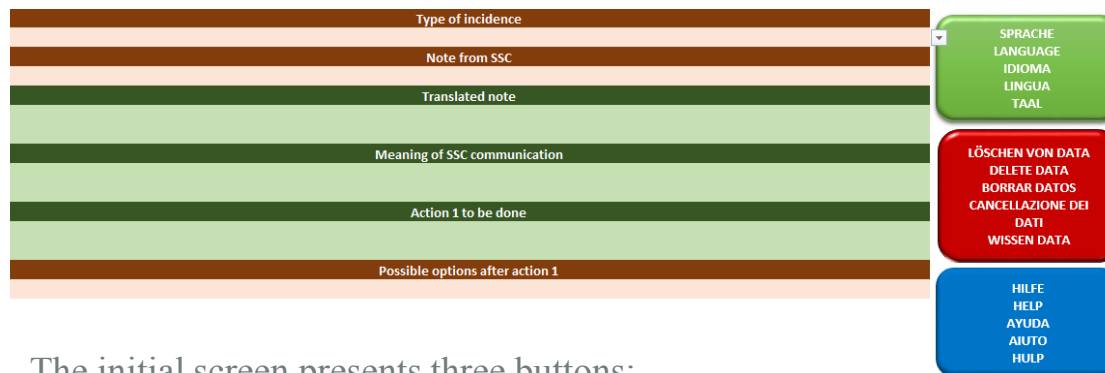# nH | HOTEL GROUP

INCIDENCE RESOLUTION GUIDE.
USER INSTRUCTIONS
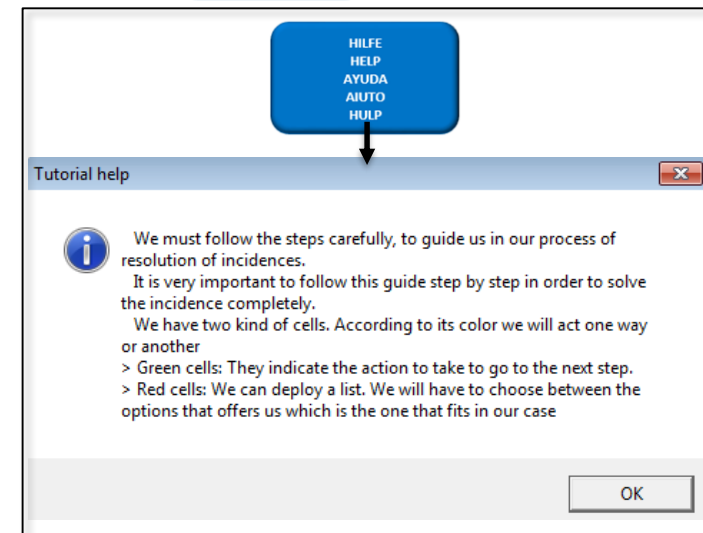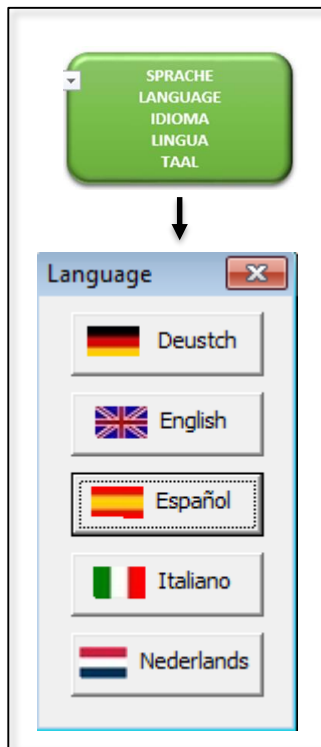
Support & Training
April 2017

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GENERAL INFORMATION OF THE GUIDE

This tool is a guide for the end user in the process of the resolution of incidences. If we follow the steps it will help us to solve most of the incidences that are generated in our system.

| Type of incidence |
| Note from SSC |
| Translated note |
| |
| Meaning of SSC communication |
| |
| Action 1 to be done |
| |
| Possible options after action 1 |

SPRACHE
LANGUAGE
IDIOMA
LINGUA
TAAL

LÖSCHEN VON DATA
DELETE DATA
BORRAR DATOS
CANCELLAZIONE DEI DATI
WISSEN DATA

HILFE
HELP
AYUDA
AIUTO
HULP

SPRACHE
LANGUAGE
IDIOMA
LINGUA
TAAL

Language
- Deustch
- English
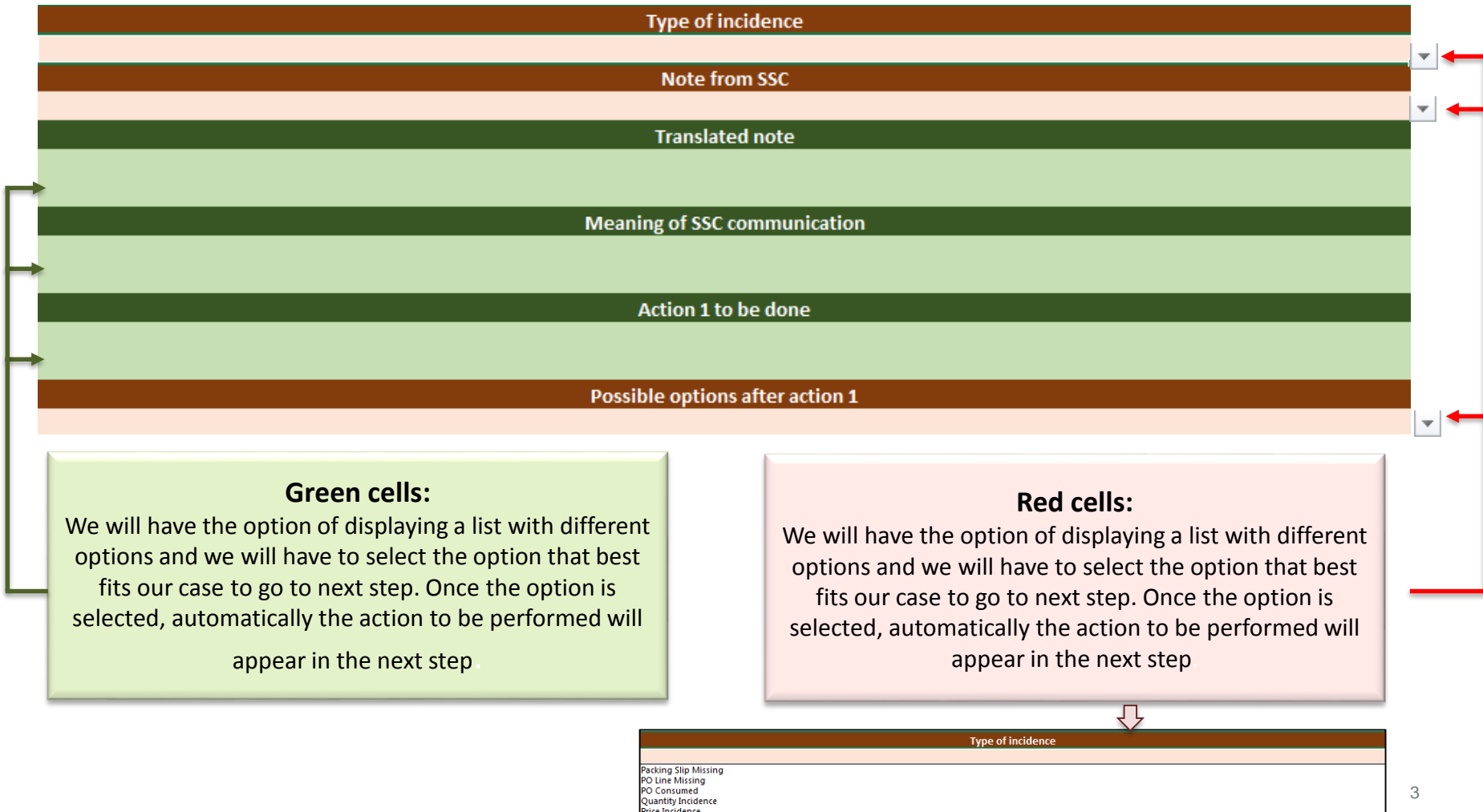- Español
- Italiano
- Nederlands

The initial screen presents three buttons:

- Green (Language): Displays a window where we can choose the language of the tool

- Red (Delete Data): Deletes all data so we can start over again

- Blue (Help): Shows a window with some general suggestions about the use of the template

HILFE
HELP
AYUDA
AIUTO
HULP

Tutorial help

We must follow the steps carefully, to guide us in our process of resolution of incidences.
It is very important to follow this guide step by step in order to solve the incidence completely.
We have two kind of cells. According to its color we will act one way or another
> Green cells: They indicate the action to take to go to the next step.
> Red cells: We can deploy a list. We will have to choose between the options that offers us which is the one that fits in our case
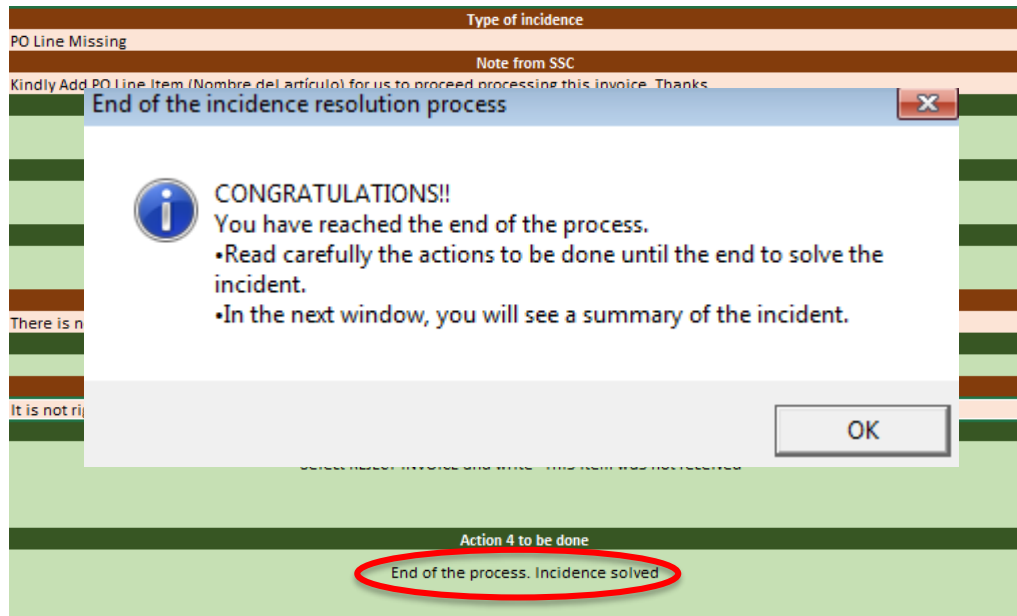
OK

2

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NAVIGATING THE GUIDE

Apart from the darker cells where the step / process titles appear, we will have in the lighter ones two possibilities, depending on the color of the cells. We will have to go step by step through the different cells, guiding us this way to the end of the process.

Type of incidence

Note from SSC

Translated note

Meaning of SSC communication

Action 1 to be done

Possible options after action 1

Green cells:
We will have the option of displaying a list with different options and we will have to select the option that best fits our case to go to next step. Once the option is selected, automatically the action to be performed will

appear in the next step.

Red cells:
We will have the option of displaying a list with different options and we will have to select the option that best fits our case to go to next step. Once the option is selected, automatically the action to be performed will appear in the next step

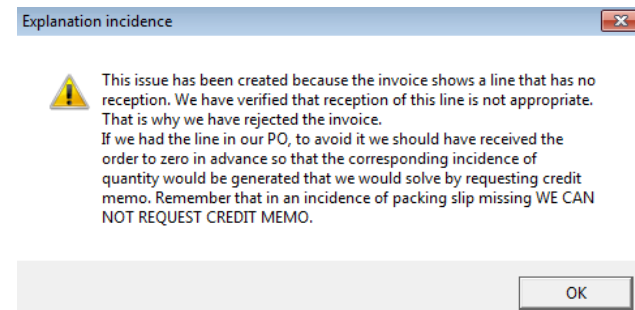| Type of incidence |
| --- |
| Packing Slip Missing |
| PO Line Missing |
| PO Consumed |
| Quantity Incidence |
| Price Incidence |

3

END OF THE PROCESS

If we follow all the steps indicated, we will reach a point where the process is finished, a green cell will appear with the message: **"End of the process. Incidence solved".** Subsequently, we will see the end of process window, showing that we have reached the end.

Once we click OK, a window will appear (explanation of the incidence), where we will see a small summary of why it was possible to generate the incidence and how we can avoid this incidence type in the future.

THANKS!

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