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# HISTORIC HOTELS of AMERICA

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National Trust *for* Historic Preservation™

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## GENERAL INVOICING INFORMATION

Invoices are processed throughout the month according to Hotel Contract terms (Fixed Fees) or for services provided. Invoices are generally payable 30 Days from Invoice Date or in accordance with Contract.

Our invoice and credit memo numbers have unique prefix identifiers in the Document Number. Examples:

### CONTRACT FEES

#### **Document Number Prefix=CON**

Fixed fees are invoiced at various times of the year according to Contract terms. Examples in this category include:

- Membership Fees
- Annual fees for Marketing, Quality Assurance, Meeting
- Monthly/quarterly fees for iTools (e.g., iMobile, PMS interface, etc.).

### RESERVATIONS

#### **Document Number Prefix=RES**

Reservation commissions and/or transaction fees are invoiced monthly based on arrivals in the prior month. Invoices are accompanied by a detailed **Guest Name Report**. Reservation invoices are usually delivered by the 10<sup>th</sup> of each month for prior month arrivals.

#### GUEST NAME REPORT

The Guest Name Report (GNR) is delivered with the Reservation Invoice each month. It contains a listing all guests that arrived in the month of billing. The GNR contains the arrival date, guest name, confirmation number, booking date and all associated billing calculations. The GNR is organized by booking channel. The GNR will directly relate to the invoice. Any reservation booking and commission fees related to iPrefer.com reservations will be identified on this report. The member iPrefer number and iPrefer fees will be called out in their own columns.

In addition to booking channels, any iPrefer point award made by the Hotel to the Guest will be included at the end of the report in the Hotel or Manual Point Award section.

**Reconciliations:** reservations should be cancelled at the source to avoid commission fees. If not cancelled at the source, the reservation commission fees will apply. Any cancellation done at the source will automatically be removed from the GNR.

### GROUP SALES

#### **Document Number Prefix=GRPINV**

Group commissions invoices are billed in the month of the Group's departure. Invoices are accompanied by the Confirmation Form signed by the Hotel's Sales Representative

### FREQUENT FLYER

#### **Document Number Prefix=FFP**

Fees for Frequent Flyer mileage awards based on submissions to airlines through iHamms website. Invoices are accompanied by a detail report of awards by Guest. Frequent Flyer invoices are usually delivered by the 17<sup>th</sup> of each month.

### MISCELLANEOUS OTHER

#### **Document Number Prefix=INV**

Various other invoices are billed throughout the month based on Hotel participation and activities, such as Consortia Program participation, Collateral and Promotional Materials, etc.

### FINANCE FEES

#### **Document Number Prefix=FIN**

Finance Fees may be charged for amounts 30 days or more past the document due date. Finance Fee invoices contain detailed calculations for reference and are delivered by the 20<sup>th</sup> of each month.

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## CREDIT MEMOS

### **Document Number Prefix=CM**

Credit Memos may be issued on the Hotel's account for such items as:

- Adjustments related to Contract changes or renewals

We ask that the Hotel provides details as to how to apply the credit to any open invoices.

## iPREFER REDEMPTION CREDIT MEMOS

### **Document Number Prefix=CMIP**

Credit Memos may be issued on the Hotel's account for iPrefer Reward Certificate Redemption submitted by the Hotel. We ask that the Hotel provides details as to how to apply the credit to any open invoices. Credit Memos are accompanied by an **iPrefer Redemption Credit Report** containing the details of each redeemed certificate and the reimbursement amount.

## STATEMENTS OF ACCOUNT

Statements contain a listing of all unpaid invoice amounts including the aging details. Statements are delivered by the 20<sup>th</sup> of each month.

## PAYMENT

All payments must be accompanied with the appropriate allocation details to ensure proper payment application. We ask that Hotel detail the Document Number and amount per Document Number included in the payment.

Remittance detail is included on each invoice and statement that is delivered to Hotel.