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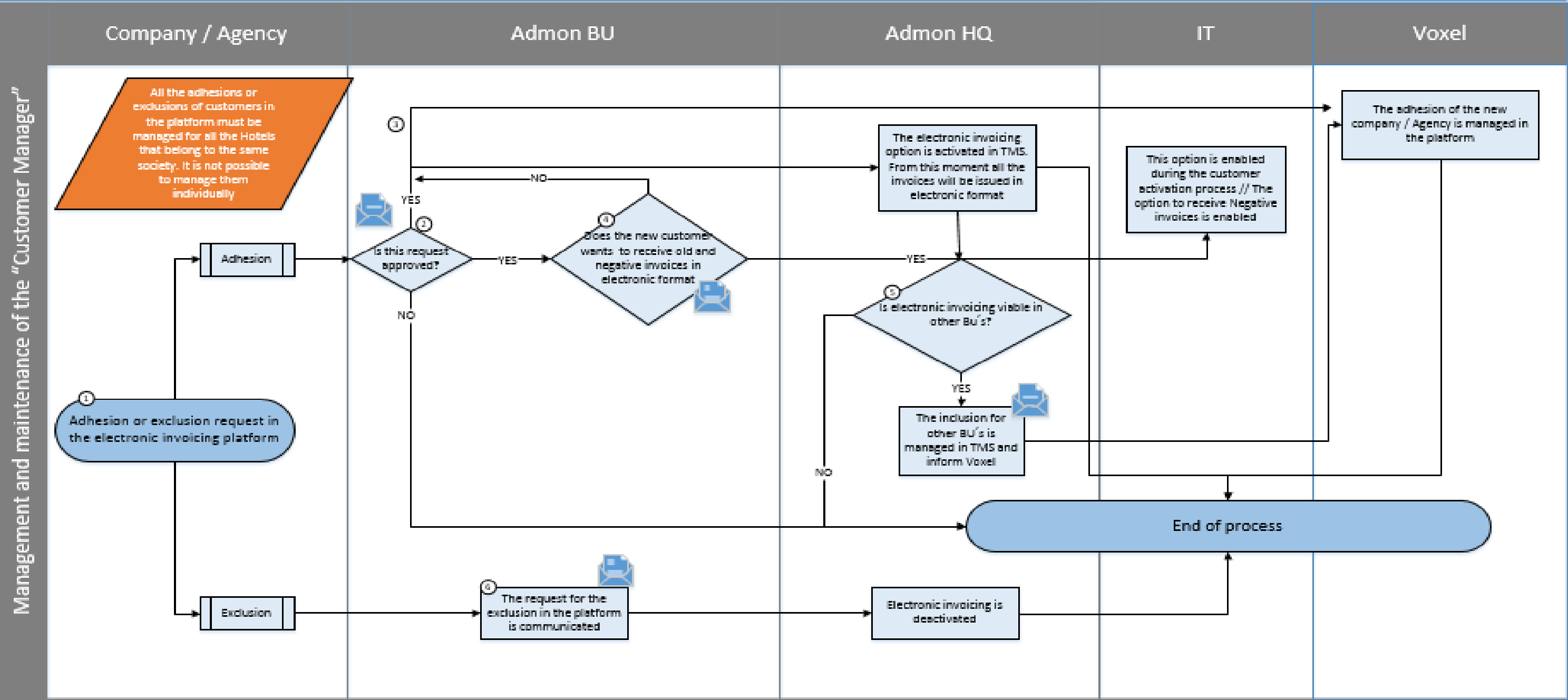
NH Approvals			
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Name	Function	Date	Comments
Alvaro Liebana García	Organization	21/09/2016	
Carmen Brufau Rotes	Administration	21/09/2016	
Ismael Galipienzo Arcos	Administration	21/09/2016	
Raquel Villalba Rodriguez	Administration	21/09/2016	
Miriam Fiksmán Ibañez De Aldecoa	Administration	21/09/2016	
Javier Diaz Trapero	IT	21/09/2016	
Jorge Alarcon Roldan	IT	21/09/2016	

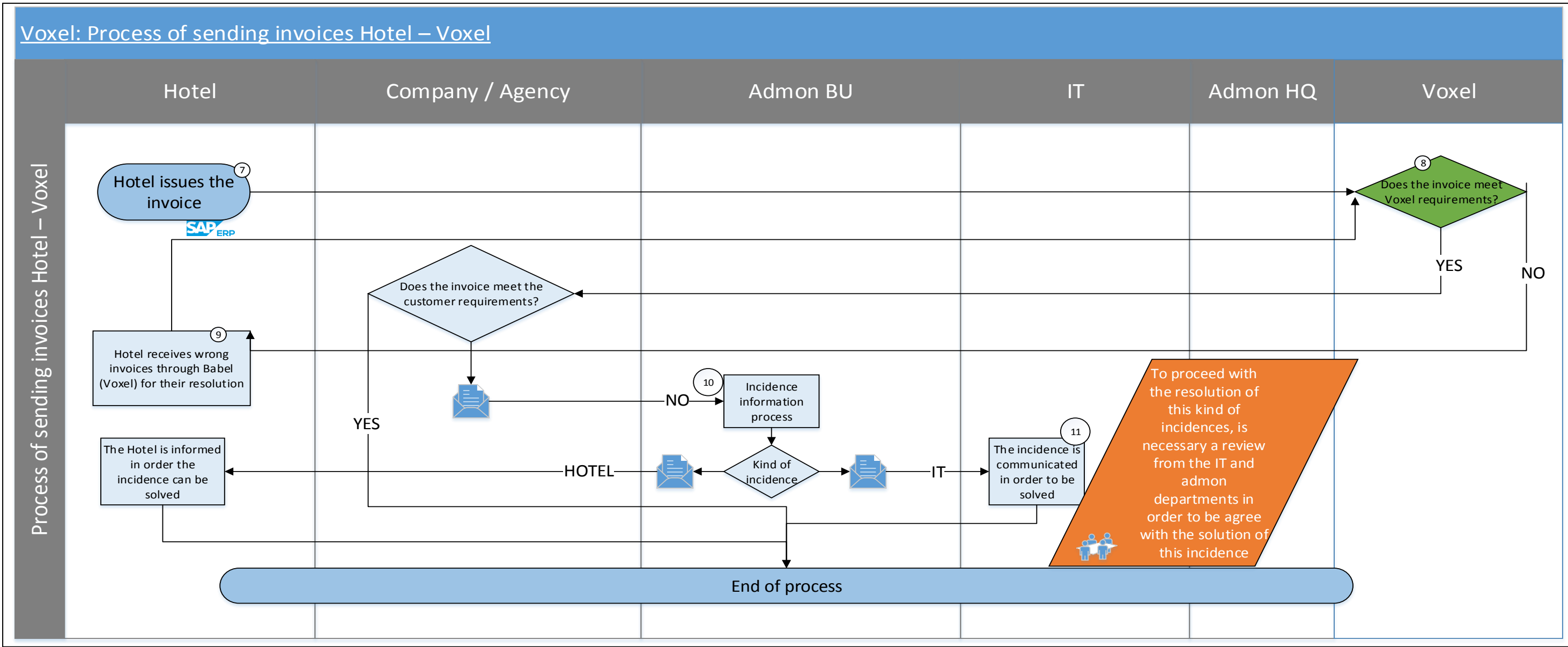
Modification History			




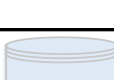





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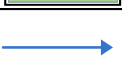
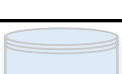

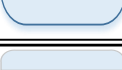
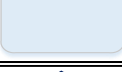

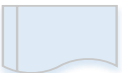
Voxel: Management and maintenance of the “Customer Manager”



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.
	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 basis.
	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.
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Process: Voxel

Process Owner: Francisco Morillo Vera

Proces Leader: Carmen Brufau Rotes

Order	Task	Task Description	Responsible	Tools 
1	Request for adhesion or exclusion to the electronic invoicing platform	The company or agency requests NH Hotel Group to modify their invoicing system (adhesión or exclusion in Voxel)		
2	Is this request approved?	The request about adhesion or exclusion in the platform is analysed. If it is approved, admon BU informs Admon HQ and Voxel	Admon BU	
3	Communication process about the adhesion a new customer in Voxel	This information is communicated to Admon HQ and Voxel. They will take appropriate actions and will include the new customer in the platform	Admon BU	TMS / Voxel
4	The new customer is asked about if they want to receive old and negative invoices in electronic format	If the customer wants to receive old invoices in electronic format, admon BU informs IT to enable this option during the actiavtion process. If the customer wants to receive negative invoices IT active this option in TMS.	Admon BU	TMS
5	Analysys of the feasibility about including the customer in other BU's in addition to the initially requested BU	If the customer requests electronic invoicing for all BU's available, Admon HQ analyzes the feasibility of this request. If it is approved they inform Voxel in order to confirm that is possible to include all the BU's	Admon HQ	TMS / Voxel
6	Request for the exclusion of the platform	If a customer requests the exclusion of the platform, admon Bu inform admon HQ in order they can deactivate the electronic invoicing of this customer in TMS	Admon BU	TMS
7	The Hotel issues an invoice in TMS	The Hotel issues an invoice about an agency/company with electronic invoicing available. Invoices are sent automatically everyday to Voxel at 8 pm. If we want to modify the frequency of the sending invoices process we have to ask about this request to Voxel	Hotel	TMS
8	Is the bill meeting the requirements of the platform?	Voxel receives the invoices one by one, not in packages. When an invoice is received, Voxel deals with the right ones or denies the wrong ones (lack of information, billing mistakes...)	N/A	Voxel
9	Hotel receives wrong invoices through Babel (Voxel) for their resolution	When the invoice is rejected in Voxel, the Hotel receives an incidence in Babel platform for the resolution of this issue. The missing information can be added or the invoice must be corrected	Hotel	Babel / TMS
10	Incidence information process	The customer is able to refuse the invoices due to system validations not included in Voxel (lack of information, logic not agreed in the XML file...)	Admon BU	TMS / Voxel
11	The incidence is communicated in order to be solved	To proceed with the resolution of this kind of incidences, is necessary a review from the IT and admon departments in order to be agree with the solution of this incidence	Admon / IT	TMS
12	Invoices validation procees Customer - Voxel	Both for the validation of new customers, and for changes of the customers already included in the platform, Voxel is responsible to inform about all the new validations (new ones and changes)	Voxel	TMS / Voxel

Process: Voxel

Subprocess:

Process Owner: Francisco Morillo Vera

Proces Leader: Carmen Brufau Rotes

Open Points				
Id	Issue	Resolution	Responsible	Deadline Date
1	Administration is currently managing the maintenance of the "Customer Manager" in TMS except the information related to "Negative invoices sending". Should they continue managing this task?	Yes	Admon	Done
2	Currently, from the IT department access once a week to the platform to verify all the invoices pending to be sent (queued).This task should be managed by the administration department?	A new development has been created by which every day a report is being sent by email in order to confirm about the result of all the invoices sent from TMS to Voxel. If an execution error is detected, from the IT department access to the platform to fix the issue.	IT	Done
3	Who is responsible to retrieve the old invoices in order to be sent once the integration process is finished?	If the customer requests receiving all the old invoices in electronic format, admon BU must inform to IT department. IT will inform about this request to the provider.	IT/Admon	Done
4	From BU's they have not information about all the customers which are already integrated in Voxel	This information will be sent monthly to the Organization Department and will be included in the monthly communication sent from this department	Admon	Done