

## Franchise Operations – Standard Operating Procedure

05. Accounting - Voiding a transaction

ACC – 015

### Overview

To 'Void Charge' in the Property Management System allows the user to remove an incorrect charge or transaction, if an error has occurred on the guest's billing account. This allows the user to re-post the correct charge to reflect accurately on the billing account and on the Tax Invoice.

### Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain Best Practice throughout the network, whilst performing operational duties.

### Procedure

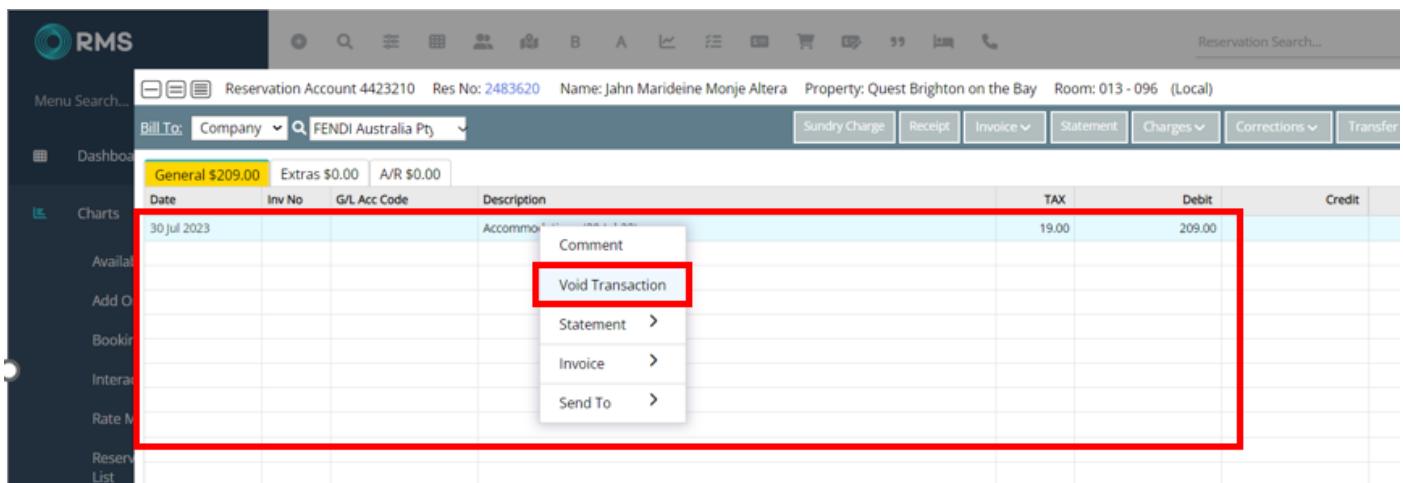
#### Voiding a transaction Same Day

To utilise the 'Void Charge' feature the below process must be followed:

- Search and select the reservation required

Upgrade Reason	
Hide Rate On C...	No
<a href="#">General</a>	0.00
<a href="#">Extras</a>	0.00
<a href="#">A/R</a>	0.00

- Select 'General' in accounting column of the reservation
- Select and highlight the charge to void
- Select 'Corrections'
- Select 'Void Charge'
- Select the 'Void' reason
- Select 'Void Transaction'



The screenshot shows the RMS Accounting Module interface. The top navigation bar includes 'Menu Search...', 'Reservation Search...', 'Bill To: Company', and various reporting and charging buttons. The main content area displays a transaction list with columns for Date, Inv No, G/L Acc Code, Description, TAX, Debit, and Credit. A specific transaction for 'General \$209.00' is selected, and a context menu is open over it. The menu options are: Comment, Void Transaction, Statement, Invoice, and Send To. The 'Void Transaction' option is highlighted with a red box. The left sidebar shows navigation links for RMS, Dashboard, Charts, Availability, Add Ons, Bookings, Interactions, and Reservations.

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If there are more than one charges to be voided, this can be completed by selecting 'Void Multiple Charges' when selecting the 'Corrections' tab.

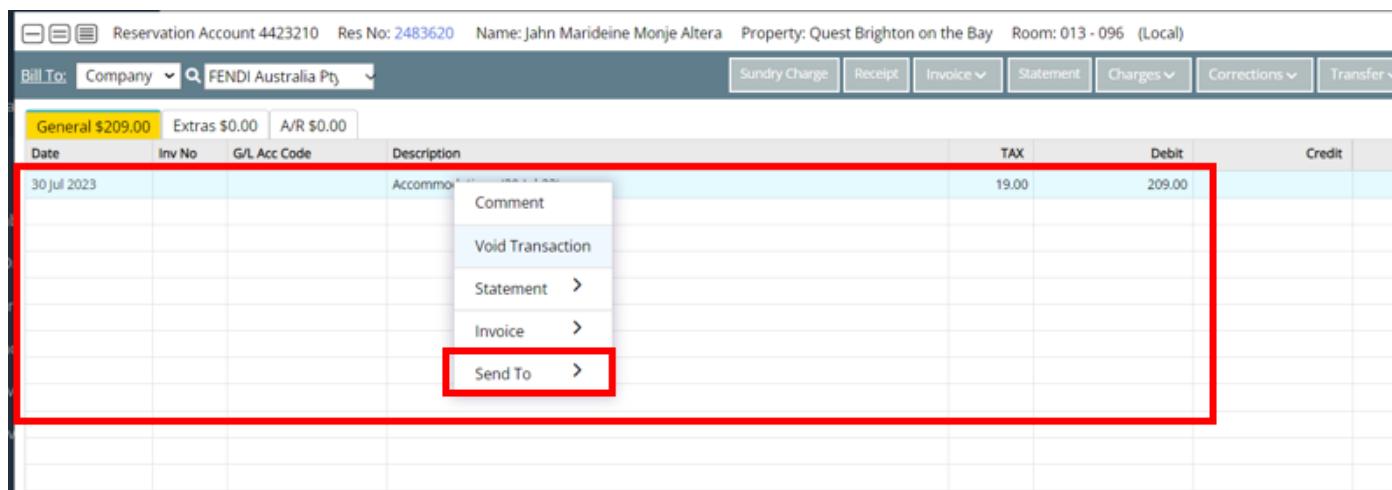
**Note:** Charges can **ONLY** be voided if it is a same day charge, the Front Office team need to ensure all entries are correct by double checking the details are correct in each reservation prior to arriving and in house.

### **Voiding a Transaction following day**

If the guest is In-house for multiple nights and an error has been identified the following day, the user is unable to void the charge, however the user is able to correct the error by applying a credit adjustment. The below process must be followed to apply the adjustment:

- Search and select the reservation required
- Select 'General' in accounting column of the reservation
- Right click on the charge to be adjusted
- Send to 'Extras'
- Select 'Sundry Charge'
- Select the required adjustment in 'Description' e.g. 'Accom – Adjustment'
- Enter the amount in the 'Unit Price' this entry must be a negative of the amount adjusted eg: -\$100.00
- Enter relevant 'Comment' to the adjustment
- Select the charge for the Adjustment to be applied too.

→ Select 'Apply/Exit'



**Note:** The charge needs to be transferred to 'Extras' and have the adjustment applied as this will ensure it is not reflective in the tax invoice. If the charge is required to be on the tax invoice the charge does not need to be transferred and can remain in the 'General' billing account.

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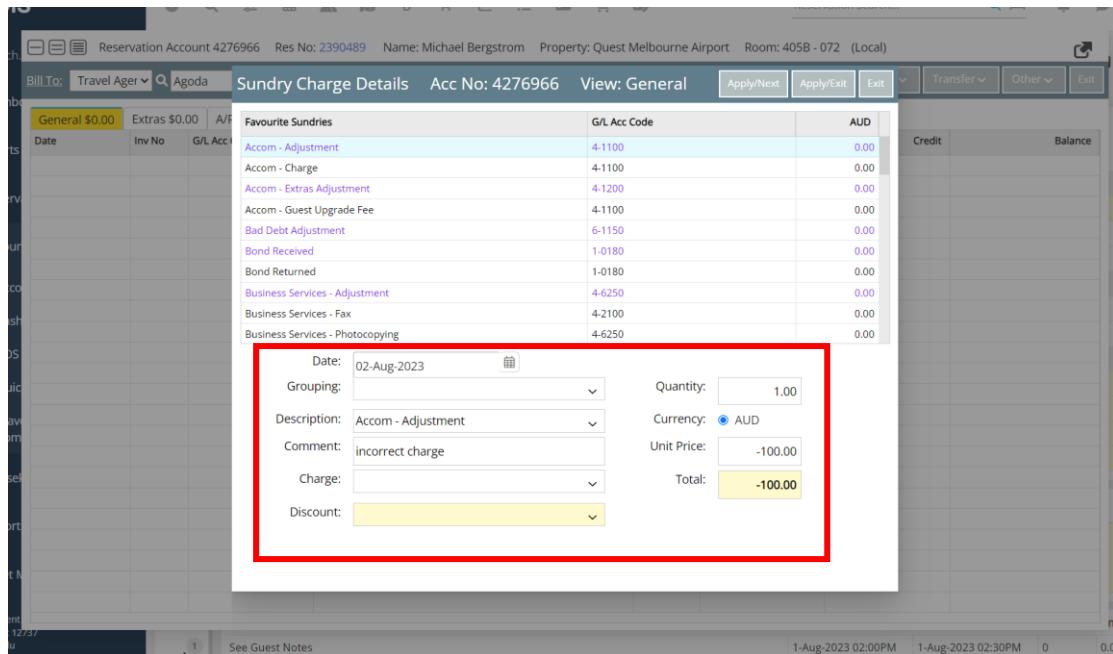
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### Voiding a Transaction from a Closed Period

If an error has been identified when the guest has departed, the user will be unable to void charges, however the user is able to correct the error by applying a credit adjustment. The below process must be followed to apply the adjustment:

- Search and select the reservation required
- Select 'General' in accounting column of the reservation
- Select 'Sundry Charge'
- Select the required adjustment in 'Description' e.g. 'Accom – Adjustment'
- Enter the amount in the 'Unit Price' this entry must be a negative of the amount adjusted eg: -\$100.00
- Enter relevant 'Comment' to the adjustment
- Select the charge for the Adjustment to be applied too.
- Select 'Apply/Exit'



For the adjustment to be in effect, the user must 'Invoice' the charge to A/R. If the adjustment is not invoiced, the amount owing will still be outstanding in 'Accounts Receivable'. Once this is completed proceed to the 'Extras' tab and re post the appropriate charges and settle the billing account by sending the charge to 'A/R'.

**Note: If a VOID is to be applied to an amount in 'AR', the user will need to void the AR charge and apply the adjustment on the original accounting screen to clear off incorrect charges post check out.**

### Version Control

# FRANCHISE OPERATIONS MANUAL

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Version	Issue Date	Developer	Approval	SLT Meeting Review
01	22 June 2023	Business Transitions	Emrah Tataroglu	