

## Franchise Operations – Standard Operating Procedure

05. Accounting – Reprint an Invoice in Accounts Receivable

ACC - 009

### Overview

The Accounts Receivable (AR) feature in the Property Management System (RMS) enables the user to reprint or e-mail a tax invoice to the guest, company, or travel agent as required. Correct use of this function makes a timely and effective process for all the users.

### Standard

To ensure that all Franchise Business Partners utilise the full capabilities of the Property Management System and utilise the Accounts Receivable function to ensure that invoice requests are addressed promptly and effectively.

### Procedure

It is a responsibility of the Front Desk team to ensure that all request including an invoice requests are being processed in correct and timely manner.

To email or reprint a Tax Invoice, 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 correct reservation for which is required to generate an invoice and click on the 'Inv No'
  - Invoice should appear generated on the screen

This now appears as a pop up window and the user can print the tax invoice or email as required to the recipient.

### Version Control

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

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