Control Lists and Actions Management

PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Operations	SVP Operations	March 2019
	Business Transformation	Organization Director	
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Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace https://nhorganization.nh-hotels.com*

OBJECTIVE AND SCOPE

This procedure itemizes the various control actions and reports that have to be issued and signed periodically as an integral part of the control function incumbent upon Hotel Management and Department Heads for hotels with SAP_TMSforHotels, SAP_TMSfor POS and SAP_MM.

The Hotel Manager is obliged to carry out the actions listed as mandatory with the frequency indicated to ensure an appropriate control climate in the hotel under her/his responsibility.

In addition, the **F&B Manager or Maître, Front Desk Manager and Internal Sales Manager** are also responsible for ensuring adequate documentation of incidents detected in their respective areas.

SUMMARY

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1 CONTROL LISTS

All the control reports currently defined in this procedure are automatically generated in TMSforHotels.

Hotel management must **compulsorily** review and approve the End of Day reports in the system, avoiding massive printing and physical storage.

TMSforHotels ensures correct digital storage of these reports and their approval monitoring (according to the Legal and Audit deadlines).

1.1 EOD reports digitalization process framework

Responsible parties: Hotel General Manager / Hotel Report Approvers / GM & Audit Dept.
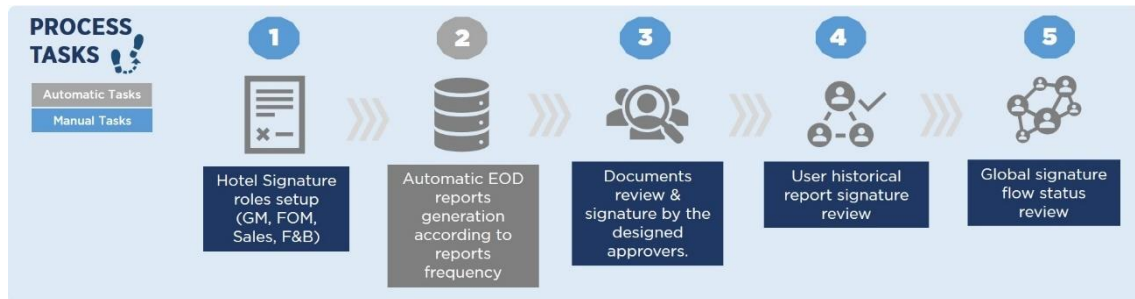
Find the details of each of these tasks in the [End of Day Reports Digitalization Process Manual](#)

1.2 Automatic EOD reports generation

End of Day reports will be automatically generated (after Night Audit) with the layouts, frequency, and date range defined in the table in [Annex I](#) of this document.

Each approver has access in TMSforHotels to the transaction *ZEY_EOD - EOD Reports Dashboard* for reviewing, signing, and monitoring the generated reports.

> ### KEY TASKS
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> All the reports must be signed in a prudential time after its generation.
>
> Delays in the signatures will be considered as a serious breach of NH Corporate Processes.

2 CONTROL ACTIONS

Mandatory control tasks that the Hotel General Manager must carry out with the frequency indicated as detailed below:

2.1 SAP_TMS

Rooms reconciliation (Housekeeping vs. Revenue report)

- **Purpose:** Compare the rooms produced daily in TMS with the number of rooms cleaned according to Housekeeping to find and analyze discrepancies.

- **Transactions:** Run the transaction */CCSHT/NA_003 - Daily Management report* and use the OCCUPIED rooms result to fill in the *Rooms reconciliation template* and compare with total cleaned rooms (information from Housekeeping). Explain the differences that may exist (clean vs produced).

- **Template:** Fill in, print and sign one of the following:
  - [Rooms reconciliation](#)
  - [Rooms Monthly Reconciliation](#)
- **Issuance frequency:** Daily
- **Required signatures:** Housekeeping Manager, Front Office Manager and Hotel Manager.
- **Archive period:** 18 months.

Unannounced cash balance verification (Front Desk and other Point of Sales)

- **Purpose:** Verify that all hotel tills are balanced and properly/accurately managed. Hotel Manager must check if the sales amount of all payment methods matches with the tickets and the cash in the drawer and there are no cash movements without posting in SAP_TMS or POS.
- **Transactions:**
  - **TMSforHotels:** Run and print the transaction *Display Tills (/CCSHT/FC_CA03)* which will bring up all the information required regarding the opening cash balance, cash inflows, cash outflows and the accumulated cash, currency, and credit card balances.
  - **TMSforPOS:** Issue an *"X Report"* using the "Shift change" button to print an overview of all tickets of the Room.
- **Issuance frequency:** At least, one monthly cash balance verification of any Hotel`s till.
- **Required signatures:** Hotel Manager and till responsible at that time.
- **Archive period:** 18 months.

2.2 SAP_MM

Hotel´s General Warehouses

- **Purpose:** Verify that all hotel general warehouses have no stock differences and the warehouse movements (transfers, good receipts, etc.) are processed in SAP_MM without undue delays.
- **Transaction:** Run and print the *Stocks report (MB52- Display Warehouse Stocks of Material)* and check a sample of stocks (between 20-30 materials depending on the warehouse size).
- **Issuance frequency:** At least once every two months**.**
- **Required signatures:** Hotel Manager and Storekeeper.
- **Archive period:** 18 months.

3 RELATED DOCUMENTS

End of day reports digitalization process manual

Rooms reconciliation

Rooms Monthly Reconciliation

Hotel Cash Handling Procedure

Physical Inventory Execution

Control Lists and Actions Management   *Business Processes - Operations*

4 ANNEX I: End of Day reports listing

Required role signatures

Report name	Transaction	Layout	GM	FOM	F&B	SALES	Execution	Comments
TMS No show reservations	/CCSHT/RS03_IN		X	X			Daily	Verify that "No show reservations"are properly invoiced (if applicable).
TMS Check Reservation Report	ZTMS_COM_CHECK			X			Daily	Guarantee the correct performance and review of room reservations (individual and rooms) in TMS for Hotels, to ensure the quality of information contained in each one.
TMS Day Production Report	/CCSHT/REVENUE_REP		X				Daily	The main use of this report is to check and verify whether all revenues have been booked on the correct revenue concept, to ensure a correct and trustworthy P&L.
TMS Verify production by segment	/CCSHT/ZFOR0017		X				Daily	Check if all segments and sub segments are correct and aligned with the expected segmentation (Groups versus individual versus M&E, etc.).
TMS Management Report	/CCSHT/NA_024_R		X	X		X	Weekly	Check that once hotel services have been performed they are diligently invoiced and are sufficiently secured in order to guarantee their collection. Departures pending billing, outstanding by more than 7days.
POS Free articles	/CCSHT/POS_ALV_SALES	/FREE	X		X		Weekly	Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified.
POS Discounts	/CCSHT/POS_ALV_SALES	/DISCOUNT	X		X		Daily	Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified.
POS Manual prices	/CCSHT/POS_ALV_SALES	/MANUAL PRI	X		X		Weekly	Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified.
POS Tickets canceled	/CCSHT/POS_ALV_SANU	/DEFAULT	X		X		Daily	Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified.
POS Positions deleted	/CCSHT/POS_ALV_SANU	/DEFAULT	X		X		Weekly	Verify that any tickets canceled, positions deleted, discounts and manual prices in POS are justified.
TMS Free Rooms	/CCSHT/RMS_REPORTING	/COMPLEM_FRE	X				Weekly	Verify that any free rooms/Price 0 are justified (keep the approved provision of services form as proof of back-up).
TMS Complimentary Rate	/CCSHT/RMS_REPORTING	/COMPLEM_RAT	X				Weekly	Verify that any free rooms/Price 0 are justified (keep the approved provision of services form as proof of back-up).
TMS Cancelled fixed charges	/CCSHT/RS_ANUL_CFJ	/CXLFIX	X	X		X	Weekly	Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management.
TMS Discounted charges	ZEY_R_CE_SI_01	/DISCOUNT	X	X		X	Daily	Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management.
TMS Negative charges	ZEY_R_CE_SI_01	/MINUS_CHARG	X	X		X	Daily	Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management.
TMS Free charges	ZEY_R_CE_SI_01	/FREE_CHARGE	X	X			Daily	Verify that any free rooms/Price are justified.
TMS Cancelled charges	ZEY_R_FC_SI_07	/CARGOS_ANUL	X	X		X	Daily	Verify that any charges cancelled, negative balances and/or discounts are justified and have been signed by the Department Heads and Hotel Management.
TMS POS TIPS report	ZEY_R_CE_SI_01	/TIPS	X	X	X	X	Monthly	TIPSs settlement/reimbursement and distribution between team members.
TMS Upselling commissions	ZFC_UP_COM_E_H		X				Monthly	Verify the commissions generated as a result of upselling and paid to Front Desk team members.
TMS Miscellaneous charges & payments	/CCSHT/R_FC_SI_01	/MISCELL PAY	X				Monthly	Verify that all monthly miscellaneous payments are properly justified and they have the supporting documents.
MM List of inventory differences	MI24	/DON'TMODIFY	X				Monthly	Verify that all monthly stock consumptions in Hotel (before the inventory differences had been posted) are known and approved by Hotel Manager.
MM Breakages and losses	MB51	/BREAK&LOSS	X				Monthly	Verify that all breakages and losses in hotel's warehouse are known and approved by Hotel Manager.

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