# FRANCHISE OPERATIONS MANUAL

| Franchise Operations – Standard Operating Procedure | |
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| 01.  Operations – Add Ons | RES - 009 |

Overview

The 'Add on' Chart feature in the Property Management System pertains information that is utilised as a type of category that can be used for additional items with their own availability that is property specific e.g.: Car Parking, baby cots, rollaway.

This will assist the property to identify the availability of the additional items that is required by the guest prior to making the arrangements and maintaining control of inventory and availability.

Standard

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

Procedure

To ensure the Add on Chart is accurate and reflective of any allocations the user must select and attach an add on to the reservation, by completing the following:

→   Enter the selected 'Reservation'
→   Click on the 'Add ons' tab
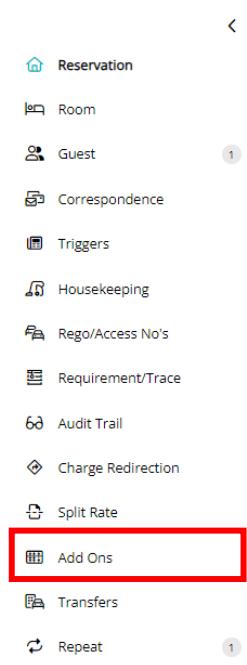


→   Select 'Add'

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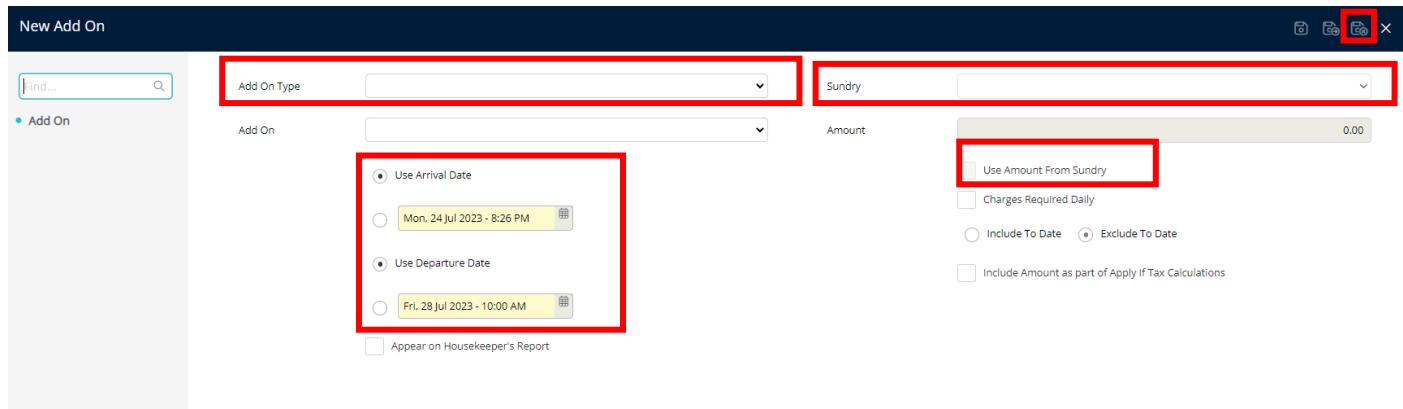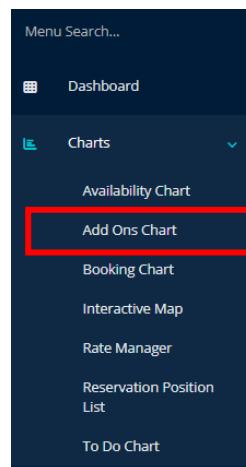


→ Select the 'Add on Type'
→ Select 'Add on' and the allocate the desired add on
→ Ensure 'Date Range' is correct
→ Select 'Sundry' that is attached to the add on
→ Tick 'use amount from 'Sundry' or untick and enter manual amount.
→ Select 'Save and Exit'



The Add Ons Chart is accessible under 'Charts' in the menu options. The calendar icon in the Add Ons Chart allows a specific date to be selected. The date range can be altered by selecting the number of days visible from the four options.

→   Select 'Charts'
→ Select 'Add on Chart'

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Note: An Add On must be added to the reservation, for inventory to be reflective of accurate availability and if the user is unable to allocate an add on this represents there is no availability.

Version Control

| Version | Issue Date | Developer | Approval | SLT Meeting Review |
|---|---|---|---|---|
| 01 | 28 July 2023 | Business Transitions | Sarah Begbie | |