



CASH FLOAT MANAGEMENT

HOTEL CASH HANDLING PROCEDURE

Business Processes – Operations

December 2024

Responsible parties:

Hotel General Manager (GM)

Front Office Manager (FOM)

F&B Manager

A-Z

CASH FLOAT: fixed sum of money in cash, the main purpose of which is to ensure the availability of change for items paid by guests in cash.

CASH FLOAT ESTABLISHMENT

(opening of new hotel or point of sale)

CASH FLOAT INCREASE / DECREASE / CANCELLATION

REQUEST & APPROVAL



- The Hotel GM (or Operations Regional Director, if the GM has not been appointed) must email the BU Finance team for approval.
- BU Controller / BU Retained Function in CC.
- Once approved, the money will be delivered to the hotel following the usual BU procedure (e.g., cash a bank check, money order to the bank through an online tool...). Consult the BU Finance team for details.
- The Hotel GM must email the BU Finance team to request a cash float increase.
- BU Controller / BU Retained Function in CC.
- Include main reasons for the request and specify if the increase is provisional (e.g., specific event, high season,...) or permanent.
- No approval is needed to reduce or cancel the cash float.

SETTING IN TMSforHOTELS



1. The GM must submit a JIRA ticket in the Support Portal to request the establishment of a beginning cash float in TMS, selecting the following required options:
 - **SAP Business Suite - SAP TMS (Tourism Management Suite) > Frontoffice > Tills**
 - **Summary:** TMS center code (e.g., ESMD.EUROB) + Cash float establishment request
 - **Description:** Detail the affected till (Reception, Restaurant, Bar...).
 - **Attachment:** Finance team's approval email.
2. IT Support team will comment on the JIRA ticket within 5 working days, indicating the set up day.
3. Once configured, IT Support will confirm via JIRA that the new cash float has been set up in the TMS till affected.
4. The FOM (or POS Responsible) must check that the new cash float setting is correct.
1. The GM or FOM must submit a JIRA ticket in the Support Portal requesting the change in TMS. Please select the following required options:
 - **SAP Business Suite - SAP TMS (Tourism Management Suite) > Frontoffice > Tills**
 - **Summary:** TMS center code (e.g., ESMD.EUROB) + Cash float increase/decrease/cancellation request
 - **Description:** Detail the affected till (Reception, Restaurant, Bar...), the current cash float and the new cash float requested.
 - **Attachment:** Finance team's approval email (for increases only).
2. The IT Support team will comment on the JIRA ticket within 5 working days, indicating the change date.
3. After the change, IT Support will confirm via JIRA that the new cash float has been set up in the TMS till affected.
4. **Decrease:** IT team will assign the ticket to the KU SAP FI GL support group. The GL team in each BU will balance the generated postings and reclassify the amounts to the cash float GL accounts.
5. **Increase:** IT team will assign the ticket to the S&T TMS-ORG or KU F&B support group (depending on the affected till). They will make an additional till movement to ensure the new cash float matches the closing cash balance.
6. The FOM (or POS Responsible) must check that the new cash float setting is correct after the balance of the corresponding till and the Night Audit process in TMS.

TILL MOVEMENTS AND CASH BALANCE



- At the end of the day, when the cash balance is made before the Night Audit, withdraw the cash indicated in the *Till operations report (operation type "Transfer between cash")* for subsequent bank deposit.
- If the hotel does not expect to generate sufficient income to cover the full cash float increase, contact the BU Finance team for instructions.

CASH FLOAT CANCELLATION

In case of a hotel's temporary or permanent closure, the cash float must be refunded and its accounting cancelled.

- The Hotel GM will notify the BU Finance team via email and deposit the cash float amount into the corresponding bank account.
- Once the deposit has been verified and no discrepancies are found, the CS-Administration will post the Point of Sale cash float cancellation in the appropriate account, as previously described.

SIGN & FILE!



Once a new cash float has been established, and whenever there is a change in the amount or a change of Hotel Manager/Head of Department, the [Cash float receipt](#) template must be completed, signed and sent to BU Finance. This ensures that the accounting always matches TMS.