

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

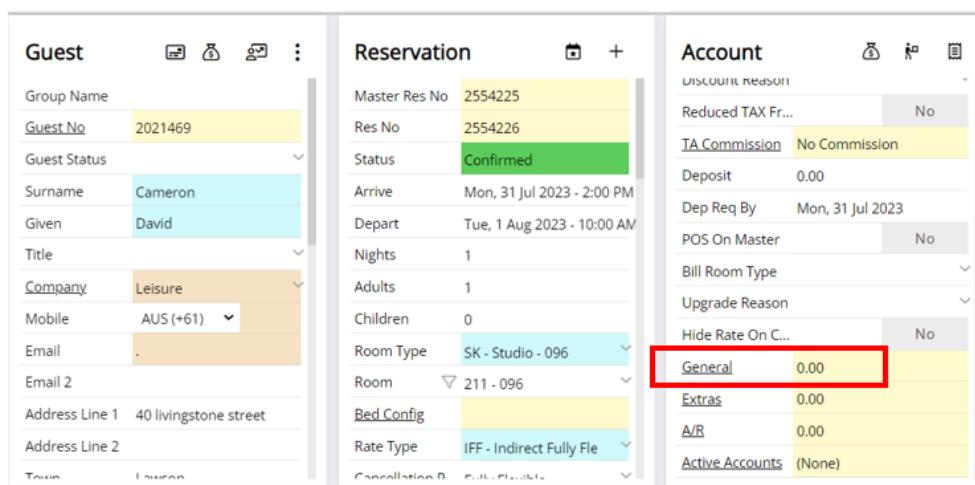
Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain Best Practice throughout the network, whilst performing operational duties.

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.



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

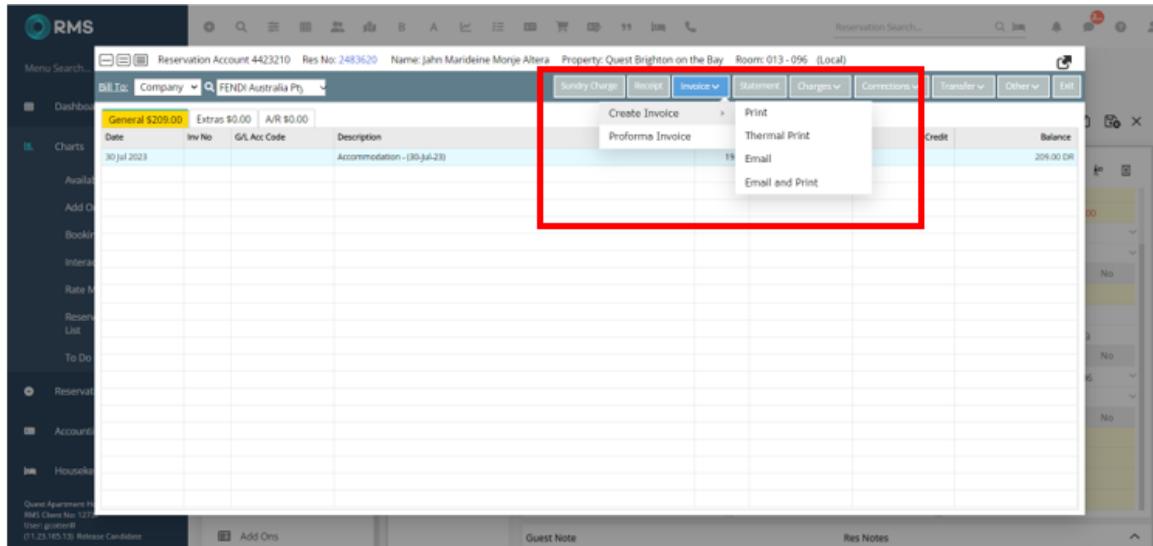
- Identify the charge to invoice
- Select 'Invoice'.
- Select "Create Invoice"
- Select the Print Option or Email Option
- Select 'Create New Invoice'.
- Select 'Ok'.

FRANCHISE OPERATIONS MANUAL

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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 | |