

**Process:** Payables Accounts Management

**Subprocess:** Procurement (MM) Invoice Matching - PO Consumed incidence

**Process Owner:** Ramón Luengo / Fran Morillo

**Process Leader:** Ramón Luengo / Fran Morillo

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Date	
Last modification date	
Document version	

## NH Approvals

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

## Modification History

Document Version	Date	Modified by	Comments
Versión 0.1	19.09.2016		

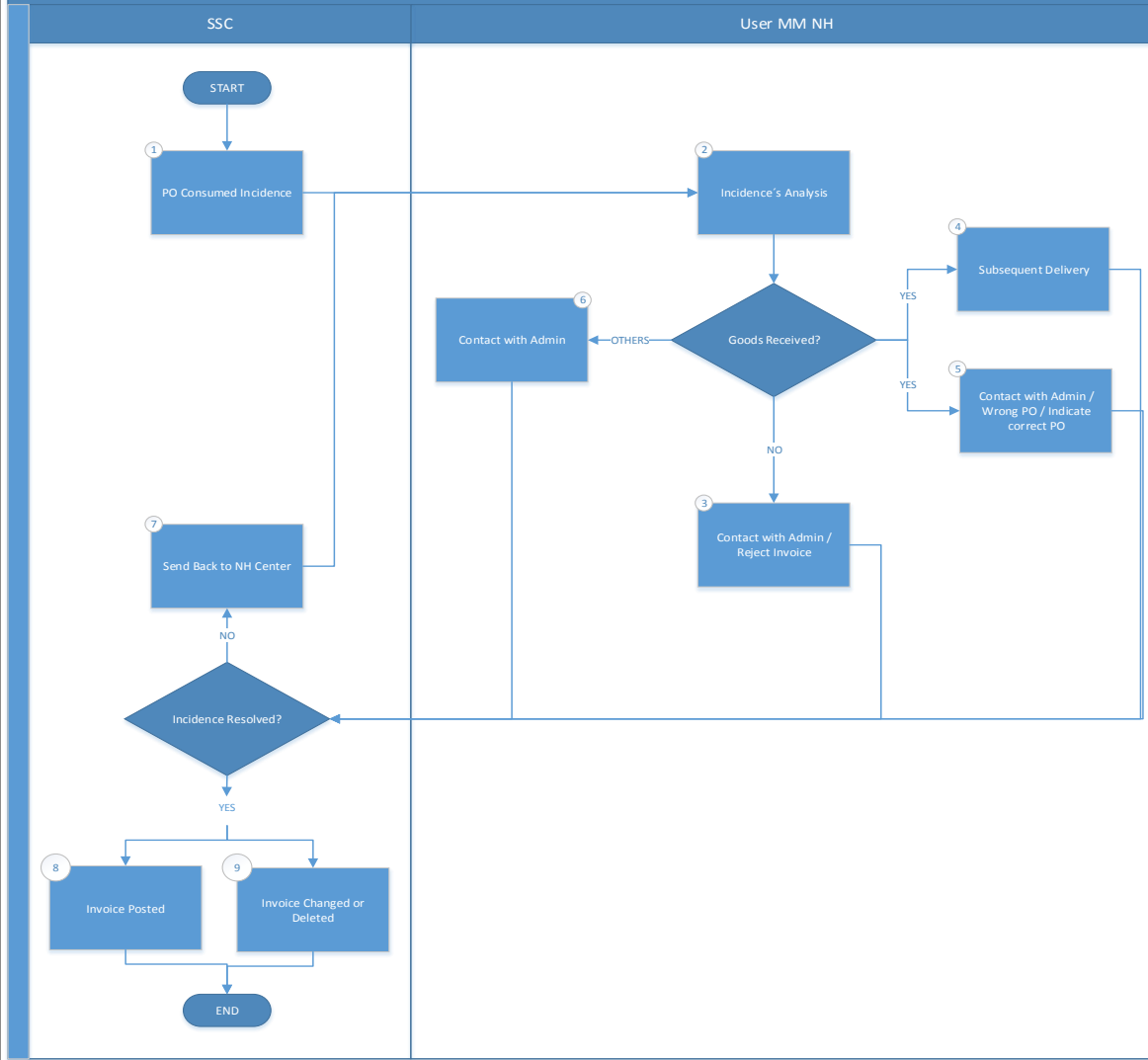
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### Procurement (MM) Invoice Matching – PO Consumed Incidence



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	PO (MM) Invoice Matching	The SSC User starts the process of posting an invoice with a related purchase order.	Within three days after integrating documents	Accenture Shared Services center	daily	<b>Process PO (MM) Invoice Matching.</b>
1	PO Consumed incidence	The system detects that the PO number indicated in the invoice has been totally used to post another invoice in SAP. The System will not allow to post a new invoice. The SSC user has to park the invoice, click the checkbox "PO Consumed" and will indicate, in the free text field "note", the details of purchase order already posted. Additionally has to attach the PDF invoice so that the NH user can review it. This will trigger a workflow, which the NH user who created the PO, will receive in his SAP Business Workplace.	Within three days after integrating documents	Accenture Shared Services center	daily	Transaction SAP: MIRO
2	Analysis of incidence	The NH user receives a notification of incidence in his/her SAP business workplace. With the included information, the PDF invoice and the physical delivery note kept in the archive, the user will review the incidence and will check: If the invoice should be rejected because the supplier has invoiced twice for the same delivery note. If the goods / services has really been received later, but neither the goods receipt in this order has been done, nor included in any other PO. If the invoice has a PO number wrong.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace
2- AI	Internal Audit Control PTP.02.Co6	<i>In case the invoice is parked because the GR is not performed, Packing slip missing or PO Consumed the PO owner receives a SAP alert in his SAP inbox</i>	N/A	IT	Execution: Ad-hoc	<i>Evidence: a. WF configurations: system informs the responsible that there is an invoice parked* b. Screenshot: walkthrough of parked invoices for incidence with the alert from the system (select a sample).</i>
3	Action 1: Invoice with PO used in another posted invoice. "Contact with Admin" - "Reject Invoice" (Task to be monitored)	The supplier includes on the invoice, a PO number that has already been used to post another invoice in SAP. NH user confirms that the PO number indicated on the invoice is correct but has already been included in another invoice, therefore the actual invoice is not correct. In this case uses the option "Contact with Admin", and choose "Reject Invoice". The invoice has to be rejected because it has already been accounted with a previous document and therefore is duplicated.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Contact with Admin
4	Action 2: Invoice with PO used in another posted invoice. "Subsequent Delivery" (Task to be monitored)	The supplier includes on the invoice, a PO number that has already been used to post another invoice in SAP. NH user confirms that the good(s) / service(s) has / have been really received later, but neither has been done the goods receipt in this order, nor included in any other. In this case the NH user will use the option "Subsequent Delivery" to make a subsequent reception. It is not possible to create a subsequent delivery for items of different POs. In the case of tolerance in receiving exceed 99%, the purchase order will be modified or will create a new one. In this last case, will use the option "Contact with Admin" by selecting the "Wrong PO" answer, indicating the correct PO number.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Subsequent Delivery or Contact with Admin Transaction SAP: /CCSHT/PO_ASSISTANT / Change PO / New PO
5	Action 3: Invoice with PO used in another posted invoice. "Contact with Admin" - "Wrong PO" (Task to be monitored)	The supplier includes on the invoice, a PO number that has already been used to post another invoice in SAP. NH user confirms that the good(s) / service(s) has/have been actually received but has been included in other PO. In this case, NH user will use the option "Contact with Admin" by selecting the "Wrong PO" answer, indicating the correct PO number.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Contact with Admin

6	Action 4: Other errors in invoice. "Contact with Admin". (Task to be monitored)	If the NH user detects an error in the invoice registration, "Contact with admin" option must be used, by selecting the reason and adding explanatory text (mandatory English) if it is necessary. <b>Best Practice:</b> When using the "Contact with Admin" option, to facilitate clear communication with the SSC, choose one of the standard answers, using the "others" option only when you cannot find the answer you need from the standard ones. (Only exceptional cases). See Annex 1.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Contact with Admin
7	Send back an incidence to NH user. "Send Back to NH Center" (Task to be monitored)	Once received the resolution by NH user, if the invoice still can not be posted, SSC user may send back the incidence to NH user for review, always indicating the reason for return.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	SAP Business Workplace / Send back to NH Center
8	Posting the invoice	If the incidence is resolved, the invoice is posted and the workflow ends.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	Transaction SAP: MIRO
9	Deletion or modification of the parked invoice	Whether the incidence is not correct and the NH user indicates that the invoice must be rejected or changed for the reasons given in task 6, the invoice is deleted or modified by SSC user and the workflow is finished. If the invoice must be rejected, will returned to the supplier, indicating the reason of rejection.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	Transaction SAP: MIRO
10	Monitoring and review of incidences Status.	Review and measure the quantity of MM invoices parked or blocked for payment due to: Incidences pending to be solved or managed by NH users. Incidences pending to managed by Accenture's Shared Service Center.	BiWeekly	Procurement Department /Internal Audit department /Organization Department	BiWeekly	Report ZWF_MM_IV_LOG – Invoice incidences
10- AI	Internal Audit Control PTP.02.C18	Monthly Purchasing Department Review and measure the quantity of MM invoices parked or blocked for payment due to: Incidences pending to be solved or managed by NH users. Incidences pending to managed by Accenture's Shared Service Center.	N/A	Procurement Department	Execution: Monthly	Evidence: a. Weekly report regarding parked and "on hold" invoices b. Emails sent to the BU with the report. c. Emails sent from the BU to each Hotel for incidences clarification and resolution.

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Action description	Reason to send to SS	Reason Description	Notes	ACTION
Sent to Admin	AMNT_MATCH	The total amount matches	Total amount matches for line XXXX / Total amount matches for invoice.	SSC must post the invoice as total amount matches.
	CM_CORRECT	Credit Memo is correct	Credit memo matches with differences, repost and release invoice	SSC must post the credit memo according to the Credit memo request.
	GR_DONE	GR is done. Proceed to Post the Invoice	GR NUMBER	Ok. SSC accepts the instruction of hotels
	NOT_PRC	This is not a price incidence	Price Incidence in Material XXX incorrect. Review matching of the PO Lines (Enter PO lines to be reviewed)	SSC must review invoice
	NOT_QTY	This is not a quantity incidence	Quantity Incidence in Material XXX incorrect. Review matching of the PO Lines (Enter PO lines to be reviewed)	SSC must review invoice
	REV_INV	Reverse the Invoice to modify PO line	To use only if the invoice needs to be corrected, or there is an amend PO/GR by hotel	SSC must reverse invoice and inform users
	WRONG PO	Wrong PO.The appropriate is....	Right PO NUMBER IS....	Ok. SSC accepts the instruction of hotels
	WRONG POLN	Wrong PO Line.The appropriate is....	Right PO line	Ok. SSC accepts the instruction of hotels
	WRONG_BA	This incidence doesn't belong to this BA	Wrong BA. Reject invoice	SSC to honor BA of the PO. If Hotel advised BA is incorrect, invoice should Be rejected
	REJECT INVOICE	Reject the invoice back to supplier	To instruct SSC to reject & delete the parked invoice	