Night audit

4. DAILY closing.

November 2.017

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, LUNCHES, 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.

Night audit

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.

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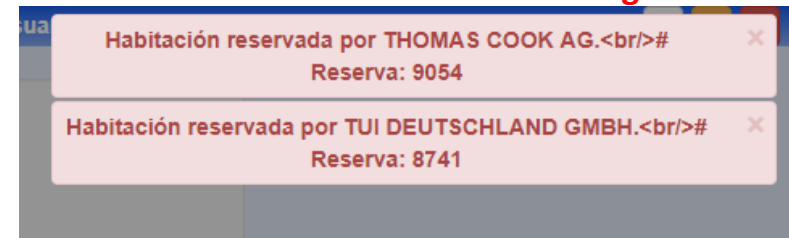
Even so, we could give some messages indicating that the rooms they occupy may already be pre-assigned to some reservation in that case would be necessary to vary these rooms in the reservations indicated.
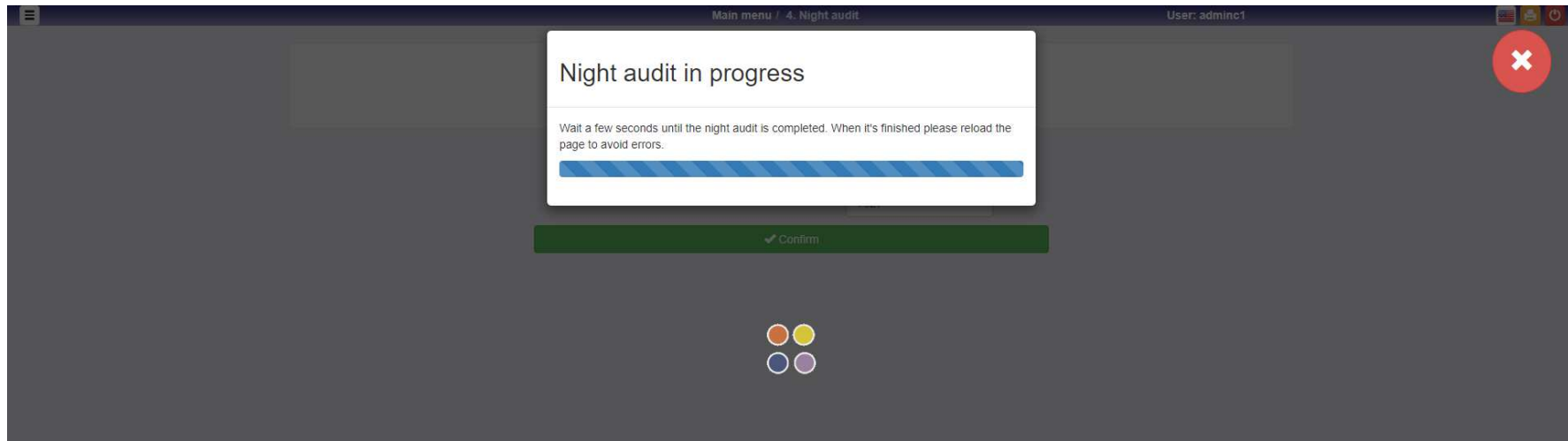
Night audit

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.

The following step is to proceed to do the night closing

4. DAILY closing.

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

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

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

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 INFORMATICALLY.

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

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	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	☐	☐		✎

Sidebar menu:
- General
- Connectivity
- Privileges - Main menu
- Privileges - Alternate menu
- Counters
- Conditional parameters
- Optional parameters
- Allar
- Tax
- Default
- Reservations
- Night audit
- Languages
- Business Intelligence
- Task scheduler
- Triggers
- Revenue

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.

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.

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