

How to Reverse/Adjust/Transfer a Posting

The following article explains how to reverse and adjust postings made to a guest folio and how to move a posting from one folio and post it to another if it is not inhouse.

For inhouse reservations there is a feature to move postings from one folio to another. Please see the article [How to Move a Posting to Another Reservation while In House](#)

What is the difference between Reversing, Adjusting and Transferring?

- **Reversing** when you want to remove the entire posting from the Guest Folio you would use the Reverse function. For example: There is a \$100.00 Pet Fee on the Guest Folio that you want to remove. You would use the Reverse function to remove the entire \$100.00 posting.
- **Adjusting** when you want to remove a portion of a posting from the Guest Folio you would use the Adjust function. For example: There is a \$100.00 Pet Fee on the Guest Folio but you only wish to charge the guest \$50.00. You would use the Adjust function to remove \$50.00 only from the posting.
- **Transferring** when you want to move a posting from one folio to another, but the reservation is not in house and you are unable to use the move feature.

Reverse

Locate the posting on the Guest Folio that you wish to reverse. Ensure the black arrow is pointing towards the posting. In this example, we wish to reverse the \$20.00 Roll Away Bed charge as the guest did not use it.

Right click on your mouse and select Reverse from the menu.

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi Access	\$18.00	\$0.90	\$18.90	
1	29-Jul-2015 11:...	RAB	Roll Away Bed			\$20.00	

Summary

Room Charge: **\$650.00**
 Other Charge: **\$38.00**
 Tax: **\$98.40**
Total: \$786.40
 Credits: **\$0.00**
 Balance: **\$786.40**
 Credit Limit: **\$3,047.50**
 Available Credit: **-\$38.90**

Now Stay

Guest Info Folio Refund transaction in Guest Folio ADMIN, RSI 29-Jul-2015 11:19 AM

1. A box will appear, enter the reason for the reversal into the **Reason** box below.
2. Select **"OK"**

If the Transaction Code being used is setup as a repeatable (you have the option to have this transaction code post per day) you can choose to:

- **Reverse only this one posting**
- **Reverse all in series, which means the PMS will automatically reverse all the corresponding repeated postings of this Transaction Code (past postings only)**

Reverse repeatable charge

Reason **1**

RAB Guest did not use

RAB is a repeatable charge

☒ Reverse only this one ☐ Reverse all in series

2 OK Cancel

The charge has now been removed from the Guest Folio.

0 - All Folios
Refresh
Select
Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi Access	\$18.00	\$0.90	\$18.90	
				\$668.00	\$98.40	\$766.40	

Summary
Room Charge: **\$650.00**
Other Charge: **\$18.00**
Tax: **\$98.40**

Total: **\$766.40**

Credits: **\$0.00**

Balance: **\$766.40**
Credit Limit: **\$3,047.50**
Available Credit: **-\$18.90**

☒ Now
☐ Stay

Guest Info
Folio
ADMIN, RSI
29-Jul-2015 11:26 AM

Folio 9

When a posting is reversed it moves to Folio 9. To view reversed charges, use the Folio drop down menu to the left hand side of the screen to select Folio 9. Here we can see the Cot charge that was reversed.

9 - Eva Reid
Refresh
Select
Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
9	29-Jul-2015 11:...	RAB	Roll Away Bed	\$20.00	\$0.00	\$20.00	
9	29-Jul-2015 11:...	RAB	Reversal - RAB Guest ...	-\$20.00	\$0.00	-\$20.00	
				\$0.00	\$0.00	\$0.00	

Summary
Room Charge: **\$0.00**
Other Charge: **\$0.00**
Tax: **\$0.00**

Total: **\$0.00**

Credits: **\$0.00**

Balance: **\$0.00**
Credit Limit: **\$3,047.50**
Available Credit: **\$3,047.50**

☒ Now
☐ Stay

Guest Info
Folio
ADMIN, RSI
29-Jul-2015 11:27 AM

0 - All Folios
Refresh
Select
Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi Access	\$18.00	\$0.90	\$18.90	
1	29-Jul-2015 11:...	RAB	Roll Away Bed	\$20.00	\$0.00	\$20.00	
				\$688.00	\$98.40	\$786.40	

Summary

Room Charge: **\$650.00**
Other Charge: **\$38.00**
Tax: **\$98.40**

Total: **\$786.40**

Credits: **\$0.00**

Balance: **\$786.40**
Credit Limit: **\$3,047.50**
Available Credit: **-\$38.90**

☒ Now
☐ Stay

Guest Info
Folio
ADMIN, RSI
29-Jul-2015 11:17 AM

Adjustment

Locate the posting on the Guest Folio that you wish to adjust. Ensure the black arrow is pointing towards the posting. In this example, we wish only charge the guest \$15.00 for the WiFi Access.

0 - All Folios
Refresh
Select
Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi Access	\$18.00	\$0.90	\$18.90	
				\$668.00	\$98.40	\$766.40	

Summary

Room Charge: **\$650.00**
Other Charge: **\$18.00**
Tax: **\$98.40**

Total: **\$766.40**

Credits: **\$0.00**

Balance: **\$766.40**
Credit Limit: **\$3,047.50**
Available Credit: **-\$18.90**

☒ Now
☐ Stay

Guest Info
Folio
ADMIN, RSI
29-Jul-2015 11:30 AM

Right click on the posting and select Adjustment from the menu.

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi	\$18.00	\$0.90	\$18.90	

Reverse
Adjustment
Stop Repeatable
Move
Select
Refresh
Credit Card Info

Summary

Room Charge: **\$650.00**
 Other Charge: **\$18.00**
 Tax: **\$98.40**
 Total: **\$766.40**
 Credits: **\$0.00**
 Balance: **\$766.40**
 Credit Limit: **\$3,047.50**
 Available Credit: **-\$18.90**

Now Stay

Guest Info Folio ADMIN, RSI 29-Jul-2015 11:30 AM

1. Enter the amount you wish to refund.
2. Enter a reason for the refund.
3. Click "OK"

NOTE: If the posting included taxes, this refund will be \$3.00 + tax. If you want to refund a flat amount of \$3.00, then you must calculate the before tax amount and then enter that total into the box below.

Refund

Refunding amount 3.00 **1** from 18.00

Reason : WiFi Overcharged **2**

3 OK Cancel

The original posting and the corresponding adjustment will then appear on the Guest Folio.

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi Access	\$18.00	\$0.90	\$18.90	
1	29-Jul-2015 11:...	WiFi	Adjustment - WiFi Over...	-\$3.00	-\$0.15	-\$3.15	
				\$665.00	\$98.25	\$763.25	

Summary

Room Charge: **\$650.00**

Other Charge: **\$15.00**

Tax: **\$98.25**

Total: \$763.25

Credits: **\$0.00**

Balance: **\$763.25**

Credit Limit: **\$3,047.50**

Available Credit: **-\$15.75**

☒ Now ☐ Stay

Guest Info Folio

ADMIN, RSI 29-Jul-2015 11:36 AM

Folio Appearance

When printing the Guest Folio for the guest, if you do not want the original posting to display on the Guest Folio go to Transactions Menu -> Folio Appearance.

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

Walk-In

Post Payment
Post Charges

Move
Guest Folio Credit Limit
Unprocessed credit card transactions
Authorized Transactions
Folio Appearance
Cancel All No Shows
Process Late Fees

ion	Date Out	Stay	ResID	Rate	Rate code	Adlt	Chld			
15	29-Jul-2015	7	1353	\$514.29	*Best Avail...	2	0			
15	29-Jul-2015	7	1354	\$514.29	*Best Avail...	2	0			
15	30-Jul-2015	14	1327	\$386.67	*Best Avail...	2	0			
15	29-Jul-2015	12	1341	\$416.67	*Best Avail...	2	0			
15	29-Jul-2015	2	1325		JTB Intern...	2	0			
15	04-Aug-2015	0	1363	\$666.67	3FOR2	2	0			
15	29-Jul-2015	5	1360		Breakfast ...	2	0			
506	OVSK	Quinn, Kia	24-Jul-2015	29-Jul-2015	5	1361	\$569.80	Apple	2	0
509	OVSK	Duncan, Andy	23-Jul-2015	30-Jul-2015	6	1357	\$514.29	*Best Avail...	2	0
602	PS2B-K/QQ	Susui, Ruka	17-Jul-2015	29-Jul-2015	12	1343	\$2,416.67	*Best Avail...	2	0

In House

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

Check the box next to **Do Not Show Adjustments** and then select "OK"

Folio Appearance Settings

Do Not Show Transferred Transactions ☐

Do Not Show Reversed Transactions ☐

Do Not Show Adjustments ☒

Ok Cancel

Select the **Refresh** button at the top of the folio screen to see the charge and adjustment merge into a single line item, showing the net amount of the two postings.

This feature allows you to present your guest with a cleaner copy of their Guest Folio. It also allows you to hide any adjustments that you may not want the guest to see.

Follow the link to read more about [Folio Appearance Settings](#)

The screenshot shows a software interface for a 'Guest Folio'. At the top, there is a dropdown menu set to '0 - All Folios', followed by 'Refresh', 'Select', and 'Move' buttons. Below this is a table with columns: #, Date, TCode, Description, Amount, Tax, Total, and Voucher. The table contains two rows: one for 'Room Charge' and another for 'Guest WiFi Access'. The second row is highlighted with a red border. To the right of the table is a 'Summary' panel with a list of charges and their totals. At the bottom of the interface, there are tabs for 'Guest Info' and 'Folio', and a status bar showing 'ADMIN, RSI' and the date/time '29-Jul-2015 11:43 AM'.

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Jul-2015	RCH	Room Charge	\$650.00	\$97.50	\$747.50	
1	29-Jul-2015 11:...	WiFi	Guest WiFi Access	\$15.00	\$0.75	\$15.75	

Room Charge:	\$650.00
Other Charge:	\$15.00
Tax:	\$98.25
Total:	\$763.25
Credits:	\$0.00
Balance:	\$763.25
Credit Limit:	\$3,047.50
Available Credit:	-\$15.75

Guest Info Folio ADMIN, RSI 29-Jul-2015 11:43 AM

Transferring

Locate the Folio that you wish to move the posting from

- Select Post payment (if you are moving a payment) or Post Charge (if you are moving a charge)
- Select the relevant payment or charge code
- Enter a reference. It is recommended this reflect where the posting is being moved to
- Enter a **negative** amount for the posting you're wanting to move
- Select OK/Exit

Note: If using a credit card processor ensure 'disable on-line processing' is checked. This will allow you to move the transaction without processing a refund on the card. See the article [Disable on-line processing](#) for more information on this feature.

In the example below a \$200 visa payment is being moved from this reservation

Payments

Guest

Guest Name: **Knight, Katie**

Res ID: **1117**

Date In: **21-Apr-2020**

Date Out: **22-Apr-2020**

Payment

Folio: 1 - Katie Knight

PmtCode: VISA

Reference: Transf to ResID 3132

Number: 444433332221111

Expiry date: 04-23 MM / YY

Card Holder: K KNIGHT

Amount: -200.00

Authorization:

Select from Credit Cards

Currencies

Disable on-line processing ☐

OK / Exit OK / New Cancel

Locate the Folio that you wish to move the posting to

- Select Post payment (if you are moving a payment) or Post Charge (if you are moving a charge)
- Select the same payment or charge code
- Enter a reference. It is recommended this reflect where the posting is being moved from
- Enter a **positive** amount for the posting you're wanting to move
- Select OK/Exit

Note: If using a credit card processor ensure 'disable on-line processing' is checked. This will allow you to move the transaction without processing a charge on the card.

In the example below a \$200 visa payment is being moved onto this reservation

Payments [X]

Guest
 Guest Name **Knight, Katie**
 Res ID **1117**
 Date In **21-Apr-2020**
 Date Out **22-Apr-2020**

Payment
 Folio: **1 - Katie Knight**
 PmtCode: **VISA** ☒ Disable on-line processing
 Reference: **Transf From ResID 3011**

Number: **444433332221111** Authorization:
 Expiry date: **04-23** MM / YY **Select from Credit Cards**
 Card Holder: **K KNIGHT**
 Amount: **200.00** **Currencies**

OK / Exit **OK / New** **Cancel**

Folio Appearance

The moved transaction will now appear on the folio with the reference noted under Description.

Note: Payment postings will appear as refund/payment

0 - All Folios [Refresh] [Select] [Move]									
	#	Date	TCode	Description	Amount	Tax	Total	Voucher	
▶	1	21-Apr-2020 02:...	VISA	Payment: Visa	-\$200.00	\$0.00	-\$200.00		
	1	21-Apr-2020 03:...	VISA	Refund: Transf to Res ID 3132	\$200.00	\$0.00	\$200.00		
					\$0.00	\$0.00	\$0.00		

Guest Info Folio