

DATA FLOW

Groups—Group pays room and tax charges

Group is set up.
Rooms are blocked or soft blocked.
Deposit goes to group master folio.
Individual reservations are made
Group checks in.
Room and tax charges post to master folio.
Packages post to master folio.
Incidentals post to guest folio.
Charges may be transferred to master folio.
Guests check out.
Guests pay for incidentals.
Master pays balance or DB is posted.

Individuals (no group) with reservations

Guests make reservations.
Advance deposit is posted to reservation.
Guest checks in.
Guest prepays or credit card is preauthorized.
Room and tax charges post to guest folio.
Auto-post charges post to guest folio.
Incidental charges post to guest folio.
Guest checks out.
Guest pays folio balance or DB is posted.

Hotel Ledgers

Payments, including advance deposits, decrease guest ledger. Charges will increase guest ledger. Adjustments may increase or decrease the ledger balance.

The Guest Trial Balance for all folios will print the ledger balance.

Guest Ledger = The sum of all folios.

Folios include:
*Guest Folios
Advance Deposits
POS Masters
Group Masters
All other Masters*

Groups—Individuals pay room & tax charges

Group is set up.
Rooms are blocked or soft blocked.
Individual reservations are made.
Advance deposits are posted to each reservation.
Guests check in (as a group or individually).
Guests prepay or credit cards are preauthorized.
Room and tax charges post to guest folios.
Auto-post item post to guest folios.
Incidental charges post to guest folios.
Guest checks out.
Guest pays folio balance.

Individuals (no group) as walk-ins

Guests are checked in.
Guest prepays or credit card is preauthorized.
All charges post to guest folio.
Guest checks out.
Guest pays folio balance or DB is posted.

Guest Profile:

Selected or created with reservation
Selected or created at check-in
Selected or created with Dining Reservations
Selected from People/Profile for inquiries.

Inventory Control

Items sold through POS will reduce the inventory quantity.
Items voided may or may not reduce inventory.
Void setup determines whether inventory is reduced.

Point of Sale

Table is selected for fine dining.
Check is opened.
Items are entered.
Check is closed to payment, room charge, or account charge.

All charges and payments post to POS master folio.
POS master folio should always have a zero balance after each check is closed.
Clearing charges such as REST should have a zero balance on the Hotel charge journal & recaps.
Room charges and account charges post to guest or master folios. Payment will be posted at front desk.

City Ledger

Direct Bill payments (DB) will post as charges to the selected customers in city ledger.
Guest ledger balance is decreased; city ledger balance is increased.
A/R charges in Execu/Touch POS (Stand-alone only) post to city ledger.
Customer payments are processed in city ledger. City ledger balance is reduced. Guest ledger balance is unaffected.