

Execu/Suite® - Advance Deposits

GUEST RESERVATIONS

Optional autocalculation of deposit due:

Execu/Tech also can set a default for deposit due X days prior to arrival (such as due 7 days prior to arrival date).

Execu/Tech can configure the deposit due in the following ways:

First night room and tax

Fixed dollar amount (such as \$200.00)

Percentage of total stay (such as 50%)

Percentage of total stay before X days prior to arrival and percentage (such as 50% due 30 days prior to arrival then 50% balance)

No autoconfiguration.

The configuration will be across the board for all reservations. However, the date or amount due can be changed manually in each reservation. Note that the deposit amounts are displayed only. You will need to post the deposits.

Posting the deposit upon completion of a new reservation:

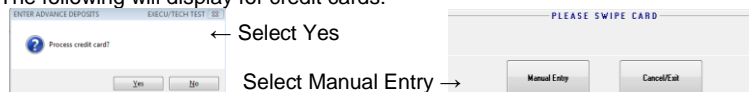
Upon completion of entering a new reservation save the reservation and then click "Deposit". A new window will open.

Date entered	11/09/09
Arrival date	11/21/09
Departure date	11/23/09
Deposit required	97.64
Deposit received	.00
Room rate	89.00

Your cursor will be in the Comment Field, displaying the guest name. Press <Enter>.

Your cursor will move to the Charge/ payment type field. Enter a valid payment code. NOTE: With older versions of Execu/Suite® or Hotel® you may have to enter a slash (/) rather than the payment type. Whether you enter a payment type or "/", press <enter>.

The following will display for credit cards:



Follow the prompts for credit card payments.

For Amount, enter the dollar amount of the deposit and press <enter>. Click OK.

For credit cards, a Shift4 progress window will open.

Upon completion of the deposit, the Enter Advance Deposit window will close.

Posting the deposit on an existing reservation:

Bring up the reservation in one of the following ways:

- Click the Reservations icon and enter the guest name at the prompt. When the reservation opens, click Save and then Deposit.
- Click the Rooms/Tape Chart icon and right-click the guest. When the reservation opens, click Save and then Deposit.
- Go to Reservations Menu > Reservations Operations > Enter Advance Deposits.

When the Enter Advance Deposits window opens follow the procedures for new reservations.

Important Notes:

- An Advance Deposits Master Folio must exist. The folio type must be **DE**. This folio is for internal use only and you will never post to this folio unless instructed by Execu/Tech Systems. If you do not know how to create a master folio, see [User Guides](#) for instructions.
- A Payment Type **DEP** must exist. This payment type must be set to **N** for "display?". This payment type is for internal use only and you will never use this payment type unless instructed by Execu/Tech Systems.
- Never void or transfer an advance deposit. You may post a credit to a payment or you may post a charge such as a cancellation fee or forfeit.
- The advance deposit posting will transfer automatically to the guest folio at check-in. You don't need to do anything.

Cancellations, no-shows, refunds, forfeits, etc.:

Prior to cancelling a reservation, you need to zero the deposit. This can be done by crediting the payment, posting a charge such as a cancellation fee, or any combination of charge and payment codes. To do this, bring up the reservation, save it, and click "deposit". When you get to the deposit screen, you'll enter the deposit as before, but you'll type a minus sign in order to enter a payment credit amount. Note that the minus sign will disappear. This is normal since payments are credits and you'll be crediting a credit. If you're entering a charge such as cancellation fee, do not enter a minus. Once the net deposit is zero, you'll be prompted to cancel the reservation. Answer "yes" to do so.

Prior to running Reorganize Files at Night Audit, you should print either the *Expected Arrivals Reservations Status Report* or the *Arrivals and Departures List*. You can do one of two things: (1) check in the guest; or (2) zero the deposit and then answer "no" to cancel the reservation. (If you answer "Yes" the reservation will go into history as a cancellation. If you answer "no" the reservation will go into history as a no-show.)

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GROUP RESERVATIONS PAID BY MASTER

When setting up a group, you have the option of letting the system automatically create a master folio for you. You also have the option of applying the master folios to reservation. Click both of these options if you want the guests' room and tax charges to post to the master.

Upon saving the group, the master folio number will display. Then the following will display:

CREATE GROUP MASTER FOLIO

Post deposit now to this master folio?

Yes No

Answer Yes to post the deposit. You'll be taken to the Post Folio function.

Code	Description	Payment Method
AV	AV EQUIPMENT	CAD CASH ADVANCE DEPOSITS
BEA	BEACH PARKING PASSES	CK CHECK
BQB	BANQUET BEVERAGE	CKD CHECK ADVANCED DEPOSIT
BGF	BANQUET FOOD	DB DIRECT BILL
BGG	BANQUET GRATUITIES	DC DINER'S CLUB
BT	BELLMAN TIPS	DGD DINER'S CLUB ADVANCE DE
FA	FAX CHARGE	DS DISCOVER
LA	LAUNDRY/DRY CLEANING	DSD DISCOVER ADVANCE DEPO
LC	LOCAL CALL	MC MASTERCARD
LD	LONG DISTANCE CALL	MCD MASTERCARD ADVANCE DI
MISC	MISC CHARGE	TR TRANSFER
NS	NO SHOW CHARGES	VS VISA
NST	NO SHOW TAX	VSD VISA ADVANCED DEPOSITS
PC	PHOTOCOPIES	CA CASH

Room No: M ABC
Folio: 40719
Arrive: 11/13/09 Depart: 12/13/09 Days: 30 Balance: 100.00

Code: VS
Reference: 004522
Amount: -100.00
Ok? (Y/N): Y

Display Print folio Void Adjustment Transfer Package

You'll process the transaction just as you would any other sale in a folio.

Note: If you don't have the above options, contact Execu/Tech to find out if you need software updates.

EVENTS USING CATERING/EVENT MANAGEMENT

If you're using Catering and Event Management, you can post your deposit from the Event setup screen. Go to Sales > Catering and Event Management > Set-up/Change Event or click the "set up event" button from the group setup screen.

Once you're on the Event Setup Screen, look up and select the group:

Event Description: Contract number: 000000000

Booking/Billing: Groups: Folio: 000000 Event amount: 00
Payments received: 00

Customer name:

Address 1:

Address 2:

City/State:

Postal code/Country:

Phone number: Fax/other:

Email:

On-site: Contact name: copy
Address 1:
Address 2:
City/State:
Postal code/Country:
Phone number: Fax/other:
Email:

Minimum revenue: 00 Event confirmed

Save Memo Rooms Cancel Generate documents Enter items Setup group Post deposit

After you've finished entering the group information click "Post deposit" to get to the Post Payment screen and continue posting the payment. NOTE: If you don't have the Catering and Event Management programs, contact Execu/Tech for purchase information.

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REPORTS

Reservations Menu > Reservation Status Reports > *Deposits due / not received*

Reservations Menu > Print Guest Deposit Reports > *Print Advance Deposits*

Reservations Menu > Print Guest Deposit Reports > *Print Master Folio Deposits*

Sales > Catering / Event Management > *Print Event Status Report*

Night Audit > Print Guest Trial Balance > *Master Folios*

HELP

www.execu-tech.com/support

From your Execu/Suite® drop down menu, go to **Help** to download user guides or access our on-line support.