

How to fix a Guest Folio Charge that should have gone to the City Ledger

In this article we will show that there are two options to fix the Guest Folio if you accidentally charge a guest upon check-out instead of transferring their charges to the City Ledger (ie: Direct Bill).

- **Option 1** – reverse the incorrect payment on the Guest Folio and use the “City Ledger Transfer” feature to transfer the transactions to the City Ledger.

IMPORTANT NOTE: This option is only available if City Ledger billing was setup properly on the guest reservation (ie: the Corporate/Group/Wholesaler had a City Ledger Account attached for direct billing). If City Ledger billing was not setup properly, the “City Ledger Transfer” button will not appear on the Guest Folio and you must therefore go with Option 2.

- **Option 2** – reverse the incorrect payment along with all the charges that were suppose to transfer to the City Ledger. Then go into the City Ledger and repost all the charges manually on the correct City Ledger Account.

Option 1:

In this situation, the guest was accidentally charged for room & tax but it was suppose to go to the City Ledger Account and the “City Ledger Transfer” feature is available. The first step is to reverse the payment by right clicking on the payment transaction and selecting “Reverse”.

0 - All Folios Refresh Select Move City Ledger Transfer

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	12-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	13-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	14-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	15-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	07-Oct-2011 03:...	VISA	Check-Out (Payment: VI...	(\$603.72)		(\$603.72)	

Reverse
Adjustment
Stop Repeatable
Move
Select
Refresh

Summary

Room Charge: **\$516.00**
Other Charge: **\$0.00**
Tax: **\$87.72**
Total: **\$603.72**
Credits: **(\$603.72)**
Balance: **\$0.00**
Credit Limit: **\$753.72**
Available Credit: **\$753.72**

Now Stay

Next, select the “City Ledger Transfer” button located to the right of your screen.

0 - All Folios Refresh Select Move City Ledger Transfer

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	12-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	13-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	14-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	15-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	

Summary

Room Charge: **\$516.00**
Other Charge: **\$0.00**
Tax: **\$87.72**
Total: **\$603.72**
Credits: **\$0.00**
Balance: **\$603.72**
Credit Limit: **\$753.72**
Available Credit: **\$150.00**

Now Stay

Use the “Auto Apply” button if you wish to select all the transactions in the list below, or use the “Add Transaction” button to select specific transactions that you would like to transfer.

Transfer Transactions from 1015 (Roberts, Frank)

ResID: 1015 Folio #: Folio 1 Auto Apply Add Transaction

Folio #	Transaction Date	Code	Reference	Amount	Tax	Total
1	12-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
1	13-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
1	14-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
1	15-Oct-2007	RCH	Room Charge	129.00	21.93	150.93

Transfer to: Kentucky Chess Club Remaining Credit: 15,093.58

Invoice Selection: Create New Invoice

Total Transfer: 0.00 Transfer Cancel

You have an option below to transfer the charges to a “New Invoice” or to transfer the charges to an Existing Invoice (Other Invoice).

Transfer Transactions from 1015 (Roberts, Frank)

ResID: 1015 Folio #: Folio 1 Remove Transaction

	Folio #	Transaction Date	Code	Reference	Amount	Tax	Total
	1	12-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
	1	13-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
	1	14-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
▶	1	15-Oct-2007	RCH	Room Charge	129.00	21.93	150.93

Transfer to: Kentucky Chess Club Remaining Credit: 14,489.86

Invoice Selection: Create New Invoice

Total Transfer: 603.72 Transfer Cancel

Select the "Transfer" button below to complete the transfer.

Transfer Transactions from 1015 (Roberts, Frank)

ResID: 1015 Folio #: Folio 1 Remove Transaction

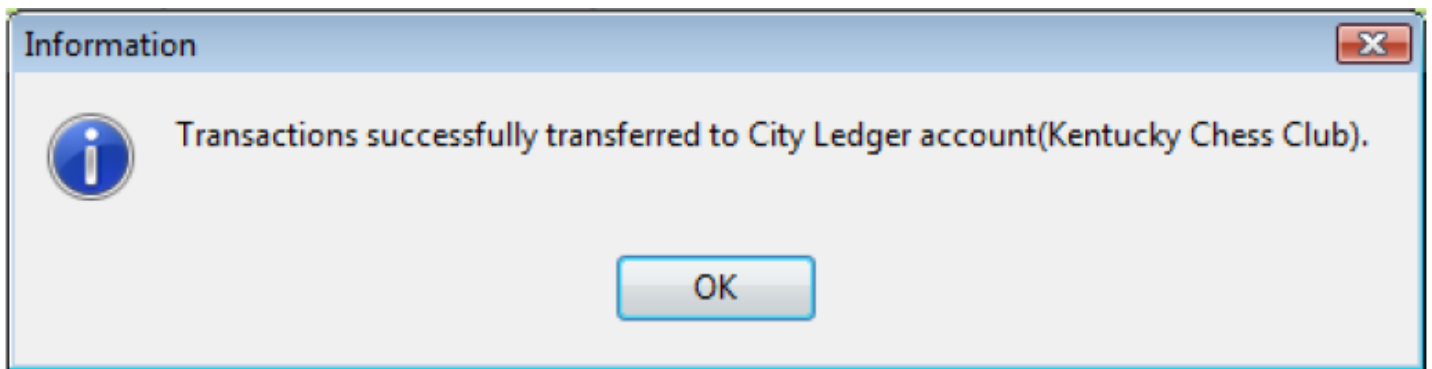
	Folio #	Transaction Date	Code	Reference	Amount	Tax	Total
	1	12-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
	1	13-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
	1	14-Oct-2007	RCH	Room Charge	129.00	21.93	150.93
▶	1	15-Oct-2007	RCH	Room Charge	129.00	21.93	150.93

Transfer to: Kentucky Chess Club Remaining Credit: 14,489.86

Invoice Selection: Create New Invoice

Total Transfer: 603.72 Transfer Cancel

A message will appear confirming that the transfer was successfully completed.



The transactions have now been transferred to the City Ledger.

0 - All Folios									
	#	Date	TCode	Description	Amount	Tax	Total	Voucher	
	1	12-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93		
	1	13-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93		
	1	14-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93		
	1	15-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93		
	1	09-Nov-2011 11...	CITY	Transferred to: Kentucky ...	(\$603.72)	\$0.00	(\$603.72)		
					(\$87.72)	\$87.72	\$0.00		

City Ledger Transfer

Summary

Room Charge: **\$516.00**

Other Charge: **\$0.00**

Tax: **\$87.72**

Total: **\$603.72**

Credits: **(\$603.72)**

Balance: **\$0.00**

Credit Limit: **\$753.72**

Available Credit: **\$753.72**

City Account: **Kentucky Chess Club**

☒ Now ☐ Stay

Option 2:

In this situation, the guest was accidentally charged for room & tax but it was suppose to go to the City Ledger. Billing was NOT setup properly and therefore the "City Ledger Transfer" button is NOT available. The following is how you would manually fix accidentally billing a guest for charges that should have been transferred to the City Ledger.

STEP 1: Reverse the incorrect payment made on the Guest Folio. Locate the guest reservation and reserve the payment that was accidentally made on the Guest Folio. To reverse the payment, right click on the payment and select "Reverse".

The screenshot shows a PMS interface with a 'Guest Folio' window. The top section displays a list of guest transactions. A red box highlights the entry for 'Payment VISA' on 09-Nov-2011. A context menu is open over this entry, with 'Reverse' selected. The bottom right section shows a 'Summary' of charges and credits.

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
502	2QNL-D	MacLean, George	04-Nov-2011	09-Nov-2011	5	1041	\$112.50	Corporate ...	2	0
501	2QNL-D	Pan, Peter	04-Nov-2011	07-Nov-2011	3	1039	\$112.50	Corporate ...	2	0
702	KNL-M	MacPhail, Shane	12-Oct-2007	07-Oct-2011	1456	1012	\$159.20	Corporate ...	2	0
703	KNL-M	Roberts, Frank	12-Oct-2007	07-Oct-2011	1456	1015	\$129.00	KCC Group	1	0
1002	2QNL-S	MacPhail, Shane	07-Dec-2007	07-Oct-2011	1400	1031		Bed & Brea...	2	0
1402	2QNL-S	Fischer, Bobby	12-Oct-2007	07-Oct-2011	1456	1016	\$129.00	KCC Group	2	0
1201	2QNL-S	Sangha, Steven	10-Dec-2007	07-Oct-2011	1397	1036		Spa Packa...	2	0
1102	2QNL-S	Smith, Bob	10-Dec-2007	07-Oct-2011	1397	1033		Spa Packa...	2	0
1101	2QNL-S	Sangha, Steven	07-Dec-2007	07-Oct-2011	1400	1032		Romance ...	2	0
701	KNL-M	Sangha, Steven	06-Dec-2007	07-Oct-2011	1401	1029	\$0.00	Manual Rate	0	0

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	12-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	13-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	14-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	15-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
1	09-Nov-2011 03...	VISA	Payment VISA	(\$603.72)	\$0.00	(\$603.72)	

Summary	
Room Charge:	\$516.00
Other Charge:	\$0.00
Tax:	\$87.72
Total:	\$603.72
Credits:	(\$603.72)
Balance:	\$0.00
Credit Limit:	\$753.72
Available Credit:	\$753.72

A box will appear allowing you to enter the reason why you are reversing the payment that was originally posted to the Guest Folio. Select OK to process reversal.

The screenshot shows a dialog box titled 'Reverse repeatable charge'. It has a 'Reason' text field containing the text 'VISA - guest accidentally billed, charges to go to CL'. Below the text field are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red box.

The payment has now been taken off the Guest Folio and there is now have an outstanding balance of \$603.72. Since it is bad accounting practice to have an Unbalanced Folio in your PMS, our next step will be to reverse the Room Charges to bring the folio balance down to \$0.00

0 - All Folios

Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	12-Oct-2007	RCH	Room Charge			\$150.93	
1	13-Oct-2007	RCH	Room Charge			\$150.93	
1	14-Oct-2007	RCH	Room Charge			\$150.93	
1	15-Oct-2007	RCH	Room Charge			\$150.93	

Reverse
Adjustment
Stop Repeatable
Move
Select
Refresh
Credit Card Info

\$603.72

Summary

Room Charge: \$516.00
Other Charge: \$0.00
Tax: \$87.72
Total: \$603.72
Credits: \$0.00
Balance: \$603.72
Credit Limit: \$753.72
Available Credit: \$150.00

Now Stay

Guest Info Folio

STEP 2: Reverse all the charges that were suppose to have been transferred to the City Ledger. Right click on the Room Charge (or whatever charge was suppose to have been transfer to the City Ledger but did not) and select "Reverse".

0 - All Folios

Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	12-Oct-2007	RCH	Room Charge			\$150.93	
1	13-Oct-2007	RCH	Room Charge			\$150.93	
1	14-Oct-2007	RCH	Room Charge			\$150.93	
1	15-Oct-2007	RCH	Room Charge			\$150.93	

Reverse
Adjustment
Stop Repeatable
Move
Select
Refresh
Credit Card Info

\$603.72

Summary

Room Charge: \$516.00
Other Charge: \$0.00
Tax: \$87.72
Total: \$603.72
Credits: \$0.00
Balance: \$603.72
Credit Limit: \$753.72
Available Credit: \$150.00

Now Stay

Guest Info Folio

NOTE: If the guest has a long list of charges that need to be reversed, you may want to print the Guest Folio prior to doing the reversals so you can track which charges you have reversed. This will then come in handy when reposting the charges later in the City Ledger. However, if you do forget, you could also look at Folio 9 as this will show the charges you reversed.

9 - Frank Roberts

Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
9	12-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
9	13-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
9	14-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
9	15-Oct-2007	RCH	Room Charge	\$129.00	\$21.93	\$150.93	
9	07-Oct-2011 03:...	VISA	Check-Out (Payment: VI...	(\$603.72)	\$0.00	(\$603.72)	

After you select reverse, a box will appear allowing you to put an explanation for the reversal. Select OK to process the reversal.

Reverse repeatable charge

Reason
RCH - charge belongs on Expedia CL Account

RCH is a repeatable charge
☒ Reverse only this one ☐ Reverse all in series

OK Cancel

Continue to reverse all charges that were suppose to have been to transfer to the City Ledger. The balance of the Guest Folio should now be at \$0.00. If the balance is not \$0.00 then you either a) have not reversed all the charges that will be transferred to the City Ledger or b) the remaining charges belong to the guest and you must post a payment to balance out the account.

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher

Summary

Room Charge: \$0.00
 Other Charge: \$0.00
 Tax: \$0.00
 Total: \$0.00
 Credits: \$0.00
 Balance: \$0.00
 Credit Limit: \$753.72
 Available Credit: \$753.72

☒ Now ☐ Stay

STEP 3: Manually post charges to the appropriate City Ledger Account. Go to Operations -> City Ledger to enter the City Ledger Module. Locate the City Ledger Account where the charges were suppose to be transferred. Double Click on the City Ledger Account (or click on the account name once and then select the "View Details" button) to open the City Ledger Account Master.

NOTE: If the City Ledger Account does not appear on the screen it could be because it is either "Closed" or has a Zero Balance. Use the filters at the bottom of the screen to help locate the City Ledger Account. Once in the City Ledger Account Master, proceed to the Invoices tab. Select the "New Invoice" button to the right of your screen to create a new invoice.

City Ledger

Reports

New Account
 View Details
 Search
 Post Charge
 Post Payment
 Close Account
 Lock Account
 Exit

Go to Account in List (Account Name) Refresh

Account #	Account Name	Contact Name	Invoice Balances	Payment Credits
4	Monview Canada	Doris Bourassa	146.25	0.00
3	Kentucky Chess Club	Bobby Fischer	860.17	953.75
2	National Curling Championships	Bob Curling	708.77	53.75
1	RSI International	Shane MacPhail	172.52	650.00

☒ Active/Open
 ☐ Closed
 ☐ Show Zero Balance Accounts

Total City Ledger Balance: 230.21

Account Listing | Open Invoices | Payment History

Once in the City Ledger Account Master, proceed to the Invoices tab. Select the "New Invoice" button to the right of your screen to create a new invoice.

City Ledger Account Master [Kentucky Chess Club]

Account Statistics | Account Details | **Invoices** | Notes | Credits

☐ Show Zero Balance Invoices New Invoice

Invoice Date	Invoice ID	Invoice Name	Balance	Age (Days)
Nov 08, 2011	1013	Kentucky Chess Club	\$150.00	1
Nov 08, 2011	1012	Peter Pan	\$134.00	1
Nov 08, 2011	1011	John Smith	\$234.00	1
Oct 07, 2011	1003	Bob Smith	\$342.17	33

Print Invoice
 Invoice Details
 Post Charge
 Pay Invoice
 Transfer
 Close

The new invoice will appear at the top of the list, click on the new invoice (ensure the black arrow is pointing towards the correct invoice) and select the "Invoice Detail" button below.

City Ledger Account Master [Kentucky Chess Club]

Account Statistics | Account Details | Invoices | Notes | Credits

☐ Show Zero Balance Invoices

Delete Invoice New Invoice

Invoice Date	Invoice ID	Invoice Name	Balance	Age (Days)
Nov 09, 2011	1019	Kentucky Chess Club	\$0.00	0
Nov 08, 2011	1013	Kentucky Chess Club	\$150.00	1
Nov 08, 2011	1012	Peter Pan	\$134.00	1
Nov 08, 2011	1011	John Smith	\$234.00	1
Oct 07, 2011	1003	Bob Smith	\$342.17	33

Print Invoice Invoice Details Post Charge Pay Invoice Close

At this point, you may use the "Change Invoice Name" button to change the name of the Invoice if you wish.

Details for Invoice: 1019 [Kentucky Chess Club]

Details | Payments | Charges | Invoice Log | Notes

Invoice Number: 1019

Invoice Details

Invoice Date: Nov 09, 2011 @ 12:16

Age: 0

Invoice Name: Kentucky Chess Club

PO Number:

Transferred Amount: 0.00

Charges: 0.00

Payments: 0.00

Total Balance Due: 0.00

Change Invoice Name Change PO Number

Print Invoice Post Charge Pay Invoice Close

In this example, the Invoice has been renamed to reflect the name of the guest and their Res ID. Select Save to apply the change to the invoice.

Details for Invoice: 1019 [Kentucky Chess Club]

Details Payments Charges Invoice Log Notes

Invoice Number: 1019

Invoice Details

Invoice Date: Nov 09, 2011 @ 12:16

Age: 0

Invoice Name: Frank Roberts Res ID 1456

PO Number:

Transferred Amount: 0.00

Charges: 0.00

Payments: 0.00

Total Balance Due: 0.00

Save Cancel

Change PO Number

Print Invoice Post Charge Pay Invoice Close

Next, select the "Post Charge" button at the bottom of the screen.

Details for Invoice: 1019 [Kentucky Chess Club]

Details Payments Charges Invoice Log Notes

Invoice Number: 1019

Invoice Details

Invoice Date: Nov 09, 2011 @ 12:16

Age: 0

Invoice Name: Frank Roberts Res ID 1456

PO Number:

Transferred Amount: 0.00

Charges: 0.00

Payments: 0.00

Total Balance Due: 0.00

Change Invoice Name

Change PO Number

Print Invoice Post Charge Pay Invoice Close

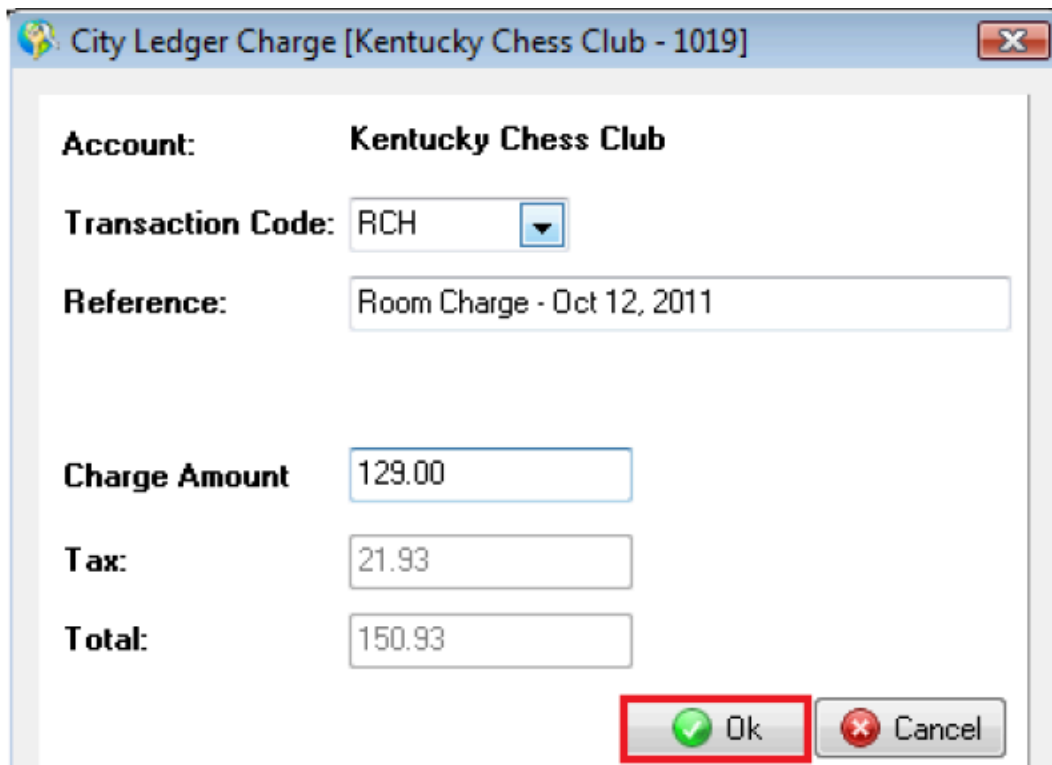
Enter the following information into the charge screen:

- **Transaction Code** – select the appropriate transaction code that corresponds with the charge you are reposting

- **Reference** – allows you to enter additional information regarding the charge
- **Charge Amount** – enter the amount of the posting. Taxes and total will automatically calculate.
- Select “OK” to post the charge

Continue to post all the charges that were reversed in Step 2 and that belonged in the City Ledger.

NOTE: If you need to post several Room Charges you may do a lump sum posting or you may post each charge individually. The decision is up to you!



City Ledger Charge [Kentucky Chess Club - 1019]

Account: Kentucky Chess Club

Transaction Code: RCH

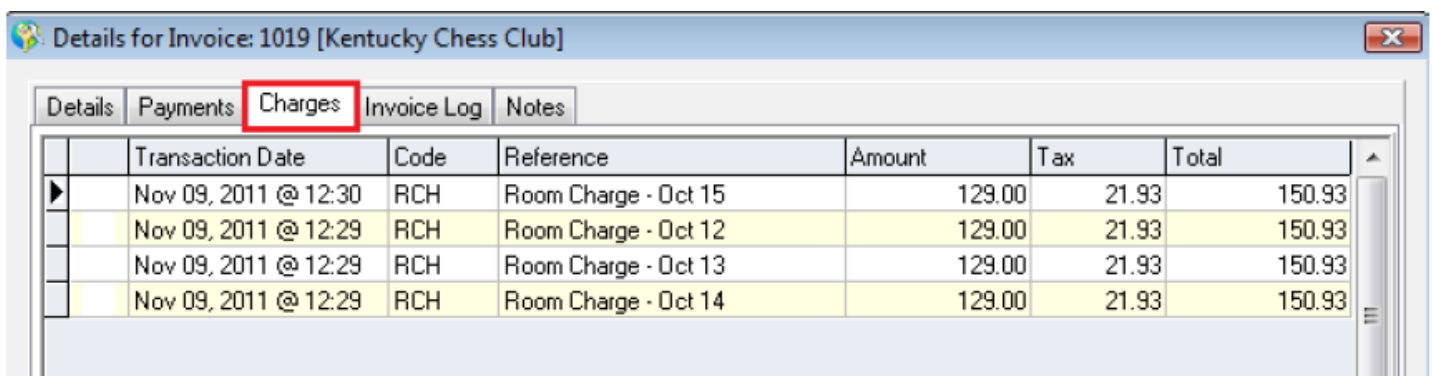
Reference: Room Charge - Oct 12, 2011

Charge Amount: 129.00

Tax: 21.93

Total: 150.93

Once you have posted all charges, they can be viewed under the “Charges” tab. You have now successfully manually transferred the charges from the Guest Folio to the City Ledger.



Details for Invoice: 1019 [Kentucky Chess Club]

Details Payments **Charges** Invoice Log Notes

	Transaction Date	Code	Reference	Amount	Tax	Total
▶	Nov 09, 2011 @ 12:30	RCH	Room Charge - Oct 15	129.00	21.93	150.93
	Nov 09, 2011 @ 12:29	RCH	Room Charge - Oct 12	129.00	21.93	150.93
	Nov 09, 2011 @ 12:29	RCH	Room Charge - Oct 13	129.00	21.93	150.93
	Nov 09, 2011 @ 12:29	RCH	Room Charge - Oct 14	129.00	21.93	150.93