

Process: Payment Management

Subprocess: Payment Management - Special Payments: Virtual Credit Card Payments by American Express

Process Owner: SVP Finance and Administration

Process Leader: SVP Finance and Administration

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NH Approvals			
Name	Function	Date	Comments
SVP Finance and Administration	Process Owner		
SVP Finance and Administration	Process Leader		

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<div> <div> <div>NH HOTEL GROUP</div> <div>PART OF MINOR HOTELS</div> </div> <div>Corporate Organization Department</div> </div>						
Process: Payment Management						
Subprocess: Payment Management - Special Payments: Virtual credit Card Payments by American Express						
Process Owner: SVP Finance and Administration				Process Leader: SVP Finance and Administration		
Order	Task	Task Description	When	Responsible	Frequency	Tools
1	Virtual Credit Card Payments by American Express: Purpose	Virtual Credit Card Payments are executed when GMs or area directors in central services need to execute an online payment to be done with credit card. This process describes the key tasks necessary for the execution of this type of payments at NH Hotel Group.	Once need of payment arises	GMs or area directors in central services / BU Financial Director / Related Area HQ SVP / related Area HQ Chief / Finance SVP / Global Payments Team	N/A	email (for approval) / JIRA
2	Virtual Credit Card Payments by American Express: Requirements For Approval	The mandatory requirements to request a Virtual Credit Card payment are: 1.- Only GMs or area directors in central services can request the approval for a Virtual Credit Card Payment. Any request received from different users will be rejected. 2.- Compliance with the requirements indicated in tasks 2.1 and 2.2 is mandatory, depending on whether the expense is MM or FI. 3.- GMs or area directors in central services will request approval from the following approvers based on the payment amount: 0€ - 10,000€ - BU Financial Director. (The HQ expenses paid by virtual Credit Card has to be approved by SVP Corporate Accounting and Financial Reporting.) 10,001€ - 50,000€ - BU Financial Director + Related Area HQ SVP. >50,001€ - BU Financial Director + Related Area HQ SVP + Related Area HQ CHIEF + Finance SVP. 4.- The written and explicit approval (via email) of the Approvers is mandatory, and this document must be attached to the JIRA ticket. Screenshots will not be accepted, it is necessary to attach the complete email.	Once need of payment arises	GMs or area directors in central services / BU Financial Director / Related Area HQ SVP / related Area HQ Chief / Finance SVP	N/A	email (for approval) / JIRA
2.1	Requirements for a MM Document	1.- Vendor must be created 2.- Purchase Order must be made in SAP 3.- Goods Receipt must be entered 4.- Total payment amount (including tax if this applies) must be confirmed in the E-Mail and made visible by a payment order from the third party.	Once need of payment arises	GMs or area directors in central services / BU Financial Director / Related Area HQ SVP / related Area HQ Chief / Finance SVP	N/A	email (for approval) / JIRA
2.2	Requirements for a FI Document	1.- Vendor must be created 2.- Total payment amount (including tax if this applies) must be confirmed in the E-Mail and made visible by a payment order from the third party.	Once need of payment arises	GMs or area directors in central services / BU Financial Director / Related Area HQ SVP / related Area HQ Chief / Finance SVP	N/A	email (for approval) / JIRA
3	Virtual Credit Card Payments by American Express: How to request	If the four requirements explained in task 2 are met, the user starts the request process: 1.- Open a JIRA Ticket in category and subcategory: SAP FI (Finance) - Global Payments (GP) - Virtual Credit Card (Online Payments) 2.- Inform about nature of payment request and make sure to add a payment request and / or the invoice from the third party informing about total amount including tax to be paid and the deadline of payment. 3.- Attach in the ticket, the email with the needed approvals.	Once the payment is approved	JIRA Requester / GMs or area directors in central services / BU Financial Director / Related Area HQ SVP / related Area HQ Chief / Finance SVP / Global Payments Team	N/A	email (for approval) / JIRA
3.1	Virtual Credit Card Payments by American Express: Installment Payments	It is possible to receive a payment request / invoice for a certain period for which installment payments are done via the virtual credit card (monthly, quarterly). The payment request and / or the invoices from the third party has to be added, informing about amounts including tax to be paid and the payments periods based in the payment agreement.	Once the payment is approved	JIRA Requester / GMs or area directors in central services / BU Financial Director / Related Area HQ SVP / related Area HQ Chief / Finance SVP / Global Payments Team	N/A	email (for approval) / JIRA
4	Virtual Credit Card Payments by American Express: Virtual credit Card Creation	Global Payments Team, will create the Virtual credit Card and will share all information with the JIRA Requester. Global Payments Team will inform the number and pin to the JIRA Requester by email, to avoid sharing this information in a public way, confirming in the JIRA that the mail was send and to whom (an image of the header of the email can be attached to the JIRA)	Once the payment is approved	Global Payments Team / JIRA Requester	N/A	email (for approval) / JIRA
5	Virtual Credit Card Payments by American Express: Payment Execution	JIRA Requester will be able to execute the online payment in a timelapse of 48 hours after the creation or in case of installment payments the virtual card will be valid for the period needed based on the payment agreement.	Once the Virtual Credit card is created	JIRA Requester	N/A	email (for approval) / JIRA

6	Virtual Credit Card Payments by American Express: Payment proof	GMs or area directors in central services must share in the JIRA the screenshot or document with the confirmation of the payment execution. In case of installment payments the payment proof shall also be added if received. The JIRA will remain open until the last installment was paid	Once the payment is done	JIRA Requester	N/A	email (for approval) / JIRA
7	Virtual Credit Card Payments by American Express: Posting Flow	1.- AP Team will post the payment request respectively invoice as urgent on the vendor (as FI or MM according concept) using payment method Virtual Credit Card. 2.- AP Team will clear the invoice on the vendor against the transitory account for virtual card payment. 3.- Treasury SSC / GP Team will post the Virtual Card Payments to the transitory account. 4.- GP Team will reconcile the transitory account on monthly base on the 20th of each month.	Once the payment is done	Accounts Payables Team / Treasury SSC Team / Global Payments Team	N/A	SAP FI
8	Virtual Credit Card Payments by American Express: Vendor does not accept Amex credit card	Not all companies accept Amex cards. In case Amex is not accepted as credit card by the vendor, a manual payment or payment via payments selector should be done. In this case, Global Payments team will reassign the JIRA to Accounts Payable team to manage it. AP Team may request the user the information they need, through JIRA.	If the Vendor does not accept Amex credit card	Accounts Payables Team / Treasury SSC Team / Global Payments Team	N/A	SAP FI