



TILL MOVEMENTS: PAID OUT

HOTEL CASH HANDLING PROCEDURE

Business Processes - Operations

September 2024

Responsible parties: Front Office Manager / Hotel General Manager



KEY CONCEPTS

'Paid outs' (flowers, couriers, event tickets, medical services, outings, etc.) are only permitted **-always from Reception till-** when an invoice or ticket that justifies the expense is presented. They are **restricted to extremely loyal clientele and exceptional situations**, subject to **prior authorization by the GM.**

For a service to qualify as a 'paid out', the following conditions must be met:

- The existence of an express mandate from the MHEA customer for the acquisition of such items (i.e., the customer must request the item; it must not be offered by the Hotel).
- The acquisition of goods by MHEA must be made in the name and on behalf of its customers and never in its own name.
- **Only those services for which a legal support for the purchase can be obtained will be allowed as paid outs.**
- Paid outs can be registered for **future reservations** to manage the guest requests.

TMS^{FOR}HOTELS

1) REGISTER THE PAID OUT

- TRANSACTION: ZEY_FC_CAMV – Cash movements
- In a single cash movement, a cash outflow is posted and, simultaneously, a charge for the same amount is recorded under the guest booking.
- **As MHEA acts as an intermediary between the supplier and the guest, the latter will be recharged on his invoice by 10% + taxes on the amount paid by MHEA to the supplier** (this is the maximum limit; a lower percentage may be applied when GM deems necessary -in some specific cases (e.g., medical bills) it is not necessary to apply such commission).



2) CHARGE THE "PAID OUT SUPPLEMENT"

- TRANSACTION: /CCSHT/FC_CF02 – Folio management
- Add the additional 10% manually in the same folio as the Paid Out with the concept "*Others*" (OTH0, OTHI or OTLW, the one that corresponds according to the tax law of each country).
- Modify its description to "*Paid out supplement*" to be able to locate it later in the reports of till operations.

? What if a client requests that we pay something on his behalf before the arrival date?

1. Record the cash-out movement with a "*Miscellaneous charge*" (TMS transaction ZEY_FC_CAMV – Cash movements).
2. Add a fixed charge in the reservation using the concept "*Others*" as indicated above to charge both the amount paid to the supplier and the intermediation supplement.

PROCESS RESTRICTIONS



- **Paid Out movement can only be performed by Front Office.**
- **It is strictly forbidden to give the guest's tax information to third parties.** If the guest wants an invoice in his/her name, put him/her in contact with the supplier.
- It is very important to have in mind that **cash may not be given to Hotel guests or customers and charged against their credit cards, deposit accounts or bank transfers received**, except for exceptional cases approved by the Business Unit or by Headquarters (such as the case of airline crews - for more information see document [Cash advances to crew members](#)).



LEARN HOW TO REGISTER A PAID OUT IN TMS STEP BY STEP WITH THE FOLLOWING VIDEO:

[KNOWLEDGE PILL – CASH HANDLING: PAID OUT](#) 