



CASH CONSOLIDATION & BANK DEPOSIT

HOTEL CASH HANDLING PROCEDURE

Business Processes – Operations

December 2024

Responsible parties:
Front Office Manager (FOM) or person appointed
by the Hotel Management for this purpose



Store cash in a **secure safe** covered by the hotel's prevailing **insurance policy**.

The FOM and GM must **limit access** as much as operationally possible and keeping **keys in a secure location**.



For safety reasons, it is strongly recommended to reduce the amount of cash in the drawer during night shifts. Where applicable, follow local Work Council guidelines on the maximum allowed amount. Store any excess in a secure safe.

CASH CONSOLIDATION

THE FRONT OFFICE MANAGER (OR THE PERSON DESIGNATED BY THE HOTEL GENERAL MANAGER) RECONCILES AND CONSOLIDATES DAILY ALL THE CASH GENERATED THE PREVIOUS DAY IN ALL THE HOTEL'S POINTS OF SALE AND PLACES IT IN AN ENVELOPE/SEAL BAG FOR SUBSEQUENT DEPOSIT AT THE BANK.



FOR SECURITY, AND WHENEVER POSSIBLE DUE TO DEPARTMENT SHIFTS, THE SAFE SHOULD BE OPENED BY 2 TEAM MEMBERS TO WITHDRAW THE ENVELOPE/SEALED BAG, RECORDING SIGNATURES AND DATE IN THE [DROP SAFE WITNESS LIST](#)

TMS#HOTELS

VERIFY THAT THE AMOUNT TO DEPOSIT IN THE BANK COINCIDES WITH THAT REGISTERED IN TMS ("TRANSFER BETWEEN CASH" MOVEMENT)

TMS TRANSACTION TILL OPERATIONS (ZEY_R_FC_SI_01)

1. **INSERT CORRESPONDING DATE**
2. **FILTER BY OPERATOIN TYPE: 1 - TRANSFER BETWEEN CASH**
3. **SELECT LAYOUT "TRANSFER"**

TMS#HOTELS

BANK DEPOSIT

- **Bank your hotel cash at least once a week. If the volume of cash usually generated in a week in your hotel is lower than 3.000 EUR or equivalent in local currency), you can deposit every 2 weeks.**
- **Special hotels with high cash amounts should deposit the cash collection more than once a week.**
- The insured amount must be the maximum to be kept in the hotel's safe.
- It is highly recommended that money is transported by a company specialized in secure transport of cash.
- Ensure that all the requirements stipulated in the Hotel's prevailing insurance policy are complied with.

SUBMIT INFO TO ADMINISTRATION



WITH EACH BANK DEPOSIT, CREATE AN URN (*Unique Reference Number*) IN ACCENTURE'S DWP (Digital Workforce Platform) including this information:

- Document Type: (RtR) BANK DEPOSIT.
- SAP Company Code: Legal entity SAP code of the Hotel
- Business Unit: region to which it belongs
- Business Area: SAP code of the Hotel
- Content: FO Bank Deposit + Deposit date
- Date from/to: period of the cash transaction that has been deposited
- Comment: in case you want to make any clarification (coins)
- **ATTACH THE FOLLOWING DOCUMENTS IN PDF FORMAT:**
 - DEPOSIT SLIP FROM THE BANK OR RECEIPT OF THE SECURITY COMPANY
 - DEPOSIT SLIPS FROM CURRENCY SALES OF THE SECURITY COMPANY

See [DWP – URN Cash Deposit](#) for more information



THE FO MANAGER MUST ENSURE THE CORRECT FILING OF ALL ORIGINAL DOCUMENTATION (CHRONOLOGICAL ORDER) AND THAT IT IS EASILY AVAILABLE DURING THE PERIOD STIPULATED FOR EACH COUNTRY.



NON-OUTSOURCED HOTELS:

send this information from the Hotel's generic e-mail address to whom it may correspond (Hotel's Administration Responsible).

INCIDENT RESOLUTION



- ▶ Whenever SSC-Administration GL detects an imbalance in a day's takings, they must inform the Hotel of this fact by DWP (Hotels non-outsourced in the SSC, will resolve the incidents directly with their corresponding Administration Responsible).
- ▶ The Hotel then has **3 working days** to respond and resolve the incident, even if it arose at a Point of Sale other than the Hotel's Front Office. Upon failure to meet this deadline, SSC-Administration GL will inform the Front Office and Hotel Managers.
- ▶ A weekly file with the list of URNs that have not been answered within 7 days is sent to the BU Finance team via e-mail. In case the imbalance is detected by the hotel, the Front Office must also inform the Finance team through the established channels, explaining how and when it will be solved.