



CASH PAYMENT FROM THE RECEPTION TILL

HOTEL CASH HANDLING PROCEDURE

Business Processes - Operations

July 2025

Responsible parties: any team member who needs to make an extraordinary and/or urgent purchase / Front Office Manager / Hotel General Manager



GENERAL RULES FOR WITHDRAWING CASH FROM THE RECEPTION TILL

- ✓ **Cash withdrawals are allowed only from the Reception till.**
- ✓ **It is mandatory to register a till movement in TMSforHotels (*ZEY_FC_CAMV – Cash movements*) for every expense receipt received.**
- ✓ Cash can only be used to cover exceptional payments to buy non-standardized items, and only when it is urgent to meet an immediate need of the operational business.
- ✓ The withdrawal of cash from the Reception till cannot be a normal practice and should only occur in extraordinary situations (e.g., because the corporate supplier cannot serve on time due to the delivery deadline) and always subject to **prior approval from the Hotel General Manager**.
- ✓ **Invoices and receipts** generated by urgent or extraordinary expenses or purchases **must be less than 500 euros*** (or its equivalent in local currency, amount per receipt). Expenses over this limit must be notified via email and approved by the Regional Operations Director.
**A different limit may be determined for tax or accounting reasons in the country.*
- ✓ ALL expenses must be correctly supported by a receipt or an invoice for tax purposes and the amount registered in TMS must be equal to the ticket amount.
- ✓ Except for the express tax requirement of a country, it is not possible to reclassify accounting entries automatically posted from TMS in the SAP_FI account "62929002 HOTEL EXPENSES PAID OUT FO".



STRICTLY PROHIBITED:

- **To pay suppliers (except in the case of urgent/exceptional expenses/purchases mentioned above).**
- **To anticipate or pay expenses incurred by any non-hotel person (i.e., customers or suppliers).**
- **To pay any payroll amount to the hotel team members.**
- **To pay travel expenses* (must be reported through the SAP transaction *TRIP* or the [Travel Expenses Report](#) template).**

**Only allowed in a few countries for hotel team members on payroll who travel exceptionally and do not have a nominative SAP user or access to the Travel Expenses Report.*



REQUESTING CASH WITHDRAWALS

- Every time a team member needs to make an extraordinary and/or urgent purchase, he or she must fulfill the template [Cash withdraw receipt](#) and give it to the Hotel General Manager, who will sign it as proof of authorization.
- The template also must be signed by the Front Office team member that hands the money and the one that receives it. This receipt must be kept along with the corresponding support ticket.

CASH WITHDRAW RECEIPT		Version: May 2025
HOTEL:	<input type="text"/>	
AMOUNT:	<input type="text"/>	DATE: <input type="text"/>
REASON: <input type="text"/>		
Withdrawn by:	Approved by:	Delivered by:
Signature:	Signature:	Signature:



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Watch this tutorial to learn how to carry out the steps explained below: [Cash Withdraw](#)



TMS^{for}HOTELS

REPORT EXPENSES (ZEY_FC_CAMV – Cash movements)



Once the [Cash withdraw receipt](#) is signed by all parties involved, the requested money will be delivered, and this delivery will be reported with a **negative "Miscellaneous charge" till movement (minus)**.

It is mandatory to type the following in the remarks field: **"ADVANCE + NAME of the team member receiving the money"** (e.g., "ADVANCE F&B MANAGER NAME").



Once the purchase has been made and the corresponding receipt obtained, whether in the form of an ordinary receipt or fiscal invoice, the team member must hand in his or her expense report at the Front Desk.



The Hotel must collect and reconcile surplus amounts (if any) or pay the shortfall (if the purchase ended up costing more than the money anticipated).

Once the receptionist has received the report, he or she must record the following till movements:

A. "Miscellaneous charge", in positive, for the same amount as the negative one that was recorded before.

Remarks: "REFUND + NAME of the team member who received the money" (e.g., "REFUND F&B MANAGER NAME").

B. "Miscellaneous payment", for the definitive actual amount of the expense.

Department: Select the corresponding **EXPENSE CODE**

Remarks: **EXPENSE CODE** (by default) + **VENDOR** + **CONCEPT** of the purchase + **INVOICE/TICKET NUMBER**

(e.g., "FB GADISA BREAKFAST SPECIAL FRUITS 21345").



The expense must be correctly supported by a receipt or an invoice for tax purposes and the amount registered in TMS must be equal to the ticket amount.



TMS transaction /CCSHT/FC_CAMV - Movements	
Operation type	Amount
2 - Miscellaneous charge (-)	Amount delivered in advance for the extraordinary/urgent purchase.
2 - Miscellaneous charge (+)	When you have the purchase receipt, return the same amount delivered.
3 - Miscellaneous payment (+)	Actual amount of the purchase.

The till movement "Miscellaneous charge" (operation type 2) should only be used to record advance cash withdrawals and the corresponding refund for the same amount, so the balance should always be zero.



ALL proof of expenditure (receipts or invoices) must be signed by the Hotel General Manager and filed for the stipulated legal period, except in those countries where tax regulations establish otherwise.



In case of printed material in thermal paper, where the ink can get erased after a few years, it is recommended to also file a photocopy of the tickets.

INTERNAL CONTROL

- It is highly recommended that **Front Office Managers control these movements daily** with transaction /CCSHT/R_FC_SI_01 - Till operations, filtering by Type of Operation and Balance Date:

Hotel	Till Identifier	Pay Id	Hotel date	O...	Order No.	Description	Amount	Curren...	Movement date	Move.time	Pay.m...	User name	Remarks
ESMD.NACIO	RECEPTION	CASH	07.09.2024	3	285488	Miscellaneous charge	30,00	EUR	18.09.2024	08:25:14	CASH	0000000435	REFUND F&B MANAGER NAME NAME
ESMD.NACIO	RECEPTION	CASH	07.09.2024	2	285487	Miscellaneous charge	30,00	EUR	18.09.2024	08:23:59	CASH	0000000435	ADVANCE F&B MANAGER NAME NAME
ESMD.NACIO	RECEPTION	CASH	07.09.2024	4	285489	Miscellaneous payments	10,15	EUR	18.09.2024	08:28:28	CASH	0000000435	FB - GADISA SPECIAL FRUITS BKFS 23415
* 10,15-													

- Hotel General Managers must review and sign the report TMS Miscellaneous charges & payments** that the system automatically generates **each month in their EOD Reports Dashboard** to ensure that all miscellaneous payments are properly justified and have their supporting document. See [Control Lists and Actions Management](#).