

Night Audit Procedures

Hilton Properties



Magnolia  Lodging



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Introduction

This manual sets the standard for night audit operations at each of Magnolia Lodging's Hilton properties. The guide will cover all duties for the night audit shift regarding balancing the system for the night. If you have any problems balancing, contact your manager for assistance. Follow these steps in order to maintain consistency between all Magnolia properties. Basic knowledge of the OnQ system is required. Consult the Basic Guide to OnQ for Hilton if you have any terminology questions. This guide is intended for use by all full and part time Night Auditors and Managers at Magnolia Lodging's Hilton properties.

Chapter 1: Pre-Audit



Chapter 1: Pre-Audit

Before running audit for the night, you will need to prepare. Audit will take approximately an hour to complete.

1. When you first arrive for your shift, always check the log book for notes and discuss any important information with the previous shift.
2. Count cash drawer. Your drawer should always start at \$200.
3. Print the following shift documents:
 - Downtime reports
 1. From OnQ, select reports.
 2. Choose Downtime reports from the left hand column.
 3. Print all reports.
 - Mov.doc
 1. Select the windows start button.
 2. Choose My Documents.
 3. Once opened, select print.
 - Recap.doc
 1. Select the windows start button.
 2. Choose My Documents.
 3. Once opened, select print.

Chapter 2: Audit



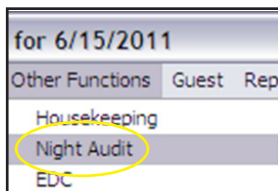
Chapter 2: Audit

This section covers instructions on completing the night audit process. You will generally want to begin audit once all of the arrivals for the night have checked in. Allow yourself at least an hour to complete the audit process. This will need to be completed by 5am at the latest.

Pause Interfaces

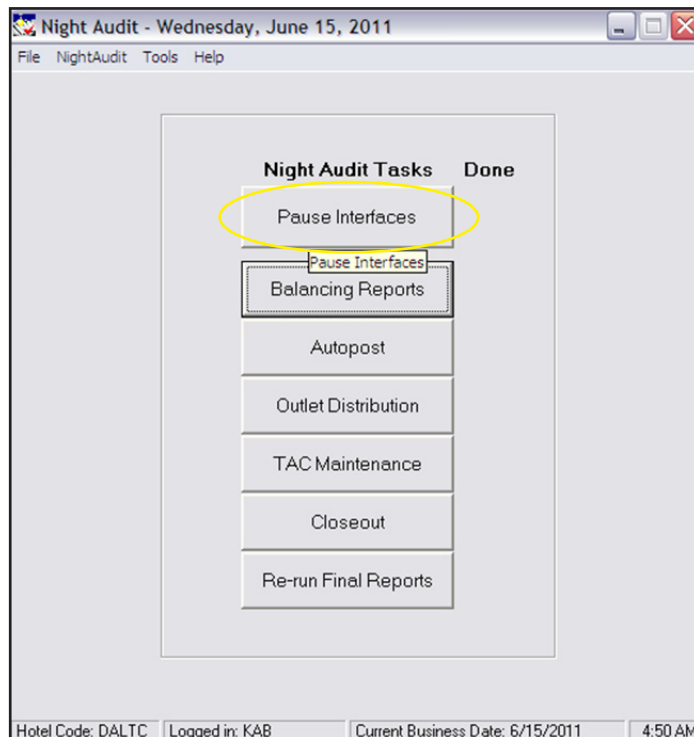
1. In OnQ, select Night Audit from the pull down menu titled “Other Functions” (See Fig. 2.1).

Fig 2.1 - Other Functions



2. When the Night Audit box appears, select “Pause Interfaces” (Fig 2.2).

Fig 2.2 - Night Audit Tasks



Close Lodgenet

1. From the Lodgenet computer, select Night Audit from menu on the left.
2. Choose “Print” in the bottom right.
3. Select “Go Back”.
4. Select “Close Out”.
5. Select “Confirm Close Out”.
6. Select “Save”.

Create Stacks

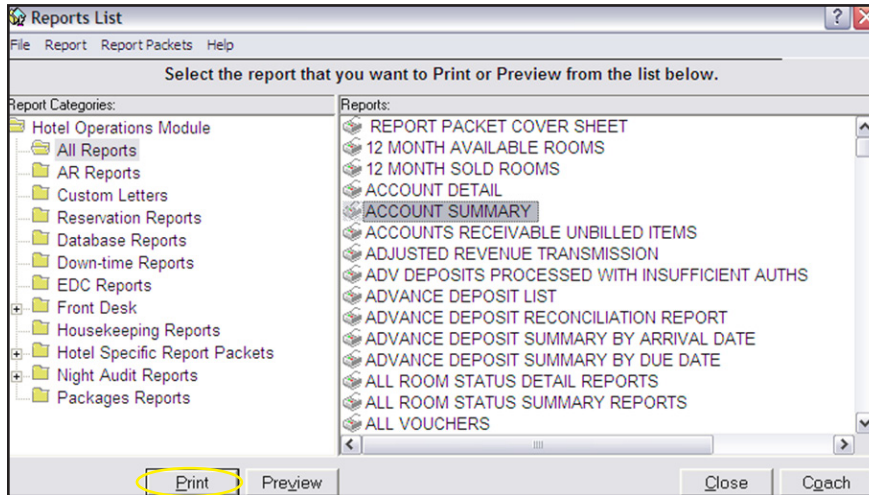
Start the following stacks from left to right. Place the titled document in the corresponding stack.

- Cash Stack
 - Daily Deposit Record
 - Cash Count Forms
 - Cash and Check Folios from the bins.
- Recap Stack
 - Recap.doc
- Movie Stack
 - Movie.doc
 - Movie Total Printout from Lodgenet computer in back office.
- Suite Shop Stack
 - Suite Shop receipts located in the cash bin.
- Telephone Stack
 - Telephone listings from printer in the back office.
- Valet Laundry Stack
 - Dry cleaning receipts (if applicable).
- Main stack
 - Put all remaining documents in this stack. This will be the stack that all documents will eventually merge with. Place this stack face down.

Print Reports

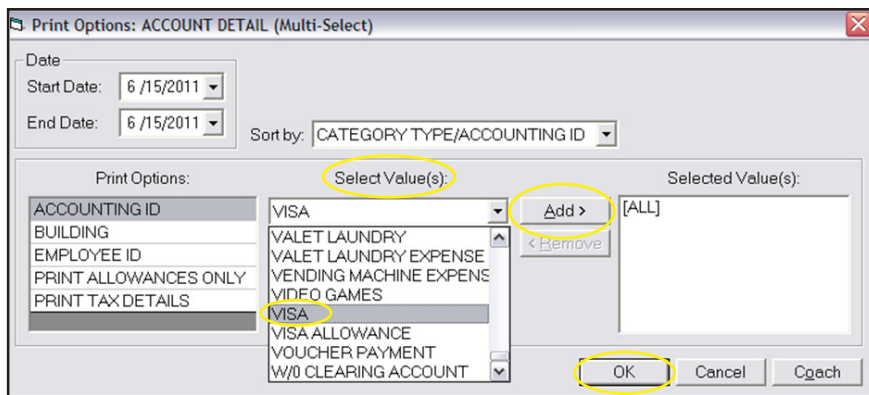
In OnQ select “Reports” from the menu at the top in OnQ. Select the following reports and choose print (See Fig 2.3).

Fig 2.3 - Reports List



- Account Summary
- All Voucher (two copies)
- Rate Report (two copies)
- Room Status Inquiry (two copies)
- Acct Detail – Choose the following from the drop down box labeled “Select Value” and print individually (See Fig 2.4)

Fig 2.4. - Account Detail



- Visa
- Valet Laundry (if applicable)
- Telephone Foreign
- Telephone Intrastate

- Telephone Interstate
- Telephone Local
- Suite Shop
- Room Allowance
- Movie
- Mastercard
- Discover
- Direct Bill
- American Express
- Bank Deposit
- Cash Payment
- Check Payment
- Cash Over/Short

Sort Documents

Once all of the documents have been printed out, sort and match-up the documents. At the end of this process, all of the printed documents will be sorted into the appropriate stack.

- Account Summary
 1. Check for any categories listed under “Room/Suite Charges” on the Account Summary Report (See Fig 2.5).

Fig 2.5 - Account Summary

Phone Charges (PH)			
TELEPHONE-LD (INTERSTATE)	\$10.78	\$10.78	\$0.00
Room/ Suite Charges (RM)			
GUEST ROOM EXTENDED	(\$178.00)	\$0.00	(\$178.00)
GUEST ROOM EXTENDED EXEMPT	\$178.00	\$178.00	\$0.00

2. From the report screen in OnQ, select Account Detail.
3. Print documents listed on the Account Summary Report (See Fig 2.6). Put the Account Summary Report in the Main Stack and Charges in the Recap Stack.

Fig 2.6. - Room/Suite Charges

Print Options:	Select Value(s):	Selected Value(s):
ACCOUNTING ID	<input type="text"/>	Add > < Remove GUEST ROOM EXTENDED GUEST ROOM EXTENDED EX
BUILDING		
EMPLOYEE ID		
PRINT ALLOWANCES ONLY		
PRINT TAX DETAILS		
OK Cancel Coach		

- All Voucher
 1. Place one copy face down in the Main Stack.
 2. Hole punch the second copy.
 3. Place this in the Binder labeled “Vouchers” located. This binder is in the back office above the computer.
- Rate Report
 1. Place one copy in the General Manager’s In-Box.
 2. Place the second copy in the Sales Manager’s In-Box.
- Room Status Inquiry
 1. Place one copy in the Recap Stack.
 2. Set the second copy aside. You will use this as a rooming list when delivering papers.
- Visa
 1. Pull the Visa Receipts from the bin labeled “Visa”.
 2. Sort the receipts in the order they appear on the Report.
 3. Ensure that each receipt has the matching registration card stapled to the back.
 4. Staple report and receipts together and place face down in the Main Stack.
- Valet Laundry (if applicable)
 1. Pull the receipts from the Valet Laundry Stack.
 2. Confirm that each charged receipt has been correctly posted on the report.
 3. Staple report and receipts together and place face down in the Main Stack.
- Telephone Foreign
- Telephone Intrastate
- Telephone Interstate
- Telephone Local
 1. Combine all Telephone Reports with the print outs in the Telephone Stack.
 2. Staple reports together and place face down in the Main Stack.
- Suite Shop
 1. Staple report and receipts from the Suite Shop Stack together and place face down in the Main Stack.
- Room Allowance
 1. Place report in the Recap Stack.

- Movie

1. Complete the Movie Balance Report (See Fig 2.7) using the reports from the Movie Stack.

Fig 2.7 - Movie Balance Report

MOVIE BALANCE SHEET		
OnQ Total:	71.94	(OnQ Net)
Movie System Revenue:	71.94	(From Movie System Report)
Less Adjustments:	—	(From OnQ Account Statement)
Movie System Total:	71.94	(Revenue - Adjustments)
Variance:	—	(Movie Total - OnQ)
Reason for variance:	—	
Night Auditors Signature:	KAB	

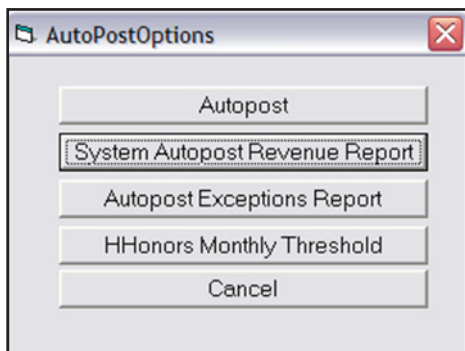
2. In the top space, write down the movie total from the OnQ report.
 3. In the second space, write down the movie total from the Lodgenet report.
 4. Enter any adjustments from the OnQ report in the third space.
 5. In the fourth space, enter the difference between step 3 and step 4.
 6. Explain any variance in the space provided.
 7. Staple reports and place face down in the Main Stack.
- Mastercard
 1. See Instructions for Visa.
 - Discover
 1. See Instructions for Visa.
 - Direct Bill
 1. See Instructions for Visa.
 - American Express
 1. See Instructions for Visa.

- Bank Deposit
 1. Place report in the Cash Stack.
- Cash Payment
 1. Place report in the Cash Stack.
- Check Payment
 1. Place report in the Cash Stack.
- Cash Over/Short
 1. Place report in the Cash Stack.
 2. Place cash stack on the top of the Main Stack.

Autopost

1. From the Night Audit Screen in OnQ, select “Autopost”.
2. On the following screen, select “Autopost Exceptions Report” and press “OK” to print (See Fig 2.8).

Fig 2.8 - AutoPost Options



3. Next, select Autopost. This may take a few minutes to process (See Fig 2.9).

Fig 2.9 - AutoPost



4. Select “System Autopost Revenue Report” and press “OK” to print.
5. Place documents in the Recap Stack.

Balance Room Revenue

Once you complete the autopost, you can balance the room revenue for the night. Gather the documents in the Recap stack. Use the Room Revenue Recap Sheet to balance the totals.

1. Transfer the room rate total on the last page of the Room Status Inquiry report to the space labeled “Room Status Inquiry Report Total”
2. Transfer the addition revenue and adjustments from the form you printed in the Sort Documents section, step 3. In this example, there are \$178.00 in adjustments and \$178.00 in additional revenue (See Fig 2.10)

Fig 2.10- Adjustment/Additions

ACCT #	USER ID	DATE	TIME	DESCRIPTION	AMOUNT
206	DBRYAN1	6/15/2011	3:47:00PM	GUEST ROOM	(\$89.00)
206	DBRYAN1	6/15/2011	3:47:00PM	GUEST ROOM	(\$89.00)
GUEST ROOM EXTENDED Sub Total Net Rev:					<u>(\$178.00)</u>
S - GUEST ROOM EXTENDED EXEMPT (RM)					
LINE ITEMS:		DATE	REVENUE	ADJUSTMENTS	NET
2			\$178.00	\$0.00	\$178.00
ROOM #					
GROUP #					
AR ACCT #					
HOUSE					
ACCT #	USER ID	DATE	TIME	DESCRIPTION	AMOUNT
206	DBRYAN1	6/15/2011	3:47:00PM	GUEST ROOM EXEMPT	\$89.00
206	DBRYAN1	6/15/2011	3:47:00PM	GUEST ROOM EXEMPT	\$89.00
GUEST ROOM EXTENDED EXEMPT Sub Total Net Rev:					<u>\$178.00</u>

3. Complete the math equation by adding the revenue and subtracting the adjustments.
4. Enter the total in the space labeled “=Equals Total Room Revenue”.
5. Confirm this total matches the total given on the report titled HHonors Reward Report (See Fig 2.11).
6. If you have any problems balancing audit, contact your manager.
7. Place the report on the top of the Main Stack.

Fig 2.11- Room Revenue Recap Sheet

**ROOM REVENUE
RECAP SHEET**

ADDITIONAL REVENUE (Day Use and Checkins after Close Out)

Room #	Amount	Room #	Amount
206	89-		
206	89-		
Total		178-	

ADJUSTMENTS

Room #	Amount	Room #	Amount
206	89-		
206	89-		
Total		178-	

Room Status Inquiry Report Total 11,452.88

+ Additional Revenue 178-

-- Adjustments 178-

= Equals Total Room Revenue 11,452.88

Signatures:
 Night Auditor: KAB General Manager: _____
 Controller: _____ Housekeeping: _____

Post Travel Agent Commissions

1. From the Night Audit Screen, select "TAC Maintenance".
2. Select "Show Detail" to confirm commission for each guest (See Fig 2.12).

Fig 2.12- Verify Commission Maintenance

Travel Agency Commission Maintenance

Verify the Commission Information for the Date of: Jun 15, 11 Wed

Last Name	First Name	Conf #	Tvl Agnt #	Room Rev	Rate Plan	Status
PAQUETTE	THOMAS	85456122	0030581740	\$315.00	L-P75	N
SUNG	KEVIN	83145404	0034507701	\$654.00	L-CIA	N

3. In the information tab, you can see the guest, travel agent, and rate information. If the room charges total more than \$100.00 per night, then commission is due to the travel agency. In the drop down box labeled “Commission Status Revised” select “Commissionable” to confirm (See Fig 2.13).

Fig 2.13- TAC Information

4. Repeat this step for each guest with a “N” in the status column on the maintenance page.

Close House Accounts

From OnQ Front Desk, you can access all House Accounts tab at the top. All permanent accounts will need to be closed on a daily basis. House accounts must have a zero balance in order to be closed. In this example the following accounts are closed out daily. “Telephone Exceptions” is the only account with a balance. In the example that follows, “Telephone Exceptions” is closed. Repeat this process to close the other accounts.

- Telephone
- Suite Shop
- Lodgenet
- Front Desk Cashier
- Disputed Phone
- Disputed Movies

To close a house account follow these directions:

1. Select “Telephone Exceptions.

2. Select “Allowance” under the “Action” menu at the top.
3. From the drop down box titled “Type” select “Telephone Allowance” (See Fig 2.14).

Fig 2.14- Telephone Exceptions

The screenshot shows a software window titled "Posting" with a menu bar (Action, View, Help) and a toolbar. A sub-window titled "Allowance" is open, displaying the following information:

- Type:** TELEPHONE ALLOWANCE (dropdown menu)
- Account Name:** TELEPHONE ALLOWANCE
- Account Number:** 0850
- Description:** TELEPHONE ALLOWANCE
- Ticket #:** (empty field)
- Amount:** \$16.78 (with instruction: "Enter the amount to be reduced")
- Reason:** allowance (dropdown menu)
- Explanation:** KAB (text input field)

Buttons for "OK", "Cancel", and "Coach" are visible at the bottom of the dialog. At the bottom of the main window, the "Balance" is shown as \$16.78.

4. Enter the balance amount in the space labeled “Amount”.
5. Select “Allowance” in the drop down box titled “Reason”.
6. Enter your initials in the space labeled “Explanation” and choose “OK”.
7. On the “House Account Information” screen, choose the checkered flag in the top right corner to close the account.

Close Accounts

1. From the Guest tab in OnQ Front Desk, “Close Accounts” from the shift balance option under the menu labeled “Guest”.
2. From the Guest tab in OnQ Front Desk, choose “Print Zip Outs”.
3. Change the date to the following day in the space labeled “Due Out Date” and choose “OK”.
4. From the Night Audit Screen, select “Close Out” and choose “OK”.
5. When prompted to, change the tape in the mainframe computer in the back to the following day’s tape and select “OK”.
6. Close Night Audit when completed.

Chapter 3: Post - Audit



Chapter 3: Post Audit

Once you have completed the night audit, you must distribute the documents you have printed. First, you will need to re-open OnQ Front Desk to change the business date to the the new day.

1. Label a 12"x15" manilla envelope with the audit date and put the Main Stack documents inside.
2. Put this envelope in the Night Audit file cabinet.
3. Deliver newspapers and zip out receipts to occupied rooms.
4. Restart all computers.
5. Clean the front desk area.
6. Pass on any vital information to the following shift once they arrive.

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Appendix

Night Audit Quick Checklist

Day: _____

Date: _____

Night Auditor: _____

(Bolded Instructions are Night Audit Applications)

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> Check Log Book Count Cash Drawers Balance Cash In Sys21 Fill all Printer Trays with Paper Print Downtime Reports Check View Totals Verify All Wake Up Calls CXL Duplicates or 6PM Reservations Print Rate Override Report (Balancing Reports- In House Rate Reports) Suspend Interfaces (Interface Control- Stop Interfaces- click OK) Print Acct Summary & Account Detail (change all to MOVIE for Movie Balance) Print Nightly Audit Report from Lodge-Net
Username: FOF, Password: FOF / Night Audit/
Print /Close Out /Save) Complete Movie Balance Form & Attach Reports (Acct Detail-movie & Lodgenet report) Allowance Telephone Exception (House Acct) Allowance Miscellaneous Exception(House Acct) Print Acct Summary & Detail for all Transactions (Print Acct Details for everything on Acct Summary and Staple to Receipts) Complete Top of Room Revenue Recap Sheet (Using Acct Detail reports on Room Revenue or Room Allowances) Print a Tax Exempt Guest W/ revenue report | <ul style="list-style-type: none"> and Put in Red Tax Book in back office. (SYS 21 reports) Print Avail Rooms Rpt & Room Status Inquiry (used as downtime report/ to deliver newspapers) Print Autopost Exceptions Report Autopost Print System Autopost Revenue Report Print Room Status Inquiry & Acct Summary Rpt Complete Room Revenue Recap Sheet (Total amount should match Room Revenue on Acct Summary) and staple with reports (Auto Exceptions, Auto Revenue, Room Status & Acct Summary) TA Commissions (Change commission if needed, rate must be 99 for commission) Cash Balance Close Accounts Close Out Print Packets (Reprint Huntington) SELECT ARCHIVE DEFAULT PACKET
WHEN PRINTING FINAL REPORTS Restart All Work Stations Post Room & Tax for New Guests Print High Balance Rpt & Credit Card Status Rpt EDC Transmission (Other Functions, EDC) Express Checkouts Check Wake Up Calls Tidy Desk/Distribute Reports Balance/Close Out Cash & Accounts |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DATE: _____

MOVIE BALANCE SHEET

OnQ Total: _____ (OnQ Net)

Movie System Revenue: _____ (From Movie System Report)

Less Adjustments: _____ (From OnQ Account Summary)

Movie System Total: _____ (Revenue – Adjustments)

Variance: _____ (Movie Total – OnQ Total)

Reason for variance: _____

Night Auditors Signature: _____

ROOM REVENUE - RECAP SHEET

ADDITONAL REVENUE (Day Use and Checkins after Close Out)

Room #	Amount	Room #	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
Total		_____	

ADJUSTMENTS

Room #	Amount	Room #	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
Total		_____	

Room Status Inquiry Report Total_____

+ Additional Revenue_____

-- Ajustments_____

= Equals Total Room Revenue_____

Signatures:

Night Auditor:_____ General Manager:_____

Controller:_____ Housekeeping:_____

Attachments: Auto Post Report, Room Status Report, Checkin's after Close Out Report and Autopost Exceptions Report