

TMS for MEETINGS

TMS Menu Reception

Planning



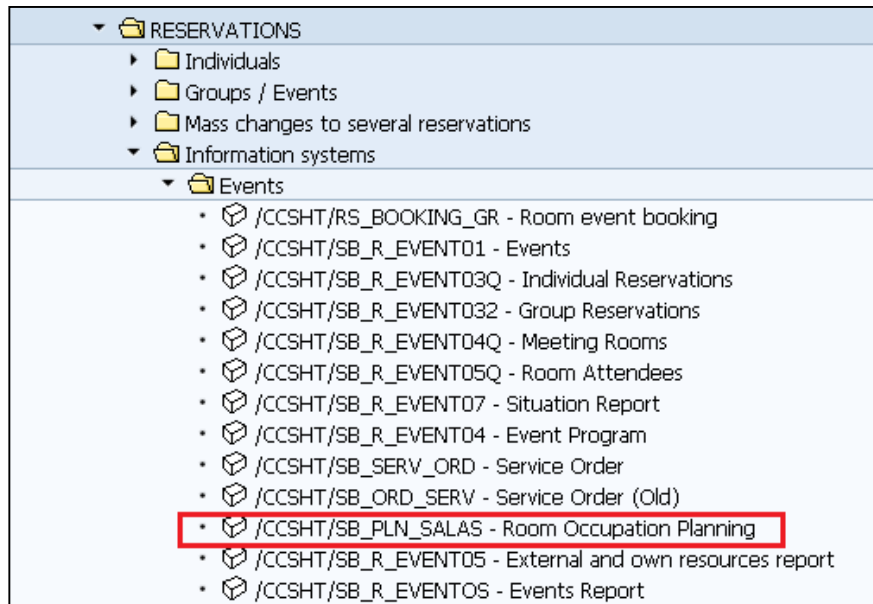
nh | HOTEL GROUP

nh
HOTELS


NH COLLECTION

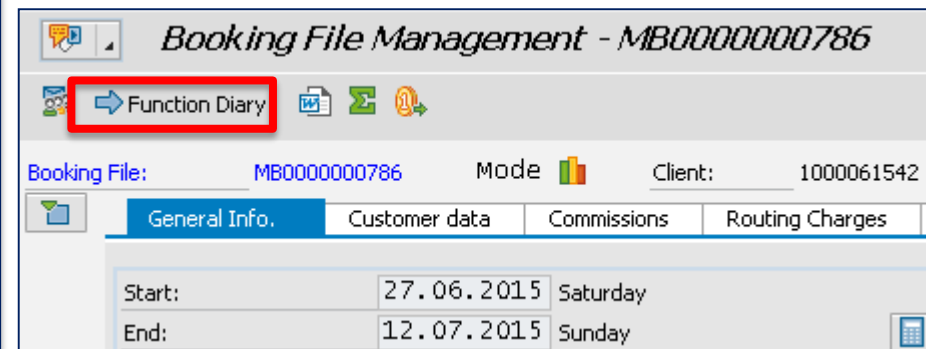
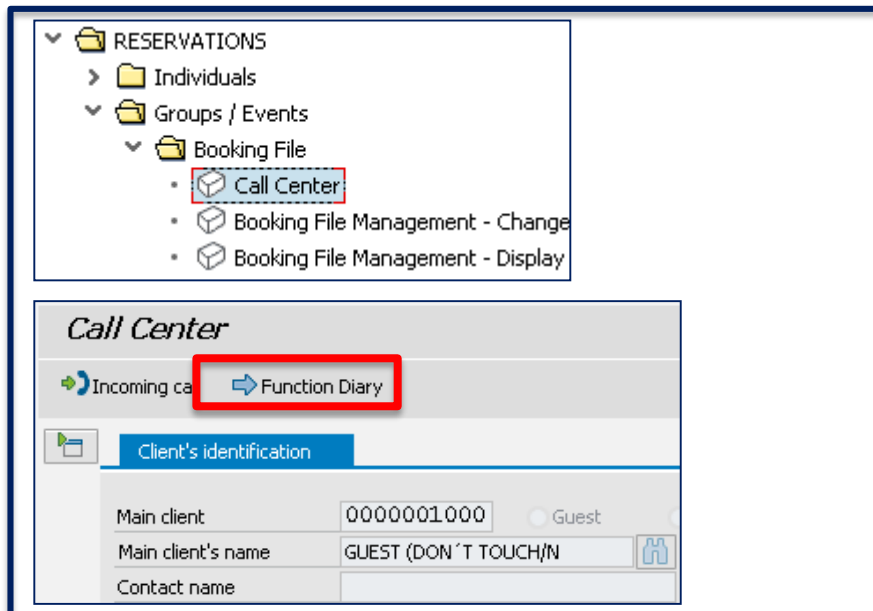
nhow

Hesperia
RESORTS



Several options to enter the planning

- Via the menu
- Via the call Center
- Via the Booking file



Events

ESZZ.CIUZA. Function room's occupancy planning

| | | |
|----------------|----------------------|--------------------------|
| Hotel | ESZZ.CIUZA | <input type="checkbox"/> |
| Events | <input type="text"/> | to <input type="text"/> |
| Booking File | <input type="text"/> | |
| Event's type | <input type="text"/> | to <input type="text"/> |
| Event's status | <input type="text"/> | to <input type="text"/> |
| Function rooms | <input type="text"/> | to <input type="text"/> |
| Setup pax | <input type="text"/> | |

Meeting rooms

| | |
|----------------------|--|
| Display | |
| Capacity (Pax) Min. | <input type="text"/> Max. <input type="text"/> |
| Room type | <input type="text"/> |
| Area (m2) | <input type="text"/> to <input type="text"/> |
| Setup | <input type="text"/> |
| Features | <input type="text"/> |
| Event's display | Description <input type="text"/> |
| Function Room's disp | Code <input type="text"/> |
| | <input checked="" type="checkbox"/> Show descriptive hours |
| | <input checked="" type="checkbox"/> Show icons |
| | <input checked="" type="checkbox"/> Show stripe |

Period displayed

| | |
|---|---|
| Planning Period | |
| <input type="radio"/> 31 days | |
| Initial Date | 04.02.2016 |
| <input checked="" type="radio"/> 7 days | <input type="checkbox"/> With time detail |
| Initial Date | 04.02.2016 |
| <input type="radio"/> 1 day | |
| Date | 04.02.2016 |
| Starting time | 08:00:00 |

Planning structure

| | |
|---|--------------------------|
| Order criteria | |
| <input type="radio"/> Show occupied F.rooms first | |
| <input checked="" type="radio"/> Show available F.rooms first | |
| <input type="radio"/> Show without distinction | |
| Order 3 | Function room's plann... |
| Order 4 | <input type="text"/> |
| Order 5 | <input type="text"/> |
| <input type="checkbox"/> See Room Occupancy Forecast | |

Hotel: ESZZ.CIUZA

| Room t... | Description |
|----------------|-----------------------------|
| JSTDBV | Jr. Suite Double View |
| JSTDBVK | Jr. Suite Double View King |
| STDDBL | Standard Double |
| STDDBLD | Standard Double Double |
| STDDBV | Standard Double View |
| STDDBVD | Standard Double View Double |
| STDDBVT | Standard Double View Twin |
| STDSGL | Standard Single |
| STNDBL | Standard New Style |
| STNDBLT | Standard New Style Twin |
| XVIRTUA | Virtual room |

Virtual room is used
by the Front Office

☒ See Room Occupancy Forecast

Section Code to

Room Type to

Select options

Occupied rooms ☐

Res.Confirmed ☐

Res.Tentative ☐

Both ☒

Rooms Available ☒

Include Res.Tentative ☒

ESZZ.CIUZA. Function room's occupancy planning

Hotel

Events to

Booking File

Event's type to

Event's status to

Function rooms to

Setup pax

Display

Capacity (Pax) Min. Max.

Room type

Area (m2) to

Setup

Features

Event's display

Function Room's disp

☒ Show descriptive hours

☒ Show icons

☒ Show stripe

Planning Period

☐ 31 days

Initial Date

☒ 7 days ☐ With time detail

Initial Date

☐ 1 day

Date

Starting time

Order criteria

☐ Show occupied F.rooms first

☒ Show available F.rooms first

☐ Show without distinction

Order 3

Order 4

Order 5

☐ See Room Occupancy Forecast

ESSE.CECON. Function rooms occupancy planning 11.05.2016-17.05.2016

Display room availability
 Update
 Previous
 Next
 Select date
 Days detail
 Month detail
 Key
 Block/Maintenance
 Color Montaje

| | Wed. 11.05.2016 | Thu. 12.05.2016 | Fri. 13.05.2016 | Sat. 14.05.2016 | Sun. 15.05.2016 | Mon. 16.05.2016 | Tue. 17.05.2016 |
|--------------------------------------|------------------|------------------|------------------|------------------|-----------------|-----------------|------------------|
| Function rooms | | | | | | | |
| Alerts | | | | | | | |
| Avenida (145 Pax) | | | | | | | |
| Amistad (238 Pax) | MSD_2º GRU | MSD_2º GRU | MSD_2º GRU | //////////////// | | | |
| Almeria (238 Pax) | SPIRAX SAR | SPIRAX SAR | | //////////////// | | | |
| Almenara (238 Pax) | APD 11 Y 1 | APD 11 Y 1 | //////////////// | //////////////// | | | |
| Alanda (238 Pax) | LABORATORI | LABORATORI | //////////////// | BODA DE AL | | | |
| Marbella (156 Pax) | LABORATORI | LABORATORI | | //////////////// | | | AGDATA |
| | | | | | | | VERITAS |
| Malaga (156 Pax) | LABORATORI | LABORATORI | | //////////////// | | | VERITAS |
| La Perdiz (150 Pax) | LABORATORI | LABORATORI | | COMUNION S | | | |
| Imperial (120 Pax) | | LABORATORI | | | COMUNIÓN H | | |
| Inglaterra (120 Pax) | | LABORATORI | LABORATORI | COMUNIÓN M | COMUNIÓN M | | |
| Avenida + Amistad (345 Pax) | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Avenida + Amistad +Almeria (550 Pax) | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Avenida + Amistad +Almeria + Almena | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Avenida + Amistad +Almeria + Almena | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Amistad + Almeria (410 Pax) | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Amistad + Almeria +Almenara (620 Pa | //////////////// | //////////////// | //////////////// | BODA DE AL | | | |
| Amistad + Almeria +Almenara+Alanda | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Almeria + Almenara (350 Pax) | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Almeria + Almenara + Alanda (620 Pa | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| Almenara + Alanda (410 Pax) | //////////////// | //////////////// | ASOC ANDAL | //////////////// | | | |
| Marbella + Malaga (260 Pax) | //////////////// | //////////////// | | CONSULTAR | | | //////////////// |
| Nhube (80 Pax) | | ASOC ANDAL | ASOC ANDAL | COMUNION M | | | |
| Vestibulo (300 Pax) | LABORATORI | LABORATORI | ASOC ANDAL | BODA DE AL | | | AGDATA |

ESCO.AMICO. Function rooms occupancy planning 07.03.2016-13.03.2016

Display room availability | Update | Previous | Next | Select date | Days detail | Month detail | Key | Block/Maintenance | Color Montaje

Event -> Selected cells | Event -> Select. cells. Line room by day | Time Detail | Add room to existing event

| Function rooms | Mon. 07.03.2016 | Tue. 08.03.2016 | Wed. 09.03.2016 | Thu. 10.03.2016 | Fri. 11.03.2016 | Sat. 12.03.2016 | Sun. 13.03.2016 |
|----------------|------------------|------------------|------------------|------------------|-----------------|-----------------|-----------------|
| JARD PETRA | | | | | | | |
| PAT MUDEJAR | | | | | | | |
| AMIS+MEZ | | | | //////////////// | | | |
| AMISTAD | | | | //////////////// | | | |
| GSALA | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| MAI+MZ+AM | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| MAIMONIDES | GRUPO FOR | GRUPO FOR | HATTON EVE | HATTON EVE | | | |
| MEZ+MAI | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| TIB+AM+MZ | | | | | | | |
| TIB+AMIS | | | | | | | |
| TIBERIADES | | | | | | | |

Function room AMISTAD More Info

Hotel: ESCO.AMICO - NH Collection Amistad Córdoba
 Rooms: AMISTAD - AMISTAD
 Room Min capacity: 0001 - Desv.: 0.00 %
 F.Room Max. capac.: 0080
 Room area: 40.00
 Area unit: M2
 Room width: 4.50 /M MaxHei Roo: 2.88 /M
 Room length: 11.90 /M Room weigh: 0.00 /KG
 Shareable:
 Room:

Features

NATLI: NATURAL LIGHT
 PRDRO: PRIVATE DINNING ROOM
 VARWL: VARIABLE WALLS

Setup

| | Min / Max |
|-------------------|-------------|
| AUDIT: AUDITORIUM | 0001 / 0000 |
| BANQU: BANQUET | 0001 / 0030 |
| BLOKS: BLOCKS | 0001 / 0000 |
| BOARD: BOARDROOM | 0001 / 0025 |
| BUFFE: BUFFET | 0001 / 0000 |
| CABAR: CABARET | 0001 / 0015 |
| CARRÉ / HALLOW | |

TEMPLATE - AMISTAD

< > 1 / 1

Sales/Long Description

Remarks

Pilar in the middle of the room

ESCO.AMICO. Function rooms occupancy planning 07.03.2016-13.03.2016

Display room availability
 Update
 Previous
 Next
 Select date
 Days detail
 Month detail
 Key
 Block/Maintenance
 Color Montaje

Event -> Selected cells
 Event -> Select, cells. Line room by day
 Time Detail
 Add room to existing event

| Function rooms | Mon. 07.03.2016 | Tue. 08.03.2016 | Wed. 09.03.2016 | Thu. 10.03.2016 | Fri. 11.03.2016 | Sat. 12.03.2016 | Sun. 13.03.2016 |
|----------------|------------------|------------------|------------------|------------------|-----------------|-----------------|-----------------|
| JARD PETRA | | | | | | | |
| PAT MUDEJAR | | | | | | | |
| AMIS+MEZ | | | | //////////////// | | | |
| AMISTAD | | | | //////////////// | | | |
| GSALA | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| MAI+MZ+AM | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| MAIMONIDES | GRUPO FOR | GRUPO FOR | HATTON EVE | HATTON EVE | | | |
| MEZ+MAI | //////////////// | //////////////// | //////////////// | //////////////// | | | |
| TIB+AM+MZ | | | //////////////// | //////////////// | | | |
| TIB+AMIS | | | //////////////// | Internatio | | | |
| TIBERIADES | | | JANSSEN | //////////////// | | | |
| | | | JANSSEN | | | | |

Display room availability
 Update
 Previous
 Next
 Select date
 Days detail
 Month detail
 Key
 Block/Maintenance
 Color Montaje

◀ Previous ▶ Next

Change the planning with 1 week backward or forward

Select date

Select a certain date from the calendar

Month detail

See the planning for the complete month

Key

Explanation of the used icons

| Icons | Check-in | Not move | * Event with reservations | Check in + no move | Check in + Event with rooms | No move + Event with rooms |
|---------|--|-------------------------------------|------------------------------|-------------------------------------|--------------------------------|------------------------------------|
| | Check in + no move + Event with rooms | Indirect events | Maintenance | | | |
| Status: | CONF Confirmed | OFFER Offer | OPTIO Optional | SCOPT SecondOption | TENTA Tentative | |
| Setups: | AUDIT AUDITORIUM CARRE CARRÉ/HALLOWSQUARE | BANQU BANQUET CHACC CHAIR-CIRCLE | BLOKS BLOCKS CHAIR CHAIRS | BOARD BOARDROOM CLASSR CLASSROOM | BUFFE BUFFET COCKT COCKTAIL | CABAR CABARET COFBK COFFEEBREAK |

ESCO, AMICO Function rooms occupancy planning 08.03.2016-14.03.2016

Hide room availability Update Previous Next Select date Days detail Month detail Key Block/Maintenance Color Montaje

Function rooms Tue. 08.03.2016 Wed. 09.03.2016 Thu. 10.03.2016 Fri. 11.03.2016 Sat. 12.03.2016 Sun. 13.03.2016

JARD PETRA
PAT MUDEJAR
AMIS+MEZ
AMISTAD
GSALA
MAI+MZ+AM
TIB+AM+MZ
TIB+AMIS
TIBERIADES
AM+M7+P&S

Internatio

Hotel - NH Collection Amistad ESCO, AMICO

Events
Booking File
Event's type
Event's status
Rooms
Setup pax

CONGS

Also possible to change hotel

Add Overbooking Occupied Conf. Occupied Prov. Occupied Conf. & Pr... Available Conf. Available Prov. House Status Restrictions

| Type (AVAI | Tue. 08.03 | Wed. 09.03 | Thu. 10.03 | Fri. 11.03 | Sat. 12.03 | Sun. 13.03 | Mon. 14.03 |
|------------|------------|------------|------------|------------|------------|------------|------------|
| JNDBL | 0 | 0 | 0 | 1 | 1 | 1 | 1 |
| JTDBL | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PREDBL | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| PRNDBL | 5 | 7 | 9 | 10 | 8 | 8 | 8 |
| SUNDBL | 6 | 6 | 20 | 28 | 25 | 30 | 30 |
| SUPDBL | 5 | 0 | 12- | 11- | 37- | 15 | 6 |
| SUPSGL | 5 | 3 | 6 | 7 | 7 | 8 | 8 |
| SUXDBL | 9 | 5 | 9 | 13 | 9 | 16 | 16 |
| TOTAL | 32 | 23 | 34 | 50 | 15 | 80 | 71 |

!!! By default we see the availability based on the confirmed and tentative rooms. Rooms in option and offer are not deducted (yet)

Add Overbooking

To see
with(out)
overbooking

Occupied Conf. Occupied Prov. Occupied Conf. & Pr... Available Conf. Available Prov.

Different options to display only confirmed, only
tentative, confirmed + tentative, still available minus
confirmed, minus confirmed + tentative

House Status Restrictions

To go to House Status
and restriction
management

ESCO,AMICO, Function rooms occupancy planning 07.03.2016-13.03.2016


Display room availability | Update | Previous | Next | Select date | Days detail | Month detail | Key | Block/Maintenance | Color Montaje

Function rooms: JARD PETRA, PAT MUDEJAR, AMIS+MEZ, AMISTAD, GSALA, MAI+MZ+AM, MAIMONIDES, MEZ+MAI, TIB+AM+MZ, TIB+AMIS, TIBERIADES

Calendar view showing occupancy for Mon: 07.03.2016, Tue: 08.03.2016, Wed: 09.03.2016, Thu: 10.03.2016, Fri: 11.03.2016, Sat: 12.03.2016.

Event menu options: Event -> Selected cells, Event -> Select. cells. Line room by day, Time Detail, Add room to existing event.

This menu will not appear if you access the planning through BF. Only used to add rooms to an existing event



Event -> Selected cells

Create an event from the planning, with rooms and selected time interval.
1 room per line for the marking period (full range when you select two or more days)

Event -> Select. cells. Line room by day

Create an event from the planning, with rooms and selected time interval.
1 line per room and day

Time Detail

| Wed, 09.03.2016 | | |
|-----------------|---------------|---------------|
| 00:00 - 14:00 | 14:00 - 20:00 | 20:00 - 24:00 |

Add room to existing event

10.03.2016

Booking file:

Event ID:

Reservation:

Continue Cancel

| | | |
|-------------|------------------|------------------|
| PAT MUDEJAR | | |
| AMIS+MEZ | | |
| AMISTAD | | |
| GSALA | //////////////// | //////////////// |
| MAI+MZ+AM | //////////////// | //////////////// |
| MAIMONIDES | GRUPO FOR | HATTON EVE |

EV00002973 Quick event summary

| | | | | | |
|------------------------------------|--------------------------|-------------|----------------|-----------------------------------|------------------------------------|
| Event ID: | EV00002973 | Description | HATTON EVENTS | Status | Confirmed |
| Booking File | MB0000146017/HATTON E... | Event type | MEETS Meetings | Event's status | |
| | | | | <input type="checkbox"/> Lost | <input type="checkbox"/> Check-in |
| | | | | <input type="checkbox"/> Rejected | <input type="checkbox"/> Check-out |
| <input type="checkbox"/> Cancelled | | | | | |

| | | | | | | |
|-------|------------|-------|-----------|-----------|------------|--------|
| Start | 09.03.2016 | 09:00 | Wednesday | Deadline | 28.02.2016 | Sunday |
| End | 10.03.2016 | 20:00 | Thursday | Follow up | | |

Client

| | | | | |
|----------------|-------------------|-------------------|----------|--------------------------------|
| Client | 1019982879 | HATTON EVENTS SLL | Fax | |
| Contact person | JOSE LUIS JIMENEZ | | E-mail | miguelangel.jimenez@hattoneven |
| Telephone 1 | 91 000 60 10 | Telephone 2 | Language | ES Spanish |

Managers

| | |
|-------------|-------------------------|
| Sales | Virginia Montes Sanchez |
| F. Room | Virginia Montes Sanchez |
| Hotel rooms | Virginia Montes Sanchez |

Owners

| | |
|------------|--------------------------|
| Created by | Maria Elena Alonso Luque |
| 2nd Agent | Maria Elena Alonso Luque |
| Organizer | |
| Ambassador | |

Function room

| | | | | | | |
|--------|------------|------------|-------------|------------|--|--|
| Room | MAIMONIDES | MAIMONIDES | New F. Room | | <input checked="" type="checkbox"/> Keep pricing | <input checked="" type="checkbox"/> Change |
| Start | 09.03.2016 | 15:30 | End | 09.03.2016 | 18:00 | |
| Status | | | | | | |
| Guests | 28 | Area | 60 | M2 | | |

Resource

| | |
|----------|--|
| Resource | 2200 lumens LCD Projector Screen 2.00x2.00 |
| Setup | U-Shape |
| Menu | No menus |
| Tasks | PONER REGLETAS |

Modify

Display

GuestRoom

Continue

New F. Room

- AL ANDALUS
- AMISTAD+MEZQUITA+PASILLO CAFETERIA
- AMISTAD+MEZQUITA
- AMISTAD
- AVERROES
- GRAN SALA
- GRAN SALA + PASILLO CAFETERIA
- GRAN SALA + PASILLO CAFETERIA + PATIO CU
- JARDIN DE PETRA
- JUDERIA+AL ANDALUS

When the box is ticked, you keep the same price for the new meeting rooms

| Function room | | | | | |
|---------------|--|------------|-----|------------|-------|
| Room | MAIMONIDES | MAIMONIDES | | | |
| Start | 09.03.2016 | 15:30 | End | 09.03.2016 | 18:00 |
| Status | | | | | |
| Guests | 28 | Area | 60 | M2 | |
| Resource | 2200 lumens LCD Projector Screen 2.00x2.00 | | | | |
| Setup | U-Shape | | | | |
| Menu | No menus | | | | |
| Tasks | PONER REGLETAS | | | | |

New F. Room ☐ ☒ Keep pricing ☒ Change

If the event booking belongs to a BF, we have only access to modify the event, not the BF. The BF can only be seen in viewing mode through the event by the following icon:

Modify Display GuestRoom Continue

*Setup Tasks *Resources *Menus

| Pac.Ord | Menu | Menu description |
|---------|-----------|------------------|
| 0001 | EM_00 ... | Ice Water |

When selecting one of the items, you will be guided to the display version of the different items. Only 'Menu description' can be modified from here.

| | |
|----------|---|
| Resource | Screen 2.00x2.00 Flip chart 2200 lumens LCD Projector |
| Setup | U-Shape |
| Menu | No menus |
| Tasks | No tasks |

Modify Display GuestRoom Continue

ESCO.AMICO. Events data

Revenue detail Event revenue Function Diary

ESCO.AMICO NH Collection Am Reservat.: 12480421 Client: 1000061542 VIAJES EL CORTE INGLES

| | | | | |
|---------|------------------|--|---|--|
| Id | EV00003749 | Version | 1 | <input checked="" type="checkbox"/> Active |
| Start | 07.03.2016 09:00 | <input checked="" type="checkbox"/> Pending Budget | | |
| End | 09.03.2016 11:06 | <input checked="" type="checkbox"/> Pending Contract | | |
| Voucher | | <input checked="" type="checkbox"/> Pending BEO | | |

Event's status
☐ Lost ☒ Check in
☐ Rejected ☐ Check out
☐ Cancelled

Managers

| | | |
|--------------|------------|-------------------------|
| Sales | 0000002301 | Virginia Montes Sanchez |
| Venue Rep | 0000002301 | Virginia Montes Sanchez |
| Hotel rooms | 0000002301 | Virginia Montes Sanchez |
| Lim.bill.day | 10 Day | 19.03.2016 |

Hotel Reservations

ESCO.AMICO NH Collection Amistad Córdoba COLLECTION

| | | | | | | | |
|--------|------------|-----------|------------|------------|------------|------------|-------|
| Id | EV00003749 | Version | 1 | Start date | 07.03.2016 | Start time | 09:00 |
| Status | Confirmed | End date: | 09.03.2016 | End time | 11:06 | | |

View guest rooms:
☒ Indiv. ☒ Groups ☒ Conf.

| D... | * | Res.type | Reservation | PMS status | No Ac... | Group | Name/Group descri | Groom ... | Guests | Arrival | Departure | Room Typ | Meal plan | PAX | Guest... | Pack |
|------|---|----------|-------------|------------|----------|----------|------------------------|-----------|--------|------------|------------|----------|-----------|-----|----------|------|
| | | Confe... | 12480419 | Confirmed | | 12480419 | GRUPO FORMACION V... | 0 | 0 | 07.03.2016 | 09.03.2016 | | BB | | 0 | |
| | | Indiv... | 13082072 | Confirmed | | 12480419 | FERNANDEZ SALGUERO... | 1 | 1 | 07.03.2016 | 09.03.2016 | SUPDBL | BB | AD1 | 0 | |
| | | Indiv... | 13082073 | Confirmed | | 12480419 | SANCHEZ RODRIGUEZ, ... | 1 | 1 | 07.03.2016 | 09.03.2016 | SUPDBL | BB | AD1 | 0 | |

Top Left Menu:

- Create Session Ctrl+N
- End Session
- User Profile ▶
- Services ▶
- Utilities ▶
- List ▶
- Services for Object
- My Objects ▶
- Own Spool Requests
- Own Jobs
- Short Message
- Status...
- Log off

Top Right Menu:

- Application Help
- SAP Library
- Glossary
- Release Notes
- SAP Service Marketplace
- Create Support Message
- Settings...

Top Toolbar: Miscellaneous Reporting System Help

Bottom Left Menu:

- Event Display ▶
- F. Room Display ▶
- Show/Hide keys

Bottom Left Sub-Menu:

- Code
- Description
- Code + Pax
- Description + Pax

Bottom Left Callout:

- Event Display ▶
- F. Room Display ▶
- Show/Hide keys

Bottom Center Callout:

GRUPO FOR

Bottom Right Callout:

- Chain Status
- Occupancy Forecast
- Level Position
- Restriction Management
- Overbooking Management

Right Side Callouts:

- Confirmed
- EV00003749
- GRUPO FOR

Right Side Callouts (List):

- AMIS+MEZ
- AMISTAD+MEZQUITA
- AMIS+MEZ (95 Pax)
- AMISTAD+MEZQUITA (95 Pax)

Bottom Right Callout:

- GRUPO FOR

CRM / PID



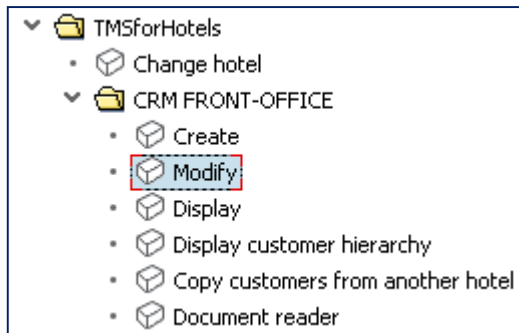
nh | HOTEL GROUP

nh
HOTELS


NH COLLECTION

nhow

Hesperia
RESORTS



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

ESCO,AMICO Client - Modify

Delete [Icons]

ESCO,AMICO NH Collection Amistad Córdoba COLLECTION

Direct search | Guests | **Agencies** | Companies | Others

Tax Number: []

Name: **CORTE**

Phone: []

Email: []

Search term: []

Country: []

Branch: []

Main Branch: []

Restrict Number To: [50]

ESCO,AMICO NH Collection Amistad Córdoba COLLECTION

Search filters

[Icons]

| 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 |

ESCO.AMICO Companies - Display

ESCO.AMICO NH Collection Amistad C6 Client **2000112410** UNIPER BENELUX NV Ext. Client number 112410 NHREW CREDIT NHR

General data Statistics Branches Sales and Agents

Name UNIPER BENELUX NV

Street CAPELSEWEG

Nº 400

City ROTTERDAM

ZIP code 3068 AX

Country NL Netherlands

Region 12 Zuid-Holland

Language NL Dutch

Guarantee type TOTAL GUA ...

Phone nº 31102895690

Tax Number 1 27028140

Search term E. ON

Email invoice-ubx@uniper.energy

URL www.eon.com

Industry C014 Energy

Global Potential 0

Annual Revenue 695.182

Employees 0

☐ Allows mailing

Statistics

Market segment

Market subsegment

Source of business id.

Channel identifier

Reason for travelling

Account segmentation

Credit control for client 2000112410.

2000112410 UNIPER BENELUX NV

| Assignment level | Assignment | | Credit limit | Curre... | Status | Pay... | Remarks |
|------------------|------------|-------------|--------------|----------|----------|--------|---------|
| Country | BE | Belgium | 10.000 | EUR | Approved | ▼ C030 | |
| Country | NL | Netherlands | 10.000 | EUR | Approved | ▼ C030 | |

ESCO.AMICO NH Collection Amistad C6 Client: **2000112410** IPER BENELUX NV Ext. Client number 112410 NHREW CREDIT NHR

General data Statistics **Branches** Sales and Agents

Branches Agencies connected

Create Branch

| Branch | Active | Main bra... | Age | Sale | Conn | Branch Name | Street and n° | House No. | Zip code | City | Coun | Region | Description | Telephone 1 | E-mail | Branch |
|------------|--------|-------------|-----|------|------|--|---------------|-----------|----------|-----------|------|--------|--------------|-------------|-----------|--------|
| 0001306628 | ✓ | ✓ | | | | UNIPER BENELUX NV | CAPELSEWEG | 400 | 3068 AX | ROTTERDAM | NL | 12 | Zuid-Holland | 31102895690 | NO E-MAIL | |
| 0000275058 | ✓ | | | | | E.ON BENELUX NV - FINANCIAL SERVICE CENTER | POS | | | | | | | | | |
| 0000335661 | ✓ | | | | | E.ON IS NETHERLANDS BV | CAPE | | | | | | | | | |
| 0000764069 | ✓ | | | | | E.ON BENELUX GENERATION AFD. FSC | POS | | | | | | | | | |
| 0001069626 | ✓ | | | | | NRE ENERGIE BV - FINANCIAL SERVICE CENTER | POS | | | | | | | | | |
| 0001131612 | ✓ | | | | | E.ON ENGINEERING BV | GALI | | | | | | | | | |
| 0001153319 | ✓ | | | | | E.ON D-GAS | WAL | | | | | | | | | |
| 0001238815 | ✓ | | | | | E.ON BENELUX NV EINDHOVEN | POS | | | | | | | | | |
| 0001339149 | ✓ | | | | | NRE HOLDING BV | NAC | | | | | | | | | |

All the request will be sent to:

- IT: crm.service.it@nh-hotels.com
- CE: crm.service.ce@nh-hotels.com
- Benelux: crm.service.blx@nh-hotels.com
- SP, PT & And: crm.service.es@nh-hotels.com
- AM: crm.service.am@nh-hotels.com

Any request must be sent using the “Party creation & update” template

For creation of a new PID a **Fiscal code is mandatory**. Please use a VAT/BTW number (ask the client) or Chamber of Commerce/KvK number (can be found on kvk website)

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

| Branch sales | | | | | | | | | | | | | | | |
|--------------|----------------------------|-------|-----------|-------|------|-------|-----------------|----------|----------------------|---------|---------|-------|---------|-----|---------|
| Branch | Branch Name | Sales | No active | Admin | Main | Guest | Surname | Phone n° | E-mail Assistant | Remarks | | | | Cty | Type |
| 0004127453 | E.ON BENELUX LEVERING BV | 48731 | ✓ | | | . | Crm.Netherlands | | crm.nl@nh-hotels.com | | GENERIC | 48731 | BENELUX | NL | Generic |
| 0004222727 | E.ON BENELUX LEVERING B.V. | 48731 | | | ✓ | . | Crm.Netherlands | | crm.nl@nh-hotels.com | | GENERIC | 48731 | BENELUX | NL | Generic |

All CRM PID'S starting with a **1** are agencies : **1000615428** Viajes EL Corte Ingles

All CRM PID's starting with a **2** are companies: **2000040792** Deloitte

All CRM PID's starting with a **3** are promo's: **3014857464** Promo Employee Airlines

For the 3... PID'S it is not possible to invoice them and you have to change the main client

| Customer | Name 1 | Street | City | PostalC... | C... | Telephone 1 | Remo... |
|------------|---------------------------|--------------------------|-----------|------------|------|----------------|--------------------------|
| 9900000208 | NL36NH AMSTERDAM NOORD | DISTELKADE, 21 | AMSTERDAM | 1031 XP | NL | 31(0)2063443 | <input type="checkbox"/> |
| 9900000209 | NL34NH CARANSA | REMBRANDTPEIN, 19 | AMSTERDAM | 1017 CT | NL | 31(0)2055408 | <input type="checkbox"/> |
| 9900000210 | NL34NH SCHILLER | REMBRANDTPEIN, 26 | AMSTERDAM | 1017 CV | NL | 31(0)2055407 | <input type="checkbox"/> |
| 9900000211 | NL33NH DOELEN | NIEUWE DOELENSTRAAT, 24 | AMSTERDAM | 1012 CP | NL | 31(0)2055406 | <input type="checkbox"/> |
| 9900000212 | NL56NH TROPEN | LINNAEUSSTRAAT, 2C | AMSTERDAM | 1092 CK | NL | 31(0)2069251 | <input type="checkbox"/> |
| 9900000213 | NL26NH MUSEUM QUARTER | HOBBERMAKADE, 50 | AMSTERDAM | 1071 XL | NL | 31(0)2057382 | <input type="checkbox"/> |
| 9900000214 | NL42 NH AMSTERDAM CITY CE | SPUISTRAAT, 288-292 | AMSTERDAM | 1012 VX | NL | 31(0)2042045 | <input type="checkbox"/> |
| 9900000215 | NL22NH AMSTERDAM CENTRE | STADHOUDERSKADE, 7-9 | AMSTERDAM | 1054 ES | NL | 31(0)2068513 | <input type="checkbox"/> |
| 9900000216 | NL13NH BARBIZON PALACE | PRINS HENDRIKKADE, 59-72 | AMSTERDAM | 1012 AD | NL | 31(0)2055645 | <input type="checkbox"/> |
| 9900000218 | NL49NH GRAND HOTEL KRASNA | DAM, 9 | AMSTERDAM | 1012 JS | NL | 31(0)2055491 | <input type="checkbox"/> |
| 9900000372 | NL31NH AMSTERDAM ZUID | VAN LEIJENBERGH LAAN, 21 | AMSTERDAM | 1082 GG | NL | 31(0)2054141 | <input type="checkbox"/> |
| 9900000759 | NL59NH CARLTON AMSTERDAM | VIJZELSTRAAT, 4 | AMSTERDAM | 1017 HK | NL | 31(0)2052168 | <input type="checkbox"/> |
| 9900000970 | NL51RESTAURANT DVIJFF VLI | SINGEL, 355 | AMSTERDAM | 1012 WK | NL | 00310205304060 | <input type="checkbox"/> |
| 9900009362 | NL32EXPL. CARANSA | REMBRANDTPEIN, 19 | AMSTERDAM | 1017 CT | NL | 31(0)2055408 | <input type="checkbox"/> |
| 9900009621 | NL21VVE DAMSTRAAT/OUDEZIJ | DAM, 9 | AMSTERDAM | 1012 JS | NL | 31(0)2055463 | <input type="checkbox"/> |
| 9900009970 | NL51RESTAURANT DVIJFF VLI | SINGEL, 355 | AMSTERDAM | 1012 WK | NL | 31(0)2053040 | <input type="checkbox"/> |
| 9900009976 | NL55OLOFSKAPEL MONUMENTEN | PRINS HENDRIKKADE, 59-72 | AMSTERDAM | 1012 AD | NL | 31(0)2055463 | <input type="checkbox"/> |
| 9900009981 | NL57TROPEN EXPLOITATIEMAA | LINNAEUSSTRAAT, 2C | AMSTERDAM | 1092 CK | NL | 31(0)2065503 | <input type="checkbox"/> |

All PID'S starting with **99**..... are the internal clients (Hotels)

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

- Change hotel
- ▼ CRM FRONT-OFFICE

- Create
- Modify
- Display
- Display customer hierarchy
- Copy customers from another hotel
- Document reader

**Search for companies
in the NH General Database**

Customer Number (1)

Guests TAs Companies Hotels External hotels Others

Customer

Tax Number 1

Name

Name 2

Telephone 1

Identifier

Show branches only

Mark removed

Maximum No. of Hits

✓

NLGR.GRON Companies - New

NLGR.GRON NH Groningen ****

Client

2004102767 FERRERO BV

General data Statistics Sales and Agents

Name

Street

Nº

City

ZIP code

Country Netherlands

Region

Language Dutch

Guarantee type

Phone nº

Tax Number 1

Search term

Email

URL

Industry F&B Industry

☐ Natural person

Global Potential

Annual Revenue

Employees

☐ Allows mailing

Statistics

Market segment

Market subsegment

Source of business id.

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

TMS for MEETINGS

Events

Event Search



nh | HOTEL GROUP

nh
HOTELS


NH COLLECTION

nhow

Hesperia
RESORTS

www.nh-hotels.com

- ▼ TMSforHotels
 - Change hotel
 - CRM FRONT-OFFICE
 - ▼ RESERVATIONS
 - Individuals
 - ▼ Groups / Events
 - Booking File
 - Groups /Families
 - Convention groups
 - ▼ Events
 - Create Event
 - **Modify Events**
 - Display Events
 - F&B Menus
 - Mass changes to several reservations
 - Information systems

ESSE.SEVIL Hesperia Sevilla **** *

Event

Version

Reservation

Events and versions

Events and active versions

Events and pending versions

| Event co... | Versi... | Description | Active | Start date | Start ti... | End date | End time |
|-------------|----------|------------------------------|--------|------------|-------------|------------|----------|
| EV00005402 | 001 | ALEMANIA.VARIAS.2016 | ✓ | 21.04.2016 | 09:00:00 | 25.04.2016 | 20:00:00 |
| EV00005403 | 001 | GRP ESTUDIANTES II | ✓ | 13.10.2016 | 09:30:00 | 14.10.2016 | 19:00:00 |
| EV00005404 | 001 | FRANCESES | ✓ | 17.05.2016 | 21:30:00 | 18.05.2016 | 23:00:00 |
| EV00005405 | 001 | GR CHAN1403-LH | ✓ | 17.03.2016 | 20:00:00 | 17.03.2016 | 22:00:00 |
| EV00005406 | 001 | Copia de CHAN SERIE INVIERNO | ✓ | 27.03.2016 | 20:00:00 | 27.03.2016 | 22:00:00 |
| EV00005407 | 001 | CHAN 2203-LH | ✓ | 25.03.2016 | 20:00:00 | 25.03.2016 | 22:00:00 |
| EV00005408 | 001 | FRIDOLIN | ✓ | 09.04.2016 | 08:00:00 | 10.04.2016 | 08:30:00 |
| EV00005409 | 001 | KÖPPEL | ✓ | 19.04.2016 | 08:00:00 | 20.04.2016 | 08:30:00 |
| EV00005410 | 001 | LASCHKE | ✓ | 18.10.2016 | 08:00:00 | 19.10.2016 | 08:30:00 |

| Reserv. | Descrip. | Code | Occ | Arrival | S. ... | Departure | En... | Status | Quantity | Rate | Contract | Amount |
|-----------------------|------------|------|-----|------------|--------|------------|-------|-----------|----------|------|----------|--------|
| ▼ ESZZ.SPORT-NH Sport | | | | | | | | | | | | |
| ▼ Tuesday 31.05.2016 | | | | | | | | | | | | |
| ▼ Rooms | | | | | | | | | | | | |
| ▼ CONVENTION | | | | | | | | | | | | |
| ▼ Pending | | | | | | | | | | | | |
| ▼ Standard Double | | | | | | | | | | | | |
| • STDOBL | | | | | | | | | | | | |
| ▼ Meetings | | | | | | | | | | | | |
| • EV00000036-001 | | | | | | | | | | | | |
| 63276 CYEX - ... | EV00000036 | | | 31.05.2016 | 15:00 | 08.06.2016 | | | | | | |
| 63276 Standar... | EV00... | 1AD | | 31.05.2016 | 15:00 | 05.06.2016 | | | | | | |
| 3847460 CYEX - ... | EV00... | | | 31.05.2016 | 9:00 | 08.06.2016 | 23:00 | Confir... | 1 | | BGR... | |

You can also enter the Event directly from the Booking file

Table view Others Availability System Help

✓ [dropdown] << [icons]

ESSE.SEVIL. Events data

Revenue detail Event revenue Function Diary

ESSE.SEVIL Hesperia Sevilla Reservat.: 13196326 Client: 1000061542 VIAJES EL CORTE INGLES SA Amounts

Id EV00006174 Version 1 ☒ Active

Start 14.05.2016 12:30 ☒ Pending Budget

End 14.05.2016 14:30 ☒ Pending Contract

Voucher ☒ Pending BEO

Description **COMUNION HIJA OLGA RUANO**

Event type BANQT Banquets, Social Party, C

Status Confirmed

Follow Up ☐ Tax incl.

Event's status

☐ Lost ☐ Check in

☐ Rejected ☐ Check out

☐ Cancelled

Managers

Sales

Venue Rep

Hotel rooms

Lim.bill.day 10 Day 24.05.2016

Remarks

Main

*Function rooms Hotel Reserv *Clients *Additional Inf *Statistics Commissions Deposits Actions Packages Routing and Charges Fixed charges Discount

| Ord.Pac | St... | Section | No sh... | Rooms | No m... | Start date | Start ... | End date | End ti... | GST | Total cost | Total sale | F... Tas | Res | Men | Set | Rmk |
|---------|-------|---------|--------------------------|----------------|--------------------------|------------|-----------|------------|-----------|-----|------------|------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| | | | <input type="checkbox"/> | Murillo+Ter... | <input type="checkbox"/> | 14.05.2016 | 12:30 | 14.05.2016 | 14:30 | 70 | 0,00 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Management

Order

Price Calculation by:

☐ Price day

☐ Price time

☒ Price per Period

F. Rooms amounts

| | |
|-------------------|------------|
| Cost Amount | 0,00 EUR |
| Sale w/o discount | 395,00 EUR |
| Sale w discount | 395,00 EUR |
| Tax included | 477,95 EUR |

F. Rooms extras amounts

| | |
|-------------------|--------------|
| Cost Amount | 0,00 EUR |
| Sale w/o discount | 1.694,50 EUR |
| Sale w discount | 1.525,05 EUR |
| Tax included | 1.677,56 EUR |

Change status of BF and related reservations



nh | HOTEL GROUP

nh
HOTELS



NH COLLECTION

nhow







Hesperia
RESORTS

From the Booking File's header, we will access to the Booking File and Reservation Status management using 2 fields:


- Booking File Status
- Reservation Status

Booking File: MB0000004472 Mode  Client: 1831827 MATTHIAS HENDRIK DOORN

General Info. Customer data Commissions Routing Charges Actions Statistics Additional information Deposits Discount

| | | | | | |
|---------------|---------------------|---|---|---|--|
| Start: | 26.08.2016 | Friday | Revenue summary | | |
| End: | 28.08.2016 | Sunday |  NLZH.DHAAG-N... Offer | | |
| Name: | TEST ROOMS TO EVENT | | | Contract | |
| Status | Offer |   | ✓ BF Status | Rate | |
| Res Status | |   | by default | BGR_MEET | |
| Registr. date | 26.04.2016 | Tuesday | <input type="checkbox"/> BF not released | Remarks  Main | |
| Conf. date: | | | <input type="checkbox"/> Retrieve changes | | |
| Deadline: | | | <input type="checkbox"/> Serie | | |
| Follow Up: | | | <input type="checkbox"/> Recurrent | | |
| Follow Up: | 28.04.2016 | Thursday | Rooming | Allowed | |
| CUT-OFF date: | | | Voucher | | |

BF status can be modified by clicking in the following icon:

| | | |
|---------------|------------|---|
| Name: | IBC | |
| Status | Optional |  BF Status |
| Res Status | | by default |
| Registr. date | 24.05.2016 | Tuesday |
| Conf. date: | | |
| Deadline: | | |



The system opens a new window where we will be able to manage the Booking File and define its status according to our needs:

Booking File: MB0000212106
MultiHotel

Status: Optional
☒ BFile default status
☐ Show breakdown

☐ Lost
☐ Rejected
☐ Cancelled


| Hotel name | Reserv. | Reservation Type | Arrival date | Departure | Current st | New status |
|-------------------------|----------|-------------------------|--------------|------------|------------|------------|
| NH Balago | 15856427 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | OPTIONAL |
| NH Balago | 15856424 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | OPTION |
| NH Ciudad de Valladolid | 15858785 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | OPTIONAL |
| NH Ciudad de Valladolid | 15858941 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | OPTION |

In case of no multihotel BF, the NO main hotels cannot have a status that implies revenue/occupation

Cancel Save








This display will show:





- **Status:** Defines the Booking File's status.
- **Flag Bfile default status:** Where we will activate or not according to needs.
- **Reservations' grid:** Shows all reservations that conform the Booking File. Of each reservation we can see:
 - Hotel name
 - Reservation number and type
 - Arrival and departure date
 - Current status
 - New status after modification

Booking File: **MB0000212106**  MultiHotel

Status: **Tentative** ☒ BFile default status ☐ Show breakdown


☐ Lost ☐ Rejected ☐ Cancelled

| | Hotel name | Reserv. | Reservation Type | Arrival date | Departure | Current st | New status |
|---|-------------------------|----------|-------------------------|--------------|------------|------------|------------|
|  | NH Balago | 15856427 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
|  | NH Balago | 15856424 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
|  | NH Ciudad de Valladolid | 15858785 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
|  | NH Ciudad de Valladolid | 15858941 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |








When you save your changes, the system will validate if those informed changes can be made. If an error occurs, the system will report the particular error and will not make any changes. If everything is in order, reservations will be saved with the new changes.





Group's reservations that are not broken-down, follow the same status logic as the rest of the reservations, i.e. will only be editable at hotel level when the BF is manual and will be changed by block if it is a "BFile default status" or "Fixed status".

Booking File: MB0000212106  MultiHotel

Status: Tentative ☒ BFile default status ☐ Show breakdown

☐ Lost ☐ Rejected ☐ Cancelled

| | Hotel name | Reserv. | Reservation Type | Arrival date | Departure | Current st | New status |
|--|-------------------------|----------|-------------------------|--------------|------------|------------|------------|
|  | NH Balago | 15856427 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
|  | NH Balago | 15856424 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
|  | NH Ciudad de Valladolid | 15858785 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
|  | NH Ciudad de Valladolid | 15858941 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |

FLAG: BFILE DEFAULT STATUS

To tick or untick this Flag, you must do so from the window “Booking File Status”.

Booking File: MB0000212106 MultiHotel

Status: Tentative ☒ BFile default status ☐ Show breakdown

☐ Lost ☐ Rejected ☐ Cancelled

| | Hotel name | Reserv. | Reservation Type | Arrival date | Departure | Current st | New status |
|--|-------------------------|----------|-------------------------|--------------|------------|------------|------------|
| | NH Balago | 15856427 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| | NH Balago | 15856424 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| | NH Ciudad de Valladolid | 15858785 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| | NH Ciudad de Valladolid | 15858941 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |

At the Booking File’s header we can see whether the flag is ticked or not but we cannot select or unselect it from here, only from the screen above.

| General Info. | | Customer data | Commissions | Routing Char |
|---------------|---------------------|---------------|---|--------------|
| Start: | 26.08.2016 | Friday | | |
| End: | 28.08.2016 | Sunday | | |
| Name: | TEST ROOMS TO EVENT | | | |
| Status | Tentative | ↓ | <input checked="" type="checkbox"/> BF Status | |
| Res Status | | ↓ | by default | |
| Registr. date | 26.04.2016 | Tuesday | | |
| Conf. date: | | | | |

– FLAG “BFILE DEFAULT STATUS”

Depending on whether the flag is ticked or not, status management changes:

FLAG TICKED:









- The field “Reservation Status” will be disabled for use.

| General Info. | | Customer data | Commissions | Routing Char |
|---------------|---------------------|---------------|-------------|--------------|
| Start: | 26.08.2016 | Friday | | |
| End: | 28.08.2016 | Sunday | | |
| Name: | TEST ROOMS TO EVENT | | | |
| Status | Tentative | ▼ | ⬇️ | ✓ BF Status |
| Res Status | | ▼ | ❌ | by default |
| Registr. date | 26.04.2016 | Tuesday | | |
| Conf. date: | | | | |

- The status of all the reservations contained in the Booking File will be equal to the status of the Booking File, only allowing its management through the field “BF Status”.
- When ticking the Flag “BFile Default Status”, if there are reservations with different status within the BF, the system **will proceed to update such status**, taking into account validation processes both of availability and restrictions.
- At EVENT level and CONVENTION/FAMILY GROUP reservation, the status management **will be disabled**. It will only be enabled allowing status management at these levels when the date of reservation is equal to the current day.

FLAG UNTICKED:

- The field “Reservation Status” will be enabled for use and can have different status between Booking File and group & events reservations.
- Reservation status should be managed through this field.

| | | | | |
|---------------|---|---|---|--|
| Start: | 10.07.2016 | Sunday | Revenue summary | |
| End: | 17.07.2016 | Sunday |  All  | Tentati...  |
| Name: | CAMPUS RUGBY VALLADOLID | | Contract | |
| Status | Tentative  |  | Rate | BGR_SPORT  |
| Res Status | Tentative  |  | by default | |
| Registr. date | 11.05.2016 | Wednesday | <input type="checkbox"/> BF not released | |
| Conf. date: | | | <input type="checkbox"/> Retrieve changes | |

- Once we click on the icon, we get another screen to manage the reservations' status.

Reservation Status

Booking File: MB0000212106 MultiHotel

Status: Tentative ☐ BFile default status ☐ Show breakdown

☐ Lost ☐ Rejected ☐ Cancelled

Function Diary
General Occupancy

| Hotel name | Reserv. | Reservation Type | Arrival date | Departure | Current st | New status |
|-------------------------|----------|-------------------------|--------------|------------|------------|------------|
| NH Balago | 15856427 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| NH Balago | 15856424 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| NH Ciudad de Valladolid | 15858785 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| NH Ciudad de Valladolid | 15858941 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |

DETERMINED STATUS (offer, option, second option, tentative, confirmed):

- The selected value will be propagated to the reservations contained in the BF considering validation processes and restrictions.
- At EVENT level and CONVENTION/FAMILY GROUP reservation, the status management **will be disabled**. It will only be enabled allowing status management at these levels when the date of reservation is equal to the current date.

MANUAL STATUS: The status management at reservation level is completely independent of the Booking File’s status and among themselves.

To modify a reservation status in particular, in the NEW STATUS column, select the “match code” of the reservation that we need to modify reporting the new desired status.

Booking File: MB0000212106 MultiHotel

Status: Manual ☐ BFile default status ☐ Show breakdown ☐ Apply to breakdown

Function Diary
General Occupancy

Hotel name, Reserv., Reservation Type, Arrival date, Departure, Current st, New status

| | | | | | | |
|-------------------------|----------|-------------------------|------------|------------|-----------|-----------|
| NH Balago | 15856427 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| NH Balago | 15856424 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| NH Ciudad de Valladolid | 15858785 | Events | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |
| NH Ciudad de Valladolid | 15858941 | Conference Group header | 10.07.2016 | 17.07.2016 | TENTATIVE | TENTATIVE |

Status Description

| | |
|-------|---------------|
| CONFI | Confirmed |
| OFFER | Offer |
| OPTIO | Optional |
| SCOPT | Second Option |
| TENTA | Tentative |
| LOST | LOST |
| REJ | REJECTED |
| CANC | CANCELLED |

Booking File Management

Booking File managed in mode MANUAL Status. Please, check if needed

When opening a Booking file, the system will ‘warn’ you about the manual status

| Current st | New status |
|------------|------------|
| TENTATIVE | CONFIRMED |
| TENTATIVE | TENTATIVE |
| TENTATIVE | LOST |
| TENTATIVE | OFFER |

Reservation Status

Booking File: MB0000000810 MultiHotel

Status: **Manual** ☐ BFile default status ☒ Show breakdown
☐ Lost ☐ Rejected ☐ Cancelled ☒ Apply to breakdown

Function Diary
General Occupancy

| Hotel name | Reserv. | Reserv. | Reservation Type | Arrival date | Departure | Current st | New status |
|-----------------------|---------|---------|------------------------|--------------|------------|------------|------------|
| NH Ciudad de Zaragoza | 143523 | 143422 | Events | 22.07.2015 | 24.07.2015 | Confirmed | Confirmed |
| NH Ciudad de Zaragoza | 143523 | 143527 | Individual reservation | 22.07.2015 | 24.07.2015 | Confirmed | Confirmed |
| NH Ciudad de Zaragoza | 143523 | 143667 | Individual reservation | 22.07.2015 | 24.07.2015 | Confirmed | Confirmed |
| NH Ciudad de Zaragoza | 143523 | 143669 | Individual reservation | 22.07.2015 | 24.07.2015 | Confirmed | Confirmed |
| NH Ciudad de Zaragoza | 143523 | 143670 | Individual reservation | 22.07.2015 | 24.07.2015 | Confirmed | Confirmed |
| NH Sport | | 150671 | Events | 26.10.2014 | 27.10.2014 | Confirmed | Confirmed |

!!! Make sure the MB is in **MANUAL** status before you inform the customers they can book through the **CRO** or Event tool

In case of no multihotel BF, the NO main hotels cannot have a status that implies revenue/occupation

Cancel Save

If we selected the MANUAL status, we can click the flag “Apply to breakdown” for the change of status that we apply to the Group Header is applied to rooms that have already been broken down. This flag is only active when the Flag “Show breakdown” is not ticked. If we activate this flag, the reservations table will show the broken-down rooms. Select all those which we want to change status.

Event Check-in Check-out



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NLZH.DHAAG NH Den Haag **** Reservat.: 14906005 Client: 1100002105 DYNAMIC CONFERENCES

Id EV00010900 Version 1 ☒ Active

Start 25.04.2016 11:00 ☐ Pending Budget

End 25.04.2016 14:30 ☐ Pending Contract

Voucher ☐ Pending BEO

Event's status

☐ Lost ☒ Check in ☐ Check out

☐ Rejected

☐ Cancelled

Managers

Sales

Venue Rep

Hotel rooms

Lim.bill.day 10 Day 05.05.2016

When the Event shows up during the Pre-NA, make sure you will extend the Event with max a few days regarding the Lim.bill.day

The check in & check out box are activated on the day upon arrival. Activation is required as it is linked to the Night Audit.

This error will be shown during (pre) Night Audit if Events need a CI/CO

ERRORS NIGHT AUDIT

The following errors could impede night audit:

Program is running out of the pre-established range of hours

Still Expected Arrivals NOT CHECKED-IN

Events NOT CHECKED-OUT (See Reports -> EVENTS WITHOUT CHECK-OUT)

Still Cash points NOT CLOSED in the hotel

| Reports | Spa Reports | Information |
|------------------------|-------------|-------------|
| Expect. Departures | | Shift+F1 |
| Check-Out | | Shift+F2 |
| Modify Stay | | Shift+F4 |
| Expected Arrivals | | Shift+F5 |
| Modify Reservation | | Shift+F6 |
| Cash points Reports | | Shift+F7 |
| Cancel Invoices | | Shift+F8 |
| Charge Invoices | | Shift+F9 |
| Bills not paid | | |
| Manual Invoices | | |
| Missing in reservation | | |
| Departures not billed | | |
| Events not checked-in | | |
| Events not checked-out | | |
| Cancel with charges | | |

| Evento | Descripción | F. Inicial | F. Final | Tipo Evento | Estado del evento | Reserva | Booking File |
|------------|-------------|------------|------------|-------------|-------------------|------------|---------------|
| EV00012067 | ALLIANZ | 26.04.2016 | 26.04.2016 | Meetings | Confirmado | 0015124940 | MB00000195977 |

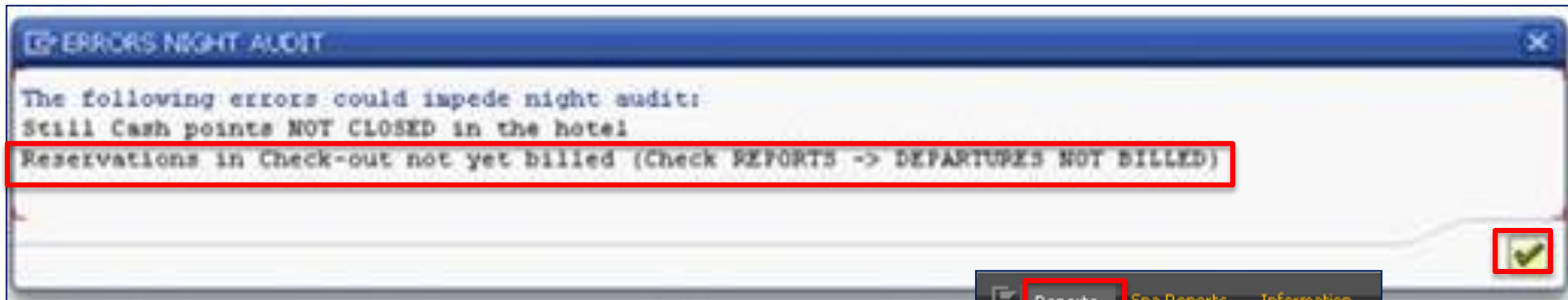
Once the errors during the (pre) Night Audit have been confirmed, go to the reports of the Night Audit menu to find the list with related reservations.


Double click the reservation and make the requested changes (Check-in/Check-out/Billing-extension of the Lim.bill.day)

| Den Haag ***** | | Reservat.: 14906005 | | Client: 1100002105 | | DYNAMIC CONFERENCES | |
|---|------------|---------------------|---|--|--|---------------------|--|
| Id | EV00010900 | Version | 1 | <input checked="" type="checkbox"/> Active | | | |
| Start | 25.04.2016 | 11:00 | | <input checked="" type="checkbox"/> Pending Budget | | | |
| End | 25.04.2016 | 14:30 | | <input checked="" type="checkbox"/> Pending Contract | | | |
| Voucher | | | | <input checked="" type="checkbox"/> Pending BEO | | | |
| <div> <div> Event's status <input type="checkbox"/> Lost <input type="checkbox"/> Rejected <input type="checkbox"/> Cancelled </div> <div> <input checked="" type="checkbox"/> Check in <input type="checkbox"/> Check out </div> </div> | | | | | | | |
| Managers <div> Sales <input type="text"/> Venue Rep <input type="text"/> Hotel rooms <input type="text"/> Lim.bill.day <input type="text" value="10"/> Day <input type="text" value="05.05.2016"/> </div> | | | | | | | |

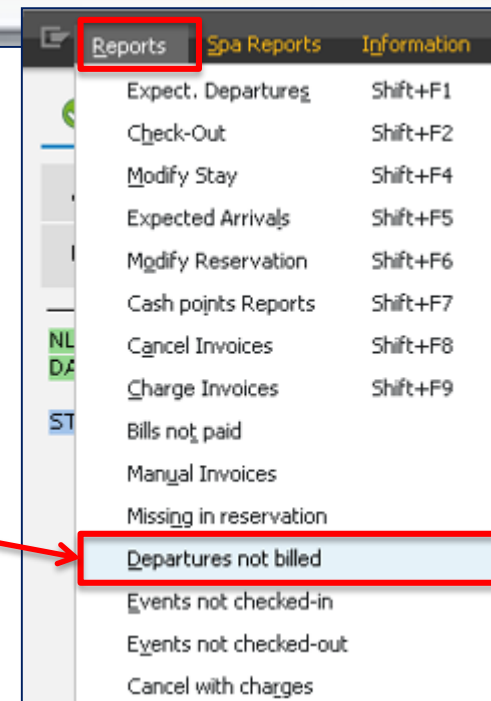
During the Night Audit the following error can appear:

'Reservations in Check-out not yet billed'



When this error appears, confirm the errors by clicking the  sign and check the report:

'Departures not billed'



Departures not billed

Hotel date NLZH.DHAAG NH Den Haag
User: E00000093733 · User 23.05.16 / 15:19

In the report you will find the checked-out events
with the billing date (**due date**) of the today,
mentioned in **RED**:
(in the example 23.05.2016)

| Type | Folio holder | Room | Room type | Reserv. | Event | F | Pay method | Σ | AD | Σ | JU | Σ | CH | Σ | B | A. date | Dep.date | Due date | Σ | Day charge | Σ | Current b |
|-------|-------------------------------|------|-----------|----------|------------|---|-----------------|---|----|---|----|---|----|---|---|------------|------------|------------|---|------------|---|-----------|
| Group | | | | 10444613 | EV00010841 | 2 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 27.04.2016 | 23.05.2016 | 23.05.2016 | | 0,00 | | 92,3 |
| Event | | | | 14906018 | EV00010913 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15.05.2016 | 20.05.2016 | 30.05.2016 | | 0,00 | | 391,9 |
| Event | | | | 14906018 | EV00010913 | 2 | Credit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15.05.2016 | 20.05.2016 | 30.05.2016 | | 0,00 | | 2.017,4 |
| Event | | | | 14906056 | EV00010951 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17.05.2016 | 22.05.2016 | 01.06.2016 | | 0,00 | | 6.353,0 |
| Event | | | | 14906056 | EV00010951 | 2 | Credit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17.05.2016 | 22.05.2016 | 01.06.2016 | | 0,00 | | 1.332,4 |
| Event | | | | 14943061 | EV00011227 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20.04.2016 | 22.04.2016 | 29.05.2016 | | 0,00 | | 4.214,2 |
| Event | | | | 14943061 | EV00011227 | 2 | Credit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20.04.2016 | 22.04.2016 | 29.05.2016 | | 0,00 | | 2.848,8 |
| Event | | | | 14943061 | EV00011227 | 3 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20.04.2016 | 22.04.2016 | 29.05.2016 | | 0,00 | | 3,3 |
| Event | | | | 14905995 | EV00010890 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 09.05.2016 | 09.05.2016 | 08.06.2016 | | 0,00 | | 0,0 |
| Event | | | | 14905995 | EV00010890 | 2 | Credit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 09.05.2016 | 09.05.2016 | 08.06.2016 | | 0,00 | | 1.368,2 |
| Event | | | | 14945792 | EV00011389 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20.04.2016 | 21.04.2016 | 23.05.2016 | | 0,00 | | 1.407,7 |
| Event | | | | 14945792 | EV00011389 | 2 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20.04.2016 | 21.04.2016 | 23.05.2016 | | 0,00 | | 911,0 |
| | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | 41,25 | | 26.703,5 |
| Event | 0040523937 NO MAPPING *DO NOT | | | 14906039 | EV00010934 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13.05.2016 | 13.05.2016 | 23.05.2016 | | 0,00 | | 330,6 |
| Event | | | | 14906055 | EV00010950 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26.04.2016 | 26.04.2016 | 24.05.2016 | | 0,00 | | 292,0 |

Double click the **EV..... reservation number** to enter the reservation

| | | | | | | | | | | | | | | | | | | | | | | |
|-------|-------------------------------|--|--|----------|------------|---|-----------------|---|---|---|---|---|---|---|---|------------|------------|------------|--|------|--|------|
| Event | 0040523937 NO MAPPING *DO NOT | | | 14906039 | EV00010934 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13.05.2016 | 13.05.2016 | 23.05.2016 | | 0,00 | | 0,00 |
|-------|-------------------------------|--|--|----------|------------|---|-----------------|---|---|---|---|---|---|---|---|------------|------------|------------|--|------|--|------|

NLZH.DHAAG, Events data

Revenue detail | Event revenue | Function Diary

NLZH.DHAAG NH Den Haag ***** Reservat.: 14906039 Client: 0040523937 NO MAPPING *DO NOT TO

Id: EV00010934 Version: 1 ☒ Active

Start: 13.05.2016 09:00 ☒ Pending Budget

End: 13.05.2016 17:00 ☒ Pending Contract

Voucher: ☒ Pending BEO

Event's status

☐ Lost ☒ Check in

☐ Rejected ☒ Check out

☐ Cancelled

Managers

Sales:

Venue Rep:

Hotel rooms:

Lim.bill.day: 10 Day 23.05.2016

*Function rooms | Hotel Reserv | *Clients | *Additional Inf | *Statistics | Commissions | Deposits | *Actions | *Packag

What you can see is the Event was on 13.05.2016 and is already checked out

Because the 'Lim.bill.day' is set on **10 days**, the Event needs to be paid 10 days after the check out date. In the example the Event needs **to be paid on 23.05.2016**

Lim.bill.day 10 Day 23.05.2016

| | | | | | | | | | | | | | | | |
|-------|-------------------------------|--|--|----------|------------|---|-----------------|---|---|---|---|------------|------------|------------|------|
| Event | 0040523937 NO MAPPING *DO NOT | | | 14906039 | EV00010934 | 1 | On-desk payment | 0 | 0 | 0 | 0 | 13.05.2016 | 13.05.2016 | 23.05.2016 | 0,00 |
|-------|-------------------------------|--|--|----------|------------|---|-----------------|---|---|---|---|------------|------------|------------|------|

Because it needs to be paid 'today' (in case of the example), it appears as an error during the Night Audit.

There are 2 options to solve the error:

1. Do the payment in the folio management of the Event

| | | | | | |
|-------------|-------------------------------------|--------|-----------|---------|------------|
| Reservation | 14906039 | Status | Check out | Arrival | 13.05.2016 |
| Main Client | NO MAPPING *DO NOT TOUCH* DO NOT TO | | | Voucher | |
| Event | WM - 1076648 | | | | |

| | | | | | | |
|-------------|----|--------|-----|--|----|------|
| FOLIOS: | F1 | 353,31 | EUR | NO MAPPING *DO NOT TOUCH* DO NOT TO-0040 ... | F2 | 0,00 |
| (tax incl.) | F3 | 0,00 | EUR | NO MAPPING *DO NOT TOUCH* DO NOT TO-0040 ... | F4 | 0,00 |

| Status | Invoice nu | Revenue date | Folio | P... | Concept | Description | Quantity | Price | Disc.(net) | Amount | Tax incl. | Service date |
|--------|------------|--------------|-------|------|---------|---------------------|----------|-------|------------|--------|-----------|--------------|
| | | 13.05.2016 | 1 | | DDR1 | 8-uursarrangement B | 6 | 3,86 | 0,00 | 23,16 | ✓ | 13.05.2016 |
| | | 13.05.2016 | 1 | | DDR2 | 8-uursarrangement B | 6 | 55,02 | 0,00 | 330,15 | ✓ | 13.05.2016 |

2. Change the Lim.bill.day with (for example 5) extra day's and save the Event:

Lim.bill.day 15 Day 28.05.2016

NLZH.DHAAG NH Den Haag ***** Reservat.: 14906039 Client: 0040

| | | | | |
|---------|------------|---------|---|--|
| Id | EV00010934 | Version | 1 | <input checked="" type="checkbox"/> Active |
| Start | 13.05.2016 | 09:00 | <input type="checkbox"/> <input type="checkbox"/> | <input checked="" type="checkbox"/> Pending Budget |
| End | 13.05.2016 | 17:00 | <input type="checkbox"/> <input type="checkbox"/> | <input checked="" type="checkbox"/> Pending Contract |
| Voucher | | | | <input checked="" type="checkbox"/> Pending BED |

Event's status

| | |
|------------------------------------|---|
| <input type="checkbox"/> Lost | <input checked="" type="checkbox"/> Check in |
| <input type="checkbox"/> Rejected | <input checked="" type="checkbox"/> Check out |
| <input type="checkbox"/> Cancelled | |

Managers

| | |
|--------------|---|
| Sales | |
| Venue Rep | |
| Hotel rooms | |
| Lim.bill.day | 15 Day 28.05.2016 |

By changing the Lim.bill.day, you 'create' extra days to arrange the payment. In the example we have given 5 extra days. This means if we don't make a payment before 28.05.2016, the Event will appear again as error during the Night Audit .



Bear in mind related to Lim.bill.day:

The official NH Hotel Group procedure is to **“do not leave charges more than seven days”**

Charges pending to bill





















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- ▼  BILLING
 -  Billing
 -  Post charges
 -  Folios
 -  Invoice correction
 -  Fiscal printers
 - ▼  Information systems
 -  Unpaid invoices report
 -  Cancel/no-show with pending charges
 -  Till operations
 -  Charges
 -  Cancelled charges
 -  Invoices - commissions report
 -  Upselling commissions by hotel
 -  Invoice flow by Guest
 -  Till movements by date
 -  Invoices report
 -  Departures not billed

Departures to be billed

NLZH.DHAAG NH Den Haag *****

Departure date <= 29.04.2016

| | | | | |
|-------------------|----------------------|----|----------------------|---|
| Market segment | <input type="text"/> | to | <input type="text"/> |    |
| Market subsegment | <input type="text"/> | to | <input type="text"/> | |
| Channel | <input type="text"/> | to | <input type="text"/> | |

☐ Show individual reservations

☒ Show group/events reservations

☐ Show no hosted folios

☐ Show all

By using this report, you have the option to select only group/event reservations

Departures to be billed



Departures not billed

Hotel date NLZH.DHAAG NH Den Haag
 User: E00000093733 · User 29.04.16 / 11:01

| Type | Folio holder | Reserv. | Event | Name grp/Event | F | Pay method | Lim. bill. day | Σ | Current bal. | Σ | B |
|-------|--------------------------------|----------|------------|---------------------------|---|-----------------|----------------------------------|------|--------------|----|----|
| Event | | 14906112 | EV00010965 | Sunday Tour // group E | 1 | On-desk pay | | 0,00 | 2.052,13 | 0, | 0, |
| Event | | 14906112 | EV00010965 | Sunday Tour // group E | 2 | On-desk pay | | 0,00 | 89,10 | 0, | 0, |
| Event | | 14943061 | EV00011227 | SHELL LD5V | 1 | On-desk pay | | 0,00 | 4.214,25 | 0, | 0, |
| Event | | 14943061 | EV00011227 | SHELL LD5V | 2 | Credit | | 0,00 | 2.848,86 | 0, | 0, |
| Event | | 14943061 | EV00011227 | SHELL LD5V | 3 | On-desk pay | | 0,00 | 3,30 | 0, | 0, |
| Event | | 14945792 | EV00011389 | NNIP PIP | 1 | On-desk pay | | 0,00 | 1.407,71 | 0, | 0, |
| Event | | 14945792 | EV00011389 | NNIP PIP | 2 | On-desk pay | | 0,00 | 911,02 | 0, | 0, |
| | | | | | | | | 0,00 | 11.526,37 | 0, | 0, |
| Event | 0040523937 NO MAPPING * DO NOT | 14906055 | EV00010950 | Bruto - Pool Rijksoverhei | 1 | On-desk payment | 26.04.2016 26.04.2016 06.05.2016 | 0,00 | 292,07 | 0, | 0, |
| | | | | | | | | 0,00 | 292,07 | 0, | 0, |
| Event | 1003205006 KUONI GLOBAL TRAVEL | 14905978 | EV00010883 | GTA TTA0168617 | 1 | On-desk payment | 26.04.2016 27.04.2016 07.05.2016 | 0,00 | 800,85 | 0, | 0, |
| | | | | | | | | 0,00 | 800,85 | 0, | 0, |
| Event | 1100002105 DYNAMIC CONFERENCES | 14906005 | EV00010900 | Dynamic | 2 | On-desk payment | 25.04.2016 25.04.2016 05.05.2016 | 0,00 | 829,40 | 0, | 0, |
| | | | | | | | | 0,00 | 829,40 | 0, | 0, |
| Event | 2000002906 SIEMENS NEDERLAND N | 14906014 | EV00010909 | Siemens | 1 | On-desk payment | 19.04.2016 21.04.2016 02.05.2016 | 0,00 | 484,10 | 0, | 0, |
| | | | | | | | | 0,00 | 484,10 | 0, | 0, |

When reservations passed the due date, they will be shown in **red** on the report

If the reservation is mentioned, in **red** make sure you do the payment in the folio's or extend the Lim.bill.day in the Event

| |
|------------|
| 10.04.2016 |
| 20.04.2016 |
| 10.04.2016 |
| |
| 10.04.2016 |
| 10.04.2016 |

Double click to enter on the reservation you want to invoice or where you need to change the Lim.bill.day

THANKS!

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