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Process: Payment Gateway

Subprocess: Pre-authorization execution

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

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Date	22032017
Last modification date	
Document version	0.0

NH Approvals

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

Modification History

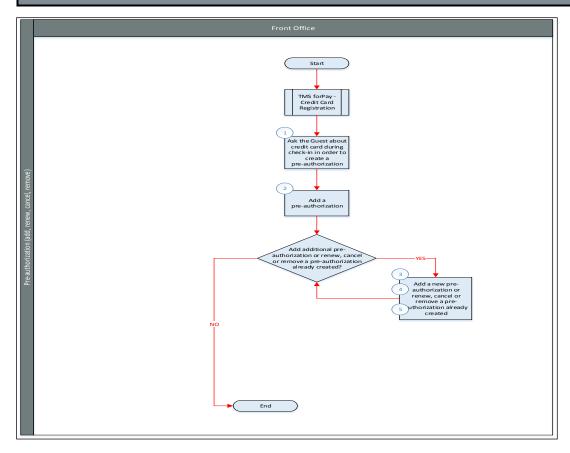| Document Version	Date	Modified by	Comments
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Corporate IT & Organization Department

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Front Office

Pre-authorization (add, renew, cancel, remove)

```
                    Start
                      │
                      ▼
            ┌──────────────────┐
            │  TMS forPay -    │
            │  Credit Card     │
            │  Registration    │
            └──────────────────┘
                      │
          (1)         ▼
            ┌──────────────────┐
            │ Ask the Guest about│
            │ credit card during │
            │ check-in in order to│
            │ create a          │
            │ pre-authorization │
            └──────────────────┘
                      │
          (2)         ▼
            ┌──────────────────┐
            │    Add a         │
            │ pre-authorization│
            └──────────────────┘
                      │
                      ▼
              ╱──────────────╲
             ╱ Add additional  ╲
            ╱  pre-authorization ╲
           │ or renew, cancel    │ ──YES──┐
            ╲ or remove a         ╱        │
             ╲ pre-authorization ╱         │
              ╲ already created?╱          │
               ╲──────────────╱   (3)      ▼
                    │           ┌──────────────────┐
                    │       (4) │ Add a new pre-   │
                    │           │ authorization or │
                    │           │ renew, cancel or │
                   NO       (5) │ remove a pre-    │
                    │           │ authorization already│
                    │           │ created          │
                    │           └──────────────────┘
                    ▼
                 ( End )
```

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	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.
SAP ERP	Notifications	External/Internal Notifications.

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Order	Task	Task Description	When	Responsible	Frecuency	Tools
0	**TMS forPay - Credit Card Registration**	Credit Card will be registered manually in the reservation : Credit Card number, expiry date, card holder and remarks if necessary. If the preauthorization is made beofre registrating the CC, it will be automatically registered	Reservation / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
1	Ask the Guest about a credit card	Guest will be asked for a credit card in order to create a pre-authorization and, thus, have a guarantee for the reservation and any additional cost	Check-in	Front Office	N/A	TMS forHotels / TMS forPay
2	Add a pre-authorization	2.1 - Go to "Pre-authorization" reservation fields ("Billing information" tab) 2.2 - Press "Add preauthorization" - an amount will be shown by default, but it could be modified if needed 2.3 - Press "Execute" 2.4 - Select one of the three suggested options: "Operation via PinPad", when the credit card terminal is used, "Import data from reservation", when a credit card already registered is applied, or "Type manually", when the credit card terminal does not work but the line is operational	Check-in / In-house management	Front Office	N/A	TMS forHotels / TMS forPay
3	Renew a pre-authorization - only applies with pre-authorizations already created - . **We only have to choose this option when the previous preauthorization is expired or we have to modify the total amount of the preauthorization**	3.1 - Go to "Pre-authorization" reservation fields ("Billing information" tab) 3.2 - Select "Renew pre-authorization" 3.3 - Modify the amount 3.4 - Select "Execute"	Check-in / In-house management	Front Office	N/A	TMS forHotels / TMS forPay
4	Cancel a pre-authorization - only applies with pre-authorizations already created - **We only have to choose this option for preauthorizations that have been completely processed (the traffic light will be in green status)**	4.1 - Go to "Pre-authorization" reservation fields ("Billing information" tab) 4.2 - Select "Cancel pre-authorization" 4.3 - Select "Execute" - a cancelled pre-authorization cannot be activated again, it will be necessary to add a new one only if needed; on the other hand, the pre-authorizations not used in a checked-out reservation will be automatically cancelled with the Night Audit process	Check-in / In-house management	Front Office	N/A	TMS forHotels / TMS forPay
5	Remove a pre-authorization - only applies with pending pre-authorizations - **We only have to choose this option when the preauthorization has not been completely processed (the traffic light will be in yellow status)**	5.1 - Go to "Pre-authorization" reservation fields ("Billing information" tab) 5.2 - Choose a line and select "Remove preauthorization" - only applies when a pre-authorization with "pending" status (yellow triangle), in other words, when the line is not operational	Check-in / In-house management	Front Office	N/A	TMS forHotels / TMS forPay

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	Open Points			
Id	**Issue**	**Resolution**	**Responsible**	**Deadline Date**