

**Process:** Payables Accounts Management

**Subprocess:** Procurement (MM) Invoice Matching - Packing Slip Missing incidence

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

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

Author	Jorge Rey
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## NH Approvals

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

## Modification History

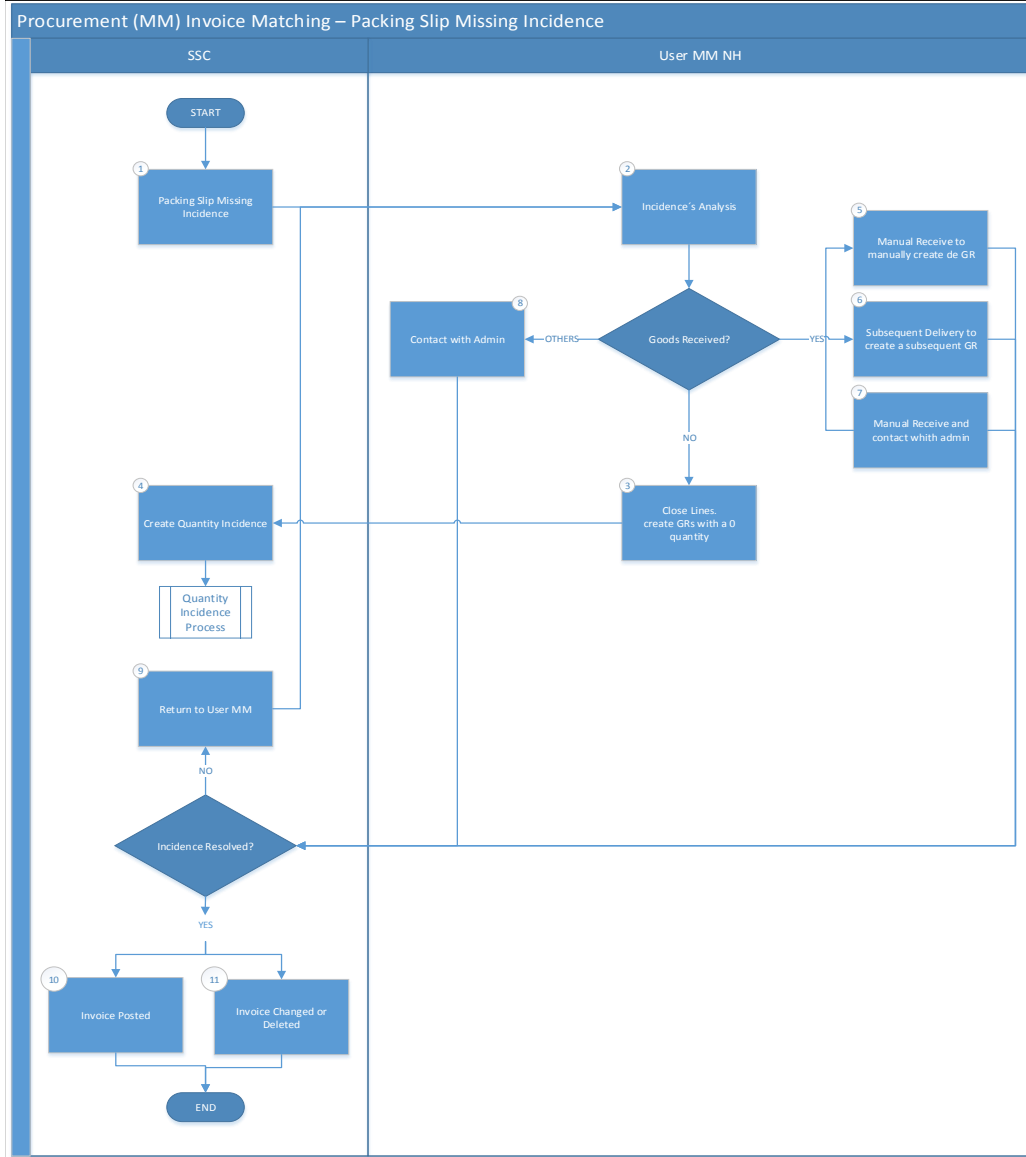
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Shape	Name	Description
	Task	Represents a manual activity of the process.
	Automatic Task	Represents an automatic activity of the process.
	Flow direction	Input or output of the task or decision.
	Internal Audit Control	Controls defined by NH Internal 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. It is originated after one task and it generates two or another decision
	Decision point	It is a physical or electronic file used as input or output of a task
	Report or document	External/Internal Notifications.
	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><u>Process PO (MM) Invoice Matching</u></b>
1	Packing Slip Missing incidence	The system detects that this PO has not the corresponding goods receipt (totally or partially) done in SAP. The invoice is parked and the SSC user indicates in the free text field "note" the details of the PO without goods receipt, the correct packing slip number as well as the material if it is not for the whole document. Additionally has to attach the PDF invoice so that the NH user can review it. This will trigger a workflow that the 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
1.1	Portal /EDI Invoices. Packing Slip Missing Incidence	Portal invoices cannot be parked. For Packing slip missing incidences, an e-mail notification is sent to the affected user, out of SAP. The incidence has to be resolved by the NH user in SAP: For Packing Slip Missing, the corresponding goods receipt, has to be done if the goods / services are actually physically received. Finally, the user has to go back to the supplier portal and report the resolution.	When the invoice can not be integrated in the portal	Portal Vendor / NH User	daily	B2B Portal / e-mail / Transaction SAP: /CCSHT/IM_ASSISTANT
2	Analysis of incidence	For matching suppliers, 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 whether the good(s) was / were really received or not.	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	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).
3	Action 1: PO with lines not received. "Close Lines. Delivery completed" (Task to be monitored)	The NH user confirms that the good(s) was not / were not really received. In this case the NH user has to create a goods receipt with a "o" quantity for all selected items, using the "Close Lines" action with the "delivery completed" check box.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Close lines / Transaction SAP: /CCSHT/IM_ASSISTANT
4	Posting invoice. "Quantity incidence"	When NH User uses the "close lines" (delivery completed) option, SSC user receives a notification to post the invoice. The invoice is posted and a quantity incidence is triggered.	Before the monthly physical inventory process	Accenture Shared Services center	daily	<b><u>Subprocess Quantity Incidences</u></b>
5	Action 2: PO with goods receipt not entered in SAP. "Manual Receive" (Task to be monitored)	The good(s) has / have been physically received but goods receipt has not been entered in SAP. The NH user has to solve the incidence using the "Manual Receive" option in the workflow.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Manual receive / Transaction SAP: /CCSHT/IM_ASSISTANT

6	Action 3: PO with lines partially received "Subsequent Delivery" (Task to be monitored)	When there is more than one delivery for the same PO, there are two options in SAP for the goods receipt: 1. If there is a partial reception in SAP, but the missing goods are still pending to be received, a second regular goods receipt has to be entered in SAP. If there is an incidence, then the "Manual receive" option has to be selected in the workflow. 2. If during the first goods receipt the missing lines were closed with de "Final delivery" option, then the "Subsequent delivery" option has to be chosen whereas in the inventory assistant or in the workflow. This option is only available for items with goods receipt created. It is not possible to create a subsequent delivery for items of different POs, in this case, one subsequent delivery has to be created for each affected PO.	Before the monthly physical inventory process	NH User	daily	SAP Business Workplace / Subsequent delivery / Transaction SAP: /CCSHT/IM_ASSISTANT
7	Specific case: Annual PO with several lines (usual PO). One or several lines not received. "Manual receive" and "Contact with Admin".	Annual PO with several lines (usual PO). When the SSC reports a packing slip missing for a PO with several lines, but only a part of them has to be received in SAP, the GR has to be done using the "Manual receive" option in SAP. As there are lines still pending, the incidence is not solved. In order to do so, the user has to select the option "Contact with Admin - GR is done. Proceed to post the invoice". We must indicate de GR number in the free text field.	Before the monthly physical inventory process	NH User	daily	Transaction SAP: /CCSHT/IM_ASSISTANT / SAP business workplace / Contact with Admin
8	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 (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
9	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 returning.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	SAP Business Workplace / Send back to NH Center
10	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
11	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 8, the invoice is deleted or modified by SSC user and the workflow ends. If the invoice must be rejected, it will be returned to the supplier, indicating the reason for rejection.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	Transaction SAP: MIRO
12	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 be managed by Accenture's Shared Service Center.	BiWeekly	Procurement Department /Internal Audit department /Organization Department	BiWeekly	Report ZWF_MM_IV_LOG – Invoice incidences
12- 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	