

### Subprocess: Disaster Plan & Incident Management

### Proces Leader:

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NH Approvals			
Name	Function	Date	Comments
SVP HQ Treasury	Process Owner		
Director HQ Treasury	Process Leader		

[illegible]

Process: Payment Gateway

Subprocess: Disaster Plan & Incident Management

Process Owner: Luis Martínez Jurado

Proces Leader:

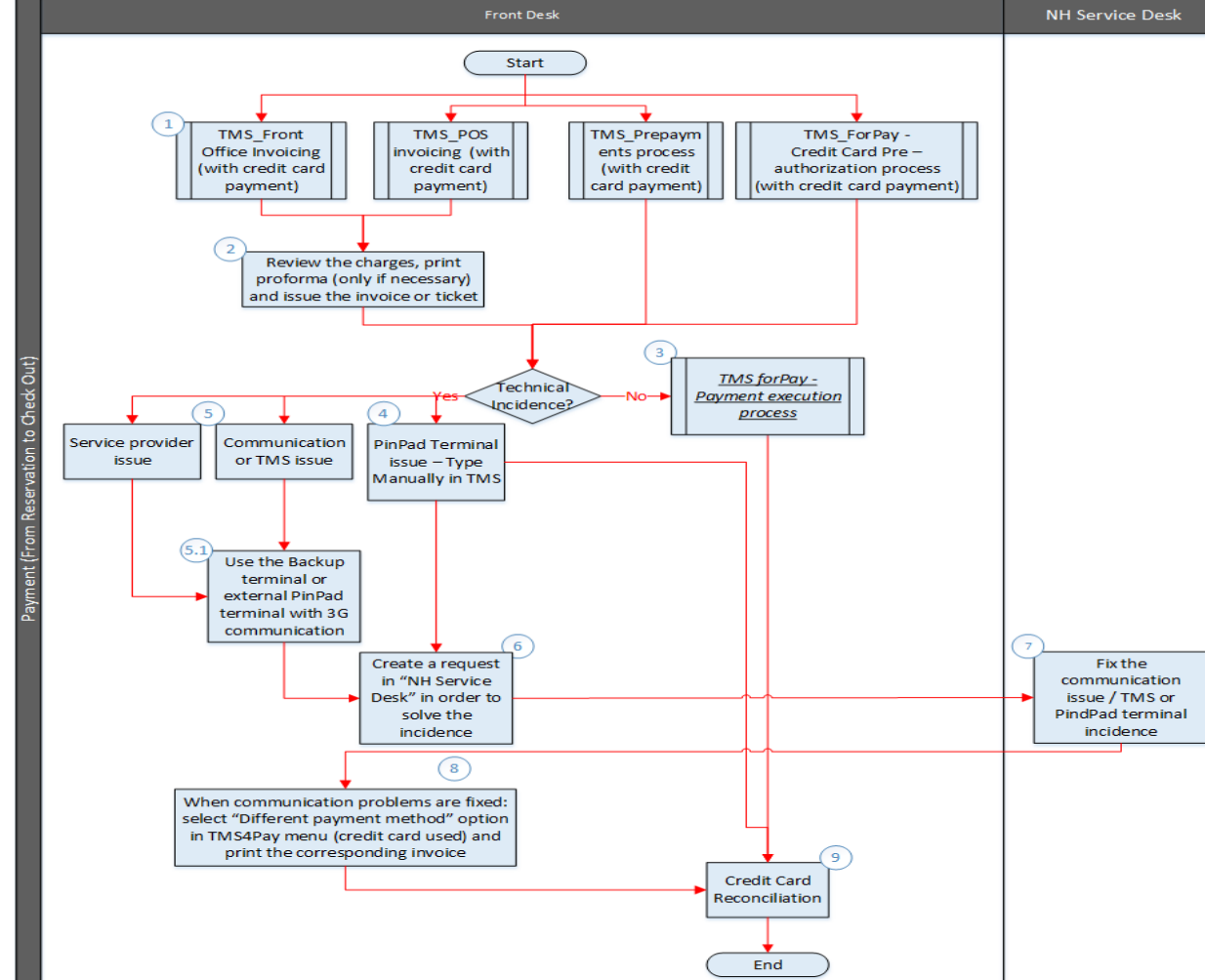
Process: Payment Gateway  
Department

Subprocess: Contingency Plan

Process Owner: Luis Martínez Jurado

Process Lead: Eduardo Cascales

Corporate IT & Organization



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	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...
	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.
	Notifications	External/Internal Notifications.

Process: Payment Gateway

Subprocess: Disaster Plan & Incident Management

Process Owner: Luis Martínez Jurado

Process Leader:

Order	Task	Task Description	When	Responsible	Frecuency	Tools ☒
0	Establish how many backup terminals must be available in the hotel	Establish how many backup terminals must be available in the hotel: Credit card terminals or External PinPad with 3G line. Normally, the backup terminal will be stored in Front Office Area and it should be used by any point of sales of the Hotel if necessary. All the Staff must be informed about where are placed these backup terminals.	Ad-hoc	Hotel Manager Front Office Manager	N/A	TMS forHotels / TMS forPay
0.1	Request Credit Card terminal or PindPad terminal with 3G line for backup process	Request Credit Card terminal or PindPad terminal with 3G line for backup process	Ad-hoc	Hotel Manager	N/A	<a href="#">TMS ForPay - Terminals request</a>
1	<i>TMS_Front Office Invoicing, TMS_POS invoicing, TMS_Prepayments and TMS_ForPay - Credit Card Pre – authorization process</i>	<i>TMS_Front Office Invoicing, TMS_POS invoicing, TMS_Prepayments and TMS_ForPay - Credit Card Pre – authorization process with credit card payment.</i>	Reservations / Check-in / In-house management / TMS_POS / Check-out	Front Office / Reservations / Meetings / F&B	N/A	<a href="#">TMS Front Office Invoicing</a>
						<a href="#">TMS POS invoicing</a>
						<a href="#">TMS Prepayments process</a>
						<a href="#">TMS ForPay -Credit Card Pre – authorization process</a>
2	Review the charges, print proforma (only if necessary) and issue the invoice or ticket	Review the charges, print proforma (only if necessary) and issue the invoice or ticket. According to the Environmental Policy of the Company, we will check verbally with the Guest that all the charges are correct before printing the invoice. Only when the Guest ask for it, a proforma invoice will be printed.	Check-in / In-house management / Check-out / TMS_POS	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
3	<a href="#">TMS forPay - Payment execution process</a>	Payment Gateway process (through Electronic Payment Gateway)	Reservations / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
4	<a href="#">Payment when the credit card terminal (PinPad) does not work</a> use option "Type manually"	This option will be selected when the credit card terminal (PinPad) does not work but the line is operational. Fill the credit card number and expiry date in order to execute the transaction manually. The transaction will be executed correctly even the pinpad issue (No additional steps required when the incident is fixed)	Reservations / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay

5	<u>Payment when existing a communication / TMS issue or a problem with the service provider</u> Use option "Change payment method"	This option will be selected ONLY when: 1. the credit card terminal does not work and the line is not operational or there is any issue with the service provider. 2. it is available an additional way to execute the charge (e.g., extra credit card terminal, telephone, website, ...) <b>VERY IMPORTANT:</b> both indispensable conditions must be met. Select the "Different payment method" option in the TMS4PAy menu, and select the Credit card corresponding from the list.	Reservations / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
5.1	Use the credit card terminal or external PinPad terminal with 3G communication	Use the credit card terminal or external PinPad terminal with 3G communication	Reservations / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
6	Create a JIRAticket in order to solve the incidence	Create a JIRA ticket in order to solve the incidence	Reservations / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	NH Service Desk ( JIRA)
7	Fix the communication issue, TMS or PindPad terminal incidence	Fix the communication issue, TMS or PindPad terminal incidence. Use the correct level in order to accelerate the incidence solution	Ad-hoc	IT Support	N/A	NH Service Desk
8	Print invoice and select the payment method (credit card used)	When communication or PinPad problems are solved: Print invoice and select the payment method (credit card used)	Reservations / Check-in / In-house management / Check-out	Front Office / Reservations / Meetings	N/A	TMS forHotels / TMS forPay
9	Credit Card Reconciliation: See <u>Payment execution process</u>	Credit Card Reconciliation: See tasks and diferent reports in <u>Payment execution process</u> . Till report (/CCSHT/R_FC_SI_01 - Till operations) will be differentiated those invoices collected through electronic gateway or by backup terminals.	At the end of shift	Front Office / Reservations / Meetings	N/A	<a href="#"><u>Payment Gateway - Payment execution process</u></a>

nh   HOTEL GROUP					Corporate IT & Organization Department				
Process: Payment Gateway									
Subprocess: Disaster Plan & Incident Management									
Process Owner: Luis Martínez Jurado					Process Leader:				
Open Points									
Id	Issue			Resolution			Responsible		Deadline Date