FRANCHISE OPERATIONS MANUAL

Overview

The property management system (PMS) includes the capacity to upload specific files, and attach them, to the respective reservation. This is a useful function to ensure, not only the accuracy of the reservation, however also providing the capability for digital file storage.
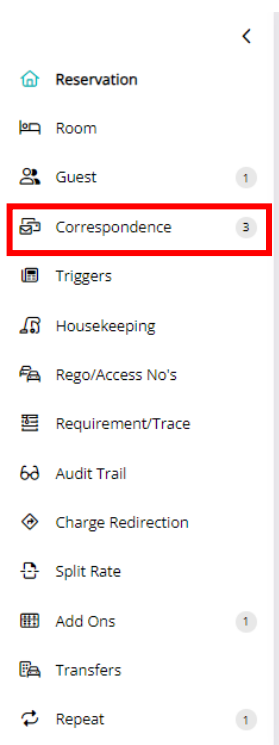
Standard

Ensuring the correct procedure is followed for the appropriate management, and security, of confidential documents throughout the property and network.

Procedure

The relevant document is to be uploaded and attached into the PMS using the reservation screen pertaining to that reservation. This will keep relevant documents secure, whilst increasing operational efficiency and accuracy related to the reservation.

The below process is within Best Practice to upload the document to the reservation in the PMS

→ Search for the booking in 'Reservation Search'
→ In the reservation select 'Correspondence'

→ Select 'Received(in)'

Franchise Operations – Standard Operating Procedure	
01. Operations – Document Storage	RES - 007

→ Complete details and select 'Attachments'

→ Select the relevant document

→ Once uploading is complete select 'Save/Exit'.

Note: The document is now recorded in correspondence and is viewable by double clicking on the description line.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	28 July 2023	Business Transitions	Sarah Begbie	