DWP
Digital Workforce Platform

Introduction to hotel users

April 2016

nH | HOTEL GROUP

DWP (DIGITAL WORKFLOW PLATFORM – GENERAL PRINCIPLES AND BENEFITS

- 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

DWP (DIGITAL WORKFLOW PLATFORM – GENERAL PRINCIPLES AND BENEFITS

- 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

nH | HOTEL GROUP

"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)*

	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			Deposit without
	SAP Document Numb	Doc Type	Doc Date	Card Typ	Amount	Invoice Numbe	HOTEL COMM	
	1900570633	NK	09.03.2015	VISA	108,80	4027002920		EUROCONEX 27.(
	1900570619	NK	09.03.2015	VISA	108,80	4027002907		EUROCONEX 03.(
	1900570618	NK	09.03.2015	VISA	108,80	4027002906		EUROCONEX 12.(
	1900779915	NK	28.03.2015	VISA	176,94	4027004355		EUROCONEX 17.(
	1900779916	NK	28.03.2015	VISA	162,02	4027004356		EUROCONEX 18.(
	1901064080	NK	23.04.2015	VISA	233,80	4027006083		EUROCONEX 18.(
	1901280807	NK	10.05.2015	VISA	94,87	4027007494		EUROCONEX 30.(
	1901426227	NK	18.05.2015	VISA	168,42	4027008069		EUROCONEX 30.(
	1901572470	NK	29.05.2015	VISA	142,20	4027008971		EUROCONEX 21.(
	1901572471	NK	29.05.2015	VISA	142,19	4027008972		EUROCONEX 22.(
	1901728191	NK	11.06.2015	VISA	127,49	4027800865		CHARGEBACK EU
	1901743933	NK	12.06.2015	VISA	122,38	4027010097		EUROCONEX 21.(

  - ➢ *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 thr 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:*

  - ➢ *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:*

vie 11/03/2016 14:54

DWP.mailer.Nh@digitalsharedservices.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///Penndning items on hotels CC account + updated overvew 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.

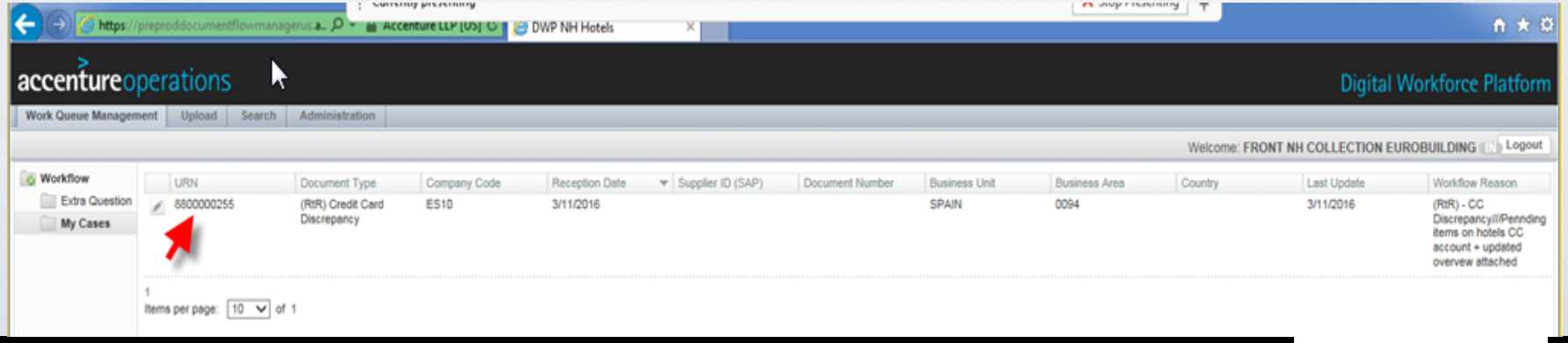
Please take action before 3 working days. If no action is taken you will receive a reminder.

Many thanks for your cooperation.

Kind Regards

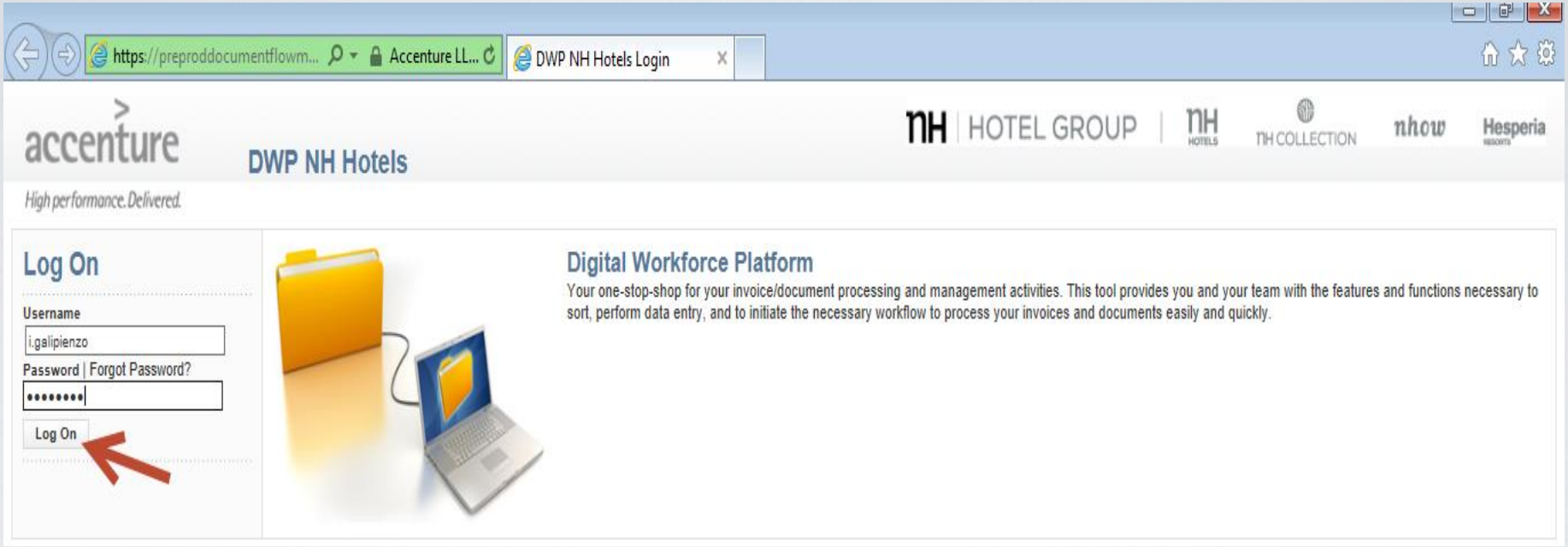
NH Hotels Shared Services Center

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



“DWP Document type: Credit Card Discrepancy” FRONT OFFICE

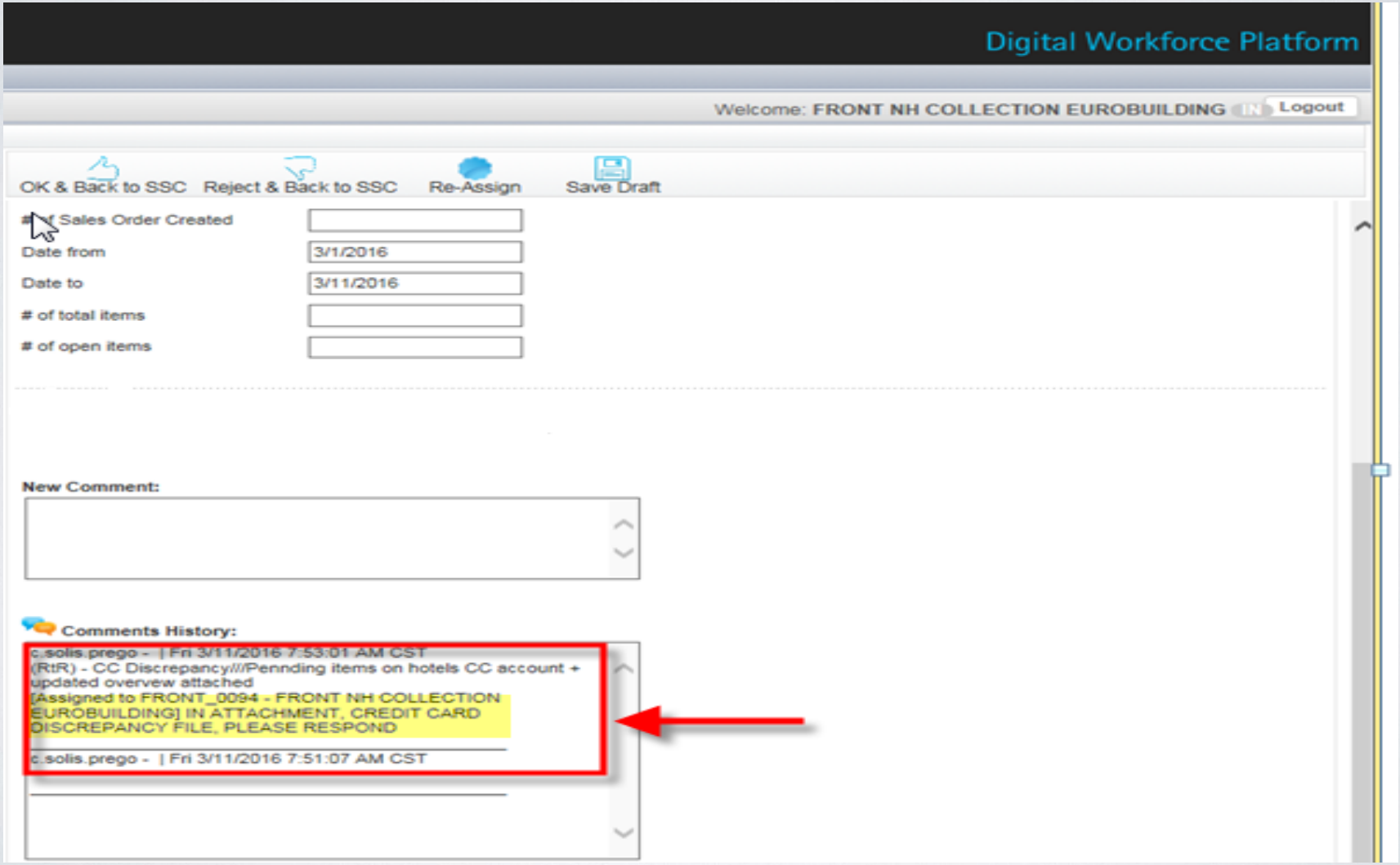
✓*Pops up the following screen enter user name and password*



✓*DFM will open the case or URN.*

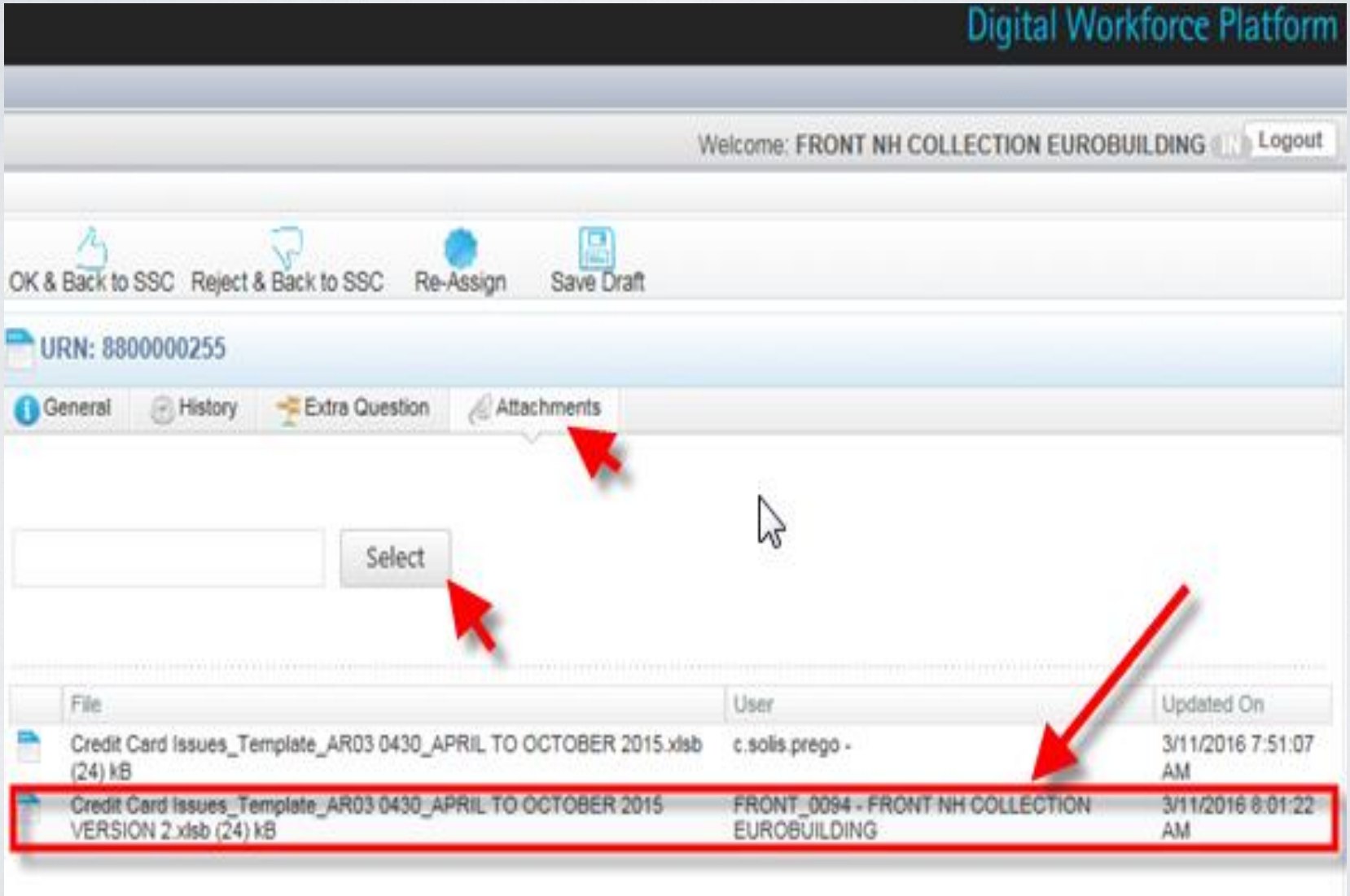
"DWP Document type: Credit Card Discrepancy" FRONT OFFICE

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



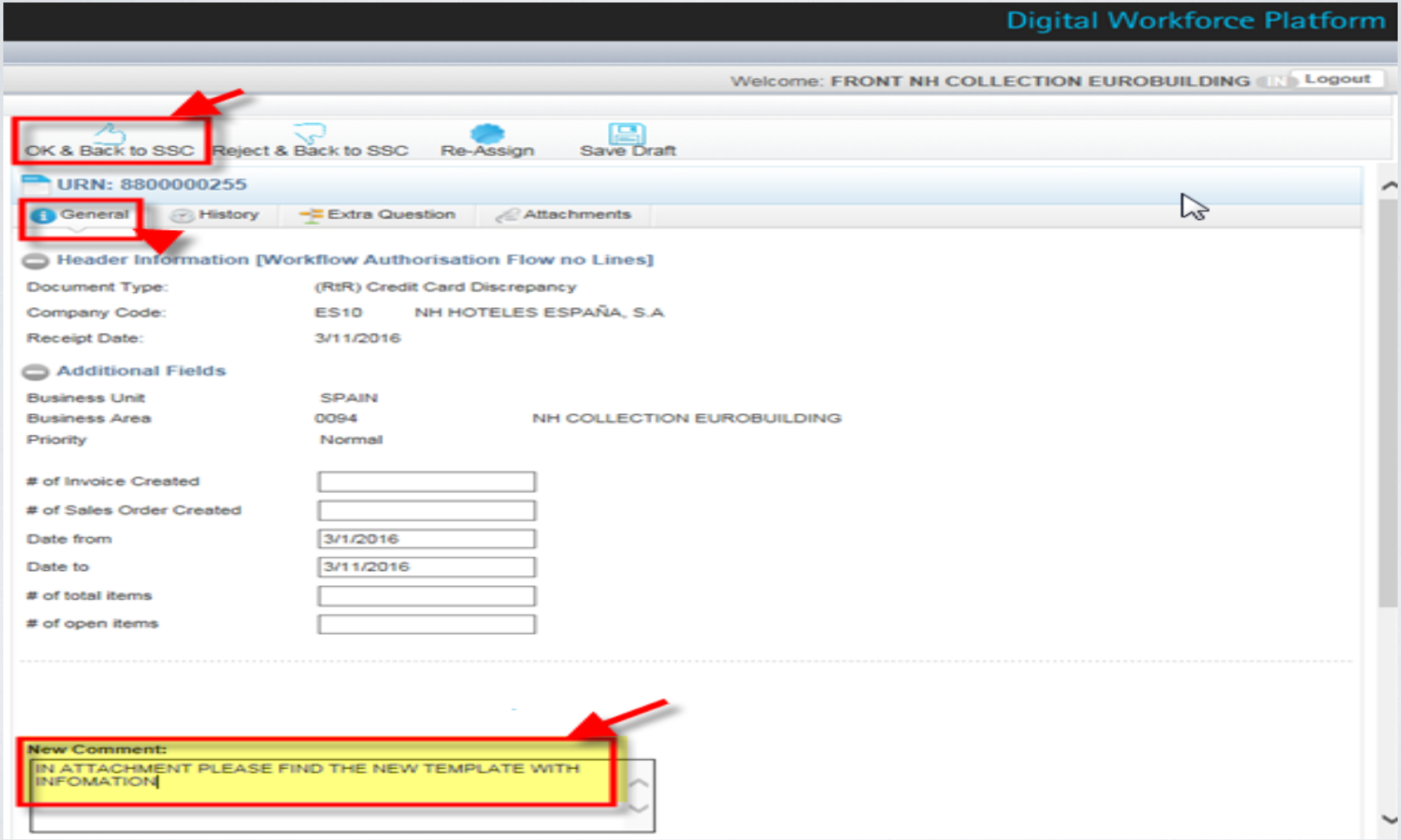
““DWP Document type: Credit Card Discrepancy” FRONT OFFICE

- ✓ *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:*



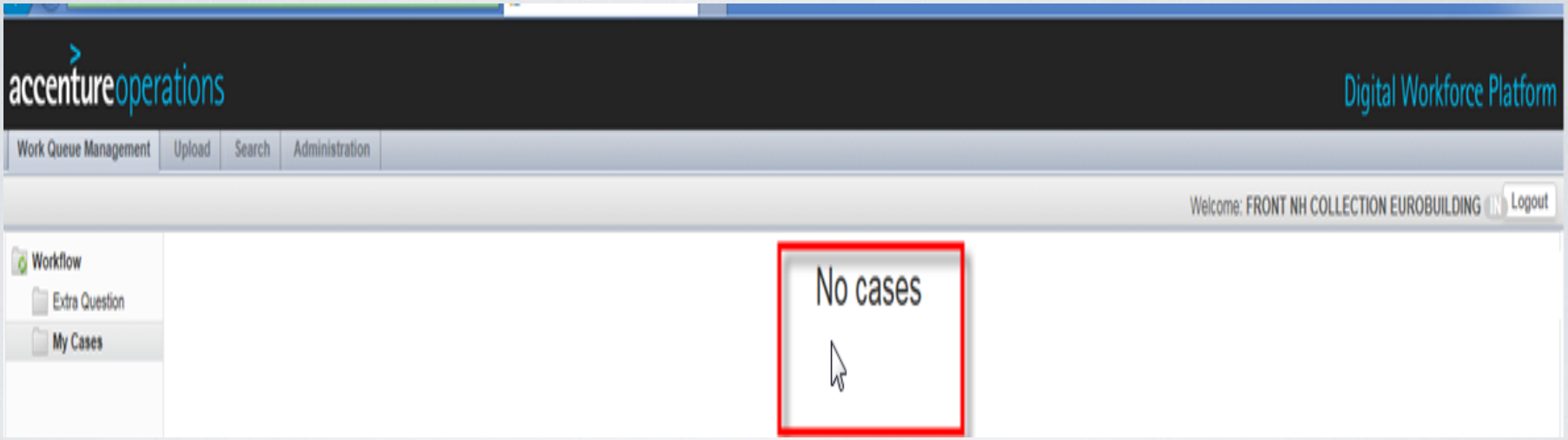
"DWP Document type: Credit Card Discrepancy" FRONT OFFICE

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



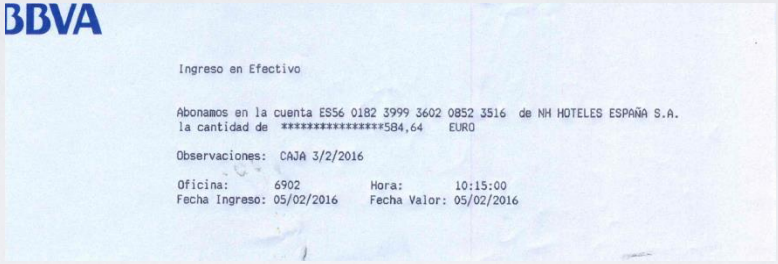
"DWP Document type: Credit Card Discrepancy" FRONT OFFICE

- ✓ *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:


BBVA

Ingreso en Efectivo

Abonamos en la cuenta ES56 0182 3999 3602 0852 3516 de NH HOTELES ESPAÑA S.A.
la cantidad de **********584,64 EURO

Observaciones: CAJA 3/2/2016

Oficina: 6902 Hora: 10:15:00
Fecha Ingreso: 05/02/2016 Fecha Valor: 05/02/2016

- ✓ 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.

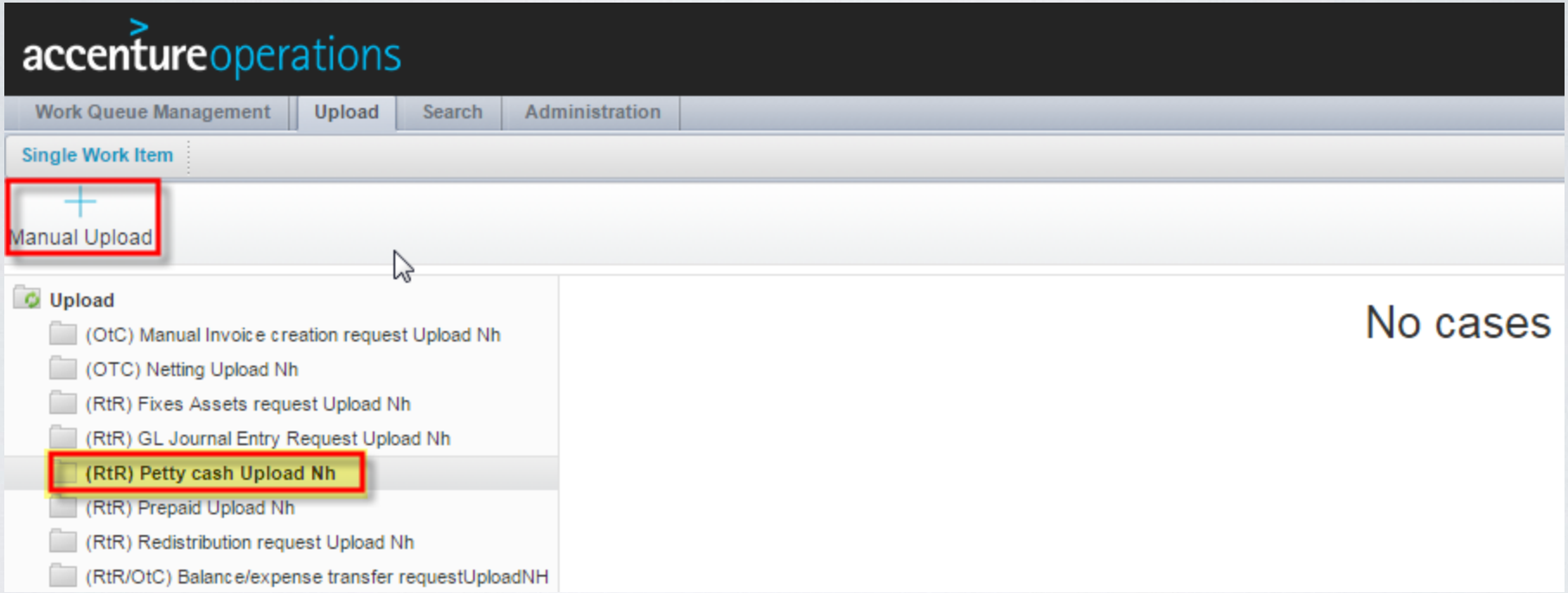
"DWP – Document Type: Petty cash" HOTEL MANAGER/ FRONT OFFICE

Submission Check Point:

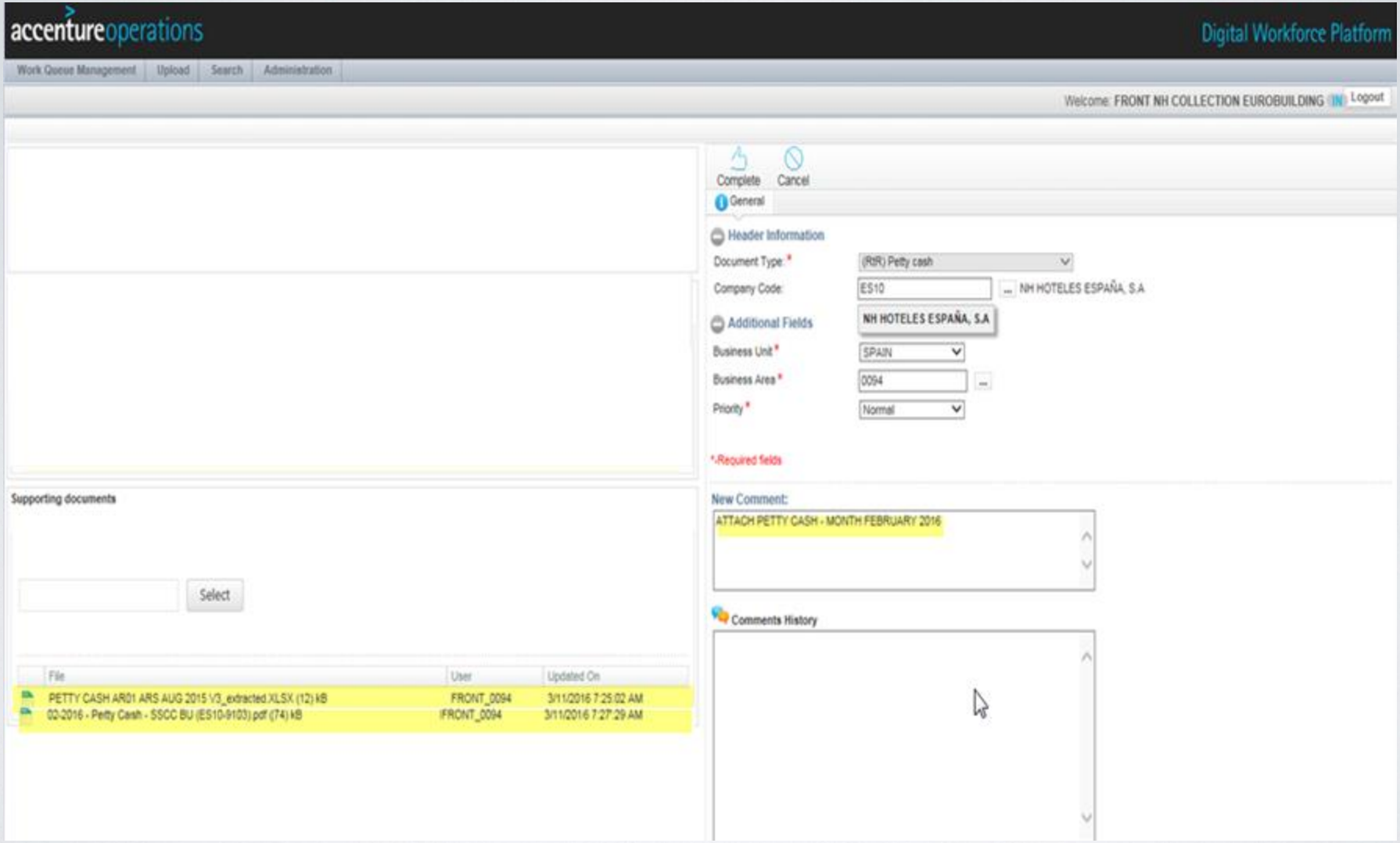
- ✓*Monthly template should be UPLOADED no later than* ***D+1 (12:00h)***
- ✓*The exact date of the expense should be informed in the template.*
- ✓*The correct* ***concept*** *of the expenses should be selected.*
- ✓*One line in the template should be one expense.*
- ✓*All the expenses should have supporting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

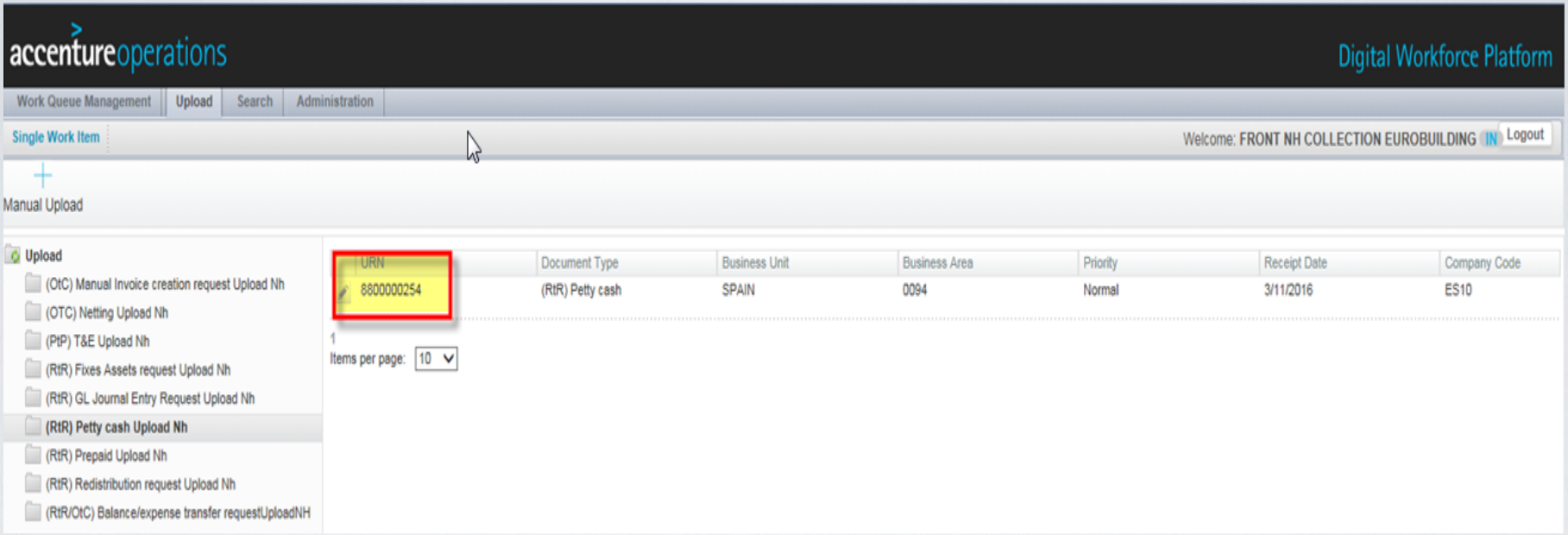


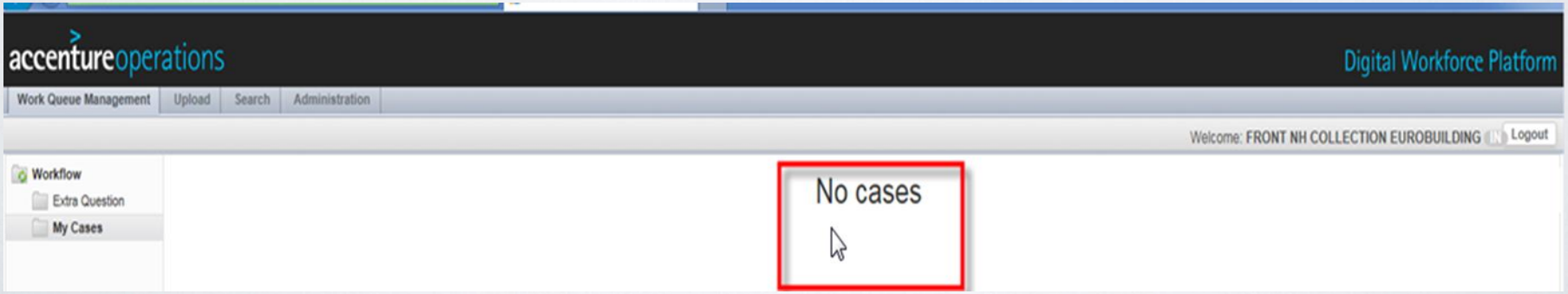
"DWP – Document Type: Petty cash" HOTEL MANAGER/ FRONT OFFICE



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

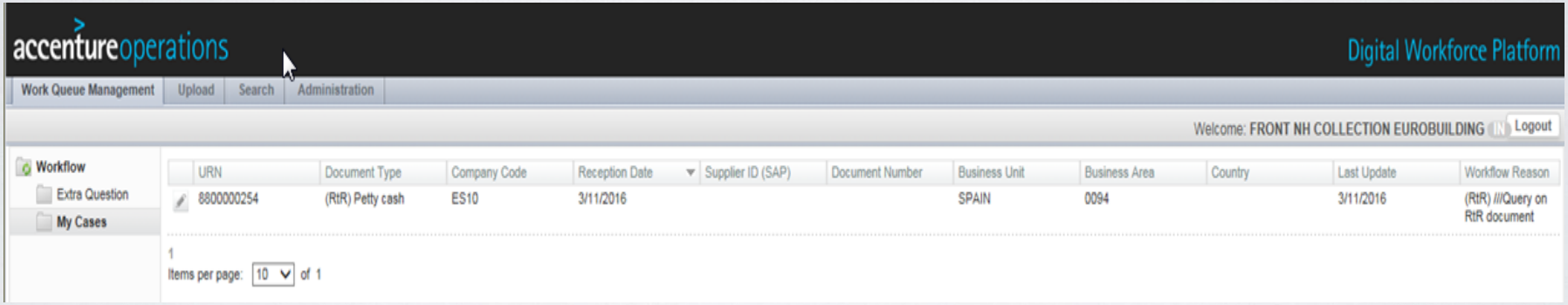
✓*The case has now been created and there are no further actions from hotel to be taken:*





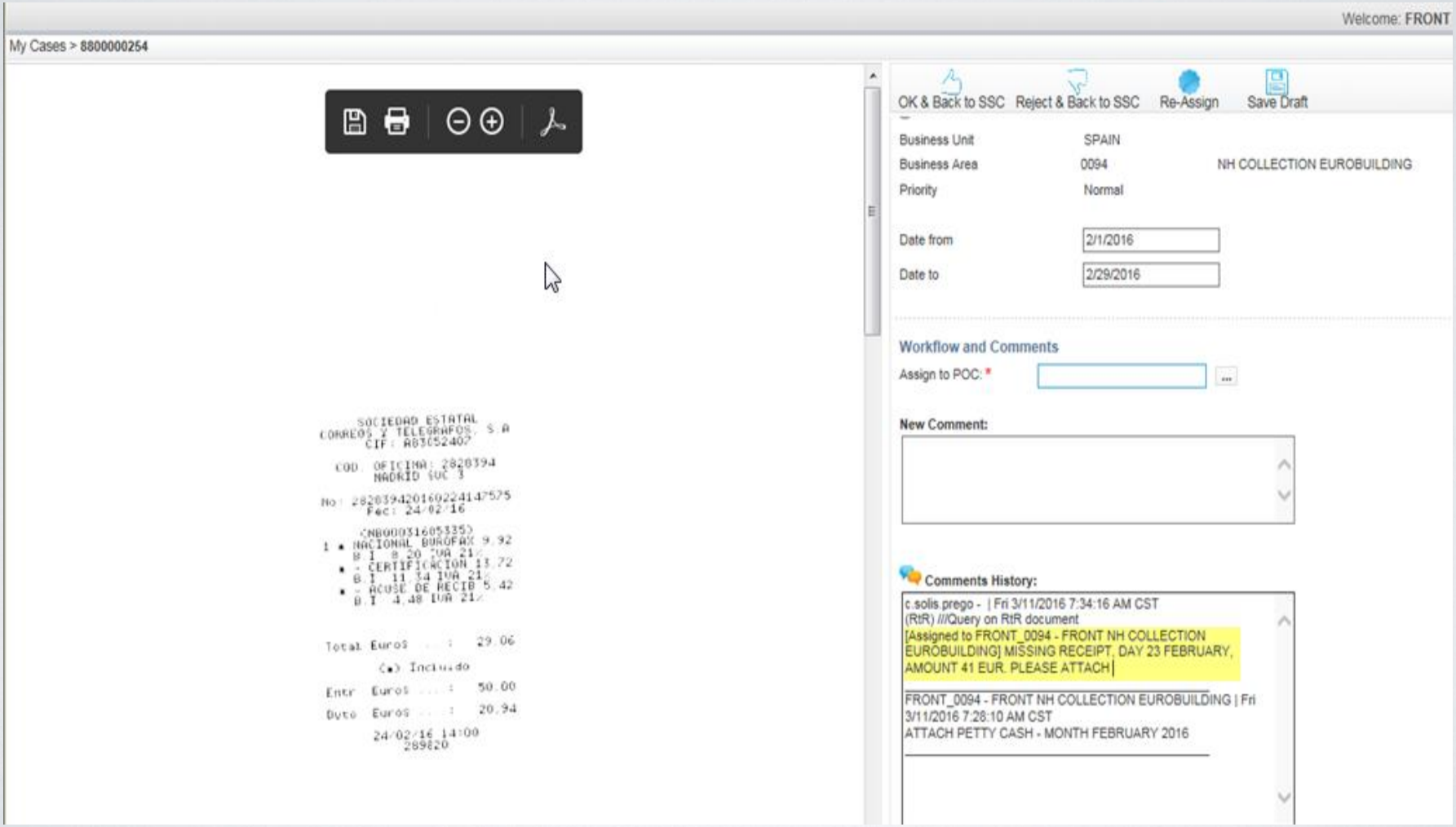
"DWP – Document Type: Petty cash" HOTEL MANAGER/ FRONT OFFICE

✓*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:*



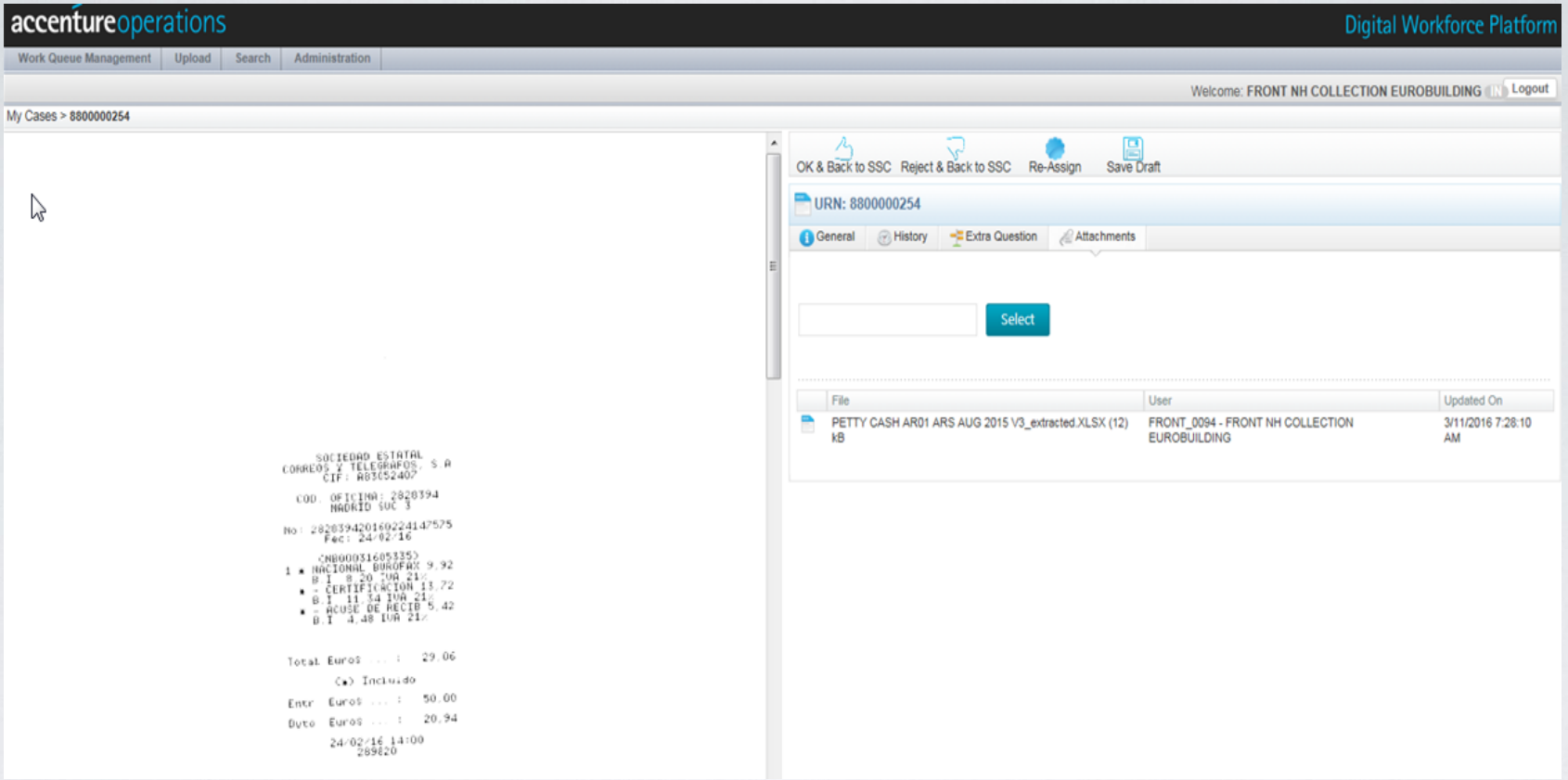
““DWP – Document Type: Petty cash” HOTEL MANAGER/ FRONT OFFICE

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



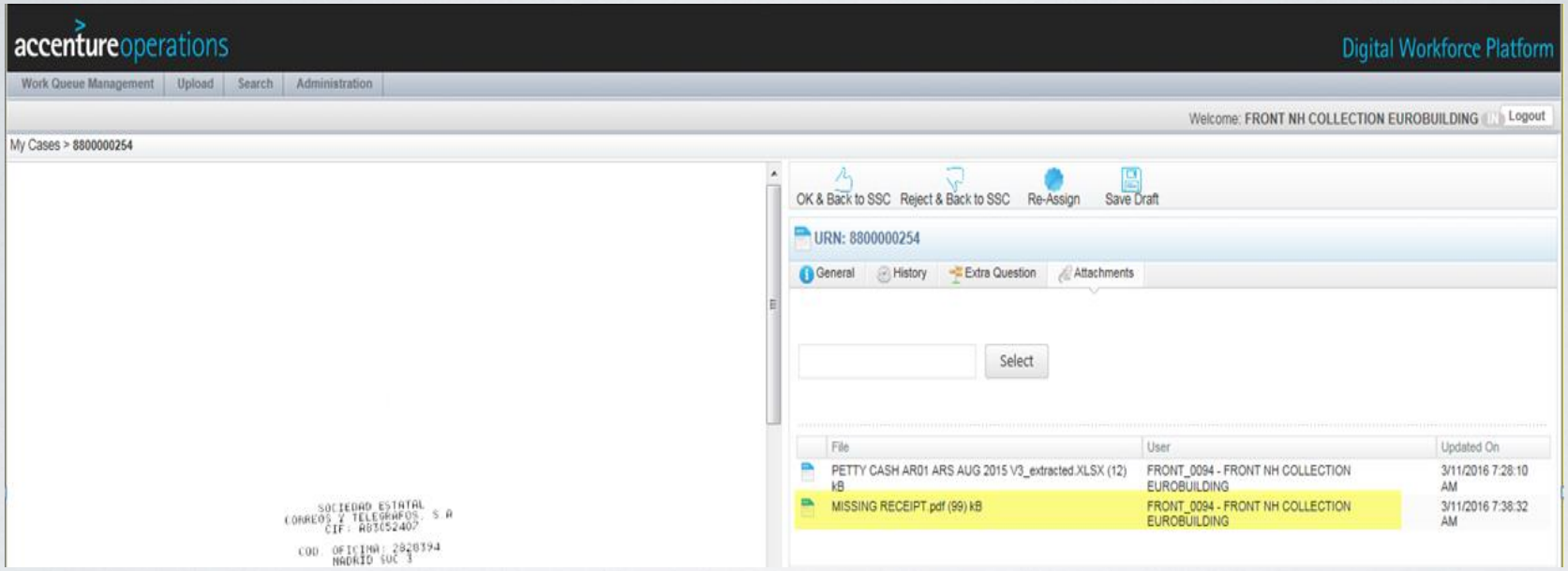
"DWP – Document Types: Petty cash"

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

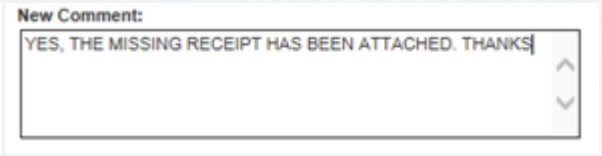


✓*After **select**, the new attachment is included in the case. Attachment cannot be removed once uploaded. If something is attached by mistake, it will be held in the case for audit purposes, however several files can be attached without limit.*

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

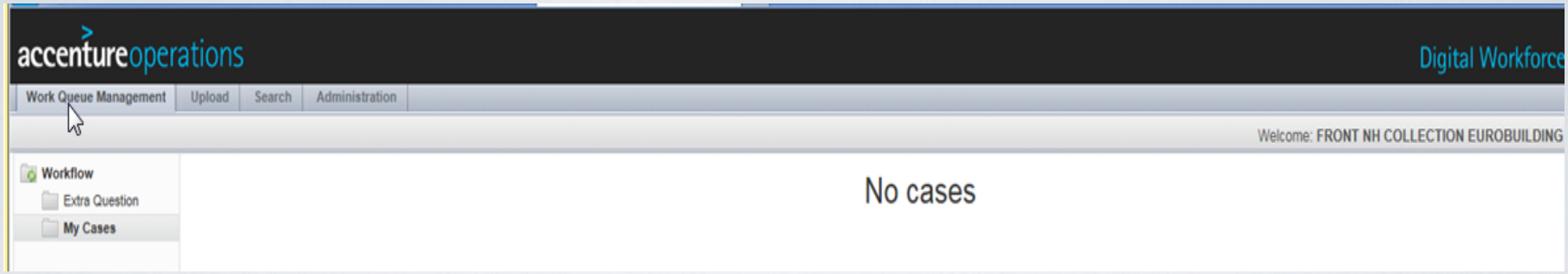


✓ *Optionally hotel writes a comment and press OK & Back to SSC*



"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

NH | HOTEL GROUP

"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
To: [redacted]
Cc:
Subject: SSC - Administration - New Notification
Sent: martes 15/03/2016 12:34

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.

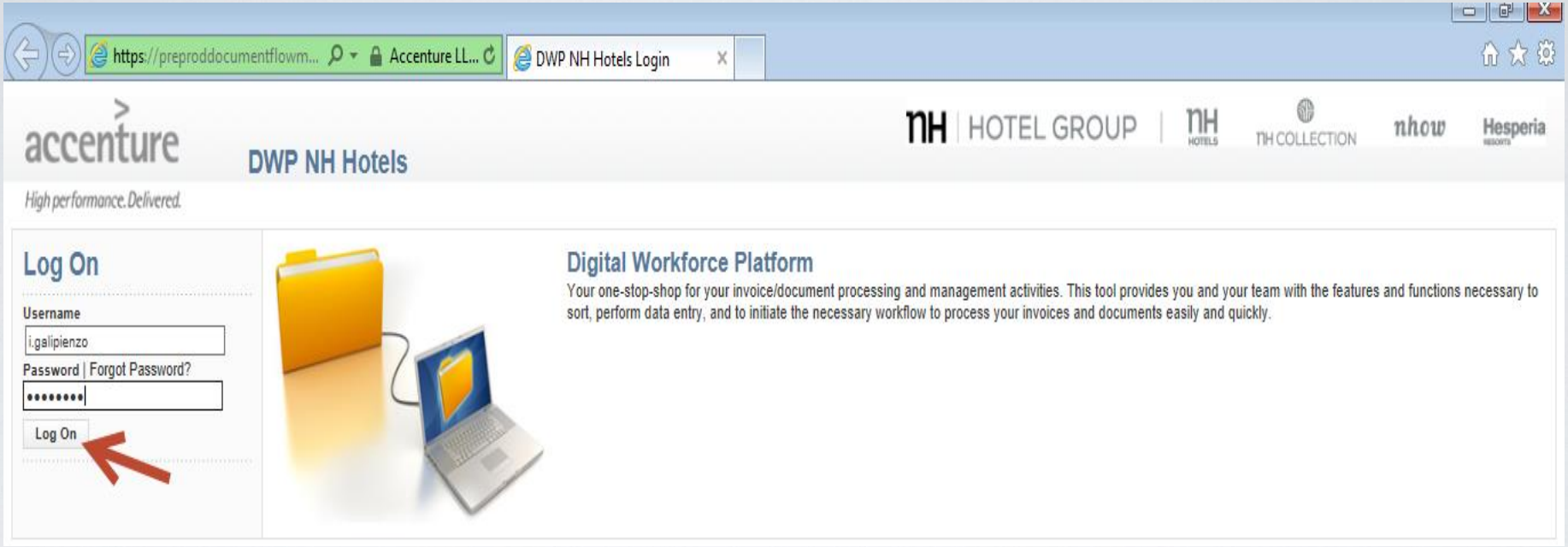
Kind Regards

NH Hotels Shared Services Center

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

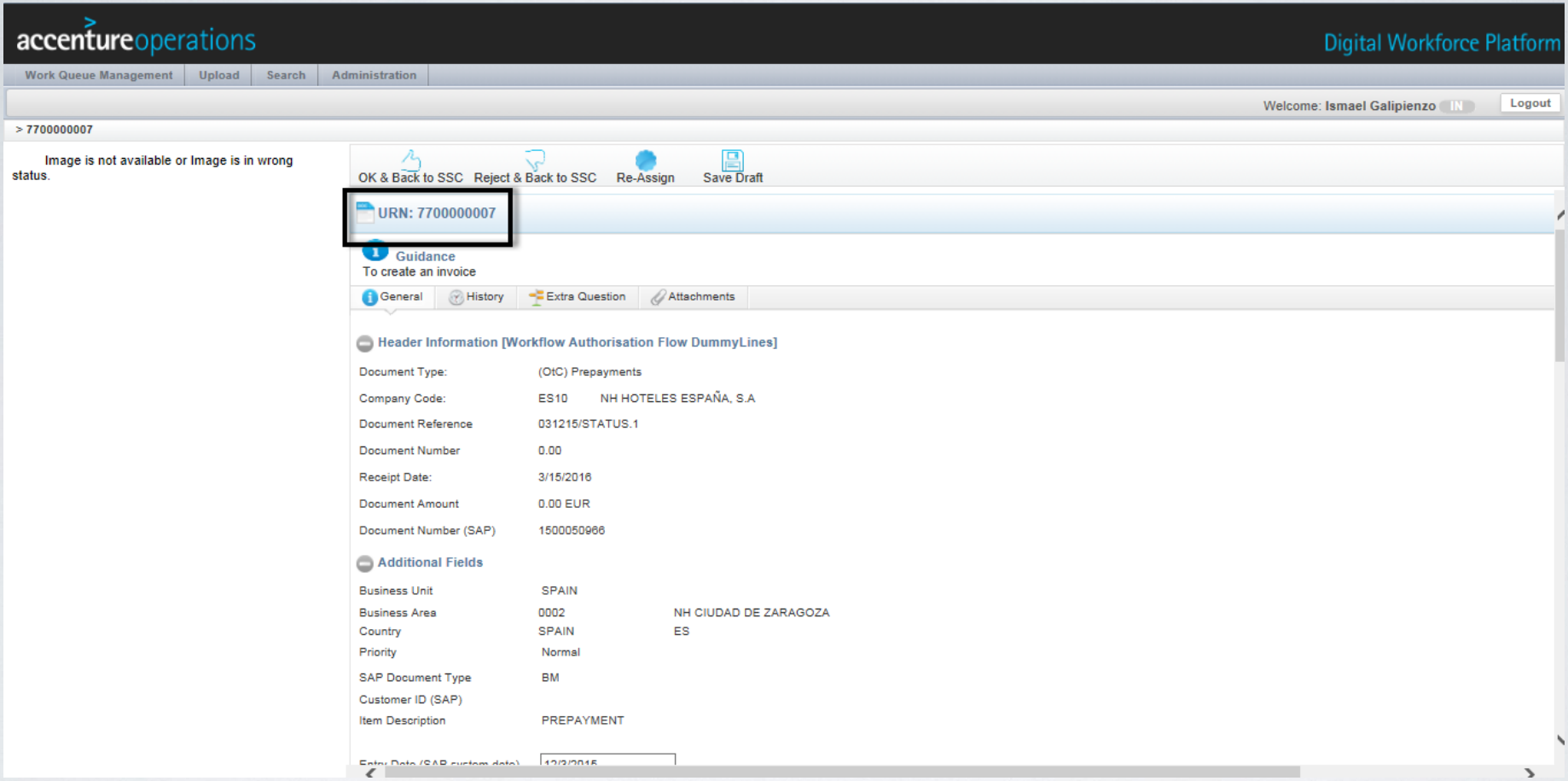
"DWP – Document Type: Prepayments" FRONT OFFICE

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



✓*DFM will open the case or URN.*

"DWP – Document Type: Prepayments" FRONT OFFICE



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

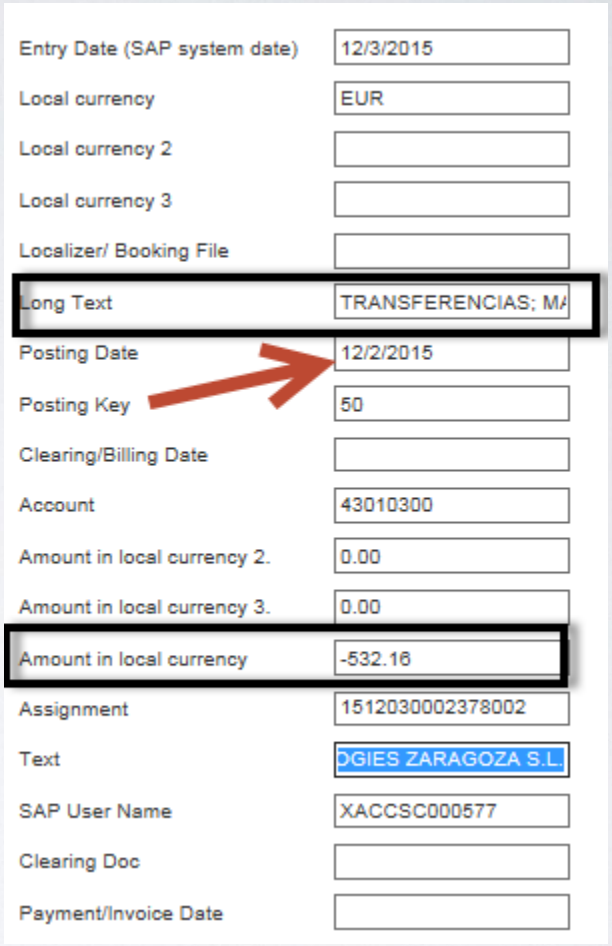
““DWP – Document Type: Prepayments” FRONT OFFICE

- *Key fields*

✓*Long text: customer name and remarks on bank transfer.*

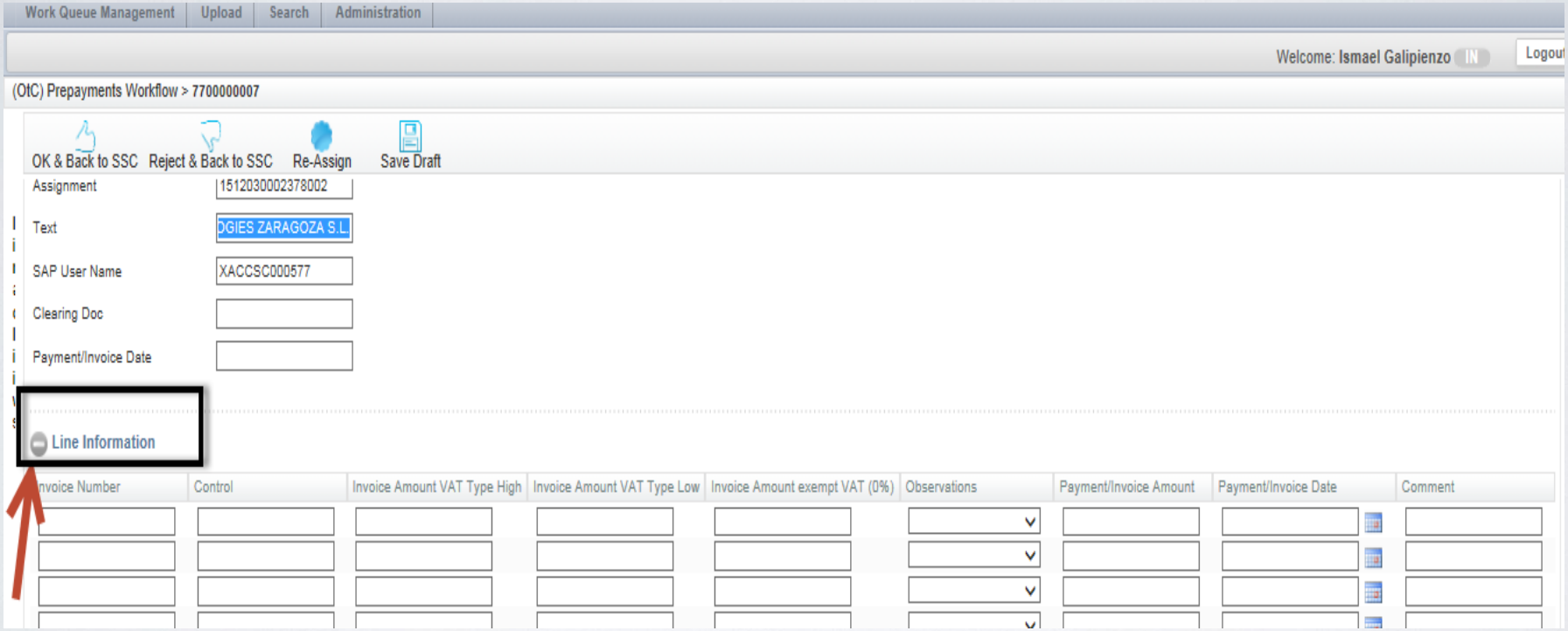
✓*Amount: amount paid by the customer.*

✓*Posting date: bank transfer date*



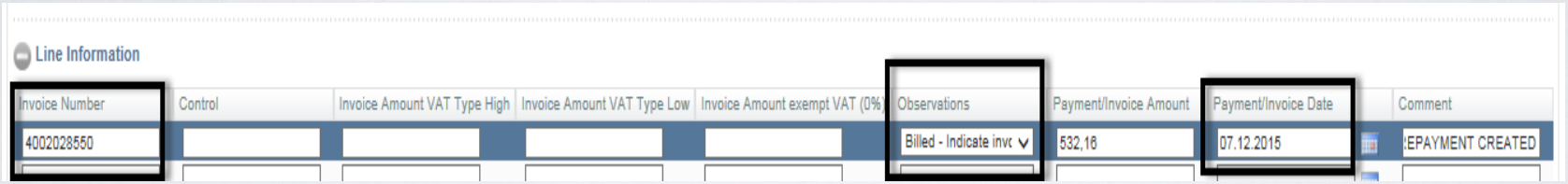
"DWP – Document Type: Prepayments" FRONT OFFICE

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

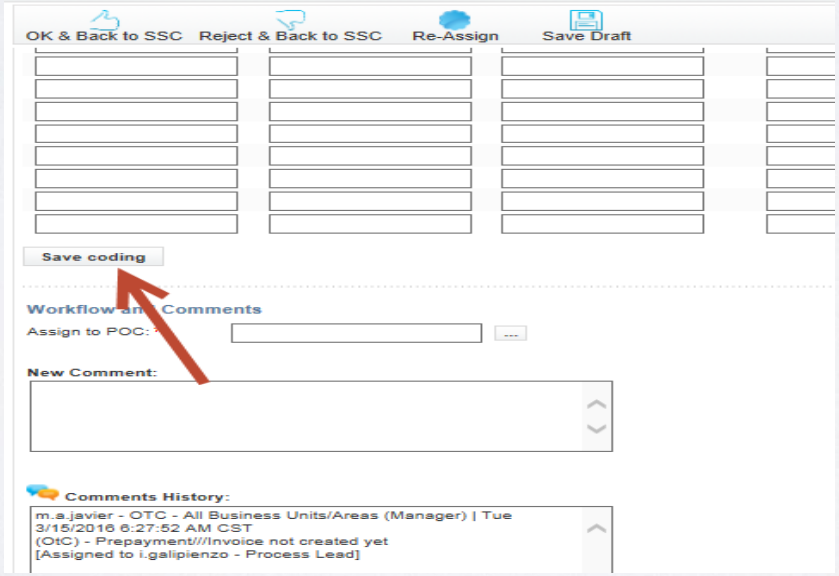


"DWP – Document Types: Prepayments"

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



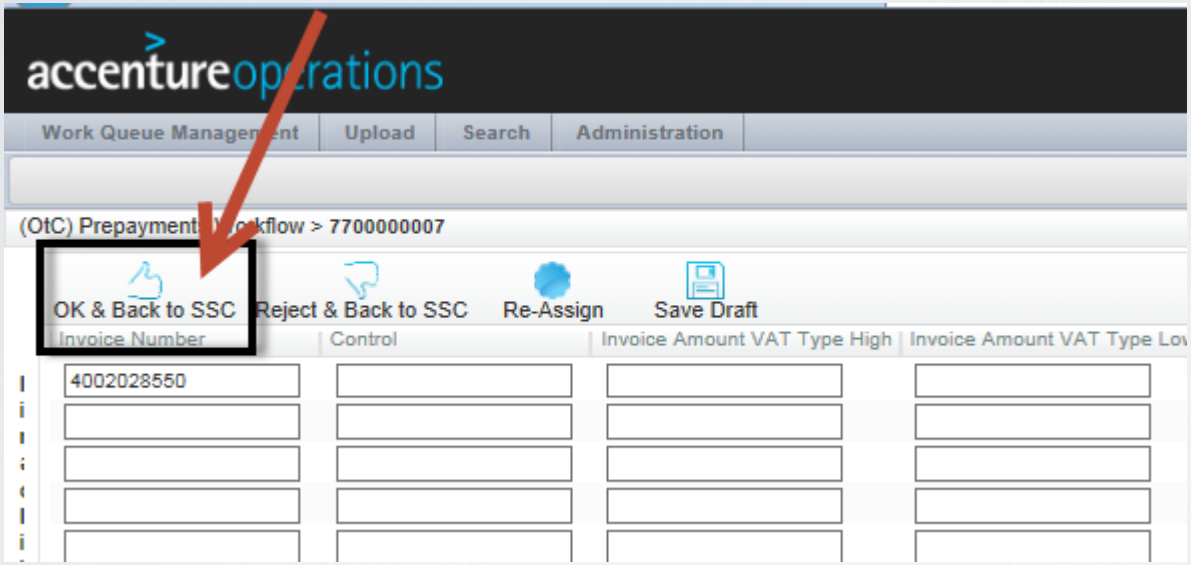
- ✓ *Save your work*



"DWP – Document Type: Prepayments" FRONT OFFICE

- *VERY IMPORTANT*

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

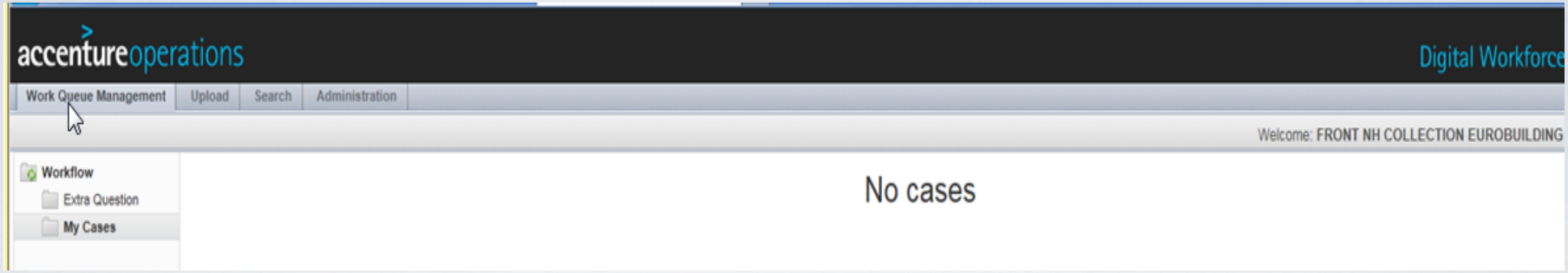


✓*SSC will take care of the case.*

"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

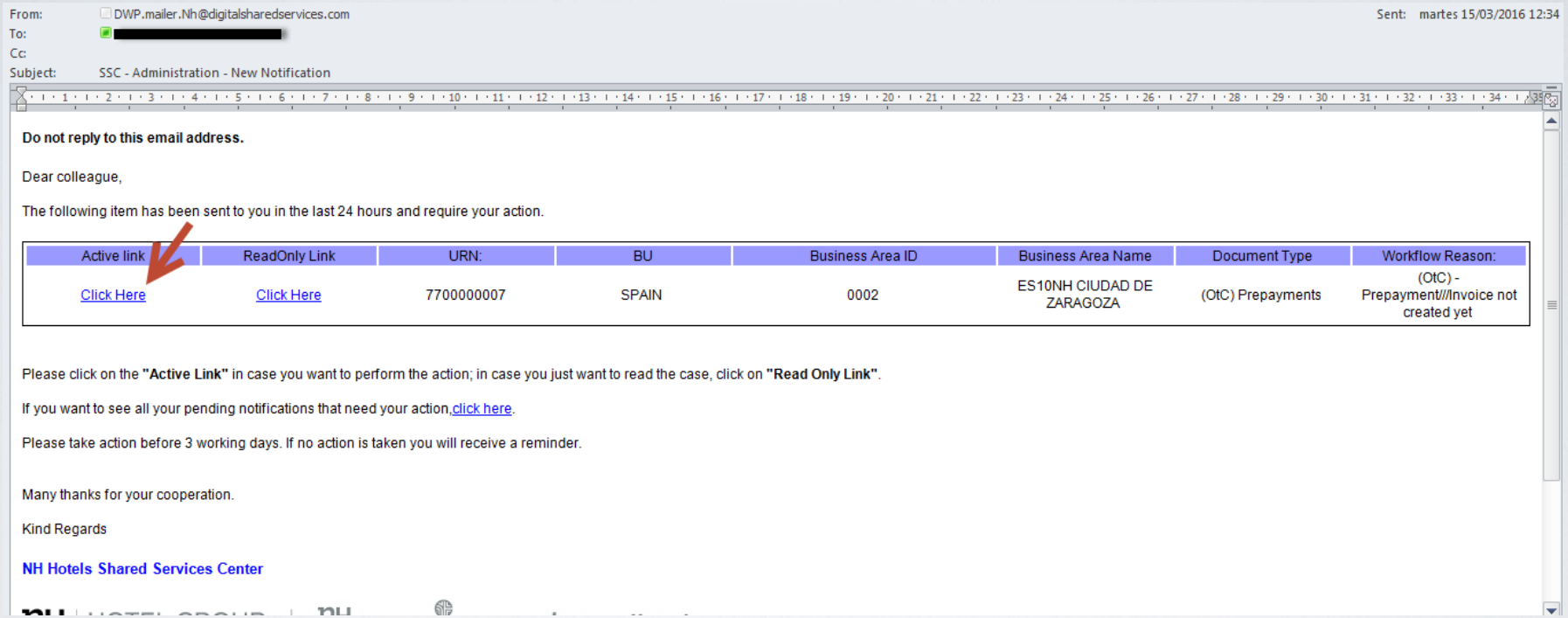
- ✓ *SSC identify a billing discrepancy*
- ✓ *Discrepancy arise from:*
  - ➢ *Customer remittance advice (invoice partially paid)*
  - ➢ *Customer statement or recovery call from SSC (invoice not paid)*
  - ➢ *Rejection or blocked invoices in voxel. (invoice not paid)*

- ✓ *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@digitalsharedservices.com
To: [redacted]
Cc:
Subject: SSC - Administration - New Notification
Sent: martes 15/03/2016 12:34

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.

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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.

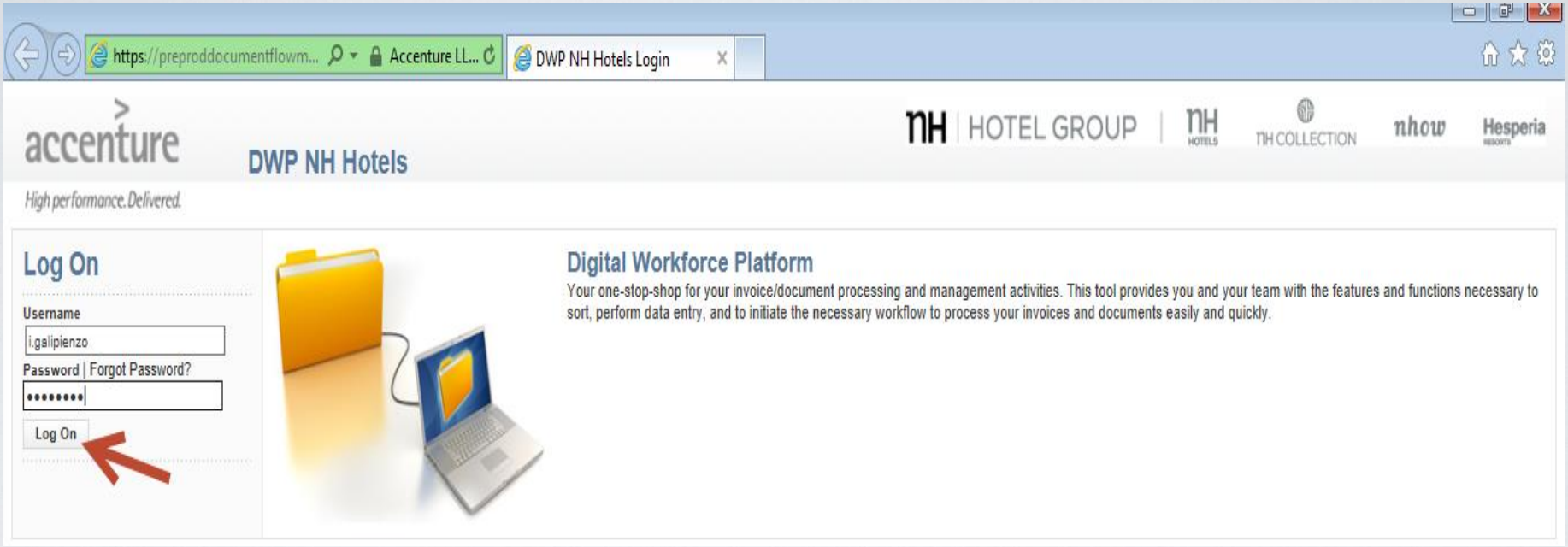
Kind Regards

NH Hotels Shared Services Center

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

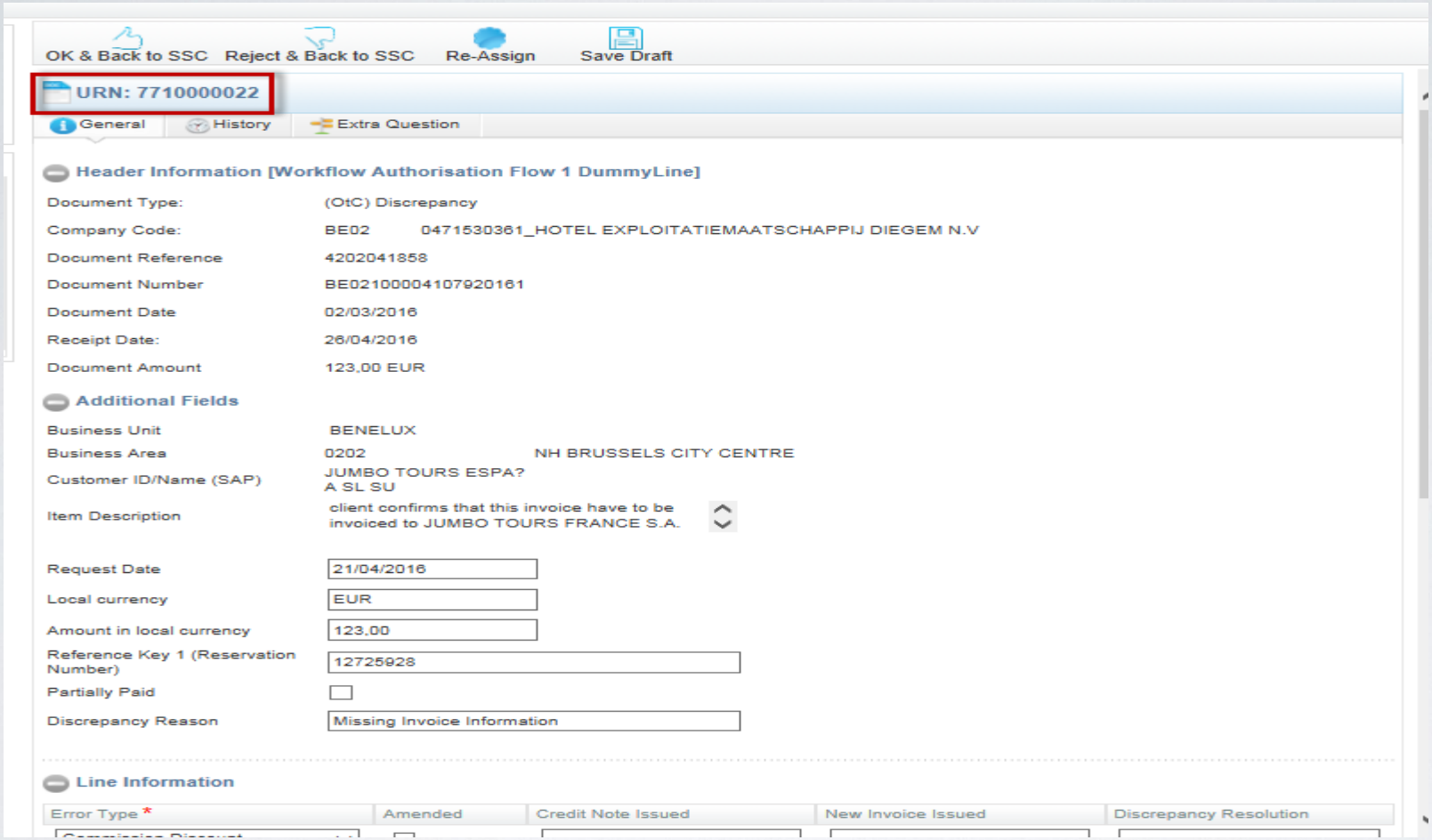
"DWP – Document Type: Billing discrepancies" FRONT OFFICE

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



✓*DFM will open the case or URN.*

"DWP – Document Type: Billing discrepancies" FRONT OFFICE

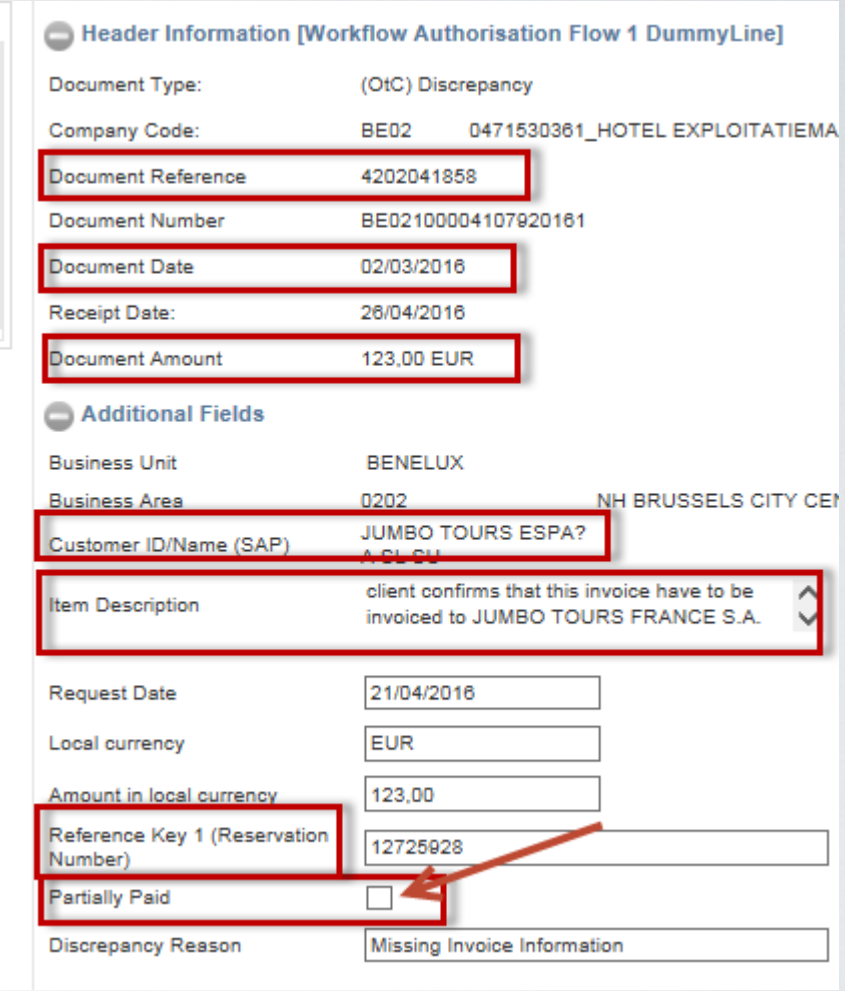


✓ *All information about discrepancy is on header URN.*

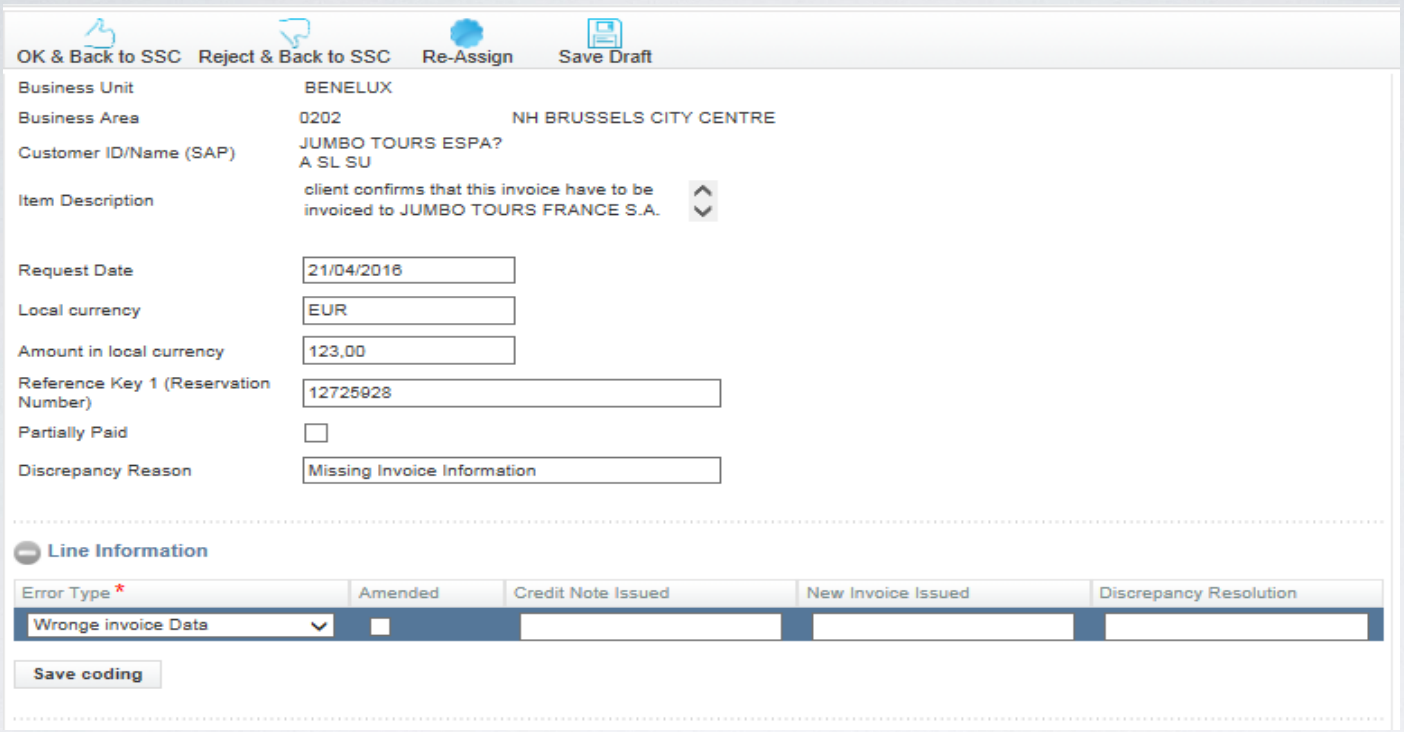
““DWP – Document Type: Billing discrepancies” FRONT OFFICE

❑ *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.*



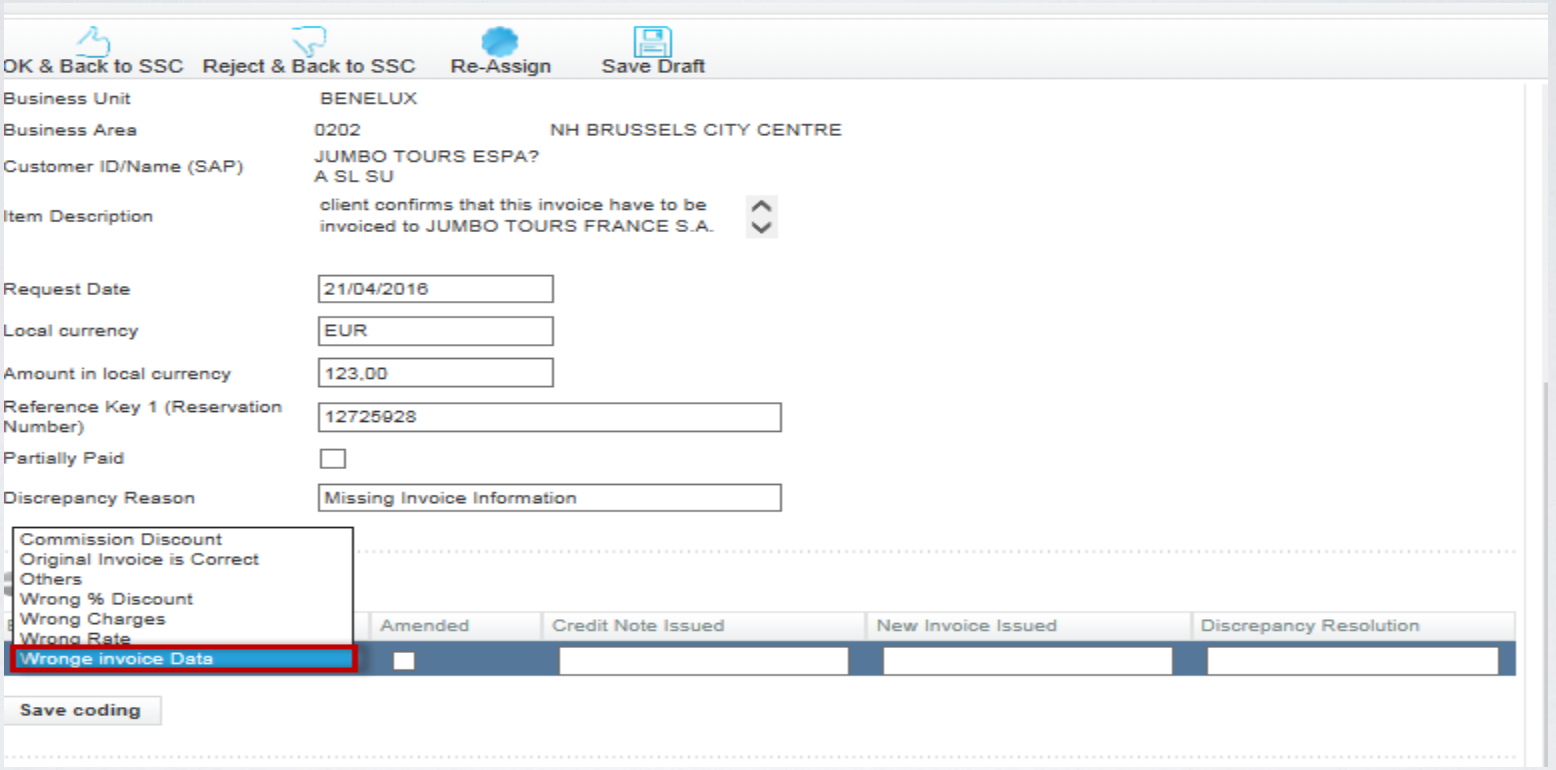
““DWP – Document Type: Billing discrepancies” FRONT OFFICE



✓*Hotel reviews customer comments about the discrepancy.*

"DWP – Document Type: Billing discrepancies" FRONT OFFICE

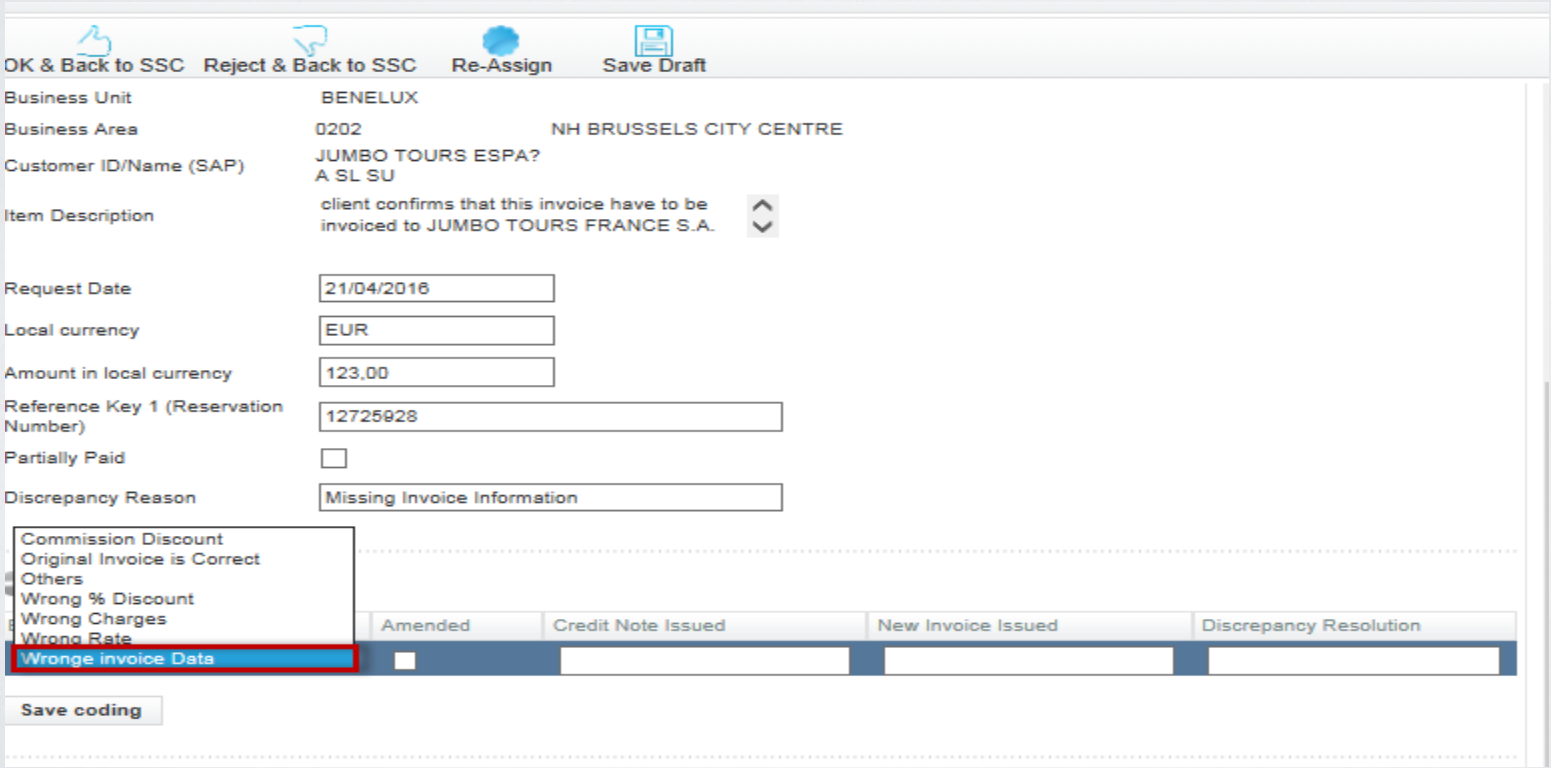
✓*In this particular case customer requires new invoice to another fiscal data.*



"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.



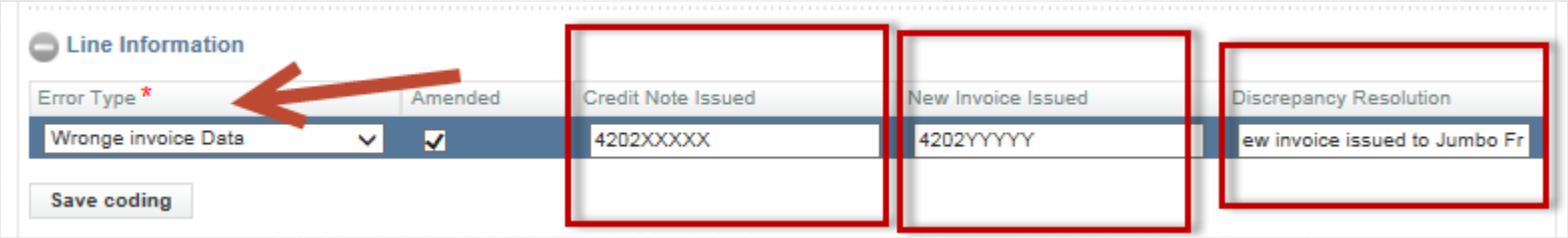
"DWP – Document Type: Billing discrepancies" FRONT OFFICE

✓*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.

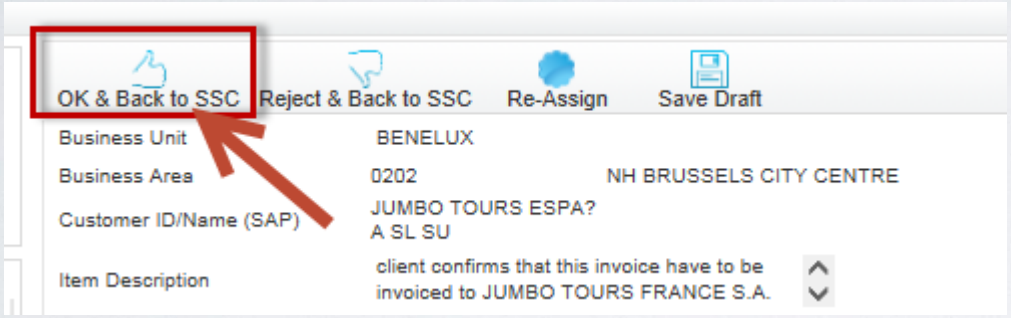
Discrepancy Resolution it's a free text to communicate SSC the action taken.



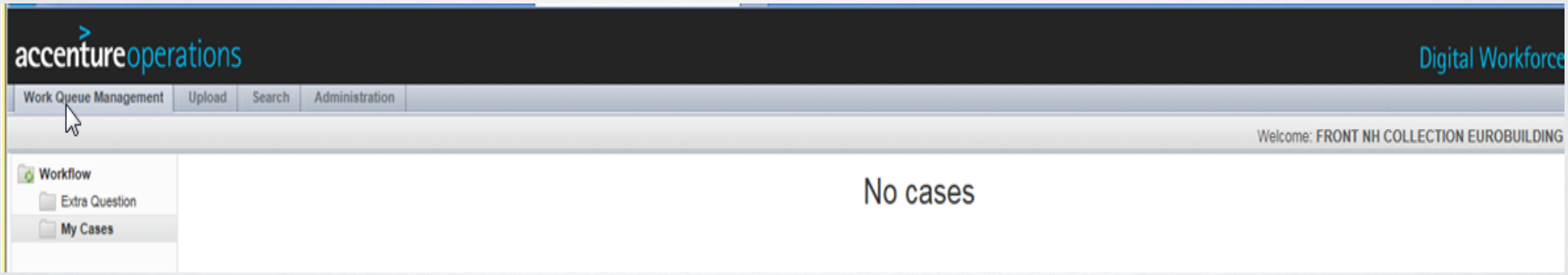
✓ *Save coding.*

““DWP – Document Type: Billing discrepancies” FRONT OFFICE

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



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



"DWP – Document Type: Billing discrepancies" FRONT OFFICE

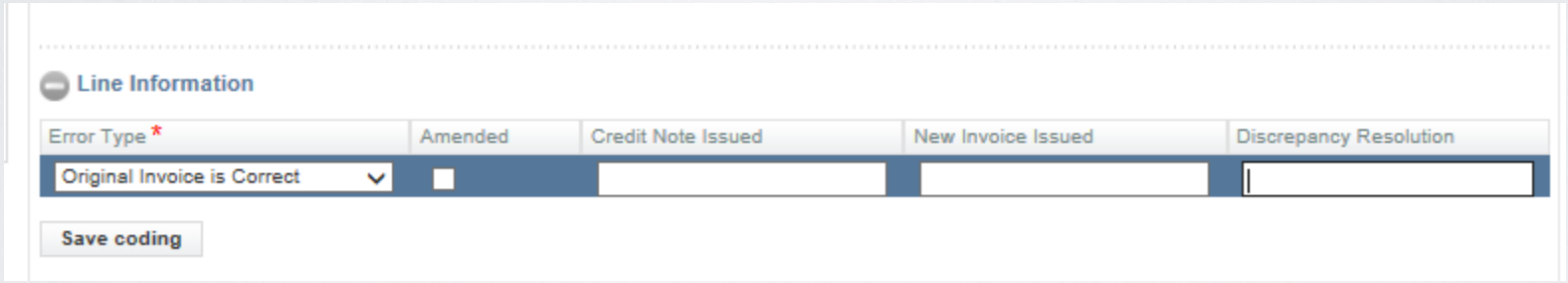
✓*In cases that the hotel do not agree with the customer reasons.*

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.

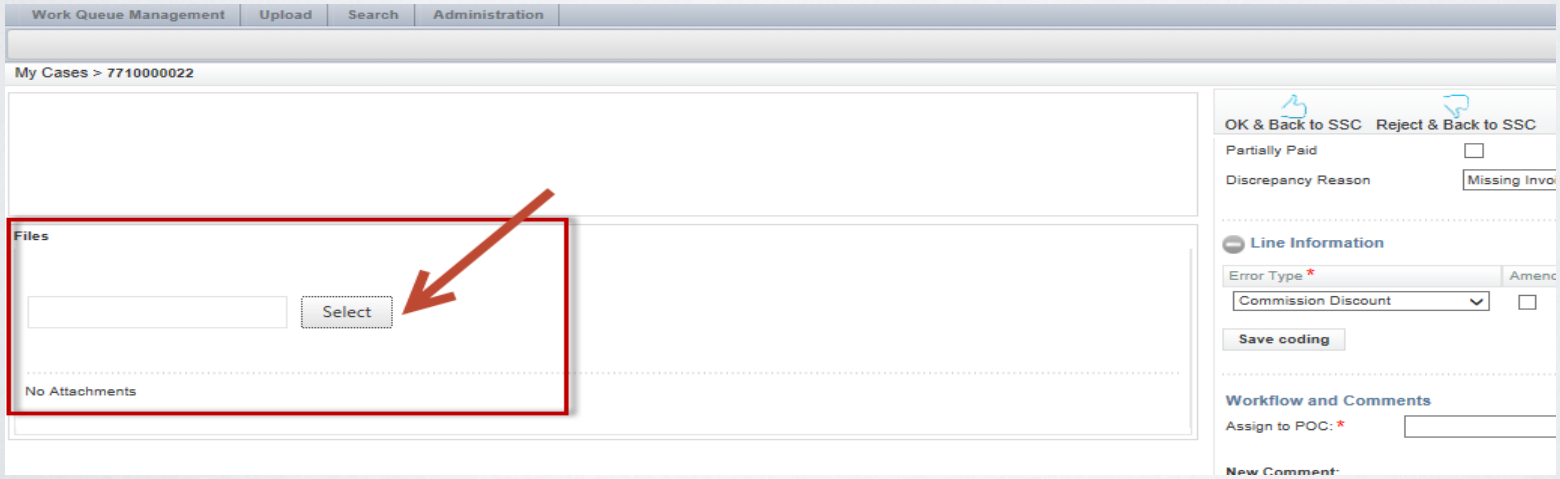
Amended tick box can not be flagged as no new invoices are created.



"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.*



"DWP – Document Type: Billing discrepancies" FRONT OFFICE

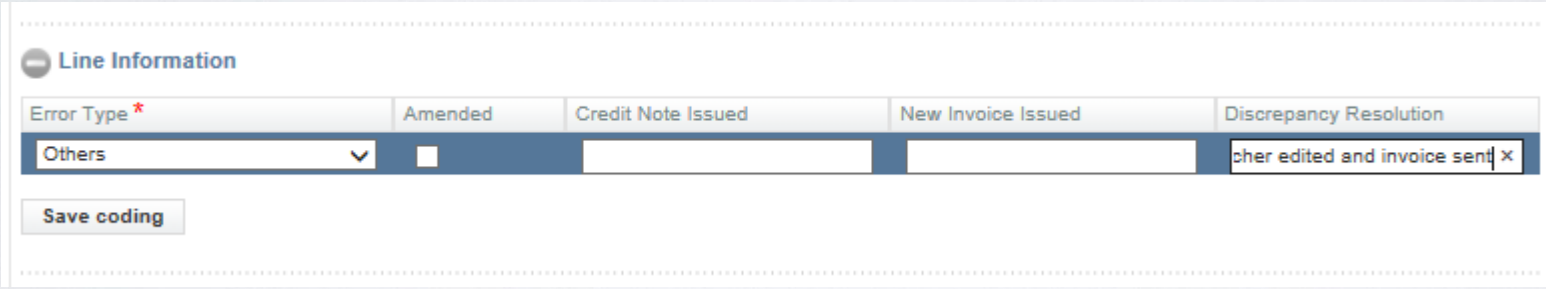
✓*In case that the discrepancy is related to invoice blocked in voxel.*

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.*



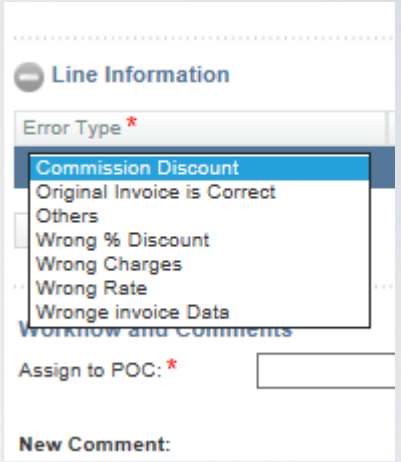
✓ *Complete info on DWP save and go back to SSC*

✓ *End of the case.*

"DWP – Document Type: Billing discrepancies" FRONT OFFICE

✓*Important note:*

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



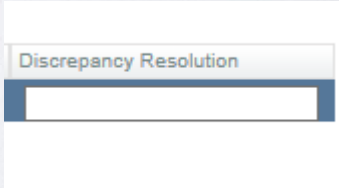
- ❑ *Commission discount*
- ❑ *Wrong % discount*
- ❑ *Wrong charges*
- ❑ *Wrong rate*
- ❑ *Wrong invoice data*

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



NH Collection Eurobuilding, Madrid

DWP
Digital Workforce Platform

Introduction to hotel users -**AP**

April 2016

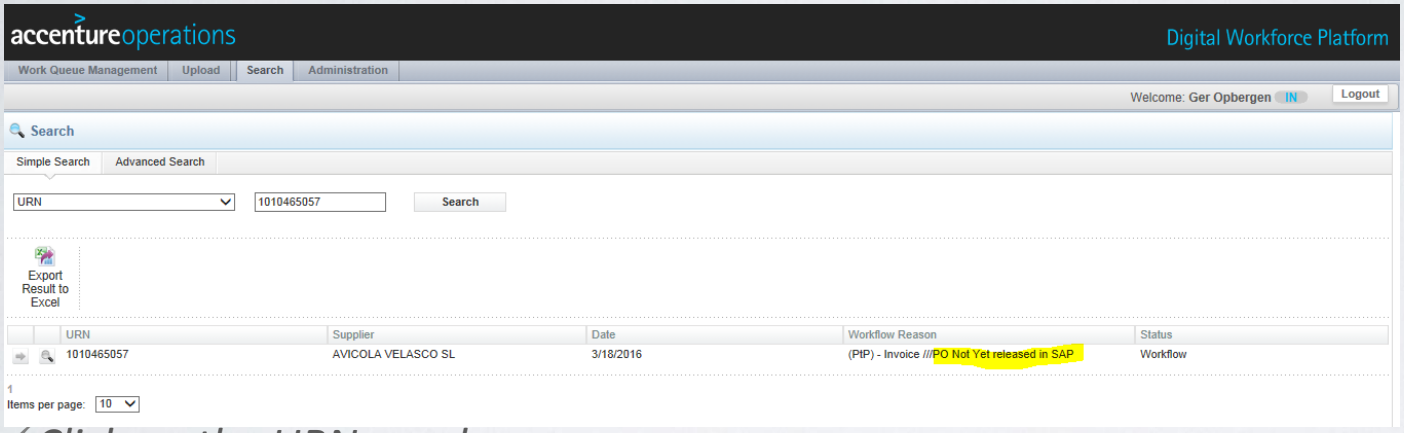
nH | HOTEL GROUP

"DWP – Document Types"

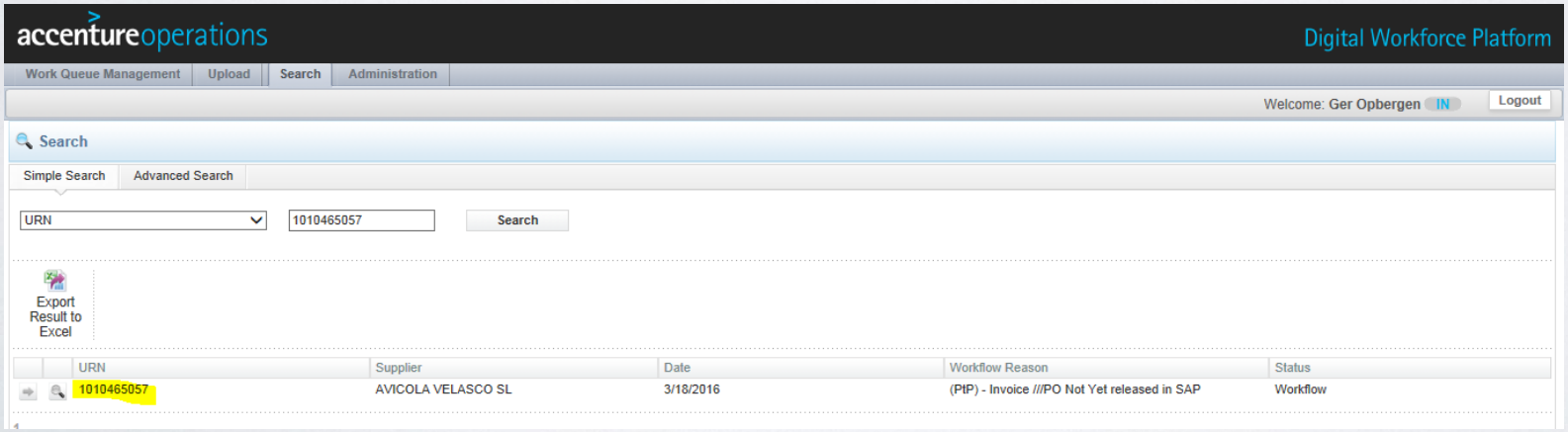
	RESPONSIBLE	
	SSC	HOTEL
	ACTION TO TAKE	ACTION TO TAKE
	UPLOAD TO DWP	SEND EMAIL
Document type - Business Transactions		
1. PO not released	X	
2. Vendor Master Request	X	
3. Line splitting	X	

"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:*

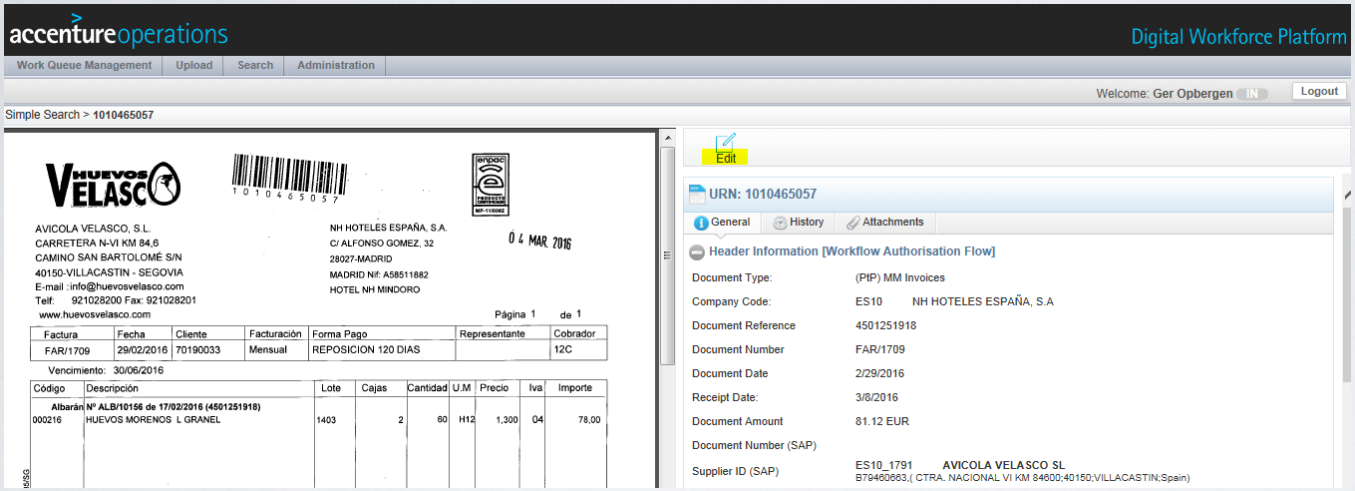


✓*Click on the URN number*

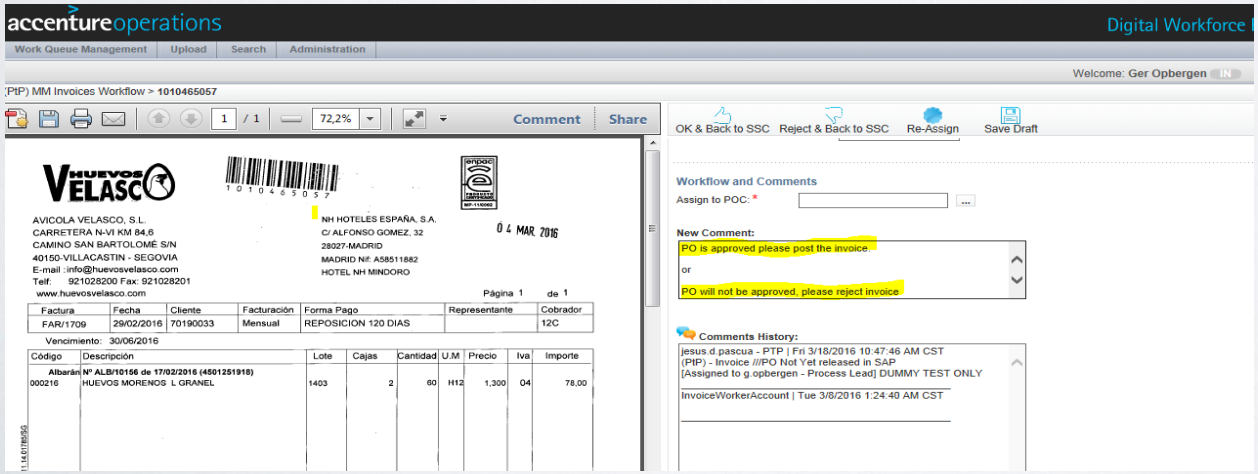


"DWP – Document Type: PO not released" HOTEL MANAGER

✓*You can see the details of the invoice:*

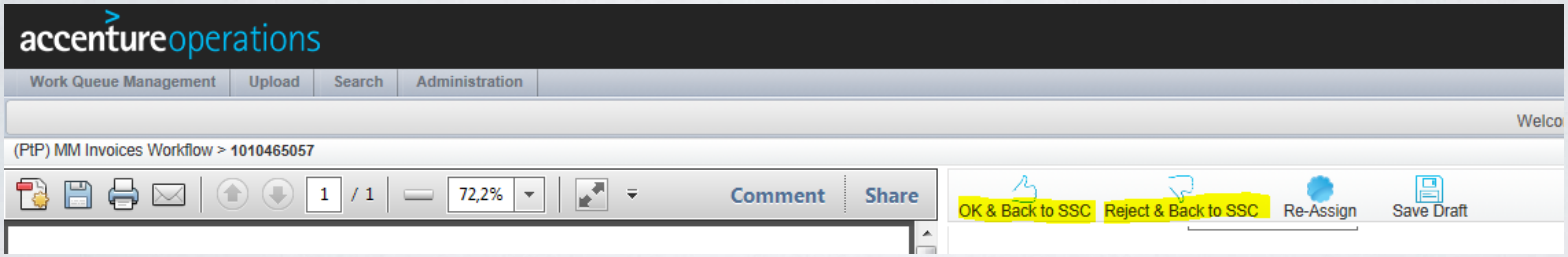


✓*Click on edit and fill in comments like PO is approved, reject invoice etc.:*



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

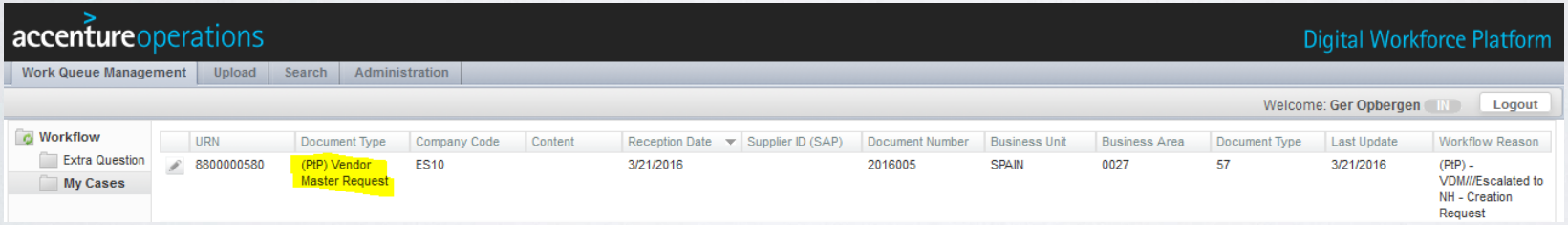
✓*Send back to SSC as OK or REJECT:*



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

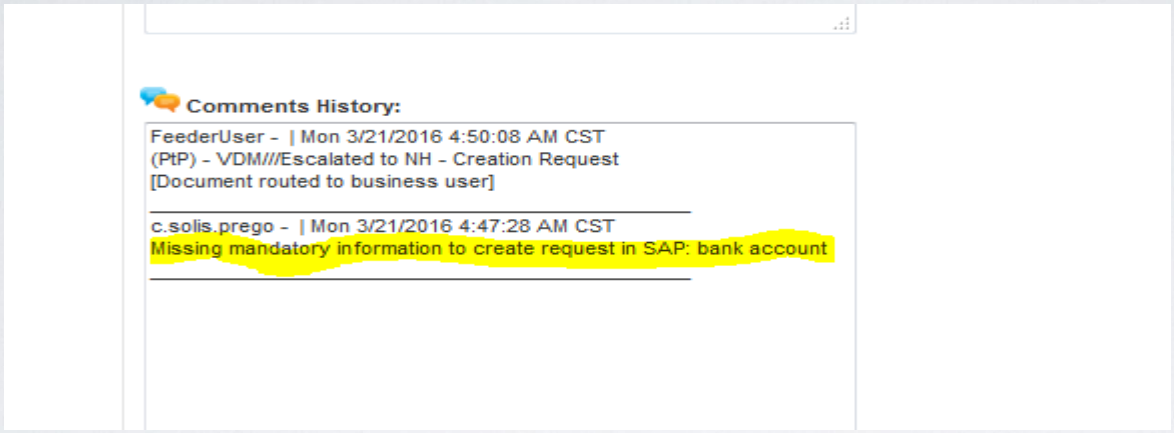
✓*In case SSC is not able to request a new vendor because some data (email address, bank account or VAT number) are missing, the hotel manager has to contact the vendor for the missing data and has to request the creation of the new supplier in SAP.*

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

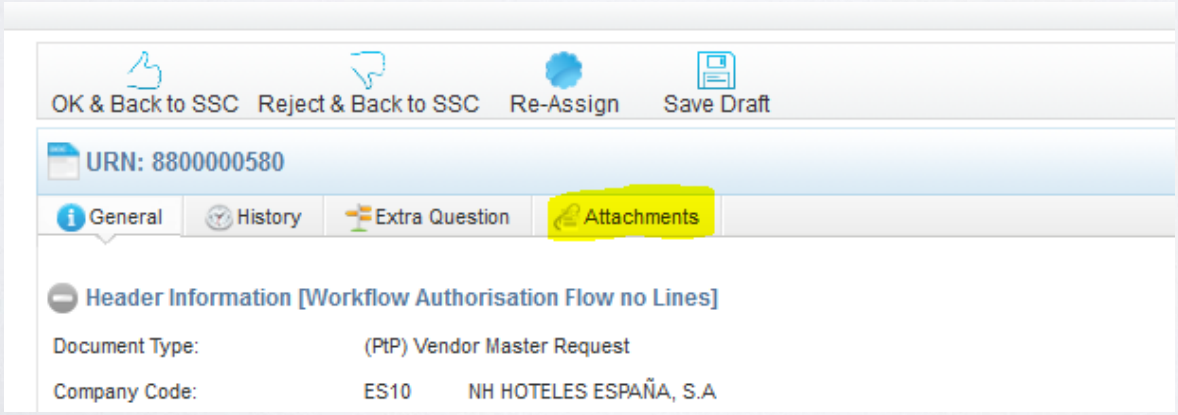


““DWP – Document Type: Vendor Master Request” HOTEL MANAGER

✓*In this case the bank account is missing:*



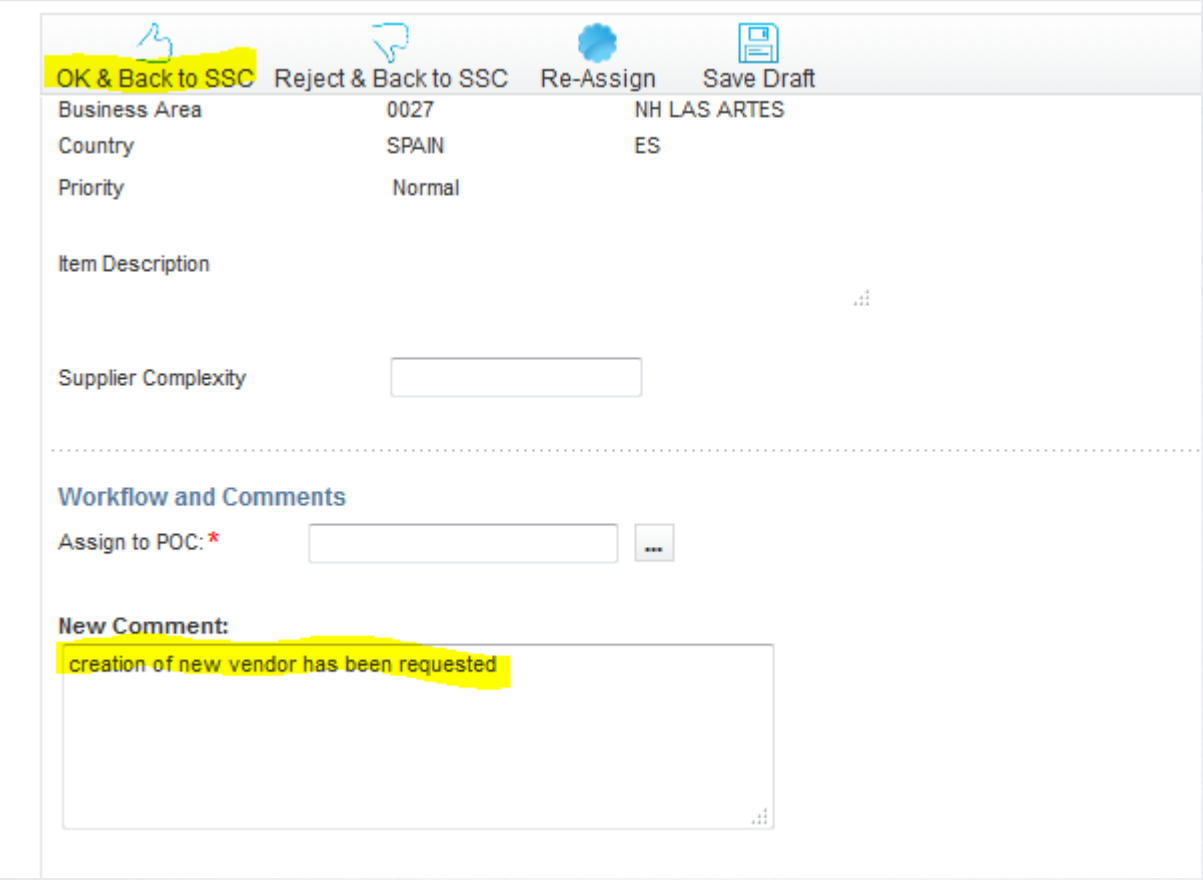
✓*You can find the image of the invoice in attachments:*



““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.*

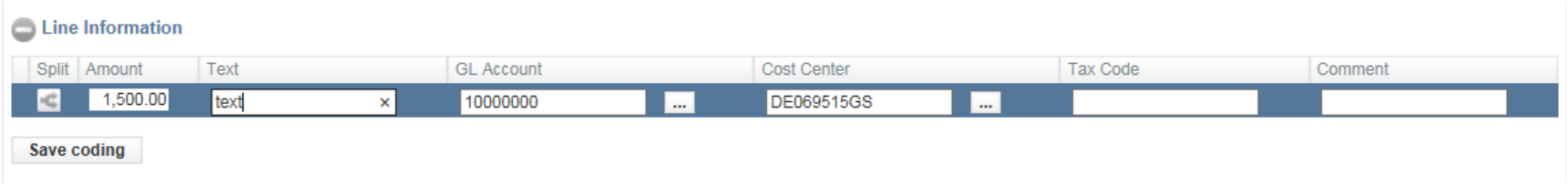
✓*Send back to SSC and add a new comment that creation has been requested:*



line splitting intro

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.



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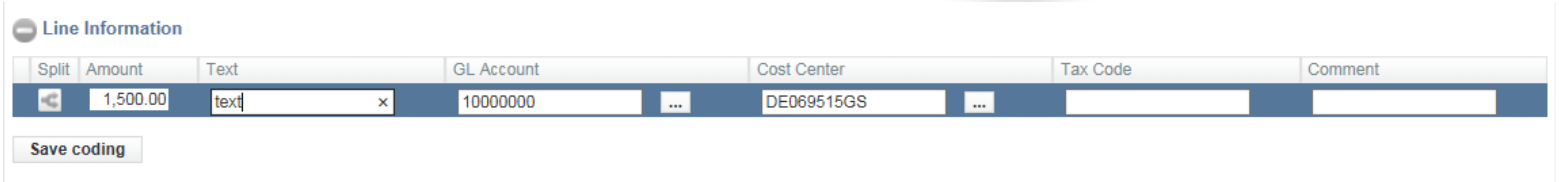
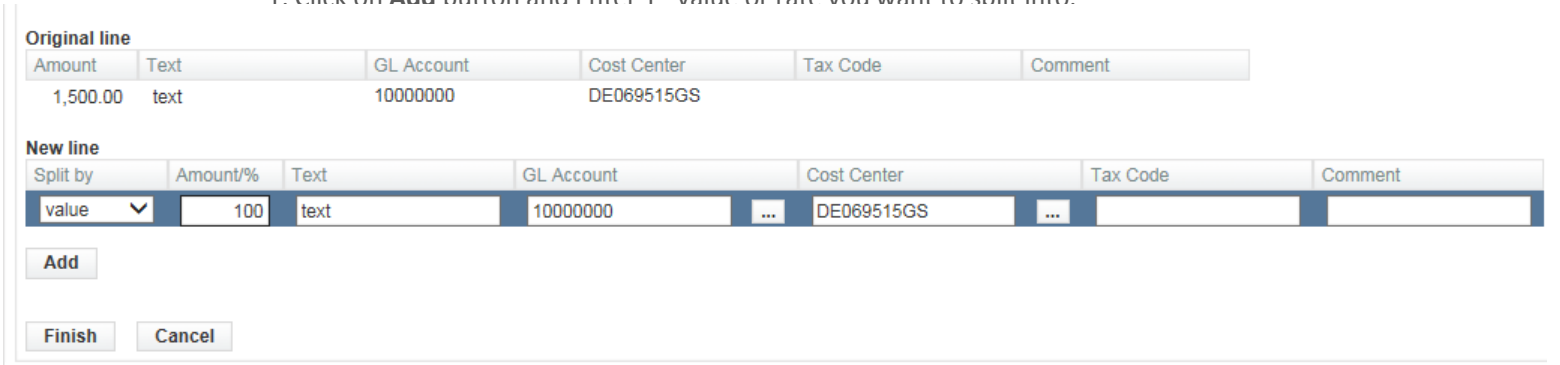
line splitting 1. of 3.

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



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



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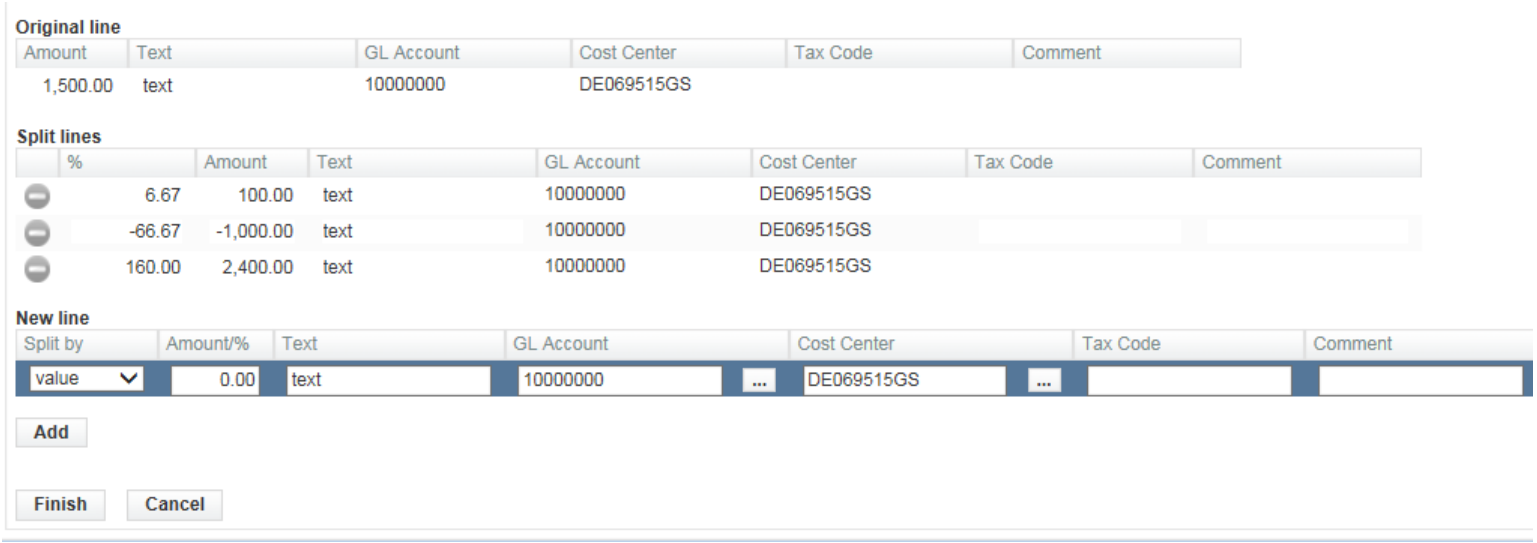
line splitting 2. of 3.

2. 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.



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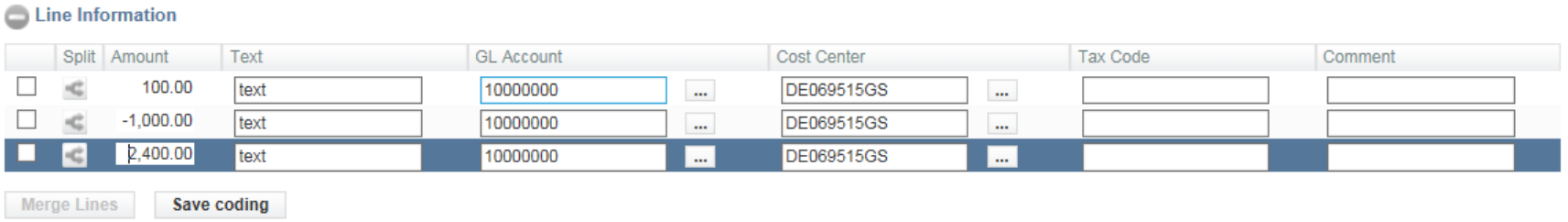
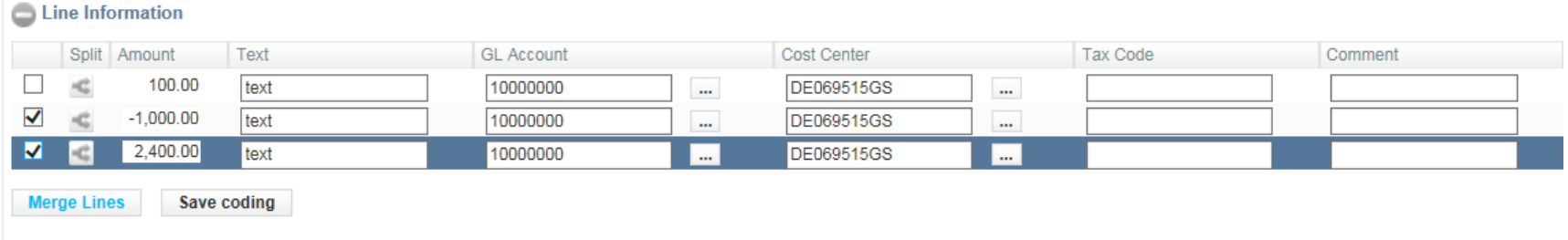
Line splitting 3. of 3.

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



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



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