



## AutoClerk User Guide

Check In, Check Out, Posting, Folio Printing

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# 1. CheckIn

A Reservation form and a Checkin form are shown in [Figure 1](#) and [Figure 3](#). Note the differences on the Check in form:

1. The Room pull-down menu is the first field.
2. There is no Arrival Date field, since the arrival date is the current day.
3. The Smkr and Requested fields do not appear.
4. The ETA field is replaced by fields to enter an Auto License.
  - a. There an ID & Car button to enter additional ID and automobile information as shown in [Figure 3](#).

AutoClerk 2 Mod Reservation

File Profiles Menu

Conf: 170035 | 1 night | Today = Mar26'17 | DOUBLE-DOUBLE | Stay Total | Revision: 1

Arrival: Mar26'17Sun | Departure: Mar27'17Mon | Res Type: GTD/hold | Rm Type: DD | Smkr: | Room: | Requested: | People: 4 | Crib: 0 | Roll: 0 | Box 3: |

Rate Class: RA | Sunday to Thursday | Rate: \$ 145.00 | Hide Rates: | ETA: 12:00PM

Last Name: OWENS | First Name: ANNIE | Title: | Tax Exempt: | Bill-To: |

Reminders

Details | Home | Company | Group

Home Address

Phone: 222-555-1212 | Home: |

Street: 123 MAIN ST

City / State: LAFAYETTE | CA

Zip / Country: 94549 | UNITED STATES

Email: | Opt-In:

Conf Letter: 00 | Guest: | Default

Pay Type: AX | AMEX | XX2221 Auth: | Show Guarantee Info

Gtd/Cxl Type: HOLD-GTD | 4PM

Sources\*: 0H | Channel: 0

User field 1: | Deposit: 0.00

Specials

Memo

Note | Ref # | Chg Log

0/2048 Characters

CRS Type: UNKNOWN | CRS Conf: |

User field 2: | Check Box 1:  | Check Box 2:

Month of Birth: 1st 0 | 2nd 0 | Anniversary 0

Travel Agency: |

Esc | F1 - Help | F2-Guest | F3-Room | F4-Avail | F7-Maid | F8-Note | F9-Post | F10-Save

Figure I: Reservation Form

AutoClerk 2 Checkin with a Reservation

File Profiles Menu

Conf RT: DD - DOUBLE-DOUBLE Today = Mar26'17 Sun Stay Total Revision: 2

Room	Folio	Last Name	First Name	Title	People	Crib Roll	Box 3
	A	OWENS	ANNIE		4	0	0

Departure: Mar27'17Mon Rate Class: RA Sunday to Thursday \$ 145.00 Auto License: ID & Car

1 night remaining arrival Mar26'17 Sun ( 1 night ) Hide Rates  Tax Exempt Bill-To Charges

Reminders

Details Home Company Group

Home Address

Phone: 222-555-1212 Home

Street: 123 MAIN ST

City / State: LAFAYETTE CA

Zip / Country: 94549 UNITED STATES

Email: Opt-In  Adr/Email

Conf Letter: 00 Guest Default

Pay Type: AX AMEX XX2221 Auth:

Gtd/Cxl Type: HOLD-GTD 4PM

Sources\*: 0H Channel: 0

User field 1

Deposit: 0.00

Specials

Memo

Note Ref # Chg Log

0/2048 Characters

CRS Type: UNKNOWN CRS Conf:

User field 2

Check Box 1  Check Box 2

Month of Birth: 1st 0 2nd 0 Anniversary 0

Travel Agency

Esc F1 - Help F2-Guest F3-Room F4-Avail F7-Maid F8-Note F9-Post F10-Save

Figure 2: Check in Form

The screenshot shows a window titled 'AutoClerk 2 ID' with a 'Help' menu. The main content is a form titled 'ID and Automobile Info'. The form contains the following fields:

- Drivers License: [Text Input]
- Passport Num: [Text Input]
- Auto License: [Text Input]
- Auto Make: [Text Input]
- Auto Color: [Text Input]
- Parking Place: [Text Input]
- Valet Tag Num: [Text Input]

At the bottom of the form, there are two buttons: 'Esc' on the left and 'OK' on the right.

Figure 3: Automobile &amp; ID

### ***Check-In a Walk-In***

Here are the general steps for checking in a walkin using AutoClerk. Use this if a guest does not have a reservation and needs a room. You do NOT need to create a reservation prior to checking in a walkin.

1. Click on the Checkin icon. The Checkin Main menu appears.
2. Select Checkin a Walk-in from the menu.
3. Click F4 at the bottom of the screen to view available rooms. The F4 Projected Availability screen appears.
  - a. Change the Rate Class and number of persons as applicable.
    - i. Click Display to refresh the screen.
  - b. Based on availability, convey to the guest the available room types and rates.
  - c. Click the Esc button.
4. Press Enter on your computer keyboard. The Rooms form opens (F3).
  - a. From the pull-down, double-click to select the room type.
  - b. In the Number of days field, enter the number of days for the stay.
    - i. This is very important as the default is only for 1 day.
5. Click the OK button. The Rooms All Vacant and Clean screen opens.
  - a. Using your mouse, select a room number from the list. The background of the room you choose changes from a white background to a turquoise background.
  - b. Click the Esc button.

- i. You are returned to the Walkin form with the room number you selected filled in.
6. Leave the Folio field set to A. This is the default.
7. Enter the guest's last name.
  - a. If the guest has stayed in your hotel before, click the Magnifying Glass icon, and look up the guest's profile.
  - b. Verify the guest's address from the Profile and click on the Copy/OK button to copy the guest's profile contact information to the Checkin form.
  - c. If the guest has not stayed in your hotel, enter the last and first name.
  - d. Any field with a blue label is a required field. These may vary depending on if your property is a Best Western and/or management decisions.
8. Enter the number of guests associated with the checkin.
9. Check cribs or roll away beds, if applicable.
10. Click on Check Box 3, if applicable. (This checkbox is customizable.)
11. Set the Departure date. The default is 1 night.
  - a. If the guest is staying more than 1 night make sure to change the departure date, even though you entered multiple nights when selecting a room.
12. Set the rate class. The default is usually Rack.
  - a. The rates auto fill based on the information you input into AutoClerk.
13. If necessary enter automobile information in the Auto License field.
  - a. Click the ID & Car button to enter additional ID and automobile information, as per your hotel's policy.
14. Check the Hide Rates checkbox if you do not want the guest to see the rate for the room.
  - a. This is unusual for a walkin.
15. If applicable, set the tax exempt rules if the guest is not required to pay taxes. This way, taxes are not posted to their folio.
16. If applicable, set the Bill-to. Use Bill-to if all or part of the guest's bill is being paid for by another guest.
  - a. You can set up bill-to for an existing reservation or another checked in guest. (See the Reservations module more information on using Bill-to.)
17. If the guest's contact information does not copy from the guest's profile record, click the Home or Company button, as applicable.
  - a. If you are a Best Western property, every guest MUST have a Home address, or at the very least, something in each of the Home Address fields; such as "..".



- b. Enter the guest's contact information.
- c. Enter email addresses on the Home tab.
  - i. If you are using the Company tab, by default, you need to make sure the email address is also added to the Home tab.
- d. If you are entering in a guest's Company information, once you have entered the Company name, you can click on the magnifying glass icon to search in AutoClerk's Company profiles to see if there is already address information.
  - i. Verify the company's address from the Profile and click on the Copy/OK button to copy the company profile contact information to the Checkin form.

18. Set the pay type.

- a. If the guest is paying with a credit card, you are prompted to authorize the configured amount once you tab past the Pay Type field, as shown in [Figure 4](#).

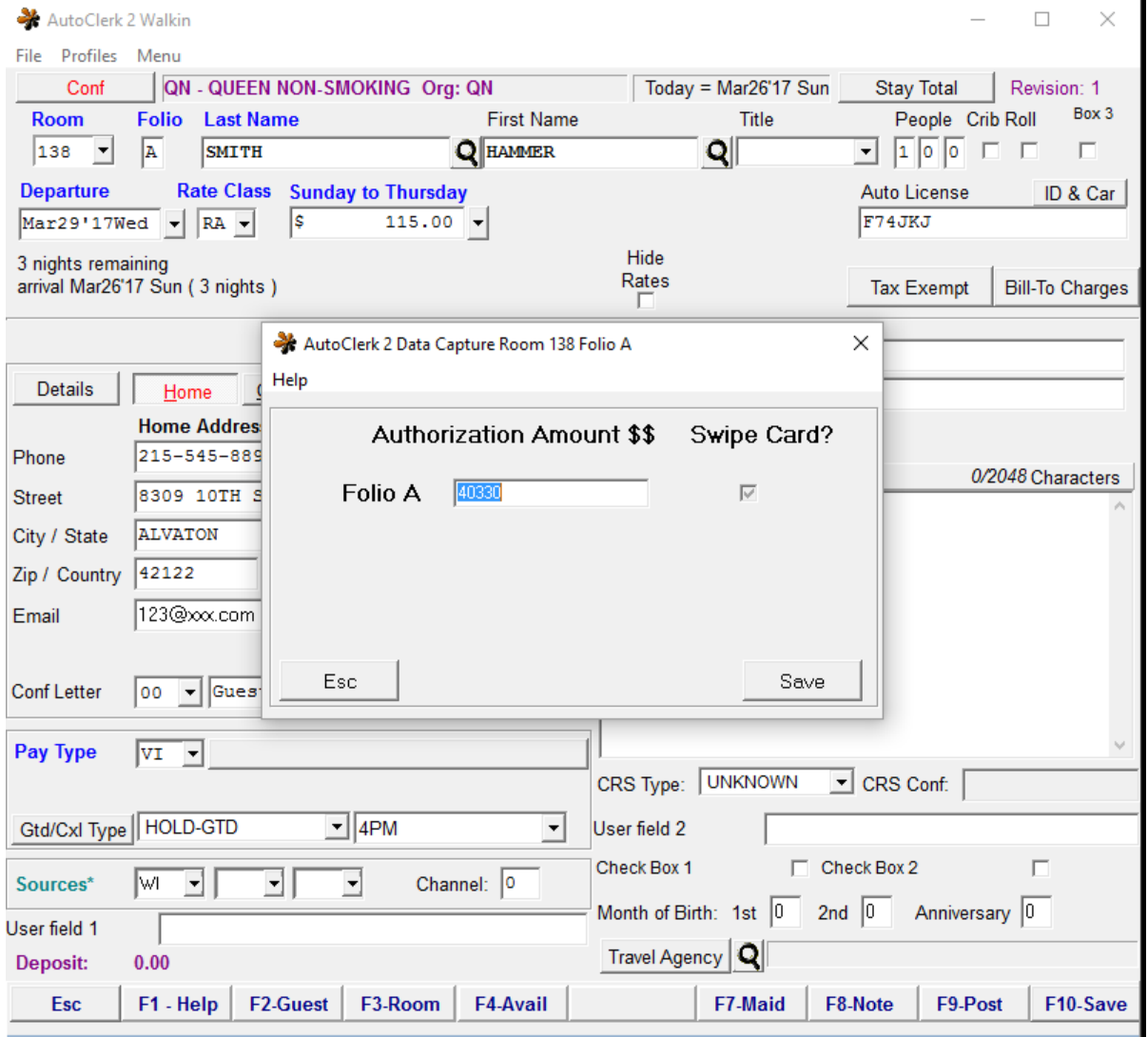
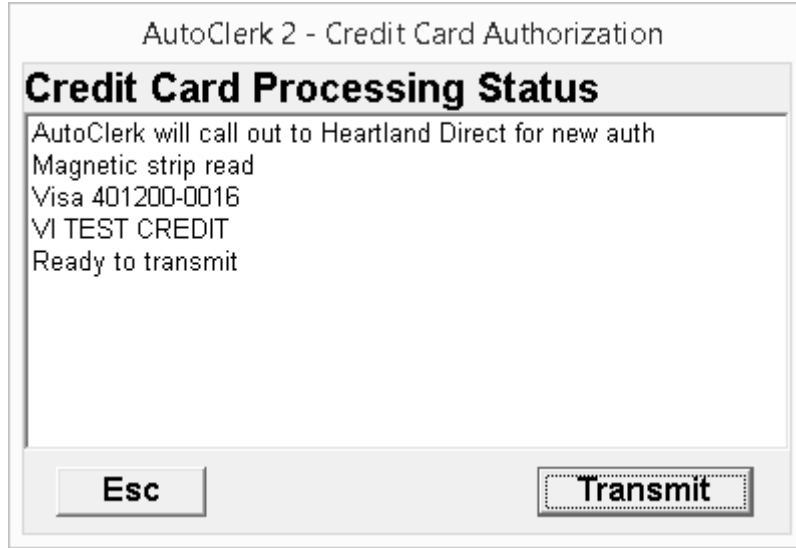


Figure 4: CC Auth at Checkin

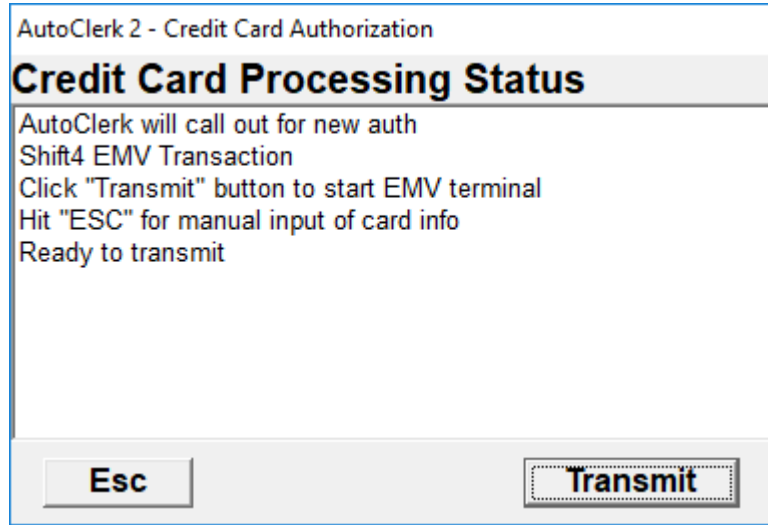
- i. This amount is the room rate for the length of stay, plus the incidental fee determined by the property.
  - ii. If the guest’s stay is more than 7 nights, AutoClerk only defaults to obtain the first 7 nights. On each Night Audit, AutoClerk will check to see if more authorization is needed.
  - iii. The clerk checking in the guest can always change the amount to include the full stay.
- b. Click Save and the user is prompted to swipe the guest’s card; or click on Esc for manual entry.

- i. Once you have swiped or entered the card data manually, and clicked on Save, you are presented with the Credit Card Processing Status window, as shown in [Figure 5](#):



[Figure 5: Non-EMV Authorization](#)

- ii. If you have EMV machines, when you click Save on the initial authorization amount form, you are presented with the Credit Card Processing Screen, as shown in [Figure 6](#).



[Figure 6: EMV Authorization](#)

- iii. When you click on Transmit, you process the card through the EMV machine.

- c. If the credit card authorization is obtained successfully, the user is returned to the checkin form, and the authorization code displays on the Pay Type description button.
- 19. Set the source codes. The source codes are the ways that the guest found out about your hotel. For example, the guest was a walk-in, or the guest saw a newspaper advertisement.
  - a. Your property may have up to three (3) Source fields.
  - b. These field(s) may or may not be mandatory.
- 20. Add information to the Specials field related to special instructions.
  - a. For example, if a guest is going to be on a package, you might put the package code here so staff knows the guest will need additional amenities, etc.
- 21. Add Memo information as applicable.
  - a. If you enter information in the Memo field, it copies to several other reports.
  - b. If you click on the Memo button a form opens that allows the user to enter different notes for different purposes as shown in Figure 7

AutoClerk 2

Help

### Memo

Housekeeping

Telephone/F2

Checkin Slip

Checkouts Due

Group Report

Note

0/2048 Characters

Esc OK

Figure 7: Expanded Memo Fields

- i. Housekeeping: Notes here will display on the Ordered Housekeeping Report.
- ii. Telephone/F2: Notes here will display on the Guest Telephone List, as well as when you click on F2.
- iii. Checkin Slip: Notes here will display on the Checkin Slip, if configured.
- iv. Checkouts Due: Notes here will display on the Checkouts Due report.

- v. Group Report: Notes here will show on various forms and reports in AutoClerk, such as:
    - 1. Reservations – List Reservations – Options and the List Type is Include Detail
    - 2. Guest Report Generator
    - 3. Auto-Posting – as an optional visible field
    - 4. Checkout form
    - 5. Profiles – listed as 'Misc'
  - c. If you add a Memo to only one field, so that the fields are different, when you go back into the reservation and/or inhouse folio, 'Memo' is in red and there is the notification: Note Fields are different from one another.
22. If there is travel agency information, enter it. Travel agency information is unusual on a walk in.
- a. If the travel agent has booked with you before, use the Magnifying Glass icon to find a profile and add that information to the reservation.
  - b. AutoClerk does not calculate Travel Agent commission on a walk in.
23. Click F10 at the bottom of the form or the + key on your computer keyboard to save your checkin.
24. Once you save the walkin, the Room and Folio Checked In screen opens, as shown in [Figure 8](#).
- a. You can now complete additional actions as necessary or if applicable. This includes printing a registration slip for the guest to sign and/or checking in additional walkins and folios.

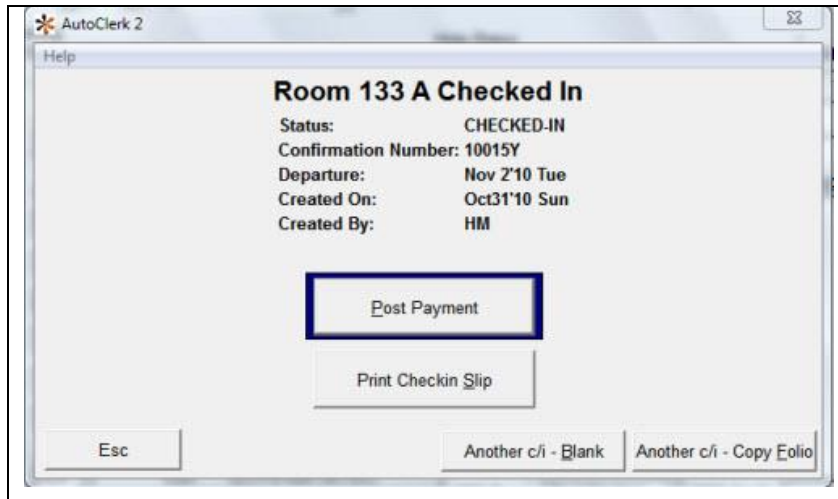


Figure 8: Room and Folio Checked In Screen

25. Click the Esc key on the screen, or use the Esc key on your computer keyboard to return to the Main menu.

## Check in a Guest with a Reservation

1. Click on the Checkin icon. The Checkin Main menu appears.
2. Select Checkin a Guest with a Reservation from the menu. The Check in Reservation selection screen opens as shown in Figure 9.

Conf	Group	Last Name	First Name	Src	Status	Arrival	Night	RmTp	Door	Rms	RC	Rate	Ad
17003G		ABBOTT	JIM	FF	GTD	Mar26'17 Sun	3	SU		1	3A	170.00	
17003K		HAWKERS	KIDS	RG	GTD	Mar26'17 Sun	2	DD		1	RA	175.00	
17003J		HAWKERS	REGGIE	RG	GTD	Mar26'17 Sun	2	KG		1	RA	153.00	
170035		OWENS	ANNIE	OH	GTD	Mar26'17 Sun	1	DD		1	RA	145.00	
17003H		WITHERS	BILL	FF	GTD	Mar26'17 Sun	3	QN		1	CO	153.00	

Figure 9: Check in Reservation Selection screen

- a. Enter the guest's last name in the Search Last Name For field.
  - i. If the guest's name does not appear, you can use the check boxes at the bottom of the form to include other types of reservations in your search. Perhaps the guest's reservation was cancelled by mistake.
  - ii. You can also use the red arrow keys to the right of the name field to change the day in case the guest's reservation was for a different day.
- b. Double-click on the guest's last name. The Checkin with a Reservation form opens.
- c. Confirm the room type and number of nights for the stay with guest. (The Room Type and Number of Days fields auto fill from the reservation by default.)
- d. Press Enter on your computer keyboard. The Rooms form opens (F3).
  - i. The room type and number of days copies in from the reservation.
  - ii. Click the OK button.
    1. If you get a No Such Rooms pop-up, click the OK button. Click the Include dirty room checkbox and click the OK button.
    2. The Rooms All Vacant and Clean screen opens.
    3. Using your mouse, select a room number from the list. The background of the room you choose changes from a white background to a turquoise background.

- a. Do NOT select a room that already has a turquoise background.
- b. A room number with a D at the end is still dirty.
  - i. Check with your Housekeepers before selecting one of these rooms and giving keys to the guest.
- iii. Click the Esc button to go back to the Checkin form.
  - 1. The room you selected is now in the Room field.
- iv. If the reservation has a room assigned, you do not need to complete these steps. However, if the room is dirty, once you tab to the Folio field, the Dirty status will be indicated.
- e. Leave the Folio field set to A. This is the default.
- f. Tab to the Last Name field.
- g. If the reservation was confirmed with a credit card, you are prompted to get an authorization as shown in **Error! Reference source not found..**
  - i. If the amount is correct, click on Save.
  - ii. Verify the guest wants to use the same credit card for his stay.
  - iii. At the next screen either Swipe the card or click on Esc to manually enter the card information.
    - 1. Click Transmit.
  - iv. AutoClerk will call out to your credit card processor and if successful, you will be returned to the Checkin form with the credit card authorization on the Paytype description button.
    - 1. If you are using EMV card readers, once you click on the Transmit button, the rest of the processing is done through the EMV reader.
      - a. You are returned to the Checkin form when complete.
- h. The guest's name and contact information auto fills from the reservation. If information is missing, fill in the form fields.
- i. Confirm the number of guests associated with the reservation.
- j. Confirm cribs or roll away beds, if applicable.
- k. Click on Check Box 3, if applicable. (This checkbox is customizable. In this example, it has been renamed Pet.)
- l. Confirm the departure date.
- m. Confirm the rate amount.
- n. If necessary, enter automobile information in the Auto License field.



- i. Click the ID & Car button to enter additional ID and automobile information.
  - o. If applicable, set the tax exempt rules if the guest is not required to pay taxes. This way, taxes will be posted to their folio.
    - i. From a reporting standpoint, it is better to set this at checkin, rather than having to remove taxes at checkout.
  - p. If applicable, set the Bill-to.
    - i. Bill-to can be used if all or part of the guest's bill is being paid for by another guest. You can set up the bill-to to an existing reservation or another checked in guest.
    - ii. The Bill-to information may have been set when the reservation was taken. If so, then confirm the information. (See the Reservations module, for more information on using Bill-to.)
  - q. Add information to the Specials field related to special instructions.
  - r. Add memo information as applicable or fill in the Note field. The client can see information you have entered on the Checkin Slip field.
  - s. Fill in the Ref# field as applicable.
    - i. If there is already data there, do not remove it unless instructed.
2. Click F-10 at the bottom of the form or the + key on your computer keyboard to save and complete the checkin.
  - a. Once saved, Checked In screen opens as shown in Figure 8.

### ***Modify a Check-In***

The following sections detail how to change folio information, perform room transfers, and open additional room folios.

#### **Modify Folio Information**

You might modify a folio in order to add guest contact information, change the length of a stay, and/or perform a bucket check (an end-of-shift process).

1. Click on the Checkin icon. The Checkin Main menu appears.
2. Select Modify Folio Information from the Modify a Checkin menu. The Modify Inhouse Guest form as well as the Folio to Modify box opens.
3. Select a room from the Room drop down on the Folio to Modify box.
4. Click the OK button.
5. Select a folio to modify. The default is A.
6. Click the OK button, and you return to the Modify Inhouse Guest screen.
7. Modify the folio as necessary.

8. Click F10 Save to save your changes. An Inhouse Modification Saved screen opens. You must see this screen to confirm that your changes are in the system.
9. Click the OK button.
10. If you need to modify another room or folio, click on the red arrows located at the top of the screen to the right and left of the room number. If not, go to the next step.
11. Click the Esc button to return to the Main menu.

### **Room Transfer**

You can use this function if a guest decides to extend their stay and needs to change rooms or a guest checks in and decides he would like a different room. However, before you can move a guest to a different room, you must perform the following steps:

1. From any AutoClerk screen, click on the F4 button to check room availability.
2. Confirm a room type and room availability with the guest.
3. Click the Esc button, and you return to the Main menu.
4. Click the F3 Rooms button. The Rooms screen opens.
  - a. Select a room type.
  - b. Enter the number of days needed in the Number of Days field.
  - c. Click the OK button. The All Vacant & Clean selection screen opens.
  - d. Single-click on a room.
  - e. Click the Esc button, and you return to the Main menu.
  - f. The reason for doing this is so that if other staff are checking in guests, when they access F3, they will see the room has already been selected and not use it to check in another guest.
5. Click on the Checkin icon. The Checkin Main menu appears.
6. Select Room Transfer from the Modify a Checkin menu. The Move Room/Folio opens, as shown in Figure 10.



Figure 10: Move Room /Folio Screen

- a. Select the room from which the guest is moving from the From Room menu.
  - b. Enter a folio letter in the Folio field.
    - i. If you leave the Folio field blank, all folios checked into that room will transfer to the same folio in the new room, unless already occupied.
  - c. Enter the room number you previously chose 4 into the To Room Field.
  - d. Enter a folio letter in the Folio field to the right of the To Room field.
    - i. If you left the From Folio field blank, there will not be a Folio field for the To room.
  - e. Click the OK button, and the AutoClerk Confirm box opens confirming the room transfer.
  - f. If you change room types during the transfer process, you will get an AutoClerk Warning box before the confirmation. If this is the case, click the Yes button.
  - g. Click the OK button.
7. Click the Esc to return to the Main menu.
  8. When you perform a room transfer, AutoClerk changes the status of the 'from' room to dirty. This is so the room is checked and/or cleaned before a new guest is checked into it.

### Open Additional Room Folio(s)

Use this function if a guest needs a separate bill for incidentals. For example, a guest is traveling on business and needs to separate out room and tax charges from restaurant and spa charges. Another example is two guests sharing a room and needing separate bills.

1. Click on the Checkin icon. The Checkin Main menu appears.
2. Select Open Additional Room Folio(s) from the Modify a Checkin menu. The Open Folio for Room box opens.
  - a. Click on the Room drop down or enter the room number in the Room field. The Rooms screen opens.
  - b. Select a room.
  - c. Click the OK button. The Open Folio for Room box auto fills with the selected room.
  - d. Click the OK button. The Open Additional folios box opens as shown in Figure 11.

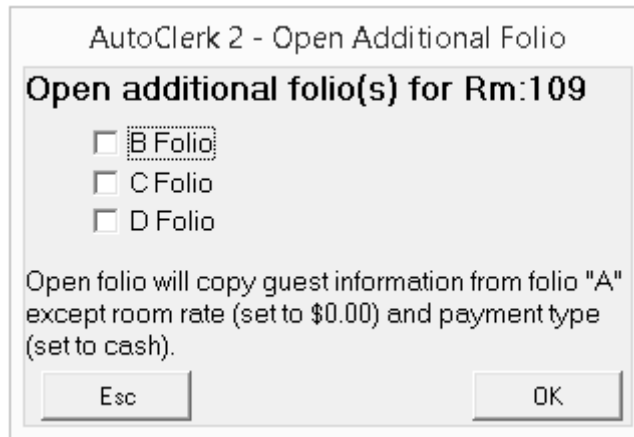


Figure 11: Open additional folio(s)

- e. Check the associated Folio checkboxes you wish to open. Any previously checked in folios are grayed out.
  - f. Click the OK button. An AutoClerk Confirm box opens confirming that additional folios are now open.
  - g. Click the OK button to return to the Main menu.
3. If you open additional folios, you may need to make modifications to the original folio A (the default), as well as the new folios you added to the room.
    - a. For example, a different guest name, a different rate, or setting up Bill-to.

### ***Print a Blank Registration Slip.***

You might use this function if you had a walkin and you wanted the guest to fill out their contact information while you are checking them in.

1. Click on the Checkin icon. The Checkin Main menu appears.
2. Select Print a Blank Registration Slip from the menu. The SendTo screen opens.
  - a. Select a printer.

## 2. Check Out

1. Click on the Checkout icon. The Checkouts screen appears.
2. If you know the guest’s room number, enter it in. Otherwise, click on the drop down arrow for the Room Number and the Checkout/Void list appears as shown in **Error! Reference source not found.**

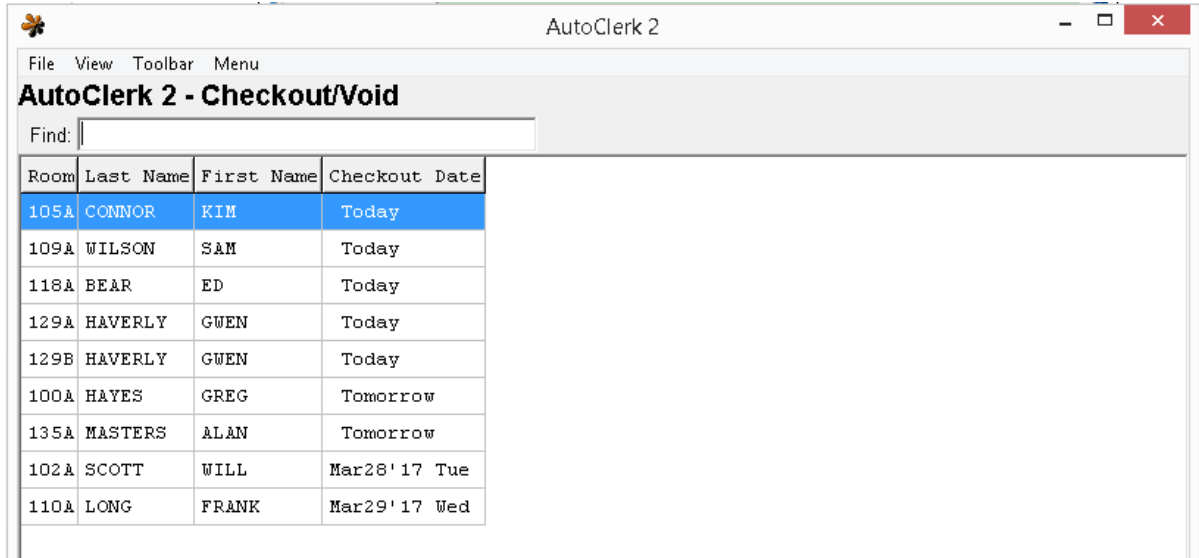


Figure 12: Checkout/Void Selection List

3. Double-click on the guest’s name you wish to check out. The Checkouts form auto fills with the selected room’s open folios.
4. Each folio associated with the room must have a \$0.00 balance, or you cannot check it out. If the folio has a balance, click the Post button. The Post To Room window appears, as shown in Figure 13 **Error! Reference source not found.**

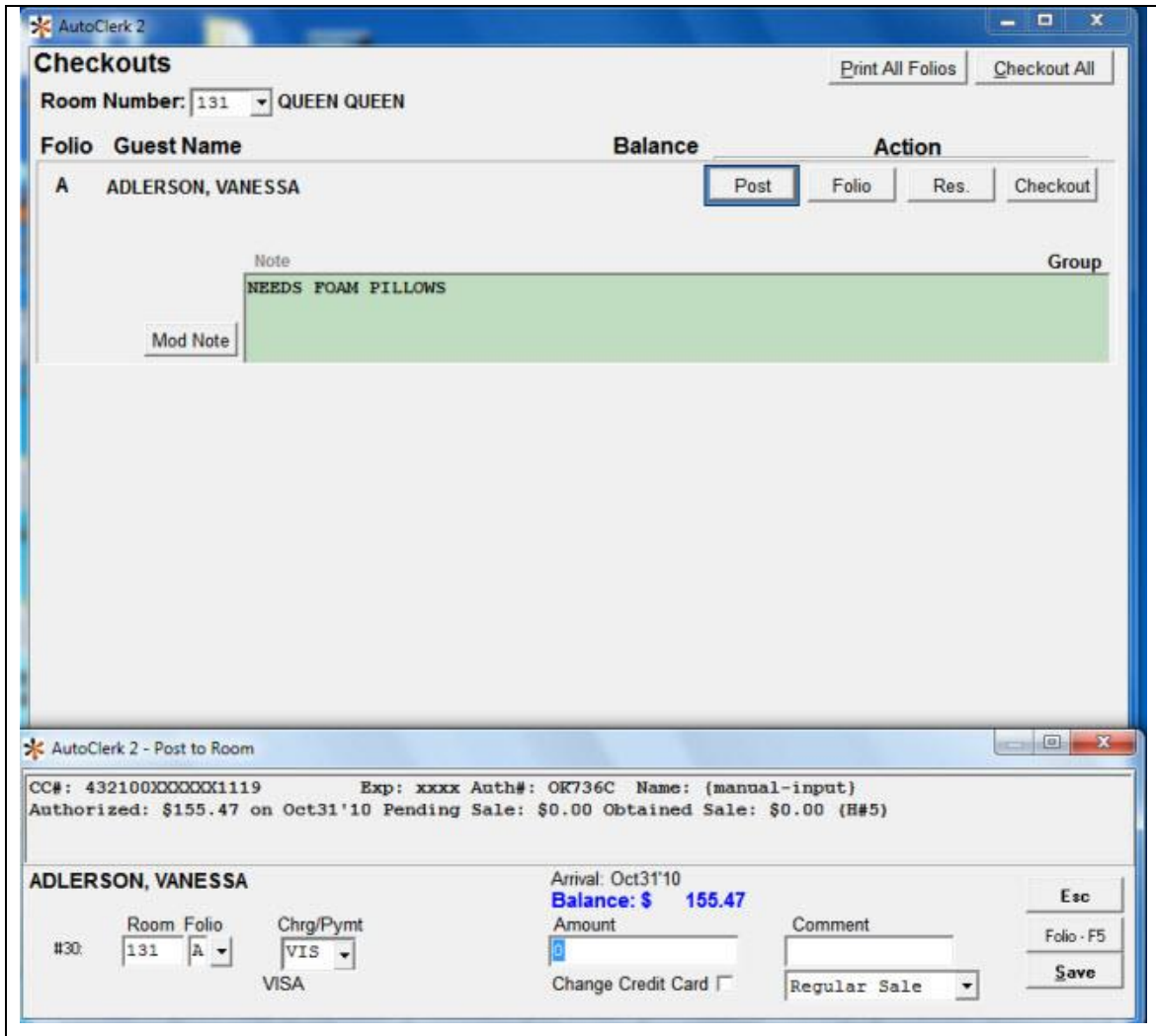


Figure 13: Checkout Screen

5. Review the Note field to see if there is anything you know about either the guest or the folio.
6. Confirm the balance with the guest. If the guest has any questions about the balance, click on the Folio-F5 button to display the guest's bill.
  - a. You can also present the guest a copy of their bill to review prior to posting payment by clicking on the Folio button and selecting Print; prior to clicking on Post.
7. Confirm the form of payment with the guest.
  - a. Enter the balance into the Amount field at the bottom of the screen.
  - b. If you are not applying the full balance to the current form of payment, then post only what the guest wishes to be applied, and repeat Steps 6

and 7 until the folio balance is at \$0.00. You should always use the form of payment on file first.

- c. If the guest is using a different credit card but the same type, check the Change Credit Card checkbox underneath the amount field.
8. Click the Save button. The SendTo pipeline opens.
  - a. Select a printer to print the hotel's copy of the guest's bill.
9. Present the bill to the guest for their signature.
10. If the guest requests a copy of the bill, click the Folio button. The SendTo pipeline appears.
  - a. Click the Print button to print a copy of the guest's bill for the guest.
11. If the guest requests a future reservation, click on the Res button. The New Reservation screen opens, and auto fills with information from the current stay with the exception of the form of guarantee.
  - a. Modify as needed, and click on the F10 Save to create a future reservation. You are automatically returned to the Checkout screen.
12. Click the Checkout button. An AutoClerk Confirm box opens confirming the room and folio is checked out.
  - a. Click the OK button.
  - b. If you are checking out a Bill-to destination folio and there are still Bill-to folios checked in, you will get a window asking you to confirm the destination folio checkout.
  - c. If a guest is checking out before their departure date, you will receive a Confirm window, asking you to confirm the Unexpected Departure.
13. You are returned to the main Checkout form to check out the next guest.
  - a. Click the Esc button to return to the Main menu.

### **Group Checkout**

If you have a group that is due to checkout and there is a Bill-to set up, there is a way to quickly checkout all \$0.00 balance folios.

1. From the AutoClerk Main menu, click on the Reservations icon.
  - a. Select Groups from the menu list, then select Group Room Management. The Group Selection screen opens.
    - i. Double click on the group you want to check out. The Group Room Management form opens as shown in Figure 14.



AutoClerk 2 Group Room Management

File View Letters Bill-to Toolbar Menu

B00417 TREKKERS - - Mar26'17 Sun -> Mar26'17 Sun

Modify Group Allocations View Group grid by rooms  Booked  Remaining  Totals

	SU	KG	QN	DD	CF	XX
Date	Totals	0	0	0	0	0
Mar26'17 Sun	0	0	0	0	0	0

Group Master Bill-To Setup

Conf#	Last Name	First Name	Status	Arrival	Depart	Days	RmTp	Room	#Rms	Rate	Deposit
17003L	TREKKERS	DEPOSIT	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	KG	129b	0	0.00	
17003M	ABBOTT	JIM	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	KG	125a	1	145.00	
17003N	SWING	JANE	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	KG	129a	1	145.00	
17003P	GATHERS	ANNIE	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	KG	126a	1	145.00	
17003Q	KERSE	KEN	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	KG	128a	1	145.00	
17003R	WILLAIMS	BILL	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	QN	201a	1	145.00	
17003S	MONK	FRED	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	QN	204a	1	145.00	
17003T	PAK	ALLISON	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	QN	206a	1	145.00	
17003V	HAVENS	RICH	Inhouse	Mar26'17 Sun	Mar27'17 Mon	1	QN	203a	1	145.00	

Checkin Slip  
Modify  
Checkin  
Checkout  
Checkout All  
Cancel Res

Figure 14: Group Room Management

- ii. Click the Checkout All button on the right-hand side.
  1. You get a window asking if you want to check out those rooms that are Due out Today or All.
    - a. In most cases, you will select All.
    - b. You can also click on Esc to return to the Group Room Management main form.
  2. AutoClerk will go through all the folios and checkout all folios with a \$0.00 balance.
  3. When done, you receive a Warning listing the room(s) and folio(s) that could not be checked out due to a non-zero balance.
  4. Click OK and you get a confirmation of the number of checkouts processed.
  5. Click OK to return to the Group Room Management form.
- iii. You can now escape back to the Main menu and process the remaining checkouts as explained above.

### 3. Posting

This section details the process of posting and voiding monies and charges to a room or a non-guest.

#### ***Post to a Room***

You can use this feature if you want to post a single charge or payment to an inhouse guest's room/folio instead of using the F9 button. It is also convenient if you need to post multiple charges of different amounts to several rooms. For example, the evening shift needs to post laundry charges to several rooms. In Post to Room you can post room charges.

1. Click on the Posting icon.
2. Select Post to a Room from the Posting menu. The Post to a Room screen opens.
3. Enter a room number in the Room field.
  - You can also select a room and folio from the Folio drop down.
    - Click the OK button.
  - Select a folio to modify. The default is A.
    - Tab to the Chrg/Pymt field and AutoClerk displays:
      - The Active Folios for the selected room. (If more than just the A folio.)
      - The Bill-to details, if applicable.
      - The Arrival date
      - The folio Balance
      - Examples are shown in Figure 15.

The screenshot shows a software interface for posting to a room. At the top left, the name 'KINGSLEY, BEN' is displayed. To the right, the arrival date is 'Mar27'17' and the current balance is '\$ 35.00'. Below these are several input fields: a 'Room' field with '100' and a 'Folio' dropdown menu with 'A' selected; a 'Chrg/Pymt' dropdown menu; an 'Amount' field with '\$ .00'; and a 'Comment' text box. At the bottom left, it says 'Active Folios: AB' and 'BILL TO 103-B: RM TX T1 T2 T3'. On the right side, there are 'Esc' and 'Save' buttons.

Figure 15: Post to Room

4. Select the charge or payment transaction from the Chrg/Pymt menu.
  - You can also enter your two or three-letter code into this field.

- If you are prompted for a sub-category, choose the applicable code from the Sub-category menu.
  - The transaction description displays under the field(s).
- 5. Enter the charge or credit in the Amount field.
  - A credit appears with a minus sign in front of the dollar amount. For example, -50.00 entered into the amount field followed by a Tab, displays \$50.00 CR.
  - If you post a room charge, or any other transaction which has tax configured to be associated with it, the tax(es) will automatically post.
  - Enter a comment in the Comment field. This field is optional. The client is able to view this comment on the folio.
    - If you entered a credit amount in the Amount field, then the Comment field auto fills with ADJ. You should amend this to explain why you are posting a credit.
    - In addition, the correction appears on the guest's folio.
- 6. Click the Save button. The posting now appears on the guest's folio as well as in the upper part of the screen.
- 7. If you need to continue posting AutoClerk keeps the room number, folio, and Chg/Pymt transaction code filled in. For example, if you need to post additional laundry charges to a different room, simply repeat steps 3, 4, 5 and 6 above.
- 8. The last column in the upper part of the screen is labeled Batch Total. This is handy in our example of needing to post several laundry charges to several rooms. When you think you have completed your posting, compare the Batch Total against the total on the invoice slip from the laundry.
- 9. When you are finished posting, click Esc to return to the Main Menu.

### ***Auto-Posting***

You can use Auto-post to post the same transaction and amount to multiple rooms and/or folios. For example, you need to charge every guest inhouse a fee to use their in-room safes. Auto-posting is a way to save time when you need to post charges in multiple rooms. You cannot post a Room charge when using this feature.

1. Click on the Posting icon.
2. Select Auto-posting from the Posting menu. The Auto Post screen opens as shown in Figure 16.

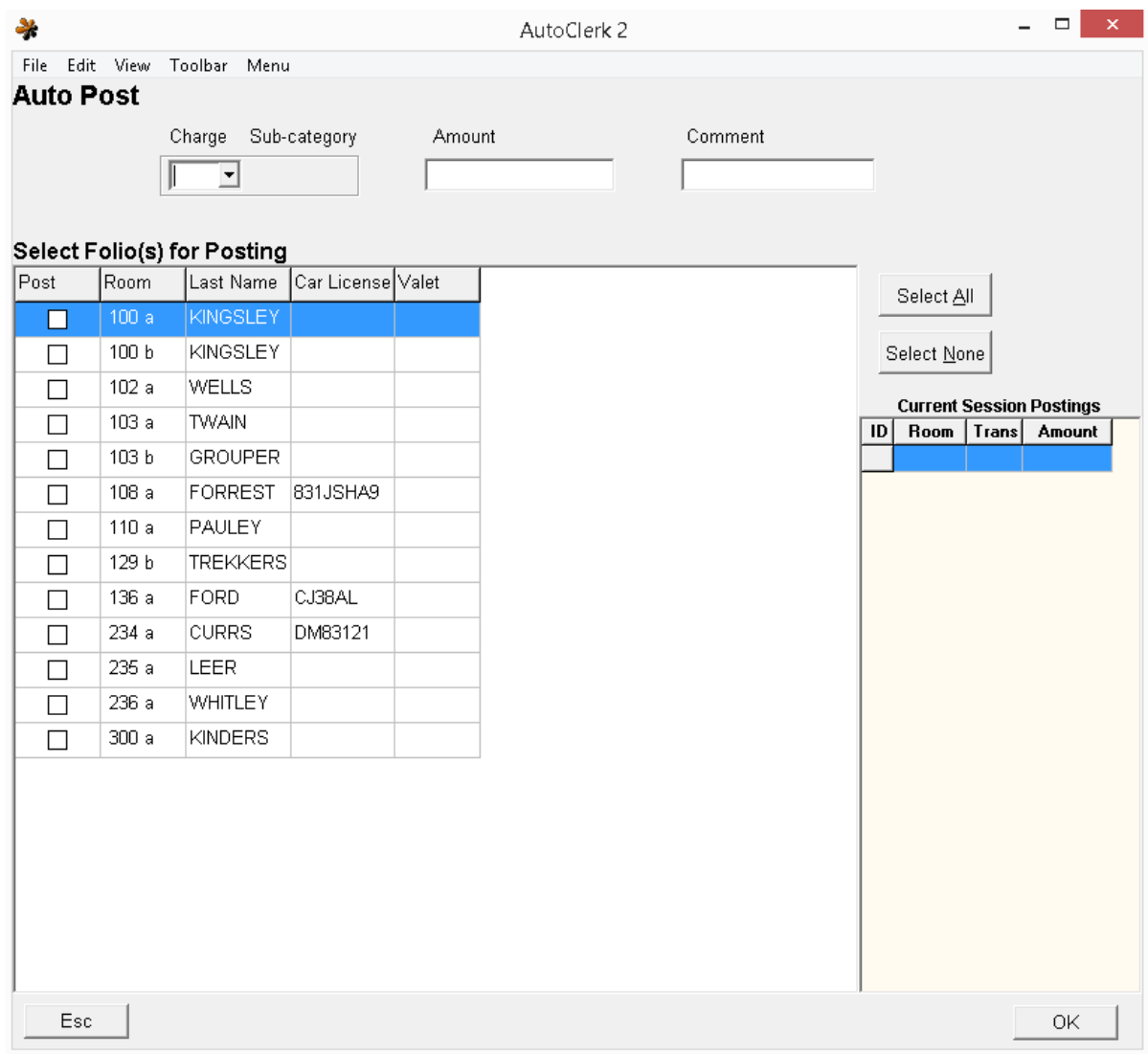


Figure 16: Auto Post

**Title Bar**

The following options/functions are available on the Title Bar:

1. File
  - a. Post: Posts selected transaction to selected room/folio. Use this instead of the OK button.
  - b. Exit: Exit to the Main menu
2. Edit

- a. Duplicate Selected Room: Creates a new room/folio posting line for the highlighted room/folio.
    - i. For example, a room has two (2) cars. Instead of having to post a parking charge twice, highlight the room, then click on Edit – Duplicate Selected Room.
    - ii. AutoClerk creates another line in the list for the selected room/folio.
      - 1. This is NOT opening an additional folio, it is only creating a line for posting for this one instance.
    - iii. Following the steps below, check both lines and you can post two (2) parking charges to the same room/folio at once.
  - b. Reload List: Clears any settings and refreshes list.
3. View
- a. Show Fields: Opens a Show Columns form. You can select which column(s) you want to show.
    - i. Post, Room and Last Name will always appear.
    - ii. Check the checkboxes of the fields you want to show.
      - 1. Click OK.
      - 2. The Show Columns window disappears and the Auto Post form re-appears with the selected fields.
      - 3. You can use this to set up templates for Fast Selections.
  - b. Open Design: Opens the file location of your saved designs.
    - i. If you have saved designs/templates as described below, they will be listed here.
      - 1. Double click on the .txt file you want to use.
      - 2. The window closes and you are returned to the Auto Post form with the selected design showing.
  - c. Save Design: Opens the file location so you can save your design/set up as a template.
    - i. For example, your property allows pets and there is a daily pet fee.
      - 1. When Auto Post first opens, click on View – Show Fields and select the field(s) you use for pets. (Certain fields on the Reservation and Inhouse forms can be customized and labeled. See ACConfig module for details.)
        - a. Click OK to close the window and return to Auto Post.
        - b. Click on Save Design.

- i. Enter the name the design/template, eg: Pets, in the File Name field.
          - ii. Click Save to return to the Auto Post form.
        - c. Once you have saved a design, they will be listed in the Open Design and can be selected to open and post to.
      - d. Manage Fast Selections: Allows you to add, remove and sort the designs/templates you have created.
        - i. This can be useful if your property charges for pets and parking. Setting up Fast Selections allows the user to quickly load a template for posting.
        - ii. Once you have created a design as detailed above, click on View, click on Manage Fast Selections.
          1. The Fast Selection Setup window opens with ID line 1 highlighted.
          2. Click the Add button and the Open File window opens.
          3. Double click the .txt you want in ID 1.
          4. The Open File window closes and you are returned to the Fast Selection Setup window.
            - a. Repeat the steps if you have additional templates to add. Be sure to use a new ID line for each one.
            - b. When you are finished, click OK.
          5. Now, when you click on View, the templates are Fast Selections and are listed at the bottom of the View menu.
            - a. Click on the template you want to use.
            - b. The Auto Post form reloads with the selected template.
4. Toolbar: Use this to access the Function Keys (F keys)
  - a. If you know the key you want to use, you can just use the keyboard key. For example, hitting F4 will bring up Availability.
5. Select a charge code from the Charge menu. If you are prompted for a sub-category, choose the applicable code from the Sub-category menu.
6. Enter the amount in the Amount field.
7. Enter a comment in the Comment field. Guests can view these comments on their folios.
8. Check the associated checkboxes for each room you wish to apply the auto-post. Use the Select All or Select None buttons, as applicable.

9. Click the OK button. An AutoClerk Confirm box opens confirming that the auto-posting is complete and the sum of all the transaction amounts for that auto-post.
10. Click the Yes button to perform another auto-post. Click the No button to return to the Main menu.

### ***Void Folio Posting***

This feature is designed to fix posting mistakes or reverse postings that don't apply to the client. For example, a guest was charged for a movie, but never watched the movie.

When using this feature, be aware that you can completely void a guest's room and tax. For example, if the room charge is posted in the night audit, the house count is an automatic increase. If you void the room and tax, using the AutoClerk Void Folio Posting function, the room count is automatically decreased on the day you do the void. This feature is best used by management or senior desk clerks. Inexperienced clerks who erroneously void room and taxes have the potential to erase completely a guest's room revenue from the audit totals.

You can only void transactions on inhouse guests. You must use Historical Folios to make corrections on Checked out guests.

When you void a transaction, you are not given the opportunity to include a comment that the guest will see. In addition, voided transactions are not printed on the guest's folio. Depending on the situation, you may want to add a comment and/or show the correction on the guest's folio.

1. Click on the Posting icon.
2. Select Void Folio Posting from the Posting menu. The Void/Restore Posting Transactions screen opens.
3. Select a room number and folio from the Room and Folio menus.
4. Click the Display Items button. The transactions associated with that folio appear as line items.
5. Check the line item you wish to void or restore. Voided items have a red strike through line.
6. Click the OK button, and you return to the Main menu.
7. If the item you just voided has any tax(es) associated with it you must also void the tax(es) if applicable. The void of an item will not void associated taxes.
8. If you wish to check your work, select Void Folio Posting from the Posting menu. The Void/Restore Posting Transactions screen opens. Enter the room number and folio. All charges you voided from the folio now appear in red with a strike through.
9. Click the Esc button to return to the Main menu.

10. If you voided a charge in error, simply uncheck the checkbox of the voided line item. This restores the charge to the folio. If necessary, also restore any applicable taxes. Note that the Balance field at the bottom of the screen updates according to charges you choose to void or restore.

### ***Post to No Room***

Post to No Room is a sequential process. You must post and close the charge and the payment in two steps. Step 1 is to post any and all charges, perhaps two bathrobes. (The tax automatically posts for taxable items once this is setup in AutoClerk.) Step 2 is to post the payment for these purchases. You must have a \$0.00 folio balance in order to complete the posting. Another example might be a non-guest who wants to pay for a fax. In this case, you post the fax charge, and then post the payment.

1. Click on the Posting icon.
2. Select Post to No Room from the Posting menu. The Post No Room screen opens.
3. Select a Transaction code from the menu. Note\* you cannot post Room charges.
4. Enter the positive or credit amount in the Amount field. A credit appears with a minus sign in front of the dollar amount. For example, -50.00 entered into the amount field followed by a Tab, displays \$50.00 CR.
5. Enter a comment in the Comment field. Guests can view these comments on their folios.
6. If you have entered a credit amount in the Amount field, then the Comment field auto fills with ADJ. You should amend this to explain why you are posting a credit. In addition, the correction will appear on the folio.
7. Click on the Add to List button. The transaction appears as a line item on the Post No Room window.
8. Post any additional charges if necessary by performing Steps 4 through 6.
9. If you make a mistake, click once on the incorrect transaction line item in the upper portion of the screen. Then, use the Remove or Adjust buttons located on the right to make a correction. The Adjust button posts a debit or a credit and leaves a note in the Comment column. The Remove button completely removes the item.
10. Select the form of payment from the Transaction menu. AutoClerk auto fills the amount based on the total amount of the charges you posted.
11. Add a comment in the Comment field if necessary. Guests can see this comment on their bill.
12. Click on the Add to List button. An AutoClerk Confirm button opens asking if you want to print the ticket, as shown in [Figure 17](#)



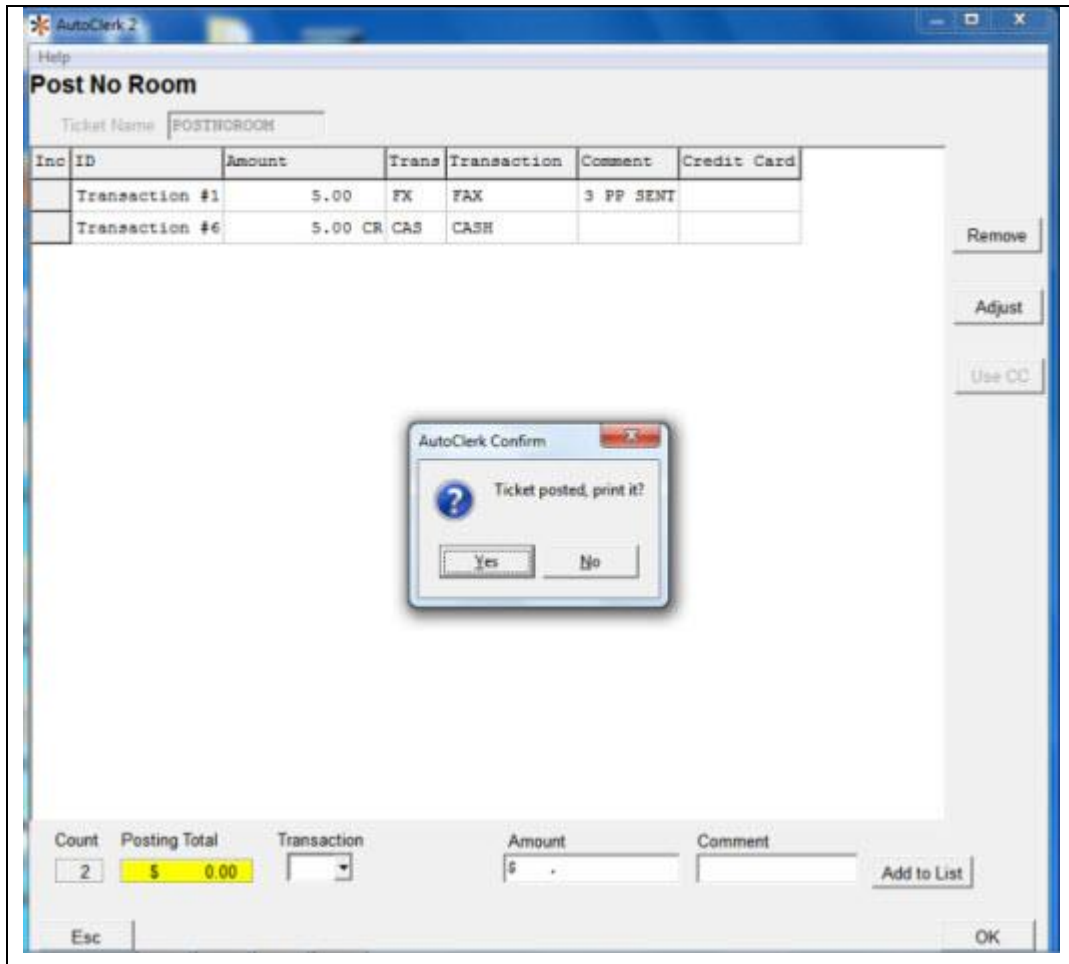


Figure 17: Post to No Room

13. If yes, select Print from the SendTo menu.
14. If no, click the No button and return to the Main menu.

### ***Post a Ticket***

Post a Ticket is a sequential process. You must post and close the charge and the payment in two steps. Step 1 is to post any and all charges, perhaps a guest purchases three hotel t-shirts. Step 2 is to post the payment for these purchases. You must have a \$0.00 folio balance in order to complete the ticket. Another example might be a non-guest who wants to pay for a fax. In this case, you post the fax charge, and then post the payment.

1. Click on the Posting icon.
2. Select Post a Ticket from the Posting menu. The Post Ticket screen opens.

3. In the Ticket Name field, enter a name. The name can be a first name, last name, or the name of a purchased item.
4. Select a Transaction Code from the menu.
5. Enter the positive or credit amount in the Amount field. A credit appears with a minus sign in front of the dollar amount. For example, -50.00 entered into the amount field followed by a Tab, displays \$50.00 CR.
6. Enter a comment in the Comment field. Guests can view these comments on their folios.
7. If you entered a credit amount in the Amount field, then the Comment field auto fills with ADJ. You should amend this to explain why you are posting a credit. In addition, the correction will appear on the guest's folio.
8. Click on the Add to List button. The transaction appears as a line item on the Post No Room window.
9. Post any additional charges if necessary. By performing Steps 4 through 6.
10. If you make a mistake, click once on the incorrect transaction line item. Then, use the Remove or Adjust buttons located on the right to make a correction. The Adjust button posts a debit or a credit and leaves a note in the Comment column. The Remove button completely removes the item.
11. Select the form of payment from the Transaction menu. AutoClerk auto fills the amount based on the total of the charges you posted.
12. Add a comment in the Comment field if necessary. Guests can view this comment on their bill.
13. Click on the Add to List button. An AutoClerk Confirm button opens asking if you want to print the ticket.
14. If yes, select Print from the SendTo menu.
15. If no, click the No button and return to the Main menu.
16. If you need to print additional copies of the receipt, go to Utilities on the Main Menu. Choose Historical Data. Enter the month and year. Then click OK. The Historical Information screen opens. Click on Find at the top of the screen and enter the name of the ticket you used from the previous Step 3. The search result will highlight any ticket by the name you entered. Click on Show Folio from the top of the screen to display or print the ticket. To find other tickets with the same name click on Repeat Find until you reach the ticket and/or date you are looking for. If you do not remember the name of the ticket, you can simply search for Ticket.

### ***Transfer Folio Transaction(s)***

You can use this function if you need to transfer transactions from one room and folio to either the same room and a different folio or a different room and folio. For example, a daughter decides to pay for her own room as well as her parent's room and tax. In this case, transfer the parents' room and tax charges to the daughter's folio.

1. Click on the Posting icon.
2. Select Transfer Folio Transactions from the Posting menu. The Folio Transaction Transfer screen opens.
3. Select the room from the first Room menu. This is the source. In our example stated above, this is the parents' room and folio.
4. The Transaction Transfer screen refreshes and lists the transactions on the selected source folio. In our example, this is associated with the parent's room and folio(s).
5. Select the room from the second Room menu. This is the destination. In our example stated above, this is the daughter's room and folio who wants to pay for her parent's room.
6. Check the checkbox associated with the charges you are transferring.
7. Click the OK button. An AutoClerk Information box opens confirming the transfer.
8. Click the OK button to return to the Main menu.
9. If you have transferred past transactions and the guest(s) are remaining in house, you may need to set up a Bill-to for future transactions to be posted to the correct room and folio.

### ***Transfer an Advance Deposit to a Folio***

You can use this function if a clerk incorrectly checks in a guest without realizing an advance deposit was made. For example, the user checks in a walkin. After checkin, the guest informs the clerk they have a gift certificate. You can transfer the deposit from the gift certificate reservation to the checked in guest's folio.

*You cannot transfer a deposit to a folio that has transactions already posted to it.*

1. Click on the Posting icon.
2. Select Transfer Advance Deposit to a Folio from the Posting menu. The Deposit Transfer screen opens.
3. If you know the reservation's confirmation number, you can enter that in the From Reservation field. Otherwise, click the Find Reservation button to select the reservation with deposit to be transferred.
4. Enter the last name in the Search Last Name For field.
5. Double-click on the desired reservation. You return to the Deposit Transfer window.
6. Select the destination To Room/Folio using the drop down feature to select the room to which you are transferring the deposit.
7. After you choose the room, click the OK button.
8. Click the OK button and you return to the Main menu.

9. Depending on your hotel's policies, you may need to cancel the source reservation. This reservation is not automatically cancelled when you transfer an advance deposit.

## 4. Folio Printing

A folio is a guest receipt. AutoClerk provides you with style sheets, which allow you to format the folio or receipt with graphics, fonts, and verbiage specific to your hotel. AutoClerk style sheets provide you with a way to create logo-branded, more attractive hotel receipts for guests.

Note when printing a folio, the room number and folio letter must belong to a guest who is checked in or who has checked out on the current day. Use Historical Folios to reprint folios for a guest who has checked out prior to the current day.

1. Click on the Folio Printing icon.
2. The Folio to Show box opens.
3. Enter a room number in the Room field, or select a room and associated folio from the drop-down menu.
4. Enter a folio letter (A, B, C, or D) in the Folio field.
5. Click the OK button. The SendTo menu appears.
6. Click the Preview button if you want to preview the folio before printing it. There are two main sections on the guest folio. The header and body are produced in a simple text format, without the aid of style-sheets. The header's left side contains the following information:
  - Current Room number and folio. (Remember that a guest might have changed rooms during a stay.)
  - Guest last name followed by first name
  - Company name
  - Guest home address

The header's right side contains the following information:

- Form of payment
  - Sources
  - Number of guests: adults, kids, babies
  - Rate class code
  - Arrival and departure dates
  - Confirmation number
  - Travel agent name and address (This is not always configured)
  - TA commission percentage
7. The body of the folio contains a list of charges and payments. Each transaction is comprised of the following information; however, there are no column headers:
    - Date: This is the date the clerk posted the transaction.

- Transaction: This is the description of the posted charge or payment. If the transaction has a sub-category, then the sub-category's description appears.
  - Room: This is the room number to which the charge was originally posted. Guests sometimes change rooms. If a charge was routed to this room and folio from another room and folio, the originating room and folio is listed in parenthesis.
  - Comment: AutoClerk allows for a comment during manual posting. If the posting was an adjusting credit, the default comment is ADJ. A comment may also give additional details about the posting such as the phone number called or the number of pages sent in a fax.
  - Amount posted; either a debit or a credit: A debit will increase the balance of the folio, or money due to the hotel at time of checkout. A credit will decrease the balance of the folio. A credit will appear with a CR after the amount. Credit card posting will have an additional line below the description with the truncated credit card number, truncated expiration date, authorization code and manner of input.
  - Balance: This is a running balance. It shows the balance of the folio after the transaction that is listed on that line.
8. When producing a folio, you may want to use the following options which allow you to decide which charges or payments appear on the folio you present a guest. For example, at checkout time, a business guest may request her charges be split into two folios. On one folio she wants the room and tax. On the other folio she wants restaurant charges and tax. While you have not actually split the folio, the guest can see the requested charges clearly defined.

To separate folio charges to appear on a one time printing, select Options when you are at the SendTo menu.

The top of the screen shows the following:

- Room number and folio
- Inhouse – dates the guest was inhouse
- Last and first name
- Company
- FP – form of payment transaction code
- Rate class code and current day's room rate

There is a box in the upper right corner which allows you to see any voided transactions on the folio. By default, the voided transactions are invisible. Even if you unhide any voided transactions, you cannot mark them to be printed unless you unvoid them first.

9. The body of the screen contains a list of charges and payments. Each transaction is comprised of the following information:

- Date: This is the date the clerk posted the transaction.
- Trans: This is the description of the posted charge or payment.
- Room: This is the room number to which the charge was originally posted. Guests sometimes change rooms. If a charge was routed to this room and folio from another room and folio, the originating room and folio is listed in parenthesis.
- Comment: AutoClerk allows for a comment during manual posting. The comment is used to document the transaction. If the posting was an adjusting credit, the default comment is ADJ. A comment may also give additional details about the posting such as the phone number called or the number of pages sent in a fax.
- Debits: Those transactions which increase the balance of the folio, or money due to the hotel at time of checkout.
- Credits: Those transactions which decrease the balance of the folio, or money overpaid by the guest to the hotel.
- Extra Trans Info: If the transaction posted was a credit card, this field will contain the truncated credit card number and expiration date.
- Token: This is additional credit card posting information.
- You can sort any of the columns by clicking on the header.

Here are the printing options available on this screen:

- Transaction Hide checkboxes: Transactions are listed in the order they are posted. To the left of each transaction, is a Hide checkbox. If this box is checked, when you click the Print button, AutoClerk does not include the hidden transaction. The transaction is NOT removed from the folio; it is only removed from that one-time printed receipt.
- Uncheck All: This feature allows you to un-check all of the Hide checkboxes. Therefore, the printed folio includes all transactions.
- Check All: This feature checks all of the Hide checkboxes. Therefore, no transactions are included on the printed folio.
- Room and Tax: When you click this button, all the non-room and occupancy tax(es) are checked to be hidden. Therefore, the printed folio will show Room and Tax transactions only.
- No Rm and Tax: When you click this button, all the room and occupancy tax(es) transactions are checked to be hidden. Therefore, the printed folio will show the incidental transactions only.
- By Type: This feature opens a screen on which you select which transactions are included on the printed folio based on transaction type. AutoClerk presents the following screen:

- Start: This is the first date that transactions are included on the folio. (The guest's arrival date is the default.) You can change the date by using a MM/DD/YY format. Once you leave the field, AutoClerk shows the first three letters of the month, two digits of the date within the month, the last two digits of the year, and the first three letters of the day of the week.
  - End: This is the last date that transactions are included. (The guest's departure date is the default.) You can change the date by using the MM/DD/YY format. Once you leave the field, AutoClerk shows the first three letters of the month, two digits of the date within the month, the last two digits of the year, and the first three letters of the day of the week.
  - Transaction Types: This is a list of all the charges and payments included on the folio. A black checkmark means that transactions of that type are included. An unchecked box means that transactions of that type are not included. A gray checkbox means whatever was included in the last set, checked (included) or unchecked (excluded), is the status of the transaction.
10. When you have completed selecting transactions to print, you can either click the OK button, or click on the Print button. At the SendTo menu, select your printer.
11. Repeat the steps above if you need to print additional folios with different configurations until you are done.



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