

# Management of Uncollected invoices and Walk-outs

June 2023

Management of pending balances in the Guest Ledger due to exceptional situations caused by non collected reservations at the end of the services/check out.

1

Ensure all services rendered by the hotels are correctly invoiced, accounted for and paid

2

Prevent external fraud, improving the financial risk control for non-payment services in the hotel

3

Comply with tax regulations regarding VAT in the different countries

4

Standardize the procedure for all the BUs



# BILLING PROCEDURE

Two different ways to manage the pending balances based on the type of customer:



## TRAVEL AGENCIES/COMPANIES

### Type of Credit D-NON-CREDIT

- ☐ The invoice must be issued with the correct fiscal identification of the customer.
- ☐ The hotel must request the credit for the corresponding the Regional Operations Director and the Excellence Leader attaching all the evidences of the correct steps followed to avoid and collect the pending amount. This request must be sent by the Hotel General Manager or she/he must be copied CC in the email.
- ☐ The response email with the authorization must be attached to the Jira ticket that the hotel needs to open to update the credit line in the system to the BU Credit Manager using the category NH Service Desk > SAP Business Suite > SAP FI (Finance) > Customers Credit Management > D-Non Credit.
- ☐ The invoice will be posted in the debtor account GL 4300000 HOTEL BUSINESS TRADE DEBTORS



## GUESTS

### Payment Method BAD DUE-PENDING BALANCE

- ☐ The invoice must be issued with the correct fiscal identification and contact data of the guest. Generic customers are forbidden.
- ☐ Official Police report must be submitted, informing the Legal Department of the BU, and the invoice must be informed to the BU Credit Manager, the Regional Operations Manager and the Excellence Leader attaching all the evidences of the actions taken to collect the pending amount. This communication must be sent by the Hotel General Manager, or she/he must be copied CC in the email.
- ☐ The invoice will be posted directly in the expense account 6500003 IRRECOVERABLE GUESTS COLLECTIONS.

**The collection and recovery actions must continue after invoicing**

**The ultimately responsible of these pending balances and all recovery actions taken is the Hotel General Manager.**

# COLLECTION PROCEDURE

If these invoiced amounts are finally collected, the hotel must follow these actions based on the type of customer:



## TRAVEL AGENCIES/COMPANIES

### Type of Credit D-NON-CREDIT

- ☐ Send the notice or detail of the collection to [ARCollectionsNH@digitalsharedservices.com](mailto:ARCollectionsNH@digitalsharedservices.com) including the BU Credit Manager in the email.



## GUESTS

### Payment Method BAD DUE-PENDING BALANCE

- ☐ The issued invoice must be corrected, updating the new payment method (bank transfer, credit card, ...)
- ☐ Send an email to the Credit Manager to track and check the correct posting as less expense in the account 6500003 - IRRECOVERABLE GUESTS COLLECTIONS.