

# ITC WG Board Presentation

## INTEGRATION SPECIFICATION

SAP INDUSTRY SOLUTION : HOSPITALITY

APPROACH PAPER  
HOTEL TECHNOLOGY NEXT GENERATION , HTNG - COMPLIANT



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THE BEST-RUN BUSINESSES RUN SAP™



# Agenda



Approach background . about HTNG ...

WG Business Process . Problem definitions

Hospitality Business Cases

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Summary & Next Steps

## Engagement Background & Objective



ITC one of India's foremost private sector companies with a market capitalisation of nearly US \$ 18 billion and a turnover of over US \$ 4.75 billion is rated among the World's Best Big Companies, Asia's 'Fab 50' and the World's Most Reputable Companies by Forbes magazine, among India's most respected company by BusinessWorld and among India's most valuable company by Business Today

ITC Limited entered the hotels business in 1975 with the acquisition of a hotel in Chennai, which was rechristened Hotel Chola. Since then the ITC-Welcomgroup brand has become synonymous with Indian hospitality. Today amongst India's finest and fastest growing hotel chains it consists of over 70 hotels across as many destinations in India. These include super deluxe and five star hotels, heritage palaces, havelis and resorts and full service budget hotels.

In 2007, **ITC Welcomgroup** entered a new phase in its collaboration with Starwood Hotels & Resorts. ITC-Welcomgroup now has an exclusive tie-up with Starwood in bringing its premium brand, the 'Luxury Collection', to India. The seven hotels which are part of this collection are: ITC Maurya in Delhi, ITC Maratha in Mumbai, ITC Sonar in Kolkata, ITC Grand Central in Mumbai, ITC Windsor in Bengaluru, ITC Kakatiya in Hyderabad and ITC Mughal in Agra. The agreement also includes the rebranding of WelcomHotel New Delhi as a Sheraton, while the Chola and the Park in Chennai, and the Rajputana in Jaipur retain their Sheraton connections.

Welcomgroup was the first to brand its cuisine. The Bukhara, the Dakshin and the Dum Pukht are today powerful cuisine brands, which delight connoisseurs in restaurants in several ITC-Welcomgroup hotels. Others included Dublin, West View and the Pan Asian.

Welcomgroup pioneered holistic concept of "branded accommodation" in the hospitality industry. It was the first to launch the powerful idea of a 'Hotel within a Hotel' by segmenting and branding the hotel services. It created the exclusive 'ITC One', 'The Towers' and the 'Executive Club' each catering to the needs of the global business traveler with unmatched quality and a range of services

**Fortune hotels** are a part of the well thought-out growth strategy for mid-level business and leisure travelers under the ITC -Welcomgroup umbrella, offering full service, first class properties without compromising on quality. Fortune Hotels have a strong presence at Ahmedabad, Thiruvananthapuram, Calicut, Darjeeling, Jamshedpur, Vapi, Hyderabad, Gurgaon, Indore, Ootacamund, Madurai, Jodhpur, Vijaywada, Chennai, Visakhapatnam, Mahabalipuram, Kolkata, Bengaluru, Navi Mumbai, Tirupati and Port Blair, while several more hotels are expected to be commissioned soon in other key locations in India.

The **WelcomHeritage** brand brings together a chain of palaces, forts, havelies and resorts that offer a unique experience. WelcomHeritage endeavors to preserve ancient royal homes and the historical Indian grandeur, opulence of romance, valour and adventure for the future Indian generations. WelcomHeritage Hotels, provide a fine range of hotel services inside these architectural legacies present in Rajasthan, Punjab, Himachal Pradesh, Madhya Pradesh, Uttaranchal, Jammu & Kashmir, West Bengal, Tamil Nadu, Haryana and Karnataka.

# Engagement Background & Objective



## Background:

- WG is growing at an accelerated pace and wants to leverage integrated enterprise applications for optimized capex & opex management for owned & managed properties enabling their transition into a major global hospitality brand
- ITC , WG parent holding company currently has SAP solution deployed for its entire enterprise needs across product, brands, categories, lob & subsidiaries . WG has homegrown apps deployed in hospitality areas
- Although key requirements have emerged in the areas of Financial & Controlling, we understand that WG wants to evaluate other process areas for possible improvements and tighter integration for group level consolidation
- Analysis of WGs' present business context and evaluation of near term plans indicates that a lean IT applications portfolio would deliver overall performance improvements

## Objective:

- Create a solution recommendation supported with a value proposition and high level implementation roadmap aligned with WG business strategy

## Engagement Scope:

### Process Areas:

- Human Resources
- Finance
- Inventory Management
- Inbound &
- Outbound Logistics
- Management Accounting & Controls
- Procurement & Quality Management
- Resort Maintenance & Customer Services
- Corporate Services
- Strategy & Planning
- Portfolio Management
- Project and resource management
- Analytics

### Business & Geo Scope.

ITC Group	Property
ITC Hotels	ITC Maurya
ITC Hotels	ITC Maratha
ITC Hotels	ITC Windsor
ITC Hotels	ITC Grand Central
ITC Hotels	ITC Sonar
ITC Hotels	ITC Kakatia
ITC Hotels	ITC Mughal
ITC Hotels	Sheraton Rajputana
ITC Hotels	Sheraton Chola Hotel
ITC Hotels	Sheraton New Delhi Hotel
ITC Hotels	WelcomHotel Rama International
ITC Hotels	WelcomHotel Vadidra
ITC Hotels	WelcomHotel Grand Bay
ITC Hotels	Head Office - Guragaon

#### Implementation Approach for Geographical Coverage for ITC Hotels

##### Pilot

- Select Four Properties
- For the select properties, full functionality
- Geographical footprint – North, South and West

##### Roll outs

- Migration of Full Functionality Property by Property

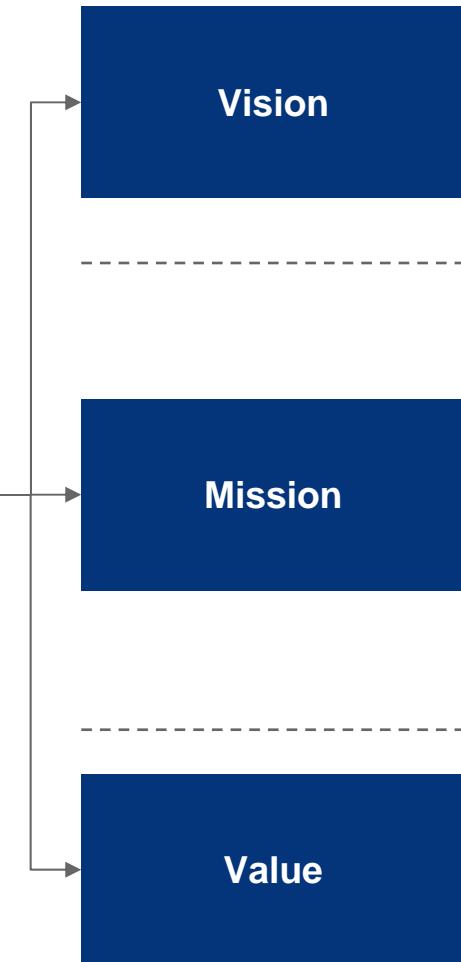
It is proposed that SAP does the Pilot Implementation

# Engagement Background & Objective

## Our Understanding . ITC-WG Corporate Strategy .



### Creating Value for all Stakeholders



Sustain ITC's position as one of India's most valuable corporations through world class performance, creating growing value for the Indian economy and the Company's stakeholders

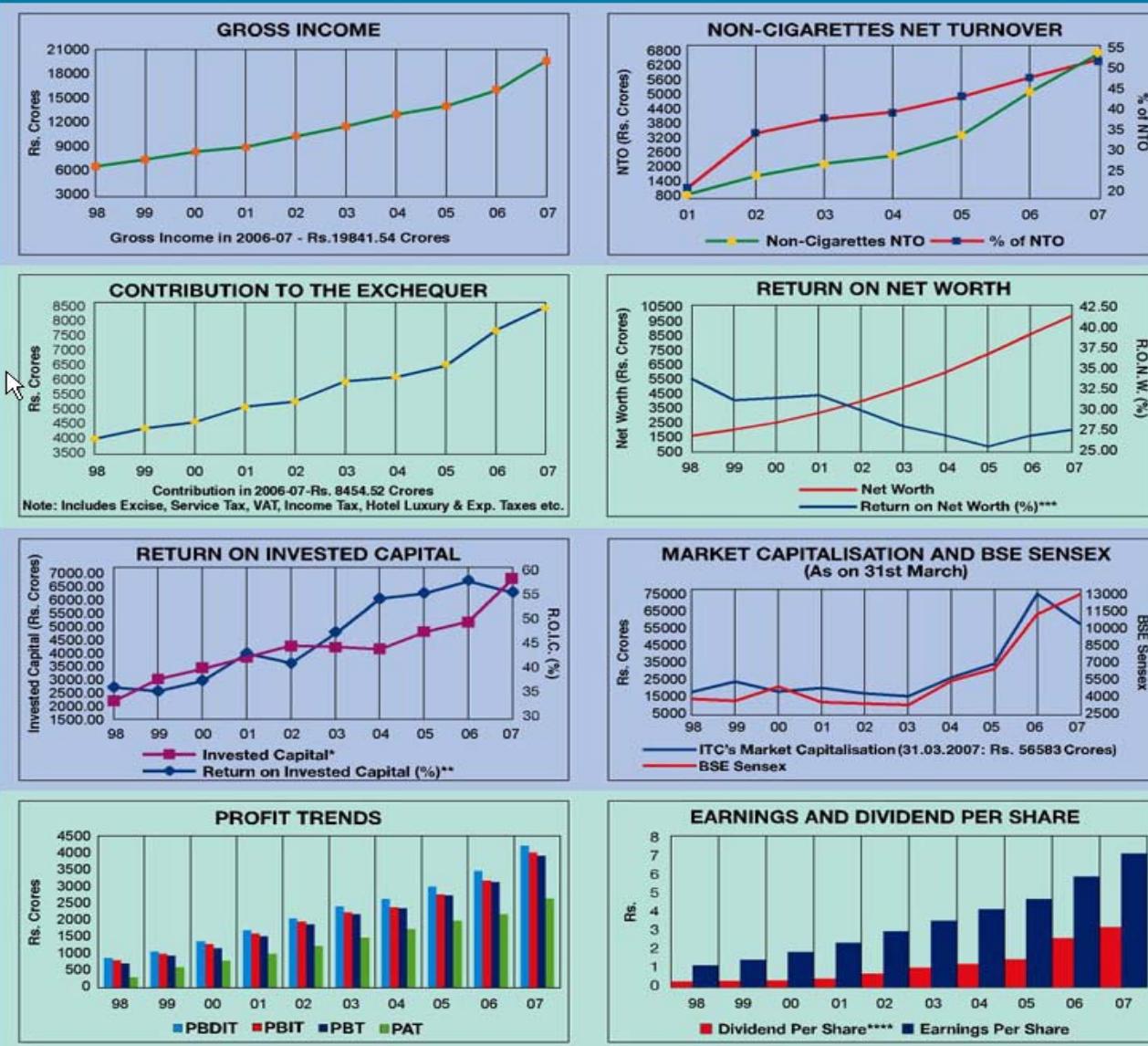
To enhance the wealth generating capability of the enterprise in a globalising environment, delivering superior and sustainable stakeholder value

ITC's Core Values are aimed at developing a customer-focused, high-performance organization which creates value for all its stakeholders

Source: Annual Report

# Engagement Background & Objective

## ITC Corporate Performance



ITC Ltd. concluded FY07 on strong performance with Gross Turnover at Rs.21356 crores reflecting 10.7% growth over the previous year.

Net Turnover at Rs.13948 crores increased by 14.7% driven by 49% growth of non-cigarette FMCG businesses and healthy performance by the Hotels and Paperboards, Paper & Packaging segments.

Pre-tax profit increased by 16.4% to Rs. 4572 crores, while Post-tax profit at Rs.3120 crores registered a growth of 15.6%. Earnings Per Share for the year stood at Rs. 8.29.

For the fourth quarter, Net Turnover registered a growth of 16.7% to touch Rs. 3934 crores while pre-tax profit at Rs.1084 crores grew by 15.3%.

Post-tax profit at Rs. 736 crores represents an underlying growth of 14.1% after adjusting for income tax refunds.

## Engagement Background & Objective

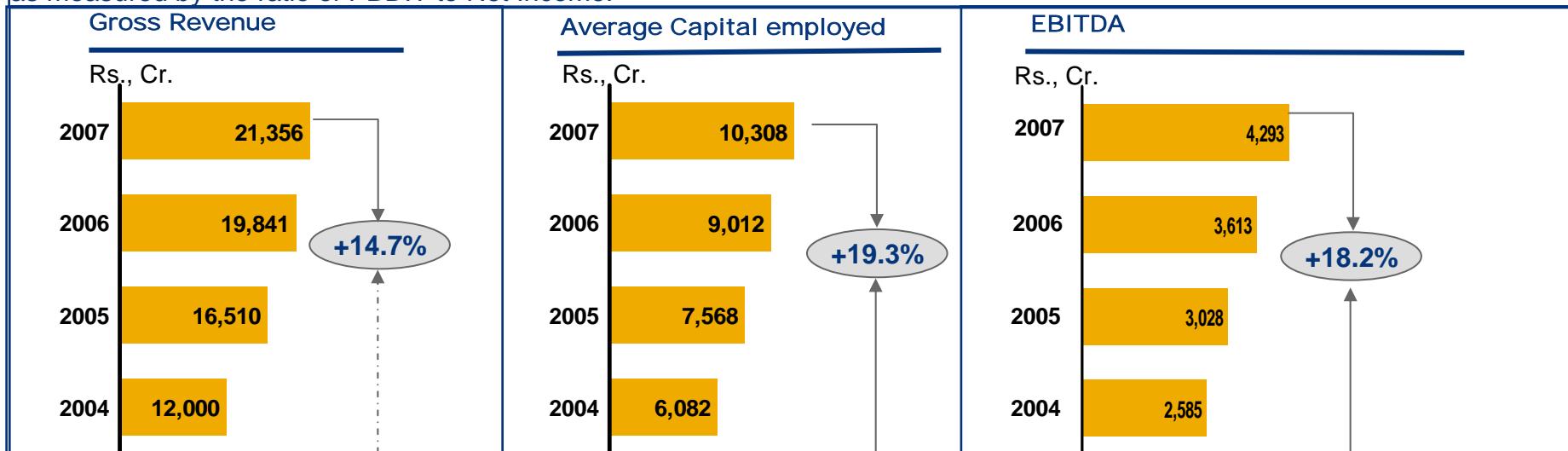
### Continuous Cost Optimization - key for WG Profitable Growth



ITC revenues grew at a healthy CAGR of 14.7% 10 years base, but north bound inflation, higher energy cost, appreciating rupee with increase contributions from non-tobacco and hospitality services , resulting in an equal increase in operating costs .

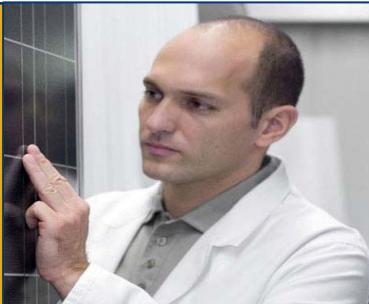
Hotels business revenue grew by 12% to touch Rs. 1100 crores driven by better room rates and higher food & beverage sales.

WG Gross Operating Profit (PBDIT) recorded an increase of 15% over the previous year to touch Rs. 475 crores, while segment results (PBIT) at Rs. 411 crores grew 17%. Business maintained its leadership in terms of operating efficiency as measured by the ratio of PBDIT to Net Income.



#### Broad Cost spread segments . WG Hotel division

- 30 % ➤ MarkUp provision
- 15 % ➤ Salary
- 18 % ➤ Food (30% of F & B)
- 10 % ➤ Asset Depreciation
- 14 % ➤ Energy Cost
- 10 % ➤ Operating Cost (consumable)
- 03 % ➤ Travel
- 02 % ➤ Communication



#### Key Observations :

- An appreciating rupee will be cutting into earnings impending growth and margins in future for hotel industry.
- Room utilization rates have fallen in 07 each extra point of utilization result in add 40 basis point of operating-margin
- Going forward, sustaining growth thru better client mining – is critical .

# About HTNG ...



**Hotel Technology Next Generation (“HTNG”)** is a nonprofit organization with global scope, formed in 2002 to facilitate the development of next-generation, customer-centric technologies to better meet the needs of the global hotel community. **HTNG’s mission** is to provide leadership that will facilitate the **creation of one (or more) industry solution set(s)** for the lodging industry that :

- are **modeled around the customer** and allow for a rich definition and distribution of hotel products, beyond simply sleeping rooms;
- Comprise **best-of-breed software components** from existing vendors, and enable vendors to collaboratively produce world-class software products encompassing all major areas of technology spending: hotel operations, telecommunications, in-room entertainment, customer information systems, and electronic distribution;
- Properly exploit and **leverage a base system architecture** that **provides integration and interoperability through messaging**; and that provides **security, redundancy, and high availability**;
- Target needs of hotel companies upto several hundred properties, that are too small to solve issues themselves
- Will **reduce technology management cost** and complexity while improving reliability and scalability; and
- Can be **deployed globally, managed remotely, and outsourced to service providers** where needed.

In June 2005, HTNG announced the first-ever “**Branding and Certification Program**” for hotel technology. This program enable vendors to certify their products against open HTNG specifications, and to use the "HTNG Certified" logo in their advertising and collateral materials.

It will enable hotels to determine which vendors have completed certification of their products against which specific capabilities, and the environments in which performance is certified. **HTNG’s vision** is to achieve a **flexible technical environment** that will allow multiple vendors’ **systems to interoperate** and that will **facilitate vendor alliances and the consolidation of applications**, in order to provide hotels with **easily managed, continually evolving, cost-effective solutions** to meet their complete technology needs on a global basis.

# Agenda



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**WG Business Process . Problem definitions ...**

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# WG Process Overview

## Problem Statement . Problem definition



This document defines a generic message format for exchange of accounting data between a revenue capturing system and the back office system in a hotel environment, and this section shows by examples how these services can be used in practice to model different business events (called "Business Cases") in a hotel or related institutions like a Spa, and how the resulting postings in the accounting system could look like.

It has been understood, that these postings are only examples and could be done differently in different countries due to legislation or jurisdiction specific practices across country, geography & time-zones .

### Problem Statement

ITC is considering deployment of SAP, Epitome&Core and Shawman in its Hotels based in India. For the purposes of this document, Epitome is referred as PMS, Core as CRS, Shawman as POS. ITC has standardized on SAP as its core backbone for all hospitality related enterprise requirements including HR, Financial Management, Asset Accounting , Funds & Investment planning , Treasury & Management Controls including cc/pc accounting, product costing & planning, consumption , production & procurement MRP , inbound&outbound logistic envisaged on collaboration framework of SRM/CRM solutions binded on net-weaver platform based MDM & PI (Process-Integrator) with single layer people and information integration through BI & BOBJ solution with SAP GRC-FF enabled access enforcer for all its publications and subscription through SAP Enterprise Portal .

This requires that all WG hotel solution integrates seamlessly with SAP enterprise layer .

### Problem Description

The traditional integration between PMS and any Financial System is in the form of a Daily GL Posting Summary produced by PMS and imported into the FMIS. The summary will be as ...

- Total Revenue posted to a revenue code in the PMS Front Office and PMS A/R Ledger.
- Total Payments posted to receipt codes against Front Office and A/R Ledger.
- Total Transfers from Front Office to A/R Ledger
- Total Forward Deposits Received
- Total forward Deposits Applied

Typically a Hotel manages Accounts Receivables at a property level within the PMS. ITC Vision envisages to manage its A/R at an enterprise level with right credit & risk exposures and advising PMS, CRS & POS system of the Account Status to facilitate credit Control. SAP is the system of record for all A/R accounts; accounts and all necessary related & dependent master data & transaction data will be created and deactivated within SAP. A/R Receipts shall be received and processed centrally in SAP.

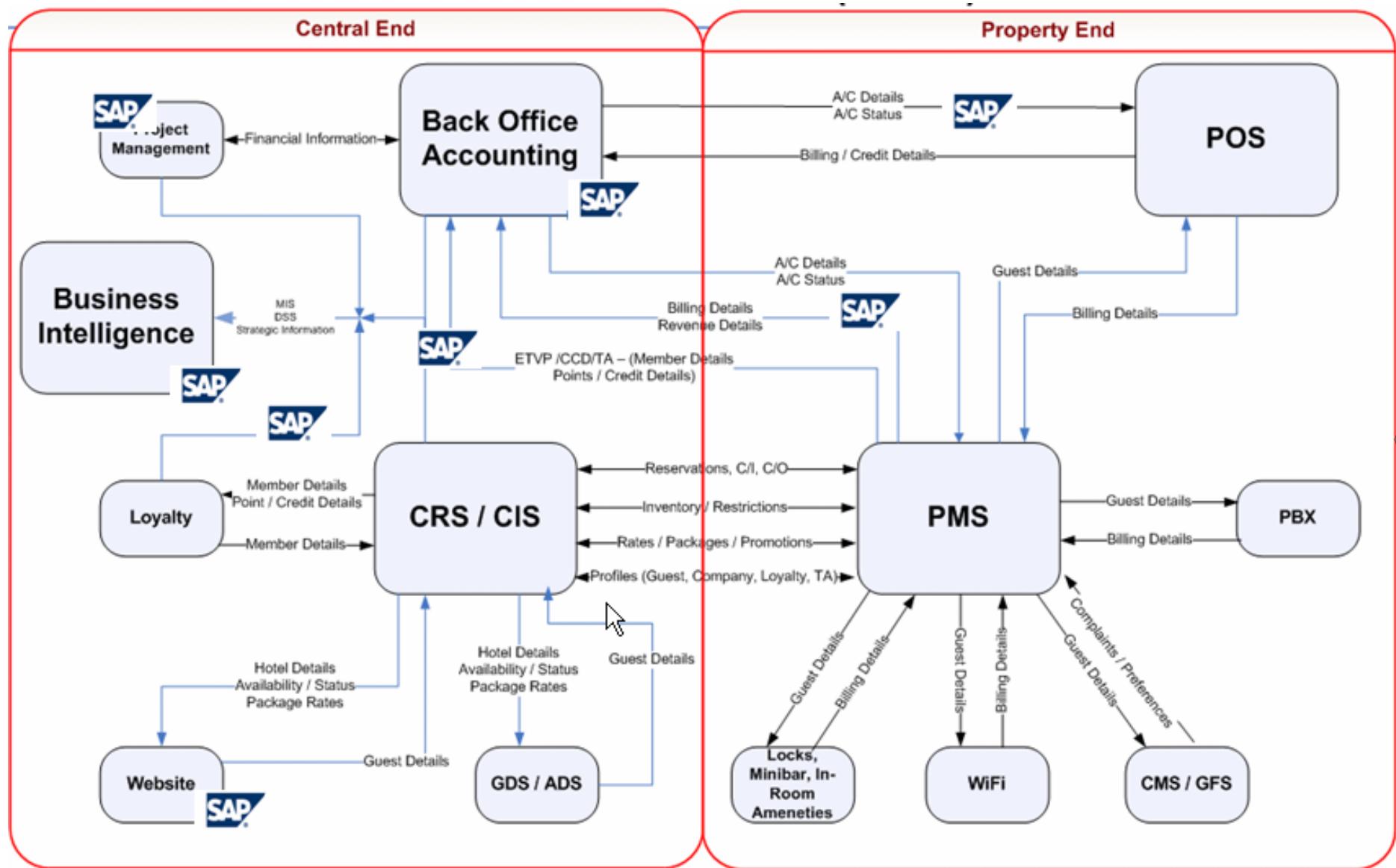
ITC will manage customer accounting & all cost and controlling related questions within SAP and provide visibility to related 2P/3P system  
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# WG Business Eco system



Customer Acquisition	Sources of Business	GDS Amadeus / Galileo / Sabre / Worldspan WizCom / Pegasus / 3rd Party Switch	IDS Expedia / Travelocity etc. WizCom Switch	Web Portal itowelcomgroup.in, Fortune, WelcomHeritage	ITC-Welcomgroup Guest Contact Centre / Hotel Reservations / RMOs	ITC CONTRACTS Corporates / Travel Agents / Wholesalers etc.	Starwood Brands GDS / IDS / GCOs thru Starlink
	Intelligent Interface Layer						
Sales & Distribution Management	Central Sales: Sales Force Automation and Productivity Monitoring Systems						
	Room Sales (CRS)		F&B Sales	Spa & Leisure	Banquets	Conferences	Partner Services Travel / Concierge linked 3rd party services
	Revenue Management System						
	Loyalty Programs						
	Welcomaward / Welcomclub		Welcomlink	SPG	F&B Loyalty	Pan ITC Program	Partner Programs
	CIS: Guest History System						
Consumer Servicing	Guest Feedback, Contact & Selling in System (Active CRM)						
	Intelligent Interface Layer						
Business Operations	Guest Recognition System (RFID or Mobile tracking)					Building Management Systems	WelcomAssistance
	Vehicle Tracking	PMS	POS	SPA & Leisure System	Sales & Catering		
Internally Focussed Systems	Intelligent Interface Layer						
	Business Intelligence & Analytics System						
	Intelligent Interface Layer						
	ERP				Projects	Learning & KM	
Finance (APGL / ARCL / FA / F&B Cost etc.)			Procurement	Materials Management	HR Management		

# WG IT - Eco system



# WG Business Case Scenario

■ Allan is a cashier at a hotel

■ Peter is a Hotel Guest

■ James is a Night Auditor at a hotel

■ Binu is an A/R controller at corporate office

■ Sandra is a member of the Finance team at Corporate Office



1. A/R Account Creation
  - 1.1. Binu processes an A/R Account request and creates a new account in SAP. SAP advises the CRS and PMS of the new account
2. A/R Account Modification
  - 2.1. Binu is advised of a change of address for an A/R account. He changes in SAP, and SAP advises the CRS and PMS.
3. Account Suspension
  - 3.1. Binu identifies an account as none paying and changes that accounts status to On-Hold within SAP. SAP advises the CRS and PMS of the status change.
4. Check Out
  - 4.1. Allan Checks out a Guest and settles using Direct Bill. The PMS sends the direct Bill Transaction to SAP
  - 4.2. After Check out Peter returns to the front desk and tells Allan that the invoice is incorrect as he has been charged the wrong rate. Allen Voids the invoice. Allen adjusts the guest account, as the invoice is now \$50.00 less than the Direct Bill; Allen raises a -\$50 Direct Bill Adjustment, to move the invoice to a zero balance. The PMS sends the Direct Bill Debit to SAP.
5. End of Day
  - 5.1. James completes End of Day preparation. He has balanced the cash and Revenue for all departments and performs the Night Audit in the PMS. The PMS sends a daily GL Journal to SAP. The PMS forwards the invoices generated in the day to the central invoice store.
6. GL review
  - 6.1. Sandra checks the Hotels daily G/L batch within SAP before releasing it to Post.
7. Invoice Review
  - 7.1. Binu receives a query from a customer and needs to check an A/R account. He finds the account in SAP and reviews with the Customer. The customer asks for conformation of an invoice. Binu calls up the invoice that generated the Direct Bill transaction and reviews with the customer. The customer asks for copy, Binu emails the invoice copy to the customer as well as printing a hard copy to send to the customer.
  - 7.2. The Customer advises the invoice has an error in it. Binu accesses the Hotel PMS system and makes an invoice adjustment. The revenue adjustment is reflected in that day's hotel posting in SAP.

# WG Business Case Scenario

## functional Business & Market requirement



### 1 Accounts Receivables

#### 1.1 A/R Accounts shall be created in SAP

- 1.1.1 SAP shall Publish all new accounts to CRS
- 1.1.2 SAP Shall Publish all new accounts to Each PMS

#### 1.2 Only SAP may modify the details of an A/R Account

- 1.2.1 SAP shall notify the CRS of any change to an account detail
- 1.2.2 SAP shall notify the PMS of any change to a subscribed account detail

#### 1.3 SAP shall maintain a Credit Status of each account

- 1.3.1 SAP Shall notify the CRS of any Change to an accounts Credit Status
- 1.3.2 SAP Shall notify each PMS of any Change to an accounts Credit Status

#### 1.4 Should be possible to view an A/R accounts Credit Status when making a booking

- 1.4.1 CRS shall display the A/R account Status when selecting an A/R Account as the payer when making a booking
- 1.4.2 PMS shall display the A/R account Status when selecting an A/R Account as the payer when making a booking

#### 1.5 PMS shall Mark a Full or Part Invoice as settled by Direct Bill.

- 1.5.1 The PMS shall Post a Direct Bill Transaction transferring the Amount from House Ledger to A/R Ledger
- 1.5.2 The PMS shall Notify SAP of the Direct Bill Transaction
- 1.5.3 SAP Shall apply the Direct Bill Transaction to the SAP A/R Account

#### 1.6 SAP A/R account shall always represent the aggregate balance of all PMS A/R Accounts

#### 1.7 PMS System will only contain transactions for that Hotel which may be replicated in SAP.

#### 1.8 Hotel shall be able to see the outstanding balance for an A/R account , and the transactions that make up that account in PMS-POS.

# WG Business Case Scenario

## functional Business & Market requirement



### 1 Accounts Receivables ( contd.)

#### 1.9 SAP may Process all A/R Payments as

- 1.9.1 When SAP processes a payment it shall allow the payment to be allocated to one or more Direct Bill Transactions. (Invoices)
- 1.6.1 SAP shall notify the PMS of the total amount paid to that hotel, the invoices that the payment is allocated to, and the amount allocated to that Invoice.
- 1.6.2 It shall not be possible over allocate a payment to an invoice such that the invoice has a negative remainder.
- 1.6.3 SAP shall be able to leave part or all of an A/R payment as unallocated. Such amount shall not be communicated to the PMS

#### 2.0 Adjustments to an invoice shall take place within the PMS system, with a compensating Direct Bill raised to adjust the SAP balance.

#### 3.0 General Ledger Journal

- 3.1 The PMS shall provide SAP with a daily trading summary at the end of each day
  - 3.1.1 The journal shall be similar to the traditional GL daily posting summary, but formatted to meet SAP requirements.
  - 3.1.2 The General Ledger Summary shall introduce Revenue, Payments and advanced deposit activity in the day.
  - 3.1.3 The General Ledger Summary shall not include Direct Bill transactions as these are sent real time.
  - 3.1.4 The General Ledger Summary shall be automatically produced by the PMS at End of Day and transmitted to SAP.
  - 3.1.5 It shall be possible to re-generate the GL Batch file if a user with sufficient permission requests it.

# WG Business Case Scenario

## functional Business & Market requirement



### 4.0 Central Invoice Management.

4.1 The PMS shall convert a folio to an Invoice during the stay or at Check Out Time.

- 4.1.1 An Invoice must have a zero balance.
- 4.1.2 It shall not be possible to adjust invoice or invoiced party once an Invoice is generated
- 4.1.3 An Invoice may be voided and reissued
- 4.1.4 A Credit Invoice may be created as an adjustment
- 4.1.5 A Supplementary Invoice may be created as an adjustment

4.2 Each PMS shall forward invoices to a central SAP instance when raised

- 4.2.1 The Central Store will contain all invoices for all Customers, A/R or otherwise.
- 4.2.2 The Invoice Number shall be unique in the enterprise

4.3 SAP shall be able to view Invoices

- 4.3.1 SoftBrands shall provide all Invoice related information to SAP for it to process subsequent & related activity processing & displays the AR results that was produced in the Property.
- 4.3.2 SAP shall also look at the option of calling the viewer and present the invoice number as an argument to the call
- 4.3.3 Alternately SoftBrands shall provide a service that provides the data of an invoice in an XML format for SAP to display.
- 4.3.4 The SAP replicated Invoice may not be editable.

# Key Business Drivers / Measures @ WG

## Measure & fitment : Finance & Accounting



Requirement	Measures	Comments
<b>1 General requirements</b>		
1.1 maintain company chart of accounts.	- Ease of definition of Chart of Accounts - Definition of rules for validations - Inter segment validations to prevent unauthorized combinations.	Straight fit Rule based validation for FI & CO components
1.2 Maintain books of accounts for multiple companies with a single chart of accounts		Straight fit
1.3 Multiple company consolidation	- Ease of consolidation - Consolidation of companies with different chart of accounts	Straight fit including SGL
1.4 Multiple currencies	- Defining multiple currencies exchange rates varying over time - Monthly revaluation of currency converted items	Co Code currency + Sales Org level currency for P&L
1.5 Financial statement translation	- Ease of report generation in multiple currencies	Straight fit
1.6 Amendments, reversal or editing of committed transactions		Straight fit
1.7 Export to excel facility		Straight fit
<b>2 General Ledger</b>		<b>Straight fit</b>
2.1 Automatic journals	- Ease of setting rules	
2.2 Authorization of vouchers	- Ability to define atleast 2 levels of approvals - to accommodate for absence or leave	
2.3 Recurring JVs e.g. Rent		
2.4 Auto Reversal of JVs against provisions made in beginning of a period	- Ease of entering rules for auto reversal - Ability to define period after which reversal will happen	
<b>3 Accounts Receivable</b>		<b>Straight fit</b>
3.1 Ability to split invoice lines into multiple accounts to accommodate EMI receivables	- Ability to define rules to split invoice lines (either based on percentage or absolute amounts)	Billing Plan based
3.2 Auto invoicing based on product of customer e.g. Annual subscription fee (ASF) invoices		do
3.3 Mass adjustment of invoices		do
3.4 Mass application of EMI payments received (Receivables decreases and Cash increases)		do
3.5 Customer sales and payment history in AR module		do
3.6 Flagging of overdue members	- Flexibility and ease of setting rules - 2 EMIs overdue, 3 EMIs overdue etc.	Dunning
3.7 Aging of receivables		Std Debtor
3.8 Income recognition	- Flexibility and ease of setting rules - x% of Product price in 1st year, y% in 2nd Year and so on	Deferrals

# Key Business Drivers / Measures @ WG

## Measure & fitment : Finance & Accounting



		<b>Straight fit</b>
<b>4 Accounts Payable</b>		
4.1 Enabling complete AP cycle - from PO generation, approval, to bill / invoice, to validation of goods received with PO		do
4.2 Logging of invoice details in the system and impact on accounts payables		do
4.3 Ability to set up payment terms using: Tenure/ Percentage of principal Interest Discount		do
4.4 Imprest payment and settlement cycle		do
4.5 Travel processing	- Approval hierarchy - Accrual of expenses and settlement of claims	do
4.6 If a prepayment has been made to a supplier, then an alert should be raised when an invoice from the same supplier is being paid		do
4.7 TDS requirements for supplier payments	- define TDS rules for different supplier as per Applicable tax rules	do
<b>5 Cash and bank management</b>		do
5.1 Automatic Bank reconciliation		do
5.2 Interbank transfers	- Need to capture cheque information also	EDI / Bank Accounting
<b>6 Asset Accounting</b>		do
6.1 maintain multiple sets of books for purposes of calculating depreciation as required by the company's act and IT act		as per asset class & asset evaluation group
6.2 Transfer of assets between: - Different asset classes - Organisational unit/ department	- Associated depreciation entries - Other accounting entries to be generated if the asset is being transferred from one cost centre to another	Straight fit
6.3 Asset additions/ improvements		do
<b>7 Costing and budgeting</b>		Straight fit
7.1 Multiple budget periods (e.g. April-March and July-June)		IM FM
7.2 Multiple budget versions		IM FM
7.3 Trend analysis on budgets		IM FM
7.4 Forecasting for next n periods based on historic data		IM FM
7.5 Variance analysis		IM FM
7.6 Actuals vs Budgets comparison		IM FM
<b>8 Infrastructure project accounting</b>		
8.1 Ability to generate work orders for Infrastructure Projects		PS + IM
8.2 Project budgeting with ability to update and revise the budget plans		PS + IM
8.3 Ability to check the running bills with the work order at a sub activity level		R R B
8.4 Provide forecasts, cost overruns, cash flows etc.		PS + IM
8.5 Ability to track fixed assets and CWIP accounts to specific infrastructure projects		PS + AM
8.6 Ability to provide capitalization schedule for projects		AM + PS
8.7 Reports by project showing current balances for expenditures, and total project costs (actual vs. Budgets vs. Forecasts)		PS - WBS & Networks
8.8 work order closure and impact on general ledger		Straight Fit

# Key Business Drivers / Measures @ WG

## Measure & fitment : Industry Transaction processing



Requirement	Measures	Comments
<b>1 Planning</b>		
1.1 Enter Sales Plan for Operations - by Zone, Branch, Channel and Team. Channels can be taken to mean Venues, CDSO, Direct Sales Agents (DSAs)	<ul style="list-style-type: none"> <li>- Ease of definition of new channels, teams</li> <li>- Definition of Business Rules for validations</li> <li>- Usage of referral program data</li> </ul>	SOP Aggregation of Demand Planning Best fit with BW extraction can be handled thru US InfoStructures too
1.2 Enter a marketing activity for each channel identified, and include Cost and expected Leads, Appointments and Sales	<ul style="list-style-type: none"> <li>- Ensuring completeness of information</li> <li>- define business rules to validate sales targets with respect to defined budgets</li> </ul>	CRM Straight Fit
<b>2 Approval</b>		
2.1 Approvals / Rejection / Requests to modify budgets and expected benefits	<ul style="list-style-type: none"> <li>- Mechanism of alerting authorization users</li> <li>- support comments, modifications and approvals</li> </ul>	Straight Fit in FI : Investment Mgmt Module
<b>3 Lead Generation Activity</b>		
3.1 Generate the number of leads required for meeting targets from the (Happy Family Referral Program which is a referral program among the customers of the client	<ul style="list-style-type: none"> <li>- define and modify conversion ratio for the HFRP</li> <li>- tag any lead generated from this program to either a campaign or a member</li> </ul>	Need to Check ,  Need to check
3.2 Create a Campaign for a Timeshare product in print media based on approvals identified in the planning phase. Ability to assign leads to campaign. Assign Gifts to campaign. Assignment of Gift pertaining to the campaign to all leads originating from it.	<ul style="list-style-type: none"> <li>- Validations and approval checks prior to Campaign creation</li> <li>- assign gifts to campaigns</li> <li>- Check if the lead entering through campaigns gets entitled for the gift pertaining to the campaign</li> </ul>	Create a Campaign for a Timeshare product in print media based on approvals identified in the planning phase  Straight Fit , assign leads to campaign. Assign Gifts to campaign. Assignment of Gift pertaining to the campaign to all leads originating from it.
3.3 Input a lead generated via telemarketing activity and assign to a marketing manager for necessary qualification	<ul style="list-style-type: none"> <li>- Comprehensive parameters for lead qualification</li> <li>- Validate against lead duplication</li> <li>- Automated workflow processes for approvals</li> <li>- Quality and traceability of alerts and requests for approvals</li> <li>- define atleast 2 levels of approvals - to accommodate for absence or leave</li> </ul>	Straight fit
3.4 Generate a task for the Telemarketing team to followup with lead.	<ul style="list-style-type: none"> <li>- online view of a lead's activity history</li> <li>- amend the data field except name on telecalling &amp; track the details of each call against lead</li> <li>- record the call feedback (met / Not met / If not met reason / End of call result / If sale product) within predefined hours of the appt time and call status</li> </ul>	Straight fit

# Key Business Drivers / Measures @ WG



## Measure & fitment : Industry Transaction processing

Requirement	Measures	Comments
<b>4 Account Management</b>		
4.1 Change the status of lead to member account	- Defined user groups for authorization and making necessary changes - view & update complete member information (like contact details, co applicant details, demographic details, family details, ownership details, season owned, apartment owned, etc. )	Straight fit
4.2 Assign a hotel service location and member relations executive to the member	- Assignment rules and validations that can be created	do
4.3 Assign a certain number of points for a member which can be redeemed over a number of bookings / priority-cards	- Ease of building rules in assigning points	Accruals
4.4 establish links between one or more memberships / members / prospects	- Ease of linking a member to one or more memberships - link prospects / members to existing members - Ease of creating links between company and employees (in case employees are eligible to use the membership) - Ability to create links between memberships based on various groups like family members, friends, co workers etc.	Straight fit Business Partner / Roles & relationship + Partner Function
<b>5 Product Creation</b>		
5.1 Display capabilities for customer product selection based on parameters like Season, Region, resort, apartment, country, duration, week / day, corporate/ retail etc.	- system supported and user defined configuration characteristics relevant to the Holidays Timeshare industry	Web Shop, Variant Product configuration
5.2 multi - tier pricing for a product configured above	system flexibility, necessary overrides to allow for manual pricing	Straight Fit
5.3 ability to configure payment terms of the product price in various payment plans - 12 EMI, 24 EMI and 36 EMI. Create separate mortgage linked to the customer id for tracking mortgage for 2P/3P providers / Agents	- payments schedule for different payment plans	payment terms - straight fit need to check Mortgage functions -- consulting way arounds
<b>6 Promotions and Offers management</b>		
6.1 different Promotions creation - include gifts, bonus points etc.	- define and categorize these special promotion offers - trigger alerts for promotions based on user defined criteria - check member entitlement for gifts and promotions planned	Straight Fit
6.2 milestone / event based e-mail generation based on user defined rules. Defined milestone would be Member status being changed from "Enrolled" to "Candidate" status	- Integration with MS Outlook and enabling follow ups based on these emails	milestone based Billing Plan Status Mgmt
6.3 Promotional Offer fulfillment tracking from Vendor acknowledgements / Member confirmations		Rebate / IO & Settlement for cost & revenue

# Key Business Drivers / Measures @ WG

## Measure & fitment : Industry Transaction processing



Requirement	Measures	Comments
<b>7 Incentives Management / Vistex</b>		
7.1 define complex multi level hierarchical incentive structure	- Parameters to be considered should include # Sales, Value of Sales, Employee Grade, Payment plans of memberships sold (6 EMI/ 12 EMI etc.) - break the incentives payouts into tranches - for example: 25% on Acquisition, 25% on Initial Payment from Customer and the rest after 12 elapsed months from Sale	Guarantee Flat rates Performance based Participative Valuation based ..... Case Management
7.2 change incentive structure without programming tools (from front end based on access privileges)		CRM-ICM/VISTEX is configurable
7.3 check the compliance as per parameter to calculate incentives payable.		straight fit
<b>8 Realignment Management</b>		Cross-sell Material determination Alternate determination & product substitution check CRM-LAM Solution for Mortgage & Loan & EMI
8.1 Manage Product Upgrades: When a customer chooses a particular package: Say, 1Bed Room Apartment Package and wants to upgrade to a 2 Bedroom Package	- get realized principal for current product from Accounting Package, and ability to configure the process flow as given in the diagram below:	
<b>9 Interfaces</b>		
9.1 interface capability with MS Outlook, SMS, Fax	- Existing connectors available - Ease of deployment	DB Connect Adopter available
10.1 interface capability with MS Access/Cobol Based MIS	- Existing connectors available - Ease of deployment	DB Connect Adopter available
11.1 interface capability with MS SQL Server	- Existing connectors available - Ease of deployment	DB Connect Adopter available
<b>10 Workflows</b>		
10.1 define workflows between defined user groups within the organization		Straight Fit
<b>11 Knowledge Management</b>		
11.1 dynamic FAQ database creation based on past customer and user interactions and inquiries		Straight Fit
<b>12 Analytics</b>		
12.1 use an integrated report generator to create a set of reports. Ability to create and run reports on a variety of marketing and customer service performance metrics.		Straight Adopter/Plugins
12.2 use an integrated or third party OLAP tool to analyze data within the CRM database.		Straight Adopter/Plugins

# Agenda



Approach background . about HTNG ...

WG Business Process . Problem definitions

**Hospitality Business Cases**

Message flow & Generic Attributes

Predefined Dimension.

Message Specifications

Summary & Next Steps



## Post Revenues

- Post payment at Checkout
- Move from deposit ledger to guest ledger
- Transfer of statistical data
- Deposits
- Guest Invoice with discounts
- Partial payment from F&B POS system
- Correction of revenue posting
- Guest Invoice (line) billed to 3P to City Ledger
- Guest Invoice billed to 3P to City Ledger with Group details
- Group Invoice billed to 3P to City Ledger w line charge details
- Other processes, Internally focused...

# Hospitality Business Cases

## Post Revenues



### Post Revenues

<b>Business Case ID</b>	<b>PMS-01</b>
<b>Name</b>	Post revenues
<b>Brief description</b>	<p>This business case describes the situation when the RCS (Revenue Capturing System) is sending revenue data to the Accounting system, split by reservation.</p> <p>The <b>RCS is a PMS system</b>. Its is sending a revenue of EUR 100 net for room charges The revenues are qualified by several dimensions.</p>
<b>Provider of service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue generating system

### Resulting Accounts:

#### Guest Ledger

Debit	Credit
100.00	

#### Room Charge

Debit	Credit
	100.00

### Possible MarkUp (xml) interpretation :

```

<PostGl>
<Header TransactionMode="SingleSide">
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<TransactionDate>4-DEC-06</TransactionDate>
<ServiceDate>4-DEC-06</ServiceDate>
<SourceSystemType>PMS</SourceSystemType>
<SourceSystemId>PMS0001</SourceSystemId>
<Reservation#>4711</Reservation#>
</Header>

<Transaction><Credit>
<TransactionCode>RoomChargeNet</Transaction
Code>
<Amount>100</Amount>
<Currency>EUR</Currency>
<TransactionText> Room Charge 4-DEC-06
</TransactionText></Credit>

```

contd.

```

<StandardDimension>
<DimensionName>RM_Type</DimensionName>
<DimensionValue>Standard</DimensionVal
ue>
</StandardDimension>
<StandardDimension>
<DimensionName>Market</DimensionName>
<DimensionValue>Group</DimensionValue>
</StandardDimension>
</Transaction>
</PostGl>

```

contd.

# Hospitality Business Cases

## Post Revenues



### Post Revenues

Business Case ID	PMS-01a
Name	Post revenues ( Process variation for spa )
Brief description	<p>This business case describes when RCS (Revenue Capturing System) is sending revenue data to the Accounting system</p> <p>In this case, the <b>RCS is a Spa system.</b> is sending a revenue for body Treatment of EUR 100 net. This revenues are qualified by several dimensions</p>
Provider of service	SAP ECC-FI <Accounting System>
Actor	Revenue generating system

### Resulting Accounts:

#### Guest Ledger

Debit	Credit
100.00	

#### RevenueBodyTreatment

Debit	Credit
	100.00

### Possible MarkUp (xml) interpretation:

```

<PostGl>
<Header TransactionMode='SingleSide'>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<TransactionDate>4-DEC-06</TransactionDate>
<SourceSystemType>SPA</SourceSystemType>
<SourceSystemId>SPA0001</SourceSystemId>
</Header>

<Transaction><Credit>
<TransactionCode>RevenueBodyTreatment
</TransactionCode>
<Amount>100</Amount>
<Currency>EUR</Currency>
<TransactionText> Room Charge 4-DEC-06
</TransactionText></Credit>

```

contd.

```

<StandardDimension>
<DimensionName>FacilityType</DimensionName>
<DimensionValue>Pool</DimensionValue>
</StandardDimension>
<StandardDimension>
<DimensionName>ProviderType</DimensionName>
<DimensionValue>Internal</DimensionValue>
</StandardDimension>
</Transaction>
</PostGl>

```

contd.

# Hospitality Business Cases

## Post Revenues



### Post Revenues

<b>Business Case ID</b>	<b>PMS-01b</b>
<b>Name</b>	Post revenues ( Process variation for split by reservation including tax postings )
<b>Brief description</b>	This case describes business when the RCS (Revenue Capturing System) is sending revenue data to the Accounting system, split by reservation, <b>including tax posting</b> .  The <b>RCS is a PMS system</b> . Its is sending a revenue of USD 100 net for room charges + USD for <b>Tax payable</b> . These revenues are qualified by several dimensions.
<b>Provider of service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue generating system

### Resulting Accounts:

#### Guest Ledger

Debit	Credit	Debit	Credit	Debit	Credit
110.00			100.00		10.00

### Possible MarkUp (xml) interpretation:

<pre> &lt;PostG1&gt; &lt;Header TransactionMode='SingleSide'&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;Reservation#&gt;4711&lt;/Reservation#&gt; &lt;/Header&gt; &lt;Transaction&gt;&lt;Credit&gt; &lt;TransactionCode&gt;RoomChargeNet &lt;/TransactionCode&gt; &lt;Amount&gt;100&lt;/Amount&gt; &lt;Currency&gt;USD&lt;/Currency&gt; &lt;TransactionText&gt; Room Charge 4-DEC-06 &lt;/TransactionText&gt; &lt;/Credit&gt; &lt;StandardDimension&gt; </pre>	<pre> contd. &lt;DimensionName&gt;RM_Type&lt;/DimensionName&gt; &lt;DimensionValue&gt;Standard&lt;/DimensionValue&gt; &lt;/StandardDimension&gt; &lt;StandardDimension&gt; &lt;DimensionName&gt;Market&lt;/DimensionName&gt; &lt;DimensionValue&gt;Group&lt;/DimensionValue&gt; &lt;/StandardDimension&gt;&lt;/Transaction&gt; &lt;Transaction&gt;&lt;Credit&gt; &lt;TransactionCode&gt;TaxPayable&lt;/TransactionCode&gt; &lt;Amount&gt;10&lt;/Amount&gt; &lt;Currency&gt;USD&lt;/Currency&gt; &lt;TransactionText&gt; Room Charge 4-DEC-06 &lt;/TransactionText&gt;&lt;/Credit&gt; &lt;/Transaction&gt;&lt;/PostG1&gt; </pre>
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# Hospitality Business Cases



Post Revenues



**Post payment at Checkout**

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Post payment at Checkout



### Post a Payment at Checkout

<b>Business Case ID</b>	PMS-02
<b>Name</b>	Post a payment at check out
<b>Brief description</b>	This business case describes when RCS (Revenue capturing system) is sending payment data to the accounting system.  Payment of USD 110 received from a guest at Checkout by VisaCard.
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

### Resulting Accounts:

Guest Ledger		Visa		TaxVAT	
Debit	Credit	Debit	Credit	Debit	Credit
	100.00	110.00			10.00

### Possible MarkUp (xml) interpretation:

<pre>&lt;PostGl&gt; &lt;Header TransactionMode='SingleSide'&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;CustomerCode&gt;P411&lt;/CustomerCode&gt; &lt;/Header&gt;</pre>	<pre>contd.</pre>
	<pre>&lt;Transaction&gt;&lt;Debit&gt; &lt;TransactionCode&gt;PaymentVisa&lt;/Transaction Code&gt; &lt; Amount&gt;110&lt;/ Amount&gt; &lt; Currency&gt;USD&lt;/ Currency&gt; &lt;TransactionText&gt; Room Charge 4-DEC-06 &lt;/ TransactionText&gt;&lt;/Debit&gt; &lt;/Transaction&gt;&lt;/PostGl&gt;</pre>



# Hospitality Business Cases



Post Revenues

Post payment at Checkout



**Move from deposit ledger to guest ledger**

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

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Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Move from Deposit Ledger to Guest Ledger



### Move from Deposit Ledger to Guest Ledger

<b>Business Case ID</b>	PMS-03
<b>Name</b>	Move from Deposit Ledger to Guest Ledger
<b>Brief description</b>	This business case describes the following scenario: A guest has paid advance deposit. When he checks in, the deposit needs to be moved to guest ledger.
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

#### Resulting Accounts:

##### Deposit Ledger

Debit	Credit
100.00 (1)	

##### Guest Ledger

Debit	Credit
	100.00 (1)

#### Possible MarkUp (xml) interpretation:

<pre>&lt;PostGl&gt; &lt;Header TransactionMode='SingleSide'&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;CustomerCode&gt;P411&lt;/CustomerCode&gt; &lt;/Header&gt;</pre>	<p style="text-align: center;">contd.</p> <pre>        &lt;Transaction&gt;           &lt;Debit&gt;             &lt;TransactionCode&gt;MoveDeposit           &lt;/TransactionCode&gt;           &lt;Amount&gt;100&lt;/LedgerAmount&gt;           &lt;Currency&gt;USD&lt;/Currency&gt;         &lt;/Debit&gt;       &lt;/Transaction&gt;     &lt;/PostGl&gt;</pre>
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contd.



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger



**Transfer of statistical data**

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Transfer of statistical data



### Transfer of Statistical Data

<b>Business Case ID</b>	PMS-04
<b>Name</b>	Transfer of Statistical Data
<b>Brief description</b>	RCS sends number of available rooms for a specific day for room type standard and market segment Rack
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

### Possible MarkUp (xml) interpretation:

<pre>&lt;PostStatistics&gt; &lt;Header&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;User&gt;JMiller&lt;/User&gt; &lt;/Header&gt; &lt;Statistic&gt; &lt; StatisticalData&gt;     &lt;Description &gt;AvailableRooms  &lt;/     Description &gt; &lt; Value&gt; 101 &lt;/ Value&gt; &lt;/StatisticalData&gt;</pre>	contd.
	<pre>&lt; Dimensions&gt; &lt;DimensionName&gt;Roomtype&lt;/DimensionName&gt; &lt;DimensionValue&gt;Standard&lt;/DimensionValue&gt; &lt;/ Dimensions&gt; &lt; Dimensions&gt; &lt;DimensionName&gt;MarketSegment&lt;/DimensionNa me&gt; &lt;DimensionValue&gt;Rack&lt;/DimensionValue&gt; &lt;/ Dimensions&gt; &lt;Statistic&gt; &lt;/PostStatistics&gt;</pre>

contd.



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

## Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Deposits



### Deposits

<b>Business Case ID</b>	PMS-05
<b>Name</b>	Deposit
<b>Brief description</b>	Deposit of USD1000.00 with credit card Visa say for Reservation 4711 by customer P-000111 . Mapping is done by RCS
<b>Provider</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

### Resulting Accounts:

#### Deposit Ledger

Debit	Credit
	1000

#### Visa Card

Debit	Credit
1000	

### Possible MarkUp (xml) interpretation:

<pre>&lt;PostGl&gt; &lt;Header TransactionMode=' PostingRecord'&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;Reservation#&gt;4711&lt;/Reservation#&gt; &lt;CustomerCode&gt;P-000111&lt;/CustomerCode&gt; &lt;/Header&gt;</pre>	<pre>contd. &lt;Transaction&gt;   &lt;Credit&gt;     &lt;TransactionAccount Number &gt;100000     &lt;/TransactionAccount Number &gt;   &lt;Amount&gt;1000&lt;/LedgerAmount&gt;   &lt;Currency&gt;USD&lt;/Currency&gt;   &lt;/Credit&gt;   &lt;Debit&gt;     &lt;TransactionAccount Number &gt;210000     &lt;/TransactionAccount Number &gt;   &lt;Amount&gt;1000&lt;/ Amount&gt;   &lt;Currency&gt;USD&lt;/Currency&gt;   &lt;/Debit&gt;  &lt;/Transaction&gt; &lt;/PostGl&gt;</pre>
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contd.



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

**Guest Invoice with discounts**

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Guest Invoice with discounts



### Guest invoice with discount

<b>Business Case ID</b>	<b>PMS-06</b>
<b>Name</b>	Guest Invoice with discount
<b>Brief description</b>	A guest stays one night in Standard Room (100.00) with invoice and a discount of 10%. Reservation# is 4711. Tax is 10%. Two messages are used by the RCS: <1. The first message posts the revenue + discount <2. The second message posts the invoice + Tax
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

#### Possible Message (1) : Night Audit

```

<PostGl>
<Header TransactionMode='SingleSide'>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<TransactionDate>4-DEC-06</TransactionDate>
<SourceSystemType>PMS</SourceSystemType>
<SourceSystemId>PMS0001</SourceSystemId>
<Reservation#>4711</Reservation#>
</Header>

<Transaction><Credit>
<TransactionCode>RoomCharge
</TransactionCode>
<Amount>100</Amount>
<Currency>USD</Currency>
<TransactionText> Room Charge 4-DEC-06</TransactionText>
</Credit>
<StandardDimension>
<DimensionName>RM_Type</DimensionName>
<DimensionValue>Standard</DimensionValue>
</StandardDimension>
<StandardDimension>
<DimensionName>Market</DimensionName>
<DimensionValue>Group</DimensionValue>
</StandardDimension></Transaction></PostGl>

```

#### Possible Message (2) : Check out

```

<PostGl>
<Header TransactionMode='SingleSide'>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<Date>6-DEC-06</Date>
<SourceSystemType>PMS</SourceSystemType>
<SourceSystemId>PMS0001</SourceSystemId>
<Reservation#>4711</Reservation#>
</Header>

<Transaction><Debit>
<TransactionCode>Discount</TransactionCode>
<Amount>10</Amount>
<Currency>USD</Currency>
<TransactionText> Room Charge 4-DEC-06</TransactionText>
</Debit>
<StandardDimension>
<DimensionName>RM_Type</DimensionName>
<DimensionValue>Standard</DimensionValue>
</StandardDimension>
<StandardDimension>
<DimensionName>Market</DimensionName>
<DimensionValue>Group</DimensionValue>
</StandardDimension>
</Transaction>
</PostGl>

```

#### Resulting Accounts:

Guest Ledger		Room Charge		Discounts	
Debit	Credit	Debit	Credit	Debit	Credit
100.00 (1)	10 (2)		100.00 (1)	10 (2)	

# Hospitality Business Cases

## Guest Invoice with discounts ( contd.)



### Guest invoice with discount ( contd. for message (3) -> get & post invoice + tax )

<b>Business Case ID</b>	PMS-06
<b>Name</b>	Guest Invoice with discount
<b>Brief description</b>	A guest stays one night in Standard Room (100.00) with invoice and a discount of 10%. Reservation# is 4711. Tax is 10%. Two messages are used by the RCS: <1. The first message posts the revenue + discount <2>. The second message posts the invoice + Tax
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

### Possible Message (3) : at Check Out

```

<PostAR>
<Header>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<Date>6-DEC-06</Date>
<SourceSystemType>PMS</SourceSystemType>
<SourceSystemId>PMS0001</SourceSystemId>
<Reservation#>4711</Reservation#>
</Header>
<InvoiceNumber>A1111</InvoiceNumber>
<InvoiceDate>6-DEC-06</InvoiceDate>
<DueDate>26-DEC-06</DueDate>
<TotalInvoiceAmount>99</TotalInvoiceAmount>
<Currency>USD</Currency>
<Tax>
<Taxrate>A2</TaxRate>
<TaxBase>90</TaxBase>
<TaxAmount>9 </TaxAmount>
<TaxIncluded>FALSE</TaxIncluded>
</Tax>
<Text>Invoice A1111</Text>
</PostAR>

```

### Resulting Accounts:

Guest Ledger			City Ledger / AR			TaxA2					
Debit	Credit	Reference		Debit	Credit	Reference		Debit	Credit	Reference	
	90 (1)	P-000111		99 (1)		P-000111			9	P-000111	



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

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**Partial payment from F&B POS system**

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

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Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Business Cases ➤ Partial payment from F&B POS system

## (1) Restaurant Settlement procedure



Partial payment from F&B POS System	
<b>Business Case ID</b>	<b>PMS-07</b>
<b>Name</b>	Partial Payment from F&B Point of Sale System
<b>Brief description</b>	Two guests go have lunch at a Casual restaurant in Hotel "SAP-HTNG" At the end of the meal, the check is presented to them. Instead of figuring out who is paying for what, guests decide to just split this check 50/50... They ask the server to perform a 50/50 split in following manner # 50% to a Visa card of one guest # 50% to the guestroom of one of the guests
<b>Provider</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Revenue capturing system

### Restaurant Settlement procedure

- Two guests go have lunch at a Casual restaurant in Hotel "SAP-HTNG"
- At the end of the meal, the following check is presented to them:

Quantity	Item	Price	Total
1	Caesar Salad	10.00	10.00
1	House Salad	8.00	8.00
1	Sandwich	15.00	15.00
1	Pasta	17.00	17.00
2	Lemonade	3.00	6.00
	Food Tax (10%)	5.00	5.00
	Beverage Tax (15%)	0.90	0.90
	Gratuity	10.00	10.00
	<b>TOTAL</b>		<b>71.90</b>

- guests decide to just split this check 50/50 & ask the server to perform a split as following
  - o 50% to a Visa card of one guest
  - o 50% to the guestroom of one of the guests

- The following settled check is then presented to them

Quantity	Item	Price	Total
1	Caesar Salad	10.00	10.00
1	House Salad	8.00	8.00
1	Sandwich	15.00	15.00
1	Pasta	17.00	17.00
2	Lemonade	3.00	6.00
	Tax	5.90	5.90
	Gratuity	10.00	10.00
	<b>TOTAL</b>		<b>71.90</b>
<b>Payment</b>	<b>Visa</b>		<b>(35.95)</b>
	<b>Room Charge (Mr. 1001)</b>		<b>(35.95)</b>

# Business Cases ➤ Partial payment from F&B POS system

## (2) POS - PMS Interface Procedure



### **POS – PMS Interface procedure**

- Now, the POS system needs to send Room Charge Over to the PMS so that the charge can be posted to the guest folio
- For the purposes of Package Splitting and third party billing flexibility, the requirement for the POS/PMS interface is to split Room Charges by Itemizers by Meal Period, by Restaurant
- The following Mapping is setup in the POS/PMS Interface

RVC#	RVC Name	Itemizers	Serving Period			
			Breakfast	Lunch	Dinner	Brunch
	Casual Restaurant	Food	2600	2620	2640	2660
		Beverage	2601	2621	2641	2661
		Masc.	2605	2625	2645	2665
		SPLIT	2600	2620	2640	2660
		Gratuity	2608	2628	2648	2668
		Tax	2609	2629	2649	2669

- The codes 2600, 2601, etc represent PMS Transaction Codes
- SPLIT itemizer is used to auto-balance Partial Payment to the Room Charge
- Typically, SPLIT is mapped to Food of the corresponding Meal Period. While this does not correctly represent the reality, the ambiguity of partial payment has to be addressed somehow, since guests have not decided exactly which items they would want to go towards who's pymnt
- Given this mapping, the check is sent to PMS, onto Guest Folio in room 1001, as following:

Quantity	Item	Price	Total	PMS Trans Code
1	Caesar Salad	10.00	10.00	2620
1	House Salad	8.00	8.00	2620
1	Sandwich	15.00	15.00	2620
1	Pasta	17.00	17.00	2620
2	Lemonade	3.00	6.00	2621
	Food Tax (10%)	5.00	5.00	2629
	Beverage Tax (15%)	0.90	0.90	2629
	Gratuity	10.00	10.00	2628
	SPLIT		(35.95)	2620

- It now appears on the guest folio in PMS as follows:

Casual Restaurant Lunch	35.95
-------------------------	-------

- Behind the scenes, same folio is represented as follows:

Code	Item	Amount
2620	Casual Restaurant Food	14.05
2621	Casual Restaurant Beverage	6.00
2628	Casual Restaurant Tax	5.90
2629	Casual Restaurant Gratuity	10.00

# Business Cases ➤ Partial payment from F&B POS system

## (3) PMS to Back Office Interface Procedure



### PMS to Back Office Interface Procedure

- Given that we now have POS Revenues interfaced directly to Back Office, it's no longer necessary to rely on PMS revenues split for Food and Beverage to report F&B Revenue. The reason we have it split in PMS into Food, Beverage, Tax, Gratuity is to allow PMS to allow to bill certain items only. For example,
  - # if a third party requests to pay for one's food, but will not cover their beverage. Or,
  - # if a package includes Food and Beverage, but guests have to pay their own tax and gratuity
- Since POS is the primary source of Revenue reporting for F&B, we can simply map all of the F&B accounts to one clearing G/L account in Back Office (perhaps one for each restaurant).
- At the same time, POS will map Room Charge Payment to the same Clearing Account to offset the amounts. Therefore, in the system, the following mapping can possibly be setup as....

PMS Trans Code	Description	Back Office G/L Code
2620	Casual Restaurant Food	200-100
2621	Casual Restaurant Beverage	200-100
2628	Casual Restaurant Tax	200-100
2629	Casual Restaurant Gratuity	200-100

- In this instance, the following transactions will be posted to the G/L

Debit	Credit	Account
35.95		Guest Ledger
	35.95	200-100

Assuming, that the mapping has already been done in the PMS, the resulting message can be as ....

```
<PostGL>
<Header TransactionMode = 'SingleSide'>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<TransactionDate>6-DEC-06</TransactionDate>
<SourceSystemType>PMS</SourceSystemType>
<SourceSystemId>PMS0001</SourceSystemId>
</Header>
<Transaction><Credit>
<TransactionAccountNmber>200-100</ TransactionAccountNmber >
< Amount>35.95</ Amount>
< Currency>USD</ Currency>
<TransactionText> Room Charge 4-DEC-06</ TransactionText>
</Credit></Transaction></PostGL>
```



# Business Cases ➤ Partial payment from F&B POS system

## (4) POS to Back Office Mapping



### POS to Back Office Mapping

- Following mapping possibly need to exists between POS and Back Office system:

RVC Name	Itemizers	BackOffice G/L Code
Casual Restaurant	Food	200-201
Casual Restaurant	Beverage	200-202
Casual Restaurant	Misc	200-203
Casual Restaurant	Gratuity	200-204
Casual Restaurant	Tax	200-205
Casual Restaurant	Room Charge Settlement	200-100
Casual Restaurant	Visa Settlement	200-101

- Therefore, the mentioned check would interface to a Back Office system as.....

Debit	Credit	Account
35.95		200-100
35.95		200-101
	50.00	200-201
	6.00	200-202
	10.00	200-204
	5.90	200-205

: Assuming, that the mapping has already been done in the PMS, resulting message maybe as following:

```

<PostG1>
<Header TransactionMode = 'PostingRecord'>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<TransactionDate>6-DEC-06</TransactionDate>
<SourceSystemType>F&B</SourceSystemType>
<SourceSystemId>POS0001</SourceSystemId>
</Header>

<Transaction><Debit>
<TransactionAccountNumber>200-100</
TransactionAccountNumber >
< Amount>35.95</ Amount>
< Currency>USD</ Currency>
<TransactionText> Offset for Partial
Payment</ TransactionText></Debit>
<Debit>
<TransactionAccountNumber>200-101</
TransactionAccountNumber >
< Amount>35.95</ Amount>
< Currency>USD</ Currency>
<TransactionText> VisaCard Payment </
TransactionText></Debit>
<Credit>
<TransactionAccountNumber>200-201</
TransactionAccountNumber >

```

contd.

```

< Amount>50.00</ Amount>
< Currency>USD</ Currency>
<TransactionText> RevenueFood </
TransactionText></Credit >
<Credit>
<TransactionAccountNumber>200-202</
TransactionAccountNumber >
< Amount>6.00</ Amount>
< Currency>USD</ Currency>
<TransactionText> RevenueBeverage </
TransactionText></Credit >
<Credit>
<TransactionAccountNumber>200-204</
TransactionAccountNmrber >
< Amount>10.00</ Amount>
< Currency>USD</ Currency>
<TransactionText> RevenueGratuity</
TransactionText></Credit >
<Credit>
<TransactionAccountNumber>200-205</
TransactionAccountNumber >
< Amount>5.90</ Amount>
< Currency>USD</ Currency>
<TransactionText>Tax</ TransactionText>
</Credit
</Transaction></PostG1>
```



## Business Cases ➤ Partial payment from F&B POS system

(5) Combined posting (for same guest check)  
from PMS and POS into Back Office System:



### Combined posting (same guest check) from PMS&POS to Back Office System:

Debit	Credit	Account
35.95		Guest Ledger
	35.95	<b>200-100</b>
35.95		<b>200-100</b>
35.95		200-101
	50.00	200-201
	6.00	200-202
	10.00	200-204
	5.90	200-205

### CONCLUDE:

We can see from these examination, the revenues have been reported correctly, and we can possibly conclude that the desired clearing account 200-100 has received the expected offset postings.



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

**Correction of revenue posting**

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Correction of revenue posting < Variant 1: >



### Correction of revenue posting ( during precedent night audits )

Business Case ID	PMS-08a <Variant 1>
Name	Correction of revenue postings ( during precedent night audits )
Brief description	This case best describes the situation when the RCS (Revenue Capturing System) has to correct postings which have been done earlier, i.e. during precedent night audits This could be triggered for example by a guest checking his invoice and complaining about wrong beverage charges included in the invoice.
Provider of service	SAP ECC-FI <Accounting System>
Actor	Revenue generating system

#### Resulting Accounts: Variant 1:

##### Guest Ledger

Debit	Credit
	100.00

##### Corrections

Debit	Credit
100.00	

#### Possible Markup (xml) message interpretation:

<pre>&lt;PostGL&gt; &lt;Header TransactionMode = 'SingleSide'&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;Reservation#&gt;4711&lt;/Reservation#&gt; &lt;/Header&gt;  &lt;Transaction&gt;&lt;Credit&gt; &lt;TransactionCode&gt;Beverage&lt;/TransactionCode&gt; &lt; Amount&gt; -100 &lt;/ Amount&gt;</pre>	<p>contd.</p> <pre> &lt; Currency&gt;EUR&lt;/ Currency&gt; &lt;TransactionText&gt; Room Charge 4-DEC-06 &lt;/ TransactionText&gt;&lt;/Credit&gt; &lt;StandardDimension&gt; &lt;DimensionName&gt;RM_Type&lt;/DimensionName&gt; &lt;DimensionValue&gt;Standard&lt;/DimensionValue&gt; &lt;/StandardDimension&gt; &lt;StandardDimension&gt; &lt;DimensionName&gt;Market&lt;/DimensionName&gt; &lt;DimensionValue&gt;Group&lt;/DimensionValue&gt; &lt;/StandardDimension &gt; &lt;/Transaction&gt;&lt;/PostGL&gt;</pre>
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# Hospitality Business Cases

## Correction of revenue posting < Variant 2: >



### Correction of revenue posting ( during precedent night audits )

Business Case ID	PMS-08b <Variant 2>
Name	Correction of revenue postings ( during precedent night audits )
Brief description	This case best describes the situation when the RCS (Revenue Capturing System) has to correct postings which have been done earlier, i.e. during precedent night audits This could be triggered for example by a guest checking his invoice and complaining about wrong beverage charges included in the invoice.
Provider of service	SAP ECC-FI <Accounting System>
Actor	Revenue generating system

#### Resulting Accounts: Variant 2:

##### Guest Ledger

Debit	Credit
- 100.00	

##### Beverage

Debit	Credit
	- 100.00

#### Possible MarkUp (xml) message interpretation:

<pre>&lt;PostG1&gt; &lt;Header TransactionMode = 'SingleSide'&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;TransactionDate&gt;4-DEC-06&lt;/TransactionDate&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;Reservation#&gt;4711&lt;/Reservation#&gt; &lt;/Header&gt;  &lt;Transaction&gt;&lt;Debit&gt; &lt;TransactionCode&gt;Correction&lt;/TransactionCode&gt; &lt; Amount&gt;100&lt;/ Amount&gt;</pre>	<pre>contd. &lt; Currency&gt;EUR&lt;/ Currency&gt; &lt; TransactionText&gt; Room Charge 4-DEC-06 &lt;/ TransactionText&gt;&lt;/Debit&gt;  &lt; StandardDimension&gt; &lt; DimensionName&gt;RM_Type&lt;/DimensionName&gt; &lt; DimensionValue&gt;Standard&lt;/DimensionValue&gt; &lt;/ StandardDimension&gt; &lt; StandardDimension&gt; &lt; DimensionName&gt;Market&lt;/DimensionName&gt; &lt; DimensionValue&gt;Group&lt;/DimensionValue&gt; &lt;/ StandardDimension&gt; &lt;/ Transaction&gt;&lt;/PostG1&gt;</pre>
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# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

**Guest Invoice (line) billed to 3P to City Ledger**

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Transfer of Guest Invoice (line) billed to 3P to City Ledger



### Guest Invoice with Line item details billed to 3<sup>RD</sup> party to City Ledger

<b>Business Case ID</b>	<b>PMS-09</b>
<b>Name</b>	Guest invoice with line detail billed to 3 <sup>rd</sup> party to city ledger
<b>Brief description</b>	Guest stays two nights in Standard Room (100/night) with 20 portage charge. Invoice is sent to a wholesaler whose reference number (booking / trip / tour / etc.) is 123456. (Note: taxes were applied before transfer from Guest Ledger.) First Message is used by RCS to post the Invoice, where Billing is done which includes line item detail
<b>Provider</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Accounting System

#### Resulting Accounts:

Guest Ledger

Debit	Credit
-	220.00

City Ledger / A/R

Debit	Credit
220.00	

#### Possible Markup (xml) message (Check Out) interpretation:

```

<PostAR>
<Header>
<MessageNumber> ABC12345</MessageNumber>
<PropertyCode>01</PropertyCode>
<Date>6-DEC-06</Date>
<SourceSystemType>PMS</SourceSystemType>
<SourceSystemId>PMS0001</SourceSystemId>
<CustomerCode>ABC</CustomerCode>
</Header>
<InvoiceNumber>A1111</InvoiceNumber>
<InvoiceDate>6-DEC-06</InvoiceDate>
<DueDate>26-DEC-06</DueDate>
<TotalInvoiceAmount>220</TotalInvoiceAmount>
<Currency>USD</Currency>

<StandardDimension>
<DimensionName>CustomerReference</DimensionName>
<DimensionValue>123456</DimensionValue>
</StandardDimension>

<Text>Smith, Steve and Susan</Text>

<InvoiceLine>
<LineNumber>1</LineNumber>
<FolioNumber>1</FolioNumber>
<Text>Porterage</Text>
<Amount>10</Amount>
<TransactionDate>4-DEC-06</TransactionDate>
</InvoiceLine>

```

contd.

```

<InvoiceLine>
<LineNumber>2</LineNumber>
<FolioNumber>1</FolioNumber>
<Text>Excise Tax</Text>
<Amount>1</Amount>
<TransactionDate>4-DEC-06</TransactionDate>
</InvoiceLine>

<InvoiceLine>
<LineNumber>3</LineNumber>
<FolioNumber>1</FolioNumber>
<Text>Room Charge</Text>
<Amount>90</Amount>
<TransactionDate>5-DEC-06</TransactionDate>
</InvoiceLine>

<InvoiceLine>
<LineNumber>4</LineNumber>
<FolioNumber>1</FolioNumber>
<Text>Occupancy Tax</Text>
<Amount>10</Amount>
<TransactionDate>5-DEC-06</TransactionDate>
</InvoiceLine>

```

contd.

```

<InvoiceLine>
<LineNumber>5</LineNumber>
<FolioNumber>1</FolioNumber>
<Text>Room Charge</Text>
<Amount>90</Amount>
<TransactionDate>6-DEC-06</TransactionDate>
</InvoiceLine>

<InvoiceLine>
<LineNumber>6</LineNumber>
<FolioNumber>1</FolioNumber>
<Text>Occupancy Tax</Text>
<Amount>10</Amount>
<TransactionDate>6-DEC-06</TransactionDate>
</InvoiceLine>
</PostAR>

```



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

**Guest Invoice billed to 3P to City Ledger with Group details**

Group Invoice billed to 3P to City Ledger w line charge details

Other processes, Internally focused...

# Hospitality Business Cases

## Transfer of Guest Invoice billed to 3P to City Ledger w Group details



### Guest Invoice billed to 3<sup>RD</sup> party to City Ledger with group details

<b>Business Case ID</b>	<b>PMS-10</b>
<b>Name</b>	Group invoice billed to 3 <sup>rd</sup> party to city ledger with group detail
<b>Brief description</b>	A group belonging to a corporate account consists of two rooms for one night (100 x 2) and a banquet charge (200) checks out. Guest folios are transferred to the Group Folio (a.k.a., Posting Master). Invoice is sent to a corporate account whose reference number (booking / trip / tour / etc.) is A007. Taxes have been applied before transfer to City Ledger. A first message is used by RCS to post the invoice.  Billing is done by RCS and includes line detail (but not room folio level detail for transferred guest folios).
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Accounting System

### Resulting Accounts:

Guest Ledger

Debit	Credit
-	400.00 (1)

City Ledger / A/R

Debit	Credit
400.00 (1)	

### Possible Markup (xml) message interpretation: (Group / Posting Master Check Out.)

<PostInvoice> <Header> <MessageNumber> ABC12345</MessageNumber> <PropertyCode>01</PropertyCode> <Date>6-DEC-06</Date> <SourceSystemType>PMS</SourceSystemType> <SourceSystemId>PMS0001</SourceSystemId> <CustomerCode>BCD</CustomerCode> </Header> <InvoiceNumber>A1112</InvoiceNumber> <InvoiceDate>6-DEC-06</InvoiceDate> <DueDate>26-DEC-06</DueDate> <TotalInvoiceAmount>400</TotalInvoiceAmount><Currency>USD</Currency>  <StandardDimension> <DimensionName>GroupId</DimensionName> <DimensionValue>P0011</DimensionValue> </StandardDimension>	contd.  <StandardDimension> <DimensionName>CustomerReference</DimensionName> <DimensionValue>A007</DimensionValue> </StandardDimension>  <Text>BigCo Rewards Celebration</Text>  <InvoiceLine> <LineNumber>1</LineNumber> <Text>Banquet Charges</Text> <Amount>160</Amount> <TransactionDate>5-DEC-06</TransactionDate> </InvoiceLine>  <InvoiceLine> <LineNumber>2</LineNumber> <Text>Dining Tax</Text> <Amount>40</Amount> <TransactionDate>5-DEC-06</TransactionDate> </InvoiceLine>	contd.  <InvoiceLine> <LineNumber>3</LineNumber> <Text>XFer from Sue Matsumoto</Text> <Amount>100</Amount> <TransactionDate>6-DEC-06</TransactionDate> </InvoiceLine>  <InvoiceLine> <LineNumber>4</LineNumber> <Text>XFer from Charles Smith</Text> <Amount>100</Amount> <TransactionDate>6-DEC-06</TransactionDate> </InvoiceLine> </PostInvoice>
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# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details



**Group Invoice billed to 3P to City Ledger w line charge details**

Other processes, Internally focused...

# Hospitality Business Cases

## Transfer of Group Invoice billed to 3P to City Ledger with line chrg details



### Group Invoice billed to 3<sup>RD</sup> party to City Ledger with Line Charge details

<b>Business Case ID</b>	PMS11
<b>Name</b>	Group invoice billed to 3 <sup>rd</sup> party to city ledger with line charge detail
<b>Brief description</b>	<p>A group belonging to a corporate account consists of two rooms for two nights (200 x 2) and a banquet charge (200) checks out. Guest folios are transferred to the Group Folio (a.k.a., Posting Master). Invoice is sent to a corporate account whose reference number (booking / trip / tour / etc.) is A007. Taxes have been applied before transfer to City Ledger.</p> <p>One message is used by the RCS to post the Invoice. Billing is done by RCS and includes line detail including room folio level detail for transferred guest folios.</p>
<b>Provider of Service</b>	SAP ECC-FI <Accounting System>
<b>Actor</b>	Accounting System

#### Resulting Accounts:

Guest Ledger

Debit	Credit
-	600.00 (1)

City Ledger / A/R

Debit	Credit
600.00 (1)	

#### Possible Markup (xml) message interpretation: (Group / Posting Master Check Out.)

<pre> &lt;PostAR&gt; &lt;Header&gt; &lt;MessageNumber&gt; ABC12345&lt;/MessageNumber&gt; &lt;PropertyCode&gt;01&lt;/PropertyCode&gt; &lt;Date&gt;6-DEC-06&lt;/Date&gt; &lt;SourceSystemType&gt;PMS&lt;/SourceSystemType&gt; &lt;SourceSystemId&gt;PMS0001&lt;/SourceSystemId&gt; &lt;CustomerCode&gt;BCD&lt;/CustomerCode&gt; &lt;/Header&gt; &lt;InvoiceNumber&gt;A1112&lt;/InvoiceNumber&gt; &lt;InvoiceDate&gt;6-DEC-06&lt;/InvoiceDate&gt; &lt;DueDate&gt;6-DEC-06&lt;/DueDate&gt; &lt;TotalInvoiceAmount&gt;600&lt;/TotalInvoiceAmount&gt; &lt;Currency&gt;USD&lt;/Currency&gt;  &lt;StandardDimension&gt; &lt;DimensionName&gt;GroupID&lt;/DimensionName&gt; &lt;DimensionValue&gt;P0011&lt;/DimensionValue&gt; &lt;/StandardDimension&gt;  &lt;StandardDimension&gt; &lt;DimensionName&gt;CustomerReference&lt;/DimensionName&gt; &lt;DimensionValue&gt;A007&lt;/DimensionValue&gt; &lt;/StandardDimension&gt;  &lt;Text&gt;BigCo Rewards Celebration&lt;/Text&gt; &lt;InvoiceLine&gt; &lt;LineNumber&gt;1&lt;/LineNumber&gt; &lt;Text&gt;Banquet Charges&lt;/Text&gt; &lt;Amount&gt;160&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt; &lt;/InvoiceLine&gt;  &lt;InvoiceLine&gt; &lt;LineNumber&gt;2&lt;/LineNumber&gt; &lt;Text&gt;Dining Tax&lt;/Text&gt; &lt;Amount&gt;40&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt; &lt;/InvoiceLine&gt; </pre>	contd.	<pre> &lt;InvoiceLine&gt; &lt;LineNumber&gt;3&lt;/LineNumber&gt; &lt;Text&gt;Xfer from Sue Matsumoto&lt;/Text&gt; &lt;Amount&gt;200&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt;  &lt;InvoiceLine&gt; &lt;LineNumber&gt;1&lt;/LineNumber&gt; &lt;Text&gt;Room Charges&lt;/Text&gt; &lt;Amount&gt;90&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt; &lt;/InvoiceLine&gt;  &lt;InvoiceLine&gt; &lt;LineNumber&gt;2&lt;/LineNumber&gt; &lt;Text&gt;Taxes&lt;/Text&gt; &lt;Amount&gt;10&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt; &lt;/InvoiceLine&gt;  &lt;InvoiceLine&gt; &lt;LineNumber&gt;3&lt;/LineNumber&gt; &lt;Text&gt;Room Charges&lt;/Text&gt; &lt;Amount&gt;90&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt; &lt;/InvoiceLine&gt;  &lt;InvoiceLine&gt; &lt;LineNumber&gt;4&lt;/LineNumber&gt; &lt;Text&gt;Taxes&lt;/Text&gt; &lt;Amount&gt;10&lt;/Amount&gt; &lt;TransactionDate&gt;6-DEC-06&lt;/TransactionDate&gt; &lt;/InvoiceLine&gt; </pre>
		<pre> &lt;PostAR&gt; </pre>



# Hospitality Business Cases



Post Revenues

Post payment at Checkout

Move from deposit ledger to guest ledger

Transfer of statistical data

Deposits

Guest Invoice with discounts

Partial payment from F&B POS system

Correction of revenue posting

Guest Invoice (line) billed to 3P to City Ledger

Guest Invoice billed to 3P to City Ledger with Group details

Group Invoice billed to 3P to City Ledger w line charge details



Other processes, Internally focused...



## Hospitality Business Case other Internally focused systems...



Guest Acquisition, Business Ops related ...

Resort , Procure 2 Pay procedures

     Resort Item/Indent/Requisition processing

     Resort store related stock/Inventory processing

     Daily ordering procedure for perishable Food/Store/General store products related MRP

     Resort nightAudit & MonthEnd processing

Internally Focused Procedures

     EPTV scheme, Loyalty processing

     Liquor consumption – Excise tracking

     Kitchen efficiency

     F&B costing & control

# Hospitality Business Cases

## Guest Acquisition, Business Ops related ...



Guest Acquisition , Business Ops : Sales channel, pipeline & performance management	
Business Case ID	PMS-12
Name	Guest acquisition , Sales channel, pipeline & performance related business operations
Brief description	<p><b>GDS</b> (commission based Travel agents system)</p> <ul style="list-style-type: none"> <li>- Amadeus/ Galileo/ Worldspan/ Starwood (marketing Tie-up)</li> <li>- Starlink connection where ITC log-on / Resnit ( 3P Switch ) available which is a portal based reservation system connected to WorldSpan</li> </ul> <p><b>IDS</b> (Make-my-Trip, Expedia, etc)</p> <ul style="list-style-type: none"> <li>- 100% guarantee system</li> <li>- deduct commission , balance payment</li> <li>- Standard API's available wherein FO apps , connects directly to IDS</li> </ul> <p><b>Internal Web Portal</b></p> <ul style="list-style-type: none"> <li>- Cancellation , discounts, Payment Gateway ,</li> </ul> <p><b>ITC Guest Contact Centre</b> - Voice Reservation centre</p> <p><b>ITC Contracts</b> - Corporate/ Travel Agents / Wholesalers</p> <p><b>&lt; Target: Starwood Brands</b> - GDS/ IDS/ GCC's &gt;</p>
Provider of Services	SAP ECC BI-BOBJ CRM EP-KM systems
Actor	Core-Epitome / Shawman
Remark:	

Guest Acquisition , Business Ops : Account Management related central Sales processes	
Business Case ID	PMS-13
Name	Guest acquisition , Account Management related FrontOffice <b>central sales processes</b> ... Sales & revenue planning , Sales force Automation & productivity monitoring , Loyalty programs
Brief description	<p>Segment &amp; resort level <b>Sales&amp;Revenue planning</b> for Room Sales(CRS), F&amp;B, Spa &amp; Leisure, Banquets, Conferences, Partner Services, Travel/ Concierge, Linked 3P services</p> <p><b>Loyalty Programs:</b> Welcome award/Welcome club, Welcome link, Starwood Preferred Guest, F &amp; B Loyalty, Pan ITC Program, Partner Programs eg. Kingfisher, Amex.</p> <p><b>Customer Information System :</b> Guest History System, Guest Feedback, Contact &amp; Selling</p>
Provider of Services	SAP ECC BI-BOBJ CRM EP-KM systems
Actor	Core-Epitome / Shawman
Remark:	

Guest Acquisition , Business Ops : Customer Services	
Business Case ID	PMS-14
Name	Guest acquisition , Customer Services related Business Ops
Brief description	<p><b>Guest Recognition System</b> (RFID or NW04s MAS based Mobile tracking)</p> <p>-- Vehicle Tracking -PMS/POS(check-in to check-out) -- SPA &amp; Leisure System -- Sales &amp; Catering</p> <p><b>Digital Interfaces</b> - Honeywell</p> <p><b>Welcome Assistance</b> - Single point of contact for all guest services</p>
Provider of Services	SAP ECC BI-BOBJ CRM EP-KM systems
Actor	Core-Epitome / Shawman
Remark:	



## Hospitality Business Case other Internally focused systems...



Guest Acquisition, Business Ops related ...

Resort , Procure 2 Pay procedures

Resort Item/Indent/Requisition processing

Resort store related stock/Inventory processing

Daily ordering procedure for perishable  
Food/Store/General store products related MRP

AP. Accounts Payable processing

Internally Focused Procedures

ETVP scheme, Loyalty processing

Liquor consumption – Excise tracking

Kitchen efficiency

F&B costing & control

# Hospitality Business Cases : Resort, Procure 2 Pay procedures

## ➤ Resort Item/Indent/Requisition processing



RESORT P2P : ITEM INDET, REQUISITION & PO PROCESSING	
Business Case ID	PMS-15a
<b>Name</b>	Resort Procure to Pay : Item Master processing , Indent & Requisition Processing
<b>Brief description</b>	<p><b>Store/Direct Item Masters</b> - Inventory Management system is divided into 2 parts. Store and Direct</p> <p><b>&lt;Store-Item&gt;</b> Gen Store, requirement planning based on average monthly consumption of the items</p> <ul style="list-style-type: none"> <li>- In case of General Items, requisition planning is done centrally with execution access locally.</li> <li>- In case of other direct items engineering, Cleaning &amp; General items , system will allow GR against Order till the total order is either received or cancelled.</li> </ul> <p><b>&lt;Direct-Item&gt; Perishable, Meat</b> (Daily Order Placing),</p> <ul style="list-style-type: none"> <li>- Requisition planning &amp; execution access given to requisitioning department. Like in case of perishables/Meat, order is entered by the chef office thru the Requisition module of this system.</li> <li>- daily order placing in case of perishables, Meat is entered daily for next day consumption</li> <li>If order placed for potatoes is 60 Kg, but received only 50 kg next day. System will not allow to receive 10 kg of outstanding order after next day, i.e remaining order is considered cancelled.</li> </ul> <p><b>MRP Master : Header definition</b></p> <ul style="list-style-type: none"> <li>- Item head are defined for same category of Items Example : Dairy Products (Items : Butter, Ghee) Cereals Pulses (Items:Dal Chana, Dal Urad)</li> <li>- Indenting days are based on Item Heads. Indenting is divided into Weekly / Monthly</li> <li>Weekly: Day of the week (Monday,Tuesday...Saturday) has to be defined for the item head ie. On which day of the week, indents are suppose to be generated, if the closing balance is &lt;= ROL on that day, for the items of that Item Head.</li> <li>- Indent days are fixed keeping the suppliers in mind, Example : If there is the supplier who supplies Cereals Pulses and Dairy Products, then for both the Item Heads,same indenting days are kept, in order to cut short the visit of the same supplier again and again.</li> <li>- If indent day is kept 0, then in those cases the indents are generated the moment the closing balance is &lt;= ROL. Example : In case of Soft Drinks,mineral water the lead time is kept as 1 and indent day = 0, the indent is generated the moment the closing balance is &lt;= ROL.</li> </ul> <p>Dates of the cal-month is to be defined for the Item Head ie. on which dates of the month, indents are suppose to be generated, if closing balance is &lt;= ROL on that date, for the items of that Item Head. Example : In case of imported Liquor, Indents are generated on the 7th of every month</p> <p><b>MRP Master : Item definition</b></p> <ul style="list-style-type: none"> <li>- created for each Item Head : Item Name : Item Description : Brand Name : Packing Size, Example : Tea Taj Mahal (1 case*20 Bags), Dal Chana 1 kg</li> <li>- 2 units are defined for each item, Store Unit and Purchase Unit</li> <li>Example : Jams are purchased in cases, but issued by store in bottles</li> <li>Purchase Unit : Case, Store Unit : Bottle, Packing Size : 1 case * 24 Bottle</li> <li>- Indicator to specify whether Open Order, contractual Order or PO to be generated for the Item.</li> <li>- Provision to define 5 Tax Components for the Item (Local/Central Tax, Excise Etc)</li> <li>- Provision to specify ST-1, ST35 Certificate Indicator</li> <li>- Category of the Item has to be defined Example : Perishable ,Dairy, Grocery,Wine,Scotch etc</li> <li>- WCP code to be defined for central purchase items.</li> <li>- Lead Time and safety stock % has to be defined for store Items.</li> </ul>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman
<b>Remark:</b>	

# Hospitality Business Cases : Resort, Procure 2 Pay procedures

## ➤ Resort Item/Indent/Requisition processing



### **:RESORT P2P : ITEM INDENT, REQUISITION & PO PROCESSING**

<b>Business Case ID</b>	<b>PMS-15a</b>
<b>Name</b>	Resort Procure to Pay : Item Master processing , Indent & Requisition Processing
<b>Brief description</b>	<p><b>INDENT PROCESSING</b></p> <ul style="list-style-type: none"> <li># Direct Item indents/requisitions : Requisitions are entered by           <ul style="list-style-type: none"> <li>- Chefs' office in case of perishables, Meat items</li> <li>- Engineering Department for cleaning &amp; general engineering Items</li> </ul> </li> <li># Qty required is entered against the bom-list of Items displayed Default requisitions should be defined in the master as a product-proposal. After loading the default requisitions, modifications are allowed if the current requirement changes. This concept can be followed in case cleaning supplies as requirement for cleaning supplies more or less is same for every month. Standard requisition should be created for such items.</li> <li># Cut off timing for the day. for placing the orders by the requisitioning department is fixed.</li> <li># After Cut off time, no changes can be done by the requisitioning department</li> <li># For any cancellations / changes, request to central purchase department has to be made.</li> <li># Requisitions are displayed as PO, the moment the requisitioning is released/closed for the day.</li> </ul> <p><b>PO PROCESSING</b></p> <ul style="list-style-type: none"> <li>- Suppliers are created thru (F/A package)</li> <li>- Orders are categorized into Open Orders or Contractual Orders / Purchase Orders.</li> <li>- Contractual orders or open orders are created for a duration.</li> <li>- New Purchase orders are created every time the order has to be placed.</li> <li>- Default taxes are picked from the Item Master when new Open Order / P.O is created.</li> <li>- Discounts are specified while making the order.</li> <li>- Copies of the Open Order/P.O are printed and signed by the authorities.</li> <li>- Orders are generated either from the requisition Module in case of Direct Items or from the Store Module.</li> <li>- Request for the qty required is entered by the requisitioning department in the Requisition Module. Cut-Off timing is taken for placing the orders, say 4 p.m, after 4 pm no request can be made by the department thru request module. They have to call purchase department for order placing. (Read Requisition Module)</li> <li>- Indents generated for the next day for those items if closing Stock &lt;= ROL and if any emergency indent is placed by store (Read Store Module) . Requisitions from request module for direct items and indents from store module appear as orders in the purchase module.</li> <li>- System also allows to divide the single order generated by the system to multiple orders based on Ratios.</li> <li>- System also allows to cancel the order completely or partly.</li> </ul> <p><b>Contractual Orders</b></p> <ul style="list-style-type: none"> <li>- Suppliers are automatically listed against each order generated based on Lowest Rate / Priority in case of contractual or open orders.</li> <li>- System also takes care of priorities set for the suppliers supplying same items at same rate.</li> <li>- System also allows to change the default supplies listed against the orders</li> <li>- New P.O has to be made and signed.</li> <li>- Cash Purchases: provision for cash purchases. System should allows to change the rates after the item has been received retrospectively. This rate can be changed only by purchase department.</li> <li>- Order list, supplier wise is generated which can be sent thru E-mail/Fax to the supplier.</li> <li>- GR should be allowed only after all PO has been released centrally for the day</li> </ul>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman
<b>Remark:</b>	

# Hospitality Business Cases : Resort, Procure 2 Pay procedures

## ➤ Resort store related stock/Inventory processing



RESORT P2P : Resort Store related Stock/Inventory Processing	
Business Case ID	PMS-15b
Name	RESORT P2P : Resort Store related Stock/Inventory Processing
Brief description	<p><b>STORE PROCESS</b></p> <ul style="list-style-type: none"> <li>- Based on super market functionality</li> <li>- Authorized persons from the requisitioning dept are only allowed in store.</li> <li>- Trolleys are placed in the store.</li> </ul> <p><b>STORE RECEIPTS</b></p> <p># Receiving department can show the receiving for only those items against which the orders have been placed or there is pending order to be received.</p> <p># Receiving Department enters the Supplier against which the items have been received. # List of items to be delivered by that supplier is displayed on the screen, Qty received is punched. Following details are displayed: Item Name, Packing Size, Ordered Qty / Pending Order Qty, Delivery Date, P.O/Open Order Number, Emergency Order or Regular Order</p> <p># Qty Received cannot be greater than ordered qty / pending order qty.</p> <p><b>ISSUE, ADJUSTMENTS.</b></p> <p><b>Issue</b> - Person places the items on the counter, store keeper enters the Requisitioning department and qty issued. Print of the issue slip is given to the person and signature taken on it. One copy is kept by store.</p> <p><b>Receipt</b> - After the receiving Department has received the items in the system, items are sent to store along with the challan. - Qty is checked by the storekeeper, qty received from the supplier is entered in the system by storekeeper. (Double Check). - System generates the Differential Report of Receiving and store Department Note: for billing, qty received by store is taken into account.</p> <p><b>Adjustment</b> - After physical inventory and checking stock balance report, system has the provision to mark overage/Shortage/Damage against the item</p> <p><b>STORE CLOSE</b></p> <ul style="list-style-type: none"> <li>- Day is closed after all issues, receipts, adjustments (if any) are made in the system.</li> <li>- Closing Balance is calculated.</li> <li>- Indent is generated if the Closing Balance &lt;= ROL</li> </ul> <p>Formulae Of ROL : (Lead Time Consumption + Safety stock)</p> <p>Formulae Of Qty Indented : (ROL + Lead Time ) - (Stock In Hand + Stock In Transit)</p> <p>Note :</p> <p>Indent Days are fixed for Item Heads, Keeping the suppliers in mind.</p> <p>Example: Supplier XYZ supplies Cereals Pulses and Dry Fruits, so the same indent day is fixed for both Item heads, say Tuesday, so that the supplier in 1 trip can deliver both categories of items. Note :</p> <p># Since Indent days are fixed, indent will not be generated for the item even if the closing balance is &lt;= ROL, But the system generates the list of all items for which the closing balance is NIL or Less Than Safety stock..</p> <p># Store Keeper can view at any time for how many days the stock is left for the items, In such cases, Emergency indents can be raised thru the system.- GR should be allowed only after all PO has been released centrally for the day</p> <p><b>MONTH CLOSE</b></p> <p># Closing Balance updated. # Average monthly consumption is calculated based on last X number of months.</p> <p># Since lead time and safety stock % is set for each item in ITEM MASTER, ROL for next month is calculated for each item. # Average Weighted Rate is calculated</p>
Provider of Services	SAP ECC BI-BOBJ CRM EP-KM systems
Actor	Core-Epitome / Shawman

# Hospitality Business Cases : Resort, Procure 2 Pay procedures

## ► Daily ordering procedure for perishable



### RESORT P2P : Daily Order Processing for Perishables

<b>Business Case ID</b>	PMS-15c
<b>Name</b>	RESORT P2P : Daily ordering process for Perishables <Direct-Stores>
<b>Brief description</b>	<p><b>REQUISITION PROCESSING</b></p> <ul style="list-style-type: none"> <li>- Requisition entered into the software for each outlet from Chef office from manual order list from each outlet</li> <li>- Requisition of Cafeteria and airport lounge is entered in the system by purchase department</li> <li>- Requisition is entered in the system by chef office by 4 p.m</li> </ul> <p><b>PURCHASE PROCESSING</b></p> <ul style="list-style-type: none"> <li>- Requisition is closed by purchase dept after 4 pm.</li> <li>- Since most are contractual items, supplier need to be displayed against each item to be ordered,</li> <li>- In case against certain items, if open orders does not exist, purchase order is automatically created.</li> <li>- There is the provision to change the supplier also in case order has to be placed to some other supplier.</li> <li>- There is the provision to set the priority if same item is supplied by more than 1 supplier at the same rate. supplier are allotted to the ordered items based on priority by the system</li> <li>- There is the provision to divide the order placed to multiple suppliers based on % of division.</li> <li>- Tabular Requisition Sheet (Outlet wise) is printed and sent to the receiving department</li> <li>- Order list is sent to supplier either sent thru fax, e-mail, telephonically , for next days supplies</li> </ul> <p><b>RECEIPTS. ADJUSTMENTS.</b></p> <ul style="list-style-type: none"> <li># Items are received, total supply received from each supplier are marked manually against PO released</li> <li># Outlet wise division of items done and given to the various outlet, qty manually marked in case of short supply made to the outlet. # After all receiving done, Qty received entered against each supplier in the system. # In case the qty received is less than the order placed, the qty requisitioned has to be changed in the system for that outlet whom short supply has been given. # Short supply report is generated, which can be viewed in the chef office. # provision to specify the temperation at which the item is received. &lt;AuditTrial&gt;</li> </ul> <p><b>F&amp;B CONTROL</b></p> <ul style="list-style-type: none"> <li>- F&amp;B controls print the Receiving Report (shows qty received with rates etc) on daily basis. Cross checks the qty received with the challan.</li> <li>- Costing List Outlet wise is printed on daily basis.</li> <li>- Category wise Costing report is printed on daily basis. Category : Perishables,Dairy,Meat etc</li> </ul>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman
<b>Remark:</b>	

# Hospitality Business Cases : Resort, Procure 2 Pay procedures

## ➤ ordering procedure for General Store items



### RESORT P2P : Daily Order Processing for Food, Engineering, General & Liquor Store

<b>Business Case ID</b>	PMS-15c < Variation for Gen-Store Item >
<b>Name</b>	RESORT P2P : Daily ordering process for <Gen-Stores-items> Food, Engg, Liquor
<b>Brief description</b>	<p><b>ITEM &amp; SUPPLIER LIST PROCESSING</b></p> <p>Item-List include : Lead Time, Safety Stock %, Unit Of Purchase, Unit Of Store, Packing Size, Local/Central Tax Percentage, Item Head Or Category Of Item . Supplier-List include : Name, Address, Credit Period</p> <p><b>STORE PROCESSING</b></p> <ul style="list-style-type: none"> <li># ROL fixed for each item, defined when system is set (ROL = Lead Time Consumption + Safety Stock)</li> <li># Opening Stock of each item defined when system is set</li> <li># Issues from store made on daily basis : Item-Name / Qty-Issued</li> <li># Receiving made on daily basis after items received by receiving dept : Item-Name / Qty-Issued</li> <li># End Of the Day, closing stock calculated</li> <li># Indent generated when closing stock &lt;= ROL &lt; LeadTime(Consumption) + ROL&gt; - &lt;Stock In Hand + Stock In Transit&gt;</li> <li># End Of the month ROL Calculated based on last X months Consumption</li> <li># End of the month average wt. Rate is calculated</li> </ul> <p><b>PURCHASE PROCESSING</b></p> <ul style="list-style-type: none"> <li># In Case of Contractual suppliers, master maintained # duration of order, rate, discount, excise, taxes, priority</li> <li># After indent generated by store, against each order supplier displayed based on lowest rates/highest priority</li> <li># Order list supplier wise generated which can be sent thru e-mail/fax</li> </ul> <p><b>RECEIVING PROCESS</b></p> <ul style="list-style-type: none"> <li># List of items due to be received displayed supplier wise</li> <li># Qty received shown against the supplier</li> <li># Qty received cannot be greater than qty ordered</li> <li># Items received are then sent to store</li> </ul> <p><b>FINANCIAL PROCESSING</b></p> <ul style="list-style-type: none"> <li># While making the voucher of the supplier against bills received</li> <li># Report can be generated for the supplier and duration/day-wise along with value &amp; quantity</li> <li># total should tally with the total bill amount.</li> </ul>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman

#### Remark:

# Hospitality Business Cases : Resort, Procure 2 Pay procedures

## Daily ordering procedure for perishable AP. Accounts Pivable processing



### RESORT P2P : Daily Order Processing for Food, Engineering, General & Liquor Store

<b>Business Case ID</b>	PMS-15c < Variation for Gen-Store Item >
<b>Name</b>	RESORT P2P : Daily ordering process for <Gen-Stores-items> Food, Engg, Liquor
<b>Brief description</b>	<p><b>ITEM &amp; SUPPLIER LIST PROCESSING</b>          Item-List include : Lead Time, Safety Stock %, Unit Of Purchase, Unit Of Store, Packing Size, Local/Central Tax Percentage, Item Head Or Category Of Item . Supplier-List include : Name, Address, Credit Period</p> <p><b>STORE PROCESSING</b></p> <ul style="list-style-type: none"> <li># ROL fixed for each item, defined when system is set (ROL = Lead Time Consumption + Safety Stock)</li> <li># Opening Stock of each item defined when system is set</li> <li># Issues from store made on daily basis : Item-Name / Qty-Issued</li> <li># Receiving made on daily basis after items received by receiving dept : Item-Name / Qty-Issued</li> <li># End Of the Day, closing stock calculated</li> <li># Indent generated when closing stock &lt;= ROL &lt; LeadTime(Consumption) + ROL&gt; - &lt;Stock In Hand + Stock In Transit&gt;</li> <li># End Of the month ROL Calculated based on last X months Consumption</li> <li># End of the month average wt. Rate is calculated</li> </ul> <p><b>PURCHASE PROCESSING</b></p> <ul style="list-style-type: none"> <li># In Case of Contractual suppliers, master maintained # duration of order, rate, discount, excise, taxes, priority</li> <li># After indent generated by store, against each order supplier displayed based on lowest rates/highest priority</li> <li># Order list supplier wise generated which can be sent thru e-mail/fax</li> </ul> <p><b>RECEIVING PROCESS</b></p> <ul style="list-style-type: none"> <li># List of items due to be received displayed supplier wise</li> <li># Qty received shown against the supplier</li> <li># Qty received cannot be greater than qty ordered</li> <li># Items received are then sent to store</li> </ul> <p><b>FINANCIAL PROCESSING</b></p> <ul style="list-style-type: none"> <li># While making the voucher of the supplier against bills received</li> <li># Report can be generated for the supplier and duration/day-wise along with value &amp; quantity</li> <li># total should tally with the total bill amount.</li> </ul>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman

### RESORT P2P : <A P> . Account Payable Processing

<b>Business Case ID</b>	PMS-15d
<b>Name</b>	RESORT P2P: A P. Accounts Payable processing
<b>Brief description</b>	<ul style="list-style-type: none"> <li>- Billing cycle is fixed for the suppliers (example : 7 / 15 / 30 days Billing cycle)</li> <li>- When the bills are sent by the supplier along with the summary sheet of the challans, which is printed by the finance dept, for that supplier, for that billing duration. This report shows rates, qty, taxes, discounts, net value. The grand total of this list should tally with the bill details sent by the supplier.</li> <li>- In case of any wrong billing, corrections are made on the same tabular list and enclosed along with the voucher, and sent for approval.</li> <li>- Approving authority checks the tabular sheet along with the voucher. Note : Since daily receiving and issues exist in the system, JE is created in FINTRAN automatically day wise. When actual bills come then GVR is entered in FINTRAN.</li> </ul>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman

#### Remark:



## Hospitality Business Case other Internally focused systems...



Guest Acquisition, Business Ops related ...

Resort , Procure 2 Pay procedures

➤ Resort Item/Indent/Requisition processing

➤ Resort store related stock/Inventory processing

➤ Daily ordering procedure for perishable  
Food/Store/General store products related MRP

➤ AP. Accounts Payable processing

➤ Internally Focused Procedures

➤ ETPV scheme, Loyalty processing

➤ Liquor consumption – Excise tracking

➤ Kitchen efficiency

➤ F&B costing & control

# Hospitality Business Cases : Internally Focused procedures

## ➤ ETVP scheme, Loyalty processing



### HOSPITALITY : INTERNALLY FOCUSED PROCEDURE : ETVP SCHEME

<b>Business Case ID</b>	PMS-16
<b>Name</b>	Hospitality Internally focused procedures : ETVP Scheme
<b>Brief description</b>	<p>Companies participating in ETVP scheme</p> <p>Marketing Offices</p> <p>Central Marketing Cell</p> <p>HDHQ Finance Units</p>
<b>PMS/POS Interfaces</b>	
<p>Marketing offices enroll companies on ETVP</p> <p>Central Marketing Cell approves membership and issues ETVP cards</p> <p>Relevant masters updated in AR and PMS</p> <p>Information on updated ETVP companies periodically sent to units</p> <p>Companies deposit an amount for the membership, in HDHQ</p> <p>ETVP Guests travel to units</p>	<p>With PMS for updation/existence of companies (to ensure common AR masters)</p>
<p>Guest check outs without paying(against ETVP fund)</p>	
<p>Guest bill sent by unit to HDHQ after due discounts</p>	<p>With PMS and POS</p>
<p>HDHQ accounts bill against ETVP fund</p> <p>HDHQ sends a credit note to unit</p> <p>Unit squares off AR with the received credit note</p> <p>HDHQ sends consolidated statement of usage (with bills) to the companies</p>	
<p>Diminishing balance of ETVP fund reported to Marketing offices</p>	
<p>MO contacts companies to replenish the ETVP fund</p>	<p>Relevant alerts sent back to PMS/POS on fund status</p>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman

**Remark:**

# Hospitality Business Cases : Internally Focused procedures

## ➤ Liquor consumption – Excise tracking



### HOSPITALITY : INTERNALLY FOCUSED PROCEDURE : LIQUOR CONSUMPTION – EXCISE TRACKING

<b>Business Case ID</b>	PMS-17
<b>Name</b>	Hospitality Internally focused procedures : Liquor consumption – Excise tracking
<b>Brief description</b>	<p>F&amp;B Controls Liquor stores Purchase in , Kitchens Restaurants/Bar</p> <p>Based on anticipated sale, liquor stocks are issued out of liquor stores</p> <p>Brand wise par stocks are maintained at each restaurant/bar.</p> <p>Based on guest requests, liquor is sold either as a cocktail(based on recepie) or in plain 30/60ml pegs. Linkage with POS enables automatic updation of excise records on a daily basis and generation of consumption entries in books of accounts</p> <p>Standard costing for each finished item is based on standard recepie quantities as well as standard contracted rate per item.</p> <p>Liquor excise records need to be updated on a daily basis, with respect to opening/consumption/closing quantities.</p> <p>Daily brand wise physical inventory is taken and tallied with closing excise records</p> <p>Liquor Consumption entries are passed in the books on the basis of opening and closing stocks</p>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman

# Hospitality Business Cases : Internally Focused procedures

## Kitchen efficiency



HOSPITALITY : INTERNALLY FOCUSED PROCEDURE : Kitchen Efficiency	
Business Case ID	PMS-18
Name	Hospitality Internally focused procedures : Kitchen Efficiency
Brief description	<p style="text-align: center;">Kitchens F&amp;B Controls Releasing Purchase</p> <p>Based on production requirements grocery items are issued from F&amp;B Stores and Perishables are received directly from receiving</p> <p>Kitchens convert these raw materials into finished goods for sale</p> <p>Finished goods are produced based on standard recepies : POS Interface</p> <p>Standard costing for each finished item is based on standard recepie quantities as well as standard contracted rate per item.</p> <p>Actual kitchen costs to be computed based on consumption of raw materials</p> <p>Standard costs and actual costs to be compared (based on actual sale) to arrive at kitchen's production efficiencies.</p> <p>Kitchen efficiencies can be computed only on an overall basis for a particular day/week etc. but cannot be computed for each item sold.</p>
Provider of Services	SAP ECC BI-BOBJ CRM EP-KM systems
Actor	Core-Epitome / Shawman

### Remark:

# Hospitality Business Cases : Internally Focused procedures

## ➤ F&B costing & control



### HOSPITALITY : INTERNALLY FOCUSED PROCEDURE : F&B Costing & Control

<b>Business Case ID</b>	PMS-19
<b>Name</b>	Hospitality Internally focused procedures : F&B Costing & Controls
<b>Brief description</b>	<ul style="list-style-type: none"><li>- In case of F&amp;B items, after the items are received, challans are sent to F&amp;B controls</li><li>- F&amp;B controls prints the Receiving report on daily basis, supplier wise.</li><li>- Qty received is checked with the challan.</li></ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"><li>- Outlet wise costing report is printed in case of Perishables (Costing is based on actual purchase rate)</li><li>- Department wise costing report is printed for F&amp;B Store Items (Based On Average Wt. Rate)</li></ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"><li>- Day wise, Food cost, category wise report is printed Categories are : Perishables, Grocery, Dairy, Meat etc</li></ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"><li>- Billing cycle is fixed for the suppliers (example : 7 / 15 / 30 days Billing cycle)</li><li>- When the bills are sent by the supplier along with the summary sheet of the challans, Tabular list is printed by the finance dept, for that supplier, for that billing duration. This report shows rates, qty, taxes, discounts, net value. The grand total of this list should tally with the bill details sent by the supplier.</li></ul> <p style="text-align: center;">↓</p> <ul style="list-style-type: none"><li>- In case of any wrong billing, corrections are made on the same tabular list and enclosed along with the voucher, and sent for approval.</li><li>- Approving authority checks the tabular sheet along with the voucher.</li></ul> <p><b>Note :</b> Since daily receiving and issues exist in the system, JE is created in FINTRAN automatically day wise. When actual bills come then GVR is entered in FINTRAN.</p>
<b>Provider of Services</b>	SAP ECC BI-BOBJ CRM EP-KM systems
<b>Actor</b>	Core-Epitome / Shawman

**Remark:**

# Agenda



Approach background . about HTNG ...

WG Business Process . Problem definitions...

Hospitality Business Cases



**Message flow & Generic Attributes**

Predefined Dimension.

Message Specifications

Summary & Next Steps

### General attributes of our Back Office - Interface

The interface described in this document is intended to become a standard interface which can be used to send basic accounting and statistical data from various hotel specific systems to accounting systems run in the hotel back office.

The interface is based on a set of web services. The messages which are interchanged between SAP, Softbrand, Shawman & other interconnected systems are formatted as SOAP documents, as described in HTNG Framework 2.0 document.

An important characteristic of the messages described in this document is that they modify or add data in SAP accounting system. These are highly critical data, which must not be corrupted by processing a message twice or by loosing a message.

Since Framework 2.0 does not support advanced Web Service protocols like WS Transaction or WS ReliableMessaging, additional measures have to be taken by the communication partners using these messages to ensure that the communication is reliable.

In order to make this task easier for the potential implementors, a 'MessageNumber' element is included in each message header. The element MessageNumber must be kept unique by the sender of a message. If a message has to be repeated, e.g. due to transmission problems, the same MessageNumber has to supplied. If a message is received in the Back Office system with a MessageNumber which has already been received before, the Back Office system has to discard this message and to send a positive acknowledgement in order to prevent further repetitions.

The interface is not designed with a specific posting model in mind. The implementation of a specific posting model is left up to the mapping layer.

# Message Flow

## Generic Attributes, back office interface



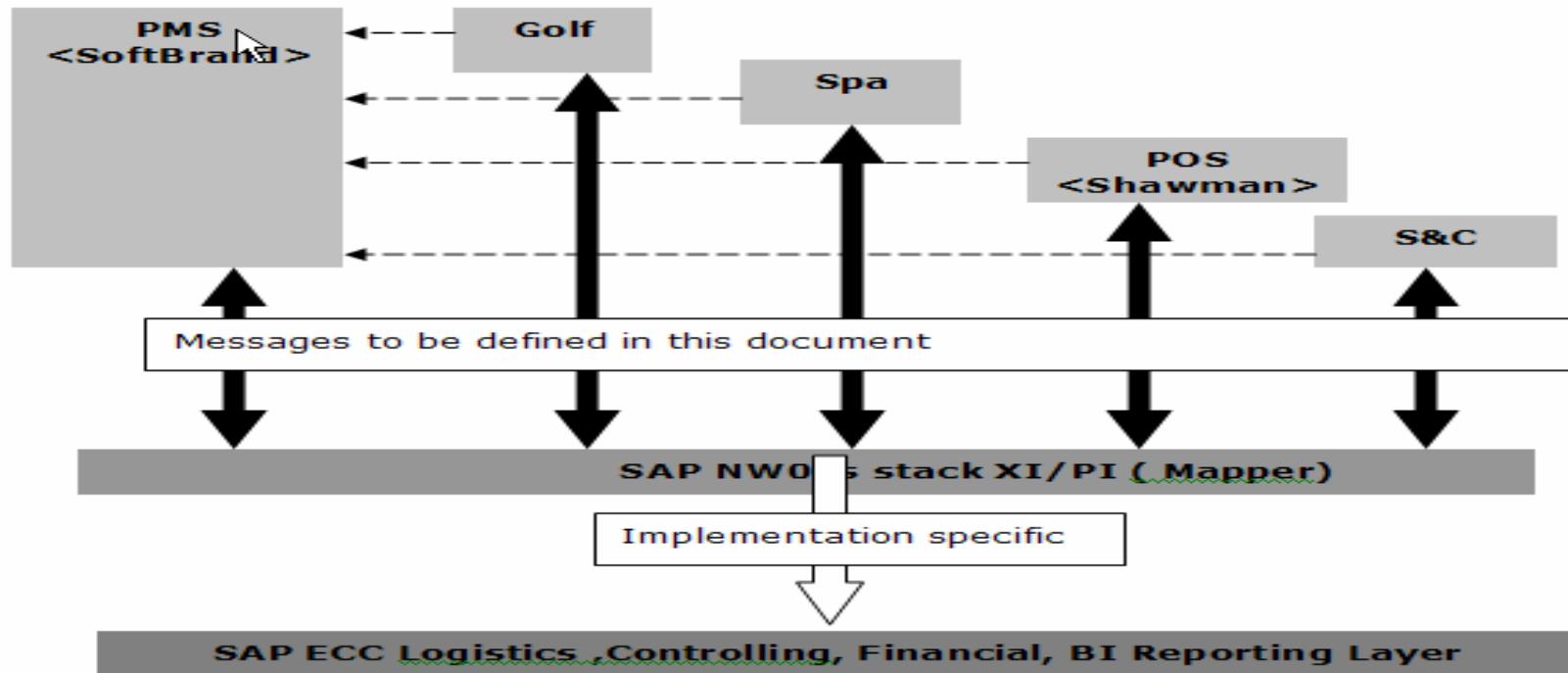
### Message Flow

Messages generated by revenue capturing systems other than a PMS could be handled in two different ways:

- A. They could first be sent to the PMS , be consolidated by the PMS and then sent to the mapping layer
- B. They could be sent directly to the mapping layer, without being processed by the PMS

Evidently a mixture of both approaches would be possible.

### Message Flow



**Figure : Message Flow between Systems  
in a heterogeneous hotel system landscape**  
<supporting alternate B>

# Agenda



Approach background . about HTNG ...

WG Business Process . Problem definitions ...

Hospitality Business Cases

Message flow & Generic Attributes

**Predefined Dimensions**

Message Specifications

Summary & Next Steps

# Messaging overview

## > < few predefined reference Dimension >



### Predefined Dimensions / <Attributes>

Dimensions are elements of the PostGL and PostStatistics message. Dimensions are used to transmit additional information related to the transaction codes. These set of dimensions and the related values is not restricted in this standard. The following dimensions are understood as proposals for different types of revenue capturing systems.

#### Retail:

Dimension	Value
RevenueCenter	Hotel specific name of a store
Shift	Time period within a whole day (e.g. am, pm )
CustomerType	e.g. resident, non-resident

#### F&B:

Dimension	Value
RevenueCenter	Hotel specific name of a restaurant
RevenueCenterType	E.g. Bar, Self Service...
Meal Period	e.g. Breakfast,Lunch, Dinner
CustomerType	e.g. resident, non-resident

#### Hotel:

Dimension	Value
Market Segment	Luxury, Business...
BookingSource	e.g. eMail, Phone, Walk in, Internet
RoomType	e.g. Single, Double, Suite
CustomerType	e.g. resident, non-resident

#### Spa:

Dimension	Value
ActivityType	e.g. Massage, Body_Treatment, Salon_Treatment
ProviderType	Internal, External, Therapist qualification
FacilityType	Pool, Sauna, Solarium
EquipmentType	

#### Golf:

Dimension	Value
CustomerType	e.g. resident, non-resident
Package	
GolfClub	
GolfCourse	

# Agenda



Approach background . about HTNG ...

WG Business Process . Problem definitions ...

Hospitality Business Cases

Message flow & Generic Attributes

Predefined Dimension.

**Message Specifications**

Summary & Next Steps



## Back Office Services

Account Port Types

 Post General ledger

 Post Account Receivables

 Update Customer

 Post Statistics

 Get Mapping

## Data elements

 Transaction schema

 Common Schema

 Named Schema



# Messaging specification

## Back Office Services



### Message Specifications

#### Back Office Service

The WSDL for the HTNG Back Office Integrations System defines the "BackOfficeService" web service. This web service consists of five functions defined in one port type. All messages originate from the source revenue capturing system, and are transmitted to the accounting system. The port types are

**AccPortType**, which is provided by the accounting system in order to provide a means to post various transactions generated in a source system. The functions provided may be as

- PostGeneralLedger
  - Post generic transaction to the accounting system.
- PostAccountsReceivable
  - Post invoices to the accounting system.
- UpdateCustomer
  - Send customer information to the accounting system.
- PostStatistics
  - Send statistical information to the accounting system.
- GetMapping
  - Request validation of mapping from the accounting system.

#### Back Office . Supporting Schemas

The Back Office Web Service imports three schemas which define the data payloads required by the functional messages.

These are:

- **CommonSchema.xsd**
  - Defines generic types used by various other elements.
- **NamedSchema.xsd**
  - Defines data types specific to a guest profile.
- **TransactionSchema.xsd**
  - Defines general transaction elements.

#### Back Office Service. Soap Header

All messages must include a soap header that conforms to the WSAddressing and WSSecurity specifications. Receiving systems may optionally require that the wsa;To element match a specific destination address, and therefore, this element should be configurable at run time. In addition, all sending systems must identify themselves by specifying a wsa;From element unique for their system. Typically, this is in the form of "URN:<system>". The wsa;ReplyTo address may be the anonymous form described in the August, 2004 specification.

WSSecurity may be optionally implemented. Providers are only required to support basic plain text authentication with a username and password. The user credentials will be limited to a single login per system, agreed between two vendors. There is no requirement to support multiple user logins from a single vendor through this interface.



# Messaging specification

## Back Office Services



### Message Specifications

#### Back Office Service. <Sample> Header Message

```
<soap:Header>
  <wsa:Action>http://htng.org/PWS/2008A/SingleGuestItinerary#PostPayment</ws
a:Action>
  <wsa:From>
    <wsa:Address>urn:SPASOFT</wsa:Address>
  </wsa:From>
  <wsa:MessageID>urn:uuid:e63d962e-94b6-434c-89ea-
1c5ae2e0f8ba</wsa:MessageID>
  <wsa:ReplyTo>

    <wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
    </wsa:ReplyTo>           ↲
    <wsa:To>http://www.micros.com/HTNGActivity/</wsa:To>
    <wsse:Security soap:mustUnderstand="1">
      <wsu:Timestamp wsu:Id="Timestamp-015e2941-114a-466e-87b6-
8c431b9f5c44">
        <wsu:Created>2006-10-26T12:49:17Z</wsu:Created>
        <wsu:Expires>2006-10-26T12:54:17Z</wsu:Expires>
      </wsu:Timestamp>
      <wsse:UsernameToken xmlns:wsu="http://docs.oasis-
open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd"
wsu:Id="SecurityToken-627f1ab1-338a-451f-9829-84f248e57ad8">
        <wsse:Username>HTNG</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-
200401-wss-username-token-profile-1.0#PasswordText">HTNG</wsse:Password>
        <wsse:Nonce>qls5nr9rM7VaUYAwHrHSoA==</wsse:Nonce>
        <wsu:Created>2006-10-26T12:49:17Z</wsu:Created>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
```



# Messaging specification

## Back Office Services



### Back Office Service. Synchronous & Asynchronous Processing

The specification is originally designed to implement synchronous communication. In the future, the system may be extended to implement asynchronous processing, per standards established in the HTNG Framework 2.0 specification.

### Mapping System

Inherit in any back office integration is the requirement of a mapping system which translates accounting (transaction) codes used in the source system to those of the accounting system. The mapping system may be provided as a layer of either the source system (e.g. the property management system) or by the accounting system. As an alternative, the mapping may be performed by a separate system. In any instance, it should act as a pass-through mechanism, adding account detail to the message.

### Roles



There are various roles that interact with this interface. These are:

- Accounting System (ACC) – collects summary or detailed information from various source systems.
- Mapping Layer (MAP) – translates account identifiers in the source system to equivalent items in the accounting system.
- Revenue Capturing System (RCS) – generic system generating source transactions. Examples include:
  - Property Management System (PMS) – generates source transactions from a hotel property which are passed to the accounting system either in detail form or as summary information.
  - Point of Sale System (POS) – generates source transactions from a point of sale collection system which are passed to the accounting system.
  - Activity (ACT) – generates source transactions from entities such as a spa or golf booking system.

### Acc Port Type

The Acc port is provided by the accounting system in order to provide a means to post various transactions generated in a source system. The functions provided are:

- PostGeneralLedger
  - Post generic transaction to the accounting system.
- PostAccountsReceivable
  - Post invoices to the accounting system.
- UpdateCustomer
  - Send customer information to the accounting system.
- PostStatistics
  - Send statistical information to the accounting system.
- GetMapping
  - Request validation of mapping from the accounting system.



# Message Specifications



Back Office Services



Account Port Types

Post General ledger

Post Account Receivables

Update Customer

Post Statistics

Get Mapping

Data elements

Transaction schema

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Named Schema



# Messaging overview

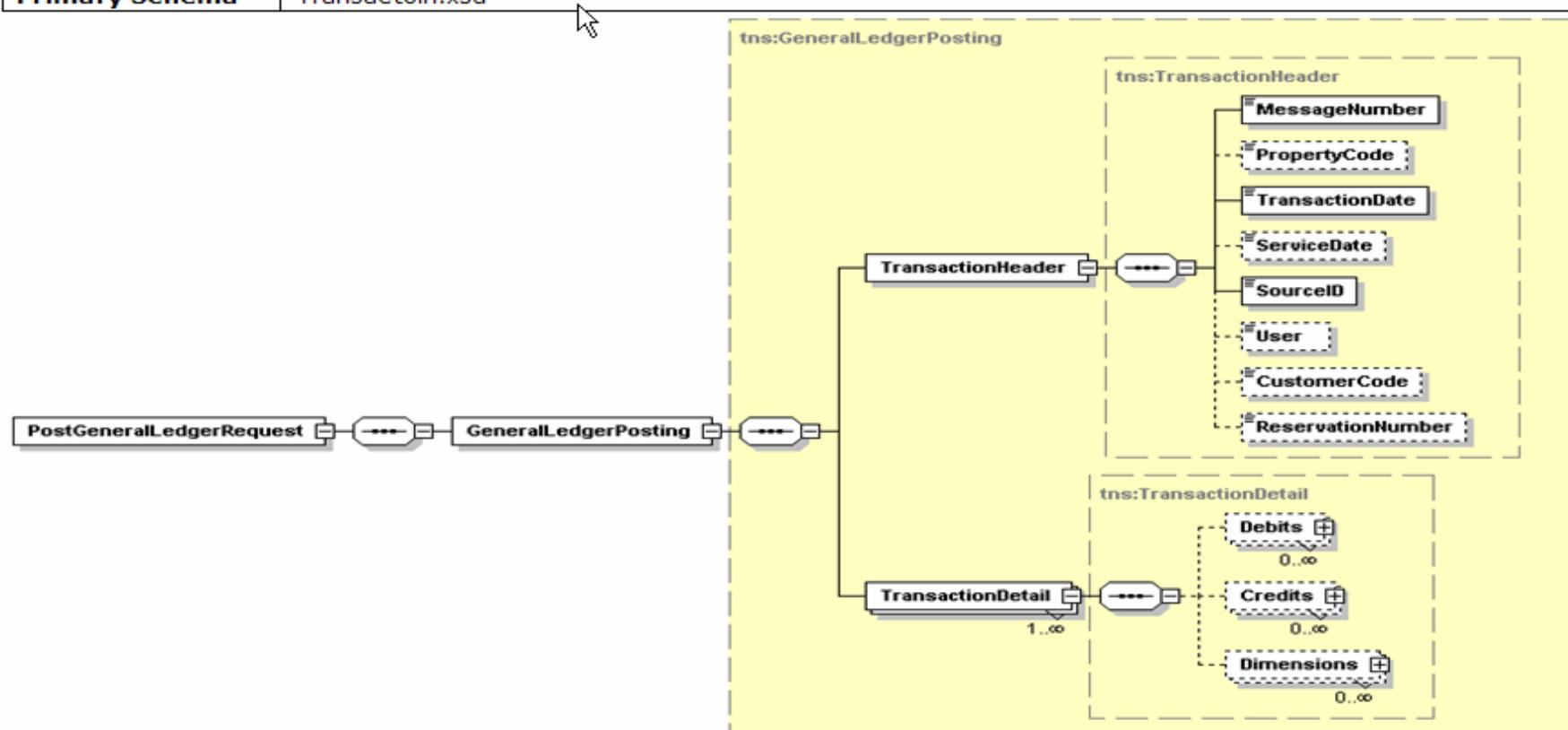
## Post G/L



### Post General Ledger

The Post General Ledger function sends transactional information from the source revenue capturing system to SAP accounting system. This may be done on an **individual transaction basis**, or as **summary postings**. For instance, a hotel might post all of its revenue and payments as a daily summary created during the night audit process. The result returned from this message is a ResultStatus response (ref Common Data Elements/ Schema definitions )

<b>Port</b>	AccPortType
<b>Binding</b>	AccBinding
<b>Operation</b>	PostGeneralLedger
<b>Soap Action</b>	<a href="http://htng.org/PWS/2008A/BackOfficeIntegration#PostGeneralLedger">http://htng.org/PWS/2008A/BackOfficeIntegration#PostGeneralLedger</a>
<b>Input</b>	PostGeneralLedgerRequest
<b>Output</b>	PostGeneralLedgerResponse
<b>Primary Schema</b>	Transactoin.xsd



# Messaging overview

## Post G/L



### Post GeneralLedgerRequest

```
<xss:element name="PostGeneralLedgerRequest">
  <xss:complexType>
    <xss:sequence>
      <xss:element name="GeneralLedgerPosting"
        xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
        type="q1:GeneralLedgerPosting" />
    </xss:sequence>
  </xss:complexType>
</xss:element>
```

Name	Type	Data Type	Use	Comments
GeneralLedgerPosting	element	GeneralLedgerPosting	required	General ledger posting transaction

### GeneralLedgerPosting

```
<xss:complexType name="GeneralLedgerPosting">
  <xss:sequence>
    <xss:element name="TransactionHeader"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:TransactionHeader" />
    <xss:element maxOccurs="unbounded" name="TransactionDetail"
      xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q2:TransactionDetail" />
  </xss:sequence>
  <xss:attribute name="TransactionMode" xmlns:q3="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
    type="q3:TransactionMode" use="required" />
</xss:complexType>
```

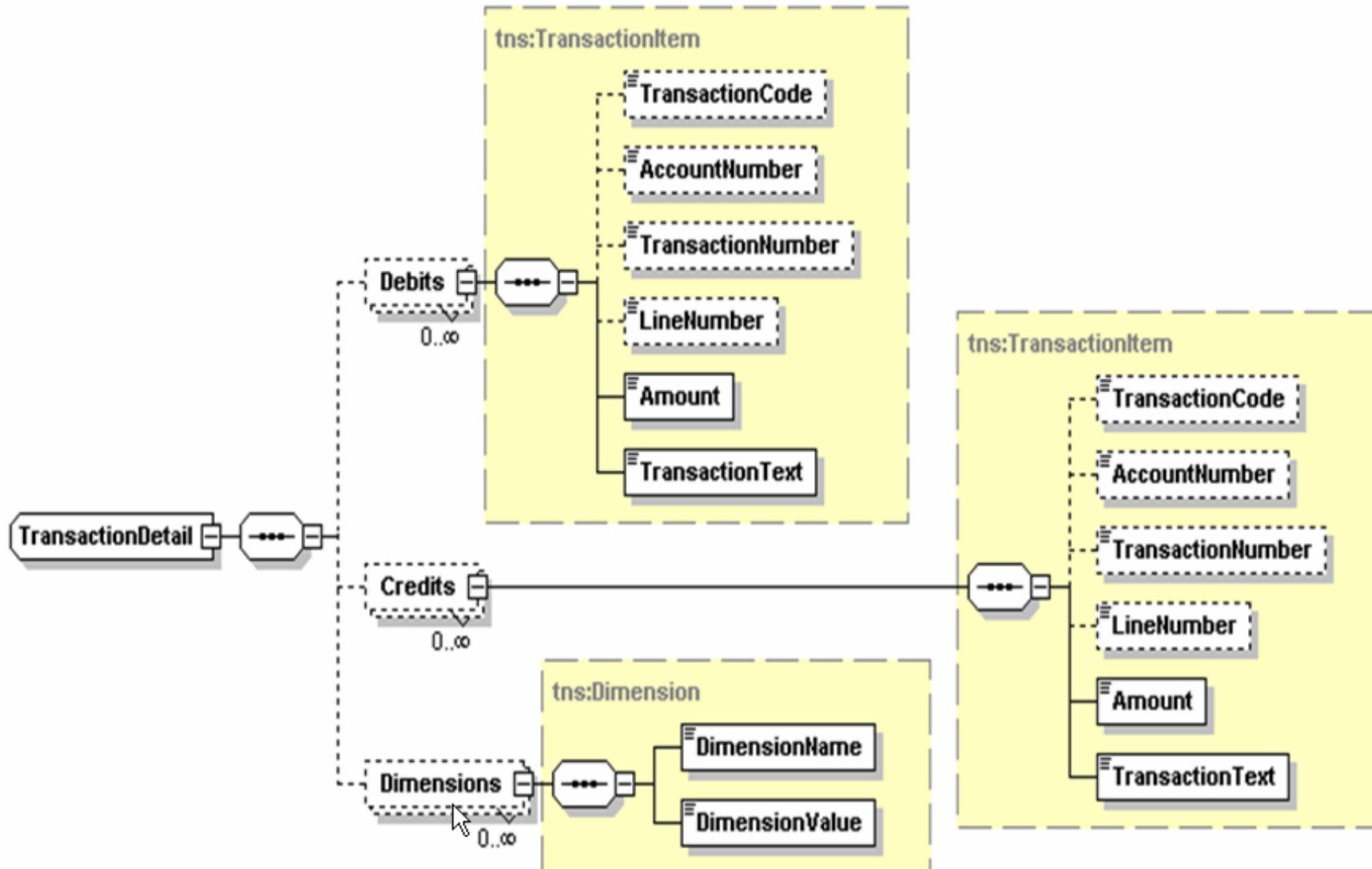
Name	Type	Data Type	Use	Comments
TransactionMode	attribute	TransactionMode	required	Either <b>SingleSide</b> or <b>PostingRecord</b> to indicate the type of posting.
TransactionHeader	element	TransactionHeader	required	Transaction header (see Common Data Elements)
TransactionDetail	element	TransactionDetail	required / multiple	Transaction detail.

# Messaging overview

Post G/L



## Transaction Schema





# Messaging overview

## Post G/L



### TransactionHeaderDetail

```
<xs:complexType name="TransactionDetail">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Debits"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:TransactionItem" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Credits"
      xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q2:TransactionItem" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Dimensions"
      xmlns:q3="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q3:Dimension" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Debits	element	TransactionItem	optional / multiple	Debit(s) for the transaction.
Credits	element	TransactionItem	optional / multiple	Credit(s) for the transaction.
Dimensions	element	Dimension	optional / multiple	Additional dimensions related to the transaction. The accounting system may use this information in conjunction with the transaction code in order to determine the appropriated account to post to.

### TransactionItemDetail

```
<xs:complexType name="TransactionItem">
  <xs:sequence>
    <xs:element minOccurs="0" name="TransactionCode" type="xs:string" />
    <xs:element minOccurs="0" name="AccountNumber" type="xs:string" />
    <xs:element minOccurs="0" name="TransactionNumber" type="xs:string" />
    <xs:element minOccurs="0" name="LineNumber" type="xs:string" />
    <xs:element name="Amount" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:Amount" />
    <xs:element name="TransactionText" type="xs:string" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
TransactionCode	element	string	optional	Transaction code. The accounting system may combine dimensional data to determine the appropriate account
AccountNumber	element	string	optional	Account number. Either the transaction code or the account number must be present.
TransactionNumber	element	string	optional	Transaction number.
LineNumber	element	string	optional	Line number.
Amount	element	Amount	required	Amount of the transaction.
TransactionText	element	string	required	Descriptive text for the transaction.



# Messaging overview

## Post G/L



### PostGL Schema

This message is used to send different kinds of accounting data (revenues, payments, adjustments). **Note : there is no cancel message .** To reflect changes in a folio after night audit, values may be negative or posted inverse by using the Debit/Credit Marker field in the message.

Top Level Element	Second level Element	Type	Required	Comment
Header		Complex single occurrence	Yes	<p>This element has an attribute TransactionMode:</p> <p>TransactionMode='SingleSide' specifies, that the Back Office has to use the transaction_code contained in either in the credit- or debit element to build the complete posting record.</p> <p>TransactionMode='PostingRecord' specifies, that the accounts specified in the debit and credit elements are forming a posting record. In that case, only the element TransactionAccount Number should be used.</p>
	MessageNumber	String	Yes	<p>This element is used to prevent that a message is processed twice in the back office system.</p> <p>Each RCS has to supply a unique MessageNumber in every message (must be unique together with SourceSystemId).</p> <p>If the RCS wants to re-send a message due to transmission errors, the same MessageNumber as in the precedent message has to be provided. The Back Office system checks if a message with the same MessageNumber has already been processed. If this is the case the message will be discarded and a positive response will be send.</p>
	PropertyCode	String	No	Only needed when multiple company codes have to be supported in accounting
	TransactionDate	Datetime	Yes	To be used as posting date
	ServiceDate	Datetime	No	Date of service
	SourceSystemType	String	Yes	e.g. Hotel, Spa, Golf, Entertainment...
	SourceSystemId	String	Yes	Unique Identifier for revenue capturing system
	User	String	No	User in sending system
	CustomerCode	String	No	Identification of debtor account
	Reservation#	String	No	Reservation number Is unique together with source system id



# Messaging overview

## Post G/L



**Post GL Schema definition . Table 1**

Tran sacti on		Complex Multiple occurrence	Min 1	
	Credit	Complex Multiple occurrence	No	For allowed sub elements ref Table 2
	Debit	Complex Multiple occurrence	No	For allowed sub elements ref Table 2
	Dimension	Complex	No	Subelements are the elements <DimensionName> & <DimensionValue> Values of the elements DimensionName and DimensionValue are of data type STRING and not restricted. There are no mandatory values. Example: <Dimension> <DimensionName>MarketSegment</DimensionName> <DimensionValue>Double </DimensionValue> </Dimension>>
		String	No	DimensionName
		String	No	DimensionValue

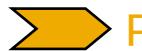
**Post GL Schema definition . Table 2 . Allowed subelements for debit & credit elements**

TransactionCode	string	No	Together with the dimensions, this field is used by the mapping system to determine the account number.
TransactionAccount Number	String	No	In case mapping has already been done by sender.
TransactionNumber	Number	No	Transaction in sending system
LineNumber	Number	No	Line of transaction in sending system
Amount	Number of decimals corresponding to currency	Yes	
Currency	Currency	Yes	As defined in ISO standard, eg.USD, EUR
TransactionText	String	Yes	Reference text

Back Office Services

 Account Port Types

 Post General ledger

 Post Account Receivables

 Update Customer

 Post Statistics

 Get Mapping

Data elements

 Transaction schema

 Common Schema

 Named Schema



# Messaging overview

## Post A/R

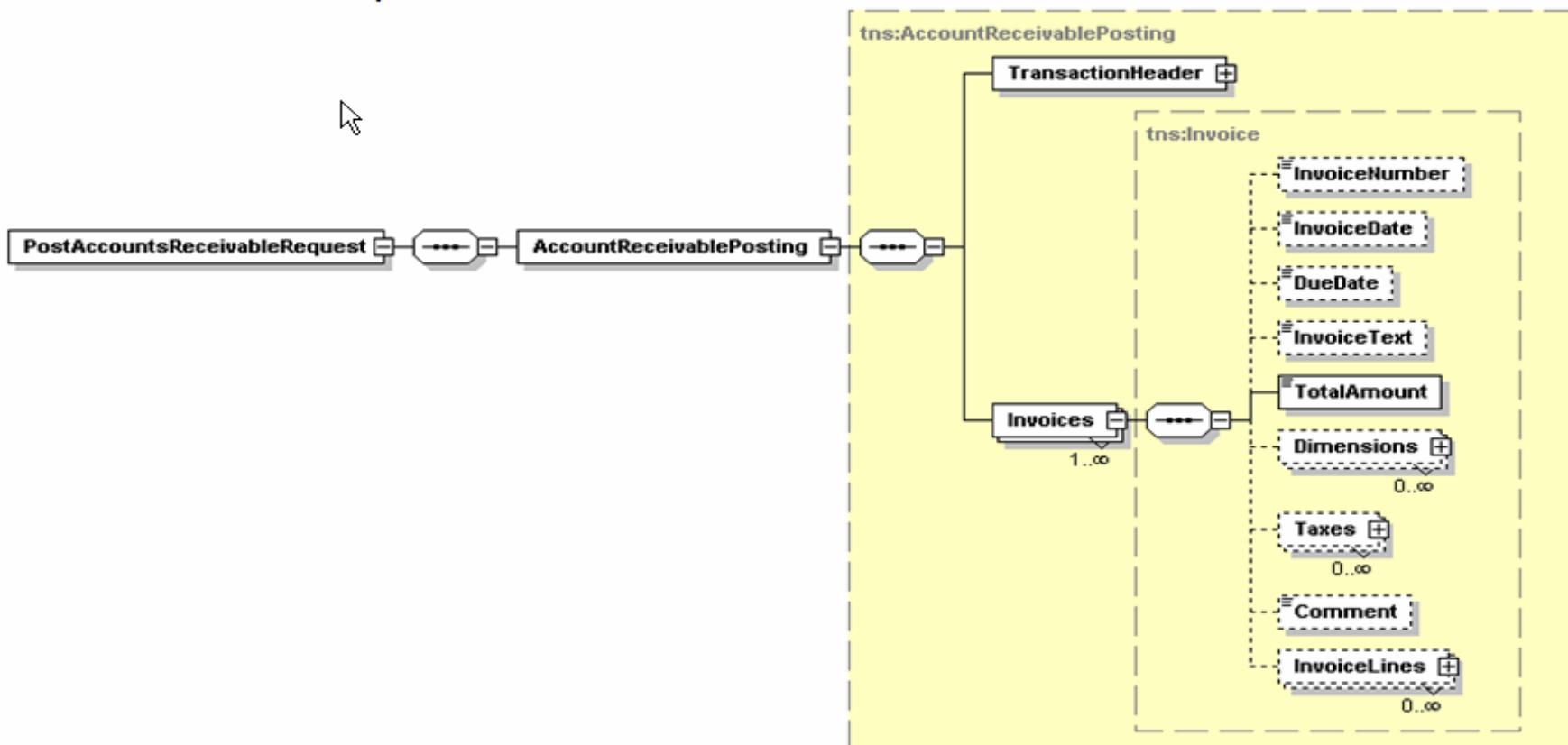


### Post Account Receivable

Post Accounts Receivable function is used to send invoice details to the accounting system.

<b>Port</b>	AccPortType
<b>Binding</b>	AccBinding
<b>Operation</b>	PostAccountsReceivable
<b>Soap Action</b>	<a href="http://htng.org/PWS/2008A/BackOfficeIntegration#PostAccountsReceivable">http://htng.org/PWS/2008A/BackOfficeIntegration#PostAccountsReceivable</a>
<b>Input</b>	PostAccountsReceivableRequest
<b>Output</b>	PostAccountsReceivableResponse
<b>Primary Schema</b>	Transactoin.xsd

### PostAccountsReceivableRequest





# Messaging overview

Post A/R



## AccountReceivablePosting : Request&Response

### PostAccountsReceivableRequest

```
<xs:element name="PostAccountsReceivableRequest">
  <xs:complexType>
    <xs:sequence>
      <xs:element name="AccountReceivablePosting"
        xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
        type="q1:AccountReceivablePosting" />
    </xs:sequence>
  </xs:complexType>
</xs:element>
```

Name	Type	Data Type	Use	Comments
AccountReceivablePosting	element	AccountReceivablePosting	required	The account receivable transaction record.

### AccountReceivablePosting Response

```
<xs:complexType name="AccountReceivablePosting">
  <xs:sequence>
    <xs:element name="TransactionHeader"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
      type="q1:TransactionHeader" />
    <xs:element maxOccurs="unbounded" name="Invoices"
      xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
      type="q2:Invoice" />
  </xs:sequence>
</xs:complexType>
```

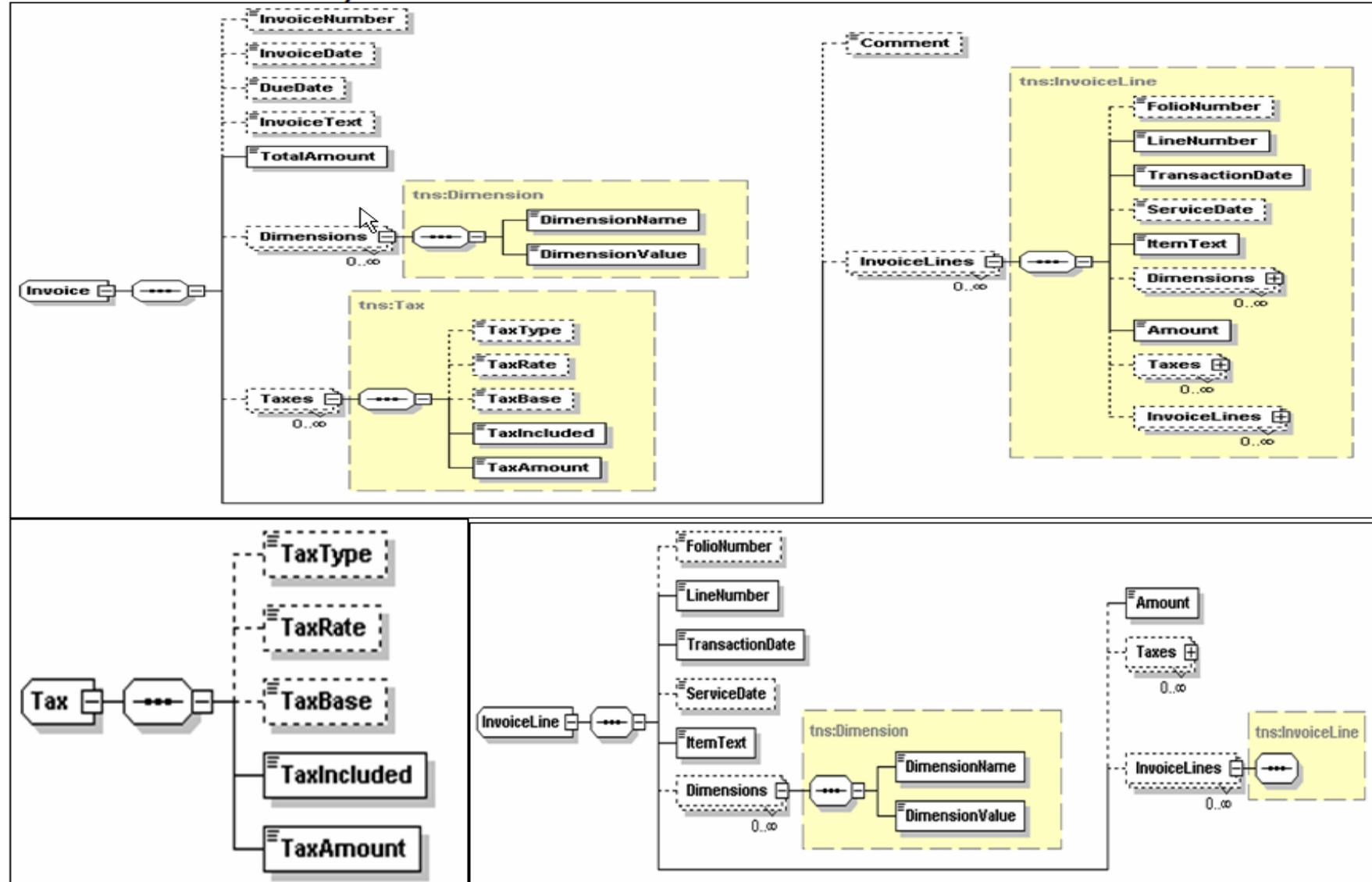
Name	Type	Data Type	Use	Comments
TransactionHeader	element	TransactionHeader	required	Transaction header (see Common Data Elements)
Invoices	element	Invoice	required / multiple	One or more invoice records.

# Messaging overview

Post A/R



## InvoiceHeader&Item / Tax





# Messaging overview

## Post A/R



### Invoice

```
<xs:complexType name="Invoice">
<xs:sequence>
    <xs:element minOccurs="0" name="InvoiceNumber" type="xs:string" />
    <xs:element minOccurs="0" name="InvoiceDate" type="xs:dateTime" />
    <xs:element minOccurs="0" name="DueDate" type="xs:dateTime" />
    <xs:element minOccurs="0" name="InvoiceText" type="xs:string" />
    <xs:element name="TotalAmount" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:Amount" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Dimensions"
        xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q2:Dimension" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Taxes"
        xmlns:q3="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q3:Tax" />
    <xs:element minOccurs="0" name="Comment" type="xs:string" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="InvoiceLines"
        xmlns:q4="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q4:InvoiceLine" />
</xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
InvoiceNumber	element	string	optional	The invoice number.
InvoiceDate	element	dateTime	optional	The invoice date.
DueDate	element	dateTime	optional	The due date.
InvoiceText	element	string	optional	Invoice text.
TotalAmount	element	Amount	required	The total invoice amount.
Dimensions	element	Dimension	optional / multiple	Additional statistical information.
Taxes	element	Tax	optional / multiple	Optional tax records associated with the invoice.
Comment	element	string	optional	Additional comments.
InvoiceLines	element	InvoiceLine	optional / multiple	Invoice detail records. These are not required if only invoice totals are posted.

### Tax

```
<xs:complexType name="Tax">
<xs:sequence>
    <xs:element minOccurs="0" name="TaxType" type="xs:string" />
    <xs:element minOccurs="0" name="TaxRate" type="xs:string" />
    <xs:element minOccurs="0" name="TaxBase" type="xs:string" />
    <xs:element name="TaxIncluded" type="xs:boolean" />
    <xs:element name="TaxAmount" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:Amount" />
</xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
TaxType	element	string	optional	Tax type.
TaxRate	element	string	optional	Tax rate.
TaxBase	element	string	optional	Tax base amount.
TaxIncluded	element	boolean	required	Indicator whether tax is included in amount or in addition.
TaxAmount	element	Amount	required	Tax amount.



# Messaging overview

## Post A/R



### InvoiceLine

```
<xs:complexType name="InvoiceLine">
  <xs:sequence>
    <xs:element minOccurs="0" name="FolioNumber" type="xs:string" />
    <xs:element name="LineNumber" type="xs:int" />
    <xs:element name="TransactionDate" type="xs:dateTime" />
    <xs:element minOccurs="0" name="ServiceDate" type="xs:dateTime" />
    <xs:element name="ItemText" type="xs:string" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Dimensions"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:Dimension" />
    <xs:element name="Amount" xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types"
      type="q2:Amount" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Taxes"
      xmlns:q3="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q3:Tax" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="InvoiceLines"
      xmlns:q4="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q4:InvoiceLine" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
FolioNumber	element	string	optional	Folio number.
LineNumber	element	int	required	Line number.
TransactionDate	element	dateTime	required	Transaction date.
ServiceDate	element	dateTime	optional	Actual service date.
ItemText	element	string	required	Item text.
Dimensions	element	Dimension	optional / multiple	Additional dimensional data.
Amount	element	Amount	required	Item amount.
Taxes	element	Tax	optional / multiple	Tax details.
InvoiceLines	element	InvoiceLine	optional / multiple	Recursive invoice line items.

# Messaging overview

## Post A/R



### Post AR Schema definition

Top Level	Second Level	Type	Required	Comment
Header		Complex		
	MessageNumber	String	Yes	Ref PostGL schema definition
	PropertyCode	String	No	Used if there are multiple properties.
	Date	String	Yes	
	SourceSystemType	String	Yes	e.g. Hotel, Spa, Golf, Entertainment...
	SourceSystemId	String	Yes	Unique Identifier for revenue capturing system
	User	String	No	User in sending system
	CustomerCode	String	No	Is unique together with source system id. For group Invoices, this element can appear several times in the message
	Reservation#	String	No	
Invoice		Complex		
	InvoiceNumber	String	No	Is not necessary if invoices are assigned a new number in the backoffice system.
	InvoiceDate	Datetime	No	Can default to system date if not specified.
	DueDate	Datetime	No	Can default to payment terms set up for customer in back office system
	TotalInvoiceAmount	Number	Yes	This is the amount left to pay for the customer. It's the total invoice amount minus prepayments, intermediate payments etc.
	Currency	String	No	
	Dimension	Complex	No	Subelements are the elements <DimensionName>&<DimensionValue> Values of the elements DimensionName and DimensionValue are of data type STRING and not restricted. There are no mandatory values. Example:  <Dimension><DimensionName>MarketSegment</DimensionName> <DimensionValue>Double</DimensionValue></Dimension>
Header		Complex		
	InvoiceLine	Complex	No	This is used if transaction lines are required rather than just the invoice total. Subelements are: <LineNumber>, e.g. 1 <FolioNumber> <Dimension>, e.g. Room Revenue Corporate <Amount>, e.g. \$100 <Currency>, e.g. USD <TransactionDate> e.g. 12 July 2007 <ServiceDate> e.g. 13 July 2007 <Text> e.g. room charge night of 12 july <Tax type> e.g. VAT 25% <Tax Rate>, e.g. 25% <Tax Base>, e.g. \$80 <Tax Amount>, e.g. \$20  If this detailed InvoiceLine section is used, then obviously the sum of the line amounts needs to match the invoice total amount. Dimension, currency, date, and tax information specified at the line level overrides data specified at the invoice level.  Note: InvoiceLine can be used recursively, i.e. InvoiceLine can be a subelement of InvoiceLine

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# Messaging overview

## Update Customer data



### Update Customer

function allows a revenue capturing system to notify SAP accounting system when a change occurs in a customer record.

<b>Port</b>	AccPortType
<b>Binding</b>	AccBinding
<b>Operation</b>	UpdateCustomer
<b>Soap Action</b>	<a href="http://htng.org/PWS/2008A/BackOfficeIntegration#UpdateCustomer">http://htng.org/PWS/2008A/BackOfficeIntegration#UpdateCustomer</a>
<b>Input</b>	UpdateCustomerRequest
<b>Output</b>	UpdateCustomerResponse
<b>Primary Schema</b>	Transactoin.xsd



### UpdateCustomerRequest

```

<xs:element name="UpdateCustomerRequest">
  <xs:complexType>
    <xs:sequence>
      <xs:element name="CustomerUpdate" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
        type="q1:CustomerUpdate" />
    </xs:sequence>
  </xs:complexType>
</xs:element>
  
```

Name	Type	Data Type	Use	Comments
CustomerUpdate	element	CustomerUpdate	required	Customer update information.

### CustomerUpdateResponse

```

<xs:complexType name="CustomerUpdate">
  <xs:sequence>
    <xs:element name="TransactionHeader" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
      type="q1:TransactionHeader" />
    <xs:element maxOccurs="unbounded" name="Profile" xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q2:Profile"
      />
  </xs:sequence>
</xs:complexType>
  
```

Name	Type	Data Type	Use	Comments
TransactionHeader	element	TransactionHeader	required	Transaction header (see Common Data Elements)
Profile	element	Profile	required / multiple	Customer profile data (see Common Data Elements).



# Messaging overview

## Update Customer data



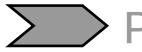
### Update Customer Data schema definition

Can be used to update or create a customer as a debtor in the SAP accounting system.  
Contains the customer number as defined by the sender.

Top Level Element	Second level element	Type	Required	Comment
Header		complex		
	MessageNumber	String	Yes	Refer PostGL schema
	PropertyCode	String	No	needed when multiple company codes have to be supported in accounting
	Date	Datetime	Yes	Posting date
	SourceSystemType	String	Yes	e.g. Hotel, Spa, Golf, Entertainment...
	SourceSystemId	String	Yes	Unique Identifier for revenue capturing system
	User	String	No	User in sending system
	CustomerCode	string	Yes	
CustomerAddress		complex	Yes	Refer Schema : "Guest Profile Elements"
PersonName		complex	Yes	Refer Schema : "Guest Profile Elements"
BusinessTitle		string	Yes	Refer Schema : "Guest Profile Elements"
Phone		complex	No	Refer Schema : "Guest Profile Elements"
PreferenceList		complex	No	Refer Schema : "Guest Profile Elements"
InvoiceAddress n		complex	No	
ContactPerson		complex	No	

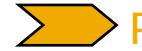
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# Messaging overview

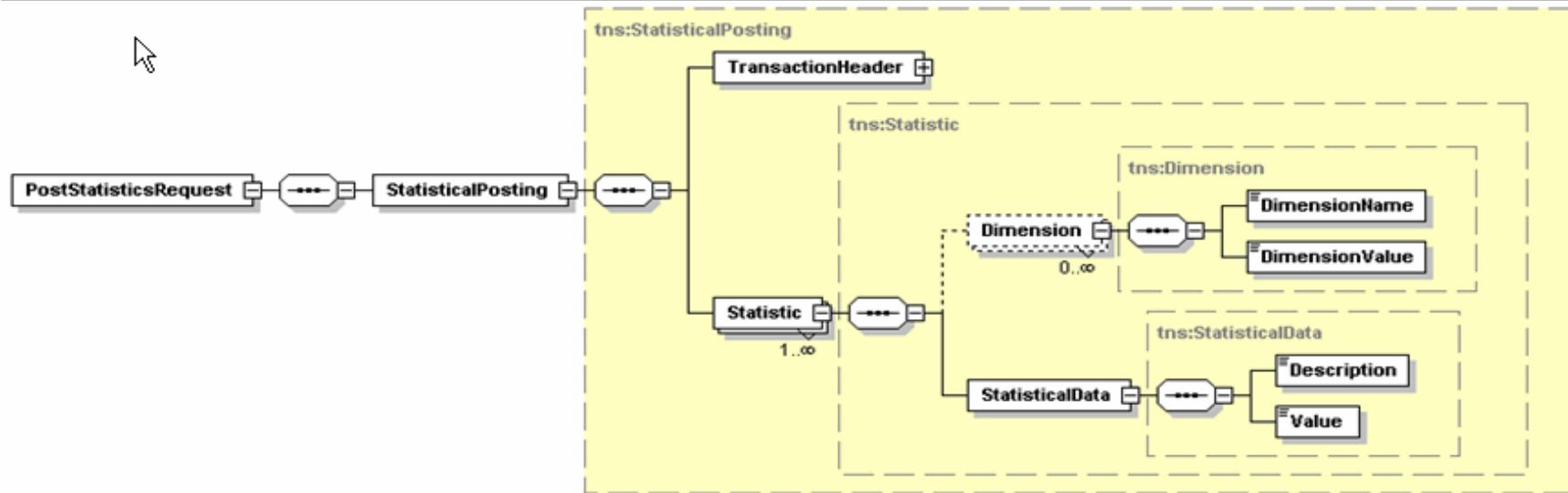
## Post Statistics



### Post Statistics

A revenue capturing system may post various statistical information to SAP accounting system.

<b>Port</b>	AccPortType
<b>Binding</b>	AccBinding
<b>Operation</b>	PostStatistics
<b>Soap Action</b>	<a href="http://htng.org/PWS/2008A/BackOfficeIntegration#PostStatistics">http://htng.org/PWS/2008A/BackOfficeIntegration#PostStatistics</a>
<b>Input</b>	PostStatisticsRequest
<b>Output</b>	PostStatisticsResponse
<b>Primary Schema</b>	Transactoin.xsd



### PostStatisticsRequest

```

<xss:element name="PostStatisticsRequest">
  <xss:complexType>
    <xss:sequence>
      <xss:element name="StatisticalPosting" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
        type="q1:StatisticalPosting" />
    </xss:sequence>
  </xss:complexType>
</xss:element>
  
```

Name	Type	Data Type	Use	Comments
StatisticalPosting	element	StatisticalPosting	required	Statistic record.



# Messaging overview

## Post Statistics



### StatisticalPosting

```
<xs:complexType name="StatisticalPosting">
  <xs:sequence>
    <xs:element name="TransactionHeader" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
      type="q1:TransactionHeader" />
    <xs:element maxOccurs="unbounded" name="Statistic" xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
      type="q2:Statistic" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
TransactionHeader	element	TransactionHeader	required	Transaction header (see Common Data Elements)
Statistic	element	Statistic	required / multiple	Collection of Statistic records

### Statistic

```
<xs:complexType name="Statistic">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Dimension"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:Dimension" />
    <xs:element name="StatisticalData" xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q2:StatisticalData" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Dimension	element	Dimension	optional / multiple	Dimension records applied to the statistic.
StatisticalData	element	StatisticalData	required	Statistical data record.

### StatisticalData

```
<xs:complexType name="StatisticalData">
  <xs:sequence>
    <xs:element name="Description" type="xs:string" />
    <xs:element name="Value" type="xs:string" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Description	element	string	required	Description of the statistical value.
Value	element	string	required	Statistical value.

# Messaging overview

## Post Statistics



### PostStatistics

This message is used to post statistical data not belonging to SAP financial transaction

Top Level Element	Second Level Element	Type	Required	Comment
Header				
	MessageNumber	String	Yes	See PostGL
	PropertyCode	String	No	Only needed when multiple company codes have to be supported in accounting
	Date	Date time	Yes	Posting date
	SourceSystemType	String	Yes	e.g. Hotel, Spa...
	SourceSystemId	String	Yes	Unique Identifier for revenue capturing system
	User	String	No	User in sending system
Statistic		Complex	Yes min. 1	Examples for proposed StatisticalDataName values : <ref table below> < DataDescription> <StatisticalDataName> Hotel_Number_of_Guests </StatisticalDataName> <StatisticalDataValue> 8264 </StatisticalDataValue> </DataDescription>
	StatisticalData	Complex	yes	Subelements are <Description> < Value>.
	Dimension	Complex	No	Subelements are <DimensionName><DimensionValue> Example: <Dimension> <DimensionName>MarketSegment</DimensionName> <DimensionValue>Double</DimensionValue> </Dimension>

### Examples for Standard Statistical Data Names

Hotel_Number_of_Guests	integer	Hotel_Number_of_Children	integer
Hotel_Number_of_Covers	integer	Hotel_Number_of_Groups	integer
Hotel_Rooms_Available	integer	Hotel_Number_of_Permanent_Guests	integer
Hotel_Rooms_Out_of_order	integer	Spa_Number_of_Walkins	integer
Hotel_Rooms_out_of_service	integer	Spa_Number_of_Hotel_Guests	integer
Hotel_Rooms_occupied	integer	Spa_Number_of_club_members	integer
Hotel_Complementary_rooms	integer	Spa_Number_of_residence_guests	integer
Hotel_House_rooms	integer	Spa_Treatment_Room_Hours_Available	integer
Hotel_Number_of_Adults	integer	Spa_Treatment_Room_Hours_Used	integer
		Spa_Available_Treatment_Rooms	integer



# Message Specifications



Back Office Services

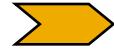
 Account Port Types

 Post General ledger

 Post Account Receivables

 Update Customer

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# Messaging overview

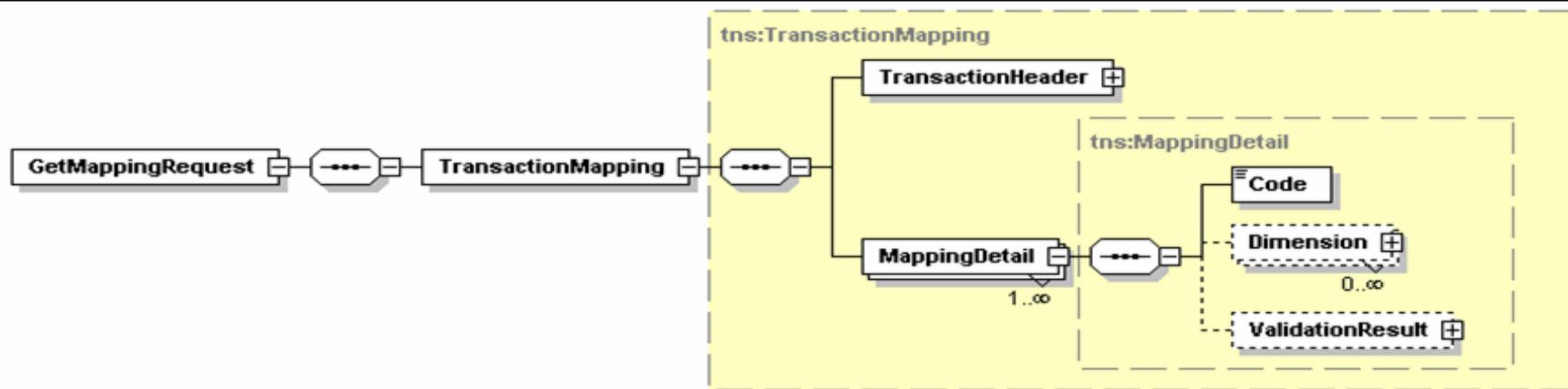
## Get Mapping



### Get Mapping

The mapping system needs to link transaction codes used in the revenue capturing system to account codes used in the SAP accounting system. The RCS sends a Get Mapping message to list all of its transaction codes in order to validate that they are all mapped in SAP accounting system. The SAP-FI accounting systems returns the completed map in the response. This is most likely implemented as an iterative process until all transaction codes are completely mapped.

<b>Port</b>	AccPortType
<b>Binding</b>	AccBinding
<b>Operation</b>	GetMapping
<b>Soap Action</b>	<a href="http://htng.org/PWS/2008A/BackOfficeIntegration#GetMapping">http://htng.org/PWS/2008A/BackOfficeIntegration#GetMapping</a>
<b>Input</b>	GetMappingRequest
<b>Output</b>	GetMappingResponse
<b>Primary Schema</b>	Transactoin.xsd



### GetMappingRequest

```

<xs:element name="GetMappingRequest">
  <xs:complexType>
    <xs:sequence>
      <xs:element name="TransactionMapping" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
        type="q1:TransactionMapping" />
    </xs:sequence>
  </xs:complexType>
</xs:element>
  
```

Name	Type	Data Type	Use	Comments
TransactionMapping	element	TransactionMapping	required	Transaction code mapping



# Messaging overview

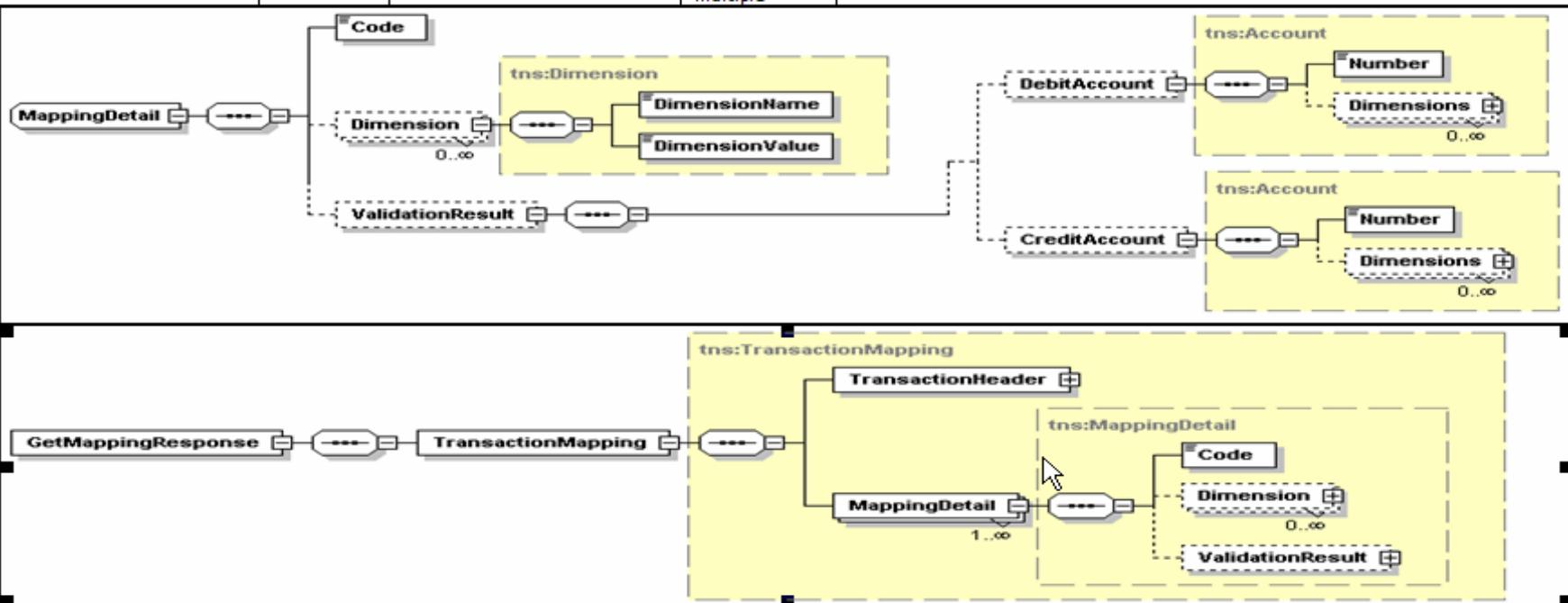
## Get Mapping



### TransactionMapping

```
<xss:complexType name="TransactionMapping">
  <xss:sequence>
    <xss:element name="TransactionHeader" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:TransactionHeader" />
    <xss:element maxOccurs="unbounded" name="MappingDetail" xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q2:MappingDetail" />
  </xss:sequence>
</xss:complexType>
```

Name	Type	Data Type	Use	Comments
TransactionHeader	element	TransactionHeader	required	Transaction header (see Common Data Elements)
MappingDetail	element	MappingDetail	required / multiple	Mapping details.



### GetMappingResponse

```
<xss:element name="GetMappingResponse">
  <xss:complexType>
    <xss:sequence>
      <xss:element name="TransactionMapping" xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:TransactionMapping" />
    </xss:sequence>
  </xss:complexType>
</xss:element>
```

Name	Type	Data Type	Use	Comments
TransactionMapping	element	TransactionMapping	required	Resultant map.



# Messaging overview

## Get Mapping



### Mapping Detail

```
<xs:complexType name="MappingDetail">
  <xs:sequence>
    <xs:element name="Code">
      <xs:complexType>
        <xs:simpleContent>
          <xs:extension base="xs:string">
            <xs:attribute name="mappingType" />
          </xs:extension>
        </xs:simpleContent>
      </xs:complexType> 
    </xs:element>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Dimension"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:Dimension" />
    <xs:element minOccurs="0" name="ValidationResult">
      <xs:complexType>
        <xs:sequence>
          <xs:element minOccurs="0" name="DebitAccount" xmlns:q2="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
            type="q2:Account" />
          <xs:element minOccurs="0" name="CreditAccount" xmlns:q3="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types"
            type="q3:Account" />
        </xs:sequence>
      </xs:complexType>
    </xs:element>
  </xs:sequence>
  <xs:attribute name="mapped" type="xs:boolean" use="optional" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
mapped	attribute	boolean	optional	Flag to indicate if transaction code is mapped.
Code	element		required	Transaction or other code in revenue capturing system. Includes attribute ("mappingType") which defines type of code. "TransactionCode" is one valid type.
Dimension	element	Dimension	optional / multiple	Dimensional details.
ValidationResult	element		optional	Accounting system mapped account numbers.

### Account

```
<xs:complexType name="Account">
  <xs:sequence>
    <xs:element name="Number" type="xs:string" />
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Dimensions"
      xmlns:q1="http://htng.org/PWS/2008A/BackOfficeIntegration/Transaction/Types" type="q1:Dimension" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Number	element	string	required	Account number.
Dimensions	element	Dimension	optional / multiple	Account dimensions.



# Messaging overview

## Get Mapping



### Get Mapping schema definition

This message is used to post statistical data not belonging to SAP financial transaction

This message may be used by the RCS to ask if the mapping system supports specific combination of transaction code and dimensions.

Top Level Element	Second Level Element	Third Level Element	Type	Required	Comment
Header					
	MessageNumber		String	Yes	Refer PostGL schema
	PropertyCode		String	No	Only needed when multiple company codes have to be supported in accounting
	Date		Date time	Yes	Posting date
	SourceSystemType		String	Yes	e.g. Hotel, Spa...
	SourceSystemId		String	Yes	Unique Identifier for revenue capturing system
	User		String	No	User in sending system
Mapping			Complex, multiple	Yes min. 1	
	Code		string	yes	Since there are different mappings for TransactionCodes and StatisticalDataNames, an attribute 'MappingType' is used to differentiate between these mapping sets. Attribute has two possible values: # TransactionCode # StatisticalDataName Example: <Code MappingType = 'TransactionCode'>RoomRev </code>
	Dimension		complex	No	Example , proposed dimension elements : <Dimension> <DimensionName> MarketSegment </DimensionName> <DimensionValue> Double </DimensionValue> </Dimension>
		Dimension Name	string	No	
		Dimension Value.	string	No	

# Messaging overview

## Get Mapping



### Get Mapping schema definition

Top Level Element	Second Level Element	Third Level Element	Type	Required	Comment
	Validation Result		complex	Min 1	Is provided in the response message
		Credit Account Number	String	No	Example: <validationResult> <DebitAccountNumber> 611111 </ DebitAccountNumber ><CreditAccountNumber>114456 </Credit AccountNumber > </validationresult>
		DebitAccountNumber	String	No	Example: <validationResult> <DebitAccountNumber> 611111 </ DebitAccountNumber ><CreditAccountNumber>114456 </ CreditAccountNumber > </validationresult>
		Credit Dimension	complex	No	Subelements are the elements <DimensionName> and <DimensionValue> Example: <validationResult> <DimensionName>ProfitCenter </ProfitCenter> <DimensionValue>4711</DimensionValue> </validationresult>
		Debit Dimension	complex	No	Subelements are the elements <DimensionName> and <DimensionValue> Example: <validationResult> <DimensionName>ProfitCenter </ProfitCenter> <DimensionValue>4711</DimensionValue> </validationresult>



# Message Specifications



Back Office Services

Account Port Types

➤ Post General ledger

➤ Post Account Receivables

➤ Update Customer

➤ Post Statistics

➤ Get Mapping



Data elements

➤ Transaction schema

➤ Common Schema

➤ Named Schema

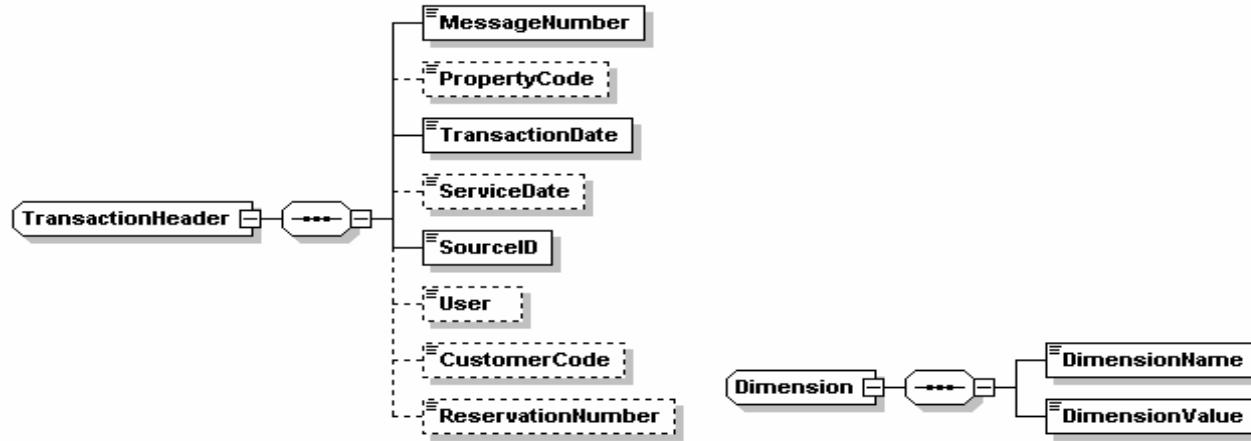
# Messaging specification : Data Elements

## Transaction Schema



### Transaction Schema

**TransactionHeader** is common to all messages posted to SAP accounting system. It identifies the source of the posting (which may be beyond the message source included in the WSAddressing header), the date of the transaction, and additional relevant information.



#### TransactionHeader

```

<xs:complexType name="TransactionHeader">
  <xs:sequence>
    <xs:element name="MessageNumber" type="xs:string" />
    <xs:element minOccurs="0" name="PropertyCode" type="xs:string" />
    <xs:element name="TransactionDate" type="xs:dateTime" />
    <xs:element minOccurs="0" name="ServiceDate" type="xs:dateTime" />
    <xs:element name="SourceID" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:UniqueID" />
    <xs:element minOccurs="0" name="User" type="xs:string" />
    <xs:element minOccurs="0" name="CustomerCode" type="xs:string" />
    <xs:element minOccurs="0" name="ReservationNumber" type="xs:string" />
  </xs:sequence>
</xs:complexType>
  
```

#### Name

Name	Type	Data Type	Use	Comments
MessageNumber	element	string	required	Unique message number for transaction.
PropertyCode	element	string	optional	Property code.
TransactionDate	element	dateTime	required	Transaction date.
ServiceDate	element	dateTime	optional	Actual service date.
SourceID	element	UniqueID	required	Source identifier.
User	element	string	optional	User code.
CustomerCode	element	string	optional	Customer code.
ReservationNumber	element	string	optional	Reservation number.

#### Dimension

```

<xs:complexType name="Dimension">
  <xs:sequence>
    <xs:element name="DimensionName" type="xs:string" />
    <xs:element name="DimensionValue" type="xs:string" />
  </xs:sequence>
</xs:complexType>
  
```

#### Name

Name	Type	Data Type	Use	Comments
DimensionName	element	string	required	
DimensionValue	element	string	required	



# Message Specifications



- Back Office Services
- Account Port Types
- Post General ledger
- Post Account Receivables
- Update Customer
- Post Statistics
- Get Mapping
- Data elements
- Transaction schema
- Common Schema
- Named Schema



# Messaging specification : Data Elements

Common Schema



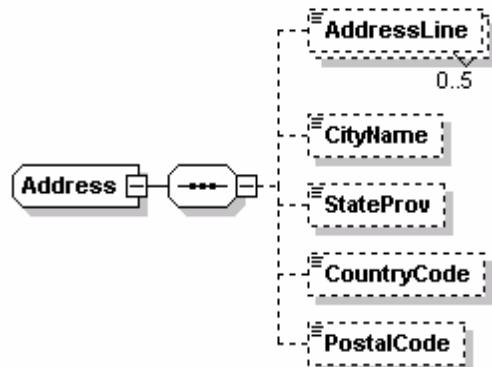
- [Address](#)
- [Amount](#)
- [Credit Card](#)
- [Descriptive Text](#)
- [Government](#)
- [GovernmentIDList](#)
- [Membership](#)
- [PersonName](#)
- [Phone](#)
- [PhoneData](#)
- [ResultStatus](#)
- [Text](#)
- [TextList](#)
- [UniqueIDList](#)
- [UniqueID](#)
- [UserDefinedValue](#)
- [UserDefinedValueList](#)
- [Simple Types](#)

# Messaging specification : Data Elements

## Common Schema ➤ Address Schema



### Address Schema



### Address

```
<xs:complexType name="Address">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="5" name="AddressLine" type="xs:string" />
    <xs:element minOccurs="0" name="CityName" type="xs:string" />
    <xs:element minOccurs="0" name="StateProv" type="xs:string" />
    <xs:element minOccurs="0" name="CountryCode" type="xs:string" />
    <xs:element minOccurs="0" name="PostalCode" type="xs:string" />
  </xs:sequence>
  <xs:attribute name="addressType" type="xs:string" />
  <xs:attribute name="otherAddressType" type="xs:string" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
addressType	attribute	string	none	Type of address. Typical values are HOME or BUSINESS, but any internally defined value may be used.
otherAddressType	attribute	string	none	Not currently used.
AddressLine	element	string	optional / multiple	Up to five address lines may be specified.
CityName	element	string	optional	City.
StateProv	element	string	optional	State.
CountryCode	element	string	optional	Country.
PostalCode	element	string	optional	Postal code.

# Messaging specification : Data Elements

## Common Schema ➤ Amount, & Credit Card Schema



### Amount Schema

#### Amount

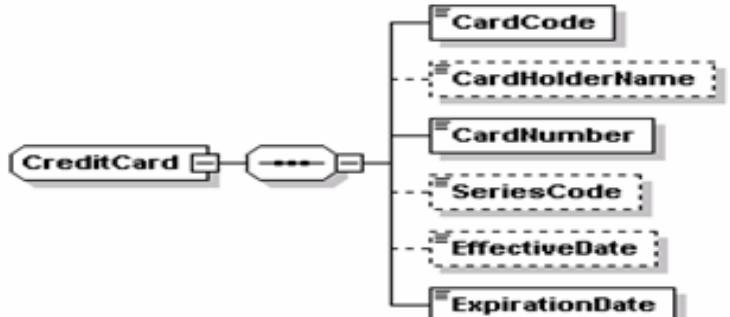
```
<xs:complexType name="Amount">
  <xs:simpleContent>
    <xs:extension base="xs:double">
      <xs:attribute name="currencyCode" type="xs:string" />
    </xs:extension>
  </xs:simpleContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Amount	extension	double		The denominational amount.
currencyCode	attribute	string	none	The currency code the amount is expressed in.

### Credit Card schema

#### CreditCard

```
<xs:complexType name="CreditCard">
  <xs:sequence>
    <xs:element name="CardCode" type="xs:string" />
    <xs:element minOccurs="0" name="CardHolderName" type="xs:string" />
    <xs:element name="CardNumber" type="xs:string" />
    <xs:element minOccurs="0" name="SeriesCode" type="xs:string" />
    <xs:element minOccurs="0" name="EffectiveDate" type="xs:date" />
    <xs:element name="ExpirationDate" type="xs:date" />
  </xs:sequence>
  <xs:attribute name="cardType" type="xs:string" />
  <xs:attribute name="otherCardType" type="xs:string" />
</xs:complexType>
```



Name	Type	Data Type	Use	Comments
cardType	attribute	string	none	Credit card type.
otherCardType	attribute	string	none	Not used.
CardCode	element	string	required	Credit card code.
CardHolderName	element	string	optional	Card holder name.
CardNumber	element	string	required	Credit card number.
SeriesCode	element	string	optional	Not used.
EffectiveDate	element	date	optional	Effective date.
ExpirationDate	element	date	required	Expiration date.

# Messaging specification : Data Elements

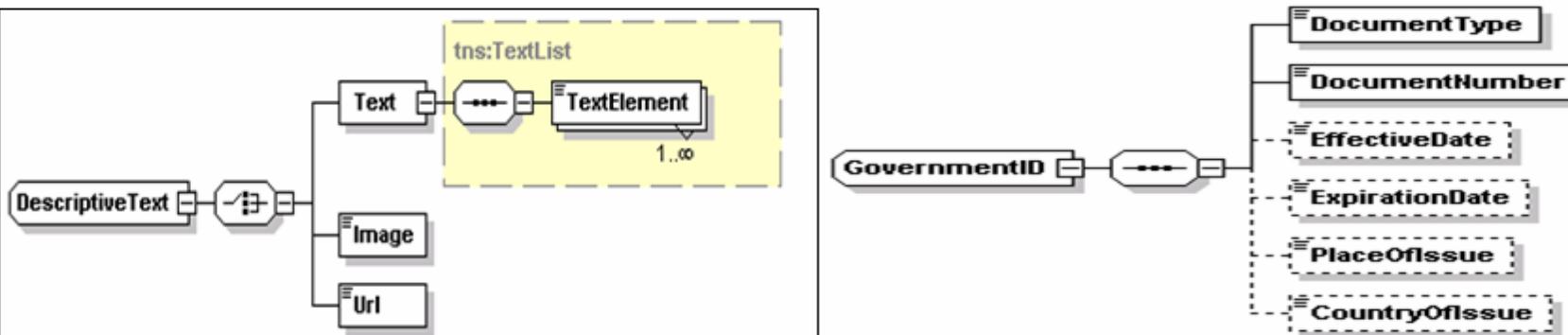
## Common Schema ➤ Text & GovtID <CIN> schema



### DescriptiveText

```
<xs:complexType name="DescriptiveText">
  <xs:choice>
    <xs:element name="Text" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:TextList" />
    <xs:element name="Image" type="xs:string" />
    <xs:element name="Url" type="xs:anyURI" />
  </xs:choice>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Text	element	TextList	required	Collection of Text elements (Choice)
Image	element	string	required	Image value (Choice).
Url	element	anyURI	required	URL (Choice).



### GovernmentID

```
<xs:complexType name="GovernmentID">
  <xs:sequence>
    <xs:element name="DocumentType" type="xs:string" />
    <xs:element name="DocumentNumber" type="xs:string" />
    <xs:element minOccurs="0" name="EffectiveDate" type="xs:date" />
    <xs:element minOccurs="0" name="ExpirationDate" type="xs:date" />
    <xs:element minOccurs="0" name="PlaceOfIssue" type="xs:string" />
    <xs:element minOccurs="0" name="CountryOfIssue" type="xs:string" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
DocumentType	element	string	required	The type of document (e.g. PASSPORT).
DocumentNumber	element	string	required	The document number.
EffectiveDate	element	date	optional	The effective date of the document.
ExpirationDate	element	date	optional	The expiration date of the document.
PlaceOfIssue	element	string	optional	The place of issue.
CountryOfIssue	element	string	optional	The country of issue.

# Messaging specification : Data Elements

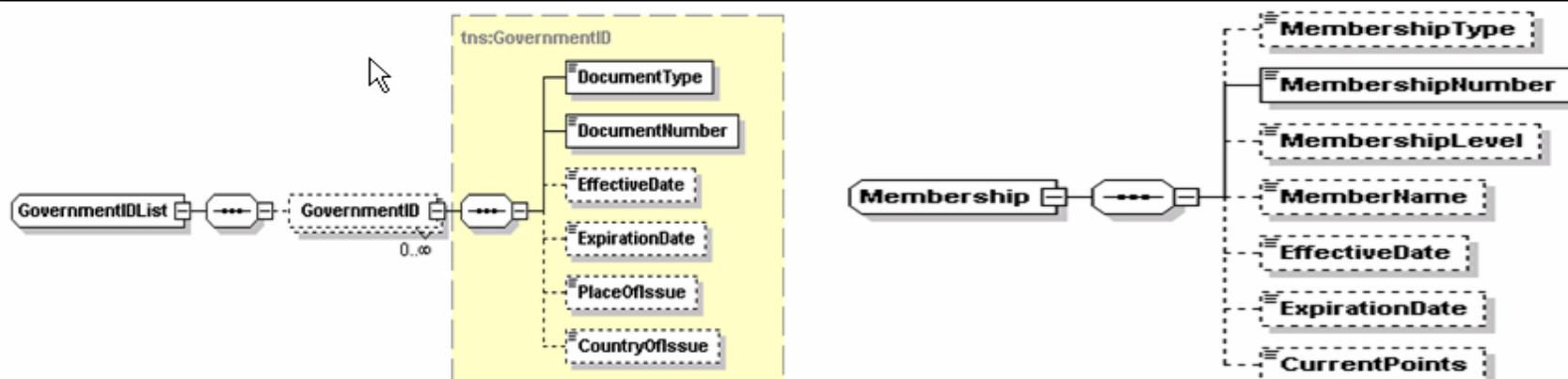
## Common Schema ➤ GovtIDList & Membership Schema



### **GovernmentIDList**

```
<xs:complexType name="GovernmentIDList">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="GovernmentID"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:GovernmentID" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
GovernmentID	element	GovernmentID	optional / multiple	A collection of government ID records.



### **Membership**

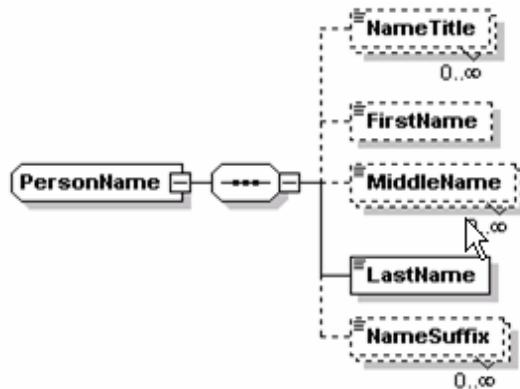
```
<xs:complexType name="Membership">
  <xs:sequence>
    <xs:element minOccurs="0" name="MembershipType" type="xs:string" />
    <xs:element name="MembershipNumber" type="xs:string" />
    <xs:element minOccurs="0" name="MembershipLevel" type="xs:string" />
    <xs:element minOccurs="0" name="MemberName" type="xs:string" />
    <xs:element minOccurs="0" name="EffectiveDate" type="xs:date" />
    <xs:element minOccurs="0" name="ExpirationDate" type="xs:date" />
    <xs:element minOccurs="0" name="CurrentPoints" type="xs:long" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
MembershipType	element	string	optional	Membership type.
MembershipNumber	element	string	required	Membership number.
MembershipLevel	element	string	optional	Membership level (e.g. GOLD, PLATINUM).
MemberName	element	string	optional	Member name.
EffectiveDate	element	date	optional	Membership effective date (or start date).
ExpirationDate	element	date	optional	Membership expiration date.
CurrentPoints	element	long	optional	Membership point accumulated.



# Messaging specification : Data Elements

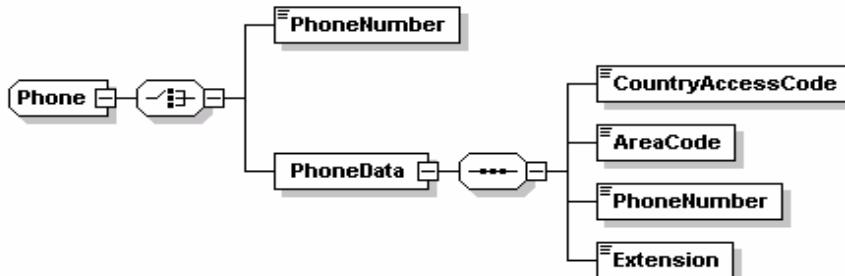
## Common Schema ➤ PersonName Schema



PersonName				
Name	Type	Data Type	Use	Comments
nameOrdered	attribute	string	none	Not used.
familiarName	attribute	string	none	Familiar name.
NameTitle	element	string	optional / multiple	Name title (e.g. Mr., Mrs., Dr.)
FirstName	element	string	optional	First name.
MiddleName	element	string	optional / multiple	Middle name.
LastName	element	string	required	Last name.
NameSuffix	element	string	optional / multiple	Name suffix (e.g. Jr., III, Esq.)

# Messaging specification : Data Elements

## Common Schema ➤ PhoneData Schema



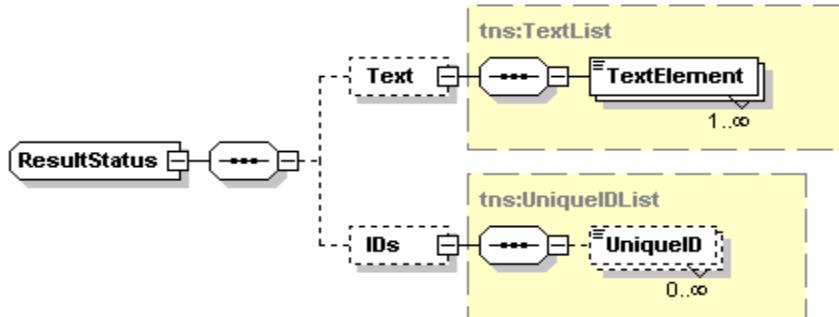
Phone		PhoneData		
<xs:complexType name="Phone">		<xs:element name="PhoneData">		
<<choice>>		<xs:complexType>		
<<element name="PhoneNumber"/>>		<<sequence>>		<<element name="CountryAccessCode"/>>
<<element name="PhoneData"/>>		<<element name="AreaCode"/>>		<<element name="AreaCode"/>>
<<complexType>>		<<element name="PhoneNumber"/>>		<<element name="PhoneNumber"/>>
<<sequence>>		<<element name="Extension"/>>		<<element name="Extension"/>>
</xs:sequence>		</xs:complexType>		</xs:element>
</xs:complexType>		</xs:complexType>		
<<attribute name="phoneType" type="xs:string"/>>				
<<attribute name="phoneRole" type="xs:string"/>>				
Name < Phone >	Type	Data Type	Use	Comments
phoneType	attribute	string	none	Type of phone record. Typical values are HOME or BUSINESS.
phoneRole	attribute	string	none	Phone role. Typical values are PHONE, EMAIL, FAX, WEBPAGE.
PhoneNumber	element	string	required	Phone number, email address, web address or other value appropriate to the phone role attribute.
PhoneData	element	PhoneData	required	The phone number may be specified as either a string above, or as individual components as described in the element below
Name < PhoneData >	Type	Data Type	Use	Comments
CountryAccessCode	element	string	required	Country access code.
AreaCode	element	string	required	Area code.
PhoneNumber	element	string	required	Phone number.
Extension	element	Extension	required	Phone extension.

# Messaging specification : Data Elements

## Common Schema ➤ ResultStatus, Text & TextList Schema



### ResultStatus



### ResultStatus

```

<xs:complexType name="ResultStatus">
  <xs:sequence>
    <xs:element minOccurs="0" name="Text" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:TextList" />
    <xs:element minOccurs="0" name="IDs" xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q2:UniqueIDList" />
  </xs:sequence>
  <xs:attribute name="resultStatusFlag" xmlns:q3="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q3:ResultStatusFlag" />
  <xs:attribute name="code" type="xs:string" use="optional" />
</xs:complexType>
  
```

Name	Type	Data Type	Use	TextList
resultStatusFlag	attribute	ResultStatusFlag	none	
code	attribute	string	optional	
Text	element	TextList	optional	
IDs	element	UniqueIDList	optional	

### Text

```

<xs:complexType name="Text">
  <xs:simpleContent>
    <xs:extension base="xs:string">
      <xs:attribute name="language" type="xs:language"
        use="optional" />
    </xs:extension>
  </xs:simpleContent>
</xs:complexType>
  
```

### TextList

```

<xs:complexType name="TextList">
  <xs:sequence>
    <xs:element maxOccurs="unbounded" name="TextElement"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:Text" />
  </xs:sequence>
</xs:complexType>
  
```

Name	Type	Data Type	Use	Comments
Text	extension	string	optional	Text string.
Language	attribute	language	optional	Language code for Text value.
TextElement	element	Text	required / multiple	

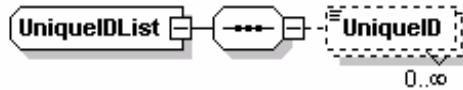
# Messaging specification : Data Elements

Common Schema

UniqueID, IDList, & UserDefined Value Schema



## UniqueIDList



## UniqueIDList

```
<xs:complexType name="UniqueIDList">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="UniqueID"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:UniqueID" />
  </xs:sequence>
</xs:complexType>
```

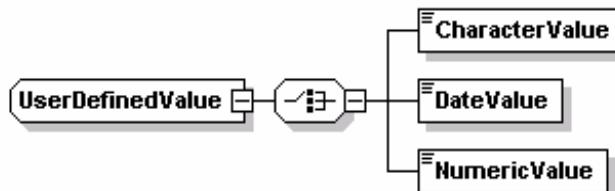
Name	Type	Data Type	Use	Comments
UniqueID	element	UniqueID	optional / multiple	A list of ID values (see below). Records are often identified by a pair of ID's where the source attribute identifies who each ID belongs to.

## UniqueID

```
<xs:complexType name="UniqueID">
  <xs:simpleContent>
    <xs:extension base="xs:string">
      <xs:attribute name="source" type="xs:string" />
    </xs:extension>
  </xs:simpleContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
UniqueID	extensio n	string		The ID value
source	attribute	string	none	The source for the ID. This value identifies the creator/owner of the ID.

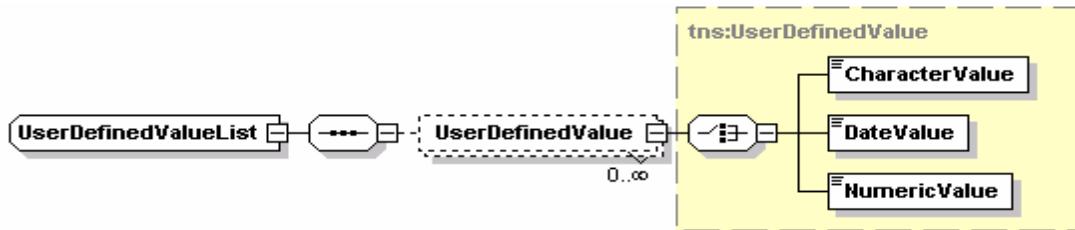
## UserDefinedValue



# Messaging specification : Data Elements

Common Schema

UserDefinedValueList & Simple Schema



## Simple Types

RecordAdministratorAttributes	Attribute Group	insertUser	Internal user code representing the record creator.
		insertDate	Timestamp record was originally created.
		updateUser	Internal user code representing the user who last updated the record
		updateDate	Timestamp when the record was last updated.
		inactiveDate	Timestamp when the record was inactivated. When null, the record is considered active. When set, the record can be treated as though deleted.
BlackListFlag	Simple Type	REMOVE SET	Enumeration of blacklist values.
Gender	Simple Type	FEMALE MALE UNKNOWN	Enumeration for gender.
ReservationStatusType	Simple Type	CANCELLED CHECKED_IN CHECKED_OUT RESERVED WAITLISTED OTHER REVERSE_CHECKED_IN REVERSE_CHECKED_OUT	Enumeration for reservation statuses.
ResultStatusFlag	Simple Type	FAIL SUCCESS	Enumeration for status results.
SubscriptionAction	Simple Type	OTHER SUBSCRIBE UNSUBSCRIBE	Enumeration of subscription actions to perform.



# Message Specifications



Back Office Services

Account Port Types

➤ Post General ledger

➤ Post Account Receivables

➤ Update Customer

➤ Post Statistics

➤ Get Mapping



Data elements

➤ Transaction schema

➤ Common Schema

➤ Named Schema

# Messaging specification : Data Elements

Named Schema



	Interface	Source	Target	Comm. Protocol
<a href="#"><u>Blacklist</u></a>	A/R Master - New / Change	SAP (FI)	PMS	HTTP/FTP
<a href="#"><u>Comment</u></a>	A/R Master - New / Change	SAP (FI)	CRS/CIS	WebService
<a href="#"><u>CommentList</u></a>	A/R Master - New	CRS/CIS	SAP (FI)	WebService
<a href="#"><u>Company</u></a>	A/R Credit status	SAP (FI)	CRS/CIS	WebService
<a href="#"><u>Customer</u></a>	A/R Credit status	SAP (FI)	PMS	WebService
<a href="#"><u>NameAddress</u></a>	Direct Bill A/R Message to SAP	PMS	SAP (FI)	HTTP/FTP
<a href="#"><u>NameAddressList</u></a>	Daily revenue	PMS	SAP (FI)	HTTP/FTP
<a href="#"><u>NameCreditCard</u></a>	Daily settlement	PMS	SAP (FI)	HTTP/FTP
<a href="#"><u>NameCreditCardList</u></a>	Daily 15 day Forecast to SAP	PMS	SAP (MM)	HTTP/FTP
<a href="#"><u>NameMembership</u></a>	Travel agent's commission information	PMS	SAP (FI)	HTTP/FTP
<a href="#"><u>NameMembershipList</u></a>	POS: Inventory (Item Consumptions Details)	POS	SAP (MM)	WebService/FTP
<a href="#"><u>NamePhone</u></a>	Inventory: Standard Recipe Cost	SAP (MM/PP)	POS	WebService/FTP
<a href="#"><u>NamePhoneList</u></a>				
<a href="#"><u>NegotiatedRate</u></a>				
<a href="#"><u>NegotiatedRateList</u></a>				
<a href="#"><u>PersonName</u></a>				
<a href="#"><u>Preference</u></a>				
<a href="#"><u>PreferenceList</u></a>				
<a href="#"><u>Profile</u></a>				
<a href="#"><u>UserDefinedValue</u></a>				
<a href="#"><u>UserDefinedValueList</u></a>				

# Messaging specification : Data Flow & Sync

Named Schema

< Booking/Check-In/Check-Out >

Credits & Related Front Office Interfaces



ECC-CRM-BI-EP-XI	CRS/CIS	PMS	POS
<b>MasterData &lt; Init&amp;Delta&gt;</b>			
Customer Master - R	Customer Master	Customer Master - R	Customer Master - R
Extend Customer Accounting View			
chart of Account / GL / SGL		@Check-In : Create Ledger Folio	
Customer Hierarchy			
Business Partner	Company Code - R		
Credit Master , Access on Bus Partner	Credit Master , Access on Company	Credit Master , Access on Company - R	Credit Master , Access on Company - R
Price Master	Price Master -R	Price Master -R	Price Master -R
Discount Master	Discount Master-R	Discount Master-R	Discount Master-R
Surcharge	Surcharge-R	Surcharge-R	Surcharge-R
Tax Codes	Tax Codes-R	Tax Codes-R	Tax Codes-R
Excise Master/ Chapter-IDs	Excise Master/ CHID's - R	Excise Master/ CHID's - R	Excise Master/ CHID's - R
Bank Master	Bank Master- R	Bank Master- R	Bank Master- R
Promotion	Promotion-R		
Product/Service Master- R		Product Master / Services	
Extend Prod-Master Org-Views			
Class and Characteristic Master		Class and Characteristic Master - R	
Resource-Location/ i-Objects - R		Resources/ Resort Rooms	
BOM - Parent/ Child Qty relations			
Promotion Schema Master	Promotion Schema Master-R		

# Messaging specification : Data Flow & Sync

Named Schema

< Booking/Check-In/Check-Out >

Credits & Related Front Office Interfaces



ECC-CRM-BI-EP-XI	CRS/CIS	PMS	POS
<b>Booking &lt;Transaction Init&amp;Delta&gt;</b>			
	Reservation - Booking ID →	Reservation - Booking ID - R →	Reservation - Booking ID - R
Resv/ Inventory Info in ERP ← →	Update of Room Inventory →	Update of Room Inventory - R →	Update Status - R
Advances - Customer/ Agent Balance - Payment Gateway ←	→	Advances - Customer/ Agent Balance - Payment Gateway - R →	Advances - Customer/ Agent Balance - Payment Gateway - R
Advances - Customer Balance- Cash/ Credit Card - R ←	→	Advances - Customer Balance- Cash/ Credit Card ← →	Advances - Customer Balance- Cash/ Credit Card
Credit Engine ←	→	Replicate Status of Credit-Check	Credit Engine - R
Delta Changes - R ←	→	Delta Changes →	Update Status : Delta Changes
<b>Check-In&lt;Transaction Init&amp;Delta&gt;</b>			
	Airport Pick-up	Airport Pick-up	
Check/ Enroll Loyalty ←			
Replication/ Credit Accurals for Loyalty		Check/ Enroll Loyalty ← →	Update Status : Loyalty
update crm action status ←		Allocation of room/ Upselling/ Cross Selling ← →	Allocation of room/ Upselling/ Cross Selling
update crm action status ←		Pre-Auth of Credit Card + Update Master + Status Reqmnt ← →	Pre-Auth of Credit Card + Update Master + Status Reqmnt
update crm action status ←		Room Restrictions ← →	Room Restrictions
update crm action status ←		Concierge ← →	Concierge
Consumptions- Products/ Services - R ← →		Consumptions- Products/ Services →	Consumptions- Products/ Services
<b>Plan</b>			
<b>Execution</b>			
<b>Confirmation</b>	→		
Night Audit - Advances ←		Night Audit	
<b>Check-Out&lt;Transaction Init&amp;Delta&gt;</b>			
Loyalty Program - R ←	→	Loyalty Program →	Loyalty Program
Credit Engine ReRun ←	→	Update Credit Status - R →	Update Credit Status - R
Settlements - R ←	→	Night-Audits / Settlements	

# Messaging specification : Data Elements

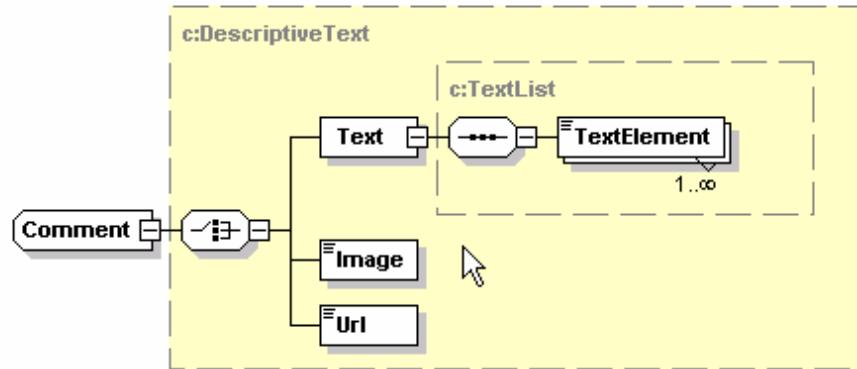
## Named Schema ➔ BlackList & Comment Schema



### BlackList

```
<xs:complexType name="BlackList">
  <xs:simpleContent>
    <xs:extension base="xs:string">
      <xs:attribute name="flag" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:BlackListFlag" />
    </xs:extension>
  </xs:simpleContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
BlackList	extension	string		Blacklist flag.
flag	attribute	BlackListFlag	none	One of REMOVE or SET indicating whether the blacklist flag should be set or not.



### Comment

```
<xs:complexType name="Comment">
  <xs:complexContent mixed="false">
    <xs:extension xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" base="q1:DescriptiveText">
      <xs:attribute name="commentType" type="xs:string" />
      <xs:attributeGroup ref="q1:RecordAdministratorAttributes" />
    </xs:extension>
  </xs:complexContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Comment	extension	DescriptiveText		Extension of DescriptiveText
commentType	attribute	string	none	Type of comment.
RecordAdministratorAttributes	attr group			Record creation and last update attributes.

# Messaging specification : Data Elements

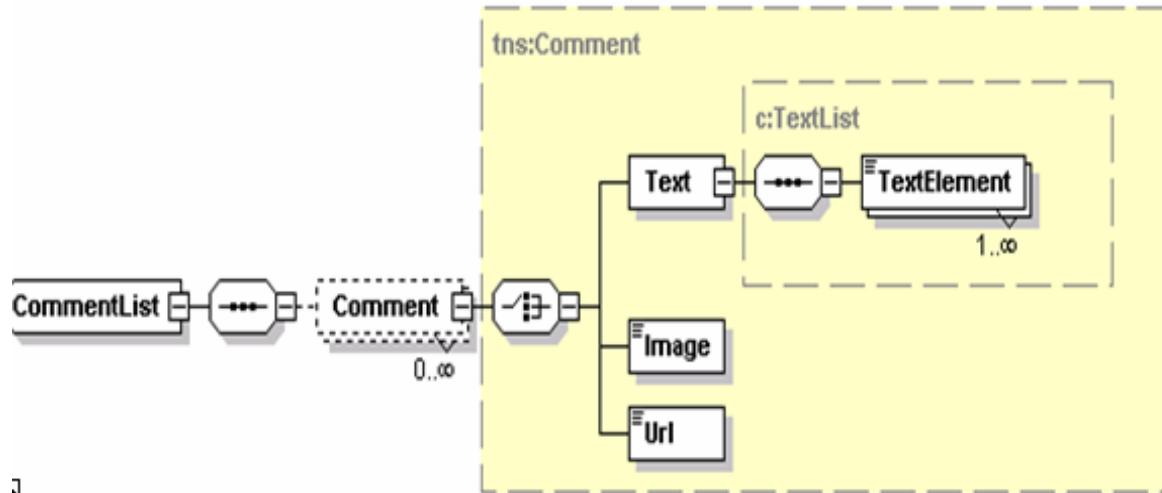
Named Schema ➔ CommentList Schema



## CommentList

```
<xs:complexType name="CommentList">
    <xs:sequence>
        <xs:element minOccurs="0" maxOccurs="unbounded" name="Comment"
            xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q1:Comment" />
    </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Comment	element	Comment	optional / multiple	A collection of Comment elements.



## Company

```
<xs:complexType name="Company">
    <xs:sequence>
        <xs:element name="CompanyName" type="xs:string" />
    </xs:sequence>
    <xs:attribute name="commissionCode" type="xs:string" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
commissionCode	attribute	string	none	Not used.
CompanyName	element	string	required	Company name.

# Messaging specification : Data Elements

Named Schema

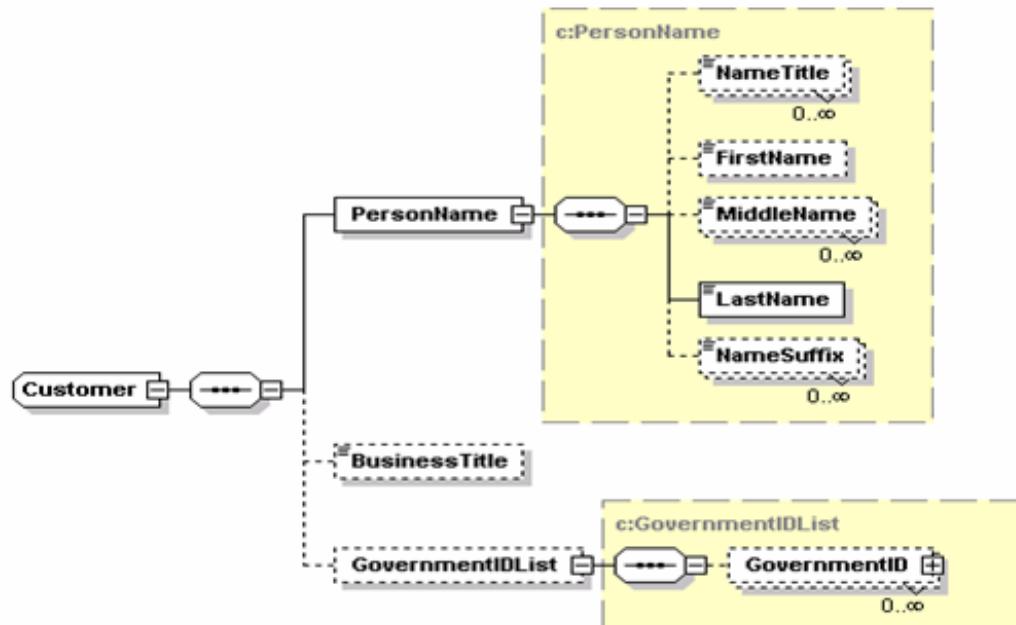
Customer



## Customer

```
<xss:complexType name="Customer">
  <xss:sequence>
    <xss:element name="PersonName" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:PersonName" />
    <xss:element minOccurs="0" name="BusinessTitle" type="xss:string" />
    <xss:element minOccurs="0" name="GovernmentIDList" xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types"
      type="q2:GovernmentIDList" />
  </xss:sequence>
  <xss:attribute name="gender" xmlns:q3="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q3:Gender" />
  <xss:attribute name="birthDate" type="xss:date" />
</xss:complexType>
```

Name	Type	Data Type	Use	Comments
gender	attribute	Gender	none	The guest's gender.
birthDate	attribute	date	none	The guest's birth date.
PersonName	element	PersonName	required	The guest name record.
BusinessTitle	element	string	optional	The guest's title.
GovernmentIDList	element	GovernmentIDL ist	optional	A collection of government ID's.



# Messaging specification : Data Elements

Named Schema

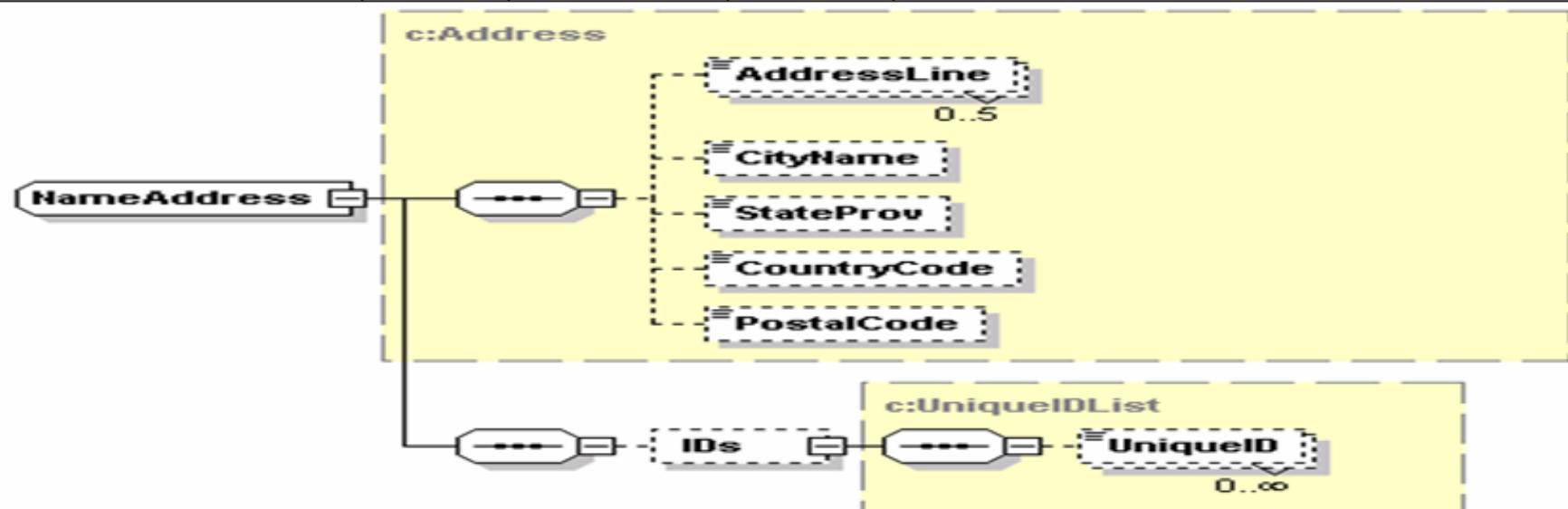
➤ NameAddress



## NameAddress

```
<xs:complexType name="NameAddress">
  <xs:complexContent mixed="false">
    <xs:extension xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" base="q1:Address">
      <xs:sequence>
        <xs:element minOccurs="0" name="IDs" type="q1:UniqueIDList" />
      </xs:sequence>
      <xs:attribute name="primary" type="xs:boolean" />
      <xs:attribute name="displaySequence" type="xs:int" />
      <xs:attributeGroup ref="q1:RecordAdministratorAttributes" />
    </xs:extension>
  </xs:complexContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NameAddress	extension	Address		Extension of Address element type.
primary	attribute	boolean	none	Flag to indicate primary address.
displaySequence	attribute	int	none	Display sequence.
RecordAdministratorAttributes	attribute group			Record creation and last update attributes.
IDs	element	UniqueIDList	optional	Internal ID values.



# Messaging specification : Data Elements

Named Schema

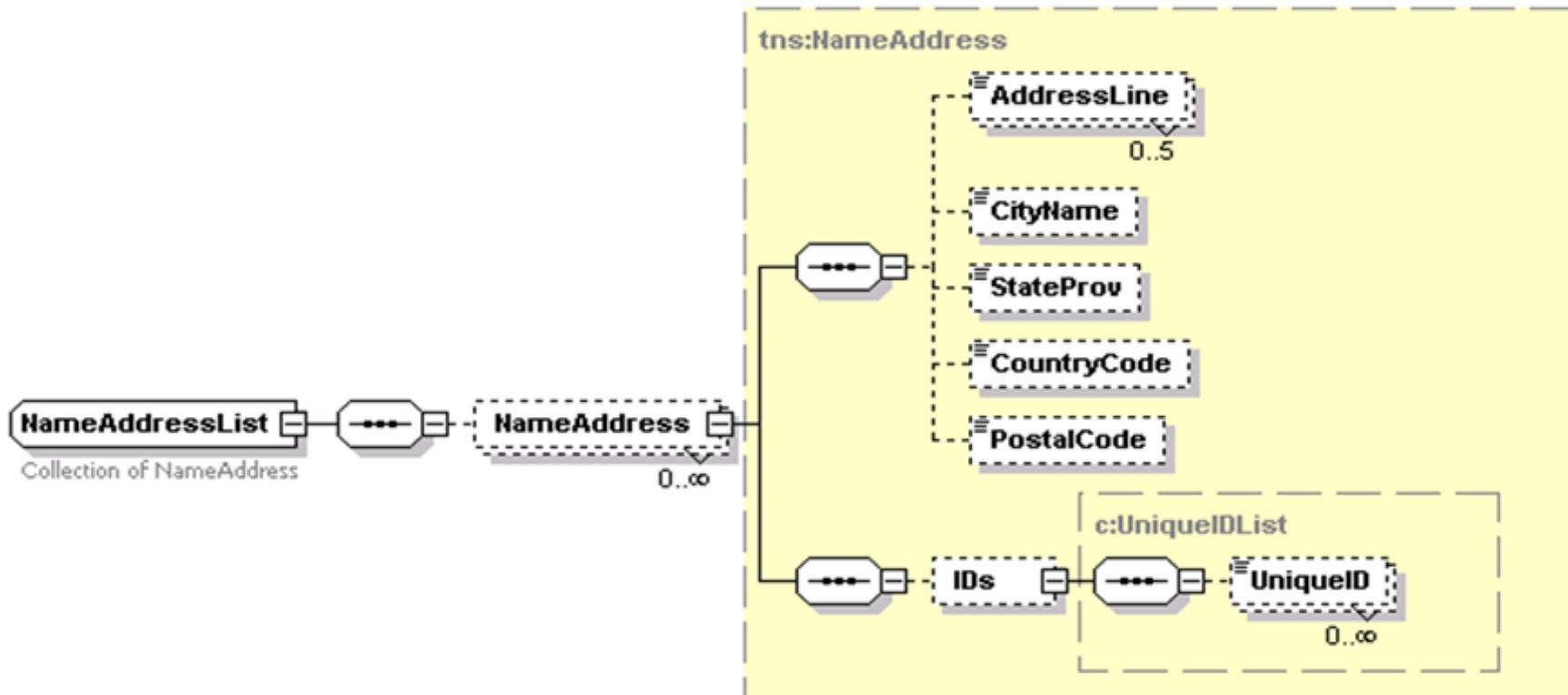
➤ NameAddressList



## NameAddressList

```
<xs:complexType name="NameAddressList">
  <xs:annotation>
    <xs:documentation>Collection of NameAddress</xs:documentation>
  </xs:annotation>
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="NameAddress"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q1:NameAddress" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NameAddress	element	NameAddress	optional / multiple	A collection of NameAddress records.



# Messaging specification : Data Elements

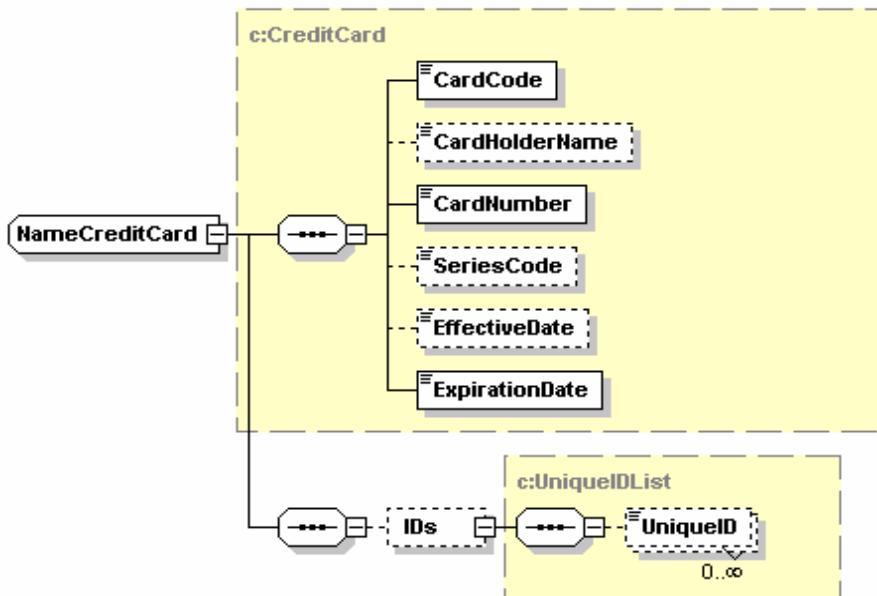
Named Schema ➤ NameCreditCard



## NameCreditCard

```
<xs:complexType name="NameCreditCard">
  <xs:complexContent mixed="false">
    <xs:extension xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" base="q1:CreditCard">
      <xs:sequence>
        <xs:element minOccurs="0" name="IDs" type="q1:UniqueIDList" />
      </xs:sequence>
      <xs:attribute name="primary" type="xs:boolean" />
      <xs:attribute name="displaySequence" type="xs:int" />
      <xs:attributeGroup ref="q1:RecordAdministratorAttributes" />
    </xs:extension>
  </xs:complexContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NameCreditCard	extension	CreditCard		Extension of CreditCard element.
primary	attribute	boolean	none	Flag to indicate primary credit card.
displaySequence	attribute	int	none	Display order.
RecordAdministratorAttributes	attribute group			Record creation and last update attributes.
IDs	element	UniqueIDList	optional	Internal ID's.



# Messaging specification : Data Elements

Named Schema

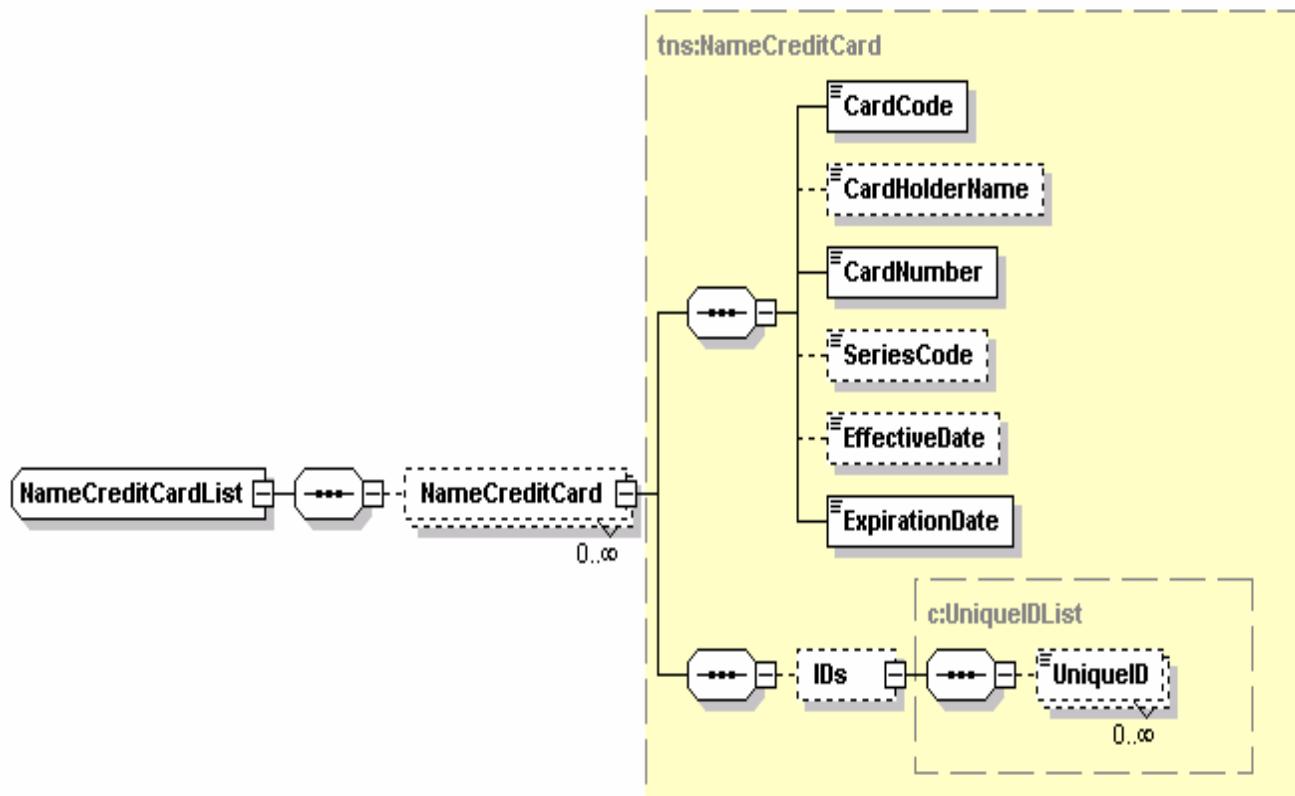
➤ NameCreditCardList



## NameCreditCardList

```
<xs:complexType name="NameCreditCardList">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="NameCreditCard"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q1:NameCreditCard" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NameCreditCard	element	NameCreditCard	optional / multiple	A collection of credit card elements.



# Messaging specification : Data Elements

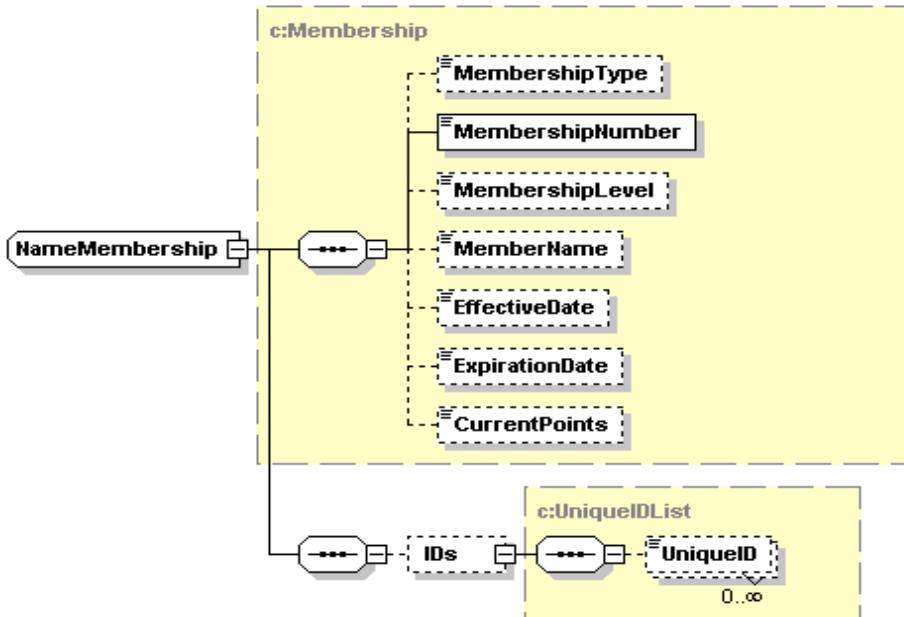
## Named Schema ➤ NameMembership



### NameMembership

```
<xs:complexType name="NameMembership">
  <xs:complexContent mixed="false">
    <xs:extension xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" base="q1:Membership">
      <xs:sequence>
        <xs:element minOccurs="0" name="IDs" type="q1:UniqueIDList" />
      </xs:sequence>
      <xs:attribute name="primary" type="xs:boolean" />
      <xs:attribute name="displaySequence" type="xs:int" />
      <xs:attributeGroup ref="q1:RecordAdministratorAttributes" />
    </xs:extension>
  </xs:complexContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NameMembership	extension	Membership		Extension of Membership element.
primary	attribute	boolean	none	Flag to indicate primary membership.
displaySequence	attribute	int	none	Display sequence.
RecordAdministratorAttributes	attribute group			Record creation and last update attributes.
IDs	element	UniqueIDList	optional	Internal record ID's.



# Messaging specification : Data Elements

Named Schema

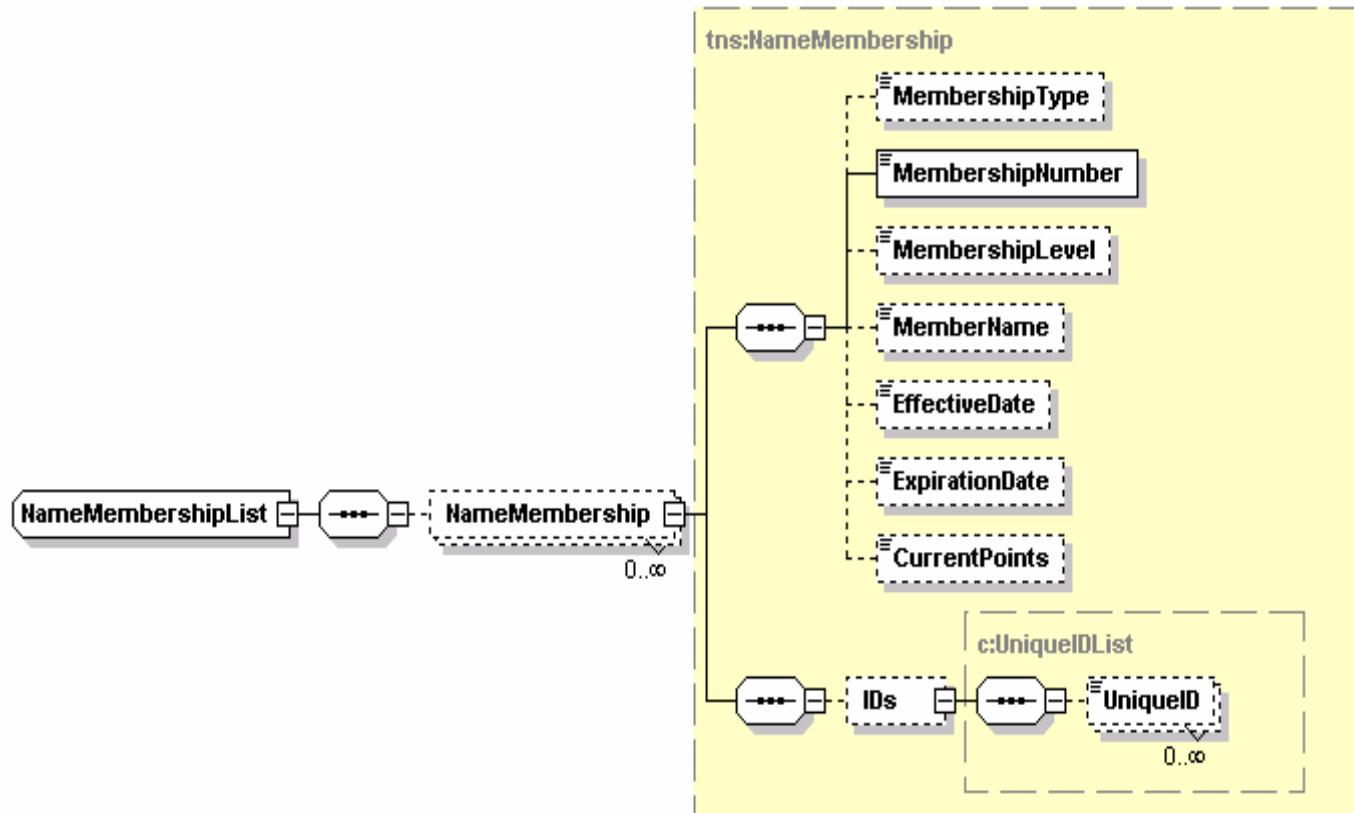
➤ NameMembershipList



## NameMembershipList

```
<xs:complexType name="NameMembershipList">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="NameMembership"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q1:NameMembership" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NameMembership	element	NameMembership	optional / multiple	A collection of NameMembership elements.



# Messaging specification : Data Elements

## Named Schema ➔ NamePhoneList schema



### NamePhone

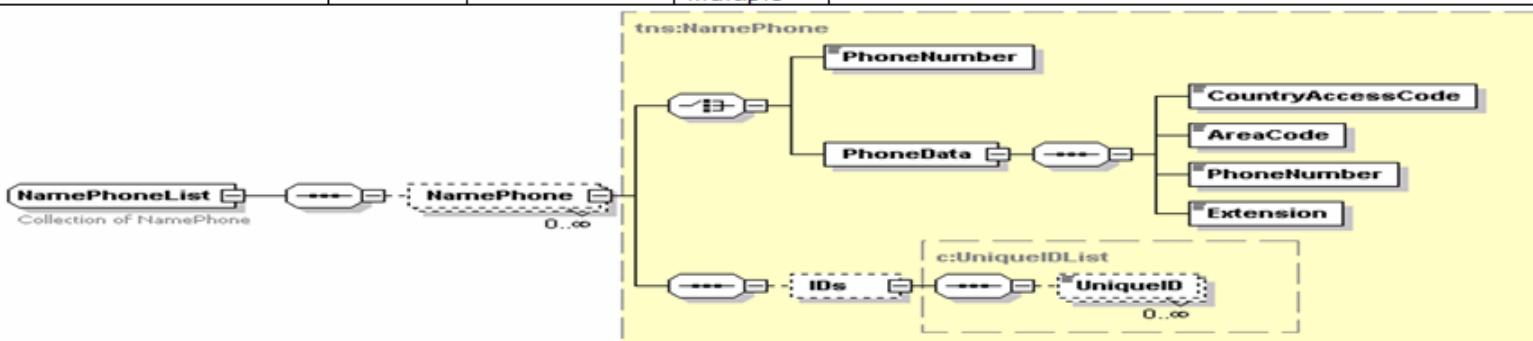
```
<xs:complexType name="NamePhone">
  <xs:complexContent mixed="false">
    <xs:extension xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" base="q1:Phone">
      <xs:sequence>
        <xs:element minOccurs="0" name="IDs" type="q1:UniqueIDList" />
      </xs:sequence>
      <xs:attribute name="primary" type="xs:boolean" />
      <xs:attribute name="displaySequence" type="xs:int" />
      <xs:attributeGroup ref="q1:RecordAdministratorAttributes" />
    </xs:extension>
  </xs:complexContent>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NamePhone	extension	Phone		Extension of Phone element type.
primary	attribute	boolean	none	Flag to indicate primary phone.
displaySequence	attribute	int	none	Display sequence.
RecordAdministratorAttributes	attr group			Record creation and update attributes.
IDs	element	UniqueIDList	optional	Internal record ID's.

### NamePhoneList

```
<xs:complexType name="NamePhoneList">
  <xs:annotation>
    <xs:documentation>Collection of NamePhone</xs:documentation>
  </xs:annotation>
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="NamePhone"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q1:NamePhone" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NamePhone	element	NamePhone	optional / multiple	A collection of NamePhone records.



# Messaging specification : Data Elements

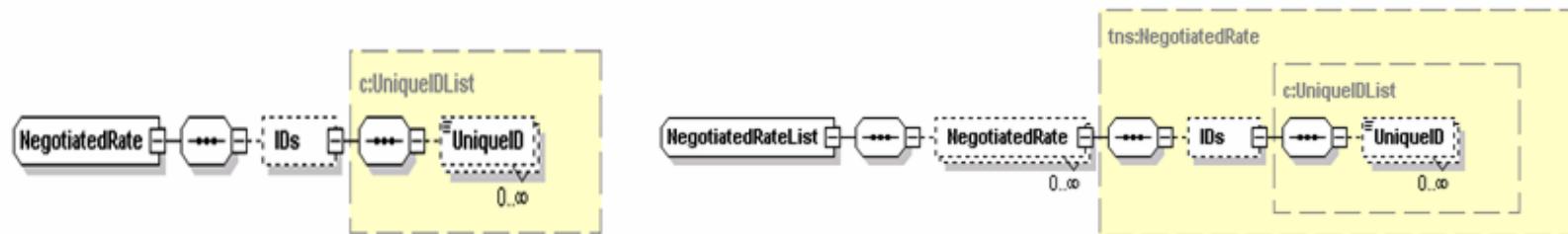
## Named Schema ➔ NegotiatedRateList schema



### NegotiatedRate

```
<xs:complexType name="NegotiatedRate">
    <xs:sequence>
        <xs:element minOccurs="0" name="IDs" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:UniqueIDList" />
    </xs:sequence>
    <xs:attribute name="resortCode" type="xs:string" />
    <xs:attribute name="rateCode" type="xs:string" use="required" />
    <xs:attribute name="commissionCode" type="xs:string" />
    <xs:attribute name="beginDate" type="xs:date" />
    <xs:attribute name="endDate" type="xs:date" />
    <xs:attribute name="displaySequence" type="xs:int" />
    <xs:attributeGroup xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" ref="q2:RecordAdministratorAttributes" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
resortCode	attribute	string	none	Property code where negotiated rate is applicable.
rateCode	attribute	string	required	Rate code.
commissionCode	attribute	string	none	Commission code.
beginDate	attribute	date	none	Begin date for rate.
endDate	attribute	date	none	End date for rate.
displaySequence	attribute	int	none	Display sequence.
RecordAdministratorAttributes	attr group			Record creation and last update attributes.
IDs	element	UniqueIDList	optional	Internal record ID's.



### NegotiatedRateList

```
<xs:complexType name="NegotiatedRateList">
    <xs:sequence>
        <xs:element minOccurs="0" maxOccurs="unbounded" name="NegotiatedRate"
            xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q1:NegotiatedRate" />
    </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
NegotiatedRate	element	NegotiatedRate	optional / multiple	A collection of NegotiatedRate elements.

# Messaging specification : Data Elements

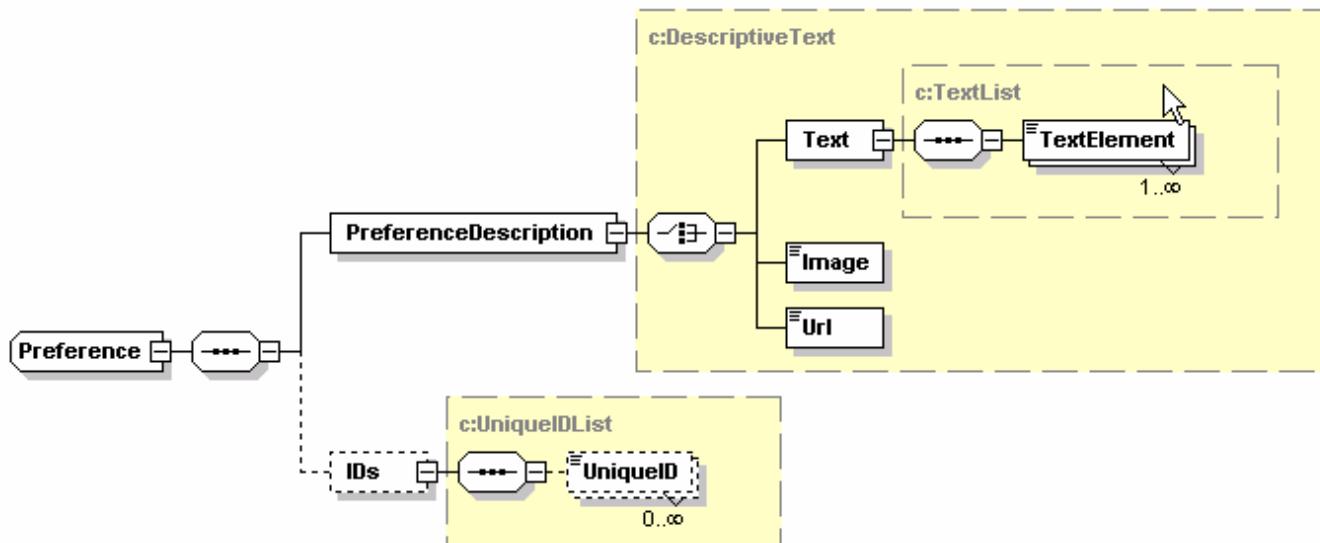
Named Schema      Preference schema



## Preference

```
<xs:complexType name="Preference">
  <xs:sequence>
    <xs:element name="PreferenceDescription" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:DescriptiveText"
      />
    <xs:element minOccurs="0" name="IDs" xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q2:UniqueIDList" />
  </xs:sequence>
  <xs:attribute name="resortCode" type="xs:string" />
  <xs:attribute name="preferenceType" type="xs:string" />
  <xs:attribute name="otherPreferenceType" type="xs:string" />
  <xs:attribute name="preferenceValue" type="xs:string" />
  <xs:attributeGroup xmlns:q3="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" ref="q3:RecordAdministratorAttributes" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
resortCode	attribute	string	none	Property code where preference is defined.
preferenceType	attribute	string	none	Preference type code.
otherPreferenceType	attribute	string	none	Not used.
preferenceValue	attribute	string	none	Preference value.
RecordAdministratorAttributes	attr group			Record creation and last update attributes.
PreferenceDescription	element	DescriptiveText	required	Description of the preference.
IDs	element	UniqueIDList	optional	Internal record ID's.



# Messaging specification : Data Elements

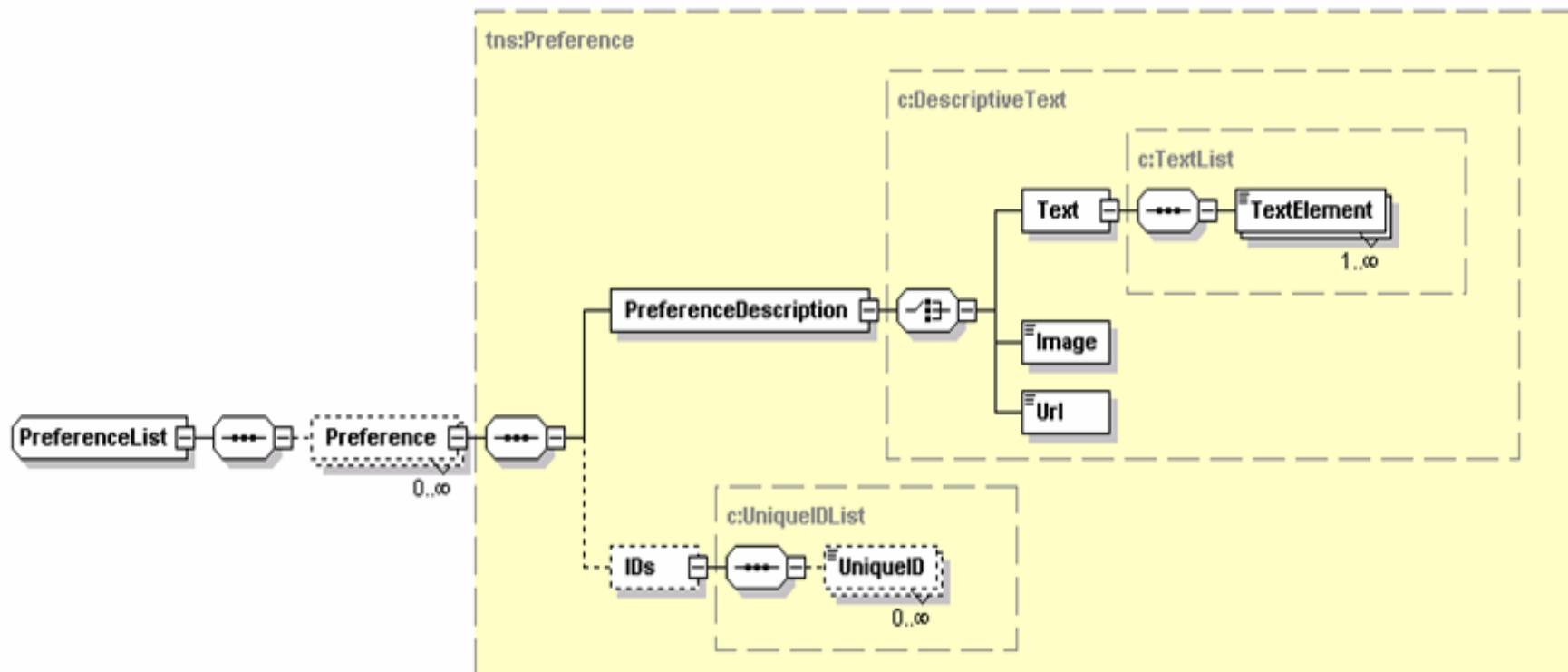
## Named Schema ➔ PreferenceList schema



### PreferenceList

```
<xs:complexType name="PreferenceList">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="Preference" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types"
      type="q1:Preference" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
Preference	element	Preference	optional / multiple	A collection of Preference elements.

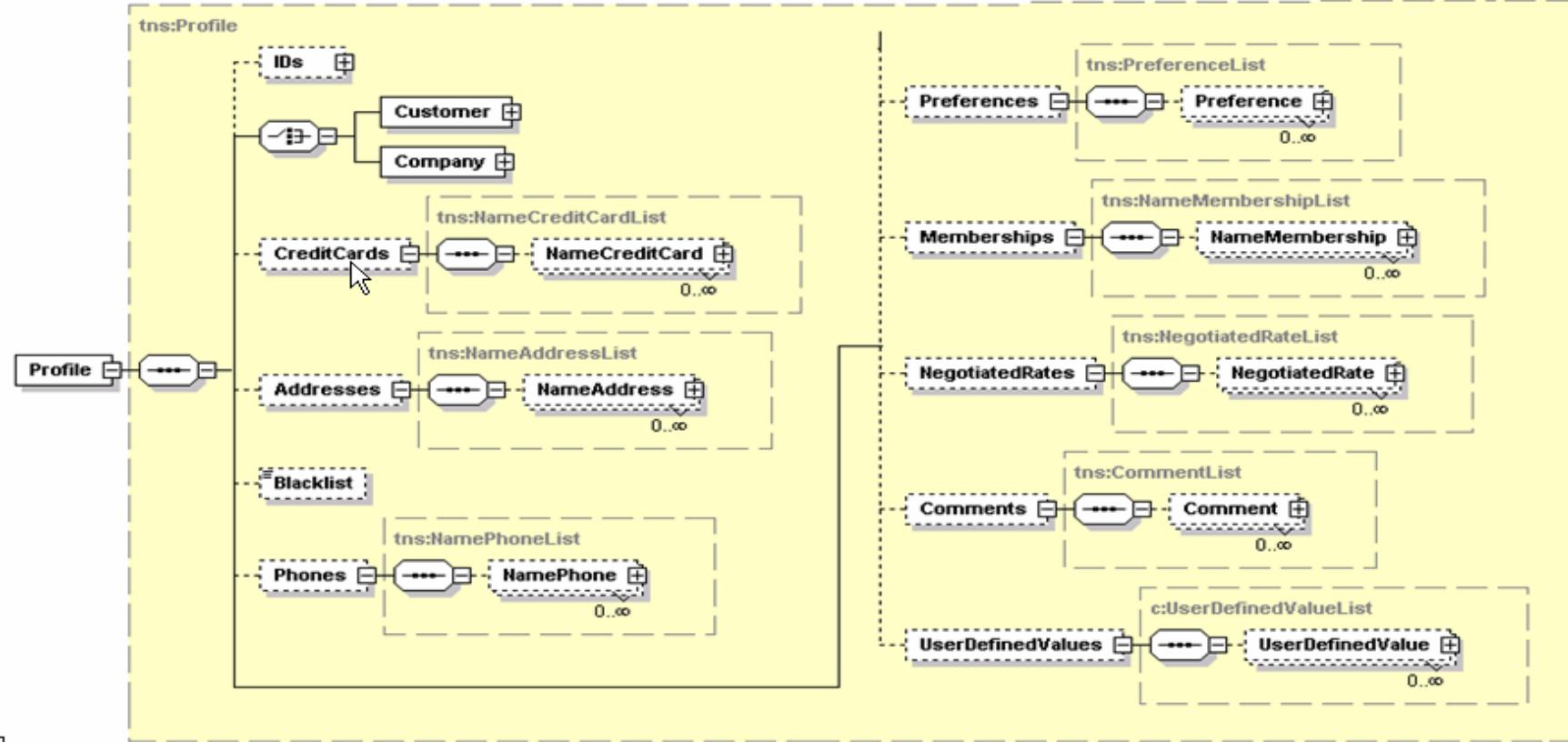


# Messaging specification : Data Elements

Named Schema      Profile schema



## Profile



## Profile

```

<xss:complexType name="Profile">
    <xss:sequence>
        <xss:element minOccurs="0" name="IDs" xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:UniqueIDList" />
        <xss:choice>
            <xss:element name="Customer" xmlns:q2="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q2:Customer" />
            <xss:element name="Company" xmlns:q3="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q3:Company" />
        </xss:choice>
        <xss:element minOccurs="0" name="CreditCards" xmlns:q4="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q4:NameCreditCardList" />
        <xss:element minOccurs="0" name="Addresses" xmlns:q5="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q5:NameAddressList" />
        <xss:element minOccurs="0" name="Blacklist" xmlns:q6="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q6:BlackList" />
    </xss:sequence>

```

# Messaging specification : Data Elements

## Named Schema

## Profile schema < contd. >



```
<xs:element minOccurs="0" name="Phones" xmlns:q7="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q7:NamePhoneList" />
<xs:element minOccurs="0" name="Preferences" xmlns:q8="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q8:PreferenceList"
  />
<xs:element minOccurs="0" name="Memberships" xmlns:q9="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q9:NameMembershipList" />
<xs:element minOccurs="0" name="NegotiatedRates" xmlns:q10="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q10:NegotiatedRateList" />
<xs:element minOccurs="0" name="Comments" xmlns:q11="http://htng.org/PWS/2008A/SingleGuestItinerary/Name/Types" type="q11:CommentList" />
<xs:element minOccurs="0" name="UserDefinedValues" xmlns:q12="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q12:UserDefinedValueList" />
</xs:sequence>
<xs:attribute name="nameType" type="xs:string" />
<xs:attribute name="protected" type="xs:boolean" />
<xs:attribute name="languageCode" type="xs:string" />
<xs:attribute name="nationality" type="xs:string" />
<xs:attribute name="vipCode" type="xs:string" />
<xs:attribute name="taxExempt" type="xs:boolean" />
<xs:attributeGroup xmlns:q13="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" ref="q13:RecordAdministratorAttributes" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
nameType	attribute	string	none	Name type. Typical values are <i>GUEST</i> or <i>COMPANY</i> .
protected	attribute	boolean	none	Flag to indicate whether profile can be modified by external system.
languageCode	attribute	string	none	Default language code of guest.
nationality	attribute	string	none	Nationality of guest.
vipCode	attribute	string	none	VIP value.
taxExempt	attribute	boolean	none	Not used.
RecordAdministratorAttributes	attr group			Record of creation and last change.
IDs	element	UniqueIDList	optional	Internal profile ID.
Customer	element	Customer	required	The guest name. Either this element or the Company element must be defined. The minimum requirement is the guest's last name.
Company	element	Company	required	The company name. Either this element or the Customer element must be defined.
CreditCards	element	NameCreditCardList	optional	A collection of credit card elements.
Addresses	element	NameAddressList	optional	A collection of address records.
Blacklist	element	BlackList	optional	A flag to indicate whether the guest has been blacklisted.
Phones	element	NamePhoneList	optional	A collection of telephone elements.
Preferences	element	PreferenceList	optional	A collection of guest preference elements.
Memberships	element	NameMembershipList	optional	A collection of membership elements.
NegotiatedRates	element	NegotiatedRateList	optional	A collection of negotiated rate elements.
Comments	element	CommentList	optional	Comments.

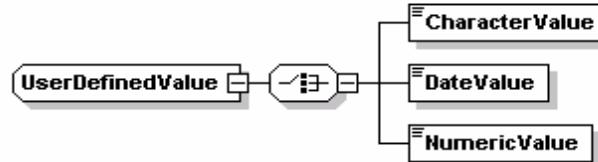


# Messaging specification : Data Elements

## Named Schema ➤ UserDefinedValue & ValueList



### UserDefinedValue

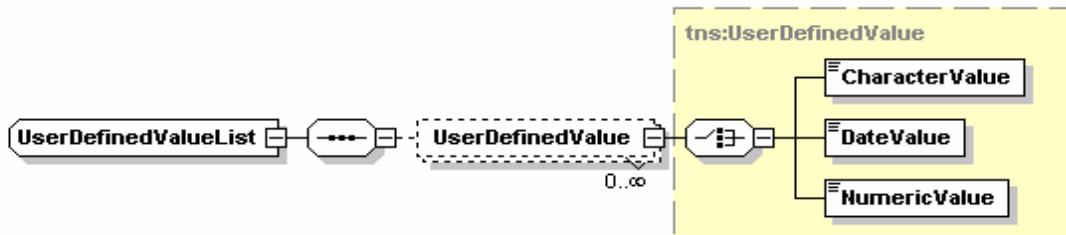


#### UserDefinedValue

```
<xs:complexType name="UserDefinedValue">
  <xs:choice>
    <xs:element name="CharacterValue" type="xs:string" />
    <xs:element name="DateValue" type="xs:dateTime" />
    <xs:element name="NumericValue" type="xs:float" />
  </xs:choice>
  <xs:attribute name="valueName" type="xs:string" />
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
valueName	attribute	string	none	User defined value name.
CharacterValue	element	string	required	Character based value (Choice).
DateValue	element	dateTime	required	Date value (Choice).
NumericValue	element	float	required	Numeric value (Choice).

### UserDefinedValueList



#### UserDefinedValueList

```
<xs:complexType name="UserDefinedValueList">
  <xs:sequence>
    <xs:element minOccurs="0" maxOccurs="unbounded" name="UserDefinedValue"
      xmlns:q1="http://htng.org/PWS/2008A/SingleGuestItinerary/Common/Types" type="q1:UserDefinedValue" />
  </xs:sequence>
</xs:complexType>
```

Name	Type	Data Type	Use	Comments
UserDefinedValue	element	UserDefinedValue	optional / multiple	A collection of user defined values.

# Agenda



- Approach background . about HTNG ...
- WG Business Process . Problem definitions ...
- Hospitality Business Cases
- Message flow & Generic Attributes
- Predefined Dimension.
- Message Specifications
-  **Summary & Next Steps**



## Next Steps ... @ WG. Engagement Models



### Implementation approach & timelines

Implementation Scope

Engagement Model & Project Plan

Integration & Interface strategy

SAP Services Portfolio

Key Assumptions, Inclusions, Exclusions

Consulting Referrals & Credentials

Annexure / Collaterals : PSA-SOW



## Next Steps ... @ WG. SAP Impl. Approach & timelines

### ULA BOM Scope

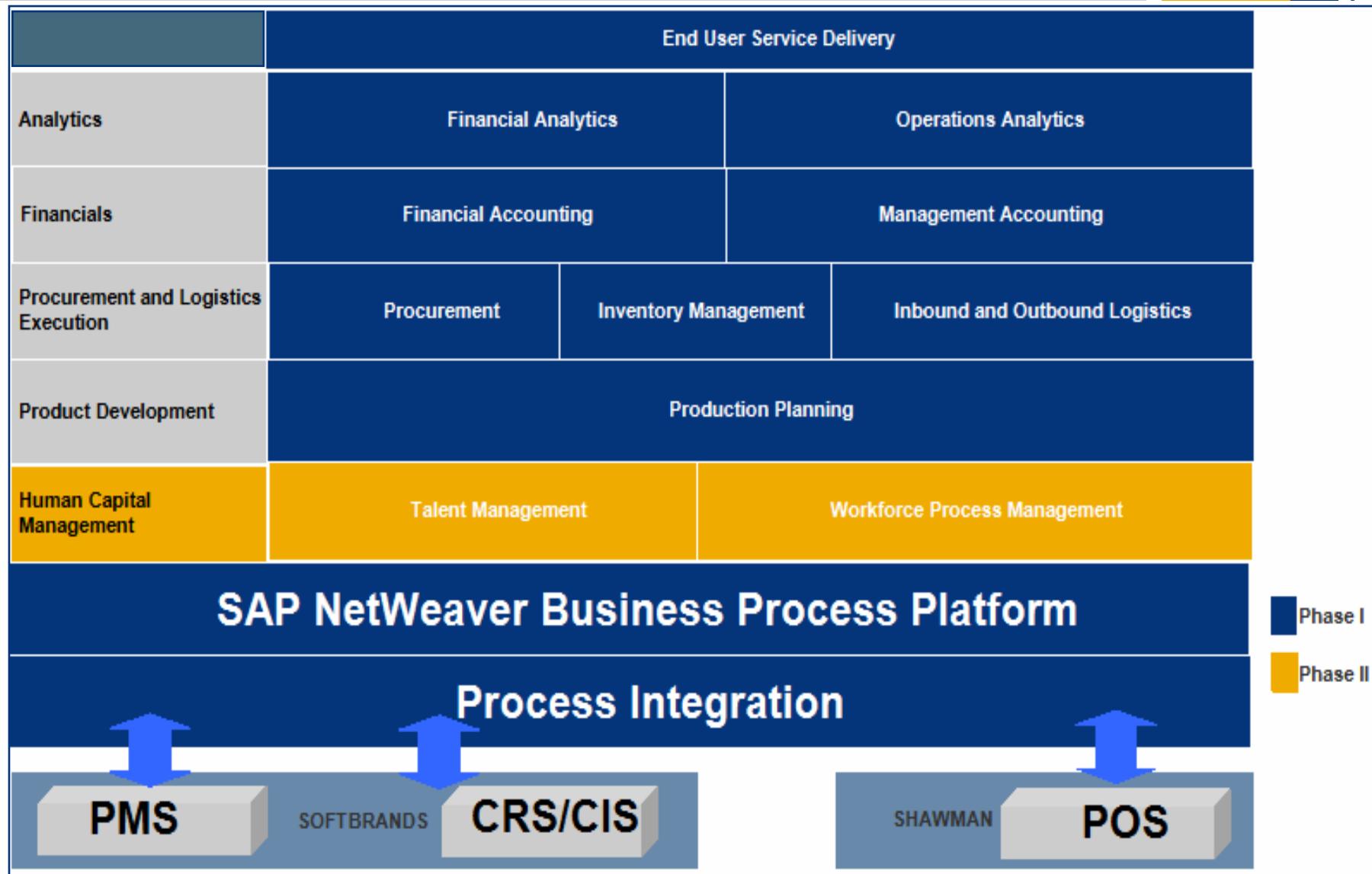


#### ULA BOM Scope : Reference Overview

- Business Suite (Breakup : Developer-5, Professional-325, Limited Professional- 275 )
- ARIS
- Adobe forms
- NetWeaver XI for integration
- SAP Business Objects (Querying and reporting) - OPTIONAL

# Next Steps ... @ WG. SAP Impl. Approach & timelines

## SAP Solution Landscape



## Next Steps ... @ WG.

### SAP Implementation Approach and timelines

#### **Phased Implementation based on locations**

- Pilot Implementation and subsequent rollouts
- Pilot will comprise of select properties
- Pilot will comprise of all modules and functionalities as depicted in the solution map and marked for Phase I
- Pilot will encompass the interfaces with the front end systems
- The Pilot Phase will be for a period of nine months from the start of the project
- Post the Pilot Go-Live, there will be sequenced rollouts for the subsequent properties
- Rollout for each property will be for a period of two months
- Project schedule
  - Project Start for Pilot: July 1 2008
  - Pilot Go Live: April 1 2009. Achievable only on the assumption that Project Start is July 1 2008
  - Subsequent rollout for each location: 2 Months

#### **Approach recommendation based on**

- Inconsistent / non standardized basic processes [ for example: Procurement, Finance and Reporting processes]
- Large organization growing rapidly
- Highly custom landscape
- Multiplicity of systems in-terms of interfaces



## Next Steps ... @ WG. SAP Impl. Approach & timelines

### Key Assumptions



- The Functionality proposed is based on SAP's Scoping study conducted with ITC Hotels on May 8 to May 9 2008
- Time lines indicated are for Go-Live for Pilot Phase
- Efforts estimates and Investment estimate done for the Pilot – SAP Process Integration
- It is assumed that ITC Hotels will allocate full time core team as required by Implementation Approach and agree to adhere to ASAP methodology
- Project Preparation & Project team training is kept excluded from the time lines
- The Functional Scope is based on existing License BOM positioned to ITC Hotels. In case of changes, Implementation efforts and cost will accordingly change.

# Next Steps ... @ WG. SAP Impl. Approach & timelines

## Project timelines



ID	Task Name	Duration	Start	Finish	Predecessor	Resource Names	
1	Project Startup - Pre Project Activities	18 days?	Mon 08/06/08	Mon 30/06/08			
2	Set Up Project Infrastructure	6 days?	Mon 09/06/08	Mon 16/06/08			
3	Set up Project Team - SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER	6 days?	Mon 09/06/08	Mon 16/06/08	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER		
4	Preparation of Template Methodology Approach	8 days?	Mon 16/06/08	Wed 25/06/08	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER		
5	Prepare Draft Project Management Plan	9 days?	Mon 16/06/08	Thu 26/06/08	SAP+SOFTBRANDS+SHAWMAN+PARTNER		
6	Technical Architecture Design	10 days?	Wed 11/06/08	Tue 24/06/08	SAP+SOFTBRANDS+SHAWMAN+PARTNER		
7	Planning for Solution building System Environment - SAP+ITC+SOFTBRANDS+SHAWMAN	13 days?	Thu 12/06/08	Mon 30/06/08	SAP+SOFTBRANDS+SHAWMAN+PARTNER		
8	Installation of IDES and equivalent from Softbrands and Shawman for Training Activities of ITC Core Team	11 days?	Mon 16/06/08	Mon 30/06/08	PARTNER		
9	Establish Project Functioning procedures for SAP+ITC+SOFTBRANDS+SHAWMAN	10 days?	Mon 16/06/08	Fri 27/06/08	SAP+SOFTBRANDS+SHAWMAN+PARTNER		
10	Training for Core team on SAP Core modules	10 days?	Mon 16/06/08	Fri 27/06/08	PARTNER		
11	Training for Core team on SOFTBRANDS and SHAWMAN Modules	7 days?	Fri 20/06/08	Mon 30/06/08	SOFTBRANDS+SHAWMAN		
12	ITC HOTEL # BU #INE # BLUEPRINT	88 days?	Tue 01/07/08	Tue 30/08/08			
13	Scope Discussion for SAP Core Modules	9 days?	Tue 01/07/08	Fri 11/07/08	PARTNER		
14	Scope Discussion for SOFTBRANDS AND SHAWMAN Modules	6 days?	Mon 14/07/08	Mon 21/07/08	13	SOFTBRANDS+SHAWMAN	
15	Finalization of Scope for SAP Core Modules	5 days?	Mon 14/07/08	Fri 18/07/08	13	PARTNER	
16	Finalization of Scope for SOFTBRANDS AND SHAWMAN Modules	4 days?	Mon 21/07/08	Thu 24/07/08	15	SOFTBRANDS+SHAWMAN	
17	Finalization of Scope for Interfaces between SAP core modules and SOFTBRANDS/SHAWMAN	2 days?	Fri 25/07/08	Mon 28/07/08	16	SAP+SOFTBRANDS+SHAWMAN	
18	Finalization of SAP Organizational Structure	4 days?	Mon 28/07/08	Thu 31/07/08	15	PARTNER	
19	Blueprint Validation of Business Process in SAP Core modules	21 days?	Fri 01/08/08	Fri 29/08/08	18	PARTNER	
20	Blueprint Validation of Business Process in SOFTBRANDS/SHAWMAN modules	16 days?	Fri 08/08/08	Fri 29/08/08	SOFTBRANDS+SHAWMAN		
21	Blueprint Validation of Business Process pertaining to SAP PI [Interfaces]	21 days?	Mon 11/08/08	Mon 08/09/08	SAP+ITC		
22	Blueprint Review , Approval and Sign off for SAP Core Modules	16 days?	Tue 09/09/08	Tue 30/09/08	21	PARTNER+ITC	
23	Blueprint Review , Approval and Sign off for SOFTBRANDS / SHAWMAN Modules	13 days?	Fri 12/09/08	Tue 30/09/08	SOFTBRANDS+SHAWMAN+ITC		
24	Blueprint Review , Approval and Sign off for SAP PI [Interfaces]	16 days?	Tue 09/09/08	Tue 30/09/08	SAP+ITC		
25	ITC HOTEL # REALIZATION	88 days?	Wed 01/10/08	Wed 31/12/08			
26	Realization Kickoff and Initiation	1 day?	Wed 01/10/08	Wed 01/10/08	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER		
27	Technical Infrastructure Inclusive of Installation of core SAP Modules	7 days?	Thu 02/10/08	Fri 10/10/08	26	PARTNER	
28	Configuration of SAP Core Modules	15 days?	Mon 13/10/08	Fri 31/10/08	27	PARTNER	
29	Configuration of SOFTBRANDS / SHAWMAN Modules	15 days?	Mon 13/10/08	Fri 31/10/08	SOFTBRANDS+SHAWMAN		
30	Configuration of PI [SAP Interface]	30 days?	Mon 13/10/08	Fri 21/11/08	SAP		
31	Developments pertaining to SAP Core Modules	18 days?	Thu 16/10/08	Mon 10/11/08	PARTNER		
32	Unit Testing	4 days?	Wed 12/11/08	Mon 17/11/08	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER		
33	Scenario Testing Inclusive of PI	24 days?	Tue 18/11/08	Fri 19/12/08	32	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER	
34	Data Migration - Master Data Identification and Approach	56 days?	Mon 06/10/08	Mon 22/12/08	ITC+SOFTBRANDS+SHAWMAN+PARTNER		
35	Configuration Approval Inclusive of PI	1 day?	Wed 31/12/08	Wed 31/12/08	34	ITC	
36	ITC HOTEL # FINAL PREPARATION	82 days?	Thu 01/01/09	Fri 27/03/09			
37	Integration Testing	11 days?	Thu 01/01/09	Thu 15/01/09	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER		
38	End User Training	6 days?	Fri 16/01/09	Fri 23/01/09	37	SOFTBRANDS+SHAWMAN+PARTNER	
39	Cutover	10 days?	Mon 26/01/09	Fri 06/02/09	38		
40	Data Migration	30 days?	Mon 09/02/09	Fri 20/03/09	39	PARTNER+SOFTBRANDS+SHAWMAN	
41	Final Checks	5 days?	Mon 23/03/09	Fri 27/03/09	40	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER	
42	ITC HOTEL # GO LIVE	1 day?	Tue 31/03/09	Tue 31/03/09			
43	GO LIVE Inclusive of all SAP Modules and SOFTBRANDS/SHAWMAN	1 day?	Tue 31/03/09	Tue 31/03/09	SAP+ITC+SOFTBRANDS+SHAWMAN+PARTNER		



## Next Steps ... @ WG Engagement Models



Implementation approach & timelines



### Implementation Scope

Engagement Model & Project Plan

Integration & Interface strategy

SAP Services Portfolio

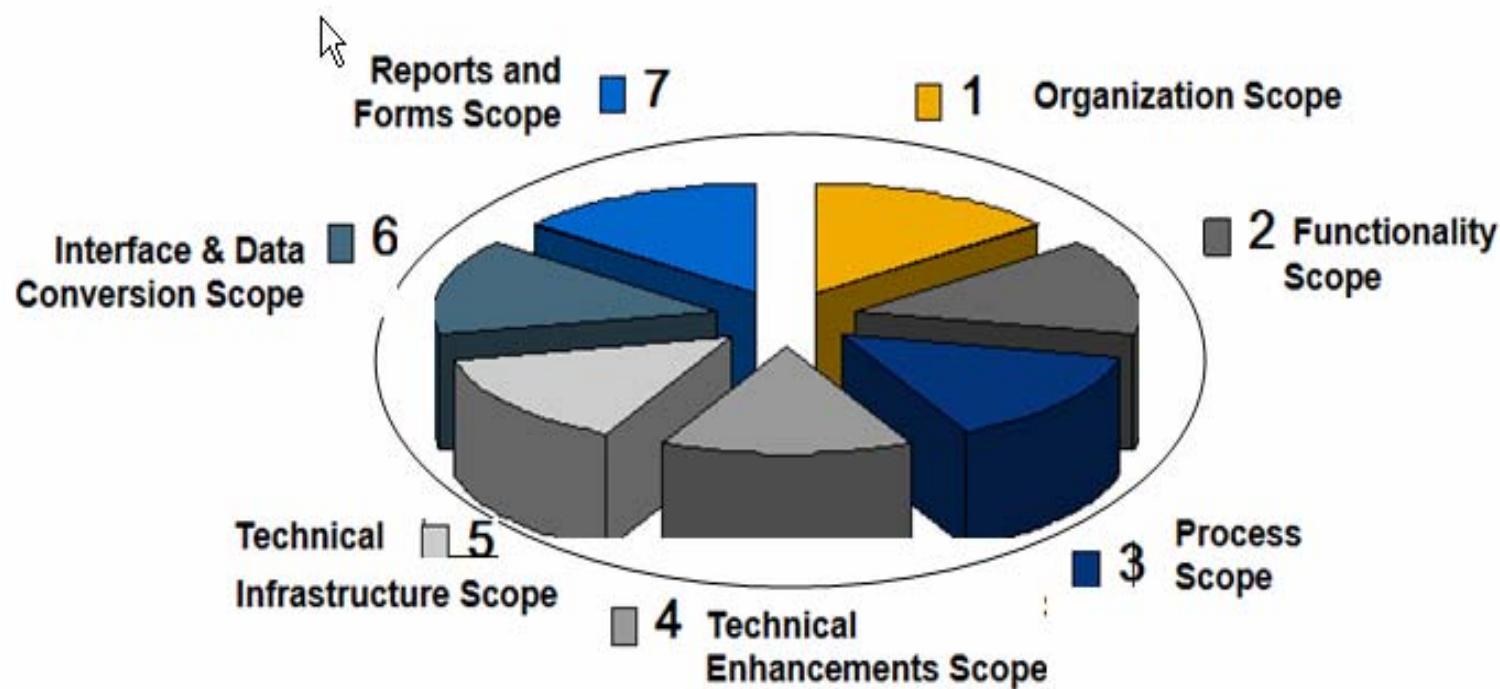
Key Assumptions, Inclusions, Exclusions

Consulting Referrals & Credentials

Annexure / Collaterals : PSA-SOW

## Next Steps ... @ WG . SAP Implementation Scope

### 7 Levers of Scope definition



# Next Steps ... @ WG . SAP Implementation Scope

## Organizational Scope . Physical Geography spread .



ITC Group	Property
ITC Hotels	ITC Maurya
ITC Hotels	ITC Maratha
ITC Hotels	ITC Windsor
ITC Hotels	ITC Grand Central
ITC Hotels	ITC Sonar
ITC Hotels	ITC Kakatia
ITC Hotels	ITC Mughal
ITC Hotels	Sheraton Rajputana
ITC Hotels	Sheraton Chola Hotel
ITC Hotels	Sheraton New Delhi Hotel
ITC Hotels	WelcomHotel Rama International
ITC Hotels	WelcomHotel Vadidra
ITC Hotels	WelcomHotel Grand Bay
ITC Hotels	Head Office - Guragaon

### Implementation Approach for Geographical Coverage for ITC Hotels

#### ■ Pilot

- Select Four Properties
- For the select properties, full functionality
- Geographical footprint – North, South and West

#### ■ Roll outs

- Migration of Full Functionality Property by Property

It is proposed that SAP does the Pilot Implementation



## Next Steps ... @ WG . SAP Implementation Scope

### Functional Business coverage



SI. No.	Functionality	Coverage	Comments
1	Financial Accounting	✓	Implementation Partner
2	Management Accounting	✓	Implementation Partner
3	Procurement	✓	Implementation Partner
4	Inventory Management	✓	Implementation Partner
5	Inbound and Outbound Logistics	✓	Implementation Partner
6	Production Planning	✓	Implementation Partner
7	Human Capital Management – Workforce Management+	✓	+ covered in Phase II
8	Human Capital Management – Talent Management++	✓	++ covered in Phase II
9	Financial Analytics	✓	Implementation Partner
10	Operations Analytics	✓	Implementation Partner
11	Process Integration	✓	Implementation will be done by SAP

#### **Financial Analytics**

- Budgeting
- Profitability Analysis
- Working Capital and Cash Flow Management

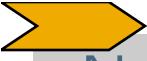
#### **Operational Analytics**

- Management Dashboard** – Single window display of performance, providing information on the following KPIs. For the KPIs the drilldown to the transaction level will be made available
  - ADR – Average Daily Rate
  - RevPAR – Revenue Per Available Room
  - RevPAC – Revenue Per Available Customer
  - ARR – Average Room Rate
  - APC – Asset Purchase Cost
  - Cover Analysis
  - Capacity Utilization
  - All the above against the budget
- Data Management Tools** – Provides the tools and methodology for the following
  - Data Mining
  - Data Upload / Download option and cleaning tools
  - Data Duplication tracking tools

### Process Scope : Financial Accounting



- New General Ledger
- Accounts Receivable
- Accounts Payable
- Fixed Assets Accounting
- Bank Accounting
- Cash Journal Accounting
- Financial Statements
- Cash and Liquidity Management
- Funds Management [BCS]
- Treasury
- Profit Center Accounting
- Cost and Activity Planning
- Standard Cost Estimate
- CIN – Liquor Excise Accounting



## Next Steps ... @ WG . SAP Implementation Scope

### Process Scope : Management Accounting



- Cost Center and Internal Order Accounting
  - Records costs incurred during company operations by assigning them to cost centers.
  - Plans, Records and then Analyzes costs against plan
  - Uses internal orders to plan, collect and settle the costs of internal jobs and tasks
- Investment Management
  - Manages investments as fixed assets, research and development or projects
- Profitability Accounting
  - Records costs and revenues by market segment
  - This can be products and product groups, customers and customer groups, orders, strategic business units
  - Used to calculate margins for each market segment
- Product Cost Accounting
  - Calculates COGM and COG
  - Uses the cost information gathered about the product automatically in other SAP applications

# Next Steps ... @ WG . SAP Implementation Scope

## Process Scope : Procurement & logistics execution



### Procurement

- Requisitioning
- Purchase Request Processing
- Contract Management
- Sourcing and Vendor Selection
- Purchase Document Processing
- Receiving
- Financial Settlement
- Country Specific Legal Requirement Handling – CIN

### Inventory Management

- Goods Movement
  - Reservation
  - Inbound / Outbound shipments
  - Goods Receipt and Acceptance
  - Stock Transfers and Transfer Postings
  - Goods Issue

### Inventory Management [cont]

- Physical Inventory
- Periodic Inventory
- Continuous Inventory
- Cycle Counting
- Inventory Sampling

### Note on Inbound and Outbound Logistics

- Inbound Processing
  - Goods Receipt
  - Determination of external demand
- Outbound Processing
  - Goods Issue
    - Goods issue for consumption, cost center, projects, reservations, sub contractors
  - Stock transfer Order

### Duty Calculation – Pertaining to Imports

# Next Steps ... @ WG . SAP Implementation Scope

## Process Scope : HCM & Production Planning



Human Capital Management	Production Planning
<ul style="list-style-type: none"><li><input type="checkbox"/> Organizational Management</li><li><input type="checkbox"/> Recruitment</li><li><input type="checkbox"/> Employee Administration</li><li><input type="checkbox"/> Time Management</li><li><input type="checkbox"/> Employee Development</li><li><input type="checkbox"/> HCM Process and Forms</li><li><input type="checkbox"/> Employee Self Service<ul style="list-style-type: none"><li>▪ My First Day</li><li>▪ Personal Data</li><li>▪ Compensation</li><li>▪ Travel</li><li>▪ Time</li><li>▪ Employee Development</li></ul></li><li><input type="checkbox"/> Manager Self Service</li></ul>	<ul style="list-style-type: none"><li>▪ Production Planning Master Data</li><li>▪ Materials Requirements Planning</li><li>▪ Demand Management</li><li>▪ Product Costing</li><li>▪ Production Planning Execution – – Production Orders / Goods Issue</li></ul>

# Next Steps ... @ WG . SAP Implementation Scope

## Process Scope. Business Process Platform

### End User Service Delivery

#### ❑ Adobe Interactive Forms

- To be used in Procure to Pay Process

#### ❑ ARIS Component for Blueprinting

- SAP Business Designer by IDS Scheer
- SAP Business Server & Publisher by IDS Scheer
- SAP Enterprise Modeling by IDS Scheer

#### ❑ Process Integration – PI

- Integrate Applications and Process across systems
- End to End Process integration
- The integration layer XI will be used to integrate SAP with Shawman and Softbrands
- In Scope
  - Interfacing with Softbrands (Epitome) which is a Property Management System (PMS)
  - Interfacing with Softbrands (Core) which is the Customer Relationship System (CRS)
  - Interfacing with Shawman (Point Of Sale - POS)
  - Currently 12 interfaces have been considered
- Out of Scope
  - The interfaces being considered are not Hotel Technology Next Generation (HTNG) compliant
  - Development arising due to version upgrade/changes of the 3rd party software is not considered
  - Interfacing of the 3rd party systems with SAP BI directly is not considered
  - No UI development for any of the interfaces/applications has been considered

# Next Steps ... @ WG . SAP Implementation Scope

## Process Scope. Process Integration –



### Development Approach

- Phase: (Pre Contract)
  - High level scope assessment ( Workshop )
  - Estimation ( Efforts, Time, Assumptions, Pre-Requisites, Risks )
  - Solution Proposal (High level overview of the solution )
  - Statement of Work (Legal document as a basis for the contract )
- Phase: (Post Contract)
  - Specification document & Customer sign-off ( which serves as the basis for development and customer acceptance)
  - Technical Design ( To ensure stable , reliable & robust solution )
  - Development ( Coding )
  - Unit testing & Integration testing ( Custom development internal )
  - Customer acceptance ( Support during customer acceptance testing , resolve issues &/or fix bugs)
- Other activities:
  - Quality Management : To ensure that all the time tested custom development methodology are adhered to
  - Project Management: To ensure that committed scope, efforts , quality and Time are managed
  - Documentation: Technical document
- SAP Upgrade: Version Upgrade pertaining to SAP core modules will be included in maintenance

### Exclusions to scope

- Deployment of core modules
- Interface lead and responsibility



# Next Steps ... @ WG . SAP Implementation Scope

## Technical Infrastructure & Enhancement Scope



### Technical Enhancement Scope

- The Technical Enhancement scope pertains to ERP core modules part
- This implies that scope will be in the preview of the implementation partner

### Technical Infrastructure Scope

It is expected that ITC Hotels would provide the required Technical Infrastructure (inclusive of servers, LAN access, printers, desktops, connectivity, telephones, etc.)

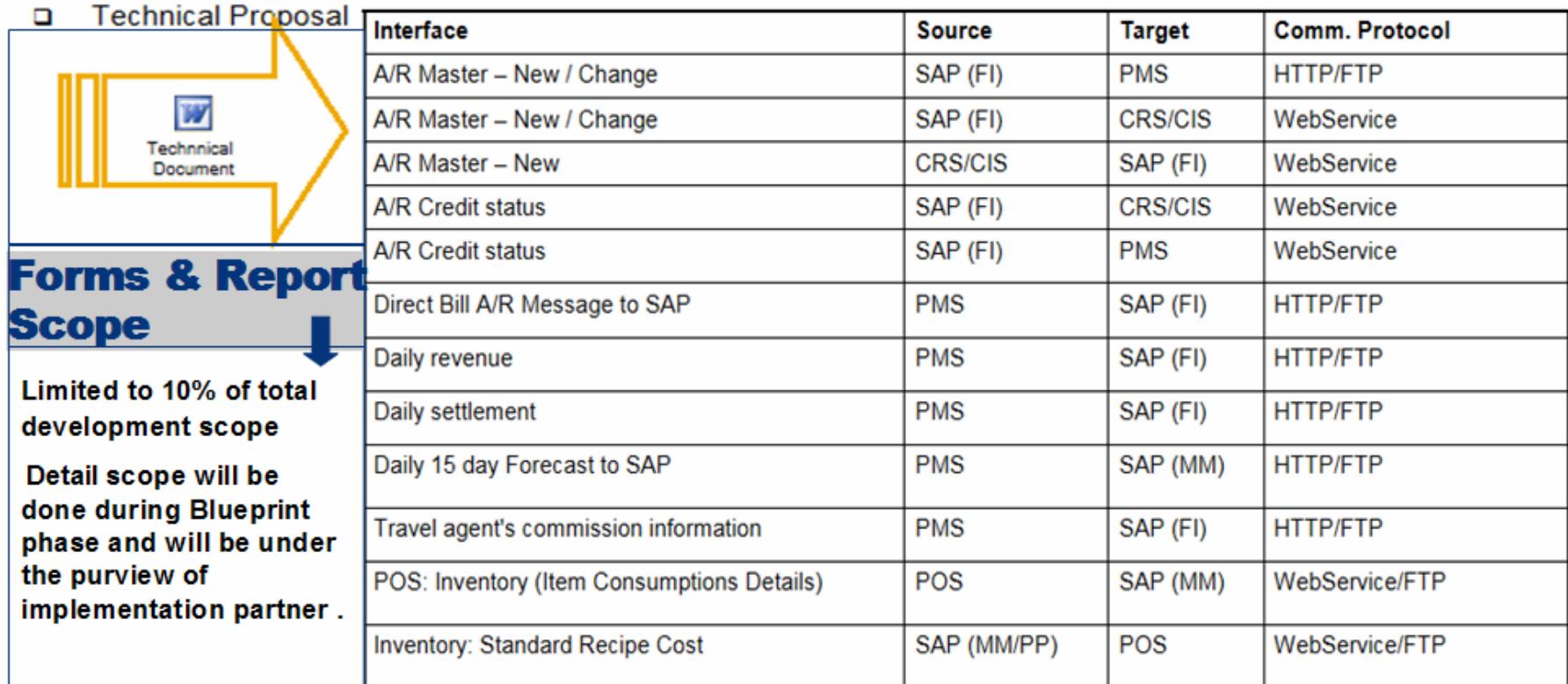
### Implementation Partner's role for Technology assistance will be as follows

- Assist in preparation of all Technology Policies and Procedures related to PI including Authorization, Database Maintenance, Backups and Archival etc.
- Assist the ITC Hotels team to perform all authorization-related activities (activity group, authorizations, profiles, etc) till the stabilization of the proposed solution.
- Assist in preparation of user manuals, which shall be used by ITC Hotels to run the ideal production environment.
- Recommend SAP system architecture and design, Server sizing, Installation of SAP software components
- SAP database administration, including backup standards, Setting up of technical transport management
- Information on bandwidth requirements for SAP applications
- SAP performance monitoring during project lifecycle
- The system is to be a single-instance, centralized installation servicing the entire organization

# Next Steps ... @ WG . SAP Implementation Scope

## Interface . Data Conversion & Reporting Scope

- ❑ SAP will use SAP XI (Exchange Infrastructure) for interfacing with ITC Hotel's legacy / third party applications
- ❑ SAP will provide required data structure for data exchange. ITC Hotels will bring in required interface expertise from ITC'S legacy / third party systems
- ❑ For data conversion, SAP will use LSMW (Legacy system migration workbench)
- ❑ The detailed scope is provided in Technical Proposal
- ❑ Technical Proposal



**Forms & Report Scope**

Limited to 10% of total development scope  
Detail scope will be done during Blueprint phase and will be under the purview of implementation partner .

Interface	Source	Target	Comm. Protocol
A/R Master – New / Change	SAP (FI)	PMS	HTTP/FTP
A/R Master – New / Change	SAP (FI)	CRS/CIS	WebService
A/R Master – New	CRS/CIS	SAP (FI)	WebService
A/R Credit status	SAP (FI)	CRS/CIS	WebService
A/R Credit status	SAP (FI)	PMS	WebService
Direct Bill A/R Message to SAP	PMS	SAP (FI)	HTTP/FTP
Daily revenue	PMS	SAP (FI)	HTTP/FTP
Daily settlement	PMS	SAP (FI)	HTTP/FTP
Daily 15 day Forecast to SAP	PMS	SAP (MM)	HTTP/FTP
Travel agent's commission information	PMS	SAP (FI)	HTTP/FTP
POS: Inventory (Item Consumptions Details)	POS	SAP (MM)	WebService/FTP
Inventory: Standard Recipe Cost	SAP (MM/PP)	POS	WebService/FTP

Implementation approach & timelines

Implementation Scope



### Engagement Model & Project Plan

Integration & Interface strategy

SAP Services Portfolio

Key Assumptions, Inclusions, Exclusions

Consulting Referrals & Credentials

Annexure / Collaterals : PSA-SOW



## Next Steps ... @ WG . Engagement Model / ProjPlan



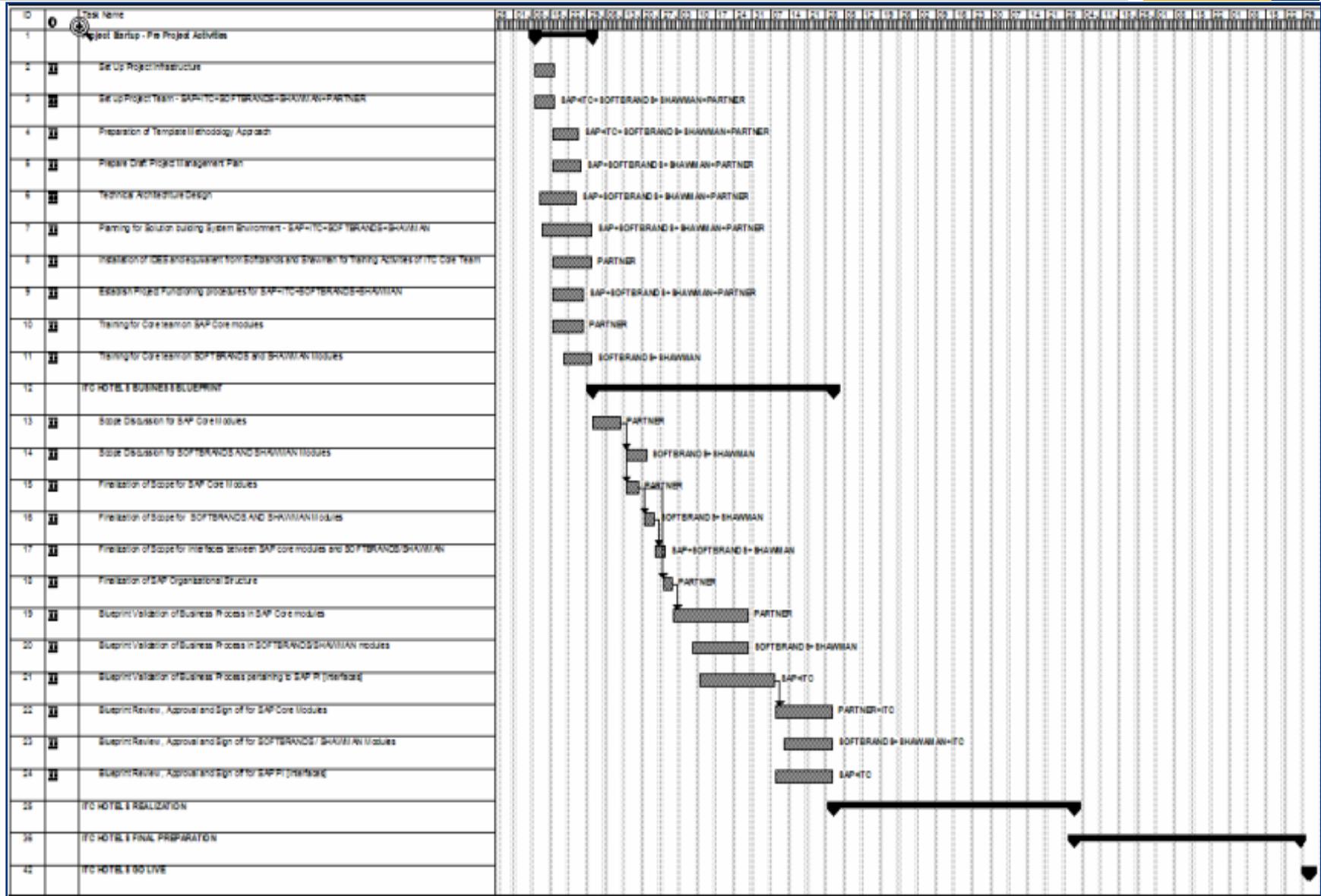
### Engagement Model

SAP will only manage the PI part of the project. ITC Hotels as a customer participates full time in the project on the principles of co-management

- Project Management Office – Manage all project deliverables, co-ordinate all project activities
- Domestic & Foreign Experts – Recommendations based on experiences, and Critical Reviews on need basis
- Lead Consultants – Coordinate with functional team, recommend best practices and SAP methods of handling business processes
- Key Functional Consultants – Recommending and designing optimum business processes in certain critical functional areas
- Key Technical Consultants – Recommending and designing optimum technical solutions in certain critical functional areas

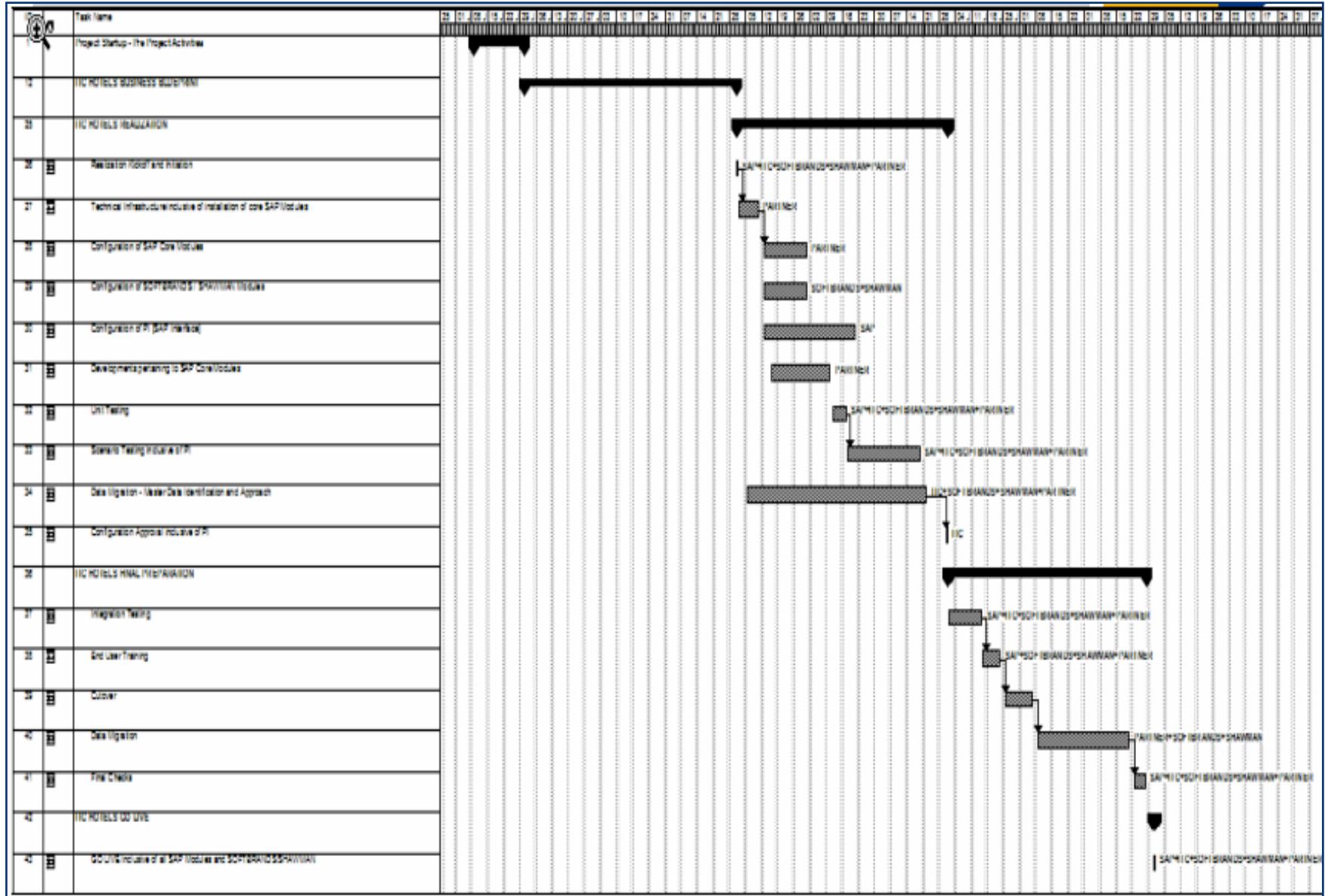
# Next Steps ... @ WG : Engagement Models

## Project Plan Timelines : Blueprint Phase



# Next Steps ... @ WG : Engagement Models

## Project Plan Timelines : Realization , FP & Go Live phase





## Next Steps ... @ WG. Engagement Models



Implementation approach & timelines

Implementation Scope

Engagement Model & Project Plan



Integration & Interface strategy

SAP Services Portfolio

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Annexure / Collaterals : PSA-SOW

# Integration & Interfacing Strategy



## Product components:

SAP Mobile Infrastructure

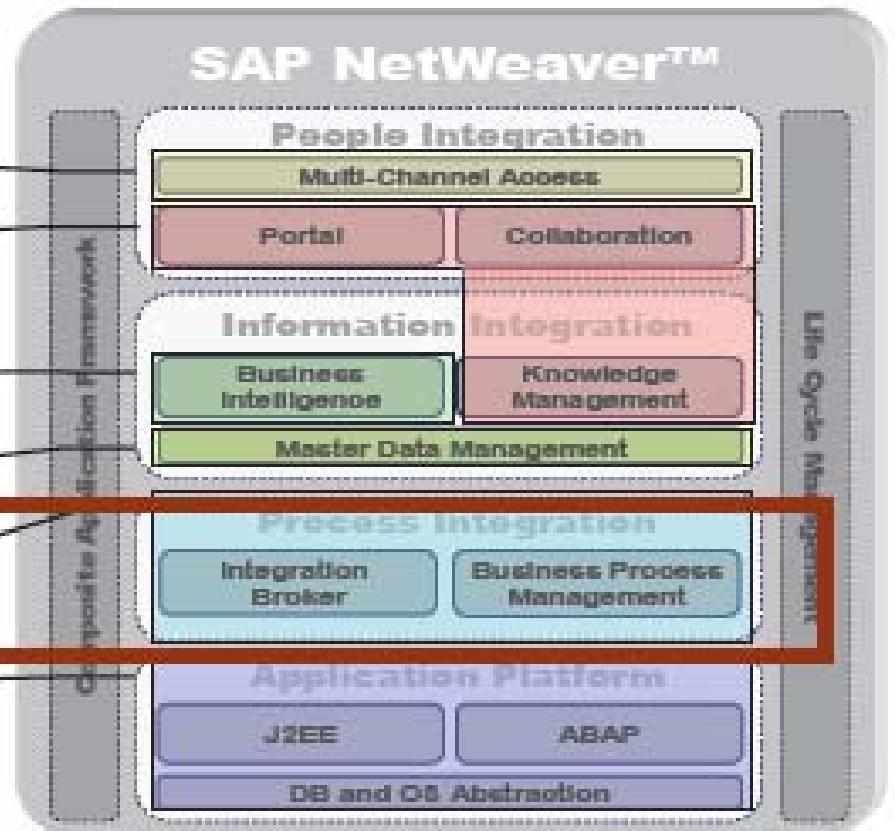
SAP Enterprise Portal

SAP Business Warehouse

Master Data Management

SAP Exchange Infrastructure

SAP Web Application Server



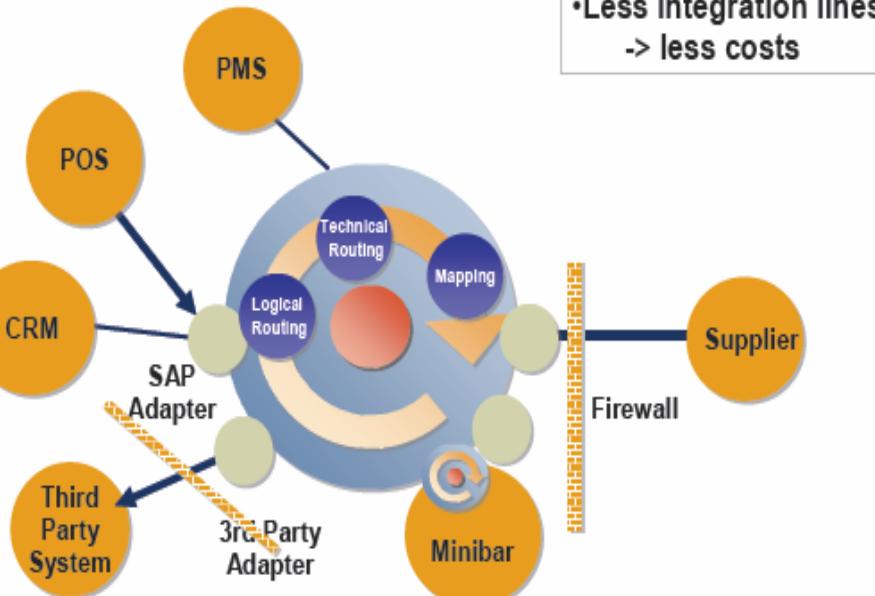
## How SAP XI Meet ITC's Integration Needs

SAP XI reduces integration complexity by providing an open integration platform that drives collaborative business processes. The following key capabilities of SAP XI help you simplify and operate your heterogeneous IT landscape at sustainable costs.

# Integration & Interfacing Strategy



## Solution Enabler: SAP Exchange Infrastructure



## Features:

- Central integration server
- Central monitoring
- Less integration lines  
-> less costs

## Heterogeneous landscape connectivity –

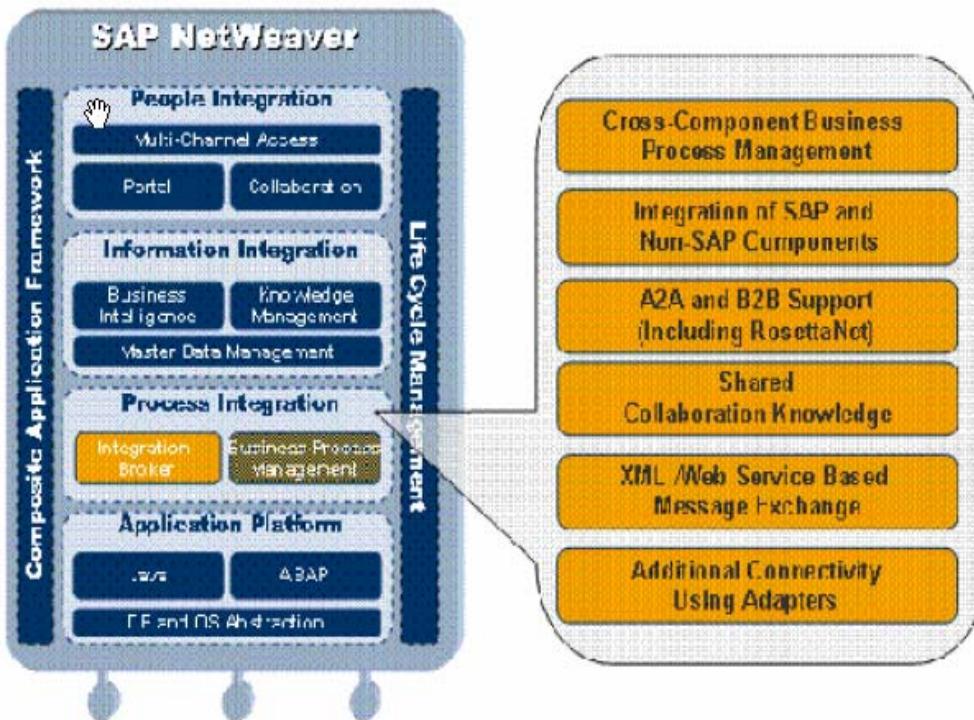
SAP XI helps you integrate heterogeneous applications. You can integrate business applications running on SAP Web AS by using SAP XI messaging proxies, without the need for additional adapters. SAP XI can directly call an application that offers a Web services interface.

SAP XI, with its Java J2EE enterprise platform based **(JCA) Java Connector architecture** based adapter framework, allows you to integrate with virtually any application or system, including packaged applications and those requiring a particular protocol, by using the appropriate adapter from SAP or any certified partner.

**B2B integration** – SAP XI stores your collaboration partner profiles in its integration directory, allowing you to communicate with your partners based on these data. It also supports industry-standard protocols, such as those used for RosettaNet, UCCnet, or CIDX, which is provided through adapters and corresponding mappings.

**Web-service management** – SAP XI handles the Web-service calls you send or receive in an advanced manner, and can add value-added services. SAP XI is able to evaluate Web-service calls based on the content and definitions you have placed in the integration directory. SAP XI selects the appropriate definition and sends it on as a Web service, or transforms the Web-service call to the format and protocol that the receiving destination expects.

# Integration & Interfacing Strategy



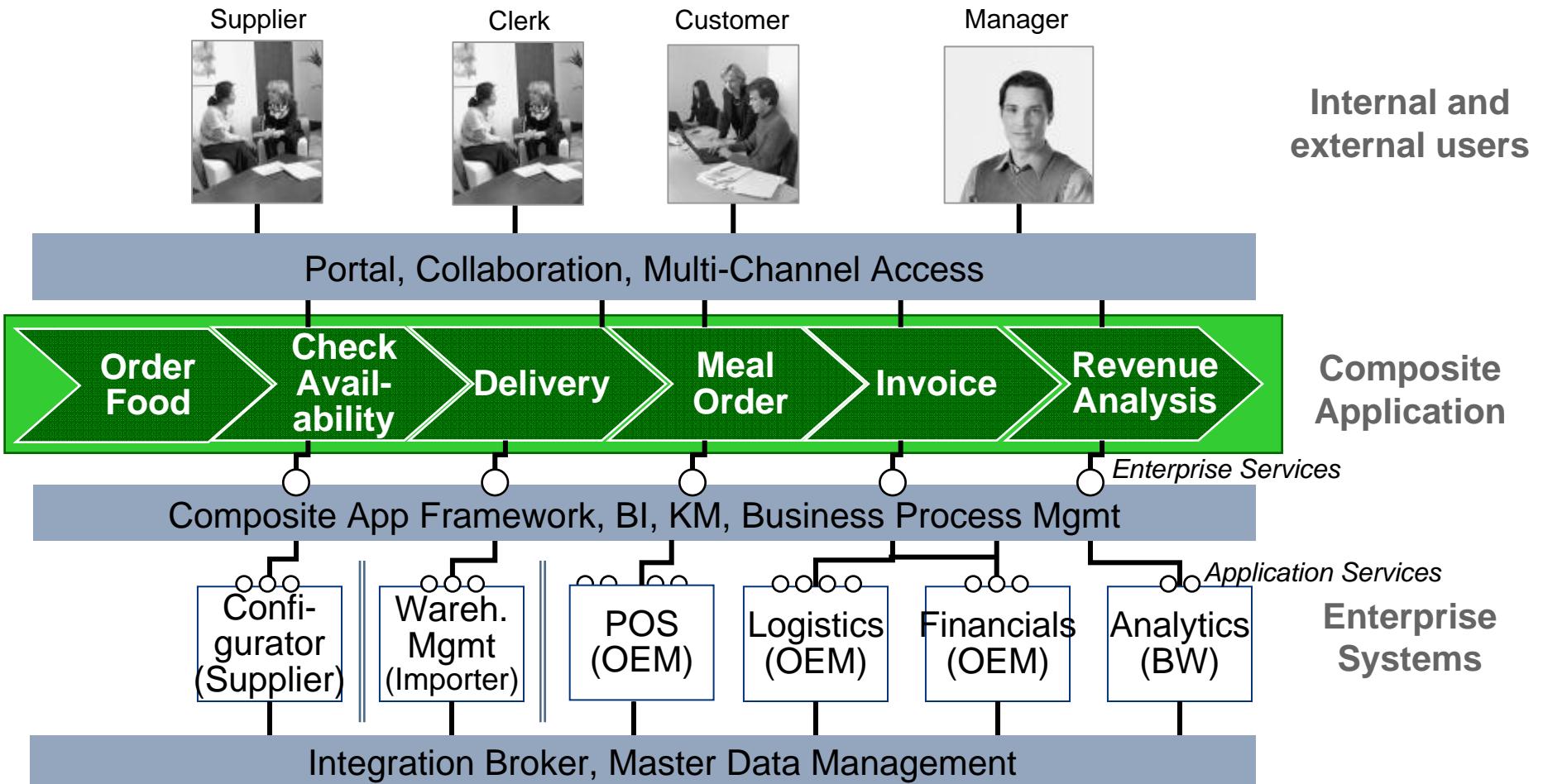
**Standards-based process integration –** SAP XI lets you integrate collaborative processes across multiple applications both within and beyond the boundaries of the enterprise. Processes are integrated using Standards based XML messaging. All related information is described using Web services standards. Integration knowledge management – SAP XI features a central integration repository and an integration directory that store all your shared collaboration knowledge across all component throughout a solution's life cycle – from design through configuration and deployment. Integration definitions are separately maintained in the integration repository, away from functional application coding. This means you can upgrade functional coding without affecting the repository definitions. The repository contains shared collaboration knowledge from SAP, partners & 3P-vendors.

**Prepackaged integration content –** Business content from various sources is available for SAP XI. All SAP™ Business Suite solutions and SAP NetWeaver components quickly deliver predefined business content like data types, messages types, interface description, business scenarios, and process patterns. SAP offers business packages that are complete solutions for business problems: business application, technical infrastructure, and business content are delivered to match industry standards and all three items are tuned to work as one. Companies can leverage this combined capability to gain a head start in integration projects. The SAP XI integration repository is open to third-party and custom content, allowing the component to serve as the centralized instance for all integration content.

**Cross-component BPM –** SAP XI allows you to model cross-component business processes and scenarios. This way, you can drive and control complex business processes across business applications and enterprise boundaries. SAP XI covers the full process life cycle, including design, automation, execution, and monitoring. The collaboration knowledge in SAP XI allows you to describe integration processes from a top-down, high-level perspective, rather than hard code them .

# Integration & Interfacing Strategy

## CAF-GP Composite Application framework



Implementation approach & timelines

Implementation Scope

Engagement Model & Project Plan

Integration & Interface strategy

**SAP Services Portfolio**

Key Assumptions, Inclusions, Exclusions

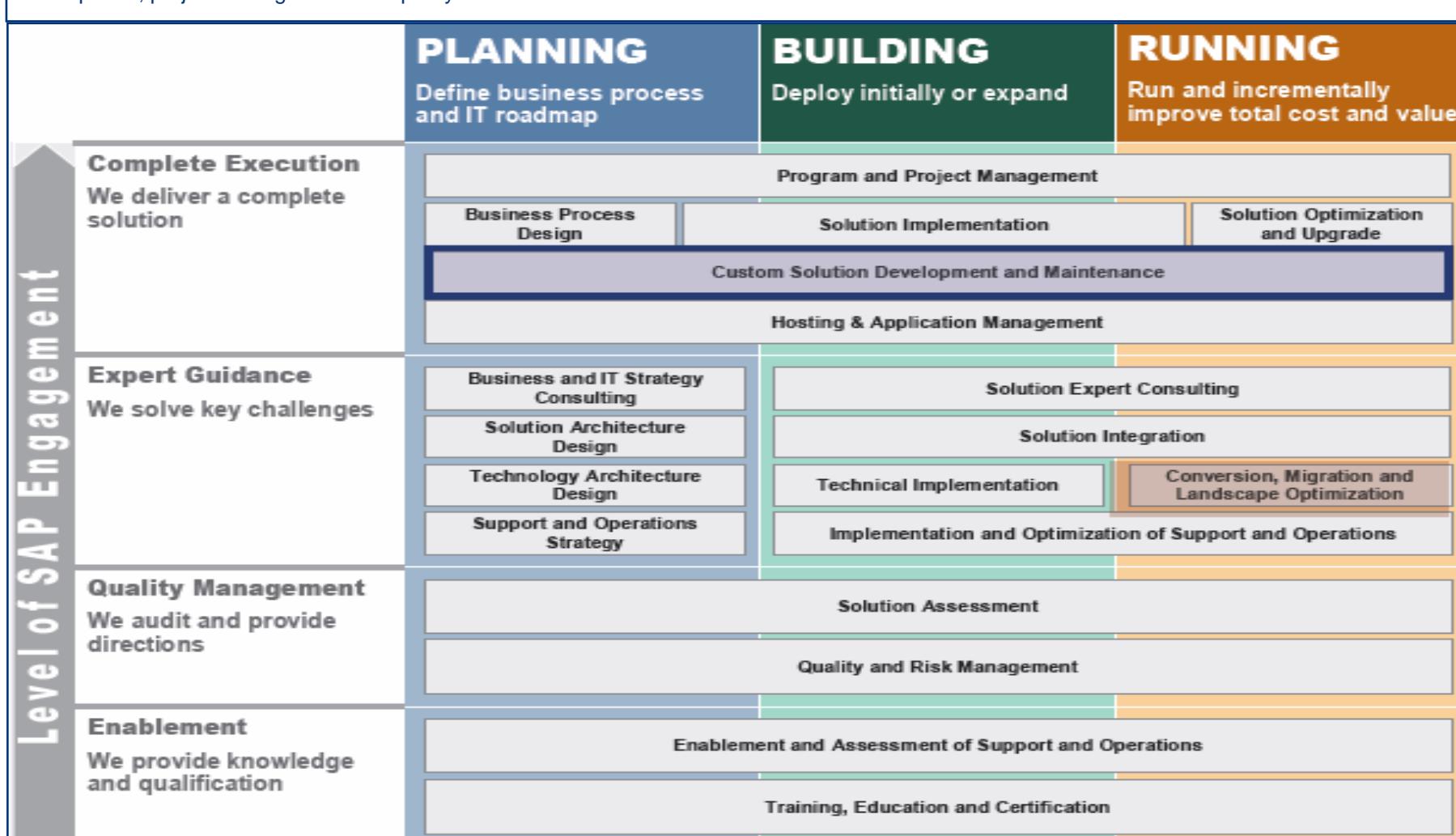
Consulting Referrals & Credentials

Annexure / Collaterals : PSA-SOW

# SAP Services Portfolio



There are different levels of engagement that are possible with SAP Consulting ranging from Enablement, Quality Management, Expert Guidance and Complete Execution. Custom Solution Development and Maintenance is one of the services that SAP offers to create and maintain customer-specific solutions that address unique and competitive business needs. It helps you realize your unique and competitive business requirements with custom development, project management and quality assurance services.





## Next Steps ... @ WG .

### Engagement Models



Implementation approach & timelines

Implementation Scope

Engagement Model & Project Plan

Integration & Interface strategy

SAP Services Portfolio

**Key Assumptions, Inclusions & Exclusions**

Consulting Referrals & Credentials

Annexure / Collaterals : PSA-SOW



## Next Steps ... @ WG .

### Key Assumptions , Inclusions & Exclusions



#### Commercial Assumptions:

1. Consulting Engagement will be on Time and Materials basis.
2. Consulting Efforts estimation for the entire project will be provided to the Project Management office of SAP and ITC Hotels, who will monitor the project based on these estimates

#### Key Assumptions on Estimates :

1. Estimates for Implementation efforts are arrived based on detailed scoping carried out at ITC Hotels Technologies, the bill of material proposed for License & our experience of implementing similar functionality in other Organizations.
2. It is assumed that SAP will carry out only the Process Integration part.
3. ITC Hotels will provide full time dedicated core team for the project
4. 60 days Safeguarding is considered



## Next Steps ... @ WG .

### Engagement Models



Implementation approach & timelines

Implementation Scope

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SAP Services Portfolio

Key Assumptions, Inclusions, Exclusions

**Consulting Referrals & Credentials**

Annexure / Collaterals : PSA-SOW

# Consulting Referrals & Credentials

## SAP CD . Proven Development methodology



Custom Development ensures quality and protects upgradeability by leveraging SAP development methodology. It would also be synchronized with SAP release strategy and protect your investment with maintenance options throughout the life of the custom solution.

### SUPPORT THROUGHOUT YOUR CUSTOM SOLUTION LIFE CYCLE



#### Objective

Finalize requirements and develop a high-quality solution that meets GMR's business requirements

#### Our Commitment

Develop a high-quality solution based on the SAP development methodology to meet your business requirements

#### Your Commitment

Finalize your business requirements, provide test cases and test data, provide collaborative access to business and technology experts

#### Deliverables

Functional and design specifications, validation strategy, test strategy and cases, quality management, technical and solution documentation

# Consulting Referrals & Credentials

SAP CD . Proven Development methodology



## SUPPORT THROUGHOUT YOUR CUSTOM SOLUTION LIFE CYCLE



### Objective

Deliver a final custom solution that meets ITC Hotel's business requirements

### Our Commitment

Deliver a well-tested, high-quality solution – on-time and on-budget

### Your Commitment

Timely final testing and acceptance of the delivered solution, participation in a lesson learned process and project feedback survey

### Deliverables

The final packaged custom solution and accompanying installation documentation

# Consulting Referrals & Credentials

SAP CD . Proven Development methodology



## SUPPORT THROUGHOUT YOUR CUSTOM SOLUTION LIFE CYCLE



**Objective** Integrate the custom-developed solution into the overall business process

**Our Commitment** Resolve defects and provide additional support on a project-basis

**Your Commitment** Customizing and testing the custom solution in a fully configured environment with real data and fully functioning processes and interfaces; and training end users

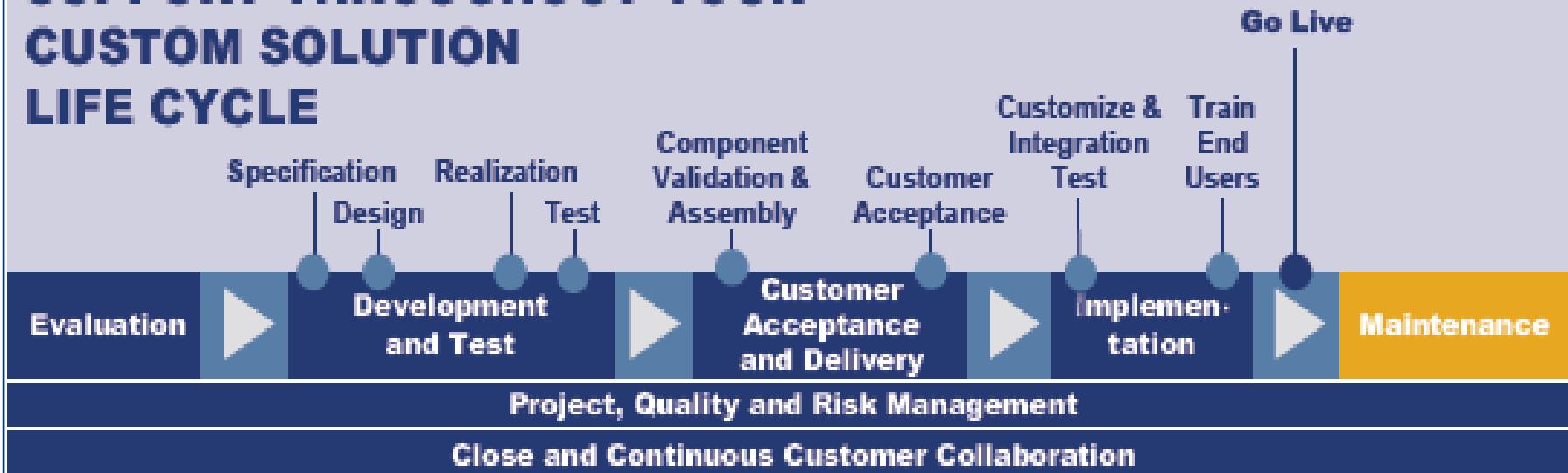
**Deliverables** Defect resolution and additional support on a project-basis

# Consulting Referrals & Credentials

SAP CD . Proven Development methodology



## SUPPORT THROUGHOUT YOUR CUSTOM SOLUTION LIFE CYCLE



### Objective

Ensure that GMR's custom developed solution continues to work optimally over time

### Our Commitment

Provide a flexible support model that addresses your business needs

### Your Commitment

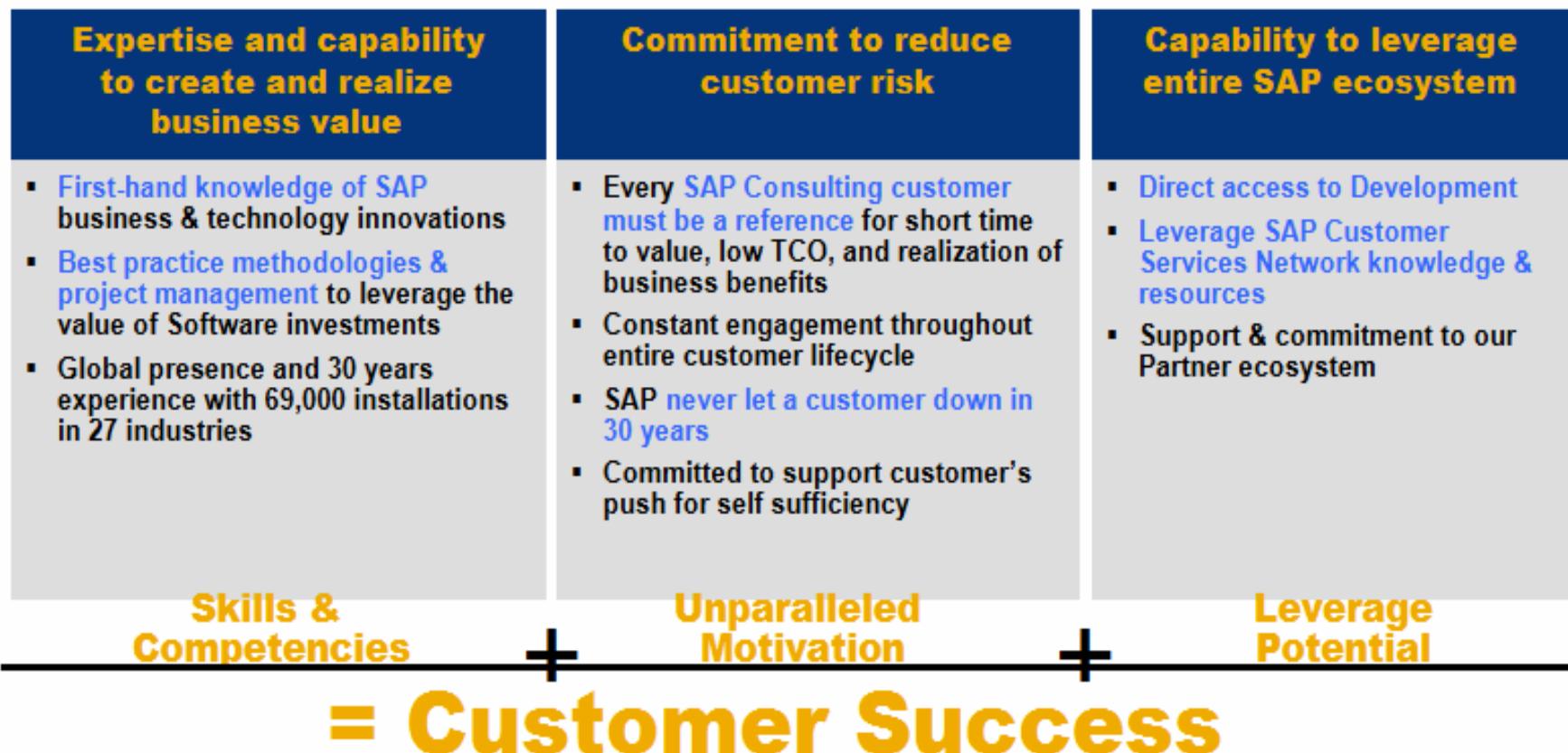
Involve SAP Custom Development in the long-term maintenance of your custom-developed solution

### Deliverables

Defect resolution, functioning solution after application of Support Packages

### SAP Field Services

Is a valued business partner to SAP's customers,  
ensuring the fast and enduring success of their SAP investment.



# Consulting Referrals & Credentials

**Backed by a Network of 10,000 SAP Consultants**

...



... offering complete and consistent consulting services to global and local enterprises.

North America	Latin America	EMEA	APA	Japan
Canada USA	Argentina Bolivia Brazil Chile Carrebean Central America Colombia Mexico Paraguay Peru Uruguay Venezuela	Austria Belgium Czech Republic Denmark Finland France Germany Greece GUS Hungary Ireland Israel Italy The Netherlands Nigeria	Norway Poland Portugal Saudi Arabia South Africa Slovakia Slovenia Spain Sweden Switzerland Turkey Ukraine United Kingdom Zimbabwe	Australia China Hong Kong India Indonesia Korea Malaysia New Zealand Philippines Singapore Thailand Taiwan

Global Delivery Centres

Custom Development

# Consulting Referrals & Credentials

## SAP field services. Your valued business partner



### SAP Consulting India – Success Stories

<u>Engineering</u>		<u>Oil and Gas</u>	
	making tomorrow brighter ONGC NUMALIGARH REFINERY LIMITED	Reliance Growth is Life	A positive attitude
<u>Consumer Products</u>		<u>Automotive</u>	
COLGATE-PALMOLIVE COMPANY  Crompton Greaves EVERYDAY SOLUTIONS	  Mahindra & Mahindra	Eicher, (Also supported MBIL, TVS Motors, TAFE, Bajaj Auto)	
<u>Pharmaceuticals</u>		<u>Textiles</u>	<u>Metals</u>
RANBAXY LABORATORIES LIMITED  	Arwind  Madura Garments	A positive attitude	
			<u>Others</u>

# Consulting Referrals & Credentials

## Reviews & Program Management (Partial List)



Reliance Growth is Life

RANBAXY LABORATORIES LIMITED

SIEMENS

GSPC

TATA indicom

Jadil CIRCUIT

TATA MOTORS

Bharat Sanchar Nigam Ltd.

Hindustan Lever Limited

CADILA PHARMACEUTICALS

SERUM INSTITUTE OF INDIA LTD.

Perfection in Automation [www.hr-automation.com](http://www.hr-automation.com)

ESSAR A positive a++itudo

TATA CONSULTANCY SERVICE

NATIONAL

TATA INTERNATIONAL

John Keells Group

HCC

minimax

TATA

ESSAR A positive a++itudo

HINDUSTAN LEVER LIMITED

BHARAT SANCHAR NIGAM LTD

TATA MOTORS

BHARAT SANCHAR NIGAM LTD



## Next Steps ... @ WG. Engagement Models



Implementation approach & timelines

Implementation Scope

Engagement Model & Project Plan

Integration & Interface strategy

SAP Services Portfolio

Key Assumptions, Inclusions, Exclusions

Consulting Referrals & Credentials



Annexure / Collaterals : **PSA-SOW**

Thank You .



# SAP BACK OFFICE INTEGRATION SPECIFICATION

## REF ANNEXURE ...



## ANNEXUREs ...

# Hospitality : SAP Solution Map

Engagement Management	Guest Engagement		Agency Engagement		Companies Engagement	
Rooms Division	Front Desk	Reservation	Housekeeping	Concierge & Guest Relations	Interfacing	Night Audit
Service Division	Events & Conferences		Restaurant & Bars		Leisure Activities	
Sales Strategies	Rate Management	Contract Management		Offer Management	Package Management	
Human Capital Management	Employee Life-Cycle Management		Employee Transaction Management		HCM Service Delivery	
Back Office Business Support	Procurement		Travel Management		Incentive & Commission Management	Fixed Asset Management
Enterprise Management	Strategic Enterprise Management	Management Accounting	Financial Accounting	Corporate Governance	Financial Supply Chain Management	Business Analytics

# Hospitality : SAP Solution Map

## Engagement Management



Guest Engagement	Agency Engagement	Companies Engagement
<ul style="list-style-type: none"><li>Preference Management</li><li>E-Marketing</li><li>Customer &amp; Marketing Analytics</li><li>Campaign Management</li></ul>	<ul style="list-style-type: none"><li>Sales Planning</li><li>Account &amp; Contact Management</li><li>Opportunity Management</li><li>Sales Analytics</li><li>Lead Management</li><li>Customer &amp; Marketing Analytics</li></ul>	<ul style="list-style-type: none"><li>Telemarketing</li><li>Lead Management</li><li>Customer &amp; Marketing Analytics</li></ul>

# Hospitality : SAP Solution Map

## Rooms Division



Front Desk	Reservation	Housekeeping	Concierge & Guest Relations	Interfacing	Night Audit
P Check In	P Check Availability	P House Cleaning	P Transportation	P CRS / GDS	P Reporting
P Check Out	P Overbooking Management	P Maid Room Assignment	P Telephone Messages	P Services	P Exporting Data
P Billing	P Confirmation	P Maintenance	P Club Card Handling		P Changing Room Status
P Foreign Currency	P Group Reservation				
	P Yield Management				
	P Allotments				

# Hospitality : SAP Solution Map

## Service Division



Events & Conferences	Restaurant & Bars	Leisure Activities	Shops
<ul style="list-style-type: none"><li>▶ Contact Profile Management</li><li>▶ Yield Management</li><li>▶ Group &amp; Convention Booking</li><li>▶ Catering</li></ul>	<ul style="list-style-type: none"><li>▶ Point of Sales</li><li>▶ Table Management</li><li>▶ Menu Management</li></ul>	<ul style="list-style-type: none"><li>▶ Member Profile Management</li><li>▶ Resource Allocation</li><li>▶ Advance Golf T-Time Management</li><li>▶ Spa &amp; Health Club Management</li></ul>	<ul style="list-style-type: none"><li>▶ Contract Management</li></ul>

# Hospitality : SAP Solution Map

## Sales Strategies



Rate Management	Contract Management	Offer Management	Package Management	Time Share Management
<ul style="list-style-type: none"><li> Room Categorization</li><li> Pricing</li><li> Season Availability</li><li> Guest Determination</li></ul>	<ul style="list-style-type: none"><li> Agencies</li><li> Companies</li></ul>	<ul style="list-style-type: none"><li> Discounting</li><li> Special Occasions</li></ul>	<ul style="list-style-type: none"><li> Contract Management</li><li> Determination</li></ul>	<ul style="list-style-type: none"><li> Contract Management</li></ul>

# Hospitality : SAP Solution Map

## Human Capital Management



Employee Life-Cycle Management	Employee Transaction Management	HCM Service Delivery	Workforce Deployment
<ul style="list-style-type: none"><li>● Recruiting &amp; Talent Management</li><li>● Enterprise Learning</li><li>● Performance Management</li><li>● Compensation Management</li><li>● Workforce Deployment</li></ul>	<ul style="list-style-type: none"><li>● HR Administration</li><li>● Organizational Management</li><li>● Expatriate Management</li><li>● Benefits Management</li><li>● Time &amp; Attendance</li><li>● Global Payroll</li></ul>	<ul style="list-style-type: none"><li>● Manager Self-Services</li><li>● Employee Self Services</li><li>● Interaction Center</li><li>● Alternate Delivery Channels</li></ul>	<ul style="list-style-type: none"><li>● Project Resource Planning</li><li>● Resource &amp; Program Management</li><li>● Call Center Staffing</li><li>► Retail Scheduling</li></ul>

# Hospitality : SAP Solution Map

## Back Office Business Support



Procurement	Travel Management	Incentive & Commission Management	Fixed Asset Management
<p><b>C</b></p> <ul style="list-style-type: none"> <li>● Vendor Management</li> <li>● Catalog Management</li> <li>● Contract Management</li> <li>● Scheduling Agreements</li> <li>● Procurement Planning</li> <li>● Purchase Order Processing</li>   <li>● Goods Receipt &amp; Inventory Management</li> <li>● Invoice Verification</li> <li>● Procurement Collaboration</li> <li>● External Services</li> </ul>	<p><b>C</b></p> <ul style="list-style-type: none"> <li>● Travel Request &amp; Pre-trip approval</li>   <p><b>P</b></p> <li>● Travel Planning - Online Booking</li> <li>● Travel Expense Management</li> <li>● Mobile Self Service - Anytime &amp; Anywhere</li> <li>● Global Travel Policy Compliance</li>   <li>● Analytics</li> </ul>	<p><b>C</b></p> <ul style="list-style-type: none"> <li>● Design Incentive Compensation Plans</li> <li>● Calculate Variable Compensation - Direct Sales Commissions &amp; Incentive Compensation</li> <li>● Effectiveness Analysis</li> <li>● Organizational Management</li> </ul>	<ul style="list-style-type: none"> <li>● Capital Investment Budgets</li> <li>● Capital Investment Planning &amp; Analysis</li> <li>● Capital Investment Measure Controlling</li> <li>● Fixed Asset Accounting</li> <li>● Fixed Asset Inventory Management</li>   <li>● Employee Self Service for Fixed Assets</li> <li>● Simulation Functions</li> </ul>

# Hospitality

## Enterprise Management



Strategic Enterprise Management	Management Accounting	Financial Accounting	Corporate Governance	Financial Supply Chain Management	Business Analytics
● Stakeholder Relationship Management	● Profit Center Accounting	● General Ledger	● Audit Information System	● Credit Management	● Customer Relationship Analytics
● Strategy Management	● Cost Center & Internal Order Accounting	● Accounts Receivable	● Management of Internal Controls	● Electronic Presentment & Payment	● E-Analytics
● Performance Measurement	● Project Accounting	● Accounts Payable	● Business Risk Management	▶ Collections Management	● Supply Chain Analytics
● Strategic Planning & Simulation	● Investment Management	● Fixed Assets Accounting	● Whistle Blower Complaints	● Dispute Management	● Financial Analytics
● Business Consolidation	● Product Cost Accounting	● Bank Accounting	● Transparency for Basel II	● In-house Cash	● Human Resource Analytics
▶ M&A Pre-Deal Management	● Profitability Accounting	● Cash Journal Accounting		● Cash & Liquidity Management	▶ Product Lifecycle Analytics
▶ M&A Post-Deal Integration Planning and Execution	● Revenue & Cost Planning	● Inventory Accounting		● Treasury & Risk Management	● Project Portfolio Management
▶ M&A Organization Restructuring	● Transfer Pricing	● Tax Accounting			● Resource Management
		● Accrual Accounting			
		● Fast Close			
		● Financial Statements			
		● Parallel Valuation			

# Hospitality

## Flow of Master Data across the Enterprise



### Data Creation, Consolidation and Harmonization of Master Data

*Sequence of this process with example of customer master*

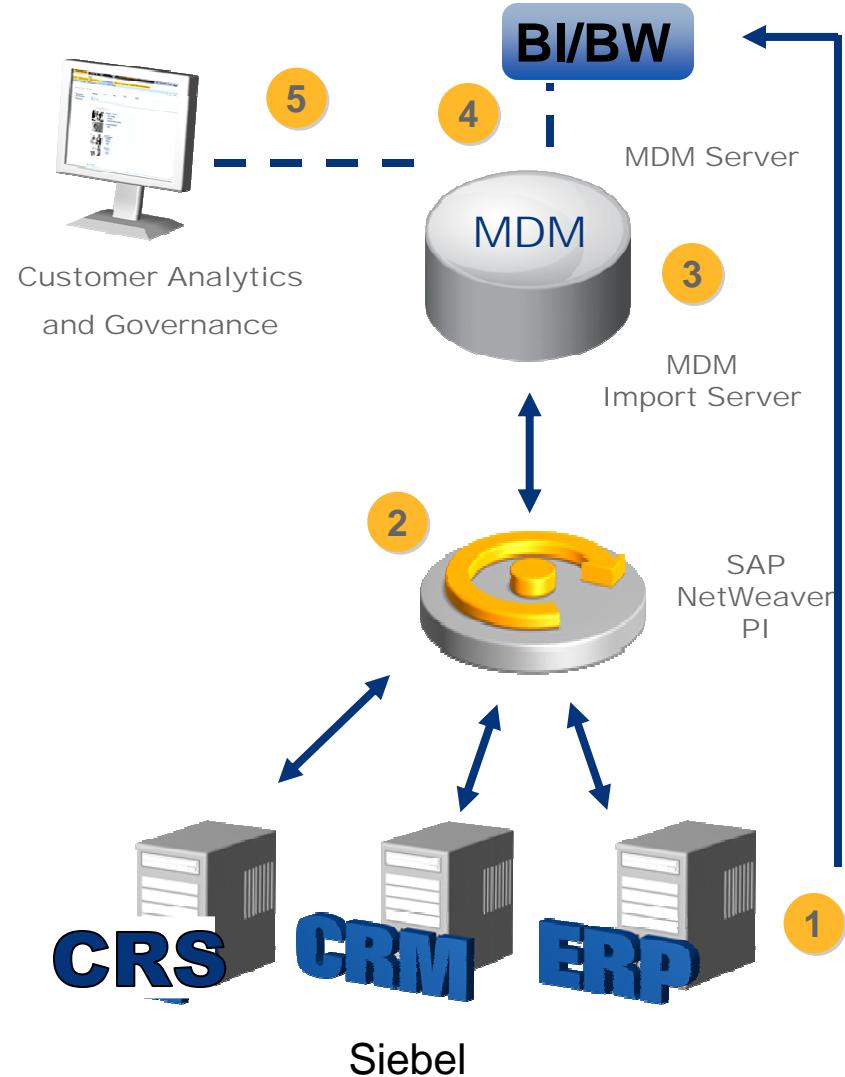
Customer Master acquisition happens in Front Office Systems

Transform incoming data and consolidate into MDM

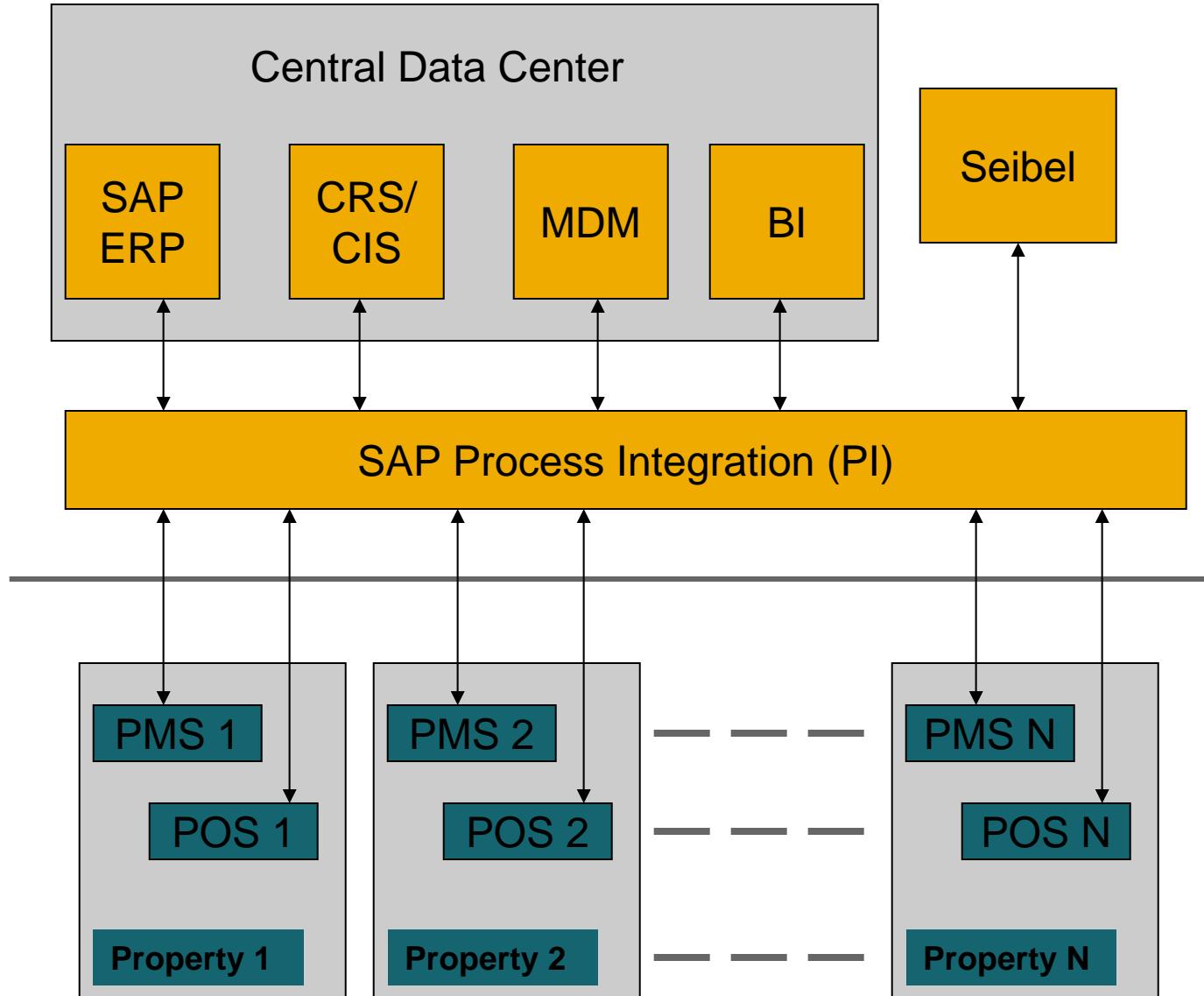
MDM ensures golden copy of customer master and generates cross references

BW/BI consolidates Transactions from ERP/Front Office Systems and Masters from MDM

Single window to look at all Customer Analytics and Customer Data Governance.



# Solution Architecture



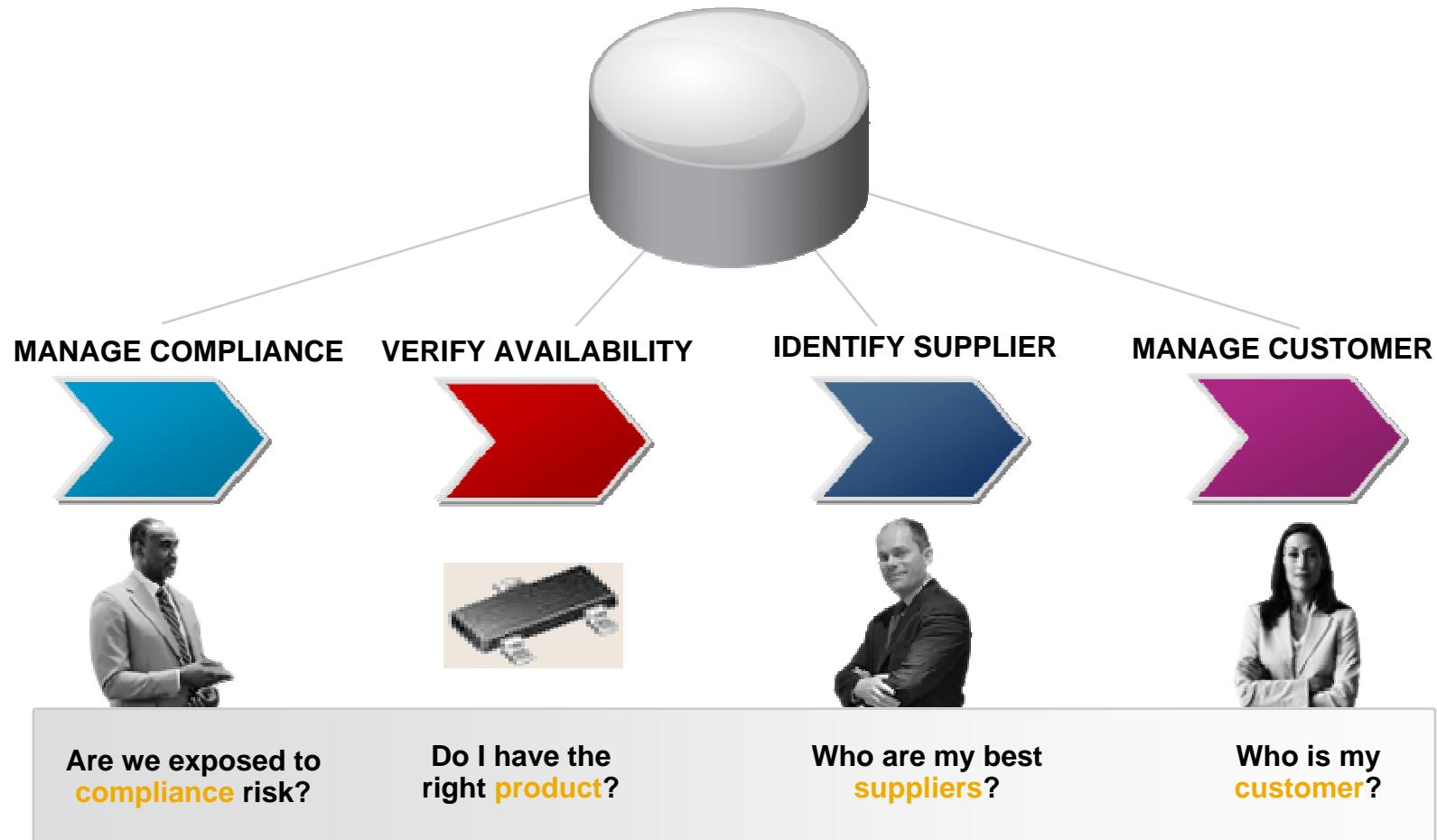
# Why SAP NetWeaver MDM for Hospitality ?

One solution for ALL master data in your industry specific process

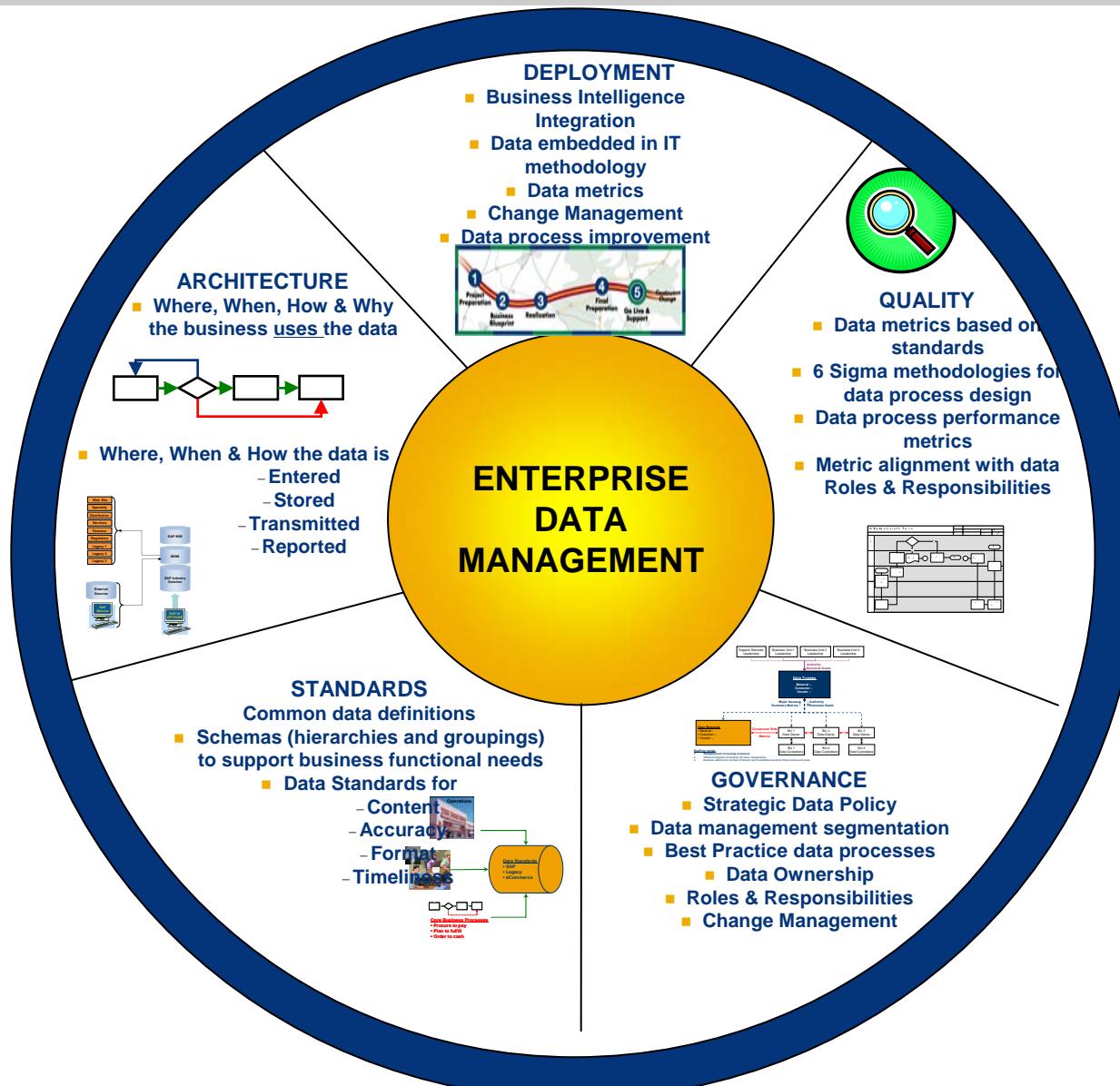


## SAP NetWeaver MDM

One master data solution for all business processes



# Enterprise Data Management (EDM): Strategy to achieve sustainable data quality for competitive advantage



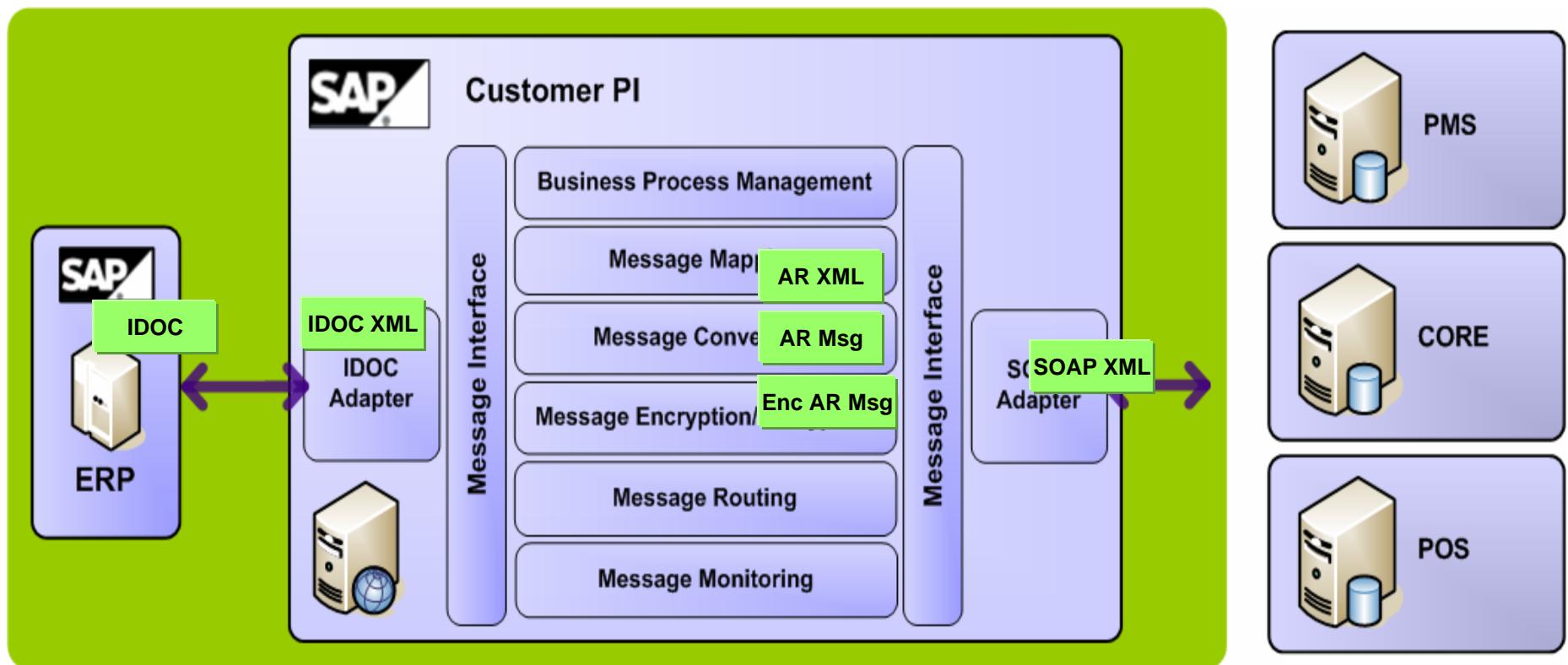
## Value Realization

Enterprise Data Mgmt offerings take a **comprehensive approach** to the “Data Problem”

- Architecture
- Standards
- Governance
- Quality
- Deployment

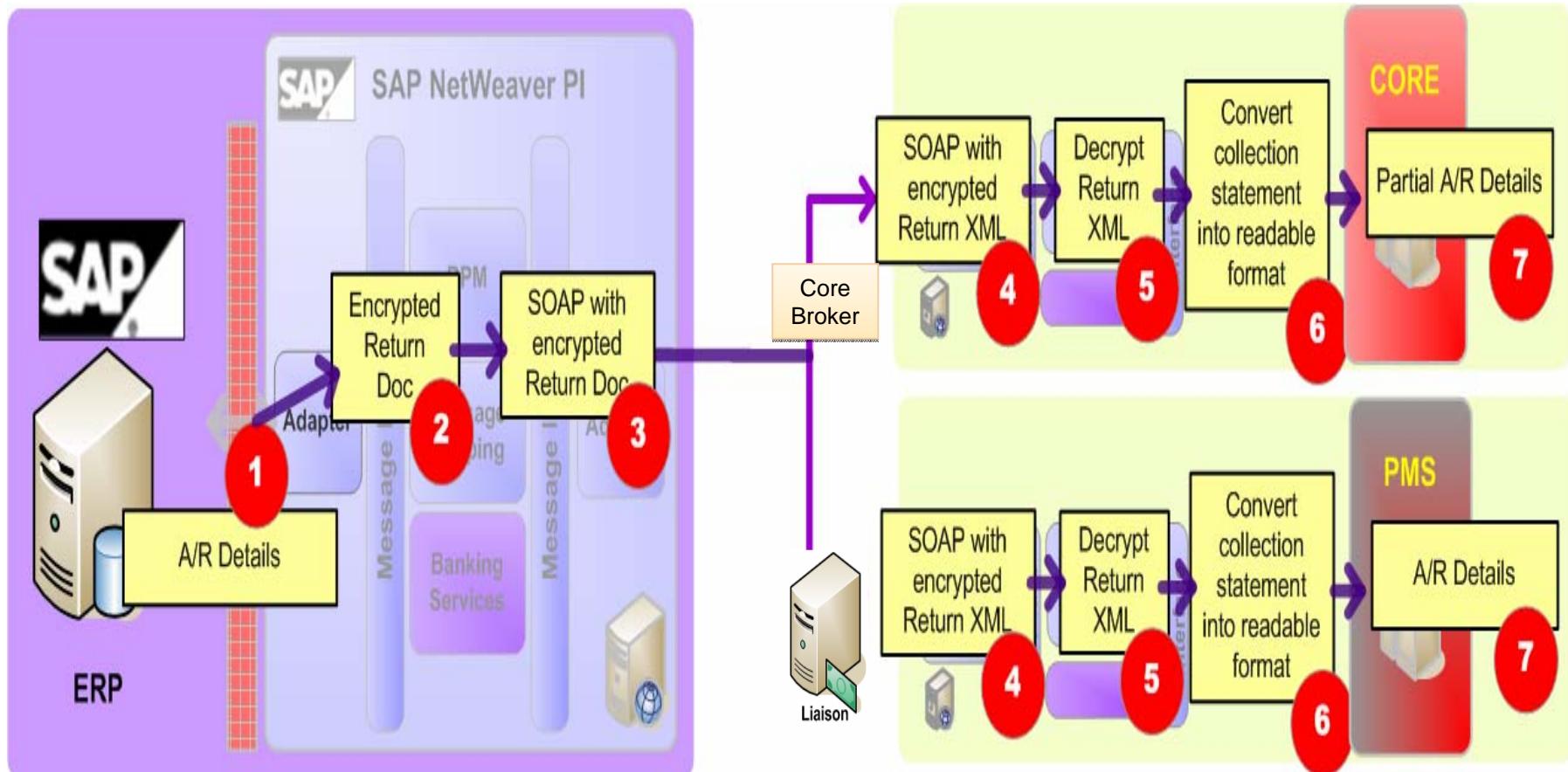
Engagements are tailored to the specific needs of each customer

# Integration Architecture



# Sample Process

## A/R details to Core/PMS Example



# Approach paper

## Document Information



### Document Purpose

This document describes SAP Back Office Interface for the hotel industry. It has functional business and technical descriptions of web services required based on XML, SOAP and HTTP protocol. Document includes extensive reference Hospitality Business cases.

### Document Terms

For the purpose of this document the following terms have been defined as follows:

Term	Definition
RCS	Revenue Capturing Systems (e.g. a PMS): generate transactions records from different activities of a hotel property which are to be passed to the accounting system either in detail form or as summary information
Mapping Layer	Software layer, which transforms values used by the RCS into values used by the accounting system. Example: transaction codes used by the revenue capturing system must be mapped to accounts in the accounting system using various parameters
Accounting System	System which stores summary or detailed accounting information sent from revenue capturing systems for bookkeeping or statistical purposes

**Referenced Document** following table shows the reference documents upon which this document was developed :

Name	Location
HTNG Web Service Framework 2.0	Describes the web services framework standards that implementers must adhere to

# Acknowledgements

## Contributions



### Message definition

Company / Organization	Contributor
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### Business Case definition

Version	Date	Author	Comments
0.9	June 1, 2007	Dieter Krause SAP AG	Initial proposal, incomplete, for format discussion only
1.0	July 26, 2007	Dieter Krause SAP AG	More Business cases added
1.1	August 2, 2007	Dieter Krause SAP AG	Reflects comments by Micros
1.2	August 10, 2007	Dieter Krause SAP AG	Corresponds to Specification Document Version 1.2
1.3	August 17, 2007	Dieter Krause SAP AG	Business cases 9 -11 added ( PostAR applied to groups) , changes in specification document reflected
1.4	August 23, 07	Dieter Krause SAP AG	business cases <b>adapted</b> to include Message#
1.5	December 19, 2007	Dieter Krause SAP AG	Final editing

# Acknowledgements

## Contributions



### Integration Specifications

Version	Date	Author	Comments
1.0	July 19, 2007	Dieter Krause SAP AG	Initial submission
1.1	August 3, 2007	Dieter Krause SAP AG	Get Mapping and Check Mapping included
1.2	August 10, 2007	Dieter Krause SAP AG	<p>Post GL: single side transactions allowed. Attribute "Transaction Mode" added</p> <p><a href="#">Check Mapping: merged with Get Mapping.</a></p> <p>Get Mapping results extended with dimensions and debit/credit information for accounts</p> <p><a href="#">Whole document: name of element "Standard dimensions" changed to "Dimension" , since the set of dimensions is not restricted by the specification</a></p>
1.3	August 17, 2007	Dieter Krause SAP AG	Get Mapping and PostAR modified
1.4	August 30, 2007	Dieter Krause SAP AG	Message Number added to header, Post GL, Post AR and Post Statistics modified ( e.g. Service Date added)
1.4	December 19, 2007	Dieter Krause SAP AG	Final editing

### Message Specifications

Version	Date	Author	Comments
1.5	January 26, 2007	Tom Gresham, MICROS Systems,	Initial submission
	August 16, 2007	Tom Gresham, MICROS Systems,	Revision per workgroup discussions
	August 20, 2007	Tom Gresham, MICROS Systems,	Accounts receivable and mapping sections
	August 29, 2007	Tom Gresham, MICROS Systems,	Correct statistical posting message and additions to accounts receivable message
	September 11, 2007	Tom Gresham, MICROS Systems,	Add missing Message Number to transaction header and update namespace to Sept. 2007
	September 20, 2007	Tom Gresham, MICROS Systems,	Change mapping detail to include multiple dimensions on source element.

### Integration Document

Version	Date	Author	Comments
1.5	January 15, 2008	Martin Kirk, The Open Group	Merge to create final document

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