

Franchise Operations – Standard Operating Procedure

01. Operations - New Day/Night Audit

REC – 008

Overview

The 'New Day/Night Audit' utility in your Property Management System is utilised as part of the Night Audit Procedure. This feature is ONLY applied to process of closing the current accounting day and open the next accounting day.

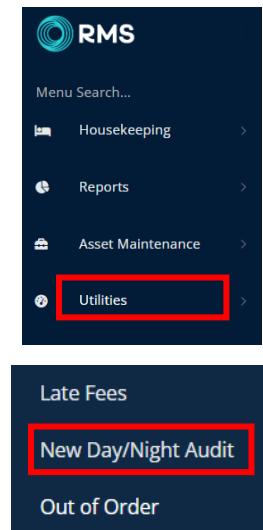
Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain Best Practice throughout the network, whilst performing operational duties.

Procedure

To fully utilise the 'New Day/Night Audit' you will need to follow the below step by step procedures.

- Select 'Utilities'
- Select 'New Day/Night audit'



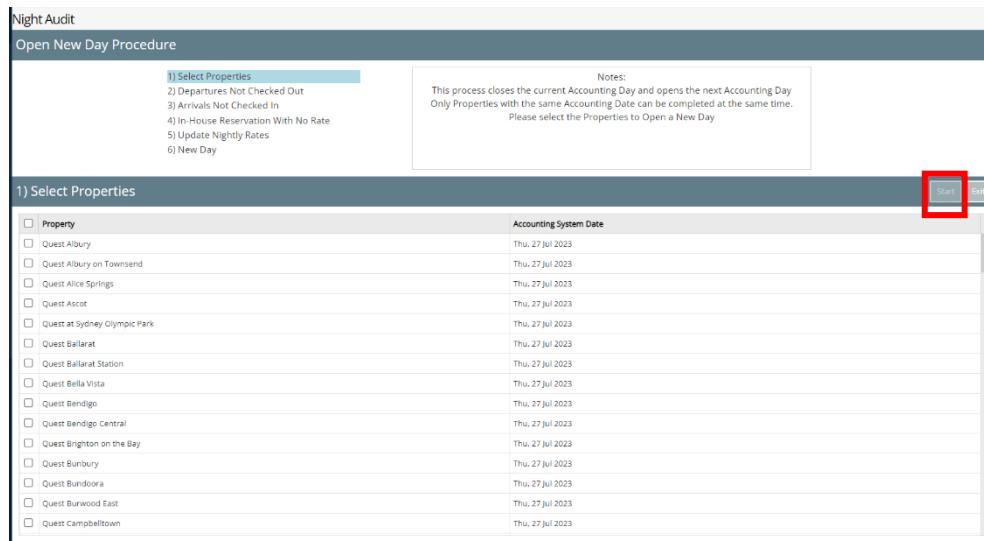
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- Select 'Property'
- Select 'Start'



Night Audit

Open New Day Procedure

1) Select Properties

Notes:
This process closes the current Accounting Day and opens the next Accounting Day. Only Properties with the same Accounting Date can be completed at the same time. Please select the Properties to Open a New Day.

Start

Property	Accounting System Date
Quest Albury	Thu, 27 Jul 2023
Quest Albury on Townsend	Thu, 27 Jul 2023
Quest Alice Springs	Thu, 27 Jul 2023
Quest Ascot	Thu, 27 Jul 2023
Quest at Sydney Olympic Park	Thu, 27 Jul 2023
Quest Ballarat	Thu, 27 Jul 2023
Quest Ballarat Station	Thu, 27 Jul 2023
Quest Bella Vista	Thu, 27 Jul 2023
Quest Bendigo	Thu, 27 Jul 2023
Quest Bendigo Central	Thu, 27 Jul 2023
Quest Brighton on the Bay	Thu, 27 Jul 2023
Quest Bury	Thu, 27 Jul 2023
Quest Burdoora	Thu, 27 Jul 2023
Quest Burwood East	Thu, 27 Jul 2023
Quest Campbeltown	Thu, 27 Jul 2023

- Review 'Departures Not Checked Out'

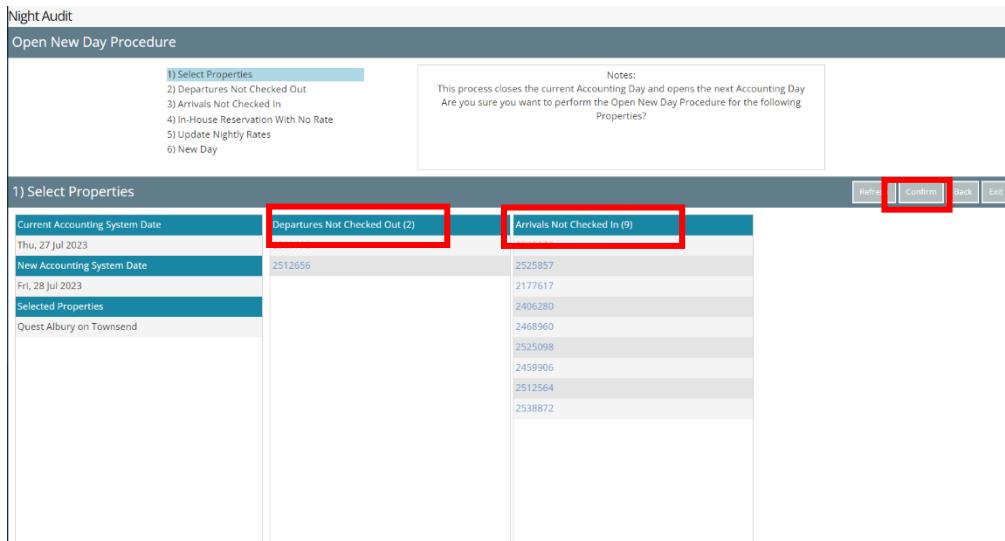
To proceed to the next step, all departures must be checked out. For any outstanding departures 'exit' and action accordingly.

- Select 'Confirm'

- Review 'Arrivals Not Checked In'

To proceed to the next step, all arrivals need to be checked in. For any outstanding arrivals 'exit' and action accordingly.

- Select 'Confirm'



Night Audit

Open New Day Procedure

1) Select Properties

Notes:
This process closes the current Accounting Day and opens the next Accounting Day. Are you sure you want to perform the Open New Day Procedure for the following Properties?

Refuse Confirm Back Exit

Current Accounting System Date	Departures Not Checked Out (2)	Arrivals Not Checked In (9)
Thu, 27 Jul 2023	2512056	2525857
New Accounting System Date		2177617
Fri, 28 Jul 2023		2406280
Selected Properties		2468960
Quest Albury on Townsend		2525098
		2459906
		2512564
		2538872

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→ Review and update 'In House Reservation with No Rate'
 'Update Nightly Rates' to create the Rates on all reservations in 'Arrived' status and choose 'Continue'.

Night Audit

Open New Day Procedure

✓ 1) Select Properties
 ✓ 2) Departures Not Checked Out
 ✓ 3) Arrivals Not Checked In
 ✓ 4) In-House Reservation With No Rate
 ✓ 5) Update Nightly Rates
 6) New Day

Notes:
 This process closes the current Accounting Day and opens the next Accounting Day
 This process will post the nightly Rate to all eligible Reservations

Update Nightly Rates

Master Res No	Res No	Room Type	Room	Arrive	Depart	Acc No	Amount	Last Posted
2449790	1Q - 1 Bedroom - 098	13A - 098	13A - 098	24-Jul-2023	28-Jul-2023	4370775	\$194.65	26-Jul-2023
2335638	1Q - 1 Bedroom - 098	11A - 098	11A - 098	02-Jul-2023	19-Aug-2023	4189586	\$203.50	26-Jul-2023
2335622	1Q - 1 Bedroom - 098	08A - 098	08A - 098	09-Jul-2023	26-Aug-2023	4189553	\$203.50	26-Jul-2023
25197022	SK - Studio - 098	03B - 098	03B - 098	26-Jul-2023	28-Jul-2023	4482458	\$175.12	26-Jul-2023
2469714	SK - Studio - 098	05B - 098	05B - 098	24-Jul-2023	28-Jul-2023	4401555	\$170.00	26-Jul-2023
2153363	SK - Studio - 098	06B - 098	06B - 098	23-Jul-2023	28-Jul-2023	3896919	\$170.10	26-Jul-2023
2469727	SK - Studio - 098	11B - 098	11B - 098	25-Jul-2023	28-Jul-2023	4401577	\$170.00	26-Jul-2023

Update Nightly Rates | Continue | Back | Exit

→ Select 'New Day'
 → Select 'Yes' to open new reports

Night Audit

Open New Day Procedure

✓ 1) Select Properties
 ✓ 2) Departures Not Checked Out
 ✓ 3) Arrivals Not Checked In
 ✓ 4) In-House Reservation With No Rate
 ✓ 5) Update Nightly Rates
 6) New Day

Notes:
 This process closes the current Accounting Day and opens the next Accounting Day

New Day

Open Report | **New Day** | Back | Exit

Night Audit

Open New Day Procedure

✓ 1) Select Properties
 ✓ 2) Departures Not Checked Out
 ✓ 3) Arrivals Not Checked In
 ✓ 4) In-House Reservation With No Rate
 ✓ 5) Update Nightly Rates
 ✓ 6) New Day

Notes:
 This process closes the current Accounting Day and opens the next Accounting Day

New Day

Open Debtor's Ledger and Night Audit Report?

?

Yes | No

Open Report | Home Day | Back | Exit

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The Accounting Date will now be updated to the new day and any transactions created will now be created for the new Accounting Date.

Note: The utility will skip any steps where no action is required. This utility is to be processed only once per day during the Night Audit procedure. If processed multiple days, the accounting date will carry over each day.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	15 June 2023	Business Transitions	Emrah Tataroglu	