

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.

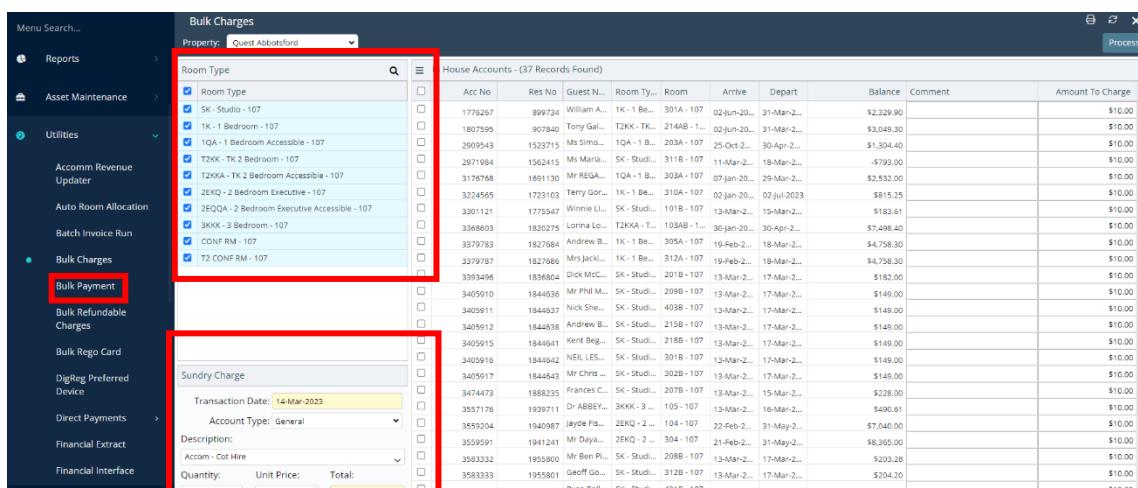
Standard

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



Acc No	Res No	Guest N...	Room Ty...	Room	Arrive	Depart	Balance	Comment	Amount To Charge
1776267	899734	William A...	1K - 1 Bed...	301A - 107	02-Jun-20...	31-Mar-2...	\$2,329.90		\$10.00
1807395	907840	Tony Gal...	T2KK - TK...	214AB - 1...	02-Jun-20...	31-Mar-2...	\$3,048.30		\$10.00
2009543	1523715	Ms Simo...	1QA - 1B...	203A - 107	25-Oct-2...	30-Apr-2...	\$1,304.40		\$10.00
2071984	1562415	Ms Maria...	Sk - Studi...	311B - 107	11-Mar-2...	18-Mar-2...	-\$790.00		\$10.00
3175768	1601130	Mr REGA...	1QA - 1B...	302A - 107	07-Jan-20...	29-Mar-2...	\$2,532.00		\$10.00
3224555	1723103	Terry L...	SK - 1 Bed...	310A - 107	02-Jan-20...	02-Jul-2023	\$815.00		\$10.00
3301121	1775947	Winnie LL...	SK - Studi...	101B - 107	13-Mar-2...	15-Mar-2...	\$103.67		\$10.00
3386803	1820275	Lorraine Lo...	T2KKK - T...	103AB - 1...	30-Jan-20...	30-Apr-2...	\$7,498.40		\$10.00
3379783	1827698	Andrew B...	1K - 1 Bed...	305A - 107	19-Feb-2...	18-Mar-2...	\$4,758.30		\$10.00
3379797	1827698	Mrs Jack...	1K - 1 Bed...	312A - 107	19-Feb-2...	18-Mar-2...	\$4,758.30		\$10.00
3393496	1836804	Dick McC...	SK - Studi...	201B - 107	13-Mar-2...	17-Mar-2...	\$100.00		\$10.00
3405910	1844636	Mr Phil M...	SK - Studi...	209B - 107	13-Mar-2...	17-Mar-2...	\$149.00		\$10.00
3405911	1844037	Nick She...	SK - Studi...	403B - 107	13-Mar-2...	17-Mar-2...	\$149.00		\$10.00
3405912	1844635	Andrew B...	SK - Studi...	219B - 107	13-Mar-2...	17-Mar-2...	\$149.00		\$10.00
3405915	1844641	Kriss Beg...	SK - Studi...	218B - 107	13-Mar-2...	17-Mar-2...	\$149.00		\$10.00
3405916	1844642	NEIL LES...	SK - Studi...	301B - 107	13-Mar-2...	17-Mar-2...	\$149.00		\$10.00
3405917	1844643	Frances C...	SK - Studi...	207B - 107	13-Mar-2...	17-Mar-2...	\$149.00		\$10.00
3474473	1888235		SK - Studi...	207B - 107	13-Mar-2...	15-Mar-2...	\$228.00		\$10.00
3557176	1939711	Dr ABBEY...	3KKK - 3 ...	105 - 107	13-Mar-2...	16-Mar-2...	\$496.61		\$10.00
3559204	1940987	Ayode P...	2EKQ - 2 -	104 - 107	22-Feb-2...	31-May-2...	\$7,040.00		\$10.00
3559591	1941248	Mr Daya...	2EKQ - 2 -	304 - 107	21-Feb-2...	31-May-2...	\$8,365.00		\$10.00
3583332	1955890	Mr Ben Pl...	SK - Studi...	208B - 107	13-Mar-2...	17-Mar-2...	\$203.38		\$10.00
3593233	1955891	Geoff Go...	SK - Studi...	312B - 107	13-Mar-2...	17-Mar-2...	\$204.00		\$10.00
3596470	1957702	Ryan Ball...	SK - Studi...	401B - 107	13-Mar-2...	16-Mar-2...	\$296.35		\$10.00

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.

FRANCHISE OPERATIONS MANUAL

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Version Control

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