



*The **Heart** of Hospitality*

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

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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.

The screenshot shows the 'Folio' tab in a reservation system. The top navigation bar includes 'Reservation', 'Folio' (selected), 'Guest', 'Folio Items', 'Notes', 'E-Sign', 'Attachments', 'Housekeeping', 'Maintenance', 'Audit Logs', and 'Payment Logs'. Below the navigation bar are three buttons: '+ Add Folio' (highlighted with a red circle), 'Print Folio', and 'Email Folio'. The main content area displays two folios for guest 'Jackson Miller':

Folio No.	Guest	Balance
788 Primary	Jackson Miller	\$0.00
Security Deposit		
789	Jackson Miller	\$0.00

The 'Add Folio' modal form is shown with the following fields and options:

- Folio Type:** Split Folio (dropdown menu)
- Guest:** Search Contact (Name, Email or Phone Number) (dropdown menu)
- Tax Exempt:** ☐ Yes
- ADD A NEW GUEST** (button)
- First Name:** (text input field)
- Last Name:** (text input field)
- VIP:** ☐
- Notes:** (text area)
- ☐ The guest is under 16 years of age
- ☐ Opt-out of Marketing

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**

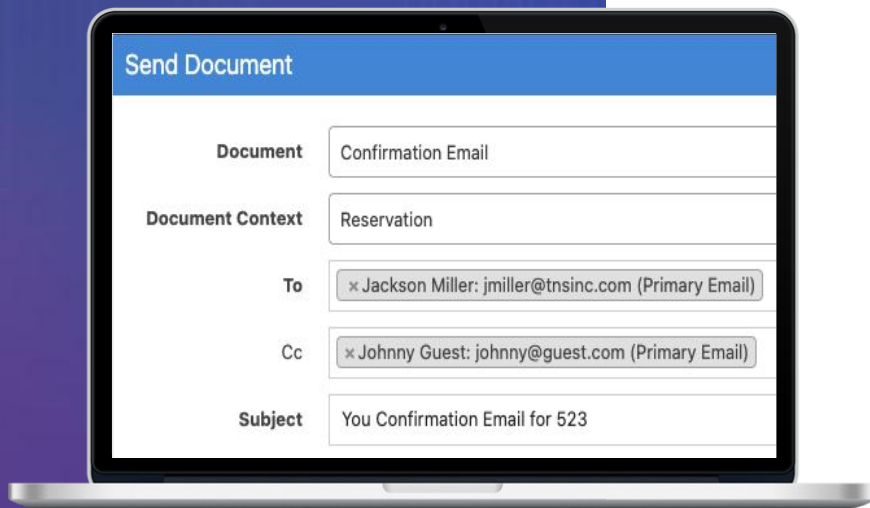
- The ability to create individual folios for each guest under a single reservation.
- Personalized billing and payment methods for each guest.
- Improved billing accuracy by assigning charges to specific guests.
- Flexibility for guests to split payments for products and services as desired.



Communications

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

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



Send Document	
Document	Confirmation Email
Document Context	Reservation
To	x Jackson Miller: jmiller@tnsinc.com (Primary Email)
Cc	x Johnny Guest: johnny@guest.com (Primary Email)
Subject	You Confirmation Email for 523

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.

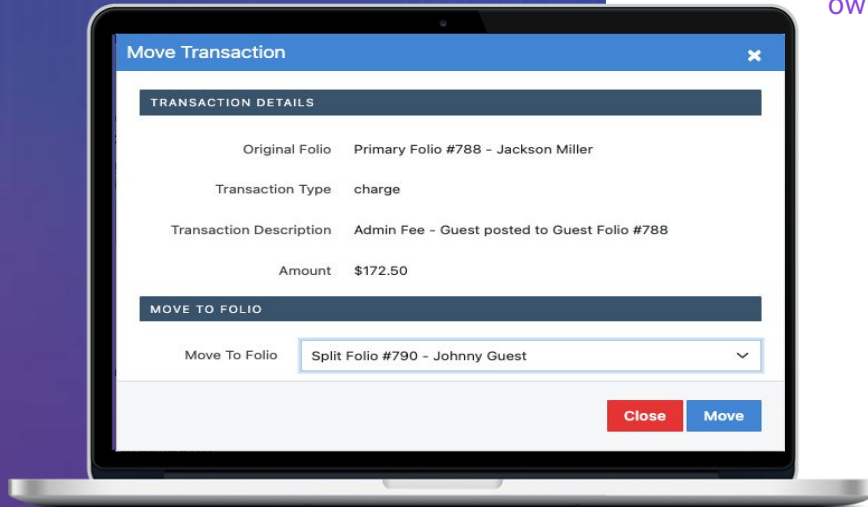
Financial Transparency: Maintains detailed invoices for each guest while coordinating group payments.

Competitive Advantage: Attracts groups, corporate clients, and event planners with tailored communication and billing capabilities.

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.

On the horizon...

Folio Routing

Total Cost & Deposit

Breakdown

Folios

Primary Folio# 369 - Dena Worsley

Folio# 370 - Travis Anderson

Folio# 371 - Thomas Oliver

SharesPercentages

Split equally

150.00%

150.00%

0.00%

Close

Add

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.

Folio Routing

Total Cost & Deposit

Breakdown

Folios	Rent (inc tax)		Fees (inc tax)		Deposit	
	Shares	%	Shares	%	Shares	%
Primary Folio# 369 - Dena Worsley	1	100	2	50	2	50
Folio# 370 - Travis Anderson		0	1	25	1	25
Folio# 371 - Thomas Oliver		0	1	25	1	25

Close

Add

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

Guests Report (In-House)

[← Back To Reports](#)

Report Parameters

Date Type *	Start Date *	End Date *	Unit	Reservation Type	Local Office
In-House ▾	01/29/2025 📅	01/29/2025 📅	Select Unit ▾	Select Type ▾	Select Local Office... ▾
Locations		Roles	Guests Included	Tag Condition	
Select Location... ▾		Select Role ▾	All Guests ▾	▾	

[Run Report](#) [Export as Excel](#)

Guests Report Continued...

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- Guest Contact: Name, email, phone, address.
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Open Forum

Split Folios

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