

How to Post a Deposit

In this article we will learn how to post a Deposit.

Post Deposit box in a new Reservation

If the PMS is setup to take a deposit automatically at the time of reservation, you will notice during the reservation process that the “Post Deposit” box will be checked and the amount required as a deposit will appear next to the “Amount” box.

The screenshot shows the 'Reservation - NEW' form. At the top, there are client details and rates: Client Type (LEISURE), Room (RCH), Charge Arrival (27-May-2020), Departure (28-May-2020), Nights (1), C/OTime (11:00), Adults (2), Child (0). Rates include Rate (\$150.00), Taxes (\$7.50), Other (\$0.00), and Total (\$157.50). On the right, there are checkboxes for 'Guarantee' (checked) and 'Wait List'. Below the main details, there are tabs for 'Guest Data' (selected) and 'Custom Data'. Under 'Guest Data', there are sections for 'Main Address' and 'Second Address' with fields for First Name, Last Name, Address, Zip, City, State, Country, Nationality, P/O Number, Telephone, Mobile, E-mail, Loyalty, and checkboxes for Opt into Marketing Campaigns, Accept General Email, and VIP. In the 'Guest Data' section, there is a field 'Post Deposit:' with a checked checkbox and an amount of '157.50'. To the right of this field is a 'Payment method' section with fields for Card Type, Number, Expiry Date (MM YY), Auth, and Card Holder, along with a 'Credit Cards' button. On the far right, there are 'Room Number' dropdowns for 'Enable' and 'Lockoff', and buttons for 'OK' and 'Cancel'.

Deposit will appear in folio

Once the reservation is created, the deposit will appear on the Guest Folio.

0 - All Folios							Summary		
	Date	TCode	Description	Amount	Tax	Total	Voucher	Room Charge:	\$0.00
>	1 20-May-2020 11:21 AM	VISA	Reservation Deposit: VISA	-\$157.50	\$0.00	-\$157.50		Other Charges:	\$0.00
Now <input checked="" type="radio"/> Stay <input type="radio"/>									

Pre-set Policy options for your Hotel

The amount required for the deposit will depend on how Management has setup the Policy Settings in your PMS (System Configuration -> Policy). The deposit may be:

- Based on a specific number of nights room + tax
- Based on a percentage of the total room + tax for the guests stay
- A specific, fixed amount
- Based on the 1st nights room + tax plus the cost of any Guest Services attached to the booking

**Please speak to your Manager to learn more about how your PMS Deposit Policy is setup.

If your Hotel does not automatically take Deposits at the time of Booking

If RoomKey is not setup to automatically take a Deposit at the time of reservation, but you need to post a deposit on a specific guest reservation, then the "Post Payment" button may be used at this time.

The screenshot shows the RoomKeyPMS software interface. At the top, there's a menu bar with options like Front Desk, Transactions, Reservations, Reports, System Configuration, Operations, Export/Import, Search, and Help. Below the menu is a toolbar with icons for Walk-In, New Res., Change Res., Cancel, Reservation, Confirmation, Guest Folio, Post Charges, and Post Payment. The 'Post Payment' icon is highlighted with a red box. The main area displays a grid of guest reservations with columns for Room Type, Name, Date In, Date Out, Stay, ResID, Rate, Adlt, Child, and Rate code. To the right of the grid is a sidebar with links: In-House, Arrivals, Departures, Reservations (which is selected and highlighted in pink), Checked Out, No-Shows, Cancelled, Wait List, and Tape Chart. A date selector at the bottom of the sidebar shows '20-05-20'. Below the grid, there are two tabs: 'Guest Info' and 'Folio'. The 'Guest Info' tab is active and shows detailed guest information for Bryan Murdock, including title (Mr.), first name (Bryan), last name (Murdock), street address (3403 Valley Drive), city (Philadelphia), state (Pennsylvania), country (United States), zip (19103), telephone (267-354-1666), mobile (Mobile), and email (E-mail: BryanFMurdock@rhyta.com). It also includes sections for Client Type (Leisure), Rate Code (*Best Available Rate), Source, Vehicle License, Card Type (VISA), Expiry (mm/yy) (05 /22), Card Number (*****0157), Card Holder (Bryan F. Murdock), and Travel Agency. There are also sections for Guarantee to Credit Card and Guest Note (Birthday Nov. 24) and Reservation note.

How to post payment on an existing Reservation

First, locate the guest reservation where you need to post the deposit using the F3 Search Key or your Advance Search feature. Once you have located the guest reservation, select the "Post Payment" button at the top of your screen. If the guest has a credit card on file, the Payments box will pre-populate with the guests credit card information.

NOTE: If the guest does not have a credit card currently on file, you may manually enter the credit card details by first selecting the correct PmtCode Transaction Code(ie: Visa, Mastercard, etc...) and then entering the credit card details. Ensure to check the "Post CC Info into Guest Profile" so the credit card information entered is then attached to the Guest Profile for future reservations.

Payments

Guest

Guest Name Murdock, Bryan
Res ID 1036
Date In 14-Jun-2020
Date Out 15-Jun-2020

Payment

Folio	1 - Bryan Murdock
PmtCode	VISA
Reference	VISA

Card # 4716051072460157 Authorization

Expiry date 05-22 MM / YY

Card Holder Bryan F. Murdock

Amount Currencies

Enter amount for the Deposit

Enter the amount needed for the deposit into the “Amount” box below and select “OK/Exit” to post the deposit to the Guest Folio.

Guest Info		Folio						Summary	
0 - All Folios		Refresh	Select	Move					
	#	Date	TCode	Description	Amount	Tax	Total	Voucher	
>	1	20-May-2020 11:31 AM	VISA	Payment: VISA	-\$168.00	\$0.00	-\$168.00		

Room Charge: \$0.00
 Other Charges: \$0.00
 Tax: \$0.00
 Total: \$0.00

Credits: -\$168.00
 Balance: -\$168.00
 Credit Limit: \$0.00
 Available: \$168.00

Now Stay