Office - Guest Rooms - Folio Transfer

2019 - Summer Edition

User Guide - Table of Contents

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.
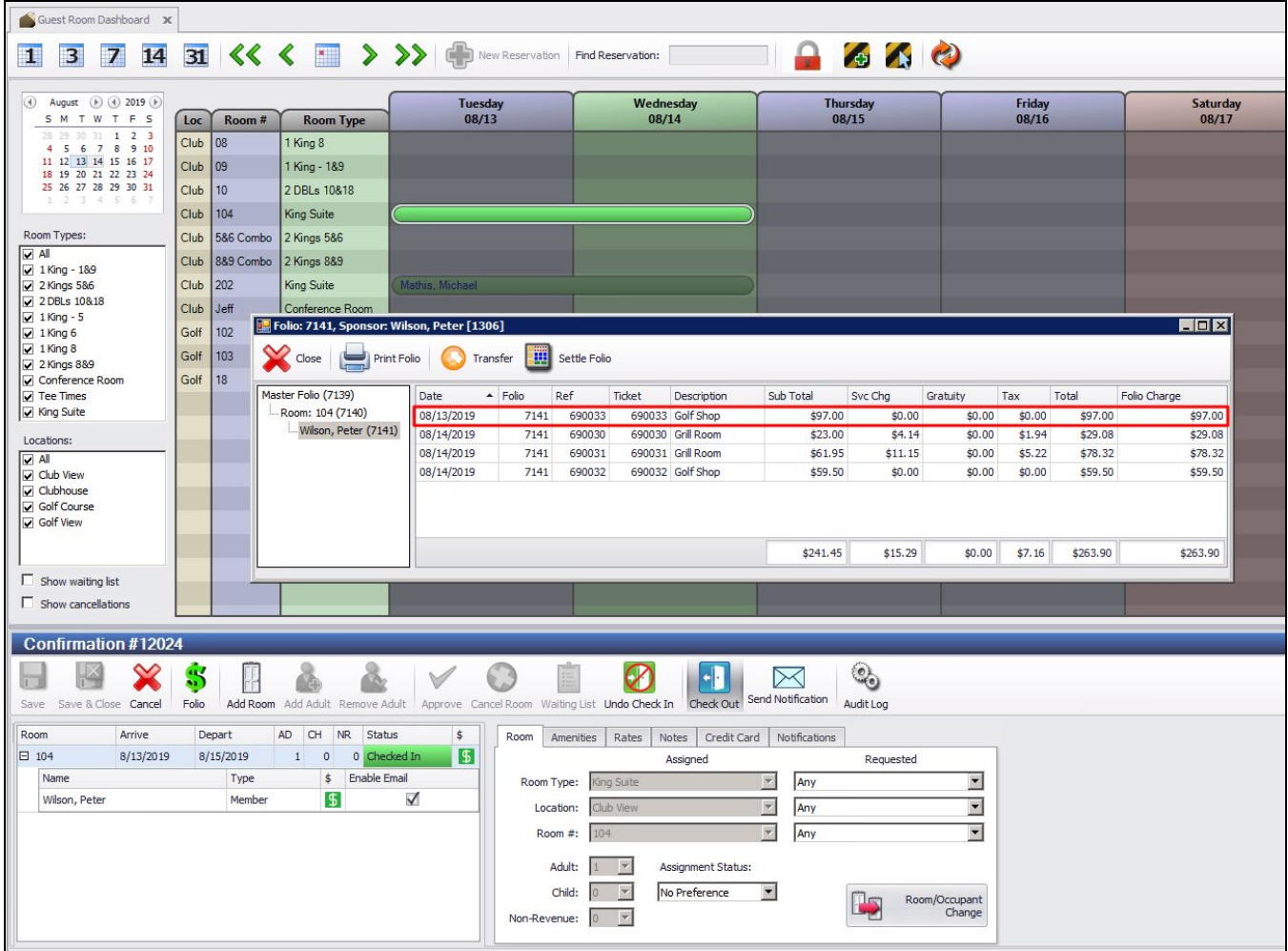
Use Case(s)

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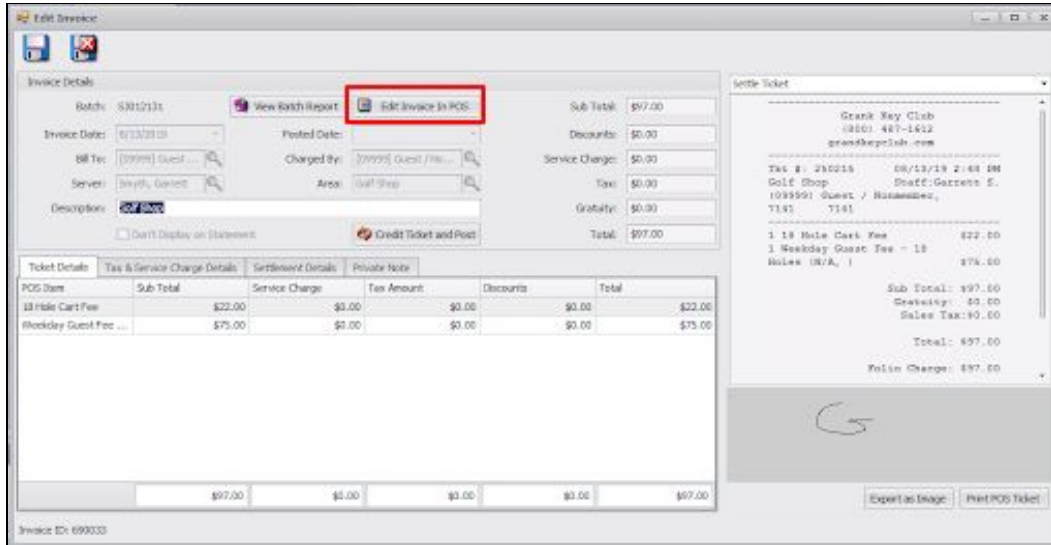
To further investigate, Users can double click the transaction to see more details.

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.
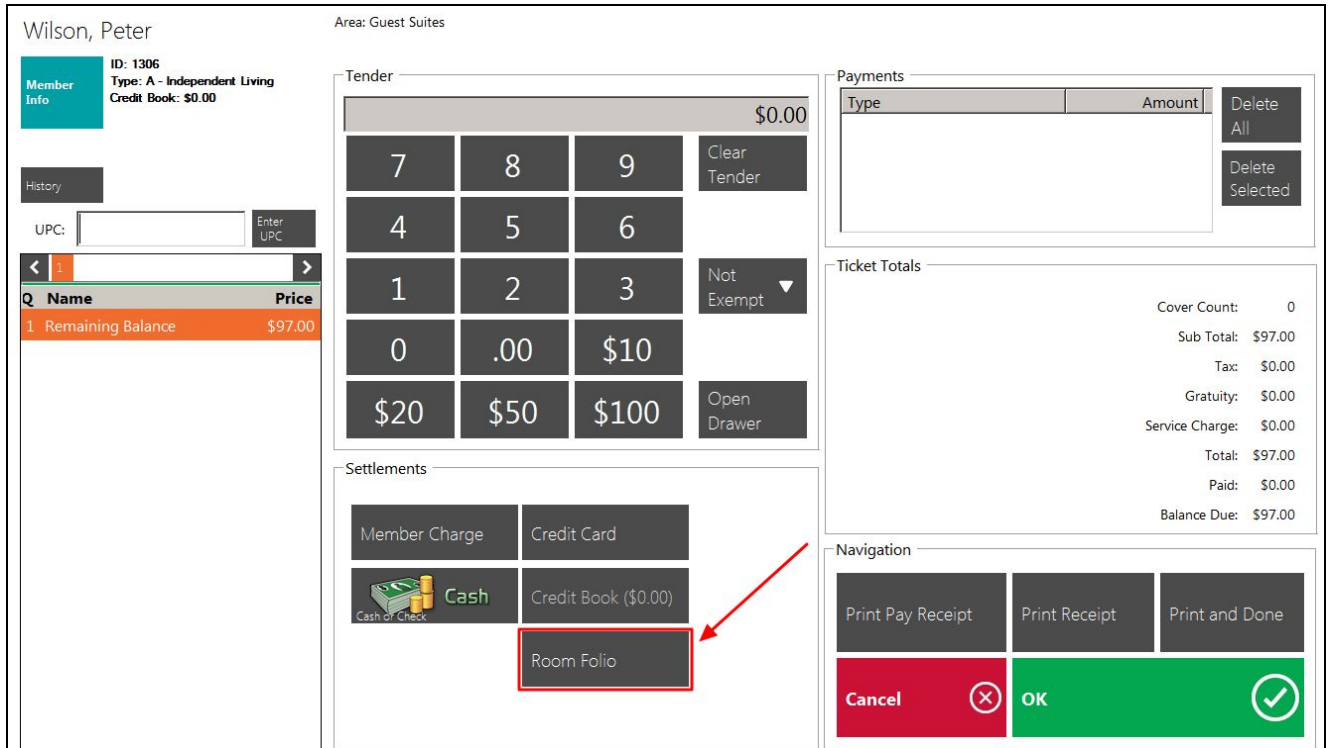

Edit Invoice in POS

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

Next, select **Room Folio.**

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.

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.
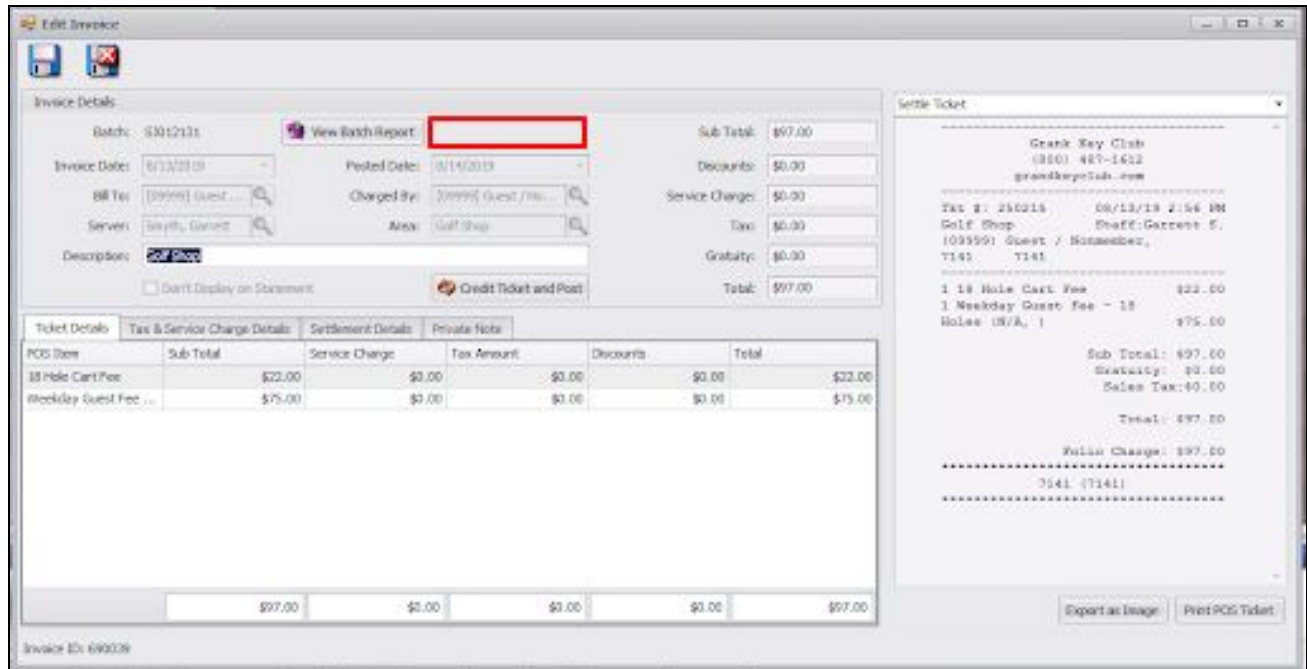
Instead, By selecting 'Settle Folio' you can now adjust the Remaining Balance - in this case to
$97.
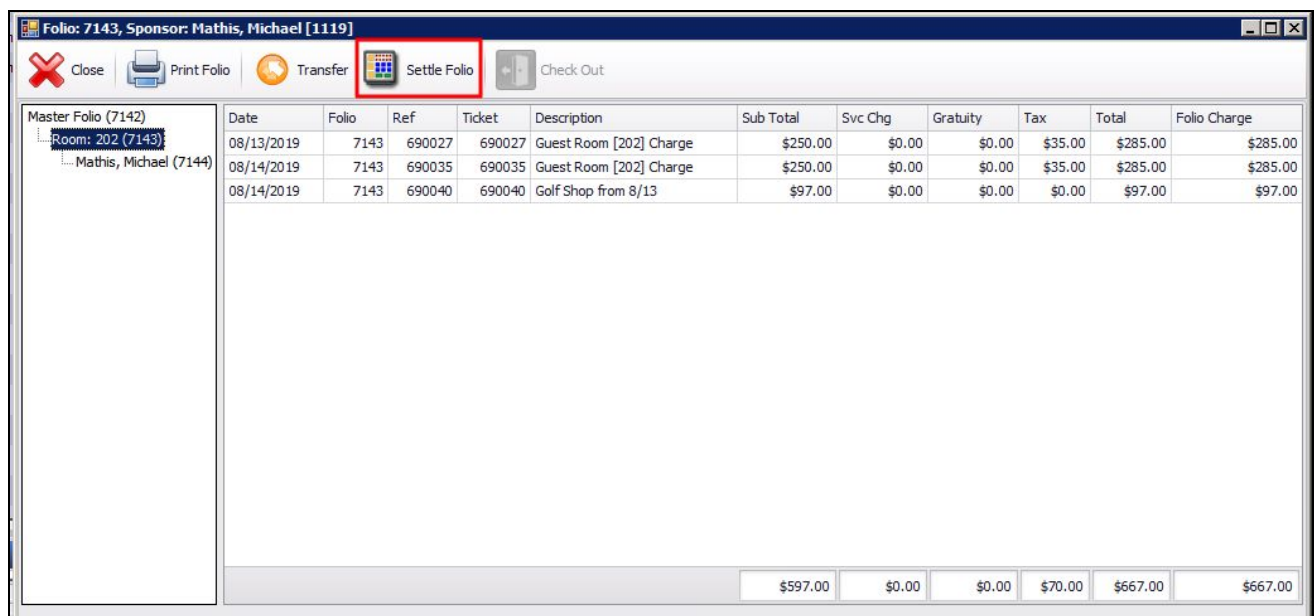
Just highlight $833.90 and then type in the amount you need to be transferred.
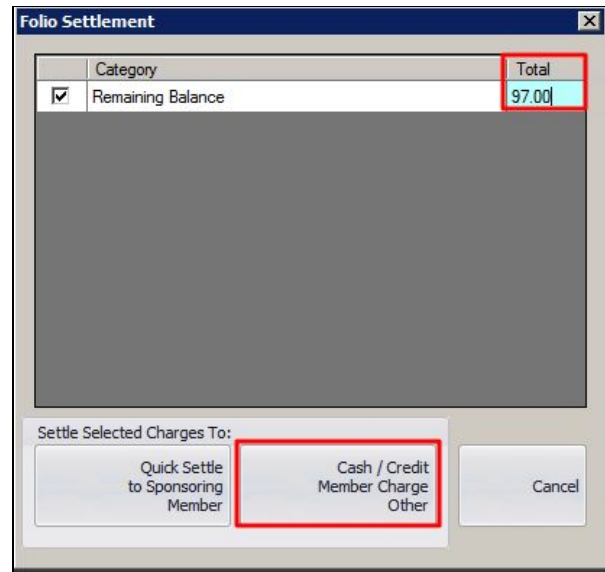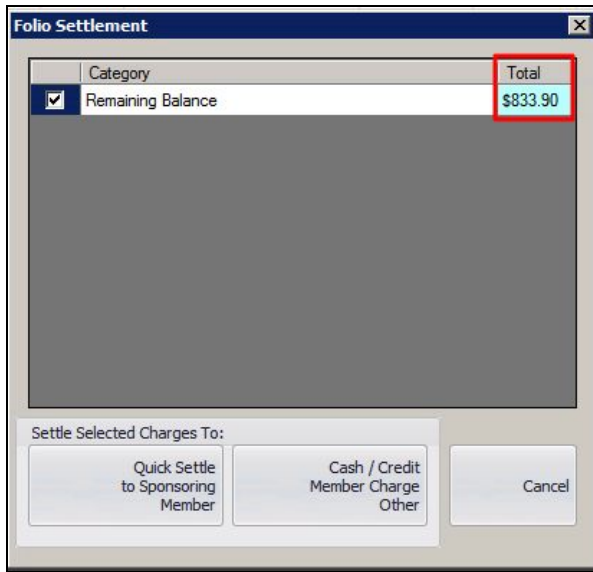
Then select **Cash/Credit/Member Charge/Other** to launch POS like you would when settling a credit card.

Again, select **Close Ticket** to access the Room Folio settlement type.
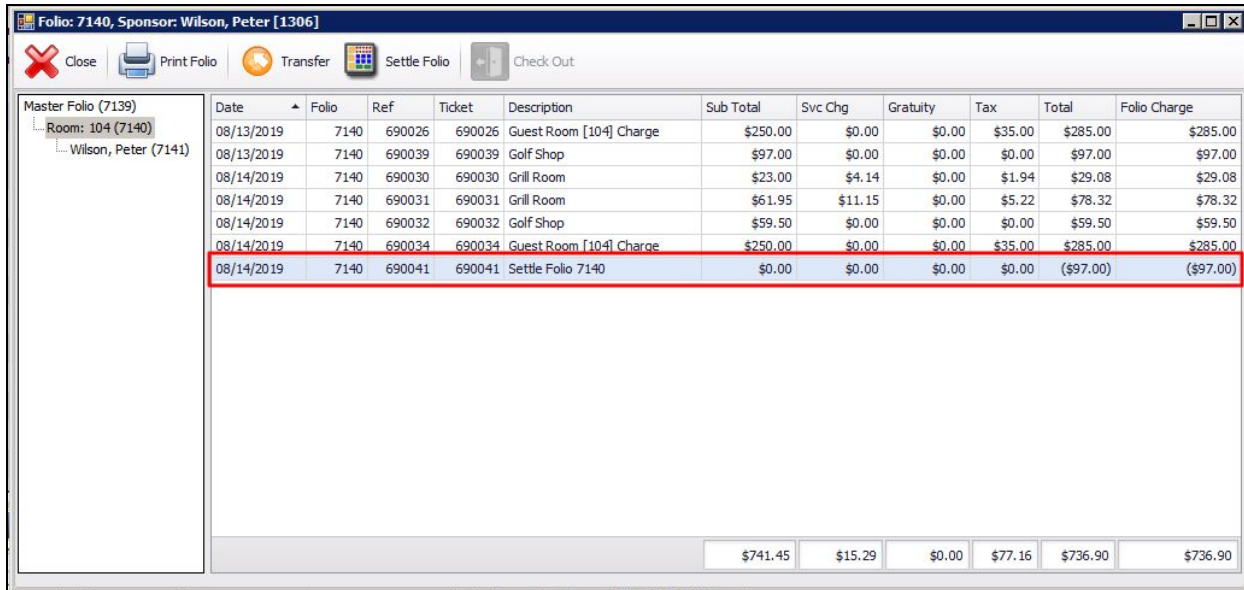
Selecting **Room Folio** will show you a list of active folios that you can transfer this amount from one folio to a new one.

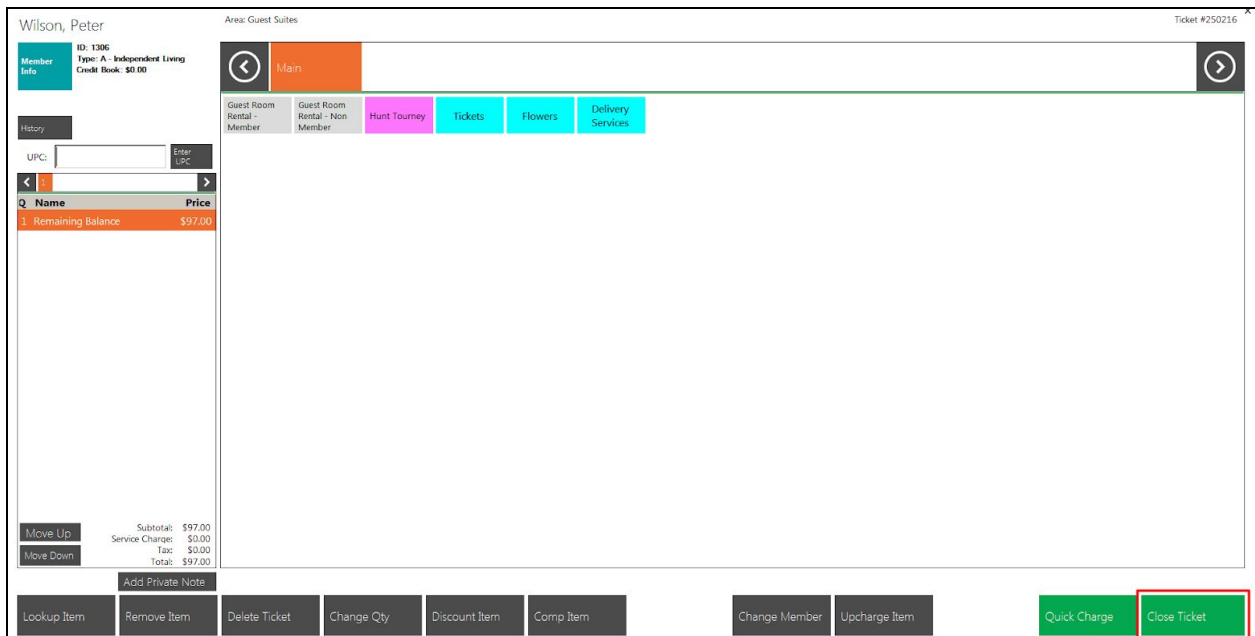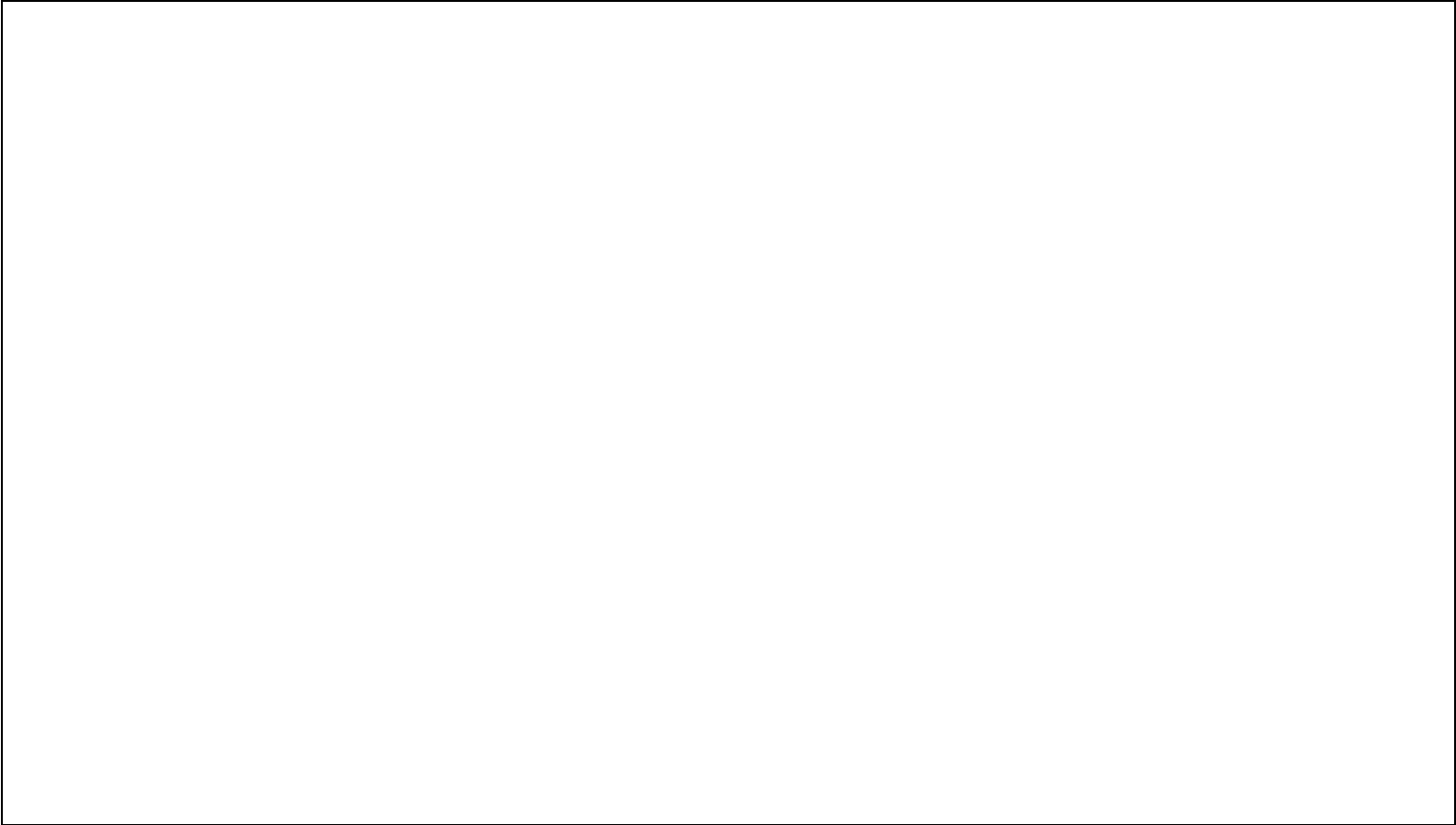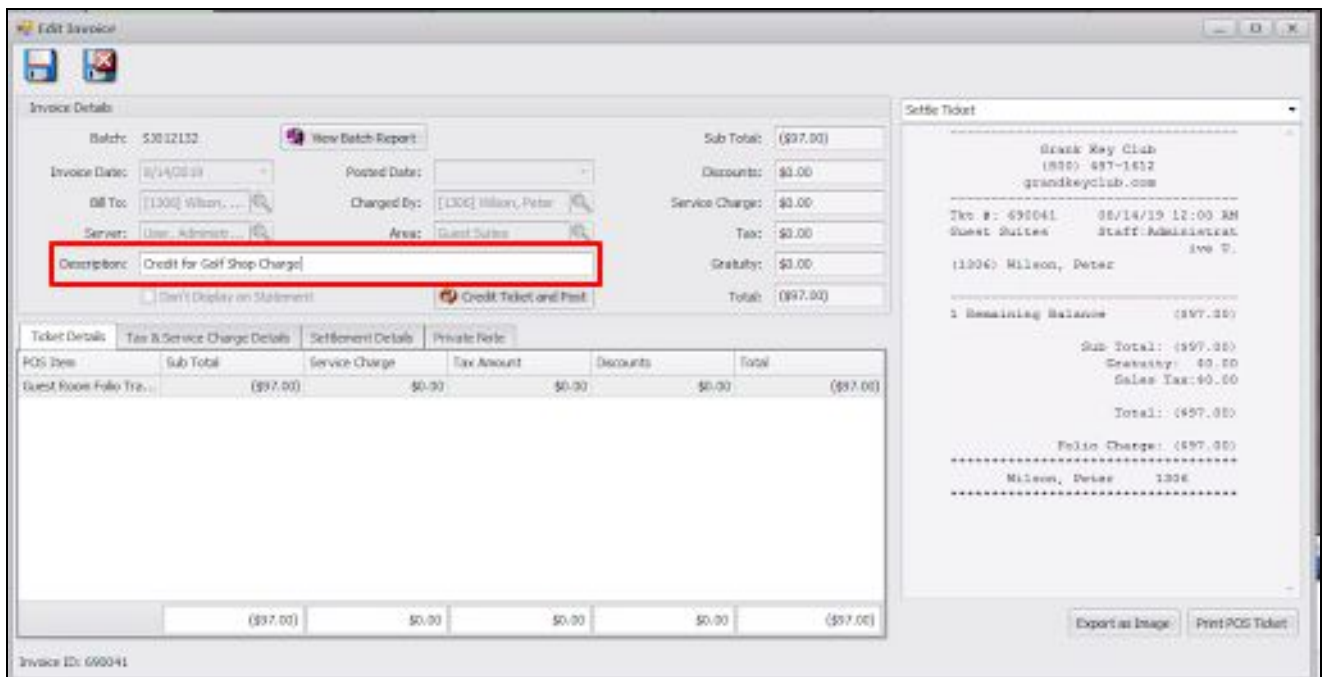| Select Room Folio					
Folio ^ **Room**	**Room Occupant**	**Guest Of Member**		**Arrival**	**Check Out**
7141 104	Wilson, Peter	Wilson, Peter		8/13/2019	8/15/2019
7144 202	Mathis, Michael	Mathis, Michael		8/13/2019	8/15/2019

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

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.

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:

Clean Copy for Occupant:

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.
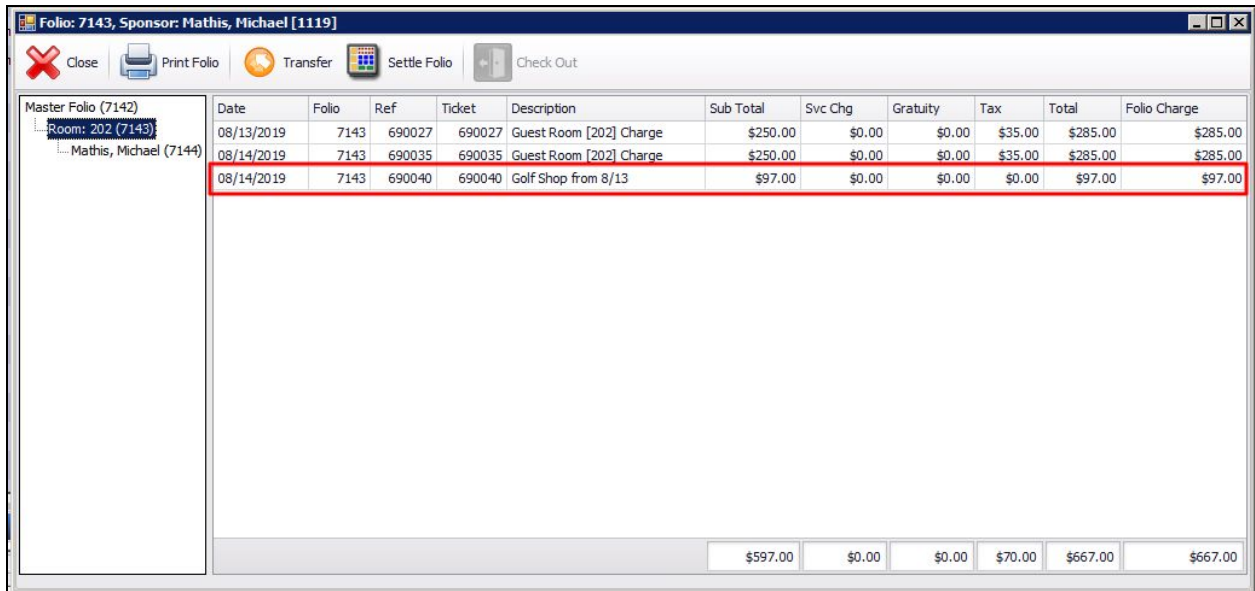
Folio: 7143, Sponsor: Mathis, Michael [1119]

Close | Print Folio | Transfer | Settle Folio | Check Out

Master Folio (7142)
  Room: 202 (7143)
    Mathis, Michael (7144)

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:

THE SEA ISLAND CLUB AT
GRAND KEY

Folio Number: 7143

Michael Mathis	

Confirmation Number: 12025
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08/14/2019	690035	Occupancy Tax	$35.00	$570.00
08/14/2019	250216	Golf Shop from 8/13	$97.00	$667.00