

## Franchise Operations – Standard Operating Procedure

05. Accounting - Raising Tax Invoice on Check out

ACC – 016

### Overview

To raise a Tax Invoice prior to check out in the Property Management System (PMS) allows the user to ensure the reservation has been charged correctly and promoting Best Practice in the accounting process.

### Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain Best Practice throughout the network, whilst performing operational duties.

### Procedure

A Tax Invoice needs to be raised for all posting including adjustments of \$0 balance to check out the reservation out of the PMS.

**To generate a Tax Invoice the user will need to:**

→ Locate the reservation and select **'General'** to enter the accounting screen.

The screenshot displays the PMS interface with three main sections: Guest, Reservation, and Account.

- Guest Section:** Includes fields for Group Name, Guest No (2021469), Guest Status, Surname (Cameron), Given (David), Title, Company (Leisure), Mobile (AUS (+61)), Email, Email 2, Address Line 1 (40 livingstone street), Address Line 2, and Tour.
- Reservation Section:** Includes Master Res No (2554225), Res No (2554226), Status (Confirmed), Arrive (Mon, 31 Jul 2023 - 2:00 PM), Depart (Tue, 1 Aug 2023 - 10:00 AM), Nights (1), Adults (1), Children (0), Room Type (SK - Studio - 096), Room (211 - 096), Bed Config, Rate Type (IFF - Indirect Fully Fle), and Cancellation Policy (Fully Flexible).
- Account Section:** Includes Discount Reason, Reduced TAX Fr..., TA Commission (No Commission), Deposit (0.00), Dep Req By (Mon, 31 Jul 2023), POS On Master (No), Bill Room Type, Upgrade Reason, Hide Rate On C... (General, 0.00), Extras (0.00), A/R (0.00), and Active Accounts (None).

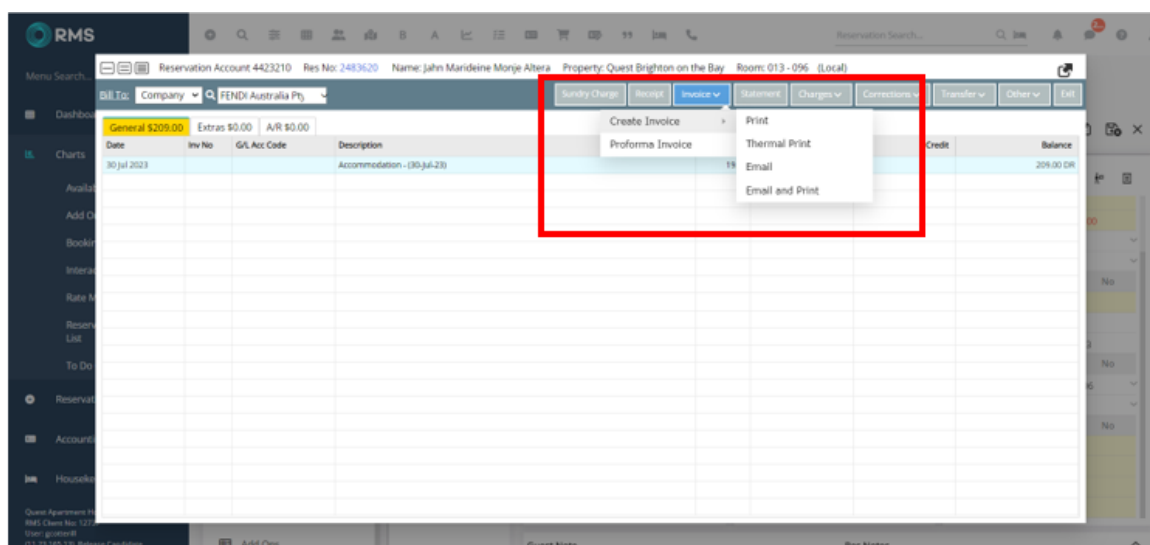
The 'General' option under 'Hide Rate On C...' is highlighted with a red box.

- Identify the charge to invoice
- Select **'Invoice'**.
- Select **"Create Invoice"**
- Select the **Print Option** or **Email Option**
- Select **'Create New Invoice'**.
- Select **'Ok'**.

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**Note:** If the user needs to raise a Tax Invoice and not send a copy to the guest (when applying adjustment) the user can click 'Exit' after following the above process.

### Version Control

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