The Heart of Hospitality

Exploring the Possibilities: A Preview of Track's Split Folio Feature

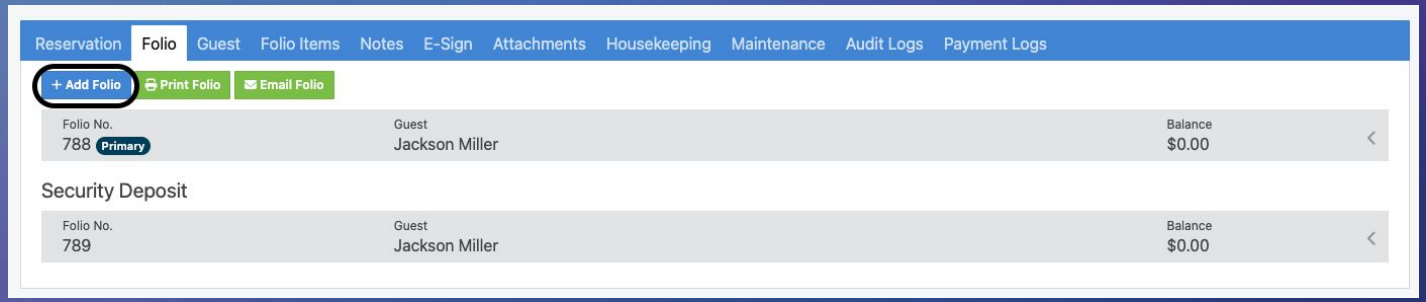
NEXT 2025

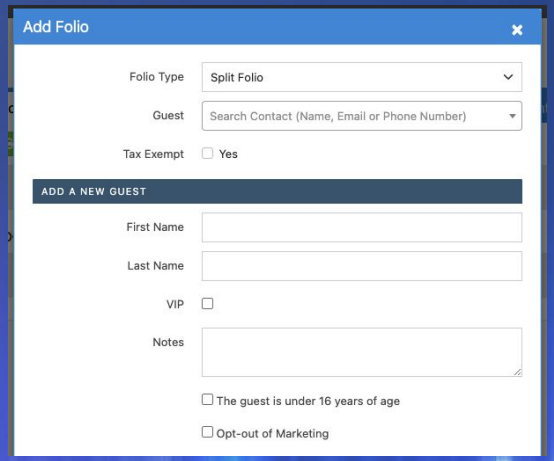
The **Heart** of Hospitality

What is a split folio?

A split folio allows reservation agents to create separate billing accounts for each guest under a single reservation, enabling personalized payment methods and improved billing accuracy.

- In addition to a split folio being created, users can associate a guest to each folio.





NEXT 2025

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

Why Split Folios?

Split Folios equips you with the essential tools to ensure a seamless and consistent experience for every guest. To enhance the stay, especially for additional guests, we have prioritized two key aspects of the reservation process:

- Communications
  - The ability to view basic contact profiles for each guest, including phone, email, address, and custom fields.
  - Enhanced searchability by making additional guests associated with a reservation easily accessible in the system.
- Billing
  - The ability to create individual folios for each guest under a single reservation.
  - Personalized billing and payment methods for each guest.
  - Improved billing accuracy by assigning charges to specific guests.
  - Flexibility for guests to split payments for products and services as desired.

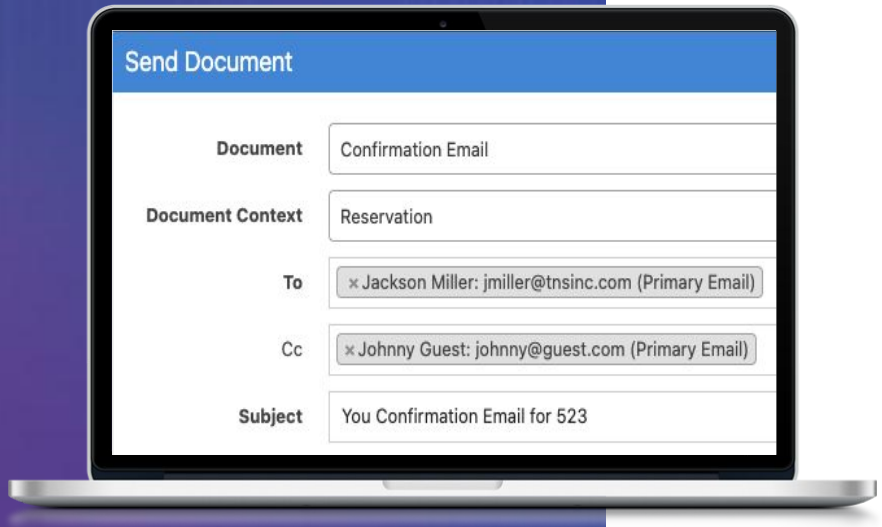
NEXT 2025

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

Communications

Ensure a consistent experience for all guests through standardized communications, including:

- Reservation documents (email, e-sign, letters)
- Automated communication (triggers and automations)



Efficient Communication: Ensures all associated guests receive updates and confirmations through a single channel.
Enhanced Guest Experience: Combines convenient communication for groups with individualized billing.
Operational Efficiency: Simplifies group management and reduces staff workload.
Support for Complex Scenarios: Balances collective updates with clarity in individual billing.
Financial Transparency: Maintains detailed invoices for each guest while coordinating group payments.
Competitive Advantage: Attracts groups, corporate clients, and event planners with tailored communication and billing capabilities.

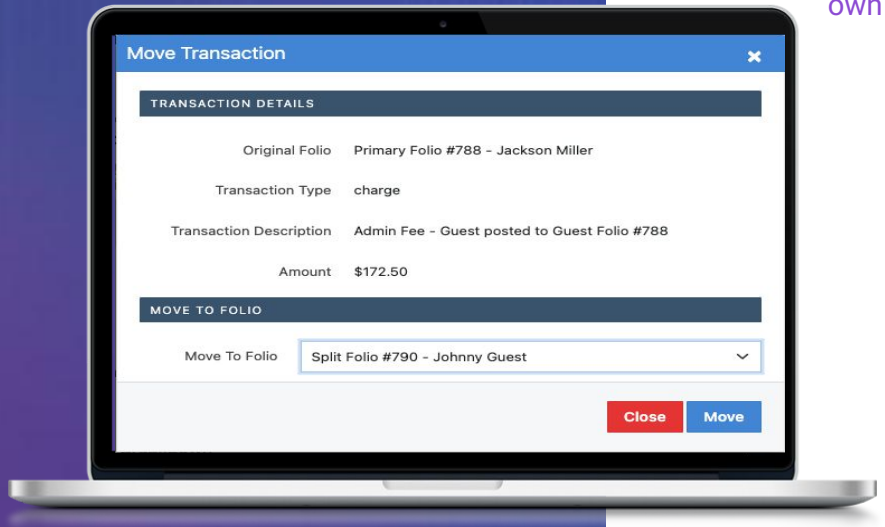
© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

NEXT 2025

Guest Billing

Individualized folios for each guest offer a more personalized experience and provide greater clarity regarding their billing.

This feature enables all guests linked to a reservation to have their own separate folios.

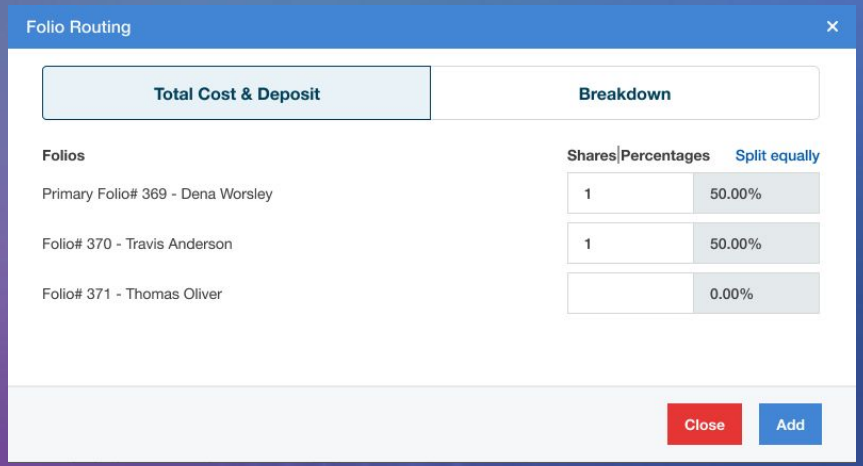


Flexibility: Allows for multiple payment methods and tailored billing for guests.
Improved Guest Experience: Provides clear, personalized invoices and enhances transparency.
Operational Efficiency: Streamlines front desk processes and reduces billing errors.
Support for Complex Scenarios: Simplifies billing scenarios and transaction moving.

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

NEXT 2025

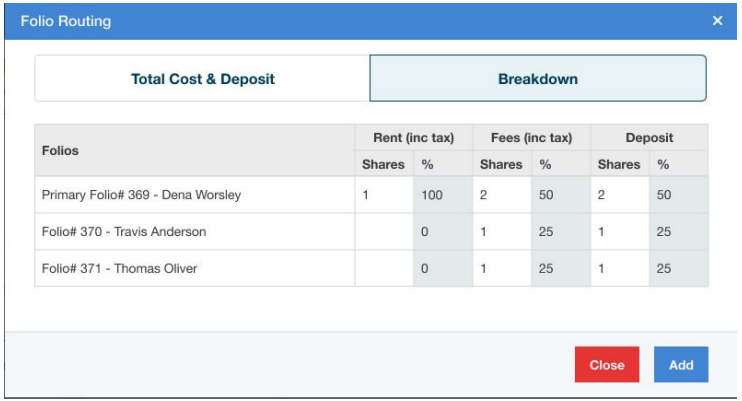
On the horizon…



Folio Routing

Effortlessly split charges between occupants using our Folio Routing feature!

Allows Track users the ability to set a number of shares per folio to ensure each guest is responsible for their own portion of the bill.



NEXT 2025

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

Additional Guest Reporting

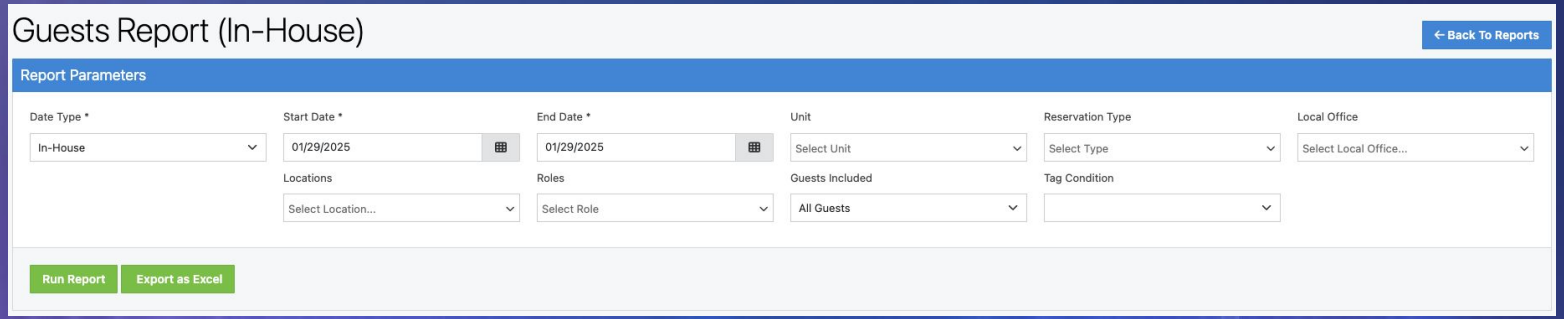
Verifying non-primary guests on a reservation can be cumbersome, especially for employees using limited Track features. The previously “In-House" now “Guests Report” simplifies this by displaying all associated guests.

Filters Include:

- View by In-House, Checked In, and Checked Out
- Stay Dates, Unit or reservation type, and reservations with associated tags.

Report Includes:

- Reservation Info: Balance, occupant breakdown.
- Guest Contact: Name, email, phone, address.
- Guest Stay Details: Check-in/out, folio balance.
- Unit Info: Address



© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

Guests Report Continued…

Verifying non-primary guests on a reservation can be cumbersome, especially for employees using limited Track features. The "Previously In-House" report simplifies this by displaying all associated guests.

Report Includes:

- Reservation Info: Balance, occupant breakdown.
- Guest Contact: Name, email, phone, address.
- Guest Stay Details: Check-in/out, folio balance.
- Unit Info: Address

NEXT 2025

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL

Open Forum

Split Folios

Based on what you have just seen, what business problems can this help? Are there any other we are missing?

© 2025 | TravelNet Solutions, LLC | PRIVATE AND CONFIDENTIAL