



NIGHT AUDIT CHECKLIST

Name _____

Date _____

3 Opera Night Audit sections

- 1 **PREPARATION**
- 2 **BALANCING**
- 3 **NEW DAY**

Initial off tasks as you do them.

PREPARATION

_____ Review Backup information from previous night.
Start ~ V2i Protector Server Edition ~ Click on Back up History ~ Click on Date Created ~ Look for today's date and verify that Opera [D:\] and Windows 2003 [C:\] state Auto Full Backup ~ Click on Backup Jobs and verify that you have a job for 2:00am for the next day. "X" out of window.

_____ Communicate with previous shift, Read Log Book & Initial

_____ Count and verify cash drawer amount and fill out your cashier balance checklist.

_____ Print the reports:
Misc. ~ Reports ~ Report Group: Shift Reports ~ Downtime Reports ~ Click OK ~ Print

_____ Check Credit Limit from Preshift reports.

_____ Check Room Discrepancies from Preshift reports.

_____ Check House Stats: *Shift F3*

Check your remaining arrivals for duplications and special requests, make sure there are no departures (if so resolve them), cancel all non-guaranteed reservations that are left. You can still check these guests in if they do arrive (use Reinstate button). Leave all remaining arrivals untouched, as Opera will process these reservations as No Shows. If needed, you can reactivate No Shows using the reinstate button after night audit. Verify they are not in house already

_____ View House Stats: *Shift F3*

How many Due Outs? _____

How many expected arrivals? _____

How many rooms available? _____

_____ Check Room 9500 to make sure it is at a zero balance, if not verify why and correct it. *Go to Cashiering ~ Billing ~ Log in ~ In Room number enter 9500 ~ Tab ~ Select ~ If zero Close out ~ If has a posting find out where belongs and transfer or adjust accordingly.*

_____ Perform a bucket check using the rate check by room reports (*Misc. ~ Reports ~ Report Group; Guest in house ~ Select Rate Check by Room ~ Click Ok ~ Print*)

In Bucket Check Look for:

- 1 Name
- 2 Room #
- 3 Rate
- 4 Rate code
- 5 Departure Date
- 6 Tax Exempt
- 7 Verify all routing is correct
- 8 Payment Type – check for credit card imprint
- 9 Comp/House
- 10 Signature
- 11 Credit Card Authorization

BALANCING

_____ Print the Journal by Cashier and Transaction Code report: *Misc. ~ Reports ~ Report Group; Financial ~ Choose Journal By Cashier and Transaction Code ~ Select All ~ Group by Transaction ~ click add ~ Sort By Chronological ~ click Add ~ Print*

_____ Balance all transaction codes to the paperwork backup from each cashier

_____ Print the Credit Card Totals for the Day report: *Misc. ~ Reports ~ Report Group; Financial ~ Choose Journal By Cashier and Transaction Code ~ Select All ~ Under Transactions put and "X" by all of the credit cards 9003, 9004, 9005 etc. ~ Group by Transaction ~ Click add ~ Click OK ~ Sort by Chronological ~ Click add ~ OK ~ Print*

_____ Balance all your credit cards: *The Drop down word Cashiering ~ Select Credit Cards settlement ~ Enter password ~ Check C/C and choose the ones to be sent To Protobase ~ Settle. If any transactions fail to be sent, look for missing authorization codes and resettle. If unable to find problem leave note for management.*

_____ Balance shift work, close cashier, and print cashier report: *Cashiering ~ Close Cashier ~ Enter Password ~ Click OK ~ Enter ACTUAL cash Amount ~ Select OK ~ Verify amount ~ Print Cashier report*
If you haven't taken in cash in the computer will ask you "Check balance before closing cashier? Click Yes. If zero do not print cashier report.

AUDIT

_____ To start night audit, close opera and open Night Audit login (select End Of Day from the main menu)

_____ Login User: Your Name
Password: Your Password
Business Date: Today's date

_____ Click on START. The system will ask "Do you want to open cashier?"
Click Yes.

The system will then show the different steps of the night audit in the window on the left side of the screen. Click **Start**

When "Guests who have not yet arrived will be listed as No Shows" appears on the screen, simply click **Close** once. If no reservations are left, click **OK**.

The system will now check for any departures “Departures not Checked Out”. If there are any rooms still due out this will stop the night audit. These rooms must either be extended or checked out to allow you to run the night audit. (Remember not to close the cashier when you Exit out of the night audit to investigate any due out guests.) If there are no due out guests, click **OK**.

Click **YES** to continue the night audit sequence.

The system will now check if all cashiers have been closed. If some cashiers are left open, it will tell you the cashier numbers. Write them down and click **OK**.

The system will now ask if you wish to close the cashiers automatically. Click **YES**

Click **YES** to continue the night audit sequence.

The system will then show a white box titled “Today’s Weather and Notes.” (Type in your name and the numbers of any cashiers that were not closed, and any additional information that might be pertinent.) Click **OK**

Click **YES** to continue the night audit sequence.

The system will then ask “Minutes to wait before rolling the Business Date?” Click **OK** to select 1 minute.

Click **YES** to continue the night audit sequence. When the message appears, the business date has been rolled and you can log back into Opera.

The system will now show a blue box on the screen and you can see the system making its postings for Room, Tax, and Fixed Charges. On the right of this blue box, the status will show as “Running”. (in blue)

When it has finished it will show “Completed”. (in green)

Click **YES** to continue the night audit sequence.

NOTE : If any of these procedures show as failed (in red) you must exit the night audit. Look for the room number or name shown at the bottom of the screen if the system has stopped on postings. “Continue Night Audit Sequence?” Click **NO**. Do not close the cashier when you exit the Night Audit. Now start up Opera and go to Front Desk/In House Guests and look at the reservation that the Night Audit stopped on. If it does not have a rate code, you **MUST** attach one before going back into the Night Audit and going through the above step again. Start the Night Audit again and see if the postings will run through and show “Completed” (in green) this time. If you get any “Failed” (in red) this time, then you must call the Helpdesk number (1-800-810-4499) and get help before you can continue as the night audit hasn’t run properly.

If your postings screen has all “Completed” (in green), continue the night audit sequence by clicking **YES**.

The system will now go through its procedures. Again it will show “Running” (in blue), “Completed” (in green) and if there is a problem “Failed” (in red). Again, you may only continue if all procedures show as “completed”.

If all procedures show as “Completed”, then “Continue night audit sequence?” Click **YES**

NOTE : If any procedures have “Failed” you must exit the night audit. Note the room # or name shown in the “error” box. When you get to the question “Continue Night Audit Sequence?” click NO. “Exit” the night audit; do not close cashier. Go back into Opera and resolve the problem. Close out of Opera again and restart the Night Audit following the steps above. If it fails a second time, phone the Helpdesk(1-800-810-4499). You may not continue the Night audit until the Helpdesk has called you back and/or fixed the problem. You will be able to access the system for the Check Ins and Check Outs as long as the Business Date has rolled. (Look on top of the Opera screen to be sure). If the date has not changed you should NOT access the system for anything more than reading information. (i.e. guest rooms #'s) until the problem has been resolved and business date has rolled.

The night audit is now complete. Click **OK**

PROTOBASE

(It is on the computer in the back room)

Open Protobase by clicking on the **Protobase** Icon.

Log in as **pbadmin**, password **pbadmin1**

Choose the **transactions** tab to see all the credit cards transferred from Opera.

Using the report from Opera, identify and delete the transactions that cancel each other out. Make sure they are the same credit card number and that one is positive and one negative for the same amount. Click on **Account Number Column** to sort by account number, this will put them together. Put an **X** on the transactions you are going to delete before you do delete them.

Double click on the transaction and choose **Delete**. Confirm with **YES**

Choose Main Tab.

Under the **DEPOSIT ALL** button there is a check mark for **ALL**, click on it. Then click

on the **ADD** button at the bottom. Click on **Transactions tab** and make sure it is still sorted in Account Order. Click on **Main** tab. Next, on the left side under **Report Type** select **Detail** and **Selected** on the right side. Then click on **Report button**. Then click on **Printer to Print**. This report goes in the Audit Pack.

Double-check the **Net Deposit Amount**. If the totals don't match, use the Journal by Transaction Report and the above report to find which transaction is an error. Once the error is resolved, deposit the batch.

To Deposit make sure all transactions have been selected by clicking on the **Transactions tab** and looking on the far left column if they all have an 'X' they have all been selected. Click on Main tab, then click on **Deposit Selected**.

If it is necessary to reenter a transaction manually, press F3 and fill in the following fields:

*if field is not listed leave it blank

- 1 **REF** = Folio #
- 2 **Terminal** = TERM
- 3 **Cashier** = 81 (always)
- 4 **Tran Type** = Prior Auth
- 5 **Account** = Credit Card Number
- 6 **Exp Date** = Credit Card expiration date
- 7 **Amount** = Dollar amount of the transaction
- 8 **Customer** = Guests last name
- 9 **Date** = Tab through and it will auto fill
- 10 **Auth #** = This is a required field for all except for refunds. Enter transaction authorization number. If you don't have one, the card will be reauthorized.
- 11 Choose **OK** when done
- 12 Be sure to mark the new transaction for deposit

When Protobase has completed depositing the batch, it will generate a report. Check this report and look for either "Passed" or "GB" which indicates the batch was successfully transmitted to the bank. If the batch did not complete, try to determine the problem, resolve it and deposit again. Only the missed transactions will go through. Print the Report and put in the Audit Pack.

***NOTE: During the settlement process, when Protobase calls the bank, credit card authorizations will be unavailable to the front desk as there is only on phone line available to Protobase.**

For assistance, please call the Micros-Fidelio Support Center at 1-800-810-4499

NEW DAY

- _____ **Express Check Outs:** *Cashiering ~ Cashier Functions
~ Batch Folios ~ Enter your Password ~ Guests Departing Today ~
Interim Bill ~ Room Number Order ~ All Guests ~ Only Credit Cards ~
Only folios billed to Guests ~ Close ~ Print All.*

- _____ Check in any guests that came in during the audit. Make sure you change
The room status to dirty so it will come out in the housekeeping breakout.

If staying more than one night, post room and tax using code 1007. If they
Are checking out in the morning you don't need to post.

- _____ Reprint Downtime Reports

- _____ Print Departure Expected Report: *Misc. ~ Reports ~ Report Group;
Departures ~ OK ~ Print*

- _____ Newspapers: *Misc ~ Reports ~ Report Group; Guests In-House ~ Guest In
House by Room ~ Click on Membership Types and put an "X" next to
Priority Club ~ OK ~ Print.*

- _____ Housekeeping Report: *Rooms Management ~ Housekeeping ~ At the Bottom
Click on Print ~ Generate report?~ Yes ~ OK.*

- _____ Review House Stats

- _____ Balance shift work, close cashier, and print cashier report: *Cashiering ~
Close Cashier ~ Enter Password ~ Click OK ~ Enter ACTUAL cash
Amount ~ Select OK ~ Verify amount ~ Print Cashier report*

- _____ Log out and communicate any information to next shift.

- _____ Have a great day!! ☺