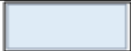

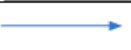

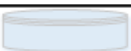

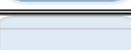






nh HOTEL GROUP		Corporate IT & Organization Department	
Process: Lease Management			
Subprocess: Rents Control and Monitoring			
Process Owner: Laia Lahoz		Proces Leader: Carla Alaman	
Author	Miguel Pérez		
Date	19.07.2016		
Last modification date			
Document version			
NH Approvals			
Name	Function	Date	Comments
Laia Lahoz	Process Owner		
Carla Alaman	Process Leader		
Modification History			
Document Version	Date	Modified by	Comments
0.1	19.07.2016	Miguel Pérez	



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	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
	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.
	Notifications	External/Internal Notifications.

<div> <div>  </div> <div>Corporate IT & Organization Department</div> </div>						
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Order	Task	Task Description	When	Responsible	Frecuency	Tools
1	Calculate variable rent and submit the calculation to the lessor or SSC - Administration	Calculate variable rent and submit the calculation to the lessor (for issuance of monthly invoice) or to the SSC for monthly expenditure provision (annual invoicing).	+ 2 working days of each month	Controller BU	Monthly	E-mail SAP Lease Contracts Summary Database
2	Submit rental invoices	Submit rental invoices to the CSC - Administration PO BOX.	+ 5 working days of each month	Landlord	Monthly	E-mail
3	Invoice accounting	Record hotel rental invoices, for both fixed rent and corresponding variable rent.	+ 2 working day from reception of the invoice	CSC - Administration	Monthly	Invoice
4	Release the rent invoice and revise the amounts provided for variable income	Check that the entered in the accounts are correct and release the rent invoice for payment recorded in SAP. See approvals workflow in P&P: SAP_FI invoices approval (without previous PO).pdf Consumer price index updates and possible rental condition renegotiations must be taken into account. Contact the establishment owner if there are invoice amount errors.	+ 5 working days from posting the invoice	Hotel Manager Regional Operations Manager	Monthly	SAP LEA-Lease Contracts Summary Database.xls
4	Check recorded rent (fixed and variable)	Check that the amounts entered in the accounts (fixed and variable rent) are correct. If an invoice has not been entered in the accounts for the current month, inform the administration office of the expenditure (so that the expenditure is reflected in the same accrual month). Consumer price index updates and possible rental condition renegotiations must be taken into account. Within the Budget Monitoring and Management Control_HQ_BU process, contact with the landlord if some incorrect invoices and some budgetary deviations are detected.	N/A	Controller BU	Monthly	SAP LEA-Lease Contracts Summary Database.xls
4 - AI	Internal Audit Control (LSM.02.C01)	On a monthly basis the Administration Controller performs a review of the rent account in order to make the accrual that should be applied and the reversal of the provision from previous months	N/A	Internal Audit Department	Execution: Monthly Testing: Yearly	Evidence: Excel with the review performed and the communication is case of discrepancies
4.1	Check that the payments are made correctly	Check that the monthly payments are made correctly, with special attention paid to the revision of contracts that have been renegotiated during recent weeks/months.	N/A	CSC - Administration	Monthly	SAP
5	Revise the recorded rent	Revise the rent entered in the accounts, paying special attention to hotels and contracts that have been renegotiated during the current year.	June December	Asset Management Department	Half-yearly	SAP LEA-Lease Contracts Summary Database.xls
5 - AI	Internal Audit Control (LSM.02.C02)	The Assets & Rents Manager performs a review of the posted rents to verify if the amounts are correct	N/A	Internal Audit Department	Execution: Biannual Testing: Yearly	Evidence: Excel with the review performed and the communication is case of discrepancies (June/December)
6	Final calculation of variable rent	Calculate the final variable rent and inform the owner so that the corresponding invoice can be issued. Include an internal audit report or similar, as per the signed contract. If the owner does not agree with the revised amount, the appropriate controller shall inform the Hotel Manager and BU legal department so that they resolve the disagreement with the owner.	Annual after closing (+3 working day of january)	Controller BU	Annual	E-mail
7	Record variable rent invoices	Enter hotel rental invoices (variable rent) in the accounts.	N/A	CSC - Administration	Monthly Yearly (jan/feb)	Invoice
8	Release the variable rent invoice	Check that the recorded amounts are correct and release the invoice for the variable rent recorded in SAP. See approvals workflow in P&P: SAP_FI invoices approval (without previous PO).pdf	N/A	Hotel Manager Regional Operations Manager	Monthly Yearly (jan/feb)	SAP
8.1	Check that the payments are made correctly	Check that the monthly/annual payments are made correctly, with special attention paid to the revision of contracts that have been renegotiated during recent weeks/months.	N/A	CSC - Administration	Monthly Yearly	SAP
8.1 - AI	Internal Audit Control (LSM.02.C03)	The Administration Department reviews if the rent payments are made correctly	N/A	Internal Audit Department	Execution: Monthly Testing: Yearly	Evidence: Reconciliation between the payments performed and the invoiced