



Execu/Tech Systems Direct Bill/City Ledger User Guide

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Direct Bill in the hotel industry refers to a transfer of guest charges from the guest folio to a customer account for collection of payment at a later time. **City Ledger** is a hotel accounting term which refers to accounts receivable records typically maintained and processed in the back office rather than in the front office.

This document will guide you through setup and procedures for processing your direct bill guests and events.

What is a ledger, anyway?

Guest Ledger contains folios. The Guest Ledger balance is the sum of all folios. This ledger is considered to be the Front Office or Front of the House ledger. If you receive advance deposits or if guests pay in advance, your guest ledger typically will have a credit balance. If your guests accrue charges which are paid at check-out, then your ledger typically will have a debit balance. For your guests whose charges will be paid by a company or entity to which you'll send a statement for collection, the charges will then transfer from Guest Ledger to City Ledger. You'll set up and process accounts to Direct Bill. You'll handle wholesalers through Direct Bill. You can handle your "waiting for payment" guests with City Ledger.

A ledger is a "book" of accounts to which debits and credits have been posted. Hotel accounting includes City Ledger and Guest Ledger. Back Office is where you'll find General Ledger which is discussed in your Back Office user guide.



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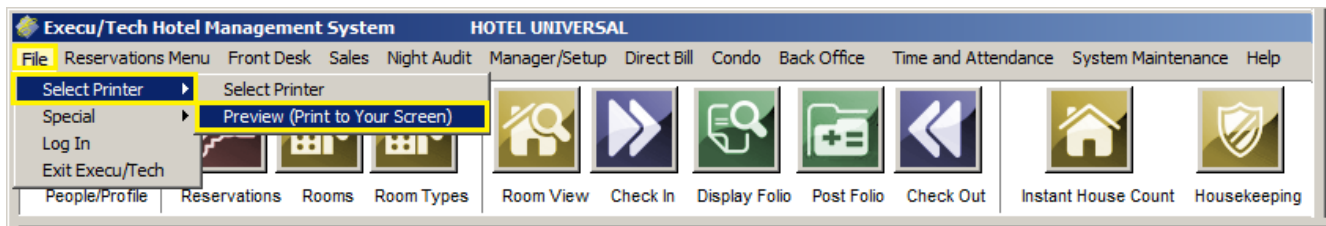
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GENERAL INFORMATION

- This document is meant to be a general guide to using Execu/Tech's Direct Bill/City Ledger Accounts Receivable system. Execu/Tech Systems does not offer accounting instruction, guidance, or advice of any kind. Please consult your certified accountant if you need assistance in understanding city ledger, direct billing, accounts receivables, hotel accounting protocols.
- To display reports before printing, go to File > select printer > Preview (Print to your Screen):



- Once you've started entering Open Item Payments, don't try to escape out of the screen. This can cause the customer's account to get out of balance. You should always continue through the **OK** prompt. If you've made an error, simply answer N at one of the OK prompts and start over. When you answer Y at the second **OK** prompt, you've finished the transaction. Your cursor will return to the Customer Code field so that you can post your next payment.
- The customer's balance on the Customer Detail Report and the Open Item Statement should be the same. Also, the customer's balance on the Display Account Detail screen and the Enter Open Item payments screen should be the same. They can get out of balance in two ways: you escaped out of the open item payment screen prior to finishing (see above note); or your network connection was lost at a critical moment. If an account is out of balance, you can correct it by following the directions on the document, [AR-Fixing out of balance accounts.pdf](#) or go to <http://www.execu-tech.com/support.aspx> and select Technical Document Library.
- If you would like to purchase Execu/Tech's Direct Billing training DVD, on-site training, or remote training, please email support@execu-tech.com or phone 850-747-0581.



SETUP

Direct Bill / City Ledger Control File Set-up

- **Statement Messages** Select this option to add or change the default message that prints on customer statements. You can create up to five messages: for current accounts, for 30-day-old accounts, for 60-day-old accounts, for 90-day-old accounts, and for 120-day-old accounts.
- **Transaction Codes** This is where you go to set up codes for each transaction. T is a required code and should already exist unless you removed it. (T represents charges transferred from Guest Ledger at night audit for each DB payment type posted to a folio.) Each code may have up to four characters and the description may be up to 30 characters. Leave "Unit" blank. You do not need to fill in the GL information unless you're using Back Office. (If you are using Back Office, leave the GL fields blank for transaction code T since this GL entries will be created from front desk at night audit.) "Fixed amount" is optional.
- **Invoice Distribution Codes** These codes are not used for Direct Bill transactions. You don't need them and shouldn't use them unless advised by Execu/Tech.
- **Data Dictionary** This is where you can add certain additional fields to the [Customer Setup](#) screen.

-----STANDARD-----		*-----USER DEFINED-----*		
NAME	DESCRIPTION	NAME	DESCRIPTION	ITEM SEQ
1. NAME	CUSTOMER NAME.....	1. CONTACT	CONTACT NAME.....	01 01
		2. FAX	FAX NUMBER	03 02
		3.		00 03
		4.		00 04
		5.		00 05
		6.		00 06
		7.		00 07
		8.		00 08
		9.		00 09
		10.		00 10
		11.		00 11
		12.		00 12
		13.		00 13
ITEMS: 1-2: 20 ch. alpha 10-11: 7 ch. num.				
3-4: 10 ch. alpha 12-13: \$ amount Ok? Y (Yes, (1-13)				
5-9: 2 ch. alpha				

You can add up to 13 additional items. Items 1 and 2 are 20-character alpha fields; items 3 and 4 are 10 character alpha fields, etc. Alpha fields can be used for numbers as well as long as they're used as text and not calculations. NAME is the name for that field. This will be used in the Report Generator. DESCRIPTION is what will appear on the customer setup screen. ITEM is one of the 13 item choices listed at bottom left. SEQ is the sequence in which you want the item to list on the customer setup screen. You cannot move an item once you've added it but you can delete it by typing DELETE in the Name column for that item.



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- **Parameter Record** Enter 01 for “G/L Company”. You only need to fill out “G/L Terminal” if you’re using Back Office. This refers to the terminal to which you want to send the GL transactions created from city ledger. Otherwise, leave this at 1. Leave “Member Billing” blank unless advised by Execu/Tech. Fields 4-6 can be filled in as you wish, but typically are not used in hotel accounting. Answer **Y** to “Allow open item?” Answer **N** to “Allow balance forward?”
- **Rebuild Name Cross Reference** Only do this when advised by Execu/Tech.

Direct Bill / City Ledger Customer Setup

- Go to Customer Processing > Set up customers.
- Enter a valid customer code, up to 10 characters. This is the code which the Front Desk and Reservations staff will use when entering an account code for DB payment guests. Enter the customer name and address as you would like them to print on statements. Enter a 10-digit phone number with no punctuation. For Account type, enter the letter **O**. For Active account, enter **Y** or **N** depending upon whether this account will be used for direct bill customer processing. Answer **Y** or **N** to charge late fees. Late fees typically are not charged. If you wish you can enter the email address and contact name for this account. When you’re finished, click Save.
- You can add additional fields to the customer screen by using the [Data Dictionary](#).

Hotel Premium™ and Execu/Suite™ Manager/Hotel Control File Settings

- **Parameter Record** On the right side of your screen, the second field reads “General ledger/ A/R Update terminal (1-8)”. Enter the terminal number for the computer that will receive the direct bill transactions that are created at night audit. The DB transactions transferred from Guest Ledger to City Ledger will go to this designated terminal so that the A/R person can process them. To find out the computer’s Execu/Tech terminal number, look at the bottom of your Execu/Tech screen. You’ll see Terminal: XX with XX being the number. You’ll use only the second number. If the terminal number is higher than 08, contact Execu/Tech for assistance.
- **Parameter Record – Print Options** Click the Print Options button at the bottom of the Parameter Record screen. In the field for “Balance to print on DB folios” you should enter **F**.
- **Payment Codes** You need the Hotel payment code DB. The description is Direct Bill. You don’t need to fill in the General Ledger information unless you’re using Back Office. If you’re using an Execu/Tech interface to another accounting system, consult your Execu/Tech documentation for the interface parameters. Fields 5 and 6 are optional. Field 7 is **N**. Leave fields 8-11 blank. Field 12, “Allow comment entry” refers to allowing a comment to be entered when a DB payment is posted at Front Desk. Field 13, “Display item?” should be set to **Y** unless you don’t want your Front Desk and Reservations staff to use it.



PROCEDURES

Hotel and Execu/Suite Procedures – Individual Guest Folios

- **Reservations:** The **Guarantee Code** should be **DB**. The **Account no.** will be the direct bill account code for this customer. If you don't know the account code, type **L** in the "Account no." field to look up the customer by name. If the guest is to pay his/her own incidental charges, answer **Y** to **Split Folio**.
- **Front Desk – Check in:** On the check-in screen the **Type payment** should be **DB**. The credit limit is up to you. This can be established per guest or you can establish a policy through the DB payment code setup in the Manager Hotel Control Files setup menu. **Account no.** will be the direct bill account code for this customer. If you don't know the account code, type **L** in the "Account no." field to look up the customer by name. If the guest is to pay his/her own incidental charges, answer **Y** to **Split Folio**. Enter the appropriate payment code and credit limit for the secondary folio.
- **Front Desk – Check out:** Go to Check Out and enter the room number to be checked out. You'll be taken automatically to the Post charges/payments screen. The **code** should be **DB**. This will be the default if DB was the code entered at reservation and check-in. Press <Enter>. **Reference** will be the customer code. Press <Enter> through the comment field. The amount will be the folio balance to be charged to this Direct Bill customer. This amount will automatically populate the Amount field. Simply press <Enter> to continue. If you wish to enter a different amount, you may do so. You'll need to apply a charge or payment code to the remaining balance if the full balance is not charged to the DB customer. If the guest has a secondary folio, you will need to zero this folio as well with the appropriate payment code.
- **Night Audit:** One of the steps after Night Audit Reorganize is "Create Gen Ledger/ Direct Bill Postings". When this is done, transactions will be generated in City Ledger for the DB postings done that day. Each DB posted for each customer in front desk will post a **T** charge in the appropriate customer's account. This happens behind the scenes. Nothing will print. NOTE: Do this step only once per day.

Hotel and Execu/Suite Procedures – Groups and Master Folios

- **Group Setup:** Go to Reservations Menu > Reservations Operations > Enter/ Change Group. Click/Check "Apply master folio to reservation" if you want the group's guests' room and tax charges to be paid by the group/company's account. Click/check "Create master folio automatically". Fill in the group information as usual. Enter **DB** for **Type payment** and enter the customer code for **Account #**.
- **Reservations:** When prompted, enter the group code for each reservation. The **Guarantee Code** should be **DB**. The **Account no.** will be the direct bill account code for this customer. If you don't know the account code, type **L** in the "Account no." field to look up the customer by name. If the guest is to pay his/her own incidental charges, answer **Y** to **Split Folio**. Enter the appropriate payment code and credit limit for the secondary folio.
- **Front Desk – Check in:** On the check-in screen the **Type payment** should be **DB**. The credit limit is up to you. This can be established per guest or you can establish a policy through the DB payment code setup in the Manager Hotel Control Files setup menu. **Account no.** will be the direct bill account code for this customer. If you don't know the account code, type **L** in the "Account no." field to look up the customer



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by name. If the guest is to pay his/her own incidental charges, answer **Y** to **Split Folio**. Enter the appropriate payment code and credit limit for the secondary folio.

- **Front Desk – Check out:** Go to Check Out and enter the room number to be checked out. If the guest has a secondary folio with a balance, you'll be taken automatically to the Post charges/payments screen. The **code** should be the payment code for the secondary (incidental) folio. Process the check-out as usual.
- **Close the Master Folio:** Once the guests have checked out and all appropriate charges have been posted to the master folio, close the master folio. Go to Check Out > Close Master Folio and enter the folio number. The payment code will be **DB**.
- **Night Audit:** It's a good idea for the night auditor to keep an eye on group master folios to make sure charges are being posted according to your wishes. One of the steps after Night Audit Reorganize is "Create Gen Ledger/ Direct Bill Postings". When this is done, transactions will be generated in City Ledger for the DB postings done that day. Each DB posted for each customer in front desk will post a **T** charge in the appropriate customer's account. This happens behind the scenes. Nothing will print. NOTE: Do this step only once per day.

NOTE: Adjustments and corrections should be done within a folio at Front Desk rather than within the Direct Bill customer account. This way, everything will stay in balance. If the guest has already checked out, you can open a master folio for the correction. Make the correction, and then make the appropriate DB payment to zero out the folio. Then when the Night Auditor runs "Create Gen Ledger / Direct Bill Postings" the appropriated transaction will post to the customer's account.

DB is a *payment* type to a folio in the front office. However, the transaction is a *charge* to the customer's account. The charges are transferred from *guest ledger* to *city ledger* and are still due.

Direct Bill Procedures

- **Print and Update Transaction Batch** Each transaction generated from Night Audit for DB payments will appear in a batch on the terminal designated in the [Parameter Record](#). To review the batch prior to updating it, then answer **No** to "Do you wish to update batch XXX now?" You can print the batch without updating it, and then print it again answering **Yes** to update after you've reviewed it. You also can review the batch on your screen by going to [Enter Transactions](#). In addition to updating the night audit-generated transactions, you need to update any manual entries you post. A sample batch printout is on [Page 13](#).
- **Enter transactions** Go to Direct Bill > Customer Processing > Enter transactions to view your current batch or to enter new transactions. The preferred method of making corrections or adjustments is to post them into a folio at Front Desk and then posting a DB code into the folio. However, there may be circumstances in which to post charges directly into City Ledger. After you select "Enter transactions" a new window will open. Any items in the current (not updated) batch will display. In the illustration below, the first three items were [transferred from guest ledger](#). The fourth item was manually posted. You'll notice that the fourth item is a credit. Again, you should post this type of correction or adjustment in front desk, but if



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you wish to post it directly into city ledger, this is the proper way. The first column is the **Customer** code. Press <Tab> to advance from field to field. **Type** will be C for Charge or A for Adjustment. **Code** will be one of the [transaction codes](#) you set up in the city ledger control files. Enter the **Amount**. **Reference**, on items generated at Night Audit, will be the folio number followed by the transaction sequence for that folio. **Comment** will be the room number followed by the guest name. On transactions you post manually, you may enter a Reference and Comment of your choosing. When you get to the **OK** column, make sure to press <Tab> again to save the entry. Your cursor will move to the next line. When you're finished, simply select **Exit** at the top left of your window. If you wish, you may return to the batch to review your entries. If you've made an error in a manual posting, you may change the incorrect item. However, you cannot change a customer code once it has been entered. You must delete the line and re-enter it. If you see an error in a transaction that was transferred from front desk, the correction should be made in the folio and then a DB payment posted to offset it. When you're finished, remember to [update your batch](#).

BATCH: 00004
TERMINAL: 1

Seq	Customer	Type	Date	Code	Amount	Reference	Comment	OK
1	ABC	C	102908	T	110.00	01007-0001	207 -KNIGHT, KAREN	
2	ABC	C	102908	T	110.00	01008-0001	209 -SMITH, SARAH	
3	ABC	C	102908	T	110.00	01012-0001	214 -DOUGLAS, DAVID	
4	ABC	C	102908	T	-110.00	01012-0001	214 -DOUGLAS, D/CRED	Y

- **Display account detail** To view a customer's account detail, go to Direct Bill > Customer Processing > Display account detail. You may view unpaid invoices only or all activity. You'll be prompted for a beginning date. Enter the date in the following format: MMDDYY or select the date from the calendar. To view all activity regardless of date, press <Enter> or click OK at the date prompt.

DISPLAY ACCOUNT DETAIL HOTEL UNIVERSAL

Customer code: ABC
Name: ABC COMPANY
Address: 222 MAIN ST
ATLANTA, GA 40222
Phone: -----

Date first entered:
Date last activity: 5/17/90
Date last payment: 10/30/08

DATE	TYPE	REFERENCE	CODE	COMMENT	AMOUNT	PAID
10/29/08	CHGE	01007-0001	T	207 -KNIGHT, KAREN	110.00	110.00
10/29/08	CHGE	01008-0001	T	209 -SMITH, SARAH	110.00	110.00
10/29/08	CHGE	01012-0001	T	214 -DOUGLAS, DAVI	110.00	.00
10/29/08	CHGE	01012-0001	T	214 -DOUGLAS, D/CR	110.00-	.00
10/30/08	PMT		P	PAYMENT	220.00-	
				Balance Due:	160.00-	



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The amount of the payment applied to invoices will display in the **Applied** field at top left and any amount unapplied will display in the **Unapplied** field. The full payment must be applied. If all invoices have been selected and there's still an unapplied amount, you should apply the remainder to an existing invoice even if that invoice becomes [overpaid](#). When the payment has been fully applied press <Enter>. Your cursor will move to the **OK** prompt at the bottom of the screen. Press <Enter> if everything is correct. Your cursor will then move to Customer Code so that you can process the next payment. If you're finished, simply click Exit or hit <Esc> on your keyboard. If the information is incorrect or if you've made an error simply answer **N** at the **OK** prompt. You'll return to the Customer Code field and you can begin again.

[illegible]

When you're finished, remember to [update your batch](#).



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- **Payment on items including a credit invoice:** Go to Direct Bill > Customer Processing > Enter Open Item Payments. Enter the Customer code. Each open item will display. Open items are all items/invoices that are unpaid, partially paid, or overpaid. Enter the payment date. Enter a valid payment code from the [transaction codes](#) you set up in the control record or type / to process a credit card through Shift4. For reference you may put a check number or reference of your choice. However, if you re processing a credit card transaction through Shift4 leave the reference field blank. Enter the amount of the payment. Press <Enter>. Your cursor will move to “Invoice/seq to pay”. At this time, click ONLY the credit invoice. If there is more than one credit invoice to apply to this payment, you must select each one separately.

[illegible]

The invoice you select will turn blue, as shown in the illustration above. Return your cursor to “Invoice/Seq to pay” and click once. Your cursor will then move to “Amount to pay this invoice”. Press <Enter>. Your cursor will then move to the first **OK** prompt which defaults to **Y**. Press <Enter> again. The line will turn red and your cursor will return to “Invoice/seq to pay”.



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After you press <Enter> at the first **OK** prompt the line (invoice) you select will turn red and your cursor will return to "Invoice/seq to pay".

[illegible]

Remember to select each credit invoice one at a time, processing each as shown. Once you have selected each credit invoice for this payment, you can now select the rest of the invoices to apply. You can select them all at once, either by clicking each or by clicking the first one and dragging the mouse to the last one. Once you've selected the remaining invoices, click in the "Invoice/seq to pay" field. The items will turn red. Continue as shown on [Page 10](#). When you're finished, remember to [update your batch](#).



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- **Partial payment on invoices:** Go to Direct Bill > Customer Processing > Enter Open Item Payments. Enter the Customer code. Each open item will display. Open items are all items/invoices that are unpaid, partially paid, or overpaid. Enter the payment date. Enter a valid payment code from the [transaction codes](#) you set up in the control record or type / to process a credit card through Shift4. For reference you may put a check number or reference of your choice. However, if you re processing a credit card transaction through Shift4 leave the reference field blank. Enter the amount of the payment. Do not enter the invoice amount; enter the amount that the customer is paying. Press <Enter>. Your cursor will move to "Invoice/seq to pay". Select the invoice or invoices for this payment. Continue as shown on [Page 10](#). If you're paying more than one invoice, you can select each invoice one at a time, applying payment to each, or you can simply select them all at once and let them system apply payment beginning with the first one selected and continuing until the payment has been fully applied. The partially paid invoice(s) will continue to show as Open or unpaid until full payment has been applied. When you're finished, remember to [update your batch](#).
- **Over payment on invoices:** Go to Direct Bill > Customer Processing > Enter Open Item Payments. Enter the Customer code. Each open item will display. Open items are all items/invoices that are unpaid, partially paid, or overpaid. Enter the payment date. Enter a valid payment code from the [transaction codes](#) you set up in the control record or type / to process a credit card through Shift4. For reference you may put a check number or reference of your choice. However, if you re processing a credit card transaction through Shift4 leave the reference field blank. Enter the amount of the payment. Do not enter the invoice amount; enter the amount that the customer is paying. Press <Enter>. Your cursor will move to "Invoice/seq to pay". Select the invoice or invoices for this payment. Continue as shown on [Page 10](#). If you're paying more than one invoice, you can select each invoice one at a time, applying payment to each, or you can simply select them all at once and let them system apply payment beginning with the first one selected. Make sure to look at the top left for the **Unapplied** amount. You will need to fully apply all of the payment. If the payment is more than invoices, you will need to overpay an invoice by applying the unapplied amount to an invoice. The overpaid invoice(s) will continue to show as Open or unpaid until full payment has been applied. When you're finished, remember to [update your batch](#).
- **Redistributing payment to invoices:** If the customer has a zero balance but invoices are still open, you'll need to redistribute payment. Go to Direct Bill > Customer Processing > Enter Open Item Payments. Enter the Customer code. Each open item will display. Open items are all items/invoices that are unpaid, partially paid, or overpaid. Enter the payment date. The payment code doesn't matter since you're not actually receiving money but this is a required field. You can enter **P** or **CK** for example. The payment amount will be 00.00 (zero). Press <Enter>. Your cursor will move to "Invoice/seq to pay". If there are any credit invoices, pay those first, as shown on [Page 12](#). If you're redistributing payment for over- and underpaid invoices, process them as shown on this page. You need to fully apply all of the payment. You'll use this method for applying payment to credit invoices and their corresponding original invoices. When you're finished, remember to [update your batch](#).



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- **Applying payment to credit invoices:** If the customer has a zero balance but invoices are still open, you'll need to redistribute payment. This is discussed in the previous section, Go to Direct Bill > Customer Processing > Enter Open Item Payments. Enter the Customer code. Each open item will display. Open items are all items/invoices that are unpaid, partially paid, or overpaid. Enter the payment date. The payment code doesn't matter since you're not actually receiving money but this is a required field. You can enter **P** or **CK** for example. The payment amount will be 00.00 (zero). Press <Enter>. Your cursor will move to "Invoice/seq to pay". You must apply payment to credit invoices as shown on [Page 12](#). If you're redistributing payment for over- and underpaid invoices, process them as shown in [Page 14](#). You will need to fully apply all of the payment.

[illegible]

In the above illustration, the customer has an original invoice and a credit invoice in the same amount. These will continue to show up as open unpaid items until payment is applied even though the customer has a zero balance. To fix this, a zero payment will be applied to both invoices. Follow the applicable instructions on the previous pages beginning on [Page 10](#). When you're finished, remember to [update your batch](#).

- **Crediting a payment:** Go to Direct Bill > Customer Processing > Enter Open Item Payments. Enter the Customer code. Each open item will display. Open items are all items/invoices that are unpaid, partially paid, or overpaid. Enter the payment date. Enter a valid payment code from the [transaction codes](#) you set up in the control record or type / to process a credit card through Shift4. For reference you may put a check number or reference of your choice. However, if you re processing a credit card transaction through Shift4 leave the reference field blank. When entering the amount of the payment, type a – (minus sign) in front of the number. Press <Enter>. Your cursor will move to “Invoice/seq to pay”. If you do not see the invoice(s) which you need to unpay, enter **A** for “Invoice/seq to pay” to view all invoices. From this point, continue processing, following the applicable instructions beginning on [Page 10.](#) When you’re finished, remember to [update your batch.](#)



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Reports and Statements

- Transaction Batch** Your transaction batch should be updated daily when possible. We recommend updating the batch the morning after night audit has created transactions from Front Desk DB postings and after manual postings in City Ledger such as posting Open Item Payments. Follow instructions on [Page 8](#). A sample batch printout is shown below. Make sure to save this printout. This is your only record of specific invoices paid by a specific payment.

HOTEL UNIVERSAL									
ACCOUNTS RECEIVABLE TRANSACTION EDIT REPORT									
DATE:10/31/08		TIME:12:45							PAGE 1
T	BATCH	SEQ	CUSTOMER		DATE	TYPE	CODE	AMOUNT	REFERENCE COMMENT
1	00004	1	ABC	ABC COMPANY	10/29/08	C	T	110.00	01007-0001 207 -KNIGHT, KAREN
1	00004	2	ABC	ABC COMPANY	10/29/08	C	T	110.00	01008-0001 209 -SMITH, SARAH
1	00004	3	ABC	ABC COMPANY	10/29/08	C	T	110.00	01012-0001 214 -DOUGLAS, DAVID
1	00004	4	ABC	ABC COMPANY	10/29/08	C	T	110.00-	01012-0001 214 -DOUGLAS, D/CRED
1	00004	5	ABC	ABC COMPANY	12/31/90	P	P	9300.00-	PAYMENT
INVOICES PAID:					2/14/90			100.00	
					2/14/90			120.00	
					4/25/90	00104		9080.00	
1	00004	6	ABC	ABC COMPANY	12/31/90	P	P	318.88-	PAYMENT
INVOICES PAID:					2/06/90	020690		89.33	
					2/06/90	020690		44.00	
					2/14/90			100.00	
					4/25/90	00104		85.55	
1	00004	7	ABC	ABC COMPANY	10/30/08	P	P	220.00-	PAYMENT
INVOICES PAID:					10/29/08	01007-0001		110.00	
					10/29/08	01008-0001		110.00	
BATCH TOTALS- VALID:					AMOUNT	COUNT	ERROR:	AMOUNT	COUNT
***** CHARGE					220.00	4			
***** T					220.00	4			
***** PAYMENT					9,838.88-	3			
***** P					9,838.88-	3			
***** BATCH UPDATED *****									

- Customer Aged Trial Balance** This report prints a list of customers' balances.

Enter the dates as shown at right. The ageing dates will default in one-month increments as shown, but you can enter any prior dates you wish. If you wish to print only one customer, you must sort by customer code rather than by customer name. Click/select the last three criteria as you wish.

CUSTOMER AGED TRIAL BALANCE	
Enter report 'as of' date (MMDDYY):	100108
Enter first (latest) ageing date (MMDDYY):	90108
Enter second ageing date (MMDDYY):	80108
Enter third (oldest) ageing date (MMDDYY):	70108
<input checked="" type="radio"/> Sort by customer name	
<input type="radio"/> Sort by customer code	
Beginning customer code:	
Ending customer code:	
<input type="checkbox"/> Print zero balance accounts	
<input type="checkbox"/> Print delinquent accounts only	
<input checked="" type="checkbox"/> Active accounts only	



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Sample Customer Aged Trial Balance:

HOTEL UNIVERSAL								
DATE PRINTED: 10/31/08		C U S T O M E R A G E D T R I A L B A L A N C E			PAGE: 1			
TIME PRINTED: 13:15		AS OF: 10/01/08						
ACCOUNT #	CUSTOMER NAME	PHONE	DT-LAST-PMT	ACCOUNT BALANCE	CURRENT BALANCE	BEFORE 9/01/08	BEFORE 8/01/08	BEFORE 7/01/08

ABC	ABC COMPANY	-----	12/31/90	160.00-	160.00-	.00	.00	.00
AXP	AMERICAN PRESS	-----	2/16/90	100.00-	.00	100.00-	.00	.00
BBB	BBB COMPANY	504-555-4444	10/27/99	340.00-	340.00-	.00	.00	.00
DEBIT BALANCES - NET				.00	.00	.00	.00	.00
CREDIT BALANCES - NET				600.00-	500.00-	100.00-	.00	.00
NET TOTALS				600.00-	500.00-	100.00-	.00	.00

- Customer Detail** Go to Direct Bill > Print Customer Detail. You can print this report by customer name or customer code (this is the order in which the customers will print on the report). If you want to print detail for one customer only, select Code. The following screen will then display:

Print Customer Detail

Enter beginning date..... (MMDDYY): 100108

Enter ending date..... (MMDDYY): 103108

Enter beginning customer code... <Enter>=all: ABC

Enter ending customer code..... <Enter>=all: ABC

Print (C)harges,(P)ayments,(A)djustments,<Enter>=all:

Enter charge/paymt code to print/include <Enter>=all:

Print customer totals only? (Y)es, (N)o: N

Print ONLY customers with balance due? (Y)es, (N)o: N

Show ONLY customers with detail to print? (Y)es, (N)o: N

Continue? (Y)es, (N)o: ☒ Y

Enter the beginning and ending dates in MMDDYY format. If printing by customer code, enter the beginning and ending customer code to print, or press <Enter> to print all customers. Select the transaction types to print by entering C, P, A, or pressing <Enter>. To view a specific code (such as CK) only, enter that code. Answer Y or N to the remaining questions depending upon the report you want.



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Sample Customer Detail Report:

HOTEL UNIVERSAL							
DATE PRINTED: 10/31/08		CUSTOMER DETAIL REPORT				PAGE: 1	
TIME PRINTED: 15:41		FROM:10/01/08 THRU:10/31/08					
CUSTOMER	DATE	TYPE	CODE	REF	COMMENT	AMOUNT	PAID

ABC ABC COMPANY					PREVIOUS BALANCE....	160.00-	
	10/29/08	CHG	T	01007-0001	207 -KNIGHT, KAREN	110.00	110.00
	10/29/08	CHG	T	01008-0001	209 -SMITH, SARAH	110.00	110.00
	10/29/08	CHG	T	01012-0001	214 -DOUGLAS, DAVID	110.00	
	10/29/08	CHG	T	01012-0001	214 -DOUGLAS, D/CRED	110.00-	
	10/30/08	PMT	P		PAYMENT	220.00-	
***** INVOICES PAID *****							
	10/29/08		T	01007-0001	207 -KNIGHT, KAREN	110.00	
	10/29/08		T	01008-0001	209 -SMITH, SARAH	110.00	

PREV BALANCE: 160.00-		CHARGES: 220.00		ADJUSTMENTS: .00		PAYMENTS: 220.00-	
						BALANCE: 160.00-	

***** GRAND TOTAL *****							

PREV BALANCE: 160.00-		CHARGES: 220.00		ADJUSTMENTS: .00		PAYMENTS: 220.00-	
						BALANCE: 160.00-	

- **Open Item Statements** You can send statements monthly or at the interval of your choosing. The Open Item Statements will list each open item, including unpaid, overpaid, and partially paid invoices. The statement also will print the total new charges and the total payments since the last statement.

CUSTOMER OPEN ITEM STATEMENTS

Enter 'LAST STATEMENT' date (MMDDYY):

Enter 'BEGINNING INVOICE' date (MMDDYY):

Enter statement 'AS OF' date (MMDDYY):

Enter starting account number, <Enter>=all:

Enter ending account number, <Enter>=all:

☐ Print zero balance accounts

☐ Print 'PAST DUE' messages

Print Statements

Email Statements

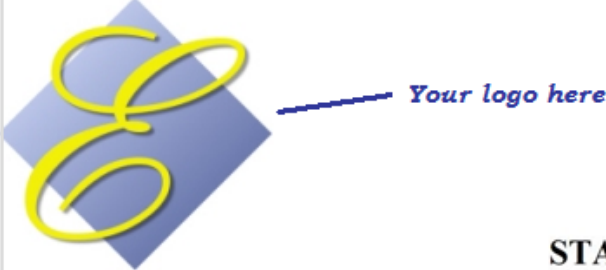
Cancel

'LAST STATEMENT DATE' determines the date from which "charges since last statement" will calculate. Leave "BEGINNING INVOICE DATE" blank if you want to show only open items. If you want to show open and paid items, enter the beginning date. The 'AS OF' date will print as "STATEMENT DATE". If you wish to print a specific account, enter that account number. If you wish to print all customers, press <Enter> through the starting and ending account number field. Then you can click/check to print zero balance accounts and/or "PAST DUE" messages. You can email the statements or print them.



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Sample Open Item Statement:

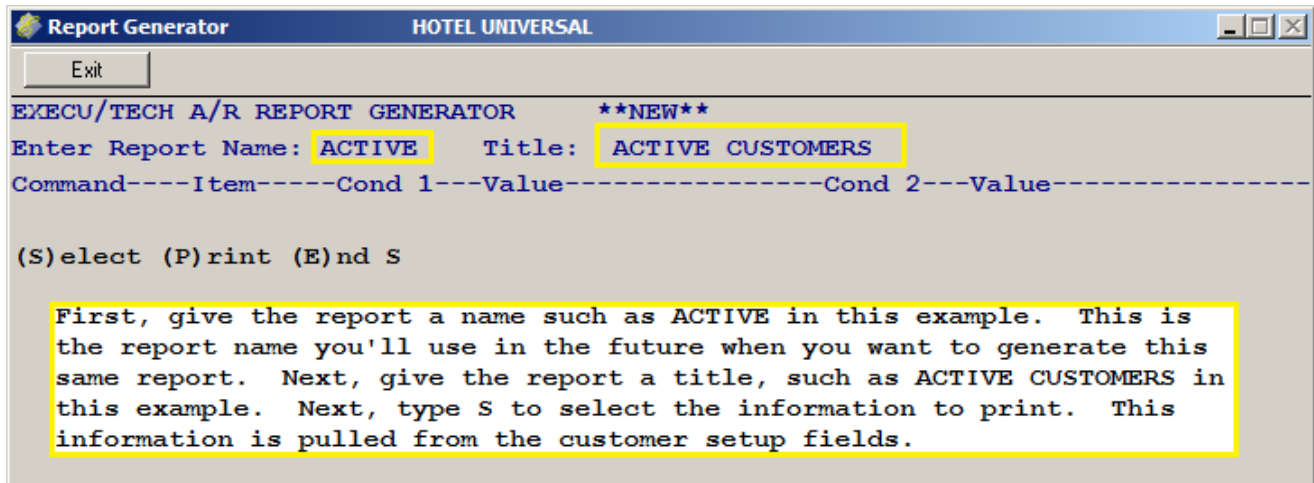
	HOTEL UNIVERSAL 535 Harrison Avenue Panama City, FL 32401 850-747-0581																																				
STATEMENT																																					
To: ABC COMPANY 222 MAIN ST ATLANTA, GA 40222	Statement Date: 11/01/08 Account: ABC Charges since last statement: 220.00 Payments since last statement: 220.00-																																				
Open Invoices:																																					
<table border="1"><thead><tr><th>Invoice Date</th><th>Invoice Number</th><th>Description</th><th>Invoice Amount</th><th>Amount Paid</th><th>Unpaid Amount</th></tr></thead><tbody><tr><td>10/29/08</td><td>0001007-0001</td><td>207 -KNIGHT, KAREN</td><td>110.00</td><td>110.00</td><td>.00</td></tr><tr><td>10/29/08</td><td>0001008-0001</td><td>209 -SMITH, SARAH</td><td>110.00</td><td>110.00</td><td>.00</td></tr><tr><td>10/29/08</td><td>0001012-0001</td><td>214 -DOUGLAS, DAVID</td><td>110.00</td><td>.00</td><td>110.00</td></tr><tr><td>10/29/08</td><td>0001012-0001</td><td>214 -DOUGLAS, D/CRED</td><td>110.00-</td><td>.00</td><td>110.00-</td></tr><tr><td colspan="5" style="text-align: right;">Total amount due:</td><td>.00</td></tr></tbody></table>		Invoice Date	Invoice Number	Description	Invoice Amount	Amount Paid	Unpaid Amount	10/29/08	0001007-0001	207 -KNIGHT, KAREN	110.00	110.00	.00	10/29/08	0001008-0001	209 -SMITH, SARAH	110.00	110.00	.00	10/29/08	0001012-0001	214 -DOUGLAS, DAVID	110.00	.00	110.00	10/29/08	0001012-0001	214 -DOUGLAS, D/CRED	110.00-	.00	110.00-	Total amount due:					.00
Invoice Date	Invoice Number	Description	Invoice Amount	Amount Paid	Unpaid Amount																																
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10/29/08	0001012-0001	214 -DOUGLAS, D/CRED	110.00-	.00	110.00-																																
Total amount due:					.00																																
WE APPRECIATE YOUR BUSINESS																																					



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Report Generator

You can create specific reports that will pull data from the [customer setup](#). Remember that you can add additional fields to the customer setup by going to the [data dictionary](#). The following instructions will give you a basic guideline to creating reports. You can print to screen, so you might want to experiment with different parameters until you arrive at the report you want.

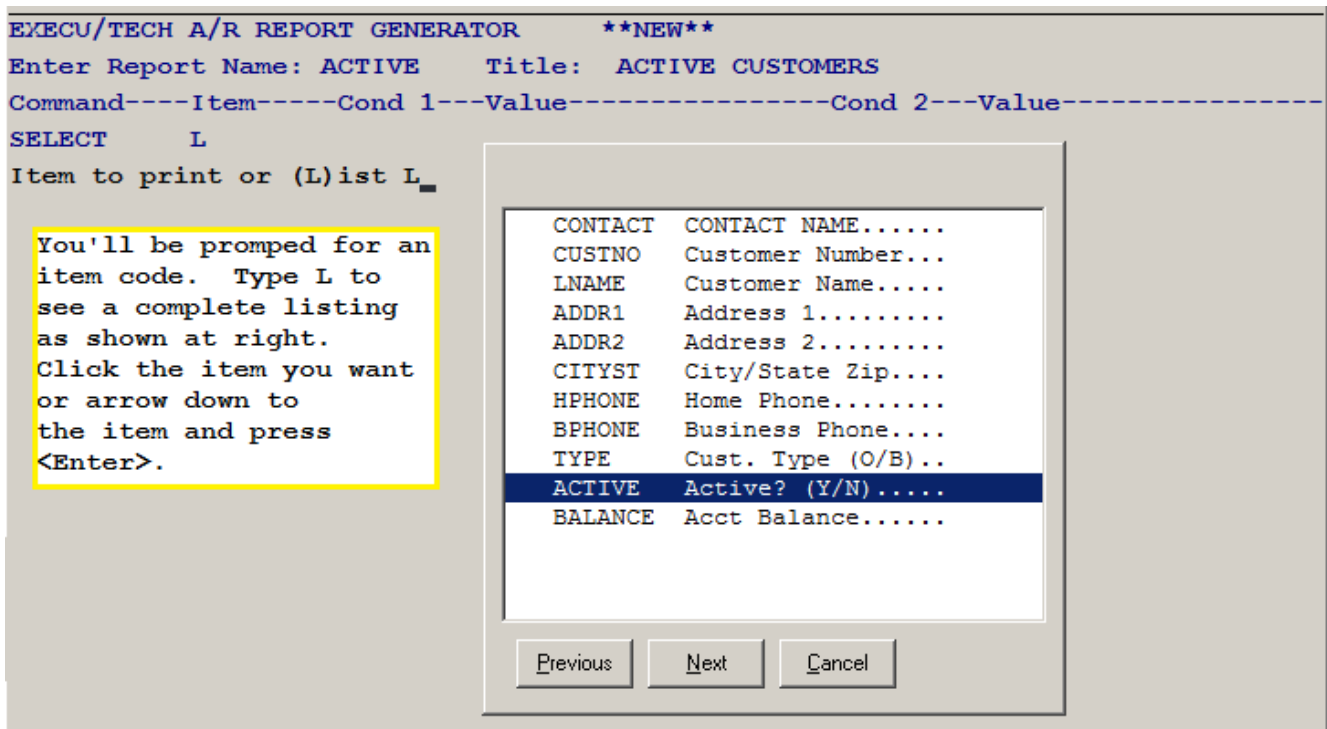


The screenshot shows a window titled "Report Generator" with a subtitle "HOTEL UNIVERSAL". It contains an "Exit" button and the following text:

```
EXECU/TECH A/R REPORT GENERATOR      **NEW**
Enter Report Name: ACTIVE      Title: ACTIVE CUSTOMERS
Command---Item-----Cond 1---Value-----Cond 2---Value-----
(S)elect (P)rint (E)nd S
```

A yellow box highlights the following instructions:

First, give the report a name such as ACTIVE in this example. This is the report name you'll use in the future when you want to generate this same report. Next, give the report a title, such as ACTIVE CUSTOMERS in this example. Next, type S to select the information to print. This information is pulled from the customer setup fields.



The screenshot shows the same window as above, but with the following text:

```
EXECU/TECH A/R REPORT GENERATOR      **NEW**
Enter Report Name: ACTIVE      Title: ACTIVE CUSTOMERS
Command---Item-----Cond 1---Value-----Cond 2---Value-----
SELECT      L
Item to print or (L)ist L_
```

A yellow box highlights the following instructions:

You'll be prompted for an item code. Type L to see a complete listing as shown at right. Click the item you want or arrow down to the item and press <Enter>.

CONTACT	CONTACT NAME.....
CUSTNO	Customer Number...
LNAME	Customer Name.....
ADDR1	Address 1.....
ADDR2	Address 2.....
CITYST	City/State Zip....
HPHONE	Home Phone.....
BPHONE	Business Phone....
TYPE	Cust. Type (O/B)..
ACTIVE	Active? (Y/N).....
BALANCE	Acct Balance.....

At the bottom of the window are three buttons: "Previous", "Next", and "Cancel".



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EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command----Item-----Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE Active? (Y/N)

COND 1 (L)ess than, (G)reater than, (E)qual to, (N)ot equal to

You'll then select Conditions. In our ACTIVE report, we select E for Equal to Yes. You'll be able to select more than one condition.

EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command----Item-----Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Active? (Y/N)

EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command----Item-----Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Y

COND 2 (L)ess than, (G)reater than, (E)qual to, (N)ot equal to

If your first condition was G, you can select a second condition L if you want your report to print a Greater Than/Less Than range.

EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command----Item-----Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Y

(S)elect (P)rint (E)nd P

Customers that meet the conditions of your CONDITION criteria will print. You can set a second set of conditions by typing S or you can type P to determine the information that will print for each customer.

EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command----Item-----Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Y

PRINT

(N)o top-page header. (S)kip to next print line, or <Enter>

Press <Enter> to continue.



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EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command---Item---Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Y

PRINT

PRINT

Is this a sort key? (Y,N) Y

A "sort key" will sort the selected items; for example, alphabetically.

EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command---Item---Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Y

PRINT

PRINT

(P)rimary or (S)econdary P

Is this a primary or secondary sort? This will give you categories and subcategories for the report.

EXECU/TECH A/R REPORT GENERATOR **NEW**

Enter Report Name: ACTIVE Title: ACTIVE CUSTOMERS

Command---Item---Cond 1---Value-----Cond 2---Value-----

SELECT ACTIVE EQUAL Y

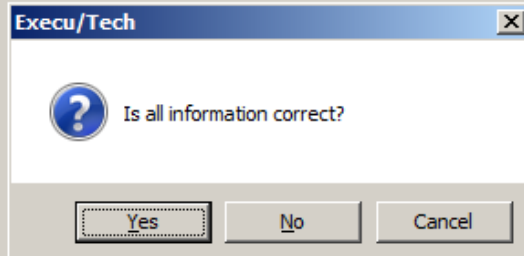
PRINT

PRINT

PRINT

PRINT

(S)elect (P)rint (E)nd E



Once you've selected all of your parameters, type E to finish. You'll be asked if the information is correct. If so, the report generator will begin.

You might need to experiment with more than one report format before you create the report you want. Each report can be saved for future use. It will use the same parameters and criteria but will pull current data as of the new print date.



WHAT NOT TO DO

Existing transactions

Don't delete or change an item that was transferred from Guest Ledger at night audit. If something is incorrect, the correction should be changed at Front Desk in a folio. In the folio, use the proper code (such as RC if the room charge amount needs to be adjusted). Then post DB to zero the folio. This will send the credit to the customer's city ledger account. You want your revenue and hotel statistics to be correct. If you go "outside" of guest ledger (front desk) to make corrections, your hotel statistics will be incorrect.

New transactions

Don't post a transaction directly into city ledger if it should be posted at Front Desk. If you're adding a transaction that ought to be reflected in Guest Ledger or Front Desk, post that transaction to a folio. In the folio, use the proper code (such as RT if the room tax wasn't applied to this guest when it should have been). Then post DB to zero the folio. This will send the credit to the customer's city ledger account. You want your revenue and hotel statistics to be correct. If you go "outside" of guest ledger (front desk) to make entries, your hotel statistics will be incorrect.

Open Item Payments

Don't escape out of the Open Item Payment screen once you've entered information. If you've made an error, continue to press <Enter> until you get to one of the two **OK** prompts and answer **N**. Your cursor will return to the Customer Code field and you can start over.

General

Don't be lazy. Follow instructions and do things the right way.

