RUN EACH NIGHT AUDIT REPORT OR PROGRAM IN ORDER. DO NOT DO THEM OUT OF ORDER.

Your night audit menu lines might read slightly different from those shown below but you should have each item on your menu.

Print Arrivals and Departures
Print Room Inventory
Post Room and Tax
Print Charge and Payment Journal
Print and Settle Credit Card Batch
Print Guest Trial Balance
Print Night Audit Recap
Reorganize Files
Update Advance Deposit Folio
Create Direct Bill Postings
Print Automated Morning (AM) Report©
Print Daily Report

♦ Save all reports in your audit packet.

♦ When prompted for a date or "as of" date, enter the date you're auditing and closing.

♣ Print Arrivals and Departures
♠ Make sure expected arrivals have been checked in. Expected arrivals can be checked in or the arrival date can be changed. On the second day after the arrival date, the reservation will drop off.
♠ Make sure expected departures have been checked out if the guests are gone. You need to do this before posting room and tax charges so that a guest won't be charged after departure. If the guests are still in-house, you can change the departure date.
♠ You can print this report as many times as needed.

♣ Print Room Inventory
♠ You can scan this report for any pertinent information. You can print this report as many times as needed.
♠ This is your first bucket check.

♣ Post Room and Tax
♠ On the first run, answer No to posting. The report will print without posting anything. This gives you an opportunity to verify room rates, etc. If anything needs to be changed, do so at this time and then rerun a preliminary report (by answering No). You can print this report as many times as needed.
♠ If everything is OK, run the report and answer Yes. Room and tax charges will post for all guests. If there are any guest packages or auto-post charges, they will be included in the "other" column. This report will read "Final run" at the top.   Run the final room and tax (by answering Yes) only once.

www.execu-tech.com/userguides.aspx

♣ Print Charge and Payment Journal
- ♠ If there are any adjustments, you'll need to add or subtract these from the corresponding charge/payment codes on the charge and payment journals. If there are adjustments, they will print on a separate journal called Adjustment Journal.
- ♠ Balancing to POS:
  - ♥ Restaurant, lounge, and gift shop charges should match the Cashier Reports from each outlet's End of Day Close reports.
  - ♥ If you read 'NOT ON FILE' on a POS cashier report, you need to notify your hotel manager. This message means that an item was sold in POS but it didn't have a valid revenue department. This represents "lost" revenue.
  - ♥ Each POS outlet will have a clearing code such as REST or GIFT. These codes should have a zero total on the charge journal each night. These charges represent guest room folio charges or master folio charges from point of sale. The charge code will post a credit entry in the POS master folio and a debit entry in the guest folio when a POS ticket is closed to Room Charge or Account Charge. Your manager will let you know which codes to look for.
  - ♥ Your POS master folios (Food and Beverage, Lounge, Retail, etc.) should have a zero balance each night. You can determine this by printing the Guest Trial Balance summary for Master Folios. If they do not have a zero balance, you should bring this to the attention of your hotel manager.
- ♠ Payment journal notes:
  - ♥ The payment code DEPU should always have a zero balance. If it does not you should contact your hotel manager. When a guest with an advance deposit checks in, the system will post a DEPU debit to the advance deposits master folio and a DEPU credit to the guest's folio. You should use the DEPU code when posting and you should never post anything directly to the advance deposit master folio unless advised by Execu/Tech.
  - ♥ You will use your payment journal to balance your cash as well as credit card transactions. You'll notice that the next step is to print and settle your credit card batch. You should print it prior to settling so that you can make sure it balances to your Execu/Tech payment journal. If it does not balance, you should bring this to the attention of your hotel manager.
  - ♥ You'll see an approval code in the Reference column for credit card payments. If you do not see an approval code, then the card was not processed.
- ♠ You can print these reports as often as needed.
- ♠ If you add any additional charges or payments, make sure to reprint these reports.

♣ Print and Settle Credit Card Batch
- ♠ This program will take you to Shift4 ($$$OnTheNet). Any questions regarding information presented at Shift4's website should be directed to Shift4. Execu/Tech does not process credit cards; Execu/Tech sends information to Shift4 for further processing.
- ♠ When selecting your business date, it's advisable to select "all transactions regardless of date" so that you can pick up any transactions before or after midnight, depending on when you run your audit.

www.execu-tech.com/userguides.aspx

- ♠ Each credit card's total on Shift4 should balance to each credit card's total on your Execu/Tech payment journal. If it does not, you'll need to look for each item and make any additional entries as necessary or as advised by your manager.
- ♠ Close the batch when appropriate.
- ♠ If you've made any changes, make sure to reprint your Execu/Tech payment journal.

♣ Print Guest Trial Balance.
- ♠ You'll want three versions of this report:
  - ♥ Select All Guest/Folios. Select Summary.
  - ♥ Select Master Folios. Select Summary. You can reprint this and select Detail is you need itemized transactions. If so, enter the date you're auditing/closing.
    - Make sure the POS master folios have a zero balance.
    - Other master folios should be zeroed out and checked out as needed. See your hotel manager for policies.
  - ♥ Select Guests. Enter the date you're auditing/closing. This is your second bucket check.

♣ Print Night Audit Recap
- ♠ This is your last opportunity to verify charges and payments.

♣ Reorganize Files
- ♠ At this time, everyone except you should be logged out of Execu/Tech. All POS terminals should be at the blue log-in screen. All Hotel and back office terminals should be at the Windows Desktop.
- ♠ If your manager has instructed you to do a backup, then log out of Execu/Tech and do so now. After the backup has run, log back in. Everyone else should stay logged out.
- ♠ Make sure your default printer is working properly.
- ♠ Follow the prompts as they appear.
- ♠ The system will let you know when reorganize is complete.
- ♠ If any errors display during reorganize, contact Execu/Tech if you have a support contract. If you don't have a support contact with Execu/Tech, keep the error on your screen and contact your hotel manager.
- ♠ Run this program only once unless advised by Execu/Tech.

♣ Update Advance Deposit Folio
- ♠ Run this program only once, and after Reorganize Files.
- ♠ Report will print: *Deposits Remaining for Cancellations and No-Shows.* No names or reservations should print on this report. If this report shows names, bring up those reservations and zero out the advance deposits, following your hotel's policies. You also can view the instructions found in our Technical Document Library which is located with our user guides (see below).

♣ Create Direct Bill Postings
- ♠ Do this only once daily, after running Reorganize Files.
- ♠ Nothing will print.

www.execu-tech.com/userguides.aspx

♣ <u>Print Automated Morning (AM) Report©</u>
  ♠ The figure in the "Today" column should match your final recap. If not, make sure you entered the correct date. Both the Final Recap and the AM Report will print the "AS OF" date.
  ♠ This report shows your financial and occupancy statistics in detail.

♣ <u>Print Daily Report</u>
  ♠ The figure in the "Today" column should match your final recap. If not, make sure you entered the correct date. Both the Final Recap and the Daily Report will print the "AS OF" date.
  ♠ This report shows your financial and occupancy statistics.