NH | HOTEL GROUP

Corporate IT & Organization Department

Process: Payment Gateway

Subprocess: Credit card Reconciliation

Process Owner: Luis Martínez Jurado **Proces Leader:**

Author	Alvaro Liebana
Date	13.06.2017
Last modification date	
Document version	0.0

NH Approvals

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

Modification History

Document Version	Date	Modified by	Comments
0.0	22.03.2017		
0.1	13.06.2017	Alvaro Liebana	3c Portal Manual has been added to the Tasks Description Tab.

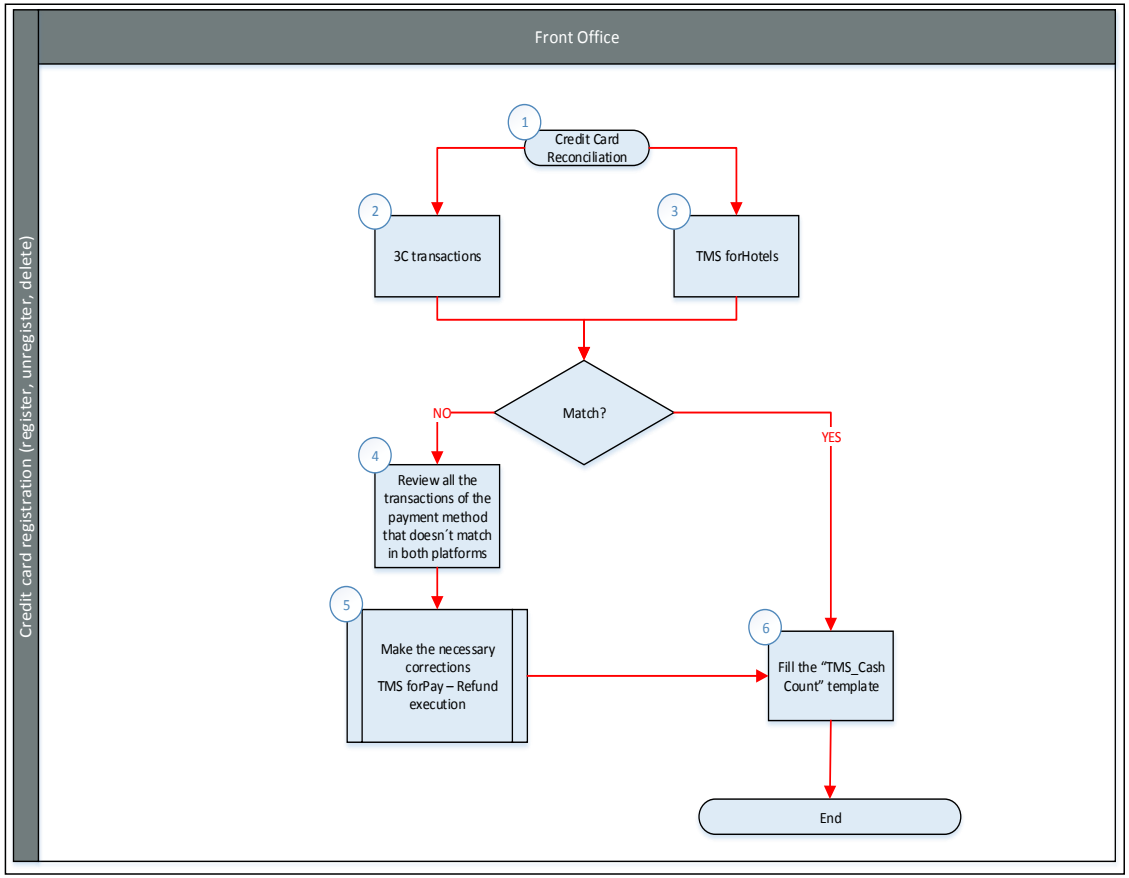
NH | HOTEL GROUP

Corporate IT & Organization Department

Process: Payment Gateway

Subprocess: Credit card Reconciliation

Process Owner: Luis Martínez Jurado **Proces Leader:**



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	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.
SAP ERP	Notifications	External/Internal Notifications.

NH | HOTEL GROUP

Corporate IT & Organization Department

Process: Payment Gateway

Subprocess: Credit card Reconciliation

Process Owner: Luis Martínez Jurado **Process Leader:**

Order	Task	Task Description	When	Responsible	Tools
1	Credit Card Reconciliation	It is necessary to make a Conciliation about all the payment methods to check that there are not discrepancies at least once in each shift	Daily	Front Office	N/A
2	3C Transactions	All the daily transactions are shown in the "Completions" Tab in the 3C Website. All the users have to access to the website that will be provided to the Hotels during the TMS4Pay implementation. At the bottom of the report there is a summary that includes the total amounts that have been charged in every Credit Card type.	Daily	Front Office	3C Website G:\ ORGANIZATION\ ORGANIZATION\
3	TMS forHotels	The total amounts in TMS can be displayed in the "Display Tills" transaction. These amounts have to match with the information shown in 3C website	Daily	Front Office	TMS forHotels
4	Review all the Credit Card transactions of the payment method that doesn´t match in both platforms	If any discrepancy in the Credit Cards reconciliation is detected, it is necessary to review all the Credit Card transactions in TMS using the transaction /CCSHT/CE_PPAGOS_ALV - Operations made with payment gateway (Billing -> Information systems), and all the Credit Card transactions in the 3C website. If any payment has not been executed through TMS forPay (Backup Terminal) the /CCSHT/R_FC_SI_01 - Till operations (Billing -> Information systems) have to be also checked	Daily	Front Office	TMS forHotels / 3C Website
5	Make the necessary corrections	Once the discrepancy is detected, it is necessary to make the corrections to balance the payment method correctly. If any issue related to this discrepancy is detected, it is necessary to open a request in NH Service Desk (JIRA) in order to be fixed. Review the "Refund execution" process.	Daily	Front Office	TMS forHotels / 3C Website
6	Fill the "TMS_Cash Count" Template	Fill the "TMS_Cash Count" template where all the payment methods will be included and have to be balanced. This template have to be signed for the employees responsibles in the shift.	Daily	Front Office	TMS_Cash Count Template

NH | HOTEL GROUP

Corporate IT & Organization Department

Process: Payment Gateway

Subprocess: Credit card Reconciliation

Process Owner: Luis Martínez Jurado

Process Leader:

Open Points				
Id	Issue	Resolution	Responsible	Deadline Date