

Franchise Operations – Standard Operating Procedure

02. RMS Enterprise - Company Setup

SET - 001

Overview

At the time of reservation, or checking in, it is an imperative task to collect the company information of the guest staying at the property. When collecting the company information of a guest, if the company is not pre-existing, the setup of the company information is required. This will be completed in the Property Management System (PMS).

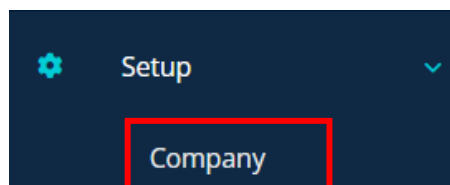
Standard

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

Procedure

The company setup function in the property management system, creating a new company requires the following fields to be completed accurately:

- Select '**Setup**'
- Select '**Company**'



- Select '**Add**'



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- Enter the full company name in '**Company**'
- Enter the '**Address**' of the company location
- Enter the '**City**'
- Enter the '**State**'
- Enter the '**Post Code**'
- Enter the '**Country**'
- ABN
- Trading As
- Enter the '**Phone**' number of the company commencing with the country code
- Enter the company '**Email**'
- Enter relevant contact and details in '**Notes**' that will be property specific.
- Select '**Save/Exit**'

Add Company

Find...

Accounts Receivable

Associated Guest

Bill To

Branch Offices

Charge Redirection

• **Company Details**

Contact

Credit Hold

Documents

Extra Details

Logo

Note

Portals

Rate Assignment

Requirements/Trace

Company

Surname

Given

Title

Address

Town

State

Post Code

Country

ACN

ABN

Trading As

Contact

Phone

Fax

Email

WWW

Code

Inactive Reason

Active

For any property specific information e.g.: contacts, the users are to utilise the '**Notes**' section, as this information will be property specific.

When creating the company name it is imperative that the following naming convention guidelines are followed:

- Capitalize all nouns
- Capitalize all abbreviations

e.g.: **7-Eleven** rather than 711, 7eleven. **ABC Radio** rather than abc radio. **Bank of America** rather than BOA

Note: When a company is created the information will be shared on the RMS Enterprise database within the Quest Network, ensure any details populated is related to the company. For any specific details related to the property e.g.: contact, terms and conditions, are to populate in the '**Notes**' field.

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Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
02	2 August 2023	Business Transitions	Sarah Begbie	