

TMS for SPA

Business Processes - Operations
December 2024

MINOR
HOTELS

ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS • RESORTS • SUITES

nh
HOTELS

nh COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

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First steps


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First steps



TMS_{FOR}HOTELS

TRAVEL
MANAGEMENT
SUITE

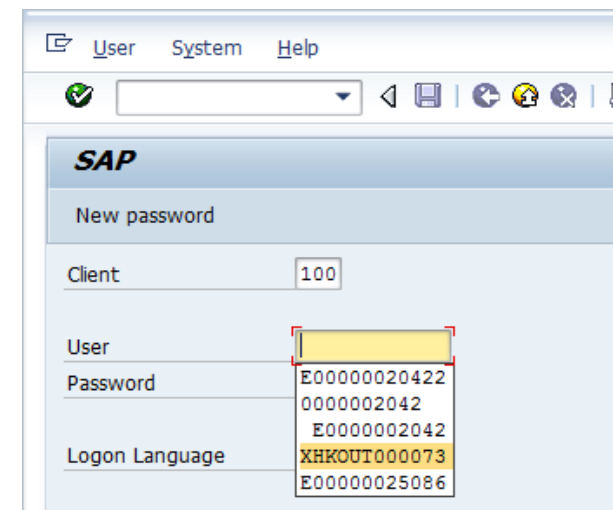
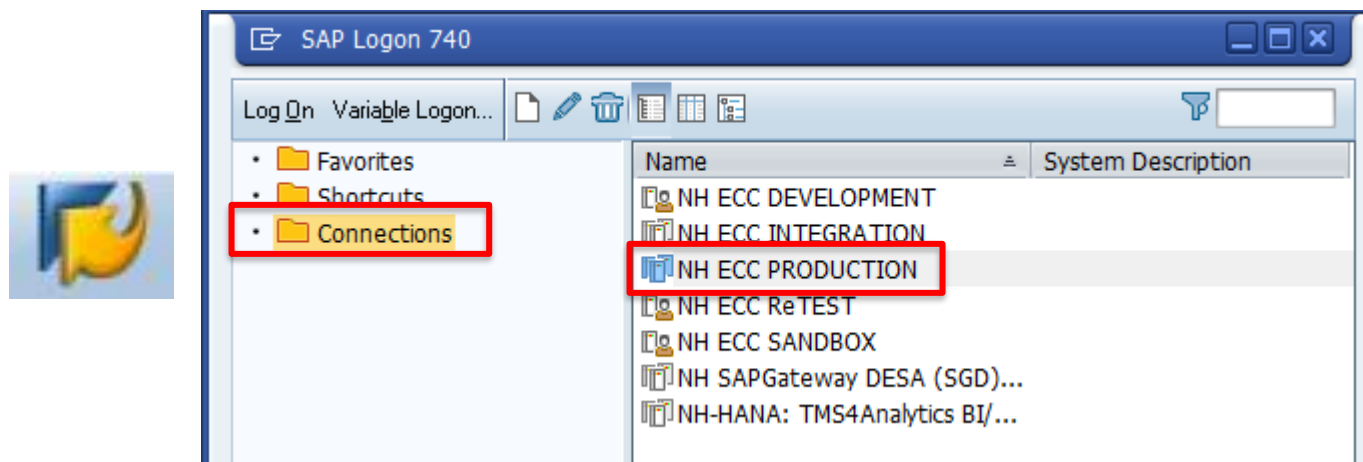
| | | | | | |
|-------------|---|--------------------------|-----------------------|---------------------------------|------------------------------|
| Financials | Organizational Structure and Integration with SAP ERP | | | | External system integrations |
| Controlling | Sales Policy and Inventory - Revenue | | | | |
| | PMS | Groups & Events | POS | Hotel Systems Integration | |
| Procurement | Information Systems | | | | |
| Sales | Central Reservation Office | Commission Management | Hospitality Budgeting | Trade companies | |
| HR | Loyalty Program | Stay & Upselling options | Leisure Management | Sales Force Automation | |
| Marketing | Electronic billing | SPA and Wellness | Hotel procurement | Vouchers and Coupons Management | |

TMS_{FOR}CONNECTIVITY

| |
|--------------------------------------|
| Web Services |
| XML Translating |
| Connectivity Policies and SP&I Integ |
| Channel management |
| Off-line Booking Synchron |

First steps

TMS forHotels (TMS4H) access:



Generic SAP user example: HPTALVORREC1

Personal SAP user example: E00000103222

TMS user example: 0000011557 (internal use)

Logon language: ES (Spanish) or EN (English)

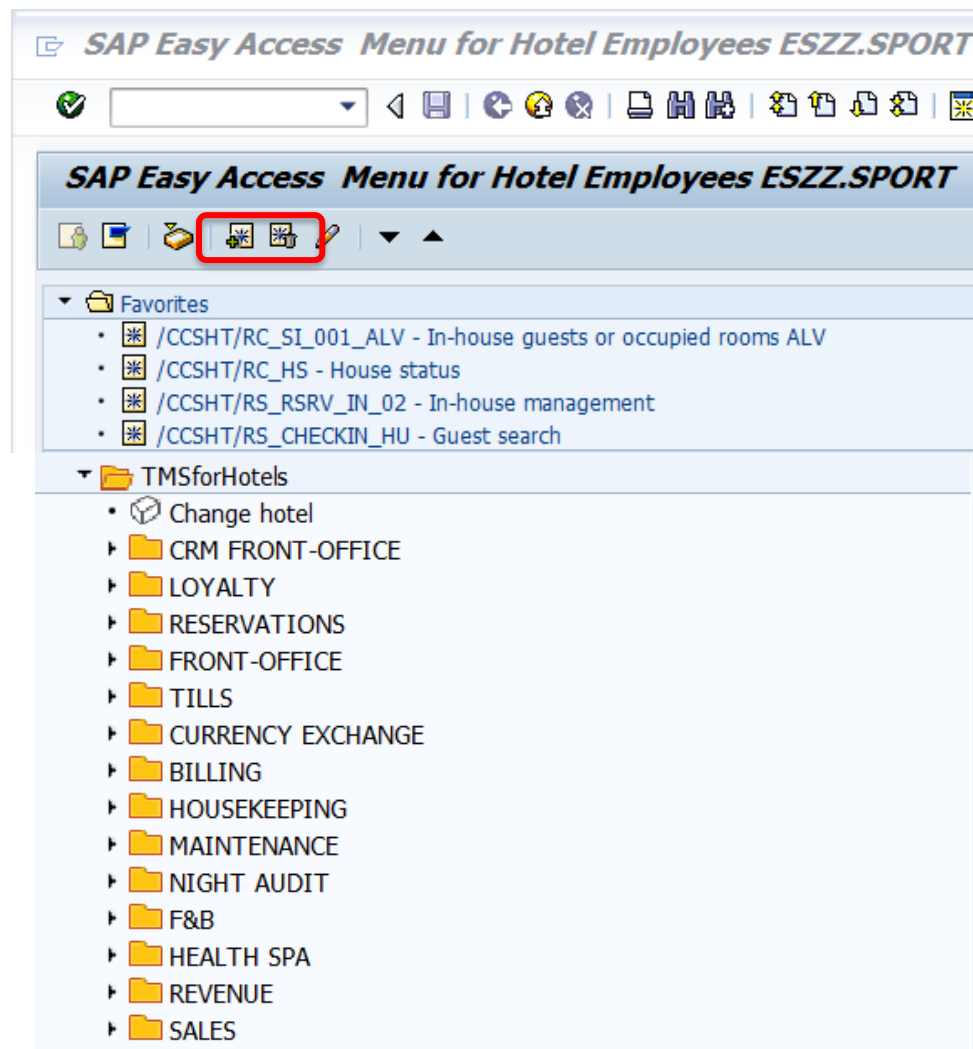
Your session will expire after 15 minutes of inactivity.

Only 3 wrong access! (case sensitive)

According to the Corporate policy, the passwords is applied in the system following this criteria:

- Minimum length criteria (8 characters)
- Specific configuration parameters (1 alphanumeric character, 1 numeric character and a special sign or punctuation).
- Expiration of 60 days.
- Last 10 passwords remembered.

First steps



Favorites folder

Create a folder with the most used transactions using the icons or dragging and dropping.

General Menu

TMS forHotels transactions.

First steps

Icon bar

- Control buttons on the top.



Floppy disk: save.



Binoculars: Search & Search next.



New session symbol: Maximum 4 sessions per access.



Back: return to the previous screen.



Cancel changes: return to initial screen without saving.



End: exit current task without saving data.

Exit Keys

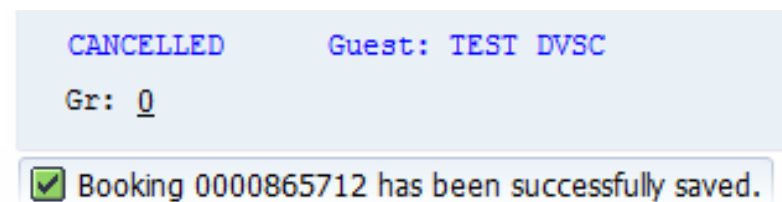
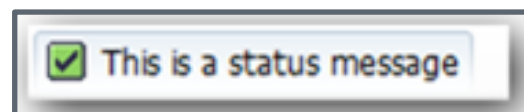
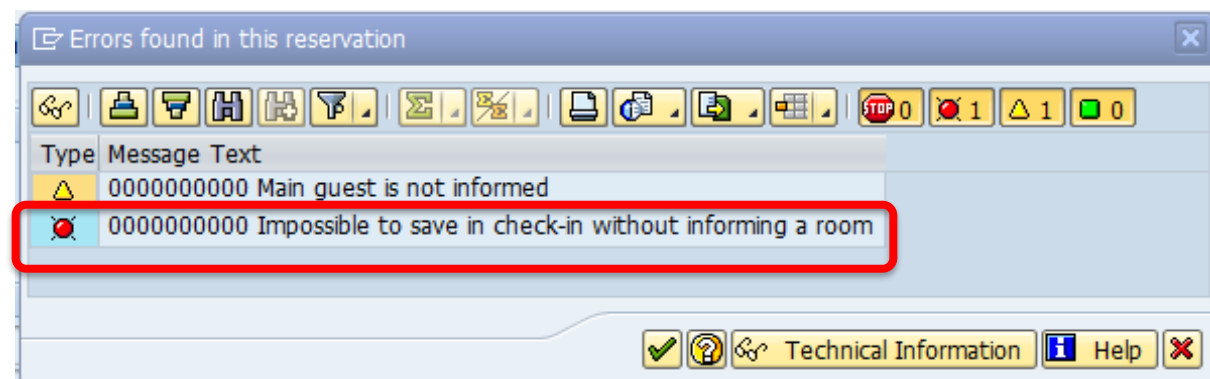
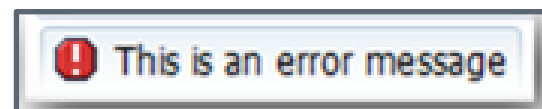
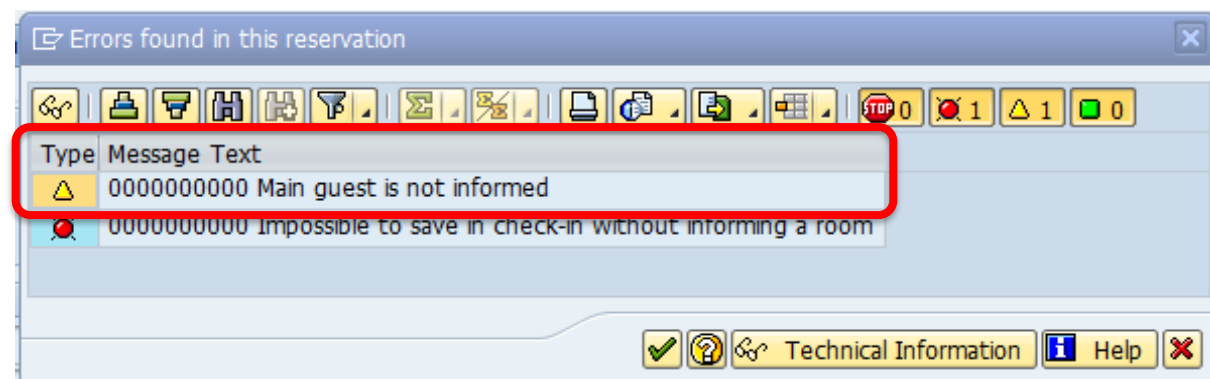
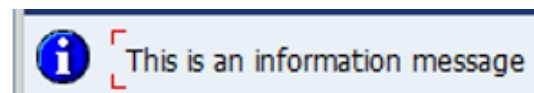
Command field

/n → It takes you to the main menu without saving changes.

First steps

System Messages

- Status Bar
- Pop-ups



First steps

Navigable fields

The information underlined is navigable when clicking.

ESMA.MALAG. Outgoing invoices report

| Date | Status | Invoice No | Bill Time | Cancel in | Reserv. | Payment | Holder | Client Name | Σ Taxable ba | Σ T | Σ Paid | Σ Prepay | Σ Tips | Σ Total to |
|------------|--------|----------------------------|-----------|-----------|--------------------------|---------|------------|---------------------------|--------------|-------|--------|----------|--------|------------|
| 16.11.2018 | | 4045104813 | 02:33:41 | | 61214933 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 110,47 | 11,05 | 0,00 | 0,00 | 0,00 | 121,52 |
| | | 4045104814 | 02:33:57 | | 61227479 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 115,07 | 11,51 | 0,00 | 0,00 | 0,00 | 126,58 |
| | | 4045104815 | 02:34:11 | | 61227493 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 115,07 | 11,51 | 0,00 | 0,00 | 0,00 | 126,58 |
| | | 4045104816 | 02:34:27 | | 59948050 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 75,20 | 7,52 | 0,00 | 0,00 | 0,00 | 82,72 |
| | | 4045104817 | 02:35:51 | | 60507428 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 72,16 | 7,22 | 0,00 | 0,00 | 0,00 | 79,38 |
| | | 4045104818 | 02:36:04 | | 61265830 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 98,87 | 9,89 | 0,00 | 0,00 | 0,00 | 108,76 |
| | | 4045104819 | 02:36:16 | | 61217701 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 98,87 | 9,89 | 0,00 | 0,00 | 0,00 | 108,76 |
| | | 4045104820 | 02:36:28 | | 61175570 | Credit | 1000061542 | VIAJES EL CORTE INGLES SA | 91,95 | 9,20 | 0,00 | 0,00 | 0,00 | 101,15 |

ESMA.MALAG NH Málaga **** Reservation 61217701 Client: 10000

Arrival: 15.11.2018 Thursday
Nights: 1
Depart.: 16.11.2018 Friday

RoomType: Standard Double
Guests: AD 1 JU 0 CH 0 BB 0
Room 119

General Data *Billing Information *Additional data *Statistics Deposits Guarantees

Contact person: JUAN ZAMBRANA
Phone:
E-Mail:
Voucher: 0019518000990
Reservation type:
Registrat. date: 14.11.2018 Language: ES Spanish
CUT-OFF date:

Remarks
Main

Sometimes it opens a display mode and sometimes a modify mode.

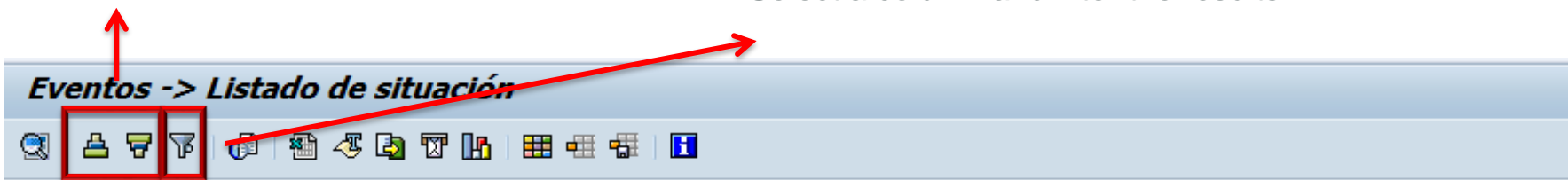
First steps

Filters

Show what you need accordingly.

Ascending / descending order

Select a column and filter the results



| Código evento | Descripción | Versión | Tipo ev | Importa... | Comercial | Cliente Com. | Nombre 1 | Fe |
|---------------|---------------------------|---------|---------|------------|------------|--------------|--------------------------------|----|
| EV00013774 | HALCON - C | 1 | CONGS | | | 1000032086 | HALCON VIAJES | 29 |
| EV00013779 | CONGRESO S | 1 | CONGS | | | 1000091602 | ORZAN CONGRES SL | 23 |
| EV00013787 | ANGULAS AG | 1 | CONGS | | | 1000085848 | EROSKI BIDAIAK SA | 09 |
| EV00013788 | PESCAPUERT | 1 | CONGS | | | 2000025177 | PESCAPUERTA SA | 11 |
| EV00013800 | IBERIA | 1 | OTHEV | | | 2018862772 | IBERIA LINEAS AEREAS DE ESPAÑA | 07 |
| EV00013829 | SUFLENORSA | 1 | CONGS | | | 2006564722 | SUFLENORSA ADUANAS SL | 10 |
| EV00013832 | EVENTO MODA | 1 | EXHIB | | | 45784852 | MARIA RIVERA GONZALEZ | 24 |
| EV00013833 | NESTLE | 1 | BANQT | | | 2000077380 | NESTLE ESPAÑA SA | 25 |
| EV00013864 | WORK SHOP CUBA | 1 | PROPR | | | 2010147407 | ADVANCEMEDIA ADVERTISING SL | 08 |
| EV00015017 | AUSTRIACOS | 1 | LEISU | | 0000000688 | 1022213784 | CITUR TRAVEL SA | 02 |
| EV00049344 | HERBALIFE | 1 | MEETS | | | 2000028671 | HERBALIFE | 28 |
| EV00049345 | HERBALIFE | 1 | MEETS | | | 2000028671 | HERBALIFE | 28 |
| EV00049346 | HERBALIFE | 1 | MEETS | | | 2000028671 | HERBALIFE | 28 |
| EV00051783 | JOHNSON | 1 | MEETS | | | 1012285404 | GLOBAL BUSINESS TRAVEL SPAIN S | 01 |
| EV00062555 | HOTUSA_GPO_01081990_40PAX | 1 | LEISU | | | 1016660768 | HOTUSA HOTELS SA | 15 |

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CDM data base


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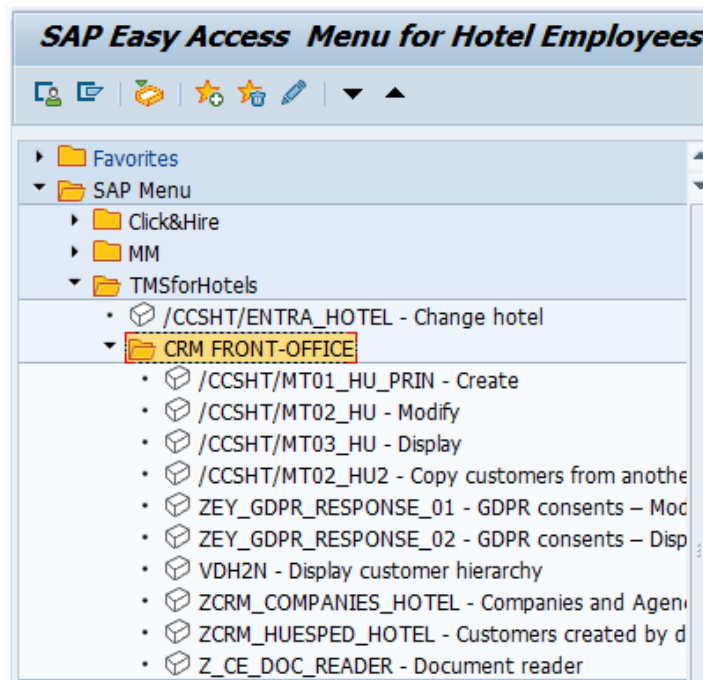
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CDM data base



Customer Data Management

2 different environments:

- General database NH (shared).
- Database of the hotel (background).

(Copy customers from another hotel for the first time used)

Customer types:

Generic examples:

- * 1000 = Direct Guest
- * 1001 = Employee, Family & Friends
- * 1003 = NH Discovery

Organizations examples:

- * 10000XXXXX = Agency ID
- * 20000XXXXX = Company ID

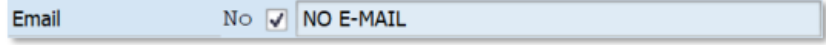
Internal customers:



- * 990000xxxx (last 4 digits are the center) Hotels & Central Services
(91xxxxxxxx are fictitious; finance use only)

| Cliente | Nº ident.fis.1 | Nombre 1 | Nombre 2 | Teléfono 1 |
|------------|----------------|---------------------------|----------|------------|
| 9900000020 | A58511882 | ES10NH ATLANTICO | | 981226500 |
| 9900000021 | A58511882 | ES10NH TURCOSA | | 964283600 |
| 9900000022 | A58511882 | ES10NH ALBERTO AGUILERA | | 914460900 |
| 9900000023 | A58511882 | ES10NH VIAPOL | | 954645254 |
| 9900000024 | A58511882 | ES10NH VILLA DE COSLADA | | 916748800 |
| 9900000025 | A58511882 | ES10NH BARCELONA CENTRO | | 932703410 |
| 9900000027 | A58511882 | ES10NH LAS ARTES | | 963351310 |
| 9900000028 | A58511882 | ES10NH LAS CIENCIAS | | 963356062 |
| 9900000029 | A58511882 | ES10NH SANTANDER PARAYAS | | 942352266 |
| 9900000030 | A58511882 | ES10NH CORNELLA | | 934750895 |
| 9900000035 | A58511882 | ES10NH COLLECTION SEVILLA | | 954548500 |

CDM data base

General criteria to register guests and organizations in CRM

- It is important to use the **search criteria** correctly (more information in the SAP CRM Manual) to optimize the results and avoid duplicate clients in our database.
- Before creating a new **GUEST**, search for it in CRM to make sure it doesn't exist in the system.
- All creations and modifications of **ORGANIZATIONS** must be requested to the CDM team through the NH Support Portal (JIRA Service Desk). Check the [JIRA User Guide for CDM Request](#) for more information.
- Never make the previous request without first checking if the company/agency already exists in CRM. **Duplicating existing organizations leads to issues like billing errors and late payments.**
- All fields marked with this symbol ☒ are mandatory.
- The "Email" field is very important as it is the main form of contact with our customers. For those who do not have an email address or do not want to give it, we will check the box "No". 
- If a company already exists in CRM, all associated branches will appear in the "Branches" tab, in addition to representatives (contacts) and sales agents. Click on these icons to:

-  see the contact person and sales agent for this branch
 Agent = Company/agency contact
 Sales = NH Account handler
-  see how this branch and this company are connected

FR06.PLAZA Anantara Plaza Nice Hotel Client 1016882287 EXPEDIA INTERNACIONAL Ext. Client number 16882287

General data Hotel parameters Statistics Branches Sales and Agents

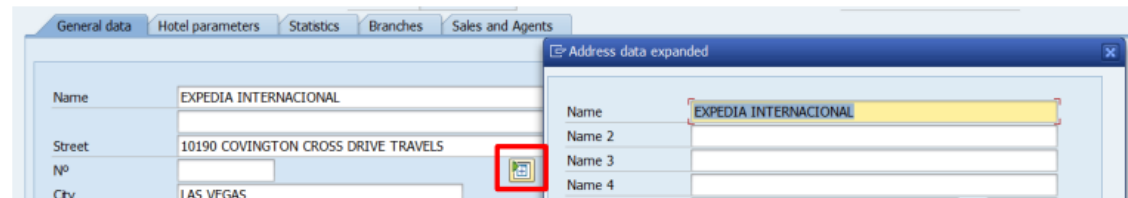
Branches Companies connected

| Branch | Active | Main bran. | Age | Sale Conn | Branch Name | Street and nº | House No. | Zip code | City | Coun | Region |
|------------|-------------------------------------|-------------------------------------|-----|-----------|-----------------------|---------------------------------------|-----------|------------|-----------|------|--------|
| 0001569791 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | EXPEDIA INTERNACIONAL | COVINGTON CROSS DRIVE TRAVELSCAPE LLC | 10190 | NV89144 | LAS VEGAS | US | NV |
| 0004996228 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | EXPEDIA | 4826 194TH AVE SE | | 98027-1111 | ISSAQUAH | US | WA |
| 0004991542 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | EXPEDIA GROUP | 536 WATERSCAPE WAY | | 32828 0000 | ORLANDO | US | FL |
| 0004848738 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | EXPEDIA GROUP | 1111 EXPEDIA GROUP WAY WEST | | 98119 8119 | SEATTLE | US | WA |
| 0004794463 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | EXPEDIA | 108TH AVENUE NE | 333 | WA 98004 | BELLEVUE | US | WA |
| 0004794470 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | EXPEDIA INC | CHERRYLANE AVE S 101 | 1510 | 98144 | SEATTLE | US | WA |

CDM data base

General criteria to register guests and organizations in CRM

- All characters in any client master data, and in any field, must be typed in CAPITAL LETTERS WITH NO ACCENTS.
- Special characters in German names like Ä must be registered as AE, Ö as OE, Ü as UE, ß as SS (e.g., MÜNCHEN becomes MUENCHEN).
- Symbols and separators (+.-*/>...) must not be used in numeric fields.
- Telephone numbers must be entered without spaces or symbols, using the structure "country code + area code + telephone number", without the code "00" for international calls (e.g., Buenos Aires telephone number, 11 4124-6700 = 541141246700).
- Dates must always follow the format DD.MM.YYYY.
- **GUESTS:** the First name and Surname fields are limited to 35 characters each. If the name is longer, we will write up to the maximum allowed, **WITHOUT ABBREVIATION** (e.g., Mr. ALVAREZ DE CASTANEDA FERNANDEZ-JAUREGUI = ALVAREZ DE CASTANEDA FERNANDEZ-JAUR).
- **ORGANIZATIONS** (agencies or companies): do not use contractions, the full official fiscal name must be included. There are 4 fields in case it is a long one:



- Follow the [Validation of Tax number](#) rules in the Tax nº field.
- The free text fields must have the same format as the rest of the text fields, respecting the general rules. **Comments must always be entered in English**, to facilitate their understanding by all Business Units.

Have a look into the following guide!

JIRA USER GUIDE FOR CDM REQUEST



CDM data base

New guest

- CRM FRONT-OFFICE
 - /CCSHT/MT01_HU_PRIN - Create
 - /CCSHT/MT02_HU - Modify
 - /CCSHT/MT03_HU - Display
 - /CCSHT/MT02_HU2 - Copy customers from another hotel
 - ZEY_GDPR_RESPONSE_01 - GDPR consents – Modify
 - ZEY_GDPR_RESPONSE_02 - GDPR consents – Display
 - VDH2N - Display customer hierarchy

ESMA.MALAG Guests - New

Delete

Debtor identifier

Debtor type

- ☒ Guests
- ☐ Travel Agencies
- ☐ Companies
- ☐ Hotels
- ☐ Fictitious

Tax Number 1

Identification document type

FR06.NICE Guests - New

Related clients

FR06.NICE NH Nice **** Client

GHA LOYALTY

General data Additional data Special requests Hobbies Statistics

Salutation

First name

Surname

Street

City

ZIP code

Country

Region

Language

Nationality

Gender

International V.

Date of birth

Mobile/Phone

Company ID/Name

Email

URL

You heard of us...

Official document

Tax n°

Issue Date

Expiry Date

Expeditor place

Support N°

ID Additional document

Document type

Number

Issue Date

Expiry Date

Expeditor place

Nationality INE

Place of birth

Province of birth

Veh Registr. No.

Client ID

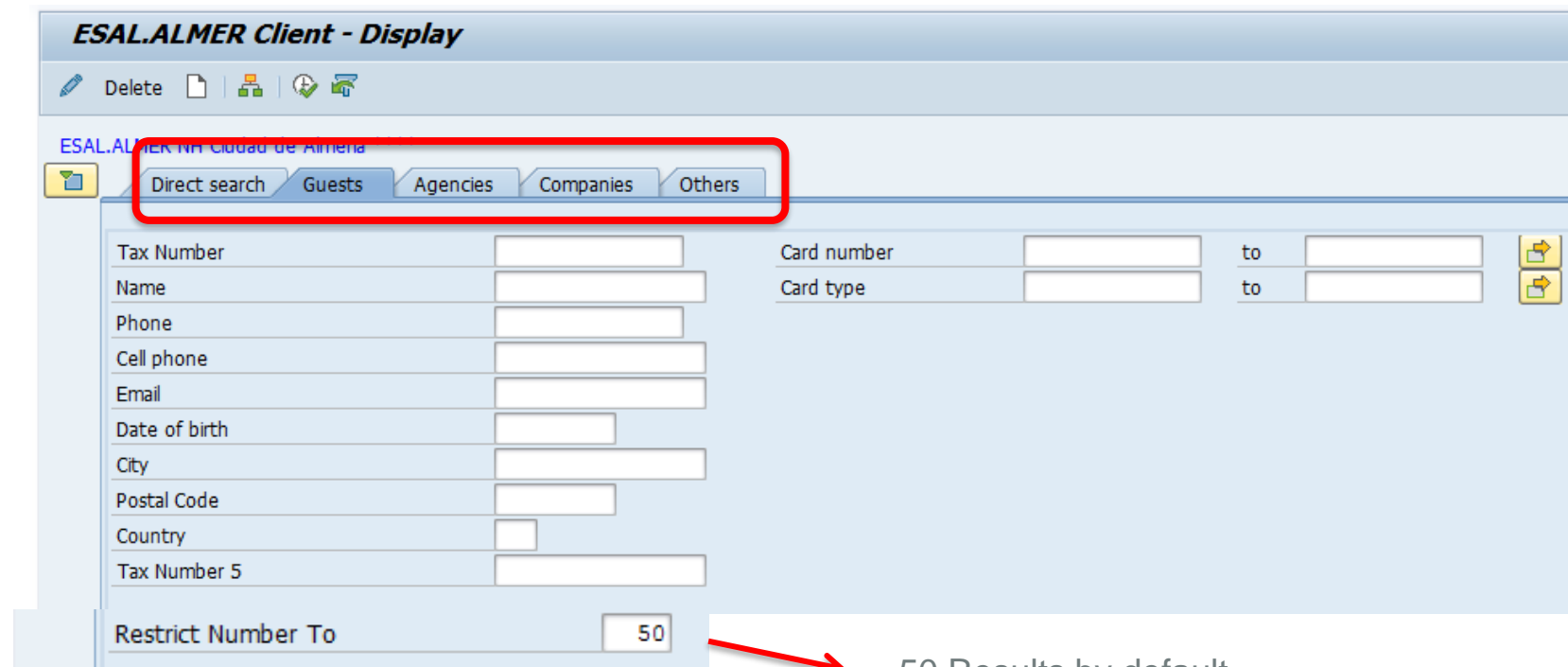
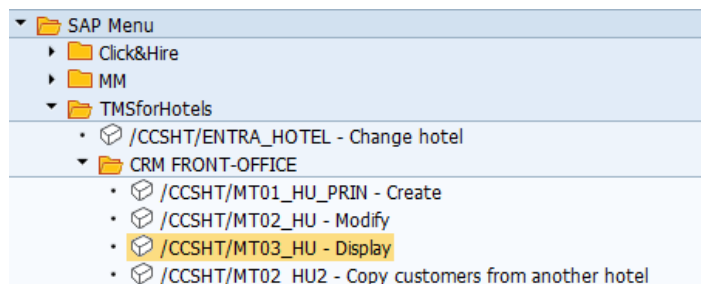
Client 19974353 TEST, TEST

Mandatory fields

☒

CDM data base

Search



A screenshot of the 'ESAL.ALMER Client - Display' form. The form has a header bar with the title 'ESAL.ALMER Client - Display' and a toolbar with icons for 'Delete', 'Print', 'Save', 'Refresh', and 'Help'. Below the header, there is a tabbed interface with tabs for 'Direct search', 'Guests', 'Agencies', 'Companies', and 'Others'. The 'Direct search' tab is selected and highlighted with a red box. Below the tabs, there are several input fields for search criteria: 'Tax Number', 'Name', 'Phone', 'Cell phone', 'Email', 'Date of birth', 'City', 'Postal Code', 'Country', and 'Tax Number 5'. To the right of these fields, there are fields for 'Card number' and 'Card type', each followed by a 'to' field and a search icon. At the bottom of the form, there is a 'Restrict Number To' field with the value '50' entered. A red arrow points from the '50' to the text '50 Results by default'.

50 Results by default

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Menu structure


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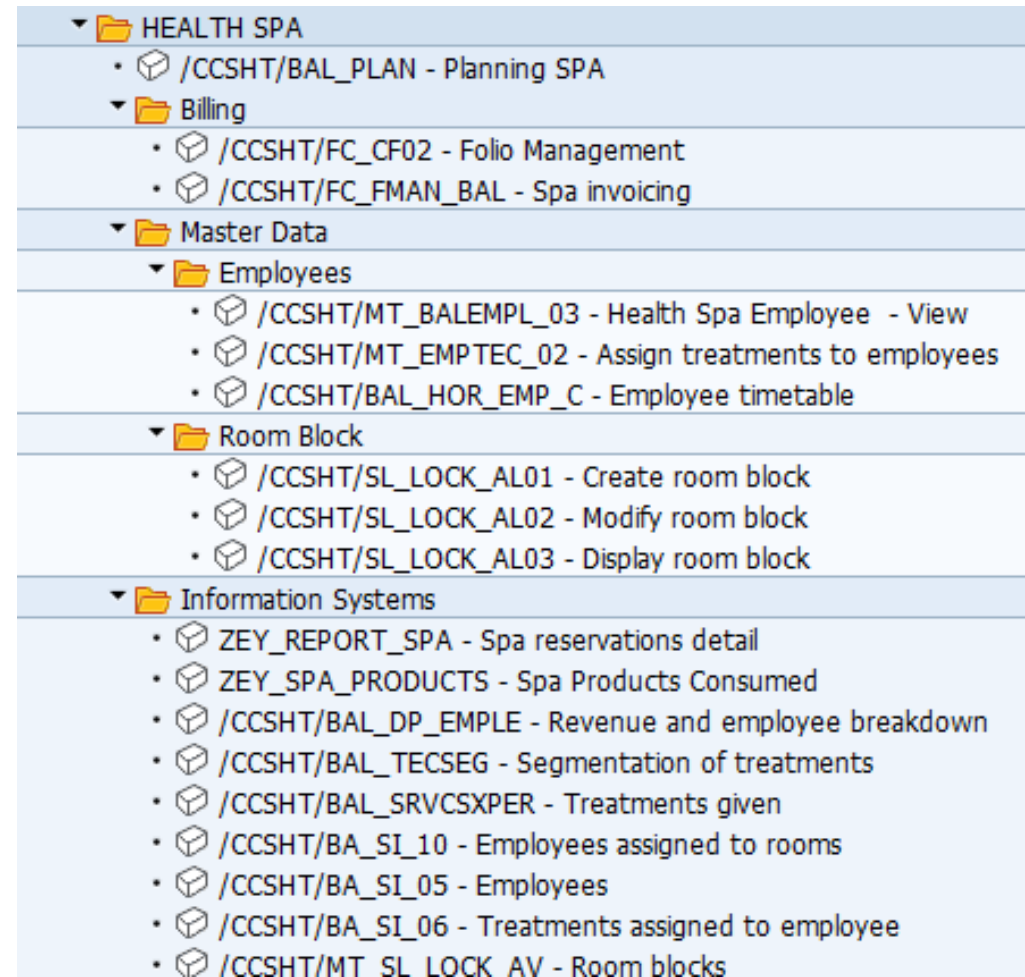
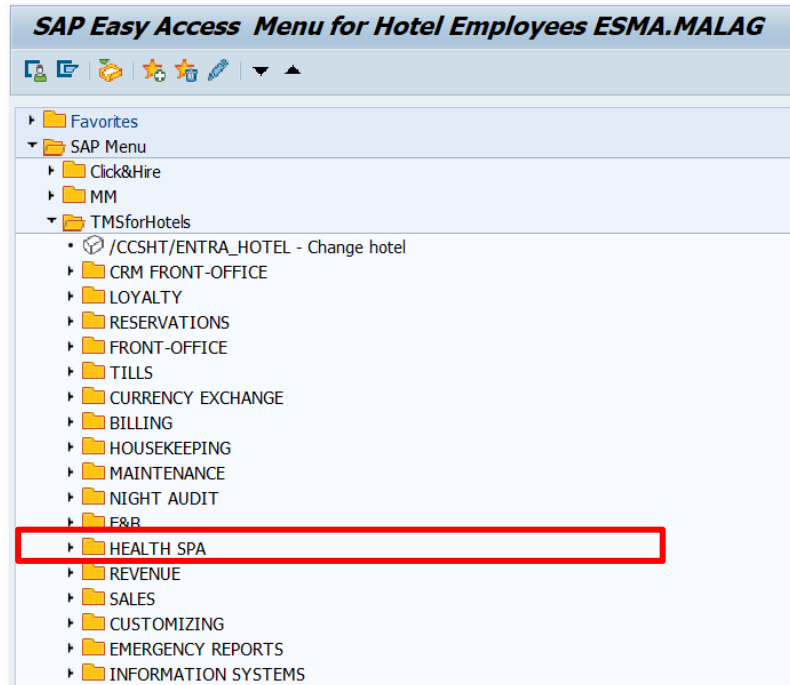
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Menu structure



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Spa planning


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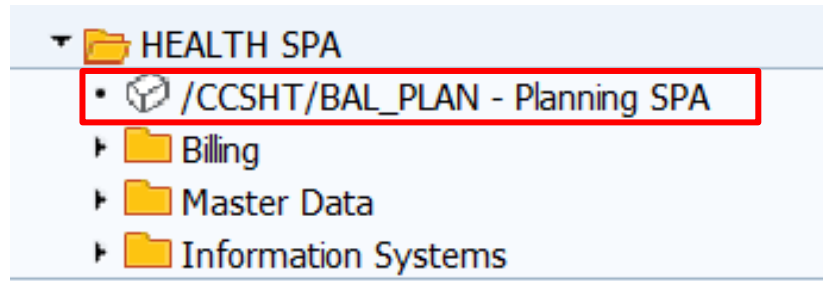
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Spa planning



IELD.MAKDU. Assign employees

IELD.MAKDU The Marker Dublin ***** 01.09.2022

Date

Asignation

☒ By employee
☐ By rooms

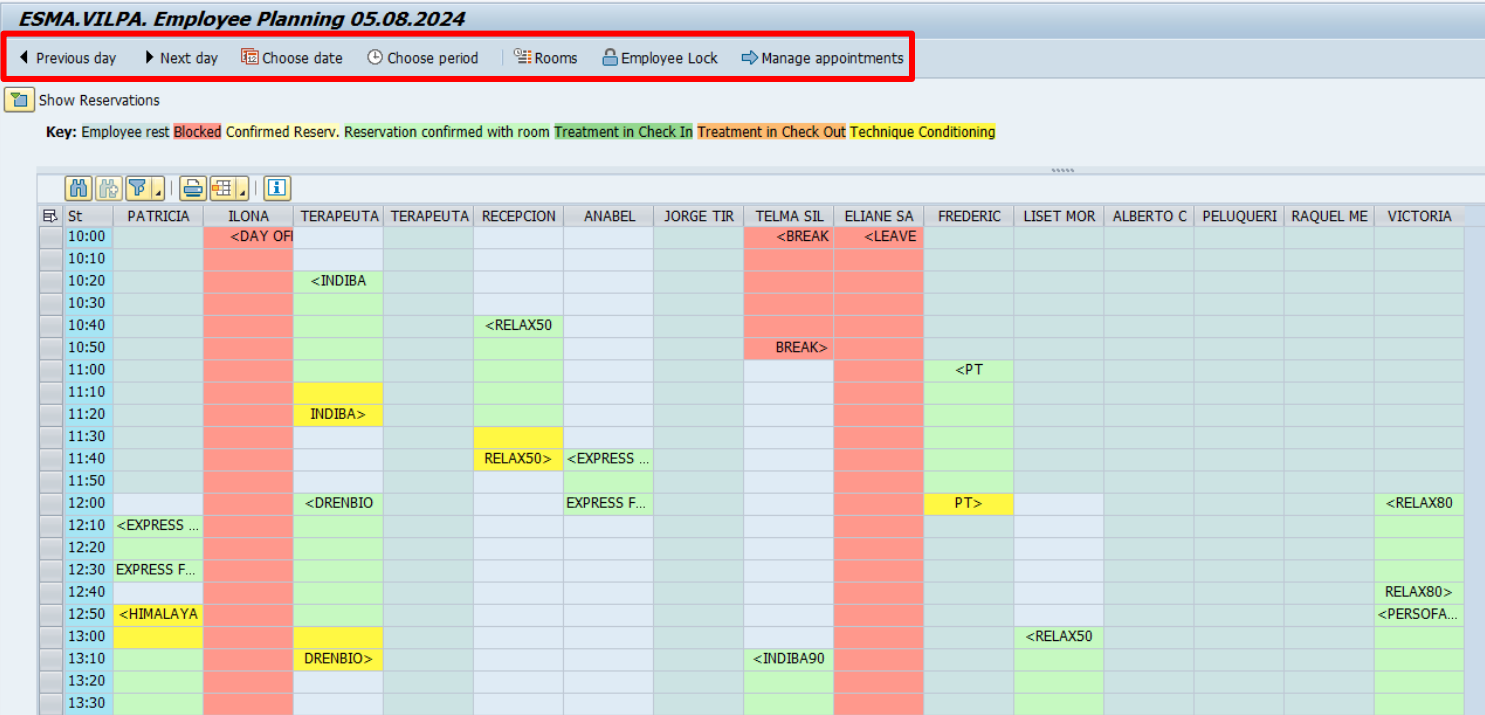
Employee profile to
Employee to

Time

From
Until
Interval (minutes)

Use the filter to choose the desired display.

Spa planning



Colors indicate the status of the reservation.

◀ Previous day

▶ Next day

📅 Choose date

⌚ Choose period

🏠 Rooms

🔒 Employee Lock

➡ Manage appointments

See previous day

See Next day

Choose another date

Choose another period

Change the visualization to Rooms planning

Create employee breaks/blocks

Modify reservation

Spa planning

ESMA.VILPA Employee Planning 05.08.2024

◀ Previous day ▶ Next day

📅 Choose date ⌚ Choose period

🏠 Rooms

🔒 Employee Lock

➡ Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out Technique Conditioning

🏠 🏠 🏠 🏠 🏠 🏠

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PATRICIA

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TERAPEUTA

RECEPCION

ANABEL

JORGE TIR

TELMA SIL

ELIANE SA

FREDERIC

LISET MOR

ALBERTO C

PELUQUERI

RAQUEL ME

VICTORIA

ESMA.VILPA Employee Planning 05.08.2024

◀ Previous day ▶ Next day

📅 Choose date ⌚ Choose period

🏠 Rooms

🔒 Employee Lock

➡ Manage appointments

🏠 🏠 🏠 🏠 🏠 🏠

HS Reserv Package Guest Date Start time End time Prev. Post. Employee Treatment description Amount Room ID Short Remarks Remark Check in Check out No show Cancelled No Male Fe...

4545 13709681401 Mrs. Scarlett 05.08.2024 12:00:00 12:50:00 00:00:00 00:00:00 VICTORIA MOYA RELAX MASSAGE 80 MIN 135,00 08 674969332

4546 13709684101 Mr. Jake 05.08.2024 13:00:00 13:50:00 00:00:00 00:00:00 LISET MORENO RELAX MASSAGE 50 MIN 200,00 05

4547 13709688701 Mr. Jake 05.08.2024 13:50:00 14:40:00 00:00:00 00:15:00 LISET MORENO CUPPING THERAPY 50 MIN 155,00 05

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out Technique Conditioning

🏠 🏠 🏠 🏠 🏠 🏠

Start

PATRICIA

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TERAPEUTA

TERAPEUTA

RECEPCION

ANABEL

JORGE TIR

TELMA SIL

ELIANE SA

FREDERIC

LISET MOR

ALBERTO C

PELUQUERIA

RAQUEL ME

VICTORIA

Show Reservations can be used to see a list of detailed reservation at the same time as planning.

Spa planning

ESMA.VILPA. Employee Planning 05.08.2024

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms 🔒 Employee Lock ➡ Manage appoint

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out T

Start PATRICIA Treatment Deassignment - reassignment

| Start | PATRICIA | Treatment Deassignment - reassignment |
|-------|--------------|---------------------------------------|
| 10:00 | | |
| 10:10 | | |
| 10:20 | | |
| 10:30 | | |
| 10:40 | | |
| 10:50 | | |
| 11:00 | | |
| 11:10 | | |
| 11:20 | | |
| 11:30 | | |
| 11:40 | | |
| 11:50 | | |
| 12:00 | | |
| 12:10 | <EXPRESS ... | |
| 12:20 | EXPRESS F... | |
| 12:30 | | |
| 12:40 | | |
| 12:50 | <HIMALAYA | |
| 13:00 | | |
| 13:10 | | |
| 13:20 | | |
| 13:30 | | |
| 13:40 | | |
| 13:50 | | |
| 14:00 | | |
| 14:10 | | |
| 14:20 | HIMALAYA> | |
| 14:30 | | |
| 14:40 | | |
| 14:50 | | |
| 15:00 | | |
| 15:10 | <GOLFER50 | |
| 15:20 | | |
| 15:30 | | |

Reservation data

Health Spa Reserv. 4733 Check-in ☒

Hotel reserv. 137419753

Room

Guest TEST 1

Phone

Channel HOTEL

Treatment data

Package 13741975301 Treatment check-in ☐

Technic EXPRESS FACIAL Treatment check-out ☐

Start time 12:10 No show ☐

End time 12:40 Canceled ☐

Prev. 00:00

Post. 00:00

Duration 30 min.

Amount 75,00

Room 11 Cabin 11

Short Remarks

Employee Preferences

☒ No ☐ Male ☐ Female ☐ Specific

Modify Status Spa products Modify Technique

If you double click on a reservation, different options appear:



Go to the reservation (stay or DGB)

Modify Status

Change status to cancelled or no show

Spa products

Charge products

Modify Technique

Modify treatment, employee, room, start time and/or price.



Deassign:

With this option the employee or the room will be unassigned depending on the planning visualization used at that moment.



(Do not forget to assign it or it will block the Night audit. Details in slide 34)

Spa planning

IELD.MAKDU. Employee Planning 01.09.2022

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with

Start 001 Employ 002 Employ 003 Employ 004 Employ 005

07:00
07:30
08:00
08:30 <FOOT
09:00
09:30
10:00 <COCO
10:30 COCO>
11:00
11:30 <COCO DRE
12:00
12:30 COCO>
13:00 <COCO
13:30 COCO>
14:00
14:30
15:00
15:30
16:00
16:30
17:00
17:30

Create appointment

Employee: 004 - Employee 04

Create Reser. Assign existing res.

☐ Non-Guest
☐ Guest

Details

Main Cust. 1000
Guest ☒
☒ Tax included
Format Identif. DAILY
Channel ID HOTEL
Health ☒

If you double click on an empty cell,
2 different options appear:

- Create Reservation
- Assign existing reservation

Details in the following sections.

MINOR
HOTELS

Create a reservation


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Hotels & Resorts


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— COLLECTION —

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HOTELS · RESORTS · SUITES

nh
HOTELS


nh COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Create a reservation

IELD.MAKDU. Employee Planning 10.10.2022

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ Manage appointments

Show Reservations Create appointment

Key: Employee rest Blocked Confirm Employee: - PATRICIA

Create Reser. Assign existing res.

☒ Non-Guest
☐ Guest

Details

Main Cust. 1000

Guest Test SPA

☐ Tax included

Format Identif. IND

Phone 123456

Channel ID HOTEL

Health DEEP50

General remarks

Start time 12:00 Prev. 00:00

End time 12:50 Post. 00:15


Room 05 Tech. duration 50 min.

Amount 155,00 ☐ Treatment check-in

Remarks Treatment remarks

Employee Preferences

☒ No ☐ Male ☐ Female ☐ Specific



If you double click on an empty cell, reservation can be created:

- Non-guest: clients not staying at the hotel
- Guest: clients staying at the hotel

Then, all the details must be filled before accepting:

- Guest name
- Phone number
- Treatment
- SPA booking general remarks
- Employee or Room (if mandatory)
- Price
- Treatment remarks
- Employee Preferences (No by default)

Create a reservation

The possibility of printing or preview will appear:

IELD.MAKDU. Employee Planning 10.10.2022

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out

Print:

OutputDevice pdf

Page selection

Spool Request

Name SMART E00000050726

Title

Authorization

Spool Control

☐ Print immediately

☐ Delete After Output

☐ New Spool Request

☐ Close Spool Request

Spool retention pd 8 Day(s)

Storage Mode Print only

Number of Copies

Number 1

☐ Group (1-1,1,2-2,2,3-3,3,...)

Cover Page Settings

SAP cover page Do Not Print

Recipient

Department

Print preview Print

ANANTARA
HOTELS - RESORTS - SPAS

NH HOTELES FRANCE S.A.S.U
ANANTARA PLAZA NICE HOTEL
AVENUE DE VERDUN 12
06500 - NICE
FR33497604769

Modification

Date de création:# 26.10.2023
Heure de création:# 12:15:45
N° de réservation du 3550
N° de réservation d' 123517704
Numéro de chambre: 118
SPA Ticket: 0000000063
Nom:# NATALIA VIZUETE

| Date | Time | Mont. | Salon: | Description | Prix |
|--------------|----------|-------|----------|-------------|------------------|
| 26.10.2023 | 18:40:00 | | FLOWER 3 | UNDERARM | 35,00 |
| TOTAL | | | | | 35,00 EUR |

Conseils:

Signature:

The receipt can be printed to be signed.

MINOR
HOTELS

Add a treatment, for another
guest, in an existing
reservation


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Add a treatment, for another guest, in an existing reservation – option 1

When creating the new treatment reservation from the planning select the new guest:

PT08.CARVO. Employee Planning 12.11.2022

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ Manage appointments

Show Reservations

▼ Key Employee not Blocked Confirmed Reser. Reservation confirmed with room Treatment in Check In Treatment in Check Out Technician Conditioning

Create appointment

Employee: 003 - Leonardo

Create Reser. Assign existing res.

☐ Non-Guest
☒ Guest

Details

Hotel reserv. 109083113
Room 408
Guest order ☒
Channel ID HOTEL
Health ☒

Restrict Value Range (3) 2 Entries found

Restrictions

| Order | Reserv. | Guest ID | Guest Name | Arrival | Departure | Nº pax t-1 | Nº pax t-2 | Nº pax t-3 | Nº pax t-4 |
|-------|------------|----------|---------------------------------|------------|------------|------------|------------|------------|------------|
| 01 | 0109083113 | 4984270 | GÓMEZ FERNÁNDEZ, Maria Trinidad | 06.11.2022 | 13.11.2022 | 2 | 0 | 0 | 0 |
| 02 | 0109083113 | 190406 | SAMANIEGO NAVARRO, MARIO | 06.11.2022 | 13.11.2022 | 2 | 0 | 0 | 0 |

The new line will appear inside *Manage appointments*:

Health Spa Reservation Management

📄 📁 📝 🗑️ 🔄 📅 📄 Modified documents 🔄 Change reservation status ➡ Spa products

PT08.CARVO Tivoli Carvoir Spa Resv. 33 Hotel Resv. 109083113 Client: 1003 NH DISCOVERY

TICKET

Hotel Reservation data

Arrival 06.11.2022
Depart. 13.11.2022
Guest NH DISCOVERY
Channel HOTEL

Pre-Authorization

Date:
Amount:
Code:

Packages Preferences Schedule restrictions Advance

| Guest order | Guest | Package | Start date | Guest Medical Check |
|-------------|---------------------------------|-------------|------------|---------------------|
| 1 | GÓMEZ FERNÁNDEZ, Maria Trinidad | 10908311301 | 12.11.2022 | |
| 2 | SAMANIEGO NAVARRO, MARIO | 10908311302 | 12.11.2022 | |

Add a treatment, for another guest, in an existing reservation – option 2

You can also use the *Manage appointments* to include it. Just click the option *Create treatment*:

The screenshot shows the 'Health Spa Reservation Management' interface. At the top, there is a toolbar with various icons. The 'Create Treatment' button, which has a plus sign and a document icon, is highlighted with a red box. Below the toolbar, the interface displays reservation details for 'PT08.CARVO Tivoli Carvoeir'. The 'Hotel Reservation data' section includes fields for Arrival (06.11.2022), Depart. (13.11.2022), Guest (NH DISCOVERY), and Channel (HOTEL). The 'Pre-Authorization' section includes fields for Date, Amount, and Code. Below these sections, there are tabs for Packages, Preferences, Schedule restrictions, and Advance. At the bottom, there is a table with columns: Guest order, Guest, Package, Start date, and Guest Medical Check. The table contains two rows of data.

| Guest order | Guest | Package | Start date | Guest Medical Check |
|-------------|---------------------------------|-------------|------------|---------------------|
| 1 | GÓMEZ FERNÁNDEZ, Maria Trinidad | 10908311301 | 12.11.2022 | |
| 2 | SAMANIEGO NAVARRO, MARIO | 10908311302 | 12.11.2022 | |

Then choose the new guest and complete the line with all the details of the treatment reservation:

The screenshot shows the 'Health Spa Reservation Management' interface with a 'Restrictions' dialog box open. The 'Guest' field in the dialog is highlighted with a red box. The dialog box contains a list of guests under the heading 'Order Guest Name'. The list includes three entries: '01 Order MEZ FERNÁNDEZ, Maria Trinidad', '02 SAMANIEGO NAVARRO, MARIO', and '03 huesped 3'. The 'Guest' field in the main interface is also highlighted with a red box.

| Reservation | 109083113 |
|----------------|------------|
| Arrival date | 06.11.2022 |
| Departure date | 13.11.2022 |

| Guest | Package | Description |
|---------------------------------|-------------|-------------|
| GÓMEZ FERNÁNDEZ, Maria Trinidad | 10908311301 | |
| SAMANIEGO NAVARRO, MARIO | 10908311302 | |

MINOR
HOTELS

Add a new treatment in an
existing Non-guest
reservation


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HOTELS


NH COLLECTION
HOTELS

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Add a new treatment in an existing Non-guest SPA reservation

This option will be used to add a new treatment in an existing Non-guest reservation.

The screenshot displays two overlapping windows from a hotel management system. The background window is titled 'Create appointment' and shows the 'Assign existing res.' tab. It has radio buttons for 'Non-Guest' and 'Guest', with 'Guest' selected and highlighted by a red box. Below this, there are input fields for 'Hotel reserv.' (107085315), 'Room', 'Guest order' (1), 'Channel ID' (HOTEL), and 'Health' (ALGAE). At the bottom, there are fields for 'Start time' (12:40), 'End time' (13:25), 'Room' (04), and 'Tech. duration' (45 min.). The foreground window is titled 'ESMA.VILPA. Modify items of all folios' and shows a detailed view of a reservation. It includes fields for 'Reservation' (107085315), 'Status' (Check in), 'Arrival' (20.09.2022), and 'Departur' (20.09.2022). Below these are fields for 'Main Client' (GUEST, DIRECT) and 'Voucher'. A section labeled 'FOLIOS' shows a table with two entries: '1 SPA' and '1 SPA'. The bottom part of the window contains a table with columns: Status, Revenue date, Folo, Concept identifier, Quantity, Description, Price, Disc. (net) *, Amount, Tax ind., Service date, Sourc., and Guest Name. The table shows two rows of data for '1 SPA' treatments, with a total amount of 250,00.

| Status | Revenue date | Folo | Concept identifier | Quantity | Description | Price | Disc. (net) * | Amount | Tax ind. | Service date | Sourc. | Guest Name |
|--------|--------------|------|--------------------|----------|-----------------|--------|---------------|--------|----------|--------------|--------|------------|
| | 20.09.2022 | 1 | SPA | 1 | MASSAGE | 134,62 | 0,00 | 134,62 | | 20.09.2022 | | test JIRA |
| | 20.09.2022 | 1 | SPA | 1 | BODY TREATMENTS | 115,38 | 0,00 | 115,38 | | 20.09.2022 | | test JIRA |
| | | | | | | | | 250,00 | | | | |

- Choose Guest option.
- Include the reservation number and the guest order 1
- Complete all fields and the new treatment will appear on the same reservation.

Add a new treatment in an existing Non-guest and non-SPA reservation

This option will be used to add a new treatment in an existing Non-guest and non-SPA reservation.

Choose non guest and include the reservation number again.
Click Create.

- Choose Guest option.
- Include the reservation number and the guest order 1
- Complete all fields and the new treatment.



We can use this option for Hotel Treats or another type of prepaid reservation.

MINOR
HOTELS

Assign existing reservation


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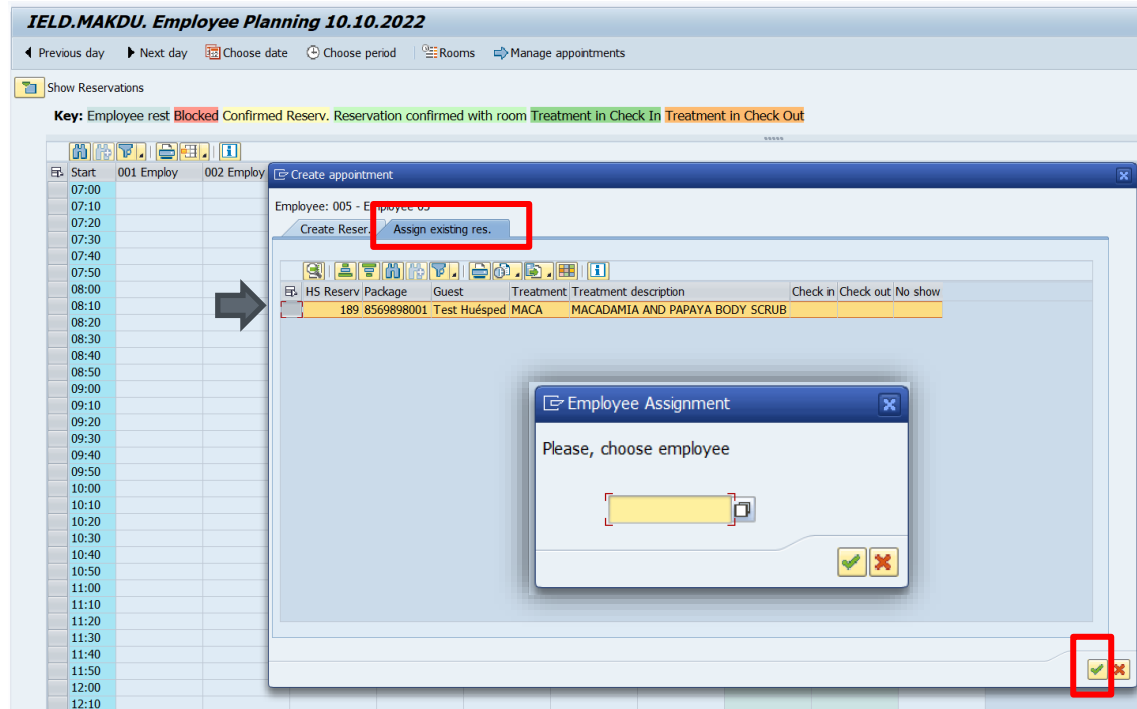

NH COLLECTION
HOTELS

nhow
HOTELS

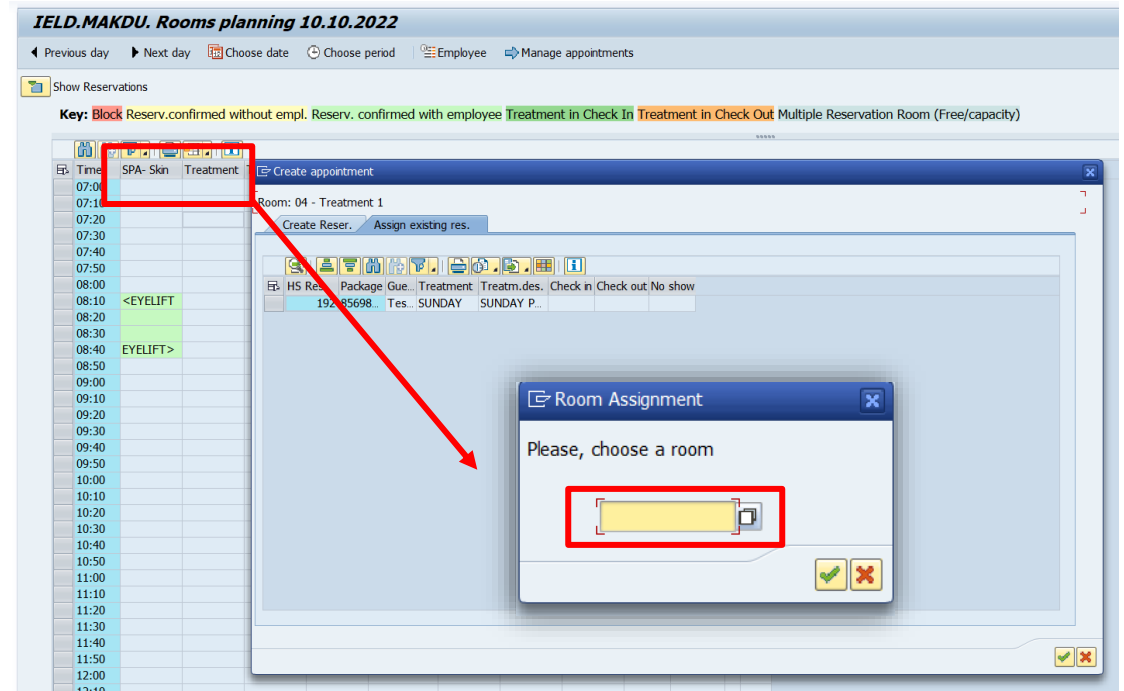
TIVOLI
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Assign existing reservation

If you double-click on an empty cell in the Planning, assign existing reservation appears as the second tab.



Just select the line and click on green icon to assign.



Depending on the visualization, the Room or Employee assignment is displayed.



The reservation will only appear if the employee or room selected can “accept” the treatment.

MINOR
HOTELS

Change dates


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Change dates in a Hosted guest reservation.

Use the option *Manage reservation*:

ESMA.VILPA. Employee Planning 17.03.2023

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ **Manage appointments**

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out Tect

| Start | Christelle Rajoie | Delphine | Laura Wiss | Carla Pezzuli | Solenne L | Pauline Dujardin |
|-------|-------------------|----------|-------------|---------------|-----------|------------------|
| 09:00 | | | | | | |
| 09:10 | | | | | | |
| 09:20 | | | | | | |
| 09:30 | | | | | | |
| 09:40 | | | | | | |
| 09:50 | | | | | | |
| 10:00 | | | <BALINESE60 | | | |
| 10:10 | | | | | | |
| 10:20 | | | | | | |
| 10:30 | | | | <HYDRA | <AGRUMES | |
| 10:40 | | | | | | |

Health Spa Reservation Management

ESMA.VILPA Anantara Vila Padierna Palace Resort ***** 17.03.2023

New Health Spa Reservation

☒ Guest
Reserv.
Room

☐ Non-Guest Reserv.

Create

Modify Health Spa Reservation

Health Spa Reserv. Modify

Health Spa Reservation Management

ESMA.VILPA Anantara Vila Spa Resv. 8 Hotel Resv. 109265980 Client: 1000 DIRECT GUEST

Hotel Reservation data

Arrival 17.03.2023
Depart. 20.03.2023
Guest DIRECT GUEST
Channel HOTEL

Pre-Authorization

Date:
Amount:
Code:

Packages Preferences Schedule restrictions Advance

| Guest order | Guest | Package | Start date | Guest Medica |
|-------------|---------------------------------|------------|------------|--------------|
| 1 | GÓMEZ FERNÁNDEZ, MARIA TRINIDAD | 1092659800 | 17.03.2023 | |

Health Spa Reservation Management

ESMA.VILPA Anantara Vila Padierna Palace Resort *****

Health Spa Reserv. 8 Main Customer DIRECT GUEST

Reservation 109265980 Guest 1 GÓMEZ FERNÁNDEZ, MARIA TRINIDAD
Arrival date 17.03.2023 Package 1092659800
Departure date 20.03.2023 Description

Remarks

Treatment Concepts

| Day | Date | Agenda | Health Spa ... | Description | F.. | Treatment Price | Price to apply | Tax I... | Check-in | Check-out |
|-----|---------|-----------|----------------|--------------------|-----|-----------------|----------------|----------|----------|-----------|
| 11 | 03.2023 | 1 AGRUMES | | AGRUMES PETILLANTS | 0 | 205,00 | 205,00 | | | |

Order (1) 4 Entries found

Restrictions

Order Date Day name

| | | |
|-----|------------|----------|
| 001 | 17.03.2023 | Friday |
| 002 | 18.03.2023 | Saturday |
| 003 | 19.03.2023 | Sunday |
| 004 | 20.03.2023 | Monday |

Choose the new date

Just select the line and click on *Modify* icon.

Change dates in a Non guest reservation.

Double-click on the planning and *Go to reservation* icon:

ESMA.VILPA. Employee Planning 17.03.2023

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatm

Treatment Deassignment - reassignment

Reservation data

Health Spa Reserv. 7 Check-in ☒

Hotel reserv. 109265979

Room

Guest TRINI TEST

Tel. No.

Channel HOTEL

Treatment data

Package 1092659001 Treatment check-in ☐

Technic HYDRA MINERAL Treatment check-out ☐

Start time 10:30 No show ☐

End time 11:30 Canceled ☐


Prev. 00:00

Post. 00:00

Duration 01 h. 00 min.


Room

13:20

Modify time Assign room  Modify Status Spa products

ESMA.VILPA. Modify items of all folios

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

Reservation 109265979 Status Check in Arrival 17.03.2023 Departur 17.03.2023 

Main Client GUEST, DIRECT Voucher

FOLIOS: F1 279,99 EUR GUEST, DIRECT-0000001000 0,00

(tax ind.) 0,00 0,00

Arrangement code

| St | Status | Revenue date | Folio | Concept identifier | Description | Quantity | Price | Disc. (net) | Amount | Tax incl. | Service date | Sourc. | Guest Name |
|----|--------|--------------|-------|--------------------|-------------------|----------|--------|-------------|--------|--------------------------|--------------|--------|------------|
| 1 | OK | 17.03.2023 | 1 | SPAS | MASSAGE | 1 | 115,70 | 0,00 | 115,70 | <input type="checkbox"/> | 17.03.2023 | | TRINI TEST |
| 2 | OK | 17.03.2023 | 1 | SPAS | FACIAL TREATMENTS | 1 | 115,70 | 0,00 | 115,70 | <input type="checkbox"/> | 17.03.2023 | | TRINI TEST |
| | | | 2 | | | | | | 231,40 | | | | |

Change the departure date.
Follow the same steps indicated on the previous slide.

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Status change


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Treatment status change

Steps to follow to change the status of a treatment to Canceled or No show:

Double-click on the reservation and flag the new status:

Treatment Deassignment - reassignment

Reservation data

Health Spa Reserv.

20

Check-in

☒

Hotel reserv.

107084937

Room

Guest

External guest

Tel. No.

Channel

HOTEL

Treatment data

Package

1070849001

Treatment check-in

☐

Technic

HIMALAYA SALT RITUAL

Treatment check-out

☐

Start time

14:20

No show

☐

End time

15:20

Cancelada

☐

Duration

01 h. 00 min.

Room

03

Cabin 3

☒

☐

Modify time

Modify room

Modify Status

Choose one reason and your employee and password:

Modify spa reservation status

Cancellation Reason

Cancelled by

☒

Password

☒

☐

Cancellation Reason identifier (1) 8 Entries found

Restrictions

Reason

Description

BAL_AOG

CXL Force Mayor

BAL_AVAI

CXL No availability to change

BAL_DUPL

CXL Duplicated Booking

BAL_ECR

CXL Economical reasons

BAL_EMP

CXL Employee non-availability

BAL_OTH

CXL Others

BAL_PER

CXL Personal reasons

BAL_PPAY

CXL Prepayment not received

ESMA.VILPA. Employee Planning 20.09.2022

Previous day

Next day

Choose date

Choose period

Rooms

Manage appointments

| HS Reserv Package | Guest | Date | Start time | End time | Employee | Employee | Treatment | Treatment description | Room ID | Remarks | Check in | Check out | No show | Cancelled |
|-------------------|----------------|------------|------------|----------|----------|--------------|-----------|-----------------------|---------|---------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 20 1070849001 | External guest | 20.09.2022 | 14:20:00 | 15:20:00 | 004 | JORGE TIRADO | HIMALAYA | HIMALAYA SALT RITUAL | 03 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 20 1070849001 | External guest | 20.09.2022 | 00:00:00 | 00:00:00 | | | SIAM | SIAM JOURNEY | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

It will appear as Canceled in the reservations shown at the top of the planning.

Reservation status change

Steps to follow to change the entire status of a reservation with one or more treatments to Canceled or No show:

Double-click on the reservation and option *Modify status*:

Choose one reason and your employee and password:

Treatment Deassignment - reassignment

Reservation data

Health Spa Reserv.20Check-in☒

Hotel reserv.107084937

Room

GuestExternal guest

Tel. No.

ChannelHOTEL

Treatment data

Package1070849001Treatment c

TechnicSIAM JOURNEYTreatment c

Start time10:30No show

End time12:20Cancelada

Duration01 h. 50 min.

Room14Cabin 15

☒ ☐ ☐

Modify time

Modify room

Modify Status

New status

Modify spa reservation status

Spa Res. Status6Cancelled

☒ ☐

Modify spa reservation status

Cancelation Reason

Cancelled by☒

Password*****

Cancelation Reason identifier (1) 8 Entries found

Restrictions

ReasonDescription

BAL_AOGCXL Force Mayor

BAL_AVAICXL No availability to change

BAL_DUPLCXL Duplicated Booking

BAL_ECRCXL Economical reasons

BAL_EMPCXL Employee non-availability

BAL_OTHCXL Others

BAL_PERCXL Personal reasons

BAL_PPAYCXL Prepayment not received

It will dissappear from the reservations shown at the top of the planning.

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Multi-reservation room


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Multi-reservation room

If you include several reservations at the same spa room and you double click on planning, these options appear:

ESMA.VILPA. Rooms planning 20.09.2022

Previous day Next day Choose date Choose period Employee Manage appointments

Show Reservations

Key: Block Reserv.confirmed without empl. Reserv. confirmed with employee Treatment in Check In Treatment in Check Out Multiple Reservation Room (Free/capacity)

| Time | MEDICAL | Cabin... | Cabin... | Cabin 4 | Cabin 5 | Cabin... | Cabin... | Cabin... | Cabin 10 | Cabin 11 | Cabin 12 | Cabin 14 | Cabin 15 | HAIR SALON | MANICURE | PEDICURE | RECEPTION | FITNESS ST | SPA CIRCUIT |
|-------|---------|----------|----------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|------------|----------|----------|-----------|------------|-------------|
| 10:00 | | | | | | | | | | | | | | | | | | | |
| 10:10 | | | | | | | | | | | | | | | | | | | |
| 10:20 | | | | | | | | | | | | | | | | | | | |
| 10:30 | | | | | | | | | | | | | | | | | | | |
| 10:40 | | | | | | | | | | | | | | | | | | | |
| 10:50 | | | | | | | | | | | | | | | | | | | |
| 11:00 | | | | | | | | | | | | | | | | | | | |
| 11:10 | | | | | | | | | | | | | | | | | | | |
| 11:20 | | | | | | | | | | | | | | | | | | | |
| 11:30 | | | | | | | | | | | | | | | | | | | |
| 11:40 | | | | | | | | | | | | | | | | | | | |
| 11:50 | | | | | | | | | | | | | | | | | | | |
| 12:00 | | | | | | | | | | | | | | | | | | | |
| 12:10 | | | | | | | | | | | | | | | | | | | |
| 12:20 | | | | | | | | | | | | | | | | | | | |
| 12:30 | | | | | | | | | | | | | | | | | | | |
| 12:40 | | | | | | | | | | | | | | | | | | | |
| 12:50 | | | | | | | | | | | | | | | | | | | |
| 13:00 | | | | | | | | | | | | | | | | | | | |
| 13:10 | | | | | | | | | | | | | | | | | | | |
| 13:20 | | | | | | | | | | | | | | | | | | | |
| 13:30 | | | | | | | | | | | | | | | | | | | |
| 13:40 | | | | | | | | | | | | | | | | | | | |
| 13:50 | | | | | | | | | | | | | | | | | | | |
| 14:00 | | | | | | | | | | | | | | | | | | | |
| 14:10 | | | | | | | | | | | | | | | | | | | |
| 14:20 | | | | | | | | | | | | | | | | | | | |
| 14:30 | | | | | | | | | | | | | | | | | | | |
| 14:40 | | | | | | | | | | | | | | | | | | | |
| 14:50 | | | | | | | | | | | | | | | | | | | |
| 15:00 | | | | | | | | | | | | | | | | | | | |
| 15:10 | | | | | | | | | | | | | | | | | | | |

ESMA.VILPA. Rooms planning 20.09.2022

Key: Reserv.confirmed without empl. Reserv. confirmed with employee Treatment in Check In Treatment in Check Out

| HS Reserv Package | Guest | Start time | End time | Treatment | Treatment description | Check |
|-------------------|-----------------------|------------|----------|-----------|---------------------------------|--------------------------|
| 12 1001849410 | BORGEAUD, YVES MICHEL | 11:50:00 | 19:50:00 | SPA EXT | SPA CIRCUIT (EXTERNAL CUSTOMER) | <input type="checkbox"/> |
| 17 1070845001 | Extra reserva | 12:10:00 | 20:10:00 | SPA EXT | SPA CIRCUIT (EXTERNAL CUSTOMER) | <input type="checkbox"/> |
| 18 1070845001 | 3er cliente | 12:40:00 | 20:40:00 | SPA EXT | SPA CIRCUIT (EXTERNAL CUSTOMER) | <input type="checkbox"/> |
| 19 9862489302 | BRASON, JESSICA HELEN | 10:50:00 | 18:50:00 | SPA EXT | SPA CIRCUIT (EXTERNAL CUSTOMER) | <input type="checkbox"/> |

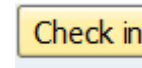
Check in Check out New Reservation

Just select the line and click on the corresponding icon.

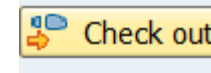


Deassign:

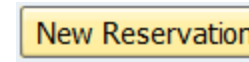
With this option the employee or the room will be unassigned depending on the planning visualization used at that moment.



Check in the reservation



Check out the reservation



Create a new reservation in the same spa room.



If you need to modify time, employee assigned or status, double-click the reservation line.

The planning must be open by Room to create more than one reservation in a space.

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Add SPA products


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elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS


NH COLLECTION
HOTELS

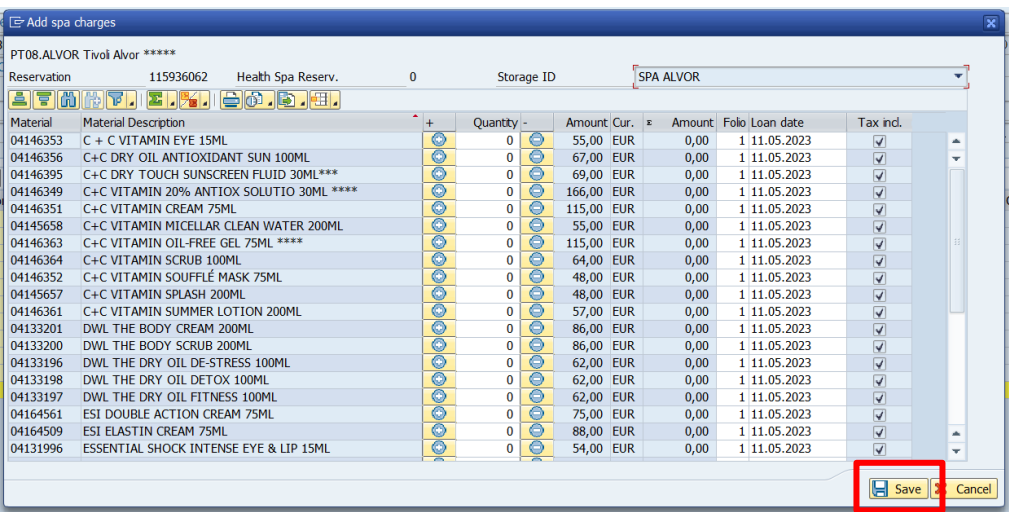
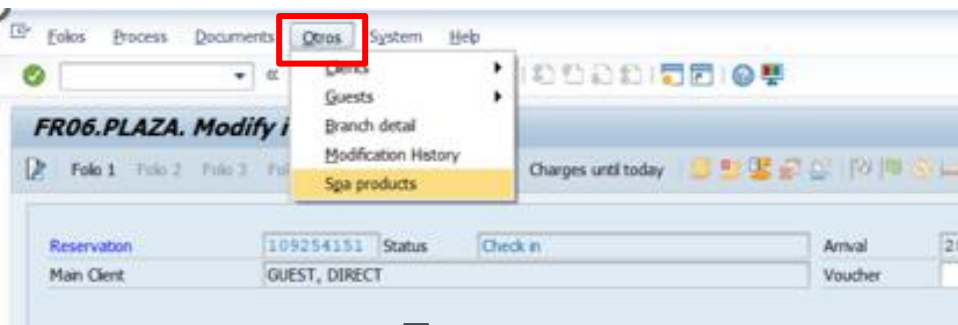
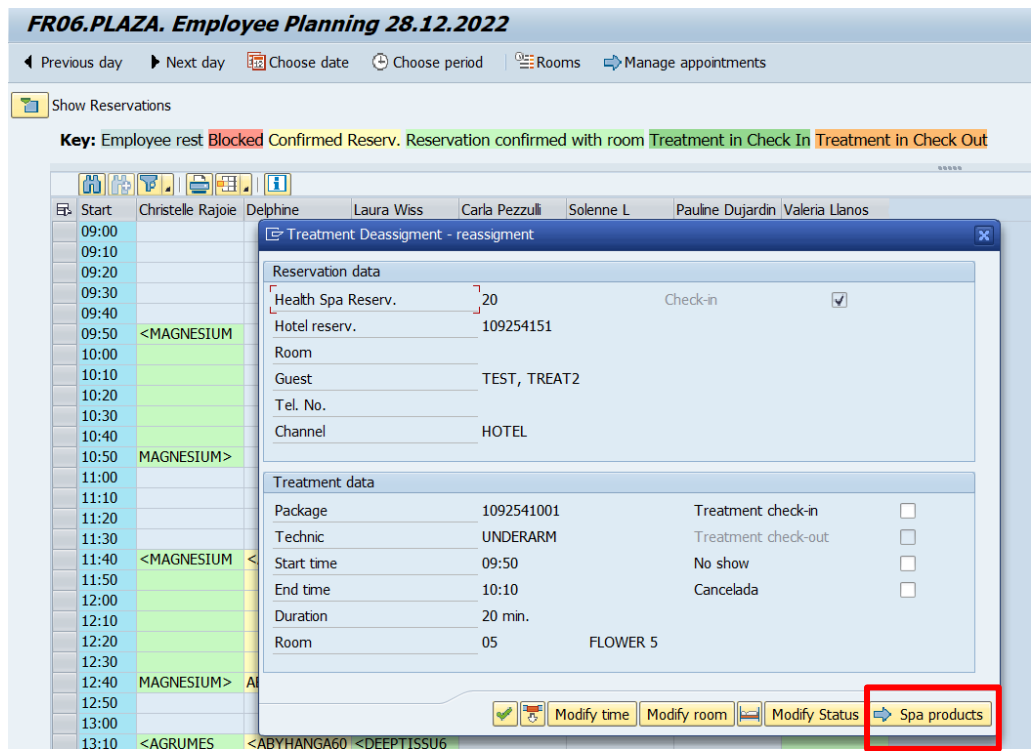
nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Add SPA products

If you double click on planning, the option *Spa products* appears:

There is also an access from Folios:



Use the icons to add materials and Save.

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HOTELS

Print a ticket to charge to room


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nhow
HOTELS

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HOTELS & RESORTS

Print a ticket to charge to room

Access to *Manage appointments*:

Health Spa Reservation Management

FR06.PLAZA Anantara Plaza Nice Hotel ANANTARA

Health Spa Reserv.7854Main ClientGUEST DIRECT

Reservation143607047

Arrival date04.12.2024

Departure date04.12.2024

Guest1

Package14360704701

Description

MME CHANTAL LEGRAND BC 430

Remarks

Treatmnt

Concepts

| Day | Date | Agenda | Health Spa ... | Description | Treatment Price | Price to apply | Tax ... | Check-in | Check-out |
|-----|------------|--------|----------------|------------------|-----------------|----------------|---------|----------|-----------|
| 1 | 04.12.2024 | 1 | TRESOR | TREASURE MINERAL | 230,00 | 230,00 | ✓ | ✓ | ✓ |

Print

Save

Cancel

Close

ANANTARA

HOTELS-RESORTS-SPAS

NH HOTELES ESPAÑA S.A.
ANANTARA VILLA PADIerna PALACE RESORT
URB.LOS FLAMINGOS GOLF. CTRA. DE CADIZ
Km 155
29670 - MARBELLA
ESAE0511982

Modificación

Fecha emisión:24.11.2023

Hora de emisión:09:45:05

Reserva de spa:54

Reserva de hotel:109305983

Número habitación:0000000033

SPA Ticket:test

Nombre:

| Fecha | Hora | Cant. | Sala | Descripción | Precio |
|------------|----------|----------|---------------------|-------------|--------|
| 22.09.2023 | 10:30:00 | FLOWER 5 | ABYHANGA 90 MIN | | 195,00 |
| 22.09.2023 | 10:50:00 | FLOWER 2 | ADRIANES PETILLANTS | | 205,00 |

TOTAL400,00 EUR

Propia:

Firma:

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THE ANANTARA GROUP

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One or several lines can be selected and printed.

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Billing


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HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Billing

To invoice a reservation, you can access directly from the bed icon:

ESMA.VILPA. Employee Planning 22.09.2022

◀ Previous day ▶ Next day 📅 Choose date ⌚ Choose period 🏠 Rooms ➡ Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Che

Treatment Deassignment - reassignment

Reservation data

| | | | |
|--------------------|------------------|----------|-------------------------------------|
| Health Spa Reserv. | 40 | Check-in | <input checked="" type="checkbox"/> |
| Hotel reserv. | 107086201 | | |
| Room | | | |
| Guest | test cambio hora | | |
| Tel. No. | | | |
| Channel | HOTEL | | |

Treatment data

| | | | |
|------------|----------------------|---------------------|--------------------------|
| Package | 1070862001 | Treatment check-in | <input type="checkbox"/> |
| Technic | HIMALAYA SALT RITUAL | Treatment check-out | <input type="checkbox"/> |
| Start time | 12:20 | No show | <input type="checkbox"/> |
| End time | 13:00 | Cancelada | <input type="checkbox"/> |
| Duration | 01 h. 00 min. | | |
| Room | 05 Cabin 5 | | |

18:00

Modify time Modify room **Modify Status**



Keep in mind that in the case of stays, you are within a reservation with more charges and not only with the SPA folio.

Billing

FR31.TOUAI. Modify items of all folios

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

Reservation

Status

Arrival

Departur

Upgrade

Main Client

Voucher

Room

Main guest

Type

GST

FOLIOS:

F1

F2

F3

F4

148,32

EUR

Gomez, Trini-0055661104

10,00

EUR

Gomez, Trini-0055661104

(tax incl.)

0,00

EUR

Gomez, Trini-0055661104

0,00

EUR

Gomez, Trini-0055661104

| Status | Invoice num | Revenue date | Fol... | Concept | Description | Quantity | Price | Disc. (net) | Amount | Tax incl. | Service date |
|--------|-------------|--------------|--------|---------|-----------------------|----------|--------|-------------|--------|-------------------------------------|--------------|
| | | 01.10.2018 | 1 | BB | Bed & Breakfast | 1 | 15,90 | 0,00 | 15,90 | <input checked="" type="checkbox"/> | 01.10.2018 |
| | | 01.10.2018 | 1 | CTAX | Local Tax | 1 | 0,22 | 0,00 | 0,22 | <input checked="" type="checkbox"/> | 01.10.2018 |
| | 1844000026 | 01.10.2018 | 1 | PPWI | Invoice No 1844000026 | 1 | 50,00 | 0,00 | 50,00 | <input checked="" type="checkbox"/> | 01.10.2018 |
| | | 01.10.2018 | 1 | PPWI | 1844000026 | 1- | 50,00 | 0,00 | 50,00- | <input checked="" type="checkbox"/> | 01.10.2018 |
| | | 01.10.2018 | 1 | ROOM | Room | 1 | 130,00 | 0,00 | 130,00 | <input checked="" type="checkbox"/> | 01.10.2018 |
| | | 01.10.2018 | 1 | TTAX | City Tax | 1 | 2,20 | 0,00 | 2,20 | <input checked="" type="checkbox"/> | 01.10.2018 |
| | 1844000027 | 01.10.2018 | 2 | PKNG | Parking | 1 | 10,00 | 0,00 | 10,00 | <input checked="" type="checkbox"/> | 01.10.2018 |



Charges already billed

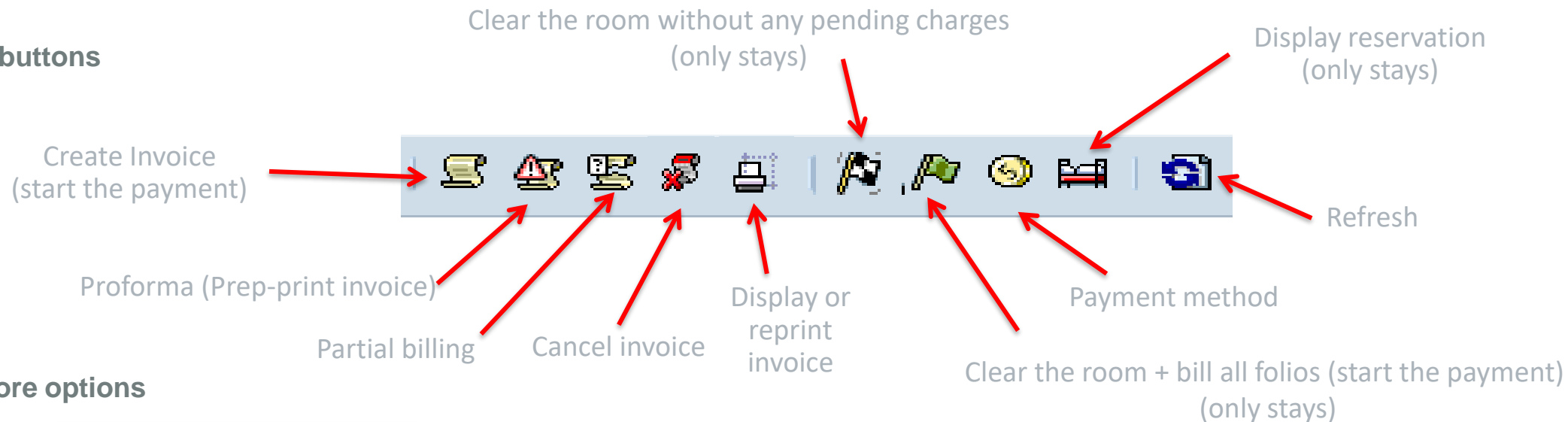
Charged pending to assign (prepayments, deposits...)

Charges pending to be invoiced

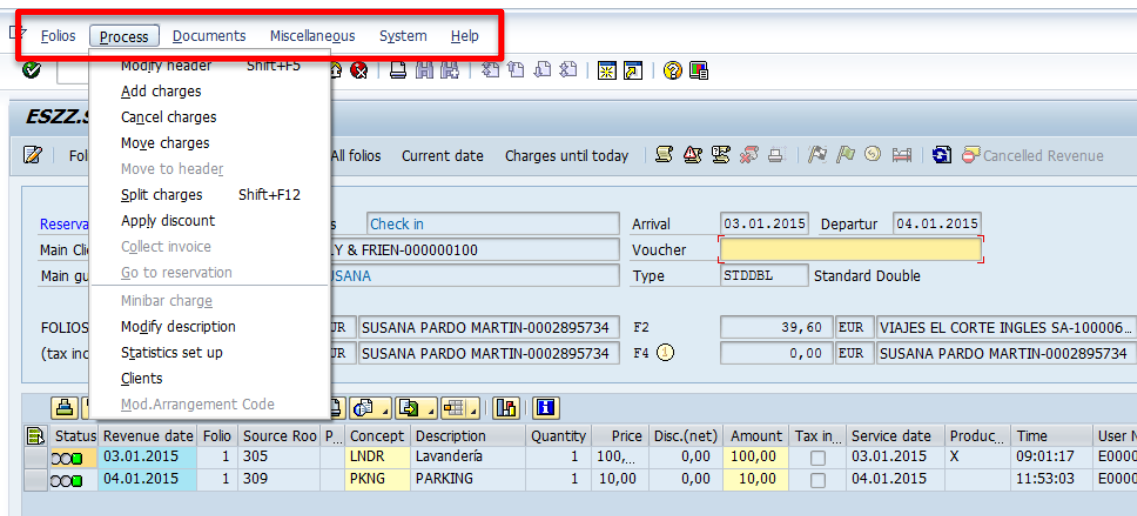


Billing

Billing buttons



More options



During billing, the process tab will offer several actions regarding folios and charges.

Billing

Folio Header

The screenshot displays the 'Folio Header' section of a hotel billing system. The interface includes a menu on the left with 'Modify header' highlighted, a central reservation details section, and a bottom section for folio items. Red boxes highlight the 'Modify header' menu item, the 'Folio headers by Reservation' section, and the 'Reservation folios header' table.

Reservation Details:

- Check in: 03.01.2015, Departur: 04.01.2015
- Room: 309
- Type: STDDBL, Standard Double
- Upgrade: [Empty]
- GST: AD 3, JU 0, CH 0, BB 0

Folio headers by Reservation

ESZZ.SPORT NH Sport ***

Individual reserv. 154172

Main client: 1001 EMPLOYEE & FAMILY & FRIEN

Arrival date: 03.01.2015, Room: 309, STDDBL

Departure date: 04.01.2015

Reservation status: Confirmed

Reservation folios header

| R... | Folio | Payment method | Te... | Tax | ncd | Format | Responsible Folio | Holder | Holder name | Branch | Tax class | Payment method | Card Reference |
|------|-------|-----------------|-------|------|-----|--------|-------------------|------------|---------------------------|------------|-----------|----------------|----------------|
| 1 | | On-desk paym... | | | | IND | Main Guest | 2895734 | SUSANA PARDO MARTIN | | | | 0 |
| 2 | | Credit | | C030 | | IND | Main Guest | 1000061542 | VIAJES EL CORTE INGLES SA | 0000155259 | | | 0 |
| 3 | | On-desk paym... | | | | IND | Main Guest | 2895734 | SUSANA PARDO MARTIN | | | | 0 |
| 4 | | On-desk paym... | | | | IND | Main Guest | 2895734 | SUSANA PARDO MARTIN | | | | 0 |

Summary:

| | Credit no tax. | Credit with tax | Cash no |
|-------------------|----------------|-----------------|---------|
| Amount Billed | 0,00 | 0,00 | |
| Amount Pending | 36,00 | 39,60 | 11 |
| Pending Reservati | 36,00 | 39,60 | 11 |

Billing

Add charges

Fill in the fields accordingly (concept, Tax included or not, quantity, price, folio, service date, etc.) and press “Insert Item”.

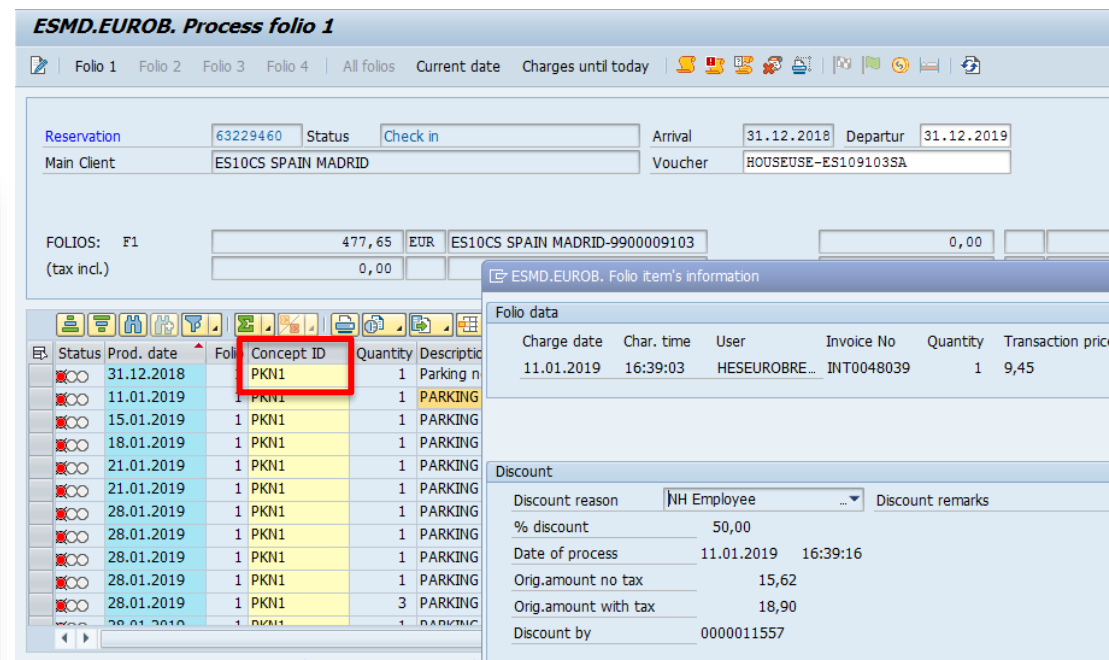
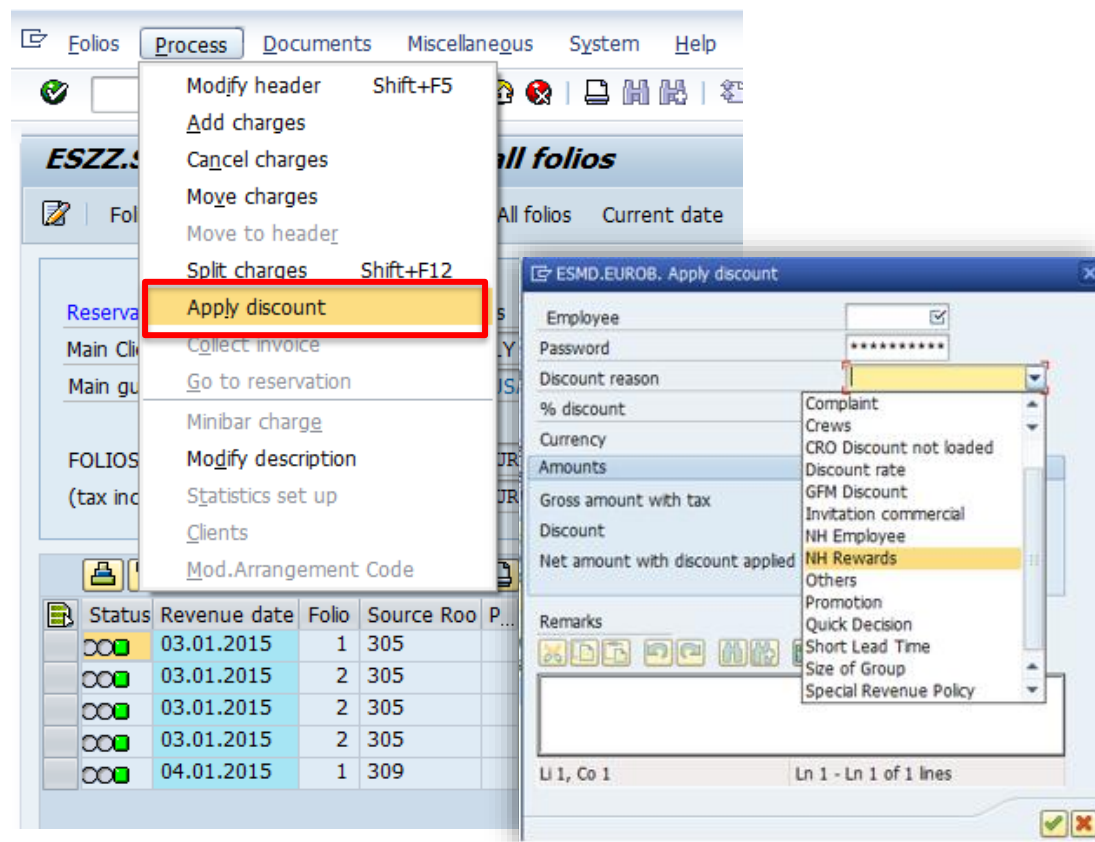
If everything is correct, press “Save”.

The screenshot displays the hotel billing system interface. On the left, a menu is open with the 'Add charges' option highlighted. The main window shows the 'Enter charges in a reservation' form. The form includes fields for Concept (LNDR), Quantity (1), Price (10), EUR, Service date (04.01.2015), and Target folio (1). The 'Tax included' checkbox is unchecked. Below the form, there is a section for 'Concept remarks' and a table showing the entered charge.

| Concept | Description | Quan... | Price | Curre... | Folio | Amount | Service | Tax... |
|---------|-------------|---------|-------|----------|-------|--------|------------|--------------------------|
| LNDR | Laundry | 1 | 10,00 | EUR | 1 | 10,00 | 04.01.2015 | <input type="checkbox"/> |

Billing

Apply commercial discount



If you need to check it later, click twice to display the discount details

Select the row / rows and apply the discount properly filling all the details of the new window.

Billing

ESZZ.SPORT. Process folio 1

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

Reservation: 154172 Status: Check in Arrival: 03.01.2015 Departur: 04.01.2015 Upgrade:
 Main Client: EMPLOYEE & FAMILY & FRIEN-000000100 Voucher:
 Main guest: PARDO MARTIN, SUSANA Type: STDDBL Standard Double GST AD 3 JU 0 CH 0 BB 0

FOLIOS: F1 121,01 EUR SUSANA PARDO MARTIN-0002895734 F2 39,60 EUR VIAJES EL CORTE INGLES SA-100006...
 (tax incl.) F3 0,00 EUR SUSANA PARDO MARTIN-0002895734 F4 0,00 EUR SUSANA PARDO MARTIN-0002895734

| Status | Revenue date | Folio | Source Roo | P... | Concept | Description | Quantity | Price | Disc.(net) | Amount | Tax in... | Service date | Produc... | Time | User Name | % DTO | Original amount no tax |
|--------|--------------|-------|------------|------|---------|-------------------|----------|---------|------------|--------|-----------|--------------|-----------|----------|--------------|-------|------------------------|
| | 03.01.2015 | 1 | 305 | | LNDR | Lavandería | 1 | 100,... | 0,00 | 100,00 | | 03.01.2015 | X | 09:01:17 | E00000050726 | 0,00 | 0,00 |
| | 04.01.2015 | 1 | 309 | | PKNG | PARKING | 1 | 10,00 | 0,00 | 10,00 | | 04.01.2015 | | 11:53:03 | E00000035655 | 0,00 | 0,00 |
| | 04.01.2015 | 1 | 309 | | PPWI | Invoice No 405... | 1 | 54,55 | 0,00 | 54,55 | | 04.01.2015 | X | 13:00:13 | E00000035655 | 0,00 | 0,00 |
| | 04.01.2015 | 1 | 309 | | PPWI | 4053001384 | 1- | 54,55 | 0,00 | 54,55- | | 04.01.2015 | X | 13:00:13 | E00000035655 | 0,00 | 0,00 |

| | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax. | Total with tax | Remarks |
|-------------------|----------------|-----------------|--------------|---------------|---------------|----------------|------------------------|
| Amount Billed F1 | 0,00 | 0,00 | 54,55 | 60,01 | 54,55 | 60,01 | WALK IN AND PREPAYMENT |
| Amount Pending F1 | 0,00 | 0,00 | 55,45 | 61,00 | 55,45 | 61,00 | |
| Pending Reservati | 36,00 | 39,60 | 55,45 | 61,00 | 91,45 | 100,60 | EUR Exch. Rate Type M |

NHR PAGA...

It is highly recommended show or pre-print the invoice for the client before proceeding with the billing (especially if the payment method will be by credit card).

Ask if the invoice is correct and continue if the guest approves the charges.

Print or e-mail the invoice to the client (confirm valid e-mail address) and proceed with the charge accordingly.



Billing

Select the correct till Identifier...

Till movements (Starting image)

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Till Identifier

Operation Type

...and then payment method
and save

Have a look into the following guides!

[TMS forPay Manual](#)

[TMS forPay 3C Portal Manual](#)

[Pay by Link](#)



Invoice payment movements

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Till identifier SPA

Operation Type

[Detalle de billetes](#)

Payment data

Invoice Id Total Amount

Reservation Document currency

Folio preauthorized 0,00 EUR

Customer DIRKSE, ALEID MARIANNE

Remarks

| Payment method | Gateway | Curr... | Amount | Voucher type | Voucher amount | Voucher pr |
|------------------------|---------|---------|----------|--------------|----------------|------------|
| CASH | | EUR | 5.674,32 | | 0 | 0 |
| INVITATION | | | | | | |
| PAYMENT GATEWAY | | | | | | |
| PREPAYMENTS WEB AMEX | | | | | | |
| PREPAYMENTS WEB CUP | | | | | | |
| PREPAYMENTS WEB DINERS | | | | | | |
| PREPAYMENTS WEB IDEAL | | | | | | |
| PREPAYMENTS WEB PAYPAL | | | | | | |
| PREPAYMENTS WEB SOFORT | | | | | | |
| PREPAYMENTS WEB VISA | | | | | | |
| BANK TRANSFER | | | | | | |

Acc

Differences

| EUR | | | |
|----------|------|------|--|
| 5.674,32 | 0,00 | 0,00 | |

If needed, it is possible to split the total amount into
different payment methods.

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Credit card guarantee,
advance payments and
deposits


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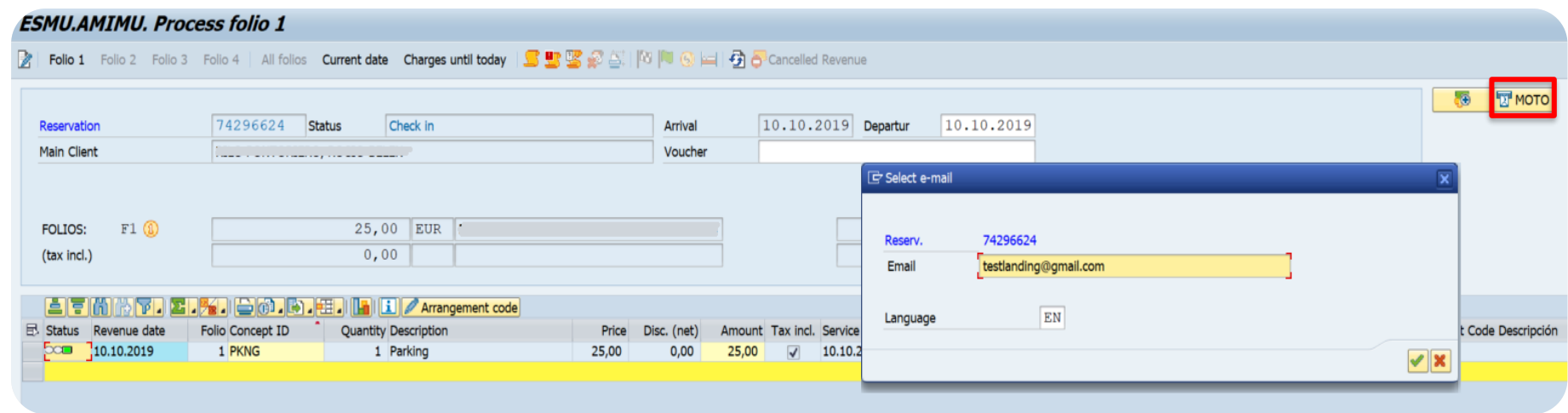
nhow
HOTELS

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Credit card guarantee

PCI - Landing page to register CC

Click on the “MOTO” button and the email address of the contact person and the language indicated in the reservation will appear (it is possible to change them).



Review this manuals for detailed information:

PCI LANDING PAGE TO REGISTER CC

To see the complete guide on this functionality that directly affects the guest.



PCI BUBBLE

To know how to use internally the PCI bubble to consult and add credit cards to reservations.

Advance payments - PBL

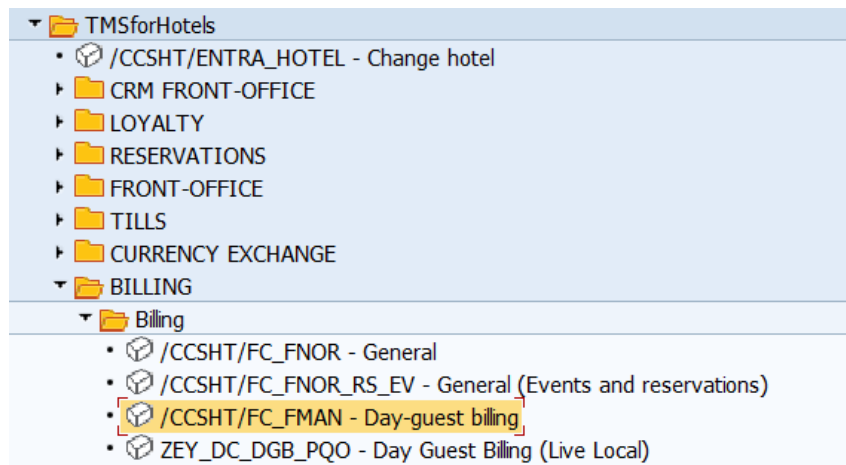
Create a Pay by Link (PBL) following the manual:

PAY BY LINK



The procedure is the same if a guest buys a voucher or pays for a treatment in advance in cash or bank transfer.

When you receive payment confirmation, create a DGB with the corresponding details:



PT08.CARVO. New day-guest invoice

Modify open account Display closed account

PT08.CARVO Tivoli Carvoeiro *****

Day-guest invoice

| | | |
|--|-------------------|-----------------------------|
| Client | 14899910 | FERNANDEZ ARANDA, FRANCISCA |
| Branch of main c. | | |
| <input checked="" type="checkbox"/> Tax included ('X' = Yes) | | |
| Currency | EUR | |
| Payment type | 1 On-desk payment | |
| Invoice format | IND | |

Statistics

| | |
|--------------------|-------|
| Country | Spain |
| Region | 29 |
| Market Segment | |
| Market subsegment | |
| Source of business | |
| Channel | |
| Travel Reason | |

If it is not possible to create or have a CRM ID, use a generic 1000 – Direct guest.

Advance payments - PBL

Add all the information that can help you to identify the reservation (voucher, remarks...) and do not forget to change the Departure date to the correct deadline.

PT08.CARVO. Modify items of all folios

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

Reservation: 109338887 Status: Check in Arrival: 20.11.2022 Departur: 20.11.2022
Main Client: FERNANDEZ ARANDA, FRANCISCA Voucher: Ref 123

FOLIOS: F1 0,00 EUR FERNANDEZ ARANDA, FRANCISCA-00148... 0,00
(tax incl.) 0,00 0,00

| Status | Revenue date | Folio | Concept ID | Description | Quantity | Price | Disc. (net) | Amount | Tax incl. | Service date | Sourc... | Client % | Commi.Am. | Arrangement Code | Descripción |
|--------|--------------|-------|------------|-------------|----------|-------|-------------|--------|-----------|--------------|----------|----------|-----------|------------------|-------------|
|--------|--------------|-------|------------|-------------|----------|-------|-------------|--------|-----------|--------------|----------|----------|-----------|------------------|-------------|

Remarks

Name
5 massages 60min voucher
Phone: 6645355366
Details and remarks

Li 1, Co 1 Ln 1 - Ln 4 of 4 lines

| | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax. | Total with tax |
|----------------|----------------|-----------------|--------------|---------------|---------------|----------------|
| Amount Billed | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Amount Pending | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |

Remarks: 5 massages 60min voucher Phone

then include the deposit as explained in following slides.

Create a deposit in a DGB

To create a deposit in a DGB reservation, select the correct option in the upper menu:

The screenshot shows the PT08.CARVO. Modify items of all folios interface. The 'Process' menu is open, and 'Pre-payments management' is highlighted. The main window displays reservation details for PT08.CARVO, including reservation number 109338887, status 'Check in', arrival date 20.11.2022, and departure date 20.11.2022. The main client is FERNANDEZ ARANDA, FRANCISCA. The reservation is for F1, with a request of 150,00 EUR and a pending amount of 150,00 EUR. A table shows the deposit request details.

| Auto | Deposit requested | Currency | Request date | Due Date | Received | Amount received | Received date | Document No | Holder | Short Remarks |
|--------------------------|-------------------|----------|--------------|------------|--------------------------|-----------------|---------------|-------------|--------|---------------|
| <input type="checkbox"/> | 150,00 | EUR | 20.11.2022 | 19.11.2022 | <input type="checkbox"/> | 0,00 | | | | |

First step: Inform the deposit.

Request: 150,00 Received: 0,00 Pending: 150,00 EUR

| | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax. | Total with tax | Remarks |
|-------------------|----------------|-----------------|--------------|---------------|---------------|----------------|--|
| Amount Billed | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | Name 5 massages 60min voucher Phone: 6 |
| Amount Pending | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | |
| Pending Reservati | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | EUR Exch. Rate Type M |

Create a deposit in a DGB

PT08.CARVO. Modify items of all folios

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

Reservation: 109338887 Status: Check in Arrival: 20.11.2022 Departur: 20.11.2022
Main Client: FERNANDEZ ARANDA, FRANCISCA Voucher: Ref 123

FOLIOS: F1 0,00 EUR FERNANDEZ ARANDA, FRANCISCA-00148... 0,00
(tax incl.) 0,00

Second step: Bill the deposit

Till operations

Till identifier: spa

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

Reservation: 109338887 Amount: 150,00
Movement currency: EUR Folio: 1 Swap currency: 14899910

Notes detail: Propaga. Hotel-Rest / Hotel&Rest. Prepa

Concept: PPHI Paym. Method: cash Voucher: Pre-payment

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

The concept must correspond to the correct Spa VAT in your country.

| Auto | Deposit requested | Currency | Request date | Due Date | Received |
|-------------------------------------|-------------------|----------|--------------|------------|--------------------------|
| <input checked="" type="checkbox"/> | 150,00 | EUR | 20.11.2022 | 19.11.2022 | <input type="checkbox"/> |

Request: 150,00

| | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax. | Total with tax | Remarks |
|-------------------|----------------|-----------------|--------------|---------------|---------------|----------------|-------------------------------|
| Amount Billed | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | Name 5 massages 60min voucher |
| Amount Pending | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | |
| Pending Reservati | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | EUR Exch. Rate Type M |

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Manage Spa vouchers –
Hotel Treats reservations -
DGB


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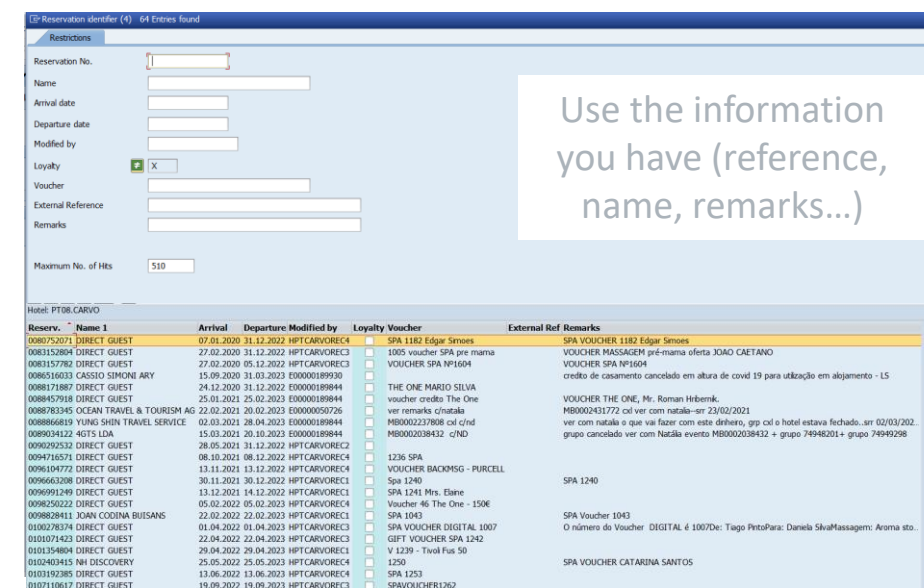
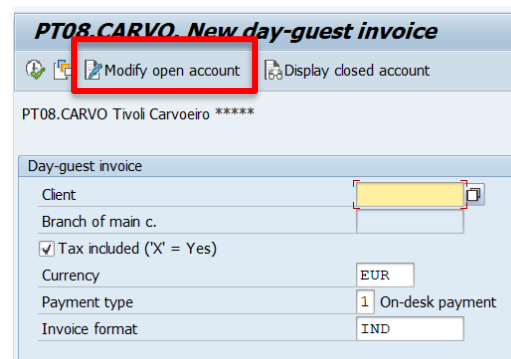
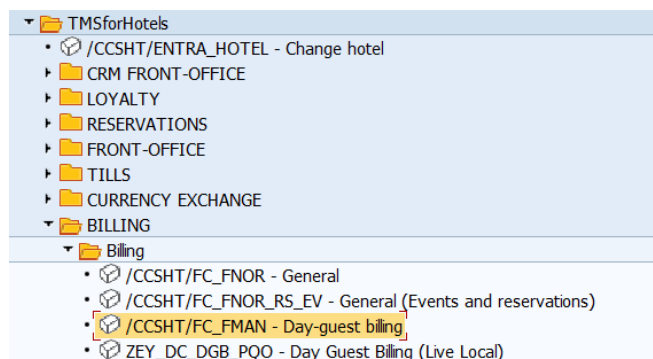
Manage Spa vouchers - Hotel Treats reservations - DGB

This procedure can be applied:

- If a guest has a voucher already paid.
- If the guest made an advance payment for a treatment.
- If the guest comes regularly to the Spa, accumulates treatments and pays every 3 months.
- If you need to use one reservation for several charges such as F&B and Spa (Hotel Treats packages).

All situations where you use a DGB reservation and later include the SPA charges in it.

First step, search for the reservation:



Manage Spa vouchers - Hotel Treats reservations - DGB

Second step, create the Spa reservation:

PT08.CARVO. Employee Planning 20.11.2022

Previous day Next day Choose date Choose period Rooms Manage appointments Gestion Bloqueos

Show Reservations

Key: Employee rest

Create appointment

Employee: 005 - Jason

Create Reser. Assign existing res.

Non-Guest Guest

Details

Hotel reserv. 109338887

Room

Guest order 1

Start time 13:30 Prev. 00:00

End time 13:45 Post. 00:00

Room SALA2 Tech. duration 15 min.

Employee Preferences

No Male Female Specific

Guest option.
Reservation already located.
Guest order 1 (DGB)

Health Spa Reservation Management

PT08.CARVO Tivoli Carvoeiro *****

New Health Spa Reservation

Guest Non-Guest

Hotel Reserv. 0

Room

Non-Guest Reserv. 109338887

Create

Modify Health Spa Reservation

Health Spa Reserv.

Modify

Non – Guest option.
Reservation already located.
Create.

PT08.CARVO. Employee Planning 20.11.2022

Previous day Next day Choose date Choose period Rooms Manage appointments Gestion Bloqueos

Show Reservations

Key: Employee rest Blocked Confirmed Reservation confirmed with room Treatment to Check In

Treatment Deassignment - reassignment

Reservation data

Health Spa Reserv. 130

Hotel reserv. 109338887

Room

Guest FRANCISCA FERNANDEZ ARANDA

Tel. No.

Channel HOTEL

PT08.CARVO. Modify items of all folios

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

Reservation 109338887 Status Check in Arrival 20.11.2022 Departur 20.11.2022

Main Client FERNANDEZ ARANDA, FRANCISCA Voucher Ref 123

FOLIOS: F1 90,00 EUR FERNANDEZ ARANDA, FRANCISCA-00148 0,00

(tax ind.) 0,00

| Status | Revenue date | Folio Concept ID | Description | Quantity | Price | Disc. (net) | Amount | Tax ind. | Service date | Sourc. |
|--------|--------------|------------------|--------------------------|----------|--------|-------------|---------|----------|--------------|--------|
| | 20.11.2022 | 1 SPAS | ABSOLUTE QUIETUDE 90 MIN | 1 | 73,17 | 0,00 | 73,17 | | 20.11.2022 | |
| | 20.11.2022 | 1 PPHI | Invoice No 1900312308 | 1 | 121,95 | 0,00 | 121,95 | | 20.11.2022 | |
| | 20.11.2022 | 1 PPHI | 1900312308 | 1- | 121,95 | 0,00 | 121,95- | | 20.11.2022 | |

The result will be the original DGB is now a Spa reservation and include the deposit and one treatment.

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Manage employee calendar


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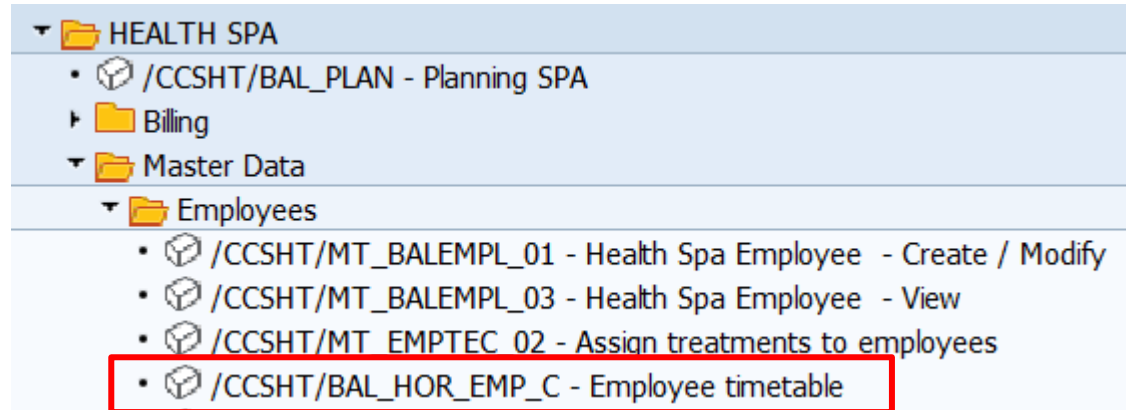

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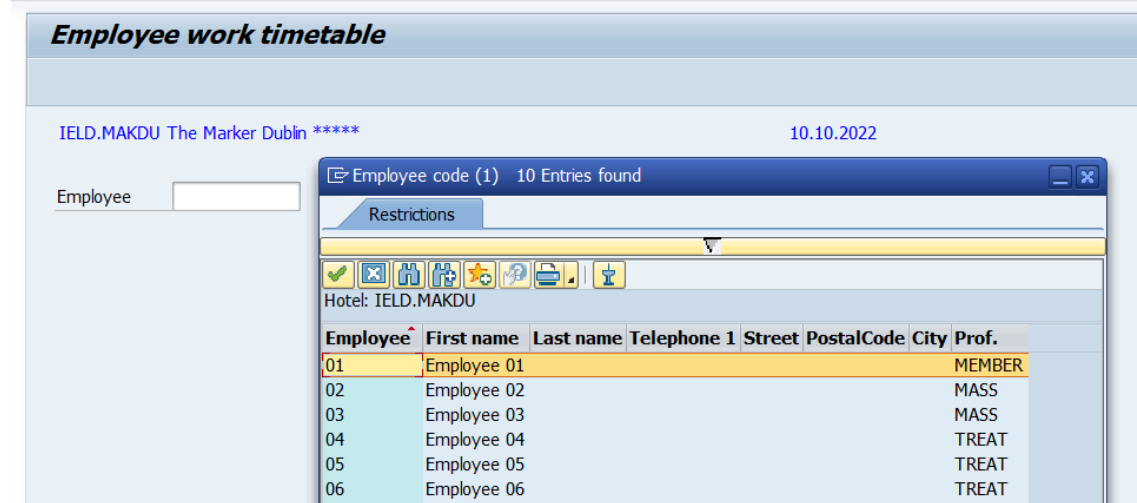
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Manage employee calendar

Location in the menu



Select the employee:



Manage employee calendar

Here the result in the calendar and in the planning:

Employee work timetable

History

IELD.MAKDU The Marker Dublin ***** 10.10.2022

Employee 04 Employee 04

Normal timetable

Arrival Morn 00:00 Depart. Morn 00:00 Arrival Aftn 00:00 Depart. Aftn 00:00

| Bloq | From | Until | Mo | Tu | We | Th | Fr | Sa | Su | Arrival | Depart. | Arrival A | Depart Af | blocking reaso |
|--------------------------|------------|------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|---------|---------|-----------|-----------|----------------|
| <input type="checkbox"/> | 01.01.2020 | 31.12.2024 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 07:00 | 21:00 | 00:00 | 00:00 | |

Range modification

| Bloq | From date | Date until | Mo | Tu | We | Th | Fr | Sa | Su | In mo | Ou mo | In Af | Ou af | Block reas |
|--------------------------|-----------|------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------|-------|-------|-------|------------|
| <input type="checkbox"/> | 01112022 | 30112022 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 08:00 | 10:00 | 00:00 | 00:00 | |

There are 2 options to manage the calendar:

- Include and modify the lines in the grid.
- Insert changes from *Range modification* at the bottom.

Employee work timetable

History

IELD.MAKDU The Marker Dublin ***** 10.10.2022

Employee 04 Employee 04

Normal timetable

Arrival Morn 00:00 Depart. Morn 00:00 Arrival Aftn 00:00 Depart. Aftn 00:00

| Bloq | From | Until | Mo | Tu | We | Th | Fr | Sa | Su | Arrival | Depart. | Arrival A | Depart Af | blocking reaso |
|--------------------------|------------|------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|---------|---------|-----------|-----------|----------------|
| <input type="checkbox"/> | 01.01.2020 | 31.12.2024 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 07:00 | 21:00 | 00:00 | 00:00 | |

IELD.MAKDU. Employee Planning 07.11.2022

Previous day Next day Choose date Choose period Rooms Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in

| Start | 001 Employ | 002 Employ | 003 Employ | 004 Employ | 005 Employ | 006 Employ | 007 Employ |
|-------|------------|------------|------------|------------|------------|------------|------------|
| 07:00 | | | | | | | |
| 07:10 | | | | | | | |
| 07:20 | | | | | | | |
| 07:30 | | | | | | | |
| 07:40 | | | | | | | |
| 07:50 | | | | | | | |
| 08:00 | | | | | | | |
| 08:10 | | | | | | | |
| 08:20 | | | | | | | |
| 08:30 | | | | | | | |
| 08:40 | | | | | | | |
| 08:50 | | | | | | | |
| 09:00 | | | | | | | |
| 09:10 | | | | | | | |
| 09:20 | | | | | | | |
| 09:30 | | | | | | | |
| 09:40 | | | | | | | |
| 09:50 | | | | | | | |
| 10:00 | | | | | | | |
| 10:10 | | | | | | | |
| 10:20 | | | | | | | |

MINOR
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Employee block management


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Employee block management

There is a possibility to add 1 or 2 breaks per employee per day:

ESMA.VILPA. Employee Planning 07.08.2024

Previous day Next day Choose date Choose period Rooms **Employee Lock** Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out Technique Conditioning

| Start | PATRICIA | ILONA | TERAPEUTA 1 | TERAPEUTA 2 | RECEPCION | ANABEL | JORGE TIR | TELMA SILVA | ELIANE SA | FREDERIC | LISET MOR | ALBERTO C |
|-------|----------|-------|-------------|-------------|-----------|--------|-----------|-------------|-----------|----------|-----------|-----------|
| 10:00 | <DAY OFF | | | | | | | | <LEAVE | | | |
| 10:10 | | | | | | | | | | | | |
| 10:20 | | | | | | | | | | | | |
| 10:30 | | | | | | | | | | | | |
| 10:40 | | | | | | | | | | | | |
| 10:50 | | | | | | | | | | | | |
| 11:00 | | | | | | | | | | | | |
| 11:10 | | | | | | | | | | | | |
| 11:20 | | | | | | | | | | | | |
| 11:30 | | | | | | | | | | | | |
| 11:40 | | | | | | | | | | | | |
| 11:50 | | | | | | | | | | | | |
| 12:00 | | | | | | | | | | | | |
| 12:10 | | | | | | | | | | | | |
| 12:20 | | | | | | | | | | | | |
| 12:30 | | | | | | | | | | | | |
| 12:40 | | | | | | | | | | | | |
| 12:50 | | | | | | | | | | | | |
| 13:00 | | | | | | | | | | | | |
| 13:10 | | | | | | | | | | | | |
| 13:20 | | | | | | | | | | | | |
| 13:30 | | | | | | | | | | | | |
| 13:40 | | | | | | | | | | | | |
| 13:50 | | | | | | | | | | | | |
| 14:00 | | | | | | | | | | | | |
| 14:10 | | | | | | | | | | | | |
| 14:20 | | | | | | | | | | | | |
| 14:30 | | | | | | | | | | | | |
| 14:40 | | | | | | | | | | | | |
| 14:50 | | | | | | | | | | | | |
| 15:00 | | | | | | | | | | | | |
| 15:10 | | | | | | | | | | | | |
| 15:20 | | | | | | | | | | | | |
| 15:30 | | | | | | | | | | | | |

Create employee lock

Employee ID: 20 TERAPEUTA 2

Start date: 07.08.2024 Morning Schedule: 12:00 12:30

End date: 07.08.2024 Afternoon Schedule: 00:00 00:00

Motive ID: BREAK ☐ Lock all day

Li 1, Co 1 Ln 1 - Ln 1 of 1 lines

Here the result in the calendar and in the planning:

Employee work timetable

History

ESMA.VILPA TEST SPA -NO CAMBIAR FECHA NUNCA ***** 05.08.2024

Employee: 20 TERAPEUTA 2

Normal timetable

Arrival Morn: 00:00 Depart. Morn: 00:00 Arrival Aftn: 00:00 Depart. Aftn: 00:00

| Bloq | From | Until | Mo | Tu | We | Th | Fr | Sa | Su | Arrival | Depart. | Arrival A | Depart A | blocking reaso | Rema... |
|-------------------------------------|------------|------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---------|---------|-----------|----------|----------------|---------|
| <input checked="" type="checkbox"/> | 06.08.2024 | 06.08.2024 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 13:00 | 13:30 | 00:00 | 00:00 | MEETING | |
| <input checked="" type="checkbox"/> | 06.08.2024 | 20.08.2025 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 15:00 | 00:00 | 00:00 | | |
| <input checked="" type="checkbox"/> | 07.08.2024 | 07.08.2024 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 12:30 | 00:00 | 00:00 | BREAK | |

ESMA.VILPA. Employee Planning 07.08.2024

Previous day Next day Choose date Choose period Rooms Employee Lock Manage appointments

Show Reservations

Key: Employee rest Blocked Confirmed Reserv. Reservation confirmed with room Treatment in Check In Treatment in Check Out

| Start | PATRICIA | ILONA | TERAPEUTA 1 | TERAPEUTA 2 | RECEPCION | ANABEL | JORGE TIR | TELMA SILVA |
|-------|----------|-------|-------------|-------------|-----------|--------|-----------|-------------|
| 10:00 | <DAY OFF | | | | | | | |
| 10:10 | | | | | | | | |
| 10:20 | | | | | | | | |
| 10:30 | | | | | | | | |
| 10:40 | | | | | | | | |
| 10:50 | | | | | | | | |
| 11:00 | | | | | | | | |
| 11:10 | | | | | | | | |
| 11:20 | | | | | | | | |
| 11:30 | | | | | | | | |
| 11:40 | | | | | | | | |
| 11:50 | | | | | | | | |
| 12:00 | | | | | | | | |
| 12:10 | | | | | | | | |
| 12:20 | | | | | | | | |
| 12:30 | | | | | | | | |
| 12:40 | | | | | | | | |
| 12:50 | | | | | | | | |
| 13:00 | | | | | | | | |
| 13:10 | | | | | | | | |
| 13:20 | | | | | | | | |
| 13:30 | | | | | | | | |

<BREAK
BREAK>

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Room block management


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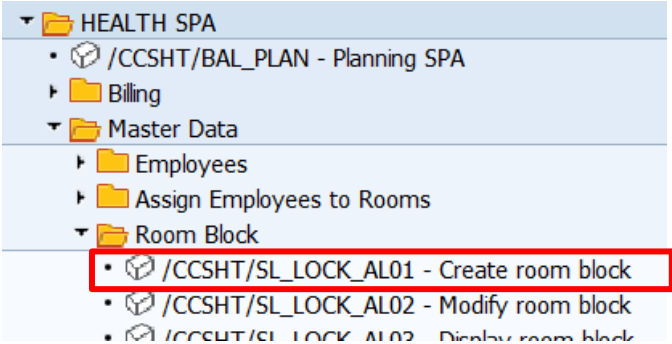

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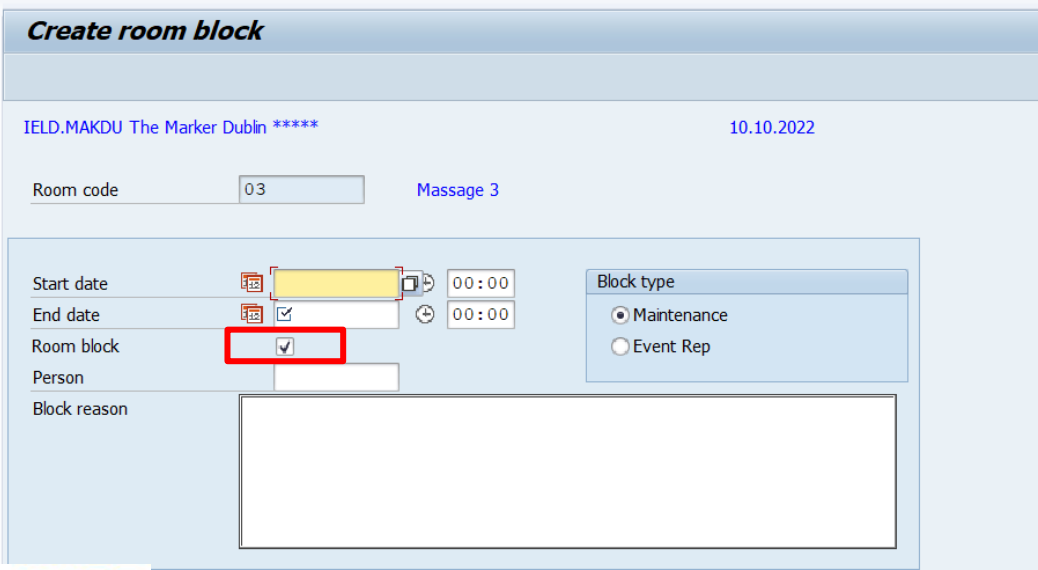
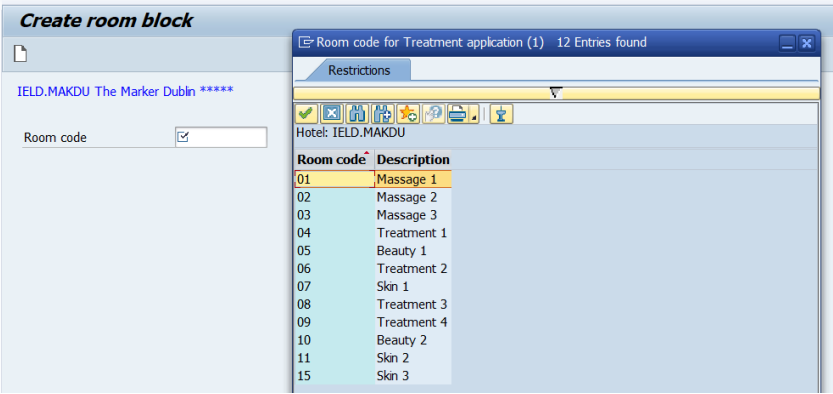
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Create Room block

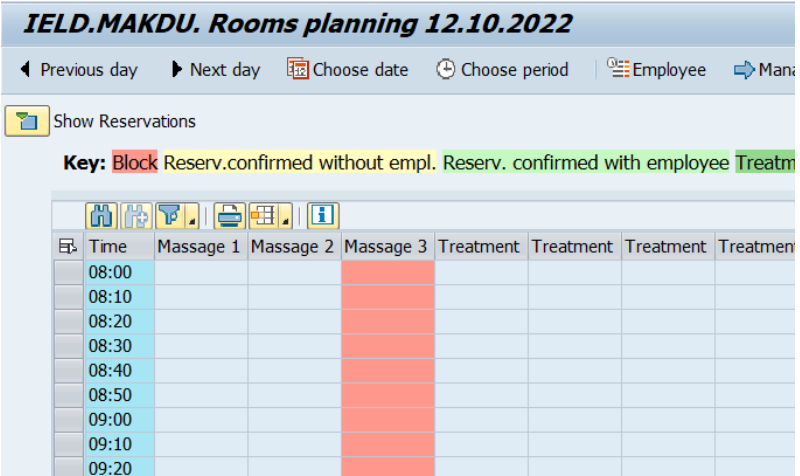
Location in the menu



Select the room:



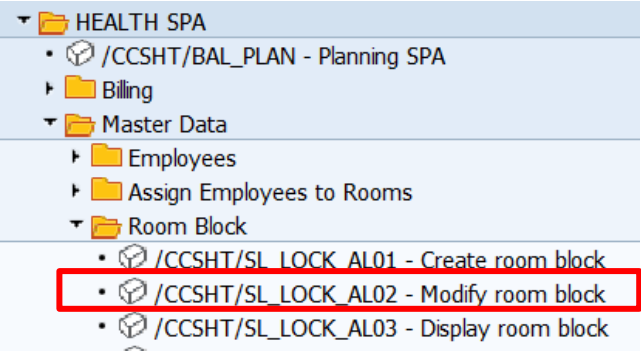
Complete all the details and check the blocking flag and the Room will appear blocked in the planning without the possibility of booking at that time / day.



If you want to report an "incident" without blocking the space, the flag will not be marked.

Modify or Unlock room blocks

Location in the menu



Indicate the date and click *List* icon:

Modify room block

List

IED.MAKDU The Marker Dublin ***** 10.10.2022

Selection

Room code: [] to []

Remarks: [] to []

Person requesting block: [] to []

Date: 13.10.2022

☒ With block
☒ Without block

| Room ID | Description | Start date | Start time | End date | End time | Block type | Remarks | Person | Blocked |
|---------|-------------|------------|------------|------------|----------|-------------|---------|--------|-------------------------------------|
| 03 | Massage 3 | 12.10.2022 | 08:00 | 13.10.2022 | 10:00 | Maintenance | TEST | TRINI | <input type="checkbox"/> |
| 09 | Treatment 4 | 11.10.2022 | 08:00 | 15.10.2022 | 00:00 | Maintenance | testD | TRINI | <input checked="" type="checkbox"/> |

Double click on the line to be modified or deleted.

Modify room block

FR06.PLAZA Anantara Plaza Nice ANANTARA 28.12.2022

Room code: 03 FLOWER 3

Start date: 28.12.2022 10:00

End date: 29.12.2022 15:00

Room block: ☒

Person: TRINI

Block type: ☒ Maintenance ☐ Event Rep

Block reason: test sin flag

Modify dates, remarks... and save changes.

Modify room block

FR06.PLAZA Anantara Plaza Nice ANANTARA 28.12.2022

Room code: 03 FLOWER 3

Start date: 28.12.2022 10:00

End date: 28.12.2022 15:00

Room block: ☒

Person: TRINI

Block type: ☒ Maintenance ☐ Event Rep

Block reason: test sin flag

Unflag Room *block* if you want to have the room available.

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Reporting


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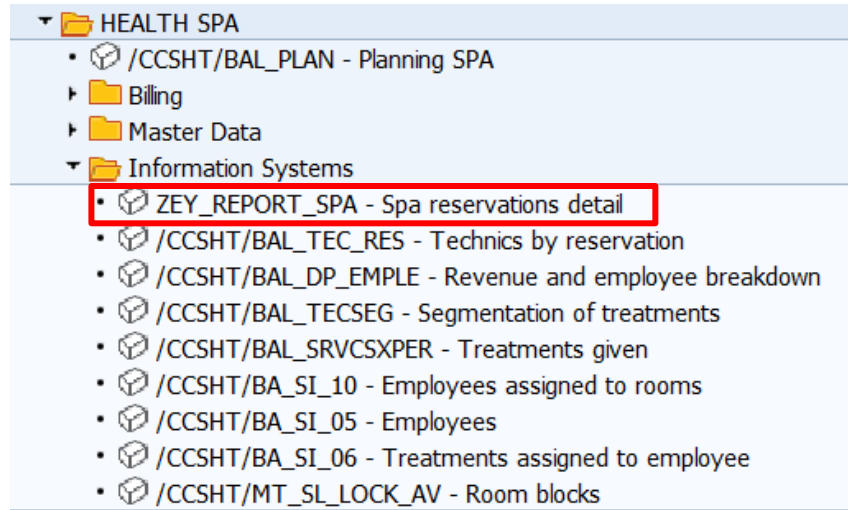

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Reporting

To obtain details about reservations and treatments:



Use this screen to filter the information to display:

The 'Report SPA' screen contains the following sections:

- Selection criteria:** A list of fields with input boxes and 'to' fields for filtering. Fields include: Hotel, Main client ID, Main client, Guest ID, Guest, TMS Rv number, Health Spa/Rvs number, Room number, Spa room, Reservation status, Created by, Employee, Channel, Invoice, Invoice date, Creation date, and Charge date.
- Records to show:** Radio buttons for 'All' (selected), 'Check in', 'Check out', and 'No show'.
- Treatment filters:** Input boxes for Treatment ID, Treat type, Product ID, and Product type.
- View:** A dropdown menu currently set to 'All'.
- Send by e-mail:** A checkbox.

SPA Report

Switch to Product

Switch to Treatment

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Pre Night Audit


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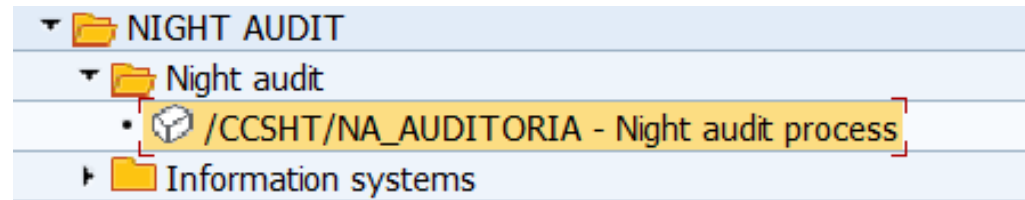

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Pre Night Audit

Perform the pre-night audit is **MANDATORY** for each area of the hotel working with TMS.



How can you solve the most common alerts?

TMS4H_NIGHT AUDIT - NOTIFICATIONS MANAGEMENT



What should you do if you don't find the solution?

ALLNH_INCIDENCES MANAGEMENT PROCEDURE



Pre Night Audit

1st alert related to SPA:

Use *Spa Reports* access to check reservations affected

The screenshot displays the SAP SPA Reports interface. The 'Spa Reports' menu is highlighted, showing options for 'Techniques without check-in' (Ctrl+F1) and 'Techniques without check-out' (Ctrl+F2). The main window shows the report for 'ESMA.VILPA Anantara Villa Padierna Palace Resort *****' dated '20.09.2022'. The report is in 'START PHASE 1: PRE-AUDIT' mode, listing various reports and processes. A dialog box titled 'ERRORS NIGHT AUDIT' is open, listing errors that could impede the night audit. The errors are: 'Still Cash points NOT CLOSED in the hotel', 'Still BILLS NOT YET PAID (Check REPORTS -> BILLS NOT PAID)', 'Manual invoices not yet billed (Check REPORTS -> MANUAL BILLS)', 'Techniques were found NOT CHECKED-IN', 'Techniques were found NOT CHECKED-OUT', and 'Reservations in treatment (Check REPORTS -> DEPARTURES NOT BILLED)'. The 'Manual invoices not yet billed' and 'Techniques were found NOT CHECKED-IN' and 'Techniques were found NOT CHECKED-OUT' lines are highlighted with a red box.

SAP

Reports Spa Reports Information Actions System Help

Techniques without check-in Ctrl+F1
Techniques without check-out Ctrl+F2

Expect. Departures Check-Out Modify Stay Expected Arrivals Modify Reservation Cash points Reports Cancel Invoices Charge Invoices Manual Invoices Payments on hold Continue N.A.

ESMA.VILPA Anantara Villa Padierna Palace Resort *****
DATE: 20.09.2022

START PHASE 1: PRE-AUDIT

Launching report /CCSHT/PROC_CORREC_CAJAS_LINPR
Process /CCSHT/PROC_CORREC_CAJAS_LINPR Concluded W/o errors

Launching report /CCSHT/RS_CANCELA_LI
Process /CCSHT/RS_CANCELA_LINEAS_GR

Launching report /CCSHT/NA_015
Process /CCSHT/NA_015

Launching report /CCSHT/RS_06_011
Process /CCSHT/RS_06_011

Launching report /CCSHT/RS_06_02
Process /CCSHT/RS_06_02

Launching report /CCSHT/R_FC_SI_04
Process /CCSHT/R_FC_SI_04

End of phase 1

ERRORS NIGHT AUDIT

The following errors could impede night audit:

Still Cash points NOT CLOSED in the hotel

Still BILLS NOT YET PAID (Check REPORTS -> BILLS NOT PAID)

Manual invoices not yet billed (Check REPORTS -> MANUAL BILLS)

Techniques were found NOT CHECKED-IN

Techniques were found NOT CHECKED-OUT

Reservations in treatment (Check REPORTS -> DEPARTURES NOT BILLED)

Pre Night Audit

These are the results of both reports:

Health Spas Treatment by Reservation

<



Reports are in Display mode, so it is necessary to go to the Planning SPA to manage the reservations.

Health Spas Treatment by Reservation

</

Pre Night Audit

2nd alert related to SPA:

Use *Reports* → *Manual Invoices* access to check reservations affected

The screenshot displays a hotel management system interface. On the left, a 'Reports' menu is open, with 'Manual Invoices' highlighted in yellow. The main window shows a list of reports for 'Serna Palace Resort *****'. Below this, a console window displays the following text:

```
Process /CCSHT/RS_06_02
Launching report /CCSHT/R_FC_SI_04
Process /CCSHT/R_FC_SI_04
End of phase 1
```

An 'ERRORS NIGHT AUDIT' dialog box is open in the foreground, listing the following errors:

- The following errors could impede night audit:
- Still Cash points NOT CLOSED in the hotel
- Still **BILLS NOT YET PAID (Check REPORTS -> BILLS NOT PAID)**
- Manual invoices not yet billed (Check REPORTS -> MANUAL BILLS)**
- Techniques were found NOT CHECKED-IN
- Techniques were found NOT CHECKED-OUT
- Reservations in treatment (Check REPORTS -> DEPARTURES NOT BILLED)

Pre Night Audit

These are the results of the report:

| Manual bills report | | | | | | | |
|---------------------------------|------------|---|--------------|--------------|--|-------|--|
| Cliente de Re-Testing Madrid | | ESMA.VILPA Anantara Villa Padierna Palace Resort ***** Manual bills with outstanding charges | | | Time 18:47:52 Date 24.11.2022 /CCSHT/FC_SI_07C/E00000050726 Page 1 | | |
| Reserv. | Date | Main Client | Name | Direct paym. | Tax included | Curr. | |
| 0107085346 | 20.09.2022 | 1000 | DIRECT GUEST | X | | EUR | |
| 0107084563 | 20.09.2022 | 1000 | DIRECT GUEST | X | | EUR | |
| 0107084183 | 20.09.2022 | 1000 | DIRECT GUEST | X | | EUR | |
| 0107084564 | 20.09.2022 | 1000 | DIRECT GUEST | X | | EUR | |
| 0107085272 | 20.09.2022 | 1000 | DIRECT GUEST | X | | EUR | |



Reports are in Display mode, so it is necessary to go to the *Spa invoicing* to manage the reservations.

| |
|--------------------------------------|
| HEALTH SPA |
| • /CCSHT/BAL_PLAN - Planning SPA |
| Billing |
| • /CCSHT/FC_CF02 - Folio Management |
| • /CCSHT/FC_FMAN_BAL - Spa invoicing |
| Master Data |
| Information Systems |

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HOTELS

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HOTELS & RESORTS

Till

Review Till

TILLS

/CCSHT/FC_CAMV - Movements

/CCSHT/FC_SIT_CAJ - Change till status

/CCSHT/FC_CARG - Balance

/CCSHT/FC_CA03 - Display tills

Display till (Starting image)

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Till Identifier

SPA

Display till (Basic data)

Total balances

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

General data

Till identifier

SPA

SPA

Cash status

Open

Payment Method Id

CASH

Float

200,00

Cu

Float in other currencies

Target business area

0429

☐ Till does not self

☐ Automatically ref

Date

22.09.2022

Operations

Reservation

Oper. type

Operation type

Pay.method

Amount

Currency

Invoice Id

Mov. date

Move.time

Order No.

User name

Remarks

Card number

Folio

Customer

Cur.

107085700

8

Invoice payment

CASH

140,00

EUR

S046000794

25.11.2022

08:09:21

1

E00000050726

1

1000

EUR

107085700

8

Invoice payment

VISA

140,00

EUR

S046000795

25.11.2022

08:13:07

2

E00000050726

476173xxxxxx0010

1

1000

EUR

Totals Balance on 22.09.2022

Balance

| Payment method code | Movement currency | Accrued Total | Init. balance | Total Income | Total Outgoing | Accrued Total | Total |
|---------------------|-------------------|---------------|---------------|--------------|----------------|---------------|-------|
| CASH | EUR | 340,00 | 200,00 | 140,00 | 0,00 | 0,00 | |
| VISA | EUR | 140,00 | 0,00 | 140,00 | 0,00 | 0,00 | |

Totals to include in the cash count template

001002

001000

001000

Detail of all movements.

Till

Cash Count Template

| NH HOTEL GROUP • MINOR HOTELS | | | | CASH COUNT | | Version: October 2021 | |
|-------------------------------|------------|--------|--------|-------------------------------|--|-----------------------|--|
| CASH COUNTING | | | | DATE & TIME: 25/11/2022 10:03 | | | |
| NOTES | FRONT DESK | CHANGE | EUROS | SHIFT: Please select | | | |
| 5,00 | 0 | 0 | 0,00 | | | | |
| 10,00 | 1 | 0 | 10,00 | | | | |
| 20,00 | 0 | 0 | 0,00 | | | | |
| 50,00 | 0 | 0 | 0,00 | | | | |
| 100,00 | 0 | 0 | 0,00 | | | | |
| 200,00 | 0 | 1 | 200,00 | | | | |
| 500,00 | 0 | 0 | 0,00 | | | | |
| TOTAL NOTES | | | 210,00 | | | | |
| COINS | | | | CASH RECONCILIATION | | | |
| FRONT DESK | CHANGE | EUROS | | | | | |
| 0,01 | 0 | 0 | 0,00 | Cash total 210,00 | | | |
| 0,02 | 0 | 0 | 0,00 | Cash accrued total TMS 220,00 | | | |
| 0,05 | 0 | 0 | 0,00 | Difference -10,00 | | | |
| 0,10 | 0 | 0 | 0,00 | | | | |
| 0,20 | 0 | 0 | 0,00 | | | | |
| 0,50 | 0 | 0 | 0,00 | | | | |
| 1,00 | 0 | 0 | 0,00 | | | | |
| 2,00 | 0 | 0 | 0,00 | | | | |
| TOTAL COINS | | | 0,00 | | | | |
| CASH TOTAL | | | 210,00 | | | | |
| | | | | INDICENCES | | | |

Download the template!

CASH COUNT



| VOUCHERS RECONCILIATION | | | | | |
|-----------------------------|-------|-----------|------------|-------------|--|
| Voucher Type | Total | Total TMS | Difference | INCIDENCES | |
| NH GIFT CARDS | 5,00 | 0,00 | 5,00 | Explanation | |
| Others - change description | 15,00 | 20,00 | -5,00 | Explanation | |
| Others - change description | 0,00 | 0,00 | 0,00 | | |

| OTHERS PAYMENT METHODS RECONCILIATION | | |
|---------------------------------------|-----------|--|
| Payment Method | Total TMS | Does it comply with the NHHG procedures? |
| BAD DUE | 5,00 | |
| INVITATION | 0,00 | |
| Others - change description | 0,00 | |
| Others - change description | 15,00 | |

| CREDIT CARDS RECONCILIATION | | | | | | |
|-----------------------------|---------------------|-----------------|--------------|-----------|------------|------------------|
| PAYMENT METHOD | Total Adyen Website | Total 3C Portal | Total Manual | Total TMS | Difference | Payments on Hold |
| PREPAYMENT WEB AMEX | 0,00 | | | 0,00 | 0,00 | |
| PREPAYMENTS WEB CUP | 0,00 | | | 0,00 | 0,00 | |
| PREPAYMENTS WEB DINERS | 0,00 | | | 0,00 | 0,00 | |
| PREPAYMENTS WEB IDEAL | 0,00 | | | 0,00 | 0,00 | |
| PREPAYMENTS WEB PAYPAL | 0,00 | | | 0,00 | 0,00 | |
| PREPAYMENTS WEB SOFORT | 0,00 | | | 0,00 | 0,00 | |
| PREPAYMENTS WEB VISA | 0,00 | | | 0,00 | 0,00 | |
| AMEX | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| CHINA UNIONPAY (CUP) | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| DINERS | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| JCB | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| MAESTRO | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| MASTERCARD | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| VISA | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| Others - change description | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| Others - change description | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| Others - change description | | 0,00 | 0,00 | 0,00 | 0,00 | PENDING |
| CREDIT CARDS TOTAL | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | |
| CREDIT CARDS INCIDENCES | | | | | | |

Till

Change Till Status

TILLS

/CCSHT/FC_CAMV - Movements

/CCSHT/FC_SIT_CAJ - Change till status

/CCSHT/FC_CARG - Balance

/CCSHT/FC_CA03 - Display tills

It is necessary to complete this step before balancing and before completing the night audit process.



Till status maintenance

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Cash

| Cash identifier | Cash status |
|-----------------|-------------|
| ADMIN | Closed |
| BEACHCLUB | Closed |
| BUGGY BAR | Closed |
| EDDY'S BAR | Closed |
| HOLE 55 | Closed |
| LA LOGGIA | Closed |
| LA VERANDA | Closed |
| PERGOLA | Closed |
| RACQUET CL | Closed |
| RACQUETF&B | Closed |
| RECEPTION | Open |
| ROOM SERVI | Closed |
| SPA | Open |
| SUSHI 99 | Closed |

Open

Close

Till

Till Balance

TILLS

/CCSHT/FC_CAMV - Movements

/CCSHT/FC_SIT_CAJ - Change till status

/CCSHT/FC_CARG - Balance

/CCSHT/FC_CA03 - Display tills

Balance till (Starting image)

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Till Identifier

SPA



Balance is not automatic, and it must be done before night audit.

Balance till

Balance

Display movements

ESMA.VILPA Anantara Villa Padierna Palace Resort *****

Till identifier

SPA

SPA

Initial balance

| Payment method | Accrued Total | Currency | Csh-on-Hnd | Remarks | T.. | Float |
|----------------|---------------|----------|------------|---------|-------------------------------------|--------|
| CASH | 339,99 | EUR | 339,99 | | <input checked="" type="checkbox"/> | 200,00 |
| VISA | 250,00 | EUR | 250,00 | | <input type="checkbox"/> | 0,00 |

It is only necessary to balance the cash. You can do it every shift or at the end of the day.

MINOR
HOTELS

FAQ


ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS

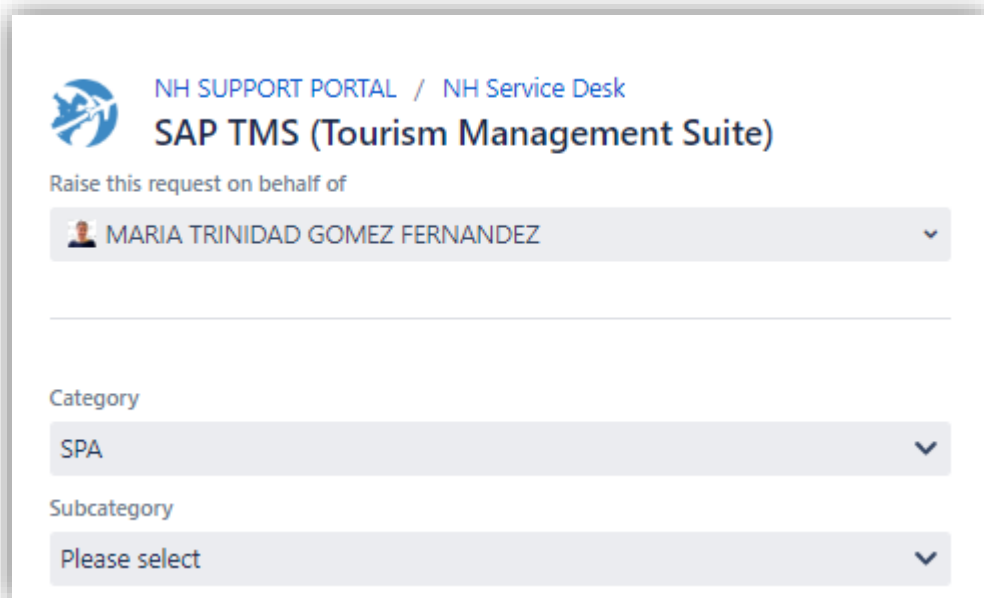

NH COLLECTION
HOTELS

nhow
HOTELS

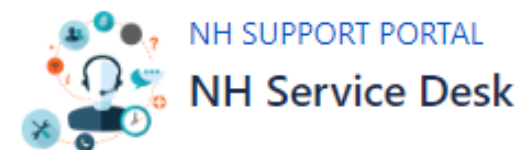
TIVOLI
HOTELS & RESORTS

FAQ- JIRA

If you have any question or issue...



The screenshot shows the 'NH SUPPORT PORTAL / NH Service Desk' interface for 'SAP TMS (Tourism Management Suite)'. It includes a dropdown menu to 'Raise this request on behalf of' with the selected user 'MARIA TRINIDAD GOMEZ FERNANDEZ'. Below this are two more dropdown menus: 'Category' with 'SPA' selected, and 'Subcategory' with 'Please select' as the current option.



Please be so kind to open a **JIRA** with the corresponding category:

SAP TMS → SPA



Processes and procedures

Where can you find all the processes and procedures of our Company?

<https://employeeportal.nh-hotels.com/home/2>

Black Friday -30%
¡Cancelación flexible!

ESTE BLACK FRIDAY
disfruta de nuestra oferta especial. Consigue hasta un 30% de descuento.

FOR YOUR DAILY TASKS

- CRM & NH DISCOVERY
Materiales NH Rewards y Campañas Enviadas a Clientes (promociones, ofertas ...)
- Directorio NH World
Contactos de hoteles y servicios centrales.
- FRONTIFY. Discover the online platform for brand guidelines
Accede a la última versión de todas las reglas y guías necesarias para elaborar cualquier material de nuestras marcas.
- Manuales de Estándares
Por Marca para NH Hotels, NH Collection y nhow
- MFA-O365: Autenticación Multifactor
Guías para configurar la validación alternativa contra los servicios de O365.
- NH Digital Knowledge Workplace**
Find all the Corporate Policies, Processes, Procedures & Training Material in the Business Processes section.

Intro Video!



Processes and procedures

<https://nhorganization.nh-hotels.com/>

The screenshot displays the NH Organization website interface. At the top, a dark blue header features the 'NH | HOTEL GROUP' logo. Below this, a large banner area is split into two sections. The left section has a light blue background with a pattern of small dots and contains the text: 'Think Digital', 'Gain Knowledge', and 'Use Workplace'. The right section has a dark blue background with a gear-like pattern and contains the text: 'NH DIGITAL KNOWLEDGE WORKPLACE'. Below the banner, there is a 'BLOG POSTS' section. On the left, a vertical sidebar contains several icons and labels: 'BUSINESS PROCESSES' (highlighted with a red box), 'Knowledge pills & videos', 'LATEST SYSTEM UPDATES', and a hashtag icon. The main content area features a blog post titled 'UPSELLING FRONT CHAMPIONSHIP' with a subtitle 'Submitted By Nhportal On 23-11-2022'. Below the title is a large image with the text 'UPSELLING' and 'UPSELLING CHAMPIONSHIP CONTINUES...'. To the right of the blog post, there is a 'FRONT OFFICE BASICS' section with a subtitle 'BRING VALUE TO YOUR WORK... WE HELP YOU!' and a link to 'OUR NEWSLETTER'. Below this is an 'ABOUT US' section with a photo of people shaking hands. At the bottom of the page, there is a small section with a photo of a person's hand holding a pen.

Business Processes Repository- easy and quick access to the Companies' documents: Policies, Processes & Procedures, Hotel Service Manuals, Guides and Templates.

THANKS!

MINOR HOTELS

