NH | HOTEL GROUP

Process: Payables Accounts Management

Subprocess: Procurement (MM) Invoice Matching - Price 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
Version 0.1	19.09.2016		

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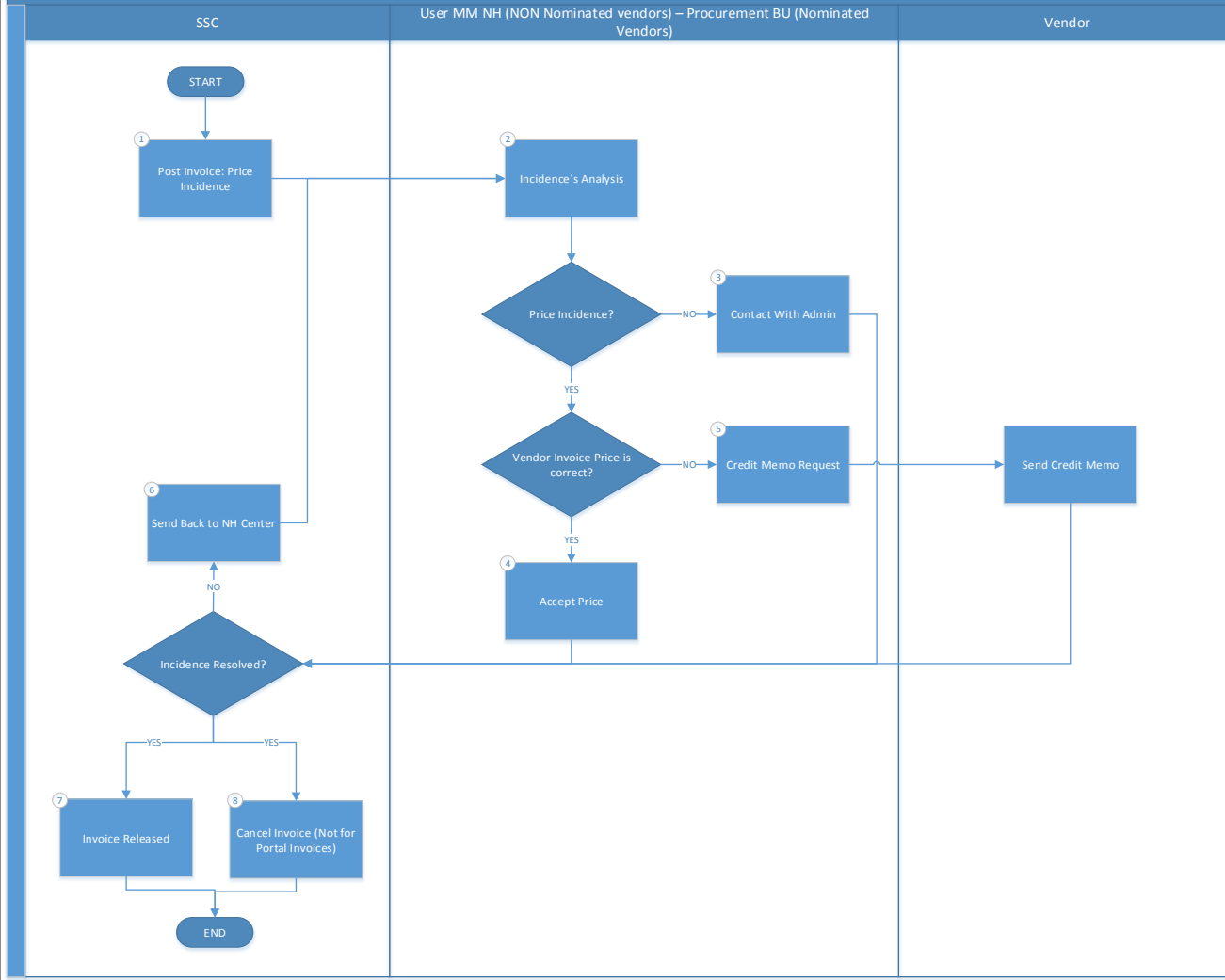Corporate IT & Organization Department

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Procurement (MM) Invoice Matching – Price Incidence.

SSC	User MM NH (NON Nominated vendors) – Procurement BU (Nominated Vendors)	Vendor

START

1. Post Invoice: Price Incidence

2. Incidence´s Analysis

Price Incidence? — NO → 3. Contact With Admin

YES

Vendor Invoice Price is correct? — NO → 5. Credit Memo Request → Send Credit Memo

YES

4. Accept Price

6. Send Back to NH Center

NO

Incidence Resolved?

YES   YES

7. Invoice Released

8. Cancel Invoice (Not for Portal Invoices)

END

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	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.
SAP ERP	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	**Process PO (MM) Invoice Matching**
1	Price Incidence.	The invoice is posted (blocked for payment), but the price invoiced by the vendor in one or several items is higher than the price indicated in the PO in SAP. This will trigger a workflow of price Incidence, that the user who created the PO, will receive in his SAP Business Workplace. In the case of nominated suppliers, the price incidence will be received and resolved by the Procurement Department (VMD) of the BU. Meanwhile, the invoice remains blocked for payment until the differences can be matched.	Within three days after integrating documents	Accenture Shared Services center	daily	Transaction SAP: MIRO
1- AI	*Internal Audit Control PTP.02.C08*	*SAP Workflow will notify the Procurement Department for nominated suppliers about the differences in price in order to analyze the reasons and amend data and hotels. For non-nominated suppliers the Workflow will notify to the PO Creator about the differences in price. Meanwhile the invoice is blocked for payment until the difference can be matched. In case of price incidences in CAPEX POs for nominated Supplier the incidence are always under the responsability of the PO Creator.*	N/A	IT	*Execution: Ad - hoc*	*Evidence: a. WF configurations: system configuration that informs the Procurement Department responsible that there a difference in price between the invoice, PO and the delivery note. b. Screenshot: walkthrough with the alert from the system regarding differences in price (select a sample).*
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 whether it is a price incidence or not and whether the price invoiced by the supplier is correct or not.	Before the monthly physical inventory process	NH User: User who created the PO (No Nominated Vendor) / Procurement BU (Nominated Vendor)	daily	SAP Business Workplace
2- AI	*Internal Audit Control PTP.02.C10*	*PO owner verifies the discrepancy and if invoice is correct (based on the SAP alert received). If the invoice is not correct the system automatically sends a credit note request to the supplier (for MM invoices).*	N/A	IT	*Execution: Ad - hoc*	*Evidence: a. Screenshot: walkthrough with the credit memo request sent to the supplier (select a sample).*
3	Action 1: Invoiced price is correct. "Accept Price" (Task to be monitored)	The price indicated by the supplier in the invoice, is correct for all or several lines of the PO. The NH user will use the option "Accept price" for all the items selected and the price invoiced will be accepted. WF is completed and if the invoice has no other quantity incidences, will be released.	Before the monthly physical inventory process	NH User: User who created the PO (No Nominated Vendor) / Procurement BU (Nominated Vendor)	daily	SAP Business Workplace / Accept Price
4	Action 2: Invoiced price is not correct. "Credit Memo Request" (Task to be monitored)	If the price indicated by the supplier in the invoice, is not correct for all or several lines of the PO, the NH user will use the option "Credit memo request". The system will send a credit memo request to the supplier. If the invoice has also quantity incidences, the credit memo request will not be sent until these incidences are resolved. In order to send a credit memo only for some lines, it is mandatory to solve first the differences that have to be accepted by NH.	Before the monthly physical inventory process	NH User: User who created the PO (No Nominated Vendor) / Procurement BU (Nominated Vendor)	daily	SAP Business Workplace / Credit Memo Request

5	Action 3: 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. **Best Practice:** 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: User who created the PO (No Nominated Vendor) / Procurement BU (Nominated Vendor)	daily	SAP Business Workplace / Contact with Admin
6	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 has incidences, SSC user may send back the incidence to the NH user for review, always indicating the reason for return. If the supplier sends a credit memo and is not correct, the SSC restarts the workflow and sends it back to the NH user in order to match the pending differences.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	SAP Business Workplace / Send back to NH Center
7	Release the invoice for payment	If the invoice is correct and the incidence is solved, the invoice is released for payment and the workflow ends. If the invoice is not correct and we have requested a credit memo, when it is received SSC must validate if it has been requested in ZWF_MM_IV_LOG. If the total amount matches with the request (quantities, values, units..), the credit memo is posted, the invoice is released to the payment and the workflow ends; otherwise, it is restarted.	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	Transaction SAP: MIRO
8	Cancellation of invoice.	In the case of invoice registration is not correct for the reasons given in task 5, the invoice can be cancelled by SSC user and the workflow ends (It is not possible for portal vendors).	Within three days after receiving the response of the user NH	Accenture Shared Services center	daily	Transaction SAP: MIRO
9	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
9- 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	