

DWP Digital Workforce Platform

Introduction to hotel users

April 2016



- ❑ DWP is just a platform to be used by Hotels or NH BU Admin to manage certain communications between NH and the Shared Service Center (SSC) that currently are handled by email-
- ❑ Thus, by using this new process, we will be much more efficient as:
 - We will have fully auditable workflow for issues and queries resolution
 - Able to retrieve and display images of all scanned/ingested and uploaded documents along with stored information, resolution/query input and document history
- ❑ As from go live date, any item to be resolved for following workflows (WF) will be covered through DWP:
 - Petty Cash
 - Front Office reconciliation
 - Prepayments
 - Customer remittances
 - Billing discrepancies





- ☐ Hotel user will be able to access the items for WF's above either from the link on the received email **or** directly logging on a regular basis into the DWP tool (web access).
- ☐ However, it is important to remark that resolution of the issue escalated MUST be done all the time through DWP tool , that will allow the user to attach documents, include comments and selected buttons to communicate to the SSC.

DWP Digital Workforce Platform

Introduction to hotel users- **GL**

April 2016

“DWP – Document Types”

Document type (Business Transactions)	RESPONSIBLE	
	SSC	HOTEL
	ACTION TO TAKE	ACTION TO TAKE
	↓	↓
	UPLOAD TO DWP 	UPLOAD TO DWP 
1. Credit Card Discrepancy	X	
2. Cash Discrepancy	X	
3. Bank deposit		X
4. Petty cash		X



“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

- ✓ SCC on a weekly basis uploads credit cards discrepancy and assigns to the hotels for their review
- ✓ The hotel must:
 - Review latest version of excel template/-s attached (Attachment section)

A	B	C	D	E	F	G	H	I
	File Name	ES10 0027 (002).xlsm						
	Card Type	EUROCONEX		Month				
	Day	2015		Year	2015			
	Co Code	ES10		BA	0027			
	Currency	EUR						
	Total Deposit Received							
	SAP Document Number							
	Unpaid Invoices/Invoices Not Part of Deposit				2.892,91			
	SAP Document Number	Doc Type	Doc Date	Card Type	Amount	Invoice Number	HOTEL COMN	ITS
	1900570633	NK	09.03.2015	VISA	108,80	4027002920		EUROCONEX 27.0
	1900570619	NK	09.03.2015	VISA	108,80	4027002907		EUROCONEX 03.0
	1900570618	NK	09.03.2015	VISA	108,80	4027002906		EUROCONEX 12.0
	1900779915	NK	28.03.2015	VISA	176,94	4027004355		EUROCONEX 17.0
	1900779916	NK	28.03.2015	VISA	162,02	4027004356		EUROCONEX 18.0
	1901064080	NK	23.04.2015	VISA	233,80	4027006083		EUROCONEX 18.0
	1901280807	NK	10.05.2015	VISA	94,87	4027007494		EUROCONEX 30.0
	1901426227	NK	18.05.2015	VISA	168,42	4027008069		EUROCONEX 30.0
	1901572470	NK	23.05.2015	VISA	142,20	4027008971		EUROCONEX 21.0
	1901572471	NK	23.05.2015	VISA	142,19	4027008972		EUROCONEX 22.0
	1901728191	NK	11.06.2015	VISA	127,49	4027800865		CHARGE BACK EL
	1901743933	NK	12.06.2015	VISA	122,38	4027010097		EUROCONEX 21.0

- Update the template, save new version, reattach to the case (Attachment section)
- In case there are Credit Cards payment made for AR invoices, attach one additional template:

Co code BA	Customer Name	Payment date	Amount	Invoice number	Credit Card	Last 4 numbers of the credit card	Supporting doc provided?
ES15 0332	TOURICO	25.08.2015	2.966,62	169214	VISA	*****4357	Yes

- Always provide the requested information in New Comment section:

New Comment:

test comment

^
 v

- Return to SSC



“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

- ✓ SSC on a weekly basis uploads credit cards discrepancy on the platform and at the end of the day an email summarising all the open cases is sent to the generic email address:

via 11/03/2016 14:54
DWP.mailer.Nh@digitalsharingservices.com
SSC - Administration - New Notification

To =

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Do not reply to this email address.

Dear colleague,

The following item has been sent to you in the last 24 hours and require your action.

Active link	ReadOnly Link	URN:	BU	Business Area ID	Business Area Name	Document Type	Workflow Reason:
Click Here	Click Here	8800000255	SPAIN	0094	ES10NH COLLECTION EUROBUILDING	(RtR) Credit Card Discrepancy	(RtR) - CC Discrepancy//Pending items on hotels CC account + updated overview attached

Please click on the “Active Link” in case you want to perform the action; in case you just want to read the case, click on “Read Only Link”.

If you want to see all your pending notifications that need your action, [click here](#).

Please take action before 3 working days. If no action is taken you will receive a reminder.

Many thanks for your cooperation.

Kind Regards

NH Hotels Shared Services Center

- ✓ At the same time a new case is created under «My Cases» in real time:

accنتure operations

Work Queue Management | Upload | Search | Administration

Welcome: FRONT NH COLLECTION EUROBUILDING | Logout

Workflow	URN	Document Type	Company Code	Reception Date	Supplier ID (SAP)	Document Number	Business Unit	Business Area	Country	Last Update	Workflow Reason
My Cases	8800000255	(RtR) Credit Card Discrepancy	ES10	3/11/2016			SPAIN	0094		3/11/2016	(RtR) - CC Discrepancy//Pending items on hotels CC account + updated overview attached

Items per page: 10 of 1

“DWP Document type: Credit Card Discrepancy” FRONT OFFICE



✓ *Pops up the following screen enter user name and password*

Log On

Username
i.gallipienzo

Password | Forgot Password?
.....

Log On

Digital Workforce Platform

Your one-stop-shop for your invoice/document processing and management activities. This tool provides you and your team with the features and functions necessary to sort, perform data entry, and to initiate the necessary workflow to process your invoices and documents easily and quickly.

✓ *DFM will open the case or URN.*



“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

- ✓ Clicking on the case, the hotel can see the message from the SSC and download the file received:

Digital Workforce Platform

Welcome: FRONT NH COLLECTION EUROBUILDING IN Logout

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

of Sales Order Created

Date from

Date to

of total items

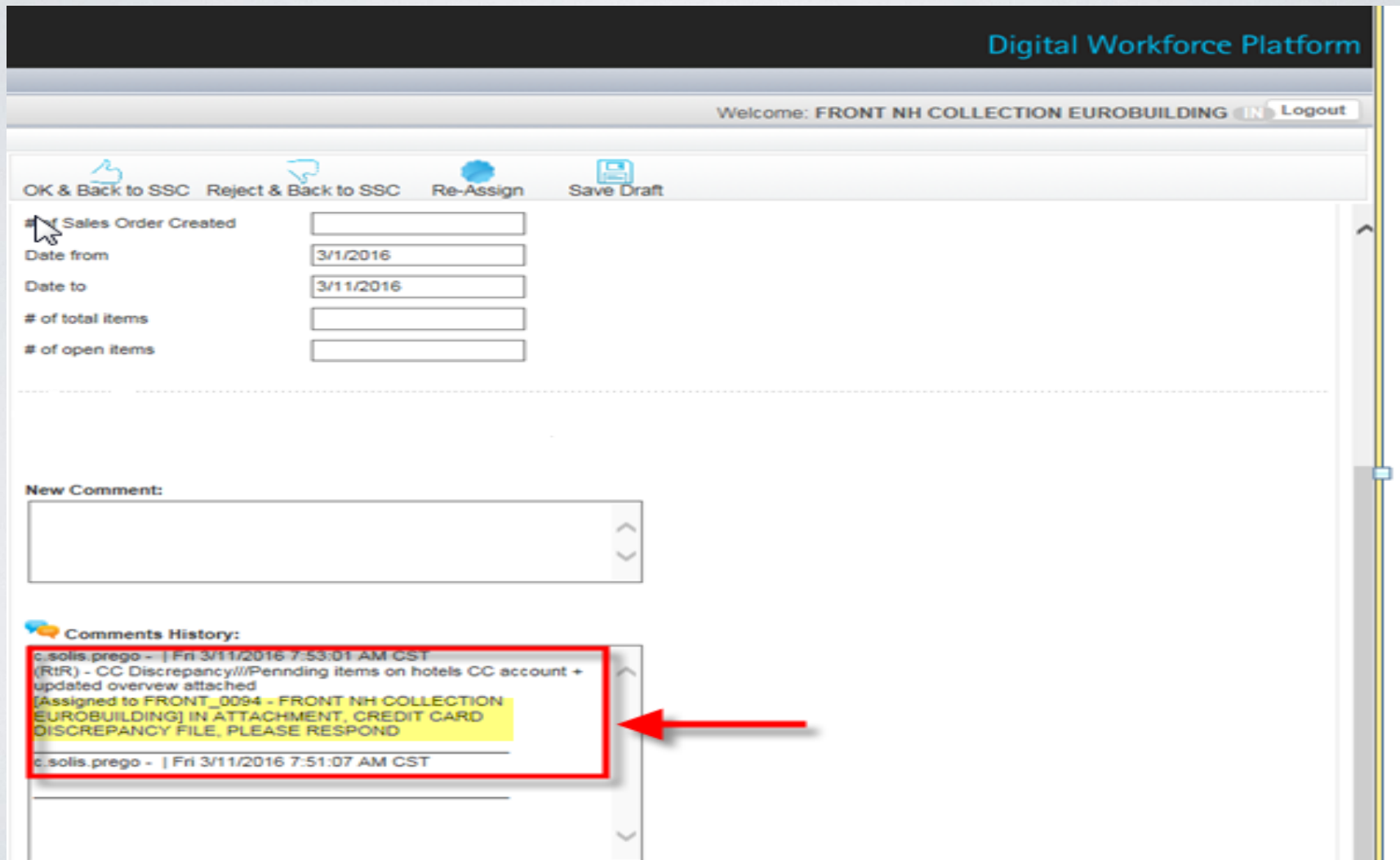
of open items

New Comment:

Comments History:

c.solis.prego - | Fri 3/11/2016 7:53:01 AM CST
(RtR) - CC Discrepancy!!! Pending items on hotels CC account +
updated overview attached
[Assigned to FRONT_0094 - FRONT NH COLLECTION
EUROBUILDING] IN ATTACHMENT, CREDIT CARD
DISCREPANCY FILE, PLEASE RESPOND

c.solis.prego - | Fri 3/11/2016 7:51:07 AM CST





“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

- ✓ Once the file has been reviewed and filled in with all the necessary information **MUST** be saved as version 2 and attached to the case again:

Digital Workforce Platform

Welcome: FRONT NH COLLECTION EUROBUILDING [Logout](#)

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

URN: 8800000255

General History Extra Question Attachments

Select

File	User	Updated On
Credit Card Issues_Template_AR03 0430_APRIL TO OCTOBER 2015.xlsb (24) kB	c.solis prego -	3/11/2016 7:51:07 AM
Credit Card Issues_Template_AR03 0430_APRIL TO OCTOBER 2015 VERSION 2.xlsb (24) kB	FRONT_0094 - FRONT NH COLLECTION EUROBUILDING	3/11/2016 8:01:22 AM



“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

✓ *In the general tab, a **New comment** must be added and then press **OK & Back to SSC**:*

Digital Workforce Platform

Welcome: FRONT NH COLLECTION EUROBUILDING **IN** Logout

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

URN: 8800000255

General History Extra Question Attachments

Header Information [Workflow Authorisation Flow no Lines]

Document Type: (RtR) Credit Card Discrepancy
Company Code: ES10 NH HOTELES ESPAÑA, S.A.
Receipt Date: 3/11/2016

Additional Fields

Business Unit: SPAIN
Business Area: 0094 NH COLLECTION EUROBUILDING
Priority: Normal

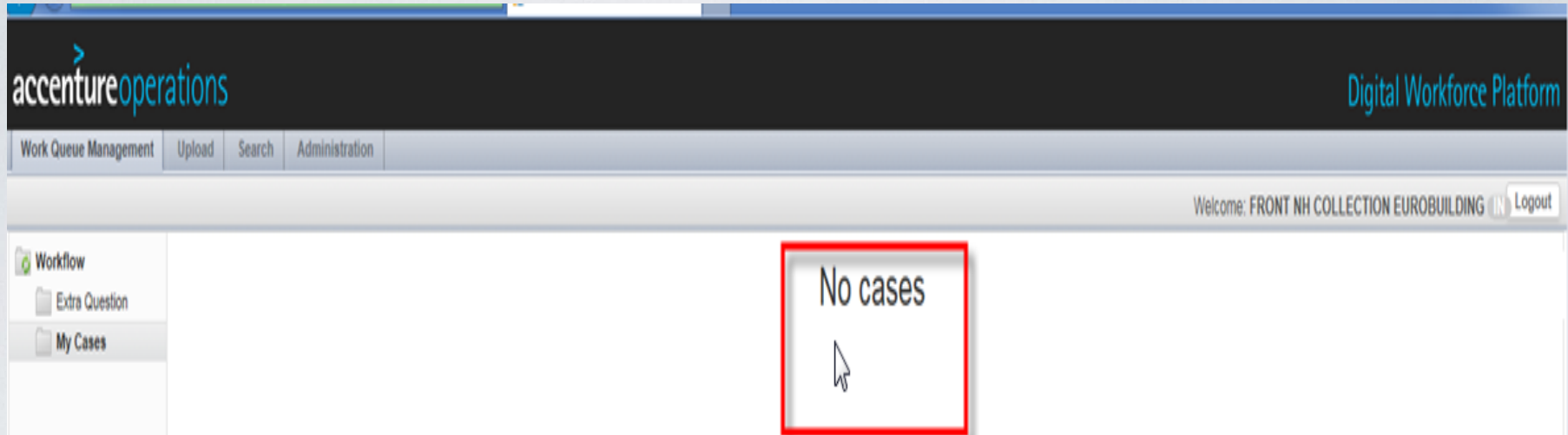
of Invoice Created:
of Sales Order Created:
Date from: 3/1/2016
Date to: 3/11/2016
of total items:
of open items:

New Comment:
IN ATTACHMENT PLEASE FIND THE NEW TEMPLATE WITH INFORMATION



“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

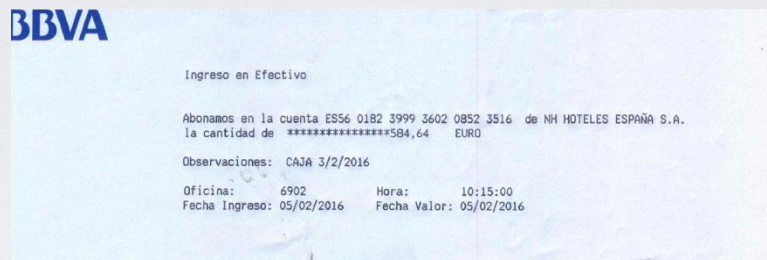
- ✓ *Then, the case is send back to the SSC, and there is no further action related to that case for the hotel:*





“Document type Bank Deposit” FRONT OFFICE

- ✓ Deposit slip should be uploaded in the tool at the same day that the Bank deposit is done
- ✓ Example Deposit Slip to be sent as attachment:



- ✓ As minimum, once a week the hotel should deposit the daily cash received from clients in the bank
- ✓ The period included in the Bank deposit should be indicated on the deposit slip
- ✓ In the Case, the following concept should be specified:

FO CASH + Period of the cash transaction that have been deposited dd/mm – dd/mm + Company SAP code to which it belongs + Hotel SAP code (Business Area) + Center City, for example: FO CASH 01/01 – 01/01/2014 ES010031 ALMERIA.



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

Submission Check Point:

- ✓ *Monthly template should be UPLOADED no later than **D+1 (12:00h)***
- ✓ *The exact date of the expense should be informed in the template.*
- ✓ *The correct **concept** of the expenses should be selected.*
- ✓ *One line in the template should be one expense.*
- ✓ *All the expenses should have supporting document.*
- ✓ *The amount informed in the template should be the total amount of the invoice/ receipt (non deductible VAT).*



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

✓ *Monthly template should be UPLOADED no later than **D+1 (12:00h)***

The screenshot displays the 'accentureoperations' web application interface. At the top, there is a navigation bar with tabs for 'Work Queue Management', 'Upload', 'Search', and 'Administration'. Below this, a 'Single Work Item' section contains a '+ Manual Upload' button, which is highlighted with a red rectangle. A mouse cursor is positioned over this button. To the left of the main content area, there is a sidebar with an 'Upload' section. Under this section, a list of upload options is shown, including '(OtC) Manual Invoice creation request Upload Nh', '(OTC) Netting Upload Nh', '(RtR) Fixes Assets request Upload Nh', '(RtR) GL Journal Entry Request Upload Nh', '(RtR) Petty cash Upload Nh' (highlighted with a red rectangle), '(RtR) Prepaid Upload Nh', '(RtR) Redistribution request Upload Nh', and '(RtR/OtC) Balance/expense transfer requestUploadNH'. The main content area on the right displays the text 'No cases'.

"DWP – Document Type: Petty cash" HOTEL MANAGER/ FRONT OFFICE



accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: FRONT NH COLLECTION EUROBUILDING IN Logout

Complete Cancel

General

Header Information

Document Type * (RR) Petty cash

Company Code ES10 NH HOTELES ESPAÑA, S.A

Additional Fields

Business Unit * SPAIN

Business Area * 0094

Priority * Normal

*Required fields

Supporting documents

Select

File	User	Updated On
PETTY CASH AR01 ARS AUG 2015 V3_extracted.XLSX (12) kB	FRONT_0094	3/11/2016 7:25:02 AM
02-2016 - Petty Cash - SSCC BU (ES10-9103).pdf (74) kB	FRONT_0094	3/11/2016 7:27:29 AM

New Comment:

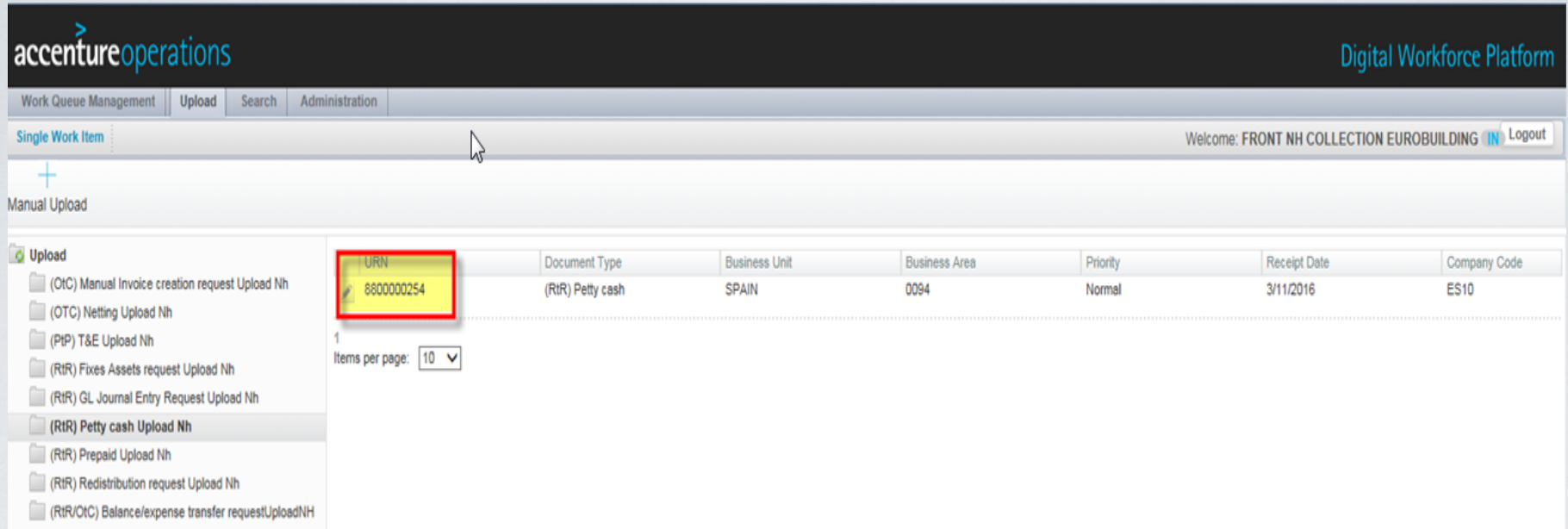
ATTACH PETTY CASH - MONTH FEBRUARY 2016

Comments History



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

✓ The case has now been created and there are no further actions from hotel to be taken:



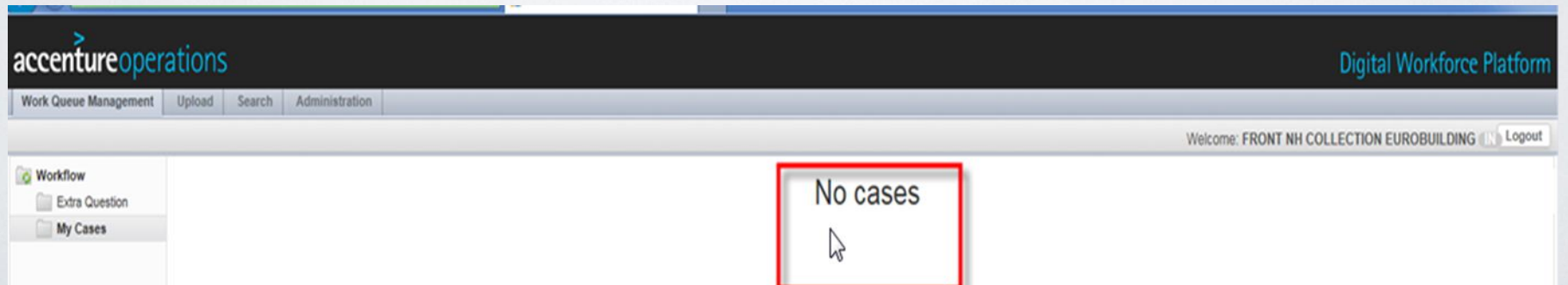
Manual Upload

Upload

- (OTC) Manual Invoice creation request Upload Nh
- (OTC) Netting Upload Nh
- (PIP) T&E Upload Nh
- (RtR) Fixes Assets request Upload Nh
- (RtR) GL Journal Entry Request Upload Nh
- (RtR) Petty cash Upload Nh
- (RtR) Prepaid Upload Nh
- (RtR) Redistribution request Upload Nh
- (RtR/OTC) Balance/expense transfer requestUploadNH

URN	Document Type	Business Unit	Business Area	Priority	Receipt Date	Company Code
8800000254	(RtR) Petty cash	SPAIN	0094	Normal	3/11/2016	ES10

Items per page: 10



Workflow

- Extra Question
- My Cases

No cases



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

✓ *The SSC might request additional information which could be missing after reviewing the files received, in this case under my cases it will be appear again the original Unique Reference Number:*

The screenshot displays the 'accentureoperations' Digital Workforce Platform. The top navigation bar includes 'Work Queue Management', 'Upload', 'Search', and 'Administration'. A welcome message for 'FRONT NH COLLECTION EUROBUILDING' is visible. The main content area shows a table with workflow records. The table has columns for URN, Document Type, Company Code, Reception Date, Supplier ID (SAP), Document Number, Business Unit, Business Area, Country, Last Update, and Workflow Reason. One record is shown with URN 8800000254, Document Type (RtR) Petty cash, Company Code ES10, Reception Date 3/11/2016, Business Unit SPAIN, Business Area 0094, Last Update 3/11/2016, and Workflow Reason (RtR) ///Query on RtR document. A sidebar on the left contains 'Workflow', 'Extra Question', and 'My Cases' sections. At the bottom of the table, it indicates 'Items per page: 10 of 1'.

URN	Document Type	Company Code	Reception Date	Supplier ID (SAP)	Document Number	Business Unit	Business Area	Country	Last Update	Workflow Reason
8800000254	(RtR) Petty cash	ES10	3/11/2016			SPAIN	0094		3/11/2016	(RtR) ///Query on RtR document



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

✓ Hotel goes back to the case and looks at the latest comment, in this case SSC is requesting to attach an additional receipt:

My Cases > 8800000254 Welcome: FRONT

SOCIEDAD ESTATAL
CORREOS Y TELEGRAFOS, S.A.
CIF: A63052402

COD. OFICINA: 2820394
MADRID SOC 3

No: 282039420160224147575
Fec: 24/02/16

<NB000031605335>
1 * NACIONAL BUROFAX 9.92
* B.I. 8.20 IVA 21%
* - CERTIFICACION 13.72
* B.I. 11.34 IVA 21%
* - ACUSE DE RECIB 5.42
* B.I. 4.48 IVA 21%

Total Euros : 29.06
<*) Incluido

Entr Euros : 50.00
Dcto Euros : 20.94
24/02/16 14:00
289620

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

Business Unit SPAIN
Business Area 0094 NH COLLECTION EUROBUILDING
Priority Normal

Date from 2/1/2016
Date to 2/29/2016

Workflow and Comments
Assign to POC: *

New Comment:

Comments History:

c.solis.prego - | Fri 3/11/2016 7:34:16 AM CST
(RtR) ///Query on RtR document
[Assigned to FRONT_0094 - FRONT NH COLLECTION
EUROBUILDING] MISSING RECEIPT, DAY 23 FEBRUARY,
AMOUNT 41 EUR. PLEASE ATTACH]

FRONT_0094 - FRONT NH COLLECTION EUROBUILDING | Fri
3/11/2016 7:28:10 AM CST
ATTACH PETTY CASH - MONTH FEBRUARY 2016



“DWP – Document Types: Petty cash”

✓ Hotel goes to the tab attachments to include a new attachment in .pdf format

The screenshot displays the Accenture Operations Digital Workforce Platform interface. The top navigation bar includes 'Work Queue Management', 'Upload', 'Search', and 'Administration'. The user is logged in as 'FRONT NH COLLECTION EUROBUILDING' and is viewing a case with the ID '8800000254'.

The main content area is divided into two panels. The left panel shows a document titled 'SOCIEDAD ESTATAL CORREOS Y TELEGRAFOS, S.A.' with a list of items and their amounts. The right panel shows the 'Attachments' tab for the case, with a table listing the attached files.

Document Details (Left Panel):

SOCIEDAD ESTATAL CORREOS Y TELEGRAFOS, S.A.
CIF: A83052407

COD. OFICINA: 2820394
NÚMERO SUC 3

No: 282039420160224147575
Fec: 24/02/16

<N800031605335>

1. NACIONAL BUROFAX 9.92
B 1 8.20 IVA 21%
• CERTIFICACION 13.72
B 1 11.54 IVA 21%
• ACUSE DE RECIBO 5.42
B 1 4.48 IVA 21%

Total Euros ... : 29.06
C*) Incluido

Entr Euros ... : 50.00
Dcto Euros ... : 20.94
24/02/16 14:00
289620

Attachments (Right Panel):

URN: 8800000254

General History Extra Question Attachments

Select

File	User	Updated On
PETTY CASH AR01 ARS AUG 2015 V3_extracted.XLSX (12) KB	FRONT_0094 - FRONT NH COLLECTION EUROBUILDING	3/11/2016 7:28:10 AM

✓ After **select**, the new attachment is included in the case. Attachment cannot be removed once uploaded. If something is attached by mistake, it will be held in the case for audit purposes, however several files can be attached without limit.



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: FRONT NH COLLECTION EUROBUILDING Logout

My Cases > 8800000254

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

URN: 8800000254

General History Extra Question Attachments

Select

File	User	Updated On
PETTY CASH AR01 ARS AUG 2015 V3_extracted.XLSX (12) KB	FRONT_0094 - FRONT NH COLLECTION EUROBUILDING	3/11/2016 7:28:10 AM
MISSING RECEIPT pdf (99) KB	FRONT_0094 - FRONT NH COLLECTION EUROBUILDING	3/11/2016 7:38:32 AM

SOCIEDAD ESTATAL
CORREOS Y TELEGRAFOS, S.A.
CIF: R83052407
COD. OFICINA: 2820394
MADRID SOC 3

✓ *Optionally hotel writes a comment and press OK & Back to SSC*

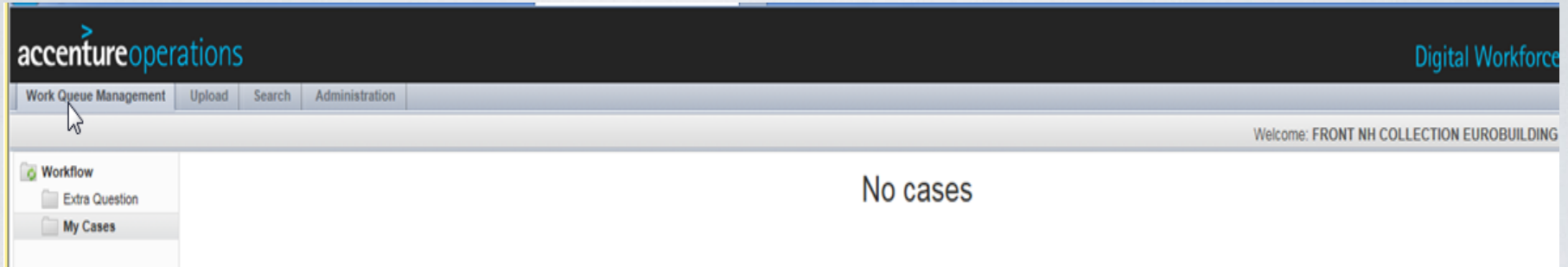
New Comment:

YES, THE MISSING RECEIPT HAS BEEN ATTACHED. THANKS



“DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

✓ *After sending the case, the folder my cases is empty again:*



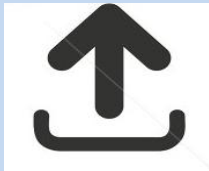



DWP Digital Workforce Platform

Introduction to hotel users - **AR**

April 2016

“DWP – Document Types”

	RESPONSIBLE	
	SSC	HOTEL
	ACTION TO TAKE	ACTION TO TAKE
		
	UPLOAD TO DWP	SEND EMAIL
Document type - Business Transactions		
1. Customers Remittances		X
2. Prepayments	X	
3. Billing discrepancies	X	

“DWP – Document Type: Remittances” FRONT OFFICE



source

DWP email ingestion → **ARCollectionsNH@digitalsharedservices.com**

- Any remittances send by the customers and their supporting documents, commission invoice, debit notes sent as usual to ARCollectionsNH@digitalsharedservices.com mail box.
-
- SSC will create a case, to clear the open invoices and will reconcile customer account.

“DWP – Document Type: Prepayments” FRONT OFFICE



- ✓ *SSC check bank statement and identifies a prepayment*
- ✓ *SSC create a case with all information available at bank statement.*
- ✓ *An email notification is sent to hotel generic mail box.*

From: ☐ DWP.mailer.Nh@digitalsharedservices.com Sent: martes 15/03/2016 12:34

To:

Cc:

Subject: SSC - Administration - New Notification

Do not reply to this email address.

Dear colleague,

The following item has been sent to you in the last 24 hours and require your action.

Active link	ReadOnly Link	URN:	BU	Business Area ID	Business Area Name	Document Type	Workflow Reason:
Click Here	Click Here	7700000007	SPAIN	0002	ES10NH CIUDAD DE ZARAGOZA	(OtC) Prepayments	(OtC) - Prepayment///Invoice not created yet

Please click on the "Active Link" in case you want to perform the action; in case you just want to read the case, click on "Read Only Link".

If you want to see all your pending notifications that need your action, [click here](#).

Please take action before 3 working days. If no action is taken you will receive a reminder.

Many thanks for your cooperation.

Kind Regards

[NH Hotels Shared Services Center](#)

- ✓ *By clicking on active link hotel log in DWP to resolve the case.*

“DWP – Document Type: Prepayments” FRONT OFFICE



✓ *Pops up the following screen enter user name and password*

https://preproddocumentflowm... Accenture LL... DWP NH Hotels Login

accenture **DWP NH Hotels**

High performance. Delivered.

Log On

Username
i.gallipienzo

Password | Forgot Password?
.....

Log On

Digital Workforce Platform

Your one-stop-shop for your invoice/document processing and management activities. This tool provides you and your team with the features and functions necessary to sort, perform data entry, and to initiate the necessary workflow to process your invoices and documents easily and quickly.

✓ *DFM will open the case or URN.*

"DWP – Document Type: Prepayments" FRONT OFFICE



accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: Ismael Galipienzo IN Logout

> 7700000007

Image is not available or Image is in wrong status.

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

URN: 7700000007

Guidance
To create an invoice

General History Extra Question Attachments

Header Information [Workflow Authorisation Flow DummyLines]

Document Type:	(OtC) Prepayments		
Company Code:	ES10	NH HOTELES ESPAÑA, S.A	
Document Reference	031215/STATUS.1		
Document Number	0.00		
Receipt Date:	3/15/2016		
Document Amount	0.00 EUR		
Document Number (SAP)	1500050966		

Additional Fields

Business Unit	SPAIN		
Business Area	0002	NH CIUDAD DE ZARAGOZA	
Country	SPAIN	ES	
Priority	Normal		
SAP Document Type	BM		
Customer ID (SAP)			
Item Description	PREPAYMENT		
Enter Date (SAP custom date)	12/2/2015		

✓ All information about prepayment is on header URN.

“DWP – Document Type: Prepayments” FRONT OFFICE



□ Key fields

- ✓ Long text: customer name and remarks on bank transfer.
- ✓ Amount: amount paid by the customer.
- ✓ Posting date: bank transfer date

Entry Date (SAP system date)	12/3/2015
Local currency	EUR
Local currency 2	
Local currency 3	
Localizer/ Booking File	
Long Text	TRANSFERENCIAS; M/
Posting Date	12/2/2015
Posting Key	50
Clearing/Billing Date	
Account	43010300
Amount in local currency 2.	0.00
Amount in local currency 3.	0.00
Amount in local currency	-532.16
Assignment	1512030002378002
Text	OGIES ZARAGOZA S.L.
SAP User Name	XACCSC000577
Clearing Doc	
Payment/Invoice Date	

“DWP – Document Type: Prepayments” FRONT OFFICE



- ✓ Hotel check prepayment and creates in TMS/NHS
- ✓ To resolve the case.
- ✓ Click on line information to edit the case.

Work Queue Management | Upload | Search | Administration

Welcome: Ismael Galipienzo IN Logout

(OIC) Prepayments Workflow > 7700000007

OK & Back to SSC | Reject & Back to SSC | Re-Assign | Save Draft

Assignment: 1512030002378002

Text: DGIES ZARAGOZA S.L.

SAP User Name: XACCSC000577

Clearing Doc:

Payment/Invoice Date:

Line Information

Invoice Number	Control	Invoice Amount VAT Type High	Invoice Amount VAT Type Low	Invoice Amount exempt VAT (0%)	Observations	Payment/Invoice Amount	Payment/Invoice Date	Comment
					▼			
					▼			
					▼			
					▼			

"DWP – Document Types: Prepayments"



- ✓ Hotel indicates invoice number
- ✓ Invoice date
- ✓ Choose the appropriate match code, in our example "billed"

Line Information

Invoice Number	Control	Invoice Amount VAT Type High	Invoice Amount VAT Type Low	Invoice Amount exempt VAT (0%)	Observations	Payment/Invoice Amount	Payment/Invoice Date	Comment
4002028550					Billed - Indicate invc ▼	532,16	07.12.2015	PREPAYMENT CREATED

- ✓ Save your work

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

Save coding

Workflow and Comments

Assign to POC:

New Comment:

Comments History:

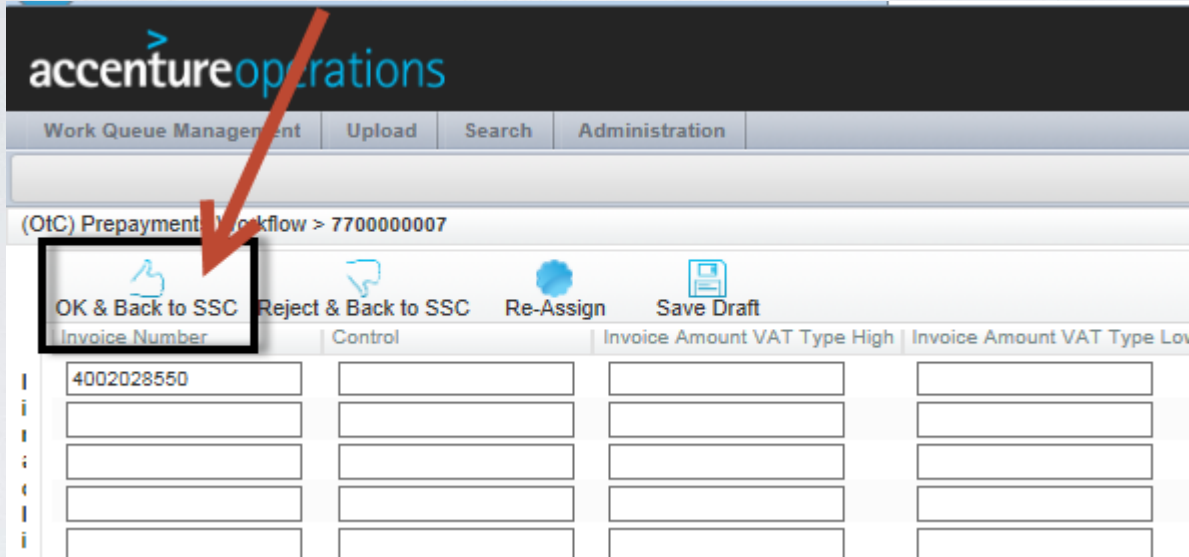
m.a.javier - OTC - All Business Units/Areas (Manager) | Tue 3/15/2016 6:27:52 AM CST (OTC) - Prepayment//Invoice not created yet [Assigned to i.gallipienzo - Process Lead]

“DWP – Document Type: Prepayments” FRONT OFFICE



❑ **VERY IMPORTANT**

✓ *Click on ok & back to SSC, to close the case.*

The screenshot shows the 'accentureoperations' web application. At the top, there is a navigation bar with tabs: 'Work Queue Management', 'Upload', 'Search', and 'Administration'. Below this, a breadcrumb trail reads '(OtC) Prepayment Workflow > 7700000007'. A row of action buttons is displayed: 'OK & Back to SSC' (with a blue arrow icon), 'Reject & Back to SSC' (with a blue arrow icon), 'Re-Assign' (with a blue circular icon), and 'Save Draft' (with a blue floppy disk icon). The 'OK & Back to SSC' button is highlighted with a black rectangular box, and a large red arrow points to it from the top left. Below the buttons is a table with four columns: 'Invoice Number', 'Control', 'Invoice Amount VAT Type High', and 'Invoice Amount VAT Type Low'. The first row of the table contains the value '4002028550' in the 'Invoice Number' column, with empty fields in the other columns. Subsequent rows are also empty.

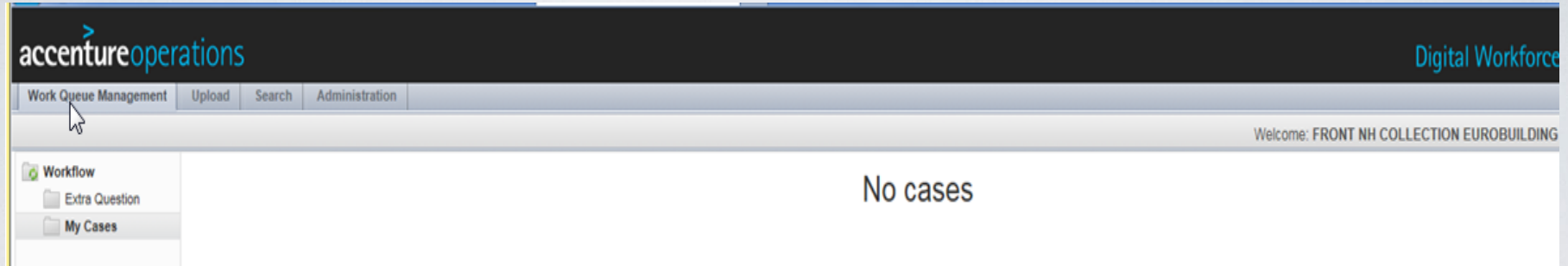
✓ *SSC will take care of the case.*

“DWP – Document Type: Prepayments” FRONT OFFICE



✓ *If we go to our cases.*

There are no more action pending for our side.



“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *SSC identify a billing discrepancy*

✓ *Discrepancy arise from:*

- *Customer remittance advice (invoice partially paid)*
- *Customer statement or recovery call from SSC (invoice not paid)*
- *Rejection or blocked invoices in voxel. (invoice not paid)*

✓ *SSC upload all billing discrepancies on DWP.*

Each billing discrepancy will generate a single case to be resolve by the hotels.

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *An email notification is sent to hotel generic mail box.*

From: ☐ DWP.mailer.Nh@digitalsharingservices.com Sent: martes 15/03/2016 12:34
To:
Cc:
Subject: SSC - Administration - New Notification

Do not reply to this email address.

Dear colleague,

The following item has been sent to you in the last 24 hours and require your action.

Active link	ReadOnly Link	URN:	BU	Business Area ID	Business Area Name	Document Type	Workflow Reason:
Click Here	Click Here	7700000007	SPAIN	0002	ES10NH CIUDAD DE ZARAGOZA	(OtC) Prepayments	(OtC) - Prepayment///Invoice not created yet

Please click on the **"Active Link"** in case you want to perform the action; in case you just want to read the case, click on **"Read Only Link"**.

If you want to see all your pending notifications that need your action, [click here](#).

Please take action before 3 working days. If no action is taken you will receive a reminder.

Many thanks for your cooperation.

Kind Regards

[NH Hotels Shared Services Center](#)

✓ *By clicking on active link hotel log in DWP to resolve the case.*

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *Pops up the following screen enter user name and password*

accenture **DWP NH Hotels**

High performance. Delivered.

Log On

Username
i.gallipienzo

Password | Forgot Password?
.....

Log On

Digital Workforce Platform

Your one-stop-shop for your invoice/document processing and management activities. This tool provides you and your team with the features and functions necessary to sort, perform data entry, and to initiate the necessary workflow to process your invoices and documents easily and quickly.

✓ *DFM will open the case or URN.*

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

URN: 7710000022

General History Extra Question

Header Information [Workflow Authorisation Flow 1 DummyLine]

Document Type: (OtC) Discrepancy
Company Code: BE02 0471530361_HOTEL EXPLOITATIEMAATSCHAPPIJ DIEGEM N.V.
Document Reference: 4202041858
Document Number: BE02100004107920161
Document Date: 02/03/2016
Receipt Date: 26/04/2016
Document Amount: 123,00 EUR

Additional Fields

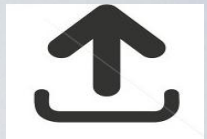
Business Unit: BENELUX
Business Area: 0202 NH BRUSSELS CITY CENTRE
Customer ID/Name (SAP): JUMBO TOURS ESPA? A SL SU
Item Description: client confirms that this invoice have to be invoiced to JUMBO TOURS FRANCE S.A.
Request Date: 21/04/2016
Local currency: EUR
Amount in local currency: 123,00
Reference Key 1 (Reservation Number): 12725928
Partially Paid: ☐
Discrepancy Reason: Missing Invoice Information

Line Information

Error Type *	Amended	Credit Note Issued	New Invoice Issued	Discrepancy Resolution
Complete Document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

✓ *All information about discrepancy is on header URN.*

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



□ Key fields

- ✓ Document Reference: Invoice number.
- ✓ Document date: invoice date.
- ✓ Document Amount: invoice amount and currency
- ✓ Customer id / customer name
- ✓ Item discrepancy: Reason for billing discrepancy, customer does not agree on prices, customer fiscal is not correct...
- ✓ Reference key 1: TMS reservation number
- ✓ Partially paid: if this check box is flagged means the customer the invoice partially, if it's unflagged the invoice is fully unpaid.

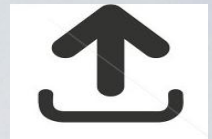
Header Information [Workflow Authorisation Flow 1 DummyLine]

Document Type:	(OtC) Discrepancy
Company Code:	BE02 0471530361_HOTEL EXPLOITATIEMA
Document Reference	4202041858
Document Number	BE02100004107920161
Document Date	02/03/2016
Receipt Date:	26/04/2016
Document Amount	123,00 EUR

Additional Fields

Business Unit	BENELUX
Business Area	0202 NH BRUSSELS CITY CEN
Customer ID/Name (SAP)	JUMBO TOURS ESPA? A CL CU
Item Description	client confirms that this invoice have to be invoiced to JUMBO TOURS FRANCE S.A.
Request Date	21/04/2016
Local currency	EUR
Amount in local currency	123,00
Reference Key 1 (Reservation Number)	12725928
Partially Paid	<input type="checkbox"/>
Discrepancy Reason	Missing Invoice Information

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



OK & Back to SSC
Reject & Back to SSC
Re-Assign
Save Draft

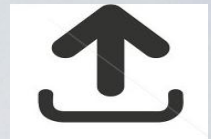
Business Unit	BENELUX			
Business Area	0202	NH BRUSSELS CITY CENTRE		
Customer ID/Name (SAP)	JUMBO TOURS ESPA? A SL SU			
Item Description	client confirms that this invoice have to be invoiced to JUMBO TOURS FRANCE S.A. ^ v			
Request Date	<input type="text" value="21/04/2016"/>			
Local currency	<input type="text" value="EUR"/>			
Amount in local currency	<input type="text" value="123,00"/>			
Reference Key 1 (Reservation Number)	<input type="text" value="12725928"/>			
Partially Paid	<input type="checkbox"/>			
Discrepancy Reason	<input type="text" value="Missing Invoice Information"/>			

Line Information

Error Type *	Amended	Credit Note Issued	New Invoice Issued	Discrepancy Resolution
Wrong invoice Data v	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

✓ Hotel reviews customer comments about the discrepancy.

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *In this particular case customer requires new invoice to another fiscal data.*

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

Business Unit

BENELUX

Business Area

0202

NH BRUSSELS CITY CENTRE

Customer ID/Name (SAP)

JUMBO TOURS ESPA?
A SL SU

Item Description

client confirms that this invoice have to be
invoiced to JUMBO TOURS FRANCE S.A.

Request Date

21/04/2016

Local currency

EUR

Amount in local currency

123,00

Reference Key 1 (Reservation
Number)

12725928

Partially Paid

☐

Discrepancy Reason

Missing Invoice Information

Commission Discount

Original Invoice is Correct

Others

Wrong % Discount

Wrong Charges

Wrong Rate

Wrong invoice Data

Amended

Credit Note Issued

New Invoice Issued

Discrepancy Resolution

Save coding

Amended

Credit Note Issued

New Invoice Issued

Discrepancy Resolution

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *Action to take:*

Cancel invoice in TMS and invoice correct PID: for this example customer requires Invoice to JUMBO TOURS FRANCE, instead JUMBO TOURS ESPAÑA.

OK & Back to SSC

Reject & Back to SSC

Re-Assign

Save Draft

Business Unit

BENELUX

Business Area

0202

NH BRUSSELS CITY CENTRE

Customer ID/Name (SAP)

JUMBO TOURS ESPA?
A SL SU

Item Description

client confirms that this invoice have to be
invoiced to JUMBO TOURS FRANCE S.A.

Request Date

21/04/2016

Local currency

EUR

Amount in local currency

123,00

Reference Key 1 (Reservation
Number)

12725928

Partially Paid

☐

Discrepancy Reason

Missing Invoice Information

Commission Discount

Original Invoice is Correct

Others

Wrong % Discount

Wrong Charges

Wrong Rate

Wrong invoice Data

Amended

Credit Note Issued

New Invoice Issued

Discrepancy Resolution

Save coding

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *To resolve the case:*

Select from the drop box reason WRONG INVOICE DATA

It's mandatory to click on Amended and inform credit note a new invoice generated.

Discrepancy Resolution it's a free text to communicate SSC the action taken.

Line Information

Error Type *	Amended	Credit Note Issued	New Invoice Issued	Discrepancy Resolution
Wrong invoice Data	<input checked="" type="checkbox"/>	4202XXXXX	4202YYYYY	ew invoice issued to Jumbo Fr

Save coding

✓ *Save coding.*

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ Click on go back to SSC to finish the case.

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft	
Business Unit	BENELUX
Business Area	0202 NH BRUSSELS CITY CENTRE
Customer ID/Name (SAP)	JUMBO TOURS ESPA? A SL SU
Item Description	client confirms that this invoice have to be invoiced to JUMBO TOURS FRANCE S.A.

✓ After sending the case, the folder my cases is empty again.

accentureoperations Digital Workforce

Work Queue Management Upload Search Administration

Welcome: FRONT NH COLLECTION EUROBUILDING

Workflow

- Extra Question
- My Cases

No cases

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *In cases that the hotel do not agree with the customer reasons.*

hotel will select from error type from drop box the following items.

❖ *Original invoice is correct*

❖ *Others*

In those cases discrepancy resolution reason is mandatory to complete.

Amended tick box can not be flagged as no new invoices are created.

Line Information

Error Type *	Amended	Credit Note Issued	New Invoice Issued	Discrepancy Resolution
Original Invoice is Correct ▼	<input type="checkbox"/>			

Save coding

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



- ✓ *The hotel can add supporting documents to the case if does agree with customer*
 - *Vouchers*
 - *Email confirmations.*
 - *Any document that SSC will need to collect the invoice pending.*
- ✓ *To attach files or pdf documents*
- ✓ *Click on select upload the document from your PC.*

Work Queue Management | Upload | Search | Administration

My Cases > 7710000022

Files

No Attachments

OK & Back to SSC **Reject & Back to SSC**

Partially Paid ☐

Discrepancy Reason

Line Information

Error Type * ☐

Workflow and Comments

Assign to POC: *

New Comment:

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ *In case that the discrepancy is related to invoice blocked in voxel.
hotel will select from error type from drop box.*

❖ *Others*

Task to do:

✓ *Hotel has to go to voxel web edit the voucher and sent invoice.*

.....

Line Information

Error Type *	Amended	Credit Note Issued	New Invoice Issued	Discrepancy Resolution
Others ▼	<input type="checkbox"/>			cher edited and invoice sent x

.....

✓ *Complete info on DWP save and go back to SSC*

✓ *End of the case.*

“DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓ Important note:

Please select correct error type if requires a correction in TMS:

- ☐ *Commission discount*
- ☐ *Wrong % discount*
- ☐ *Wrong charges*
- ☐ *Wrong rate*
- ☐ *Wrong invoice data*

Line Information

Error Type *

- Commission Discount
- Original Invoice is Correct
- Others
- Wrong % Discount
- Wrong Charges
- Wrong Rate
- Wrong invoice Data

Assign to POC: *

New Comment:

To remember : amended flag box and credit note are mandatory

If the discrepancy does not require a correction in TMS select only:

- ☐ *Original invoice is correct*
- ☐ *Others*

To remember : filled out discrepancy reason is mandatory in this case



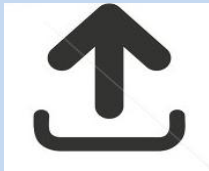

Discrepancy Resolution

DWP Digital Workforce Platform

Introduction to hotel users -**AP**

April 2016

“DWP – Document Types”

RESPONSIBLE		
	SSC	HOTEL
	ACTION TO TAKE	ACTION TO TAKE
		
	UPLOAD TO DWP	SEND EMAIL
		
Document type - Business Transactions		
1. PO not released	X	
2. Vendor Master Request	X	
3. Line splitting	X	

“DWP – Document Type: PO not released” HOTEL MANAGER



✓ SSC cannot post the invoice because PO is not released. The goods/services are ordered without approval of the PO. SSC will inform the hotel manager:

accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: Ger Opbergen IN Logout

Search

Simple Search Advanced Search

URN 1010465057 Search

Export Result to Excel

URN	Supplier	Date	Workflow Reason	Status
1010465057	AVICOLA VELASCO SL	3/18/2016	(PIP) - Invoice ///PO Not Yet released in SAP	Workflow

Items per page: 10

✓ Click on the URN number

accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: Ger Opbergen IN Logout

Search

Simple Search Advanced Search

URN 1010465057 Search

Export Result to Excel

URN	Supplier	Date	Workflow Reason	Status
1010465057	AVICOLA VELASCO SL	3/18/2016	(PIP) - Invoice ///PO Not Yet released in SAP	Workflow

“DWP – Document Type: PO not released” HOTEL MANAGER



✓ You can see the details of the invoice:

accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: Ger Opbergen IN Logout

Simple Search > 1010465057

AVICOLA VELASCO, S.L.
CARRETERA N-VI KM 84.6
CAMINO SAN BARTOLOME S/N
40150-VILLACASTIN - SEGOVIA
E-mail : info@huevosvelasco.com
Telf: 921028200 Fax: 921028201
www.huevosvelasco.com

NH HOTELES ESPAÑA, S.A.
C/ ALFONSO GOMEZ, 32
28027-MADRID
MADRID NIF: A58511882
HOTEL NH MINDORO

04 MAR 2016

Página 1 de 1

Factura	Fecha	Cliente	Facturación	Forma Pago	Representante	Cobrador
FAR/1709	29/02/2016	70190033	Mensual	REPOSICION 120 DIAS		12C

Vencimiento: 30/06/2016

Código	Descripción	Lote	Cajas	Cantidad	U.M	Precio	Iva	Importe
000216	Albarán N° ALB/10156 de 17/02/2016 (4501251918) HUEVOS MORENOS L GRANEL	1403	2	60	H12	1,300	04	78,00

URN: 1010465057

General History Attachments

Header Information [Workflow Authorisation Flow]

Document Type: (PIP) MM Invoices

Company Code: ES10 NH HOTELES ESPAÑA, S.A

Document Reference: 4501251918

Document Number: FAR/1709

Document Date: 2/29/2016

Receipt Date: 3/8/2016

Document Amount: 81.12 EUR

Document Number (SAP):

Supplier ID (SAP): ES10_1791 AVICOLA VELASCO SL
B794505663, CTRA. NACIONAL VI KM 84600-40150-VILLACASTIN,Spain)

✓ Click on edit and fill in comments like PO is approved, reject invoice etc.:

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Work Queue Management Upload Search Administration

Welcome: Ger Opbergen IN

“(PIP) MM Invoices Workflow > 1010465057

1 / 1 72,2% Comment Share

AVICOLA VELASCO, S.L.
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NH HOTELES ESPAÑA, S.A.
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HOTEL NH MINDORO

04 MAR 2016

Página 1 de 1

Factura	Fecha	Cliente	Facturación	Forma Pago	Representante	Cobrador
FAR/1709	29/02/2016	70190033	Mensual	REPOSICION 120 DIAS		12C

Vencimiento: 30/06/2016

Código	Descripción	Lote	Cajas	Cantidad	U.M	Precio	Iva	Importe
000216	Albarán N° ALB/10156 de 17/02/2016 (4501251918) HUEVOS MORENOS L GRANEL	1403	2	60	H12	1,300	04	78,00

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

Workflow and Comments

Assign to POC: *

New Comment:

PO is approved please post the invoice -

or

PO will not be approved, please reject invoice

Comments History:

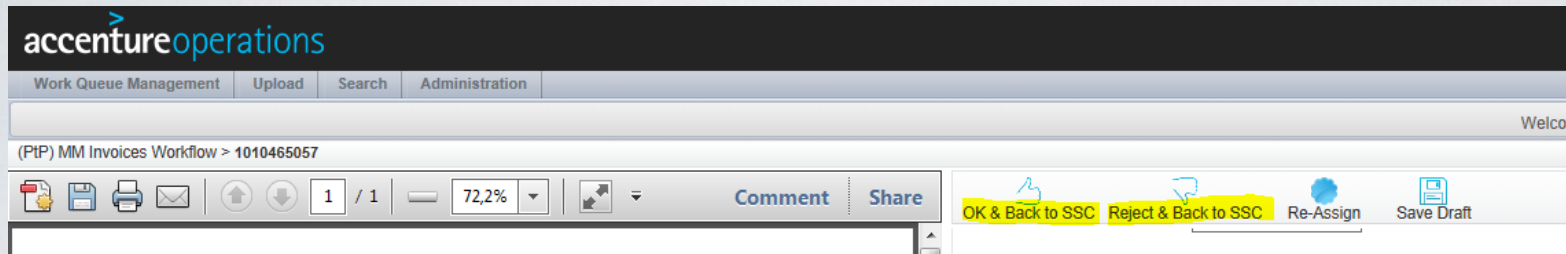
jesus d.pascua - PTP | Fri 3/18/2016 10:47:46 AM CST
(PIP) - Invoice //PO Not Yet released in SAP
[Assigned to g.opbergen - Process Lead] DUMMY TEST ONLY

InvoiceWorkerAccount | Tue 3/8/2016 1:24:40 AM CST

“DWP – Document Type: PO not released” HOTEL MANAGER



✓ Send back to SSC as OK or REJECT:



“DWP – Document Type: Vendor Master Request” HOTEL MANAGER



✓ In case SSC is not able to request a new vendor because some data (email address, bank account or VAT number) are missing, the hotel manager has to contact the vendor for the missing data and has to request the creation of the new supplier in SAP.

✓ This is the message, double click on the URN:

accentureoperations Digital Workforce Platform

Work Queue Management Upload Search Administration

Welcome: Ger Opbergen IN Logout

Workflow	URN	Document Type	Company Code	Content	Reception Date	Supplier ID (SAP)	Document Number	Business Unit	Business Area	Document Type	Last Update	Workflow Reason
Extra Question	8800000580	(PIP) Vendor Master Request	ES10		3/21/2016		2016005	SPAIN	0027	57	3/21/2016	(PIP) - VDM//Escalated to NH - Creation Request
My Cases												

“DWP – Document Type: Vendor Master Request” HOTEL MANAGER



✓ In this case the bank account is missing:

Comments History:

FeederUser - | Mon 3/21/2016 4:50:08 AM CST
(PtP) - VDM///Escalated to NH - Creation Request
[Document routed to business user]

c.solis.prego - | Mon 3/21/2016 4:47:28 AM CST
Missing mandatory information to create request in SAP: bank account

✓ You can find the image of the invoice in attachments:

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

URN: 8800000580

General History Extra Question Attachments

Header Information [Workflow Authorisation Flow no Lines]

Document Type: (PtP) Vendor Master Request

Company Code: ES10 NH HOTELES ESPAÑA, S.A

“DWP – Document Type: Vendor Master Request” HOTEL MANAGER



- ✓ Contact the vendor for the correct bank account and request the creation of the new vendor in SAP via transaction /CCSHT/MM_PROVE_REQU.
- ✓ Send back to SSC and add a new comment that creation has been requested:

OK & Back to SSC Reject & Back to SSC Re-Assign Save Draft

Business Area 0027 NH LAS ARTES
Country SPAIN ES
Priority Normal

Item Description

Supplier Complexity

Workflow and Comments

Assign to POC: *

New Comment:
creation of new vendor has been requested

In PtP Invoice flow user might be asked to enter line coding information in to respective line fields. This process will be handled by few simple rules in DFM.

1. Line fields displayed for FI and MM invoice will be different
2. Line information section will be visible only in case SSO user created the line before submitting query to Nh.
3. GEA user cant modify (increase or decrease) the line amount
4. GEA user can split within the line amount to create multiple line items with different coding combination
5. Negative amounts are accepted by the system, as long the sum of all line amounts will close exactly with the initial amount submitted by SSC team.

Line Information

Split	Amount	Text	GL Account	Cost Center	Tax Code	Comment
<div> <div></div> <div>1,500.00</div> </div>	<div> <div>text</div> <div>x</div> </div>	<div> <div>10000000</div> <div>...</div> </div>	<div> <div>DE069515GS</div> <div>...</div> </div>	<div> <div></div> </div>	<div> <div></div> </div>	

Save coding

If you need to split any line items please use split button



Line Information

Split	Amount	Text	GL Account	Cost Center	Tax Code	Comment
	1,500.00	text ×	10000000	...	DE069515GS	...

Save coding

1. Click on **Add** button and Enter 1st value or rate you want to split into.

Original line

Amount	Text	GL Account	Cost Center	Tax Code	Comment
1,500.00	text	10000000	DE069515GS		

New line

Split by	Amount/%	Text	GL Account	Cost Center	Tax Code	Comment
value ▼	100	text	10000000	...	DE069515GS	...

Add

Finish

Cancel

- Click on **Add** button to confirm second line or again split per amount or rate until Amount for splitting is 00.00.
Once complete click on **Finish** button.

Original line

Amount	Text	GL Account	Cost Center	Tax Code	Comment
1,500.00	text	10000000	DE069515GS		

Split lines

	%	Amount	Text	GL Account	Cost Center	Tax Code	Comment
⊖	6.67	100.00	text	10000000	DE069515GS		
⊖	-66.67	-1,000.00	text	10000000	DE069515GS		
⊖	160.00	2,400.00	text	10000000	DE069515GS		

New line

Split by	Amount/%	Text	GL Account	Cost Center	Tax Code	Comment
value ▼	0.00	text	10000000	...	DE069515GS	...

Add

Finish

Cancel

3. When you have completed line splitting, new lines are available for coding updates.

Line Information

	Split	Amount	Text	GL Account		Cost Center		Tax Code	Comment
<input type="checkbox"/>		100.00	text	10000000	...	DE069515GS	...		
<input type="checkbox"/>		-1,000.00	text	10000000	...	DE069515GS	...		
<input checked="" type="checkbox"/>		2,400.00	text	10000000	...	DE069515GS	...		

Merge Lines

Save coding

4. In case correction is needed you can always merge back the lines. Mark the respective lines and click on 'Merge Lines' button .

Line Information

	Split	Amount	Text	GL Account		Cost Center		Tax Code	Comment
<input type="checkbox"/>		100.00	text	10000000	...	DE069515GS	...		
<input checked="" type="checkbox"/>		-1,000.00	text	10000000	...	DE069515GS	...		
<input checked="" type="checkbox"/>		2,400.00	text	10000000	...	DE069515GS	...		

Merge Lines

Save coding



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