

Franchise Operations – Standard Operating Procedure

05. Accounting – Charge transfer to Company or Travel Agent (Accounts Receivable)

ACC - 002

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

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain the accuracy in Property Management System whilst performing operational accounting duties.

Procedure

It is a responsibility of the Franchisee (or another Employee assigned by the Franchisee) to ensure that all guest accounts are being transferred correctly to the company or travel agent AR accounts.

To transfer the accounts to the company or travel agent in the system, below steps are to be completed:

- Log into RMS
- Find the reservation of which the account needs to be transferred
- Select 'General' or 'Extras'
- Select from the drop down 'Bill to', 'Company or 'Travel Agent'
 - Select 'Invoice'
 - Select 'Email'
 - Select 'Ok'
 - Enter or Select the email the invoice to be sent
 - Select 'Email/Exit'
- Check if the amount has been moved to AR
- Select 'Check Out'
- Confirm Check Out in the pop-up message

Guest should be checked-out now and the amount should be visible in the 'Account Receivable' utility.

Note: When transferring charges to an AR account, this does not indicate the account has been settled, it is still required to go into Account Receivable once payment has been received to apply the Direct Credit and close of the account. See reference to view the Standard Operating Procedure in how to process a payment in Accounts Receivable.

Reference

ACC-015 - Processing Payment in Accounts Receivable Without Commission

ACC-016 - Processing Payment in Accounts Receivable With Commission

FRANCHISE OPERATIONS MANUAL

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01	22 June 2023	Quest Academy	Emrah Tataroglu	

Policy No ACC - 002

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Area of Operation Property Management System

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Page 2 of 3

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ACC - 002