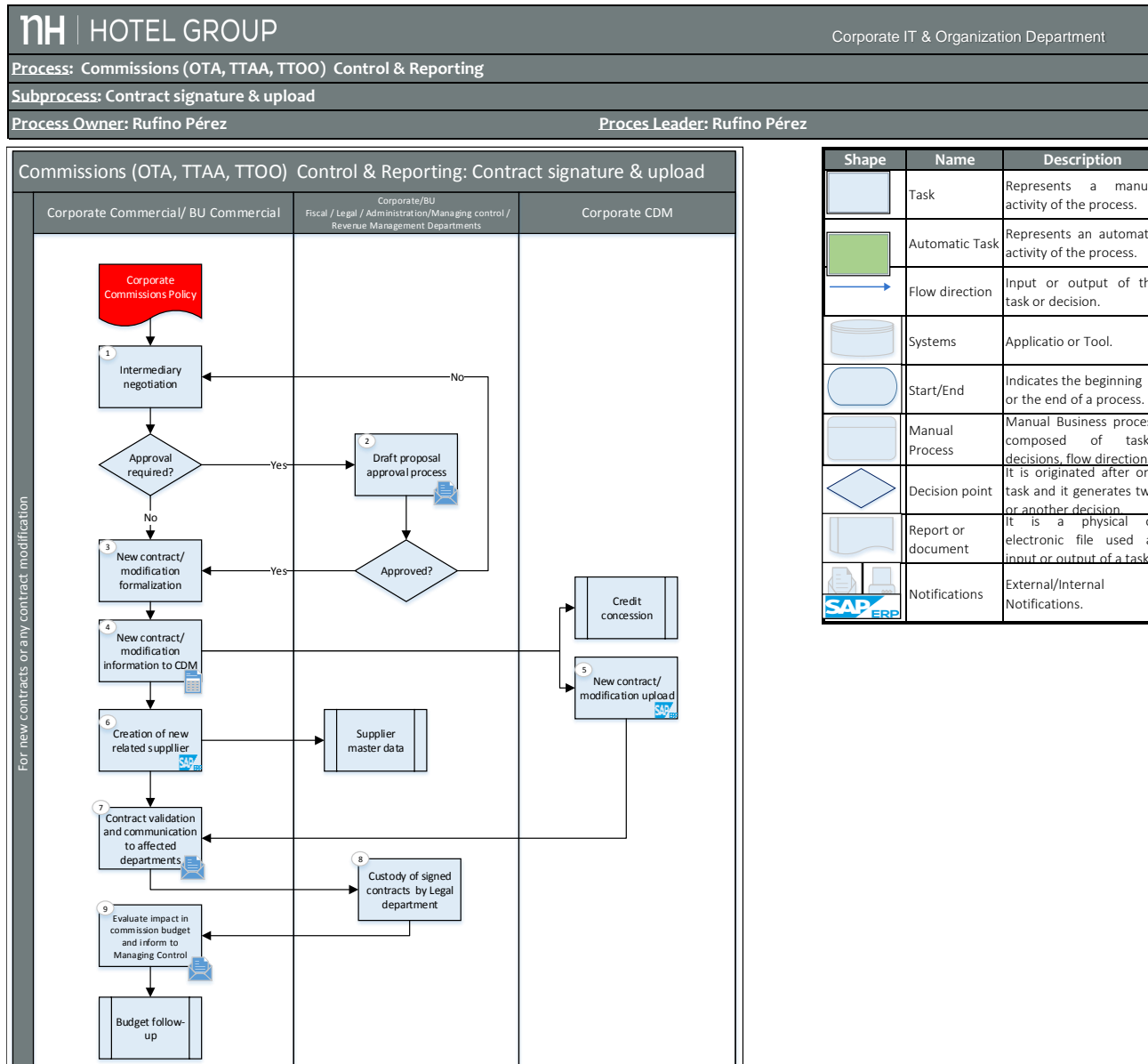




nH HOTEL GROUP Corporate IT & Organization Department			
Process: Commissions (OTA, TTAA, TTOO) Control & Reporting			
Subprocess: Contract Signature & Upload			
Process Owner: Rufino Pérez		Proces Leader: Rufino Pérez	
Author	Pilar Jarillo		
Date	12/01/2016		
Last modification date	15/02/2016		
Document version	2.0		
NH Approvals			
Name	Function	Date	Comments
Rufino Pérez	Process Owner		
Modification History			
Document Version	Date	Modified by	Comments
1	August 2013	Mónica Navas	
1.1	12/01/2016	Pila Jarillo	New full process. Commissions: Control & Reporting
1.2	26/01/2016	Pila Jarillo	
1.3	27/01/2016	Pila Jarillo	Administration, Owner comments
2.0	15/02/2016	Pila Jarillo	Controlling & Financial Planning, Operations comments Approved version



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Order	Task	Task Description	When	Responsible	Frecuency	Tools ☒
3	New contract/ modification formalization	The contract formalization, conditions and terms, will be done by the Commercial Department (Corporate or at the BU) being reviewed the legal conditions by the Legal Department. Commercial will request signature of the execution version (duplicate) to the intermediary to sign the contract firstly, always before it is signed by NH. The Commercial Department will be in charge of delivering of execution version duly signed (duplicate) by the intermediary to the Legal Department and the legal department request signature of the execution version (duplicate) by NH As a general rule, the persons who will sign the contract must be in accordance with the powers of attorney structure of the company.	Signature new / modified contract	Commercial department at the relevant organizational level, Legal Department		
4	New contract/ modification information to CDM	The Key Account Manager of each contract is responsible for uploading the relevant information in NH tools or applications in sufficient advance before the intermediary is generating business to NH. Contract and customer master data is centralized in CDM. If the customer is not registered in CRM, request the creation with the proper template.	After the signing of a new/modified contract	Commercial department at the relevant organizational level		Template agreement request Template Party creation or update Credit concession process
5	New contract/ modification upload	Creation/modifaction of the contract (and needed csutomers) in system.	After the signing of a new/modified contract	CDM Department		
6	Creation of new related supplier	If the cotract requires the payment of commissions to the intermediary, the Key Account Manager must check if the supplier is created in SAP. If no, have to request the vendor creation with the proper SAP transaction with the payment method transfer (A,T). Netting will be not allowed Both, supplier and customer have to be linked in SAP master data.	After the signing of a new/modified contract	Commercial department at the relevant organizational level		SAP-MM Transactions: xK03 /CCSHT/MM_PROVE_RE QU
7	Contract validation and communication to affected departments	The Key Account Manager of each contract is responsible for the validation of the upload in the system and the timely communication to any department of the organization affected by the business coming from this intermediary: - All departments involved in the approval process of the draft contract - Operations deparment - CRO, Booking Office - IT	After the signing of a new/modified contract	Commercial department at the relevant organizational level		Fact Sheet

<div> <div>  </div> <div>Corporate IT & Organization Department</div> </div>						
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Order	Task	Task Description	When	Responsible	Frecuency	Tools ☒
8	Custody of signed contracts by Legal department	The Legal Department is responsible for filing of the NH Execution version duly signed by both parties at the Legal Corporate Department archive and signature of the template to acknowledge reception of the contract. Every Commercial Director (at BU level and at Corporate level) have to ensure to keep a copy of all the commercial contracts in the Commercial Departments files /(digital) sorted by segment/name/date and including contract/amendments, etc.	After the signing of a new/modified contract	Commercial and Legal Department		
9	Evaluate impact in commission budget and inform to Managing Control	For new commercial contracts or amendments thereto, assess the impact on the budget committee and report to Managing Control departamet, to study if the impact is significant enough to generate a budget amendment. If this impact is relevant, the commissions budget must be updated.	After the signing of a new/modified contract	Commercial department at the relevant organizational level		Budget follow-up process

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Business Segment	Business Unit	Corporate / GFS
Online Travel Agencies (OTA's)	Contract scope limited to the particular BU and total intermediation cost (including override) less than 15%.	The rest of the contracts with intermediaries.
Travel Industry (TMC, BTC, Consortias, Individuals off-line travel agencies)	Contract scope limited to the particular BU and total intermediation cost (including override) less than 12%.	The rest of the contracts with intermediaries.
Leisure (TTOO Wholesalers, DMC)	Contract scope limited to the particular BU and total intermediation cost (including override) less than 15%	The rest of the contracts with intermediaries.
MICE (framework contracts)	All except Corporate contracts.	The rest of the contracts with intermediaries.

nh HOTEL GROUP					Corporate IT & Organization Department						
Process: Commissions (OTA, TTAA, TTOO) Control & Reporting											
Subprocess: Contract signature & upload											
Process Owner: Rufino Pérez					Proces Leader: Rufino Pérez						
Open Points											
Id		Issue			Resolution			Responsible		Deadline Date	
1		Confirm the procedure to create and inform in the vendor master record the proper information for Gross Commissions Agencies vendors _Define New Industry Code for Gross Commissions Suppliers _Assign the customer number in the proper field _Define a custom program to automatize the Vendor master creation from the customer master data creation						Rufino Pérez Fran Morillo			