

Hotel Disaffiliation

PROCEDURE VALIDATION

Version	Approved by: (Corporate Area)	Date
1	Corporate Business Processes	April 2017
	Corporate IT Department	
	Corporate Administration Department	
	Corporate Operations Department	
2	This version applies in all countries where NH Hotel Group operates	January 2021
3	This version applies in all countries where NH Hotel Group operates	December 2023

Always find the latest version of this document and all the related ones in the **Business Processes** section of the [NH Digital Knowledge Workplace](#)

OBJECTIVE AND SCOPE

This document describes the set of tasks to be carried out before the disaffiliation of a hotel, to avoid subsequent incidents during the monthly closing process.

It is important to verify that all the tasks have been satisfactorily carried out before doing the last Night Audit of the hotel (disaffiliation day).

In case of TMS doubts, please contact the designated person of the Business Processes Department to coordinate the disaffiliation process.

SUMMARY

- 1 Pre-closing tasks
 - 1.1 Steps to be carried out in TMS for Hotels to prepare the disaffiliation
 - 1.2 Invoicing tasks
- 2 Maintenance tasks after the closing of the Hotel
 - 2.1 Previous tasks to closing of the Hotel
 - 2.2 Less than one-year period after disaffiliation
 - 2.3 More than one-year period after disaffiliation
- 3 Related Documents

1 PRE-CLOSING TASKS

1.1 Steps to be carried out in TMS forHotels to prepare the disaffiliation

Area/Department responsible: Hotel

Before carrying out the last Night Audit of the Hotel it is important to consider and review the following:

- Stayovers (accommodated with departure date after the disaffiliation day).
- Events and groups in progress.
- Reservations pending to be invoiced (Individual, Virtual, Groups/Events and Day-guest billing).

➤ **Reservations:**

- Charge all the extras (parking, minibar ...) corresponding to the production of dates prior to the disaffiliation. **No service must be charged by the hotel with a superior date to the day of disaffiliation.**
- If applicable, identify future reservations that will be booked out to another hotel of the company. The destination hotel will create the reservations with the same data as the original one (main client, rate, price, customer information, etc.)
- Cancel all future reservations (individuals, groups, events and associated Booking File) with arrival date after the day of disaffiliation (/CCSHT/RS_06_21 - Data change):

Modify Individual Reservation data

Current data

From Arrival date	Disaffiliat.date
Up to Arrival date	31.12.2099
Group Reservation No.	
Individual Reservation No.	
Booking File ID	
Reservation type identifier	
Registration date	
Voucher	
Modification date	
Modified by	
Main Client	
Room type	
<input type="checkbox"/> Include related reservations	
<input type="checkbox"/> Selec. booking breakdown	

Data to change





Arrival date	
Departure date	
Arrival time	00:00:00
Departure time	00:00:00
Contract identifier	
Rate	
Allocation Id	
Reservation status	6
Reservation type	
Main Client	
Manual price	
Manual price currency	EUR

- Cancel all the “cancellation fees” that have been generated in those reservations with prepaid rates. Issue a list of bookings (/CCSHT/R_NA_SI_04 - Cancel/no-show with pending charges) to verify these fees and cancel them correctly.
- Check from the day of disaffiliation until 31.12.2099 that there are no programmed, fixed or manual charges to be cancelled in the future. You can use the transaction (ZEY_R_CE_SI_01 – Charges) or whatever suits you best:

Charges			
ESBA.DIAGO NH Diagonal Center ***			
Username	<input type="text"/>	to	<input type="text"/>
Room number	<input type="text"/>	to	<input type="text"/>
Reservation identifier	<input type="text"/>	to	<input type="text"/>
Concept identifier	<input type="text"/>	to	<input type="text"/>
Charge status	<input type="text"/>	to	<input type="text"/>
Folio	<input type="text"/>	to	<input type="text"/>
Revenue date	<input checked="" type="checkbox"/> <input type="text"/>	to	<input type="text" value="31.12.2099"/>
Dissaffiliat.date			

➤ **Prepayments:**

- **Prepayments “In-house” reservations:** identify them to proceed with the correct invoicing. If some room has “stayover” prepayment or virtual credit card payments, please check each case with Business Processes to manage it properly.
- **Informed prepayments in future reservations (after the date of disaffiliation):** find all the future prepayments (/CCSHT/RS_DEPOSITOS - Reservation Prepayments) by using the “/DISAFF” layout:

Reservation deposit			
			
Hotel	<input type="text"/>		
Booking File	<input type="text"/>	to	<input type="text"/>
Reservation	<input type="text"/>	to	<input type="text"/>
Arrival date	Disaffiliat. Date	to	31.12.2099
Departure Date	<input type="text"/>	to	<input type="text"/>
Reservation's status	<input type="text"/>		
Deposit request date	<input type="text"/>	to	<input type="text"/>
Due Date	<input type="text"/>	to	<input type="text"/>

Status

- ☐ Requested deposits
- ☐ Deposits received
- ☒ Request. and received deposits
- ☐ Check-out with deposit

Reservation deposit

Hotel Reservation Arrival date Adv. payme Amount rec Payment me

ESBA Choose Layout

ESBA Layout setting AI

Layout	Layout description
ESBA /DEPOSITS	Reservations Deposit check EoD
ESBA /DISAFF	Disaffiliation

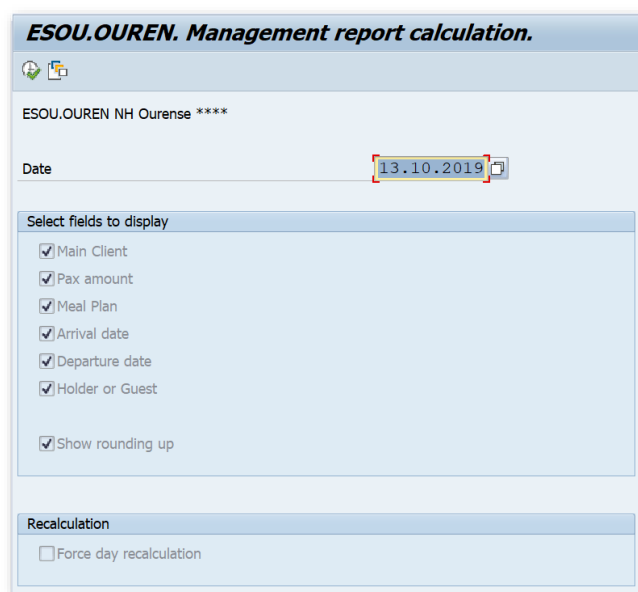
- **Prepayments of reservations that will not be booked out to other Hotels of the company or will not be managed by the new operator:** The hotel to be disaffiliated will cancel and refund the prepayments via payment terminal/payment gateway/Adyen/Pay By link accordingly.
If the operation cannot be carried out (time limit refund), this reimbursement will be done by bank transfer. Invoice the folios to 0 by using the "Transfer" payment method according to the legal requirements of the country. Fill in the corresponding information in the tab "Prepayment reservation not booked out" from the document ["Prepayments Hotel Disaffiliation"](#) and also fill in the document ["Credit & Refund Request Process"](#) with the customer's bank details. Send both documents to the Administration and Business Processes departments to carry out the transfer from the back office of these payments.
- **Prepayments of reservations that will book out to other Hotels of the company:** The hotel to be disaffiliated will cancel the deposits according to the legal requirements of the country. The destination Hotel will insert the reservations in TMS and generate the corresponding prepayments by using the same payment method. It is very important that the hotel to be disaffiliated will fill in the corresponding information in the tab "Prepayment reservation booked out" from the document ["Prepayments Hotel Disaffiliation"](#) and they will send it to the Administration and Business Processes departments in order to carry out the transfer from the back office of these payments.

➤ **Billing:**

- Issue invoices of the pending revenue until the day of disaffiliation (invoices pending to be issued due to voucher needed, adjustments, corrections, etc.). **No concept must be invoiced with the revenue date from the day after** to the disaffiliation (this production does not correspond to NH).
Use the transaction /CCSHT/R_FC_SI_04 – Departures not billed.
- Invoice Day-guest billing, groups/events and virtual reservations: **If there are invoices with negative balances for prepayments, invoice the surplus with the corresponding payment method according to the legal requirements of the country and notify it to the Administration and Business Processes departments.**
- Invoice stayovers: Important! Notify clients in advance. Upon arrival, all the charges with the revenue date until the disaffiliation date must be charged (partial billing). **If there are invoices with negative balances for prepayments, invoice the surplus with the corresponding payment method according to the legal requirements of the country and fill in the corresponding information in the tab "Prepayment reservation stayover" from the document ["Prepayments Hotel Disaffiliation"](#).**
- Before the last Night Audit, correct all the invoices if applicable.
- All the EOD Reports must be signed properly before the disaffiliation date. After the disaffiliation date, the users' table will be removed.
- If applies, verify that nothing in *Onyx*, *Voxel* and *DFM-DWP* remains pending.

➤ **Management Report at 0 (production pending to be invoiced):**

- Use the transaction /CCSHT/NA_024_R - Management Report. Any production pending to be invoiced with a departure date equal to or less than the day of disaffiliation must appear at 0 before carrying out the Night Audit.



ESOU.OUREN. Management report calculation.

ESOU.OUREN NH Ourense ****

Date: 13.10.2019

Select fields to display

- ☒ Main Client
- ☒ Pax amount
- ☒ Meal Plan
- ☒ Arrival date
- ☒ Departure date
- ☒ Holder or Guest
- ☒ Show rounding up

Recalculation

☐ Force day recalculation

- In case of having any imbalance in this report, communicate it to the Business Process Department via NH Service Desk (JIRA) for the corresponding solution. If applicable, also report, in the same JIRA ticket, previously open incidences pending resolution.

➤ **Before running the last Night Audit:**

- **The last Night Audit will not be run until** approval from Business Processes Department.
- **Change the departure date** of all the in-house rooms to the disaffiliation date.
- There cannot be **any invoice pending to be issued**.
- Once this Night Audit has been executed, **no actions can be made in TMS**.

Area/Department responsible: Business Processes department

- The Business Processes team will verify before the hotel closing that all pending tasks have been carried out correctly (cancellation of reservations, prepayments...).
- When the process is completed, the Business Processes Department will send an email to all the departments involved (Operations, Administration, IT...) confirming that all the previous points have been reviewed and finished:
 - No future reservations in "alive status".
 - Security Report cleared.
 - No pending prepayments.
 - No pending departures to be billed.
 - Cash balance done.
 - No future revenue.
 - Management report cleared.
 - Commissions validated.
 - Night audit executed without errors.

1.2 Administrative Tasks

Area/Department responsible: Administration department

- Once the disaffiliation date is formally known, and to detect possible invoicing errors and to make all the corresponding corrections in SAP_TMS, the Administration department must:
 - Make an exhaustive analysis of the aging of clients and the invoices pending to be collect.
 - Make an exhaustive analysis of all the cash and collection accounts of the hotel (debit cash accounts, credit cards, transitory accounts related to cashing and collection, and analogous).
- Verify that there are no discrepancies in the guest ledger of the hotel, with the objective that once all the pending invoicing has been issued, the account 43400001 - Production pending to be invoiced has 0 balance.
- If applies, notify to Accenture the new person designated for the invoicing arrangements after the disaffiliation of the Hotel, so that they can update the information in DFM-DWP. (See point 2 “Maintenance tasks after closing the Hotel”).
- For one year, the Billing Quality Task Force will correct invoices in SAP TMS if necessary. After this period, please check point “2.3 More than one year period after the disaffiliation” for further information.

Area/Department responsible: Hotel

➤ **Tills:**

- Register in TMS all the cash movements that correspond before the last Night Audit (miscellaneous payments, paid outs, etc.).
- Settle and inform all pending movement of other payment methods (restaurant checks, gift vouchers, etc.).
- Close and balance all the Point of Sales (F&B, Reception, Spa, etc.).
- Deposit in the bank the last cash collection (local currency, foreign currency and checks) and the cash floats from the hotel in different cash drop*.

* *Business Processes and IT will update this in the system.*

➤ **Devices:**

- Contact the Treasury department (treasury@nh-hotels.com) to return the payment terminals (bank or payment gateway).
- If applicable, contact Rooms Division Director (Operations Department) to return the Housekeeping Mobility devices.
- Contact IT Procurement Department to return all the hardware equipment.

2 MAINTENANCE TASKS AFTER THE CLOSING OF THE HOTEL

2.1 Pre-Closing tasks of the Hotel

Area/Department responsible: BU Operations department

From the BU Operations department, another Hotel/Employee responsible ⁽¹⁾ will be appointed for managing the tasks mentioned in the next section for one year and will notify this person by email.

They must also inform by e-mail to the rest of the areas involved (Administration, IT and Business Processes) so that they have knowledge of the new contact person.

On the other hand, to avoid possible incidents with commission claims that do not correspond (commissions generated by subsequent reservations to the date of disaffiliation that are claimed to NH Hotel Group), it is necessary that the BU Commercial Department includes the Operations department in its communication email to the OTA's of the end of activity of the center to disaffiliate.

(1) For some hotels with specific contracts, no person will be appointed, as no corrections will be made in TMS.

Area/Department responsible: designated Hotel

The new designated Hotel will manage through NH Service desk (JIRA) the request for permits to the necessary platforms (TMS forHotels ⁽²⁾, 3C Planet Portal, Adyen ⁽³⁾ ...) to be able to correctly manage the following tasks: run the Night Audit, correct invoices, DFM-DWP, Voxel ⁽⁴⁾, Onyx, etc. during the define period ⁽⁵⁾.

(2) The generic SAP user (for instance, HESTURCOREC1) will be kept to run the night audit accordingly. The generic e-mail will be changed according to the hotel designated.

(3) Regarding Adyen, the generic account of the disaffiliated hotel will be modified by the designated hotel generic account and then sent the password reset accordingly.

(4) Regarding Voxel, the access will be the same as the disaffiliated hotel. It can be used for up to 6 months after the disaffiliation date of the Hotel.

(5) Regarding Onyx, we can receive commission claims up to 6 months after the disaffiliation date of the Hotel.

Area/Department responsible: CRM & Loyalty

After receiving a communication from the Operations Department, the Loyalty department will contact Loyalty members accordingly.

Please contact Loyalty team (hq.loyalty@nh-hotels.com) for any related doubts.

2.2 Less than one year period after disaffiliation

Area/Department responsible: designated Hotel/Employee

- **Night Audit:** During the period of one year, the Hotel/Employee designated by Operations, will be responsible for carrying out the Night Audit of the disaffiliated Hotel. The Hotel/Employee in charge will carry out, every 7 days, the pending Night Audits of the previous days.
It is important that the last day of each month all the pending N/A are carried out on time to avoid possible incidents during the monthly closing process. If needed, the night audit can be advanced (especially in June and December).
- **Invoices correction:** Once the invoice correction request has been received, the designated person will carry out in TMS the corresponding cancellations and new invoices.
 - Confirm that the TMS hotel date is properly settled as today.
 - If an invoice correction requires to charge the guest (inflow), we will provide the customer the bank account of the disaffiliated hotel, which will remain open during the invoice correction period for the designated hotel. The back up terminal of the designated hotel should not be used.
 - If an invoice correction requires to refund to the guest (outflow):
 - For operations with credit card that have been made through TMS forPay (pinpads), the refund will be made in the same way, whenever the time elapsed allows it.
 - In case that we cannot proceed as established in the previous point, or for other types of transactions that have not been made with a credit card, it must be done following the [“Credit & Refund Request Process”](#) guide, reporting correctly the data of the disaffiliated hotel.

Once they have been made, the Management Report should be reviewed again to verify that the outstanding balance is equal to 0 (check previous point “Management Report”). After verifying this, the Night Audit of that day can be executed if no more corrections are pending to be made.

- **Voxel Access:** During this period, the designated Hotel must access to Voxel to review the pending invoices.
- **Commissions validation:** All the commissions received after 6 months cannot be managed through Onyx ⁽⁵⁾, they must be posted and paid by the Finance department.
⁽⁵⁾ Onyx, where applicable.
- **Communication end of year assigned:** Before the end of the defined period, the Hotel /Employee designated will contact by email with the departments of BU Administration, BU Operations and Organization to officially announce the date on which their responsibilities with respect to the invoices’ correction, access to Voxel, execution of Night Audit and verification of commissions will cease.

2.3 More than one year period after the disaffiliation

Area/Department responsible: BU Administration

- **Voxel access cancellation:** The BU Administration department will manage with Voxel the cancellation of the access of the disaffiliated Hotel at the end of the year.
- **Invoices corrections:** After receiving the official communication from the Hotel/ Employee designated by operations, any correction of the required invoice will be managed directly by the BU Administration department through the SAP SD invoicing tool and NOT from TMS forHotels.

3 RELATED DOCUMENTS

[Prepayments Hotel Disaffiliation](#)

[Credit & Refund Request Process](#)

[Cash handling Cash float management](#)