



# TMSforPay

## Payment Gateway Manual

Business Processes – Operations | June 2024

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## What is TMS4Pay?

TMS4P is the functionality that allows hotels to process credit card movements simultaneously for both TMS and a web portal (3C). This functionality is used for any payment or refund from the implementation day on.

## What is Planet - 3C Portal?

Planet (3C Portal) is the web portal where all card-related movements performed on TMS are displayed.



## Concept definition

- **Pinpad:** Payment terminal connected to TMS.
- **Terminal Back up:** Pinpad that will be kept by the hotel for the future, in case there are communication problems with 3C.
- **DCC (Dynamic Currency Conversion):** Option to process payments on a foreign currency (e.g., USD, Mexican Pesos...).
- **Top up:** A previously pre-authorized amount is increased.
- **Location:** A “Till” in Planet portal. (e.g., Location FO / Location Restaurant).

# Pre-authorizations in TMS4P – Index Tab “Billing Information”



**ESMD.PRIVE. Individual Res.**

ESMD.PRIVE NH Príncipe de Vergara \* Reservation 38922502 Client: 1000 GUEST, DIRECT Amount 134,81 EUR

Arrival: 22.01.2018 Monday RoomType: Standard Double ☐ Show Subtypes Meal Plan BB  
Nights: 1 Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR First service:   
Depart.: 23.01.2018 Tuesday Room 112 ☐ No move Last service: BKFS ONLINE

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

Unexpected check-out Billing  
☒ Reservation dates  
☐ Actual dates

Central Reservation Office  
CRS Nº   
CRS:

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

Payment cond.

Contract ☒ PUBLIC 1 DIRECT GUEST - PUBLIC RATES  
☐ Rate FLEXBB Flexible with Breakfast  
Allotment   
Expense code CXL\_BAR BAR CXL

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

Card information  
Credit card Nº 531355xxxxxx0005   
Holder:

Extra credit  
Limit 150,00  
☐ Full credit

Phone credit  
☒ Unlimited

Pre-authorization  
Date   
Amount 0,00  
Num. pre-author. 1   
Pending amount 134,81

When a pre-authorization is performed, a certain amount is blocked on the credit card, but no definite billing movement is accounted, and therefore no “Till movement”/invoice is generated.

This pre-authorization/block can be used as payment for an invoice as follows:

- **Same amount:** No action.
- **Final amount lower than amount blocked:** Difference will be automatically released when closing the invoice.
- **Final amount greater than amount blocked:** Option to do a “top up” and close invoice with a single payment.

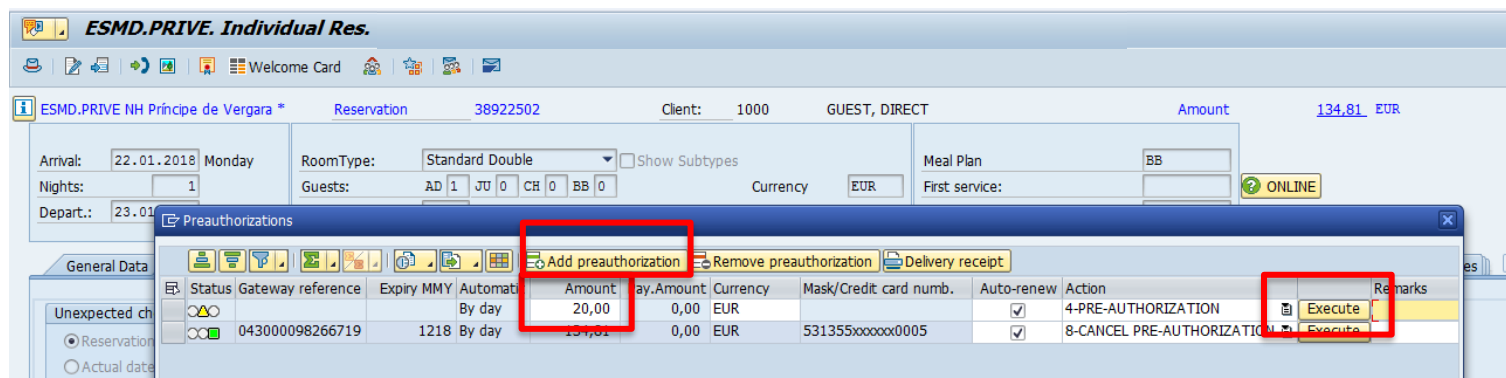
# Pre-authorizations in TMS4P – Index Tab “Billing Information”



An unlimited number of pre-authorizations can be created pressing “Add preauthorization”.

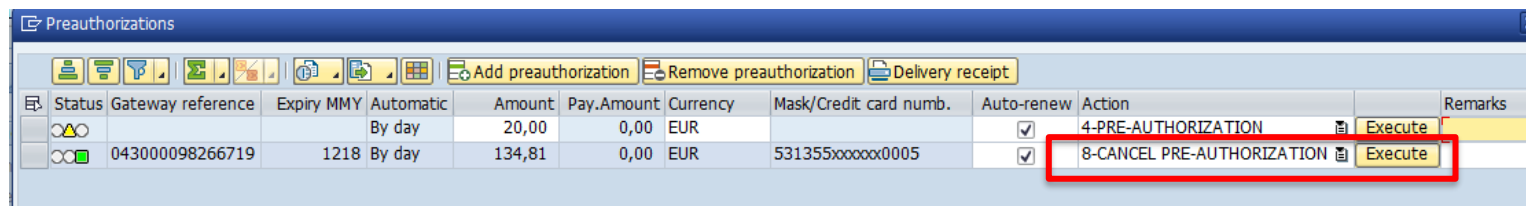
The line can be deleted if status is displayed in yellow, as the preauthorization has not been performed.

The default preauthorization amount is the reservation’s total + 25€ or 50€ per day; This amount has been decided by the Company, but it can be modified manually depending on the daily situation.



\* TMS prints a receipt for the processed operation (not invoice). See example in slide 6.

Once the status is displayed in green, the preauthorization has been performed and a new option to cancel the pre-authorization appears.



Pre-authorizations that have not been used and the status of the reservation is in Check-out, will be released automatically with the NA of the last date of the stay.

# Pre-authorizations in TMS4P – Index Tab “Billing Information”



The system will automatically print a receipt for the performed operation. IT IS NOT AN INVOICE.

	<u>Tax</u>	<u>Net</u>	<u>Vat</u>	<u>Total</u>
VAT	19%	38.32	7.28	45.60
Tips	0%	5.00	0.00	5.00
<b>Total</b>		<b>43.32</b>	<b>7.28</b>	<b>50.60 EUR</b>

<u>Payment Method</u>	
DINERS	50.60 EUR

<b>Date &amp; Time</b>	17.06.2024 09:17:04	<b>Card Number</b>	*****3070	<b>Total</b>	50.60 EUR
<b>Transaction Number</b>	0187000148197762	<b>Operation Number</b>	15816	<b>Car Type:</b>	Diners
<b>Merchant Number</b>	10080301	<b>Approval Code</b>	01779P	<b>Capture:</b>	EMV Terminal
<b>Location ID:</b>	NHDE710054	<b>Terminal ID:</b>	1008030101		

SIGNATURE IS NEEDED

At the bottom part of the receipt the detailed payment gateway movement is shown.

Attention!!! If the message, “Signature is needed” is displayed, then a copy of the receipt needs to be printed out and signed by the guest, as this will be a payment/charge justification.

# Pre-authorizations in TMS4P – Index Tab “Billing Information”



## Preauthorization's status

Preauthorizations											
<div> Add preauthorization  Remove preauthorization  Delivery receipt</div>											
Status	Gateway reference	Expiry MMY	Automatic calc.	Amount	Pay.Amount	Currency	Mask/Credit card numb.	Auto-renew	Action		Remarks
			By day	184,81	0,00	EUR		<input checked="" type="checkbox"/>	4-Pre-authorization		Execute

Preauthorizations											
<div> Add preauthorization  Remove preauthorization  Delivery receipt</div>											
Status	Gateway reference	Expiry MMY	Automatic calc.	Amount	Pay.Amount	Currency	Mask/Credit card numb.	Auto-renew	Action		Remarks
	043000098266824	1218	By day	184,81	0,00	EUR	531355xxxxxx0005	<input checked="" type="checkbox"/>	4-Pre-authorization		Execute

Preauthorizations											
<div> Add preauthorization  Remove preauthorization  Delivery receipt</div>											
Status	Gateway reference	Expiry MMY	Automatic calc.	Amount	Pay.Amount	Currency	Mask/Credit card numb.	Auto-renew	Action		Remarks
	043000098266824	1218	By day	184,81	0,00	EUR	531355xxxxxx0005	<input checked="" type="checkbox"/>	8-Cancel pre-authorization		

Preauthorizations											
<div> Add preauthorization  Remove preauthorization  Delivery receipt</div>											
Status	Gateway reference	Expiry MMY	Automatic calc.	Amount	Pay.Amount	Currency	Mask/Credit card numb.	Auto-renew	Action		Remarks
	043000098266720	1218	By day	100,00	16,05	EUR	531355xxxxxx0005	<input checked="" type="checkbox"/>			

Not registered

Without executing. No movement has been made to the customer's card. It is possible to delete the line if applicable.

Registered

Executed. A movement has been made on the customer's card. It is not possible to delete the line, we can only Cancel preauthorization and return the amount.

Canceled

Preauthorization canceled and amount returned to the guest.

Confirmed

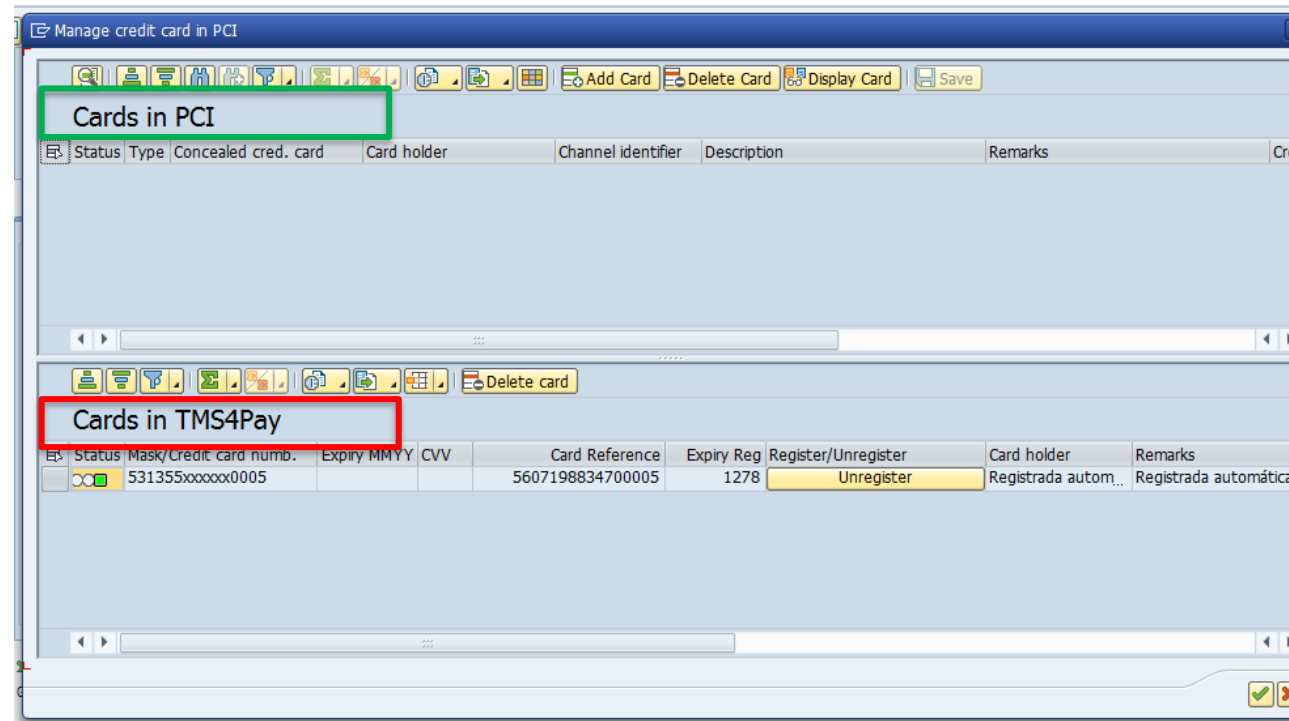
The preauthorization has been used for the collection of an invoice. Amounts appear.



# Cards registered in TMS4P



In the section Cards in PCI, credit cards can be added solely as guarantee by selecting the option “Add Card”. Those credit cards cannot be used to process payments in TMS4P through the option “*Import data from reservation*”



In the section Cards in TMS4P, credit cards that have already been used for a previous payment (Deposit, Preauthorization or Invoice) can be seen. It is not possible to manually add cards in this section.

The user can choose the option “*Import data from reservation*”, if there is a registered credit card in this section.



# Deposits and Payments in TMS4P



Always choose **P.GATEWAY** as payment method for any card payment:

## DEPOSIT

ESMD.PRIVE. Individual Res.

ESMD.PRIVE NH Principe de Vergara \* Reservation 38922503 Client: 1000 GUEST, DIRECT

Arrival: 22.01.2018 Monday RoomType: Standard Double Guests: AD 1 JU 0 CH 0 BB 0 Meal Plan: BB  
Nights: 1 Room: 113 Currency: EUR First service: Last service: BKFS  
Depart.: 23.01.2018 Tuesday

General Data \*Billing Information \*Additional data \*Statistics Deposits Guarantees Routing charges Fixed charges Actions Loaned items

Till operations

Till identifier: RECEPTION

Type: ☐ Prepayment w/o bill ☒ Prepayment with bill

Reservation: 38922503 Amount: 985,40 Movement currency: EUR Folio: 1 Swap currency: 4984270

Holder: ☐ Folio's holder ☐ Main client ☐ Main guest ☒ Other holder

Concept: PPWI Hotel & Restaurant Prepayments

Tax classific.: P.GATEWAY Voucher: Pre-payment

## PAYMENT

Invoice payment movements

ESMD.PRIVE NH Principe de Vergara \*\*\*\*

Till identifier: RECEPTION Operation Type: Invoice payment

Payment data

Invoice Id: 4043075011 Net Value: 118,76 Document currency: EUR

Reservation: 38922503 Folio: 1 Customer: 20827489 preauthorized 0,00 EUR

Remarks:

Payment method	Gateway	Curr...	Amount	Voucher t...	Voucher amount	Vouche
PAYMENT GATEWAY		EUR	118,76		0	

Accrued

EUR		
118,76	0,00	0,00

Differences

EUR		
0,00	0,00	0,00



# Deposits and Payments in TMS4P



Choosing the payment method “Payment gateway”, TMS will offer 4 options:

1 ☒ Charge via PinPad

2 ☐ Import data from a previous payment in res.

3 ☐ Import data from reservat

4 ☐ Change payment method

! ☐ Customer not present for payment.

1. This option will activate the pin terminal, allowing to charge the card physically.
2. Select this option to use the pre-authorization done on the credit card.
3. With this option you can use cards that are registered in TMS4PAY because the card was used for pre-authorization, deposit or invoice in the same reservation.
4. Select this option when you use the back-up terminal or for Pay By Link transactions. You can also use it to select any other payment method (Cash, Transfer...), if “P. Gateway” was selected by mistake.

! If you charge a credit card when the guest is not present, please always tick the box ‘*Customer not present for payment.*’

# Deposits and Payments in TMS4P



1

TMSforPay. Gateway payment

Payment gateway 123,00 EUR

☒ Charge via PinPad

☐ Import data from a previous payment in res.

☐ Import data from reservat

☐ Change payment method

Payment method

☒ Customer not present for payment.

Manage credit card in PCI

Cards in PCI

Status	Type	Concealed credit card number	Card holder	Channel identifier	Description	Remarks	Created On	Time
✓	MC	*****5758	Bookingcom Agent	INTERD	BOOKING.COM B.V.		14.05.2024	20:35:2

Cards in TMS4Pay

Status	Mask/Credit card numb.	Expiry MMY	CV
✓	440260xxxxx9317		
✓	553519xxxxx5758		

PCI Bubble: See Card Data

Enter your login details to access to PCI Bubble:

Login\* PCIXXXXXXX  
Example: PCIXXXXXXX

Password\* password

Log in

- 1) Perform payment through Pinpad by physically using the card (Chip, contactless, magnetic band, Smartphone)
- \*\*\* Additionally, the card can be entered manually through the Pinpad. To retrieve the card details the button to access PCI may be used. This function will only work if the card details have been previously registered in PCI.
- The option "Manual" will only appear if the flag is selected: ☒ Customer not present for payment.



# Deposits and Payments in TMS4P





2

TMSforPay. Gateway payment

Payment gateway 134,81 EUR

☐ Charge via PinPad



☒ Import data from a previous payment in res. 

Prev. Payment ID 043000098266829  100,00 EUR

☐ Import data from reservat

☐ Change payment method

Preauthorizations

Status	Gateway reference	Expiry MMY	Automatic	Amount	Pay.Amount	Currency	Mask/Credit card numb.	Auto-renew	Action	Rem
	043000098266829	1218	By day	100,00	0,00	EUR	531355xxxxxx0005	<input checked="" type="checkbox"/>	5-RENEW PRE-AUTHORIZATIO 	Execute

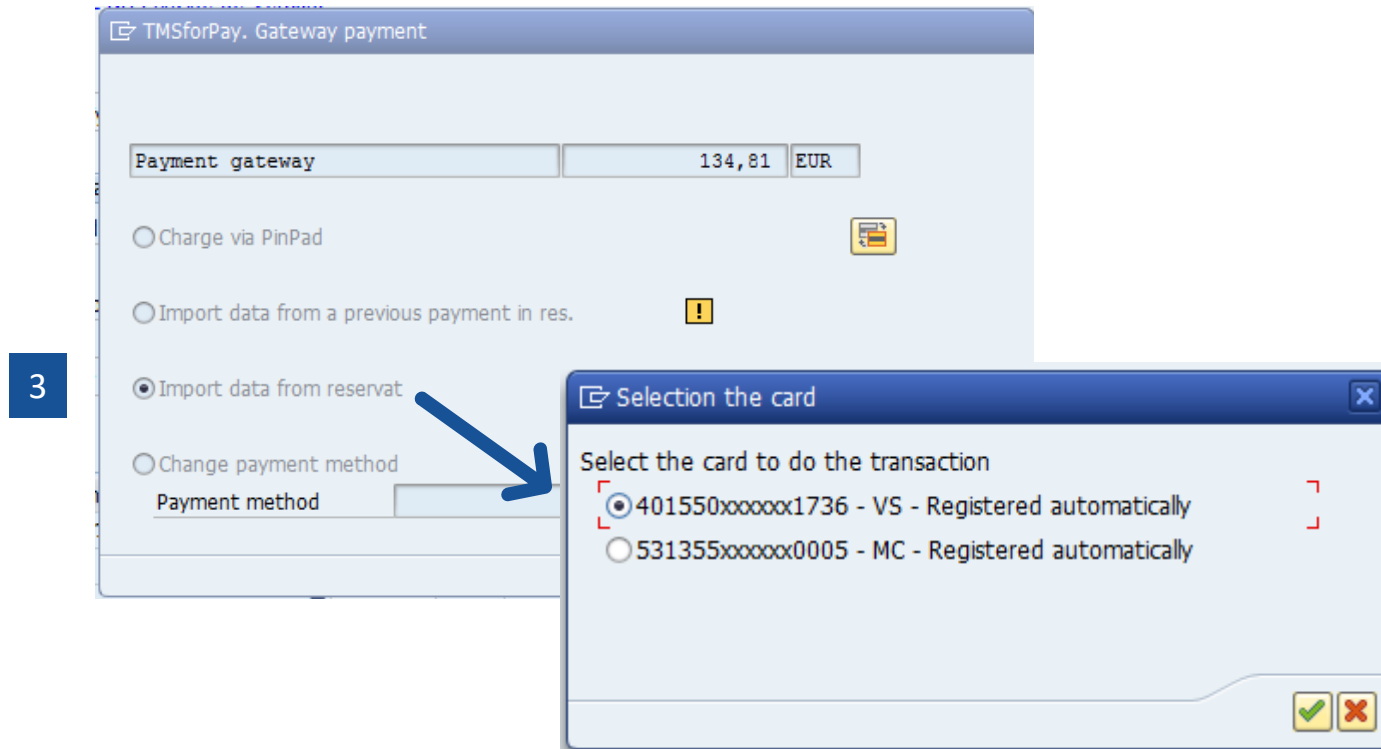
2) Use a previously performed pre-authorization as final payment.

If the final amount is greater than the “blocked” amount, the pre-authorization can be increased (Top Up) and used as payment.

The “Amount” cell is activated by selecting option 5 “Renew Preauthorization”.

If a different payment method is chosen, the pre-authorized amount will be unblocked during the NA of the check-out day.

# Deposits and Payments in TMS4P



- 3) Use a card available in the reservation, under section TMS4P. The cards that have already been used in the same reservation (pre-authorization, deposit, payment) will appear.

In case there is more than one registered card a pop-up will appear, and you will be able to select the correct one.

# Deposits and Payments in TMS4P



**Invoice payment movements**

ESMD.PRIVE NH Principe de Vergara \*\*\*\*

Till identifier: RECEPTION

Operation Type: Invoice payment

Detalle de billetes

TMSforPay. Gateway payment

Payment gateway: 118,76 EUR

☐ Charge via PinPad

☐ Import data from a previous payment in res.

☐ Import data from reservat

☒ Change payment method

Payment method: AMEX

Accrued

EUR	118,76	0,00
-----	--------	------

References

R	0,00	0,00	0,00
---	------	------	------

SAP

- 4) Option to use the back-up terminal or a different payment method, in case “P. Gateway” has been selected by mistake or the guest changes her mind.

# Retain vs Refund



Whenever an invoice is cancelled, the option “retain” will be selected by default.

However, the option “refund” can be selected on the drop-down menu:

Action	Pay invoic	Pay.method	Amount	Currency
2 - Retain	4043075008	MC	300,00	EUR
1 - Refund				
2 - Retain				

## When and how should I use which option?

- If a paid invoice is cancelled to change the fiscal data, the option **Retain** will ALWAYS be chosen. No movements need to be performed on the credit card.
- If a paid invoice is cancelled to partially refund a certain amount (wrong charges billed, rate...) the option **Retain** will be chosen.
- If a paid invoice is cancelled to add new charges, the option **Retain** will be selected.
- If a paid invoice is cancelled and all charges need to be refunded (wrong credit card, invitation...), the option **Refund** can be chosen. The whole amount can still be refunded afterwards in case the option retain was selected.

*\* There might be special cases/exceptions to the previous scenarios. It is of outmost importance that the user exactly knows which steps to follow beforehand, to avoid incorrect actions.*



# Retain



## Example of a partial refund

The invoice is cancelled using the option Retain and two charges are cancelled:

**BEBR.GPARE. Process folio 2**

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today Cancelled Revenue

Reservation: 108886424 Status: Confirmed Arrival: 03.12.2022 Departur: 04.12.2022  
Main Client: BOOKING.COM B.V. Voucher: 3999676364  
Main guest: Beatriz Perez Martinez Type: JSTDBL Jr Suite Double

FOLIOS: F1 0,00 EUR Main Guest F2 305,74 EUR Main Guest  
(tax incl.) F3 0,00 EUR Main Guest F4 0,00 EUR Main Guest

Status	Revenue date	Folio Ta	Concept ID	Description	Quantity	Price	Disc. (net)	Amount	Currency	Billing amount LC	Loc.Cu.
○	03.12.2022	2 X	TTAX	City Tax	1	4,24	0,00	4,24	EUR	4,24	EUR
○	03.12.2022	2	RO	Room Only	1	100,50	0,00	100,50	EUR	100,50	EUR
○	03.12.2022	2	RO	Room Only	1	100,50	0,00	100,50	EUR	100,50	EUR
○	03.12.2022	2	RO	Room Only	1	100,50	0,00	100,50	EUR	100,50	EUR
								<b>305,74</b>	<b>EUR</b>	<b>305,74</b>	<b>EUR</b>

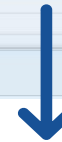
**Invoice payment movements**

BEBR.GPARE NH Grand Place Arenberg \*\*\*\*

Till Identifier: RECEPTION Reception  
Operation Type: Invoice payment

Payment data  
Invoice Id: 4204200023 Total Amount: 104,74  
Reservation: 108886424 Document currency: EUR  
Folio: 2  
Customer: 1000211361 BOOKING.COM B.V.  
Remarks:

Payment method	Gateway	Curre...	Amount	Voucher type	Voucher amount	Voucher pri
VISA		EUR	301,50		0	0
PAYMENT GATEWAY		EUR	196,76-		0	0



When creating the new invoice:

- A grey line will appear displaying the retained amount.
- A new line will be created with the amount to be refunded.
- P. Gateway will be chosen as payment method and import data from reservation selected.

**TMSforPay. Gateway payment**

Payment gateway 196,76- EUR

☒ Import data from reservation  
☐ Change payment method  
Payment method




# Retain and Refund afterwards

A paid invoice is cancelled, and the option Retain is chosen. Afterwards, the decision is made that the entire charge will be refunded because:

- All charges will be cancelled (ex. guest complaint)
- “Credit” will be used as payment method (ex. Invoice on credit to the agency)

**BEER.GPARE. Process folio 2**

Folio 1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today  Cancelled Revenue

Reservation: 109081055 Status: Check out Arrival: 08.11.2022 Departur: 09.11.2022  
Main Client: BOOKING.COM B.V. Voucher: 2361359381  
Main guest: Rob, Bagchus Type: STDBL Standard Double

FOLIOS: F1 22,00 EUR F2 217,54 EUR Rob, Bagchus  
(tax incl.) F3 0,00 EUR F4 0,00 EUR Rob, Bagchus

Arrangement code

Status	Revenue date	Folio	Ta	Concept ID	Description	Quantity	Price	Disc. (net)	Amount	Currency	Billing amount LC
✓	10.11.2022	2	X	TTAX	City Tax	1	4,24	0,00	4,24	EUR	4,24 E
✓	10.11.2022	2		RO	Room Only	1	213,30	0,00	213,30	EUR	213,30 E
									217,54	EUR	217,54 E

A new icon will appear on the top-right corner of the folios window indicating that there are payments/refunds on hold. If the icon is selected, a new window will pop-up and the option can be selected.

Payments on hold

Hotel date	PG?	Pay invoice	Booking ID	Folio	Amount	Currency	Pay.method	Status	Till Identifier
08.11.2022	✓	4204199890	109081055	1	217,54-	EUR	VISA	Check-out	RECEPTION

Refund



**\* Attention!!! Pending Payments/Refunds on hold will block the Night Audit process.**



# Deposit corrections

## 1. Deposit cancellation for fiscal data changes (future reservation)

### Step 1.

A paid deposit is cancelled, and the option retain is selected.

The screenshot shows the BEBR.GPARE Individual Res. - interface. A dialog box titled "Do you want to refund the payment?" is displayed. The dialog has a table with the following data:

Action	Pay from invoice:	Pay.method	Amount	Currency
2 - Retain	4204193517	VISA	353,25	EUR

Below the table are "Ok" and "Cancel" buttons. The "Ok" button is highlighted with a green checkmark. In the background, the reservation details for BEBR.GPARE NH Grand Place Arenberg are visible, including arrival and departure dates, room type, and guest information.

### Step 2.

The deposit needs to be created again with the correct fiscal data and the option "Change payment method".

Additionally, the same credit card type needs to be selected.

The screenshot shows the BEBR.GPARE Individual Res. - interface. A dialog box titled "TMSForPay: Gateway payment" is displayed. The dialog has a table with the following data:

Payment gateway	Reservation Amount
Change payment method	353,25 EUR

Below the table are "Ok" and "Cancel" buttons. The "Ok" button is highlighted with a green checkmark. In the background, the reservation details for BEBR.GPARE NH Grand Place Arenberg are visible, including arrival and departure dates, room type, and guest information.



# Deposit corrections

## 1. Deposit cancellation for fiscal data changes (future reservation)

**Step 3.** In the reservation folios the icon “Payments on hold” needs to be selected. The pending folio amount needs to be refunded, but the option “change payment method” needs to be selected. Additionally, the corresponding credit card needs to be selected.

**GPARE. Process folio 1**

1 Folio 2 Folio 3 Folio 4 All folios Current date Charges until today Cancelled Revenue

Booking ID: 106404038 State: (P) Payments on hold Departure: 14.11.2022

Client: BOOKING.COM B.V.

Guest: Standard Double

353,25 EUR Main Gu  
0,00 EUR Main Gu

Hotel date	PG? Pay Invoic	Booking ID	Folio	Amount	Currency	Pay.method	Status	Till Identifier
03.09.2022	4204193517	106404038	2	353,25	EUR	VISA	Confirm	RECEPTION

Refund

Revenue date	Folio	Ta	Concept ID	Description	Quantity	Price	Disc. (net)	Amount	Currency	Billing amount
11.11.2022	1	X	TTAX	City Tax	1	8,00	0,00	8,00	EUR	8,00
12.11.2022	1	X	TTAX					0,00	EUR	8,00
13.11.2022	1	X	TTAX					0,00	EUR	8,00
								0,00	EUR	24,00

TMSforPay. Gateway payment

Payment gateway 353,25 EUR

☐ Import data from reservation

☒ Change payment method

Payment method VISA

The movements of step 2 and 3 equal each order and therefore avoid any credit card differences.



# Deposit corrections

## 2. Deposit cancellation to delete it from folio (check out moment)

How to proceed if the guest requests a final invoice without a deposit on it.

### Step 1.

Paid deposit is cancelled,  
and option retain is chosen.

The screenshot shows the 'BEBR.GPARE. Individual Res. -' interface. A dialog box titled 'Select one option' is open, asking 'Do you want to refund the payment?'. The dialog has two buttons: 'Ok' and 'Cancel'. Below the dialog, there is a table with columns: Auto, Deposit requested, Currency, Request date, Due Date, Received, Amount received, and Rec. The table shows a deposit of 353,25 EUR requested on 03.09.2022 and due on 10.11.2022, which has been received. The 'Regenerate deposits' button is highlighted with a red box.

### Step 2.

Invoice is generated using  
the retained quantity.

The screenshot shows the 'BEBR.GPARE. Process folio 3' interface. The 'FOLIOS:' section shows a list of folios with a total of 353,25 EUR. The 'Invoice payment movements' section shows the 'Payment data' and 'Payment method' (CASH) with a total amount of 24,00 EUR. The 'CASH' payment method is highlighted with a red box.



If there is a difference, the  
payment method of the  
difference needs to be entered.

## /CCSHT/CE\_PPAGOS\_ALV – Operations made with gateway (Billing > Information Systems)

Allows us to check which movements should have been performed on the 3C portal.

**Operations made with gateway**

BEBR.GPARE NH Grand Place Arenberg \*\*\*\*\* 10.11.2022

Invoice  to

Gateway client reference  to

Payment method's code  to

Card type  to

Till identifier  to

Date  to

Reservation  to

Currency  to

Operation  to

Operation type  to

**Operations made with gateway**

Hotel: BEBR.GPARE  
User: E00000219188 - User 11.07.24 / 14:06  
Hotel date : 20221110

Hotel	Sequence	T	e	Amount	Currency	Reservation Invoice	Payment me	Till ID	Date	Time	Credit card N°	Expiry	Transactio	Cshier	Trade	Terminal	Authorisat
BEBR.GPARE	000132414974	1		450,47	EUR	108149243 4204200008	AMEX	RECEPTION	10.11.2022	02:47:32	379504xxxxx7375	0327	32788	HBEGPAREREC3	NHBE710133	71013302	103893
BEBR.GPARE	000132419420	7		569,82	EUR	108207840 4204200017	AMEX	RECEPTION	10.11.2022	06:45:42	374997xxxxx6002	0626	32800	HBEGPAREREC1	NHBE710133		806608
				<b>1.020,29</b>	<b>EUR</b>												
BEBR.GPARE	000132414919	1		561,20	EUR	105552476 4204200006	MC	RECEPTION	10.11.2022	02:40:49	540575xxxxx7294	0824	32786	HBEGPAREREC3	NHBE710133	71013302	T00084
BEBR.GPARE	000132414973	1		363,02	EUR	101877552 4204200007		RECEPTION	10.11.2022	02:46:08	557093xxxxx4350	0527	32787	HBEGPAREREC3	NHBE710133	71013302	2R081U
BEBR.GPARE	000132414976	1		186,26	EUR	109029832 4204200009		RECEPTION	10.11.2022	02:48:53	557093xxxxx9887	1027	32789	HBEGPAREREC3	NHBE710133	71013302	2R08C2
BEBR.GPARE	000132414977	1		209,30	EUR	109186066 4204200010		RECEPTION	10.11.2022	02:51:18	557093xxxxx3403	1127	32790	HBEGPAREREC3	NHBE710133	71013302	2R08M5
BEBR.GPARE	000132415270	1		262,00	EUR	108313046 4204200013		RECEPTION	10.11.2022	03:08:14	521664xxxxx4062	1023	32794	HBEGPAREREC3	NHBE710133	71013302	036725
BEBR.GPARE	000132415306	1		434,83	EUR	108753535 4204200014		RECEPTION	10.11.2022	03:13:43	556625xxxxx6572	1223	32795	HBEGPAREREC3	NHBE710133	71013302	118331
BEBR.GPARE	000132418688	7		8,48	EUR	108971799 4204200016		RECEPTION	10.11.2022	05:47:49	510020xxxxx2276	1025	32799	HBEGPAREREC3	NHBE710133		H94854
				<b>2.025,09</b>	<b>EUR</b>												
BEBR.GPARE	000132413703	8		25,00	EUR	108352195	VISA		10.11.2022	02:06:31	422174xxxxx5514	0127	32785	HBEGPAREREC1	NHBE710133	00000000	
BEBR.GPARE	000132415054	1		262,00	EUR	108267640 4204200011		RECEPTION	10.11.2022	02:54:26	423608xxxxx7240	0226	32791	HBEGPAREREC3	NHBE710133	71013302	536826
BEBR.GPARE	000132415057	5		409,22	EUR	108174983			10.11.2022	02:56:38	427741xxxxx9743	0823	32792	HBEGPAREREC3	NHBE710133		038461
BEBR.GPARE	000132415235	1		262,00	EUR	108272907 4204200012		RECEPTION	10.11.2022	03:04:25	422174xxxxx5563	1126	32793	HBEGPAREREC3	NHBE710133	71013302	324352

## /CCSHT/R\_FC\_SI\_01 – Till Movements (Billing > Information Systems)

The report Till Movements can still be used. There are columns that now help us to identify the movements performed on TMS4P.

**Till Movements (Single identifier)**

Till Movements

User E00000219188  
Hotel date 10.11.22 / 14:08

Till Identifier	Hotel date	Orde	Order No.	Op	Description	amount(t)	Currency	Movement date	Mov.time	Pay.method	Gateway ref. in	Mov.Device	Card number	Mov.
RECEPTION	10.11.2022	3	177130	8	Invoice payment	450,47	EUR	10.11.2022	02:47:32	AMEX	000132414974		379504xxxxx7375	0
		11	177138	8	Invoice payment	569,82	EUR	10.11.2022	06:45:42		000132419420		374997xxxxx6002	0
		18	177145	8	Invoice payment	569,82	EUR	12.03.2024	10:18:17					1
		19	177146	8	Invoice payment	569,82	EUR	12.03.2024	10:18:17					0
		20	177147	8	Invoice payment	450,47	EUR	07.06.2024	11:36:25					1
					<b>569,82</b>	<b>EUR</b>								
		13	177140	8	Invoice payment	374,24	EUR	13.09.2023	09:53:07	AMEX				0
		14	177141	8	Invoice payment	374,24	EUR	13.09.2023	09:53:43	CASH				1
		15	177142	8	Invoice payment	374,24	EUR	13.09.2023	09:54:07					0
		16	177143	3	Miscellaneous payments	50,00	EUR	08.01.2024	11:23:11					0
					<b>324,24</b>	<b>EUR</b>								
		1	177128	8	Invoice payment	561,20	EUR	10.11.2022	02:40:49	MC	000132414919		540575xxxxx7294	0
		2	177129	8	Invoice payment	363,02	EUR	10.11.2022	02:46:08		000132414973		557093xxxxx4350	0



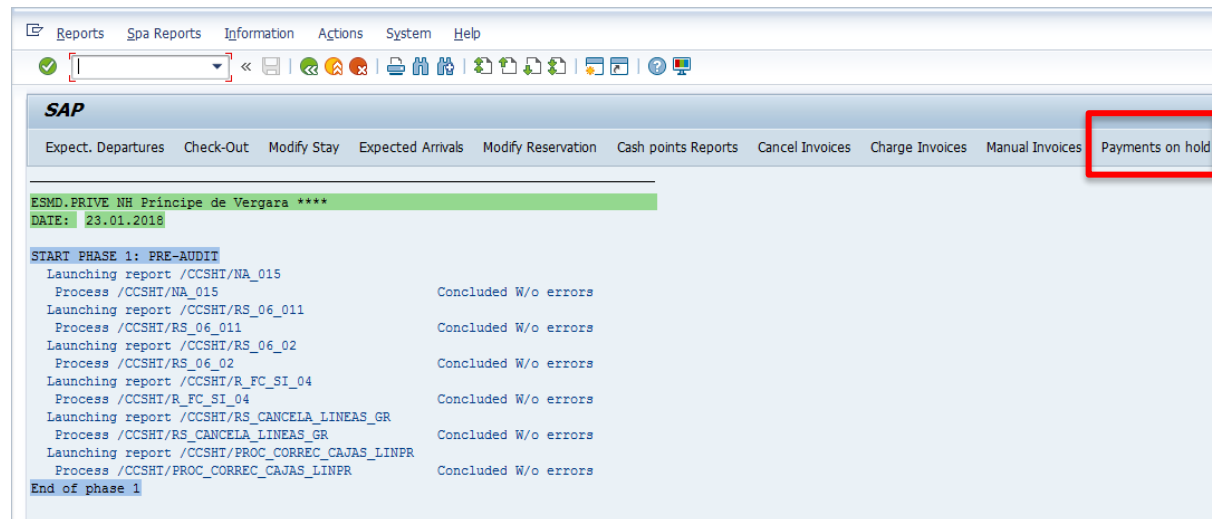
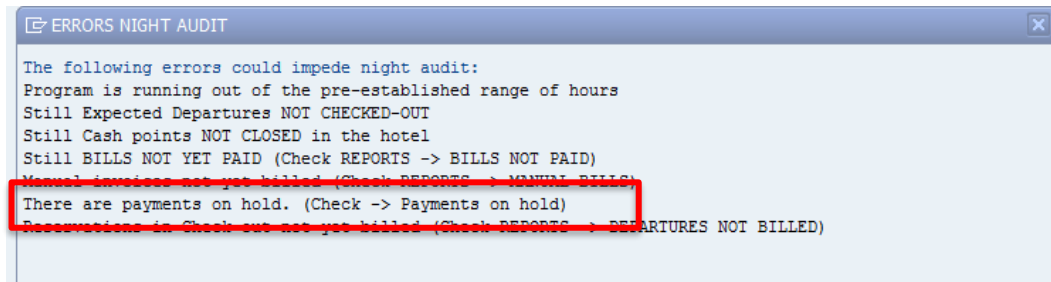
# Reporting



## Refund payments on hold

Blocks the NA and appears as follows:

- On the NA pop-up with its corresponding shortcut.
- In “Refund payments on hold” Billing > Information Systems.



Reservations need to be checked and decide:

Close Invoice OR Cancel charges and refund amount

If you have doubts always close invoice with the amount “on hold” and inform FOM.





# Reporting



## Invoice layout

A detailed description of the movement performed through Payment Gateway can be seen at the bottom of the invoice.

<u>Invoice N.</u>	<u>Billing Date</u>	<u>Room</u>	<u>PAX</u>	<u>Main Guest Name</u>	<u>Check-in Date</u>	<u>Check-out Date</u>	<u>Page</u>
DFR1165656	17.06.2024	242	2	PHILIP WILLIAMS	16.06.2024	17.06.2024	1/1

<u>Date</u>	<u>Quan.</u>	<u>Item</u>	<u>Tax</u>	<u>Net</u>	<u>Vat</u>	<u>Total</u>	<u>Balance</u>
16.06.2024	1	NH Restaurant Ticket 0187010076	0%	3,40	0,00	3,40	3,40
16.06.2024	1	NH Restaurant Ticket 0187010076	19%	24,16	4,59	28,75	32,15
				<b>27,56</b>	<b>4,59</b>	<b>32,15</b>	<b>32,15</b>

	<u>Tax</u>	<u>Net</u>	<u>Vat</u>	<u>Total</u>
VAT	19%	24,16	4,59	28,75
Tips	0%	3,40	0,00	3,40
<b>Total</b>		<b>27,56</b>	<b>4,59</b>	<b>32,15 EUR</b>

<u>Payment Method</u>	
MASTER CARD	32,15 EUR

<b>Date &amp; Time</b>	17.06.2024 06:11:19	<b>Card Number</b>	*****7433	<b>Total</b>	32,15 EUR
<b>Transaction Number</b>	0187000148194503	<b>Operation Number</b>	15791	<b>Car Type:</b>	Master Card
<b>Merchant Number</b>	10080301	<b>Approval Code</b>	033803	<b>Capture:</b>	BMV Terminal
<b>Location ID:</b>	NHDE710054	<b>Terminal ID:</b>	1008030101		

VERIFIED BY PIN, SIGNATURE NOT NEEDED



Attention!!! If the invoice states “*Signature is Needed*” an additional copy needs to be created and the copy needs to be signed by the guest. This copy must be archived, as it will be the payment justification.

## How many 3C users will the hotel have?

There will be 2 users per hotel: “Basic” with the only option of displaying movements, and “Advanced” with the additional option of making movements as reversals/refunds.

## Can a single preauthorization be used to close several folios/ invoices?

No, only one folio/invoice can be closed with one pre-authorizations.

## Can several preauthorization be used to close one single invoice?

No, only one preauthorization can be used at the same time.

## Why should we start using the preauthorization function?

There are related projects, such as Online Check Out, that will require a previous preauthorization for the reservation.

Additionally, there are guests that do not want to have a deposit on their bill (Final amount 0€). For these cases, a preauthorization is convenient.

## When does the preauthorization expire if it was not used?

After creating a preauthorization, it can be used during the following 30 days. The preauthorization needs to be renewed, in case the guest’s length of stay is greater than 30 days.

## How does a preauthorization appear on the “Operations made with Gateway” report?

The movement will appear without any Invoice number, as it is not a real credit card charge/ movement.

Operations made with gateway

Hotel: ESMD.PRIVE  
User: E00000050726 · User 08.06.18 / 17:52  
Hotel date : 20180123

Hotel	Sequ...	T	Σ	Amount	Curren...	Invoice	P...	Till ID	Date	Time	Credit card N°	Expiry	Tran...	Cshier	Trade	Autho...	Text check	C D	Operation type
ES...	0009...	4		100,00	EUR		MC	RECEP...	30.04.2018	17:27:00	531355xxxxxx	1218	5868	E00...	000426	850593	APPROVED /019658		Pre-authorization
ES...	0009...	1		134,81	EUR	4043075015		RECEP...	07.05.2018	15:16:09	531355xxxxxx	1218	5918	E00...	000426	976746	APPROVED /016403		Pay.
ES...	0009...	4		50,00	EUR				07.05.2018	18:24:37	531355xxxxxx	1218	5921	E00...	000426	997746	APPROVED /016735		Pre-authorization

## When do we need to create movements on 3C?

No movement should be performed directly on 3C portal. All types of refunds (sales) or reversals (refund of preauthorization) need to be performed through TMS4P. In case of duplicates, or any other incidence a JIRA ticket needs to be done, and the analyst will inform us about possible further actions.

## What is the exact payment path?

TMS → 3C → Elavon (Santander) / Redsys (BBVA) → CC entity → Bank

## Who uses the Pinpad?

Always the guest for direct payments at the hotel premises. The power&network cable should not be forced/ moved frequently to avoid connection problems.

## When does DCC (Dynamic Currency Conversion) apply?

If the guest's credit card works on foreign currency the option to chose the currency (Currency, Exchange Rate, Amount, commission) will appear on the Pinpad. It will always be the guest's choice and **we will never choose the foreign currency without the cardholder's consent**. A written confirmation of the guest's approval will appear on the invoice:

Merchant Num.:	2101524799	Approval Code:	WMTT1U	Capture:	EMV Terminal
Location ID:	NHBE710447	Terminal ID:			
Exchange Rate:	0.87592	Final Amount:	54.31 GBP		
I have been offered a choice of currencies and have chosen to accept DCC and pay in at the exchange rate provided by U.S.					



### Pay attention!

In Redsys terminals the message is not completely clear.

If you see this screen:

- will confirm the operation in Local Currency (EUR).
- will confirm the operation in guest currency (COP).

### How are gateway payments linked in TMS?

Every Gateway payment is associated with one folio of the reservation and can not be moved between folios / reservations

### Partial or total refunds:

Now, some transactions allow refunds on different credit cards (to which the charge was performed).

It is mandatory to ALWAYS check the credit card number that has been used for the transactions and use the same one for the refund.

### What happens if a guest requests several invoices for a single payment/ transaction that has already been performed?

It is not possible to Split a single payment into several folios/ invoices. If the guest needs such a modification, we will have to inform the guest that the payment needs to be refunded and charge the corresponding amount/-s again, as every invoice needs to be settled with its own payment/transaction.

It is recommendable to first charge the moved charges, and afterwards close the folio of origin with the retained amount and the negative amount to be refunded. If the credit card charge results on error, then the charges need to be moved back to the original folio and the invoice (all together) needs to be closed with the retained amount.

**What happens if a guest only wants to perform a single payment and needs several invoices?** This is not possible; every invoice has its own payment.

**What is the maximum time-period in which refunds can be performed through TMS4P?** 2 years

### What happens if an invoice that was created before the Payment Gateway implementation needs to be modified?

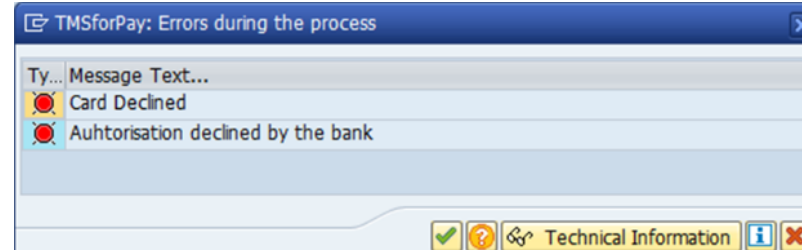
If the option Refund is selected, no transaction will be generated, because there are no registered cards in TMS4P. Generally, use Retain and bill afterwards.

### If an ongoing transaction needs to be cancelled (e.g., guest changes his mind and wants to pay cash):

Always cancel the transaction on the Pinpad and NOT on TMS. By this, we avoid that the transaction reaches 3C, but remains still pending to be closed on TMS.

## Does the system warn the user if a certain charge cannot be performed on a credit card?

Yes, there are several warning messages that 3C will communicate to TMS4P and the user will receive them as pop-up as follows:



## How can the card balances of any Point of Sale be revised at the end of each shift?

The corresponding employee (POS or Reception) needs to access “Display Tills”, to make sure that the charges also appear on 3C.

## What happen if there is a movement in 3C Completions, but this amount does not add up in the totals?

We must check with the Advanced view if True appears in the Reversal column. In that case, the movement is not approved, and we must charge the guest card again.

### 3CIntegra Completions

Date Custom ... First 6 of Card  Last 4 of Card  Card Type AMEX SEARCH ☐ Show Advanced Search Fields

Start: 7 Jun 2018 00:00 End: 7 Jun 2018 11:00

Location (1 selected) Simple Advanced

CSV PDF XLS

Page 1 of 1

100 per page

View 1 - 2 of 2

Location	LocationID	TransID	TransIdent	TransRef	TransDate	ShiftDa	Curren	Amoun	LocalC	LocalAr	CardType	CardNumber	ExpDat	MID	UserTransF	UserRe	UserData1	UserData2	AuthCc	CardReadMet	Reve
NH Collection Palacio de Tepa	710138		F87FCAFA556	5319	07/06/18 10:36:19	07/06/18	EUR	104.76	EUR	104.76	AMEX	371690****3000	06/22	9569048200		HESZTER	/0386000		813488	ICC	false
NH Collection Palacio de Tepa	710138		2314067DBB	5315	07/06/18 09:00:04	07/06/18	EUR	442.42	EUR	442.42	AMEX	375095****1007	03/22	9569048200		HESZTER	/0386000		821208	ICC	true

Location ID 710138

Location NH Collection Palacio de Tepa

Currency EUR

Card Type AMEX

No. Trans 1

Amount 104.76

LocalCurrency EUR

LocalAmount 104.76

## More doubts about movements that appear on 3C-portal

It is important to revise the manual that can be found on the web: [TMS4P 3C Portal User Manual](#)

# Support Portal – JIRA Service Desk



¿Incidences or doubts?

¡Open a ticket!



YOU KNOW WHICH IS THE REQUIRED DATA TO OPEN A JIRA TICKET FOR TMS INCIDENCES?

Important



If you have to open a ticket in Jira, we recommend you in order to streamline the management of TMS incidences 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 in first place of the summary field.

Please, take care of this, since if some data is missing, your incidence will be rejected.

## 01. SAP Business Suite

02. Other NH Applications

03. Office 365

04. NH Employee Services

05. Software

06. Hardware (IT Equipme...

07. Communications

08. Login & Access

09. Security

10. Web



SAP BPC  
Budget & Forecast



TMS for LOYALTY  
Module that manages the chain's loyalty programs.



TMS for CONNECTIVITY  
Integration of the booking engine with the main IDS, GDS, Travel Agencies, Tour Operators.



PCI User Management  
New User, Reset Password



TMS for PAY  
Integration solution with payment gateways.



Duetto  
Revenue Strategy System



SAP Fiori  
SAP Fiori

# THANKS!

## MINOR HOTELS

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