Process: Payment Management

Subprocess: Payment Management - Manual Paymets

Process Owner: SVP Finance and Administration   **Process Leader**: SVP Finance and Administration

Author	
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MH E&A Approvals			
Name	Function	Date	Comments
SVP Finance and Administration	Process Owner		
SVP Finance and Administration	Process Leader		

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Order	Task	Task Description	When	Responsible	Frequency	Tools
1	**Manual Payments:** Purpose	A manual payment is a transaction executed without an invoice document as a base. This includes special taxes, refunds to guests, payment of claims, special legal transactions, and payroll-related transactions.	Once need of payment arises	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	JIRA
1,1	**Manual Payments:** Exclusions	1.- Fixed contractual like rents or fix dates for taxes and payroll are excluded. 2.- Monthly payroll execution, AR and AP follow specific global process and are excluded.	Once need of payment arises	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	JIRA
2	**Manual Payments:** Approvals	The manual payment must be authorized according to the approval matrix within the same JIRA ticket of the request. See Approval Matrix in Annex 1,2,3 and 4 in this process. *The requestor cannot be the approver* Any execution outside the calendar requires additional approval from the Finance Director for BU's and the VP F&A for HQ.	Once need of payment arises	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	JIRA
3	**Manual Payments:** Standard Template and Supporting Documents	Only the standard manual Excel template shall be used and must be filled out with all necessary information following the instructions in the sheet to execute the payment. Additionally, supporting documents must be added to the JIRA to prove the requested payment amount.	Once need of payment arises	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	Payment Request Template

Order	Task	Task Description	When	Responsible	Frequency	Tools
4	**Manual Payments:** Calendar	Payment execution days are:Tuesday, Thursday and Fridays, in case it is bank holiday, the payment will be executed the next working day. Payment requests in JIRA must be raised at least 1 day earlier	Once need of payment arises	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	Manual Payment Calendar
5	**Manual Payments:** How to Request	1.- A JIRA ticket must be raised one working day in advance (Until 10:30 AM) before the payment is to be executed, following the manual payment calendar. 2.- The Requestor has to open a JIRA in: SAP FI (Finance) - Global Payments (GP) - Manual Payment 3.- The JIRA Ticket must include the Payment Request Template and supporting documentation if applicable.	One working day in advance (Until 10:30 AM)	Requestor	N/A	Payment Request Template / JIRA
6	**Manual Payments:** Execution	1.- The GP team is responsible for reviewing the JIRA ticket to ensure that the request is complete and all necessary information and documentation are provided. 2.-Any incidence or doubt will be managed through the JIRA. 3.- Once the request is validated, the GP team will manage the payment and request the necessary signatures for authorization. 4.- Once the payment has been successfully processed, the GP team will resolve the JIRA ticket, indicating that the transaction is complete.	Once the JIRA Ticket is created	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	*JIRA*
7	**Manual Payments:** Modifications on the Approval Matrix	The approval Matrix can only be changed with the approval of Financial Directors (FD) for the BU and Vice President (VP) Finance & Administration (F&A) and for HQ with the approval of the area SVP and VP F&A. Any modifications to the approval matrix must be communicated by the responsible department to the Global Payments Manager via JIRA. Additionally, Raphaele Andrea Lamoth should be added as a participant in the JIRA ticket to ensure the matrix is updated accordingly. The JIRA ticket should be opened under the category: SAP FI (Finance) - Global Payments (GP) - Other Incidence.	When the Approval Matrix needs to be modified	Requestor / Approvers designated in the Approval Matrix / Global Payments (GP) Team	N/A	*JIRA*

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BUAM Approval Matrix					
Department	Type of payment	Requestor	Approver	Back-up	Comments
AP-HQ GLOBAL TEAM ONLY	SUPPLIER/OTHOP	AP members	Paula Alvarez	Giancarlo Russo	Previous procees approved by the FD will remain; AP to add the JIRA received in AP in the free field in the manual payment template
AR-HQ GLOBAL TEAM ONLY	REFUND - RE-IMBURSEMENT TO GUEST,	AR members	Francisco Velazquez & Edgardo Bianco		AR to add the JIRA received in AR in the free field in the manual payment template
GENERAL LEDGER (GL)	IC MOVEMENTS, SPECIAL GL CODE FOR CAPEX, TAXES (OPERATIONAL AND CITY TAX), RENTS, WAGTAX	GL/Local Treasury team members	Marlen Hernandez (MX) Oscar Victoria (CO-EC) Silvia Camera (Cono Sur)	Edgardo Bianco	
HUMAN RESOURCES (HR)	MONTHLY NET PAYROLL PAYMENT / MBO PAYMENT	HR members	N/A		*Terceros included*
HUMAN RESOURCES (HR)	PAYROLL ADDITIONAL, **ADVANCES**, SPECIAL CONTRACTUAL AGREEMENTS	HR members	Marco Antonio Chavez (MEX) Ana Catalina Romero (CO-EC) Tomas Carleto (AR-UY) Maria Cecilia Level (CL)	Grisel Maldonado (MX) Monica Lozano (CO-EC) Carina Ximena Antelo (AR-UY) Carina Ximena Antelo (CL)	*payments related mandate contracts are **only** to be approved by Edgardo Bianco and **no supporting documents** are needed**Supporting documents for advances on monthly payroll are not needed*
HUMAN RESOURCES (HR)	WAGTAX, SOCIAL SECURITY	HR members	Marco Antonio Chavez (MEX) Ana Catalina Romero (CO-EC) Tomas Carleto (AR-UY) Maria Cecilia Level (CL)	Grisel Maldonado (MX) Monica Lozano (CO-EC) Carina Ximena Antelo (AR-UY) Carina Ximena Antelo (CL)	*CO: Social Security is uploaded in the bank by HR and so no supporting document needed (Snip of the bank load is in the JIRA)
LEGAL	COURT FEES, SETTLEMENTS etc	GMs/GL/Local Treasury team members	Marlen Hernandez (MX) Oscar Victoria (CO-EC) Silvia Camera (Cono Sur)	Edgardo Bianco	
TAXES	CITY TAXES,OTHER TAXES,TAXES,OPERATIONAL TAXES, WAGTAX	Tax / GL team /*GM from MX for alcohol taxes and advertising licenses	Marlen Hernandez (MX) Oscar Victoria (CO-EC) Silvia Camera (Cono Sur)	Edgardo Bianco	
HOTELS	TIPS	Hotel GMs	Grisel Maldonado (MEX) Maria Mónica Lozano (CO-EC) Carina Ximena Antelo (AR,UY) Carina Ximena Antelo (CL)	Marlen Hernandez (MX) Oscar Victoria (CO-EC) Silvia Camera (Cono Sur)	*in case of absence of the GM the Deputy shall raise the JIRA*
OTHER (Treasury local for example)	TRANSACTIONS NOT COVERED BY ABOVE AND NOT IN TR SCOPE	TBC	Marlen Hernandez (MX) Oscar Victoria (CO-EC) Silvia Camera (Cono Sur)	Edgardo Bianco	

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BUSE Approval Matrix

Department	Type of payment	Requestor	Approver	Back-up	Comments
AP-HQ GLOBAL TEAM ONLY	SUPPLIER/OTHOP	AP members	Paula Alvarez	Giancarlo Russo	Previous procees approved by the FD will remain; AP to add the JIRA received in AP in the free field in the manual payment template. *US: checks issued by hotel require approval also approval Enrique Mata
AR-HQ GLOBAL TEAM ONLY	REFUND - RE-IMBURSEMENT TO GUEST,	AR members	Raquel Villalba & Enrique Mata		Pending to define back-up approver; AR to add the JIRA received in AR in the free field in the manual payment template
GENERAL LEDGER (GL)	IC MOVEMENTS, SPECIAL GL CODE FOR CAPEX, TAXES (OPERATIONAL AND CITY TAX), RENTS, WAGTAX	GL/Local Treasury team members	Belen Malo (ES) Annamaria Agoovino (IT) Geoffrey Coffart (FR) Carlos Silva (PT)	Enrique Mata	
HUMAN RESOURCES (HR)	MONTHLY NET PAYROLL PAYMENT / MBO PAYMENT/EXTRA PAYROLL ES	HR members	N/A		
HUMAN RESOURCES (HR)	PAYROLL ADDITIONAL, **ADVANCES**, SPECIAL CONTRACTUAL AGREEMENTS	HR members	José Luis Sastre (ES) Elena Andreone (IT) Pedro Rodrigues (PT) Dalila Zourane (FR)	Sonia Munar (ES) Vera Doutel (PT) Arabelle Legagneux (FR)	Pending to define back-up approver for other countries *Supporting documents for advances on monthly payroll are not needed*
HUMAN RESOURCES (HR)	WAGTAX, SOCIAL SECURITY	HR members	José Luis Sastre(ES) Elena Andreone (IT) Pedro Rodrigues (PT) Dalila Zourane (FR)	Sonia Munar (ES) Vera Doutel (PT) Arabelle Legagneux (FR)	Pending to define back-up approver for other countries
LEGAL	COURT FEES, SETTLEMENTS etc	GMs/GL/Local Treasury team members	Belen Malo (ES) Annamaria Agoovino (IT) Geoffrey Coffart (FR) Carlos Silva (PT)	Enrique Mata	
TAXES	CITY TAXES,OTHER TAXES,TAXES,OPERATIONAL TAXES, WAGTAX	Tax / GL team	Belen Malo (ES) Annamaria Agoovino (IT) Geoffrey Coffart (FR) Carlos Silva (PT)	Enrique Mata	*in case OK SVP Taxes is in the JIRA, the payment can be executed*
HOTELS	TIPS	N/A	N/A		
OTHER (Treasury local for example)	TRANSACTIONS NOT COVERED BY ABOVE AND NOT IN TR SCOPE	TBC	Belen Malo (ES) Annamaria Agoovino (IT) Geoffrey Coffart (FR) Carlos Silva (PT)	Enrique Mata	

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BUNE Approval Matrix					
Department	**Type of payment**	**Requestor**	**Approver**	**Back-up**	**Comments**
AP-HQ GLOBAL TEAM ONLY	SUPPLIER/OTHOP	AP members	Paula Alvarez	Giancarlo Russo	Previous procees approved by the FD will remain; AP to add the JIRA received in AP in the free field in the manual payment template
AR-HQ GLOBAL TEAM ONLY	REFUND TO GUEST	AR members	Raquel Villalba & Paul Spee		Pending to define back-up approver; AR to add the JIRA received in AR in the free field in the manual payment template
GENERAL LEDGER (GL)	IC MOVEMENTS, SPECIAL GL CODE FOR CAPEX, TAXES (OPERATIONAL AND CITY TAX), RENTS, WAGTAX; RE-IMBURSEMENT TO GUEST	GL/Local Treasury team members	Ineke Wamsteeker (BNL) Herbert Wiesinger (CEE)	Paul Spee	
HUMAN RESOURCES (HR)	MONTHLY NET PAYROLL PAYMENT / MBO PAYMENT	HR members	N/A		*AT and DE: GL is laoding the files in the bank and the same process is applied for WagTax and SocialSec.* **BE Payroll Additional follows monthly net payroll process**
HUMAN RESOURCES (HR)	PAYROLL ADDITIONAL, **ADVANCES**, SPECIAL CONTRACTUAL AGREEMENTS	HR members	Ineke Wamsteeker Herbert Wiesinger	Paul Spee	*BE payroll additional to be managed as monthly payroll when payment method is direct debit**Supporting documents for advances on monthly payroll are not needed*
HUMAN RESOURCES (HR)	WAGTAX, SOCIAL SECURITY	HR members	Ineke Wamsteeker Herbert Wiesinger	Paul Spee	
LEGAL	COURT FEES, SETTLEMENTS etc	GMs/GL/Local Treasury team members	Ineke Wamsteeker Herbert Wiesinger	Paul Spee	
TAXES	CITY TAXES,OTHER TAXES,TAXES,OPERATIONAL TAXES, WAGTAX	Tax / GL team	Ineke Wamsteeker Herbert Wiesinger	Paul Spee	
HOTELS	TIPS	Hotel GMs	Ineke Wamsteeker Herbert Wiesinger	Paul Spee	
OTHER (Treasury local for example)	TRANSACTIONS NOT COVERED BY ABOVE AND NOT IN TR SCOPE	TBC	Ineke Wamsteeker Herbert Wiesinger	Paul Spee	

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HQ Approval Matrix

Department	Type of payment	Requestor	Approver	Back-up	Comments
AP-HQ GLOBAL TEAM ONLY	SUPPLIER/OTHOP	AP members	Paula Alvarez	Giancarlo Russo	Previous procees approved by the VP will remain; AP to add the JIRA received in AP in the free field in the manual payment template
AR-HQ GLOBAL TEAM ONLY	REFUND	N/A	Raquel Villalba & Enrique Mata&Carmen Brufau		Pending to define back-up approver; AR to add the JIRA received in AR in the free field in the manual payment template. Enrique Mata to approve if it concerns hotel BA under CoCode ES01
GENERAL LEDGER (GL)	IC MOVEMENTS, SPECIAL GL CODE FOR CAPEX, TAXES (OPERATIONAL AND CITY TAX), RENTS, WAGTAX	GL/Local Treasury team members	Carmen Brufau	Juan Martinez	
HUMAN RESOURCES (HR)	MONTHLY NET PAYROLL PAYMENT / MBO PAYMENT	HR members	N/A		
HUMAN RESOURCES (HR)	PAYROLL ADDITIONAL, **ADVANCES**, SPECIAL CONTRACTUAL AGREEMENTS	HR members	José Luis Sastre	Sonia Munar	*Supporting documents for advances on monthly payroll are not needed*
HUMAN RESOURCES (HR)	WAGTAX, SOCIAL SECURITY	HR members	José Luis Sastre	Sonia Munar	
LEGAL	COURT FEES, SETTLEMENTS, CNMV RATE PAYMENT	Legal/GL	Lidia Suarez	Carmen Brufau	
TAXES	CITY TAXES,OTHER TAXES,TAXES,OPERATIONAL TAXES, WAGTAX	Tax / GL team	Ana Garvalena	Carmen Brufau	*in case OK SVP Taxes is in the JIRA, the payment can be executed*
OTHER (Treasury local for example)	TRANSACTIONS NOT COVERED BY ABOVE AND NOT IN TR SCOPE	TBC	Carmen Brufau	Juan Martinez	

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COPERAMA Approval Matrix					
Department	Type of payment	Requestor	Approver	Back-up	Comments
COPERAMA	ALL MANUAL PAYMENTS	Coperama team (Maria Fandos)	Pau Monserrat Pons	Ramon Luengo Martinez	all manual payments raised by Coperama are managed with this approval flow