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| Franchise Operations – Standard Operating Procedure | |
| 05. Accounting – View Paid or Unpaid Invoices in Accounts Receivable | ACC - 008 |

Overview

The Accounts Receivable (AR) feature in the Property Management System (RMS) enables the user to view previously paid and unpaid Tax Invoices. Correct use of this function will enable the property to view payments processed and what are the amounts that are still outstanding. This feature will support the Franchisee in collecting payments from 'Company' / 'Travel Agent' / 'Wholesaler'.

Standard

To ensure that all Franchise Business Partners utilise the full potential of the Property Management System and utilise the 'Accounts Receivable' function to ensure correct management of company/ travel agent related accounts and payments.

Procedure

It is a responsibility of the Franchisee to ensure outstanding charges in Accounts Receivable are being actioned accordingly and all Company/ Travel Agents/ Wholesaler payments are being received promptly within Quest Benchmarks.

To view a paid and unpaid invoice in Accounts Receivable, below steps are to be completed:

- Log into RMS
- Select 'Accounting'
- Select 'Accounts Receivable'
 - Select 'AR Type' ('Company', 'Travel Agent' or 'Wholesaler')
 - Select the name of the 'Company' / 'Travel Agent' / 'Wholesaler'
 - Select the View 'Unpaid Invoices' or 'Fully Paid Invoices' as required
 - Select the View 'All Invoices' if you would like to see all the invoices together for this particular business
 - All the reservations with account numbers should appear in the records
 - Select an 'Account No' of each reservation to go into further detail.

Version Control

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