

## MINOR INVOICING PROCEDURE: GUIDE FOR SUPPLIERS

This document provides all needed information in order to issue invoices according to Minor Hotels Europe & Americas requirements.

Please read it carefully and if you have any doubt do not hesitate to contact our Vendor Query Team.

### A) MANDATORY DATA:

#### Fiscal Data:

- Legal Entity Name, address and VAT of the supplier
- Hotel or Central Service code, Hotel or Central Service name, Legal Entity Name, address and VAT number
- Administration email address, IBAN code or bank account

#### Procurement Data (For MM/CAPEX Suppliers) \*:

- SAP PO (Purchasing Order) number, detail of goods and services supplied, quantities, unit prices, total amount and detailed taxes (referred to the corresponding Purchase order and delivery note).

*SAP Purchasing Order Number: You must receive a PDF form from the Hotel or Central Service that is requiring the goods or services. The PO number appears at the document's header. It always has 10 digits and starts by **45** (for Operational Expenses) and by **8** (for Capital Expenditures or Investment).*

\*Minor classifies suppliers in two groups: FI\* and MM/CAPEX

#### I. **FI:** You are a FI supplier if you provide any of the following types of goods/services:

|                                  |                                                   |                                                              |
|----------------------------------|---------------------------------------------------|--------------------------------------------------------------|
| Insurances                       | Data lines, telecom costs (Mobile and land lines) | Hotel and Parking Rents                                      |
| Operational taxes                | Emballage/Packing materials                       | Wi-Fi Services                                               |
|                                  | Post and Courier Expenses                         | Condominium expenses                                         |
| Fuel cost for cars               | TV and Radio licenses                             | Utilities (services, waste removal, water, gas, electricity) |
| Vouchers for lunch for employees | Car leasing                                       | Airline or rails tickets                                     |

#### II. **MM/CAPEX:** Suppliers that do not provide services included in the chart above. If you are a MM/CAPEX supplier, it is mandatory to include an SAP order number in the invoice. Check or claim your SAP PO number before delivering any goods or services, otherwise the invoice will be rejected.

B) WHERE TO SEND THE INVOICES:

PDF Format: If it is allowed by law and if Minor authorizes you to send invoices in this format, then you can send them to the following email address:

| TYPE      | SUBTYPE          | E-mail                   |
|-----------|------------------|--------------------------|
| MM and FI | General invoices | NH_invoice@epsportal.com |
| MM        | CAPEX            | NH_capex@epsportal.com   |

Commission Invoices: Minor Hotels Europe & Americas pays its commissions through Onyx Centersource, if you are not yet registered please contact the Onyx Support Team: <https://www.onyxcentersource.com/need-assistance/>.

If you have any doubts about the Minor Hotels Europe & Americas commissions payment process, please access: <http://www.nhhotels.com/meetings/commission-payment-process>

The method of sending invoices for Minor Hotels Europe & Americas is standard, however there may be exceptions. Please consult the annex "Supplier Guide List" where you will find the information per hotel for the delivery of your invoice.

C) INCIDENCES AND FAQ RELATED THE STATUS OF YOUR INVOICES:

The channel of communication to solve any questions or issues regarding invoices, including the statements, are the following email addresses:

| BU       | Country     | Mailbox                                                                    |
|----------|-------------|----------------------------------------------------------------------------|
| Southern | Spain       | <a href="mailto:se.ptp@minor-hotels.com">se.ptp@minor-hotels.com</a>       |
|          | Andorra     |                                                                            |
|          | Portugal    |                                                                            |
|          | France      |                                                                            |
|          | Italy       |                                                                            |
| Northern | Belgium     | <a href="mailto:ne.ptp@minor-hotels.com">ne.ptp@minor-hotels.com</a>       |
|          | Denmark     |                                                                            |
|          | UK          |                                                                            |
|          | Luxembourg  |                                                                            |
|          | Ireland     |                                                                            |
|          | Netherlands |                                                                            |
|          | Germany     |                                                                            |
|          | Switzerland |                                                                            |
|          | Austria     |                                                                            |
|          | Hungary     |                                                                            |
|          | Romania     |                                                                            |
|          | Czech Rep   |                                                                            |
| Latam    | Argentina   | <a href="mailto:ar_uy.ptp@minor-hotels.com">ar_uy.ptp@minor-hotels.com</a> |
|          | Uruguay     |                                                                            |
|          | México      | <a href="mailto:mx.ptp@minor-hotels.com">mx.ptp@minor-hotels.com</a>       |
|          | Ecuador     | <a href="mailto:ec.ptp@minor-hotels.com">ec.ptp@minor-hotels.com</a>       |
|          | Colombia    | <a href="mailto:co.ptp@minor-hotels.com">co.ptp@minor-hotels.com</a>       |
|          | Chile       | <a href="mailto:cl.ptp@minor-hotels.com">cl.ptp@minor-hotels.com</a>       |

**IMPORTANT:** Invoices sent to the E-mail addresses mentioned in this section will be discarded. The correct email addresses for invoices are indicated in the previous point (where to send the invoices)

D) MOST FREQUENT PROBLEMS ON THE INVOICES:

If case of any incidence with an invoice, these are the main status that you can receive and how to solve it:

| Incidence Name                                                                    | Incidence Description                                                                                                                                                                                                                                                                                                                                                                                                                                    | Action TO DO by Supplier                                                                                                                              |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wrong fiscal data                                                                 | Fiscal data included on your invoice is not correct                                                                                                                                                                                                                                                                                                                                                                                                      | Include the correct fiscal data in the invoice                                                                                                        |
| Detail of good or service billed is incomplete                                    | -----                                                                                                                                                                                                                                                                                                                                                                                                                                                    | To process the invoices, each item must be indicated separately on the invoice with its corresponding amount, unit price and VAT percentage.          |
| It is not a readable document                                                     | The document or some part of it, contains key information that is unclear or not legible.                                                                                                                                                                                                                                                                                                                                                                | Please make sure that all the data is legible.                                                                                                        |
| Part of the invoice was cut or is badly scanned/<br>Missing pages of the invoice. | Thus, some of the key information are lost.                                                                                                                                                                                                                                                                                                                                                                                                              | Please ensure completeness of the necessary information.                                                                                              |
| Hotel name, Central Servicename or Business Area is missing or incorrect.         | It is mandatory to include the name of the hotel/center who received your services/goods.                                                                                                                                                                                                                                                                                                                                                                | If you do not know this information, please contact the Department who requested the goods/services.                                                  |
| Mandatory data missing                                                            | Invoice is missing one or more mandatory fields:<br>Invoice Number, Invoice Date, Invoice Total/Amount, Tax Percentage/Amount, Complete fiscal information.                                                                                                                                                                                                                                                                                              | Please verify that your invoice includes all mandatory fields                                                                                         |
| Out of scope hotels                                                               | Invoice belongs to a hotel not managed by the Minor Hotels Europe & Americas                                                                                                                                                                                                                                                                                                                                                                             | Please contact hotel and send the invoice directly to them.                                                                                           |
| Missing or Wrong PO (Purchase Number)                                             | Invoice is missing an SAP PO number or contains a wrong number. A complete (10 digits) SAP Purchase Order Number is mandatory in order to be able to process your invoice. Minor works based on a 'No PO, no Pay' (No Purchase Order, no Payment) policy. All suppliers of goods and services must not, under any circumstances, accept any verbal or written order from any member of Minor staff unless an SAP Purchase Order (PO) number is provided. | To obtain the PO number, please contact the Department who request the material/service. Please resend invoice with a valid and correct SAP PO number |

|                                                                                                     |                                                                                                                      |                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PO included in your invoice are under two or more different Hotel/Business area                 | Each invoice must be related only to one hotel. Kindly split the invoice according to the number of Hotels involved. | If you have any question, please contact the Department who requested your goods/services so they can provide you the support that you need.                                                                                         |
| Consumed PO                                                                                         | Invoice refers to a PO number already invoiced                                                                       | If needed, contact hotel to get a new PO number in order to invoice the right materials                                                                                                                                              |
| PO Line missing                                                                                     | Invoice contains more materials than the ones ordered                                                                | Please invoice only requested materials or contact hotel in order to get an updated PO or a new PO for missing materials.                                                                                                            |
| The hotel that requested your service/product has rejected it                                       | -----                                                                                                                | For more information, you can contact the person who requested the goods/services so that they can provide more details.                                                                                                             |
| Packing slip missing /<br>Parked due to no Goods Receipt                                            | The hotel hasn't entered the corresponding Goods Receipt in SAP                                                      | No action. You can contact hotel to request the speed up of the goods receipt.                                                                                                                                                       |
| Tax amount was wrongly calculated, or tax percentage does not correspond with the calculated amount | -----                                                                                                                | Please make sure that taxes are properly calculated and that the percentage matches with the amount. Recalculate taxes and withholding if applicable and resend the invoice.                                                         |
| Discrepancy on total amount                                                                         | Blocked due to Quantity or Price difference                                                                          | Please check if the amounts of each item correspond with the total amount of the invoice. Please recalculate net amount, total amount, taxes and withholding if applicable. If requested, please send the corresponding Credit Memo. |
| Bank account missing                                                                                | Invoice is missing a valid bank account                                                                              | Please inform the corresponding Bank account to the Vendor Query team.                                                                                                                                                               |
| Approval pending (P)                                                                                | The invoice has been posted but the workflow is not finished                                                         | No action                                                                                                                                                                                                                            |
| Blocked due to a request by Local F&A (B)                                                           | The invoice has been posted and has been blocked to pay                                                              | When requested, send the TC's (only Spain)                                                                                                                                                                                           |
| Supplier not created in Minor MD                                                                    | The invoice has been received but cannot be posted because the supplier is not in SAP                                | When requested, send the all the information required to register in SAP.                                                                                                                                                            |

**E) CREDIT MEMOS**

For every invoice that is wrongly issued, that charges more quantity or price than the ones agreed or delivered, a credit memo will be requested.

The corresponding invoice will be blocked for payment and will be only released when the requested credit memo is received, this credit document must match exactly with the request, otherwise the invoice cannot be released.

It is important to mention that all credit memos must fulfill the very same criteria that invoices do and additionally must include the credited PO number and invoice number (vendor's reference and Minor's reference). If Minor cannot process the credit memo our Helpdesk is going to contact, you to clarify the processing. So please expect significant delays in payment then.

Please find detailed information in the attached "[Supplier Guide List of Minor Hotels Europe & Americas](#)"

Thank you in advance.

**Minor Hotels Europe & Americas**

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