



## AutoClerk User Guide

### City Ledger and Credit Cards

# Table of Contents

|   |           |
|---|-----------|
| <b>TABLE OF CONTENTS.....</b>   | <b>2</b>  |
| <b>COPYRIGHT INFORMATION.....</b>                                       | <b>4</b>  |
| <b>1. CITY LEDGER.....</b>  | <b>5</b>  |
| ADD A NEW CUSTOMER .....  | 5         |
| MODIFY A CUSTOMER .....   | 8         |
| DELETE A CUSTOMER .....   | 10        |
| LIST NAMES AND ADDRESSES.....   | 10        |
| LEDGER CARD(S) WITH AGING .....   | 11        |
| <i>First Report: All Customers</i> .....                                | 11        |
| <i>Second Report: Single Customer</i> .....                             | 15        |
| <i>Third Report: Aged Trial Balance</i> .....                           | 16        |
| CL COVER LETTERS .....  | 19        |
| INVOICING.....  | 21        |
| BILLINGS .....  | 25        |
| <i>Report</i> .....   | 26        |
| <i>Billings</i> .....   | 28        |
| <i>Statements</i> .....   | 29        |
| CITY LEDGER FOLIO.....  | 29        |
| HISTORICAL PAYMENTS.....  | 31        |
| POST A PAYMENT .....  | 32        |
| POST A PARTIAL PAYMENT .....  | 36        |
| ADJUSTMENTS .....   | 39        |
| INTRA CITY LEDGER TRANSFER .....  | 40        |
| POST MONTHLY INTEREST % .....   | 41        |
| POST A RE-OCCURRING CHARGE .....  | 41        |
| <b>2. CREDIT CARDS .....</b>  | <b>43</b> |
| TRANSMIT SALES BATCH .....  | 43        |
| <i>Transmit Sales Batch Procedure</i> .....                             | 43        |
| TRANSMIT AUTHORIZATION BATCH.....                                       | 44        |
| <i>Transmit Authorization Batch Procedure</i> .....                     | 44        |
| CALCULATE DATE OF OLDEST PENDING SALES BATCH(ES).....                   | 44        |
| <i>Calculate Date of Oldest Pending Sales Batch(es) Procedure</i> ..... | 44        |
| INCREASE AN AUTHORIZATION .....   | 45        |
| <i>Increase an Authorization Procedure</i> .....                        | 45        |
| RE-ASSIGN AN AUTHORIZATION .....  | 47        |
| <i>Re-Assign an Authorization Procedure</i> .....                       | 47        |
| VOICE AUTHORIZATION .....   | 47        |
| <i>Voice Authorization Procedure</i> .....                              | 48        |
| UNDO AN AUTHORIZATION.....  | 49        |
| LIST ALL OUTSTANDING CREDIT RECORDS .....                               | 49        |
| PRINT PRIOR SALES BATCH (ES).....                                       | 51        |
| SHOW CREDIT CARD LOGS .....   | 51        |
| VOID A REBATE .....   | 54        |

MARK A HANDLE FOR DELETION.....55

**TABLE OF FIGURES ..... 56**

**INDEX OF AUTOCLERK V9 CITY LEDGER AND CREDIT CARD ICONS, MENUS, AND COMMANDS..... 57**

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# 1. City Ledger

City Ledger is also known as Accounts Receivable or Direct Bill. It is one of AutoClerk's three (3) ledgers. It is the area where you keep track of the companies or individuals you bill for payment.

If your property has set a City Ledger access code, you are prompted to enter it before you can create, modify or delete a customer; or post any payments. The code is set up in ACConfig. (Please see the ACConfig User Guide for more information.) AutoClerk Support does not know or maintain your access code.

## ***Add a New Customer***

This feature allows you to add customers to your City Ledger.

1. Click on the City Ledger icon on the Main menu.
2. Select Add a New Customer from the City Ledger menu. The Add a New Customer to City Ledger form appears as shown in Figure 1.

The screenshot shows the 'Add New Customer to City Ledger' dialog box in the AutoClerk 2 application. The window title is 'AutoClerk 2'. The main title of the dialog is 'Add New Customer to City Ledger'. On the left side, there are several input fields: 'Customer Code' (a small text box), 'Customer Name' (a larger text box), 'Account Type' (a dropdown menu with options 'D = Direct Bill', 'U = Dispute', and 'H = House Acct'), 'Branch' (text box), 'Attn Last Name' (text box), 'Attn First Name' (text box), 'Street' (text box), 'Street 2' (text box), 'City/State' (text box with a state dropdown), 'Postal Code' (text box), 'Country' (dropdown menu set to 'UNITED STATES'), 'Phone' (text box with area code dropdown), 'Phone2' (text box with area code dropdown), 'Fax' (text box with area code dropdown), 'Email' (text box), 'Email2' (text box), and 'URL' (text box). Below these are 'Interest % Charged', 'Total YTD Sales', and 'Credit Limit' (all text boxes). There is a checkbox for 'Invoice with Conf#' which is checked, and another checkbox for 'Set as Special Credit Card not City Ledger Acct' which is unchecked. A 'Comments' text box is at the bottom left. On the right side, there is a list titled 'Active Codes' containing the following items: 01 ACME TRUCKING, AX AMEX, BQ BANQUET, C COMPLIMENTARY, CA CASH, DI DISCOVER, GS GUEST SVCS, H HOUSE USE, JC JCB, KP KAISER PERMANENTE, MC MASTERCARD, MI MISC, MO MOVIES, NC NO SHOW CHG, PG PARKING, PK PACKAGE, RE RESTAURANT, RM ROOM, SL STANFORD UNIVERSITY LAW SCH, SU SUSPENSE, T1 FED TAX, T2 SALES TAX, T3 BED TAX, TX OCC TAX, and VI VISA. At the bottom of the dialog are 'Esc' and 'OK' buttons.

Figure 1: New CL Customer

3. Active Codes: This lists the existing City Ledger and Payment codes in AutoClerk.
  - a. Use this list to confirm whether or not the new City Ledger code you want to create is already in use.
  - b. You cannot have duplicate codes.
4. In the Customer Code field, enter a two-character customer code. The code can be comprised of letters, numbers, or letters and numbers. For example: Q1, OP, or 13.
  - a. If you need to expand your codes to three (3) characters, please contact AutoClerk Support: (925)284-1005, Option 2.

5. Suspend: Check this checkbox if you want to suspend an account. This is usually not done when creating a new CL account.
  - a. One reason for suspending an account is non-payment. Once an account is suspended, no new reservations can be made using the account as a form of guarantee; you have to collect a different form of payment for any inhouse guest using the account as their form of payment.
  - b. Suspending an account does not delete it. If you try to use the account, you receive a warning that the Customer is suspended
6. Enter the full company name in the Customer Name field.
  - a. Enter either D for Direct Bill, U for disputed account or H for an inhouse account. All accounts are considered City Ledger accounts.
    - i. You can produce an Aging report sorted by account type.
7. Enter the Branch, if applicable.
8. Enter in the Attn Last Name and Attn First Name fields the name of the person or the department at the company to whom or which you plan to direct the billing.
9. Enter the billing information into the Street, City/State, Postal Code, Country, and Phone, Fax fields.
  - a. If you enter a postal code for a USA or Canadian location, the City/State field auto fills.
  - b. You can also enter in email addresses and the company's URL.
10. Interest % Charged: Enter an amount in this field if you want to charge a percentage of interest you wish to charge the company on outstanding invoice amounts. Most properties do not charge interest.
  - a. This percentage applies to the full balance of the account.
  - b. The default is 0, or if you keep the field blank, no interest is charged to the customer.
  - c. Interest is not automatically charged to accounts. It is done through the City Ledger menu item.
11. The Total YTD Sales field is populated as customers use their accounts. The total in this field is comprised of Year-to-Date totals.
  - a. The totals reset to \$0.00 automatically when a new year begins.
  - b. AutoClerk staff will help you enter the initial amount in this field before you go online.
  - c. You can choose to enter this amount from your old system or start anew with AutoClerk.
12. Credit Limit: This sets the credit limit for each inhouse folio using the account as a form of payment.
  - a. If you leave this field blank, the customer has unlimited credit.

- b. This amount is used when you run the High Balance/Payment Due report. It does not affect the total amount a company can charge.
- 13. Invoice with Conf#: This box is checked by default.
  - a. A reservation's confirmation number appears on the Ledger Cards with Aging Report as well as Invoices.
  - b. If the box is unchecked, the reservation confirmation is not included.
- 14. Set as Special Credit Card and not City Ledger Acct: Do not check the box unless you've been instructed by AutoClerk Support. It is mostly used by properties that do NOT have a credit card interface with AutoClerk.
- 15. Comments: Anything in this field displays on the screen prior to running invoices. For example, 'direct bill room and tax only'.
  - a. Comments are only displayed; they do not appear on the printed invoice.
- 16. Hit the F10 button on the keyboard or click OK to save your work.
  - a. An AutoClerk confirmation window opens informing you the City Ledger Customer is now added. Answer yes, if you need to create another City Ledger account. Answer No to return to the main menu.
- 17. If you need to attach a larger note to the account, you can create and attach a F8 note to the account.
  - a. Click on the City Ledger icon on the Main menu.
  - b. Click on Modify a Customer.
    - i. Select the account you just created or any CL account you need to add an extended note to. The Modify an Existing Customer form appears.
    - ii. To access F8, either click on Toolbar on the Title bar and select F8-Notes; or hit the F8 key on your keyboard.
    - iii. The account code is the note name. Enter your note text and save.
      - 1. You will get a Confirm window that the note has been modified.
      - 2. If an account has a F8 note, when you make a reservation using the account as a form of payment, the account name flashes in red, indicating a note is present.
        - a. Click on the account name button to view the note.

### ***Modify a Customer***

Modify a customer is used most often to make changes to an account's billing address or contact information.

1. Click on the City Ledger icon on the Main menu.



2. Select Modify Customer from the City Ledger menu. The Choose the City Ledger Customer you Wish to Modify window opens.
  - a. If you know the account code, enter the code. Click the OK button.
  - b. If not, select the code from the drop-down menu. Single click on the account. Click the OK button.
3. Click the OK button again. The Modify a Customer's Information form appears as shown in Figure 2.

The screenshot shows the 'Modify a Customer's Information' window in AutoClerk 2. The window title is 'AutoClerk 2' and it has a standard Windows-style title bar with minimize, maximize, and close buttons. The menu bar includes 'File', 'Toolbar', and 'Menu'. The main title of the window is 'Modify a Customer's Information'.

The form contains the following fields and values:

- Customer Code: 01
- Customer Name: ACME TRUCKING
- Account Type: D (Legend: D = Direct Bill, U = Dispute, H = House Acct)
- Branch: LOS ANGELES - DOWNTOWN
- Attn Last Name: PAYABLE
- Attn First Name: ACCTS
- Street: 7483 AXLE AVE
- Street 2: (empty)
- City/State: LOS ANGELES, CA
- Postal Code: 99845
- Country: UNITED STATES
- Phone: 213-555-1212
- Phone2: (empty)
- Fax: (empty)
- Email: (empty)
- Email2: (empty)
- URL: (empty)
- Interest % Charged: .00%
- Total YTD Sales: \$ 1,290.00
- Credit Limit: \$ .00
- Invoice with Conf#:
- Comments: DIRECT BILL RM/TX ONLY

On the right side of the window, there is a list titled 'Active Codes' with the following items:

- 01 ACME TRUCKING
- AX AMEX
- BQ BANQUET
- C COMPLIMENTARY
- CA CASH
- DI DISCOVER
- GS GUEST SVCS
- H HOUSE USE
- JC JCB
- KP KAISER PERMANENTE
- MC MASTERCARD
- MI MISC
- MO MOVIES
- NC NO SHOW CHG
- PG PARKING
- PK PACKAGE
- RE RESTAURANT
- RM ROOM
- SL STANFORD UNIVERSITY LAW SCH
- SU SUSPENSE
- T1 FED TAX
- T2 SALES TAX
- T3 BED TAX
- TX OCC TAX
- VI VISA

At the bottom of the window, there are 'Esc' and 'OK' buttons. A large red 'F8' key indicator is positioned to the right of the 'Total YTD Sales' field.

Figure 2: Modify a Customer's Information

4. Make any necessary changes such as, suspending a customer account for non-payment.
5. Hit the F10 button on the keyboard or click OK to save your work.
  - a. An AutoClerk confirmation window opens informing you 'Modifications Accepted'. Answer yes, if you need to modify another City Ledger account. Answer No to return to the main menu.

### ***Delete a Customer***

Deleting a customer allows you to remove a City Ledger customer with whom you are no longer doing business. A City Ledger account cannot be deleted if there is *any* activity in the account, if there are any active reservations using the account as a form of guarantee, and/or if there are any inhouse guest folios using the account as a form of payment.

Although the Company profile for the account is not deleted, all past activity for the account will be. You should print out the Historical Payments report for the account before deleting it.

1. Click on the City Ledger icon on the Main menu.
2. Select Delete a Customer from the City Ledger menu. The Choose the City Ledger Customer you Wish to Delete window appears.
  - a. If you know the account code, enter the code. Click the OK button. If not, select the code from the menu.
  - b. Single click on the account. Click the OK button.
  - c. Click the OK button again. If there is still activity on the account an AutoClerk Error message appears stating this fact.
  - d. If you get this message, click OK
    - i. Look at the Ledger Cards with Aging for the customer. The account may have a \$0.00 balance as a result of charges and partial payments so there is activity listed.
    - ii. You will need to post a \$0.00 payment, and then delete the customer after the night audit runs.
  - e. If the account is no longer active, an AutoClerk Confirm box appears confirming the deletion.
3. Click the OK button. You are returned to the Main menu.
  - a. The deletion of the account appears on the Night Audit report for that day.

### ***List Names and Addresses***

The List Names and Addresses feature produces the list of City Ledger customers and their addresses for informational purposes.

1. Click on the City Ledger icon on the Main menu.

2. Select List Names and Addresses from the menu. The SendTo menu appears. Select the appropriate option.
  - a. If you select Options, the CL Account List Options window opens.
    - i. You can un-check the Include Address information checkbox which is checked off by default if you do not want to include addresses.
    - ii. You can use the Sort By menu to sort by mailing address elements,
  - b. If you choose the File, you can generate a CVS file (Comma Separated Values), which ignores the Include Address and Sort By parameters.
    - i. CSV files can be read by Excel and other software spreadsheet applications.
3. Once you have made your selection, if appropriate, your default web browser and displays the selected information.

### ***Ledger Card(s) with Aging***

The Ledger Cards with Aging feature generates a report of the outstanding balances for your City Ledger accounts. It includes aged totals for each account, as well as the ledger. You can generate this report for one or all your accounts. It can include all details or just totals, and it can also include inhouse balances. There are three basic forms of this report.

#### **First Report: All Customers**

1. Click on the City Ledger icon on the Main menu.
2. Select Ledger Card(s) with Aging from the City Ledger menu. The City Ledger Card(s) with Aging box appears as shown in Figure 3.

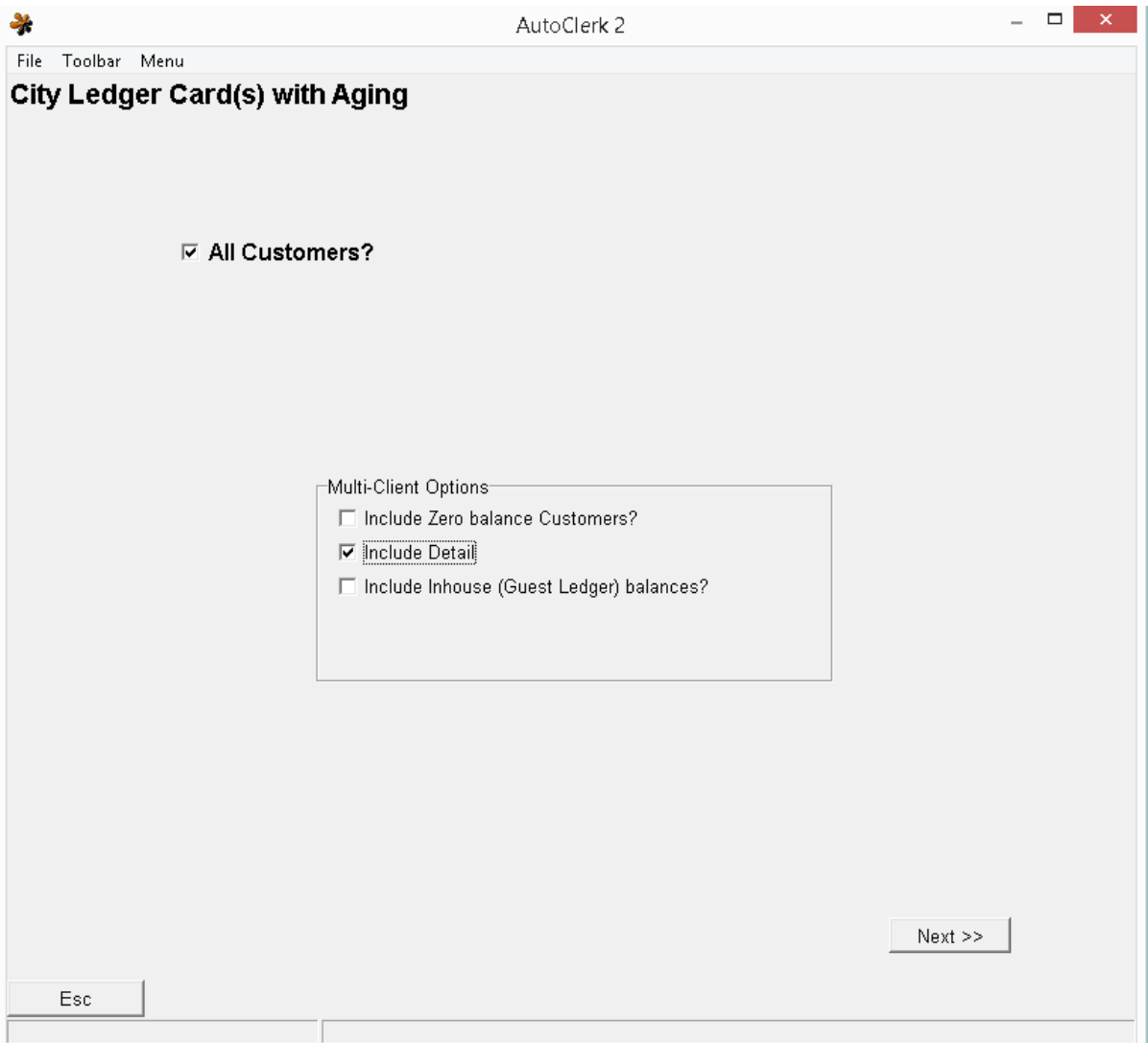


Figure 3: Ledger Cards with Aging – All Customers

3. The All Customers checkbox is checked by default as is the Include Detail option checkbox.
  - a. You can check the Include Inhouse Guest Ledger Balances checkbox to include balances of inhouse guest folios with a City Ledger account as the form of payment.
  - b. You can check the Include Zero balance Customers checkbox to include accounts with a \$0.00 balance.
4. If you uncheck the Include Detail box, you are presented with more report options as shown in Figure 4.

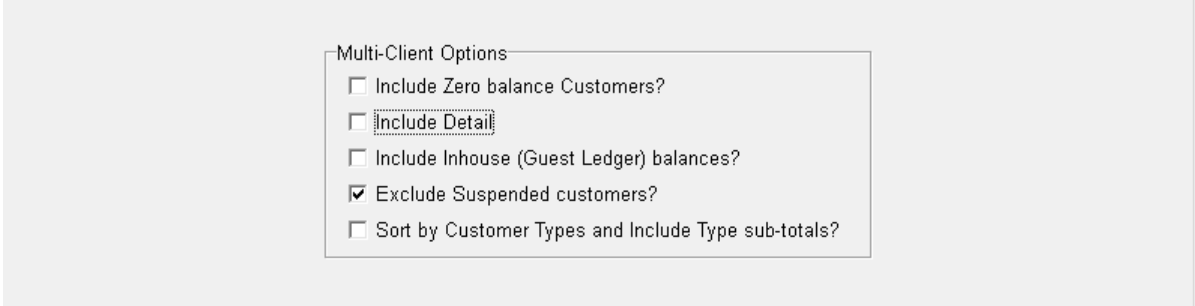


Figure 4: City Ledger Cards with Aging – Report Options

- a. Include Zero balance Customers: Check the box if you want to include accounts with a \$0.00 balance
  - b. Include Inhouse (Guest Ledger) balances: Check this box if you want to include current inhouse guest balances in an account’s aging.
  - c. Exclude Suspended Customers: This is checked by default. Check the box if you want to include your suspended accounts.
    - i. Sort of Customer Types...: If you set up accounts as different ‘types’ and check this checkbox, the report produced will sort your accounts by type.
5. If you uncheck the All Customers checkbox, you can select the specific account, specific invoice, and whether to include the details as shown in Figure 5.

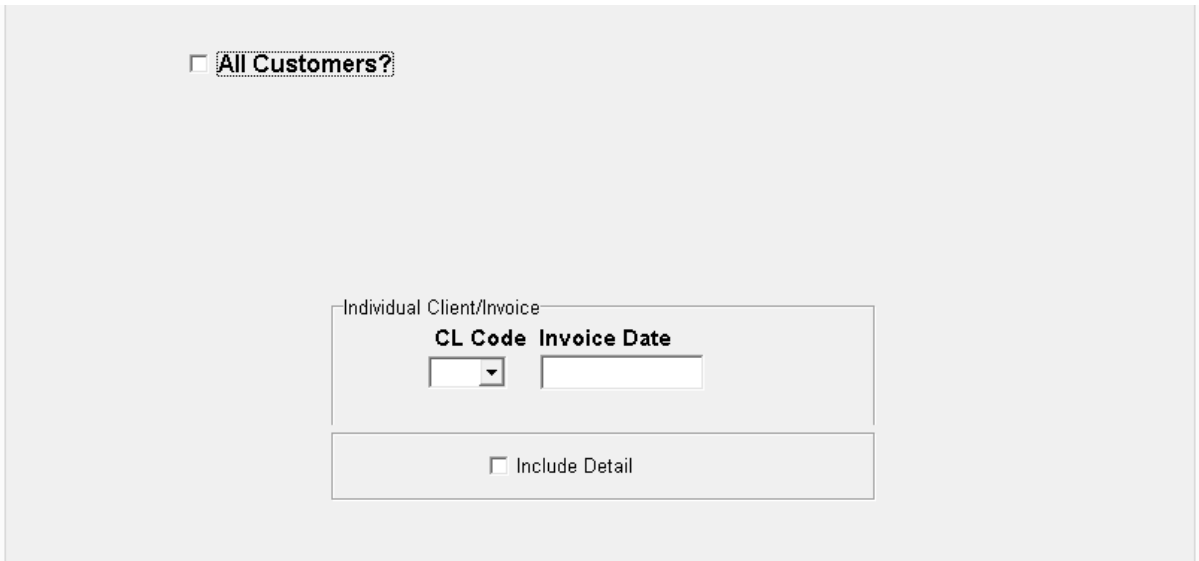


Figure 5: Specific Customer/Invoice Aging

6. Once you set all your parameters, click the Next button.
  - a. You are presented with the SendTo pipeline.
  - b. Select your output option.
7. The report is produced alphabetically by customer name Figure 6 is the last part of a Ledger Cards with Aging report.

| <b>City Ledger Cards with Aging: TEST HOTEL 6.2.5</b> |                   |               |                 | Hotel Date: Mar-06-2017 |                   |
|---|-------------------|---------------|-----------------|-------------------------|-------------------|
| <u>KP KAISER PERMANENTE</u>                           |                   |               |                 |                         |                   |
| <u>INVOICE KP030417</u>                               |                   |               |                 |                         |                   |
| Jun14'16  | 16001G-JONES      | 101A          |                 | \$5.00                  |                   |
|   | ■ 12345678901234  |               |                 |                         |                   |
| Nov18'16  | RM/TX             | 202B          |                 | \$153.90                |                   |
| Dec 4'16  | LEEDS             | 207A          |                 | \$350.00                |                   |
|   |                   |               |                 | <u>\$508.90</u>         |                   |
| <u>UNINVOICED</u>                                     |                   |               |                 |                         |                   |
| Mar 6'17  | KING              | 105A          |                 | \$361.40                |                   |
|   |                   |               |                 | <u>\$361.40</u>         |                   |
|   |                   |               |                 | <b>\$870.30</b>         |                   |
| <b>Total</b>  | Current           | 31-60 days    | 61-90 days      | 91-120 days             | Over 120 days     |
| <b>\$870.30</b>                                       | \$361.40          | \$0.00        | \$0.00          | \$503.90                | \$5.00            |
| <hr/>   |                   |               |                 |                         |                   |
| <b>Totals</b>   |                   |               |                 |                         |                   |
| <b>\$8,047.00</b>                                     | <b>\$2,855.66</b> | <b>\$0.00</b> | <b>\$631.60</b> | <b>\$613.90</b>         | <b>\$3,945.84</b> |

Figure 6: City ledger Cards with Aging

8. Details are as follows:
  - a. Each account's section begins with the account code and full account name.
  - b. If the customer has been invoiced, there is a subtotal for each invoice that includes the following:
    - i. Status: This is either Invoiced or Uninvoiced.
    - ii. Invoice Number: This consists of the account number plus the date of the invoicing. The date is in MMDDYY format. For example: 01010610 would mean account # 01 and that the listed folios were invoiced on 01/06/10.

- iii. An account's invoices are listed before any uninvoiced folios. They are listed in invoicing date, from oldest to newest.
- c. Regardless of whether a folio, posting or payment has been invoiced, the data format is the same:
  - i. Date: This is the date the folio was checked out, date of the posting, or date of a payment.
    - 1. The date includes the first three letters of the month, two digits of the date within the month, and the last two digits of the year.
  - ii. Name: This includes the guest's last name, confirmation number (if enabled), and Ref# field (if populated on the folio).
  - iii. Room number and folio from the posting to the guest folio. If no room was used, or it is an adjustment, then the comment field appears (if populated).
  - iv. Amount: This is the amount owed as a positive number. CR indicates a correction or adjustment, for example, a credit.
- d. At the end of the each customer's account listing is the aging.
  - i. Aging shows how many days past due the account's outstanding balance(s) is at the time of your inquiry.
  - ii. AutoClerk lists the total the customer owes, then the current (less than 30 days) due; 30-60 days, 61-90 days, 91-120 days, and over 120 days
- 9. At the end of the report, under Total All City Ledger Customers, AutoClerk includes the total and aging for all customers combined.

### **Second Report: Single Customer**

If you want to view a specific customer, follow these instructions. (See the "First Report" instructions, located prior to this section, for option details.)

1. Click on the City Ledger icon on the Main menu.
2. Select Ledger Card(s) with Aging from the City Ledger menu. The City Ledger Card(s) with Aging box appears.
3. Uncheck the All Customers checkbox. The Multi-Clients Options box disappears and is replaced by the Individual Clients/Invoice box as shown in Figure 7.

All Customers?

Individual Client/Invoice

**CL Code** **Invoice Date**

Include Detail

Figure 7: City Ledger with Aging – Single Customer Selection.

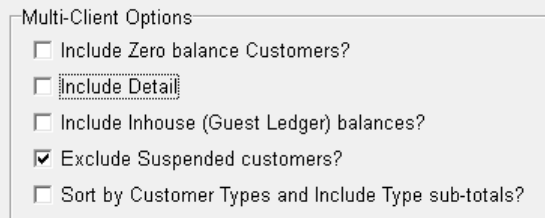
- a. If you know the account code, enter it in the CL Code box. If not, select the code from the menu. The Select CL Customer box opens.
  - i. Single click to highlight the account you wish to view. Click the OK button.
- b. Enter a MMDDYY in the optional Invoices Date field to view a specific invoice. If you leave it blank, the entire account is displayed.
- c. Check the Include Detail checkbox if you want to view all the details.
  - i. Leave the box unchecked to view just account's aging.
4. Once you set all your parameters, click the Next button.
  - a. You are presented with the SendTo pipeline.
  - b. Select your output option.
5. See the description of the Ledger Cards with Aging – All accounts above for the report's details.

### Third Report: Aged Trial Balance

This report shows just the aging of each of your City Ledger accounts. (See the "First Report" instructions, located prior to this section, for option details.)

1. Click on the City Ledger icon on the Main menu.
  - a. Select Ledger Card(s) with Aging from the City Ledger menu. The City Ledger Card(s) with Aging box appears.
  - b. Uncheck the Include Detail checkbox under the Multi-Client Options box. And you are presented with more report options as shown in Figure 8.





Multi-Client Options

- Include Zero balance Customers?
- Include Detail
- Include Inhouse (Guest Ledger) balances?
- Exclude Suspended customers?
- Sort by Customer Types and Include Type sub-totals?

Figure 8: CL Aging Additional Options

- i. Include Zero balance Customers: Check the box if you want to include accounts with a \$0.00 balance.
    - ii. Include Detail: This must be unchecked for the Trial Balance to be produced.
    - iii. Include Inhouse (Guest Ledger) balances: Check this box if you want to include current inhouse guest balances in an account's aging.
    - iv. Exclude Suspended Customers: This is checked by default. Check the box if you want to include your suspended accounts.
    - v. Sort of Customer Types...: If you set up accounts as different 'types' and check this checkbox, the report produced will sort your accounts by type.
  - c. When you have completed your selections, click the Next button.
    - i. You are presented with the SendTo pipeline.
    - ii. Select your output option.
2. An example of the report with all options (except Include Details) is shown in Figure 9.

| TEST HOTEL 6.2.5                                |  |                   |                   |                    |                      |            |
|---|--|-------------------|-------------------|--------------------|----------------------|------------|
| <b>City Ledger Cards with Aging</b>             |  |                   |                   |                    |                      |            |
| Hotel Date: Mar-06-2017                         |  |                   |                   |                    |                      |            |
| <u>Total</u>                                    | <u>Current</u>   | <u>31-60 days</u> | <u>61-90 days</u> | <u>91-120 days</u> | <u>Over 120 days</u> |            |
| <b>City Ledger Customer Type (D)</b>            |  |                   |                   |                    |                      |            |
| [02]  | AAA STORAGE *** Zero balance customer                    |                   |                   |                    |                      |            |
| <b>\$0.00</b>                                   | \$0.00   | \$0.00            | \$0.00            | \$0.00             | \$0.00               | \$0.00     |
| x[01]   | ACME TRUCKING  |                   |                   |                    |                      |            |
| <b>\$5,187.34</b>                               | \$1,397.50   | \$0.00            | \$0.00            | \$0.00             | \$0.00               | \$3,789.84 |
| [C]   | COMPLIMENTARY  |                   |                   |                    |                      |            |
| <b>\$1,086.93</b>                               | \$716.13   | \$0.00            | \$315.80          | \$55.00            | \$0.00               |            |
| [KP]  | KAISER PERMANENTE  |                   |                   |                    |                      |            |
| <b>\$1,045.30</b>                               | \$536.40   | \$0.00            | \$0.00            | \$503.90           | \$5.00               |            |
| [SL]  | STANFORD UNIVERSITY LAW SCHOOL *** Zero balance customer |                   |                   |                    |                      |            |
| <b>\$0.00</b>                                   | \$0.00   | \$0.00            | \$0.00            | \$0.00             | \$0.00               | \$0.00     |
| <b>Totals for City Ledger Customer Type (D)</b> |  |                   |                   |                    |                      |            |
| <b>\$7,319.57</b>                               | \$2,650.03   | \$0.00            | \$315.80          | \$558.90           | \$3,794.84           |            |
| <b>City Ledger Customer Type (H)</b>            |  |                   |                   |                    |                      |            |
| [H]   | HOUSE USE  |                   |                   |                    |                      |            |
| <b>\$1,009.93</b>                               | \$488.13   | \$0.00            | \$315.80          | \$55.00            | \$151.00             |            |
| <b>Totals for City Ledger Customer Type (H)</b> |  |                   |                   |                    |                      |            |
| <b>\$1,009.93</b>                               | \$488.13   | \$0.00            | \$315.80          | \$55.00            | \$151.00             |            |
| <b>Totals</b>                                   |  |                   |                   |                    |                      |            |
| <b>\$8,329.50</b>                               | \$3,138.16   | \$0.00            | \$631.60          | \$613.90           | \$3,945.84           |            |

Figure 9: Trial Balance – All Options

- a. AAA Storage is a zero balance customer as noted.
- b. Acme Trucking is a Suspended account.
  - i. This is indicated by a red 'x' to the left of the account code.
- c. At the end of each Customer Type, AutoClerk includes the total and aging for that type.
- d. At the end of the report, AutoClerk includes the Totals and aging for all customers combined.

## CL Cover Letters

The user can set up and print a Cover Letter for Invoices. The letters are set up in Utilities – Guest Letters. (Please refer to the User Guide for Utilities for more information on creating or getting help creating CL Cover Letters.)

For the example below, the user has created two (2) Cover Letters. One is the default; the other is for Past Due accounts.

1. From the AutoClerk main menu, click on City Ledger. Select CL Cover Letters from the menu. The City Ledger Cover Letters screen appears as shown in Figure 10.

| Inv                                 | CL | Customer                       | Comment                |
|-------------------------------------|----|--------------------------------|------------------------|
| <input checked="" type="checkbox"/> | C  | COMPLIMENTARY                  |                        |
| <input checked="" type="checkbox"/> | H  | HOUSE USE                      |                        |
| <input checked="" type="checkbox"/> | KP | KAISER PERMANENTE              | DB RM/TX ONLY          |
| <input checked="" type="checkbox"/> | 01 | ACME TRUCKING                  | DIRECT BILL RM/TX ONLY |
| <input checked="" type="checkbox"/> | SL | STANFORD UNIVERSITY LAW SCHOOL |                        |
| <input checked="" type="checkbox"/> | 02 | AAA STORAGE                    |                        |

Figure 10: CL Cover Letters

2. The screen presents a list of ALL City Ledger accounts, regardless of whether or not they need to be invoiced.
3. Before printing letters, the user needs to know that status of the accounts; which need to be invoices, which are past due and/or which are current.
  - a. This will affect which letter(s) and/or accounts are chosen for printing the cover letters.
4. If the user has set up different letters for Invoices, Billings and/or Statements, he can click on the drop down and select the letter to be sent.
  - a. The user then selects the accounts he wants that letter printed for by checking the Inv box.
    - i. By default, all boxes are checked.
    - ii. The user can use the buttons on the right to Select All or Select None.

- iii. Once the selections have been made, click on 'Letters for Checked' in the bottom right corner.
- iv. The SendTo pipeline will appear. Select Print and the letters will be printed for the checked clients.
  1. Emailing cover letters is not an option at this time.
5. The cover letter does NOT include/attach an account's invoice, accompanying folios, billing and/or statement.
6. You can also print Cover Letters from several of the Invoicing screens as shown below.

## Invoicing

This feature is used to create detailed invoices to send to your clients.

1. Click on the City Ledger icon on the Main menu.
2. Select Invoicing from the menu. The Invoice City Ledger Transactions screen appears as shown in Figure 11.

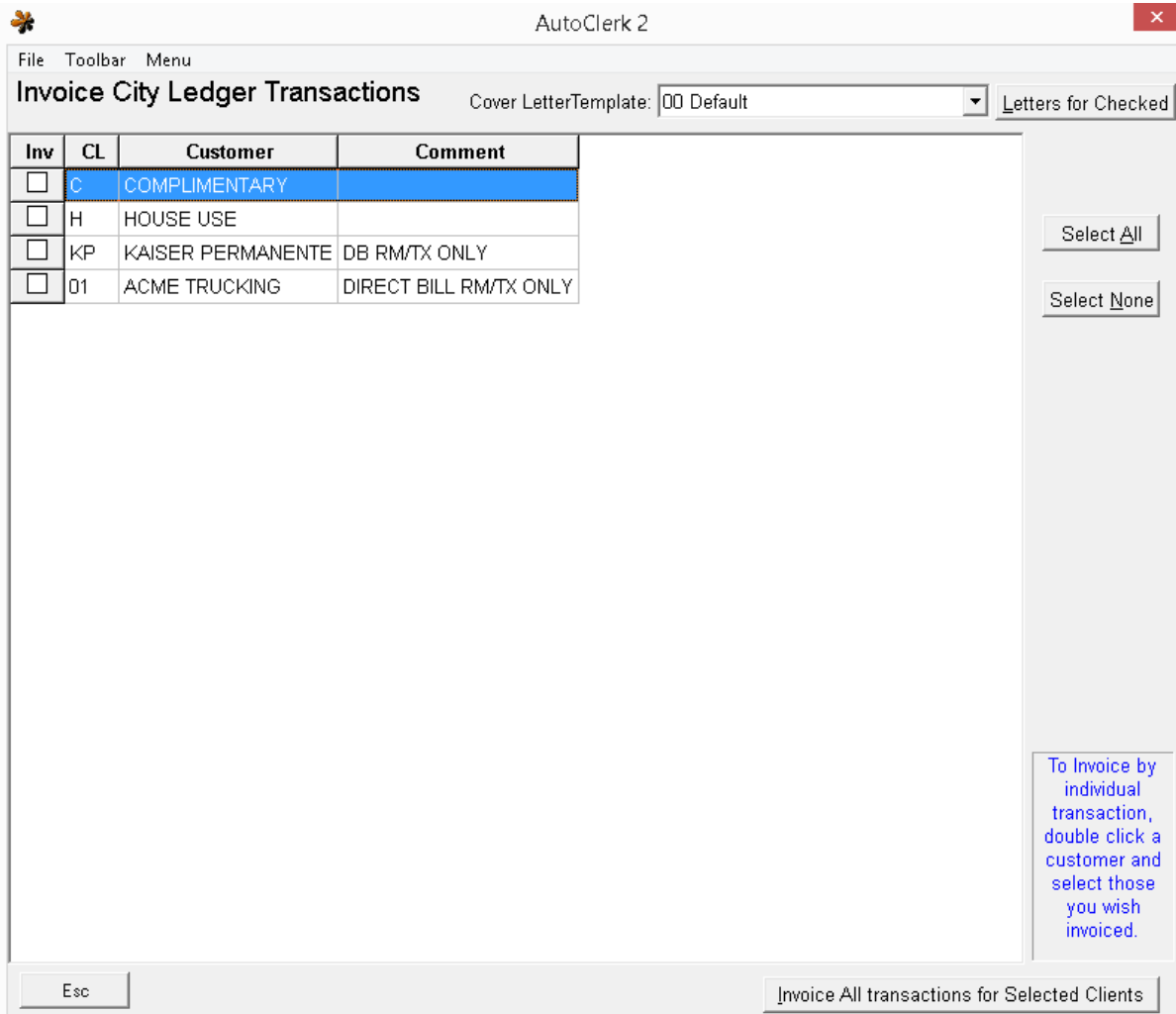


Figure 11: CL Invoice Transactions

3. The Invoice screen displays the City Ledger accounts that have new activity since the last time the account was invoiced.

- a. To sort any column, click on its column heading. Specific details include the following:
  - i. Inv: This represents whether or not to invoice this customer.
  - ii. Code: This is the City Ledger customer code.
  - iii. Customer Name: This is the name of the City Ledger account.
  - iv. Comment: These can include instructions pertaining to customer invoicing, schedules, or for what charges a customer will need to pay.
- 4. If you double click on an account, you will see all the folios that will be included in the invoice, as shown in Figure 12.
  - a. If necessary, review a guest's folio to ensure it is accurate in regards to what the City Ledger customer will pay.
    - i. The icon in the 'Folio' cell identifies the folio's location.
      - 1. A file cabinet means the folio is in Historical Folios.
      - 2. A piece of paper means the folio is still inhouse.
      - 3. A blank cell indicates the 'folio' is in Historical Data and was processed through either Post to No Room or Post a Ticket.
  - b. You can also only invoice selected folios by checking the Print checkbox next to the folio(s) to be invoiced and click on the OK button. Otherwise, all uninvoiced folios will be invoiced.

AutoClerk 2

File Toolbar Menu

**CL Invoice For AAA STORAGE** Cover Letter Template: 00 Default

Uninvoiced  Historical Inhouse

| Ord | Folio | Print                               | Date     | Guest        | Invoice    | Amount | REF |
|-----|-------|-------------------------------------|----------|--------------|------------|--------|-----|
| 1   |       | <input checked="" type="checkbox"/> | Mar 6'17 |              | Uninvoiced | 5.00   |     |
| 2   |       | <input checked="" type="checkbox"/> | Mar12'17 | 17002L-JONES | Uninvoiced | 147.50 |     |
| 3   |       | <input checked="" type="checkbox"/> | Mar13'17 | 17002L-JONES | Uninvoiced | 198.80 |     |

Sub Totals (Checked Items)

Totals (Debit/Credit/Total)

Figure 12: Invoice Folios

4. If you do not have to research any accounts and/or folios, check only the checkboxes of the accounts you want to invoice.
  - a. Click the Invoice All transactions for Selected Clients button.
  - b. The SendTo pipeline appears. Select Print.
  - c. Emailing an invoice is not an option at this time.
5. The printed invoice includes the customer name and address with a left margin so you can use a window envelope and the address appears in the window. The upper right-hand side includes Date, Account Code and the Invoice Number.

- a. The Invoice number is made up of the account code and the date the invoicing was done.
  - b. In addition, there is the line header “[see Attached Guest Folio(s)]” which indicates that the property has attached copies of the folios listed for reference.
    - i. This header can be removed. If removed, it will not appear on any invoice, not just select ones.
    - ii. If you are interested in removing this header, please contact AutoClerk Support at (925) 284-1005, Option 2.
6. The body of the invoice lists each of the folios with the following detail:
- a. Date: This is the date that the folio was transferred to the City Ledger account.
  - b. Confirmation number: Folio confirmation number, if enabled.
    - i. The confirmation number precedes the guest name, I.e. 1700H7-JAMES
  - c. Guest: Name on the folio.
  - d. Ref#: If a Ref# entry was on the guest’s folio, it will appear under the guest’s name.
  - e. Partial Payment: If a partial payment is made to an account it appears as:
    - i. [Date] PAID[Date]
      - 1. The first Date is the date of the folio the payment was applied to.
      - 2. The second date is the date the payment was posted.
  - f. Room: Room number, if applicable. Postings done through Post a Ticket and/or Post to No Room, Partial payments, CL adjustments and late fees do not have room numbers.
  - g. Debit: Amount on the folio transferred to the City Ledger account which is owed to the hotel.
  - h. Credit: Amount on the folio transferred to the City Ledger account which is a credit to the account and therefore reduces the amount owed to the hotel.
  - i. Balance: A running balance owed to the hotel as each folio line item is listed.
  - j. Total Balance: The total amount due the hotel for this invoice.



## Billings

This area allows you to 1) Produce a list of the outstanding invoices and uninvoiced totals with aging owed, 3) Produce statements for CL accounts, 4) Produce a report of all outstanding folios owed by an account and/or, 5) Reprint an account's specific invoice.

To perform all these functions:

1. Click on the City Ledger icon on the Main menu.
  - a. Select Billings from the menu. The Billings screen opens as shown in Figure 13.

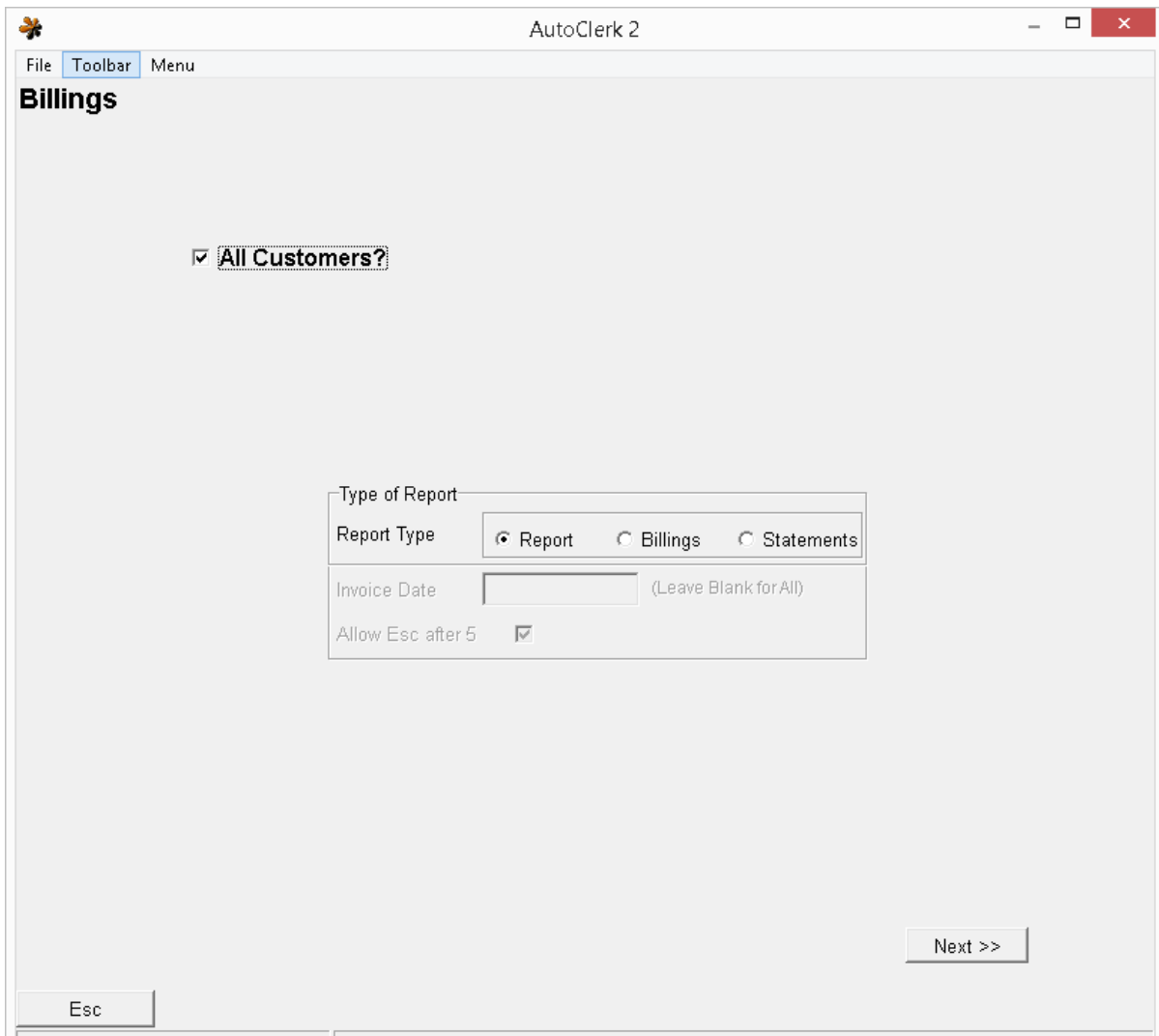


Figure 13: Billings – Main Form

**Report**

This allows you to produce a variety of reports/invoices depending on the parameters selected:

1. Leave the All Customers checkbox checked.
  - a. Click next.
    - i. Select the output from the SendTo pipeline.
  - b. The Billings Report is produced as shown in Figure 14.

| TEST HOTEL 6.2.5            |   |                |            |            |                   |               |
|-----------------------------|---|----------------|------------|------------|-------------------|---------------|
| <b>City Ledger Billings</b> |   |                |            |            |                   |               |
| Hotel Date: Mar-06-2017     |   |                |            |            |                   |               |
| <b>01</b>                   | ACME TRUCKING<br>PAYABLE, ACCTS<br>7483 AXLE AVE<br>LOS ANGELES, CA 99845 |                |            |            |                   |               |
|                             | Apr 9'16  | *** INVOICE    | 01040916   | Total      | \$3,582.84        | ***           |
|                             | Jun 14'16   | *** INVOICE    | 01061416   | Total      | \$151.00          | ***           |
|                             | Mar 6'17  | *** INVOICE    | 01030617   | Total      | \$310.00          | ***           |
|                             |   | *** UNINVOICED |            | Total      | \$1,290.00        | ***           |
|                             |   |                |            |            | <b>\$5,333.84</b> |               |
|                             | <b>Total</b>  | Current        | 31-60 days | 61-90 days | 91-120 days       | Over 120 days |
|                             | <b>\$5,333.84</b>   | \$1,544.00     | \$0.00     | \$0.00     | \$0.00            | \$3,789.84    |
| <hr/>                       |   |                |            |            |                   |               |
| <b>C</b>                    | COMPLIMENTARY   |                |            |            |                   |               |
|                             | Mar 6'17  | *** INVOICE    | C030617    | Total      | \$315.80          | ***           |
|                             |   | *** UNINVOICED |            | Total      | \$771.13          | ***           |
|                             |   |                |            |            | <b>\$1,086.93</b> |               |
|                             | <b>Total</b>  | Current        | 31-60 days | 61-90 days | 91-120 days       | Over 120 days |
|                             | <b>\$1,086.93</b>   | \$716.13       | \$0.00     | \$315.80   | \$55.00           | \$0.00        |

Figure 14: Billings Report – All Customers

- c. This lists each customer in alphabetical order by account name.

- i. Each customer includes outstanding invoice(s) totals; uninvoiced total, and aging for that account.
    - 1. There is no total City Ledger aging at the end.
  - ii. Aging shows the span of time for the totals the customers continue to owe the property. AutoClerk includes the total the customer owes, then the current total in increments of less than 30 days, 31-60 days, 61-90 days, 91-120 days, and over 120 days.
2. Uncheck the All Customers checkbox.
- a. Enter in the customer account code. You can also select a customer from the drop down.
    - i. Leave Invoice Date and Include Detail as is.
    - ii. Click the Next button
      - 1. Select the output from the SendTo pipeline.
    - iii. What is produced is the same as Figure 14, except for only the selected account.
      - 1. There is no invoice detail, just a line for each outstanding invoice as a line for uninvoiced transactions/folios.
      - 2. Aging is included at the bottom.
  - b. Enter in the customer account code. You can also select a customer from the drop down.
    - i. Enter an Invoice Date and leave Include Detail unchecked.
    - ii. Click the Next button
      - 1. Select the output from the SendTo pipeline.
    - iii. What is produced is the same as Figure 14, except just for the selected account and specific invoice.
      - 1. Aging is included at the bottom.
  - c. Enter in the customer account code. You can also select a customer from the drop down.
    - i. Enter an Invoice Date and check the Include Detail checkbox.
    - ii. Click the Next button
      - 1. Select the output from the SendTo pipeline.
    - iii. What is produced is a reprint of the invoice, less any payments already made.
  - d. Enter in the customer account code. You can also select a customer from the drop down.
    - i. Leave the Invoice Date field blank and check the Include Detail checkbox.

- ii. Click the Next button
  - 1. Select the output from the SendTo pipeline.
- iii. What is produced resembles an invoice in its format. However, it lists all the outstanding folios, charges, adjustments and partial payments for the selected account as shown in Figure 15.
  - 1. There is no aging at the bottom but there is a running balance for each transaction line as well as a Total Balance due.



|   |                |             |  |                 |                |
|---|----------------|-------------|--|-----------------|----------------|
| ACME TRUCKING<br>7483 AXLE AVE<br>LOS ANGELES CA<br>99845 |                |             | Page: 1<br>Date: Mar 6'17<br>Account: 01<br>Invoice: |                 |                |
| [see Attached Guest Folio(s)]                             |                |             |  |                 |                |
| <u>Date</u>   | <u>Guest</u>   | <u>Room</u> | <u>Charges</u>                                       | <u>Payments</u> | <u>Balance</u> |
| Jun 3 '14   | KLEIN          | 123         | 266.80   |                 | 266.80         |
| Jun 4 '14   | WELLS          | 100         | 966.95   |                 | 1,233.75       |
| Jun 7 '14   | JAMES          | 103         | 156.94   |                 | 1,390.69       |
| Jun15 '14   |                |             |  | 11.63 CR        | 1,379.06       |
| Jul 1 '14   | SIMMS          | 138         | 803.42   |                 | 2,182.48       |
| Jul 1 '14   | GILL           | 201         | 798.28   |                 | 2,980.76       |
| Aug17 '14   | BILLING        | 211         | 324.06   |                 | 3,304.82       |
| Aug20 '14   | FREER          | 103         | 283.02   |                 | 3,587.84       |
| Aug20 '14   | PAID[Jun14'16] |             |  | 5.00 CR         | 3,582.84       |
| Jun14 '16   | JONES          | 101         | 45.00  |                 | 3,627.84       |
| Jun14 '16   | KEENE          | 103         | 6.00   |                 | 3,633.84       |
| Jun14 '16   | JONES          | 101         | 100.00   |                 | 3,733.84       |
| Jun14 '16   | JONES          | 101         | 56.00  |                 | 3,789.84       |
| Feb 5 '17   | 17000H-RECEPTI | 300         | 1,200.00   |                 | 4,989.84       |
| Feb 5 '17   | 17000H-RECEPTI | 300         | 90.00  |                 | 5,079.84       |
| Mar 6 '17   | ROOM RENTAL    |             | 107.50   |                 | 5,187.34       |
| Mar 6 '17   | 17001B-LANGER  | 125         | 146.50   |                 | 5,333.84       |

Figure 15: Billings – One account-No Invoice-Include Detail

### Billings

This area allows the user to reprint Invoices for all City ledger Customers or just a selected one.

1. Leave the All Customers checkbox checked.
  - a. The Allow Esc after 5 is enabled and is checked by default.
    - i. If left checked, when you select Preview from the SendTo pipeline, you are given the ability to esc after each fifth invoice/billing.
    - ii. If you select Print from the SendTo pipeline, this has no effect.
  - b. Click the Next button.
    - i. Select an output from the SendTo pipeline.
  - c. What is produced is shown in Figure 15.
2. Uncheck the All Customers checkbox.
  - a. By following the option combinations described in section number 2 in Reports above, you will produce the same results.

### **Statements**

This area allows the user to produce Statements to send out to overdue accounts. Statements list an account's outstanding invoices, their totals, uninvoiced items and its total, and aging at the bottom. This allows a customer to see what they have outstanding and how long it is past due.

- Leave the All Customers checkbox checked.
- a. Click the Next button.
    - i. Select an output from the SendTo pipeline.
  - b. What is produced is similar to what is shown in Figure 14.
    - i. The data is the same, but it is produced as one page for each account.
2. Uncheck the All Customers checkbox.
    - a. By following the option combinations described in section number 2 in Reports above, you will produce the same results.

### ***City Ledger Folio***

City Ledger Folios allows the users to quickly see all the outstanding folios for a City Ledger account. In addition, the user can print CL Cover Letters; reprint invoices; create invoices with selected folios; and/or view a specific folio.

1. Click on the City Ledger icon on the Main menu.
2. Select City Ledger Folio from the menu.
  - a. The Choose City Ledger Customer window appears.
  - b. If you know the account code, enter it in the CL Code box. If not, select the code form the menu. The CL Customer box opens.

- Click OK and the CL Folio for [Account Name] window appears as shown in Figure 16.

**CL Folio For ACME TRUCKING**

Cover Letter Template: 00 Default

Check/Uncheck All #01040916 Check/Uncheck Invoice

Folio Column Key Historical Inhouse

| Ord | Folio | Print                               | Date     | Guest          | Invoice    | Amount   | REF            |
|-----|-------|-------------------------------------|----------|----------------|------------|----------|----------------|
| 1   |       | <input checked="" type="checkbox"/> | Jun 3'14 | KLEIN          | #01040916  | 266.80   |                |
| 2   |       | <input checked="" type="checkbox"/> | Jun 4'14 | WELLS          | #01040916  | 966.95   |                |
| 3   |       | <input checked="" type="checkbox"/> | Jun 7'14 | JAMES          | #01040916  | 156.94   |                |
| 4   |       | <input checked="" type="checkbox"/> | Jun15'14 |                | #01040916  | -11.63   |                |
| 5   |       | <input checked="" type="checkbox"/> | Jul 1'14 | SIMMS          | #01040916  | 803.42   |                |
| 6   |       | <input checked="" type="checkbox"/> | Jul 1'14 | GILL           | #01040916  | 798.28   |                |
| 7   |       | <input checked="" type="checkbox"/> | Aug17'14 | BILLING        | #01040916  | 324.06   |                |
| 8   |       | <input checked="" type="checkbox"/> | Aug20'14 | FREER          | #01040916  | 283.02   |                |
| 9   |       | <input checked="" type="checkbox"/> | Aug20'14 | PAID[Jun14'16] | #01040916  | -5.00    |                |
| 10  |       | <input checked="" type="checkbox"/> | Jun14'16 | JONES          | #01061416  | 45.00    | 12345678901234 |
| 11  |       | <input checked="" type="checkbox"/> | Jun14'16 | KEENE          | #01061416  | 6.00     |                |
| 12  |       | <input checked="" type="checkbox"/> | Jun14'16 | JONES          | #01061416  | 100.00   | 12345678901234 |
| 13  |       | <input checked="" type="checkbox"/> | Jun14'16 | JONES          | #01030617  | 56.00    | 12345678901234 |
| 14  |       | <input checked="" type="checkbox"/> | Feb 5'17 | 17000H-RECEPTI | Uninvoiced | 1,200.00 |                |
| 15  |       | <input checked="" type="checkbox"/> | Feb 5'17 | 17000H-RECEPTI | Uninvoiced | 90.00    |                |
| 16  |       | <input checked="" type="checkbox"/> | Mar 6'17 | ROOM RENTAL    | #01030617  | 107.50   |                |
| 17  |       | <input checked="" type="checkbox"/> | Mar 6'17 | 17001B-LANGER  | #01030617  | 146.50   | 17BT732        |

|                             |          |        |          |
|-----------------------------|----------|--------|----------|
| Sub Totals (Checked Items)  | 5,350.47 | -16.63 | 5,333.84 |
| Totals (Debit/Credit/Total) | 5,350.47 | -16.63 | 5,333.84 |

Esc OK

Figure 16: CL Folio

- By default, all folios and transactions are checked.
- The column headed 'Folio' may have an icon indicating where the folio currently resides.
  - Per the legend at the top right, it is either Historical or Inhouse.

- i. If there is no icon, then the folio was transferred prior to the update that had this enhancement. However in most cases, the folio will be in Historical.
- b. To view a folio with an icon, double-click on the folio, then select the output from the SendTo pipeline.

### Historical Payments

1. Click on the City Ledger icon on the Main menu.
2. Select Historical Payments from the menu. The See Historical For Which Customer box opens.
3. If you know the account code, enter it in the CL Code box. If not, select the code form the menu. The CL Customer box opens.
4. Single click to highlight the account you wish to view. Click the OK button.
5. Click the OK button again.
6. The SendTo menu appears. Select the appropriate option.
7. If you click the Display option on the SendTo menu this opens your default web browser and displays the selected information as shown in Figure 17.

The screenshot shows a web browser window titled "AutoClerk 2 - CL Historical Payments". The page content includes a header with "Page 1" on the left and "TEST HOTEL 6.2.5 City Ledger Historical Payments ACME TRUCKING (01)" on the right. Below the header is a table with the following data:

| Payment Received | Amount | Check Number | Days Out | Pay Type |
|------------------|--------|--------------|----------|----------|
| Jun14'16 Tue     | 312.11 | 111          | 742      | CASH     |
| Jun14'16 Tue     | 20.00  | 1234         | 0        | CASH     |
| Nov18'16 Fri     | 0.00   |              | 899      | CASH     |
| Nov18'16 Fri     | 40.50  |              | 898      | CASH     |
| Mar 6'17 Mon     | 151.00 |              | 265      | VISA     |
| Total Payments   | 523.61 |              |          |          |

Figure 17: CL Historical Payments

8. The report contains the following details:
  - a. Payment Received: This is the date the payment was posted.
  - b. Amount: This is the gross amount that you applied. This amount includes adjustments, trade-outs (barter for room nights), and/or partial payments that were processed as part of a payment.

- c. Check Number: This field is displayed on the payment screen. The field is optional, but its purpose is to record the check number of the payment.
- d. Days Out: This represents the number of days from today's date based on the aging.
- e. Pay Type: This is the form of payment used for this transaction.
- f. Total Payments: This is the total amount for the historical payments listed for this account.

### ***Post a Payment***

You post a payment in order to enter payments received from City Ledger customers for services rendered. Payments can be in the form of cash, check, credit card, or electronic transfer.

When you post a payment, you apply it to specific folios/transactions in the account. By posting a payment and applying it to the transactions, those folios and/or transactions are purged from the account.

As the purging is irreversible, if you have ANY questions or hesitation, please contact AutoClerk Support at (925) 284-1005, Option 2, before proceeding.

1. Click on the City Ledger icon on the Main menu.
2. Select Post a Payment from the menu. The Post City Ledger box opens.
3. In the Customer field, enter the customer number or account number or click on the drop-down menu. The Select CL Customer box opens. Single click to highlight the desired customer.
4. Click the OK button.
5. The Invoice Number field is optional; however, if the payment is for a specific invoice, this makes the process of posting the payment faster. Enter the date portion of the invoice number.
6. In the Pay Method field, enter the form of payment. Click on the drop down menu to select the correct form of payment. The Select Payment box appears. Single click to highlight the payment method. Click the OK button.
  - a. Checks are considered Cash.
7. In the Net Payment field, enter the amount of money actually received by the property. This is the main field you use for this payment feature.
8. In the Check Number field, if the payment is by check, enter the actual number typed on the physical check. This is an optional field.
9. In the Discount field, if for any reason you discount the amount the customer must pay, such as for prompt payment, enter that amount here. This is an optional field.
10. In the Write-Off field, if you do not have full payment, and you need to write off a portion of what they owed, you enter the amount here. This is an optional field.



- a. If you write-off an amount, the original transaction type is NOT affected. I.e. you write off \$300.00 that is room and tax. Your room revenue is not decreased, it will still show the original amount recorded.
    - i. If you want to reduce room and tax revenue, post an adjustment to a folio, then checkout to the CI account. You can then post the payment.
  - b. An example of a write off would be an account owes \$200.15 and they send a check for \$200.00. It is easier to write off the \$ .15 then to try and collect it.
11. In the Tradeout field, if you received credit on your account or services or products in exchange for money owed to you, enter the amount there to offset the amount owed. This is an optional field.
  12. The Gross Total field is a read-only field. It is calculated by the amounts entered in the fields above and cannot be manually changed.
  13. In the Start Date field, enter the earliest date for an amount the customer is paying the property with a payment. If you are unsure, leave the field blank. This is an optional field.
  14. In the End Date, enter the latest date for an amount the customer is paying the property with a payment. If you are unsure, leave the default which is today's date. This is an optional field.
  15. Click on the Next button. The Customer Folios box opens with each folio, adjustment and/or partial payment designated by a separate line item. An example is shown in Figure 18.

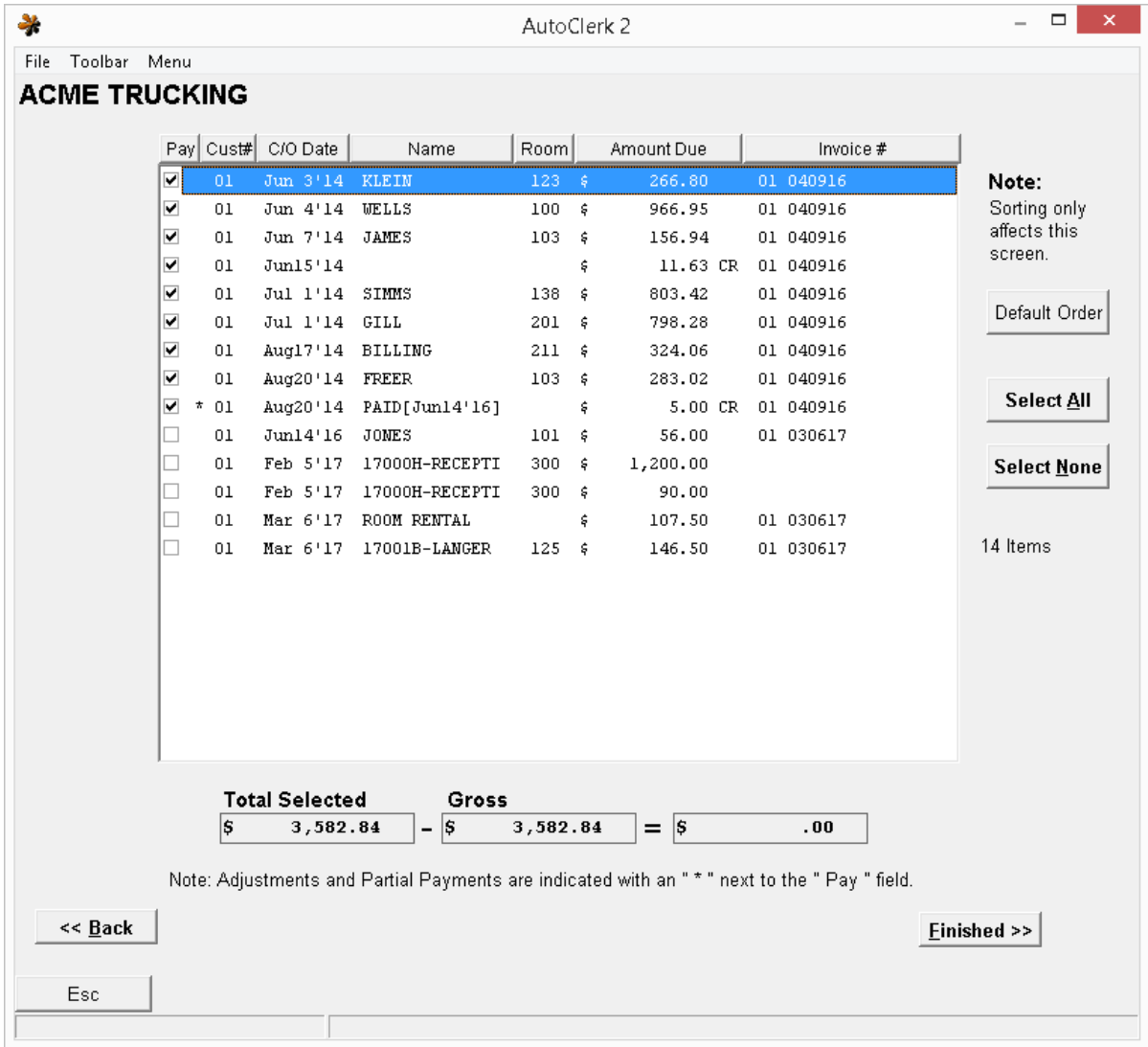


Figure 18: Post a Payment

- a. The account name appears in the top left corner.
- b. For each posting in the account that falls between the dates selected on the previous screen, AutoClerk includes the following information:
  - i. Pay: The default is for all of the checkboxes to contain checkmarks. If checked, this transaction is included in the payment. If unchecked, the unpaid line items are ignored when you apply the payment.
    - 1. Any checked transaction will be purged once you click on Finish.

- ii. Cust#: This is the City Ledger Customer Code, for example, 01.
  - iii. C/O Date: This is the check-out date of the guest's folio or the date of the adjustment.
    - 1. In the example, you will see a Partial Payment that is indicated by 'PAID'. The date in [] is the date of the payment. The date in the C/O column is the date of the folio the partial payment was applied to.
  - iv. Name: This is the last name from the guest folio unless a room was not used for the posting. In that case, the Comment field is displayed.
    - 1. If the property has the option enabled to include the guest/folio confirmation number, the conf number precedes the guest last name.
  - v. Room: This is the room number, if applicable.
  - vi. Amount Due: This is the total amount of the guest's folio.
  - vii. Invoice #: This is the individual invoice number. It includes the account number plus the date the invoices was posted in a MMDDYY format.
16. Click once or twice on any of the column headers to sort by ascending or descending order.
17. On the right side of the listing are three buttons, which allow you to save time:
- a. Default Order: This button sorts the detail in the same order as when you first entered the screen.
  - b. Select All: This button selects all items listed for payment.
  - c. Select None: This button un-checks all of the items listed.
18. Below the detail is Total Selected minus the Gross = \$.
- a. The Total Selected will change as you select or deselect items to be paid in the window above the equation.
  - b. The Gross is the total of all the payment amounts you entered on the previous screen, the Post City Payment box.
  - c. The = \$ should be zero once you have selected the proper transactions to pay. If the Gross is less than the Total Selected, AutoClerk will not allow the payment.
19. If the Gross is greater than the Total Selected, AutoClerk prompts you to post the remainder as an Unapplied Payment.
20. If you are not sure what to pay or not pay, do not guess. Once you select folios to pay and process the payment, those folios are purged from the City Ledger account and are *not* recoverable.

- a. If you must process the payment immediately, deselect all the items, and post the entire amount as an Unapplied Payment.
  - b. Once you have had time to research the order of the items you wish to pay off, you can post a payment of \$0.00 and include the Unapplied Payment as one of the items being paid, so that the total is \$0.00.
  - c. If you are uncomfortable or unsure on how to perform this payment procedure, before damaging the bookkeeping total for your property, please contact AutoClerk support: (925) 284-1005, Option 2.
21. When you are happy with the payment set up, click the Finish button to apply the payment to the account.
  22. If the form of payment is a credit card, you are prompted to either swipe or manually enter the credit card number. If not, the SendTo box opens.
    - a. Select the appropriate option.
  23. An Auto Clerk Confirm box opens confirming the payment and asking if you want to post another payment.
    - a. Click the Yes button to post another payment or the No button to return to the Main menu.
  24. To reprint a CL payment receipt, click on the Utilities icon on the Main menu.
    - a. Select Historical Data.
    - b. Enter the month and year for the receipt you wish to re-print.
    - c. Select Find.
    - d. Enter CL PAYMENT (in all capital letters) into the Find field.
    - e. Click Find Next. If the first result is not the correct receipt, continue to click Repeat Find until you locate the receipt for which you are looking. To print the receipt, select Show Folio.
    - f. Select Print.

### ***Post a Partial Payment***

Post a Partial Payment is used to post payments where the entire amount of a customer's folio(s), statement, or invoice was not received. For example: a customer's invoice consists of 3 folios of \$100.00 each. You receive a check for \$75.00. This is a partial payment. However, if you receive a check for \$175.00, post the \$100.00 as a full payment of one of the folios, and then post the remaining \$75.00 as a partial payment.

1. Click on the City Ledger icon on the Main menu.
2. Select Post a Partial Payment from the menu. The City Ledger Partial Payment box opens as shown in Figure 19.

AutoClerk 2

File Toolbar Menu

### City Ledger Partial Payment Entry

**Options**

Customer:

Show From Start Date:

To End Date:

Partial Payment Amount:

Pay Type:

**Note:**  
Continuing will allow you to select the location of the partial payment.

The payment will be back dated for accurate aged trial balance.  
The payment will be indicated on Ledger Cards by asterisks (\*)

Continue >>

Esc

Figure 19: Partial Payment

3. In the Customer field, enter the customer number or account number or click on the menu .The Select CL Customer box opens. Single click to highlight the desired customer.
  - a. Click the OK button.
4. In the Show From Start Date field, enter the start date of the date range. Enter the date in the MM/DD/YY format. This is an optional field.
5. In the To End Date field, enter the end date of the date range. Enter the date in the MM/DD/YY format.

6. In the Partial Payment Amount field, enter the amount of the partial payment you are posting to the account.
7. In the Pay Type field, enter the form of payment. Click on the drop down menu to select the correct form of payment. The Select Payment box appears. Single click to highlight the payment method. Click the OK button.
  - a. Checks are considered Cash.
8. Click on the Continue button. The Customer Folios box opens with each folio, adjustment and/or partial payment designated by a separate line item as shown in Figure 18.
9. The partial payment is similar to an unapplied payment, in that it is a payment that is not applied to a full amount. For example, if you have a line item denoting a debt for \$100, and the customer sends you a check for \$50, you would apply the \$50 check as a partial payment toward the \$100 debt.
10. Check a checkbox associated with line amount to which you wish to apply the partial payment.
  - a. AutoClerk will not change the amount of the transaction to which you are applying the partial payment. This way, if in the future, you need to research a payment, you can still find the original amount.
  - b. You cannot select more than one transaction list for the Partial Payment.
11. The Total Selected will change as you select an item to apply the Partial Payment to. The Gross is the total of the Partial Payment amount you entered on the previous screen. The Total is the difference.
12. Click the Finish button to apply the Partial Payment to the account. The SendTo box opens.
  - a. Select the appropriate option.
13. An Auto Clerk Confirm box opens confirming the partial payment and asking if you want to post another partial payment.
  - a. Click the Yes button to post another partial payment or the No button to return to the Main menu.
14. AutoClerk displays the amount of the partial payment directly beneath the transaction selected with the same date as the original posting. This is done so the aging calculations are correct. However, the Name column displays a comment showing the actual date you posted the partial payment. This is represented by PAID [DATE]. The date is represented by MMMDDYY.
  - a. There is also an asterisk between the Pay and Cust# columns.
15. If you are not sure what invoice to pay or not pay partially, do not guess. Please call AutoClerk support: (925) 284-1005, Option 2.

## Adjustments

Adjustments are postings to the City Ledger which offset amounts that were incorrectly posted or will never be collected. Adjustments do *not* affect any Guest Ledger posting. They only affect the City Ledger. If you are adjusting amounts that are to be written off as Uncollectible, check with your Accounting department to make sure you do not need to write off the amount in the Guest Ledger first.

1. Click on the City Ledger icon on the Main menu.
2. Select Adjustments from the menu. The City Ledger Adjustments Entry box opens.
3. In the Customer field, enter the customer number or account number or click on the menu. The Select CL Customer box opens. Single click to highlight the desired customer.
  - a. Click the OK button.
4. In the Show From Start Date field, enter the start date of the date range. Enter the date in the MM/DD/YY format. This is an optional field.
5. In the To End Date field, enter the end date of the date range. Enter the date in the MM/DD/YY format.
6. In the Adjustment Amount field, enter the amount of the adjustment you are posting to the account. A positive amount increases the amount the customer owes you. A negative amount decreases the amount a customer owes you. Usually you adjust down the amount owed, so you use a minus (-) sign in front of the amount to indicate a negative amount.
7. In the Reason field, enter a reason for the adjustment. This reason appears in the name portion of the transaction in the Ledger Card report. If you do not put a reason, it defaults to ADJ.
  - a. Click the Continue button.
8. The Customer Folios box opens with each folio designated by a separate line item as shown in Figure 19
9. An Adjustment is similar to a Partial Payment, in that it is a correction to an existing amount. For example, if you have a line item denoting a debt for \$100, and the customer tells you the invoice was in fact only \$75, you would apply the credit for \$25 to the customer account.
10. Check the checkbox associated with the line amount for which you wish to apply the Adjustment.
  - a. AutoClerk does not change the amount of the transaction to which you are applying the Adjustment. This way, if in the future you need to research a payment, you can still find the original amount.
  - b. You cannot select more than one transaction line to apply the Adjustment to.

11. The Total Selected will change as you select an item to apply the Adjustment to. The Gross is the total of the Adjustment amount you entered on the previous screen. The Total is the difference.
12. Click the Finish button to apply the adjustment to the account. The AutoClerk Confirm box appears confirming the adjustment and asking if you want to post another adjustment.
13. Click the Yes button to post another adjustment or the No button to return to the Main menu.
14. AutoClerk displays the Adjustment amount directly beneath the transaction selected with the same date as the original posting. This is done so the aging calculations are correct. However, the Name column displays the 'Reason', if any, entered when you posted the Adjustment.
  - a. There is also an asterisk between the Pay and Cust# columns.
15. If you are not sure how to post an Adjustment, do not guess. Please call AutoClerk support: (925) 284-1005, Option 2.

### ***Intra City Ledger Transfer***

Intra City Ledger Transfers allows you to transfer a posting from one City Ledger account to another. An example of this might be a folio is checked out to the wrong City Ledger account, and you need to transfer it to the correct one before Invoicing.

1. Click on the City Ledger icon on the Main menu.
2. Select Intra City Ledger Transfer from the menu. The Intra City Ledger Transfer box opens.
3. In the Transfer From Customer field, if you know the account code, enter it in the CL Code box. If not, select the code from the menu. The CL Customer box opens.
  - a. Single click to highlight the account you wish to view. Click the OK button.
4. In the Transfer to Customer field, enter the account code if you know it. If not, select the code from the menu. The CL Customer box opens.
  - a. Single click to highlight the account you wish to view. Click the OK button.
5. Input dates into the Starting Date and Ending Date fields only if you are looking for line items posted in a specific date range. Enter the date in the MM/DD/YY format. If you leave it blank, all items associated with that customer are displayed.
6. Click the Continue button. The Accounts Detailed Line Item screen opens, similar to Figure 19
7. Click the checkbox associated with any line items you wish to transfer to a different city ledger.
  - a. Click the Select All button to select all items to transfer. Select the None button to deselect all items. The Default Order button returns the list of transactions back in the original order they were listed.



8. Click the Finished button to confirm your choices.
  - a. An AutoClerk Information box appears confirming the intra city ledger transfer is completed.
9. Click the OK button to return to the Main menu.

### ***Post Monthly Interest %***

Post Monthly Interest is used when you are a hotel that has a City Ledger account with interest on balance incurred on a monthly basis. You can use this feature on a customer-by-customer basis.

The interest rate is entered in the Interest % Charged field on the Add or Modify a New Customer to City Ledger screens. When you use this feature, AutoClerk looks in this field, takes the percentage rate, calculates the interest on the balance and posts it. For example, if you have a City Ledger account with a \$100 balance, and the monthly interest is 10%, the amount due is now \$110 dollars. The interest amount appears as a Late Fee line item on the client's account.

To use this feature, you need to set up a Transaction Charge Type to use specifically for interest charges. See the module, "ACConfig," for more information.

Please call AutoClerk support if you are using this feature for the first time: (925) 284-1005, Option 2.

1. Click on the City Ledger icon on the Main menu.
2. Select Post Monthly Interest % Charge. An AutoClerk Warning box opens to warn you that if you make a mistake, this is a difficult error to correct.
3. Click the Yes button. The Transaction Code for City Ledger Interest screen appears.
4. Enter the charge code you set up for interest charges, or select a code from the selection menu.
5. Single click on the Charge Code you wish to highlight. Click the OK button.
6. Click on the Finished button. The SendTo menu appears.
  - a. Select an appropriate option. If you click on Display you see a screen informing you how much was charged to the account and the Charge Code used to associate that amount.
  - b. Click the X on the top right corner of the window to return to the Main menu.

### ***Post a Re-Occurring Charge***

You can use the Post a Re-occurring Charge feature to charge re-occurring fees such as rent or housekeeping. You assign these charges to City Ledger accounts using the Comment field on the Add or Modify a New Customer to City Ledger screens.

The transaction code must be between French brackets {}. If the transaction code is a sub category, you must enter both the primary and the sub-category. For example, you have an account which is charged a monthly maintenance fee. The code for the fee is a

sub category of your Misc transaction code. In the City Ledger account screen, in the Comment field, you would enter {MI-03}.

1. Click on the City Ledger icon on the Main menu.
2. Select Post a Re-Occurring Charge. The Post a Re-Occurring Charges box opens. The elements on this screen are as follows:
  - a. Charge Code: This is the charge code you use to charge the fees to the City Ledger accounts.
  - b. Amount: This is the amount to be charged to each City Ledger Account marked with the transaction code.
  - c. Note: This shows up in the Transaction report and appears in the Last Name field in the Ledger Card with Aging reports.
3. In the Charge Code field, enter the Charge code or click on the arrow. The Charge Code selection box opens.
  - a. Single click to highlight the code you wish to use.
  - b. Click the OK button and the code auto fills the Charge Code field. (You can also double-click on the Charge code and the code auto fills the Charge Code field.)
4. In the Amount field, enter the amount of the re-occurring charge.
5. In the Note field, enter a note, if applicable.
6. Click the Continue button. The SendTo menu opens.
7. Select the appropriate option on the SendTo menu.
  - a. If you click Display, an embedded browser window opens displaying the charge and the City Ledger customers to whom the charge is assigned.
  - b. Click the X on the top right corner of the browser window to return to the Main menu.

## 2. Credit Cards

This section details procedures for using the Credit Card features and functions.

### ***Transmit Sales Batch***

The Sales Batch (settled sales) is automatically transmitted by the Night Audit. If you wish to transmit the batch early, or for some reason the transmission during the Night Audit failed, you may use this function to manually transmit the sales batch.

#### **Transmit Sales Batch Procedure**

1. On Station 1, click on the Credit Cards icon.
  - a. This cannot be done from any other station.
  - b. This procedure requires exclusive access to AutoClerk.
2. Select Transmit Sales Batch from the Credit Card menu. The Transmit Sales Batch window appears.
  - a. Verify, by looking at the bottom of the window, the following message: No sales batches untransmitted from previous days.
  - b. If the window does not display this message, you must escape from this window and determine the proper date.
    - i. Click on the Credit Cards icon. Select the Calculate Date of the Oldest Pending Sales Batch(es) from the menu.
    - ii. The date for the most recent sales batch appears by default in the For what date field. The correct date is required to transmit the batch.
    - iii. Sales batches MUST be transmitted in date order, from oldest to most current.
3. The Uncheck for Report Only checkbox is checked by default. Do not change this. If you uncheck this box, you simply get a report of the transactions in this report. You do not transmit the batch.
4. Click the OK button.
  - a. AutoClerk attempts to transmit the batch.
  - b. If successful, an Information window appears.
    - i. Click OK.
    - ii. The SendTo menu appears. Select the appropriate output.
    - iii. If you click on Display, an AutoClerk Report Display window appears showing you a line item for each transaction and a verification message that you transmitted the sales batch.
    - iv. Close the window, and you return to the Main menu.

- c. If unsuccessful, then you will get an error message pop-up. Call AutoClerk support: (925) 284-1005, Option 2 for assistance.
5. If you are transmitting the current day's batch prior to the Night Audit, any additional sales for the day are transmitted during the Night Audit per usual.
6. Any Sales Batch can be reprinted from Utilities→View Past Night Audits Reports→DataCap.[YYYYMMDD][batch number]
  - a. There is a batch number after the date. 01 – 49 were transmissions done during the day, outside of the Night Audit. 51-99 are Night Audit attempts. .

### ***Transmit Authorization Batch***

This feature transmits authorizations only. If your Authorization Batch fails during the Night Audit, you can retransmit it using this function. If you need to use this feature, AutoClerk support will instruct you to use it.

#### **Transmit Authorization Batch Procedure**

1. On Station 1, click on the Credit Cards icon.
2. Select Transmit Authorization Batch from the Credit Card menu.
  - a. The SendTo menu appears once this process is completed.
  - b. Select an output.
  - c. If you click on Display, an AutoClerk Report Display window appears showing you a report with the transmitted authorization batches.
3. Close the browser window to return to the Main menu.
4. If you have any questions about this process, contact AutoClerk support at (925) 284-1005.

### ***Calculate Date of Oldest Pending Sales Batch(es)***

You use Calculate Date of Oldest Pending Sales Batch in order to find the oldest pending sales batch. If your sales batches are transmitted during several Night Audits, you must run this to see what days have outstanding batches that must be transmitted.

#### **Calculate Date of Oldest Pending Sales Batch(es) Procedure**

1. On Station 1, click on the Credit Cards icon.
  - a. This must be done on Station 1.
2. Select Calculate Date of Oldest Pending Sales Batch(es) from the Credit Card menu. The Checking Credit Card Sales Batches window appears and displays a report listing the outstanding sales batches in oldest to newest order.
3. Click the OK button to return to the Main menu.

### ***Increase an Authorization***

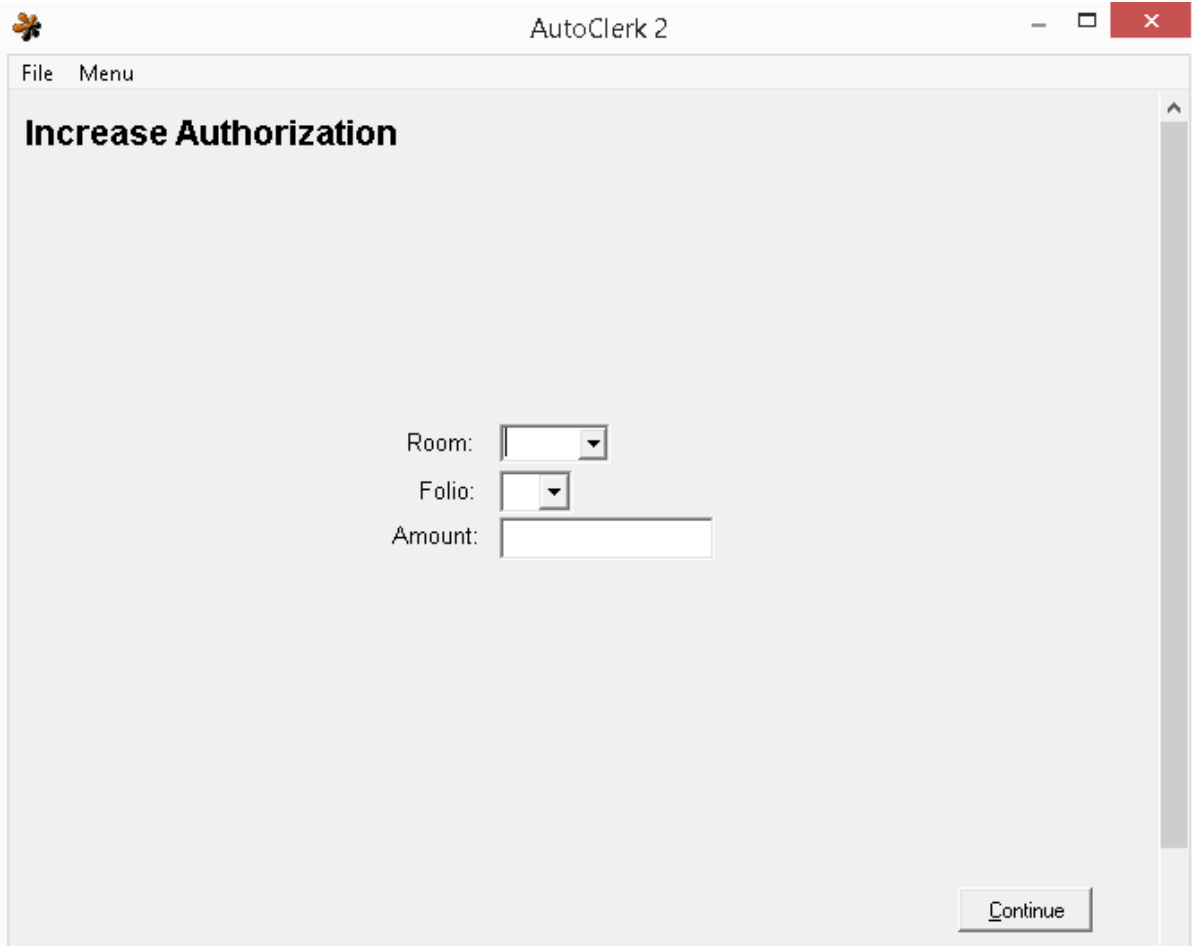
You would use this feature to manually increase the authorized amount on an inhouse guest's credit card.

For example, your guest has \$100 authorized on her credit card for a one night stay, and she extends her stay for another night. You can use this feature to manually increase her credit card authorization to \$200. AutoClerk will do this automatically; however, not until the night audit is performed.

Your property's policy determines if you should get the increased authorization at the time needed, or wait until the Audit. An advantage of getting the increased authorization prior to the Audit is that you know right away if the authorization is approved.

### **Increase an Authorization Procedure**

1. Click on the Credit Cards icon.
2. Select Increase an Authorization from the Credit Card menu. The Increase and Authorization window appears as shown in Figure 20: Increase an Authorization.



The screenshot shows a software window titled "AutoClerk 2" with a menu bar containing "File" and "Menu". The main content area is titled "Increase Authorization" and contains the following fields:

- Room: [Dropdown menu]
- Folio: [Dropdown menu]
- Amount: [Text input field]

A "Continue" button is located in the bottom right corner of the window.

Figure 20: Increase an Authorization

3. In the Room field, enter a room number or click on the menu. The Increase Auth for What Room box opens.
  - a. Double click on the desired room number and folio. The Folio field auto fills.
4. In the Amount field, enter the amount you wish to increase the current authorization.
  - a. For example, if you have \$100 authorized, and you wish to increase it to \$200, enter \$100 in this field. (\$100 original authorization + \$100 additional authorization = \$200.)
5. Click the Continue button. The Credit Card Processing Status window opens. Click the Transmit button to transmit the increased authorization amount. While your transaction is transmitting, the Transmit button displays a Please Wait label.

6. If the increase is successful, the AutoClerk Confirm box appears confirming the increase. Click the OK button to return to the Main menu.
  - a. If for some reason your authorization increase request fails, an error message appears informing you of the failure and the reason.

### ***Re-Assign an Authorization***

If for any reason a credit card authorization is assigned to the wrong room number, you can use this function to assign it to the correct room number.

An example would be you have authorized a guest's credit card number prior to checking using the F3-Tagging function. The guest does not actually check in at that time. When the guest returns to check in, a different room is used. You would check the guest into the new room using Cash as the Payment Type, then use this function to Re-assign the Authorization.

### **Re-Assign an Authorization Procedure**

1. Click on the Credit Cards icon.
2. Select Re-Assign an Authorization from the Credit Card menu. The Re-Assign Authorization window appears. The credit cards are listed by credit card type and truncated credit card number.
3. In the Room/Folio fields, enter a room number or click on the menu. The To Which Room box appears.
  - a. Double-click on the desired room number and folio. Both the Room/Folio fields auto fill.
4. On the Reassign Authorization window, single click to highlight the credit card to which you wish to move to your desired room.
5. Click F10-Save to initiate the transaction.
  - a. If the credit card is currently assigned to another room, an AutoClerk Warning box opens warning you that the source room will now lose its credit card assignment, and the form of payment will be changed to cash.
    - i. This occurs because you are moving a credit card assigned to an incorrect room to the correct room.
    - ii. Click the Yes button. The AutoClerk Confirm box opens confirming the assignment is complete.
  - b. If the credit card is not currently assigned to another room, the re-assignment is completed and you get an AutoClerk Confirm box confirming the assignment is complete.
    - i. Click OK to return to the Main menu.

### ***Voice Authorization***

You may use this feature if you have attempted to obtain a guest's credit card authorization and the processor returned a decline message but to call voice.

You may also use this feature if you lose internet connection and get voice authorizations in the interim.

Prior to using this feature, you **MUST** have called your processor and obtained a voice authorization code for the amount needed.

### **Voice Authorization Procedure**

1. Click on the Credit Cards icon.
  - a. Select Voice Authorization from the Credit Card menu. A Warning window appears.
    - i. If you have obtained a voice authorization code from your credit card processor, type in 'YES' where indicated.
    - ii. Click Continue and a box asking for the Voice Password appears.
      1. The password was given to the property's General Manager at the time of training.
        - a. If you need the password, the GM must call AutoClerk support: (925) 284-1005, Option 2.
    - iii. Type in the password and the Voice Authorization form appears.
2. In the Room field, enter a room number or click on the drop down arrow
  - a. The For Which Room box appears.
    - i. Double click on the desired room number and folio. Both the Room and Folio fields auto fill and you are returned to the Undo Authorization window.
3. In the Amount field, enter the amount you wish to authorize the card.
  - a. Be sure to include any additional amounts per the property's policy as a voice authorization cannot be increased.
4. In the Authorization Code field, enter the code given to you by the processor.
  - a. Any other number will cause a decline on the Night Audit when the sale is processed.
5. In the Credit Card Number field, enter the guest's credit card number. Do not enter spaces or characters to separate the numbers.
6. In the Expiration Date field, enter the credit card's expiration date in MMY format.
7. Click the Continue button. AutoClerk calls out to the processor.
  - a. A Confirm box appears informing you the Authorization Accepted. Do another?
  - b. If yes, click yes and follow the above steps to process another Voice Authorization.
  - c. If no, click no and you are returned to the Main menu.



## ***Undo an Authorization***

You can use this feature to release an original credit card authorization (for which no sale will be posted) from the system, and replace it with another form of payment. For example, a guest arrives and presents a Visa credit card. An hour later, the guest informs you he plans to pay with an American Express credit card. You use this feature to release the Visa authorization. This does not give the guest immediate access to the amount authorized as the release is not sent until the Night Audit. The actual authorization release terms are set by individual banks. Guests may need contact their bank for more details.

1. Click on the Credit Cards icon.
2. Select Undo an Authorization from the Credit Card menu. The Undo Authorization window appears.
3. In the Room and Folio fields, enter a room number or click on the menu. The For Which Room box appears.
  - a. Double click on the desired room number and folio. Both the Room and Folio fields auto fill and return you to the Undo Authorization window.
4. Click the Continue button. An AutoClerk Inform box opens informing you that the Undo Authorization is complete.
  - a. Click the OK button to return to the Main menu.
5. If necessary, obtain another form of payment from the guest.

## ***List All Outstanding Credit Records***

Use this feature to see all outstanding credit transactions, including authorizations and pending sales not transmitted in the last sales batch.

1. Click on the Credit Cards icon.
  - a. Select List All Outstanding Credit Records from the Credit Card menu.
  - b. The SendTo menu appears.
2. Select the appropriate options. If you click on Display, an AutoClerk Report Display window appears showing all credit records as shown in Figure 21.

| TEST HOTEL 6.2.5        |      |     |                  |                                  |                 |                         |                  |         |                  |      |                |
|-------------------------|------|-----|------------------|----------------------------------|-----------------|-------------------------|------------------|---------|------------------|------|----------------|
| All Credit Records      |      |     |                  |                                  |                 |                         |                  |         |                  |      |                |
| Hotel Date: Mar-28-2017 |      |     |                  |                                  |                 |                         |                  |         |                  |      |                |
| Shift/Sta/<br>Clerk     | Room | Pay | How              | Pending<br>Authorize             | Pending<br>Sale | Obtained<br>Authorize   | Obtained<br>Sale | Auth CD | Credit Card #    | Expr | Card Holder    |
| 2.1.HM                  | 102a | DI  | SWI              | 0.00                             | 0.00            | 716.80                  | 0.00             | 007861  | 601100XXXXXX6527 | xxxx | DIS TEST CARD  |
|                         |      |     | Handle: [00006]  | TransID: 1023091627 Invoice: 359 |                 | Token: 6000150866466527 |                  |         |                  |      |                |
| 2.1.HM                  | 110a | DI  | MAN              | 0.00                             | 0.00            | 388.40                  | 388.40           | 007862  | 601100XXXXXX6527 | xxxx | DIS TEST CARD  |
|                         |      |     | Handle: [00009]S | TransID: 1023094305 Invoice: 360 |                 | Token: 6000210817716527 |                  |         |                  |      |                |
| 2.1.HM                  | 129a | MC  | SWI              | 0.00                             | 0.00            | 1,084.16                | 0.00             | 047933  | 547350XXXXXX0014 | xxxx | MC TESTCARD    |
|                         |      |     | Handle: [00001]  | TransID: 1023093596 Invoice: 357 |                 | Token: 5000150846530014 |                  |         |                  |      |                |
| 1.1.HM                  | a    | VI  | MAN              | 0.00                             | 0.00            | 15.00                   | 15.00            | 25795A  | 401200XXXXXX0016 | xxxx | VI TEST CREDIT |
|                         |      |     | Handle: [00002]S | TransID: 1023310092 Invoice: 363 |                 | Token: 4000750861100016 |                  |         |                  |      |                |
| 1.1.HM                  | 109a | VI  | SWI              | 0.00                             | 0.00            | 889.04                  | 0.00             | 00126A  | 401200XXXXXX0016 | xxxx | VI TEST CREDIT |
|                         |      |     | Handle: [00007]  | TransID: 1023202964 Invoice: 362 |                 | Token: 4000930876780016 |                  |         |                  |      |                |
| 2.1.HM                  | 129b | VI  | SWI              | 0.00                             | 0.00            | 1,058.38                | 0.00             | 83216A  | 401200XXXXXX0016 | xxxx | VI TEST CREDIT |
|                         |      |     | Handle: [00005]  | TransID: 1023094302 Invoice: 358 |                 | Token: 4000020885770016 |                  |         |                  |      |                |
| <b>Totals:</b>          |      |     |                  | <b>0.00</b>                      | <b>0.00</b>     | <b>4,151.78</b>         | <b>403.40</b>    |         |                  |      |                |

Figure 21: List Outstanding Credit Records

3. The fields are as follows:

- a. Shift/Sta/Clerk: The shift, station and initials of the logged in clerk.
- b. Room: Room number and folio, if applicable,
- c. Pay: Pay type code. (Type of credit card)
- d. How: How the card number/expiration was entered; SWI (Swiped), EMV (through the EMV device), MAN (Manually entered), VOI (Voice authorization was obtained).
- e. Pending Authorize: Amount of authorization to be obtained
- f. Pending Sale: Amount of sale to be transmitted on the sales batch. For example, a checkout.
- g. Obtained Authorize; Amount of authorization already obtained.
- h. Obtained Sale: Amount that has been sent to the processor.
- i. Auth CD: Authorization code.
- j. Credit Card#: Truncated credit card number.
- k. Expr: Card expiration number.
- l. Card Holder: Cardholder name as read from the card, if applicable.
- m. Handle: This is an internal AutoClerk reference number.
- n. TransID: This is an internal number for the credit card processor and AutoClerk.
- o. Invoice: This is an internal number for the credit card processor.

- p. Token: This is issued by the credit card processor.
- 4. All credit card numbers and their expiration dates are truncated. Even if you have View rights, you are not able to see an untruncated number in this report.
- 5. Press the Escape key on your computer keyboard to return to the Main menu.

### ***Print Prior Sales Batch (es)***

This feature allows you to reprint a sales batch from a previous day.

1. Click on the Credit Cards icon.
2. Select Prior Print Sales Batch (es) from the Credit Card menu. The Reprint sales Batch Report window appears.
  - a. The previous day's Sales batch is listed date format: YYYYMMDD[Batch Number].
    - i. The batch number sequencing is: 01 – 49 are transmissions done during the day, outside of the Night Audit. 51-99 are Night Audit attempts.
    - ii. In most cases, you will only see one batch per day.
  - b. The highlighted Sales Batch Report is displayed in the window below the list.
    - i. If you need to print the report, double-click on the report you wish to reprint. The SendTo menu opens.
    - ii. Select the appropriate printer.
3. You return to the Reprint sales Batch Report window.
4. If you need to select a report from another day, click on the Change Date button.
  - a. The Sales Batch Reprint window open. Enter the date of the report you want to reprint in DD/MM/YY format. Click OK.
  - b. The available reports for that date appear in the Select a Report to Reprint window.
    - i. Double-click on the report you wish to reprint. The SendTo menu opens.
  - c. Select the appropriate printer.
5. When you are finished reprinting reports, click the Esc button and return to the Main menu.

### ***Show Credit Card Logs***

You can use this feature to view all of the transactions associated with a particular credit card. This is useful for troubleshooting overcharges and/or authorizations, as well as incorrect cards being charged.

1. Click on the Credit Cards icon.
2. Select Show Credit Card Logs from the Credit Card menu.
  - a. The Credit Card Log window appears and prompts you to enter in the displayed Start Date and End Date fields a date range in an MMDDYY format. (The end date cannot be after the current date. The start date can be any date prior to today.)
  - b. A good rule of thumb is to enter as a start date the day prior to a guest checking in and a day after they checked out.
3. Click the OK button, and the Credit Cards Logged window appears as shown in Figure 22 and Figure 23 below. Figure 23 is a continuation of the bottom part of the screen to show all fields.

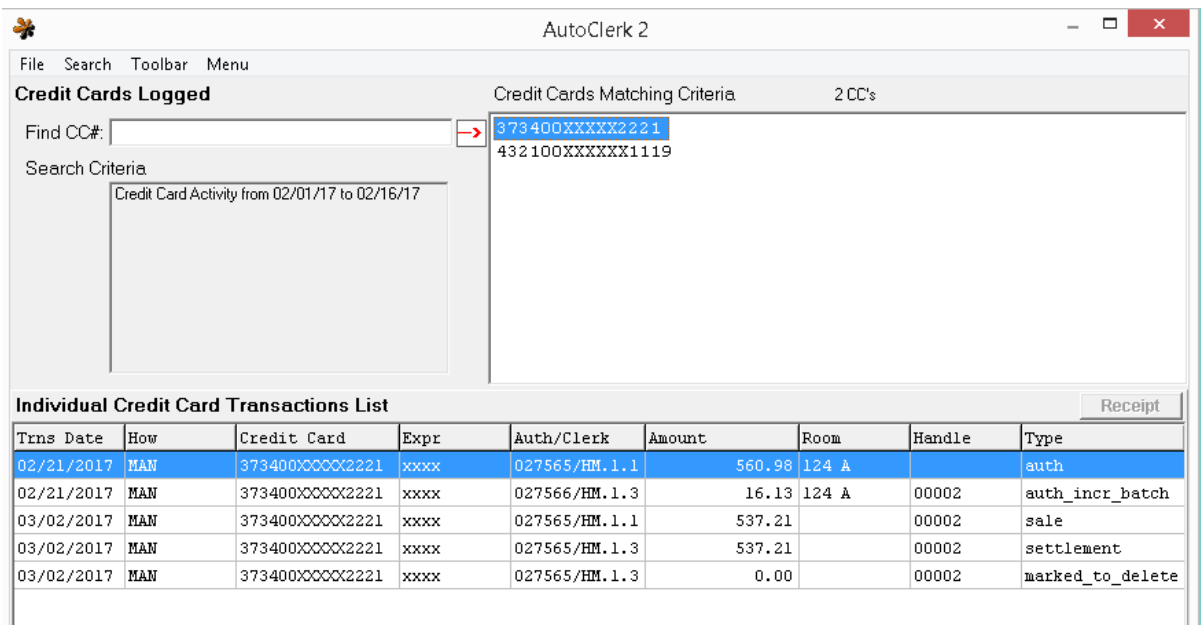


Figure 22: Credit Card Logs I

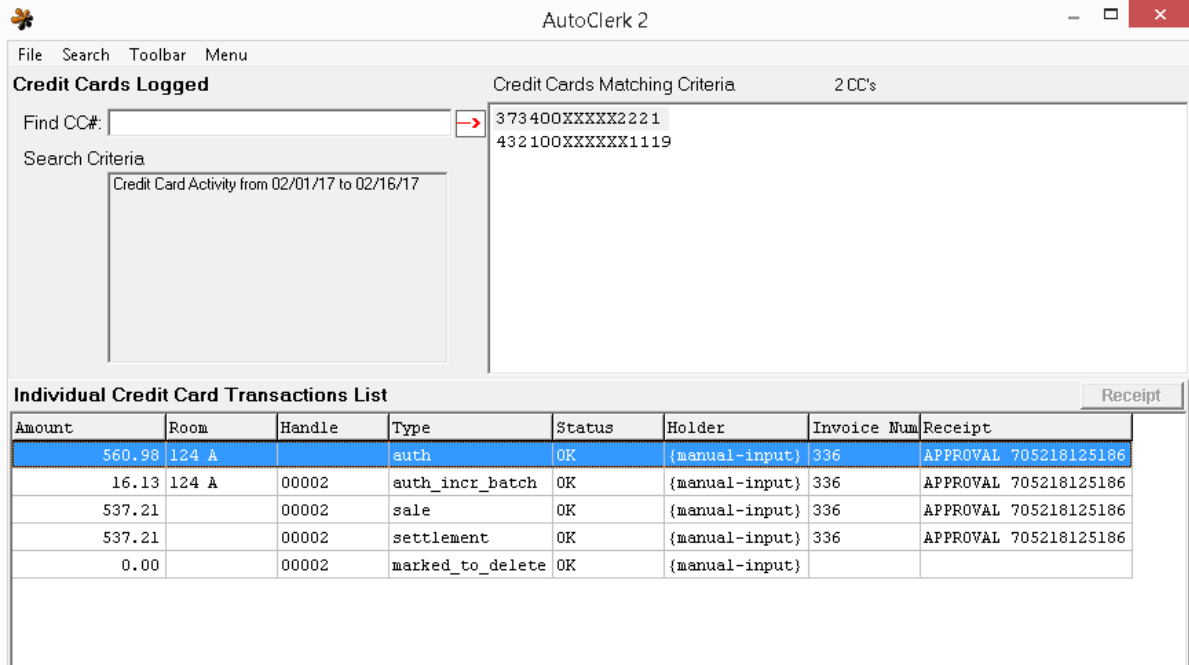


Figure 23: Credit Card Logs 2

4. Credit Cards Matching Criteria lists the credit cards within the requested time frame, sorted by card number.
  - a. The above example is not typical as a property is likely to have many more credit cards listed.
5. In the Find CC# field, enter the first 6 digits of the credit card for which you wish to view transactions. The Credit Card Matching Criteria box list those credit cards matching those first digits.
  - a. If you want more search functionality, click Search on the tool bar. Then click on Extended Search. This can be useful if you only have the authorization code and not the card number.
  - b. Enter your search criteria. Click OK.
6. Single click to highlight the desired card.
7. All transactions for that card appear in the Individual Credit Card Transaction List, which displays all transactions logged for that selected card.
  - a. Trns Date: Date the transaction happened.
  - b. How: How the card number/expiration was entered; SWI (Swiped), EMV (through the EMV device), MAN (Manually entered), VOI (Voice authorization was obtained).

- c. Credit Card: The truncated credit card number.
  - d. Expr: Card expiration date.
  - e. Auth/Clerk: The authorization code number as well as the initials of the logged in clerk with the station and shift numbers.
  - f. Amount: Amount of the transaction.
  - g. Room: Room number and folio, if applicable.
  - h. Handle: This is an internal AutoClerk reference number. It will only show on a sale transaction.
  - i. Type: The type of transaction that was processed.
  - j. Status: The status of the transaction. This is usually 'OK', but could be 'DECLINED'.
  - k. Holder: Cardholder name as read from the card, if applicable.
  - l. Invoice Num: This is an internal number for the credit card processors.
  - m. Receipt: The data in this field is received directly from the processor. If, applicable, you can print the receipt
8. You can clear your search criteria, or re-start your search with different dates by clicking Search on the tool bar. Then choose either Clear Criteria or Change Dates.
  9. This report is view only. It can't be printed or modified. Press Escape on your computer keyboard, or click on the red X on the top right-hand corner of the window to return to the Main menu.

### ***Void a Rebate***

You use this feature to void a rebate (refund) which was posted to a credit card by mistake. In effect, the void reverses the rebate.

This function can **only** be used prior to transmitting the current sales batch and can **only** be done on inhouse folio postings.

1. Click on the Credit Cards icon.
2. Select Void a Rebate from the Credit Card menu.
  - a. The Choose Rebate Transaction to Delete window appears.
  - b. All inhouse rebates processed that day are listed.
3. In the To Room/Folio fields, enter a room number or click on the drop down menu.
  - a. Double click on the desired room number and folio. The Room/Folio fields auto fill.
  - b. You **MUST** know the room number/folio the rebate was originally posted to.

4. Single click to highlight the rebate you wish to void.
5. Click F10 to save your work.
  - a. An AutoClerk Information box appears to inform you the rebate void procedure is successful.
6. Click the OK button to return to the Main menu.
7. If you need to void a rebate done in Historical Folios, call AutoClerk Support, (925) 284-1005, Option 2, for instructions.

### ***Mark a Handle for Deletion***

This function is only used by AutoClerk support.

## Table of Figures

|   |    |
|---|----|
| Figure 1: New CL Customer .....                                   | 6  |
| Figure 2: Modify a Customer’s Information .....                   | 9  |
| Figure 3: Ledger Cards with Aging – All Customers.....            | 12 |
| Figure 4: City Ledger Cards with Aging – Report Options.....      | 13 |
| Figure 5: Specific Customer/Invoice Aging .....                   | 13 |
| Figure 6: City ledger Cards with Aging .....                      | 14 |
| Figure 7: City Ledger with Aging – Single Customer Selection..... | 16 |
| Figure 8: CL Aging Additional Options .....                       | 17 |
| Figure 9: Trial Balance – All Options .....                       | 18 |
| Figure 10: CL Cover Letters .....                                 | 19 |
| Figure 11: CL Invoice Transactions .....                          | 21 |
| Figure 12: Invoice Folios .....                                   | 23 |
| Figure 13: Billings – Main Form .....                             | 25 |
| Figure 14: Billings Report – All Customers .....                  | 26 |
| Figure 15: Billings – One account-No Invoice-Include Detail ..... | 28 |
| Figure 16: CL Folio .....   | 30 |
| Figure 17: CL Historical Payments .....                           | 31 |
| Figure 18: Post a Payment .....                                   | 34 |
| Figure 19: Partial Payment .....                                  | 37 |
| Figure 20: Increase an Authorization .....                        | 46 |
| Figure 21: List Outstanding Credit Records.....                   | 50 |
| Figure 22: Credit Card Logs 1 .....                               | 52 |
| Figure 23: Credit Card Logs 2 .....                               | 53 |



# Index of AutoClerk V9 City Ledger and Credit Card Icons, Menus, and Commands

## A

Add a New Customer, 5  
Adjustments, 39

## B

Billings, 25, 28

## C

Calculate Date of Oldest Pending Sales Batch(es), 44  
Calculate Date of Oldest Pending Sales Batch(es)  
    Procedure, 44  
City Ledger, 5  
City Ledger Folio, 29  
CI Cover Letters, 19  
Credit Cards, 43

## D

Delete a Customer, 10

## F

First Report  
    All Customers, 11

## H

Historical Payments, 31

## I

Increase an Authorization, 45  
Increase an Authorization Procedure, 45  
Intra City Ledger Transfer, 40  
Invoicing, 21

## L

Ledger Card(s) with Aging, 11  
List All Outstanding Credit Records, 49  
List Names and Addresses, 10

## M

Mark a Handle for Deletion, 55  
Modify a Customer, 8

## P

Post a Partial Payment, 36  
Post a Payment, 32  
Post a Re-Occurring Charge, 41  
Post Monthly Interest %, 41  
Print Prior Sales Batch(es), 51

## R

Re-assign an Authorization, 47  
Re-Assign an Authorization Procedure, 47  
Report, 26

## S

Second Report  
    Single Customer, 15  
Show Credit Card Logs, 51  
Statements, 29

## T

Third Report  
    Aged Trial Balance, 16  
Transmit Authorization Batch, 44  
Transmit Authorization Batch Procedure, 44  
Transmit Sales Batch, 43  
Transmit Sales Batch Procedure, 43

## U

Undo an Authorization, 49

## V

Voice Authorization, 47  
Voice Authorization Procedure, 48  
Void a Rebate, 54