PREMIERE

SUITES

Rent vs Split Orders

- Every order has one customer (Account or Contact).
  - One customer who gets all the invoices from that order
- One reservation can have multiple orders – multiple customers being billed for different parts
- Rent order
  - Primary order for reservation
  - Only order that contains Suite bookings
  - Defines tax rules for entire reservation -> length of stay and location

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Rent vs Split Orders (Continued)

- Split or guest orders
    - Used to track arrivals and departures for multiple guests in a stay
    - Used for billing anything on a reservation that is not to the customer on the primary (Rent) order

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Special Notes for Split Orders with IO

- Splitting rent on IO is not supported
  - This is because only the Account is billed for rent on IO and that is as a pass-through amount with the IO discount

- All split/guest orders with IO will be billed from the Accommodating branch directly

- Only these scenarios are supported

Adding Split/Guest Orders

1. Open Rent Order
2. Click Manage Stay
3. Select "Add Guest"
4. Select the contact and dates
5. Click Next

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Billing a Guest for an Incidental

1. Open the Rent order
2. Click on the guest record (order product)
3. Click on Associated Order to open the guest order
4. Click add product and complete dialog steps
5. Now have product billed to guest with invoice to guest

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Splitting Rent

- Rent can be split to a guest (or multiple guests).

- You can split for a specific period part of the stay if required.

- Rent can be split to other accounts
  - You can have a contact as the primary customer on the rent order and split order for an account

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Splitting Rent

1. Open primary (Rent) order
2. Select Manage Stay -> Split
3. Select rent to split
4. Leave (or adjust) dates
5. Select Split by Amount
6. Assign Split to Existing Order -> Yes
7. Enter the per dollar amount nightly rate to split
8. Select the existing order, the guest order previously created
9. Open the existing guest order -> Update Invoices

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Splitting Rent

1. Open primary (Rent) order
2. Select Manage Stay -> Split
3. Select rent to split
4. Leave (or adjust) dates
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