ACCOUNTS PAYABLE COMMUNICATION CHANNELS

COMMUNICATION CHANNELS: JIRA

Cuando usar JIRA:	JIRA	Categoría	Subcategoría
Invoice wrong posted	SAP FI (Finance)	Accounts Payable (AP)	Posting Errors
Need help to manage posting of an exceptional invoice	SAP FI (Finance)	Accounts Payable (AP)	Vendor Invoices
I received a threat/collector letter from a vendor	SAP FI (Finance)	Accounts Payable (AP)	Threats (collection agencies, lawyers, etc.)
Need urgent payment for a vendor invoice	SAP FI (Finance)	Accounts Payable (AP)	Payments
Need help with the workflow of an invoice	SAP FI (Finance)	Accounts Payable (AP)	AP Workflow Issues
Need to include a travel agency in Onyx Exception list	SAP FI (Finance)	Commissions (Onyx)	Exception List
Other AP Incidence	SAP FI (Finance)	Accounts Payable (AP)	Other AP Incidence
Need help with: Purchase Orders Creation/Modification	SAP MM	Goods Receipt Procedure Issues	-
Need help with: Packing Slip-PO Line Missing PO Consumed Price Incidences Quantity Incidences	SAP MM	Invoicing Incidences Procedure Issues	-
Technical error in Master Data	SAP MM	Master Data	
Unblock vendor / Unblock material	SAP MM	MDM Exception	
Need help with: Vendor request process Material request process	SAP MM	Vendor- Material Request procedure issues	

COMMUNICATION CHANNELS: OTHERS

Cuando NO usar JIRA:	Canal
To know an invoice status or Ask for a payment proof	VENDOR QUERY (SSC) Northern Europe ne.ptp@nh-hotels.com Southern Europe se.ptp@nh-hotels.com Colombia co.ptp@nh-hotels.com Ecuador ec.ptp@nh-hotels.com Mexico mx.ptp@nh-hotels.com Argentina & Uruguay ar_uy.ptp@nh-hotels.com Chile cl.ptp@nh-hotels.com *If you have Access to SAP, you can check by your own the status of an invoice by entering to FBL1N t-code This will help you being autonomous and get the information faster.*
For any incidence with your DFM users	DWP.NE DWP.NE@nh-hotels.com DWP.SE DWP.SE@nh-hotels.com DWP America DWP.America@nh-hotels.com
Doubts about a specific AP/MM/MDM procedure	You can find all detailed procedures at the Digital Knowledge Workplace https://nhorganization.nh-hotels.com/ *Please remember that credentials to access this link are the same as the ones for NH Hotel Group Intranet.

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PART OF MINOR HOTELS

COMMUNICATION CHANNELS: HOW TO OPEN A JIRA https://nhservicedesk.nh-hotels.com/servicedesk/customer/portals

SAP FI (Finance)

Financial Management products from SAP

NH SUPPORT PORTAL / NH SERVICE DESK

SAP FI (Finance)

Category

Accounts Payables (AP)

Subcategory

AP Workflow Issues
Functionality/Process Information
Other AP Incidents
System Configuration
Vendor Invoices
Payments
Posting Errors
Threats (collection agencies, lawyers, etc.)

Mandatory information to be able to open a JIRA:

- Company Code *(always mandatory)*
- Business Area *(always optional)*
- SAP Document
  mandatory for:
  - *Payment request*
  - *Posting error*
  - *Workflow issues*
- Vendor number
  mandatory for:
  - *Payment request*
  - *Posting error*
  - *Workflow issues*
  - *Threats*
- SAP User
  mandatory for:
  - *Workflow issues*