



DWP – Digital Workforce Platform  
Prepayments management

November 2018

## SUMMARY

	PAGES
<b>Introduction to the platform</b>	<b>3</b>
▪ <b>Flowchart (deadlines to receive information), notes and recommendations</b>	<b>4-6</b>
▪ <b>URN “Prepayment / Invoice not created yet”</b>	
➤ <b>Process</b>	<b>7-10</b>
➤ <b>Casuistry</b>	<b>11-14</b>
▪ <b>URN “Prepayment / Invoice / item without matching”</b>	
➤ <b>Process</b>	<b>15-16</b>
➤ <b>Casuistry</b>	<b>17-18</b>

## INTRODUCTION TO THE PLATFORM

**Digital Workforce Platform (DWP)** is the communication and management tool between hotels and the SSC (Shared Services Center).

Each time SSC creates a **URN (Unique Reference Number)**, a notification email is sent to the generic address of the hotel and by clicking on the link included in it you can access the platform.

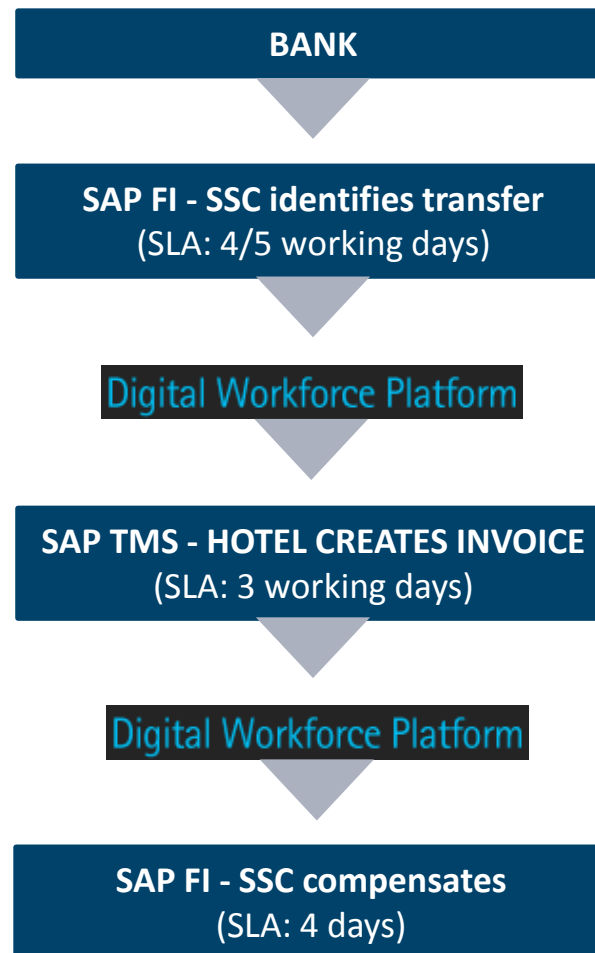
However, it is advisable to enter through the web regularly.

**Prepayments:** each time the SSC identifies a prepayment in the bank statement, they will open a URN that will have to be resolved by the hotel within 3 working days, indicating the invoice number that compensates this income.

**Never reject a URN!** If you do not agree, you must explain the reason and click on “OK & Back to SSC”.

**Sales Level Agreement (SLA):** Accenture has stipulated a period of time to inform of the prepayment received from the moment the income is registered in SAP until it is uploaded to the platform (see the flowchart in the next page).

## FLOWCHART



## SLA: NOTES AND RECOMMENDATIONS

If the deadline established for the SSC has been met and the prepayment information was not received through the platform, **there is a mailbox enabled to request Accenture to search for the deposit.** In order to carry out this request, it is advisable to **attach a bank receipt** and ask them to post it in the hotel's prepayments account.

(Please write always in English)

**[AR.Internal@digitalsharedservices.com](mailto:AR.Internal@digitalsharedservices.com)**

*For example: "Please note that it is a prepayment and should be posted in prepayment account NH XXXX"*

To avoid delays when receiving prepayments information through DWP, keep in mind the following guidelines and/or recommendations:

- The prepayment must be requested sufficiently in advance of the arrival date of the reservation.
- Always make sure to receive a bank transfer receipt to attach it to the SSC in case you need to locate a prepayment not informed through DWP.
- The customer must **make the payment in the bank account of the hotel.**
- Although indicated in the contracts, it is advisable to remind the client to use some "key words" in the observations of the transfer to provide SSC with the identification of such deposit as prepayment.

*For example: **Prepayment + Booking File/Proforma/Reservation number.***

## SLA: NOTES AND RECOMMENDATIONS

- Check carefully the bank account that the client has used when you receive the transfer slip, since the following cases can occur:
1. The customer has used a **centralized account** (used for the payment of invoices on credit and by the Sales Department in Multi-Booking Files) and there is no reference for SSC to identify it as a prepayment, so it is posted directly in the client's account and the information is not received through DWP.
  2. The customer has used the centralized account and there is no reference on which is the destination hotel.
  3. The customer has used the bank account of another hotel.

If these cases are detected on time, **you can anticipate** and send an e-mail to the mailbox mentioned before, attaching proof of payment and informing that this is a prepayment that must be posted to the prepayments account of the hotel.

**In no case should a prepayment invoice be issued without having previously received the receipt information through DWP.**

## URN “PREPAYMENT / INVOICE NOT CREATED YET”

SSC can open two types of cases: URNs related to prepayments received and URNs related to invoices.

**Prepayments received:**

**Workflow Reason: Prepayment/Invoice not created yet** → A prepayment has been received and it is necessary to report the invoice that compensates it.

URN	Supplier	Date	Workflow Reason	Status
7700121692		27/05/2017	(OtC) - Prepayment//Invoice not created yet	Workflow

Within the URN, in the “**Header Information**” section you can see the date of the document, day in which SSC informed the hotel of the reception of the payment and the amount received.

URN: 7700121692

General

History

Header Information

Document Type:

(OtC) Prepayments

Company Code:

ES01 A28027944\_NH HOTEL GROUP, S.A

Document Date

19/05/2017

Receipt Date:

23/05/2017

Document Amount

-1.031,89 EUR

Document Number (SAP)

ES0130000846720171


\*The transfers received are always displayed in negative, with symbol “-”

URN “PREPAYMENT / INVOICE NOT CREATED YET”

### Prepayments received:

In the “**Additional Fields**” section is the Customer ID/Name (payer) and the SSC will indicate here how the URN should be solved., that is what they need.

For example, in this case, they indicate that it is a prepayment received and that it is necessary to issue an invoice and report its number.

 <b>Additional Fields</b>		
Business Unit	CORPORATE	
Business Area	0031	NH CIUDAD DE ALMERIA
Country	SPAIN	ES
Priority	Normal	
Customer ID/Name (SAP)	DEXCARAUTOVERMIETUNG UG	
	Customer prepayment received. Please create prepayment invoice and provide back invoice number created.	
Item Description		



## URN “PREPAYMENT / INVOICE NOT CREATED YET”

**Prepayments received:**

In the “**Item Description**” section, additional information is shown:

**Long text:** Observations of the transfer received → Payer and data reported by the customer in the observations when issuing the payment.

In this case, the client has reported the proforma number, so in the “*Localizer / Booking File*” field the number is indicated, which will be of great help to identify the reservation in TMSforHotels:

Entry Date (SAP system date)	22/05/2017
Local currency	EUR
Amount in local currency	-1.031,89
Local currency 2	
Amount in local currency 2.	0,00
Local currency 3	
Amount in local currency 3.	0,00
Localizer/ Booking File	9601115732
Long Text	ORDEN PAGO RECIB; PBGIRO2017051800 NH HOTEL GROUP S.A. DEXCARAUTOVERMIETUNG UG (HAFTUNG Z00000000 PROFORMA 9601115732)
Account	43010300
Clearing/Billing Date	
Clearing Doc	
Special Remarks	
Large Item Description	Customer prepayment received. Please create prepayment invoice and provide back invoice number created.

## URN “PREPAYMENT / INVOICE NOT CREATED YET”

**Prepayments received:**

In the “**Comments History**” the initial typing is shown again, being always the same for these cases:

*Prepayment → Invoice not created yet*

FRONT\_0031 - | sáb 27/05/2017 1:12:49 CST  
 (OtC) - Prepayment///Invoice not created yet  
 [Header Approved by FRONT\_0031]

The invoice/s or prepayment numbers must be informed in the “**Line Information**” section.

Once this task has been completed, SSC will compensate the invoice with the prepayment and the URN will go to the “Resolved” status, disappearing from the platform.

Continuing the example, the payment received is 1,031.89€ and the indicated invoices add the same amount, so the URN has been managed correctly:

— Line Information

Invoice Number	Payment/Invoice Amount	Invoice Amount exempt VAT (0%)	Invoice Amount VAT Type Low	Invoice Amount VAT Type High	Observations
4031046141	668,89				Billed - Indicate invoice number and date
4031046140	363,00				Billed - Indicate invoice number and date

## URN “PREPAYMENT / INVOICE NOT CREATED YET”

**Casuistry:****1. The prepayment received does not match the total invoiced (surplus to customer):**

Although in the end the production is less than the payment, the prepayment invoice must ALWAYS be issued for the total received.

Manage the URN of the received prepayment indicating the invoice that compensates it. With this, it will change to a “Resolved” situation, since the amounts match.

However, since the final invoice will have a balance in favor of the client, this will generate a new URN for the remaining amount.

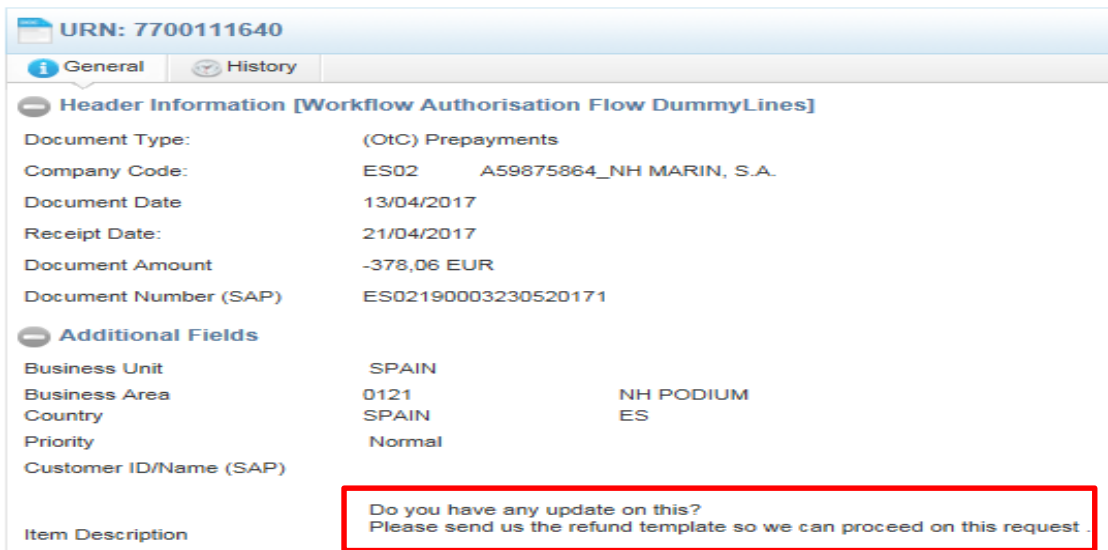
Example: the final invoice containing the services provided is issued in “negative” (disbursement)\*, since the amount received exceeds the charges:

Date	Status	Invoice No	Payment	Holder	Client Name	Σ Taxable ...	Σ City Tax	Σ Taxes	Σ Total inv	Σ Total to	Cu...	Cancels in	Pay.method
13.04.2017		<a href="#">4121060597</a>	On-desk payment	2200260245	SALESFORCE.COM	378,69-	102,30	0,63	378,06-	378,06-	EUR		TRANSFER
■ 378,69- ■ 102,30 ■ 0,63 ■ 378,06- ■ 378,06- EUR													

(\*)Hotels in Italy, where an invoice in “negative” cannot be issued because of VAT difference, will have to cancel the prepayment in TMS and register it again for the final amount. The balance in favor of the client will be informed to the F&A Department using the corresponding template so that they proceed to refund the customer. The e-mail sent must be attached in the new URN that are generated due to this difference.

## URN “PREPAYMENT / INVOICE NOT CREATED YET”

The amount of the final invoice is shown in the new URN. Indicate that it is a refund and attach the **Manual Payment Request template**, which must be previously sent to the F&A Department. With this, SSC will be waiting for the processing of the refund by the Treasury Department.



URN: 7700111640

General History

Header Information [Workflow Authorisation Flow DummyLines]

Document Type: (OtC) Prepayments

Company Code: ES02 A59875864\_NH MARIN, S.A.

Document Date: 13/04/2017

Receipt Date: 21/04/2017

Document Amount: -378,06 EUR

Document Number (SAP): ES02190003230520171

Additional Fields

Business Unit: SPAIN

Business Area: 0121 NH PODIUM

Country: SPAIN ES

Priority: Normal

Customer ID/Name (SAP):

Item Description: Do you have any update on this?  
Please send us the refund template so we can proceed on this request .

In the “Long Text” field the invoice number appears:

Long Text

Cobro factura:4121060597

\*For those cases in which the return is not going to be processed because the client has not requested it, please contact the F&A Department.

## URN “PREPAYMENT / INVOICE NOT CREATED YET”

### **2. Prepayment received not identified:**

In these cases, you must contact the payer to get more information and try to find out what they are paying for.

For example: it may be that the customer has mistakenly used our account number to pay for the service of another hotel in the company.

If this is the case, contact the F&A Department to request the transfer to the correct hotel. Do not forget to answer the URN in the following way:

***“This payment belongs to other Hotel. F&A BU Department has been informed to proceed”***

If there are difficulties to identify the payer and you do not have much data, contact the F&A Department (page 19).

### **3. Prepayments “Already Cleared” = Already compensated with another invoice**

The URN indicates an invoice that has already been compensated with another prepayment, either because the invoice provided was already used in another URN to be compensated with another income (e.g., same amount, different customer) or the client may have duplicated the payment.

In these cases, SSC always indicates the following sentence in the URN: ***“The invoice is already cleared”*** and usually attaches a screenshot with the invoice that has been compensated with the income.

It is advisable to review the invoicing issued to that client and the income received (bank transfer slips) for the corresponding reservation. In this way it can be detected if it is a duplicate payment by the client, an error in the issuance of an invoice, etc.

URN “PREPAYMENT / INVOICE NOT CREATED YET”

**4. SSC informs the reception of a prepayment and the URN is managed by indicating one or more invoices issued on Credit of greater amount than that received.**

**This is not correct.** If a prepayment is requested to a client with credit line, ALWAYS issue a prepayment issue for the amount received, using **TRANSFER** payment method.

Once the event is over,. issue the final invoice on credit (the prepayment will have been deducted). If this is done, no incident will be generated.

If this is not done, SSC cannot proceed.

*For example:*

*A prepayment is requested for 1000€ → The income is posted to the transitory prepayment account.*

*A credit invoice is issued for 3000€ → The invoice is opened in the customer's account (FBL5N).*

To prevent these situations from occurring and due to the complexity when reconciling these balances, whenever a prepayment is requested, the corresponding prepayment invoice must be issued using transfer payment method.

## URN “PREPAYMENT / INVOICE / ITEM WITHOUT MATCHING”

SSC informs the hotel of invoices that are pending compensation against income.

**Invoices:**

**Workflow Reason:** Prepayment/ Invoice/ Item without matching → An invoice has been issued and SSC does not locate the deposit.

URN	Supplier	Date	Workflow Reason
7700123001		26/05/2017	(OtC) - Prepayment///Invoice/Item without matching

In these cases, SSC always asks for the bank receipt to be able to locate it and compensate the invoice.

URN: 7700123001

General

History

Header Information [Workflow Authorisation Flow DummyLines]

Document Type:

(OtC) Prepayments

Company Code:

ES01      A28027944\_NH HOTEL GROUP, S.A

Document Date

19/05/2017

Receipt Date:

26/05/2017

Document Amount

-134,99 EUR

Document Number (SAP)

ES01190009888020171

Additional Fields

Business Unit

CORPORATE

Business Area

0019      NH NACIONAL

Country

SPAIN      ES

Priority

Normal

Customer ID/Name (SAP)

Item Description

This is an entry that your hotel created in Prepayment account in TMS or NHS. There are no information provided in the entry you made. Appreciate if you can provide us the references/payment details for us to proceed to clear this item.

## URN “PREPAYMENT / INVOICE / ITEM WITHOUT MATCHING”

**Invoices:**

The “**Large Item Description**” field shows the request made by SSC: “**Provide references/payments details to proceed to clear this item**” → in these cases you must attach **bank receipt** for SSC to locate and compensate the invoice.

Amount in local currency	<input type="text" value="-134,99"/>
Local currency 2	<input type="text"/>
Amount in local currency 2.	<input type="text" value="0,00"/>
Local currency 3	<input type="text"/>
Amount in local currency 3.	<input type="text" value="0,00"/>
Localizer/ Booking File	<input type="text"/>
Long Text	<div>Cobro factura:4019084546</div>
Account	<input type="text" value="43010300"/>
Clearing/Billing Date	<input type="text"/>
Clearing Doc	<input type="text"/>
Special Remarks	<div></div>
Large Item Description	<div>This is an entry that your hotel created in Prepayment account in TMS or NHS. There are no information provided in the entry you made. Appreciate if you can provide us the references/payment details for us to proceed to clear this item.</div>

**REMEMBER:** Prepayment invoices cannot be issued until the SSC notifies through DWP.



## URN “PREPAYMENT / INVOICE / ITEM WITHOUT MATCHING”

### Casuistry:

#### 1. The receipt of bank transfer is provided. However, the payment provided is "Already Cleared" = compensated:

In these cases, SSC always uses the same indication: ***“The payment is already cleared”*** and usually attaches a screenshot with the invoice that has been compensated with the income.

Check the billing issued to that customer and the income received: it may be that some invoice is still pending to be paid or has been duplicated by mistake.

#### 2. Cancellation of invoices that have been previously compensated against their corresponding income:

There are cases in which it is necessary to cancel an invoice, either because we must issue it in another reservation (for example: prepayment in a Day Guest Billing reservation that must be reported in a group header) or because the payer and holder customers must be changed, among other reasons .

As the initial invoice has already been compensated with the prepayment received, SSC will open a URN with the cancellation invoice. This cancellation invoice must match the invoice or final bills issued.

Let's see a couple of examples in the next slide:

## URN “PREPAYMENT / INVOICE / ITEM WITHOUT MATCHING”

Prepayment of 1000€ is received → SSC informs through DWP

Income -1000€

The URN is managed by indicating the invoice number → SSC performs compensation

Invoice +1000€

The URN is resolved and closed.

The initial invoice must be canceled → SSC opens a URN with a cancellation invoice

Canc. Invoice -1000€

The final rectification invoice is issued → SSC opens URN with new invoice

Rectification +1000€

Each URN must be managed with the correct invoice or counterpart: in case of the cancellation invoice, indicating the final rectification invoice and vice versa.

More complex cases can arise, for example, when it is necessary to cancel an invoice because, at the client's subsequent request, several invoices must be issued with different fiscal data, among other reasons.

In these cases it is not difficult to manage the URNs as long as the balance between cancellation (cancellation invoice) and final invoices is equal to 0.

URN 7XXX0	Cancellation Invoice	-10.000 €	Indicate in the URN the final invoices
URN 7XXX1	Final Invoice 1	500 €	Indicate that it is related to URN 7XXX0
URN 7XXX2	Final Invoice 2	3.000 €	Indicate that it is related to URN 7XXX0
URN 7XXX3	Final Invoice 3	5.000 €	Indicate that it is related to URN 7XXX0
URN 7XXX4	Final Invoice 4	1.500 €	Indicate that it is related to URN 7XXX0
		0 €	

If, after several attempts to resolve a URN, you are not successful and do not know how to continue, [contact the BU F&A Department to receive support.](#)

# THANKS!

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