

Process: Payables Accounts Management

Subprocess: Payment Management - Standard Payments and Direct Debit

Process Owner: SVP Administration / SVP Treasury & Financing

Process Leader: SVP Administration / SVP Treasury & Financing

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NH Approvals

Name	Function	Date	Comments
SVP Administration / SVP Treasury & Financing	Process Owner		
SVP Administration / SVP Treasury & Financing	Process Leader		

Modification History

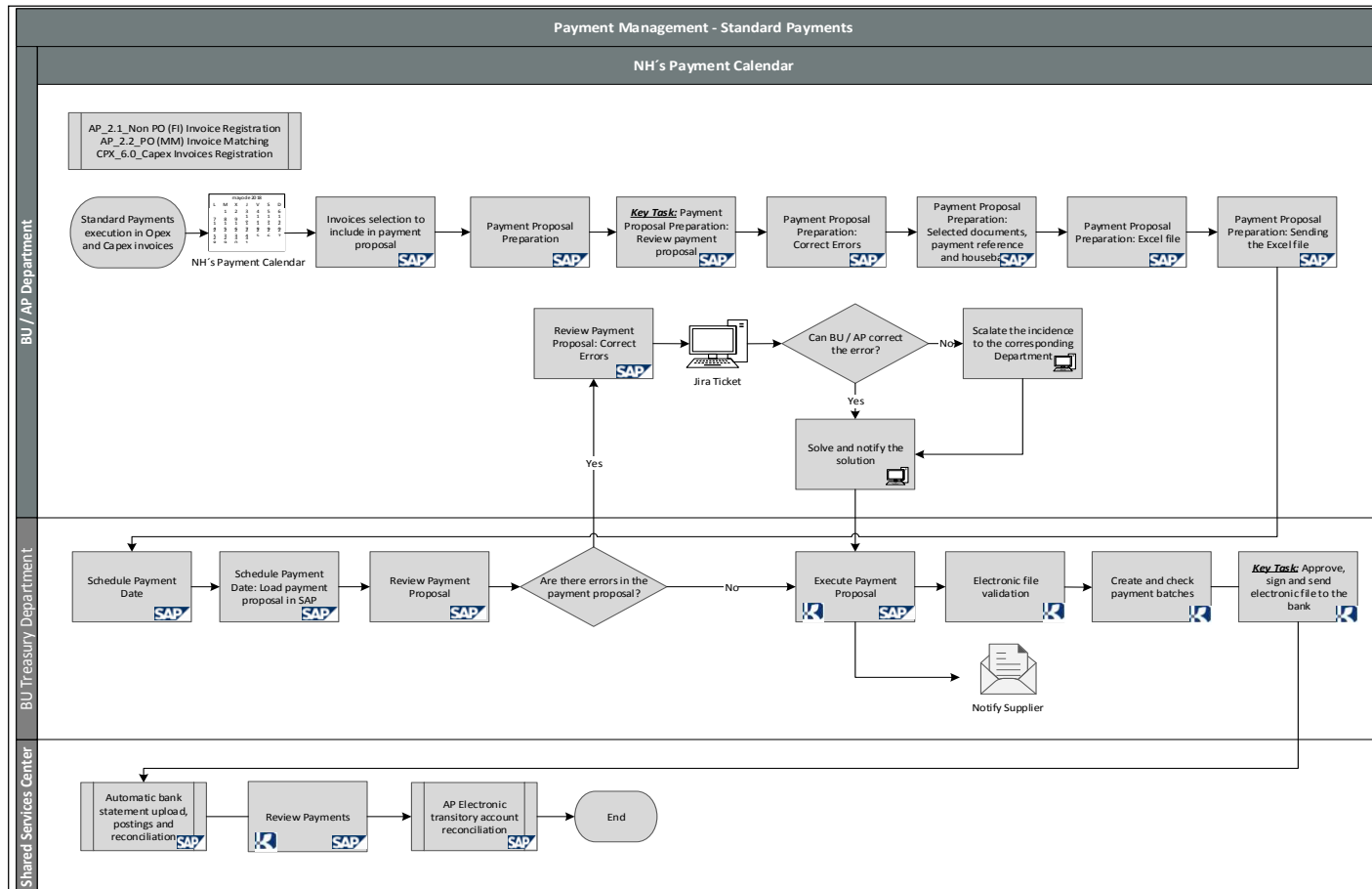
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Shape	Name	Description
	Task	Represents a manual activity of the process.
	Automatic Task	Represents an automatic activity of the process.
	Flow direction	Input or output of the task or decision.
	Internal Audit Control	Controls defined by NH Internal 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, documents and
	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	Invoices Registration Processes	AP_2.1_Non PO (FI) Invoice Registration AP_2.2_PO (MM) Invoice Matching CPX_6.0_Capex Invoices Registration	N/A	Accenture Shared Services Center	N/A	AP_2.1_Non PO (FI) Invoice Registration
						AP_2.2_PO (MM) Invoice Matching
						CPX_6.0_Capex Invoices Registration
1	Standard Payments: Purpose and Scope	This process describes the key activities required for Standard Payments execution in Opex and Capex invoices. Standard payments include all corresponding disbursements to an invoice received and accounted in SAP (Released for payment). All related tasks in this process are mandatory.	N/A	BU/AP Department / BU Treasury Department / Accenture Shared Services Center	N/A	N/A
1.1	Exceptions	For the payment of invoices outside the process of Standard Payments (exceptional cases and necessarily justified by the operation), please consult the process " Payment Management - Supplier Prepayments and Urgent Payments ".	N/A	BU/AP Department / BU Treasury Department / Accenture Shared Services Center	N/A	Payment Management - Supplier Prepayments and Urgent Payments Process
2	Key Task: Payment Calendar	As per company policy , these payments must be executed based on the company's payment calendar . This payment calendar is common to the entire company.	N/A	BU/AP Department / BU Treasury Department / Accenture Shared Services Center	N/A	NH's Payment Calendar
3	Invoices selection	The BU/AP Department, will select the invoices to include in the payment proposal , based on the defined payment priority, the importance of the supplier and the due date of the invoices.	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
4	Payment Proposal Preparation	The BU/AP Department starts the payment proposal preparation in SAP.	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
4.1	Key Task: Payment Proposal Preparation: Review payment proposal	The payment proposal will be checked to verify that everything is correct. Mandatory Checks: 1.- Check the debit amounts . These can only be applied if the total amount of the vendor is creditor. 2.- Check if there are duplicate payments . 3.- Ensure that payment terms appearing at the Supplier Master Data have not been modified when parking/posting the invoice. Random Checks: Additionally, random checks will be done to review the payment proposal verifying the scanned images against the information registered at the proposal: - The posting information - Payment terms different from Master Data - Currencies used	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
4.2	Payment Proposal Preparation: Correct Errors	If any errors are detected, BU/AP Department is responsible for contacting the involved areas, correcting it and re-running the proposal. - If BU/AP can correct the error, they will solve it and continue with the process. - If BU/AP can not correct the error, they will revert the selection of erroneous invoices and escalate the incidence to the corresponding department.	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
4.3	Payment Proposal Preparation: Selected documents, payment reference and house bank	Before saving the payment proposal in SAP, the user has to apply a filter and select only the documents to be paid , assign payment reference and house bank .	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
4.4	Payment Proposal Preparation: Excel file	The user exports the proposal to an excel file and has to name it with: a.- The payment reference b.- The user's name initials c.- The number of the selector of the day d.- The date Subsequently, the user must save the payment proposal in SAP.	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
4.5	Payment Proposal Preparation: Sending the Excel file	The excel file will be sent to the BU Treasury Department, once the payment proposal has been saved in SAP.	48h prior to the payment date	BU/AP Department	Payment Calendar	SAP Payment Selector: Transaction SAP /CCSHT/SELEC_PAGOS
5	Schedule Payment Date	BU Treasury Department schedules the run and posting date of the payment proposal, through the transaction F110S .	24h prior to the payment date	BU Treasury Department	Payment Calendar	Transaction SAP F110S - Automatic Scheduling of Payment


Order	Task	Task Description	When	Responsible	Frequency	Tools ☑
5.1	Schedule Payment Date: Load payment proposal in SAP	BU Treasury Department loads the payment proposal in the transaction SAP F110.	24h prior to the payment date	BU Treasury Department	Payment Calendar	Transaction SAP F110
6	Review payment proposal	BU Treasury reviews the payment proposal. - If there are no errors, BU Treasury Department will execute the payment proposal (task 7). - If there are errors, BU Treasury Department will notify to BU/AP Department (tasks 6.1 - 6.3).	24h prior to the payment date	BU Treasury Department	Payment Calendar	Email
6.1	Review payment proposal: Correct errors	If any errors are detected , BU/AP Department has to review, analyze and solve them or, if it is necessary, open a ticket JIRA assigning it to AP KU group and attaching the <i>Payments Review Template</i> . - If BU/AP can correct the error, they will solve it and notify the solution to BU Treasury Department. - If BU/AP can not correct the error, they will escalate the incidence to the corresponding department and resend the ticket JIRA to IT in order to eliminate the payment reference (See Task 6.2).	24h prior to the payment date	BU/AP Department	Payment Calendar	Email / JIRA / Payments Review Template
6.2	Run F110 while errors are corrected	Treasury should run the payments available while BU/AP or IT solve any incidence in order to leave the missing items available for the next remittance (See Task 7).	24h prior to the payment date	BU Treasury Department	Payment Calendar	Transaction SAP F110 / Kyriba
6.3	Review Payment Proposal: Check List for Payment Incidences	The user has to use the <i>Check List for Payments Incidences Manual</i> to help him identify the possible incidences and how to solve them before opening a ticket: 1.- Verify that the item (invoice) is not blocked. 2.- Check if the vendor is not blocked. 3.- Confirm that the item (invoice) has a Partner Bank Type assigned. 4.- Check if the vendor's account is available. 5.- Check the item (invoice) due date. 6.- Verify that the invoice has not Payment Reference. 7.- Verify the invoice is not already paid. 8.- Fill in the template correctly.	24h prior to the payment date	BU/AP Department	Payment Calendar	Check List for Payments Incidences Manual
6.4	Review payment proposal: Notify the resolution	Once all the modifications have been done and the exceptions managed, BU/AP Department will notify it to BU Treasury Department. The remittance status will be approved and ready to be executed.	24h prior to the payment date	BU/AP Department	Payment Calendar	Email
7	Execute Payment Proposal	The payment proposal in SAP is executed : the system will generate the electronic file and will be sent automatically to Kyriba through the interface. In addition, SAP will account for the payments and clear the invoices .	24h prior to the payment date	BU Treasury Department	Payment Calendar	Transaction SAP F110 / Kyriba
7.1	Execute Payment Proposal: Notify Supplier	Upon execution of the payment, SAP sends an automatic email notification to suppliers informing them of the payments they will receive.	24h prior to the payment date	Automatic	Payment Calendar	Email
7.2	Electronic File validation	Kyriba validates the integration of the received electronic file. If the electronic file is not integrated into Kyriba due to an interface incident, BU Treasury Department, will contact through JIRA with IT Department to solve it.	24h prior to the payment date	Automatic	Payment Calendar	Kyriba
8	Create and check payment batches	The payment batches will be created in Kyriba and it will be verified that the process has been completed correctly, ensuring that the amount and number of payment orders coincide with the data recorded in SAP.	24h prior to the payment date	BU Treasury Department	Payment Calendar	Kyriba
9	Key Task: Approve, sign and send electronic file to the bank	Payment batches will be approved and signed by two authorized approvers of the BU*. The second signature , will automatically send via SWIFT, the payment to the bank . *Electronic payment file is obtained by Kyriba and uploaded in the Electronic bank to be signed.	Day of payment	BU Treasury Department / Authorized Approvers	Payment Calendar	Kyriba
10	Automatic bank statement upload, postings and reconciliation	On a daily basis, the bank statement will be automatically uploaded from Kyriba to SAP. The corresponding items for the payments executed the previous day will be received and posted to the AP transitory account 4001/5551 or the previous assigned GL account. This account will be compensated daily by the SSC/AP.	1 day after payment	SSC/AP	Payment Calendar	SAP
11	Check the confirming dues	BU Treasury Department has to check in Kyriba if there are any confirming dues posted for the day. If there is a confirming due posted in SAP for the day, the invoice posting needs to be reversed.	Daily	BU Treasury Department	Payment Calendar	SAP
12	Review payments / Kyriba	When the transfer is effective, SSC/TR verifies that the payments reflected in the bank account, coincide with the information registered in Kyriba.	When bank details are received	SSC/TR	Payment Calendar	SAP / Kyriba
12.1	Review Payments: Revert payment in SAP	1.- If the whole remittance must be reversed, (when the clearing has been done) the TR/BU Department should open a JIRA ticket to ask IT to reverse it. 2.- If we received a payment refund, then the item should be taken to the vendor account in order to pay it again (after correcting any error/incidence). 3.- If the invoice was never cleared, it is mandatory to delete the payment reference (AP team) and confirm that it is not included in a pending to execute payment proposal in F110 (TR team), so AP can select it again in the payment selector.	When bank details are received	BU /AP Department / BU Treasury Department BU / IT Department / Accenture Shared Services Center	Payment Calendar	email / JIRA
13	Reconcile Accounts	AP Electronic transitory account reconciliation	Daily	SSC/AP	Payment Calendar	SAP

Process: Payables Accounts Management

Subprocess: Payment Management - Direct Debit

Process Owner: SVP Administration / SVP Treasury & Financing

Process Leader: SVP Administration / SVP Treasury & Financing

Order	Task	Task Description	When	Responsible	Frequency	Tools 
1	Direct Debit: Purpose and scope	Direct Debit is a payment method through which NH Hotel Group authorizes the supplier (after ordering the bank) to charge the amount of their invoices in a bank account of NH Hotel Group . This process describes the key tasks necessary for the registration of this type of payments at NH Hotel Group.	N/A	F&A BU Department	N/A	SAP
2	Key Task: Direct Debit: Criteria	Direct Debit are only allowed in the following cases : 1.- Taxes. 2.- Utilities (water, electricity, gas, fuel and telecom). Direct debits are not allowed for the rest of suppliers or expenses.	N/A	Accenture Shared Service Center	N/A	SAP
3	Upload bank statement and posting	Direct debit payments are visible in the bank statements incorporated into the system the day after the payment due. The SSC posts all items from Kyriba in SAP. These movements will be posted in the AP manual transitory / GL accounts.	On a daily basis	Accenture Shared Service Center	On a daily basis	Kyriba / SAP
4	Clear Paid invoices	After the posting in 4001, the SSC must take all items to their correct vendor account and clear the invoices as in handbook instructions or reclassify the corresponding GL accounts.	On a daily basis	Accenture Shared Service Center	On a daily basis	SAP