

How to Balance A Folio

A Balanced Folio means that the balance of the folio equals \$0 with charges equaling or balancing out payments.

Balancing the folio can be accomplished in several ways by adding charges, applying payments, giving refunds, giving discounts, etc.

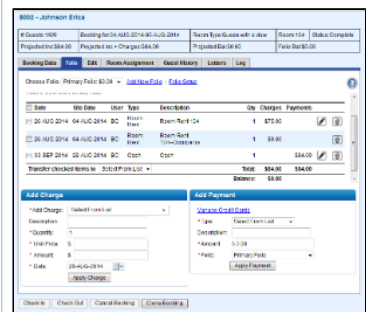
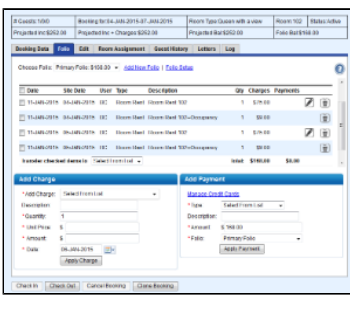
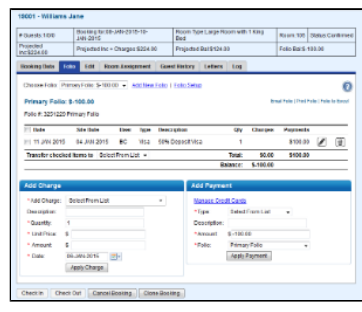
The Folio of every Guest Booking, Group Booking and House Account **MUST BE BALANCED** on the departure date in order to check-out a guest AND to complete the Night Audit.

The system provides two ways to insure that all Folios are balanced and all payments are received on the system date: at time of check out and during Night Audit.

At Guest Check Out: Before a guest can check out the folio must be balanced. When you attempt to check out a Guest with an Unbalanced Folio, you will get a message at the top of the booking. To balance the folio, a payment, charge or credit must be applied. See [Balance Folio at Check out](#)

During Night Audit: and the system date can be incremented to the next day. The two methods are: to manually balance the folio at check out or during Night Aug See [Balance Folio in Night Audit](#)

See Examples of a Balanced and Unbalanced Folios

Balanced Folio Charges=Payments	Unbalanced Folio Charges-No Payments	Unbalanced Folio Deposit- No Charges
		

Click images to enlarge

Managing the Folio

MyPMS Manual Folio

Balance Folio at Check out

In this example, there is a Guest Balance of \$199. To balance the Folio, a payment must be applied in Add Payment.

Unbalanced Folio at Check-out:	Apply Payment to Folio	Balanced Folio
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19001 - Williams Jane
Unable to Check Out: The folio is not balanced

# Guests: 1000	Booking for 08-JAN-2015-10-JAN-2015	Room Type Large Room with 1 King Bed	Room: 105	Status Active
Projected Inc: \$224.00	Projected Inc + Charges: \$299.00	Projected Bal: \$199.00	Folio Bal: \$199.00	

Booking Data | Folio | Edit | Room Assignment | Guest History | Letters | Log

Choose Folio: Primary Folio: \$199.00 | Add New Folio | Folio Setup

Date	Room	Description	Quantity	Unit Price	Amount
15-JAN-2015	08-JAN-2015 BC	Room Rent	1	\$100.00	\$100.00
15-JAN-2015	08-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00	\$12.00
15-JAN-2015	09-JAN-2015 BC	Room Rent	1	\$100.00	\$100.00
15-JAN-2015	09-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00	\$12.00

Total: \$299.00
Balance: \$199.00

Add Charge | Add Payment

Add Charge: Selected From List
Description:
Quantity: 1
Unit Price: \$
Amount: \$
Date: 10-JAN-2015

Add Payment: Manage Credit Cards
Type: Visa
Description: Final Payment
Amount: \$199.00
Folio: Primary Folio
Date: 10-JAN-2015

Check In | Check Out | Cancel Booking | Close Booking

When you attempt to check out a Guest with an Unbalanced Folio, you will get the following message at the top of the booking. The outstanding Guest Balance is \$199.

19001 - Williams Jane
Unable to Check Out: The folio is not balanced

# Guests: 1000	Booking for 08-JAN-2015-10-JAN-2015	Room Type Large Room with 1 King Bed	Room: 105	Status Active
Projected Inc: \$224.00	Projected Inc + Charges: \$299.00	Projected Bal: \$199.00	Folio Bal: \$199.00	

Booking Data | Folio | Edit | Room Assignment | Guest History | Letters | Log

Choose Folio: Primary Folio: \$199.00 | Add New Folio | Folio Setup

Date	Room	Description	Quantity	Unit Price	Amount
15-JAN-2015	08-JAN-2015 BC	Room Rent	1	\$100.00	\$100.00
15-JAN-2015	08-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00	\$12.00
15-JAN-2015	09-JAN-2015 BC	Room Rent	1	\$100.00	\$100.00
15-JAN-2015	09-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00	\$12.00

Total: \$299.00
Balance: \$199.00

Add Charge | Add Payment

Add Charge: Selected From List
Description:
Quantity: 1
Unit Price: \$
Amount: \$
Date: 10-JAN-2015

Add Payment: Manage Credit Cards
Type: Visa
Description: Final Payment
Amount: \$199.00
Folio: Primary Folio
Date: 10-JAN-2015

Check In | Check Out | Cancel Booking | Close Booking

To balance the Folio a payment of \$199 must be applied. The outstanding balance will auto fill in the Amount field, but can be edited to any amount. Click Apply Payment. See [Add Payments](#) and [Add Charge](#)

19001 - Williams Jane
Booking for 08-JAN-2015-10-JAN-2015

# Guests: 1000	Projected Inc: \$224.00	Projected Inc + Charges: \$299.00	Projected Bal: \$199.00	Folio Bal: \$199.00
15-JAN-2015	08-JAN-2015 BC	Room Rent	1	\$100.00
15-JAN-2015	08-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00
15-JAN-2015	09-JAN-2015 BC	Room Rent	1	\$100.00
15-JAN-2015	09-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00

Total: \$299.00
Balance: \$199.00

Add Charge | Add Payment

Add Charge: Selected From List
Description:
Quantity: 1
Unit Price: \$
Amount: \$
Date: 10-JAN-2015

Add Payment: Manage Credit Cards
Type: Visa
Description: Final Payment
Amount: \$199.00
Folio: Primary Folio
Date: 10-JAN-2015

Check In | Check Out | Cancel Booking | Close Booking

The payment is applied and the Check out button is now available. See [Check out](#)

Balance Folio in Night Audit

During the [Night Audit](#) processes, the system reviews and catches any bookings that due to check in or out for the day, but have not been checked in or out. The bookings that are due to check-in will show in the "No Show" category and bookings which need to be checked out, will appear in the "Stay over" category. The "Stay Over" category indicates that the booking can't be checked out because the Folio is unbalanced. House Account folios that are unbalanced will also appear in the "House Accounts" category. All of these items need an action item and must be completed in order to complete Night Audit. Once a Folio is balanced, it will disappear from the Action Items in Night Audit. When all items are cleared a Blue Check mark will appear. See [Folio](#)

In this example, the Night Audit indicates that there is one House Account Folio that needs to be balanced and one guest listed in Stay Overs who needs to be checked out.

Night Audit - Action Items to Complete

Front Desk | Booking | Reports | Arrivals | In House | Departures | Search | System Date: 10-JAN-2015

Front Desk | Phone List | Housekeeping | AR Accounts | House Accounts | Pass On Log | Night Audit

Night Audit Lock

Click image to LOCK the system

Clear Folios

House Accounts

Primary Folio \$75.00

Missing Room Assignments

No Shows

Stay overs

Williams Jane

Charge Folios

Increment Date

When you attempt to complete the Night Audit with unbalanced Folios or Guests due to arrive who haven't been checked in, then a Red exclamation Point will appear indicating that action must be taken. In this case, the House Account Folio must be balanced and the Guest, Jane Williams must be checked out. See [Night Audit](#)

Stay over - Balanced Folio and Check out.

19001 - Williams Jane
Booking for 08-JAN-2015-10-JAN-2015

# Guests: 1000	Projected Inc: \$224.00	Projected Inc + Charges: \$299.00	Projected Bal: \$0.00	Folio Bal: \$0.00
15-JAN-2015	08-JAN-2015 BC	Room Rent	1	\$12.00
15-JAN-2015	09-JAN-2015 BC	Room Rent	1	\$100.00
15-JAN-2015	09-JAN-2015 BC	Room Rent 105-Occupancy	1	\$12.00
15-JAN-2015	10-JAN-2015 BC	Final Payment Visa	1	\$199.00

Total: \$299.00
Balance: \$0.00

Add Charge | Add Payment

Add Charge: Selected From List
Description:
Quantity: 1
Unit Price: \$
Amount: \$
Date: 10-JAN-2015

Add Payment: Manage Credit Cards
Type: Selected From List
Description:
Amount: \$0.00
Folio: Primary Folio
Date: 10-JAN-2015

Check In | Check Out | Cancel Booking | Close Booking

Click on the Guest name listed in the Night Audit and the Guest Booking Details will open to the Folio Tab. Apply Payment, Refund or Charge to balance the Folio and allow check out. This is described above in [Unbalanced Folio at Check out](#). See [Folio](#)

Balance House Accounts

House Accounts | Edit Folio Setup | Add New Charge

Primary Folio: \$75.00 | Johnson: \$0.00 | Spa Treatment: \$0.00

Folio # 2042203 Primary Folio

Date	Site Date	User	Type
25-MAR-2014	08-MAR-2014 BC		Miscellaneous Charge
25-MAR-2014	08-MAR-2014 BC		Miscellaneous Charge
25-MAR-2014	08-MAR-2014 BC		Phone Call
25-MAR-2014	08-MAR-2014 BC		No Show Charge
15-JAN-2015	29-NOV-2014 BC		Cash
15-JAN-2015	10-JAN-2015 BC		Spa Treatment

Transfer checked items to: Select From List

Print checked items to: PMS Printer | Select

Add Charge

Add Charge: Selected From List
Description:
Quantity: 1
Unit Price: \$
Amount: \$
Date: 10-JAN-2015

Click on the Folio listed in the Night Audit and the Guest Booking Details will open with the House Accounts Tab. Apply Payment, Refund or Charge to balance the Folio. When the Folio is balanced, it will disappear from the Action Items in Night Audit and complete. See [Night Audit](#)