

How to Check-Out a Reservation

The following article reviews how to check-out a reservation where the guest will be paying for all their own charges, and all the charges are located on Folio 1.

To learn how to check out guests with other billing scenarios (ie: City Account, House Account, Multiple Guests) please refer to the proper section of the Front Office manual:

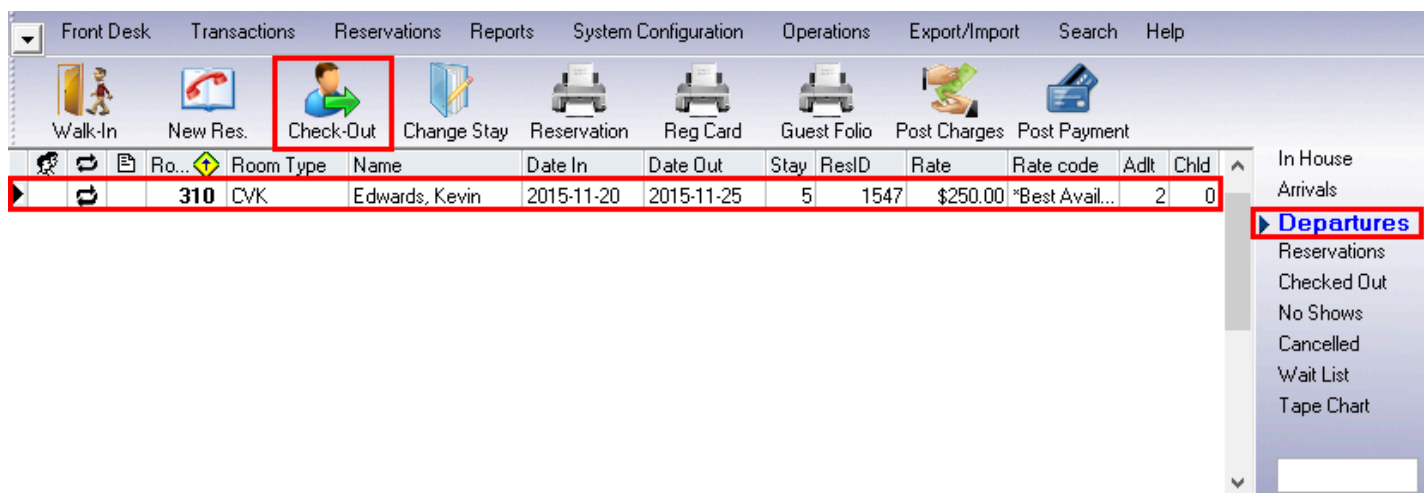
- [How to Check-Out a Reservation to the City Ledger \(ie: Direct Bill\)](#)
- [How to Check-Out a Reservation to a House Account](#)
- [How to Check Out a Reservation when Billing is Split among Multiple Guest Shares](#)
- [How to Check-Out a Reservation with Charge Routing](#)

Checking out a guest infers that the guest will be paying their bill and then leaving the room they are currently staying in.

When checking out a guest, varying scenarios can apply. The guest may be paying for all charges on their folio, or their company may be paying for certain charges, or perhaps there are multiple people in the room, and they all wish to split the bill. To compensate for this, the PMS allows charges to be split into various **Folios**.

- **Folio 0** is a summary of all the folios
- **Folio 1** always belongs to the master guest whose name is the main name on the reservation
- **Folio 2 to 6 and 10+** can be used to separate charges as the guest wishes
- **Folio 7** is not a valid folio in the PMS and therefore is not available as an option
- **Folio 8** is used for charges that will be taken care of by a 3rd party upon check out
- **Folio 9** contains all reversed transactions.

To check out a reservation you must be either on the **In House**, or **Departures** screens. Locate the guest you wish to check-out and click on the reservation (ensure the black arrow is pointing towards the correct guest reservation). Select the **Check-Out** button located at the top of the screen (or select the **F6** Function Key).



The Check-Out screen will appear with a list of folios and their balances located within the reservation that you are checking out. For this reservation there is only one folio, **Folio #1**.

This Folio has:

- Room Charges (**RCH**) totaling \$250.00
- Other Charges (**OthChg**) totaling \$198.99
- **Taxes** totaling \$62.35
- There are no prior Payments (**PMT**) made on the folio, as the amount displayed is \$0.00
- The total **Balance** of the folio is \$511.34

Room **310** Master Guest **Edwards, Kevin**

Folio	Folio Owner	Share	RCH	Oth Chg	Taxes	PMT	Balance	Print	Post pmt here
1	Kevin Edwards	<input type="checkbox"/>	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\$250.00 \$198.99 \$62.35 \$0.00 \$511.34

Room Charges \$250.00

Other Charges \$198.99

Taxes \$62.35

Total \$511.34

Credits \$0.00

Balance **\$511.34**

Payment method

Code **VISA** ☐ Disable on-line processing

Reference

Number *******2257** Authorization

Expiry date **0520**

mm yy

Card holder **Kevin Edwards**

☐ Print master folios

There are three check-boxes in each Folio row:

- **Print** – check this box to print the folio upon checkout

- **Post Pmt Here** – When dealing with a single folio check-out, this box will be automatically checked. When dealing with multiple folio check-outs, check this box to choose which folio to place the payment on (*in multiple folio scenarios, the check-box can only be placed next to one folio at a time*).

Room 310		Master Guest Edwards, Kevin								
Folio	Folio Owner	Share	RCH	Oth Chg	Taxes	PMT	Balance	Print	Post pmt here	
▶ 1	Kevin Edwards	<input type="checkbox"/>	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- **The Last Check-box** – When dealing with a single folio check-out, this box will be checked automatically. When dealing with multiple folio check-outs, check this box to indicate which folios to pay. Based on which folios are selected, the **Balance** will be adjusted to display the new total payment required.

Room 310		Master Guest Edwards, Kevin								
Folio	Folio Owner	Share	RCH	Oth Chg	Taxes	PMT	Balance	Print	Post pmt here	
▶ 1	Kevin Edwards	<input type="checkbox"/>	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34	
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Room Charges	\$250.00
Other Charges	\$198.99
Taxes	\$62.35
Total	\$511.34
Credits	\$0.00
Balance	\$511.34

Payment method
 Code ☐ Disable on-line processing
 Reference
 Number Authorization
 Expiry date
 Card holder

☐ Print master folios

For reservations with a Credit Card on file, the card information will automatically populate here as default.

If the Payment Method is being changed at check-out, use the **Code** drop-down menu to select the proper method of payment.

	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34
--	----------	----------	---------	--------	----------

Room Charges	\$250.00
Other Charges	\$198.99
Taxes	\$62.35
Total	\$511.34
Credits	\$0.00
Balance	\$511.34

Payment method

Code **VISA**

Reference

Number

*****2257

Authorization

Expiry date

0520

mm yy

Card holder

Kevin Edwards

☐ Disable on-line processing

☐ Print master folios

Check Out

Close

Once the Payment Method is correct, proceed by clicking **Check Out**.

Room **310** Master Guest **Edwards, Kevin**

Folio	Folio Owner	Share	RCH	Oth Chg	Taxes	PMT	Balance	Print	Post pmt here
▶ 1	Kevin Edwards	<input type="checkbox"/>	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	\$250.00	\$198.99	\$62.35	\$0.00	\$511.34
--	----------	----------	---------	--------	----------

Room Charges	\$250.00
Other Charges	\$198.99
Taxes	\$62.35
Total	\$511.34
Credits	\$0.00
Balance	\$511.34

Payment method

Code **VISA**

Reference

Number

*****2257

Authorization

Expiry date

0520

mm yy

Card holder

Kevin Edwards

☐ Disable on-line processing

☐ Print master folios

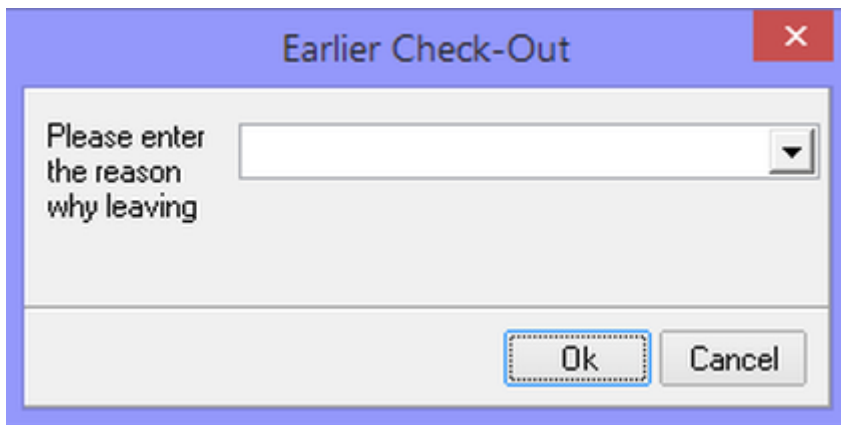
Check Out

Close

If the reservation is an Early Departure, the following box will appear asking you to select a reason for the early departure from the drop down menu provided. Once a reason has been selected, select "OK" to continue with the checkout.

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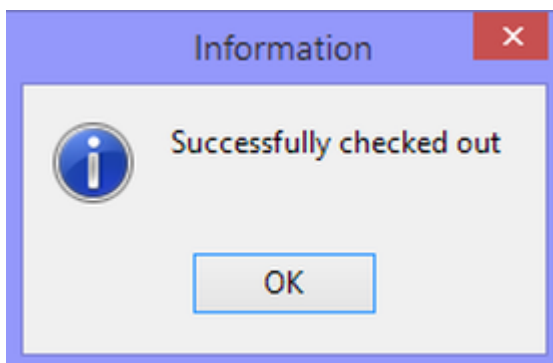
Earlier Check-Out

Please enter the reason why leaving

Ok Cancel

This is a screenshot of a software dialog box titled "Earlier Check-Out". It has a blue header bar with a red close button (X) in the top right corner. The main area is light gray and contains the text "Please enter the reason why leaving" followed by a text input field. Below the input field, there are two buttons: "Ok" and "Cancel". The "Ok" button is highlighted with a blue dashed border.

Once the reservation is checked out, a message will appear to let you know the checkout was successful.



Information

Successfully checked out

OK

This is a screenshot of a software dialog box titled "Information". It has a blue header bar with a red close button (X) in the top right corner. The main area is light gray and contains a blue information icon (i) on the left and the text "Successfully checked out" on the right. Below the text, there is a single button labeled "OK".

The reservation will now be moved to the **Checked Out** screen.

Here we can see that Mr. Edwards' reservation is now checked out and that the Visa Payment has been applied to his folio. The balance on his folio is now 0.

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

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

Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Rate code	Adlt	Child
310	CVK	Edwards, Kevin	2015-11-20	2015-11-25 ...	5	1547	\$250.00	*Best Avail...	2	0
309	CVK	Epperson, Steve	2015-11-20	2015-11-25 ...	5	1546	\$250.00	*Best Avail...	2	0
307	CVK	Ewing, Janice	2015-11-20	2015-11-25 ...	5	1544	\$250.00	*Best Avail...	2	0
211	OVQQ	Norris, Rob	2015-11-20	2015-11-25 ...	5	1562	\$245.00	Group Rate	2	0
208	CVK	Ellis, Jason	2015-11-20	2015-11-25 ...	5	1543	\$250.00	*Best Avail...	2	0
207	CVK	Scott, William	2015-11-20	2015-11-25 ...	5	1542	\$250.00	*Best Avail...	2	0
206	CVK	Sanchez, Amanda	2015-11-20	2015-11-25 ...	5	1541	\$200.00	*Best Avail...	2	0
115	OVQQ	Gergich, Gary	2015-11-18	2015-11-25 ...	7	1519		BB Test	2	0
108	CVK	Wallace, Keith	2015-11-18	2015-11-25 ...	7	1515		*Best Avail...	2	0
107	CVK	Sierra, Timothy	2015-11-18	2015-11-25 ...	7	1513		*Best Avail...	2	0

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

20-11-15

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	2015-11-20	RCH	Room Charge	\$250.00	\$37.50	\$287.50	
1	2015-11-25 3:2...	HORSE	Horseback Rides	\$48.99	\$7.35	\$56.34	
1	2015-11-25 3:2...	GFEE	Golf Green Fees	\$100.00	\$15.00	\$115.00	
1	2015-11-25 3:2...	BREA...	Breakfast Package	\$50.00	\$2.50	\$52.50	
1	2015-11-25 4:1...	VISA	Check-Out (Payment: VI...	-\$511.34	\$0.00	-\$511.34	

Summary

Room Charge: **\$250.00**
 Other Charge: **\$198.99**
 Tax: **\$62.35**
 Total: **\$511.34**
 Credits: **-\$511.34**
 Balance: **\$0.00**
 Credit Limit: **\$387.50**
 Available Credit: **\$387.50**

Now Stay

Guest Info Folio ADMIN, RSI 25-Nov-2015 04:11 PM SmartBackup not available