

Process: Payables Accounts Management

Subprocess: Procurement (MM) Invoice Matching

Process Owner: Fran Morillo/Ramón Luengo

Process Leader: Fran Morillo/Ramón Luengo

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NH Approvals

Name	Function	Date	Comments
Fran Morillo/Ramón Luengo	Process Owner		
Fran Morillo/Ramón Luengo	Process Leader		

Modification History

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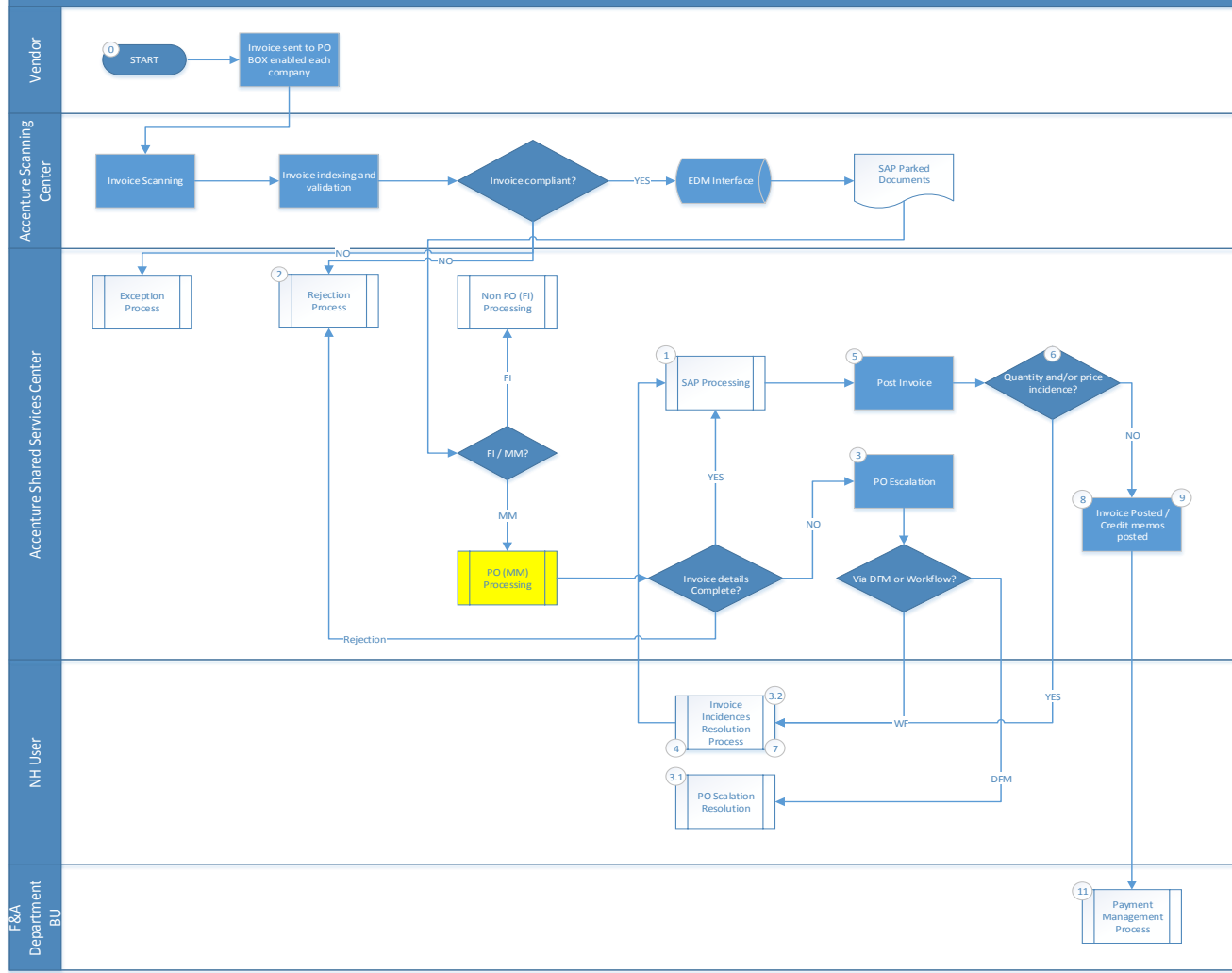
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Procurement (MM) invoice matching



Shape	Name	Description
	Task	Represents a manual activity of the process.
	Automatic Task	Represents an automatic activity of the process.
	Flow direction	Input or output of the task or decision.
	Internal Audit Control	Controls defined by NH Internal Audit
	Systems	Applicatio or Tool.
	Start/End	Indicates the beginning or the end of a process.
	Manual Process	Manual Business process composed of tasks, decisions, flow directions, documents and measured on a time
	Decision point	It is originated after one task and it generates two or another decision.
	Report or document	It is a physical or electronic file used as input or output of a task.
	Notifications	External/Internal Notifications.

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Order	Task	Task Description	When	Responsible	Frequency	Tools ☒
0	Reception, scanning and integration of invoices in EDM-SAP.	<u>Process Reception, scanning and integration of invoices in EDM and SAP</u>	Invoice reception	Accenture Scanning center - SSC	daily	<u>Process Reception, scanning and integration of invoices in EDM and SAP</u>
1	PO (MM) parked documents processing. Retrieve and review.	The SSC operator retrieves the documents (documents are initially held at parked status) assigned to him/her for processing by the supervisor. Each field needs to be reviewed and validated.	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: FB1N MIR4
1.1	PO (MM) parked documents processing. Review the basic data tab.	Each field needs to be reviewed and validated in the basic data tab: Invoice date. Posting date. Reference (invoice number or credit note number). Amount. Currency. Tax amount. Calculate tax. Text.	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO
1.2	PO (MM) parked documents processing. Review the PO number field.	The PO number should be validated first before posting the invoice. The SSC user has to access to the PO (ME23N or ME2L) and review the company code and vendor. If the company code or vendor is not the same as with the invoice, then the invoice should be rejected.	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO ME23N ME2L
1.3	PO (MM) parked documents processing. Check the PO and goods receipt.	The SSC user has to review that the line items of the invoice matches with the available materials in the PO and the goods receipt. If the line items and goods receipt matches with the invoice, the user can continue with posting. Otherwise see tasks 3.2 and 6. *Before matching line items, if total amount matches with total GR, no line validation is needed.	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO
1.4	PO (MM) parked documents processing. Review the partner bank.	Partner bank is the corresponding beneficiary bank account code of the vendor. It is critical to identify the partner bank to use. Have settled a rules to choose the correct bank account and partner type bank to use (See <u>Annex 1</u>).	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO
1.5	PO (MM) parked documents processing. Applying the VAT.	It applies and reviews the VAT (Taxes) according to the invoice. If taxes do not match, the field can be manually updated by SSC User.	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO
1.6	PO (MM) parked documents processing. Delete a document.	Some of the fields are not editable and the operators will have to delete the parked document if errors are found.	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO
2	PO Rejections.	In the scenarios where the document has to be rejected (the reasons were not identified initially by the scanning center), the parked document has to be deleted. The invoice has to be returned to the vendor for review and the vendor has to resend a correct invoice. The reasons for PO rejections are: 1.- Missing PO 2.- Incorrect or cancelled PO 3.- PO referred to two or more Business Areas. <u>If user NH, returns to SSC an invoice with PO consumed incidence and selects the option "Contact with admin - reject Invoice", this is also a reason of invoice rejection.</u>	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO Communication via e-mail with the vendor
3	PO Escalation.	Some invoices cannot be posted because an action or confirmation by NH users is necessary. These are not subject for rejection but rather are to be escalated to NH. The document will be kept on hold as parked in SAP.	Within three days after integrating documents	Accenture Shared Services Center	daily	DFM Document Workflow Management / SAP Business workplace

3.1	PO Escalation via DFM Document Workflow Management.	<p>1.-PO not yet released (the purchase order has not been released by the corresponding approvers). These cases needs to be escalated to the hotel managers for them to release the PO.</p> <p>2.-Average price (The invoice cannot be posted because average price has changed). This needs to be escalated to the Purchase department of the BU.</p> <p>3.-Vendor master issues.</p> <p>In Annex 2 we can see the others reasons for escalating the MM invoices. These incidences are escalated via DFM (Document Workflow Management).</p>	Within three days after integrating documents	Accenture Shared Services Center	daily	DFM Document Workflow Management
3.2	PO Escalation via SAP Business workplace.	<p>1.-Packing slip missing. The purchase order has been created but goods receipt is not done. The invoice is posted with "parked" status and it is triggered an invoice incidence workflow in SAP that the NH user has to solve. Process Packing Slip Missing Incidence.</p> <p>2.-PO Consumed. The purchase order has been totally posted with another invoice. The invoice is posted with "parked" status and it is triggered an invoice incidence workflow in SAP that the NH user has to solve. Process PO Consumed Incidence.</p> <p>3.-PO line missing. One or several lines of the invoice are not included in the purchase order. The invoice is posted with "parked" status and it is triggered an invoice incidence workflow in SAP that the NH user has to solve. Process PO Line Missing Incidence.</p> <p>These incidences are escalated via SAP Business Workplace.</p>	Within three days after integrating documents	Accenture Shared Services Center	daily	SAP Business workplace
3.2- AI	Internal Audit Control PTP.02.C05	SSC AP clerk checks that there is a PO line missing, PO consumed or the GR is not performed. In these cases the invoice is set in the system as parked, (pending the creation of a PO line or to do the GR in the system by the Hotel).	N/A	Accenture Shared Services center - AP	Execution: Ad-hoc	Evidence: Extraction from ZWF_LOG with 4 items selected randomly based on template
4	PO escalation. Resolution.	<p>Review and solution of the reason for invoice escalation by the NH user.</p> <p>Process Packing Slip Missing Incidence</p> <p>Process PO Consumed Incidence</p> <p>Process PO Line Missing Incidence</p>	Before monthly accounting close	NH User	daily	DFM Document Workflow Management / SAP Business workplace
5	Posting the invoice.	Once the incidences or reasons for escalation are solved, the invoice is posted in SAP. SSC has to check before posting if the Withholding tax calculated in SAP is equal to the one on the invoice.	When the user NH has solved the incidence	Accenture Shared Services Center	daily	Transaction SAP: MIRO
5.1	Tolerance limit.	The tolerance limit is 5 euros per invoice, 1 euro per line.	Invoice posting	Accenture Shared Services Center	daily	Transaction SAP: MIRO
5.2	Packaging cost.	Packaging cost is not included upon creation of the PO. So this is charged to GL account 60101001. See the list for approved key words for packaging cost in Annex 3 .	Invoice posting	Accenture Shared Services Center	daily	Transaction SAP: MIRO
5.3	Delivery cost.	These are transportation/delivery/freight cost charged together with on the invoice. This is not created as a PO line, thus this expense is imputed on the "details" tab in the "unplanned delivery cost" field in MIRO. See the list for approved key words for delivery cost in Annex 4 .	Invoice posting	Accenture Shared Services Center	daily	Transaction SAP: MIRO
6	Quantity and price incidences.	<p>At the moment of posting invoices, the SSC user may find quantity or price discrepancies between the invoice and the purchase order:</p> <p>1.-Quantity incidence. Process Quantity Incidence.</p> <p>2.-Price incidence. Process Price Incidence.</p> <p>In this case the invoices are posted blocked for payment. Important: If quantity is consumed but amount is still available, invoice must be posted as "Subsequence Invoice".</p> <p>At this moment, a SAP workflow is triggered and the NH user will be informed that an incidence must be solved.</p>	Within three days after integrating documents	Accenture Shared Services Center	daily	Transaction SAP: MIRO / SAP Business Workplace
7	Quantity and price incidences. Resolution.	<p>Review and resolution of the received incidence by the NH user.</p> <p>Process Quantity Incidence</p> <p>Process Price Incidence</p>	Before monthly accounting close	NH User	daily	SAP Business Workplace

8	Credit Memos processing.	<p>While receiving a credit memo, SSC must validate if it has been requested in ZWF_MM_IV_LOG. If the total amount matches with the request, Credit memo must be posted according to the request.</p> <p>When processing credit memos, it has to be considered whether the credit memo is a true credit for the quantity of the goods, or just a reduction of the price.</p> <p>If the credit memo refers a quantity incidence, the SSC user must select the type field "Credit Memo" to post it.</p> <p>If the credit memo refers a price incidence, the SSC user must select the type field "Subsequent Credit" to post it.</p> <p>In order to refer the credit memo to the related document, in terms of payment conditions, due dates, etc. this reference will be performed through the "invoice reference" field in the "payment" tab in MIRO.</p>	Credit memo receipt	Accenture Shared Services Center	daily	Transaction SAP: MIRO SAP Report: ZWF_MM_IV_LOG
9	Invoice Posted.	Once the price and/or quantity incidence is solved and/or the credit memo is received and posted, the invoice is released for payment.	When the user NH has solved the incidence	Accenture Shared Services Center	daily	Transaction SAP: MIRO
9- AI	Internal Audit Control PTP.02.C14	On a monthly basis, SSC AP responsible runs a report to verify that all the invoices received in the scanning center have been registered on a timely basis according with the SLA established in the contract.	N/A	Accenture Shared Services center - AP	Execution: Monthly	Evidence: monthly report shared by SSC in the operational committees with the report on all invoices processed and the lead time.
10	Review of Purchase orders pending to be released.	Every week, the purchasing department, checks and sends end users a report in which indicates the purchase orders pending to be released and the approvers who must release this Purchase order.	Weekly	Procurement Department HQ	Weekly	Transaction SAP ZWF_MM_PO_LOG
11	Invoice Payment	Subprocess Payment Management	NH payments calendar	Finance & Administration Department BU	NH payments calendar	Subprocess Payment Management

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Annex 1 - Bank Account and Partner Type Bank Matrix

Scenario	Invoice	SAP Vendor Master Data	Validation Criteria	Payment methods	Procedure/Action
1	With 1 or multiple Bank Accounts	With 1 or multiple Bank Accounts	Bank Account on invoice is AVAILABLE in SAP	All	Post, choose the matching bank account in SAP
2	With 1 or multiple Bank Accounts	With 1 or multiple Bank Accounts	Bank Account on invoice is DIFFERENT with SAP	Transfer, Confirming A,G, B, H	Request creation of bank account(s) to Vendor Master NH. For the creation of bank accounts of IC vendors, always contact treasury@nh-hotels.com
3	With 1 or multiple Bank Accounts	With no bank account in SAP	No matching possible	Transfer, Confirming A,G, B, H	Escalate to SSC VQ. To confirm with Supplier the bank account to be paid and then to request to VMNH the creation. For the creation of bank accounts of IC vendors, always contact treasury@nh-hotels.com Payment method other than A, G, B, H and the bank is different = Post the invoice, no need for partner bank
4	With NO, 1 or multiple Bank Accounts	With no bank account in SAP	No matching required	Direct Debit, Checks, Netting, Promissory notes, D, C, E ,F, I	Post the invoice, no need for partner bank
5	With NO, 1 or multiple Bank Accounts	With multiple Bank Accounts	Partner bank is not necessary for the payment method, but SAP requires one.	Direct Debit, Checks, Netting, Promissory notes, D, C, E ,F, I	Choose the last created bank
6	With NO Bank account	With no or multiple Bank Accounts	No matching possible	Transfer, Confirming A,G, B, H	Escalate to SSC VQ. To confirm with Supplier the bank account to be paid and then to request to VMNH the creation. For IC vendors always contact the AR department of the BU where the IC invoice is coming from. Payment method other than A, G, B, H and the bank is different = Post the invoice, no need for partner bank
7	With NO Bank account	With 1 Bank Account	No matching required	Transfer, Confirming A,G, B, H	Post, use the bank account present in SAP. Payment method other than A, G, B, H: post the invoice, no need for partner bank

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Annex 2 - MM Escalation (other reasons)

Hold Reason	Codes
Escalation 2013 Invoices	ESC_2013
Escalation Credit Memo Awaiting for Invoice	ESC_CMA
Escalation Fixed Asset Form	ESC_FAF
Escalation GL Confirmation (FI Escalation File)	ESC_FGL
Escalation Missing GL Account/CECO	ESC_MGL
Escalation No Credit Note (MM) NO invoice/PO reference	ESC_NCN
Escalation No Credit Note (MM) Invoice/PO unposted	ESC_NIU
Escalation GL Confirmation (Pre Go Live)	ESC_PGL
Escalation PO Line Not Itemized	ESC_PLI
Escalation PO Not Released	ESC_PNR
Escalation Process Confirmation	ESC_PRC
Escalation SAP Error	ESC_SAP
Escalation Split Payment Issue	ESC_SPI
Escalation VMD Bank Marked for Deletion	ESC_VBD
Escalation VMD - Bank Update	ESC_VBU
Escalation VMD - Creation & Extension	ESC_VCE
Escalation VMD Flag for Deletion	ESC_VFD
Escalation VMD Wrong Payment Method	ESC_WPM
Escalation Wrong Supplier PO set up	ESC_WSP
Parked No Goods Receipts	PAR_NGR
Pending Credit Invoice parked status	PEN_CIP
Pending Future Dated Invoice	PEN_FDI
Pending Utilities Invoices	PEN_UIN

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Annex 3 - EMBALLAGE KEYWORDS - GL ACCOOUNT 60101001

BU SPAIN	BU BENELUX	BU CENTRAL EUROPE	BU ITALY
BOTELLA	Statiegeld	Container	FUSTO
CAJA	Melamine	Emballage	BOMBOLA
JAULA	Broban	Euro-Palette	IMBALLO
VASSILHAME	vidanges	FLASCHEN	CASSA
GARAFFA	CONSIGNE(S)	Gebinde	VUOTI
ENVASE	DECONSIGNES	Gebindesaldo (Del Fabro)	
VASIO	PALETTE	Harass	
BARRIL	EMBALLAGE	KLAPPKISTE	
jesVIDRIO	Fust (when VAT is 0%) otherwise this can be a product as well. Mostly the emballage is indenitified with the short "EMB"	Leergut	
VASO	Drager rolcontainer	Mehrwegkiste	
CONSIGNA	Poolbak	Pfand	
REFRIGE-VASILHAME	Rungis container	Styrobox	
TARA-CAIXA	Champignonkist	Zwischenboden	
PALETS/PALLETS	Containers	Bouteilles	
RETORNO	Cont.	Caisse	
EMBALAJES		Europool Gemusekiste	
VIDRIO		Bouteilles CHF 0.30	
RECIPIENTE		Pfand Rolli	
GRADE (GRA)		MW-Kiste Pfand 5kg/10kg	
GARRAFAS (GAR)		Kunststoffpalette	
TARA CAIXA PLASTICA		Pfand Europalette	
CAUÇÃO FORMAS		Pfand Thermobox m. Deckel	
		Pfand Dose	
		Zwischenböden für Rollis	
		Pfandkiste grün	
		Pfand EPS klein	
		Pfand EPS groß	
		Pfandsteige Brot	
		Pfand Getränkebox	
		Pfandkiste Fleisch	
		Leergut Kiste	
		st Rollcontainer AGM	
		ST FK_Transport-Behälter (EFEF)	
		Leihsteigen plus (pool)	
		Queens Soda KI MW 12 x 1.00L	
		1036 Volle Kiste AFG 12er	

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Annex 4 - UNPLANNED DELIVERY COST KEYWORDS - GL ACCOOUNT 62410000

BU SPAIN	BU BENELUX	BU CENTRAL EUROPE	BU ITALY
PORTES	Bezorgkosten	Arengemedny (For Hungary)	PORTO
PUNTO VERDE**	Minimum orderkosten	Biersteuer	SPESE
RAEE+VO**	Administratiekosten	Fracht	CONSEGNA
PEAJES	Vracht/Adm.kosten	Freight Charges	LISTINO ACCISA
FREIGHT CHARGE	Verzendkosten	IFCO	VENZENDKOSTEN
TRANSPORTES	Vrachtkosten	Kosten	SPESE GEST. ORDINE
FRANQUIA DE ENCOMIENDA MINIMA	Verhoging Nederlandse Accijnzen	Lieferung	CONTRIBUTO AMBIENTALE
SHIPPING COST/SHIPMENT	Toeslag	Mindermengenaufschlag	DIRITTO DI CHIAMATA
FLETE	Droits	Mindermengenzuschlag	BOLLO
ENVÍO	Environmental	Pauschale	CITY TAX
MENSAJERÍA	ACCIJNS	Schaumweinsteuer	CONTRIBUTO INPS 4%
RAEE+VO** (es una tasa no un porte)	MILIEUBIJDRAGE	Sonder-/Expresslieferung	CASSA PROFESSIONALE 4%
TASAS	SPOEDLEVERING	Behälter	CASSA PREVIDENZA 4%
TASA ECOLÓGICA	Dispatch	Spesen	CAP 4%
IEC-A	Frais Admin	Taxe d'elimination	CPA 4%
TASAS CÁRNICAS	COTISATION SECURITE SOCIALE	Verpackung	SPESE TRASPORTO
CARGO IMPUESTO GASES FLUORADOS	FRAIS DE LIVRAISON	Versandkosten	
FRETE	Livraison Bruxelles	Versicherung	
	FORF. ENVIRONNEMENT	Schaumweinsteuer	
	Leveringskosten	Servicepauschale	
	(Toeslag)Papieren Factuur	Suppl. 6.-/livr. -	
	brandstoftoeslag	TIPS@EUROPA	
	Bebat bijdrage batterijen	Kupfer Basis 150	
	Bebat contribution piles		
	Recupel		
	Verwijderingsbijdrage		
	envio certificado		
	Frais de gestion		
	Cotisation Interbev eur s/os		
	Cot Interbev ovin/equin s/os		
	forfait gazole livraison		
	Garantie sécurité intégrale		
	C T I F L		
	PORT		
	annual contribution		
	PORTO		
	voorrijkosten		
	Transportkosten		
	Other external invoiced cost		
	Voorrijtarief (Heineken only)		
	Verkoopverbod particulier		
	Carriage		