

Welcome

This training module deals with

Accounting – No Show

No Show

A list of all the **No-show** Bookings can be seen under "No-show" in the Accounting or Front Desk tab.

RES - Semper Central Office - Version 6.1.3.2509

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

Check-in Sales Check-out Daily All Un-Invoiced **No Show** Cash Up Invoice Setup Foreign Exchange Pilot POS Reports Documentation

Previous Reservations	Quick Quote	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
		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
Doubles	1	8	9	10	test				15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Doubles	2	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	te	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Doubles	3	8	9	10	11	12	13	14	15	16	17	18	19	20	as	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Twins	4	8	9	10	11	12	te	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	test		bo	2	3	4	5	6	7	8	9	
Twins	5	8	9	10	11	12	13	14	15	16	17	18	19	20	AS	22	23	24	25	26	27	28	29	30	31	test		3	4	5	6	7	8	9
Twins	6	8	9	10	11	12	13	14	Krug		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Singles	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	as	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Singles	8	8	9	10	11	12	13	14	te	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Suites	10	8	9	10	11	12	13	14	15	16	17	18	19	20	as	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Suites	9	8	9	10	11	12	13	14	te	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9
Honeymoon Suites	11	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9

No Show Reservations

Outstanding Balances All Arrival from 26 July 2013 ▼

Folio	Room	Name	Group Name	Arrival	Departure	Status	Charges	Expenses	Payments	Balance
81	3 - Doubles	Hilda Jennings		23/08/2013	24/08/2013	Active Out	118.17	0.00	0.00	118.17

Open Restore Cancel Check Out Close

From here you can open, invoice, restore or cancel the booking.

No Show

To make a booking a no-show, open the reservation and click on "No Show".
Confirm "yes" you want to make the booking a no-show.

Note:

Use the Cancel Button if the booking is Cancelled

Reservation Details - Folio #74 - test test

Transactions | Group Reservations | Group Transactions | Rooming List | Employee: Ilona Krahenbuhl | Tentative ?

Folio No.: 74 | Web Ref.: | Created By: Ilona Krahenbuhl | on 23 August 13

Room/Product: 2 - Doubles | Doubles - Doubles | Special Colour: F [Redacted] B | Reset

Arrival Date: 23 August 2013 | ETA: 12:00 | Nights: 1 | Balances - Guest: 0.00 | Company: 1440.00

Departure Date: 24 August 2013 | ETD: 10:30 | CRS Folio: 10689 | Type: Normal Reserval | Reason: |

Adults: 2 | Child2: 0 | Business Source: <Unspecified>

Child1: 0 | Child3: 0 | Voucher No.:

Guest(s)											
	Main	Acc	Title	First Name	Last Name	Email	Tel No (w)	Mobile No	Visits	Fax	Email
Add											
More		<input checked="" type="checkbox"/>	Ms	test	test				7		Move
Del											Prof
SMS											
Survey											

Date of Birth: 21 August 1978 | ext1: | ext2: |

Anniversary: 21 August 2005

Booked By: Travel Agent Test | Contact: qqqq qqqq | Change More New | Contact: qqqq qqqq | Change More

Rate: Custom Rate | Change Custom | Email: | Send | Tel No (w): | Pay Responsibility (2): | Change More

test1: ssssss | ReservationText3: | ReservationText4: |

ReservationText2: | Int. Tour Operator: <Unspecified> | New

Notes | Activity Log | Docs | Copy | Rate Price | Rate Table

Cancel | Split | Can't move | POS Block | Confirmed | No Show | Save | Save & Close | Close

The booking will be taken off the calendar screen and will be in the list under the “No-show” tab.

No Show Reservations

Outstanding Balances All Arrival from

Folio	Room	Name	Group Name	Arrival	Departure	Status	Charges	Expenses	Payments	Balance
74	2 - Doubles	test test		23/08/2013	24/08/2013	Active Out	1800.00	-360.00	0.00	1440.00
81	3 - Doubles	Hilda Jennings		23/08/2013	24/08/2013	Active Out	118.17	0.00	0.00	118.17

Open Restore Cancel Check Out Close

No Show

The booking can be **opened** from here and it will display at the top that it is a No-show booking. A cancellation fee can be posted on the transaction screen.

Reservation Details - Folio #81 - Hilda Jennings (No Show)

Transactions Group Reservations **Open Transactions** Rooming List Employee: Ilona Krahenbuhl Tentative ?

Folio No.: 81 Web Ref.: Created By: Ilona Krahenbuhl on 23 August 13

Room/Product: 3 - Doubles Doubles - Doubles Special Colour: F [redacted] B Reset

Arrival Date: 23 August 2013 ETA: 12:00 Nights: 1 Balances - Guest: 118.17 Company: 0.00

Departure Date: 24 August 2013 ETD: 10:30 CRS Folio: 10696 Type: Normal Reserval Reason: < >

Adults: 2 Child2: 0 Business Source: < Unspecified >

Child1: 0 Child3: 0 Voucher No.:

Guest(s)

	Main	Acc	Title	First Name	Last Name	Email	Tel No (w)	Mobile No	Visits	Fax	Email
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Ms	Hilda	Jennings				0		Move

Date of Birth: 23 August 2013 Nationality: < Unspecified > ContactText1: < >

Anniversary: 23 August 2013 Car Reg1. No.: ContactText2: < >

Booked By: < Guest > Change More New Pay Responsibility: < Guest > Change More

Contact: Change More New Contact: Change More

Rate: Rack Rate Change Custom Email: Send

Tel No (w): Pay Responsibility (2): Change More

test1: ssssss ReservationText3: < >

ReservationText2: ReservationText4: < >

Notes Activity Log Docs Copy Rate Price Rate Table Int. Tour Operator: < Unspecified > New

Cancel Split Can't move POS Block **Active Out** No Show Save Save & Close Close

If a booking was already charged, all the transactions will still show on the booking.
The manager must decide if a cancellation fee must be charged . If not all the transactions must be reversed so that the booking is zero.

Transaction Details - Folio #81 - Hilda Jennings (No Show)

Reservation | Group Reservations | Group Transactions | Rooming List

Display Transactions
 Summary Detailed
 As Invoice
 Entire Group All Accounts

Billing Accounts
 Hilda Jennings

Deposit Details
 Due Date : 23 August 13
 Deposit Due : 0.00 Perc. : 0.00
 Received : 0.00 Owing : 0.00

 Email Display

Effective Date	Room	Product	Description	Invoice	Folio #	Allocated to	Qty	Unit Price	Tax	Amount	Use
23 August 20...	3	3	Doubles	Not Inv...	81	Hilda Jennings	1	117.00	14.37	117.00	Ilor
23 August 20...	3	TOMSA	TOMSA Levy (3)	Not Inv...	81	Hilda Jennings	1	1.17	0.00	1.17	Ilor

Hilda Jennings

Pro-formas

 Email Display

Invoices

 Email Display

Documents

 Invoices: Guest=0 Company=0

Generate Room Charges

Balances
 Hilda Jennings : 118.17
 All Guests : 118.17
 All Companies : 0.00
 Total (All Accounts) : 118.17
 View Transaction Summary

Active Out

No Show

To charge a cancellation fee, reverse all the accommodation charges. Click on **charge** and charge the amount under the cancellation fee.

Transaction Details - Folio #81 - Hilda Jennings (No Show)

Reservation | Group Reservations | Group Transactions | Rooming List

Display Transactions
 Summary Detailed
 As Invoice
 Entire Group All Accounts

Billing Accounts
Hilda Jennings

Deposit Details
Due Date: 23 August 13
Deposit Due: 0.00 Perc.: 0.00
Received: 0.00 Owing: 0.00

 Email Display

Effective Date	Room	Product	Description	Invoice	Folio #	Allocated to	Qty	Unit Price	Tax	Amount	Use
24 August 20...	3	Cancellat...	Cancellation Fee	Not Inv...	81	Hilda Jennings	1	100.00	0.00	100.00	llor

Hilda Jennings

Pro-formas

 Email Display

Invoices

 Email Display

Generate Room Charges
Invoices: Guest=0 Company=0

Balances
Hilda Jennings: 100.00
All Guests: 100.00
All Companies: 0.00
Total (All Accounts): 100.00
 View Transaction Summary

Active Out

No Show

If a **cancellation fee** was charged, add the payment to the booking under no-show and create an invoice once the booking is zero.

Transaction Details - Folio #81 - Hilda Jennings (No Show)

Reservation | Group Reservations | Group Transactions | Rooming List

Display Transactions
 Summary Detailed
 As Invoice
 Entire Group All Accounts

Billing Accounts
Hilda Jennings

Deposit Details
Due Date: 23 August 13
Deposit Due: 0.00 Perc.: 0.00
Received: 0.00 Owing: 0.00

 Email Display

Effective Date	Room	Product	Description	Invoice	Folio #	Allocated to	Qty	Unit Price	Tax	Amount	Use
24 August 20...	3	Cancellat...	Cancellation Fee	Not Inv...	81	Hilda Jennings	1	100.00	0.00	100.00	Ilor
23 August 20...	3	Bank Tra...	Bank Transfer (19)	Not Inv...	81	Hilda Jennings	1	-100.00	0.00	-100.00	Ilor

Hilda Jennings

Pro-formas

 Email Display

Invoices

 Email Display

Documents

Invoices: Guest=0 Company=0

Generate Room Charges

Balances
Hilda Jennings: 0.00
All Guests: 0.00
All Companies: 0.00
Total (All Accounts): 0.00
 View Transaction Summary

Active Out

No Show

If the booking is zero, you can change the **status** to checked-out, by selecting the booking and clicking on “Check Out”.

Note:

There should **not be any** No-show bookings with a confirmed or provisional status, otherwise you will not be able to do a month end.

Change all the No-show bookings that have an outstanding balance to “**Active-out.**”

Folio	Room	Name	Group Name	Arrival	Departure	Status	Charges	Expenses	Payments	Balance
74	2 - Doubles	test test		23/08/2013	24/08/2013	Active Out	1800.00	-360.00	0.00	1440.00
81	3 - Doubles	Hilda Jennings		23/08/2013	24/08/2013	Active Out	100.00	0.00	-100.00	0.00

Notes:

1. The main difference between a no-show booking and a cancelled booking is that the transactions on a NO-SHOW booking are **NOT reversed**, a cancellation fee can be charged and a pro-forma invoice can be produced.
2. As soon as you cancel a booking, all the transactions will be reversed, a refund can be processed if a payment was made, but no invoice or pro-forma invoice can be produced.
3. The no-show booking has to be processed – either Charge a cancellation fee or cancel the booking. The no-show bookings with an outstanding amount will show in you debtors .

End of training module
Accounting – No-Shows