

## Clearing Names from the "Advance Deposits Remaining" Report

When you run "Update Advance Deposit Folio" from the Night Audit Menu, a list will print of advance deposits that didn't transfer to guest folios or didn't clear. There should be no names on this list. In the following example are three names that need to be cleared. These names are there because there are advance deposits with no reservations. This can result from a variety of causes including incorrect posting, network communication disconnect, cancellations with remaining deposits, or no-shows with deposits.

| HOTEL UNIVERSAL     |   |         |         |                 |
|---------------------|---|---------|---------|-----------------|
| DATE: 4/15/10       | ADVANCE DEPOSITS REMAINING FOR CANCELLATIONS & NO-SHOWS | 4/15/10 | PAGE: 1 |                 |
| TIME: 16:11         |   |         |         |                 |
| GUEST-NAME          | CONF-NUMBER   | DATE    | AMOUNT  | COMMENT         |
| *** NOT ON FILE *** | 0020000000  | 8/31/09 | 118.80- | ADAMS, ALAN     |
| *** NOT ON FILE *** | 0020000014  | 8/31/09 | 118.80- | OLIVER, OSCAR   |
| *** NOT ON FILE *** | 0020000014  | 4/15/10 | 18.80-  | Paid:MC 3/08/05 |
|                     | **TOTAL**   |         | 256.40- |                 |

To clear these entries from the advance deposit folio, post offsetting entries using special codes (REFUNDS, FORFEITS, ETC) with the confirmation number as the Ticket or Reference No.

The following instructions will aid you in clearing the transactions from the Advance Deposit Master folio as well as the names from this report.

**IMPORTANT NOTE:** Under no circumstances should you ever post directly to the Advance Deposit Master Folio except to clear entries that, for whatever reason, did not transfer out of this folio into a guest folio at the time a guest checked in. If you have a valid reservation and need to make an additional posting deposit, you must always post a charge or payment by posting an advance deposit. In addition, under no circumstances should you ever void or transfer an advance deposit.

Your first step is to make sure there is no cancelled reservation for any guest whose name or confirmation number is on the report. If there is, you need to un-cancel the reservation, zero the deposit, and then cancel it again. To zero the deposit, post exactly as you did in taking the initial advance deposit. You can enter a credit payment or a charge such as a cancellation fee.

For names not associated with active reservations, you need to go to Post Folio. Click "Enter Folio Number" and then the number for the Advance Deposit Master Folio. You might want to create a special charge or payment code; your accountant can advise you on this.

Next, total every entry with matching numbers from the CONF-NUMBER column. In the above example, there are two lines with CONF-NUMBER 0020000014 and these total -137.60. Notice that this is a credit. Therefore, you would need to post a debit of 137.60 in order to clear these two entries. When posting, the "Ticket No" must match the CONF-NUMBER from the print-out. Also, the entry you post must zero out all entries matching that number or reference. See illustration below.



# Clearing Names from the "Advance Deposits Remaining" Report

|      |                       |    |               |  |  |
|------|-----------------------|----|---------------|--|--|
| DADJ | DEPOSIT ADJUSTMENT    | DC | DINERS' CLUB  |  |  |
| FTAX | FOOD & BEV SALES TAX  | DS | DISCOVER CARD |  |  |
| LC   | LOCAL CALL            | MC | MASTER CARD   |  |  |
| LD   | LONG DISTANCE CALL    | VS | VISA PAYMENT  |  |  |
| MISC | MISC. CHARGE          |    |               |  |  |
| MOV  | MOVIE CHARGE          |    |               |  |  |
| PTAX | ROOM TAX PACKAGE      |    |               |  |  |
| RC   | ROOM CHARGE           |    |               |  |  |
| RCTE | ROOM CHARGE TAX EXEMP |    |               |  |  |
| RT   | ROOM TAX              |    |               |  |  |
| AX   | AMERICAN EXPRESS      |    |               |  |  |
| CA   | CASH PAYMENT          |    |               |  |  |
| CK   | CHECK                 |    |               |  |  |
| DB   | DIRECT BILL           |    |               |  |  |

---

Room No:

Folio:

**ADVANCE DEPOSITS**

Balance: 612.80-

---

Charge:

Ticket No.:

Amount:

Ok? (Y/N):

Display    Print folio    Void    Adjustment    Transfer    Package

Notice that the Ticket No matches the CONF-NUMBER from the Deposits Remaining report and the amount posted offsets the sum of all entries from that CONF-NUMBER.

After the next Night Audit Reorganize has been run, Update Advance Deposits will clear those transactions. The report will look like the one below. You should continue in this manner until all names have cleared from this report.

| HOTEL UNIVERSAL     |   |         |         |             |  |
|---------------------|---|---------|---------|-------------|--|
| DATE: 4/16/10       | ADVANCE DEPOSITS REMAINING FOR CANCELLATIONS & NO-SHOWS | 4/16/10 | PAGE: 1 |             |  |
| TIME: 17:14         |   |         |         |             |  |
| GUEST-NAME          | CONF-NUMBER   | DATE    | AMOUNT  | COMMENT     |  |
| -----               |   |         |         |             |  |
| *** NOT ON FILE *** | 0020000000  | 8/31/09 | 118.80- | ADAMS, ALAN |  |
|                     | **TOTAL**   |         | 118.80- |             |  |

To clear these entries from the advance deposit folio, post offsetting entries using special codes (REFUNDS, FORFEITS, ETC) with the confirmation number as the Ticket or Reference No.