TMS forHotels manual

Business Processes/Operations – 07/2024

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

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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MINOR HOTELS

First steps

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TIVOLI HOTELS & RESORTS

First steps

SAP ERP

TMS FOR HOTELS

TRAVEL MANAGEMENT SUITE

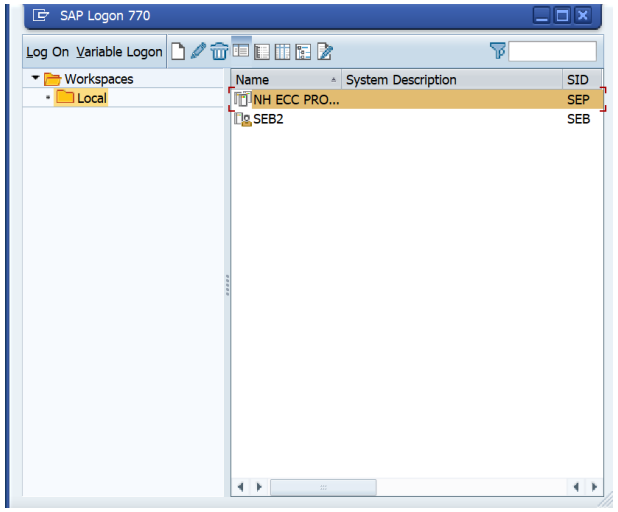
Financials	Organizational Structure and Integration with SAP ERP				External system integrations
Controlling	Sales Policy and Inventory - Revenue				
Procurement	PMS	Groups & Events	POS UX	Hotel Systems Integration	
	Information Systems				
Sales	Central Reservation Office	Commission Management	Hospitality Budgeting	Trade companies	
HR	Loyalty Program	Stay & Upselling options	Leisure Management	Sales Force Automation	
Marketing	Electronic billing	SPA and Wellness	Hotel procurement	Vouchers and Coupons Management	

TMS FOR CONNECTIVITY

- Web Services
- XML Translating
- Connectivity Policies and SP&I Integ
- Channel management
- Off-line Booking Synch

First steps

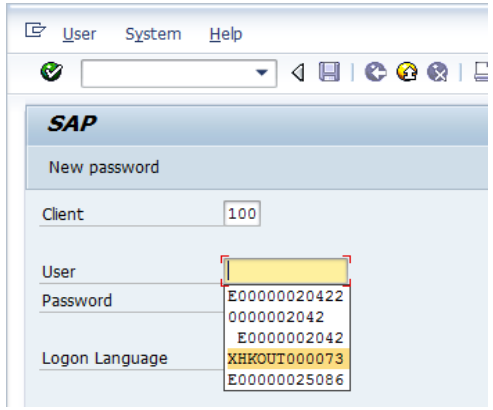
TMS forHotels access:



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



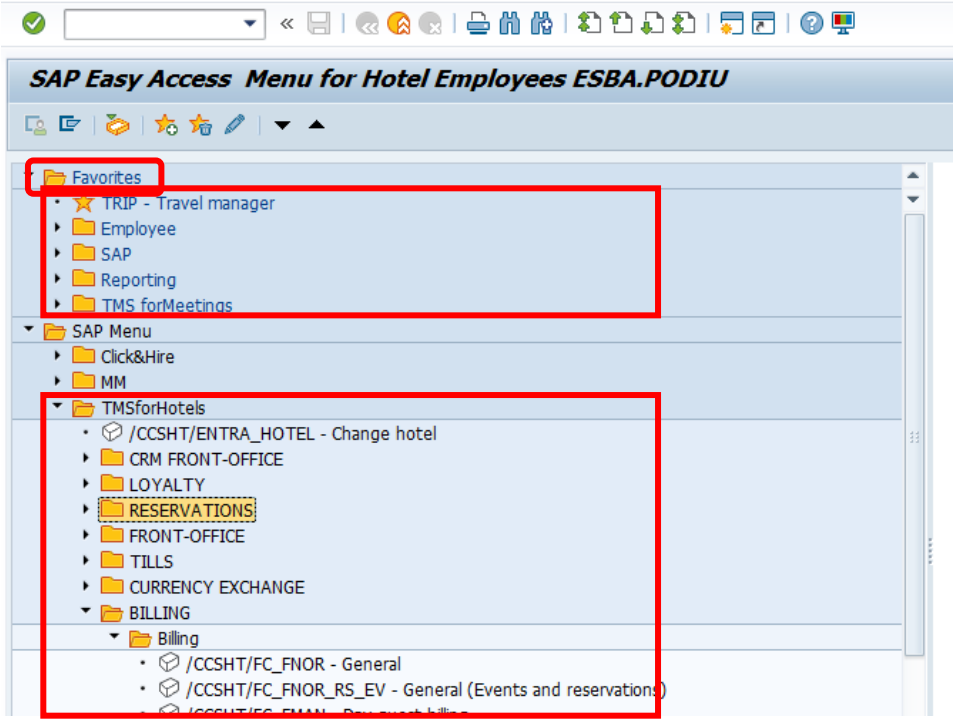
Logon language: ES (Spanish) or EN (English)

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 <u>without saving changes</u>.

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

Each transaction has a **Transaction code**:

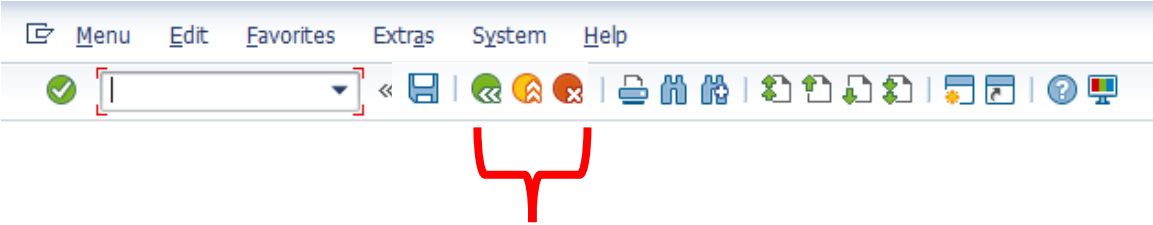
/CCSHT/ → Product transactions.

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.

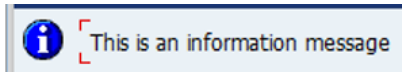
Cancel changes: return to initial screen without saving.

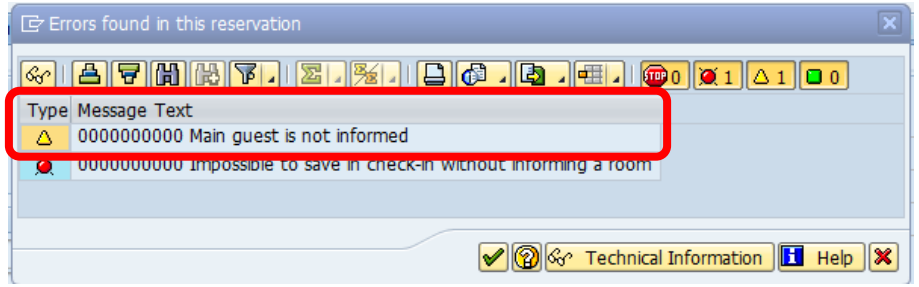
End: exit current task without saving data.

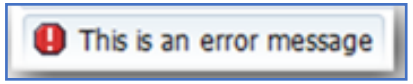
First steps

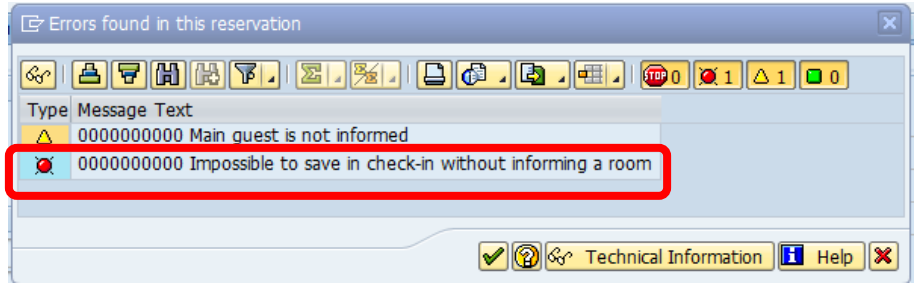
System Messages

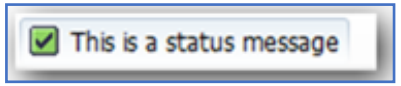
- Status Bar
- Pop-ups

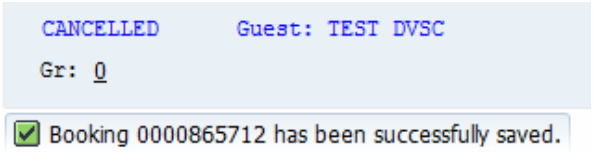












More information in this link

Layout reports

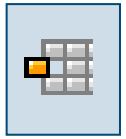
- RESERVATIONS
  - Individuals
  - Groups / Events
  - Mass changes to several reservations
  - Information systems
    - Events
    - Reporting Quotation Tool
    - /CCSHT/RS_06_03 - Hotel General occupancy
    - /CCSHT/RS_06_04 - Occupancy by room type
    - ZEY_RS_06_011_ALV_EX - Expected Arrivals 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

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...		
126836021																
127562896	24.06.2024	6	30.06.2024					STDDBL	0810	CL			006627...	TUBAL,...	21.04.1975	SILVER
127562896																
127562977	24.06.2024	6	30.06.2024					STDDBL	0609	CL			006627...	TUBAL,...	21.04.1975	SILVER
127562977																
127562978	24.06.2024	6	30.06.2024					STDDBL	0607	CL			006627...	TUBAL,...	21.04.1975	SILVER
127562978																
128592682	24.06.2024	1	25.06.2024					STDDBL	1112	CL				STROH...		
128592682																
128592683	24.06.2024	1	25.06.2024					STDDBL	1109	CL				STROH...		
128592683																
129130588	24.06.2024	9	03.07.2024					STDDBL	2206	CL				Julika B...		
129130588																
129876545	24.06.2024	4	28.06.2024					STXDBL	1122	CL				Alexand...		
129876545																
129876587	24.06.2024	4	28.06.2024					STXDBL	1124	CL			007455...	PHILIP...	01.01.1990	SILVER
129876587																
129976847	24.06.2024	4	28.06.2024					STXDBL	0072	CL	EX_BED			Florian ...		
129976847																
130690604	24.06.2024	2	26.06.2024					STDDBL	1108	CL				Ana Cl...		
130690604																
130691079	24.06.2024	2	26.06.2024					STDDBL	1103	CL				Marina ...		
130691079																
131090719	24.06.2024	6	30.06.2024					SUPDBL	1326	CL				Luís Cé...		
131090719																
131382372	24.06.2024	3	27.06.2024					STDDBL	1105	CL				Yasmin ...		
131382372																
131383050	24.06.2024	3	27.06.2024					FAMDLV	0301	CL				rahim c...		
131383050																

Change layout



Select layout

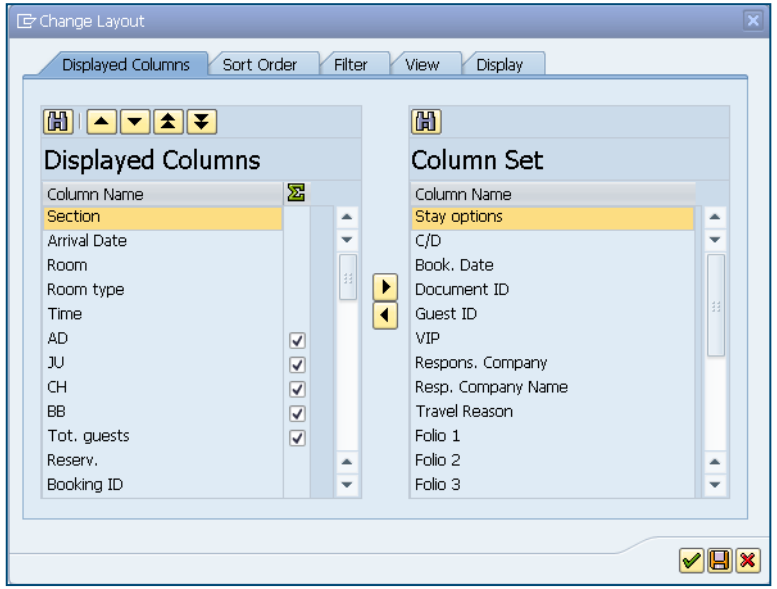
Save layout

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

Layout reports

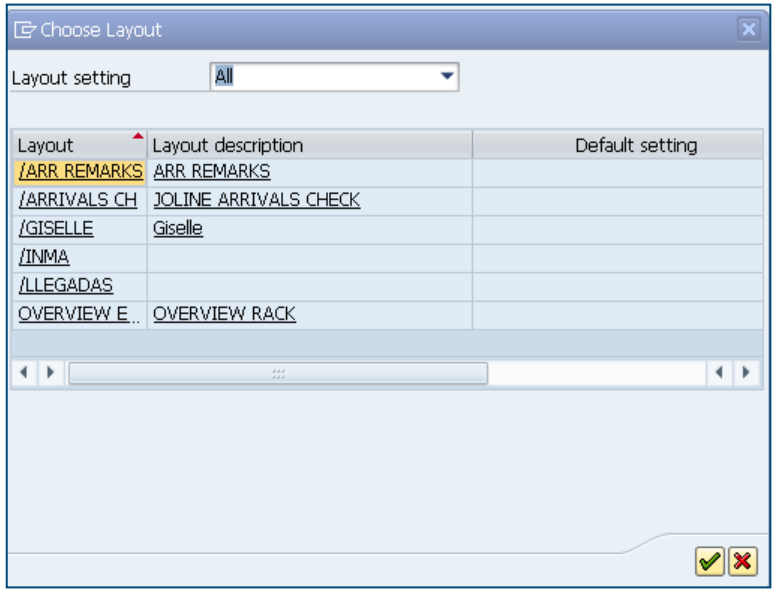
Change layout

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



Select layout

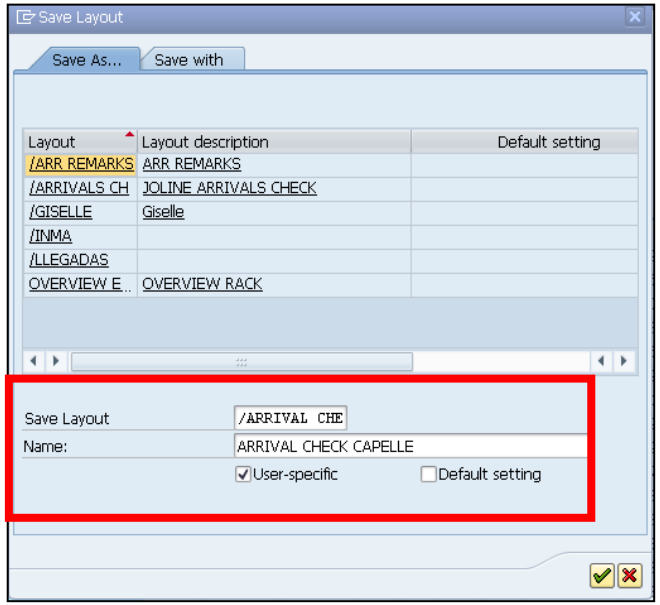
Or select a layout which has been created by others



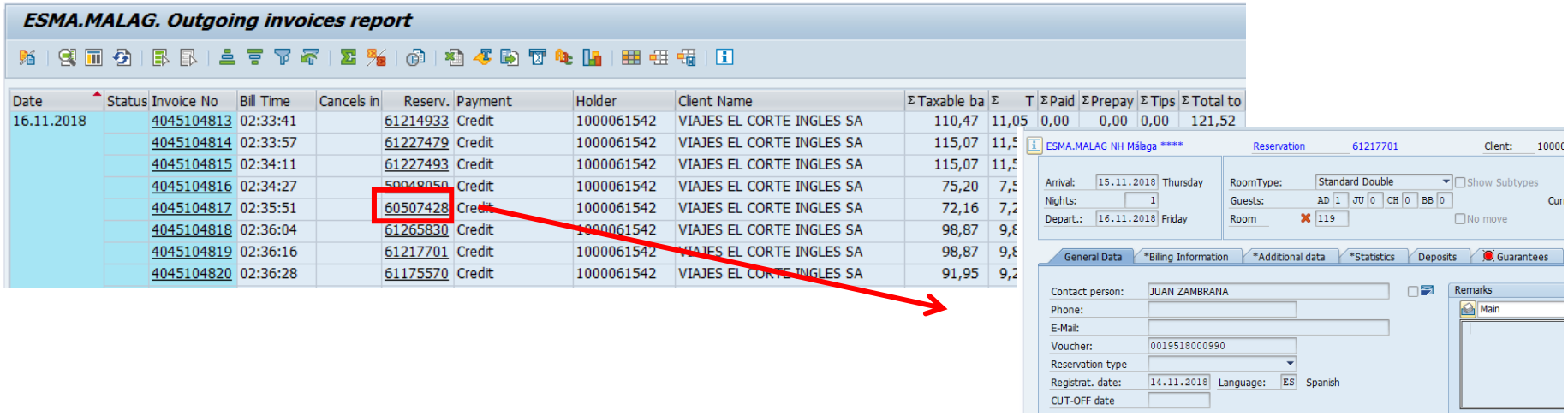
Layout reports

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.

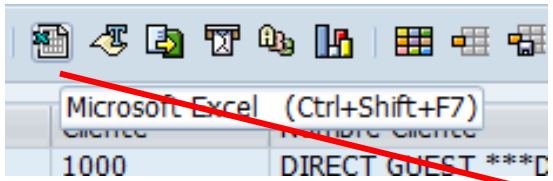


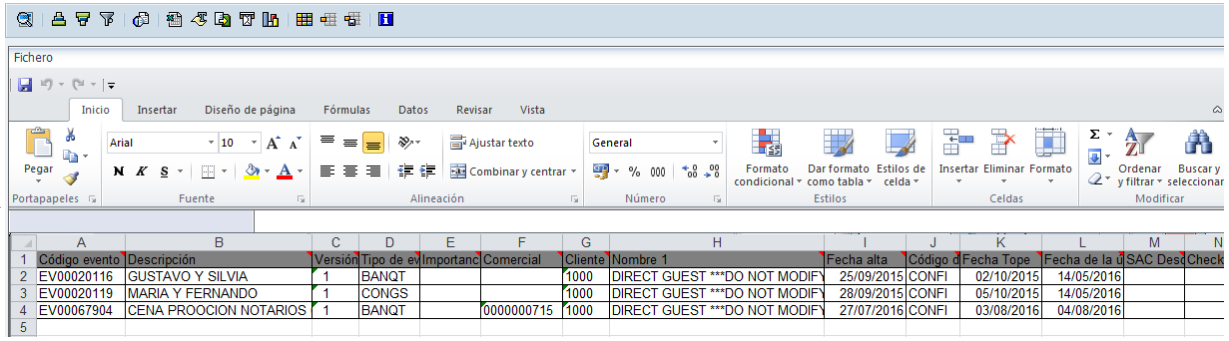
Navigable fields: The information underlined is navigable when clicking twice.



Layout reports

Report results data exportable to Excel





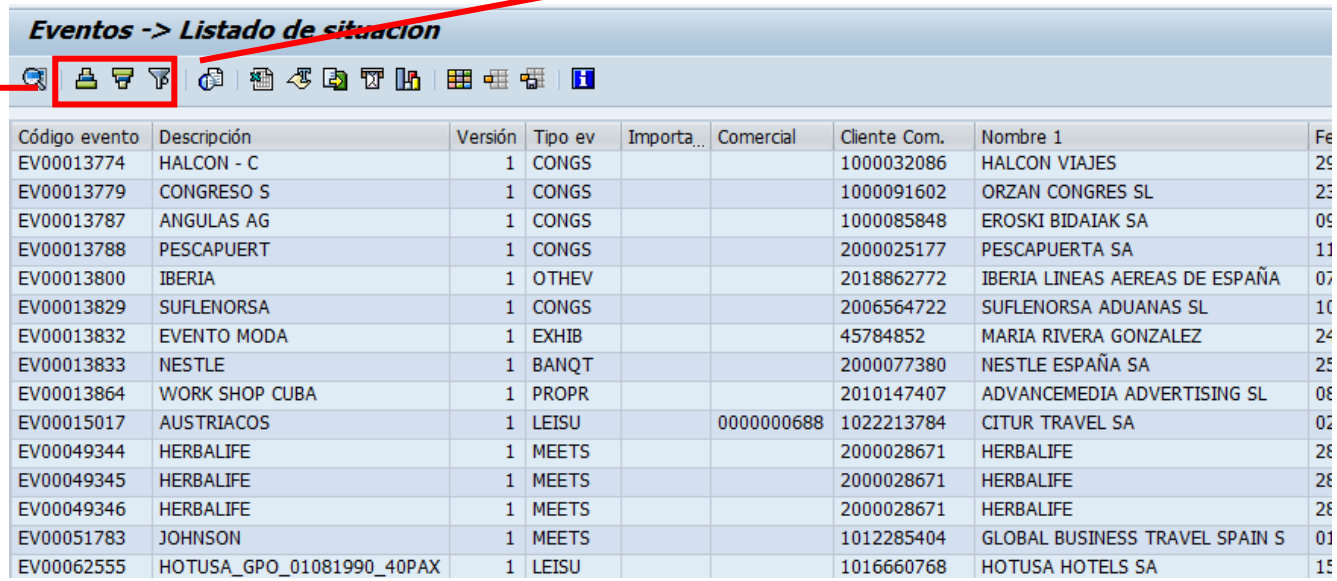
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Código evento	Descripción	Versión	Tipo de ev	Importanc	Comercial	Cliente	Nombre 1	Fecha alta	Código d	Fecha Tope	Fecha de la ú	SAC Desc	Check
2	EV00020116	GUSTAVO Y SILVIA	1	BANQT			1000	DIRECT GUEST ***DO NOT MODIFY	25/09/2015	CONFI	02/10/2015	14/05/2016		
3	EV00020119	MARIA Y FERNANDO	1	CONGS			1000	DIRECT GUEST ***DO NOT MODIFY	28/09/2015	CONFI	05/10/2015	14/05/2016		
4	EV00067904	CENA PROOCION NOTARIOS	1	BANQT		0000000715	1000	DIRECT GUEST ***DO NOT MODIFY	27/07/2016	CONFI	03/08/2016	04/08/2016		
5														

Filters

Show what you need accordingly.

Select a column and filter the results

Ascending / descending order

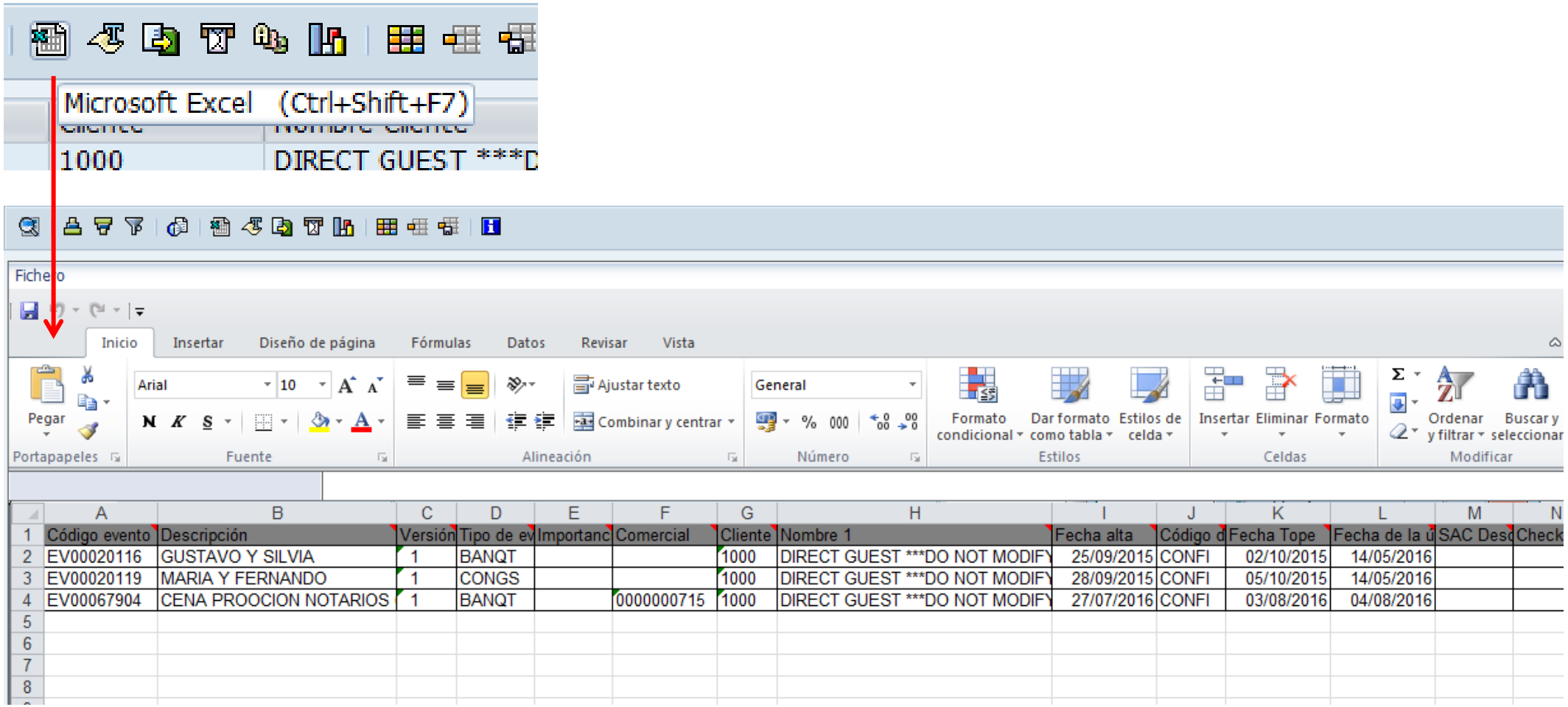


Eventos -> Listado de situación

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



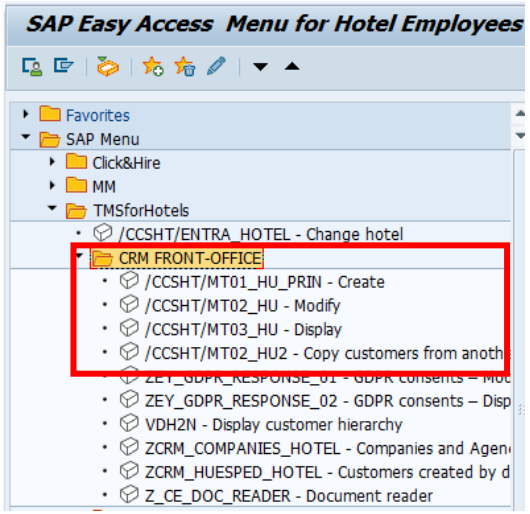
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Código evento	Descripción	Versión	Tipo de ev	Importanc	Comercial	Cliente	Nombre 1	Fecha alta	Código d	Fecha Tope	Fecha de la ú	SAC Desc	Check
2	EV00020116	GUSTAVO Y SILVIA	1	BANQT			1000	DIRECT GUEST ***DO NOT MODIFY	25/09/2015	CONFI	02/10/2015	14/05/2016		
3	EV00020119	MARIA Y FERNANDO	1	CONGS			1000	DIRECT GUEST ***DO NOT MODIFY	28/09/2015	CONFI	05/10/2015	14/05/2016		
4	EV00067904	CENA PROOCION NOTARIOS	1	BANQT		0000000715	1000	DIRECT GUEST ***DO NOT MODIFY	27/07/2016	CONFI	03/08/2016	04/08/2016		
5														
6														
7														
8														

MINOR HOTELS

CDM Database

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
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

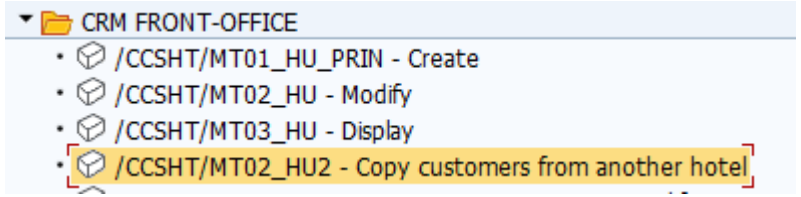
Cliente	Nº ident.fis.1	Nombre 1	Nombre 2	Teléfono 1
9900000020	A58511882	ES10NH ATLANTICO		981226500
9900000021	A58511882	ES10NH TURCOSA		964283600
9900000022	A58511882	ES10NH ALBERTO AGUILERA		914460900
9900000023	A58511882	ES10NH VIAPOL		954645254
9900000024	A58511882	ES10NH VILLA DE COSLADA		916748800
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:

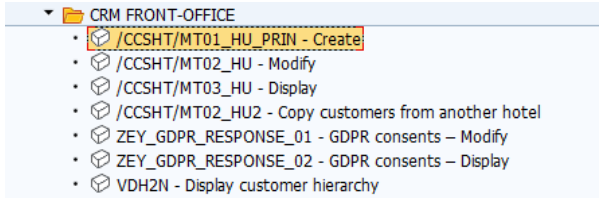
- General database NH (shared).
- Database of the hotel (background).

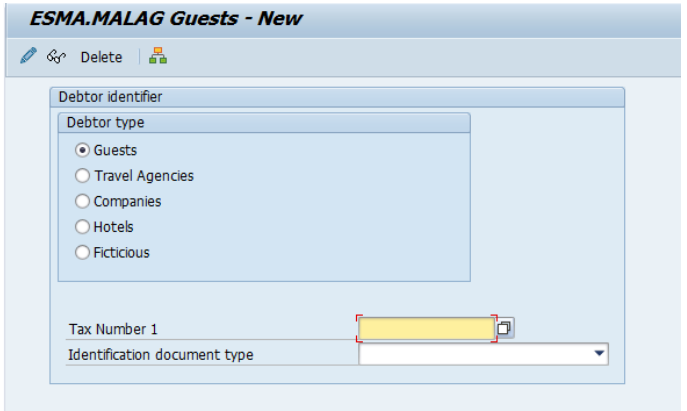
(Copy customers from another hotel for the first time used)

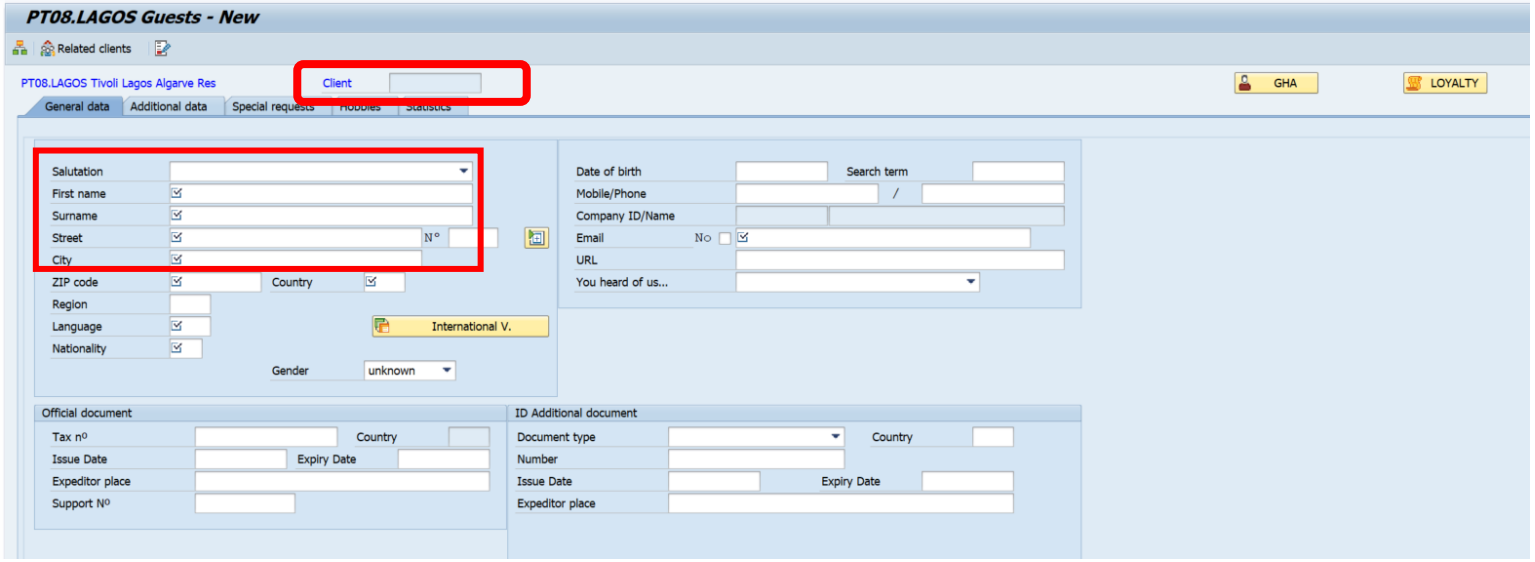


CRM/Customer ID (Creation)

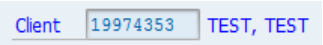
Just new guest nor travel agencies nor companies





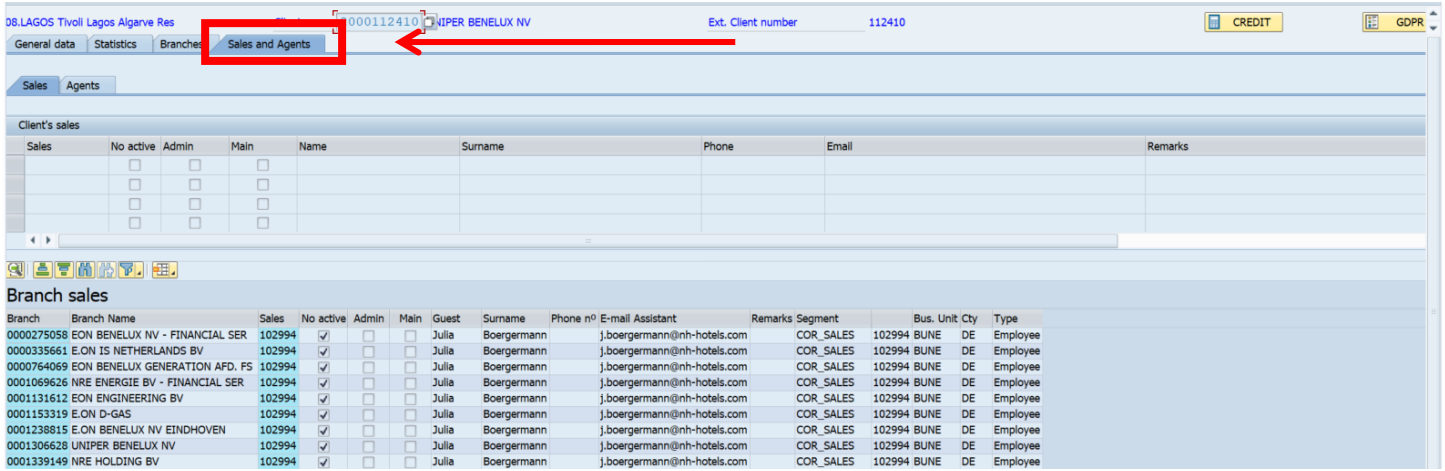


Client ID



Mandatory fields

CRM/Customer ID

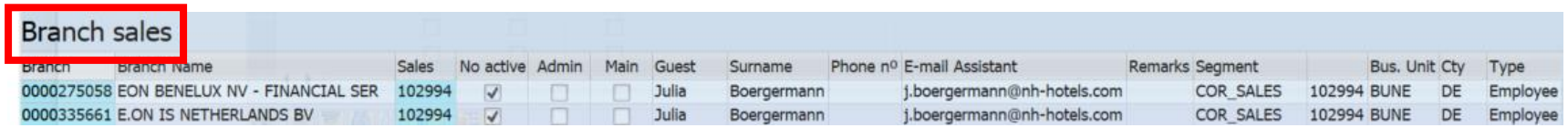


All the request must be done by Jira Ticket.
Category: CDM (Customer Data Management)

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.



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

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	500

Search for companies *in the NH General Database*

NLGR.GRON Companies - New

NLGR.GRON NH Groningen **** | Client 2004102767 FERRERO BV | Ext. Client number 4102767

General data | Statistics | Sales and Agents

Name	FERRERO BV	Guarantee type	
		Phone nº	31356254300
Street	KONINGSSTRAAT		
Nº	53	Tax Number 1	32060408 ☐ Natural person
City	HILVERSUM	Search term	FERRERO BV
ZIP code	1211 NK	Email	NO E-MAIL
Country	NL Netherlands	URL	www.ferrero.nl
Region		Industry	C016 F&B Industry
Language	NL Dutch		

Global Potential		Statistics	
Annual Revenue		Market segment	
Employees		Market subsegment	
		Source of business id.	
☐ Allows mailing		Channel identifier	
		Reason for travelling	

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

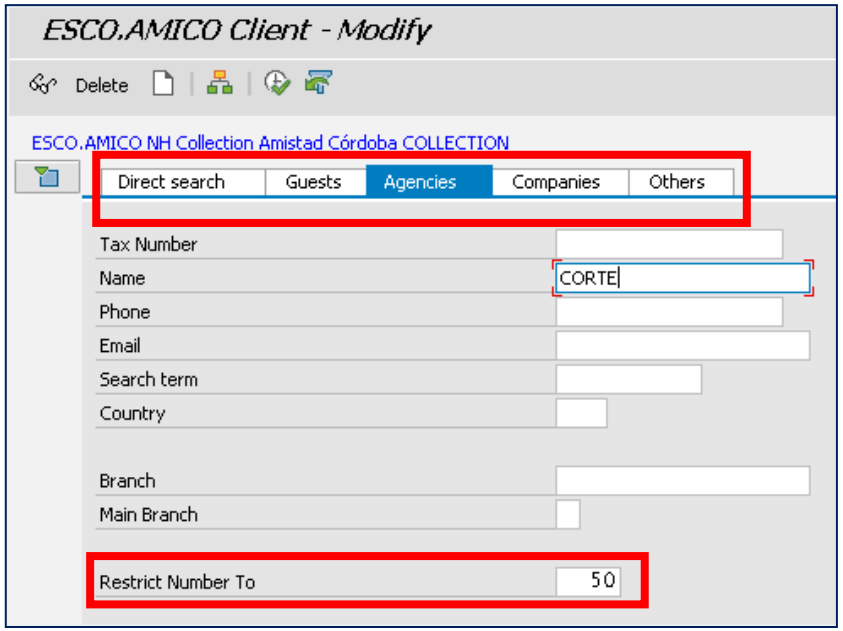
The client is already registered in another hotel
Do you wish to copy data to current hotel?

Yes | No

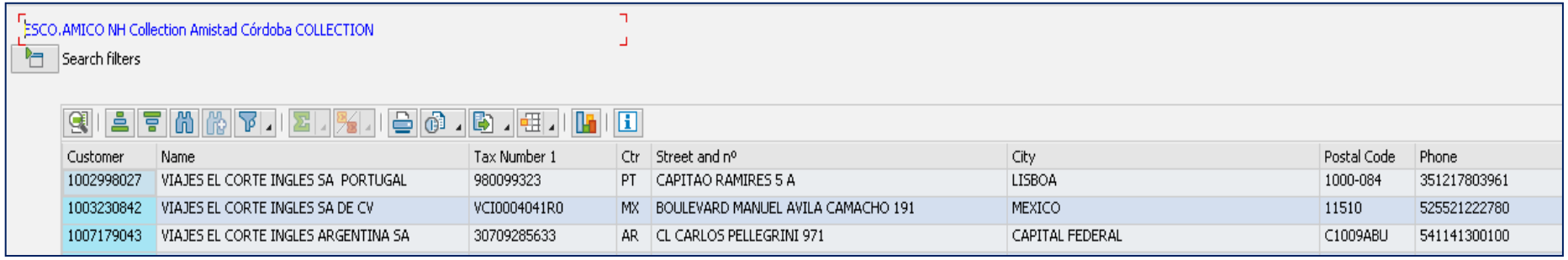
MINOR HOTELS | ANANTARA | AVANI | elewana | OAKS | nh HOTELS | nh COLLECTION | nhow | TIVOLI

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**



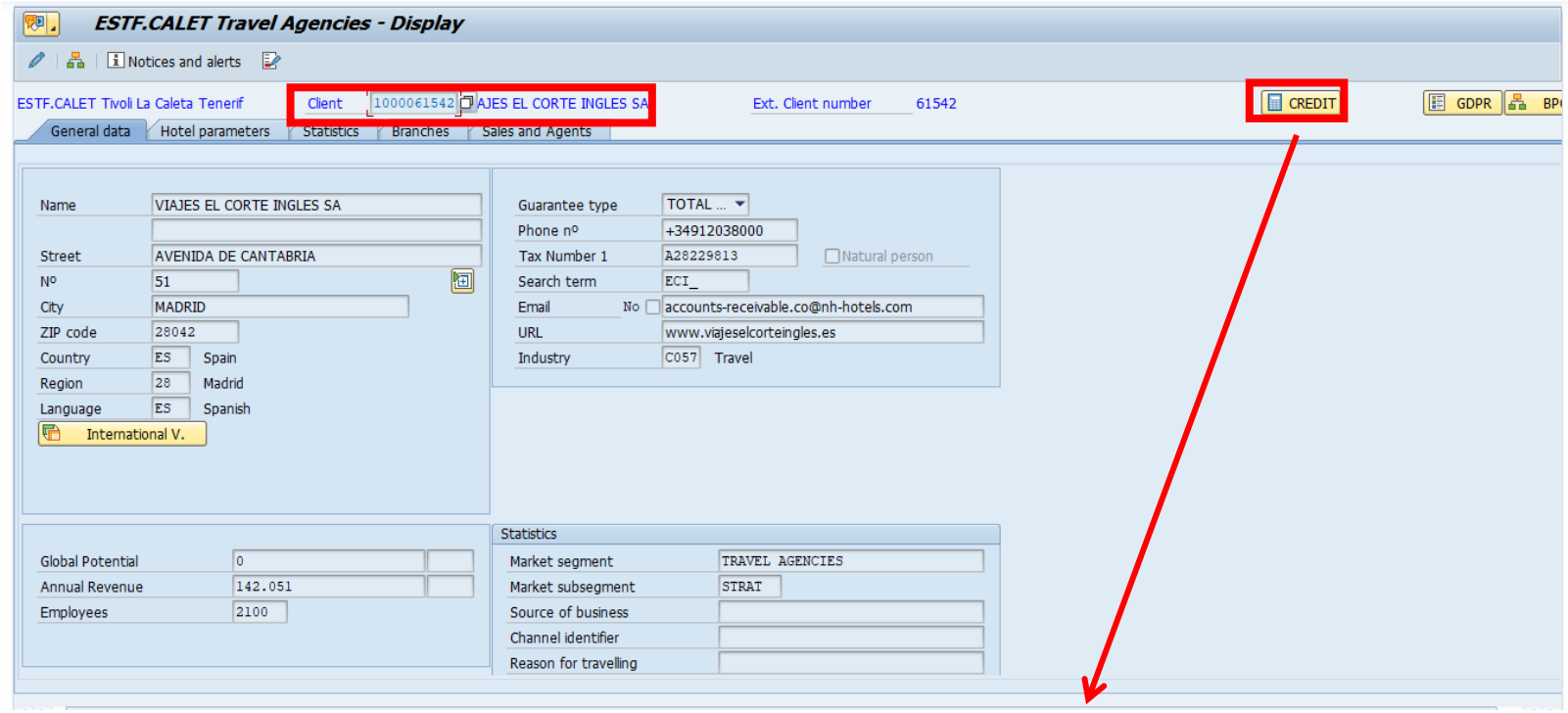
Customer	Name	Tax Number 1	Ctr	Street and nº	City	Postal Code	Phone
1002998027	VIAJES EL CORTE INGLES SA PORTUGAL	980099323	PT	CAPITAO RAMIRES 5 A	LISBOA	1000-084	351217803961
1003230842	VIAJES EL CORTE INGLES SA DE CV	VCI0004041R0	MX	BOULEVARD MANUEL AVILA CAMACHO 191	MEXICO	11510	525521222780
1007179043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



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.

CDM (Customer Data Management)
Customer Data Management: organizations data quality: rate loading, party creation, modification, inactivation, booking tool access...

→ Category SAP Business Suite > CDM (Customer Data Management)
i.e. New agency, company ID changes.
Managed by Adecco team.

SAP CRM (Customer Relationship Management)
Customer management, marketing campaigns and managing the final customer.

→ Category SAP Business Suite > SAP CRM
i.e. Duplicated guests IDs and changes in NHR customers IDs.
Managed by Loyalty + Adecco team.

SAP TMS (Tourism Management Suite)
Integrated management solution for hotel: TMSforHOTELS, TMSforMeetings, TMSforPOS, Interfaces, etc.

→ Category SAP Business Suite > SAP TMS > CRM
Issues or doubts related to TMS CRM front office.
(for example, one search is not displaying the correct results)
Managed by S&T + IT team.

MINOR HOTELS

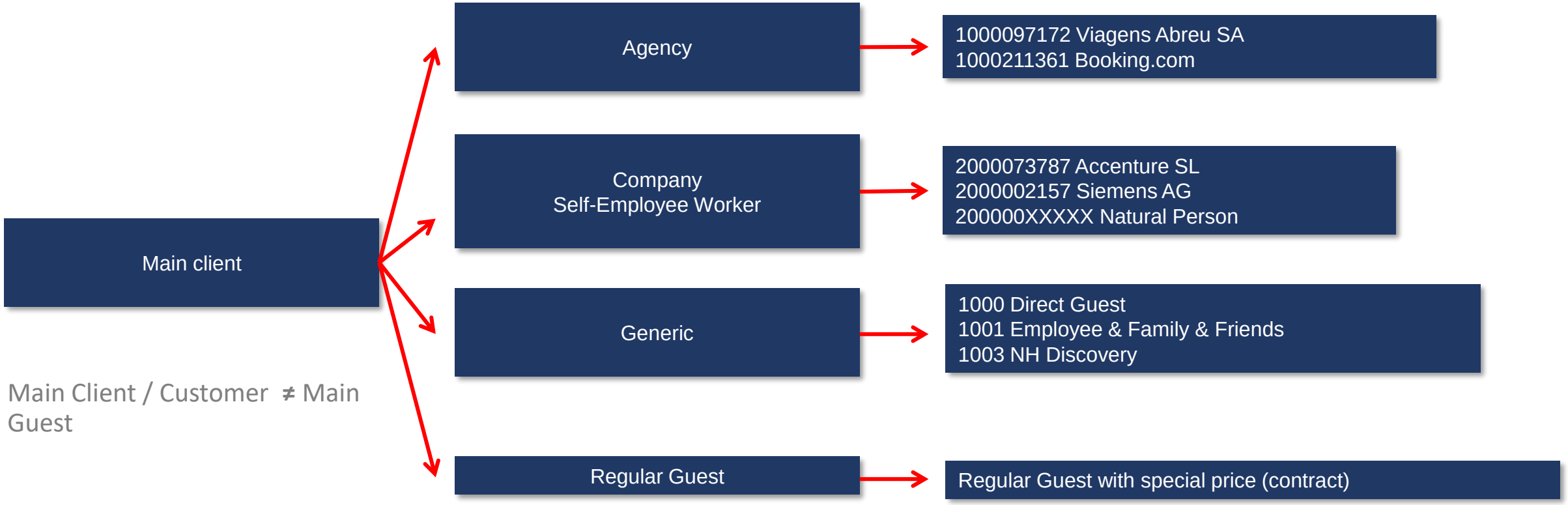
Revenue structure

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 ≠ 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

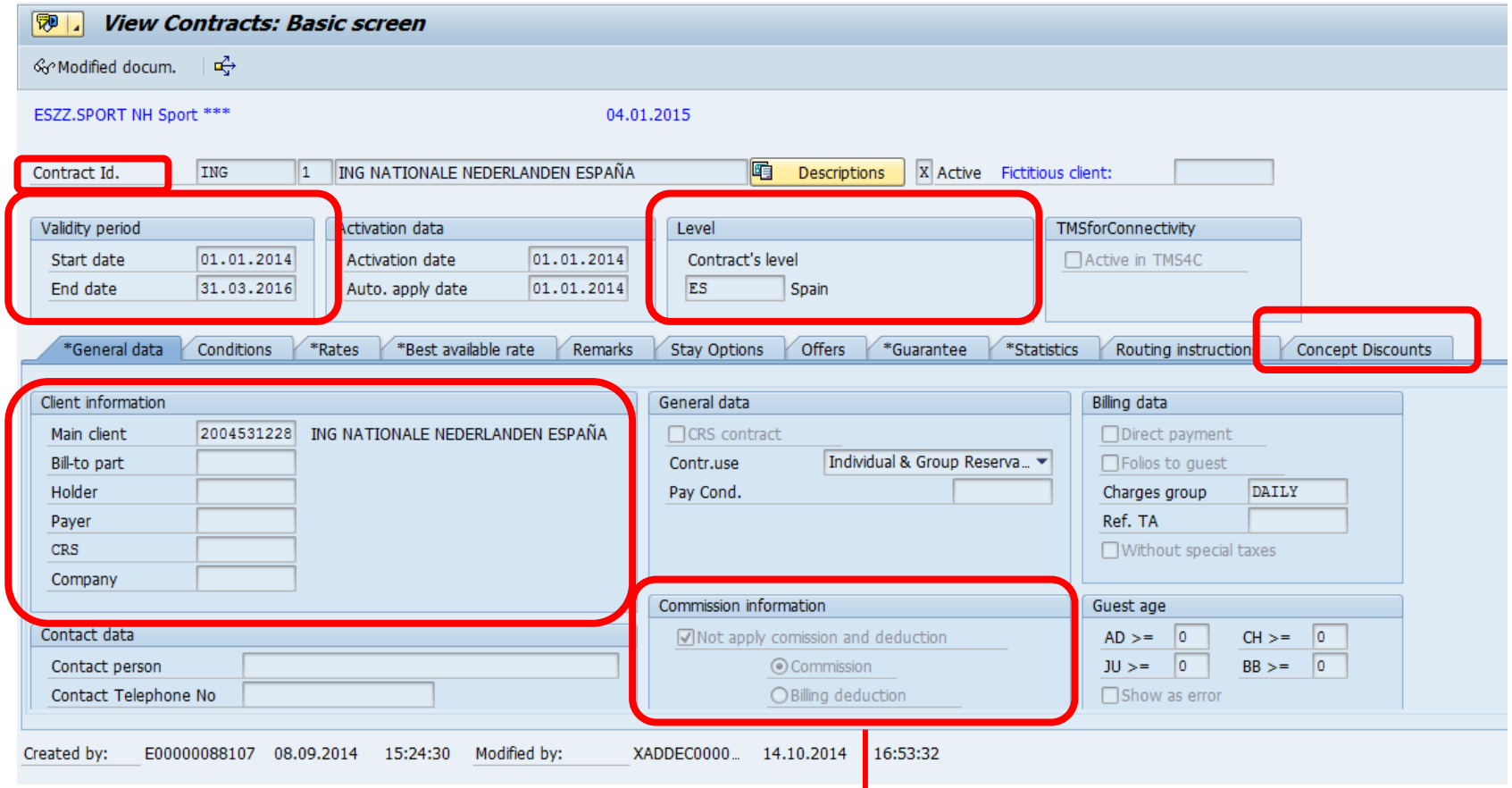
Company: No company known

Main Guest: Ms. Taylor

Revenue structure

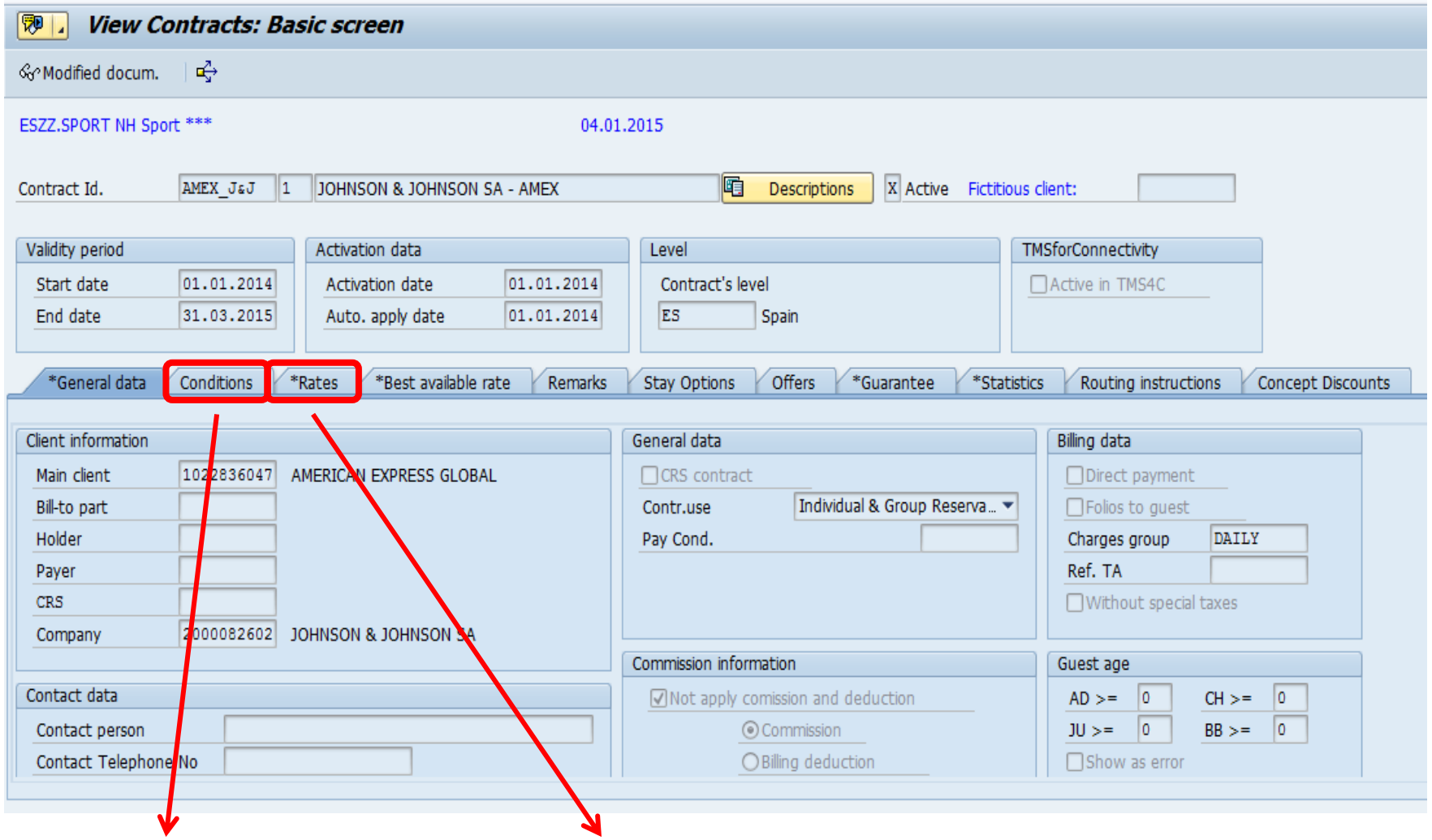
Contract

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



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

Revenue structure



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		Activation data		Level		TMSforConnectivity
Start date	01.01.2014	Activation date	01.01.2014	Contract's level		Active in TMS4C
End date	31.03.2015	Auto. apply date	01.01.2014	ES	Spain	

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

Client information			General data		Billing data	
Main client	1022836047	AMERICAN EXPRESS GLOBAL	CRS contract		Direct payment	
Bill-to part			Contr.use	Individual & Group Reserva...	Folios to guest	
Holder			Pay Cond.		Charges group	DAILY
Payer					Ref. TA	
CRS					Without special taxes	
Company	2000082602	JOHNSON & JOHNSON SA				

Contact data		Commission information	Guest age			
Contact person		Not apply comission and deduction	AD >=	0	CH >=	0
Contact Telephone No		Commission	JU >=	0	BB >=	0
		Billing deduction	Show as error			

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 Descriptions X Active Fictitious client:

Validity period		Activation data		Level		TMSforConnectivity
Start date	01.01.2014	Activation date	01.01.2014	Contract's level		Active in TMS4C
End date	31.03.2015	Auto. apply date	01.01.2014	CHAIN	Chain	

*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				
2	FLEXBB	Flexible with Breakfast 15d lead...			CXL_BAR	BAR CXL				
3	FLEXBB_LC	Flexible premiun BB & Late Che...			CXL_BAR	BAR CXL				
4	AP15-29D	Adv Purchase >15-29 d.leadtim...								
5	AP30D	Adv Purchase >30 d.leadtime n...								
6	BARTER_001	Barter rate 001								
7	AP15DMLOS	Adv Purchase >15dleadtime no...			CXL_100%	Total Stay				
8	SD1_7-14D	Special Deal >7-14 d.leadtime ...			CXL_100%	Total Stay				

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 X Active Fictitious client:

Validity period		Activation data		Level		TMSforConnectivity
Start date	01.01.2016	Activation date	15.12.2015	Contract's level		Active in TMS4C
End date	31.03.2017	Auto. apply date	01.01.2016	HOTEL	Hotel	

*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		
Holder		
Payer		
CRS		
Company	2003499025	CD NUMANCIA DE SORIA SAD

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

Pay Cond.

Charges group DAILY

Ref. TA

Without special taxes

Contact data

Contact person

Contact Telephone No

Commission information

Not apply comission and deduction

Commission

Billing deduction

Guest age

AD >= 0 CH >= 0

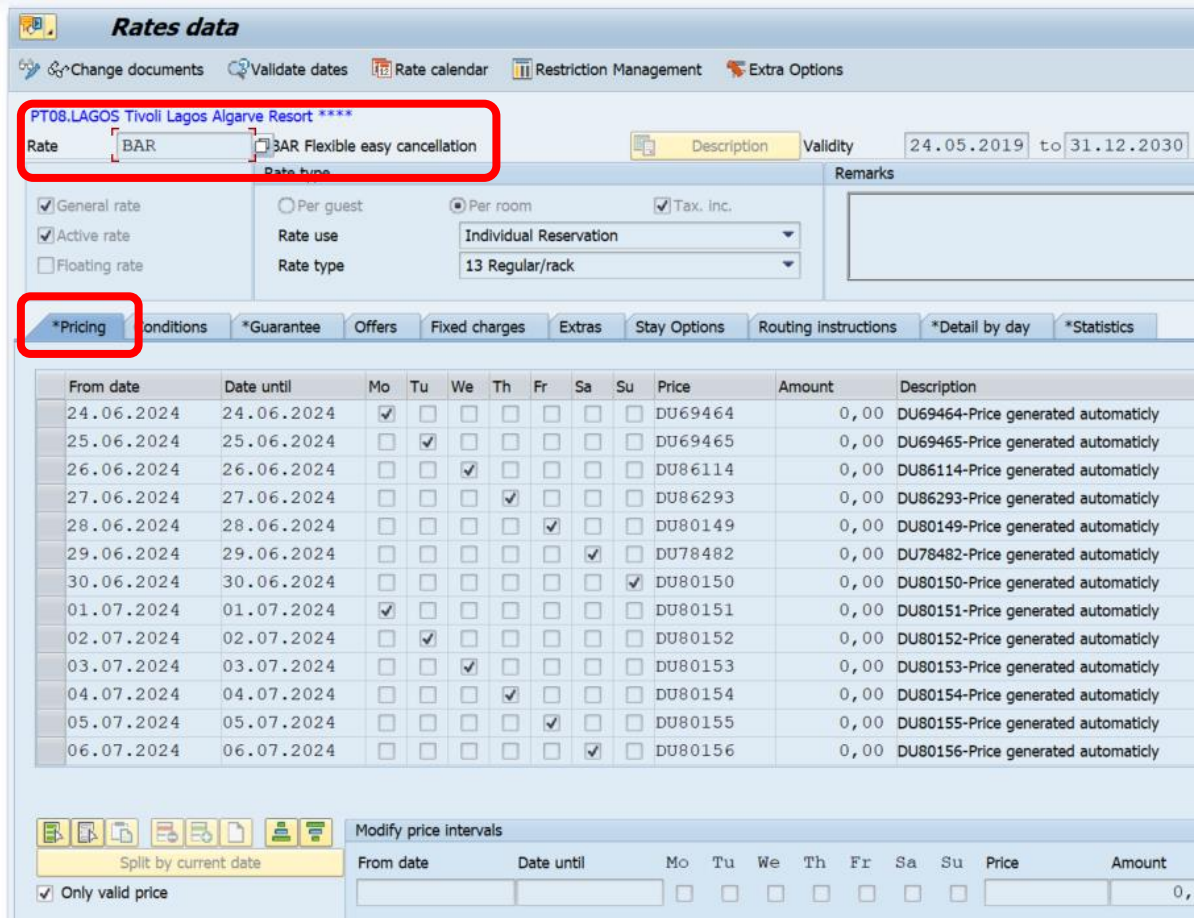
JU >= 0 BB >= 0

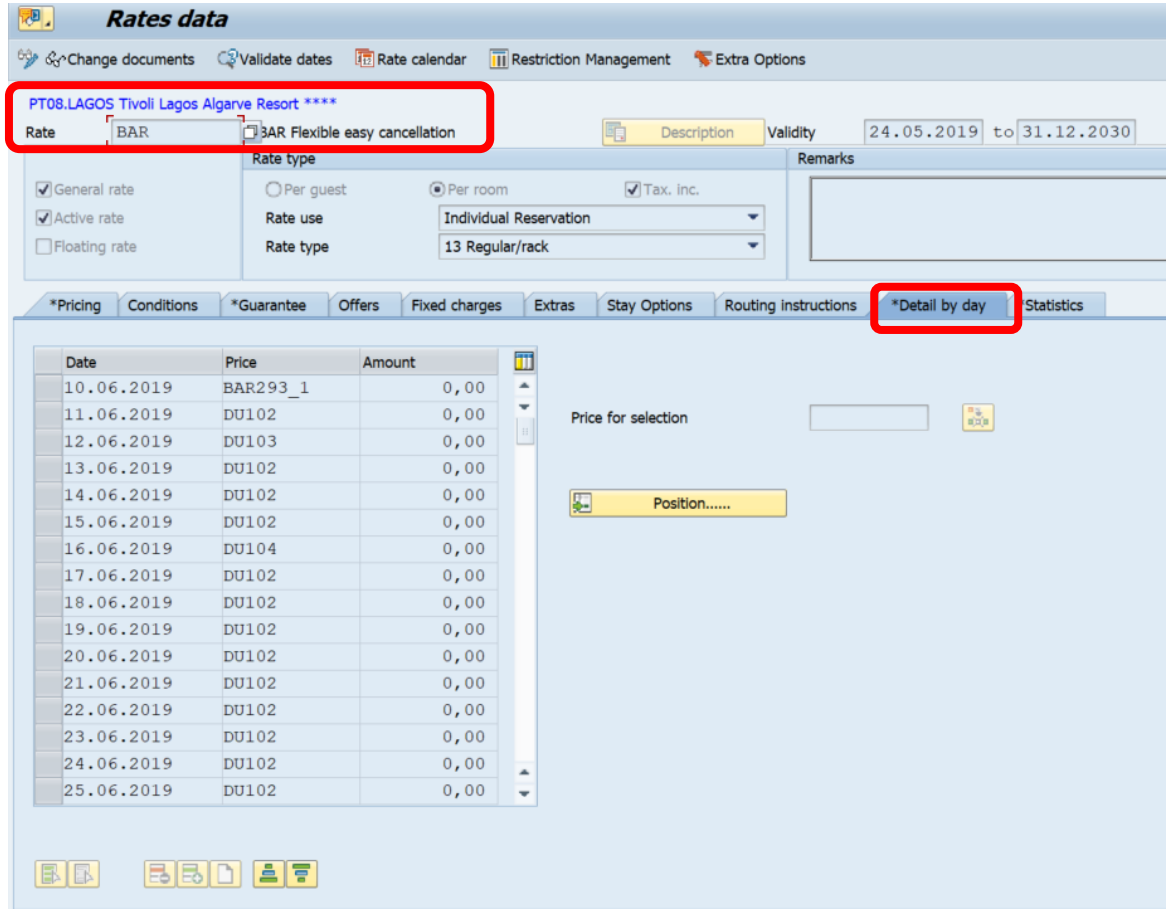
Show as error

Revenue structure

Rate

Calendar with different prices codes.





Revenue structure

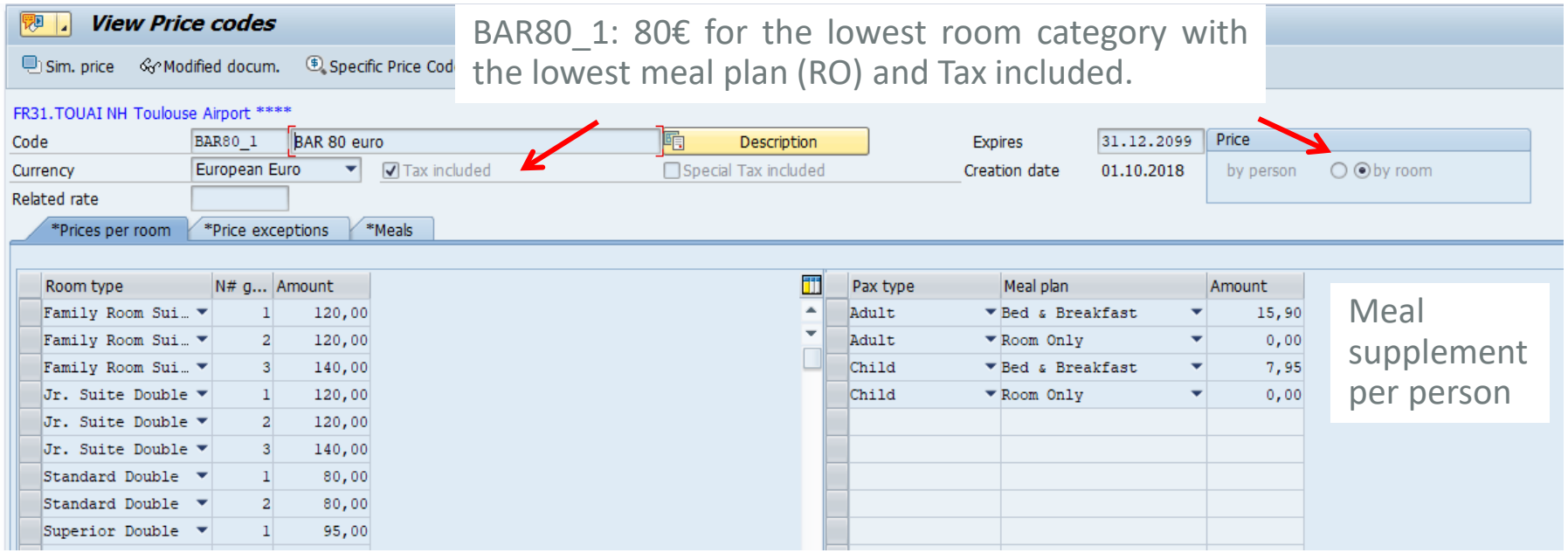
Rate	Description	Valid from	End date	P.X.Guest	Active	Floating
AP15-29D	Adv Purchase>15-29d. leadtime non ref	01.07.2014	31.12.2020	☐	☑	☑
AP15DMLOS	Adv Purchase>15dleadtime non ref MLOS 3	01.07.2014	31.12.2020	☐	☑	☑
AP30D	Adv Purchase>30d. leadtime non ref	01.07.2014	31.12.2020	☐	☑	☑
BAR	BAR Flexible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

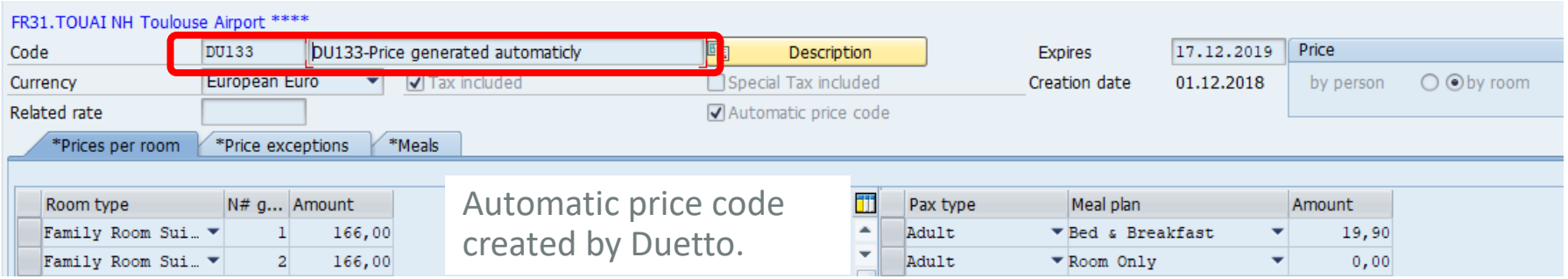
All selected lines are floating rates (referenced to the BAR).

Revenue structure

Price code

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





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		Activation data	
Start date	01.01.2014	Activation date	01.01.2014
End date	31.03.2015	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_LC	Flexible premiun 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	AP15DMLOS	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

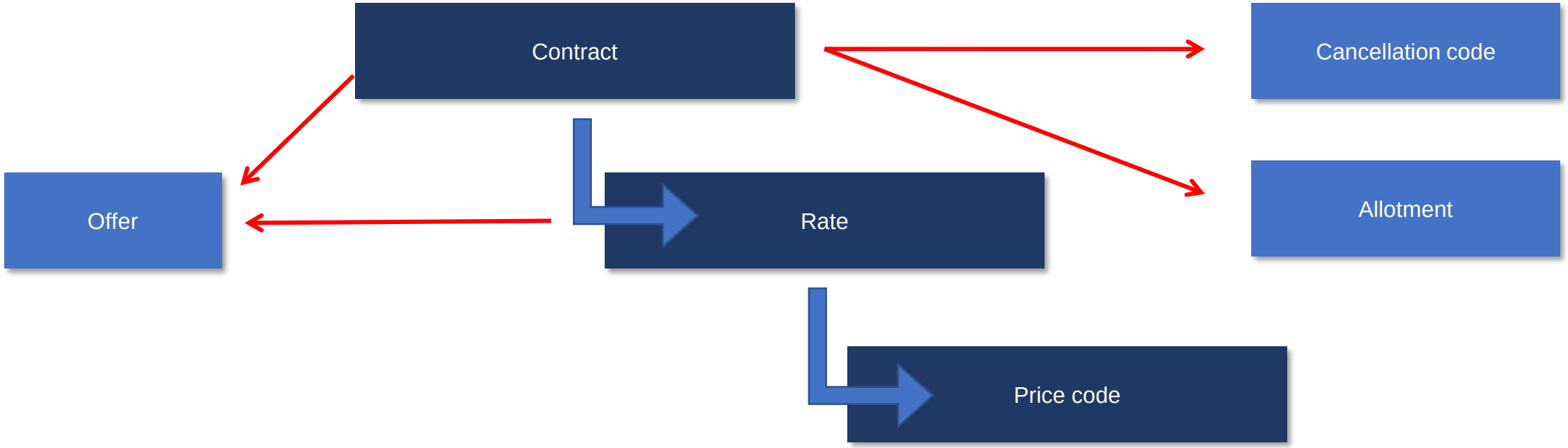
Start date (stay)	End date (stay)	Days notice limit	Penaliz time...	Total stay	Days to penalize	Percent...
25.11.2014	12.05.2015	0	18:00	☐	1	0,00
13.05.2015	13.05.2015	999	00:00	☑	0	100,00
14.05.2015	30.05.2015	0	18:00	☐	1	0,00
29.05.2015	30.05.2015	999	00:00	☑	0	100,00
31.05.2015	11.10.2015	0	18:00	☐	1	1,00
12.10.2015	16.10.2015	999	00:00	☑	0	100,00
17.10.2016	31.12.2099	0	18:00	☐	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

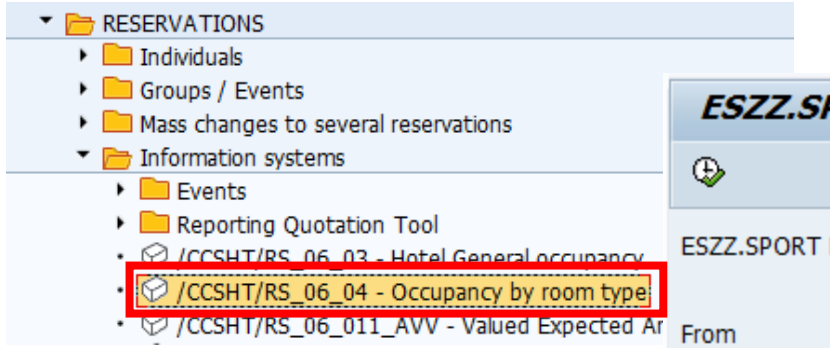
nH COLLECTION HOTELS

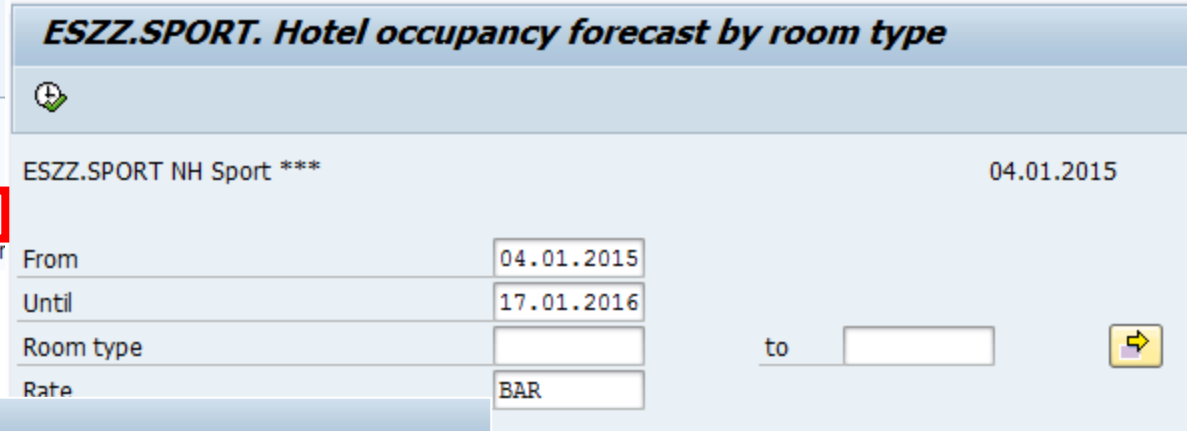
nhow HOTELS

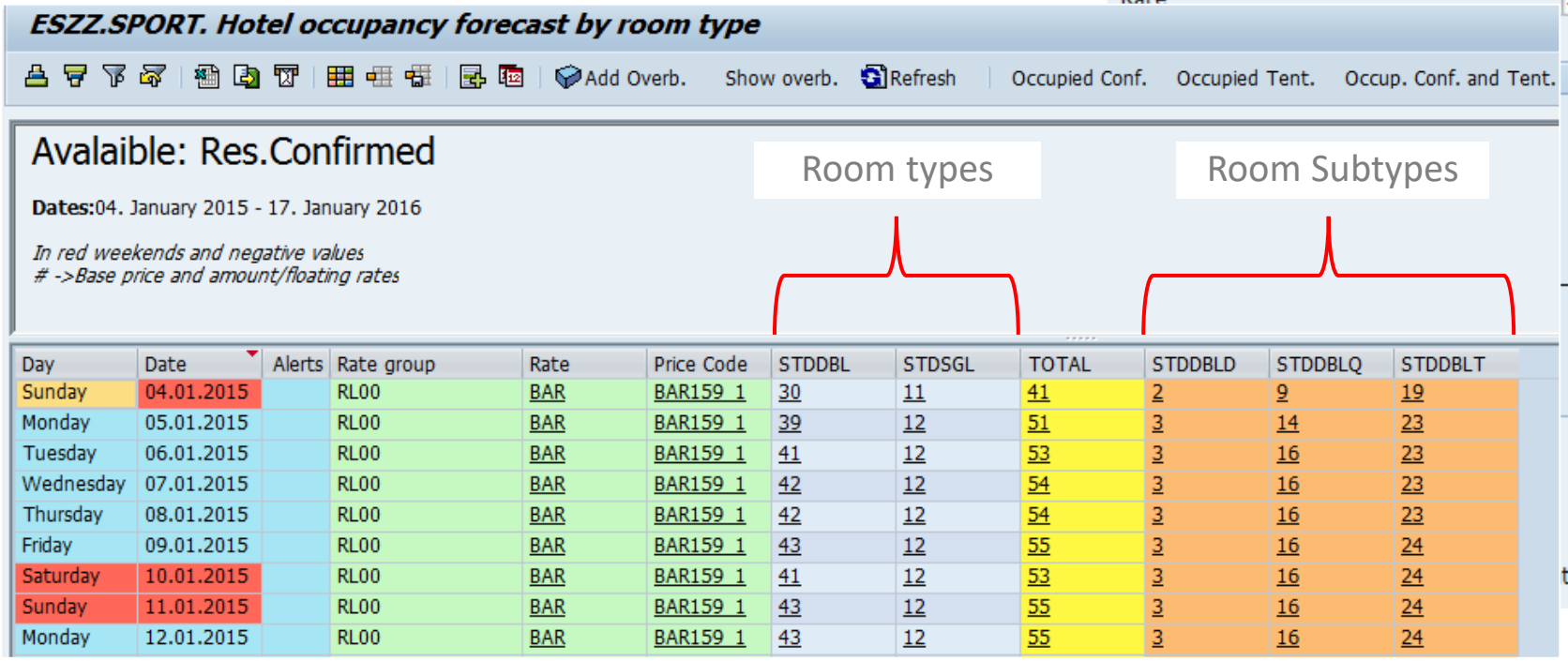
TIVOLI HOTELS & RESORTS

Availability

Occupancy by room type

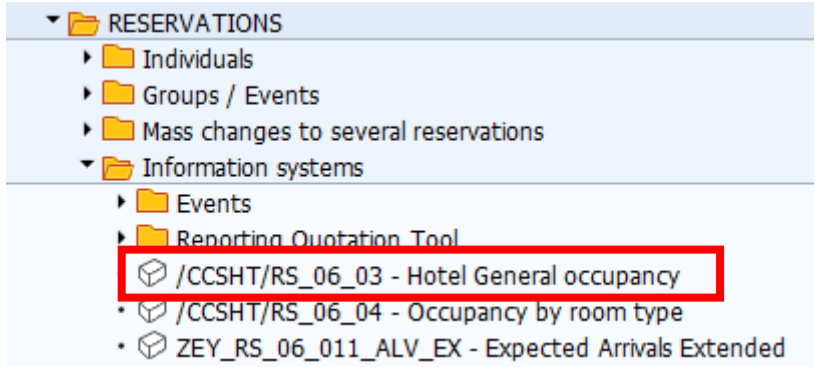


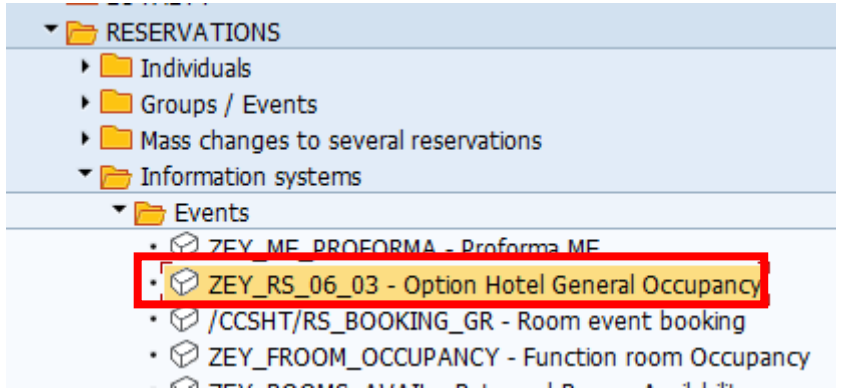


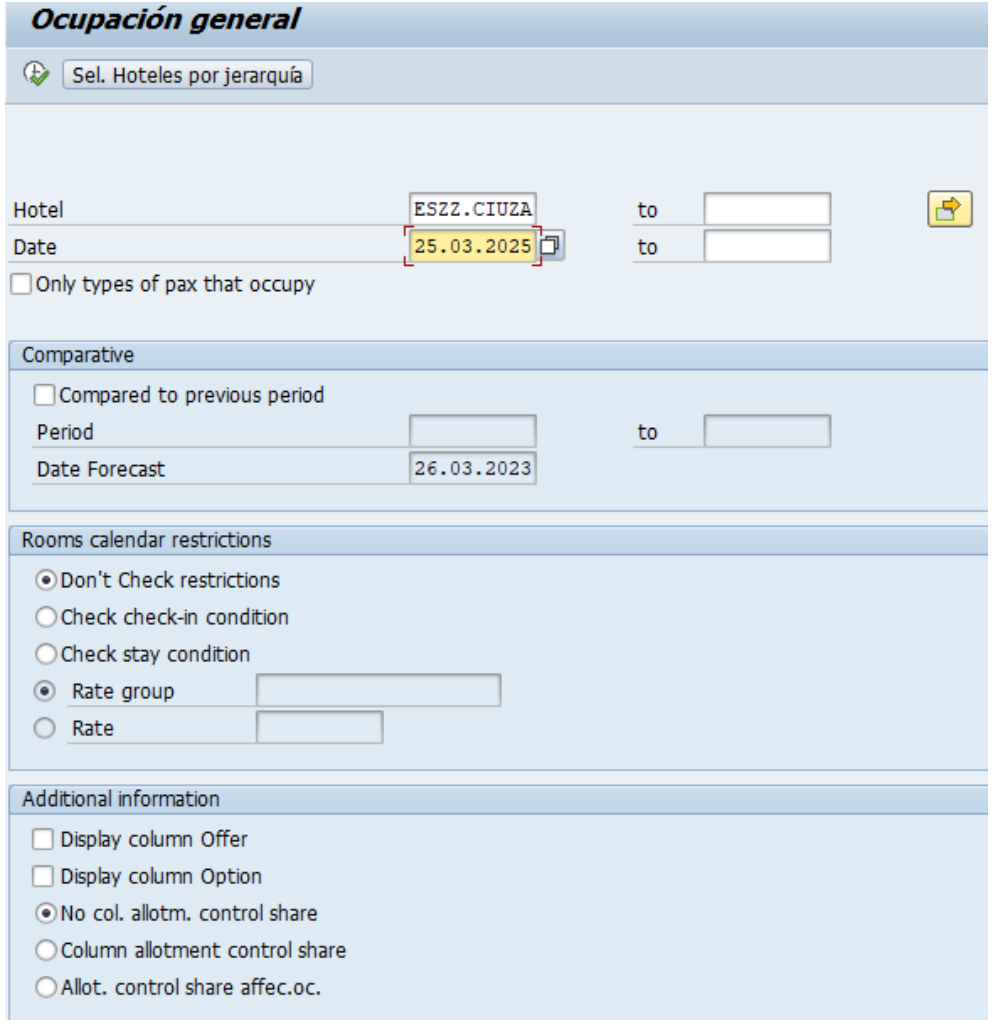


Day	Date	Alerts	Rate group	Rate	Price Code	STDDBL	STDSGL	TOTAL	STDDBLD	STDDBLQ	STDDBLT
Sunday	04.01.2015		RL00	BAR	BAR159_1	30	11	41	2	9	19
Monday	05.01.2015		RL00	BAR	BAR159_1	39	12	51	3	14	23
Tuesday	06.01.2015		RL00	BAR	BAR159_1	41	12	53	3	16	23
Wednesday	07.01.2015		RL00	BAR	BAR159_1	42	12	54	3	16	23
Thursday	08.01.2015		RL00	BAR	BAR159_1	42	12	54	3	16	23
Friday	09.01.2015		RL00	BAR	BAR159_1	43	12	55	3	16	24
Saturday	10.01.2015		RL00	BAR	BAR159_1	41	12	53	3	16	24
Sunday	11.01.2015		RL00	BAR	BAR159_1	43	12	55	3	16	24
Monday	12.01.2015		RL00	BAR	BAR159_1	43	12	55	3	16	24

Occupancy & Availability







Don’t forget to review these options

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 Avai.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

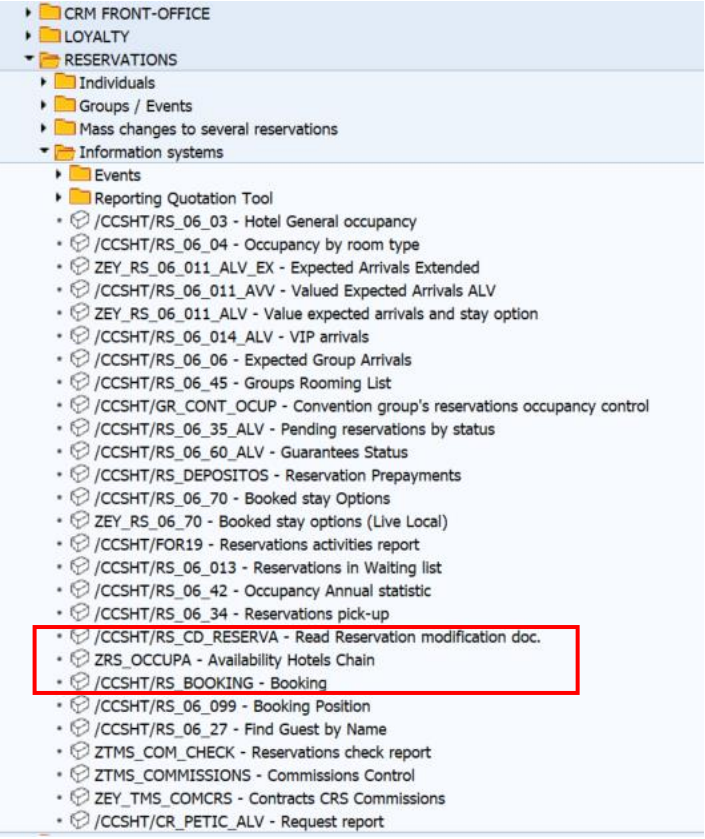
General Occupancy

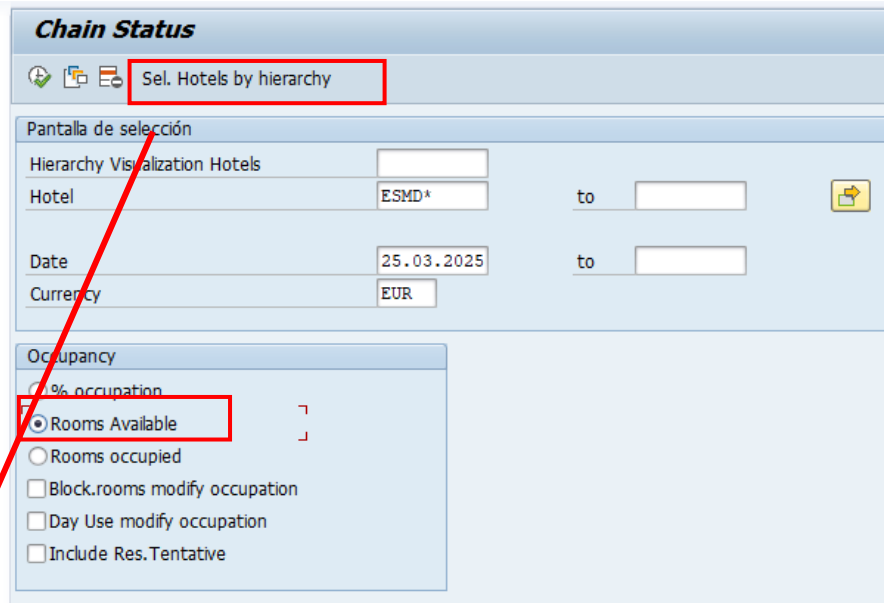
Room Rack | Blocked Room Rack | Occupancy per room type | Update data | View Overb. | House Status | Restrictions

Dates: 19.05.2015 - 06.06.2015

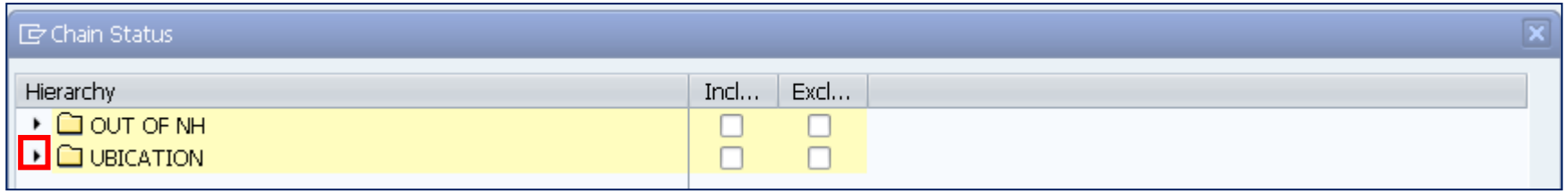
Date	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Option	Σ Min availa	TotMaxSell	Σ MaxOccup %	Σ MinOccup %	Σ Room in	Σ Room out	Σ Reserv.
19.05.2015	276	33	243	247	4-	8	8	4-	1-	101,65	101,65	161	153	411
20.05.2015	276	33	243	244	1-	0	0	1-	1-	100,41	100,41	116	119	375
21.05.2015	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





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



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Overbooking management

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nH COLLECTION HOTELS
nhow HOTELS
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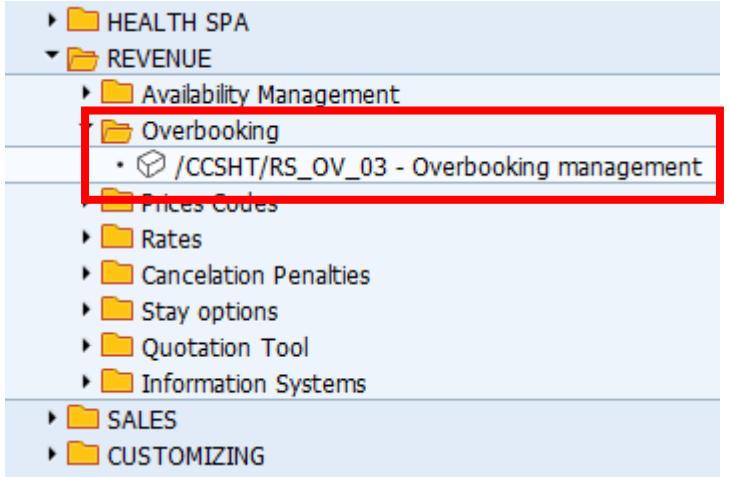
Overbooking management

Hotel Overbooking Management

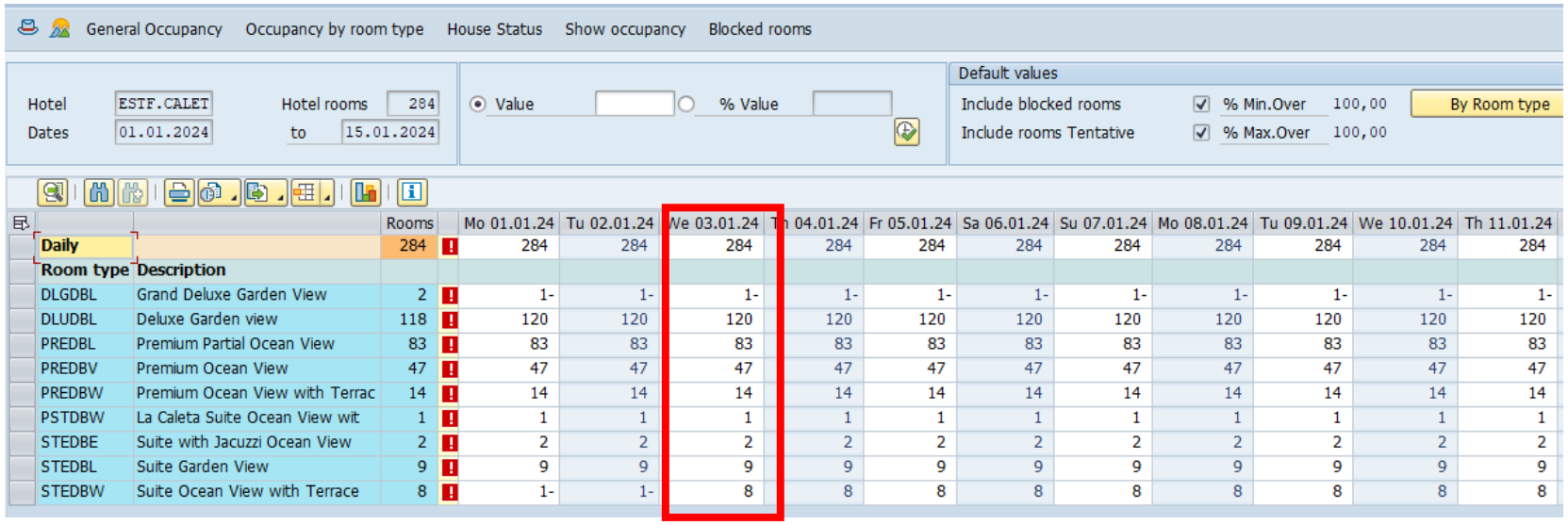
INVENTORY	STRATEGY	TMS
148	Sale 100%	148
148	Sale 110%	163
148	Sale 50%	74
148	Force Hotel Close	-1

Overbooking management



Revenue is responsible for overbooking management:

- -1 means that the hotel is closed for sale, if it is informed in the field "Daily".
- -1 in the line room type means, the selling of this type of room is closed.



		Rooms	Mo 01.01.24	Tu 02.01.24	We 03.01.24	Th 04.01.24	Fr 05.01.24	Sa 06.01.24	Su 07.01.24	Mo 08.01.24	Tu 09.01.24	We 10.01.24	Th 11.01.24
Daily		284	284	284	284	284	284	284	284	284	284	284	284
Room type	Description												
DLGDBL	Grand Deluxe Garden View	2	1-	1-	1-	1-	1-	1-	1-	1-	1-	1-	1-
DLUDBL	Deluxe Garden view	118	120	120	120	120	120	120	120	120	120	120	120
PREDBL	Premium Partial Ocean View	83	83	83	83	83	83	83	83	83	83	83	83
PREDBV	Premium Ocean View	47	47	47	47	47	47	47	47	47	47	47	47
PREDBW	Premium Ocean View with Terrac	14	14	14	14	14	14	14	14	14	14	14	14
PSTDBW	La Caleta Suite Ocean View wit	1	1	1	1	1	1	1	1	1	1	1	1
STEDBE	Suite with Jacuzzi Ocean View	2	2	2	2	2	2	2	2	2	2	2	2
STEDBL	Suite Garden View	9	9	9	9	9	9	9	9	9	9	9	9
STEDBW	Suite Ocean View with Terrace	8	1-	1-	8	8	8	8	8	8	8	8	8

This means which room types are open or closed for sale

MINOR HOTELS

Individual reservation (call center)

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Individual reservations

PROCESS OVERVIEW

Reservation execution
Creation of individual reservations from any sales channel and actions to be carried out throughout the confirmation, modification and cancellation of the reservation.

Reservation review
Review of room reservations (individual and groups) in TMSforHotels several days before the guest's arrival, to ensure the quality of the information contained in each one.

Pre-stay handling
Tasks to be performed daily prior to the guest's arrival to the hotel to ensure that the check in is more efficient, quicker and minimizes the waiting time of the guest and resolves any possible errors.

Check-in
Tasks to be performed during the guest's arrival to the hotel and until the moment in which the key to the room is delivered to them.

In-house management
Factors and the attitude to adopt to ensure the guest a pleasant stay. Steps and guidelines for questions, requests and most common demands requested by guests at Reception of the hotels.

Check-out
Tasks to be carried out when the guest checks out of the hotel, by issuing an invoice and checking out the room.

Billing
Review billing information, creating invoices and issuing them to customers.

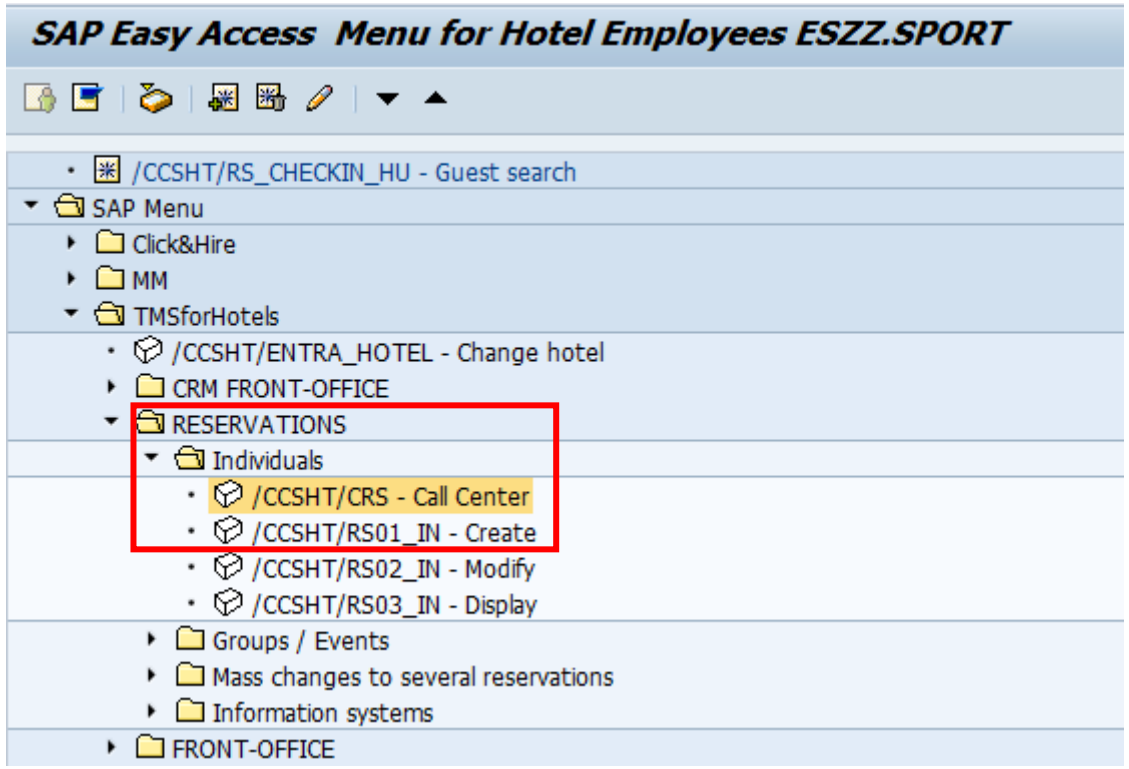
Collection
Hotel customer collection claim process (customers type C).

Have a look into the following process!

General Reservation Management Process

Individual reservations (call center)

Create an individual reservation



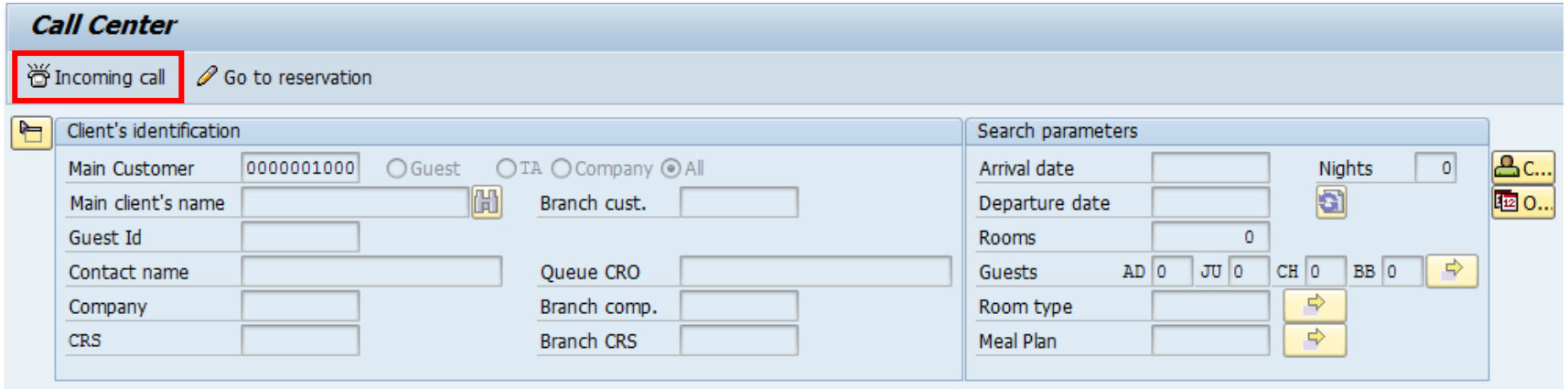
Requests of less than 10 rooms are considered as individual reservations. From 15 pax they are considered Group only for FIT Rates. Individual Reservations are managed by CRO/Hotels.

TMS4H offers two options to create a Reservation:

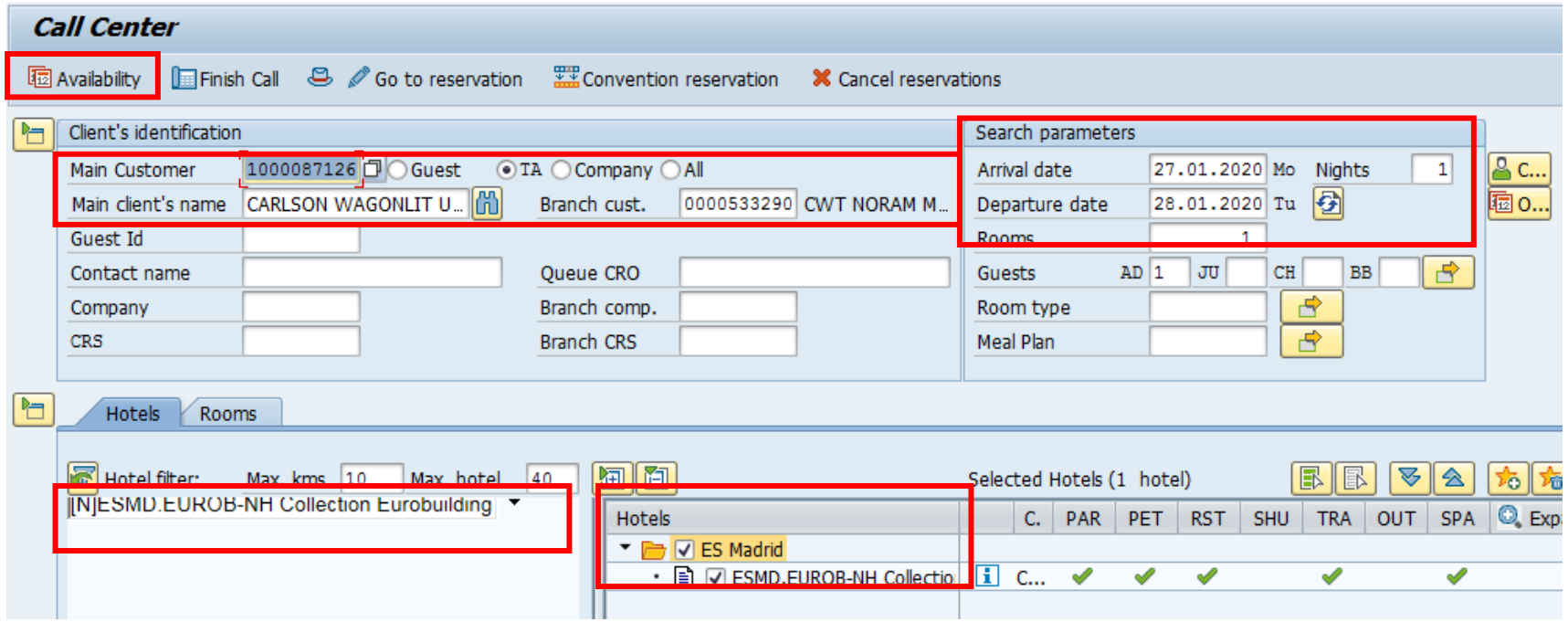
- Call Center (CRS): availability, prices, meal plan and different rates are displayed at the same time to choose the corresponding one.
- Create: if the contract, rate and price is known, this option could be faster.

Let's see the first one!

Individual reservations (call center)



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



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.
ESMD.EUROB-NH Collectic	309	132.17	EUR	0.0(

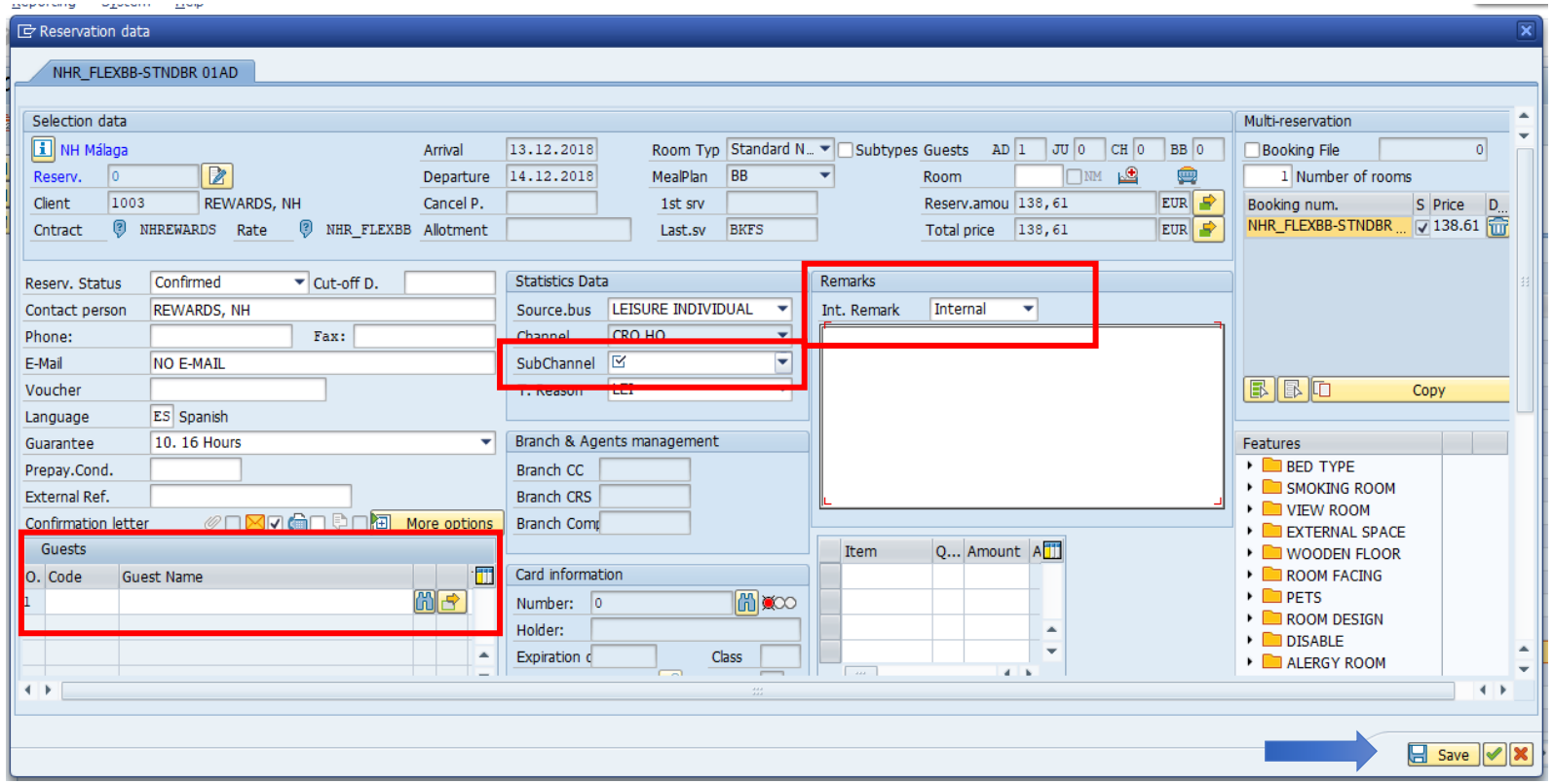
Chain room type
FAMILY ROOM
JUNIOR SUITE

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

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.

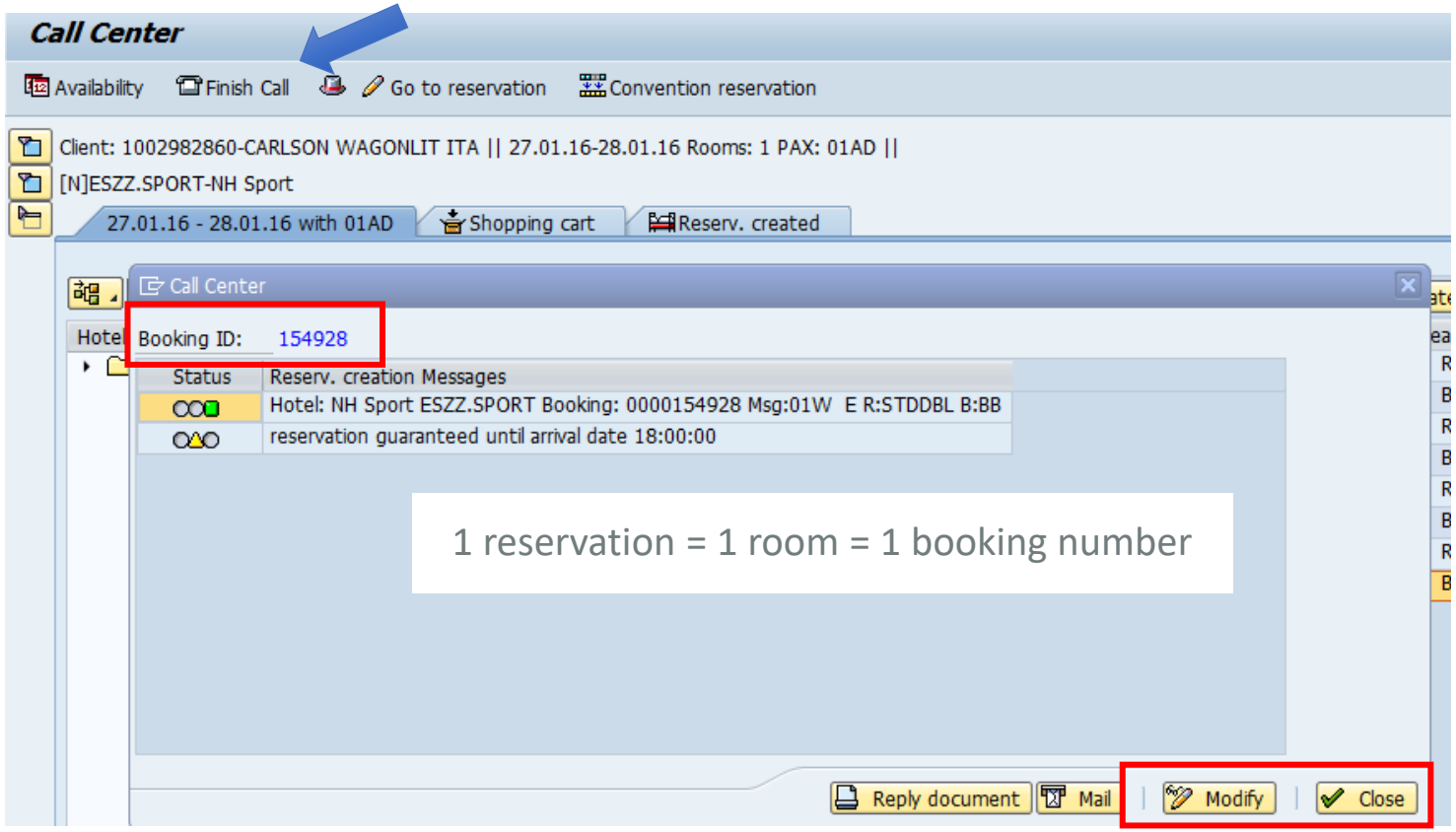


Fill in the mandatory fields and any other information and click on ”save”:

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]

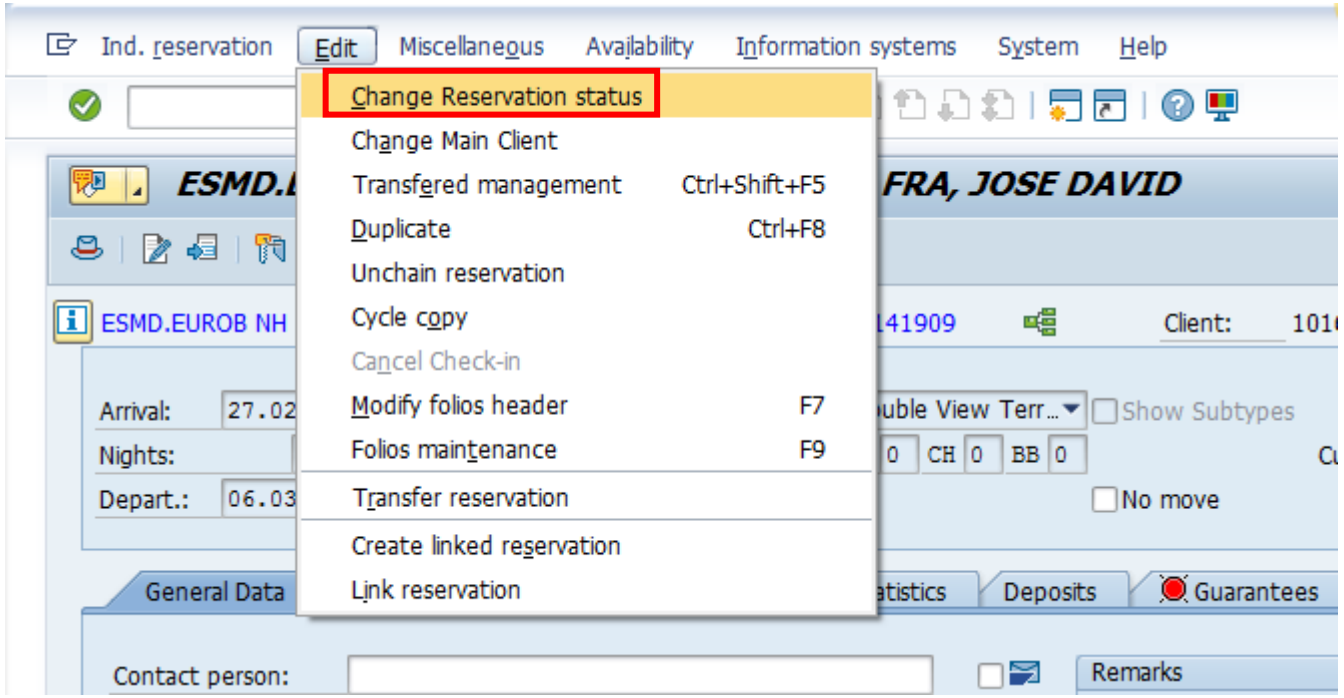
In case of long stay (more than 14 days) a long stay contract must be signed.

[Long stay contract]

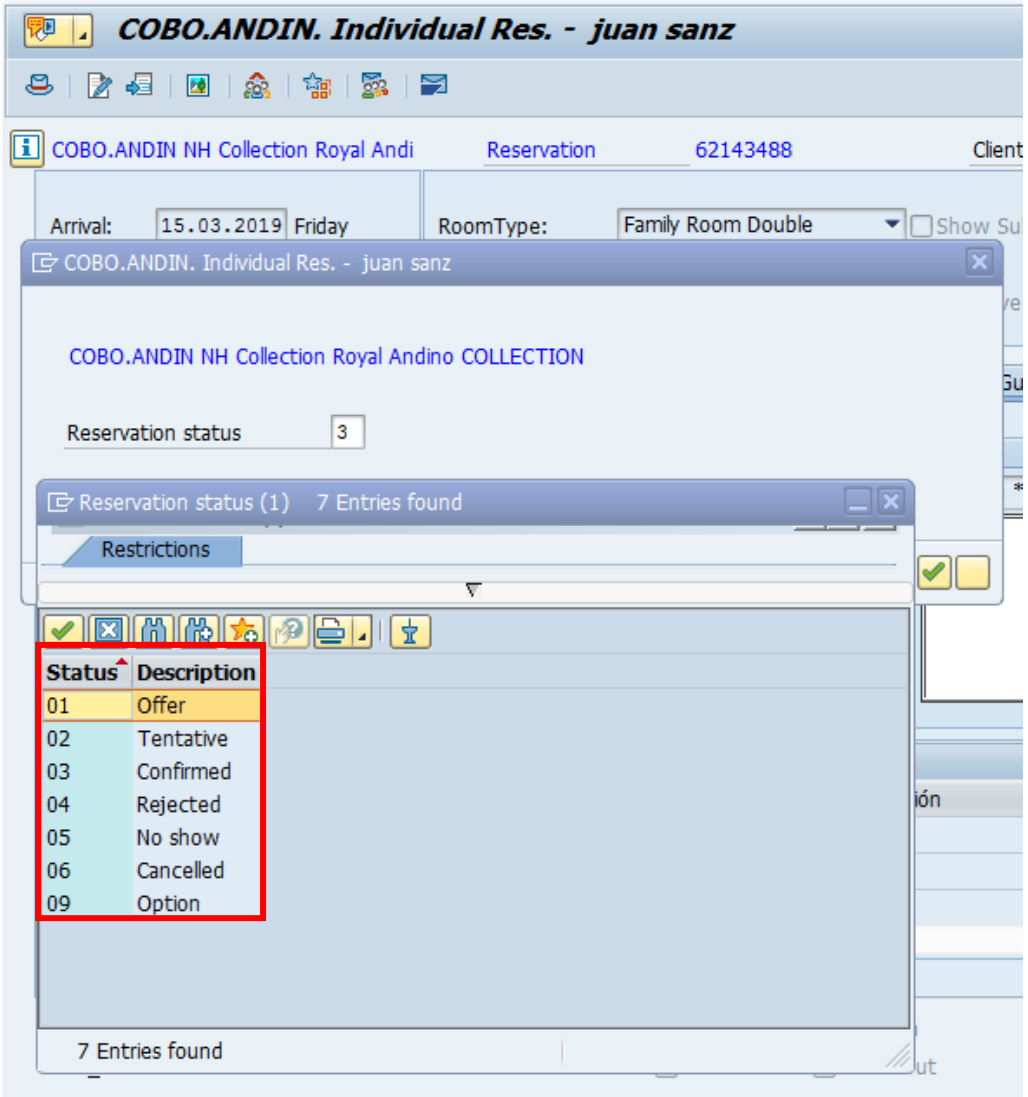
[Contratto long stay]

Individual reservations (call center)

Change the reservation status

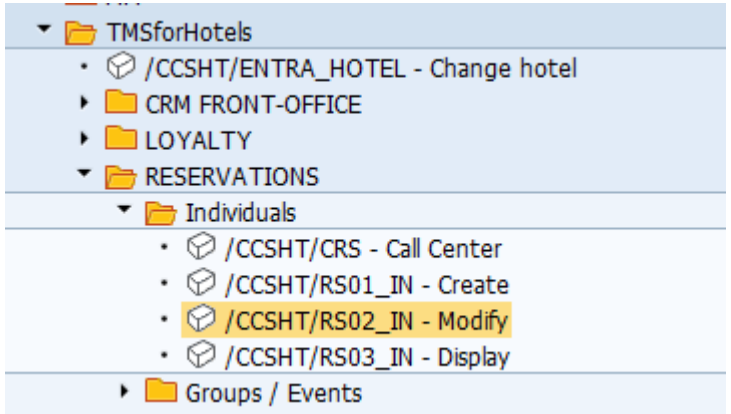


- Offer: (01)
- Tentative (02)
- Confirmed (03)
- Rejected (04)
- No Show (05)
- Cancelled (06):
- Option (09) → Waiting List



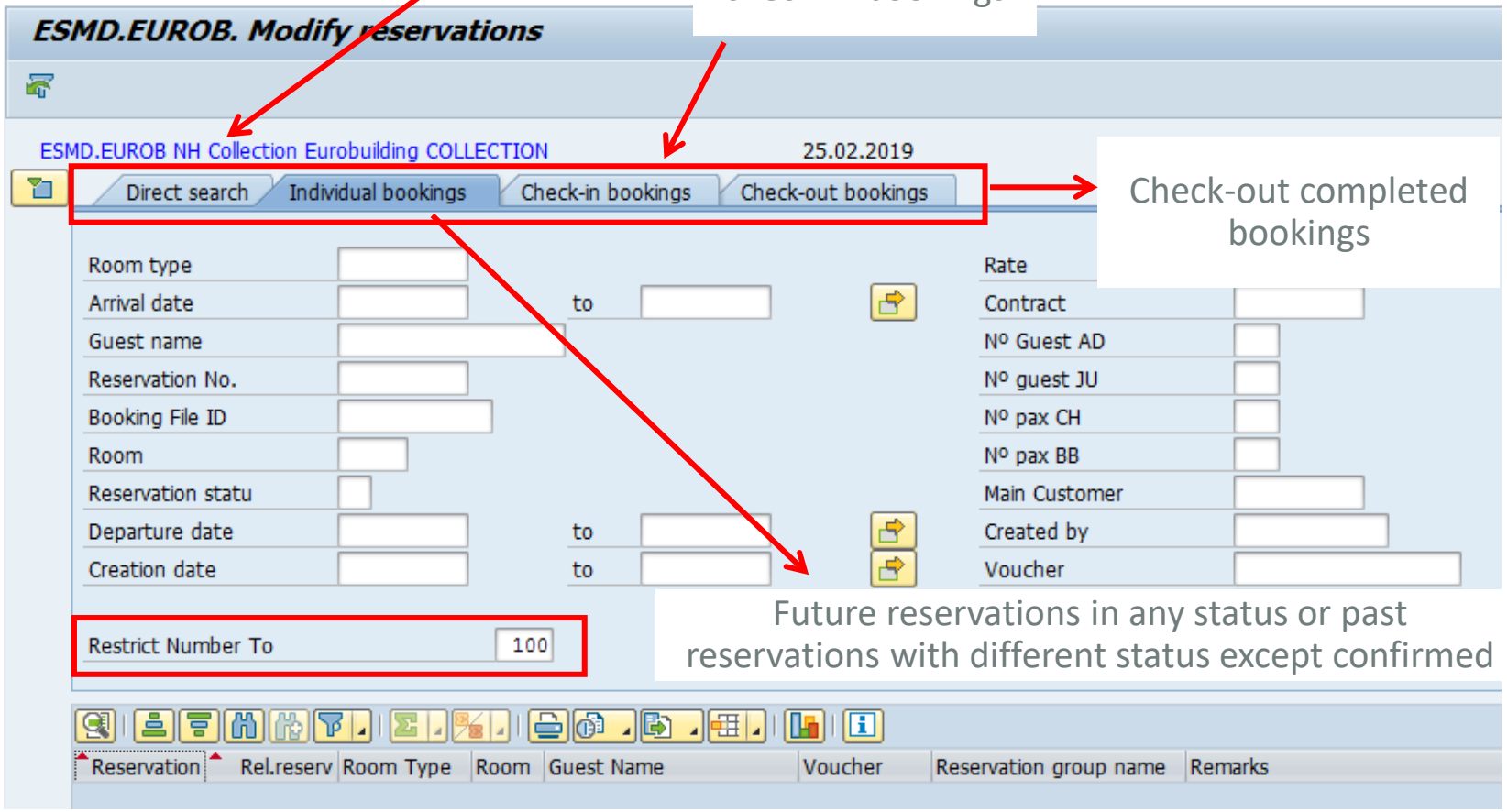
Individual reservations (call center)

Reservation Search



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

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.

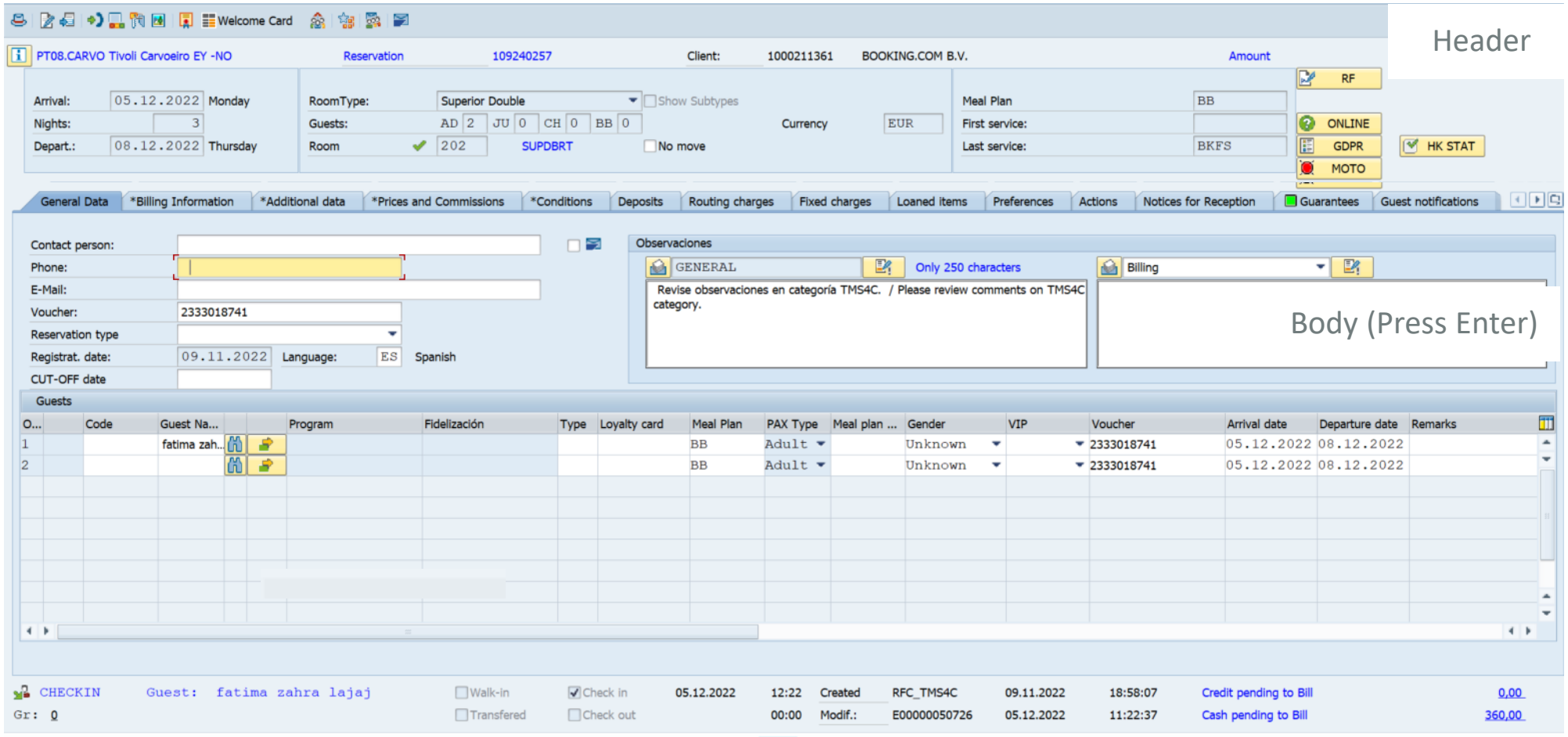
Have a look into the following guide!

Review reservation process.

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

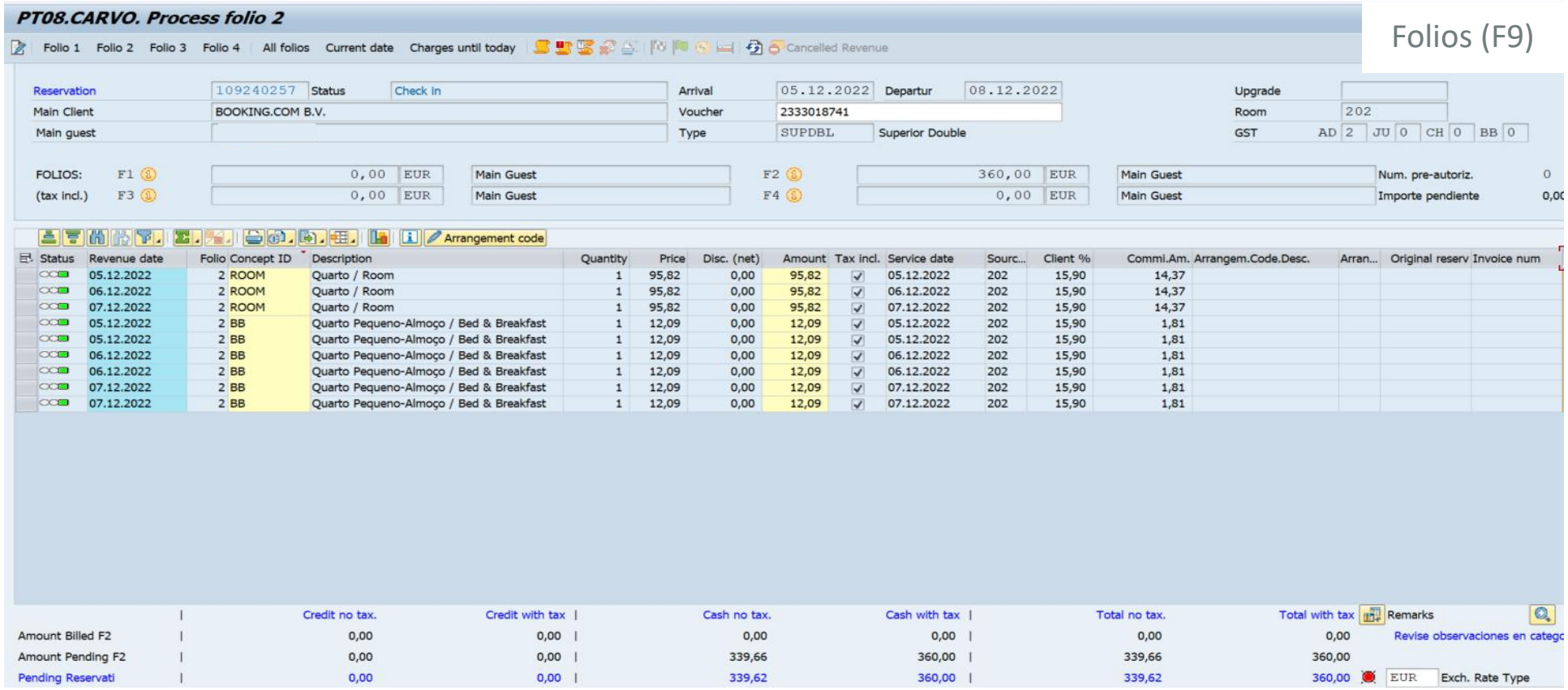
Individual reservations (call center)

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



Individual reservations (call center)

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



MINOR HOTELS

Pre – allocate rooms

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Pre – allocate rooms

Room assignment

- 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
  - Front-Office

ESZZ.SPORT. Assign rooms to bookings.

ESZZ.SPORT NH Sport ***

Arrival date	04.01.2015		
Min. nights			
Remark type			

Restrictions

Reservation		to	
Booking File ID		to	
Room type		to	
Group name		to	
Clients		to	
Contract		to	
Rate		to	
Market Segment		to	
Reservations type		to	
Show PVP 1st night	☐		

☐ 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.

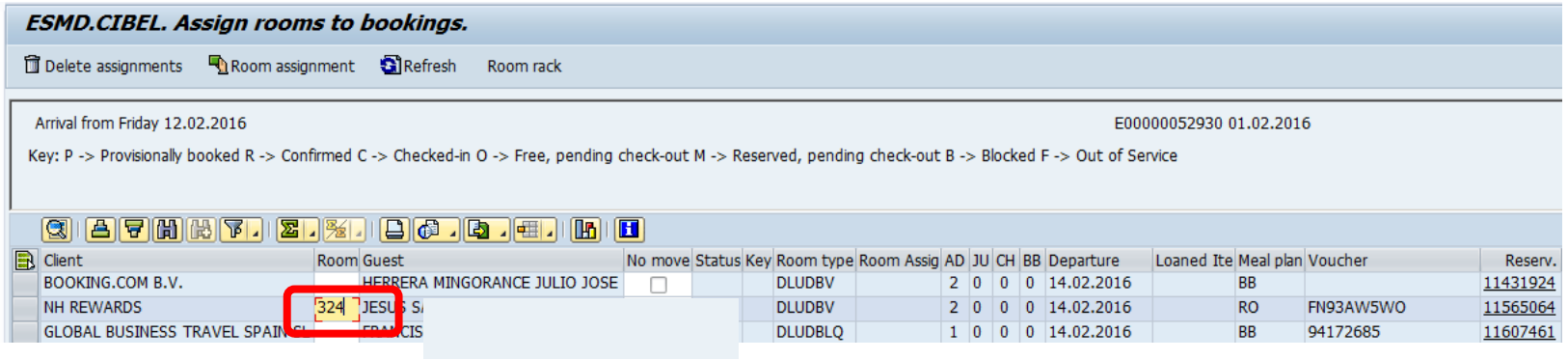
Compare the information registered in TMS4H with the support documentation to confirm any data.

- 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.

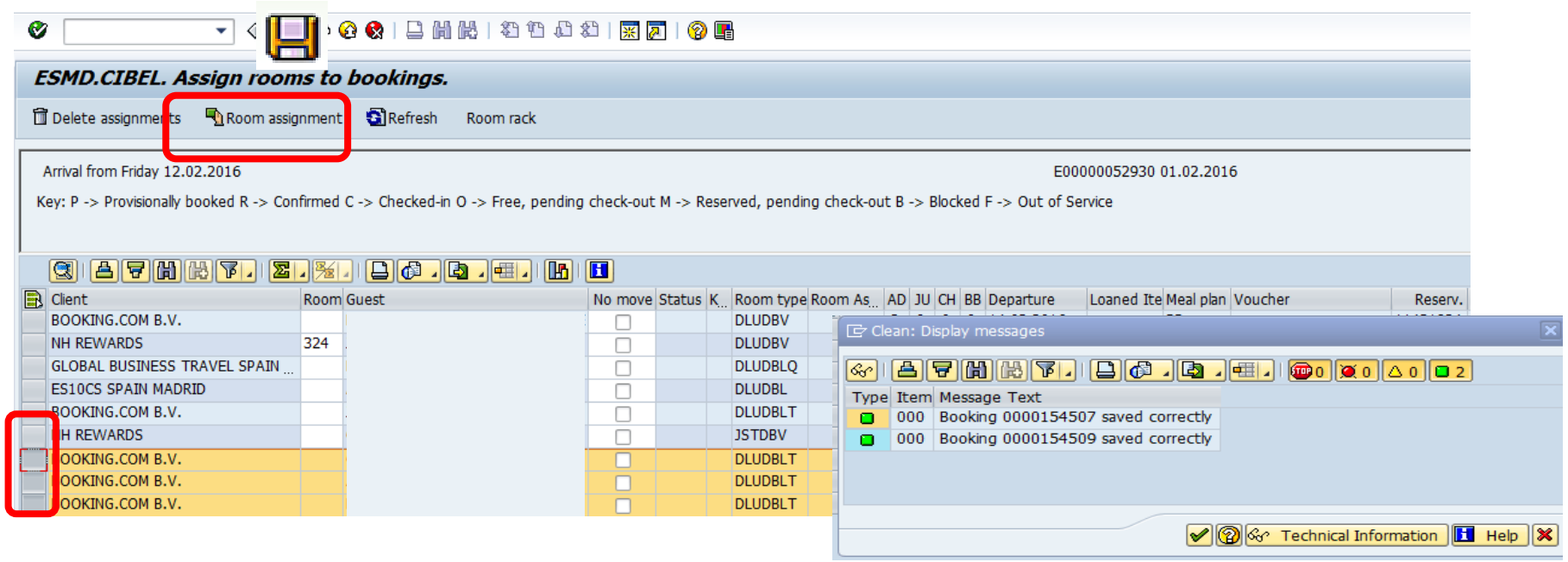
The room type allocated will be deducted of the availability according to the assignment.

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”:



Please remind to save changes!



MINOR HOTELS

Check-in & Walk-in

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nH COLLECTION HOTELS
nhow HOTELS
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Check in

Intro Video!

Customer Welcome

Customer Identification
- CRM Front Office

Local Forms
- Registration Form
- Police Records

(Signature & Store or File Transmission)

NH DISCOVERY
- Check the TMS
- NH DISCOVERY Consents

CUSTOMER DATA CAPTURE
- Document Readers

WELCOME FOLDER
- No signature
- No archive

Key holder

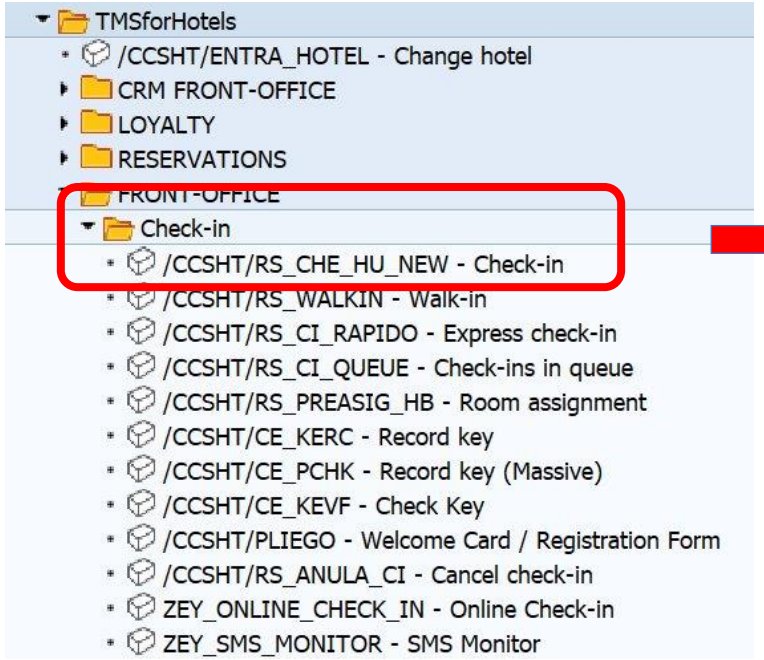
REGISTRATION FORM
- Customer data pre-printed.
- Private Data Consents (TMS)
- Mandatory Customer Signature
- Store Evidence

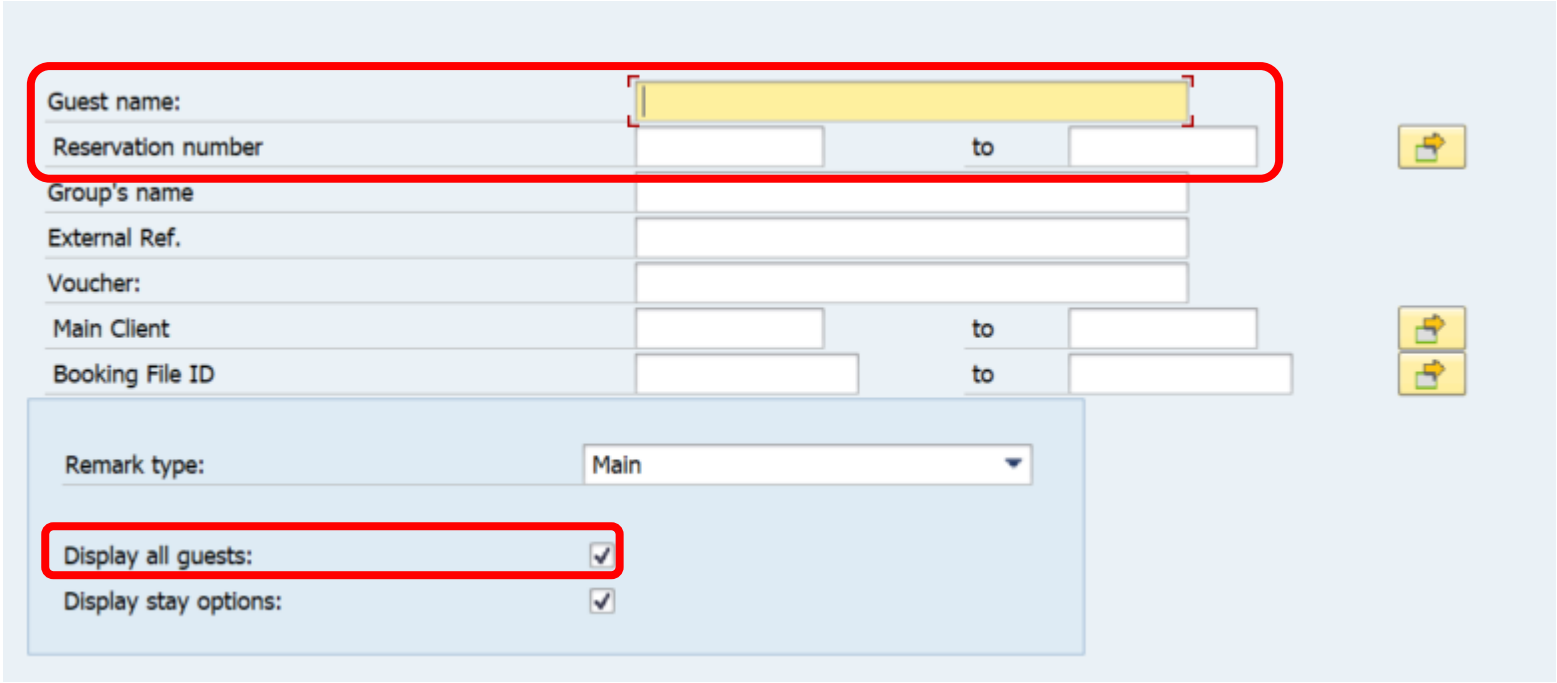
Welcome Folder: Key Holder. *NO SIGNATURE. NO ARCHIVE.*

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





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 ***

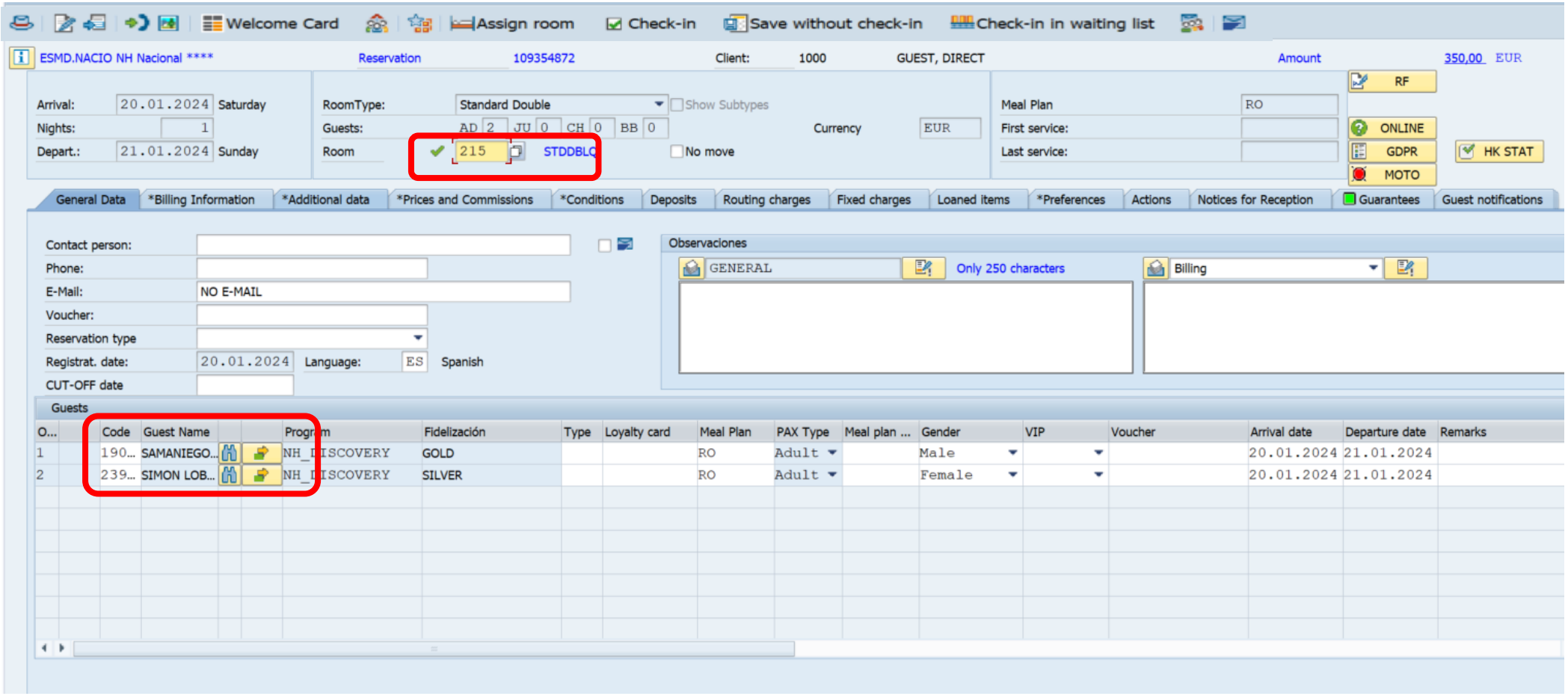
Arrivals expected : 54

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

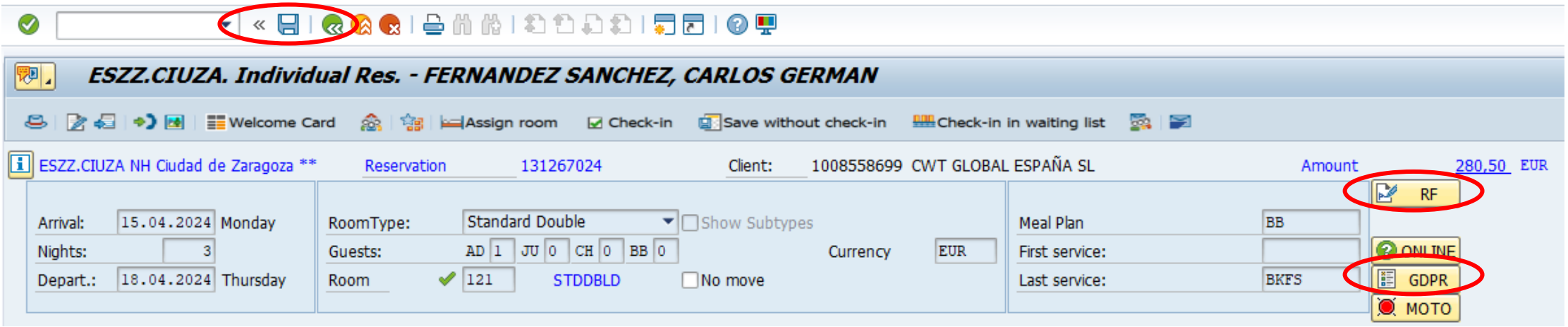
Please request official identification document, following the legal guidelines of each country, as well as the guarantee (credit card, voucher, etc.). Don´t use Pay by link during the check in process. The customer must inform the pin in the pin pad to avoid chargebacks.



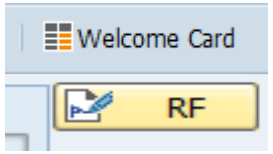
Use criteria of search in CRM and/or documents readers, to verify that customer is registered in our database; once located, update data if necessary. If there is no customer file, register according to data quality standards. *DON'T* duplicate the IDs!

TMS Process: Registration Form Printing

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

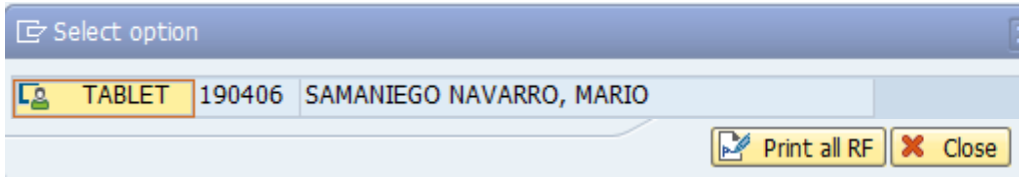


Hotels without tablets: When saving booking RF will be printed directly. Will print as many RFs as people have in the room.



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.

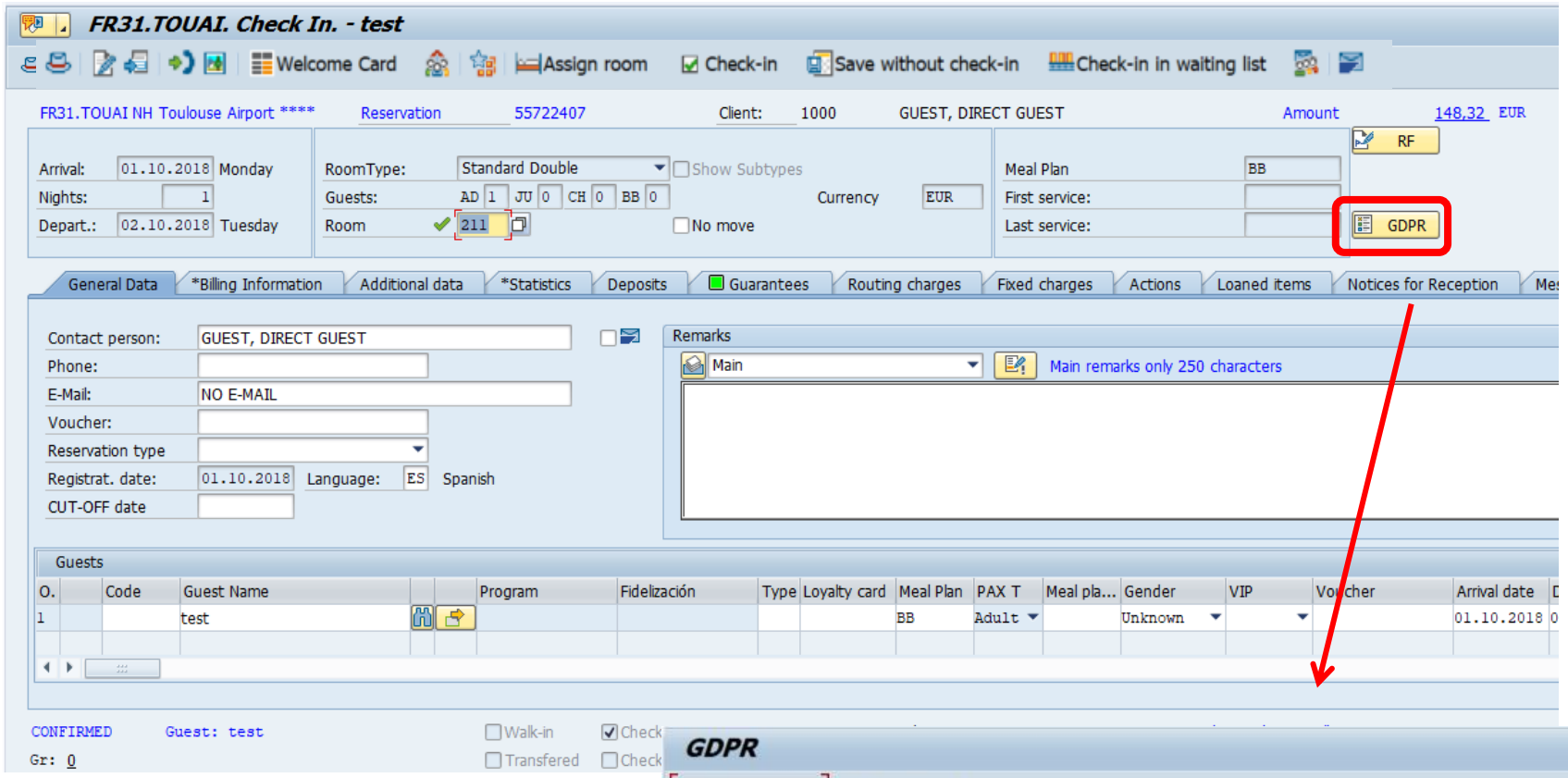
It will no longer be necessary to complete and/or modify manually, the consents will be updated automatically through the scanning process.



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



- 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!

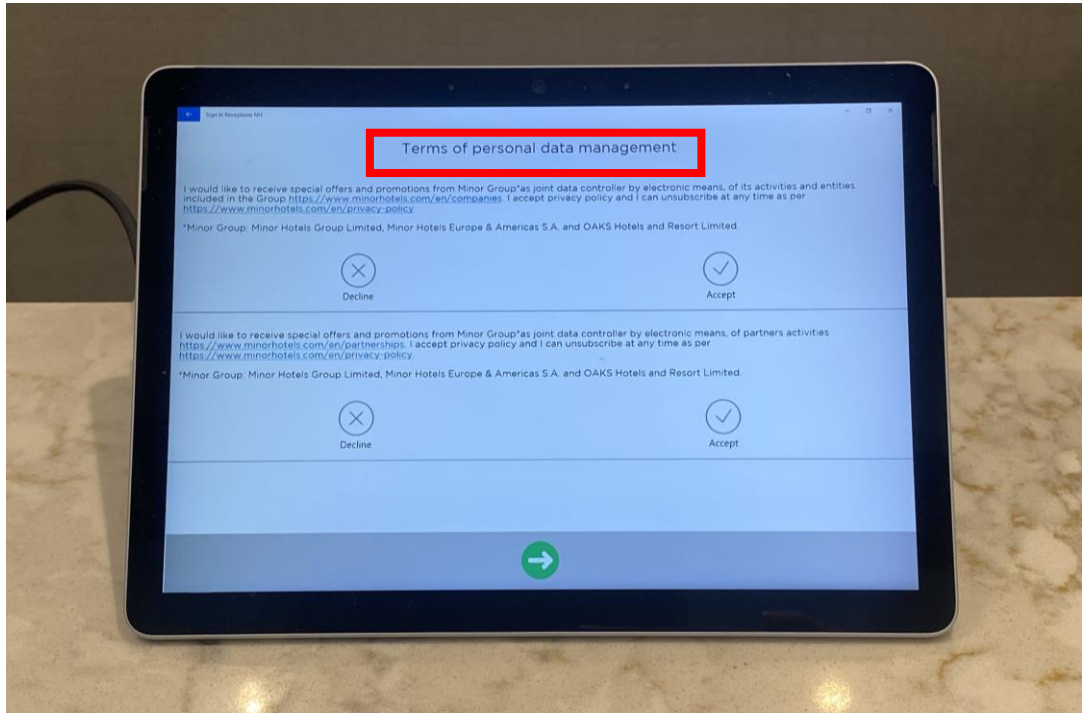
[GDPR Frequently Questions]
[GDPR FO Impact]
[Fast Pass: Online Check-in]
[“No show” reservations]

Check in (tablets)

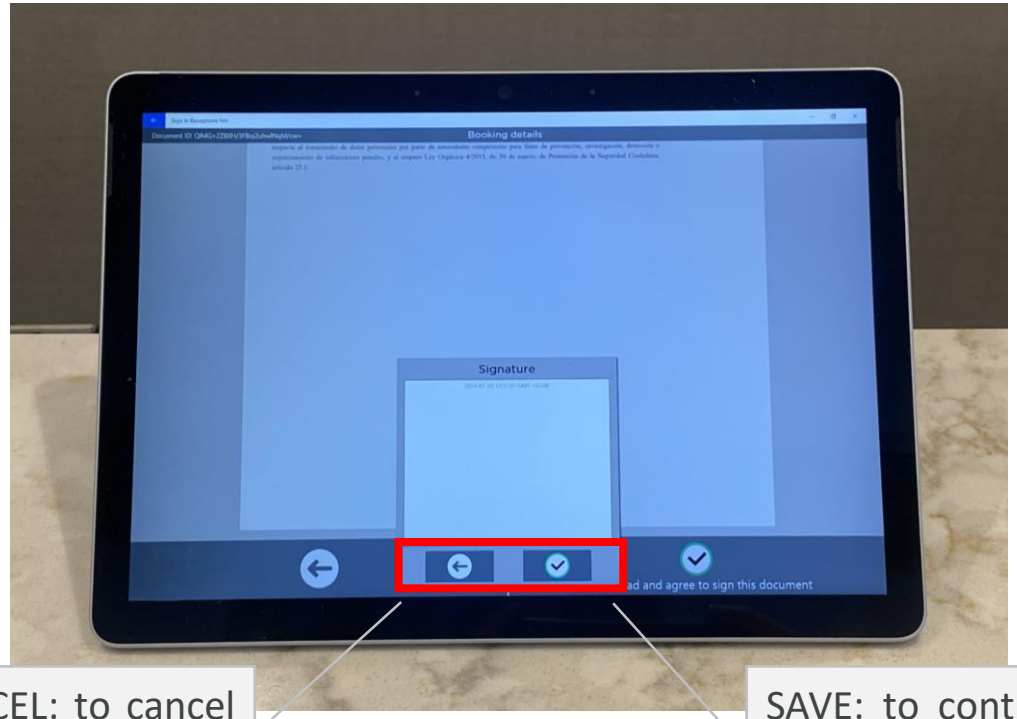
After check in has been saved in TMS, customer(s) can accept/decline their consents and enrolment to NH Discovery program and sign the Registration Form (Police file if applies) on the tablet.

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

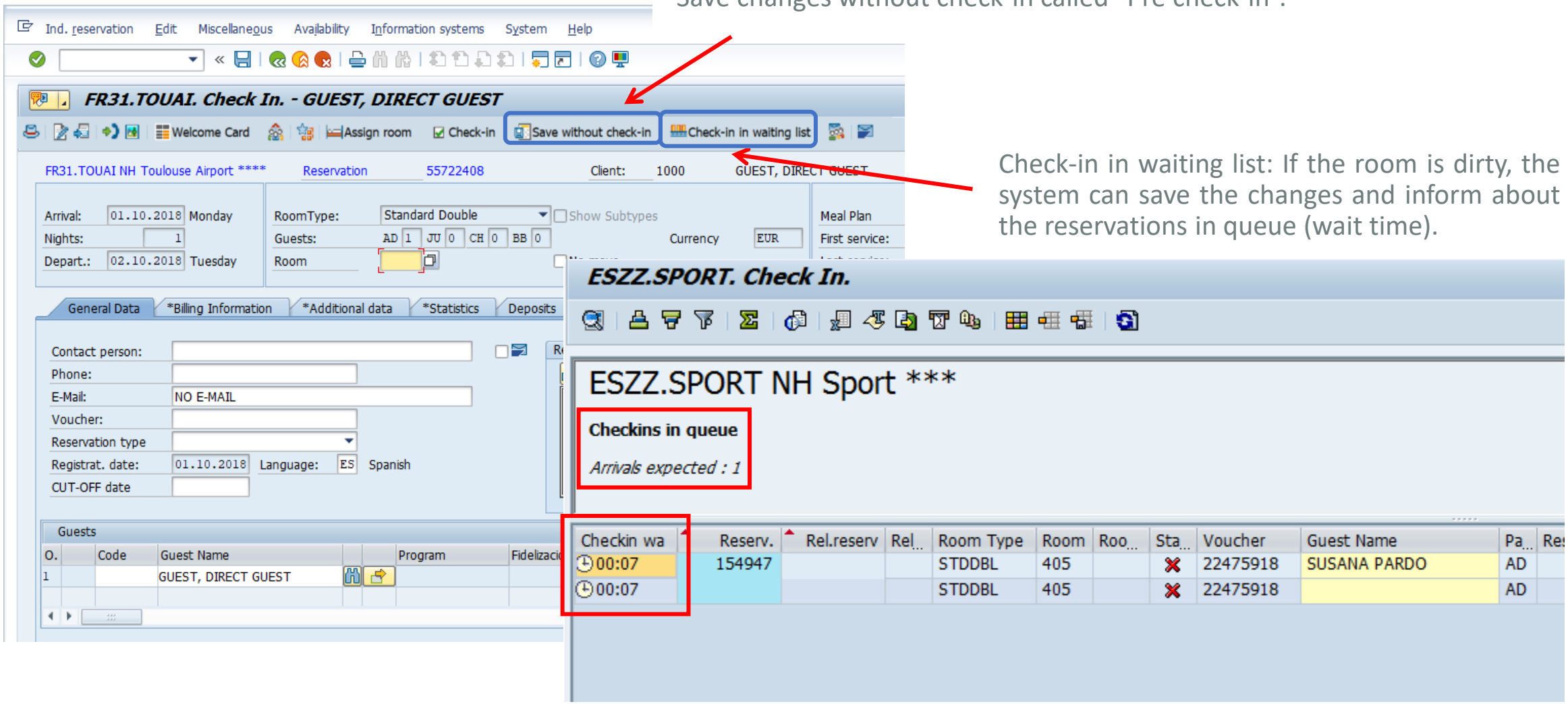
Tablets in Reception procedure

Check in

Other options for checking-in.

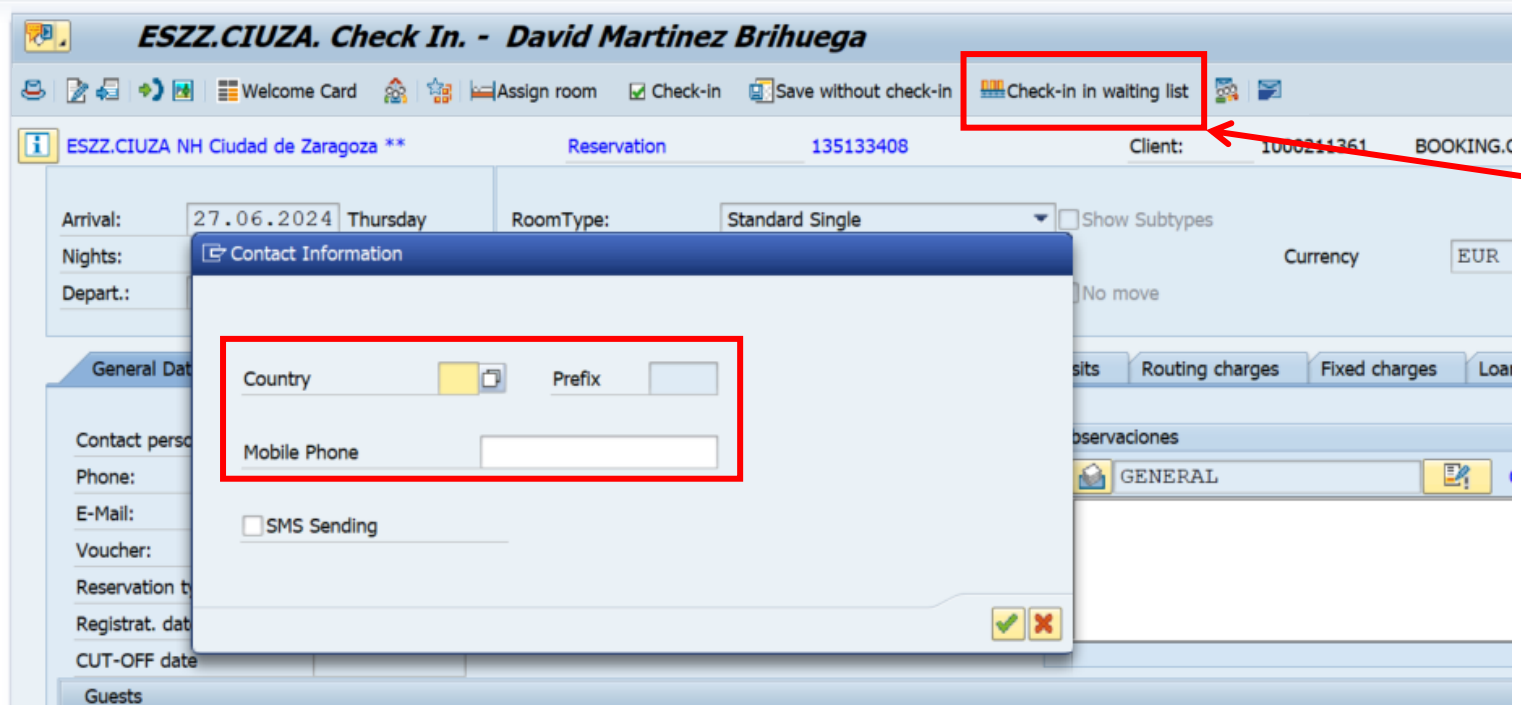
Save changes without check-in called “Pre check-in”.

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

Waiting list option and SMS

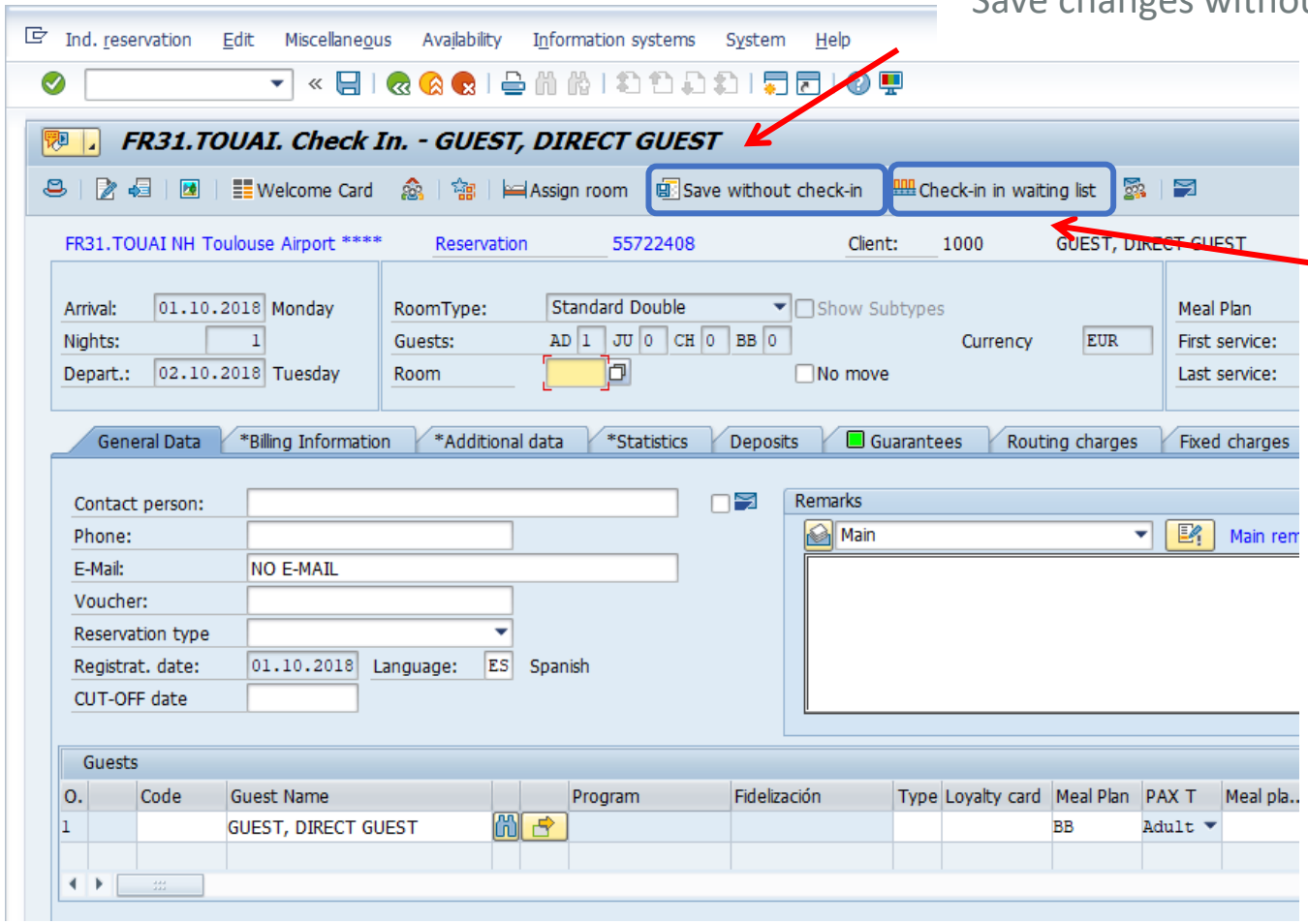


If the room is dirty, you can inform the phone number of the customer and they will receive a SMS message when the room is cleaned.

Check in

Other options for checking-in.

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. — ESZZ.SPORT NH Sport *** — Time 18:41:31 Date 28.01
MADRID — Template for express CHECK IN (Groups) — RS_CHECKIN_RAPIDO/E00000035655 Page

Main Client	Guest	Room N	Sta.	Group Name	Reserv. No	Booking File ID	Departure	Room type	Meal Plan	Rate
☑ UEST (DON'T TOUCH/NO TOC	PARDO MARTIN, SUSANA	310	✓		154557		05.01.15	STDDBL	RO	BAR
☑ IAJES EL CORTE INGLES SA	SUSANA PARDO	405	✗		154947		06.01.15	STDDBL	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/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. Cancel Check-in.

Continue cancellation process

NH HOTELES ESPAÑA, S.A. — ESZZ.SPORT NH Sport *** — Time 18:29:35 — Date 28.01.2016
MADRID — Cancel Check In — RS_ANULA_CHECKIN/E00000035655 — Page 1

Client	Guest	RoomNo	Group Name	Reserv.	Booking File	Depart.D	Room ty	Meal Plan	Rate
GUEST	(DON´T TOUCH/NO TOC PRUEBA SPM	415		154520		05.01.2015	STDDBL		BAR
GUEST	(DON´T TOUCH/NO TOC PRUEBA SPM	414		154541		05.01.2015	STDDBL		BAR
GUEST	(DON´T TOUCH/NO TOC PRUEBA WALK IN	215		154556		06.01.2015	STDDBL		BAR
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 ****

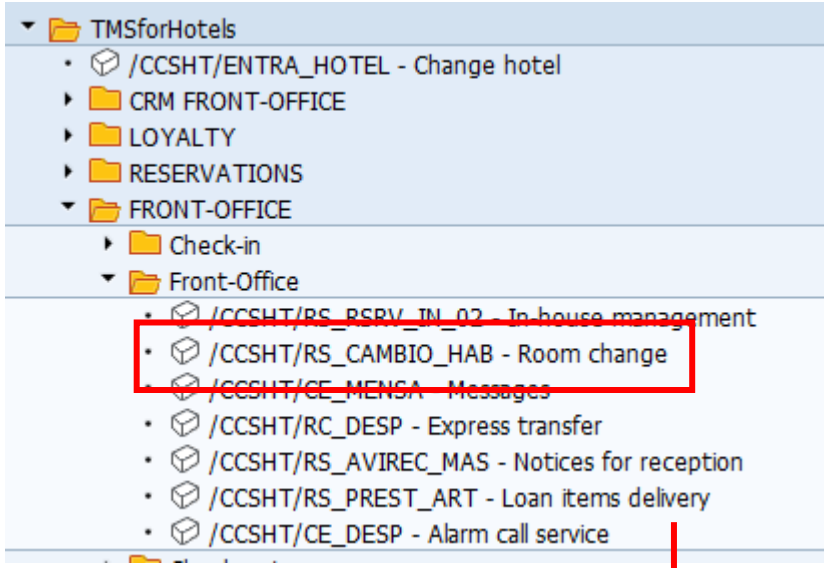
New status for the processed rooms

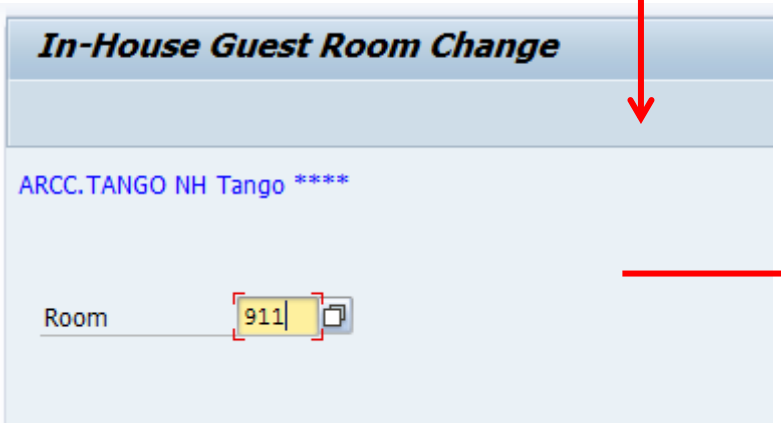
- In Process
- Pending to check
- Clean
- Dirty
- Do not disturb
- Uncover

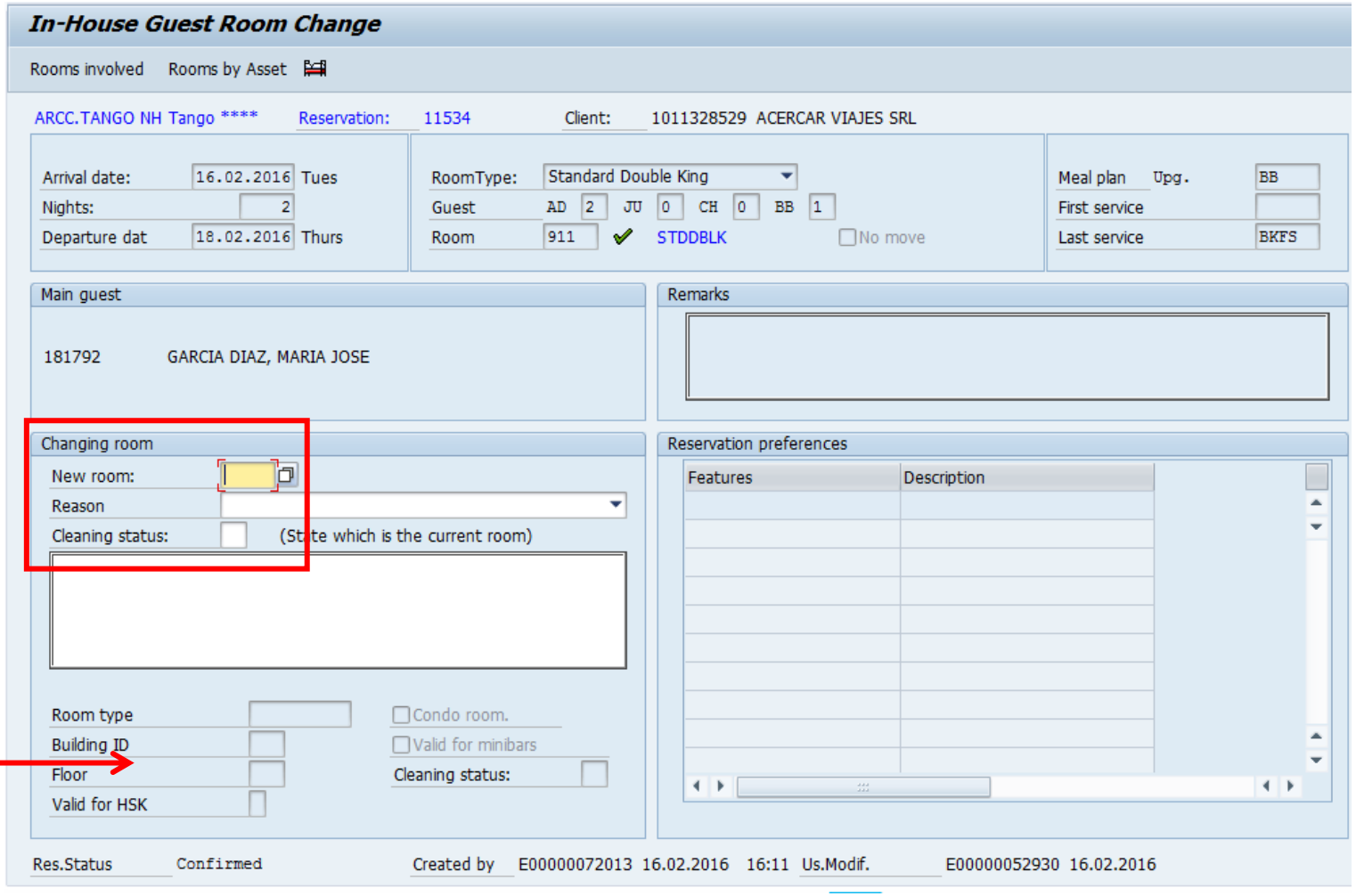
The check-in can be cancelled as long as there is no invoice and / or manual charge in the reservation.

Check in

Room change







MINOR HOTELS

Walk in

ANANTARA HOTELS · RESORTS · SPAS

AVANI Hotels & Resorts

elewana COLLECTION

OAKS HOTELS · RESORTS · SUITES

nH HOTELS

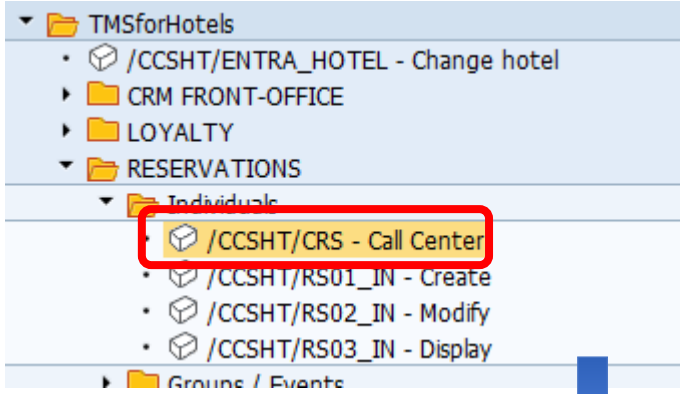
nH COLLECTION HOTELS

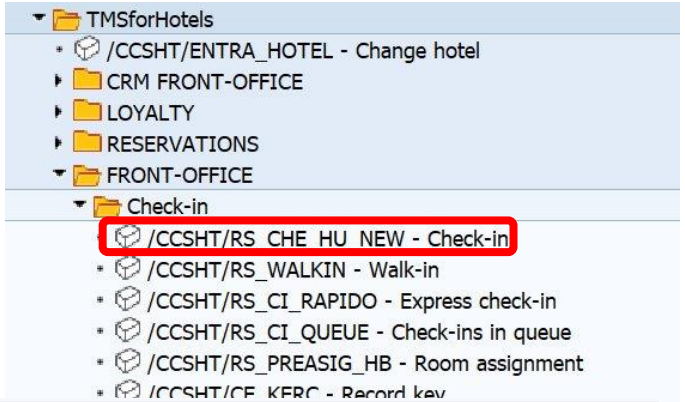
nhow HOTELS

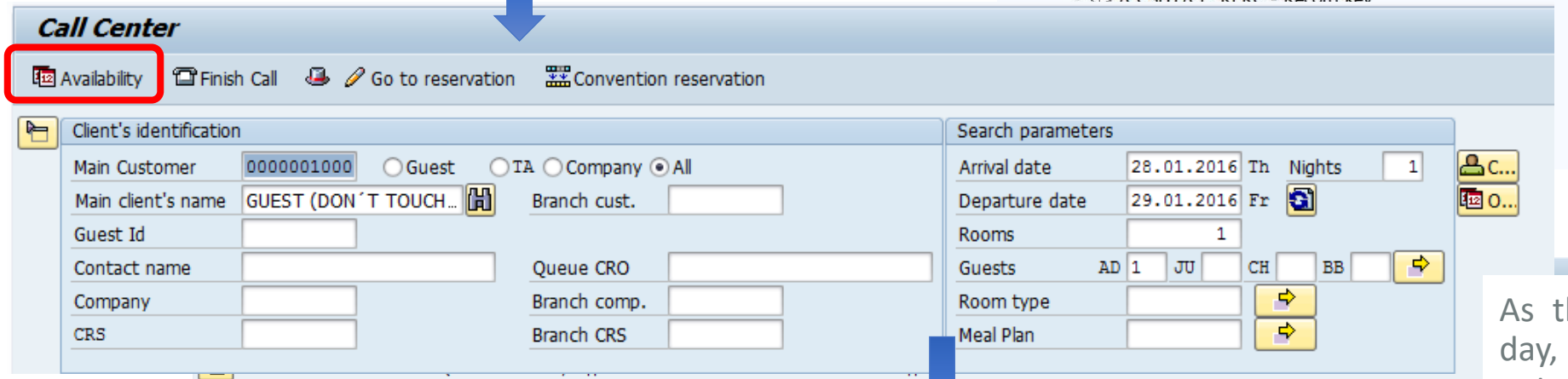
TIVOLI HOTELS & RESORTS

Walk in

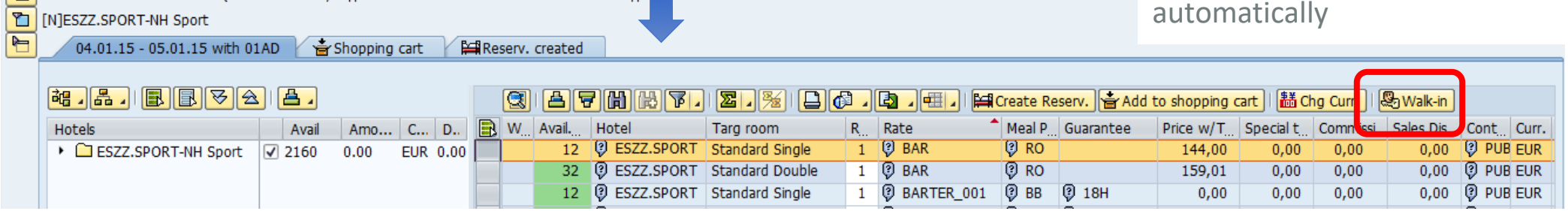
It is the same process as creating a reservation, with two options: Call Center and Walk-in.







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



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
Nights: 1
Depart.: 21.01.2024 Sunday

RoomType: Standard Double | Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0
Room 218 SUPDBVD | No move
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 notifications

Unexpected check-out Billing
- Reservation dates
- Actual dates

Central Reservation Office
CRS Nº
CRS:

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

Client information
Receiver:
Holder:
Payer:
Company Resp.:

Payment cond.

Card information
Credit card Nº
Holder:
Expiry date | Class
CVV | Type

Extra credit
Limit 300,00
Full credit
Canceled
POS canc. | AI Level

Phone credit
Unlimited
Credit limit 0,00

Pre-authorization
Date | Num. pre-author. 0
Amount 0,00 | Pending amount 0,00
P.G. Ref.

CONFIRMED Guest | Walk-in | Check in | 20.01.2024 10:50 | Created E00000022126 20.01.2024 10:50:03 | Credit pending to Bill 0,00
Gr: 0 | Transfered | Check out | 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…

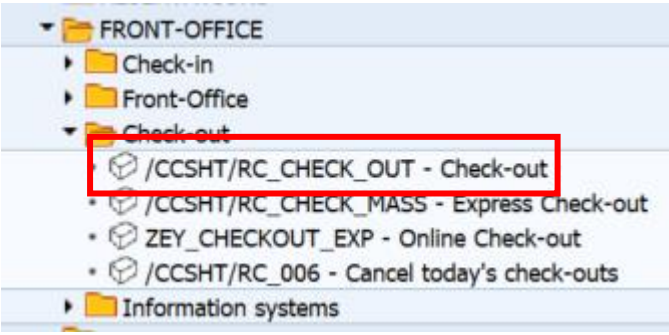
MINOR HOTELS

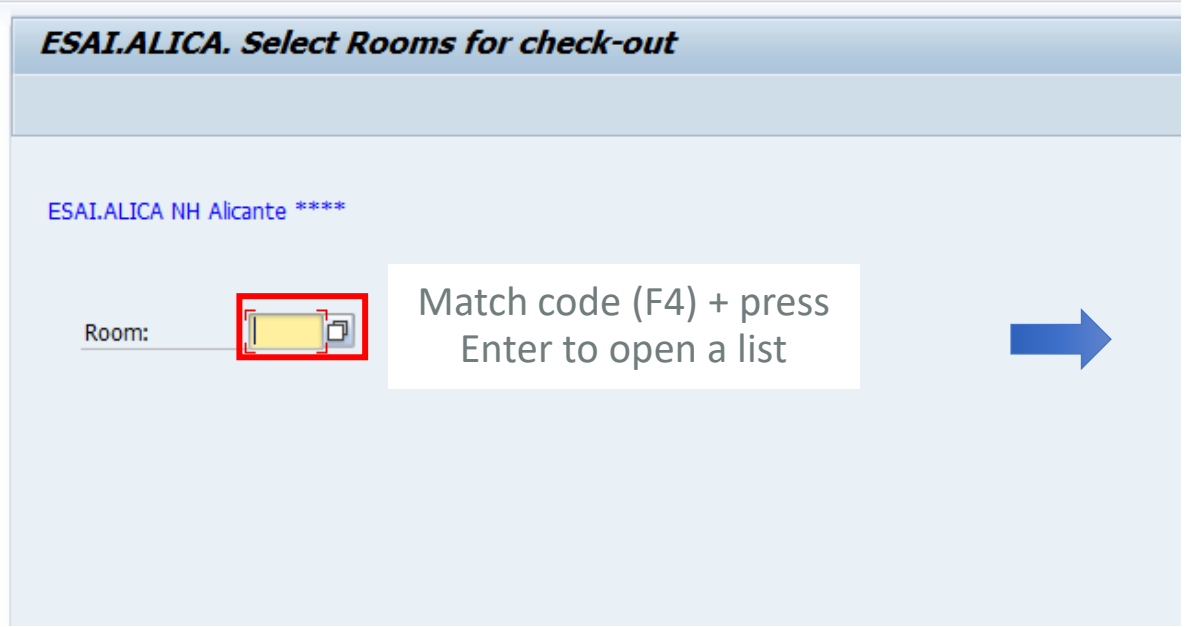
Check-out & Billing

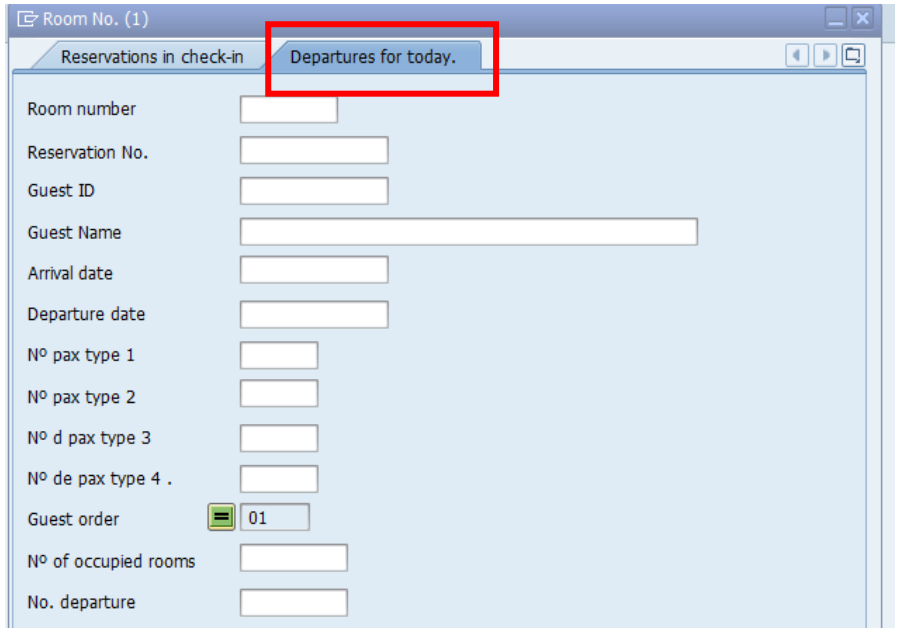
ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Check out

Expected Departures

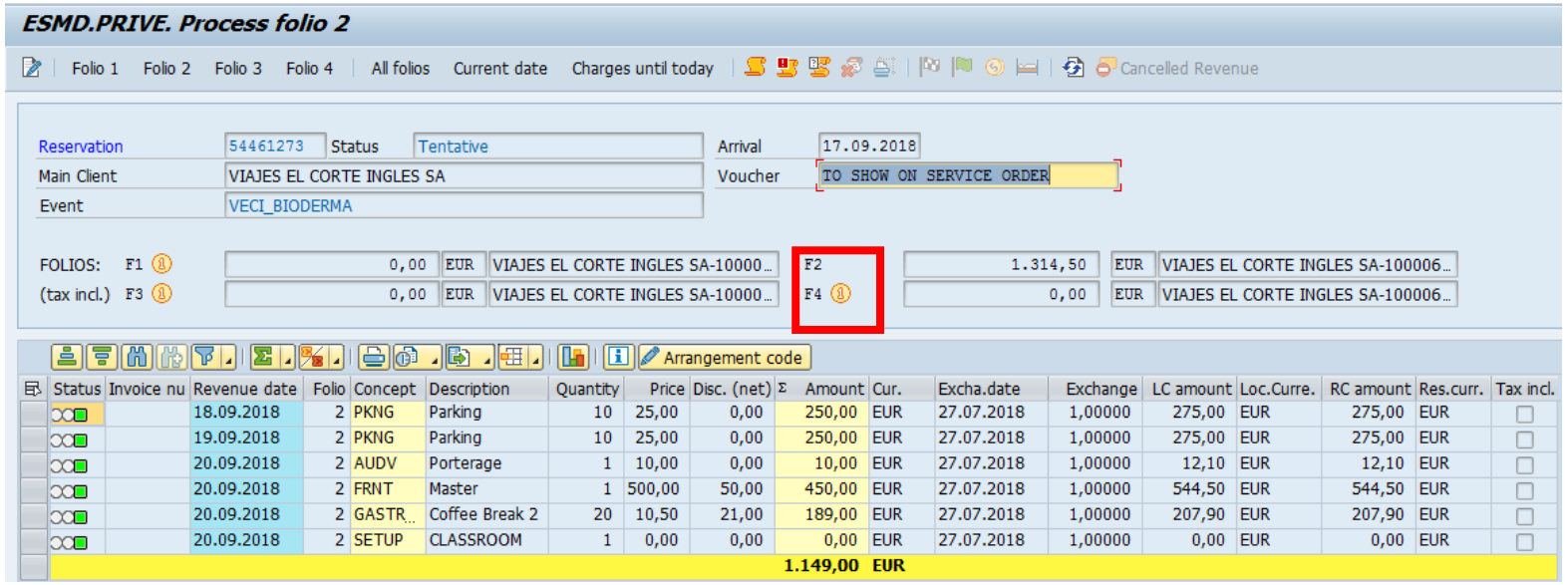






Check out

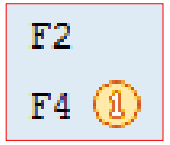
Go to Folios maintenance (F9)



Charges already billed

Charged pending to assign (prepayments,...)

Charges pending to be invoiced



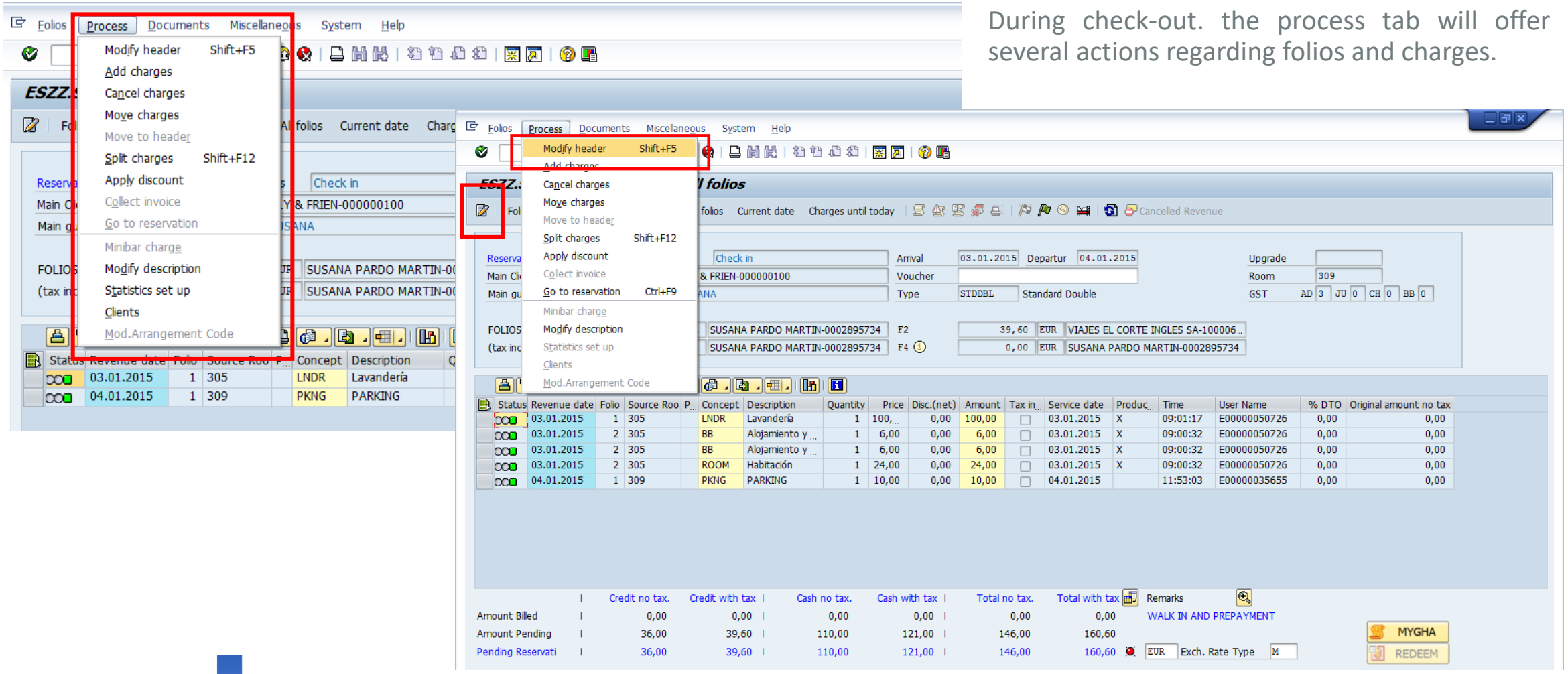
NO COIN: Credit folio

COIN: On-desk payment folio

Check out

Folio Header

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



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...			IND	1000061542	VIAJES EL CORTE INGLE...	000155355	
	2	Credit	C060		DAILY	1000061542	VIAJES EL CORTE INGLE...	000155355	
	3	On-desk paym...			IND	1000061542	VIAJES EL CORTE INGLE...	000155355	
	4	On-desk paym...			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.

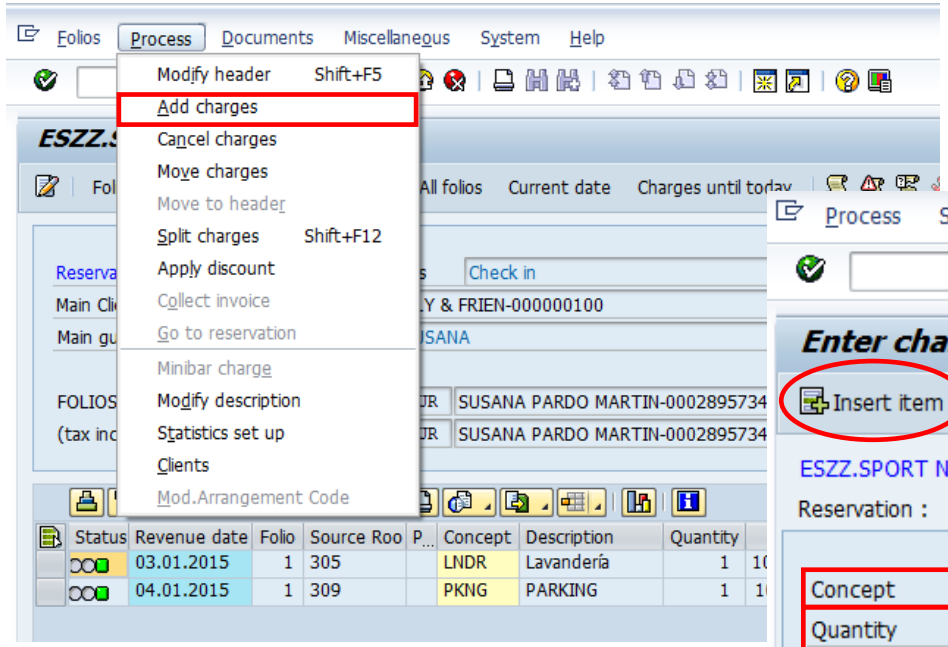
To change:

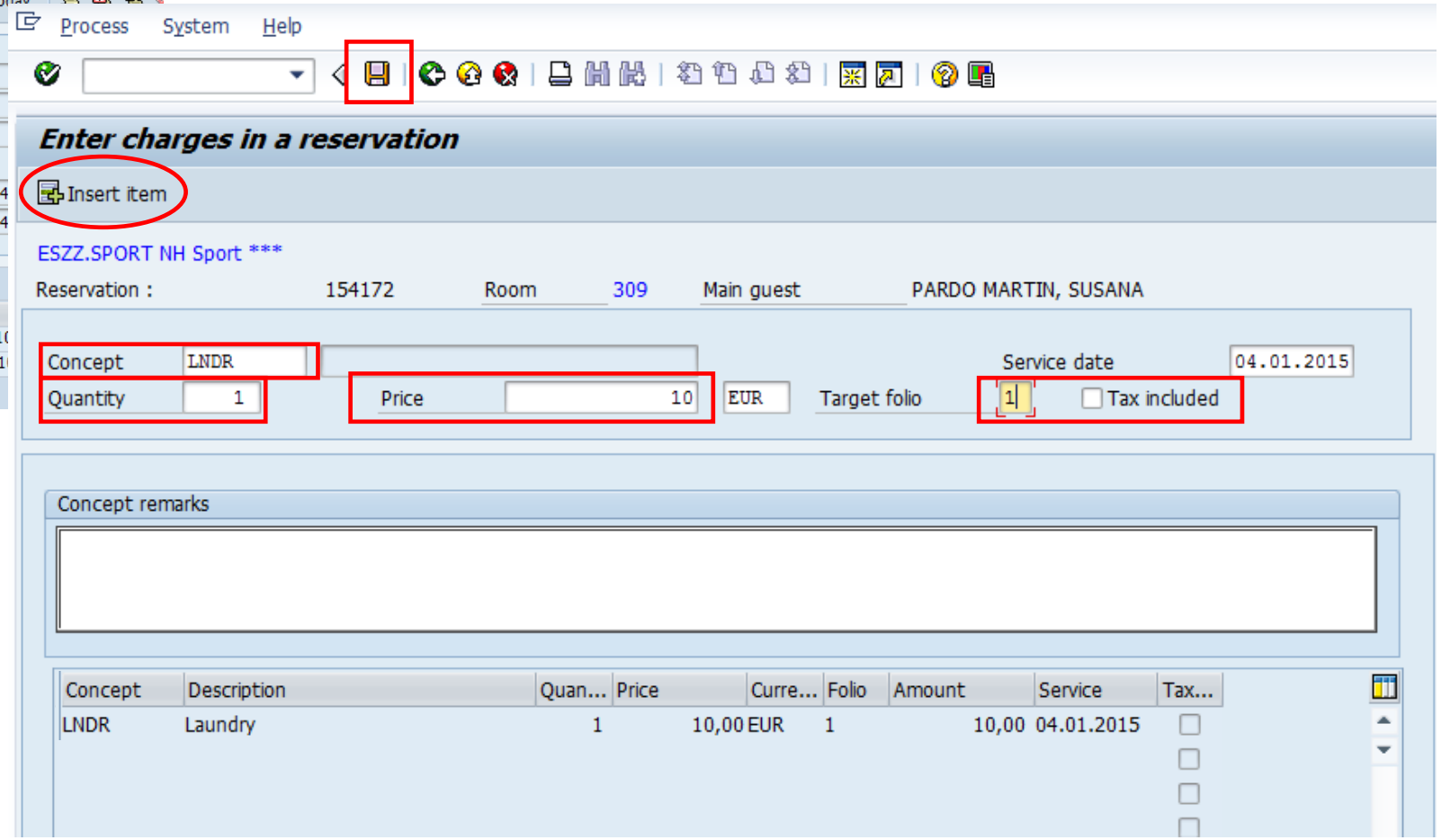
- METHOD OF PAYMENT: Select POA or DUE
- FORMAT: Invoice format
- HOLDER: Select the invoice/folio holder
- FIS. CLASS: Invoice exemption of VAT

Check out

Add charges

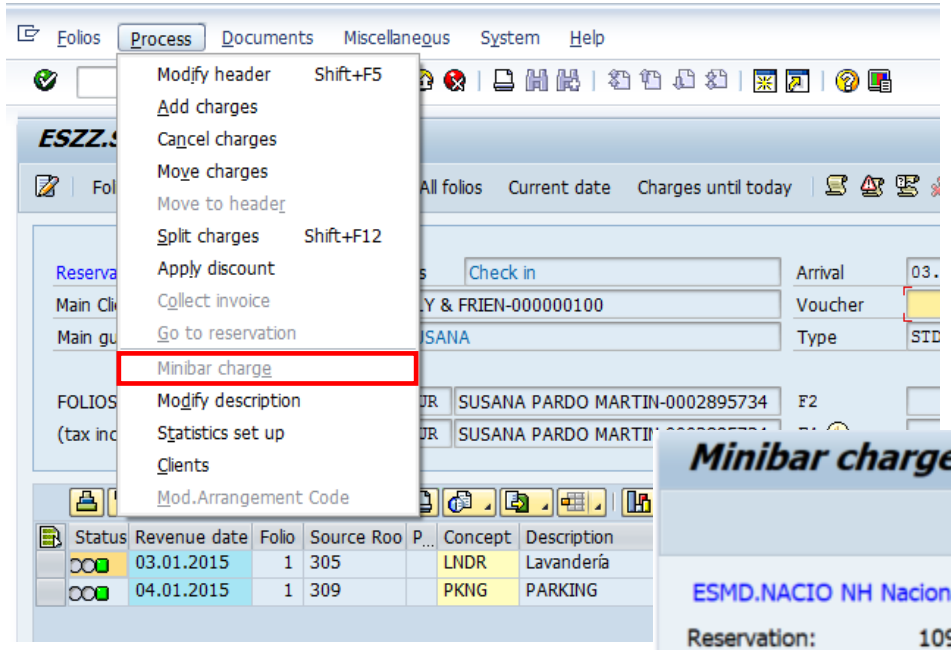
Fill in the fields accordingly (concept, Tax included or not, quantity, Price, folio, service date, etc.) and press “Insert Item”.
If everything is correct, press “Save”.



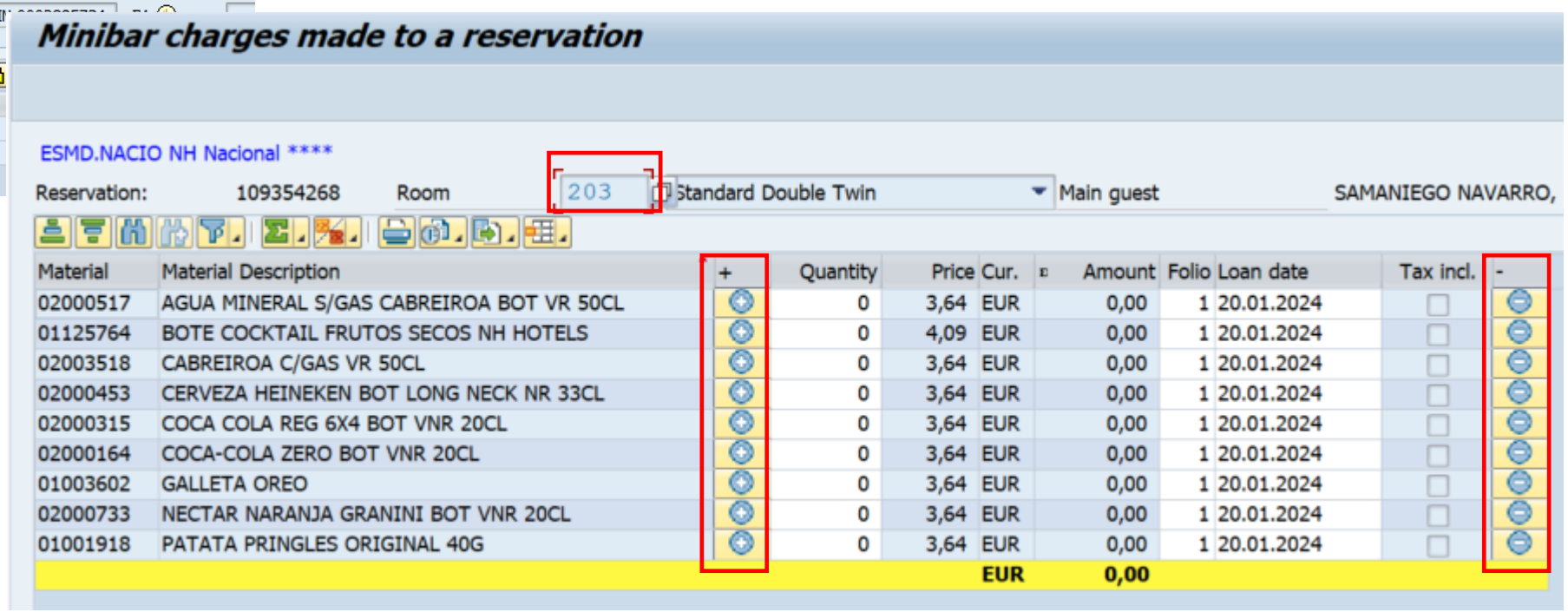


Check out

Add Minibar charge

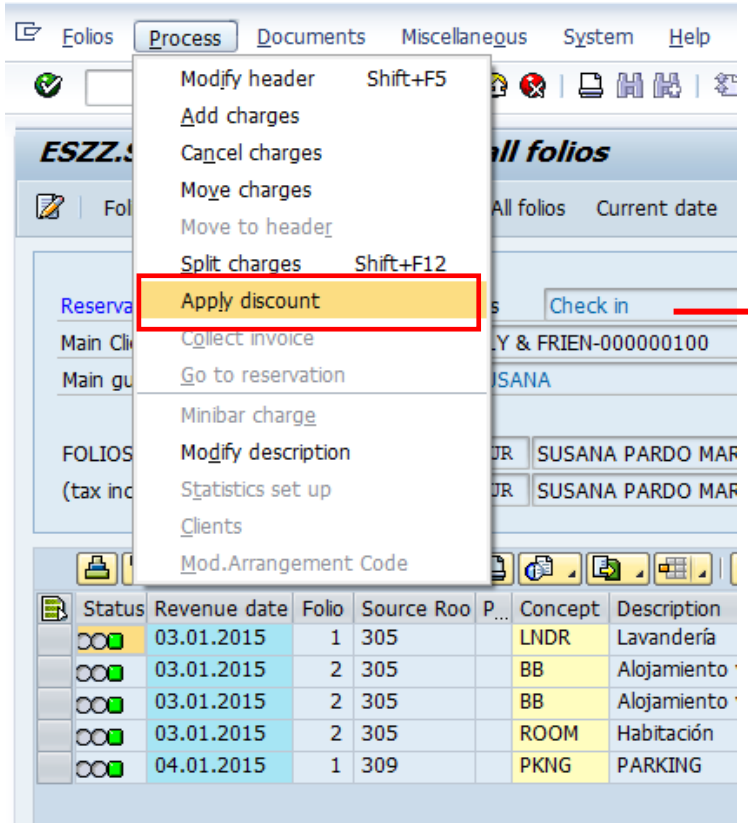


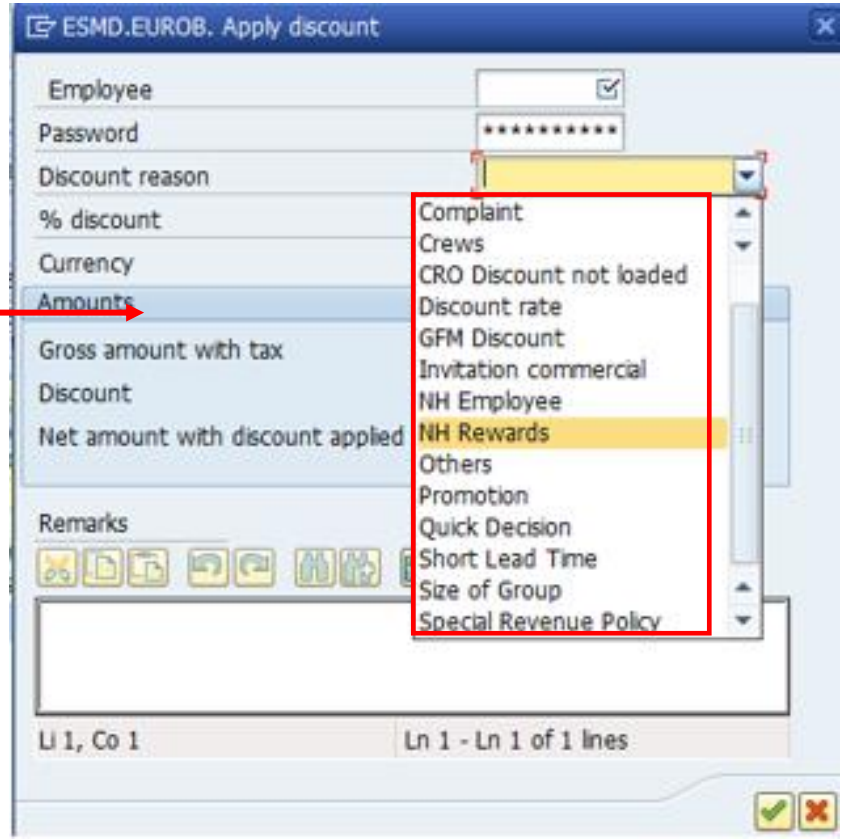
Click on the icon “+” or “-” to add or delete the items of minibar
If everything is correct, press “Save”.



Check out

Apply commercial discount





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

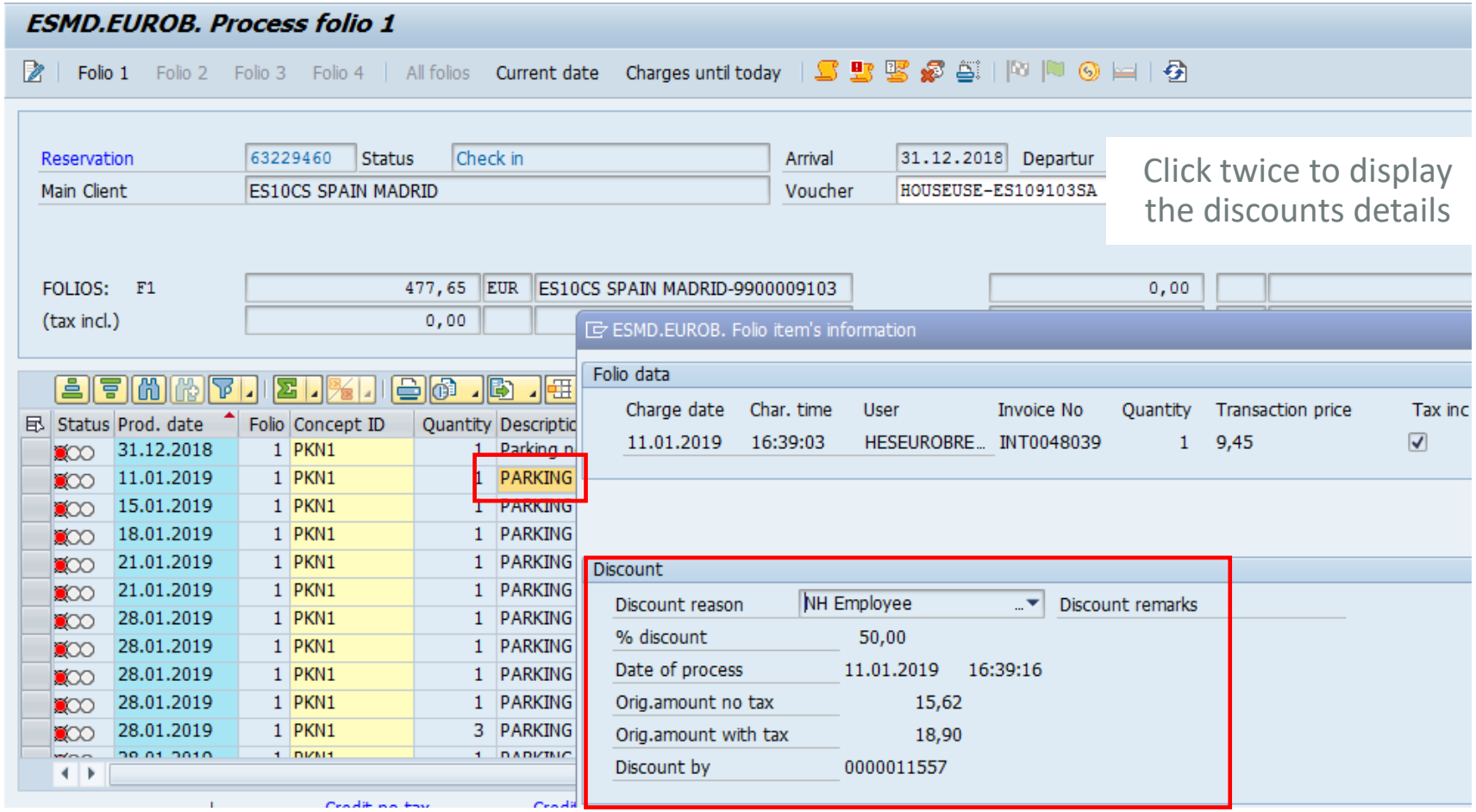
- Employee number
- Password
- Discount reason
- Use “remarks” option to add any comment to inform GM and/or FOM

Check out

Apply commercial discount

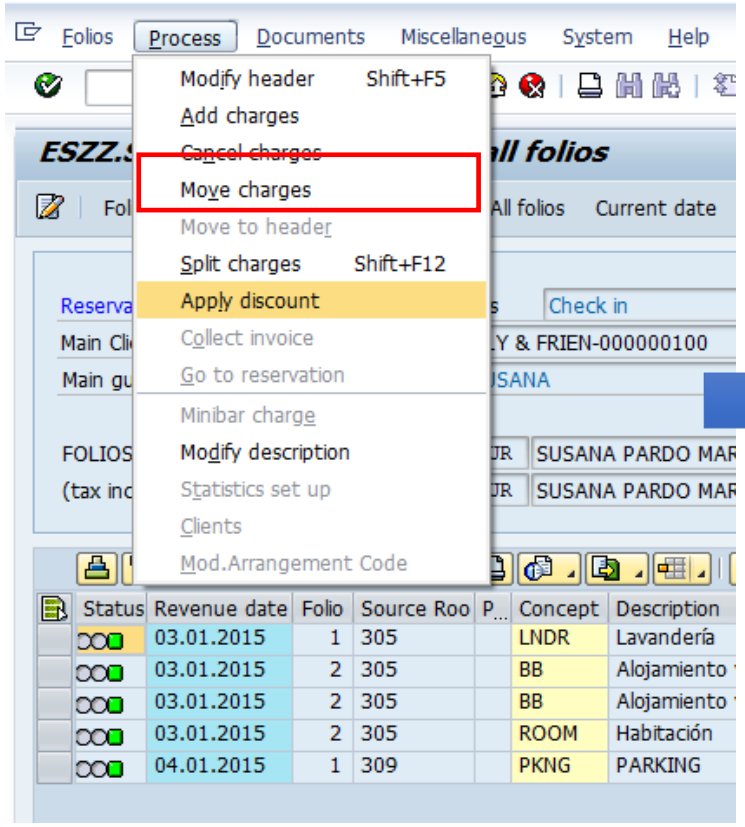
Click twice on the line to display the discounts details.

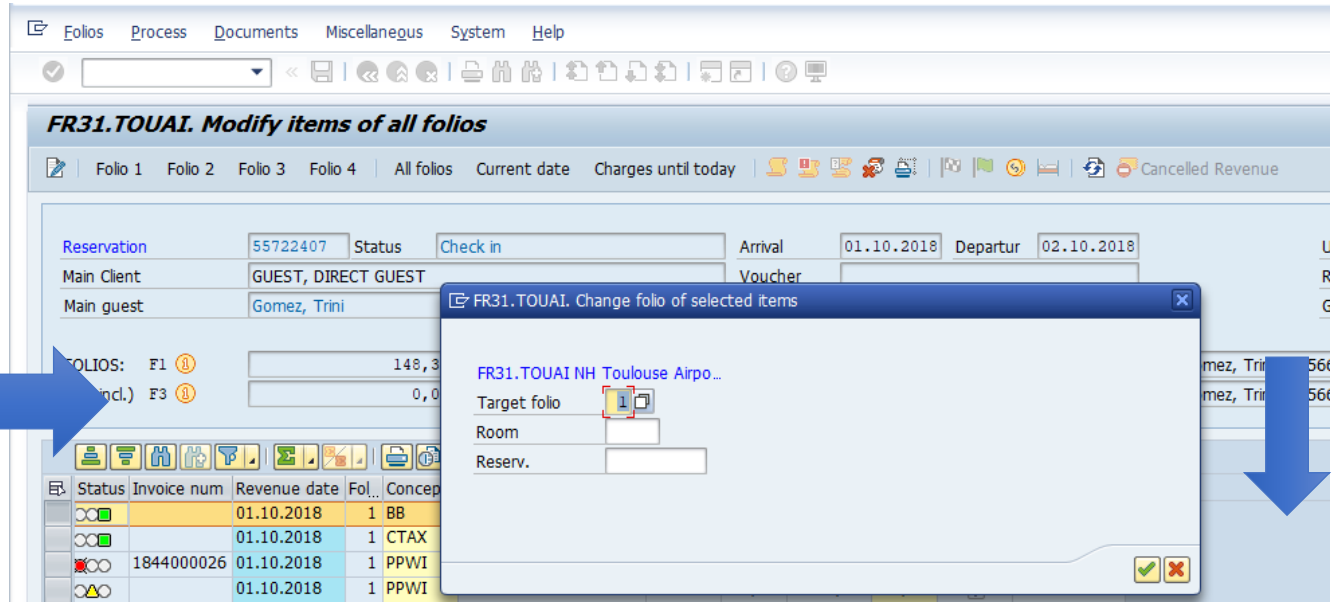
Keep in mind, this discount is not showing on the invoice.



Check out

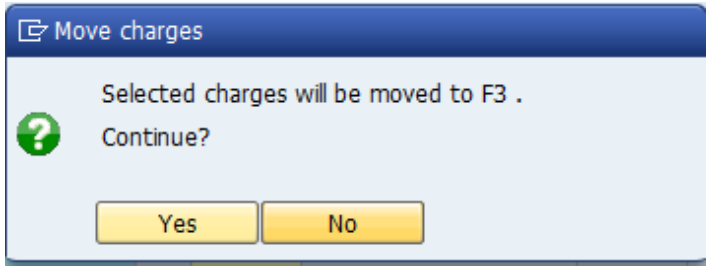
Move charges





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



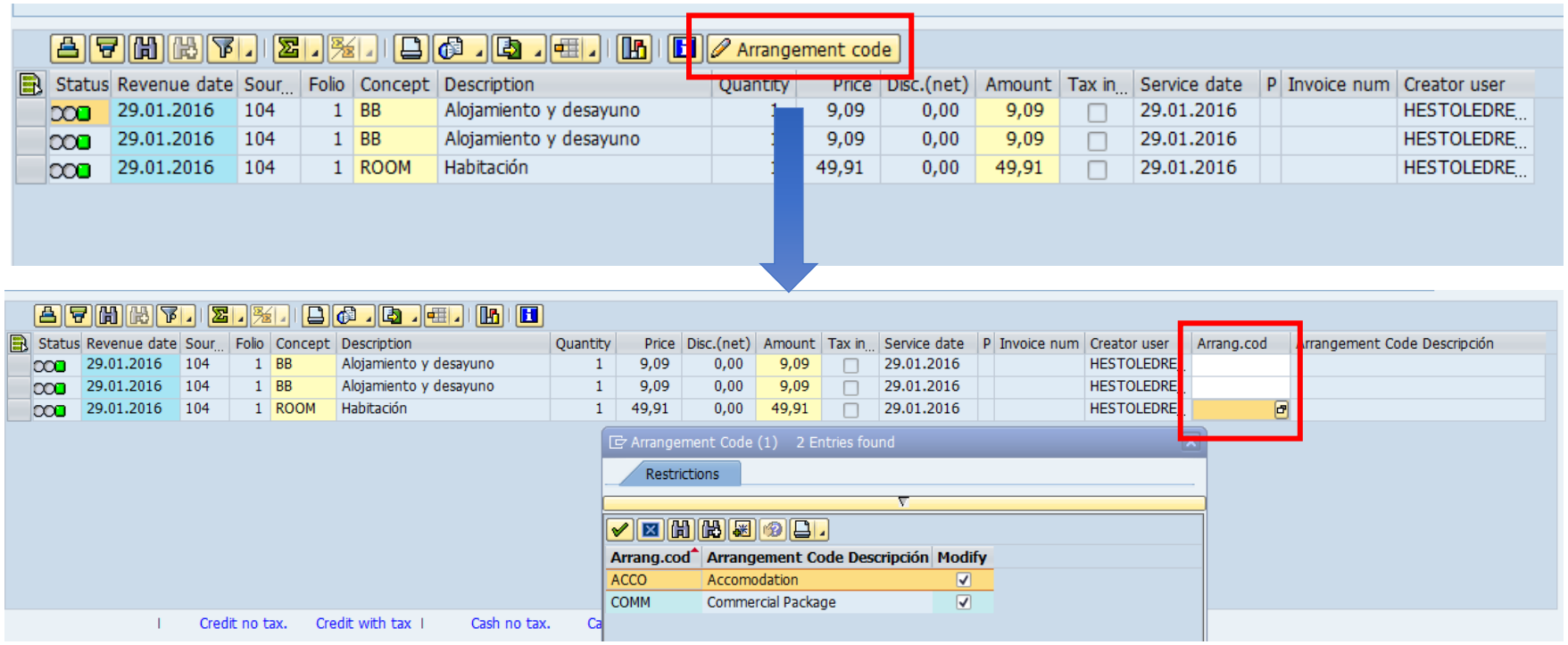
If needed, use the option "Routing" tab from the reservation (see slide 124).

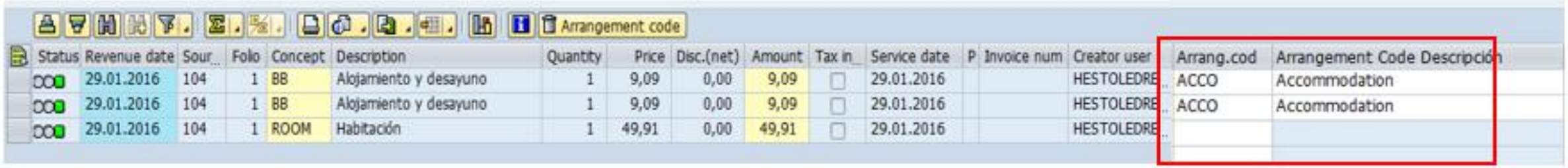
Check out

Arrangement code

We must keep the next rules to avoid fines of the Taxes Authorities

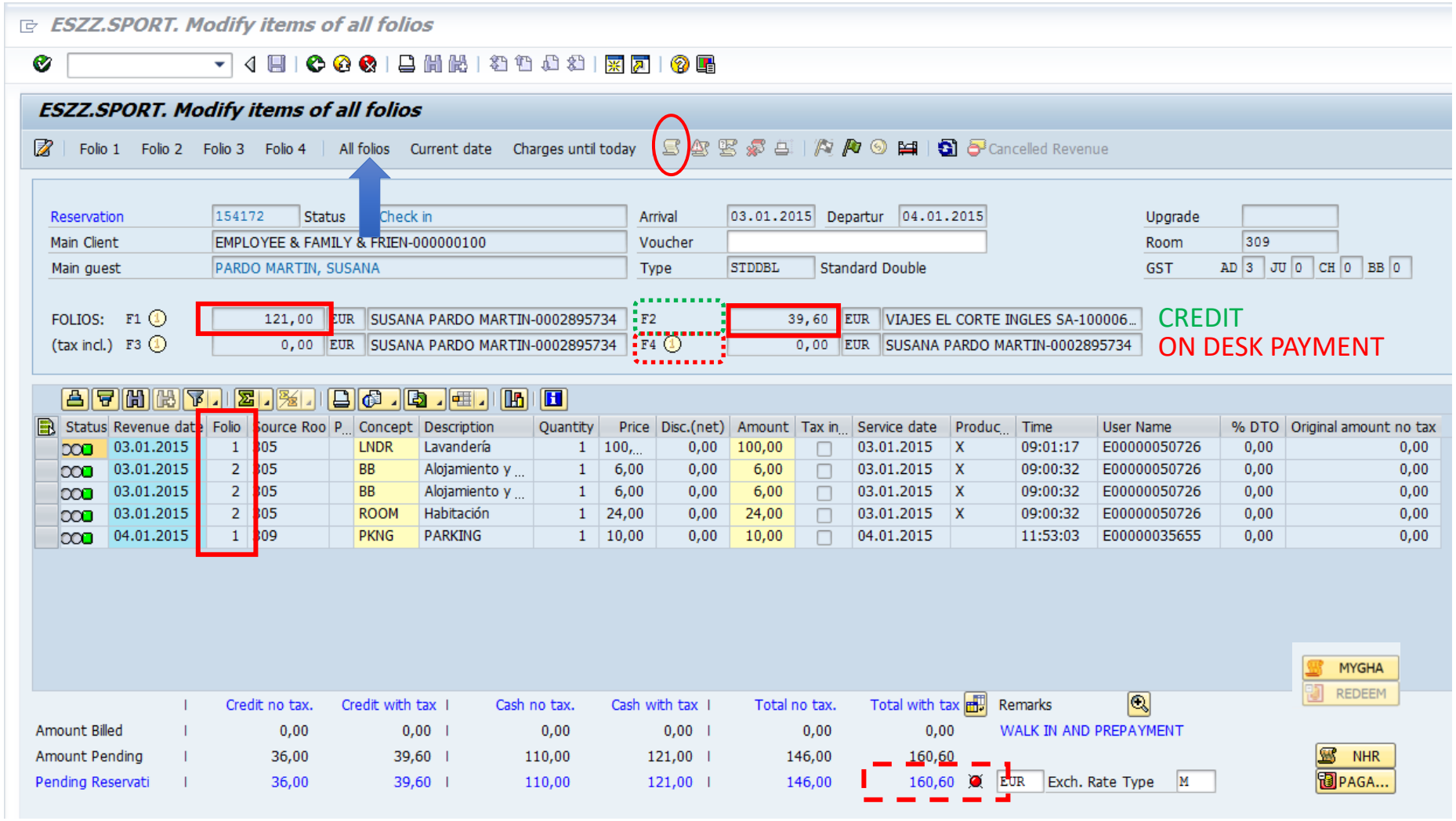
- Same % VAT
- Same Family concept
- According to the service



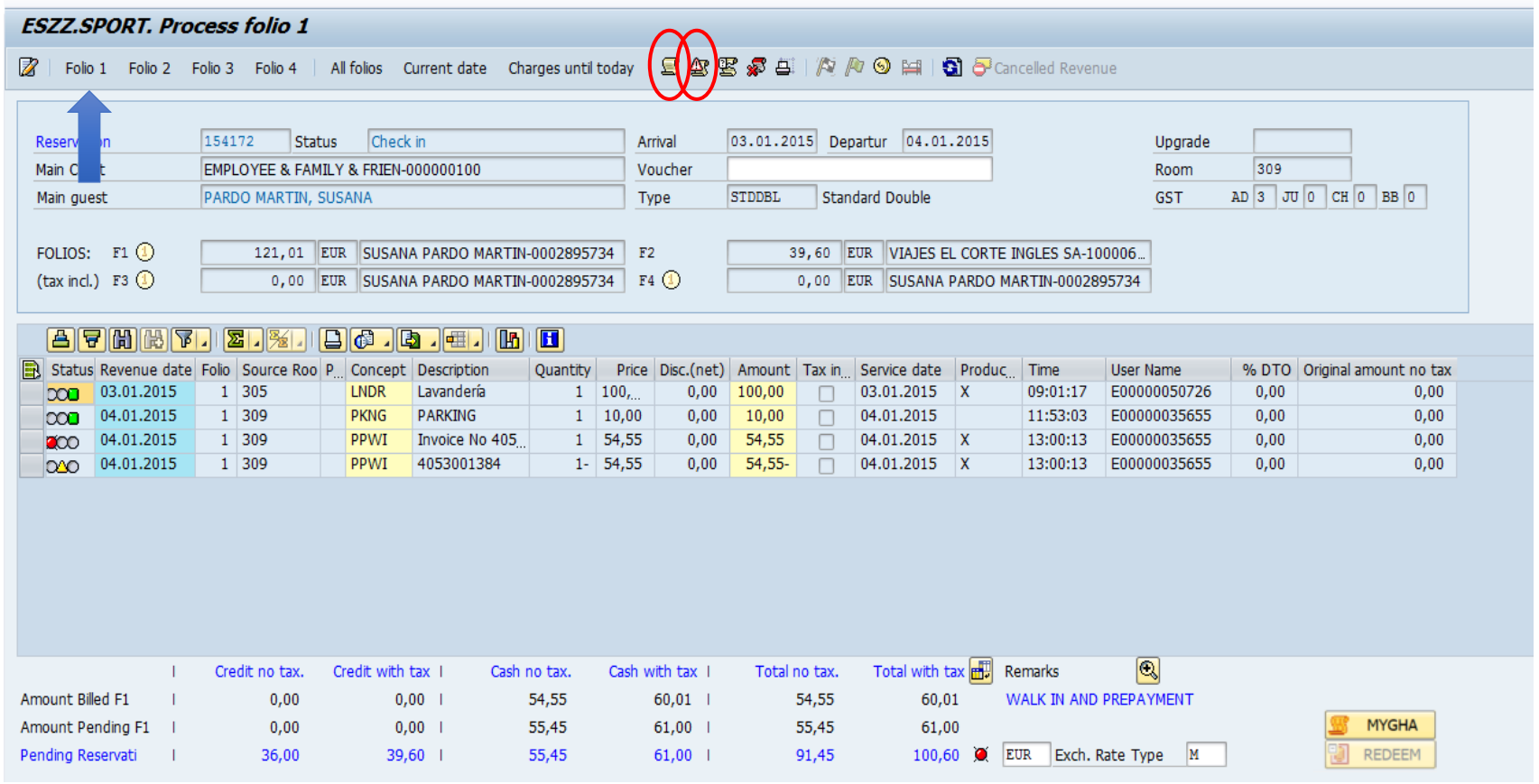


Check out

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



Check out



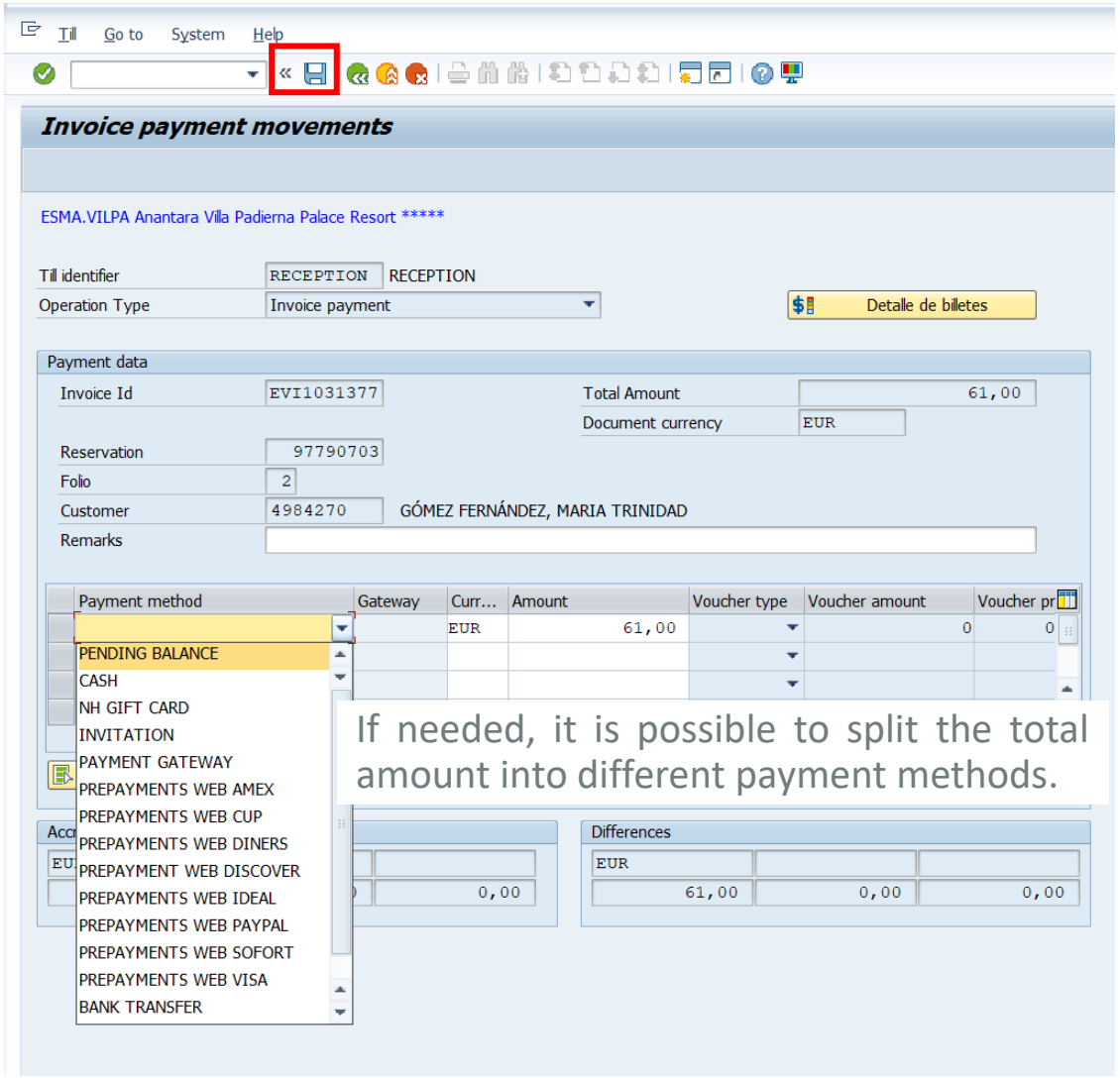
It is highly recommended show on the tablet or pre-print the proforma/invoice for the client before proceeding with the billing (especially if the payment method will be by credit card).
Ask if the invoice is correct and continue if the guest approves the charges.

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…

…and then payment method



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 | Cancelled Revenue

Reservation	154172	Status	Check in	Arrival	03.01.2015	Departur	04.01.2015
Main Client	EMPLOYEE & FAMILY & FRIEN-000000100			Voucher			
Main guest	PARDO MARTIN, SUSANA			Type	STDDBL	Standard Double	

Upgrade
Room 309
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
	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
	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
	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

Display and Pay D$

	Credit no tax.	Credit with tax	Cash no tax.	Cash with tax	Total no tax.	Total with tax
Amount Billed F2	0,00	0,00	0,00	0,00	0,00	0,00
Amount Pending F2	36,00	39,60	0,00	0,00	36,00	39,60
Pending Reservati	36,00	39,60	110,00	121,00	146,00	160,60

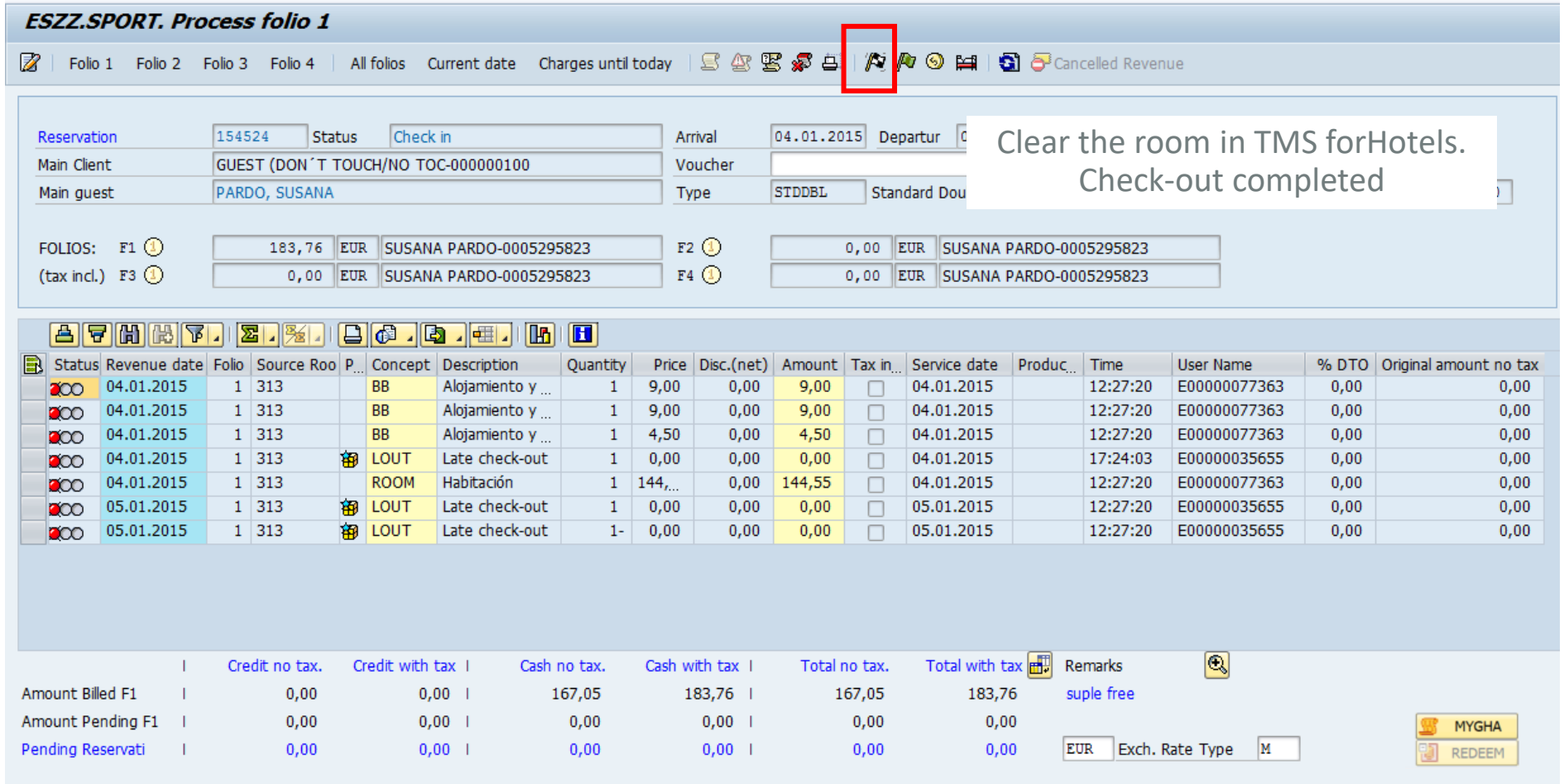
Remarks
WALK IN AND PREPAYMENT

EUR Exch. Rate Type M

MYGHA
REDEEM

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

Check out



Clear the room in TMS forHotels.
Check-out completed

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	Concept ID	RO	Room Only	50 €
						Concept ID	RO	Room Only	50 €
2	MANUAL PRICE	BED & BREAKFAST	1	100 €	1	Concept ID	BB	Bed & Breakfast	100 €
3	PRICE CODE	BED & BREAKFAST	1	100 €	2	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	Concept ID	BB	Bed & Breakfast	10 €
						Concept ID	ROOM	Room	90 €

Scenario 4

tion 66259956 Status Check in
ent STICHTING NETHERLANDS' CATALYSIS AN
est Elisabet Huertas Osta

Arrival 03.03.2019 Departur 04.03.2019
Voucher
Type STDDBLT Standard Double Twin

Upgrade
Room 1310
GST AD 1 JU 0 CH 0 BB 0

0,00 EUR Main Guest
0,00 EUR Main Guest

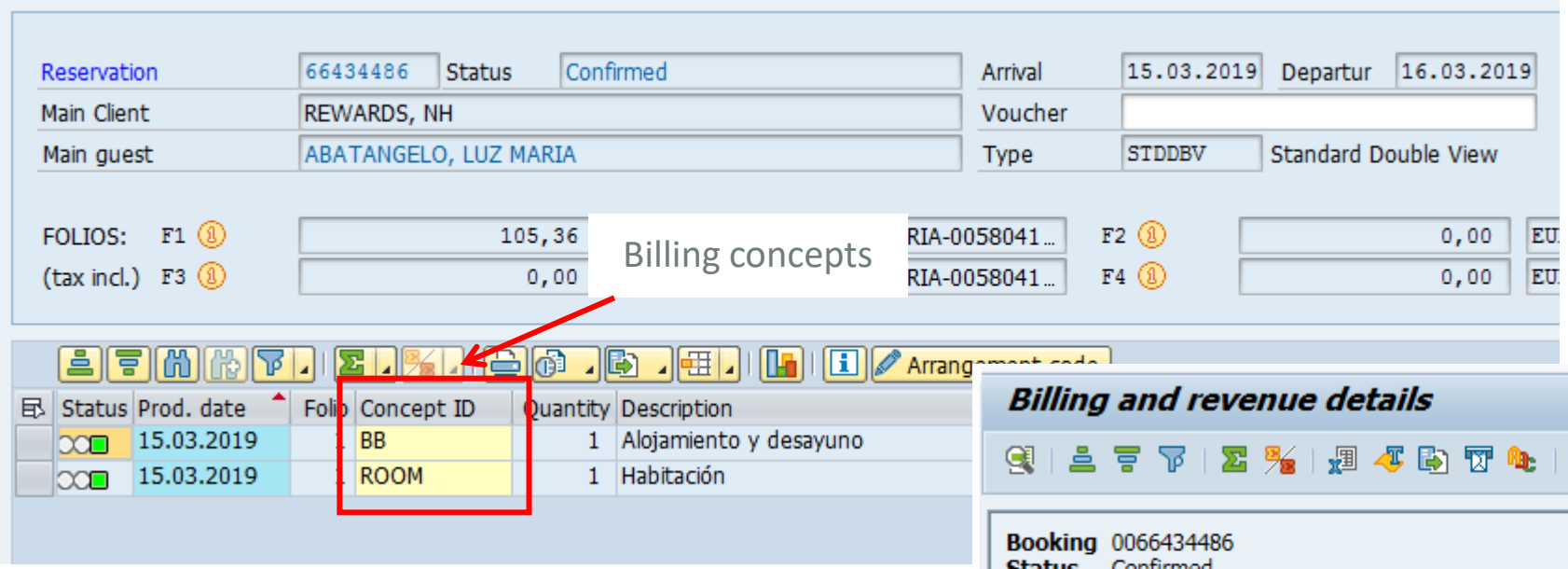
F2 0,00 EUR STICHTING NETHERLANDS' CATALYSI...
F4 0,00 EUR Main Guest

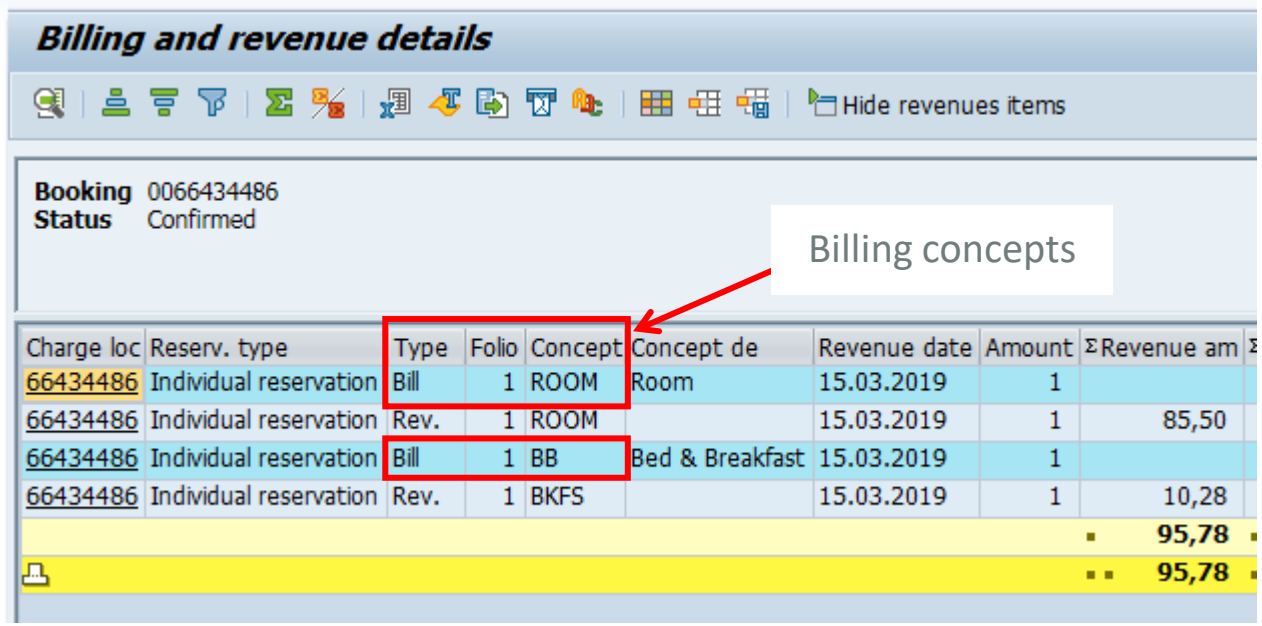
Arrangement code

Prod. date	Folio	Concept ID	Quantity	Description	Price	Disc. (net)	Amount	Tax incl.	Service date	Sou...	Guest Name	Client %	Commi.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

Check out

Billing & Revenue concepts



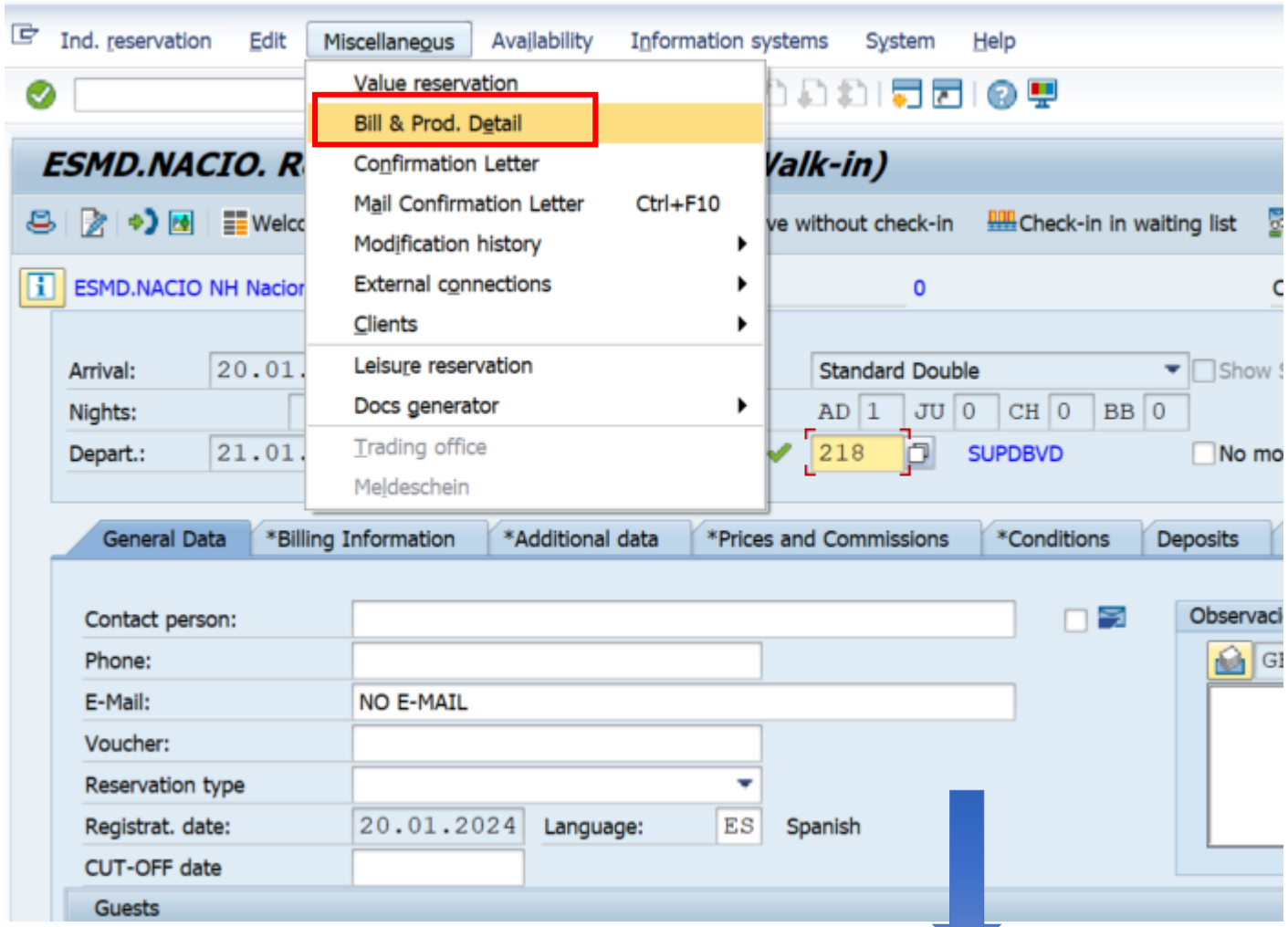


Billing concepts (displayed in folios):

RO: Only Room
BB: Bed & Breakfast

Check out

Billing & Revenue concepts



Revenue concepts: displayed in the revenue report:

BKFS: Breakfast
ROOM : Room

Check out

Billing & Revenue concepts

Billing and revenue details

Show revenues items

Booking 0062786002
Status Confirmed

Revenue concepts

Charge loc	Reserv. type	Folio	Concept	Concept de	Revenue date	Amount	Amount	Tax amount	Total item	Cur	I	D/C	% Com	Commission	Commission	CRS %	CRS bas.
62786002	Individual reservation	2	BB	Bed & Breakfast	01.03.2019	1	50,64	4,56	55,20	EUR	X			50,64			50,64
62786002	Individual reservation	1	TTAX	City Tax	01.03.2019	1	2,15		2,15					2,15			2,15
62786002	Individual reservation	2	BB	Bed & Breakfast	02.03.2019	1	50,64	4,56	55,20		X			50,64			50,64
62786002	Individual reservation	1	TTAX	City Tax	02.03.2019	1	2,15		2,15					2,15			2,15
62786002	In																
62786002	In																

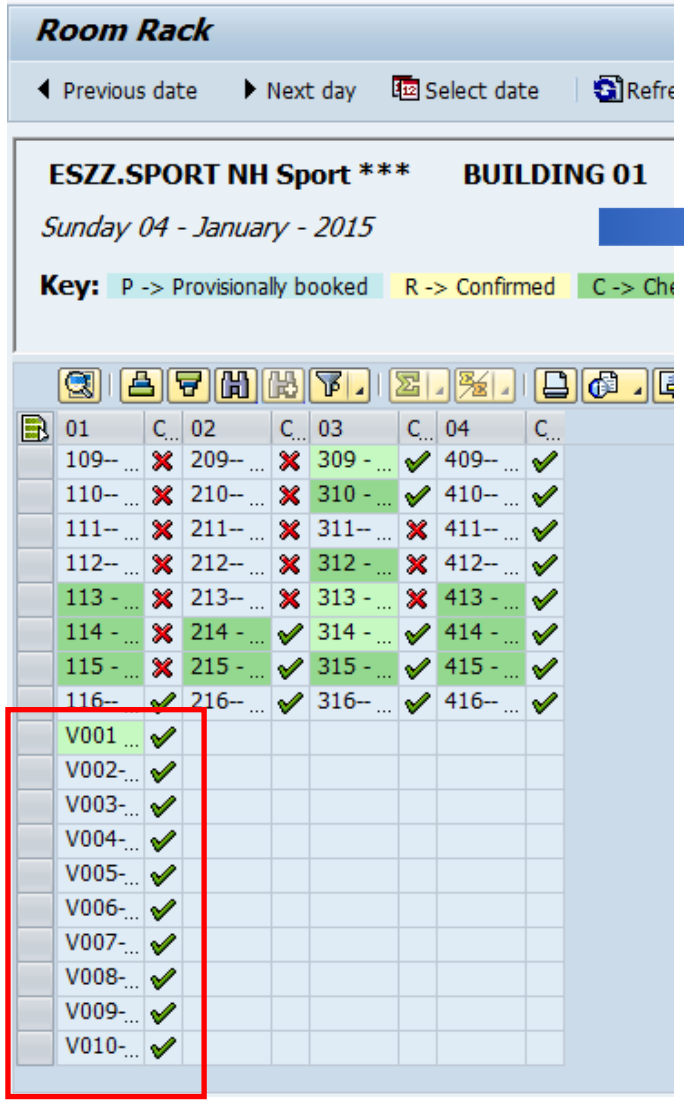
Charge loc	Reserv. type	Type	Folio	Concept	Concept de	Revenue date										Rev. commi	Commission	CRS %	CRS bas.
62786002	Individual reservation	Bill	2	BB	Bed & Breakfast	01.03.2019													50,64
62786002	Individual reservation	Rev.	2	BKFS		01.03.2019													
62786002	Individual reservation	Rev.	2	ROOM		01.03.2019													
62786002	Individual reservation	Bill	1	TTAX	City Tax	01.03.2019													2,15
62786002	Individual reservation	Rev.	1	TTAX		01.03.2019													
62786002	Individual reservation	Bill	2	BB	Bed & Breakfast	02.03.2019													50,64
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													2,15
62786002	Individual reservation	Rev.	1	TTAX		02.03.2019													
62786002	Individual reservation	Bill	2	BB	Bed & Breakfast	03.03.2019	1		50,64	4,56	55,20		X			50,64			50,64
62786002	Individual reservation	Rev.	2	BKFS		03.03.2019	1	12,43											
62786002	Individual reservation	Rev.	2	ROOM		03.03.2019	1	38,21											
62786002	Individual reservation	Bill	1	TTAX	City Tax	03.03.2019	1		2,15		2,15					2,15			2,15
62786002	Individual reservation	Rev.	1	TTAX		03.03.2019	1	2,15											
								158,37	158,37	13,68	172,05	EUR				158,37			158,37
								158,37	158,37	13,68	172,05	EUR				158,37			158,37

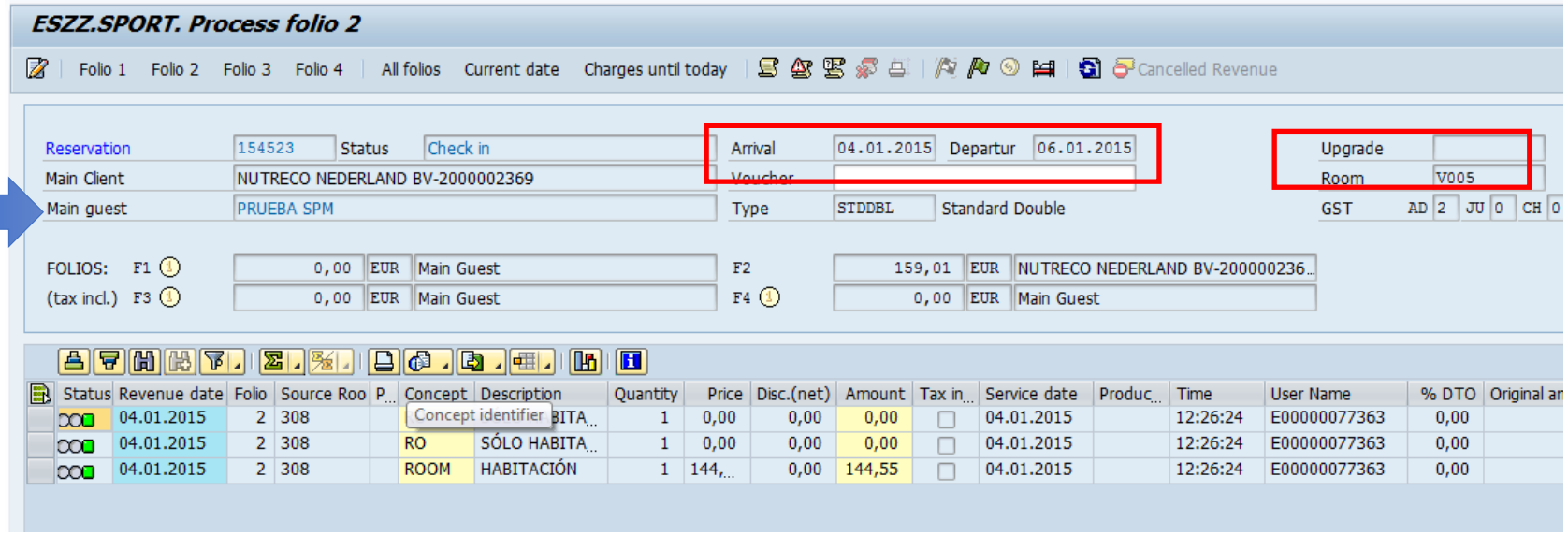
Billing concepts (displayed in folios):
RO: Only Room
BB: Bed & Breakfast

Revenue concepts (displayed in the revenue report):
BKFS: Breakfast
ROOM : Room

Check out

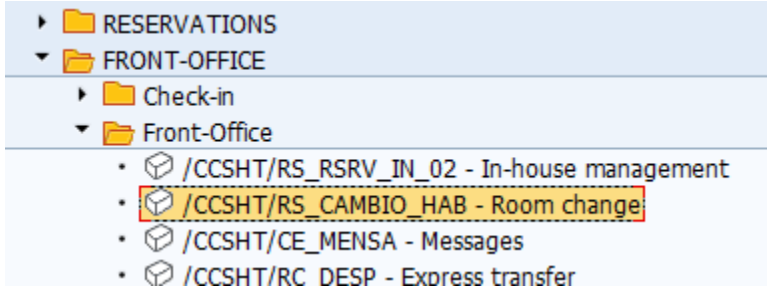
Virtual Rooms





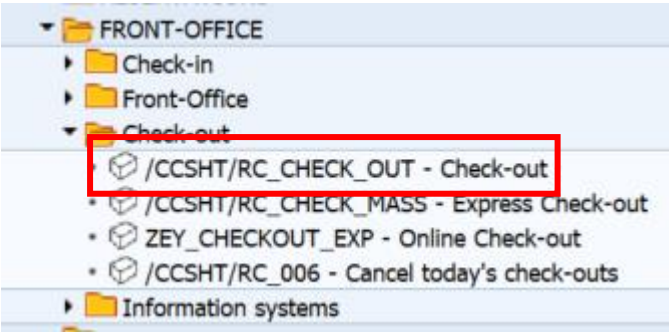
If the guests are left but there is an issue related to billing, the hotel can use the virtual rooms (remind that the limitation for billing is 7 days from the departure).

Room change process (see slide 72)

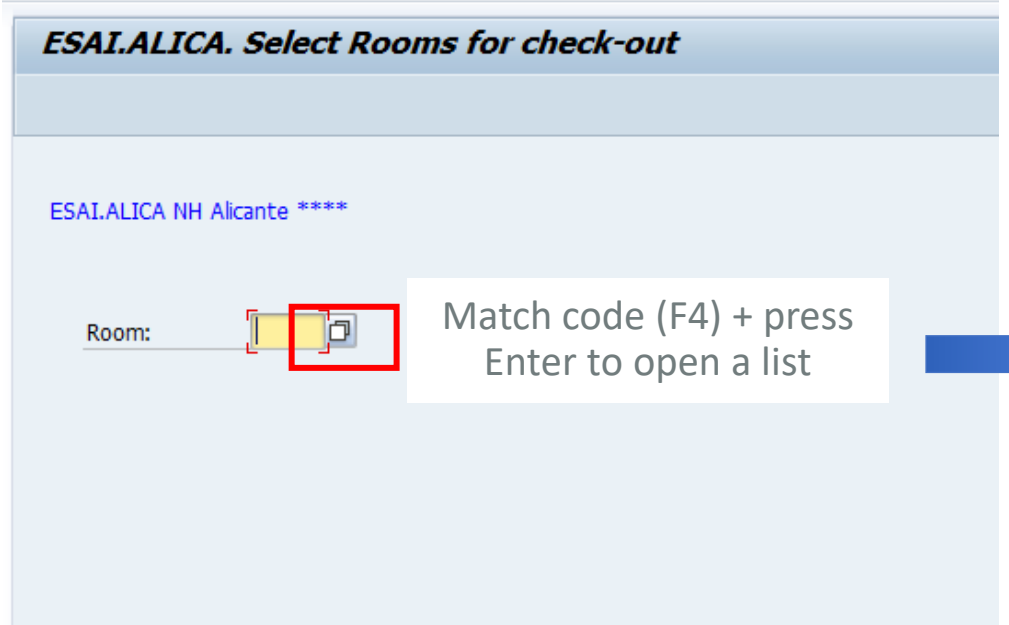


Check out

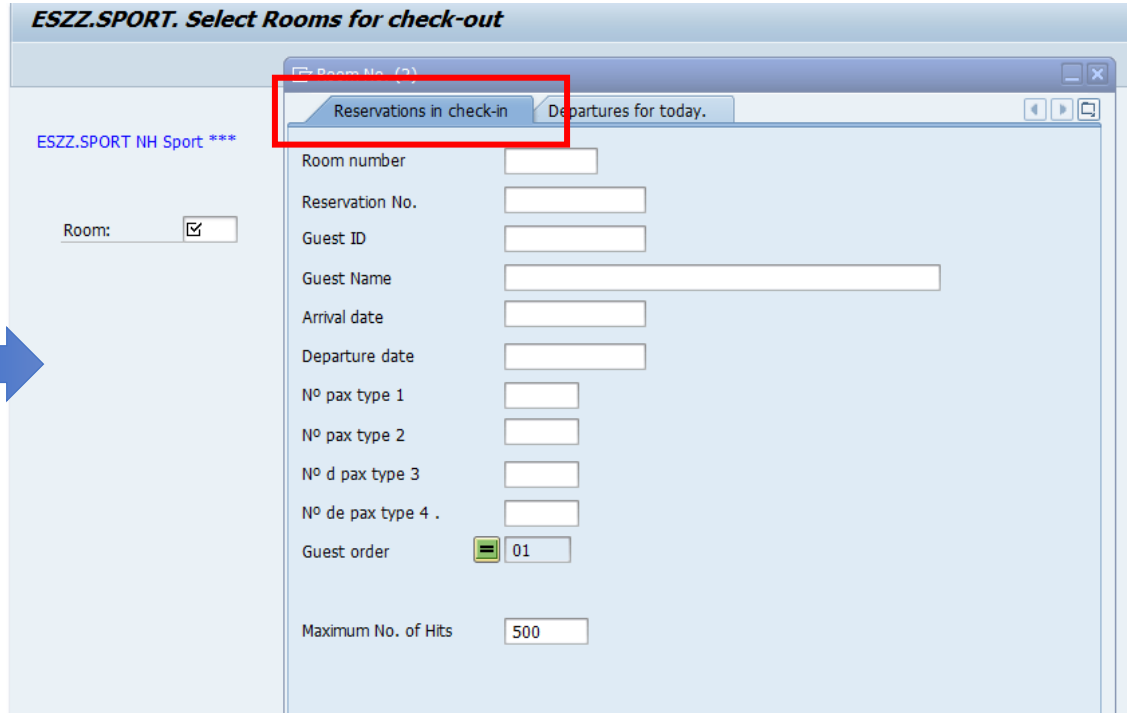
Unexpected Departures



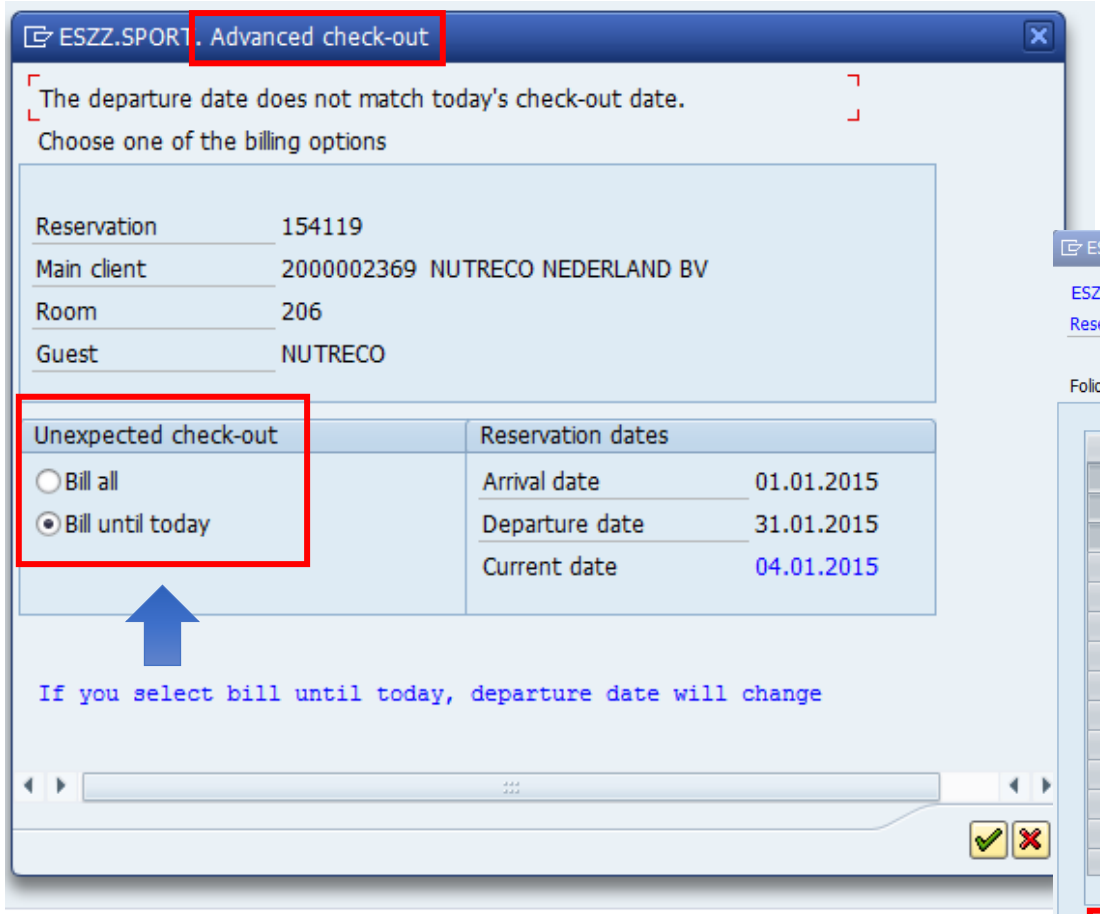
In case of an unexpected departure, check the possible restrictions that may exist and apply the room cancellation fees if necessary.



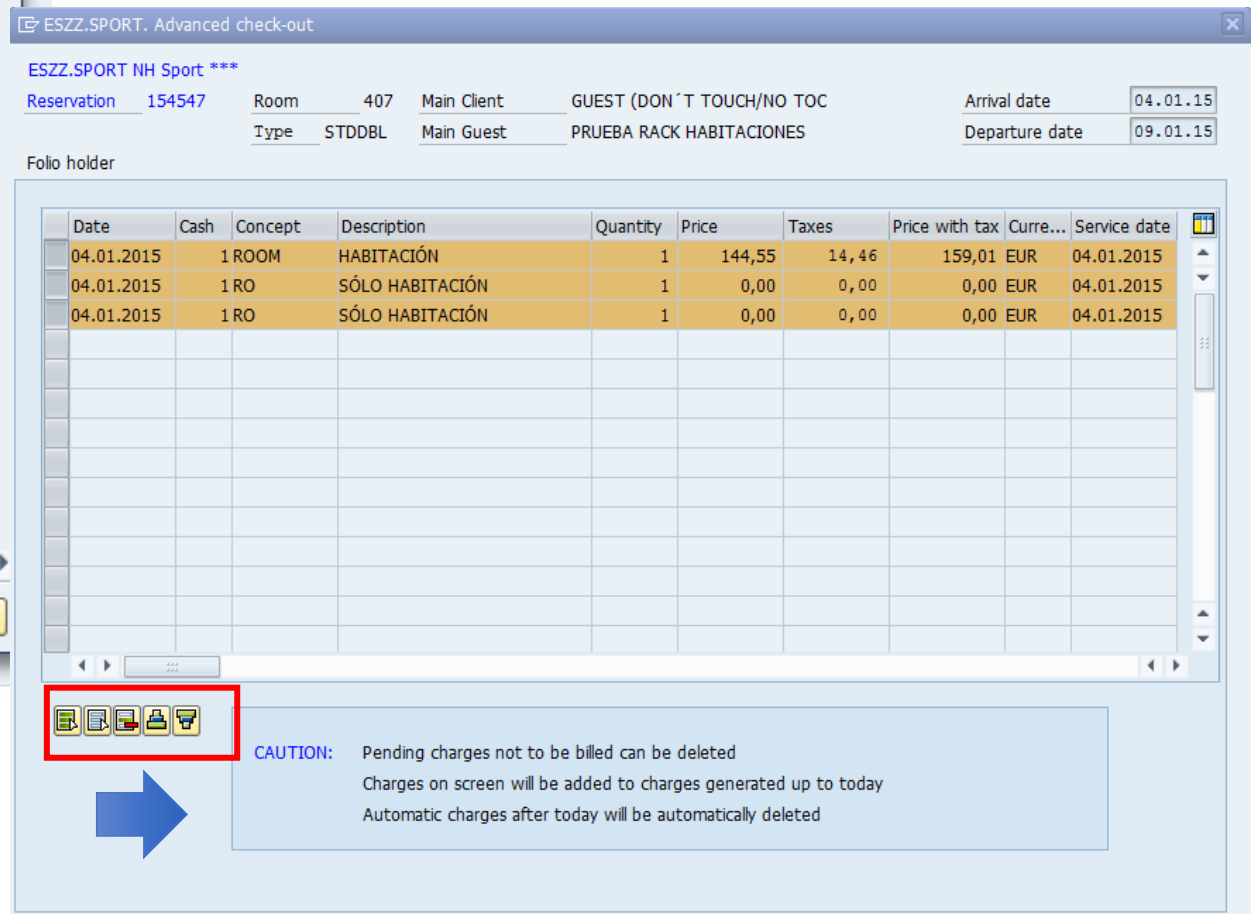
Match code (F4) + press Enter to open a list



Check out



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



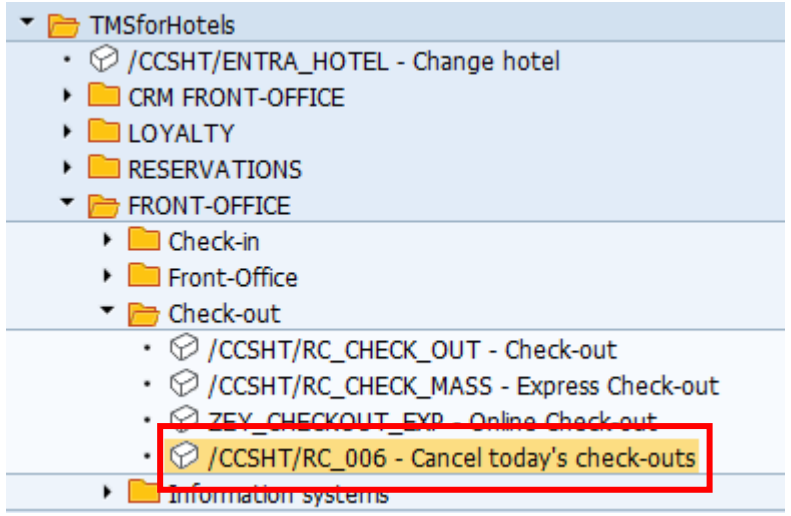
Delete the charges if needed.

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

Cancel Check out

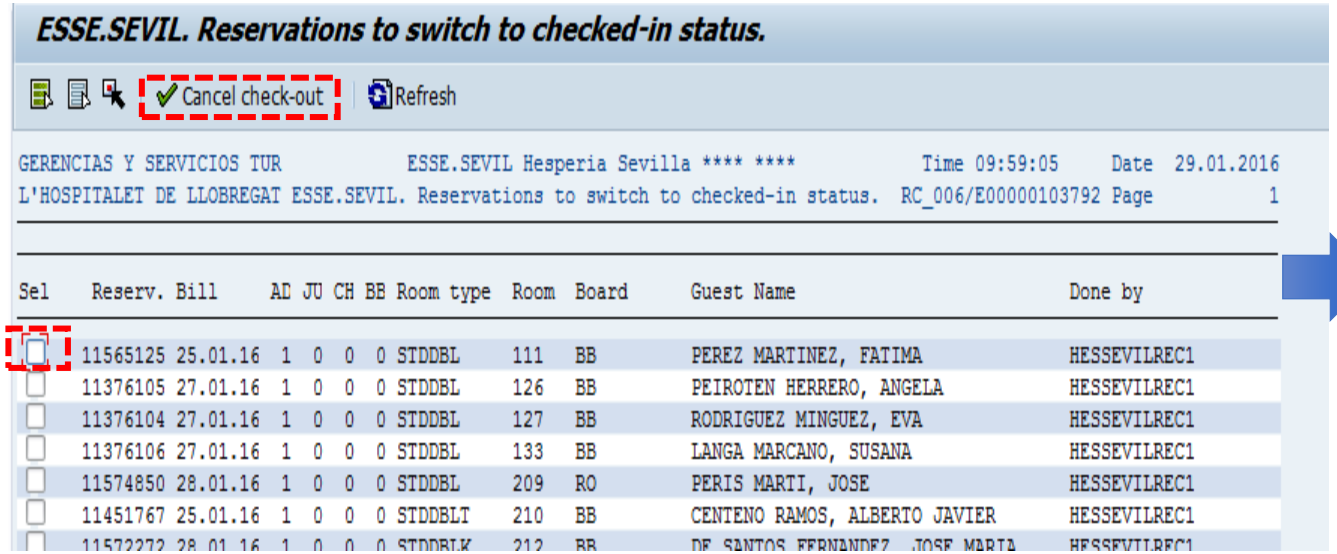
Cancel Check out

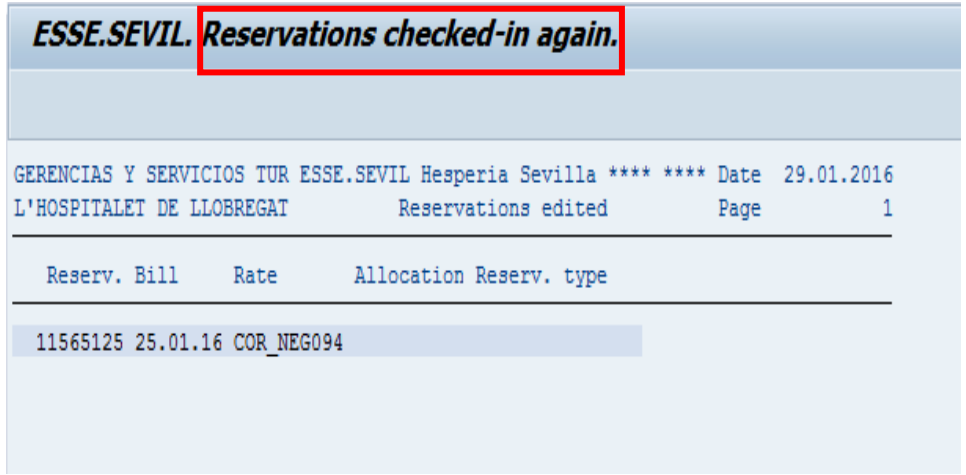
Cancel today's Check-out



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.





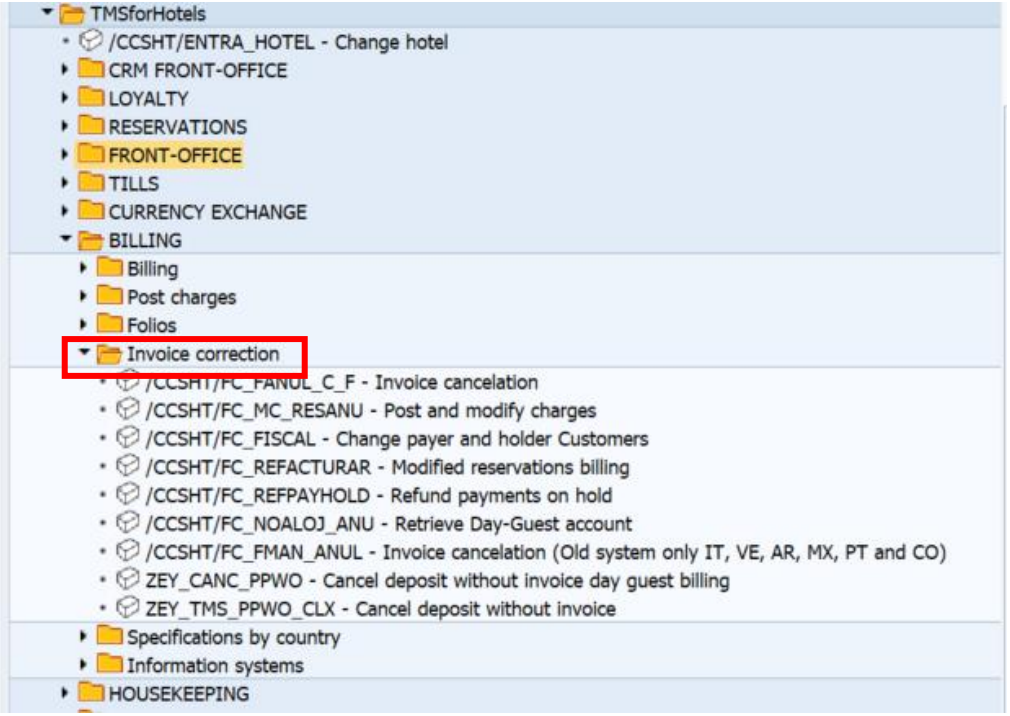
MINOR HOTELS

Invoice correction

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

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:

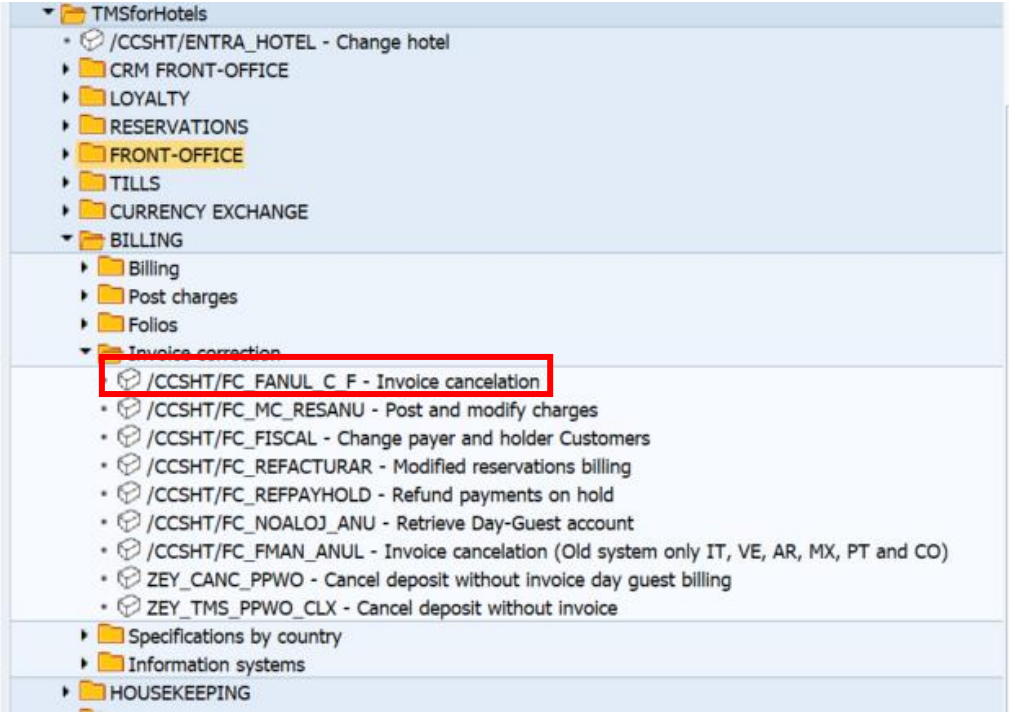
- Incorrect Fiscal Data
- incorrect Rate, incorrect Charges
- incorrect Commission (type and/or %)
- Complaints (approved by GM).

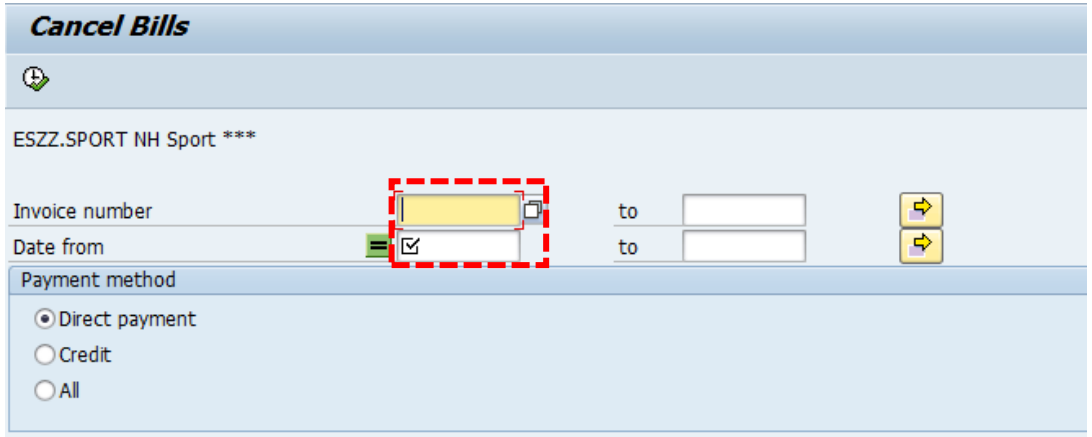
Any deduction must always be exceptional and justified, since it implies a modification in the production of the hotel.

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**



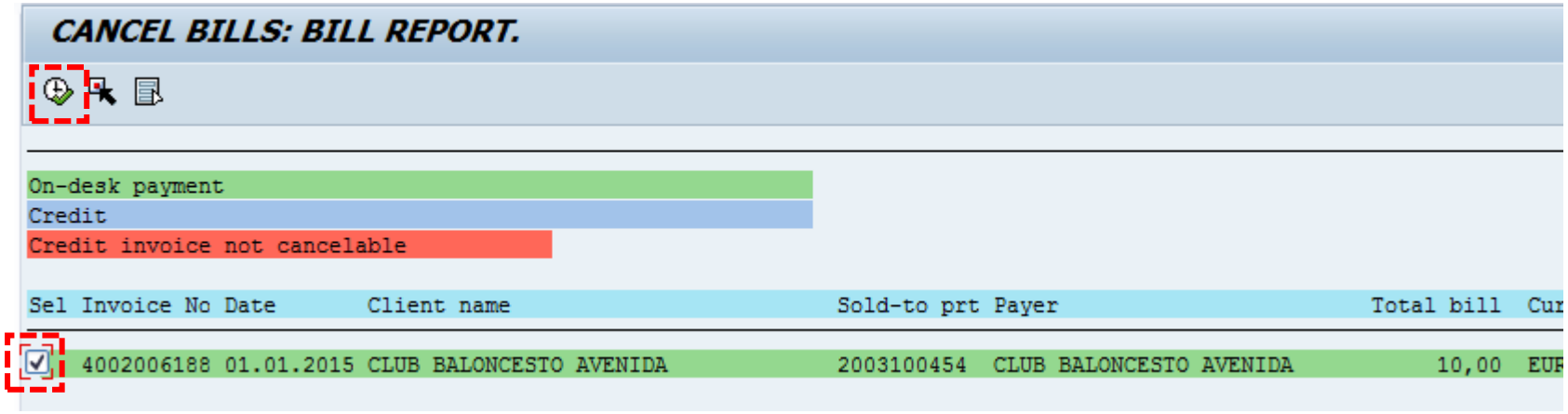


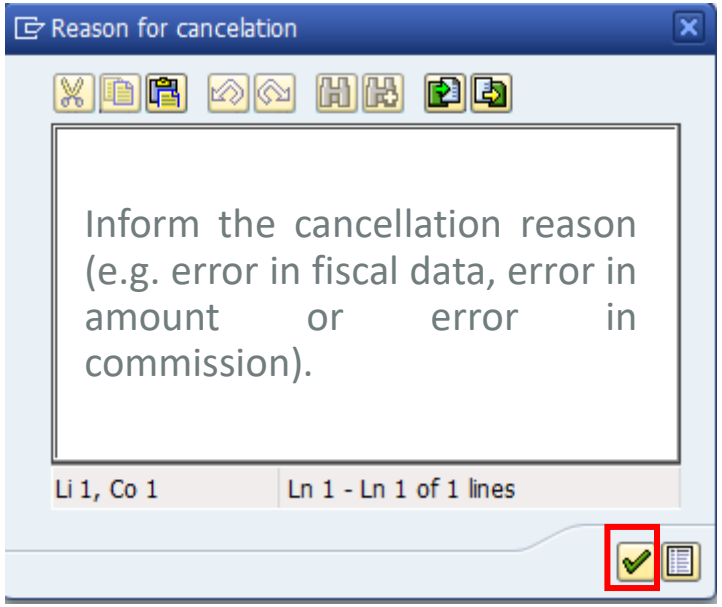
Fill in the invoice, the issue date and the payment method in order to cancel the bill.

Invoice correction

STEP 1: **Invoice cancellation**

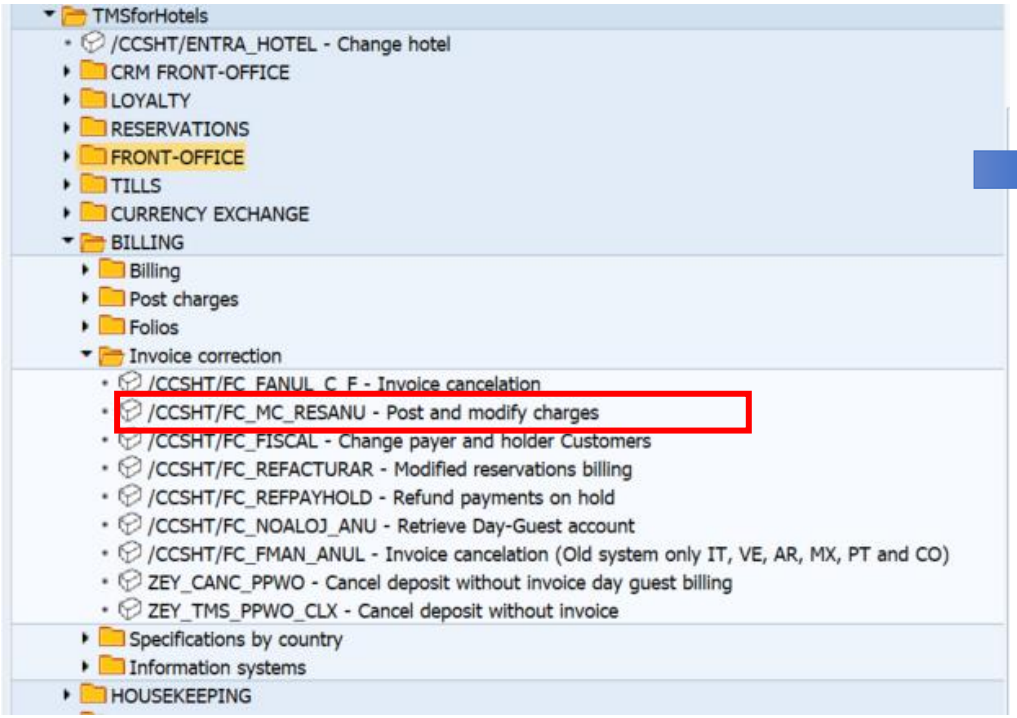
This step will automatically create a credit note and debit note to correct what's necessary.

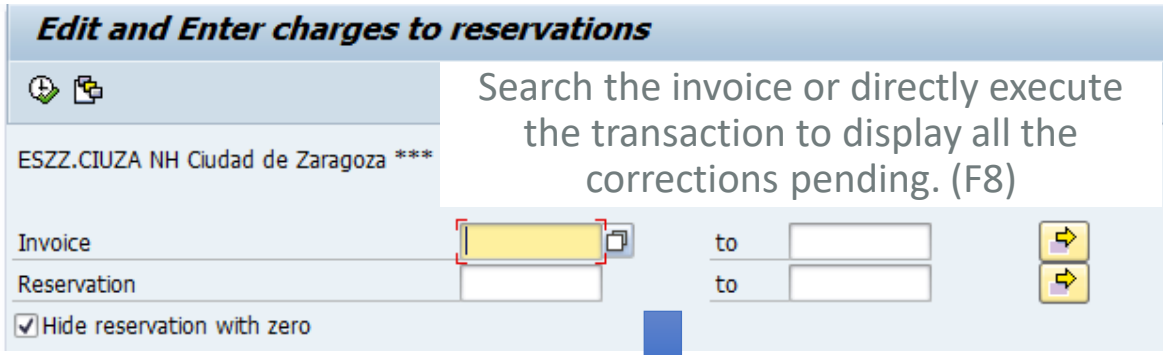




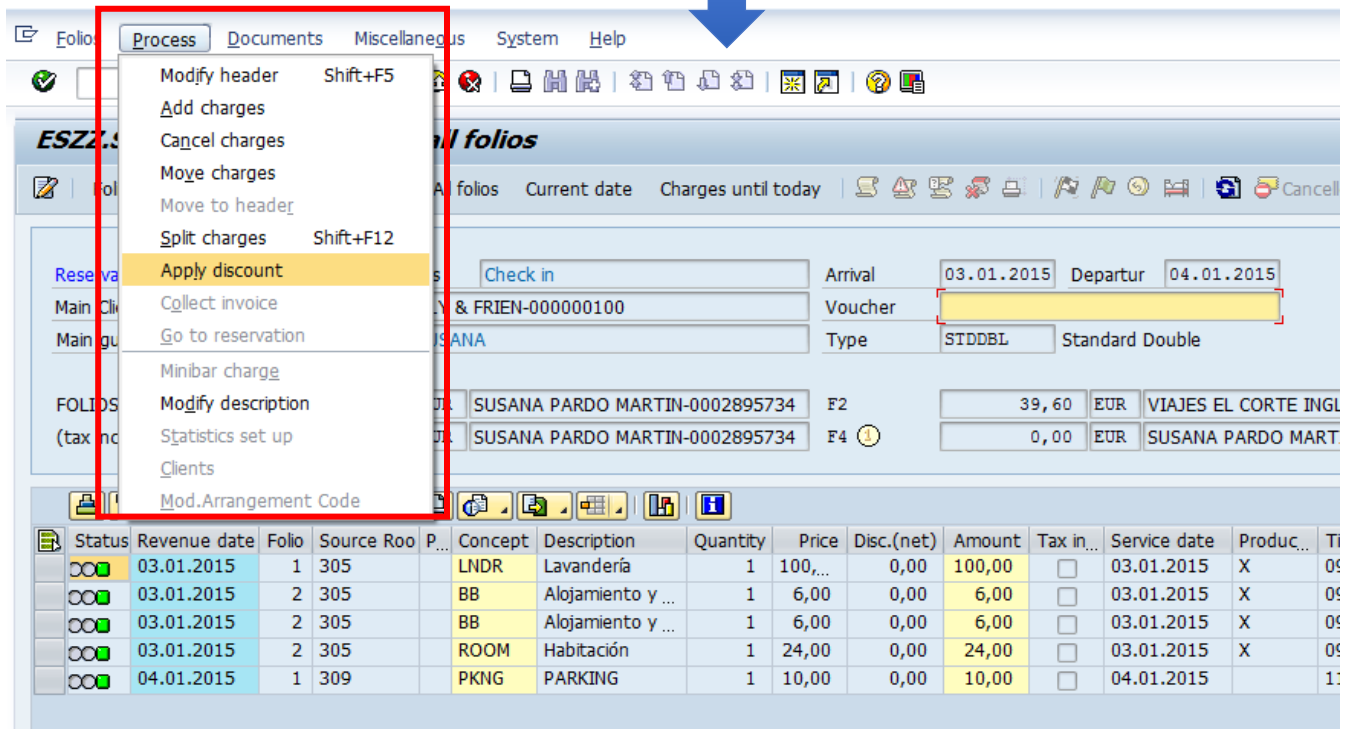
Invoice correction

STEP 2: **Post and modify charges** (if applicable)





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



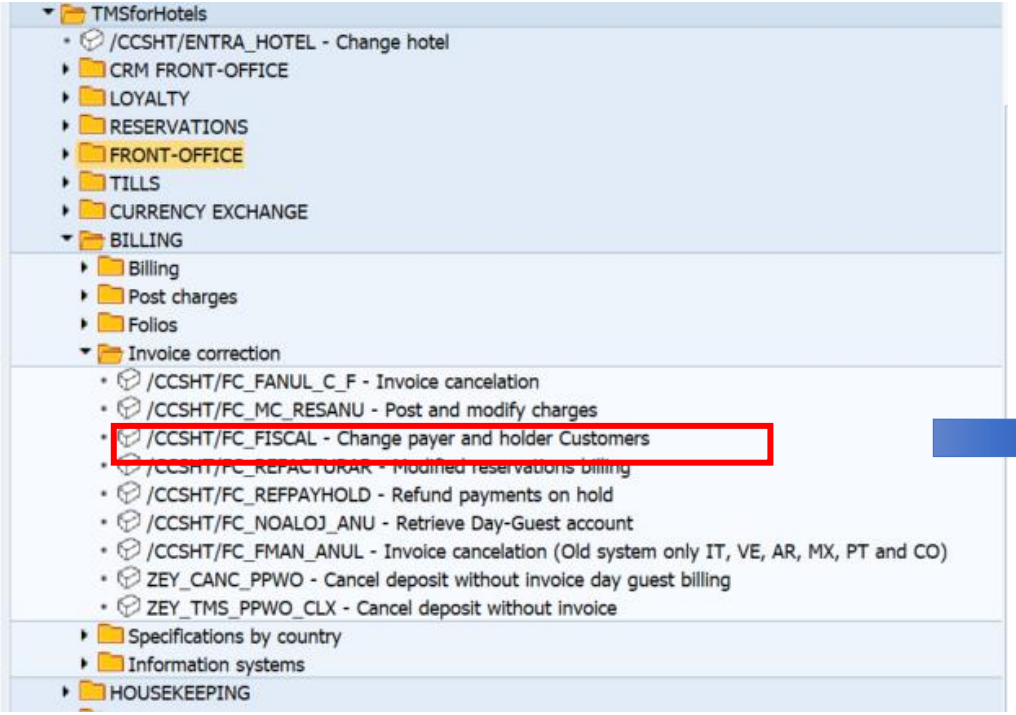
In this step is possible to:

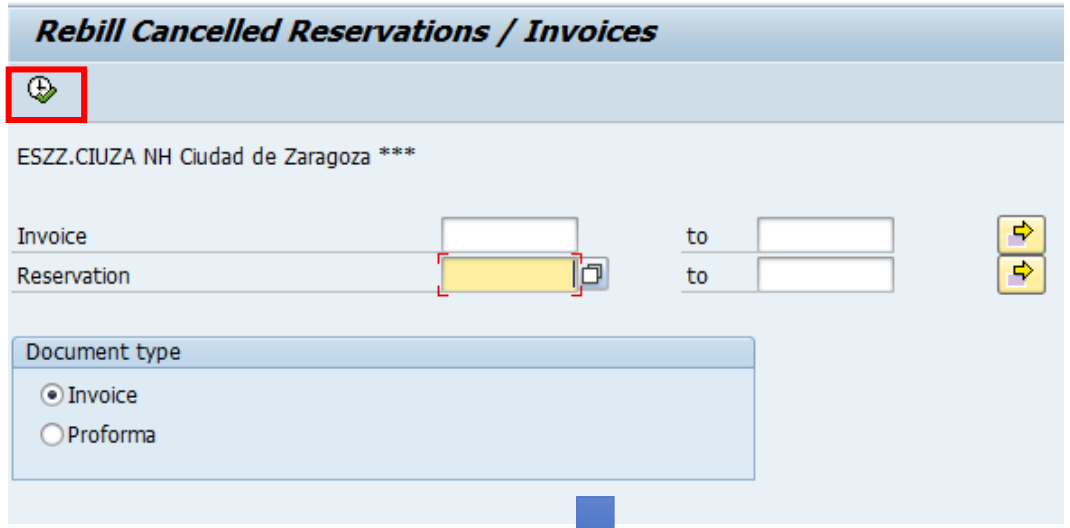
- Add, modify or cancel charges.
- Change folios header (fiscal data).
- Rebill the charges accordingly.

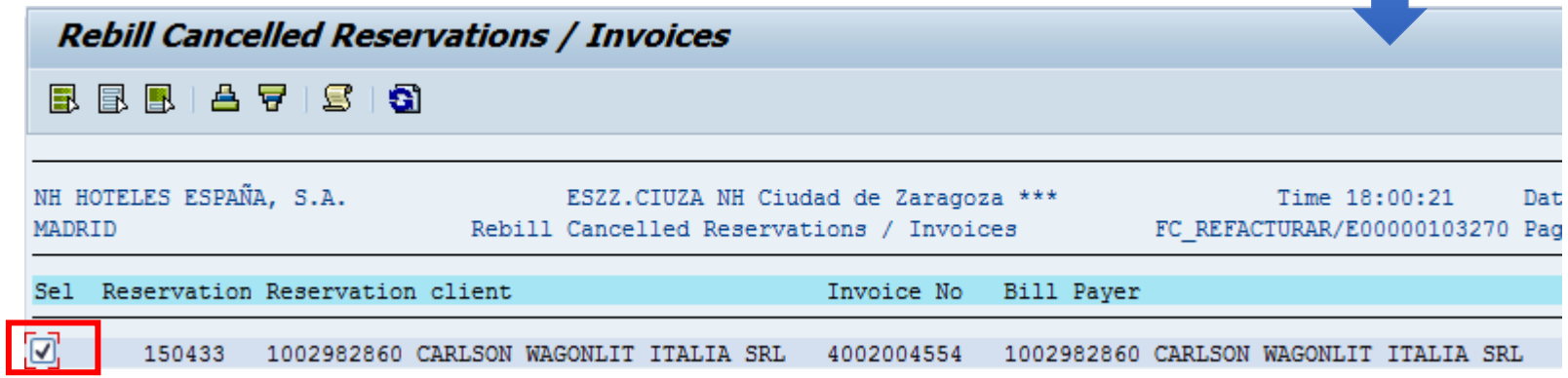
Invoice correction

STEP 3: **Modified reservations billing** (if needed)

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







MINOR HOTELS | ANANTARA | AVANI | elewana | OAKS | nH | nH COLLECTION | nhow | TIVOLI

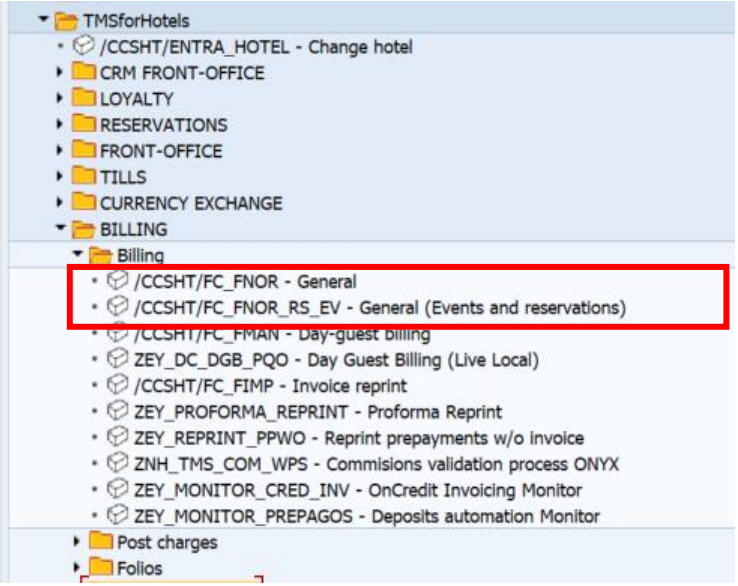
Invoice correction

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



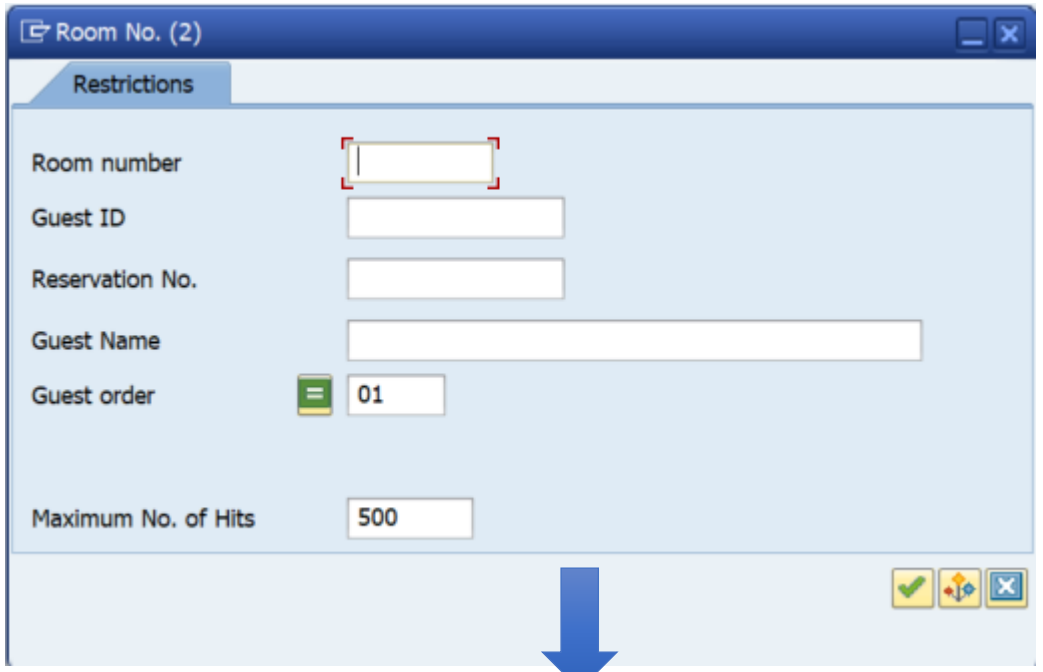
MINOR HOTELS

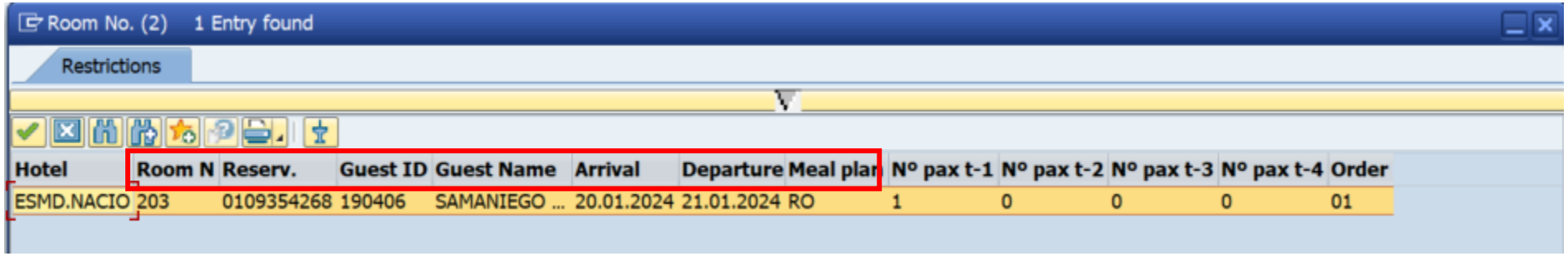
In-house Management

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

In-House Management

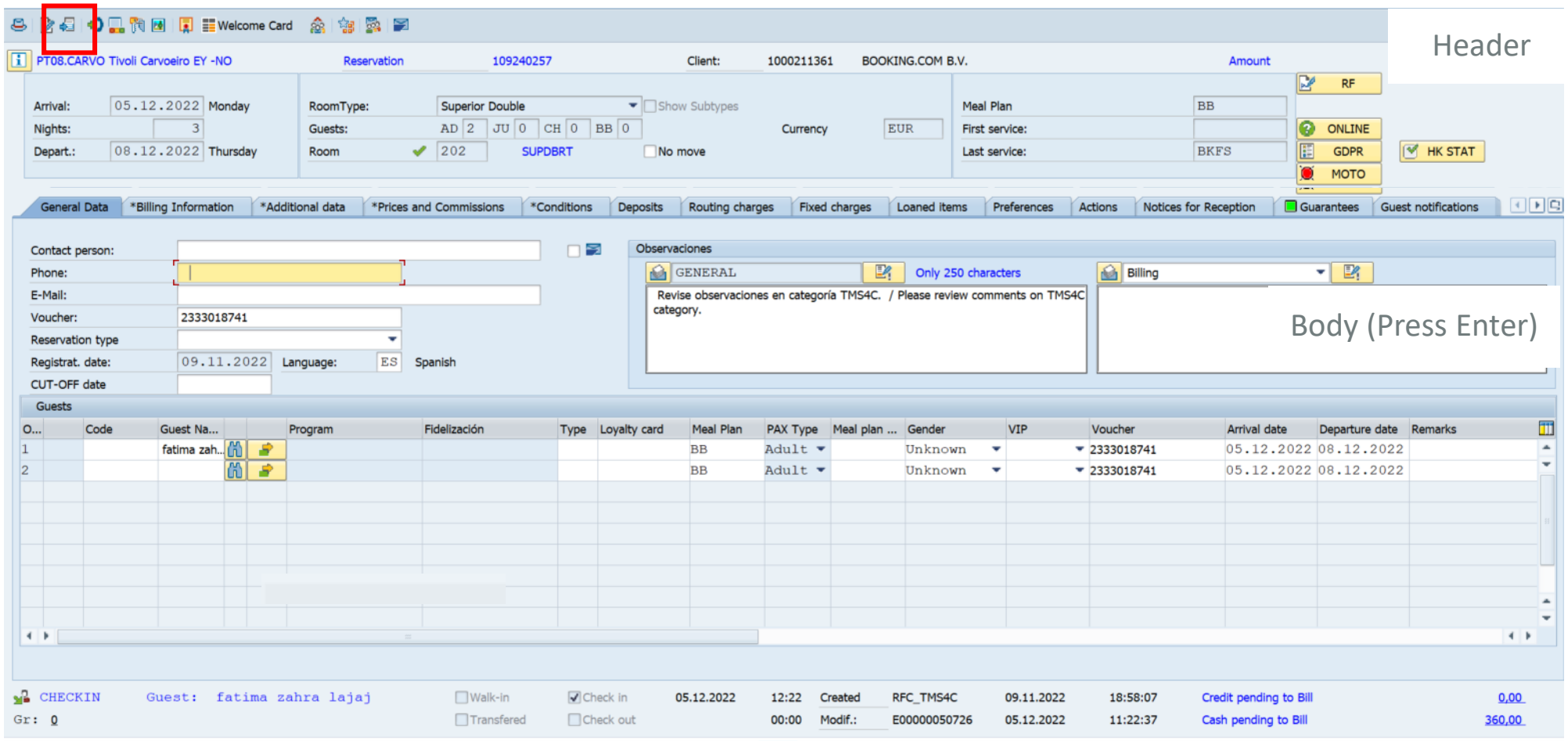
Open the list and click twice on the reservation to start managing it:





In-House Management

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



In-House Management

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

Folios (F9)

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	04.01.2015
Main Client	GUEST (DON´T TOUCH/NO TOC-000000100			Voucher			
Main guest	PARDO, SUSANA			Type	STDDBL	Standard Double	

Upgrade
Room 313
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		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		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		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		04.01.2015		17:24:03	E00000035655	0,00	0,00
	04.01.2015	1	313		ROOM	Habitación	1	144,...	0,00	144,55		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		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		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
Amount Billed F1	0,00	0,00	167,05	183,76	167,05	183,76
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

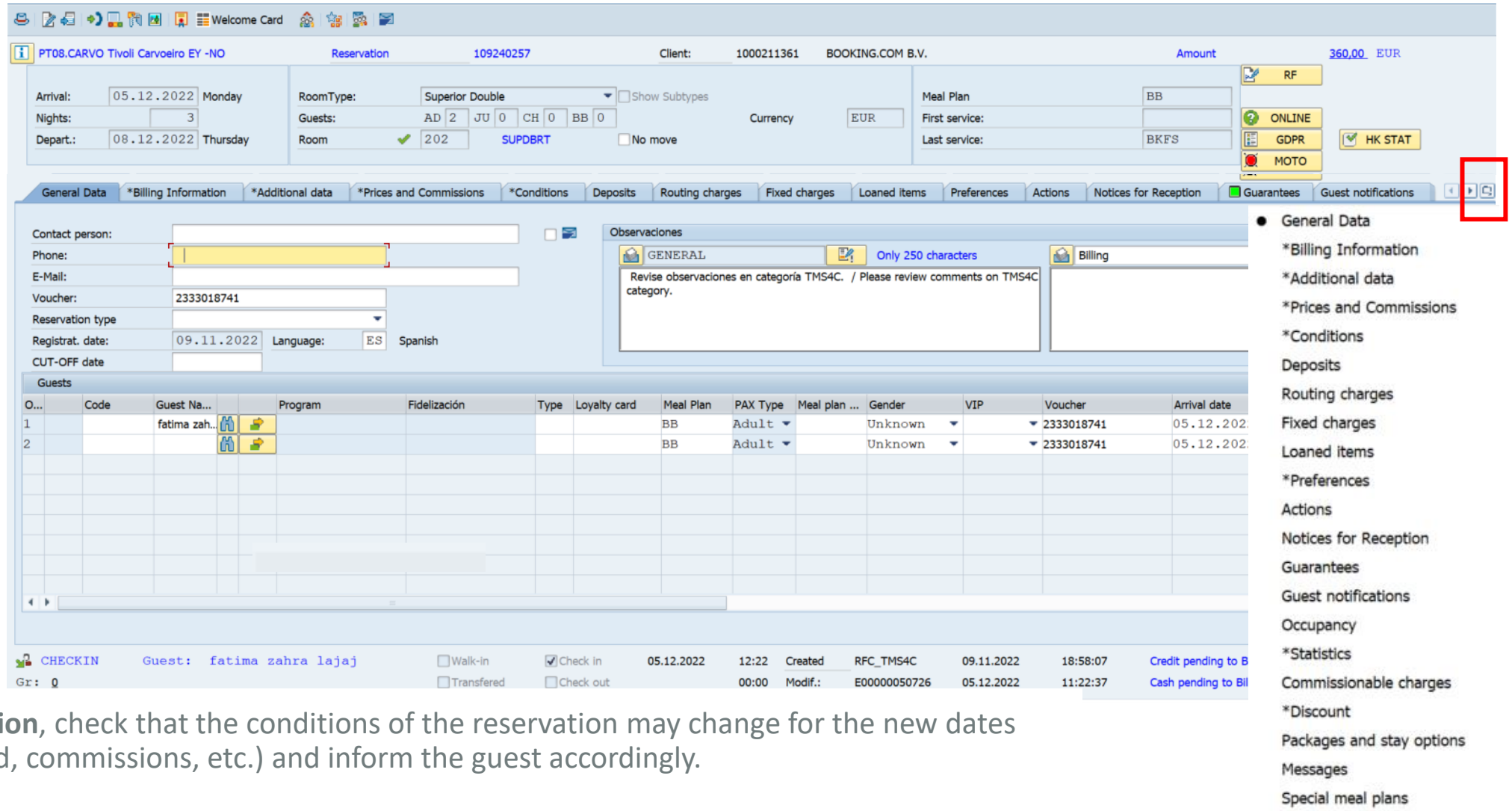
Remarks
suple free

EUR Exch. Rate Type M

MYGHA
REDEEM

In-House Management

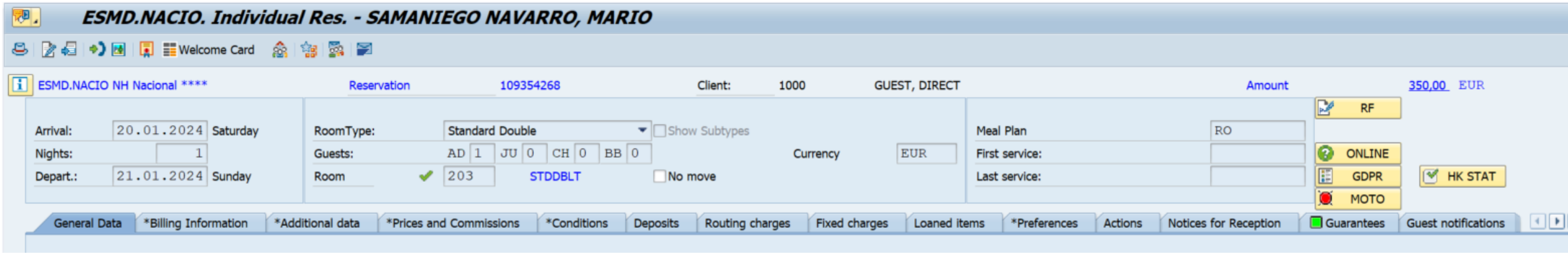
If you want to **modify** the reservation “body”, press “ENTER” button in your keyboard:



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

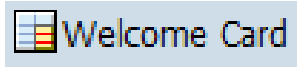


UPDATE HEADER

MODIFY FOLIOS HEADER

FOLIOS MAINTENANCE

DOCUMENT READER



USE RF ICON

STAY OPTIONS

DOCUMENT DELIVERY

MAIL CONFIRMATION LETTER

In-House Management

General Data

Use Internal Remarks to hide them in guest confirmation.

ESMD.NACIO. Individual Res. - GUEST 1, GUEST 1

Welcome Card

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 STDDBLT 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
- Billing
- Chain Remarks
- Housekeeping Remarks
- Hotel Remarks
- External Remarks for Resevations
- Internal Remarks for Reservations
- TMS forConnectivity

Guests

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	023	29.09.2

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
Gr: 0 Transfered 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 **** | 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 STDDBLT | 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

Unexpected check-out Billing
- Reservation dates
- Actual dates

Central Reservation Office
- CRS Nº
- CRS:

Contract PUBLIC 1 DIRECT GUEST - PUBLIC RATES
Rate FLEXBB Flexible with Breakfast
Allotment
Expense code CXL_PUBLIC Applies - Total Stay - 100,00%

Client information
- Receiver:
- Holder:
- Payer:
- Company Resp.:

Payment cond.

DO NOT USE

- Manual price 0,00 | Recalculate daily price
- Tax included (Only manual price)
- FREE reservation

Card information
- Credit card Nº
- Holder:
- Expiry date | Class
- CVV | Type

Extra credit
- Limit 300,00
- Full credit
- Canceled
- POS canc. | AI Level

Phone credit
- Unlimited
- Credit limit 0,00

Pre-authorization
- Date | Num. pre-author. 0
- Amount 0,00 | Pending amount 0,00
- P.G. Ref.

Check in 28.09.2023 16:51 Created E00000047422 0,00
Check out 00:00 Modif.: E00000047422 0,00

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

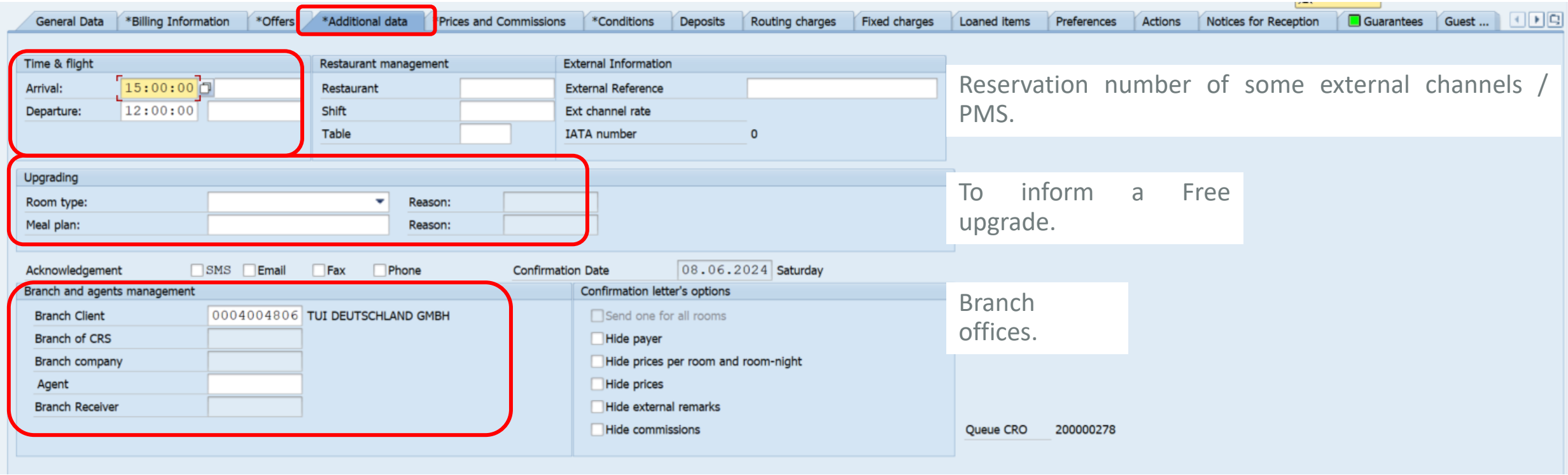
Have a look into the following guide!

PCI Bubble

In-House Management

Additional Data

Possibility to inform arrival & departure time, flight number…



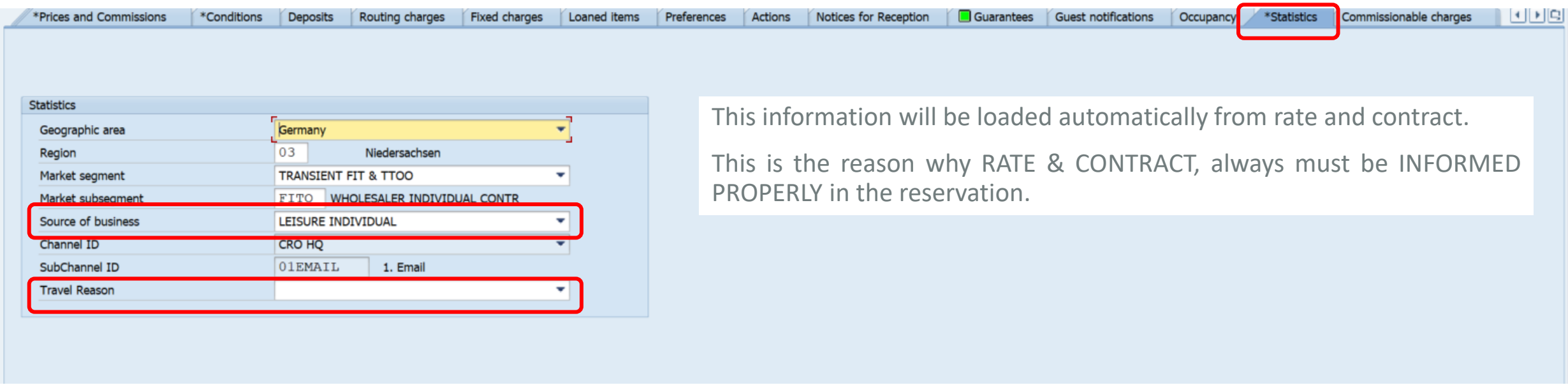
Reservation number of some external channels / PMS.

To inform a Free upgrade.

Branch offices.

In-House Management

Statistics



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

Welcome Card

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 | Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0 | Currency EUR
Room 203 STDDBLT | 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 notificati...

Auto	Deposit requested	Currency	Request date	Due Date	Received	Amount received	Received date	Document No	Holder	Short Remarks
☐	1,00	EUR	20.01.2024	20.01.2024	☐	0,00				

Regenerate deposits

Request: 1,00 Received: 0,00 Pending: 1,00 EUR

First step: Inform the deposit.

In-House Management

Deposits

Welcome Card

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 | Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0 | Currency EUR
Room 203 STDDBLT | No move

Meal Plan RO
First service:
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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
	1,00	EUR	20.01.2024	20.01.2024		0,00				

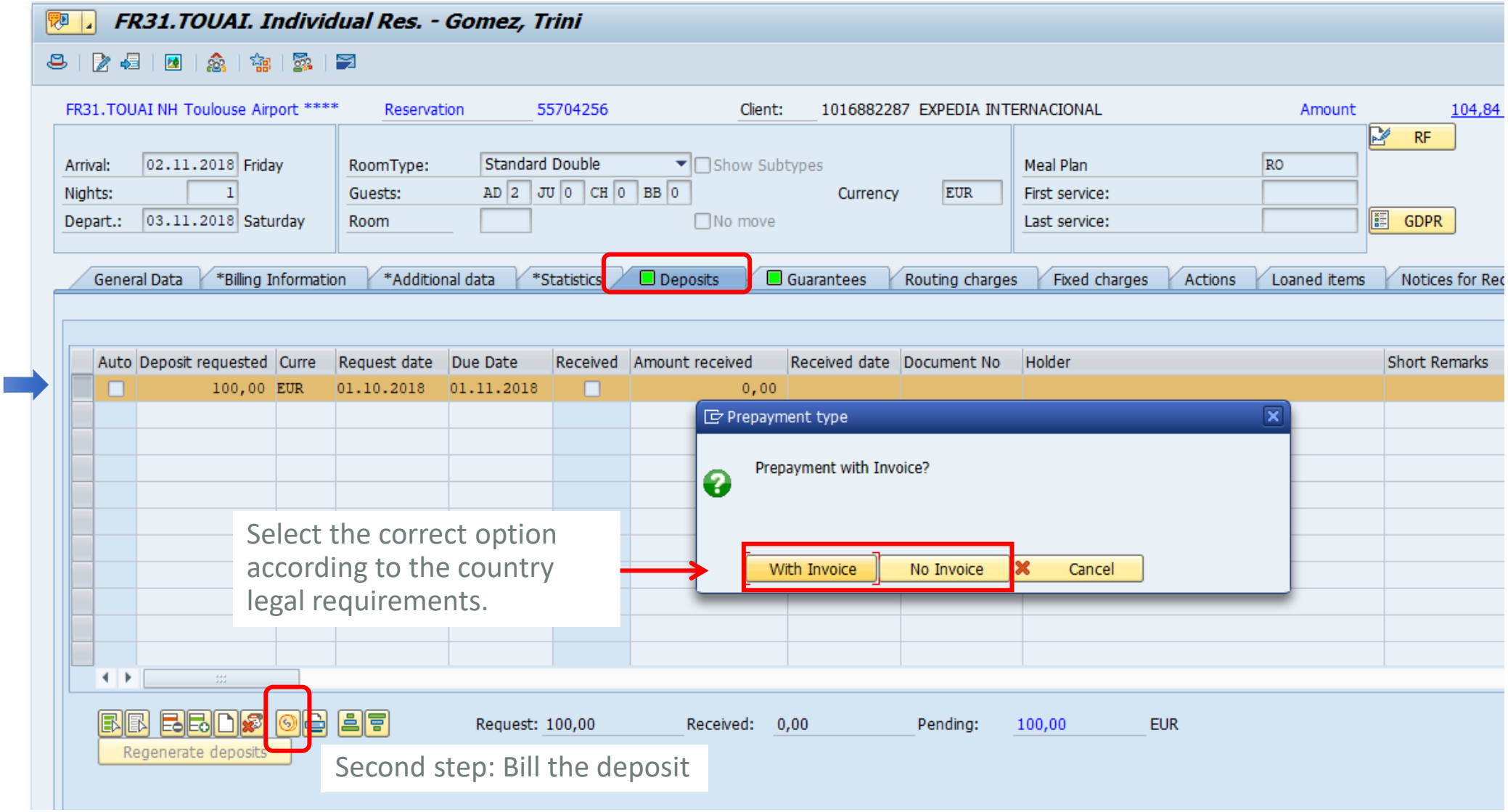
Regenerate deposits

Request: 1,00 | Received: 0,00 | Pending: 1,00 EUR

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

In-House Management

Deposits



In-House Management

Deposits

Welcome Card

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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
	1,00	EUR	20.01.2024	20.01.2024		0,00				

Regenerate deposits

Till operations

Till identifier RECEPCION

Reservation 109354268
Amount 1,00
Movement currency EUR
Folio 1 Swap currency 190406 MARIO SAMANIEGO NAVARRO

Type
- Prepayment w/o bill
- Prepayment with bill

Notes detail

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

Holder
- Folio's holder
- Main client
- Main guest
- Other holder

Concept identifier (1) 2 Entries found

Restrictions

Concept nature: 50

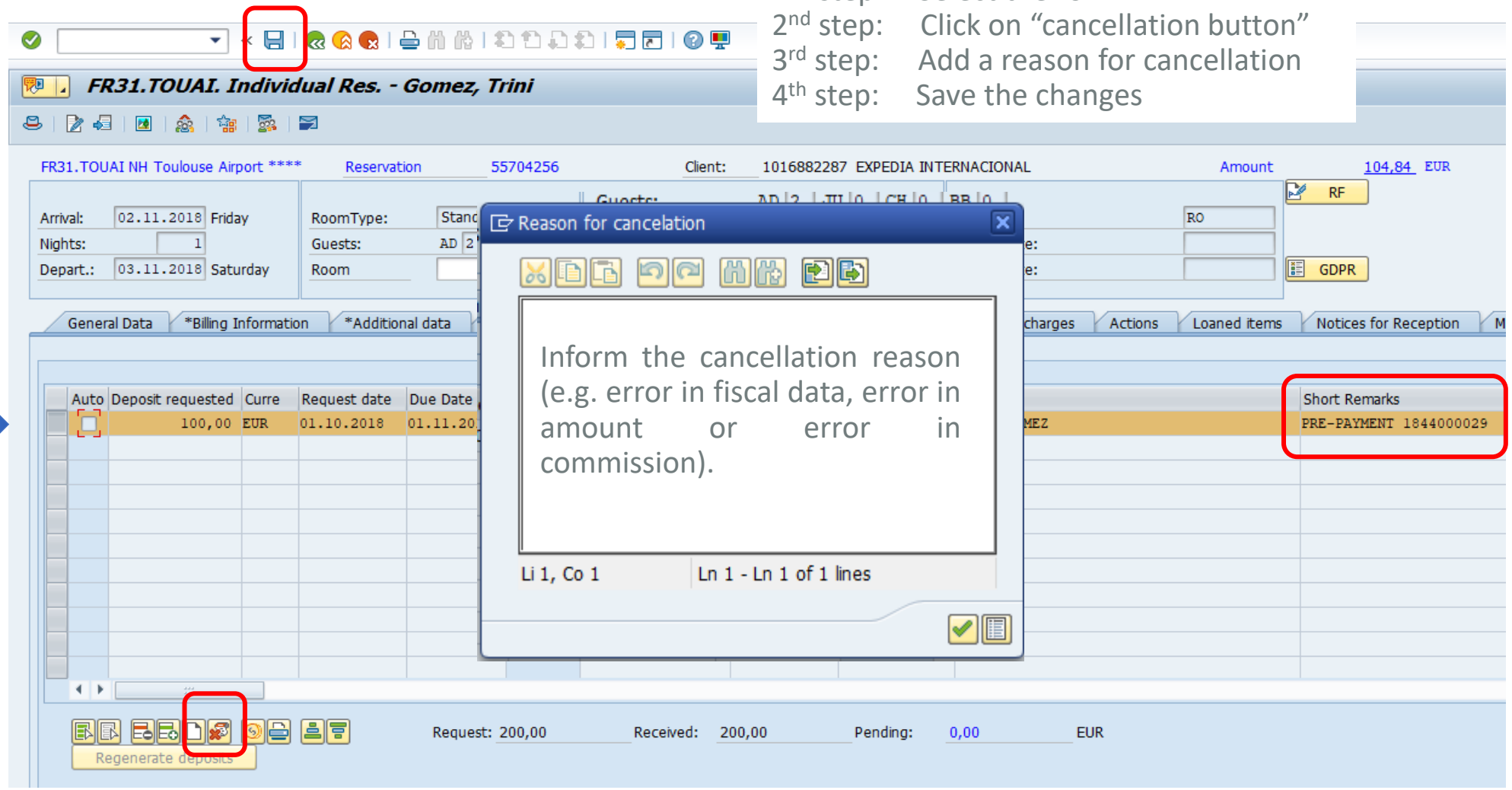
Description	Concept ID
Hotel & Restaurant Prepayments	PPWI
Prepayments (high VAT)	PPHI

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

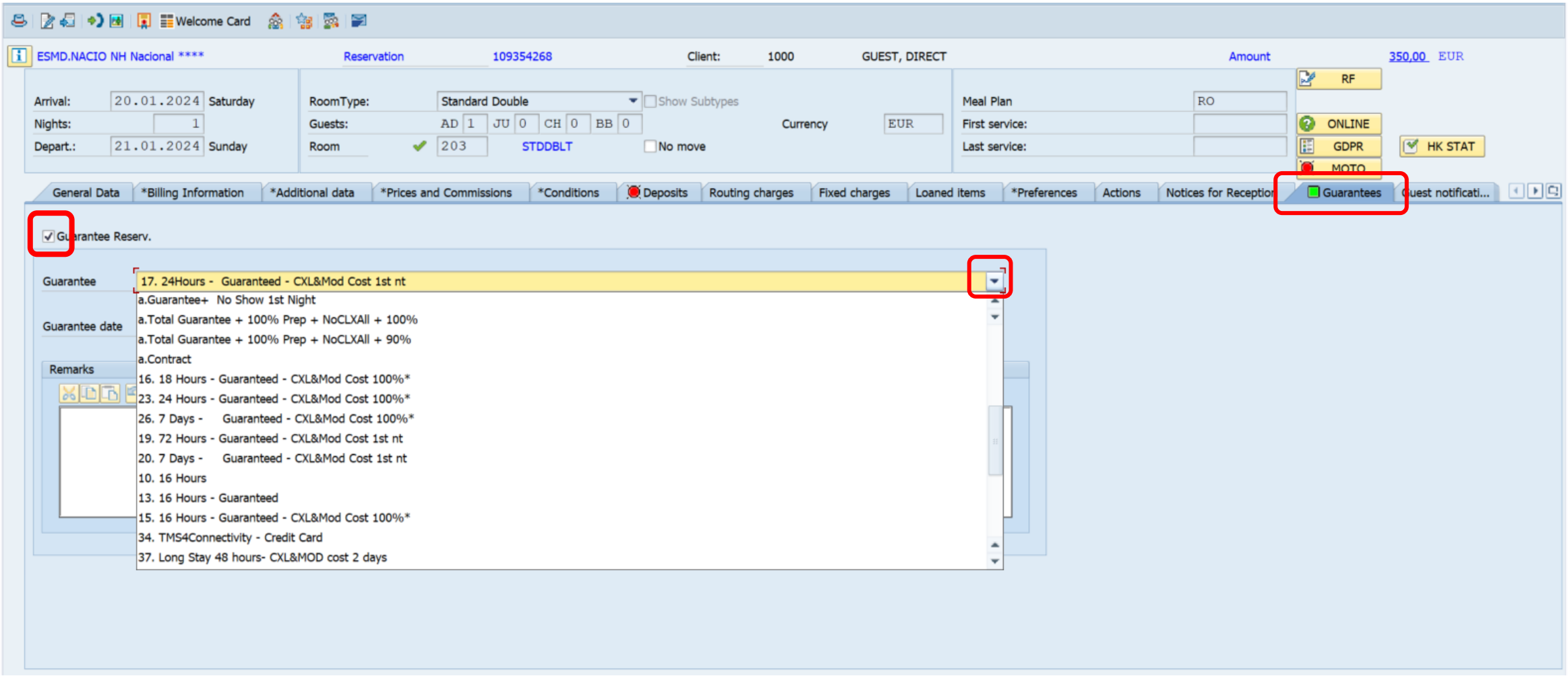
Deposits cancellation

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



In-House Management

Guarantees, Don´t use the guarantees starting by “a”.



In-House Management

Routing charges

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

Routing | Apply

Routing	Routing type	Group/Conc	Description	C	Cadence	F	Start dat	End date	Ext.	Folio	Reserv.	Room	Percentage	Limit
	Concept	BB	Bed & Breakfast/Zak…		Everyday including depart…				No	Folio 1	0		100,00	
	Concept	ROOM	Room		Everyday including depart…				No	Folio 1	0		100,00	

Display routing | Routings will not be updated in breakdown

SAVE RECORD (1) 102 Entries found

Restrictions

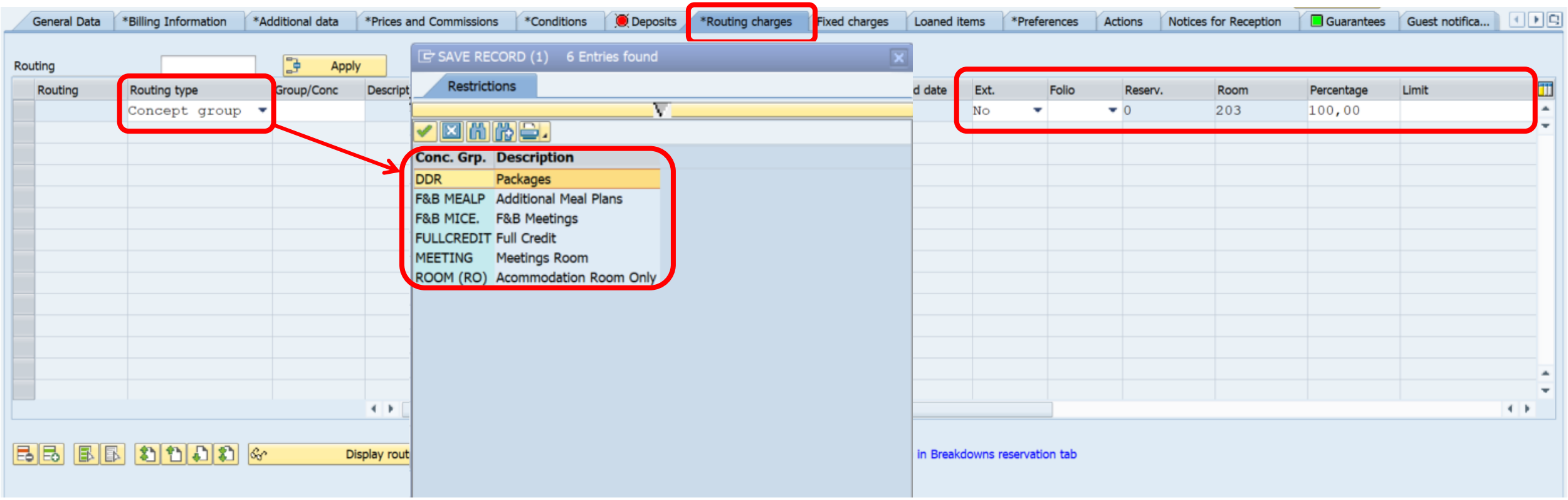
Concept ID	Description	Nature	Chain code	Conc. Fam.	Do not use
AUDV	Audiovisual Services	04	MICE	MICE	
BARB	Bar Beverage	01	F&B	F&B	
BARF	Bar Food	01	F&B	F&B	
BB	Bed & Breakfast	02	N/A	N/A	
BCEN	Business Center	04	EXTRAS	EXTRA	

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

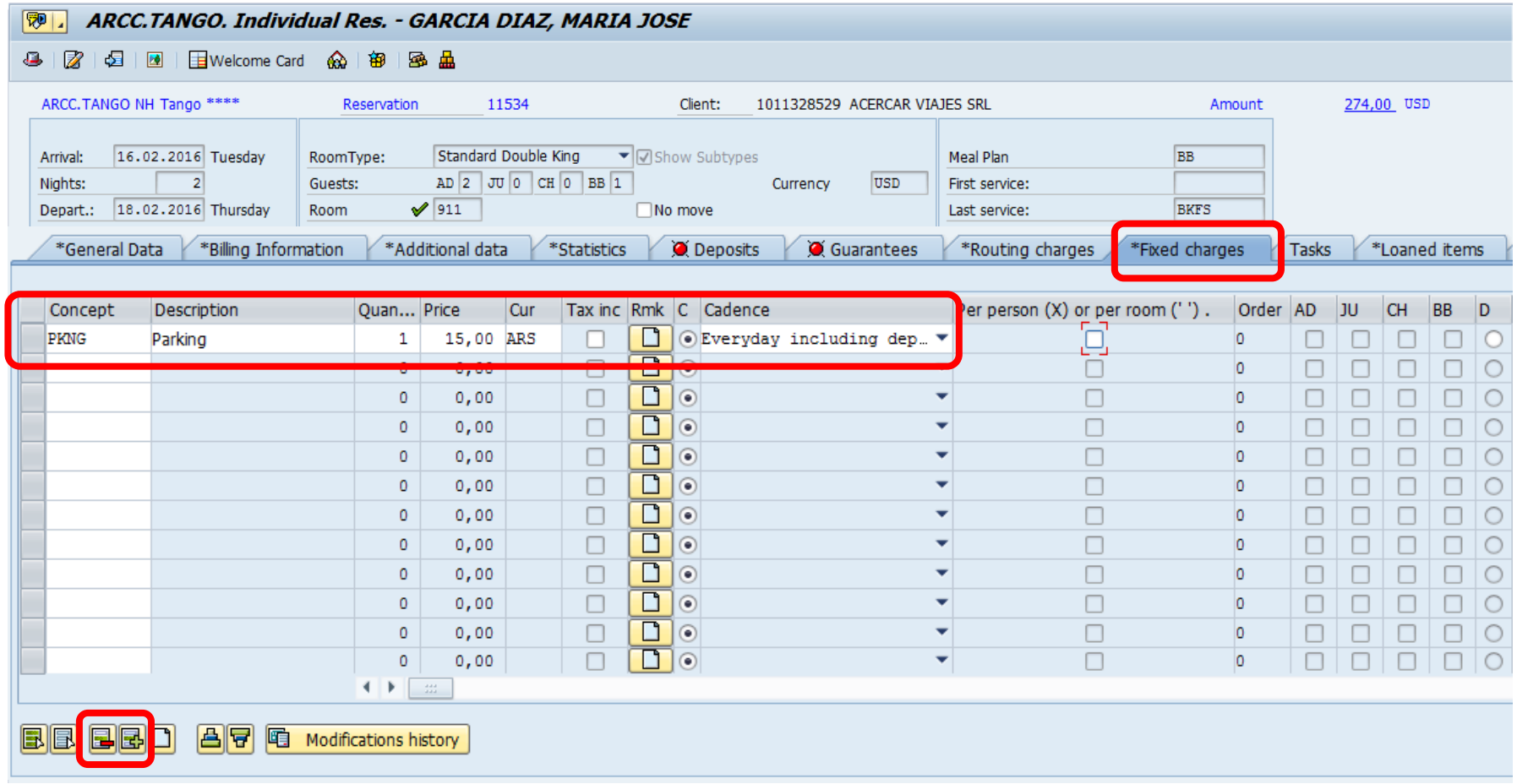
You can route group of charges using the option “Concept group”, too.
Very useful to route several concepts at the same time and save time avoiding to add every charge in every line.



In-House Management

Fixed charges

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



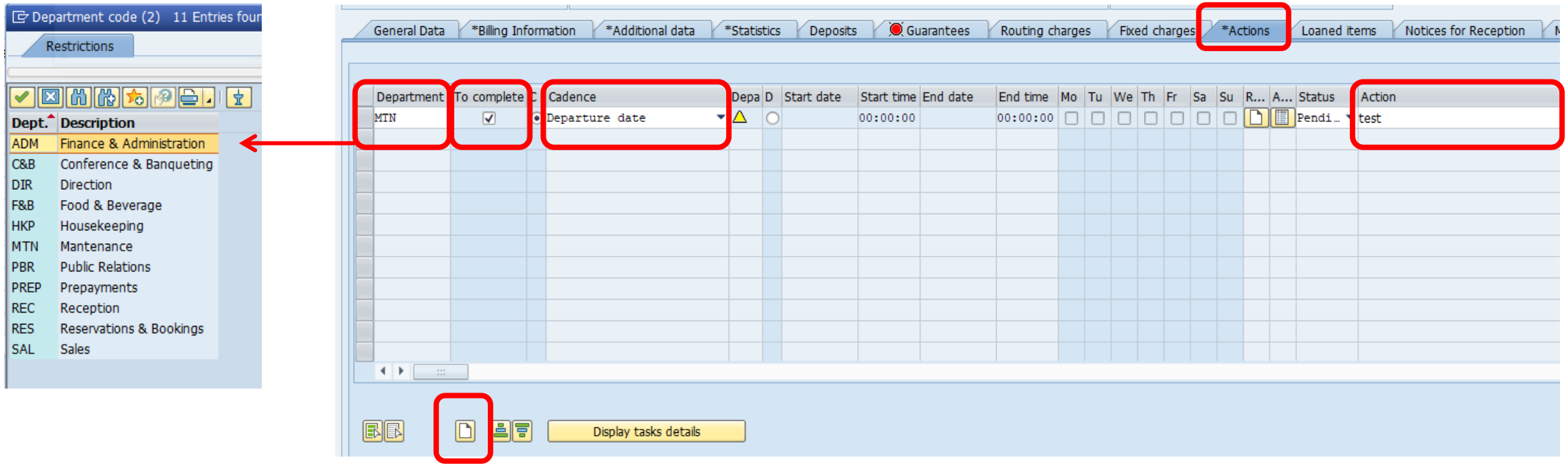
Have a look into the following guide!

Fixed charges

In-House Management

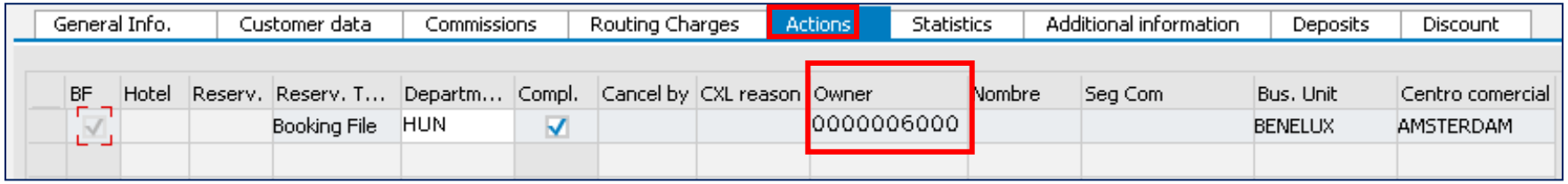
Actions

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

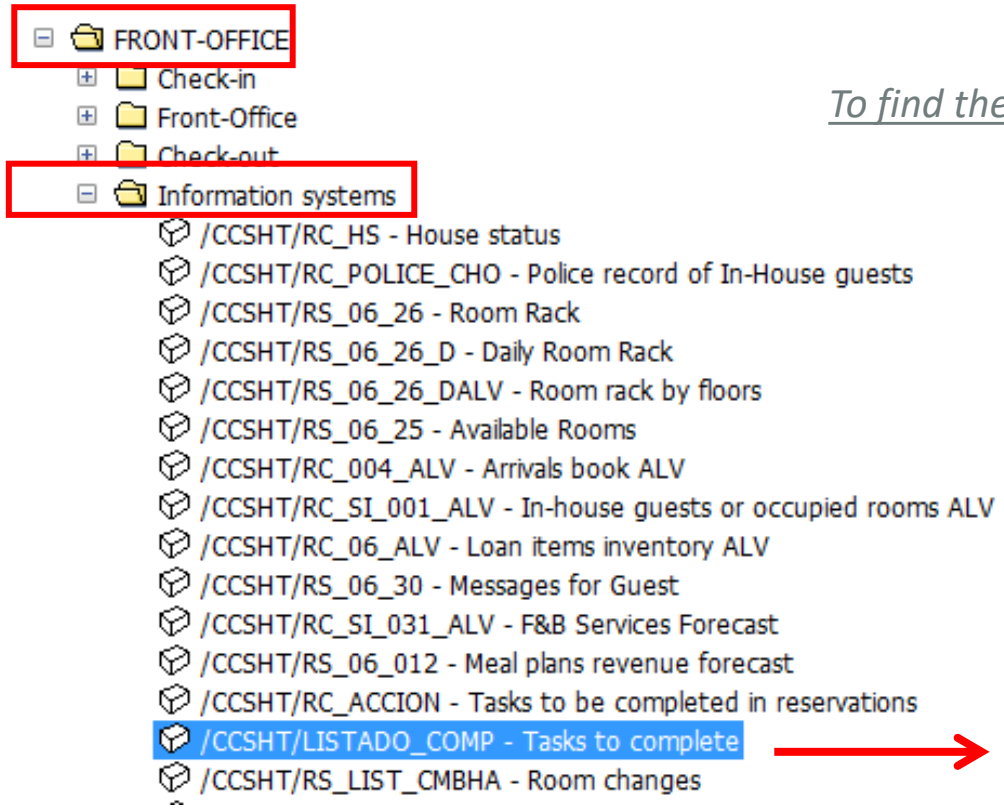


In-House Management

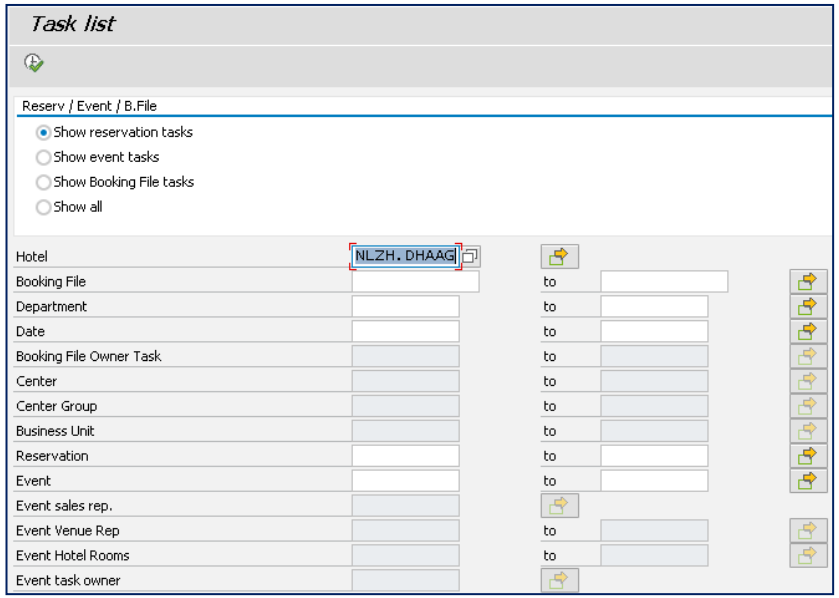
Actions



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



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



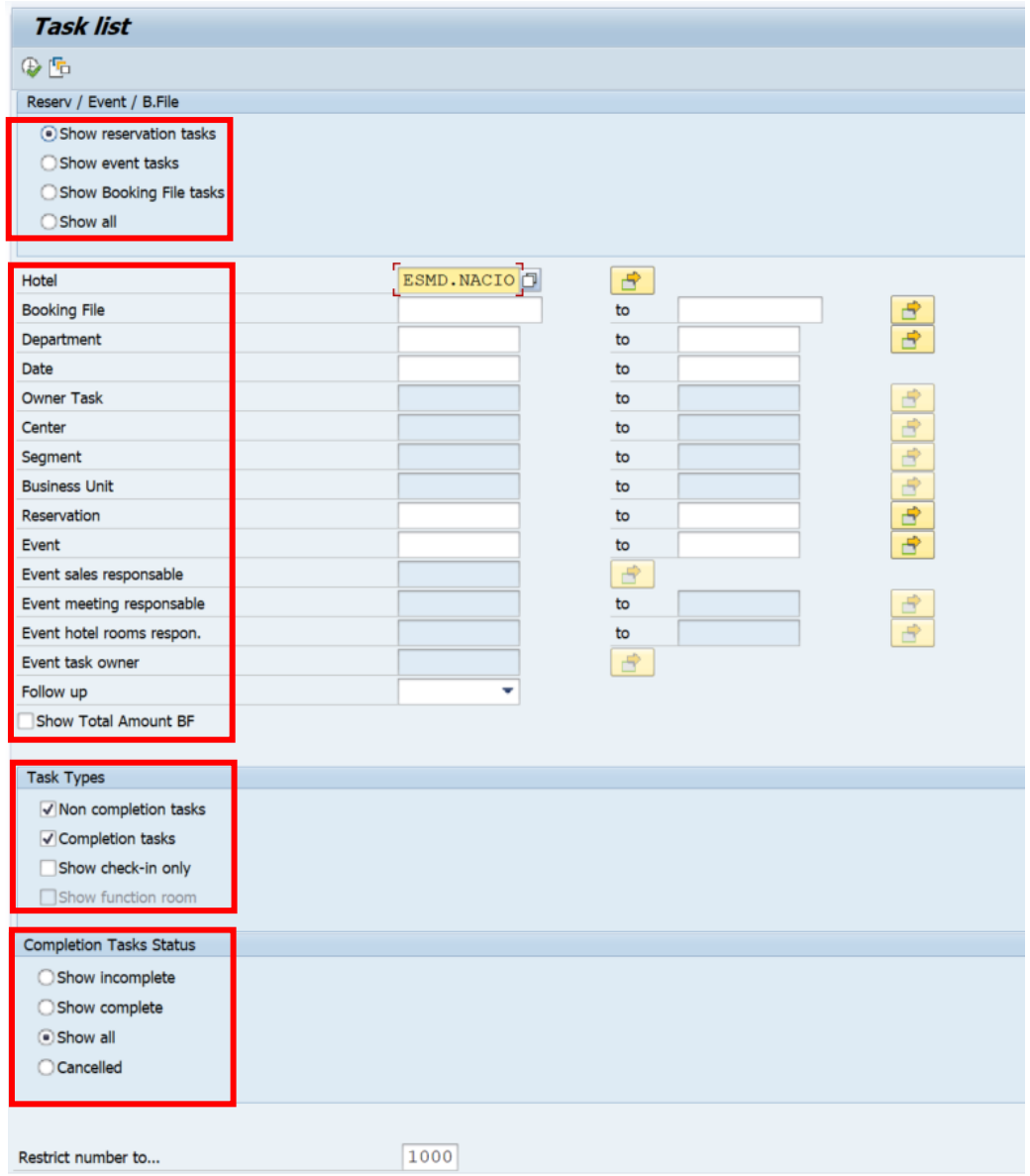
In-House Management

Actions

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

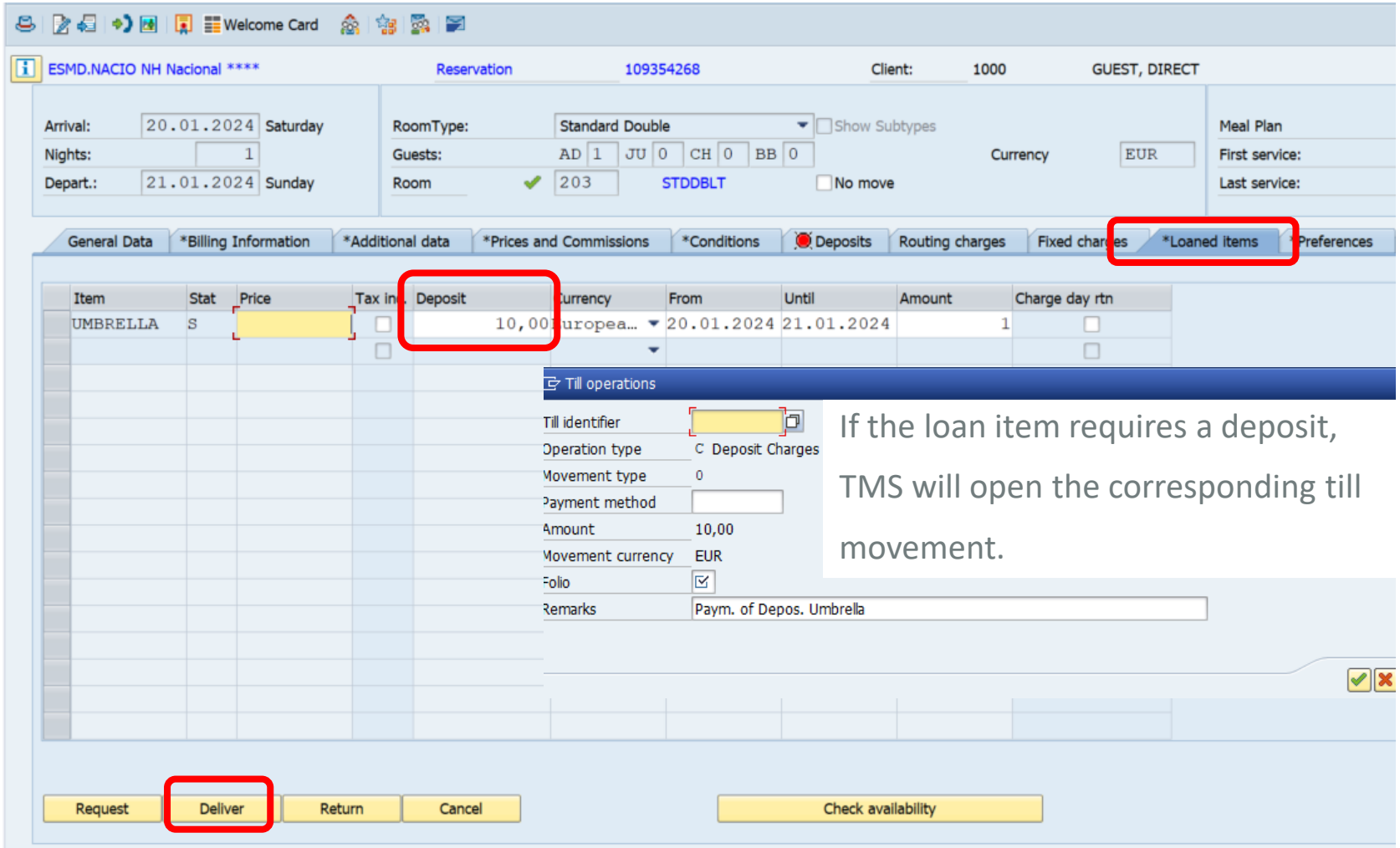
If ‘complete’ is ticked in the BF, you need to select: ‘Completion task’. Otherwise, select the option ‘Non completion task’.
Select both option if you are not sure.

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



In-House Management

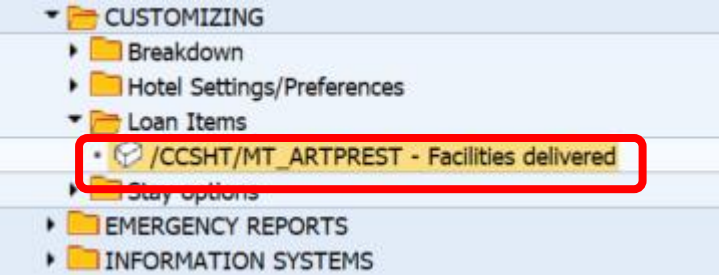
Loaned items



If the loan item requires a deposit, TMS will open the corresponding till movement.

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.

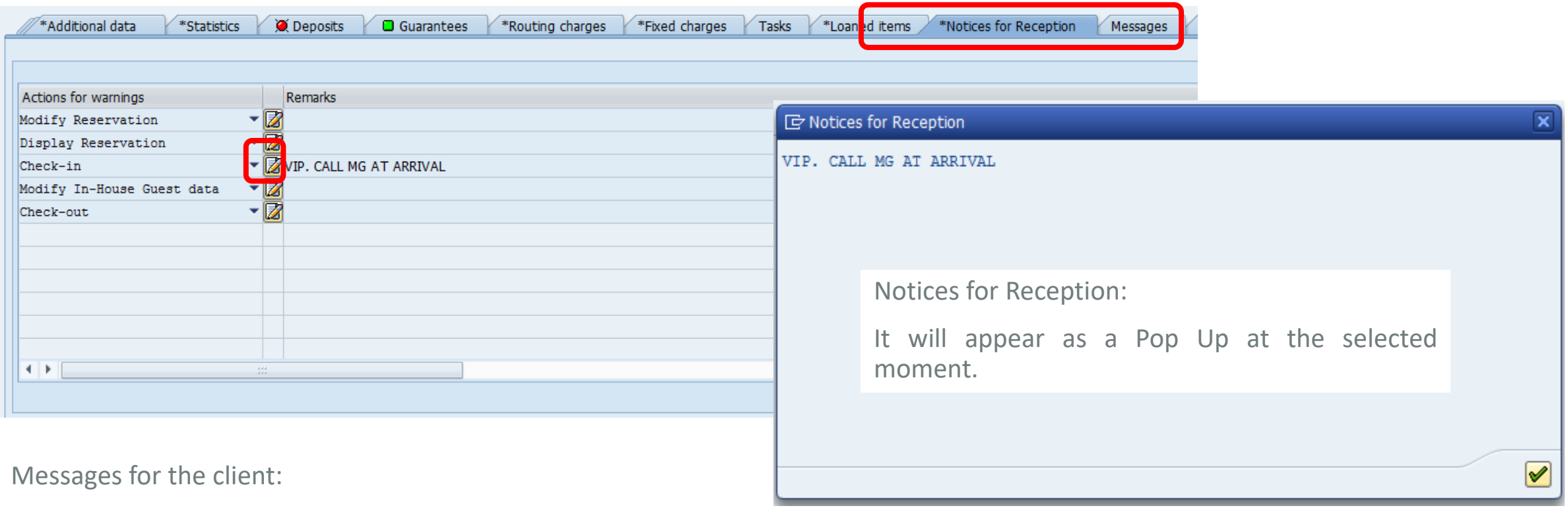
FOM can update and create loaned items in this transaction.



TMS4H_Loan Items Stock Management.pdf

In-House Management

Notices for Reception



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.

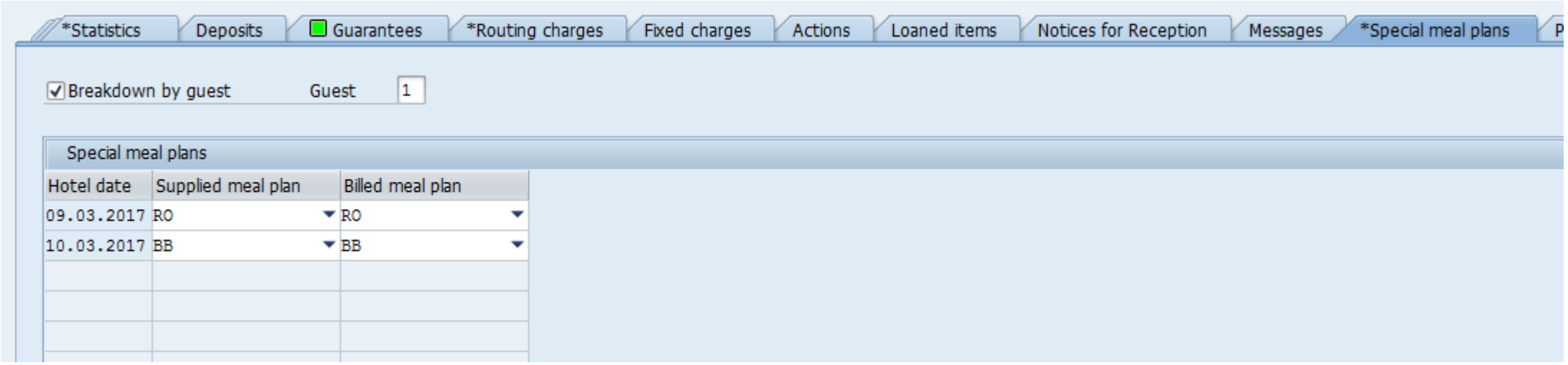
Have a look into the following guides!

Visits, calls and messages
Quick Guide Collage

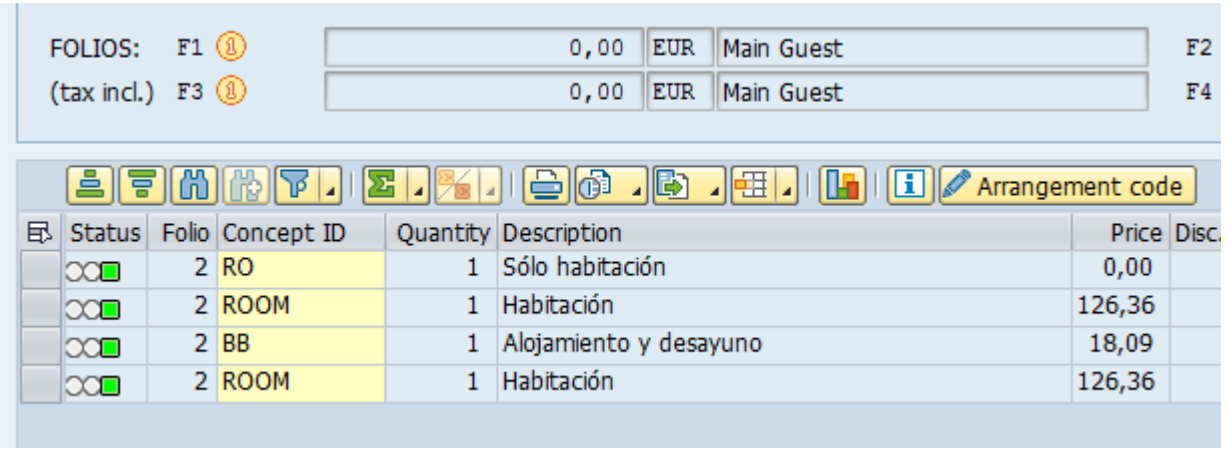
In-House Management

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:



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
Nights: 1
Depart.: 05.12.2018 Wednesd...

RoomType: Standard Double Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR
Room No move

Meal Plan RO
First service:
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 % 10,00 CRS %

Commission type
Dedc Commiss. Exempt

Add dates

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)

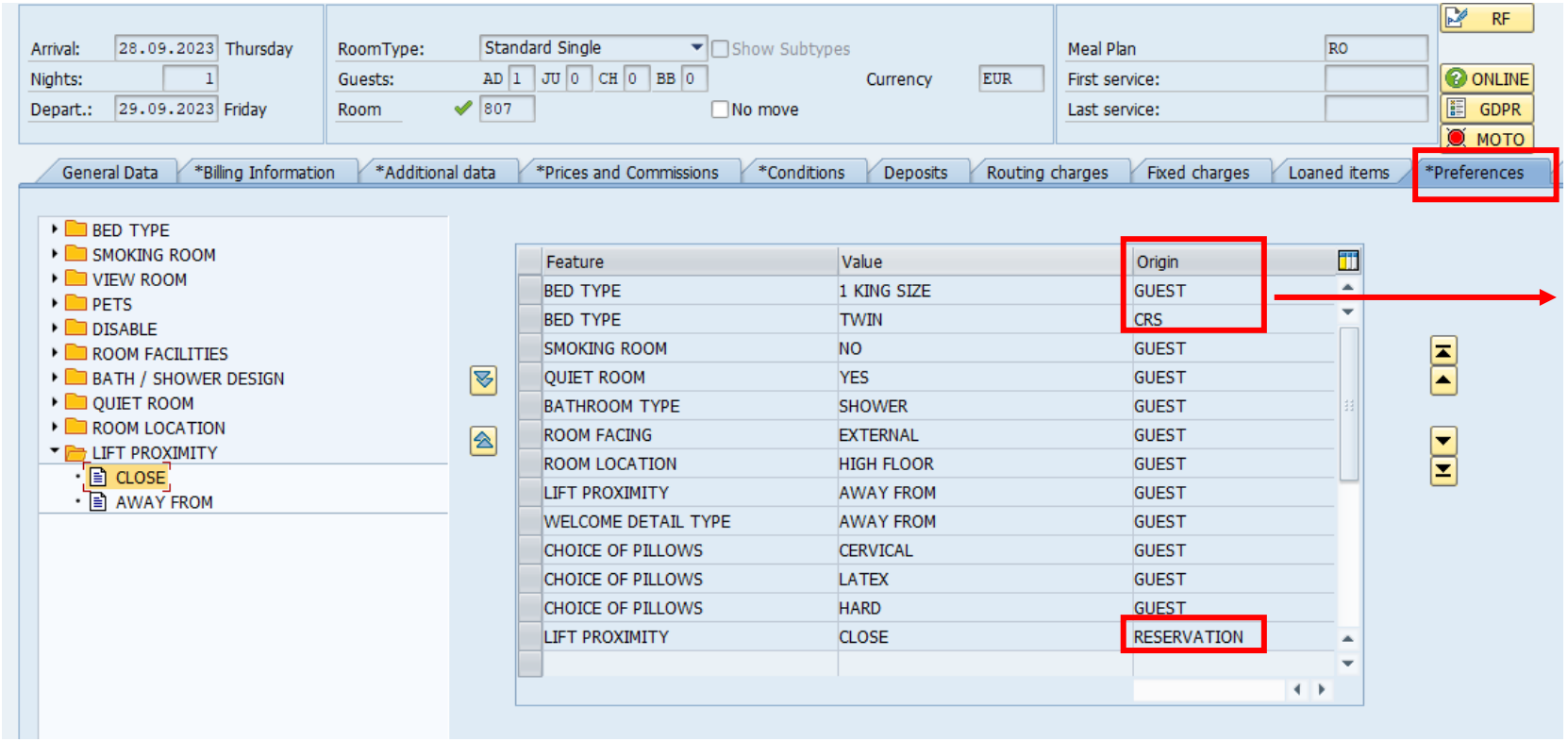
In-House Management

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



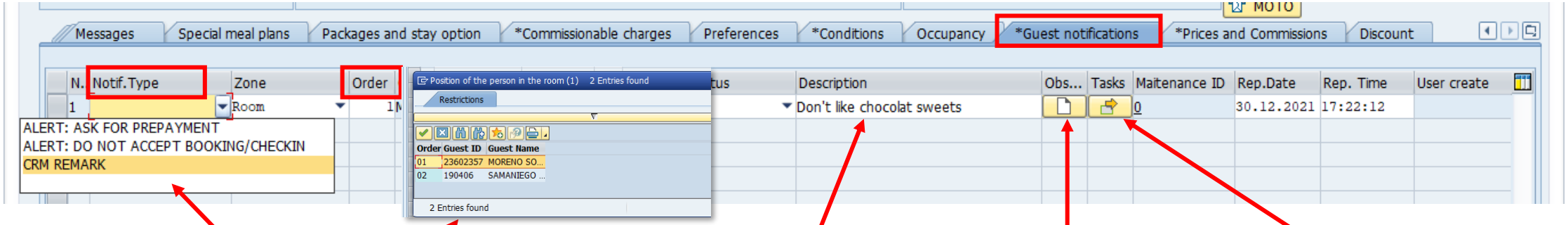
For example:

- 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.



Select the **“Notif.Type”** **<u>CRM REMARK</u>** 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!

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.

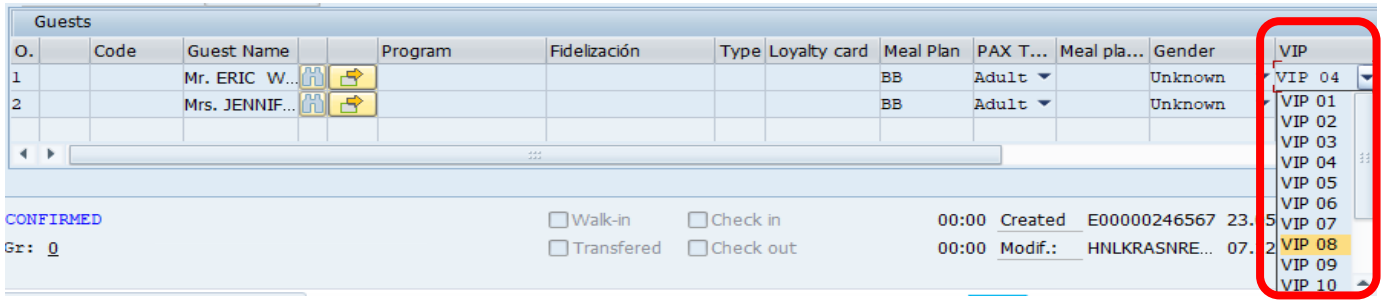
Tell them to enter only the first 4 digits of their extended PIN and the Pin Pad should accept the code.

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

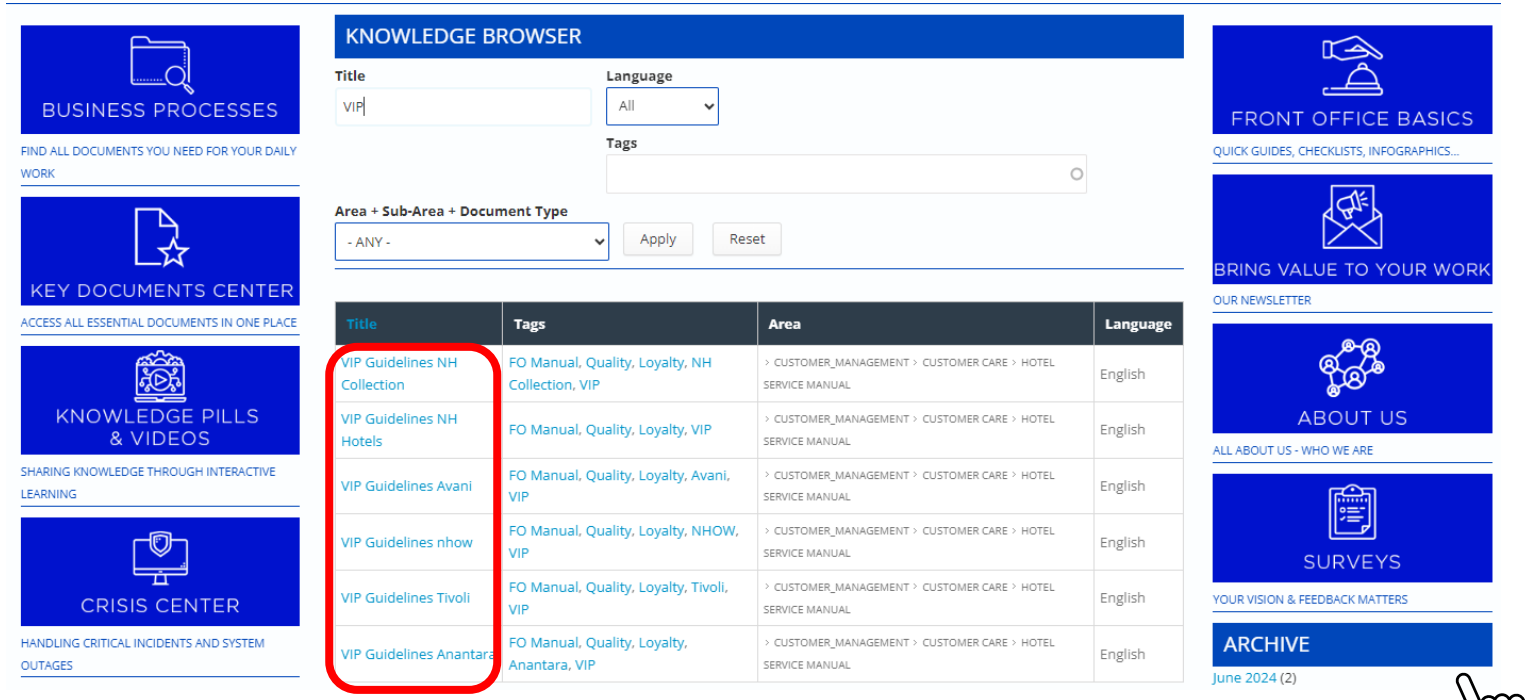
Chargebacks & Frauds

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



Find all the details in this link.



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

Wake Call Service

Suggestions, complaints and claims

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

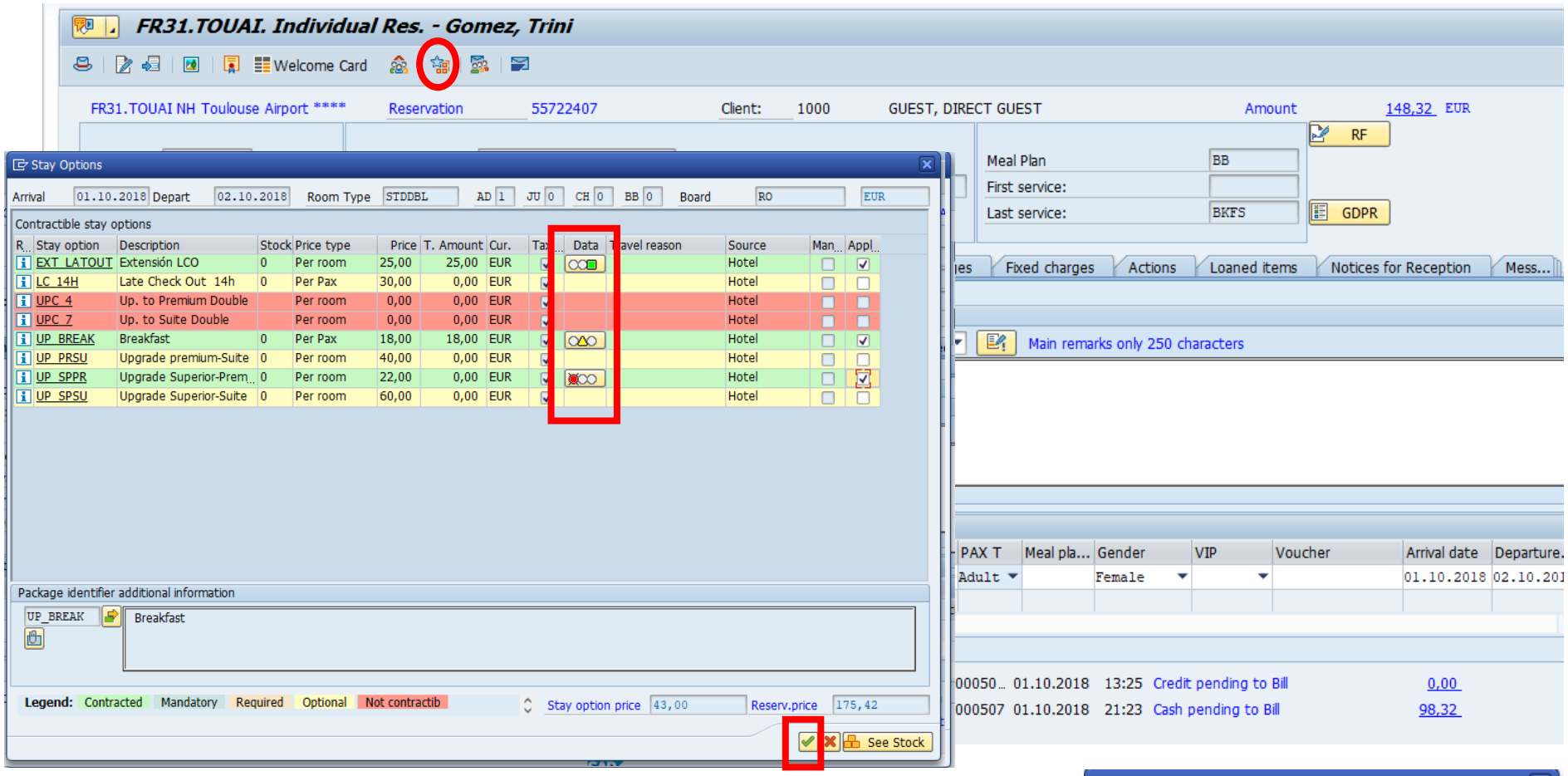
Upsellling & Stay Options

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Upselling & Stay Options

Check-In & In-House Stay Options

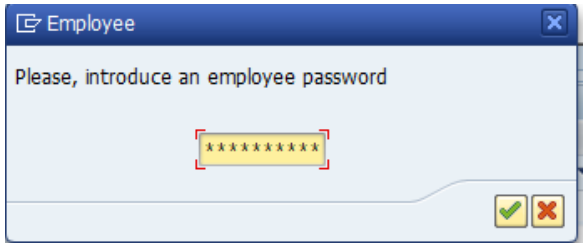
According to the availability, offer the services included in the upselling strategy of the hotel.



Upselling applied correctly

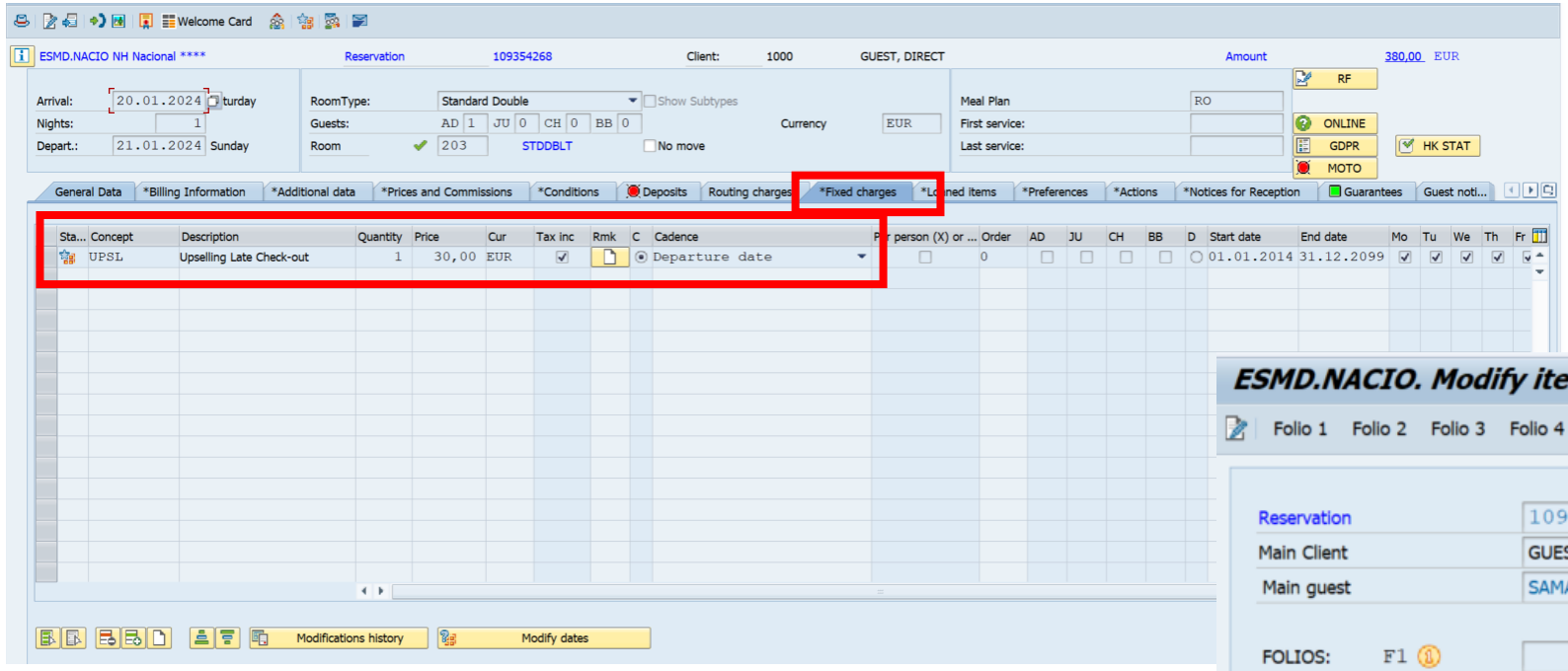
Upselling pending time (not blocking)

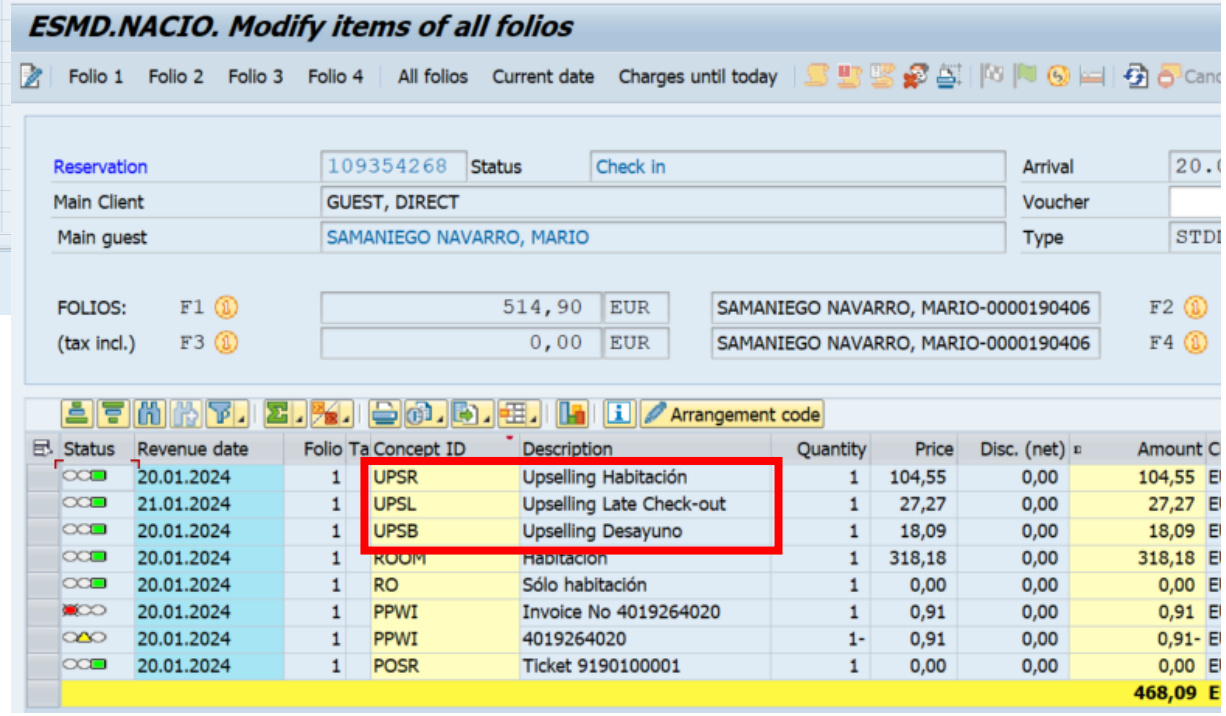
Upselling can not be applied (dates missing)



Upselling & Stay Options

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





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!

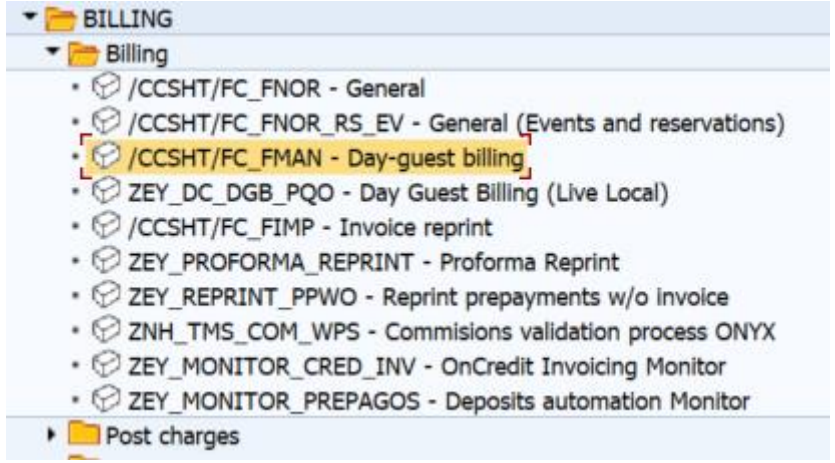
Upselling procedure
Upselling Quick Guide
Upselling management
Stay Options report

MINOR HOTELS

Day Guest Billing

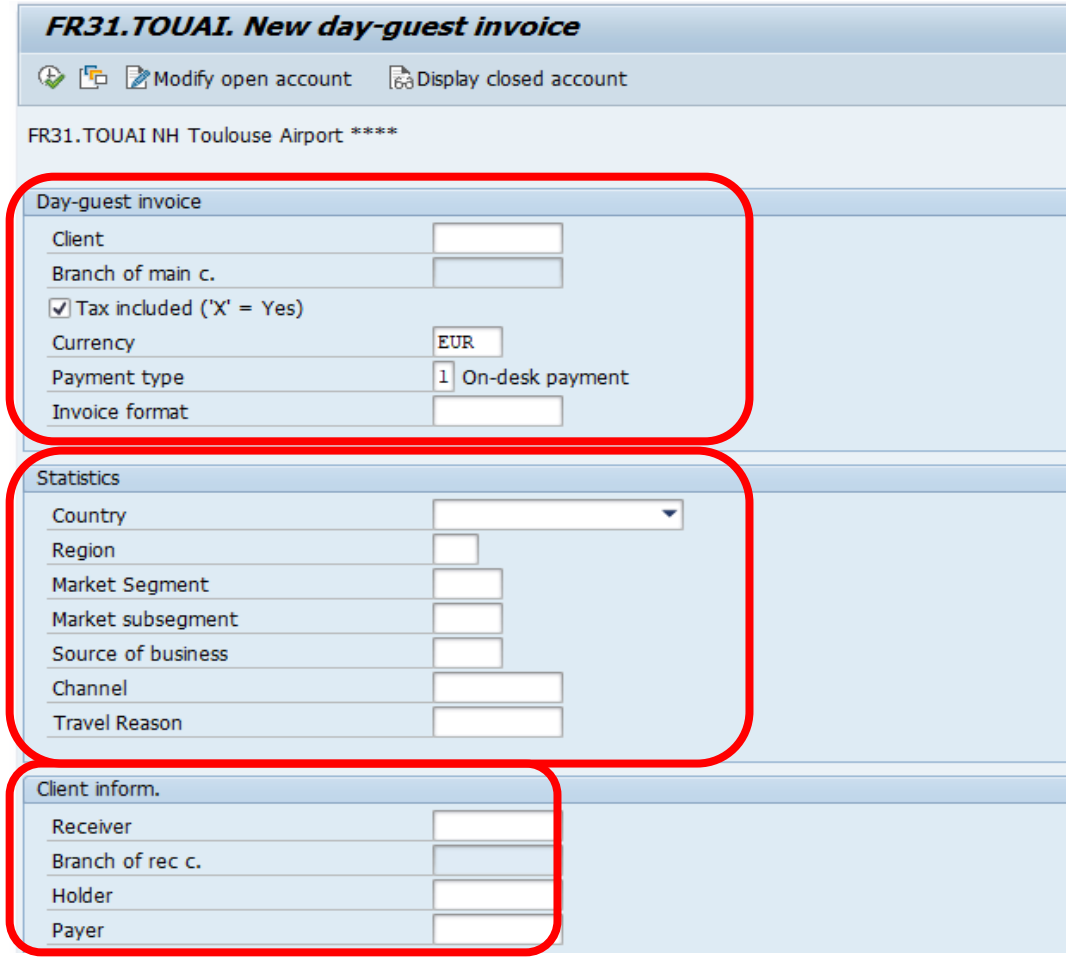
ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Day guest billing



Day Guest Billing

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

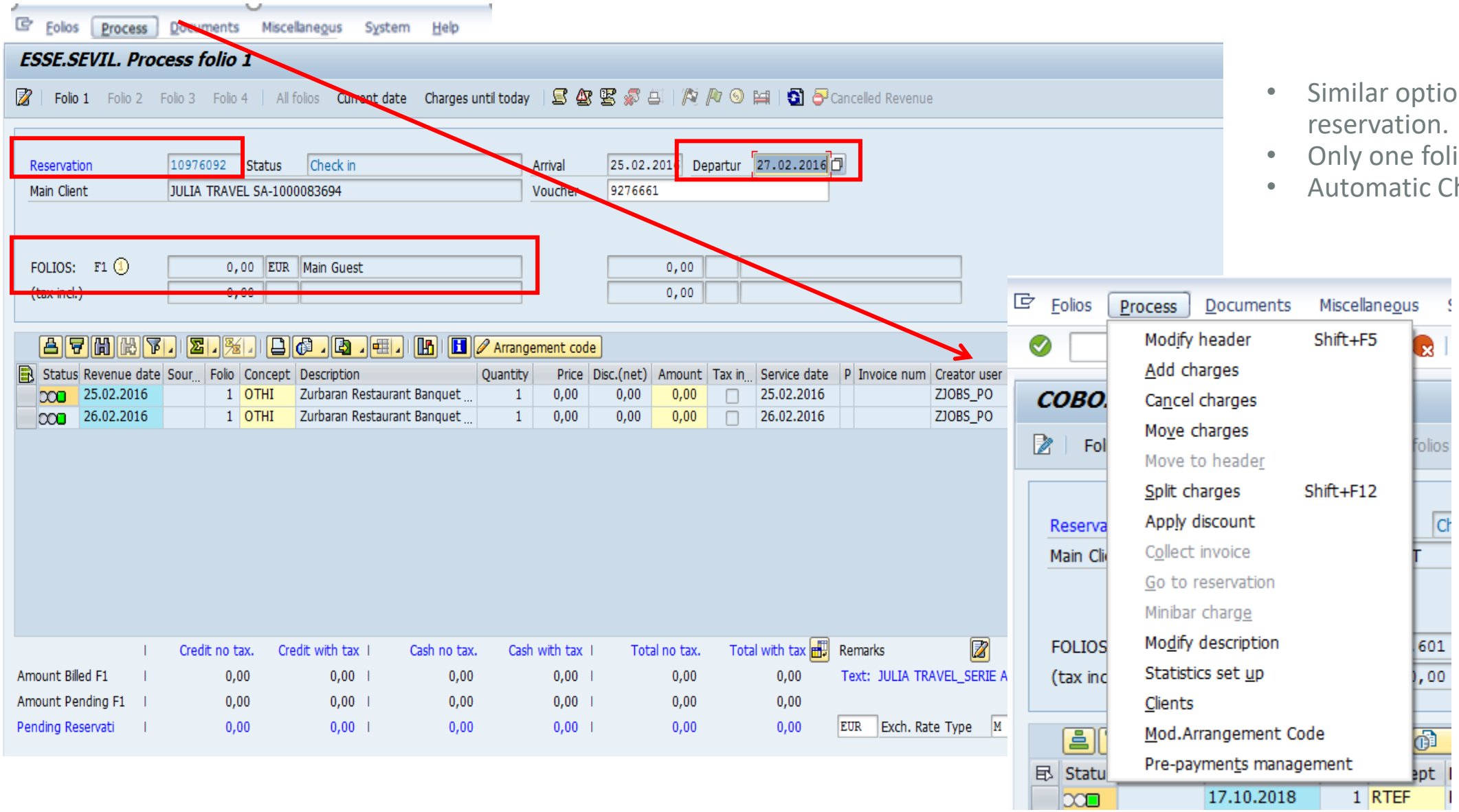


Day-Guest Invoice: mandatory fields

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

Client information: only if it is needed.

Day guest billing



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

MINOR HOTELS

Tills

ANANTARA HOTELS · RESORTS · SPAS

AVANI Hotels & Resorts

elewana COLLECTION

OAKS HOTELS · RESORTS · SUITES

nH HOTELS

nH COLLECTION HOTELS

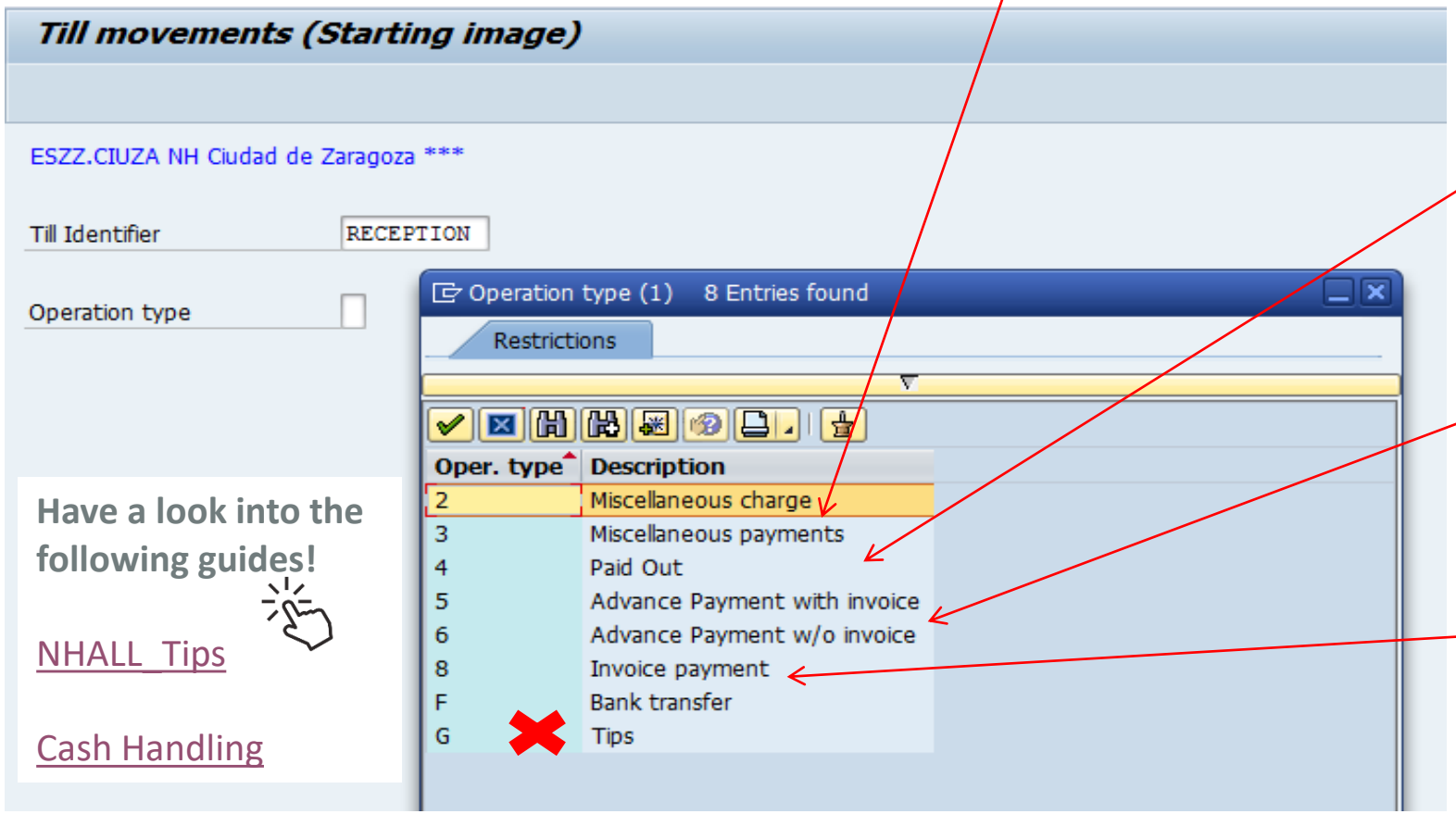
nhow HOTELS

TIVOLI HOTELS & RESORTS

Tills

Till movements

Miscellaneous charge & Miscellaneous payment



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

Have a look into the following guides!

NHALL_Tips

Cash Handling

Tills

Display 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 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	
Target business area	0045

☐ Till does not self-balance

☐ Automatically refill float in self-balance

☐ Check Balance in Night A

Ledger account	
Associated till	57000002
Till transfer	
Transfer client	5008000045
Adjustments	57000002

GL Account

Associated

Till transfer

Transfer cli

Adjustment

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	S045005266		
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	S045005267		
Invoice paym...	PPVISA	79,79	EUR	HESMALAGRE...	21.11.2018	04:16:47	4045105460	97314	Cobro de anti...
Invoice paym...	PPVISA	219,55	EUR	HESMALAGRE...	21.11.2018	04:56:08	S045005268	97315	Cobro de anti...

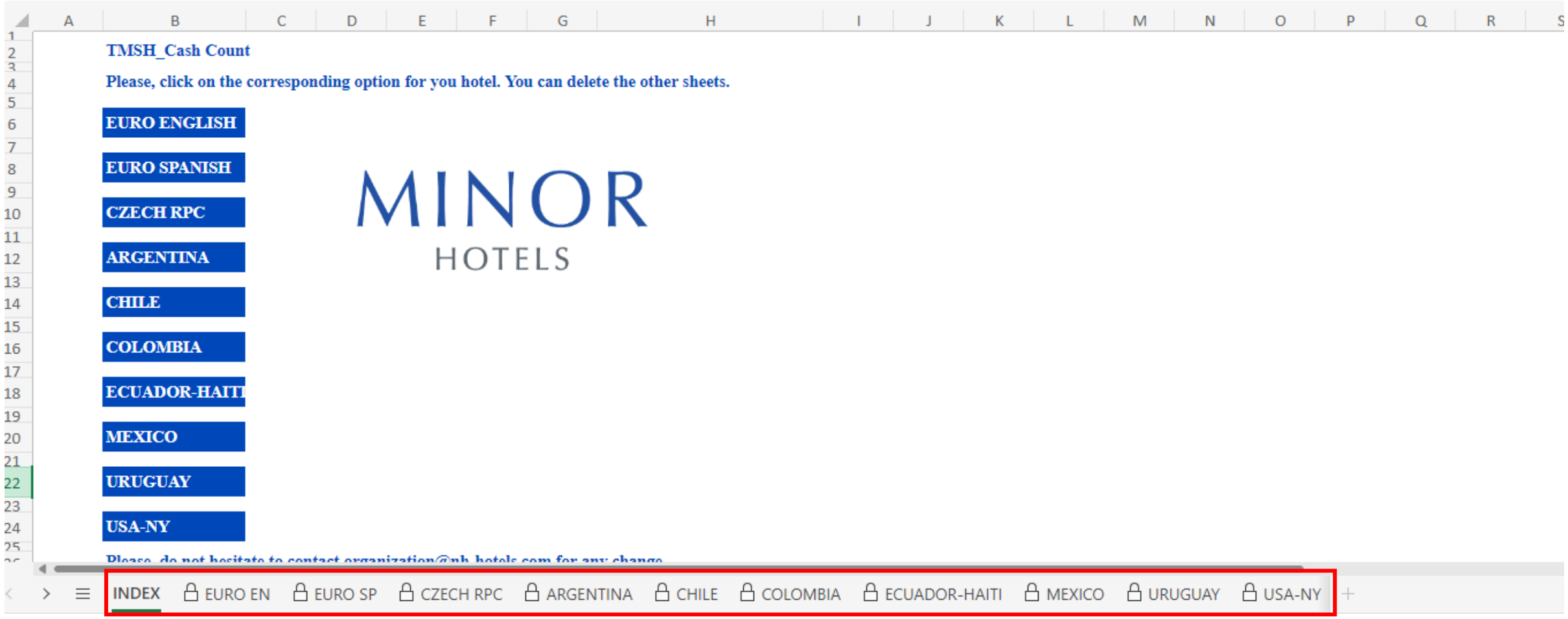
Totals Balance on 21.11.2018

Balanc

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

Tills

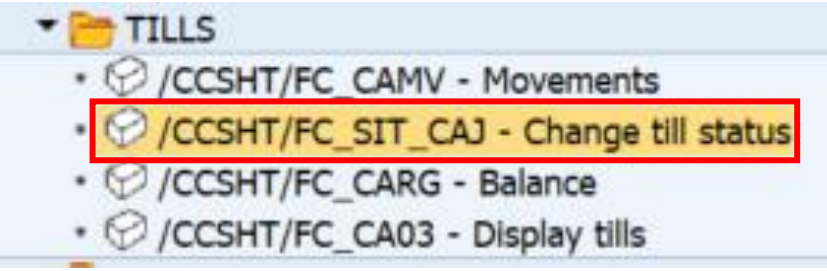
Cash Count Template

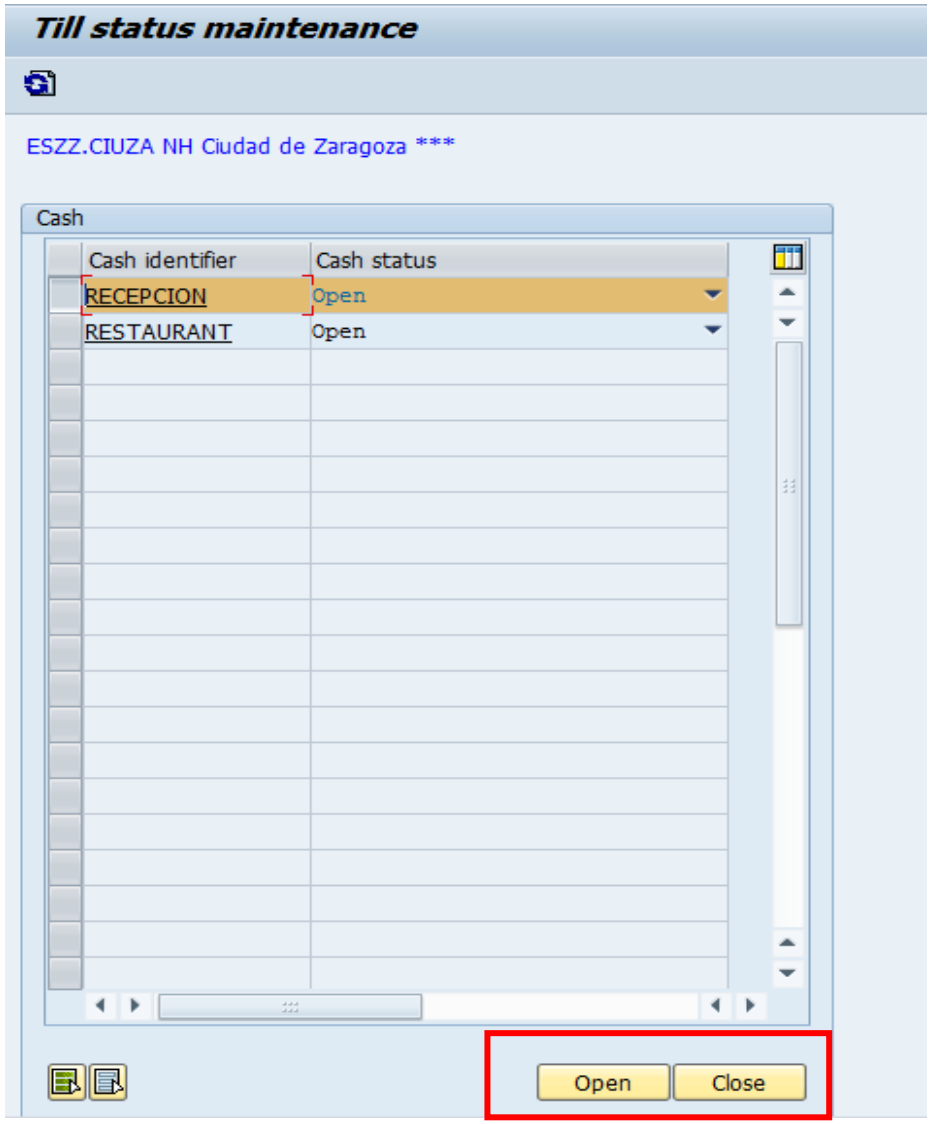


Download the template! Cash Count Template

Tills

Change Tills Status



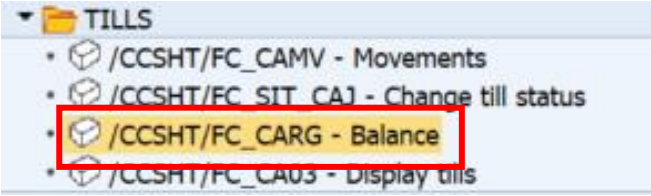


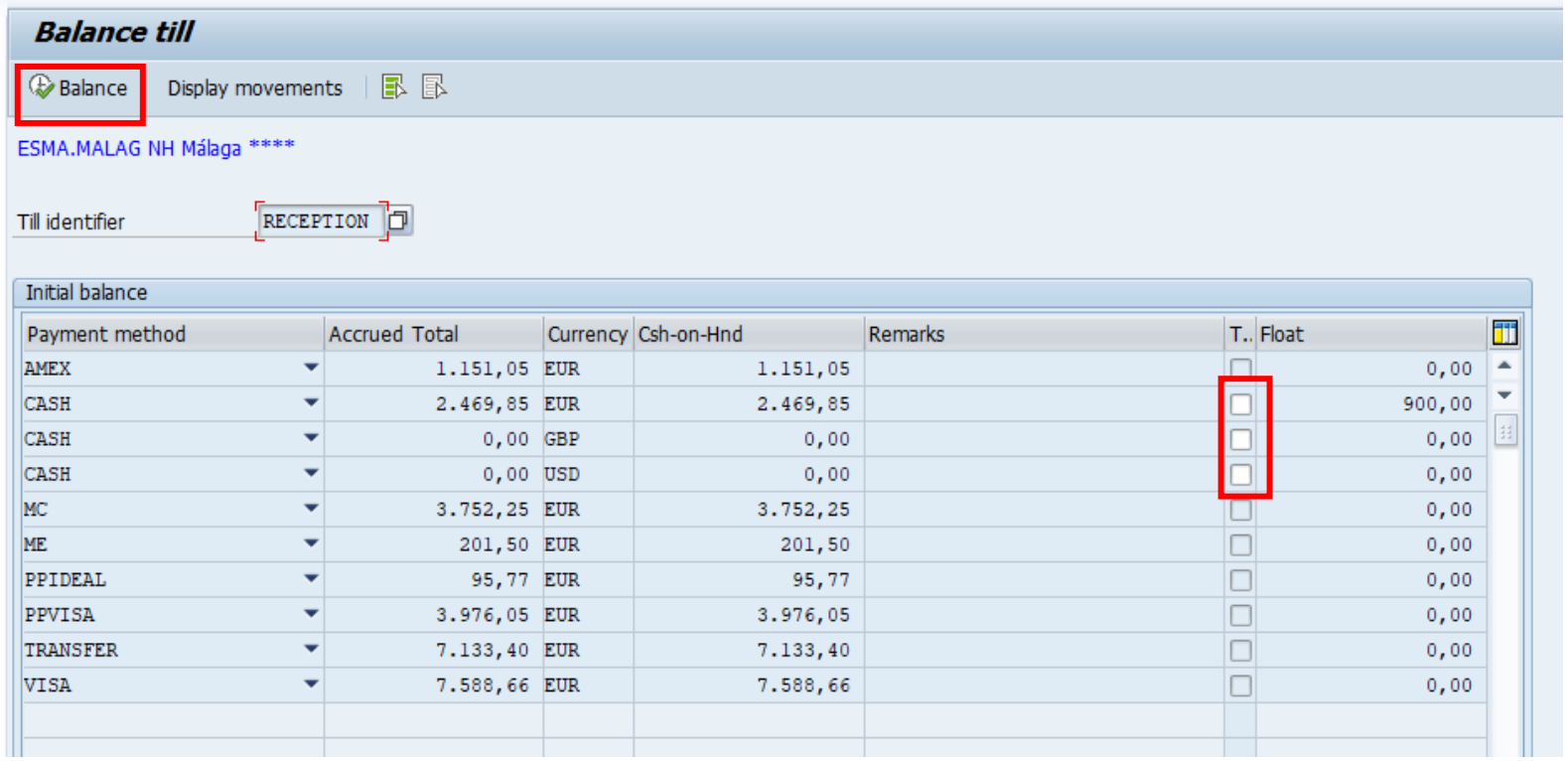
It is necessary to complete this step before balancing and before completing the night audit process.

Tills

Tills Balance

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





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

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

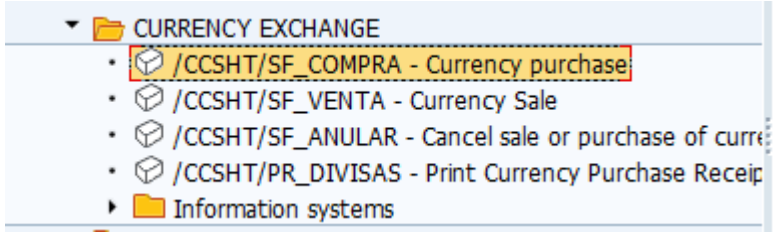
MINOR HOTELS

Currency exchange

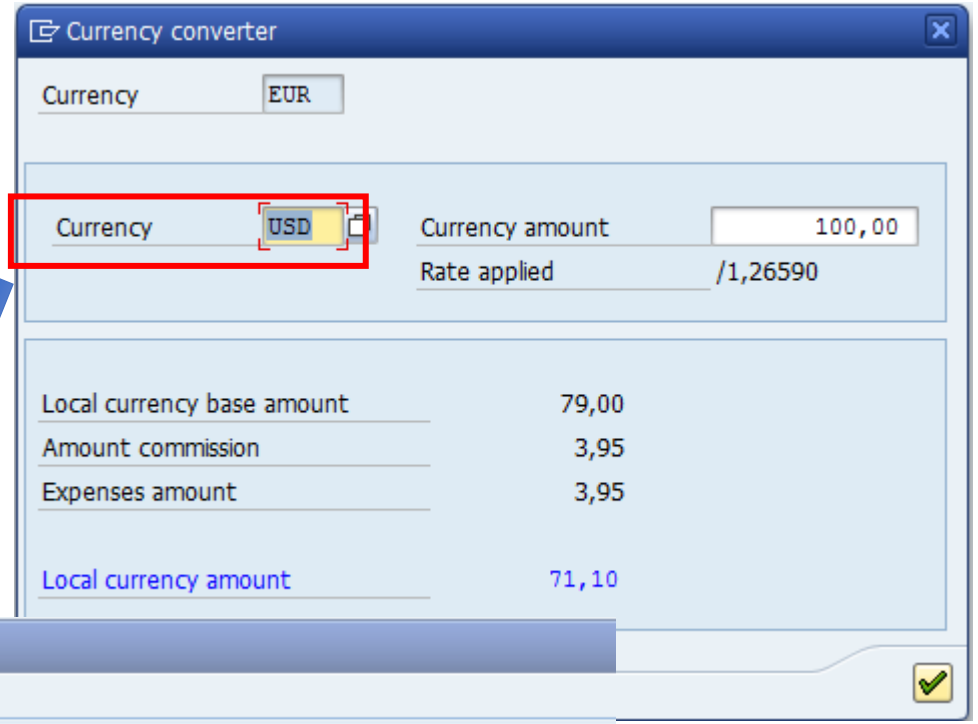
ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

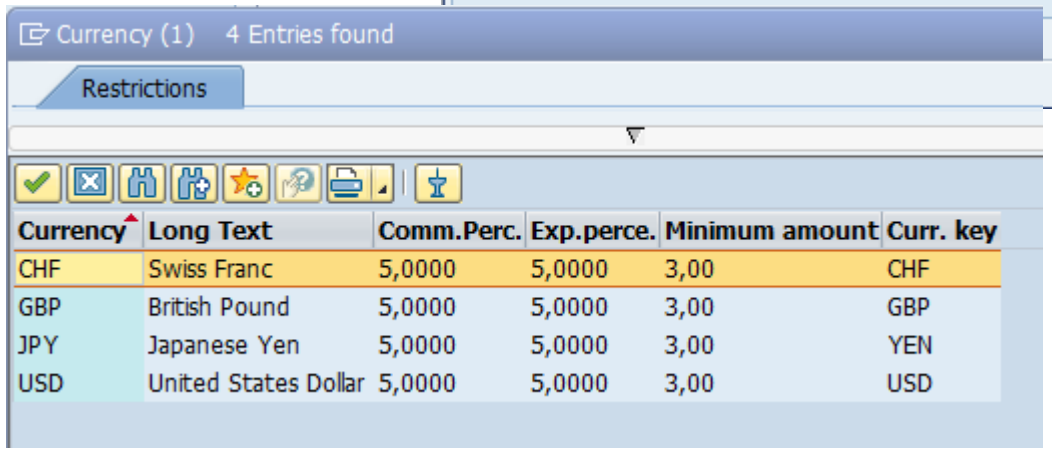
Currency exchange

Currency Converter



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





Currency	Long Text	Comm.Perc.	Exp.perce.	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

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

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

TMS will print 2 receipts.

One of them should be signed by the guest.

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

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

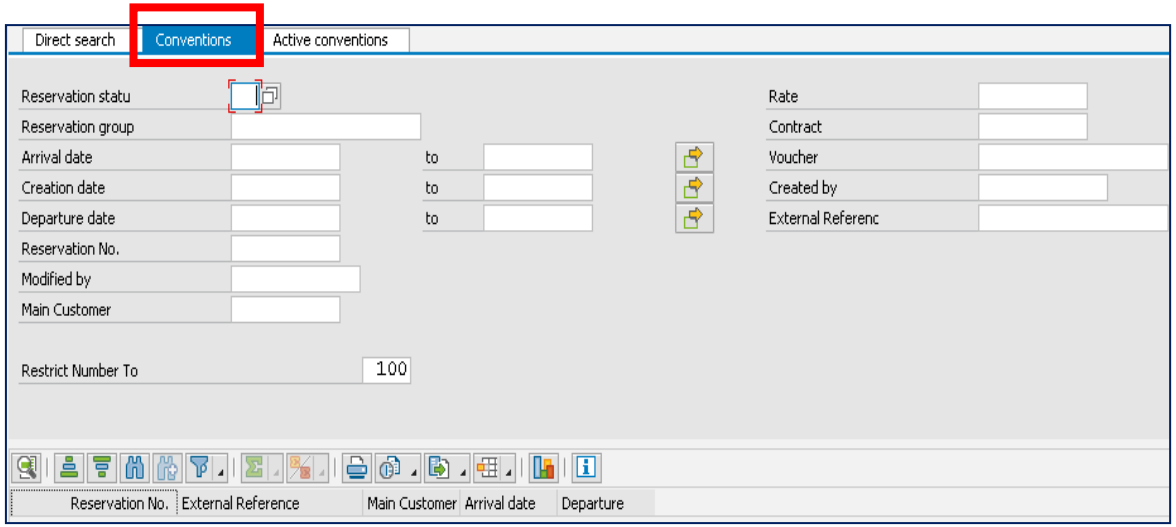
nH COLLECTION HOTELS

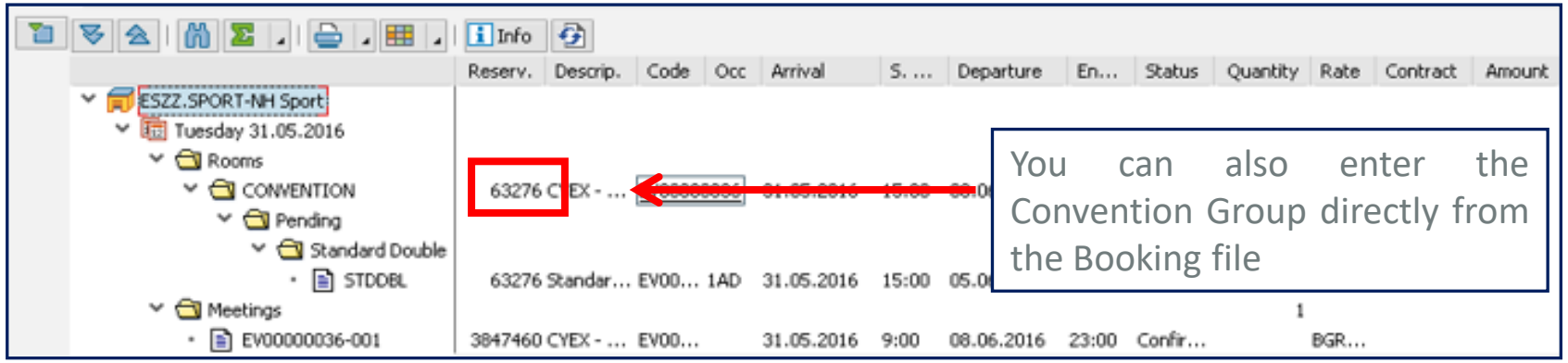
nhow HOTELS

TIVOLI HOTELS & RESORTS

Search convention group

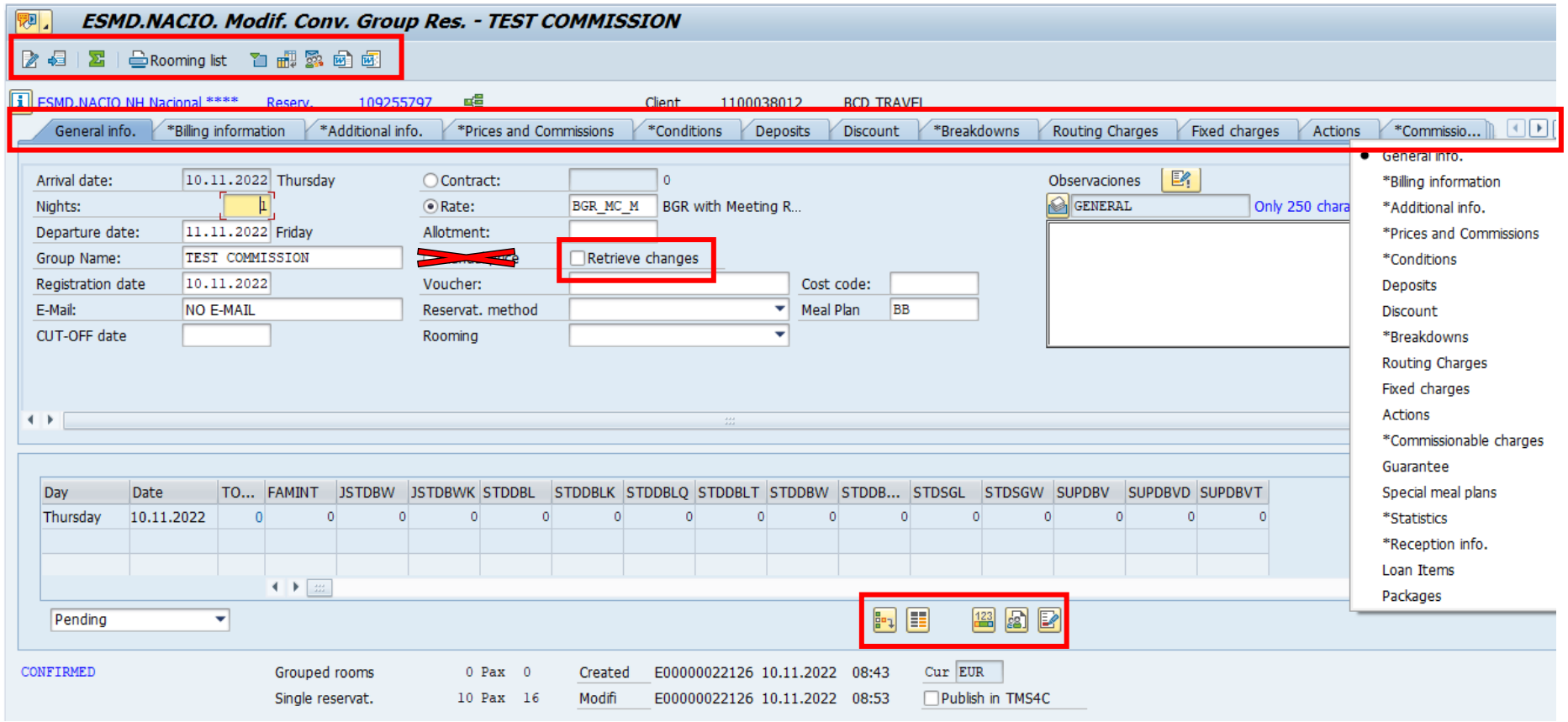
- RESERVATIONS
  - Individuals
  - Groups / Events
    - Booking File
    - Quotation tool
    - Groups /Families
    - Convention groups
      - /CCSHT/RS01_GR_CONV - Create conference group
      - /CCSHT/RS02_GR_CONV - Modify conference group
      - /CCSHT/RS03_GR_CONV - Display conference group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





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

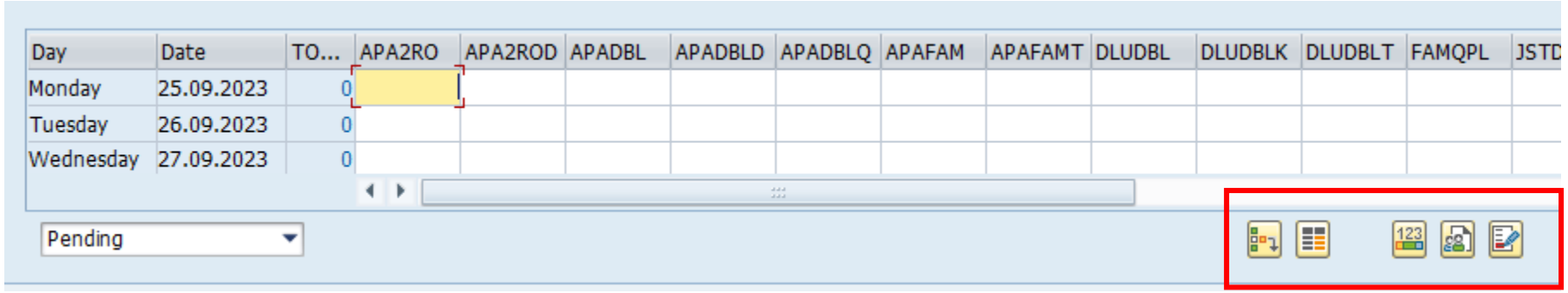
Screen body



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



Free pending block

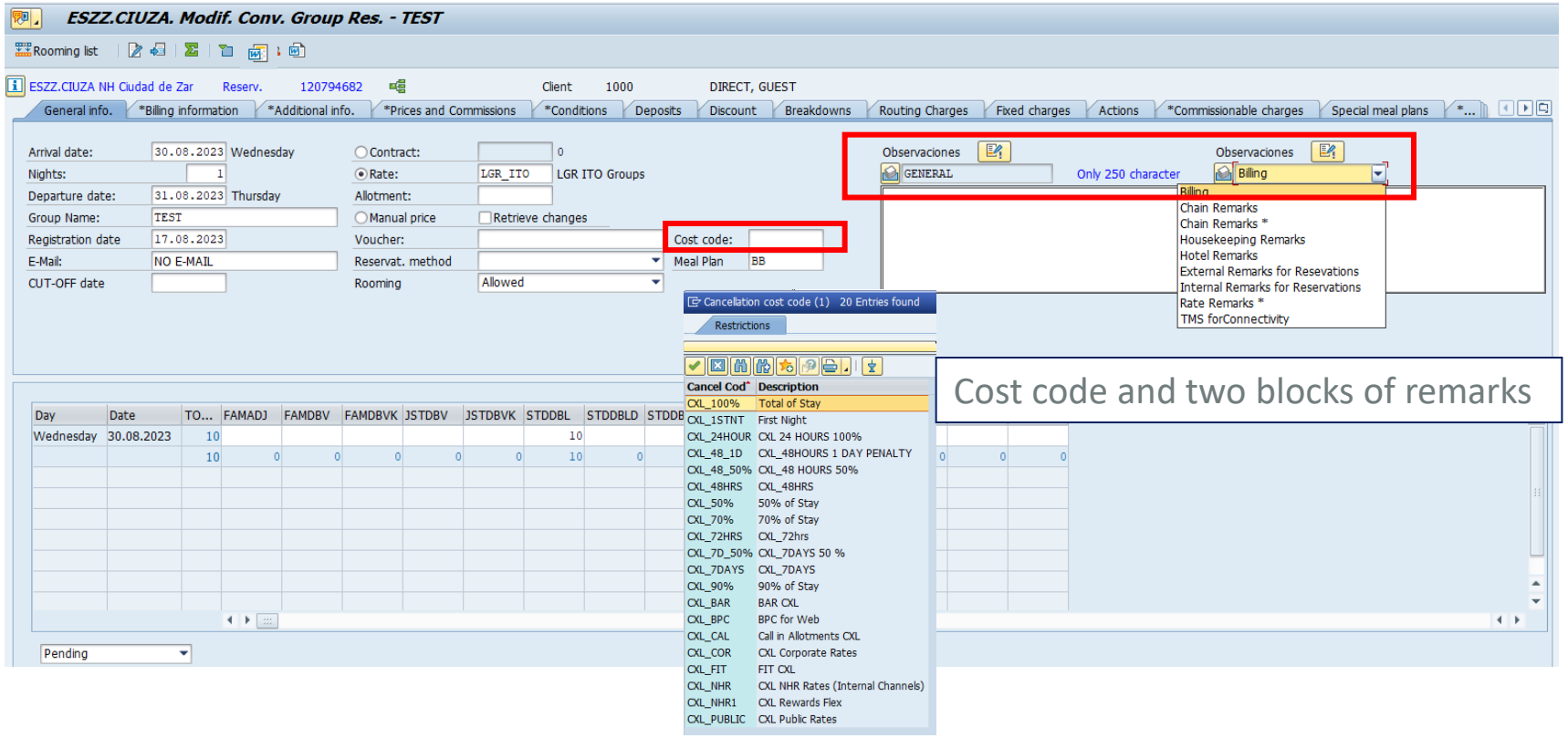
Block / Unblock

Order Room type

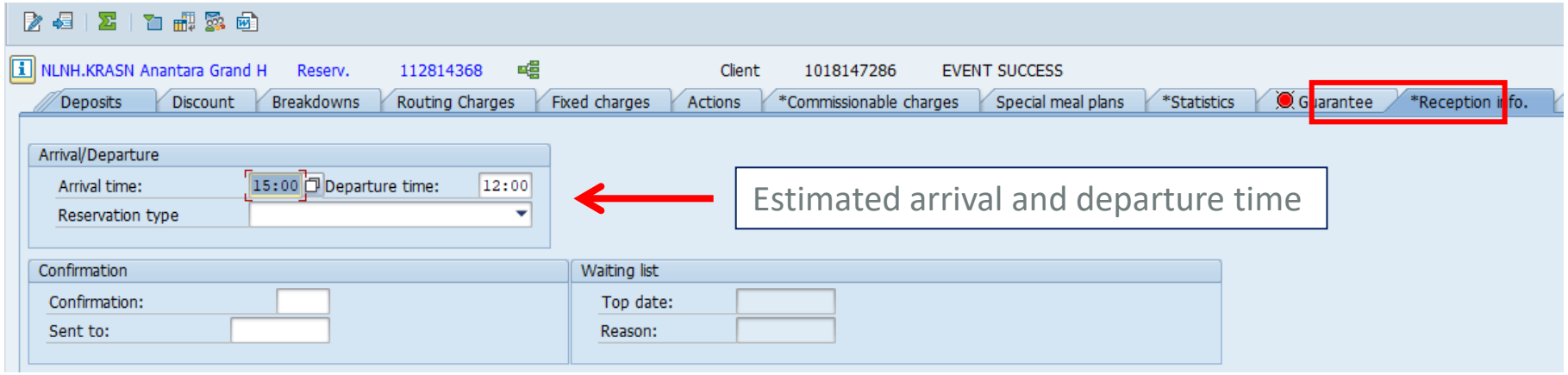
Standard pax

Historic modification of the grid

Screen body



Cost code and two blocks of remarks



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)

Print groups rooming list

Service order

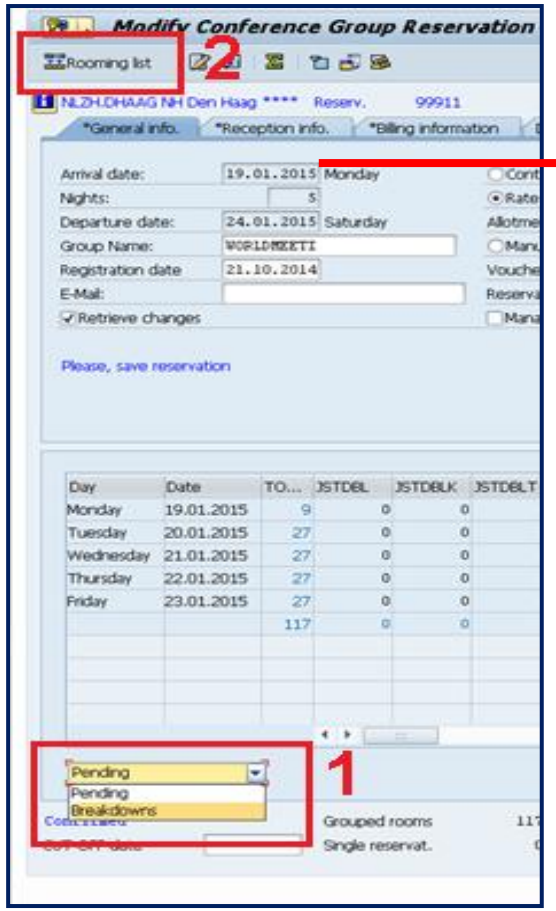
Show total reservations grid

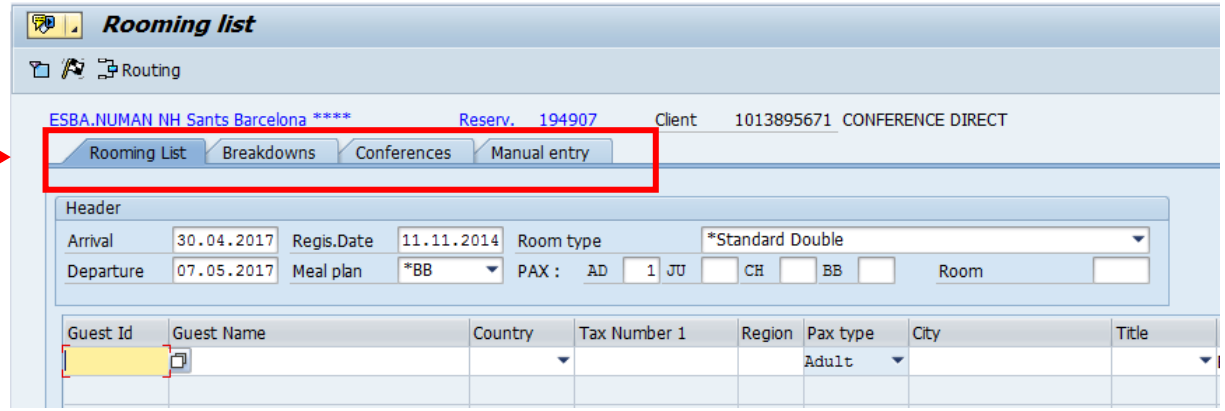
Billing / production details

Document delivery

Rooming list

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





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

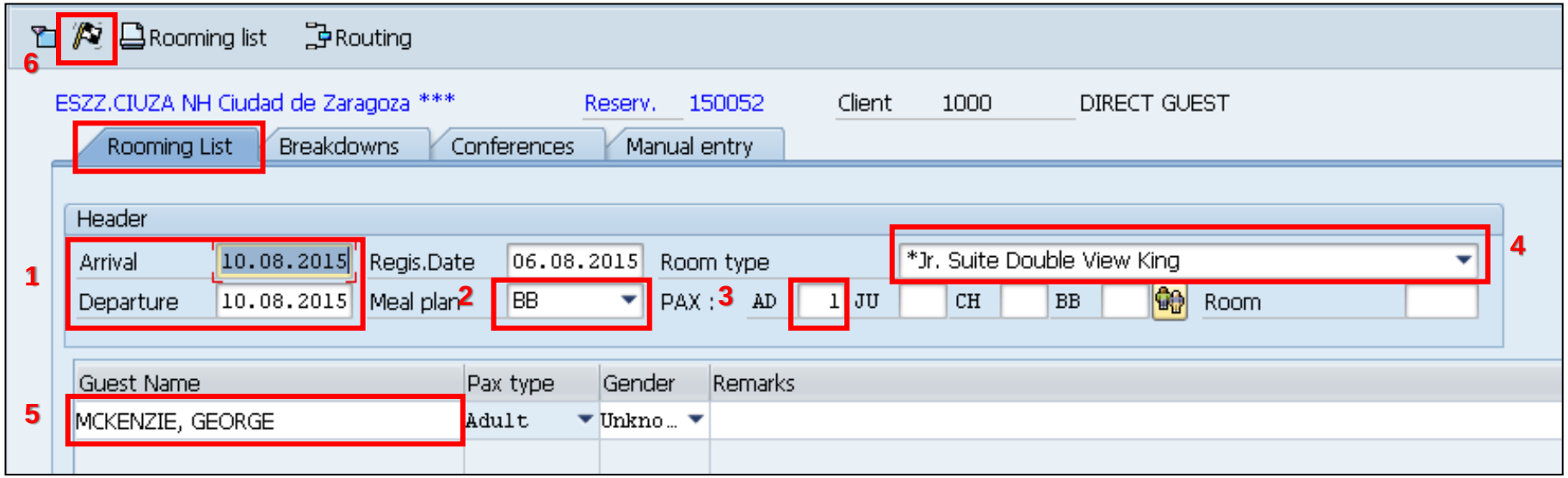
Conferences → Use this option to break down all the group at the same time.

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:

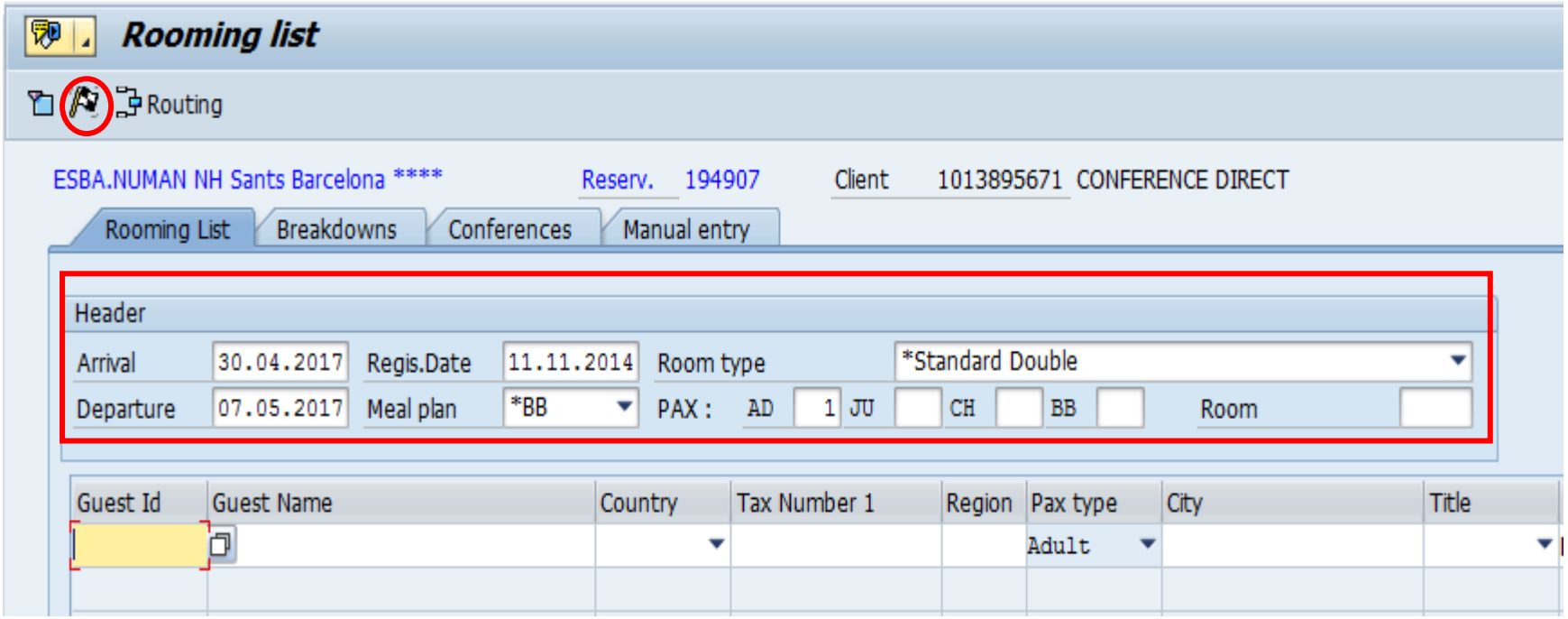
1. Select the arrival and departure date
2. Select the meal plan
3. Select the number of pax
4. Select the room type with the "*" at beginner of the description. Don´t use other type of room if it is not informed in the grid of the group.
5. Fill in the name of the guest
6. Press



Rooming list

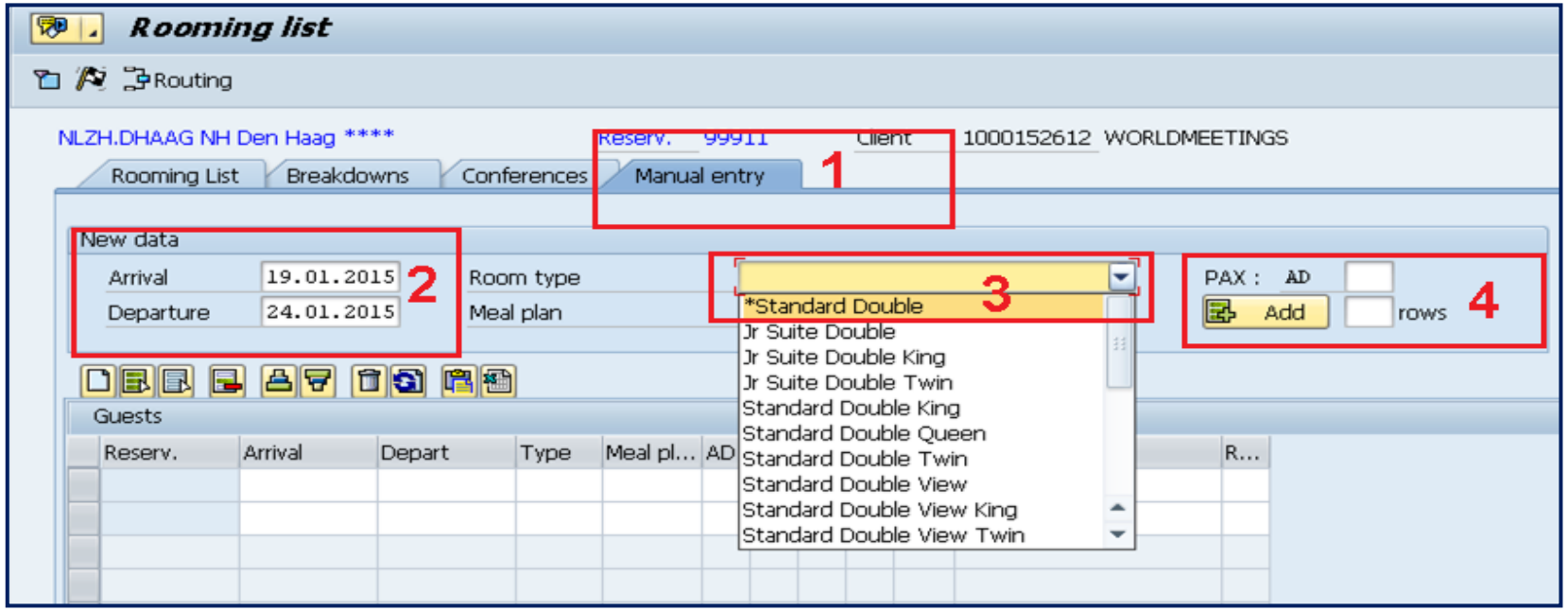
Rooming List - Breakdown

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



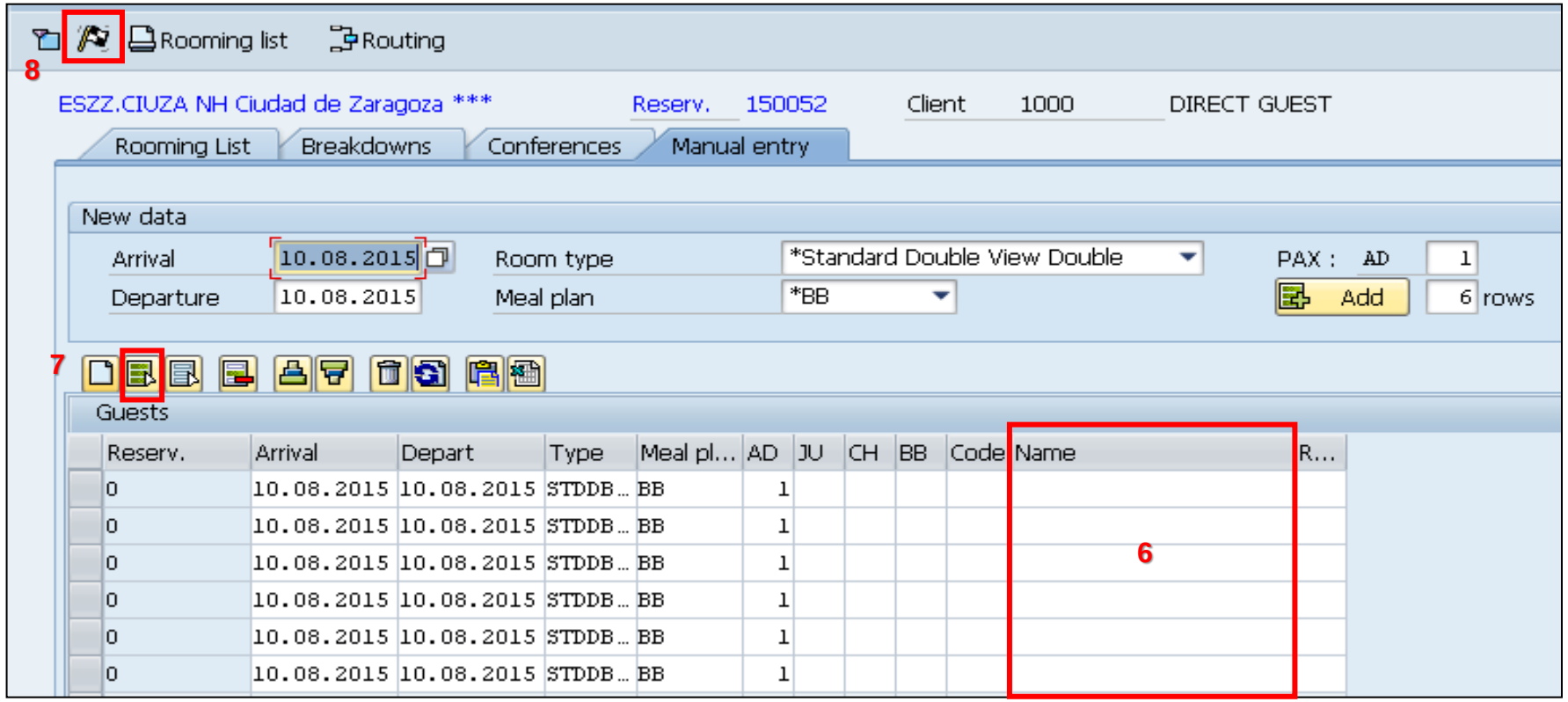
Rooming list

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”.



Rooming list

6. Fill in the names of the guests
7. Select all
8. Flag off

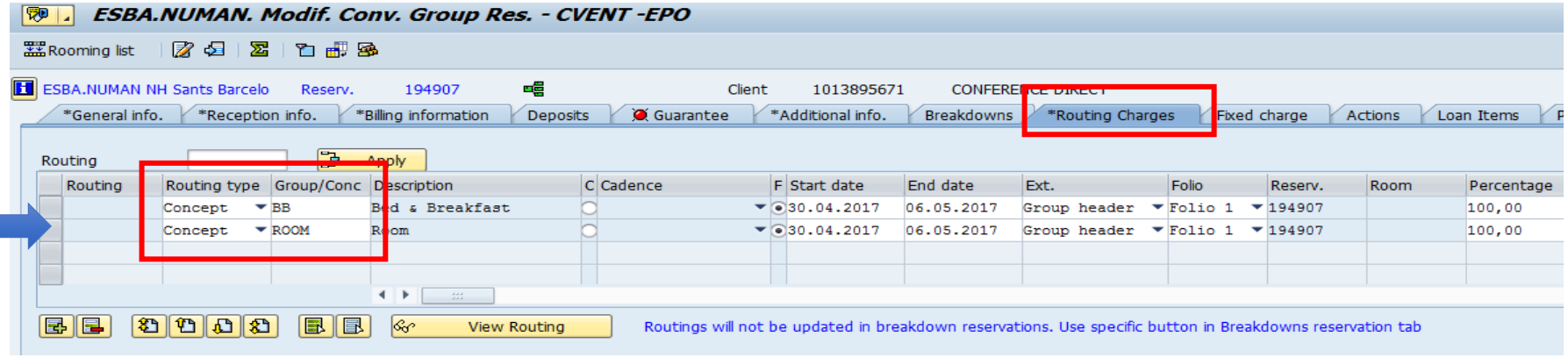


Convention group

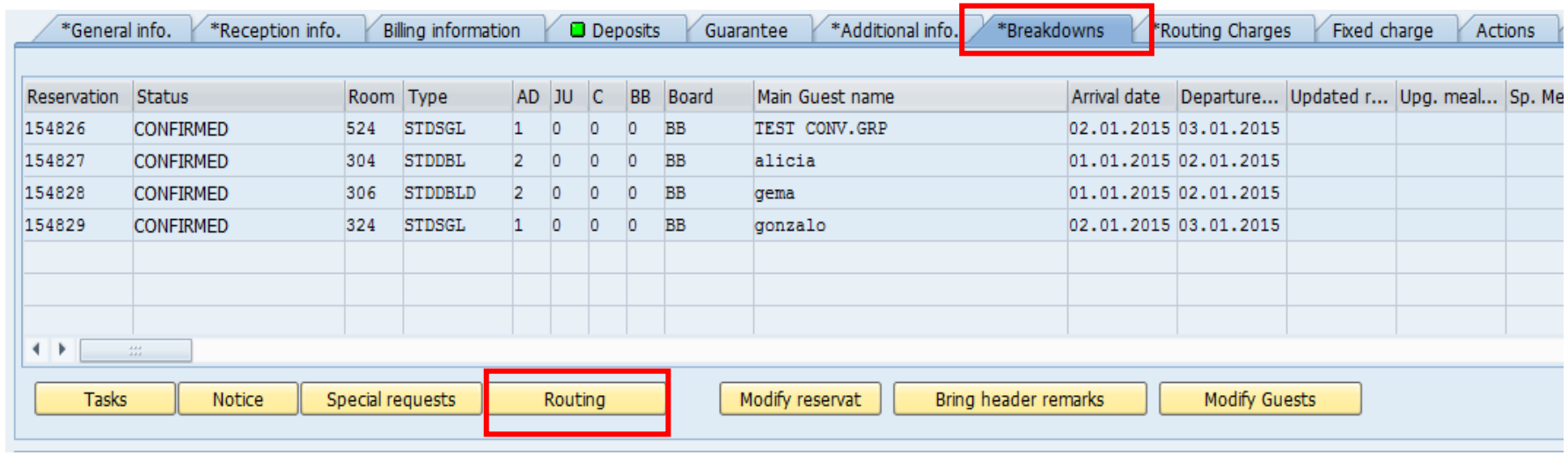
Routing charges

Before breaking down the reservations

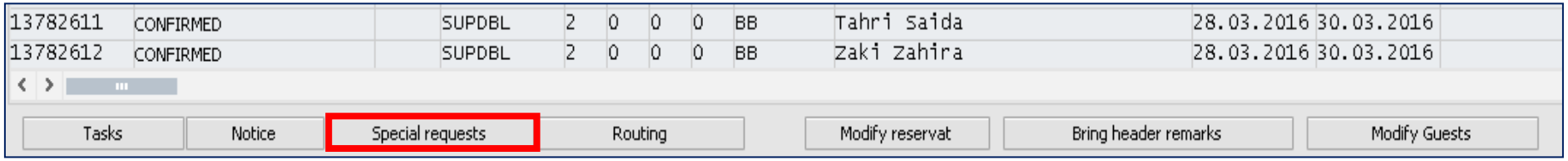
Inform the billing concepts:

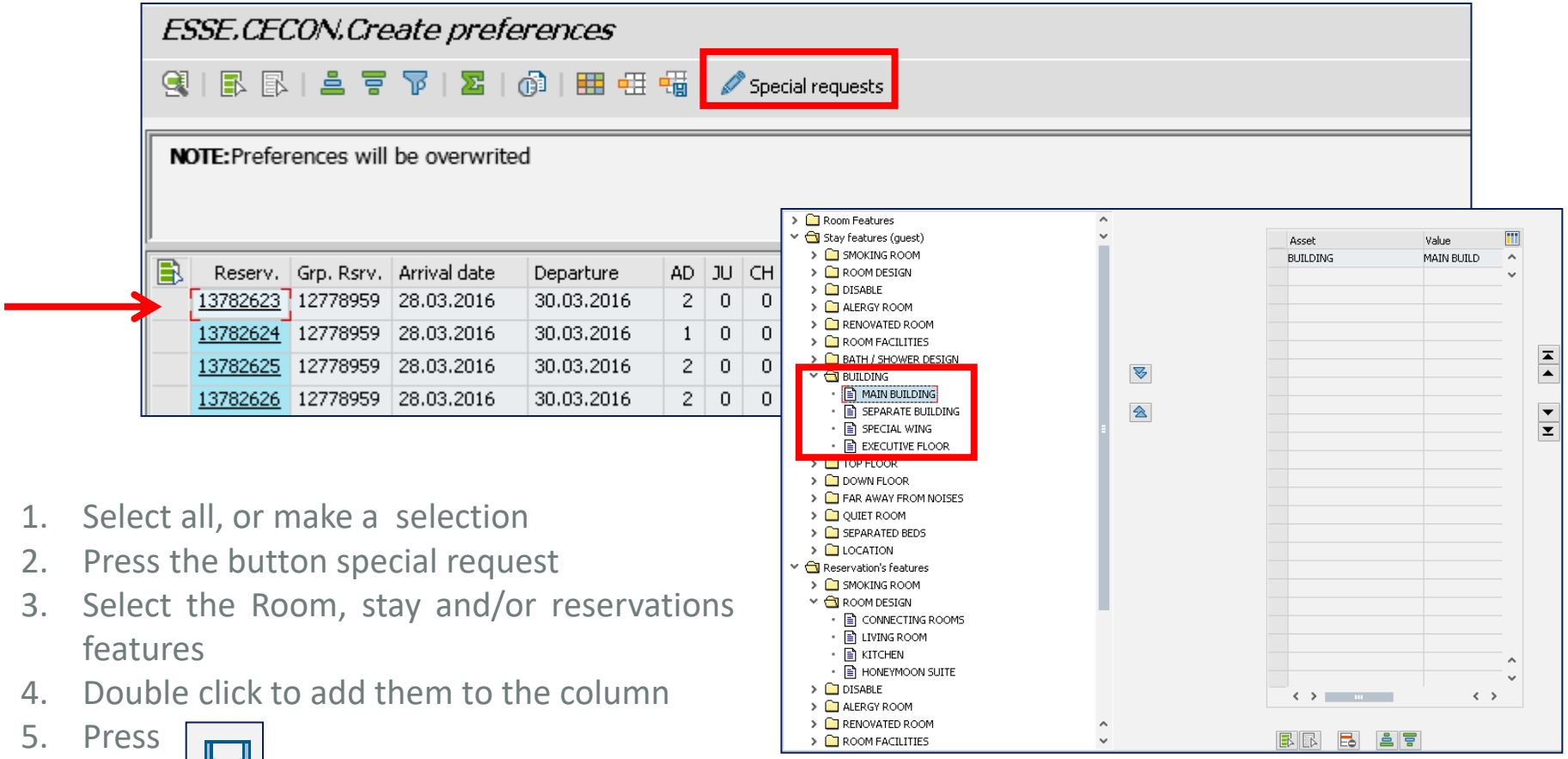


After breaking down the reservations



Breakdown - Special Requests





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

Routing

NOTE: New routings will be overwrited 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	STDDBL		3	BB			DIDASKALION VECI	nacho	!
156977	157023	30.04.2016	01.05.2016	2	0	0	0	STDDBL		3	BB			DIDASKALION VECI	caro	!
156978	157023	30.04.2016	01.05.2016	2	0	0	0	STDDBL		3	BB			DIDASKALION VECI	maribel	!
156979	157023	30.04.2016	01.05.2016	1	0	0	0	STDDBL		3	BB			DIDASKALION VECI	emma	!
156980	157023	30.04.2016	01.05.2016	1	0	0	0	STDDBL		3	BB			DIDASKALION VECI	guia	!

Routing | Apply

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		STDDBL	1	0	0	0	BB	UNO	10.11.2023	12.11.2023			
109290705	CONFIRMED		STDDBL	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	to
Modified by	
Main Client	
Room type	

☐ Include related reservations

☑ Selec. booking breakdown

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
☐ 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	

MINOR HOTELS

Family group

ANANTARA HOTELS · RESORTS · SPAS

AVANI Hotels & Resorts

elewana COLLECTION

OAKS HOTELS · RESORTS · SUITES

nH HOTELS

nH COLLECTION HOTELS

nhow HOTELS

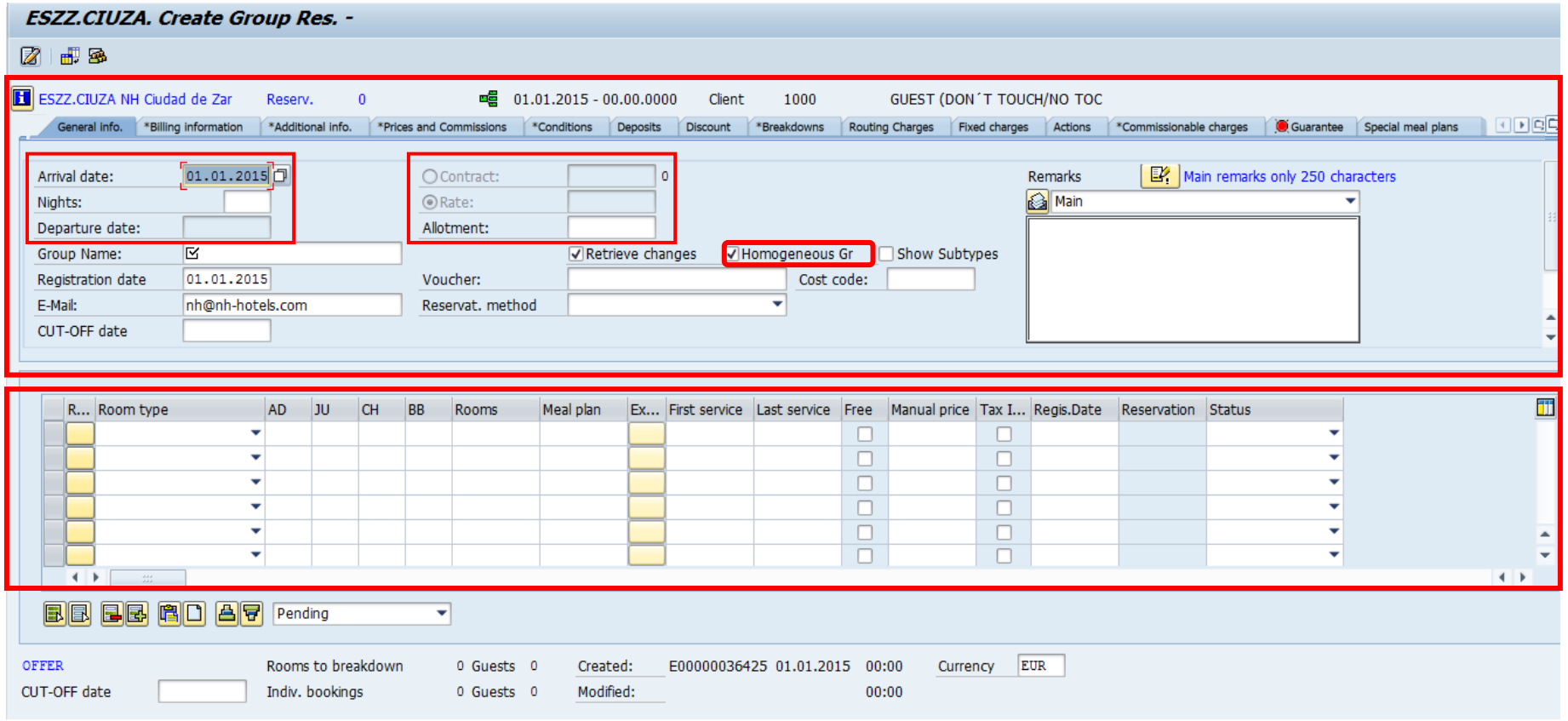
TIVOLI HOTELS & RESORTS

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.



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

Family group

Rooming List - Breakdown

Once the rooms are blocked, we proceed to breakdown accordingly

ESZZ.CIUZA. Modif. Group Res. - PRUEBA MIGUEL

Selected items breakdown | Rooming list

ESZZ.CIUZA NH Ciudad de Zar | 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:
Cost code:
Reservat. method

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).

There are 2 options to break down the reservations:

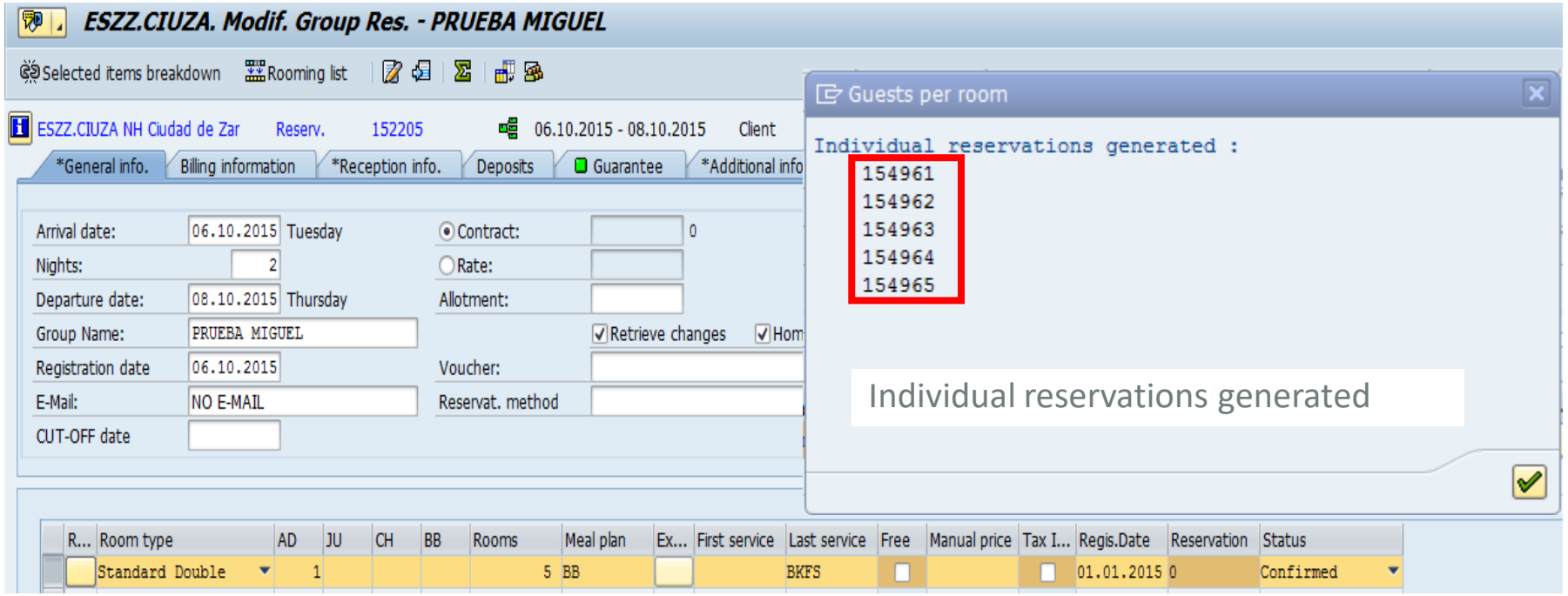
1- Select reservation row and click on Selected items breakdown
In the next step, it is possible to choose the number of the rooms to break down.

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

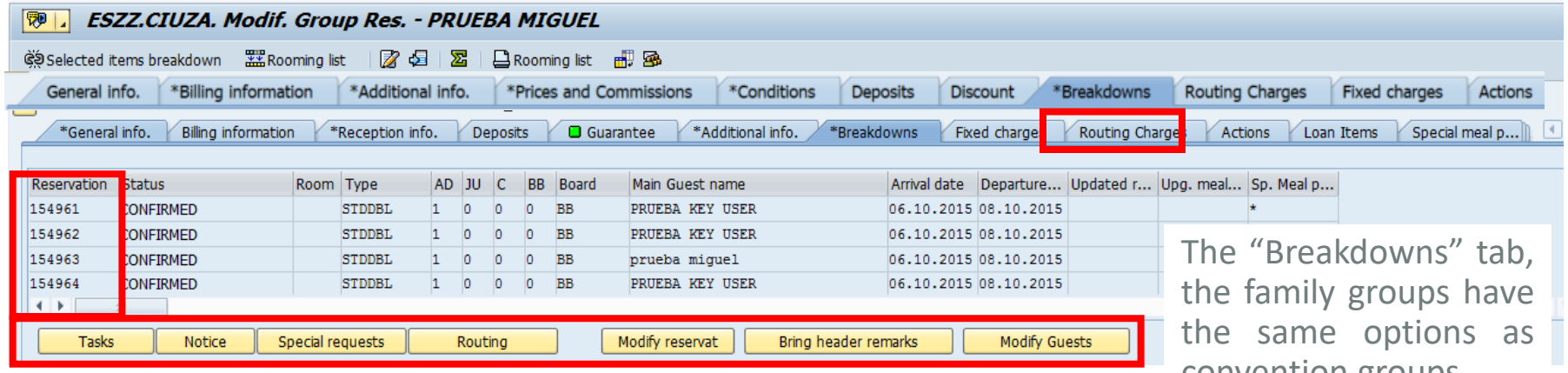
Family group

Rooming List - Breakdown

"Selected items breakdown" option



"Rooming List" option

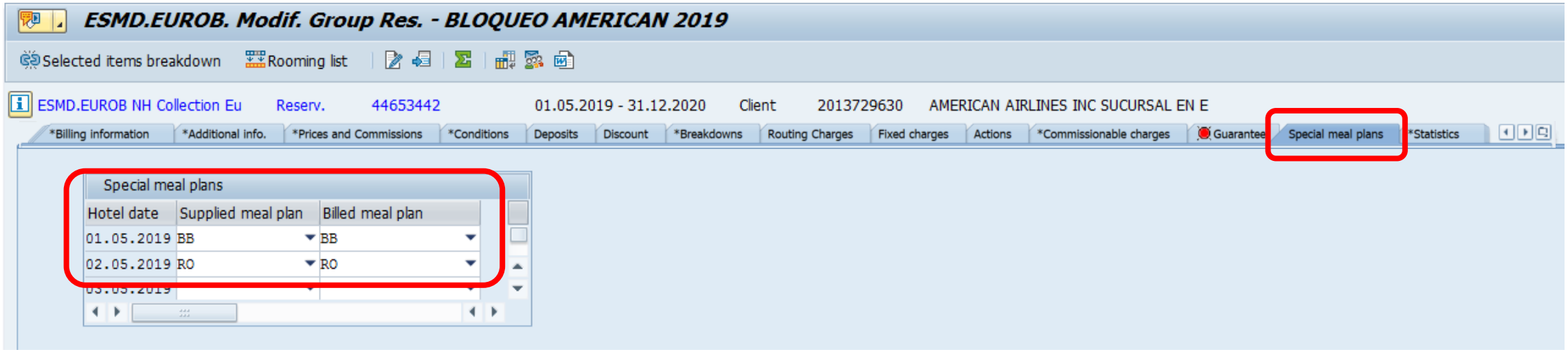


The "Breakdowns" tab, the family groups have the same options as convention groups.

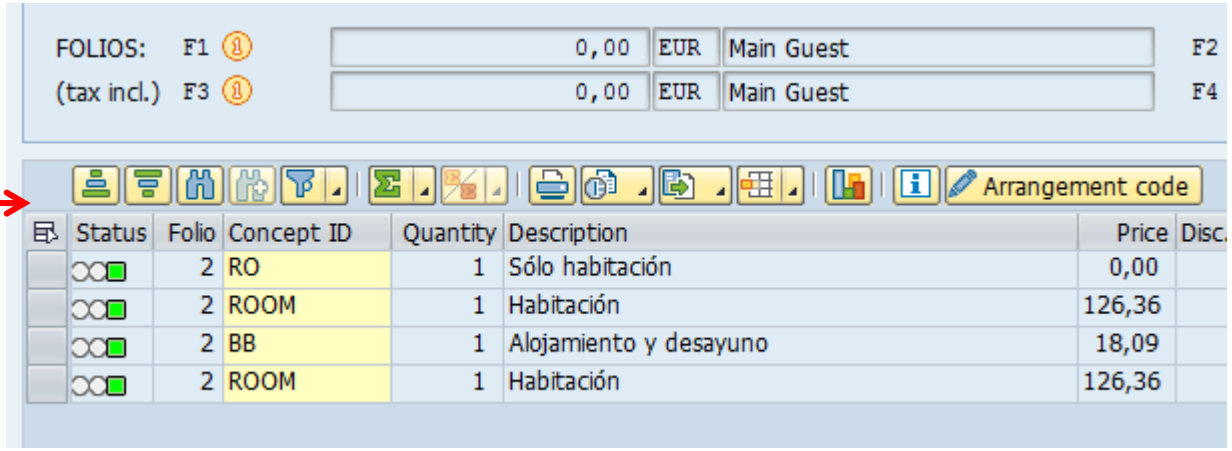
Family group

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:



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



MINOR HOTELS

Housekeeping

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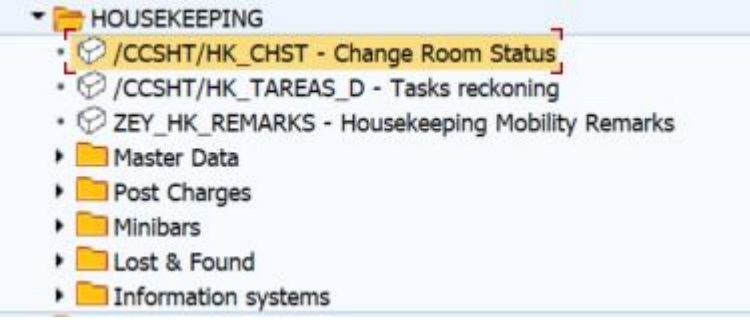
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

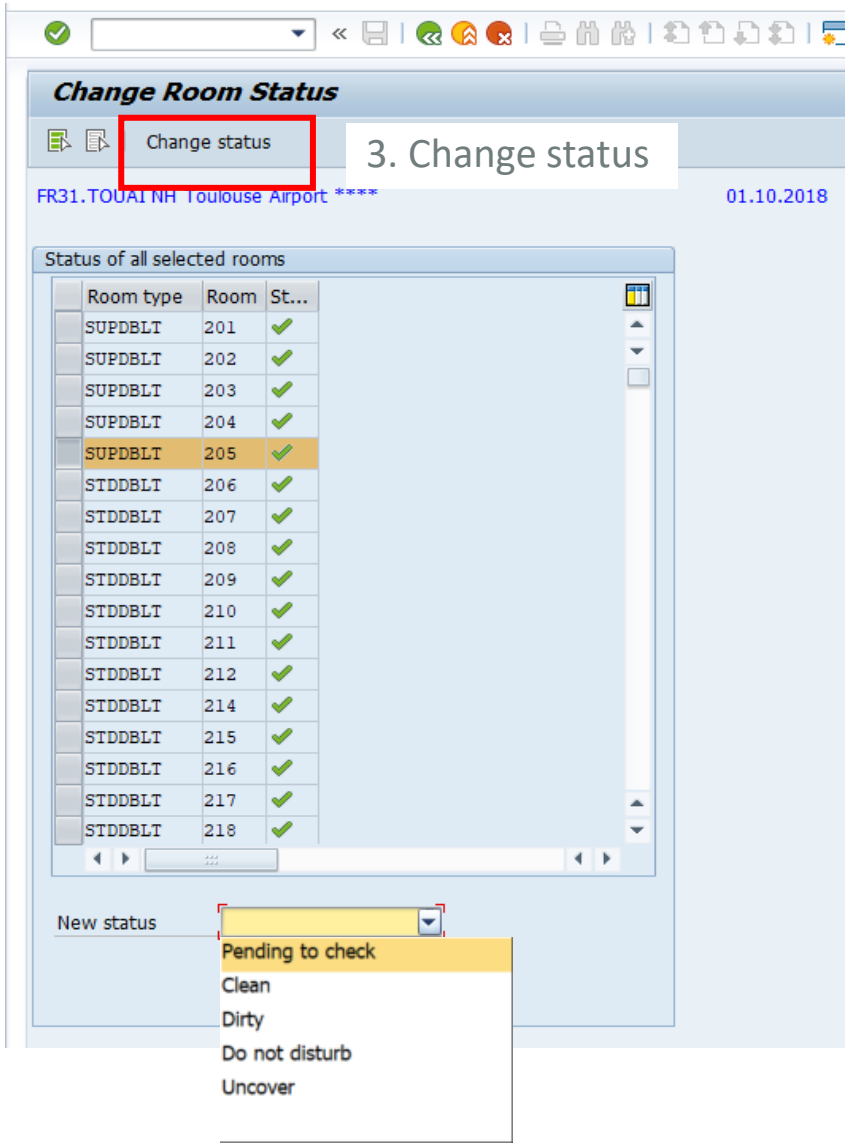
Housekeeping

Change room status



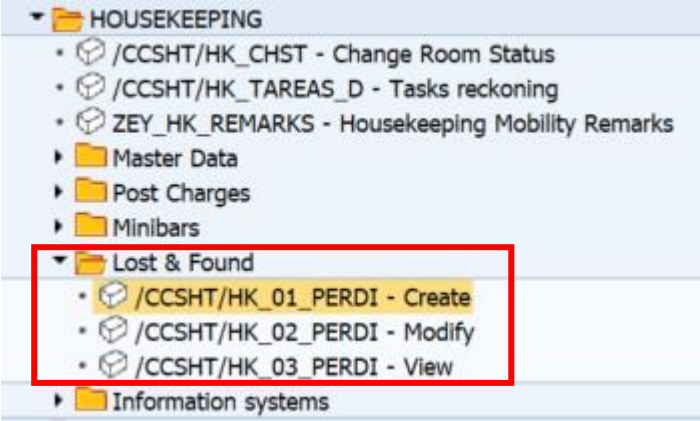
1. Select the room / rooms

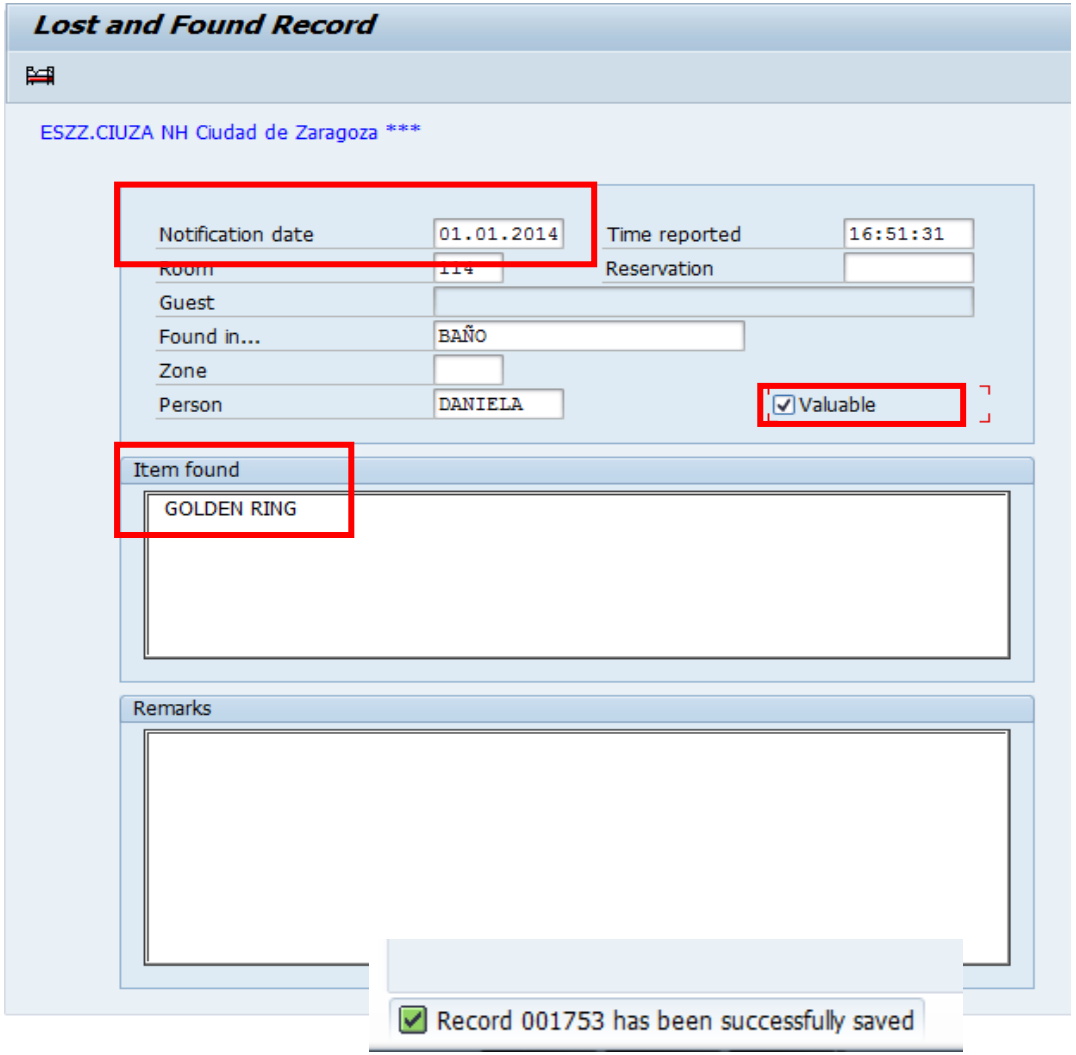
2. Select new status



Housekeeping

Lost & Found Creation





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	☑ Item claimed	
Zone		☐ Returned	
Person	DANIELA	☑ 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	☑ Item claimed	
Zone		☑ Returned	
Person	DANIELA	☑ Valuable	

Item found

GOLDEN RING

Remarks

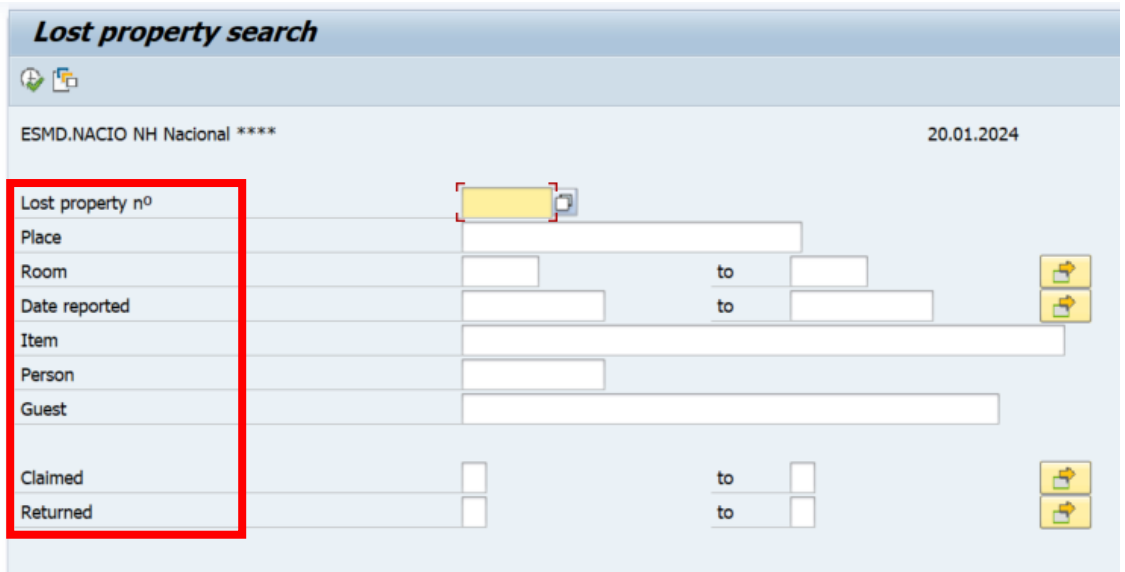
2ND JANUARY: NEXT FRIDAY (3RD JANUARY) GUEST WILL BE HERE TO PICK UP THE RING.

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



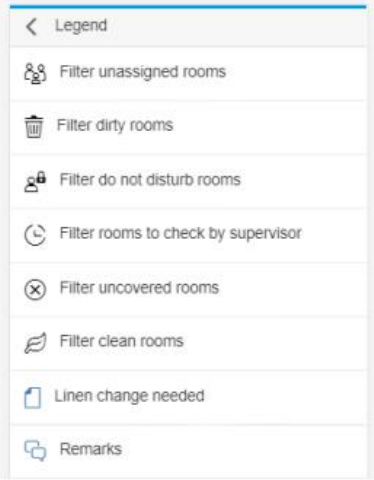
Handling lost and found items

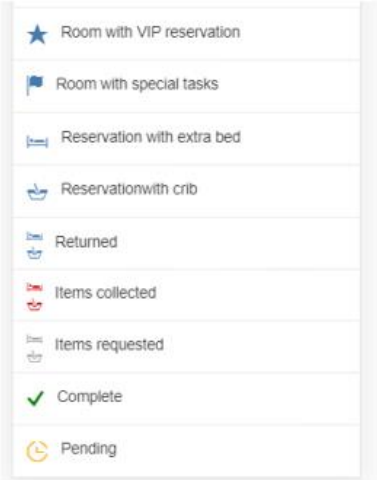
Quick guide lost and found items
All countries

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 Housekeeping Mobility User Guid	JIRA, Mobility, Housekeeping	› HOTEL_OPERATIONS_FRONT_OFFICE › IN_HOUSE_MANAGEMENT › MANUAL & GUIDE	English
Housekeeping Mobility APP (Italia 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

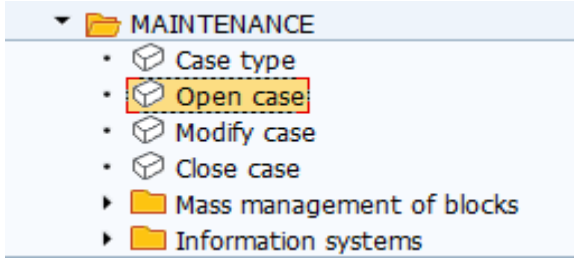
MINOR HOTELS

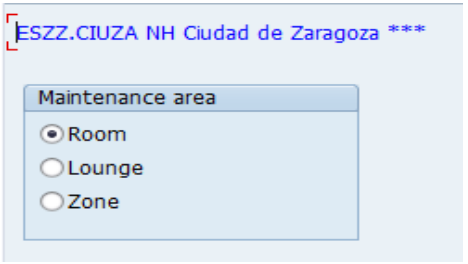
Maintenance

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Maintenance

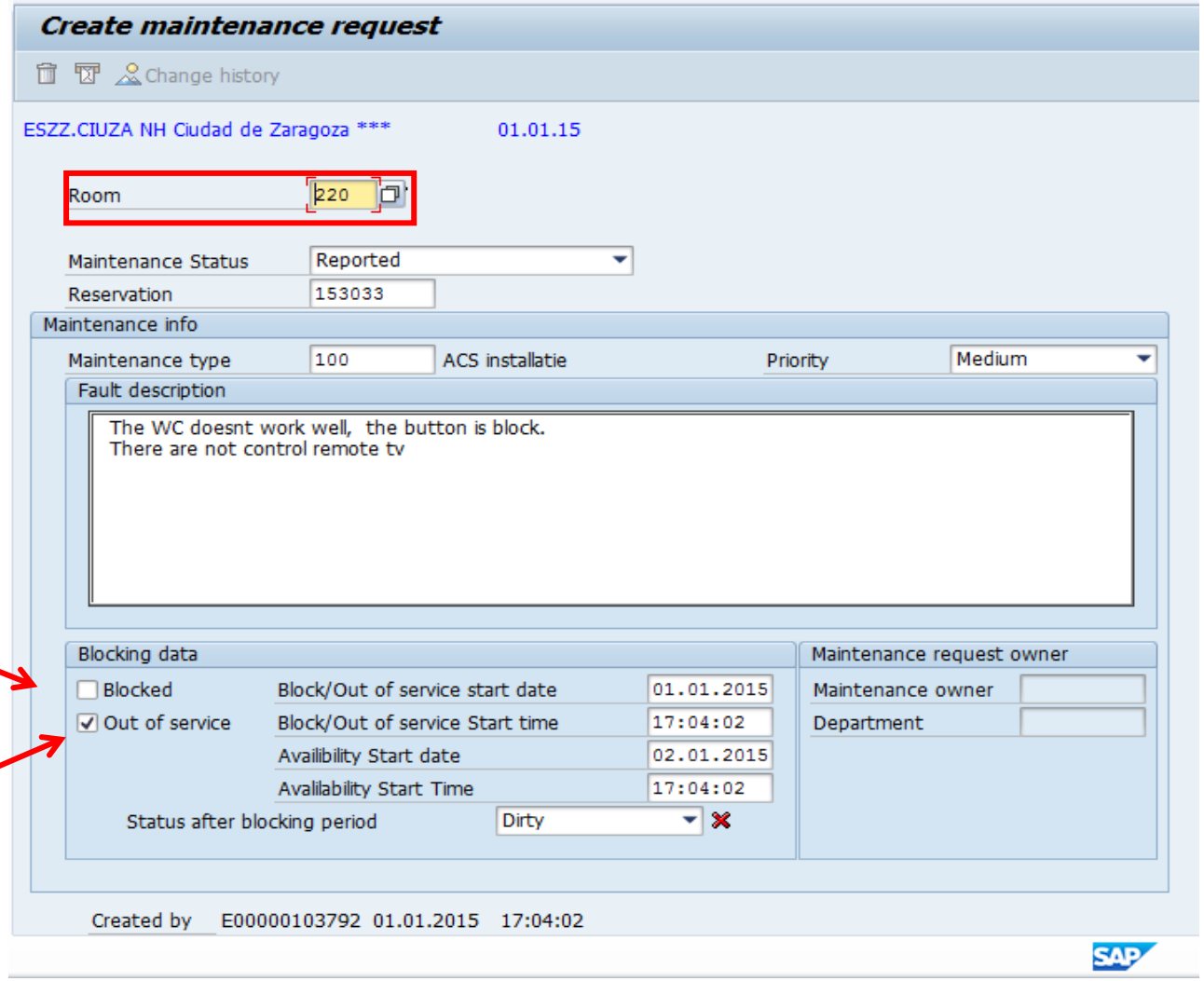
Open case





Room removed of the hotel sales.

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



Maintenance

Modify / Close case

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

Close maintenance request

Change history

FR31.TOUAI NH Toulouse Airport **** 01.10.18

Fault ID code: 1074891
Incident status: In process
Room: 216 Reservation: 0

Maintenace record

Incident type: 068 TELEPHONE Priority:

Fault description

test

Blocking data

- [ ] Blocked
- [x] Out of service

Block/Out of service start date: 01.10.2018
Block/Out of service Start time: 16:31:47
Availibility Start date: 02.10.2018
Availability Start Time: 16:31:47
Status after blocking period: Clean

Maintenace request owner

Maintenace owner: TEST
Department: MTN

- [ ] Checked by guest

Closing resp.: FRAN

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

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

MINOR HOTELS

Night Audit Process

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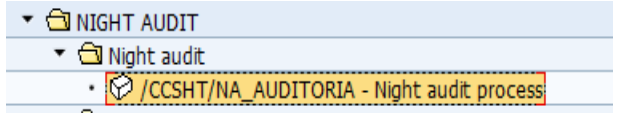
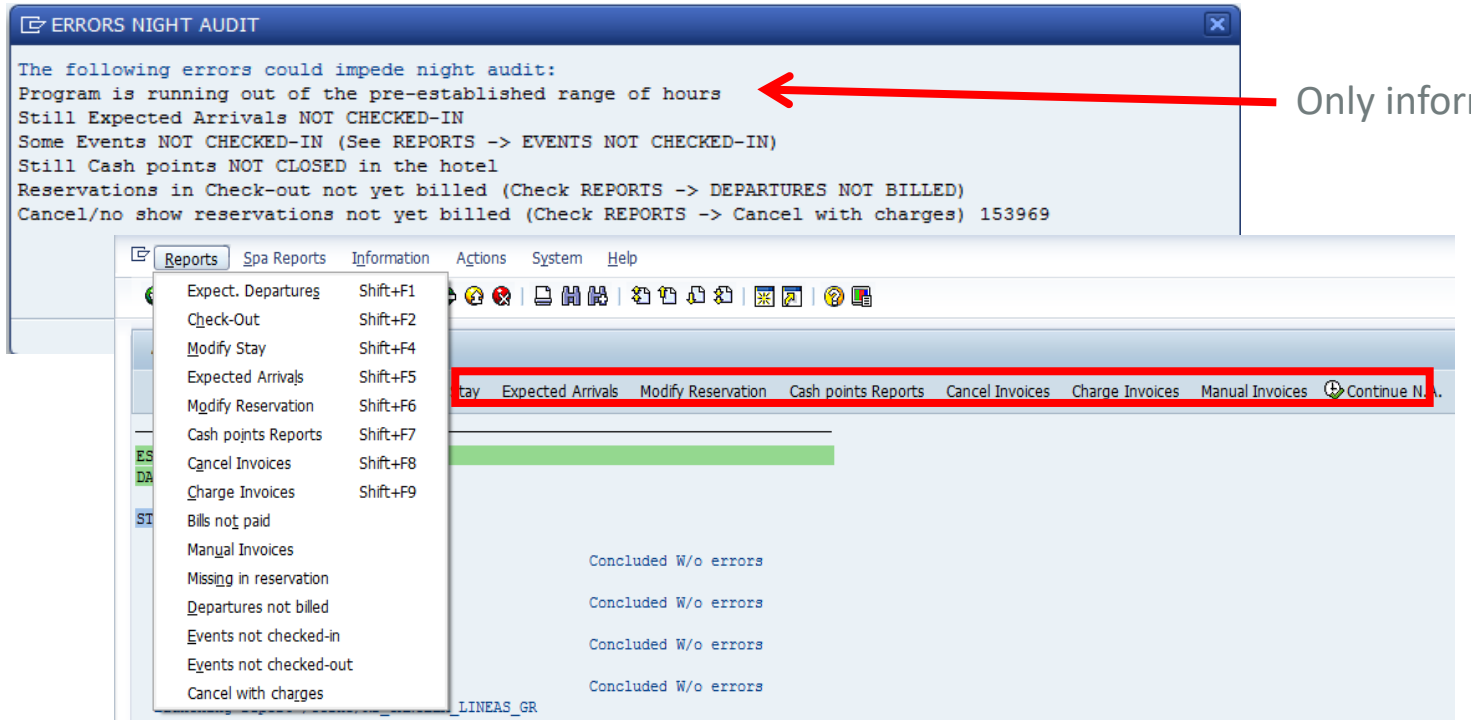
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Night Audit process

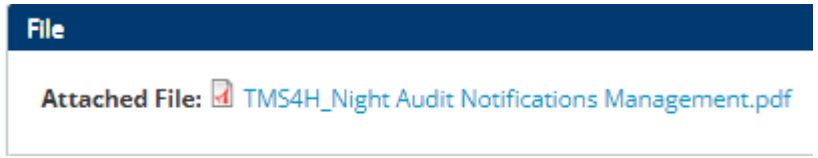


MANDATORY: Perform a pre-night audit at least once during the afternoon.



Only informative

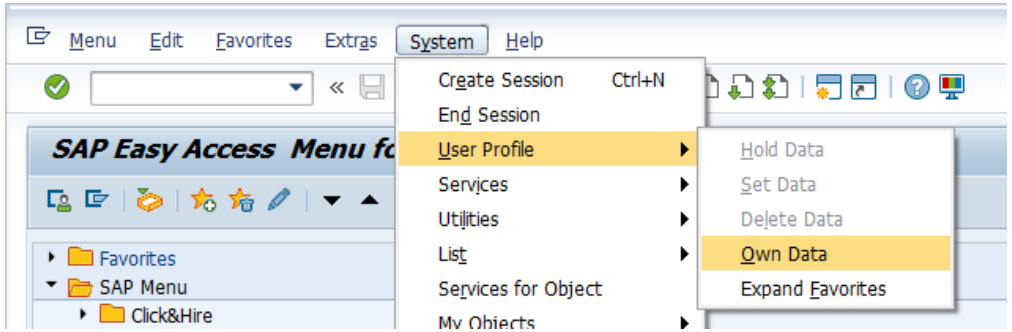
What should you do if you don't find the solution?



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.

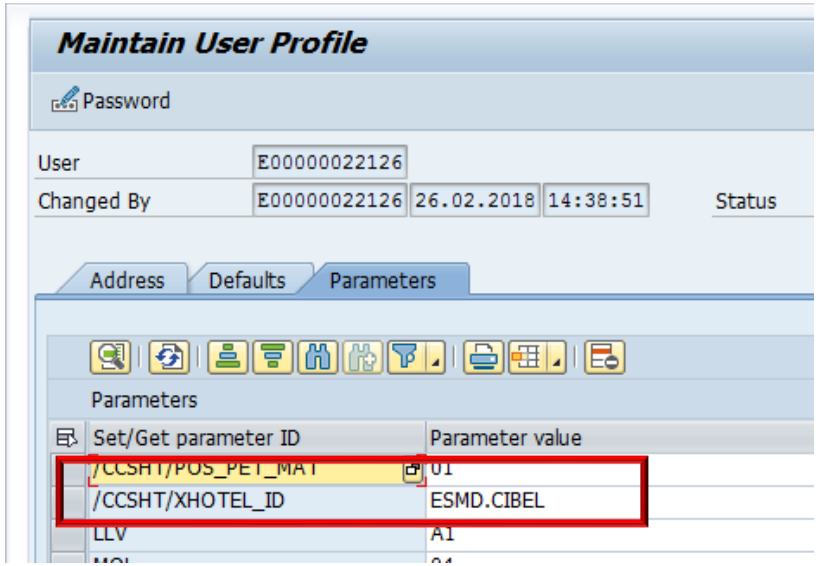
2) Go to System → User profile → Own data (SU3)

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

MINOR HOTELS

Information Systems

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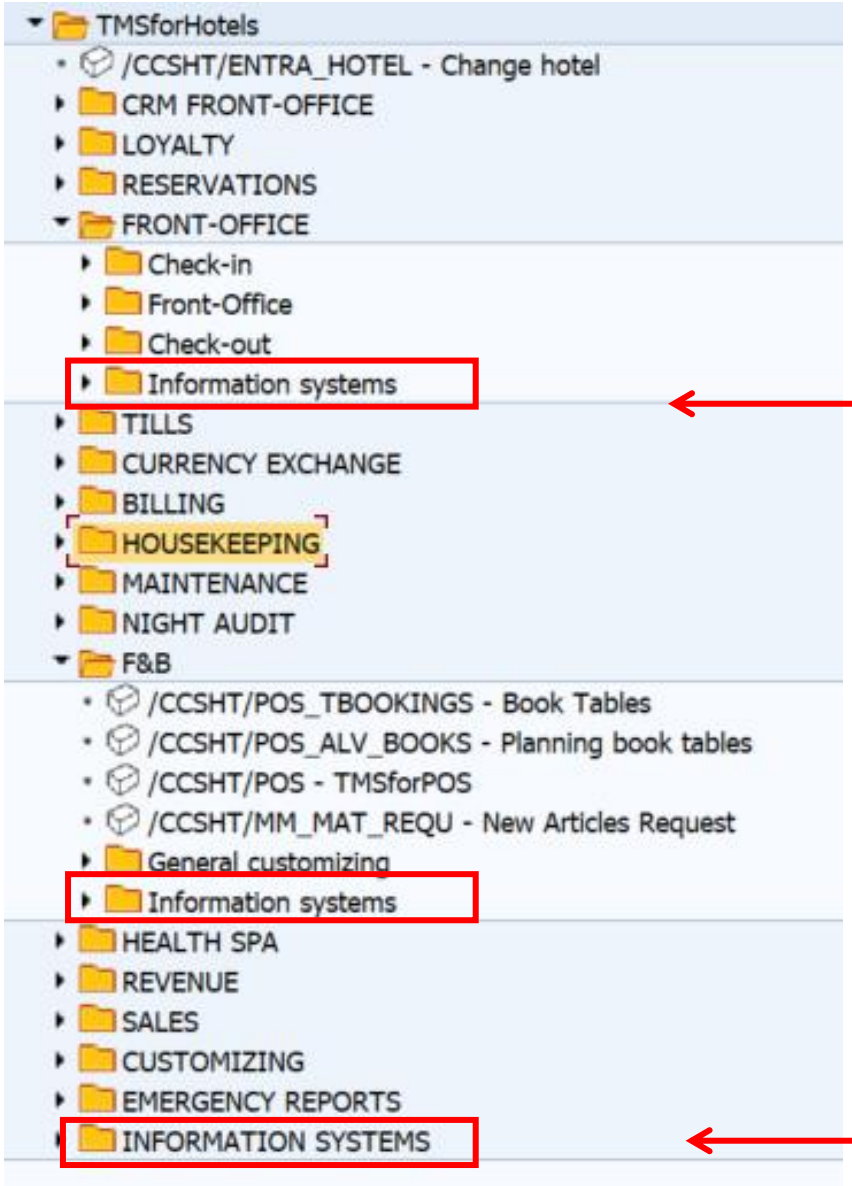
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Information systems



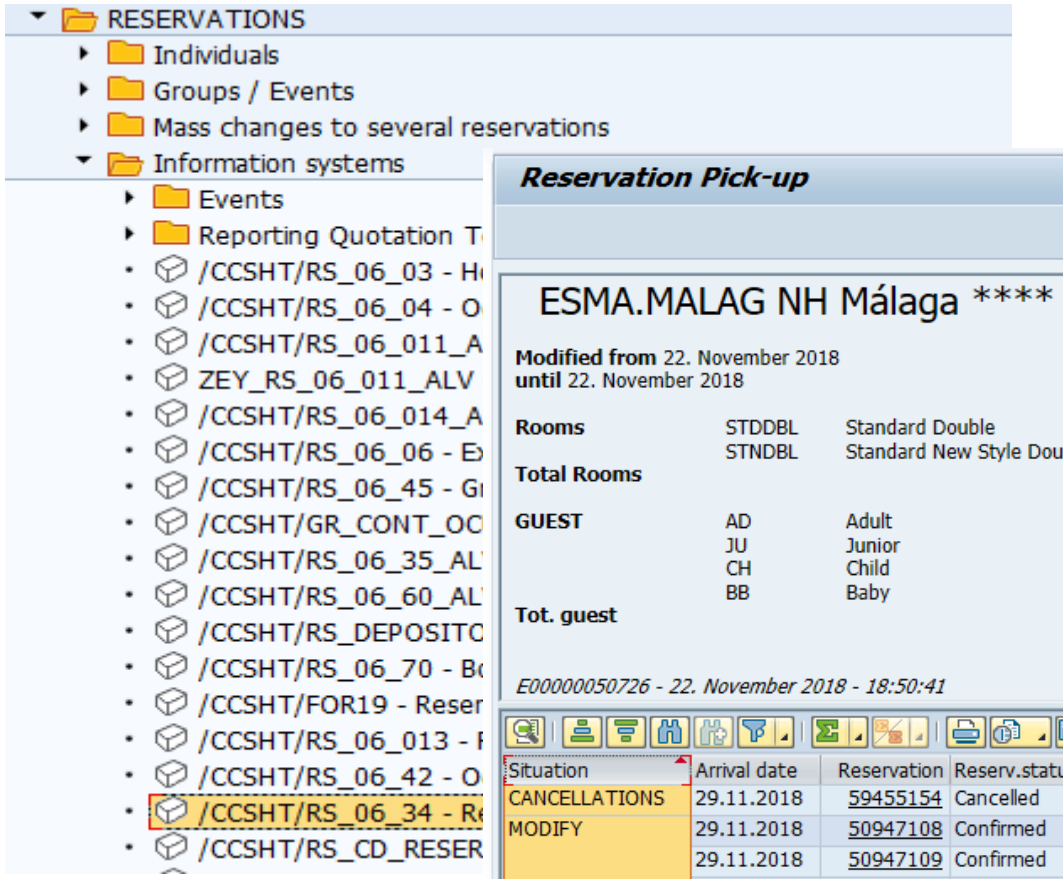
The **information systems** in TMS forHotels contain all the available reports of the tool.

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

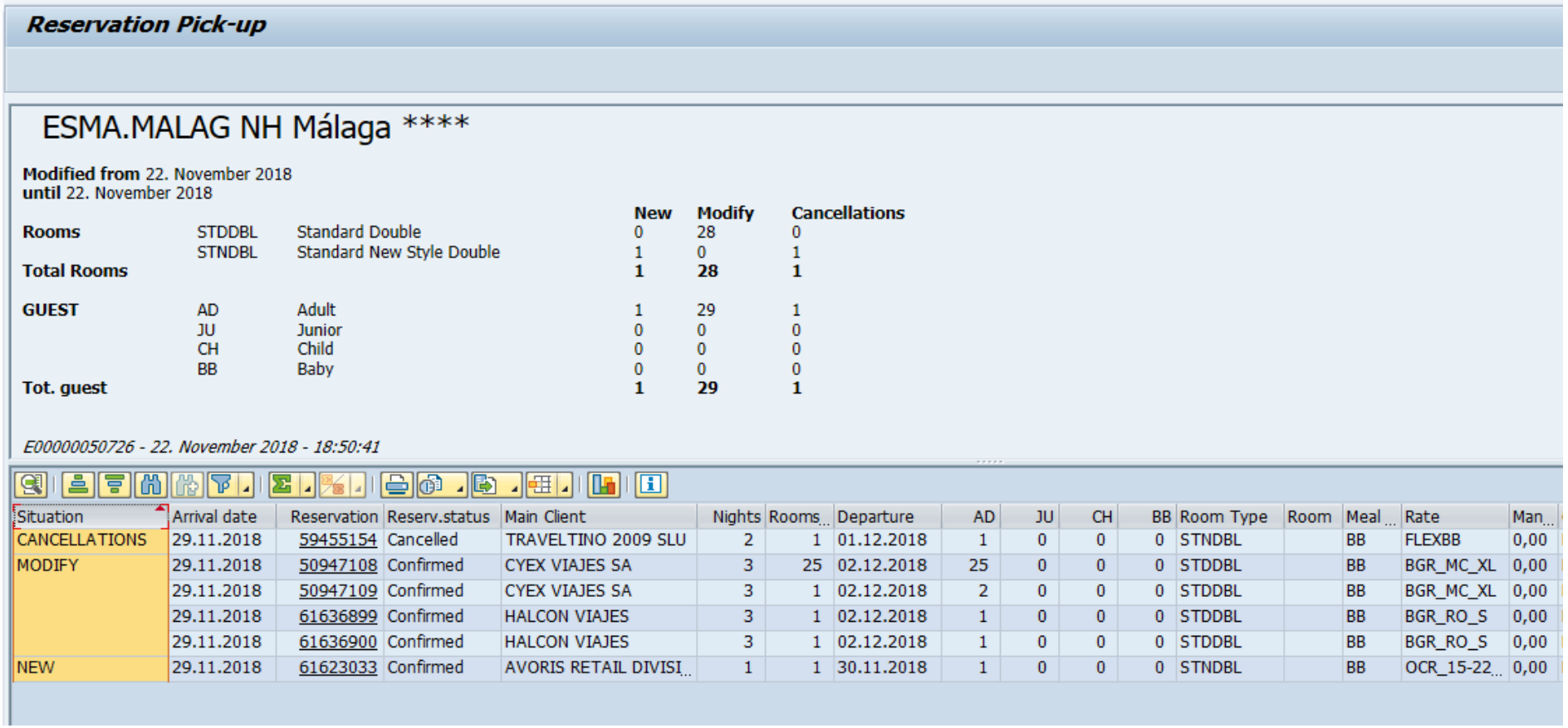
At the end of TMS menu, there is a general folder called “information systems” with all of them.

Information systems

Reservations Pick-Up



Reservations created, cancelled and modified in a given date.



Reservation Pick-up

ESMA.MALAG NH Málaga ****

Modified from 22. November 2018
until 22. November 2018

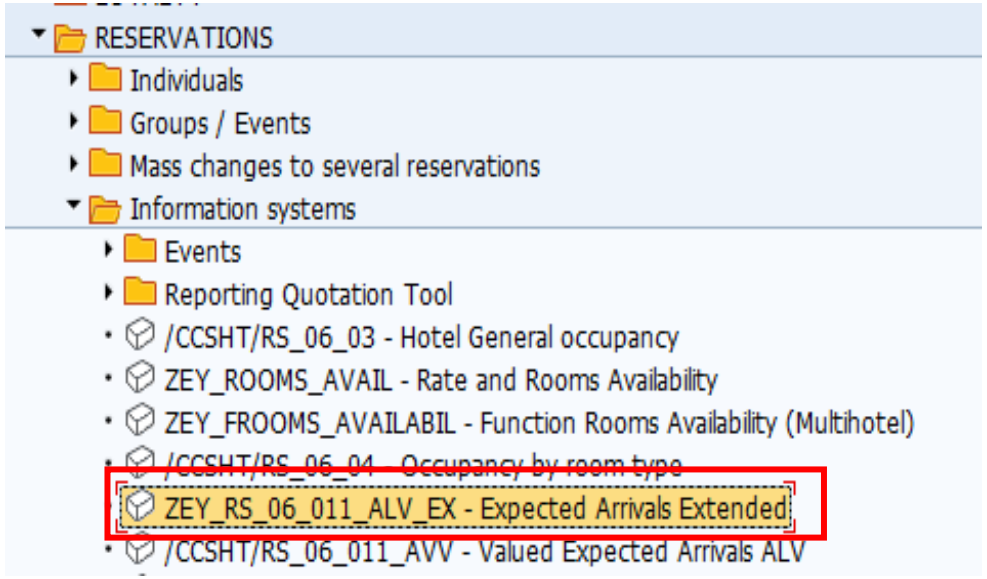
			New	Modify	Cancellations
Rooms	STDDBL	Standard Double	0	28	0
	STNDBL	Standard New Style Double	1	0	1
Total Rooms			**1**	**28**	**1**
GUEST	AD	Adult	1	29	1
	JU	Junior	0	0	0
	CH	Child	0	0	0
	BB	Baby	0	0	0
Tot. guest			**1**	**29**	**1**

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

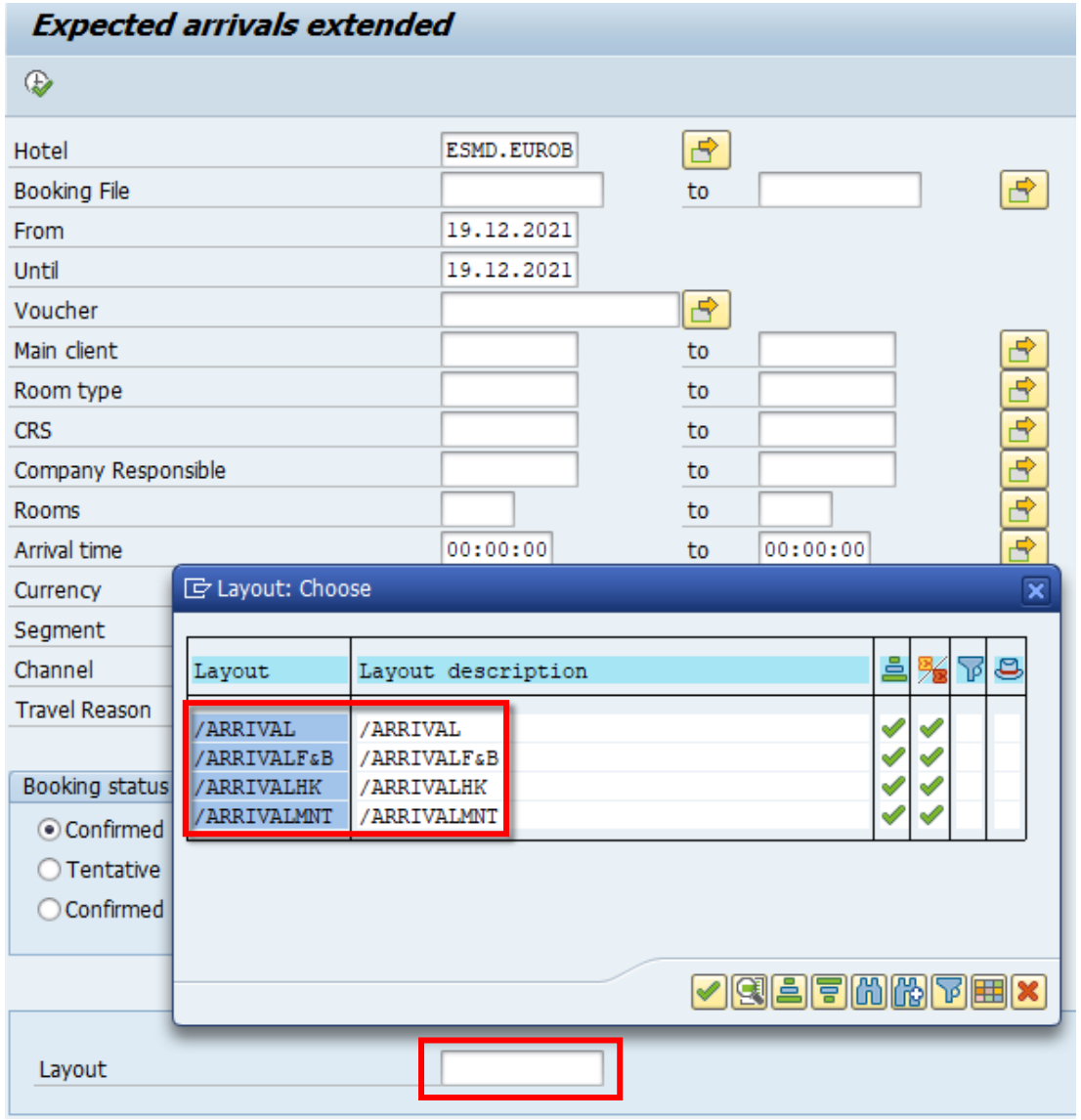
Situation	Arrival date	Reservation	Reserv.status	Main Client	Nights	Rooms	Departure	AD	JU	CH	BB	Room Type	Room	Meal	Rate	Man
CANCELLATIONS	29.11.2018	59455154	Cancelled	TRAVELTINO 2009 SLU	2	1	01.12.2018	1	0	0	0	STNDBL		BB	FLEXBB	0,00
MODIFY	29.11.2018	50947108	Confirmed	CYEX VIAJES SA	3	25	02.12.2018	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



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



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 | Price w/ Taxes

Room Total:	148	Blocked:	0
Inventory:	148	Out of serv:	0
Available:	98		
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

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

Groups | All | Individuals

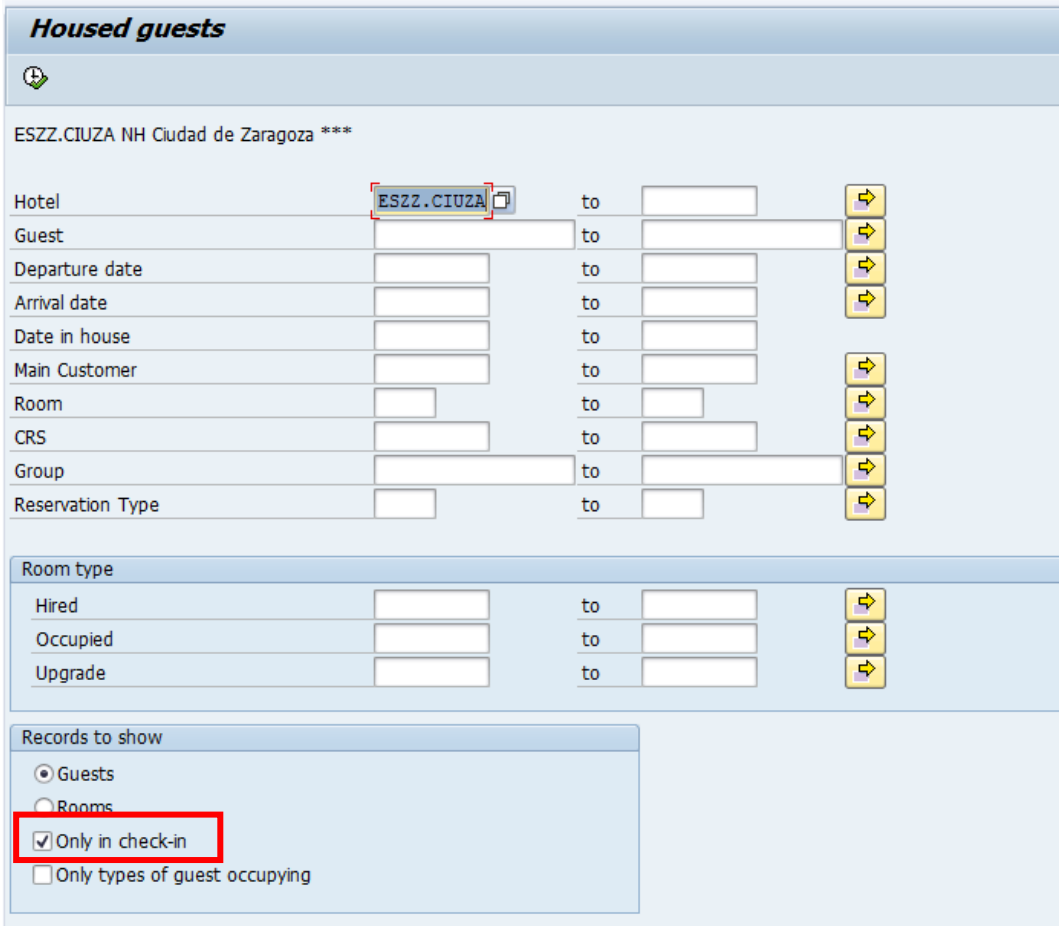
Room		Stays:
Room nights:	50	
% Occupancy:	33,78	% Occupar
%Occup.+Blck:	33,78	%Occup.+
%Occup. Max.:	33,78	%Occup. M
%Occup+B Max:	33,78	%Occup+B
ADR:	75,45	ADR Pax
ADR +Meal P	78,80	ADR Pax+M.Pl 70,35
RevPAR:	25,49	RevPAB: 12,75 Curr: EUR

Hotel Status:

Past – Present – Future

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.

Information systems

In-House Guests or Occupied Rooms

Housed guests

Hotels:ESMA.MALAG NH Málaga ****

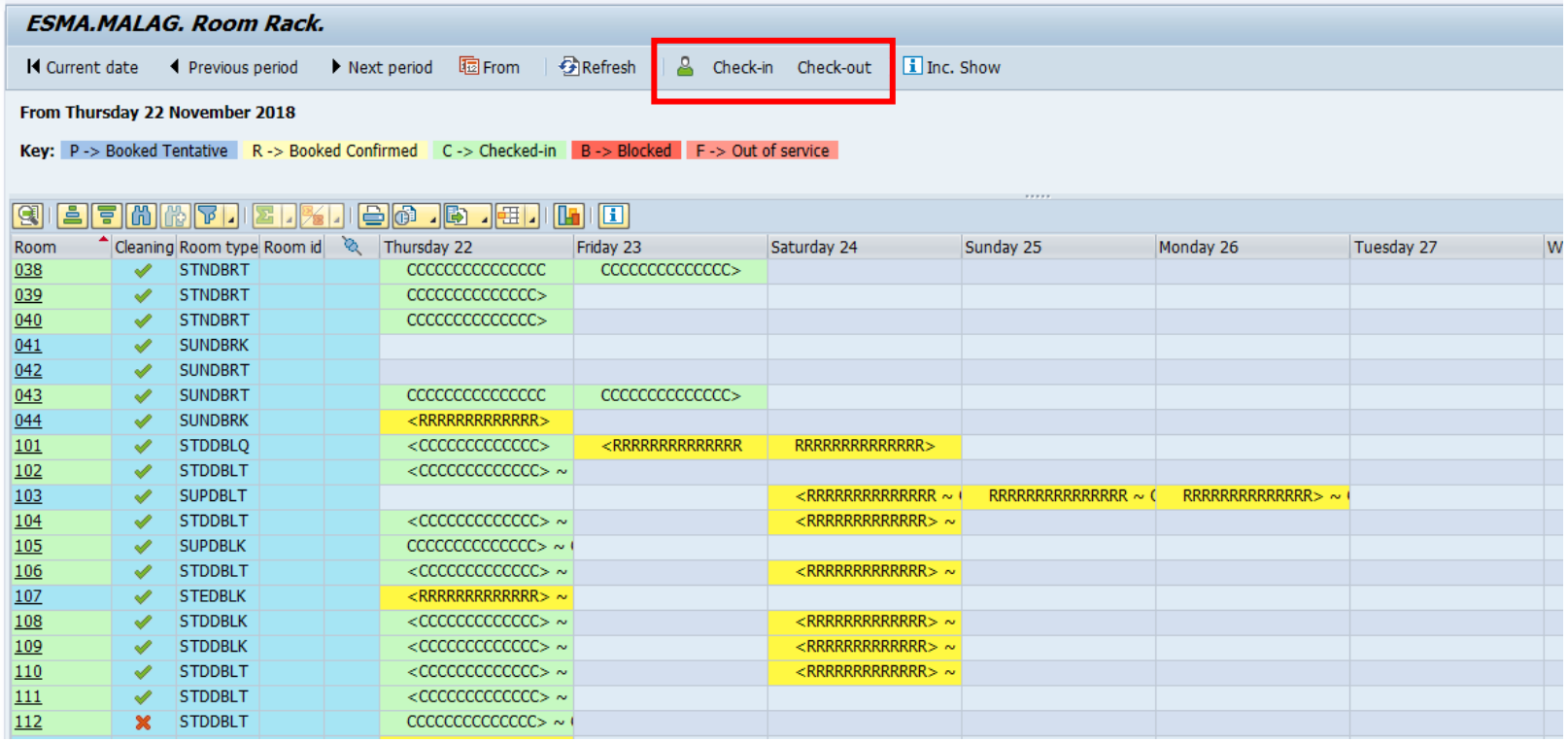
E00000050726 - 22. November 2018 - 18:39:32

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_OPENIN
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_OPENIN
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

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



Information systems

Till Operations

- BILLING
  - Billing
  - Post charges
  - Folios
  - Invoice correction
  - Specifications by country
  - Information systems
    - /CCSHT/R_FC_SI_01 - Till operations
    - /CCSHT/FC_SI_06 - Till movements by date
    - ZEY_FC_SI_07_ALV - Invoices Report
    - /CCSHT/R_FC_SI_04 - Departures not billed
    - /CCSHT/FC_SI_07B - Unpaid invoices report
    - /CCSHT/R_NA_SI_04 - Cancel/no-show with pending charges
    - /CCSHT/CE_PPAGOS_ALV - Operations made with payment gateway
    - ZEY_R_FC_SI_05 - Charges by reservation

Till Movements (Single identifier)

ESZZ.CIUZA NH Ciudad de Zaragoza ***

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

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

"Operation date" is the real date.

Information systems

Till Movements (Single identifier)

Till Operations

ESMA.MALAG NH Málaga ****

User E00000050726
Hotel date 22.11.18 / 19:00

Till Identifier	Hotel date	Or...	Order ...	O	Description	Invoice Id	Reservation	Σ	Amount	Curre...	Mov. date	Move.time	Pay.m...	Gateway ref. in	Card number	M	User	F...	Title H
RECEPTION	22.11.2018	91	97579	8	Invoice pay...	4045105731	61469112		31,59	EUR	22.11.2018	11:31:57	CASH			0	HESMA...	1	005584
RECEPTION	22.11.2018	92	97580	8	Invoice pay...	S045005306	61616191		4,30	EUR	22.11.2018	11:35:44	VISA	000107415208	415007xxxxxx9830	0	HESMA...	1	000000
RECEPTION	22.11.2018	93	97581	8	Invoice pay...	4045105732	59620642		138,49	EUR	22.11.2018	11:37:19	VISA	000107415258	415007xxxxxx8922	0	HESMA...	1	002613
RECEPTION	22.11.2018	94	97582	8	Invoice pay...	S045005307	61618540		1,40	EUR	22.11.2018	12:08:35	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	95	97583	8	Invoice pay...	S045005308	61618623		2,80	EUR	22.11.2018	12:10:45	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	96	97584	8	Invoice pay...	4045105733	61618856		129,00	EUR	22.11.2018	12:18:10	MC	000107415729	520991xxxxxx1122	0	HESMA...	1	005716
RECEPTION	22.11.2018	97	97585	8	Invoice pay...	4045105735	57594059		101,40	EUR	22.11.2018	12:39:43	VISA	000107415917	445198xxxxxx2025	0	HESMA...	1	002752
RECEPTION	22.11.2018	98	97586	8	Invoice pay...	4045105727	44871371		745,00-	EUR	22.11.2018	12:42:48	CASH			1	HESMA...	1	
RECEPTION	22.11.2018	99	97587	8	Invoice pay...	4045105693	60620201		24,99-	EUR	22.11.2018	13:15:23	VISA			1	HESMA...	1	005720
RECEPTION	22.11.2018	100	97588	8	Invoice pay...	4045808495	60620201		24,99	EUR	22.11.2018	13:15:23	VISA			0	HESMA...	1	220058
RECEPTION	22.11.2018	101	97589	8	Invoice pay...	4045105738	61556223		86,70	EUR	22.11.2018	13:20:29	MC	000107416337	548901xxxxxx9407	0	HESMA...	2	220057
RECEPTION	22.11.2018	102	97590	8	Invoice pay...	S045005309	61624799		4,00	EUR	22.11.2018	13:45:53	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	103	97591	8	Invoice pay...	S045005310	61625735		7,90	EUR	22.11.2018	14:03:56	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	104	97592	8	Invoice pay...	4045105739	60990278		100,20	EUR	22.11.2018	15:46:46	AMEX	000107417615	379372xxxxx1007	0	HESMA...	1	005718
RECEPTION	22.11.2018	105	97593	8	Invoice pay...	S045005311	61634035		12,30	EUR	22.11.2018	16:11:11	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	106	97594	8	Invoice pay...	S045005311	61634035		12,30-	EUR	22.11.2018	16:17:33	CASH			1	HESMA...	1	000000
RECEPTION	22.11.2018	107	97595	8	Invoice pay...	4045808497	61634035		12,30	EUR	22.11.2018	16:20:35	CASH			0	HESMA...	1	101797
RECEPTION	22.11.2018	108	97596	8	Invoice pay...	S045005313	61636697		2,00	EUR	22.11.2018	16:45:56	MC	000107418199	553422xxxxxx4732	0	HESMA...	1	000000
RECEPTION	22.11.2018	109	97597	8	Invoice pay...	4045105744	61559035		536,40	EUR	22.11.2018	16:55:19	VISA	000107418390	466270xxxxxx3020	0	HESMA...	3	100782
RECEPTION	22.11.2018	110	97598	8	Invoice pay...	S045005314	61636697		14,70	EUR	22.11.2018	16:55:59	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	111	97599	8	Invoice pay...	S045005315	61636697		15,00	EUR	22.11.2018	16:56:43	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	112	97600	8	Invoice pay...	4045105745	61432658		12,50	EUR	22.11.2018	17:09:13	MC	000107418535	548901xxxxxx7707	0	HESMA...	1	004971
RECEPTION	22.11.2018	113	97601	8	Invoice pay...	S045005316	61639183		9,99	EUR	22.11.2018	17:28:40	CASH			0	HESMA...	1	000000
RECEPTION	22.11.2018	114	97602	8	Invoice pay...	4045105746	60319090		16,90	EUR	22.11.2018	18:43:55	CASH			0	HESMA...	1	200493
RECEPTION	22.11.2018	115	97603	8	Invoice pay...	4045105749	61558615		24,49	EUR	22.11.2018	18:57:40	CASH			0	HESMA...	1	002701
									12.058,35	**EUR**									

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 - Sta
    - /CCSHT/HK_SI_CIERRE

ESZZ.CIUZA. HouseKeeping Status

ESZZ.CIUZA NH Ciudad de Zaragoza ***

Date	01.01.2015		
Room		to	
Room type		to	
Status		to	
Department type		to	

ESMA.MALAG. HouseKeeping Status

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

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

Information systems

Deposits/prepayments

- 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
    - /CCSHT/RS_06_011_AVV - Valued Expected Arrivals ALV
    - ZEY_RS_06_011_ALV - Value expected arrivals and stay opt
    - /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
    - /CCSHT/RS_06_35_ALV - Pending reservations by status
    - ~~/CCSHT/RS_06_60_ALV - Guarantees Status~~
    - /CCSHT/RS_DEPOSITOS - Reservation Prepayments

Reservation deposit

Hotel	ESSE.CECON		
Booking File		to	
Reservation		to	
Arrival date		to	
Departure Date		to	
Reservation's status			
Deposit request date		to	
Due Date		to	

Status
- (•) Requested deposits
- ( ) Deposits received
- ( ) Request. and received deposits
- ( ) Check-out with deposit

- [x] Dismiss deposits with bill (PPWI)
- [x] Display bill No with deposit ()

- (•) All
- ( ) Individuals
- ( ) Groups
- ( ) Events

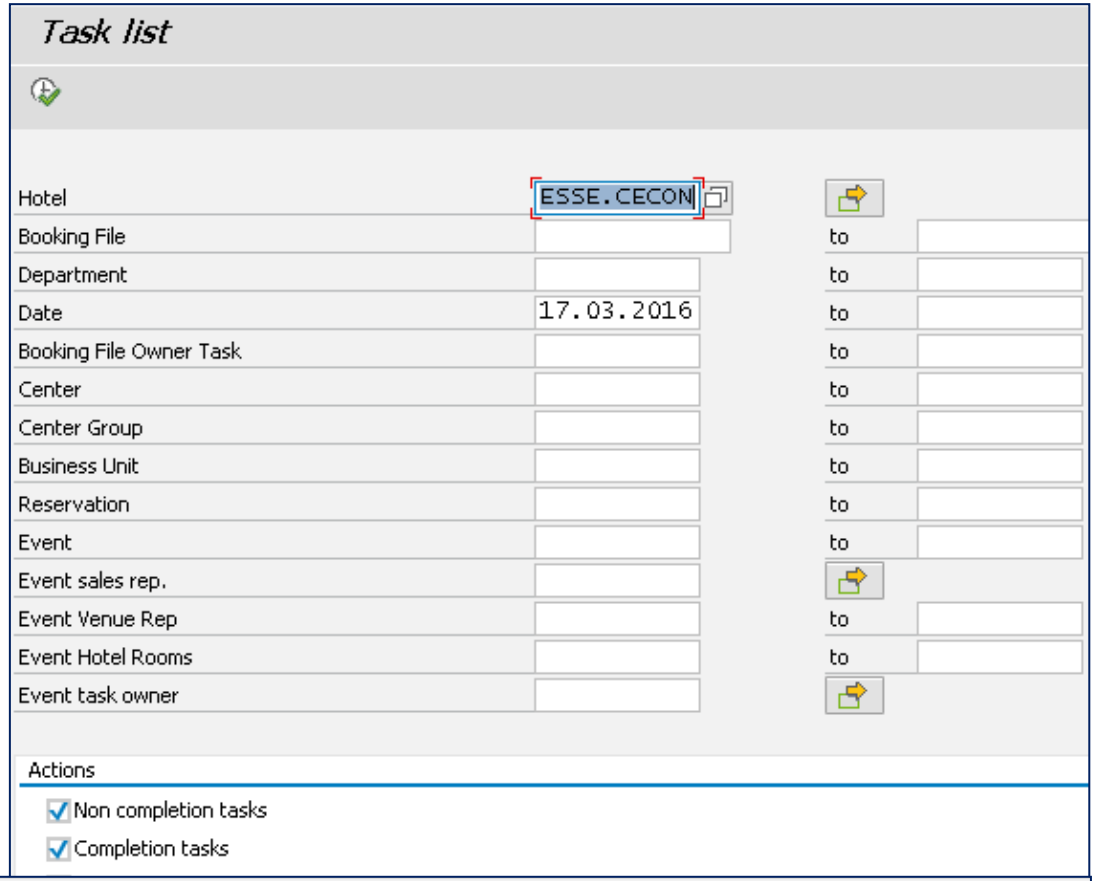
Reservation deposit

Hotel	Reservation	Event	Group / Event	Main Client	Name						
ESSE.CECON	13195376	EV00005697	INCENTIVO ZURICH	1009496958	CREATIVANDO SL						
		EV00005697	INCENTIVO ZURICH	1009496958	CREATIVANDO SL						
		EV00005697	INCENTIVO ZURICH	1009496958	CREATIVANDO SL						
	13195376								EUR		9.000,00
	13195387	EV00005708	SEBIME	2000041386	SEBIME	06.10.2016	08.10.2016	1	EUR	08.10.2015	484,00
		EV00005708	SEBIME	2000041386	SEBIME	06.10.2016	08.10.2016	2	EUR	08.10.2015	968,00
		EV00005708	SEBIME	2000041386	SEBIME	06.10.2016	08.10.2016	3	EUR	08.10.2015	968,00
	13195387								EUR		2.420,00
	13195389	EV00005710	COMUNIÓN MANUEL ALVAREZ	0044621319	MANUEL F ALVAREZ GONZALEZ	14.05.2016	14.05.2016	1	EUR	18.03.2016	330,00
	13195389								EUR		330,00
	13195395	EV00005715	CONFERENCIA VAT ACADEMY	2200283789	MD&D SERVICES	30.03.2016	03.04.2016	3	EUR	22.10.2015	3.302,64
	13195395								EUR		3.302,64

Information systems

Task/Action Reports

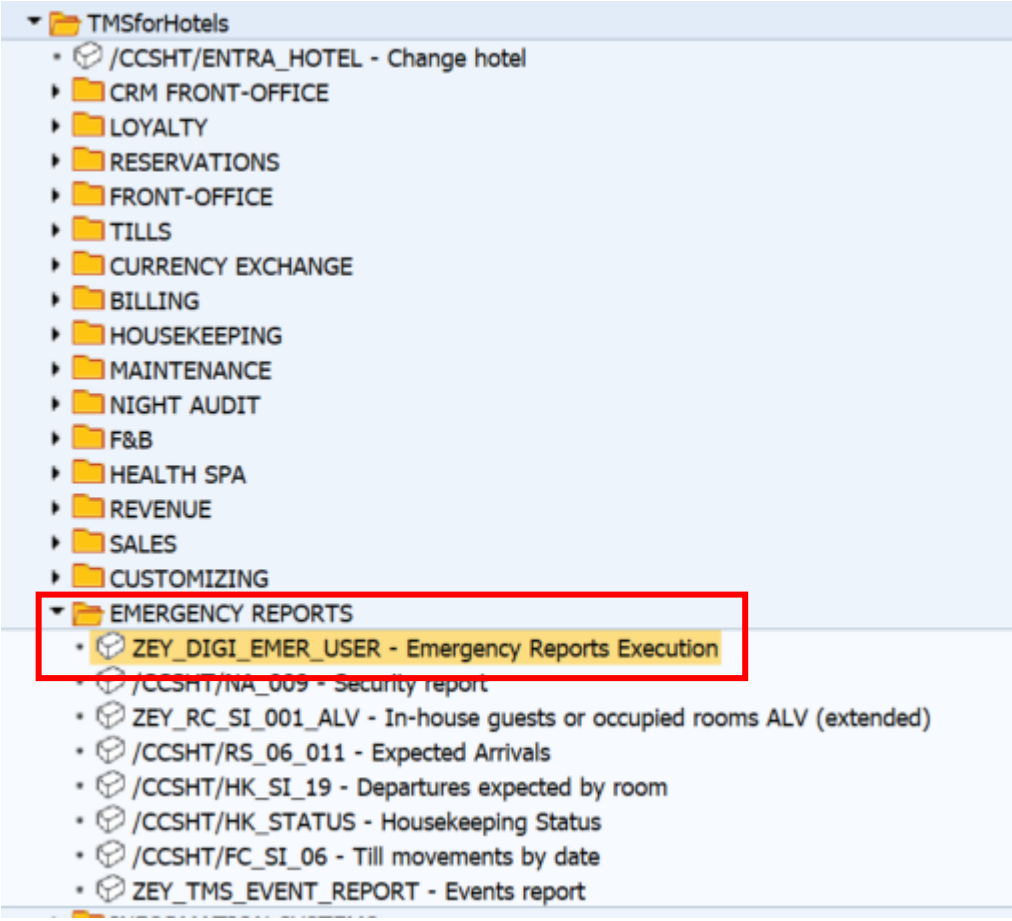
- FRONT-OFFICE
  - Check-in
  - Front-Office
  - Check-out
  - Information systems
    - /CCSHT/RC_HS - House status
    - /CCSHT/RC_POLICE_CHO - Police record of In-House guests
    - /CCSHT/RS_06_26 - Room Rack
    - /CCSHT/RS_06_26_D - Daily Room Rack
    - /CCSHT/RS_06_26_DALV - Room rack by floors
    - /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



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 clx		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: NHVHO123 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 date 01012015 to 04012015

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

	Financial	Net	Gross	Description
ADR	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

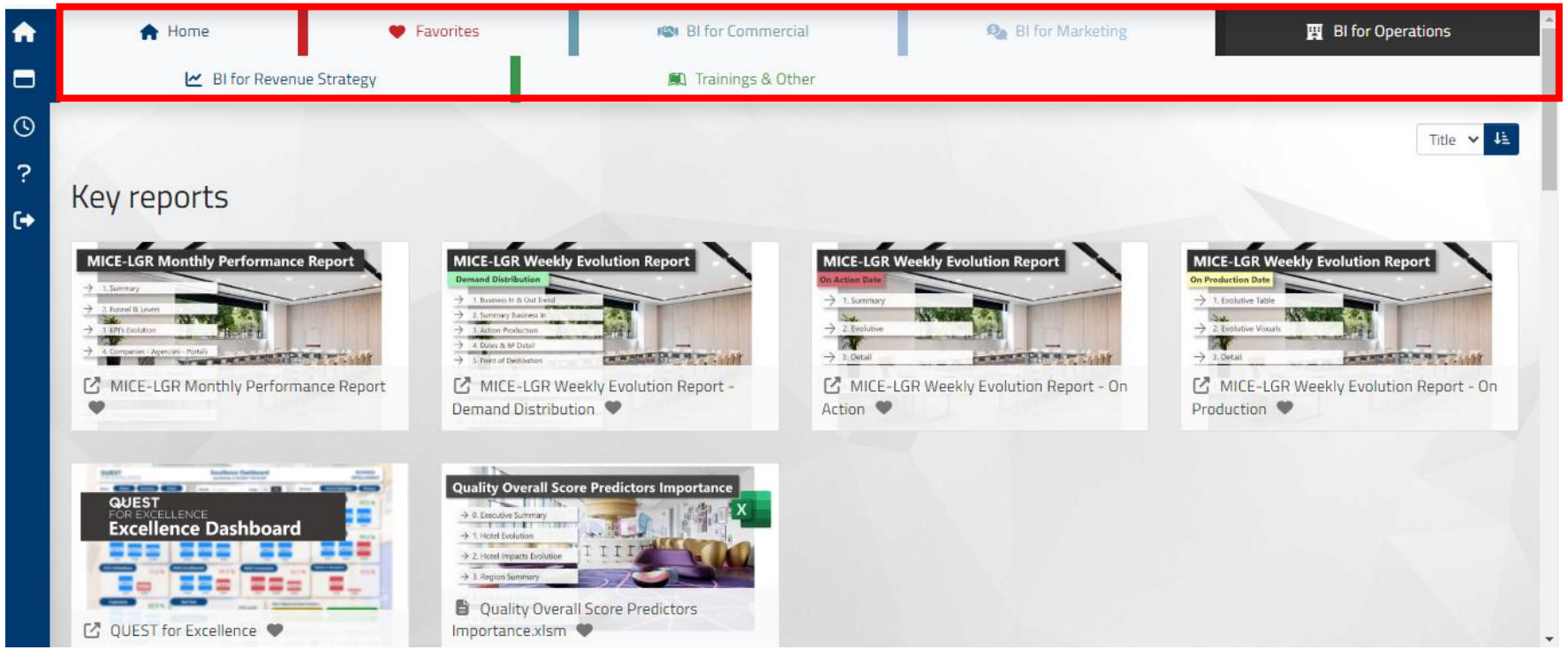
Occupatio = 23,44 % Only confirmated
Maxima Occupation = 23,44 % Confirmated + Tentative)
Number of rooms = 256
Number of beds = 464

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	700
	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	700
	ROOM	STDDBL	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	700
	ROOM	STDSGL	Standard Single	1	1	2	1	0,00	0,00	0,00	130,91	130,91	65,46	130,91	130,91	130,91	700
	ROOM	XVRTUA	Virtual room	2	0	6	0	0,00	0,00	0,00	0,00	0,00	48,18	289,10	289,10	289,10	700
	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	700
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	702
	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	702
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	701
	BKFS	Breakfast		16	0	59	0	0,00	0,00	57,10-	0,00	0,00	9,59	623,10	566,00	566,00	701
	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	701

Other reports, Power BI

More reports by categories in Power BI



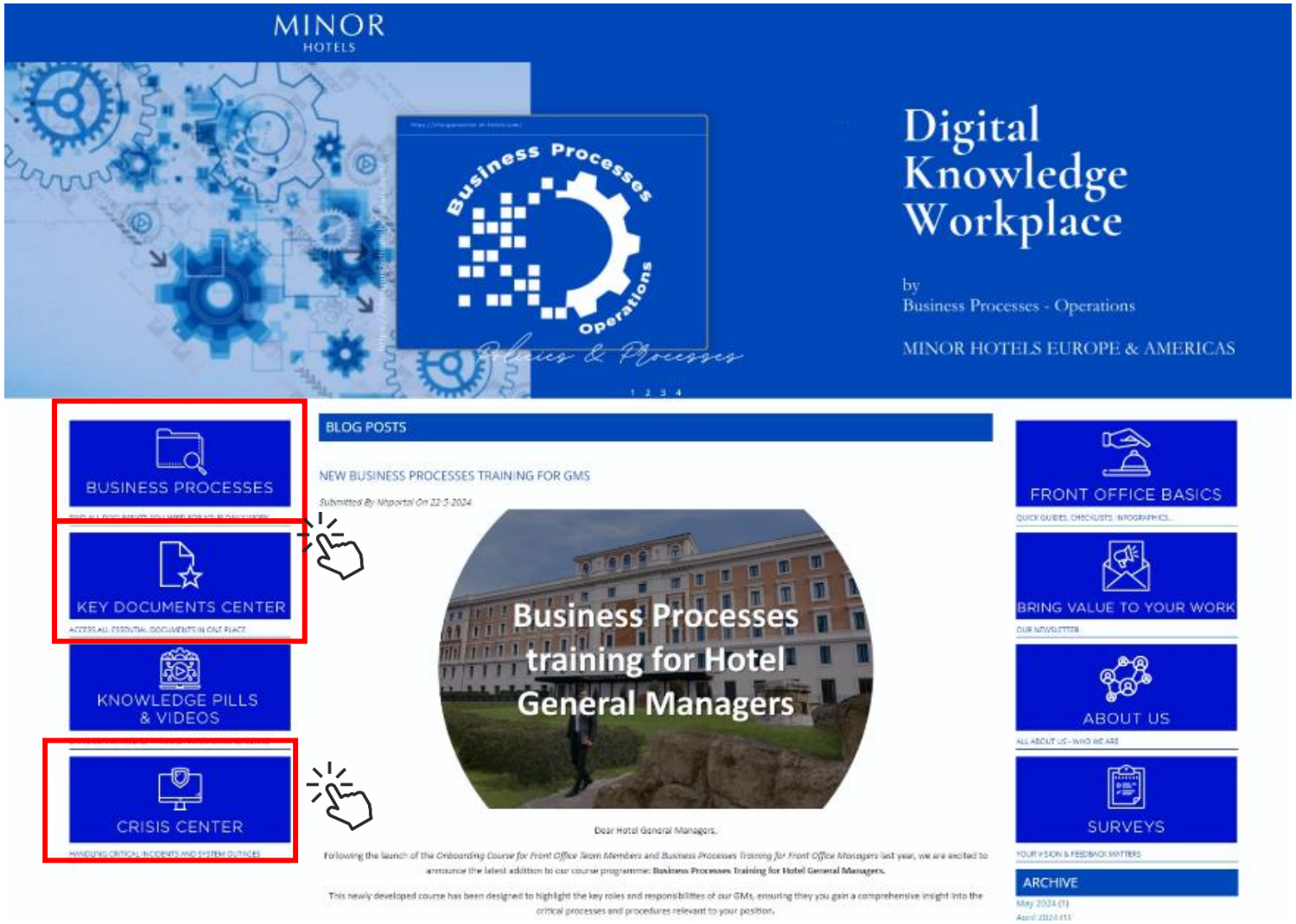
MINOR HOTELS

Processes & Procedures

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

Processes & Procedures

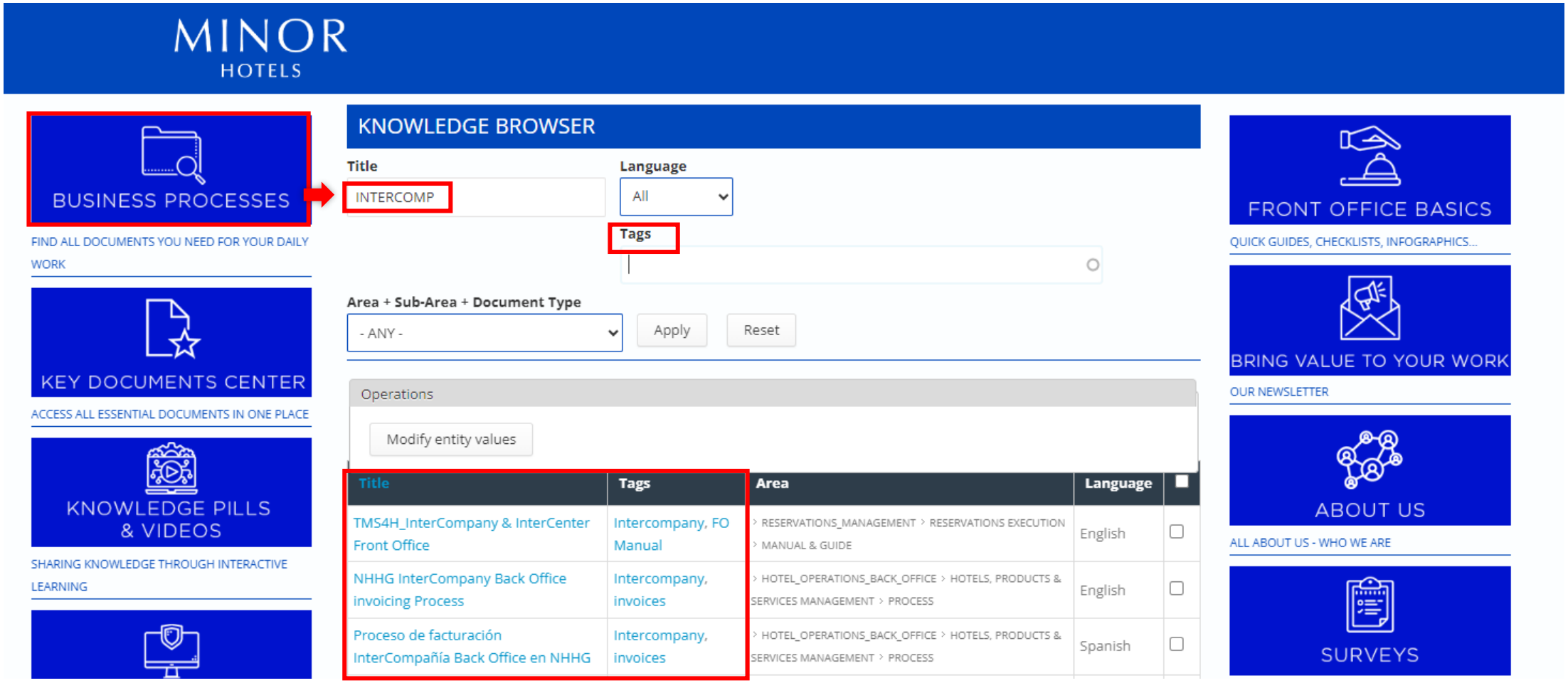
Where can you find all the processes and procedures of our Company?



Intro Video!

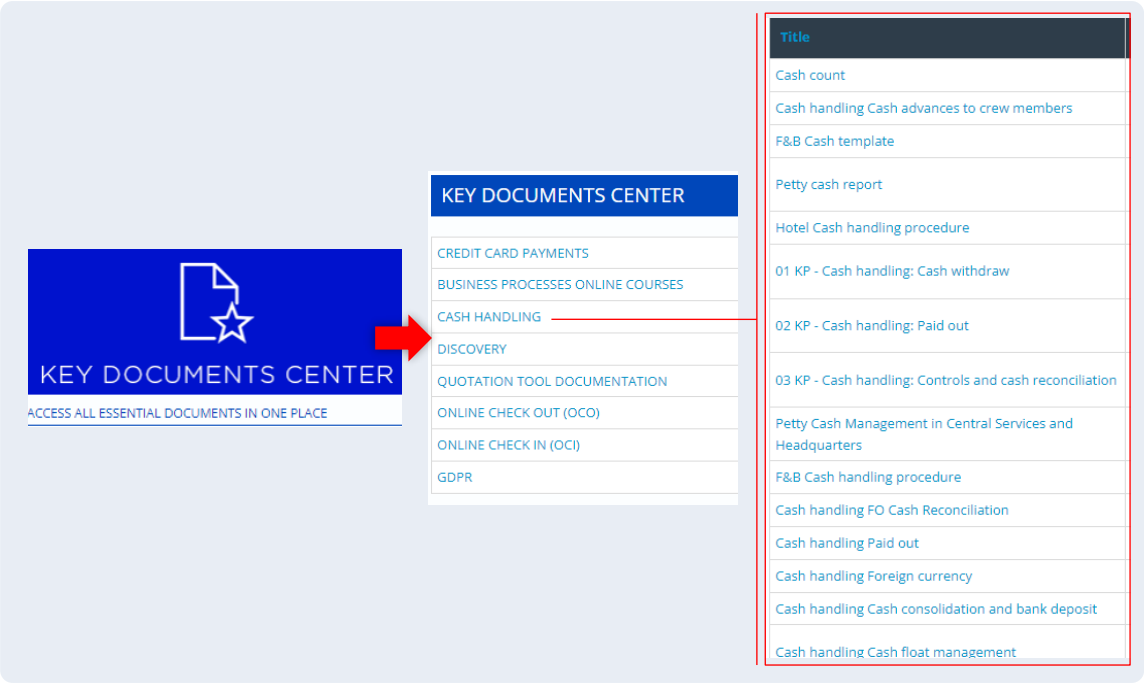
Processes & Procedures

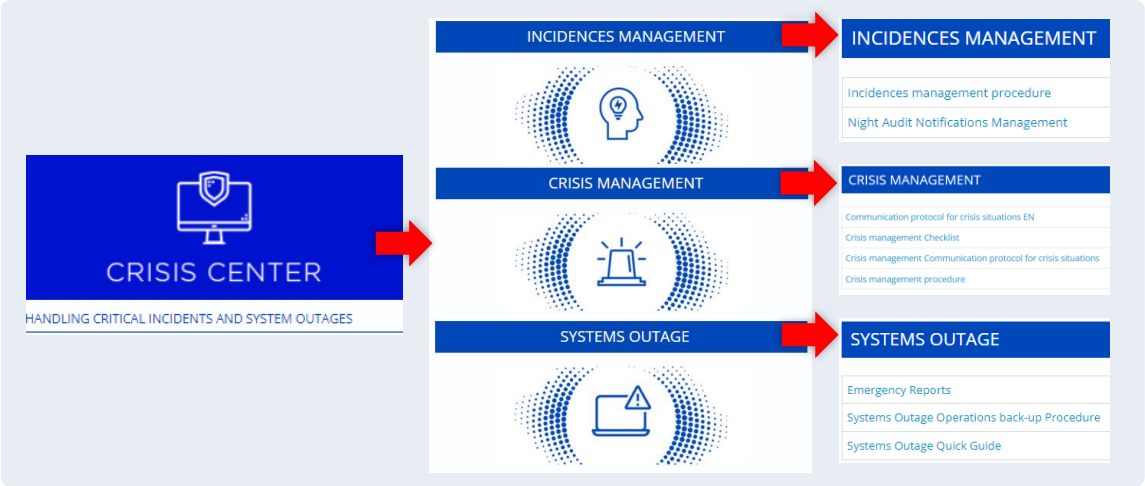
For any specific topic you can write it on “title” or “tags” field.



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:

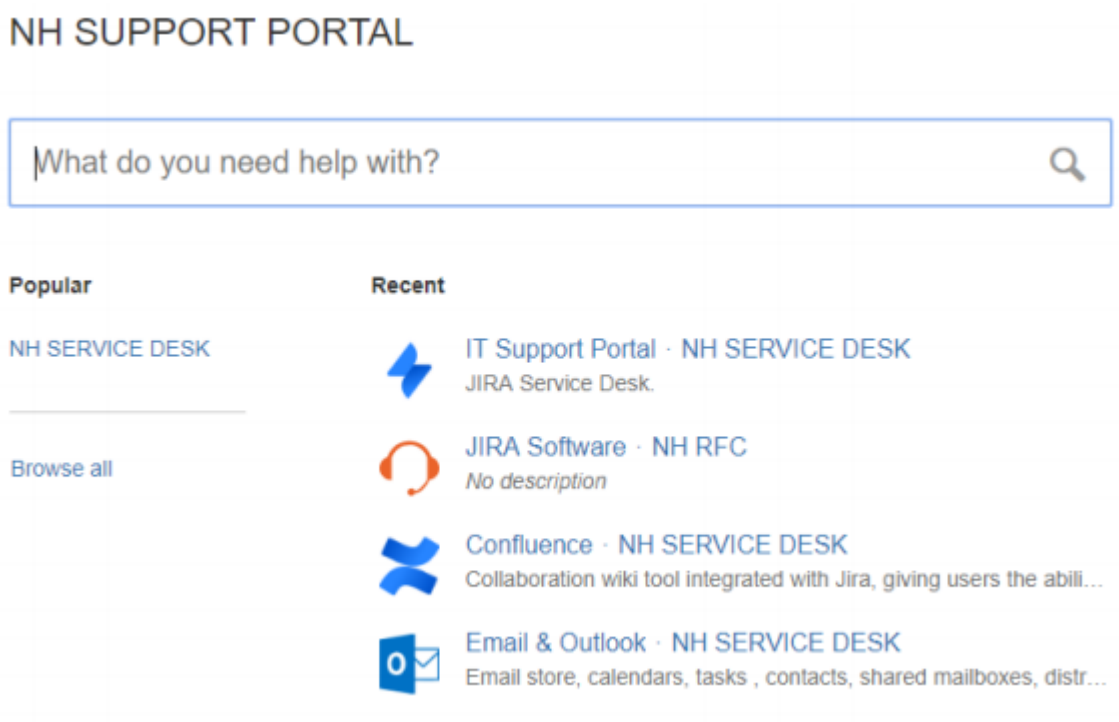
- Through following URL:

Minor - Organization Portal (nh-hotels.com)

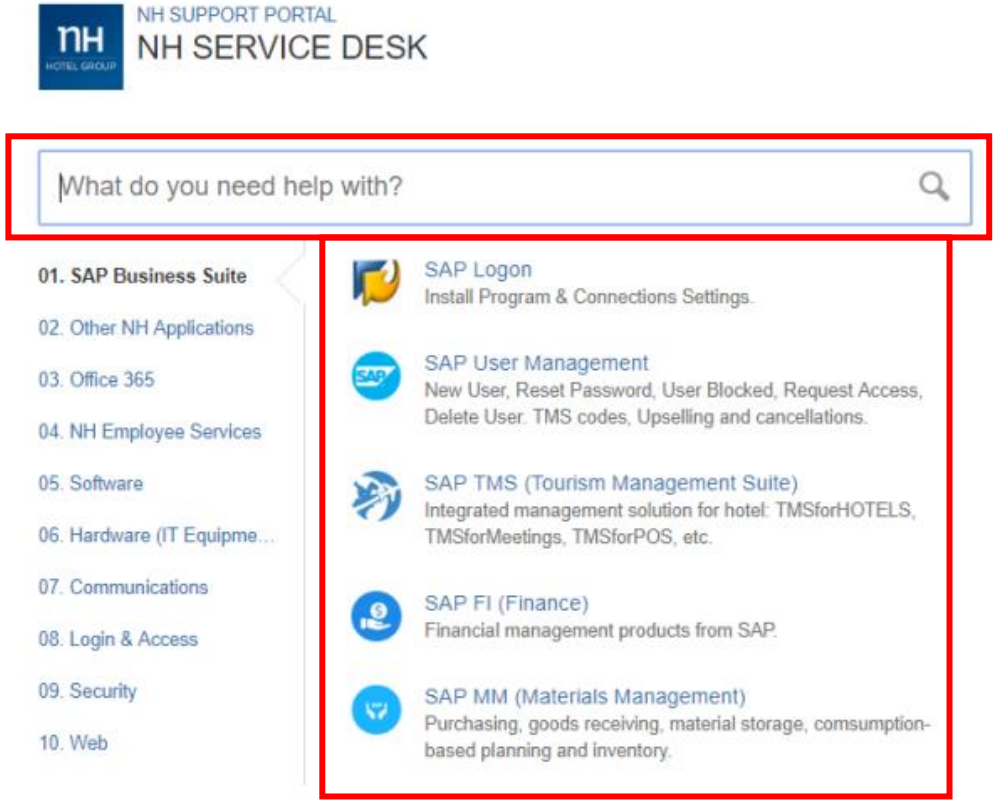
Support Portal (Jira)

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)*

Format

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.

HIGH PRIORITY

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.)

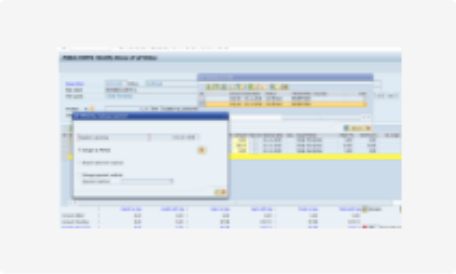
NH SUPPORT PORTAL / NH SERVICE DESK / NHSD-307101

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

Comment on this request...

Activity

NOELIA DAVILA ARANDA 15/Nov/18 9:20 AM LATEST



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:

Don't notify me

Share

Shared with

NOELIA DAVILA ARANDA
Creator

MARIA TRINIDAD GOMEZ FERNANDEZ
Remove

Attachment *(optional)*

Drag and drop files, paste screenshots, or browse

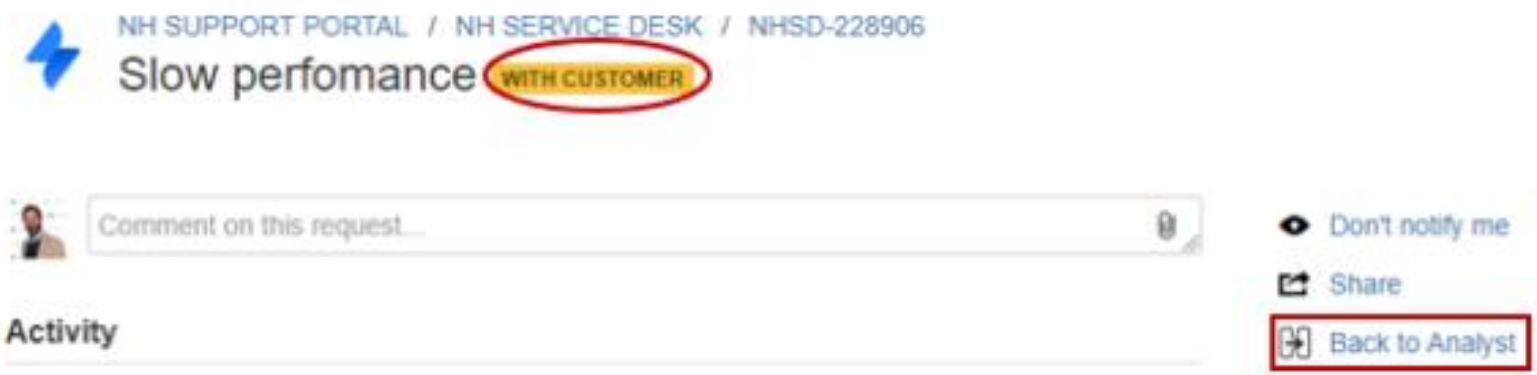
NOTE: Maximum size for attachment is 10Mb

Support Portal (Jira)

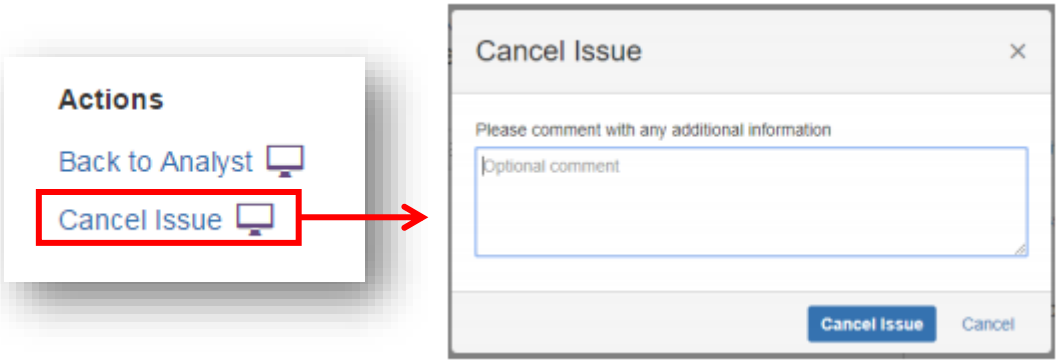
Back to analyst

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

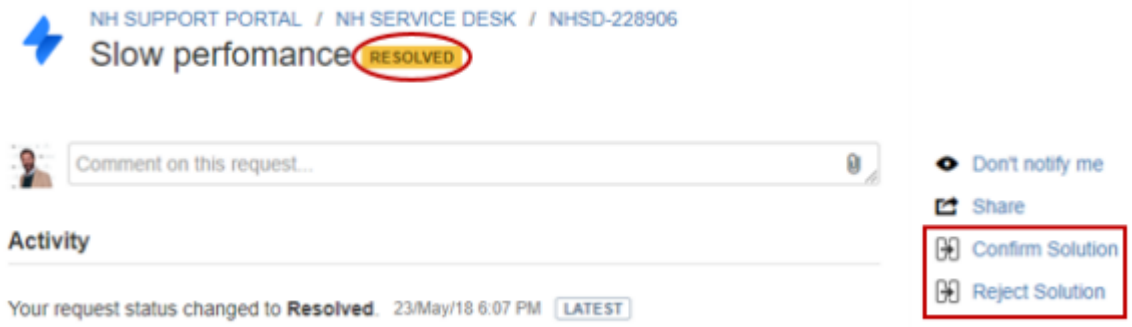


CANCEL ISSUE It serves to cancel the ticket if the issue is already fixed or the assistance is not necessary anymore. Click Cancel Issue and the cancel screen appears in the workspace. Type the reason for the cancellation of the request and Click Cancel Issue button.

If you cancel the ticket jira it can´t be reopened. You will have to open a new one.

Support Portal (Jira)

Resolved ticket



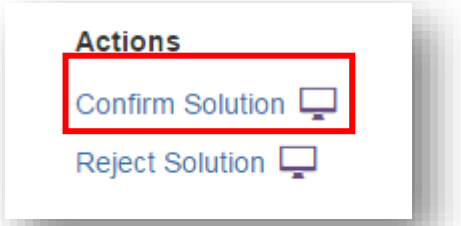
If you are not satisfied with the solution provided by the NH analyst, click **Reject Solution**.

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!

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