# Guest Rooms - Settling Folio Card

2018 - Spring Edition

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### Overview

A **Folio** is the billing record for an individual currently staying in one of the guest rooms. This guide will discuss how to settle a Folio to a card already on file.

#### Use Case(s)

As a Club Admin, you would like to be able to settle a Guest Room Folio to a card already on file as opposed to a manual entry.

## Accessing the Tool

To access the Folio, you must first view the reservation; accessible through the CMA then Guest Rooms.



If you have captured a credit card for the room reservation, you will see the credit card on file under the **credit card tab**, as shown below, when the reservation is selected.

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# Settle Folio

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V         All           V         1 King - 189           V         2 Kings 586           V         2 DBL = 108.18           V         1 King - 5           V         1 King 6           V         1 King 8           V         1 King 8           V         2 Kings 889	Club Club Club Club Club Club	Date V F 10/03/20	-	▼ Ticket ▼ 531124 531125		S	155.00 \$ 155.00 \$	a ♥ Gratuity ♥ 1 0.00 \$0.00 0.00 \$0.00 0.00 \$0.00	\$21.70 \$ \$21.70 \$	∀ Folic     176.70 \$1'     176.70 \$1'     353.40 \$3	76.70 76.70
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Room Arrive	Folio Add Room		Appri			V	c-In 🗾 C	heck Out 🖂 S	end Notification		
Name Smyth, Garrett	Type Guest	\$ Enable Email		xxxx x	Dn File XXXX XXXX 2009 Xt W Smyth		ate Credit Car ove Credit Car				

To settle a folio to the credit card on file, select 'Settle Folio'.

The Folio Settlement screen will launch which will show the balance that's to be settled. Next, select **'Cash/Credit Member Charge Other'** in order to launch the POS.

1 3 7 14	31	<b>««</b>	(	>	>> (	No	w Reserv	ation	Find	Reservati	ons	_	_			6	~	Ø							
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Confirmation #117 Room Arrive 5 10/02/2 Smyth, Garrett	Folio	Depart /	AD CH N 1 0 Type Guest	IR S	status	\$ A		xom 3	Ameniti Card xxxx 10/20	es Rat On Fil	es No e	ites O	redit Card	-	cations	Update	: Credit		Out 📐	Sen	id Notifica	ition			

Select 'Close Ticket' to bring up other settlement options.

Smyth, Dr. Braden III	Area: Guest Rooms			Ticket #243176
Member Info D: 03764 Type: Seasonal Membership Birthday: 5/4 Credit Book: \$0.00		ONLINE ORDERING		$\odot$
History	Guest Room Guest Room Rental - Rental - Non Member Member	Hunt Tourney		
UPC: Enter UPC				
< <u>-</u> >				
Q Name         Price           1 Remaining Balance         \$353.40				
				$\mathbf{i}$
Move Up         Subtotal:         \$353.40           Service Charge:         \$0.00           Move Down         Tax:         \$0.00           Total:         \$353.40				
Lookup Item Remove Item	Delete Ticket Change	e Qty Discount Item Comp Item	Change Member Upcharge Item	Quick Charge Close Ticket
Exit 🛞	Change Price	Multi Off	Split Ticket	Coupon Lookup Print Ticket

From the settlement screen, select 'Credit Card'.

Smyth, Dr. Braden III	Area: Guest Rooms				
ID: 03764 Member Info Bithday: 5/4 Credit Book: \$0.00	Tender			\$0.00	Payments         Delete           Type         Amount         Delete
History	7	8	9	Clear Tender	All Delete Selected
UPC: Enter UPC	4	5	6		
< 2 > Q Name Price	1	2	3	Not Exempt	Ticket Totals     Cover Count: 0
1 Remaining Balance \$353.40	0	.00	\$10		Sub Total: \$353.40 Tax: \$0.00
	\$20	\$50	\$100	Open Drawer	Gratuity: \$0.00 Service Charge: \$0.00
	- Settlements				Total: \$353.40 Paid: \$0.00
	Member Cha	arge Credi	it Card	L	Balance Due: \$353.40
	<b>111</b>		it Book (\$0.00) n Charge	$\overline{\ }$	Print Pay Receipt Print Receipt Print and Done
					Cancel 🛞 OK

If a credit card is on file, the system will ask to charge to the credit card on file. Select **'OK'** to use this credit card on file.

Charge to th	ne credit card on file for this room?
-	Card On File
	xxxx xxxx xxxx 2009
	10/20
	Garrett W Smyth
	OK Cancel X

**Please Note:** depending on your payment processor (ETS, Shift 4, or Open Edge) you may need to select 'Print and Done' after you select the credit card settlement to trigger this window.

If you wish to use another credit card to settle this transaction, select **'Cancel'** which will allow you to swipe or manually enter another credit card.

Smyth, Dr. Braden III	Area: Guest Rooms				
ID: 03764 Member Info Birthday: 5/4	Tender				Payments
Credit Book: \$0.00				\$0.00	Type Amount Delete
History	7	8	9	Clear Tender	Delete Selected
UPC: Enter UPC	4	5	6		
Q   Name   Price	1	2	3	Not Exempt	Ticket Totals Cover Count: 0
1 Remaining Balance \$353.40	0	.00	\$10		Sub Total: \$353.40 Tax: \$0.00
	\$20	\$50	\$100	Charge to	the credit card on file for this room?
	Settlements				Card On File         tal:         \$353.40           xxxx xxxx 2009         aid:         50.00
	Member Cha	arge Cred	it Card		10/20 Garrett W Smyth
	<b>100</b>	ash Cred	it Book (\$0.00)		OK Cancel 🛞 and Done
		Roon	n Charge		Cancel 🛞 ОК 🔗

Smyth, Dr. Braden III	Area: Guest Rooms	5			
ID: 03764 Type: Seasonal Membership Birthday: 5/4	Tender				Payments Type Amount Delete
Credit Book: \$0.00				\$0.00	All
History	7	8	9	Clear Tender	Delete Selected
UPC: Erter UPC	4	5	6		
Q   Name   Price	1	2	3	Not Exempt	Ticket Totals Cover Count: 0
1 Remaining Balance \$353.40	0	.00	\$10		Sub Total: \$353.40 Tax: \$0.00
	\$20	\$5 su		^	Cutute 5000
		Sw	ripe Credit C	ard	
	- Settlements		Swipe:		
	Member Cha	irge	/		~
	<b>111</b>	ash	Enter Approval		Do Not Manual OK OCancel OC
		Roon	n Charge		
					Cancel 🛞 OK 📿
Move Up Subtotal: \$353.40 Service Charge: \$0.00 Move Down Total: \$353.40					

Please Note: only one credit card may be attached to one room. You cannot attach a credit card to only the occupant. So if the occupant needs to settle his/her folio to a different credit card, that is when you would NOT use the credit card on file, and enter the information with the swipe or manual entry.

You will now be able to view the settled folio for the member.

1 3 7 14	31 《《 《	>>	New	Reservation	ind Reservation:			<b>%</b> 🔨	$\langle \rangle$	_	-	-	-
Cotable 2016     SM T W T # 5     ST 18 19 20 12     SM 18 12 13 14 15     ST 18 19 20 12 22     SM 25 26 27 28 29     SM 25 26 20     SM 25 26     SM 25     SM 25	Goff         1         1 Kin           Goff         5         1 Kin           Goff         18         2 DB           Club         Folio: 63551, 9           Club         Close         Close           Club         Master Folio: (635           Club         Goorn: 5 (635	g - 189 g - 5 La 10818 Print Folio 0) 51) arrett (6352)	. Braden [03764]	ef ♥ Ticke 31124 5311 31125 5311	olio + Check t V Description 24 Guest Room [ 25 Guest Room [	5] Charge 5] Charge	9 10 10 10 1 8 19 20 21 2		0 10 10 10 5 26 27 28 5 27 28 5 26 20 5 20 5 20 5 20 5 20 5 20 5 20 5 20 5	ity ⊽ Tax 50.00 \$2 \$0.00 \$2	Total 1.70 \$176.71 1.70 \$176.71 0.00 (\$353.40	Folio C 7 5 \$176.70 5 \$176.70 (\$353.40	
Lackford: Ø Al Ø Ab Ver Ø Cob Ver Ø Cob Ver Ø Cof Ver Ø Snow wattrig list F Show cancelations													
Confirmation #117	Folio Add Room	~	tus \$ A			Waiting List	U I	eck-In	Check Out	Send Not	fication		
Name Smyth, Garrett	Type Guest	\$ Enable	e Email	xx 10	rd On File xx xxxx xxxx : /20 crett W Smyth		~	pdate Credit					

## **Reservation Status**

You may use the Reservation Status for guest rooms in emails to notify guests of the current guest room status: reserved, waitlist, canceled.

To add the Reservation Status, use the following snippet in the subject line or body of the email: {%ReservationStatus%}.

	Reservati	tion Status in Email	
	Non-Meetine Rate       Control         Daily       Control         Construction Revention       Control         Construction Revention       Control         Construction Revention       Control         Construction       Contreversion         Contro	Te: Garrett Smyth Reserved GRAND Dear Member, Thank you for making reservations to stay at the Grand Key Club. <u>Please</u> take a moment to review	
Emal Hotification Templates:	Thenk New Roman → 12 → A A B I U U S & X' X, A → 20 - Charge Case + A A A A A B I U U S & X' X, A → 20 - Charge Case + 30 A A A A A A A A B I U U S & A A A A A A A A A A A A A A A A A A	Arrival Date: Thursday, May 31, 2018 Departure Date: Sunday, June 03, 2018 Confirmation #: 11921 Confirmation Status: Reserved Average Nightly Rate: \$176.70 Estimated Total Amount: \$530.10 *Taxes or additional amenities are not included in this total po Room #: 05 Dear Member, Dear Member,	
	Departure Date: [%EndDate%) Confirmation #: [%ConfirmationNumber%) Average Nightly Rate: {%AverageNightlyRate%} Estimated Total Amount: [%TotalRate%] *Tasks or additional amounties are not included in this total Room #: {%RoomNumber%} Please Check In at the reception desk located inside the Main Office. Check In time: 12:00pm or later	Check Oa       Financ you for maxing reservations to stay at the Oriania Key Club. <u>Presse</u> take         Continent       Room Type: N/A       0 9:0         NOTE: 0       Arrival Date: Tuesday, May 29, 2018       leas         Departure Date: Tuesday, June 01, 2018       s are number, n       confirmation #: 11920 Confirmation Status: Waiting List         If you pla       Average Nightly Rate: \$0.00       latio       latio         If you sh       Estimated Total Amount: \$0.00 *Taxes or additional amentice are not included in this total leas         Room #: N/A       N/A	00 am. se let us e equal t s as you ons of th st 48 ho
		This email was sent by automated system. Please do not reply back to this email.	L