The Invoice.

Topics
The Invoice

November 2.017

The Invoice.

Because it is where **the money is generated in a physical way**, it is one of the most important points of **FRONT OFICCE** and at the same time one of the most conflictive. It is clear that the **CLIENT has been very comfortable** in the Hotel, **everything is great**, but when the fateful moment comes to **"what I owe",** that is when "the matter" begins to get **complicated.**

SEVEN STARS, gives a high importance to this point, that's why we look for the biggest **versatility, agility, efficacy and efficiency**, etc., so that **RECEPTION** has in its favor as many arguments, computer tools, ..., better.

It is important to emphasize that this is also one of the moments when you have to be **as fast as possible**, since it is a situation in which it is very easy to cause "**queues**".

Normalmente los CLIENTES, se suelen ir a **primera hora de la mañana**, les espera una **importante gestión, el avión,** por fin irse a su casa, ..., es decir, hay "**mucha prisa".**

SEVEN STARS, it's fast, in fact, let's analyze the most usual case, you simply give the room number and the bill is practically done, even at this point you can ask: "**have you made any consumption in the minibar**", and charge it.

Of course, you will say, "if it were that simple". At least, you must give us the reason in that a high percentage if so, according to later analyze a series of cases that **SEVEN STARS** solves quickly and quickly. It is also true that at the **reception** desk we must have a series of reports/screens that tell us **who is leaving today**, if they are to be **billed or not**, if they are **individuals, companies and/or agencies**, etc., in other words, we have information, therefore, in principle we do not act "blindly".

FIRST OF ALL WE MUST CLARIFY THAT WHEN AN INVOICE IS ISSUED, IT DOES NOT HAVE TO BE COLLECTED OR INDICATE THE FORM OF PAYMENT AT THAT TIME, LET'S SAY THEY ARE "SEPARATE INSTANTS", ALTHOUGH AT THE END OF THE INVOICE, WE CAN DECIDE TO COLLECT IT BEFORE ISSUING IT.

The Invoice.

We will analyze several circumstances

a) Before the invoice is issued.

➢ I want you to charge me for my **ROOM** and the ..., but not in my name but in the name of **SUCH A COMPANY**, "Ah! Sorry I didn't tell you before at the entrance"

➢ Separate **these CHARGES in the NAME of the COMPANY**, **these others** in the name of this other **COMPANY** and these last ones in my particular name.

➢ Gives us two invoices, one to MY NAME, and the other to the OWNER of the ROOM, to whom the charges have been made.

➢ I leave, but all **my CHARGES**, transfer them to such a **ROOM** number.

➢ You can **invoice** me without **putting in TWO BEDS**.

➢ **Invoice** me in the **NAME of the COMPANY** and **not in the PERSONAL NAME**.

➢ I had indicated that **I would leave within THREE DAYS**, but **I have to leave TODAY**.

➢ You can make me an **INVOICE until the day of TODAY**, to pay a part or the whole, but **I WILL stay at the HOTEL**.

➢ Look, I just arrived, **I'll be 5 DAYS**, you can **charge me NOW**, I do not want to walk with so much CASH.

➢ You can make me an **informative ADVANCE** of what **my ACCOUNT** is going up until the day of TODAY.

➢ On which **TV** channel, I can **check** my STATEMENT of ACCOUNT.

➢ Look, I am **not** staying at the **HOTEL**, but I could make an **INVOICE** for the rent of the **HALL**, in the name of **my COMPANY**.

➢ Look, I am **not** staying at the **HOTEL**, but I could get an **INVOICE** for the amount of the **BAR CONSUMPTIONS**, since I am a HABITUAL CUSTOMER and it is a HIGH AMOUNT, in my PRIVATE name.

➢ I could make **a PROFORMA** of the rent of the LOUNGE to send it to the COMPANY and that they make a **TRANSFER** to be able to pay them the **ADVANCE PAYMENT** that you request to me.

➢ I want you to make me the **INVOICE** of all the **PEOPLE of my COMPANY**, but I don't know in which **ROOMS** they are all.

➢ Put this **INVOICE** in my **WOMAN'S NAME**, since I have several in my NAME and they are not mine but if I add them all up I will have the model 347.

➢ You can make me an **INVOICE** of all the ROOMS that we are going to occupy until the day ..., **only of the CHARGES of ROOM and BREAKFAST**, to send them a TRANSFER, since in addition the **EXTRAS CHARGES**, they must pay them each one of my **EMPLOYEES**.

➢ I would be grateful if you could let me know and make me an **INVOICE**, every time I **exceed the 600 Euros**, I will be HOSTED in this HOTEL, and I have to defer those PAYMENTS.

➢ **All CHARGES of my EMPLOYEES**, be they TELEPHONE, LAUNDRY, etc., I want them to be **charged to the COMPANY**.

➢ In my condition, I have been told that I have a **special rate** for **WEEKENDS**.

➢ I can **CHANGE my room**, and **not make an INVOICE**, I want to pay **at the END of everything**.

➢ **I don't like the room**, they have another one. No, I'm sorry, even if I'm checked in **I'm going**.

The Invoice.

b)   To invoice already done and even (or not) COLLECTED .

- Sorry, I didn't tell you I want it in the **name of my company**.
- You can put me that **instead of TELEPHONE**, I get **LAUNDRY**, would do me a great favor.
- You can break down this **invoice into several**, but different NAMES (INDIVIDUALS, COMPANIES, ...)
- "Hey, this LAUNDRY charge **isn't mine**."
- "Hey, this LAUNDRY charge **isn't mine**," as we do to deduct the amount since I've already paid **the entire invoice** with **VISA.**
- I have gone to BREAKFAST, you can **repeat the INVOICE** including this new **CHARGE.**
- At this moment **I don't know HOW TO PAY YOU**, would you mind **waiting** until the ONE that comes to pick me up.
- If you don't mind the PAYMENT, one **part in cash, one part by VISA, one part by AMEX** and I leave you **the rest on credit**.
- I have not received the **usual DISCOUNT** I have for REPRESENTATIVE.
- I could change the number of people and put one ONLY.
- I could **send** me again **the invoice** that was made **three months ago** for the RENT of the room, since we have lost it.
- You could give me **another copy of the INVOICE**, since one is for ADMINISTRATION and another for my DEPARTMENT.

Returning in some way to the previous step, it is evident that a RECEPTIONIST, sometimes must use the "magic" of the **SEVEN STARS** program, **to get out** of any of the situations mentioned above, which are resolved in a satisfactory manner and also for the peace of mind of the MANAGEMENT, all **this type of "manipulation"** is **reflected** "without any cost of time, or data"

We can find that in previous days we have charged a customer a few charges that to date, we know do not correspond, **SEVEN STARS**, not let them cancel for being past days but the customer is not to blame for our mistake.

By means of this option you can give a NEGATIVE charge that corresponds to the POSITIVE shown on the screen, but neither the positive nor the negative will appear on the invoice. Of course if they will be/will remain in the PRODUCTION EXPENSES.

The CUSTOMER has left one room but they stay from the same COMPANY in other ROOMS.

A CLIENT moves from one ROOM to another and has been in the HOTEL for days.
….

See now the option .3. and try to make an example of all the above.

In Menu Access, Option .3. invoicing and collections.