
























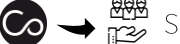





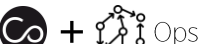









Use case	Reporter	Responsible	Channel	How to behave to this case?
The nominated vendor does not cover the service expectations due to quality or service issues.	 Hotel	 Coperama		The hotel will contact Coperama to escalate any quality or service issue arisen that can solve the problem with the actual vendor or providing an alternative.
Price errors detected before receiving the invoice (when creating the order or consulting the database)	 Hotel	 MDM	 Jira	Open a JIRA ticket in SAP MM (Materials Management) in category > Nominated Vendors Data Base
The PO received by the vendor contains data different from the signed with COPERAMA	 Supplier	 Coperama		Anyone receiving this request from the vendor must address the vendor to Coperama (for Nominated suppliers only), so that the incident can be escalated to MDM by electronic correction.
Doubts about the status of an invoice	 Supplier	 Vendor Query		Anyone receiving this request from the vendor must address the vendor to VQ.
Account reconciliation request with hotel accountancy	 Supplier	 Vendor Query		Anyone receiving this request from the vendor must address the vendor to VQ.
The vendor has any issue to upload/sent the invoices in EDI/Portal	 Supplier	 Vendor Query		Anyone receiving this request from the vendor must address the vendor to VQ.
The Hotel has any doubt about the procurement process	 Hotel	 S&T	 Jira	Open a JIRA ticket in SAP MM (Materials Management) in category > Purchase Orders Procedure Issues
The Hotel has doubts on how to solve an incident in SAP	 Hotel	 S&T	 Jira	Open a JIRA ticket in SAP MM (Materials Management) in category > Invoice Incidences Procedure Issues
Communication of punctual variation in service conditions that may impact the hotels purchasing process	 Supplier	 S&T		Coperama will communicate to S&T relevant service conditions variation that may affect massively the hotel purchasing process for downloading information to users.
New suppliers and renegotiations information to NH	 Coperama	 Ops		Communicate to Operations what hotels may be impacted by new negotiations carried out by Coperama for downloading information and act.
Request of ad-hoc negotiation to COPERAMA for the nomination of new vendors	 Ops	 Ops		Request of new needs will be communicated to Coperama who will accept the petition if economies of scale may exist due to volume aggregation.
Hotels request a new product in SAP to be approved	 Hotel	 MDM		The hotel requests new Products in SAP, MDM transfer the SAP requests to the Sharepoint that Coperama, tax and GL will answer. Material extensions of nominated suppliers will be automatically accepted.
Hotels request a new supplier in SAP to be approved	 Hotel	 MDM		The hotel requests new Suppliers in SAP, MDM transfer the SAP requests to the Sharepoint that Coperama will answer.