

TRAINING MODULE 3

Checkout and Billing

You've successfully checked in your CLC guests. This training module will guide you through the process of checking out your CLC guests and processing these stays for payment.

There are two ways to submit billing:

- ✓ **Check out and bill for short-term stays**
For shorter stays, you can bill the entire stay after your guest has checked out.
- ✓ **Bill partial for long-term stays**
You can bill a portion of the stay at any time. However, CLC recommends you bill every five days for longer term stays.

Check out and bill for short-term stays:

The first step is to check out your guest.

Step 1: From the **Guest Details** page or **Today's Departures** on the Dashboard, click the **Check Out** button next to the room you are ready to bill.

Step 2: Select the actual checkout date and time.

Step 3: Enter the number of nights for which you are billing.

Note: Your contract with CLC has a 24-hour length of stay provision. **DO NOT** bill two nights for any guest who has not stayed greater than the 24 hours, regardless of check in/check out dates.

Step 4: Click the **Check Out** button. You will receive the "Check Out Complete" message verifying that your check out was successful.

Here are some other messages you may see:

You must submit this stay manually.

Some CLC customers limit the number of nights which can be billed through the electronic process. If you receive this message, follow the instructions displayed on your page for the correct billing procedure.

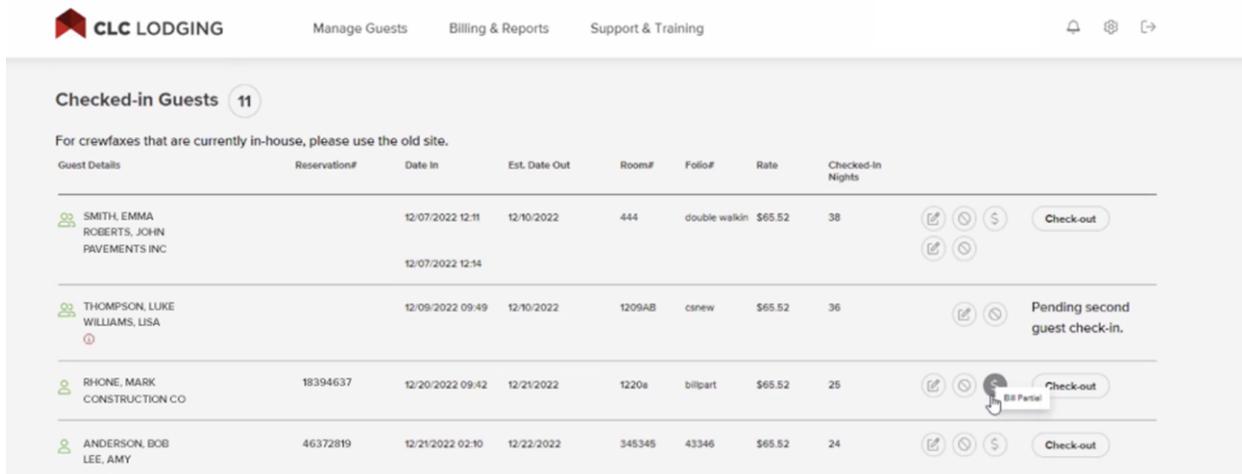
You have entered a length of stay that exceeds the typical length of stay for this customer.

You will be asked to confirm the stay details and enter your initials to verify that the information you are submitting is correct.

Bill partial for long-term stays

When you have a guest stay at your hotel for more than five days, you should submit billing throughout the stay, rather than wait until the guest checks out. You can do this using the “Bill Partial” feature of the site.

In the **Checked-In Guests** section of the **Guest Details** page, click **Bill Partial** icon  next to the guest’s name.



Guest Details	Reservation#	Date In	Est. Date Out	Room#	Folio#	Rate	Checked-In Nights	
SMITH, EMMA ROBERTS, JOHN PAVEMENTS INC		12/07/2022 12:11	12/10/2022	444	double wakin	\$65.52	38	                

Otherwise, follow the next steps:

Rooms ready for settlement will appear in the **Checked-Out Guests** section of the **Guest Details** page.

Under the **Manage Guests** dropdown menu, click the **Settlement** link.

Review the **Pre-Settlement Report** and verify that all the information is correct.

If you need to make changes to a stay, you will need to cancel the checkout from the **Guest Details** page. This will put the room back in your **Checked-In Guest** list. From there, click **Edit** icon  and update as necessary. When complete, checkout from the room again. You can then click the **Settlement** link from the **Manage Guest** dropdown menu to return to the **Pre-Settlement Report**.

Once everything in the report is correct, click the **Settle** button.

You will receive an email confirming that CLC has received your settlement file.

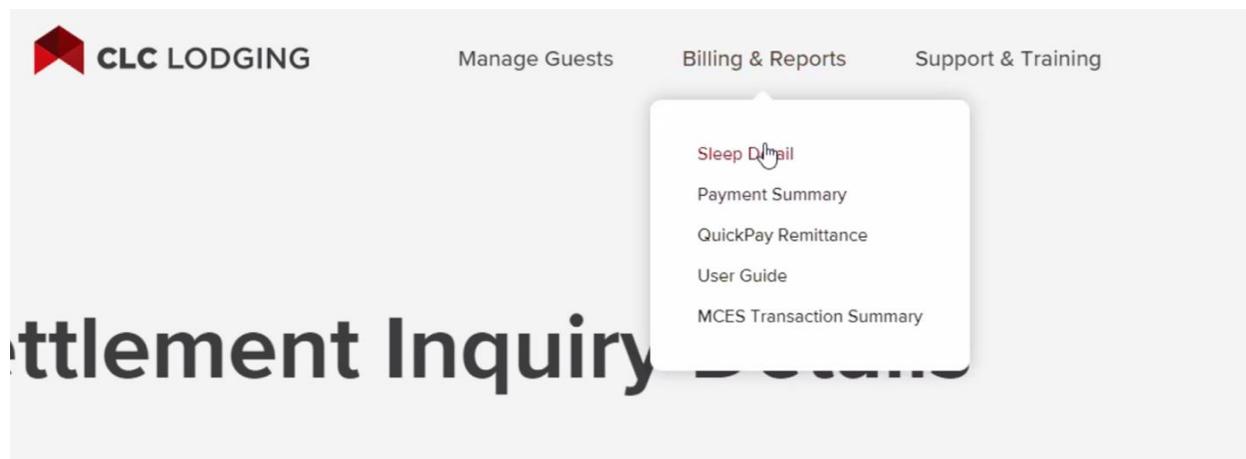
Within 15 minutes, settled transactions will appear on your **Settlement Inquiry** page. The settlement inquiry screen only goes back 90 days.

You can monitor the progress of your transactions on the **Settlement Inquiry** page. This page will show the status of each billed stay:

- ✓ Entered (customer has not yet been invoiced)
- ✓ Invoiced (invoice number is displayed)
- ✓ Check Cut (check number is displayed)

Billing & Reports

See the billing and reports dropdown menu for all your reconciliation reporting needs. View the [Accounting Quick Reference Guide](#) for more details.



Get Paid Faster

CLC's QuickPay process allows your hotel to receive payments faster. CLC will pay any qualified invoices by direct deposit into your hotel's bank account on the second business day after the transactions are validated. You will subsequently receive a check stub by fax or email. [Learn more about QuickPay here.](#)

This concludes Module 3: Checkout and Billing. Please go to **Online Training**, choose **Available Course** and take the test for Module 3.