

## 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.

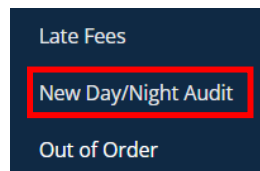
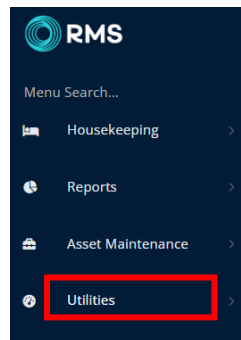
### Standard

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

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  
Only Properties with the same Accounting Date can be completed at the same time.  
Please select the Properties to Open a New Day

1) Select Properties

Property	Accounting System Date
<input type="checkbox"/> Quest Albury	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Albury on Townsend	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Alice Springs	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Ascot	Thu, 27 Jul 2023
<input type="checkbox"/> Quest at Sydney Olympic Park	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Ballarat	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Ballarat Station	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Bella Vista	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Bendigo	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Bendigo Central	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Brighton on the Bay	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Burdour	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Burdour	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Burwood East	Thu, 27 Jul 2023
<input type="checkbox"/> Quest Campbelltown	Thu, 27 Jul 2023

Start Exit

→ 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

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  
Are you sure you want to perform the Open New Day Procedure for the following Properties?

1) Select Properties

Current Accounting System Date	Departures Not Checked Out (2)	Arrivals Not Checked In (9)
Thu, 27 Jul 2023		
New Accounting System Date	2512656	2525857
Fri, 28 Jul 2023		2177617
Selected Properties		2406280
Quest Albury on Townsend		2468960
		2525098
		2459906
		2512564
		2538872

Refill Confirm Back Exit

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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
	2449780	1Q - 1 Bedroom - 098	13A - 098	24-Jul-2023	28-Jul-2023	4370775	\$194.65	26-Jul-2023
	2335638	1Q - 1 Bedroom - 098	11A - 098	02-Jul-2023	19-Aug-2023	4189586	\$203.50	26-Jul-2023
	2335622	1Q - 1 Bedroom - 098	08A - 098	09-Jul-2023	26-Aug-2023	4189553	\$203.50	26-Jul-2023
	2519706	5K - Studio - 098	03B - 098	26-Jul-2023	28-Jul-2023	4482458	\$175.12	26-Jul-2023
	2469714	5K - Studio - 098	05B - 098	24-Jul-2023	28-Jul-2023	4401555	\$170.00	26-Jul-2023
	2153363	5K - Studio - 098	06B - 098	23-Jul-2023	28-Jul-2023	3896919	\$179.10	26-Jul-2023
	2469727	5K - Studio - 098	11B - 098	25-Jul-2023	28-Jul-2023	4401577	\$170.00	26-Jul-2023

- 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 Reports 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 Reports New Day Back Exit

Open Debtor's Ledger and Night Audit Report?

Yes No

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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	