

Asset Management SOP

Standard Operating Procedure (SOP) — Asset Management

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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
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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
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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
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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.
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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.
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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
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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.
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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.
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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)**.
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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.
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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**.
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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
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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.
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9. Change History

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