



# Guest Rooms - Deposits

2018 - Fall Edition

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# Overview

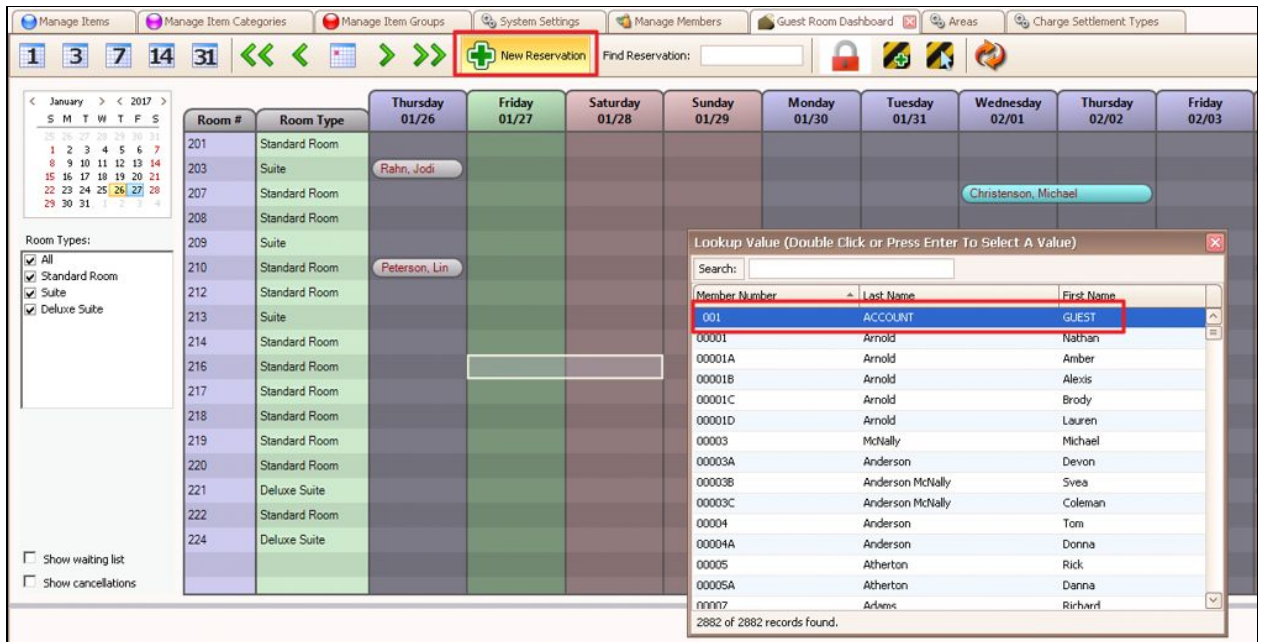
When Members book a Guest Room, sometimes a deposit needs to be held. This guide covers the basics on how to add a Deposit using a Credit Card to a Folio.

## Use Case(s)

User needs to add a Deposit to a Guest Room using the Member's Credit Card.

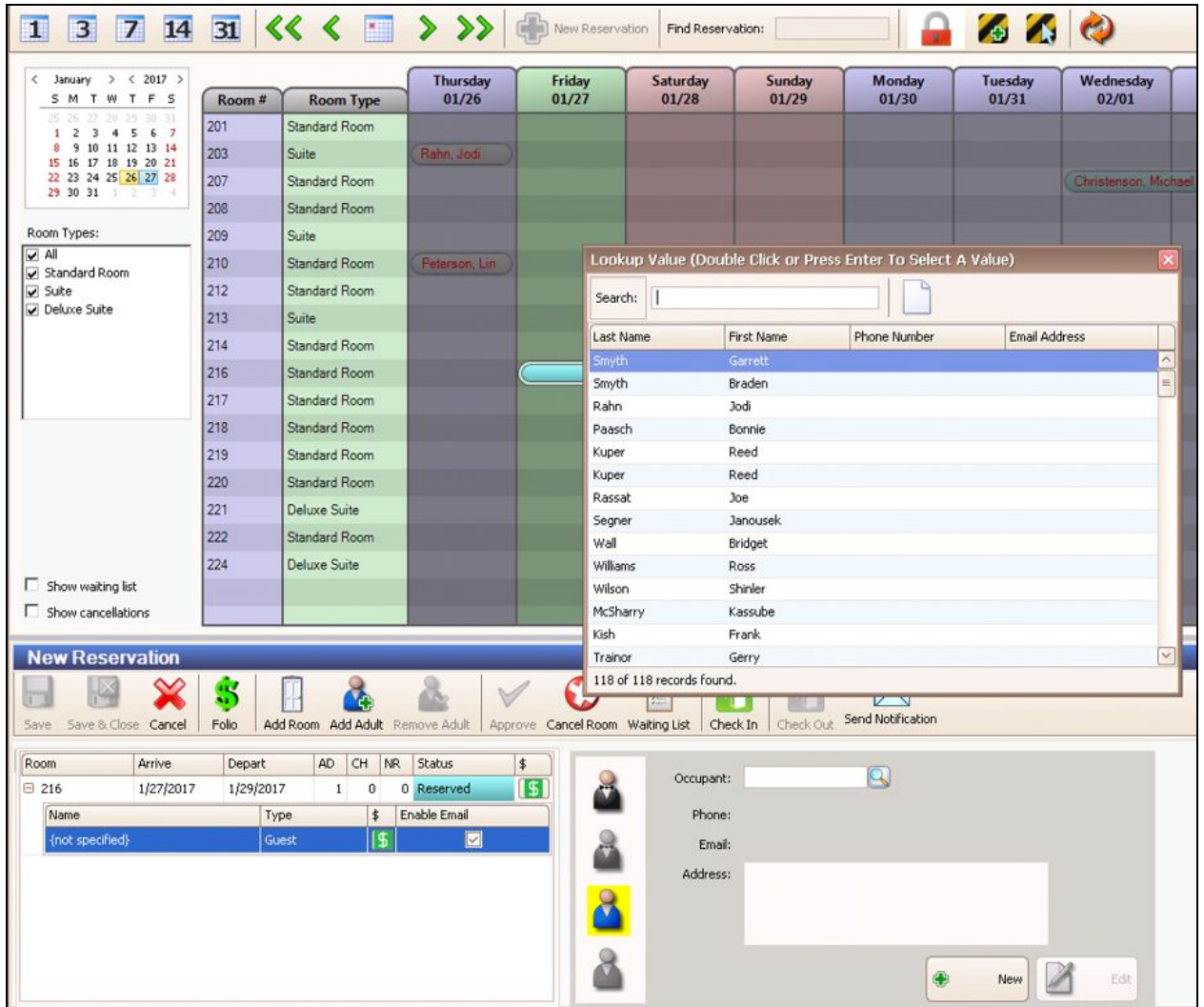
# Updating Room Information

- 1) Book a Reservation for the specific Member.



The screenshot shows a hotel management system interface. At the top, there are navigation tabs: Manage Items, Manage Item Categories, Manage Item Groups, System Settings, Manage Members, Guest Room Dashboard, Areas, and Charge Settlement Types. Below these are navigation icons and a 'New Reservation' button highlighted with a red box. A calendar for January 2017 is visible on the left, with dates 26, 27, and 28 highlighted. The main area is a reservation grid with columns for days of the week (Thursday 01/26, Friday 01/27, Saturday 01/28, Sunday 01/29, Monday 01/30, Tuesday 01/31, Wednesday 02/01, Thursday 02/02, Friday 02/03) and rows for room numbers (201-224). Reservations are shown for room 203 (Rahn, Jodi) on Thursday 01/26, room 207 (Christenson, Michael) on Wednesday 02/01, and room 210 (Peterson, Lin) on Thursday 01/26. A 'Lookup Value' window is open in the bottom right, showing a search for 'ACCOUNT' and a list of members with 'GUEST' selected. The list includes member numbers, last names, and first names. At the bottom of the window, it says '2882 of 2882 records found.'

- 2) Enter the number of occupants staying in the room.



The screenshot displays a reservation management interface. At the top, there are navigation icons and a 'New Reservation' button. The main area is a calendar grid for January 2017, with columns for days of the week and dates. A 'Lookup Value' dialog box is open, showing a search bar and a list of guest names. The selected name is 'Smyth, Garrett'. Below the calendar, there is a 'New Reservation' section with various action buttons like Save, Cancel, Add Room, etc. At the bottom, there is a table for reservation details and a form for occupant information.

Room #	Room Type	Thursday 01/26	Friday 01/27	Saturday 01/28	Sunday 01/29	Monday 01/30	Tuesday 01/31	Wednesday 02/01
201	Standard Room							
203	Suite	Rahn, Jodi						
207	Standard Room							Christenson, Michael
208	Standard Room							
209	Suite							
210	Standard Room	Peterson, Lin						
212	Standard Room							
213	Suite							
214	Standard Room							
216	Standard Room							
217	Standard Room							
218	Standard Room							
219	Standard Room							
220	Standard Room							
221	Deluxe Suite							
222	Standard Room							
224	Deluxe Suite							




Last Name	First Name	Phone Number	Email Address
Smyth	Garrett		
Smyth	Braden		
Rahn	Jodi		
Paasch	Bonnie		
Kuper	Reed		
Kuper	Reed		
Rassat	Joe		
Segner	Janousek		
Wall	Bridget		
Williams	Ross		
Wilson	Shirler		
McSharry	Kassube		
Kish	Frank		
Trainor	Gerry		

Room	Arrive	Depart	AD	CH	NR	Status	\$
216	1/27/2017	1/29/2017	1	0	0	Reserved	\$

Name	Type	\$	Enable Email
{not specified}	Guest	\$	<input checked="" type="checkbox"/>

3) Select a room to update the information.

1 3 7 14 31
<< < > >>
+ New Reservation
Find Reservation: 

< January > < 2017 >

S	M	T	W	T	F	S
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Room Types:














- All
- Standard Room
- Suite
- Deluxe Suite

Show waiting list

Show cancellations

Room #	Room Type	Thursday 01/26	Friday 01/27	Saturday 01/28	Sunday 01/29	Monday 01/30	Tuesday 01/31	Wednesday 02/01
201	Standard Room							
203	Suite	Rahn, Jodi						
207	Standard Room							Christenson, M
208	Standard Room							
209	Suite							
210	Standard Room	Peterson, Lin						
212	Standard Room							
213	Suite							
214	Standard Room							
216	Standard Room							
217	Standard Room							
218	Standard Room							
219	Standard Room							
220	Standard Room							
221	Deluxe Suite							
222	Standard Room							
224	Deluxe Suite							

**New Reservation**

 Save
 Save & Close
 Cancel
 Folio
 Add Room
 Add Adult
 Remove Adult
 Approve
 Cancel Room
 Waiting List
 Check In
 Check Out
 Send Notification



Room	Arrive	Depart	AD	CH	NR	Status	\$
216	1/27/2017	1/29/2017	1	0	0	Reserved	\$

Occupant:

Phone: (919) 448-7578

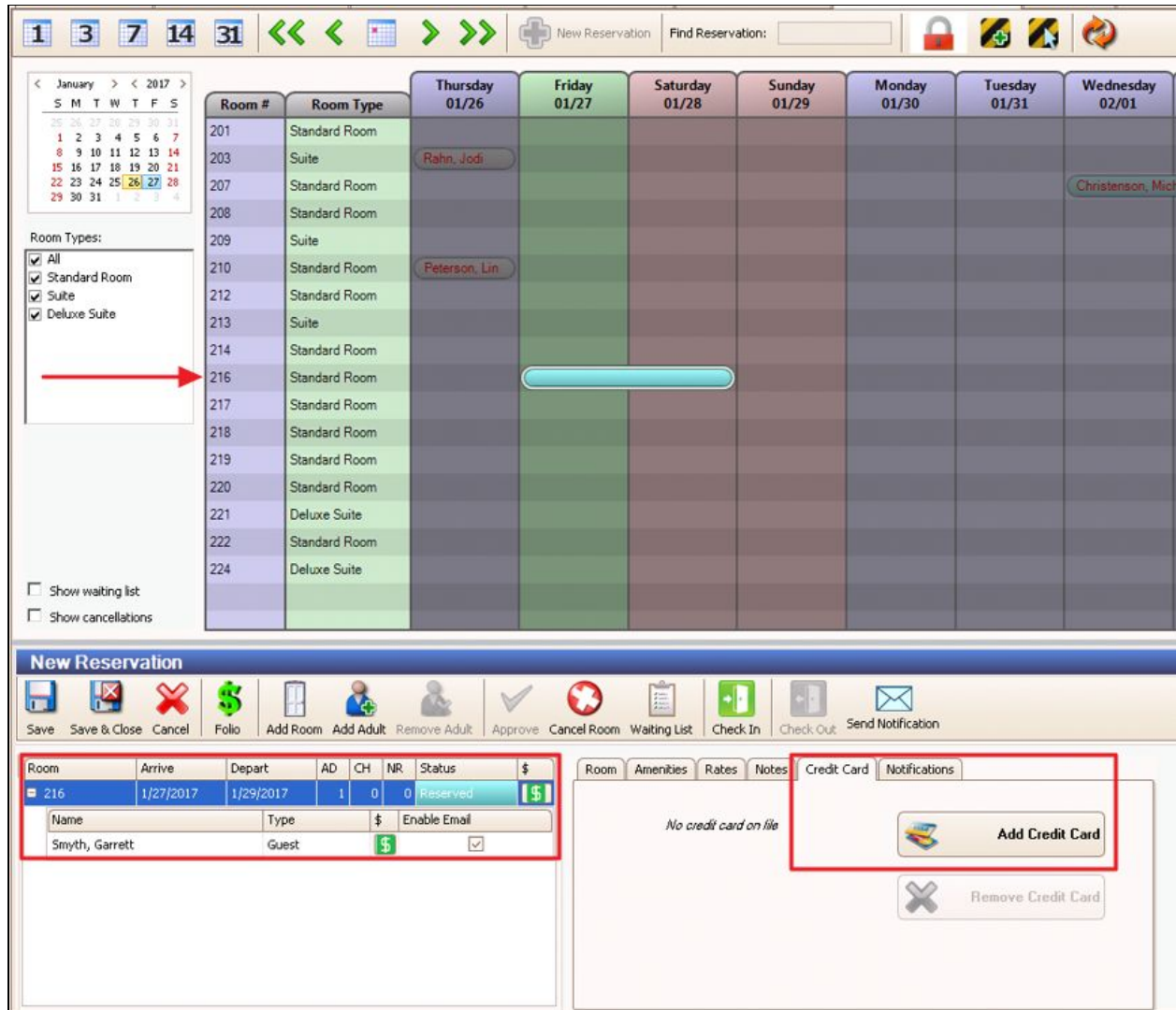
Email: gsmyth@clubessential.com

Address:

 New
 Edit

# Entering Credit Card

Once the reservation has been made, select the corresponding room and select **Add Credit Card**.



The screenshot displays a reservation management interface. At the top, there is a navigation bar with a calendar for January 2017 and various action icons. Below this is a grid showing room availability for dates from Thursday 01/26 to Wednesday 02/01. The room list on the left includes room numbers and types, with some rooms having guest names like 'Rahn, Jodi' and 'Peterson, Lin'. A red arrow points to room 216, which is highlighted. Below the grid is a 'New Reservation' section with a toolbar containing icons for Save, Save & Close, Cancel, Folio, Add Room, Add Adult, Remove Adult, Approve, Cancel Room, Waiting List, Check In, Check Out, and Send Notification. At the bottom, a table shows reservation details for room 216, including arrival and departure dates, and a 'Credit Card' tab is active, displaying 'No credit card on file' and 'Add Credit Card' and 'Remove Credit Card' buttons.

Room #	Room Type	Thursday 01/26	Friday 01/27	Saturday 01/28	Sunday 01/29	Monday 01/30	Tuesday 01/31	Wednesday 02/01
201	Standard Room							
203	Suite	Rahn, Jodi						
207	Standard Room							Christenson, Mich
208	Standard Room							
209	Suite							
210	Standard Room	Peterson, Lin						
212	Standard Room							
213	Suite							
214	Standard Room							
216	Standard Room							
217	Standard Room							
218	Standard Room							
219	Standard Room							
220	Standard Room							
221	Deluxe Suite							
222	Standard Room							
224	Deluxe Suite							

Room	Arrive	Depart	AD	CH	NR	Status	\$
216	1/27/2017	1/29/2017	1	0	0	Reserved	\$

Name	Type	\$	Enable Email
Smyth, Garrett	Guest	\$	<input checked="" type="checkbox"/>

**Please Note:** Open Edge/PPI platforms do not support saving a credit card for a room.

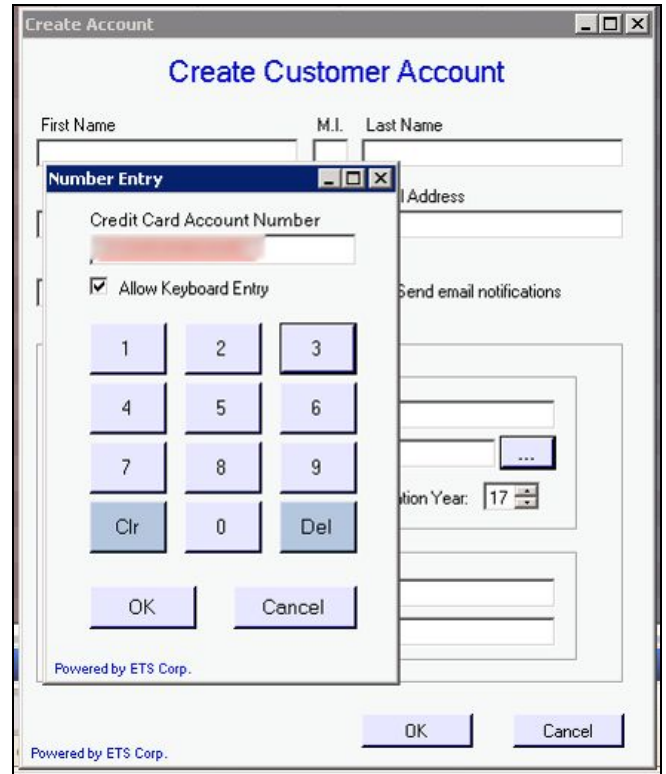
Once **Add Credit Card** is selected, a window will populate allowing the User to enter Member Credit Card information.



The screenshot shows a window titled "Create Account" with a sub-header "Create Customer Account". The form includes the following fields and options:

- First Name, M.I., Last Name (text boxes)
- Phone Number, Email Address (text boxes)
- Customer ID (text box)
- Send email notifications
- Credit Card Account Information**
  - Credit Card Information**
    - Cardholder Name: (text box)
    - Account Number: (text box with a dropdown arrow)
    - Expiration Month: 1 (dropdown), Expiration Year: 17 (dropdown)
  - Account Holder Address**
    - Street: (text box)
    - Zip: (text box)

Buttons: OK, Cancel. Footer: Powered by ETS Corp.

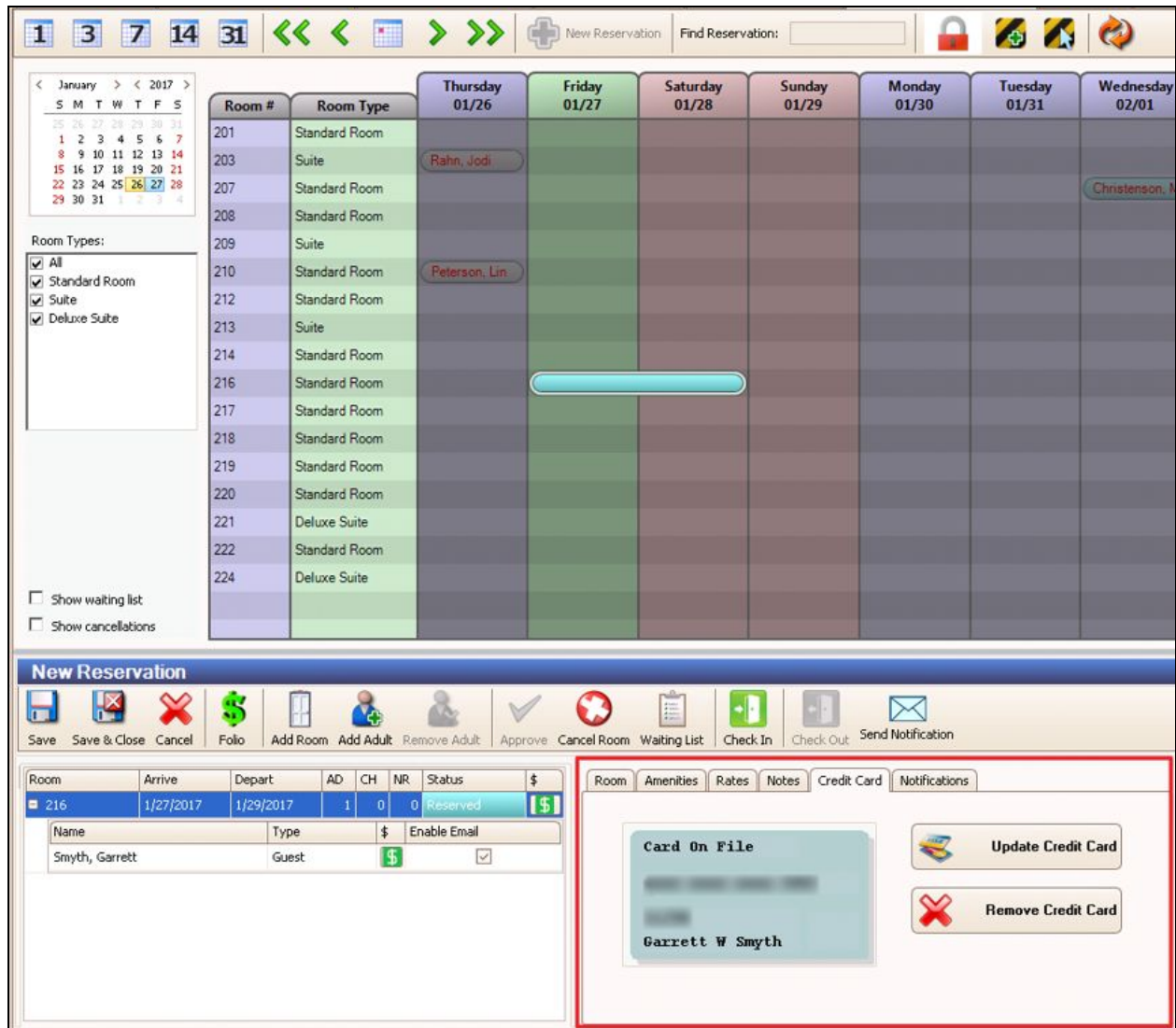


This screenshot shows the same "Create Account" window as above, but with a "Number Entry" dialog box overlaid. The dialog box contains:

- Credit Card Account Number (text box with a red highlight)
- Allow Keyboard Entry
- Numeric keypad with buttons for 1-9, 0, Clr, and Del.
- OK and Cancel buttons.
- Footer: Powered by ETS Corp.

**Please Note:** ETS is the current example, the window from a different Payment Processor may look slightly different.

Once Member Credit Card information has been entered and saved, it will populate for the room, as seen below.



The screenshot displays a reservation management interface. At the top, there are navigation buttons for dates (1, 3, 7, 14, 31) and a search bar for 'New Reservation' and 'Find Reservation'. Below this is a calendar for January 2017. The main area is a grid showing room availability from Thursday 01/26 to Wednesday 02/01. Room 216 is highlighted in blue, indicating it is reserved. The reservation details for room 216 are shown below the grid:

Room	Arrive	Depart	AD	CH	NR	Status	\$
216	1/27/2017	1/29/2017	1	0	0	Reserved	\$

Below the table, the guest information is displayed:

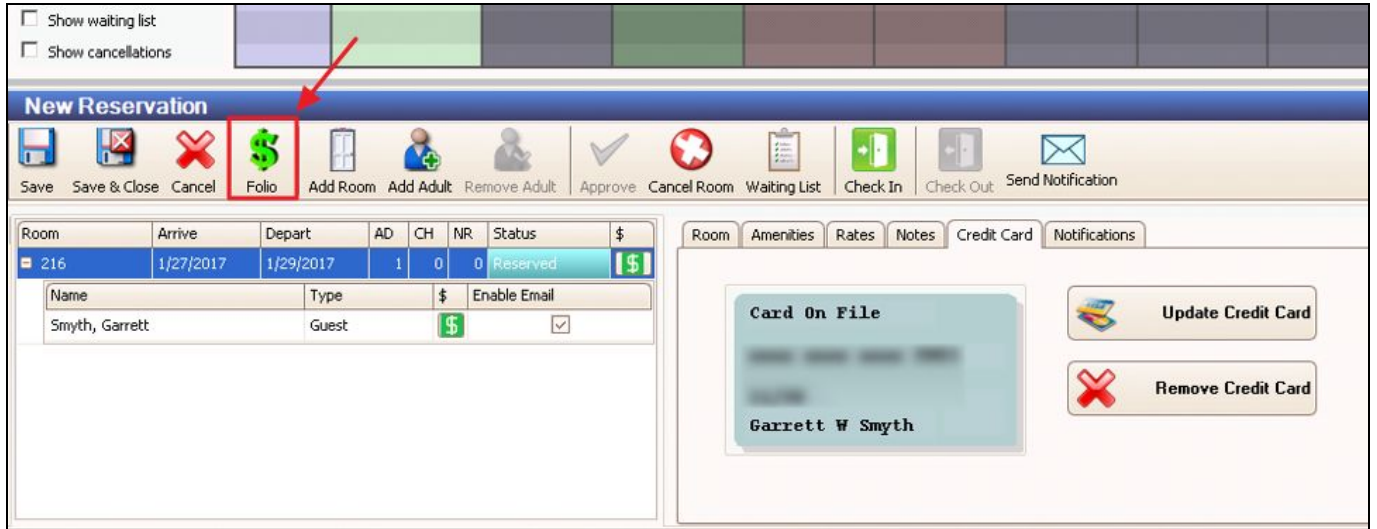
Name	Type	\$	Enable Email
Smyth, Garrett	Guest	\$	<input checked="" type="checkbox"/>

On the right side of the reservation details, there is a 'Credit Card' tab. Under this tab, a credit card is listed as 'Card On File' for 'Garrett W Smyth'. There are two buttons: 'Update Credit Card' and 'Remove Credit Card'.

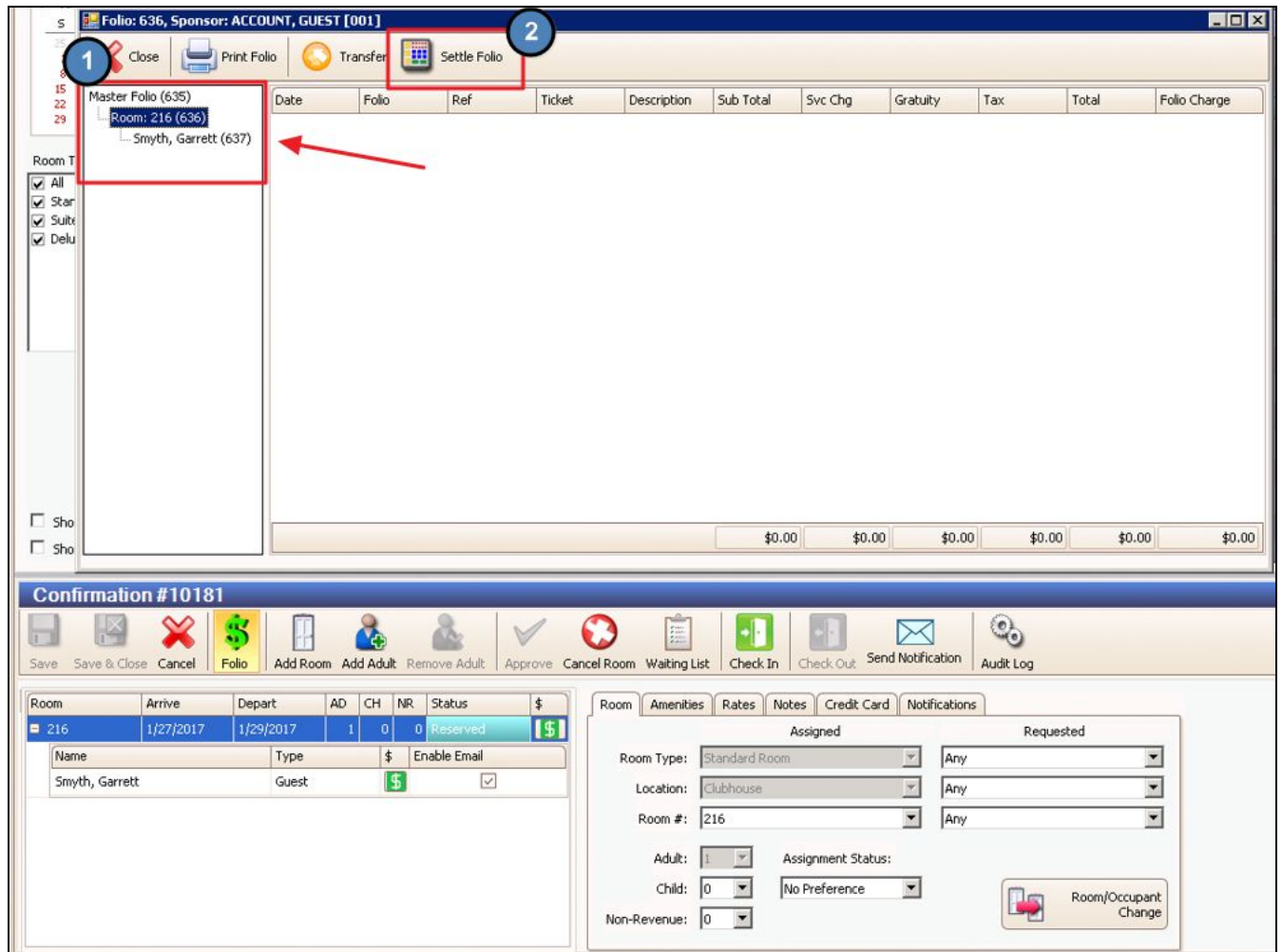
**Please Note:** Credit cards are linked to **rooms** not individual occupants. If two or more occupants are in a room, only **one** credit card may be attached to a room.

# Settle Folio

Select the **Folio** Button to open the FoliOs for this reservation.



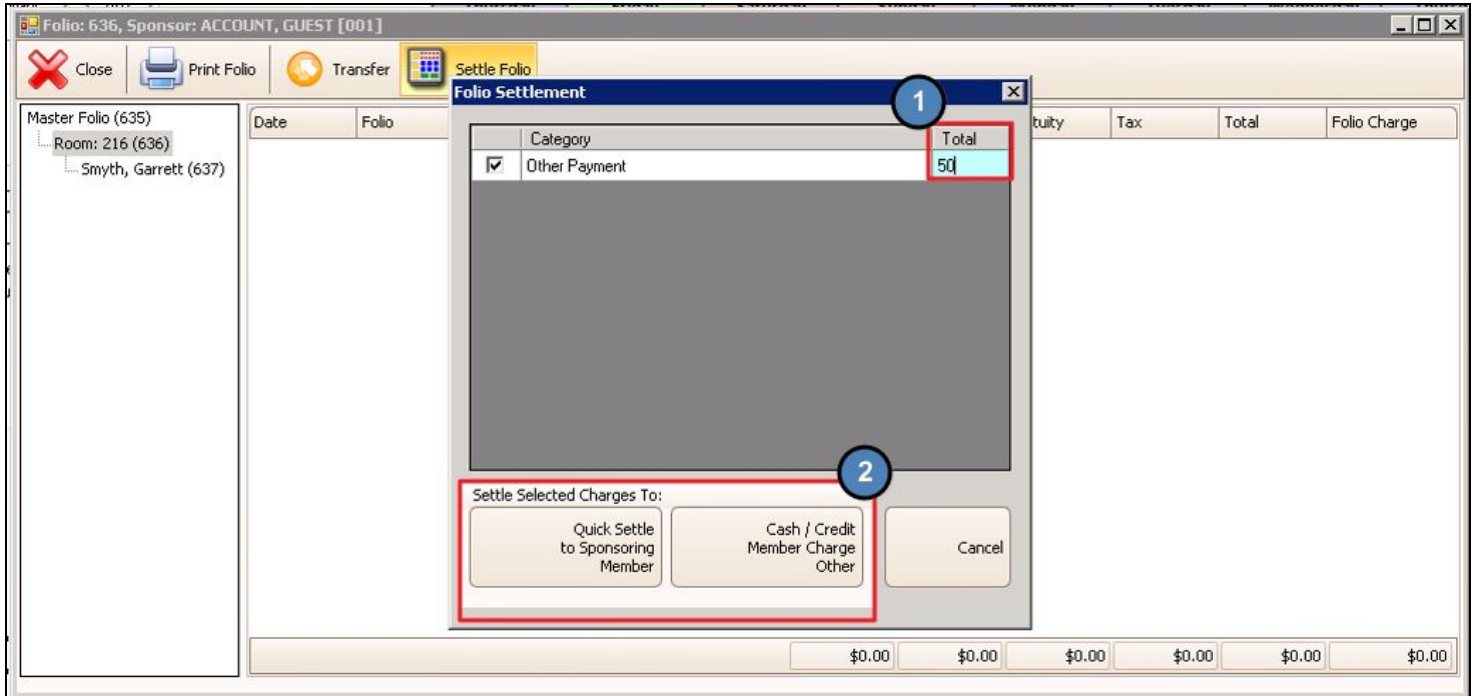
Select the room to add the **Deposit**. Then select **Settle Folio**.





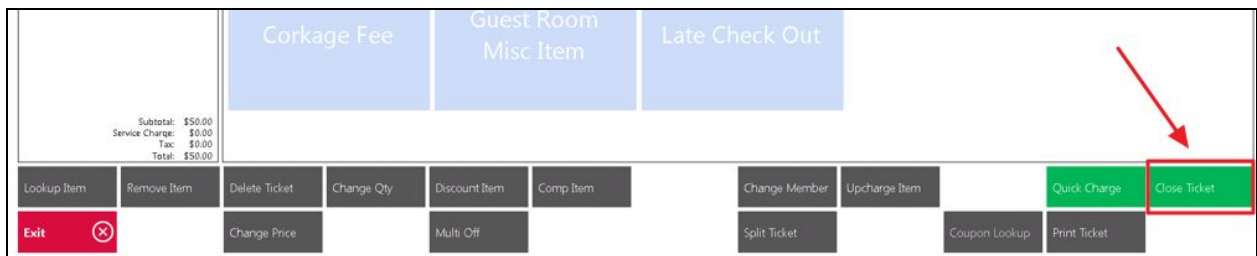
Enter the **amount** for the Deposit.

Then choose whether to quickly settle this deposit to the sponsoring **Member Account** or **Cash/Credit/Member Charge Other** to open POS to settle another way.



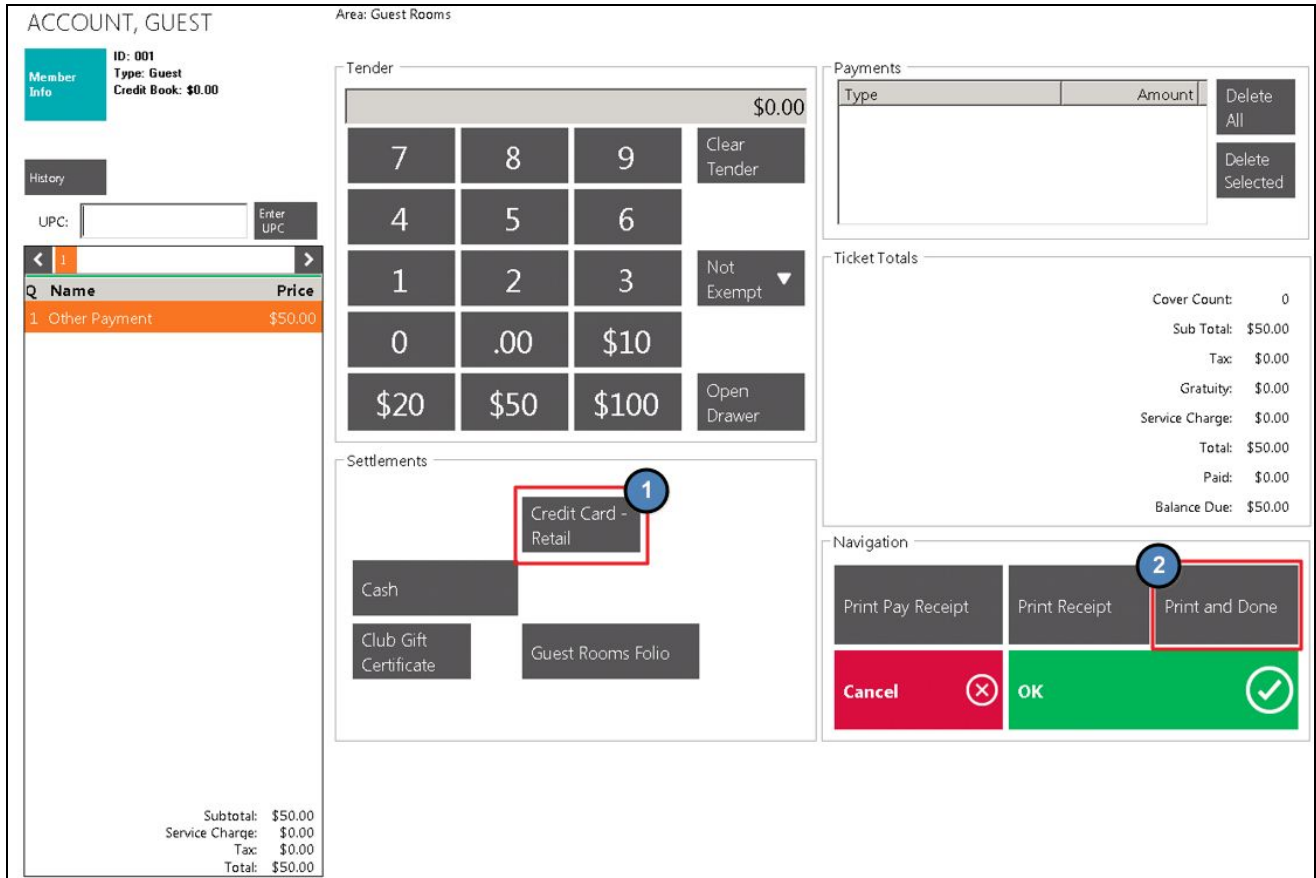
The Screen Group created for the Guest Rooms module will open and show the deposit amount on a ticket waiting for you to settle.

Select **Close Ticket** to move to the settlement screen.



Select the method you wish to settle the deposit. In the example below we will select the **Credit Card** settlement type.

Select **Print & Done** to start the credit card process.



**ACCOUNT, GUEST** Area: Guest Rooms

Member Info: ID: 001, Type: Guest, Credit Book: \$0.00

History: UPC: [ ] Enter UPC

Q	Name	Price
1.	Other Payment	\$50.00

Tender: \$0.00

Payments:

Type	Amount	Delete
		All
		Selected

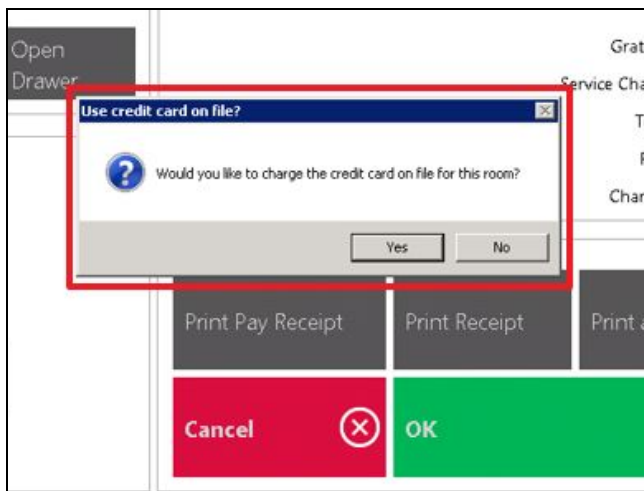
Ticket Totals:

Cover Count:	0
Sub Total:	\$50.00
Tax:	\$0.00
Gratuity:	\$0.00
Service Charge:	\$0.00
Total:	\$50.00
Paid:	\$0.00
Balance Due:	\$50.00

Navigation: Print Pay Receipt, Print Receipt, Print and Done, Cancel, OK

Subtotal: \$50.00, Service Charge: \$0.00, Tax: \$0.00, Total: \$50.00

If there is already a Credit Card assigned to the room, a prompt will ask if the card on file is the one to be used for this room.



Use credit card on file?

Would you like to charge the credit card on file for this room?

Yes No

Print Pay Receipt, Print Receipt, Print a

Cancel, OK

If yes, then the Credit Card on file will be charged. If no, a prompt will ask the User to swipe or manually enter information for another Credit Card, as seen below.

ACCOUNT, GUEST      Area: Guest Rooms

Member Info: ID: 001, Type: Guest, Credit Book: \$0.00

History

UPC:  Enter UPC

Q	Name	Price
1	Other Payment	\$50.00

Tender: \$0.00

Payments:

Type	Amount	Delete
Credit Card - Retail	\$50.00	All
		Delete Selected

Ticket Totals:

Cover Count: 0

Sub Total: \$50.00

Tax: \$0.00

Gratuity: \$0.00

Service Charge: \$0.00

Total: \$50.00

Paid: \$50.00

Change: \$0.00

Card Processing...

PLEASE SWIPE A CARD or press Continue to manually input card data.

Continue    Cancel

Cancel    OK

Subtotal: \$50.00

Service Charge: \$0.00

Tax: \$0.00

Total: \$50.00

The deposit will now be reflected as a **credit** on the room Folio.

1 3 7 14 31    << < > >>    + New Reservation    Find Reservation:

Room #	Room Type	Thursday 01/26	Friday 01/27	Saturday 01/28	Sunday 01/29	Monday 01/30	Tuesday 01/31	Wednesday 02/01	Thursday 02/02	Friday 02/03	Saturday 02/04
201	Standard Room										
203	Suite	Rahn, Jodi									
207	Standard Room							Christenson, Michael			
208	Standard Room										
209	Standard Room										
210	Standard Room										
212	Standard Room										
213	Standard Room										
214	Standard Room										
216	Standard Room										
217	Standard Room										
218	Standard Room										
219	Standard Room										
220	Standard Room										
221	Deluxe Suite										
222	Standard Room										
224	Deluxe Suite										

Room Types:

- All
- Standard Room
- Suite
- Deluxe Suite

Confirmation #10181

Save    Save & Close    Cancel    Folio    Add R

Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
01/27/2017	636	195	195	Settle Folio 636	\$0.00	\$0.00	\$0.00	\$0.00	(\$50.00)	(\$50.00)

Room: 216 (636)    Smyth, Garrett (637)

Room	Arrive	Depart	AD	CH	NR	Status	\$
216	1/27/2017	1/29/2017	1	0	0	Reserved	\$

Name: Smyth, Garrett    Type: Guest    Enable Email:

Room Amenities, Rates, Notes, Credit Card, Notifications

Assigned: Room Type: Standard Room, Location: Clubhouse, Room #: 216

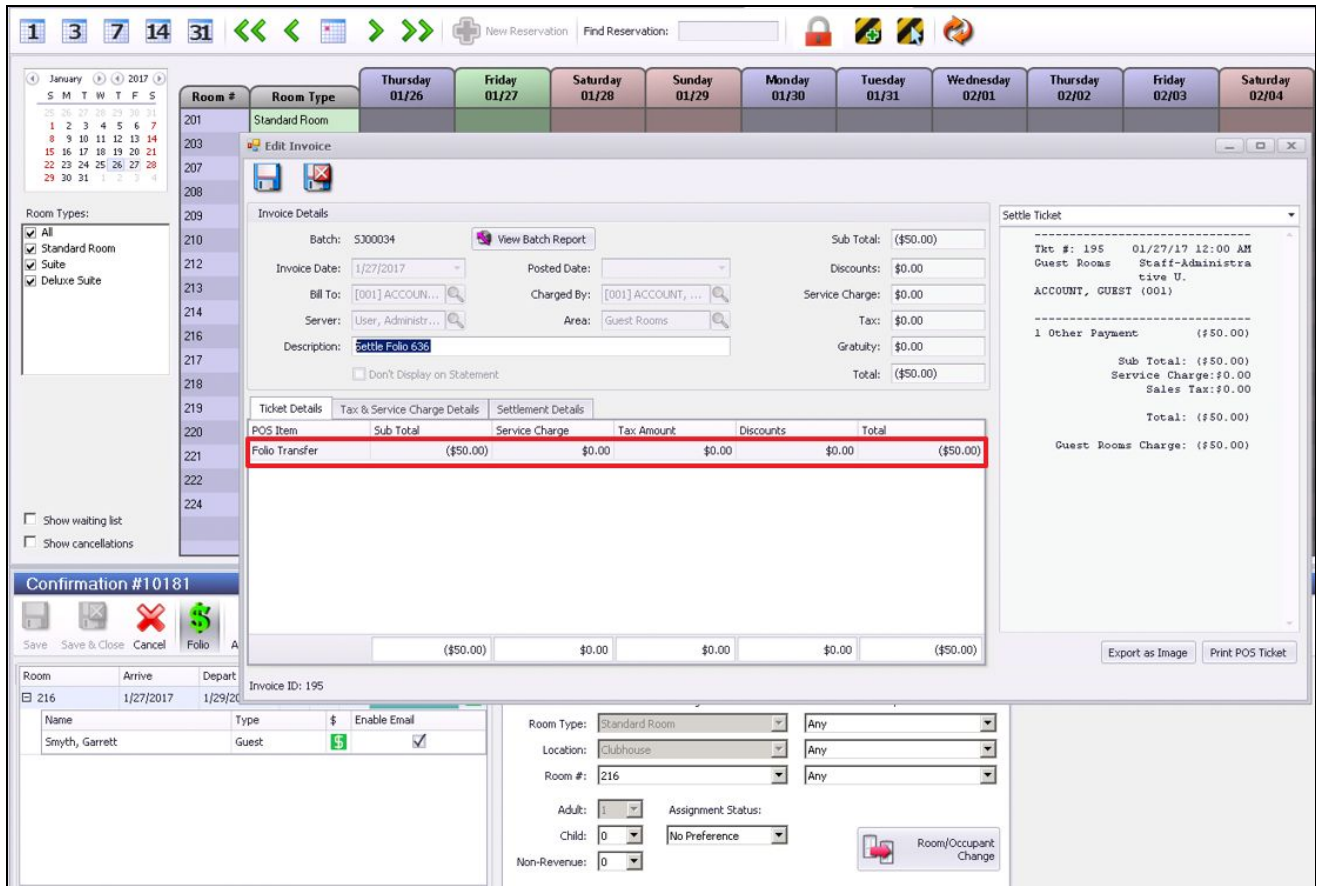
Requested: Room Type: Any, Location: Any, Room #: Any

Adult: 1, Child: 0, Non-Revenue: 0

Assignment Status: No Preference

Room/Occupant Change

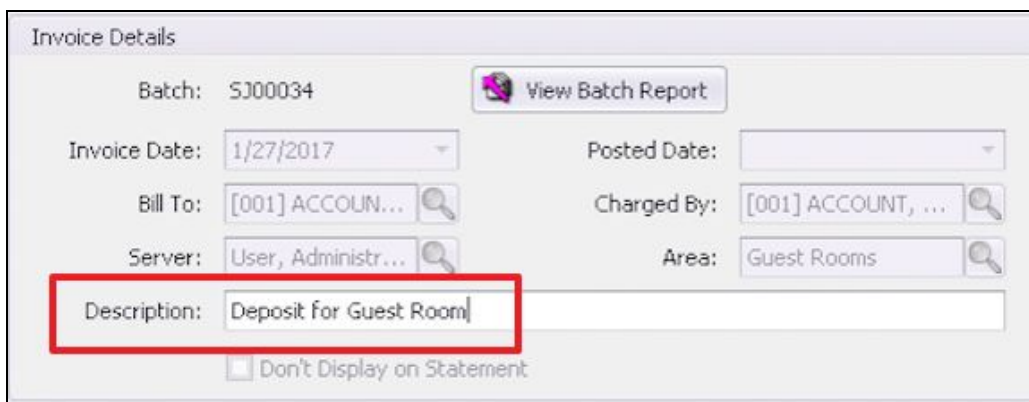
Double clicking the transaction row will allow for edits. From here the deposit **description** field can be changed to 'Deposit for Guest Room' or something similar.



The screenshot shows a software interface for managing hotel transactions. At the top, there is a navigation bar with icons and a date range from January 1st to 31st, 2017. Below this is a calendar and a list of room types: All, Standard Room, Suite, and Deluxe Suite. The main area is divided into several sections:

- Invoice Details:** Shows Batch: S300034, Invoice Date: 1/27/2017, and Description: **Settle Folio 636**. A table below lists transaction items:
 

POS Item	Sub Total	Service Charge	Tax Amount	Discounts	Total
Folio Transfer	(\$50.00)	\$0.00	\$0.00	\$0.00	(\$50.00)
- Settle Ticket:** Shows ticket details for Tkt #: 195, dated 01/27/17 12:00 AM, with a total of (\$50.00).
- Guest Information:** Shows a guest named Smyth, Garrett, with a room type of Standard Room and a room number of 216.



This is a close-up view of the 'Invoice Details' section from the previous screenshot. The 'Description' field is highlighted with a red rectangular box and contains the text 'Deposit for Guest Room'. Other fields include Batch: S300034, Invoice Date: 1/27/2017, and Area: Guest Rooms.

Select **Save and Close** to save the information. The Deposit will now be listed as Deposit for Guest Room on the room Folio.

1 3 7 14 31 << < > >> + New Reservation Find Reservation: [ ] [ ] [ ] [ ]

January 2017  
 S M T W T F S  
 1 2 3 4 5 6 7  
 8 9 10 11 12 13 14  
 15 16 17 18 19 20 21  
 22 23 24 25 26 27 28  
 29 30 31 1 2 3 4

Room #	Room Type	Thursday 01/26	Friday 01/27	Saturday 01/28	Sunday 01/29	Monday 01/30	Tuesday 01/31	Wednesday 02/01	Thursday 02/02	Friday 02/03	Saturday 02/04
201	Standard Room										
203	Suite	Rahn, Jodi									Hemenway,
207	Standard Room							Christenson, Michael			
208	S	Folio: 636, Sponsor: ACCOUNT, GUEST [001]									
209	S	Close Print Folio Transfer Settle Folio									
210	S										
212	S	Master Folio (635)									
213	S	Room: 216 (636)									
214	S	Smyth, Garrett (637)									
216	S										
217	S										
218	S										
219	S										
220	S										
221	D										
222	S										
224	D										

Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
01/27/2017	636	195	195	Deposit for Guest Room	\$0.00	\$0.00	\$0.00	\$0.00	(\$50.00)	(\$50.00)

Room Types:  
 All  
 Standard Room  
 Suite  
 Deluxe Suite

Show waiting list  
 Show cancellations

Confirmation #10181

Save Save & Close Cancel Folio Add R

\$0.00 \$0.00 \$0.00 \$0.00 (\$50.00) (\$50.00)