FlashValet
How to Perform Overnight Posting with a PMS Integration

Here is how you post overnight payments for hotel locations with an integrated Property Management System (PMS). Note: The system does not post charges automatically. The attendant must choose the Pay option in the app to process payments on the current business date.

Topics:

Process Overnight Payments in the FlashValet App

Prior to posting the overnight payments, it is critical to conduct an overnight audit to ensure all data in the FlashValet app is as up-to-date as possible.

1. Click Control > select Out and Returning.

2. Select the blue ⓘ icon to view ticket details and verify all tickets on this list are still checked into the hotel. Ensure anyone not still checked into the hotel is Checked Out.

3. Select the Issued tab and filter by Hot Cars. In each ticket, select Edit Ticket and enter the guest name into the name search bar to re-search for their reservation.

4. Click Control > select Overnight Payments > click Pay All. (Figure 1)

5. Wait for the ticket record to turn green indicating all tickets with an assigned room number have sucessfully posted. (You can leave the Control screen and the payments will continue to process.) (Figure 2)

*Note: Processing takes about 7 to 10 seconds per overnight payment, about 11 minutes per 100 vehicles. All payments must be completed prior to the operating window. If all payments have not posted within the operating window, they will not post for the day and must be posted manually at the front desk.

FlashParking

6. Select Pay next to the individual tickets that are not red or green, and then select Process to Micros/Galaxy to individually push a posting to the PMS. (Figure 3)

7.   Select Processed at Front Desk for any remaining reservations that were not posted (they don't turn green) after trying Step 6. These payments will need to be manually posted by a front desk agent.
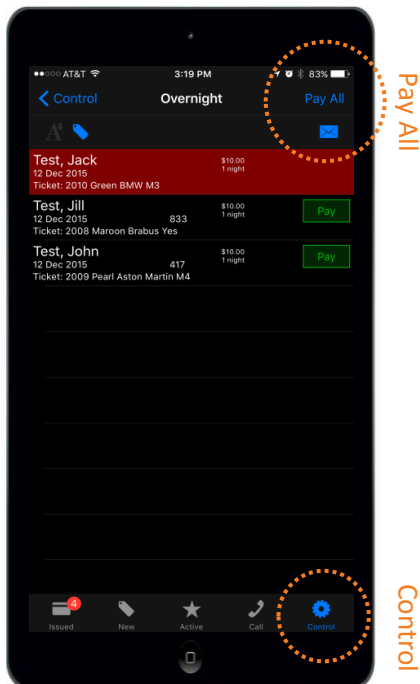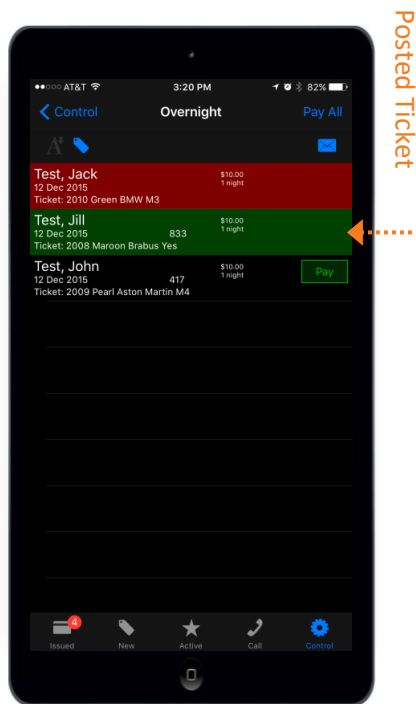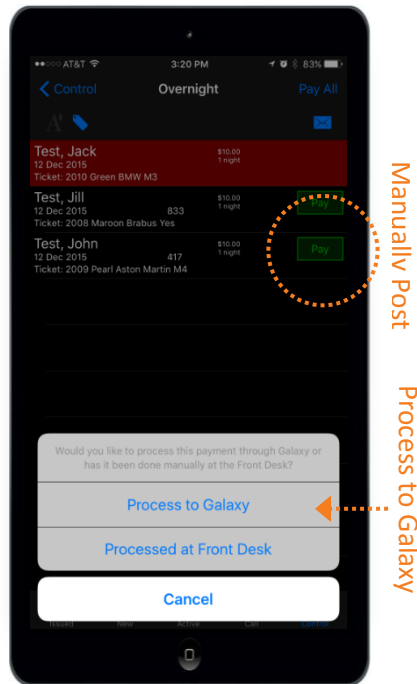

Figure 2

Figure 3

Figure 1

Bill a Transient Charge to a Room

1. Issue the transient ticket.

2. Select the Bill to Room tender type option when the ticket is pulled.

3. Enter the room number and select Done.

4. (Optional: search by reservation name if the room number is unknown. Edit the ticket prior to pulling it and select the room#/unit field, search for the guest name and select the correct one from the list of search results.)

5. Pull the ticket and select Bill to Room.

FlashParking

Frequently Asked Questions

Why isn't the payment posting through the FlashValet App?

The two main causes of posting issues are: folios that do not have a credit card on file and folios that are marked as Do Not Post.

How do I post a payment that fails to turn green in the FlashValet App?

1. Request the front desk to post any failed payments directly through PMS.

2. Select Pay and then Processed at Front Desk to record this payment in FlashValet.

How can I be sure that payments are posting correctly?

Our recommendation is to compare the Overnight Vehicle Report from FlashValet against the Journal by Cashier Report from the PMS for the first couple of weeks that the integration is live. This will assure you that the above process is happening properly and help to catch any errors or discrepancies.

FlashParking