

Cashing out a Spa Booking

Quick Reference Guide

Checking IN/OUT an Integrated Service

Linked to Front Desk, Member Account or A/R Account

****Right Click and F5 are both 'Drill Down'****

F5 on appointment

08:00am	08:00
08:30am	08:30
Waite, Va	09:00
Peggy	09:30
	09:30
10:00am	10:00

Click 'CHECK IN'

Booking Number 1391
 Svc Pkg #
 FD Res # 3587

F4 to return to booking screen

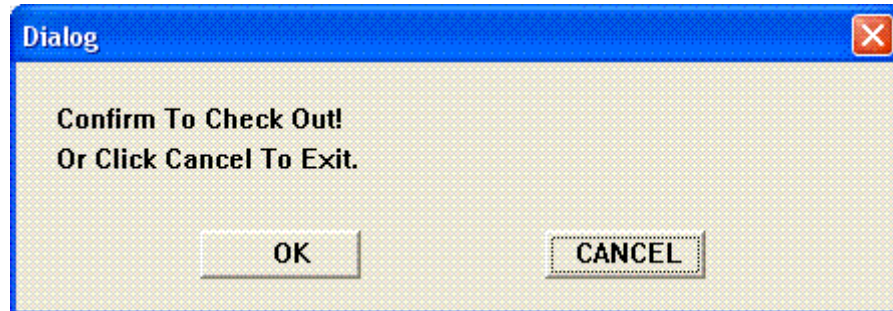
F5 on appointment

Confirm the FDRES# field is populated

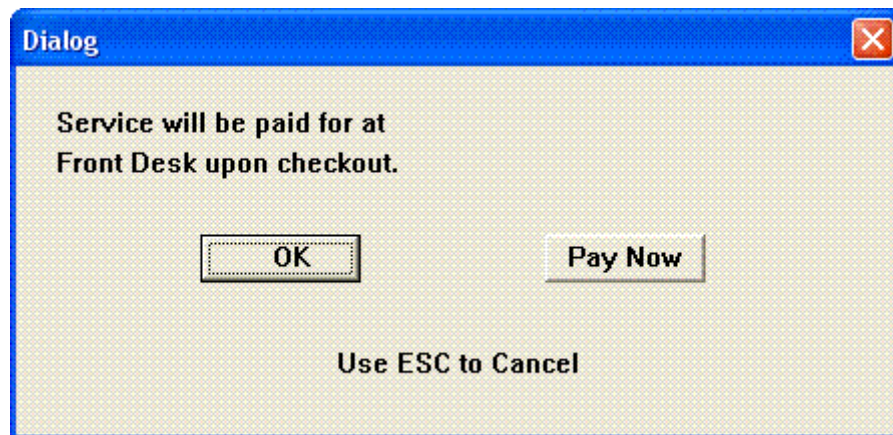
Click 'CHECK OUT'

CheckOut

Click 'OK' to confirm



Message: Service will be paid for at Front Desk upon checkout?



Select 'PAY NOW' to go to the Spa Charge Settlement screen and accept payment via cash, gift card or credit card

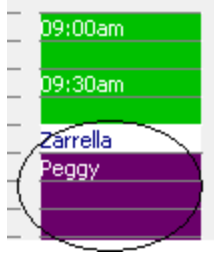
Select 'OK' to leave the charge on the guest's room to be paid at check out

Checking IN/OUT an Integrated Spa Service Package

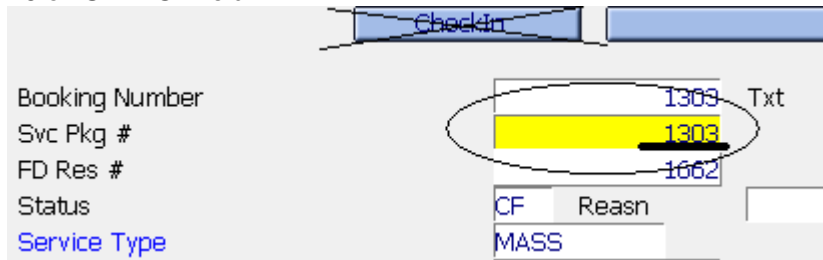
****Right Click and F5 are both 'Drill Down'****

Check In

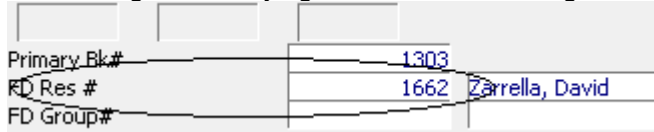
F5 on appointment in package



F5 on SVPKG# field



Confirm if guest is staying at hotel and link using FDRES# field at top (F8 to select)



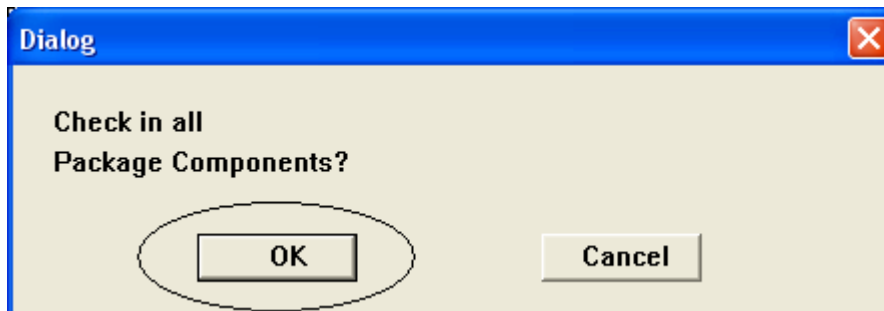
Select 'UPDATE' once link established



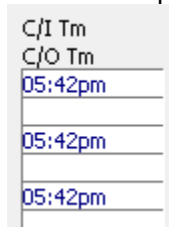
Click 'C/I'



Click 'OK' to confirm



Confirm all appointments have a C/I Time

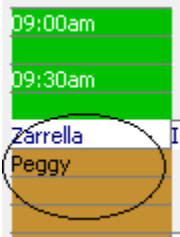


Click 'EXIT' back to the booking screen

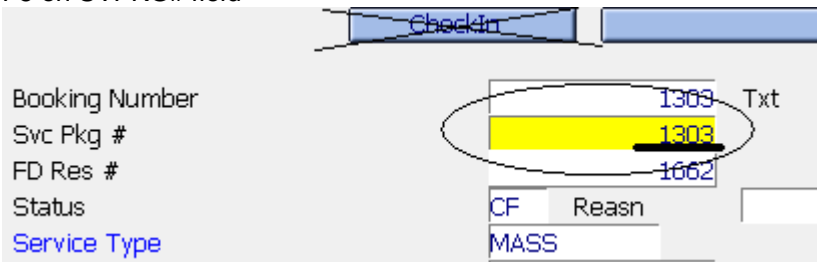


Post Charges and Check Out

F5 on appointment in package



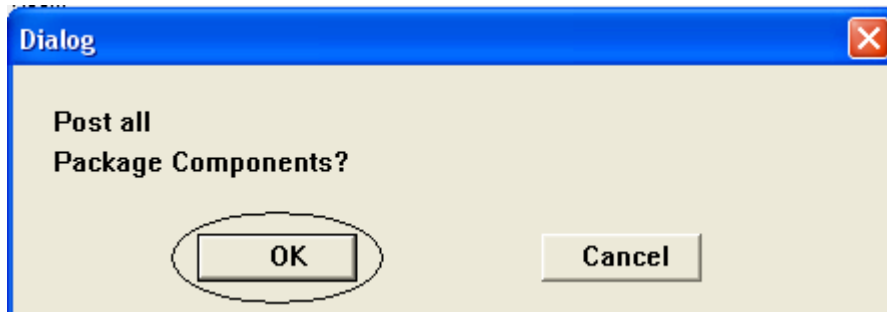
F5 on SVPKG# field



Click 'POST CHG'



Click 'OK' to confirm



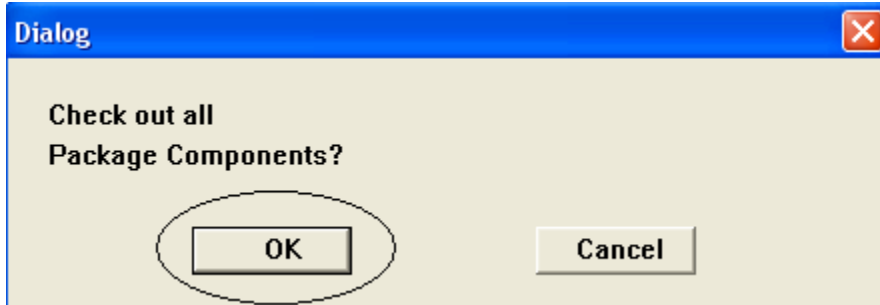
Confirm each appointment is Posted

Charge Folio	P
12567P	83.60 N
12567P	74.80 N
12567P	39.60 N

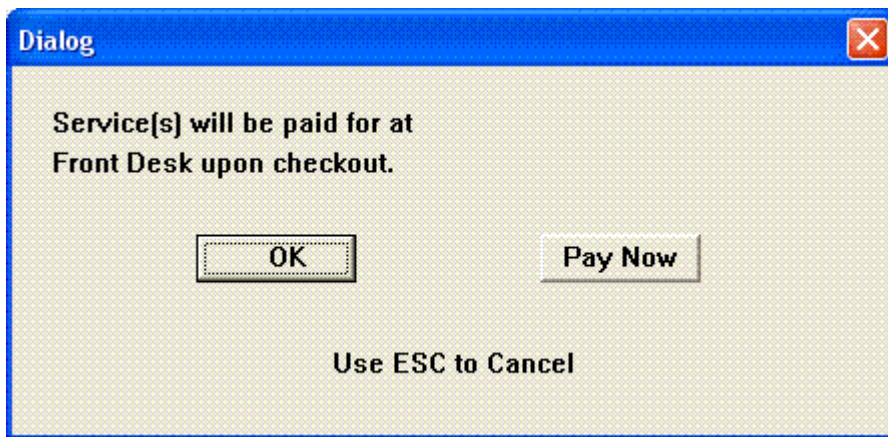
Click 'C/O'

C/O

Click 'OK' to confirm



Accept payment or leave charge on front desk folio



OK – Leave charge on Guest's room, they will pay when they check out

PAY NOW – Guest will pay using cash or credit card NOW

C/I Tm
C/O Tm
05:42pm
06:02pm
05:42pm
05:57pm
05:42pm
05:57pm

Confirm each appointment has a C/O Time

Checking IN/OUT a Spa Service Group ► I service for One Guest

****Right Click and F5 are both 'Drill Down'****

F5 on appointment in Service Group

11:00am	11:00am	11:00am
11:30am	11:30am	Minten, T
12:00pm	12:00pm	Ingrid
12:30pm	12:30pm	12:30pm

Guest	Minten, Terry
Provider	Ingrid
Phone #	n/a
Svc Grp#	311 Svc Pkg#

F5 on SVGRP# field

Participant	16797	Minten, Terry	SGrp#	311
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Click 'C/I REM'

C/I Rem	Pst Rem	C/O Rem	Cxl Rem
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Click 'PROCESS' to complete

Process

Ensure each service has a check in time displayed

C/I Tm	
C/O Tm	
02:26pm	
02:26pm	

Click 'EXIT' back to the booking screen

Exit

F5 on appointment in Service Group

F5 on SVGRP# field

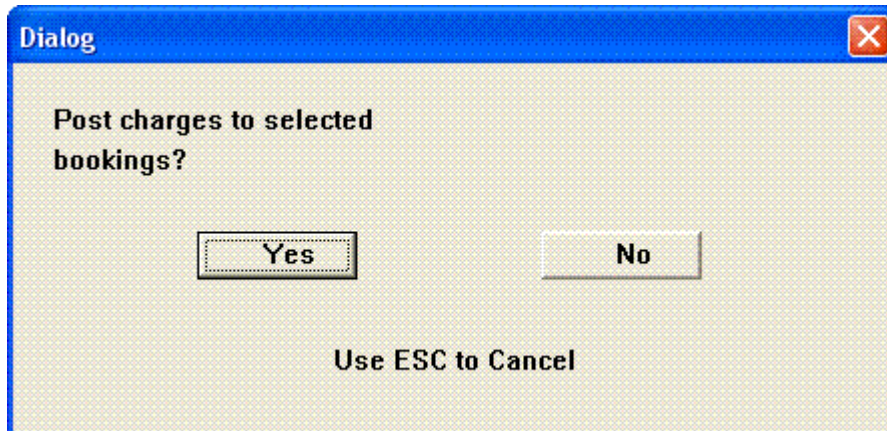
Click 'PST REM'

C/I Rem	Pst Rem	C/O Rem	Cxl Rem
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Click 'PROCESS' to complete

Process

Select YES to confirm the posting



Ensure each service has been posted. A yellow 'P' is displayed

GuestName	Charge	Folio#
MINTEN, TERRY	145.00P	38743
MINTEN, TERRY	90.00P	38743

Click 'C/O REM'

C/I Rem

Pst Rem

C/O Rem

Cxl Rem

Click 'PROCESS' to complete

Process

User is taken to a Folio to accept payment:



Folio Detail Entry/View [linda] - Water's Edge Resort & S

File Record Window Info Help

Folio No: 38743 Spa Default Account

Bill Src: AR

Src Id:

Desc: Minten, Terry/SV#1396

Text: N

Posted Charges: 277.30

Posted Payments:

Folio Balance: 277.30

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		03/18/2010	FS	WAT			S: 311	90.00		Y
2		03/18/2010	SG	WAT			GRATUITY	16.20		Y
3		03/18/2010	MS	WAT			S: 311	145.00		Y
4		03/18/2010	SG	WAT			GRATUITY	26.10		Y

F6 to create a new line on the folio

5		03/18/2010	CD							277.30	
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Input the Post Code for correct payment method and complete the payment

Print the Folio



F4 back to the Service Group screen and ensure each service has a check out time

C/I Tm
C/O Tm
02:26pm
02:36pm
02:26pm
02:43pm

Checking IN/OUT a Spa Service Group ▶ I service for ▶ I Guest

****Right Click and F5 are both 'Drill Down'****

F5 on appointment in Service Group

02:00pm	McKechni
	Keisha
02:30pm	
03:00pm	03:00pm
03:30pm	03:30pm
04:00pm	04:00pm
04:30pm	04:30pm
05:00pm	05:00pm
Guest	McKechnie, Stua
Provider	Keisha
Phone #	n/a
Svc Grp#	312

F5 on SVGRP# field

Participant	16861	McKechnie, Stuart	SGrp#	312
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Click 'C/I REM'

C/I Rem	Pst Rem	C/O Rem	Cxl Rem
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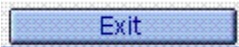
Click 'PROCESS' to complete

Process

Ensure each service has a check in time displayed

C/I Tm
C/O Tm
02:49pm
02:49pm
02:49pm
02:49pm

Click 'EXIT' back to the booking screen



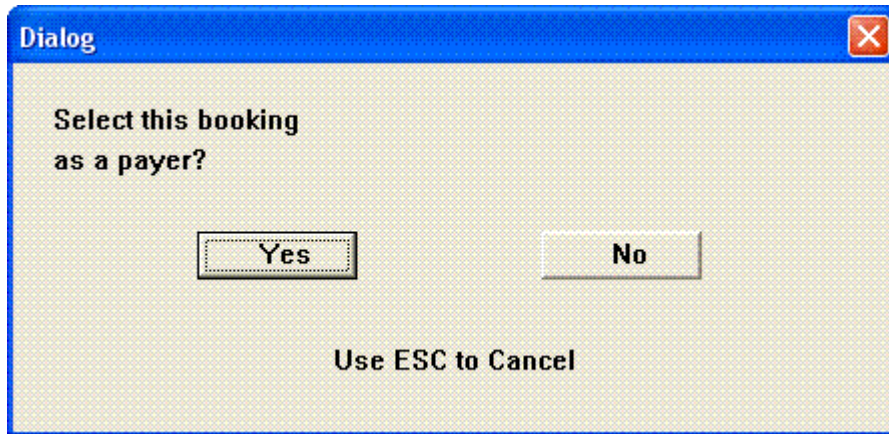
F5 on appointment in Service Group

F5 on SVGRP# field

Double Click in the 'ATPY' field to select the payer

GuestName	Charge	Folio#	Date	FD Pkg	Room	Time	Guest	Time	C/I Trm	C/O Trm	SrvTyp	Service	Bk#	Res#	St	BT	ATPY
MCKECHNIE, KATHARINE	105.00		03/18/2010		02:00pm	02:00pm	02:49pm	02:49pm	MASS					1399	CF		
MCKECHNIE, KATHARINE	35.00		03/18/2010		03:00pm	03:00pm	02:49pm	02:49pm	NAILS					1400	CF		
MCKECHNIE, STUART	105.00		03/18/2010		02:00pm	02:00pm	02:49pm	02:49pm	MASS					1397	CF		
MCKECHNIE, STUART	35.00		03/18/2010		03:00pm	03:00pm	02:49pm	02:49pm	DTMS0					1398	CF		
MCKECHNIE, STUART	35.00		03/18/2010		03:00pm	03:00pm	02:49pm	02:49pm	NAILS					1399	CF		
MCKECHNIE, STUART	35.00		03/18/2010		04:00pm	03:45pm			MENMAN								

Click 'YES' to confirm



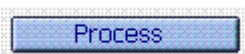
Ensure the PAYER information is accurate at the bottom of the screen

Payer:		
Booking#	1399	Folio#
FD Res#		
FD Group#		
Participant		MCKECHNIE, KATHARINE
A/R Client	2917	SPA DEFAULT ACCOUNT

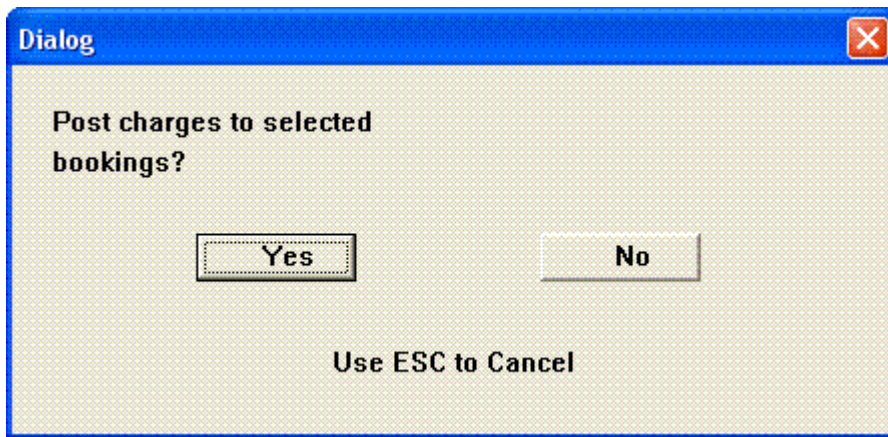
Click 'PST REM'



Click 'PROCESS' to complete



Select YES to confirm the posting



Ensure each service has been posted. A yellow 'P' is displayed

GuestName	Charge	Folio#
MCKECHNIE, KATHARINE	105.00P	38744
MCKECHNIE, KATHARINE	35.00P	38744
MCKECHNIE, STUART	105.00P	38744
MCKECHNIE, STUART	35.00P	38744

Click 'C/O REM'



Click 'PROCESS' to complete



User is taken to a Folio to accept payment:



Folio Detail Entry/View [tinda] - Water's Edge Resort & S

File Record Window Info Help

Folio No: 38744 Spa Default Account

Bill Src: AR

Src Id:

Desc: Mckechnie, Kathari/SV#1399

Text: N

Posted Charges: 330.40

Posted Payments:

Folio Balance: 330.40

Seq	X	Date Eff	Post	Prop	Bld	Room	Voucher	Charges	Payments	Text
1		03/18/2010	MS	WAT			S: 312	105.00		Y
2		03/18/2010	SG	WAT			GRATUITY	18.90		Y
3		03/18/2010	MS	WAT			S: 312	105.00		Y
4		03/18/2010	SG	WAT			GRATUITY	18.90		Y
5		03/18/2010	SM	WAT			S: 312	35.00		Y
6		03/18/2010	SG	WAT			GRATUITY	6.30		Y
7		03/18/2010	SM	WAT			S: 312	35.00		Y
8		03/18/2010	SG	WAT			GRATUITY	6.30		Y

F6 to create a new line on the folio

9		03/18/2010	1VS							330.40
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Input the Post Code for correct payment method and complete the payment

Print the Folio



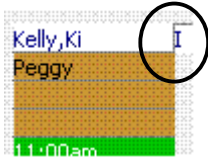
F4 back to the Service Group screen and ensure each service has a Check Out time

C/I Tm
C/O Tm
02:49pm
03:07pm
02:49pm
03:03pm
02:49pm
03:03pm
02:49pm
03:03pm

Checking Out a service with a Split Payment

One Service split between gift card and another tender method

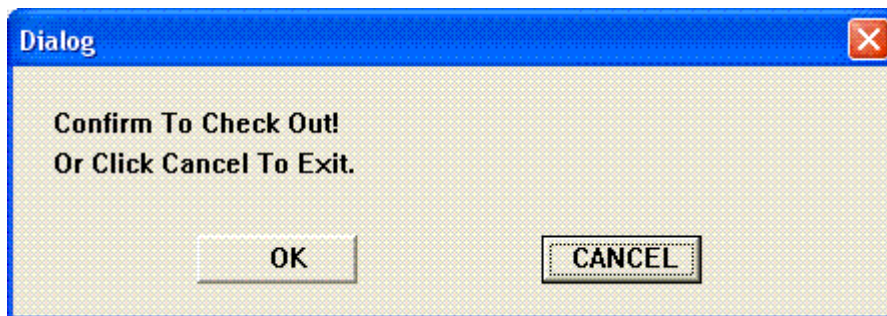
Ensure appointment is checked in



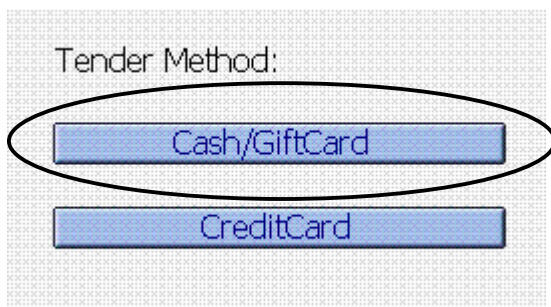
F5 on appointment and select the Check Out button



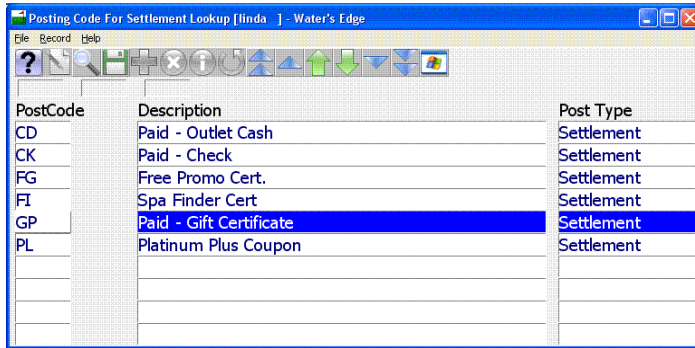
Select OK to confirm to check out



At the Spa Charge Settlement screen, select Cash/Gift Card tender method button



Select the Gift Card payment button and press ENTER



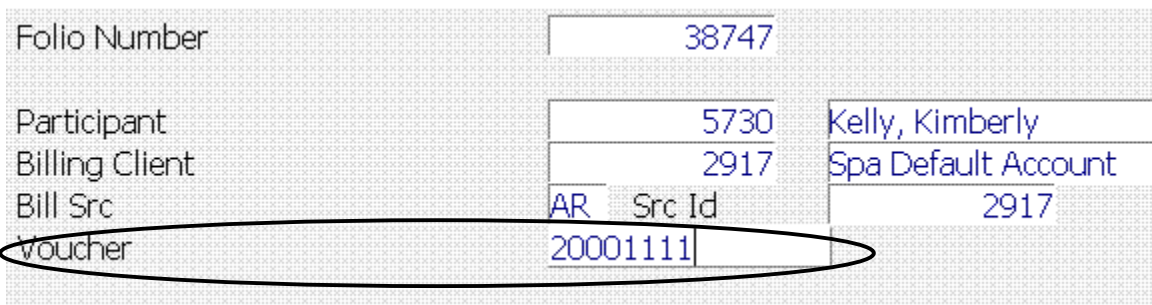
Swipe the Gift Card or select Window | Manual Entry to input the gift card number



Select ALL if gift card being fully redeemed or OTHER to input a partial amount to be redeemed



At the VOUCHER field, either enter through OR input the gift card number (limited to 10 characters)



Enter on the Complete Sale button. This saves the first tender method!!

Amount Tendered	<input type="text" value="100.00"/>	Remaining Amount	<input type="text" value="18.00"/>
Change	<input type="text"/>		

NOTE: The Remaining Amount still due.

The cursor returns to the Cash/Gift Card Tender method button

Select a second tender method, i.e. cash or credit card

Tender Method:

Swipe the card for authorization if credit card selected

Enter on the Complete Sale button to complete the final portion of the payment

Amount Tendered	<input type="text" value="18.00"/>	Remaining Amount	<input type="text"/>
Change	<input type="text"/>		

Print the Receipt and F4 to finish