

nh   HOTEL GROUP				Corporate IT & Organization Department
Process: Payment Gateway				
Subprocess: Refund execution				
Process Owner: Luis Martínez Jurado		Proces Leader:		
Author	Alvaro Liebana			
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NH Approvals				
Name	Function	Date	Comments	
SVP HQ Treasury	Process Owner			
Director HQ Treasury	Process Leader			
Modification History				
Document Version	Date	Modified by	Comments	
0.0	22.03.2017			
0.1	13.06.2017	Alvaro Liebana	New information available related to refunds for invoices previous to the TMS4Pay implementation.	

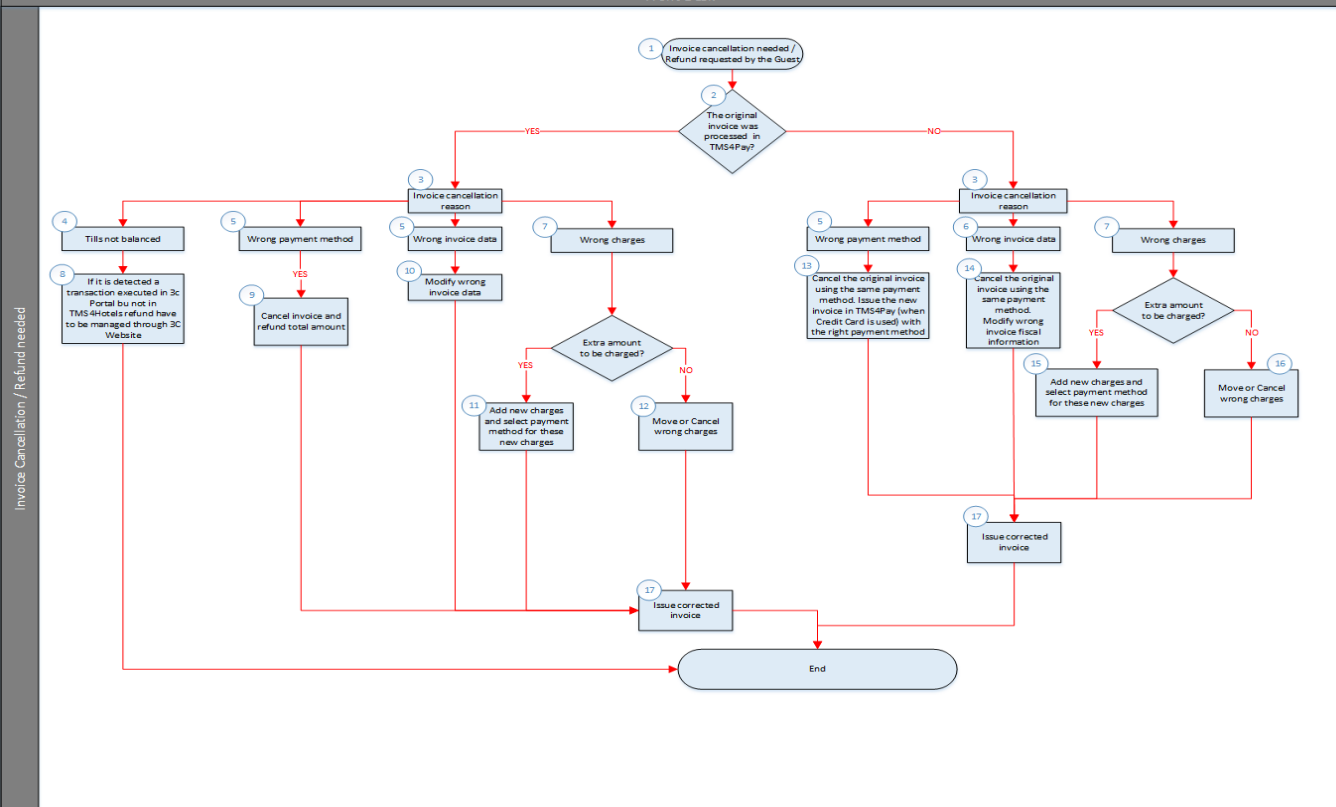
Process: Payment Gateway

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Proces Leader:

Process: Payment Gateway  
Subprocess: Refund Execution  
Process Owner: Luis Martínez Jurado  
Process Lead: Eduardo Cascales  
Front Desk




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.

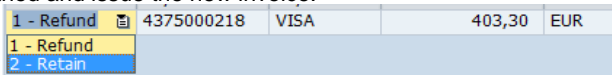

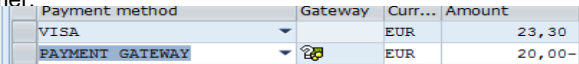
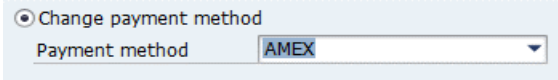
Process: Payment Gateway

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Process Leader:

Order	Task	Task Description	Responsible	Tools 
1	Invoice cancellation needed / Refund requested by the Guest	There are different situations when a Guest might ask to modify an invoice already issued or request the refund of one transaction. On the other hand, front office can also detect any difference in an invoice that have to be modified.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
2	The original invoice was processed in TMS4Pay?	There are different ways to manage the invoice correction and refund (if applies), depending if the original invoice was issued before the TMS4Pay implementation or later.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
3	Invoice cancellation reason	There are diferent cases when it is necessary to modify an invoice already issued.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
4	Tills not balanced	If any difference in Credit Card totals between 3C Portal and TMS4Hotels is detected and there is any transaction in 3C portal that is not displayed in TMS, the refund of this transaction only can be managed through 3C Portal.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
5	Wrong payment method	There is a need to change the payment method to the original invoice	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
6	Wrong invoice data	There is a need to modify the fiscal information that was informed in the original invoice	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
7	Wrong charges	There is a need to add or remove charges from the original invoice	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
7	Tills not balanced	If any difference in Credit Cards totals between 3C Portal and TMS4Hotels is detected and there is any transaction in 3C portal that is not displayed in TMS, the refund of this transaction only can be managed through 3C Portal.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
8	Refund should be managed through 3C Website	If it is detected (because of a duplicity or a wrong transaction that is not processed in TMS4pay) this transaction have to be refunded through 3C website.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay

9	Cancel invoice and refund total amount	<p>In this case, it is necessary to cancel the total amount of the original invoice. Select "Refund" option when you cancel the invoice. Select the new payment method and issue the new invoice.</p> 	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
10	Modify wrong invoice fiscal information	<p>In these cases as there is no need to make any modification related to the original charge, you have to select the "Retain" option in order to withhold the payment. In the new invoice you will see this icon  which informs that the payment has been retained and you can make a refund if necessary. Once you change the fiscal information and when you issue the new invoice the payment will be automatically applied to this invoice.</p>	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
11	Add new charges and select payment method for these new charges	<p>Select the "Retain" Option. Add new charges and issue the new invoice. When you select the till for the payment, the total amount retained will be automatically applied and you will have to select a different payment method for the pending amount (new charges).</p>	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
12	Move or Cancel wrong charges	<p>Select the "Retain" option. Move or Delete wrong charges. Issue the new invoice and two different lines will be displayed in the tills menu. First one is for the retained amount so there is no chance to modify anything. The second line will be a negative amount for the difference of the moved/canceled charges. Select "Payment Gateway" as payment method for this negative amount and process the transaction through TMS4Pay. This amount will be refunded to the customer.</p> 	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
13	Cancel the original invoice using the same payment method. Issue the new invoice in TMS4Pay (when Credit Card is used) with the right payment method	<p>If the original invoice was not processed in TMS4Pay and there is need to change the original payment method, select the "Refund" Option. When the TMS4Pay menu is displayed select the "Change payment method" option (offline - not linked to 3c system so no transaction will be executed) and then select the Credit Card type from the list displayed.</p>  <p>In order to execute the refund to the credit card, this will have to be managed through the backup terminal. If it is not possible contact your financial department to manage this refund via Bank Transfer. Issue the new invoice by using TMS4Pay (if Credit Card is used).</p>	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
14	Cancel the original invoice using the same payment method. Modify wrong invoice fiscal information	<p>In this case, select the "refund" option. Then select the "change payment method" option from TMS4Pay menu and select the credit card from the list. Make the appropriate corrections and issue the new invoice using again the "Change payment method" option using the same Credit Card type that you selected for the Refund. As this is an offline option, there is no need to make any transaction in the pinpad / Backup terminals.</p>	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay

15	Add new charges and select payment method for these new charges	Select the "Retain" Option. Add new charges and issue the new invoice. When you select the till for the payment, the total amoun retained will be automatically applied and you will have to select a different payment method for the pending amount (new charges).	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
16	Move or Cancel wrong charges	Select the "Retain" option. Move or Delete wrong charges. Issue the new invoice and two different lines will be displayed in the tills menu. First one is for the retained amount so there is no chance to modify anything. The second line will be a negative amount for the difference of the moved/canceled charges. Select "Payment Gateway" as payment method for this negative amount and then select the "Change payment method" and the credit card type from the list displayed. In order to execute the refund to the credit card, this will have to be managed through the backup terminal. If it is not possible contact your financial department to manage this refund via Bank Transfer.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay
17	Issue corrected invoice	Once all the appropriate corrections have been applied issue the new invoice.	Front Office / Reservations / Meetings	TMS forHotels / TMS forPay

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Open Points									
Id	Issue			Resolution			Responsible		Deadline Date