

Welcome

This training module deals with

Accounting – Month End

The month end can be found under Accounting, "Month End"

RES - Lee Hotel - Version 6.1.1

General Reservations Front Desk **Accounting** View Setup & Admin Log Off

Deposit Tracking Un-Invoiced Reservations All Reservations View Casual Sales No Show Refunds Gratuities Management Commission Management Debtors Map GL Codes Day End **Month End** Reports

Previous Reservations	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T
Doubles 1																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Doubles 2																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Doubles 3																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Twins 4																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Twins 5																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Twins 6																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Singles 7																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Singles 8																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Suites 10																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Suites 9																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Honeymoon Suites 11																				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Before the month end is executed, all the steps (tabs) must be visited to make sure all of the date is correct. Once a month end is done, no change can be made on it. Therefore you have to make sure that all data is correct.
See next slides:

Month End Process

Previous Month-Ends

Details	Open Balance	Month Total	Close Balance

Execute Month End to close off your month.
Note: Can only be done for historic months.

Summarised by GL Code - Account Summary
 Summarised by GL Code - Full Summary
 Detailed

Month-end

Important: Before closing off your month-end, all tasks specified under **Management controls and tasks** above must be completed to ensure accuracy of month-end figures.

The month-end stamps all transactions that will form part of the month-end. Once a transaction has been stamped it will remain forever.

If you have never executed a month-end then the system will recognise this and first create 12 historic month-ends. The oldest month-end will contain all transactions older than 12 months and then a separate month-end for each subsequent month will be produced.

At the beginning of each new month, produce the month-end for the previous month by selecting Month-End tab. Enter the month which requires processing. Then select the **Month-End button** to process all transactions or the month selected.

You can produce the month-end at any time once the month has passed. This must be done once all the above tasks have been completed as described under Management control and tasks.

Transactions included in a specific month are determined according to the following rules:

Income: All charges where the *effective date of the transaction* falls within the month specified.

Cost of Sales: All expense transactions where the effective or the capture date (depending on the setting defined for each expense type → see Data Tables → Expense types for detail) falls within the month specified

Receipts: All payment transactions where the bank date of the transaction falls within the month specified.

Movement: Any transaction that appeared on a previous month-end and then subsequently altered (i.e. changed or deleted) will be reversed in the system and will appear as a movement in the month following the alteration. (E.g. if a product is sold for R10 and recorded on a month end and then later deleted, the reversal of the R10 will appear on the next month end. If the amount was changed from R10 to R8, the next month end will reflect a new sale for R8 and a reversal for R10)

The month-end reports are produced from the transactions included in a specific month-end. Any past month-end can be selected reports produced for that month.

Within each report details are specified to show how figures were calculated and what information is contained in each report. Refer to the comments displayed at the bottom of the reports screen when a report is high-lighted.

Important

The month-end reports should be the only ones used when determining sales turnover for a particular month

Management controls and tasks

Daily functions

Use the **Notes** system to allocate tasks to individual employees or select **EveryOne** to assign the task to all employees. Use the **Notes** system to set reminders for individual guests where specific activities need to be recorded. The same system can be used to set reminders for yourself or individual management team members.

Accuracy of figures

To ensure accuracy of your system, the following management tasks must be performed before your **month-end** is executed.

Found under the **Accounting** tab, the following tabs can be found:

Un-invoices reservations

Select **Un-invoiced Reservations** tab

This facility will check for any reservation where **Charges** exist that have not been invoiced and should have. Only active-out, Checked out and in-house reservations are reported.

Note: It is very important that provisional and confirmed reservations are managed correctly. i.e. reservations where the departure date has already passed must not exist in your system. Use the **All Reservations** button to verify this. (see below for more details)

What gets displayed is dependent on the system setting found under Setup&Admin → Venue → System → **Permit Check out if balance = zero and transactions not invoiced.**

If this setting is selected, then this screen will NOT display reservations where the balance of all accounts within a reservation = zero even if transactions exist that have not been invoiced. If you manage and control your business by ensuring all transactions get invoiced then this setting must be de-selected.

De-select the **in-house** reservations tick box. Any entries remaining must be selected and an invoice produced.

Once done, change the status to checked-out. The system setting found under Setup&Admin → Venue → System → **Permit Check-out if balance > zero and transactions invoiced** will determine if the status is set as Active Out or Checked out. If you wish to colour code reservations with outstanding balances (i.e. Active Out which is normally coloured Red), then this setting must be de-selected. This will add another step to your process process that must be performed. Once payments have been recorded on outstanding reservations, then the status must be changed to Checked-out which will complete the reservation.

If this setting is selected, only reservations where a balance exists **and** not invoiced will be coloured red. i.e. only un-completed reservations will be highlighted.

Refunds

Select the **Refund** tab and process any refunds listed.

Refunds are processed by allocating a portion as a cancellation fee (which can vary from zero to 100%) and a refund component which gets paid.

Refund the balance button will result in the refund transactions generated. One for the refund and one cancellation fee transaction.

Before this action, no transactions are generated and the refund will remain static.

An option exists to allocate the refund component as a credit note.

If the refund is allocated to a company, it will appear in the company account within your debtors system. If it is allocated to a guest account, it will be allocated to a special venue named account and can also be viewed in debtors. From there you may re-allocate the credit note to a future reservation.

Gratuity Management (v6.1.0)

Gratuities is a special system defined Expense type and used to record gratuities on Guest accounts, company accounts or casual sales.

Gratuities recorded are allocated to an employee and processed together with other transactions. i.e. they may be added to a reservation or casual sale or recorded directly on company account. The Pilot POS system will post through any gratuity recorded in that system.

Once recorded, they appear in this screen and require processing.

Note: Gratuities paid cash need not be recorded in the system unless a portion will be retained by the venue.

Each must be processed in turn and either paid to an employee or retained by the venue. If paid to an employee a Gratuity Paid transaction will be generated by the system and will form part of your month-end.

If retained, then the system will consider this as part of your income and will adjust the Taxes (VAT) to reflect the correct vat amount.

NOTE: if Refunds or Gratuity management has been processed, a cash-up should be performed by the user who generated these transactions. This must form part of your daily cash-up process.

All Reservations

Open all **Provisional** and **Confirmed** reservations.

Check for reservations where the **departure date** has already passed. These reservations must either be cancelled or transferred to no-show.

Reservation where the **arrival** date is in the past, these reservations should have a status of In-house. Check if they have arrived and correct the status setting. If they have **not arrived**, then the reservation must either be cancelled or transferred to no-show.

Open the **Active-out** reservations. Check for reservations where the balance = zero

Check that everything has been correctly processed for these reservations and change the status to Checked-out. (This can only be achieved if the system setting “Permit check-out without invoicing (and the balance of the reservation is zero)” – this setting can be found under the venue settings → system tab

Payments received

Very Important: All payments must have the correct **Bank date** set. This date is the day the money reflects on your bank statement. If this is incorrectly recorded, re-enter the transaction and change the date to the correct date.

Ensure all **payments received** have been recorded for either deposits or general payments. For future reservations (arrival date in the future); Record the payment directly on the reservation.

For In-house reservations, first check if an invoice has been produced. If not, then record the payment on the reservation. If the transactions have been invoiced, then record the payment within debtors and allocate the payment to the invoice.

For check-out or active-out reservations record the payment within the debtors system.

Allocate all debtors payments to invoices.

For reservations where the payments recorded are the final payments for the reservations, change the status to checked-out.

For guest reservations the status will remain Active-out unless you have set the system setting “Permit check-out without invoicing transactions” to **on** which will change the status to checked-out provided a zero balance is shown on the reservation. This is the recommended system setting that will enable completed reservations to indicate a checked-out status.

Commission management

Select those commission transactions where the company has invoiced you for the commission. And indicate that payment has been made. This action will generate a new transaction labelled Commission Paid.

Review all commission transactions and asses if any should be written off (i.e. no payment will be made to the company that made the reservation) and process accordingly.

Processing Debtors

Ensure all debtors have been processed. See Debtors management above.

Once all the data is correct run "Month End"
This will Stamp all transactions on the
Month end and generate a posting report.
More Month end reports can be found
under "Reports"

To Generate Pastel export files please refer
to the Pastel Interface Setup manual.

To re-generate a pervious month end
report, select on the month you require and
click on "View Selected"

Month End Process

Previous Month-Ends

Details	Open Balance	Month Total	Close Balance
1000 - August 2010 / Semper Sales - 21 September 20...	0.00	4575.00	4575.00

Execute Month End to close off your month.
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Summarised by GL Code - Account Summary
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End of training module
Accounting – Month End