

Execu/Suite® Master Folio Setup

Master folios are used to post charges or payments not otherwise posted to guest folios. There are several types of master folios, each handled differently. They include Guest Advance Deposits, POS, Gift Cards (with Execu/Gift™), Groups, Administrative, and Cash. The various types function differently, depending upon their setup.

All folios are created through “check in”, as a walk in. A master folio never has a reservation even if guests associated with it have reservations. The guest name will be the folio name. The number of days/departure date will be 999 except for group master folios. The actual departure date of the group will be entered instead. The room number will be M. The payment type doesn’t matter except for Group master folios; the payment type will be the actual payment type for that group. Administrative and Cash folios will need a credit limit. “Split folio” always will be N. In all cases, you’ll leave the “folio number” field blank. The Folio TYPE does matter, and will be addressed below for each type of folio.

Guest Advance Deposits

Postings to the Advance Deposits Master Folio are done only through guest reservations. You should never post directly to this folio unless you have been trained to do so or have been advised by Execu/Tech Systems. The sum of this folio appears on your Night Audit Final Recap. Several reports are available for guest deposit information.

The folio type will be DE.

Guest name: ADVANCE DEPOSITS
Address: DO NOT POST TO THIS FOLIO !!!
City:
State/Country/Zip:

Check-in/out: 12/25/03
Folio number: 18928
Reservation no:
Folio balance: 3913.96

Days/ dep. date: 999
Room no /type: M
Adults/children: 1 0
Rate code: 2
Room rate: .00
Type payment: VS
Credit limit: .00
Account no.:
Expiration date: 1214
Company:

Home phone:
Business phone:
Folio comment:
Comment 2:
Comment 3:

Group:
Market/Source: LEIS
Tax exempt?: N
Split folio?
Master folio: 0
Folio type: DE
Maid service:

After you’ve set up this folio, go to Manager/Setup > Hotel Control Files > Payment Codes. Create or bring up payment code DEP. In field 8, “Master folio no.,” enter the folio number.



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Point of Sale

If you are using Execu/Touch Point of Sale, you'll need one or more POS master folios – one for each POS outlet or store. All postings to these folios are generated from POS. You should never post directly to this folio unless you have been trained to do so or have been advised by Execu/Tech Systems. This folio should always have a zero balance after each POS check has been closed. If it does not, one of three things occurred: POS items do not have valid Hotel charge or payment codes associated to them, your network has temporarily had a communication disconnect, or someone manually posted to the folio. Your remedy will be determined by the cause as stated.

You may give any name you wish to this folio but you should make it logical such as Restaurant Master, Gift Shop Master, Main Street Bistro Master, etc.

The folio type will be CL.

Guest name: GIFT SHOP POS MASTER	Check-in/out: 6/16/08
Address: DO NOT POST TO THIS FOLIO	Folio number: 95059
City:	Reservation no:
State/Country/Zip:	Folio balance: .00
Days/ dep. date: 999	
Room no /type: M	Find Lock Room
Adults/children: 1 0	
Rate code: 2	
Room rate: .00	view/edit re-calc
Type payment: CA	authorize card
Credit limit: .00	
Account no.:	
Expiration date:	
Company:	
Home phone:	
Business phone:	
Folio comment:	
Comment 2:	
Comment 3:	
	Group:
	Market/Source: NEG ADMN
	Tax exempt?: N
	Split folio? N payment info
	Master folio: 0
	Folio type: CL
	Maid service:

After you've set up the master folio, go into POS Administrator > Store Record. Click the Hotel button. Enter the POS master folio number in the correct field.



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Gift Cards

If you're using Execu/Gift, you'll need a Gift Card master folio. All postings to this folio are generated by the software. You should never post directly to this folio unless you have been trained to do so or have been advised by Execu/Tech Systems. This folio should always have a zero balance.

The folio type will be MA.

Guest name: GIFT CERTIFICATES / CARDS	Check-in/out: 9/02/08
Address: DO NOT POST TO THIS FOLIO	Folio number: 98881
City:	Reservation no:
State/Country/Zip:	Folio balance: .00
Days/ dep. date: 999	
Room no /type: M	Find Lock Room
Adults/children: 1 0	
Rate code: 2	
Room rate: .00	view/edit re-calc
Type payment: CA	authorize card
Credit limit: .00	
Account no.:	
Expiration date:	
Company:	
Home phone:	
Business phone:	
Folio comment: BALANCE SHOULD ALWAYS BE AT	
Comment 2: ZERO	
Comment 3:	
	Group:
	Market/Source: NEG ADMN
	Tax exempt?: N
	Split folio? N payment info
	Master folio: 0
	Folio type: MA
	Maid service:

Once you've set up the master folio, you'll need to edit MENUINI.FIL. This file is found in your Hotel folder on the server and can be edited with NotePad. Make sure to back up the file BEFORE you edit it. Look for the line:

```
HOTEL-GIFT-CERT-INFO=687, GCS, GCH, GCR, GCRD
```

Change the number 687 to the actual master folio number. Further instructions are found in the Execu/Gift user guide.



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Wholesalers:

In instances where you sell rooms to a wholesaler who then sells them to guests, you might need a master folio. If done properly, the room and tax charges will post to the master folio and incidentals such as restaurant charges will post to the guest folio.

The "Days/dep.date" will be 999. The "room no/type" will be M. The rate code and room rate won't matter here. Typically the "Type payment" is DB. This enables you to Direct Bill the wholesaler for the guests's stays. The Customer account has to be set up first in the Direct Bill program. Make a note of the master folio number. This number has to go into the "master folio" field for each reservation and check-in for all guests whose room & tax should post to the master.

Guest name: <input type="text" value="WHOLESALE-HOTELS.COM"/>	Check-in/out: <input type="text" value="2/12/10"/>
Address: <input type="text" value="Master Folio"/>	Folio number: <input type="text" value="1034"/>
City: <input type="text"/>	Reservation no: <input type="text"/>
State/Country/Zip: <input type="text"/>	Folio balance: <input type="text" value=".00"/>
Days/ dep. date: <input type="text" value="999"/>	
Room no /type: <input type="text" value="M"/> <input type="button" value="Find"/> <input type="checkbox"/> Lock Room <input type="text"/>	
Adults/children: <input type="text" value="1"/> <input type="text" value="0"/>	
Rate code: <input type="text" value="2"/>	
Room rate: <input type="text" value=".00"/> <input type="button" value="view/edit"/> <input type="button" value="re-calc"/>	
Type payment: <input type="text" value="DB"/> <input type="button" value="authorize card"/>	
Credit limit: <input type="text" value=".00"/>	
Account no.: <input type="text" value="WHOLE"/>	
Expiration date: <input type="text" value="0000"/>	
Company: <input type="text"/>	
Home phone: <input type="text"/>	
Business phone: <input type="text"/>	
Folio comment: <input type="text"/>	
Comment 2: <input type="text"/>	
Comment 3: <input type="text"/>	
	Group: <input type="text"/>
	Market/Source: <input type="text" value="FAM"/> <input type="button" value=""/> <input type="text" value="INT"/> <input type="button" value=""/>
	Tax exempt?: <input type="text" value="N"/>
	Split folio? <input type="text" value="N"/> <input type="button" value="payment info"/>
	Master folio: <input type="text" value="0"/> <input type="button" value=""/>
	Folio type: <input type="text" value="MA"/>
	Maid service: <input type="text" value="B"/> <input type="button" value=""/>
<input type="button" value="Save"/>	<input type="button" value="Notes"/>
<input type="button" value="More names"/>	<input type="button" value="Reg card"/>
<input type="button" value="print Screen"/>	<input type="button" value="Display folio"/>
<input type="button" value="Autopost"/>	<input type="button" value="Make Key"/>
<input type="button" value="Options"/>	<input type="button" value="Print CC Recpt"/>
<input type="button" value="Guest profile"/>	<input type="button" value="Void pre-auth"/>

When the guest checks out, the guest will be responsible for incidental charges. However, since room and tax charges post to the master, you need to assign an employee to make sure that the DB payments are made in the master folio.

NOTE: An alternative is to not use a master folio but to answer Y to "split folio" for the guests. Room and tax will post to the Primary folio and incidentals will post to the Secondary folio. You'll leave "master folio" blank in this instance.



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Groups

Group master folios can be created automatically by Execu/Suite® by checking “Create master folio automatically” when setting up the group. You also can create them manually.

The folio type will be MA.

Guest name: ANIMAL RESCUE CENTER OF FLA	Check-in/out: 1/04/10 3/31/10
Address: 12345 FLORIDA STREET	Folio number: 116114
City: MALONE	Reservation no:
State/Country/Zip: FL 32445	Folio balance: .00
Days/ dep. date: 86	
Room no /type: M	Find Lock Room
Adults/children: 1 0	
Rate code: 2	
Room rate: .00	view/edit re-calc
Type payment: CK	authorize card
Credit limit: .00	
Account no.:	
Expiration date: 0000	
Company:	
Home phone:	
Business phone:	
Folio comment:	
Comment 2:	
Comment 3:	
	Group:
	Market/Source: CORP WI
	Tax exempt?: N
	Split folio? N payment info
	Master folio: 0
	Folio type: MA
	Maid service:

If “Apply master folio to reservations” is checked in the group setup, then guests’ room and tax charges will post automatically to the master rather than to the guest folios.

You will post group deposits to the master folio (but not individual guest deposits if guests are paying their own room and tax charges). POS charges can post to the group master by selecting “Account charge” when closing the POS check. You also can post charges manually as necessary.

After the group has departed, you will need to zero out the master folio and then close it. You will zero it by posting the appropriate payment (or charge if appropriate). You will close it from “check out” then “close master folio”.



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Administrative

Administrative folios are used in many ways, including certain POS charges such as manager/owner meals, corrections made after guests have departed, logging of outbound phone calls not from guest rooms (rarely), and other uses not provided for in other types of master folios.

The recommended folio type will be CL. This means that when the balance is zero, the folio detail will clear during Night Audit Reorganize Files. A record of each day's transactions will be on record with each night's detail guest trial balance report. An alternate folio type is MA. With this type, the folio will never clear. However, you should check out this folio at least once a year and open a new one so that the detail doesn't get cumbersome.

Guest name: LOUNGE HOUSE ACCT	Check-in/out: 12/30/04
Address:	Folio number: 35472
City:	Reservation no:
State/Country/Zip:	Folio balance: 722.00
Days/ dep. date: 999	
Room no /type: M	Find Lock Room
Adults/children: 0 0	
Rate code: 2	
Room rate: .00	view/edit re-calc
Type payment: CA	authorize card CASH PAYMENT
Credit limit: 1000.00	
Account no.:	
Expiration date:	
Company:	
Home phone:	
Business phone:	
Folio comment:	
Comment 2:	
Comment 3:	
	Group:
	Market/Source: CORP REF
	Tax exempt?: N
	Split folio? payment info
	Master folio: 0
	Folio type: CL
	Maid service:



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Cash

Cash folios are used for general sales not run through guest folios or point of sale. For example, if your facility sells postage stamps or fax services, you will need a place to post the transactions. You should post the charge first and then the payment, so that you'll know the correct amount to collect in payment. This folio should have a zero balance after each sale. You may give any name you wish to this folio.

The recommended folio type will be CL. This means that when the balance is zero, the folio detail will clear during Night Audit Reorganize Files. A record of each day's transactions will be on record with each night's detail guest trial balance report. An alternate folio type is MA. With this type, the folio will never clear. However, you should check out this folio at least once a year and open a new one so that the detail doesn't get cumbersome.

Guest name: POSTAGE MASTER	Check-in/out: 9/12/02
Address:	Folio number: 2624
City:	Reservation no:
State/Country/Zip:	Folio balance: .00
Days/ dep. date: 999	
Room no /type: M	Find Lock Room
Adults/children: 1 0	
Rate code: 2	
Room rate: .00	view/edit re-calc
Type payment: CA	authorize card
Credit limit: 100.00	
Account no.:	
Expiration date:	
Company:	
Home phone:	
Business phone:	
Folio comment: MASTER FOR POSTAGE	Group:
Comment 2: SHOULD ALWAYS BE AT ZERO!!!!!!	Market/Source: RACK SALE
Comment 3:	Tax exempt?: N
	Split folio? payment info
	Master folio: 0
	Folio type: CL
	Maid service:

Note: This is not a "cash control" folio. Cash control folios are rarely used and instructions are not included in this guide.

