I am a new Night Auditor - How do I get started?

Use the following article links to learn about common Night Auditor tasks and functions in RoomKeyPMS

Login

Use the following articles to learn more about managing a RoomKeyPMS Login:

- How to Log into the PMS
- How to Change my Password
- How to Reset a Clerk ID Password for a User

Recommended Learning

The Night Auditor is an advanced, front of house role that builds upon the skills of a Reservation Agent and Front Desk Agent. Because of this, you should complete the following getting started guides before proceeding:

- I am a new Reservation Agent - How do I get started?
- I am a new Front Desk Agent - How do I get started?

Night Audit

Use the following articles to learn more about night auditor functions and reporting in RoomKeyPMS:

- Night Audit - Introduction
- Understanding the Rollover Period in the PMS

Managing Guests

- Check for Departures Before Midnight
- Arrivals/No Shows Up Until Rollover Period
- Walk-Ins Up Until Rollover Period
- Arrival/No Shows After Rollover Period
- Walk-Ins After Rollover Period

Reporting Tasks

- Credit Card Reconciliation

- [Clerk Audits / Cashier Reports](#)
- [Unbalanced Folios - *Mandatory Task*](#)
- [Essential Accounting Balancing - *Mandatory Task*](#)
- [Addressing No Show Reservations - *Mandatory Task*](#)
- [Verify Calendar - Refreshing the Inventory Calendar](#)

Additional Reporting Tasks

- [Phone System Audit](#)
- [Movie System Audit](#)
- [POS (Point of Sale) Audit](#)
- [Credit Limit Audit](#)
- [Bucket Check](#)
- [Checked Out By City Account](#)
- [Recommended Audit Reports and Packet](#)
- [Night Auditor Clerk Audit and Cash Drop](#)

> 💡 Accessing RoomKeyPMS requires an internet connection. If your internet goes down, you can use the [Smart File Backup](#) button from the Login Page to access emergency reporting