

A top-down view of a workspace. In the top left, a portion of a white keyboard is visible. In the top right, a pair of round, thin-rimmed glasses rests on a white surface. In the bottom left, a gold-colored pen lies diagonally. In the bottom right, a notebook with lined pages is partially visible. A semi-transparent white banner is overlaid across the middle of the image, containing the title and subtitle.

JIRA TOOL GUIDE

Refund & Third Parties Payment Process

Global Account Receivable Teams

April 2025

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Updated template and mandatory information to include in each request.

01. Log in process

You have 2 way to entry on the website to open a JIRA ticket:



Directly using the following link:

<https://minor-hotels.atlassian.net/servicedesk/customer/portals>



Through the employee's portal:

<https://employeeportal.minor-hotels.com/home/2>

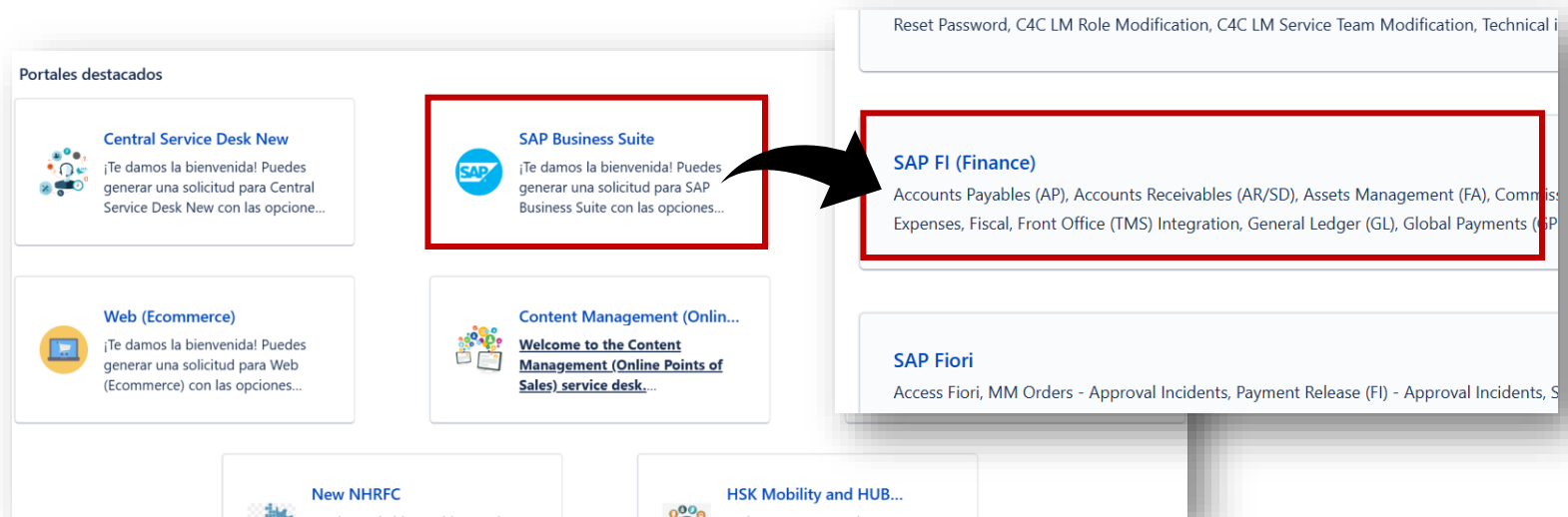
For your daily tasks	
3-Support Portal Create and track your requests via the customer portal. JIRA Service Desk: User Guide	6-Digital Knowledge Workplace Find all the Corporate Policies, Processes, Procedures & Training Material in the Business Processes section.
7-New Business Intelligence knowledge portal Find most of the reports and tools provided by BI department in a faster, professional and unified way. Click here for the user guide. If you do not have access, open a JIRA here to request it!	CRM & NH DISCOVERY Materiales NH Rewards y Campañas Enviadas a Clientes (promociones, ofertas ...)
Directorio NH World Contactos de hoteles y servicios centrales.	FRONTIFY. Discover the online platform for brand guidelines Accede a la última versión de todas las reglas y guías necesarias para elaborar cualquier material de nuestras marcas.



01. Log in process: Working with Minor support portal

Minor Support Portal main page shows the links to all customer portals projects whom you have access rights, the most recent categories that you used and the search help bar.

For our case, this process should be open in SAP FI (Finance) using this path:



01. Log in process: Open a JIRA ticket

The category open for this process is the following:


¿Con qué podemos ayudarte?

 Accounts Payables (AP)

 Accounts Receivables (AR/SD)


 Assets Management (FA)

¿Con qué podemos ayudarte?

 Accounts Receivables (AR/SD)

Los campos obligatorios están marcados con un asterisco *

Generar esta solicitud en nombre de *

 , (inv_34471@nh-hotels.com)

SAP: (Accounts Receivables (AR/SD)) Category *

Refund Request

Summary *

Description



In each category there are mandatory attachments that you need to fill in to complete the request. In the following pages you will find the detail for each category.



Request that don't have all the mandatory information and attachments will be rejected.

A top-down view of a dark wooden desk. At the top is a silver laptop keyboard. To the left is a white Apple mouse and a white AirPods case. In the center is a spiral-bound notebook with a grid pattern, held by a hand with white nail polish and a silver ring. A pencil lies above the notebook. To the right is a glass cup of tea with a tea bag on a brown coaster.

GENERAL PROCESS

General process, and type of payments related to this procedure



PROCESS

TYPE OF PAYMENTS RELATED TO THIS PROCESS

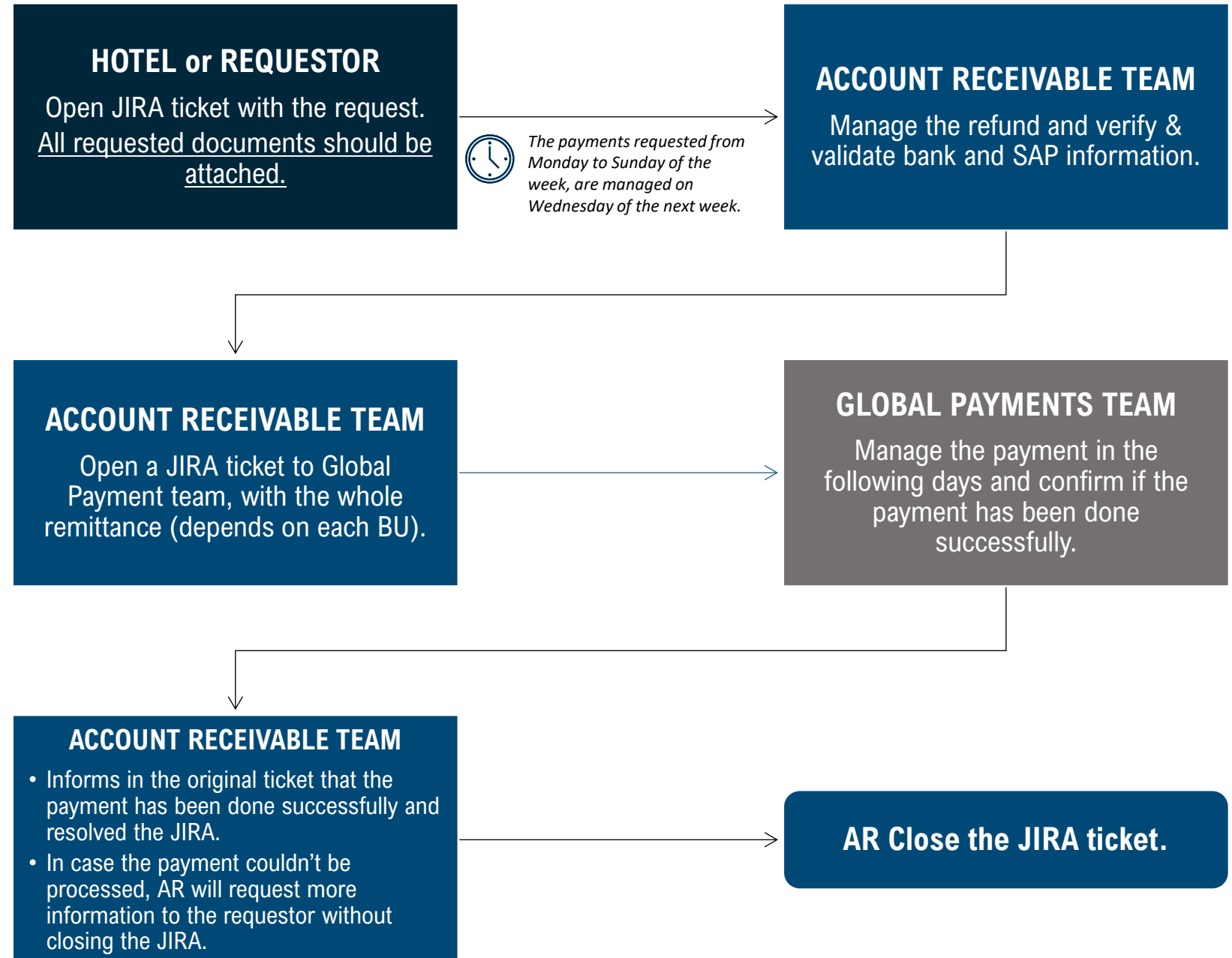
REFUNDS

Those payments related to a duplicated payment made by a client, or an overpayment related to an invoice.

THIRD PARTIES PAYMENTS

Client compensation due to an incidence in the hotel as stolen items, accident, laundry issue....no invoice is involved.

PROCESS



REFUND & THIRD PARTIES PAYMENT PROCESS

*Updated template and mandatory
information to include in each request*



REFUND & THIRD PARTIES PROCESS

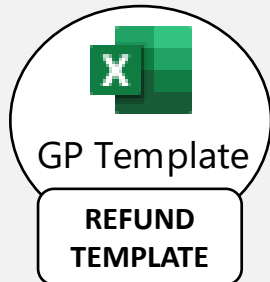
Mandatory Information to include in the request


SUMMARY

Country_Hotel Name_Client Name_Amount

MANDATORY ATTACHEMENTS

UPDATED TEMPLATE CORRECTLY FULFILLED





 Marked in red are the mandatory fields.

CLIENT BANK CERTIFICATE

- **BUSE & BUNE:** Mandatory for payments higher than 10.000€ and/or for foreign bank account that doesn't have IBAN.
- **BUAM:** Mandatory in all cases.

OTHER MANDATORY DOCUMENTS BY BU

- **BUNE:** TMS invoice and confirmation by the client by email or the following attachment:   **ENGLISH** **GERMAN**
- **MÉXICO:** Original Payment bank proof and Refund request signed by the GM or OK in the JIRA ticket.
- **COLOMBIA & ECUADOR:** Original Bank proof.
- **CONOSUR:** Original Payment bank proof , Approval of the GM, Client's email indicating that they cannot use the amount in future reservation & Copy of the negative invoice close as transfer in case the prepayment is apply in TMS.

REFUND & THIRD PARTIES | Description

BUNE, BUSE & CONOSUR

- In case is a payment related to an incidence (THIRD PARTIES PAYMENTS), the **GL account** and **CECO** should be clearly indicated as the approval of the Controller or hotel GM.
- You can add any extra information that you may consider relevant to proceed with the payment.

MÉXICO, COLOMBIA & ECUADOR

- MANDATORY:**

 - Amount in MXN & USD
 - Check in – Check out
 - Cancellation reason
 - Cancelation time
- Client’s email indicating that they cannot use the amount in future reservation.
 - In case the prepayment is apply un TMS, attached a copy of the negative invoice close as transfer.

Category
Accounts Receivables (AR/SD) ▼

Subcategory
Refund Request ▼

Summary
COUNTRY_HOTEL NAME_CLIENT NAME_AMOUNT

Description (optional)

B *I* U A Format

MINOR

HOTELS