FRANCHISE OPERATIONS MANUAL

Franchise Operations – Standard Operating Procedure	
00. RMS Accounting Module – Setting up the AR account	ACC - 001

Overview

The Accounts Receivable (AR) feature in the Property Management System enables the user to transfer the balance of an account to a company or travel agent whilst awaiting a direct payment to be made and allowing the User to Check out the guest.

The Amount will be sitting outstanding under the relevant company or travel agent and will need to be paid off once the property has received payment.

Standard

To ensure that all Franchise Business Partners utilize a full potential of the RMS and make use of the Accounting functions to ensure correct management of company/ travel agent related accounts and payments.

Procedure

It is a responsibility of the Franchisee (or another Employee assigned by the Franchisee) to ensure that all company and travel agents AR accounts are being set up correctly in the RMS system.

To set up a new company/ travel agent account in the system, below steps are to be completed:

→ Log into RMS
→ 'Setup'
→ Depending on the account, choose 'Company' or 'Travel Agent'
→ From the list select the name of the company or travel agent required for the account to be set up
→ 'Edit'
  → In the 'Edit Company/Travel Agent' window, ensure that 'Credit Hold' option is at 'No'
  → This will open a line of credit so that charges can be assigned to that respective company/travel agent
  → Click 'Save/Exit'

Charges can now be sent to the respective company/travel agent accounts receivable account.

To add a detailed parameters to the account, below steps are to be completed:

→ In the 'Edit Company/Travel Agent' window, go to 'Accounts Receivable'
→ 'Add'
→ Update the 'Credit Hold', 'Credit Limit' and 'Credit Terms'
→ Click 'Save/Exit'

Version Control

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