

# Night audit

## 4. DAILY closing.

November 2.017





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One of the most "interesting" POINTS of the applications of HOTELS, in my modest understanding, is in what is called CLOSE OF DAY, or also NIGHT AUDITOR (I have not yet managed to know why AUDITOR, since AUDITOR interpreter is something else).

The most important fact that is executed, is the AUTOMATIC CHARGE of concepts of CHARGE to the ROOMS, according to the conditions that have been given to them. More important: ROOMS CHARGES, BREAKFAST CHARGES, LUNCHESES, DINNERS, Scheduled Services, and all those repetitive CHARGES that have occurred in the CHARGE of the STAY.

It is convenient, before making the CLOSING, to make a "pre-closing", for it SEVEN STARS, contemplates it with the DAILY option of CONTRACTED EXPENSES (Option 2.A). This option issues a report detailing all the services that will take place at the close of the day. Since this process does not carry out the closing itself, it can be executed repeatedly without fear of producing any type of modification.

In fact, it is very interesting to ask for this list just before the closing, because it is a very practical method to check how the closing is going to be, if we have forgotten to enter in any client, if it lacks to define some service, or simply to check the prices applied.



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## 4. DAILY closing.



Main menu / 4. Night audit User: adminc1

Active date: domingo, 27 enero 2019  
New active date: lunes, 28 enero 2019

Enter the same number

7627

✓ Confirm

The system asks us to give it a numerical code, to be sure that we really want to make the CLOSE.



# Night audit

## 4. DAILY closing.



Menú Principal / 4. Cierre

Estancias sin salir

Núm. hab.	Fecha entrada	Huésped	Agencia/Empresa	# Reserva	Salida	Ampliar
04C	2019-03-05	DE	LM	1720	<input checked="" type="checkbox"/>	<input type="checkbox"/>
08E	2019-02-09	RE	LAN	5693	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10E	2019-03-04	SC	ITS	6343	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11E	2019-03-02	HE	NU	322	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13C	2019-03-09	MA	ITS	976	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13D	2019-03-04	PF	TUI	4325	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14A	2019-03-02	KE	NU	323	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14C	2019-03-09	BO	TUI	1047	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14D	2019-03-02	PO	TUI	1267	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14E	2019-03-02	AD	NU	9333	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14F	2019-03-04	BU	TUI	9770	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15E	2019-02-12	DI	ITS	8905	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15F	2019-03-02	RE	ITS	3669	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16C	2019-03-09	AB	NU	7881	<input checked="" type="checkbox"/>	<input type="checkbox"/>

20

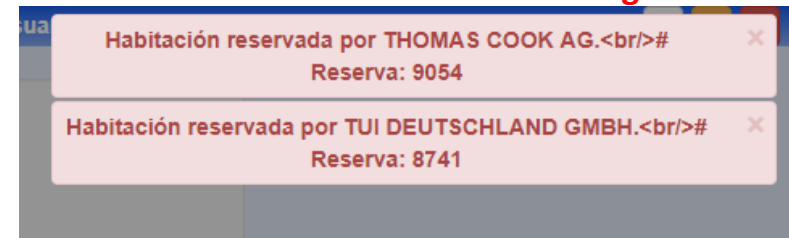
< 1 2 3 4 >

☒ ☐

If we have rooms that should have left, the system tells us so and does not let us continue.

If any of them is DEPARTURE without CHARGES, it will mark it for us and gives the rest of us the option of prolonging their STAY, and in this case if they would let the CLOSE be carried out:

**Check the box of Enlarge**



Even so, we could give some messages indicating that the rooms they occupy may already be pre-assigned to some reservation in that case would be necessary to vary these rooms in the reservations indicated.



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## 4. DAILY closing.



No Show

Núm. hab.	Fecha salida	Huésped	Agencia/Emresa	# Reserva	No Show	Fecha entrada
02A	2019-03-30	SC	ITS	SCH...	7640	<input checked="" type="checkbox"/>
08E	2019-03-30	HO	LA	SEN ...	5693	<input checked="" type="checkbox"/>
09B	2019-03-23	RO	Z	MBH	6903	<input checked="" type="checkbox"/>
10C	2019-03-23	BIL	TU	MBH	1962	<input checked="" type="checkbox"/>
10E	2019-03-28	PU	NU		7559	<input checked="" type="checkbox"/>
11E	2019-03-23	NA	TU	MBH	2154	<input checked="" type="checkbox"/>
14d	2019-03-23	JAN	TU	MBH	983	<input checked="" type="checkbox"/>
15D	2019-03-23	VO	DE	BUS...	349	<input checked="" type="checkbox"/>
15F	2019-03-23	BE	FT	SL	488	<input checked="" type="checkbox"/>
17A	2019-03-23	ER	TU	MBH	10037	<input checked="" type="checkbox"/>
17D	2019-03-23	KU	NU		650	<input checked="" type="checkbox"/>
20A	2019-03-23	BO	AL		8237	<input checked="" type="checkbox"/>
20C	2019-03-25	ME	DE	BUS...	8277	<input checked="" type="checkbox"/>
20D	2019-03-25	KAR	DE	BUS...	8278	<input checked="" type="checkbox"/>

20

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1

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>

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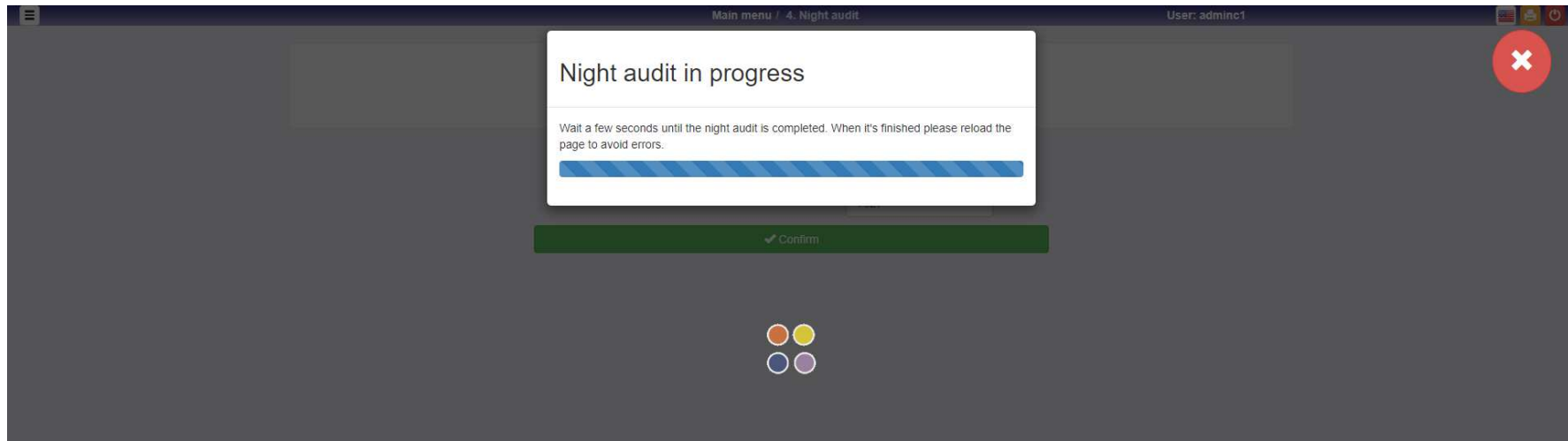
It also tells us about the No Show. To which we can extend the date of entry in one more day.

In the case of Time Sharing it is automatically extended to one more day as long as this is not the day of departure.



# Night audit

## 4. DAILY closing.



The following step is to proceed to do the night closing



# Night audit

## 4. DAILY closing.



Listado de previsión de salidas (17-03-2019)

17-03-2019 17:17

### Listado de previsión de salidas (17-03-2019)

	Hab.	Hora	Via		Booker	Voucher		Huésped	País	Pax	Fecha entrada	Cargos (A)	Cargos (C)
	03D	10:35	WK 0213	FT	SL	P8F1R	SC		DEU	2	05-03-2019	0,00	0,00
\$	15C	00:00		DI			FE		HUN	1	13-03-2019	0,00	200,00
\$	23D	00:00		TU	BH	38611565	BI		DEU	1	04-03-2019	75,00	0,00
\$	24A	11:20	X3 2353	TU	BH	37793993	MI		DEU	3	02-03-2019	117,00	0,00
\$	24B	08:20	X3 2873	TU	BH	37793993	FR		DEU	2	02-03-2019	108,00	0,00
\$	29A	16:55	OE 2139	FE		25008772-1	BE		DEU	3	07-03-2019	161,00	0,00
\$	29B	16:55	OE 2139	FE		25008772-1	SC		DEU	2	07-03-2019	146,00	0,00
\$	32C	00:00		VI	JNAL	34050234	EL		DEU	3	02-03-2019	0,00	0,00
\$	32D	12:00		EX	K	325077	KC		DEU	3	02-03-2019	82,00	0,00
\$	34E	15:05	DE 1457	FT	SL	M7H6R	BI		DEU	2	28-02-2019	135,80	0,00
\$	34F	11:20	X3 2353	FT	SL	4Z3CL	KR		DEU	2	11-03-2019	102,00	0,00
\$	42C	15:05	HAM	NU		15448319	PA		DEU	2	11-03-2019	135,80	0,00
\$	42D	15:05	HAM	NU		15448319	AF		DEU	2	11-03-2019	135,80	0,00
\$	46D	12:00	BOOK	DI			HI		HUN	2	10-03-2019	0,00	790,02
\$	RM05	10:35	WK 213	ITS	G	7B202713	GU		CHE	2	10-03-2019	0,00	0,00
\$	RM06	14:05	EZY 5924	ITS	CHLAND	8B615258	TR		DEU	4	09-03-2019	112,00	0,00
\$	RM15	17:30	X3 2139	TU	BH	40673022	TR		DEU	2	07-03-2019	146,00	0,00

Habitaciones: 17 Pax: 38 Adultos: 32 Niños: 6 Cunas: 2 Cargos (A): 1.456,40 Cargos (C): 990,02

There will go out on screen those lists that are programmed for it.



# Night audit

## 4. DAILY closing.

Class One

When closing the NIGHT, if the Meteorological Control is enabled, you will ask us for the following information

- \* You can give the following data: Rain, Wind, Heat and Sun from 0 to 4, and indicate up to 4 degrees of temperature.
- \* You can say that there were one/two Events or that it was a Holiday and indicate what it was.
- \* Indicate up to 3 observations of what happened that day

Valores del DIA en CIERRE DIARIO

					Rain/Lluvia 0->4	2
					Wind/Viento 0->4	1
					Heat/Calor 0->4	3
					Sun / Sol 0->4	0

Weather / Tiempo

25			
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Festivo / Evento ☒ LA FINAL DE COPA

Festivo / Evento ☐

Warning / Obs.

1	VINO LA POLICIA POR UNA DENUNCIA
2	
3	

These data to introduce them in the closing of Night can take a minute to the concierge of night, but they can indicate some very useful data to us in a future





# Night audit

## 4. DAILY closing.



This process is REQUIRED EXECUTION each day, because it represents the end of one day and the passage to the next. Normally it is carried out from 00:00 a.m. and before the first hour of the morning.

The operations that the daily closing entails, are the following ones:

1). **Check** if there is any **invoice left to be issued**, corresponding to clients who have already left or had to leave the hotel, according to their departure date.

If **open invoices** were detected, **the closing would not be allowed**, and the screen would inform which rooms have left and which should be invoiced. All rooms must be invoiced.

2). The system check **if there is a RESERVATION** that should enter the day of TODAY, if so, it allows us to go back, to be able to STOP this RESERVATION, since we could have forgotten to ENTER them in HOTEL INFORMATICAALLY.

3). To treat the file of stays to be able to **impute the fixed charges** to the accounts of the different clients, according to the conditions of lodging and contracted regime, as well as other services of fixed character. The important ones will be taken from the prices taking into account the defined seasons, or from the prices of the master of services in the case of fixed services.

4). Once all the charges have been made, it will mark the **closing date** in each one of the registers of the stay, so that the closing cannot be **repeated more than once** each day.

5). The **day change** occurs and the end of the closing is presented with the **new ACTIVE DATE**. This date represents the reference for most of the processes: it is the date for the loading of services, the date for invoicing, etc.

**WARNING!!!!!! FROM THIS MOMENT YOU CAN OPERATE ON ANY SCREEN, LET'S SAY SOMEHOW THE CLOSURE IS OVER, WE ARE NORMALLY TALKING ABOUT NEVER MORE THAN 10 MINUTES IN NORMAL CONDITIONS.**

6). The system make a series of **listings** or SITUATION REPORTS, AS indicated in BACK-OFFICES, indicating on the screen which of them is running. If we press the [Esc] key before starting to emit them, we can ignore them. **ALL THE LISTS THAT ARE PRODUCED IN THE CLOSING CAN BE REPEATED AS MANY TIMES AS DESIRED.**

We call situation reports to all those lists that, as a summary, allow us to know what has happened during the day we are finishing.

7). Once the situation reports have been issued, we proceed to **check the reservations file** in search of the expected arrivals that day. If it is detected that some of them have not yet arrived, it will be considered "expired" and therefore will be cancelled, leaving their rooms available. Likewise, if chosen, a list with these "expired" **no show** reservations can be issued. Being reflected the **AUTOMATIC ANNULATION** in the **BOOK OF RESERVATIONS**.

8). The auxiliary **room status** file is generated for the cleaning control, which will be updated as the rooms are cleaned and checked.

9). The **ACCOUNTABLE SEATS of the PROCUCCION** are generated.

10). **Marketing assistants are updated**, etc.



# Night audit

## 4. DAILY closing.

Class One

Main menu / Backoffice / B.7. Setup - General User: adminc1

Print LVDE Email

(1) Day booking List ☐ ☐

(2) Anniversaries list ☐ ☐

(3) Guest check in list ☐ ☐

(4) Guest check out list ☐ ☐

(5) Stays list ☐ ☐

(6) Guest check in prevision list ☐ ☐

(7) Guest check out prevision list ☐ ☐

(8) Daily production balance list ☐ ☐ 1

(9) Department revenue list ☐ ☐

(10) Invoices issued list ☐ ☐

(11) Invoices receipts list ☐ ☐

(12) Advance payments receipts list ☐ ☐

(13) Currency change list ☐ ☐

(14) Daily production list ☐ ☐

(15) Pending charge list ☐ ☐

(16) Occupancy and production ratio list ☐ ☐

(17) Productive comparison list ☐ ☐

(18) Occupancy/Production daily report ☐ ☐

(19) Prices discrepancy report ☐ ☐

(20) Occupancy prevision ☐ ☐

(21) Occupancy prevision C.N. Model ☐ ☐

(22) Yearly occupancy report ☐ ☐

(23) Production audit ☐ ☐

(24) Invoicing audit ☐ ☐

(25) Issues list ☐ ☐

(26) No-Show list ☐ ☐

(27) Empty rooms (X days) list ☐ ☐

(28) Clients that surpass the maximum risk ☐ ☐

Night audit: weather/events data

Email Dept.

Id	Name	Email
1	Administración	soporte@classone.es
2	Housekeeper	soporte@classone.es

In the Configuration section, it is where we must indicate those processes/listings that we want to be executed in the closing of NIGHT and that are sent automatically to the corresponding departments in pdf format (avoiding unnecessary impressions as much as possible).



# Night audit

## 4. DAILY closing.

Class One

Main menu / Backoffice / B.7. Setup - General User: adminc1

	Active	Time	Mo Tu We Th Fr Sa Su	Prog. days	Last exec. date
Backup	<input checked="" type="checkbox"/>	12:30	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	0 0 0	10/06/2019
Night audit	<input checked="" type="checkbox"/>	05:00	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	0 0 0	10/06/2019
Accounting generation	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0 0 0	
Export accounting	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0 0 0	
Export dimensional units	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0 0 0	
Update cardex stats	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0 0 0	
Generate Y&R management rates	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0 0 0	
Backup LVDE	<input checked="" type="checkbox"/>	12:30	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	0 0 0	09/06/2019
Periodic triggers execution	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0 0 0	
Recalculate Future Revenue	<input checked="" type="checkbox"/>	07:00	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	0 0 0	10/06/2019

**Task Scheduler**

Exceptionally, the NIGHT CLOSE can be done automatically (those hotels that close by season), or that do not open certain days of the week.

Backup	
Local path backup	/u/classone-2.0/dumps/abetos
Remote path backup	
Host	
Days	50
User	
Port	