



User Guide - Extra Charges

Summary

Extra Charges is a new feature as of build 060.002.005.1173. It allows a manager to set up transactions to be posted during the Night Audit, after room and tax are posted, on a folio-by-folio basis. The charges are posted on the guest folios without having to create a room rate package.

The process for Extra Charges is:

1. Hotel management has decided to use Extra Charges and enables it in ACConfig.
2. Management sets up the charges and the posting criteria. If necessary, new transactions will be added first.
3. When a new reservation is made, a clerk can click the Extra Charges button form and add/delete any charges for that guest.
4. Depending on how the charges were set up, a charge may be selected to post:
 - a. 'Always' i.e., a Resort Fee.
 - b. Based on criteria such as the Rollaway checkbox being checked.
 - c. Manually added by a user, such as parking.
5. The Night Audit posts the charges to the guests' folios.
 - a. If any charges cannot be posted, they will be listed on the Extra Charges Report (a new report), which is produced by the audit.
 - b. It is the user's responsibility to check the report and if Extra Charges were not posted, post those charges by hand.

Setup

When a property is updated to at least acPMS build 060.002.005.1173, Extra Charges can be activated and used. It is NOT activated by default.

A manager or user with a permission level of 9 logs into ACConfig and navigates to Rates – Extra Charges Setup. The user will get a pop-up that Extras are only loaded when necessary. Click OK and the below form appears:

The screenshot shows the 'Extra Charge Type Setup' window. At the top left, there is a checkbox labeled 'Active'. Below it are two radio buttons: 'Automatic Save' (selected) and 'Save Required'. To the right, a yellow question mark icon is followed by a note: 'Note: Reservations created by an interface will NOT automatically have required charges set up until Extra Charges are modified by a clerk.' Below the note is a table with the following columns: 'Add Item', 'Charge', 'Sub', 'Cost Per Unit', 'Folio Comment', 'Max Quantity', 'Post On', 'Selection Name', and 'Re-Order'. The table area is currently empty. At the bottom left is an 'Esc' button and at the bottom right is an 'OK' button.

Figure 1: Extra Charges Setup – Initial Access

Active

Checking this box activates the Extra Charges feature. Once activated, a button will appear on the Reservation, Walk-in and Inhouse folio forms as seen below:

The screenshot shows a form element with a yellow background. On the left, the text 'Extra Charges' is displayed. To its right is a dropdown menu. The dropdown menu is currently open, showing 'ETA' at the top and '3:00PM' below it. A small downward-pointing arrow is visible to the right of the '3:00PM' text.

Figure 2: Res Form Button

Once transactions have been added, you can activate/deactivate the feature as you like, although this is not recommended. Once de-activated, a user cannot go into a reservation and/or folio and modify the Extra Charges as the button will not be visible.

Save

The radio button you select determines the action and/or user involvement when Extra Charges have been activated.

“Automatic Save” – When selected, the Extra Charges set up in a new reservation and/or check-in a Walk-in is automatically saved. This is useful if the property has charges that are added by default to a reservation, such as a Resort Fee. The user does not have to go into the Extra Charges form and save the setup. However, the user can always go in and add other charges as needed.

“Save Required” – When selected, the user is required to go into the Extra Charges setup when making a new reservation and/or checking in a walk-in. If the user does not, when the reservation/walk-in is saved, the Extra Charges setup form will appear for the clerk to review, make changes as necessary and save by clicking ‘OK.’

Adding Transactions

Before adding transactions to Extra Charges, verify you have a transaction code and/or sub-code for each one. If you do not, escape out of the Extra Charges section and go to Transaction Types – Define Charge and Payment Types and add in the transactions. You do not have to Save and Install the additional transactions to add them as Extra Charges.

Click “Add Item” a setup line opens.



Figure 3: Add Item

Charge | Sub

Enter the existing transaction code, and sub-code, if necessary.

You can only have one line for each transaction type. If you want a transaction for Tickets-Adult and Tickets-Children with different prices, you must set up separate Transaction codes; one for Adults and one for Children and then add them separately here. Room cannot be used as an Extra Charge.

Cost per item

The amount of the transaction. If overnight parking is \$15.00, then enter \$15.00. If the guest has 2 cars, the clerk will be able to select 2 in the res form and \$30.00 will be posted on the audit. NOTE: the amount cannot be negative.

Folio Comment

This is the same as the comment when you post transactions to a folio or ticket. It will be displayed on the guest folio unless the charge is billed to a different folio.

Max Quantity

The maximum number of a single item staff can set in a reservation/folio, from 1 to 9. For example, if you have a Pet Fee and allow a maximum of 2 pets per room, set this to 2. On the reservation/folio form, the user will be able to select either 1 or 2 depending on the number of pets. In most cases, the Max Quantity will be 9.

Post On

When the transaction is posted. The options are 'Nightly' and 'Arrival Night.' This can be changed in the reservation/inhouse folio if necessary. Arrival Night transactions have a different background color in a reservation/folio for clarification. A user can change the posting occurrence on an individual reservation/folio,

Selection Name

The name that displays in the Extra Charges form in a reservation/folio as a reference of the transaction. The transaction name is auto filled by default. For example, you have a Parking transaction with sub-transactions of Hourly and Overnight. If you set up Overnight as an Extra Charge, 'Overnight' will appear as the Selection Name. If you put "Cars" instead of "Overnight" then your clerks will need to know that Cars equals the overnight parking charge.

Preselect Extra Charges

Checking this box allows the user to set the criteria for the transaction to be posted, such as a Resort Fee 'Always' posting, or a Pet Fee posting when the Pet checkbox is checked. If you set a transaction with a Preselect, it will automatically be set to post in a reservation/folio if the criteria are met. A user can remove and/or adjust a preselected transaction in a reservation/folio.

Once checked, select the criteria.

1. "Always. Using this many units"
 - a. The transaction will always be posted, it is not dependent on any criteria. This could be used for a Resort Fee.
 - b. In the next field, set the default number of units to be posted i.e., 1 item or 2 items, etc.
 - c. This is the only Preselect in which you can set how many units are posted as a default. All other preselects default to 1.
2. "depending on the number of people"
 - a. The transaction is posted depending on how many Adults, Children and/or Infants are on the reservation/folio. For example, a 'Breakfast Charge.' If you check Adults and a reservation has 2 Adults, then 2 units will be posted. You must check at least one of the Adults/Children/Infants checkboxes in the set-up.
 - b. If you want to charge different amounts for Adults vs. Children, you will need to have separate transactions and Extra Charge items.
3. "if the Crib checkbox is marked"
 - a. If the Crib checkbox is checked this is preselected.
4. "if the Rollaway checkbox is marked"
 - a. If the Rollaway checkbox is checked this is preselected.
5. "if the Pet checkbox is marked"
 - a. In this example, one of the User Defined Checkboxes has been relabeled 'Pet.' The Name is based upon what has been set up in configuration. At this property that is "Pet"
 - b. If the checkbox is checked this is preselected.
 - c. If any of the User Defined Checkboxes and /or Fields in ACConfig have a label, then it will appear as an option in the Preselect dropdown with that label. If you do not want them to appear as an option, remove the checkbox's/field's label.
6. "if the Auto License has information"
 - a. This is the Auto License field in the "ID & Car" button.
 - b. If there are any characters in this field, this is preselected.
7. "if the Valet Tag Number has information"

- a. This is the Valet Tag Num field in the "ID & Car" button.
 - b. If there are any characters in this field, this is preselected.
8. Update Reservations – Update Folios
- a. When you check the Preselect checkbox, these checkboxes appear and are checked by default.
 - b. Checking and/or unchecking the checkboxes determines whether the GTD/Hold, Gift Certificate and Share-with Reservations and/or inhouse A folios are updated when you install Extra Charges.
 - i. If you add/remove/change Extra Charges and the checkboxes are NOT checked then the changes will ONLY be applied to new reservations. Inhouse folios will NOT be changed.
 - ii. An example of not checking the boxes would be you are adding a new charge such as Resort Fee. You do not want to have it added to existing reservations and/or inhouse folios. Setup the new charge, set the preselect criteria but uncheck the 'Update' checkboxes.
 - c. When you have completed setting up the Extra Charges or have made changes to a transaction that included checking the checkbox, when you click OK and then install the configuration, if either checkbox is checked, the program will go through the inhouse A folios as well as reservations and update, as necessary.
 - i. For example, you add a Pet Fee dependent on the Pet checkbox being checked. When installed, any GTD/Hold, Share, and/or Gift Cert reservation and/or inhouse A folio will have the fee automatically set to post on the audit. All other folios and reservations will have the transaction added to the available Extra Charges.
 - ii. Only inhouse A folios are updated. B-D folios will need to be updated by the user, as necessary.

Re-Order

The initial order of the transactions is based upon the order you create them. If you want to change the order, click on the "Re-Order" button, and change them to be how you want them to be displayed both on the setup form as well as the Extra Charges form on reservations and inhouse folios.

Extra Charge Type Setup

Charge	Sub	Cost Per Item	Folio Comment	Max Quantity	Post On	Selection Name
1	GR	22	\$ 1.50		9	Arrival Night
POST CARDS						
Default this Charge Type: <input checked="" type="checkbox"/> Default By: Set Number						
2	GN	3	\$ 12.00		9	Nightly
COOKIES						
Default this Charge Type: <input type="checkbox"/> Default By: Set Number						
3	RO	0	\$ 14.00		9	Nightly
RESTAURANT						
Default this Charge Type: <input checked="" type="checkbox"/> Default By: People						
4	MI	12	\$ 25.00		1	Arrival Night
MISC.						
Default this Charge Type: <input type="checkbox"/> Default By: Set Number						

Extra Charges Order

ID	Charge	Sub	Amount	Comment	Max	Post By	Name
1	GR	22	1.50		9	Arrival Night	POST CARDS
2	GN	3	12.00	COOKIES	9	Nightly	COOKIES
3	RO	0	14.00	BFAST	9	Nightly	BREAKFAST
4	MI	12	25.00	FLOWERS	1	Arrival Night	FLOWERS

Move UP ↑ Move DOWN ↓
Esc Ctrl + up or down arrow will also move in list OK

Figure 4: Re-Order

Below is an example of a completed Extra Charges configuration, prior to installation.

Extra Charge Type Setup Changed

Active

Automatic Save Save Required

Note: Reservations created by an interface will NOT automatically have required charges set up until Extra Charges are modified by a clerk.

Add Item	Charge	Sub	Cost Per Unit	Folio Comment	Max Quantity	Post On	Selection Name	Re-Order
1	FE	8	\$ 20.00		9	Nightly	RESORT FEE	<input checked="" type="checkbox"/>
RESORT FEE								
Preselect Extra Charges: <input checked="" type="checkbox"/> always. Using this many units 1 <input type="checkbox"/> Update Reservations <input checked="" type="checkbox"/> Update Folios <input checked="" type="checkbox"/>								
2	FR	1	\$ 35.00		2	Nightly	OVERNIGHT	<input checked="" type="checkbox"/>
OVERNIGHT								
Preselect Extra Charges: <input type="checkbox"/> always. Using this many units								
3	GS	12	\$ 12.00		9	Nightly	BKFST-ALDT	<input checked="" type="checkbox"/>
BKFST-ALDT								
Preselect Extra Charges: <input checked="" type="checkbox"/> depending on the number of people <input checked="" type="checkbox"/> Adults <input type="checkbox"/> Children <input type="checkbox"/> Infants <input type="checkbox"/> Update Reservations <input checked="" type="checkbox"/> Update Folios <input checked="" type="checkbox"/>								
4	GS	14	\$ 8.50		9	Nightly	BKFST-CHILD	<input checked="" type="checkbox"/>
BKFST-CHILD								
Preselect Extra Charges: <input checked="" type="checkbox"/> depending on the number of people <input type="checkbox"/> Adults <input checked="" type="checkbox"/> Children <input type="checkbox"/> Infants <input type="checkbox"/> Update Reservations <input checked="" type="checkbox"/> Update Folios <input checked="" type="checkbox"/>								
5	FE	1	\$ 15.00		3	Arrival Night	PET	<input checked="" type="checkbox"/>
PET								
Preselect Extra Charges: <input checked="" type="checkbox"/> if the Pet checkbox is marked <input type="checkbox"/> Update Reservations <input checked="" type="checkbox"/> Update Folios <input checked="" type="checkbox"/>								
6	FE	13	\$ 10.00		9	Nightly	ROLLAWAY	<input checked="" type="checkbox"/>
ROLLAWAY								
Preselect Extra Charges: <input type="checkbox"/> always. Using this many units								

Esc OK

Figure 5: Pre-installation configuration

Installation

When you have finished setting up the Extra Charges, click OK, click Save set the configuration to pending and install the pending configuration on Station #1.

When the installation is complete, a report is displayed listing the reservations/inhouse folios that were updated, if checked, as well as any that were not and why. The report can be viewed through Utilities – View Past Night Audit Reports and is called 'ecconfigupdate.[date-version].txt'

Extra Charges modified during config update at 07/13/2023 10:38:45 :
Extra Charges Pre-Select Added: RESORT FEE Conf #: 230041 QUNICE
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 230041 QUNICE
Extra Charges Pre-Select Added: RESORT FEE Conf #: 23003K ATTACH
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 23003K ATTACH
Extra Charges Pre-Select Added: RESORT FEE Conf #: 23002C GATES
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 23002C GATES
Extra Charges Pre-Select Added: RESORT FEE Conf #: 23003L LUCY
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 23003L LUCY
Extra Charges Pre-Select Added: RESORT FEE Conf #: 23003W PHILLIPS
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 23003W PHILLIPS
Extra Charges Pre-Select Added: RESORT FEE Conf #: 23002D WAITER
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 23002D WAITER
Extra Charges Pre-Select Added: RESORT FEE Conf #: 230029 WAITING
Extra Charges Pre-Select Added: BKFST-ALDT Conf #: 230029 WAITING
Extra Charges Pre-Select Added: RESORT FEE Room #: 102 WILSON
Extra Charges Pre-Select Added: BKFST-ALDT Room #: 102 WILSON
Extra Charges RESORT FEE not added to Room #: 102 WILSON. Reason B-D folio.
Extra Charges Pre-Select Added: RESORT FEE Room #: 202 HAYES
Extra Charges Pre-Select Added: BKFST-ALDT Room #: 202 HAYES
Extra Charges Pre-Select Added: RESORT FEE Room #: 209 FRANKLIN
Extra Charges Pre-Select Added: BKFST-ALDT Room #: 209 FRANKLIN
Extra Charges Pre-Select Added: BKFST-CHILD Room #: 209 FRANKLIN

Figure 6 – Post Install Report

Post Install Changes

There may be instances when once the initial Extra Charges configuration has been installed, changes need to be made to an existing charge. For example, the price of the Pet fee changes.

Once installed, you can change almost any field in a transaction. As soon as you have made the change, for example, the Pet Fee is now \$25.00, the Update Folios and Update Reservations checkboxes will appear and will be checked by default.

If you uncheck either checkbox, when the change is installed, only new folios or reservations will reflect the change.

If you check either of the checkboxes, then the change you made will be applied to ALL Folios and/or Reservations will be updated. Any previously posted transactions will NOT be changed.

Delete

If you click on the red circle with a red line through it, the transaction will be deleted. When installed, the transaction will be deleted from the Extra Charges screen in ALL inhouse folios and GTD/Hold, Gift Certificate and Share-with reservations.

Previous postings on folios will not be deleted.

Reservations/Inhouse Guest Folio

Extra charges button and screen

- Once enabled and installed, all reservations and inhouse folios will show the Extra Charges button. If the button's label is red, there are either pre-selected transactions that have been applied and/or optional charges have been added. Otherwise, the label is black.

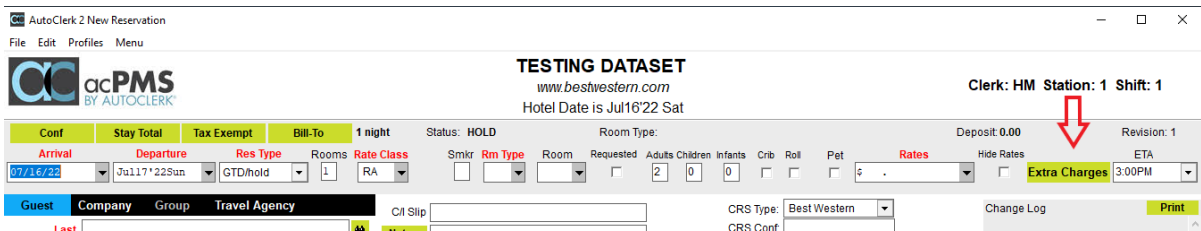


Figure 7 – Extra Charges Button

When the user clicks on the button, the Extra Charges screen opens as seen below:

AutoClerk 2

Extra Charges

Reset to Defaults Key: **Items will Post Arrival Night Only**

Posted	Units	Amount	Comment
RESORT FEE ID: 1			
RESORT FEE (FE-8)			
Nightly	1	\$ 20.00	
BKFST-ALDT ID: 3			
BKFST-ALDT (GS-12)			
Nightly	2	\$ 24.00	

Name	Based On	Add
RESORT FEE	Fixed 1	+
OVERNIGHT		+
BKFST-ALDT	Adults	+
BKFST-CHILD	Children	+
PET	Pet	+
ROLLAWAY		+

Esc OK

Figure 8 – New Reservation with Pre-selections

The right side lists all the configured Extra Charges.

- 'Name' is based on the 'Selection Name' used in setup.
- 'Based On' - the criteria for the charge. A blank cell means there is no criteria, Fixed 1 means the charge is set to 'always' and 1 unit, Adults = number of Adults, Pet - if the Pet checkbox is checked, etc.
- 'Add' – click to add a charge to be posted. Users can also drag and drop to the left-hand side

In the example, "Resort Fee" and "Breakfast" have been preselected. "Resort Fee" was preselected to a fixed number of 1. "Bkfst-Adult" will post an amount based on how many adults are entered. In this case, there are 2.

As the user completes the reservation or walk-in, if anything is entered that meets the criteria for a preselect, then that charge will automatically be added. For example, a guest states she is bringing her dog so the user checks the Pet checkbox. The Extra Charges screen will look like the below example.

AutoClerk 2

Extra Charges ?

Reset to Defaults Key: **Items will Post Arrival Night Only**

Posted	Units	Amount	Comment
RESORT FEE ID: 1			
RESORT FEE (FE-8)			
Nightly	1	\$ 20.00	
BKFST-ALDT ID: 3			
BKFST-ALDT (GS-12)			
Nightly	2	\$ 24.00	
PET ID: 5			
PET (FE-1)			
Arrival Night	1	\$ 15.00	

Name	Based On	Add
RESORT FEE	Fixed 1	+
OVERNIGHT		+
BKFST-ALDT	Adults	+
BKFST-CHILD	Children	+
PET	Pet	+
ROLLAWAY		+

Esc OK

Figure 9: New Reservation

“Pet” has a yellow background indicating it will only post on the Arrival Night as noted at the top of the screen.; “Trans will Post Arrival Night Only.” Once the arrival date has passed, the color changed to olive and the key will change to indicate that it will not post as it is beyond the arrival date. If the clerk would like it to post every night, change “Arrival Night” to “Nightly.”

Applying Extra Charges

When a user wants to apply an Extra Charge to a reservation, walk-in or folio, they can either click on the '+' in the Add column or drag and drop the charge to the left side.

A user can add multiples of the same charge if necessary. For example, a guest has two (2) cars but needs separate charges instead of a single posting of 2 units

Once a transaction has been added to the left side, a user can then change the posting in the following fields:

- Posted – When the charge is posted, either Nightly or Arrival Night
- Units – How many units of the configured charge will be posted. If a guest has 2 cars, and the configured fee is \$15.00 per night, the user can change this to 2 and the amount will automatically change to \$30.00.
- Amount - The amount that WILL be posted on the guest folio.
 - This is on the unit price based on the "Units."
 - A user can manually enter an Amount. If that amount is not divisible by the price per unit or is greater than the max number of units defined in ACConfig, the field will change to 'Manual.'
 - 'Manual' is only a visual reminder that the amount is not what acPMS expects. It has no effect on the postings.
- Comment

This is the same field as you see when posting via F9, post to room, post to no room. It can also be configured during setup. It will print on the guest folio UNLESS something with higher priority bumps it out. One such thing is if a bill-to is set up, this comment will be replaced with the last name on the folio that is sending the charge over.
- Circle with a Slash

This button will remove the transaction from being posted and put it back on the right.

When the user has made the necessary changes to Extra Charges, click OK. This saves the data and allows it to be logged in the reservation/folio log file.

Stay Totals:

Once Extra Charges have been applied in the screen (not necessarily to have saved the reservation yet), they will reflect in the Stay Total.

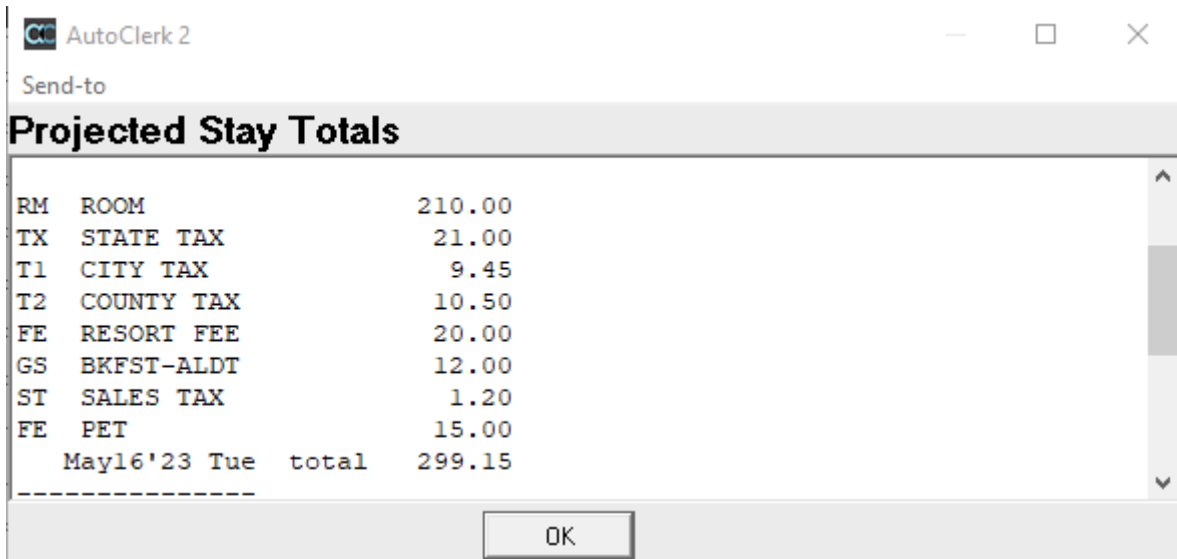


Figure 10: Stay Totals

If Room and/or Extra Charges are set as a bill-to the stay total will show as a bill-to with the confirmation number they are billing to, even if they are inhouse. If an Extra Charge is being billed-to another folio, it will show under that folio's stay total button and it will have no indication in this folio's stay total screen.

CRS Sourced Reservations

If you have a CRS, reservations coming from the CRS will have any preselected Extra Charges applied, however, the Extra Charges button will not turn red until a user has accessed the reservation.

Extra Charges Report

The Extra Charges Report is produced automatically by the Night Audit. It can be set to be Suppressed in ACConfig. The night audit report shows all the Extra Charges posted that day. It can be re-printed through Utilities – View Past Night Audit Reports and is called 'extracharges.[date].fr3

TESTING DATASET
Extra Charges Report

Hotel Date: May-16-2023

Room/Conf#	Bill-To	Name	Charge	Amount	Comment
May16'23 Tue					
202a		HAYES, PAUL	*** No Transactions ****	\$0.00	
209a		FRANKLIN, LINDA	FE.8 RESORT FEE	\$20.00	
209a		FRANKLIN, LINDA	GS.12 BKFST-ALDT	\$24.00	
209a		FRANKLIN, LINDA	GS.14 BKFST-CHILD	\$8.50	
209a		FRANKLIN, LINDA	FE.1 PET	\$15.00	
102a		WILSON, JAMES	FE.8 RESORT FEE	\$20.00	
102a		WILSON, JAMES	GS.12 BKFST-ALDT	\$24.00	
102b	23003V	WILSON, JAMES	GS.12 BKFST-ALDT	\$12.00	
102b	23003V	WILSON, JAMES	PR.1 OVERNIGHT	\$35.00	
				\$158.50	

Figure 11: Night Audit Report

The Extra Charges report can also be found in Gen Reports – Guest Reports – Extra Charges Report.

The default report shows only the inhouse folios with charges to be posted. Any inhouse guest with no Extra Charges and/or guest due to check out are not listed.

If you select Options in the SendTo pipeline you can change the days and parameters.

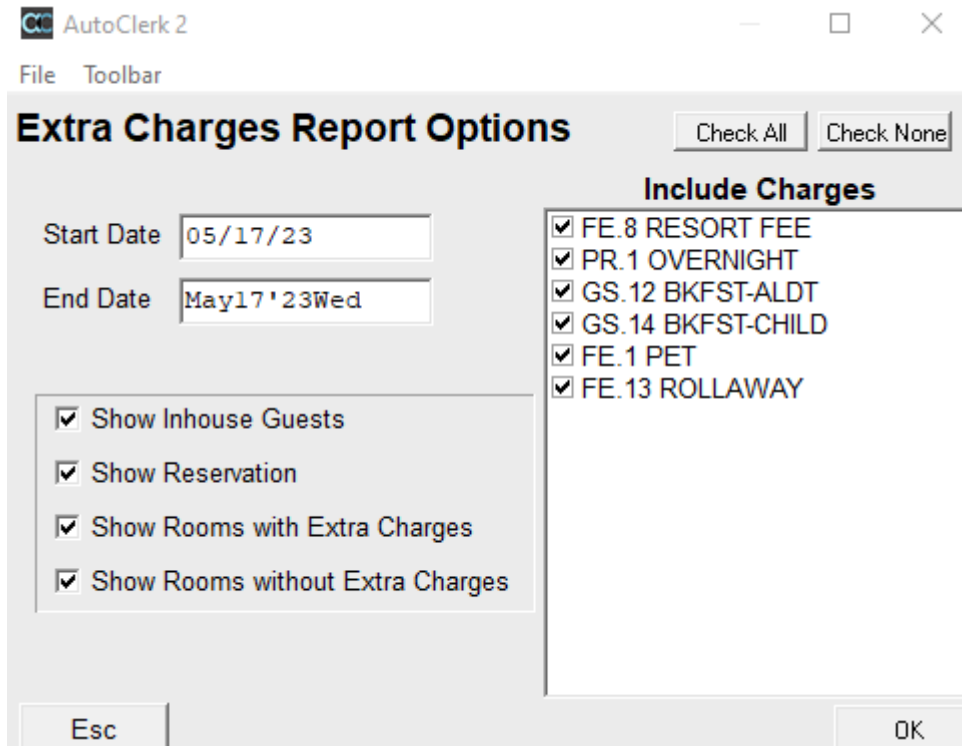


Figure 12: Extra Charges Report Options

You can run the report for multiple future days. Past days can only be seen in the Night Audit report. You can select which charges you want to see and what Inhouse and or Reservations are to be included. This can be helpful if you want to make sure you have enough rollaways or cribs or breakfast items for the future.

Once you have set your options, click OK and then make a selectin in the SendTo pipeline.

TESTING DATASET
Extra Charges Report

Hotel Date: May-17-2023

Room/Conf#	Bill-To	Name	Charge	Amount	Comment
May17'23 Wed					
202a		HAYES, PAUL	*** No Transactions ****	\$0.00	
102a		WILSON, JAMES	FE.8 RESORT FEE	\$20.00	
102a		WILSON, JAMES	GS.12 BKFST-ALDT	\$24.00	
102b	23003V	WILSON, JAMES	GS.12 BKFST-ALDT	\$12.00	
102b	23003V	WILSON, JAMES	PR.1 OVERNIGHT	\$35.00	
230042	230041	JAM	GS.12 BKFST-ALDT	\$24.00	
230042	230041	JAM	FE.1 PET	\$15.00	
23003R		LEGION	GS.12 BKFST-ALDT	\$24.00	
23003R		LEGION	FE.8 RESORT FEE	\$20.00	
230041		QUNICE	FE.8 RESORT FEE	\$20.00	
230041		QUNICE	GS.12 BKFST-ALDT	\$24.00	
				\$218.00	
May18'23 Thu					
230042	230041	JAM	GS.12 BKFST-ALDT	\$24.00	
23003R		LEGION	FE.8 RESORT FEE	\$20.00	
23003R		LEGION	GS.12 BKFST-ALDT	\$24.00	
230041		QUNICE	FE.8 RESORT FEE	\$20.00	
230041		QUNICE	GS.12 BKFST-ALDT	\$24.00	
				\$112.00	
May19'23 Fri					
23003R		LEGION	FE.8 RESORT FEE	\$20.00	
23003R		LEGION	GS.12 BKFST-ALDT	\$24.00	
				\$44.00	

Figure 13: Extra Charges Report

The report is grouped by requested day. It then lists in inhouse guest room and folio or reservation confirmation number; the bill-to confirmation, if any; guest last name; transaction code and description of the Extra Charge posted; amount and Comment. If no Extra Charges were set, it says 'No Transactions.' Each day is totaled.

If Reservations were included, only those with Extra Charges are listed.

The Night Auto Report prints with:

1. Night Audit Date
2. Show Inhouse Guests
3. Show Rooms with Extra Charges
4. Show Rooms without Extra Charges