

Responsible parties: Front Office Manager (FOM) / F&B department / Hotel General Manager (GM)

CASH COUNT

VERIFY THE CASH BALANCE AT LEAST ONCE IN EACH SHIFT, COINCIDING WIH THE CHANGE OF SHIFT (IT MUST ALWAYS BE PERFORMED IN PERSON BY BOTH PARTIES).

TMS TRANSACTION DISPLAY TILLS (/CCSHT/FC_CA03)

DOES THE TOTAL AMOUNT COLLECTED THROUGH EACH PAYMENT METHOD MATCHES

THE AMOUNT INFORMED IN THE SYSTEM?



TMS #HOTELS

Change the status of the reception till to 'closed' to maintain control over potential transactions taking place at the same time.

TMS transaction Change till status (/CCSHT/FC_SIT_CAJ)

TMS&HOTELS

NO

USE THE REPORT **TILL OPERATIONS** (ZEY_R_FC_SI_01)TO FIND THE REASON FOR THE IMBALANCE.

CREDIT CARDS

TOTALS

Planet (3C Portal),

payment terminal,

Adyen...



MINOR HOTELS eGIFT **CARDS**



CURRENCY (only if it applies)

OTHERS (INVITATION BAD DUE)

YES

FILL IN THE CASH COUNT TEMPLATE AND SIGN IT (BOTH SHIFTS, INCOMING AND OUTGOING).



FO MANAGER MUST ENSURE THE CORRECT FILING OF THE SIGNED CASH COUNT WITH ALL THE SUPPORTING DOCUMENTATION.

TMS#HOTELS

CASH REFUNDS:

It is mandatory to keep a copy of the invoice signed by both the guest and the issuing team member



BALANCE FO CASH IN THE SYSTEM (ALL CURRENCIES) EVERY DAY BEFORE PERFORMING THE NIGHT AUDIT PROCESS, EVEN IF THE CASH OUTFLOWS DURING THE DAY HAVE EXCEEDED THE AMOUNT COLLECTED.

TMS TRANSACTION BALANCE (/CCSHT/FC_CARG)



TMS#HOTELS

TMS#HOTELS

TMS#HOTELS

Countries with fiscal invoicing in TMSforPOS:

The balance of the POS tills must also be made daily before the night audit process.



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.

- CHANGE RECEPTION TILL STATUS TO 'CLOSED'.
- 2. EXECUTE THE BALANCE > 'TRANSFER BETWEEN CASH' MOVEMENT WILL BE AUTOMATICALLY POSTED FOR THE AMOUNT THAT EXCEEDS THE CASH FLOAT.
- 3. TAKE THIS AMOUNT OUT OF THE PHYSICAL CASH DRAWER AND PLACE IT IN AN ENVELOPE/SEAL BAG FOR ITS SUBSEQUENT DEPOSIT AT THE BANK.



FOR SECURITY, AND WHENEVER POSSIBLE DUE TO DEPARTMENT SHIFTS, THE SAFE WHOULD BE OPENED BY 2 TEAM MEMBERS TO DEPOSIT THE CASH, RECORDING SIGNATURES AND DATE IN THE DROP SAFE WITNESS LIST.



INTERNAL CONTROL

Hotel General Manager must perform at least one monthly cash balance verification of any hotel's till, to ensure that all hotel tills are balanced and properly/accurately managed. See Control Lists and Actions Management.



KEY TASKS

- Countries without fiscal invoicing in TMSforPOS: the cash from the F&B tills must also be balanced if during the shift/day an invoice has been issued in these tills from TMSforHotels.
- All the hotel Points of Sale must have a credit card payment terminal. If, due to some failure of the terminal, a ticket/invoice cannot be charged at the POS, to avoid discrepancies in the cash balance, move the ticket to a Day-guest billing reservation (/CCSHT/FC FMAN), charge it with the Front Office terminal and invoice it in TMSforHotels.
- If there are recurring cash differences or significant missing amounts that cannot be identified in the cash counts, the Hotel GM must inform the Finance Department of the BU to assess the situation and indicate the procedure to be followed in each case.



LEARN ALL ABOUT CONTROLS AND CASH RECONCILIATION WITH THE FOLLOWING VIDEO:

KNOWLEDGE PILL - CASH HANDLING: CONTROLS AND CASH RECONCILIATION &

