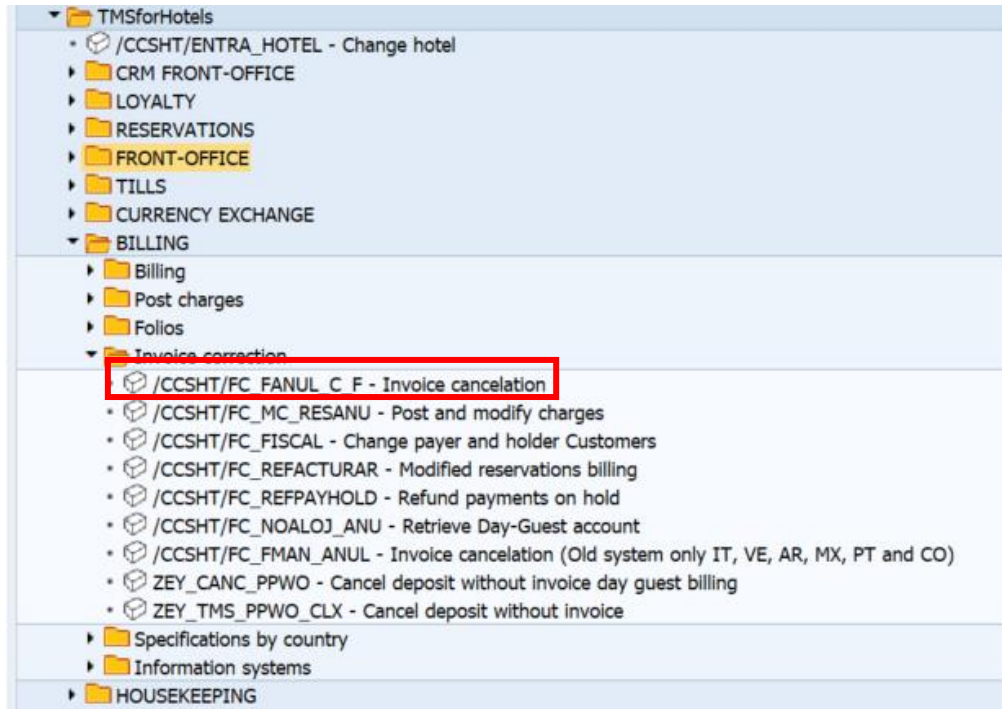
Any deduction must always be exceptional and justified, since it implies a modification in the production of the hotel.



After an invoice correction it is advisable to do a pre-night audit in TMS to verify that there is no error that could block the night audit process as bills not paid, manual invoices not yet billed, etc. (see slide 185 for further information).

Invoice correction

STEP 1: Invoice cancellation



The screenshot shows the 'Cancel Bills' form. The form contains the following fields and options:

- Cancel Bills** (Section Header)
- ESZZ.SPORT NH Sport ***** (Text)
- Invoice number** (Text input field, highlighted with a red dashed box)
- Date from** (Text input field with a green checkmark icon)
- Payment method** (Section Header)
- Direct payment** (Radio button, selected)
- Credit** (Radio button)
- All** (Radio button)




Fill in the invoice, the issue date and the payment method in order to cancel the bill.

Invoice correction

STEP 1: Invoice cancellation

This step will automatically create a credit note and debit note to correct what's necessary.

CANCEL BILLS: BILL REPORT.



☒

On-desk payment

☐









Credit

☐

Credit invoice not cancelable

Sel	Invoice No	Date	Client name	Sold-to prt	Payer	Total bill	Cur
<input checked="" type="checkbox"/>	4002006188	01.01.2015	CLUB BALONCESTO AVENIDA	2003100454	CLUB BALONCESTO AVENIDA	10,00	EUR

Reason for cancelation




Inform the cancellation reason
(e.g. error in fiscal data, error in
amount or error in
commission).

Li 1, Co 1

Ln 1 - Ln 1 of 1 lines

☒



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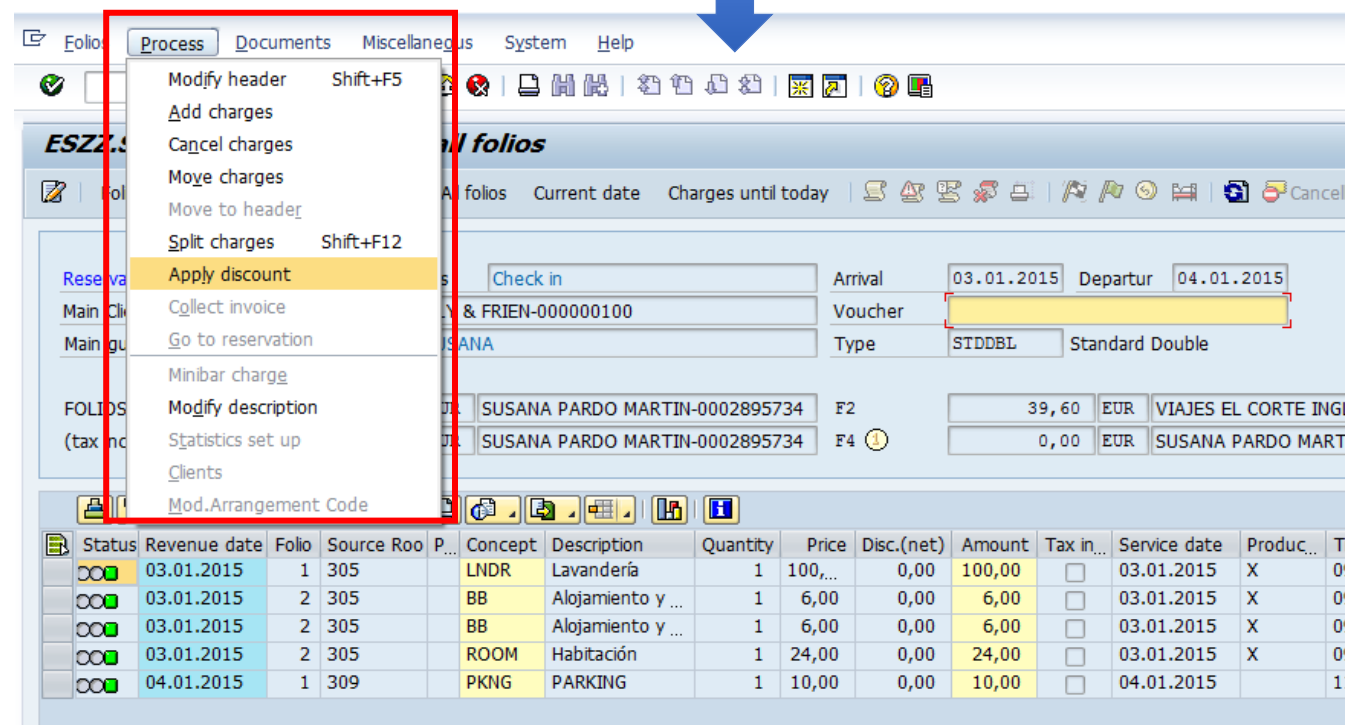
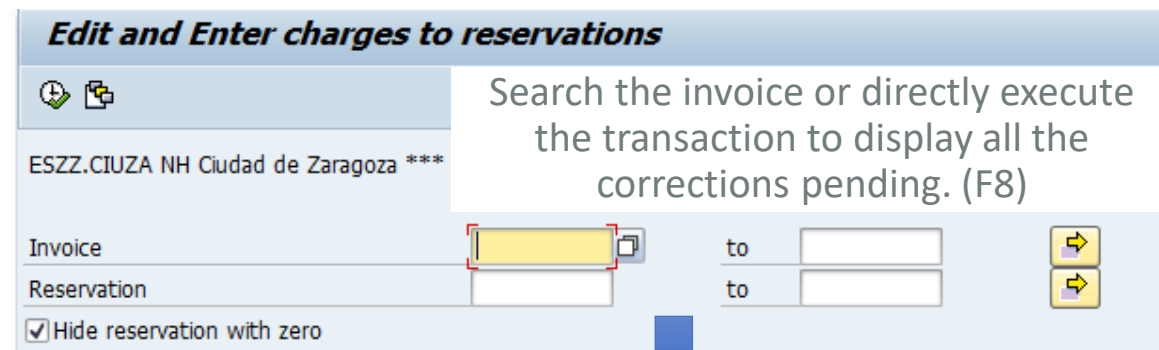
TH COLLECTION
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Invoice correction

STEP 2: Post and modify charges (if applicable)



In this step is possible to:

- Add, modify or cancel charges.
- Change folios header (fiscal data).
- Rebill the charges accordingly.

Invoice correction

STEP 3: Modified reservations billing (if needed)

Search the invoice or directly execute the transaction to display all the corrections pending. (F8)

TMSforHotels

- /CCSHT/ENTRA_HOTEL - Change hotel
- CRM FRONT-OFFICE
- LOYALTY
- RESERVATIONS
- FRONT-OFFICE
- TILLS
- CURRENCY EXCHANGE
- BILLING
 - Billing
 - Post charges
 - Folios
 - Invoice correction
 - /CCSHT/FC_FANUL_C_F - Invoice cancelation
 - /CCSHT/FC_MC_RESANU - Post and modify charges
 - /CCSHT/FC_FISCAL - Change payer and holder Customers
 - /CCSHT/FC_REFACTURAR - Modified reservations billing
 - /CCSHT/FC_REFPAYHOLD - Refund payments on hold
 - /CCSHT/FC_NOALOJ_ANU - Retrieve Day-Guest account
 - /CCSHT/FC_FMAN_ANUL - Invoice cancelation (Old system only IT, VE, AR, MX, PT and CO)
 - ZEY_CANC_PPWO - Cancel deposit without invoice day guest billing
 - ZEY_TMS_PPWO_CLX - Cancel deposit without invoice
 - Specifications by country
 - Information systems
 - HOUSEKEEPING

Rebill Cancelled Reservations / Invoices

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Invoice

to

Reservation

to

Document type

Invoice

Proforma

Rebill Cancelled Reservations / Invoices

NH HOTELES ESPAÑA, S.A.

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Time 18:00:21

Dat

MADRID

Rebill Cancelled Reservations / Invoices

FC_REFACTURAR/E00000103270

Pag

Sel

Reservation

Reservation client

Invoice No

Bill Payer

150433

1002982860

CARLSON WAGONLIT ITALIA SRL

4002004554

1002982860

CARLSON WAGONLIT ITALIA SRL

Invoice correction

STEP 3: Modified reservations billing (if needed)

Have a look into the following guides!

[Invoice Correction procedure](#)

[Invoice correction for individual reservation](#)

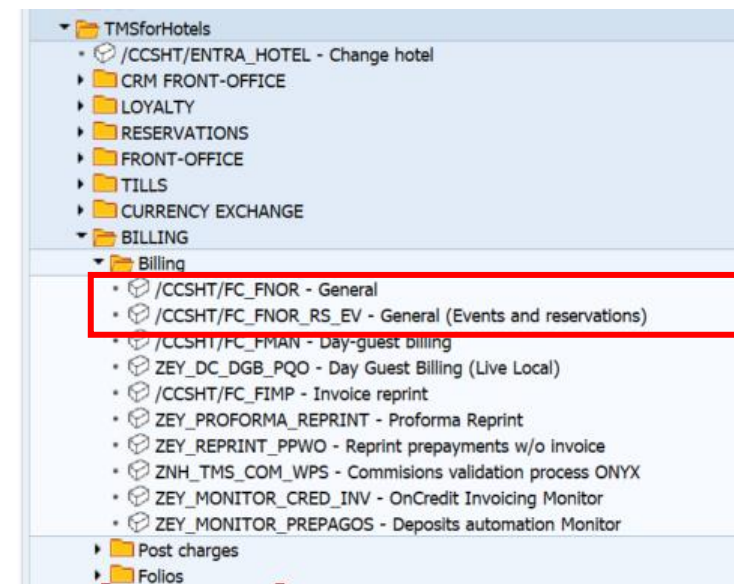
[Invoice correction for M&E reservation](#)



*If it is not possible to rebill the corrected invoices, use one of the following transactions:

/CCSHT/FC_FNOR – General

/CCSHT/FC_FNOR_RS_EV - General Events and reservations



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In-house Management


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 OAKS
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HOTELS

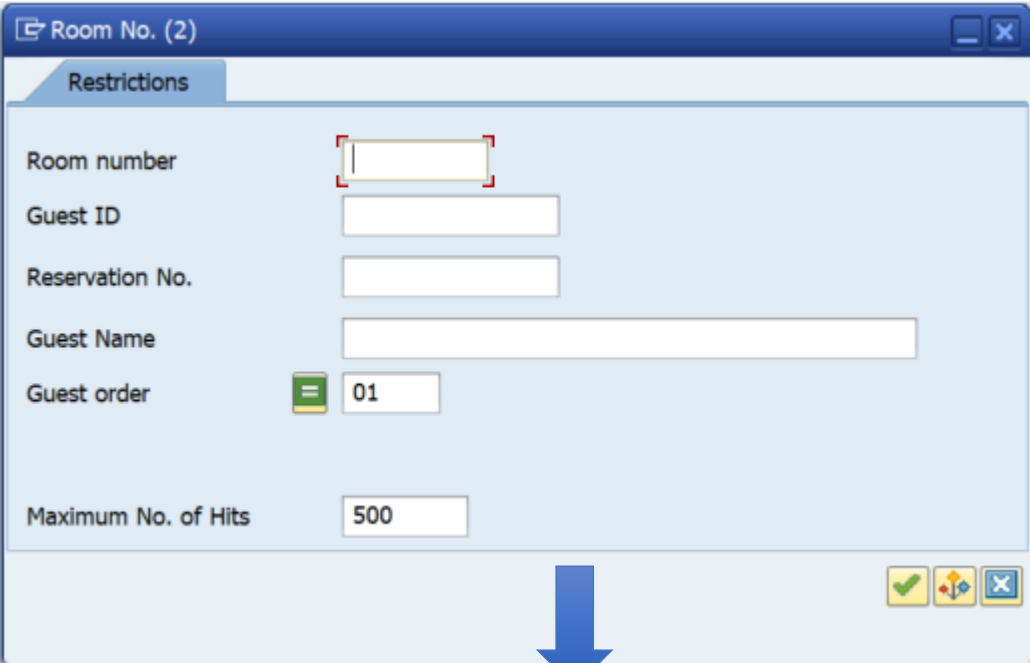
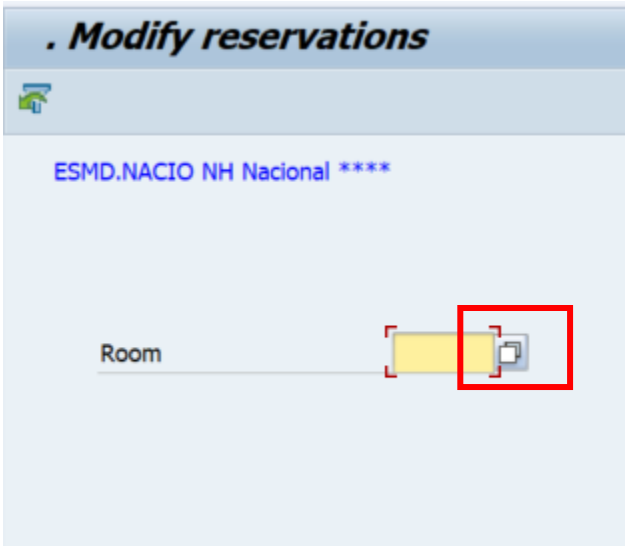

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In-House Management

Open the list and click twice on the reservation to start managing it:



Room No. (2) 1 Entry found

Restrictions

Hotel	Room N	Reserv.	Guest ID	Guest Name	Arrival	Departure	Meal plan	N° pax t-1	N° pax t-2	N° pax t-3	N° pax t-4	Order
ESMD.NACIO	203	0109354268	190406	SAMANIEGO ...	20.01.2024	21.01.2024	RO	1	0	0	0	01



In-House Management

The reservation is **formed by** header, body and folios:

[illegible]

In-House Management

The reservation **is formed by** header, body and folios:

ESZZ.SPORT. Process folio 1															Folios (F9)						
<div style="display: flex; justify-content: space-between; align-items: center;"> Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today </div>																					
Reservation		154524		Status		Check in		Arrival		04.01.2015		Departur		04.01.2015		Upgrade					
Main Client		GUEST (DON'T TOUCH/NO TOC-000000100)						Voucher								Room		313			
Main guest		PARDO, SUSANA						Type		STDBL		Standard Double						GST		AD 2 JU 0 CH 1 BB 0	
FOLIOS:		F1		183,76		EUR		SUSANA PARDO-0005295823		F2		0,00		EUR		SUSANA PARDO-0005295823					
(tax incl.)		F3		0,00		EUR		SUSANA PARDO-0005295823		F4		0,00		EUR		SUSANA PARDO-0005295823					

Status	Revenue date	Folio	Source Roo	P...	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	Produc...	Time	User Name	% DTO	Original amount no tax
	04.01.2015	1	313		BB	Alojamiento y ...	1	9,00	0,00	9,00	<input type="checkbox"/>	04.01.2015		12:27:20	E00000077363	0,00	0,00
	04.01.2015	1	313		BB	Alojamiento y ...	1	9,00	0,00	9,00	<input type="checkbox"/>	04.01.2015		12:27:20	E00000077363	0,00	0,00
	04.01.2015	1	313		BB	Alojamiento y ...	1	4,50	0,00	4,50	<input type="checkbox"/>	04.01.2015		12:27:20	E00000077363	0,00	0,00
	04.01.2015	1	313		LOUT	Late check-out	1	0,00	0,00	0,00	<input type="checkbox"/>	04.01.2015		17:24:03	E00000035655	0,00	0,00
	04.01.2015	1	313		ROOM	Habitación	1	144,...	0,00	144,55	<input type="checkbox"/>	04.01.2015		12:27:20	E00000077363	0,00	0,00
	05.01.2015	1	313		LOUT	Late check-out	1	0,00	0,00	0,00	<input type="checkbox"/>	05.01.2015		12:27:20	E00000035655	0,00	0,00
	05.01.2015	1	313		LOUT	Late check-out	1-	0,00	0,00	0,00	<input type="checkbox"/>	05.01.2015		12:27:20	E00000035655	0,00	0,00

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax	Remarks
Amount Billed F1	0,00	0,00	167,05	183,76	167,05	183,76	suple free
Amount Pending F1	0,00	0,00	0,00	0,00	0,00	0,00	
Pending Reservati	0,00	0,00	0,00	0,00	0,00	0,00	EUR Exch. Rate Type M

MYGHA
 REDEEM

In-House Management









If you want to **modify** the reservation “body”, press “ENTER” button in your keyboard:

[illegible]


In case of a **stay extension**, check that the conditions of the reservation may change for the new dates (price, payment method, commissions, etc.) and inform the guest accordingly.

In-House Management

Once the “body” is active, the toolbar appears



ESMD.NACIO. Individual Res. - SAMANIEGO NAVARRO, MARIO

**ESMD.NACIO NH Nacional ******

Reservation109354268

Client:1000

GUEST, DIRECT

Amount350,00 EUR

Arrival:20.01.2024Saturday

Nights:1

Depart.:21.01.2024Sunday

RoomType:Standard Double

Guests:AD 1JU 0CH 0BB 0

Room203STDBLT

☐ Show Subtypes


CurrencyEUR


☐ No move


Meal PlanRO


First service:


Last service:

 RF

 ONLINE

 GDPR

 MOTO

 HK STAT

General Data

*Billing Information

*Additional data

*Prices and Commissions

*Conditions

Deposits

Routing charges


Fixed charges

Loaned items

*Preferences

Actions

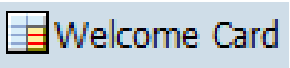
Notices for Reception

 Guarantees

Guest notifications



UPDATE HEADER



USE RF ICON



MODIFY FOLIOS HEADER



STAY OPTIONS



FOLIOS MAINTENANCE



DOCUMENT DELIVERY



DOCUMENT READER



MAIL CONFIRMATION LETTER



In-House Management

General Data

Use Internal Remarks to hide them in guest confirmation.

ESMD.NACIO NH Nacional ****

Reservation 109296361

Client: 1000

GUEST, DIRECT

Amount 197.90 EUR

Arrival: 28.09.2023 Thursday

Nights: 1

Depart.: 29.09.2023 Friday

RoomType: Standard Double

☐ Show Subtypes

Guests: AD 1 JU 0 CH 0 BB 0

Currency: EUR

Room: 203 STDBLT

☐ No move

Meal Plan: BB

First service:

Last service: BKFS

RF

ONLINE

GDPR

MOTO

HK STAT

General Data

*Billing Information

*Additional data

*Prices and Commissions

*Conditions

Deposits

Routing charges

Fixed charges

Loaned items

Preferences

Actions

Notices for Reception

Guarantees

Guest notifications

Contact person:

Phone:

E-Mail: NO E-MAIL

Voucher:

Reservation type:

Registrat. date: 28.09.2023

Language: ES Spanish

CUT-OFF date:

Observaciones

GENERAL

Only 250 characters

Billing

Chain Remarks

Housekeeping Remarks

Hotel Remarks

External Remarks for Reservations

Internal Remarks for Reservations

TMS forConnectivity

O...	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type	Meal plan ...	Gender	Departure d
1	69073981	GUEST 1, GUEST 1	NH_DISCOVERY	SILVER			BB	Adult		Male	23 29.09.21

CHECKIN

Guest: GUEST 1, GUEST 1

☒ Walk-in
 ☒ Check in
 28.09.2023 16:51 Created E00000047422 28.09.2023 12:25:46 Credit pending to Bill 0.00

☐ Transferred
 ☐ Check out
 00:00 Modif.: E00000047422 28.09.2023 16:51:38 Cash pending to Bill 0.00

In-House Management

Billing information

ESMD.NACIO NH Nacional ****

Reservation109296361

Client:1000GUEST, DIRECT

Amount197,90 EUR

Arrival:28.09.2023Thursday

Nights:1

Depart.:29.09.2023Friday

RoomType:Standard Double

Guests:AD1JU0CH0BB0

Room203STDBLT

Meal PlanBB

First service:

Last service:BKFS

RF

ONLINE

GDPR

MOTO

HK STAT

General Data

*Billing Information

Additional data

Prices and Commissions

Conditions

Deposits

Routing charges

Fixed charges

Loaned items

Preferences

Actions

Notices for Reception

Guarantees

Guest notifications

Unexpected check-out Billing

Reservation dates

Actual dates

Central Reservation Office

CRS N°

CRS :

Client information

Payment cond.

Receiver:

Holder:

Payer:

Company Resp.:

ContractPUBLIC1DIRECT GUEST - PUBLIC RATES

RateFLEXBBFlexible with Breakfast

Allotment

Expense codeCXL PUBLICApplies - Total Stay - 100,00%

Manual price0,00

Tax included (Only manual price)

FREE reservation

Recalculate daily price

Card information

Extra credit

Phone credit

Pre-authorization

Credit card N°

Holder:

Expiry date

CVV

Class

Type

Limit300,00

Full credit

Canceled

POS canc.

AI Level

Unlimited

Credit limit0,00

Date

Amount0,00

P.G. Ref.

Num. pre-author.0

Pending amount0,00

DO NOT USE

All the credit cards must be stored in PCI, any other text field is not allowed.

Gr:

Check in28.09.202316:51CreatedE00000047422

Check out00:00Modif.:E00000047422

0,00

0,00

Have a look into the following guide!

[PCI Bubble](#)

MINORHOTELS

ANANTARA
HOTELS-RESORTS-SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS

TH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

In-House Management

Additional Data

Possibility to inform arrival & departure time, flight number...

General Data

*Billing Information

*Offers

*Additional data

Prices and Commissions

*Conditions

Deposits

Routing charges

Fixed charges

Loaned Items

Preferences

Actions

Notices for Reception

Guarantees

Guest ...

Time & flight

Arrival: 15:00:00

Departure: 12:00:00

Restaurant management

Restaurant

Shift

Table

External Information

External Reference

Ext channel rate

IATA number 0

Upgrading

Room type:

Meal plan:

Reason:

Reason:

Acknowledgement

☐ SMS

☐ Email

☐ Fax

☐ Phone

Confirmation Date

08.06.2024

Saturday

Branch and agents management

Branch Client 0004004806 TUI DEUTSCHLAND GMBH

Branch of CRS

Branch company

Agent

Branch Receiver

Confirmation letter's options

☐ Send one for all rooms

☐ Hide payer

☐ Hide prices per room and room-night

☐ Hide prices

☐ Hide external remarks

☐ Hide commissions

Reservation number of some external channels / PMS.

To inform a Free upgrade.

Branch offices.

Queue CRO 200000278



In-House Management

Statistics

*Prices and Commissions

*Conditions

Deposits

Routing charges

Fixed charges

Loaned items

Preferences

Actions

Notices for Reception

Guarantees

Guest notifications

Occupancy

***Statistics**

Commissionable charges

Statistics

Geographic area

Germany

Region

03

Niedersachsen

Market segment

TRANSIENT FIT & TTOO

Market subsegment

FITO

WHOLESALE INDIVIDUAL CONTR

Source of business

LEISURE INDIVIDUAL

Channel ID

CRO HQ

SubChannel ID

01EMAIL

1. Email

Travel Reason

This information will be loaded automatically from rate and contract.

This is the reason why RATE & CONTRACT, always must be INFORMED PROPERLY in the reservation.

SEGMENTATION is CRUCIAL for setting the most optimal SELLING STRATEGY in order to MAXIMIZE REVENUES AND PROFIT.

Source of business and Travel Reason must be informed properly for Intercompany & Intercenter reservations

 [TMS4H_InterCompany & InterCenter Front Office.](#)



[Provision of Services in NH Hotel Group Request](#)



In-House Management

Deposits

[illegible]

First step: Inform the deposit.



Deposits

If you get wrong, correct the amount or select the row to delete the informed deposit

In-House Management

Deposits

FR31.TOUAI Individual Res. - Gomez, Trini

FR31.TOUAI NH Toulouse Airport ****

Reservation 55704256

Client: 1016882287 EXPEDIA INTERNACIONAL

Amount 104,84

Arrival: 02.11.2018 Friday

Nights: 1

Depart.: 03.11.2018 Saturday

RoomType: Standard Double

Guests: AD 2 JU 0 CH 0 BB 0

Room

Show Subtypes

Currency EUR

No move

Meal Plan RO

First service:

Last service:

RF

GDPR

General Data

Billing Information

Additional data

Statistics

Deposits

Guarantees

Routing charges

Fixed charges

Actions

Loaned items

Notices for Rec

Auto	Deposit requested	Curre	Request date	Due Date	Received	Amount received	Received date	Document No	Holder	Short Remarks
<input type="checkbox"/>	100,00	EUR	01.10.2018	01.11.2018	<input type="checkbox"/>	0,00				

Prepayment type

Prepayment with Invoice?

With Invoice

No Invoice

Cancel

Request: 100,00

Received: 0,00

Pending: 100,00

EUR

Regenerate deposits

Second step: Bill the deposit

Select the correct option according to the country legal requirements.

MINOR HOTELS

ANANTARA HOTELS-RESORTS-SPAS

AVANI HOTELS & RESORTS

elewana COLLECTION

OAKS HOTELS-RESORTS-SUITES

NH HOTELS

TH COLLECTION HOTELS

nhow HOTELS

TIVOLI HOTELS & RESORTS

In-House Management

Deposits

ESMD.NACIO NH Nacional ****

Reservation 109354268 Client: 1000 GUEST, DIRECT Amount 350.00 EUR

Arrival: 20.01.2024 Saturday
Nights: 1
Depart.: 21.01.2024 Sunday

RoomType: Standard Double
Guests: AD 1 JU 0 CH 0 BB 0
Room: 203 STDBLT

Currency: EUR

Meal Plan: RO
First service:
Last service:

RF
ONLINE
GDPR
MOTO
HK STAT

General Data *Billing Information *Additional data *Prices and Commissions *Conditions **Deposits** Routing charges Fixed charges Loaned Items *Preferences Actions Notices for Reception Guarantees Guest notificati...

Auto	Deposit requested	Currency	Request date	Due Date	Received	Amount received	Received date	Document No	Holder	Short Remarks
<input type="checkbox"/>	1,00	EUR	20.01.2024	20.01.2024	<input type="checkbox"/>	0,00				

Till operations

Till identifier: RECEPCION

Reservation: 109354268

Type:
☐ Prepayment w/o bill
☒ Prepayment with bill

Amount: 1,00
Movement currency: EUR
Folio: 1 Swap currency: 190406 MARIO SAMANIEGO NAVARRO

Notes detail

Concept: PPWI Hotel & Restaurant Prepayments
Tax classificat.: 2
Paym. Method: P.GATEWAY
Remarks: Pre-payment

Holder:
☒ Folio's holder
☐ Main client
☐ Main guest
☐ Other holder

Regenerate deposits

Concept identifier (1) 2 Entries found

Restrictions

Concept nature: 50

Description	Concept ID
Hotel & Restaurant Prepayments PPWI	PPWI
Prepayments (high VAT)	PPHI

It is informed the VAT of every country. Spanish hotel in the example:
10% - PPWI – Room & breakfast.
21% - PPHI – Meeting Rooms, Audiovisuals...

In-House Management

Deposits cancellation

- 1st step: Select the row
- 2nd step: Click on “cancellation button”
- 3rd step: Add a reason for cancellation
- 4th step: Save the changes

FR31.TOUAI. Individual Res. - Gomez, Trini

FR31.TOUAI NH Toulouse Airport **** Reservation 55704256 Client: 1016882287 EXPEDIA INTERNACIONAL Amount 104,84 EUR

Arrival: 02.11.2018 Friday RoomType: Stand Guests: AD 2
Nights: 1 Depart.: 03.11.2018 Saturday Room

General Data *Billing Information *Additional data

Auto	Deposit requested	Curre	Request date	Due Date
<input type="checkbox"/>	100,00	EUR	01.10.2018	01.11.2018

Reason for cancellation

Inform the cancellation reason (e.g. error in fiscal data, error in amount or error in commission).

Li 1, Co 1 Ln 1 - Ln 1 of 1 lines

Short Remarks
PRE-PAYMENT 1844000029

Request: 200,00 Received: 200,00 Pending: 0,00 EUR

Regenerate deposits

Guarantees, Don't use the guarantees starting by "a".

MINOR
HOTELS

In-House Management

Routing charges

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

Routing Apply

Routing	Routing type	Group/Conc	Description	C Cadence	F	Start date	End date	Ext.	Folio	Reserv.	Room	Percentage	Limit
	Concept	BB	Bed & Breakfast/Zak...	• Everyday including depart...	<input type="radio"/>			No	Folio 1	0		100,00	
	Concept	ROOM	Room	• Everyday including depart...	<input type="radio"/>			No	Folio 1	0		100,00	

Display routing Routings will not be updated in breakdown

SAVE RECORD (1) 102 Entries found

Restrictions

Concept ID	Description	Nature	Chain code	Conc. Fam.	Do not use
AUDV	Audiovisual Services	04	MICE	MICE	
BARB	Bar Beverage	01	F&B	F&B	
BARF	Bar Food	01	F&B	F&B	
BB	Bed & Breakfast	02	N/A	N/A	
BCEN	Business Center	04	EXTRAS	EXTRA	

The charges can be routed before the production date to another folio of the same reservation or to other external one, using the billing concepts.

In-House Management

Routing charges

You can route group of charges using the option “Concept group”, too.

Very useful to route several concepts at the same time and save time avoiding to add every charge in every line.

General Data *Billing Information *Additional data *Prices and Commissions *Conditions Deposits *Routing charges Fixed charges Loaned items *Preferences Actions Notices for Reception Guarantees Guest notification

Routing

Routing	Routing type	Group/Conc	Description
	Concept group		

Apply

SAVE RECORD (1) 6 Entries found

Restrictions

Conc. Grp. Description

- DDR Packages
- F&B MEALP Additional Meal Plans
- F&B MICE. F&B Meetings
- FULLCREDIT Full Credit
- MEETING Meetings Room
- ROOM (RO) Accommodation Room Only

Ext.	Folio	Reserv.	Room	Percentage	Limit
No	0		203	100,00	

Display route

in Breakdowns reservation tab

In-House Management

Fixed charges

Services programmed as “fixed charges” for the future, depending on the needs of the guest.

ARCC.TANGO. Individual Res. - GARCIA DIAZ, MARIA JOSE

Welcome Card

ARCC.TANGO NH Tango *****
Reservation 11534
Client: 1011328529 ACERCAR VIAJES SRL
Amount 274.00 USD

Arrival: 16.02.2016 Tuesday
RoomType: Standard Double King
☒ Show Subtypes
Meal Plan BB

Nights: 2
Guests: AD 2 JU 0 CH 0 BB 1
Currency USD
First service:

Depart.: 18.02.2016 Thursday
Room ☒ 911
☐ No move
Last service: BKFS

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

Concept	Description	Quan...	Price	Cur	Tax inc	Rmk	C	Cadence	per person (X) or per room (' ') .	Order	AD	JU	CH	BB	D
PKNG	Parking	1	15,00	ARS	<input type="checkbox"/>		<input checked="" type="radio"/>	Everyday including dep...	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0,00		<input type="checkbox"/>		<input checked="" type="radio"/>		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Modifications history

Have a look into the following guide!

Fixed charges



In-House Management

Actions

The actions do not appear as a Pop up, but they can be listed by department and marked as completed in the report /CCSHT/LISTADO_COMP - Actions list

The screenshot displays the 'Actions' report in a hotel management system. On the left, a sidebar lists departments: ADM (Finance & Administration), C&B (Conference & Banqueting), DIR (Direction), F&B (Food & Beverage), HKP (Housekeeping), MTN (Maintenance), PBR (Public Relations), PREP (Prepayments), REC (Reception), RES (Reservations & Bookings), and SAL (Sales). The main window shows a table with the following columns: Department, To complete, Cadence, Departure date, and a series of date and time columns (Start date, Start time, End date, End time, Mo, Tu, We, Th, Fr, Sa, Su). The first row shows 'MTN' in the Department column, a checked 'To complete' checkbox, 'Departure date' in the Cadence column, and 'test' in the Action column. The 'Status' column shows 'Pendi...'. A red arrow points from the 'ADM' department in the sidebar to the 'MTN' entry in the table. Red boxes highlight the '*Actions' tab at the top, the 'To complete' checkbox, the 'Departure date' dropdown, and a 'Display tasks details' button at the bottom.

Department	To complete	Cadence	Departure date	Start date	Start time	End date	End time	Mo	Tu	We	Th	Fr	Sa	Su	R...	A...	Status	Action
MTN	<input checked="" type="checkbox"/>	Departure date			00:00:00		00:00:00										Pendi...	test

In-House Management

Actions

General Info.		Customer data		Commissions		Routing Charges		Actions	Statistics		Additional information		Deposits	Discount
BF	Hotel	Reserv.	Reserv. T...	Departm...	Compl.	Cancel by	CXL reason	Owner	Nombre	Seg Com	Bus. Unit	Centro comercial		
<input checked="" type="checkbox"/>			Booking File	HUN	<input checked="" type="checkbox"/>			0000006000			BENELUX	AMSTERDAM		

Owner: need to add an owner to be able to filter in the task report. **Please make sure this information is filled in.**

FRONT-OFFICE

- Check-in
- Front-Office
- Check-out

Information systems

- /CCSHT/RC_HS - House status
- /CCSHT/RC_POLICE_CHO - Police record of In-House guests
- /CCSHT/RS_06_26 - Room Rack
- /CCSHT/RS_06_26_D - Daily Room Rack
- /CCSHT/RS_06_26_DALV - Room rack by floors
- /CCSHT/RS_06_25 - Available Rooms
- /CCSHT/RC_004_ALV - Arrivals book ALV
- /CCSHT/RC_SI_001_ALV - In-house guests or occupied rooms ALV
- /CCSHT/RC_06_ALV - Loan items inventory ALV
- /CCSHT/RS_06_30 - Messages for Guest
- /CCSHT/RC_SI_031_ALV - F&B Services Forecast
- /CCSHT/RS_06_012 - Meal plans revenue forecast
- /CCSHT/RC_ACCION - Tasks to be completed in reservations
- /CCSHT/LISTADO_COMP - Tasks to complete**
- /CCSHT/RS_LIST_CMBHA - Room changes

To find the created actions/tasks, use the ‘Tasks to complete’ report:

Task list

Reserv / Event / B.File

☒ Show reservation tasks
☐ Show event tasks
☐ Show Booking File tasks
☐ Show all

Hotel	NLZH. DHAAG		
Booking File		to	
Department		to	
Date		to	
Booking File Owner Task		to	
Center		to	
Center Group		to	
Business Unit		to	
Reservation		to	
Event		to	
Event sales rep.			
Event Venue Rep		to	
Event Hotel Rooms		to	
Event task owner			

In-House Management

Actions

1. Select one option.
2. Please add department, dates...



If 'complete' is ticked in the BF, you need to select:
'Completion task'. Otherwise, select the option
'Non completion task'.
Select both option if you are not sure.



Completion tasks Status: select the ones you want to see.



The screenshot shows the 'Task list' interface. The top section has a title bar 'Task list' and a sub-header 'Reserv / Event / B.File'. Below this, there are four radio buttons: 'Show reservation tasks' (selected), 'Show event tasks', 'Show Booking File tasks', and 'Show all'. A red box highlights this section. Below the radio buttons is a table with columns for 'Hotel', 'Booking File', 'Department', 'Date', 'Owner Task', 'Center', 'Segment', 'Business Unit', 'Reservation', 'Event', 'Event sales responsible', 'Event meeting responsible', 'Event hotel rooms respon.', 'Event task owner', and 'Follow up'. A red box highlights the first column 'Hotel'. The second column 'Booking File' contains the text 'ESMD.NACIO'. To the right of the table, there are several 'to' labels followed by input fields and a 'Show' button. A red box highlights the 'Task Types' section, which contains four checkboxes: 'Non completion tasks' (checked), 'Completion tasks' (checked), 'Show check-in only', and 'Show function room'. Below this is the 'Completion Tasks Status' section, which contains four radio buttons: 'Show incomplete', 'Show complete', 'Show all' (selected), and 'Cancelled'. A red box highlights this section. At the bottom, there is a 'Restrict number to...' label and a text input field containing '1000'.

In-House Management

Loaned items

The screenshot displays the TMS reservation system interface. At the top, the reservation details are shown: ESMD.NACIO NH Nacional ****, Reservation 109354268, Client 1000, and GUEST, DIRECT. The arrival date is 20.01.2024 (Saturday) and the departure date is 21.01.2024 (Sunday). The room type is Standard Double, and the room number is 203. The currency is EUR.

The 'Loaned Items' tab is selected, showing a table with columns: Item, Stat, Price, Tax in, Deposit, Currency, From, Until, Amount, and Charge day rtn. A row for 'UMBRELLA' is highlighted, with a deposit of 10,00 EUR. The 'Deposit' column is circled in red.

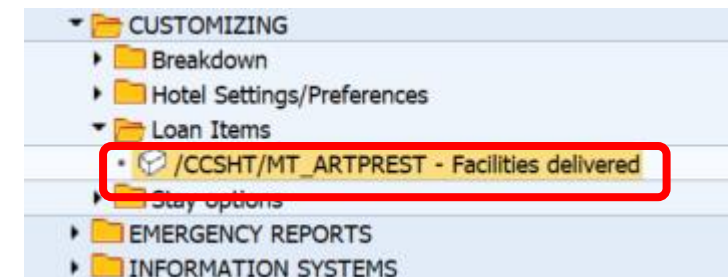
A pop-up window titled 'Till operations' is open, showing details for the deposit: Till identifier (circled in red), Operation type (C Deposit Charges), Movement type (0), Payment method, Amount (10,00), Movement currency (EUR), Folio (checked), and Remarks (Paym. of Depos. Umbrella).

A text box on the right states: 'If the loan item requires a deposit, TMS will open the corresponding till movement.'

At the bottom, the 'Request' button is circled in red, and the 'Deliver' button is highlighted.

In case of adaptor, charger, towel, umbrella or another item required, ask for the corresponding charge/deposit (if apply) and register it in the system in order to keep always the loaned items inventory updated.

FOM can update and create loaned items in this transaction.

 [TMS4H_Loan Items Stock Management.pdf](#)

In-House Management

Notices for Reception

The screenshot displays the 'In-House Management' software interface. At the top, a series of tabs are visible: '*Additional data', '*Statistics', 'Deposits', 'Guarantees', '*Routing charges', '*Fixed charges', 'Tasks', '*Loaned items', '*Notices for Reception' (highlighted with a red box), and 'Messages'. Below the tabs, a table lists various actions for warnings, including 'Modify Reservation', 'Display Reservation', 'Check-in', 'Modify In-House Guest data', and 'Check-out'. The 'Check-in' row is highlighted with a red box, and its corresponding 'Remarks' column contains the text 'VIP. CALL MG AT ARRIVAL'. To the right of the main interface, a pop-up window titled 'Notices for Reception' is shown, displaying the text 'VIP. CALL MG AT ARRIVAL' and a message box that reads: 'Notices for Reception: It will appear as a Pop Up at the selected moment.' A green checkmark icon is visible in the bottom right corner of the pop-up window.

Messages for the client:

- “Notices for Reception” tab: a pop up reminds to notify the guest any important information
- “Messages” tab: to communicate to the guests any message that they have received in their absence and send it up to the room or deliver it in hand.

Have a look into the following guides!

[Visits, calls and messages](#)
[Quick Guide Collage](#)

Special meal plans

This tab allows to inform a different meal plan by guest and by day, differentiating also by supplied meal plan and billed meal plan:

*Statistics

Deposits

Guarantees

*Routing charges

Fixed charges

Actions

Loaned items

Notices for Reception

Messages

*Special meal plans

P


☒ Breakdown by guest
 Guest

Special meal plans

Hotel date	Supplied meal plan	Billed meal plan
09.03.2017	RO	RO
10.03.2017	BB	BB

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

Status	Folio	Concept ID	Quantity	Description	Price	Disc.
	2	RO	1	Sólo habitación	0,00	
	2	ROOM	1	Habitación	126,36	
	2	BB	1	Alojamiento y desayuno	18,09	
	2	ROOM	1	Habitación	126,36	

In this example, the Guest has “Room only” the first day (supplied and billed), and “Bed and Breakfast the second night (supplied and billed). 

In-House Management

Prices & Commissions

FR31.TOUAI NH Toulouse Airport ***** Reservation 60159090 Client: 1003780099 AMERICAN EXPRESS UK Amount 125.67 EUR

Arrival: 04.12.2018 Tuesday RoomType: Standard Double ☐ Show Subtypes Meal Plan RO
Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR First service:
Depart.: 05.12.2018 Wednesd... Room ☐ No move Last service:
RF
GDPR

General Data *Billing Information *Additional data ***Prices and Commissions** Conditions Deposits Routing charges Fixed charges *Loaned Items *Preferences Actions Notices for Reception Guarantees Guest notifica...

GO TO Price code Manual price

Price details

Date	Price code	Base ...	%	+/- ...	%MeP	+/-...	Manual price	Rate
04.12.2018	DU21	0,00	85,00	0,00	0,00	0,00		COR_BAR15%

Percentages by Manual price

Client %	CRS %
10,00	

Commission type

☐ Dedc ☒ Commiss. ☐ Exempt

Commission / Deduction by day

Date	Concept	Client %	% CRS
04.12.2018		10,00	
05.12.2018		10,00	

Exceptions

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

Percentages by Price code

Price code	Client %	CRS %
DU21		

Price code vs. Manual Price
15% Discount over the rate = 85% of the Price code "DU21"

% by Price Code
% by Manual Price
% by Day

Commission type:

- Deduction (deducted in the invoice)
- Commission (accrued)
- Exempt (non-commissionable)

In-House Management

We can find in “Preferences” tab three type of preferences. You will know where they are coming from thanks to the column called “origin”:

- 1) **Guest** → preferences coming from CRM
- 2) **CRS** → preference coming from the call center.
- 3) **Reservation** → preference informed directly in the reservation

Feature	Value	Origin
BED TYPE	1 KING SIZE	GUEST
BED TYPE	TWIN	CRS
SMOKING ROOM	NO	GUEST
QUIET ROOM	YES	GUEST
BATHROOM TYPE	SHOWER	GUEST
ROOM FACING	EXTERNAL	GUEST
ROOM LOCATION	HIGH FLOOR	GUEST
LIFT PROXIMITY	AWAY FROM	GUEST
WELCOME DETAIL TYPE	AWAY FROM	GUEST
CHOICE OF PILLOWS	CERVICAL	GUEST
CHOICE OF PILLOWS	LATEX	GUEST
CHOICE OF PILLOWS	HARD	GUEST
LIFT PROXIMITY	CLOSE	RESERVATION

For example:

- Customer has king size bed in CRM but during the reservation process with the CRO has requested a twin bed.
- Customer has requested “close to the lift” too.

In-House Management

If it is not a preference, hobby or a loyalty program, this is the place to add customer information related to the stay:

- ✓ There is a tab called “Guest notifications” in all individual reservations.
- ✓ You can use the options “Priority” and/or “Status” depending on your needs, or you can leave them empty.
- ✓ Write your comment in “Description” and “Remarks”.
- ✓ Add the actions which you need from here too.

N.	Notif.Type	Zone	Order	Status	Description	Obs...	Tasks	Maintenance ID	Rep.Date	Rep. Time	User create
1	CRM REMARK	Room	1		Don't like chocolat sweets			0	30.12.2021	17:22:12	

Select the “**Notif.Type**” CRM REMARK and in “**Order**” field, choose the customer to which you will add the remarks in their profile (Guest ID must be informed in the reservation) (Don't use the other two “Alert” options)

Add the information here.
(Maximum 40 characters)

If you don't have enough space in “*Description*” you can add more comments in this option.

You can create actions with this option. They will be added automatically in the “*Actions*” tab.

In-House Management (check list and chargebacks)

How much do you know about in-house management?

Front Office & Hotel Operations

NEW

Brand New Check Lists!

Task	Task description	Frequency	Task	Task description
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations
Check the status of all reservations	Check the status of all reservations	Daily	Check the status of all reservations	Check the status of all reservations

Discover the **check lists** that will guide you in your daily work to undertake all the tasks related to your job.

Check them and know how often each task should be carried out and find out all related documents!

Front Office
per Shift



Front Office
Manager



Guest Relation
Manager



REMEMBER! If a guest asks you to make a purchase operation manually, claiming that their PIN code has more than 4 digits, it can lead to a fraudulent operation.

Don't do the manual operation! Even if it is validated with a signature, being a card with a PIN, the issuing bank could accept a chargeback.

Tell them to enter only the first 4 digits of their extended PIN and the Pin Pad should accept the code.







Click here to find more information about other fraud situations and tips to avoid the chargebacks:

Chargebacks & Frauds



In-House Management (vip)

You can see the different VIP and/or navigate from this report and add the category depending the type of VIP

Guests											
O.	Code	Guest Name		Program	Fidelización	Type	Loyalty card	Meal Plan	PAX T...	Meal pla...	Gender
1		Mr. ERIC W...	 					BB	Adult		Unknown
2		Mrs. JENNIF...	 					BB	Adult		Unknown

CONFIRMED

Gr: 0

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

00:00 Created E00000246567 23.5
00:00 Modif.: HNLKRASRE... 07.2


VIP
VIP 04
VIP 01
VIP 02
VIP 03
VIP 04
VIP 05
VIP 06
VIP 07
VIP 08
VIP 09
VIP 10



Benefits


GUEST TIPOLOGY	VIP CATEGORY	FREE BOTTLE WATER
* NH DISCOVERY GOLD * Employee reservation	5	1st day
* Reservations confirmed by: General Managers, Corporate Officers, Directors of Operations, Area Directors, Regional BU Directors. * Guests celebrating special occasions: birthday, wedding night, anniversary&others * Regular guests of the hotel or complaint on file.	4	1st day
* NH DISCOVERY PLATINUM * Long stay guests (7 nights or +, TBD the application for resorts) * Lucky guest / Wow client	3	1st day
* NH DISCOVERY TITANIUM * Local Celebrities, Personalities and Influencers (sportsmen, actors, writers, journalists...) * NH Hotel Group Management Committee and Managing Directors BUs and Reservations confirmed by them.	2	Daily
* NH DISCOVERY RED * Politicians (Heads of State, Prime Ministers, Ministers, Regional Presidents, Mayors...) * Royal Household * CEOs (big companies) * Top Celebrities * President Minor International, President NH Hotel Group, CEO Minor International, CEO NH Hotel Group.	1	Daily

Find all the details in this link.




BUSINESS PROCESSES

FIND ALL DOCUMENTS YOU NEED FOR YOUR DAILY WORK




KEY DOCUMENTS CENTER

ACCESS ALL ESSENTIAL DOCUMENTS IN ONE PLACE



KNOWLEDGE PILLS & VIDEOS

SHARING KNOWLEDGE THROUGH INTERACTIVE LEARNING



CRISIS CENTER

HANDLING CRITICAL INCIDENTS AND SYSTEM OUTAGES

KNOWLEDGE BROWSER

Title

VIP

Language

All

Tags


Area + Sub-Area + Document Type

- ANY -

Apply


Reset

Title	Tags	Area	Language
VIP Guidelines NH Collection	FO Manual, Quality, Loyalty, NH Collection, VIP	> CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines NH Hotels	FO Manual, Quality, Loyalty, VIP	> CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines Avani	FO Manual, Quality, Loyalty, Avani, VIP	> CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines nhow	FO Manual, Quality, Loyalty, NHOW, VIP	> CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines Tivoli	FO Manual, Quality, Loyalty, Tivoli, VIP	> CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English
VIP Guidelines Anantara	FO Manual, Quality, Loyalty, Anantara, VIP	> CUSTOMER_MANAGEMENT > CUSTOMER CARE > HOTEL SERVICE MANUAL	English




FRONT OFFICE BASICS

QUICK GUIDES, CHECKLISTS, INFOGRAPHICS...




BRING VALUE TO YOUR WORK

OUR NEWSLETTER



ABOUT US

ALL ABOUT US - WHO WE ARE



SURVEYS

YOUR VISION & FEEDBACK MATTERS

ARCHIVE

June 2024 (2)

Wake Call Service
Suggestions, complaints and claims

MINOR
HOTELS

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HOTELS-RESORTS-SPAS

AVANI
HOTELS & RESORTS

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COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS

NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

In-House Management

Business Processes Online Courses in Talent:

[Onboarding for Front Office team members](#)

[Business Processes Training for Front Office Managers](#)

[Business Processes Training for Hotel General Managers](#)



- **Audience:** Front office team members, front office managers, and General Managers.
- **Content:**
 - These courses introduce key operational positions at the hotel.
 - Cover processes and procedures necessary for excellent job performance.
 - Help new recruits understand critical tasks with accuracy and efficiency.
 - Benefit both experienced professionals and beginners.
 - Provide up-to-date information relevant to each position.
- **Access:** Available on [Talent](#). Also accessible in the [Key Documents Center](#) of our **Digital Knowledge Workplace**.



MINOR
HOTELS

Upselling & Stay Options


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AVANI
Hotels & Resorts


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 OAKS
HOTELS • RESORTS • SUITES


HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Upselling & Stay Options

Check-In & In-House Stay Options

FR31.TOUAI. Individual Res. - Gomez, Trini

FR31.TOUAI NH Toulouse Airport *****

Reservation

55722407

Client: 1000

GUEST, DIRECT GUEST

Amount

148,32 EUR

Meal Plan

BB

First service:

Last service:

BKFS

RF

GDPR

Fixed charges

Actions

Loaned items

Notices for Reception

Mess...

Main remarks only 250 characters

PAX	T	Meal pla...	Gender	VIP	Voucher	Arrival date	Departure
Adult			Female			01.10.2018	02.10.201

00050...

01.10.2018

13:25

Credit pending to Bill

0,00

000507

01.10.2018

21:23

Cash pending to Bill

98,32

Stay Options

Arrival 01.10.2018 Depart 02.10.2018 Room Type STDBL AD 1 JU 0 CH 0 BB 0 Board RO EUR

R	Stay option	Description	Stock	Price type	Price	T. Amount	Cur.	Tax	Data	Travel reason	Source	Man...	Appl...
	EXT_LATOUT	Extension LCO	0	Per room	25,00	25,00	EUR				Hotel		<input checked="" type="checkbox"/>
	LC_14H	Late Check Out 14h	0	Per Pax	30,00	0,00	EUR				Hotel		<input type="checkbox"/>
	UPC_4	Up. to Premium Double	0	Per room	0,00	0,00	EUR				Hotel		<input type="checkbox"/>
	UPC_7	Up. to Suite Double	0	Per room	0,00	0,00	EUR				Hotel		<input type="checkbox"/>
	UP_BREAK	Breakfast	0	Per Pax	18,00	18,00	EUR				Hotel		<input checked="" type="checkbox"/>
	UP_PRSU	Upgrade premium-Suite	0	Per room	40,00	0,00	EUR				Hotel		<input type="checkbox"/>
	UP_SPPR	Upgrade Superior-Prem...	0	Per room	22,00	0,00	EUR				Hotel		<input checked="" type="checkbox"/>
	UP_SPSU	Upgrade Superior-Suite	0	Per room	60,00	0,00	EUR				Hotel		<input type="checkbox"/>

UP_BREAK

Breakfast

Legend: Contracted Mandatory Required Optional Not contractib

Stay option price 43,00

Reserv.price 175,42

See Stock

According to the availability, offer the services included in the upselling strategy of the hotel.



Upselling applied correctly



Upselling pending time (not blocking)



Upselling can not be applied (dates missing)

Employee

Please, introduce an employee password

Upselling & Stay Options

Stay options contracted will appear in the “Fixed charges” tab and in the folios of the reservation and in the folios.

ESMD.NACIO NH Nacional *****

Reservation109354268

Client:1000

GUEST, DIRECT

Amount380.00 EUR

Arrival:20.01.2024tuesday

RoomType:Standard Double

Guests:AD1JU0CH0BB0

Room203STDBLT

Meal PlanRO

First service:

Last service:

Nights:1

Depart.:21.01.2024Sunday

Currency:EUR

RF

ONLINE

GDPR

MOTO

HK STAT

General Data

Billing Information

Additional data

Prices and Commissions

Conditions

Deposits

Routing charges

Fixed charges

Loaned items

Preferences

Actions

Notices for Reception

Guarantees

Guest noti...

Sta...	Concept	Description	Quantity	Price	Cur	Tax inc	Rmk	C	Cadence	Person (X) or ...	Order	AD	JU	CH	BB	D	Start date	End date	Mo	Tu	We	Th	Fr
	UPSL	Upselling Late Check-out	1	30,00	EUR				Departure date		0						01.01.2014	31.12.2099					

Modifications history

Modify dates

ESMD.NACIO. Modify items of all folios

Folio 1Folio 2Folio 3Folio 4All foliosCurrent dateCharges until today

Reservation109354268

StatusCheck in

Arrival20.01.2024

Main ClientGUEST, DIRECT

Voucher

Main guestSAMANIEGO NAVARRO, MARIO

TypeSTD

FOLIOS:

F1514,90EUR

SAMANIEGO NAVARRO, MARIO-0000190406

F2

(tax incl.)

F30,00EUR

SAMANIEGO NAVARRO, MARIO-0000190406

F4

Status	Revenue date	Folio	Ta	Concept ID	Description	Quantity	Price	Disc. (net)	Amount
	20.01.2024	1		UPSR	Upselling Habitación	1	104,55	0,00	104,55
	21.01.2024	1		UPSL	Upselling Late Check-out	1	27,27	0,00	27,27
	20.01.2024	1		UPSB	Upselling Desayuno	1	18,09	0,00	18,09
	20.01.2024	1		ROOM	Habitación	1	318,18	0,00	318,18
	20.01.2024	1		RO	Sólo habitación	1	0,00	0,00	0,00
	20.01.2024	1		PPWI	Invoice No 4019264020	1	0,91	0,00	0,91
	20.01.2024	1		PPWI	4019264020	1-	0,91	0,00	0,91-
	20.01.2024	1		POSR	Ticket 9190100001	1	0,00	0,00	0,00
									468,09

Arrangement code

Upselling & Stay Options

Quick upselling guide



THE FIVE KEYS

Offer something extra that the guest hasn't thought of

Upselling is when you offer customers extra value

Always be proactive

Be determined

Follow up as a team



STEP BY STEP

1 Connect with the guest

2 Know your product

3 Gain attention

4 Generate interest

5 Awaken desire

6 Close the sale

Become an expert
by doing the Upselling
course placed on Talent!



WHEN TO CHARGE?

HOTEL

Before the day of arrival

- Late check out
- Early check in

Day of arrival

- All concepts

During the stay

- All concepts except Early check in
- Breakfast cannot be sold as Upselling on the day of service

Check out day

- Late check out

Have a look into the following guides!

[Upselling procedure](#)

[Upselling Quick Guide](#)

[Upselling management](#)

[Stay Options report](#)



MINOR
HOTELS

Day Guest Billing


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Hotels & Resorts


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 OAKS
HOTELS • RESORTS • SUITES

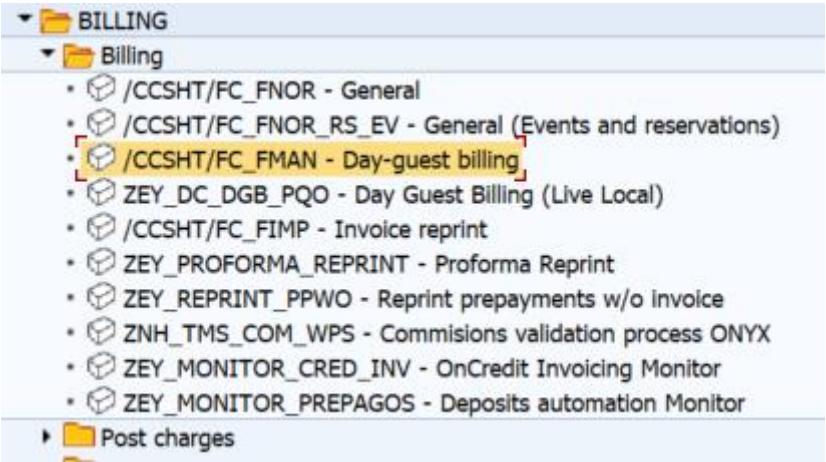

HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

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HOTELS & RESORTS

Day guest billing



Day-Guest Invoice: mandatory fields

Statistics:
Very important to fulfill, specially for groups, crews, M&E, intercompany reservations, etc.

Client information: only if it is needed.

Day Guest Billing

This functionality is used to create invoices in special scenarios (parking non-residents, invoices correction, etc.).

FR31.TOUAI. New day-guest invoice

Modify open account Display closed account

FR31.TOUAI NH Toulouse Airport *****

Day-guest invoice

Client

Branch of main c.

☒ Tax included ('X' = Yes)

Currency

Payment type On-desk payment

Invoice format

Statistics

Country

Region

Market Segment

Market subsegment

Source of business

Channel

Travel Reason

Client inform.

Receiver

Branch of rec c.

Holder

Payer

Day guest billing

ESSE.SEVIL. Process folio 1

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today Cancelled Revenue

Reservation 10976092 Status Check in Arrival 25.02.2016 Departur 27.02.2016

Main Client JULIA TRAVEL SA-1000083694 Voucher 9276661

FOLIOS: F1 0,00 EUR Main Guest 0,00

(tax incl.) 0,00 0,00

Status	Revenue date	Sour...	Folio	Concept	Description	Quantity	Price	Disc.(net)	Amount	Tax in...	Service date	P	Invoice num	Creator user
000	25.02.2016		1	OTHI	Zurbaran Restaurant Banquet ...	1	0,00	0,00	0,00		25.02.2016			ZJOBS_PO
000	26.02.2016		1	OTHI	Zurbaran Restaurant Banquet ...	1	0,00	0,00	0,00		26.02.2016			ZJOBS_PO

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax	Remarks
Amount Billed F1	0,00	0,00	0,00	0,00	0,00	0,00	Text: JULIA TRAVEL_SERIE A
Amount Pending F1	0,00	0,00	0,00	0,00	0,00	0,00	
Pending Reservati	0,00	0,00	0,00	0,00	0,00	0,00	EUR Exch. Rate Type M

- Similar options that a reservation.
- Only one folio to manage.
- Automatic Check-Out.

COBO

Folio 1

Reserva

Main Client

FOLIOS

(tax incl)

Status

17.10.2018 1 RTEF

Modify header Shift+F5

Add charges

Cancel charges

Move charges

Move to header

Split charges Shift+F12

Apply discount

Collect invoice

Go to reservation

Minibar charge

Modify description

Statistics set up

Clients

Mod.Arrangement Code

Pre-payments management

MINOR
HOTELS

Tills


ANANTARA
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AVANI
Hotels & Resorts


elewana
— COLLECTION —


OAKS
HOTELS • RESORTS • SUITES

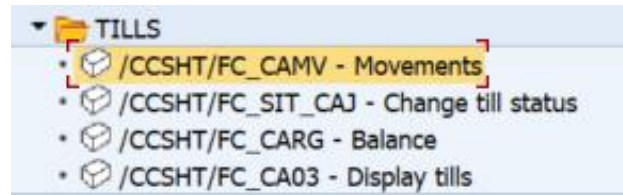
NH
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

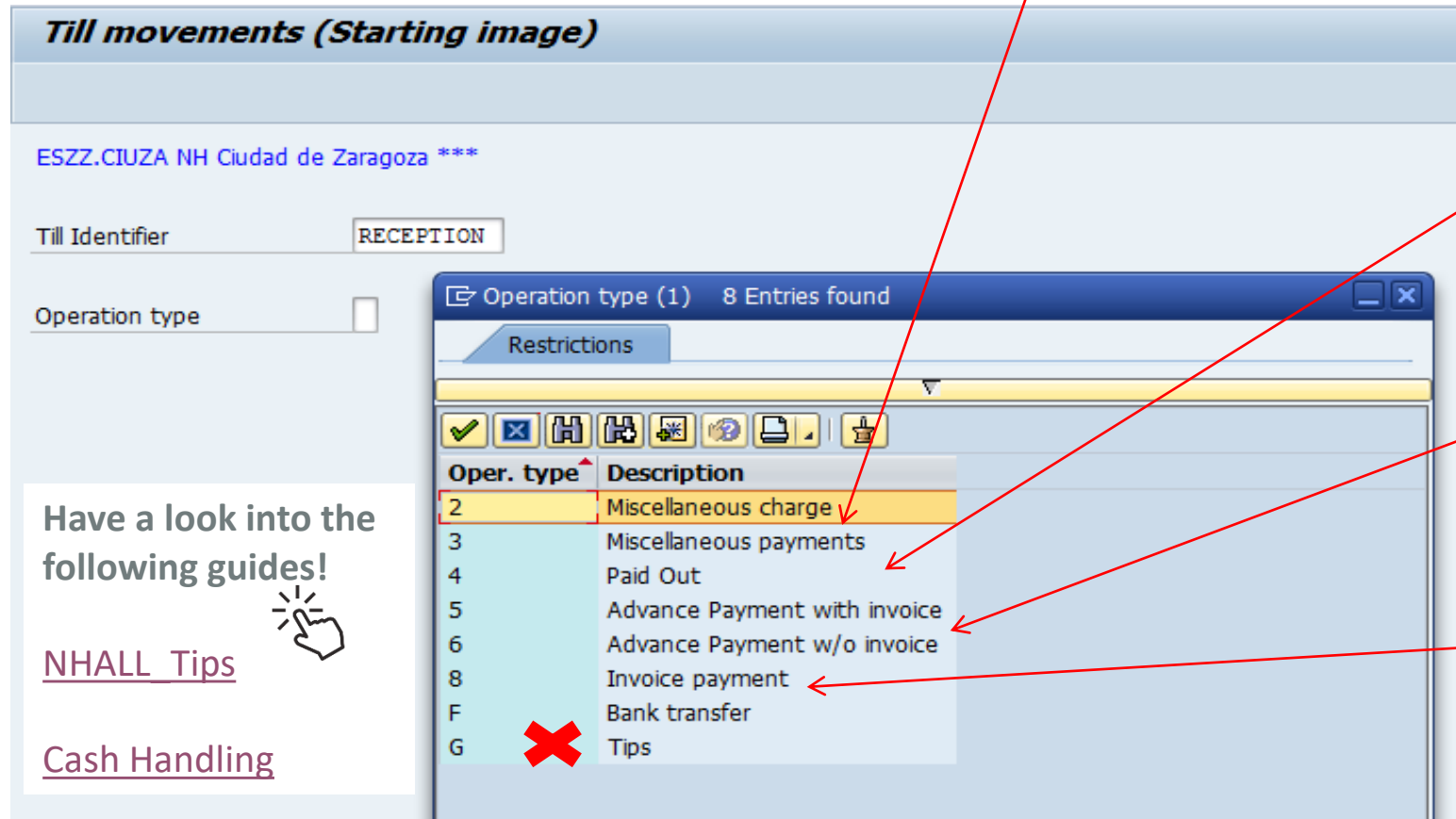
TIVOLI
HOTELS & RESORTS

Tills



Till movements

Miscellaneous charge & Miscellaneous payment



Have a look into the following guides!

[NHALL Tips](#)

[Cash Handling](#)

Paid out: cash outflow generated by a charge on a reservation. Extra payments for special guests (taxi, flowers...)

[Intro Video!](#)

Paid Out Example



Advance Payment (deposits) depending on the legal requirements by country.

Change invoice payment method

Tills

TILLS

- /CCSHT/FC_CAMV - Movements
- /CCSHT/FC_SIT_CAJ - Change till status
- /CCSHT/FC_CARG - Balance
- /CCSHT/FC_CA03 - Display tills

Display till (Starting image)

FR31.TOUAI NH Toulouse Airport ****

Till Identifier

reception

Display tills

Display till (Basic data)

Total balances

ESMA.MALAG NH Málaga ****

General data

Till identifier: RECEPTION

Cash status: Open

Payment Method Id: CASH

Float: 900,00 Currency: EUR

Float in other currencies: [icon]

Target business area: 0045

☐ Till does not self-balance

☐ Automatically refill float in self-balance

Ledger account

Associated till: 57000002

Till transfer: [icon]

Transfer client: 5008000045

Adjustments: 57000002

GL Account

Associated: [icon]

Till transfer: [icon]

Transfer cli: [icon]

Adjustment: [icon]

Totals Balance on 21.11.2018

Balance

Payment method	Movement currency	Accrued Total	Init. balance	Total Income	Total Outgoing
AMEX	EUR	1.151,05	0,00	1.151,05	0,00
CASH	EUR	2.469,85	900,00	1.569,86	0,01
CASH	GBP	0,00	0,00	0,00	0,00
CASH	USD	0,00	0,00	0,00	0,00
MC	EUR	3.752,25	0,00	3.755,75	3,50
ME	EUR	201,50	0,00	201,50	0,00
PPIDEAL	EUR	95,77	0,00	95,77	0,00
PPVISA	EUR	3.976,05	0,00	3.976,05	0,00
TRANSFER	EUR	7.133,40	0,00	7.393,00	259,60
VISA	EUR	7.588,66	0,00	7.843,35	254,69

Date: 21.11.2018

Operations

Operation type	Pay.method	Amount	Currency	User name	Movement date	Movement time	Invoice number
Invoice paym...	MC	93,97	EUR	HESMALAGRE...	21.11.2018	04:01:40	4045105454
Invoice paym...	MC	93,97	EUR	HESMALAGRE...	21.11.2018	04:02:20	4045105455
Invoice paym...	MC	80,95	EUR	HESMALAGRE...	21.11.2018	04:02:52	4045105456
Invoice paym...	PPVISA	79,00	EUR	HESMALAGRE...	21.11.2018	04:09:04	5045005266
Invoice paym...	PPVISA	79,79	EUR	HESMALAGRE...	21.11.2018	04:10:16	4045105457
Invoice paym...	PPVISA	223,63	EUR	HESMALAGRE...	21.11.2018	04:13:08	4045105458
Invoice paym...	PPVISA	223,63	EUR	HESMALAGRE...	21.11.2018	04:13:33	4045105459
Invoice paym...	PPVISA	359,05	EUR	HESMALAGRE...	21.11.2018	04:15:09	5045005267
Invoice paym...	PPVISA	79,79	EUR	HESMALAGRE...	21.11.2018	04:16:47	4045105460
Invoice paym...	PPVISA	219,55	EUR	HESMALAGRE...	21.11.2018	04:56:08	5045005268

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

TMSH_Cash Count

Please, click on the corresponding option for you hotel. You can delete the other sheets.

EURO ENGLISH

EURO SPANISH

CZECH RPC

ARGENTINA

CHILE

COLOMBIA

ECUADOR-HAITI

MEXICO

URUGUAY

USA-NY

Please, do not hesitate to contact organization@nh-hotels.com for any change.

<>≡

INDEX

🔒 EURO EN

🔒 EURO SP

🔒 CZECH RPC

🔒 ARGENTINA

🔒 CHILE

🔒 COLOMBIA

🔒 ECUADOR-HAITI

🔒 MEXICO

🔒 URUGUAY

🔒 USA-NY

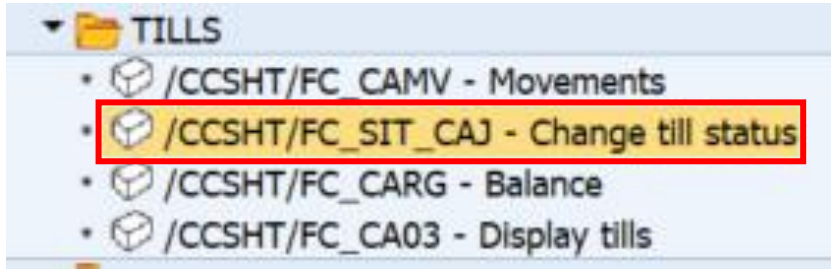
+

Download the template! [Cash Count Template](#)



Tills

Change Tills Status



It is necessary to complete this step before balancing and before completing the night audit process.

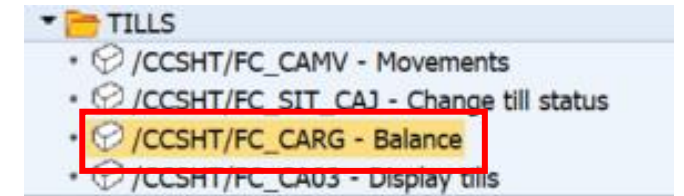
[illegible]

Tills

Tills Balance



Balance is not automatic, and it must be done before night audit.



Balance till

☒ Balance | Display movements |

ESMA.MALAG NH Málaga *****

Till identifier:

Initial balance

Payment method	Accrued Total	Currency	Csh-on-Hnd	Remarks	T..	Float
AMEX	1.151,05	EUR	1.151,05		<input type="checkbox"/>	0,00
CASH	2.469,85	EUR	2.469,85		<input type="checkbox"/>	900,00
CASH	0,00	GBP	0,00		<input type="checkbox"/>	0,00
CASH	0,00	USD	0,00		<input type="checkbox"/>	0,00
MC	3.752,25	EUR	3.752,25		<input type="checkbox"/>	0,00
ME	201,50	EUR	201,50		<input type="checkbox"/>	0,00
PPIDEAL	95,77	EUR	95,77		<input type="checkbox"/>	0,00
PPVISA	3.976,05	EUR	3.976,05		<input type="checkbox"/>	0,00
TRANSFER	7.133,40	EUR	7.133,40		<input type="checkbox"/>	0,00
VISA	7.588,66	EUR	7.588,66		<input type="checkbox"/>	0,00

Have a look into the following guide to find information related to Transfer between cash!

[Cash handling FO Cash Reconciliation | Minor - Organization Portal \(nh-hotels.com\)](https://www.nh-hotels.com/Minor-Organization-Portal)



It is necessary to balance the cash and the foreign currency, at least three times every day.

MINOR
HOTELS

Currency exchange


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES

 NH
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

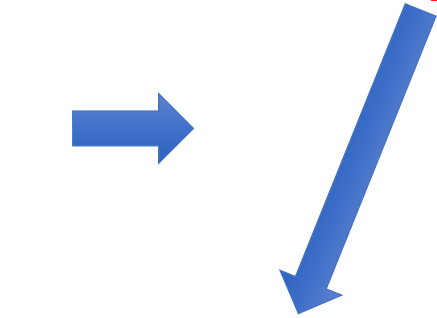
Currency exchange

Currency Converter

CURRENCY EXCHANGE

- /CCSHT/SF_COMPRA - Currency purchase
- /CCSHT/SF_VENTA - Currency Sale
- /CCSHT/SF_ANULAR - Cancel sale or purchase of currency
- /CCSHT/PR_DIVISAS - Print Currency Purchase Receipt
- Information systems

The system offers a simulation of the operation before performing the final currency purchase



Currency Purchase

Exchange rate Currency converter

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Till RECEPTION

Local Currency EUR European Euro

The hotel can perform currency purchases, but NOT currency sales!

Currency converter

Currency EUR

Currency USD

Currency amount 100,00

Rate applied /1,26590

Local currency base amount 79,00

Amount commission 3,95

Expenses amount 3,95

Local currency amount 71,10

Currency (1) 4 Entries found

Restrictions

Currency	Long Text	Comm.Perc.	Exp.perc.	Minimum amount	Curr. key
CHF	Swiss Franc	5,0000	5,0000	3,00	CHF
GBP	British Pound	5,0000	5,0000	3,00	GBP
JPY	Japanese Yen	5,0000	5,0000	3,00	YEN
USD	United States Dollar	5,0000	5,0000	3,00	USD



Currency exchange

Currency Purchase

Currency Purchase

Exchange rate Currency converter

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Till

RECEPTION

Local Currency

EUR

European Euro



Currency Purchase

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Till

RECEPCION

Date

01.01.2015

Operation type

Cash

Notes detail

Data of applicant

Room

504

Reservation

154025

Client

192929

MARIA DEL GALLEGO GALLEGO

Id. Number

51427667N

Street

DOCTOR MATA 4

Postal Code

28342

Spain

Currency

Currency

USD

United States Dollar

Exchange rate

/1,26590

Currency amount

100,00

Round up to apply

0,00

EUR

Reference currency amount

79,00

EUR

To pay

Local currency amount

71,10

EUR

Reference currency amount

71,10

EUR

Commissions and expenses

Percentage

Amount

Commission amount

5,0000

3,95 EUR

Expenses amount

5,0000

3,95 EUR

TMS will print 2 receipts.
One of them should be signed by the guest.



Currency exchange

Currency Purchase Receipt

FOREIGN CURRENCY EXCHANGE

Title :
Approval :
Cash : RECEPCION
Amount : 0000000000000191
Name : MARIA DEL GALLEGO GALLEGO
Tax ID Number: 51427667N

Nationality : ES Spanish
Room : 504
Type : 2, Billetes

CURRENCY : United States Dollar
Currency amount: 100,00 USD Base rate : /1,26590 EUR
Base total : 79,00
Commission : 3,95 EUR -> 5,0000 \$
Expenses : 3,95 EUR -> 5,0000 \$
Amount : 71,10 EUR
Total to pay : 71,10 EUR

Currency Exchange Service Hotel
List & Limits



Cash handling Foreign currency



MINOR
HOTELS

Convention group


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —


OAKS
HOTELS • RESORTS • SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Search convention group

- RESERVATIONS
 - Individuals
 - Groups / Events
 - Booking File
 - Quotation tool
 - Groups / Families
 - Convention groups
 - /CCSHT/RS01_GR_CONV - Create conference group
 - /CCSHT/RS02_GR_CONV - Modify conference group
 - /CCSHT/RS03_GR_CONV - Display conference group
 - Events
 - Mass changes to several reservations

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Direct search Conventions Active conventions

Reserv.

Direct search Conventions Active conventions

Reservation statu

Reservation group

Arrival date to

Creation date to

Departure date to

Reservation No.

Modified by

Main Customer

Rate

Contract

Voucher

Created by

External Referenc

Restrict Number To

Reservation No. External Reference Main Customer Arrival date Departure

ESZZ.SPORT-NH Sport

Tuesday 31.05.2016

Rooms

CONVENTION

Pending

Standard Double

STDOBL

Meetings

EV00000036-001

Reserv.	Descrip.	Code	Occ	Arrival	S. ...	Departure	En...	Status	Quantity	Rate	Contract	Amount
63276	C EX - ...	00000000		31.05.2016	15:00	00:00						
63276	Standar...	EV00...	1AD	31.05.2016	15:00	05:00			1			
3847460	CYEX - ...	EV00...		31.05.2016	9:00	08.06.2016	23:00	Confir...			BGR...	

You can also enter the Convention Group directly from the Booking file

Screen body

ESMD.NACIO. Modif. Conv. Group Res. - TEST COMMISSION

Rooming list

ESMD NACIO NH Nacional **** Reserv. 109255797 Client 1100038012 BCD TRAVEL

General info. *Billing information *Additional info. *Prices and Commissions *Conditions Deposits Discount *Breakdowns Routing Charges Fixed charges Actions *Commissio...

Arrival date: 10.11.2022 Thursday
 Nights: 1
 Departure date: 11.11.2022 Friday
 Group Name: TEST COMMISSION
 Registration date: 10.11.2022
 E-Mail: NO E-MAIL
 CUT-OFF date:
 Contract: 0
 Rate: BGR_MC_M BGR with Meeting R...
 Allotment:
~~Manual price~~ ☐ Retrieve changes
 Voucher:
 Reservat. method:
 Rooming:
 Cost code:
 Meal Plan: BB
 Observaciones: GENERAL Only 250 chara

Day	Date	TO...	FAMINT	JSTDBW	JSTDBWK	STDBL	STDBLK	STDBLQ	STDBLT	STDBW	STDB...	STDSGL	STDSGW	SUPDBV	SUPDBVD	SUPDBVT
Thursday	10.11.2022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Pending

CONFIRMED






Grouped rooms 0 Pax 0 Created E00000022126 10.11.2022 08:43 Cur EUR
 Single reservat. 10 Pax 16 Modifi E00000022126 10.11.2022 08:53 ☐ Publish in TMS4C

- ☐ Retrieve changes → When ticked, all changes in rooms in breakdown will be retrieved in the convention group. E.g. when a room in breakdown is cancelled the room will return in the pending rooms block
- ~~Manual price~~ → Manual price will **never** be used

Status bar in the grid of convention group

Day	Date	TO...	APA2RO	APA2ROD	APADBL	APADBLD	APADBLQ	APAFAM	APAFAMT	DLUDBL	DLUDBLK	DLUDBLT	FAMQPL	JSTD
Monday	25.09.2023	0												
Tuesday	26.09.2023	0												
Wednesday	27.09.2023	0												

Pending





Free pending block



Standard pax



Block / Unblock



Historic modification of the grid



Order Room type

Screen body

ESZZ.CIUZA. Modif. Conv. Group Res. - TEST

Rooming list | [Icons]

ESZZ.CIUZA NH Ciudad de Zar Reserv. 120794682 Client 1000 DIRECT, GUEST

General info. | *Billing information | *Additional info. | *Prices and Commissions | *Conditions | Deposits | Discount | Breakdowns | Routing Charges | Fixed charges | Actions | *Commissionable charges | Special meal plans | *...

Arrival date: 30.08.2023 Wednesday Contract: 0
Nights: 1 Rate: LGR_ITO LGR ITO Groups
Departure date: 31.08.2023 Thursday Allotment:
Group Name: TEST Manual price Retrieve changes
Registration date: 17.08.2023 Voucher:
E-Mail: NO E-MAIL Reservat. method:
CUT-OFF date Rooming: Allowed

Cost code: [Red box]

Observaciones [Red box] Observaciones [Red box]
GENERAL Only 250 character Billing

Chain Remarks
Chain Remarks *
Housekeeping Remarks
Hotel Remarks
External Remarks for Reservations
Internal Remarks for Reservations
Rate Remarks *
TMS forConnectivity

Cancel cost code (1) 20 Entries found

Day	Date	TO...	FAMADJ	FAMDBV	FAMDBVK	JSTDBV	JSTDBVK	STDDBL	STDDBLD	STDDB	Cancel Cod*	Description
Wednesday	30.08.2023	10						10			CXL_100%	Total of Stay
		10	0	0	0	0	0	10	0		CXL_1STNT	First Night
											CXL_24HOUR	CXL 24 HOURS 100%
											CXL_48_1D	CXL_48HOURS 1 DAY PENALTY
											CXL_48_50%	CXL_48 HOURS 50%
											CXL_48HRS	CXL_48HRS
											CXL_50%	50% of Stay
											CXL_70%	70% of Stay
											CXL_72HRS	CXL_72hrs
											CXL_7D_50%	CXL_7DAYS 50 %
											CXL_7DAYS	CXL_7DAYS
											CXL_90%	90% of Stay
											CXL_BAR	BAR CXL
											CXL_BPC	BPC for Web
											CXL_CAL	Call in Allotments CXL
											CXL_COR	CXL Corporate Rates
											CXL_FIT	FIT CXL
											CXL_NHR	CXL NHR Rates (Internal Channels)
											CXL_NHR1	CXL Rewards Flex
											CXL_PUBLIC	CXL Public Rates

Pending

Cost code and two blocks of remarks

NLNH.KRASN Anantara Grand H Reserv. 112814368 Client 1018147286 EVENT SUCCESS

Deposits | Discount | Breakdowns | Routing Charges | Fixed charges | Actions | *Commissionable charges | Special meal plans | *Statistics | Guarantee | *Reception info.

Arrival/Departure

Arrival time: 15:00 Departure time: 12:00 Reservation type:

Confirmation

Confirmation: Sent to:

Waiting list

Top date: Reason:

Estimated arrival and departure time

Shortcuts



Modify folio's header (F7)



Generate documents



Go to folios maintenance (F9)



Overview of all localizer linked to the convention group



Check of the applied rates, total group value & commission (F8)



Rooming list

Print groups rooming list



Service order



Show total reservations grid



Billing / production details



Document delivery



Rooming list

1. Select status pending
2. Open “Rooming list”

Modify Conference Group Reservation

Rooming list

Arrival date: 19.01.2015 Monday
Nights: 5
Departure date: 24.01.2015 Saturday
Group Name: WORLDWIDE
Registration date: 21.10.2014
E-Mail:
Retrieval changes

Day	Date	TO...	JSTDEL	JSTDEUK	JSTDELT
Monday	19.01.2015	9	0	0	
Tuesday	20.01.2015	27	0	0	
Wednesday	21.01.2015	27	0	0	
Thursday	22.01.2015	27	0	0	
Friday	23.01.2015	27	0	0	
		117	0	0	

Pending
Pending
Breakdowns

Grouped rooms 117
Single reservat. 0

Rooming list

ESBA.NUMAN NH Sants Barcelona **** Reserv. 194907 Client 1013895671 CONFERENCE DIRECT

Rooming List Breakdowns Conferences Manual entry

Header

Arrival 30.04.2017 Regis.Date 11.11.2014 Room type *Standard Double
Departure 07.05.2017 Meal plan *BB PAX : AD 1 JU CH BB Room

Guest Id	Guest Name	Country	Tax Number 1	Region	Pax type	City	Title
					Adult		

Different ways to perform breakdowns:

Rooming list → Use this option to breakdown rooms one by one


Breakdowns → Here you can see the breakdowns already made

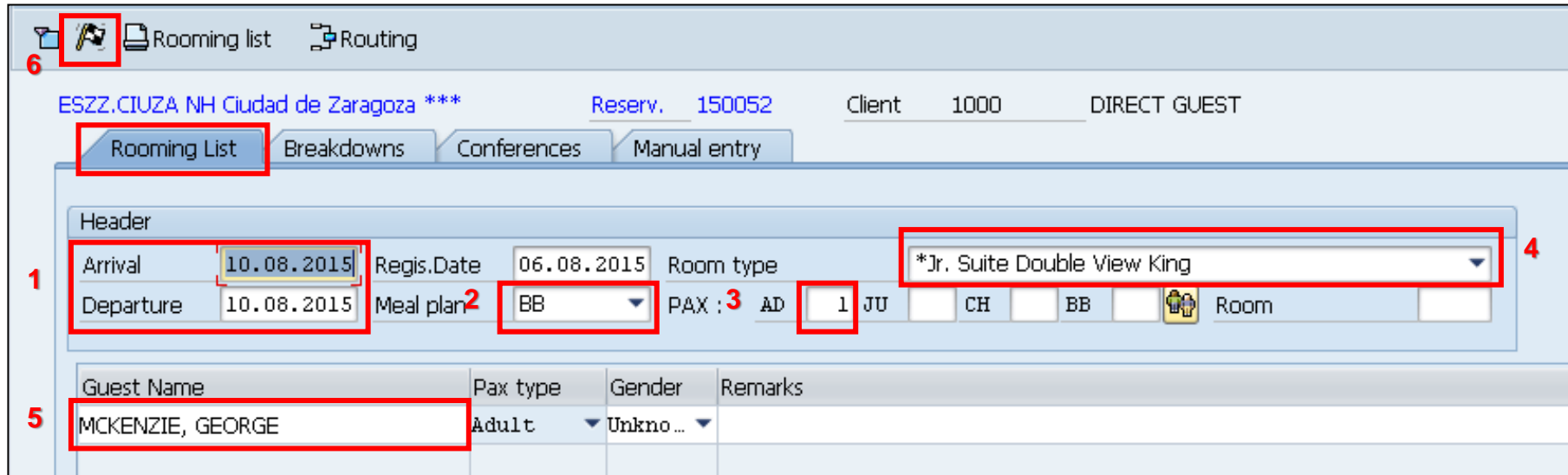
Conferences → Use this option to break down all the group at the same time.

Manual Entry → Use this option to break down several rooms with different dates or room types at once.

Rooming list

When you have to do the breakdown for 1 room, this option can also be used:

1. Select the arrival and departure date
2. Select the meal plan
3. Select the number of pax
4. Select the room type with the “*” at beginner of the description. Don't use other type of room if it is not informed in the grid of the group.
5. Fill in the name of the guest
6. Press 



The screenshot shows the 'Rooming list' software interface. At the top, there are icons for a folder, a key, and a document, with the text 'Rooming list' and 'Routing'. Below this, the hotel name 'ESZZ.CIUZA NH Ciudad de Zaragoza ***' is displayed, along with 'Reserv. 150052', 'Client 1000', and 'DIRECT GUEST'. The 'Rooming List' tab is selected, with other tabs being 'Breakdowns', 'Conferences', and 'Manual entry'. The 'Header' section contains fields for 'Arrival' (10.08.2015), 'Departure' (10.08.2015), 'Regis.Date' (06.08.2015), 'Meal plan' (BB), 'Room type' (*Jr. Suite Double View King), 'PAX' (1), 'AD' (1), 'JU' (), 'CH' (), 'BB' (), and 'Room' (). The 'Guest Name' field is filled with 'MCKENZIE, GEORGE'. The 'Pax type' is 'Adult' and 'Gender' is 'Unkno...'. The interface is annotated with red boxes and numbers: 1 points to the arrival and departure dates, 2 points to the meal plan, 3 points to the number of pax, 4 points to the room type dropdown, 5 points to the guest name field, and 6 points to the key icon at the top left.


Arrival	Departure	Regis.Date	Meal plan	Room type	PAX	AD	JU	CH	BB	Room
10.08.2015	10.08.2015	06.08.2015	BB	*Jr. Suite Double View King	1	1				


Guest Name	Pax type	Gender	Remarks
MCKENZIE, GEORGE	Adult	Unkno...	

Rooming list

Rooming List - Breakdown

Rooming list – Use this option to breakdown rooms one by one

 **Rooming list**

 Routing

ESBA.NUMAN NH Sants Barcelona ****

Reserv. 194907

Client 1013895671 CONFERENCE DIRECT

Rooming List

Breakdowns

Conferences

Manual entry

Header

Arrival30.04.2017

Regis.Date11.11.2014

Room type*Standard Double

Departure07.05.2017

Meal plan*BB

PAX : AD1JUCHBB

Room

Guest Id	Guest Name	Country	Tax Number 1	Region	Pax type	City	Title
					Adult		



Rooming list

1. Go to **Manual entry** for assigning multiple reservations with the same arrival & departure date and amount of pax. You can repeat this action multiple times for one convention group.
2. Select the arrival and departure dates.
3. Select the room type you wish to assign.
The Room type with a * (star) are the booked room types for this convention group, **use only this/these line(s) to create your rooming list.**
4. Enter the number of pax and by rows, enter the number of reservations with the same data. 1 row equals 1 room reservation. Press the button “Add”.

The screenshot shows the 'Rooming list' application window. At the top, there's a header with 'Rooming list' and a 'Routing' button. Below this, a status bar shows 'NLZH.DHAAG NH Den Haag ****', 'Reserv. 99911', 'Client 1000152612', and 'WORLDMEETINGS'. A tabbed interface has 'Rooming List', 'Breakdowns', 'Conferences', and 'Manual entry' (annotated with a red box and '1'). The 'New data' section contains 'Arrival' (19.01.2015, annotated with '2') and 'Departure' (24.01.2015). To the right, 'Room type' is set to '*Standard Double' (annotated with '3') and 'Meal plan' is empty. Further right, 'PAX : AD' is set to 'AD' and 'Add' is a button (annotated with '4'). Below this is a 'Guests' table with columns: Reserv., Arrival, Depart, Type, Meal pl..., AD, and R... The table is currently empty.


Rooming list

6. Fill in the names of the guests

7. Select all

8. Flag off





8  Rooming list Routing








ESZZ.CIUZA NH Ciudad de Zaragoza *** Reserv. 150052 Client 1000 DIRECT GUEST

Rooming List Breakdowns Conferences Manual entry

New data

Arrival 10.08.2015  Room type *Standard Double View Double PAX : AD 1

Departure 10.08.2015 Meal plan *BB  Add 6 rows

7       

Guests

Reserv.	Arrival	Depart	Type	Meal pl...	AD	JU	CH	BB	Code	Name	R...
0	10.08.2015	10.08.2015	STDDB ...	BB	1						
0	10.08.2015	10.08.2015	STDDB ...	BB	1						
0	10.08.2015	10.08.2015	STDDB ...	BB	1						
0	10.08.2015	10.08.2015	STDDB ...	BB	1						
0	10.08.2015	10.08.2015	STDDB ...	BB	1						
0	10.08.2015	10.08.2015	STDDB ...	BB	1						

6

Convention group

Routing charges

Before breaking down the reservations

Inform the billing concepts:

ESBA.NUMAN. Modif. Conv. Group Res. - CVENT -EPO

Rooming list | [Icons]

ESBA.NUMAN NH Sants Barcelo | Reserv. 194907 | Client 1013895671 | CONFERENCE DIRECT

*General info. | *Reception info. | *Billing information | Deposits | Guarantee | *Additional info. | Breakdowns | ***Routing Charges** | Fixed charge | Actions | Loan Items | P

Routing

Routing type Group/Conc Description C Cadence F Start date End date Ext. Folio Reserv. Room Percentage

Concept	BB	Bed & Breakfast				30.04.2017	06.05.2017	Group header	Folio 1	194907		100,00
Concept	ROOM	Room				30.04.2017	06.05.2017	Group header	Folio 1	194907		100,00

View Routing

Routings will not be updated in breakdown reservations. Use specific button in Breakdowns reservation tab

After breaking down the reservations

*General info. | *Reception info. | Billing information | Deposits | Guarantee | *Additional info. | ***Breakdowns** | *Routing Charges | Fixed charge | Actions

Reservation	Status	Room	Type	AD	JU	C	BB	Board	Main Guest name	Arrival date	Departure...	Updated r...	Upg. meal...	Sp. Me
154826	CONFIRMED	524	STDGL	1	0	0	0	BB	TEST CONV.GRP	02.01.2015	03.01.2015			
154827	CONFIRMED	304	STDDBL	2	0	0	0	BB	alicia	01.01.2015	02.01.2015			
154828	CONFIRMED	306	STDDBLD	2	0	0	0	BB	gema	01.01.2015	02.01.2015			
154829	CONFIRMED	324	STDGL	1	0	0	0	BB	gonzalo	02.01.2015	03.01.2015			

Tasks | Notice | Special requests | **Routing** | Modify reservat | Bring header remarks | Modify Guests

Breakdown - Special Requests

13782611	CONFIRMED		SUPDBL	2	0	0	0	BB	Tahri Saida	28.03.2016	30.03.2016	
13782612	CONFIRMED		SUPDBL	2	0	0	0	BB	Zaki Zahira	28.03.2016	30.03.2016	

< > ...

Tasks

Notice

Special requests










Routing

Modify reservat

Bring header remarks


Modify Guests

ESSE.CECON.Create preferences



Special requests

NOTE: Preferences will be overwritten



Reserv.	Grp. Rsrv.	Arrival date	Departure	AD	JU	CH
13782623	12778959	28.03.2016	30.03.2016	2	0	0
13782624	12778959	28.03.2016	30.03.2016	1	0	0
13782625	12778959	28.03.2016	30.03.2016	2	0	0
13782626	12778959	28.03.2016	30.03.2016	2	0	0

Room Features

Stay features (guest)

SMOKING ROOM

ROOM DESIGN

DISABLE

ALLERGY ROOM

RENOVATED ROOM

ROOM FACILITIES

BATH / SHOWER DESIGN

BUILDING

MAIN BUILDING

SEPARATE BUILDING

SPECIAL WING

EXECUTIVE FLOOR

TOP FLOOR

DOWN FLOOR

FAR AWAY FROM NOISES

QUIET ROOM

SEPARATED BEDS

LOCATION

Reservation's features

SMOKING ROOM

ROOM DESIGN

CONNECTING ROOMS

LIVING ROOM

KITCHEN

HONEYMOON SUITE

DISABLE

ALLERGY ROOM

RENOVATED ROOM

ROOM FACILITIES


Asset	Value
BUILDING	MAIN BUILD

1. Select all, or make a selection

2. Press the button special request

3. Select the Room, stay and/or reservations features

4. Double click to add them to the column

5. Press 

Breakdowns - Routing

13782611	CONFIRMED	SUPDBL	2	0	0	0	BB	Tahri saida	28.03.2016	30.03.2016
13782612	CONFIRMED	SUPDBL	2	0	0	0	BB	Zaki Zahira	28.03.2016	30.03.2016

<

>

...

Tasks

Notice

Special requests

Routing

Modify reservat

Bring header remarks

Modify Guests

Select the break down reservations you need to route and press the routing button

NOTE: New routings will be overwritten to reservations

There are routings informed

Reserv.	Grp. Rsrv.	Arrival date	Departure	AD	JU	CH	BB	Room Type	Room	Res. Status	Meal plan	Check-in	Check-out	Name of group	Guest	Routing
156976	157023	30.04.2016	01.05.2016	2	0	0	0	STDBL		3	BB			DIDASKALION VECI	nacho	!
156977	157023	30.04.2016	01.05.2016	2	0	0	0	STDBL		3	BB			DIDASKALION VECI	caro	!
156978	157023	30.04.2016	01.05.2016	2	0	0	0	STDBL		3	BB			DIDASKALION VECI	maribel	!
156979	157023	30.04.2016	01.05.2016	1	0	0	0	STDBL		3	BB			DIDASKALION VECI	emma	!
156980	157023	30.04.2016	01.05.2016	1	0	0	0	STDBL		3	BB			DIDASKALION VECI	guia	!

Routing

Routing	Routing type	Group/Conc	Description	C	Cadence	F	Start date	End date	Ext.	Folio	Reserv.
	Concept ...	ROOM (BB)	Acommodation Bed & Br...		Everyday includ...				Group...	Folio 2	1570
									No		0

Breakdowns - Modify reservation

General info.
*Billing information
*Additional info.
*Prices and Commissions
*Conditions
Deposits
Discount
*Breakdowns
Routing Charges
Fixed charges
Actions
*Commissionable charges
Guarantee
Spe...

Reservation	Status	Room	Type	AD	JU	C	BB	Board	Main Guest name	Arrival date	Departure...	Updated r...	Upg. meal...	Sp. Meal p...
109290704	CONFIRMED		STDBL	1	0	0	0	BB	UNO	10.11.2023	12.11.2023			
109290705	CONFIRMED		STDBL	1	0	0	0	BB	DOS	10.11.2023	12.11.2023			

Tasks
Notice
Special requests
Routing
Modify reservat
Bring header remarks
Modify Guests

The 'Modify reservation' can be used to make all changes for broken down reservations

Current data

From Arrival date	
Up to Arrival date	
Group Reservation No.	109290701
Individual Reservation No.	0
Booking File ID	
Reservation type identifier	
Registration date	
Voucher	
Modification date	
Modified by	
Main Client	
Room type	

☐ Include related reservations

☒ Selec. booking breakdown

to

Data to change

Arrival date	
Departure date	
Arrival time	00:00:00
Departure time	00:00:00
Contract identifier	
Rate	
Allocation Id	
Reservation status	
Reservation type	
Main Client	
Manual price	
Manual price currency	EUR
<input type="checkbox"/> Taxes Incl. Manual Price	
Meal plan	
Room type	
Date of reser. registration	
Upgrade room	
Upgrade room reason	
Upgrade meal plan	
Upgrade meal plan reason	
Voucher	

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Family group


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Family group

Group Header

The header and the management is similar to the Convention Group booking.
The main difference with the Convention Group is that these type of group is not managed by CRO.

Fill in group details to get the correct contract and rate to apply.

ESZZ.CIUZA. Create Group Res. -

ESZZ.CIUZA NH Ciudad de Zar Reserv. 0 01.01.2015 - 00.00.0000 Client 1000 GUEST (DON'T TOUCH/NO TOC)

General info. *Billing information *Additional info. *Prices and Commissions *Conditions Deposits Discount *Breakdowns Routing Charges Fixed charges Actions *Commissionable charges Guarantee Special meal plans

Arrival date: 01.01.2015 Nights: Departure date: Contract: 0 Rate: Allotment: Remarks: Main remarks only 250 characters

Group Name: ☒ Retrieve changes ☒ Homogeneous Gr ☐ Show Subtypes

Registration date: 01.01.2015 Voucher: Cost code: E-Mail: nh@nh-hotels.com Reservat. method: CUT-OFF date:

R...	Room type	AD	JU	CH	BB	Rooms	Meal plan	Ex...	First service	Last service	Free	Manual price	Tax 1...	Regis.Date	Reservation	Status
											<input type="checkbox"/>		<input type="checkbox"/>			
											<input type="checkbox"/>		<input type="checkbox"/>			
											<input type="checkbox"/>		<input type="checkbox"/>			
											<input type="checkbox"/>		<input type="checkbox"/>			
											<input type="checkbox"/>		<input type="checkbox"/>			

Pending

OFFER Rooms to breakdown 0 Guests 0 Created: E00000036425 01.01.2015 00:00 Currency: EUR

CUT-OFF date Indiv. bookings 0 Guests 0 Modified: 00:00

If we inform a reservation row with the homogeneous group flag clicked, all the bookings will take the booking header date.

Rooming List - Breakdown

Reserv. 152205
06.10.2015 - 08.10.2015
Client 41461110
PRUEBA MIGUEL .

General info.
*Billing information
*Additional info.
*Prices and Commissions
*Conditions
Deposits
Discount
*Breakdowns
Routing Charges
Fixed charges
Actions
*Commissionable charges
Guarantee
Special meal plans


Arrival date: 06.10.2015 Tuesday
Nights: 2
Departure date: 08.10.2015 Thursday
Group Name: PRUEBA MIGUEL
Registration date: 06.10.2015
E-Mail: NO E-MAIL
CUT-OFF date:

Contract: 0
Rate:
Allotment:
☒ Retrieve changes
☒ Homogeneous Gr
☐ Show Subtypes
Voucher:
Reservat. method:
Cost code:

Remarks
Main remarks only 250 characters
Main

R...	Room type	AD	JU	CH	BB	Rooms	Meal plan	Ex...	First service	Last service	Free	Manual price	Tax I...	Regis.Date	Reservation	Status
	Standard Double	1				5	BB			BKFS				01.01.2015	0	Confirmed

It is possible to add as many group lines as needed depending on the arrival and departure dates (non-homogeneous group).

1- Select reservation row and click on  Selected items breakdown

In the next step, it is possible to choose the number of the rooms to break down.

2- Select reservation line and click on
It will breakdown every room blocked

Family group

Special meal plans

This tab allows to inform a different meal plan by day in the group, differentiating also by supplied meal plan and billed meal plan:

ESMD.EUROB NH Collection Eu
Reserv.
44653442
01.05.2019 - 31.12.2020
Client
2013729630
AMERICAN AIRLINES INC SUCURSAL EN E

*Billing information

*Additional info.

*Prices and Commissions

*Conditions

Deposits

Discount

*Breakdowns

Routing Charges

Fixed charges

Actions

*Commissionable charges

Guarantee

Special meal plans

*Statistics

Special meal plans

Hotel date	Supplied meal plan	Billed meal plan
01.05.2019	BB	BB
02.05.2019	RO	RO
03.05.2019		

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

Status	Folio	Concept ID	Quantity	Description	Price	Disc.
	2	RO	1	Sólo habitación	0,00	
	2	ROOM	1	Habitación	126,36	
	2	BB	1	Alojamiento y desayuno	18,09	
	2	ROOM	1	Habitación	126,36	

In this example, the booking has “Room only” the first day (supplied and billed), and “Bed and Breakfast the second night (supplied and billed).

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Housekeeping


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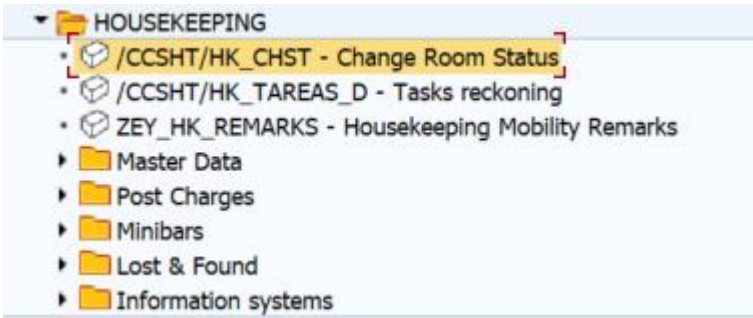

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Housekeeping

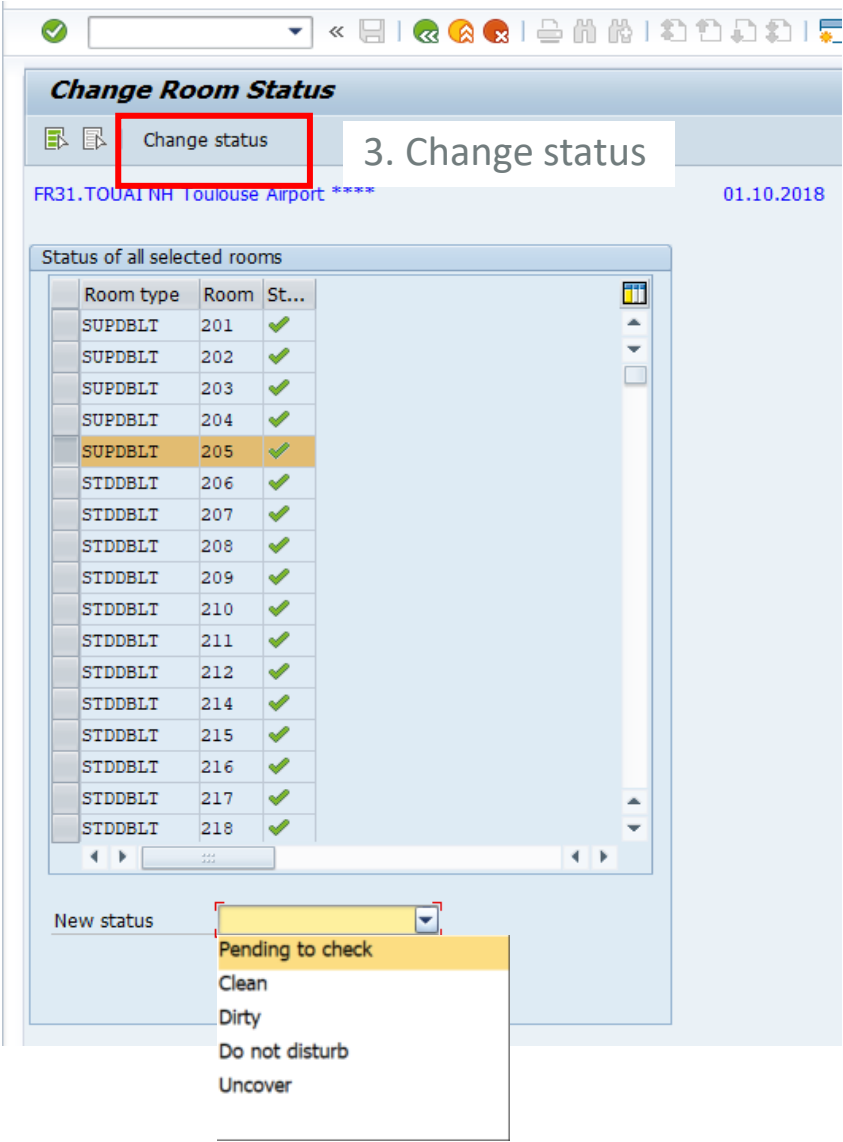
Change room status



1. Select the room / rooms



2. Select new status



Housekeeping

Lost & Found Creation

HOUSEKEEPING

/CCSHT/HK_CHST - Change Room Status

/CCSHT/HK_TAREAS_D - Tasks reckoning

ZEY_HK_REMARKS - Housekeeping Mobility Remarks

Master Data

Post Charges

Minibars

Lost & Found

/CCSHT/HK_01_PERDI - Create

/CCSHT/HK_02_PERDI - Modify

/CCSHT/HK_03_PERDI - View

Information systems

Lost and Found Record

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Notification date

01.01.2014

Time reported

16:51:31

Room

114

Reservation

Guest

Found in...

BAÑO

Zone

Person

DANIELA

☒ Valuable

Item found

GOLDEN RING

Remarks


☒ Record 001753 has been successfully saved



Housekeeping

Lost & Found modification

Modify Lost and Found

Display by room 

ESZZ.CIUZA NH Ciudad de Zaragoza *** Record 1753

Notification date	01.01.2014	Time reported	16:51:31
Room	114	Reservation	
Guest			
Found in...	BAÑO	<input checked="" type="checkbox"/> Item claimed	
Zone		<input type="checkbox"/> Returned	
Person	DANIELA	<input checked="" type="checkbox"/> Valuable	

Item found


GOLDEN RING

Remarks

2ND JANUARY: NEXT FRIDAY (3RD JANUARY) GUEST WILL BE HERE TO PICK UP THE RING



Modify Lost and Found

Display by room 

ESZZ.CIUZA NH Ciudad de Zaragoza *** Record 1753

Notification date	01.01.2014	Time reported	16:51:31
Room	114	Reservation	
Guest			
Found in...	BAÑO	<input checked="" type="checkbox"/> Item claimed	
Zone		<input checked="" type="checkbox"/> Returned	
Person	DANIELA	<input checked="" type="checkbox"/> Valuable	

Item found

GOLDEN RING

Remarks

2ND JANUARY: NEXT FRIDAY (3RD JANUARY) GUEST WILL BE HERE TO PICK UP THE RING.

3RD JANUARY: GUEST PICKED UP THE RING (SIGNED FORM).

Housekeeping

Lost & Found Report

Check the following report to keep updated! /CCSHT/HK_OBJ_PERDIL - Lost property search

HOUSEKEEPING

/CCSHT/HK_CHST - Change Room Status

/CCSHT/HK_TAREAS_D - Tasks reckoning

ZEY_HK_REMARKS - Housekeeping Mobility Remarks

Master Data

Post Charges

Minibars

Lost & Found

Information systems

/CCSHT/RC_HS - House Status

/CCSHT/RS_06_014_ALV - VIP arrivals

/CCSHT/RS_06_03 - Hotel General occupancy

/CCSHT/RS_06_25 - Rooms available by type

/CCSHT/RS_06_68 - Empty Rooms Report

/CCSHT/RS_06_26 - Room Rack

/CCSHT/RS_06_26_D - Daily Room Rack

/CCSHT/RS_06_26_DALV - Room Rack by floors

ZEY_RC_SI_001_ALV - In-house guests or occupied rooms ALV (extended)

/CCSHT/RC_SI_002_ALV - Departures book ALV

/CCSHT/RC_06_ALV - Loan items inventory ALV

/CCSHT/RC_ACCION - Actions to be completed in reserv.

/CCSHT/LISTADO_COMP - Actions list

/CCSHT/RS_LIST_CMBHA - Reservation with rooms changes

/CCSHT/RS_CMBHA_PREV - Expected Room Changes

/CCSHT/R_HK_SI_08 - Incident report

/CCSHT/HK_STATUS - Housekeeping Status

/CCSHT/HK_SI_12 - Housekeeping staff's workload

/CCSHT/HK_SI_17 - Staff workload

/CCSHT/HK_SI_GIERRE - Close day housekeeping

/CCSHT/HK_OBJ_PERDIL - Lost property search

ZEY_RS_ROOM_STATUS - Daily summary of room status



Lost property search

ESMD.NACIO NH Nacional ****

20.01.2024

Lost property nº

Place

Room

Date reported

Item

Person

Guest

Claimed

Returned

to

to

to

to

Handling lost and found items



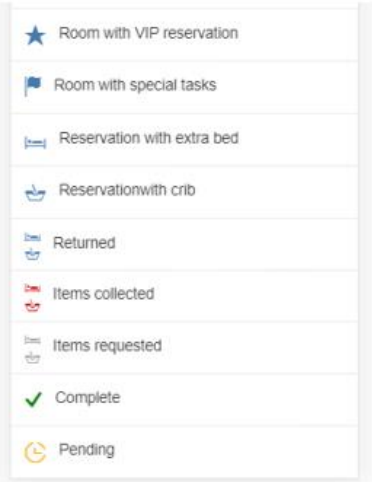
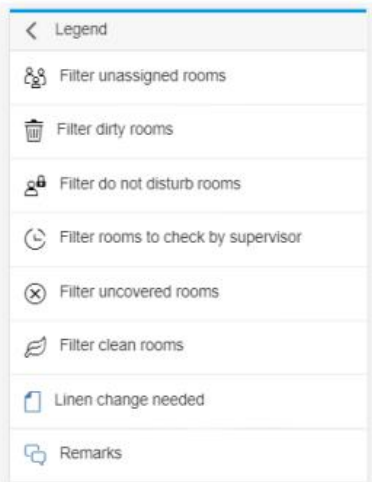
Quick guide lost and found items
All countries



Housekeeping mobility

There is the option to change the cleanliness status, inform maintenance incidence, charge minibar... in Housekeeping devices. You can see some of the options in this print screen and get more information, manual, trainings... by clicking on the below image.

COLORS AND LEGEND



- Green: Clean
- Blue: Do not disturb
- Red: Dirty
- Grey: Uncover
- Orange: Pending to check

Title	Tags	Area	Language
Housekeeping Mobility App Video	Rooms, Housekeeping, Mobility, video	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > HOTEL SERVICE MANUAL	English
Housekeeping Mobility Manual	Rooms, Housekeeping, Mobility	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	English
Manual Housekeeping Mobility	Rooms, Housekeeping, Mobility	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	Spanish
Housekeeping Mobility APP (Spanish training call)	Housekeeping, Mobility, call	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	Spanish
JIRA NH Service Desk	JIRA, Mobility, Housekeeping	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	English
Housekeeping Mobility APP (Italian training call)	Housekeeping, Mobility, call	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	Italian
Housekeeping Mobility App (English Training call)	Housekeeping, Mobility, call	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	English



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Maintenance


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Maintenance

Open case

MAINTENANCE

Case type

Open case

Modify case

Close case

Mass management of blocks

Information systems

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Maintenance area

Room

Lounge

Zone

Room removed of the hotel sales.

Room out of service (check-in not allowed) but remains in the hotel sales.

Create maintenance request

Change history

ESZZ.CIUZA NH Ciudad de Zaragoza ***01.01.15

Room220

Maintenance StatusReported

Reservation153033

Maintenance info

Maintenance type100ACS installatiePriorityMedium

Fault description

The WC doesnt work well, the button is block.
There are not control remote tv

Blocking data

☐ Blocked

Block/Out of service start date01.01.2015

☒ Out of service

Block/Out of service Start time17:04:02

Availability Start date02.01.2015

Availibility Start Time17:04:02

Status after blocking periodDirty

Maintenance request owner

Maintenance owner

Department

Created by E00000103792 01.01.2015 17:04:02

SAP

Maintenance

Modify / Close case

MAINTENANCE

- Case type
- Open case
- Modify case
- Close case**
- Mass management of blocks
- Information systems

When closing a case, pay attention to the Availability Start date in order to avoid inconsistencies.



Close maintenance request

Change history

FR31.TOUAI NH Toulouse Airport **** 01.10.18

Fault ID code1074891

Incident statusIn process

Room216 ✓ Reservation0

Maintenance record

Incident type068 TELEPHONE

Priority

Fault description

test

Blocking data

☐ Blocked

☒ Out of service

Block/Out of service start date01.10.2018

Block/Out of service Start time16:31:47

Availability Start date02.10.2018

Availability Start Time16:31:47

Status after blocking periodClean ✓

Maintenance request owner

Maintenance ownerTEST

DepartmentMTN

☐ Checked by guest

Closing resp. FRAN

Created by HFRTOUAIRE... 01.10.2018 16:31:47 Update by HFRTOUAIRE... 01.10.2018 16:35:29



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Night Audit Process


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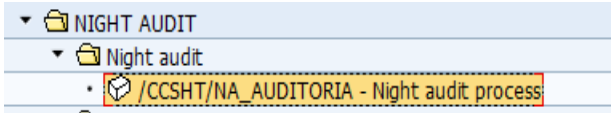

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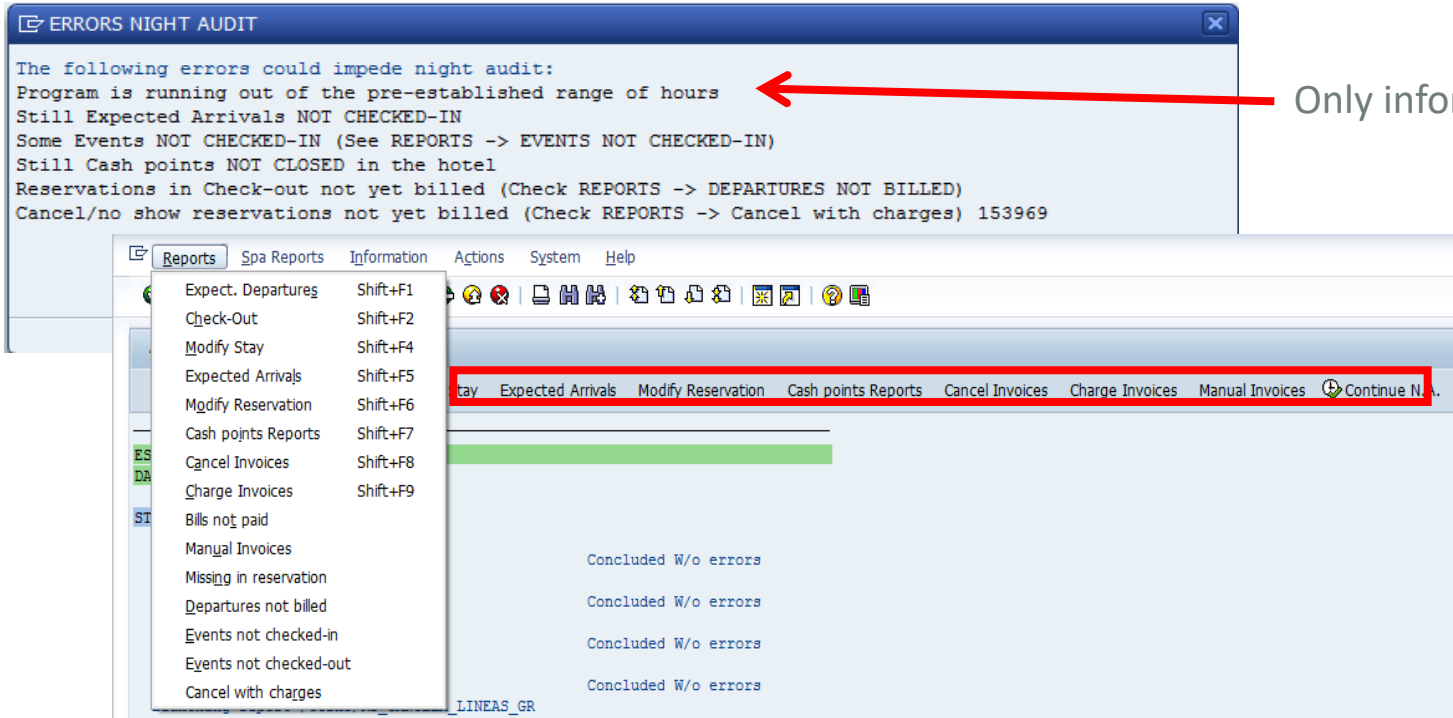
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Night Audit process

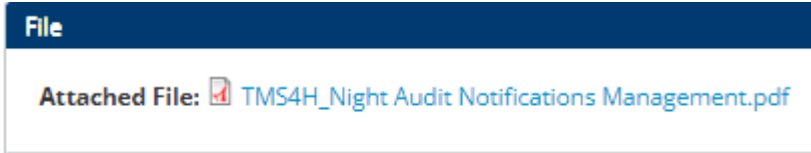


MANDATORY: Perform a pre-night audit at least once during the afternoon.



Only informative

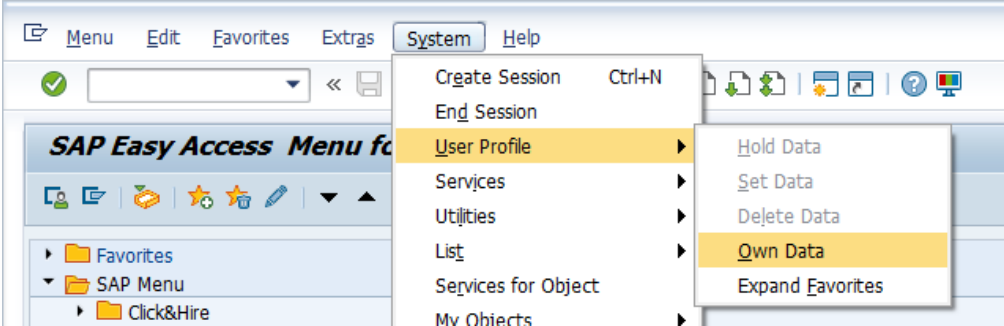
What should you do if you don't find the solution?



Night Audit Process

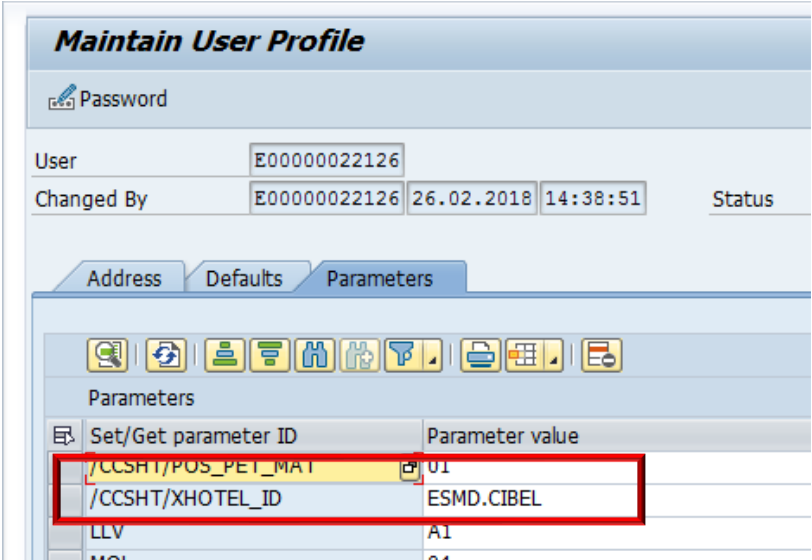
Perform the pre-night audit (only users with rights to more than one center)

To keep the same hotel by default or check the pre-night audit process, you should follow the next steps:



- 1) Only one session open.
- 2) Go to System → User profile → Own data (SU3)

- 3) Parameters tab
 - 4) Parameter ID → /CCSHT/XHOTEL_ID
 - 5) Parameter Value → Hotel code (for example, ESMD.CIBEL)
- Don't modify the rest of the parameters!



What should you do if you don't find the solution?

ALLNH_INCIDENCES MANAGEMENT PROCEDURE



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Information Systems


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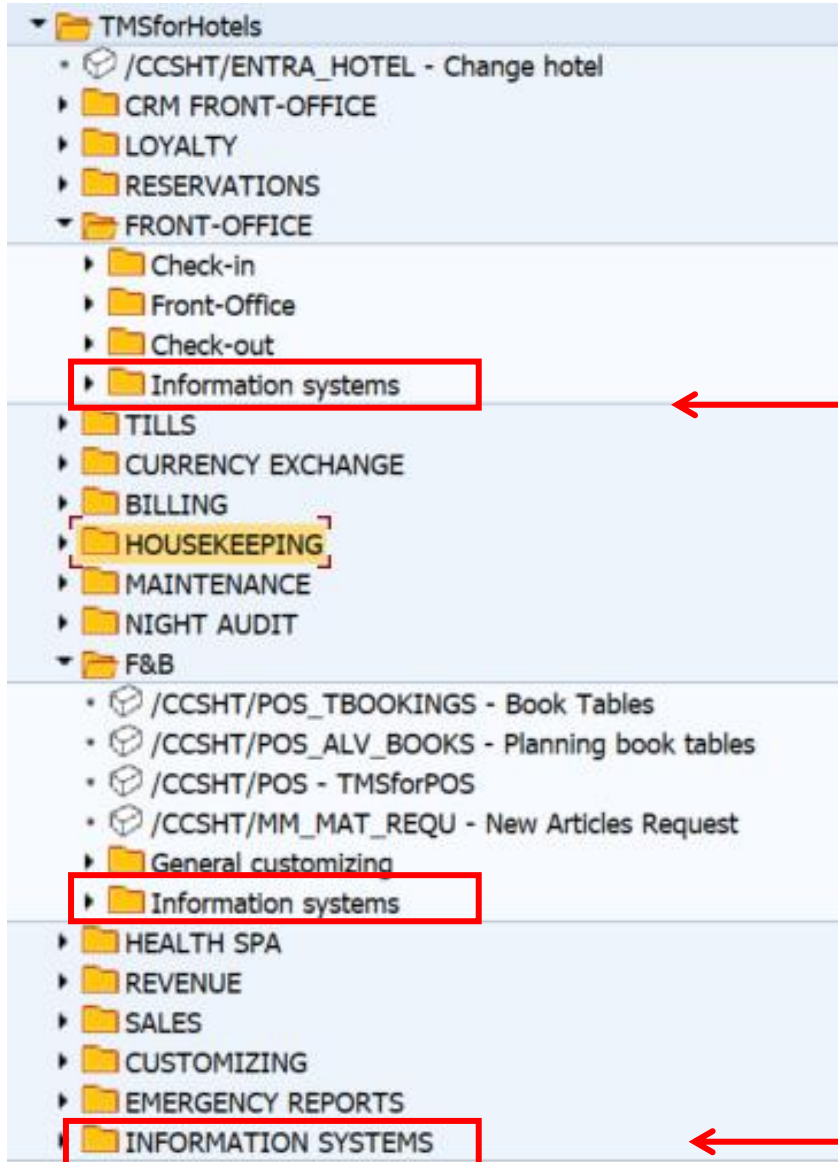
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Information systems



The **information systems** in TMS forHotels contain all the available reports of the tool.

Every folder has a subfolder called “Information systems” (reports).

At the end of TMS menu, there is a general folder called “information systems” with all of them.

Information systems

Reservations Pick-Up

RESERVATIONS

Individuals

Groups / Events

Mass changes to several reservations

Information systems

Events

Reporting Quotation T

/CCSHT/RS_06_03 - H

/CCSHT/RS_06_04 - O

/CCSHT/RS_06_011_A

ZEY_RS_06_011_ALV

/CCSHT/RS_06_014_A

/CCSHT/RS_06_06 - E

/CCSHT/RS_06_45 - G

/CCSHT/GR_CONT_OO

/CCSHT/RS_06_35_AL

/CCSHT/RS_06_60_AL

/CCSHT/RS_DEPOSITO

/CCSHT/RS_06_70 - B

/CCSHT/FOR19 - Reser

/CCSHT/RS_06_013 - f

/CCSHT/RS_06_42 - O

/CCSHT/RS_06_34 - R

/CCSHT/RS_CD_RESER

Reservations created, cancelled and modified in a given date.

Reservation Pick-up

ESMA.MALAG NH Málaga ****

Modified from 22. November 2018
until 22. November 2018

			New	Modify	Cancellations
Rooms	STDDBL	Standard Double	0	28	0
	STNDBL	Standard New Style Double	1	0	1
Total Rooms			1	28	1
GUEST	AD	Adult	1	29	1
	JU	Junior	0	0	0
	CH	Child	0	0	0
	BB	Baby	0	0	0
Tot. guest			1	29	1

E00000050726 - 22. November 2018 - 18:50:41

Situation

Arrival date

Reservation

Reserv.status

Main Client

Nights

Rooms...

Departure

AD

JU

CH

BB

Room Type

Room

Meal ...

Rate

Man...

CANCELLATIONS	29.11.2018	59455154	Cancelled	TRAVELTINO 2009 SLU	2	1	01.12.2018	1	0	0	0	STNDBL		BB	FLEXBB	0,00
MODIFY	29.11.2018	50947108	Confirmed	CYEX VIAJES SA	3	25	02.12.2018	25	0	0	0	STDDBL		BB	BGR_MC_XL	0,00
	29.11.2018	50947109	Confirmed	CYEX VIAJES SA	3	1	02.12.2018	2	0	0	0	STDDBL		BB	BGR_MC_XL	0,00
	29.11.2018	61636899	Confirmed	HALCON VIAJES	3	1	02.12.2018	1	0	0	0	STDDBL		BB	BGR_RO_S	0,00
	29.11.2018	61636900	Confirmed	HALCON VIAJES	3	1	02.12.2018	1	0	0	0	STDDBL		BB	BGR_RO_S	0,00
NEW	29.11.2018	61623033	Confirmed	AVORIS RETAIL DIVISI...	1	1	30.11.2018	1	0	0	0	STNDBL		BB	OCR_15-22...	0,00



Information systems

Reservations → Information systems →

ZET_RS_06_11_ALV_EX Expected Arrivals Extended

RESERVATIONS

- Individuals
- Groups / Events
- Mass changes to several reservations
- Information systems
 - Events
 - Reporting Quotation Tool
 - /CCSHT/RS_06_03 - Hotel General occupancy
 - ZEY_ROOMS_AVAIL - Rate and Rooms Availability
 - ZEY_FROOMS_AVAILABIL - Function Rooms Availability (Multihotel)
 - /CCSHT/RS_06_04 - Occupancy by room type
 - ZEY_RS_06_011_ALV_EX - Expected Arrivals Extended**
 - /CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV

We recommend to use the different layouts defined for each department.



Expected arrivals extended

Hotel: ESMD.EUROB

Booking File: to

From: 19.12.2021

Until: 19.12.2021

Voucher: to

Main client: to

Room type: to

CRS: to

Company Responsible: to

Rooms: to

Arrival time: 00:00:00 to 00:00:00

Currency:

Segment:

Channel:

Travel Reason:

Booking status:
☒ Confirmed
☐ Tentative
☐ Confirmed

Layout: Choose

Layout	Layout description				
/ARRIVAL	/ARRIVAL	✓	✓		
/ARRIVALF&B	/ARRIVALF&B	✓	✓		
/ARRIVALHK	/ARRIVALHK	✓	✓		
/ARRIVALMNT	/ARRIVALMNT	✓	✓		

Layout:

Information systems

House Status

FRONT-OFFICE

Check-in

Front-Office

Check-out

Information systems

/CCSHT/RC_HS - House status

/CCSHT/RC_POLICE_CHO - Police record of In-House

NH Toulouse Airport - HOUSE STATUS

Occupancy Room Occupancy Event weekly planning Overb.

Date: 04.12.2018

Net Prod. Finance Prod. Gross Prod.

Room Total: 148 Blocked: 0 Available: 98

Inventory: 148 Out of serv: 0 Availability allot: 0

Activity More..

Ext Sty/Chk Un. Room Grp. Ind. GUEST

Expected checkins: 50 0 50 56

Depart. Expected: 15 0 15 18

Checked out: 0 0 0 0

Arrivals Expected: 27 0 27 31

Checked in: 0 0 0 0

Extended stays:

Checked out Unexpect:

Checkout postponed:

Day use: 0 0 0 0

Check ins en espera 0 0 0 0

Groups All Individuals

Room

Room nights: 50 Stays:

% Occupancy: 33,78 % Occupancy:

%Occup.+Blck: 33,78 %Occup.+Blck:

%Occup. Max.: 33,78 %Occup. Max.:

%Occup+B Max: 33,78 %Occup+B Max:

ADR: 75,45 ADR Pax

ADR +Meal P 78,80 ADR Pax+M.PI 70,35

RevPAR: 25,49 RevPAB: 12,75 Curr: EUR

Activity More..

Room Grp. Ind. GUEST AD JU CH BB VIP

Walk ins: 1 0 1 2 2 0 0 0 0

Cancelations: 0 0 0 0 0 0 0 0 0

No show: 0 0 0 0 0 0 0 0 0

Free/Price 0: 2 0 2 5 4 0 1 0 0

Upgrad.room/board 1 0 1 2 2 0 0 0 0

Room diff. to type: 38 14 24 73 71 0 4 0 0

Offer : 0 0 0 0 0 0 0 0 0

Option : 0 0 0 0 0 0 0 0 0

Checkin online: 0 0 0 0 0 0 0 0 0

Checkin online exptd: 0 0 0 0 0 0 0 0 0

Hotel Status:
Past – Present – Future

MINOR
HOTELS

ANANTARA
HOTELS-RESORTS-SPAS

AVANI
HOTELS & RESORTS

elwana
COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS

NH COLLECTION
HOTELS

nhov
HOTELS

TIVOLI
HOTELS & RESORTS

Information systems

In-House Guests or Occupied Rooms



Checkbox activate by default.
Please deactivate it you want to display
past or future dates in the report.

Housed guests

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Hotel	ESZZ.CIUZA	to		→
Guest		to		→
Departure date		to		→
Arrival date		to		→
Date in house		to		→
Main Customer		to		→
Room		to		→
CRS		to		→
Group		to		→
Reservation Type		to		→

Room type

Hired		to		→
Occupied		to		→
Upgrade		to		→

Records to show

☐ Guests
☐ Rooms
☒ Only in check-in
☐ Only types of guest occupying

Information systems

In-House Guests or Occupied Rooms

Housed guests																		
Hotels:ESMA.MALAG NH Málaga *****																		
E00000050726 - 22. November 2018 - 18:39:32																		
Hotel	Room	Hotel name	Ocup.roo...	Hired room	Guest	Guest Co...	Category	Card	Main guest	Arrival	Dep.Date	Booki...	A...	Icon	Main Customer	Main clien	Contract	Rate
ESMA.MALAG	001	NH Málaga	STNDBLT	STNDBL	PERDIG...	0057208...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	002	NH Málaga	STNDBLT	STNDBL	ROBLES...	0042157...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	003	NH Málaga	STNDBLT	STNDBL	PITARC...	0041113...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	004	NH Málaga	STNDBLT	STNDBL	MUNOZ...	0021630...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	006	NH Málaga	STNDBLT	STNDBL	GERONI...					21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	007	NH Málaga	STNDBLT	STNDBL	TALENS...	0014199...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	008	NH Málaga	STNDBLK	STNDBL	PEÑARR...	0004788...			Spanish	21.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	009	NH Málaga	STNDBLT	STNDBL	VILLAL...	0005001...	BLUE	5001...	Spanish	21.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	010	NH Málaga	STNDBLT	STNDBL	PEREZ...	0057215...			Spanish	22.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	012	NH Málaga	STNDBLT	STNDBL	SOPEÑ...	0057217...			Spanish	22.11.2018	23.11.2018	6085...			KEYTEL SA	Spanish	KEYTELSA	FLEXBB
ESMA.MALAG	013	NH Málaga	STNDBLT	STNDBL	MEHAM...	0043672...			Spanish	21.11.2018	24.11.2018	6138...			BOOKING.COM B.V.	Dutch	BOOKING	NH_OPENING
ESMA.MALAG		NH Málaga	STNDBLT	STNDBL	BARAN...	0041669...	BLUE	4166...	Spanish	21.11.2018	24.11.2018	6138...			BOOKING.COM B.V.	Dutch	BOOKING	NH_OPENING
ESMA.MALAG	015	NH Málaga	STNDBLT	STNDBL	DUART...	0020413...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	016	NH Málaga	STNDBLK	STNDBL	CAMBR...	0018293...	BLUE	1829...	Spanish	22.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	017	NH Málaga	STNDBLT	STNDBL	ERRAN...	0057216...			Spanish	22.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	018	NH Málaga	STNDBLT	STNDBL	ROCHE...	0046117...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	021	NH Málaga	STNDBLK	STNDBL	PEIRO ...	0008588...	BLUE	8588...	Spanish	22.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	022	NH Málaga	STNDBLT	STNDBL	Diaz Alc...	0042675...	BLUE	4267...	Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	023	NH Málaga	STNDBLT	STNDBL	RUIZ L...	0057207...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	025	NH Málaga	STNDBLT	STNDBL	FEDERL...	0057153...			German	16.11.2018	23.11.2018	5930...			HOTELBEDS PRODUCT ...	Spanish	HOTELBEDS	BAR
ESMA.MALAG		NH Málaga	STNDBLT	STNDBL	SCHÜT...	0057153...			German	16.11.2018	23.11.2018	5930...			HOTELBEDS PRODUCT ...	Spanish	HOTELBEDS	BAR
ESMA.MALAG	026	NH Málaga	STNDBLT	STNDBL	ALONS...	0054775...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	027	NH Málaga	STNDBLT	STNDBL	FERNAN...	0019323...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	028	NH Málaga	STNDBLT	STNDBL	ARCE A...	0015664...			Spanish	21.11.2018	23.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	029	NH Málaga	STNDBLT	STNDBL	CALLEJ...	0041335...	BLUE	4133...	Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	031	NH Málaga	STNDBRK	STNDBL	JAQUES...	0025847...			Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	032	NH Málaga	STNDBRT	STNDBL	FERNAN...	0016743...	BLUE	1674...	Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M
ESMA.MALAG	033	NH Málaga	STNDBRT	STNDBL	GARCIA...	0016745...	BLUE	1674...	Spanish	21.11.2018	24.11.2018	6134...			VIAJES EL CORTE INGLE...	Spanish		BGR_MC_M

Information systems

Room Rack

FRONT-OFFICE

Check-in

Front-Office

Check-out

Information systems

/CCSHT/RC_HS - House status

/CCSHT/RC_POLICE_CHO - Police record of In-House guests

ZEY_TR_FICHA_POLICIA - Police Record - Tablets in Reception

/CCSHT/RS_06_26 - Room Rack

/CCSHT/RS_06_26_D - Daily Room Rack

/CCSHT/RS_06_26_DALV - Room rack by floors

/CCSHT/RS_06_25 - Available Rooms

/CCSHT/RC_004_ALV - Arrivals book ALV

ZEY_RC_SI_001_ALV - In-house guests or occupied room

/CCSHT/RC_05_ALV - Loss items inventory ALV

Have a look into the three different “Room Racks” available in the system.

ESMA.MALAG. Room Rack.

Current date

Previous period

Next period

From

Refresh

Check-in

Check-out

Inc. Show

From Thursday 22 November 2018

Key:

P -> Booked Tentative

R -> Booked Confirmed

C -> Checked-in

B -> Blocked

F -> Out of service

Room

Cleaning

Room type

Room id

Thursday 22

Friday 23

Saturday 24

Sunday 25

Monday 26

Tuesday 27

W

038

✓

STNDBRT

CCCCCCCCCCCC

CCCCCCCCCCCC>

039

✓

STNDBRT

CCCCCCCCCCCC>

040

✓

STNDBRT

CCCCCCCCCCCC>

041

✓

SUNDBRK

042

✓

SUNDBRT

043

✓

SUNDBRT

CCCCCCCCCCCC

CCCCCCCCCCCC>

044

✓

SUNDBRK

<RRRRRRRRRRRR>

101

✓

STDBLQ

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RRRRRRRRRRRR>

102

✓

STDBLT

<CCCCCCCCCCCC> ~

103

✓

SUPDBLT

<RRRRRRRRRRRR ~

RRRRRRRRRRRR ~

RRRRRRRRRRRR> ~

104

✓

STDBLT

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105

✓

SUPDBLK

CCCCCCCCCCCC> ~

106

✓

STDBLT

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107

✓

STEDBLK

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108

✓

STDBLK

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109

✓

STDBLK

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110

✓

STDBLT

<CCCCCCCCCCCC> ~

<RRRRRRRRRRRR> ~

111

✓

STDBLT

<CCCCCCCCCCCC> ~

112

✗

STDBLT

CCCCCCCCCCCC> ~



Information systems

Till Operations



“Balance date” correspond to the system date (taking into account the night audit date).

“Operation date” is the real date.

Till Movements (Single identifier)

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Base currency	<input type="text"/>	to	<input type="text"/>	
Amount	<input type="text"/>	to	<input type="text"/>	
Operation's currency	<input type="text"/>	to	<input type="text"/>	
Amount	<input type="text"/>	to	<input type="text"/>	
Reservation identifier	<input type="text"/>	to	<input type="text"/>	
Movement's type	<input type="text"/>	to	<input type="text"/>	
Operation type	<input type="text"/>	to	<input type="text"/>	
User	<input type="text"/>	to	<input type="text"/>	
Till Identifier	<input type="text"/>	to	<input type="text"/>	
Client No.	<input type="text"/>	to	<input type="text"/>	
Payment method's code	<input type="text"/>	to	<input type="text"/>	
Device Id	<input type="text"/>	to	<input type="text"/>	
Invoice number	<input type="text"/>	to	<input type="text"/>	
Balance date	<input type="text"/>	to	<input type="text"/>	
Actual operations' date	<input type="text"/>	to	<input type="text"/>	
Folio	<input type="text"/>	to	<input type="text"/>	
Operation's order number	<input type="text"/>	to	<input type="text"/>	
Card number	<input type="text"/>	to	<input type="text"/>	
Gateway client reference	<input type="text"/>	to	<input type="text"/>	

Information systems

Till Movements (Single identifier)

Information systems

Housekeeping Status

HOUSEKEEPING

- Staff
- Floor management
- Minibars
- Lost & Found
- Information systems
 - /CCSHT/RC_HS - House Status
 - /CCSHT/RS_06_014_ALV - VIP arrivals
 - /CCSHT/RS_06_03 - Hotel General occupancy
 - /CCSHT/RS_06_25 - Rooms available by type
 - /CCSHT/RS_06_68 - Empty Rooms Report
 - /CCSHT/RS_06_26 - Room Rack
 - /CCSHT/RS_06_26_D - Daily Room Rack
 - /CCSHT/RS_06_26_DAI
 - /CCSHT/RC_SI_001_AL
 - /CCSHT/RC_SI_002_AL
 - /CCSHT/RC_06_ALV - L
 - /CCSHT/RC_ACCION - A
 - /CCSHT/LISTADO_COM
 - /CCSHT/RS_LIST_CMBH
 - /CCSHT/RS_CMBHA_PR
 - /CCSHT/R_HK_SI_08 -
 - /CCSHT/HK_STATUS -**
 - /CCSHT/HK_SI_12 - Ho
 - /CCSHT/HK_SI_17 - St
 - /CCSHT/HK_SI_CIERRE

ESMA.MALAG. HouseKeeping Status

Date: 22/11/2018
Rooms: *
Room types: *
States: *
Total rooms: 376

ESZZ.CIUZA. HouseKeeping Status

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Date

01.01.2015

Room

to

Room type

to

Status

to

Department type

to

Flo...	Roo...	Room type D...	Occupancy	Status	AD	CH	BB	Arrival day	Departure	Guest ...	Group Name	ID Reserva	Tasks	Stay Options	Remarks	
03	302	STDDBL	Departure	Clean	1	0	0	18.11.2018	22.11.2018	GRE...		61173468			Approxima	
	303	STDDBL	Arrival	Clean	2	0	0	22.11.2018	25.11.2018	RAMIR...		58978407			NO DUPLI	
	303	SUPDBL	Departure	Clean	1	0	0	19.11.2018	22.11.2018	MILLA...		61254349				
	304	STDDBLT	Free	Pending to check	0	0	0									
	305	SUPDBL	Arrival	Clean	2	0	0	22.11.2018	25.11.2018	LYGRE...		60804960			1 double c	
	306	STDDBL	Departure	Clean	1	0	0	21.11.2018	22.11.2018	GARCI...		61553223				
	307	STEDBLK	Free	Clean	0	0	0									
	308	STDDBL	Stay	Clean	2	0	0	21.11.2018	23.11.2018	ADAI...		61565717				
	309	STDDBLQ	Stay	Dirty	1	0	0	21.11.2018	24.11.2018	OSWA...		61558611				
	310	STDDBLQ	Stay	Dirty	1	0	0	21.11.2018	23.11.2018	CLARK...		61558612				
	311	STDDBLQ	Stay	Dirty	1	0	0	21.11.2018	23.11.2018	BAKO...		61558615				
	312	STDDBLK	Departure	Clean	1	0	0	21.11.2018	22.11.2018	FLAVI...		60569867		B_BASIC [BENEFIT]		
313	STDDBL	Arrival	Clean	2	0	0	22.11.2018	25.11.2018	RAMIR...		58978408			NO DUPLI		



Information systems

Task/Action Reports

- FRONT-OFFICE
 - Check-in
 - Front-Office
 - Check-out
 - Information systems
 - /CCSHT/RC_HS - House status
 - /CCSHT/RC_POLICE_CHO - Police record of In-House guests
 - /CCSHT/RS_06_26 - Room Rack
 - /CCSHT/RS_06_26_D - Daily Room Rack
 - /CCSHT/RS_06_26_DALV - Room rack by floors
 - /CCSHT/RS_06_25 - Available Rooms
 - /CCSHT/RC_004_ALV - Arrivals book ALV
 - /CCSHT/RC_SI_001_ALV - In-house guests or occupied rooms ALV
 - /CCSHT/RC_06_ALV - Loan items inventory ALV
 - /CCSHT/RS_06_30 - Messages for Guest
 - /CCSHT/RC_SI_031_ALV - F&B Services Forecast
 - /CCSHT/RS_06_012 - Meal plans revenue forecast
 - /CCSHT/RC_ACCION - Tasks to be completed in reservations
 - /CCSHT/LISTADO_COMP - Tasks to complete**
 - /CCSHT/RS_LIST_CMBHA - Room changes

Task list

Hotel

Booking File

Department

Date

Booking File Owner Task

Center

Center Group

Business Unit

Reservation

Event

Event sales rep.

Event Venue Rep

Event Hotel Rooms

Event task owner

ESSE.CECON

17.03.2016

to

to

to

to

to

to

to

to

to

to

to

to

to

Actions

☒ Non completion tasks

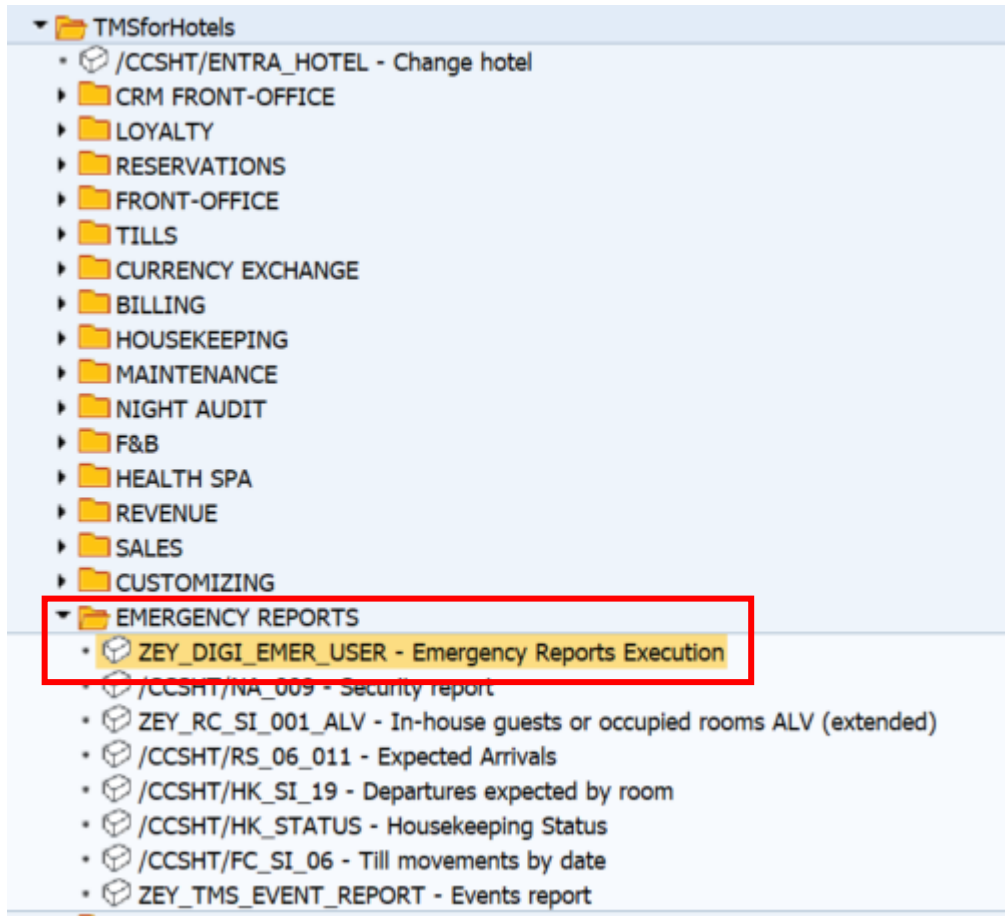
☒ Completion tasks

Comp	Section	Reserv/Eve	Hotel	Status	Room	Department	Room	Date	Task	Completion	Completed
▲		EV00005778	ESSE.CECON	Offer		Reception		17.03.2016	2 sg si no dx		Pending
▲		EV00005809	ESSE.CECON	Tentative		Reception		17.03.2016	2 sg		Pending
▲		EV00006427	ESSE.CECON	Confirmed		Reception		17.03.2016	Nuevo Trace		Pending
▲		0013475968	ESSE.CECON	Cancelled		Reception	SUPDBL	17.03.2016	pls ya alojado en habitacion 209 si es posible mantener habitación va		Pending
▲		0013475969	ESSE.CECON	Cancelled		Reception	SUPDBL	17.03.2016	pls ya alojado en habitacion 939 si es posible mantener habitación v		Pending
▲		0013475970	ESSE.CECON	Cancelled		Reception	SUPDBL	17.03.2016	pls ya alojado en habitacion 402 si es posible mantener habitación v		Pending
▲		0013568963	ESSE.CECON	Confirmed		Reception	SUPDBLT	17.03.2016	INVOICE WEB PREPAY-Holder: NH Collection Sevilla doc: NHWHO123 Addr: NH COLLECTION SEVILLA City: SEV		Pending



Information systems

Emergency Reports



Have a look into the following guide!

[TMS4H Emergency Reports](#)



- ✓ This procedure itemizes the various lists that should be stored electronically as back-up in the event of an unanticipated system failure.
- ✓ They are generated automatically three times a day.
- ✓ If you need generate them out of these schedules, click the first transaction “Emergency Report Execution” and all of them will be download automatically.

Information systems

Revenue Report

INFORMATION SYSTEMS

Management reports

Operational Management

Financial Management

- /CCSHT/NA_024_R - Management Report
- ZCRM_DISPLAY_CREDIT - Display Customer Credit
- ZNH_P_L - NH Profit & Lost
- ZNH_PL_LC - NH Profit &Lost in LC
- /CCSHT/REVENUE_REP - Revenue report**
- /CCSHT/AGING_CLI - Customer Aging
- FBL5N - Customer Line Items
- FBL3N - G/L Account Line Items

Revenue Report

Selection Criteria

Revenue date01012015to04012015

Net Revenue

☐ Gross revenue

Total Revenue before deductions

☒ Financial revenue

Gross Revenue - Discounts

☐ Net revenue

Gross Revenue - Discounts - Comissions

Revenue Report

Revenue Report - Financial revenue

ADR	Financial	Net	Gross	Description
347,5		347,5	347,8	Room Revenue / Occupied Rooms
REVPAR	81,44	81,44	81,53	Room Revenue / Total Hotel Rooms
REVPAB	44,93	44,93	44,98	Room Revenue / Total Hotel Beds

Occupatio= 23,44 % Only confirmed

Maxima Occupation= 23,44 % Confirmed + Tentative)

Number of rooms= 256

Number of beds= 464

E00000035655 - 29. January 2016 - 23:18:06

Room Concept ROOMS

Revenue Date 20150101 - 20150104

Chain code	Id Concept	ID	Res.Quant.	Occu.Rooms	Num.Charg.	Pax Quant.	Discount	Commission	Deduction	ADR	Price*PAX	Ave.Chr.Pr	Σ	Pr.Gr.W.De	Σ	Finan.rvn.	Σ	Net revenue	G/L A
ROOMS	LOUT	Late Check-out	1	0	1	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	7000
	ROOM	Non-Guest Billing	0	0	42	0	0,00	0,00	0,00	0,00	0,00	418,40	17.572,80		17.572,80		17.572,80	7000	
	ROOM	STODBL-Standard Double	38	59	55	73	21,68	0,00	116,90	48,27	39,01	51,78	2.986,56		2.847,98		2.847,98	7000	
	ROOM	STOSGL-Standard Single	1	1	2	1	0,00	0,00	0,00	130,91	130,91	65,46	130,91		130,91		130,91	7000	
	ROOM	XV RTUA-Virtual room	2	0	6	0	0,00	0,00	0,00	0,00	0,00	48,18	289,10		289,10		289,10	7000	
	SUP1	Room Supplement 1pax	0	0	1	0	0,00	0,00	0,00	0,00	0,00	10,00	10,00		10,00		10,00	7000	
ROOMS													20.989,37		20.850,79		20.850,79		
MICE	FRNT	Function Room Rent	2	0	2	0	0,00	0,00	0,00	0,00	0,00	140,00	280,00		280,00		280,00	7020	
	SETUP	Function Room Setup	1	0	1	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00		0,00	7020	
MICE													280,00		280,00		280,00		
F&B	BARF	Bar Food	2	0	2	0	0,00	0,00	0,00	0,00	0,00	9,50	19,00		19,00		19,00	7015	
	BKFS	Breakfast	16	0	59	0	0,00	0,00	57,10	0,00	0,00	9,59	623,10		566,00		566,00	7010	
	CFBR	Coffee Break	1	0	1	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00		0,00	7012	

MINOR HOTELS

ANANTARA HOTELS-RESORTS-SPAS

AVANI Hotels & Resorts

elewana COLLECTION

OAKS HOTELS-RESORTS-SUITES

NH HOTELS

NH COLLECTION HOTELS

nhow HOTELS

TIVOLI HOTELS & RESORTS

More reports by categories in Power BI

Home
 Favorites
 BI for Commercial
 BI for Marketing
 BI for Operations

BI for Revenue Strategy
 Trainings & Other

Key reports

MICE-LGR Monthly Performance Report

- 1. Summary
- 2. Funnel B Level
- 3. KPI's Evolution
- 4. Comparison - Agencies - Hotels

MICE-LGR Monthly Performance Report

MICE-LGR Weekly Evolution Report

Demand Distribution

- 1. Business In & Out Trend
- 2. Summary Business In
- 3. Action Production
- 4. Doors & NP Detail
- 5. Point of Destination

MICE-LGR Weekly Evolution Report - Demand Distribution

MICE-LGR Weekly Evolution Report

On Action Date

- 1. Summary
- 2. Evolutive
- 3. Detail

MICE-LGR Weekly Evolution Report - On Action

MICE-LGR Weekly Evolution Report

On Production Date

- 1. Evolutive Table
- 2. Evolutive Visuals
- 3. Detail

MICE-LGR Weekly Evolution Report - On Production

QUEST FOR EXCELLENCE Excellence Dashboard

QUEST for Excellence

Quality Overall Score Predictors Importance

- 0. Executive Summary
- 1. Hotel Evolution
- 2. Hotel Impacts Evolution
- 3. Region Summary

Quality Overall Score Predictors Importance.xlsm



MINOR
HOTELS

Processes & Procedures


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES


HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Processes & Procedures

Where can you find all the processes and procedures of our Company?



[Intro Video!](#)



BUSINESS PROCESSES

KEY DOCUMENTS CENTER

KNOWLEDGE PILLS & VIDEOS

CRISIS CENTER

BLOG POSTS

NEW BUSINESS PROCESSES TRAINING FOR GMS
Submitted By Nhpportal On 22-3-2024

Business Processes training for Hotel General Managers

Dear Hotel General Managers,

Following the launch of the Onboarding Course for Front Office Team Members and Business Processes Training for Front Office Managers last year, we are excited to announce the latest addition to our course programme: *Business Processes Training for Hotel General Managers*.

This newly developed course has been designed to highlight the key roles and responsibilities of our GMS, ensuring they gain a comprehensive insight into the critical processes and procedures relevant to your position.

FRONT OFFICE BASICS

BRING VALUE TO YOUR WORK

ABOUT US

SURVEYS

ARCHIVE

MINOR
HOTELS

ANANTARA
HOTELS-RESORTS-SPAS

AVANI
HOTELS & RESORTS

elwana
COLLECTION

OAKS
HOTELS-RESORTS-SUITES

NH
HOTELS


NH COLLECTION
HOTELS

nhov
HOTELS

TIVOLI
HOTELS & RESORTS


Processes & Procedures

For any specific topic you can write it on “title” or “tags” field.




BUSINESS PROCESSES

FIND ALL DOCUMENTS YOU NEED FOR YOUR DAILY WORK




KEY DOCUMENTS CENTER

ACCESS ALL ESSENTIAL DOCUMENTS IN ONE PLACE



KNOWLEDGE PILLS & VIDEOS

SHARING KNOWLEDGE THROUGH INTERACTIVE LEARNING



KNOWLEDGE BROWSER

Title

INTERCOMP

Language

All

Tags

Area + Sub-Area + Document Type

- ANY -


Apply

Reset

Operations


Modify entity values

Title	Tags	Area	Language	
TMS4H_InterCompany & InterCenter Front Office	Intercompany, FO Manual	> RESERVATIONS_MANAGEMENT > RESERVATIONS EXECUTION > MANUAL & GUIDE	English	<input type="checkbox"/>
NHHG InterCompany Back Office invoicing Process	Intercompany, invoices	> HOTEL_OPERATIONS_BACK_OFFICE > HOTELS, PRODUCTS & SERVICES MANAGEMENT > PROCESS	English	<input type="checkbox"/>
Proceso de facturación InterCompañía Back Office en NHHG	Intercompany, invoices	> HOTEL_OPERATIONS_BACK_OFFICE > HOTELS, PRODUCTS & SERVICES MANAGEMENT > PROCESS	Spanish	<input type="checkbox"/>




FRONT OFFICE BASICS

QUICK GUIDES, CHECKLISTS, INFOGRAPHICS...




BRING VALUE TO YOUR WORK

OUR NEWSLETTER



ABOUT US

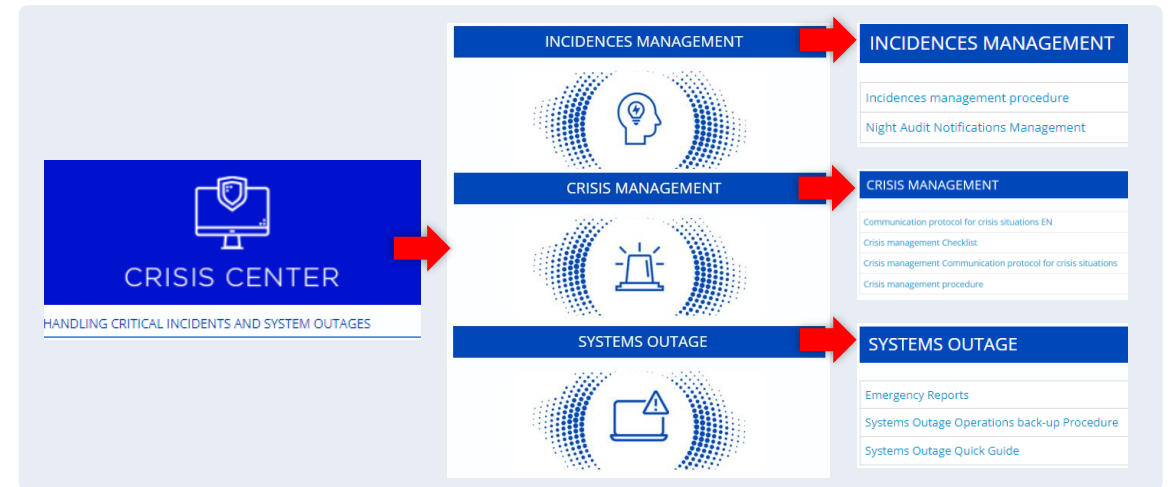
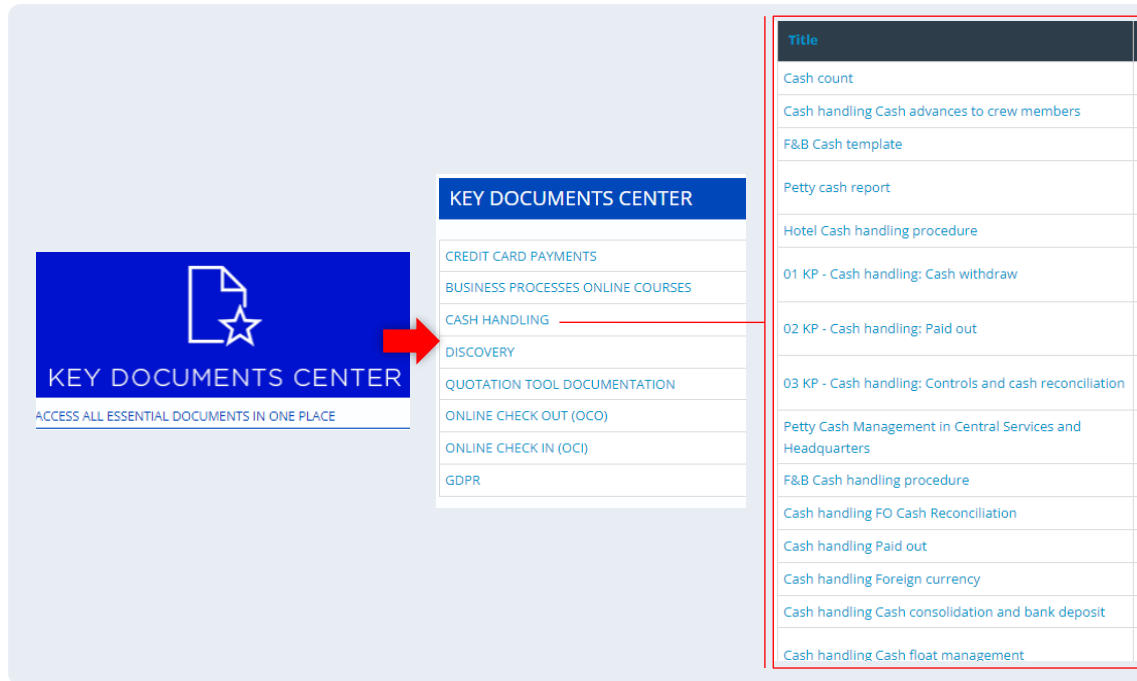
ALL ABOUT US - WHO WE ARE



SURVEYS

Processes & Procedures

- Quick access to essential documents,
- New section for handling critical incidents and system outages.



MINOR
HOTELS

Support Portal (Jira)


ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS • RESORTS • SUITES

nh
HOTELS


nh COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Support Portal (Jira)

Login & Access and manuals

FOR YOUR DAILY TASKS	
Brandcenter Todo el material de NH (plantillas, fotos, logos, etc.) y cómo utilizarlo	Business Processes (NH Digital Knowledge Workplace) Find all the Corporate Policies, Processes, Procedures & Training material
CRM & NH Rewards Materiales NH Rewards y Campañas Enviadas a Clientes (promociones, ofertas ...)	Directorio NH World Contactos de hoteles y servicios centrales.
Manuales de Estándares Por Marca para NH Hotels, NH Collection y nhow	NH Support Portal Create and track your requests via the customer portal. In addition, NH Support Portal has a knowledge base with help articles which could help you to solve requests by yourself. JIRA Service Desk: User Guide

Title	Tags	Area	Language
JIRA NH Service Desk User Guide	JIRA, SERVICE DESK, TICKET, IT Support	> TECHNOLOGICAL_EVOLUTION > SYSTEMS SUPPORT > MANUAL & GUIDE	English
JIRA User Guide for CDM Request	JIRA, SERVICE DESK, TICKET, CRM, IT Support, CDM	> TECHNOLOGICAL_EVOLUTION > SYSTEMS SUPPORT > MANUAL & GUIDE	English
JIRA MM Structure	JIRA, MM	> PROCUREMENT_MANAGEMENT > PROCUREMENT EXECUTION > MANUAL & GUIDE	English
JIRA NH Service Desk Housekeeping Mobility User Guide	JIRA, Mobility, Housekeeping	> HOTEL_OPERATIONS_FRONT_OFFICE > IN_HOUSE_MANAGEMENT > MANUAL & GUIDE	English
JIRA DISCOVERY Structure	JIRA, DISCOVERY, Loyalty	> TECHNOLOGICAL_EVOLUTION > SYSTEMS SUPPORT > MANUAL & GUIDE	English

NH Support Portal access

- Through following URL:
[Log in - Service Desk \(nh-hotels.com\)](#)
- Minor Europe & Americas Intranet

Depend on jira category there is a process:

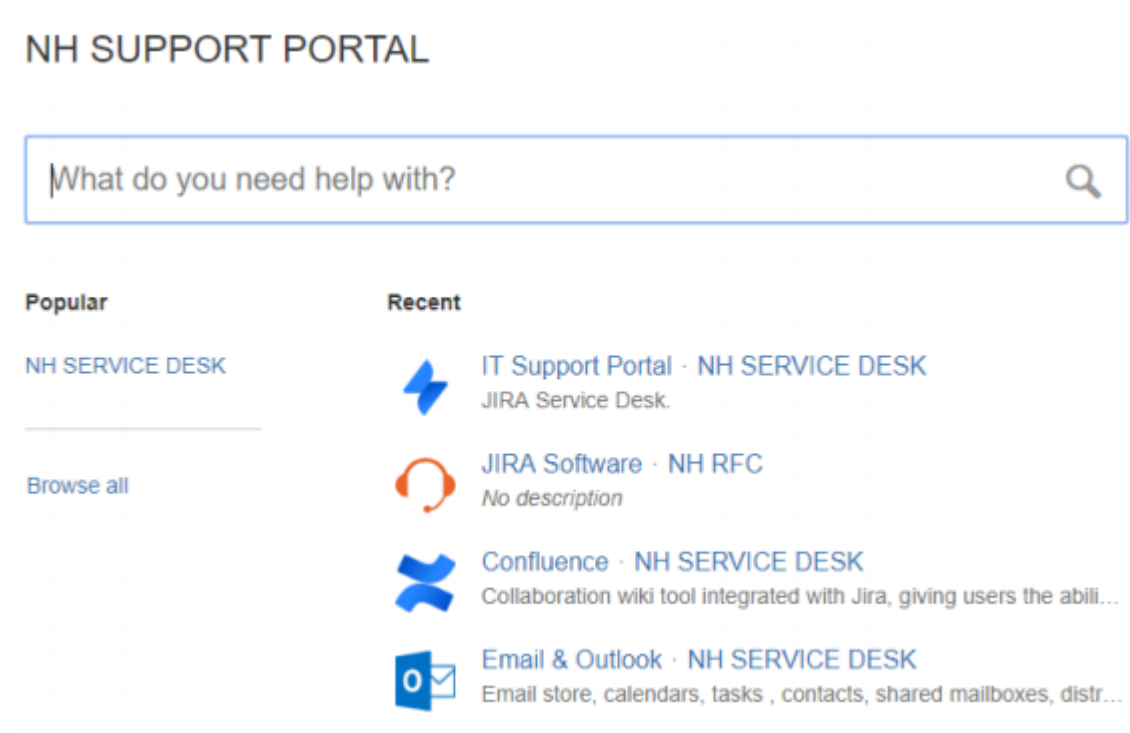
- Through following URL:
[Minor - Organization Portal \(nh-hotels.com\)](#)



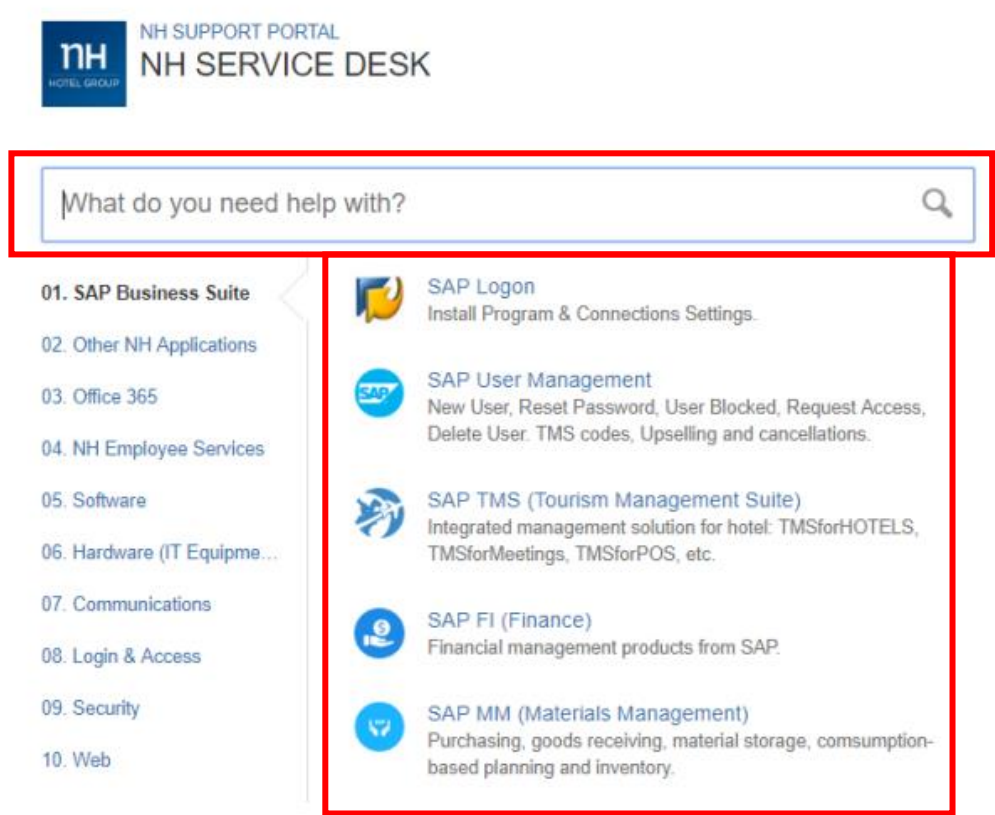
Support Portal (Jira)

Raise a request

NH Support Portal main page shows the links to all customer portals whom you have access rights, the most recent categories that you used and the search help bar (see below):



IMPORTANT → Please, before you create a new request, take your time and review the whole category tree. This category chosen will define the department which attend your ticket.



Support Portal (Jira)


Raise a request



[NH SUPPORT PORTAL](#) / [NH SERVICE DESK](#)

SAP TMS (Tourism Management Suite)

Raise this request on behalf of

 NOELIA DAVILA ARANDA

Category SAP TMS










Please select

Subcategory SAP TMS

No Category Level 4 ▼

Summary

Description (optional)

B *I* U **A**       Format   \sqrt{a} 

The data required to open a Jira ticket for TMS incidences

If you have to open a ticket in JIRA, it is necessary to include always in the description field the following data:

- Name of the person who reports the incidence
- Clear detail of the problem
- Reservation number, invoice affected and otherwise, mandatory example
- IP data and telephone number
- Reference transaction

To easily identify the incident owner, please fulfill the hotel code (e.g. ESMD.EUROB) in first place of the summary field.



Please, take care of this, since if some data is missing your incidence will be cancelled as incomplete and remember that **all tickets related to TMS modules have to be opened in ENGLISH!**

Support Portal

Support Portal (Jira)


Manage your request

- Share with other users.
- Add new comments.
- Add attachments (screenshots, documents, etc.)

Attachment (optional)


 Drag and drop files, paste screenshots, or [browse](#)


NOTE: Maximum size for attachment is 10Mb





NH SUPPORT PORTAL / NH SERVICE DESK / **NHSD-307101**

(Linked 120238) TMS4P Option "Charge via PINPAD" when refunding from folios IN PROGRESS






 Don't notify me

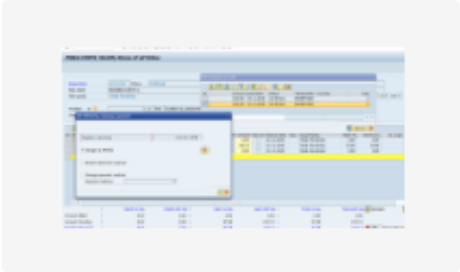
 [Share](#)

Activity




NOELIA DAVILA ARANDA


15/Nov/18 9:20 AM LATEST



Shared with

 NOELIA DAVILA ARANDA

Creator

 MARIA TRINIDAD GOMEZ FERNANDEZ

[Remove](#)

Details

15/Nov/18 9:20 AM

Category TMS for PAY
Front Office

Subcategory TMS for PAY
Billing

Description

Good morning team,

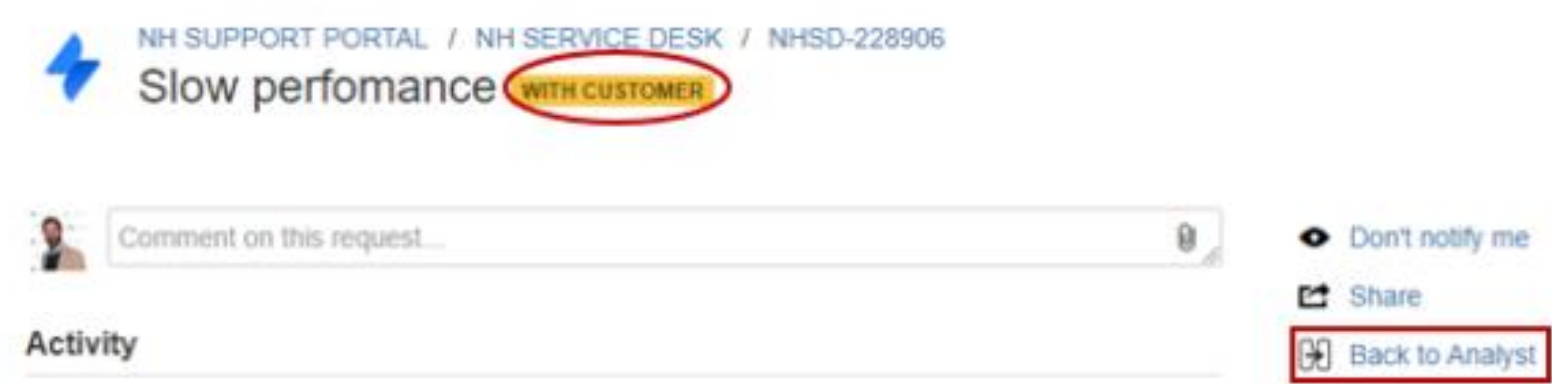
After the last package 7, the option "Charge via PINPAD" in TMS4P mustn't be available in billing when we refund from folios:

Support Portal (Jira)

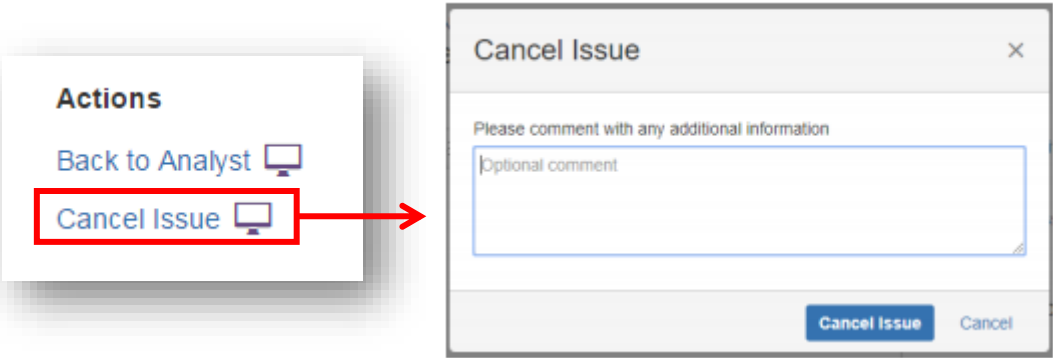
Back to analyst

If the NH analyst needs more information to manage the request, this one will change the ticket to WITH CUSTOMER status.

You should add the information or do the action required by the IT Analyst. Once you execute the action Back to Analyst, the request will change to status IN PROGRESS and the NH analyst will continue to manage the request



Cancel Issue



CANCEL ISSUE It serves to cancel the ticket if the issue is already fixed or the assistance is not necessary anymore. Click Cancel Issue and the cancel screen appears in the workspace. Type the reason for the cancellation of the request and Click Cancel Issue button.

If you cancel the ticket jira it can't be reopened. You will have to open a new one.

Support Portal (Jira)

Resolved ticket



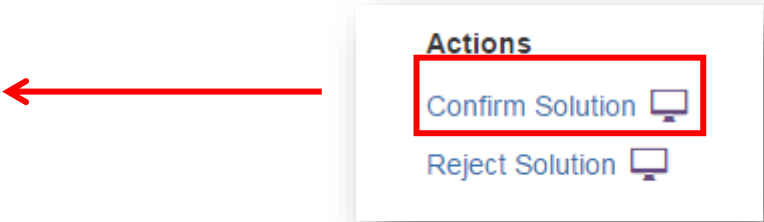
If you are not satisfied with the solution provided by the NH analyst, click **Reject Solution**.

Type the reason why you are not satisfied with the solution provided and click Reject Solution button.

IMPORTANT → The requests in status RESOLVED will be automatically closed after 5 days if you do not confirm or reject the solution provided.

If you are satisfied with the solution provided by the NH analyst, execute Confirm Solution action, type a comment (not mandatory) and click Confirm Solution button. The request will change to status CLOSED

IMPORTANT → The requests in status CLOSED can't be reopened and you must create a new request if the issue persists, or it reproduces again after the request has been closed.



THANKS!

MINOR HOTELS

