

How to charge a guest for Cable On-Demand Charge:

- In Streamline, open up the guest reservation that made the charge. Reference the charge date on the owner's cable bill so the right guest is charged.
- Select New Folio Item at the bottom of the screen.
- Under Item Type click on the drop-down menu and select Cable On Demand Charge
- In Amount, enter in the total amount to charge the guest. If multiple movies were purchased add them all together as one charge.
- Under Folio Item Comments add "Cable On-Demand Charge" and provide the names of the movies and dates of purchase.
- Select Submit at the bottom.

There should now be a balance due on the reservation that you need to charge the guests credit card for.

- On the reservation select New Payment
- Under payment type click on the drop-down menu and select Charge CC
- *Make sure that the total showing up in TOTAL AMOUNT is only the amount for the movies. If it is a different amount talk to Ally before proceeding*
- Under Payment Comments add "Cable On-Demand Charge" and provide the names of the movies and dates of purchase.
- Select Submit at the bottom to push the charge through.

Owner will automatically receive a credit on their owner statement for the charge. You don't need to post anything there. It's always good to leave a note on the reservation too like...owner sent in bill for on-demand purchases guest made during stay. Charged cc on file...