

How to fix Guest charges that went to a House Account but should have posted to City Account

Option 1 (if guest has already been checked out and cannot be re-instated)

1. Go to the House Account and reverse the erroneously transferred charge(s)
2. Go to City Account and manually post charge(s) onto the Group Invoice

Option 2: (if guest is still in-house or reservation can be re-instated)

1. Go to the House Account and reverse the erroneously transferred charge(s)
2. Repost the charges(s) manually on the Guest Folio
3. Check-out the guest to the appropriate City Account