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**Vocabulary to Know**

**Night Audit Process:** The Night Audit must be run every night to update the system’s business date to the current day. This process updates the revenue and market statistics and posts nightly room charges. It also generates reports for the current day’s activity.

**Night Audit Menu:** The Night Audit Menu is used located in the Front Office Module. This menu is used to close the current day’s revenue for the hotel. The Night Audit is composed of four basic parts:

- Close Shift
- Post Room and Tax
- Close Business Day
- Open Shift

**Backups:** Preforming a backup of the system is the only way of protecting the data should anything happen to the software. CloudPM preforms two types of automatic backups.

- Hourly - The “Hourly Backup” is done every hour and performs a full backup.
- Nightly – The “Nightly Backup” is done every night and preforms a full backup.

**Balancing**

It is recommended balancing the daily paperwork prior to closing end of day. This is also the only part of the Night Audit that can be performed as often as needed (i.e. more than once, such as at the end of each shift).

- Balance/verify today’s financial activity before the date is rolled to the next business day. This includes reports such as:
  - Shift Reconciliation
  - Daily Activity
  - Department Audit
- Verify guest records before room postings occur. This includes reports such as:
  - Expected Departures
  - Guest Ledger – Include Inactive Accounts
  - Deposit Ledger – Include Deposit No Shows
  - Deposit Ledger – Include Deposit Cancellations
  - Room Rate Audit
- Prepare for downtime during part two. This includes reports such as
  - Guest Name List - Expected Arrivals
  - Room Status – Vacant Clean/Vacant
Close Shift

Once the balancing is complete the Night Auditor will need to close the shift. To close a shift the user will need to open the Front Office Module and click on the Close Shift button. A Close Shift window will appear on the screen. The user will then enter the Bank Close Amount, the Drop Amount and click the OK button.

Post Room and Tax

The Post Room and Tax process of the night audit is a required practice that posts room and tax to all in-house guest accounts. This process can be run multiple times until the Close Business Day button is run to close out the current business day. If the Post Room and Tax button is ran multiple times it will skip the accounts that have already received a room and tax auto post for the current business day and only post to those accounts that have not received an auto posting of room and tax for that day.

Close Day

The Close Business Day process is used to perform the close of the current day’s activity at the hotel. This process is divided up to six basic phases:

- Phase 1 – Updates room status, maintenance request rooms and out of order rooms
- Phase 2 – Flags no shows
- Phase 3 – Updates daily totals
- Phase 4 – Checks in group masters and auto releases group blocks
- Phase 5 – Purges Accounting Groups and Department Codes
- Phase 6 – Purges city ledger, interface process events, and PMS events. Plus it rebuilds availability,

Night Audit Reports

Below is the list of reports that automatically generate from the night audit process.

- **Daily Activity** – The Daily Activity report shows all revenue and debit departments for the property. Includes adjustments, PTD and YTD totals gross, adjust and net.
- **Ledger Balance Summary** – The Ledger Summary reports displays the opening balance, net change, and closing balances for the Advance Deposit Ledger, Guest Ledger, and City Ledger.
- **Department Audit** – The Department Audit shows every posting for the given day under each individual department code.
- **Department Audit Summary** - The Department Audit Summary reports displays a recap of Department audit totals and shows the breakdown for each individual department code for the given day.
- **Guest Ledger** – The Guest Ledger report displays the balances of in-house/open accounts and activity change from the given day.
- **City Ledger Balance** – The City Ledger Balance reports displays each of the City Ledger accounts and their current balance and credit limit.
- **Deposit Ledger** – The Deposit Ledger report displays all accounts with advance deposit activity and balances. This report is sorted by deposits, no shows, and cancels.
- **Room Rate Audit** – The Room Rate Audit report displays all rates that are applied to each guest and the variance to the RACK rate with designated rat code amount.
- **Tax Exempt** – The Tax Exempt reports displays all the accounts that are exempt from tax.
- **Managers** - The Managers report is an overview of the overall property performance for the business day. The report includes standardized statistics for the day, period to date, and year to date.
- **Credit Limit Exceptions** – The Credit Limit Exceptions report shows any account that is over a preset credit limit.

**Open Shift**

Once the Night Audit is complete the user is prompted to open the shift now. By Clicking OK, An Open Shift window will appear on the screen. The user can view the Open Bank amount and click the OK button, if they agree. If the user needs to modify the default Open Bank amount than they can do so by entering a new Open Bank amount. The Reason for Change field will become available to the user to enter in the reason for the modified opening bank amount.

If the user were to answer No, to the question of Open Shift Now, then they would need to do the following to open their shift.

- To open a shift the user will need to open the Front Office Module and click on the Open Shift button. An Open Shift window will appear on the screen. The user can view the Open Bank amount and click the OK button, if they agree. If the user needs to modify the default Open Bank amount than they can do so by entering a new Open Bank amount. The Reason for Change field will become available to the user to enter in the reason for the modified opening bank amount.