

## Process: Payment Gateway

Subprocess: Payment execution

Process Owner: Luis Martínez Jurado	Proces Leader:
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Proces Leader:

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NH Approvals	
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Name	Function	Date	Comments
SVP HQ Treasury	Process Owner		
Director HQ Treasury	Process Leader		

Modification History	
1	Initial release
2	Added new section on data collection
3	Revised methodology section
4	Added references
5	Final review and approval

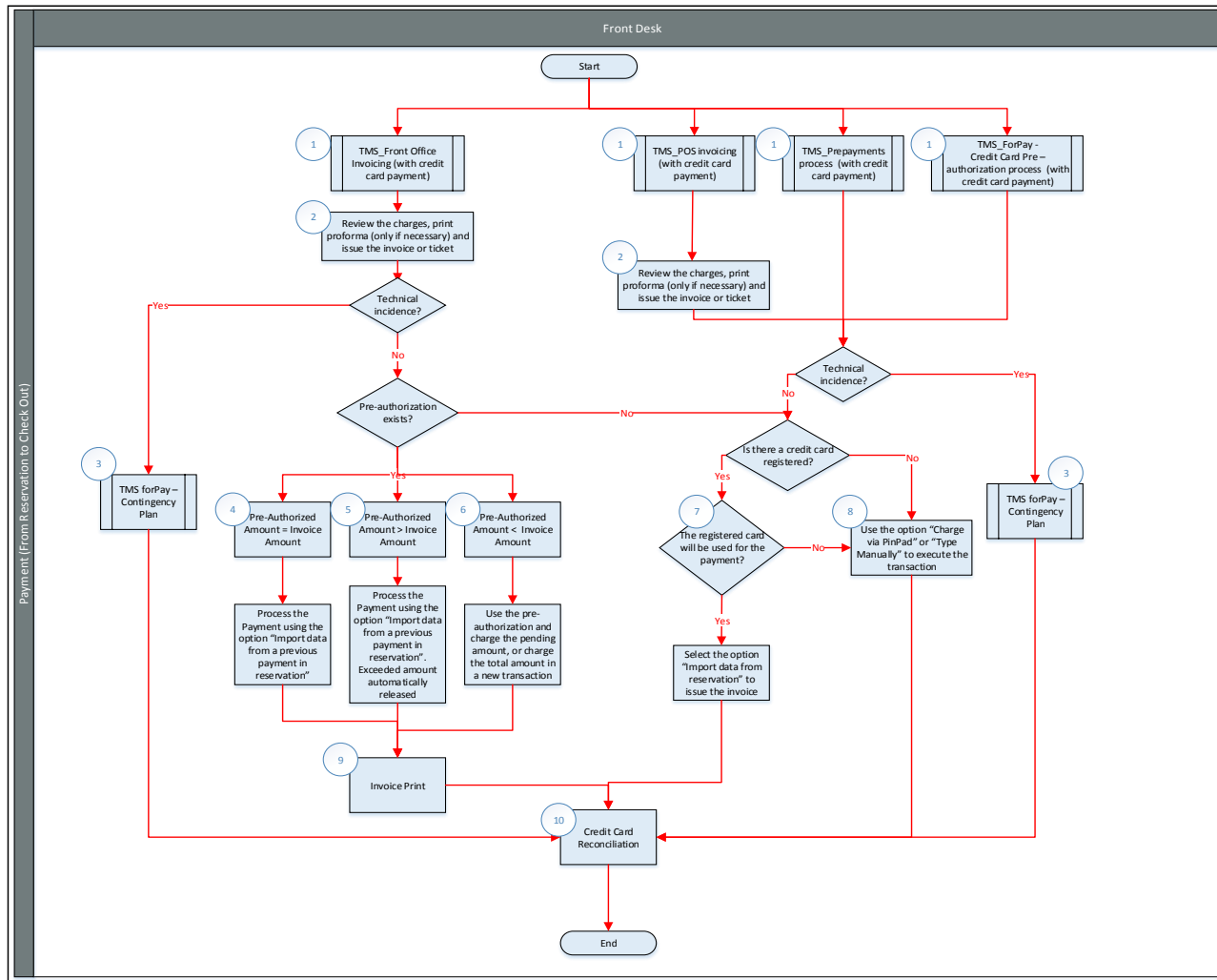
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Shape	Name	Description
	Task	Represents a manual activity of the process.
	Automatic Task	Represents an automatic activity of the process.
	Flow direction	Input or output of the task or decision.
	Internal Audit Control	Controls defined by NH Internal Audit
	Systems	Applicatio or Tool.
	Start/End	Indicates the beginning or the end of a process.
	Manual Process	Manual Business process composed of tasks, decisions, flow directions, documents and
	Decision point	It is originated after one task and it generates two or another decision.
	Report or document	It is a physical or electronic file used as input or output of a task.
	Notifications	External/Internal Notifications.

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Order	Task	Task Description	When	Responsible	Frecuency	Tools 
0	<a href="#">TMS forPay - Credit Card Registration</a>	It will be registered manually in the reservation the credit card data: credit card number, expiry date, card holder and remarks if necessary.	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
1	Payment Gateway transactions	There are four different situations where the payment gateway must be used: - Invoice payments in Front Office - Prepayments (during the reservation, reservations review process or in front office) - POS (payments made in the Hotel in differents points of sales) - Pre-authorizations (managed on any time since check-in to check-out)	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings / F&B	N/A	<a href="#">TMS Front Office Invoicing</a>
						<a href="#">TMS POS invoicing</a>
						<a href="#">TMS Prepayments process</a>
						<a href="#">TMS ForPay -Credit Card Pre – authorization process</a>
2	Review charges, print proforma (only if necessary) and issue the invoice	According to the Environmental Policy of the Company, we will check verbally with the Guest that all the charges are correct before printing the invoice. Only when the Guest ask for it, a proforma invoice will be printed.	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
3	<a href="#">TMS forPay -Contingency Plan Process</a>	If any incident happens during payment review the Contingency Plan Process.	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	<a href="#">TMS forPay - Contingency Plan Process</a>
4	When a Pre-authorization exists we can deal three different situations	<b>Pre-Authorized Amount = Invoice Amount</b> Select the option "Import data from a previous payment"	Check-in / In-house management / Check-out	Front office	N/A	TMS forHotels / TMS forPay
5		<b>Pre-Authorized Amount &gt; Invoice Amount</b> Select the option "Import data from a previous payment" and the excedeed amount will be refunded automatically	Check-in / In-house management / Check-out	Front office	N/A	TMS forHotels / TMS forPay
6		<b>Pre-Authorized Amount &lt; Invoice Amount</b> In this situation, if the guest decides to use the previous authorization you will be able to check in the screen "Inovice payment movements" the total amount of the preauthorization, so you must split the payment in two lines, one for the total amount of the pre-authorization and the other one for the difference. You can also "renew" the previous pre-authorization for the total pending amount. If you try to use the pre-authorization by using the option "import data from a previous payment" and the amount is lower than the pending amunt a pop-up will be shown with the message "Amount of preauth lower than the payment", so you wont'be able to use it.	Check-in / In-house management / Check-out	Front office	N/A	TMS forHotels / TMS forPay

7	The registered card will be used for the payment?	In TMS forPay you can register several Credit Cards for the payment. If the Credit Card that the guest wants to use is registered you can use it by the option "Import data from reservation" and all the registered Credit Cards will be shown.	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
8	Use the option "Charge via PinPad" or "Type Manually" to execute the transaction	If the Credit Card that the guest wants to use is not registered, you will have to choose the options "Charge Via Pin Pad" or "Type Manually" <b>IMPORTANT:</b> If a Credit Card is not registered and is used to pay it will be automatically registered.	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
9	Creation and print invoice	The invoice number will be shown in the screen and the final invoice will be printed automatically with all the data related to the transaction made through the payment gateway <b>IMPORTANT:</b> this invoice will be issued according to each country and their specific legislation	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels
10	Credit Card Reconciliation	Hotel can manage two different reports to conciliate the credit cards transactions in TMS: - /CCSHT/CE_PPAGOS_ALV - Operations made with payment gateway - where all the transactions made with payment gateway will be registered - /CCSHT/R_FC_SI_01 - Till operations - where all the till operations will be registered* <b>*IMPORTANT:</b> in case of a communication contingency this is the report that has to be managed by Front Office as all the transactions made (with or without payment gateway) can be found in it Information found in TMS will have to be confronted with the information available in 3C Payment website. In case of any discrepancy, it will have to be solved in order to balance the information provided in both systems <b>All the information related to the payments managed through the payment gateway must be included in the TMS_Cash Count as the other payment methods (Update in progress).</b>	At the end of shift	Front Office / Reservations / Meetings	N/A	TMS forHotels

nh   HOTEL GROUP					Corporate IT & Organization Department				
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Process Owner: Luis Martínez Jurado					Process Leader:				
Open Points									
Id	Issue			Resolution			Responsible		Deadline Date