

The perfect gift!

eGIFT CARDS: FRONT vs BACK OFFICE PROCESS

June 2024



MINOR
HOTELS

ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS · RESORTS · SUITES

NH
HOTELS

NH COLLECTION
HOTELS

nhov
HOTELS

TIVOLI
HOTELS & RESORTS

MINOR HOTELS EUROPE & AMERICAS

General information



eGift Cards are vouchers that are sold online by Minor Hotels Europe & Americas HQ through the web <https://giftcards.nh-hotels.com/> or <https://giftcards.anantara-hotels.com/>. and can be purchased with credit card (American Express, MasterCard or Visa).

They can be spent totally or partially to pay for accommodation charges, meals and any other services in all hotels from NH worldwide (including managements hotels) and are valid for 36 months.

The purchaser does not receive any invoice with VAT at the time of the purchase, just an e-mail confirmation with all the main data: card reference/ID, voucher value, expired date and the holder/owner data. The invoice with the VAT associated will be generated once the service is consumed.

Each quarter on a regular basis, Minor Hotels Europe & Americas HQ, who collects the sales from the web, settles the redeemed/consumed amounts to the hotels.

General information



Redemption

The eGift Card owner/holder can redeem the card by presenting an email print-out or a snapshot of the voucher with their identification in their arrival at the front desk.

During the check-in process, the eGift Card must be validated, and total or partial redemption value must be deducted from the eGift Card. This process must be performed through the eGift Card Platform <https://giftcards.nh-hotels.com/> or <https://giftcards.anantara-hotels.com/> depending on the hotel brand.

Invoicing and Control Process

A prepayment invoice/deposit must be informed in TMS reservation by using the payment method **GIFT CARD**.

As a daily control task, hotels must check the eGift cards redeemed by number of voucher and amount through the administration portal which should be matched with TMS movements done with payment method Gift Card.



See the complete procedure that includes the redemption and invoicing process with other currencies in the intranet:

<https://nhorganization.nh-hotels.com/content/egift-cards-hotel-process>

Back-Office Process

Sales Collect, Account Reconciliation and Manual Payment Process

As Minor Hotels Europe & Americas HQ is the Gift Cards seller and collects the sales, they will settle and refund the redeemed amounts to the hotels each quarter* on a regular basis.

*If the sales increase, the payments will be done monthly.

Who is involved in the back-office process?

RTR

Purchase and redemption reconciliation management
Account reconciliation/clearing NH GIFT CARD
(4117000XXXX)

AR

Manual Transfer process management & Out of Scope
Hotels payments

TR

Bank transfer execution process for out scope hotels
and non domestic bank transfer.

Back-Office Process

Sales Collect, Account Reconciliation and Manual Payment Process



- The global sales will be posted in account **NH GIFT CARD ES01_9039** and the outstanding balance will remain on the account until HQ settles payments to hotels.
- Each invoice issued by hotels will be posted automatically at NH GIFT CARD customer account as the TMS payment method **GIFT CARD** is associated to the account VOUCHER NH GIFT CARD 4117000XXX.
- **RTR**: Each quarter, the payment report will be generated to settle the redemptions to the hotels in scope worldwide.
- **OTC** will receive the payment report and proceed to clear/cancel the invoices/debt which each hotel in scope has opened in the NH GIFT CARD account according to the information included in the payment report.
- **AR HQ** will manage both the manual transfer process related to **the In-scope hotels** and the payments requests related to the **out-of-scope hotels** amounts redemptions previously reviewed and validated.

Back-Office Process

In Scope Hotels Payments

- Once the clearing of the NH GIFT CARD account is done according to the payment report, AR HQ will receive and handle through DWP the URNs related to the **manual transfer process** (tagged as *MANUALTRANSFER NH TO X*) which will include detailed information of the payments to be managed by Treasury HQ to each treasury center per country.
- Treasury HQ will send to AR HQ the payment report done with the detail per each BU and Hotel.
- In addition, AR HQ will inform the responsible of each BU about the payments performed related to this process so that they can reconcile their GL transitory account.

Back-Office Process

Out of Scope Hotels Payments

- After each quarter closing, AR HQ will review gift card redeemed in out-of-scope hotels and complete payment template to treasury department, including the file extracted from the Gift Card Platforml (<https://giftcards.nh-hotels.com/>) with the amount redeemed per hotel and voucher.
- Each AR responsible will check report redemption by property in Gift Card Administration Portal (<https://giftcards.nh-hotels.com/>) and review customer account 411700XXXX, any discrepancies between SAP customer and gift card report will be raised to the front desk staff for correction in SAP or for validation in the gift card portal in case vouchers not validated.
- If procced, each BU will send the payment templates per property and voucher for to each AR responsible for clearing voucher account.
- SSC RTR, will clear payments against customer 4117009039 according to the payment report and gift card per property and voucher uploaded in treasury sharepoint.
- After each quarter closing, HQ admin will invoice to each hotel expenses related to gift cards according to the redemption per property.

Generation costs

Promotions if applies to account

IT SERVICES FEES PER TRANSACTIONS		
62268900	CL	IC HOTELS

72731000	CL	NH GIFT CARD PROMOTIONAL DISCOUNT
----------	----	-----------------------------------

Back-Office Process

Discrepancy Escalation Process

RTR will report to the hotels through DWP the possible discrepancies could be generated based on the redemption report per hotel vs invoices pending at NH GIFT CARD customer account



THANKS!

MINOR HOTELS

