

# Understanding the Rollover Period in the PMS

As there is no manual "End of Day" sequence in the PMS, and you are not required to press a "Night Audit" button, the date will rollover automatically at 12:00AM midnight each night, along with the system clock of your computer. At this time, the PMS will post the following day's Room & Tax to all in-house reservations.

Since many Front Desk operations are 24 hours, and the typical industry standard is to "rollover" at or around 3:00AM, the "Rollover" function in the PMS is a way of emulating this to minimize interruptions in regular procedures.

For example, if a guest arrives at 2am, most properties will want to check that guest in and charge them for the current night, but because it is after midnight, the system will already be on the new business day. The Rollover in the PMS allows you to set a "grace period" where you are still able to check the guest into the previous business day, and charge the room & tax for the current night to the correct date in the system.

If a rollover time of 3:00AM is set, then a guest could be checked into the previous business day from any time after midnight, up to 2:59:59am. At 3:00AM, the PMS will officially consider the business date to have rolled over, and other manual steps will need to be taken to check the guest in.

## Setting your Rollover Period in the PMS

It is recommended that you set your Rollover to a time that is best for your operation. With a 24 Hour Front Desk, it is best practice to set it for 3:00AM. It is recommended that once the Rollover time is set, that it is not changed, as changing it can negatively affect your PMS balancing.

**NOTE: If you do not have a 24 Hour Front Desk, the Rollover time for your operation may be different. Please consult with your PMS trainer to establish the best option for your operations, given the tasks that will need to be performed during Night Audit procedures.**

To set your Rollover, go to **System Configuration > Property > Rollover**

Room Sections		Rate Categories		Customize Guest Reports		Reasons		Market Segment	
Property		Room Inventory		Rates		Confirmation Notes		Reg Card Notes	
Inn ID	Name	Area	City						
1404110001	Dave's Downtown Destination...	N/A	Vancouver						
1411140001	Dave's Tropical Island Retreat		St. Thomas						

  

General	Preferences	Amenities	Source of business	Permissions	Registry	OLP	Min Stay	Rollover	eRes Images	Curr																																	
<p>Rollover allowed <input type="checkbox"/> Stop At <input type="text"/> Previous day by default <input type="checkbox"/></p> <p>Selected Codes</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Payment</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td></td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p>Available Codes</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Payment</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>RAB</td> <td><input type="checkbox"/></td> <td>Roll Away Bed</td> </tr> <tr> <td>GC</td> <td><input checked="" type="checkbox"/></td> <td>Gift Certificates</td> </tr> <tr> <td>CHECK</td> <td><input checked="" type="checkbox"/></td> <td>Check</td> </tr> <tr> <td>VISA</td> <td><input checked="" type="checkbox"/></td> <td>Visa</td> </tr> <tr> <td>MC</td> <td><input checked="" type="checkbox"/></td> <td>Mastercard</td> </tr> <tr> <td>DISC</td> <td><input checked="" type="checkbox"/></td> <td>Discover</td> </tr> <tr> <td>AMEX</td> <td><input checked="" type="checkbox"/></td> <td>American Express</td> </tr> <tr> <td>CASH</td> <td><input checked="" type="checkbox"/></td> <td>Cash</td> </tr> </tbody> </table> <p>Post Cancel</p>											Code	Payment	Name		<input type="checkbox"/>		Code	Payment	Name	RAB	<input type="checkbox"/>	Roll Away Bed	GC	<input checked="" type="checkbox"/>	Gift Certificates	CHECK	<input checked="" type="checkbox"/>	Check	VISA	<input checked="" type="checkbox"/>	Visa	MC	<input checked="" type="checkbox"/>	Mastercard	DISC	<input checked="" type="checkbox"/>	Discover	AMEX	<input checked="" type="checkbox"/>	American Express	CASH	<input checked="" type="checkbox"/>	Cash
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- At the top of the screen you will see the "**Rollover Allowed**" checkbox. Check this box to enable the Rollover in the PMS.
- The "**Stop At**" field is where you enter the time that you wish the Rollover to run at. (3:00AM is the recommended time)
- Checking the "**Previous Day By Default**" will set the rule that any "**Selected Codes**" posted after midnight and up until the "**Stop At**" time will automatically post to the previous business day.
- The list of "**Available Codes**" represent all the transaction and payment codes currently created in the PMS.
- The list of "**Selected Codes**" represent all the codes that will be affected by the Rollover time set.

General Preferences Amenities Source of business Permissions Registry OLP Min Stay Rollover eRes Images Curr

Rollover allowed ☐ Stop At  Previous day by default ☐

Selected Codes

Code	Payment	Name
	<input type="checkbox"/>	

Available Codes

Code	Payment	Name
RAB	<input type="checkbox"/>	Roll Away Bed
GC	<input checked="" type="checkbox"/>	Gift Certificates
CHECK	<input checked="" type="checkbox"/>	Check
VISA	<input checked="" type="checkbox"/>	Visa
MC	<input checked="" type="checkbox"/>	Mastercard
DISC	<input checked="" type="checkbox"/>	Discover
AMEX	<input checked="" type="checkbox"/>	American Express
CASH	<input checked="" type="checkbox"/>	Cash

To set the Rollover time in the PMS:

1. Check the **Rollover Allowed** box
2. Set the **Stop At** time
3. Check **Previous day by default**
4. Using the arrow button, move transactions from the **Available Codes** box to the **Selected Codes** box until all codes you wish to have affected by the Rollover are moved over. It is recommended that all codes **except** "City Ledger Transfer" be moved over. *(Because "City Ledger Transfer" is a payment code that settles accounts in the PMS and creates invoices on the City Ledger, this code should not be moved.)*
5. Click **Post** to save your changes

The Rollover time is now correctly set for the PMS.

Rollover allowed ☒ Stop At 03:00 AM Previous day by default ☒

Selected Codes

Code	Payment	Name
LAUND	<input type="checkbox"/>	Laundry & Dry Cleaning
HORSE	<input type="checkbox"/>	Horseback Rides
SCOOTPK	<input type="checkbox"/>	Scooter Package Renta
BREAKY	<input type="checkbox"/>	Breakfast Package
CANCEL	<input type="checkbox"/>	Cancellation Fee
PHONE	<input type="checkbox"/>	LD Phone
RCH	<input type="checkbox"/>	Room Charge
▶ RCHTEX	<input type="checkbox"/>	Room Charge Tax Exem

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Available Codes

Code	Payment	Name
▶ CITY	<input checked="" type="checkbox"/>	City Ledger Transfer

Post

Cancel