

Unbalanced Folios (Pre Rollover) - *Mandatory Task*

Because most properties will take the daily financial data from the PMS and export it to external Accounting Software, it is essential that the information being exported is accurate and in balance. The following task outlines the steps required to check for folios that are causing discrepancies in the financial records of the PMS.

This task should be completed prior to the set Rollover Time.

One of the main reasons a property may be out of balance can be due to Unbalanced Folios.

There are 2 types of Unbalanced Folios in the PMS:

1. Cancelled Reservations that have a balance
2. Checked out Reservations that have a balance

As Best Practice, it is recommended the Unbalanced Folios report be run every night. This report can be run for a maximum time frame of 1 year backwards from the current date. Based on trends, most properties experience Unbalanced Folios somewhere between 3-6 months in the past, therefore it is recommended that this report is run for it's maximum window of 1 year each time.

The screenshot displays the PMS software interface. The 'Reports' menu is open, and the 'Unbalanced Folios' option is selected. A dialog box is open for configuring the report, with 'Date From' set to 28-Aug-2014 and 'Date To' set to 28-Aug-2015. A red box highlights these date fields. The background shows a list of reservations with columns for Stay, ResID, Rate, Rate code, and Adlt. A red arrow points to a reservation with a rate of \$467.50. The status bar at the bottom indicates 'ADMIN, RSI' and '28-Aug-2015 04:24 PM'.

Stay	ResID	Rate	Rate code	Adlt
39 ...	3	1386	\$300.00	*Best Avail...
39 ...	3	1385	\$400.00	*Best Avail...
39 ...	3	1391	\$467.50	Apple
39 ...	3	1389	Romance ...	
00 ...	3	1381	\$583.33	*Best Avail...
00 ...	3	1382	\$333.33	*Best Avail...
00 ...	3	1380	\$433.33	*Best Avail...
00 ...	3	1383	\$333.33	*Best Avail...
00 ...	3	1379	\$333.33	*Best Avail...

If there are no Unbalanced Folios in the PMS, the following message will appear. This is typically the ideal outcome.



If Unbalanced Folios are found in the system, a report will appear like the one below.

From this report, there are two unbalanced folios in the system.

Unbalanced Folios
28-Aug-2014 - 28-Aug-2015

Res ID	Room #	Guest	Date In	Date Out	Balance
1377	106	Smith, Kelly	18-Aug-2015		-\$115.00
1399	cancelled	Bishop, Holly	28-Aug-2015		-\$383.33
					-\$498.33

Checked Out Reservations with a Balance

From the report, we can see the first folio to investigate belongs to Kelly Smith, Res ID 1377.

Currently it is out of balance by \$115.00. Entering the Res ID into the **Advanced Search (F3)**, we will locate the reservation in question.

1. When looking at the reservation, we can see that it was checked out on August 20th. Since the PMS will not allow a reservation to be checked out without a zero balance, we can deduce that at the time of check-out, the folio was balanced. This indicates that an adjustment was made to the folio after check-out.
2. Looking at the Folio view below, the Adjustment Icon appears to the left of the Room Charge line, indicating that this charge has been adjusted.

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

Walk-In New Res. Reinstate Reservation Reg Card Guest Folio Post Charges Post Payment

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
106	CVK	Smith, Kelly	18-Aug-2015	20-Aug-2015	2	1377	\$300.00	*Best Avail...	2	0

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

20-08-15

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Vouche
1	18-Aug-2015	RCH	Room Charge	\$200.00	\$30.00	\$230.00	
1	20-Aug-2015 03:20	VISA	Check-Out (Payment: VISA)	-\$345.00	\$0.00	-\$345.00	

Summary

Room Charge: **\$200.00**
 Other Charge: **\$0.00**
 Tax: **\$30.00**
 Total: **\$230.00**
 Credits: **-\$345.00**
 Balance: **-\$115.00**
 Credit Limit: **\$445.00**
 Available Credit: **\$560.00**

Now Stay

Guest Info **Folio** ADMIN, RSI 28-Aug-2015 04:43 PM SmartBackup not available

Using the Activity Log (**Operations > Activity Log**) we can see when this reservation was adjusted, and by whom.

If working under the assumption that this charge was adjusted, but the agent forgot to process the refund back to the credit card, we can proceed with fixing the issue by refunding the card. As this is not always the case, in some situations it may be best to first follow up with the individual that posted the adjustment to verify.

Activity Log

Res ID 1377 OR Date User Show Print

Date And Time	Action	Parameters	User	ResID
18-Aug-2015 01:50 PM	Check-In Res		RSI ADMIN	1377
18-Aug-2015 01:50 PM	Create/Modify Res (1)		RSI ADMIN	1377
18-Aug-2015 01:51 PM	Create/Modify Res (2)		RSI ADMIN	1377
20-Aug-2015 03:20 PM	Post Payment		RSI ADMIN	1377
20-Aug-2015 03:20 PM	Check-Out Res		RSI ADMIN	1377
28-Aug-2015 04:35 PM	Post Refund		RSI ADMIN	1377

Tran Number	1
Transaction Date	2015-08-28 16:35:01.290
Folio Number	1
Amount	100.00

For the sake of this example it will be assumed that the agent that posted the adjustment simply forgot to refund the corresponding amount back to the Guest's credit card, therefore it must be corrected to bring the folio back into balance.

When the **"Post Payment"** button is clicked, it will open the Payments box. The **Amount** field will automatically populate with the amount needed to bring the folio back to a zero balance. Double check things like the Folio Number, Credit Card and refund amount are correct, then click **"OK / Exit"** to complete the posting.

The screenshot displays the 'Payments' dialog box in a hotel management system. The dialog box is titled 'Payments' and contains the following information:

- Guest:** Smith, Kelly, Res ID: 1377, Date In: 18-Aug-2015, Date Out: 20-Aug-2015 03:20 PM
- Payment:** Folio: 1 - Kelly Smith, PmtCode: VISA, Reference: Visa, Amount: -115.00

The 'Amount' field is highlighted with a red box and a circled '2'. The 'OK / Exit' button is highlighted with a red box and a circled '3'. The background shows a list of folios and a summary table on the right.

#	Date	TCode	Description	Amount
1	18-Aug-2015	RCH	Room Charge	\$200.00
1	20-Aug-2015 03:...	VISA	Check-Out (Payme	\$0.00
				\$30.00
				\$230.00
				-\$345.00
				-\$115.00
				\$445.00
				\$560.00

Once the posting is complete, review the folio to ensure it is back to a zero balance.

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

Walk-In New Res. Reinst. Reservation Reg Card Guest Folio Post Charges Post Payment

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
504	OVSK	Reid, Eva	31-Jul-2015	20-Aug-201...	20	1368	\$565.92	Expedia N...	2	0
502	OVSK	Greene, Shelley	13-Aug-2015	20-Aug-201...	7	1371	\$583.33	*Best Avail...	2	0
501	OVSK	Barnes, Rachel	13-Aug-2015	20-Aug-201...	7	1372	\$583.33	*Best Avail...	2	0
106	CVK	Smith, Kelly	18-Aug-2015	20-Aug-201...	2	1377	\$300.00	*Best Avail...	2	0
106	CVK	Smith, Richard	17-Aug-2015	17-Aug-201...	0	1376	\$300.00	*Best Avail...	2	0
106	CVK	Brookfield, David	13-Aug-2015	17-Aug-201...	4	1375		*Best Avail...	2	0
9000	HOUSE AC...	Doyle, Robert	04-Aug-2015	13-Aug-201...	9	1369	\$425.00	Manual Rate	2	0
503	OVSK	Duncan, Andy	29-Jul-2015	13-Aug-201...	15	1364	\$653.85	*Best Avail...	2	0

In House Arrivals Departures Reservations **Checked Out** No Shows Cancelled Wait List 28-08-15

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	18-Aug-2015	RCH	Room Charge	\$200.00	\$30.00	\$230.00	
1	20-Aug-2015 03...	VISA	Check-Out (Payment: VI...	-\$345.00	\$0.00	-\$345.00	
1	31-Aug-2015 03...	VISA	Visa	\$115.00	\$0.00	\$115.00	

Summary

Room Charge: **\$200.00**
 Other Charge: **\$0.00**
 Tax: **\$30.00**
 Total: **\$230.00**
 Credits: **-\$230.00**
Balance: \$0.00
 Credit Limit: **\$445.00**
 Available Credit: **\$445.00**

Now Stay

Guest Info Folio

Cancelled Reservations with a Balance

In this example, a reservation for Holly Bishop was cancelled, but left carrying a balance. The balance could be due to a Deposit that was taken at some point. If so, there are two possible fixes. Which fix to use will depend on a property's specific cancellation policy and period:

1. Refund the deposit back to the Guest
2. Post a Cancellation Fee to balance the deposit

There is one other possible situation, which is that a Cancellation Fee was applied at the time of the cancellation, but no corresponding payment was taken. Again, this would depend on a property's specific cancellation policy and period, and in all cases will need to be investigated before any corrective action to the folio is taken.

Unbalanced Folios 28-Aug-2014 - 28-Aug-2015

Res ID	Room #	Guest	Date In	Date Out	Balance
1377	106	Smith, Kelly	18-Aug-2015		-\$115.00
1399	cancelled	Bishop, Holly	28-Aug-2015		-\$383.33
					-\$498.33

Upon reviewing the folio, the reservation in question has a Visa deposit posted to it. Based on the time of the reservation and when the cancellation policy comes into effect, we need to decide whether to refund the deposit, or post a cancellation fee.

The screenshot displays a PMS interface with a menu bar (Front Desk, Transactions, Reservations, Reports, System Configuration, Operations, Export/Import, Search, Help) and a toolbar with icons for Walk-In, New Res., Reinst., Reservation, Confirmation, Guest Folio, Post Charges, and Post Payment. The main window shows reservation details for a room (CVK) named 'Bishop, Holly' with a date in of 28-Aug-2015 and a date out of 31-Aug-2015. The reservation ID is 1399, the rate is \$333.33, and the rate code is '*Best Avail...'. The number of adults is 2 and children is 0. The cancellation number is 38752. A sidebar on the right lists navigation options: In House, Arrivals, Departures, Reservations, Checked Out, No Shows, **Cancelled**, and Wait List. Below the reservation details is a '0 - All Folios' section with a table showing a reservation deposit of \$383.33. To the right of the table is a 'Summary' box with the following values: Room Charge: \$0.00, Other Charge: \$0.00, Tax: \$0.00, Total: \$0.00, Credits: -\$383.33, Balance: -\$383.33, Credit Limit: \$0.00, and Available Credit: \$383.33. At the bottom of the summary box are radio buttons for 'Now' (selected) and 'Stay'.

Room Type	Name	Date In	Date Out	ResID	Rate	Rate code	Adlt	Chld	Cancel#
CVK	Bishop, Holly	28-Aug-2015	31-Aug-2015	1399	\$333.33	*Best Avail...	2	0	38752

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	28-Aug-2015 04...	VISA	Reservation Deposit: VIS...	-\$383.33	\$0.00	-\$383.33	

Summary	
Room Charge:	\$0.00
Other Charge:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Credits:	-\$383.33
Balance:	-\$383.33
Credit Limit:	\$0.00
Available Credit:	\$383.33

Using the Activity Log, (**Operations > Activity Log**) search for the Res ID to bring up the reservation's details.

Here we can see when the Reservation was cancelled, and by whom. Based on this information, the reservation was cancelled on the same day as the Arrival. The policy in effect at this property outlines that reservations cancelled within 24 hours of arrival time will be subject a cancellation fee equal to one night's accommodation. According to this, we must post the cancellation fee to offset the deposit on file.

When a Cancellation Policy is properly configured in the PMS, the system should prompt to post the Cancellation Fee at the time the reservation is cancelled, however it is possible to opt out of this and dismiss that auto-prompt. Based on certain circumstances with some reservations, a manager may make an exception to the cancellation rule and waive the fee. If the situation is unclear on whether to post a fee or process a refund, it may be best to follow up with the person that initially cancelled the reservation, to ensure all the details are clear.

Date And Time	Action	Parameters	User	ResID
28-Aug-2015 04:33 PM	Create/Modify Res (1)		RSI ADMIN	1399
28-Aug-2015 04:34 PM	Create/Modify Res (1)		RSI ADMIN	1399
28-Aug-2015 04:35 PM	Cancel Res		RSI ADMIN	1399

In this example we are going to post the Cancellation Fee, as it was found the agent that cancelled this reservation made a mistake and did not post it.

1. Click "**Post Charges**"
2. Ensure the **Code** and **Amount** fields are correct (**Code** names may vary based on a property's specific configuration)
3. Click "**OK / Exit**"

The screenshot shows the 'Post Charges' dialog box in a hotel management system. The dialog box is titled 'Charges' and contains the following information:

- Guest:**
 - Guest Name: **Bishop, Holly**
 - Resid: **1399**
 - Date In: **28-Aug-2015**
 - Date Out: **31-Aug-2015**
 - Inn ID: **1411140001**
- Charge:**
 - Folio: 1 - Holly Bishop
 - Code: **CANCEL** (highlighted with a red box)
 - Reference: Cancellation Fee
 - Amount: **333.33** (highlighted with a red box)
 - Taxes: 50.00
 - Total: 383.33
 - Voucher: [Empty]

At the bottom of the dialog box, the 'OK / Exit' button is highlighted with a red box. The background shows a table with columns: Room Type, Name, Date In, Date Out, ResID, Rate, Rate code, Adlt, Chld, Cancel#. The current row is: CVK, Bishop, Holly, 28-Aug-2015, 31-Aug-2015, 1399, \$333.33, *Best Avail..., 2, 0, 38752.

Once the posting is complete, review the folio to ensure it is back to a zero balance.

The screenshot shows the 'Folio' view in the hotel management system. The 'Folio' table has columns: #, Date, TCode, Description, Amount, Tax, Total, Voucher. The data is as follows:

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	28-Aug-2015 04...	VISA	Reservation Deposit: VIS...	-\$383.33	\$0.00	-\$383.33	
1	31-Aug-2015 04...	CANC...	Cancellation Fee	\$333.33	\$50.00	\$383.33	

At the bottom of the table, the totals are: -\$50.00, \$50.00, and **\$0.00** (highlighted with a green background). On the right side, the 'Summary' section shows:

- Room Charge: \$0.00
- Other Charge: \$333.33
- Tax: \$50.00
- Total: \$383.33
- Credits: -\$383.33
- Balance: \$0.00** (highlighted with a red box)
- Credit Limit: \$0.00
- Available Credit: \$0.00

The 'Now' radio button is selected at the bottom right of the summary section.

Final Check

When all Unbalanced Folios have been cleared, run the report once more (**Reports > Audits > Unbalanced Folios**). If all folios are back in balance, the following message should appear.

