



CASH ADVANCES TO CREW MEMBERS

HOTEL CASH HANDLING PROCEDURE

Business Processes - Operations

September 2024

Responsible parties: Front Office Manager / Hotel General Manager

MINOR HOTELS EUROPE AND AMERICAS



In case of any typology of clause included in a contract that is not covered by this procedure, please create a JIRA ticket under "Procedure information".

OBJECTIVE & SCOPE

Certain airline agreements allow crew members to request cash advances at the Front Desk. These advances can be processed in three ways:

A. Cash advances charged to the airline's company credit card.

B. Cash advances refunded to the hotel via bank transfer:

1. The **cash collection** of the different points of sale of the hotel **is enough** to be able to deliver these advances.
2. The **collection is NOT enough**, and it is necessary that the company sends the hotel the necessary money to cover these advances.

This procedure applies only to agreements that include this clause and strictly within the terms specified.

Hotels working with this model must request a specially configured till via JIRA ("ADVANCE CREW CASH") linked to GL account 57000018 – TMS ADVANCE CREW CASH

TMS_{for}HOTELS

A. CREDIT CARD

- 1) **Charge the amount** requested using the credit card terminal and the crew member's designated credit card.
- 2) **Register Paid Out movement** (ZEY_FC_CAMV – Cash movements)
 - **Till identifier:** RECEPTION
 - **Operation type:** 4 - Paid Out
 - **Reservation:** crew member's individual reservation
 - **Payment method:** CASH
 - **Folio:** 4
 - **Amount:** the exact amount requested by the crew member
 - **Remarks:** "CREW [company name] + [crew member name]"
- 3) **Create invoice:** go to Folio 4 of the booking and issue the invoice using the **corresponding payment method** (Visa, MasterCard, Amex, etc.).
- 4) **Documentation:**
 - **Give the crew member:** a copy of the credit card terminal receipt.
 - **Archive at hotel:** the invoice and the original terminal receipt.

B. BANK TRANSFER I

- 1) If applicable, **submit the request** in the company's online funding system (it generates a receipt to be signed by the crew member).
- 2) **Create a Day-guest billing account** (/CCSHT/FC_FMAN - Day-guest billing). Set the **company as Main Client**.
- 3) **Register Paid Out movement** (ZEY_FC_CAMV – Cash movements)
 - **Till identifier:** RECEPTION
 - **Operation type:** 4 - Paid Out
 - **Reservation:** Day-Guest Billing
 - **Payment method:** CASH
 - **Folio:** 1
 - **Amount:** the exact amount requested by the crew member
 - **Remarks:** "CREW [company name] + [crew member name]"
- 4) **Account management:**
 - Use the **same DGB account** for all movements.
 - Keep it open and **invoice the company periodically** (payment method: Credit).
 - When invoicing, post the accounting is posted to the **customer account**, referencing the **invoice number**.
 - Upon receiving the **bank transfer**, the **Administration Department** clears the entries (Paid Outs are recorded in **Account 41400002**, which clears automatically).
- 5) **Documentation:**
 - If the company uses an online system for crew allowances, give the crew member a **copy of the generated receipt**.
 - Archive the **invoice** and the **original receipt** (from the online system, if applicable) at the hotel.

B. BANK TRANSFER II

- 1) If applicable, **submit the request** in the company's online funding system (it generates a receipt to be signed by the crew member).
- 2) Use **till movement F - "Bank transfer"** to register the incoming funds from the bank account to cover these advance payments.
- 3) **Create a Day-guest billing account** (/CCSHT/FC_FMAN - Day-guest billing). Set the **company as Main Client**.
- 4) **Register Paid Out movement** (ZEY_FC_CAMV – Cash movements)
 - **Till identifier:** ADVANCE CREW CASH
 - **Operation type:** 4 - Paid Out
 - **Reservation:** Day-Guest Billing
 - **Payment method:** CASH
 - **Folio:** 1
 - **Amount:** the exact amount requested by the crew member
 - **Remarks:** "CREW [company name] + [crew member name]"
- 5) **Account management:**
 - Use the **same DGB account** for all movements.
 - Keep it open and **invoice the company periodically** (payment method: Credit).
- 5) **Documentation:**
 - If the company uses an online system for crew allowances, give the crew member a **copy of the generated receipt**.
 - Archive the **invoice** and the **original receipt** (from the online system, if applicable) at the hotel.

NEVER balance this till!
It must show real available cash for advances.