NH | HOTEL GROUP

Process: Master Data Management

Subprocess: Materials Master Data Maintenance

Process Owner: Ramón Luengo   **Process Leader:** Ramón Luengo

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Date	
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NH Approvals

Name	Function	Date	Comments
Ramón Luengo	Process Owner		
Ramón Luengo	Process Leader		

Modification History

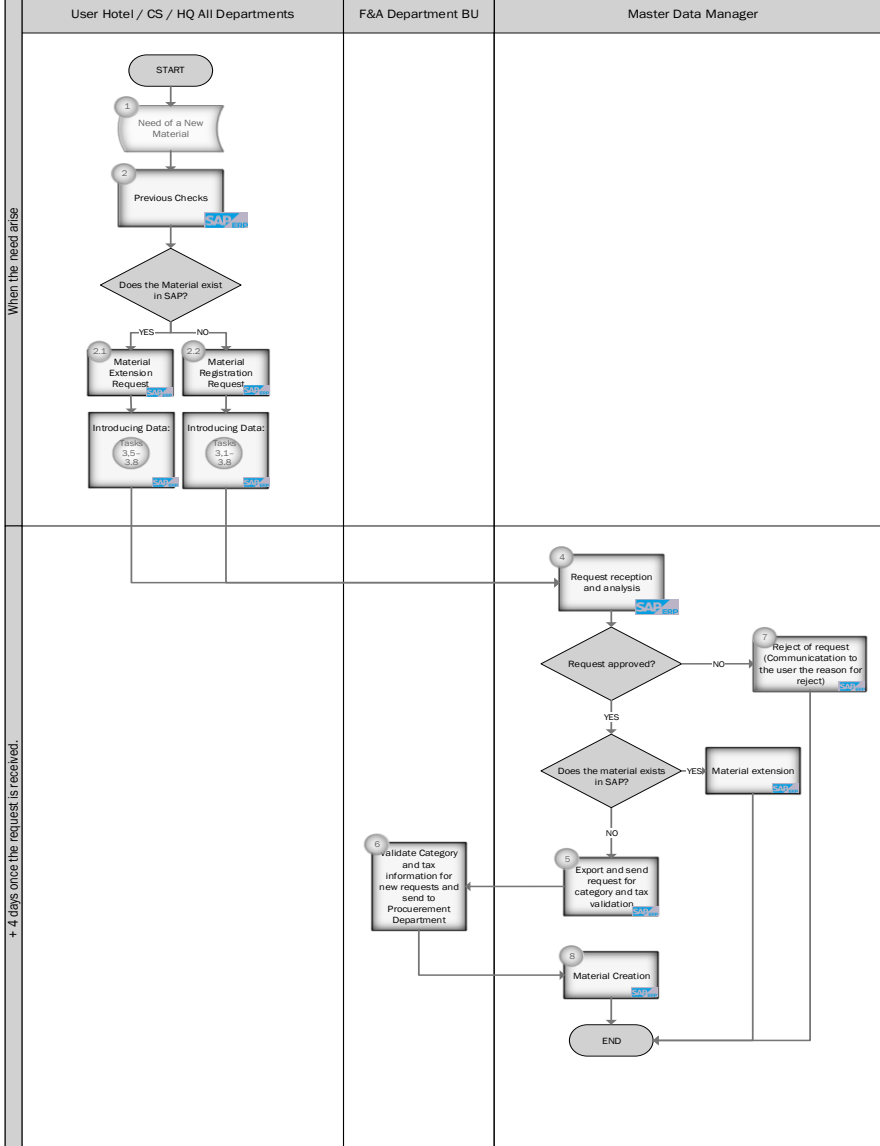| Document Version	Date	Modified by	Comments
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Material Master Data Maintenance

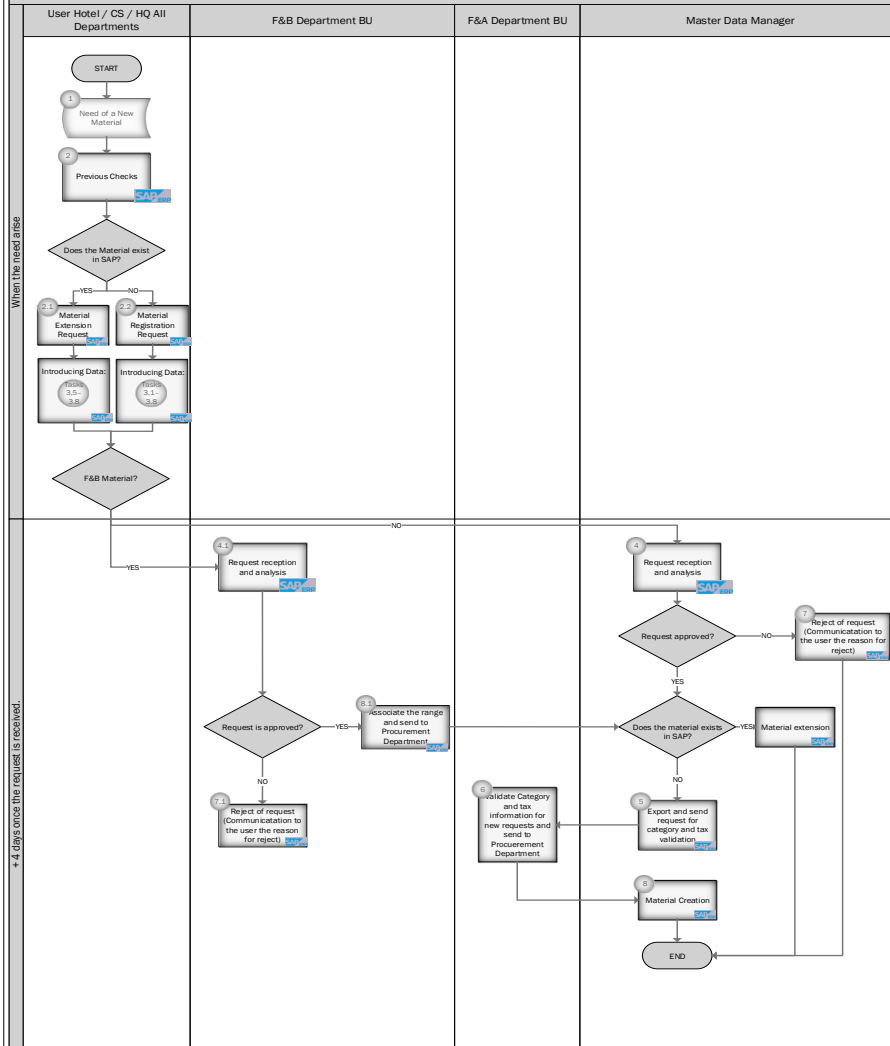| Shape	Name	Description
	Task	Represents a manual activity of the process.
	Automatic Task	Represents an automatic activity of the process.
→	Flow direction	Input or output of the task or decision.
Internal Audit Control	Internal Audit Control	Controls defined by NH Internal Audit
	Systems	Applicatio or Tool.
	Start/End	Indicates the beginning or the end of a process.
	Manual Process	Manual Business process composed of tasks, decisions, flow directions, documents and measured on a time
	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.
SAP ERP	Notifications	External/Internal Notifications.

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Material Master Data Maintenance Hotels in Spain

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Order	Task	Task Description	When	Responsible	Frecuency	Tools
1	Need of a material	If arises the need of a new material in a Hotel /CS / HQ, the user can request the registration of materials that do not yet exist in SAP or the extension of materials that are available in other centres, or for other suppliers., the creation or extension of a new material must be requested in SAP. The request is made through the transaction CCSHT/MM_MAT_REQU – Manage materials request.	When the need arise	User Hotel / CS / HQ All Departments	When the need arise	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
1.1	Material types	NH Hotel Group distinguish the following types of materials: - **Food and beverages (F&B)**. Material type 0001 (Food) and 0002 (Beverage). - **Non-food – Products.** Material type 0004 - **Non Food – Services.** Material type 0005	N/A	N/A	N/A	N/A
1.2	Material types: F&B Materials in Hotels Spain	_Only for F&B materials and in Hotels Spain_ : In order to optimise the hotels' workload and ensure the efficiency of everyone involved in the process of registering materials, exists a functionality in SAP to avoid requesting the registration of a F&B material that already exists in another centre (and has therefore been previously authorised). By means of the segmentation process product ranges have been assigned to different hotels.This means that hotels with product ranges assigned will only be able to purchase the articles corresponding to those product ranges. For this purpose, four categories of hotel have therefore been created, grouped according to the type of service and therefore the materials they use (See Annex 1). The F&B department has assigned each of these four categories a list of materials that must cover the needs of each centre.	N/A	N/A	N/A	N/A
2	Previous checks	Each time that a new request is fulfilled, the system will check via the material description whether another material already exists in the system with the same material description or a similar one. The system will only report the user about the duplicity in case it occurs, so that the user can create an extension request instead of a creation request. The validity will be only a warning.	When the user enter the request	User Hotel / CS / HQ All Departments	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
2.1	**Best Practice:** Previous checks	_Best Practice:_ The maintenance of the SAP material master is everyone's responsibility and the user must therefore previously check whether the material already exists in SAP in order to avoid possible errors and duplications.	When the user enter the request	User Hotel / CS / HQ All Departments	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
2.2	The material already exists in SAP, but not in the user centre	When the material code is entered in the "Material Reference" field, the data on the material appears automatically and it is only necessary to indicate the centre and fill in the fields in the Purchasing information block (See tasks 3.5 to 3.9).	When the user enter the request	User Hotel / CS / HQ All Departments	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
2.3	The material does not exist in SAP	In this case all the fields must be correctly completed (See Tasks 3.1 to 3.9)	When the user enter the request	User Hotel / CS / HQ All Departments	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
2.4	Non-inventoriable materials. Generic materials.	Any materials that cannot be inventoried must be indicated only in terms of the generic materials described in the document "Category tree and generic items" available on the intranet. These materials must not be created as specific materials, except when they correspond to certified suppliers and when NH considers they should be subject to a price control. With the exception of this last case, it is therefore only possible to request the extension of the materials included in the "Category tree and generic items".	When the user enter the request	User Hotel / CS / HQ All Departments	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request SAP-MM_Category tree & generic items
3	Material registration request	For request a new material registration, the user will access to the SAP transaction: /CCSHT/MM_MAT_REQU. The user will introduce the "plant" data and will go to the next screen where are displayed all the requests and his status.	When the user enter the request	User Hotel / CS / HQ All Departments	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.1	Introducing data in the request.	Once the user uses the "Create" option, the system will display the first screen (Request Data). **We must consider the Style Manual of SAP at the time of filling this data.**	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request

3.2	**Mandatory Task:** **Introducing data in the request**	**_Mandatory Task:_** The user must obtain from the supplier all the necessary information related to the material (description, base measure unit, vendor material reference, order unit, tax code, price …) if possible in writing, for a correctly introduction of the data in the request.	Before the user enter the request	User Hotel / CS / HQ All Departments / SSC	N/A	e-mail
3.3	Introducing data: Request Data	In this screen, the user will enter the "material type" field. Then, new fields appears in order to fill all the necessary information. Additionally, the user has to fill the "Plant" field in this block (Request Data).	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.4	Introducing data: Material Data	In this block, the user will introduce the following data: - Description - Base measurement unit - Product hierarchy (See Annex 2)	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.5	Introducing data: Purchasing Information: Vendor and Vendor Material Number.	In this block, the user will introduce the following data: Vendor: SAP Supplier Code. **Important :** To request a registration or extension of material the supplier must be created for our Company and Purchasing Organisation, otherwise the request cannot be made. In this case the vendor request must be made previously in the system. Vendor Mat.No: Product code assigned by the supplier. This information must be provided by the supplier.	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Vendor Creation And Approval Request — Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.6	Introducing data: Purchasing Information: Order Unit	Order Unit: Measurement unit in which the order must be made to the supplier. If the measurement unit for the order is different from the basic measurement unit, the system will request the user to make the conversion.	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.7	**Best Practice:** Order unit	**_Best Practice:_** It is essential to enter the unit of measure for the order exactly as it is invoiced by the supplier, otherwise it will cause problems when the invoice is entered in the accounts. The user must confirm this information with the supplier if it is a non-nominated vendor.	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.8	Introducing data: Purchasing Information: Tax Code	Tax Code: The type of tax to apply to the article. The valid taxes are defined for each country in the system. The user must select the taxes corresponding to his or her country. If the user chooses an incorrect tax code this will not be a reason for rejection. The Master Data Manager will confirm with the Administration department that the tax selected by the user is correct, and will change it if not. **Important:** If this information (Tax code) is not available, it must be provided by the supplier.	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
3.9	Introducing data: Request reason	The user must enter a text indicating a reason for requesting the registration or extension of the material. It is important to include all the possible information on the material to enable Master Data Manager and Administration to confirm correctly the article hierarchy and the tax indicator. **Important:** The user must request this information from the supplier.	When the user enter the request	User Hotel / CS / HQ All Departments / SSC	When the user enter the request	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
4	Request reception and analysis	The Master Data Manager in the BU will be responsible for reviewing and analysing the requests for the creation and extension of materials. Once the request has been received, it will be verified that it contains all the necessary information and is correctly completed. The limit for registering a material in the system will be 4 working days.	+ 4 working days once the request is received.	Master Data Manager (MDM)	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
4.1	Request reception and analysis: F&B Materials in Hotels Spain	_Only for F&B materials and in Hotels Spain:_ The F&B department in the BU will be responsible for reviewing and analysing the requests for registering materials and assign them in the corrresponding product range according Annex 1 or reject them.	+ 4 working days once the request is received.	F&B Department BU	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
4.2	Request reception and analysis. **Only for hotels in Colombia, Chile and Ecuador**	**_Only for hotels in Colombia, Chile and Ecuador:_** Once the request is received, the maximum treatment period is 4 days: - 2 days for the Tax Department to validate the tax information of the material (VAT, ICA) and the hierarchy of the material. - 2 days for Master Data Manager to decide whether or not to approve the request.	+ 4 working days once the request is received.	Tax Department (F&A) / Master Data Manager (MDM)	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
5	Review of assignment of hierarchy and taxes	For a correct assignment of hierarchy and taxes, the Master Data Manager will send the material creation requests to the Administration department twice weekly. This will be done by means of the report ZNH_ITEMREQUEST_LIST in which material requests can be exported using the "reason" field.	Twice weekly	Master Data Manager (MDM)	Twice weekly	Report SAP: ZNH_ITEMREQUEST_LIST

6	Review of assignment of hierarchy and taxes	With this information, the Administration department in each BU will validate the category and tax assigned by the user, and if necessary, check the correct information in the General Accounting Plan. The Administration department in each BU will have one day to return the confirmed information to the Master Data Manager.	+ 1 working day once the report is received.	Administration Department / Master Data Manager (MDM)	Twice weekly	Report SAP: ZNH_ITEMREQUEST_LIST
7	Reject of request	If the request for the material is incomplete, contains errors, omits important data, or if the supplier to which the user wishes to associate this material is incorrect, the Master Data Manager will reject the request and indicate the reason for rejection. This action will be done using the free field "Reason for rejection". This field must always include the reason the request has not been accepted. Then, the process finish. The rejection criteria for a request for registration or extension of materials are as follows: - Requests made outside the SAP circuit. - If there is a material from a niminated provider that can replace the one requested. - If there a material already created, in which case it should be a request for extension rather than registration. - If the conversion of the measurement units is incorrect. - Insufficient information in the request reason.	+ 4 working days once the request is received.	Master Data Manager (MDM)	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
7.1	Reject of request F&B Materials in Hotels Spain	_Only for F&B materials and in Hotels Spain:_ If the F&B department considers that the request of the material does not fulfil the criteria defined it will reject the request and indicate the reason for rejection. This action will be done using the free field "Reason for rejection". This field must always include the reason the request has not been accepted. Then, the process finish.	+ 4 working days once the request is received.	F&B Department BU	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request
8	Creation / Extension of the new material	If the information is totally correct and complete, and the Master Data Manager deems it appropriate to approve the creation/extension of the article, it will proceed to create the material. Once the request has been accepted, the requested material will be shown as approved on the request screen. SAP will automatically assign a material number, and the material will then be available for use by the requesting hotel once the Master Data Manager has created the contract in the system (Inforecords) and the process finish.	+ 4 working days once the request is received.	Master Data Manager (MDM)	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request / ME11 Create Info Record
8.1	Creation / Extension of the F&B Materials in Hotels Spain	_Only for F&B materials and in Hotels Spain:_ If the information is totally correct and complete, the F&B department assigns the material to a product range. Subsequently it will be automatically sent to the Master Data Manager so the material can be created / extended. The material is created for all the centres that are classified within the same category and not only for the requesting centre (Task 8).	+ 4 working days once the request is received.	F&B Department BU / Master Data Manager (MDM)	N/A	Transaction SAP: /CCSHT/MM_MAT_REQU – Manage materials request / ME11 Create Info Record
9	Review status of requests (Approval / Rejection)	The user must periodically review the status of requests (Approval / Rejection) in transaction "/ CCSHT / MM_MAT_REQU", since no notification of approval or rejection will be sent to the user; Will only be reflected in SAP.	+ 4 working days once the request is received.	User Hotel / CS / HQ All Departments	N/A	Transaction SAP: "/CCSHT/MM_MAT_REQU"
9.1	Request in error	In case that the current request is in status "error", the user must contact the MDM in order to verify the reason and know the next steps	In case of error	User Hotel / CS / HQ All Departments / SSC	N/A	Email

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Annex 1 - Product Ranges - Hotels Categories.

NH COLLECTION NH 5*	NH 4* (FULL SERVICE)	NH 4* (REDUCED SERVICES)	NH 4* + NH 3* (B&B)
	FULL	LIMITED	B&B
A	B	C	D

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Annex 2 . Product Hierarchy

Product hierarchy

The product hierarchy determines the accounting unit to which the material will be allocated, and it is thus very important to select it correctly. Based on the information available, the user must complete the three levels of hierarchy. If the user chooses an erroneous category this will not be a reason for rejection. The Master Data Manager will confirm with the Administration department that the hierarchy selected by the user is correct, and will change it if not.

This is selected by choosing the Material Type from the drop-down menu, then going up a level, choosing the Article Group and going up one more level to choose the hierarchy.