11H HOTEL GROUP

Corporate IT & Organization Department

Process: Commissions (OTA, TTAA, TTOO) Control & Reporting

Subprocess: Contract Signature & Upload

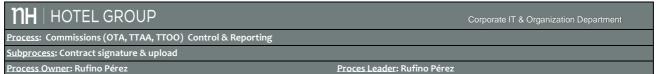
Process Owner: Rufino Pérez

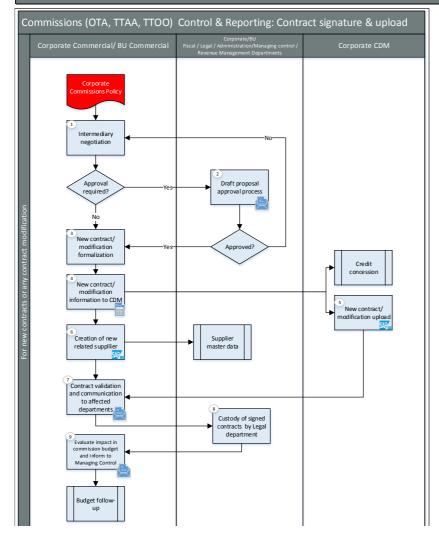
Proces Leader: Rufino Pérez

Author	Pilar Jarillo
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NH Approvals					
Name Function Date Comments					
Rufino Pérez	Process Owner				

Modification History					
Document Version	Comments				
1	August 2013	Mónica Navas			
1.1	12/01/2016	Pila Jarillo	New full process. Commissions: Control &		
1.1	12/01/2010 Fila	Fila Jai ilio	Reporting		
1.2	26/01/2016	Pila Jarillo			
1.3	27/01/2016	Pila Jarillo	Administration, Owner comments		
			Controlling & Financial Planning, Operations		
2.0	15/02/2016	Pila Jarillo	comments		
			Approved version		





	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.
		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,
		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.
	SAPERP	Notifications	External/Internal Notifications.

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Order	Task	Task Description	When	Responsible	Frecuency	Tools 2	1
0	potential risks - Individuals B2C agencies - Online Travel Agencies.(OTA's) - MICE intermediaries - Tour operators and Wholesalers - Central Reservations Platforms	5					
1	Intermediary negotiation	The purpose of this step is to obtain a Draf proposal of the contract to be signed by NH and the intermediary taking into account the main topics to be negotiated. The responsible organizational level for such ngotiation (BU or Corporate) will be decided on the relevance of the business and agreed incentives, according to the defined delegation threshold table**. The Corpoate Commercial Departmen could decide on concrete delegatios due to operational reasons.	Commercial Contract Negociation	Commercial department at the relevant organizational level		Annex: Standard terms and conditions for intermediaries negociation Annex: No commissionable services	**
2	Draft proposal approval process	The person in charge of the negociation is responsible to request the prior and explicit approval of the following departments: -Legal: validation of terms and conditions. - F&A: indentification of financial implication of incentives agreed and approval of payment terms and method and creit management. - Taxes - Managing control - Revenue management The person in charge of the negociation sends a copy of the contract with the Fact Sheet where relevant information is summarized and the NH Executation template in order to be signed by all involved departments.	Before the signing of a new/modified contract	Legal: validation of terms and conditions. Legal, F&A, Taxes, Managing control, Revenue management Departments		Contract Fact Sheet NH Executation template	

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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 agreeement 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 suppllier	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: xKo ₃ /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 department - CRO, Booking Office - IT	After the signing of a new/modified contract	Commercial department at the relevant organizational level		Fact Sheet

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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			
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	denortment at the		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.

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	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				