

## Franchise Operations – Standard Operating Procedure

### 05. RMS Accounting Module – Cash Account

ACC - 003

#### Overview

The Cash Account feature in the Property Management System (RMS) enables the user to record and process a transaction against a posting that does not have a reservation with the property .e.g.: guest using the vending machine, daily parking, petty cash etc.

#### Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to account for all service offerings to all guests in Property Management System, whilst performing operational accounting duties.

#### Procedure

It is a responsibility of the Front Desk team to ensure that all services provided are processed correctly to prevent any loss of the revenue.

To process a charge to Cash Account, below steps are to be completed:

- Log into RMS
- Select 'Accounting'
- Select 'Cash Account'
  - Select 'Sundry Charge'
  - Select the Sundry expense from the 'Description'
  - In the 'Comment' box type enter relevant details
  - Select the 'Unit Price'
  - Select 'Apply/Exit'
  - In 'Receipt Details' select correct payment method
  - Select 'Process'
- 'Select 'Exit'

A record of the transaction will be viewable in the 'Cash Account' to print a tax invoice as required.

Note: 'Cash Expense' is to be used to account for any services provided for guest who do not have a reservation with the property. For Petty Cash expenses, please see the Franchisee.

#### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	22 June 2023	Quest Academy	Emrah Tataroglu	