

## Franchise Operations – Standard Operating Procedure

02. RMS Enterprise - Payment Modes Setup

SET - 007

### Overview

Payment modes is utilised in the Property Management System which allows the user to communicate and specify accurate billing instructions for the guest reservations. Accurate guest reservation information results in the user processing checkouts in an accurate and efficient manner.

### Standard

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

### Procedure

The properties PMS has the below payment modes in RMS, in line with Quest Best Practice.

- All to Travel Agent
- All to Company
- Auth to be Followed Up
- POA
- Read Res Notes
- Room to Agent - POE
- Room to Company – POE
- Room & Car Parking To Agent – POE
- Room & Car Parking To Company – POE
- Room, Meals & Car Parking to Company – POE
- Room, Meals (No Alcohol) & Car Parking To Agent – POE
- Room & Meals to Company – POE
- Room & Meals To Agent – POE
- Room & Extras to Company
- Room & Extras to Agent

Properties are unable to create/edit Payment Modes. For any service requests please contact the revenue team at [revenue@questapartments.com.au](mailto:revenue@questapartments.com.au)

### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
02	12 March 2021	Quest Academy	David Valentine	