

Cashiering

The Cashier module includes all programs required for posting guest transactions and processing guest check outs. It is integrated with the Accounts Receivable module to update credit card and direct billing accounts with the amount from the guest folio. All room status changes updated through Check Out are immediately available to Housekeeping and other departments. Cashiers are also alerted to guest messages that have not been delivered at the time the guest is checking out.

Multiple folios are available for each guest account to separate the types of charges. Each property can specify the default folio numbers to be used for posting room charges and charges from interface devices, such as call accounting.

The cashiering functions allow the cashier to:

- ◆ verify billing at check-out time by viewing pertinent guest information used for charging (room rate, package, surcharge, billing comments).
- ◆ reduce time involved in the check-out process by preprinting folios for departing guests.
- ◆ display folios in chronological or reverse chronological order, in summary or detail for long term stays.
- ◆ validate group billings by seeing the originating account and room number for each cross-charge.
- ◆ suppress corrections from the guest's printed copy of the folio.
- ◆ balance each shift independently by operator code.
- ◆ quickly process groups checking out with options to settle all folios for group members and check them out in one step.
- ◆ reinstate folios for late charges or corrections.
- ◆ summarize folio details for long term stays or group billings.
- ◆ post incurred charges to a guest folio without concern whether the transaction is part of the guest's package plan; the system automatically checks the plan, including any limits imposed, and redirects the charge accordingly.
- ◆ settle a guest folio directly to a corporate account through Check Out.
- ◆ transfer all or part of a folio balance to another guest account or a house account.
- ◆ identify guests who have exceeded their credit limit, with an option to continue with the posting.
- ◆ adjust taxes automatically when a transaction is reversed.
- ◆ decrease disputed charges by having the system record the time, date, and the operator who posted the charge.
- ◆ know immediately that the guest is checking out early.
- ◆ post charges using a batch entry mode (i.e., all like charges such as breakfast or telephone can be posted together).
- ◆ view different currency conversion rates, including any surcharges the hotel may impose, for guest inquiries.
- ◆ exchange foreign currencies and be accountable for all transactions when balancing the shift.
- ◆ operate a QANTEL® workstation (e.g., VT6, VT8eJ) with a cash drawer; all transactions posted that affect cash automatically open the drawer.
- ◆ access inactive guest accounts for inquiries or printed folios.
- ◆ post cancellation fees or deposit refunds to a guest not checked in.
- ◆ receive a credit status report for in-house guests exceeding their limit.

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