

The objective of this procedure is to detail the process of closing the villages by listing and explaining the expected elements that ensure the security of future operations.

## Resort closure procedure

SC-P-WW-05

GLOBAL PURCHASING & SOURCING  
DIRECTION

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## LEXICON

ARC: Order confirmation

DLC: Consumption expiration date

FAM : Financial Manager

HBSI: Excluding Snack Drink Included

RDS: Service Manager

SDI (BSI): Snack Drink Included

SHE : Small Hotel Equipment

TM: Technical Manager

UoM : Unit Of Measure

VLC: Village Logistics Coordinator

VLS : Village Logistics Supervisor


WIP : Work In Progress

## I. OBJECTIVES

The objective of this procedure is to detail the actions relating to resort closures by listing and explaining the expected elements for the logistics team. This applies to permanent closures but also to the end of the season, thus making it possible to secure operations during the off-season and upon reopening, if necessary.

## II. ROLES AND RESPONSIBILITIES

Role	Responsibilities
COUPA Administrator	Loads village's transfers into the system Assists operational teams in case of technical difficulties
Procurer	Determines and communicates maximum delivery dates with suppliers. Validates requests for returned goods to the suppliers. Requests dematerialized invoices from suppliers in case of sending after departure of the VLS. Validates orders for the following season and ensures orders follow-up. Collects account statements from the 10 main suppliers by value and transmits them to the finance teams (Financial manager & Accounting) for analysis and processing 15 days before closing
Village Logistics Coordinator	Assists the VLS in carrying out logistical tasks relating to the resort closure
Bar Manager	Carry out end-of-season inventory count and returns to the logistics department while respecting the specific rules described in the procedure
Service Manager	Make purchase requests for the following season for the items concerned
Financial Manager	Ensures to have all the necessary information before VLS departure Delegates its approval capacity in case of absence Check the Closing Check List [Financial Manager] Coordinates the verification process for supplier invoices to be processed at the end of the season [Financial manager/CSP] Updates and reconciles the account statements of the main suppliers
Village Logistics Supervisor	Prepares and ensures the physical flow of goods returns Carry out end-of-season inventories counts while respecting the specific rules described in the procedure Ensures the processing of all invoices awaiting receipt before departure Ensures that all useful information is communicated to the functions concerned before departure Archive paper delivery notes

 For previous organizations, please refer to the appropriate job description for roles & responsibilities

### III. RELATED DOCUMENTS

COUPA Practical Sheet ' [How to take an inventory count and justify discrepancies \(without PDA\)](#) '

COUPA Practical Sheet ' [How to take an inventory count and justify discrepancies \(with PDA\)](#) '

Practical sheet ' [How to process an invoice awaiting receipt](#) '

COUPA sheet ' [External order of goods from catalogue](#) '

COUPA sheet [Returns of goods closed village](#)

COUPA sheet [Management of instructions](#)

COUPA sheet [Inter-village goods transfer](#)

COUPA sheet [End of season delegation](#)

FAQ How do I create an approval delegation? *Available in the COUPA online help tool* 

Note [FR - 04.2023 - EAF Resorts - SHE villages inventory note](#)

Guide : [Trunk Transport Guide](#)

Procedure : [Procédure transfert entre villages](#)

Check List End of season Finances

### IV. CONTROLS

The Internal Audit and Supply Chain-Logistics Methods departments (or any other department validated by the Supply Chain's Direction) can carry out checks at any time to ensure the correct application and compliance with procedures.

This also makes it possible to detect any misunderstandings or anomalies and to update the documents concerned if necessary.

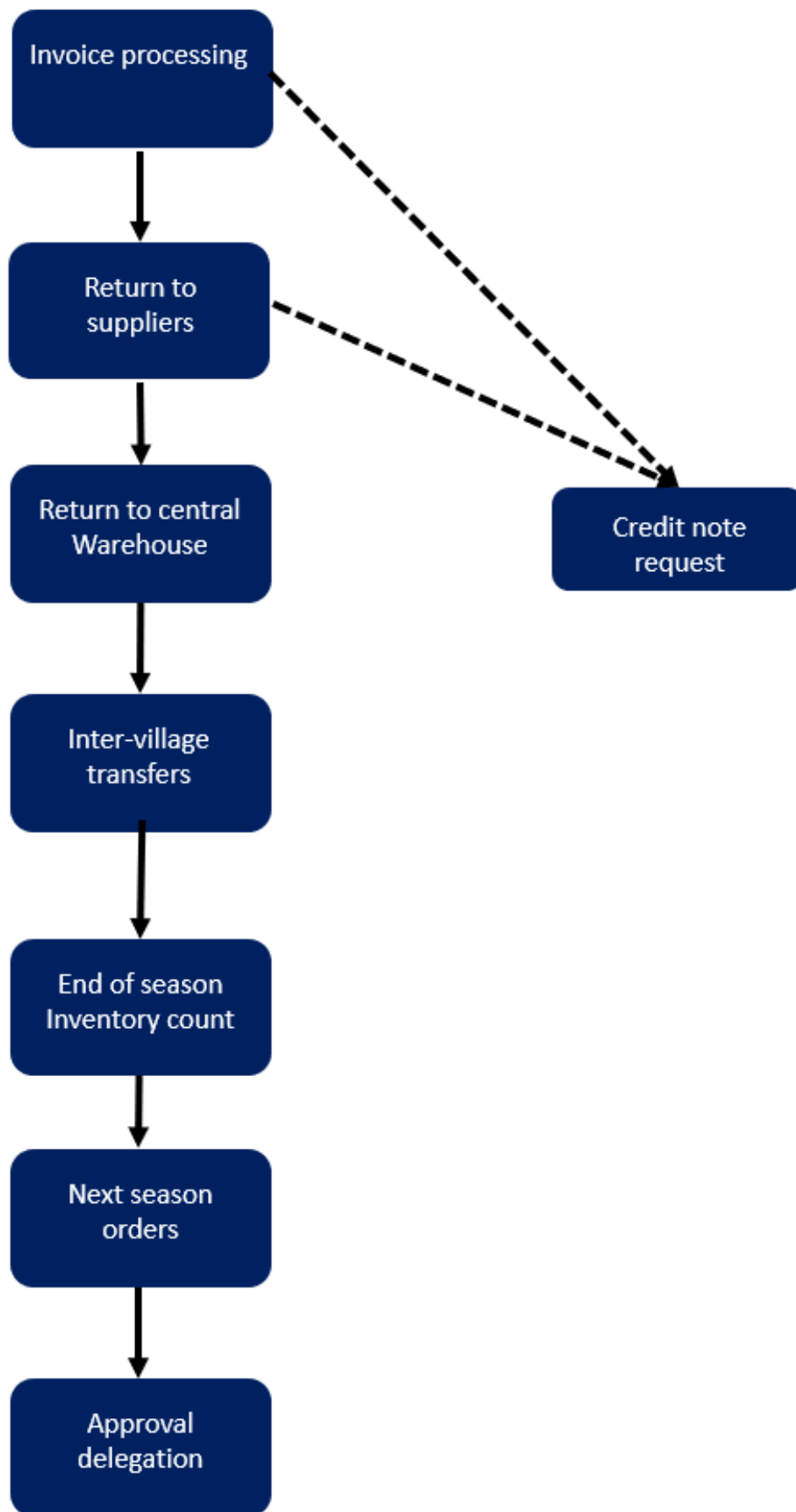


Figure 1 - Closure summary flowchart

## VI. DESCRIPTION

### a. INVOICE PROCESSING

For accounting and inventory management issues, it is imperative to ensure that all invoices are processed before the operational teams leave the resort. This takes place in 3 steps.

#### i. Ensure the full availability of invoices from the most important suppliers

At least 15 days before the resort closing date, the list of invoices (account statement) of the most important suppliers (recommendation: Top 10 in value) must be obtained from the suppliers by the procurer and transmitted to the financial teams (Financial manager & Accountants) for analysis and processing.

The financial manager or the CSP Accountant (for resorts with Sector Financial Manager) is then responsible for matching the invoices with the information present in COUPA to:

1. Ensure all invoices have been entered into COUPA, reconciled with orders and paid
2. Ask the VLS to close any receipt that is not awaiting an invoice so that the accounting provisions are correct. If the VLS has already left, a COUPA incident must be created by the financial manager or the Accounting CSP to close the orders



The financial manager/CSP must work in close collaboration with buyer, procurer and VLS.



It is recommended to carry out this check monthly to avoid too much work at the end of the season.

#### ii. Ensure receipt of all orders

Using the relevant IT tools (COUPA, Ecomat Web), ensure that orders with a theoretical or desired delivery date have been received electronically and, consequently, the stocks integrated. A communication specifying the status of receipts must be made to the Financial manager and the procurer concerned. A maximum delivery date must be agreed and communicated to suppliers by the procurer to ensure receipt of all goods by the logistics team (see [Figure 2](#))

Supplier delivery notes must be archived in the logistics office for 2 rolling seasons.



Figure 2 - Delivery & reception retro planning at closing



In COUPA, the VLS can use a personalized view to identify orders not received in the tool.



It is essential to ensure that all order lines are closed before departure from the VLS to allow invoicing. For orders of more than 100 lines, which cannot be closed by the VLS, a request must be sent by the VLS to the COUPA Admin via 3950 .

iii. Ensure that no invoice is awaiting receipt

If the reconciliation of orders with the corresponding invoices requires verification by the resort logistics team, the computer receipts must be verified to allow payment of the invoices. All information that may assist in processing invoices and associated disputes must be recorded in the order's comments section.

💡 This activity is described in [COUPA SHEET 17 'How to process a "DA invoice awaiting receipt?'](#)



In COUPA, the VLS can use the personalized view '*CM\_Orders not invoiced*' on the 'Order Lines' screen to identify orders not received in the tool.



It is essential to **anticipate the processing of invoices** to allow the necessary time for all those involved to be able to finalize their processing.


An export of orders with the status '*Receipt without Invoice*' must be sent to the procurer before departure from the VLS to make a request to send an electronic invoice to the Resort Supplier Accounting.

It is also recommended to identify the person remaining on site to send the paper invoice to the country office if the supplier is unable to provide a digital version.



## b. RETURN TO CENTRAL WAREHOUSE


As with external suppliers, items stored in Bar storage units must be returned to the central warehouse. The process is different depending on the type of item (BSI & HBSI) but for all items, computer returns must be made respecting the UoM of the order (Ex: order by box = return to box).

 The articles HBSI started must be **physically** returned to the central warehouse but without valuation and must be identified as “*Out of Stock*”.

### i. BSI articles

As BSI items (230/233) are consumed upon receipt of the ordered products from the central warehouse, the physically returned products must be counted in the end of season closing inventory count of the central warehouse.

 **Only items that can be consumed the following season can be returned.**


 Requests for releases at the end of the season (D-7) must be made as quickly as possible to limit returns and allow a precise analysis of the season's stock management, positive stock differences being generated during the End of season inventory count.

### ii. HBSI items

HBSI items (234) are stored in the Bar warehouse, the return is made through an internal order. It is done from the Bar warehouse with the central warehouse as recipient.

An internal order must be made and following these steps:

1. Internal order from the Bar Warehouse supplier catalog
2. Specify the type of stock requisition form 'RETURN TO SUPPLIER'
3. Choose the central Warehouse delivery address.
4. Added the Financial manager and the F&B Manager as observers in the order approval chain.
5. Carry out internal order picking
6. Receive the stock order, by stock order as the bar does for orders at the central warehouse during the season.

 For more details on carrying out this activity, refer to the COUPA Sheet [Village Closure Goods Returns Sheet](#)

### c. SUPPLIER RETURNS

All eligible merchandise not intended to be stored during the off-season in the resort must be returned to the supplier concerned. They are different kinds of supplier's returns :

#### i. Deposits

Some product deliveries involve the invoicing of deposits (e.g. beer barrels).

To not penalize stock values and operational costs, all deposits must be returned.

💡 This activity is described in the [deposits management sheet](#)

#### ii. Good returns

For goods eligible for a supplier return, the VLS must first list the quantities of items of the goods likely to be returned and transmit them to the procurer who will submit them to the supplier concerned. This is done outside the system (Excel file).

Then, the supplier validates the items and quantities with the procurer.

Once validation is received, the VLS physically returns the goods to the supplier and places an internal order as specified below:

1. Internal order from the internal supplier catalog (Central Warehouse)
2. Specify the type of stock requisition form 'RETURN TO SUPPLIER'
3. Enter the supplier name in the order header comment
4. Select the 'RETURN SUPPLIER' delivery address.
5. Added of the Financial manager as an observer in the order approval chain.
6. Carry out internal order picking

💡 For more details on carrying out this activity, refer to the COUPA [Resort Closure Goods Returns](#).

The credit note send by the supplier is then managed by Supplier Accounting.

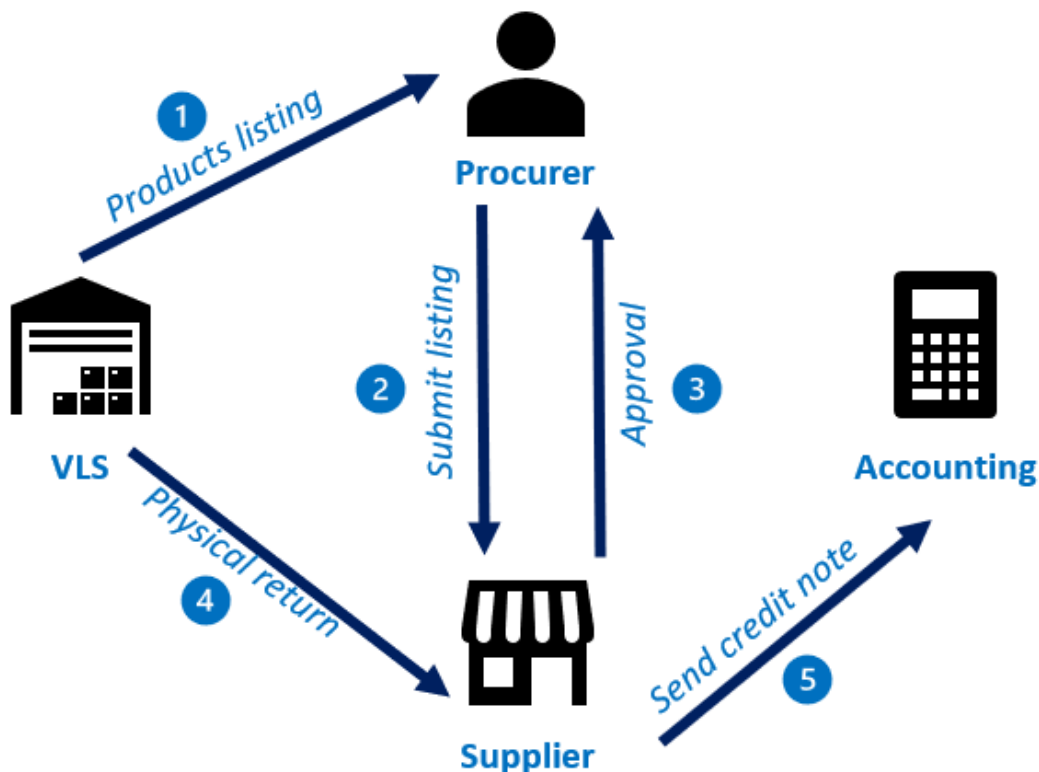


Figure 3 - Supplier Returns flowchart

### d. INTER-VILLAGE TRANSFERS

Certain products may also be transferred to other resort for several reasons (permanent closure, overstocks, etc.). In this case, the VLS must send its transfer request to the procurer who will organize the physical transfer of the goods before the departure of the VLS and send to the COUPA administrator an export of the items and quantities to be transferred.

💡 For more details on this activity in COUPA, refer to [Procédure transfert entre villages](#) COUPA Sheet [Inter-village goods transfer](#).

- ❗ For the transfer of trunks, refer to the [Trunk Transport Guide](#).
- ❗ In case of international transfers, for specific requests or in case of doubts, it is necessary to contact the Supply Chain Logistics Methods department to find out the procedure to follow.

#### e. END OF SEASON INVENTORY COUNT

All items managed in stock must be counted before departure of the VLS. The previous steps must be anticipated accordingly.

A check of DLC must also be carried out to identify products with short dates and to make appropriate decisions (early use, destruction).

It is also an opportunity to tidy up and clean the storage units before a new season.

All non-managed goods (not in the system) must be clearly identified within storage units as well as any goods that need to be processed during the VLS's absence (e.g. transfer or return to supplier & instructions).

A summary sheet of activities relating to the resort closure with all the necessary information on the ongoing activities to be finalized during his absence must also be left at the logistics office and a copy sent to the Financial manager, procurer and the Technical Manager.

💡 For more details on the inventory count process, refer to COUPA Sheets 15a & b 'How to carry out an inventory count and justify discrepancies' ( [With PDA](#) or [Without PDA](#) ).

Particular attention must be paid to end of season stock levels, in order to minimize the effort of end-of-season inventories counts and to prevent the risks of product obsolescence.

- ❗ In case of the product has an expired UBD or too short for use, it must not be counted. The inventory discrepancy must be justified with the corresponding reason (8-BROKEN/DESTROY).

⚠ To be able to carry out the most accurate SHE orders possible, the stock must be known accurately, whether it is the items managed in stock, inventoried in the stock management tool, or the items managed outside of stock which will be the subject of an off-system inventory count.

💡 For more details on this activity, refer to the procedure [FR - 04.2023 – EAF Resorts – SHE village inventory count note](#)

## f. NEXT SEASON ORDERS

To prepare for the following season, certain orders, particularly SHE, must be placed before closing to ensure that the products are available within the time required for the preparation of the resort. The process to follow is described in the flowchart below.

💡 For more details, refer to the COUPA Sheet '[External order of goods from catalogue](#)'.

⚠️ Particular attention must be paid to communication between the requester (Service Manager) and the procurer to ensure the tracking of orders during the off-season. The supplier communicating most of the time to the requester (Service Manager)

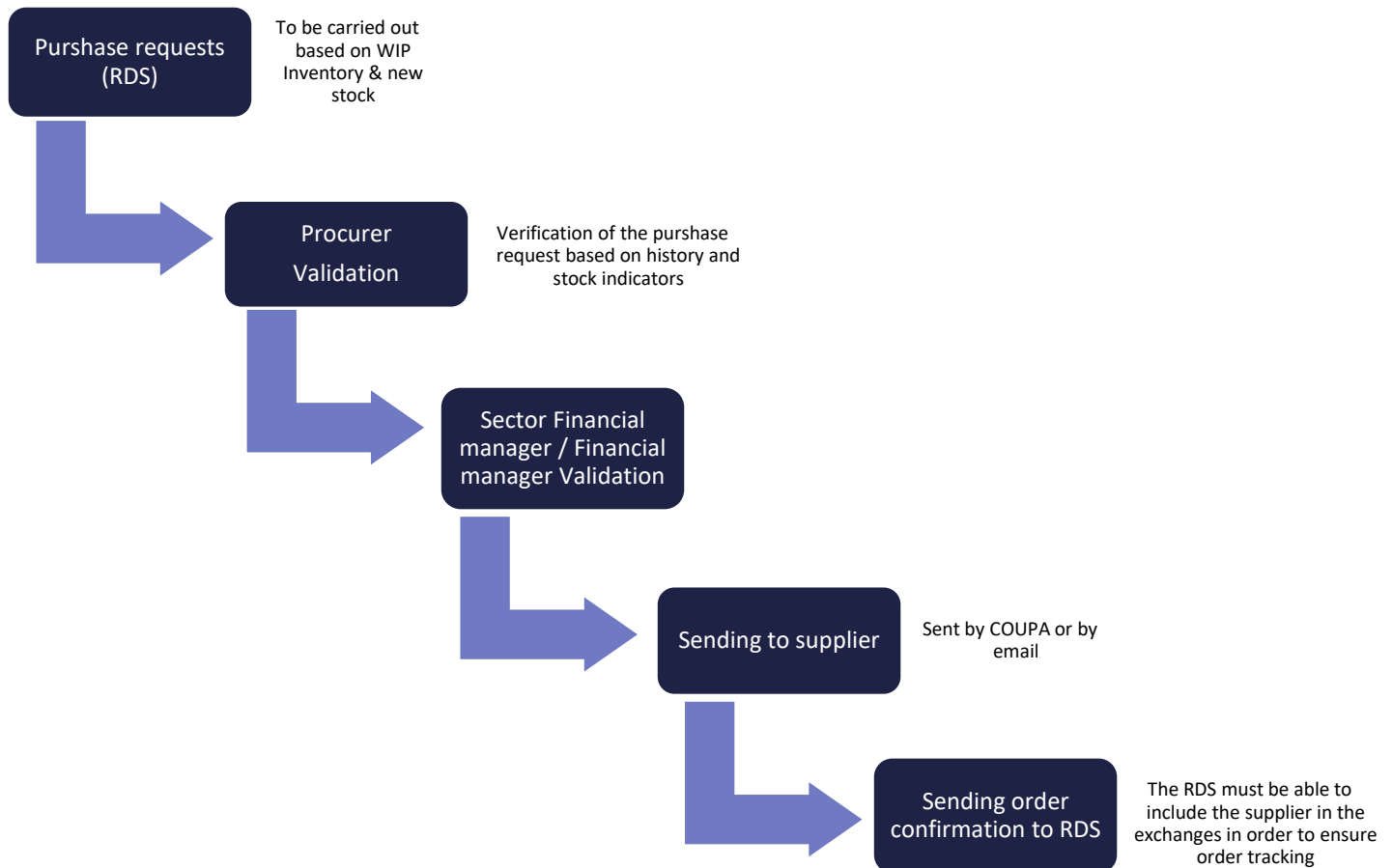


Figure 4 - Next season order flowchart

## i. SHE orders

At the end of the season, current SHE item requirements are identified through a complete inventory count of available stocks (reserve stock & Work In Progress Inventory ). Purchase Requests are then made based on available stock and budget by the Service Manager (RDS). These Purchase Requests are subsequently validated by the Service Manager hierarchical superior, then by the Financial Manager, and transformed into orders by the Procurer.

### Season Closure

- Procurer participates in the season closure, ensuring all stocks are accurate, complete, and properly inventoried by the VLS in the system.
- VLS carries out the inventory count.

 For more details on end-of-season activities, refer to [FR - 04.2023 - EAF Resorts - SHE villages inventory note](#)

### Product Development

- Procurer consults with the Purchasing Department about the negotiation schedule, supply conditions, logistics conditions, and dates for transmitting information about new items.
- They also confirm with the Catalog Manager (GEC) that the catalogs are updated once buyers have given their confirmation.


### Schedule for entering and validating requests

- Procurer prepares and presents to the Service Manager the schedule and deadlines for:
  - Entry of Purchase Requests
  - Validation by the Financial Manager
  - Planned delivery dates
  - Products processed under the principle of single allocation
  - Sending orders to suppliers

### Orders

- Procurer reviews the orders and:
  - Challenges quantities based on requirements, available stock, and consumption history
  - Evaluates costs for budget monitoring
  - Ensures that all essential products and key items are included
  - Sends orders to suppliers according to the back-schedule of requirements
  - Checks the supplier's transport and delivery method (direct to resort or platform)
  - Ensures follow-up until on-site delivery, confirming the delivery date with the supplier or transporter

Depending on the evolution of the service, other SHE products than those already present in the resort can also be ordered. Product Experts are responsible for the Purchase Request and must anticipate as much as possible, considering supply lead times and possible approval delays depending on the order amount.

 It is highly recommended to identify potential approvers of the Purchase Request to confirm approval timelines and anticipate any absences that could impact the order placement date, thus risking compliance with the planned product availability date.



In COUPA, all setup orders for PMH & Supplies must have the "MPV" checkbox marked.

## g. DELEGATIONS

In order to ensure continuity of operations during off-seasons, permanent closures or planned absences, the various stakeholders (Procurer / Financial manager) must delegate their approval capacity to designated persons with the capacity to approve current transactions.

💡 To do this, refer to the COUPA [End of Season Delegation sheet](#) and in the FAQ available in the COUPA online help tool 🎧

**i** A Checklist is available to financial manager to ensure that all control points are properly addressed.