

Franchise Operations – Standard Operating Procedure

00. RMS Accounting Module – POS Lite

ACC - 006

Overview

POS Lite feature in the Property Management System (RMS) enables the user to process a sale in the system. It can be used for the items for sale offered in the convenience shop located on the property or for any other amenities that are offered to the guest with an additional pay. Correct use of this function will ensure an effective payment process and avoid revenue loss for the property.

Standard

To ensure that all Franchise Business Partners utilise the full capabilities of the Property Management System and utilise the POS Lite function to ensure correct payment process for additional payable amenities offered to the guest.

Procedure

It is a responsibility of the Front Desk team to ensure that all the payments are processed correctly to avoid any revenue loss for the property.

To process a Sale using POS Lite feature, below steps are to be completed:

- Log into RMS
- 'Accounting'
- 'POS Lite'
 - Select 'Sale'
 - Select correct Sundry charge in the 'Description' drop-down selection
 - Type any additional information in the 'Comment' box, e.g. *John Smith, apt. no. 111*
 - Apply discount in the 'Discount' drop-down selection, if applicable
 - Type the correct quantity of the items that are being purchased in the 'Quantity' box
 - Select 'Add'
 - Item should appear in the 'Description' box
 - Continue with all the items that are being purchased by adding them individually
 - Once all the items are added, select 'Charge Back' to the account or 'Pay Now' if guest would like to pay upfront
 - If the 'Pay Now' option is selected, choose the payment method under 'Receipt Type'
 - If 'Cash' is selected, enter the amount/ note received from the guest in the 'Tendered' box. Change amount should appear automatically
 - Select 'OK'
 - A receipt should be automatically generated on the screen
 - Hand a receipt and a change to a guest
 - If the 'Charge Back' option is selected, the amount will be automatically charged to a guest account

Sale is now completed.

Version Control

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