

Unbalanced Folios (Pre Rollover) - *Mandatory Task*

Because most properties will take the daily financial data from the PMS and export it to external Accounting Software, it is essential that the information being exported is accurate and in balance. The following task outlines the steps required to check for folios that are causing discrepancies in the financial records of the PMS.

This task should be completed prior to the set Rollover Time.

One of the main reasons a property may be out of balance can be due to Unbalanced Folios.

There are 2 types of Unbalanced Folios in the PMS:

1. Cancelled Reservations that have a balance
2. Checked out Reservations that have a balance

As Best Practice, it is recommended the Unbalanced Folios report be run every night. This report can be run for a maximum time frame of 1 year backwards from the current date. Based on trends, most properties experience Unbalanced Folios somewhere between 3-6 months in the past, therefore it is recommended that this report is run for it's maximum window of 1 year each time.

The screenshot displays the PMS interface with the 'Reports' menu open. The 'Unbalanced Folios' option is highlighted. A dialog box is open for setting the date range from 28-Aug-2014 to 28-Aug-2015. The background shows a list of reservations and a 'Checked Out' status.

Stay	ResID	Rate	Rate code	Adlt
39 ...	3	1386	\$300.00 *Best Avail...	2
39 ...	3	1385	\$400.00 *Best Avail...	2
39 ...	3	1391	\$467.50 Apple	2
39 ...	3	1389	Romance ...	2
00 ...	3	1381	\$583.33 *Best Avail...	2
00 ...	3	1382	\$333.33 *Best Avail...	2
00 ...	3	1380	\$433.33 *Best Avail...	2
00 ...	3	1383	\$333.33 *Best Avail...	2
00 ...	3	1379	\$333.33 *Best Avail...	2

Guest Info: 109 CVK Greene, Shel
112 OVQQ Smith, Jim
505 OVSK Quinn, Kia

Room Audit
Checked out by City Account
Room Availability Scan
Daily Balances For In-House Guests
Daily Balances For City Accounts
Revenue By Room Charge Code
Rate Override/Variance
OA Reconciliation
No Shows
Cancellations
Corporate Reservations
Unbalanced Folios
Policy Exceptions
Phone Call Log

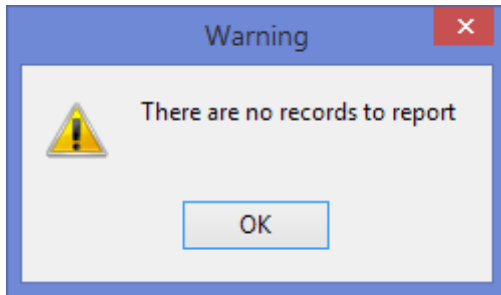
Country: United States
Zip: 98052
Client Type: Leisure
Rate Code: *Best Available Rate
Source: Trip Advisor

Date From: 28-Aug-2014
Date To: 28-Aug-2015

Ok Cancel

ADMIN, RSI 28-Aug-2015 04:24 PM SmartBackup not available

If there are no Unbalanced Folios in the PMS, the following message will appear. This is typically the ideal outcome.



If Unbalanced Folios are found in the system, a report will appear like the one below. From this report, there are two unbalanced folios in the system.

Unbalanced Folios
28-Aug-2014 - 28-Aug-2015

Res ID	Room #	Guest	Date In	Date Out	Balance
1377	106	Smith, Kelly	18-Aug-2015		-\$115.00
1399	cancelled	Bishop, Holly	28-Aug-2015		-\$383.33
					-\$498.33

Checked Out Reservations with a Balance

From the report, we can see the first folio to investigate belongs to Kelly Smith, Res ID 1377. Currently it is out of balance by \$115.00. Entering the Res ID into the **Advanced Search (F3)**, we will locate the reservation in question.

1. When looking at the reservation, we can see that it was checked out on August 20th. Since the PMS will not allow a reservation to be checked out without a zero balance, we can deduce that at the time of check-out, the folio was balanced. This indicates that an adjustment was made to the folio after check-out.
2. Looking at the Folio view below, the Adjustment Icon appears to the left of the Room Charge line, indicating that this charge has been adjusted.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinstatement Reservation Reg Card Guest Folio Post Charges Post Payment

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
106	CVK	Smith, Kelly	18-Aug-2015	20-Aug-2015	2	1377	\$300.00	*Best Avail...	2	0

In House Arrivals Departures Reservations **Checked Out** No Shows Cancelled Wait List Tape Chart

20-08-15

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	18-Aug-2015	RCH	Room Charge	\$200.00	\$30.00	\$230.00	
1	20-Aug-2015 03:20 PM	VISA	Check-Out (Payment: VI...	-\$345.00	\$0.00	-\$345.00	

Summary

Room Charge: **\$200.00**
 Other Charge: **\$0.00**
 Tax: **\$30.00**
 Total: **\$230.00**
 Credits: **-\$345.00**
 Balance: **-\$115.00**
 Credit Limit: **\$445.00**
 Available Credit: **\$560.00**

Now Stay

Guest Info Folio ADMIN, RSI 28-Aug-2015 04:43 PM SmartBackup not available

Using the Activity Log (**Operations > Activity Log**) we can see when this reservation was adjusted, and by whom.

If working under the assumption that this charge was adjusted, but the agent forgot to process the refund back to the credit card, we can proceed with fixing the issue by refunding the card. As this is not always the case, in some situations it may be best to first follow up with the individual that posted the adjustment to verify.

Activity Log

Res ID 1377 OR Date User Show Print

Date And Time	Action	Parameters	User	ResID
18-Aug-2015 01:50 PM	Check-In Res		RSI ADMIN	1377
18-Aug-2015 01:50 PM	Create/Modify Res (1)		RSI ADMIN	1377
18-Aug-2015 01:51 PM	Create/Modify Res (2)		RSI ADMIN	1377
20-Aug-2015 03:20 PM	Post Payment		RSI ADMIN	1377
20-Aug-2015 03:20 PM	Check-Out Res		RSI ADMIN	1377
28-Aug-2015 04:35 PM	Post Refund		RSI ADMIN	1377

Tran Number	1
Transaction Date	2015-08-28 16:35:01.290
Folio Number	1
Amount	100.00

For the sake of this example it will be assumed that the agent that posted the adjustment simply forgot to refund the corresponding amount back to the Guest's credit card, therefore it must be corrected to bring the folio back into balance.

When the **"Post Payment"** button is clicked, it will open the Payments box. The **Amount** field will automatically populate with the amount needed to bring the folio back to a zero balance. Double check things like the Folio Number, Credit Card and refund amount are correct, the click **"OK / Exit"** to complete the posting.

The screenshot displays a hotel management system interface. At the top, there is a menu bar with options: Front Desk, Transactions, Reservations, Reports, System Configuration, Operations, Export/Import, Search, and Help. Below the menu is a toolbar with icons for Walk-In, New Res., Reinststate, Reservation, Reg Card, Guest Folio, Post Charges, and Post Payment (highlighted with a red box and a circled '1').

The main window shows a list of folios. The selected folio is for guest Smith, Kelly, with room 106, dated 18-Aug-2015 to 20-Aug-2015. The 'Post Payment' dialog box is open, showing the following details:

- Guest:** Smith, Kelly, Res ID 1377, Date In 18-Aug-2015, Date Out 20-Aug-2015 03:20 PM.
- Payment:** Folio 1 - Kelly Smith, PmtCode VISA, Reference Visa, Number 461622222222257, Expiry date 05-20, Card Holder Kelly Smith, Amount -115.00 (highlighted with a red box and a circled '2').
- Buttons:** OK / Exit (highlighted with a red box and a circled '3'), OK / New, and Cancel.

On the right side of the dialog, there is a summary of charges:

In House	
Arrivals	
Departures	
Reservations	
Checked Out	
No Shows	
Cancelled	
Wait List	
28-08-15	
Summary	
	\$200.00
	\$0.00
	\$30.00
	\$230.00
	-\$345.00
	-\$115.00
	\$445.00
	\$560.00

At the bottom right, there is a 'Post CC Info into Guest Profile' checkbox and a 'Stay' radio button. A 'not available' message is visible at the bottom right corner.

Once the posting is complete, review the folio to ensure it is back to a zero balance.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinstat Reservation Reg Card Guest Folio Post Charges Post Payment

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
504	OVS	Reid, Eva	31-Jul-2015	20-Aug-2015	20	1368	\$565.92	Expedia N...	2	0
502	OVS	Greene, Shelley	13-Aug-2015	20-Aug-2015	7	1371	\$583.33	*Best Avail...	2	0
501	OVS	Barnes, Rachel	13-Aug-2015	20-Aug-2015	7	1372	\$583.33	*Best Avail...	2	0
106	CVK	Smith, Kelly	18-Aug-2015	20-Aug-2015	2	1377	\$300.00	*Best Avail...	2	0
106	CVK	Smith, Richard	17-Aug-2015	17-Aug-2015	0	1376	\$300.00	*Best Avail...	2	0
106	CVK	Brookfield, David	13-Aug-2015	17-Aug-2015	4	1375		*Best Avail...	2	0
9000	HOUSE AC...	Doyle, Robert	04-Aug-2015	13-Aug-2015	9	1369	\$425.00	Manual Rate	2	0
503	OVS	Duncan, Andy	29-Jul-2015	13-Aug-2015	15	1364	\$653.85	*Best Avail...	2	0

In House Arrivals Departures Reservations **Checked Out** No Shows Cancelled Wait List 28-08-15

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	18-Aug-2015	RCH	Room Charge	\$200.00	\$30.00	\$230.00	
1	20-Aug-2015 03...	VISA	Check-Out (Payment: VI...	-\$345.00	\$0.00	-\$345.00	
1	31-Aug-2015 03...	VISA	Visa	\$115.00	\$0.00	\$115.00	

Summary

Room Charge: **\$200.00**
 Other Charge: **\$0.00**
 Tax: **\$30.00**
 Total: **\$230.00**
 Credits: **-\$230.00**
Balance: \$0.00
 Credit Limit: **\$445.00**
 Available Credit: **\$445.00**

Now Stay

Guest Info Folio

Cancelled Reservations with a Balance

In this example, a reservation for Holly Bishop was cancelled, but left carrying a balance. The balance could be due to a Deposit that was taken at some point. If so, there are two possible fixes. Which fix to use will depend on a property's specific cancellation policy and period:

1. Refund the deposit back to the Guest
2. Post a Cancellation Fee to balance the deposit

There is one other possible situation, which is that a Cancellation Fee was applied at the time of the cancellation, but no corresponding payment was taken. Again, this would depend on a property's specific cancellation policy and period, and in all cases will need to be investigated before any corrective action to the folio is taken.

Unbalanced Folios 28-Aug-2014 - 28-Aug-2015

Res ID	Room #	Guest	Date In	Date Out	Balance
1377	106	Smith, Kelly	18-Aug-2015		-\$115.00
1399	cancelled	Bishop, Holly	28-Aug-2015		-\$383.33
					-\$498.33

Upon reviewing the folio, the reservation in question has a Visa deposit posted to it. Based on the time of the reservation and when the cancellation policy comes into effect, we need to decide whether to refund the deposit, or post a cancellation fee.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinstat Reservation Confirmation **Guest Folio** Post Charges Post Payment

Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld	Cancel#
CVK	Bishop, Holly	28-Aug-2015	31-Aug-2015	1399	\$333.33	*Best Avail...	2	0	38752

In House Arrivals Departures Reservations Checked Out No Shows **Cancelled** Wait List

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	28-Aug-2015 04...	VISA	Reservation Deposit: VIS...	-\$383.33	\$0.00	-\$383.33	

Summary

Room Charge: **\$0.00**
 Other Charge: **\$0.00**
 Tax: **\$0.00**
Total: \$0.00
 Credits: **-\$383.33**
 Balance: **-\$383.33**
 Credit Limit: **\$0.00**
 Available Credit: **\$383.33**

☒ Now ☐ Stay

Guest Info Folio

Using the Activity Log, (**Operations > Activity Log**) search for the Res ID to bring up the reservation's details.

Here we can see when the Reservation was cancelled, and by whom. Based on this information, the reservation was cancelled on the same day as the Arrival. The policy in effect at this property outlines that reservations cancelled within 24 hours of arrival time will be subject a cancellation fee equal to one night's accommodation. According to this, we must post the cancellation fee to offset the deposit on file.

When a Cancellation Policy is properly configured in the PMS, the system should prompt to post the Cancellation Fee at the time the reservation is cancelled, however it is possible to opt out of this and dismiss that auto-prompt. Based on certain circumstances with some reservations, a manager may make an exception to the cancellation rule and waive the fee. If the situation is unclear on whether to post a fee or process a refund, it may be best to follow up with the person that initially cancelled the reservation, to ensure all the details are clear.

Activity Log					
Res ID	1399	OR	Date		
			User		
		Show		Print	
Date And Time	Action	Parameters	User	ResID	
28-Aug-2015 04:33 PM	Create/Modify Res (1)		RSI ADMIN	1399	
28-Aug-2015 04:34 PM	Create/Modify Res (1)		RSI ADMIN	1399	
28-Aug-2015 04:35 PM	Cancel Res		RSI ADMIN	1399	

In this example we are going to post the Cancellation Fee, as it was found the agent that cancelled this reservation made a mistake and did not post it.

1. Click "**Post Charges**"
2. Ensure the **Code** and **Amount** fields are correct (**Code** names may vary based on a property's specific configuration)
3. Click "**OK / Exit**"

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinst. Reservation Confirmation Guest Folio **Post Charges** Post Payment

Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld	Cancel#
CVK	Bishop, Holly	28-Aug-2015	31-Aug-2015	1399	\$333.33	*Best Avail...	2	0	38752

Charges

Guest
 Guest Name **Bishop, Holly**
 Resid **1399** Inn ID **1411140001**
 Date In **28-Aug-2015**
 Date Out **31-Aug-2015**

Charge
 Folio: 1 - Holly Bishop
 Code: **CANCEL**
 Reference: Cancellation Fee
 Amount: **333.33**
 Taxes: 50.00
 Total: 383.33 Voucher:

OK / Exit OK / New Cancel

0 - All Folios Refresh

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	28-Aug-2015 04...	VISA	Reservation Depo...				

Guest Info Folio

In House
 Arrivals
 Departures
 Reservations
 Checked Out
 No Shows
 Canceled
 Wait List

Summary
 Room Charge: \$0.00
 Other Charge: \$333.33
 Tax: \$50.00
 Total: \$383.33
 Credits: -\$383.33
Balance: \$0.00
 Credit Limit: \$0.00
 Available Credit: \$0.00

Once the posting is complete, review the folio to ensure it is back to a zero balance.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinst. Reservation Confirmation Guest Folio Post Charges Post Payment

Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld	Cancel#
CVK	Bishop, Holly	28-Aug-2015	31-Aug-2015	1399	\$333.33	*Best Avail...	2	0	38752

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	28-Aug-2015 04...	VISA	Reservation Deposit: VIS...	-\$383.33	\$0.00	-\$383.33	
1	31-Aug-2015 04...	CANC...	Cancellation Fee	\$333.33	\$50.00	\$383.33	

Guest Info Folio

In House
 Arrivals
 Departures
 Reservations
 Checked Out
 No Shows
 Canceled
 Wait List

Summary
 Room Charge: \$0.00
 Other Charge: \$333.33
 Tax: \$50.00
 Total: \$383.33
 Credits: -\$383.33
Balance: \$0.00
 Credit Limit: \$0.00
 Available Credit: \$0.00

Now Stay

Final Check

When all Unbalanced Folios have been cleared, run the report once more (**Reports > Audits > Unbalanced Folios**). If all folios are back in balance, the following message should appear.

