

# Asset Management SOP

## Standard Operating Procedure (SOP) — Asset Management

**Document ID:** SOP-AM-001

**Module:** Asset Management (Internal Inventory)

**Effective Date:** 16 Jan 2026

**Version:** 1.0

**Owner:** Hotel Operations / Store Keeper

**Applies To:** All branches using HotelApp

---

### 1. Purpose

To define a standard, step-by-step process to:

- Maintain item masters (Units, Departments, Items)
  - Record stock IN/OUT using Stock Movement
  - Monitor balances using Stock Report and Movement Audit
  - Record and recover Damage/Loss cases
- 

### 2. Scope

#### In-scope

- Unit Master, Department Master, Item Master
- Consumable Standards
- Stock Movement (IN/OUT)
- Movement Audit
- Stock Report
- Damage/Loss and Recovery

#### Out-of-scope

- Purchase orders / procurement
  - Vendor management
-

### 3. Roles & Responsibilities

- **Admin**
    - Can enable **Allow Negative (Admin Override)** for consumables
    - Oversees configuration and access
  - **Manager / Supervisor**
    - Reviews movements when required
    - Approves Damage/Loss records
  - **Store Keeper / Staff**
    - Creates masters (if allowed)
    - Enters Stock Movements
    - Logs Damage/Loss records
- 

### 4. Definitions

- **Branch:** Operational unit for which stock is maintained. Stock is always maintained per branch.
  - **Asset:** Reusable/durable item (e.g., equipment, tools).
  - **Consumable:** Item consumed during operations (e.g., soap, water bottle).
  - **Movement:** A transaction that increases (IN) or decreases (OUT) stock.
  - **Custodian:** Person responsible for an issued item.
  - **Requires Custodian:** Item setting that forces capturing Custodian Name during movement.
- 

### 5. Preconditions / Controls

Before starting daily operations:

1. Confirm you are working in the correct **Branch**.
  2. Ensure Units, Departments, and Items are created.
  3. Confirm item codes are standardized and **unique**.
  4. Do not issue stock without recording a Stock Movement.
- 

### 6. Procedure

#### 6.1 Access the Module

1. Login to HotelApp.
2. From the top navbar, open **Asset Management**.
3. Available menus:
  - Item Master
  - Departments
  - Units
  - Consumable Standards
  - Stock Movement

- Movement Audit
  - Stock Report
  - Damage/Loss
- 

## 6.2 Master Setup (One-time per Branch)

### 6.2.1 Create Units

1. Open **Asset Management** → **Units**.
2. Click **Create Unit**.
3. Enter unit name (examples: Nos, Pcs, Kg, Ltr).
4. Save.

### 6.2.2 Create Departments

1. Open **Asset Management** → **Departments**.
2. Click **Create Department**.
3. Enter department name (examples: Housekeeping, Maintenance, Front Office).
4. Save.

### 6.2.3 Create Items (Item Master)

1. Open **Asset Management** → **Item Master**.
  2. Click **Create Item**.
  3. Fill the form:
    - **Code**: must be **unique** (system blocks duplicates).
    - **Name**: item name.
    - **Unit**: select from Unit Master.
    - **Category**:
      - **Asset**: durable item
      - **Consumable**: consumable item
    - **Room Eligible**: set **Yes** if it can be allocated/used for rooms.
    - **Chargeable**: set **Yes** if recovery from guest/staff may happen.
    - **Requires Custodian**:
      - If **Yes**, **Stock Movement** requires **Custodian Name** whenever this item is used.
      - Use for items requiring accountability (costly tools/equipment).
    - **Threshold Qty**: optional, for low stock awareness.
    - **Status**: Active/Inactive.
    - **Eligible Departments**: select which departments can use this item.
  4. Save.
- 

## 6.3 Configure Consumable Standards (Recommended)

Use this when you want standardized/expected usage.

1. Open **Asset Management** → **Consumable Standards**.
2. Click **Add / Update Standard**.
3. Select a **Consumable** item.

4. Enter:
    - **Per Room/Day** quantity
    - **Per Stay** quantity
  5. Set **Active** and **Save**.
- 

## 6.4 Stock Movement (Daily Operations)

Use Stock Movement to add stock (IN) or issue/consume stock (OUT). This is the primary daily workflow.

### 6.4.1 Create a Stock Movement

1. Open **Asset Management** → **Stock Movement**.
2. Select **Movement Type**.
3. Enter additional fields (shown/hidden based on movement type):
  - **Custodian Name** (mandatory if any selected item has **Requires Custodian = Yes**)
  - **To Department** (for Department Issue)
  - **Room** (for Room Allocation)
  - **Booking Number / Guest Name** (for Guest Issue)
  - **Notes** (recommended)
4. Add one or more line items:
  - Select **Item**
  - Enter **Qty** (must be > 0)
  - Optional: Serial / Note
5. Click **Save Movement**.

### 6.4.2 Movement Types — When to Use

#### IN movements

- **Opening Stock (IN)**: initial stock entry when starting the module
- **Return (IN)**: stock returned back into store
- **Damage Recovery (IN)**: recovered stock after repair/replacement

#### OUT movements

- **Department Issue (OUT)**: issuing items to a department
- **Room Allocation (OUT)**: allocating items to a room
- **Guest Issue (OUT)**: issuing items directly to a guest/booking
- **Consumable Usage (OUT)**: recording consumables used
- **Auto Checkout Consumables (OUT)**: checkout-related consumable adjustments (if used)

### 6.4.3 Stock Rules / Compliance

- Stock will **not** go below zero.
  - Exception: **Consumables** can go negative only when **Admin** enables **Allow Negative (Admin Override)**.
-

## 6.5 Movement Audit (Verification)

1. Open **Asset Management** → **Movement Audit**.
  2. Verify movements are captured correctly (date, type, items, qty, notes).
  3. Use this for investigations and accountability.
- 

## 6.6 Stock Report (Current Balance)

1. Open **Asset Management** → **Stock Report**.
  2. Review current balance per item.
  3. If stock looks incorrect, cross-check **Movement Audit**.
- 

## 6.7 Damage / Loss Workflow

Use Damage/Loss to record broken/missing items and record recoveries.

### 6.7.1 Create a Damage/Loss Record

1. Open **Asset Management** → **Damage/Loss**.
2. Click **Create Damage/Loss**.
3. Enter item, qty, notes (and related details).
4. Save.

### 6.7.2 Approve Damage/Loss

1. Open the record.
2. Click **Approve** (usually Manager/Admin).

### 6.7.3 Add Recovery

1. Open the approved Damage/Loss record.
2. Click **Add Recovery**.
3. Select recovery type (Cash / Replacement / Staff Deduction / Bill Posting).
4. Save.

Note: If you select **Bill Posting**, posting the recovery into guest billing/receipt may require additional integration depending on your setup.

---

## 7. Records to Maintain

- Stock Movements (via **Movement Audit**)
  - Current stock balances (via **Stock Report**)
  - Damage/Loss records and Recovery entries
-

## 8. Troubleshooting

**Problem:** “Custodian Name is required” error

- Check the selected items in the movement lines.
- If any item has **Requires Custodian = Yes**, you must enter **Custodian Name**.

**Problem:** “Code already exists” when creating/editing an item

- Item **Code** must be unique.
- Choose a standardized format (example: HK-SOAP-100, RM-TOWEL-BATH).

**Problem:** “Insufficient stock / cannot go below zero”

- Verify balance in **Stock Report**.
  - Confirm you selected the correct movement type.
  - For consumables only, Admin may enable **Allow Negative (Admin Override)** if your process allows it.
- 

## 9. Change History

- v1.0 (16 Jan 2026): Initial SOP created.