



User Guide

Release 3.3.8

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CHAPTER 01 LOG ON

To log onto the system requires a valid user name and password.

If your system is set up for multiple database access,



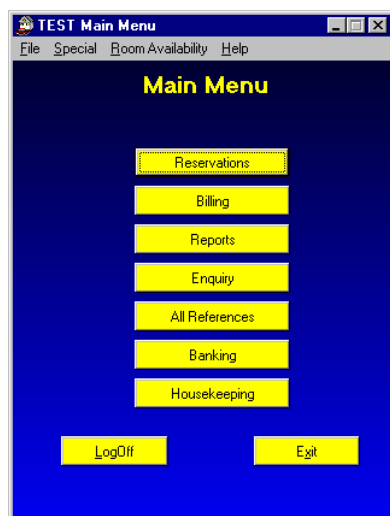
- From the log on menu click on **Database**
- Select the database to sign on to.

Else

- Enter user name and password and click on Logon to access Guest Manager.
- Click on **Exit** to close the reservation system.

CHAPTER 02 MAIN MENU

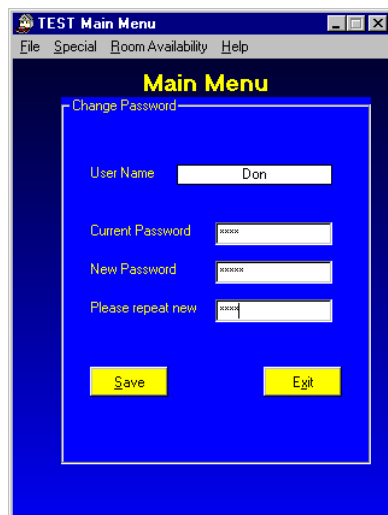
A successful log in will pass the user to the main menu. The main menu is the starting point for all system functions.



- Click on the relevant option, to proceed to the next menu.
- Click on **Log Off** to return to the Login screen.

CHAPTER 03 CHANGE PASSWORD

This option allows the logged-on user to change their current password.



The screenshot shows a window titled "TEST Main Menu" with a menu bar containing "File", "Special", "Room Availability", and "Help". The main area is titled "Main Menu" and contains a "Change Password" section. This section has four input fields: "User Name" (containing "Don"), "Current Password", "New Password", and "Please repeat new". Below these fields are two buttons: "Save" and "Exit".

- From the main menu select Special – **Password**
- Enter the current user password
- Enter the new password
- Repeat the new password
- Click on **Save**

CHAPTER 04 ROOM AVAILABILITY

The room availability option from the main menu, allows the user to view the number of rooms available, by room type, for the period selected.



The screenshot shows a window titled "TEST Show Available rooms" with a menu bar containing "File" and "Help". The main area is titled "Show Available Rooms". It features three input fields: "Arrival" (17/08/2003), "Departure" (28/08/2003), and "Duration, days" (11). Below these fields are two buttons: "Go" and "Exit". To the right of the input fields is a list titled "Available Room Types" containing the following items: 1 Conf room/s, 4 Family room/s, 7 Interleaving room/s, 21 Standard room/s, 3 Vehicle room/s, and 4 Xtra Non Guest room/s.

- From the main menu, select *Room Availability*
- Enter the start and end dates for the period to be searched
- Click on *Go* to display available rooms.
- Click on *Exit* to revert to the main menu.

CHAPTER 05 RESERVATION MAINTENANCE

This is the main screen from which all guest reservation transactions are created. There are three methods of creating a reservation, namely, single room reservation, second guest/room reservation and block bookings. Each method will be dealt with separately in this section, however, irrespective of the reservation method required, the main reservation details must always be captured first.

Where the system requires an entry from pre-defined options (reservation type, room, etc.), drop down menus are available. The required option can be selected by simply clicking on it in the list displayed.

The sequence in which the fields are updated is not important, however, certain fields are mandatory. The system will not allow a reservation to be saved if all the mandatory fields have not been entered.

RSL Guest Reservation

File Edit Help

Buttons: New, Save, Additional Room, Block Book, 2nd Guest, Check IN, Print Confirm, Exit

☐ Late Check in
☐ Do Not move

Reservation: 0608040262 **Find** Reservation Type: Central Res Sub Type: GDS Reservation Status: Unconfirmed

Rooms: 1 Total Guests: 1 GroupID: Contact No's: Contact:

Arrival: Fri 04/08/2006 Depart: Sat 05/08/2006 Nights: 1 Guests: 2 **Enquiry** **Room Rates**

Room Type: Standard Room: 103 **Auto Room** 556.00

Surname: FISHER Initials: D Title: Mr **Find Guest**

Care Of: **Billing** Agent Group: **More..**

H Street: 84 Rose Street
O Suburb: Riviera
M City: Moot
E Province: Gauteng
Country: South Africa Corporate: Country of Residence: South Africa

Memo:

Payment Type: Cash Deposit Amount: 0.00 Due By: 04/08/2006 Received: ☐

User: Grahmi
Date: 20/05/2006
Amend:
Cancellation:

Special Instructions:

05-01-00 CREATE A NEW RESERVATION

05-01-01 SINGLE ROOM

- From The Main Menu, Select - **Reservation**.
- Click on **New**. The system will display the prompt The Screen will be cleared and the **New** button will display red. If the *New* button was clicked in error, click **New** again to exit this function (the **New** button will revert to yellow).
- Click **OK**.
- Click **Late check** for late arrivals where the room should not be released.
- Select the **reservation type** from the drop down list.
- Select the **reservation status** from the drop down list. Default is 'Unconfirmed'
- Enter a contact name.
- Enter the contact number/s.
- Select the **arrival date** from the drop down calendar. The system defaults to a date 2 days prior to the current business date to force selection of this field.
- Select the **departure date** from the drop down calendar **OR**. Enter the **duration** of the stay (days). The system will calculate the one form the other depending on which field is entered.
- Enter the number of adults.
- Enter the number of chargeable children (4-12 years old).
- Select the **room type** required.
- Select the **room** to assign from the drop down list **OR** click on auto room to have the system assign an available room **OR** Select (None) if the 'Free Allocation' option is activated and a room is to be allocated later. If no rooms are available for this period, the system will display the prompt ['There is no room available for this period' and the room type will revert to 'invalid'. The options available for this situation are as follows:
 - Change the room type and try again,
 - Change the period for which the reservation is required,
 - Abort the creation of the reservation.
- Select the room rate applicable by clicking on *Room Rate* and selecting the appropriate *rate group* and *rate type* **OR** If the best rate option has been set, first select the Guest Profile, then click 'Best Rate' to select best rate for Guest profile entered. Click 'accept' to accept suggested best rate or 'reject' to revert to the default rate selection method
- Enter the guest details. The system will automatically fill in the address suburb, city, province and country if the postal code is entered first (the above fields must be blank). This feature greatly improves the accuracy of guest address detail capture, which ensures accurate statistical analysis of guest history **OR** Click *Find Guest* to select guest details from guest history (repeat visitor).
- The 'memo' field is for free-form information pertaining to the guest.
- Select the payment type (for confirmation/ deposit) for the reservation.
- Depending on the **payment** selected, enter the relevant payment details (credit card no, cheque details, debtor etc.). The system defaults to 'Cash'. Click on *Deposit amount* to calculate the deposit amount required (as a percentage of the total reservation amount. For a block booking, the amount can be for the main room only or the entire reservation).
- From the drop down, select the deposit **due by** date.
- The **Special Instructions** field is for free-form information pertaining to the reservation.
- Select **File – Split Invoice** if a separate invoice for extras is required.
- Click on **Save** to save the details entered. The system will display a confirmation prompt 'Save reservation?' click Yes to accept. The system will display a list of any compulsory fields, which have not been entered. Otherwise, on successfully capturing all the detail, a system generated reservation number will be created.

- Click on **More** to capture additional guest detail (car registration, e-mail, I.D., etc.)
- Click **Print Confirm** to print/fax/e-mail confirmation letter.

05-01-02 TWO ROOMS

- From The Main Menu, Select - **Reservation**.
- Click on **New**. The system will display the prompt The Screen will be cleared and the **New** button will display red. If the **New** button was clicked in error, click **New** again to exit this function (the **New** button will revert to yellow).
- Click **OK**.
- Click **Late check** for late arrivals where the room should not be released.
- Select the **reservation type** from the drop down list.
- Select the **reservation status** from the drop down list. Default is 'Unconfirmed'
- Enter the total number of rooms required. The system defaults to 1. A button 'RA' will appear if the number of rooms is greater than 1. Click the 'RA' button to view room availability, by room type. This function is used to make sure sufficient rooms are available prior to creating a block booking.
- Enter the total number of guests. The system defaults to 1.
- Enter a contact name.
- Enter the contact number/s.
- Select the **arrival date** from the drop down calendar. The system defaults to a date 2 days prior to the current business date to force selection of this field.
- Select the **departure date** from the drop down calendar **OR**. Enter the **duration** of the stay (days). The system will calculate the one from the other depending on which field is entered.
- Select the **departure date** from the drop down calendar **OR**. Enter the **duration** of the stay (days). The system will calculate the one from the other depending on which field is entered.
- Enter the number of adults.
- Enter the number of chargeable children (4-12 years old).
- Select the **room type** required.
- Select the **room** to assign from the drop down list **OR** click on auto room to have the system assign an available room **OR** Select (None) if the 'Free Allocation' option is activated and a room is to be allocated later. If no rooms are available for this period, the system will display the prompt ['There is no room available for this period' and the room type will revert to 'invalid'. The options available for this situation are as follows:
 - Change the room type and try again,
 - Change the period for which the reservation is required,
 - Abort the creation of the reservation.
- Select the room rate applicable by clicking on *Room Rate* and selecting the appropriate *rate group* and *rate type* OR If the best rate option has been set, first select the Guest Profile, then click 'Best Rate' to select best rate for Guest profile entered. Click 'accept' to accept suggested best rate or 'reject' to revert to the default rate selection method.
- Enter the guest details. The system will automatically fill in the address suburb, city, province and country if the postal code is entered first (the above fields must be blank). This feature greatly improves the accuracy of guest address detail capture, which ensures accurate statistical analysis of guest history **OR** Click *Find Guest* to select guest details from guest history (repeat visitor).
- The 'memo' field is for free-form information pertaining to the guest.
- Select the payment type (for confirmation/ deposit) for the reservation.
- Depending on the **payment** selected, enter the relevant payment details (credit card no, cheque details, debtor etc.). The system defaults to 'Cash'. Click on *Deposit amount* to calculate the deposit amount required (as a percentage of the total reservation amount. For a block booking, the amount can be for the main room only or the entire reservation).

- From the drop down, select the deposit **due by** date.
- The **Special Instructions** field is for free-form information pertaining to the reservation.
- Click on **Save** to save the details entered. The system will display a confirmation prompt 'Save reservation?' click Yes to accept. The system will display a list of any compulsory fields, which have not been entered. Otherwise, on successfully capturing all the detail, a system generated reservation number will be created.
- Select **Additional Guest** and steps 14 to 20 above for the second room (see 06-06-00 for example).
- Select **File – Split Invoice** if a separate invoice for extras is required.
- Select **File – Set as Master Account** if only one invoice for accommodation is required.

05-01-03 MULTIPLE ROOMS

- From The Main Menu, Select - **Reservation**.
- Click on **New**. The system will display the prompt The Screen will be cleared and the **New** button will display red. If the *New* button was clicked in error, click **New** again to exit this function (the **New** button will revert to yellow).
- Click **OK**.
- Click **Late check** for late arrivals where the room should not be released.
- Select the **reservation type** from the drop down list.
- Select the **reservation status** from the drop down list. Default is 'Unconfirmed'
- Enter the total number of rooms required. The system defaults to 1. A button 'RA' will appear if the number of rooms is greater than 1. Click the 'RA' button to view room availability, by room type. This function is used to make sure sufficient rooms are available prior to creating a block booking.
- Enter the total number of guests. The system defaults to 1.
- Enter a contact name.
- Enter the contact number/s.
- Select the **arrival date** from the drop down calendar. The system defaults to a date 2 days prior to the current business date to force selection of this field.
- Select the **departure date** from the drop down calendar OR. Enter the **duration** of the stay (days). The system will calculate the one from the other depending on which field is entered.
- Select the **departure date** from the drop down calendar OR. Enter the **duration** of the stay (days). The system will calculate the one from the other depending on which field is entered.
- Enter the number of adults.
- Enter the number of chargeable children (4-12 years old).
- Select the **room type** required.
- Select the **room** to assign from the drop down list OR click on auto room to have the system assign an available room OR Select (None) if the 'Free Allocation' option is activated and a room is to be allocated later. If no rooms are available for this period, the system will display the prompt ['There is no room available for this period' and the room type will revert to 'invalid'. The options available for this situation are as follows:
 - Change the room type and try again,
 - Change the period for which the reservation is required,
 - Abort the creation of the reservation.
- Select the room rate applicable by clicking on *Room Rate* and selecting the appropriate *rate group* and *rate type* OR If the best rate option has been set, first select the Guest Profile, then click 'Best Rate' to select best rate for Guest profile entered. Click 'accept' to accept suggested best rate or 'reject' to revert to the default rate selection method.

- Enter the guest details. The system will automatically fill in the address suburb, city, province and country if the postal code is entered first (the above fields must be blank). This feature greatly improves the accuracy of guest address detail capture, which ensures accurate statistical analysis of guest history **OR** Click *Find Guest* to select guest details from guest history (repeat visitor).
- The 'memo' field is for free-form information pertaining to the guest.
- Select the payment type (for confirmation/ deposit) for the reservation.
- Depending on the **payment** selected, enter the relevant payment details (credit card no, cheque details, debtor etc.). The system defaults to 'Cash'. Click on *Deposit amount* to calculate the deposit amount required (as a percentage of the total reservation amount. For a block booking, the amount can be for the main room only or the entire reservation).
- From the drop down, select the deposit **due by** date.
- The **Special Instructions** field is for free-form information pertaining to the reservation.
- Click on **Save** to save the details entered. The system will display a confirmation prompt 'Save reservation?' click Yes to accept. A system warning will be displayed if the number of rooms entered exceeds the number of actual rooms available. If the total rooms exceed the actual rooms available plus the overbooking allowance, the system will not allow the reservation to be saved. The system will display a list of any compulsory fields, which have not been entered. Otherwise, on successfully capturing all the detail, a system generated reservation number will be created.
- Once the main reservation has been saved, select the **Block Book** button from the reservation screen (see 06-05-00 for example).
- Reservation details captured for the first guest will be copied to all guests in the **block-booking** screen. This detail can be changed via this screen if required.
- Click on **Save** to save block booking.
- Additional details such as home address etc. are subsequently entered using the **Additional Room** function
- Cancelled guests within an active reservation are highlighted in red in the left-hand column.
- Select **File – Split Invoice** if a separate invoice for extras is required.
- Select **File – Set as Master Account** if only one invoice for accommodation is required.

05-01-04 CONFERENCE AND GUEST ROOMS

For reservations where a conference room and guest rooms are to be assigned, the following procedure is advised:

- Create the reservation with the Guest rooms first, as in section 05-01-03 above. This will allow the 'Block Booking' function to allocate Guest rooms first.
- After the Guest Rooms have been allocated, the main guest can then be changed to a Conference Room type and the conference details added.

05-01-05 SAMPLE ADDITIONAL RESERVATION SCREENS

Rate Selection

Help

Rate Group
Corporate

Rates That are active now
Summer 2006

RATE TYPE	RATE
Net Dbl	614.00
Pref Net Dbl	584.00
Pref Net Sgl	501.00
Corporate standard	592.00

Rates That will be active on arrival date
Summer 2006

Best Rate Selection

Rate Group
Corporate

Best Rate Selection

ACCEPT the Best Rate Found

Rate Type	Single Adult Rate	Flex
Pref Net Sgl	501.00	N

Accept Reject

Additional Guest Detail

Help

Company Name
Rosetreet Systems

Address
84 Rose Street

Suburb
Moot Depot

City
Moot

Province
Gauteng

Country
South Africa

Post Code
0084

eMail Address
donf@global.co.za

Vehicle Registration
ID/Passport Number
Nationality
C/C No
Expiry of C/C

Contact Numbers
Home 012 3291413
Work 012 3291413
Cell 0828257267
Fax 0123291413

Further Info on Guest

Save Exit

Confirmation Print

Help

Print Confirmation

Fax No
0123291413

Phone Number
012 3291413

Number of Pages
1

Print eMail Exit

05-02-00 BEST RATE SELECTION

This section applies only if the 'Best Rate selection' option is on.

Help

Rate Group: Agent Group: Agent Name: Profile:

Rate Band:

Rates That are active now: 2007 Period 2

RATE TYPE	RATE
RB1 BB	781.00
RB1 RO	686.00

Rates That will be active on arrival date: 2007 Period 2

RATE TYPE	RATE
RB1 BB	781.00
RB1 RO	686.00

Feb 2007 - Jan 2008 BAR2DEL4 1,103.00 0.00 0.00 Rpd

Best Rate 0 Go Exit

Once the user has selected an arrival and departure date, room type and agent, the system will now be able to determine the best available rate.

- From The reservation screen,
- Select the Room Rates screen
- Click on the 'Best Rate' button
- Select the best rate for room only, Bed and Breakfast, etc, as applicable.
- Click on 'Accept' to select rate

Best Rate Selection ACCEPT the Best Rate Found

Bed Only

☐ Accept RB2 RO

Single Adult Rate	735.00
Sharing	414.00
Child Rate	125.00

Flex ☐

Bed & Breakfast

☒ Accept RB2 BB

Single Adult Rate	830.00
Sharing	509.00
Child Rate	220.00

Flex ☐

Accept Reject

05-03-00 RATE PER DAY

This section applies only if the 'Rate Per Day' option is on.

PHO Rate Per Day

Arrive: 20/07/2008 Depart: 25/07/2008 Nights: 5 Room Type: Standard Room: 104 Guests: 1 0

Profile: Indiv

Department	Sun 20/07/2008	Mon 21/07/2008	Tue 22/07/2008	Wed 23/07/2008	Thu 24/07/2008
Accommodation	Rate: 952.00 DTL Find Rate	Rate: 1,236.00 DTL Find Rate	Rate: 1,236.00 DTL Find Rate	Rate: 1,236.00 DTL Find Rate	Rate: 1,141.00 DTL Find Rate
G & C Dinner	<input type="checkbox"/>	<input checked="" type="checkbox"/> Set Menu Amount: 150.00	<input checked="" type="checkbox"/> Set Menu Amount: 150.00	<input type="checkbox"/>	<input type="checkbox"/>
It Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Amount: 200.00	<input type="checkbox"/>
Day Total	952.00	1,386.00	1,386.00	1,436.00	1,141.00
Save	Best Rate	Grand Total: 6,301.00	Print	Exit	

Once the user has selected an arrival and departure date, room type, guest profile and agent, the system will apply the appropriate rate per day as displayed on the screen. This rate is determined by the rates set via the rate exception screen. The user may choose to change any of the rates or accept the defaults.

- From The reservation screen,
- Select the Room Rates screen
- Click on the 'Best Rate' button (optional)
- Change the rates as necessary.
- Click on 'Save' to save changes.

This screen can also be used to insert additional ad hoc department postings.

- Select the desired department from the drop-down list.
- Select the day/s on which to post the department.
- Enter the amount to be posted.
- Optionally, enter additional free-text description of the department posting.

05-03-01 RATE FOLLOW-THROUGH

This function can be used to copy the rate per day settings from one room to another within a block booking.

There are three options to choose from:

- With This Rate – This option will copy the rate entered into the reservation screen to all the days for the room selected only.
- With This Rate to ALL Rooms - This option will copy the rate entered into the reservation screen to all the days for all guest rooms in the reservation.
- With This RPD Pattern to All Rooms - This option will copy the rate per day rates entered into the rate per day screen to all guest rooms in the reservation.

To select rate follow through:

- From The reservation screen,
- Select 'File – Rate Follow Through'
- Select the required option.

05-04-00 2ND GUEST

If a room has 2 guests who require separate invoices, the second guest must be created against the reservation.

- Selecting the **2nd guest** button from the reservation screen will allow for a second guests details to be captured against the same reservation number **and** room name.
- Reservation details captured for the first guest will be displayed for reference purposes.
- Guest detail capture will be the same as per the 1st guest.
- A 2nd guest may have **arrival** and **departure** dates, which are different to the main guest.
- If a second guest has been entered for a room, the **2nd guest** button will be highlighted in red.
- A 2nd guest may also be created for additional rooms.

05-05-00 BLOCK BOOKING

The block-booking screen is split into four tabs, namely:

RESERVATION DETAILS – Presents the reservation heading details. This tab is used for display purposes only. Information displayed includes:

	Guest Surname	Initials	Title	Room Type	Room Name	Guests	Room Rate
2	FG VAN DERMERWE	D	Mr	Double	(none)	1 : 0	656.50 RR
3	FG MZOBE	V	Mr	Double	(none)	1 : 0	656.50 RR
4	FG MADONDO	C	Mr	Double	(none)	1 : 0	656.50 RR
5	FG						RR
6	FG						RR
7	FG						RR
8	FG						RR
9	FG						RR
10	FG						RR
11	FG						RR
12	FG						RR
13	FG						RR

- Reservation Number.
- Reservation Type.
- Reservation Status.
- Create User.
- Contact Details.
- Default arrival, departure dates and number of days.
- Total guests and total rooms for the reservation.
- Current block booking details
- Additional details such as home address etc. are subsequently entered using the **Additional Room** function
- Cancelled guests within an active reservation are highlighted in red in the left-hand column.
- When selecting block-booking rows for amendment, room assignment or cancellation, the left-hand column for rows that have been selected, is highlighted in green.

CREATE PREFERENCES – Allows the user to specify the block booking details to be applied to the additional rooms. Information displayed includes:

	Guest Surname	Initials	Title	Room Type	Room Name	Guests	Room Rate
2	FG VAN DERMERWE	D	Mr	Double	(none)	1 : 0	656.50 RR
3	FG MZOBE	V	Mr	Double	(none)	1 : 0	656.50 RR
4	FG MADONDO	C	Mr	Double	(none)	1 : 0	656.50 RR
5	FG					:	RR
6	FG					:	RR
7	FG					:	RR
8	FG					:	RR
9	FG					:	RR
10	FG					:	RR
11	FG					:	RR
12	FG					:	RR
13	FG					:	RR

- Guest surname, initials and title (defaults to main guest).
- Number of guests per room.
- Room type for rate selection.
- Room rate.
- Current block booking details per room.

Process

- Enter Guest Name, initials and title for bulk update, if different from the main guest OR enter the individual guest names for each room.
- Enter the number of guests per room
- Select a valid room rate by clicking on the 'RR' button
- NOTE: A block booking cannot be created unless a valid number of guests and room rate have been selected.
- Cancelled guests within an active reservation are highlighted in red in the left-hand column.
- When selecting block-booking rows for amendment, room assignment or cancellation, the left-hand column for rows that have been selected, is highlighted in green.

ADD ROOMS – Allows the user to add rooms after a Block Booking reservation has been created.

	Guest Surname	Initials	Title	Room Type	Room Name	Guests	Room Rate
2	FG VAN DERMERWE	D	Mr	Double	(none)	1 : 0	656.50 RR
3	FG MZOBE	V	Mr	Double	(none)	1 : 0	656.50 RR
4	FG MADONDO	C	Mr	Double	(none)	1 : 0	656.50 RR
5	FG						RR
6	FG						RR
7	FG						RR
8	FG						RR
9	FG						RR
10	FG						RR
11	FG						RR
12	FG						RR
13	FG						RR

- The total number of additional rooms must be entered, followed by the number of rooms, by room type required. The sum of rooms, by room type, must equal the total rooms entered. Depending on the system options set, the user will have the choice of allocating specific rooms to the additional guests from this screen. Information displayed includes:
- Total number of additional rooms.
- Option to select accommodation rooms only (default setting) or include conference rooms
- Quantity of rooms by room type (sum of selection must equal total rooms)
- Option to allocate rooms from this screen

Process

- Enter the number of additional rooms to be added
- Enter the room type split in the "Qty" field. The sum of the room type split must equal the total number of additional rooms entered.
- Click on 'Go'

- **BULK CHANGE** – This screen is only available once the block-booking screen has been saved.

	Guest Surname	Initials	Title	Room Type	Room Name	Guests	Room Rate
1	FG VAN DERMERWE	D	Mr	Double	(none)	1 : 0	656.50 RR
2	FG MZOBE	V	Mr	Double	(none)	1 : 0	656.50 RR
3	FG MADONDO	C	Mr	Double	(none)	1 : 0	656.50 RR
5	FG						RR
6	FG						RR
7	FG						RR
8	FG						RR
9	FG						RR
10	FG						RR
11	FG						RR
12	FG						RR
13	FG						RR

- This screen allows the user to selectively amend the Block Booking details as per the information entered in via the Create Preference tab, cancel all or part of the Block Booking or allocate/de-allocate rooms to the Block Booking. The user can either individually select rows in the Block Booking list, by clicking on the 'select' button (the button between the Room Name and Guests fields), or use the 'Select All'/'De-Select All' options. Information displayed includes:

- Select/De-select all rooms.
- Cancellation reason and cancel button. Cancelled rooms can be re-instated via the 'Additional room' screen.
- Allow room type change, if selected the system will allocate rooms of a different type if insufficient rooms of the default type are available.
- Allocate/de-allocate rooms.
- NOTE: Click on the blank yellow button next to each additional guest to select that specific guest for updating (allocate room, cancel, etc).

Process

- Select individual rows by clicking on the blank yellow button associated with that row, OR click on 'Select all' if the changes apply to all rooms.
- To cancel rows,
 - Select Cancellation Reason
 - Click on 'Cancel'
- To allocate rooms:
 - Click on 'Allocate Rooms'
- To De-allocate Rooms:
 - Click 'De-Allocate Rooms'
- To bulk change the block booking arrival date, proceed as follows:
 - From the block Booking screen click on 'Select all'.
 - Select the new arrival date
 - Click on 'go'
 - Note: - the system will allocate rooms to all records, if not already assigned, prior to amending the arrival date. The length of stay cannot be amended.

05-06-00 ADDITIONAL ROOM

Once a block booking has been created, the Additional **Room** button from the reservation screen will allow for the details of the additional rooms/guests to be amended as per the main guest screen.

PHO Reservation - Additional Guest

File Help

Save Left Arrow Right Arrow 2nd Guest View Bill Print Invoice Exit Do not move

Reservation 0509077563 Type Travel Agent Status Confirmed

Rooms 6 Total Guests 6 GroupID Dep of Safety Contact No's Tel.053-86321291 Contact CLEMENTINE

Arrival Thu 08/09/2005 Depart Fri 09/09/2005 Nights 1 Guests 1 Enquiry Room Rates

Room Type Standard Room 115 Auto Room 650.00

Surname BOGATSU Initials SM Title Ms Find Guest Check IN User Salome

Care Of PHO Guest Reservation

H Street File Other Help

Surburb City New Save Additional Room Block Book 2nd Guest View Bill Print Invoice Multiple User Exit Late Check in Do Not move

Province Country

Memo

Payment Type Account

Arrival Thu

Room Type Supe

Surname

Care Of

H Street

Surburb

City Kimberley Post Code 8301 Agent Astra Travel Kimberley - 44

Province Northern Cape

Country South Africa

Memo

Payment Type Account Find Account Account Number 8585 Sure Astra Travel Kimberley Voucher/Order number 009022/1

Special Instructions Urgently Need 1 Room For This Res.

Check In User Caroline Date 08/09/2005 Time 01:16:09 PM

Check Out User Jane Date 09/09/2005 Time 08:29:43 AM

User Salome Date 07/09/2005 Amend 09/09/2005 Cancellation

Room	Name	Status
106	MOLAOLWE OM.Mr	OUT
113	DREYER K.Mr	OUT
115	BOGATSU SM.Ms	OUT
116	JANSEN CM.Ms	OUT
229	SITHOLE MM.Mr	OUT

Name/Room

Exit

- If additional rooms have been entered for a reservation, the Additional Room button will be highlighted in red.
- Use the Left and Right arrow buttons to navigate between additional guests.

OR

- Right click the mouse button to display the guest list
- Select the relevant guest/room from the list displayed.
- Use the Name/Room button to sequence by guest name or room number.

Additional Reports:

- Reservation Guest List
- Guest Status

05-07-00 COPY/PASTE

Select this option if you wish to create another reservation with the same details as the selected reservation. You will need to set the new reservation's arrival and departure dates as well as room allocation. All other reservation details will be the same as the original reservation.

The screenshot shows the 'PHO Guest Reservation' application window. The 'File' menu is open, and the 'Copy/Paste' option is highlighted. The main form displays reservation details for a guest named FISHER, DA, with a total of 1 guest and a room of A2. The reservation status is 'Unconfirmed'. The 'Payment Type' is set to 'Cash', and the 'Deposit Amount' is 0.00. The 'Due By' date is 29/01/2007. The 'Check In' date is 26/01/2007. The 'User' is Grahmi. The 'Special Instructions' field is empty.

- From the main reservation screen, select File-**Copy/Paste**
- Click **Save** to save setting.

05-08-00 POSTING MASTER ACCOUNT

If it is required for the system to post all accommodation, for a block booking, to one account, the reservation can be set as a Posting Master.

All additional room's accommodation will be automatically posted to the posting master account during the overnight run.

The posting master account can only be checked out after all additional rooms have been checked out.

The main guest is automatically assigned a 'null' room, room type and rate type when the 'Set as Posting Master' option is selected for a reservation.

The posting master account has no impact on room availability and can be checked in/out at any time.

The posting master can have different reservations details (guest name, billing details etc) to that of any of the guest room guests, if required.

All guest rooms are accessed via the 'Additional Room' or 'Block booking' screens.

The posting master accounts can be viewed/posted to via the 'Guest Ledger by Room' screen and/or PoS interface

- Select 'New' to create a reservation.
- Select: 'File – Set as POSTING MASTER'.
- Complete the required reservation fields.
- Save reservation.
- Create guest rooms via the 'Block Booking' screen.
- NOTE: an existing reservation can be assigned as a posting master after creation of the reservation. In this case, the main room will automatically revert to the first room in the 'Block Booking' and 'Additional Room' screens.
- NOTE: and existing master account that has been checked in cannot be converted to a posting master.
-

05-09-00 SPLIT INVOICE

This option is selected if it is required for the system to automatically split the Guest's invoice between accommodation and extras. The 'split invoice' option is still available at checkout, irrespective of whether this option has been selected or not.

The screenshot shows the 'PHO Guest Reservation' application window. The 'File' menu is open, and 'Split Invoice' is highlighted. The interface includes various fields for reservation details, guest information, and payment options.

File Menu:

- Print Registration Forms
- Provisional Statements
- Proforma Invoice
- Reservation Guest List
- Check In/Out
- Undo Check In
- Tel. Wake Up Request
- Card Lock
- Copy/Paste
- Set as Master Account
- Multiple User Mode
- Post Accommodation
- Split Invoice**
- Bulk Functions
- Room Exchange
- Exit

Reservation Details:

- Reservation Type: **Find** (dropdown), Sub Type: **Fax** (dropdown), Default (dropdown)
- Reservation Status: **Unconfirmed** (dropdown)
- Total Guests: **1**, GroupID: (dropdown), Contact No's: **012 329 1413**
- Contact: **DON**
- Room Type: **Standard** (dropdown), Room: **A2** (dropdown), Auto Room: (checkbox), Room Rates: **802.00**
- Depart: **Sun 28/01/2007**, Nights: **1**, Guests: **1**

Guest Information:

- Surname: **FISHER**, Initials: **DA**, Title: **Mr**
- Care Of: (dropdown), Agent: **B** (dropdown), More... (button)
- Street: (dropdown), Post Code: (dropdown)
- Suburb: (dropdown), City: (dropdown), Province: (dropdown), Country: (dropdown), Leisure: (dropdown), Country of Residence: (dropdown)
- Memo: (text area)

Check In/Out:

- Check In: User (dropdown), Date (dropdown), Time (dropdown)
- Check Out: User (dropdown), Date (dropdown), Time (dropdown)

Payment Information:

- Payment Type: **Cash** (dropdown)
- Deposit Amount: **0.00**, Due By: **29/01/2007**
- Received: (checkbox)
- User: **Grahami**, Date: **26/01/2007**
- Amend: (button), Cancellation: (button)

Special Instructions: (text area)

- From the main reservation screen, select File-**Split Invoice**
- Click **Save** to save setting.

05-10-00 PRO-FORMA INVOICE

A pro forma invoice can be created for reservations, which are unconfirmed and have not been checked in.

PHO Guest Reservation

File Other Help MASTER ACCOUNT

Print Registration Forms
Provisional Statements
ProForma Invoice
Reservation Guest List
Check In/Out
Undo Check In
Tel. Wake Up Request
Copy/Paste
Unset Master Account
Multiple User Mode
Post Accommodation
Bulk Functions
Room Exchange
Exit

Block Book 2nd Guest Check IN Print Confirm Multiple User Exit

Late Check in
Do Not move

Find Type Telephone Sub Type Default Status Unconfirmed

al Guests 32 GroupID Aud Contact KB

Contact KB

Depart Fri 31/03/2006 Nights 81 Guests 1 Enquiry Room Rates

Type Superior Room 101 Auto Room 550.00

Find Guest Check In

Suriname FISHER Initials D Title Mr

Care Of
Street 84 Rose Street
Suburb Riviera
City Moot
Province Gauteng
Country South Africa

Post Code 0084

Memo:

Payment Type Cash Deposit Amount 0.00

Special Instructions

TEST Pro Forma Invoice

Help

Create Pro Forma Invoice

Res Number 020603 / 6129 No. Persons 1
Arrival Date 25/07/2002 Attention:
Depart Date 28/07/2002 Fax:

Department	Description	Rooms	Nights	Charge	Total
Accommodation	Rack Dbl	1	3	390.00	R 1,170.00
Tourism Levy	Rack Dbl	1	3	3.90	R 11.70

Total R 1,036.59 VAT R 145.11 Grand Total R 1,181.70

Department	Description	Rooms	Nights	Charge
Breakfast		1	3	35.00

Save Total R 92.10 VAT R 12.90 Grand Total R 105.00

Email Print Exit

- Select *File – Pro Forma Invoice*.
- The contact and department details can be amended and additional department information can be added, as required
- The pro forma details are never saved, so the details should be printed or e-mailed by clicking the *Print* or e-mail button, prior to exiting the screen.
- Click *Exit* to return to main screen.

05-11-00 DEPOSITS RECEIVED

PHO Guest Reservation

File Other Help MASTER ACCOUNT

New Save Additional Room Block Book 2nd Guest Check IN Print Confirm adHoc Deposit Multiple User Exit

Reservation 0506206379 Find Type Telephone Sub Type Default Status Confirmed

Rooms 32 Total Guests 32 GroupID Audi Contact KB

Arrival Mon 09/01/2006 Depart

Room Type Superior

Surname FISHER

Care Of

H Street 84 Rose Street

O Suburb Riviera

M City Moot Post Code

E Province Gauteng 0084

Country South Africa

Memo:

Payment Type Cash Deposit Amount 22,275.00 Due By 20/06/2005 Received

Special Instructions

Help

Payment Type Cash Account Balance R 0.00

Cash 300.00

Save Exit

Check In

User

Date

Time

Check Out

User

Date

Time

User Kathy

Date 20/06/2005

Amend

Cancellation

- Select the reservation in the main reservation screen.
- Click *Received* on.
- For additional deposit payments, select AdHoc Deposits. (This option is only available after the initial deposit has been received and prior to check in.
 - Select payment type.
 - Enter amount.
 - Click Save.
- To reverse a deposit entry, click Received off. Note: reversing a deposit will reverse any ad hoc deposit as well

05-12-00 OVERBOOKING

Over bookings are only allowed if the 'Allow Free Room Allocation' option is activated and the 'Overbooking Allowance' set in the Overbooking set-up screen is greater than the total number of actual rooms. The 'Overbooking Allowance' figure determines the total number of over bookings allowed, by room type.

The ability to create an over booking reservation is user dependent as determined by the user maintenance set up.

Overbooking reservations are created as per normal Guest Manager functionality except that no room can be allocated to an overbooking.

05-13-00 ROOM ALLOCATION

The 'Room Allocation' screen is automatically enabled if the 'Enable Free Room Allocation' option is activated. Room allocation can be done in one of three ways:

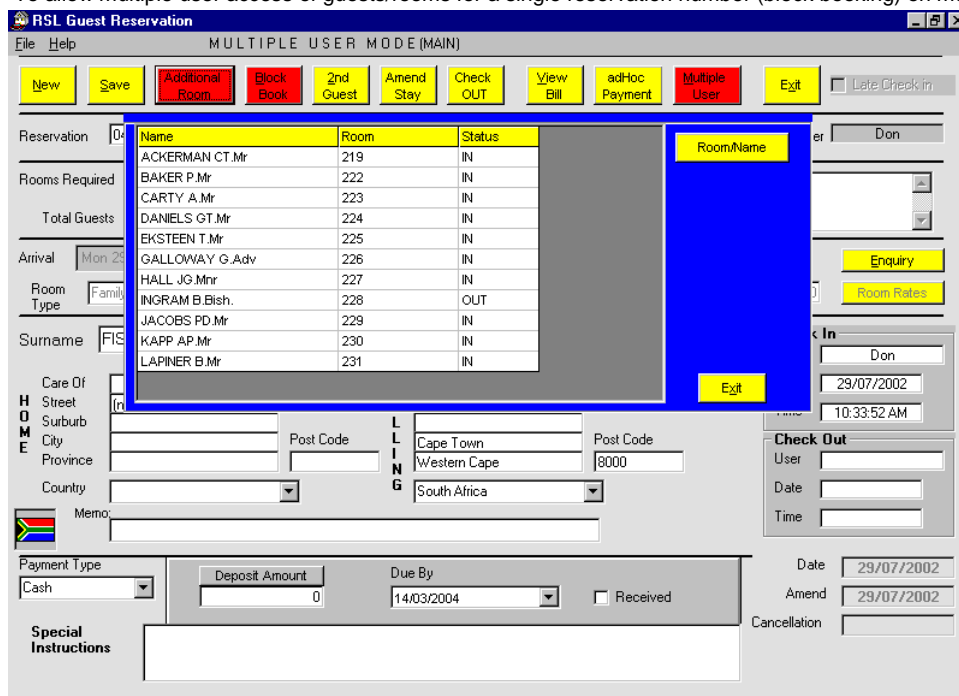
Status	ResNo	ArrDate	Name	Room Type	Allocate	Room
Unconfirmed	0203	24/01/2	MLC 2157 . . .	Double	Yes	
Unconfirmed	0203	24/01/2	MLC 2157 . . .	Double	Yes	
Unconfirmed	0203	24/01/2	MLC 2157 . . .	Double	Yes	
Unconfirmed	0203	24/01/2	MLC 2157 . . .	Double	Yes	
Unconfirmed	0203	24/01/2	MLC 2157 . . .	Double	Yes	
Unconfirmed	0203	24/01/2	MLC 2157 . . .	Twin	Yes	

- A room can be allocated, for a specific reservation, (from the Main Reservation screen or the additional Room screen) as per current Guest Manager functionality.
- To allocate rooms from the Block Booking screen, Select:
 - 'Bulk Change' tab
 - Click on 'Select All'
 - Click on 'Allocate Rooms'.
 - NOTE: Rooms can also be allocated to individually if required.
- Rooms can be allocated for a specific date as follows:
 - From the reservation screen, select:
 - 'File - Room Allocation'
 - Select 'By Date' tab
 - Select the required date
 - Click on 'Preview'
 - Priority can be given by reservation status and/or room type, by selecting the corresponding option.
 - Click on 'Allocate Rooms'

CHAPTER 06 MULTIPLE USER

Under normal operation, only one user, on one workstation can access a reservation at one time. This is to ensure the integrity of the data captured. There are, however, circumstances under which it is desirable to have a reservation accessed by more than one user, on a number of workstations (typically check-in or checkout of a block booking).

To allow multiple user access of guests/rooms for a single reservation number (block booking) on multiple workstations:



Name	Room	Status
ACKERMAN CT.Mr	219	IN
BAKER P.Mr	222	IN
CARTY A.Mr	223	IN
DANIELS GT.Mr	224	IN
EKSTEEN T.Mr	225	IN
GALLOWAY G.Adv	226	IN
HALL JG.Mnr	227	IN
INGRAM B.Bish.	228	OUT
JACOBS PD.Mr	229	IN
KAPP AP.Mr	230	IN
LAPINER B.Mr	231	IN

- From the main reservation screen, select 'Multiple User' (on the first workstation only). Subsequent access of this reservation on other workstations will automatically be in 'multiple user' mode.
- Proceed as per normal mode. Note that amendments to the reservation (arrival/departure dates, room number, rate, etc.) are not allowed in 'multiple user' mode.

To access additional guests

- From the main menu, click on 'Additional Room' to display a list of guests.
- Click on 'Room/Name' to sequence list by room or Guest name.
- Select Guest/Room from list.
- Proceed as per normal additional guest functionality.

CHAPTER 07 CHECK IN

Help

Reservation Number

Reservation Name

030522 / 6576
020104 / 4338

SAENEN Mr.F.P.J.

Name
Initials
Title

Address

Arrival
Departure

Stayed Times Before
Last Room

Number of Guests for Reservation

☒ Due in Today
☐ Due out Today
☐ Checked In
☒ Active
☐ Cancelled
☐ Inactive

Exit Go

BeList

Name	Room	Status
TITCH TOURS ...	312	Not Due Today
TITCH TOURS ...	115	Not Due Today
TITCH TOURS ...	111	Not Due Today
TITCH TOURS ...	201	Not Due Today
TITCH TOURS ...	109	Not Due Today
TITCH TOURS ...	108	Not Due Today
TITCH TOURS ...	202	Not Due Today
TITCH TOURS ...	117	Not Due Today
TITCH TOURS ...	414	Not Due Today
TITCH TOURS ...	412	Not Due Today
TITCH TOURS ...	407	Not Due Today
TITCH TOURS ...	103	Not Due Today
TITCH TOURS ...	314	Not Due Today
TITCH TOURS ...	211	Not Due Today
TITCH TOURS ...	307	Not Due Today
TITCH TOURS ...	303	Not Due Today
TITCH TOURS ...	214	Not Due Today
TITCH TOURS ...	212	Not Due Today
TITCH TOURS ...	203	Not Due Today
TITCH TOURS ...	114	Not Due Today
TITCH TOURS ...	112	Not Due Today
TITCH TOURS ...	116	Not Due Today
TITCH TOURS ...	107	Not Due Today
TITCH TOURS ...	105	Not Due Today

Bulk Check IN

Change Sequence

Room/Name

Exit

Special Instructions

Amend 27/01/2005

Cancellation

- From the reservation screen, select the reservation to be checked in. This can be done in one of three ways.
- Enter the last four numbers of the reservation number directly into the reservation input block.
- Click on **Enquiry** and double click the required reservation.
- Click on Find – **Select Due in today** – click **re-list** select guest name from right column, then double click reservation in left column.
- Select File- **Print Registration Form** – and select the registration form print option required.
- Click the **check in** button.
- The system will display the prompt 'Check in Guest Name' and the reservation status.
- Click **Yes** to continue.
- Amend reservation and guest details as required.
- All reservation functionality is available during the check in phase.
- On saving the check in details, the system will auto-insert the check in date, time and user details.
- Each guest captured against a reservation number must be checked in separately.
- The room status will change to occupied on saving the check in screen.
- A guest may not be checked if the system date is earlier than the arrival date for the reservation number.
- To undo an erroneous check in, select File – **Undo Check In**. There can be no transactions against the reservation to use this function including deposits received.
- If Bulk Check-in/out option is set, for Block bookings:
- From the main reservation screen select File – Bulk Functions – **Bulk Check-in**.
- Select **Bulk Check-In** to check-in rooms for the reservation.

Additional Reports

Expected Arrivals, Weekly Expected Arrivals, Non Arrivals, Overdue Departures, Guest List, Guest Status, Reservation Guest List

07-01-00 AMEND STAY

If required a guest's departure date, room or room rate can be changed after check in.

The screenshot shows the 'Amend Stay' window. At the top, there's a 'Help' button. The title is 'Amend Stay'. Below it, there are three columns: 'New Depart Date' with a dropdown showing '31/07/2002', 'Additional Days' with a text box showing '0', and 'Total Days' with a text box showing '31'. Below these are 'Room Type' (dropdown showing 'Standard') and 'Room Name' (dropdown showing '228'). Further down, there's a 'Room Rates' section with a text box showing '0.00' and a yellow 'Room Rates' button. To the right of this is a date field showing 'Summer 2001/02' and a 'Comp Gm' text box. At the bottom, there are three yellow buttons: 'Save', 'Check', and 'Exit'.

- Select the reservation in the main reservation screen.
- Click the amend stay button
- Make the necessary changes. If the Guest wishes to extend their stay, enter the additional number of nights and then click the 'Check' button to review any future bookings, which may be preventing the extension of stay. You can choose to move any reservations that are preventing the extension of stat (if possible).
- Click Save.
- If a subsequent reservation is affected by the change, the system will warn the user of this situation. The changes cannot be saved.

07-02-00 AD HOC PAYMENT

If a guest wishes to make ad hoc payments to their account during their stay, the amount and type of payment can be captured using this option.

The screenshot shows the 'Ad Hoc Payment' window. At the top, there's a 'Help' button. The title is 'Ad Hoc Payment'. Below it, there are two columns: 'Payment Type' (dropdown showing 'Cheque') and 'Account Balance' (text box showing 'R 0.00'). To the right of these are yellow 'Save' and 'Exit' buttons. Below these is a section titled 'Cheque' with a blue border. Inside this section, there are fields for 'Bank' (dropdown showing 'ABSA'), 'Account No' (text box showing '1231432532324'), 'Bm No' (text box showing '123213'), 'Cheque Number' (text box), 'Drawer' (text box showing 'D A FISHER'), and 'Amount' (text box showing '200.00').

- Select the reservation in the main reservation screen.
- Click the *Ad Hoc Pay* button
- Select *payment type* and enter payment type detail and amount.
- Click on *Save* to record a payment, or *Exit* to close the ad hoc payment screen without capturing a payment.
- A correction to a payment is done by simply prefixing the payment type with a (-) minus sign

07-02-01 VIEW BILL

The guest's bill details can be viewed and a statement printed at any stage by clicking on the **View Bill** button from the reservation menu.

TEST View Invoice

Room: 116 Guest: DIERGAARDT Mr R R Outstanding Balance: 0.00
Invoice Number(s): 8021

Room	Transaction	Date	Qty	Unit Rate	Ext Value	Balance
116	Tourism Levy	04/07/2002	1	3.40	3.40	3.40
116	Accommodation	04/07/2002	1	340.00	340.00	343.40
116	Totem Creek Spur	04/07/2002	1	102.80	102.80	446.20
116	Telephone	04/07/2002	1	20.59	20.59	466.79
116	Newspapers	04/07/2002	1	2.60	2.60	469.39
116	Telephone	05/07/2002	1	6.79	6.79	476.18
116	Telephone	05/07/2002	1	20.35	20.35	496.53
116	Telephone	05/07/2002	1	3.31	3.31	499.84
116	Telephone	05/07/2002	1	27.31	27.31	527.15
116	Telephone	05/07/2002	1	13.99	13.99	541.14
	Payment - Cash	05/07/2002			-541.14	0.00

By Dept. [Red Telephone Icon] Print Statement Exit

- Select the reservation in the main reservation screen.
- Click the **View Bill** button
- Select **Print Statement** to print
- Click **Exit** to return to main screen.

NOTE: Clicking on the red telephone icon, will display the details of all telephone calls made. The information can be printed if required. This option is only available if the TMS interface is active.

07-03-00 LOYALTY AWARDS

When a guest has accumulated sufficient points required by the loyalty scheme, the system will prompt that an award is due. It is the responsibility of the user to ensure that the award is given to the guest. If an award is given, click **Yes** to clear the accumulated points, else select **No**.

Guest Manager

Guest has enough points to receive an award (21).
Clear down points NOW?

Yes No

Depending on the system set-up, this prompt can appear when creating a reservation, at check in and at check out.

Additional Reports:

Guest Loyalty, Guest History

CHAPTER 08 BILLING

The billing system provides for guest department entries to be made by either [room sequence](#) or [department sequence](#). The guest billing entered through these screens apply to sundry billing entries only (restaurant, bar, etc.) Accommodation (including contributing departments) plus any departments specified as auto post will be posted automatically during the end of day run. Telephone calls are automatically posted via the PABX interface.

08-01-00 GUEST LEDGER BY ROOM

This option is selected if the preferred means of entering guest billing is multiple department entries per room.

TEST General Ledger Posting by room

File Help

Guest Ledger Posting

Select Room

Room	Guest	Rate	Totals
102	Mr. MAROPONG A	340.00	0.00
103	Ms. VAN DER MOLEN .	340.00	0.00
104	Miss. MATHAKGAHE V	340.00	0.00
105	Miss. MODISE E	340.00	0.00
110	Mr. KOOPMAN A	340.00	0.00
220	Mr. ISASCKS R	340.00	0.00
reception	Mr. CASHCARD .	0.00	0.00

Go

TEST Guest Ledger Posting

File Help

Guest Ledger Posting

Reservation Number: 0207026514 1

Room Name: 220 Guest: ISASCKS R

Rate: 340.00 Check In: 17/07/2002 Check Out: 18/07/2002

Corrections Allowed

Department: Breakfast Rate: 35.00 Units: 1 Description: Extra Breakfast

Save Delete Print Exit

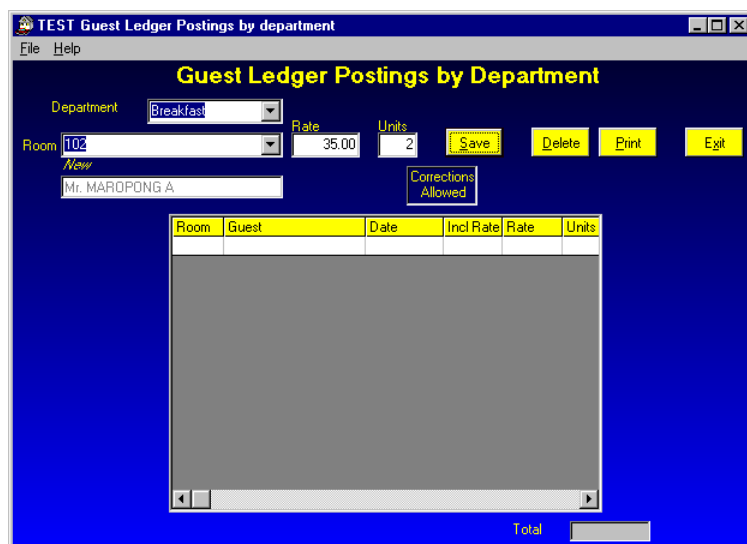
Date	Department	Description	Incl Rate	Rate	Units	Total

Total: 0.00

- From the main menu, select Billing – Guest Ledger by Room.
- Double click the required room to be passed to the billing entry screen.
- The second screen allows for the selection of a department and the entry of the amount to be posted.
- Select the department to be posted
- Enter the Unit Amount.
- Enter the quantity.
- Enter a description.
- Click Save.
- Repeat steps 1 to 5 for all departments.
- Click Exit to select the next Guest.
- An entry, which has been incorrectly posted, may be deleted from the list at any time prior to the end of day run.
- If an incorrect entry for a previous business period is to be reversed, this can be done by simply creating an entry and prefixing either the rate amount or the units with a minus sign (-). Note: either the rate or the quantity field can be prefixed but not both. The user logged on to the system must have the correct access level to perform corrections of previous business period entries.
- A running total of all department entries for the room is maintained at the bottom of the screen.

08-02-00 GUEST LEDGER BY DEPARTMENT

This option is selected if the preferred means of entering guest billing is multiple room entries per department.



- From the main menu select Billing – **Guest Ledger by Dept.**
- Select The Department to be posted.
- Select the room to be posted.
- Enter the Unit Amount.
- Enter the quantity.
- **Save** the entry.
- Do steps 3 to six for all rooms to be posted.
- Return to step 2 to select the next department to be posted.
- Press **Exit** when finished.
- An entry, which has been incorrectly posted, may be deleted from the list at any time prior to the end of day run.
- If an incorrect entry for a previous business period is to be reversed, this can be done by simply creating an entry and prefixing either the rate amount or the units with a minus sign (-). **Note:** either the rate or the quantity field can be prefixed but not both. The user logged on to the system must have the correct access level to perform corrections of previous business period entries.
- A running total of all entries is maintained at the bottom of the screen.

Additional Reports:

View Transaction Log, Transaction Summary

08-03-00 ACCOMMODATION POSTING

This option is selected if an additional night's accommodation must be posted. This is normally required if the Guest was checked in a day later than the actual arrival date.

The screenshot displays the 'TH Guest Reservation' software interface. The 'File' menu is open, showing options like 'Print Registration Forms', 'Provisional Statements', 'Proforma Invoice', 'Reservation Guest List', 'Check In/Out', 'Undo Check In', 'Copy/Paste', 'Set as Master Account', 'Multiple User Mode', 'Post Accommodation', 'Split Invoice', 'Bulk Functions', and 'Exit'. The 'Post Accommodation' option is highlighted. The main window shows reservation details for a guest named RAJAH/LIPPERT, including arrival and departure dates, room type (Double), and room number (12A). The 'Payment Type' is set to 'Cash', and the 'Deposit Amount' is 425.00. The 'Due By' date is 20/05/2007. The 'Check In' date is 30/05/2007, and the 'Check Out' date is 30/05/2007. The 'User' is listed as Natalie. The 'Special Instructions' section is empty.

- From the main reservation screen, select File-**Post Accommodation**.
- At the prompt, click 'Yes' to confirm accommodation posting.

Note that this method of posting additional accommodation to a Guest's invoice is preferred to posting accommodation via the 'Ledger Posting' functionality.

The system will post the extras (breakfast, etc) to the respective department when using the 'Post Accommodation' function, whilst posting via the 'Ledger Posting' function posts the full amount to the Accommodation department.

08-04-00 TRANSFER POSTING

An option exists whereby a user can transfer some or all of the postings for the reservation/guest selected to another active reservation/guest without having to go via the checkout process.

Only department postings can be transferred, not payments.

ABH Transfer Postings [Don't] [16/01/2010]

File Help

Transfer postings to another reservation

Reservation Number: 100127 0290 Room: (none) Name: JEREMY Mr.

Include	Room	Transaction	Date	Qty	Ext Value	Balance	Desc
No	114	Accommodation	15/01/2010	1	500.00	0.00	JEREMY . Mr
No	114	Tourist Levy	15/01/2010	1	5.00	0.00	JEREMY . Mr
No	116	Accommodation	15/01/2010	1	500.00	0.00	JEREMY . Mr
No	116	Tourist Levy	15/01/2010	1	5.00	0.00	JEREMY . Mr
No	118	Accommodation	15/01/2010	1	500.00	0.00	JEREMY . Mr
No	118	Tourist Levy	15/01/2010	1	5.00	0.00	JEREMY . Mr
Yes	119	Accommodation	15/01/2010	1	500.00	500.00	JEREMY . Mr
Yes	119	Tourist Levy	15/01/2010	1	5.00	505.00	JEREMY . Mr
Yes	121	Accommodation	15/01/2010	1	500.00	1 005.00	JEREMY . Mr
Yes	121	Tourist Levy	15/01/2010	1	5.00	1 010.00	JEREMY . Mr

Select Transactions: All No All Yes

Select Active Reservation: Reservation Number: 031203 0195 Room Name: 2004 Guest Name: KRAMPE Mr. G.

Transfer Exit

- From the reservation screen, select the reservation from which the transactions are to be transferred.
- Select 'View Bill – Transfer Postings'.
- Select/de-select the transactions in the list to be transferred, as required.
- Select the reservation number, room name and guest name to which the selected transactions are to be transferred.
- Click 'Transfer'
- NOTE: There is no limit to the number of time a transaction can be transferred.

CHAPTER 09 CHECK OUT

Help

Room 102 Address Rennie's Engen, Engen Court, Cape Town, Western Cape, 8000, South Africa Outstanding Balance 385.12

Guest FISHER Mr D Billing

Room	Transaction	Date	Qty	Unit Rate	Ext Value	Balance
102	Accommodation	19/07/2002	1	312.00	312.00	312.00
102	Tourism Levy	19/07/2002	1	3.12	3.12	315.12
102	Breakfast	20/07/2002	2	35.00	70.00	385.12

RSTS Guest Reservation

Select reservations to Check OUT

	Name	Room
X	SHIMODA/MORISHITA N/K .Mr	102
X	SHIMODA/MORISHITA N/K .Mr	117
X	SHIMODA/MORISHITA N/K .Mr	205
X	SHIMODA/MORISHITA N/K .Mr	217

Bulk Check OUT

Change Sequence

Room/Name

Exit

Special Instructions

Amend 23/02/2005

Cancellation

- Click **check out** button from the reservation screen, the system will display the guest transaction details and prompt for the verification/input of the payment type.
- The address to print on the invoice can now be selected. The system will default to the billing address if entered, else the home address. If more than one address is available, the user can select any of the addresses as the one to print on the invoice by clicking the drop down tool bar.
- Multiple payments are allowed.
- The system will prompt for further payment detail capture, depending on the payment type selected (card no, cheque details, etc).
- On saving the check out details, the system will auto insert the check out date, time and user details. The status of the room will be changed to unoccupied.
- A Guest statement can be printed at any stage from this screen for review by the guest.
- On completion of the checkout procedure, Click **Print Invoice** from the main screen to print the guest's invoice. Note: an invoice can only be printed after the checkout process has been successfully completed.
- Clicking on the by Dept button will summarise the guest posting detail by department.
- Additional Reports:
 - Expected Departures, Weekly Expected Departures, Overdue Departures.
- For bulk statement print for rooms with a non-zero balance for block bookings
- Select File- Bulk Functions – **Bulk Print non-zero Statements**.
- Select **print statements**
- For Bulk Check-out of rooms with a zero balance for block bookings:
- Select File- Bulk Functions – **Bulk Checkout**.
- Select **Bulk check-out**

09-01-00 SPLIT INVOICE

This functionality is used to split the transactions (department postings and/or payments) across any number of invoices (up to 20). The invoice can be split by individual transaction and/or by department

Room	Dept	Date	Ext Value	Split
114	Accommodation	15/01/2010	500.00	1
114	Tourist Levy	15/01/2010	5.00	1
116	Accommodation	15/01/2010	500.00	1
116	Tourist Levy	15/01/2010	5.00	1
118	Accommodation	15/01/2010	500.00	2
118	Tourist Levy	15/01/2010	5.00	2
119	Accommodation	15/01/2010	500.00	2
119	Tourist Levy	15/01/2010	5.00	1
121	Accommodation	15/01/2010	500.00	3
121	Tourist Levy	15/01/2010	5.00	3

- Proceed to checkout
- Select 'Split Invoice'
- Select 'Split by Dept' to invoke split functionality by department
- OR
- Click on the 'Split' column, against the relevant transaction row, to increment the invoice number.
- Repeat for all transactions to be split.
- Click 'Exit' to activate split
- The invoices are paid for, separately, in the normal manner. To toggle between the invoices, click the 'Invoice' button. The 'Invoice' button will display either 1, 2, 3, etc depending on which invoice detail is being displayed. The checkout of a room cannot be completed until all invoices have been fully paid.

Room	Dept	Department	Split	Value	Split
202	Payment	Payment - Cash	1	123.00	1
202	Breakfast	Breakfast	2	123.00	1
202	Accommodation	Accommodation	3	500.00	1
202	Breakfast			23.00	1

09-02-00 DEPARTMENT CORRECTIONS

Corrections to the guest billing may be made from the **check out screen**.

- Click the **corrections** button to enter the **billing by room** screen
- Post corrections to the guests account
- Click **Save** to accept corrections.
- Click **Exit** to return to the *check out* screen.

Additional Reports:

View Trans Log by Dept, Transaction Summary, Correction

09-03-00 PAYMENT CORRECTIONS

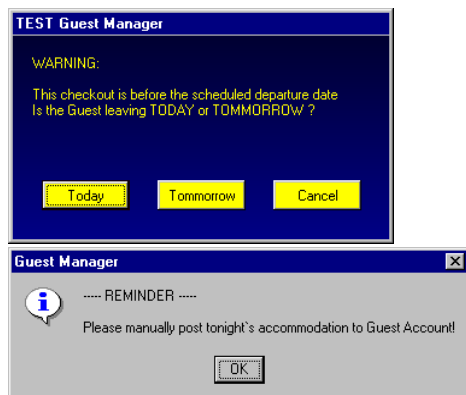
Incorrect payment entries can be corrected by double clicking the respective payment line in the payment block and then changing the payment amount in the payment entry section.

The payment line can be deleted by clicking on the *Delete* button after selecting the payment line. **Note:** the *By Dept* button changes to *Delete* once the payment line is selected. This function can be used if a payment entry is inadvertently made prior to splitting a bill.

Additional Reports:

Correction, Transaction Summary.

09-04-00 EARLY CHECK OUT



If a guest chooses to check out early, the system will prompt the user to select the reason for the early check out. The two reasons are:

- The guest has chosen to leave earlier than originally specified. In this case, the **Today** option must be selected and check out is processed as normal.
- The guest wishes to process their bill, but will still be staying the night. This is normally the situation if a guest plans to leave early the next morning. In this case, the **Tomorrow** option is selected.
- Post an additional accommodation from the reservation by selection file – **Post Accommodation**
- A prompt to confirm that the system will post the remaining night's accommodation will appear. Select 'Yes' to post.
- Process check out as normal.
- Click **Cancel** if early check out is not required.

Additional Reports:

Expected Departures.

09-05-00 REINSTATE CHECKOUT

A reservation/room can only be reinstated if the following criteria are met:

- The system option 'Allow Reinstatement of Checked out Guest' is switched on.
- The Reservation checkout date is the same as the Guest Manager business date.
- The User level is > 2.
- The Reservation is not a conference booking.
- The original room is unoccupied.
- If the reservation/room to be reinstated is part of a Posting Master reservation, where the posting master has already been checked out, the Posting Master reservation must first be reinstated, before any of the associated guest rooms can be reinstated.

ABH Reservation - Additional Guest [Donf] [19/01/2010]

File Help

Save 2nd Guest View Bill Print Invoice Exit Reinstatement Do not move

Reservation 1002030295 Type Central Res Status Unconfirmed

Rooms 4 Total Guests 4 GroupID Contact No's ASD

Contact ASD

Arrival Mon 18/01/2010 Depart Tue 19/01/2010 Nights 1 Guests 1 : 0 Enquiry Room Rates

Room Type Room Auto Room 500.00

Surname TABITHA Initials Title Mrs Find Guest

Care Of Street (none) Post Code City Province Country PRIVATE Country of Residence

B I L L I N G More...

Memo

Payment Type Deposit Amount 0.00 Due By 03/02/2010 Received

Special Instruction

Check IN User Donf Date 18/01/2010 Time 08:48:23 AM

Check OUT User Donf Date 19/01/2010 Time 09:00:22 AM

User Donf Date 17/01/2010 Amend 19/01/2010 Cancellation

- Select the desired reservation/room from the reservation screen
- Click on 'Reinstatement' button

The following actions are performed by the system when reinstating a reservation:

- Checks for non-active posting master, displays a message and terminates if non-active posting master found.
- Makes all the Guest Invoice amount fields zero, with a reinstatement identifier.
- Removes the invoice numbers from all Guest Ledger Posting and Payment records.
- Subtracts one from the Guest Stay field (if it is not a posting master)
- Records the 'reinstatement' action in the Transaction Log.

CHAPTER 10 MANAGEMENT ACCOUNT POSTING

This option is selected to enter department postings to an account holder outside of an existing guest reservation.

Account Number: Reception Lodge 2

Department: [Dropdown] Rate: [Input] Units: [Input] Description: [Input]

Buttons: Save, Delete, Print, Exit

Date	Department	Description	Incl Rate	Rate	Units	Total
20/07	Telephone			23.00	1	23.00
20/07	Telephone			45.00	1	45.00

Total: 68.00

- From the main menu, select Billing – **Account Posting**.
- Select the account number from the drop down.
- Select the department to be posted from the drop down.
- Enter the value to be posted.
- The description field can be used to capture additional detail pertaining to the department entry. This information will be printed on the account invoice.
- Click on **Save** to save posting details.
- Select next department to post

OR

- Select Next Account to post

OR

- Click **Exit** to return to the main menu

Additional Reports:

Man Accounts, View Transaction by account, Transaction Summary.

CHAPTER 11 USER CASH DECLARATION

- From the main menu select, Banking – **User Cash Declaration**.
- There are five input tabs for user declaration, namely: **Cash, Like Cash, Cheques, Credit Card, Vouchers**
- Each Tab reflects the un-declared amount for the declaration type. While cash is listed as a single value, the individual transactions for like cash, cheques, credit cards and vouchers are listed.
- For cash amounts, the total amounts of bronze, nickel and notes are entered. The system displays a running total for the over/short amount well as the cash-declaration amount.
- In the case of like cash, cheques, cards and vouchers, the individual transactions may be selectively included for declaration.
- Click the **Incl** column to Y to include a transaction. If a transaction is not included in the declaration total, a reason code can be given for the non-inclusion (lost cheques, etc.). If a reason code is entered for a specific transaction's non-inclusion, that transaction will not be available for subsequent declaration. If no reason code is entered, the transaction will appear in subsequent declaration periods.
- A partial declaration transaction can be saved at any stage, for later completion, by clicking the **Save** button.
- After all declaration transactions have been completed, clicking on Close Declare closes the declaration.
- The system will prompt to print the user summary
- Select **Yes** to print the report. The declaration details are included in the user summary report.
- The report is also available for the reports menu.
- From the main menu, select Reports - **User Summary** to print the user summary report and submit with the banking.

Additional Reports:

User Summary, Payment, Declaration Summary, Transaction Summary.

CHAPTER 12 PETTY CASH INPUT

Sundry petty cash transactions (in and out) can be captured into the system (if required) using this screen. Petty cash out transactions will require the selection/creation of a transaction reason. Corrections to petty cash transactions can be made at any point prior to the closing of the petty cash period.

A printout of the petty cash transactions for a required petty cash period can also be requested from this screen.

Date	Type	Reason	Amount	User
26/05/2003	Petty Cash Out	Temporary Staff	200.00	Don
26/05/2003	Petty Cash In		2,000.00	Don
26/05/2003				

- From The main menu, select **Banking – Petty Cash** Input.
- Select The petty cash type (in or out)
- Enter the reason code (compulsory for petty cash out).
- Enter amount.
- Click **Save** to save changes.
- The petty cash period can be closed at any time by clicking on the **Close Period** button. The petty cash balance will automatically be carried over to the new period
- Click **Exit** to return to main menu.

Additional Reports:

Petty Cash.