

INN-CONTROL

USER GUIDE

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Property Of:
Computel Computer Systems, Inc.
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1 Overview

1.1 *Contacting Support*

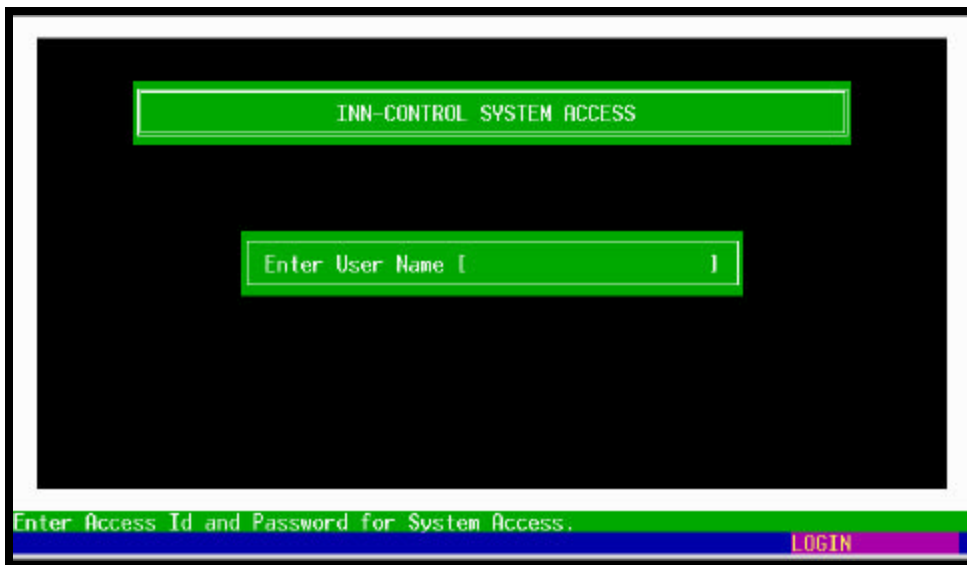
Computel takes great pride in our ability to provide you with a state of the art computerized property management system at a price any property can afford.

Computel also continues to strive to provide the most attentive support network for immediate answers to any of your questions concerning the operation of your system. If you cannot find the answer to your question in this user guide, please contact us at:

Computel Support (561) 994-5577

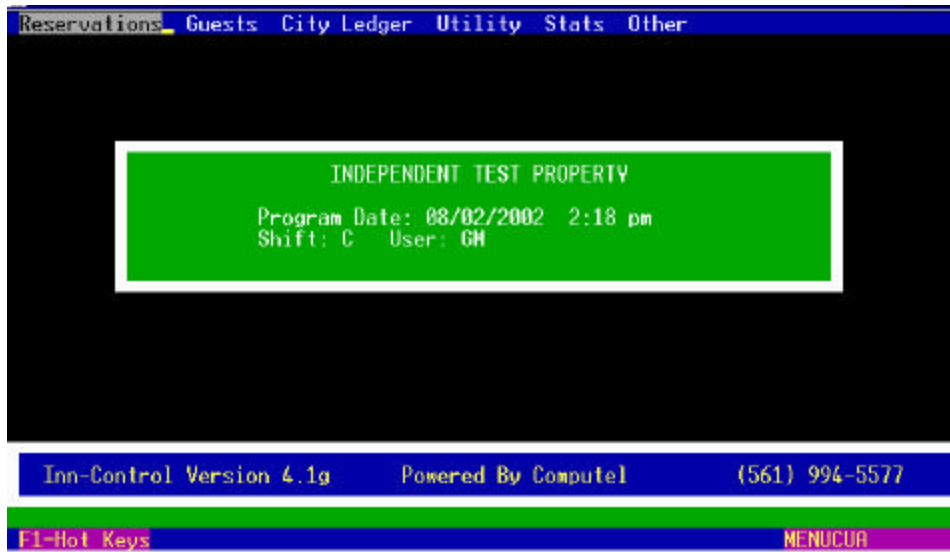
1.2 *System Access*

When you first turn on the computer, it will come up to a black and white screen with a CONSOLE! Login prompt. At this point you will enter the terminal name you wish to login to (CCS1, CCS2, etc.) and press <ENTER> twice. The “User Login” screen will appear.



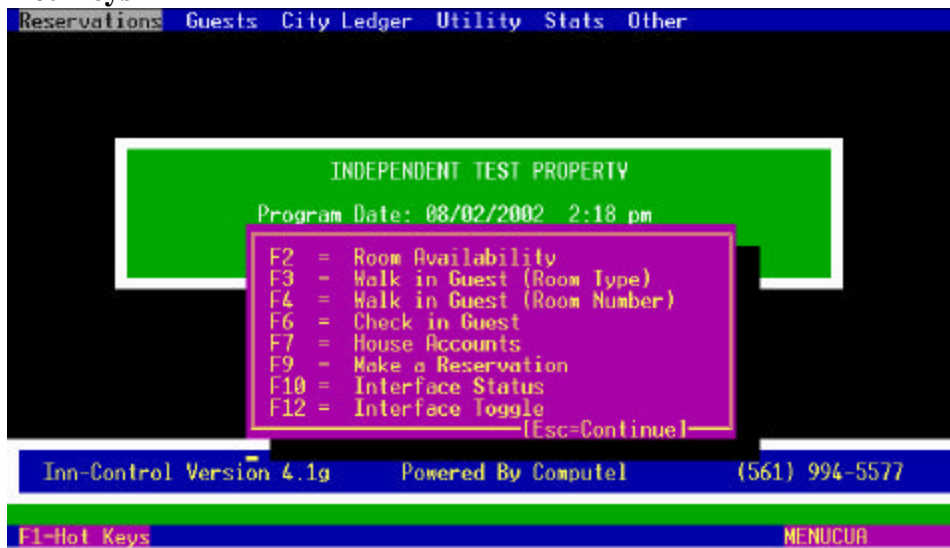
To access the PM system, enter your User Name and press <ENTER>. You will briefly see the system state “Initializing Security” and then be provided a box to enter your password. Your password will be hidden as you type. Press <ENTER>. The Current User, Shift, Program Date and Time will be shown in the lower right corner. The functionality and menus available are based on the security level of the User ID. See **Section 7.1** for General Manager’s Menu.

1.3 Main Menu



Many key functions are standard throughout much of the system. Menus can be accessed using the arrow keys to move across the top of the window, or you may press the first letter of the main menu selection. Press <ENTER> to show the drop down sub-menu below your selection. Pressing <ENTER> after completing data entry in any field will accept your entry and move you to the next field. If you make a mistake and want to return to the previous field, use the Up Arrow key. Where you see a ? before a field, this means a drop-down help list is available. Press <F2> to view the list.

Hot Keys

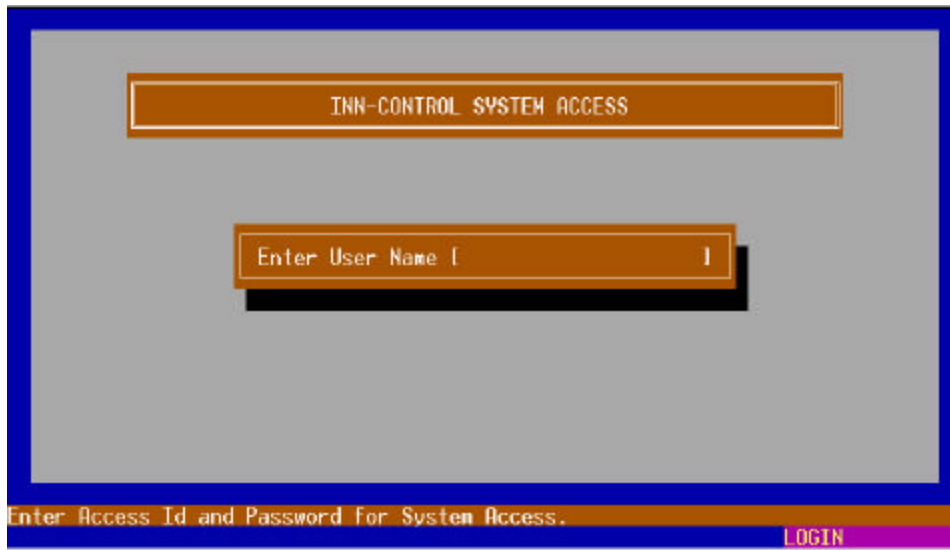


Pressing <F1> from the Main Menu will display a list of Hot Keys. The Hot Keys act like a shortcut, taking you quickly to a particular screen.

1.4 Training Access

You also have access to a separate Training system, which you can use at any time to train new staff members, even while other terminals are running the hotel's live system. From the black and white CONSOLE! Login screen, type "training" at the login prompt and press <ENTER> twice. There is no password.

You will notice that the screens are often different colors then the real system; this is to alert you that you are in the Training environment.

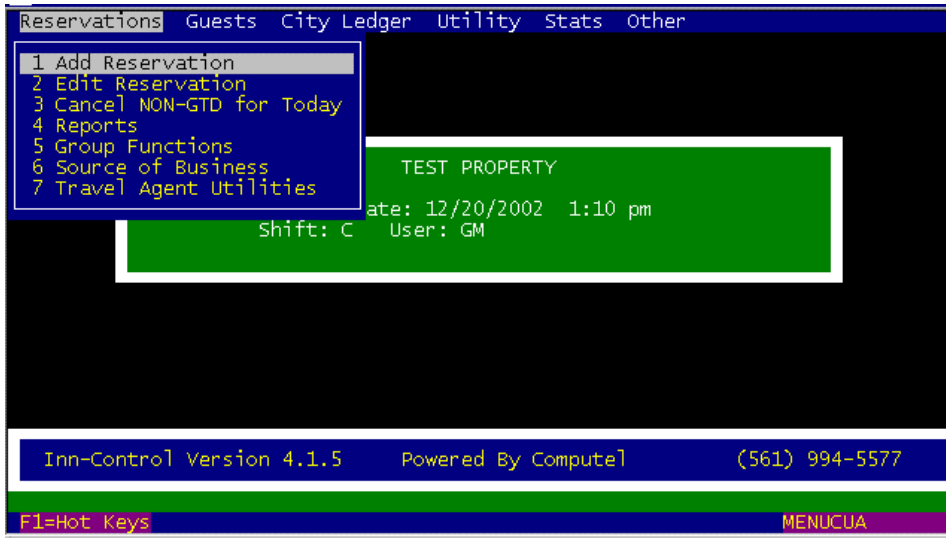


Use your regular login and password to access the Training system.

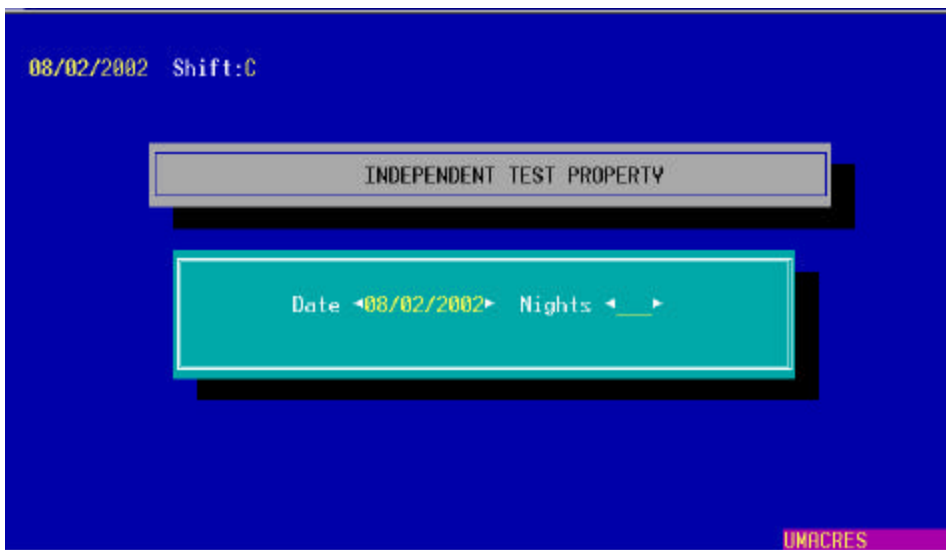


2 Reservations

2.1 *Add Reservation*



From the Main Menu, press the Right or Left Arrow key to highlight 'Reservations' and press the <ENTER> key. The 'Reservations' sub-menu will be displayed. Use the Up or Down arrow keys to highlight 'Add Reservation' and press the <ENTER> key.



Date:

The current business date will be displayed. If the guest is checking in today press <ENTER>. If the guest will be checking in on a future date, enter the correct check-in date and press <ENTER>. Enter the date in the following format **mm/dd/yyyy** (using all 4 digits in the year).

Nights:

If the guest is staying one night press <ENTER>. If the guest will be staying more than one night, enter the number of nights the guest will be staying and press <ENTER>.

08/02/2002 Shift:C

[Single] User:IGM
Start Date:08/02/2002 Number of Nights: 2

Code	Description	Blocked	000	Avail
NDD1	2 DOUBLE BEDS/N	3	2	20
NKK1	2 KING BEDS/N	3	0	7
K11	1 KING BED/SM	0	0	9
NK1	1 KING BED/N	2	0	12
ENQ1	1 QUEEN BED/K/N	0	0	5
NQ01	2 QUEEN BEDS/N	2	0	18
SK1	S/1 KING BED/SM	0	0	3

ENTER=Select F8=\$Rates ESC=Exit

ENEWRESS

A room availability screen will appear. If the room type you wish to select shows "0" or a negative number under the "Avail" column, you may or may not be able to select that room type. When the reservation program was installed, an allowed overbook number was programmed. Ask your Supervisor if you have any questions concerning the overbooking policy.

Use the Up and Down arrow keys to highlight the type of room to be reserved and press <ENTER>. The 'Reservation Single Entry Screen' will display.

If you wish to review rates for a specific room type before moving on to the 'Reservation Single Entry Screen', highlight the room type using the Up and Down arrow keys and press <F8>.

Reservation Single Entry Screen

01/18/2002 - 01/19/2002 Conf: 3000 CRSCnf: Balance: 0.00

Rate Comment:

Last Name ? First Name ?
Adlt/C12/C17 ? 1/ 0/ 0 Rate Type ? 0
Room Rate 0.00 Comp: Tax Exempt ? 0.0000 Allow Charges ?
Room Type :001 2 QUEEN BEDS/SM Room No.: 0 (NONE)
Payment By ? 0 GTD ? : Deposit by ?
DB Company ? Exp Date : Guar \$ 0.00
Card Number :

Address :
City : ST : Zip ? :
Phone (H) : (B) : Prono :
Company ? ID# :
Bus Source ? 0 NONE Freq Guest# :
Travel Agent ? 0 Pct 0.0000
Requests ? : : : :
Group Number ? :

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] EDITRES

Last Name:

Enter the last name of the guest and press <ENTER>. You may also press the <F2> key to search for a guest name from Guest Accounts Lookup. Highlight the name you wish to use and press <ENTER>. If you bypass this field, it will auto-fill with “Express” when the reservation is complete.

First Name:

Enter the first name of the guest and press <ENTER>. You may also press the <F2> key to search for a guest name from Guest Accounts Lookup. Highlight the name you wish to use and press <ENTER>. If you bypass this field it will auto-fill with “Check-In” when the reservation is complete.

Adlt/C12/C17:

Enter the number of adults, the number of children 12 and under, and the number of children ages 13-17. Press <ENTER>.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3000 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?* First Name?*

Adlt/C12/C17 1/ 0/ 0 Rate Type ?* 0

Room Rate 50.00 Comp: Tax Exempt ?* 0.0000 Allow Charges

Room Rates 2 QUEEN BEDS/SH

Code	Rate Type	1-Per	2-Per	3-Per	4-Per
RACK	RACK RATE	50.00	55.00	60.00	65.00
SCC	CORPORATE	42.50	46.75	51.00	55.25
S3A	TRIPLE A	45.00	49.50	54.00	58.50
STR	TRUCKER RATE	40.00	45.00	50.00	55.00
SSR	SENIOR RATE	44.00	48.40	52.80	57.20
SGV	GOVERNMENT RATE	45.00	50.00	55.00	60.00
SVP	VIP RATE	45.00	49.50	54.00	58.50
SED	EMPLOYEE DISCOUNT	25.00	27.50	30.00	32.50

Xtra Person: \$ 10.00 Child 12: \$ 3.00 Child 17: \$ 1.00

F4=Show Dates ESC=Exit

F1=N F7=Tra

LOG CLEAR TYPRATE

Rate Type:

If you already know the rate type code, enter the number and press <ENTER>. If you do not know the code, press the <F2> key for help, and the “Room Rates” window will be displayed. Highlight the correct rate type description using the Up and Down arrow keys and press <ENTER>.

Room Rate:

The room rate for the rate type selected will automatically appear in this field after you have selected the Rate Code. If you have override authority, you may override the rate by choosing that option from the <F10> menu. If the rate has been manually overridden, an “O” will appear before the dollar amount. If there is a rate change during the stay, an ! will appear before the dollar amount. A rate overridden to \$0.00 will automatically be flagged “Y” as a Comp Room.

Rate Comment:

This is a free form text field where comments can be entered regarding the rate selected for the guest. You may also see messages in this field if the reservation came from CRS for a rate type that is not loaded in your PM system.

The screenshot displays the 'Reservation Single Entry Screen' with the following details:

- Top header: 01/18/2002 - 01/19/2002 Conf: 3000 CRSConf: Balance: 0.00
- Section: Tax Exempt Choices: THIS Reservation
- Table of Tax Codes:

Code	Description	Tax Pct
1	Room Tax	5.0000
2	State Tax	7.0000
3	VAT Tax	1.5000

Navigation options at the bottom: Enter=Add, F6=Delete, Esc=Exit.

Additional fields on the right include: RACK RATE, Allow Charges, Room No.: 0 (NONE), Deposit by, Guar \$: 0.00, Prono, ID#, Guest#, and Pct: 0.0000.

Footer navigation: F1=Next Section, F2=Search, F3=Change Dates, F5=Internet/www, F6=Cancel, F7=Transactions, F8=Rooms, F10=Other Options, Esc=Exit. A 'LOG CLEAR' button is also present.

Tax Exempt:

Normally if NO, press <ENTER> to leave this field blank. The correct tax rate will be displayed. If the guest is to be tax exempt, enter a "Y", then press the <F2> key, and the "Tax Exempt Choices THIS Reservation" window will be displayed. Using the Up and Down arrow keys, highlight the tax code the guest will be exempt from and press <F6> to delete that tax code. To add additional taxes the guest will be paying, press <ENTER> to display the "Tax Exempt Lookup Table." Using the Up and Down arrow keys, highlight the taxes the guest will be paying and press <ENTER>. Pressing the <ESC> key will return you to the 'Reservation Single Entry Screen'.

Allow Charges:

This field will only be functional if the system is set up with a Restaurant Interface. Normally if NO, press <ENTER> to leave this field blank. If you wish to allow the Restaurant Interface to be able to send charges directly to the guest folio, enter a "Y" into this field.

Room Type:

The cursor will skip this field, as it will already show the choice made on the availability window. To change the room type, press <F8>.

Room No.:

This field will show zero (0) until a room number is assigned, which is done under <F8>.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3000 CRSConf: Balance: 0.00
Rate Comment:

Key	Description
1	CASH
2	CHECK
3	VISA
4	MASTERCARD
5	AMERICAN EXPRESS
6	DINERS / CARTE BLANCHE
7	DISCOVER CARD
8	AMOCO
9	EN ROUTE
999	DIRECT BILL

Confirmation Keys Lookup

F2=Search Esc=Exit

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] CPAYLOOK

Payment By:

If you know the code for the method of payment the guest will use, enter the code and press <ENTER>. If you do not know the code, press the <F2> key to display the lookup window. Using the Up and Down arrow keys, highlight the correct method of payment and press <ENTER>.

GTD:

This field is not functional at this time.

Deposit by:

If the guest will guarantee by deposit, enter the deposit due date using the format **mm/dd/yyyy** and press <ENTER>.

Direct Bill Companies Maintenance			Current Sort: [COMPANY CODE]
Code	Company Name	Company DBA	Telephone
101	TEST COMPANY	TESTERS INC.	123-456-7890
<div> <div> Addr1: 1234 MAIN STREET Addr2: P.O. BOX 123 City: PHOENIX State: AZ Zip: 85008 Attn: DOE/JOHN </div> <div> Cont: DOE/JANE Chgs: COMPANY NAME CHANGED 2/97 Auth No: 00258 Exp. Date: 03/04/2002 Comments: DIRECT BILL ROOM & TAX ONLY Block Invoices?: Fax: 555-555-5555 </div> </div>			
F2=Search F3=Change Lookup F4=Print F6=Delete F7=Add F8=Multi-Payment F9=Invoices F10=Edit Esc=Exit			
[LOG CLEAR]		COMPANY	

DB Company:

If Direct Bill was chosen for the method of payment, then a direct bill company code must be entered here. If you know the direct bill company code, enter it and press <ENTER>. If you do not know the code, press the <F2> key to search for the company to use, highlight the selected direct bill company and press <ENTER>.

Card Number:

If the method of payment or guarantee is a credit card, enter the credit card number and press <ENTER>.

Exp Date:

Enter the credit card expiration date in the format of **mm/yy** and press <ENTER>.

Guar \$:

If the guarantee selected is a deposit, enter the deposit amount required and press <ENTER>.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?* First Name ?*
Adlt/C12/C17 1/ 0/ 0* Rate Type ?* 1*RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ?* 13.5000 Allow Charges
Room Type :001 2 QUEEN BEDS/SH Room No.: 0 (NONE)
Paym
DB C
Card

Choose A City

BEVERLY HILLS	CA 90210
BEVERLY HILLS	CA 90211
BEVERLY HILLS	CA 90212
BEVERLY HILLS	CA 90213
COMPTON	CA 90220
RANCHO DOMINGUEZ	CA 90220
COMPTON	CA 90221
EAST RANCHO DOMINGUE	CA 90221
COMPTON	CA 90222
ROSEWOOD	CA 90222

F1=Next F2=Search F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] ZIPSrch

Zip:

Enter a zip code and press <ENTER>. The City and State fields will be automatically filled. If there is more than one zip code for the city, or neighboring cities with similar zip codes, a list will be displayed. Use the Up and Down arrow keys to select the correct city and zip code, and press <ENTER>. *NOTE: Whether or not an address is required is determined at time of set-up.*

Address Line 1:

Enter the address of the guest and press <ENTER>.

Address line 2:

Enter any additional guest address information and press <ENTER>.

City:

If not already filled in by the Zip Code lookup, enter the city and <ENTER>.

ST:

If not already filled in by the Zip Code lookup, enter the two-letter state abbreviation and press <ENTER>.

Phone (H):

Enter the home phone number and press <ENTER>. It is not necessary to use the dash "-" (ex. 305-555-1212 or 3055551212).

Phone (B):

Enter the business phone number and press <ENTER>.

Promo:

Used for corporate marketing, enter the promotion number at the bottom corner of a voucher or discount coupon presented by the guest.

Guest Companies Maintenance			
Company Name	Telephone	MTD Rm Nts	MTD Revenue
SONY	NONE	3	196.00
TEST COMPANY	3235888585	3	400.00
UNIVERSAL STUDIOS	808-222-3456	3	220.00
	818-555-2525	3	240.00

Addr1:	Cont:	State:
Addr2:	City:	
Zip:	Comment:	
YTD Room Nights: 37	YTD Revenue: 1864.73	Total Revenue: 18843.72

Enter=Select	F6=Delete Record	F7=Add Record
F8=Edit Record	F10=Save Record	Esc=Exit

GSTCOMP

Company:

Enter a company name, or use the <F2> key and the Up and Down arrow keys to select from 'Guest Companies Maintenance' screen. If you enter a company name and an exact match is not found, the 'Guest Companies Maintenance' screen will be displayed for you to add the new company information. Press <F7> to Add and <F10> to Save. Press <ENTER> to return to the reservation screen.

***See 2.3.3 for more detail.**

ID#:

If the guest provides a Corporate ID#, enter it and press <ENTER>.

Reservation Single Entry Screen		Balance: 0.00
Reservation Source Lookup		
Code	Description	
0	NONE	
1	WALK-IN	
2	TOUR N TRAVEL - LINDA	
3	TOUR N TRAVEL - MIKE	
5	IBM - JILL	
6	JANUS HOTELS - LAURA	

↑ Name? *	
→ RACK RACK RATE	
13.5000 Allow Charges	
Room No.: 0 (NONE)	
4P Deposit by:	
Guar \$ 0.00	
Zip? 90210	
Promo	
ID#	
Freq Guest#	
Pct 0.0000	

F2=Search	ESC=Exit
F1=H	F5=Internet/www
F7=Transactions	F6=Cancel
F8=Rooms	Esc=Exit
F10=Other Options	

LOG CLEAR RESLOOK

Bus Source:

If your property tracks local source of business and you know the code for this reservation, enter it here and press <ENTER>. If you do not know the source of business code, press the <F2> key Highlight the correct code from the list and press <ENTER> to select.

Freq Guest #:

If the guest provides a frequent guest number, enter the number or swipe the card here.

Reservation Single Entry Screen
01/18/2002 -
Rate Comment:

Travel Agencies: Current Sort: [NAME]

	Code	IATA#	Name	Percent
Last Name	15	0048591464	B.C. TRAVEL	10.00
Adlt/C12/C1	25	0038707815	BEAR CREEK TRAVEL INC	10.00
Room Rate	22	0005852022	BOARDING PASS INC	10.00
Room Type	31	0027500911	BOARDWALK TRAVEL	10.00
Payment By	12	0077209484	BRABY-ROSS TRAVEL	10.00
DB Company	19	0077257143	BRABY-ROSS TRAVEL	10.00
Card Number				

Address: Addr1: CROWN BAY MARINA 2: PARCEL 8168, SUB BASE
City: SAINT THOMAS State: VI Zip: 00802
Phone: (H) NONE
Company:
Bus Source:
Travel Agen:
Requests:
Group Number:

F2=Search F3=Change Lookup F4=Print Report
ESC=Exit

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit

[LOG CLEAR] TRAVAGCY

Travel Agent:

If a Travel Agent is calling to make this reservation for the guest, and a commission is due, you must enter the Travel Agent Code here. If you do not know the Travel Agent Code, press the <F2> key and the 'Travel Agencies Maintenance' window will be displayed. Use the Up and Down arrow keys to highlight the correct travel agent and press <ENTER>.

Note: If a valid Travel Agent IATA number is not found in the list, you will have to add the Travel Agent into the system.

Pct:

The commission percent of the selected Travel Agency will show here.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ? Adlt/C12/C17 Room Rate Room Type Payment By ? DB Company ? Card Number Address City Phone (H) Company ? Bus Source ? Travel Agent? Requests ? Group Number?	Request Code LookUp <table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>ADJC</td> <td>ADJACENT ROOMS</td> </tr> <tr> <td>ADJN</td> <td>ADJOINING ROOMS</td> </tr> <tr> <td>BALC</td> <td>BALCONY</td> </tr> <tr> <td>BROC</td> <td>BROCHURE REQUEST</td> </tr> <tr> <td>CONN</td> <td>CONNECTING</td> </tr> </tbody> </table> F2=Search ESC=Exit	Code	Description	ADJC	ADJACENT ROOMS	ADJN	ADJOINING ROOMS	BALC	BALCONY	BROC	BROCHURE REQUEST	CONN	CONNECTING	RACK RATE 00 Allow Charges Room No.: 0 (NONE) Deposit by: 01/18/2002 Guar \$ 50.00 123 ip? 90210 Promo PROMO CODE ID# 1234567 Guest# 123456789012 Pct 10.0000
Code	Description													
ADJC	ADJACENT ROOMS													
ADJN	ADJOINING ROOMS													
BALC	BALCONY													
BROC	BROCHURE REQUEST													
CONN	CONNECTING													

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] RQSTCODE

Requests:

The first four request fields must be valid request codes. You can enter them in if you know the codes, or press <F2> to display the *Request Code Lookup* screen. Using the Up and Down arrow keys, highlight a code and press <ENTER>. The last portion is free form.

Group Number:

If this reservation is part of a group, the group number is displayed here.

Note: To change a reservation to a different Group, you must first cancel the reservation and rebook it through the desired Group Master page.

<F1> Next Section

Pressing <F1> will toggle you back and forth between the upper booking data section and the lower guest data section of the reservation, once you have filled out the top half of the screen.

<F2> Search

Pressing <F2> will display a search window if you are on a field that has a ? before it.

<F3> Change Dates

Once the top portion has been completed, you may make changes to the date using <F3>.

<F5> Internet/www

If the guest has email or other Internet information to be entered, press <F5>.

<F6> Cancel

Pressing <F6> will allow you to cancel the reservation once the top portion of the reservation is complete, and the reservation has been assigned a local confirmation.

<F7> Transactions

Pressing <F7> will take you to the reservation folio for this guest, once the top portion is complete. *
See 1.2.2 for more details.

Reservation Single Entry Screen

Select Room: 2 QUEEN BEDS/SH 0.00

Name: DOE JOHN

Check In: 01/18/2002 Nights: 1 Room Rate: 50.00

Group:

Room#	Beds	Description	Last Check Out
101	2	2 QUEEN BEDS/SH	01/18/2002
109	2	2 QUEEN BEDS/SH	
110	2	2 QUEEN BEDS/SH	
111	2	2 QUEEN BEDS/SH	
112	2	2 QUEEN BEDS/SH	

Note: n = Maintenance Rentable, d = Dirty, c = Check Out Today

THIS ROOM IS NICE

THIS ROOM IS BEST VIEW

Maintenance Comment:

F2-Search F8-Maint Comments ESC=Exit

F7 LOG CLEAR ROOMLIST

<F8> Rooms

Press the <F8> key to assign rooms. Highlight the room type reserved then press <F7>. The 'Reservation Room Assignment' window will be displayed. Press <ENTER> again, and decide whether you want to filter your lookup by room description. If you answer "Y" you will get a list to choose from and then be taken to the 'Room Assignment Lookup' window that will only show rooms with the chosen amenity description. If you answer "N" to Apply Filter for this room type, the 'Room Assignment Lookup' window will be displayed directly with all rooms of that type.

Press the Up and Down arrow keys to highlight the desired room number and press <ENTER>. The room selected will display in the 'Reservation Room Assignment' window. If this is the correct room number, press <ESC> twice to return to the reservation.

If a room was previously assigned, you must first delete the room assignment before you can select a new room type. To delete the room assignment, press the <F7> key to display the 'Reservation Room Assignment' window. Press the <F6> key to delete the room assignment and repeat the process above to select the new room.

Reservation Single Entry Screen
08/10/2002 - 08/12/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ? NEELY First Name ? BOB
Adlt/C12/C17 ? 2/ 0/ 0 Rate Type ? 1003 CG1003 GYM WORLD
Room Rate 75.00 Comp: Tax Exempt ? 12.0000 Allow Charges ?
Room Type :N001 2 DOUBLE BEDS/N Room No.: 0 (NONE)
Payment By ? 1 CASH GTD ? : Deposit by:
DB Company ? Card Number ? Guar \$ 0.00

Select Option
Additional Information
Additional Names
Conflicts
Override Rate
Select To Suppress Room Rate
Esc:Abort/eq Guest#

Address ? P0 City ? M0 Zip ? 12456
Phone (H) ? N0 Promo ? ID# ?
Company ? Bus Source ?
Travel Agent ? 0 Pct 0.0000
Requests ? ? ? ? ?
Group Number ? CG1003 GYM WORLD

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
EDITRES

<F10> Other Options

If there is Additional Information, Additional Names or to override a rate for this guest, select F10 and choose the desired option.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ? DOE First Name ? JOHN
Adlt/C12/C17 ? 1/ 0/ 0 Rate Type ? 1 RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ? 13.5000 Allow Charges ?
Room Type :001 2 QUEEN BEDS/SM Room No.: 0 (NONE)
Payment By ? 999 DIRECT BILL GTD ? :4P Deposit by: 01/18/2002
DB Company ? 101 Card Number ? Guar \$ 50.00

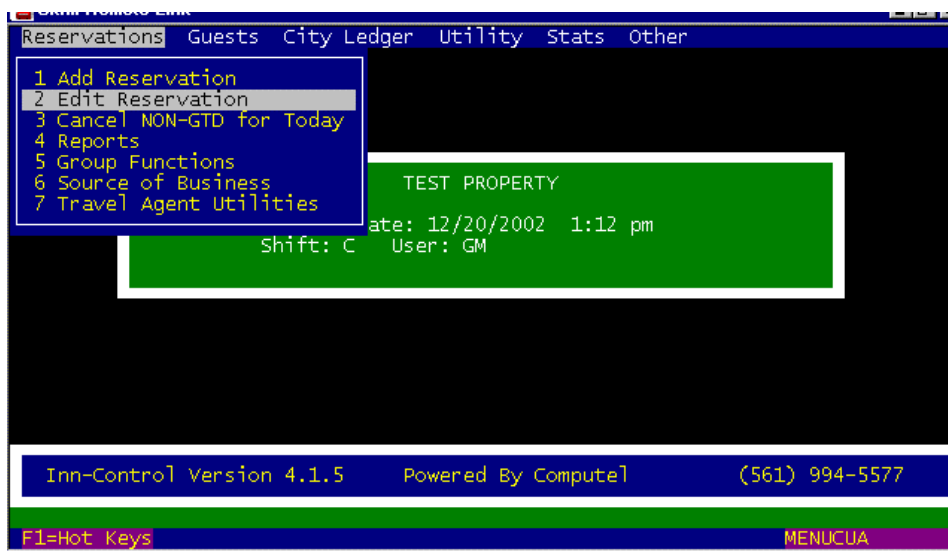
Your Confirmation Is 3002
Press Any Key To Continue

Address ? 12 City ? BE 210
Phone (H) ? 55 no ? PROMO CODE ?
Company ? 1 IBM ID# ? 1234567
Bus Source ? 1 WALK-IN Freq Guest# ? 123456789012
Travel Agent ? 15 0048531464 B.C. TRAVEL Pct ? 10.0000
Requests ? ADJC ? ? ? ? ?
Group Number ?

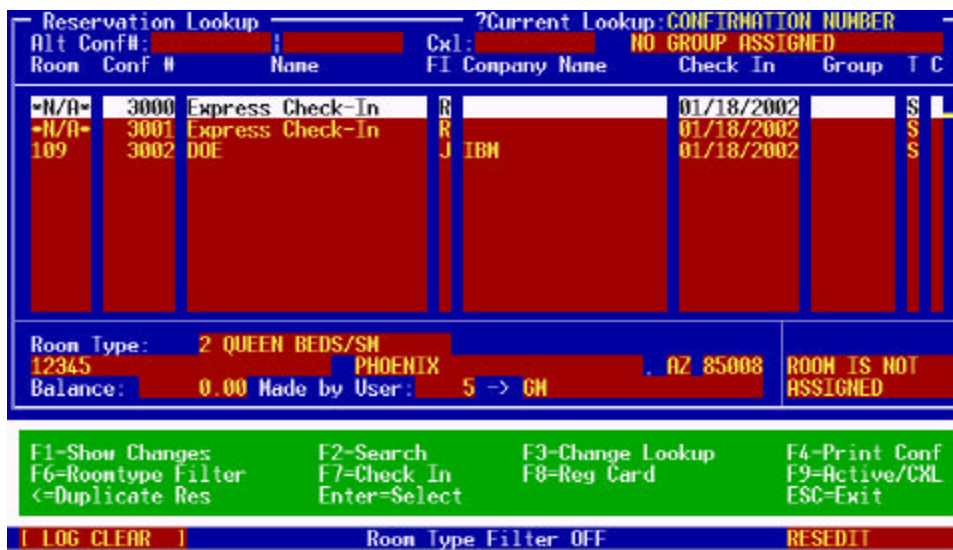
F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
LOG CLEAR EDITRES

When the reservation is completed, press <ESC> to receive the local confirmation number. Answer “Yes” or “No” to print a confirmation by using the Up and Down arrow key. If “Yes” is chosen to print confirmation, a ‘Pick Message’ window will be displayed. To choose a message that will print on the confirmation, press <ENTER> and the ‘Confirmation Message Maintenance’ window will appear. Highlight the desired message using the Up and Down arrow keys and press <ENTER>.

2.2 Edit Reservation



From the Main Menu, press the Right or Left Arrow key to highlight 'Reservations' and press the <ENTER> key. The 'Reservations' menu window will be displayed. Use the Up or Down arrow keys to highlight 'Edit Reservation' and press the <ENTER> key.



Selecting 'Edit Reservation' will display the 'Reservation Lookup' screen, with all active reservations displayed in order by local confirmation number. Confirmation number is the default search method, which is shown in the upper right corner. You can search for a reservation by: Confirmation Number, Last Name, Company Name, Check-In-Date, User Number and Alternate Confirmation Number. Press the <F3> key to change the lookup method and the way the reservations are sorted on the screen.

After selecting the lookup method, press <F2> to specify the particular reservation you are looking for. If you selected the Last Name or Company Name lookup method, and you are not sure of the correct spelling, you can type the first few letters (ex: the last name of Smith can be entered as "SMI") and the computer will take you to the exact match. If there is none, the closest match will be displayed. The computer will take you to the exact match, or if there is none, the closest match. Use the Up and Down arrow keys, if needed, to highlight the desired reservation. Once the reservation is highlighted, you may select any of the following options:

The screenshot shows a terminal window with a blue background and yellow text. At the top, it says "Reservation Lookup" and "Current Lookup: CONFIRMATION NUMBER". Below this, there are fields for "Alt Conf#:" and "Cxl:" with the text "NO GROUP ASSIGNED". A table titled "RESERVATION CHANGES" lists three entries: "01/18/2002 1:35 p GENERAL MANAGER", "01/18/2002 3:03 p SUPER USER", and "01/18/2002 3:03 p SUPER USER". Below the table, there are two lines of text: "The RATE TYPE of the reservation was changed from: 1" and "The new RATE TYPE is now: 4". At the bottom, there is a green bar with "F1- F2-Search ESC-Exit" and "F6- <-Dup". The bottom status bar shows "LOG CLEAR", "Room Type Filter OFF", and "CHNGLOOK".

RESERVATION CHANGES			
01/18/2002	1:35 p	GENERAL MANAGER	
01/18/2002	3:03 p	SUPER USER	
01/18/2002	3:03 p	SUPER USER	

The RATE TYPE of the reservation was changed from: 1

The new RATE TYPE is now: 4

F1- F2-Search ESC-Exit

F6- <-Dup

LOG CLEAR Room Type Filter OFF CHNGLOOK

<F1> Show Changes

This will show the history of changes made to this reservation in date order. Use your arrow keys to scroll through the changes and the details will show on the bottom portion of the screen.

<F2> Search

This will allow a search for a specific reservation by the Current Lookup method.

<F3> Change Lookup

This will toggle the reservation lookup screen to display a list of reservations in order of: Confirmation Number, Last Name, Company Name, Check-In date, Group Number, User Number and Alt-Conf Number.

<F4> Print Conf

This will print a reservation confirmation for the highlighted reservation.

Reservation Lookup			/Current Lookup: CONFIRMATION NUMBER					
Alt Conf#	Room	Conf #	Name	FI Company Name	Check In	Group	T	C
N/A	3000	Express	Check-In	R	01/18/2002		S	
N/A	3001	Express			1/18/2002		S	
109	3002	DOE			18/2002		S	

Select the Room Type to Display	
Type	Description
1	2 QUEEN BEDS/SH
2	2 KING BEDS/N
3	1 QUEEN BED/SH
4	1 KING BED/N
5	1 QUEEN BED/N
6	2 QUEEN BEDS/N
7	1 QUEEN BED/P
8	1 QUEEN BED/P/N
9	S/1 KING/2 QUEENS/N

Room Type:	2 QUEE
12345	
Balance:	0.00 M

5008	ROOM IS NOT ASSIGNED
------	----------------------

F1>Show Changes	F2=Search	ESC=Exit	F4=Print Conf
F6=Roomtype Filter	Enter=Select		F9=Active/CXL
<=Duplicate Res			ESC=Exit

[LOG CLEAR]	Room Type Filter OFF	RESTYPE
---------------	----------------------	---------

<F6> Roomtype Filter

Turning the roomtype filter "ON" will allow you to select a room type from a list. Upon selecting a room type, the *Reservation Lookup* screen will display only a list of reservations for the selected room type. Press <F6> again to turn "OFF" the roomtype filter and show all reservations.

<F7> Check In

Pressing this will transfer the entered information to the *'Guest Entry'* screen, and the guest will be checked-in. *See Section 3 for details.

<F8> Reg Card

This option will print a registration card if the Registration Card module is installed. Pre-formatted registration cards are available for purchase from Computel.

<F9> Active/CXL

This will toggle the display to show only Active or Cancelled reservations. When cancelled reservations are displayed on the screen an asterisk (*) is displayed next to the Check-In date.

← Duplicate Reservation:

Press the Left Arrow key to make a copy of the guest information, in order to quickly start another reservation.

<ENTER> Select

Pressing this while highlighting a reservation will display the *'Guest Entry'* screen, and allow you to edit the reservation. *See 2.2.1 for more details.

<ESC> Exit

This will exit the User from the *'Reservation Lookup'* screen.

2.2.1 Edit Reservation Data

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?<DOE> First Name?<JOHN>
Adlt/C12/C17 < 1/ 0/ 0> Rate Type ?< 1>RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ?< 13.5000 Allow Charges < >
Room Type :001 2 QUEEN BEDS/SM Room No.: 109
Payment By ?< 999> DIRECT BILL GTD ?< 4P> Deposit by:<01/18/2002>
DB Company ?<101> TEST COMPANY
Card Number < > Exp Date < > Guar \$ < 50.00>

Address <1234 MAIN STREET> <P.O. BOX 123>
City <BEVERLY HTLS> <ST <CA> Zip?<90210>
Phone (H) <5555555555> (B) <1234567890> Promo <PROMO CODE>
Company ?<IBM> ID# <1234567>
Bus Source ?< 1> WALK-IN Freq Guest# <123456789012>
Travel Agent?< 15> 0048531464 B.C. TRAVEL Pct <10.0000>
Requests ?<ADJC> ?< > ?< > ?< >
Group Number?< >

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] EDITRES

<F1> Next Section

Pressing <F1> will toggle the cursor between the upper and lower portions of reservation data.

<F2> Search

Pressing <F2> will display a search or lookup window on any field with a ? .

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?<DOE> First Name?<JOHN>
Adlt/C12/C17 < 1/ 0/ 0> Rate Type ?< 1>RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ?< 13.5000 Allow Charges < >
Room Type :001 2 QUEEN BEDS/SM Room No.: 109
Payment By ?< 999> DIRECT BILL GTD ?< 4P> Deposit by:<01/18/2002>
DB Company ?<101> TEST COMPANY
Card Number < > Exp Date < > Guar \$ < 50.00>

Check-In Date:01/18/2002 Nights:4

Address <1234 MAIN STREET> <P.O. BOX 123>
City <BEVERLY HTLS> <ST <CA> Zip?<90210>
Phone (H) <5555555555> (B) <1234567890> Promo <PROMO CODE>
Company ?<IBM> ID# <1234567>
Bus Source ?< 1> WALK-IN Freq Guest# <123456789012>
Travel Agent?< 15> 0048531464 B.C. TRAVEL Pct <10.0000>
Requests ?<ADJC> ?< > ?< > ?< >
Group Number?< >

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] EDITRES

<F3> Change Dates

The reservation dates can be changed by pressing the <F3> key. The 'Change Reservation Dates?' window will be displayed. Enter a "Y" and press <ENTER>. Enter the new check-in date and press <ENTER>. Enter the number of nights and press <ENTER>.

<F5> Internet/www

This will allow guest e-mail information for Home, Office, Other 1 and Other 2 to be added to the reservation, as well as any World Wide Web Information.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3003 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?<DOE First Name?<JOHN
Adlt/C12/C17 ?<1/ 0/ 0> Rate Type ?<1>RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ?<13.5000 Allow Charges ?<>
Room Type :001 2 QUEEN BEDS/SH Room No.: 0 (NONE)
Payment By ?<999> DIRECT BILL GTD ?<4P> Deposit by:<>
DB Company ?<101> TEST COMPANY
Card Number ?<> Exp Date ?<> Guar \$?<0.00>

Address ?<1234 MAIN ST Cancel Reservation?<0X 123
City ?<BEVERLY HIL Yes
Phone (H) ?<5555555555 No
Company ?<IBM> Prono ?<>
Bus Source ?<1> WALK-I ID# ?<1234567>
Travel Agent?<15> 0048531464 B.C. TRAVEL Guest# ?<123456789012>
Requests ?<> ?<> ?<> ?<> Pct ?<10.0000>
Group Number?<>

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
LOG CLEAR EDITRES

<F6> Cancel

Pressing this will allow you to cancel the reservation. A 'Cancel Reservation?' window will be displayed. Enter a "Y" and press the <ENTER> key.

<F7> Transactions

This will display the 'Reservation Transactions' screen. *See 2.2.2 for more details.

Reservation Single Entry Screen
01/18/2002 - 01/19/2002 Conf: 3003 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?<DOE First Name?<JOHN
Adlt/C12/C17 < 1/ 0/ 0> Rate Type ?< 1>RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ?< 13.5000 Allow Charges < >
[Single] User: [GM] y: < 0 (NONE)
Start Date: 01/18/2002 Number of Nights: 1

Code	Description	Blocked	000	Avail
001	2 QUEEN BEDS/SH	0	0	16
NKK1	2 KING BEDS/N	0	0	9
Q11	1 QUEEN BED/SH	0	0	8
NK1	1 KING BED/N	0	0	12
NQ1	1 QUEEN BED/N	0	0	6
NQ01	2 QUEEN BEDS/N	0	0	14
PQ1	1 QUEEN BED/P	0	0	3

ENTER=Select F7=Assign Room F8=\$Rates ESC=Exit
F1 F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
[LOG CLEAR] EDITRESS

<F8> Rooms

Pressing <F8> will display a list of room types with the currently selected room type marked with an *. Press <ENTER> while highlighting a room type to select. * See 2.2.1 for more details.

Reservation Single Entry Screen
08/10/2002 - 08/12/2002 Conf: 3002 CRSConf: Balance: 0.00
Rate Comment:

Last Name ?<NEELY First Name?<BOB
Adlt/C12/C17 < 2/ 0/ 0> Rate Type ?<1003>CG1003 GYM WORLD
Room Rate 75.00 Comp: Tax Exempt ?< 12.0000 Allow Charges < >
Room Type :N001 2 DOUBLE BEDS/N Room No.: 0 (NONE)
Payment By ?< 1> CASH GTD ?< Deposit by: < >
DB Company ?< Guar \$ < 0.00>
Card Number < >

Select Option
Additional Information
Address <P0 Additional Names
City <M0 Conflicts
Phone (H) <N0 Override Rate
Company ?< Select To Suppress Room Rate
Bus Source ?< Esc:Abort=eq Guest# < >
Travel Agent?< 0> Pct < 0.0000>
Requests ?< ?< ?< ?< ?< ?<
Group Number?<CG1003> GYM WORLD

F1=Next Section F2=Search F3=Change Dates F5=Internet/www F6=Cancel
F7=Transactions F8=Rooms F10=Other Options Esc=Exit
EDITRESS

<F10> Other Options

Pressing this key allows for the addition of any of the listed information to the selected reservation.

<ESC> to Exit

This will exit the User from the 'Reservation Single Entry Screen'.

2.2.2 Reservation Transactions

Reservation Transactions		Confirmation: 3000	
Program Date: 08/04/2002		Requests:	
BOOK: BETTY		Room Type: 2 DOUBLE BEDS/N	
Dates: 08/04/2002 - 08/07/2002		Room Rate: 70.00	
Rooms: 1		Guarantee: CASH	
Guests: 2/0/0			

Reference	Date	Transaction	Description	Amount
001010/003000-C	08/04/2002	CHECK	Payment	-50.00
5				Total: -50.00
12:34 PM				

F7=Add Transaction	F6=Void Transaction	F8=Print Void/Adj/Refund
F9=Void Toggle		Esc=Exit

RESTRANS

Advanced payment transactions or refunds to advanced payments can be added to future reservations [here](#).

Reservation Transactions		Confirmation: 3000
Program Date: 08/04/2002		Requests:
BOOP, BETTY		Room Type: 2 DOUBLE BEDS/N
Dates : 08/04/2002 - 08/07/2002		Room Rate: 70.00
Rooms : 1		Guarantee: CASH
Guests: 2/0/0		

Reference	Date	Transaction	Description	Amount V
001010/003000-C	08/04/2002	CHECK	Payment	-50.00
	08/04/2002			

12:34 PM	Total: -50.00
----------	---------------

F7=Post Payment F9=Clear Screen	F8=Post Refund ESC=Exit
------------------------------------	----------------------------

RESTRANS

<F7> Add Transaction

Pressing <F7> automatically starts a transaction with the current business date. Next select the desired transaction type.

Reservation Transactions		Requests:	Confirmation: 3003
Program Date: 01/18/2002			
DOE, JOHN			
Dates : 01/18/200			
Rooms : 1			
Guests: 1/0/0			
Reference	D	Key	Description
		1	CASH
		2	CHECK
		3	VISA
		4	MASTERCARD
		5	AMERICAN EXPRESS
		6	DINERS / CARTE BLANCHE
		7	DISCOVER CARD
		8	AMOCO
		9	EN ROUTE
Amount V			
Total: 0.00			
F2=Search		ESC=Exit	
F7=Post Payment		F8=Post Refund	
F9=Clear Screen		ESC=Exit	
LOG CLEAR		PAYLOOK	

<F7> Post Payment

This allows for posting of an advanced payment transaction. Highlight a payment method from the list displayed and press <ENTER>.

Reservation Transactions		Requests:	Confirmation: 3000	
Program Date: 08/04/2002				
BOOP, BETTY				
Dates : 08/04/2002 - 08/07/2002		Room Type: 2 DOUBLE BEDS/N		
Rooms : 1		Room Rate: 70.00		
Guests: 2/0/0		Guarantee: CASH		
Reference	Date	Transaction	Description	Amount V
001010/003000-C	08/04/2002	CHECK	Payment	-50.00
	08/04/2002	CASH	Payment	
Total: -50.00				
F7=Post Payment		F8=Post Refund		
F9=Clear Screen		ESC=Exit		
RESTRANS				

If you wish to enter a custom Trans Description, press the backspace key to erase the default description, and enter your own. Otherwise, press <ENTER> and continue to the Amount field. Enter the amount and press <ENTER>.

Reference	Date	Transaction	Description	Amount	V
538907/007003-B	01/22/2003	CASH	Payment	-30.00	
<div style="border: 1px solid black; padding: 5px;"> Password Reason </div>					
				Total:	-30.00

F7=Post Payment F8=Post Refund
 F9=Clear Screen ESC=Exit

RESTRANS

<F8> Post Refund

This allows for posting of a refund transaction. Enter your Password and fill out a Reason for the refund, and press <ENTER>.

Reference	D	Key	Description	Amount	V
001044/003003-C	0	1	CASH		
		2	CHECK		
		3	VISA		
		4	MASTERCARD		
		5	AMERICAN EXPRESS		
		6	DINERS / CARTE BLANCHE		
		7	DISCOVER CARD		
		8	AMOCO		
		9	EN ROUTE		
				Total:	-50.00

F2=Search ESC=Exit

F7=Post Payment F8=Post Refund
 F9=Clear Screen ESC=Exit

PAYLOOK

Highlight a refund payment method from the list displayed and press <ENTER>.

Reference	Date	Transaction	Description	Amount	V
001011/003000-C	08/04/2002	CHECK	Payment	-50.00	
001012/003000-C	08/04/2002	CHECK	Refund to Guest(REF)	50.00	
5 Operator Adjust: GM Reason: GUEST CANCELLED RESERVATION					Total: 0.00

F7=Add Transaction F6=Void Transaction F8=Print Void/Adj/Refund
 F9=Void Toggle Esc=Exit

RESTRANS

Arrow back if you wish to enter a detailed Trans Description – the system will automatically fill (REF). Enter a refund Amount.

<F9> Clear Screen

Select this to clear the data entered before a payment or refund transaction is completed.

<ESC> Exit

This will exit the User from posting a payment or refund transaction.

Reference	Date	Transaction	Description	Amount	V
539124/006809-C	01/23/2003	CASH	Payment	-30.00	
Password ***** Reason POSTED TO WRONG RESERVATION					
263 6:10 pm					Total: -30.00

F7=Add Transaction F6=Void Transaction F8=Print Void/Adj/Refund
 F9=Void Toggle Esc=Exit

RESTRANS

<F6> Void Transaction

While highlighting a transaction, press <F6> to void that transaction. Enter the proper Password and a Reason for the void, and press <ENTER>. Voided transactions will no longer show on this screen or print on the folio.

<F8> Print Void/Adj/Refund

While highlighting a voided, adjusted or refunded transaction, pressing <F8> will print the selected item on a verification form.

Reservation Transactions				
Program Date: 08/04/2002			Confirmation: 3000	
BOOP, BETTY			Requests:	
Dates : 08/04/2002 - 08/07/2002			Room Type: 2 DOUBLE BEDS/N	
Rooms : 1			Room Rate: 70.00	
Guests: 2/0/0			Guarantee: CASH	
Reference	Date	Transaction	Description	Amount V
001010/003000-C	08/04/2002	CHECK	Payment	-50.00
001011/003000-C	08/04/2002	CHECK	Payment	-50.00
001012/003000-C	08/04/2002	CHECK	Refund to Guest(REF)	50.00 *
5 Shift Voided: C Operator Voided: GM				Total: -50.00
12:34 pm Reason: GUEST CANCELLED RESERVATION				
F7=Add Transaction F6=Void Transaction F8=Print Void/Adj/Refund				
F9=Void Toggle Esc=Exit				
VOIDCONS				

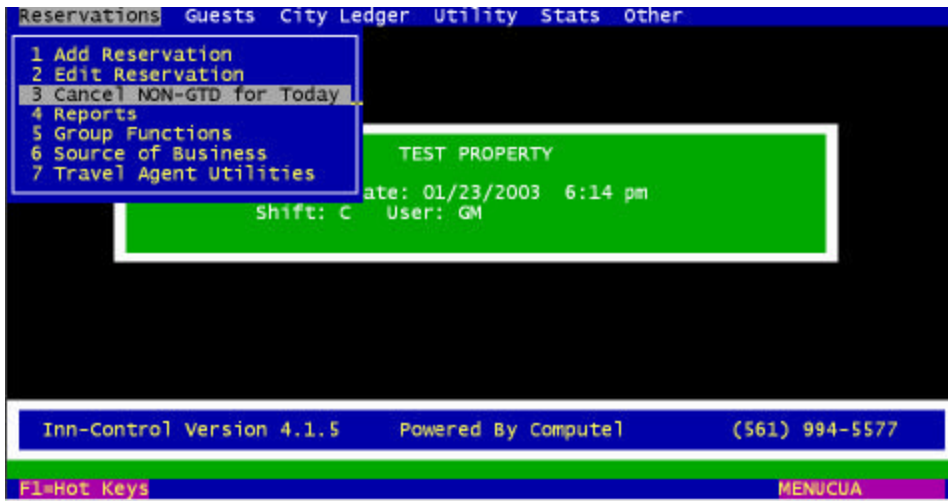
<F9> Void Toggle

Pressing <F9> will show all transactions, including voids. An * will be displayed in the V column indicating voided transactions.

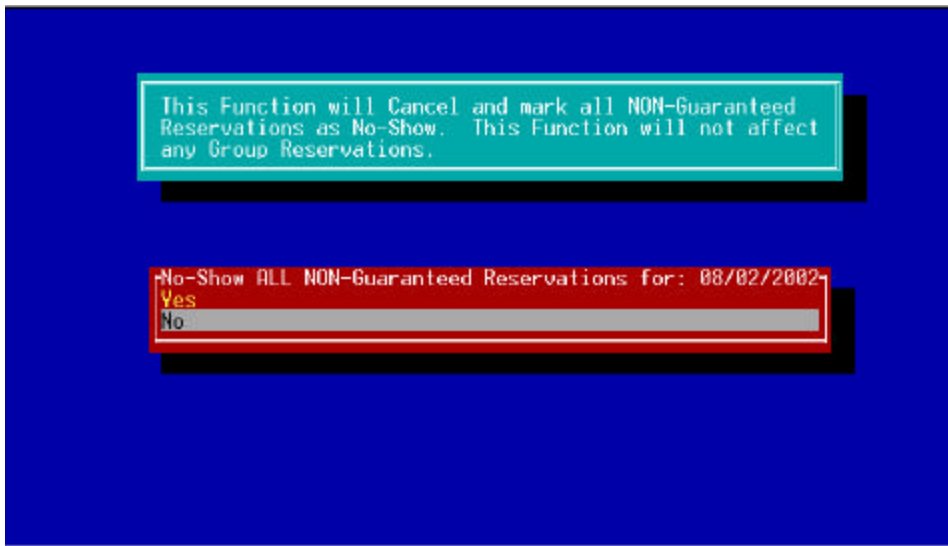
<ESC> Exit

This will exit the User from the 'Reservation Transactions' screen and return to the 'Reservation Single Entry' Screen

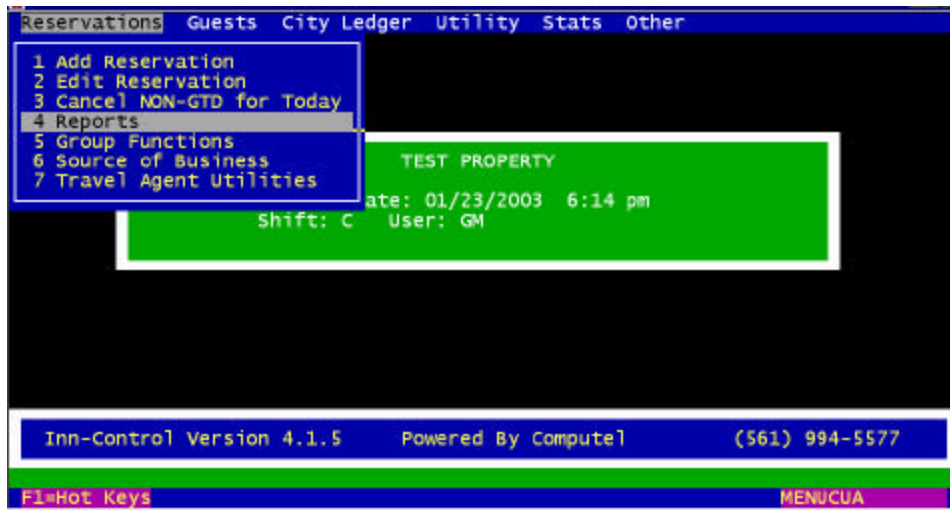
2.3 Cancel NON-GTD for Today



This will cancel all non-guaranteed reservations for today's date. Select "Yes" to continue or "No" to exit. A list of cancelled reservations will be sent to the printer. It will not affect Group reservations, even if they are non-guaranteed.



2.4 Reports



From the Main Menu press the Right or Left Arrow key to highlight 'Reservations' and press the <ENTER> key. The reservation menu window will be displayed. Use the Up or Down Arrow keys to highlight "Reports" and press the <ENTER> key. Use the Up and Down Arrow keys to highlight 'Reports' and press <ENTER>. See Appendix A for examples of all Reports.

2.4.1 Arrivals List – Printer Only

Arrivals List will send a report to the printer listing all reservations for the date(s) you select. Today's check in date will be displayed. If correct, press the <ENTER> key, or enter a future date and press the <ENTER> key. Enter the number of days going forward you wish to have on your report and press the <ENTER> key.

2.4.2 Advance Deposit

The Advance Deposit report will display onscreen, showing all reservations that have a deposit. The report will list the reservation number, number of rooms, name, check in date, number of nights, and the amount of the advance deposit.

2.4.3 Reservation Map – Room Number / Room Type

Both Reservation Map reports can be sent to the screen or the printer. Highlight the report you wish to view or print and press <ENTER>. Today's date will be displayed. If correct, press <ENTER>, or enter a future date and press <ENTER>. Enter the number of days to be reported and press <ENTER>. Enter "S" or "P" as desired and press <ENTER>.

2.4.4 Unassigned Rooms

The Unassigned Rooms report will display on the screen, showing all reservations arriving today, that have not yet been assigned rooms.

2.4.5 Deposit Due By

This report will show a list of reservations with a deposit due date and deposit amount. Enter the "From" and "To" dates and press the <ENTER> key, or just press the <ENTER> key if the report is for today's date. Enter "S" or "P" as desired and press <ENTER>.

2.4.6 Room Type Availability

Room Type Availability will print to the printer, or display onscreen, the room types and availability for the day(s) you select. The current business date will display. If this is the correct date for your report press the <ENTER> key, or enter a Start date and press the <ENTER> key. Enter the Number Of Nights and press the <ENTER> key. Enter "S" or "P" as desired and press <ENTER>.

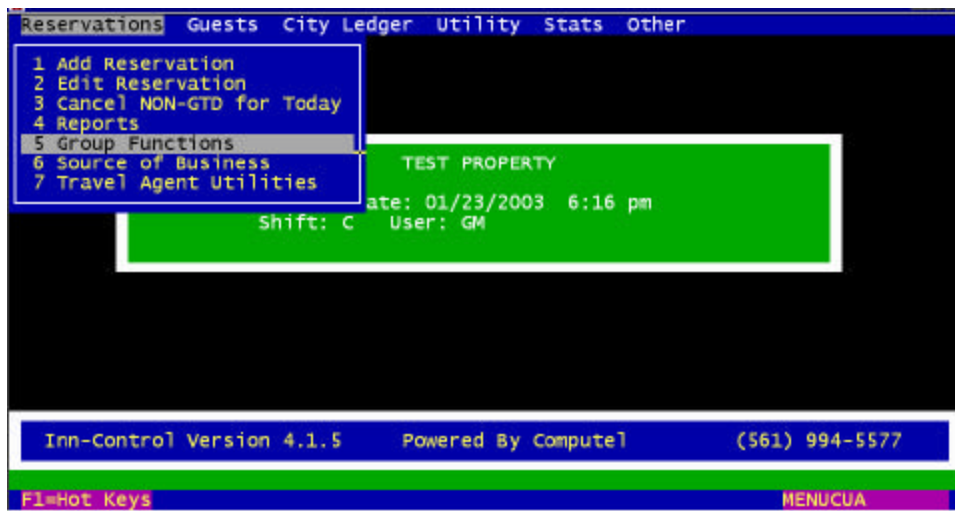
2.4.7 Room Availability Forecast

Room Availability Forecast will print rooms sold, check-ins, check-outs, and stay-overs by room type for the selected dates. This report only takes into consideration the start and end dates that have been entered.

2.4.8 Print Registration Cards

This will print all registration cards for the selected date. Today's business date is the default.

2.5 Group Functions



From the Main Menu, press the Right or Left Arrow key to highlight 'Reservations' and press the <ENTER> key. The 'Reservations' menu will be displayed. Use the Up or Down Arrow keys to highlight 'Group Functions' and press the <ENTER> key.

This menu option allows the creation, modification and cancellation of Groups and their associated rates and reservations. Groups must be created in a specific order to work properly:

- 1) Build the Group Master
- 2) Block Group Rooms
- 3) Make any Group Rate modifications (if you do not wish to use the default rate) and
- 4) Enter Group Rooming Lists to create reservations.

The first screen in this module is the 'Group Master Profile' screen, which will list all Active groups in the hotel.

2.5.1 Group Master Profiles

Group Master Profiles				Lookup: GROUP NAME			
Group#	Group Name	Phone#	Mtg	Prop	Chg	1st Date	Last Date
CG1003	TEST GROUP	1234567890	N	Y	Y	01/18/2002	01/23/2002

Contact	TEST/TEST	User: 9
	1234 MAIN STREET P.O. BOX 123	SUPER USER
	PHOENIX AZ 85008	
Comment 1	GROUP MUST HAVE ALL SUITES	
2	GIFT BASKET TO BE IN EACH ROOM	

F2=Search	F3=Change Lookup	F4=Room Block	F6=Cancel	F7=Check In
F8=Add	F9=Active/CXL	Enter=Select		ESC=Exit

[LOG CLEAR]	GROUPMST
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<F2> Search

Pressing this will search for a Group by Group Name, 1st Date, Last Date or Group Number. The current lookup shows in the upper right corner of the 'Profile' screen. Press <F3> to change the lookup method.

<F3> Change Lookup

This will change the Lookup method in the upper right corner of the screen. The options to select from are: Group Name, 1st Date, Last Date and Group Number.

<F4> Room Block:

Highlight a group and press <F4> to display the 'Blocked Rooms by Roomtype' screen. This option is not available for cancelled groups

Group Master Profiles				Lookup: FIRST DATE			
Group#	Group Name	Phone#	Mtg	Prop	Chg	1st Date	Last Date
CG1003	TEST GROUP	1234567890	N	Y	Y	01/18/2002	01/23/2002

Contact	TEST/TEST 1234 MAIN STREET PHOENIX	Cancel This Group? Yes No	User: 9 SUPER USER
Comment 1	GROUP MUST HAVE ALL SUITES		
Comment 2	GIFT BASKET TO BE IN EACH ROOM		

F2=Search F8=Add	F3=Change Lookup F9=Active/CXL	F4=Room Block Enter=Select	F6=Cancel	F7=Check In ESC=Exit
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[LOG CLEAR]	GROUPMST
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<F6> Cancel

While highlighting a Group press <F6>. Select “Yes” to cancel the Group, or “No” to leave the Group “active”.

<F7> Check In

While highlighting a Group, press <F7> and choose to check in the selected reservation, or all reservations with the Group. . *See 2.3.8 for more details.

<F8> Add

Pressing this will add a new Group Master. The ‘Group Master’ screen will be displayed and a new Group Master code is automatically generated by the system. *See 2.3.2 for more details.

<F9> Active/CXL

Pressing this will toggle the ‘Group Master Profiles’ list between Active groups or Cancelled groups.

<ENTER> Select

While highlighting a Group, pressing <ENTER> will display the ‘Group Master’ screen. A User can view or edit Group Master information. *See 2.3.5 for more details.

<ESC> Exit

This will exit the User from the ‘Group Master Profiles’ screen.

2.5.2 Add New Group Master

Group Master: CG1004

Check In: 01/18/2002 - Check Out: 0 Night(s)

Group Name: Org Name: Country: Address1: Address2: City: State: Zip Code: Phone: Fax: Company: Bus Source?: 0 NONE TAG?: 0

Pay By?: 0 GTD Code?: Cancel Policy?: Exp: Exempt?: 0.0000 DB Company?: Mtg Room: Property Sell Only: Allow Charges: Comment 1: Comment 2: Sold By: Sync: N

Default Rates: Adult Rate: 0.00 Increment: 0.00 Ch12: 0.00 Ch17: 0.00

F1=Jump F2=Search Esc=Exit

LOG CLEAR GROUPENT

Check In:

The current business date will be displayed. If the Group is checking in today press <ENTER>. If the Group will be checking in on a future date, enter the correct check-in date and press <ENTER>. Enter the date in the following format: **mm/dd/yyyy** (using all 4 digits in the year).

Check Out:

Tomorrow's business date will be displayed. If the Group is checking out on this date press <ENTER>. If the Group will be checking out on a future date, enter the correct check out date and press <ENTER>. Enter the date in the following format: **mm/dd/yyyy** (using all 4 digits in the year).

Night(s):

The number of nights will automatically be populated by the system based on the check in and check out dates entered. This field is display only.

Group Name:

Enter the name of the Group and press <ENTER>.

Org Name:

Enter the name of the organization associated with the Group and press <ENTER>.

Contact:

Enter the Group Contact name in Last name/First name format, and press <ENTER>.

Country:

The property's country code will be displayed here. If this code is correct, press <ENTER> to continue. If not, enter the correct 2-character country code. This field may also be left blank; it is not a required field.

Zip Code:

Enter a zip code and press <ENTER>.

Group Master: C01004

Check In: 01/18/2002 - Check Out: 01/24/2002 6 Night(s)

Group Name: TEST GROUP 2 Org Name: TEST GROUP 2

Contact: DOE/JANE Country: US

Address1: Address2:

City: State: Zip Code: 90210

Phone: Fax:

Company: ?

Bus S: 0

Pay B: 000

C-Car: 000

DB Co: 000

Mtg R: 000

Conne: 000

Conne: 000

Sold: 000

Defau: 000

Adult: 000

Choose A City

BEVERLY HILLS	CA	90210
BEVERLY HILLS	CA	90211
BEVERLY HILLS	CA	90212
BEVERLY HILLS	CA	90213
COMPTON	CA	90220
RANCHO DOMINGUEZ	CA	90220
COMPTON	CA	90221
EAST RANCHO DOMINGUE	CA	90221
COMPTON	CA	90222
ROSEWOOD	CA	90222

F2-Search

F1=Jump F2=Search Esc=Exit

LOG CLEAR ZIPSRCH

The 'Choose A City' window with a list of cities and states associated with the entered zip code will be displayed. Highlight the appropriate city and state and press <ENTER>. From a blank zip code field press <F2> and the 'Choose A City' window will be displayed. If you press <F2> while in the 'Choose A City' window, the 'Search For A Zip Code' window will be displayed. Enter a zip code and the correct city, state and zip code will be highlighted in the list. The City and State fields will automatically be populated after selecting a zip code.

Address1:

Enter the Group mailing address and press <ENTER>.

Address2:

Enter any additional Group mailing address, if needed, and press <ENTER>.

City:

The city associated with the zip code entered is displayed. Press <ENTER> to continue. A city may also be manually entered into this field.

State:

The state associated with the zip code entered is displayed. Press <ENTER> to continue. A state may also be manually entered into this field.

Phone:

Enter the phone number of the Group Contact and press <ENTER>.

Fax:

Enter the fax number of the Group Contact and press <ENTER>.

Company:

Enter the company name that the Group is associated with and press <ENTER> or press <F2> to choose a company from the *'Guest Companies Maintenance'*. If the company name has not been entered into the system before, the *'Guest Companies Maintenance'* screen will automatically be displayed. The company will need to be added into the system *See 2.3.3 for more details.

Bus Source:

If the local source of business is tracked, and you know the code, enter the code and press <ENTER>. Pressing <F2> will display the, enter the local Business Source code and press <ENTER>.

Code	Description
0	NONE
1	WALK-IN
2	TOUR N TRAVEL - LINDA
3	TOUR N TRAVEL - MIKE
5	IBM - JILL
6	JANUS HOTELS - LAURA

Group Master: CG1004

02> 6 Night(s)
 T GROUP 2
 Country <US>
 P.O. BOX 123
 CA Zip Code ?<90210>

Cancel Policy?< >
 Exempt ?< 13.5000
 Allow Charges < >
 Sync: N

h12 < 0.00> Ch17 < 0.00>

F2-Search ESC-Exit

F1=Jump F2-Search Esc=Exit

[LOG CLEAR] RESLOOK

Press <F2> to bring up the *'Reservation Source Lookup'* window. Highlight a Business Source from the list and press <ENTER>, or press <F2> and the *'Search For A Code'* window will be displayed. Enter a business code to search for and press <ENTER>. Highlight and press <ENTER> to select.

TAG:

Press <F2> to bring up the *'Travel Agencies'* window, and highlight a Travel Agent from the list and press <ENTER>, or press <F2> and the *'Name Search'* window will be displayed. Enter a travel agent name to search for and press <ENTER>. Highlight and press <ENTER> to select a travel agent. You can also directly enter the Travel Agency code if you know it and press <ENTER>. If the Travel Agent has not been entered into the system before, the record can be added using <F7> if your security level permits. *See 2.6 for more details.

Pay By:

Enter the Pay By key code and press <ENTER>.

Group Master: CB1004

Check In: 01/18/2002 - Check Out: 01/24/2002 6 Night(s)

Group Name: TEST GROUP 2 Org Name: TEST GROUP 2

Contact: DOE

Address1: 123

City: BEV

Phone: 555

Company: ? JAN

Bus Source: ?

Pay By: ?

C-Card#: ?

DB Company: ?

Mtg Room: ?

Comment 1: ?

Comment 2: ?

Sold By: ?

Default Rates:

Adult Rate: ?

Confirmation Keys Lookup

Key	Description
1	CASH
2	CHECK
3	VISA
4	MASTERCARD
5	AMERICAN EXPRESS
6	DINERS / CARTE BLANCHE
7	DISCOVER CARD
8	AMOCO
9	EN ROUTE
999	DIRECT BILL

F2=Search Esc=Exit

F1=Jump F2=Search Esc=Exit

LOG CLEAR CPAYLOOK

If the code you entered is not valid, or you wish to select from a list, press <F2> and the 'Confirmation Keys Lookup' screen will be displayed. Highlight a code from the list and press <ENTER>, or press <F2> and the 'Search For A Key' window will be displayed. To search, enter a Pay By code description and press <ENTER>. Highlight and press <ENTER> to select the code.

GTD Code:

The cursor will bypass this field if a Reservation Interface is not installed.

Cancel Policy:

The cursor will bypass this field if a Reservation Interface is not installed.

C-Card#:

Enter a credit card number and press <ENTER>.

Exp:

Enter a credit card expiration date in mm/yy format and press <ENTER>.

Exempt:

Normally if NO, press <ENTER> to leave this field blank. The correct tax rate will be displayed.

Group Master: CG1004

Check In: 01/18/2002 - Check Out: 01/24/2002

6 Night(s)

ROUP 2

US

BOX 123

Zip Code: 90210

146 B.C. TRAVEL 10

1 Policy: 3 CC 4P

Exempt: Y 13.5000

Allow Charges

Sync: N

0.00 Ch17 0.00

?Code	Description	Tax Pct
1	Room Tax	5.0000
2	State Tax	7.0000
3	VAT Tax	1.5000

Enter=Add F6=Delete Esc=Exit

F1=Jump F2=Search Esc=Exit

LOG CLEAR RESKEMPT

If the Group is exempt from some, or all tax, enter "Y", then press <F2>, and the 'Tax Exempt Choices THIS Group' window will be displayed. Using the Arrow Up and Down keys, highlight the tax code the Group is exempt from and press <F6> to delete that tax code.

Group Master: CG1004

Check In: 01/18/2002 - Check Out: 01/24/2002

6 Night(s)

ROUP 2

US

BOX 123

Zip Code: 90210

146 B.C. TRAVEL 10

3 CC 4P

Y 13.5000

Charges

Sync: N

h17 0.00

Code	Description	Tax Pct
1	Room Tax	5.0000
2	State Tax	7.0000
3	VAT Tax	1.5000

Enter=Add F2=Search Esc=Exit

F1=Jump F2=Search Esc=Exit

LOG CLEAR TEXTLOOK

To add any additional taxes the Group will be paying, press <ENTER> to display the 'Tax Exempt Lookup Table'. Using the Arrow Up and Down keys highlight the taxes the Group will be paying and press <ENTER>. The <ESC> key will return you to the 'Group Master' screen.

DB Company:

If direct bill was chosen for method of payment, then a direct bill company code must be entered. If you know the company code, enter it and press <ENTER>. If you do not know the code, press <F2>.

Direct Bill Companies Maintenance			Current Sort: [COMPANY CODE]
Code	Company Name	Company DBA	Telephone
101	TEST COMPANY	TESTERS INC.	123-456-7890
Addr1: 1234 MAIN STREET Cont: DOE/JANE Addr2: P.O. BOX 123 Chgs: COMPANY NAME CHANGED 2/97 City: PHOENIX Auth No: 00258 Exp. Date: 03/04/2002 State: AZ Zip: 85008 Comments: DIRECT BILL ROOM & TAX ONLY Attn: DOE/JOHN Block Invoices?: Fax: 555-555-5555			
F2=Search F3=Change Lookup F4=Print F6=Delete F7=Add F8=Multi-Payment F9=Invoices F10=Edit Esc=Exit			
[LOG CLEAR]		COMPANY	

Use the <F2> key to search for the direct bill company. Highlight the company and press <ENTER>. If the direct bill Company does not exist, press <F7> to add it.

Mtg Room:

Enter an "N" if the Group does not require a meeting room, or a "Y" if the Group requires a meeting room.

Property Sell Only:

The cursor will bypass this field if a Seamless interface is not installed.

Allow Charges:

Normally if NO, press <ENTER> to leave this field blank. If a Restaurant Interface is installed, and you wish to allow charges to be posted directly to the guest folio, enter a "Y" into this field.

Comment 1:

Enter any comments about the Group on this line.

Comment 2:

Enter any additional comments about the Group on this line.

Sold By:

Enter the name of the person who sold the Group here.

Default Rates:

Enter the default rates to be charged for the Group. See below for breakdown of fields.

If the Group rates will be the same for all room types in the Group, this is the only place you will need to load rates. If you wish to have different rates for different room types or different days of the week, use <F6> to update and maintain those rates., once the Group Master is completed.

Adult Rate:

Enter a default rate to be charged for the first adult in the room.

Increment:

Enter a default increment rate to be charged for each additional adult, up to 4 in a room (Ex: **\$5.00**, for each additional adult.) If there are more than 4 adults in a group room, the regular extra person rate will be applied starting with the 5th person. If you leave the Increment rate as \$0.00, the same Adult Rate applies for 1- 4 people in a room.

Ch12:

Enter a default rate for children 12 and under.

Ch17:

Enter a default rate for children 13 to 17.

<F1> Jump

This will toggle between the upper and lower portions of the Group data screen.

<F2> Search

This will open up Search windows on all fields marked with a **?**.

<ESC> Exit

This will exit the User from the '*Group Master*' screen.

2.5.3 Add / Edit Company Information

Pressing <F2> on the Company field in the 'Reservation Entry' screen, the 'Guest Entry' screen or the 'Group Master' screen accesses 'Guest Companies Maintenance'.

Company Name	Telephone	MTD Rm Nts	MTD Revenue
SONY	3235888585	3	196.00
TEST COMPANY	808-222-3456	3	400.00
UNIVERSAL STUDIOS	818-555-2525	3	220.00

Addr1: _____ Cont: _____
Addr2: _____ City: _____ State: _____
Zip: _____ Comment: _____
YTD Room Nights: 37 YTD Revenue: 1864.73 Total Revenue: 18843.72

Enter=Select F6=Delete Record F7=Add Record
F8=Edit Record F10=Save Record Esc=Exit

GSTCOMP

<ENTER> Select

While highlighting a company, pressing <ENTER> will take the User back to their starting point, either a 'Group Master', 'Reservation Entry' or 'Guest Entry' screen, with the selected company information inserted into the Company field.

<F6> Delete Record

While highlighting a company, pressing <F6> will delete the selected company. Answer "Yes" to delete the Company, or "No" to return to the list.

<F7> Add Record

Pressing this will enable entry of new Company information into the system. Once all information has been entered, the new company will be displayed in the list. Enter the necessary information into the following fields:

Company Name:

The name of the company

Telephone:

The telephone number of the company

MTD Rm Nts:

The month-to-date total of room nights the company has booked

MTD Revenue:

The month-to-date total revenue the company has spent

Addr1:

The address of the company

Addr2:

An additional address of the company

City:

The city the company is located in.

State:

The state the company is located in.

Zip:

The zip code of the company address

Cont:

The name of the contact person for the company

Comment:

Comments about the company

YTD Room Nights:

Year-to-date total of room nights the company has booked

YTD Revenue:

Year-to-date total revenue the company has spent

Total Revenue:

Overall total revenue the company has spent

<F8> Edit Record

While highlighting a company, pressing <F8> will allow editing of all company information fields, with the exception of the Company Name.

<F10> Save Record

Pressing this while editing a company record will save the changes made to the company information.

<ESC> Exit

Pressing this will exit the User from the '*Guest Companies Maintenance*' screen.

2.5.4 Edit a Group Master

The screenshot displays a 'Group Master' screen for group C61003. The screen is divided into several sections with a green background. The top section contains fields for Check In (04/21/2002), Check Out (04/22/2002), and 1 Night(s). Below this are fields for Group Name (TEST GROUP), Org Name (TEST ORGANIZATION), Contact (TEST/TEST), Country (US), Address1 (1234 MAIN STREET), Address2 (P O BK 123), City (PHOENIX), State (AZ), Zip Code (85008), Phone (1234567890), Fax (5555555555), Company (TEST COMPANY), and Bus Source (TOUR N TRAVEL). The middle section includes Pay By (CASH), GTD Code, Cancel Policy, C-Card#, Exp, Exempt (13.0000), DB Company, Mtg Room (N), Property Sell Only, Allow Charges (Y), Comment 1 (GROUP MUST HAVE ALL SUITES), Comment 2 (GIFT BASKET TO BE IN ALL ROOMS), Sold By (SALES DIRECTOR), and Sync (Y). The bottom section shows Default Rates: Adult Rate (50.00), Increment (5.00), Ch12 (2.00), and Ch17 (3.00). A legend at the bottom lists function keys: F1=Jump, F2=Search, F3=Maintain Guests, F4=Room Block, F6=Maintain Rates, F7=Summary Stats, and Esc=Exit. The word 'GROUPENT' is visible in the bottom right corner.

<F1> Jump

Pressing this will toggle between the upper and lower portions of the Group data.

<F2> Search

Pressing this will open up Search windows on all fields marked with a ?

<F3> Maintain Guests

Pressing this will bring up the 'Group Rooms Lookup' screen. A list of reservations booked for the Group will be listed. *See 2.3.7 for more details.

<F4> Room Block

Pressing this will display the 'Blocked Rooms by Roomtype' screen. *See 2.3.5 for more details.

<F6> Maintain Rates

Pressing this will display the 'Group Rate Types' screen, allowing modification of the original default rates. *See 2.3.6 for more details.

Group Master: CG1003

Check In <01/18/2002> - Check Out <01/23/2002> 5 Night(s)

Group Name <TEST GROUP> Org Name <TEST ORGANIZATION>

Contact <TEST/TEST> Country <US>

Address1 <1234 MAIN STREET> Address2 <P.O. BOX 123>

City <02> Zip Code ? <85008>

20948 BABY-ROSS TR 10

cel Policy? <1> 4P 4P

Exempt ? <13.5000>

Allow Charges <V>

Sync: N

< 2.00> Ch17 < 3.00>

Guests F4=Room Block

Esc=Exit

GROUPENT

F1=Jn

F6=Maintain Rates F7=Summary Stats

[LOG CLEAR]

Group Summary Statistics	
Dates: 01/18/2002 - 01/23/2002	
CURRENTLY BLOCKED:	PICKED UP:
Room Nights: 100	Rooms : 0
	Nights : 0
	Adults : 0
	Child12 : 0
	Child17 : 0
Revenue : \$ 5000.00	Revenue : \$ 0.00
A.D.R. : \$ 50.00	A.D.R. : \$ 0.00
	Occ % : % 0.00

<F7> Summary Stats

Pressing this will display the 'Group Summary Statistics' window, which has the following statistics for the selected Group:

Dates:

The date of the Group

Currently Blocked:

This section shows the total number of inventory **Room Nights** currently set aside for the Group. It also displays the total amount of potential **Revenue** and the potential **ADR** for the Group, both based on single occupancy rates.

Picked Up:

This section shows the total number of Group **Rooms** that actually have reservations against them. Additionally, this is broken down to the total number of Group room **Nights** reserved, with the total number of **Adults**, the total number of **Children 12** and under, and the total number of **Children 13 to 17** that are currently on existing Group room reservations. The total amount of Group room **Revenue**, the **A.D.R.**, and the **Occupancy %** for Group room reservations are also shown.

<ESC> Exit

Pressing this will exit the User from the 'Group Summary Statistics' window.

2.5.5 Block Group Rooms

Blocked Rooms by Roomtype							
CG1003 UR 456		04/09/2002 to 04/18/2002					
RMTYPE	04/09 BLK PU	04/10 BLK PU	04/11 BLK PU	04/12 BLK PU	04/13 BLK PU	04/14 BLK PU	04/15 BLK PU
NK1	5 1	5 1	5 1	5 0	5 0	5 0	5 0
NKK1	0 0	0 0	0 0	0 0	0 0	0 0	0 0
NQ1	0 0	0 0	0 0	0 0	0 0	0 0	0 0
NQ01	15 6	15 6	15 6	15 6	15 6	15 0	15 0
PNQ1	0 0	0 0	0 0	0 0	0 0	0 0	0 0
PQ1	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Q11	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Q01	0 0	0 0	0 0	0 0	0 0	0 0	0 0
SNKQ01	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Avail	7	7	7	7	7	7	7
TOTALS	20 7	20 7	20 7	20 6	20 6	20 0	20 0
◀=Previous Day F7=◀◀Previous Week ▲=Scroll Up F6=Release Block ▶=Next Day F8=▶▶Next Week ▼=Scroll Down ESC=Exit							
[LOG CLEAR]				GRPSTAT			

From either the Group Master Profile listing, or from a specific Group Master, pressing <F4> will display the 'Blocked Rooms By RoomType' screen. Use the Up and Down Arrow keys to highlight the room type, then press <ENTER> and type the number of rooms to be held under each day.

◀ Previous Day

Pressing the Left Arrow key will move the dates displayed back one day.

<F7> ◀◀ Previous Week

Pressing <F7> will move the dates displayed back one week.

▲ Scroll Up

If there are more than 9 room types in the hotel, use the Up Arrow key to scroll up.

<F6> Release Block

Pressing <F6> will release any unsold inventory from the Group, making those rooms available for single reservations. Answer "Yes" to continue, or "No" to leave the inventory held.

▶ Next Day

Pressing the Right Arrow Key will move the dates displayed ahead one day.

<F8> ▶▶ Next Week

Pressing <F8> will move the dates displayed ahead one week.

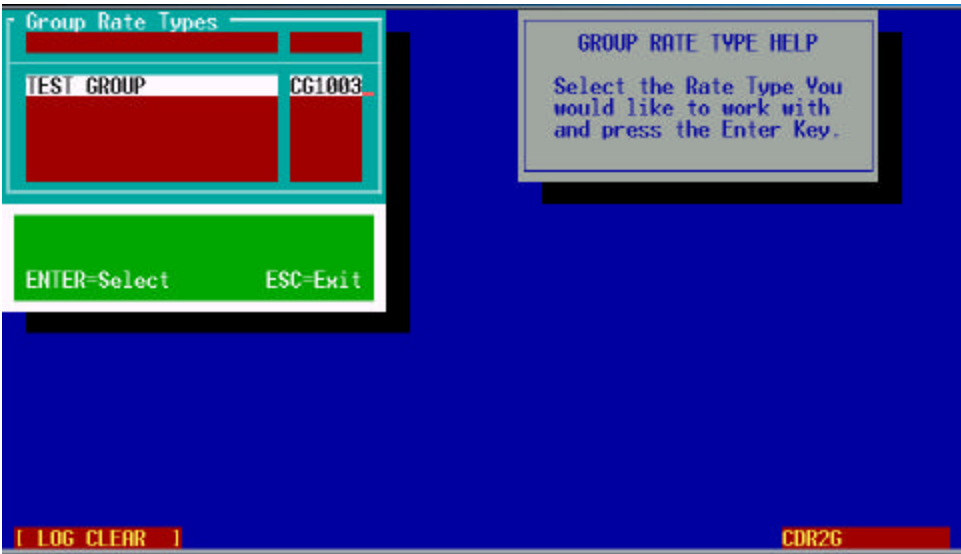
▼ Scroll Down

If there are more than 9 room types in the hotel, use the Down Arrow key to scroll down.

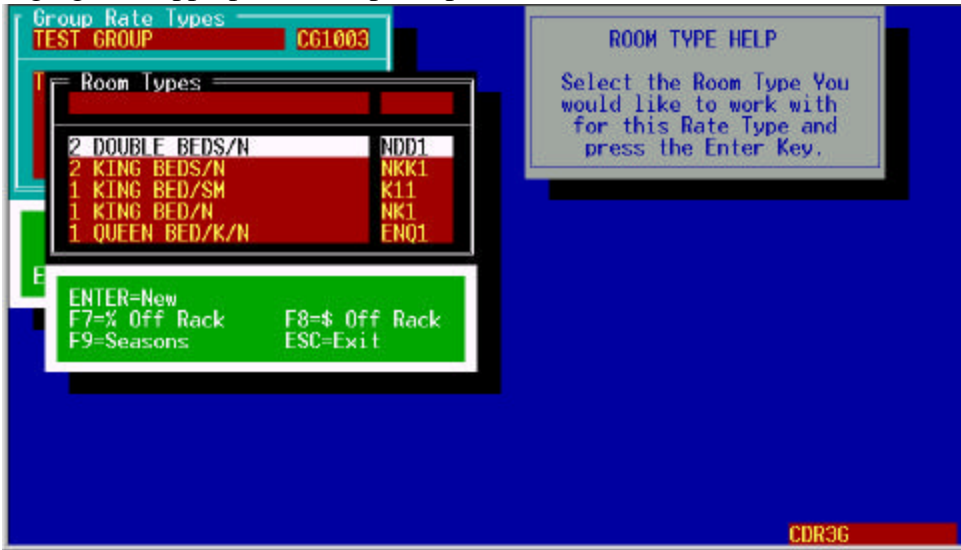
<ESC> Exit

Pressing <ESC> will return the User to the 'Group Master' screen.

2.5.6 Maintain Group Rates



Highlight the appropriate Group and press <ENTER>. Press <ESC> to exit.



The 'Room Types' window will be displayed. Highlight a room and choose one of the following options to edit rates:

Group Rate Types
TEST GROUP CG1003

Room Types

2 Q	2 QUEEN BEDS/SH	001
2 K		
1 Q		
1 K		
1 Q		

Enter a New Date Range
01/18/2002 - 01/22/2002

Rate Amounts:

	1-Person	2-Person	3-Person	4-Person
Rates:	\$	\$	\$	\$

ENTER
F7-%
F9=\$

ESC=Exit

[LOG CLEAR] CDR5G

RATE AMOUNT HELP
Enter the rate amounts for the selected Rate Type, Room Type and Date Range Selected

<ENTER> New

This screen allows entry of a new flat rate. Press <ENTER> to select the Group date range or enter specific dates to be changed. Enter the new 1 – 4 person rates. Answer “Yes” to save the record, or “No” to Exit.

Group Rate Types
TEST GROUP CG1003

Room Types

2 Q	2 QUEEN BEDS/SH	001
2 K	2 KING BEDS/N	NKK1
1 Q	1 QUEEN BED/SH	Q11
1 K	1 KING BED/N	NK1
1 Q	1 QUEEN BED/N	NQ1

01/18/2002 - 01/22/2002

Percent Off: % 10

[LOG CLEAR] CDR3G

ROOM TYPE HELP
Select the Room Type You would like to work with for this Rate Type and press the Enter Key.

<F7> % Off Rack

Allows entry of a rate that is a percent off of the Rack rates. Press <ENTER> to select a Group date range, or enter specific dates to be changed. Enter a percent amount and press <ENTER>. *All room types will be automatically changed.

2.5.7 Maintain Group Guests

Group Rooms Lookup										?Current Lookup: COMPANY			
CG1003 TEST GROUP										Alt Conf#:		Cxl:	
Confirm#	Check In	Nts	RnType	Ad	C12	C17	Last Name	Room#	C				
3005	01/18/2002	5	NO01	2	0	0	RESERVATION	0					

Room Type: 2 QUEEN BEDS/N	
1234 MAIN STREET	PHOENIX, AZ 85008
Balance: 0.00	Made by User: 9 -> SUPER USER
ROOM IS NOT ASSIGNED	

F1=Show Changes	F2=Search	F3=Change Lookup	F4=Room Block
F6=RoomType Filter	F7=Check In	F8=Rooming List	F9=Active/CXL
F10=Other Options	Enter=Select		ESC=Exit

[OFF-LINE !]	Room Type Filter OFF	GROUPEDT
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Pressing <F3> Maintain Guests from a specific Group Master will display this ‘Group Rooms Lookup’ screen.

Group Rooms Lookup										?Current Lookup: COMPANY			
CG1003 TEST GROUP										Alt Conf#:		Cxl:	
Con	RESERVATION CHANGES												
300	01/18/2002	9:04 a	SUPER USER										
	01/18/2002	9:04 a	SUPER USER										
The NUMBER OF ADULTS of the reservation was changed from:													
1													
The new NUMBER OF ADULTS is now:													
2													

F1=	F2=Search	ESC=Exit
F6=		
F10=0		

[LOG CLEAR]	Room Type Filter OFF	CHNGLOOK
---------------	----------------------	----------

<F1> Show Changes

While highlighting a reservation pressing <F1> will display the ‘RESERVATION CHANGE’ window. The date, time, user, previous information and changed information will be displayed.

<F2> Search

Pressing this allows for a Search for group reservations by Group Number, User Number, Confirmation Number, Last Name, Company Name, and Check-In Date.

<F3> Change Lookup

Pressing this will change the Current Lookup field in the top right hand corner of the screen. Reservations can be displayed in order of any one of the following: Group Number, User Number, Confirmation Number, Last Name, Company Name and Check In Date.

<F4> Room Block

Pressing this will display the *'Blocked Rooms by Roomtype'* screen. *See 2.3.5 for more details.

<F6> RoomType Filter

Pressing <F6> and answering "Yes" will turn on the room type filter, displaying the *'Select The Room Type To Display'* screen. Use <F2> to Search for a room type, or use the Up and Down Arrow keys to highlight the desired room type. Press <ENTER>. The Group room lookup screen will then be filtered, listing rooms only rooms of the selected room type. Press <F6> and answer "No" to turn off the filter.

<F7> Check In

While highlighting a reservation, pressing <F7> will allow check-in of all Group reservations or only a selected reservation. *See 2.3.9 for more details.

Check In	Nts	RmType	Rms	Ad	C12	C17
		?				
		?				
		?				
		?				
		?				
		?				
		?				

<F8> Rooming List

Pressing <F8> will display the *'Maintain Group Rooms'* screen. Reservations to be booked for the selected Group are created on this screen. *See 2.3.8 for more details.

<F9> Active/CXL

Pressing <F9> will change the *'Group Rooms Lookup'* display to show only Active or Cancelled Group reservations.

<F10> Other Options

While highlighting a Group reservation, pressing <F10> will print a Confirmation or a Registration Card for the selected Group reservation. Press <ESC> to exit.

<ENTER> Select

While highlighting a Group reservation, pressing <ENTER> will allow modification of the selected Group reservation. *See Section 2.2 for the features of Edit Reservation.

<ESC> Exit

Pressing this will exit the User from the '*Group Rooms Lookup*' screen.

2.5.8 Maintain Group Rooming List

On this screen you can add or delete Group reservations. If you have individual names they can be entered one at a time, or you can enter all reservations with the same room type together.

Check In	Nts	RmType	Rms	Ad	C12	C17
02/10/2003	3	72QNON	4	1	0	0
02/10/2003	3	?	?	?	?	?
		?	?	?	?	?
		?	?	?	?	?
		?	?	?	?	?

Description	Avl	Mnt
1KSM KING SMOKING	3	0
2QNON QUEEN NON-SMOKING	1	4
3DNON DOUBLE NON-SMOKING	0	1
5QSM QUEEN SMOKING	0	6
9DSM DOUBLE SMOKING	0	4
13KHAN KING HANDI	0	0
17QHAN QUEEN HANDI	0	1

Last Name: _____

F2=Search F6=Delete F7

ENTER=Select ESC=Exit

GRPRTLK

Check In:

Enter the check in date, or press <ENTER> to default the reservation to the Group arrival date.

Nts:

Enter the number of nights the guest will be staying, or press <ENTER> to default to "1" night.

RmType:

Enter a room type code or press <ENTER> and a room type display window showing rooms available to this group will appear. Highlight the appropriate room type and press <ENTER>.

Rms:

Enter the number of rooms needed. Pressing <ENTER> will default the number of rooms to "1".

Ad:

Enter the number of adults per room. Pressing <ENTER> will default the number of adults to "1".

C12:

Enter the number of children 12 and under per room. Pressing <ENTER> will default the number of children 12 and under to "0".

C17:

Enter the number of children 13 – 17 per room. Pressing <ENTER> will default the number of children 13 – 17 to "0".

Last Name:

Enter the last name of the guest. Pressing <ENTER> will default to the name of the Group.

First Name:

Enter the first name of the guest. Pressing <ENTER> will default this field to the name of “Individual”.

<F2> Search

When in the RmType field, pressing F2 will open the room type display window. Select a room type by highlighting it and pressing <ENTER>. Press <ESC> to exit this window.

<F6> Delete

While highlighting a guest, pressing this will delete the guest from the list.

<F7> Add

Pressing this will allow the addition of one or more guests to the list.

<ESC> Exit

Pressing this will exit the User from the ‘*Maintain Group Rooms*’ screen and create a complete reservation for every room entered using data from the Group Master.

2.5.9 Group Check-In

Group Rooms Lookup

7Current Lookup:COMPANY

CG1003

TEST GROUP

Alt Conf#:

Cxl:

Confirm#	Check In	Nts	RnType	Ad	C12	C17	Last Name	Room#	C
3005	01/18/2002	5	NQ01	2	0	0	RESERVATION	0	

Check in The Entire Group?
Yes
No

Room Type: 2 QUEEN BE

1234 MAIN STREET

Balance: 0.00

Made by User: 9 -> SUPER USER

85008

ROOM IS NOT ASSIGNED

F1=Show Changes

F2=Search

F3=Change Lookup

F4=Room Block

F6=RoomType Filter

F7=Check In

F8=Rooming List

F9=Active/CXL

F10=Other Options

Enter=Select

ESC=Exit

[OFF-LINE !]

Room Type Filter OFF

GROUPEDT

You will be prompted with the question, “Check in The Entire Group?” If you answer “Yes”, you will be shown the ‘Select Room’ screen. If you answer “No” to check in the entire Group, you will be prompted with the question, “Check In Just This Member of the Group?” If you answer “Yes”, you will be shown the ‘Select Room’ screen

Group Rooms Lookup

7Current Lookup:COMPANY

C

Select Room

2 QUEEN BEDS/N

INDIVIDUAL

C

Name: RESERVATION

Check In: 01/18/2002

Nights: 5

Room Rate: 60.00

Group: CG1003

TEST GROUP

Room#	Beds	Description	Last Check Out
601	2	2 QUEEN BEDS/N	
602	2	2 QUEEN BEDS/N	
603	2	2 QUEEN BEDS/N	
604	2	2 QUEEN BEDS/N	
605	2	2 QUEEN BEDS/N	

Note: n = Maintenance Rentable, d = Dirty, c = Check Out Today

Maintenance Comment:

F2=Search

F8=Maint Comments

ESC=Exit

[OFF-LINE !]

Room Type Filter OFF

ROOMLIST

Highlight an available room number and press <ENTER> to assign it to the chosen reservation, or continue one at a time selecting room numbers for the entire Group. After checking in a single reservation, you will be prompted to print a registration card, and returned to the ‘Guest Entry Screen I’ for that reservation. If checking in the entire Group, you will be returned to the ‘Group Rooms Lookup’ screen where a G in the far right column indicates checked in status.

<F2> Search

Pressing this allows a search for a specific room number

Group Rooms Lookup

Current Lookup: COMPANY

Select Room 2 QUEEN BEDS/N

Name: RESERVATION

Ch Room Maintenance History

Room: 601

Description	Reported	Time	Repaired	Time

ESC=Exit

OFF-LINE !

MNTLOOK

<F8> Maint Comments

While highlighting a room number, pressing <F8> will display the *Room Maintenance History* screen. This will show any previous dates and reasons the selected room number was put on Maintenance status.

<ESC> Exit:

Pressing this will exit the User from the ‘*Select Room*’ screen.

2.6 Source of Business

The screenshot shows the Inn-Control software interface. At the top, there is a menu bar with options: Reservations, Guests, City Ledger, Utility, Stats, and Other. Below this, a list of functions is displayed: 1 Add Reservation, 2 Edit Reservation, 3 Cancel NON-GTD for Today, 4 Reports, 5 Group Functions, 6 Source of Business (highlighted), and 7 Travel Agent Utilities. A green box in the center contains the text "TEST PROPERTY" and "Date: 01/23/2003 6:22 pm". Below this, it says "Shift: C User: GM". At the bottom, a status bar displays "Inn-Control Version 4.1.5", "Powered By Computer", and the phone number "(561) 994-5577". The bottom-most bar shows "F1=Hot Keys" and "MENU/UA".

The Source of Business Menu allows the property to track local sources of revenue. If you wish it could also be used as a club to establish a way to reward those frequent sources of local business, depending on the revenue they spend with your hotel.

2.6.1 Maintain Members

Local Source Code Setup File									
Co. Num	Comp Code	Description	Room Rate	MTD Rms	MTD Revenue	YTD Rooms	YTD Revenue	Pnts Rcvd	Show
1		WALK INS	0.00	960	23127.0	960	23127.09	0	Y
2		BILLBOARD	0.00	22	502.92	22	502.92	0	Y
3		SIGN	0.00	0	0.00	0	0.00	0	Y
4		BUSINESS REFERRALS	0.00	86	2065.61	86	2065.61	0	Y
5		FRIENDS/RELATIVES	0.00	4	85.09	4	85.09	0	Y
6		SALES REFERRALS	0.00	0	0.00	0	0.00	0	Y
7		REFERRAL PROGRAM	0.00	0	0.00	0	0.00	0	Y
8		REPEAT GUEST	0.00	249	6251.20	249	6251.20	0	Y
9		COMMUNITY ORGANIZATION	0.00	0	0.00	0	0.00	0	Y
11		COUPONS	0.00	0	0.00	0	0.00	0	Y
12		FLYERS	0.00	0	0.00	0	0.00	0	Y
13		WEDDINGS	0.00	0	0.00	0	0.00	0	Y
14		CONSTRUCTION	0.00	0	0.00	0	0.00	0	Y
15		RELOCATION	0.00	0	0.00	0	0.00	0	Y

F2=Search F6=Delete F7=Add Enter=Edit ESC=Exit

RESOURCE

This screen is used to build your local source of business members and will show room rate, month-to-date and year-to-date revenue, month-to-date and year-to-date rooms sold. If you wish to use this to track specific sources and use some kind of award system you can enter points received.

Co. Num:

The company number assigned by the property

Comp Code:

The company code assigned by the property

Description:

A description or name of the company

Room Rate:

The room rate the company will be charged for reservations

MTD Rms:

Month-to-Date total of rooms sold for this company

MTD Revenue:

Month-to-Date total revenue the company has generated

YTD Rooms:

Year-to-Date total of rooms sold for this company

YTD Revenue:

Year-to-Date total revenue the company has generated

Pnts Rcvd:

Enter the total number of points the company/person has received if you are using an award system.

Show:

Enter a "Y" if the local source of business name will display in the Lookup list when booking.

<F2> Search

Pressing this will allow a search for a local source of business by Company Number.

<F6> Delete

Highlight a source of business, and press <F6> to delete the record. Answer "Yes" to continue.

<F7> Add

Pressing <F7> will allow the addition of a new local source of business code.

<Enter> Edit

While highlighting a source of business, pressing <ENTER> will allow modification of the information.

<ESC> Exit

Pressing <ESC> will exit the '*Local Source Code Setup File*' screen.

2.6.2 Source of Business Listing

Date: 01/23/2003 Time: 6:26 pm Shift: C

Source Of Business Listing

Account	MTD	MTD REVENUE	YTD	YTD REVENUE
=====	=====	=====	=====	=====
EMPLOYEE REFERRAL	140	2735.64	140	2735.64
WALK INS	960	23127.09	960	23127.09
BILLBOARD	22	502.92	22	502.92
SIGN	0	0.00	0	0.00
BUSINESS REFERRALS	86	2065.61	86	2065.61
FRIENDS/RELATIVES	4	85.09	4	85.09
SALES REFERRALS	0	0.00	0	0.00
REFERRAL PROGRAM	0	0.00	0	0.00
REPEAT GUEST	249	6251.20	249	6251.20
COMMUNITY ORGANIZATIONS	0	0.00	0	0.00
COUPONS	0	0.00	0	0.00
FLYERS	0	0.00	0	0.00
WEDDINGS	0	0.00	0	0.00
CONSTRUCTION	0	0.00	0	0.00
RELOCATION	0	0.00	0	0.00
INTERNET	0	0.00	0	0.00
UNIREZ-S.SUITES WEB SITE	30	702.93	30	702.93
UNIREZ-WORLDSpan	0	0.00	0	0.00
PLEASE PRESS ANY KEY TO CONTINUE				

This report will display the month-to-date and year-to-date rooms sold and revenue for all Source Of Business codes loaded in the system. You can select to view the report on the screen or send it to the printer. The following fields are present on the report:

Account:

The name of the source of business account

MTD:

Total month-to-date rooms sold by that source

MTD Revenue :

Total month-to-date revenue generated by that source

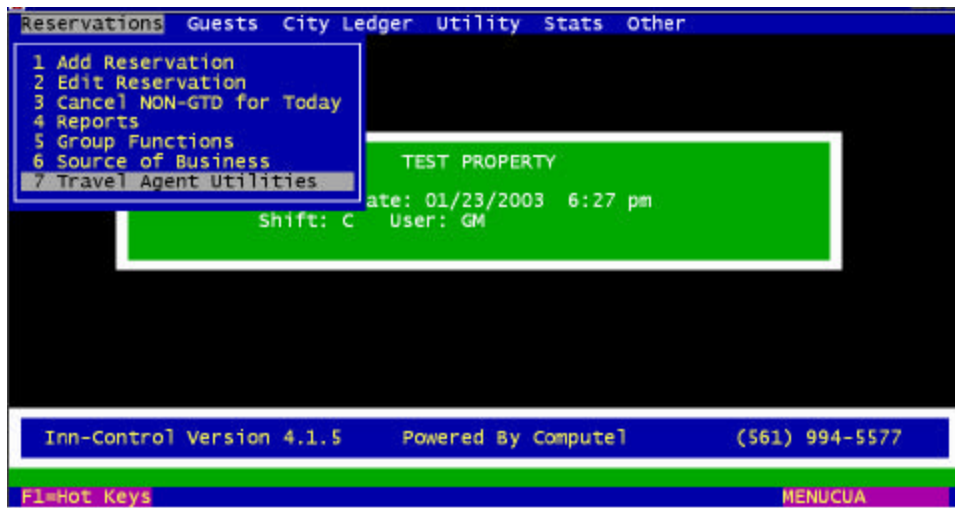
YTD:

Total year-to-date rooms sold by that source

YTD Revenue:

Total year-to-date revenue generated by that source

2.7 Travel Agent Utilities



2.7.1 T/A Commissions Report

The report will list each Travel Agent that has commission due, and display the individual guest data that accumulates the total commission due. The following fields are present on the report:

Guest Name / Company:

The name of the guest and / or company

Nights:

The total number of nights the guest / company stayed

Rate:

The nightly posted rate for the guest / company

Total Rev:

The total generated revenue for the guest / company

Pct:

The commission percentage due the Travel Agent

Total Comm:

The total commission due the Travel Agent for this guest / company

Grand Total:

The total room revenue generated and commission due this Travel Agent

2.7.2 Travel Agent Listing

This report will print a summary of all Travel Agencies loaded in the system, showing their address and commission percentage. The following fields are present on the report:

2.7.3 Maintain Agency Files

The screenshot shows a terminal window titled 'Travel Agencies' with a 'Current Sort: [NAME]' indicator. It displays a table of travel agencies with columns for Code, IATA#, Name, and Percent. Below the table, there are fields for Address (Addr1), City, State, Zip, and Phone. At the bottom, a green bar contains function key shortcuts: F2=Search, F3=Sort, F4=Print Report, F6=Delete, F7=Add, F8=Edit, F9=Records, Enter=Select, and ESC=Exit. The text 'TRAVAGCY' is visible in the bottom right corner.

Code	IATA#	Name	Percent
15	0048531464	B.C. TRAVEL	10.00
25	0038707815	BEAR CREEK TRAVEL INC	10.00
22	0005852022	BOARDING PASS INC	10.00
31	0027500911	BOARDWALK TRAVEL	10.00
12	0077209484	BRABY-ROSS TRAVEL	10.00
19	0077257143	BRABY-ROSS TRAVEL	10.00

Addr1: CROWN BAY MARINA 2: PARCEL 8168, SUB BASE
City: SAINT THOMAS State: VI Zip: 00802
Phone: NONE

F2=Search F3=Sort F4=Print Report F6=Delete F7=Add
F8=Edit F9=Records Enter=Select ESC=Exit

TRAVAGCY

You can add, edit or delete travel agent information as needed. When adding a new Travel Agent, you must have a valid IATA number. The following fields and function keys are used in this screen:

Code:

The local code assigned by the system automatically

IATA#:

The IATA number of the Travel Agent

Name:

The name of the Travel Agent

Percent:

The commission percentage due the Travel Agent

Addr1:

The address of the Travel Agent

2:

An additional address for the Travel Agent

City:

The city of the Travel Agent address

State:

The state of the Travel Agent address

Zip:

The zip code of the Travel Agent address

Phone:

The phone number of the Travel Agent

<F2> Search

Pressing <F2> will allow a search for a specific IATA number.

<F3> Change Lookup

Pressing <F3> will toggle the list to display in order of 'IATA Number' or 'Name'.

<F4> Print Report

Pressing <F4> will print out the T/A Commissions Report for the selected Travel Agent.

<F6> Delete

While highlighting a Travel Agent, pressing <F6> will delete the selected Travel Agent. Answer "Yes" to delete or "No" to return to the list.

<F7> Add

Pressing <F7> will allow the addition of a new Travel Agent into the system. The system will automatically assign a local Code when the new Travel Agent is created.

<F8> Edit

While highlighting a Travel Agent, pressing <F8> allows modification of the selected Travel Agent.

<F9> Records

While highlighting a Travel Agent, pressing this displays the '*Travel Agencies Commissions Maintenance*' screen. *See 2.7.3.1 for more details.

<Enter> Select

This option is only active from within a reservation. While in the TAG field, after pressing <F2>, highlight the desired Travel Agent and press <ENTER>. This will enter the selected Travel Agent information into the 'TAG' field.

<ESC> Exit

Pressing this will exit the '*Travel Agencies*' screen.

2.7.3.1 Travel Agencies Commissions Maintenance

Travel Agencies Commissions Maintenance						
B.C. TRAVEL						
Last Name	First Name	Check-In	Check-Out	Room Rate	Conn Pct	Conn Amount

Company:

Enter=Delete ESC=Exit

TRAVCONN

This screen allows you to view and delete guest commission due information. Guests with Travel Agent IATA numbers attached to their reservation will be updated into this screen after the night audit is run on the date of check out.

Last Name:

The last name of the guest

First Name:

The first name of the guest

Check-In:

The date the guest checked in

Check Out:

The date the guest checked out

Room Rate:

The nightly posted room rate of the guest

Comm Pct:

The commission percentage due the selected Travel Agent for the guest

Comm Amount:

The per night commission amount due the selected Travel Agent for the guest

Company:

The company name associated to the guest's reservation

<Enter> Delete

While highlighting guest information, pressing Enter will delete the guest information.

<ESC> Exit

Pressing this will exit the 'Travel Agencies Commissions Maintenance' screen.

3 Guests

From the Main Menu, press the Right or Left Arrow key to highlight 'Guests' and press the <ENTER> key. The 'Guests' menu will be displayed.

3.1 *Walk-In Guest – Room Type*



Use the Up or Down Arrow keys to highlight 'Walk-In Guest – Room Type' and press the <ENTER> key. The 'Guest Walk-In' screen will display.

The 'Guest Walk-In' screen displays the following information:

- User: LGM
- Date: 01/28/2002
- Number of Nights:

Code	Description	Blocked	000	Avail

At the bottom, there are three buttons: 'Enter=Select/UnSelect', 'F8=\$Rates', and 'ESC=Exit'. The bottom status bar shows 'OFF-LINE !' and 'INNEWRES'.

Number of Nights:

If the guest is staying one night press <ENTER>, and the field will be auto-populated with "1". If the guest will be staying more than one night, enter the number of nights and press <ENTER>.

Guest Walk-In User: LGM

Date: 01/28/2002 Number of Nights: 1

Code	Description	Blocked	000	Avail
001	2 QUEEN BEDS/SH	0	0	26
NKK1	2 KING BEDS/N	0	0	10
Q11	1 QUEEN BED/SH	0	0	9
NK1	1 KING BED/N	0	0	12
NQ1	1 QUEEN BED/N	0	0	7
NQ01	2 QUEEN BEDS/N	0	0	15
P01	1 QUEEN BED/P	0	0	3
PNQ1	1 QUEEN BED/P/N	0	0	5
SHKQ1	S/1 KING/2 QUEENS/N	0	0	8

Enter=Select/UnSelect F8=\$Rates ESC=Exit

OFF-LINE ! WMEVRES

The 'Guest Walk-In' room type availability window will display. The maximum number of rooms available for each room type for the number of night requested will be displayed in the column Avail. If the available number is "0" or a negative number you may or may not be able to register the guest. When your reservation program was installed, a maximum room overbook number was programmed. Ask your Supervisor if you have any questions concerning your overbooking policy.

Room Assignments Lookup

Room Type : 2 DOUBLE BEDS/N

Room#	Conf#	Beds	Description	Last Check Out
110	0	2	2 DOUBLE BEDS/N	
111	0	2	2 DOUBLE BEDS/N	
112	0	2	2 DOUBLE BEDS/N	
113	0	2	2 DOUBLE BEDS/N	
114	0	2	2 DOUBLE BEDS/N	
115	0	2	2 DOUBLE BEDS/N	
116	0	2	2 DOUBLE BEDS/N	
117	0	2	2 DOUBLE BEDS/N	
118	0	2	2 DOUBLE BEDS/N	

[r=Reservation d=Dirty m=Maintenance Rentable]

Room Type: 2 DOUBLE BEDS/N

Maintenance Comment: CEILING IS LEAKING

F2-Search F8-Maintenance History ESC-Exit

WROOMLIST

Use the Up and Down Arrow keys to highlight the type of room to be selected and press <ENTER>. Answer "Yes" if you wish to filter the selected room type by amenity. The 'Room Description Maintenance' screen will appear. Highlight the desired amenity and press <ENTER> to list all available room numbers for the selected room type and amenity. Highlight an available room number and press <ENTER>. The 'Guest Entry Screen I' will be displayed. All guest information is entered into this screen.

Guest Entry Screen 1

Room#: 101 Type: Q01 2 QUEEN BEDS/SH 01/28/2002-01/29/2002
Room Balance: 0.00 Guest/Folio#: 4000 CRS#:

Last Name ? First Name?<
Adlt/Ch12/Ch17 1/ 0/ 0 Rate Type ? 0
Room Rate 0.00 Comp: Tax Exempt ? 0.0000 Allow Charges <
Method of Pay? 0
DBCompany ?< Exp Date < Guar \$ < 0.00>
Card Number <

Address < ST < Zip <
City < (H) < (B) < Prono <
Phone < ID# <
Company Name ?< Freq Guest# <
Bus Source ? 0 NONE
Request <
Group Number? <

F1=Next Section F2=Search F3=Check-Out F4=Print Folio
F5=Internet/WWW F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

Room#:

The room number of the guest is auto-populated

Type:

The room type the guest is auto-populated

Room Balance:

The current balance of the guest folio

Guest/Folio#:

The local folio number for the guest, assigned by the system

CRS#:

This field is not used unless the property is interfaced with a Central Reservation System

Last Name:

Type in the last name of the guest and press <ENTER>. You may also press the <F2> key to Search for a guest name from guest history. Highlight the name you wish to use and press <ENTER>. If you bypass this field, it will auto-populate with "Express Check-In".

First Name:

Type in the first name of the guest and press <ENTER>. You may also press the <F2> key to Search for a guest name from guest history. Highlight the name you wish to use and press <ENTER>. If you bypass this field, it will auto-populate with "Receipt".

Adlt/C12/C17:

Enter the number of adults, the number of children 12 and under, and the number of children ages 13-17.

Rate Type:

Enter the rate type code and press <ENTER>. If you do not know the code, press <F2> and the “Rate Type Description” window will display. Highlight the rate and press <ENTER>.

Guest Entry Screen 1
Room#: 101 Type: Q01 2 QUEEN BEDS/SH 01/28/2002-01/29/2002
Room Balance: 0.00 Guest/Folio#: 4000 CRSH:
ROOM RATE COMMENT

Last Name ?BLACK First Name ?JOE
Adlt/Ch12/Ch17 1/ 0/ 0 Rate Type ? 0

Room Rates 2 QUEEN BEDS/SH

Met	Code	Rate Type	1-Per	2-Per	3-Per	4-Per
DBC	RACK	RACK RATE	50.00	55.00	60.00	65.00
Car	SCC	CORPORATE	42.50	46.75	51.00	55.25
	S3A	TRIPLE A	45.00	49.50	54.00	58.50
Add	STR	TRUCKER RATE	40.00	45.00	50.00	55.00
Cit	SSR	SENIOR RATE	44.00	48.40	52.80	57.20
Pho	SGV	GOVERNMENT RATE	45.00	50.00	55.00	60.00
Con	SVP	VIP RATE	45.00	49.50	54.00	58.50
Bus	SED	EMPLOYEE DISCOUNT	25.00	27.50	30.00	32.50

Xtra Person: \$ 10.00 Child 12: \$ 3.00 Child 17: \$ 1.00

F1 F4=Show Dates ESC=Exit
F5
F9-C
[OFF-LINE !] TYPRATE

Room Rate:

The room rate for the rate type selected will automatically appear in this field after you have selected the Rate Code. If you have override authority, you may override the rate by choosing that option from the <F10> menu. If the rate has been manually overridden, an “O” will appear before the dollar amount. If there is a rate change during the stay, an “!” will appear before the dollar amount. A rate overridden to \$0.00 will automatically be flagged “Y” as a Comp Room.

Tax Exempt:

Normally if not tax exempt, press <ENTER> to leave this field blank. The correct tax rate will be displayed.

Guest Entry Screen 1
Room#: 101 Type: Q01 2 QUEEN BEDS/SH 01/28/2002-01/29/2002
Room Bal Tax Exempt Choices THIS Guest SH:
?Code Description Tax Pct

1	Room Tax	5.0000
2	State Tax	7.0000
3	VAT Tax	1.5000

Last N
Adlt/C
Room R
Method
DBComp
Card N

Address
City
Phone
Compan
Bus So
Reques
Group

Enter-Add F6=Delete Esc=Exit

F1=Next Section F2=Search F9=Check-Out F4=Print Folio
F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

[OFF-LINE !] GSTXEMPT

If the guest is exempt from all or some tax, enter "Y", then press the <F2> key and the 'Tax Exempt Choices THIS Reservation' window will display. Using the Up and Down Arrow keys, highlight the tax code the guest will be exempt from and press <F6> to delete that tax code.

Guest Entry Screen 1

Room#: 101 Type: 001 2 QUEEN BEDS/SH 01/28/2002-01/29/2002

Room Bal Tax Exempt Choices THIS Guest SH:

?Cod Tax Exempt Lookup Table

Code	Description	Tax Pct
1	Room Tax	5.0000
2	State Tax	7.0000
3	VAT Tax	1.5000

Charges 0.00

F1=Next Screen F2=Search F3=Internet F4=Change Stay F5=Other Options F6=Next Screen F7=ESC=Exit

OFF-LINE ! TEXTLOOK

To add additional taxes the guest will be paying, press <ENTER> to display the 'Tax Exempts Lookup Table'. Using the Up and Down Arrow keys, highlight the taxes the guest will be paying and press <ENTER>. The <ESC> key will return you to the Reservation Data Screen.

Allow Charges:

This field will only be functional if system is set up with a Restaurant Interface. If not interfaced, press <ENTER> to leave this field blank. If you wish to allow the Restaurant Interface to be able to send charges directly to the guest folio, enter "Y".

Method Of Pay:

Enter the method of payment code and press <ENTER>. If you do not know the code, press the <F2> key to display a list.

Guest Entry Screen 1
Room#: 101 Type: Q01 2 QUEEN BEDS/SM 01/28/2002-01/29/2002
Room Balance: 0.00 Guest/Folio#: 4000 CRSH:
ROOM RATE COMMENT Confirmation Keys Lookup

Key	Description
1	CASH
2	CHECK
3	VISA
4	MASTERCARD
5	AMERICAN EXPRESS
6	DINERS / CARTE BLANCHE
7	DISCOVER CARD
8	AMOCO
9	EN ROUTE
999	DIRECT BILL

Last Name ?
Adlt/Ch12/Ch17
Room Rate
Method of Pay?
DBCompany ?
Card Number
Address
City
Phone (H)
Company Name ?
Bus Source ?
Request
Group Number?

F2-Search Esc-Exit

F1=Next Section F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

[OFF-LINE !] CPAYLOOK

Using the Up and Down Arrows keys, highlight the correct method of payment and press <ENTER>.

DB Company:

If direct bill was chosen for method of payment, then a direct bill company code must be entered here. Enter the company code and press <ENTER>, or if you do not know the company code, press <F2> for a list.

Direct Bill Companies Maintenance Current Sort:[COMPANY CODE]

Code	Company Name	Company DBA	Telephone
123	TEST COMPANY	TEST COMPANY INC.	123-456-7890

Addr1:1234 MAIN STREET Cont:CHARLES BOWING
Addr2:P.O. BOX 123 Chgs:COMPANY CHANGED OFFICES 02/2001
City:MAIN Auth No:12345 Exp. Date:02/01/2004
State:AZ Zip:85008 Comments:DIRECT BILL ROOM & TAX ONLY
Attn:CRAIG BOYLES Block Invoices?: Fax: 555-555-5555

F2-Search F3=Change Lookup F4=Print F6=Delete F7=Add
F8=Multi-Payment F9=Invoices F10=Edit Esc=Exit

[OFF-LINE !] COMPANY

Using the Up and Down Arrow keys, highlight the correct direct bill company and press <ENTER>.

Card Number:

If the method of payment is a credit card, enter the card number and press <ENTER>.

Exp. Date:

Enter the credit card expiration date in mm/yy format and press <ENTER>

Guar \$:

Enter the guarantee amount limit here. Under Guest Reports, you may run a report to find guest folios which have balances over their guarantee limit.

Zip:

Enter the zip code and press <ENTER>. The City and State fields will be automatically filled, or a list will be displayed.

The screenshot shows a terminal window titled "Guest Entry Screen 1". At the top, it displays room information: "Room#: 101 Type: Q01 2 QUEEN BEDS/SM 01/28/2002-01/29/2002", "Room Balance: 0.00 Guest/Folio#: 4000 CRS#:", and "ROOM RATE COMMENT". Below this, guest information is shown: "Last Name ?*BLACK First Name?*JOE", "Adlt/Ch12/Ch17* 1/ 0/ 0 Rate Type ? 1*RACK RACK RATE", "Room Rate 50.00 Comp: Tax Exempt ? 13.5000 Allow Charges", "Meth", "DBCo", and "Card". A "Choose A City" menu is open, listing cities and zip codes: BEVERLY HILLS (CA 90210), BEVERLY HILLS (CA 90211), BEVERLY HILLS (CA 90212), BEVERLY HILLS (CA 90213), COMPTON (CA 90220), RANCHO DOMINGUEZ (CA 90220), COMPTON (CA 90221), EAST RANCHO DOMINGUE (CA 90221), COMPTON (CA 90222), and ROSEWOOD (CA 90222). At the bottom, function keys are listed: "F1=", "F5=In", "F9=Change Stay", "F2=Search", "F10=Other Options", "PgDn=Next Screen", "ESC=Exit", and "ZIPSrch". A red banner at the bottom left says "OFF-LINE !".

Use your Arrow keys to choose the correct selection, and press <ENTER>. Whether or not address is required has been determined for your system at time of set-up.

Address:

Enter the address of the guest

Address (2):

Enter any additional address for the guest

City:

If not already filled in by the Zip Code lookup, enter a city

ST:

If not already filled in by the Zip Code lookup, enter a state

Phone (H):

Enter the home phone number of the guest.

Phone (B):

Enter the business phone number of the guest.

Promo:

Used for corporate marketing, enter the promotion number at the bottom of a voucher or discount coupon presented by the guest.

Guest Companies Maintenance			
Company Name	Telephone	MTD Rm Nts	MTD Revenue
	NONE	6	416.38
SONY	3235888585	3	400.00
TEST COMPANY	808-222-3456	3	220.00
UNIVERSAL STUDIOS	818-555-2525	3	240.00

Addr1: 3500 RIVERSIDE DR	Cont:	
Addr2:	City: LOS ANGELES	State: CA
Zip: 90027	Comment: MEALS FREE	
YTD Room Nights: 3	YTD Revenue: 400.00	Total Revenue: 400.00

Enter=Select	F6=Delete Record	F7=Add Record
F8=Edit Record	F10=Save Record	Esc=Exit

GSTCOMP

Company Name:

Enter the company name, or use <F2> and your Up and Down Arrow keys to select from a list and press <ENTER>. If you type in a company name and an exact match is not found, the 'Guest Companies Maintenance Screen' will be displayed for you to add the new company information. Press <F7> to add and <F10> to save. Press <ENTER> to return to the guest data screen.

ID#:

If the guest provides a Corporate ID#, enter it here

Guest Entry Screen 1																																			
Reservation Source Lookup	01/28/2002-01/29/2002																																		
<table><tr><td>Code</td><td>Description</td></tr><tr><td>0</td><td>NONE</td></tr><tr><td>1</td><td>WALK-IN</td></tr><tr><td>2</td><td>TOUR N TRAVEL - LINDA</td></tr><tr><td>3</td><td>TOUR N TRAVEL - MIKE</td></tr><tr><td>5</td><td>IBM - JILL</td></tr><tr><td>6</td><td>JANUS HOTELS - LAURA</td></tr></table>	Code	Description	0	NONE	1	WALK-IN	2	TOUR N TRAVEL - LINDA	3	TOUR N TRAVEL - MIKE	5	IBM - JILL	6	JANUS HOTELS - LAURA	<table><tr><td>CRSH:</td><td></td></tr><tr><td>st Name?</td><td>JOE</td></tr><tr><td>RACK</td><td>RACK RATE</td></tr><tr><td>13.5000</td><td>Allow Charges</td></tr><tr><td>Guar \$</td><td>0.00</td></tr><tr><td>.0. BOX 123</td><td></td></tr><tr><td>CA Zip</td><td>90210</td></tr><tr><td>0</td><td>Promo - PROMO</td></tr><tr><td>ID#:</td><td></td></tr><tr><td>Freq Guest#:</td><td></td></tr></table>	CRSH:		st Name?	JOE	RACK	RACK RATE	13.5000	Allow Charges	Guar \$	0.00	.0. BOX 123		CA Zip	90210	0	Promo - PROMO	ID#:		Freq Guest#:	
Code	Description																																		
0	NONE																																		
1	WALK-IN																																		
2	TOUR N TRAVEL - LINDA																																		
3	TOUR N TRAVEL - MIKE																																		
5	IBM - JILL																																		
6	JANUS HOTELS - LAURA																																		
CRSH:																																			
st Name?	JOE																																		
RACK	RACK RATE																																		
13.5000	Allow Charges																																		
Guar \$	0.00																																		
.0. BOX 123																																			
CA Zip	90210																																		
0	Promo - PROMO																																		
ID#:																																			
Freq Guest#:																																			

F2=Search	ESC=Exit
F5	k-Out
F9=Change Stay	F4=Print Folio
F10=Other Options	F8=Change Room
PgDn=Next Screen	ESC=Exit

RESLOOK

Bus Source:

If your hotel tracks local sources of business, enter a source of business code here or press <F2> for a list. Highlight the correct code and press <ENTER>.

Freq Guest #:

If the guest provides a Frequent Guest number, swipe the card or type it in here.

Requests:

Enter valid request codes into the first four request fields, or press <F2> to lookup and select. The last portion is a free-form request field.

Group Number:

On a checked in guest, if this guest is part of a group, the group code will display here.

When you have completed entering guest data, press <ESC>. If you have a Door Lock Interface, you will be prompted to swipe the card(s) at this point.

<F1> Next Section

Pressing <F1> will toggle between the upper and lower portions of the 'Guest Entry Screen 1'.

<F2> Search

Pressing <F2> while in any field that contains a '?' will display a search window

<F3> Check-Out

Pressing <F3> will check out the guest. A payment window will be displayed.

Select a method of payment and press <ENTER>. If you select to print the folio receipt the 'Guest Transactions' screen will be displayed. If a guest has multiple folios, when you hit <F3> and say 'YES'

to checkout, a new window will appear showing all folios and their individual balance along with the total for all folios combined.

Press <ESC> to exit and complete the check out.

<F4> Print Folio

Pressing <F4> will print the guest folio.

<F5> Internet/www

Pressing <F5> will allow e-mail and internet address information to be added to the guest record.

<F6> Cleaning Day

If you are an extended stay property, pressing <F6> will display the 'Room Cleaning Schedule' window.

Guest Entry Screen 1
Room#: 103 Type: Q01 2 QUEEN BEDS/SM 01/28/2002-01/29/2002
Room Balance:
ROOM RATE COM
Last Name
Adlt/Ch12/C
Room Rate
Method of P
DBCompany
Card Number
Address
City
Phone
Company Name
Bus Source
Request
Group Number
F1=Next Se
F5=Interne
F9=Change
Room Cleaning Schedule
0 = Clean Daily
1 = SUN Cleaning
2 = MON Cleaning
3 = TUE Cleaning
4 = WED Cleaning
5 = THU Cleaning
6 = FRI Cleaning
7 = SAT Cleaning
8 = No Service
9 = Other
Enter Selection <4>
Special Instructions:
PICKUP TOWELS AND LINENS ONLY.
Charges
0.00
Print Folio
Change Room
Exit

Enter a cleaning schedule from the list for this guest. You may enter any special cleaning instructions in the space provided. Press <ENTER> to save.

<F7> Transactions

Pressing <F7> will display the 'Guest Transactions' screen. *See 3.1.1.1 for more details.

<F8> Change Room

Pressing <F8> will display the 'Available Room Assignments Lookup' screen. Select a room number from the list and press <ENTER>.

On a checked out guest, this option will allow you to check the guest back in. Answer "Y" to the question "Check This Guest Back In"? and then select a room number from the list and press <ENTER>. The guest will be checked back in. Be sure to correct the check out date by using <F9> and verify the guest folio balance is correct.

Room Assignments Lookup
Room Type : 2 DOUBLE BEDS/N

Room#	Conf#	Beds	Description	Last Check Out
110	0	2	2 DOUBLE BEDS/N	
111	0	2	2 DOUBLE BEDS/N	
112	0	2	2 DOUBLE BEDS/N	
113	0	2	2 DOUBLE BEDS/N	
114	0	2	2 DOUBLE BEDS/N	
115	0	2	2 DOUBLE BEDS/N	
116	0	2	2 DOUBLE BEDS/N	
117	0	2	2 DOUBLE BEDS/N	
118	0	2	2 DOUBLE BEDS/N	

l=Reservation d=Dirty m=Maintenance Rentable
Room Type: 2 DOUBLE BEDS/N
Maintenance Comment:CEILING IS LEAKING

F2-Search F8-Maintenance History ESC-Exit

WROOMLIST

Inside the 'Available Room Assignment Look Up' window, pressing <F2> will allow a search for a specific room number. Enter the room number and press <ENTER>. Pressing <F8> will display the 'Room Maintenance History' of the highlighted room number. <F9> will toggle between a list of unoccupied room or list all rooms. Pressing <ESC> will exit the user back to the 'Guest Entry' screen.

<F9> Change Stay

Pressing <F9> to change the check out date of the guest.

Guest Entry Screen 1
Room#: 103 Type: Q01 2 QUEEN BEDS/SM 01/28/2002-01/29/2002
Room Balance: 0.00 Guest/Folio#: 4002 WED CRSH:
ROOM RATE COMMENT

Last Name ?BLACK First Name?JOE
Adlt/Ch12/Ch17 1/ 0/ 0 Rate Type ? 1 RACK RACK RATE
Room Rate 50.00 Comp: Tax Exempt ? 13.5000 Allow Charges
Method of Pay? 1 CASH
DBCompany ?
Card Number
Check-Out Date: Guar \$ 0.00

Address 1234 M City FLVNN p 77855
Phone (H) 1234567890 No Promo IDH:
Company Name ?
Bus Source ? 0 NONE req Guest#:
Request
Group Number?

F1=Next Section F2=Search F9=Check-Out F4=Print Folio
F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

<F10> Other Options

Pressing <F10> will display a list of additional guest options. *See 3.1.1.2 for more details.

<PgDn> Next Screen

Pressing <Page Down> will display 'Guest Entry Screen 2'. See below for more details.

<ESC> Exit

This will exit the 'Guest Entry Screen 1' screen.

Guest Entry Screen 2

Additional Guest Information	
Rate Comment:	
Travel Agent Info: 0	0.00000
Next Date to Post Guest Room	
Sub-Folio 1 Description	TELEPHONE CHARGES
Sub-Folio 2 Description	RESTAURANT CHARGES
Sub-Folio 3 Description	MOVIE CHARGES
Main Balance:	0.00
Folio 1 Balance:	0.00
Folio 2 Balance:	0.00
Folio 3 Balance:	0.00
Total Balance:	0.00
Free Local Phone (Y/N)	Print Voids (Y/N)
Print Check-In/Check-Out	Receive Holiday Card (Y/N)
Receive Easter Card	
Birth Date	02/18/1966
Anniversary Date	05/04/1988
Spouse Name	Dolores Black
Drivers License No	823456177
Drivers License ST	FL
Car Information:	
Year	1992
Make	HONDA
Model	CIVIC
Color	BLACK
License Plate No	623-7HR
State	FL

Page-Up=Previous Screen

Rate Comment, Travel Agent Info, Next Date to Post Guest Room, Main Balance, Folio 1 Balance, Folio 2 Balance, Folio 3 Balance, and Total Balance are all display only fields. Information will be carried over from 'Guest Entry Screen 1' and guest folios.

Sub-Folio 1 Description:

If the guest will have incidental folios, enter them here. Enter a description for additional guest folio #1.

Sub-Folio 2 Description:

Enter a description for additional guest folio #2.

Sub-Folio 3 Description:

Enter a description for additional guest folio #3.

Free Local Phone (Y / N):

This option only works with a Call Accounting Interface. Leave the field blank to charge the guest for local phone calls. Enter "Y" in this field if the guest should NOT be charged for local phone calls.

Print Voids (Y / N):

Leave this field blank so that the voids transaction will not print on the guest's receipt. Enter "Y" in this field to show a printed record of all void transactions for this guest.

Print Time In / Time Out:

Enter "Y" into this field to print the time the guest checked in and the time the guest checked out on the guest folio receipt.

Label Filter 1:

This field is available for custom use as an additional guest filter.

Label Filter 2:

This field is available for custom use as an additional guest filter.

Birth Date:

If you wish to track guest birth dates, enter it here in **mm/dd/yyyy** format

Anniversary Date:

If you wish to track guest anniversary dates, enter it here in **mm/dd/yyyy** format

Spouse Name:

Enter the guest's spouse name in **last name / first name** format.

Drivers License No:

Enter the guest's driver's license number.

Drivers License ST:

Enter the guest's driver's license state.

Car Information:**Year:**

Enter the year of the guest's vehicle in **yyyy** format.

Make:

Enter the make of the guest's vehicle

Model:

Enter the model of the guest's vehicle

Color:

Enter the color of the guest's vehicle

License Plate No:

Enter the guest's vehicle license plate number

State:

Enter the state of the guest's vehicle license plate

<Pg Up> Previous Screen

Pressing <Page Up> will return to the '*Guest Entry Screen 1*'.

3.1.1 Other Guest Options <F10>

Guest Entry Screen 1

Room#: 101 Type: NDD1 2 DOUBLE BEDS/N 08/10/2002-08/11/2002

Room Balance: 72.50 Guest/Folio#: 4001 CRSH:

Last Name 2-B Select Option 2-BETTY

Adlt/Ch12/Ch17 Door Lock Menu RACK RATE

Room Rate Additional Information 0 Allow Charges

Method of Pay? Override Rate

DBCCompany 2 Display Room Change History

Card Number Guest Phone Messages Guar \$ 0.00

Address 1 Additional Names

City M Folio Charge Routing p 12457

Phone (H) N Assign Guest Room Interface Charges Promo

Company Name ? Print Registration Card ID#

Bus Source ? Wake Up Call est#

Request Select To Suppress Room Rate

Group Number? Esc:Abort

F1=Next Section F2=Search F3=Check-Out F4=Print Folio

F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room

F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

The **Door Locks Menu** option will be the first Option displayed if you have Key Lock Interface installed. Select it, and a 'Create Duplicate Key' window will be displayed that allows you to create additional keys for this guest.

Guest Entry Screen 1- 2003

Room: 1 K
 Rate:
 L
 A
 R
 M
 D
 C
 A
 C
 P
 C
 B
 R
 G

Business: <COMPUTEL COMPUTER SYSTEMS>
 Street: <2300 CORPORATE BLVD NW>
 <SUITE 215>
 City: <BOCA RATON> ST: <FL> Zip: <333431>

Comments:
 <\$ ROOMS FOR THIS COMPANY; NOTE DIRECT BILL CHARGES DO NOT INCLUDE>
 <FOOD AND BEVERAGE>

Central Reservation Information:
 Request By: _____ Transferred From: _____
 Center: _____ Agent: _____ Date: _____

Rate Change Info:	Per-1	Per-2	Per-3	Per-4
Date: _____				
Date: _____				

Alt Confirmation: _____

F5
 F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

The **Additional Information** allows any additional comments that are necessary. The remainder of the screen will be blank if the property is not interfaced with a Central Reservation System.

Guest Entry Screen 1
Room#: 101 Type: NDD1 2 DOUBLE BEDS/N 08/10/2002-08/13/2002
Room Balance: 80.90 Guest/Folio#: 4005 CRS#:

Last Name ?	Select Option	7*Receipt
Adlt/Ch12/Ch17	Door Lock Menu	RACK RATE
Room Rate	Additional Information	0 Allow Charges
Method of Pay?	Override Rate	Guar \$ 0.00
DBCompany ?	Displ	
Card Number	Guest	
	Guest	
Address	Addit	
City	Folio	
Phone (H)	Assig	
Company Name ?	Print	
Bus Source ?	Wake Up	
Request	Select To Suppress Room Rate	
Group Number?	Esc:Abort	

Current Rate: 70.00
Overide Rate: 0.00
Change Rate?: N (Y/N)

F1=Next Section F2=Search F3=Check-Out F4=Print Folio
F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

The **Override Rate** option will only display on the <F10> list if your User ID is authorized to override rates. Override Rate defaults to \$0.00 (for complimentary rooms) or enter the new rate and answer “Y” to save, or “N” to return to the ‘Select Option’ listing.

Guest Entry Screen 1
Room#: 105 Type: NDD1 2 DOUBLE BEDS/N 07/24/2002-08/05/2002
Room Balance: 509.67 Guest/Folio#: 4000 DAY CRS#:
SPECI=Guest History=(Room Changes)

Room No	Date Moved	Time	Shift	Operator
104	08/02/2002	2:59 pm	C	GM

ESC=Exit

F1=N F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

CHSHIST

The **Display Room Changes History** option will show the ‘Guest History (Room Changes)’ screen, which lists the history of room changes for the current guest, if any.

The **Guest Phone Messages** option will display only if the Telephone Message option is installed. This will allow the addition, modification and deletion of guest telephone messages. Wake-up calls can also be set and removed. *See 3.1.1.1 for more details.

Guest Entry Screen 1
Room#: 105 Type: NDD1 2 DOUBLE BEDS/N 07/24/2002-08/05/2002
Auto Postings THIS Guest

?Code	Description	Amount	Rate Package?
27	SAFE CHARGE	0.00	
Total:		0.00	

Enter=Add F6=Delete Esc=Exit
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit
GSTAUTO

NE
ATE
ow Charges
\$ 0.00
36
DH:

=Print Folio
=Change Room
ESC=Exit

The **Guest Auto Postings** option will display the 'Auto Postings *THIS Guest*' screen, which will allow the hotel to set which charges to auto-post every night during night audit. Press <ENTER> to display the 'Keys Lookup' window. You may search for a key, or highlight with your Arrow keys, and press <ENTER> to select an auto posting to add to this guest. Press <F6> to delete a key from this guest. Press <ESC> to return to the 'Select Option' window.

Guest Entry Screen 1
Room#: 104 Type: Q01 2 QUEEN BEDS/SM 01/28/2002-01/29/2002
Room Balance: 0.00 Guest/Folio#: 4002 WED CRS#:
ROOM RATE COMMENT

Last Name 7*BLACK First Name? JOE
Adlt/C Share Names
Room R Conf#: 4002 BLACK 01/28/2002 1
Method
DBComp
Card N

Last Name First Name
BLACK JESSE
Address
City
Phone
Compan
Bus So
Reques
Group

1234 MAIN STREET
P.O. BOX 123
TAMPA FL 77412

F1=Ne F2=Search F6=Delete F7=Add F8=Edit ESC=Exit
F5=In
F9=Chan
[OFF-LINE !] SHARES

The **Additional Names** option will display the 'Share Names' screen and allow the addition, modification and deletion of additional guest names to the folio. You may press <F2> to search for a Share by name, press <F6> to delete a shares, press <F7> to add a name, press <F8> to edit an existing Share name, or use your Up and Down Arrow keys to scroll through a list of Share names. Press <ESC> to exit back to the Select Option window.

The **Folio Charge Routing** option will display any sub-folios for this guest. See 3.3 for more details.

The **Assign Guest Room Interface Charges** option turns on the ability to allow interface charges to be posted to this guest folio. Select the option, press <ENTER> and the option will be automatically set.

The **Print Registration Card** option will print the guest's registration card.

Guest Entry Screen 1
Room#: 101 Type: NDD1 2 DOUBLE BEDS/N 08/10/2002-08/13/2002
Room Balance: 80.90 Guest/Folio#: 4005 CRS#:

Last Name ?<E>	Select Option	?<Receipt
Adlt/Ch12/Ch17<	Door Lock Menu	RACK RATE
Room Rate	Additional Information	0 Allow Charges <>
Method of Pay?<	Override Rate	
DBCompany ?<	Display Room Change History	
Card Number		\$ < 0.00>

Wake Up Time (1.00 - 23.59) : _ _ _ _ _ Ok?:
[Esc=Abort]

Address	Assign Guest Room Interface Charges	Promo
City	Print Registration Card	ID#:
Phone (H) <	Wake Up Call	est#:
Company Name ?<	Select To Suppress Room Rate	
Bus Source ?<		
Request		
Group Number? <		

F1=Next Section F2=Search F3=Check-Out F4=Print Folio
F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit

The **Wake Up Call** option will display a window to enter the time of a wake up call. Enter the time in **hh.mm** military time format. Enter a "Y" next to OK? to process or "N" to start over. Press <ESC> to exit.

The **Suppress Room Rate / Print Room Rate** option allows you to hide the rate on the guest folio and registration card. If **Select To Suppress** is showing in the window, the option is currently set to Print the room rate on the guest folio and registration card. If you wish to hide the rate on the guest's folio and registration card, press <ENTER> on to **Select to Supress Room Rate**. If the rate had been previous hidden the displayed option will be **Select To Print Room Rate**. You may select this to change it back so the room rate once again prints on the guest folio and registration card.

3.1.1.1 Guest Phone Messages

Guest Telephone Messages		Unretrieved Messages	
Room:	104	Guest:	BLACK, JOE
Date	Time	Name/Company Of Person Who Called	Phone Number
01/28/2002	3:39 pm	THERESA BLAKE	555-555-5555
<div>Telephoned <input type="checkbox"/> Please Call <input checked="" type="checkbox"/> Came To See You <input type="checkbox"/> Will Call Again <input checked="" type="checkbox"/> Wants To See You <input type="checkbox"/> Rush <input type="checkbox"/> Returned Your Call <input checked="" type="checkbox"/> Special Attention <input type="checkbox"/> Message L1 HAS INFORMATION IN REGARDS TO YOUR RENTAL CAR L2 L3</div>			
Enter=Edit F3=Set Wake Up Call F4=Print F6=Delete Record F7=Add Record F8=Tag Retrieved F9=Active/Retrieved Esc=Exit			
[OFF-LINE !]		GUESMESS	

If a PBX Interface is installed, this screen will display the room number and name of the current guest. Press <ENTER> or <F7> to add a new message record for this guest. Enter the Date and Time received, and the Name and Phone Number Person who called. Enter “Y” next to any of the options that apply. Enter the message for the guest in the Message L1, L2, and L3.

<Enter> Edit

While highlighting a guest message, pressing this will allow modification of the message.

<F3> Set Wake Up Call

Pressing <F3> allow the Setting and Cancellation of a wake up call for this guest.

Guest Telephone Messages		Unretrieved Messages	
Room:	104	Guest:	BLACK, JOE
Date	Time	Name/Company Of Person Who Called	Phone Number
01/28/2002	3:39 pm	THERESA BLAKE	555-555-5555
<div>Wake Up Time (1.00 - 23.59) : Ok?: [Esc=Abort]</div> <div>Telephoned <input type="checkbox"/> Please Call <input checked="" type="checkbox"/> Came To See You <input type="checkbox"/> Will Call Again <input checked="" type="checkbox"/> Wants To See You <input type="checkbox"/> Rush <input type="checkbox"/> Returned Your Call <input checked="" type="checkbox"/> Special Attention <input type="checkbox"/> Message L1 HAS INFORMATION IN REGARDS TO YOUR RENTAL CAR L2 L3</div>			
Enter=Edit F3=Set Wake Up Call F4=Print F6=Delete Record F7=Add Record F8=Tag Retrieved F9=Active/Retrieved Esc=Exit			
[OFF-LINE !]		GUESMESS	

When setting a Wake Up Call, enter the time in **hh.mm** military format. Enter “Y” in OK? to process, or “N” to start over. Press <ESC> to exit.

<F4> Print

Pressing <F4> will print the guest message(s). Select from one of the following options: Print THIS message (prints the highlighted message only), Print All Un-Retrieved (prints all messages not marked as retrieved), Print ALL Today (prints all messages entered with today's date) and Print All Messages (prints all Messages).

<F6> Delete Record

While highlighting a guest message, pressing this will delete the message. Answer "Yes" to delete, or "No" to return to guest messages.

<F7> Add Record

Pressing <F7> will allow the addition of a new guest message.

<F8> Tag Retrieved

While highlighting a guest message, pressing <F8> will tag the selected message as retrieved, and remove it from the Unretrieved Message display.

<F9> Active / Retrieved

Pressing <F9> will toggle the Guest Telephone Messages display to list "Unretrieved Messages" or "Retrieved Messages". Retrieved messages will show an * in the column next to 'Phone Number'.

<ESC> Exit

Pressing <ESC> will exit the '*Guest Telephone Messages*' screen.

3.1.1.2 Guest Transactions

Guest Transactions—[←(-) Folio (+)→MAIN FOLIO		Program Date: 11/02/2002				
Room: 103 DOE, JOHN						
Dates :11/02/2002 - 11/05/2002		Room Type:2 DOUBLE BEDS/N				
Requests:		Room Rate: 67.50				
Guests:2/0/0		Guarantee:MASTERCARD				
Reference	Date	Transaction	Description	Amount	V	Pk
001000/103-C	11/02/2002	LOCAL TELEPHO		0.50		
001001/103-C	11/02/2002	VENDING		2.00		
001002/103-C	11/02/2002	GUEST ROOM	AAA RATE	67.50		
001003/103-C	11/02/2002	GUEST ROOM	1.5 %	1.01		
001004/103-C	11/02/2002	OCCUPANCY TAX	1.5 %	1.01		
25 12:31 PM				Folio: 78.77		
				Total: 78.77		
F1=Close Folio F2=Payment Totals F3=Transfer Item F4=Print Folio F6=Void Transaction F7=Add Transaction F8=Transfer Amount F9=Show Voids F10=Print Void/Adj/Refund						
GSTTRANS						

On the 'Guest Transactions' screen, payments, charges, voids and refunds can be posted. Also, room charges / payments can be transferred to another room. If there are multiple folios for this guest, use your Right and Left Arrow keys to page through them or see all sub-folios combined.

Room:

The room number of the guest

Program Date:

The business date of the system

Dates:

The check in and check out date of the guest

Room Type:

The room type the guest is checked into

Requests:

The requests the guest has made for the room

Room Rate:

The posting room rate for the guest for the current business date

Guests:

The number of adults and children in the room

Guarantee:

The method of payment the guest is using

Reference:

The reference code assigned automatically by the system to the transaction line item

Date:

The date the transaction line item was added

Transaction:

A description of the charge or payment key for the line item

Description:

A description may auto-populate here or you may be prompted to enter one

Amount:

The posted amount of the line item transaction

V:

When you go to <F9> Show Voids, an * will appear in this field when a line item transaction has been voided

Pk:

This field is not currently used

Reference	Amount	V	Pk
Close Out All Transactions To Date for This Folio			
001000/103-	0.50		
001001/103-	2.00		
001002/103-	67.50		
001003/103-C	1.01		
001004/103-C	1.01		
11/02/2002 OCCUPANCY TAX 1.5 %			
Folio:			78.77
Total:			78.77

F1=Close Folio	F2=Payment Totals	F3=Transfer Item
F4=Print Folio	F6=Void Transaction	F7=Add Transaction
F8=Transfer Amount	F9=Show Voids	F10=Print Void/Adj/Refund

GSTTRANS

<F1> Close Folio

This option displays only if the current user has permission. This will not check out the guest; it will close out all transactions on the selected folio. This folio will still remain open for posting but will start with a zero balance and a description of the transaction will be listed. The closed out balance will be transferred to City Ledger during the Night Audit. Once the folio has been closed out, the transactions cannot be reversed.

Guest Transaction		Based on the rate of \$ 50.00 per Day.		1-04/18/2002	
Room: 101	Express Check-In	Day	Rate	Tax	Total
Dates: 04/17/2002	Requests:	1	\$ 50.00	\$ 6.75	\$ 56.75
Guests: 1/0/0	Reference	2	\$ 100.00	\$ 13.50	\$ 113.50
001001/101-A		3	\$ 150.00	\$ 20.25	\$ 170.25
001002/101-A		4	\$ 200.00	\$ 27.00	\$ 227.00
001003/101-A		5	\$ 250.00	\$ 33.75	\$ 283.75
001004/101-A		6	\$ 300.00	\$ 40.50	\$ 340.50
001005/101-A		7	\$ 350.00	\$ 47.25	\$ 397.25
		8	\$ 400.00	\$ 54.00	\$ 454.00
		9	\$ 450.00	\$ 60.75	\$ 510.75
		10	\$ 500.00	\$ 67.50	\$ 567.50
		11	\$ 550.00	\$ 74.25	\$ 624.25
9:58 am	Does Not Reflect Rate Changes During Stay				lio: 85.20
					tal: 85.20
F2=Payment Tot	PgUp=Next	PgDn=Previous	ESC=Exit	int Folio	
F6=Void Transa				ansfer Amount	
F9=Show Voids				xit	
[OFF-LINE !]				RATES	

<F2> Payment Totals

Pressing <F2> will display the rate charge window, which will provide an estimated running total of room revenue by number of days, including tax. Press <Page Up> or <Page Down> to scroll through the screen. Press <ESC> to exit back to the 'Guest Transactions' screen.

Guest Entry Screen 1		Room#: 101 Type: 001 2 QUEEN BEDS/SH		04/17/2002-04/18/2002	
Room Balance: 85.20		Guest/Folio#: 4000		CRS#:	
Last Name ?	Express Check-In	First Name?	Receipt		
Adlt/Ch12/Ch17	1/ 0/ 0	Rate Type ?	1-RACK	RACK RATE	
Room Rate	50.00 Comp:	Tax Exempt ?	13.5000	Allow Charges	
Method of Pay?	1- CASH				
DB Company ?					
Card Number		Guar \$ 0.00			
Select Option					
MAIN GUEST FOLIO					
PHONE					
Address	City	Phone (H)	(B)	Zip	85008
Company Name ?	Bus Source ?	0- NONE	Freq Guest#:		
Request	Group Number?				
F1=Next Section F2=Search F3=Check-Out F4=Print Folio					
F5=Internet/www F6=Cleaning Day F7=Transactions F8=Change Room					
F9=Change Stay F10=Other Options PgDn=Next Screen ESC=Exit					

<F3> Transfer Item

While highlighting a line item in the guest folio, pressing <F3> will allow transfer of this item to another folio. Current transfer options will be displayed, allowing transfer to another room or transfer to another folio if multiple folios exist for this guest. If Transfer to Another Room is selected, enter the desired room number for transfer. The 'Guest Lookup' screen showing in house guest will be displayed, with the selected room highlighted. Press <ENTER> to complete the transfer and return to the original 'Guest Transactions' screen.

You may press <F2> to Search for a room. Press <F3> to change the Current Lookup method. Press <ESC> to exit with out completing the transfer.

If Transfer To Another Folio is selected, a list of folios for the current guest will be displayed. Highlight and select the folio to transfer the item to, and press <ENTER> to complete the transfer and return to the original 'Guest Transactions' screen. Press <ESC> to exit without completing the transfer.

<F4> Print Folio

Pressing <F4> will print the guest folio. If you have the option set, you will be prompted to consolidate transactions prior to the current business date. If you wish the entry folio to print in detail, enter the guest check in date and press <ENTER>.

Reference	Date	Transaction	Description	Amount	V	Pk
001110				.00		
001119				0		
001120				0		
001121				0		
001122				5		
Total:				80.65		
12 2:53 pm				Total: 380.65		

F1=Close Folio	F2=Payment Totals	F3=Transfer Item
F4=Print Folio	F6=Void Transaction	F7=Add Transaction
F8=Transfer Amount	F9=Show Voids	F10=Print Void/Adj/Refund

GSTTRANS

<F6> Void Transaction

While highlighting a line item in the guest folio, pressing <F6> will display a Void window. Enter a Password that allows Void transactions and press <ENTER>. Enter a reason the void is being processed and press <ENTER>. The voided item will be removed from the display, and a Void Verification slip will be printed for tracking purposes.

Reference	Date	Transaction	Description	Amount	V	Pk
001005/101-C-0	08/04/2002	SALES TAX	7 %	1.75		
001007/101-C-0	08/04/2002	CASH	advance cash (REF)	10.00		
001008/101-C-0	08/04/2002	MISCELLANEOUS	adjustment descpt(ADJ)	-15.00		
001009/101-C-0	08/04/2002	SALES TAX	7 % (ADJ)	-1.05		
Folio:				29.10		
Total:				29.10		

F2=Payment Totals	F6=Post Charge	F7=Post Payment
F8=Post Refund or Adjustment	F9=Clear Selection	ESC=Exit

GSTTRANS

<F7> Add Transaction

Pressing <F7> will allow the posting of charges, payments, refunds or adjustments. Press <F6> to post a Charge, press <F7> to post a Payment. For each posting type chosen, a list will be displayed. Highlight a key and press <ENTER>. Enter a description of the posting in the Trans Description field and press <ENTER>. Enter the amount of the posting in the Amount field and press <ENTER>. You may press <F9> to clear your selection in order to start over. If you press <F8> to post a Refund or Adjustment, a password and reason will be required. Press <ESC> to exit the 'Add A Transaction' screen.

Guest Transactions		[←(-) Folio (+)→MAIN FOLIO		1	
Room: 101		Program Date: 08/04/2002			
MYERS, MIKE					
Dates :08/04/2002 - 08/07/2002		Room Type:2 DOUBLE BEDS/N			
Requests:		Room Rate: 70.00			
Guests:1/0/0		Guarantee:VISA			
Reference	Date	Transaction	Description	Amount	V Pk
001005/101-C				1.75	
001007/101-C				10.00	
001008/101-C				-15.00	
001009/101-C-0				-1.05	
To Room Number 103 Transfer Amount					
No					
25				Folio: 29.10	
12:04 pm			Reason: ADJUSTMENT REASON	Total: 29.10	
F2=Payment Totals F3=Transfer Item F4=Print Folio					
F6=Void Transaction F7=Add Transaction F8=Transfer Amount					
F9=Show Voids F10=Print Void/Adj/Refund ESC=Exit					
GSTTRANS					

<F8> Transfer Amount

Pressing <F8> will allow the transfer of the entire guest balance, or a specified amount, to another room. Answer "Yes" to continue, or "No" to return to the guest folio. Enter the room number of the guest to transfer to and press <ENTER>, and the 'Guest Lookup' screen will display. Highlight a guest room from the list and press <ENTER> or press <F2> to search for a room. Pressing <F3> will change the Current Lookup method. Pressing <ESC> will exit from the 'Guest Lookup' screen. A Transfer Amount Verification slip will be printed after the transfer is complete for tracking purposes.

Guest Transactions—[←(-) Folio (+)→MAIN FOLIO]					
Room: 101		Program Date: 08/04/2002			
MYERS, MIKE					
Dates :08/04/2002 - 08/07/2002		Room Type:2 DOUBLE BEDS/N			
Requests:		Room Rate: 70.00			
Guests:1/0/0		Guarantee:VISA			
Reference	Date	Transaction	Description	Amount	V Pk
001004/101-C-0	08/04/2002	MISCELLANEOUS	hole in wall	25.00	
001005/101-C-0	08/04/2002	SALES TAX	7 %	1.75	
001006/101-C-0	08/04/2002	FAX SERVICES	12 pg fax intl	15.00	
001007/101-C-0	08/04/2002	CASH	advance cash (REF)	10.00	
001008/101-C-0	08/04/2002	MISCELLANEOUS	adjustment descpt(ADJ)	-15.00	
25	Shift Voided: C Operator Voided: SUPER USER			Folio:	29.10
12.00 PM	Reason: ADJUST VOID REASON			Total:	29.10
F2=Payment Totals F3=Transfer Item F4=Print Folio F6=Void Transaction F7=Add Transaction F8=Transfer Amount F9=Show Voids F10=Print Void/Adj/Refund ESC=Exit					
GSTTRANS					

<F9> Show Voids

Pressing <F9> will toggle the guest folio display to show all transactions, including any voided transaction line items. These items will contain an * in the V column. Highlighting a voided line item will display the following details of the void: the shift the void was processed on, the User ID who processed the void and the reason for the void.

<F10> Print Void/Adj/Refund

While highlighting a voided line item transaction, pressing <F10> will print a Void, Adjustment or Refund Verification slip for the selected line item.

<ESC> Exit

Pressing <ESC> will exit the 'Guest Transactions' screen.

3.2 Walk-In Guest – Room Number



From the Main Menu, press the Right or Left Arrow key to highlight 'Guests' and press the <ENTER> key. The 'Guests' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Walk-In Guest – Room Number' and press the <ENTER> key. The 'Guest Walk-In' screen will display.

Guest Walk-In User: IGM 1

Date: 01/28/2002 Number of Nights:

Code	Description	Blocked	000	Avail

Enter=Select/UnSelect F8=\$Rates ESC=Exit

LOG CLEAR NEWRES

Number of Nights:

If the guest is staying one night press <ENTER>, or if the guest will be staying more than one night, type the number of nights and press <ENTER>.

Room Assignments Lookup
Room Type :2 KING BEDS/N

Room#	Conf#	Beds	Description	Last Check Out
203	d	2	2 KING BEDS/N	
204	0	2	2 KING BEDS/N	
206	0	2	2 KING BEDS/N	
207	0	2	2 KING BEDS/N	
208	d	2	2 KING BEDS/N	08/20/2002
209	d	2	2 KING BEDS/N	08/20/2002
201	d	2	2 KING BEDS/N	08/21/2002
202	d	2	2 KING BEDS/N	08/21/2002
205	d	2	2 KING BEDS/N	08/22/2002

[r=Reservation d=Dirty m=Maintenance Rentable]

Room Type: 2 KING BEDS/N

Maintenance Comment:

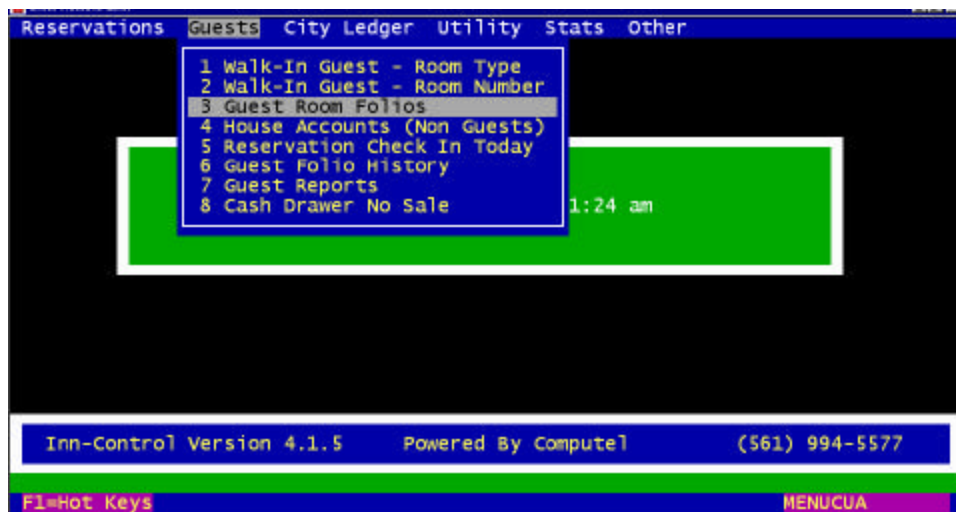
F2=Search F8=Maintenance History ESC=Exit

ROOMLIST

Use the Up and Down Arrow keys to highlight the room number to be selected and press <ENTER>. You may search for a specific room number by pressing <F2> and entering the room number desired. Press <F8> to view any previous maintenance issues with the highlighted room number. Press <ESC> to exit without selecting a room.

The 'Guest Entry Screen 1' will be displayed. Enter all guest data as described in Section 3.1.

3.3 Guest Room Folios



From the Main Menu, press the Right or Left Arrow key to highlight 'Guest' and press the <ENTER> key. The 'Guests' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Guest Room Folios' and press the <ENTER> key. The 'Guest Lookup' screen will be displayed.

Guest Rm No	Lookup F	Name	FI	Current Lookup: ROOM	NUMBER	Group	Check-Out L
101		BENSON	B				08/11/2002
102		RAMIS	H				08/13/2002
124 ME ST							Balance
MODENA, NY 12548			Alt Conf#: 1		TAG: Gst#: 4000		CallPost?: 84.27
Phone Status: N/A Do Not Disturb: N/A Wake-Up: N/A Toll Limit: 0.00							
F1=N/A F2=Search F3=Change Lookup F4=Print F6=Messages F7=Transactions F9=Active/Check-Out ←New Reservation →Survey F8=Create Key F10=Folio Routing ESC=Exit							
GSTEDIT							

Rm No:

The room number of the guest

F:

If this field is populated, this indicates the guest has multiple folios.

Name:

The name of the guest

FI:

The initial of the guest's first name

Company Name:

The name of any company entered on the guest folio

Group:

The Group ID code, if the guest is associated with a Group

Check-Out:

The check out date of the guest

L:

An * will be present in this column if the guest has checked out on today's date

Alt Conf#:

The field is not used unless the property is installed with a seamless Central Reservation System Interface.

TAG:

A "Y" will be present if this guest record is a Travel Agent booking.

CallPost?:

A "Y" will be present if the guest folio is set up to receive postings via a Call Accounting Interface

Balance:

The current balance of the guest folio

Phone Status:

If a Call Accounting Interface is installed, "ON" will be displayed if the phone has been turned on for this guest. "OFF" will be displayed if the phone is not on.

Do Not Disturb:

If a Call Accounting Interface is installed, "YES" will be displayed if the Do Not Disturb option has been turned on for this guest. "NO" will be displayed if not.

Wake-Up:

If a Call Accounting Interface is installed, this will display the wake up call time set for the guest

Toll Limit:

If a Call Accounting Interface is installed, the dollar amount the guest has been given as credit for phone use on the PBX menu will be displayed here.

Guest Rm No	Lookup Name	FI	Current Lookup: ROOM NUMBER	Company Name	Group	Check-Out L
101	BLACK	J	JANUS HOTELS			01/29/2002
104	BLACK	J				01/29/2002

1234 MAIN STREET	Set Wake-Up Call	Balance
P.O. BOX 123	Clear PBX Call Information	150023694
BEVERLY HILLS	Re-Instate Voice Mail	allPost?: 82.25
Phone Status: ON	Change Toll Limit	Toll Limit: 0.00

F1=PBX Menu	F2=Search	F3=Change Lookup	F4=Print
F6=Messages	F7=Transactions	F9=Active/Check-Out	←--New Reservation
→Survey			ESC=Exit

[LOG CLEAR]	GSTEDIT
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<F1> PBX Menu

If a Call Accounting Interface is installed, pressing <F1> will display a list of phone option selections.

<F2> Search

Pressing <F2> will allow a search for a guest.

<F3> Change Lookup

Pressing <F3> will toggle the Current Lookup method and the display order of the 'Guest Lookup' screen.

<F4> Print

While highlighting a guest in the list display, pressing <F4> will print the guest folio.

<F6> Messages

If the Telephone Messaging option has been installed, pressing <F6> while highlighting a guest will display the 'Guest Telephone Messages' screen. *See Section 3.1.1.1 for more details.

<F7> Transactions

While highlighting a guest in the list display, pressing <F7> will display the 'Guest Transactions' screen. *See Section 3.1.1.2 for more details.

<F8> Create Key

If you have a Door Lock interface installed, pressing <F8> will display the 'Create Duplicate Key' window. Enter the number of additional keys desired and press <ENTER>.

<F9> Active / Check-Out

Pressing <F9> will toggle the guest display to show all active guest folios, or guest folios that checked out on today's date. Guests who checked out will show an * in the 'L' column.

Guest Lookup		Current Lookup: ROOM NUMBER		Check-Out L
Rn	No	Name	FI	Company Name
101	BENSON	B		08/11/2002
102	RAMIS	H		08/13/2002

124 NE ST	Balance
MODENA	00 CallPost?:_ 84.27
Phone Status: N/A	Toll Limit: 0.00

Routing for this Guest	
102 RAMIS	
Description	
GUEST ROOM	
LOCAL TELEPHONE	
INCIDENTALS	

F1=N/A	F2=Sa	F6=Delete	F7=Add
F6=Messages	F7=Iran	F8=Change Folio	ESC=Exit
→Survey	F8=Create Key	F10=Folio Routing	

F4=Print	ESC=Exit
←New Reservation	

GSTXEMPT

<F10> Charge Routing

If the guest has multiple folios, pressing <F10> allows you to route charges to different folios. The current routing for the guest is displayed in the window with all auto postings assigned to the main folio. To change a charge, highlight it and press <F8> and choose the sub-folio you wish to route it to. If you wish to add a charge that is not currently an auto posting, press <F7> and select it from the lookup table.

← New Reservation

While highlighting a guest in the list, pressing the Left Arrow key will allow you to make a new reservation for the selected guest, utilizing all current guest information.

GUEST SURVEY		
Is the above information correct ? (Y)es or (N)o		
Male/Female? N (M/F)		
Was your stay with us (B)usiness or (P)ersonal? P		
BUSINESS:		PERSONAL:
Trainee/Trainer	Sales	V Travel
Construction/Factory	Technical	Relocation
Professional	Management	Other
How did you hear about us ?		
V Word of Mouth		
Signage on Property		
Referral -> From Whom:		
Newspaper		
Billboard ----> Where:		
Have you stayed with us before ? N		
Correct ? V (Y)es / (N)o		

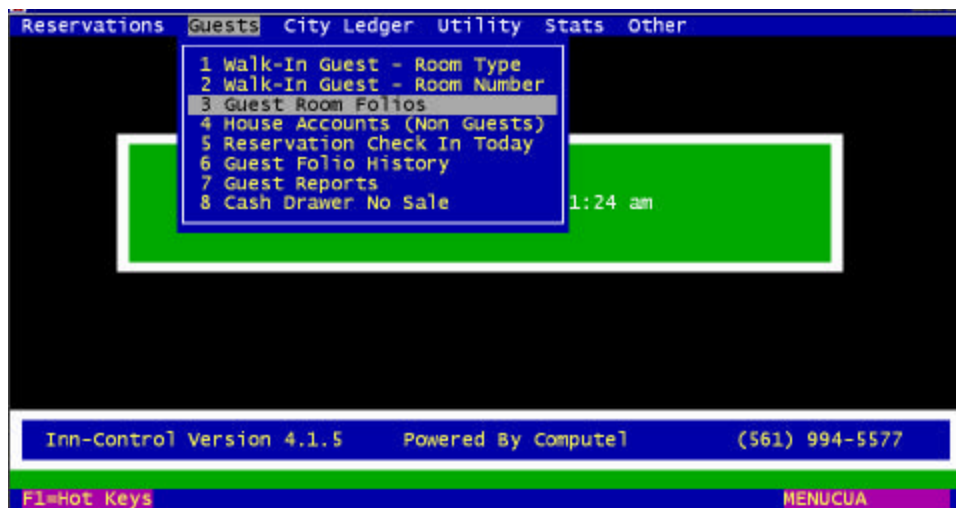
→ Survey

If the Guest Survey option is installed, pressing the Right Arrow key will display the 'Guest Survey' screen.

<ESC> Exit

Pressing <ESC> will exit the 'Guest Lookup' screen.

3.4 House Accounts (Non Guests)



From the Main Menu, press the Right or Left Arrow key to highlight 'Guests' and press the <ENTER> key. The 'Guests' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'House Accounts' and press the <ENTER> key. The 'House Accounts' screen will display.

House Accounts are generally used for posting non-guest generated charges and revenues, such as commissions, restaurant revenues, meeting and banquet room revenue, etc. Only active House Accounts will be displayed on this screen.

Account Number	Account	Description	Close-Out	Balance
700	ADMIN PHONE	Unposted Call Acct Phone	01/31/2003	3.20
600	VENDING	MAC GRAY	01/31/2003	3.50
600	VENDING	SNACKS AND SODAS	01/31/2003	1.00
1003	POOL DECK	HANSEN BRIDAL SHOWER	01/23/2003	132.33

DBCompany Code ?

F2=Search Enter=Select F7=Add New Account
F8=Edit F9=Payment Setup Esc=Exit

HSEEDIT

Account Number:

The non-guest room number assigned to the House Account

Account:

The name of the House Account

Description:

A description of the House Account

Close-Out:

The date the House Account will be closed, in **mm/dd/yyyy** format. Any balance remaining as of the close-out date will transfer into the designated City Ledger account, or into Direct Bill as an unassigned City Ledger Invoice to be paid.

Balance:

The current balance of the selected House Account

DBCompany Code:

The direct bill account number and name that the House Account has been routed to

<F2> Search

Pressing <F2> will allow a Search for a specific House Account by number.

Account Number	Account	Description	Close-Out	Balance
600	SWIMMING POOL	POOL CHARGES	12/31/2002	0.00
1001	ROSE ROOM	SAMPLE CONFERENCE	12/06/2002	63.60
300	ADMIN/PHONE	ADMINISTRATION	12/31/2002	0.00

Select Option
 Transactions
 Assign Phone Charges
 Print Folio
 Esc:Abort

DBCompany Code ?			
Method Of Pay ?	2	MASTERCARD/VISA	
Card Number	5555444433332222	Exp Date	0206
		Guar \$	0.00

F2=Search	F7=Add New Account	F10=Other Options
Enter=Edit Information		ESC=Exit

HSEEDIT

<ENTER> Select

While highlighting a House Account, pressing <ENTER> will display the 'Select Option' window. From here you may choose to work on transactions in the House Account, route Call Accounting charges to the House Account or print the House Account folio.

Account Number	Account	Description	Close-Out	Balance
700	ADMIN PHONE	Unposted Call Acct Phone	01/31/2003	3.20
600	VENDING	MAC GRAY	01/31/2003	3.50
600	VENDING	SNACKS AND SODAS	01/31/2003	1.00
1003	POOL DECK	HANSEN BRIDAL SHOWER	01/23/2003	132.33

DBCompany Code ?

F2=Search Enter=Select F7=Add New Account
F8=Edit F9=Payment Setup Esc=Exit

HSEEDIT

<F7> Add New Account

Pressing <F7> will allow the addition of a new House Account. You may press <F2> while in the DBCompany Code field to Search for a direct bill company.

Account Number	Account	Description	Close-Out	Balance
700	ADMIN PHONE	Unposted Call Acct Phone	01/31/2003	3.20
600	VENDING	MAC GRAY	01/31/2003	3.50
600	VENDING	SNACKS AND SODAS	01/31/2003	1.00
1003	POOL DECK	HANSEN BRIDAL SHOWER	01/23/2003	132.33

DBCompany Code ?

F2=Search Enter=Select F7=Add New Account
F8=Edit F9=Payment Setup Esc=Exit

HSEEDIT

<F8> Edit

While highlighting a House Account, pressing <ENTER> will allow you to change the Description, Close-Out date, and DBCompany Code fields of the selected House Account.

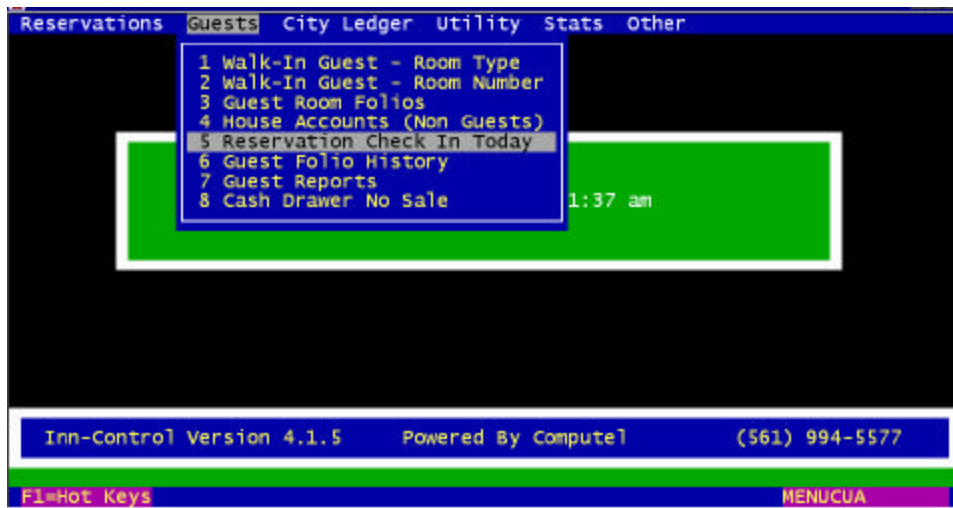
<F9> Payment Setup

If you wish to assign a payment method to a House Account, you may do so by pressing F9. If your property has a credit card interface, and needs to authorize a credit card for payment on a House Account you do it here.

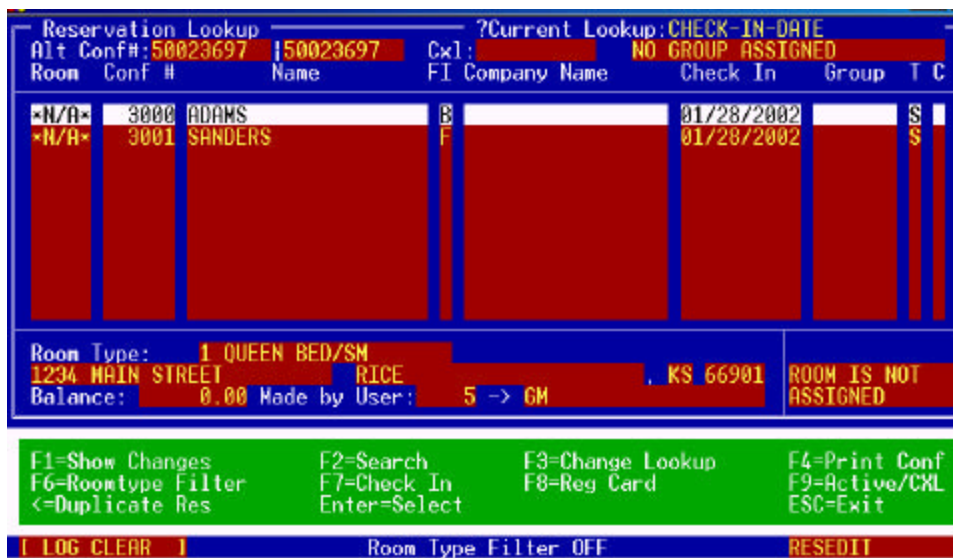
<ESC> Exit

Pressing <ESC> will exit the 'House Accounts' screen.

3.5 Reservation Check In Today

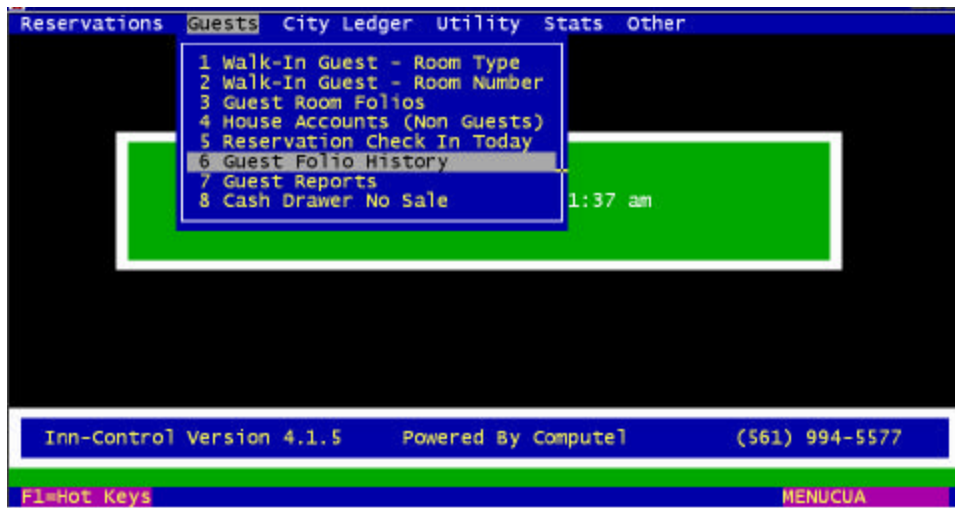


From the Main Menu, press the Left or Right Arrow key to highlight 'Guests' and press the <ENTER> key. Use the Up or Down Arrow keys to highlight 'Reservation Check In Today' and press the <ENTER> key. The "Reservation Lookup" screen will display listing all reservations that are scheduled to arrive on today's date.

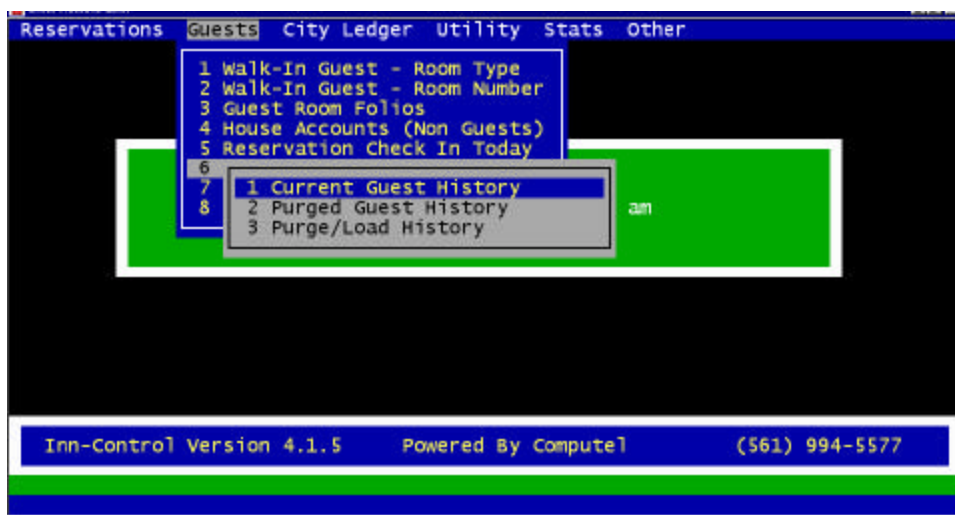


*See Section 2.2 Edit Reservation for detailed instructions on assigning a room number, check-in and modifying a reservation on the 'Reservation Lookup' screen.

3.6 Guest Folio History



From the Main Menu, press the Right or Left Arrow key to highlight 'Guests' and press the <ENTER> key. The 'Guests' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Guest Folio History' and press the <ENTER> key.



The Guest History functionality allows the property to pull up current and purged guest history information. Current guest history data is any guest information from the current month. Purged history will be any guest information from a previous month.

3.6.1 Current Guest History

Guest History Data									
Room	134	12/02/2002 - 01/22/2003		Balance:		0.00			
1 KEY DOUBLE AT SINGLE RATE/NO LATE FEES PER TINA									
Last Name		WALTON							
First Name		MICHAEL							
Address Line 1		210 SHEA		Line 2					
City		GARLAND		ST TX		Zip		75040	
Home Phone		Business Phone							
Company Name		TEXAS INSTRUMENTS							
Adlt/Ch12/Ch17		1 / 0 / 0		Rate Type		12 TOUR VOUCHER RATE			
Room Rate		22.85		Tax Exempt?		Y 0.0000		Autopost? Y 2.26	
Commission Agency		0		Pct		0.0000			
Method of Payment		2 MASTERCARD/VISA							
DBCompany									
Card Number		4761840133947390		Exp Date		0803		Guar \$ 0.00	
Comment 1									
Comment 2									

Tab=Find Guest	PgUp=Previous Guest	PgDn Next Guest
F4=Print Receipt	F7=Transactions	F9=Clear Screen
F10=Other Guest Info		Esc=Exit

GSTMATH

Upon entering this option, the screen will be blank. Using the <ENTER> key you may place the cursor into either the Room, Check-Out Date, Last Name, First Name or Company Name fields to enter guest search criteria. After entering your search criteria, press the <Tab> key to find the guests. The system will display the exact match, or if not found, the closest match. You may also use the <Page Up> and <Page Down> keys to search through all guests.

Room:

Contains the room number the guest was in

Balance:

Contains the balance of the guest folio upon checkout

Last Name:

Contains the last name of the guest

First Name:

Contains the first name of the guest

Address Line 1:

Contains the address of the guest entered on line 1

Line 2:

Contains the address of the guest entered on line 2

City:

Contains the city of the guest

ST:

Contains the state of the guest

Zip:

Contains the zip code of the guest

Home Phone:

Contains the guest's home phone number

Business Phone:

Contains the guest's business phone number

Company Name:

Contains the guest's company name

Adlt/Ch12/Ch17:

Contains the number of adults, children 12 and under and children 13 – 17 that were in the room

Rate Type:

Contains the rate type the guest was registered with

Room Rate:

Contains the nightly room rate of the guest

Tax Exempt?:

Contains a "Y" if the guest was tax exempt, or an "N" or <blank> with tax rate if not tax exempt

AutoPost?:

Contains a "Y" if the guest had additional charges posted automatically during night audit, or an "N" or <blank> if no additional auto post charges

Commission Agency:

Contains the IATA number and name of any Travel Agent assigned to the guest folio

Pct:

Contains the percentage amount payable to the Travel Agency, if this was a Travel Agency booking

Method of Payment:

Contains the payment code and description of the payment method used by the guest

DBCompany:

Contains the company code name of the direct bill company associated with the guest folio

Card Number:

Contains the guest's credit card number

Exp Date:

Contains the credit card expiration date

Guar \$:

Contains the guaranteed or authorization amount of the guest's credit card

Comment 1:

Contains any comments entered on comment line 1

Comment 2:

Contains any comments entered on comment line 2

<Tab> Find Guest

After entering data into any searchable field indicated by ◀ ▶, pressing <TAB> will retrieve the closest matching record.

<PgUp> Previous Guest

Pressing <Page Up> will display the previous guest record

<PgDn> Next Guest

Pressing <Page Down> will display the next available guest record

<F4> Print Receipt

Pressing <F4> will print the selected guest's receipt. Answer "Yes" to print the receipt, or "No" to return to the display

<F7> Transactions

Pressing <F7> will display the *'Guest History Transactions'* screen. From here you may press <F4> to print a copy of the guest folio, press <F9> to view any void transactions, or press <ESC> to exit the *'Guest History Transactions'* screen.

<F9> Clear Screen

Pressing <F9> will clear all guest data from the display, so you that you may search for another record

<F10> Other Guest Info

Pressing <F10> will provide selections for displaying other pieces of data. Press <ESC> to exit to return to the *'Guest History Data'* screen.

3.6.2 Purged Guest History

Guest History Data
Room 0 Balance: _____

Last Name <BAKER>
First Name _____
Address Line 1 _____ Line 2 _____
City _____ ST _____ Zip _____
Home Phone _____ Business Phone _____
Company Name _____
Adlt/Ch12/Ch17 - / - / - Rate Type _____
Room Rate _____ Tax Exempt? - _____ Autopost? - _____
Commission Agency _____ Pct _____
Method of Payment _____
DBCompany _____
Card Number _____ Exp Date _____ Guar \$ _____
Comment 1 _____
Comment 2 _____

Tab=Find Guest PgUp=Previous Guest PgDn Next Guest
F4=Print Receipt F7=Transactions F9=Clear Screen
F10=Other Guest Info Esc=Exit

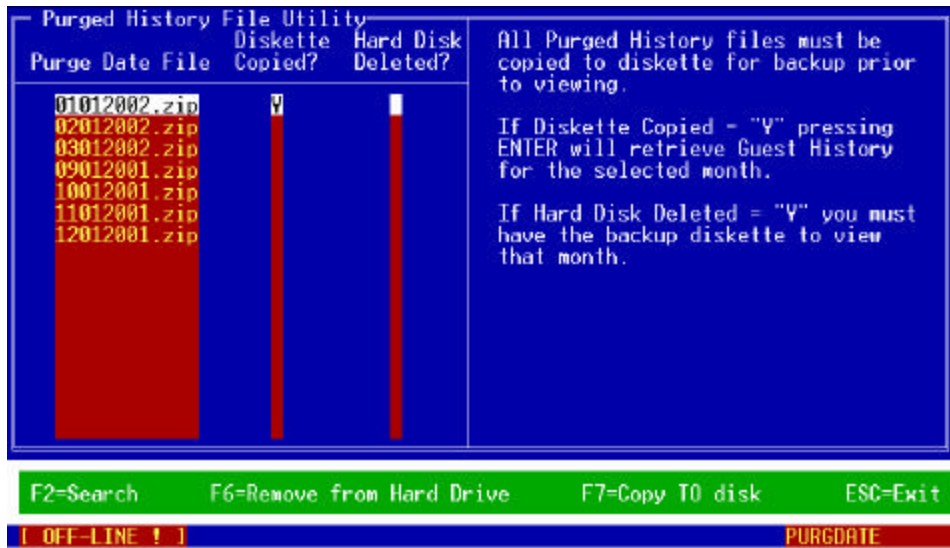
GSTMASTH

Upon entering this option, the screen will be blank. If the system encounters an older version of history files, you may be asked if you wish to Convert the files. If this happens, you will not be able to view the old history file until the conversion has been completed, but since it may take several minutes depending upon the size of the file, you are given the option to do it at a later time.

With a recent history file, or one that has already been converted, you may continue by using the <ENTER> key to place the cursor into the Room, Check-Out Date, Last Name, First Name or Company Name fields. Enter the guest search criteria and then press the <Tab> key to find the guest. The system will display the exact match, or if not found, the closest match.

You may also use the <Page Up> and <Page Down> keys to search through all guests. The fields and functions in Purged Guest History are the same as they are in Current Guest History.

3.6.3 Purge / Load History



This option will allow you to copy a purged history file to and from diskette. A backup must be made prior to viewing Purged History files. If a backup has not been made, you will be prompted to do so if you attempt to view History. If you attempt to view a deleted file, you will be prompted to retrieve it from the backup diskette.

Purge Date File:

The name of the purged backup file will be in the format of mm01yyyy. ZIP and the file will contain data for that entire month.

Diskette Copied?

This field will contain a "Y" if the purged backup file has been copied to a diskette.

Hard Disk Deleted?

This field will contain a "Y" if the purged backup file has been deleted from the hard drive. You must retrieve this month's data from a back up diskette.

<F2> Search

Pressing <F2> allows a Search for a purged history file by file name.

<F6> Remove from Hard Drive

While highlighting a file in the list, pressing <F6> will delete the selected file from the hard drive.

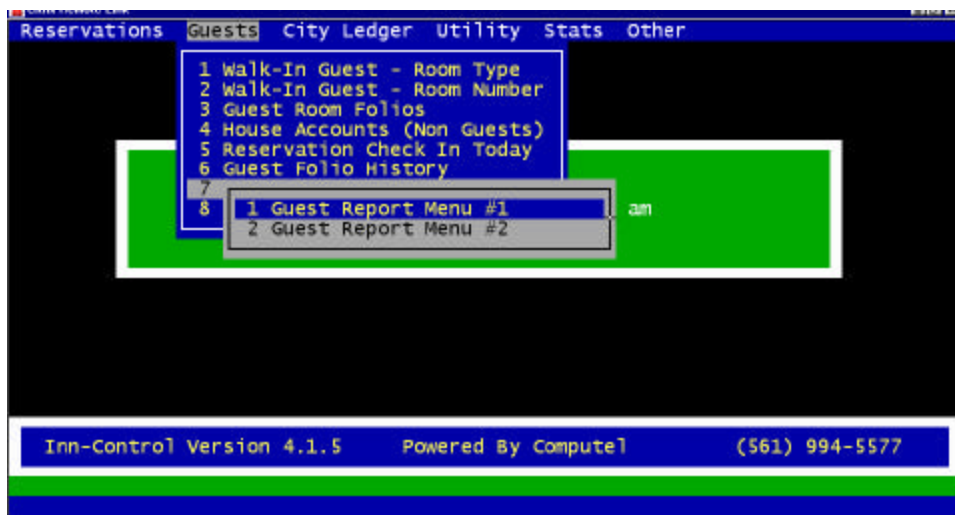
<F7> Copy TO disk

While highlighting a file in the list, pressing <F7> will copy the selected file onto a diskette.

<ESC> Exit

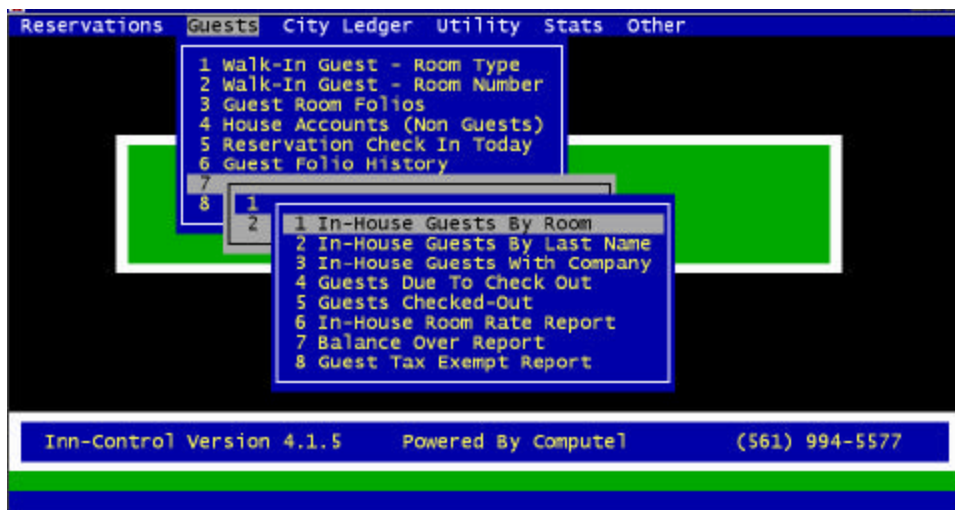
Pressing <ESC> will exit the 'Purged History File Utility' screen.

3.7 Guest Reports



From the Main Menu, press the Right or Left Arrow key to highlight 'Guests' and press the <ENTER> key. The 'Guests' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Guest Report' and press the <ENTER> key. Use the Up and Down Arrow keys to highlight 'Guest Report Menu #1' or 'Guest Report Menu #2' and press the <ENTER> key. Use the Up and Down Arrow keys to highlight the report needed and press <ENTER>.

3.7.1 Guest Report Menu #1



In-House Guests By Room

The In-House Guest List By Room will list by room number the name of guest, adults/children, check out date, folio balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>.

In-House Guests By Last Name

The In-House Guest List By Last Name will list alphabetically by name the room number, the name of guest, adults/children, check out date, folio balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>. Enter "Y" to include the option of showing the balance of any subfolios.

In-House Guests With Company

The In-House Guest List By Company will list alphabetically by company the room number, the name of guest, adults/children, check out date, folio balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>.

Guests Due to Check Out

The Guest Due to Check Out report will list by room number guests due to check out today. The report will list room number, name of guest, adults/children, check out date, balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>.

Guests Checked-Out

The Guests Checked-Out report will list guests that have already checked-out. The report will list by room number the room number, name of guest, adults/children, check-out date, balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>.

In-House Room Rate Report

The In-House Room Rate Report will list by room number the room number, guest name, adults/children, check-out date, room rate, and rate description. Type "S" for screen or "P" for printer and press <ENTER>.

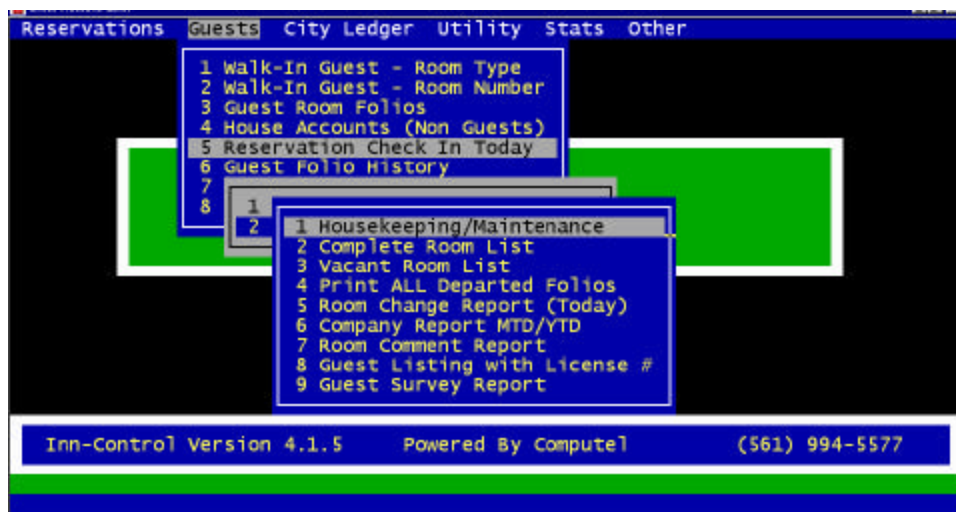
Balance Over Report

A window will display with the question "*Balance over Guarantee Amount?*". If you answer "Y", the report will list guests who are over the Guarantee amount that was previously entered on their record. If you enter "N", you may then instead enter a Cut-Off amount that will be applied to all guests. The Balance Over Report will list room number, guest name, adults/children, check out date, current balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>.

Guest Tax Exempt Report

This will print a list of all guests that are exempt from some or all room taxes. The report will print room number, last name, room rate, exempt % (percent guest is paying), and tax charged. Type "S" for screen or "P" for printer and press <ENTER>.

3.7.2 Guest Report Menu #2



Housekeeping/Maintenance

A selection window will be displayed. Type "M" for maintenance report or "H" for housekeeping report and press <ENTER>. Type "S" for screen or "P" for printer and press <ENTER>. The Housekeeping Report will list by room number the room number, status, and comment. The Maintenance Report will list by room number the room number, status, and comment.

Complete Room List

The complete room list will print room number, description, check out date, current balance, and method of payment. Type "S" for screen or "P" for printer and press <ENTER>.

Vacant Room List

The Vacant Room List will list all vacant rooms by room number. The List will include room number, description, beds, and status of the room. Type "S" for screen or "P" for printer and press <ENTER>. It also includes an option to exclude non-rentable rooms.

Print ALL Departed Folios

The Print All Departed Folios report will print all folios checked out on the current business date. This is no screen option for this report.

Room Change Report (Today)

The Room Change Report will list any guest rooms transferred to another room for today, the room it was transferred from, the shift the transfer was made on, and the time of the room change. Type "S" for screen or "P" for printer and press <ENTER>.

Company Report MTD/YTD

The Company MTD/YTD report will list company month to date and year to date rooms occupied and revenue information for companies that have had activity. There is no screen option for this report; it will go directly to the printer.

Room Comment Report

The Room Comment Report will print all rooms that contain any room comments in order of room number. Type "S" for screen or "P" for printer and press <ENTER>.

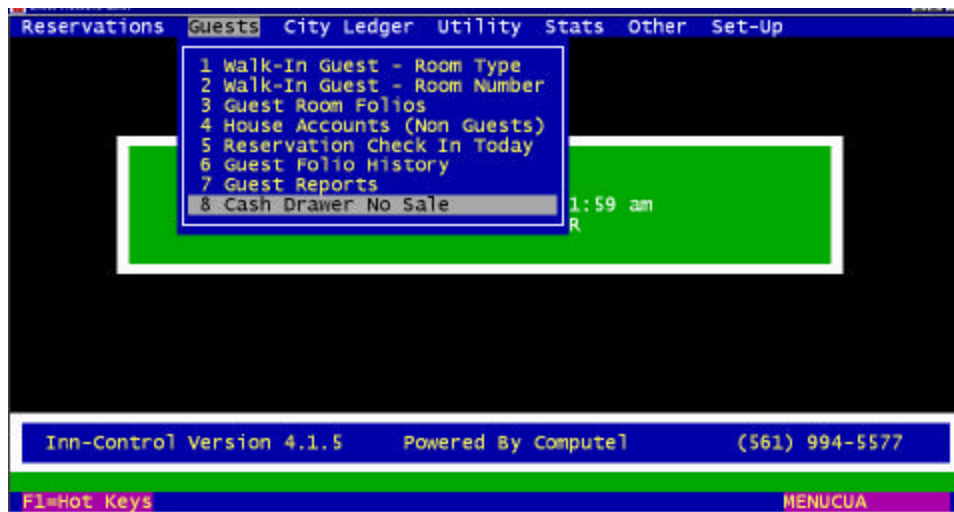
Guest Listing w License

The Guest Listing w/License # report will show all guest records that contain driver's license and car information data. The report will show Room #, Name, Tag Number, Tag State, DL Number and DL State in order of room number. Type "S" for screen or "P" for printer and press <ENTER>.

Guest Survey Report

If you use the Guest Survey option, the Guest Survey Report will print a summary of the total amount of guest surveys that have been filled out. Totals included are Today's, MTD and YTD. There is no screen option for this report; it will go directly to the printer.

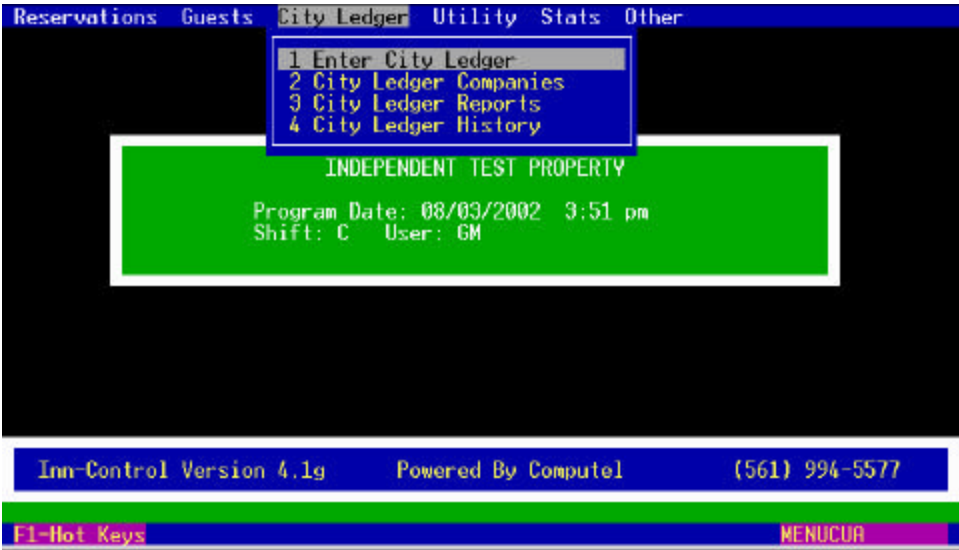
3.8 Cash Drawer No Sale



For properties that have a Cash Drawer interface, pressing <ENTER> on this menu option will open the cash drawer without a sale.

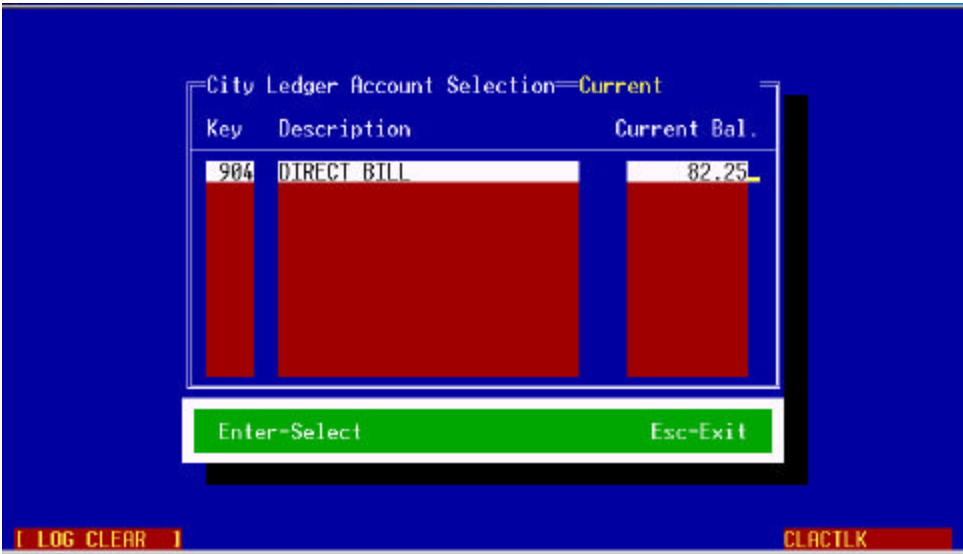
4 City Ledger

The City Ledger keeps track of all Accounts Receivables in the system. City Ledger Accounts can be added, modified and deleted. Various reports and invoices can also be run.



From the Main Menu, press the Right or Left Arrow key to highlight 'City Ledger' and press <ENTER>. The 'City Ledger' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Enter City Ledger' and press <ENTER>. The 'City Ledger Account Selection' screen will display.

4.1 Enter City Ledger



This screen will display a list of all City Ledger accounts. These have been previously set up for your hotel at the time of installation. You will have an account selection for Direct Bill, and you may also have accounts listed for credit card receivables. From the list, use the up/down arrow keys to highlight the City Ledger Account selection you want to access and press <ENTER>. Press <Esc> to exit the 'City Ledger Account Selection' screen.

4.1.1 City Ledger Invoice Selection

City Ledger Invoice Selection				INVOICE NUMBER		
Account: DIRECT BILL				Balance: 82.25		
Ref#	Ref. Date	Invoice#	Inv. Date	Amount	Balance	Close?
2000	01/29/2002	CURRENT		82.25	82.25	

Company: 123	TEST COMPANY
Attn: CHARLES BOWING	Phone: 123-456-7890 Fax: 555-555-5555

F2=Search F8=Guest Info	F3=Change Lookup Enter=Select	F4=Print	F7=Edit Invoice ESC=Exit
----------------------------	----------------------------------	----------	-----------------------------

[LOG CLEAR]	DISPINV
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Credit Card and Direct Bill balances are transferred during Night Audit as individual invoices.

Account:

The name of the City Ledger account

Balance:

The current total balance of the selected City Ledger account

Ref#:

The reference number automatically assigned to the invoice by the system

Ref. Date:

The date the reference number was assigned to the invoice by the system

Invoice#:

The Invoice number automatically assigned by the system will display as "CURRENT". Use <F7> Edit Invoice to assign an invoice number.

Inv. Date:

The date the invoice number was assigned to the transaction

Amount:

The total amount of the invoice

Balance:

The current balance due of the invoice

Close?:

Enter a “Y” into this field to close the invoice after an invoice balance has been completely paid.

Company:

The City Ledger company code and name associated with the selected invoice

Attn:

The City Ledger company code contact name associated with the selected invoice

Phone:

The City Ledger company code phone number

Fax:

The City Ledger company code fax number

<F2> Search

Pressing <F2> will allow a search for a specific invoice

<F3> Change Lookup

Pressing <F3> will toggle the Current Lookup method and the City Ledger Invoice display order

<F4> Print

While highlighting an invoice, pressing <F4> will print the selected invoice

City Ledger Invoice Selection				INVOICE NUMBER		
Account: DIRECT BILL				Balance: 82.25		
Ref#	Ref. Date	Invoice#	Inv. Date	Amount	Balance	Close?
2000	01/29/2002	CURRENT		82.25	82.25	

Company: 123	TEST COMPANY
Attn: CHARLES BOWING	Phone: 123-456-7890 Fax: 555-555-5555

F2=Search F8=Guest Info	F3=Change Lookup Enter=Select	F4=Print	F7=Edit Invoice ESC=Exit
----------------------------	----------------------------------	----------	-----------------------------

[LOG CLEAR]	DISPINV
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<F7> Close/Open Invoice

While highlighting an invoice, pressing <F7> will allow you to add an invoice number to an invoice that is marked as “current”. You will be asked if you wish to invoice the selected amount. If you answer “Yes”, you will be able to view the details of the direct bill invoice and post payment. If you answer “No”, you will not be able to view the details of the direct bill invoice until it has been invoiced. If you press <F7> on an invoice with a number, and the balance is zero, then you will be able to close out the invoice. If you press <F7> on a closed invoice, it allows you to reopen the invoice by taking out the “Y” under Close?.

If a Direct Bill company has not been previously assigned, or you wish to change the Direct Bill company code, you may do it here

<F8> Guest Information

While highlighting an invoice, pressing <F8> will view the guest information associated with the invoice selected. The following guest information is displayed: *Last Name, First Name, Phone Number, Address 1 & 2, City, State, Zip Code, Company Name and Company Phone.*

<Enter> Select

While highlighting an invoice, pressing <ENTER> will display the ‘City Ledger Invoice Transactions’ screen. This screen will display the individual transaction items of the selected invoice. *See 4.1.2 for more details.

<ESC> Exit

Pressing <ESC> will exit the ‘City Ledger Invoice Selection’ screen.

4.1.2 City Ledger Invoice Transactions

City Ledger Invoice Transactions				Balance: 82.25	
Account :DIRECT BILL					
Ref#: 2000		Date:01/29/2002	Inv#:6000	Date:02/03/2002 Days Old: 0	
Reference	Date	Key Descript	Trans Description		Amount
001000/101-C	01/28/2002	LOCAL TELEPHO			0.50
001001/101-C	01/28/2002	GUEST ROOM	RACK RATE		50.00
001002/101-C	01/28/2002	GUEST ROOM TA	13.5 %		6.75
T001008/103-C-0	01/28/2002	RESTAURANT	Charge		25.00
<div> <div>9</div> <div></div> </div>					Total: 82.25
F7=Post Transaction		F6=Void Transaction		F8=Guest Information	
F9=Void Toggle		F10=Print Void/Adj/Refund		Esc=Exit	
[LOG CLEAR]				CTVINV	

<F7> Post Transaction

Pressing <F7> will allow you to post a charge, a payment or a refund / adjustment.

City Ledger Invoice Transactions					
Account : DIRECT BILL			Balance: 82.25		
Ref#: 2000		Date: 01/29/2002	Inv#: 6000	Date: 02/03/2002	Days Old: 0
Reference	Date	Key Descript	Trans Description	Amount V	
001000/101-C	01/28/2002	LOCAL TELEPHO		0.50	
001001/101-C	01/28/2002	GUEST ROOM	RACK RATE	50.00	
001002/101-C	01/28/2002	GUEST ROOM TA	13.5 %	6.75	
T001008/103-C-0	01/28/2002	RESTAURANT	Charge	25.00	
	02/03/2002				
					Total: 82.25

F6=Post Charge F7=Post Payment F8=Post Refund/Adjustment
ESC=Exit

LOG CLEAR CITYINV

Press <F6> to post a charge. A *'Keys Lookup'* window will be displayed. Highlight a charge from the list and press <ENTER>. You may also search for a specific charge by pressing <F2>. Enter the charge name and press <ENTER>. Press <ESC> to exit.

Press <F7> to post a payment. A *Keys Lookup* window will be displayed. Highlight a payment type from the list and press <ENTER>. You may also search for a specific payment type by pressing <F2>. Enter the payment type name and press <ENTER>. Press <ESC> to exit.

City Ledger Invoice Transactions				
Account :DIRECT BILL		Balance: 82.25		
Ref#:	2000	Date:01/29/2002	Inv#:6000	Date:02/03/2002 Days Old: 0
Reference	Date	Key Descript	Trans Description	Amount V
001000/101-C	01/28/2002	LOCAL TELEPHO		0.50
001001/101-C	01/28/2002	GUEST ROOM	RACK RATE	50.00
001002/101-C	01/28/2002	GUEST ROOM TA	13.5 %	6.75
T001008/103-C-0	01/28/2002	RESTAURANT	Charge	25.00
(R)efund or (A)djustment				
9				Total: 82.25
F6=Post Charge F7=Post Payment F8=Post Refund/Adjustment ESC=Exit				
[LOG CLEAR]				CTYINV

To post an Adjustment or Refund, press <F8>. Enter an “R” for a refund transaction, or “A” for an adjustment transaction. Continue by filling out the Password and Reason screen.

City Ledger Invoice Transactions				
Account :DIRECT BILL		Balance: 277.33		
Ref#:	2411	Date:01/23/2003	Inv#:6407	Date:01/24/2003 Days Old: 0
Reference	Date	Key Descript	Trans Description	Amount V
538710/132-C	01/21/2003	PHONE TAX	GA-PHONE TAX	0.26
538981/132-C	01/22/2003	GUEST ROOM	GR-WEEKLY RATE	24.29
538982/132-C	01/22/2003	PHONE LOCAL	GA-PHONE LOCAL	2.00
538983/132-C	01/22/2003	PHONE TAX	GA-PHONE TAX	0.26
540194				-26.55
Password *** Reason				
263				Total: 0.00
F7=Post Transaction F6=Void Transaction F8=Guest Information F9=Void Toggle F10=Print Void/Adj/Refund Esc=Exit				
				CTYINV

<F6> Void Transaction

While highlighting a transaction line item, pressing <F6> will allow you to void only selected transactions posted on today’s date. Enter the appropriate password and a reason for the adjustment or refund transaction. If your system is set up for it, a void verification form will print out when the transaction is completed for tracking purposes.

City Ledger Invoice Transactions				
Account :DIRECT BILL		Balance: 82.25		
Ref#: 2000	Date:01/29/2002	Inv#:6000	Date:02/03/2002	Days Old: 0
Reference	Date	Key Descript	Trans Description	Amount V
001000/101-C	01/28/2002	LOCAL TELEPHO		0.50
001001/101-C	01/28/2002	GUEST ROOM	RACK RATE	50.00
001002/101-C	01/28/2002	GUEST ROOM TA	13.5 %	6.75
Guest Information				0
Last:BLACK		First:JOE	Phone:5555555555	
Addr:1234 MAIN STREET		P.O. BOX 123		
City:BEVERLY HILLS		ST:CA Zip:90210		
Company:JANUS HOTELS		Phone:1234567890		
Total: 82.25				
F7=Post Transaction F6=Void Transaction F8=Guest Information F9=Void Toggle F10=Print Void/Adj/Refund Esc=Exit				
LOG CLEAR CTYINV				

<F8> Guest Information

Pressing <F8> will allow you to view the Guest Information associated with the invoice selected. The following guest information is displayed: *Last Name, First Name, Phone Number, Address 1 & 2, City, State, Zip Code, Company Name and Company Phone.*

<F9> Void Toggle

Pressing <F9> will toggle the display to show all line items, including voids. Voided items will be displayed with an * in the 'V' column.

<F10> Print Void/Adj/Refund

While highlighting a voided, adjusted or refund line item, pressing <F10> will print a Void, Adjustment or Refund Verification slip for the selected line item.

<Esc> Exit

Pressing <ESC> will exit the 'City Ledger Invoice Transactions' screen.

4.2 City Ledger Companies

Reservations Guests **City Ledger** Utility Stats Other

- 1 Enter City Ledger
- 2 City Ledger Companies**
- 3 City Ledger Reports
- 4 City Ledger History

INDEPENDENT TEST PROPERTY

Program Date: 08/03/2002 3:51 pm
Shift: C User: GM

Inn-Control Version 4.1g Powered By Computel (561) 994-5577

F1-Hot Keys MENU/CUR

From the Main Menu, press the Right or Left Arrow keys to highlight 'City Ledger' and press <ENTER>. The 'City Ledger' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'City Ledger Companies' and press <ENTER>. The 'Direct Bill Companies Maintenance' screen will be displayed.

Direct Bill Companies Maintenance Current Sort: (COMPANY CODE)

Code	Company Name	Company DBA	Telephone
123	TEST COMPANY	TEST COMPANY INC.	123-456-7890

Addr1: 1234 MAIN STREET Cont: CHARLES BOWING
Addr2: P.O. BOX 123 Chgs: COMPANY CHANGED OFFICES 02/2001
City: MAIN Auth No: 12345 Exp. Date: 02/01/2004
State: AZ Zip: 85008 Comments: DIRECT BILL ROOM & TAX ONLY
Attn: CRAIG BOYLES Block Invoices?: Fax: 555-555-5555

F2=Search F3=Change Lookup F4=Print F6=Delete F7=Add
F8=Multi-Payment F9=Invoices F10=Edit Esc=Exit

LOG CLEAR COMPANY

This screen will display a list of all City Ledger Companies.

Code:

The local code of the company

Company Name:

The name of the company

Company DBA:

The name the company is doing business as

Telephone:

The telephone number of the direct bill company

Addr1:

The address of the direct bill company

Addr2:

An additional address of the direct bill company

City:

The city of the direct bill company

State:

The state of the direct bill company

Zip:

The zip code of the direct bill company

Attn:

The name of the department to who invoices will be sent to

Block Invoices:

If you wish to prevent any further invoices from being billed to company with out closing the account, entering a "Y" into this field will prevent invoices from being billed to the selected company.

Cont:

The name of the contact for the direct bill company

Chgs:

An information line to enter any change information about the direct bill company

Auth No:

An authorization number assigned by the hotel to authorize charges to this direct bill company

Exp. Date:

The expiration date of the authorization for a direct bill company

Comments:

Any comments in regards to the selected direct bill company

Fax:

The fax number of the direct bill company

<F2> Search

Pressing <F2> will search for a direct bill company.

<F3> Change Lookup

Pressing <F3> will toggle the current lookup method and the direct bill company display order.

Direct Bill Companies Maintenance			Current Sort:[COMPANY CODE]
Code	Company Name	Company DBA	Telephone
123	TEST COMPANY	TEST COMPANY INC.	123-456-7890

Select Option

- Print Statement This Company
- Print Statements All Companies
- Print All Open Invoices This Company
- Print All Open Invoices All Companies
- Invoice Range Report

Addr1:1234 MAIN ST
Addr2:P.O. BOX 123
City:MAIN
State:AZ Zip:85008
Attn:CRAIG BOYLES

Comments:DIRECT BILL ROOM & TAX ONLY
Block Invoices?:
Fax: 555-555-5555

Esc:Abort:02/01/2004

F2=Search	F3=Change Lookup	F4=Print	F6=Delete	F7=Add
F8=Multi-Payment	F9=Invoices	F10=Edit	Esc=Exit	

[LOG CLEAR] COMPANY

<F4> Print

While highlighting a direct bill company, pressing <F4> will display a print option window. The first two options display a window allowing you to select a date range for the statement. Enter the date in mm/dd/yyyy format, enter "Y" and ok to start and press <ENTER>. The Print All options will print automatically.

<F6> Delete

While highlighting a direct bill company, pressing <F6> will delete the selected direct bill company. A direct bill company cannot be deleted if open invoices exist for the company. Open invoices must first be paid or adjusted off to delete the company.

<F7> Add

Pressing <F7> will allow the addition of a new direct bill company.

<F8> Multi-Payment

While highlighting a direct bill company, pressing <F8> will allow you to post multiple payments to the selected direct bill company. Multiple payments can be made to the same invoice or several different invoices. See section 4.2.1 for more details.

City Ledger Company Invoices						
Ref#	Ref. Date	Invoice#	Inv. Date	Amount	Balance	Close?
2001	05/29/2002	6000	05/30/2002	53.05	53.05	
2002	05/29/2002	6001	05/30/2002	63.12	19.12	
2003	05/29/2002	6002	05/30/2002	63.12	63.12	

<F9> Invoices

While highlighting a direct bill company, pressing <F9> will display the 'City Ledger Company Invoices' screen. You can press <F2> to search by invoice number, press <F4> to print the highlighted invoice. Press <F7> to close a zero balance invoice or open a closed invoice. Press <F8> to view the associated guest information, or press <ENTER> to display transactions associated with the highlighted invoice. Press <ESC> to exit the 'City Ledger Company Invoices' screen.

<F10> Edit

While highlighting a direct bill company, pressing <F10> will allow you to edit the direct bill company information.

<Esc> Exit

Pressing <Esc> will exit the 'Direct Bill Companies Maintenance' screen.

4.2.1 Multi-Payment (Direct Bill Companies)

This option will allow multiple payments to be made to a direct bill company invoice. The previously selected company name from the ‘*Direct Bill Companies Maintenance*’ list will display on the ‘*City Ledger Direct Bill Company Multi-Payments*’ screen.

City Ledger Direct Bill Company Multi-Payments					
Company: TEST COMPANY					
PMT #	Check #	Description	Date	Amount	Balance
	1234	PAYMENT		20.00	

F2=Search

Enter=Select

F6=Delete

F7=Add

F8=Edit

ESC=Exit

[LOG CLEAR]

COMPMULT

In this screen, you will post a partial payment. You may press <F2> to Search for a payment by check number, press <F6> to delete a posted payment, press <F7> to add payment, or press <F8> to edit payment information. Press <ENTER> to select a payment in order to continue to apply the payment to an invoice(s). Press <Esc> to exit the *City Ledger Direct Bill Company Multi-Payments'* screen.

City Ledger Invoice Multi-Payments					
Account :			Balance: _____		
Payment Number: 7001		Reference: 1234		Date: 08/03/2002 Days Old: 0	
Amount: -20.00		Company: AF10		AIRFORCE CLASS B	
Trans#	Invoice	Date	Balance	Description	Amount
2000	26000	08/03/2002	509.67	Multi-Check - 1234	20.00
Unapplied Balance: -20.00			Total Applied: 0.00		

F2=Search
F7=Add Transaction
Enter=Edit Transaction
F6=Delete Transaction
ESC=Exit

MULTIPAY

The 'City Ledger Invoice Multi-Payments' screen will be displayed with the selected payment method shown at the top. At this point, use <F2> to search for an invoice to pay or use <F7> to add an invoice.

City Ledger Invoice Selection						
Account: DIRECT BILL		Balance: 1140.36				
Ref#	Ref. Date	Invoice#	Inv. Date	Amount	Balance	Close?
2000	08/02/2002	5000	08/03/2002	509.67	509.67	L
2001	08/02/2002	CURRENT		630.69	630.69	

Company: AF10	AIRFORCE CLASS B	Phone: 555-999-8888	Fax:
Attn:			

F2=Search	Enter=Select	Esc=Exit
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CTVLOOK

From the 'City Ledger Invoice Selection' screen, you may use <F2> to Search for an invoice by invoice number, or use your Up and Down Arrow keys to highlight the desired invoice to pay and press <ENTER>. At this point you are returned to the 'City Ledger Invoice Multi-Payments' screen to complete the transaction by entering a Description and an Amount.

City Ledger Invoice Multi-Payments						
Account: DIRECT BILL		Balance: 62.25				
Payment Number: 7001		Reference: 1234		Date: 02/03/2002		Days Old: 0
Amount: -20.00		Company: 123		TEST COMPANY		
Trans#	Invoice	Date	Balance	Description	Amount	
2000	76000	02/03/2002	62.25	Multi-Check - 1234	-20.00	

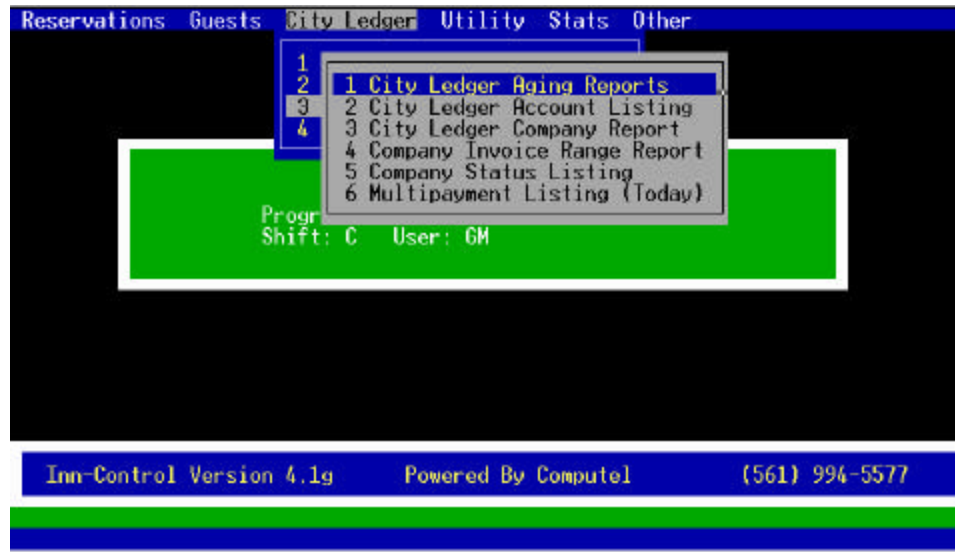
Unapplied Balance: 0.00	Total Applied: -20.00
-------------------------	-----------------------

F2=Search	Enter=Edit Transaction	F6=Delete Transaction
F7=Add Transaction	ESC=Exit	

[LOG CLEAR]	MULTIPAY
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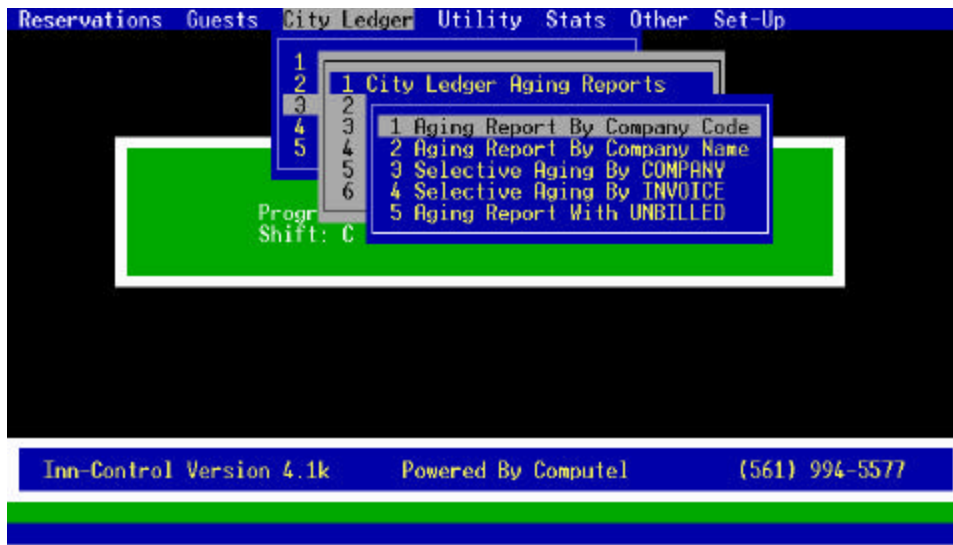
You may use <F6> to delete a transaction or press <ENTER> to edit the transaction amount.

4.3 City Ledger Reports



From the Main Menu, press the Right or Left Arrow key to highlight 'City Ledger' and press <ENTER>. The 'City Ledger' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'City Ledger Reports' and press <ENTER>. Use the Up and Down Arrow keys to highlight the desired report and press <ENTER>.

4.3.1 City Ledger Aging Reports



The City Ledger Aging Reports will show ALL or selected direct bill companies and their aging balances due. The aging balances will show totals for 0 – 30, 31 – 60, 61 – 90 and 90+ days old.

4.3.1.1 Aging Report By Company Code

This report will print a listing of all direct bill companies, and their aged balances, in order of Company Code.

CITY LEDGER DETAIL AGING REPORT

Select Account ◀ ▶
(Page-Up/Page-Down)

All Companies? ◀ ▶
Select Company Name ◀ ▶
Select Company Code ◀ ▶
Aging Date ◀ 08/03/2002 ▶

AGEDET

Enter an account number in the Select Account field, or press the <Page Up> or <Page Down> key to scroll through a listing of all accounts and press <ENTER>. If you would like a listing of ALL companies, press <ENTER> with “Y” in the All Companies field. If not, enter an “N” and press <ENTER>. You will then need to enter either a Company Name or use <Page Up> or <Page Down> to select a Company Code. Enter an Aging Date in **mm/dd/yyyy** format. The aging date determines the cutoff date to show invoices. Invoices up until this date will be shown for the selected company. Anything past this date will not be on the report.

The following fields appear on this report: Reference, Account, Invoice #, Date, Room #, Guest, Balance, 0 – 30, 31 – 60, 61 – 90, 91+, and Balance.

4.3.1.2 Aging Report By Company Name

Select this option if you wish to print the above report in Company Name order instead of Company Code order.

4.3.1.3 Selective Aging By COMPANY

This report will print a listing of all direct bill companies, and their aged balances, by order of Company Name. You will be able to select specific aging criteria and select to print summary or detail information.

CITY LEDGER SELECTIVE COMPANY AGING REPORT

(Page-Up/Page-Down)

Select Account

Select Desired Report Using (Y)es/(N)o

[0 - 30]	[31 - 60]	Only
[0 - 60]	[61 - 90]	Only
[0 - 90]	[91 - +]	Only
[0 - +]		

Send Report to (S)creen/(P)rinter:

Show Report In (S)ummary/(D)etail:

All Companies? (Y)es/(N)o

Select Company Name

Select Company Code

Aging Date 08/03/2002

AGECOMP

Enter an account number in the Select Account field, or press the <Page Up> or <Page Down> key to scroll through a listing of all accounts and press <ENTER>. Choose only one of the ageing criteria selections by typing an “X” and press <ENTER>. Enter an “S” or “P” to select Screen or Printer and press <ENTER>. Enter an “S” or “D” to choose a Summary report or a Detail report and press <ENTER>. If you would like a listing of ALL companies, press <ENTER> with “X” in the All Companies field. Otherwise, enter a Company Name or use <Page Up> or <Page Down> to select a Company Code and press <ENTER>. Enter an Ageing Date in **mm/dd/yyyy** format. The ageing date determines the cutoff date to show invoices. Invoices up until this date will be shown for the selected company. Anything past this date will not be on the report.

The following fields appear on this report: Reference, Account, Room # / Invoice #, Guest / Date, Balance: 0 – 30, 31 – 60, 61 – 90, 91+, Balance.

4.3.1.4 Selective Aging By INVOICE

Select this option if you wish to print the Selective Ageing report in Invoice order, instead of Company Name order.

4.3.1.5 Aging Report With UNBILLED

Select this option if you wish to print an aging report with an added column for unbilled invoices.

4.3.1.6 City Ledger Account Listing

This report will print a summarized listing of all direct bill companies, and their aged balances.



Type in the account number or use the <Page Up> or <Page Down> key to select the desired account and press <ENTER>. Enter “S” or “P” to select Screen or Printer and press <ENTER>. Enter the Ageing Date mm/dd/yyyy.

The following fields appear on this report: Account, Invoice #, Date, Balance, 0 – 30, 31 – 60, 61 – 90, 91+, and Total.

4.3.2 City Ledger Company Report

When you select ‘City Ledger Company Report’ from the ‘City Ledger’ report menu, this report will automatically print a listing of all direct bill companies in the system. The following fields appear on this report: Company Code, Name, Telephone, and Contact Name. The address of the direct bill company will be displayed below the above information for each company.

4.3.3 Company Invoice Range Report

This report will print individual invoices for all direct bill companies.

DIRECT BILL COMPANY INVOICE RANGE REPORT

All Invoices?
Starting Invoice/Input Date Range
Ending Invoice/Input Date Range
Ok To Start?

COMPOIFF

Press <ENTER> with “Y” in the ALL invoices field, or enter a Starting Invoice and Ending Invoice date in **mm/dd/yyyy** format and press <ENTER>. To print the invoices, enter a “Y” into the ‘Ok To Start’ field. Enter an “N” to start over.

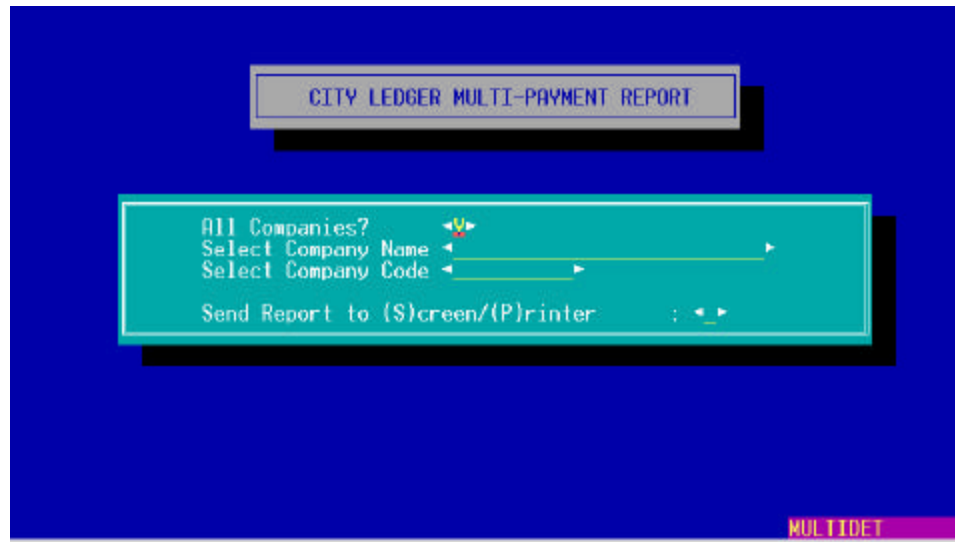
The following fields appear on this report: Printed on, Date Range, Company Code, From, Invoice No, Date, Guest Name, Amount, Credits, Balance, Subtotals This Company and Totals.

4.3.4 Company Status Listing

When you select ‘*Company Status Listing*’ from the ‘*City Ledger*’ report menu, this report will automatically print a listing of all direct bill companies in the system. The following fields appear on this report: Direct Bill Company Code and Name, DBA, Attention, Auth #, Authorized, Charges, Exp Date, Comment, Contact, and Tel.

4.3.5 Multipayment Listing (Today)

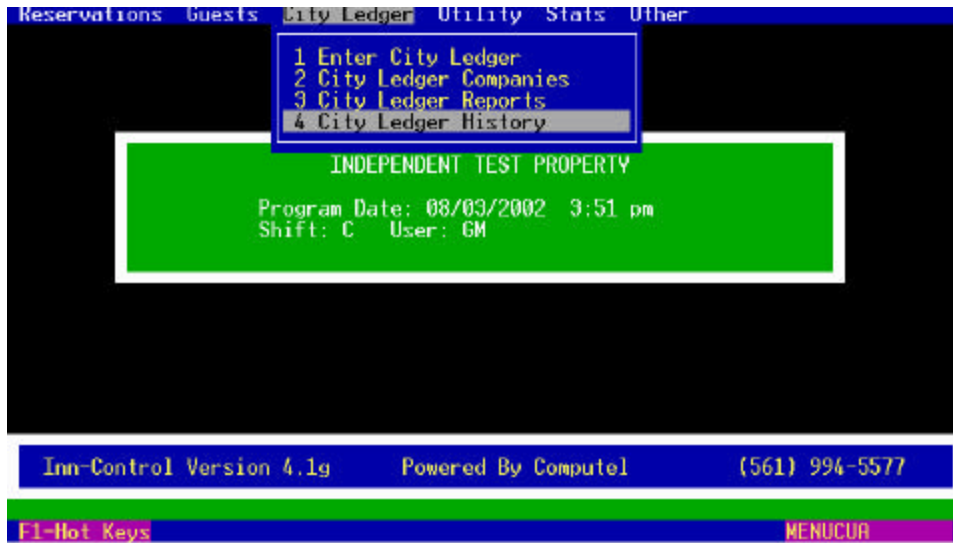
This report will print a list of any multi-payments that were posted on today's date.



Press <ENTER> with “Y” in the All Companies field, or type the Company Name or use the <Page Up> or <Page Down> key to select the desired Company Code and press <ENTER>. Enter “S” or “P” to select Screen or Printer and press <ENTER>.

The following fields are present on this report: Reference, Date, Amount, Invoice, Amount Applied, Total Payments, and Grand Total.

4.4 City Ledger History



This option will allow you to view and print current and purged closed city ledger invoices. Current is any invoice within the current month / period. Purged will be any invoice older than the current month / period.

From the Main Menu, press the Right or Left Arrow key to highlight 'City Ledger' and press <ENTER>. The 'City Ledger' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'City Ledger History' and press <ENTER>. Use the Up and Down Arrow keys to highlight the Current or Purged selection and press <ENTER>.

4.4.1 Current City Ledger History

This option will allow you to view any city ledger invoices that have been closed within the current month / period.

Key	Description	Current Bal.
904	DIRECT BILL	0.00

Enter=Select Esc=Exit

LOG CLEAR CLCTLK

The 'City Ledger Account Selection' screen will be displayed. Highlight the City Ledger account you would like to view current history invoices for and press <ENTER>. Press <ESC> to exit this screen. Upon selection of a City Ledger account, the 'City Ledger History Invoice Selection' screen will be displayed.

Ref#	Ref. Date	Invoice#	Inv. Date	Amount	Balance	Close?
2000	02/03/2002	6000	02/03/2002	82.25	0.00	L

Company: 123 TEST COMPANY
Attn: CHARLES BOWING Phone: 123-456-7890 Fax: 555-555-5555

F2=Search F3=Change Lookup F4=Print
F8=Guest Information Enter=Select ESC=Exit

LOG CLEAR DISPINVH

On this screen, you can view, select and print a closed invoice. You may also view the guest information associated to the selected invoice.

Account:

The name of the City Ledger account selected

Ref#:

The local reference number assigned by the system for the selected invoice

Ref. Date:

The date that the local reference number was created

Invoice#:

The invoice number assigned by the system for the selected charges

Inv. Date:

The date the invoice number was created

Amount:

The total amount paid for the selected invoice

Balance:

The current balance due will always show "0.00" for the closed invoice

Close?:

This field contains a "Y" when invoice balance has been completely paid and closed.

Company:

The direct bill company code and name the invoice is associated to

Attn:

The name of the 'Attention To' person at the direct bill company

Phone:

The phone number of the direct bill company associated to the invoice

Fax:

The fax number of the direct bill company associated to the invoice

<F2> Search

Pressing this will search for a specific invoice

<F3> Change Lookup

Pressing this will toggle the Current Lookup method and the order of the display.

<F4> Print

While highlighting an invoice in the list, pressing <F4> will print a copy of the invoice, with detailed transaction information.

<F8> Guest Information

While highlighting an invoice in the list, pressing <F8> will display the '*Guest Information*' window, showing the guest information associated to the invoice.

<Enter> Select

While highlighting an invoice in the list, pressing <ENTER> will display the '*City Ledger History Invoice Transactions*' screen. . This screen will display the detailed transactions for the invoice.

<ESC> Exit

Pressing this will exit the '*City Ledger History Invoice Selection*' screen.

4.4.2 Purged City Ledger History

This option will allow you to view purged city ledger invoices that were closed in a month / period older than the current city ledger history.



The '*City Ledger Account Selection*' screen will be displayed. Highlight the City Ledger account you would like to view purged invoices for and press <ENTER>. Press <ESC> to exit this screen. Upon selection of a City Ledger account, the '*City Ledger Purged Invoice Selection*' screen will be displayed.

City Ledger Purged Invoice Selection				INVOICE NUMBER		
Account: DIRECT BILL						
Ref#	Ref. Date	Invoice#	Inv. Date	Amount	Balance	Close?
2000	02/03/2002	6000	02/03/2002	82.25	0.00	

Company: 123	TEST COMPANY
Attn: CHARLES BOWING	Phone: 123-456-7890 Fax: 555-555-5555

F2=Search Enter=Select	F3=Change Lookup F8=Guest Information	F4=Print ESC=Exit
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[OFF-LINE !]	DISPINVP
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On this screen, you can view, select and print an invoice. You may also view the guest information associated to the selected invoice.

Account:

The name of the City Ledger account selected

Ref#:

The local reference number assigned by the system for the selected invoice

Ref. Date:

The date that the local reference number was created

Invoice#:

The invoice number assigned by the system for the selected charges

Inv. Date:

The date the invoice number was created

Amount:

The total amount paid for the selected invoice

Balance:

The balance due will always show "0.00" in history for a closed invoice.

Close?:

This field contains a "Y" when invoice balance has been completely paid and closed.

Company:

The direct bill company code and name the invoice is associated to

Attn:

The name of the 'Attention To' person at the direct bill company

Phone:

The phone number of the direct bill company associated to the invoice

Fax:

The fax number of the direct bill company associated to the invoice

<F2> Search

Pressing <F2> will search for a specific invoice

<F3> Change Lookup

Pressing <F3> will toggle the Current Lookup method and the order of the display.

<F4> Print

While highlighting an invoice in the list display, pressing <F4> will print a copy of the invoice, with detailed transaction information.

<F8> Guest Information

While highlighting an invoice in the list, pressing <F8> will display the '*Guest Information*' window, showing the guest information associated to the invoice.

<Enter> Select

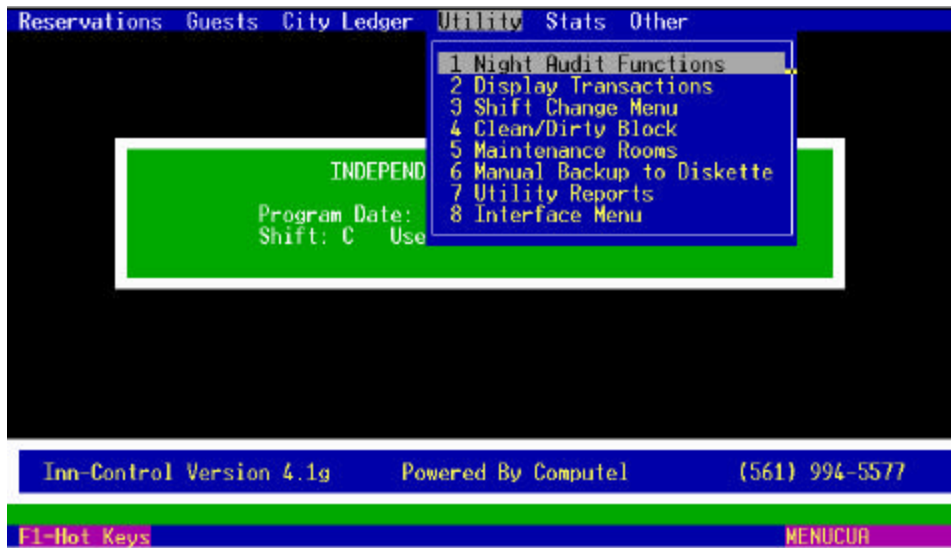
While highlighting an invoice in the list, pressing <ENTER> will display the '*City Ledger History Invoice Transactions*' screen. This screen will display the detailed transactions for the invoice.

<ESC> Exit

Pressing <Esc> will exit the '*City Ledger History Invoice Selection*' screen.

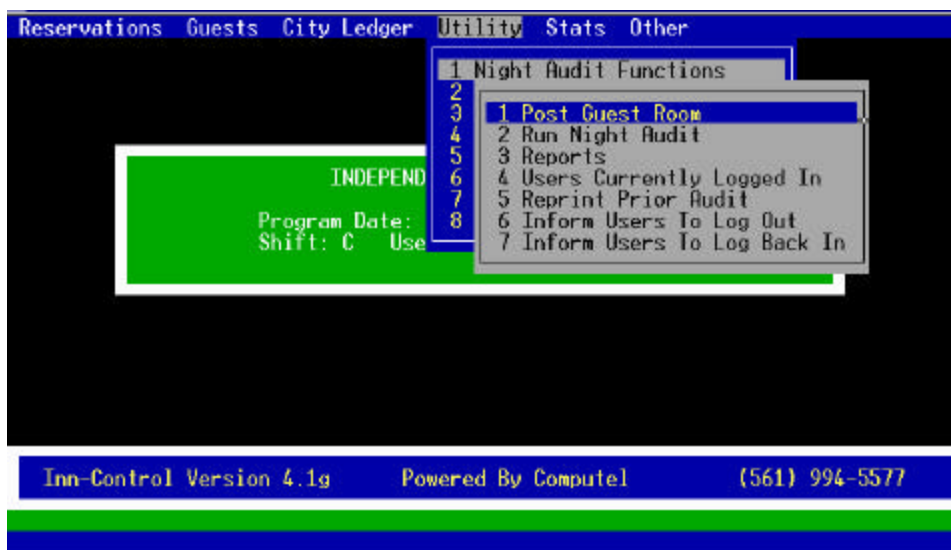
5 Utility

5.1 *Night Audit Functions*



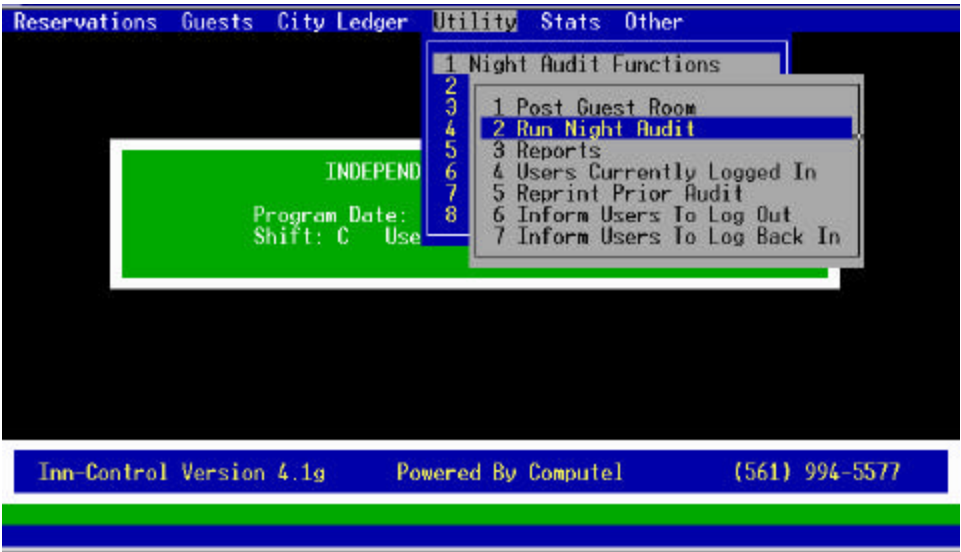
From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Night Audit Functions' and press <ENTER>. The 'Night Audit Functions' menu will display. Highlight the function and press <ENTER>.

5.1.1 Post Guest Room

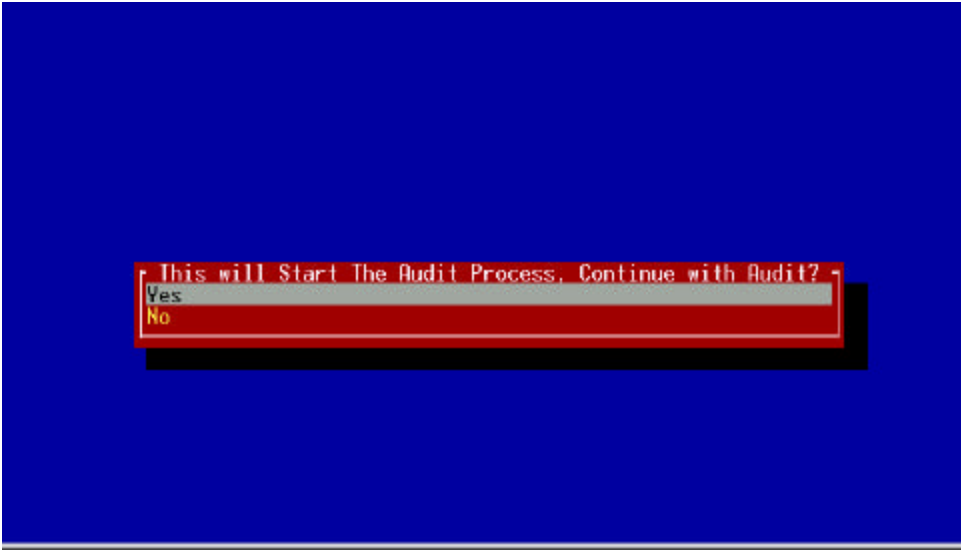


Selecting this option will post room and tax to all in-house guest folios. If your system is set up to post room and tax upon check-in, or room and tax was manually posted to a folio, this option will not post room and tax again. Answer “Yes” to post room and tax, or “No” to return to the Night Audit Functions list. The Room Charge Posting report will print. All information should be verified prior to running the night audit.

5.1.2 Run Night Audit



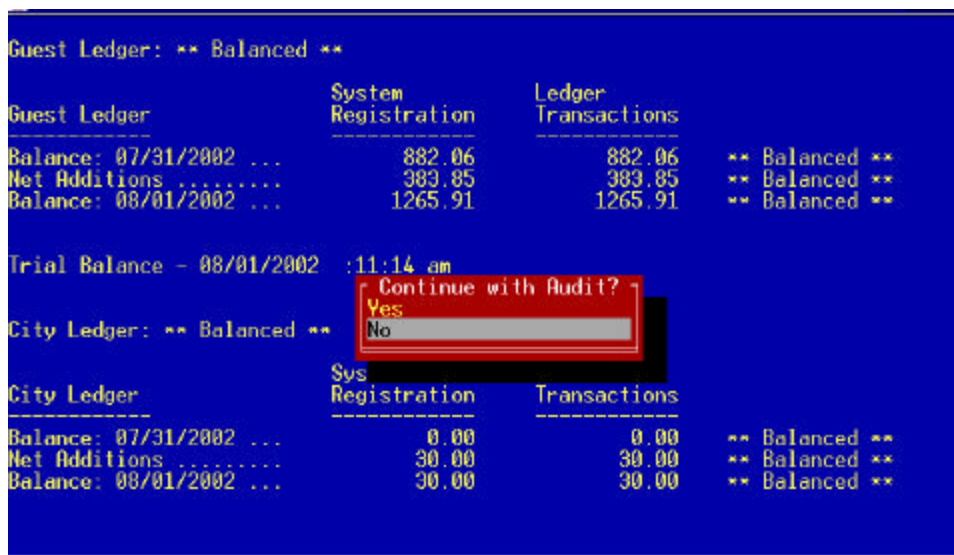
Before starting the audit process you must turn off all interfaces. Select the ‘Run Night Audit’ option.



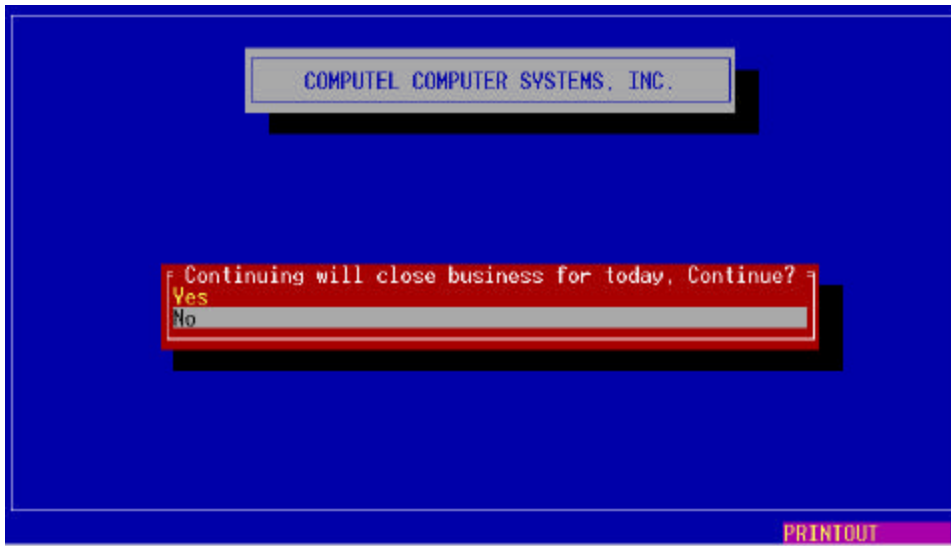
To begin the audit process, answer “Yes”. Answer “No” to return to the Night Audit Functions list.



To post room and tax, enter a “Y” into the Post Guest Room? field. Enter an “N” if you have already posted room and tax.



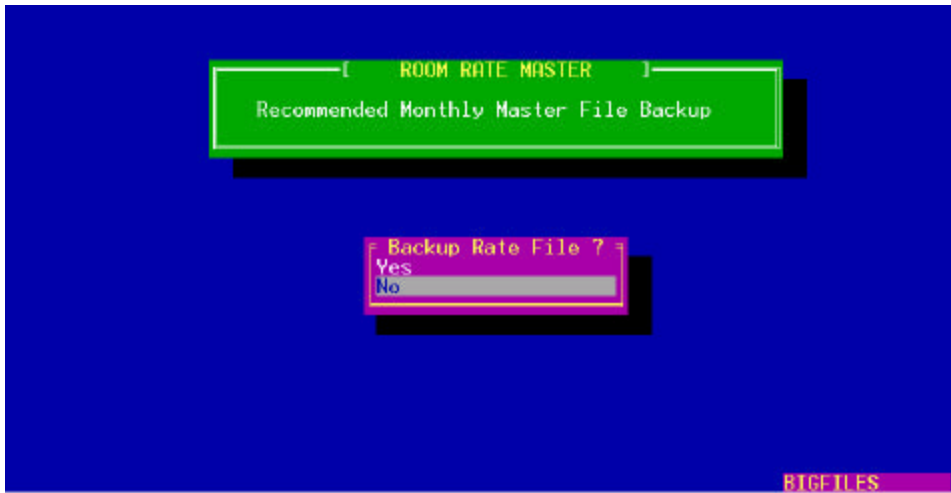
When the ‘Guest Ledger’ screen appears, you will be asked if you wish to continue with the audit. If your Guest Ledger is in balance, select “Yes” to continue. Select “No” to return to the *Night Audit Functions*’ list. If the Guest Ledger is out of balance, a message will display to call Computel support to resolve the out of balance issue.



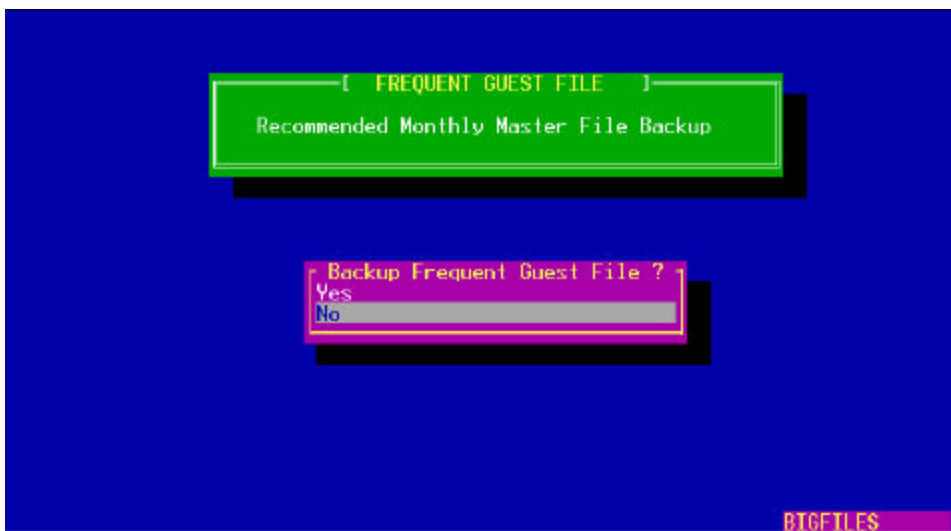
At this point, the audit process will generate some reports. Then you will receive a message asking of you wish to continue closing business for that day. Select “Yes” to continue, or “No” to return to the *‘Night Audit Functions’* list.

```
Insert backup diskette 01 in drive A:  
Warning! The files in the root directory  
of target drive A: will be erased.  
Press Enter to continue or Ctrl+Break to cancel.
```

The audit will continue and then you will next be asked to backup your data to diskette. Insert a diskette into the diskette drive and press <ENTER>. When the backup is completed, you will be prompted to remove the diskette. Remove the diskette and press <ENTER>.



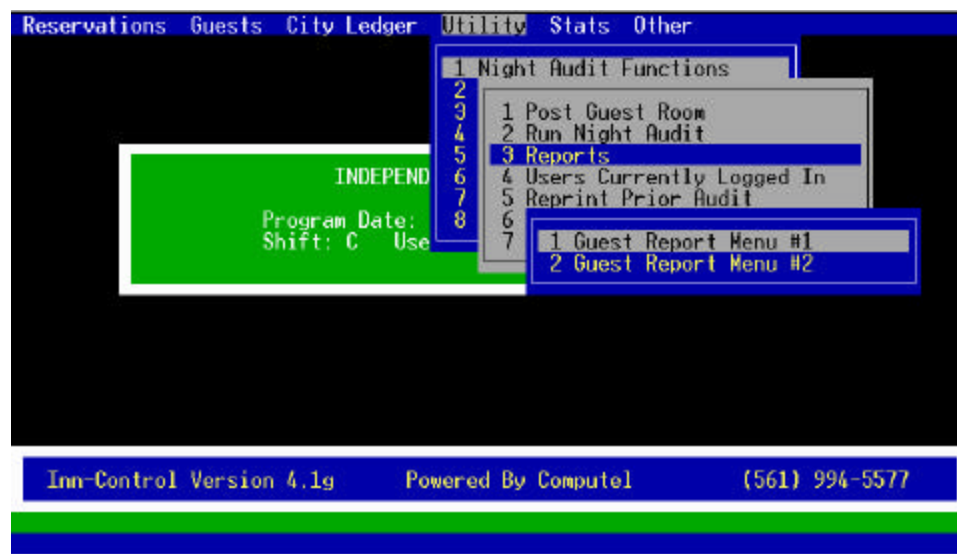
On the first of each month you will be prompted to backup your rate files. This is the recommended procedure and you will need a separate blank formatted diskette(s) for this process. Do not use your normal backup diskette, as any backups saved would be overwritten. Answer "YES" if you wish to backup your rates and follow the instructions on the screen, or "NO" to continue audit without this monthly backup.



On the first of each month you will also be prompted to backup your frequent guest account files. You will need an additional blank formatted diskette(s) for this process. Do not use either your normal backup diskette and do not use the diskette you just used for your rate backup, as any files will be overwritten. Answer "YES" if you wish to backup your frequent guest account files and follow the instructions on the screen, or "NO" to continue audit without this monthly backup.

The remainder of the night audit will process. You will be returned to the *Night Audit Functions*' list when the audit is completed. Selected Night Audit Reports will be printed as determined at time of install. You may make changes to these selections using the Automatic Report Generator found under the '*General Managers Menu*'.

5.1.3 Reports

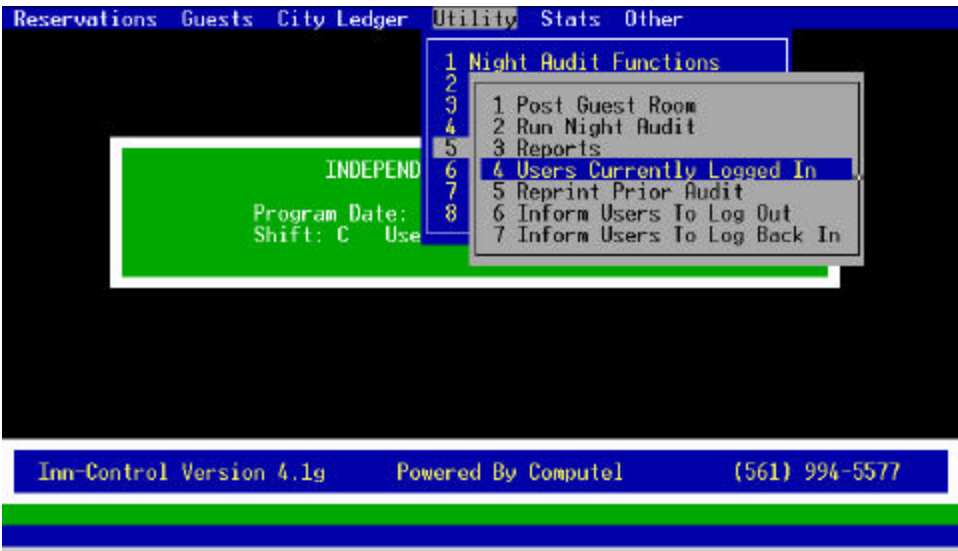


This option will allow you to view and print all Guest Reports. See Section 3.7 Guest Reports for reports and report descriptions. Available reports on this menu are:

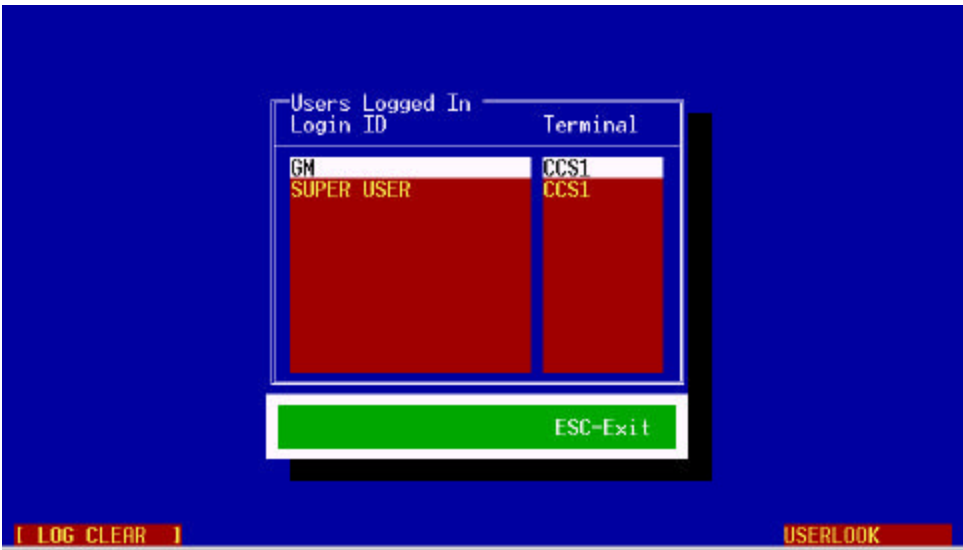
In-House Guest By Room
In-House Guests By Last Name
In-House Guests With Company
Guests Due to Check Out
Guests Checked-Out
In-House Room Rate Report
Balance Over Report
Guest Tax Exempt Report

Housekeeping/Maintenance
Complete Room List
Vacant Room List
Print ALL Departed Folios
Room Change Report (Today)
Company Report MTD/YTD
Room Comment Report
Guest Listing with License #
Guest Survey Report

5.1.4 Users Currently Logged In



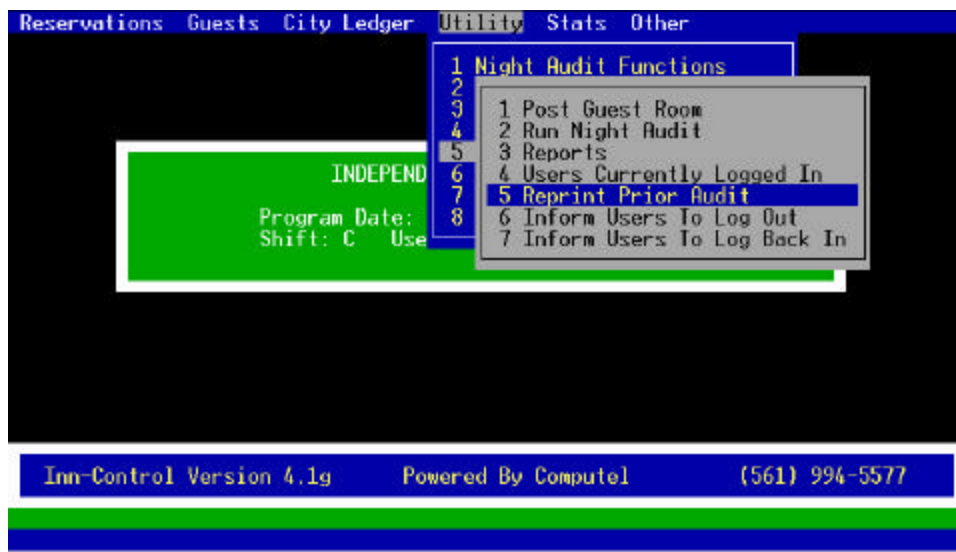
Selecting this option will allow you to see the Login ID and Terminal of Users that are currently logged into the system.



<ESC> Exit

Pressing <ESC> will exit the 'Users Logged In' screen.

5.1.5 Reprint Prior Audit

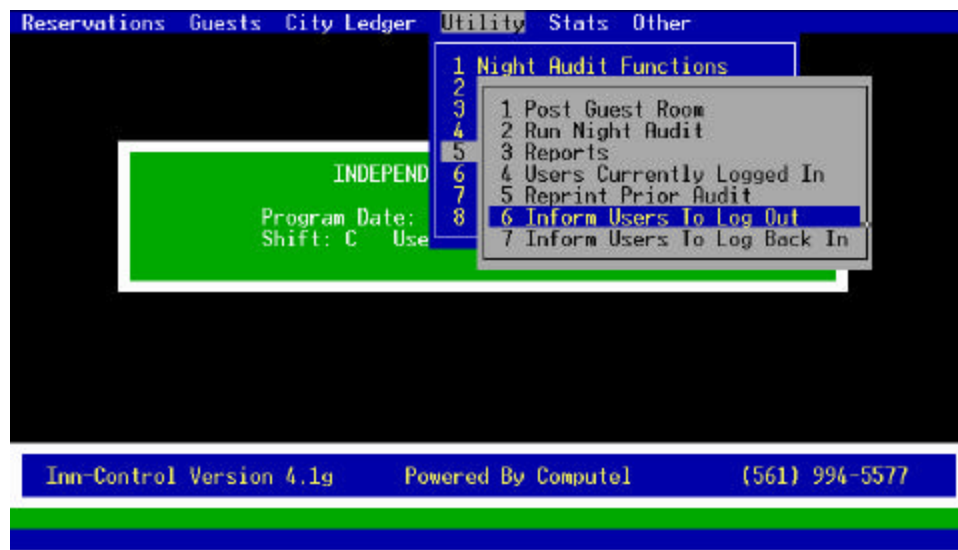


Selecting this option will allow you to reprint a prior audit or copy a prior audit to diskette.

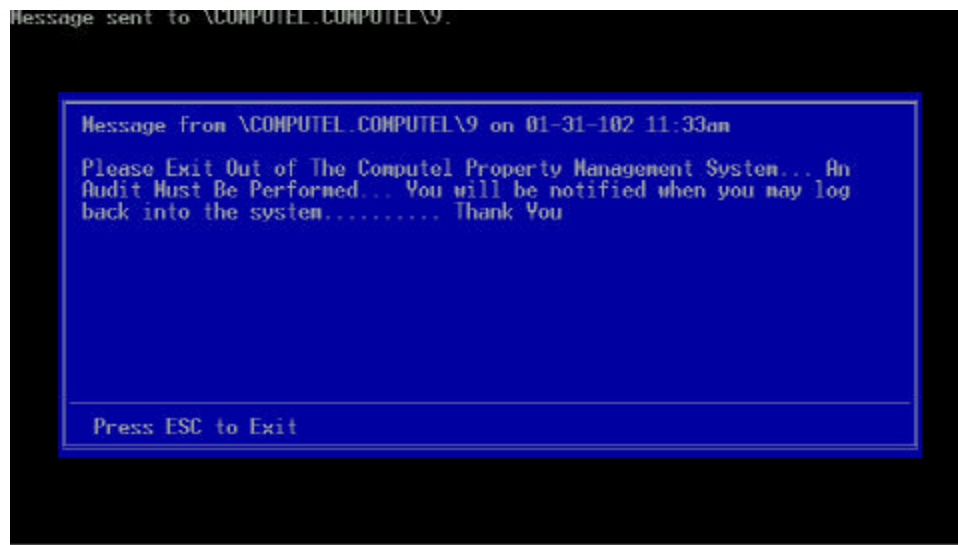


Enter the date of the audit you would like to retrieve in **mm/dd/yyyy** format. To copy the audit to diskette, enter a “Y” into the field. To send a copy of the prior audit to the printer, leave this field filled with “N”. Press <ENTER> and then enter a “Y” in Ok to Process? or “N” to start over.

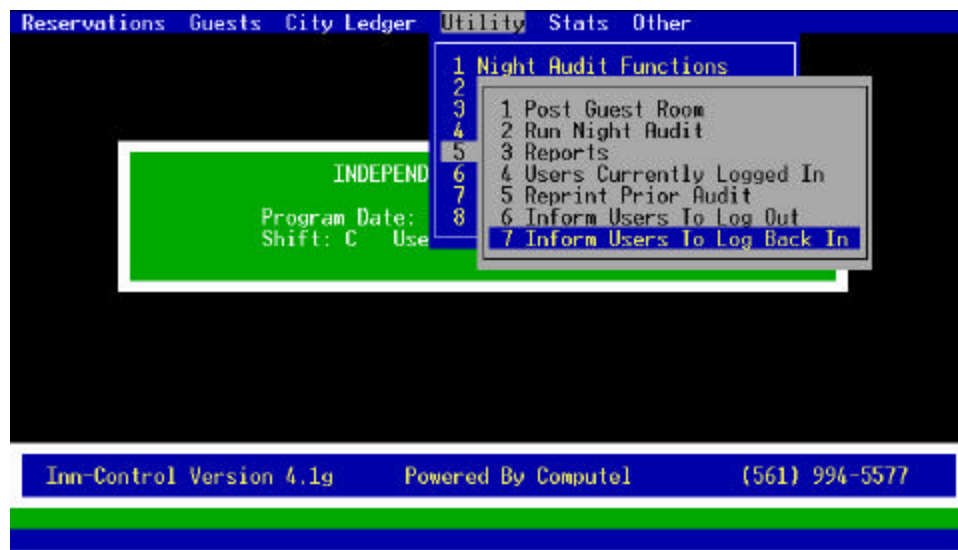
5.1.6 Inform Users To Log Out



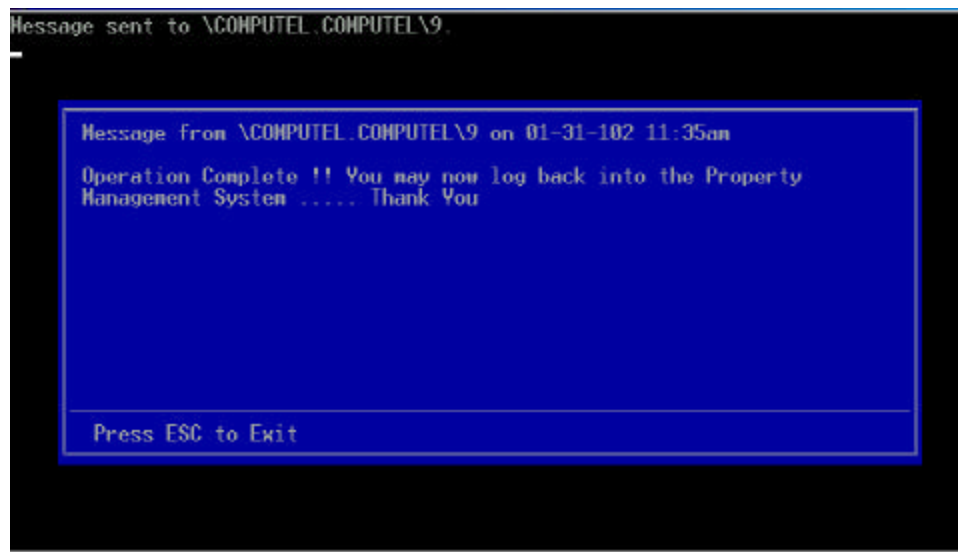
This option will send a message to Users on other terminals informing them that they need to log out of the system for the audit to be performed. Press <ESC> to exit the message, or wait 5 seconds to return to the 'Night Audit Functions' list.



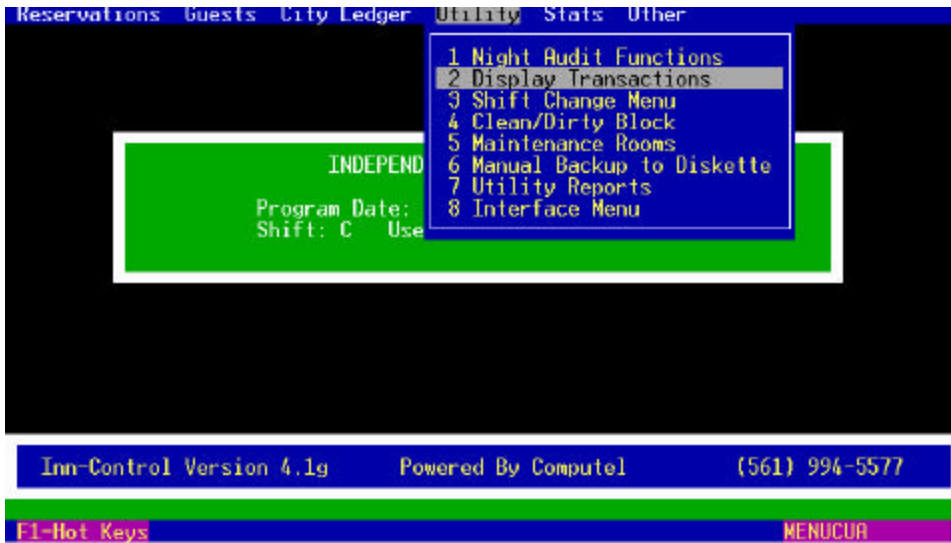
5.1.7 Inform Users To Log Back In



This option will send a message to Users on other terminals that they may log back into the system, and that audit is completed. Press <ESC> to exit the message, or wait 5 seconds to return to the Night Audit Functions list.



5.2 Display Transactions



From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Display Transactions' and press <ENTER>. The 'Keys Lookup' screen will be displayed.



This screen provides options to allow a User to print out a list of ALL transaction types, or specific transaction types, and their totals. The list can be printed for a specific shift, all shifts or the entire day, and can be generated to the screen or the printer. The list can be sorted by order of Key Code or Transaction Description.

<F9> Keys Sorted

Pressing <F9> will allow you to print a list of all transactions sorted in Key Code order. Enter “A”, “B”, “C” or “U” to report for a specific shift, or enter “D” to report on the entire day. Enter “S” or “P” to send the data to the Screen or Printer. The report will contain the following fields: Shift, Reference, Description, Amount, Key, Total this key, and the Grand Total.

<Enter> Select

While highlighting a Key Code in the list, pressing <ENTER> will print a list of ALL postings for the selected Key Code. Enter “A”, “B”, “C” or “U” to report for a specific shift, or enter “D” to report on the entire day. Enter “Y” to print postings from ALL system terminals or “N” to include only the terminal the User is currently on. Enter “S” or “P” to send the data to the Screen or Printer. The following fields are found on this report: Shift, Reference, Description, Amount, and Total.

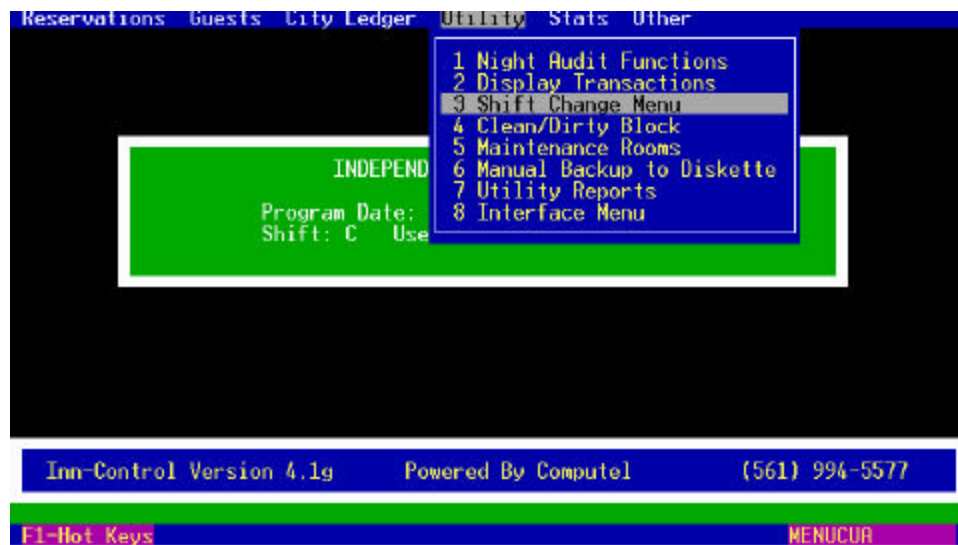
<F10> Transaction Sorted

Pressing <F10> will print a list of all transactions sorted in Transaction Description order. The list will start with Payment Code transaction postings, then continue with Charge Code transaction postings. Enter “A”, “B”, “C” or “U” to report for a specific shift, or enter “D” to report on the entire day. Enter “Y” to print postings from ALL system terminals or “N” to include only the terminal the User is currently on. Enter “S” or “P” to send the data to the Screen or Printer. The following fields are found on this report: Shift, Reference, Description, Amount, and Total.

<ESC> Exit

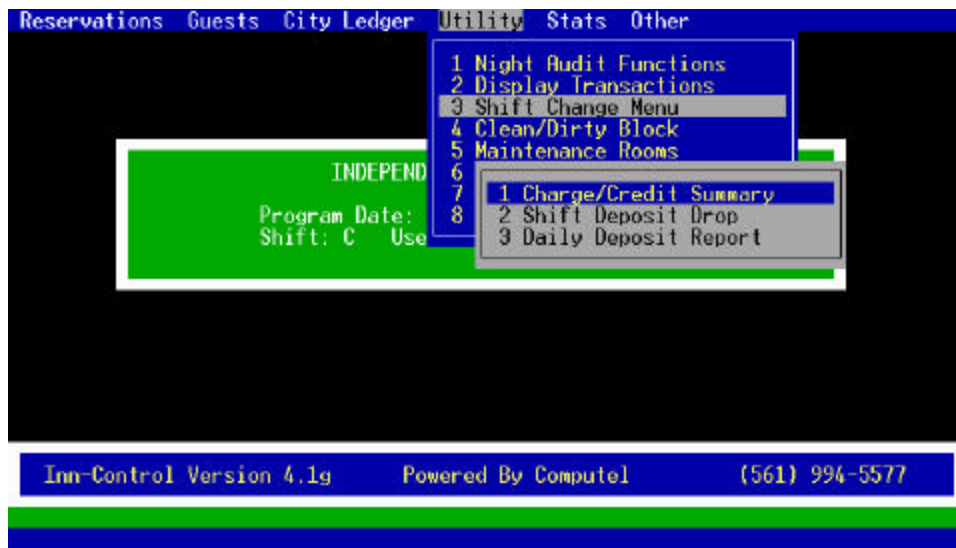
Pressing <ESC> will exit the *‘Keys Lookup’* screen

5.3 Shift Change Menu

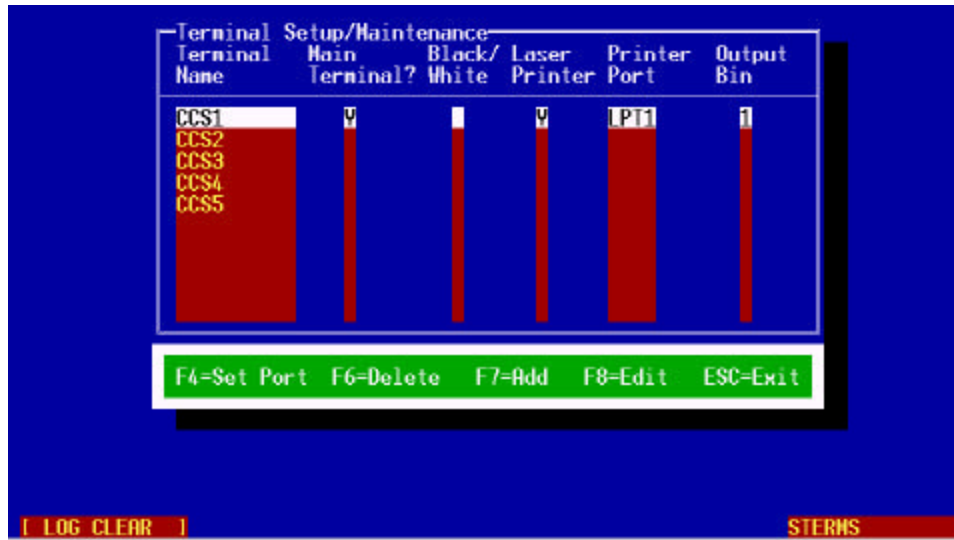


From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Shift Change' and press <ENTER>. The shift change window will be displayed. If you have more than one workstation, all other users must log out before a shift change can be performed.

5.3.1 Charge/Credit Summary

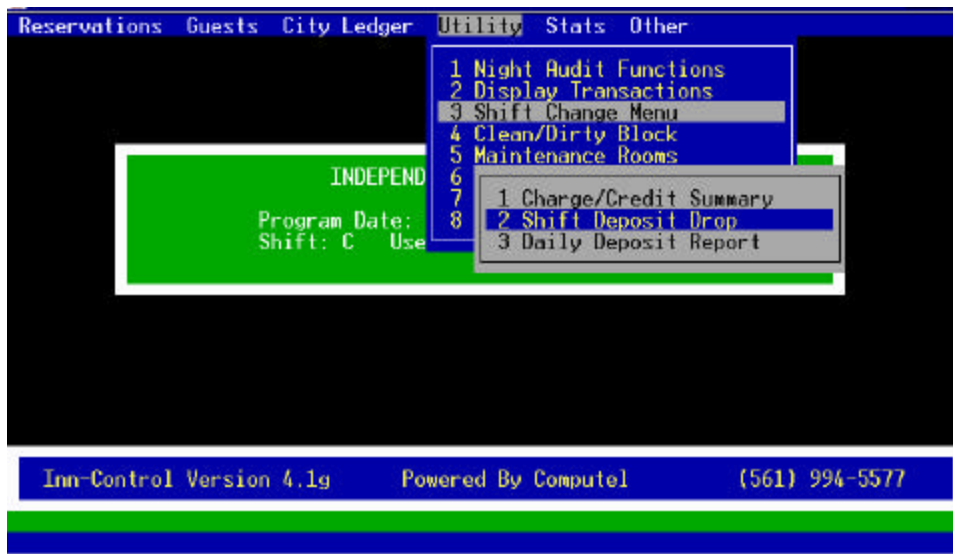


This report will show a breakdown of charges and payments posted on the current date. Answer "Yes" to print the report for all terminals, or "No" to select a terminal.



Highlight a terminal and press <ENTER>. The report can be printed to the screen or the printer; select “Yes” to send it to the printer, or “No” to view it on the screen. This report is described in further detail in the Report Appendix.

5.3.2 Shift Deposit Drop



This will allow the current shift to enter the total amount of money they are depositing for their drop. Enter the dollar amount in **ddd.cc** format and press <ENTER>.

The deposit report will display on the screen. Press <ENTER> to continue.

Deposit Drop - 03/02/2002 :10:11 am Shift:A

	G/Ledger	C/Ledger	R/Ledger	Totals
CASH	0.00	0.00	0.00	0.00
CHECK	0.00	0.00	0.00	0.00
VISA	0.00	0.00	0.00	0.00
MASTERCARD	0.00	0.00	0.00	0.00
AMERICAN EXPRESS	0.00	0.00	0.00	0.00
DINERS / CARTE BLANCHE	0.00	0.00	0.00	0.00
DISCOVER CARD	0.00	0.00	0.00	0.00
AMOCO			0.00	0.00
EN ROUTE			0.00	0.00
GUEST TRANSFER BALANCE			0.00	0.00
RES NON-GUARANTEED ROOM			0.00	0.00
Ledger Totals				0.00
Net Receipts				0.00
Total Deposits				100.00
Over / (Short)				100.00

Report Finished. Press any key...

To change to the next shift, answer “Yes”. You will be prompted to backup to diskette. Enter a diskette into the diskette drive and press <ENTER>. When the backup is completed, press <ENTER> to continue. A copy of the Deposit Drop report will be printed on the printer, and the shift will be changed. Answering “No” will return you to the ‘Shift Change’ menu. The following fields are present on this report: Shift, G/Ledger, C/Ledger, R/Ledger, Ledger Totals, Net Receipts, Total Deposits, and Over / (Short). See the Report Appendix for more detail.

5.3.3 Daily Deposit Report

Reservations Guests City Ledger **Utility** Stats Other

INDEPEND

Program Date:

Shift: C Use

1 Night Audit Functions

2 Display Transactions

3 Shift Change Menu

4 Clean/Dirty Block

5 Maintenance Rooms

6

7

8

1 Charge/Credit Summary

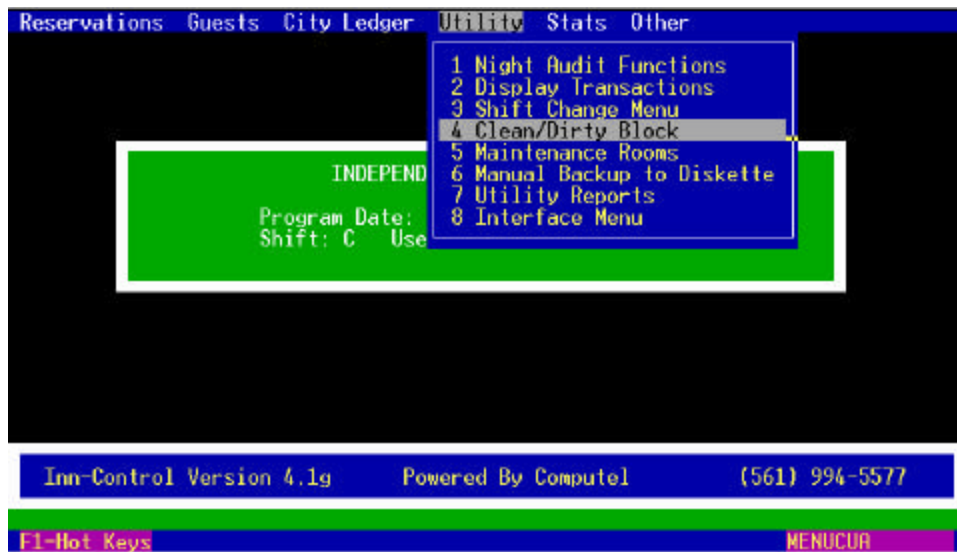
2 Shift Deposit Drop

3 Daily Deposit Report

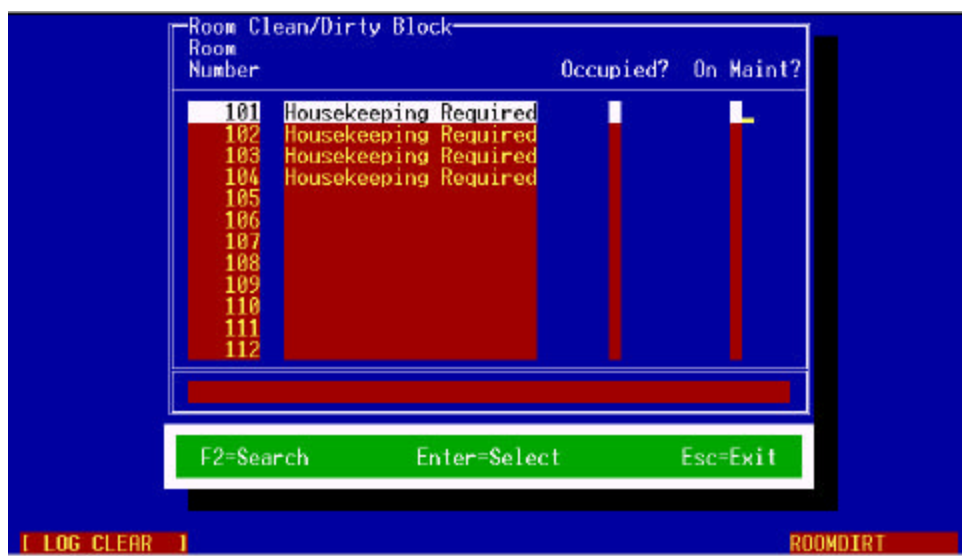
Inn-Control Version 4.1g Powered By Computel (561) 994-5577

This option will print a report showing all shifts and the payment types that have been posted per shift. The deposit amount posted and any difference for each shift will also be shown on this report. Enter “S” to send the report to the Screen, or “P” to send the report to the Printer. The following fields are present on this report: Shift, Payment Types, Shift A, Shift B, Shift C, Shift U, Totals, Shift Totals, Shift Deposits, and Over / (Short). See the Report Appendix for more detail.

5.4 Clean/Dirty Block



From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Clean / Dirty Block' and press <ENTER>. The 'Room Clean / Dirty Block' screen will be displayed.



This screen will allow a User to search for and select a room, and mark the room as clean or dirty.

Room Number:

The number of the room

Status:

“Housekeeping Required” will be displayed if the room is in dirty status. No message will appear if the room is clean.

Occupied?:

A “Y” will be displayed if the room is currently occupied. This field will be blank if the room is not occupied.

On Maint? :

A “Y” will be displayed if the room is currently on maintenance block. This field will be blank if the room is not on maintenance block.

If the room that is highlighted has a maintenance comment, it will appear below these fields as you scroll through the list.

<F2> Search

Pressing <F2> allows you to search for a specific room number. Enter a room number and press <ENTER>.

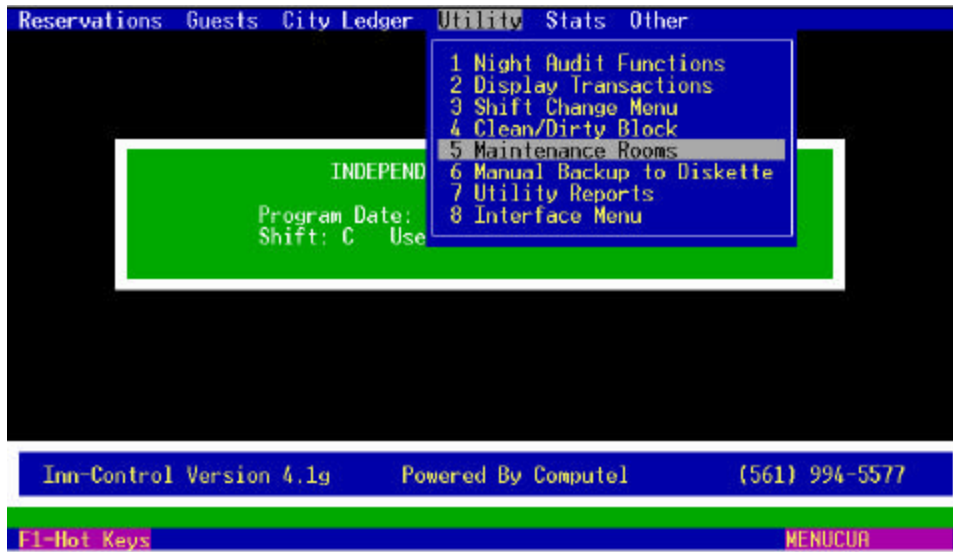
<Enter> Select

Press <ENTER> while highlighting a room that does not have a “Housekeeping Required” message to mark the room as dirty. “Housekeeping Required” will appear next to the room. Press <ENTER> while highlighting a room that has “Housekeeping Required” already set to mark the room as clean and remove the message.

<Esc> Exit

Pressing <ESC> will exit the ‘Room Clean / Dirty Block’ screen.

5.5 Maintenance Rooms



From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Maintenance Rooms' and press <ENTER>. The 'Rooms on Maintenance' screen will be displayed. Selecting this option will allow a User to search for and select a room to put the room on maintenance block or remove it from maintenance block. A User can also view maintenance history for rooms.

Room Number:

The number of the room

Maintenance Reason:

The reason the room is marked for maintenance block

Reported:

Current business date, automatically filled when the room is set to maintenance block

Release Date:

The date the room will be released from maintenance block automatically by the system after Night Audit is run. If not filled, this will default to the current business date.

Time:

Current time, automatically filled when the room is set to maintenance block

Rent?:

Enter a "Y" into this field if the room can still be rented while on maintenance block. If the room cannot be rented while on maintenance block, enter an "N".

An * will be present in this field if the room is currently occupied. This field will be blank if the room is not currently occupied.

While highlighting a room number, pressing <ENTER> will place a room onto maintenance block. Fill in the necessary information.

Pressing <F2> will allow a search for a specific room number.

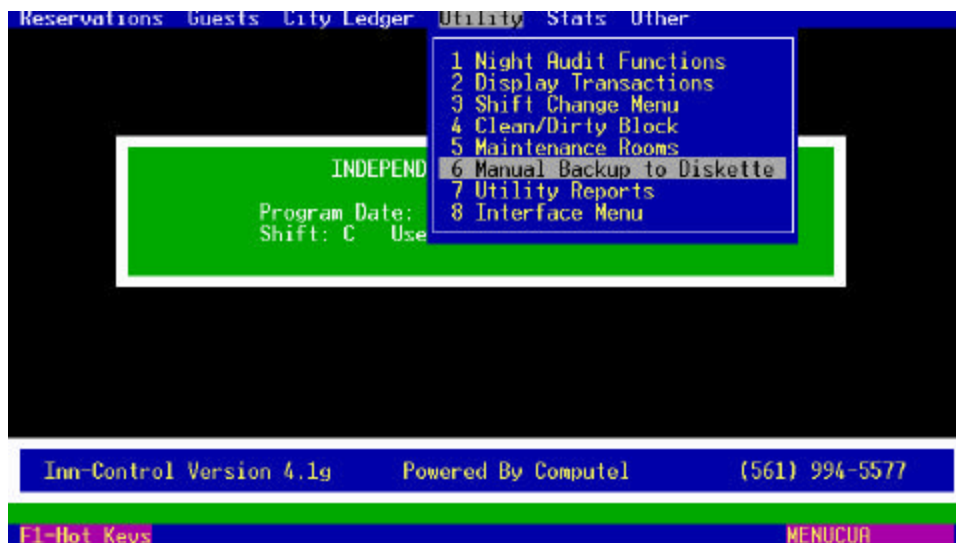
While highlighting a room that is on maintenance block, pressing <F7> will remove the room from maintenance block status.

<F8> Repair History

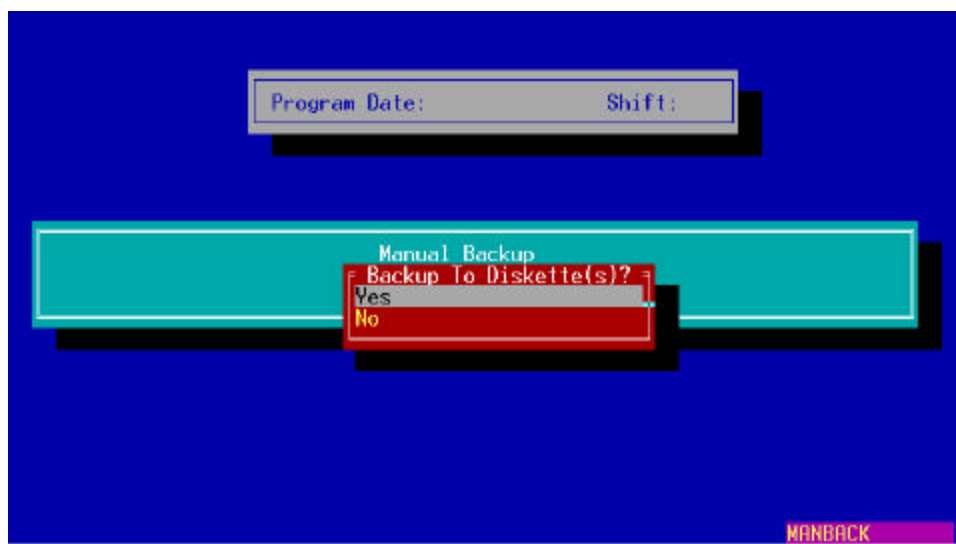
While highlighting a room number, pressing <F8> this will display the 'Room Maintenance History' screen. This screen lists past information on the selected room. The Description, Reported Date and Time and Repaired Date and Time will show for each occurrence. Press <ESC> to exit this screen.

Pressing <ESC> will exit the 'Rooms on Maintenance' screen.

5.6 Manual Backup to Diskette

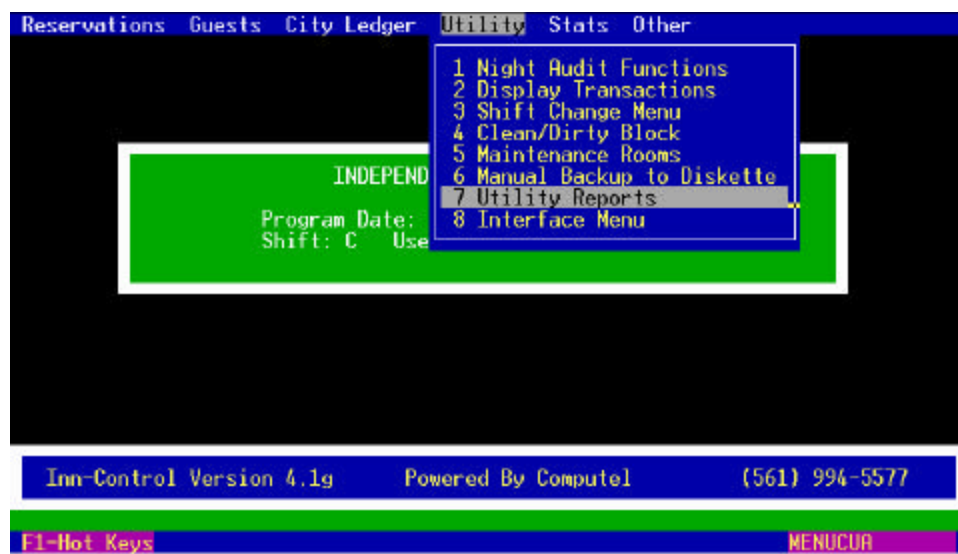


From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Night Audit Functions' and press <ENTER>. Highlight 'Manual Back-Up To Diskette' and press <ENTER>. The system will automatically prompt for a backup after each shift change and during Night Audit. This option is available for any additional system backups.

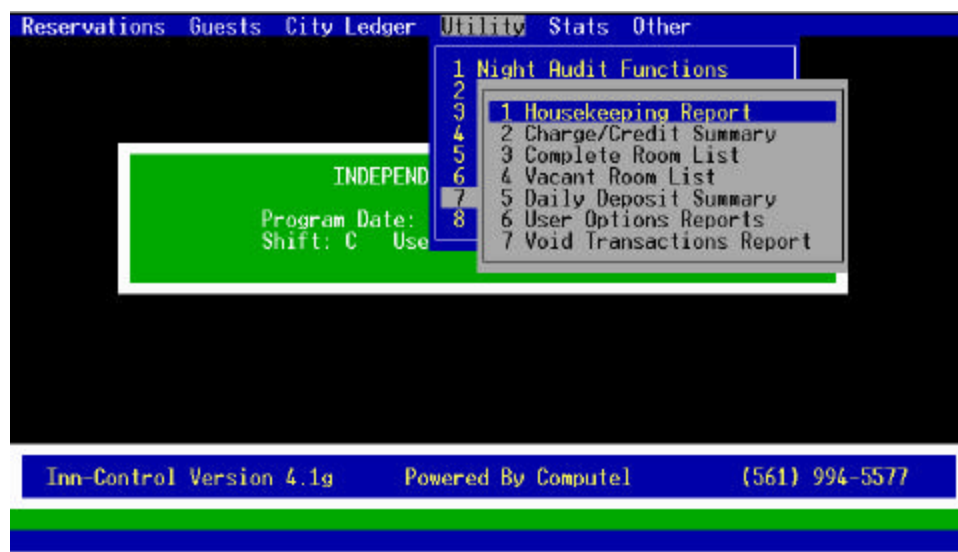


Insert and remove a diskette when prompted by following the instructions on the screen.

5.7 Utility Reports



From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Utility Reports' and press <ENTER>. The Reports menu will display. Highlight the desired report and press <ENTER>.



The available reports on this menu are: *Housekeeping Report*, *Charge / Credit Summary*, *Complete Room List*, *Vacant Room List*, *Daily Deposit Summary*, *User Options Reports* and *Void Transactions Report*. See the Report Appendix for more detail.

Housekeeping Report - Standard

The Housekeepers Report will list room number, description, status, maintenance, and any comments. A report symbol legend is printed at the top of report. A filter option window will be displayed. Enter "B" to print all room numbers, enter "O" to print only odd numbered rooms, or enter "E" to print even numbered rooms. You may also further limit the report by selecting a range of room numbers.

Housekeeping Report - Weekly

The weekly housekeeping report is intended for extended stay property use, as it additionally shows cleaning day schedules. A room filter window is provided on this report as well.

Housekeeping Report - Room Comments

The Room Comment Report will print all rooms that contain any information in the Rate Comment field of the guest folio in room number order.

Charge/Credit Summary

The Charge/Credit Summary is a listing of all charges and credits posted either by selected shift or for the complete day. There is an option to send the report to the printer or to the screen.

Complete Room List

The Complete Room List will print the status of all room numbers on the property. If the room is occupied it will also list guest check out, payment, and balance information. This report can be viewed on screen or sent to the printer.

Vacant Room List

This selection will print a list of all vacant rooms, and non-rentable rooms may be excluded if desired. This report can be viewed on screen or sent to the printer.

Daily Deposit Summary

This option will print out a report showing all shifts and payment types that have been posted, per shift.

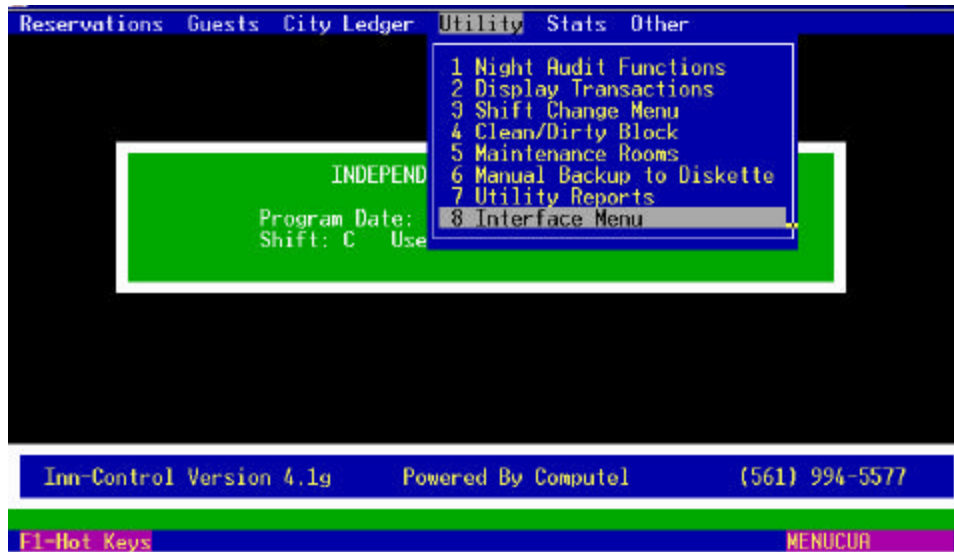
User Options Reports

This option will display a window listing the User Number and Login ID of all Users. Press <F7> to print an Arrivals List of reservations created by the selected User. You may search for a specific User by pressing <F2>. Press <ECS> to exit the *'User Login Option'* window and return to the *'Reports'* menu.

Void Transactions Report

This selection will print a list of void transactions processed for the selected shift or the full day. This report can be viewed on screen or sent to the printer.

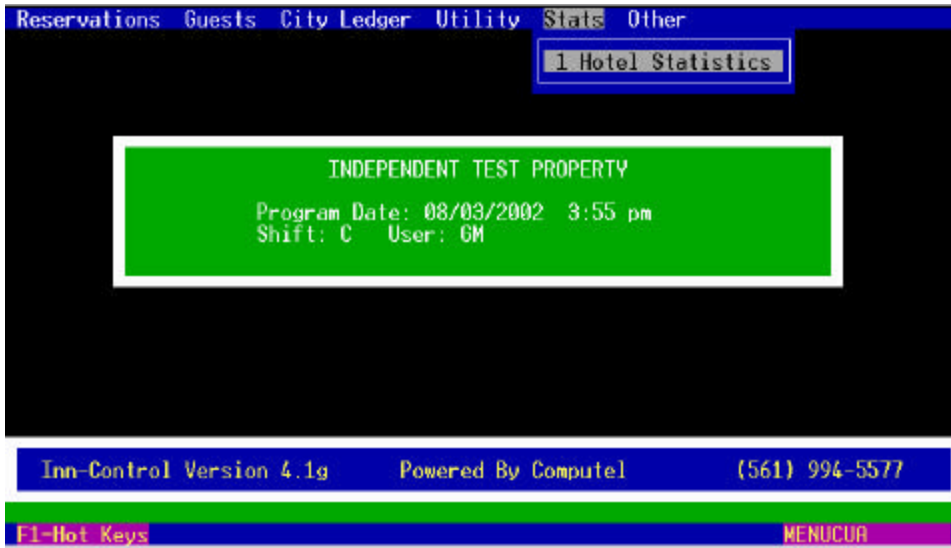
5.8 Interface Menu



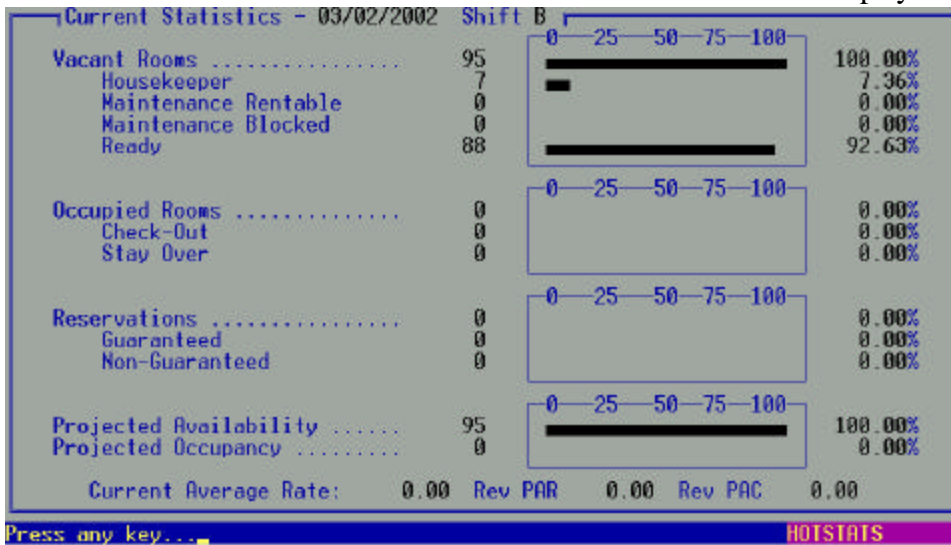
From the Main Menu, press the Right or Left Arrow key to highlight 'Utility' and press <ENTER>. The 'Utility' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Interface Menu' and press <ENTER>. This menu will allow you to turn on the various interfaces that are set up with your system. This may include *Call Accounting*, *Central Reservations*, *Movie*, *Door Lock*, *Point of Sale*, *Voice Mail* or *PBX*. Highlight the interface you wish to enable, and press <ENTER>. Press <F12> to toggle to the interface display screen, to verify the selected interface is enabled.

6 Stats

6.1 *Hotel Statistics*



From the Main Menu, press the Right or Left Arrow keys to highlight 'Hotel Statistics' and press <ENTER>. Current Statistics for the current business date will be displayed.



Vacant Rooms:

The current number of vacant rooms

Housekeeper:

The current number of rooms requiring housekeeping service

Maintenance Rentable:

The current number of rooms on maintenance block, but are still rentable

Maintenance Blocked:

The current number of rooms on maintenance block, but are not rentable

Ready:

The current number of rooms available for rent calculated by:

Vacant Rooms - Housekeeper - Maintenance Rentable - Maintenance Blocked = Ready

Occupied Rooms:

The current number of occupied rooms

Check-Out:

The current number of occupied rooms due to check-out today

Stay Over:

The current number of occupied rooms due to stay over today

Reservations:

The current number of reservations scheduled to arrive today

Guaranteed:

The current number of guaranteed reservations scheduled to arrive today

Non-Guaranteed:

The current number of non-guaranteed reservations scheduled to arrive today

Projected Availability:

The system's current projection of availability of rooms for the day calculated by:

Ready + Housekeeper = Projected Availability

Projected Occupancy:

The system's current projection of occupancy for the day calculated by:

Occupied Rooms - Check-Out + Stay Over + Reservations = Projected Occupancy

Current Average Rate:

The current average rate of all guests and reservations in the system for the day calculated by:

total room rate of today's guests + reservations / total number of today's guests + reservations

Rev PAR:

The current revenue per available room calculated by:

total room rate of all in-house guests / total number of rooms in the hotel

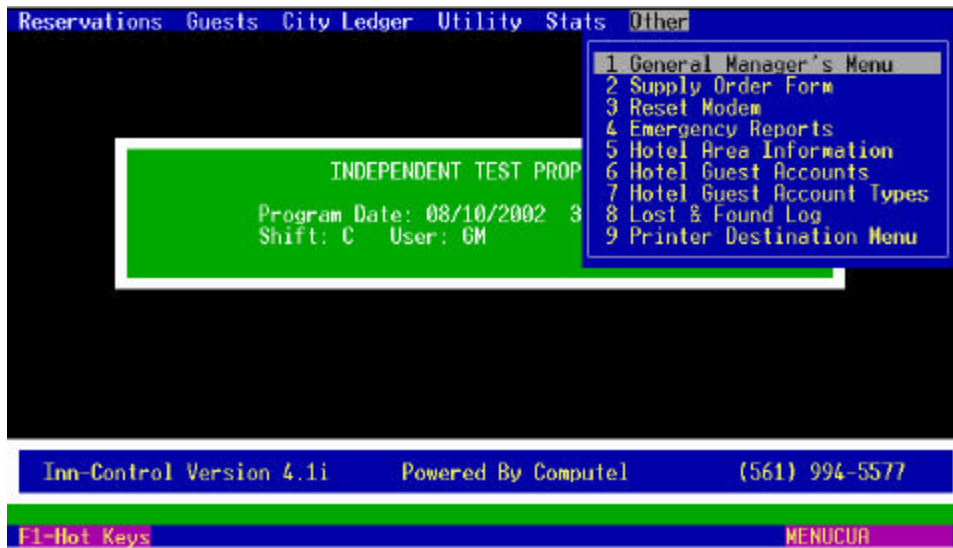
Rev PAC:

The current revenue per adult count calculated by:

total room rate of all in-house guests / total number of adults in occupied rooms

7 Other

7.1 *General Managers Menu*



From the Main Menu, press the Right or Left Arrow key to highlight 'Other' and press <ENTER>. The 'Other' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'General Managers Menu' and press <ENTER>. The 'General Managers' menu window will be displayed.



Access to the 'General Managers Menu' is limited to users with an access level of 8 or higher, normally reserved for the General Manager only.

7.1.1 Maintain User Logins

This option will allow the addition, modification and deletion of User Logins for both on-property and off-property Users.

User Num	Login ID	Password	User Level	Login Date	Void Priv	Grp Chk	Audit Rights	Non-Prop User?
1	AUDIT	*****	7		V		V	
9999	CENTRAL RES	*****	0					
4	CLERK	*****	5		N		N	
5	GM	*****	8		V		V	
3	INSTALL	*****	11		V		V	
2	RESMGR	*****	6		V		N	
25	SUPER USER	*****	20		V		V	
7	SUPPORT	*****	16		V		V	

Description: NIGHT AUDITOR Terminal Name: CCS1

Default Charge Key Category (Blank for none) : Allow Refund/Adj?: V
Allow Rate Override?: V Tender Cash Balance?: Allow TAG Edit?: V
Verify Payment Method ON Check-Out?: Edit Hotel Accounts?: V
Allow Individual Folio Close-Out?: V

F2=Search F6=Delete User F7=Add User F8=Change Password
Enter=Edit ESC=Exit

SUSERS

User Num:

The number assigned to the User by the system

Login ID:

The ID, code, or name assigned to the User

Password:

The password of the User

User Level:

The access level assigned to the User. Level 8 is generally used for General Managers, 7 for other high level management and 6 or below for all other users.

Login Date:

The current date will display here, if the User is currently logged into the system.

Void Priv:

A "Y" is entered or displayed in this field if the User has permission to void transactions

Grp Chk:

A "Y" is entered or displayed in this field if the User has access to the Group Functions menu

Audit Rights:

A "Y" is entered or displayed in this field if the User has access to the Night Audit menu

Non-Prop User?:

A “Y” is entered or displayed in this field if the User is an off-property User with system access

Description:

The name of the User

Terminal Name:

The terminal that the selected User has been assigned to

Default Charge Key Category (Blank for none):

Entering a charge key category into this field will restrict the User to posting only charge codes assigned to the specified charge key category. Leaving this field blank will allow the User to post any charges.

Allow Refund / Adj?:

A “Y” is entered or displayed in this field if the User has permissions to post refunds and adjustments

Allow Rate Override?:

A “Y” is entered or displayed in this field if the User has permissions to override reservation rate

Tender Cash Balance?:

If a “Y” is entered or displayed in this field, when the User posts a Cash payment an Amount Tendered/Change Due pop-up window will be in effect

Allow TAG Edit?:

A “Y” is entered or displayed in this field if the User has permission to add or edit Travel Agent records

Verify Payment Method ON Check-Out?:

A “Y” is entered or displayed in this field for the User to be prompted with a message during guest checkout to verify the payment method

Edit Hotel Accounts?:

If a “Y” is entered or displayed in this field, the user has permission to add, edit, or delete Hotel Guest Accounts

Allow Individual Folio Close-Out?:

If a “Y” is entered or displayed in this field, the user has permission to close out individual folios on a guest with multiple folios.

<F2> Search

Pressing <F2> will allow a search for a User by Login ID.

<F6> Delete User

Pressing <F6> will allow you to delete the selected User. Answer “Yes” to delete the User, or “No” to return to the User list.

<F7> Add User

Pressing <F7> will allow the addition of a new User. A new User can be assigned to one specific terminal or multiple terminals. Answer “Yes” to the question ‘Add Login(s) for a user?’ to continue, or “No” to escape without adding a new user.

User Login File Setup/Maintenance

USER INFORMATION:
User Name: _____
Description of User: _____ User Level: _____

USER PERMISSIONS: (Y)es or (N)o
Void: _____ Audit: _____ Refund/Adjust: _____
Rate Override: _____ Tender Cash: _____ Allow TAG Edit?: _____
Verify Payment Method ON Check-Out? _____

USER TERMINALS: (Y)es or (N)o

CCS1	CCS2	CCS3	CCS4
CCS5	Not Installed	Not Installed	Not Installed
Not Installed	Not Installed	Not Installed	Not Installed
Not Installed	Not Installed	Not Installed	Not Installed
Not Installed	Not Installed	Not Installed	Not Installed

F10=Save ESC=Exit

LOG CLEAR MULTIUSE

Continue to enter the fields as defined above. Press <F10> to save the record when complete or <ESC> to exit without saving the new User.

<F8> Change Password

While highlighting a User, pressing <F8> will allow you to change the password of the selected User. Answer “Yes” to change the password, or “No” to return to the User list.

<Enter> Edit

While highlighting a User, pressing <ENTER> will allow you to edit the User information.

<ESC> Exit

Pressing <ESC> will exit the ‘User Login File Setup / Maintenance’ screen.

7.1.2 Rebuild Room Availability

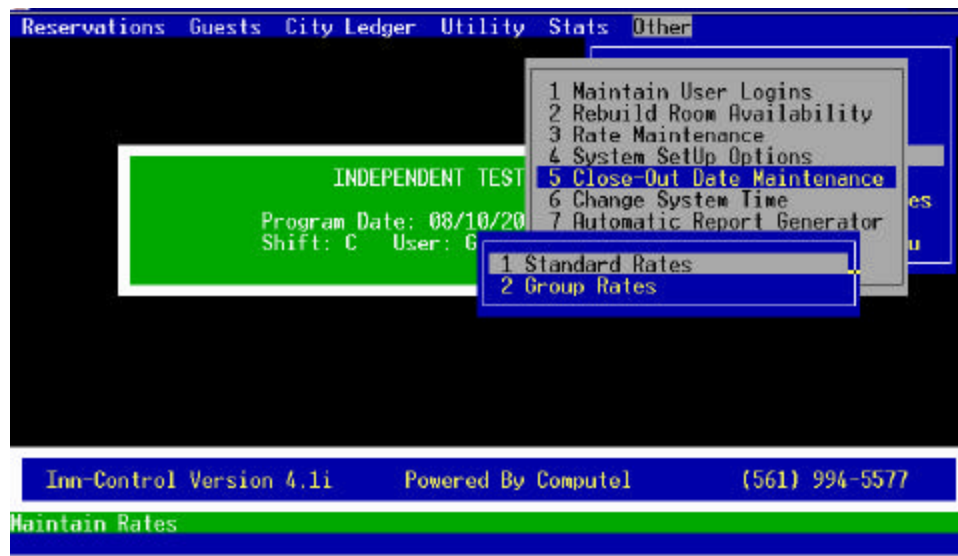
Selecting this option will rebuild your room availability in the event that inventory or room status seems to be incorrect. Answer “Yes” as prompted to rebuild the room availability, or “No” to return to the General Manager’s Menu.

7.1.3 Rate Maintenance

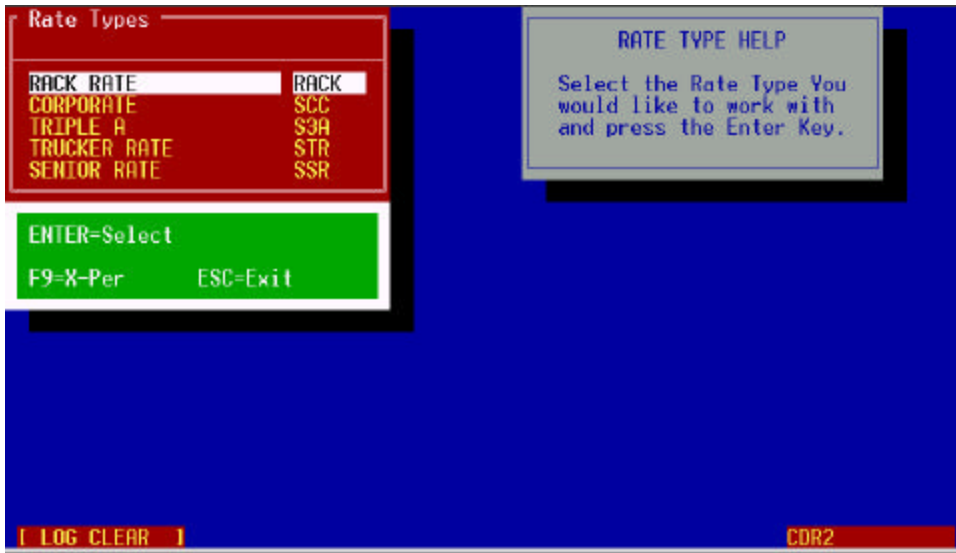


Selecting this option will allow you to manage your property rates.

7.1.3.1 Standard Rates

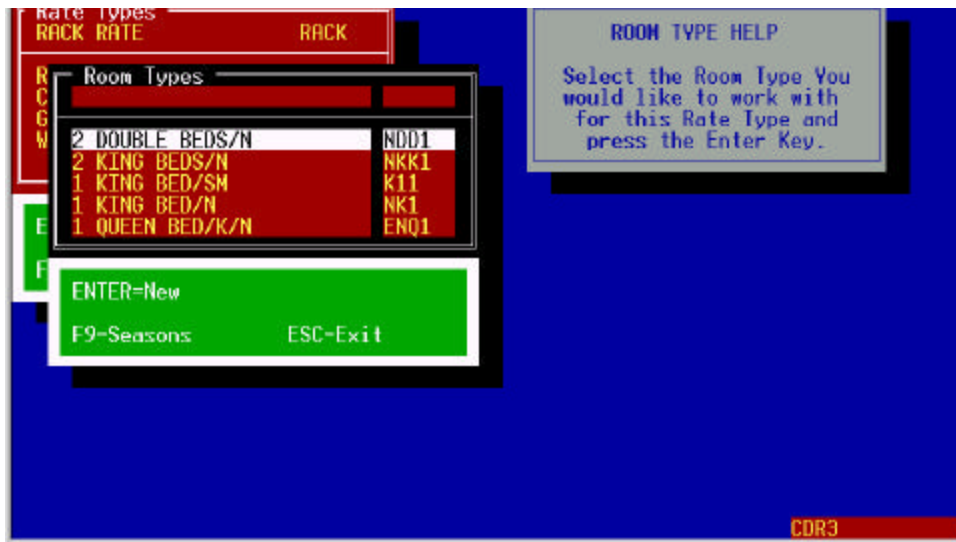


The standard rates are any rate types that are not associated with Group bookings.



Rate Types

In this box you will see a list of rate types, including a description and the rate type code.



<ENTER> Select

While highlighting a rate type, pressing <ENTER> will display the room types window listing rooms associated to the selected rate type.



<F9> X-Per

Pressing <F9> will allow you to set the extra person, children 12 and under, and children 13 – 17 rates. Enter the appropriate rates into the designated fields in **ddd.cc** format and press <ENTER>.

<ESC> Exit

Pressing <ESC> will exit the 'Rate Types' screen



Room Types

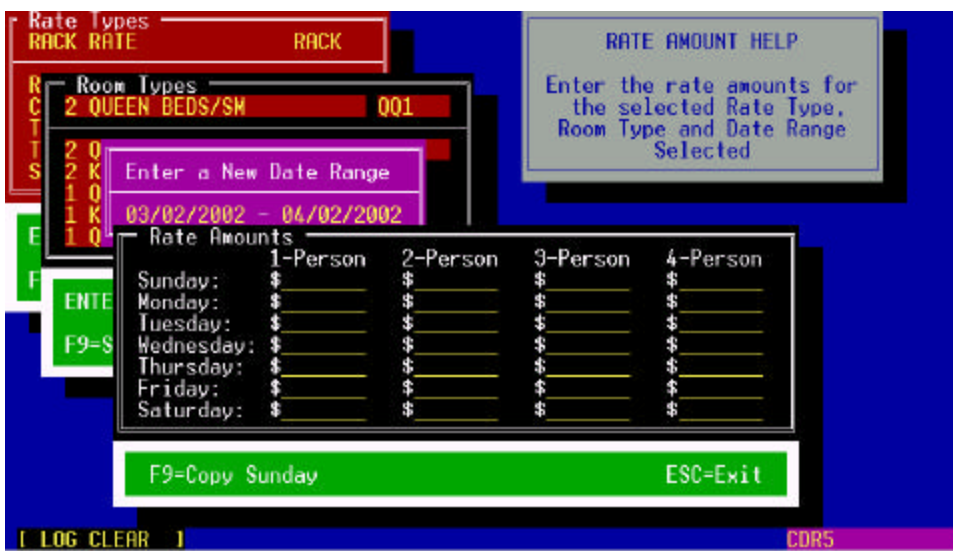
In this box you will see a description of the room types associated to the selected rate type, as well as the room type code. Press <ESC> to exit this screen.

<ENTER> New

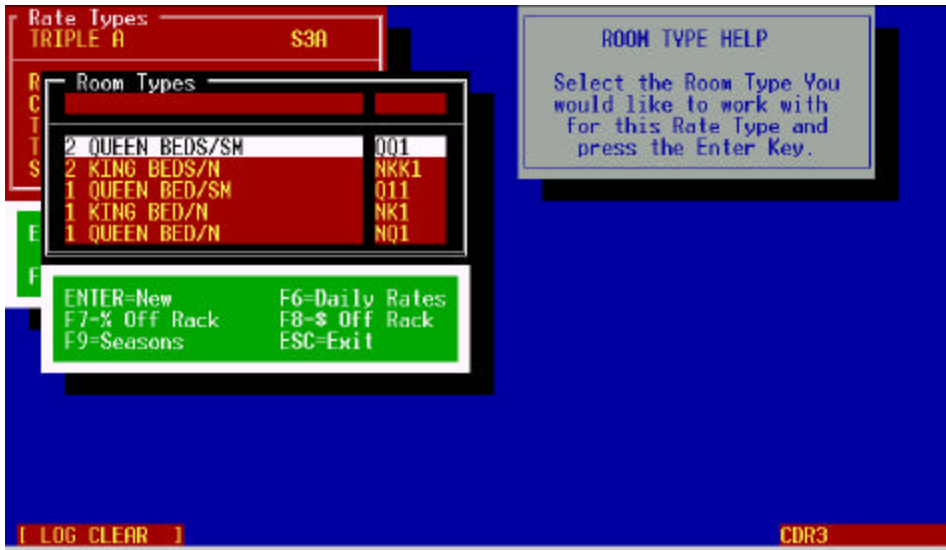
While highlighting a room type, pressing <ENTER> will allow you to enter a new date range and build a new season for the selected room type.



Enter a “To” and “From” date in **mm/dd/yyyy** format into the designated fields of the pop-up window and press <ENTER>. The ‘Rate Amounts’ window will display.



In the Sunday fields, enter the 1-Person, 2-Person, 3-Person and 4Person rates in **ddd.cc** format, and press <ENTER>. If the same rates will apply for all days of the week during the specified date range, you may press <F9> to copy the Sunday rates into all days of the week. If there will be different rates for certain days of the week, continue to enter the rates in the appropriate fields. To exit without saving any changes, press <ESC>.

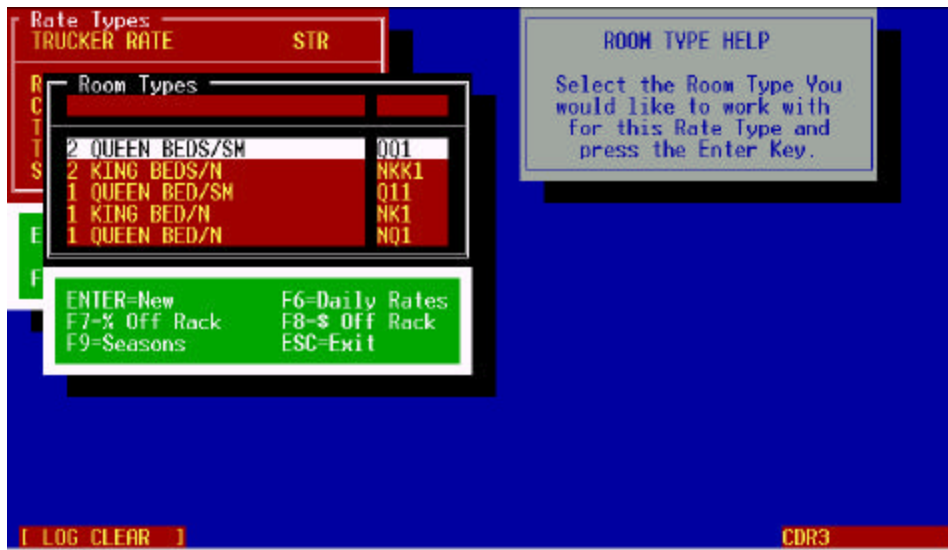


<F7> % Off Rack

While highlighting a room type for a Rate Type other than Rack, pressing <F7> will allow you to define rates that are a percentage amount off of Rack. All room types associated to the selected rate will be changed for the date range.



Enter a “From” and “To” date in **mm/dd/yyyy** format. Enter a whole number percentage amount into the Percent Off field and press <ENTER>.



<F8> \$ Off Rack

While highlighting a room type for a Rate Type other than Rack, pressing <F8> will allow you to define rates that are a dollar amount off of Rack. All room types associated to the selected rate will be changed for the date range.



Enter a “From” and “To” date in **mm/dd/yyyy** format. Enter a dollar amount in **ddd.cc** format into the Dollar Off and press <ENTER>.

Rate Types
RACK RATE RACK

Room Types
2 QUEEN BEDS/SM 001

Rate Seasons
Room Type: 001 2 QUEEN BEDS/SM
Rate Type: RACK RACK RATE

Date	1-Per	2-Per	3-Per	4-Per	%Off	\$Off
02/19/2002	50.00	55.00	60.00	65.00	0	0.00
08/12/2002	80.00	85.00	90.00	95.00	0	0.00
08/13/2002	50.00	55.00	60.00	65.00	0	0.00
08/16/2002	80.00	85.00	95.00	100.00	0	0.00
08/18/2002	50.00	55.00	60.00	65.00	0	0.00

End Date: 08/11/2002

F2=Search Enter=Edit Esc=Exit

[LOG CLEAR] CDR01

<F9> Seasons

While highlighting a room type, pressing <F9> will allow you to view the rates by seasons. You may press <F2> to search for a specific date.

Rate Types
RACK RATE RACK

Room Types
2 QUEEN BEDS/SM 001

Enter a New Date Range
02/19/2002 - 08/11/2002

Rate Amounts

	1-Person	2-Person	3-Person	4-Person
Sunday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00
Monday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00
Tuesday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00
Wednesday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00
Thursday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00
Friday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00
Saturday:	\$ 50.00	\$ 55.00	\$ 60.00	\$ 65.00

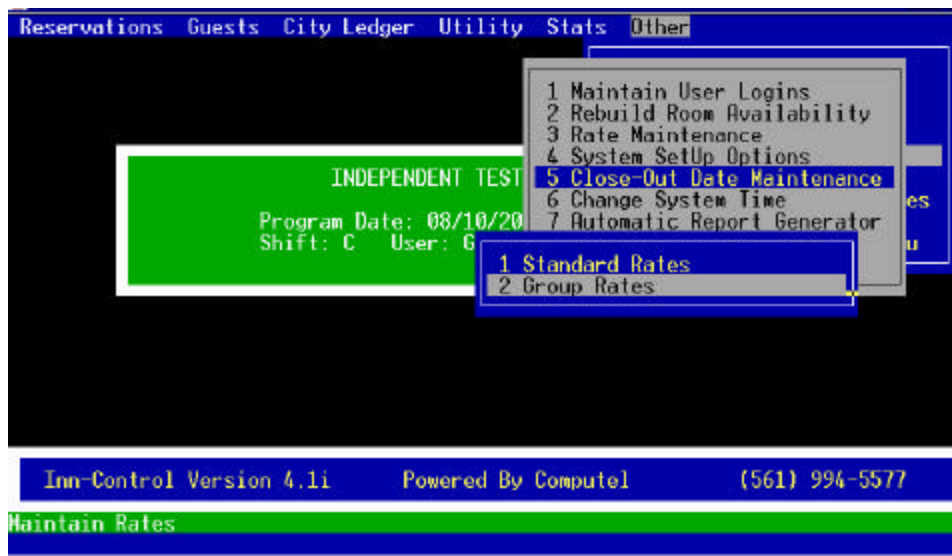
F9=Copy Sunday ESC=Exit

[LOG CLEAR] CDR5

<Enter> Edit

Pressing <ENTER> on a highlighted rate season will allow you to edit the rates for those same season dates. Press <ESC> to exit without saving changes. To exit the 'Rate Seasons' window, press <ECS> again.

7.1.3.2 Group Rates



Selecting Group Rates will provide access only to rates and rate seasons associated to Groups that have been built under the Group Functions menu. This option provides the ability to customize Group Rates by roomtype and person at the same level of detail as Standard rates, if desired. See the Standard Rates section for more detail.

7.1.4 System SetUp Options

Selecting this option will allow you to enter general property information for guest receipts and reservations, as well as set certain transaction options in the system. The '*Property Information File Maintenance Screen 1*' will be displayed.

```
Property Information File Maintenance Screen 1
-----
Company Name1:      INDEPENDENT TEST PROPERTY
Address #1 :        1234 TESTING PLACE
Address #2 :
City, ST Zip:       TEST CITY, AZ  88000
Telephone :602-555-1234   Fax:602-555-8765
Manager Name :JOE GENERAL

Invoice Comment :Your Prompt Payment Will Be Appreciated
Reservation Comment :Thank you. See You Soon.
Guest Folio Comment :Thank you! Hope to See You Again Soon!

Computel's Property Management has saved you Approximately $ 33.66 in
Folio Expense Since Your system was installed !!

F7=Previous Screen  F8=Next Screen  F10=Save Changes  ESC=Exit
SYSOPT
```

Company Name1:

The name of the hotel that will appear on guest receipts, reservation confirmations and invoices

Address #1:

The address of the hotel that will appear on guest receipts, reservation confirmations and invoices

Address #2:

An additional address of the hotel that will appear on guest receipts, reservation confirmations and invoices

City, ST Zip:

The city, state and zip code of the hotel that will appear on guest receipts, reservation confirmations and invoices

Telephone:

The telephone number of the hotel that will appear on guest receipts, reservation confirmations and invoices

Fax:

The fax number of the hotel that will appear on guest receipts, reservation confirmations and invoices

Manager Name:

The name of the General Manager of the hotel

Invoice Comment:

A comment to be printed at the bottom of invoices

Reservation Comment:

A comment to be printed at the bottom of reservation confirmations

Guest Folio Comment:

A comment to be printed at the bottom of guest folio receipts

<F7> Previous Screen

Pressing <F7> this will display the previous screen

<F8> Next Screen

Pressing <F8> this will display the next screen

<F10> Save Changes

Pressing <F10> will save any changes made to the fields on the screen

<ESC> Exit

Pressing <ESC> will exit the '*Property Information File Maintenance Screen 1*' screen

```

Property Information File Maintenance Screen 2
Print Void/Refund Confirmations ?----- Y (Y/N)
Print Check In/Out Time on Guest Folio ?----- Y (Y/N)
Require transaction description for Miscellaneous Postings ? Y (Y/N)
Display available rooms in Check Out Date Order ?----- (Y/N)
Ask to book future reservation at check-out ?----- (Y/N)
Print Vouchers for all Cash Transactions ?----- N (Y/N)
Verify Credit Card Number Entry ?----- Y (Y/N)
Do NOT Automatically post Room/Tax upon Check-In ?----- (Y/N)
Ask if The room is ready to rent after Check-Out ?----- (Y/N)

F7=Previous Screen    F8=Next Screen    F10=Save Changes    ESC=Exit
[ LOG CLEAR ]          SYSOPT

```

Print Void / Refund Confirmations?:

Enter a “Y” into this field to print a void / refund verification slip after a void or refund is processed.

Print Check In / Out Time on Guest Folio?:

Enter a “Y” into this field to print the check-in and check-out times on the guest folio receipt.

Require transaction description for Miscellaneous Postings?:

Enter a “Y” into this field to require a User to enter a description for a miscellaneous item posting.

Display available rooms in Check Out Date Order?:

Enter a “Y” into this field to display available rooms by order of check out date. Enter an “N” or leaving the field blank to display available rooms in room number order.

Ask to book future reservation at check-out?:

Enter a “Y” into this field to display a question during check-out that prompts for future reservations.

Print Vouchers for all Cash Transactions?:

Enter a “Y” into this field to print a cash verification slip after a cash transaction has been posted.

Verify Credit Card Number Entry?:

Enter a “Y” into this field to enable the system to verify the proper number of credit card number digits and credit card number format for the credit card type entered on a reservation or guest record.

Do NOT Automatically post Room / Tax upon Check-In?:

Enter a “Y” into this field so that the system will not auto-post room and tax upon checking in a guest.

Ask if The room is ready to rent after Check-Out?:

Enter a “Y” into this field to prompt the User to answer a question at checkout.

'Property Information File Maintenance Screen 3' is only available if the option to print registration cards is set up on the system.

The screenshot shows a terminal window titled 'Property Information File Maintenance Screen 3'. The main area is blue with white text. It displays 'RESERVATION CARD SETUP INFORMATION:' followed by 'Check Out Time:' and 'Omit printing of guest name on Regcard?:N'. Below these are five lines for 'Reservation Message Line 1:' through 'Reservation Message Line 5:', and 'Disclaimer Lines 1 2 3 4'. At the bottom, there is a green bar with function key instructions: 'F7=Previous Screen', 'F8=Next Screen', 'F10=Save Changes', and 'ESC=Exit'. Below the green bar is a blue bar with 'LOG CLEAR' in yellow and 'SVSOPT' in red.

Check Out Time:

The check out time for guests in **hh:mm** military time format that will print on registration cards

Omit printing of guest name on Regcard?:

Enter a "Y" into this field to prevent the guest name from printing on registration cards

Reservation Message Line 1:

Enter a free form text message to print on guest registration cards on this line

Reservation Message Line 2:

Enter a second free form text message to print on guest registration cards on this line

Reservation Message Line 3:

Enter a third to print on guest registration cards on this line

Reservation Message Line 4:

Enter a fourth free form text message to print on guest registration cards on this line

Reservation Message Line 5:

Enter a fifth free form text message to print on guest registration cards on this line.

Disclaimer Lines 1 2 3 4:

If your property is using pre-printed registration cards with disclaimers included, these fields will not be available for edit. If your property does not use pre-printed registration cards, you may use these fields to add your own property disclaimers.

7.1.5 Close-Out Date Maintenance

Selecting this option will allow you to input Period End Dates for Accounting Periods. These are the dates on which the system will run month ends, if you do not wish to perform them on the traditional 12-month calendar ending dates.

Close Out Date Maintenance		This File allows you to input the Period End Dates for your Accounting Periods. The dates you enter here will allow the system to clear out all Period-to-Date totals after the Audit is completed for the date specified.
Period End Date	Year End (Y/N)	
<input type="text"/>	<input type="text"/>	<p>Example: If the last date of accumulative numbers for a specific period is 03/31/1993 this is the date you would enter as a period end date. Figures would be accumulated through and including this date and be cleared and reset beginning 04/01/1993.</p> <p>Each entry marked with a [Y] for Year End the YTD totals will reset.</p>

F2=Search F6=Delete F7=Add Enter=Edit ESC=Exit

[LOG CLEAR] CLOSEOUT

Period End Date:

The period end date in **mm/dd/yyyy** format

Year End (Y / N):

Enter a "Y" in this field to designate the selected period to be the last period of the year.

<F2> Search

Pressing <F2> will allow a search for a specific period by date. Enter the date in **mm/dd/yyyy** format and press <ENTER>.

<F6> Delete

While highlighting a period, pressing <F6> will delete the selected record. Answer “Yes” to delete the period, or “No” to return to the list.

<F7> Add

Pressing <F7> will allow the addition of a new period.

<Enter> Edit

While highlighting a period, pressing <ENTER> will allow modification of the selected period.

<ESC> Exit

Pressing <ESC> will exit the '*Periodic Table Maintenance*' screen.

7.1.6 Change System Time

CHANGE PROGRAM TIME

Enter New Time: 10:20 AM (AM/PM)
Esc=Abort

Change Time?
Yes
No

TIMECHNG

Selecting this option will allow you to change the time on the system. Enter a new time in **hh:mm** time format, then enter 'AM' or 'PM' and press <ENTER>.

7.1.7 Automatic Report Generator

Req	Description	Order	EOM	S	M	T	W	T	F	S	History
<input checked="" type="checkbox"/>	AUDIT TRIAL BALANCE	2	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	GUEST LEDGER ACCOUNT ACTIVITY	4	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	GUEST LEDGER ACCOUNT STATISTICS	6	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CITY LEDGER ACCOUNT ACTIVITY	8	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CITY LEDGER TRANSACTION SUMMARY	10	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NET RECEIPTS	12	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	ADJUSTMENT & PAIDOUT SUMMARY	14	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	VOID TRANSACTIONS	16	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	RESERVATION NOT CANCELLED	18	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	TRAVEL AGENT COMMISSION SUMMARY	20	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	TRAVEL AGENT DETAIL REPORT	22	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SOURCE OF BUSINESS SUMMARY	24	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	ROOM NUMBER MTD/YTD REPORT	26	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CANCELLED RESERVATIONS	28	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CHARGE/CREDIT SUMMARY REPORT	30	N	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

PREAUDIT Current Business: Y Next Day's Business:

F1=Help F4=ReNumber F10=Save ESC=Exit

AREPORTS

This menu selection contains a window listing reports that can be automatically printed during the audit. Some reports are required to be generated, for tracking purposes, but whether or not the reports will print and how often, can be set as desired. There must be a "Y" entered in either the "EOM" field or one of the days of the week for a report to print. A report can be set to be stored in history without being set to print.

Req:

This field is display only and indicates which reports are required by Night Audit. Any report marked with a “Y” will be stored in history even if you choose not to print it.

Description:

The report title

Order:

This field indicates the print order of the reports. Using the Renumber option will allow you to change the order.

EOM:

A “Y” entered here will indicate which reports will be printed at the end of the month

SMTWTFS:

These fields indicate the days of the week. Enter a “Y” under which day of the week that you wish for the report to print. To print a report daily, enter a “Y” under every day of the week.

History:

Enter a “Y” in this field if this report is to be stored to history

Current Business:

This field is display only and indicates the highlighted report is being generated for the current business day

Next Day's Business:

This field is display only and indicates the highlighted report is being generated for tomorrow's business day

<F1> Help

Pressing <F1> will display the help window, with an explanation of the report.

<F4> ReNumber

If you wish to change the order in which the night audit reports print out, press <F4>. The numbers will be reset so that there is one space between each report. The missing numbers can then be reassigned to any report you wish to move. The renumbering process can be repeated as many times as necessary

<F10> Save

While highlighting a report, press <F10> after making any changes

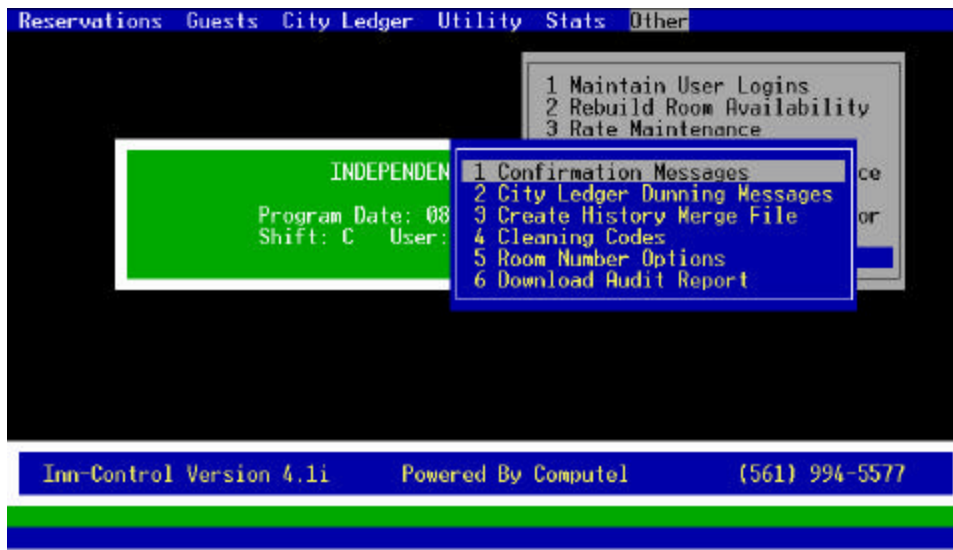
<ESC> Exit

Pressing <ESC> will exit the user out of the Report Generator screen.

7.1.8 Add Year to Availability

This option will allow you to add another year to the current availability. By doing this, you increase your hotel availability display as well as booking capability. Answer “Yes” to continue to add the availability, or “No” to return to the menu.

7.1.9 Managers Menu #2



Selecting this option will present you with more General Manager options.

7.1.9.1 Confirmation Messages

This option will allow you to create messages to be printed at the bottom of guest reservation confirmations. You will be able to select a message to print at the time of printing the confirmation.

Message #	Message Description
1	NON GTD ARRIVAL INFORMATION
3	STANDARD THANK YOU
4	VIP GUEST ARRIVAL MESSAGE

Use Arrow Keys, Function Keys, or 'ESC' to Exit

F6=Delete F7=Add F8=Edit Enter=Select
F9=Add Message Lines ESC=Exit

CONFMESS

Message #:

The number of the message assigned by the system

Message Description:

A description of the confirmation message

<F6> Delete

While highlighting a confirmation message, pressing <F6> will delete the selected message. Answer “Yes” to delete the message, or “No” to return to the confirmation message display.

<F7> Add

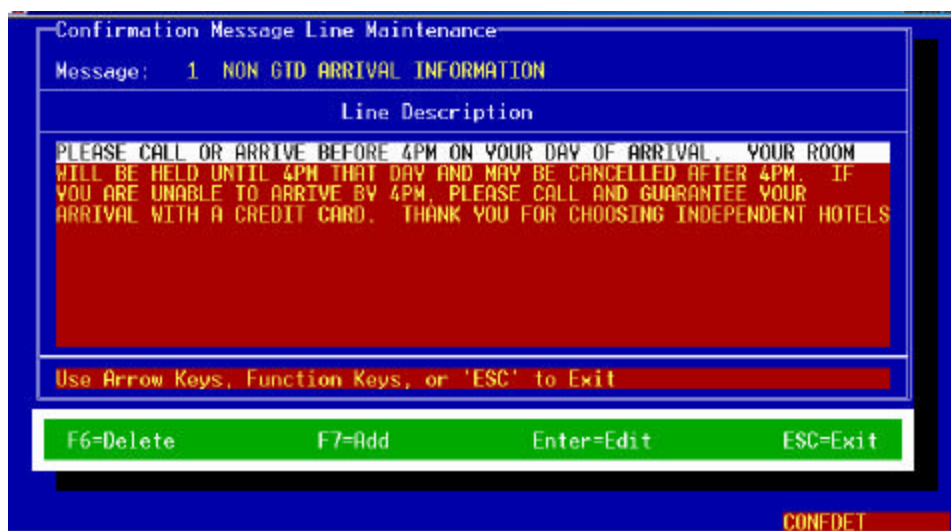
Pressing <F7> will allow the addition of a new confirmation message.

<F8> Edit

While highlighting a confirmation message, pressing <F8> will allow you to edit the selected message.

<Enter> Select

This key will exit the user from this screen. When printing a confirmation, you will press <ENTER> to select the message and exit the ‘Confirmation Message Maintenance’ screen.



<F9> Add Message Lines

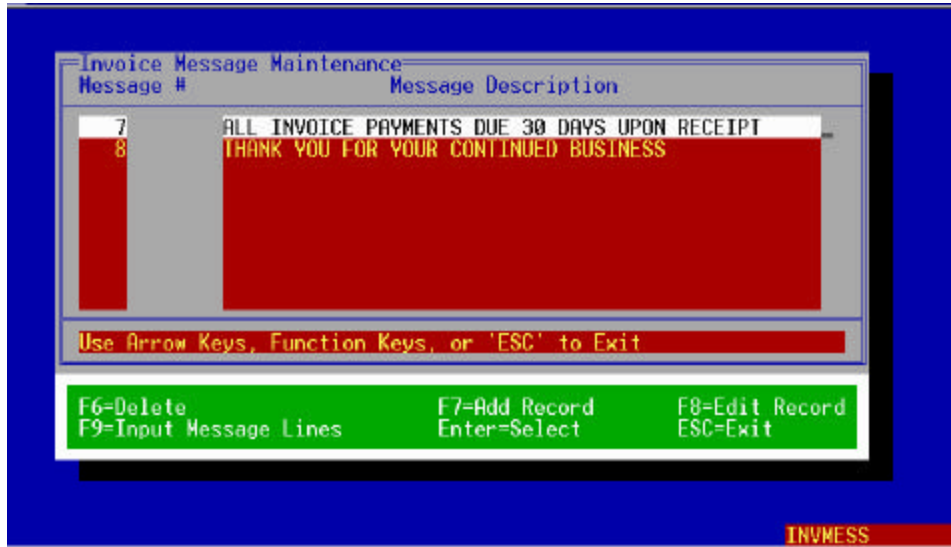
Pressing <F9> will display the 'Confirmation Message Line Maintenance' screen, which allows you to add, edit or delete additional lines of text for the selected confirmation message.

<ESC> Exit

Pressing this will exit the 'Confirmation Message Maintenance' screen.

7.1.9.2 City Ledger Dunning Messages

This option will allow you to create messages to be printed at the bottom of city ledger invoices. You will be able to select which message to print at the time of printing an invoice.



Message #:

The number of the message, assigned by the system

Message Description:

A description of the invoice message

<F6> Delete

While highlighting an invoice message, pressing <F6> will delete the selected message. Answer “Yes” to delete the message, or “No” to return to the invoice message display.

<F7> Add Record

Pressing <F7> will allow the addition of a new invoice message

<F8> Edit Record

While highlighting an invoice message, pressing <F8> will allow you to modify the selected message.

<F9> Input Message Lines

Pressing <F9> will display the *'Invoice Message Line Maintenance'* screen which allows you to add, edit, or delete additional lines of text for the selected invoice message.

<Enter> Select

This option is not active from the General Managers Menu. While in the process of creating a City Ledger Invoice, <ENTER> will select and insert the specified invoice message into the City Ledger Invoice.

<ESC> Exit

Pressing <ESC> will exit the *'Invoice Message Maintenance'* screen.

7.1.9.3 Create History Merge File



If this option is installed, it will allow you to create a file from your guest history records that you can use to import into other word processing programs for the purpose of mailing letters, etc. If you do not see this option and wish to have it installed, contact Computel support

You must have a diskette available to use this option. Enter a “C” or “P” to indicate whether you are using the current month’s history or purged history. Enter a filename for your output file, whether or not you wish to include email and web addresses, and then enter “Y” to process. The system will prompt you for a diskette. Press any key to continue.

7.1.9.4 Cleaning Codes

Selecting this option will allow you to set the legend that prints on the Weekly Housekeeping Report for extended stay guests.

Clean Day #	Legend
Day 0:	NO SERVICE
Day 1:	TOWELS
Day 2:	TRASH
Day 3:	NO SERVICE
Day 4:	TOWELS
Day 5:	TRASH
Day 6:	NO SERVICE

F10=Save ESC=Exit

CLEANKEY

For each day, enter a cleaning duty into the Legend field and press <ENTER>. Press <F10> to save the entries. Press <ESC> to exit the 'Cleaning Codes' screen.

7.1.9.5 Room Number Options

Room Number	Base Room Description	#Beds	Last Check Out
101	2 DOUBLE BEDS/N	2	
102	2 DOUBLE BEDS/N	2	
103	2 DOUBLE BEDS/N	2	
104	2 DOUBLE BEDS/N	2	
105	2 DOUBLE BEDS/N	2	
106	2 DOUBLE BEDS/N	2	
107	2 DOUBLE BEDS/N	2	
108	2 DOUBLE BEDS/N	2	

MTD Rent: 0 YTD Rent: 0 MTD Rev: 0.00 YTD Rev: 0.00
THIS ROOM IS NICE
THIS ROOM IS BEST VIEW
Owner: LESLIE %: 50.00

F4-Descriptions Enter-Edit ESC-Exit

SROOMAST

This option accesses the Room Master Setup Maintenance screen. You can modify room base descriptions, # beds, room descriptions, owners and owner percentages (for time-share tracking) from this selection.

<F4> Descriptions

When a room is highlighted, pressing <F4> allows editing of two additional lines of detailed description to be added for each room number. It allows addition or editing of an owner's name and percentage amount or time-share tracking.

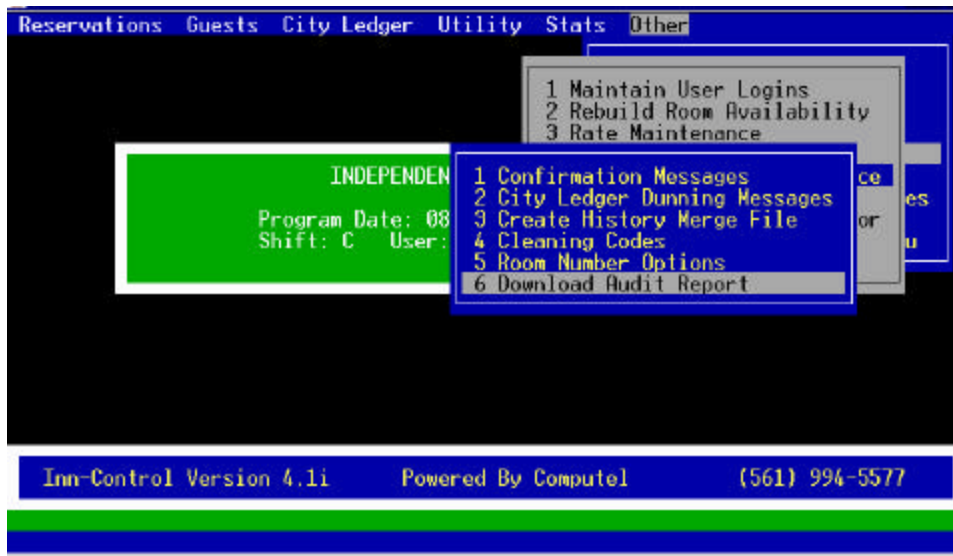
<Enter> Edit

When a room is highlighted, pressing <Enter> will allow you to edit the Base Room Description and # of beds for that room.

<ESC> Exit

Pressing <ESC> will exit the user out of the Room Number Options screen

7.1.9.6 Download Audit Report



This feature allows a remote terminal to download a previous audit's reports for a selected date onto another PC. The current location of the report and the destination for the download must be set up for you. Please contact Computel Support for more information.

7.2 Supply Order Form

Selecting this option will print a Computel Computer Systems products order form. Listed on the form are products that can be ordered through Computel. Enter a quantity next to the “X” and enter a total price for the selected product(s) in the space provided. Enter your Subtotal, State Sales Tax percentage and Grand Total. Provide your signature at the bottom of the form, and fax the order form to the fax number shown, or mail to the address provided.

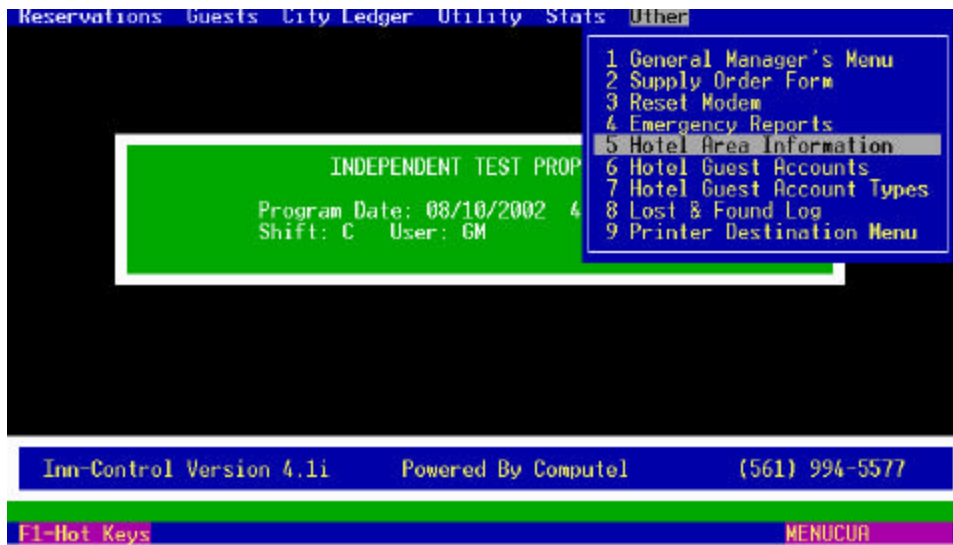
7.3 Reset Modem

Selecting this option will run the process of resetting the internal modem. If this process is necessary, you will be instructed by Computel support.

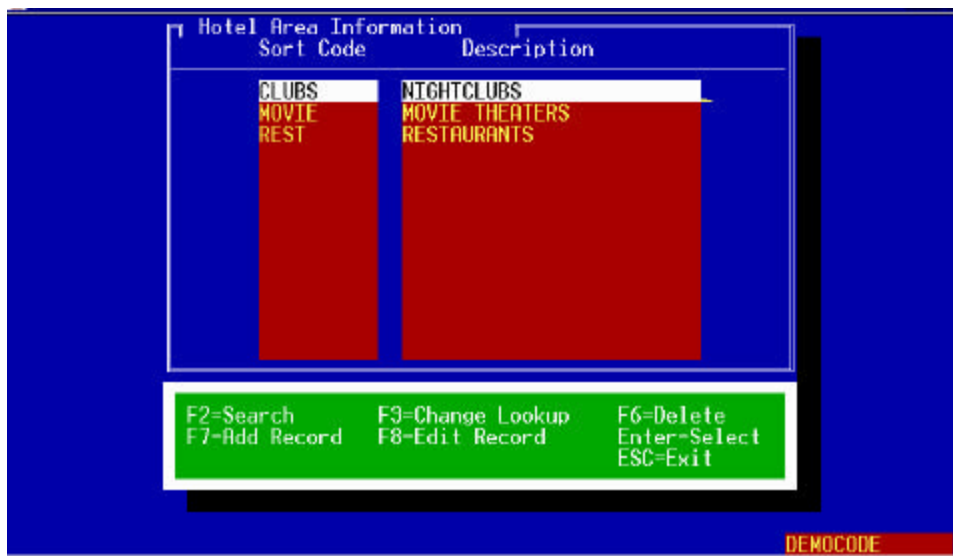
7.4 Emergency Reports

Selecting this option will print out two major reports that will allow you to manage the hotel for a short period of time in case of an emergency where the computer cannot be used. The two reports are: the ‘Complete Hotel Room Listing’ report containing room number, room description, check-out date, current balance and method of payment for each room, and the ‘Vacant Room List’ report containing room number, description, room type code, number of beds and room status of all vacant rooms.

7.5 Hotel Area Information



From the Main Menu, press the Right or Left Arrow key to highlight 'Other' and press <ENTER>. The menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Hotel Area Information' and press <ENTER>. The 'Hotel Area Information' screen will be displayed.



This screen will allow a User to add, modify, or delete types of Hotel Area Information categories. For example, a User may build categories such as Restaurants, Movie Theaters, Attractions, etc.

Sort Code:

A category code created by the User for sorting purposes

Description:

A description of the category code

<F2> Search

Pressing <F2> this will allow a search for a specific category by sort code

<F3> Change Lookup

Pressing <F3> will toggle the search method and the display order between Sort Code or Description

<F6> Delete

While highlighting a record, pressing <F6> will give you the option to delete that record

<F7> Add Record

Pressing <F7> will allow the addition of a new Hotel Area Information category

<F8> Edit Record

While highlighting a record, pressing <F8> will allow modification of the item

<Enter> Select

While highlighting a record, pressing <ENTER> will display the next *'Hotel Area Information'* screen

<ESC> Exit

Pressing <ESC> will exit the *'Hotel Area Information'* screen.

Hotel Area Information			
Selected Type: RESTAURANTS			
Name	Address	Phone	Nil
LUBY'S	1234 MAIN STREET	123-456-7890	5
MACARONI GRILL	12345 MILITARY TRAIL	444-555-6666	2.5
SERVES CAFETERIA STYLE FOOD PAY PER ITEM SERVES BREAKFAST, LUNCH AND DINNER 7AM-10AM = BRKFST 10AM-5PM = LUNCH 5PM-10PM = DINNER			
F2=Search Enter=Select F6=Delete F7=Add F8=Edit ESC=Exit			
DEMOINFO			

This screen allows a User to add, modify and delete specific items for the selected category type.

Selected Type:

The description of the category selected on the previous *'Hotel Area Information'* screen

The name of the place

The address of the place

The phone number of the place

The distance in miles from the hotel

Below the address information is a free-form text box where further information about the place can be entered as desired.

Pressing <F2> this will allow a search for a place by Name.

While highlighting a line item of information, pressing <ENTER> will display a third screen where further address information and other items helpful to the guest can be entered.

```
LUBY'S
```

	ADDRESS	
<1234 MAIN STREET	>	P.O. BOX 1234
City <TEMPE	>	ST <AZ>
Phone <123-456-7890	>	Zip <85008
Manager <FRED LUBY	>	

SERVICES	
CAFETERIA STYLE RESTAURANT.	
PAY PER ITEM.	
SERVES BREAKFAST, LUNCH AND DINNER.	

F4=Print Esc=Exit

[LOG CLEAR] DEMOMAIN

Press <F4> and <ESC> to print this page for a guest and return to the previous screen.

While highlighting a line item of information, pressing <F6> will delete the item. Answer “Yes” to delete the information or “No” to return to the list.

<F7> Add

Pressing <F7> this will allow the addition of a new place.

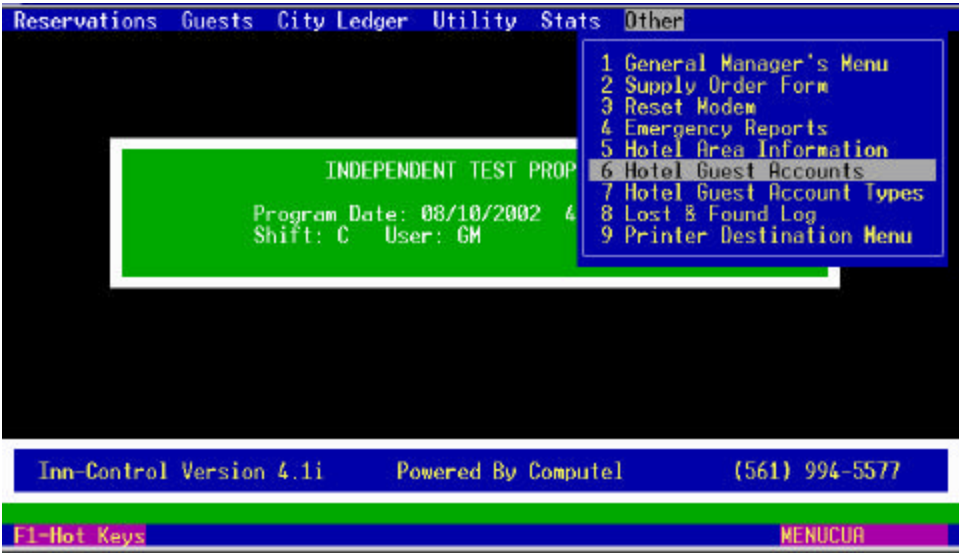
<F8> Edit

While highlighting a line item of information, pressing <F8> will allow modification of the selected item.

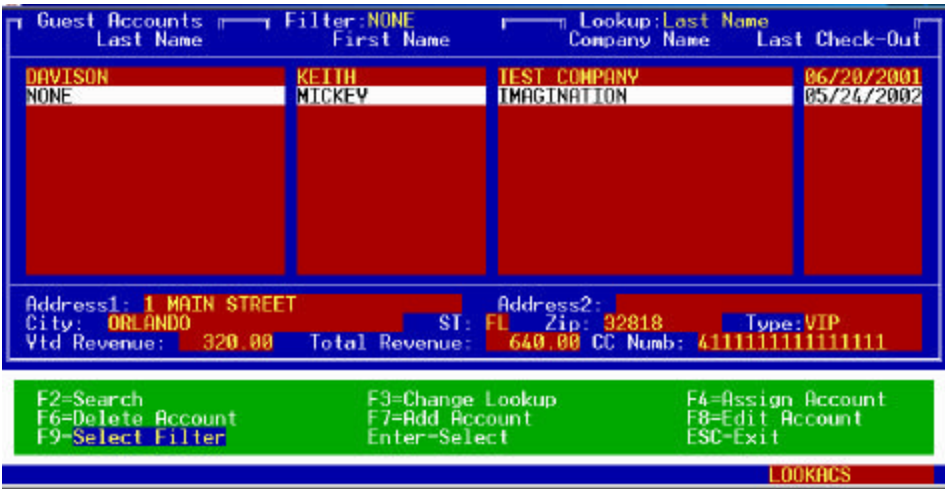
<ESC> Exit

Pressing <ESC> will exit the '*Hotel Area Information*' screen.

7.6 Hotel Guest Accounts



From the Main Menu, press the Right or Left Arrow key to highlight ‘Other’ and press <ENTER>. The ‘Other’ menu window will be displayed. Use the Up or Down Arrow keys to highlight ‘Hotel Guest Accounts’ and press <ENTER>. The ‘Guest Accounts Lookup’ screen will be displayed. This function is used to track guests that stay at your hotel and allows you to retrieve these guests when booking reservations.



Guests may be manually entered here, or this screen will display all guests stored automatically by the system if set up accordingly at time of installation. Call Computel support if you wish to change your option.

Last Name:

The last name of the guest

First Name:

The first name of the guest

Company Name:

The name of the company the guest is associated with

Last Check Out:

The date this guest last checked out of the system

Addr1:

The address of the guest

Addr2:

An additional address of the guest

City:

The city of the address

ST:

The state of the address

Zip:

The zip code of the address

Group:

The hotel account code the guest is associated with

Ytd Revenue:

The total amount of year-to-date revenue generated by this guest

Total Revenue:

The total amount of revenue generated during the last stay for this guest

CC Numb:

The credit card number of the guest used during the last stay

<F2> Search

Pressing <F2> will allow a search for a specific guest by the Current Lookup method.

<F3> Change Lookup

Pressing <F3> will toggle the Current Lookup method and the display order on the screen between Last Name, Company Name and Account Number.

Guest Accounts		Filter: NONE		Lookup: Last Name	
Last Name	Hotel Accounts	Sort Codes	Display Warning?	Last Check-Out	
ARNOLD	BASKET	GIFT BASKET	Y	07/02/2002	
CHAVEZ	NO RENT	DO NOT RENT TO THIS GUEST	Y	06/28/2002	
MOUSE	SPECIAL	SPECIAL FREQUENT GUESTS		06/23/2002	
TEST	TRUCKER	TRUCKER GUESTS		06/24/2002	
TEST	VIP	VIP GUEST	Y	06/24/2002	
TEST				06/25/2002	

Address1: 124 N	1111111
City: OHLEY	
Ytd Revenue: -	

F2=Search	F2=Search	Enter=Select	Account
F6=Delete Account		ESC=Exit	count
F9=Select Filter			

LOOKACS

<F4> Assign Account

Pressing <F4> will display the 'Hotel Accounts Sort Codes' window. Select a hotel account to associate the guest to by pressing <ENTER> with the desired code highlighted. The sort code is a category the guest will fall under for tracking purposes. By setting the Display Warning field to "Y", you may also choose to display a message during the booking process that indicates the Guest Account type. Pressing <F2> will allow you to search for a specific hotel account code. Pressing <ESC> will exit this window.

<F6> Delete Account

While highlighting a guest, pressing <F6> will delete the selected guest information. Answer "Yes" to delete the information, or "No" to return to the guest list.

<F7> Add Account

Pressing <F7> will allow you to add a new guest account into the system.

<F8> Edit Account

While highlighting a guest, pressing <F8> will allow you to edit the selected guest's information.

<F9> Select Filter/Remove Filter

Pressing <F9> will display the 'Hotel Accounts Sort Codes' window. Highlight the sort code you wish to view and press <ENTER>. The list of guests will now be limited to only guests with the sort code you selected. Pressing <F9> when it shows **Remove Filter** will bring back the full list of guests.

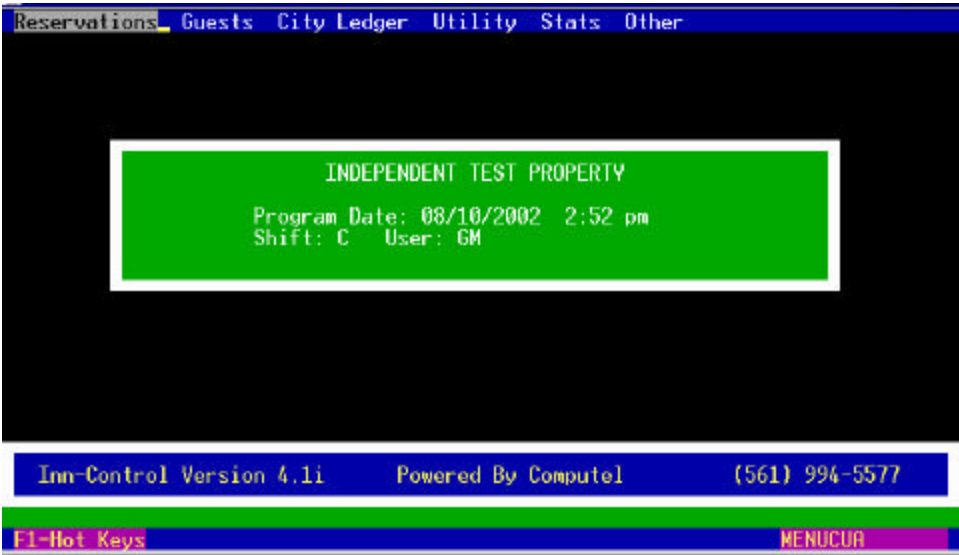
<Enter> Select

This key only functions during the booking process in order to select a Guest Account. From this maintenance option, pressing <ENTER> will return to the menu.

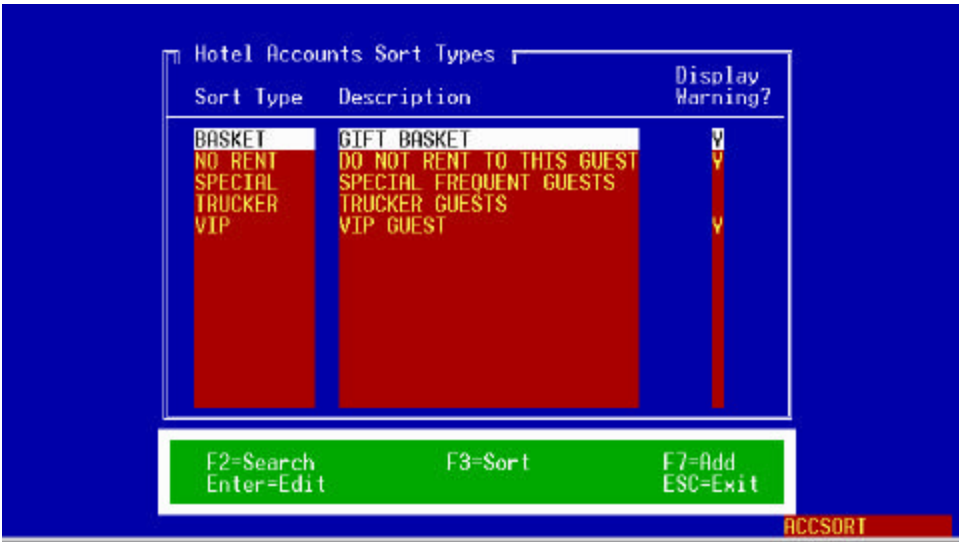
<ESC> Exit

Pressing <ESC> will exit the 'Guest Accounts Lookup' screen.

7.7 Hotel Guest Account Types



This option will allow you to add hotel account sort categories to further track your guests by type



Sort Type:

Enter the code you wish to use to identify this type of guest

Description:

Enter a description of the Sort Type code

Display Warning?:

Enter a “Y” in this field if you wish to display a message box during the booking process that will indicate the type of guest.

<F2> Search

Pressing <F2> will allow you to search for a specific hotel account

<F3> Sort

Pressing <F3> will toggle the display and the lookup method to sort in order of Sort Type code or Description

<F7> Add

Pressing <F7> will allow you to add a new Hotel Account Sort Type and Description.

<Enter> Edit

While highlighting a hotel account code, pressing <ENTER> will allow you to modify the selected hotel account type.

<ESC> Exit

Pressing <ESC> will exit the *‘Hotel Accounts Sort Types’* screen.

7.8 Lost and Found Log

Reservations Guests City Ledger Utility Stats **Other**

1 General Manager's Menu
2 Supply Order Form
3 Reset Modem
4 Emergency Reports
5 Hotel Area Information
6 Hotel Guest Accounts
7 Hotel Guest Account Types
8 Lost & Found Log
9 Printer Destination Menu

INDEPENDENT TEST PROP
Program Date: 08/10/2002 4
Shift: C User: GM

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F1-Hot Keys MENU/CUR

From the Main Menu, press the Right or Left Arrow key to highlight 'Other' and press <ENTER>. The 'Other' menu window will be displayed. Use the Up or Down Arrow keys to highlight 'Lost & Found Log' and press <ENTER>. The 'Lost & Found Record Log' screen will be displayed.

Lost & Found Record Log

Room#	Date Found	Description of Item	Found By	Unretrieved Items	Retrieved
100	03/05/2002	LARGE HAT WITH RED PLUMMAGE	HOUSEKEEPING		

Last Guest Information:
Last Name: JEFFERSON First Name: GEORGE
Address Line 1: 1294 MAIN STREET 2: P.O. BOX 123
City: MAIN ST Zip: 55689
Home Phone: 123-456-7890 Business Phone: 555-525-5555
Comments: FOUND UNDERNEATH THE SHEETS
SMALL RIP IN THE RIGHT SIDE SEAM

Enter=Edit F4=Print F6=Delete Record F7=Add Record
F8=Mark Retrieved F9=Active/Retrieved Esc=Exit

[OFF-LINE !] LOSTFND

This screen allows you to enter lost and found information into the system and generate reports of lost and found items.

Room#:

The room number the item was found in

Date Found:

The date the item was found

Description of Item:

A brief description of the item found

Found By:

The name of the person who found the item

Retrieved:

The date the item was picked up. This field is automatically populated by the system when the selected item is marked as 'Retrieved'.

Last Name:

The last name of the guest

First Name:

The first name of the guest

Address Line 1:

The address of the guest

2:

An additional address line of the guest

City:

The city of the guest address

ST:

The two-character state of the guest address

Zip:

The zip code of the guest address

Home Phone:

The home phone number of the guest

Business Phone:

The business phone number of the guest

Comments:

2 free-form text lines to write any comments about the item

<Enter> Edit

While highlighting a lost and found item in the list, pressing <ENTER> will allow you to edit all fields of the selected item.

<F4> Print

Pressing <F4> will display a pop-up window from which you will select the type of report you would like. You may print a report on one item, all un-retrieved items, all retrieved items, or all lost and found records.

<F6> Delete Record

While highlighting a lost and found item in the list, pressing <F6> will allow you to delete the selected item.

<F7> Add Record

Pressing <F7> will allow the addition of a new lost item into the system.

<F8> Mark Retrieved

While highlighting a lost item in the list, pressing <F8> will mark the selected item as retrieved. The item will move from the Un-retrieved Items list to the Retrieved list. The Retrieved column will be automatically populated with the current date.

<F9> Active/Retrieved

Pressing <F9> will allow you to toggle between viewing the Un-retrieved Items list and the Retrieved Items screen.

<Esc> Exit

Pressing <ESC> will exit the '*Lost & Found Record Log*' screen.

7.9 Printer Destination Menu

Selecting this option will allow you to route print jobs to a specific terminal printer.



From the terminal you are on, select this option and highlight the terminal to which you wish to have the print jobs sent to. Press <ENTER>. All print jobs from your terminal will continue to be routed to the selected printer until the selection is changed.