



# FOREIGN CURRENCY

HOTEL CASH HANDLING PROCEDURE

Business Processes - Operations

October 2023

Responsible parties: Front Office department

**MINOR**  
HOTELS

## GENERAL RULES FOR EXCHANGING CURRENCY

- ✓ The currency exchange service can only be offered by a limited group of hotels (selection made by the Compliance Committee of MHEA, considering risks in terms of money laundering and operational and regulatory requirements).
- ✓ Hotels where this service is allowed & currency exchange limit amounts are listed here: [Currency Exchange Service Hotel List & Limits](#).
- ✓ To be able to exchange currency, hotels must have the authorization corresponding to the current exchange regulations in each country.
- ✓ It is mandatory to have at the customer's disposal all the legal documentation required in each country (authorization, exchange rates, etc.).



## TMS<sup>for</sup>HOTELS

### ➤ CURRENCY PURCHASE (/CCSHT/SF\_COMPRA - Currency purchase)



#### FILL OUT THE FOLLOWING FIELDS:

- **TILL: RECEPTION** (the only one allowed for currency exchange).
- **ROOM NUMBER:** only customers staying at the hotel and who are correctly identified in CRM (full name and tax number) can buy currency. Generic customers like 1000 or 1003 are not allowed.
- **CURRENCY:** the currencies accepted are those displayed in TMS.
- **AMOUNT:** as a precaution, it is recommended not to exchange large sums of foreign currency to a single guest.



**GIVE THE CUSTOMER THE AMOUNT OF LOCAL CURRENCY CALCULATED BY THE SYSTEM** (applicable exchange rates are updated daily in the system through an automatic process).



#### CLICK ON SAVE BUTTON.

2 different movements are automatically created in the Reception till:  
→ Incoming currency amount  
← Outgoing amount delivered to the guest.



**THE GUEST MUST SIGN A COPY OF THE CURRENCY PURCHASE SLIP PRINTED BY THE SYSTEM AND MARK:**

- ☐ Proposal of the business relationship
- ☐ Source of funds

Hotel	Date: 08.03.2022
Currency Purchase	
Holder	: NH HOTELES ESPAÑA, S.L.
Authorization	: 46/15
Cash	: RECEPTION
Settlement	: 0000000000047221
Name	: Pilar Guardia Torres
Fiscal Number	: 37359530D
Nationality	: ES Spanish
Room	: 183
Type	: 2, Cash
Proposal of the business relationship:	
<input type="checkbox"/> Professional purpose.	
<input type="checkbox"/> Non professional purpose.	
Source of funds:	
<input type="checkbox"/> Professional or business activity	
<input type="checkbox"/> Others: _____	
Currency	: United States Dollar
Currency Amount	: 100,00 USD
Exchange	: /1,11560 EUR
Base Total	: 89,64
Comission	: 4,48 EUR -> 5,0000 *
Expenses	: 4,48 EUR -> 5,0000 *
Amount	: 80,68 EUR
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Total Pay	: 80,68 EUR
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Guest's Signature :	
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### ➤ FOREIGN CURRENCY BALANCING

(/CCSHT/FC\_CARG - Balance )



**REGISTER THE BALANCE OF THE FOREIGN CURRENCY IN TMS THE SAME DAY OF THE CURRENCY PURCHASE BEFORE CARRYING OUT THE NIGHT AUDIT PROCESS.**

### ➤ PRINT CURRENCY PURCHASE RECEIPTS

(/CCSHT/PR\_DIVISAS)



Receipts can be reprinted as many times as needed.  
Find them by "Operation No.".



- FO Manager is responsible for filing (chronological order):
  - Currency purchase receipt signed by the guest
  - Bank receipt of foreign currency sale
- Monthly control with CCSHT/R\_SF\_SI\_01 - Purchases report.



- Currency exchange must be done through TMSforHotels. The use of any other application is not allowed.
- It is forbidden to offer currency exchange service to hotels not authorized to do so.



LEARN HOW TO MAKE A CURRENCY PURCHASE WITH THE FOLLOWING TUTORIAL,  
WHERE YOU CAN SIMULATE THE REAL OPERATION: [CURRENCY PURCHASE](#)

