



# 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.

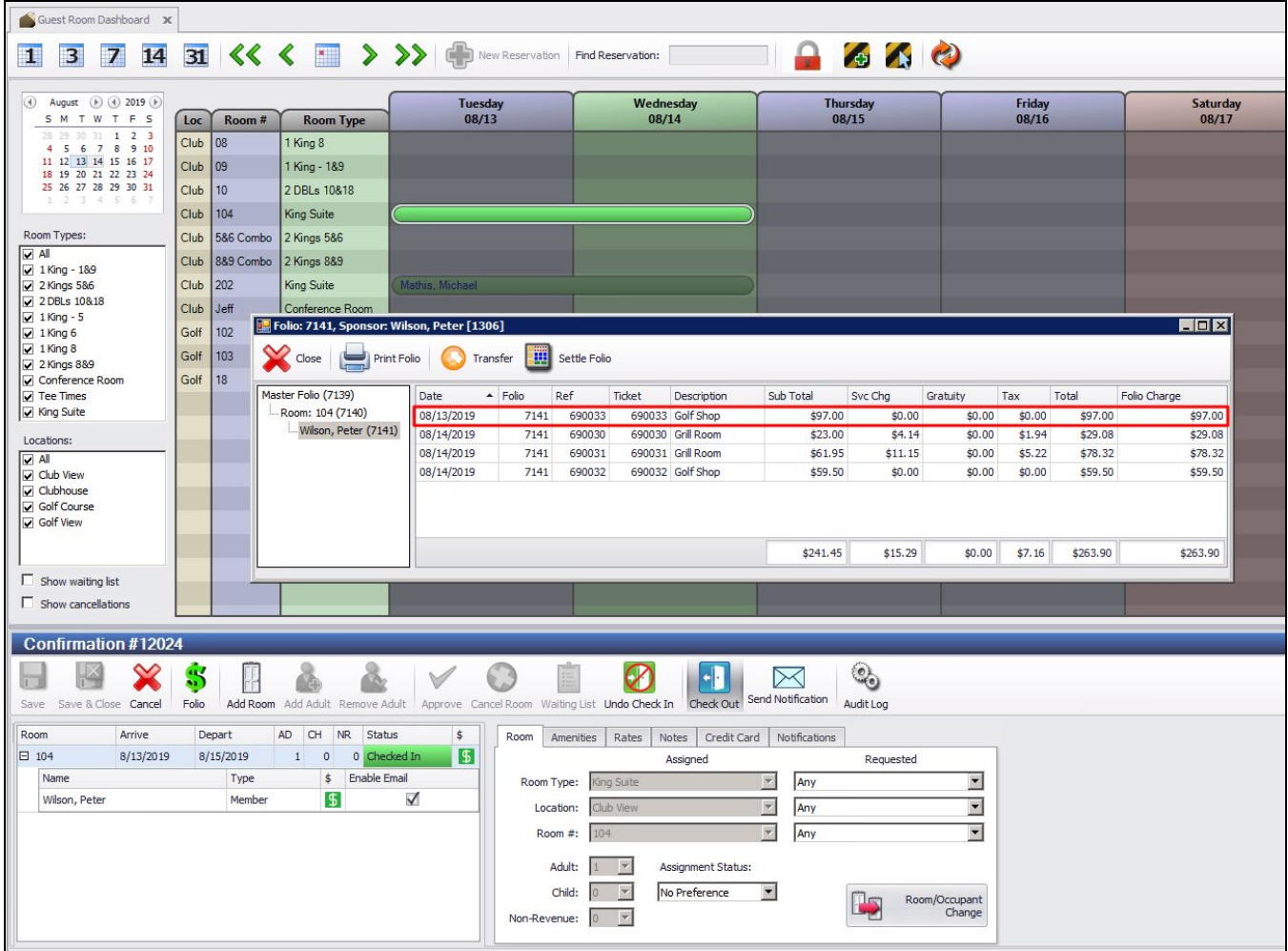
## Use Case(s)

- 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.

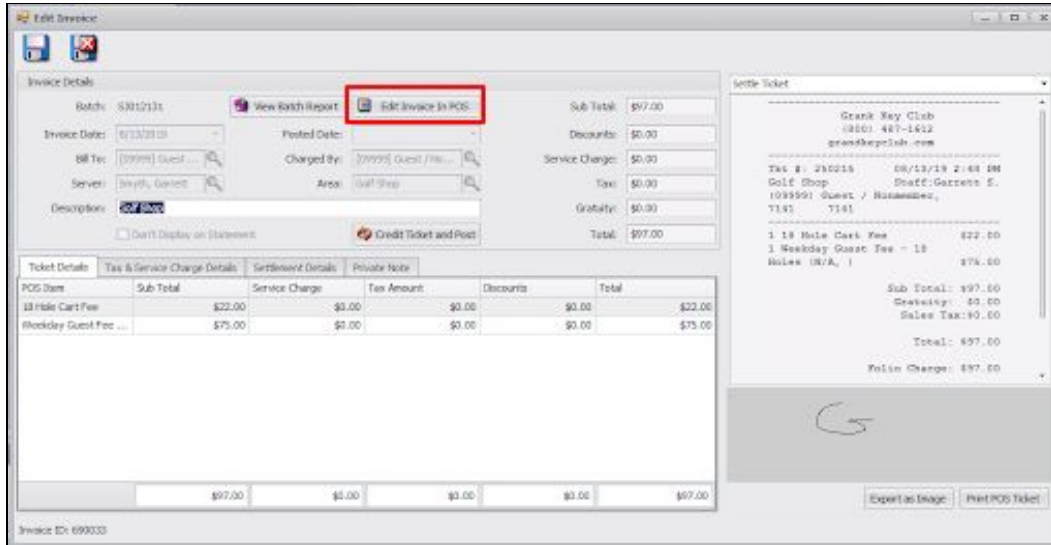


The screenshot displays a hotel management system interface. At the top, there's a 'Guest Room Dashboard' with navigation icons and a search bar. Below this is a calendar for August 2019, showing dates from 1 to 31. To the left of the calendar is a 'Room Types' list with checkboxes for various room configurations 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 the transaction to be transferred: 08/13/2019, Folio 7141, Ref 690033, Ticket 690033, Description Golf Shop, Sub Total \$97.00, Total \$97.00, Folio Charge \$97.00. Below the table are summary totals for the folio. 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 of the bottom section, 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.

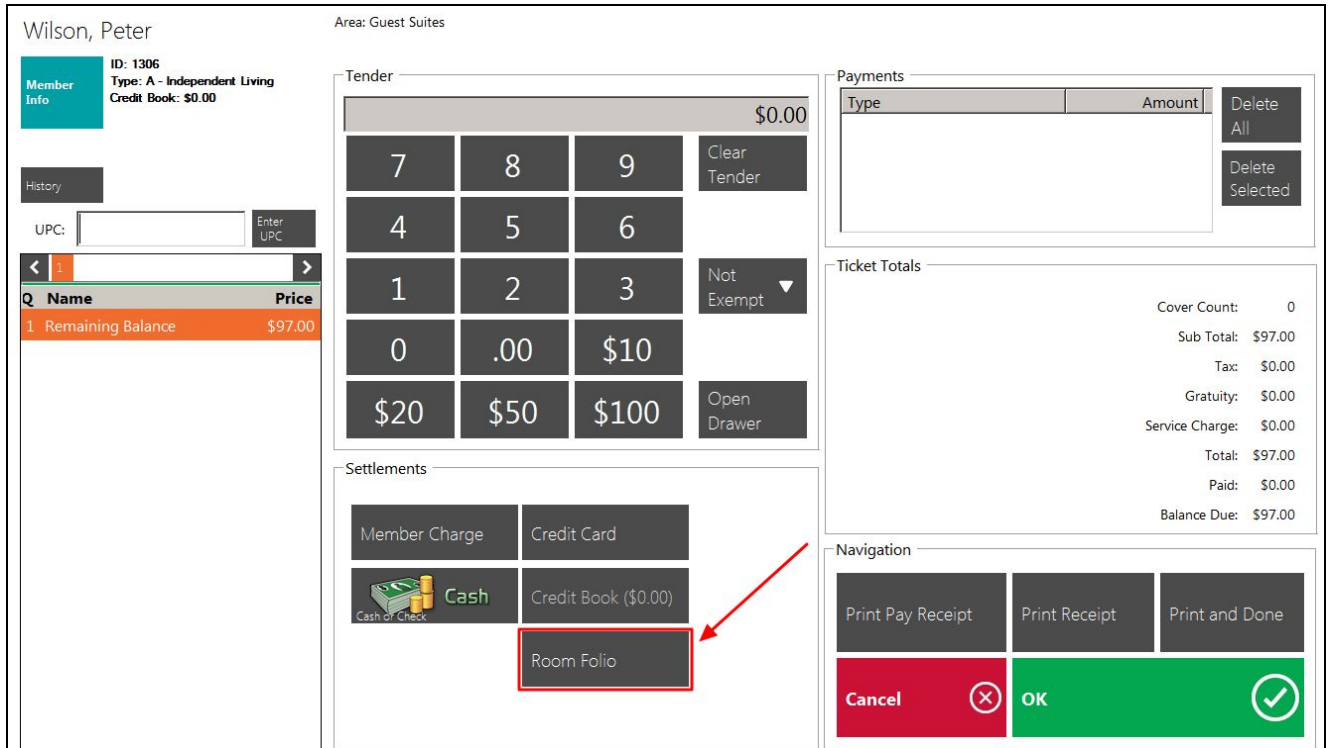


## Edit Invoice in POS

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

Payments: [Table with Type, Amount, Delete All, Delete 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


Settlements: Member Charge, Credit Card, Cash, Credit Book (\$0.00), **Room Folio** (highlighted), Open Drawer

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

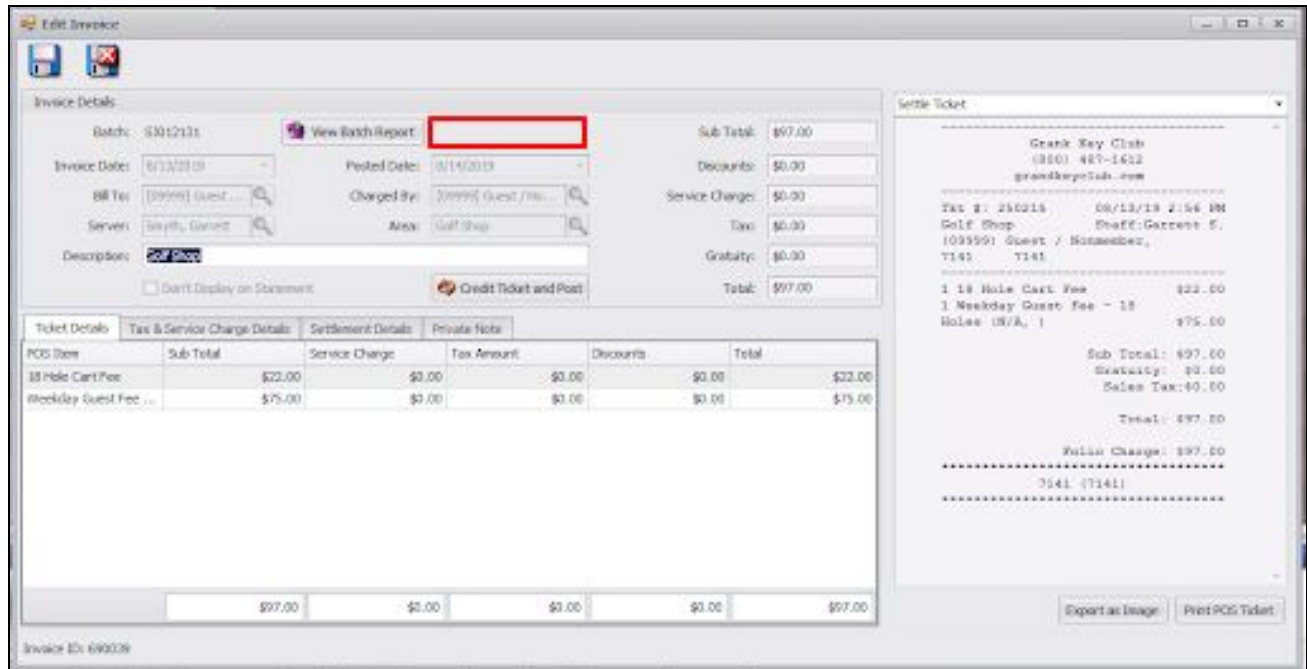


Virtual keyboard with buttons: 1-0, Q-P, A-L, Z-@, Spacebar, Backspace, Clear All, OK, Cancel, and **Lookup Folio** (highlighted).

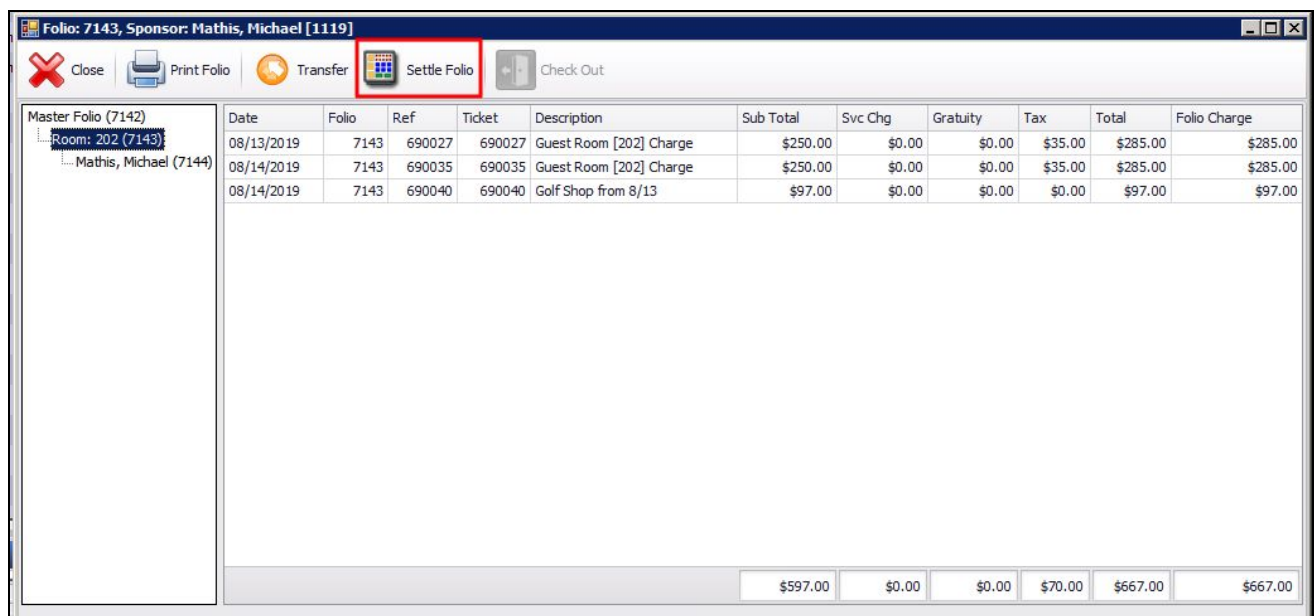
**Please Note:** For inactive folios from the past, you can use the **Lookup Folio** button to type in the folio number to settle this ticket. This is a separate permission that is usually reserved for managers only.

## Edit Posted Transaction

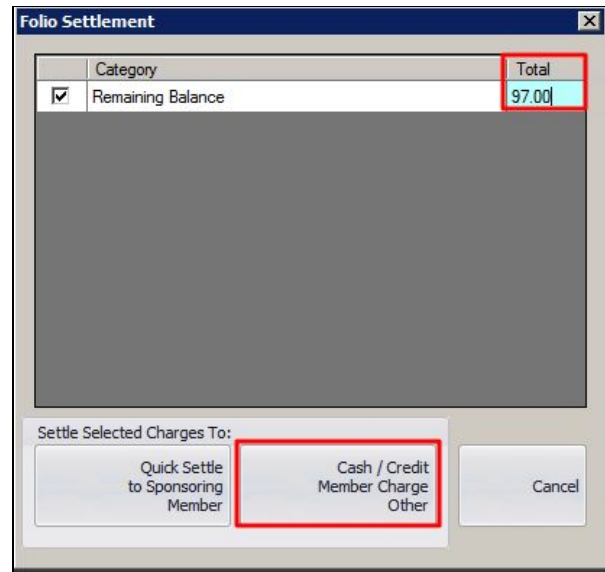
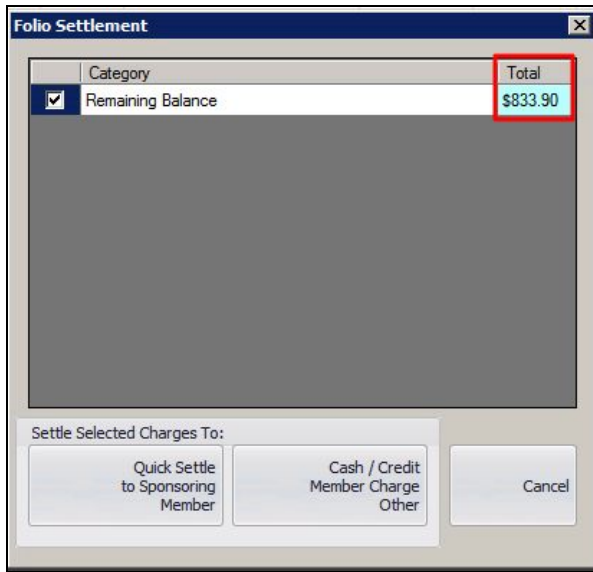
If the sales batch for this transaction is posted, you will not see the **'Edit Invoice In POS'** button to reopen the ticket, when you look at the transaction details.



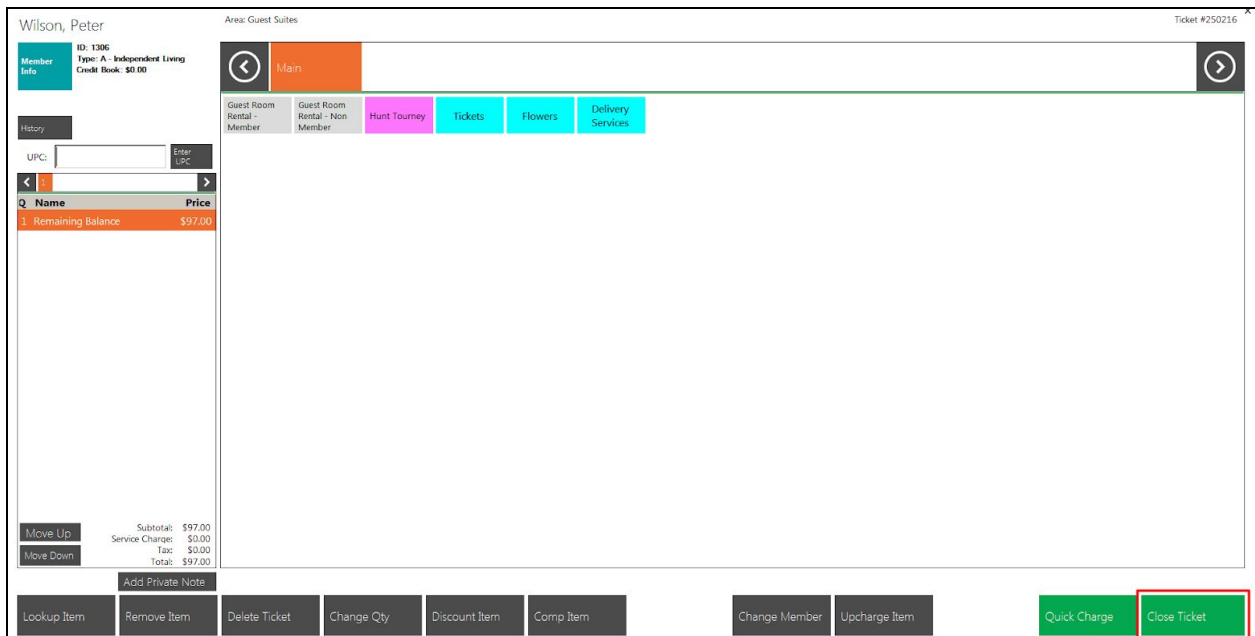
Instead, By selecting 'Settle Folio' you can now adjust the Remaining Balance - in this case to \$97.



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

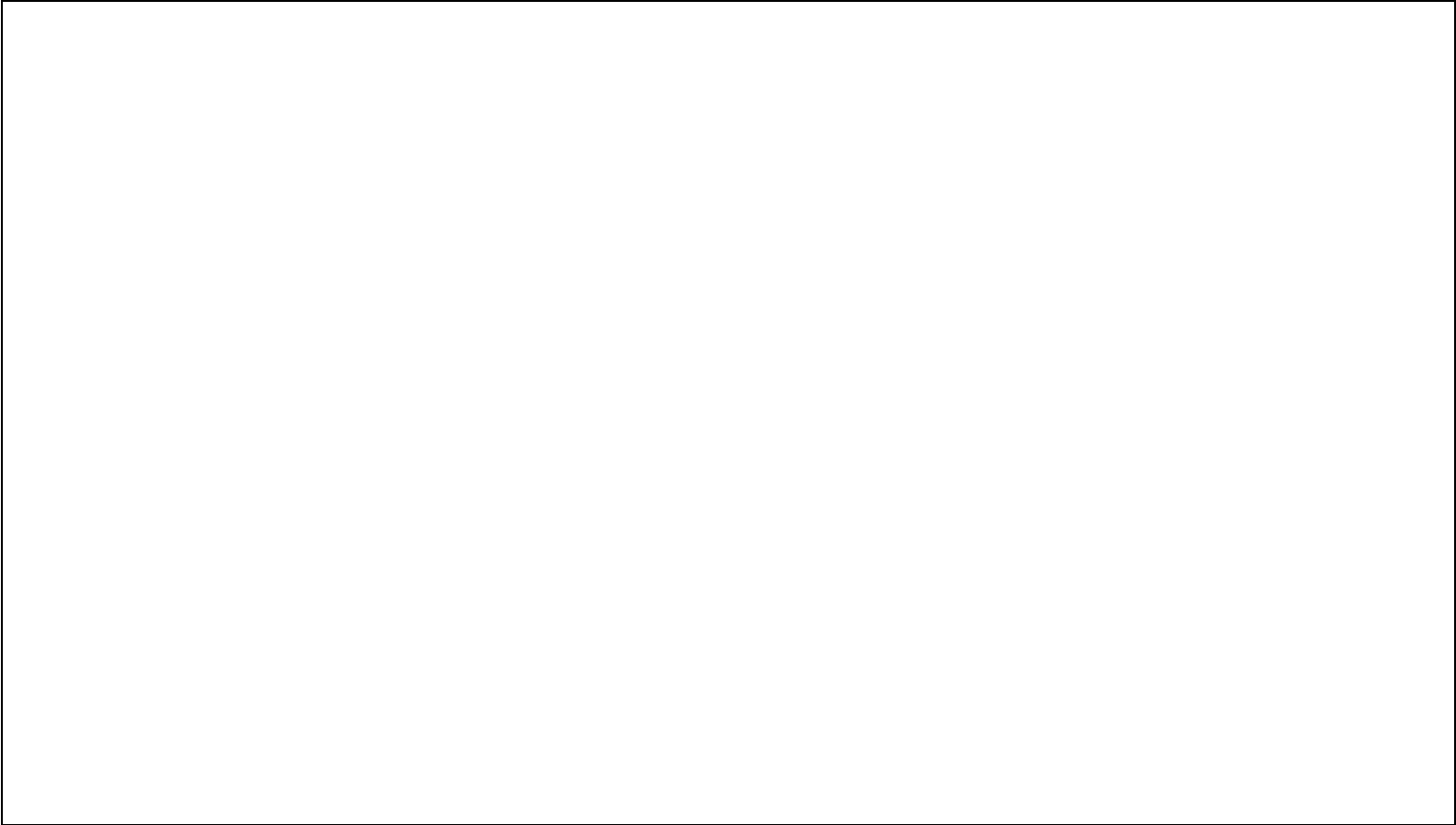


Then select **Cash/Credit/Member Charge/Other** to launch POS like you would when settling a credit card.



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

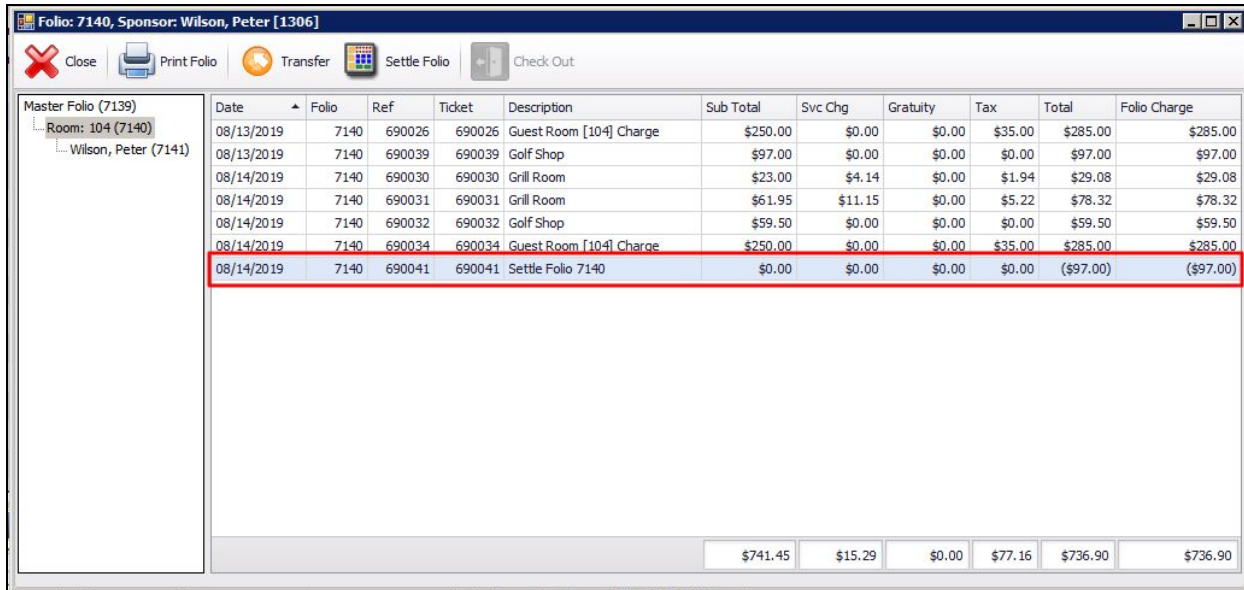
Selecting **Room Folio** will show you a list of active folios that you can transfer this amount from one folio to a new one.



Select Room Folio

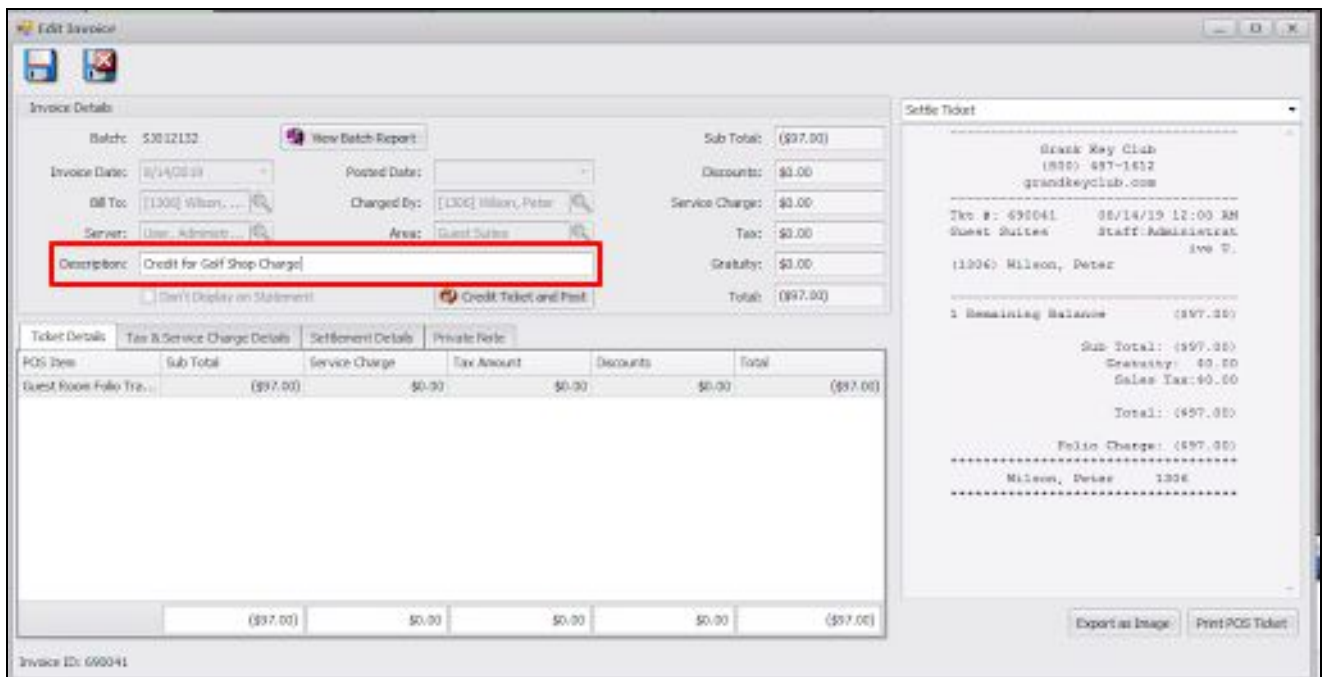
Folio	Room	Room Occupant	Guest Of Member	Arrival	Check Out
7141	104	Wilson, Peter	Wilson, Peter	8/13/2019	8/15/2019
7144	202	Mathis, Michael	Mathis, Michael	8/13/2019	8/15/2019

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

Invoice Date: 8/14/2019    Posted Date:

Bill To: [1306] Wilson, Peter    Charged By: [1306] Wilson, Peter

Server: User: Adminstrator    Area: Guest Suites

Description: **Credit for Golf Shop Charge**

Sub Total: (\$97.00)

Discounts: \$0.00

Service Charge: \$0.00

Tax: \$0.00

Gratuity: \$0.00

Total: (\$97.00)

**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

Invoice ID: 690041

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

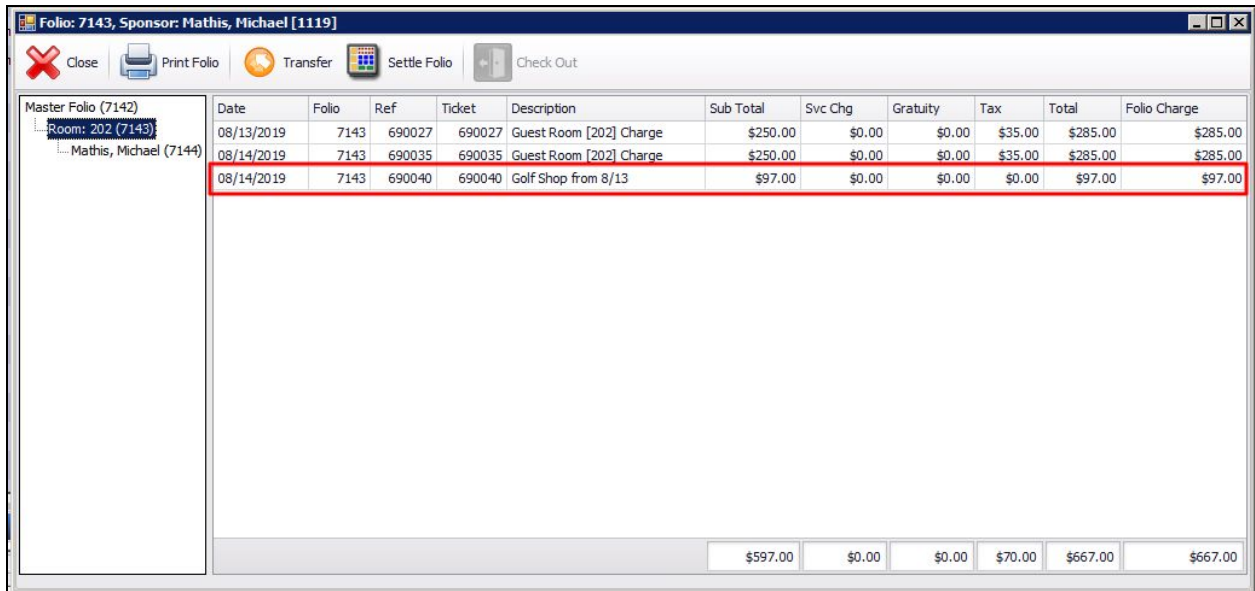
**Michael Mathis**

**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