

Simplified “front-end” for reception SParQ

To introduce a simplified, standard 'front-end' solution for reception staff, enabling all types of transactions to be processed easily. This system can process cash payments, Loyalty, and card payments, either on a device at reception or via 'Pay-by-Link' for remote payments.

Functionality: the solution is designed to process transaction / payments and automatically update the main back-end system (EP) for the following core activities:

Loyalty: Processing of Loyalty top-ups.

Bookings: Handling of holiday bookings, including linked/group bookings.

Owner Services (Job Cards): Accepting payment for owner works that immediately trigger a job card and update revenue without the need for a separate invoice. Examples include:

Gas Bottles

Drain Downs

Gas and Electrical Tests

Invoice/Account Payments: Facilitating payments against existing Owner invoices or payments made on account.

Deals: Processing payments for both standard and private deals.

Retail & Services: Selling retail items and various other reception services. Note - All such transactions will be accumulated and automatically posted at the End of Day.

DAILY OPERATIONAL MANAGEMENT

End of Day Process is automated

Automated End of Day postings occur under the 'Reception' profile at 10:00 PM each day, with a backup posting scheduled for 10:00 AM the following morning

All transactions are posted to the day they relate too with no need for staff to access EP

Admin staff can see the receipt lines in EP, with user SPQ API, this is where you can see the expected cash totals from the previous day's trading

Power BI Reporting

The PBI Trading Summary report provides visibility into trading performance through the new front-end system. This report is accessible to the General Manager, Retail Managers, and Admin Managers. The report is updated [Update Frequency - Insert XX] and details revenue, including a breakdown by corresponding payment types (e.g., cash).

Daily Cash Management Procedure

Cash Accumulation: The till's trading summary will accumulate cash from two sources:

Services/invoices paid through EP (Electronic Payments).

Items sold without customer details (included in the End-of-Day reconciliation).

Cash Removal and Reconciliation: Remove accumulated cash and confirm the values with the Admon office.

Verification: Use Power BI to look up the expected cash values in the reception till and compare them to the actual cash in the drawer.

Difference Handling: If a difference is found, post the corresponding over/under amount.

KEY MESSAGES - things to be resolved

Gas Bottles must only be sold by a quantity of one

Private sales are currently not working as values not passed though

Bookings - if cancelled or departure date is in the past will not allow payments

Things that are posted directly into EP need to be reconciled and posted as before - to be automated in near future