



Office - Guest Rooms - Folio Transfer

2019 - Summer 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 transfer a transaction from one folio to another, not in the same reservation.

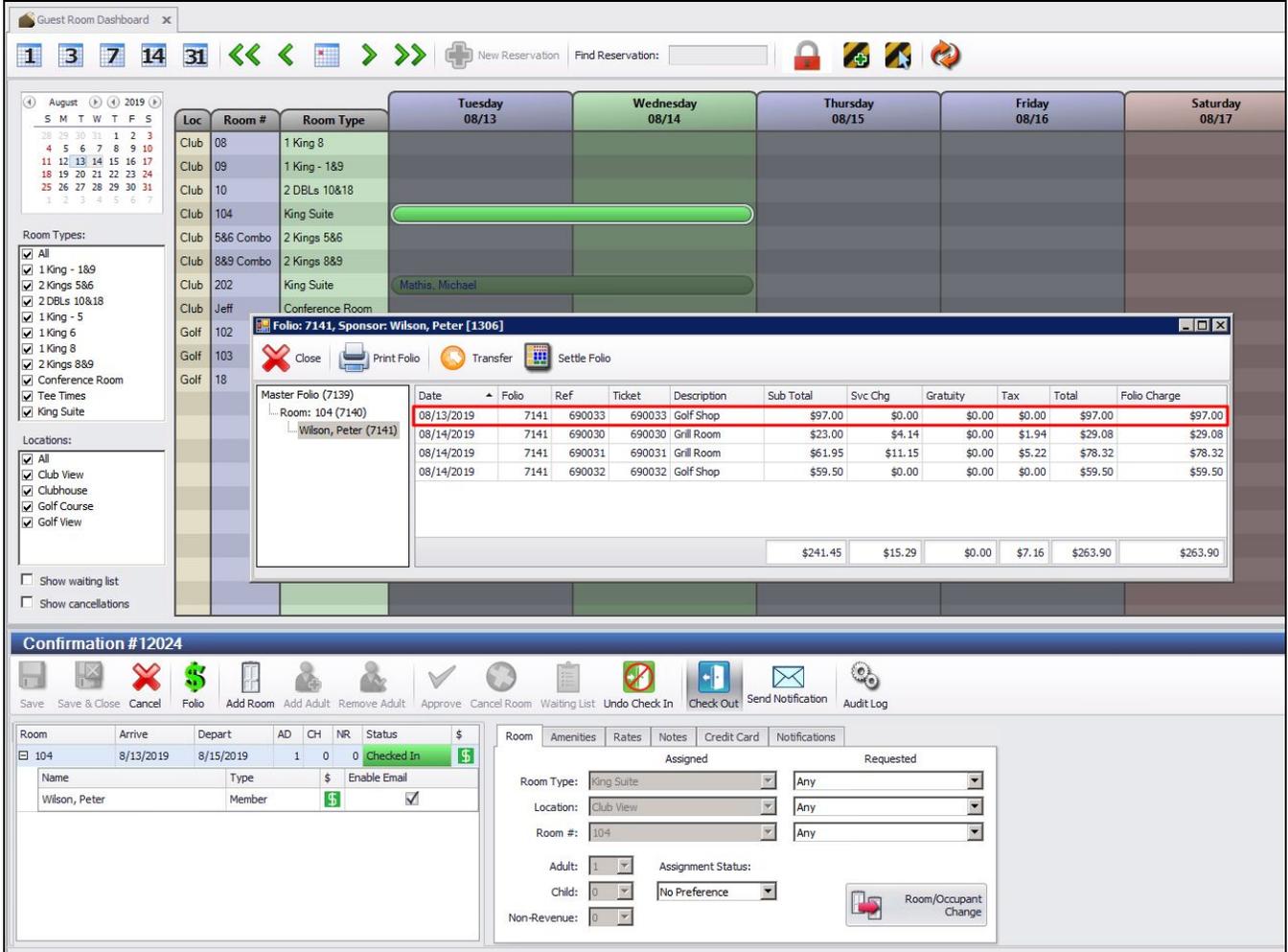
Use Case(s)

- Member Charge needs to be moved from one Folio to another, not in the same reservation.

Identifying Transaction(s)

For this Guide, we will be reviewing an example transaction that needs to be transferred for a Golf Shop purchase.

During the check out process for Peter Wilson, he notices that there is a Golf Shop charge on 8/13/19 but he didn't play golf that day. This charge should belong to Michael Mathis in room 202.

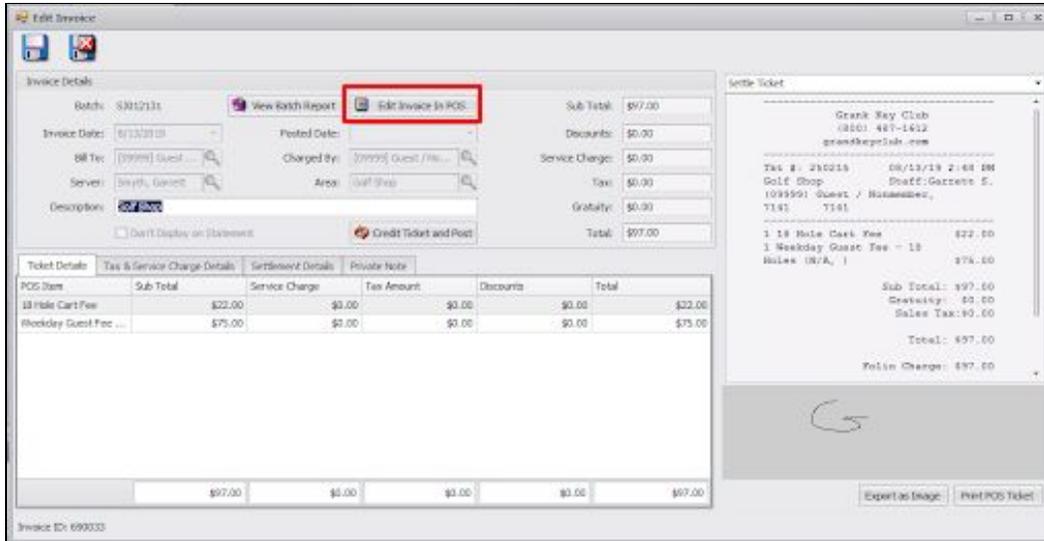


The screenshot displays a hotel management system interface. At the top, there's a 'Guest Room Dashboard' with navigation icons and a search bar. Below this is a calendar for August 2019, showing dates from 1 to 31. To the left of the calendar is a 'Room Types' list with checkboxes for various room categories like 'All', '1 King - 189', '2 Kings 586', etc. Below that is a 'Locations' list with checkboxes for 'All', 'Club View', 'Clubhouse', 'Golf Course', and 'Golf View'. The main area shows a grid of room reservations for Tuesday 08/13, Wednesday 08/14, Thursday 08/15, Friday 08/16, and Saturday 08/17. A pop-up window titled 'Folio: 7141, Sponsor: Wilson, Peter [1306]' is open, showing a table of transactions. The table has columns for Date, Folio, Ref, Ticket, Description, Sub Total, Svc Chg, Gratuity, Tax, Total, and Folio Charge. The first row is highlighted in red, indicating a Golf Shop charge on 08/13/2019 for \$97.00. Below the table are summary totals for various categories. At the bottom of the interface, there's a 'Confirmation #12024' section with various action buttons like 'Save', 'Cancel', 'Folio', 'Add Room', etc. On the right side, there's a 'Room' configuration panel with dropdown menus for Room Type, Location, and Room #, and input fields for Adult and Child counts.

Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
08/13/2019	7141	690033	690033	Golf Shop	\$97.00	\$0.00	\$0.00	\$0.00	\$97.00	\$97.00
08/14/2019	7141	690030	690030	Grill Room	\$23.00	\$4.14	\$0.00	\$1.94	\$29.08	\$29.08
08/14/2019	7141	690031	690031	Grill Room	\$61.95	\$11.15	\$0.00	\$5.22	\$78.32	\$78.32
08/14/2019	7141	690032	690032	Golf Shop	\$59.50	\$0.00	\$0.00	\$0.00	\$59.50	\$59.50
					\$241.45	\$15.29	\$0.00	\$7.16	\$263.90	\$263.90

To further investigate, Users can double click the transaction to see more details.

If the sales batch for this transaction is not posted yet, you can select **Edit Invoice In POS** to reopen the ticket in POS and settle it to the correct folio.



Edit Invoice in POS

Once Edit Invoice in POS is selected, the system will open the ticket. Select **Close Ticket**.



Next, select **Room Folio**.

Wilson, Peter
Area: Guest Suites

Member Info
ID: 1306
Type: A - Independent Living
Credit Book: \$0.00

History

UPC: Enter UPC

Q	Name	Price
1	Remaining Balance	\$97.00

Tender

\$0.00
Clear Tender

7	8	9	Clear Tender
4	5	6	
1	2	3	Not Exempt ▼
0	.00	\$10	
\$20	\$50	\$100	Open Drawer

Settlements

Member Charge	Credit Card
Cash	Credit Book (\$0.00)
Room Folio	

Payments

Type	Amount	Delete
		All
		Selected

Ticket Totals

Cover Count:	0
Sub Total:	\$97.00
Tax:	\$0.00
Gratuity:	\$0.00
Service Charge:	\$0.00
Total:	\$97.00
Paid:	\$0.00
Balance Due:	\$97.00

Navigation

Print Pay Receipt	Print Receipt	Print and Done
Cancel	OK	

You can now see a listing of all active folios. Choose the correct folio to settle the transaction. In this example, we will select Michael Mathis's folio. This process is the recommended method, as it keeps the ticket details intact.

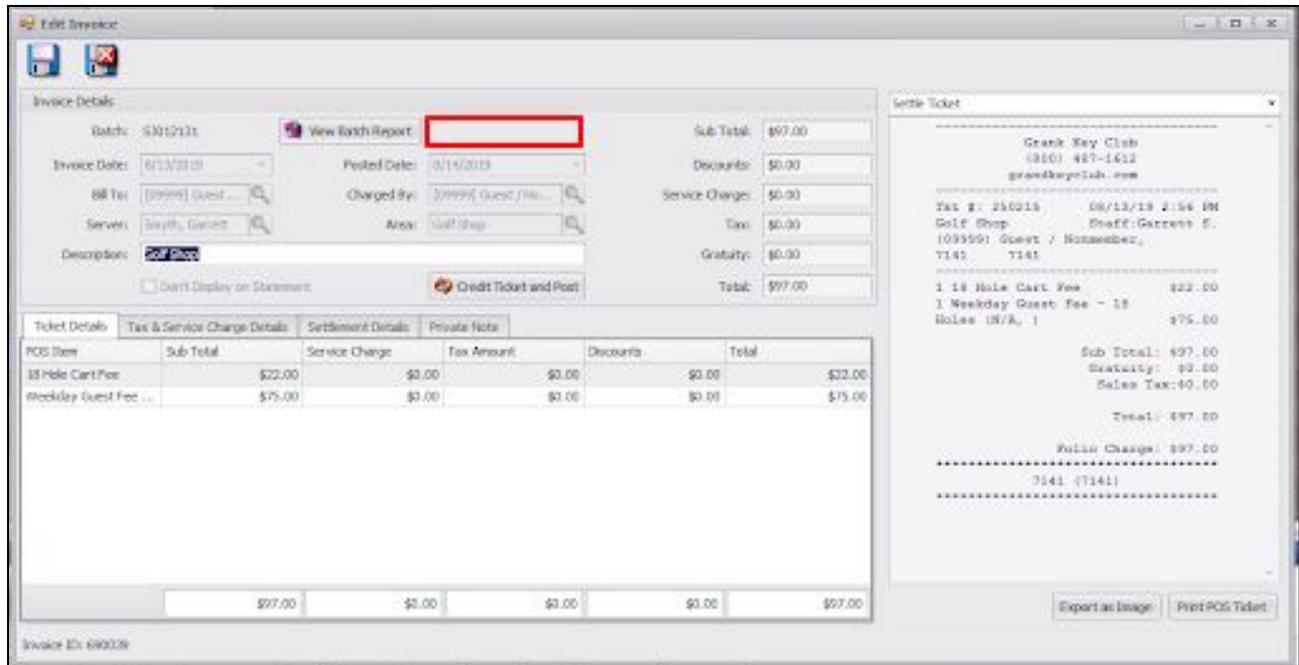
Select Room Folio					
Folio	Room	Room Occupant	Guest Of Member	Arrival	Check Out
7141	104	Wilson, Peter	Wilson, Peter	8/13/2019	8/15/2019
7144	202	Mathis, Michael	Mathis, Michael	8/13/2019	8/15/2019

1	2	3	4	5	6	7	8	9	0	Backspace	Lookup Folio
Q	W	E	R	T	Y	U	I	O	P	Clear All	↑
A	S	D	F	G	H	J	K	L	'	OK	
Z	X	C	V	B	N	M	,	.		Cancel	
-	Spacebar								@		

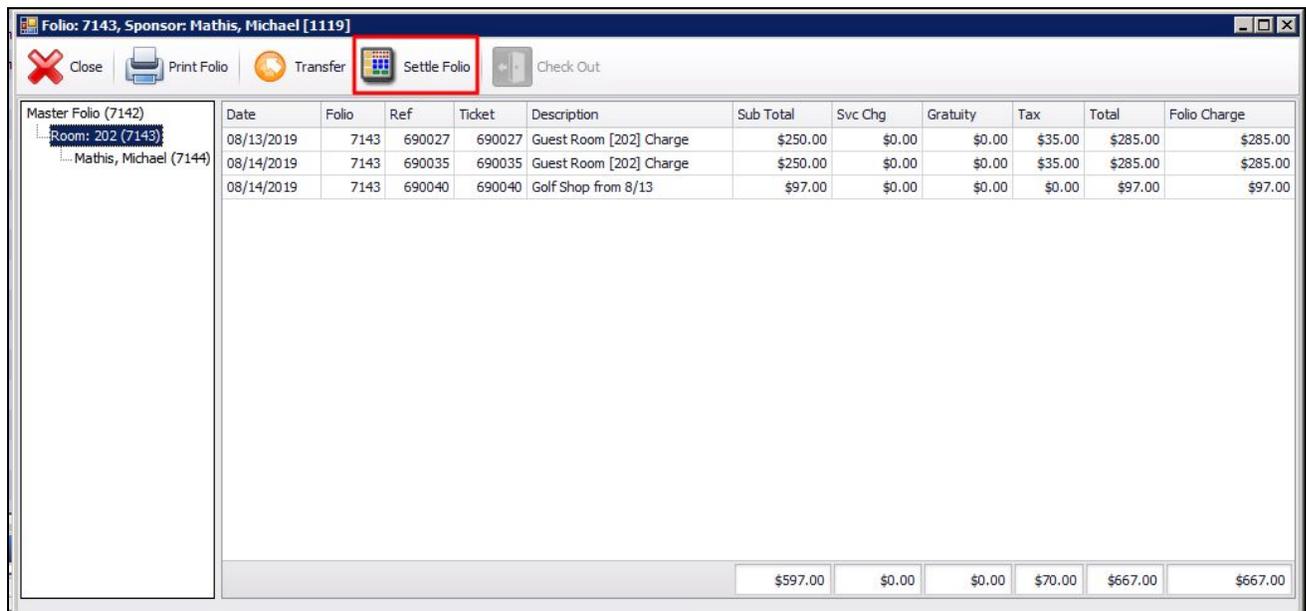
Please Note: For inactive folios from the past, you can use the **Lookup Folio** button to type in the folio number to settle this ticket. This is a separate permission that is usually reserved for managers only.

Edit Posted Transaction

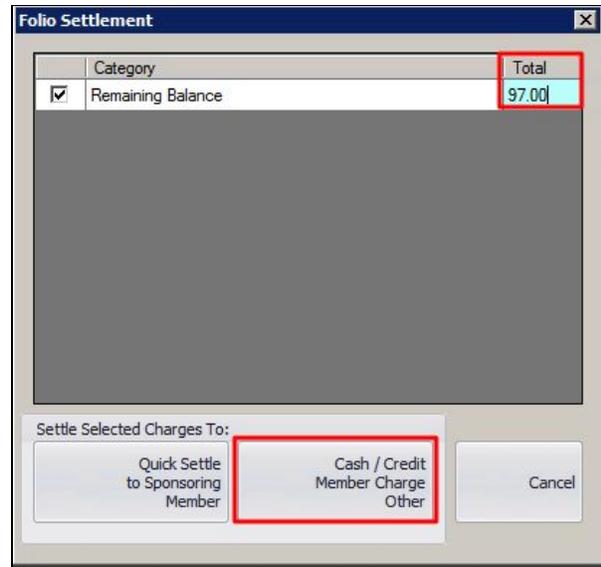
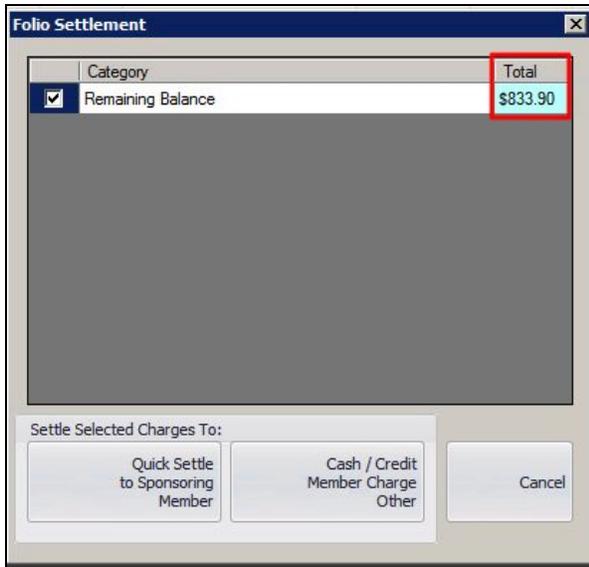
If the sales batch for this transaction is posted, you will not see the **'Edit Invoice In POS'** button to reopen the ticket, when you look at the transaction details.



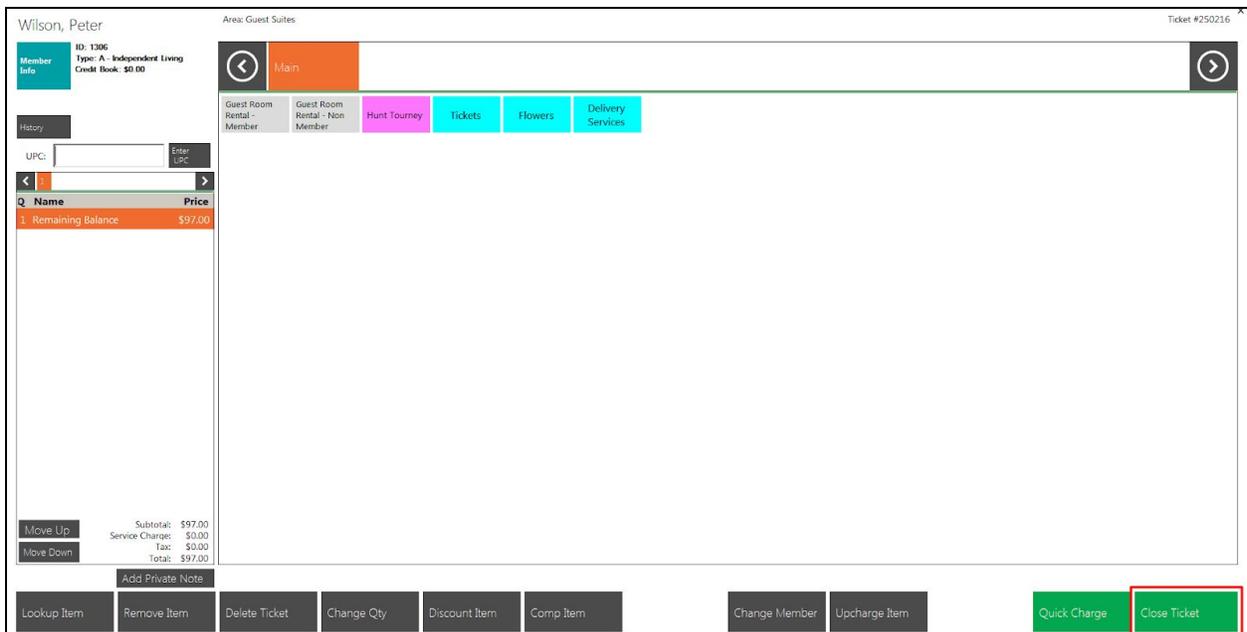
Instead, By selecting 'Settle Folio' you can now adjust the Remaining Balance - in this case to \$97.



Just highlight \$833.90 and then type in the amount you need to be transferred.



Then select **Cash/Credit/Member Charge/Other** to launch POS like you would when settling a credit card.



Again, select **Close Ticket** to access the Room Folio settlement type.

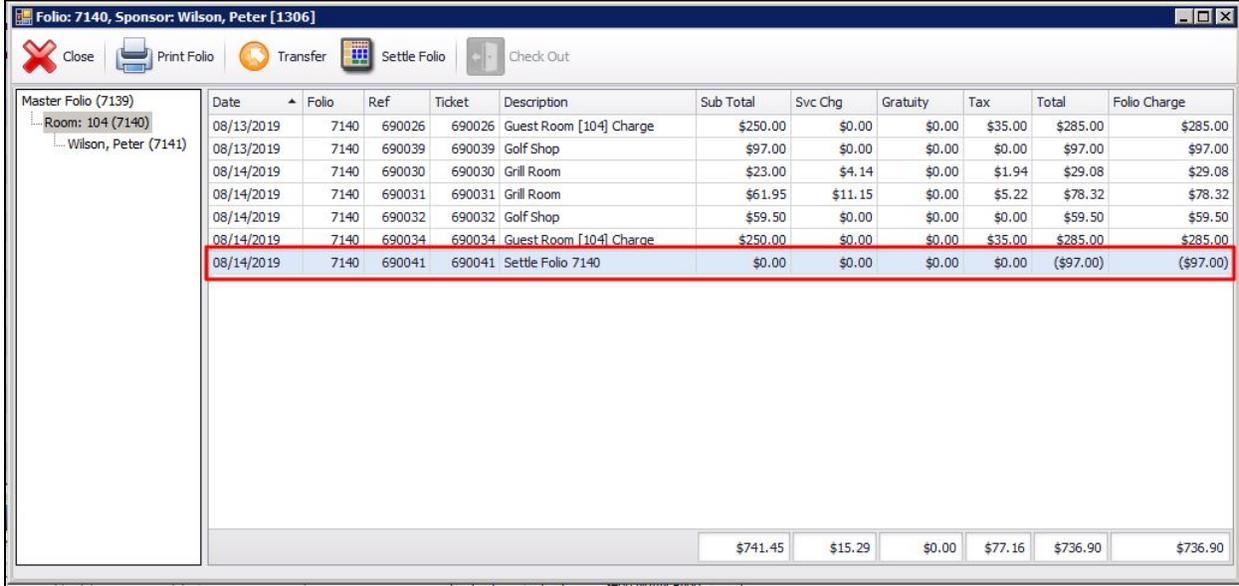
Selecting **Room Folio** will show you a list of active folios that you can transfer this amount from one folio to a new one.



Select Room Folio

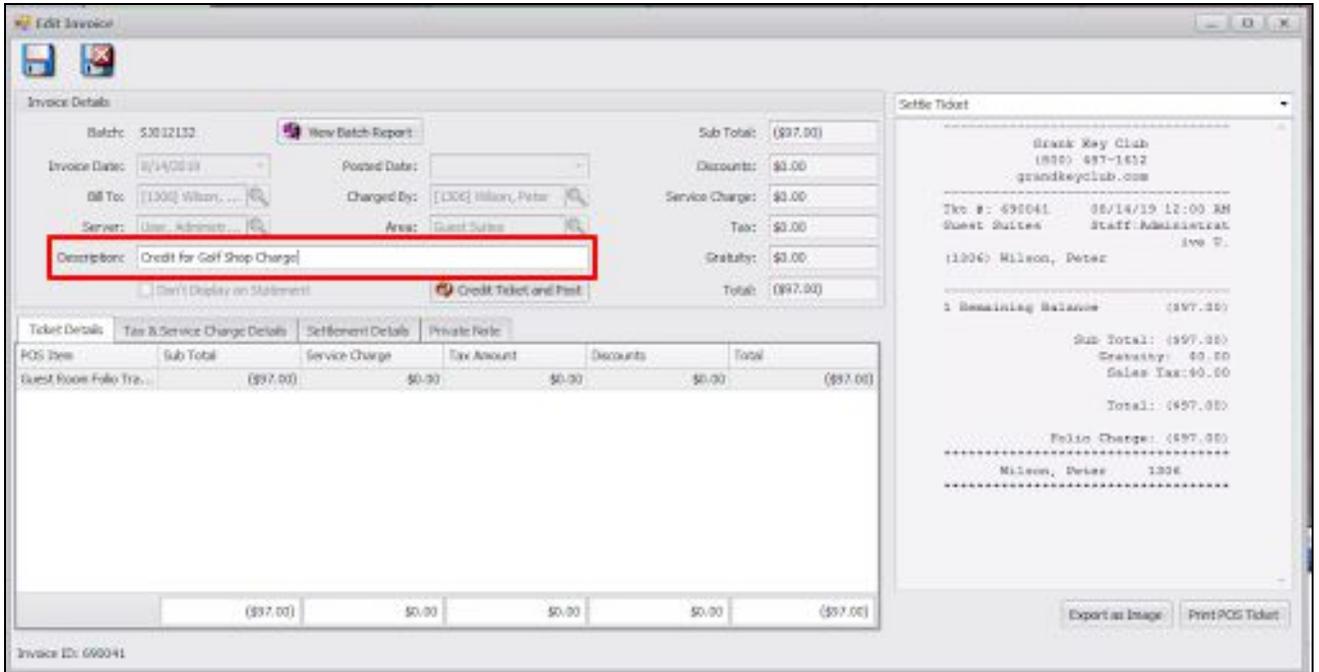
Folio	Room	Room Occupant	Guest Of Member	Arrival	Check Out
7141	104	Wilson, Peter	Wilson, Peter	8/13/2019	8/15/2019
7144	202	Mathis, Michael	Mathis, Michael	8/13/2019	8/15/2019

Now we see a credit of \$97 on the original folio and a charge of \$97 on the other person's folio.



Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
08/13/2019	7140	690026	690026	Guest Room [104] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/13/2019	7140	690039	690039	Golf Shop	\$97.00	\$0.00	\$0.00	\$0.00	\$97.00	\$97.00
08/14/2019	7140	690030	690030	Grill Room	\$23.00	\$4.14	\$0.00	\$1.94	\$29.08	\$29.08
08/14/2019	7140	690031	690031	Grill Room	\$61.95	\$11.15	\$0.00	\$5.22	\$78.32	\$78.32
08/14/2019	7140	690032	690032	Golf Shop	\$59.50	\$0.00	\$0.00	\$0.00	\$59.50	\$59.50
08/14/2019	7140	690034	690034	Guest Room [104] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/14/2019	7140	690041	690041	Settle Folio 7140	\$0.00	\$0.00	\$0.00	\$0.00	(\$97.00)	(\$97.00)
					\$741.45	\$15.29	\$0.00	\$77.16	\$736.90	\$736.90

To clarify the transaction on the folio, you may want to open the transaction details and change the description to reflect the transfer, as shown below.



Edit Invoice

Batch: 53022132 View Batch Report Sub Total: (\$97.00)

Invoice Date: 8/14/2019 Posted Date: Discounts: \$0.00

Bill To: [1306] Wilson, Peter Charged By: [1306] Wilson, Peter Service Charge: \$0.00

Server: User: Adminstrator Area: Guest Suites Tax: \$0.00

Description: **Credit for Golf Shop Charge** Gratuity: \$0.00

Total: (\$97.00)

Ticket Details Tax & Service Charge Details Settlement Details Private Note

POS Item	Sub Total	Service Charge	Tax Amount	Discounts	Total
Guest Room Folio Tra...	(\$97.00)	\$0.00	\$0.00	\$0.00	(\$97.00)

Invoice ID: 690041

Settle Ticket

Grand Key Club
(800) 487-1617
grandkeyclub.com

Tkt #: 690041 08/14/19 12:00 AM
Guest Suites Staff: Adminstrator

(1306) Wilson, Peter Inv #:

1 Remaining Balance (\$97.00)

Sub Total: (\$97.00)
Gratuity: \$0.00
Sales Tax: \$0.00

Total: (\$97.00)

Folio Charge: (\$97.00)

Wilson, Peter 1306

Export as Image Print POS Ticket

It will be up to the Club to determine if they want to leave the two transactions on the folio to show the charge and the credit, or move them to a different folio to clean up the one they will present the occupant. View the differences below.

With Charge & Credit listed:

Folio: 7140, Sponsor: Wilson, Peter [1306]

Close Print Folio Transfer Settle Folio Check Out

Master Folio (7139)
Room: 314 (7140)
Wilson, Peter (7140)

Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
08/13/2019	7140	690026	690026	Guest Room [10#] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/13/2019	7140	690039	690039	Golf Shop	\$97.00	\$0.00	\$0.00	\$0.00	\$97.00	\$97.00
08/14/2019	7140	690030	690030	Grill Room	\$23.00	\$4.14	\$0.00	\$1.94	\$29.08	\$29.08
08/14/2019	7140	690031	690031	Grill Room	\$61.95	\$11.15	\$0.00	\$5.22	\$78.32	\$78.32
08/14/2019	7140	690032	690032	Golf Shop	\$59.50	\$0.00	\$0.00	\$0.00	\$59.50	\$59.50
08/14/2019	7140	690034	690034	Guest Room [10#] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/14/2019	7140	690041	690041	Credit for Golf Shop Charge	\$0.00	\$0.00	\$0.00	\$0.00	(\$97.00)	(\$97.00)
					\$741.45	\$15.29	\$0.00	\$77.16	\$736.90	\$736.90

Clean Copy for Occupant:

Folio: 7140, Sponsor: Wilson, Peter [1306]

Close Print Folio Transfer Selected Settle Folio Check Out

Master Folio (7139)
Room: 104 (7140)
Wilson, Peter (7140)

Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
08/13/2019	7140	690026	690026	Guest Room [10#] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/14/2019	7140	690030	690030	Grill Room	\$23.00	\$4.14	\$0.00	\$1.94	\$29.08	\$29.08
08/14/2019	7140	690031	690031	Grill Room	\$61.95	\$11.15	\$0.00	\$5.22	\$78.32	\$78.32
08/14/2019	7140	690032	690032	Golf Shop	\$59.50	\$0.00	\$0.00	\$0.00	\$59.50	\$59.50
08/14/2019	7140	690034	690034	Guest Room [10#] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
					\$644.45	\$15.29	\$0.00	\$77.16	\$736.90	\$736.90

Folio: 7139, Sponsor: Wilson, Peter [1306]

Close Print Folio Transfer Selected Settle Folio

Master Folio (7139)
Room: 104 (7140)
Wilson, Peter (7140)

Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
08/13/2019	7139	690039	690039	Golf Shop	\$97.00	\$0.00	\$0.00	\$0.00	\$97.00	\$97.00
08/14/2019	7139	690041	690041	Credit for Golf Shop Charge	\$0.00	\$0.00	\$0.00	\$0.00	(\$97.00)	(\$97.00)

5295 Broadway Terrace
Oakland, CA 94618
513.555.5555
Fax:


**THE SEA ISLAND CLUB AT
GRAND KEY**

Folio Number: 7143

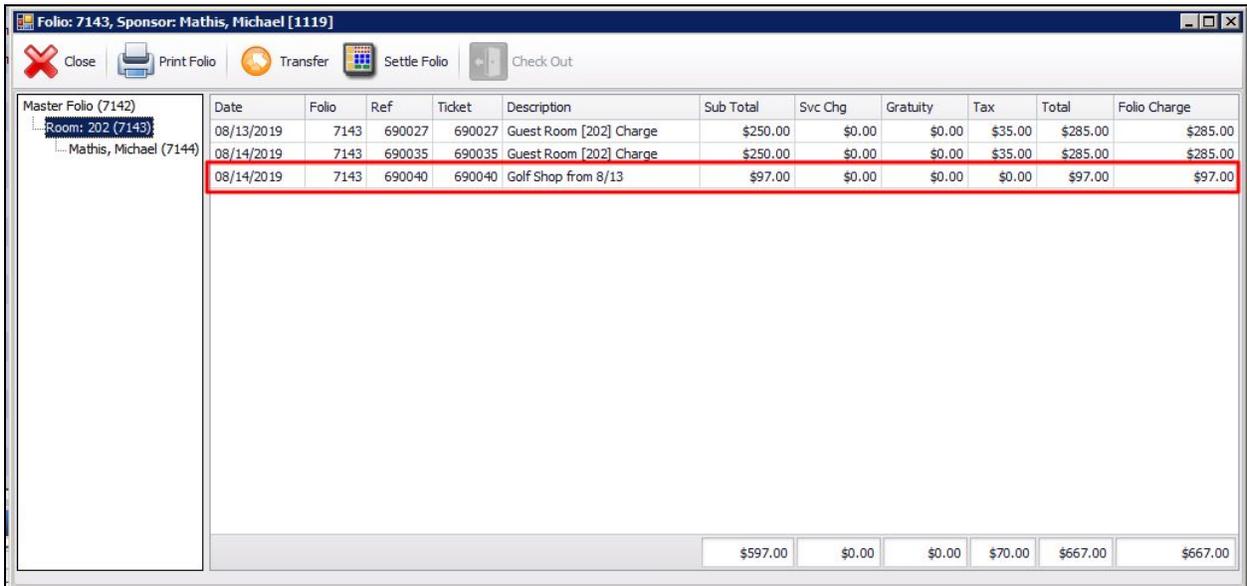
Michael Mathis

Confirmation Number: 12025
Sponsoring Member: [1119] Michael Mathis
Room Count: 1 **Room Name:** 202
Arrival Date: 08/13/2019 **Departure Date:** 08/15/2019

DATE	REFERENCE	DESCRIPTION	CHARGES/CREDITS	BALANCE
08/13/2019	690027	Guest Room Rental - Non Member	\$250.00	\$250.00
08/13/2019	690027	Occupancy Tax	\$35.00	\$285.00
08/14/2019	690035	Guest Room Rental - Non Member	\$250.00	\$535.00
08/14/2019	690035	Occupancy Tax	\$35.00	\$570.00
08/14/2019	250216	Golf Shop from 8/13	\$97.00	\$667.00

Please Note: Folio without the charge and credit were moved to the Master Folio to clean up this folio.

Users will want to **rename** the transferred amount to again clarify the charge on the folio. See the folio with the transferred amount, below.



Date	Folio	Ref	Ticket	Description	Sub Total	Svc Chg	Gratuity	Tax	Total	Folio Charge
08/13/2019	7143	690027	690027	Guest Room [202] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/14/2019	7143	690035	690035	Guest Room [202] Charge	\$250.00	\$0.00	\$0.00	\$35.00	\$285.00	\$285.00
08/14/2019	7143	690040	690040	Golf Shop from 8/13	\$97.00	\$0.00	\$0.00	\$0.00	\$97.00	\$97.00

\$597.00

\$0.00

\$0.00

\$70.00

\$667.00

\$667.00

See the transferred amount Member below. Now labeled “Golf Shop from 8/13”.

5295 Broadway Terrace
Oakland, CA 94618
513.555.5555
Fax:



Folio Number: 7143

Michael Mathis

Confirmation Number: 12025

Sponsoring Member: [1119] Michael Mathis

Room Count: 1

Room Name: 202

Arrival Date: 08/13/2019

Departure Date: 08/15/2019

DATE	REFERENCE	DESCRIPTION	CHARGES/CREDITS	BALANCE
08/13/2019	690027	Guest Room Rental - Non Member	\$250.00	\$250.00
08/13/2019	690027	Occupancy Tax	\$35.00	\$285.00
08/14/2019	690035	Guest Room Rental - Non Member	\$250.00	\$535.00
08/14/2019	690035	Occupancy Tax	\$35.00	\$570.00
08/14/2019	250216	Golf Shop from 8/13	\$97.00	\$667.00