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Process: Treasury Management

Subprocess: Bank Master Data Management

Process Owner: SVP Treasury and Finance   **Process Leader:** Corporate Treasury Director

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SVP Treasury and Finance	Process Owner	02.07.2018	
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High Level Process – Bank Master Data Management

| Detection and validation of a need for Bank Account modification | → | Request and Bank Management (evaluation and negotiation) | → | System Master Data modification |

- Detection of a Need For Bank Account Opening / Closure
- Analysis and Approval of the request
- Cash Pooling to a central account

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- Conditions negotiation & Evaluation: New Account opening / Account Closing
- Prepare and sign new bank contract
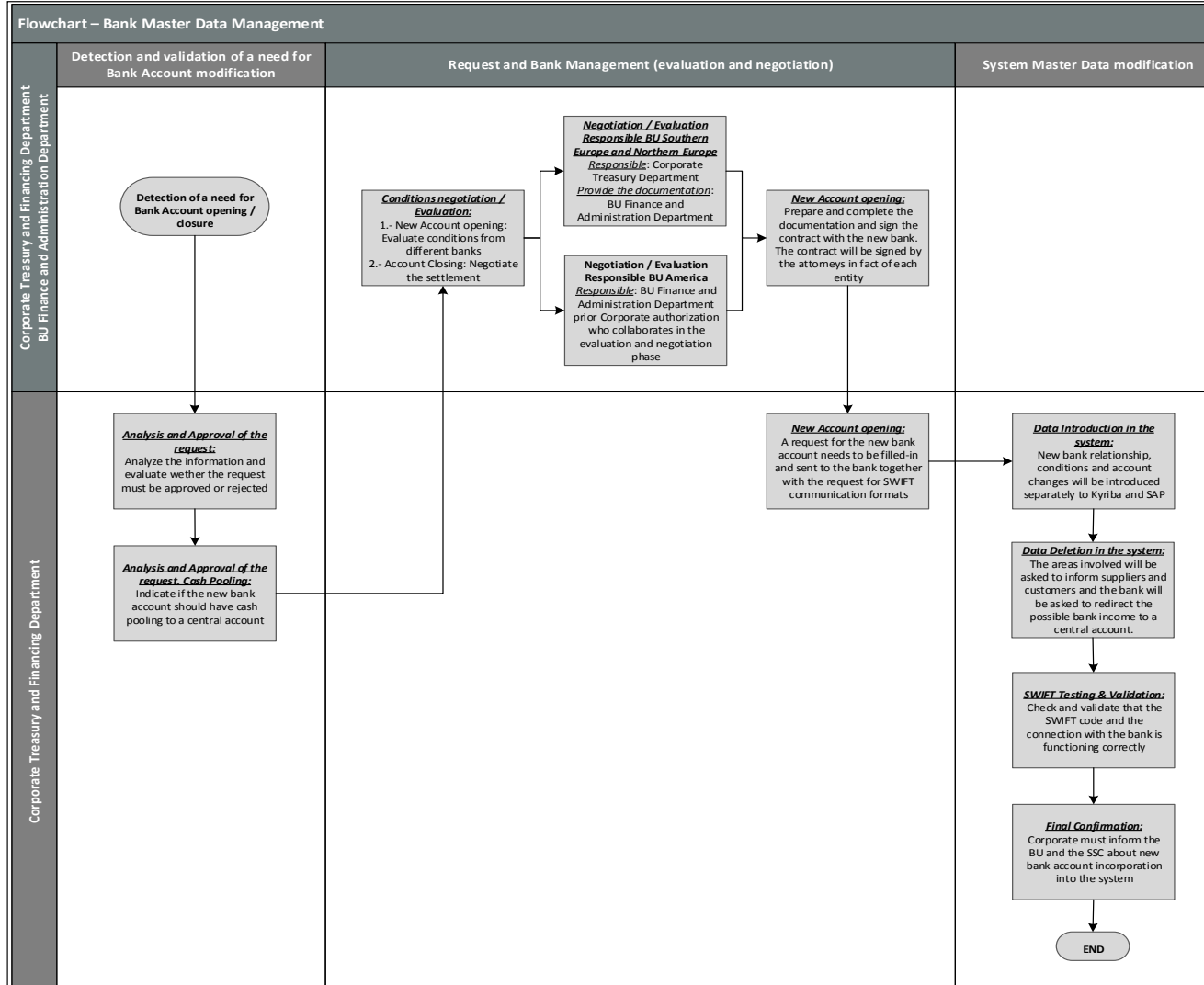- Send to the bank the necessary documentation

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- Data introduction in the System / Data Deletion in the system
- Validate Bank communication (SWIFT testing)
- Final Confirmation

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Flowchart – Bank Master Data Management

	Detection and validation of a need for Bank Account modification	Request and Bank Management (evaluation and negotiation)	System Master Data modification

Corporate Treasury and Financing Department / BU Finance and Administration Department

Detection of a need for Bank Account opening / closure

Conditions negotiation / Evaluation:
1.- New Account opening: Evaluate conditions from different banks
2.- Account Closing: Negotiate the settlement

Negotiation / Evaluation Responsible BU Southern Europe and Northern Europe
Responsible: Corporate Treasury Department
Provide the documentation: BU Finance and Administration Department

Negotiation / Evaluation Responsible BU America
Responsible: BU Finance and Administration Department prior Corporate authorization who collaborates in the evaluation and negotiation phase

New Account opening:
Prepare and complete the documentation and sign the contract with the new bank. The contract will be signed by the attorneys in fact of each entity

Corporate Treasury and Financing Department

Analysis and Approval of the request:
Analyze the information and evaluate wether the request must be approved or rejected

Analysis and Approval of the request. Cash Pooling:
Indicate if the new bank account should have cash pooling to a central account

New Account opening:
A request for the new bank account needs to be filled-in and sent to the bank together with the request for SWIFT communication formats

Data Introduction in the system:
New bank relationship, conditions and account changes will be introduced separately to Kyriba and SAP

Data Deletion in the system:
The areas involved will be asked to inform suppliers and customers and the bank will be asked to redirect the possible bank income to a central account.

SWIFT Testing & Validation:
Check and validate that the SWIFT code and the connection with the bank is functioning correctly

Final Confirmation:
Corporate must inform the BU and the SSC about new bank account incorporation into the system

END

Shape	Name	Description
	Task	Represents a manual activity of the process.
	Automatic Task	Represents an automatic activity of the process.
	Flow direction	Input or output of the task or decision.
Internal Audit Control	Internal Audit Control	Controls defined by NH Internal Audit
	Systems	Applicatio or Tool.
	Start/End	Indicates the beginning or the end of a process.
	Manual Process	Manual Business process composed of tasks, decisions, flow directions, documents and measured on a time
	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.
SAP ERP	Notifications	External/Internal Notifications.

Process: Treasury Management Process		
Subprocess: Bank Master Data Management		
Process Owner: SVP Treasury and Finance	**Process Leader:** Corporate Treasury Director	

Order	Task	Task Description	When	Responsible	Frequency	Tools
0	Objective and Scope	The objective of this process is to establish the correct Bank Master Data management: New Bank Account, Account closing, Relationship modification and Relationship termination. At a high level, this process is based in three main blocks: 1.- Detection and validation of a need for Bank Account modification. 2.- Request and Bank Management. 3.- System Master Data modification.	N/A	BU Finance and Administration Department / Corporate Treasury and Financing Department	Ad-hoc	N/A
		Detection and validation of a need for Bank Account modification				
1	Detection of a need for Bank Account opening / closure	The need can be detected: At BU Level: As a result of daily operations: Hotels openings / Hotels closing. At Corporate Level: During yearly account rationalization. When the need is identified at BU level, *Opening-Closing Bank Account Form* has to be filled and sent to Corporate Treasury Department via email.	When the need arises	BU Finance and Administration Department / Corporate Treasury and Financing Department	Yearly / Daily	*Opening-Closing Bank Account Form*
2	Analysis and approval of the request	Once the request is received, Corporate Treasury Department will analyze the information given and evaluate whether the request must be approved or rejected. BU Administration Department will be informed about the status of the request.	Once the request is received	Corporate Treasury and Financing Department	Ad-hoc	Email
2.1	Analysis and approval of the request: **Cash Pooling Account**	**Key Task:** When requesting the opening of a new bank account it will be indicated if it should have cash pooling to a central account. When a bank account is cancelled, it will be disconnected from cash pooling system.	Once the request is received	Corporate Treasury and Financing Department	Ad-hoc	Email
		Request and Bank Management (evaluation and negotiation) - Business units Southern Europe and Northern Europe				
3	Conditions negotiation / Evaluation: New Account opening / Account Closing	In case the request is approved, the evaluation and negotiation of the conditions will start: 1.- **New Account opening:** Evaluate conditions from different banks to choose the most optimal option. 2.- **Account Closing:** if the Account Closing is subject to restrictions, negotiate the settlement. The responsible to carry out these evaluations / negotiations is the Corporate Treasury Department. BU Finance and Administration Department will provide the documentation that is required by Corporate for the evaluation and negotiation.	Once the request is approved	Corporate Treasury and Financing Department / BU Finance and Administration Department	Ad-hoc	N/A
3.1	New Account Opening: Prepare and sign the contract with the new bank	Once the conditions have been negotiated and validated, the necessary documentation to create a new banking relationship will be prepared, completed and signed. Corporate Treasury Department will send and communicate to the BU, the final agreement details. The contract will be signed by the attorneys in fact of each entity.	Once the conditions have been negotiated and validated	Corporate Treasury and Financing Department / BU Finance and Administration Department	Ad-hoc	Email
3.2	Fill in the request form, sign documents and submit to the bank	A request for the new bank account needs to be filled-in and sent to the bank together with the request for SWIFT communication formats. All the documentation needs to be signed and submitted to the bank.	Once the conditions have been negotiated and validated	Corporate Treasury and Financing Department	Ad-hoc	N/A
		Request and Bank Management (evaluation and negotiation) - Business Unit America				
4	Conditions negotiation / Evaluation: New Account opening / Account Closing	In case the request is approved, the evaluation and negotiation of the conditions will start: 1.- **New Account opening:** Evaluate conditions from different banks to choose the most optimal option. 2.- **Account Closing:** if the Account Closing is subject to restrictions, negotiate the settlement. The responsible to carry out these evaluations / negotiations are: a.- **Department of Finance and Administration of the BU** as final responsible for the evaluation, negotiation and signing of the contract, prior authorization Corporate Treasury and Financing Department. b.- **Corporate Treasury and Financing Department**, collaborating in the evaluation phase, negotiation and as responsible for registering the new bank account in the SWIFT connection of Kyriba for the entire company.	Once the request is approved	BU Finance and Administration Department / Corporate Treasury and Financing Department	Ad-hoc	N/A
4.1	New Account Opening: Prepare and sign the contract with the new bank	Once the conditions have been negotiated and validated, the necessary documentation to create a new banking relationship will be prepared, completed and signed. The contract will be signed by the attorneys of each company. As BU is signing the contract, it needs to send it to the Corporate Treasury Department and communicate the final agreement details.	Once the conditions have been negotiated and validated	BU Finance and Administration Department / Corporate Treasury and Financing Department	Ad-hoc	Email

Order	Task	Task Description	When	Responsible	Frequency	Tools
4.2	Fill in the request form, sign documents and submit to the bank	A request for the new bank account needs to be filled-in and sent to the bank together with the request for SWIFT communication formats. All the documentation needs to be signed and submitted to the bank.	Once the conditions have been negotiated and validated	BU Finance and Administration Department / Corporate Treasury and Financing Department	Ad-hoc	N/A
		System Master Data modification				
5	Data introduction in the System	New bank relationship, conditions and account changes will be introduced separately to Kyriba and informed to IT (through JIRA) to introduce it in SAP, both manually. This activity falls under the responsibility of Corporate Treasury and Financing Department upon receiving communication from the BU.	When the contract has been signed with the bank	Corporate Treasury and Financing Department	Ad-hoc	SAP / Kyriba
5.1	Data Deletion in the system	When the decision is made to close a bank account, it will remain active for a reasonable period of time (approximately 6 months). The areas involved will be asked to inform suppliers and customers and the bank will be asked to redirect the possible bank income to a central account.	When the bank Account is closed	Corporate Treasury and Financing Department	Ad-hoc	Kyriba
6	SWIFT testing & validation	Corporate Treasury Department, in collaboration with the BU (payment simulations), has to check and validate that the SWIFT code and the connection with the bank is functioning correctly.	After the data have been introduced in SAP and Kyriba	Corporate Treasury and Financing Department	Ad-hoc	Kyriba
6.1	Connection error	In case any connection problem is detected, Corporate Treasury department has to resolve the issue with the collaboration of the respective partner bank.	After the data have been introduced in SAP and Kyriba	Corporate Treasury and Financing Department	Ad-hoc	Kyriba
7	Final Confirmation	Once the SWIFT functioning is confirmed, Corporate must inform the BU and the SSC about new bank account incorporation into the system.	After the data have been introduced in SAP and Kyriba	Corporate Treasury and Financing Department	Ad-hoc	Email