Franchise Operations – Standard Operating Procedure	
05. RMS Accounting Module – Reprint a Receipt in Accounts Receivable	ACC - 010

Overview

The Accounts Receivable (AR) feature in the Property Management System (RMS) enables the user to reprint or e-mail a receipt 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 receipt requests are addressed promptly and effectively.

Procedure

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

To reprint a Receipt, below steps are to be completed:

→ Log into RMS
  → Select 'Accounting'
  → Select 'Accounts Receivable'
    → Select 'Reprint Receipt'
    → Enter the 'Receipt No' in the 'Reprint Receipt' box
    → Select 'Print'
    → Receipt 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	