

Franchise Operations – Standard Operating Procedure

05. Accounting – Transferring Charges

ACC - 011

Overview

To transfer charges in the Property Management system (RMS) enables a user to combine the 'Extras' charges with 'General' charges. This accounting function makes an effective procedure for all the users to respond to guest/ company/ travel agent and wholesaler requests to consolidate charges on the one Tax Invoice.

Standard

To ensure that all Franchise Business Partners utilise the full capabilities of the Property Management System and utilise the accounting features to ensure correct procedure of transferring charges are within Quest Best Practice.

Procedure

It is a responsibility of the Property users to ensure that all charges are transferred accurately and consolidated into the one invoice as requested by the guest or the business.

To transfer and merge extras charges into general, below steps are to be completed:

- Log into RMS
- Search and open the required reservation
- Select 'Extras' in the accounting section of the reservation
- Right click on the correct transaction that you would like to transfer and select 'Send To'
- Select 'General'
- Repeat this step if there are more charges to be transferred
- Navigate to the 'General' tab
- Select 'Exit' when charges are transferred

Note: Charge transfer does not indicate the account has been settled, it is required to follow the accounting process to complete any outstanding transaction as required.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
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FRANCHISE OPERATIONS MANUAL

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22 June 2023

Quest Academy

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