



# E-fiscalisation Serbia & PMpro

Amadeus PMpro version 10.2.144.1203

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# 1. Introduction

Serbia introduces a new e-fiscalisation system from January 2022 and that means a lot of changes in fiscal law and fiscal requirements.

One of the biggest changes is in the communication with the Tax Authorities which now will be in real time. Also, fiscal printers are not mandatory anymore. Depending on the architectural approach, the usage of hardware is obligatory, as a secure element, used to sign all the transactions. Also, a cloud solution can be an option. The main differences in architectures come from the type of fiscal receipt processor used – virtual or local.

Local processor of fiscal receipts is a mandatory element of the Electronic Fiscal Device (EFU). Fiscal Solutions developed and passed official certification with Tax Authority for LPFR. Fiscal Solutions LPFR (S4F – ESDC) is software based LPFR. S4F-ESDC is adapted for usage by all taxpayers. Can be used with any Electronic System for issuing invoices (ESIR) which is accredited by the Tax Administration. Using Fiscal Solutions LPFR the taxpayers are fulfilling their obligation prescribed by the new e-fiscalisation model in Serbia.

All stores must be registered at fiscal authority, and there is mandatory certification of POS application. The official grace period to implement new requirements is April 30th, 2022.

**Please note** that the PMS system is referred to as PMPro (full official name: Amadeus PMpro).

## 1.1 What does it mean?

What does it mean to have this e-fiscalisation system installed? It means, for every transaction, that an actual Fiscal receipt is printed to a physical printer in the hotel. The hotel will take the receipt and attach it to the invoice of the guest.

## 2.2 Workstation settings

Every workstation will need its own certificate to get the fiscal receipt. Please bear in mind that Holiday Inn express Belgrade has 7 workstations on which they use Pmpro, but only 4 certificates. That means that financial transactions need to take place on the 4 workstations that do have the certificate. You can still open PMpro without the certificate. Financial transactions are not blocked. Should someone post on a non-certified workstation, they cannot close the folio. They would have to end the task in task manager and go to a certified workstation and print the folio to get a fiscal receipt.

Every workstation that is certified will have a local POS2SDC folder which is C:\POS2SDC. This folder is installed by the third party (MetaData). Upon startup of a certified workstation, C:\POS2SDC\Runtime\POS2SDC.exe is started automatically.

## 2.3 PMpro Settings

### 2.3.1 Parameter settings:

In PMpro parameters (Setup → Preferences → Financial page), the option to **Reopen folio by crediting original** must be enabled.

In the field **Printer with fiscal memory** the type of fiscal printer is **PMSSDC**, upon completion the driver version should populate next to the field.

Parameters

Security   Tokenization   Financial Security   GDPR   Forecast   Assembly   Fiscal printer   Email

Pay TV   Key card   Credit card   Messages   CRS Interface   Leisure   Other IFC   Backup   CRM Interface

License   System   Reservations   Contacts   Financial   Ledgers   Banqueting   Point of sale   Telephone

Print folio copy to

Rounding paymethod   Rounding Currency

Local currency paymethod

Default folio style   Detailed

Go to folio at checkin   Only if rate is charged at check-

Enable Euro transition functionality    Amounts excluding tax  
 Allow delete of charges    Enable second tax field  
 Allow delete of payments    Compound second tax  
 Year in folio number    Separate VAT groups on folio  
 Folio number is 9 positions    Invisible amounts at cashier banking  
 PDF folio copy    Enter password for transactions  
 No automatic print of folio    Clear suppl. for style <> 1  
 Autom. print of folios without nr.    Use financial departments  
 Folio number in checkout sequence    Voucher Expiration is in months  
 Folio in guest language    Currency Exchange Room # mandatory  
 Print empty folios    Use daily exchange rate for currency rates  
 Reopen folio by crediting original    Enable Folio Care Of for agent  
 Automatic Credit Note

Product refundable deposit   9998

Printer with fiscal memory   **PMSSDC**   Driver version 10.01 for POS2SDC.

Deposit transfer product   9999

Trial balance Batch Code

Alternative reporting currency   Euro

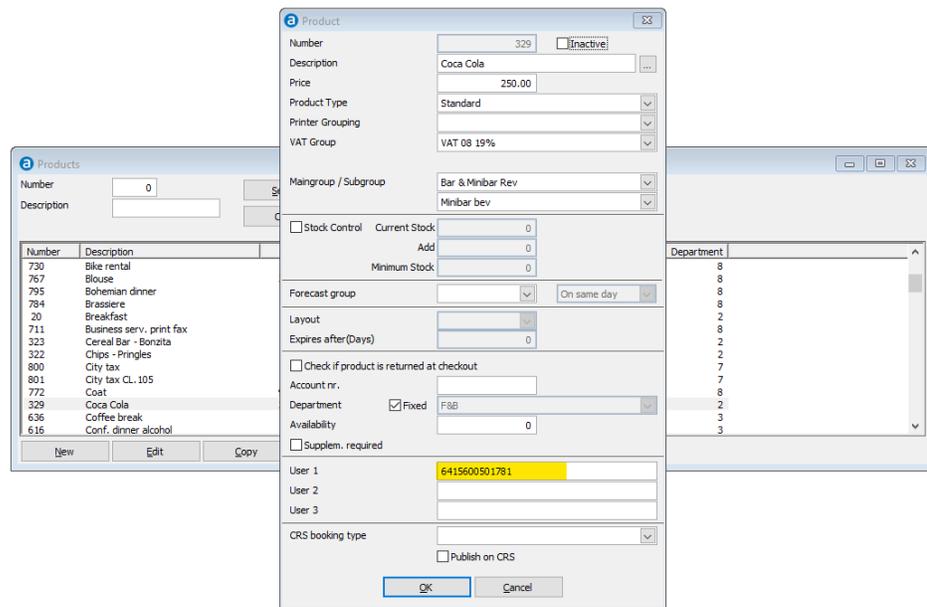
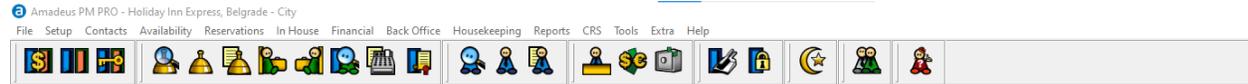
Saft

OK   Cancel   Apply

2.3.2. Article settings:

Add GTIN/EAN number definition in the field **User 1** for articles where this applies:

In PMpro the first 'user defined' field in the product definition is used to store the EAN/GTIN number if the product has one (Menu Setup → Financial → Products):



## 2. Functionality

Every workstation will need its own certificate. Upon startup of a certified workstation, C:\POS2SDC\Runtime\POS2SDC.exe is started automatically.

— PMpro asks for the fiscal PIN and starts the POS2SDC software:

# amadeus

## Property Management - PM PRO

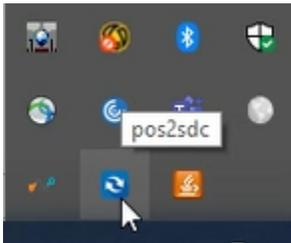


This will repeat until the middleware reports to be ACTIVE:

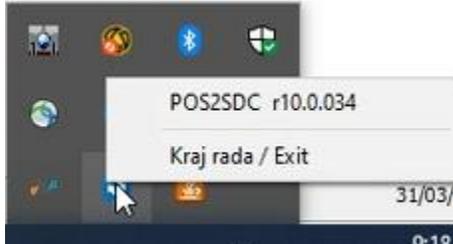
POS2SDC - Poruka / Message: 1019	GREŠKA / ERROR
PROGRAM SE GASI, NE POSTOJE USLOVI ZA RAD! PFR GREŠKA 2100: PIN nije u redu	PROGRAM WILL QUIT, NO NECESSARY CONDITION TO RUN! SDC ERROR 2100: Pin Not OK
Info: 2022-04-25 14:46:10   6Y35EMRR   NL803267617   Hospita   DEV   LPFR   r10.0.034 / 10.18	
<div style="background-color: red; color: white; padding: 10px; display: inline-block;">ZATVORI PROGRAM / CLOSE PROGRAM</div>	

POS2SDC - Poruka / Message: 1031	OBAVEŠTENJE / INFO
SPREMAN ZA RAD	READY TO USE
SPREMAN ZA RAD	READY TO USE
SPREMAN ZA RAD	READY TO USE
SPREMAN ZA RAD	READY TO USE
Info: 2022-04-22 11:43:22   6Y35EMRR   NL803267617   Hospita   DEV   LPFR   r10.0.034 / 10.18	
<div style="background-color: #008000; color: white; padding: 10px; display: inline-block;">OK / POTVRDI</div>	

You can see the POS2SDC.exe running in the taskbar:



This is also automatically closed when PMpro closes. If needed, POS2SDC.exe can be closed by right clicking on this icon:



## Running

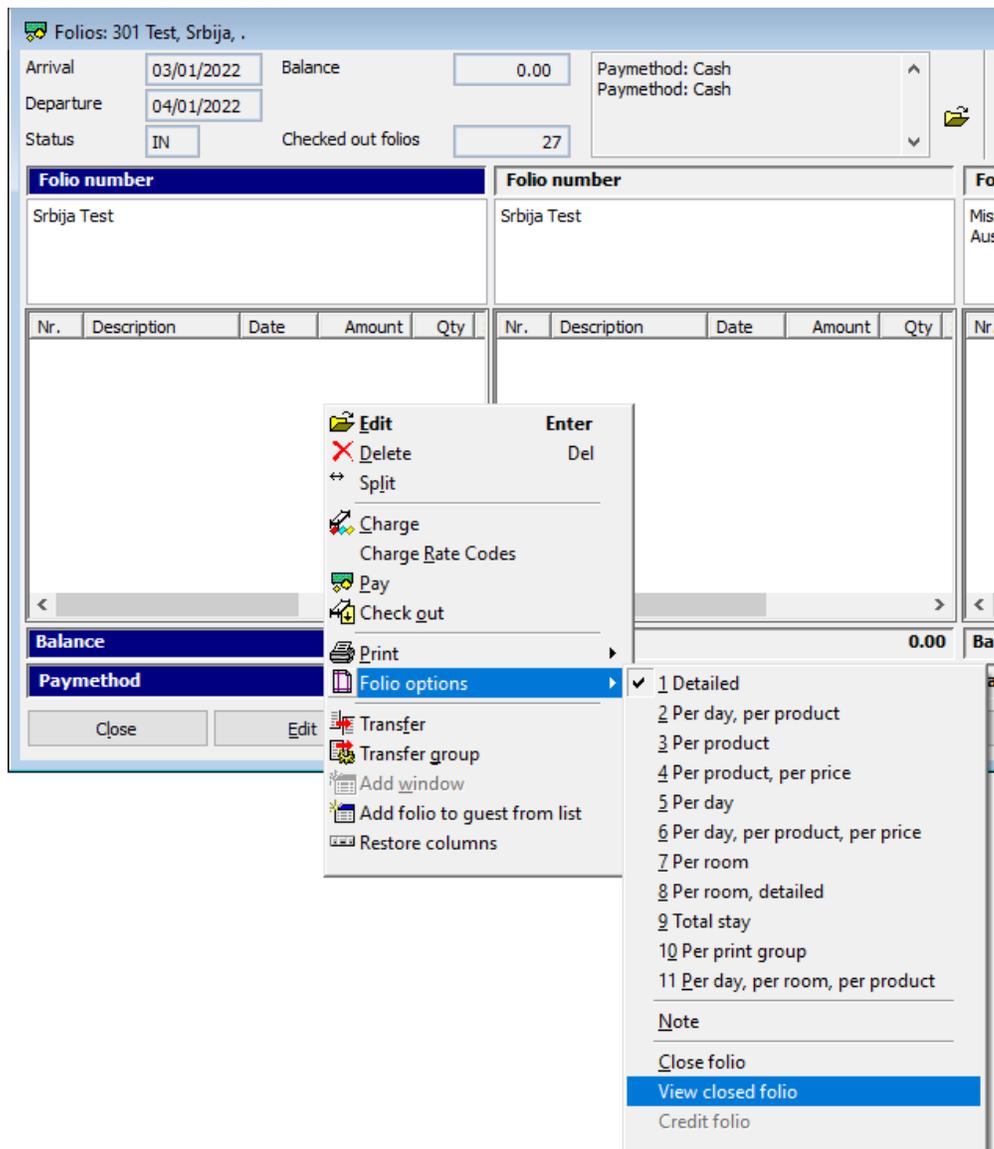
- Before closing a bill and generating an invoice, the PMS checks the online status of the POS2SDC middleware in the same manner, and if necessary, pauses to allow the operator to bring the POS2SDC middleware online.
- The fiscal response message, invoice verification URL and Fiscal Journal are saved to the database and can optionally be printed from PMpro.
- Invoices that have for any reason not been registered completely can be sent to the fiscal printer again by printing the invoice from Pmpro.
- Printing a previously registered invoice again in the PMpro will generate a fiscal copy.

### 3. Creating a correction or a refund

Invoices that have been sent to the fiscal printer cannot be changed, and refunds require references to the fiscal receipt issued for the original invoice.

To do a correction or a refund, follow these steps:

1. First find the invoice :



2. This will show the list of invoices:

The screenshot displays the Amadeus Folios interface for a reservation. The main window shows details for 'Folios: 301 Test, Srbija'. Key information includes:
 

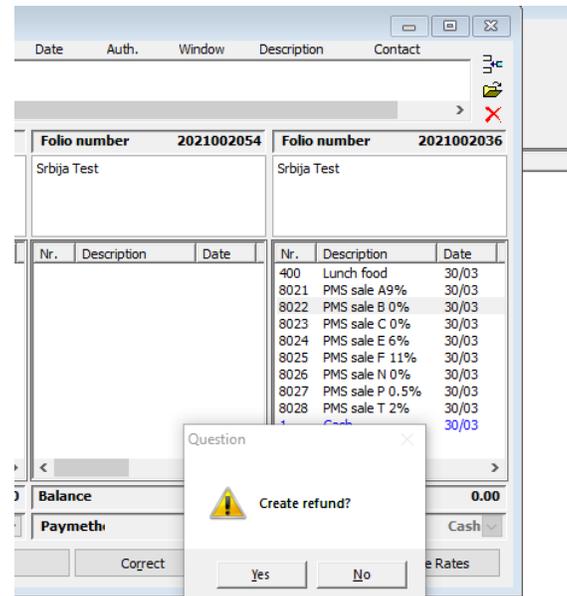
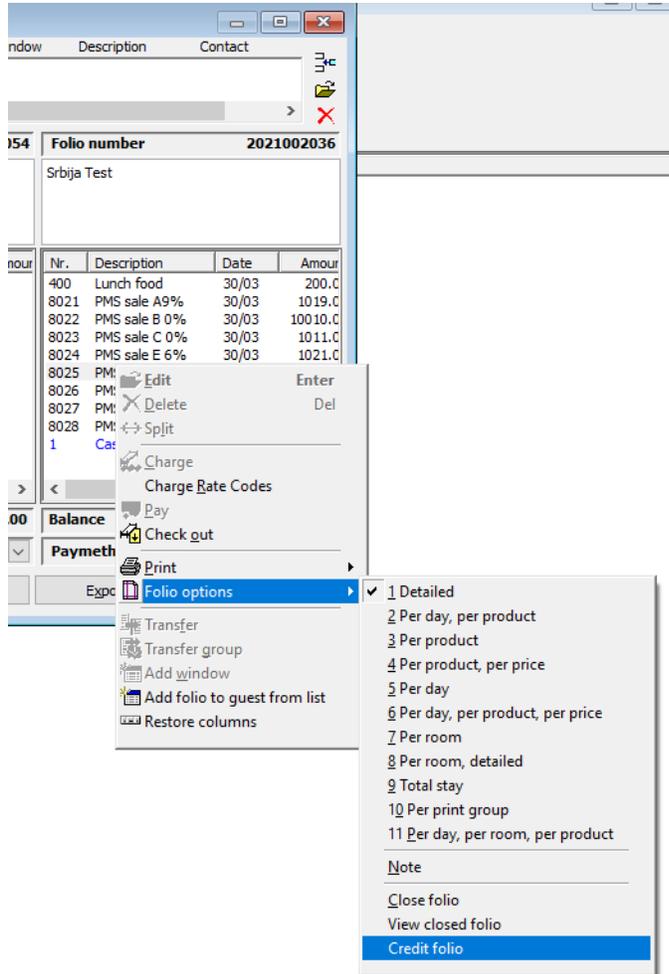
- Arrival: 03/01/2022
- Departure: 04/01/2022
- Status: IN
- Checked out folios: 28
- Balance: 0.00
- Payment method: Cash

 Below this information are three columns of folio details, each with a table header: 'Nr.', 'Description', 'Date', 'Amount', and 'Qty'. The first two columns are currently empty, while the third column shows a single entry for 'Miss Francesca Testa Australia'.
   
 A 'Closed Folios' dialog box is overlaid on the bottom right, listing the following data:
 

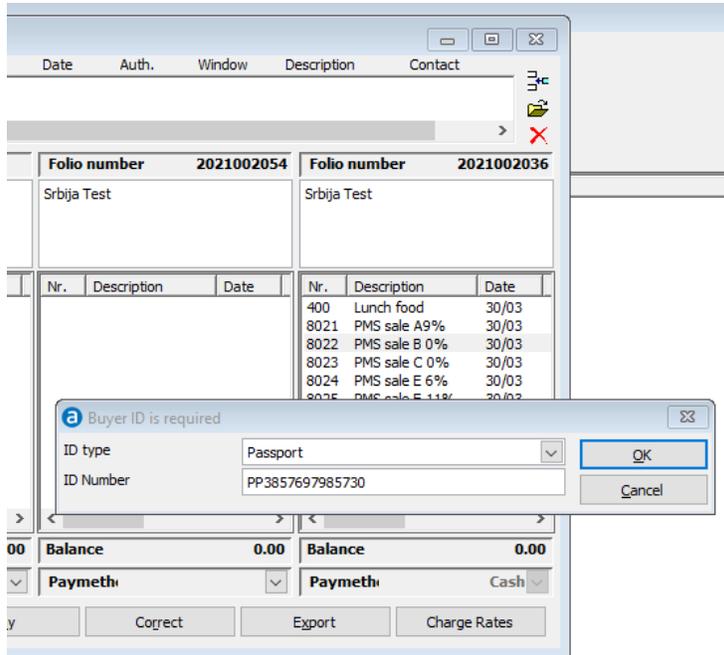
Date	Folio nr.	Company	Guest	Set
20220330	2021002034		... Test, Srbija	22
20220330	2021002035		... Test, Srbija	22
20220330	2021002036		... Test, Srbija	
20220330	2021002037		... Test, Srbija	
20220330	2021002038		... Testa, Francesca	23
20220330	2021002039		... Testa, Francesca	23
20220330	2021002040		... Test, Srbija	
20220330	2021002041		... Testa, Francesca	

 The dialog box includes 'OK' and 'Cancel' buttons at the bottom.

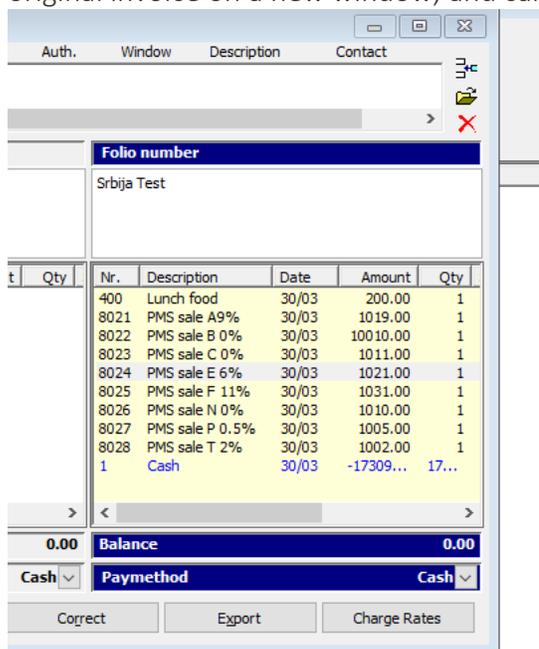
- Once the selected invoice shows, select 'Credit Folio', this will create a credit invoice to balance the already issued one and asks if this is a refund or a correction:



- If it is a refund, the ID of the buyer is required for the e-fiscalisation and must be confirmed:



- PMPPro will send this balancing invoice to the Fiscal Printer and books all items from the original invoice on a new window, and can be changed as required.



## 4. Special handling of Deposits

1. Deposit payment: Deposits are sent to the fiscal printer as advance sale (type AS).
  - Every deposit payment requires a Buyer ID
  - Every next deposit payment requires a reference to the fiscal result of the previous
  - Additional printing lines below the fiscal printout to describe the deposit are available

For that reason, a dialog is shown before sending to the fiscal printer:

Departure	From	To	Rms.	Type	Room	Adlt.	Child.	Rate code	Rate	Stat.	Conf.stat.
03/2022	:	:	1	OSBN	114	1	0	0	AL4TW	60.00	DEF

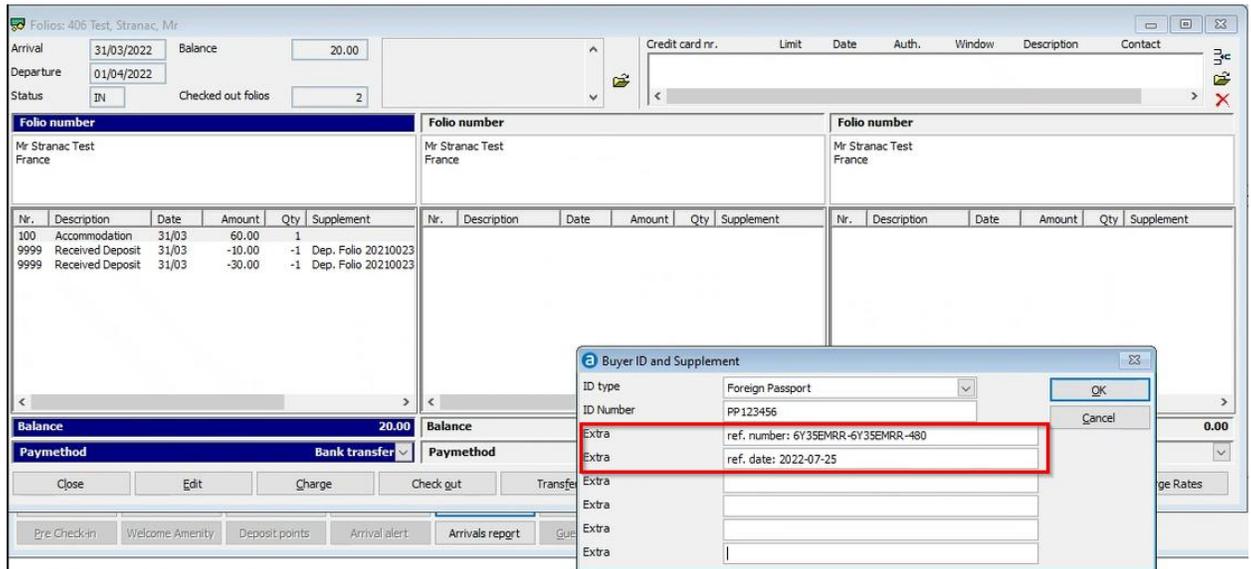
Buyer ID and Supplement	
ID type	PIB
ID Number	123456789
Extra	First night stay
Extra	Additional info required by customer
0. Extra	More additional info required by customer
0. Extra	(...)
Extra	
Extra	

Date	Rate	Stat.
1/03/2022	100.00	Thursday
1/03/2022		Thursday
1/03/2022		Thursday

The data entered is saved as a default for next deposit payments on the reservation. The 'extra' information (40 position limit, hence 'custome' in the screenshot) is sent as a non-fiscal document after the fiscal printout, and in between the printer cutter is disabled to create one paper document.

2. Transfer at check in/The Serbian tax authority requires sending a refund of the total deposit at check in time / when posting the deposit credit on the guest folio. This refund must contain a document reference to the last deposit payment's fiscal result...
3. Close folio/Check out: After the deposit is posted to the guest folio, when this folio is paid and closed, the deposit part is sent to the fiscal printer using special codes causing it to only be printed locally and not be submitted to the tax authority. Also required is a reference to the last actual deposit payment as well as additional fields for new custom information (from a new dialog, see below), this part is sent as a non-fiscal document, attached to the fiscal printout, listing the sum of deposit and -tax, in this case the printer cutter is disabled between the two prints to create one paper document.



The customer needs to **leave** the Texts in as it needs to be printed on the folio!

Print out examples:

First deposit and second deposit:



Check in (deposit is cancelled) For hotel, not to be given to customer:

ФИСКАЛНИ РАЧУН			
123456789			
Пореска Управа Технички тим Макезинјева бр. ___ Београд			
Касир:	Техничар		
ИД Купца:	10:123456789		
ЕСИР број:	100/1.0		
Реф. број:	M97W88P4-M97W88P4-90		
АВАНС - РЕФУНДАЦИЈА			
Артикли			
Назив	Цена	Кол.	Укупно
11: Аванс (Е)	3.000.000,00	1	-3.000.000,00
10: Аванс (Ђ)	500.000,00	1	-500.000,00
Укупан износ:	3.500.000,00		
Пренос на рачун:	3.500.000,00		
Ознака	Име	Стопа	Порез
Ђ	О-ПДВ	20,00%	83.333,33
Е	П-ПДВ	10,00%	272.727,27
Укупан износ пореза:	356.060,60		
ПФР време:	09.03.2022 10:50:00		
ПФР број рачуна:	M97W88P4-M97W88P4-97		
Бројач рачуна:	2/97АР		
			
ФИСКАЛНИ РАЧУН			

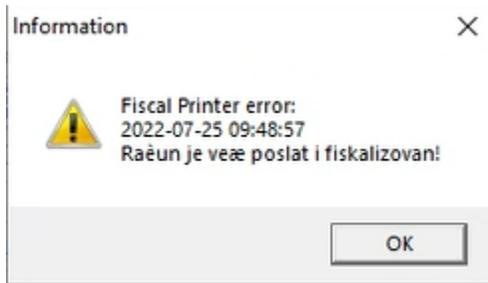
ФИСКАЛНИ РАЧУН			
123456789			
Пореска Управа Технички тим Макезинјева бр. ___ Београд			
Касир:	Техничар		
ИД Купца:	10:123456789		
ЕСИР број:	100/1.0		
Реф. број:	M97W88P4-M97W88P4-97		
ПРОМЕТ - ПРОДАЈА			
Артикли			
Назив	Цена	Кол.	Укупно
Стан бр. 12 (87.6) (Е)	6.000.000,00	1	6.000.000,00
Паркинг место бр. 124 (Ђ)	800.000,00	1	800.000,00
Укупан износ:	6.800.000,00		
Плаћено авансом:	3.500.000,00		
ПДВ на аванс:	356.060,60		
Пренос на рачун:	3.300.000,00		
Преостало за плаћање:	0,00		
Ознака	Име	Стопа	Порез
Ђ	О-ПДВ	20,00%	133.333,33
Е	П-ПДВ	10,00%	545.454,55
Укупан износ пореза:	678.787,88		
ПФР време:	09.03.2022 10:55:00		
ПФР број рачуна:	M97W88P4-M97W88P4-112		
Бројач рачуна:	82/112ПП		
			
ФИСКАЛНИ РАЧУН			
*Последњи авансни рачун M97W88P4-M97W88P4-90 16.02.2022			

Final invoice:

So, in this example, the guest will receive a receipt for the first deposit, the second deposit and the final invoice.

## 5. Reprinting folios

Folios can be reprinted at any time. You just must reopen the closed folio and print it. It will process again as a CS (copy sale). If you print a third time, the following message occurs:



Which just means that the fiscal receipt has already been printed before. This message can be ignored.