

**Process:** Payment Management

**Subprocess:** Payment Management - Tips Management México

**Process Owner:** VP Accounting & Finance Excellence

**Process Leader:** VP Accounting & Finance Excellence

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**MH E&A Approvals**

Name	Function	Date	Comments
VP Accounting & Finance Excellence	Process Owner		
VP Accounting & Finance Excellence	Process Leader		

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Order	Task	Task Description	When	Responsible	Frequency	Tools
1	<b>Tips Management México:</b> Purpose	The purpose of this procedure is to manage the handling of tips in Mexico. The process ensures that tips are delivered by the security/transportation company that picks up cash at the hotel. It includes specific deadlines and requirements that must be strictly followed to ensure smooth and timely delivery. The requirements based on the manual payment process in place since 01.02.2025 must be respected. <b>Important:</b> Only TIPS are allowed to be requested via this channel and no other concepts are allowed to be paid out in cash via this process.	Every Friday between 11:30 - 13:30	General Manager of the hotel / Global Payments Team	Weekly	Jira
2	<b>Tips Management México:</b> JIRA Opening	The General Manager of the hotel must raise a JIRA to Global Payments/Manual Payments by Monday evening. JIRAs raised after Monday evening will not be considered for the current week.	On Mondays before evening	General Manager of the hotel	Weekly	JIRA
3	<b>Tips Management México:</b> JIRA Instructions	1.- The JIRA must be raised with the required information in the Manual Payment template, including the money breakdown list. 2.- The JIRA must include the necessary approvals according to the latest approval matrix. 3.- The JIRA must contain all required approvals and documents completed by Monday evening to be considered for the week.	On Mondays before evening	General Manager of the hotel	Weekly	JIRA
4	<b>Tips Management México:</b> Payment management	Global Payments Team will manage the payment to the transportation company on Tuesdays.	On Tuesdays	Global Payments Team	Weekly	Email
5	<b>Tips Management México:</b> Email Communication	On Wednesdays, Global Payments Team will send the payment proof and the breakdown for the cash to be delivered to the transportation company via email, with the General Manager copied on the correspondence.	On Wednesdays	Global Payments Team	Weekly	Email
6	<b>Tips Management México:</b> JIRA Closure	Global Payments Team will close the JIRA after the email has been sent to the transportation company.	When the mail has been sent to the transportation company	Global Payments Team	Weekly	JIRA

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7	<b>Tips Management México:</b> Incidence Reporting and Communication	If there is any incidence from the hotel side, such as the cash not being received on Friday or the cash amount delivered being incorrect, a JIRA must be raised to Global Payments informing about this. The hotel shall not get in touch directly with the transportation company.	On Fridays	General Manager of the hotel	Weekly	JIRA