



Supplier Invoices Registration processes – Best Practices Guide

NH Organization.

19.09.2016

THE BEST PRACTICES IN ORDER TO.....

...AVOID INVOICE INCIDENCES.



Don't work twice!



Best Practices - Creation of Purchase Orders:

- ✓ The order has to be realized always before receiving the product or service since the supplier requires the NH order number in his invoice.
- ✓ Use always nominated materials / vendors.
- ✓ Select the correct material.
- ✓ Introduce the orders of inventory goods in detail.
- ✓ For the orders of fruit and vegetables (Spain and Germany) introduce a consolidated order per month (every 28). Summarize all deliveries of the month, detailed by material and with the average price of the month and agreed with the supplier in the “proforma” invoice.
- ✓ Enter the amounts and quantities correctly, paying attention to the unit of measurement of the material. If the supplier is a non-nominated supplier verify that the price you enter is correct.
- ✓ Carefully review the purchase order before saving and sending it to the supplier.
- ✓ For recurrent purchase orders, use order templates.



TMSforMM - Order Entry Assistant

Date/Dlvry.date: 19.07.2016 / 20.07.2016
P.Order type: NB
Plant/Destinat.: 0128 8001

Selected materials

S	SLOC	O	Name 1	Material	Vend...	Material description	Quantity	Base Unit	Net Price	F	Net Value
	8001		GRAFICAS...	04005080	GCAL...	BLOCK MICE NH NEW	500	PC	0,52		26,00

Vendor:
Material: 04005080
Vend.Mat.:

REVIEW THE PURCHASE ORDER BEFORE SAVING



Best Practices – Goods Receipts (I):

- ✓ Check physically the products or services when they are received/supplied. Compare the order with the delivery note and check manually all the products to be sure that they are correct. If you have not received delivery note, request it to the supplier.
- ✓ Additional materials than the ones ordered should never be received. Whenever a substitutive material is delivered by the vendor, if agree with the reception, the PO must be updated with the new material, new quantities and new prices. The original material cannot be marked as received.
- ✓ It is important that you enter the delivery note every day, so that you don't accumulate all the documents for the end of the month.
- ✓ Make goods receipt, checking one by one the quantities you enter. Correct the quantities receptions if the quantity delivered by the supplier is different than the requested.
- ✓ In the case of non-nominated vendor, check that the price of each material is correct and that the total amount of the reception matches the total amount of the delivery note.
- ✓ Enter correctly the number of delivery note following the SAP Style Manual.





Best Practices – Goods Receipts (II):

- ✓ Make sure once again that all data entered is correct before saving.

TMSforMM - Inventory Management Assistant

Operation: 01 Goods Receipt
Plant+SLoc.User: 0128 8001
Date doc./post.: 19.07.2016 / 19.07.2016
Dlv. note: A/125678
Observations:
Hierarchy Search

Selected materials

S	SLoc	Item	Item	Material description	Quantity	BU	Quantity	OCI	Net Price	per	Σ Net ...	Tx	Σ Gross order value	Crcy
✓	8001	10		VASO ENV INDIV TRAN...	3	CV	3		52,20	1	156,60		156,60	EUR
												156,6...	156,60	EUR

Mass update Save doc.

Enter correctly the number of delivery note

Check the quantities you enter

Check the price.

Check the total amount of the reception matches the total amount of delivery note



THE BEST PRACTICES IN ORDER TO...

...SOLVE INVOICE INCIDENCES.





Best Practices – Incidences Resolution (I):


- ✓ Daily check the SAP workplace to verify if you have open incidences.
- ✓ Solve the incidences of the invoices before the end of the current month in order to avoid delay in payment to the supplier, remember that the invoices with incidences are blocked for payment.
- ✓ Select and use correctly the options provided by the system to resolve invoice incidents. When using the “Contact with Admin” option, to facilitate clear communication with the SSC, chose one of the standard answers, using the “others” option only when you cannot find the answer you need from the standard ones. (Only exceptional cases and mandatory English).



Action description	Reason to send to SS	Reason Description	Notes	ACTION
Sent to Admin	AMNT_MATCH	The total amount matches	Total amount matches for line XXXX / Total amount matches for invoice.	SSC must post the invoice as total amount matches.
	CM_CORRECT	Credit Memo is correct	Credit memo matches with differences, repost and release invoice	SSC must post the credit memo according to the Credit memo request.
	GR_DONE	GR is done. Proceed to Post the Invoice	GR NUMBER	Ok. SSC accepts the instruction of hotels
	NOT_PRC	This is not a price incidence	Price Incidence in Material XXX incorrect. Review matching of the PO Lines (Enter PO lines to be reviewed)	SSC must review invoice
	NOT_QTY	This is not a quantity incidence	Quantity Incidence in Material XXX incorrect. Review matching of the PO Lines (Enter PO lines to be reviewed)	SSC must review invoice
	REV_INV	Reverse the Invoice to modify PO line	To use only if the invoice needs to be corrected, or there is an amendi PO/GR by hotel	SSC must reverse invoice and inform users
	WRONG PO	Wrong PO.The appropriate is....	Right PO NUMBER IS....	Ok. SSC accepts the instruction of hotels
	WRONG POLN	Wrong PO Line.The appropriate is....	Right PO line	Ok. SSC accepts the instruction of hotels
	WRONG_BA	This incidence doesn't belong to this BA	Wrong BA. Reject invoice	SSC to honor BA of the PO. If Hotel advised BA is incorrect, invoice should Be rejected
	REJECT INVOICE	Reject the invoice back to supplier	To instruct SSC to reject & delete the parked invoice	



Best Practices – Incidences Resolution (II):

- ✓ Remember: Always check the incidence, matching the PDF invoice (if it is attached) with the physical delivery note that you must keep in your archive.
- ✓ For Portal/EDI invoicing incidents (only parked), please remind to resolve them in SAP and then go back to the supplier portal and report the resolution.
- ✓ For confusing or difficult incidences that you do not understand how to solve, please contact your MM Key user. 

Please read carefully the following related processes. In them you will find how to solve each of the invoice incidences, explained step by step and case to case:

Related Documents:

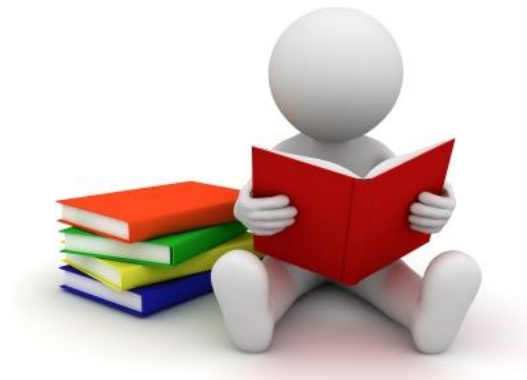
[Process Packing Slip Missing incidence](#)

[Process PO Line Missing Incidence](#)

[Process PO Consumed Incidence](#)

[Process Quantity Incidence](#)

[Process Price Incidence](#)



THANKS!

nh | HOTEL GROUP

nh
HOTELS


nh COLLECTION

nhow

Hesperia
RESORTS

www.nh-hotels.com