

## Franchise Operations – Standard Operating Procedure

### 01. Operations - Bulk Charges

REC – 013

#### Overview

The 'Bulk Charges' Utility in the Property Management System can be used to assign specific charges in bulk to the selected reservations. This feature enhances the operational process of posting to individual accounts the same charge where the user can post charges simultaneously to the reservations.

#### 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

To utilise this feature the user will need to complete the below steps to ensure the correct postings are allocated accurately to the reservations selected.

- Log into RMS
- Select 'Utilities'
- Select 'Bulk Charges'
  - Select all "Room Types" by selecting the checkbox.
  - Select 'Search'
  - Select the 'Account Type' in sundry charge
  - Select 'Description and GL Code'
  - Enter a number in 'Quantity' and 'Unit Price'
  - Enter optional description in 'Comment' to appear on account.
  - Select the 'in House' accounts
  - Select 'Process'
  - Select 'Yes' to process selected accounts

**Note:** The 'Bulk Charges' utility is to be used with caution and accuracy when selecting the correct 'Description' and 'In House Accounts'. If not followed charges will be posted to all accounts and therefore the User will need reverse the charge manually in each reservation.

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### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	15 June 2023	Business Transitions	Emrah Tataroglu	