



FO CASH RECONCILIATION

HOTEL CASH HANDLING PROCEDURE

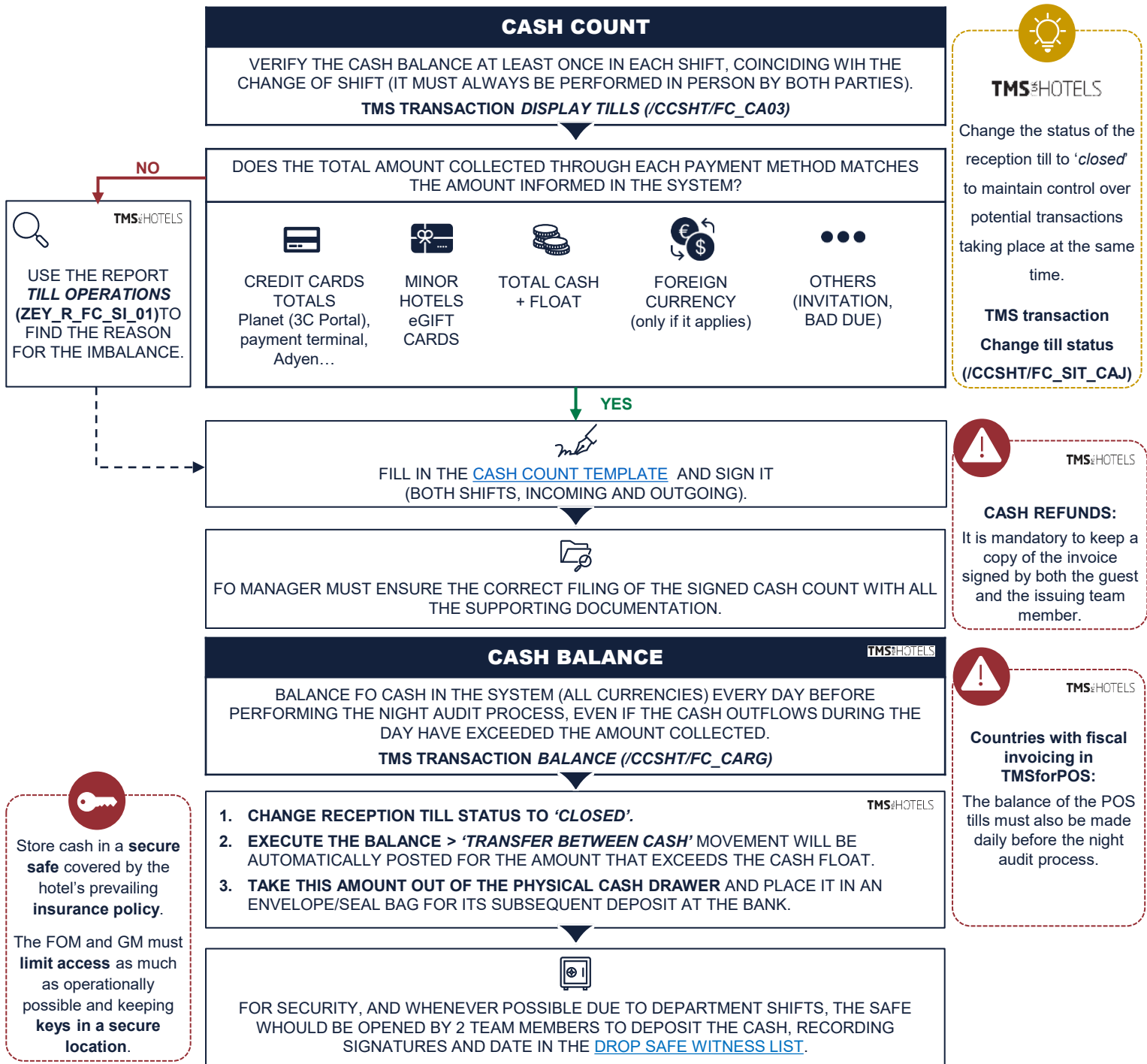
Business Processes – Operations

October 2024

Responsible parties:

Front Office Manager (FOM) / F&B department /

Hotel General Manager (GM)



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](#)