

How to View a Guest Folio

The following article explains how to use the Guest Folio view in the PMS.

Locating the Correct Folio

To view charges that appear on the Guest Folio, first locate the Guest whose folio you wish to view (ensure the arrow is pointing towards the appropriate guest) and then select the **Folio** tab.

NOTE: Room Charges will not appear on a Guest Folio until they are checked in. The most you would see on upcoming reservations is an Advance Deposit Payment.

RoomKeyPMS RoomKeyPMS Hotel (Ver. 10.0.0.1)

Front DeskTransactionsReservationsReportsSystem ConfigurationOperationsExport/ImportSearchHelp

Walk-InNew ResCheck-OutChange StayReservationReg CardGuest FolioPost ChargesPost Payment

| | Room | Room Type | Name | Date In | Date Out | Stay | ResID | Rate | Adlt | Chld | Rate code |
|---|------|-----------|--------------------|-------------|-------------|------|-------|----------|------|------|--------------------------|
| | 201 | EKS | Brookside, Kelli | 09-Jun-2020 | 30-Jun-2020 | 0 | 1112 | \$335.00 | 2 | 0 | *Best Available Rate |
| | 202 | SK | Hess, Kyle | 05-Jun-2020 | 17-Jun-2020 | 4 | 1078 | \$110.00 | 2 | 0 | *Best Available Rate |
| | 203 | DK | Hill, Sophie | 08-Jun-2020 | 09-Jun-2020 | 1 | 1090 | \$135.00 | 2 | 0 | Group Rate |
| | 204 | SQ | Donofrio, Joshua | 28-May-2020 | 11-Jun-2020 | 12 | 1058 | | 2 | 0 | *Best Available Rate |
| > | 206 | SK | Harris, Millie | 09-Jun-2020 | 10-Jun-2020 | 0 | 1119 | \$88.00 | 2 | 0 | Corporate Preferred Rate |
| | 207 | DK | Blake, Georgina | 05-Jun-2020 | 30-Jun-2020 | 4 | 1079 | \$135.00 | 2 | 0 | *Best Available Rate |
| | 208 | SQ | Waters, Reece | 08-Jun-2020 | 09-Jun-2020 | 1 | 1105 | \$100.00 | 2 | 0 | Group Rate |
| | 209 | DQ | Kavinghaer, Joan | 08-Jun-2020 | 09-Jun-2020 | 1 | 1061 | \$125.00 | 2 | 0 | Group Rate |
| | 210 | SK | Hall, Archie | 08-Jun-2020 | 09-Jun-2020 | 1 | 1084 | \$110.00 | 2 | 0 | Group Rate |
| | 212 | SQ | Reeves, Courtney | 08-Jun-2020 | 09-Jun-2020 | 1 | 1104 | \$100.00 | 2 | 0 | Group Rate |
| | 301 | EKS | Hartley, Brooke | 09-Jun-2020 | 11-Jun-2020 | 0 | 1113 | \$135.00 | 2 | 0 | *Best Available Rate |
| | 302 | SK | Welch, Isabelle | 08-Jun-2020 | 09-Jun-2020 | 1 | 1083 | \$110.00 | 2 | 0 | Group Rate |
| | 304 | SQ | Talbot, Alexandra | 08-Jun-2020 | 09-Jun-2020 | 1 | 1101 | \$100.00 | 2 | 0 | Group Rate |
| | 305 | DQ | Marsden, Mia | 08-Jun-2020 | 09-Jun-2020 | 1 | 1087 | \$125.00 | 2 | 0 | Group Rate |
| | 306 | SK | Coates, Lydia | 08-Jun-2020 | 09-Jun-2020 | 1 | 1082 | \$110.00 | 2 | 0 | Group Rate |
| | 307 | DK | McKenzie, Isabella | 08-Jun-2020 | 09-Jun-2020 | 1 | 1088 | \$135.00 | 2 | 0 | Group Rate |

Guest Info

Folio

0 - All Folia

RefreshSelectMove

City Ledger Transfer

Summary

| # | Date | TCode | Description | Amount | Tax | Total | Voucher |
|---|----------------------|---------|------------------------------------|---------|--------|---------|---------|
| 8 | 09-Jun-2020 | ROH | Room Charge | \$88.00 | \$4.40 | \$92.40 | |
| 1 | 09-Jun-2020 04:55 PM | AIRPORT | Airport Transfer - ARRIVAL | \$45.00 | \$0.00 | \$45.00 | |
| 2 | 09-Jun-2020 04:56 PM | COTTAGE | Cottages Restaurant Charge - DI... | \$67.88 | \$0.00 | \$67.88 | |

\$200.88

\$4.40

\$205.28

Room Charge: \$88.00
Other Charges: \$112.88
Tax: \$4.40
Total: \$205.28
Credits: \$0.00
Balance: \$205.28
Credit Limit: \$0.00
Available: -\$112.88

Now

Stay

ADMIN, RSI09-Jun-2020 04:56 PMSmartBackup not available

The Folio Views

The drop down menu to the left of the screen allows you to view different Folio Views.

Guest Info

Folio

0 - All Folios

0 - All Folios

1 - Millie Harris

2 - Millie Harris

8 - Millie Harris

9 - Millie Harris

Refresh

Select

Move

City Ledger Transfer

Summary

Room Charge:

\$88.00

Other Charges:

\$112.88

Tax:

\$4.40

Total:

\$205.28

Credits:

\$0.00

Balance:

\$205.28

Credit Limit:

\$0.00

Available:

-\$112.88

Now

Stay

| TCode | Description | Amount | Tax | Total | Voucher |
|---------|------------------------------------|---------|--------|---------|---------|
| RCH | Room Charge | \$88.00 | \$4.40 | \$92.40 | |
| AIRPORT | Airport Transfer - ARRIVAL | \$45.00 | \$0.00 | \$45.00 | |
| COTTAGE | Cottages Restaurant Charge - DI... | \$67.88 | \$0.00 | \$67.88 | |

\$200.88

\$4.40

\$205.28

Folio 0 - "All Folios" View

A guest folio can have many different folios.

Folio 0 displays an overview of all charges found on the guest folio with the exception of Folio 9.

Guest Info

Folio

0 - All Folios

0 - All Folios

1 - Millie Harris

2 - Millie Harris

8 - Millie Harris

9 - Millie Harris

Refresh

Select

Move

City Ledger Transfer

Summary

Room Charge:

\$88.00

Other Charges:

\$112.88

Tax:

\$4.40

Total:

\$205.28

Credits:

\$0.00

Balance:

\$205.28

Credit Limit:

\$0.00

Available:

-\$112.88

Now

Stay

| # | Date | TCode | Description | Amount | Tax | Total | Voucher |
|---|----------------------|---------|------------------------------------|---------|--------|---------|---------|
| 8 | 09-Jun-2020 | RCH | Room Charge | \$88.00 | \$4.40 | \$92.40 | |
| 1 | 09-Jun-2020 04:55 PM | AIRPORT | Airport Transfer - ARRIVAL | \$45.00 | \$0.00 | \$45.00 | |
| 2 | 09-Jun-2020 04:56 PM | COTTAGE | Cottages Restaurant Charge - DI... | \$67.88 | \$0.00 | \$67.88 | |

\$200.88

\$4.40

\$205.28

Folios 1-6 and 10+ - The Guest Folios

Folio 1 to 6 and 10+ Folio 1 displays the charges for the main guest found on the reservation. Folio 2 to 6 and 10+ are usually used to place charges that belong to any other guest(s) that are sharing the room, but can also be used to separate a guest's bill (for example: a guest may want their Room & Tax charges on Folio 1 and their Incidental charges on Folio 2). If you select folio 2, the display screen will only show charges that belong to Folio 2.

NOTE: Folio 7 is not an available folio in the PMS due to programming reasons.

| Guest Info | | Folio | | | | | | |
|-------------------|----------------------|---------------------|-------------------------------------|---------|----------------------|---------|---------|------------------------|
| 2 - Millie Harris | | Refresh Select Move | | | City Ledger Transfer | | | Summary |
| # | Date | TCode | Description | Amount | Tax | Total | Voucher | |
| 2 | 09-Jun-2020 04:56 PM | COTTAGE | Cottages Restaurant Charge - DINNER | \$67.88 | \$0.00 | \$67.88 | | Room Charge: \$0.00 |
| | | | | | | | | Other Charges: \$67.88 |
| | | | | | | | | Tax: \$0.00 |
| | | | | | | | | Total: \$67.88 |
| | | | | | | | | Credits: \$0.00 |
| | | | | | | | | Balance: \$67.88 |
| | | | | | | | | Credit Limit: \$0.00 |
| | | | | | | | | Available: -\$112.88 |
| | | | | | | | | Now Stay |
| | | | | \$67.88 | \$0.00 | \$67.88 | | |

Folio 8 - Third Party Payments & Direct Bill

Folio 8 displays charges that are being taken care of by a Third Party. These charges will either be transferred to a City Ledger (Direct Bill) Account or a House Account upon checkout.

| Guest Info | | Folio | | | | | | |
|-------------------|-------------|---------------------|-------------|---------|----------------------|---------|---------|-----------------------|
| 8 - Millie Harris | | Refresh Select Move | | | City Ledger Transfer | | | Summary |
| # | Date | TCode | Description | Amount | Tax | Total | Voucher | |
| 8 | 09-Jun-2020 | RCH | Room Charge | \$88.00 | \$4.40 | \$92.40 | | Room Charge: \$88.00 |
| | | | | | | | | Other Charges: \$0.00 |
| | | | | | | | | Tax: \$4.40 |
| | | | | | | | | Total: \$92.40 |
| | | | | | | | | Credits: \$0.00 |
| | | | | | | | | Balance: \$92.40 |
| | | | | | | | | Credit Limit: \$0.00 |
| | | | | | | | | Available: -\$112.88 |
| | | | | | | | | Now Stay |
| | | | | \$88.00 | \$4.40 | \$92.40 | | |

Folio 9 - Reversals

Folio 9 displays all charges that have been reversed off the Guest Folio

| Guest Info | | Folio | | | | | | |
|-------------------|----------------------|---------------------|--|----------|----------------------|----------|---------|-----------------------|
| 9 - Millie Harris | | Refresh Select Move | | | City Ledger Transfer | | | Summary |
| # | Date | TCode | Description | Amount | Tax | Total | Voucher | |
| 9 | 09-Jun-2020 05:09 PM | SRTBRY | Hess, Kyle 1078/1 Chocolate Covered Strawberri... | \$15.00 | \$0.00 | \$15.00 | | Room Charge: \$0.00 |
| 9 | 09-Jun-2020 05:10 PM | SRTBRY | Reversal - SRTBRY posting error - Hess, Kyle 10... | -\$15.00 | \$0.00 | -\$15.00 | | Other Charges: \$0.00 |
| | | | | | | | | Tax: \$0.00 |
| | | | | | | | | Total: \$0.00 |
| | | | | | | | | Credits: \$0.00 |
| | | | | | | | | Balance: \$0.00 |
| | | | | | | | | Credit Limit: \$0.00 |
| | | | | | | | | Available: \$0.00 |
| | | | | | | | | Now Stay |
| | | | | \$0.00 | \$0.00 | \$0.00 | | |

The Buttons

- **Refresh** this button is used to update the Guest Folio so you can ensure you are looking at all the most up to date posting.
- **Select** this button can be used to highlight multiple postings at once so you can move them all at one time.
- **Move** this button is used to move a charge(s) to a different folio number.

Guest Info

Folio

0 - All Folios

Refresh

Select

Move

City Ledger Transfer

#

Date

TCode

Description

Amount

Tax

Total

Voucher

8

09-Jun-2020

RCH

Room Charge

\$88.00

\$4.40

\$92.40

1

09-Jun-2020 04:55 PM

AIRPORT

Airport Transfer - ARRIVAL

\$45.00

\$0.00

\$45.00

2

09-Jun-2020 04:56 PM

COTTAGE

Cottages Restaurant Charge - DINNER

\$67.88

\$0.00

\$67.88

\$200.88

\$4.40

\$205.28

Room Charge:

\$88.00

Other Charges:

\$112.88

Tax:

\$4.40

Total:

\$205.28

Credits:

\$0.00

Balance:

\$205.28

Credit Limit:

\$0.00

Available:

-\$112.88

Now

Stay

Icons

The column to the far left with the question mark identifies changes that have been made to the Guest Folio.

| Guest Info | | Folio | | | | | | | | |
|----------------|--|-------|----------------------|---------|--|----------|----------------------|----------|---|------------------------|
| 0 - All Folios | | | | Refresh | Select | Move | City Ledger Transfer | | Summary | |
| | | # | Date | TCode | Description | Amount | Tax | Total | Voucher | |
| > | | 8 | 09-Jun-2020 | RCH | Room Charge | \$88.00 | \$4.40 | \$92.40 | | Room Charge: \$88.00 |
| | | 1 | 09-Jun-2020 04:55 PM | AIRPORT | Airport Transfer - ARRIVAL | \$45.00 | \$0.00 | \$45.00 | | Other Charges: \$92.11 |
| | | 1 | 09-Jun-2020 05:15 PM | AIRPORT | Adjustment - AIRPORTGuest Appeasement - Air... | -\$15.00 | \$0.00 | -\$15.00 | | Tax: \$4.40 |
| | | 2 | 09-Jun-2020 05:22 PM | COTTAGE | Hess, Kyle 1078/1 Cottages Restaurant Charge - ... | \$62.11 | \$0.00 | \$62.11 | | Total: \$184.51 |
| | | | | | | \$180.11 | \$4.40 | \$184.51 | Credits: \$0.00 | |
| | | | | | | | | | Balance: \$184.51 | |
| | | | | | | | | | Credit Limit: \$0.00 | |
| | | | | | | | | | Available: -\$92.11 | |
| | | | | | | | | | <input checked="" type="radio"/> Now <input type="radio"/> Stay | |

Adjustment Icon

This symbol indicates that an adjustment has been made to this line





Trash Can Icon


This symbol indicates the corresponding adjustment that has been made



In this example the first line, "Breakfast Package" is the original posting, and we can see it has been adjusted. The second line "Adjustment BREAKY" indicates the amount of the adjustment.

| | | | | | | | |
|---|---|----------------------|---------|--|----------|--------|----------|
|  | 1 | 09-Jun-2020 04:55 PM | AIRPORT | Airport Transfer - ARRIVAL | \$45.00 | \$0.00 | \$45.00 |
|  | 1 | 09-Jun-2020 05:15 PM | AIRPORT | Adjustment - AIRPORTGuest Appeasement - Air... | -\$15.00 | \$0.00 | -\$15.00 |

Enabling the "Do Not Show Adjustments" option in the [Folio Appearance Settings](#) will allow the folio to only show the net amount of the posting and applied adjustment.


| | | | | | | | |
|---|---|----------------------|---------|----------------------------|---------|--------|---------|
|  | 1 | 09-Jun-2020 04:55 PM | AIRPORT | Airport Transfer - ARRIVAL | \$30.00 | \$0.00 | \$30.00 |
|---|---|----------------------|---------|----------------------------|---------|--------|---------|

Transfer In

This symbol indicates that a posting has been moved/transfered on to the guest folio

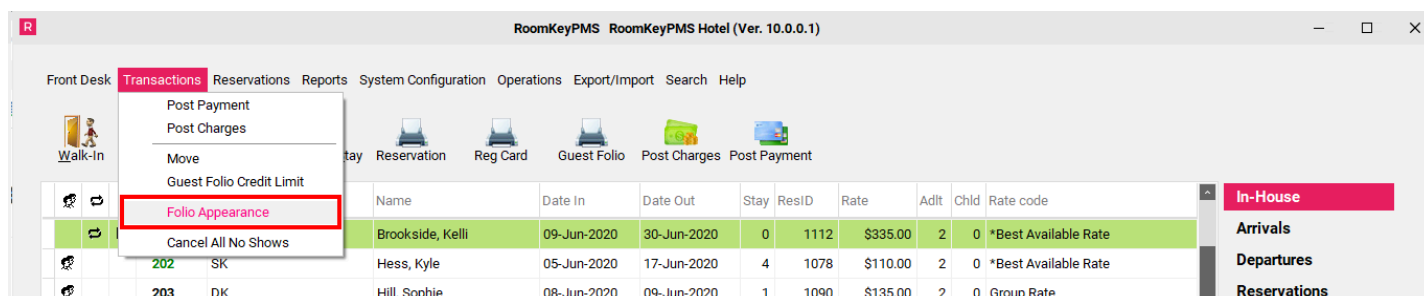


In this example, we see a charge that was transferred from another folio to this one. Here we can see that this charge was transferred from the folio of Hess, Kyle ResID 1078, Folio 1.

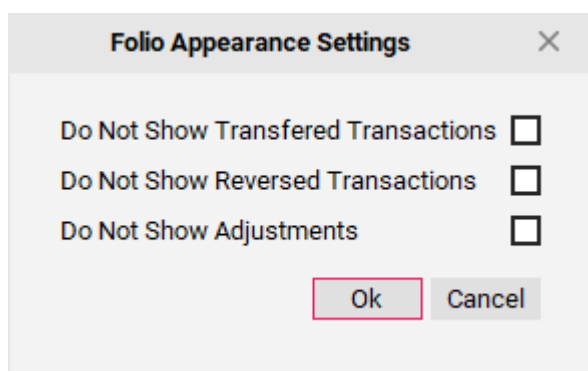
| | | | | | | | |
|---|---|----------------------|---------|---|---------|--------|---------|
|  | 2 | 09-Jun-2020 05:22 PM | COTTAGE | Hess, Kyle 1078/1 Cottages Restaurant Charge -... | \$62.11 | \$0.00 | \$62.11 |
|---|---|----------------------|---------|---|---------|--------|---------|

Folio Appearance

The appearance of the Folio can be customized by going to Transactions > Folio Appearance.



- **Do Not Show Transferred Transactions** - Check this box to hide the line showing "Transfer Out" from the originating Folio's view. The "Transfer In" icon will still display on the destination folio, to show where the charge originally came from.
- **Do Not Show Reversed Transactions** - This option was designed for an older version of the PMS, and is no longer applicable.
- **Do Not Show Adjustments** - Check this box to hide the separate line postings for adjustments. When this option is off, the folio will display the original posting on one line, and the adjustment on another. When this option is enabled, the folio will show the net amount of the original posting and any adjustment to it, all on one line.



Package Icon

The 2nd column with the folder icon indicates that the posting is part of a Package. Packages postings include the Room & Tax, plus any applicable components of the package. They all post together as one line-item on the folio.

Guest Info

Folio

0 - All Folios

Refresh

Select

Move

| # | Date | TCode | Description | Amount | Tax | Total | Voucher |
|---|-------------|-------|------------------------|------------|---------|------------|---------|
| 1 | 28-May-2020 | VDAY | Valentines Day Package | \$1,880.00 | \$98.20 | \$1,978.20 | |

Summary

Room Charge:

\$1,880.00

Other Charges:

\$0.00

Tax:

\$98.20

Total:

\$1,978.20

Credits:

\$0.00

Balance:

\$1,978.20

Credit Limit:

\$1,978.20

Available:

\$0.00

Now

Stay

The Folio Headers

The next set of columns display the postings to a Guest Folio.

- **#** - indicate the Folio Number of the posting
- **Date** indicates the date the posting was made
- **TCode** indicates the PMS Transaction Code that corresponds with the posting
- **Description** shows a detailed description of the posting
- **Amount** the base amount for the posting
- **Tax** the corresponding tax for the amount posted
- **Total** the base amount + the tax amount
- **Voucher** displays any Voucher Numbers that were entered into the Post Charges screen while posting a charge in the PMS.

Guest Info

Folio

0 - All Folios

Refresh

Select

Move

| # | Date | TCode | Description | Amount | Tax | Total | Voucher |
|---|-------------|--------|---------------|------------|---------|------------|---------|
| 1 | 10-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 10-Jun-2020 | PRK-VL | Valet Parking | \$20.00 | \$0.00 | \$20.00 | |
| 1 | 11-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 11-Jun-2020 | PRK-VL | Valet Parking | \$20.00 | \$0.00 | \$20.00 | |
| 1 | 12-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 12-Jun-2020 | PRK-VL | Valet Parking | \$20.00 | \$0.00 | \$20.00 | |
| 1 | 13-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| | | | | \$1,480.00 | \$66.00 | \$1,546.00 | |

Summary View

The Summary screen to the far right gives you an overview of the charges posted to the Guest Folio.

Guest Info

Folio

0 - All Folios

Refresh Select Move

| # | Date | TCode | Description | Amount | Tax | Total | Voucher |
|---|-------------|--------|---------------|----------|--------|----------|---------|
| 1 | 05-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 06-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 07-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 08-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 09-Jun-2020 | RCH | Room Charge | \$110.00 | \$5.50 | \$115.50 | |
| 1 | 09-Jun-2020 | PRK-VL | Valet Parking | \$20.00 | \$0.00 | \$20.00 | |

Summary

Room Charge:

\$550.00

Other Charges:

\$20.00

Tax:

\$27.50

Total:

\$597.50

Credits:

\$0.00

Balance:

\$597.50

Credit Limit:

\$1,661.00

Available:

\$115.00

Now

Stay

\$570.00

\$27.50

\$597.50

- **Room Charge:** total Room Charges (both positive & negative)
- **Other Charges:** total Other Charges (both positive & negative)
- **Tax:** total Tax for all charges (both positive & negative)
- **Total:** the total of all Room Charges, Other Charges and Taxes
- **Credits:** total Payments (both positive & negative)
- **Balance:** when the total appears in black, it is the amount the guest owes us. When the total appears in red (or brackets around it), it is the amount that we owe the guest.
- **Credit Limit:** the guests total credit limit
- **Available Credit:** displays how much additional credit does the guest have to go towards incidental charges

Summary

Room Charge: \$550.00
Other Charges: \$20.00
Tax: \$27.50
Total: \$597.50

Credits: \$0.00
Balance: \$597.50
Credit Limit: \$1,661.00
Available: \$115.00

☒ Now
 ☐ Stay

"Now" versus "Stay" view

At the bottom of the Summary box are the radio buttons Now and Stay.

- **Now** displays only the current charges that are posted to the guest folio.

- **Stay** displays all current charges + any projected future charges that will be posted to the guest folio, including any scheduled Guest Services. This allows you to see an estimate of what the final bill will be (pending no additional incidental charges).

TIP: It is very important that you go back to your **Now** view when finished to avoid any confusion when looking at a Guest Folio.

Summary

| | |
|-----------------------|----------|
| Room Charge: | \$550.00 |
| Other Charges: | \$20.00 |
| Tax: | \$27.50 |
| Total: | \$597.50 |

| | |
|----------------------|------------|
| Credits: | \$0.00 |
| Balance: | \$597.50 |
| Credit Limit: | \$1,661.00 |
| Available: | \$115.00 |

☒ Now ☐ Stay