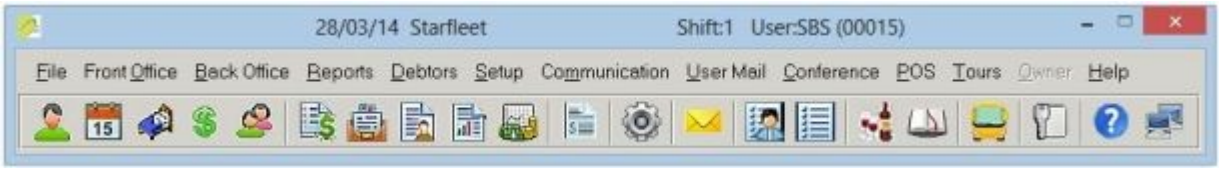
STARFLEET
business solutions



User Manual

10.7.16

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1 OVERVIEW

1.1 Introduction

The Starfleet programs described here are the result of many years work and effort. Around 1984, the first Property Management System (PMS) and Tour Booking and Ticketing packages were written for a client in Central Australia. Now our software is in use with clients in all states of Australia, New Zealand, Papua - New Guinea, Vanuatu, Bali, Laos, Japan, South Africa, and Zambia.
In mid 2000 the decision was taken to convert our software to a fully Windows based system, and this documentation represents the current results of that decision. Most users from before that time are astonished at the ease of use and the features of the current software, compared to what they have been using.

Our software currently includes the following packages:

- Property Management System (PMS), comprising Front Office, Back Office, Reports, Accounts, Conference Manager, Tour Desk, PABX links, Channel Managers, Internet Data charging links, Owner Accounting module, POS links to third parties and a range of setup programs.
- Touch Screen based Point of Sale software with Stock Control, tightly integrated with our PMS system.
- Tour Booking and Ticketing with seat control.

This documentation covers the Property Management Software.

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1.2 GST

This version of our software has GST capabilities. GST rate and start date are user defined allowing the flexibility for possible changes in GST rate in the future. User can also designate which transaction type is to have GST applied and which is not. Currently, all revenue transaction types will have GST applicable by default.
Whenever a rate/transaction amount is entered, the system will calculate, display & store the amount of applicable GST for it. All rate/ transactions amounts displayed are GST inclusive. Throughout this manual the system uses the GST inclusive amount as the input amount, and computes the amount of GST included (if any).

1.3 License Agreement

Before installing this software package, you should read the terms and conditions of the following License Agreement. If you do not wish to comply with these terms, you must return the media and all accompanying material to Starfleet Business Solutions for a full refund of the price of purchase. For on going software support see the support section.

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It is understood that it is your responsibility when selecting the program for purchase to ensure that it is suited to your particular requirements.

Starfleet Business Solutions will, within a period of thirty (30) days from the date of purchase, replace any media on which the program is provided which, under normal conditions of use, proves to be defective in materials or workmanship.

Starfleet Business Solutions does not guarantee error-free or uninterrupted operation of the program. Under no circumstances shall Starfleet Business Solutions be liable for any form of loss or damage of any type, whether direct or indirect, including loss of data, profits and/or savings, arising from the use of the program.

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Starfleet Business Solutions also reserves the right to request an on site hardware maintenance agreement be sought by you, from an approved hardware support company, should this be deemed appropriate for stable operation of computer equipment.

Starfleet Business Solutions are not liable for any on site problems such as power variations or failures thereof or equipment located in situations beyond its specifications for reliable operation, or any services provided by third parties such as telephone connections, or the quality thereof.

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Support is available only for software products created by Starfleet Business Solutions, subject to the above conditions, and payment made in advance for the quoted sum for the appropriate software purchased by you. Support is available ONLY if you have a support agreement. On site visits and travel related expenses are excluded from this agreement and are charged at our current charge out rates.

Standard telephone support for software products created by Starfleet Business Solutions is available during business hours, 9.00am to 5.30pm EST. Extended telephone support is also available, including 24-hour support, 7 days a week.

Support agreements are quoted for periods of 12 months and begin from the agreed date. If payment for the quoted sum is not received by the due date, Starfleet Business Solutions reserves the right to charge for any support on a time and materials basis. Included in all support agreements is the supply of standard patches and standard updated programs, including documentation, if available.

Support of software products not created by Starfleet Business Solutions, hardware and on site attendance are not included. Any requests for alterations to the purchased program or support for products not created or manufactured by Starfleet Business Solutions are charged on a time and materials basis, and are not covered by the support agreement.

Starfleet Business Solutions reserves the right to request additional training for software products purchased from Starfleet Business Solutions if it is deemed your knowledge of these programs is inadequate. **Important**: Support calls cannot exceed 50% of the cost of the support agreement, and if so, any excess time will be charged at the current applicable rate for that excess.

Paid Support Agreements or part thereof, are **Non-Refundable**. Support Agreements can be transferred to a new owner/operator at no charge. The new owner will be required to sign the existing Support Agreement. Clearing of old data for new owners is subject to additional charges.

GENERAL
Some provisions of this agreement may be unlawful or void under some legal jurisdictions such as state, territory, province or country. Those portions which shall be unlawful, void or otherwise unenforceable in the legal jurisdiction in which you acquired this Starfleet Business Solutions software product shall be severed from this agreement, while not affecting the validity or enforceability of the remaining portions. It is agreed that this Agreement and all matters arising out of it or relating to it shall be construed and governed by the laws of the State of Victoria, Australia.

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1.4 Support

After the 30 day initial support period given with on site installation, an ongoing Software Support Agreement is available for software products created by Starfleet Business Solutions. User installation does not have the 30 day initial support but instead incurs training costs if requested from date of installation. This is also subject to the above conditions of the STARFLEET BUSINESS SOLUTIONS END USER LICENSE AGREEMENT, and further that payment has been made in full for the quoted sum for the appropriate software module(s) purchased by you, and also any other installation, training or related costs.

The standard telephone support agreement for a software product created by Starfleet Business Solutions is available during business hours, 9.00am to 5.30pm Australian EST. This includes telephone support, and standard software upgrades and patches when available. Extended telephone support agreements are also available, including 24-hour support, 7 days a week.

Support agreements are quoted for periods of 12 months and begin from the agreed date. If payment for the quoted sum is not received by the due date any support agreement automatically is terminated at the option of Starfleet Business Solutions. Clients not on support are liable for an extra initial charge to go back onto a support agreement. Also, Starfleet Business Solutions reserves the right to charge for any support on a time and materials basis for clients not on support or to decline to offer support. Included in all support agreements is the supply of standard patches and updated programs, including documentation, if available.

Support of software or hardware products not created by Starfleet Business Solutions, hardware and on site attendance are not included. Any requests for custom alterations to the purchased program or support for products not created or manufactured by Starfleet Business Solutions are charged on a time and materials basis, and are not covered by the support agreement, and are done on a best effort basis.

Starfleet Business Solutions reserves the right to request additional training for software products purchased from Starfleet Business Solutions if it is deemed your knowledge of these programs is inadequate. Starfleet Business Solutions also reserves the right to request an on site hardware maintenance agreement be sought by you, from an approved hardware support company, to ensure that the hardware does not compromise the reliability of the whole system to function efficiently.

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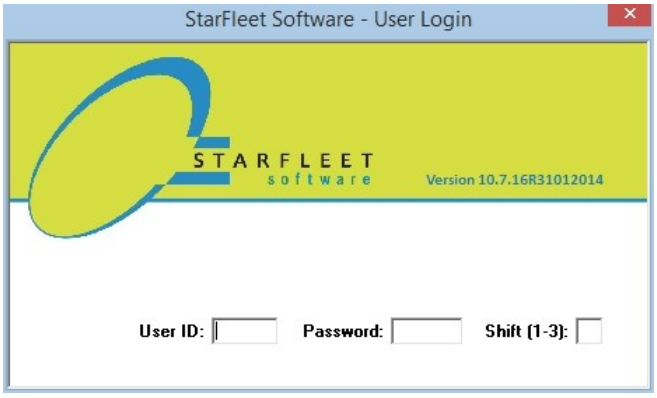
1.5 Login

Double click on the Starfleet icon from the desktop to open the log in screen Enter your User ID and Password, then <tab> once to get to the Shift field. Then enter the number 1 for the morning shift, the number 2 for the afternoon shift, or 3 for the night shift. Smaller properties often do not need to have different shifts, and in this case, Shift 1 can always be entered.

Also see the Transaction List 119 section for further information about shifts, User ID and reconciliation of each shift.



1

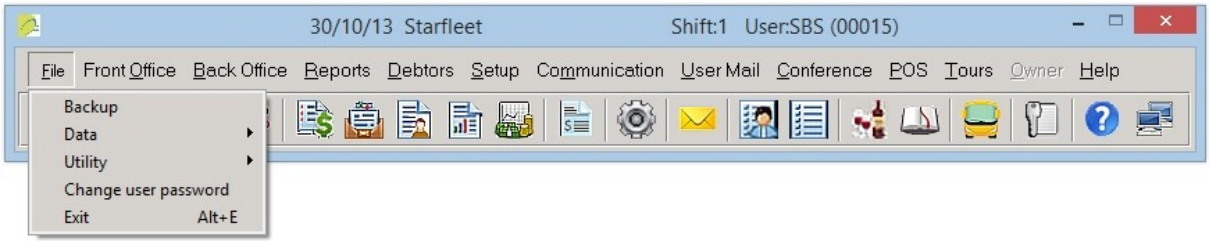
After you login, the following menu appears.

2

Select the appropriate menu option with a single click on the mouse to the one you want. You can mouse over the icons to see what each of them does.

The most commonly used screen will most likely be the Room Allocation screen. This displays the calendar of bookings in a spreadsheet style format. Refer to Room Allocation 76 for detailed information.

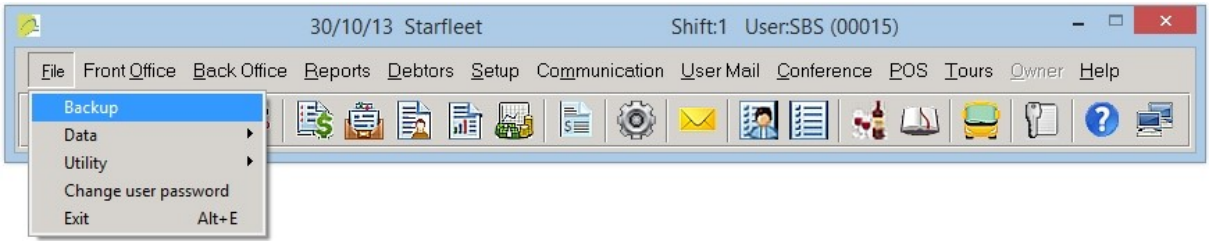
2 File



3

The file menu has the above sub menus.

2.1 Backup

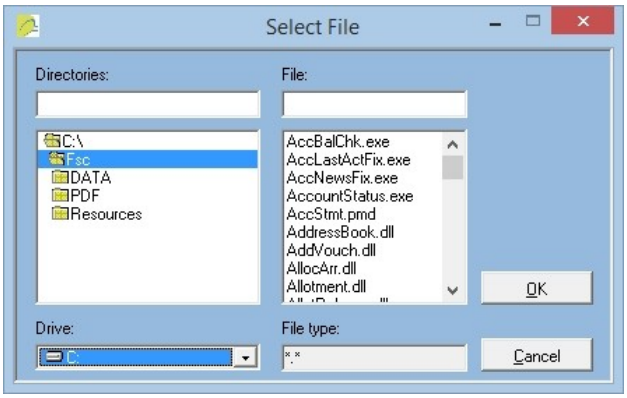


4

Follow the steps shown in the diagrams below to do a backup.

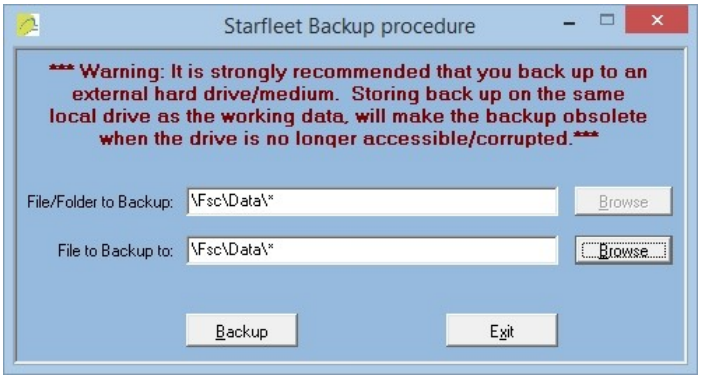
5

Enter the file or folder to backup. Alternatively click on the browse button and the window below will be displayed.



6

Double click on the DATA folder as shown in the diagram above. Make sure the right drive has been selected. Then click on the OK button. The window below will be displayed.



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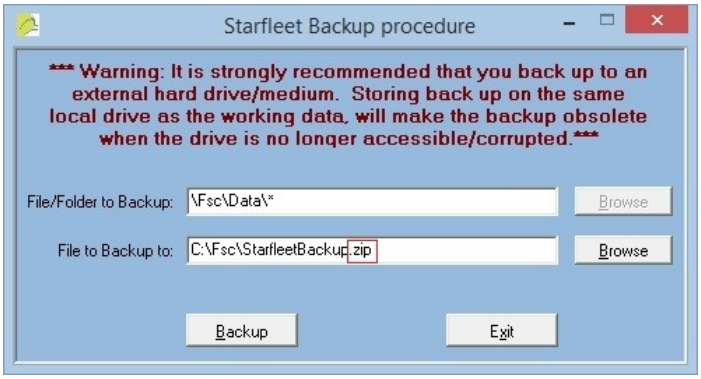
Enter the file to backup to. Browse to select the file path if the external HDD, USB memory stick or re-writable CD has already been configured. If not configured setup first. We recommend backing up to an external HDD, USB memory stick or re-writable CD drive for a external backup. It is strongly recommended that you use more than one device to back up to in case of hardware failure.

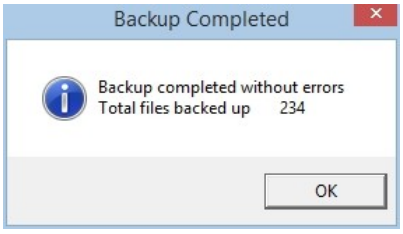
Then type in DATA.zip or the date eg 290311.zip. Alternatively name the file for the day of the week.



8

NOTE: .zip must be on the end of the File to Backup to or the backup will not work and generate an error message.

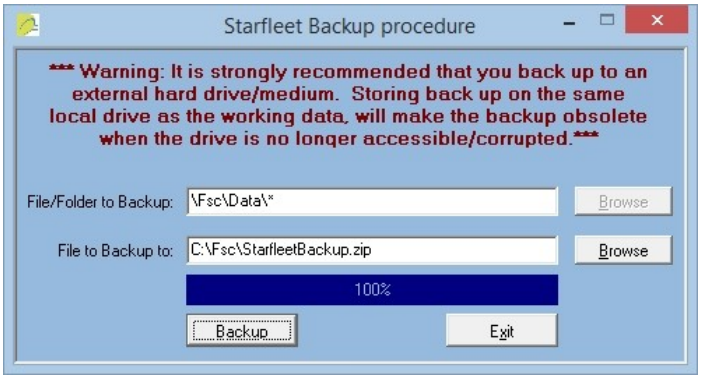
Then click on the Backup button. When backup is complete the message below will be displayed.



9

If Back Up is not completed without errors as above refer to Troubleshooting 263 -> Back Up Errors for the error explanation.

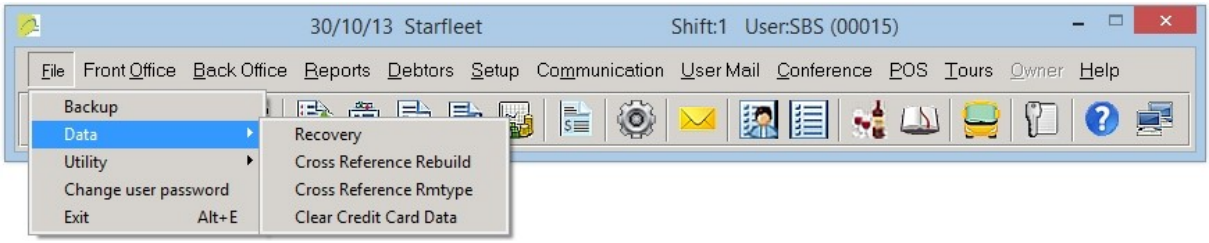
Click Ok to continue. As you can see, when backup is completed, the blue line will show 100%.



10

Click on Exit to exit from Backup.

2.2 Data



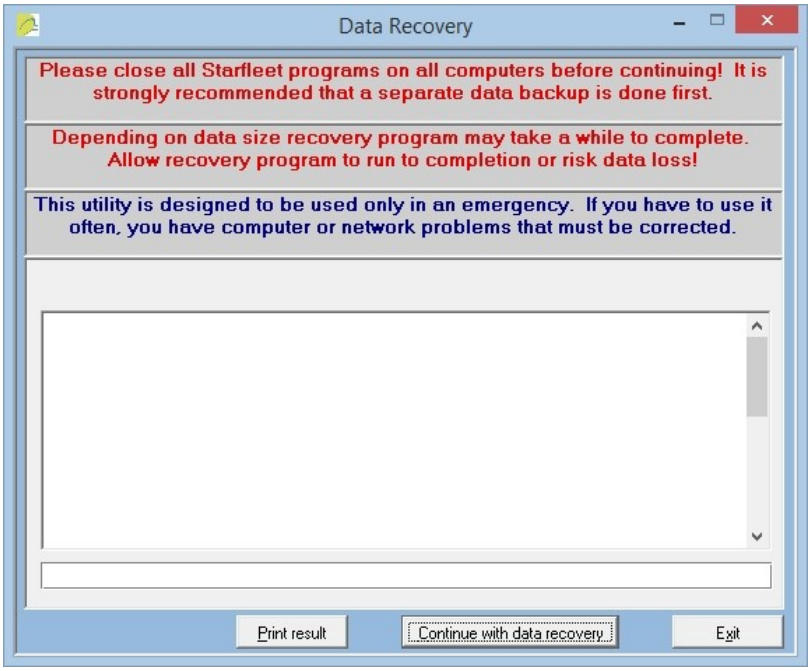
11

The data menu has four sub menus. For more information about them refer to the following topics.

2.2.1 Recovery

To access this feature, click on the **File** -> **Data** -> **Recovery**. The window below will be displayed.

Click on Continue to run the Data Recovery. Please ensure ALL users are logged out of Starfleet before proceeding. This process must be allowed to complete, **DO NOT INTERRUPT**. Should any of the data files be shown in red with an error message contact Starfleet.



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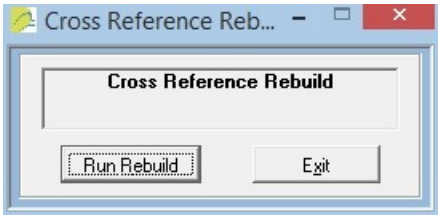
2.2.2 Cross Reference

If unable to find a guest name when there are multiple entries of the same surname in Guest Information, run Cross Reference Rebuild.

To access this menu, got to File -> Data -> Rebuild -> Cross Reference.



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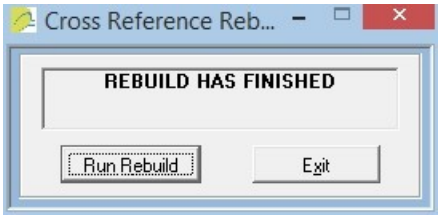


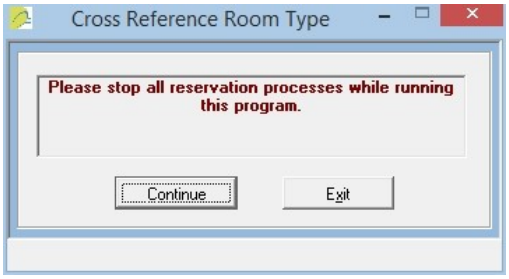
21

Select **Run Rebuild**, the message will be displayed once the rebuild is complete.

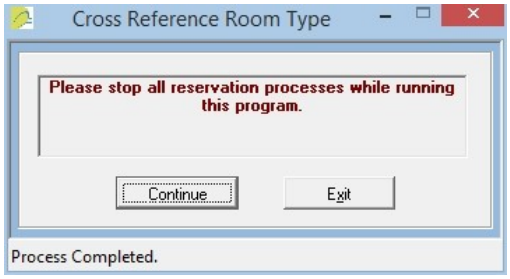
Click on the Exit button to exit program.

2.2.3 Cross Reference RmType

If changing the Room Type of a room to another type this Cross Reference must be run to ensure all reservations with the room number are updated with the new Room Type. Please ensure ALL Users stop processing reservations until Process Complete.



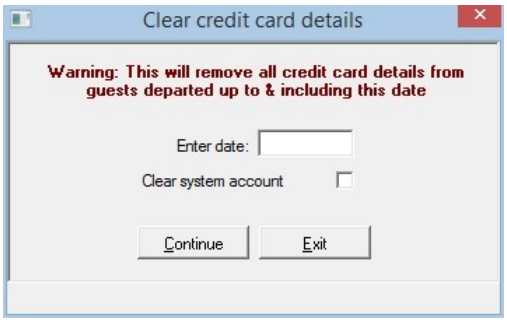
13



14

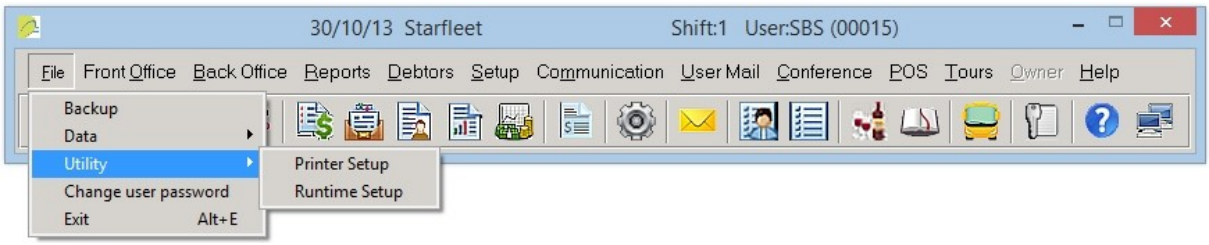
2.2.4 Clear Credit Card Data

Credit Card details previous to a certain date date can be deleted. Enter the date you wish to clear these details up to and including. Select the Clear system account to delete Credit Card details from system accounts such as **POS** accounts and **RestG** accounts.



24

2.3 Utility

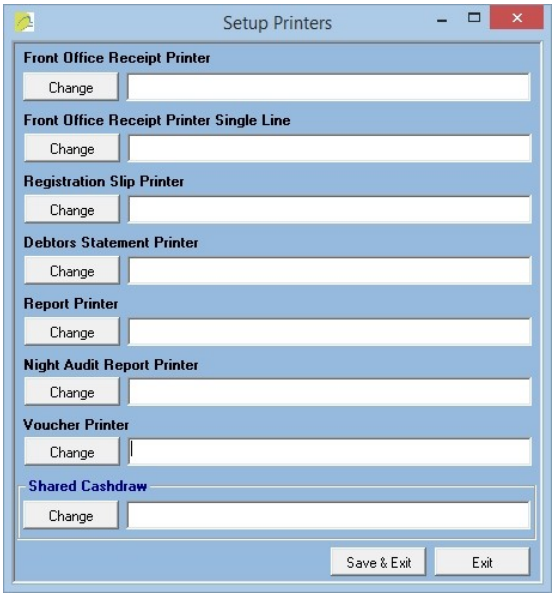


25

2.3.1 Printer Set Up

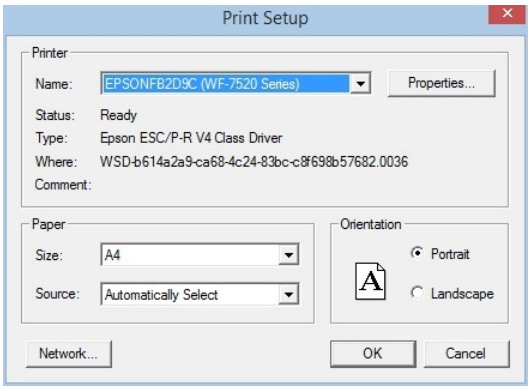
This allows you to set printers to carry out different tasks. There are up to six options that can be changed. Click on Change.

The Windows print setup / selection window below will be displayed.



26

Select the printer name in the drop down arrow. Then click the **OK** button.



27

As an example, the printer for the Debtors Statement is different from the other printer selections. Click **Save & Exit** after making the changes. Click **Exit** to exit this window without saving changes.

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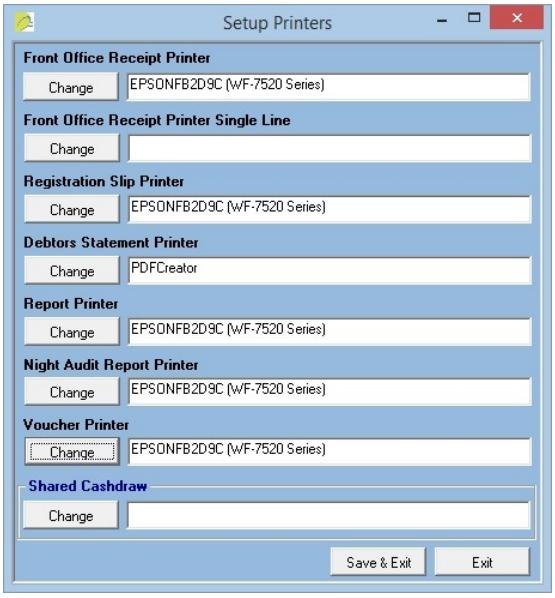


28

2.3.1.1 Set up Window Default Printer

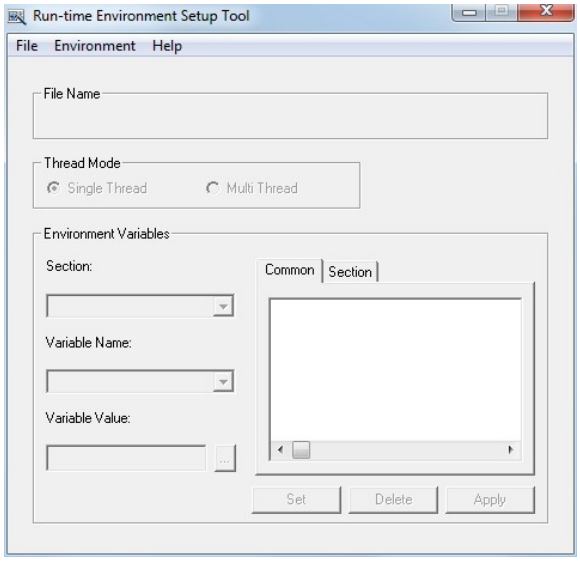
NOTE: Some of the Starfleet reports will use the windows default printer irrespective of the printer settings. In Windows:

1. Click on Start on the toolbar (at the bottom left hand side of the screen).
2. Click on Devices & Printers.
3. Then click on Printers and Faxes.
4. Then right click on the printer that you want to set as the default printer.
5. Then click on set as default printer.

Note: The above might be slightly different depending on the version of Windows you are using.

2.3.2 Runtime Set Up Tool

DO NOT ACCESS WITHOUT SUPPORT HELP…. STARFLEET WILL TALK YOU THROUGH CHANGES IF REQUIRED.



29

2.4 Change User Password

30

Refer to the section Other/Security 207 to select to operate Starfleet as fully PCI DSS Compliant. In this case, it is recommended that passwords are changed every 90 days for full compliance. This allows the user to change their password that has previously been generated by an administrator level user. This system generated password can then be changed by the user to a password they wish to use at any time. It must be alpha-numeric and at least 7 characters in length, and contain both letters and numbers.

2.4.1 PCI DSS Compliance

If you store, process, or transmit credit card payments from your customers, you, as a merchant, are responsible for the security of that information. To ensure consumers payment card data is protected and secure the **Payment Card Industry Security Standards Council** maintains the PCI Data Security Standards (This is known as **PCI DSS**). It should be noted that failure to comply with the standards could lead to a security breach resulting in significant fines as well as suspension of facilities. See www.pcisecuritystandards.org for more information on this subject.

PCI DSS password requirements:
This option causes Starfleet to enforce a higher level of security for PCI DSS requirements.

All user login's are recorded in the active users list.

Passwords must be at least 7 characters in length and contain both letters and numbers.

Passwords must be changed every 90 days and the new password must be different from the previous 4 passwords.

The user is rejected after 6 consecutive failed login attempts.

Disabled users can be reactivated by an Admin level user.

To use Starfleet Software as PCI DSS compliant tick the option Apply PCI higher level security. Refer to the screen for Other/Security 207

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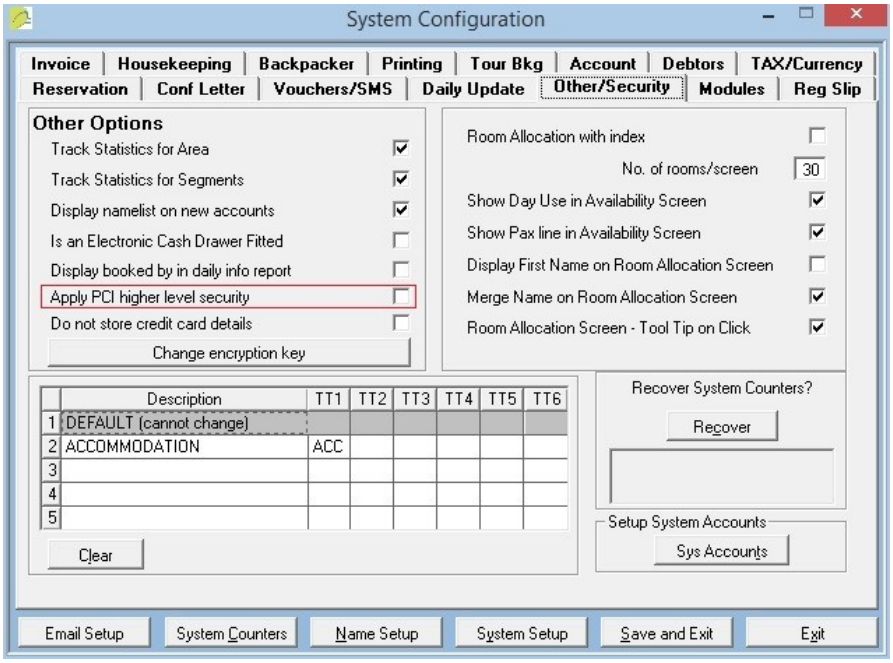
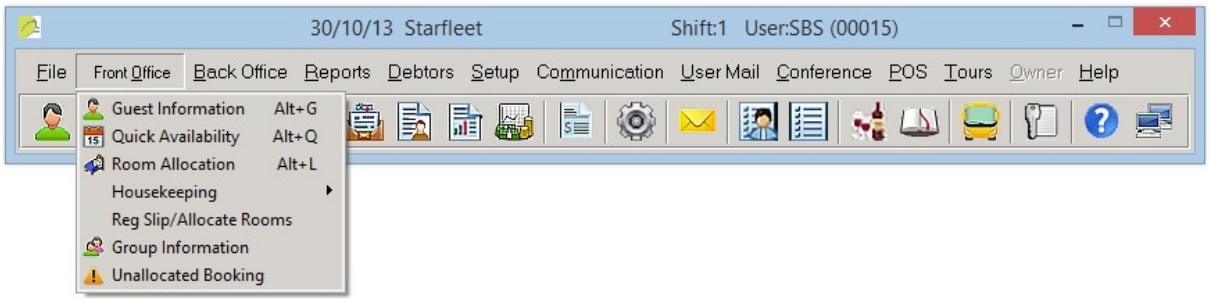


31

2.5 Exit

This menu exits the Starfleet program.

3 Front Office

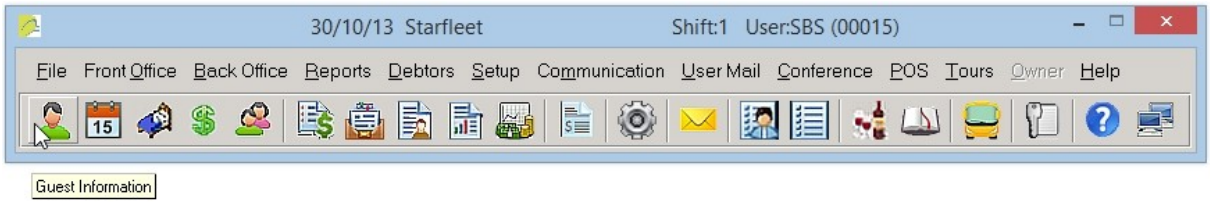


32

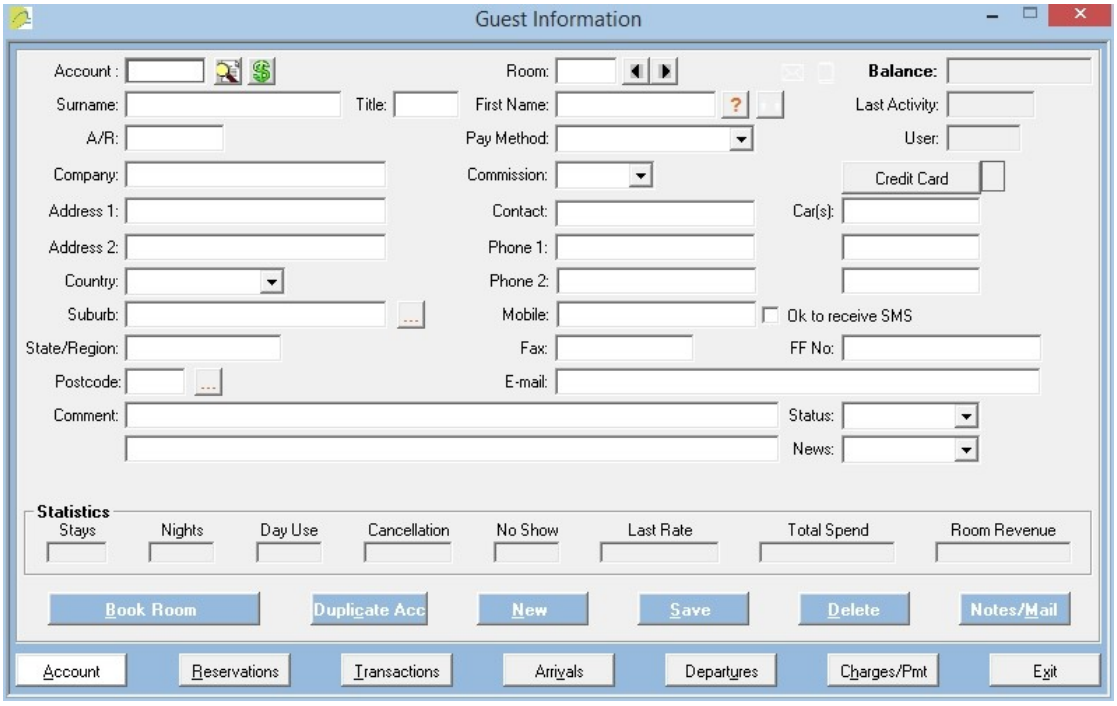
The Front Office has the following sub menus:

- Guest Information
- Quick Availability
- Room Allocation
- Housekeeping
- Reg Slip/Allocate Rooms
- Group Information
- Unallocated Booking

3.1 Guest Information



33



34

The Guest Information screen is where all guest information is captured. On this screen, there are options to allow you to add, change, delete or duplicate the guest details. Notes, mail and credit card details can also be added. There are other guest information screens (accessed by the buttons across the bottom) where you can make reservations, view guest transactions, arrive, depart guests and post charges and payments.

Next to the suburb and postcode fields are the postcode lookup icons. Depending on the country selected in the country field the suburb, state and postcode can be selected from the postcode lookup screen. For more information click on this postcode lookup 25 link, or click on the postcode icon next to the suburb or postcode fields.

Guest Information

The system generates the Guest Account numbers automatically. Multiple reservations can be made for an existing Guest Account. This will create a new reservation number for each new reservation and attach it to the existing account number. When a returning guest makes a new reservation type their surname in the Surname field. A list of names will drop down. Click on the name you are searching for. This eliminates duplicating guest details and creating multiple guest accounts for regular guest bookings. Select Book Room to enter a new reservation on the guest account.

Room

Use the arrow buttons to go forward or back to display the Guest Information for current In House guests by room number.

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Balance
Any outstanding balance on this account is displayed automatically for an existing reservation. This balance will not be transferred to a new reservation.

Surname, Title & First Name
Displays the guest name. Enter in if new guest booking.

Last activity
The date this account was last altered is displayed automatically for an existing account, and as this a new account nothing will be displayed.

User
The system stores the last person to modify and to create a guest's account. Therefore, m12c12 was created by user number 12, and last modified by user number 12.

A/R
Enter the Accounts Receivable (Debtors) code. As you key in the alphabetical A/R code, a list of Debtors will be displayed for you to select from. When a valid Debtor account code is selected, the system will ask if you would like the address in the Group account updated to correspond with the address in the Debtor account. Select **Yes** to update the address or N**o** to fill in the details manually.
If a Debtor account is entered, any comments associated with the Debtor account will be displayed at the bottom of the screen. Comments on Debtor accounts are a useful way of storing and displaying information such as rates to be charged, or any other special notes.

Company name
Enter the Guest's Company Name if applicable. Otherwise leave blank and press **<tab>** to move to the next prompt. It is recommended that a company name is entered, where applicable, for statistical reporting and company searches. There is also the option on Room Allocation screen to display reservations by Name or Company. For a casual booking this field can also be used to enter the Guest ID number such as passport number or YHA number to enable searches by this number.

Address 1
Enter the Guest or Company address line1.

Address 2
Enter the Guest or Company address line2.

Suburb, State\Region, Postcode
Enter the Guest suburb, State and Postcode, or double click on the icon next to the suburb or postcode fields to display the postcode lookup window. Depending on the country selected in the country field the suburb, state and postcode can be selected from the postcode lookup screen. For more information click on this postcode lookup 25 link.

Pay method
Press **<tab>** for '**Cash**' , or select the down arrow key to enter an alternate payment type.

Commission
Click on the down arrow to select from a list of commission % for the amount you wish to apply to the account. If the reservation is linked to a Debtor account then the commission applied on the Debtor Information will apply to the reservation and no further entry is required. There are two options where the commission will show. One is on the guest account, the other is if the balance is transferred to a Debtor account. The setup in **System Configuration -> Debtors** will determine where the commission is displayed. Refer to Debtors 214.
If the commission is to be applied on the guest account the 'DAILY UPDATE' will post an accommodation charge and then post a commission depending on the commission associated with the code entered in the account. E.g. if the account has a commission of 10.00% the transactions posted on the guest account by the Daily Update will be:

DATE	DESCRIPTION	AMOUNT	BALANCE
28/01/10	3 ACCOMMODATION	35.00	135.00
28/01/10	O COMMISSION	3.50	121.50

When a Commission is applied on an account where the balance is to be transferred to a Debtor account then the Commission amount is setup in the Debtor Information, refer to **Debtors -> Debtor Information ->** Add New 157. Refer to **Setup -> Pay Types/Discounts ->** Discounts 197 to add new % amount.

Contact
Enter a contact name or a card number, if this client is a discount card holder (some properties use this as a means of indication that some of their guest's have a privilege card). This field can also be used for comments or any other useful information, as it is displayed when performing a name search.

Phone
Enter a contact telephone number. Up to three phone numbers can be entered.

Mobile
Enter mobile / cell number to send SMS confirmation.

OK to receive SMS
Tick this check box if the guest wishes to receive a confirmation by SMS message.

Fax
Enter a contact fax number.

FF No
This has been used for a Privilege Card number.

Email
Enter an email address.

Credit Card
Click on the Credit Card button to enter the guest's credit card number. This field is only applicable if you entered a credit card, (for example VISA) as the payment method. When there are details saved there is an orange tick to show there are details here.

Car
Enter up to three guest car registration numbers.

Comments
Enter any comments you would like displayed on this account other than those to be entered when making a reservation. Remember comments entered here will be displayed whenever future reservations are made using this account. (eg: prefers Courtyard Room, Lights on prior to arrival, etc).

Status
This field is used to state whether this account is a Normal, Bad, Exclude and VIP. If a B-Bad Account, when entering the guest name in a booking then a warning will alert you that they are a Bad account. You can then decide if you wish to continue with the reservation or refuse the booking. E-Exclude Account, then do not send this guest any mail outs. These status's, including VIP can be selected or omitted when using the Guest Mailing List, see Mailing List 144.

News
If setup, select the Newspaper your guest has requested. See Daily Update 205

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Statistics:
Stays
Number of times the guest has stayed at the property.

Nights
Total number of nights guest has stayed at the property.

Days use
Number of times the guest has used the property for day use.

Cancellation
Number of times the guest has made a booking then canceled.

No show
Number of times the guest has made a booking and then not showed up.

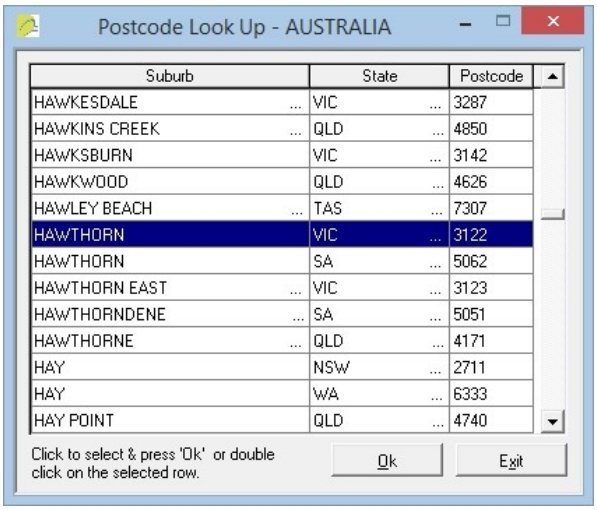
Last rate
Last reservation rate applied to the guest.

Total spend
Total revenue spent by the guest for all reservations.

Room revenue
Total accommodation revenue spent by the guest for all reservations.

3.1.1 Postcode Lookup

The postcode lookup window depends on the country. There are three different countries: Australia, New Zealand and South Africa. This window below displays the Australian postcodes. If the country selected is South Africa, then the South African postcodes will be displayed.



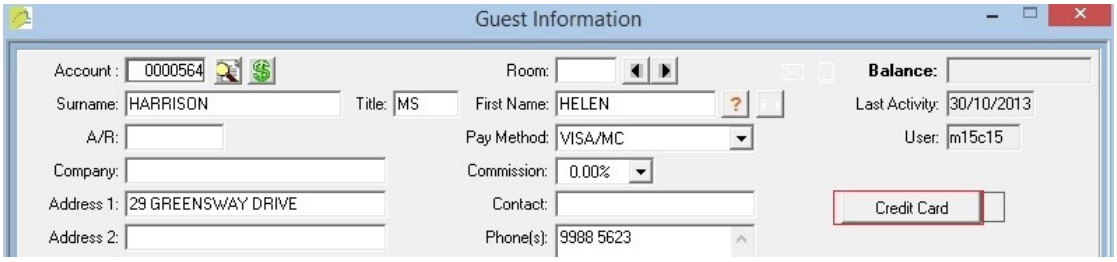
35

Type in the suburb or select the suburb and click the ok button. The suburb, state and postcode will be entered in the form as displayed following.

36

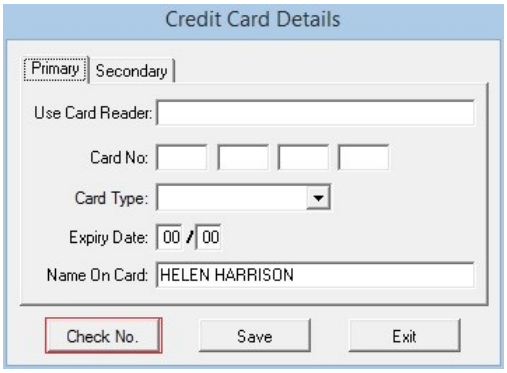
3.1.2 Credit Card Validation

To validate a Guest's credit card number click on the Credit Card button. There is the option to store two Credit Card details, Primary and Secondary. The guest name will be default, this can be edited to your selection of name.



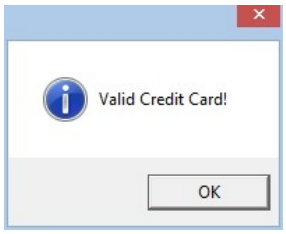
37

This will open the following window. Enter the credit card details and select the card type ie. VISA and then click on **Check No**.
If the card number is invalid then a warning will be displayed. If the card number is a valid number then the last window will be displayed.



38

39



40

*****Please note that this Validation only validates the card number NOT the Expiry date*****

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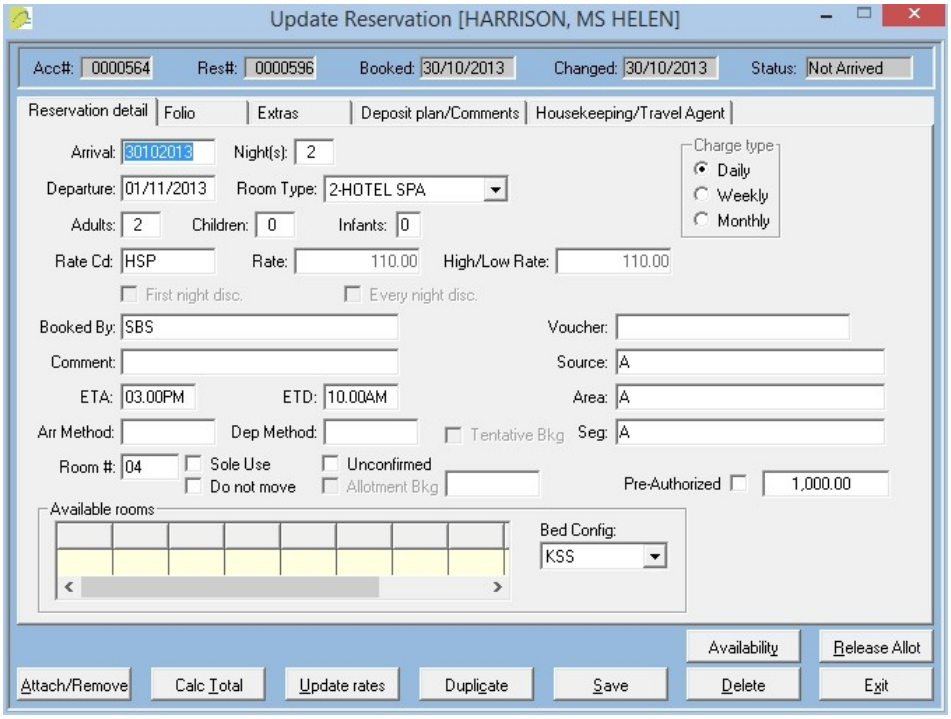
3.1.3 Guest Reservation

The new Guest account is complete when all details have been entered. Before leaving this screen, to create a reservation or reservations attached to this Guest Account, proceed as below.

To make a new reservation, click on the **Book Room** button on the completed Guest Information screen. This brings up a blank reservation screen. If there are multiple guests in the room who will each be responsible for the account refer to Multiple Guests in Room Paying Separately 53 on how to set up the reservation.

You will notice across the top of the screen that there are five tabs. In this section only the Reservation tab is covered. Refer to Guest Folios 34, Guest Extras 35, Guest Deposit Plan 37, Housekeeping/Travel Agent/Guest Special Request 37 for further information.
The following screen layout displays a completed guest reservation.

HINT: using the <tab> button on your keyboard will take you to the next required field to enter information. If a required field is not completed you will be prompted before saving the reservation.



41

Reservation #
The system generates the reservation number automatically.

Arrival
Enter the arrival date in '**DDMMYY**' format. You may also double click on the field where you would enter the date and a calendar will pop up and you can select the date by using the calendar.

When entering the number of nights, departure dates and room type, the room availability screen will appear so you can see which rooms are available for the dates requested. Any days that have been marked as 'Event'', 'Stop sell' or 'Peak period' will show an 'E', 'S' or 'P' respectively above the day and date line.

Nights
At this prompt you can enter the number of nights a Guest is staying and the departure date will be calculated automatically and entered into the next field. You can also <tab> past this field and enter the departure date. If number is not entered then the arrival and departure dates will remain the same. This will make the reservation a **'Day Booking**'. The system will recognize this and a prompt will appear asking 'Is this a Day Booking?'. Select Yes or No.

NOTE: A Day Booking when arrived and departed will disappear from the Room Allocation screen. This is because the reservation has not been in house overnight. Refer to Day Bookings 45

Depart
Enter the departure date in '**DDMMYY'** format. You can double click on the field where you would enter the date and a calendar will pop up and you can select the date by using the calendar, then click on accept or exit. If the period of stay includes a Stop sell and/or Peak period, the system will prompt you to confirm the dates entered.

Room type
Enter room type from the list of room types displayed including conference room types.

Adults
Enter the number of adults. If the number exceeds the maximum allowed number, a prompt message is given.

Children
Enter the number of children (if any). Press **<enter>** for the default value of zero.

Infants
Enter the number of infants (if any). Number of infants will need to be manually selected to enter.

Package
If a package code is entered the system will automatically calculate the rate based on the number of adults, children and infant entered in the reservation.

If the package you select is a non-repetitive package. (ie: different transactions are posted automatically on the days you specified when the package was created). The system will check to ensure the total number of room nights on the reservation, is equal to the number of room nights specified in the package setup.

If the number of nights entered for this reservation is out of the range of the package, you will be prompted to re-enter the departure date.

Rate
The rate entered is the GST inclusive amount. The system calculates the rate depending on room type, the number of adults, and the number of children. If rates include GST then in a property which provides predominantly long term (28 days or more) accommodation, this rate depends on the Guest's length of stay, as a long-term rate will have a different GST rate (please refer to Tax/Currency 215 in System Configuration). This depends on rates being entered for the current season in the Package/Rate 178 option on the SETUP menu. At this point you have 3 options;
1. Enter the desired room rate to over ride the rate displayed.
2. Press <enter> to accept the rate displayed.

If your property is providing predominantly long-term accommodation, please make sure you enter a correct long-term rate (which includes the reduced GST) for bookings that are 28 days or more. Refer to Long Term Accom Transaction type 202 to setup.

Booked by
The logged on operators initials will automatically default.

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Comment
Enter any comments regarding the reservation that are applicable.
Note: The Booked by or Comment line can be displayed on the housekeeping report.

ETA
Enter the estimated Time of Arrival if known. This is a free field type either 24hr clock or am/pm times.

ETD
Enter the estimated Time of Departure if known. This is a free field type either 24hr clock or am/pm times.
If standard check in and check out times are set in the 'System Configuration' then these times will be displayed at the ETA and ETD prompt respectively, then you can just press **<enter>** to accept them or modify them for different times. See Reservation 204

Room #
Use this field to allocate a room to this reservation. A list of available rooms and their attributes will be displayed at the bottom of the screen.

Do Not Move
Check the box if you want this reservation to stay in a particular room allocated. This will show up on room allocation as light blue and will disable the Change room and Swap room functions.

Unconfirmed
Check the box if you have requested a Advance Deposit and haven't received it. This will show up on room allocation as pink and allow you to easily see what bookings need to be followed up for confirmation.

Room preferences
Enter room preferences to designate whether this room is going to be a Male/Female/Neither room (M/F).This is usually used at Backpacker properties. This is an option System Configuration.See Backpacker 212

Source
Select the appropriate Source for this reservation.

Area
If enabled, select the appropriate Area for this reservation.

Segment
If enabled, select the appropriate Segment for this reservation.

Reservation Maintenance
If you need to change any details in a reservation simply go to the account details and to the reservation window and double click on the reservation you are needing to change. You may change details on a reservation prior to arrival, however an Arrival date can not be changed to a date prior to the system date if the reservation has already been checked in. Or go to the guest name on the Room Allocation screen, right click on the name then select Reservation.

Pre-authorized
If you are using the Starfleet POS module, tick this option to allow the guest to charge back to their room from POS. Enter in the pre-authorized amount.

Bed Config
Refer to Bed Configuration Codes 186. This will allow for a selection of bedding configuration to be selected, i.e. 1 King or 2 Singles.

Availability
Click to display the total number of room types available.

Release Allot
Refer to **Guest Reservation / Releasing Allotment** 32.

Attach/Remove
Refer to Attach/Remove Group Booking 38.

Calc Total
Use to calculate the total to be charged.

Update rates
Use to Update current In House rate when there is a Season or Rate change. See Seasons 179 and **Package Rate** -> Update In House 179

Duplicate
Duplicates the reservation for a regular returning guest. Will keep the same information, no of guests, rate, Source, Area and Segment codes, as the current reservation is being duplicated, edit the arrival and departure dates.

Booking Confirmation slip
If booking slip option is enabled in system configuration, the system will ask user whether they want a booking slip printed upon saving reservation details. See Printing 212

For a Walk In click refer to this link Walk In's 78
For Multiple Bookings refer to this link Multiple Bookings 79
To review any changes made to a Reservation refer to Reservation History 118

3.1.4 Guest Reservation - Quick

A new guest reservation can be created directly on the Room Allocation screen. Right click in a blank cell on the date and the room type required. Select Book Room.

122

In this reservation screen enter all the relevant details by using the <tab> button on the keyboard. This information can be updated and edited on arrival. When entering the guest surname a drop down screen will display the surnames of previous guests. If the guest has stayed previously click on their name to select. Their account number, address and contact details will then display so they do not need to be re entered, select Save. This will keep all returning reservations on the same guest account. This option can be used for new guests where a new guest account will be created. For Walk In's click on Check In and the reservation will be saved and checked in.

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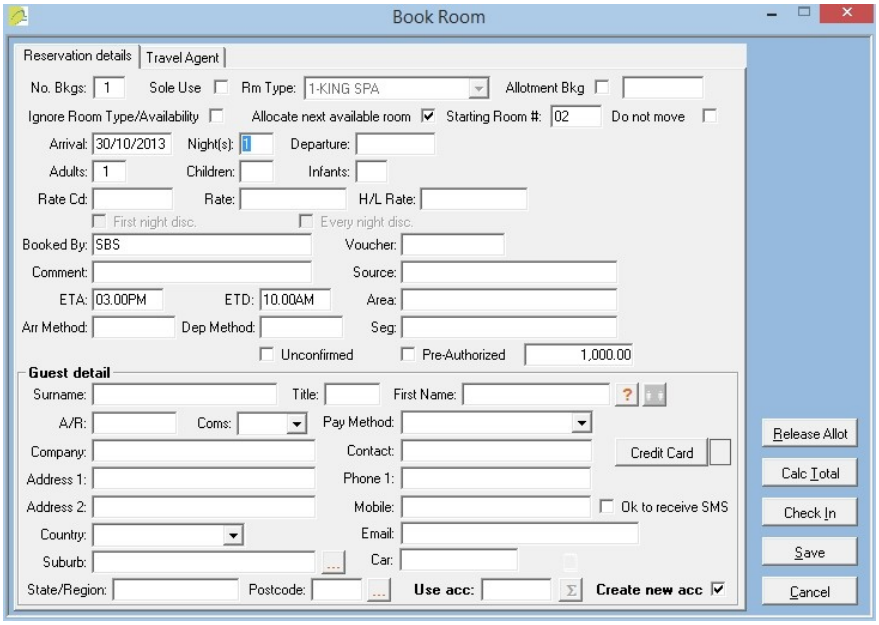
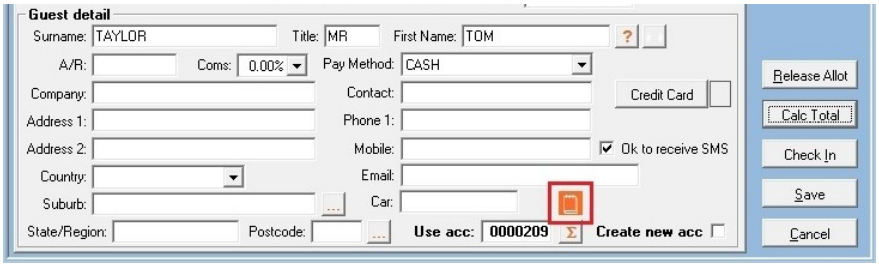


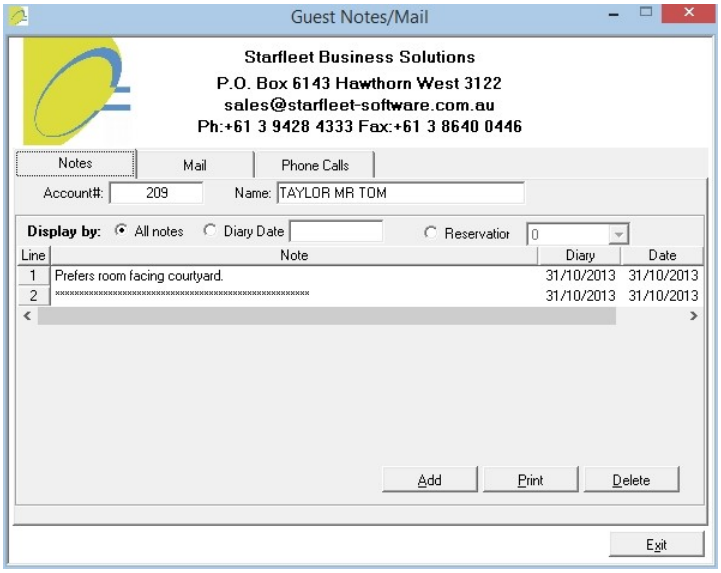
122a

When a new reservation is made for a returning guest if there are any notes there will be the orange note icon highlighted.



122b

Click on the icon to display notes.

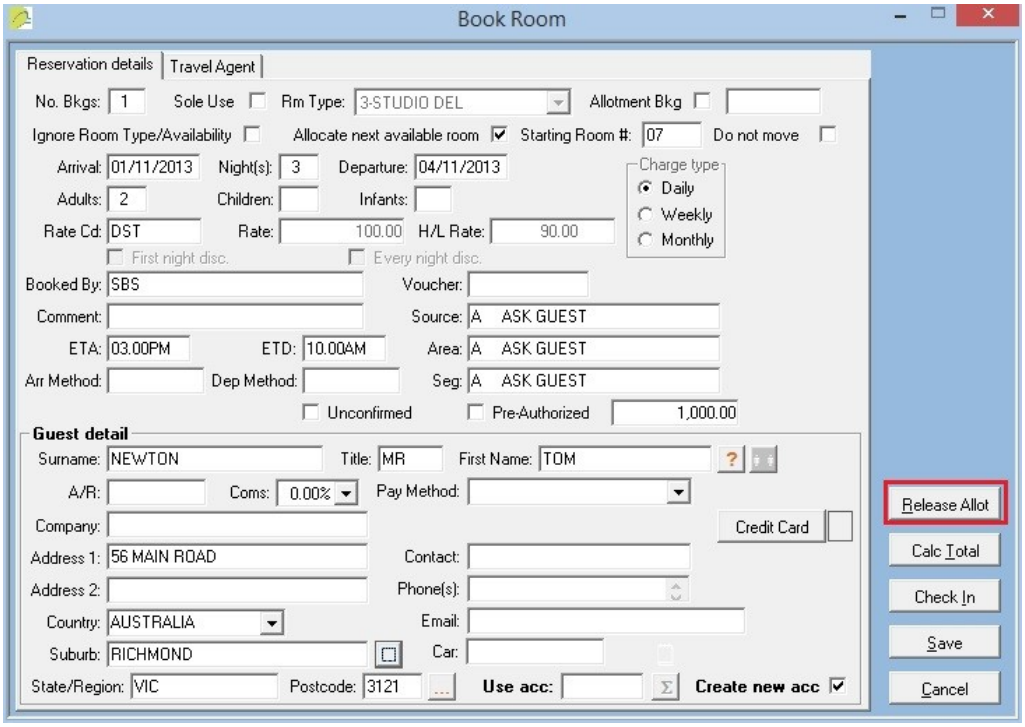


122c

3.1.5 Guest Reservation / Releasing Allotment

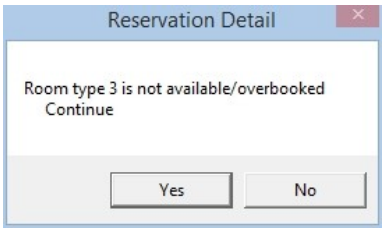
If entering Allotments for Company or Web Booking you may wish to put all room availability on Allotment. Therefore when there is a direct or walk in booking all the availability will be on 'Allotment'. By using the Release Allotment option when entering the booking the room can be 'released' from an Allotment. If more than one room is required to be released from Allotment, in the case of a group refer to Allotment 70 on how to release a block of rooms.

NOTE: The following screen is when selecting Book Room on the Room Allocation screen. See previous screen for **Release Allot** button when booking room in Guest Information.



41b

Enter the reservation and guest details. When **Save** is selected there will be a prompt that the Room type is not available/overbooked.



41c

Select No to Continue and then click on the **Release Allot** button. (If selecting Yes and there is no availability the reservation will save and this will then overbook the room type).

There is an option to prevent over booking a room type, refer to the Reservation 204 tab in System Configuration, tick **'Do not allow over booking a room type'**. The following prompt then displays. This will force the user to release the room type before continuing.

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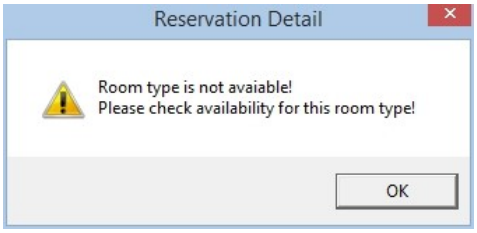
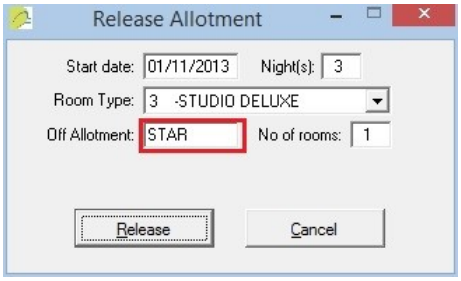


41cc

When the next screen displays enter the arrival date, number of nights required for the reservation. The room type will display. Click in the Off Allotment box. If there is more than one Allotment there will be a list displaying for you to select which Allotment you are going to release the room from, select the number of rooms to be released. Click Release.



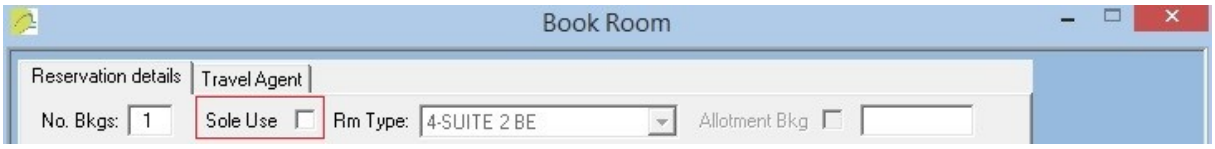
41d

The reservation is now completed and saved.

3.1.6 Sole Use (Interconnecting Rooms) Reservation

Adjoining rooms that are interconnecting can be set up to be booked as one reservation. The same reservation details, guest account and reservation number are displayed on both rooms. Details can be updated or added on either room.This eliminates the need to have two separate reservations for one booking. Manual charges and payments can be entered on either room. The same applies with printing a guest account, arriving and departing the guests. Refer to Sole Use Set Up 189.

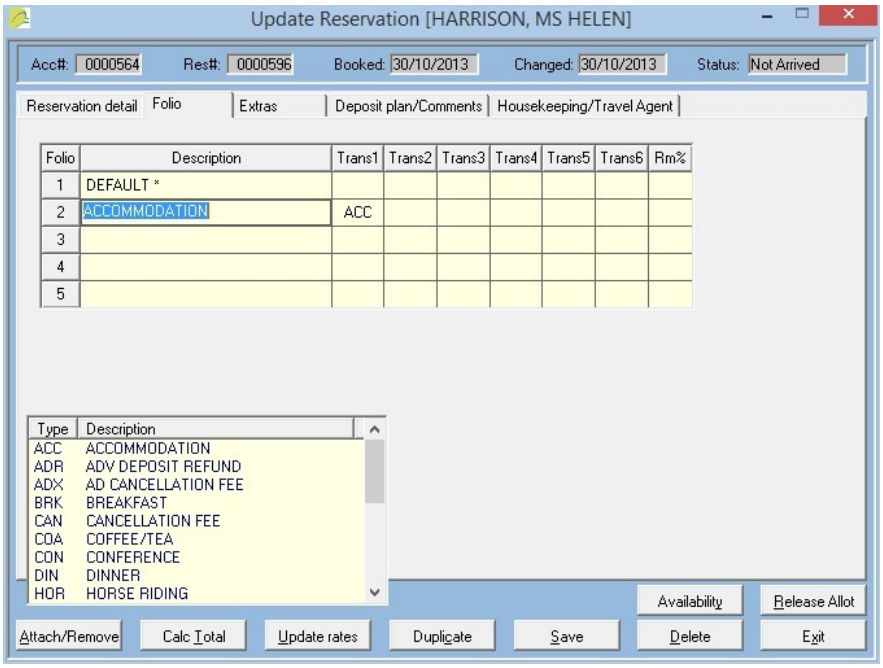
When making the reservation the 'Master Room' is selected. The option 'Sole Use' must be ticked, this will attach the second room that is linked to the 'Master Room'. If this is not selected at first when creating the reservation the option can be ticked after to attach the interconnecting room. This interconnecting room must be available.



41a

3.1.7 Guest Folios

Every Guest account has five folios available. If folios are not selected, all charges go to folio 1 by default, and the other folios are not used.



42

By entering a description in other folio names, these folios can be activated. For example, you could have Accommodation in folio two, and all other charges in folio three, called EXTRAS. This would apply if the Guest was able to charge the accommodation component to a company, but had to pay all other charges as extras.

By entering a transaction type in the six transaction type columns forces that transaction type to be automatically allocated to that folio. These columns are called 'Trans1' through 'Trans6'.

With the above example, accommodation could be put as a default transaction type in folio one transaction column1, and other transaction types like Telephone, Mini bar, Dinner etc could be put in the transaction types for folio three.

If a folio is removed during a Guest's stay or after their departure, any transactions posted to the deleted folios will be automatically transferred to folio one, which cannot be altered.

If a transaction code is moved or removed within folio setup, any transactions posted to the corresponding folio are automatically transferred to the new folio, and if this transaction type is not present, to the default folio.

You also have the ability to split the accommodation charges between folios. The last column on the table 'Rm%', allows you to enter a percentage of the accommodation charges to each folio. If no percentages are entered, it will default to 100% and charge to the default folio one.

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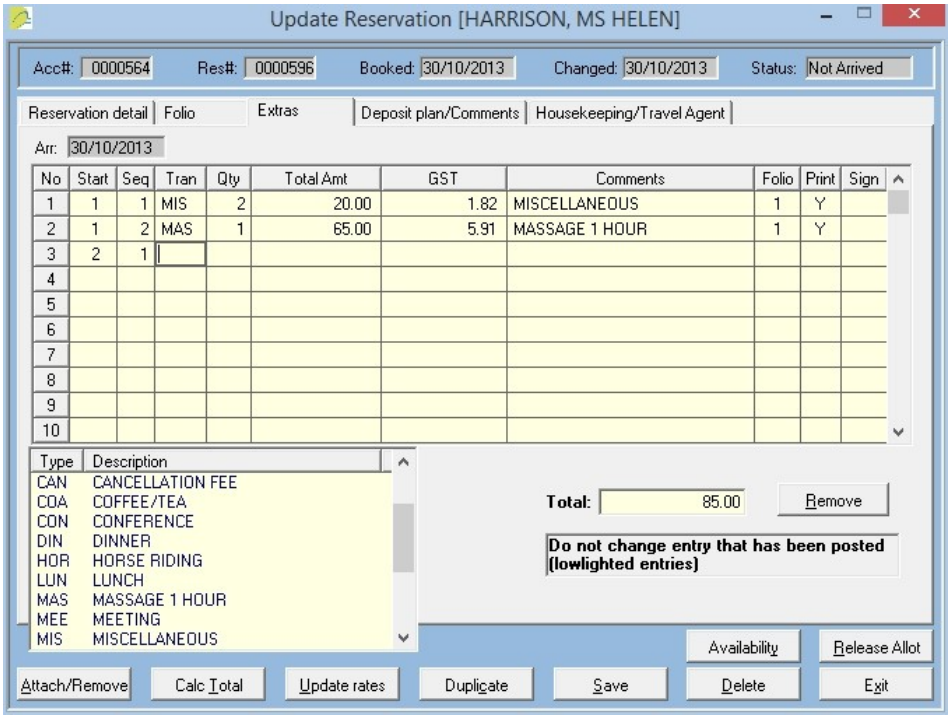
3.1.8 Guest Extras

Predetermined extras can be put to a Guest's account if required. These are then charged to the Guest's account with the Nightly Audit room charges. These entries can be any valid revenue transaction. Guest Extras are can also be used in Group accounts and Conference accounts if using these modules. The entries are made in Start (the day) and Sequence (the order) format.



43

No
This is the line number of the extra, and is set in the system.

Start
This is the starting day of the extra, and is applied to the start day of the reservation to give the date on which that entry is charged automatically during the Night Audit.

Seq
Within the above start number, this gives the sequence of the entries on the nominated start day. If there were several entries on the one day, then the earliest would come first. For example, morning tea would be entered before lunch.

Tran
Transaction type to be charged to the Guest's account. This can be any valid transaction type.

Qty
Number of times that entry applies to. For example, for a small conference of 10 persons having morning tea, the quantity would be 10.

Amount
Total charge amount to be put to the Guest's account. Includes GST.

GST
Automatically displays amount of GST included in Guest's account. GST amount cannot be manually entered.

Comments
Transaction description shows automatically here, and can be over typed if desired.

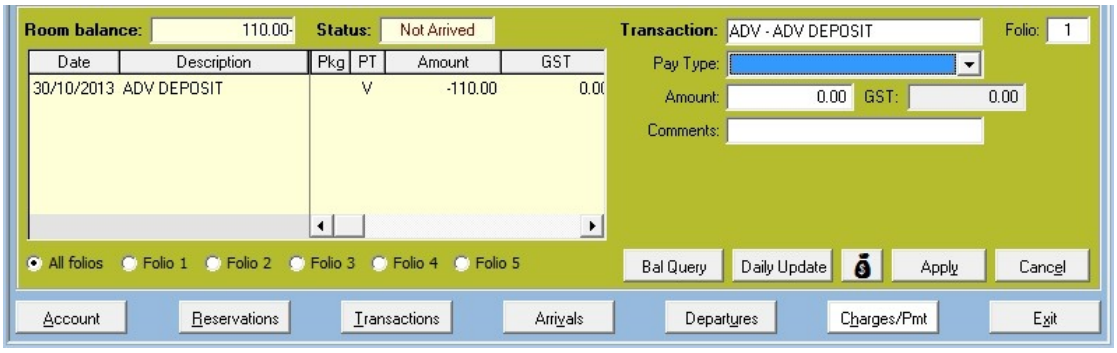
Print
Automatically, each entry will print unless this is not required. (Default is to print).
On completion of entering extras, you can go to any of the other tabs (Reservation detail, Folio, Deposit Plan), or select the Save button to save.

3.1.9 Advance Deposits

When a deposit or full payment is required before arrival this is an **Advance Deposit**. This transaction is part of the **Advance Deposit Ledger**. In the Starfleet system there are three transactions in this Ledger, ADV - Advance Deposit, ADR - Advance Deposit Refund, ADX - Advance Cancellation Fee. The Advance Deposit will be in the ADV Ledger until the guest arrives and the first Night Audit has been run. Technically, Advance Deposits (also known as Security Deposits) are not the property's money and are held in trust until the Guest's arrival.

Once Accommodation has then been charged on the Guest Account, at Night Audit, this amount is then 'absorbed' in to Accommodation revenue from the Advance Deposit Ledger. If a reversal or cancellation is to be made before arrival then the transaction MUST be either ADR - Advance Deposit Refund or ADX - Ad Cancellation Fee. This will then 'balance out ' the Advance Deposit Ledger. Do not post as Payments on Guest Accounts before arrival as the Guest Account Balances will be incorrect. To view the Advance Deposits held in Starfleet refer to in **Reports** -> **Guest** -> Advance Deposits 142.

When an Advance Deposit is posted to a guest account use the transaction code ADV - ADV DEPOSIT, select the payment type, enter the amount and select Apply.



44

If an Advance Deposit is to be part refunded with a Cancellation Fee applied use the ADR - ADV DEPOSIT REFUND transaction type. Enter the amount to refund, minus the cancellation fee amount. Enter the cancellation fee amount in the AD Cancel Fee field. This will then apply the refund and cancellation in one process.
An Advance Deposit Cancellation Fee is posted by using the ADX transaction type - AD Cancellation fee. This reverses the Advance Deposit.

45

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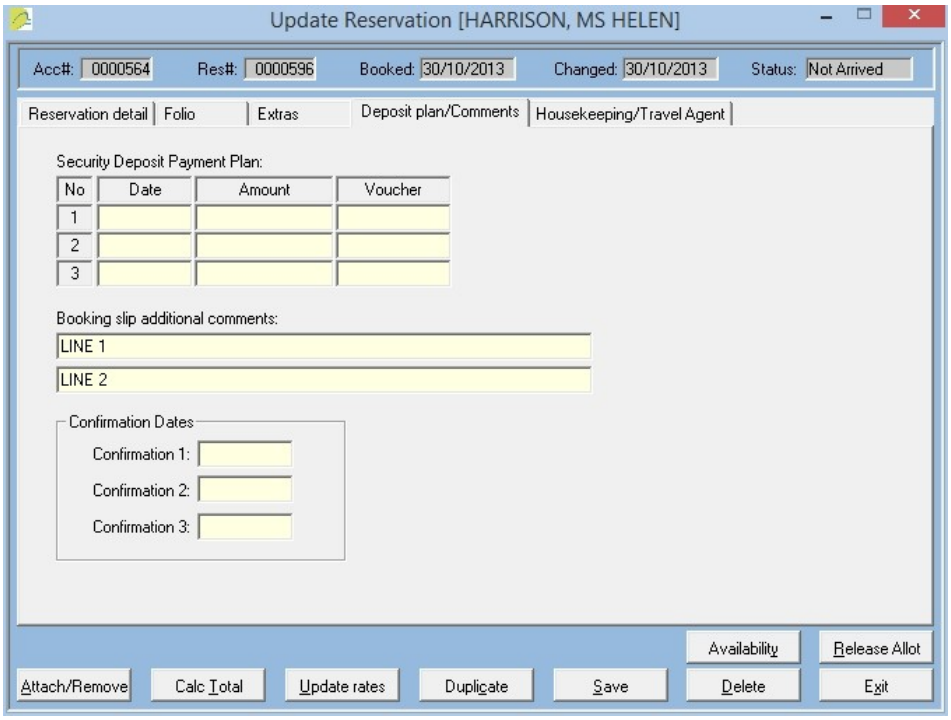
3.1.10 Guest Deposit Plan

With some properties (usually in seasonal areas such as ski areas), a payment plan for that Guest's booking is entered, and updated whenever a payment is received. This is so that all money due is known to have been received before the Guest arrives.

With this, you would enter the date received and amount of receipt, and the cheque or voucher number. Additional comment lines are available for printing on custom booking slip comments.



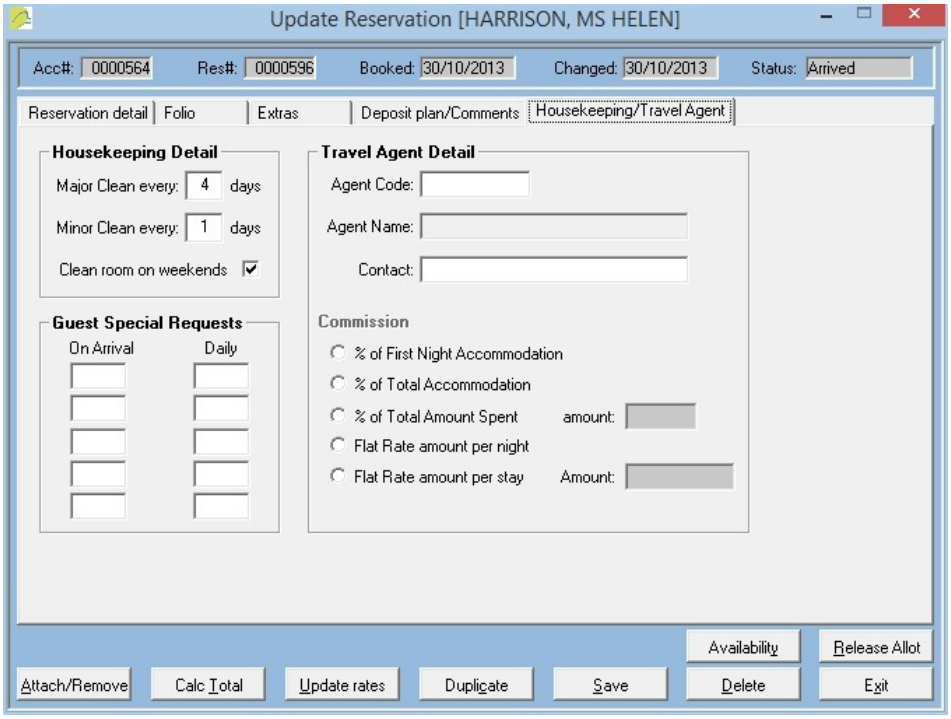
46

3.1.11 Housekeeping/Travel Agent/Guest Special Request

Housekeeping
If a special housekeeping setup is required, for say a lower rate for reduced servicing, then change this screen to reflect the major and minor cleaning requirements for this reservation. You can also select the option to say if the room is to be cleaned on the weekend. If there is no special setup then the default will apply. Refer to Setup->System Configuration->Housekeeping 211 to set default setting.

Travel Agent
If this booking is from a travel agent, all you have to do is select the appropriate travel agent code. See Accounts->Travel Agent Information to setup the Travel Agent. Click the Agent Code: to select the Travel Agent for this reservation. Refer to Travel Agent Information 176 in Accounts for setup information.

Guest Special Requests
If a guest requests to have wine or flowers on arrival the details can be entered here. The codes must first be setup, refer to Guest Special Request 223 in System Configuration. A report can be printed to display the requests required, refer to **Reports** -> **Summary Reports ->** Guest Special Requests 125.



47

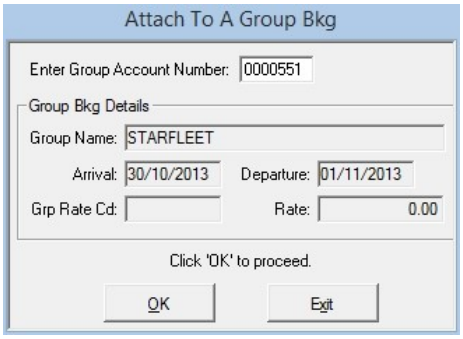
Note: If the Travel Agent is not setup, finish the booking then go to **Debtors** -> Travel Agent Information 176 on the menu bar, setup the travel agent code and information then go back to the reservation and update the booking so the information is cross referenced in your records.

3.1.12 Attach/Remove Group Booking

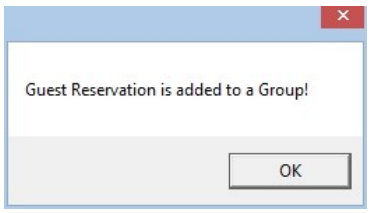
To attach a Guest to a Group Account click on the Attach/Remove button. The following screen will display.

48

Enter the Group Account number you wish to attach the Guest to and the following screen will display. Click OK to proceed, the Guest's reservation is now attached to the Group selected.



49



50

If the Group account number entered is a invalid account the following error screen will display.

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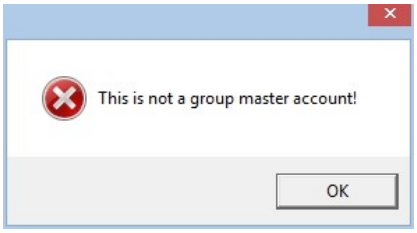
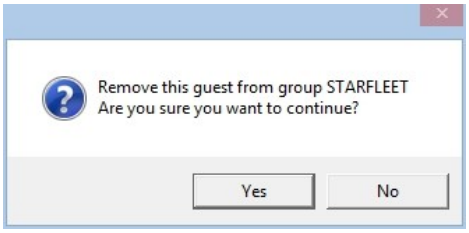


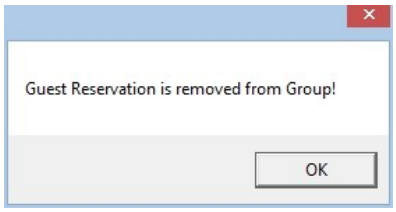
51

Remove a Guest's Reservation from a Group Booking

To Remove a Guest from a Group Account click on the Attach/Remove button. The following screen will display, click Yes and the Guest will be removed from the Group.



52

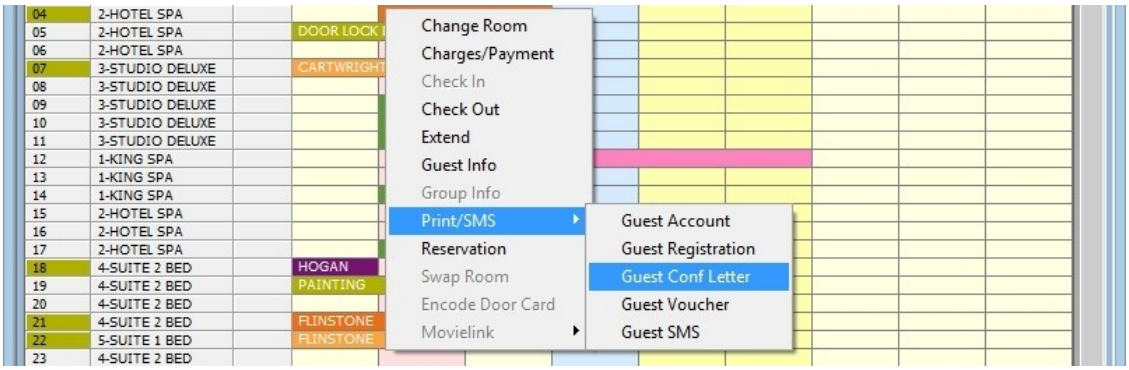


53

Click here to see Remove a Guest from a Group Booking 103 in Group Information.

3.1.13 Guest Confirmation Letter

To email or print a confirmation letter, right click on the reservation in the room allocation screen then select Print and Guest Conf Letter. If there is more than one confirmation letter setup the code will display, select the desired one.

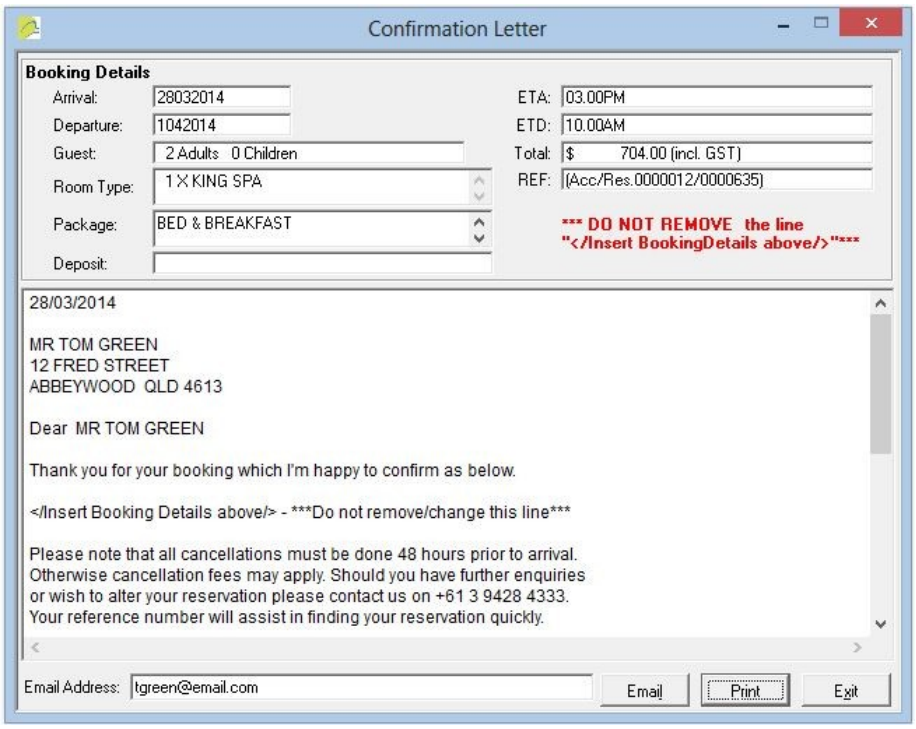


54

The confirmation letter can then be emailed or printed. Refer to **Setup** -> **System Configuration** -> Conf Letter 205 to setup. To setup a standard email message (other than the default) please also refer to the section in **Setup -> System Configuration -> Email Setup**. The email address will be picked up if entered in the Guest Information screen and the confirmation letter will be automatically attached as a PDF before sending from your default email. Click on the preferred Confirmation Letter to send, there can be more than one of these created. The Confirmation Letter will display, this can be edited at this stage before sending.

54a

The Confirmation letter can be individually edited before printing or emailing.
****Please note 'DO NOT REMOVE' text****



54b

The name at the bottom of your confirmation letter defaults to the user that is logged in at the time. If you need to change the user name or add a new one see the section on User Maintenance 220 in the setup menu and add or change the password information (You must be an admin user to do this). You can setup a password for each person or just the company name.

3.1.14 Guest SMS

An SMS message can be sent to the guest to confirm arrival time. On the Guest Information screen select the option **Ok to receive SMS**. There must be a mobile / cell number entered in the Guest Information Mobile phone number field for this option to work. **Please contact Starfleet to set up your account before using this option.**

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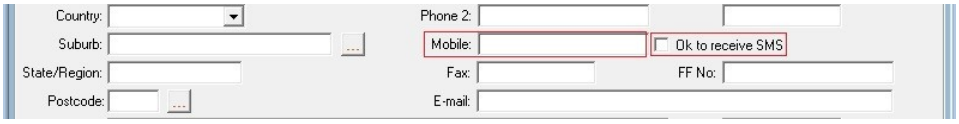
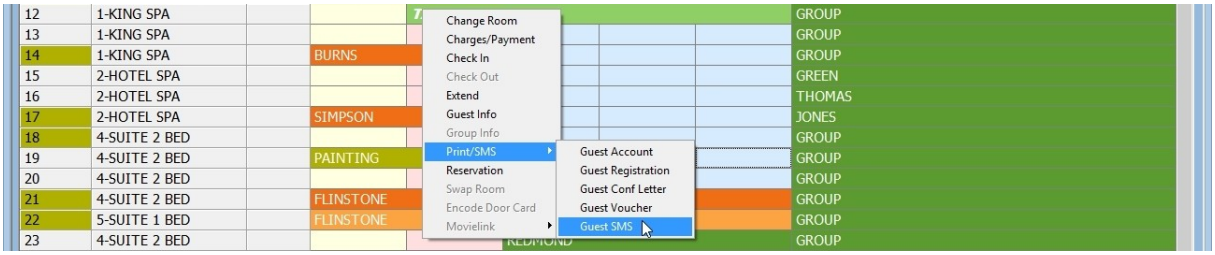


55a

Click on the Reservations tab and select SMS.

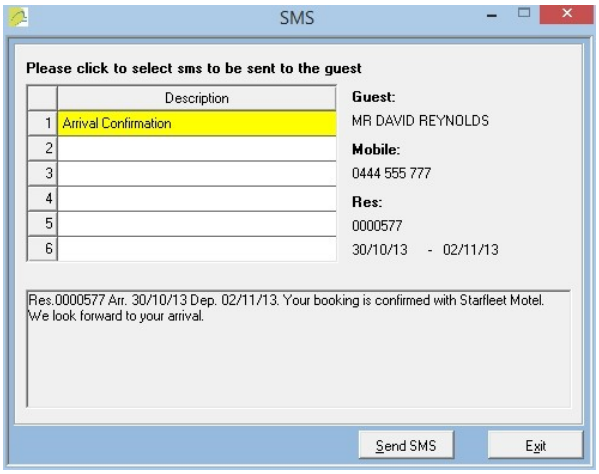
55b

Or right click on the Guest name, go to Guest SMS



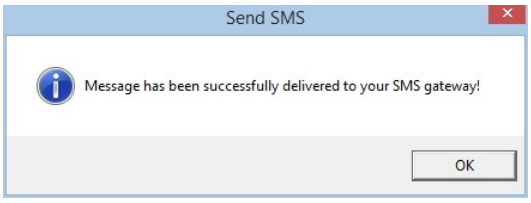
55c

A list of SMS messages will display, select the relevant SMS to send if there is more than one set up.



55d

A confirmation prompt to show the SMS has been sent successfully will display.



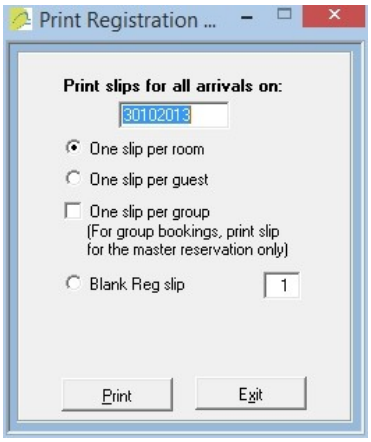
55e

Enter your SMS account details in Communication -> SMS Setup 231. **Contact Starfleet for details to set up your account.**
Set up the SMS message template text in Set Up -> Conf Letter/SMS/Voucher ->SMS 193.

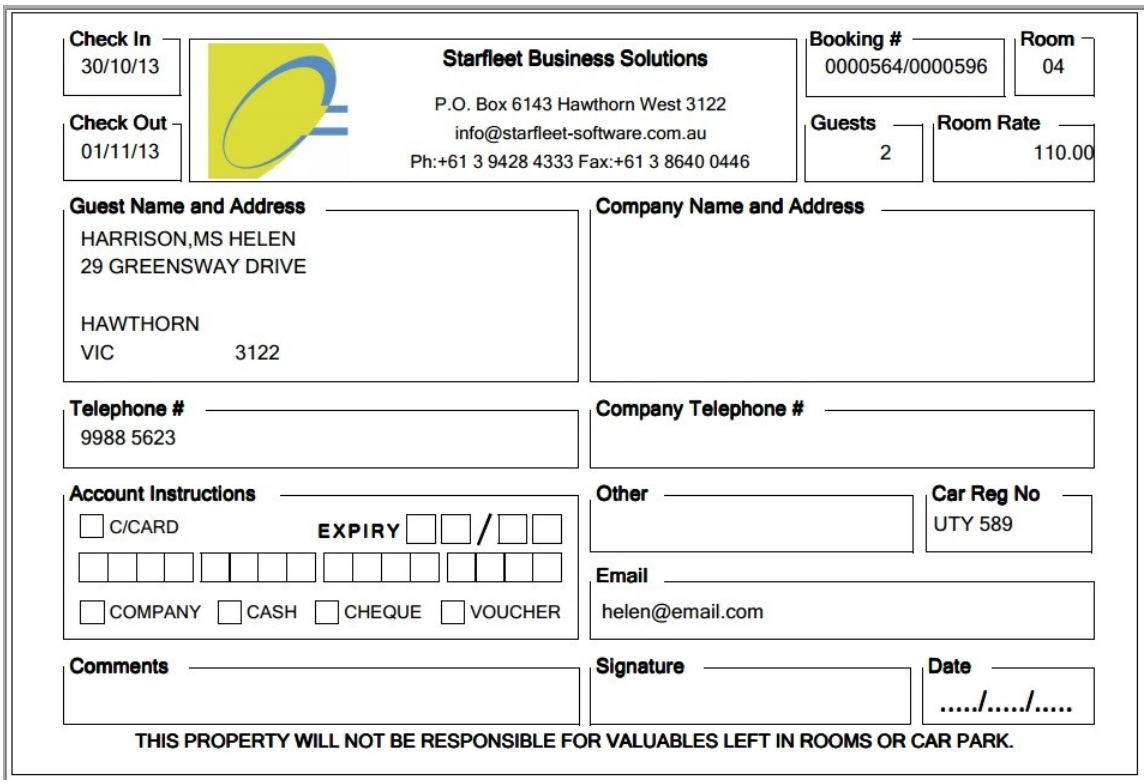
3.1.15 Guest Registration Slip

To print an individual registration slip, right click on the reservation in the room allocation screen, select **Print -> Guest Registration**. Or to print for all arrivals on a particular day select **Front Office -> Reg Slip/Allocate Rooms**. Select the date of arrival and the option of **One slip per room**, **One slip per guest** or **One slip per group**. A Blank Reg slip can also be printed to keep on hand.

There are three setup options for the Guest Registration slip, Standard (as shown below), Standard with Terms and Standard Long, refer to Set up -> System Configuration -> Reg Slip 209 for setup.



56



57

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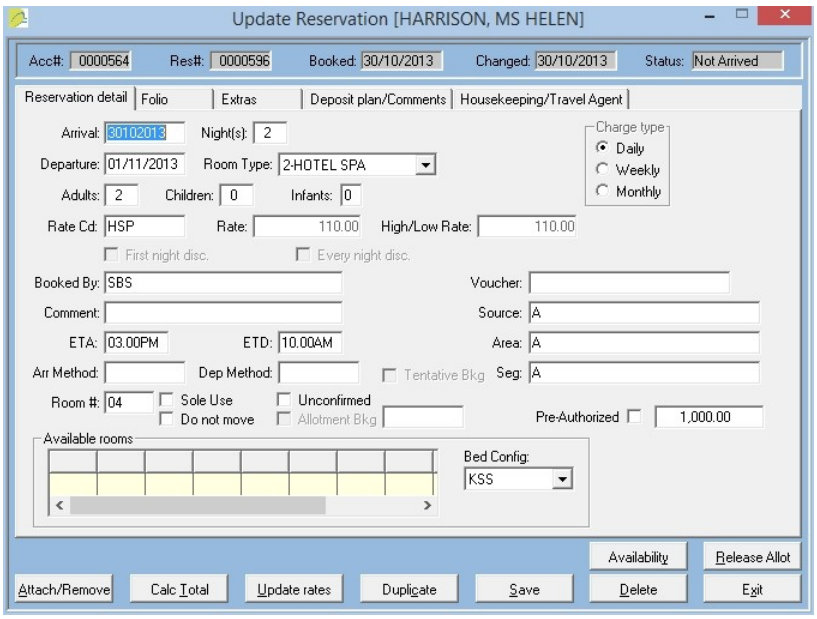
3.1.16 Changing & Deleting a Guest Reservation

Select the Guest's account that you wish to change. Then select the Reservations button. Double click on the reservation line you want to change. The following screen will be displayed. Select any of the tabs you want, and add or amend any details as required. Click on the Save button to save.

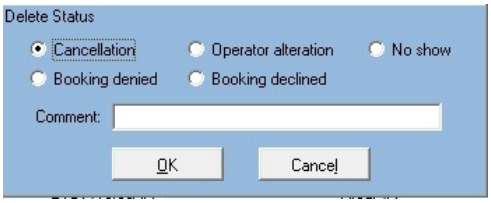


58

Deleting a Guest Reservation

If you wish to delete a reservation, select the desired reservation as described above. Then click on the delete button to delete.

> ONLY reservations that have NO transactions, or have a ZERO balance, can be deleted. If a reservation is 'arrived' it cannot be deleted. The following Delete Status will appear over the reservation screen, select the status and add comment or user initials, this must be completed to delete the reservation. The reservation status will then be marked as Deleted.



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Extending a Guest Reservation

Select the desired guest, and reservation as previously described.

Double click on the departure date, and amend the date. Please note that the departure date cannot be less then the arrival date. Or right click on the Guest name on the Room Allocation screen, select the Extend option, enter the new departure date and Continue. The reservation will now be extended to the required date.

> **Note:** If the reservation is for a non-repetitive package (ie: different transactions are posted automatically on the days you specified when the package was created) the system will not allow an extension. This reservation will need to have the rate changed first or have the arrival date changed as well to add up to the correct amount of nights for this package.

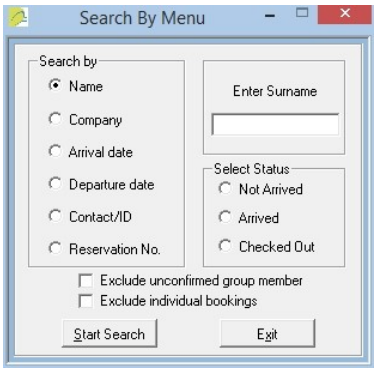
Allocating a Room
Select the Guest's reservation as previously described. This applies irrespective of whether a room was previously allocated or not. Click once on the room desired from the list, and the 'Room #' will be updated, then save the reservation.

3.1.17 Search for Existing Guest Details

Open a new Guest Information screen. Next to the Account box is a yellow coloured icon. Click on this to display the following screen. Select the search by option from Name, Company, Arrival Date, Departure Date or Contact/ID. If you do not select anything, name is the default.
Then either leave Select Status unselected, or select the desired option.

If selecting by Name or Company, only key in the first couple of letters. This gives a range so that if you miss-spell the name you can still see it on the screen. This also allows for the possibility that the name is phonetically different to what you think it is. Then select Start Search.

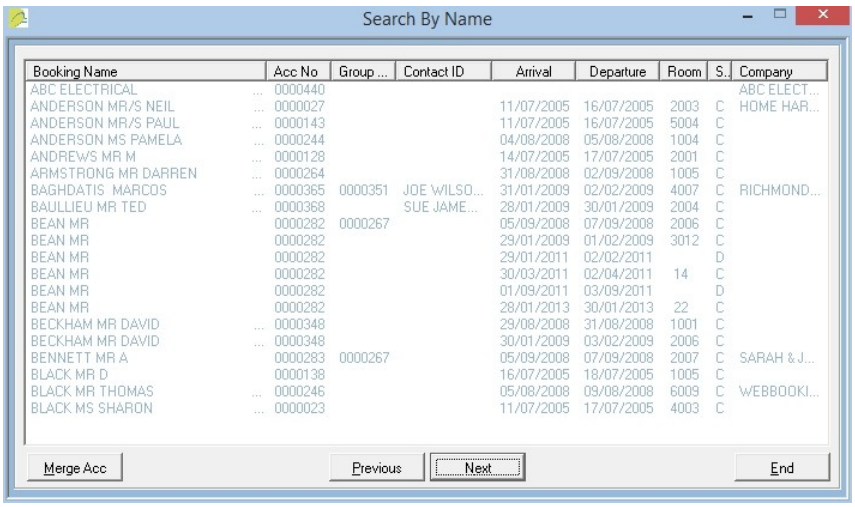
An alphabetical list of the Guest names, starting from the first one that meets the search criteria, will be displayed, (see following screen 61). The list consists of the Booking Name, an Account Number, Group Account Number, a Contact/ID, the Arrival Date, the Departure Date, the Room Number, the status of the reservation and the Company Name.



60

Note: you can click on the column headings to sort that column in ascending order.
If the reservation you are looking for is on the screen, double click on the Guest's name to show the Guest information screen.

Merge Acc refer to Merge Guest Accounts 63



Booking Name	Acc No	Group ...	Contact ID	Arrival	Departure	Room	S..	Company
ABC ELECTRICAL ...	0000440							ABC ELECT...
ANDERSON MR/S NEIL ...	0000027			11/07/2005	16/07/2005	2003	C	HOME HAR...
ANDERSON MR/S PAUL ...	0000143			11/07/2005	16/07/2005	5004	C	
ANDERSON MS PAMELA ...	0000244			04/08/2008	05/08/2008	1004	C	
ANDREWS MR M ...	0000128			14/07/2005	17/07/2005	2001	C	
ARMSTRONG MR DARREN ...	0000264			31/08/2008	02/09/2008	1005	C	
BAGHDATIS MARCOS ...	0000365	0000351	JOE WILSO...	31/01/2009	02/02/2009	4007	C	RICHMOND...
BAULLIEU MR TED ...	0000368		SUE JAME...	28/01/2009	30/01/2009	2004	C	
BEAN MR	0000282	0000267		05/09/2008	07/09/2008	2006	C	
BEAN MR	0000282			29/01/2009	01/02/2009	3012	C	
BEAN MR	0000282			29/01/2011	02/02/2011		D	
BEAN MR	0000282			30/03/2011	02/04/2011	14	C	
BEAN MR	0000282			01/09/2011	03/09/2011		D	
BEAN MR	0000282			28/01/2013	30/01/2013	22	C	
BECKHAM MR DAVID ...	0000348			29/08/2008	31/08/2008	1001	C	
BECKHAM MR DAVID ...	0000348			30/01/2009	03/02/2009	2006	C	
BENNETT MR A	0000283	0000267		05/09/2008	07/09/2008	2007	C	SARAH & J...
BLACK MR D	0000138			16/07/2005	18/07/2005	1005	C	
BLACK MR THOMAS ...	0000246			05/08/2008	09/08/2008	6009	C	WEBBOOKI...
BLACK MS SHARON ...	0000023			11/07/2005	17/07/2005	4003	C	

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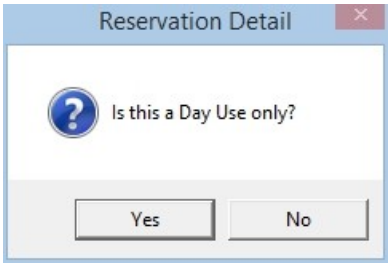
3.1.18 Walk In's

Refer to following section **Room Allocation**, Walk In's 45 for information.

3.1.19 Day Bookings

A reservation can be entered for a 'Day Booking'. This is a reservation that is only required for day use. Enter the reservation details as normal refer to Guest Reservation 27. The arrival and departure dates will be the same with 0 in the room nights field. The following prompt will display to confirm **Yes** for Day Use only.



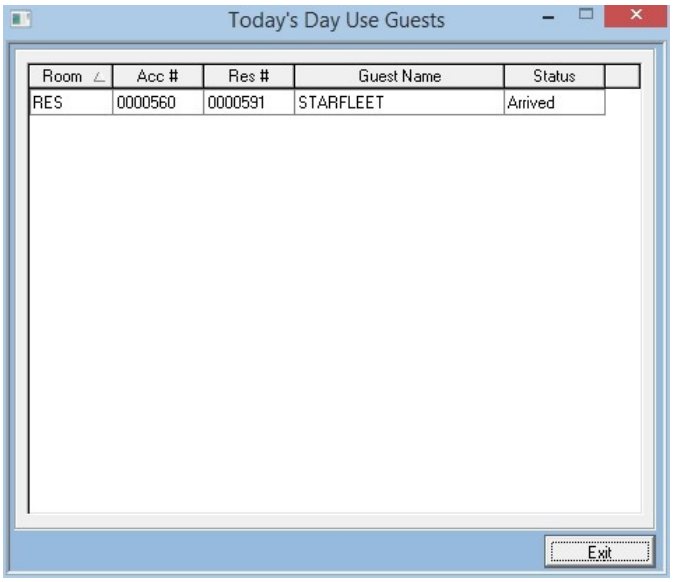
61a

This Day Booking will display on the Room allocation screen with a ~ in front of the guest name ~STARFLEE. Arrive this day booking the same as the usual reservation. When departing the day booking this will then 'disappear' from the room allocation screen (this then allows another booking to be made on the same day). The guest and reservation details can be found by searching using the Guest Information screen, refer to Search for Existing Guest Details 44 or by entering the guest surname in a Guest Information screen.

NOTE: If there is already a reservation in the room arriving later in the day, a new Day Booking can not be entered. A reservation can be made on the room after a Day Booking has departed.

Use the Day Use button on the Room Allocation screen to display **'Today's Day Use Guests'**.

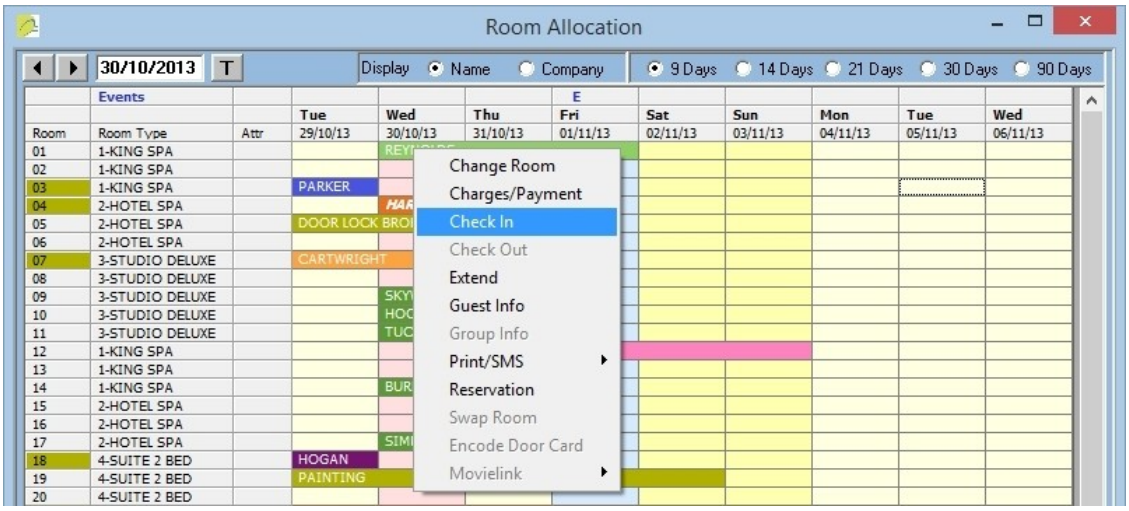
61b



61c

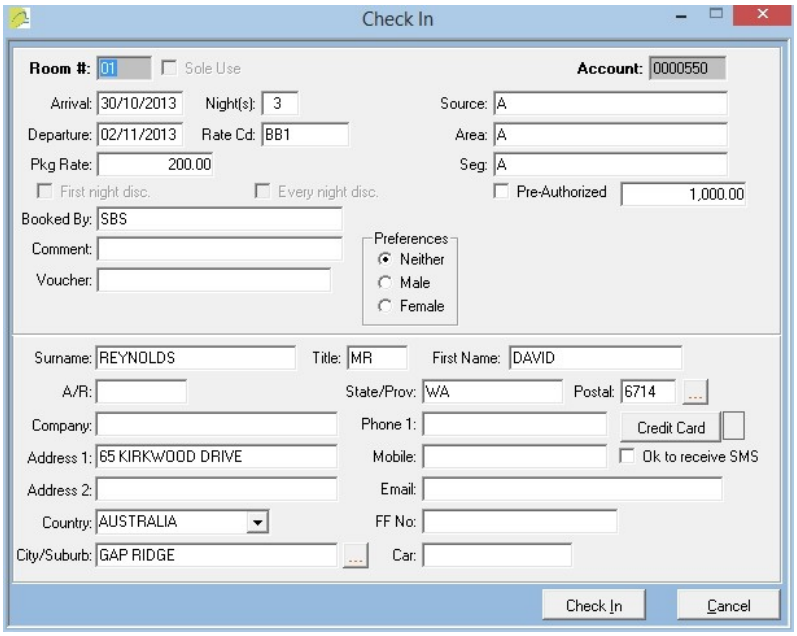
3.1.20 Guest Check In

On the Room Allocation screen find the guest reservation, right click and select the option **Check In**.



62

Use the Check In screen to edit or add any guest details such as address, email, phone numbers, Credit Card details. Click on **Check In** and the guest will now be **Arrived**.



62a

Alternatively go to the Guest information screen, and select the desired Guest by entering the Guest's account number, or searching for the Guest surname. Then select the Arrivals button. This gives you the screen shown below.

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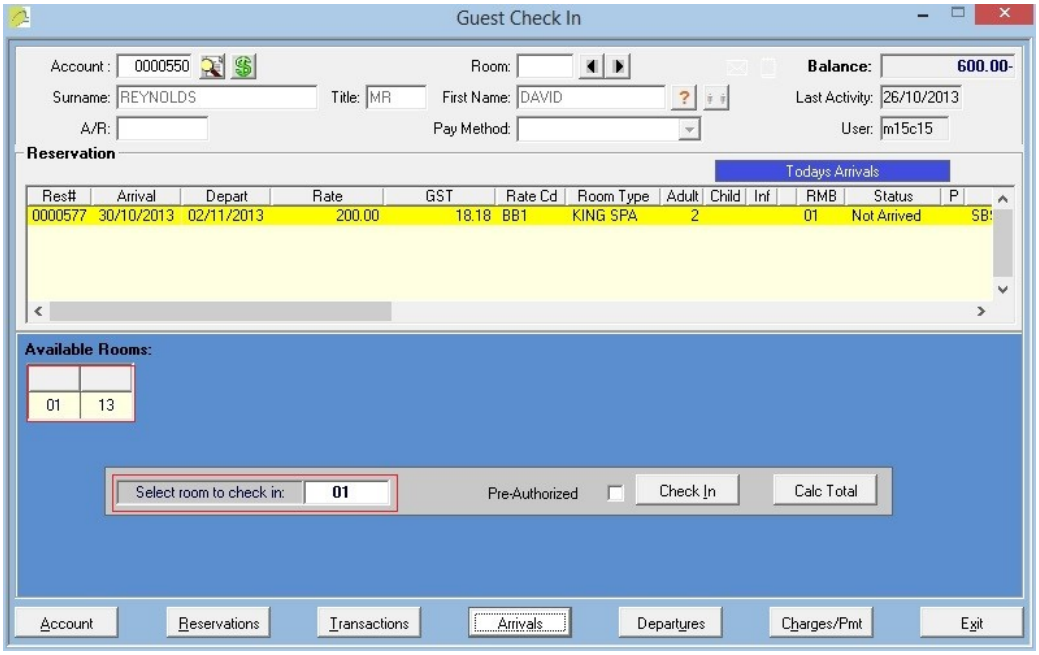


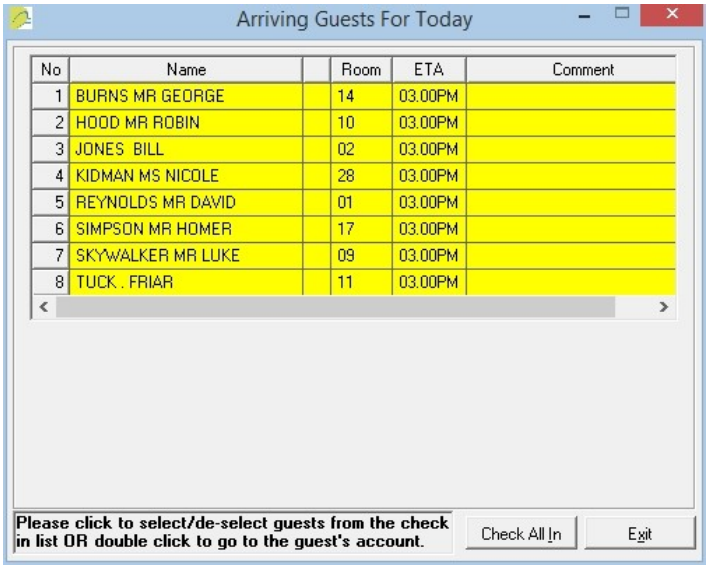
63

Important: All reservations 'Not Arrived' attached to this account number will be displayed, so be sure to select the correct one (It will then be highlighted in yellow).

When a reservation is selected, you are presented with a choice of room numbers that are currently vacant and correspond to the room type in the reservation. If any of the rooms are dirty, it will be displayed in low light and the first attribute will also be displayed above the room number.

Click on the room number you want. If a room has previously been allocated to this reservation, the system will display this room number in the 'Select room to check in:' box, as well as displaying other available rooms in the bottom window. Click on the Check in button to check the Guest in.

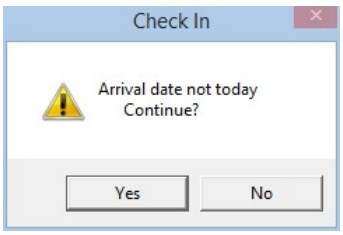
Or if an arrival today you can select the blue button marked **Todays Arrivals** and the following screen will appear. Double Click on the reservation you would like to check in to bring up the details. Then Click on the Check In button which will check the guest in.



64

If you attempt to use a room which is currently occupied a message will prompt you to enter another room. The system will also alert you if the room you are using is not clean. Select Yes on the prompt to continue.

If you have selected the wrong reservation (ie: one which has an arrival date greater than today) the program displays a warning message and prompts you whether to continue or not.



65

If a reservation has been mistakenly checked in it can be reinstated back to '**Not Arrived'** status. Refer to following section Reinstate Checked In or Out Reservation 50

For a GROUP check in refer to Group Check In 99 This allows you to check in ALL group members at the ONE time (If they are arriving at the one time).

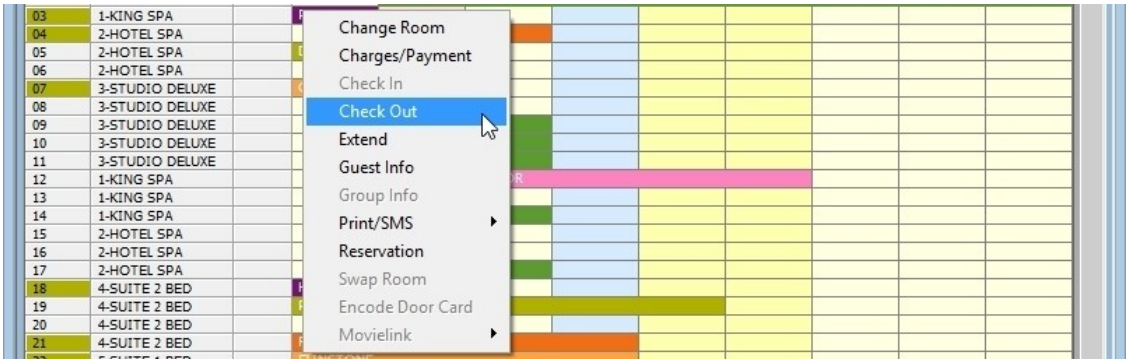
For Backpackers fast check in refer to Backpacker Bookings 64

3.1.21 Guest Check Out

From the check out window you can:

- Print invoices without checking out if required (see following Guest Account Invoice).
- Print invoices for individual folios, or all folios (see following Guest Account Invoice).
- Select which transactions to print on the invoice.
- Print invoices for checked out reservations.
- Make Payments and enter charges on Guest accounts.
- Amend availability and reservation files if departure dates are incorrect.
- Display the individual folio transactions, or all transactions in the folios.
- Get a Balance Query on what is owing after ALL Night Audit charges.
- Post a Daily Update, which will charge the accommodation charges for this Guest only. This is used when a Guest wants to settle their account the night before and Night Audit has not been run. Accommodation will not charge again at Night Audit.

On the Room Allocation screen find the guest reservation, right click and select the option **Check Out**.



66

Alternatively go to the Guest information screen, and select the desired Guest by entering the Guest's account number. Select the Departures button by clicking on it. Both options give you the next screen.

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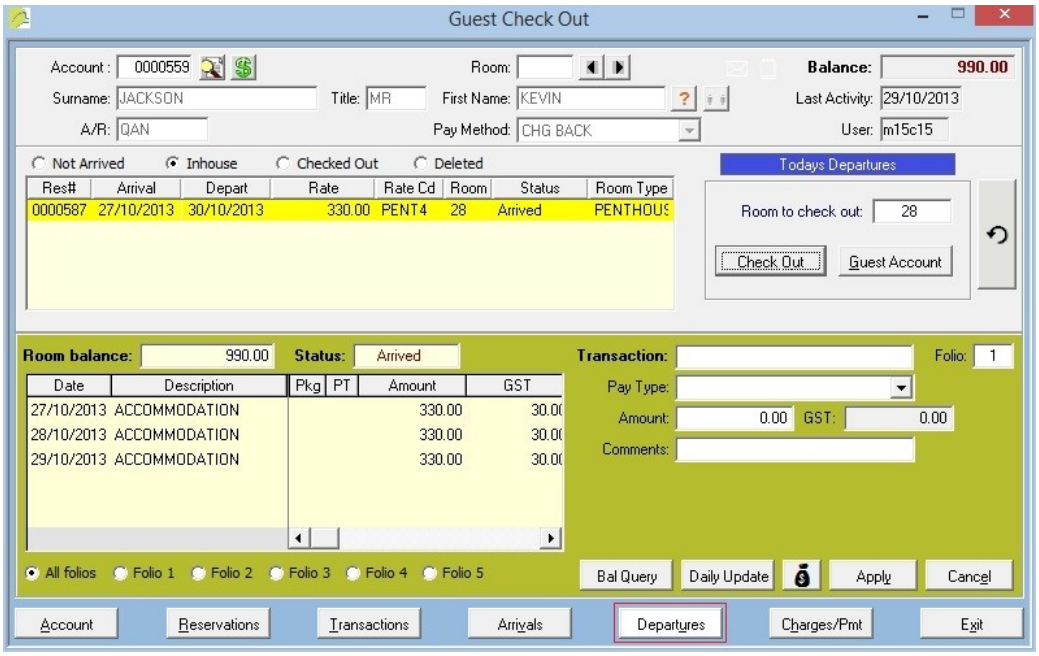
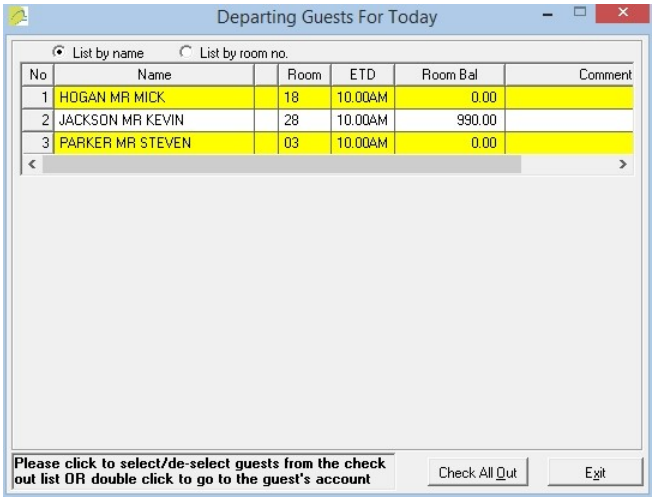
Process any payment due or transfer the balance to a debtor if required. Once the account balance is zero click on the Check Out button. There is an option to check out guest with balance owing, this will apply to ALL reservations. See Set up -> System Configuration -> Reservation 204 and untick the option "Force Payment before Check Out". If a Guest Account is required this can be printed or emailed before or after checking the guest out.



66a

Note that if a guest is departing early, you will get a warning that today's date is not the same as the Guest's departure date. If you choose to proceed, the departure date will be adjusted to today, and the guest checked out.

In the Departures screen click on the blue tab Today's Departures, this will show you all today's Departing Guests. The highlighted yellow guests can be checked out with the Check All Out button as the accounts all have a zero balance. The remaining guests have a balance therefore payment will need to be taken for the account balance.



67

If a reservation has been mistakenly checked out it can be reinstated back to Arrived status. Refer to following section Reinstate Checked In or Out Reservation 50

For a **Group** check out refer to Group Checkout 102 This allows you to check out ALL group members at the same time.

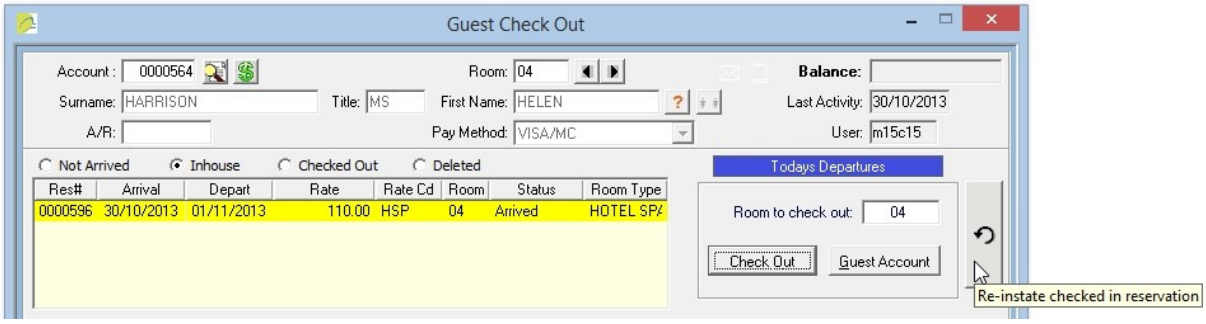
For **Backpackers** fast check out refer to Backpacker Bookings 64

3.1.22 Reinstate Checked In or Out Reservation

If a reservation has been mistakenly arrived or departed the status can be reverted back. Or if a guest has been departed but then decides they would like to stay on for another day or two then the reservation can be changed back to arrived. This eliminates having to create another reservation. The same if the incorrect reservation has been arrived the status can be changed back to Not Arrived.

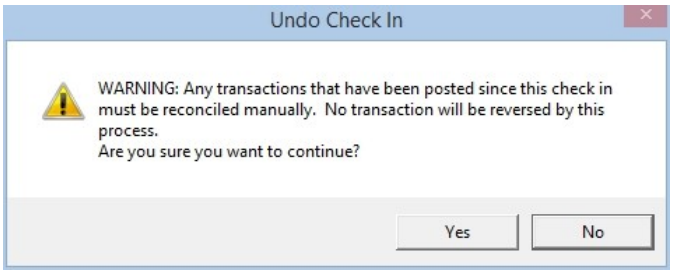
NOTE: THIS CAN ONLY BE DONE ON THE DAY OF DEPARTURE OR ARRIVAL. A PREVIOUS DAYS DEPARTURE OR ARRIVAL CAN NOT BE CHANGED.

To re-instate a checked in or out reservation, go to the Departure button in the Guest Information. Select the In House or Checked Out button above the reservation line to display the reservations, select the reservation to be re-instated, click on the back arrow icon beside the guest account button.



69

Reinstating an Arrived reservation back to Not Arrived will display a Undo Check In prompt. If there have been any transactions posted to the account whilst in Arrived status then the transactions must be voided or reversed manually. Changing the reservation status will not automatically do this.



70

Reinstate the Check Out reservation back to Arrived if the guest decides to continue their stay, this will eliminate creating a new reservation.

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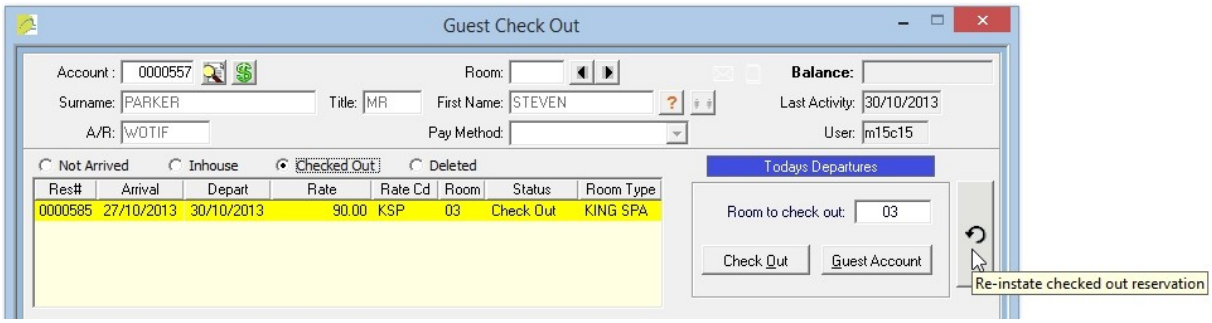
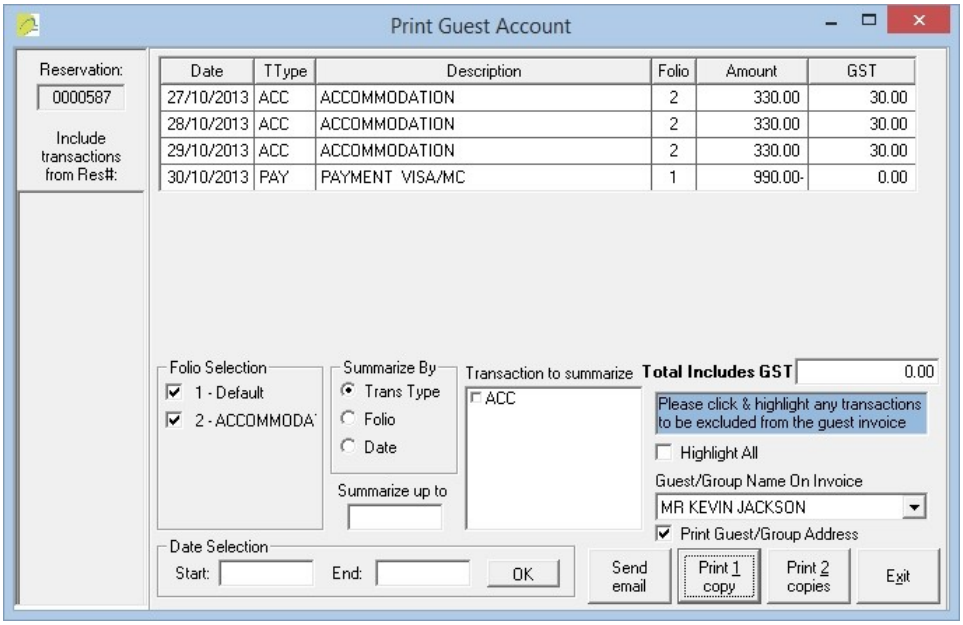


71

3.1.23 Guest Account Invoice

Click the **Guest Account** button to print an invoice. The following window will be displayed. If the accommodation is being transferred to debtors and the guest is paying for any extras, highlight the transactions the guest is NOT paying for. These transactions will be excluded from the account when printed. An account can then be printed with the guests charges and payments.



72

From this window you can select to:

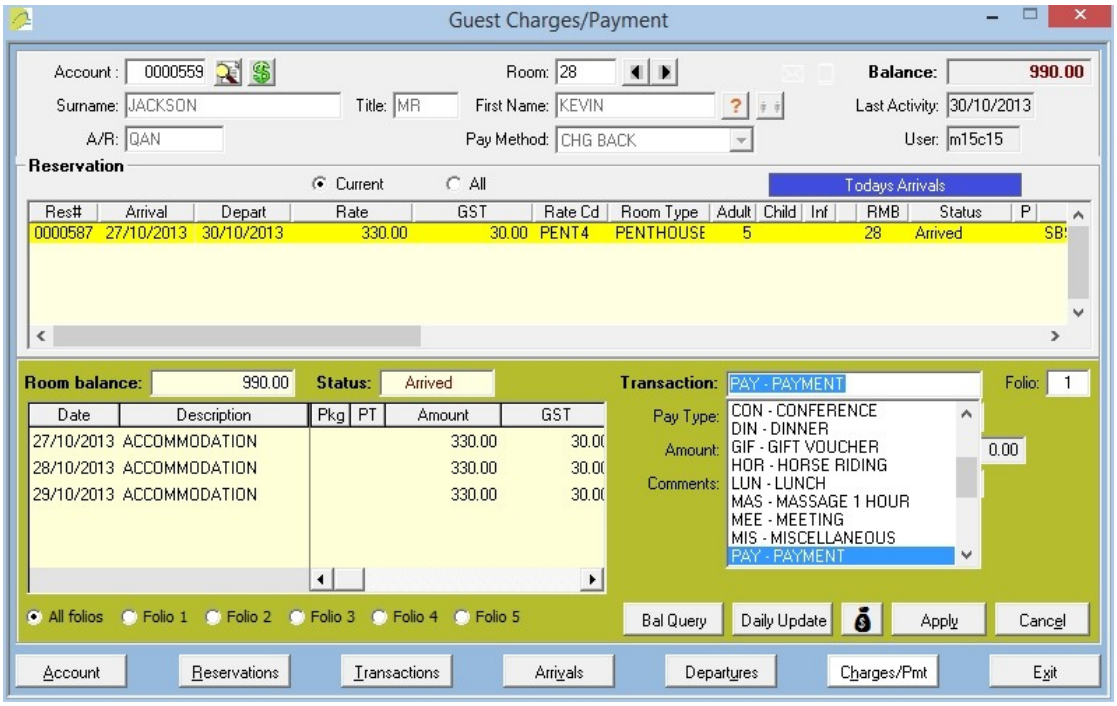
- Print invoices without checking out if required.
- Print invoices for individual folios, or all folios.
- Select which transactions to print on the invoice.
- Print invoices for checked out reservations.
- All Transactions on the invoice.
- Print Guest Account by Date range, refer to Transfer to Debtors Long Term Guest 57
- You also have the option to print any of the names attached to the reservation and if the address is to be printed also. (ie If more than one guest are sharing the room, you can print a separate invoice for each of the guests.) Select the drop down box for Guest/Group Name On Invoice).
- Print the Debtor details with the guest name on the invoice, see **Guest/Group Name On Invoice** to select the required information.
- Option to Email or to Print 1 or 2 copies of the Guest Account.

3.1.24 Guest Charges & Payments

This option can be selected from the Room Allocation screen and right clicking on the guest, the Departures window or search for the desired guest from the Guest Information screen. You can enter the room number, the Guest's account number, or search for the Guest. Then select the 'Charges/Pmt' button.

Highlight the reservation (if it is the only one, and you selected the room, it will be already highlighted). Click on the box marked 'Transaction', and select the transaction type you are going to use.

TIP: As you type, the list below will scroll with each letter typed. Once the correct transaction type is highlighted you can then tab to the folio box. Alternately, you can scroll through the transaction types using the mouse and click on the transaction you require.



73

If you are using folios, select the folio, refer to Guest Folios 34. If you are not using folios, tab to the next step.
If it is a payment, select the payment type from the 'Pay type' box. Click on the 'Amount' box, and enter the amount. The GST cannot be entered, as it shows the amount of GST included in that transaction.
Click on the 'Comments:' box, and enter any comments (if required).
If these entries are ok, select the 'Apply' button, and the transaction will be applied to the account. The folio number will be automatically selected.

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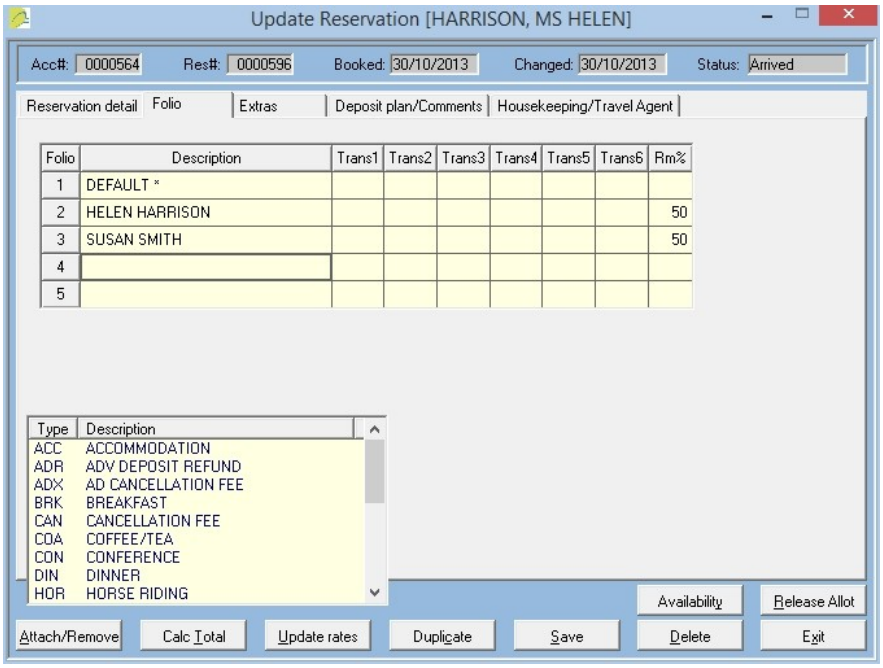
3.1.24.1 Multiple Guests in Room Paying Separately

On the Guest Information screen, click on the button as shown below, 'Display/hide other names'. Enter in each individual guest name who will be accommodated in the room. Select Save at the bottom of the screen when finished. The button will then display an orange color to indicate there is more than one guest.

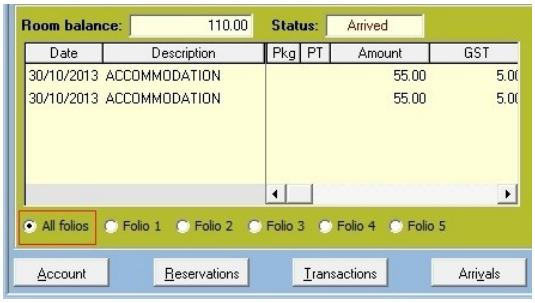
73a

In the Reservation screen select the tab for Folios. Enter the individual guest names as in the following screen. Click in the Trans1 – Trans6 fields to allocate the transaction types to each guest along with the percentage of the accommodation they will each be responsible for. If it is Accommodation then the transaction type does not need to be entered as the Rm% column will know that ACC transaction applies.

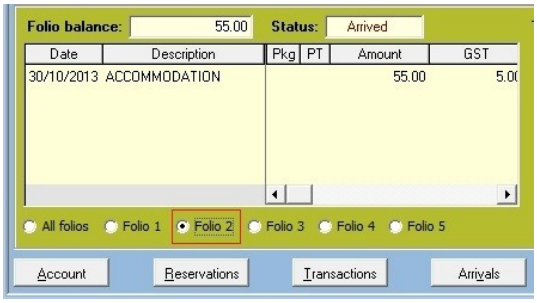


73b

The charges will then display as follows. The tab for All Folios will display all transactions (below left). Click on the Folio number (below right) to display the charges for the individual guest. When posting a payment first select the correct Folio.



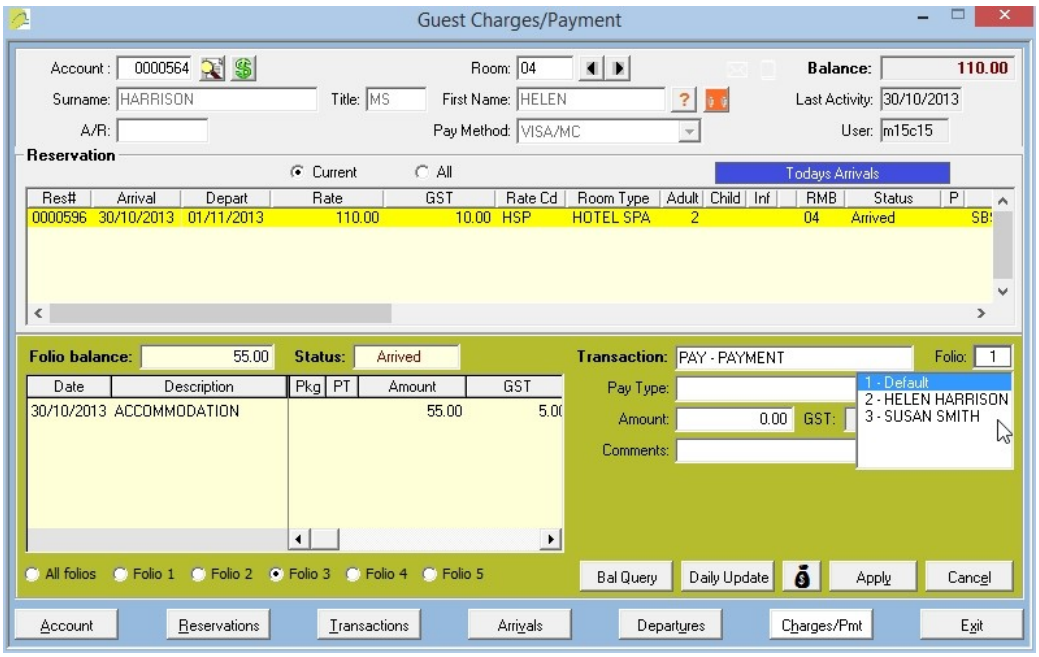
73c



73d

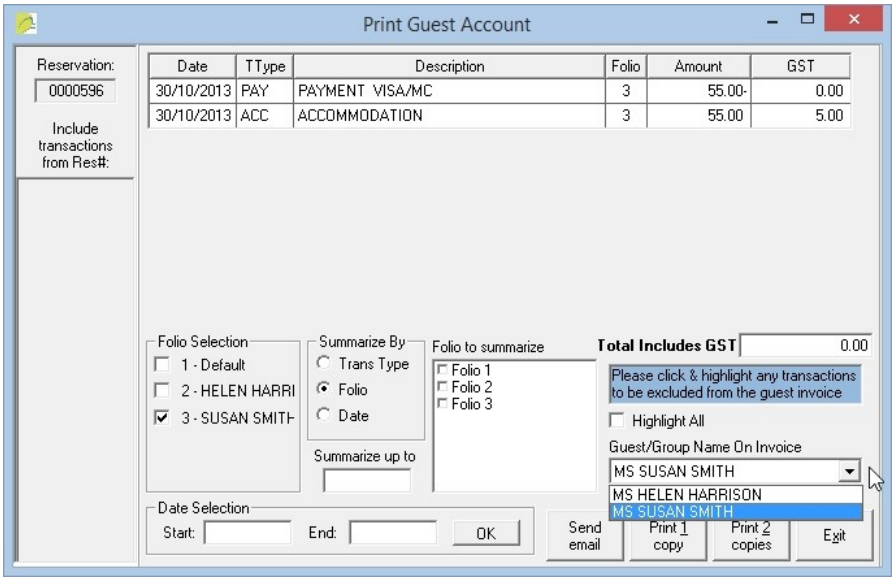
Payments

When posting a payment to the guest account, ensure the correct folio is first selected. If an account is requested then this will display that the payment has been made against the correct guest charges. Click on the Folio box to make the selection.



73e

Printing the guest account in the Folio Selection, select the guest. Guest/Group Name On Invoice, select the guest name.



73f

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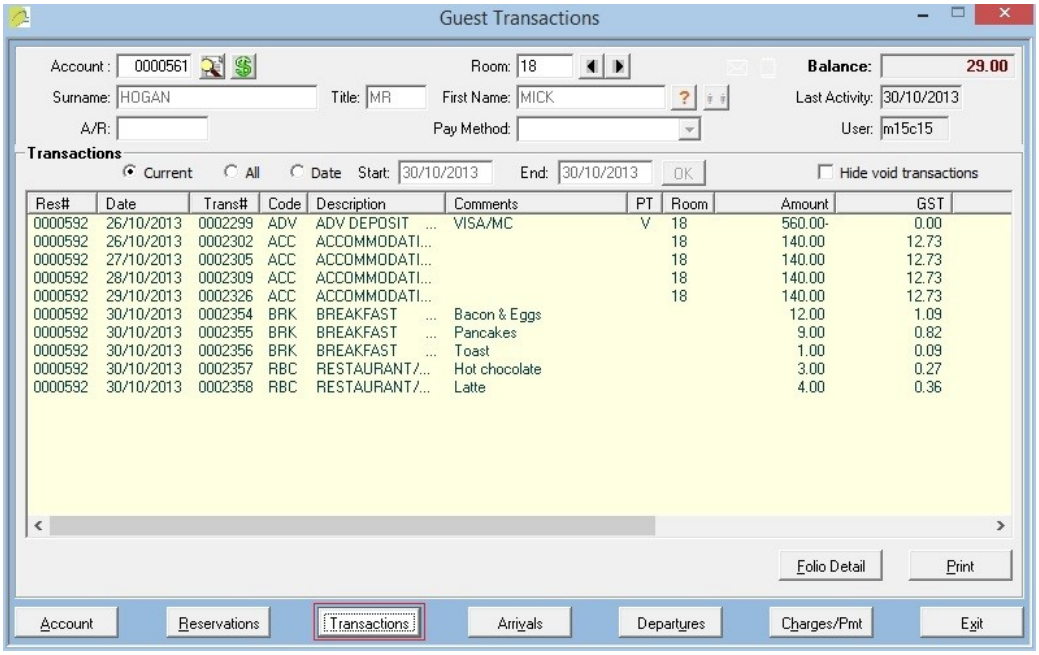
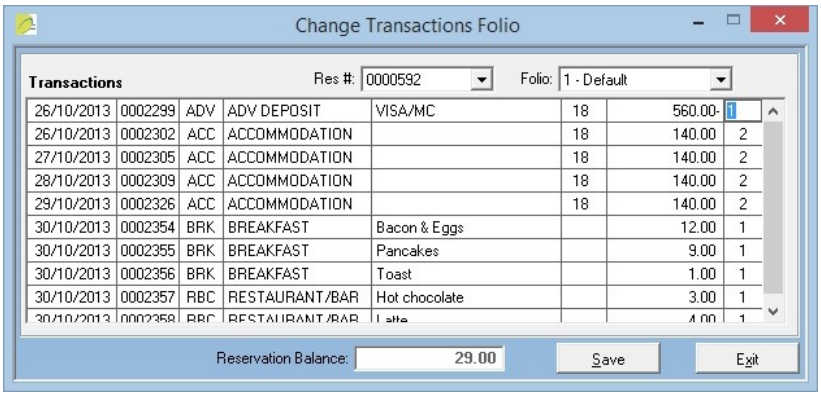
3.1.24.2 Transfer transaction folio to folio

Click on the Transactions button in the Guest Information screen. This will bring up the following screen then click on the ***Folio Detail*** icon, to bring up the detailed folio where you can transfer the charges from one folio to another.



74

FOLIO TRANSFER SCREEN FOR SAME ACCOUNT DIFFERENT FOLIO
This would be used if company is paying for Accommodation and guest paying all other charges or similar.

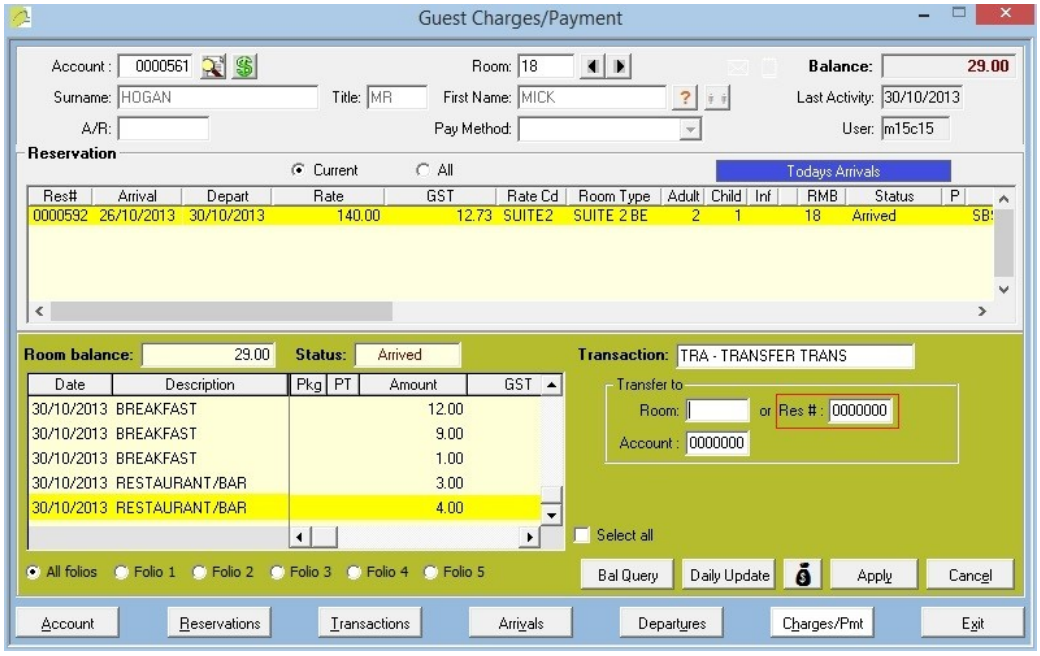


75

3.1.24.3 Transfer Transaction to other Account

This option allows for the transfer of charges and/or payments from one reservation to another reservation on the same account, or from one Guest account to another Guest account, or from one room number to another room number.

To begin the transfer, select the transaction from those shown on the Guest account, and highlight it. In the transaction type box, select your transaction type **TRA - T**ransfer Transaction, and then tab to get to the 'Transfer To' box. Enter the reservation number you want to transfer this entry to. Then <tab> to the Account field, this will be updated with the correct Guest account to transfer the transaction provided the Res# entered is correct. **Only enter the room number if the Guest is currently in house**. If the room is occupied then the charge will go to that room reservation. If the guest has departed then the Res# must be entered. To complete this, click on the 'Apply' button.



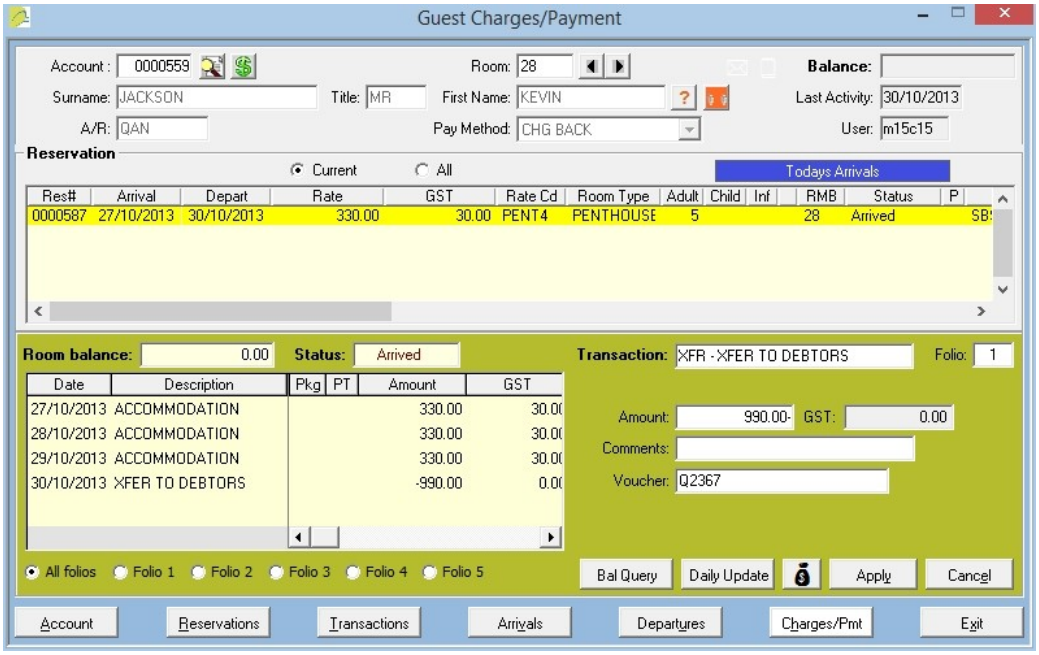
76

3.1.24.4 Transfer to Debtors

It is usual to transfer company accounts, travel agents and wholesalers to Debtors by using the transaction type "XFR - XFER TO DEBTORS".

This sometimes is done without first allowing for any discount or commission that may be applicable.

Any discount or commission applicable can be taken off the Guest's account before doing a transfer to Debtors unless management specifies otherwise. NETT or GROSS amounts owed by Debtors can be transferred. Please refer to following sections Transfer to Debtors - Agent Commissions 59 and Debtors 214 for specific setup information.



77

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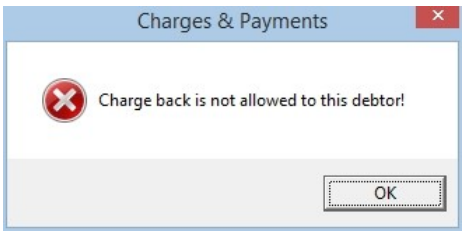
If this following prompt appears this is because Charge Backs are not allowed on this Debtor. Refer to: Debtors -> Debtor Information -> Add New 157 where this option has been selected on the Debtor Information.



77a

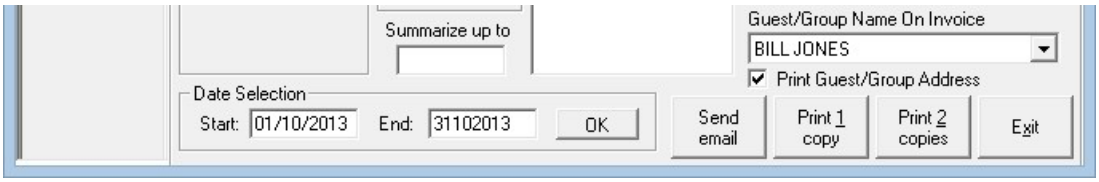
The following Guest Transactions screen displays the **XFR - XFER TO DEBTOR** transaction on the Guest Transaction screen. The guest account now has a zero balance and can be checked out.

78

3.1.24.5 Transfer to Debtors Long Term Guest

A guest account balance can be transferred to debtors weekly or monthly if the guest is In House long term. This is some times required by the company paying for the account or the property providing the accommodation.

In the guest account invoice go to the Date Selection at the bottom of the account screen. Enter the Start and End date required and OK. This will produce a specific Guest Account Tax Invoice number. When this account has been printed then transfer the the balance of this account to debtors.



Scr 78a

The 'Tax Invoice' number will then be specific to the Guest Account when printed.

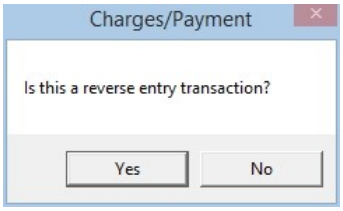
3.1.24.6 Transfer to Debtors Reversal

If an amount has been transferred in error or to an incorrect debtor, and needs to be corrected this must be rectified from the guest account. Select the same transaction, **XFR - XFER TO DEBTORS**, with a minus before the amount, so the original transfer to Debtors is effectively reversed.

79

When selecting **Apply** the following screen will display, select **Yes** to confirm is a reverse entry. The charge amount will then reverse back to the Guest Account. Then transfer the correct amount to Debtors.

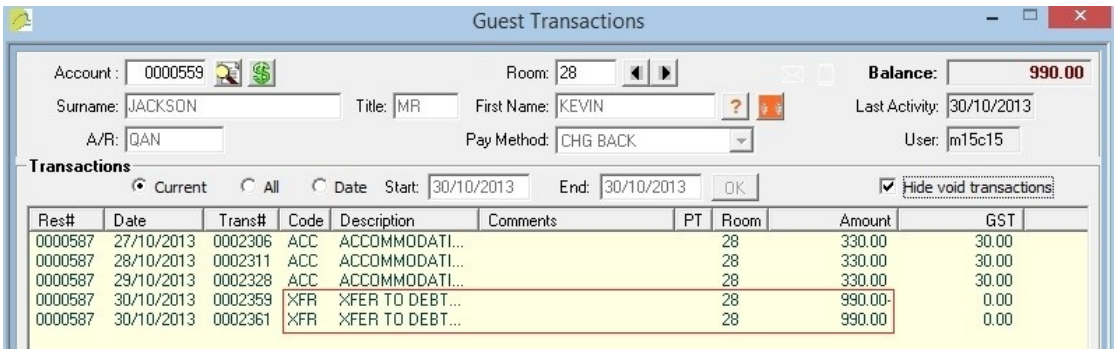
> **NOTE: if the error being corrected is due to transferring to an incorrect debtor, then the debtor code MUST be the same as the first transfer to debtors when reversing. Once the invoice amount is reversed then the debtor code MUST be changed to the correct debtor.**
>
> **A XFER TO THE DEBTORS ACCOUNT CAN NOT BE VOIDED, A REVERSAL OF THE ORIGINAL ENTRY MUST BE DONE.**



79a

When reversing an amount back from Debtors the incorrect transfer and the reversal amount MUST be reconciled. Refer to the **Debtor Information** -> **Reconcile Debtor Account Payments** 161. The incorrect **XFR** will appear in the lower portion of the screen, the reversal amount will show in the upper portion of the screen. Reconcile these two transaction just as if they were a payment and a charge. This will balance the two and won't affect your daily banking or revenue. This prevents them from appearing on the Debtor's statement.

This following screen shows the **XFR - XFER TO DEBTORS** and the reversal **XFR - XFER TO DEBTORS**. The transfer to debtors has a -minus, the reversal does not.



80

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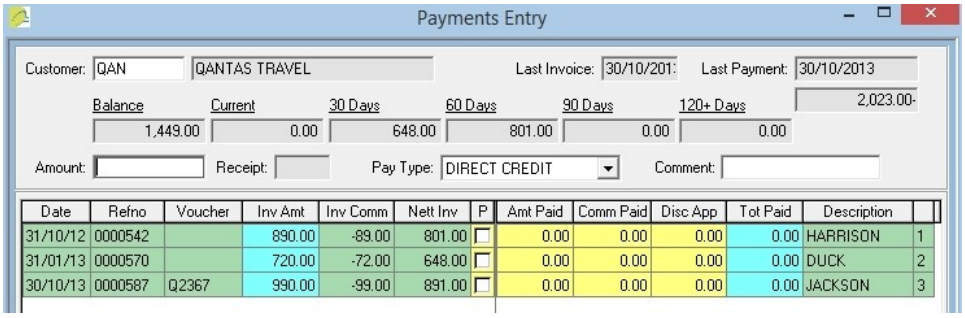
3.1.24.7 Transfer to Debtors - Agent Commissions

There are two options that can be used to setup the XFR - Transfer to Debtors with or without Agent Commissions.

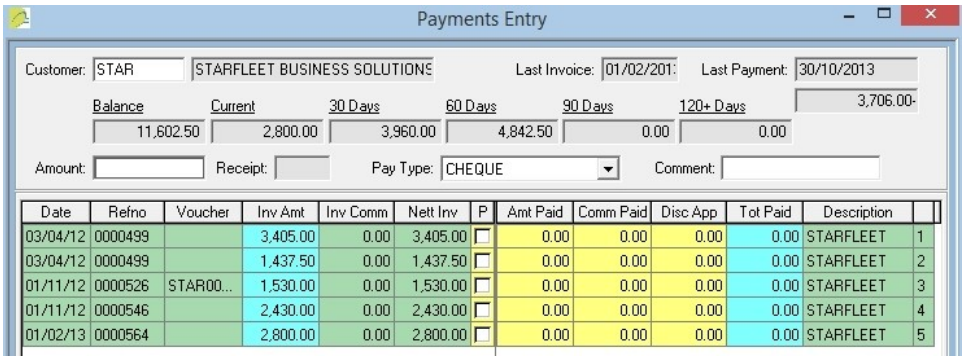
Transfer Nett and Commission amounts to Debtors
Option 1: Transfer the gross amount (includes Commission) from the guest account to the debtor. There will be two totals shown, one is the nett amount and the other is the commission amount. Go to **Setup -> System Configuration ->** Debtors 214, tick the option **'Transfer the nett and comm amounts to debtors'**. If there is a commission amount selected for the debtor this is then calculated once the amount has been transferred to the debtor account. This option will not show any commission amount on the guest account.



81

Transfer Nett amount only to Debtors
Option 2: Transfer the Nett amount to Debtors. This will show the commission amount on the guest account so only the nett amount is transferred to the debtor. Go to Setup -> System Configuration -> Debtor, check the option **'Transfer the nett and comm amounts to debtors'** is NOT selected.

When Night Audit has been run the guest account will then show an entry for COM – COMMISSION. The balance on the Guest account will also only be the nett amount to be transferred to the debtor account.



81a

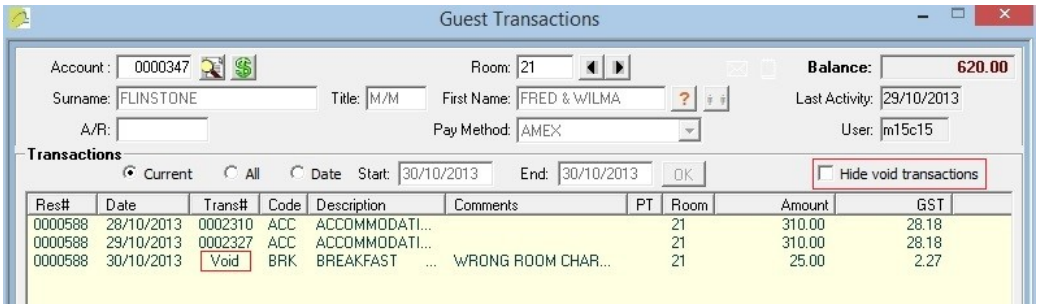
3.1.24.8 Voiding or Reversing Guest Charges

The purpose of this option is to enable a Guest's account to have an entry removed so it is no longer displayed on an invoice. For security purposes, transactions voided will still be displayed in the Guest's transactions and can be viewed in the Transaction List. Entries can only be voided if entered on the current date. An entry made on a previous day must be reversed.

For example, a Breakfast charge was contested by a Guest on check out, said that he definitely didn't have Breakfast. To void this entry go to the charges and payments screen in the guest account select VID - VOID ENTRY code from the drop down box, highlight the item you wish to void by clicking on it once - then enter a reason as to why you are voiding the entry. Select APPLY and the entry is now voided. You void the charge (say it's room 21) and check the Guest out. After he has gone you check the dockets and realize that the charge was for a Guest in room 12 and a typing error has been made. The transaction can then be manually entered on the correct account/room.

82

The voided transaction can still be seen on the Transactions screen, but with the transaction number showing "Void". These transactions can also be hidden by selection the "Hide void transactions" option on the Transactions screen. All the transactions on the Guest account are displayed on screen. The 'Trans#' is the number associated with each individual transaction. As mentioned above, the entry will always remain. The balance will be amended



83

Reversing Guest Charges
If a transaction has been posted on a previous day this can not be voided. The transaction must be reversed. This needs a minus (-) before the amount is if you are reversing an entry. Always use the same transaction type to reverse the entry. This will then reverse the revenue from the correct category. If the transaction is setup to be a credit (with a minus on it) automatically, then you do not need to add the minus sign.

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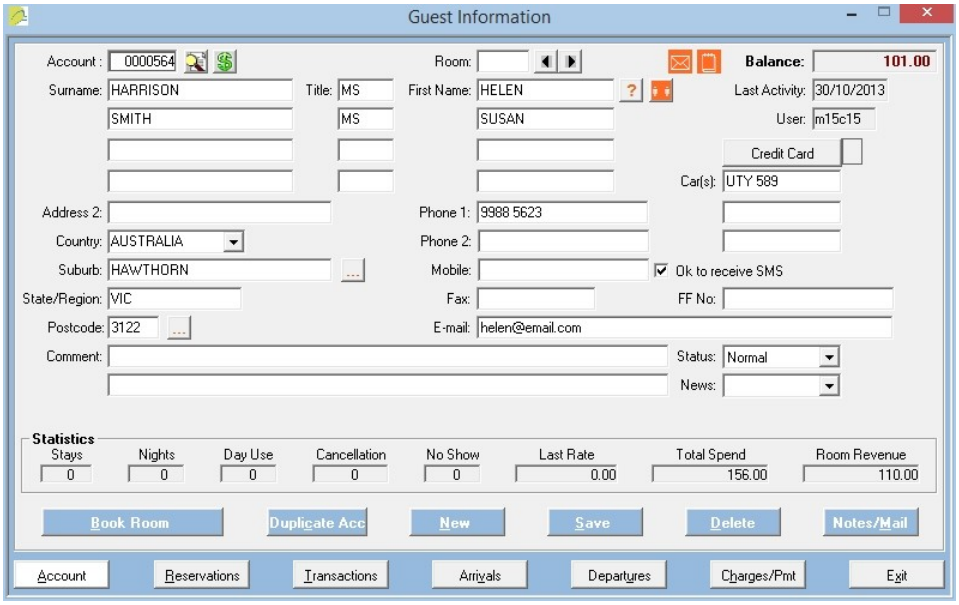
3.1.25 Guest Mail & Notes

This option provides a facility for anyone to send mail or leave messages to any Guest. When a Guest has mail, the envelope icon to the right of the room number box becomes highlighted. The guest notes works along the same lines as guest mail. When there have been notes entered for a guest, the note pad icon next to the envelope will be highlighted.



84

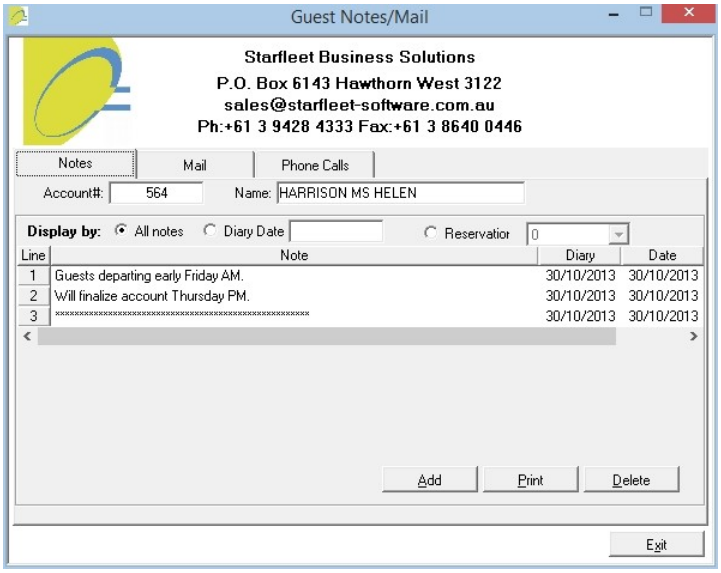
Guest Notes

In the Guest Information screen, select the **Notes/Mail** button. Then select the **Notes** tab.(This is the default selection).

To enter a new note, select the button marked **Add**. Select a reservation number to attach the note to or leave as zero for all reservations, and also select a diary date for the note. You then enter the text and Save.

Messages are displayed with a row of '***' separating each note. By clicking on the different options you are able to search for guest notes in a number of ways. You can display all notes for the guest (default), by the diary date of the notes, or by a reservation number of the guest. A daily Guest Notes report for all guests can also be printed by going to Reports -> Guest -> Guest Notes 143

To delete a note, simply click on all the lines of the note to highlight them, then click on the **Delete** button. To print the notes, click on the **Print** button once.



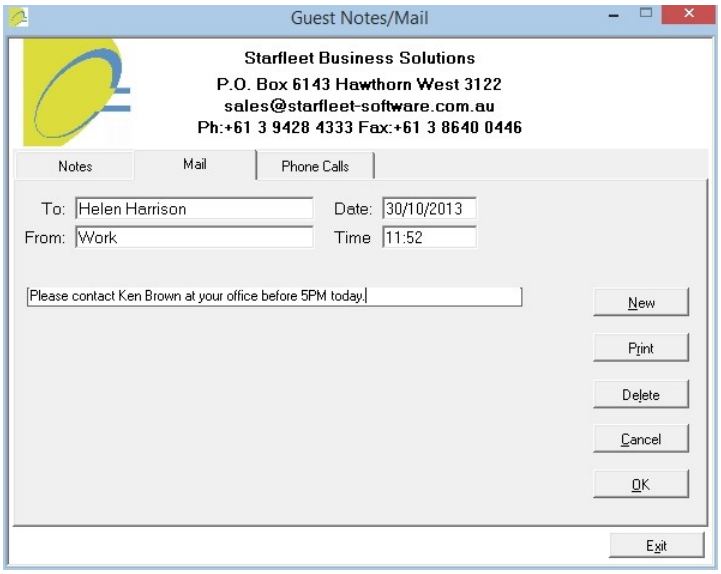
85

Guest Mail

In the Guest Information screen, select the **Notes/Mail** button. Then select the **Mail** tab.

To enter new mail, select the button marked **New**. Enter the appropriate prompts, and the body text of the mail. Then click the **Ok** button.

Until the mail is printed, the system will notify you of the presence of mail in an account each time the account is accessed, either in Reservations, Charges & Payments, Check In, Check Out or Guest.



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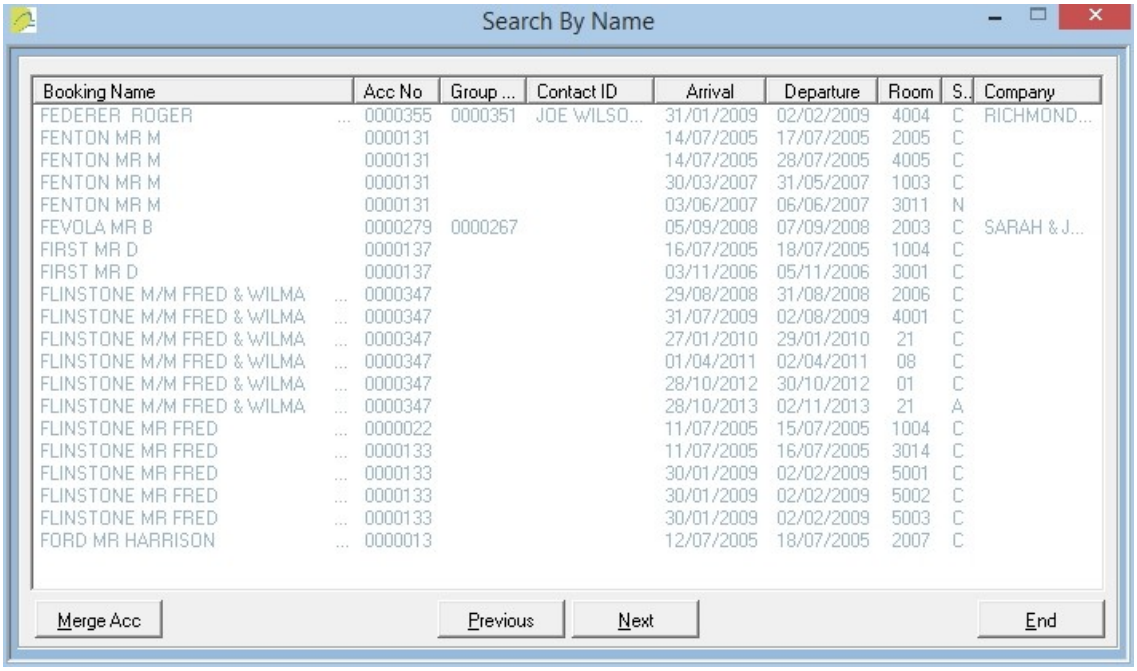
3.1.26 Merge Guest Accounts

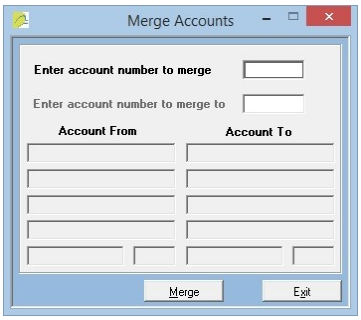
When a returning Guest has more than one account it can be confusing which one to use to make a new reservation. These multiple accounts can be 'merged' into one existing account you wish to keep. This function is found in Search for Guests, refer to Search for Existing Guest Details 44. Select the Merge Acc button on he lower left of the screen. .



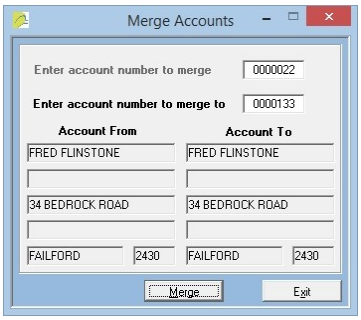
Booking Name		Acc No	Group ...	Contact ID	Arrival	Departure	Room	S..	Company
FEDERER ROGER	...	0000355	0000351	JOE WILSO...	31/01/2009	02/02/2009	4004	C	RICHMOND...
FENTON MR M		0000131			14/07/2005	17/07/2005	2005	C	
FENTON MR M		0000131			14/07/2005	28/07/2005	4005	C	
FENTON MR M		0000131			30/03/2007	31/05/2007	1003	C	
FENTON MR M		0000131			03/06/2007	06/06/2007	3011	N	
FEVOLA MR B		0000279	0000267		05/09/2008	07/09/2008	2003	C	SARAH & J...
FIRST MR D		0000137			16/07/2005	18/07/2005	1004	C	
FIRST MR D		0000137			03/11/2006	05/11/2006	3001	C	
FLINSTONE M/M FRED & WILMA	...	0000347			29/08/2008	31/08/2008	2006	C	
FLINSTONE M/M FRED & WILMA	...	0000347			31/07/2009	02/08/2009	4001	C	
FLINSTONE M/M FRED & WILMA	...	0000347			27/01/2010	29/01/2010	21	C	
FLINSTONE M/M FRED & WILMA	...	0000347			01/04/2011	02/04/2011	08	C	
FLINSTONE M/M FRED & WILMA	...	0000347			28/10/2012	30/10/2012	01	C	
FLINSTONE M/M FRED & WILMA	...	0000347			28/10/2013	02/11/2013	21	A	
FLINSTONE MR FRED	...	0000022			11/07/2005	15/07/2005	1004	C	
FLINSTONE MR FRED	...	0000133			11/07/2005	16/07/2005	3014	C	
FLINSTONE MR FRED	...	0000133			30/01/2009	02/02/2009	5001	C	
FLINSTONE MR FRED	...	0000133			30/01/2009	02/02/2009	5002	C	
FLINSTONE MR FRED	...	0000133			30/01/2009	02/02/2009	5003	C	
FORD MR HARRISON	...	0000013			12/07/2005	18/07/2005	2007	C	

87

Enter the account number that will be merged and enter. Then enter the account number of the account to merge to. The details of the accounts will be displayed.



88



88a

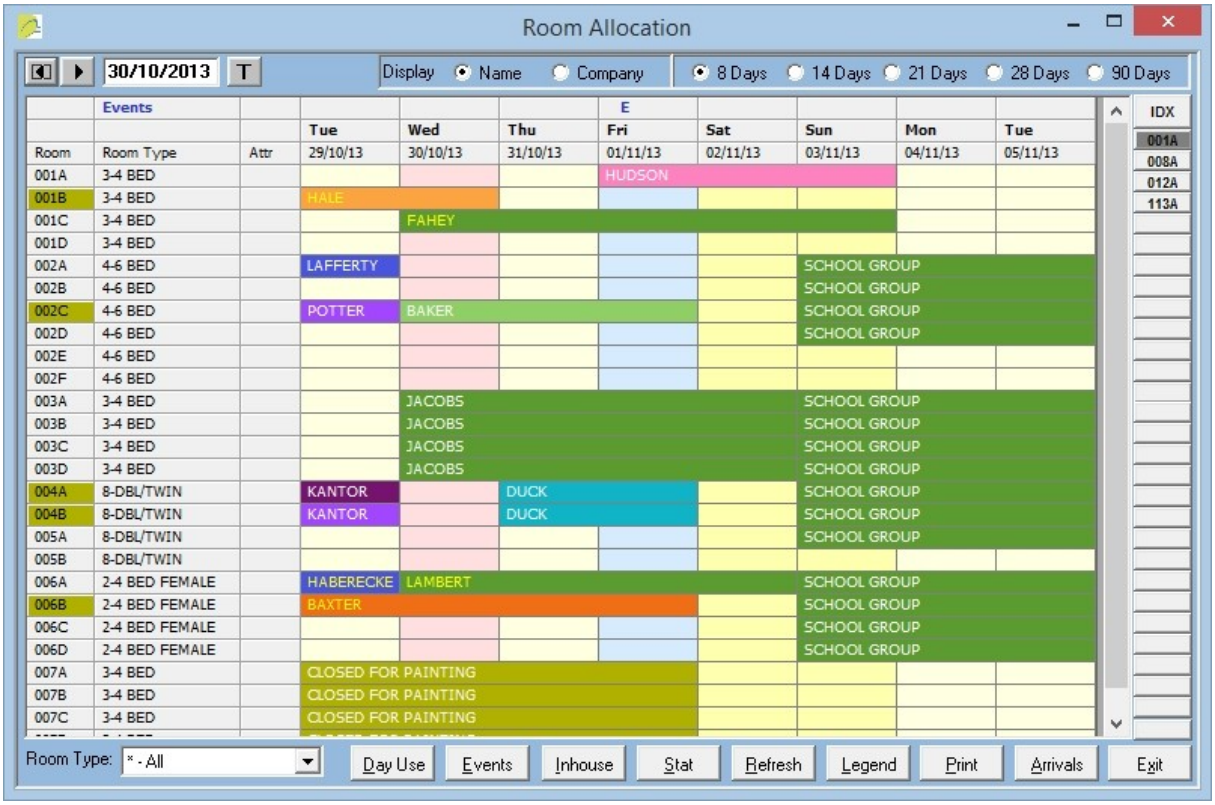
Once Merge has been selected a warning prompt will display. This action once completed can not be reversed.

89

3.1.27 Backpacker Bookings

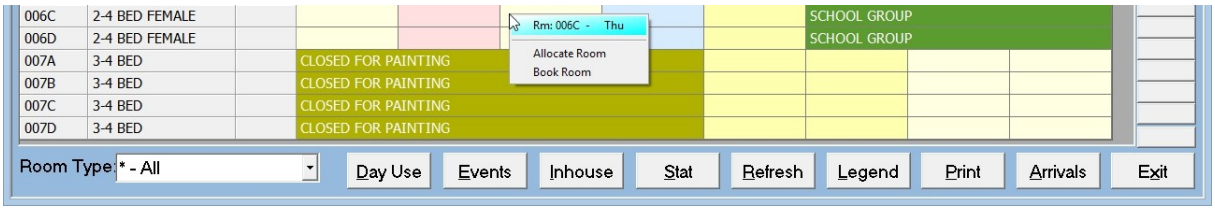
This facility is only available if the All Backpacker flag in System Configuration is enabled. To set this go to the Setup -> System Configuration -> Backpacker 212. Fewer details need to be entered when creating a Guest account for a Backpacker booking.

The Room Allocation screen can be displayed with an Index down the right hand side of the screen. Because Backpackers sell by bed and not room this creates more 'room' entries than the usual Motel or Hotel. By using the Index rooms can be accessed quicker by clicking onto one of the number groups that would include the bed number.



90

To enter a new booking, right click on a blank cell for the bed number and date of arrival, select the option Book Room.



90a

The following screen will display. In here enter all the relevant information required, i.e. Reservation and Guest details. Select save if the booking is for a future date. If the guest is a walk in then Check In can be selected to arrive the guest.

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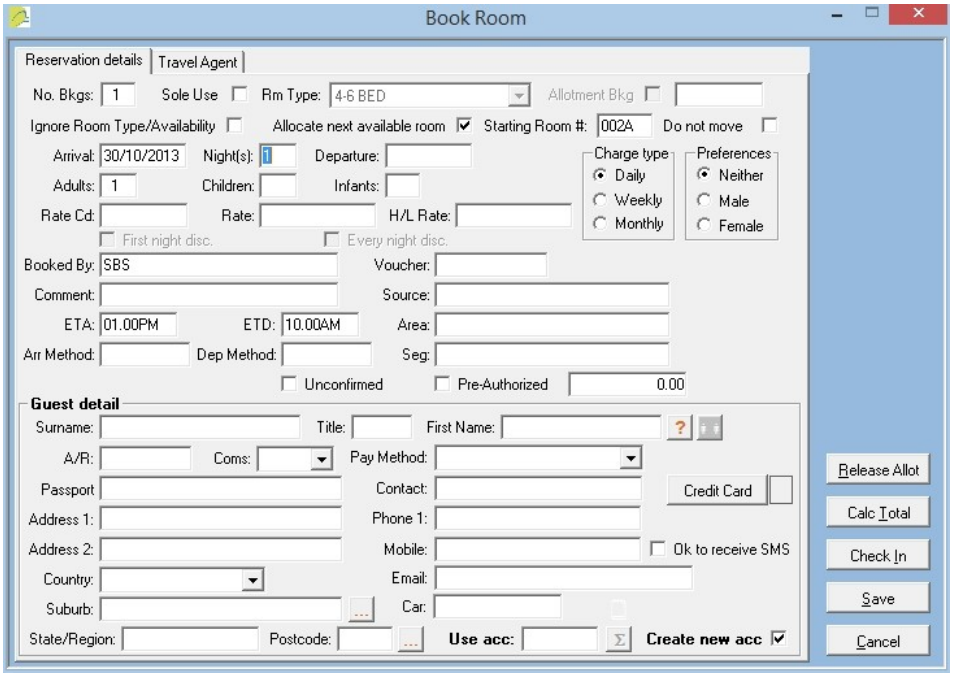
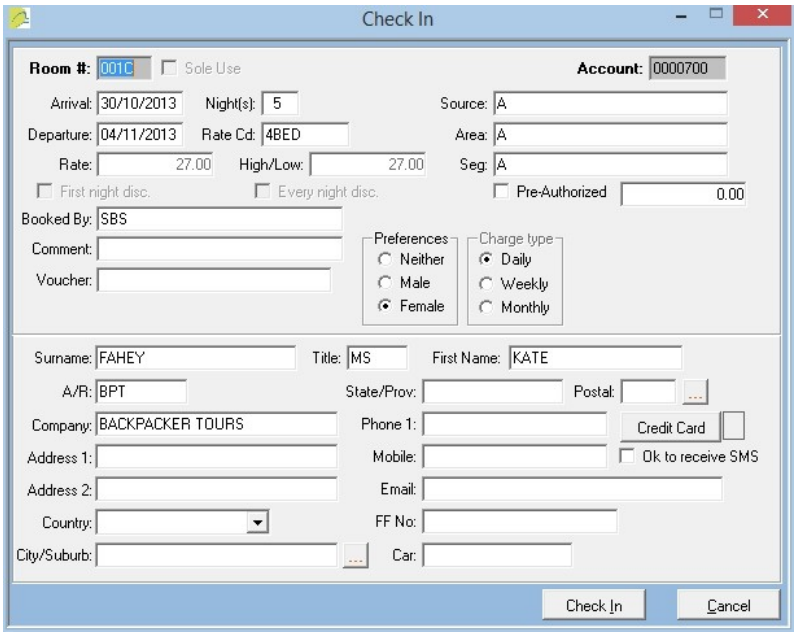


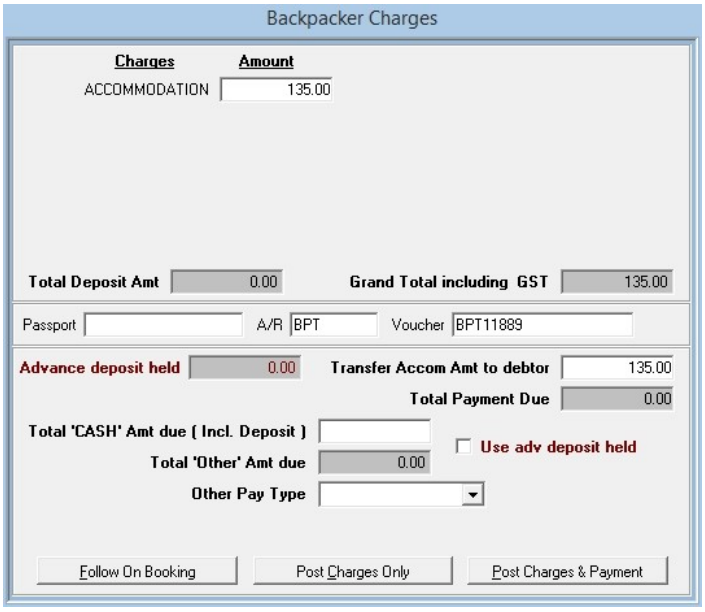
91

Arrivals

The Backpacker option has a fast check, this will allow you to post charges and receive payment straight away from the guest. As you can see, only the bare minimum of information is required. To check in a guest with an existing booking, right click on the guest name on the Room Allocation screen. Go to Check In, check details are correct and make any changes required. Select Check In, select to Post Charges Only or Post Charges & Payment.



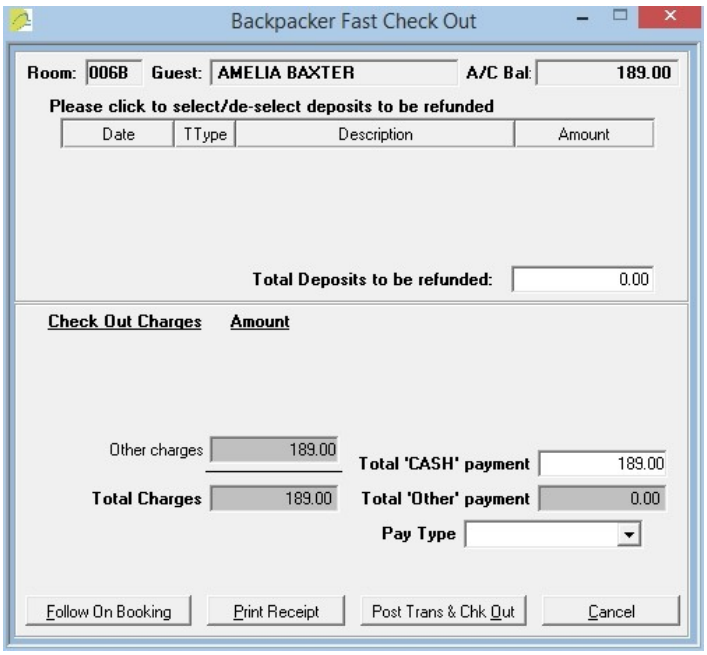
92



93

Departures

To depart the guest, right click on the guest name on the Room Allocation screen. Select Check Out, following screen will display. If there is a balance owing to be paid select the Pay Type, Post Trans & Chk Out. A receipt will be printed by selecting Print Receipt before checking out.



94

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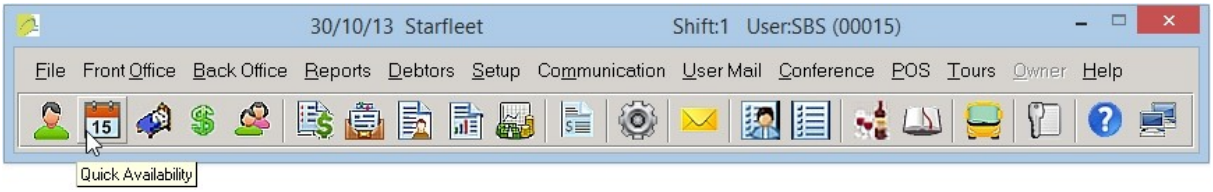
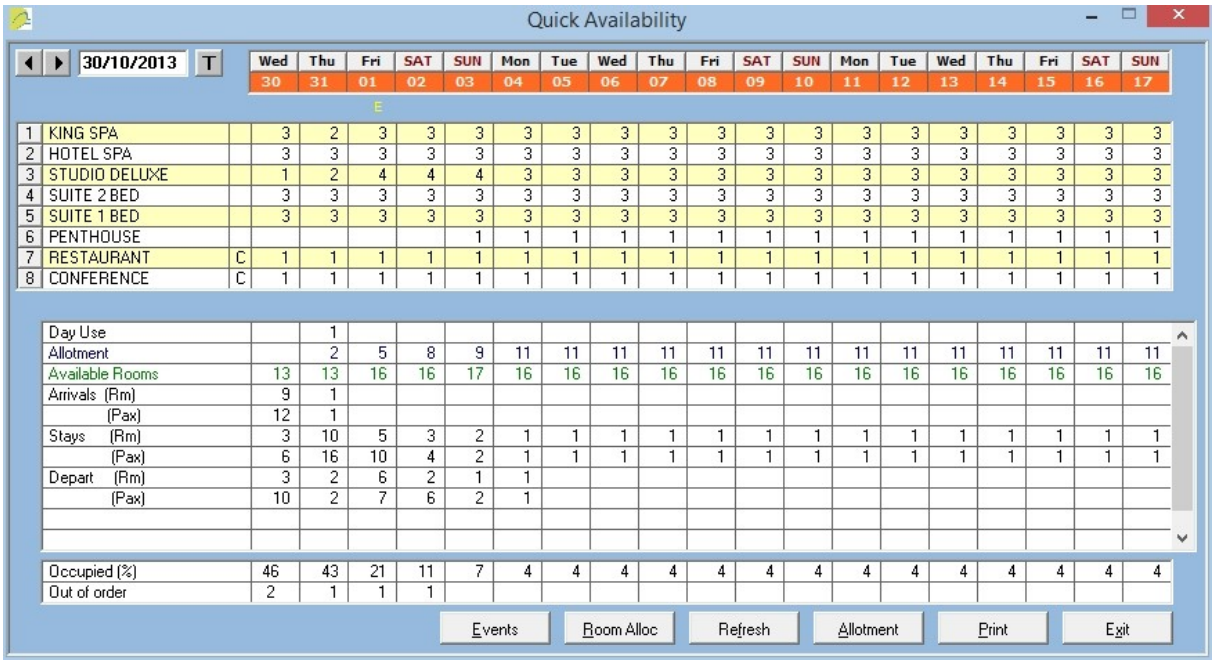
3.2 Quick Availability



95

Quick Availability is selected from the Front Office menu. Quick Availability displays a summary of the current room types over any 2 week period. Also displayed is the number of arrivals, stays and departures (both in rooms and people), Allotments, occupancy percentage and out of order rooms.



			Wed 30	Thu 31	Fri 01	SAT 02	SUN 03	Mon 04	Tue 05	Wed 06	Thu 07	Fri 08	SAT 09	SUN 10	Mon 11	Tue 12	Wed 13	Thu 14	Fri 15	SAT 16	SUN 17
					E																
1	KING SPA		3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
2	HOTEL SPA		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
3	STUDIO DELUXE		1	2	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	SUITE 2 BED		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
5	SUITE 1 BED		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
6	PENTHOUSE						1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
7	RESTAURANT	C	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
8	CONFERENCE	C	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

Day Use		1																		
Allotment		2	5	8	9	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11
Available Rooms	13	13	16	16	17	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16
Arrivals (Rm)	9	1																		
(Pax)	12	1																		
Stays (Rm)	3	10	5	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
(Pax)	6	16	10	4	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Depart (Rm)	3	2	6	2	1	1														
(Pax)	10	2	7	6	2	1														
Occupied (%)	46	43	21	11	7	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Out of order	2	1	1	1																

96

This defaults to the current date when selected from the Front Office menu, and displays the screen shown above. To go ahead or back 2 weeks at a time, click the forward or back buttons on the top left corner of the window. To select a different date, double click in the date window, and select a new date. This shows a pop up calendar. If you click once, you can edit the date directly. To get back to Today's date click on the T Button. Click on the Events button will take you to the following options. Once there is information entered in these this will display under the date line on the Quick Availability screen.

Events

Enter upcoming local Events in your area.

Stop Sell

The Stop Sell will open a window which stop sell date can be set (refer to Stop Sell).

Peak Period

Opens a window where the Peak Period can be added or removed (refer to Peak Period).

MLOS

Opens a window where the minimum length of stay can be set (refer to MLOS).

Room Alloc
This button links directly to the Room Allocation program, which is detailed in the room allocation heading.

Refresh
The Refresh button is used to refresh the information displayed on the screen with the most up to date data.

Allotment
Takes you directly to the Allotment window.

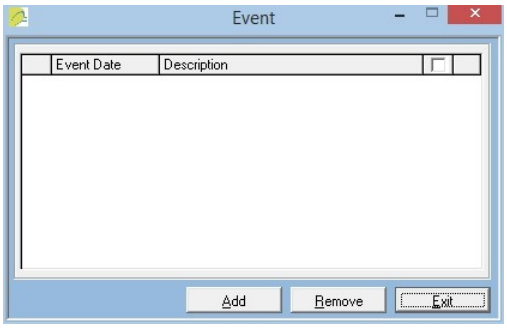
Print
Click on the print button.

Exit
Click exit to exit the menu.

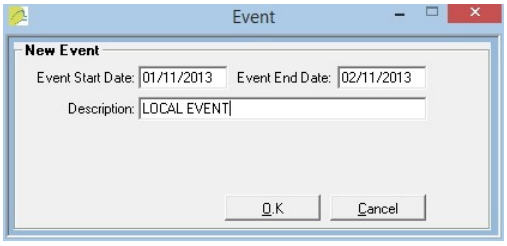
To Book a Room
Double click on the room type on the table and the Book Room screen will be displayed. A reservation can be entered with out a room number allocated.

3.2.1 Events

Event dates and descriptions can be entered to alert staff of local events to advise guests. See Room Allocation for information on displaying the description.

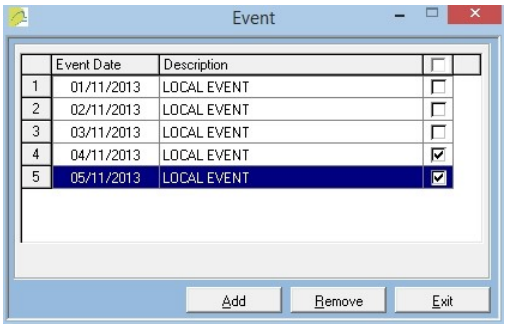


97



98

Remove Event date entries: tick in the box to select the dates to remove and select Remove. A prompt will appear to confirm Yes or No. This option also applies to Stop Sell 69, Peak Period 69 and MLOS 70.



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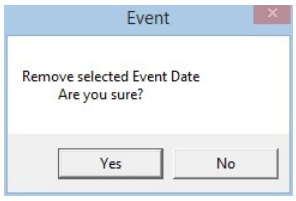

98b

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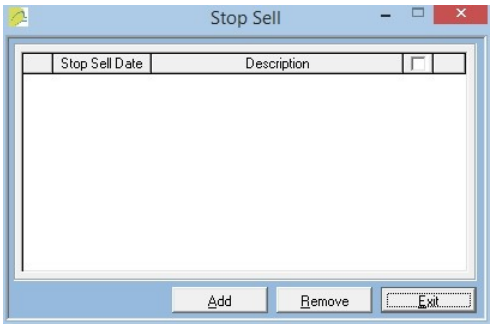
3.2.2 Stop Sell

Stop Sell and Peak Period are indicators to alert your staff that the reservation they are entering falls on a restricted period. For example, you may have a special event in your locality over a long weekend. You could then enter this period as a Peak period to show that you want to remind staff of this. This could minimize the possibility of taking of a 1 night booking when you want only continuous bookings over this period. (See also Minimum Length Of Stay).



99

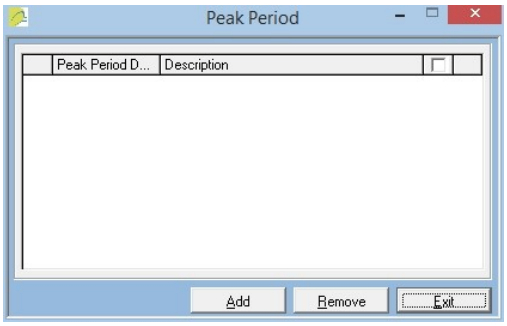
100

Having entered a Stop Sell, then these dates will then be marked by '**S**' or '**SP**' accordingly if the same date is chosen for both stop sell and peak period. Examples of both are below. The respective screens appear when you select the Peak Period or Stop Sell buttons in the Room Availability screen. Click the 'Add' button to add a new Stop Sell period, or if you wish to delete an entry, click on that entry to select it (the entry will be highlighted), then click on the 'Remove' button. The screen on the right is displayed when you click the 'Add' button. Enter the new Stop Sell date and description and click OK to add it.

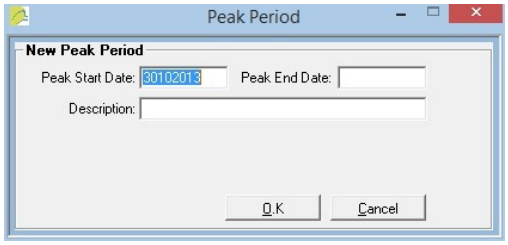
3.2.3 Peak Period

Stop Sell and Peak Period are indicators to alert your staff that the reservation they are entering falls on a restricted period. For example, you may have a special event in your locality over a long weekend. You could then enter this period as a Peak period to show that you want to remind staff of this. This could minimize the possibility of taking of a 1 night booking when you want only continuous bookings over this period. (See also Minimum Length Of Stay).

Having entered a Peak Period, then these dates will then be marked by '**P** ' accordingly, or '**SP** ' if the same date is chosen for both Peak Period or Stop Sell.



101



102

Click the 'Add' button to add a new Peak Period or if you wish to delete an entry, click on that entry to select it (the entry will be highlighted), then click on the 'Remove' button. The screen on the right is displayed when you click the 'Add' button. Enter the new Stop Peak Period date and description and click OK to add it.

3.2.4 MLOS

Minimum Length Of Stay is an indicator to alert your staff that the reservation they are entering falls on a restricted period. For example, you may have a special event in your locality over a long weekend. You could then enter this period as a Minimum Length Of Stay period to show that you want to remind staff of this. This could minimize the possibility of taking of a 1 night booking when you want only continuous bookings. In the Quick Availability screen, select the MLOS button and the following screen will appear.

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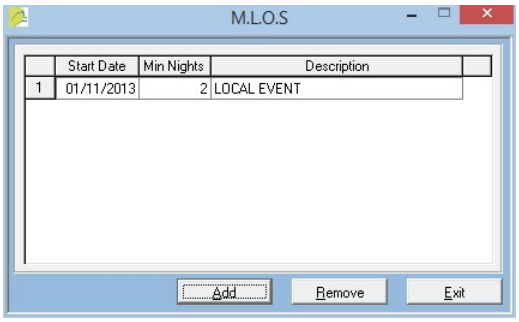
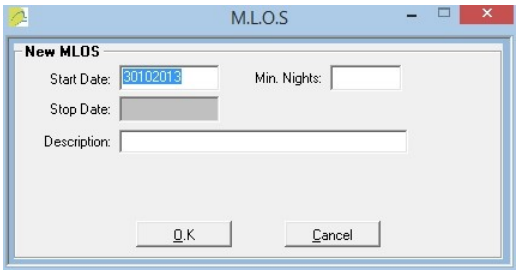


103

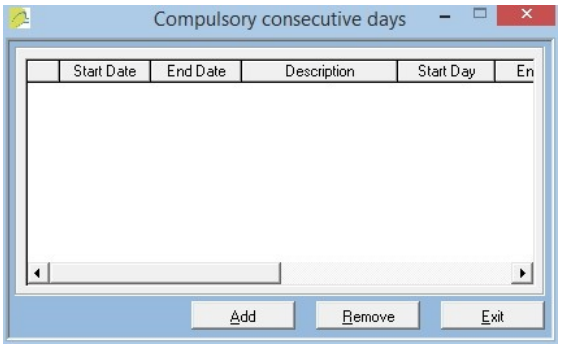


104

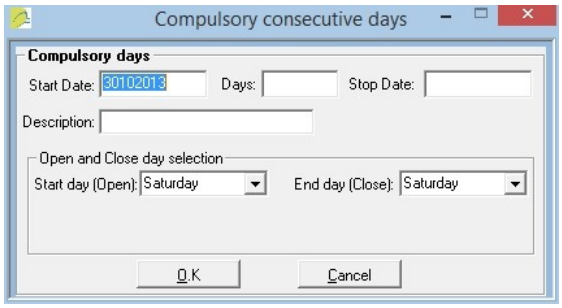
Click the 'Add' button to add a new Minimum Length of Stay period or, if you wish to delete an entry, click on that entry to select it (the entry will be highlighted), then click on the 'Remove' button. The screen on the right is displayed when you click the 'Add' button.

3.2.5 Compulsory Days

This option can be used by properties when minimum consecutive nights are required when booking, i.e. Friday and Saturday nights or Sunday to Thursday inclusive.



104a



104b

3.2.6 Room Alloc

Refer to Room Allocation 76 for information.

3.2.7 Allotment

Allotments will allocate a number of rooms by room type for either Web Bookings or Group and Company bookings. Once these rooms have been allocated Starfleet 'knows' these are to be held for the client so these number of rooms can only be booked for the client.

Click on the Quick Availability screen to access the Allotment button (this is located at the bottom right hand side of the screen), this will display the following screen. Then click in the client code and type the first few characters of the client debtor code. These details will appear in a drop down screen, select the client. These will first need to be setup in Debtors Information. Refer to Debtor Information 156 for instructions.

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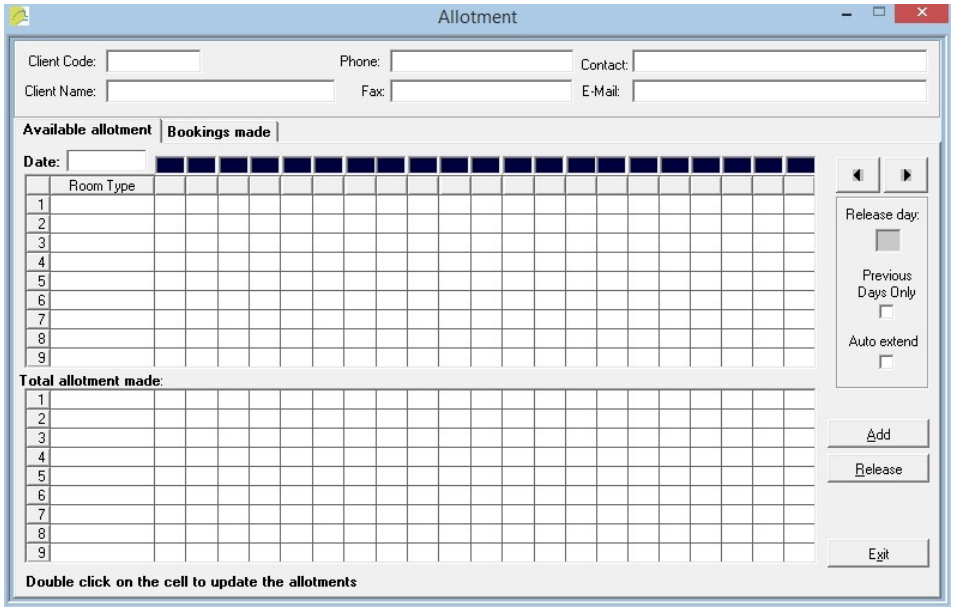
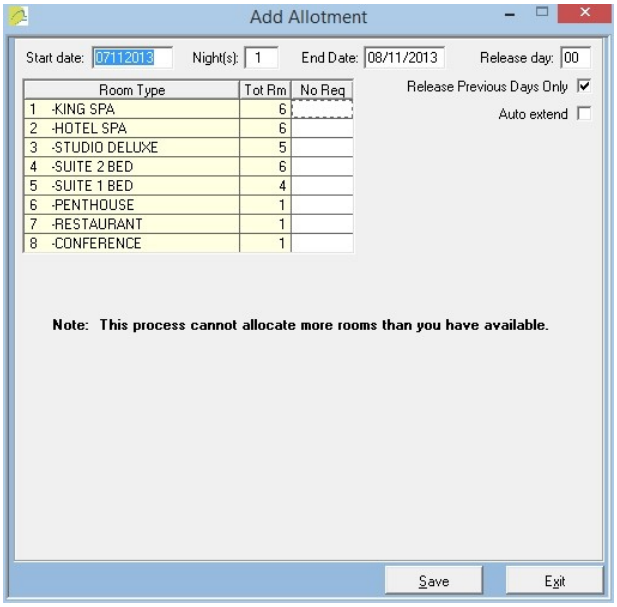


105

3.2.7.1 Add Allotment

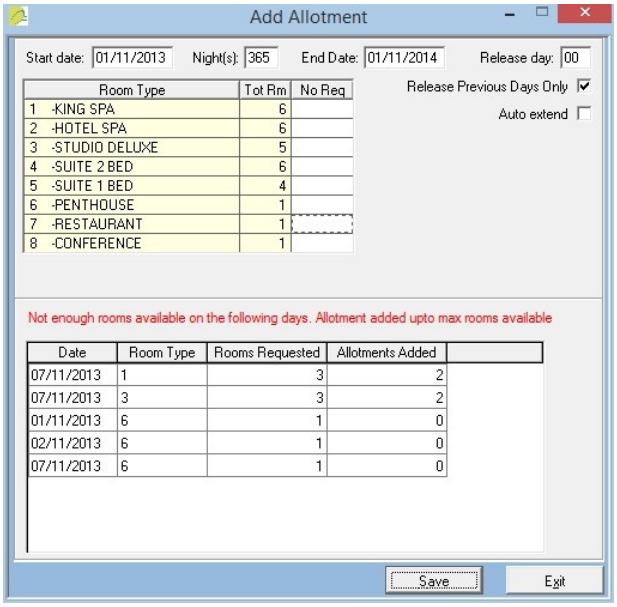
To add an allotment click on the Add button, select the Start date and number of Night(s). By using the <tab> button this will calculate the End Date. Alternatively if you know the End Date the you can enter this date.
Click in to the No Req box, next to the Room Type description and enter the number of rooms required for allotment. This needs to be for a future date (from tomorrows date onwards), once you have added the rooms for the allotment and saved the details the rooms will be blocked until needed or released.

Release day: If the Allotment is to be automatically released then enter the number of days before arrival date to release the rooms.
Release Previous Days Only: This must be ticked to hold Allotments for the current day. If not then the Allotments will release for the current day after Night Audit has been run.
Auto extend: At Night Audit the allotments will automatically extend by one night. This is **NOT** to be used when the Allotment is for a Channel Manager.



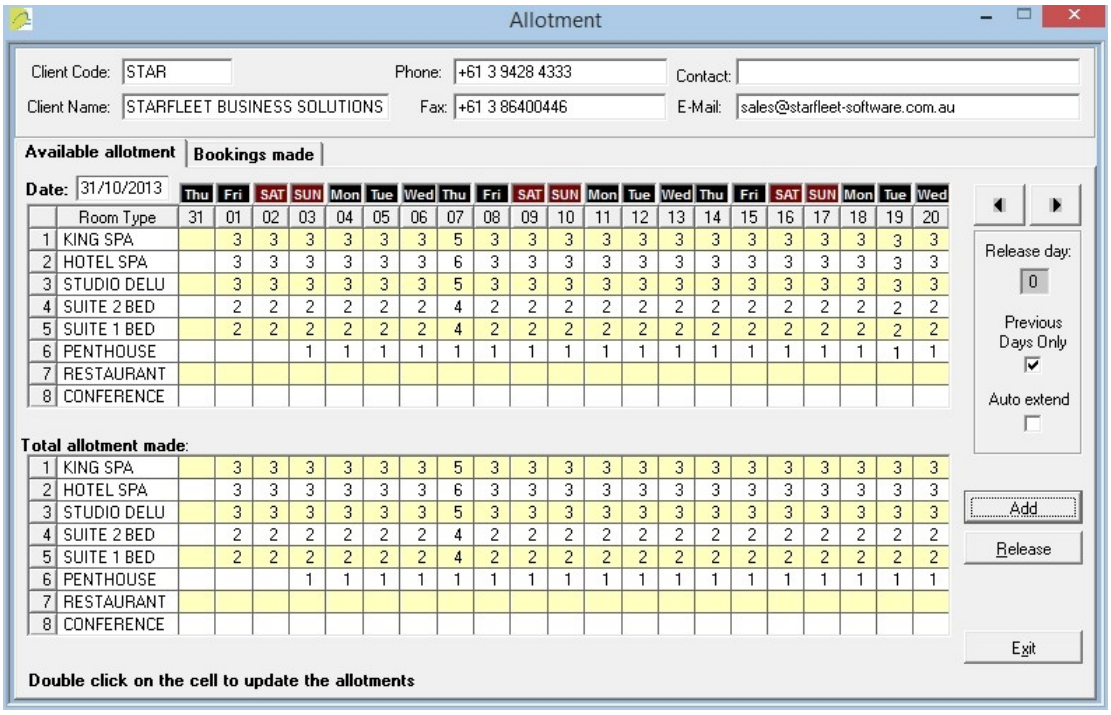
106

If the total number of rooms required are not available the following screen will display the information.



107

The Allotment screen will now display the total number of rooms on Allotment for this client.



108

Go back to the Quick Availability screen and double click on the Allotment line to open the Allotment information.

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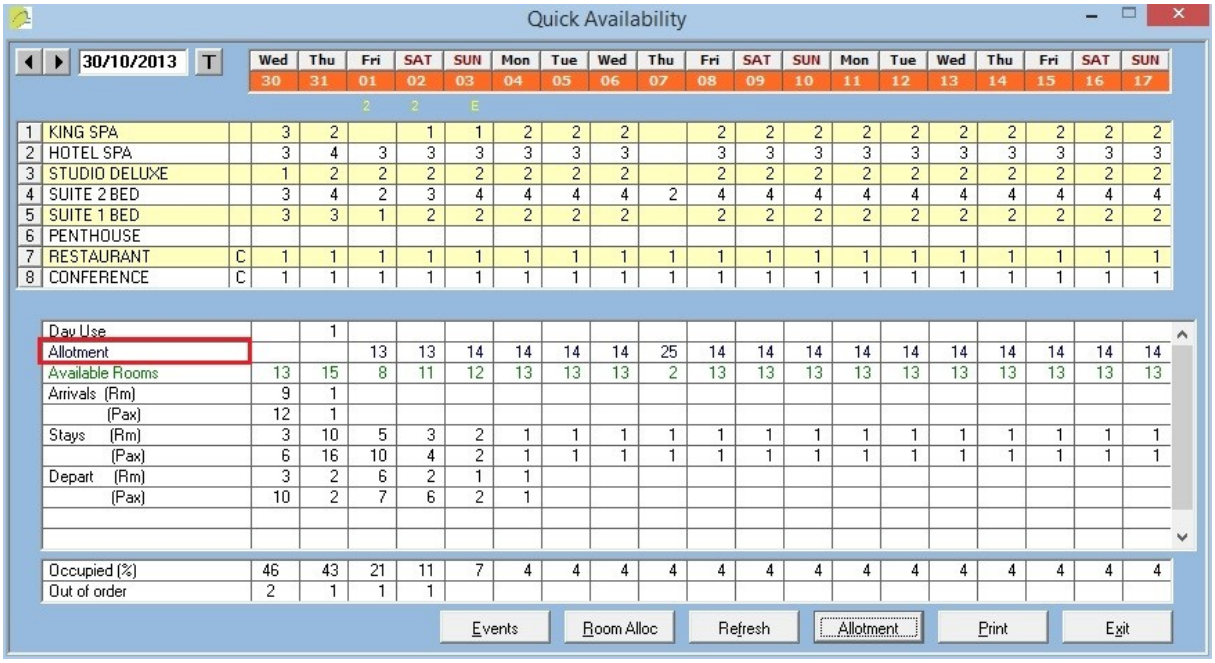


109

When this line has been opened the number of room types allocated will display.

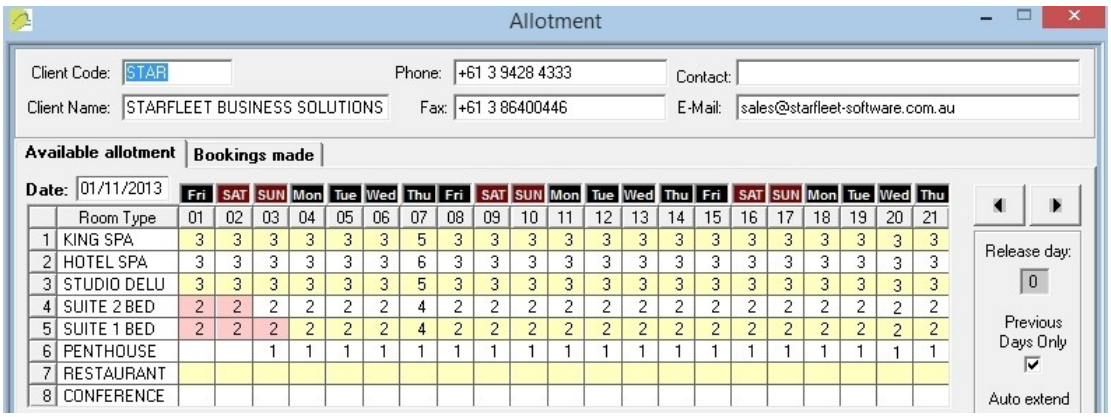
110

If the room type is overbooked this will show in RED with a -minus next to the number to indicate how many rooms have been overbooked. (This will apply even if there is no Allotment set up).

> To avoid over booking the room type refer to **Set up -> System Configuration ->** Reservation 204. Select the option **Do not allow over booking room type**.

111

The Allotment screen will also show dates highlighted Red when overbooked. This will indicate the number of rooms on Allotment are not available, these rooms must be released from the Allotment.

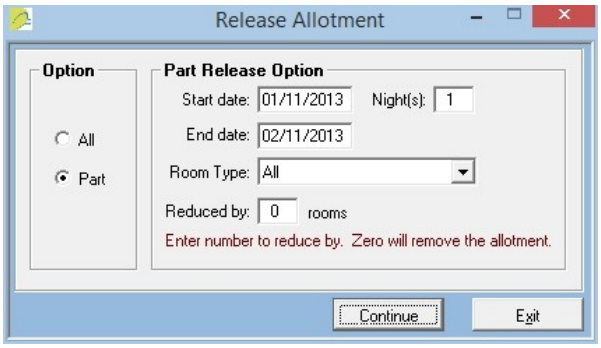


111a

3.2.7.2 Release Allotment

Release - PART

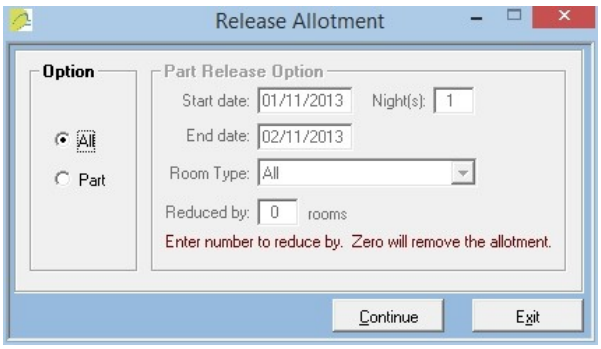
Click on Allotment button to display Allotment screen (see Screen 72). Select the client details, same as Add Allotment. Click on the Release button to display the following screen. Select Part Option, enter the dates to be released, select the room type (or All), enter the number of rooms to be reduced.



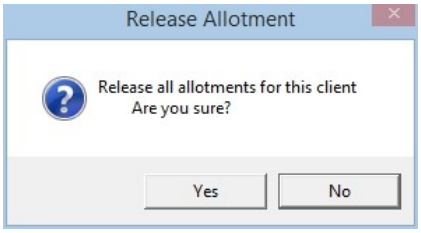
112

Release - ALL

To release All of an allotment follow the above steps to selecting the All Option. Click on Continue and the following prompt will ask to select Yes or No. Date range can not be selected with this option. Releasing All will release ALL ALLOTMENTS.



113



114

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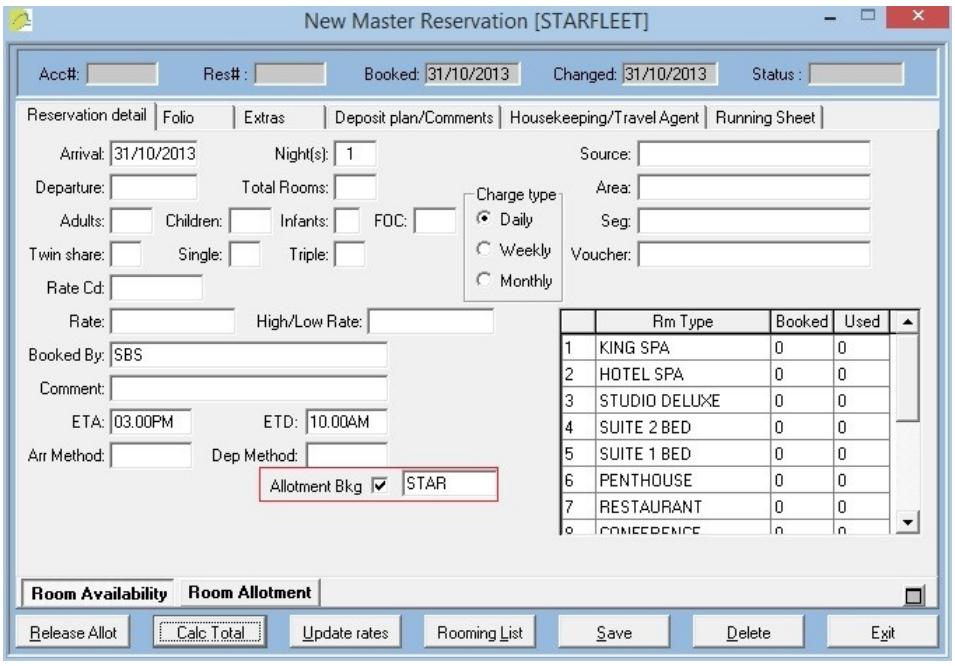
3.2.7.3 Company Allotment

Allotments can (for example) be made for a Company that will require regular bookings. The allotment is created in the same way as the above Web Booking allotments. The difference with these type of allotments is the booking is being created in the Front Office, not through a website link or Channel Manager. Once again there must be Debtor Information created for the Company.

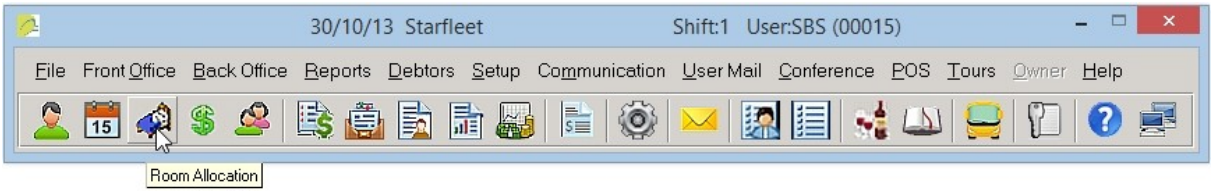
When the group confirms the rooms required then go to the group information icon and create a group booking, refer to: Group Information 85.

When the booking is created tick the Allotment Bkg in the reservation screen and type the Debtor Information code in the blank field . This will then link the bookings made to the Company allotment.



115

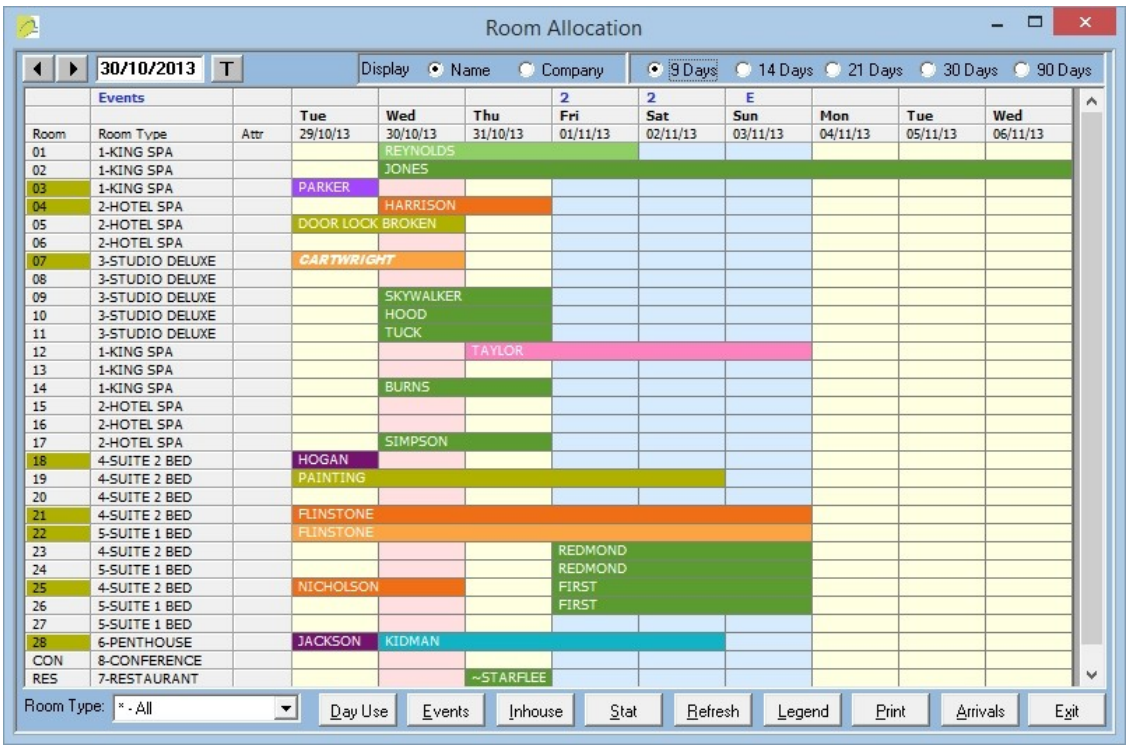
3.3 Room Allocation



116

Select 'Room Allocation' from the 'Front Office' Menu. The screen will default to today's date. To change this, double click on the date window, and select a new date.

If you have NOT given the Guest reservation a room number, there will be NO entry shown here!



117

Click the left or right arrows next to date to go forward or back a week

- Click on the **T** Button to get back to Today's Date.
- You can also select one Room Type or All to display.
- Select the Day Use button to display the Day Use Guests for the day, see Day Bookings 45.
- Click on the **Inhouse Guest** button to show a list of current In house Guests.
- Click the **Refresh** button to refresh the information displayed on the screen with the most up to date data.
- Click on the **Legend** to see what the colors are assigned to.
- Click on **Print** to print the screen.
- Click on the **Arrivals** button to show of list of the days arrivals. Guests can also be arrived with this option. Refer to Guest Check In 46
- Hover the mouse or click on any Guest name for Tool Tip details.
- You can also double click on the room number and go directly to room maintenance for that room. From here you can place a room on maintenance. Refer to Room Maintenance 79
- If the screen is too small resize by clicking on the lower right hand corner and dragging to suitable size. The screen will remain at this size when opening again.

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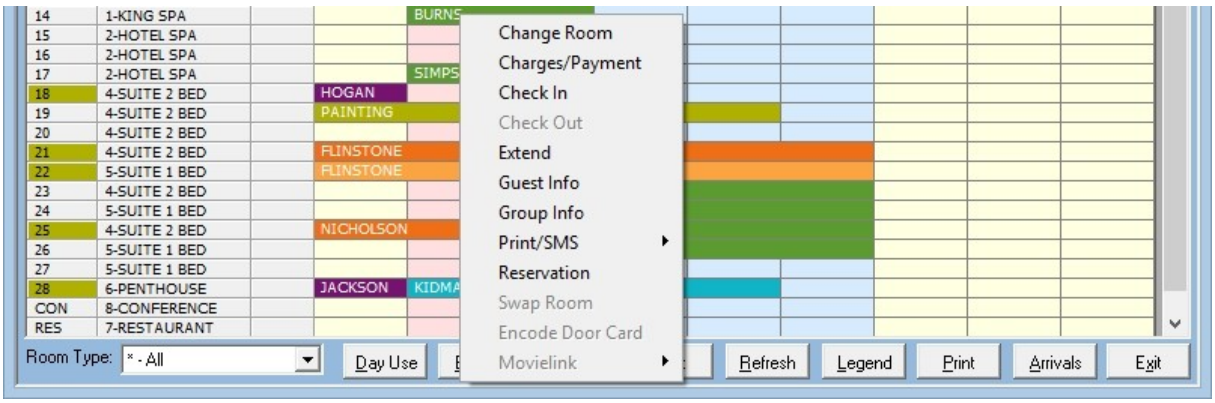
Right click on any In House, not yet arrived or departed guest for the following quick access.



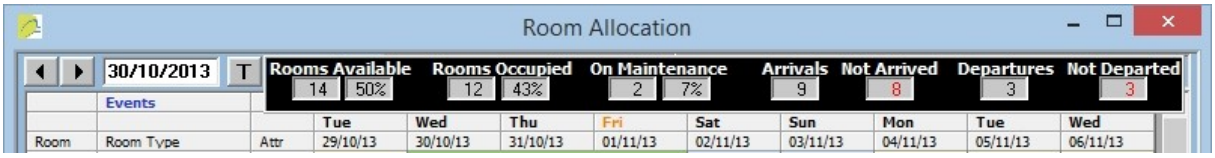
117c

Change Room: Enter the new room number in the **to field** and click on the **ok** button. If a different room type a prompt will display to confirm.
Charges/Payments: Go to the Charges/Payments screen.
Check In: Select to Check In guest. If arrived this won't be highlighted.
Check Out: Select to Check Out guest. If departed this won't be highlighted.
Extend: Select to Extend reservation by entering the numbers of nights.
Guest Info: Select to go to Guest Information screen.
Group Info: Select to go to Group Info, will only be highlighted if guest is part of a Group booking.
Print/SMS: Select to print Guest Account, Guest Registration, Confirmation Letter and Guest Voucher or send SMS.
Reservation: Select to go to reservation screen to edit details.
Swap Room: This is only available if the guests are arriving and departing on the same days.
Encode Door Card and Movie links are only available with the relevant modules.

Refer to Unallocated Booking 106 if there is the following warning on the Room Allocation screen.

117b

To display statistics on today's date, click on the **Stat** button located at the bottom of the Room Allocation Screen.. The following screen will be displayed. The statistics shown apply **ONLY** to the Room Allocation date.

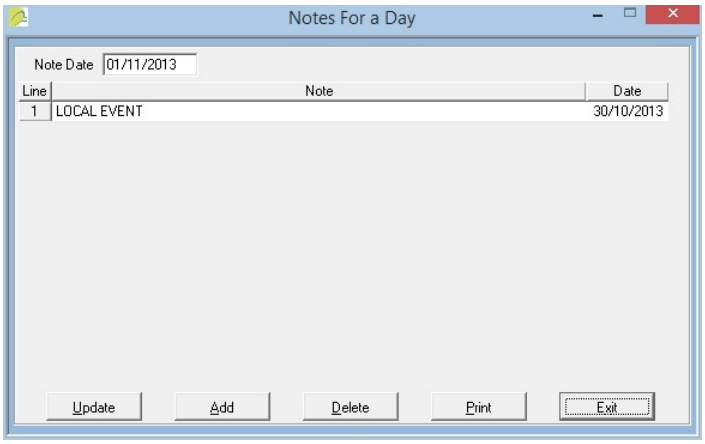


118

Room Allocation summary
Click on the date range views of **9 Days, 14 Days, 21 Days, 30 Days and 90 Days** to view a summary of the Room Allocation screen.

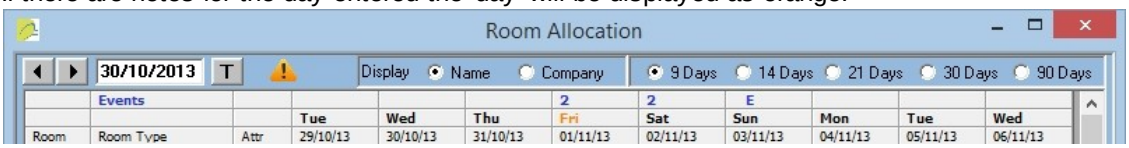
3.3.1 Notes for a Day

In either Room Allocation or Quick Availability you are able to write a note for any day that is displayed. All you have to do is double click on the day you wish to write a note for and the following screen will be displayed. If notes exist for the day, they are displayed on this screen. To add a note, click on the Add button and enter as may lines of text you need to. To delete or update a note, click on the lines you need and click either Update or Delete.



120

If there are notes for the day entered the 'day' will be displayed as orange.

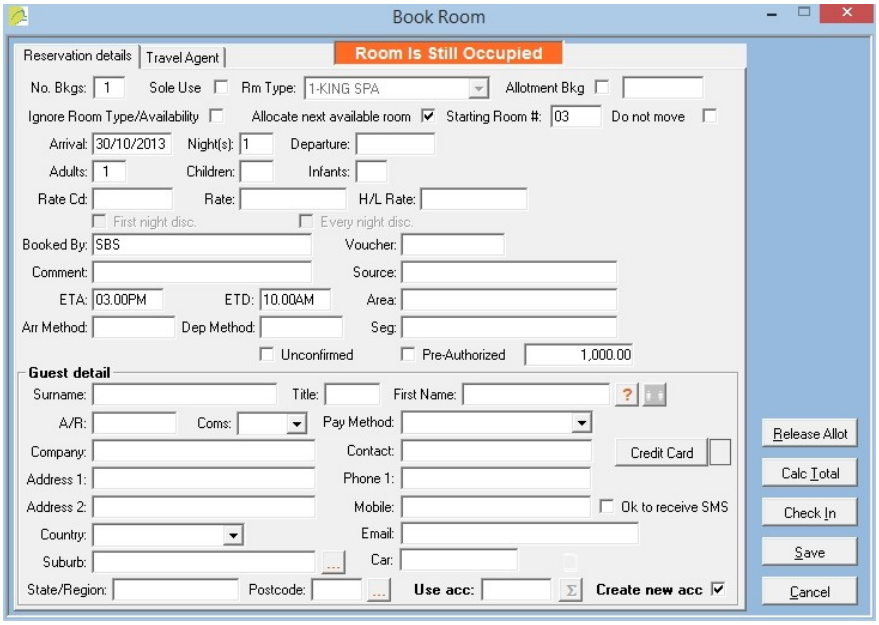


121

3.3.2 Walk In's

Refer to Guest Reservation - Quick 30 on how to enter quick reservation.

If the room is still occupied i.e the previous guest has not checked out yet then you will be presented with the orange warning box at the top of the screen advising you that the previous guest has not checked out yet. Select another room or check out the current guest if they have departed.



123

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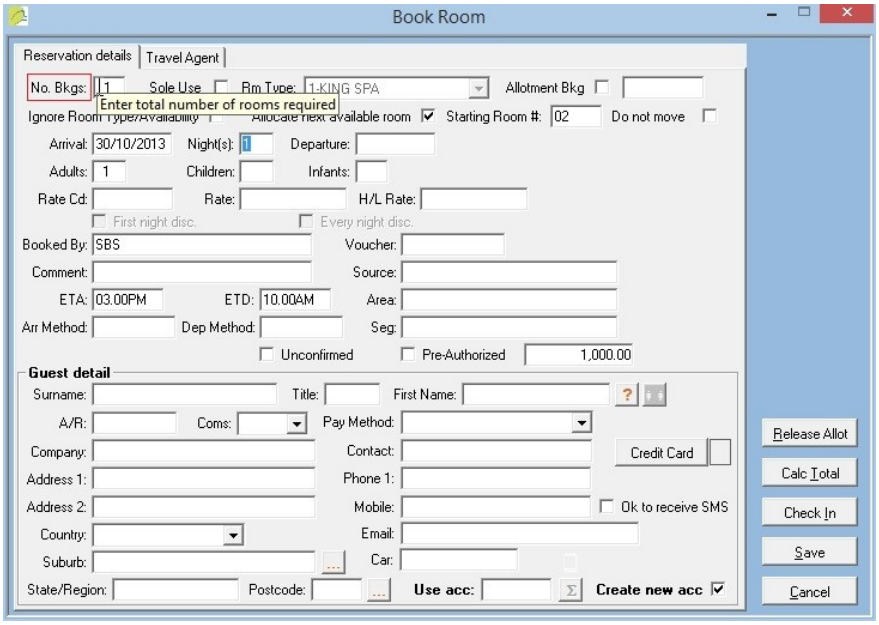
3.3.3 Multiple Bookings

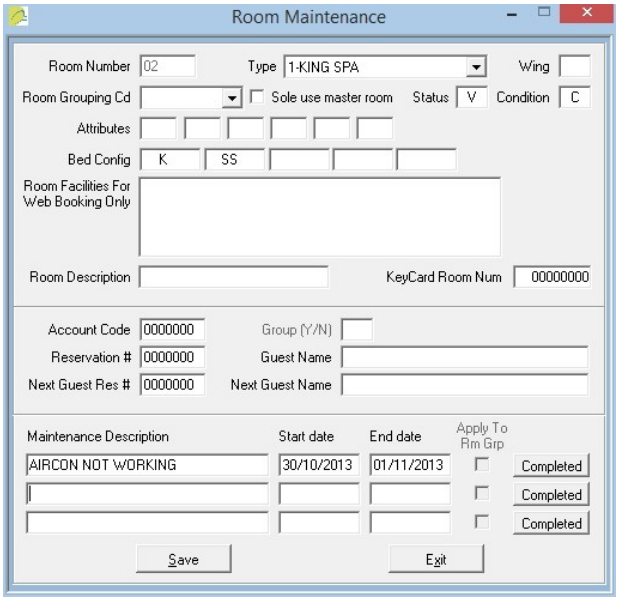
To enter multiple bookings for the one person or one company quickly. Refer to: Guest Reservation - Quick 30 Insert the number of bookings you want to make in the top left hand corner. If more than one room type is to be booked tick the Ignore Room Type/Availability option. This will book the next vacant rooms available no matter what room type they are.



124

Enter the booking details as you would with any other booking and Save. Each booking will have it's own account and reservation number. **All bookings will have the same name and address details when the booking is created.** To change the guest name and address details on each reservation go to each Guest Information and update details. These bookings are **NOT** linked to a Group Master account. If a Group booking is required refer to Group Information 85.

3.3.4 Room Maintenance



125

To place a room on maintenance, double click on the room number in the Room Allocation screen. Rooms are placed on and taken off maintenance automatically, according to the start and end dates entered. All maintenance rooms are displayed on the Housekeeping Report.

To put a room out to maintenance, you must enter the following:-

- **Maintenance Description:** Enter a description of the maintenance required in this room. (Max 30 characters)
- **Start date:** Enter the date the maintenance period begins, in DDMMYYYY format.
- **End date:** Enter the date the maintenance period ends, in DDMMYYYY format.

This will take the room out of availability for the dates that have been entered. This room will show as out of order in the Allocation Screen. Rooms on Maintenance are not calculated into Occupancy Statistic as being occupied. To print a report by Current or History refer to Room Maintenance Report 82. To delete, change or edit room refer to Room 184 in Set Up 178

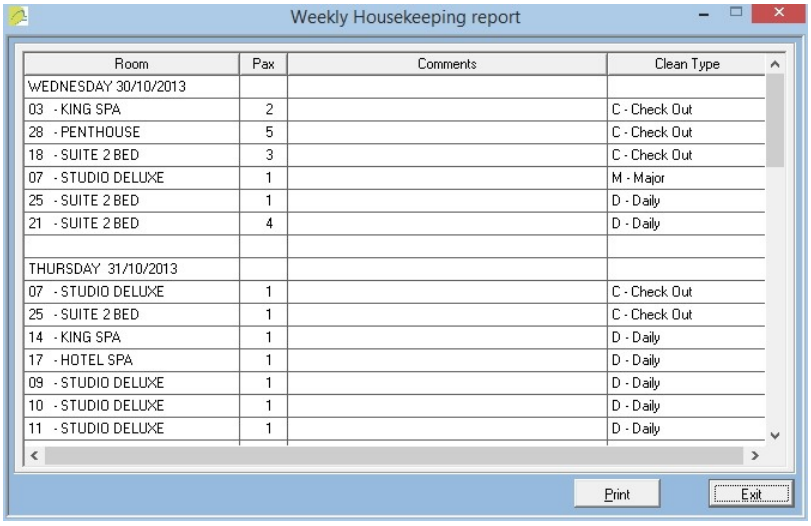
3.4 Housekeeping

Housekeeping is selected in the Front Office menu options.

126

You have the choice of displaying a range of rooms or all the rooms. Leave the starting room number and finishing room number field blank to display all. You also have the choice to select which wing you wish to print. Leaving this blank will display all the rooms.

Select **Weekly** to display the following report. This option will display each day for the following week. If there is a Room Description entered in the Room set up, this will display over the Room Type, (i.e. the room may be a Family Room but the description might be Magnolia Room).



Room	Pax	Comments	Clean Type
WEDNESDAY 30/10/2013			
03 - KING SPA	2		C - Check Out
28 - PENTHOUSE	5		C - Check Out
18 - SUITE 2 BED	3		C - Check Out
07 - STUDIO DELUXE	1		M - Major
25 - SUITE 2 BED	1		D - Daily
21 - SUITE 2 BED	4		D - Daily
THURSDAY 31/10/2013			
07 - STUDIO DELUXE	1		C - Check Out
25 - SUITE 2 BED	1		C - Check Out
14 - KING SPA	1		D - Daily
17 - HOTEL SPA	1		D - Daily
09 - STUDIO DELUXE	1		D - Daily
10 - STUDIO DELUXE	1		D - Daily
11 - STUDIO DELUXE	1		D - Daily

127

Selecting **Continue** will display the following daily report. The Print Option -> Brief will not display the Rate when the report is printed.

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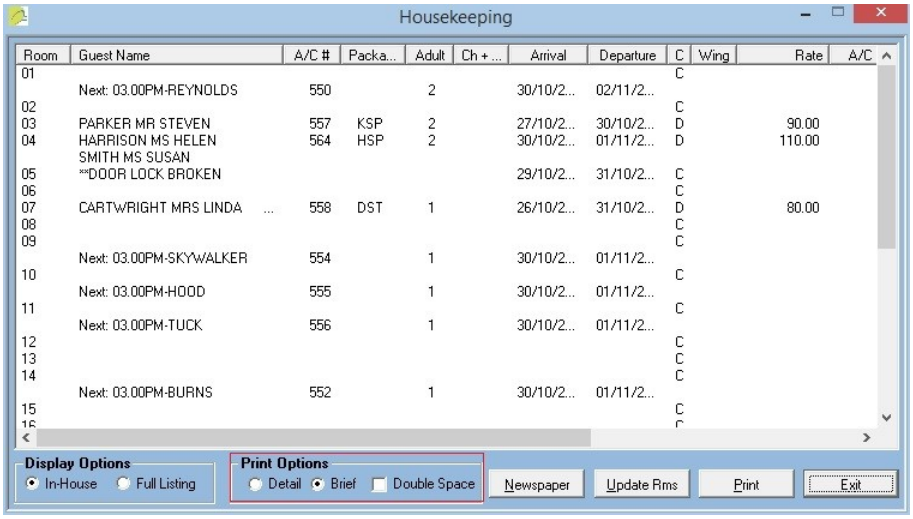


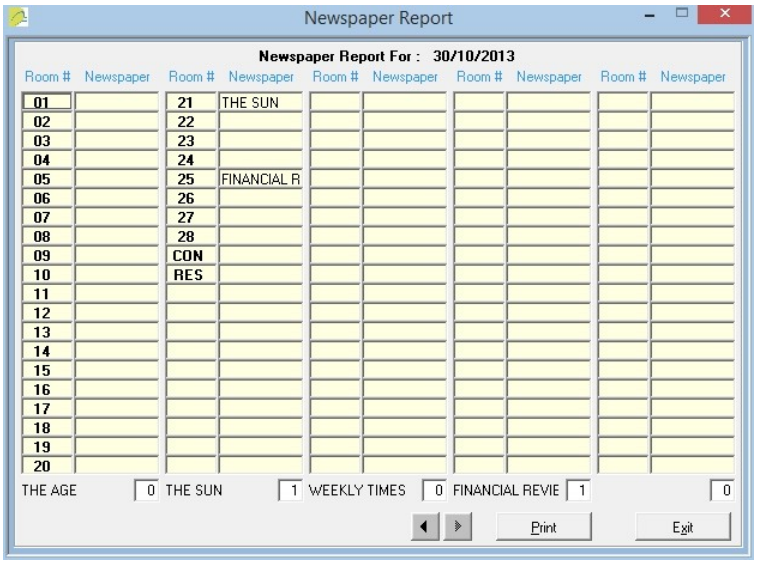
128

Newspaper

If your guests can order a newspaper select the drop down option on the Guest Information screen to choose the requested newspaper.

129a

The selected newspapers will display in the Newspaper Report to be printed.

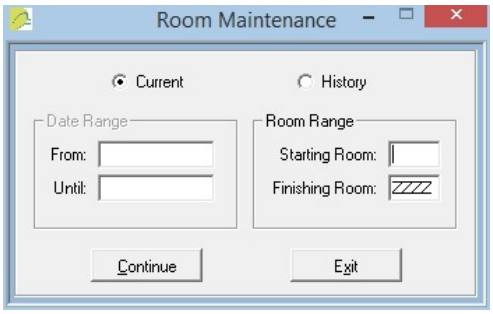


129

Refer to System Configuration->Daily Update (Daily Update) 205 to setup Newspaper information. **Update Rms** refer to Update Rooms 82

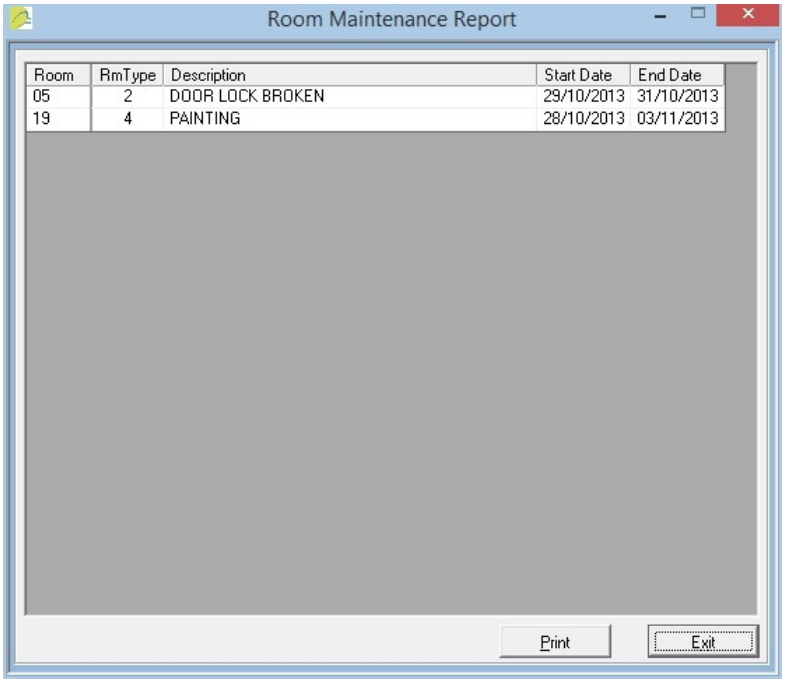
3.4.1 Room Maintenance Report

Click on the **Maint Report** button and the following window will display.



130

In this window we have the option to print either a Current or History report by Date Range or Room Range. Click on Print for a hard copy.



131

3.4.2 Update Rooms

This Screen enables you to change the status of individual or multiple rooms.
All room numbers, their type, status, and condition are displayed on the screen, when the 'Update Rooms' button is selected.

Double click on the condition ('C column') of the room you wish to change the condition. Click on 'Clean All' to clean all.

V = Vacant, O = Occupied, C = Clean, D = Dirty, X = Maintenance

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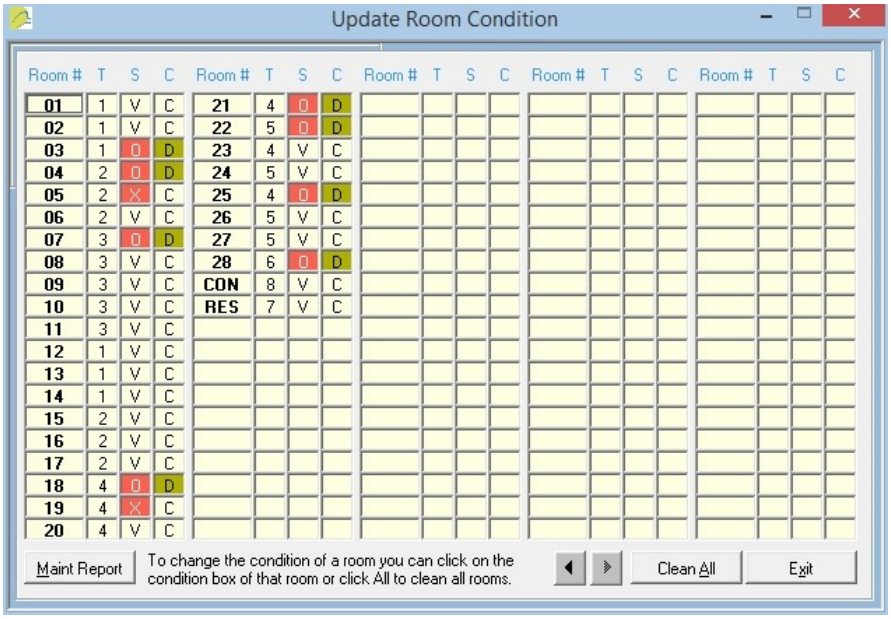
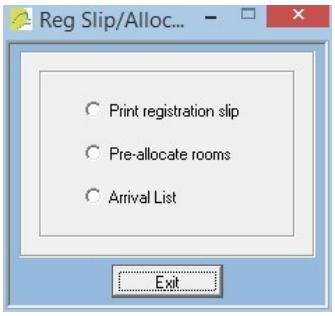


132

To put a room on maintenance refer to Room Maintenance 79

3.5 Registration Slips/Allocate Rooms

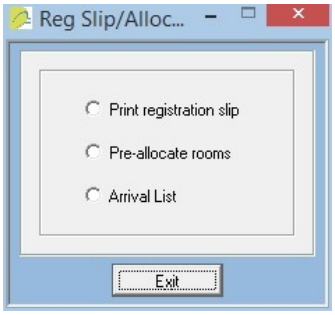
Select **Print Reg Slip/Allocate Rooms** from the Front Office menu. This enables you to print Registration slips for any given date. Enter the date, **One Slip per room** is selected by default, change the selection for your requirements and select the **Print order**: Reservation, Name or Room. To print a registration slip for a particular guest, find the guest on the Room Allocation screen, right click and go to Print -> Guest Registration, then click on OK once.



133

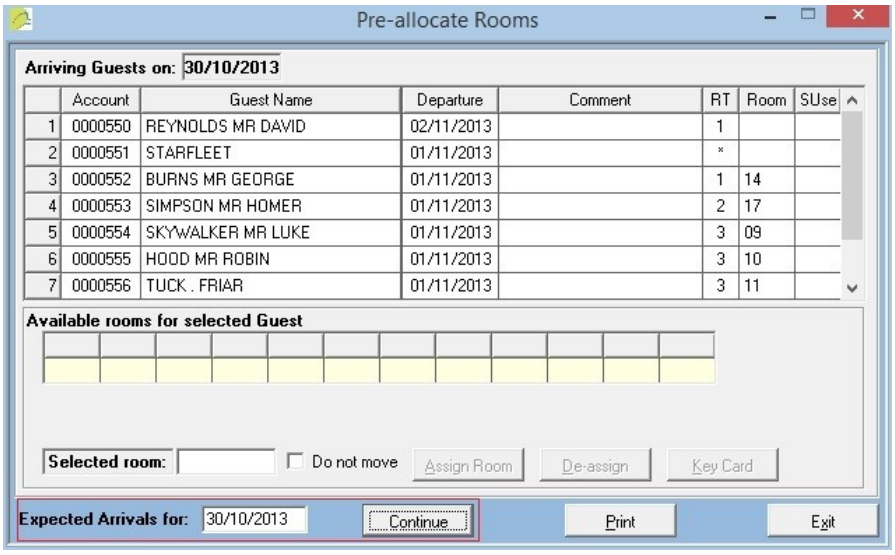
134

3.5.1 Pre Allocate Rooms



135

Enter the arrival date and click continue. You can then select each reservation and allocate a room to it. The available rooms will be displayed.



136

3.5.2 Arrival List

The arrival List for a date can be export to .csv file. Enter the date required, select Continue.

136a

The location of the Output File will be displayed.

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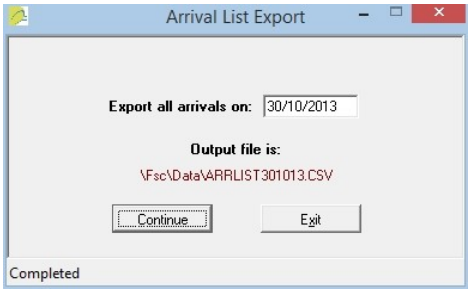


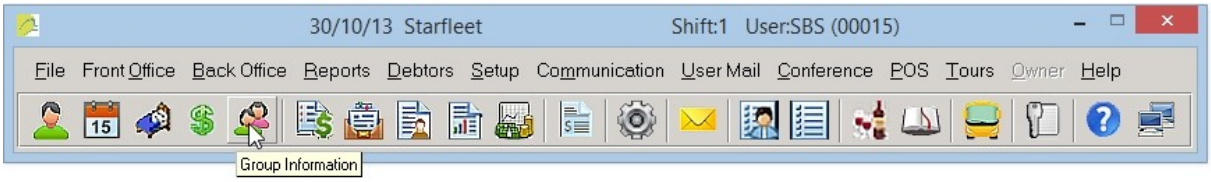
136b

Browse to the Output File, use your default program to open the .csv file.

	A	B	C	D	E	F	G	H	I	J	K	L	
1	Res#	Room Booked	Surname	Title	Firstname	Arrival Date	Departure Date	ETA	ETD	Adults	Children	Rate	Chg Type
2	577		REYNOLDS	MR	DAVID	30/10/2013	02/11/2013	03.00PM	10.00AM	2	0	200	D
3	578		STARFLEET			30/10/2013	01/11/2013	03.00PM	10.00AM	5	0	0	D
4	579	14	BURNS	MR	GEORGE	30/10/2013	01/11/2013	03.00PM	10.00AM	1	0	130	D
5	580	17	SIMPSON	MR	HOMER	30/10/2013	01/11/2013	03.00PM	10.00AM	1	0	130	D
6	581	9	SKYWALKER	MR	LUKE	30/10/2013	01/11/2013	03.00PM	10.00AM	1	0	130	D
7	582	10	HOOD	MR	ROBIN	30/10/2013	01/11/2013	03.00PM	10.00AM	1	0	130	D
8	583	11	TUCK	0	FRIAR	30/10/2013	01/11/2013	03.00PM	10.00AM	1	0	130	D
9	584		KIDMAN	MS	NICOLE	30/10/2013	03/11/2013	03.00PM	10.00AM	2	0	220	D
10	596	4	HARRISON	MS	HELEN	30/10/2013	01/11/2013	03.00PM	10.00AM	2	0	110	D
11	597		JONES		BILL	30/10/2013	29/12/2013	03.00PM	10.00AM	1	0	80	D

136c

3.6 Group Information

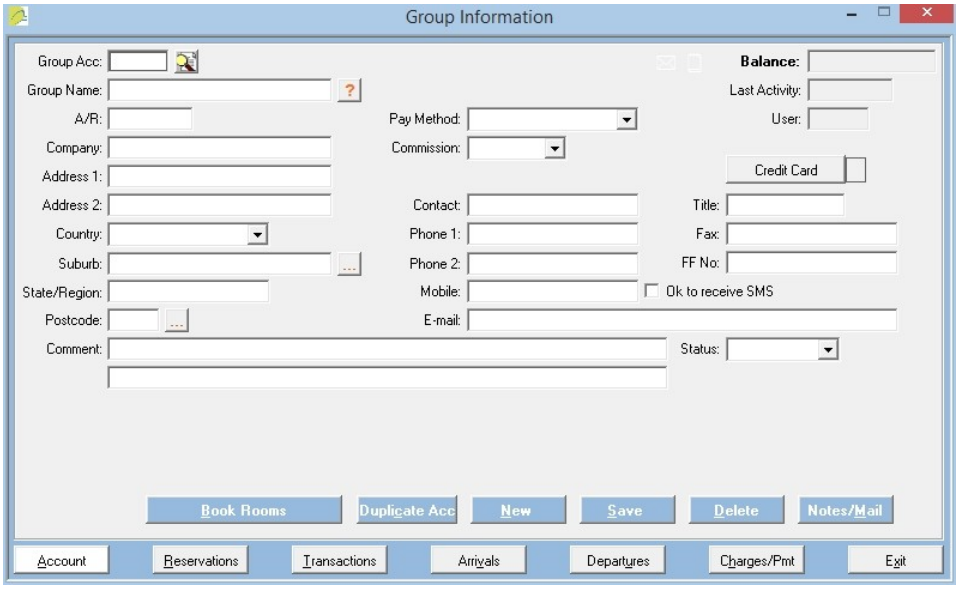


137

Group Information is accessed from the Front Office menu, or the shortcut icon on the menu bar.
The Groups section is very similar to the single Guest Information screens. It is suggested you become familiar with the individual Guest Information program first.

Some of the functions only available to you in the Group Menu are:
- Create a new group.
- Change an existing group.
- Duplicate an existing group to a new group account.
- Delete a group.
- Add rooming lists (either summary or full).
- Allow for the individual to be charged or all charges to the group master.
- Allow for pre and post stays for individual group members.
- Allows for additional charges (i.e.: BBQ Lunch) to be viewed on the booking sheet and automatically posted with the daily update.
- Deposit (payment) schedule.
- Automatic check ALL or SOME in.
- Automatic check ALL or SOME out.

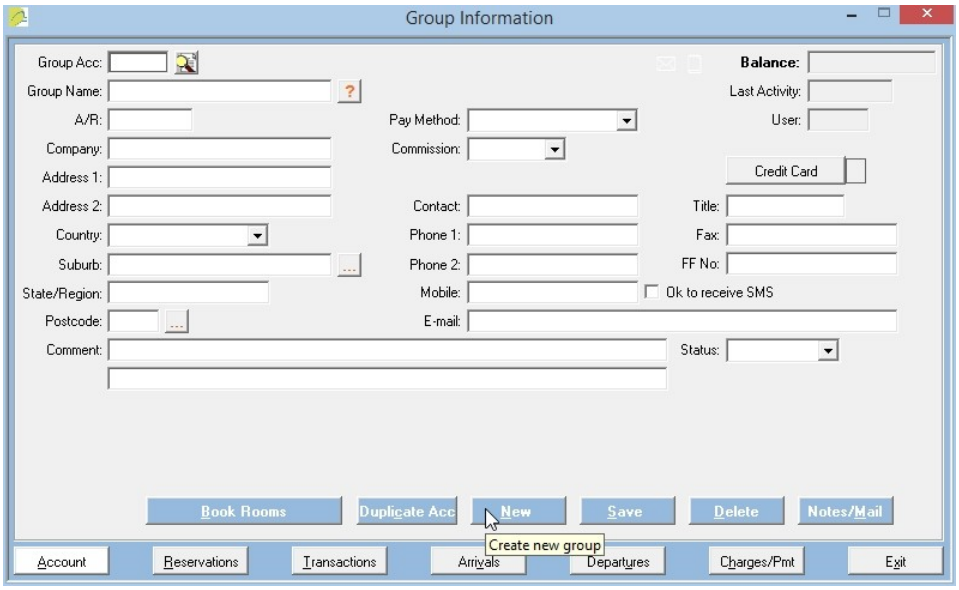
Next to the suburb and postcode fields are the postcode lookup icons. Depending on the country selected in the country field the suburb, state and postcode can be selected from the postcode lookup screen. For more information click on this postcode lookup 25 link, or click on the postcode icon next to the suburb or postcode fields.



138

3.6.1 Add Group Account

To create a new group account, click on the button marked **New** from the Group Information screen. As you can see, this is virtually identical with the Guest Information screen.



139

Group Account
The system generates the Group Account numbers automatically. Each Group Account will have one reservation. To create a new reservation for a returning Group the Group Account can be duplicated. Search for the Group Information by typing in the Group name, select the Group from the drop down list. Click on th **Duplicate Acc** button. The Group details will then be duplicated and a new account number generated. Create a new reservation for the dates and number of guests and rooms required.

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Last activity
The date this account was last altered is displayed automatically for an existing account, and as this a new account nothing will be displayed.

Balance
Any outstanding balance on this account is displayed automatically for an existing account, and on a new account, nothing will be displayed.

Group name
Enter the Group name.

User
The system stores the last person to modify and to create a Guest's account. Therefore, m12c12 was created by user number 12, and last modified by user number 12.

A/R
Enter the Accounts Receivable (Debtors) code. As you key in the A/R code, a list of Debtors will be displayed for you to select from. When a valid Debtor account code is selected, the system will ask if you would like the address in the Group account updated to correspond with the address in the Debtor account. Select **Yes** to update the address or N**o** to fill in the details manually.
If a Debtor account is entered, any comments associated with the Debtor account will be displayed at the bottom of the screen. Comments on Debtor accounts are a useful way of storing and displaying information such as rates to be charged, or any other special notes.

Company name
Enter the Guest's Company Name if applicable. Otherwise leave blank and press **<tab>** to move to the next prompt. It is recommended that a company name is entered, where applicable, for statistical reporting and company searches. There is also the option on Room Allocation screen to display reservations by Name or Company. For a casual booking this field can also be used to enter the Guest ID number such as passport number or YHA number to enable searches by this number.

Address 1
Enter the Guest or Company address line1.

Address 2
Enter the Guest or Company address line2.

Suburb, State\Region, Postcode
Enter the Guest suburb, State and Postcode, or double click on the icon next to the suburb or postcode fields to display the postcode lookup window. Depending on the country selected in the country field the suburb, state and postcode can be selected from the postcode lookup screen. For more information click on this postcode lookup 25 link.

Comments
Enter any comments you would like displayed on this account other than those to be entered when making a reservation. Remember comments entered here will be displayed whenever future reservations are made using this account. (eg: prefers Courtyard Room, Lights on prior to arrival, etc)

Pay method
Press **<tab>** for '**Cash'** , or select the down arrow key to enter an alternate payment type.

Credit Card
Click on the Credit Card button to enter the Guest's credit card number. This field is only applicable if you entered a credit card, (for example VISA) as the payment method. When there are details saved there is an orange tick to show there are details here.

Commission
Press the Down arrow to select from a list of commission % for the amount you wish to apply to this Groups accommodation. When a commission % is entered in a Group account, the 'DAILY UPDATE' will post an accommodation charge and then post a commission depending on the commission associated with the code entered in the account. E.g. if a group account has a commission of 10.00% the transactions posted by the Daily Update will be:

DATE	DESCRIPTION	AMOUNT	BALANCE
28/01/10	3 ACCOMMODATION	35.00	135.00
28/01/10	O COMMISSION	13.50	121.50

Commission % is created by selecting SETUP menu then, selecting PAY TYPES/DISCOUNTS. If the amount is not setup, go back to the setup menu and enter the % amount in DISCOUNTS.

Contact
Enter a contact name or a card number, if this client is a discount card holder (some properties use this as a means of indication that some of their Guest's have a privilege card). This field can also be used for comments or any other useful information, as it is displayed when performing a name search.

Phone
Enter a contact telephone number. Up to three phone numbers can be entered.

Fax
Enter a contact fax number.

FF No
Can be used for a Privilege Card number.

Email
Enter an email address, usually one for the Group contact.

Status
This field is used to state whether this account is a Normal, Bad, Exclude and VIP. If a B-Bad Account, when entering the guest name in a booking then a warning will alert you that they are a Bad account. You can then decide if you wish to continue with the reservation or refuse the booking. E-Exclude Account, then do not send this guest any mail outs. These status's, including VIP can be selected or omitted when using the Guest Mailing List, see Mailing List 144.

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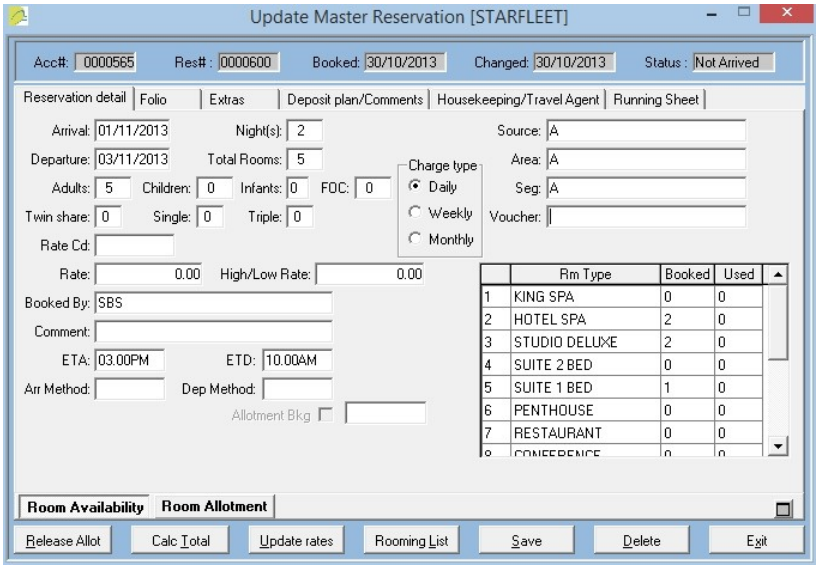
3.6.2 Add Group Reservation

Click on the **Book Rooms** button once. The following window will be displayed. As you can see, its also very similar to the individual guest reservation window. This has been completed with arrival, departure and number of nights. The total rooms and number of guests. The Rate code is 0.00, refer to following information for Rate. The number of the room types required has also been entered.



140

Reservation #
The computer generates the reservation numbers automatically.

Arrival
Enter the arrival date in 'DDMMYY' format. You may also double click on the field where you would enter the date and a calendar will pop up and you can select the date by using the calendar. When entering the number of nights and departure dates, the room availability screen will appear so you can see which rooms are available for the dates requested. If some Guests are arriving or departing on different days then the arrival date entered must be the earliest arrival date and the departure date will be the latest date of departure. The different dates are then amended on the individual guest reservation.

Nights
At this prompt you can enter the number of nights a Guest is staying and the departure date will be automatically calculated. You can also **<tab>** past this field and enter the departure date manually.

Departure
Enter the departure date in 'DDMMYY' format. If the period of stay includes a "Stop Sell" or "Peak Period", the system will prompt you to confirm the dates entered.

Total Rooms
Enter the number of rooms the group will be using, including any Conference rooms.

Adults
Enter the number of adults in the group.

Children
Enter the number of children (if any) in the group. Press **<enter>** for the default value of zero.

Infants
Enter the number of infants (if any) in the group. Press **<enter>** for the default value of zero.

FOC
Enter the number of Free of Charge guests (if any) in the group. Press **<enter>** for the default value of zero.

Twin Share
Enter the number of Twin Share accommodation (if any) in the group. Press **<enter>** for the default value of zero. You only need to enter anything here when you are using a package. This is to ensure the package charges correctly.

Single
Enter the number of Single accommodation (if any) in the group. Press **<enter>** for the default value of zero. You only need to enter anything here when you are using a package. This is to ensure the package charges correctly.

Triple
Enter the number of Triple accommodation (if any) in the group. Press **<enter>** for the default value of zero. You only need to enter anything here when you are using a package. This is to ensure the package charges correctly.

Rate Code
A zero amount can be entered for the Rate. When allocating the individual rooms to the reservation a Rate Code can be entered then. This willl allow for multiple guests and different Room types required for the reservation. See Quick Allocation 92.
If a package code is entered, the system will automatically calculate the rate based on the number of adults, children and infants entered in the reservation. If the package you select is a non-repetitive package. (ie: different transactions are posted automatically on the days you specified when the package was created.). The system will check to ensure the total number of room nights on the reservation, is equal to the number of room nights specified in the package setup.

If the number of nights entered for this reservation is out of the range of the package, you will be prompted to re-enter the departure date.

NOTE: If you enter a package and then change the rate, the difference is automatically taken off the accommodation component only. If the booking has a discount rate applied, then the same applies.

Rate
Entering the rate at the main screen for the group booking will charge a bulk amount only for the entire group onto the master invoice. If a package rate code is selected then the package will be broken down into the categories as per the package however only the one main line of charges will show.

The preferred procedure is when entering the rooming list is to enter the rate code on each individual room booking and select the check box to charge the guest or Group. If the guest has all charges to the room, on departure specific charges or all can be "collected" back to the Group Master. Refer to Group Charges & Payments 99

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The rate entered is the GST inclusive amount. The system calculates the rate depending on room type, the number of adults, and the number of children. If rates includes GST then in a property which provides predominantly long term (28 days or more) accommodation, this rate is also depends on the guests length of stays, as a Long Term rate will have a different GST rate, refer to Tax/Currency 215. This rate is displayed on the screen. (This depends on the rates being entered for the current season in the 'ROOM TYPE SETUP' option on the SETUP menu.) At this point you have 2 options:

1. Enter the desired room rate to over ride the rate displayed.
2. Press **<enter>** to accept the rate displayed.

If your property is providing a predominantly long-term accommodation, please make sure you enter a correct long-term rate (which includes the reduced GST) for 28 days or more bookings.

Booked By
Type operator initials or name, defaults to the logged in User I.D.

Comment
Enter any comments regarding the reservation that are applicable.
Note: The booked by or comment line can be displayed on the housekeeping report.

ETA
Enter the estimated time of arrival if known. This is a free field, so you type in either a 24hr clock or use am/pm times.

ETD
Enter the estimated time of departure if known. This is a free field, so you type in either a 24hr clock or use am/pm times.

If standard check in and check out times are set in the 'System Configuration', these times will be displayed at the ETA and ETD prompt respectively. You can then just press <enter> to accept the or modify them for different times.

Source
Enter or select the appropriate source for this reservation

Area
If enabled, enter or select the appropriate area for this booking.

Seg
If enabled, enter or select the appropriate segment for this booking

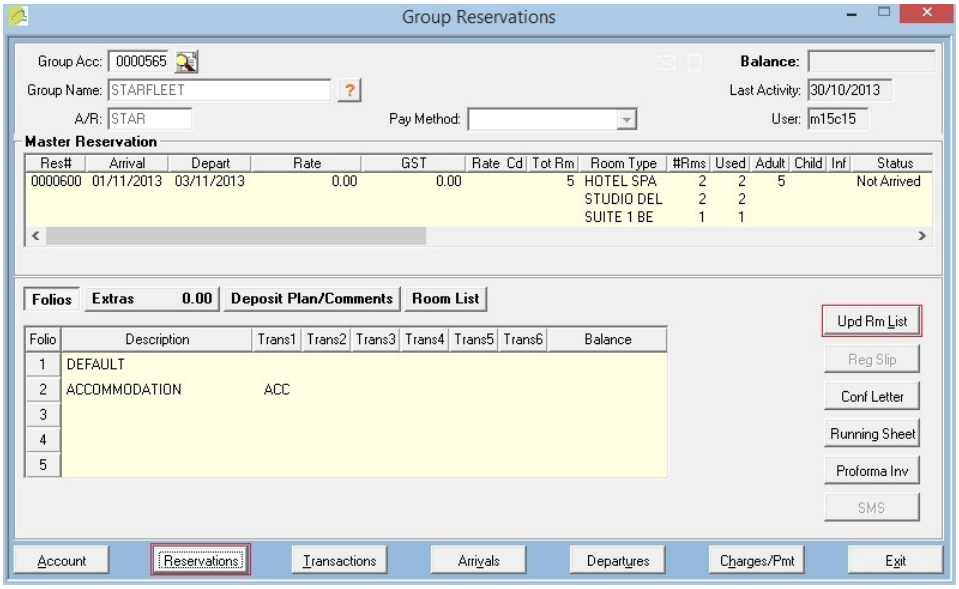
The total number of rooms (including Conference rooms) MUST be selected now. Select the Room Type and enter the number required in the 'Booked' field. <tab> to the next Room Type required if more than one.

'Used' field will show the number of rooms once allocated. Refer to following Quick Allocation 92 information.

 # Booked
This is the number of rooms you have booked for this group

 # Used
This is the number of rooms you have allocated in your rooming list.

The Reservation can be accessed again once saved by clicking on the Reservation button at the bottom of the Group Information screen. To edit details open the Room List by clicking on **Upd Rm List.**



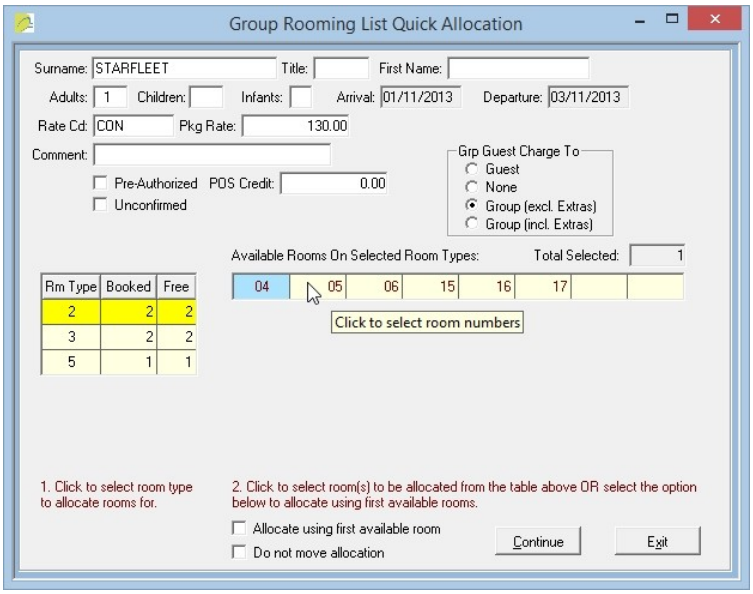
140a

3.6.3 Quick Allocation

You can select the rooms by room number with this option. Once the number of rooms required have been entered in the booking screen and saved, exit will take you back to the Group Information Reservations screen. Select the **Upd Rm List** button. When the Group Rooming List screen opens select the Quick Alloc button on the right hand side of the screen.

Click on room type (see following screen), this will display the room numbers available to select. Make sure you have the correct rate code and charge to details first. Select the room numbers required then Continue to complete then Exit. This will then take you back to the Group Rooming List. Refer to Group Rooming List 93 to continue.

While still in this screen the guest details, if known, can be updated one room at a time. Alternatively allocate the room numbers, Continue and Exit. Once back in the Rooming List screen select each reservation one at a time and update with guest name, no of pax, rate and arrival, departure dates if different from the Group Master and Grp Guest Charge To.



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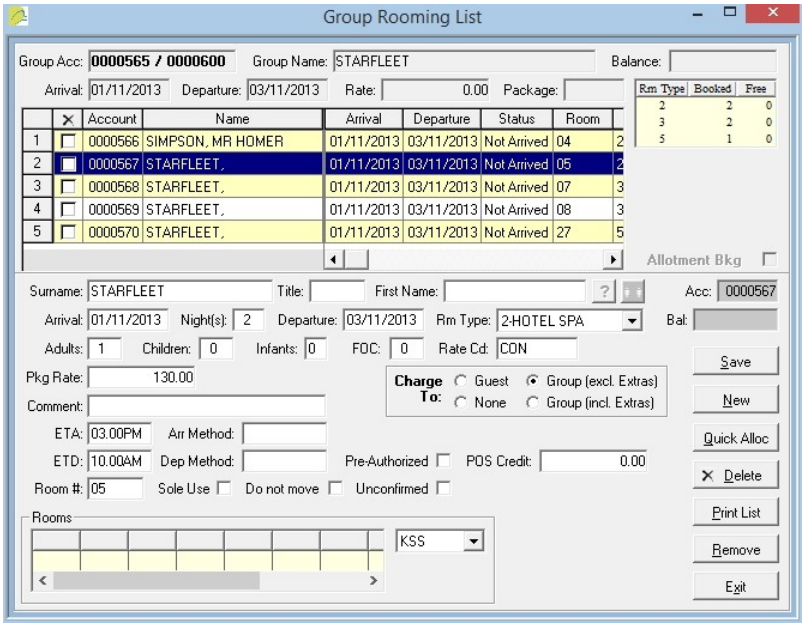
3.6.4 Group Rooming List

If you have the names of the individuals within this group you can setup the group rooming list now. Click on the Upd Rm List button once . The following window will be displayed.
The guest name can now be edited in the lower part of the screen, select Save to update the name. Click on the remaining lines and edit as required.

You will note as you enter through the rooming list that the amount of rooms that are in the **FREE** field reduces with every room booked. This is very helpful when dealing with a conference where all the delegates are booking rooms individually, you always know how many are left if the Coordinator calls to ask.



142

Charge To: There are four options to choose from:

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- **Guest** - Will post all charges onto the individual guest's account.
- **Group** (excl. Extras) - Will charge the reservation rate to the Group Master account. If extras have been entered on the individual account these will be charged to the individual guest account.
- **None** - The rate is display only, no rate amount will be charged on to the Group or individual accounts.
- **Group** (incl. Extras) - Will post all charges to the Group Master account, including all extras.

NOTE: These settings are only applied with Night Audit charging. This will not affect or change posting manual transactions manually. The default for this is set in system configuration.

Save
Select to save any changes made.

New
Select New to add new reservation to the Group.

Quick Alloc
To quickly allocate room numbers

Delete
Click on the reservation to highlight and select Delete.

Print List
Prints rooming list for the Group, see following section.

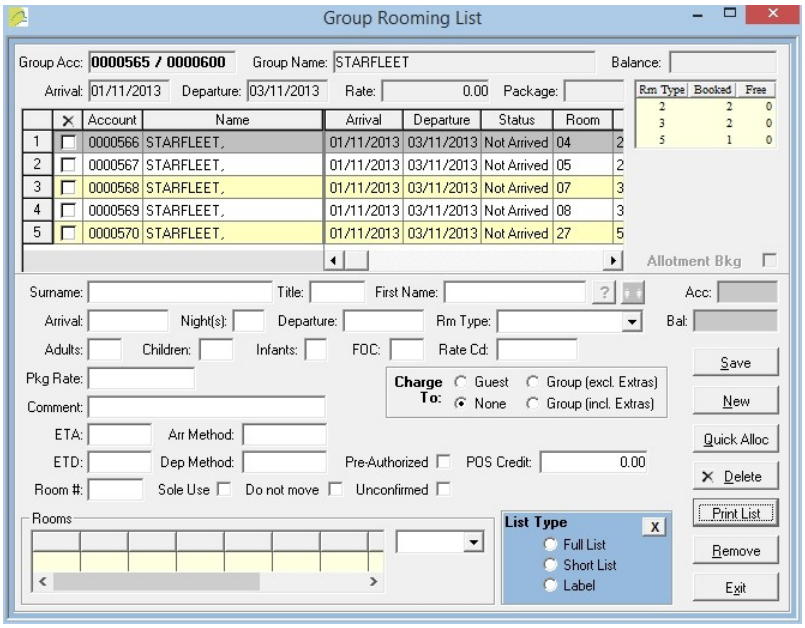
Remove
Highlight the reservation to be removed from the Group. The reservation will then become an individual Guest account.

Exit
Select to exit from the rooming list screen.

3.6.4.1 Print Room List

There are two options to print a Room List.
- **Full List** - Prints a detailed list of each of the guests on the rooming list.
- **Short List** - Displays a less detailed list of the guests.

Notice on the diagram the area in question is highlighted blue, select the List Type here to display to print.



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Before printing the columns can be sorted by Account number, Name, Arrival, Departure, Status, Room or Room Type. Click on the column header to sort.The Full List contains more details than the Short List.

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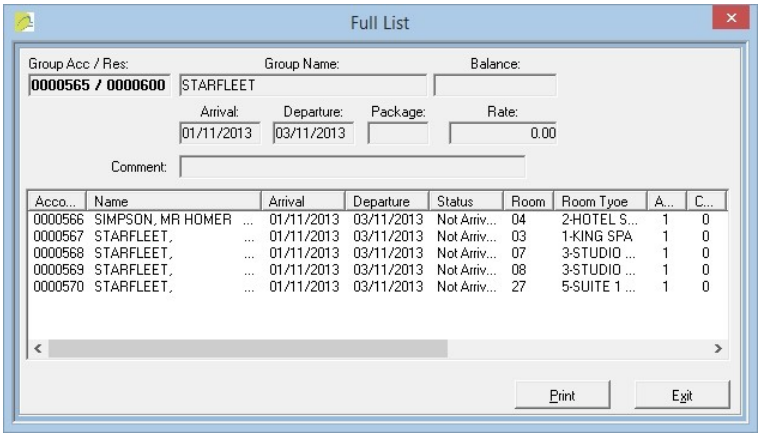
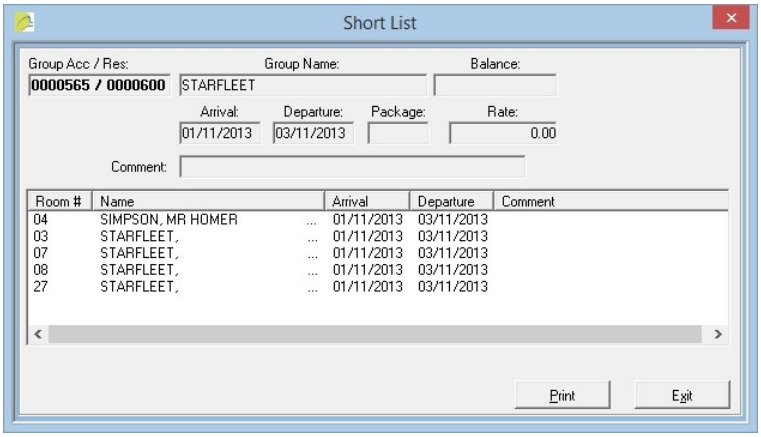


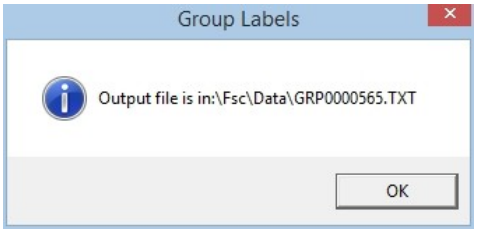
144a

The Short List contains the Room #, Name, Arrival, Departure and Comment.



144b

Use the Label option if labels are required. Browse to the Output file and use the .txt to merge in to your default label printing option. Labels can then be printed to used as name tags for a Conference Group.



144c

3.6.5 Group Master Folios & Extras

Group Folios

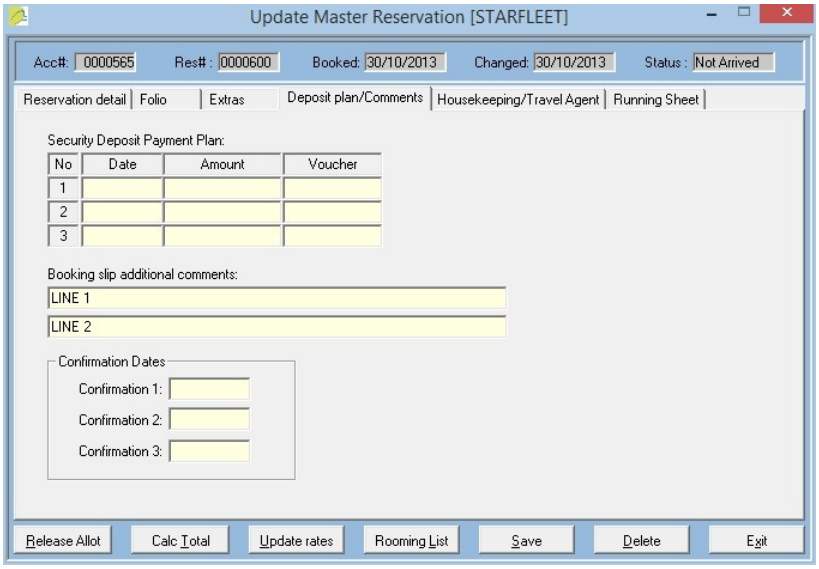
Every Group Master account has 5 folios available. To setup refer to Guest Folios 34. If not selected, all charges go to folio 1, by default, and the other folios are not used.

Group Extras

Sometimes, predetermined extras can be put to a Group Master account. These are then charged to the Group Master account with the Nightly Audit room charges. To setup refer to Guest Extras 35

3.6.6 Group Deposit/Comments

With some properties (usually seasonal such as ski areas), a payment plan for that Group booking is entered, and updated whenever a payment is received. With this, you would enter the date received and amount of receipt, and the cheque or voucher number. Additional comment lines are available for custom booking slip comments.



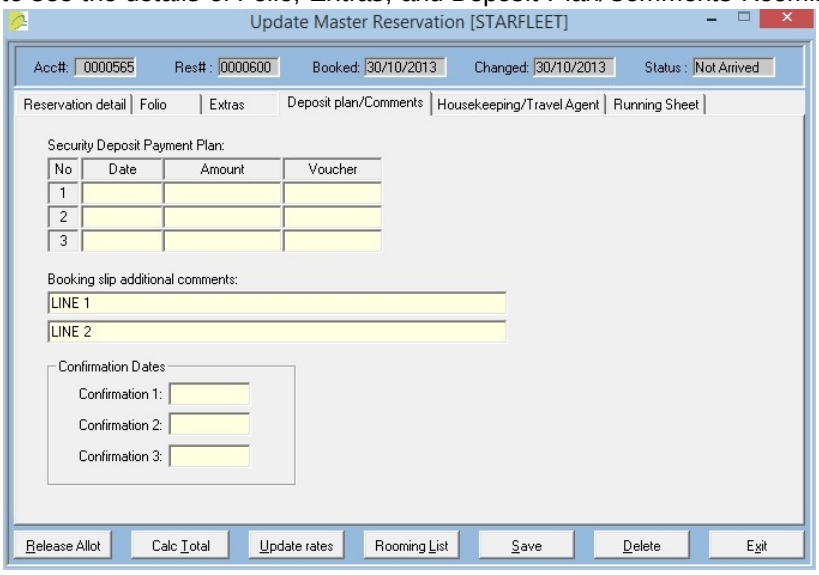
145

Booking slip additional comments:
Add comments line for group if they are to be advised of requirements before arrival, i.e. own towels required for pool area.

3.6.7 Housekeeping/Travel Agent/Special Requests

If a special housekeeping setup is required, for say a lower rate for reduced servicing, then change this screen to reflect the major and minor cleaning requirements for this reservation.

If this booking is from a Travel Agent, all you have to do is select the appropriate travel agent code. Refer to Travel Agent Information 176 for setup.
When you save the changes, you return to the Group reservation window. On this screen you can select to see the details of Folio, Extras, and Deposit Plan/Comments Rooming List for viewing only.



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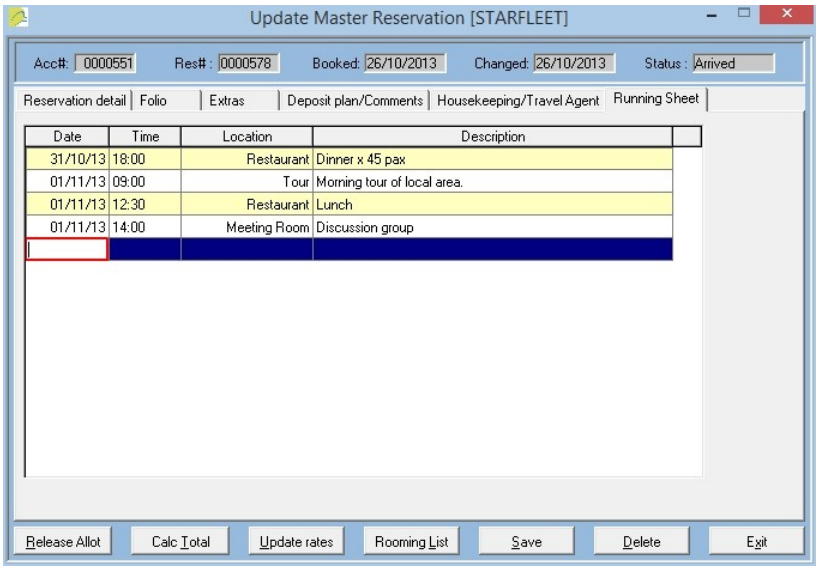
For special requests on arrival or daily refer to Housekeeping/Travel Agent/Guest Special Request 37 in Front Office ->Guest Information. To setup refer to Guest Special Request 223 in Set up->System Configuration.

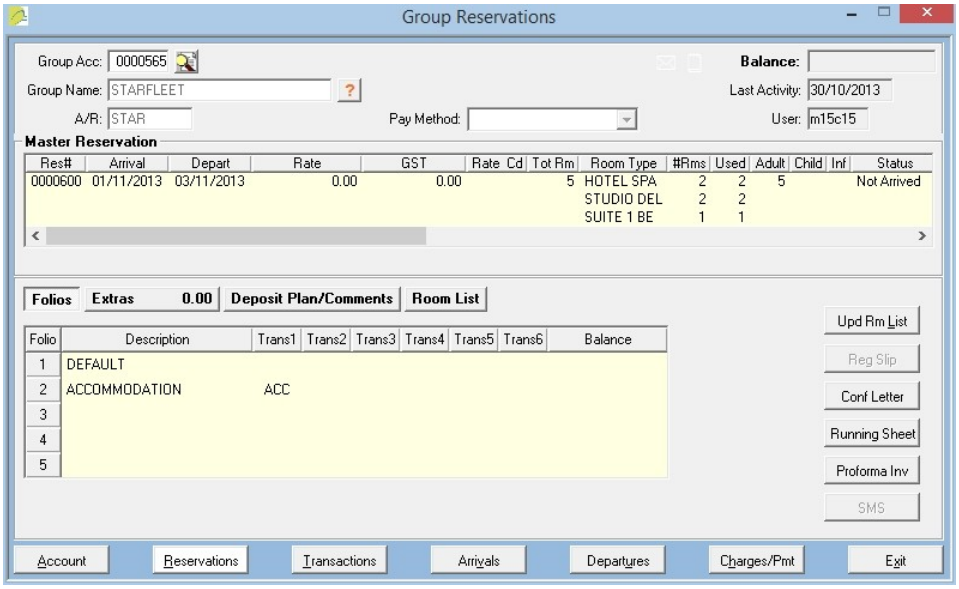
3.6.8 Running Sheet

The Running Sheet allows you to enter information for the daily activities for a group then be able to print it. You must tab away from the last field entered before you select save.



147

To print the running sheet you select the Reservations button on the Group's account then the Running Sheet tab located under the Conf Letter tab.



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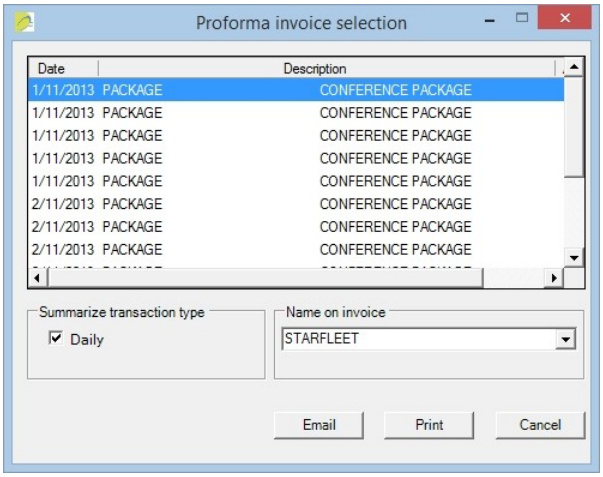
3.6.9 Group Confirmation, Proforma Invoice & Registration

Group Confirmation Letter
Confirmation letters can be printed or emailed. For setup refer to Set Up -> System Configuration -> Conf Letter 205

Group Proforma Invoice
A Proforma invoice can be emailed or printed to be sent to the group before arrival. Select to "**Summarize transaction type**" as **Daily** if there are multiple entries each day of a transaction, i.e. Accommodation. The entries will be summarized in to one entry transaction and amount for each day.



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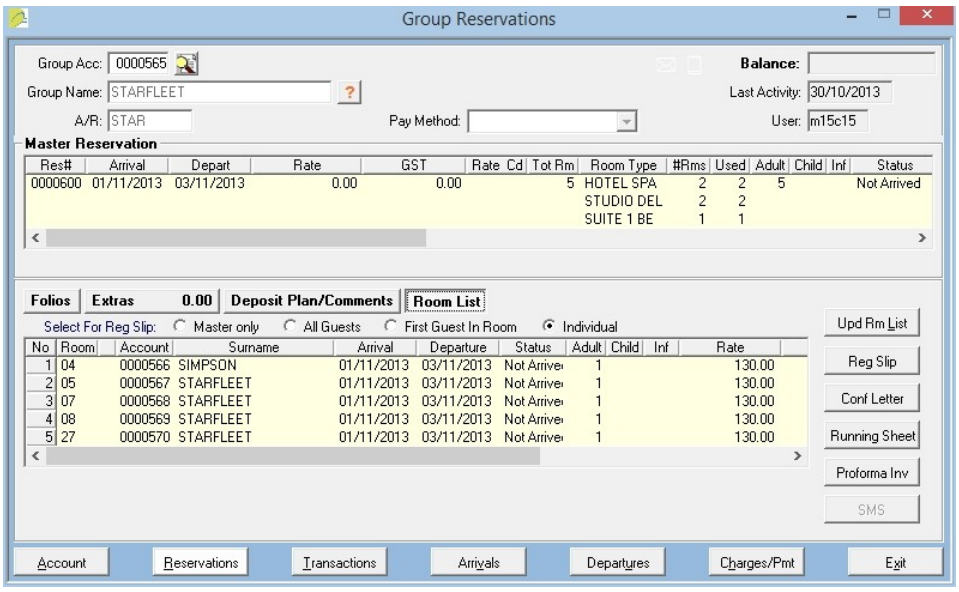
Group Registration Slip
To print registration slips for group members, go to Group Information, find the group, click on **Reservations,** then select the **Room List** tab. You now have the option of printing registration slips for Master only, All Guests, First Guest in Room or the Individual Guest. After making your selection, click the Reg Slip button to the right of the screen. For setup refer to Guest Registration Slip 42



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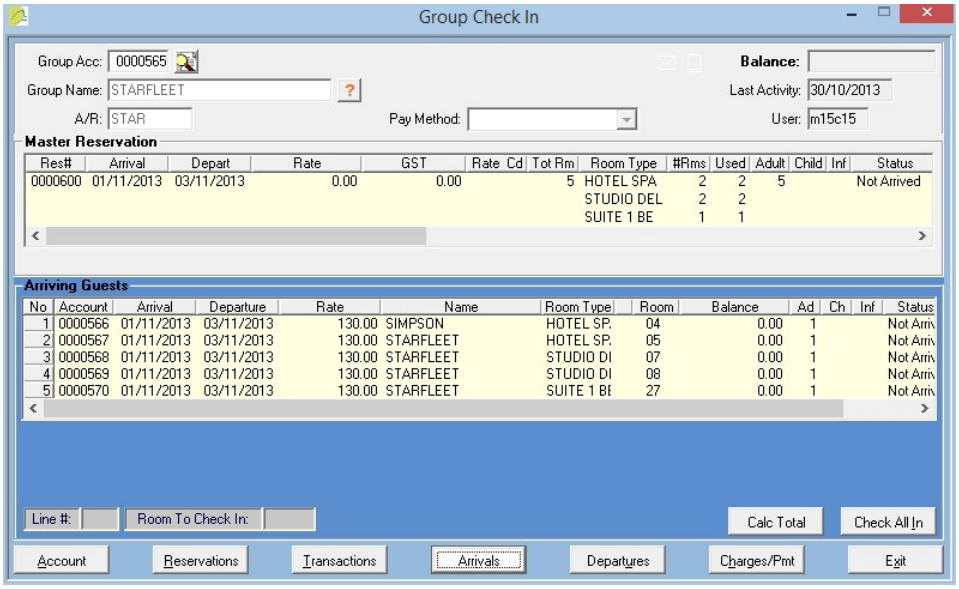
3.6.10 Group Check In

Group check in can be accessed by clicking on the 'Group Information' button on the menu. Once in the Group Information window, find the group you need by entering the group account number or using the search function. After you have found the group you need, click on the **Arrivals** button once. The Arrivals screen below will be displayed.

Alternatively right click on a reservation that is part of the Group and select Group Info.

Select the **Check All In** button once. This will check all the group into their allocated rooms. If all the group members are checked in you will see a message "Check In Successful" displayed. During the check in process, the system may display two messages.
1: A group member is being checked into a room that is not clean. You have the option to check the guest in, or not to check the guest in. If you don't check the guest in, you can do so later in the same way you check in a normal guest, Guest Check In 46
2: The room the group member is to be checked into is not vacant yet. You don't have a choice with this message. The group member is not checked in and will have to be checked in later, Guest Check In 46

> If the group members are not all arriving together you can check them in individually as they arrive, refer to Guest Check In 46



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3.6.11 Group Charges & Payments

Select the desired group from the Group Information screen. You can enter the groups account number, or search for the group. Then select the 'Charges/Pmt' button.

Click on the box marked 'Transaction', and select the transaction type you are going to use. You can key in the first letter of the transaction type. If this is unique, tab to the next prompt, and if not, select the desired transaction type from the drop down list.

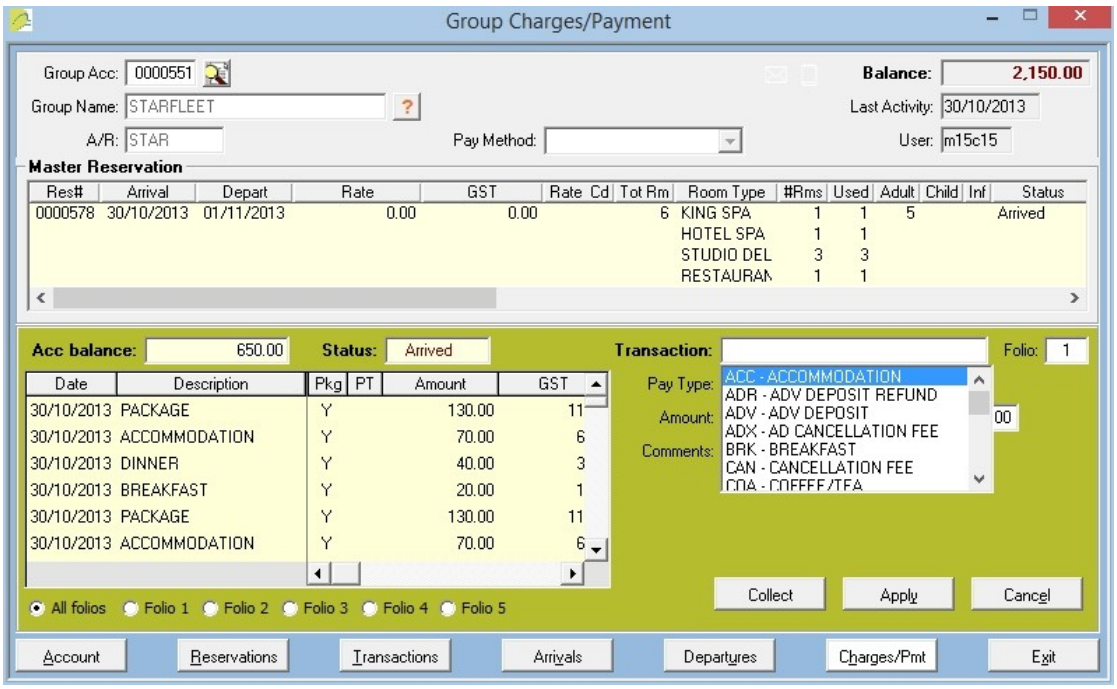
If you are using folios, select the folio, refer to Guest Folios 34 If you are not using folios, go to the next step.

If it is a payment, select the payment type from the 'Pay type' box. Click on the 'Amount' box, and enter the amount. If the entry type has GST applicable, this will be shown automatically, as the entry amount always includes GST.

Click on the 'Comments:' box, and enter any comments (if required).
If these entries are ok, select the 'Apply' button, and the transaction will be applied to that account. The folio number will be automatically selected.

Note that if the transaction is setup to be a credit (with a minus on it) automatically, then you do not need to add the minus sign. However, if you want to reverse one of these transactions, you must enter the minus sign, and let the transaction setup handle it itself. Voiding or Reversing Guest Charges 60

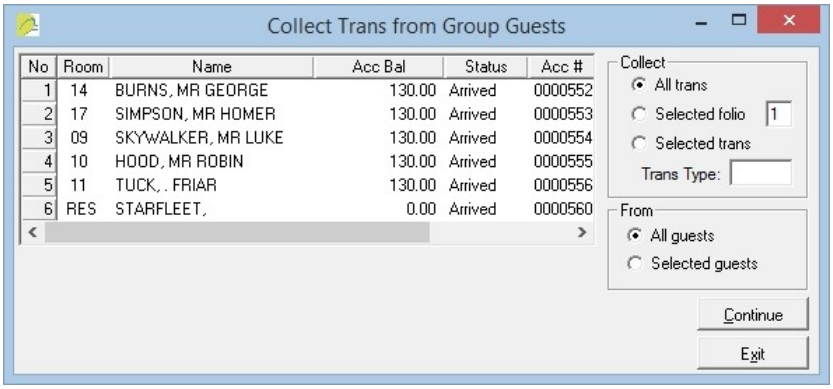
Transactions can be applied to any reservation, whether it is not arrived, arrived or checked out. Normally, you would only charge to an arrived reservation.



152

The **COLLECT** button allows if you have enabled the nightly charges to be charged onto each guest account because you want the Group invoice to be detailed and showing each individual guests nightly charges. By clicking on the button the following screen will be displayed

If the charges that are being paid by the group are on a separate folio tick the selected folio button and input the folio that has the group charges on it. You can also select transaction types however you do need to select each transaction code individually and if it is a package code you also need to select the code **PAK**. You can also select all transactions and select all guests or just some guests from that group rooming list.



153

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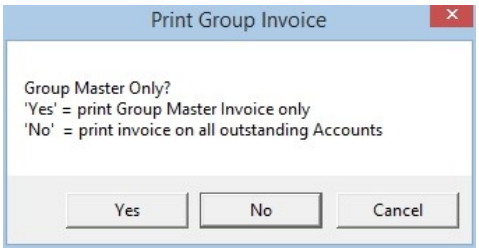
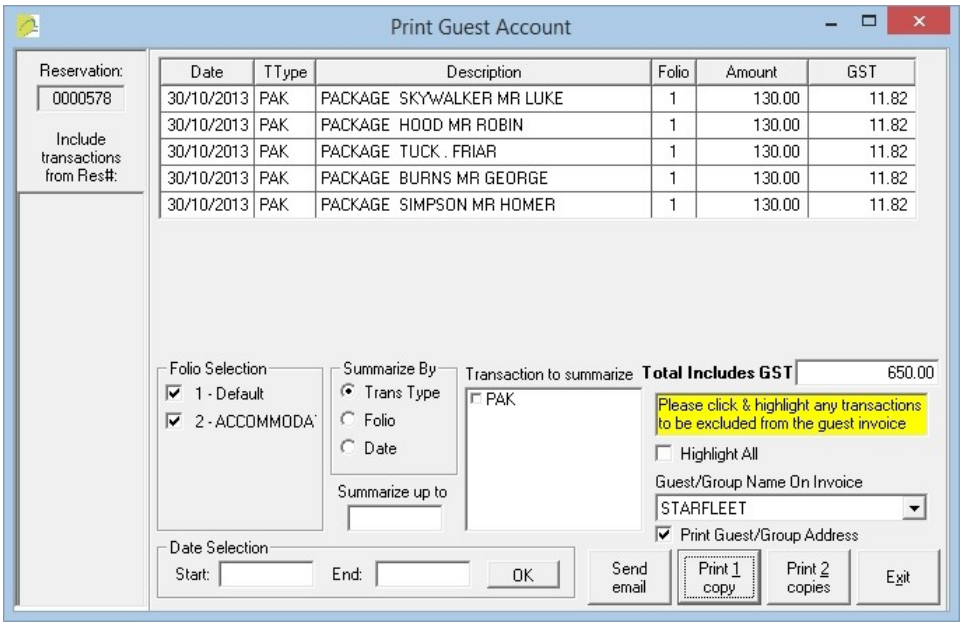
3.6.12 Group Invoice

Click the **Group Account** button to print an invoice. The following window will then be displayed.



154

You need to select either the group master invoice or individual guest invoices with balances



155

From this window you can select to print "All Transactions" on the invoice, select which "Folio" to print on the invoice, or select which "Transactions" you wish to print on the invoice. Click on any transaction to highlight, this transaction will not be included on the printed invoice. Default is all transactions.

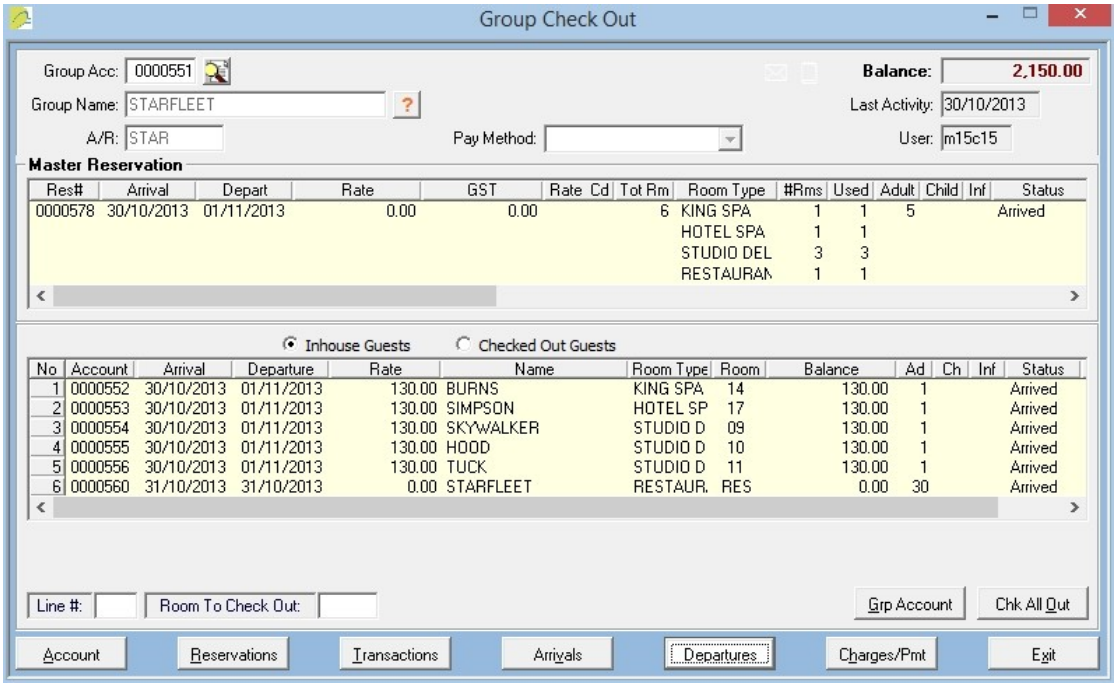
3.6.13 Group Checkout

Group check out can be accessed by clicking on the 'Group Information' button on the menu. Once in the Group Information window, find the group you need by entering the group account number or using the search function. After you have found the group you need, click on the **Departures** button once. The screen below will be displayed.

Alternatively right click on a reservation that is part of the Group and select Group Info.

Select the **Check All Out** button. This will check all the group out providing the group has a zero balance. If any of the group members balances are not zero, they are **NOT** checked out. The group members that have not been checked out, will have to be checked out the same way as individual Guests are checked out.

> If the group members are not all departing together you can check them out individually, refer to Guest Check Out 48



156

Note that if the Group Master account balance is not zero then the guests can not be checked out through the Group Master. This balance must be paid or transferred to Debtors before checking out the Group Master account. The guests can still be checked out individually from the Guest Account. It is recommended the Group Master is checked out when the Group is departing.

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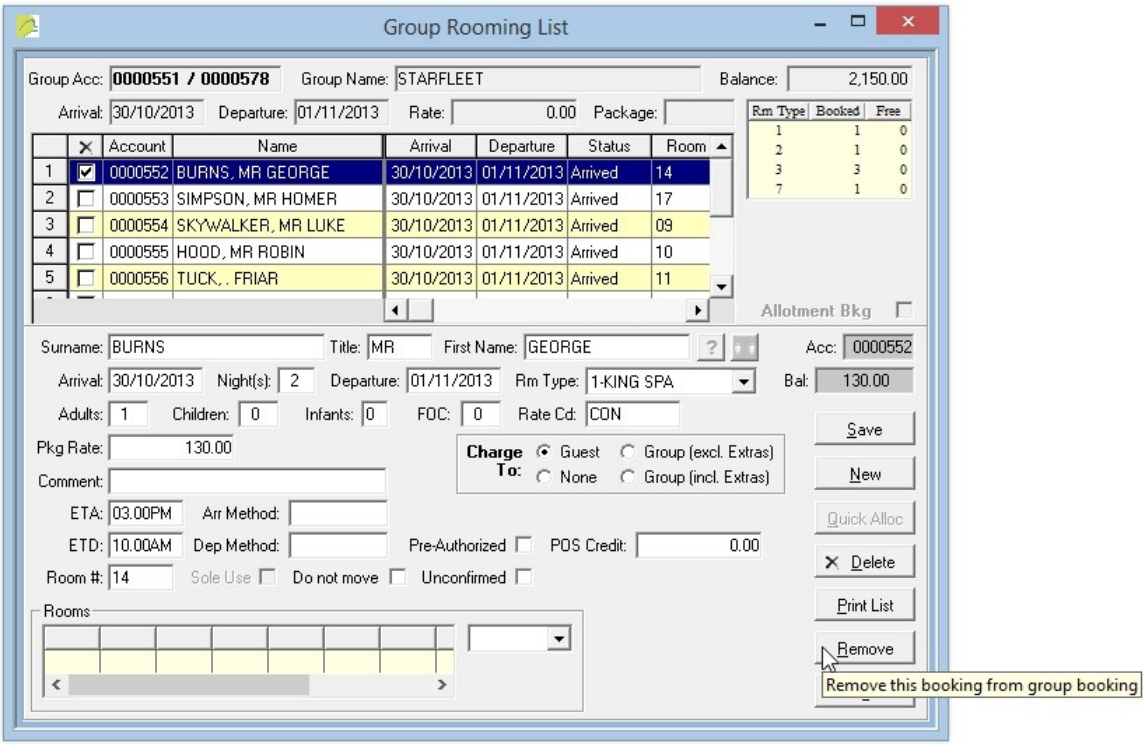
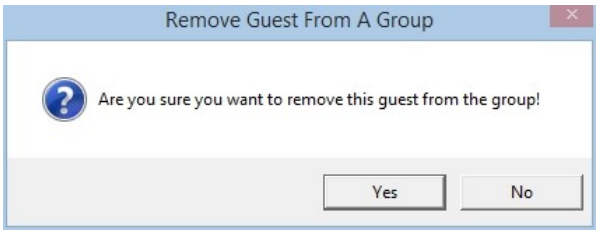
3.6.14 Remove a Guest from a Group Booking

If a Guest is no longer a part of a Group booking you can remove them by highlighting their reservation and clicking on the Remove Button in the Rooming List screen as shown below.



157

This will display the following warning screen. Click Yes to remove the Guest. The Guest's reservation will now be shown as a individual reservation and will not have a group number attached.

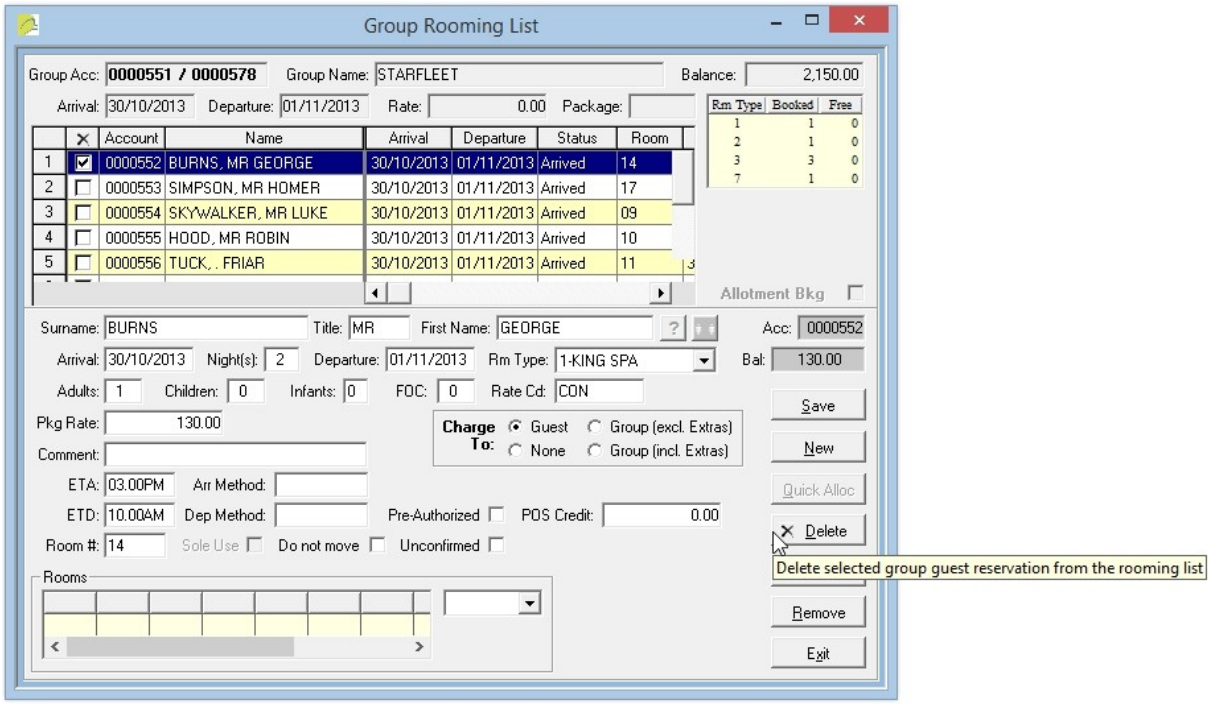


158

Refer to Attach/Remove Group Booking 38

3.6.15 Delete a Guest from a Group Booking

If a Guest or room is no longer required in a Group booking you can remove them by highlighting their reservation and clicking on the **Delete** button in the Rooming List screen as shown below. You can only delete a reservation with zero balance.



159

This will display the following warning screen. Click Yes to delete the reservation. The reservation will now be deleted and the number of rooms updated in the reservation details.

160

3.6.16 Group Booking Changes

When you change the group master, you have the option whether the changes should affect all the individual reservations in the rooming list as well or not. Adding more rooms to the Group booking is done in the reservation screen. These added rooms must then be allocated. You can add rooms without affecting the current group members To remove rooms this must be done from the Rooming List refer to Remove a Guest from a Group Booking 103 and Delete a Guest from a Group Booking 104 Also note that you are unable to change the room types after you have completed the rooming list, changes after this must also be made through the rooming list.

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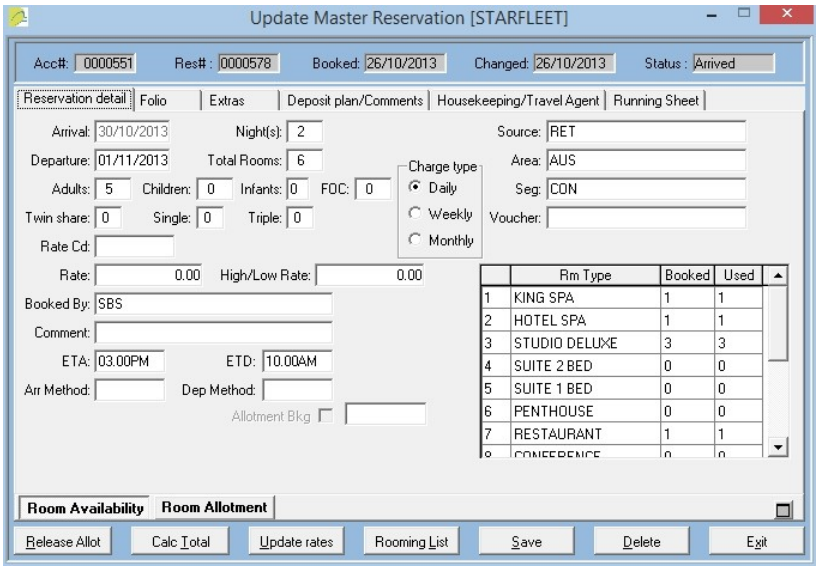
3.6.16.1 Extending a Group Resevation

Group reservations can be extended beyond the date specified, or back to a shorter period (lesser number of nights). To extend a reservation, select the group in the Group Information screen, and the Reservations button. Double click on the reservation line to open. Click on the Night(s), or on the Departure, and amend as required. Please note that there are some limitations on this.

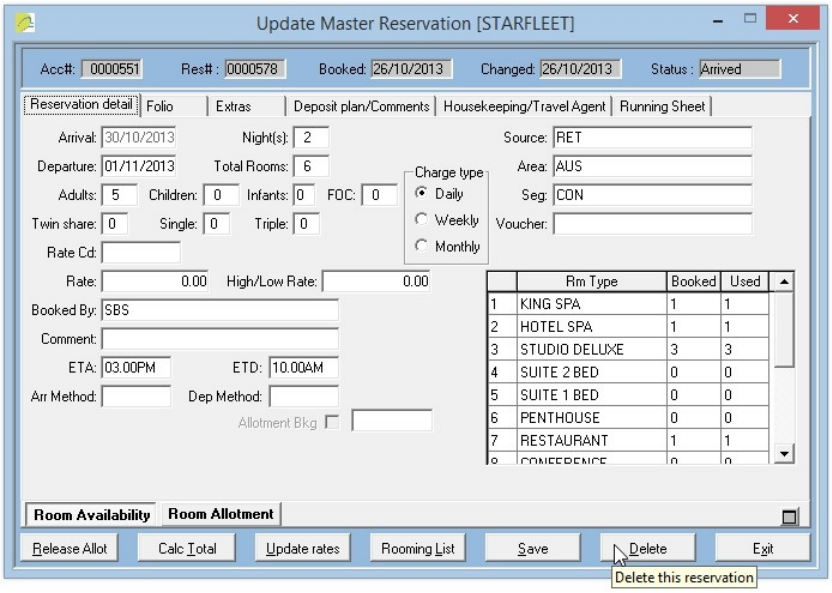
If the reservation is for a non-repetitive package (i.e.: different transactions are posted automatically on the days you specified when the package was created) the system will not allow an extension. This reservation will need to have the rate changed first or have the arrival date changed as well to add up to the correct amount of nights for this package.



161

3.6.17 Group Booking Cancellation

Only reservations, with a zero balance, can be deleted. To delete a reservation, on the Group Information click on **Reservations** then double click on the reservation you wish to delete. Once the Update Master Reservation window is displayed, click on the **Delete** button once. The rooming list will also be automatically deleted. (If any guest on the rooming list do not have a zero balance, their account will not be deleted.)

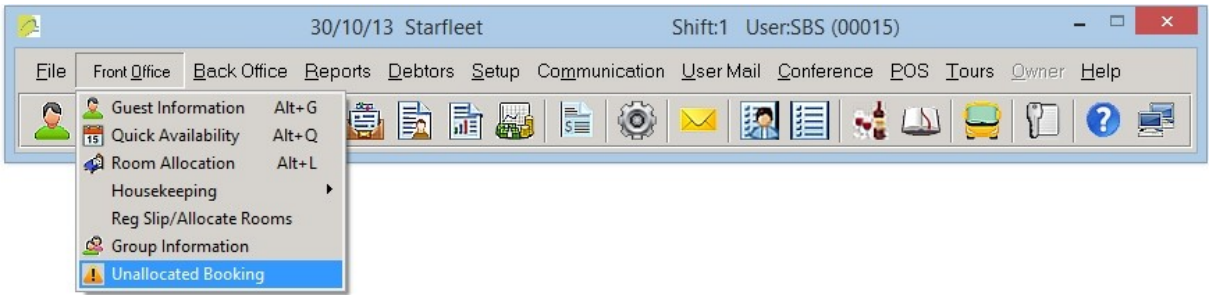


162

The following warning screen will appear. Select Yes to delete or No to exit.

163

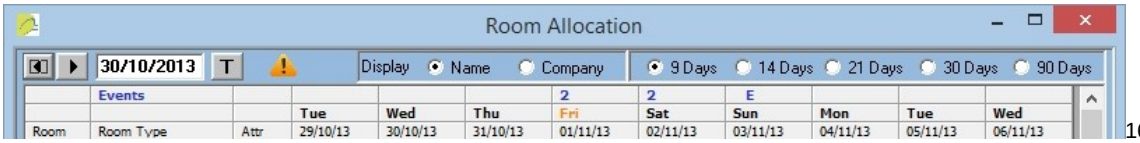
3.7 Unallocated Booking



163a

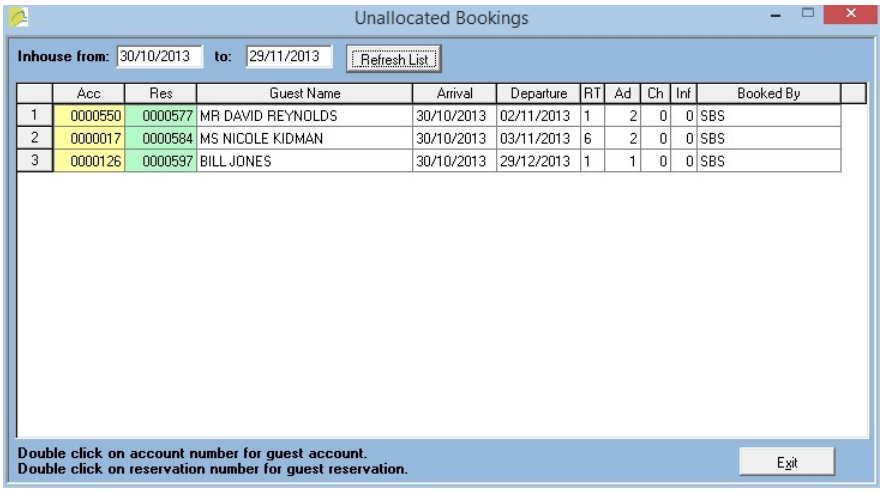
Unallocated Bookings are reservations with no room number allocated. These bookings may be individual bookings, received from a Channel Manager or part of a Group booking that does not have all the rooms allocated a physical room number. It is up to the user to determine if these reservations are to be kept in the system by having a room number allocated. Or in the case of a Group booking to release the unallocated rooms. If the booking is not required it must be deleted, refer to Changing & Deleting a Guest Reservation 43. For Channel Manager bookings refer to the relevant User Manual.

The Room Allocation screen will display the warning icon in the viewed date range if there are Unallocated Bookings.



163b

Select Unallocated Booking from the Front Office menu. This will display the following screen with the list of Unallocated Bookings. The bookings displayed are within the date range of the Room Allocation screen display. Dates can be selected by double clicking to display the calendar, Refresh List to update.



163c

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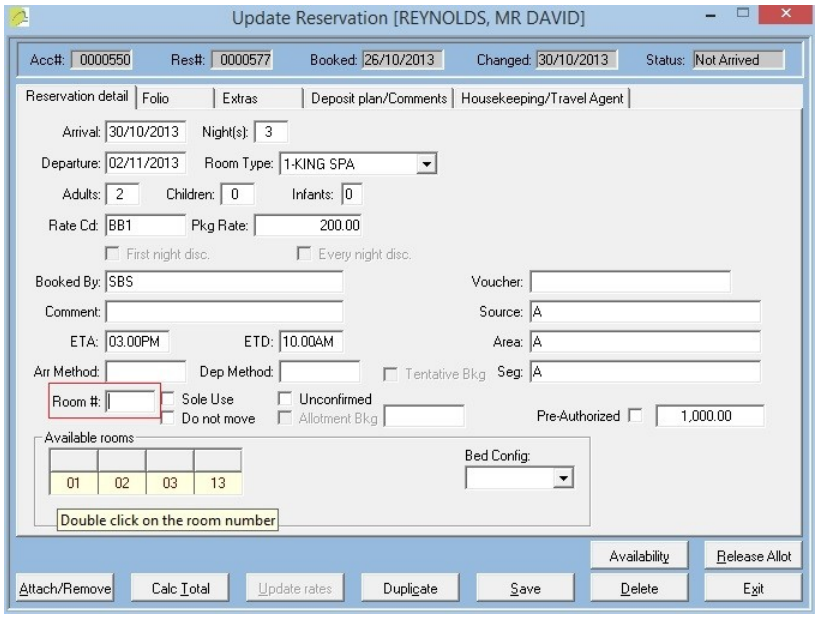
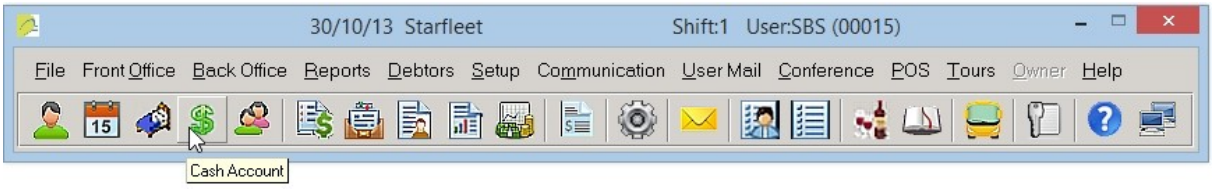
The Individual bookings will have the Room Type number in the RT column. Group bookings will have * (asterisk). Double click on the Yellow (Acc) column to display the Guest Information screen. Double click on the Green (Res) column to display the Reservation screen. For Individual reservations click in the Room # field then select an available room number and Save.

Group Bookings double click on the yellow (Acc) to open the Group Acc, or green (Res) to open the reservation. Refer to Group Information 85, Group Rooming List 93 to allocate room numbers. If the rooms are not required edit the number of rooms required in the Group Reservation screen.



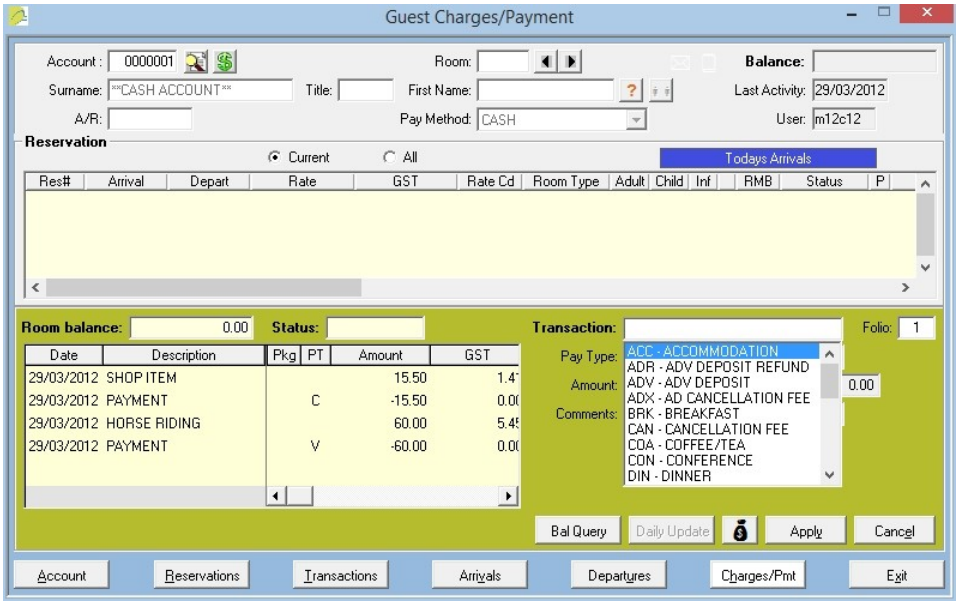
163d

3.8 Cash Account



164

Click on the Cash Account icon on the menu bar to open the account.



165

The Cash Account can be used for charges that are not going on a Guest Account. This account is a double entry account, charge and payment are posted together. There will always be a zero balance.

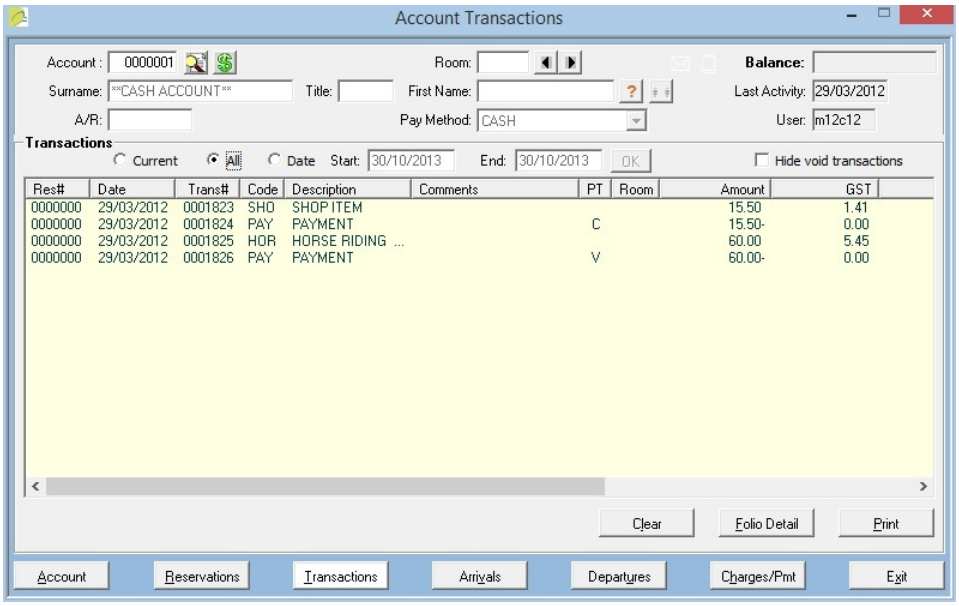
This account can also be accessed by clicking on the button from all screens in Guest Information.

3.8.1 Clearing Cash Accounts

The following procedure can be used to clear transactions from the Cash Account and the Restaurant Cash Account. Note that the cash account should always be zero balance.

The transactions on these accounts may accumulate over time, and printing these accounts may as a result take considerable time. The option to clear the transactions removes the need to abandon this account and create a new cash account. We suggest you may want to print the transactions from the cash account prior to clearing them unless there are a lot. Click on the **Clear** button to complete this procedure.

Note: The transactions are not deleted from the system. They are merely tagged, so they do not display on the screen or reports unless requested.



166

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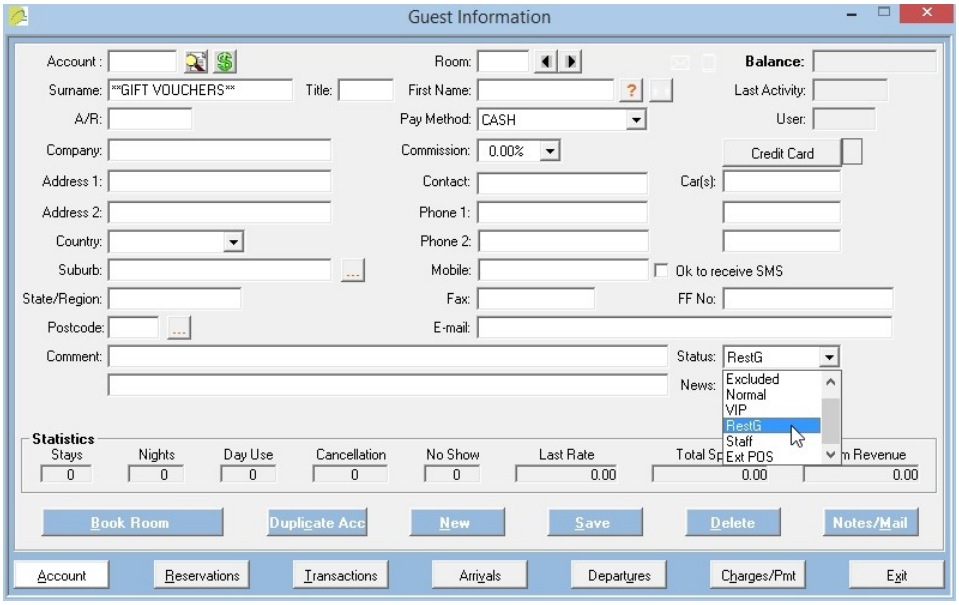
3.9 House Accounts

House accounts can be used for several things such as a cash account, an account to store monies received for gift vouchers until a booking is made, staff accounts and restaurant guest accounts.

- To create a house account go into the guest information screen and select NEW.
- On the right hand side of the screen about half way down there is a drop down box for STATUS - select either RESTG (Restaurant Guest Account) or STAFF (Staff or House Account)
- Use a star (asterisk) to start the name and then enter the name for the house account e.g Gift Vouchers 109
- Then click on Save.
- This now enables you to post transactions to this account without requiring a reservation attached.

> Once the account has been saved you cannot change the type of the account to STAFF or RESTG. If when you go to the charges and payment screen it says there is no reservation to charge to the house account is not setup as a house account so you will need to delete it and restart the steps above ensuring that you have selected the STAFF or RESTG before saving. Any unwanted house accounts can be deleted by clicking on the DELETE button at the bottom of the screen. House accounts with transactions can not be deleted.

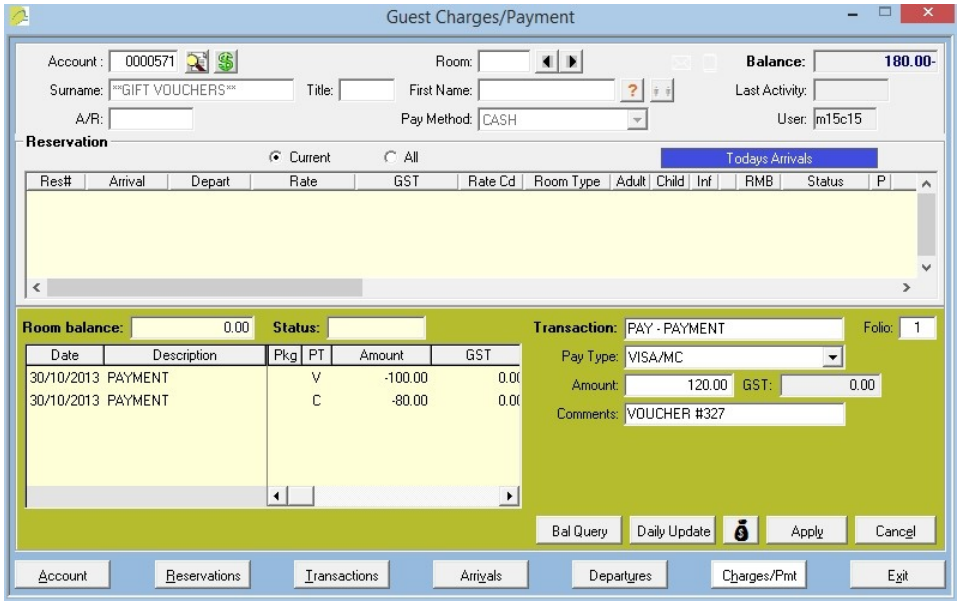


167

3.9.1 Gift Vouchers

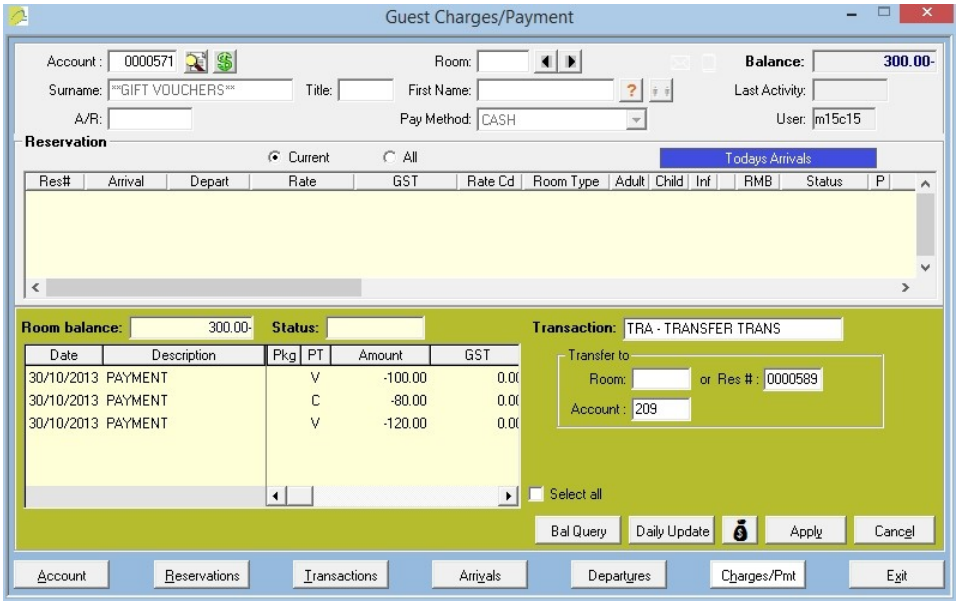
A Gift Voucher is usually purchased before a reservation is made. By setting up a **GIFT VOUCHER** account and posting all sales here this will store all vouchers sold until they are redeemed. This account will also will help keep track of vouchers that will be past the 'expiry date' therefore no longer valid to be redeemed.

Select the PAY - PAYMENT transaction, pay type, amount and enter the Gift Voucher number (in the comments field).



168

When the Guest makes a booking they present the Gift Voucher upon arrival. You can then transfer the relevant Gift Voucher transaction to their reservation.



169

The Guest reservation will then reflect the credit amount of the Gift Voucher.

170

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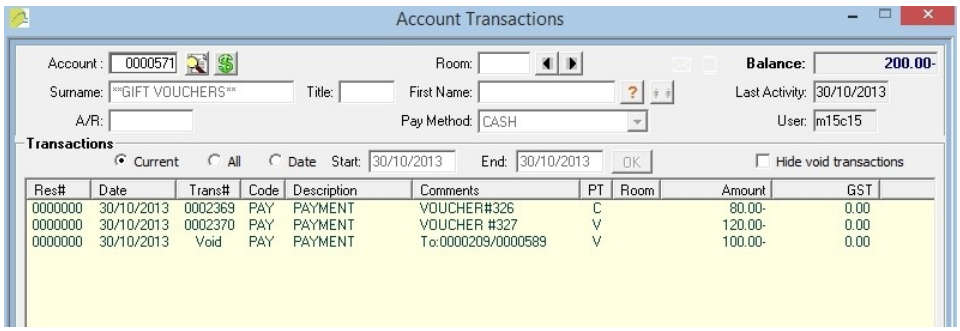
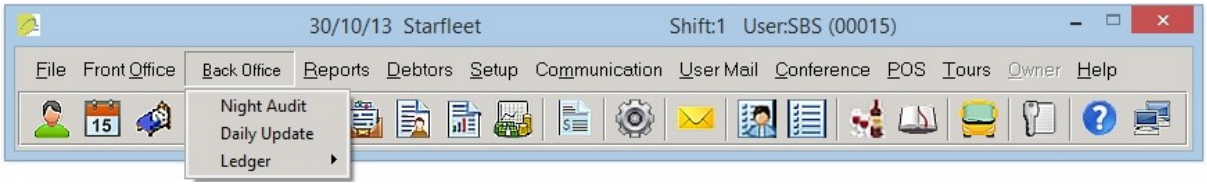
The following Gift Voucher account transaction screen shows the transaction as VOID, in the comments field will display the account/reservation the transaction has been transferred to.



171

If a Gift Voucher is presented for a dinner in the Restaurant then the POS transaction must be transferred to a POS account. Then the Gift Voucher transaction can be transferred to the POS house account as the 'payment'.

4 Back Office



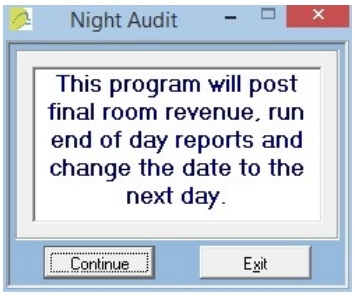
172

4.1 Night Audit

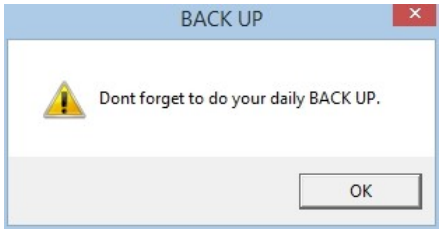
The Night Audit is accessed by clicking on the **Night Audit** button in the **Back office** Menu.

> There is a suggested format to follow to complete Night Audit. It is listed under End of Day Procedures in Appendix A (Suggested Night Audit Procedures) 256

This module must only be run at days end as it will post final room revenue, print days end reports and automatically **change the date to the next day.** Alternatively it can be run first thing in the morning prior to any work being done for the new day. This would allow for checking in of guests that arrived late. Click on Night Audit, the following screen will appear.



173



174

Select Continue. Refer to section on Backup 14 for information to setup.

Following the daily update which posts the room revenue, the system will automatically change the system date to the next day, process the end of day balances and cycle through programs set in the Day & Month end setup in the setup menu, to print the selected reports. In addition to these reports, it will also produce a listing of opening and closing balances for the Guest ledger, Deposit ledger and Debtors ledger.

After selecting **Continue** and **OK** for the Daily Backup you are now presented with a screen displaying a list of reports that the Night Audit program can produce.

If you have preselected some reports in the **Setup->System Configuration->Daily Update->Day End** menu, they will be automatically selected for you. You can select more or deselect any of the reports in this menu by clicking in the boxes. You can also select and deselect the number of copies required of each report.

The Daily Update Report will print automatically if required. Refer to Set Up -> System Configuration -> Daily Update 205 to select printing option.

175

Click on the **Run Update** button to continue with the Night Audit.

At this point if you have guests that have not been checked in or out, the following screen will be displayed. If using the Conference module then any conferences not yet 'In Progress' will also be displayed. These reservations displayed here must be 'Checked In', 'Checked Out' and Conference changed to 'In Progress' before continuing. If a reservation is not 'checked in' on the correct arrival date it can not be backdated.

A report showing all guests not checked in will also be printed when the print button is selected.

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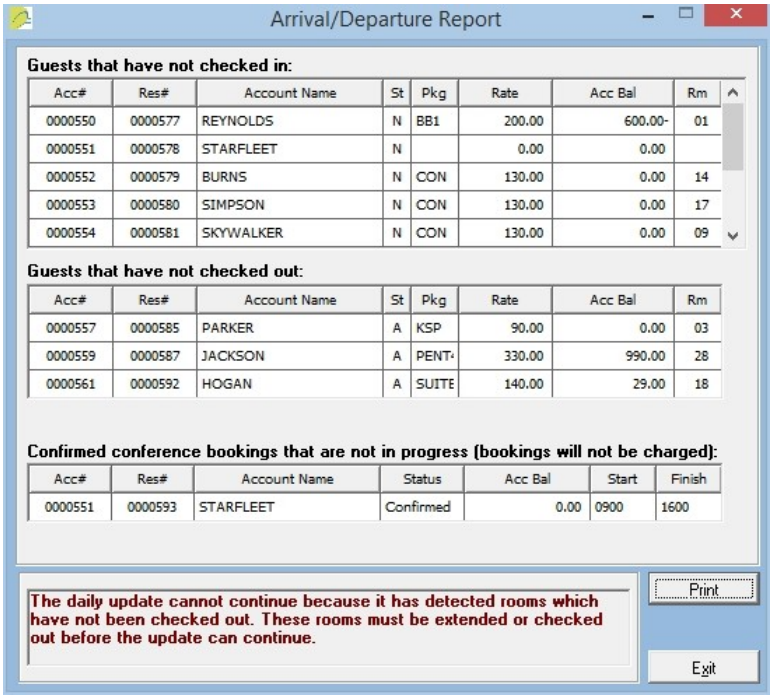


176

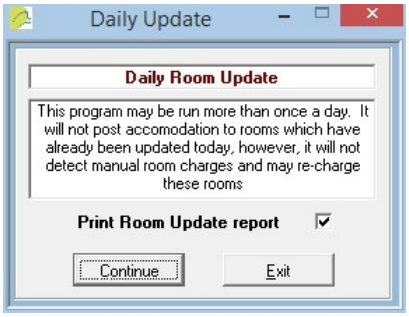
177

When all guests have been arrived or departed then Night Audit can be run again. Once this is completed click OK on the prompt screen to exit.

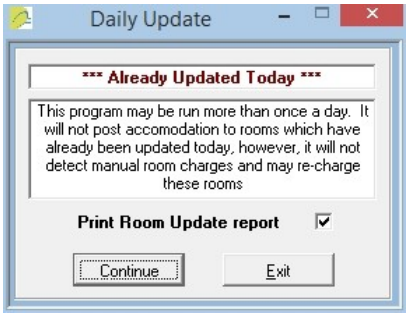
4.2 Daily Update

The Daily Update is accessed by clicking the **Daily Update** button in the Back Office menu.
This module will now only post room charges for the current day. Therefore for the day end procedure, you still must use Night Audit to complete the end of day procedures.

Select the Print Room Update report **Re-Print** button if you wish to reprint the Daily Update Report .
Click on the **Continue** button to proceed with the Daily Update.



178

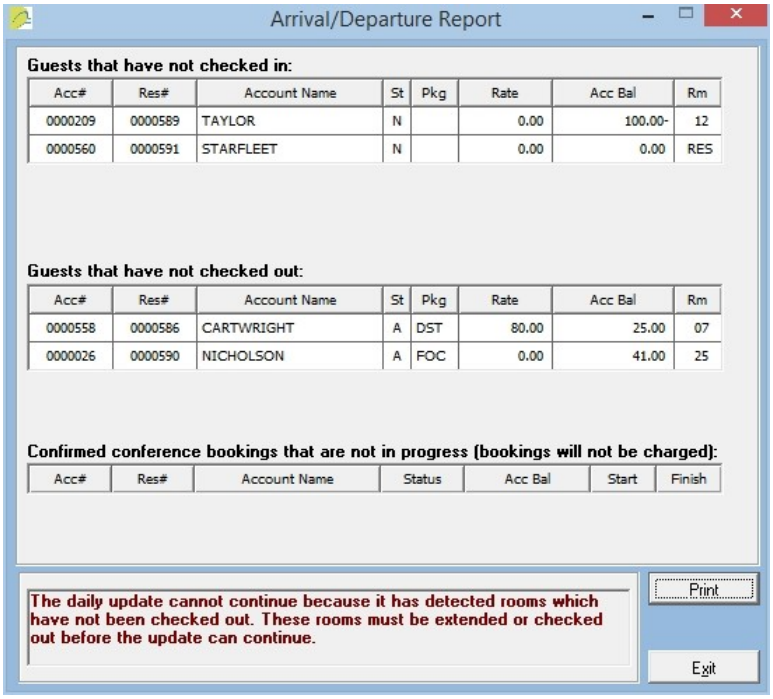


179

If you run the Daily Update more than once in a day, the message will display ***** Already Updated Today *****
The daily update will also change each room's condition. (ie: all occupied rooms will be changed to "D" for dirty)

If there are in-house guests with a departure date less than or equal to the current date the system will not commence posting room charges until these reservations have been extended or checked out.

The daily update will also detect and display a report of any in-house guest departing on that day and has not checked out yet, and any guest arriving on that day and has not checked in yet.

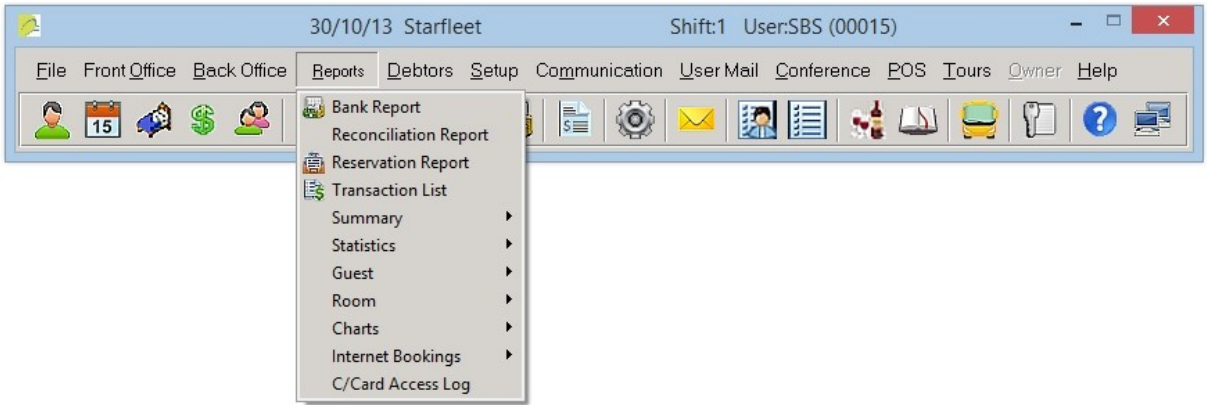


180

4.3 Ledger

Please contact Starfleet Software if using this module for separate Accounting link Manual.

5 Reports



192

5.1 Bank Report

193

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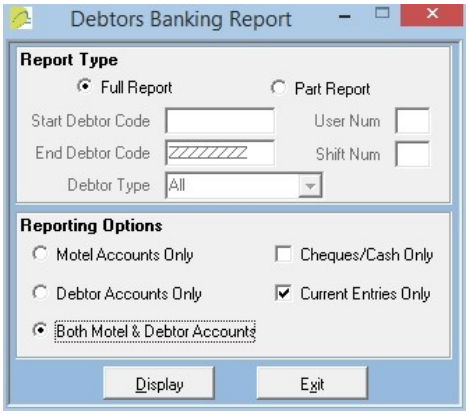
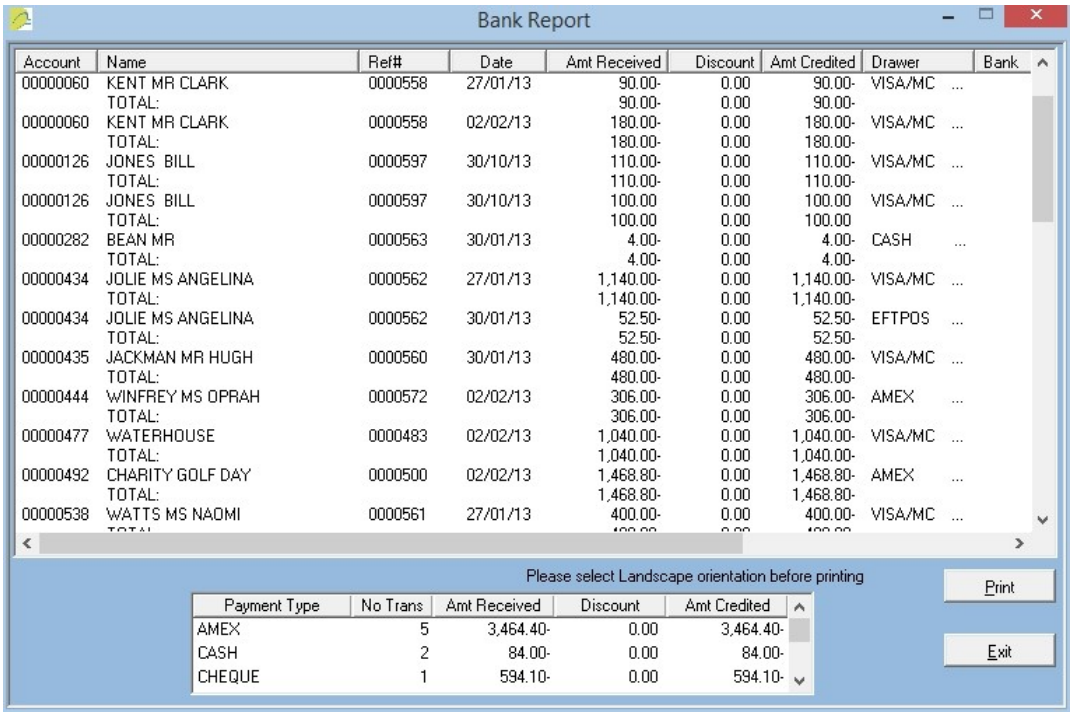


194

The Bank Report sub-menu is accessed by selecting **Bank Report**, in the **Reports** menu or the icon on the menu bar. This allows for all cash and cheques posted by the Debtor transaction entry program to be printed or listed on the screen. This includes the receipt number and bank name and branch. If desired, this can be used in lieu of the bank pay in book. Totals are kept monthly for reconciliation purposes, and the file can be cleared after each print to facilitate batch processing. The following report will be displayed. The report can be sorted by any column by clicking on the column heading.

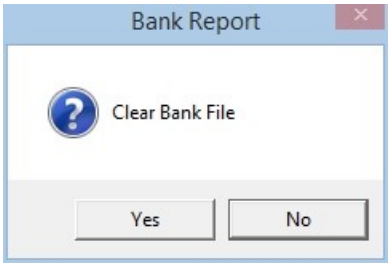


Account	Name	Ref#	Date	Amt Received	Discount	Amt Credited	Drawer	Bank
00000060	KENT MR CLARK	0000558	27/01/13	90.00-	0.00	90.00-	VISA/MC	...
	TOTAL:			90.00-	0.00	90.00-		
00000060	KENT MR CLARK	0000558	02/02/13	180.00-	0.00	180.00-	VISA/MC	...
	TOTAL:			180.00-	0.00	180.00-		
00000126	JONES BILL	0000597	30/10/13	110.00-	0.00	110.00-	VISA/MC	...
	TOTAL:			110.00-	0.00	110.00-		
00000126	JONES BILL	0000597	30/10/13	100.00	0.00	100.00	VISA/MC	...
	TOTAL:			100.00	0.00	100.00		
00000282	BEAN MR	0000563	30/01/13	4.00-	0.00	4.00-	CASH	...
	TOTAL:			4.00-	0.00	4.00-		
00000434	JOLIE MS ANGELINA	0000562	27/01/13	1,140.00-	0.00	1,140.00-	VISA/MC	...
	TOTAL:			1,140.00-	0.00	1,140.00-		
00000434	JOLIE MS ANGELINA	0000562	30/01/13	52.50-	0.00	52.50-	EFTPOS	...
	TOTAL:			52.50-	0.00	52.50-		
00000435	JACKMAN MR HUGH	0000560	30/01/13	480.00-	0.00	480.00-	VISA/MC	...
	TOTAL:			480.00-	0.00	480.00-		
00000444	WINFREY MS OPRAH	0000572	02/02/13	306.00-	0.00	306.00-	AMEX	...
	TOTAL:			306.00-	0.00	306.00-		
00000477	WATERHOUSE	0000483	02/02/13	1,040.00-	0.00	1,040.00-	VISA/MC	...
	TOTAL:			1,040.00-	0.00	1,040.00-		
00000492	CHARITY GOLF DAY	0000500	02/02/13	1,468.80-	0.00	1,468.80-	AMEX	...
	TOTAL:			1,468.80-	0.00	1,468.80-		
00000538	WATTS MS NAOMI	0000561	27/01/13	400.00-	0.00	400.00-	VISA/MC	...

Payment Type	No Trans	Amt Received	Discount	Amt Credited
AMEX	5	3,464.40-	0.00	3,464.40-
CASH	2	84.00-	0.00	84.00-
CHEQUE	1	594.10-	0.00	594.10-

195

To print the report, click the print button once. A prompt will display to **Clear the Bank File** - **Yes** or **No**.

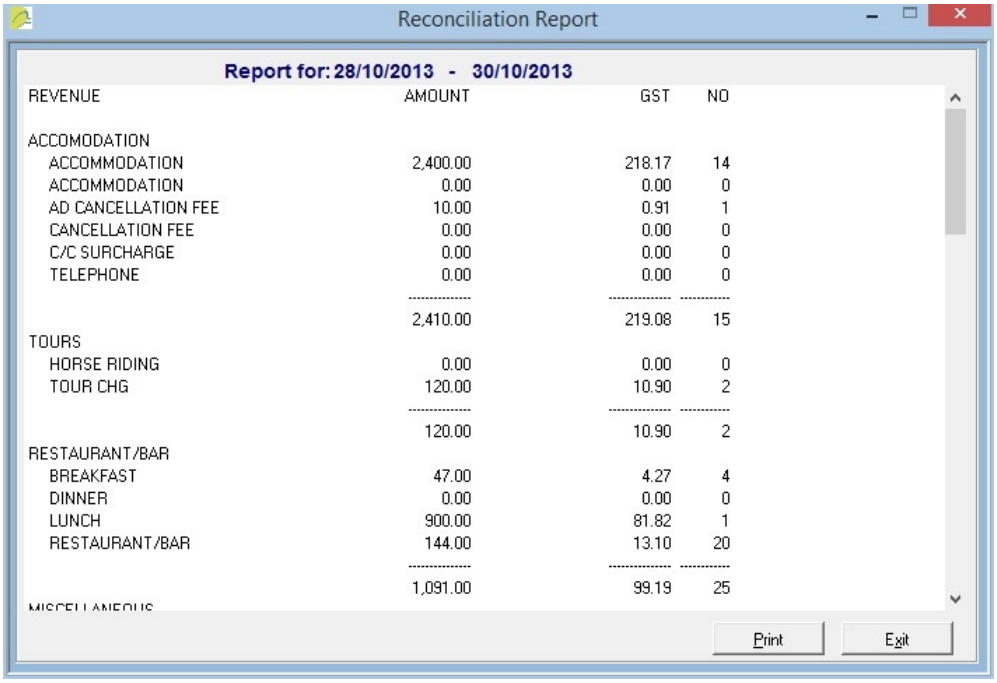


196

If Yes is selected the report **CAN NOT** be reprinted. If **NO** is selected the report can be reprinted. However the transactions will still appear when reprinting the report the next day. If using this report it is advisable to clear the transactions.

5.2 Reconciliation Report

This report is accessed in **Reports -> Reconciliation Report.**



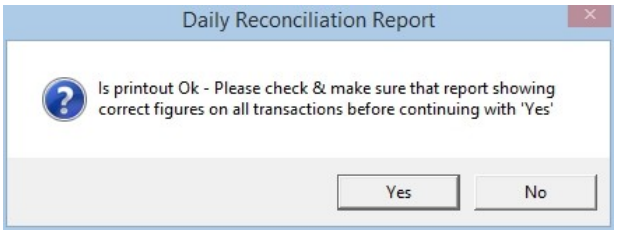
REVENUE	AMOUNT	GST	NO
ACCOMODATION			
ACCOMMODATION	2,400.00	218.17	14
ACCOMMODATION	0.00	0.00	0
AD CANCELLATION FEE	10.00	0.91	1
CANCELLATION FEE	0.00	0.00	0
C/C SURCHARGE	0.00	0.00	0
TELEPHONE	0.00	0.00	0
	2,410.00	219.08	15
TOURS			
HORSE RIDING	0.00	0.00	0
TOUR CHG	120.00	10.90	2
	120.00	10.90	2
RESTAURANT/BAR			
BREAKFAST	47.00	4.27	4
DINNER	0.00	0.00	0
LUNCH	900.00	81.82	1
RESTAURANT/BAR	144.00	13.10	20
	1,091.00	99.19	25

197

This report will give you the summary of all transactions from the time it was printed on the previous day up to now on this day. If it wasn't printed yesterday then all of yesterday's transactions will be included.

Only transactions which have not been included in the previous reconciliation report will be included in the report. Therefore the report must be run only once every day and once it is printed it cannot be re-printed or re-displayed. However before it is printed you can display it on the screen at any time.

The system will automatically display the report date.
Click on the **print** button to print the report. The following prompt will be displayed.



198

Yes: all the transactions included in the report will be marked as printed and the report cannot be re-printed or re-displayed. Therefore do check the reports contents carefully before selecting 'yes' to this prompt. Then if you click YES a warning will be displayed informing you that this is your 'last chance to reprint the report'. If you select Yes again to this prompt and then try and go back to the Report to print the screen will be blank with no transactions **No:** exit the Report without printing.

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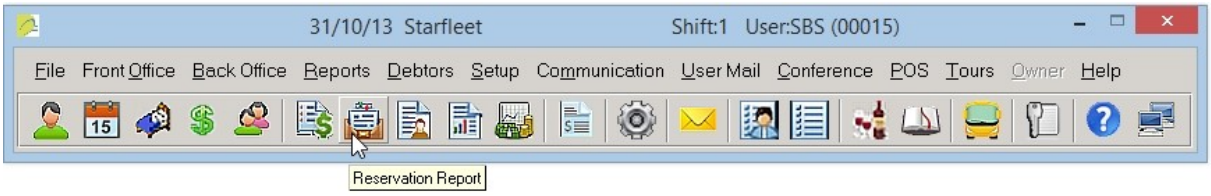
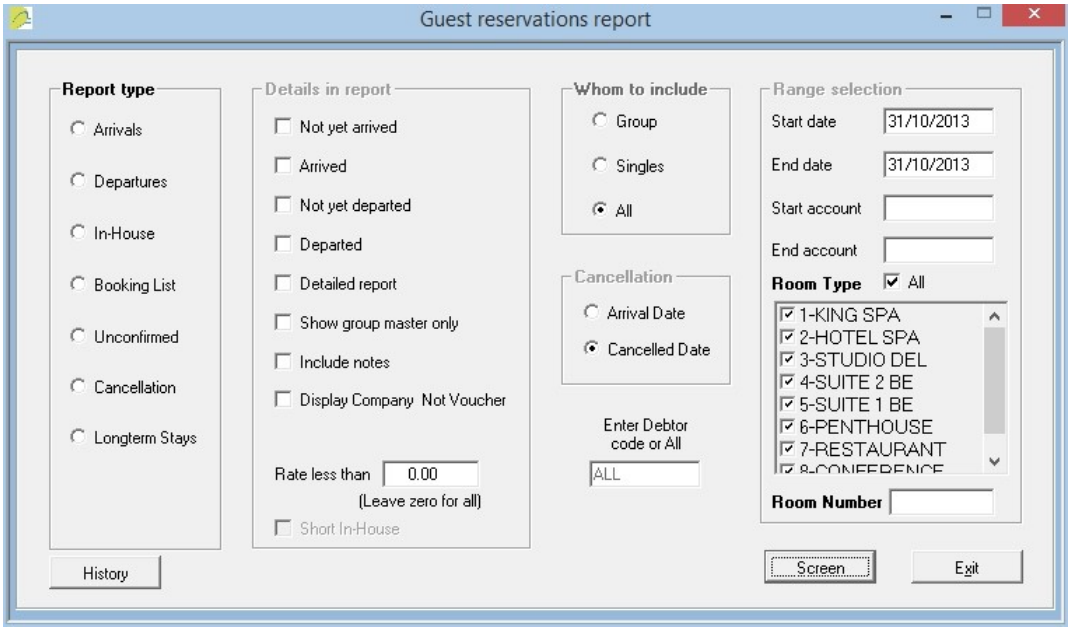
5.3 Reservation Report



199

The **Reservation Report** provides you with details of Guest reservations, when they are arriving, departing or In-House. Also if the reservation is Unconfirmed or has been Cancelled. A Booking List can be printed to show the bookings made on any particular day. Within these parameters, further selections can be made to fine tune the information you require.



200

Report Type

Select from the options below. Note that ONLY one option can be selected at a time.

Arrivals: select to report on Arrivals only.
Departures: select to report on Departures only.
In-House: select to report on Guests in house only.
Booking List: select to report on Bookings made on a certain date.
Unconfirmed: select to report on Wait Listed or Tentative bookings.
Cancellation: select to report on Cancelled bookings.
Longterm Stays: select to report on Longterm Accommodation stays.
History: select to report all changes on selected reservations.

Within the above selection, the following options can then be applied to the above.

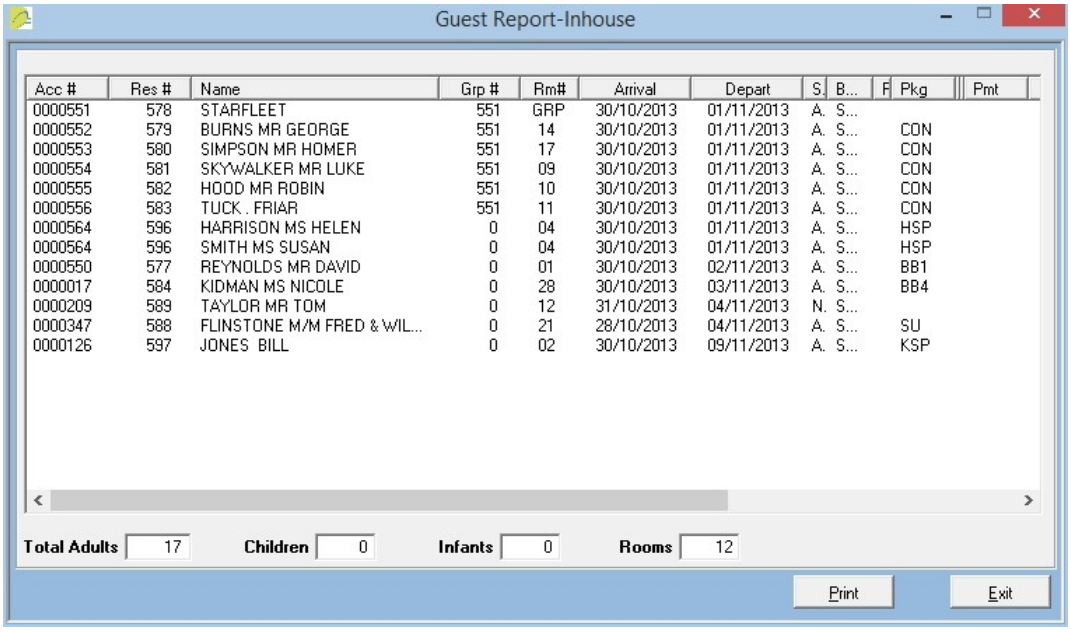
Details in Report

Select from one of the following:

Not yet arrived: Only show guests that have not arrived.
Not yet departed: Only show guests that have not departed.
Detailed report: Show payment type.
Show group master only: Only show group master.

Who to Include
Select from one of the following:
Groups: only show groups.
Singles: only show singles.
All: show all guests.
Start Date: enter a start date. (DDMMYY)
End Date: enter a end date. (DDMMYY)
Start Account: enter a start account number.
End Account: enter a end account number.
Enter Debtor: enter a debtor code or 'ALL'.
Room Type: only show particular room types.

Once the report is displayed, you can sort it by clicking on any of the column headings. This will sort the report in ascending order.
To print the report, click on the **Print** button once. To exit the report, click on the **Exit** button once.



201

5.3.1 Reservation History

Select the History button on the Reservation Report to display any changes or additions made to a Guest Reservation.

201a

The following screen will display where you can select options to search by. If searching for a specific account enter the number in the Account Code with the Reservation number. Select a date range and User number if required.

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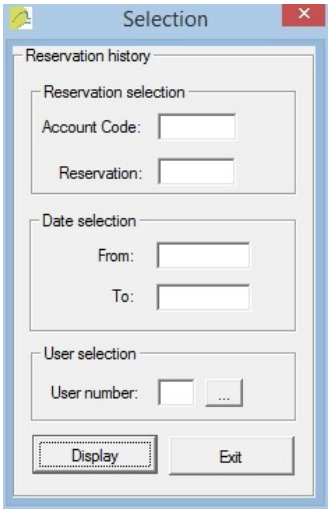
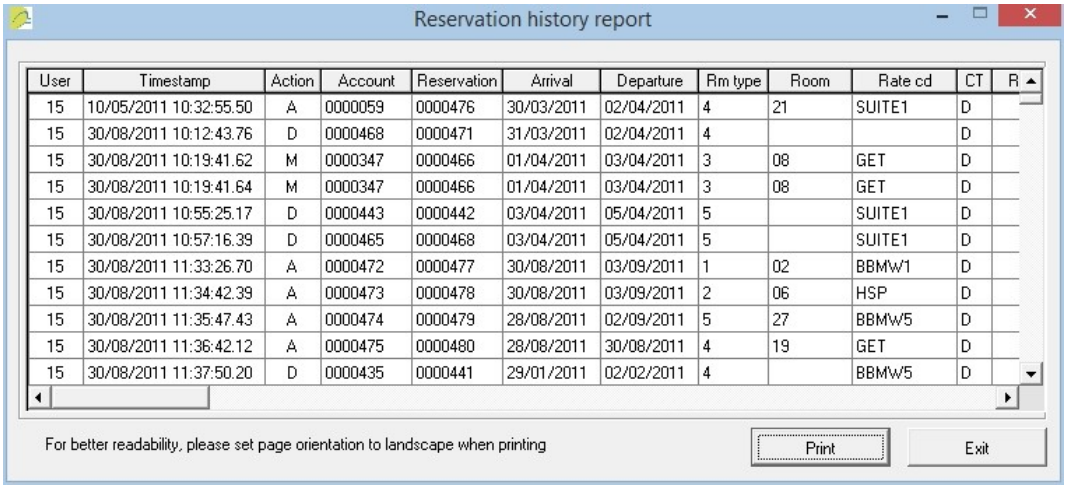


201b

If no information is entered to search by then all entries will display. This is not recommended as there may be too many entries to display.

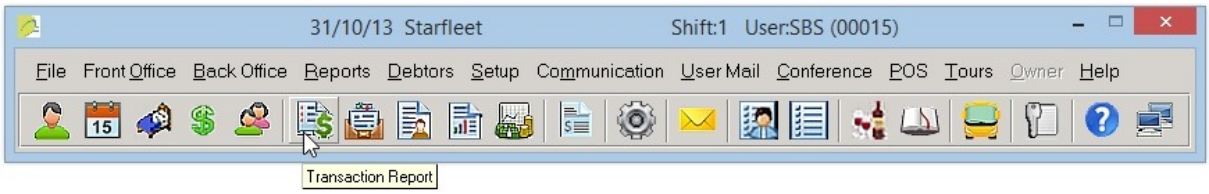


User	Timestamp	Action	Account	Reservation	Arrival	Departure	Rm type	Room	Rate cd	CT	R
15	10/05/2011 10:32:55.50	A	0000059	0000476	30/03/2011	02/04/2011	4	21	SUITE1	D	
15	30/08/2011 10:12:43.76	D	0000468	0000471	31/03/2011	02/04/2011	4			D	
15	30/08/2011 10:19:41.62	M	0000347	0000466	01/04/2011	03/04/2011	3	08	GET	D	
15	30/08/2011 10:19:41.64	M	0000347	0000466	01/04/2011	03/04/2011	3	08	GET	D	
15	30/08/2011 10:55:25.17	D	0000443	0000442	03/04/2011	05/04/2011	5		SUITE1	D	
15	30/08/2011 10:57:16.39	D	0000465	0000468	03/04/2011	05/04/2011	5		SUITE1	D	
15	30/08/2011 11:33:26.70	A	0000472	0000477	30/08/2011	03/09/2011	1	02	BBMW1	D	
15	30/08/2011 11:34:42.39	A	0000473	0000478	30/08/2011	03/09/2011	2	06	HSP	D	
15	30/08/2011 11:35:47.43	A	0000474	0000479	28/08/2011	02/09/2011	5	27	BBMW5	D	
15	30/08/2011 11:36:42.12	A	0000475	0000480	28/08/2011	30/08/2011	4	19	GET	D	
15	30/08/2011 11:37:50.20	D	0000435	0000441	29/01/2011	02/02/2011	4		BBMW5	D	

201c

A = Added, D = Deleted, M = Modified

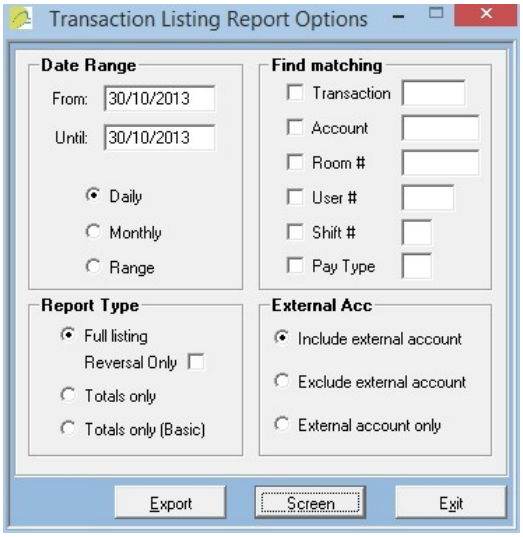
5.4 Transaction List



202

This report allows an audit trail of all revenue and payment entries to be printed or displayed with a number of selection options. Used to check the entries from just one shift, user or room, to all transactions over a long period of time. As the system is effectively a double entry accounting system, this report will display exactly what is entered in the normal course of charges (revenue) and payments (receipts). It is the primary report for reconciling the accounting flow in your Front Office.

Date from:	enter a From date (DDMMYY).
Date until:	enter an Until date (DDMMYY).
Daily:	select a day to print all entries for.
Monthly:	select a month to print all entries for.
Range:	select a date range to report on (e.g. one week).
Full listing:	select to report on all entries in the desired range.
Reversal Only:	will display reversals that have been posted only.
Totals only:	select just to see the totals of your previous selection.
Totals only (Basic):	will not display balances of the Advance Deposit, Debtors and Guest Ledgers.
	select and enter a transaction code to match.
Transaction:	select and enter an account number to match.
Account:	select and enter a room number to match.
Room #:	select and enter a user number to match.
User #:	select and enter a shift number to match.
Shift #:	select and enter the pay type code to match.
Pay Type:	



203

The export button exports the transaction list as a comma delimited text. This file can then be opened in Excel. Refer to Export 122 for more information.

Once the report is displayed, you can sort it by clicking on any of the column headings. This will sort that column on the report in ascending order. Note that any column which has multiple identical fields may not put them in a true ascending sequence. The next screen is a display of a Full listing report.

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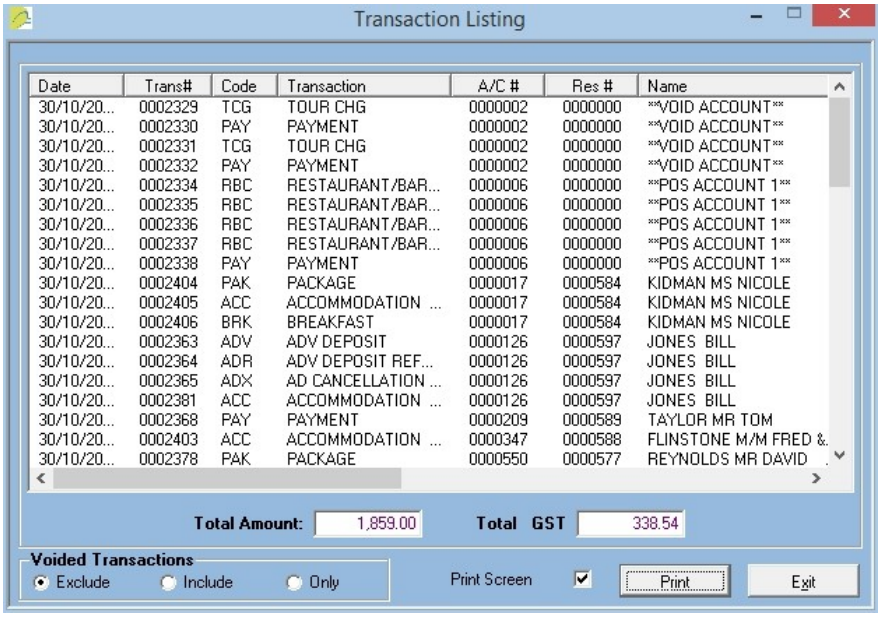
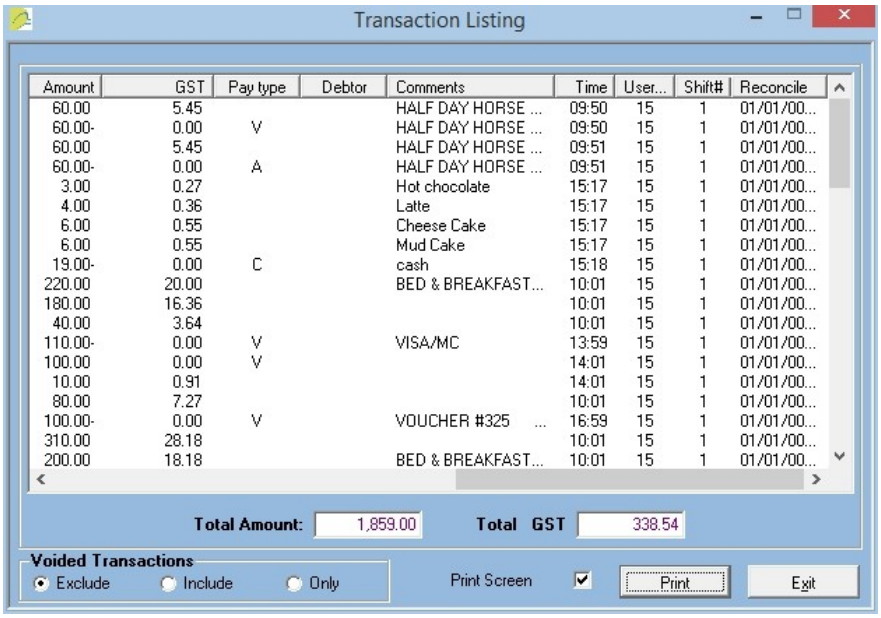


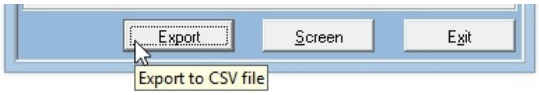
204

In the comments section now any transactions that have been transferred to a debtor will show up with the debtor code listed under the heading of comments. This is another way to track where transactions have gone to.Below is a display of a Totals only report.



205

5.4.1 Export

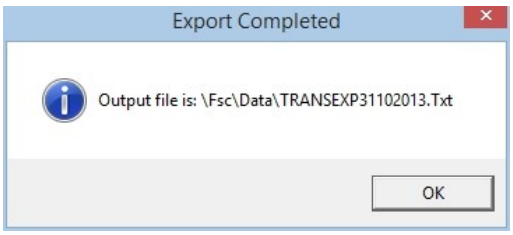


206

To export the transaction list report as a comma delimited file, select the Export button.
The message below will be displayed.

207

Click Yes or No. Then the message below will be displayed. This message informs you where the text file has been exported to and the name given to it.

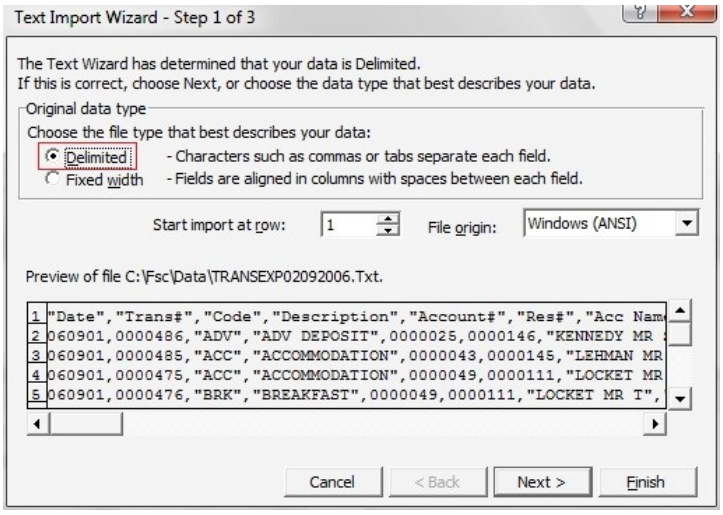


208

Click the ok button, and the export procedure is complete.

5.4.1.1 Open Exported file in Excel

To open the exported file in Excel, click on Start -> All Programs -> Microsoft Excel. Once Microsoft Excel is opened, locate the FSC folder. Double click FSC -> DATA -> then select the file then click on Open. The screen below will be displayed.



209

Make sure the Delimited option is selected, then click the **Next** button. The next window will be displayed.

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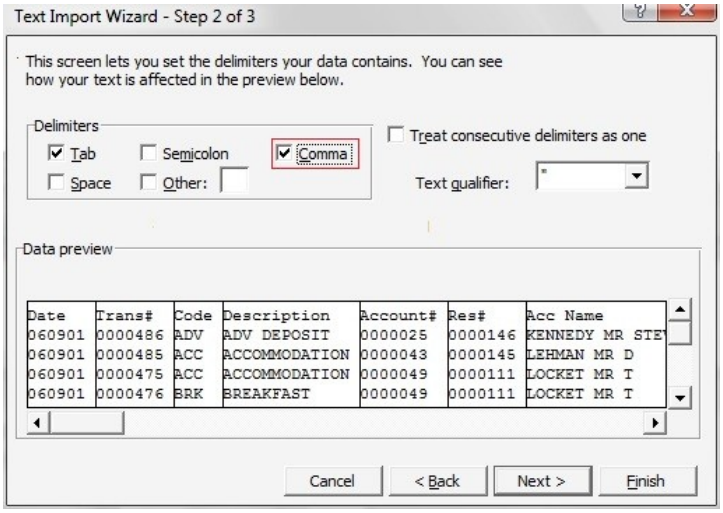
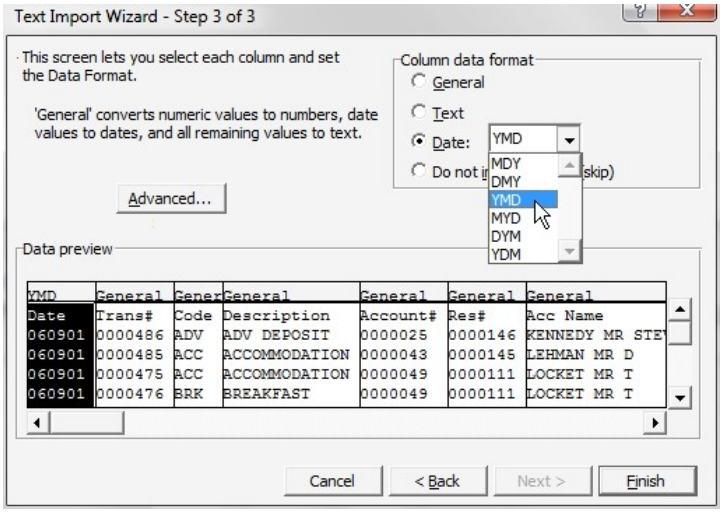


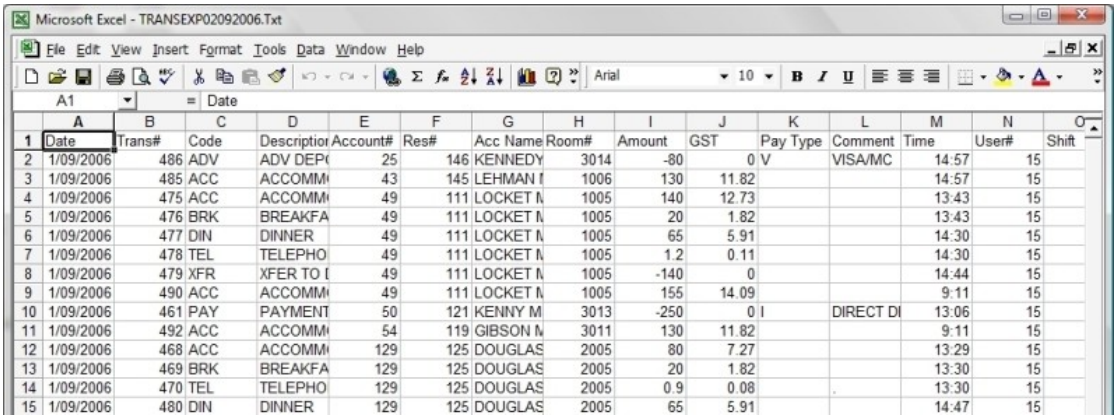
210

Under the Delimiters options, tick the comma option. If any other option is ticked, please untick it, as shown above. Then click the Next button. The window below will be displayed.



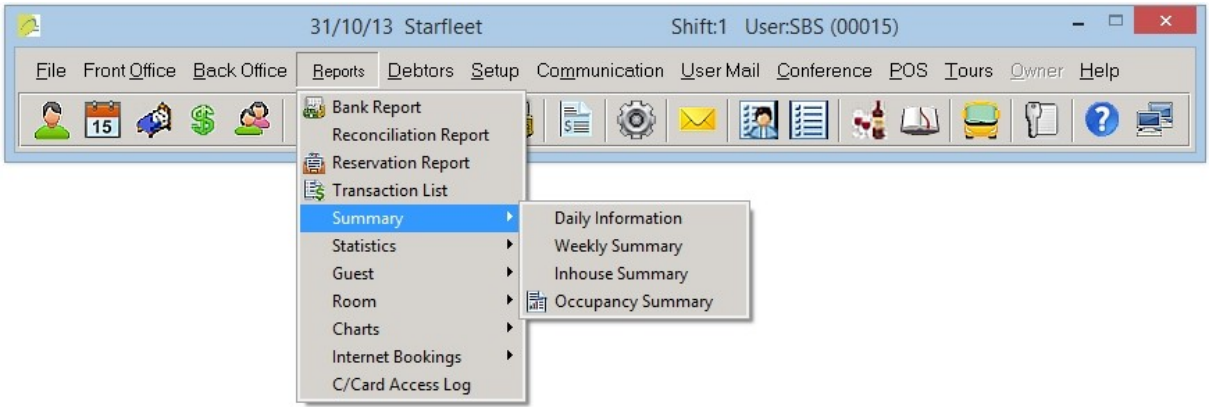
211

Here you can format the columns. For example the date column is in the order of YYMMDD so select the date option and then from the drop down menu select YMD. To format another column click on the column. When finished click on the finish button. The file will then be opened see below.



212

5.5 Summary



213

5.5.1 Daily Information

This report will give you a breakdown of all your arrivals, departures and stay overs for the day. Also from here, you can display a report to tell you which guests are yet to arrive, as well as the guests still to depart. You can also view and print a list of all the in-house guests car registrations.

214

Click on the links below for details on the above reports.

- Daily Information Sheet 125
- Guest Special Requests 125
- Car Rego's 126
- Room Status 126
- Daily Summary 127
- Daily Arrivals & Departures 127
- Daily Statistics 128

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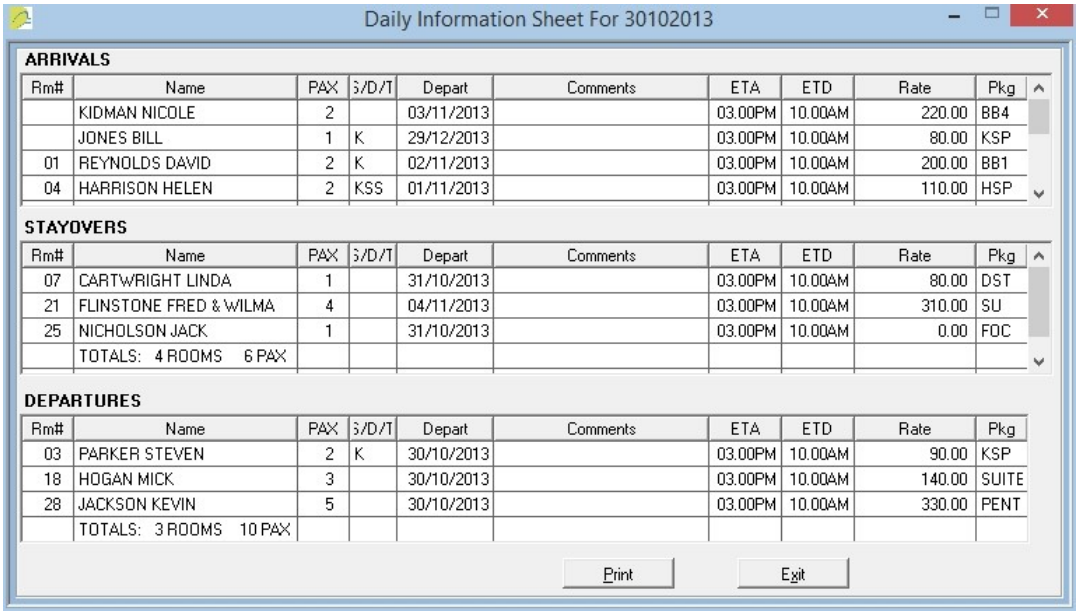
5.5.1.1 Daily Information Sheet

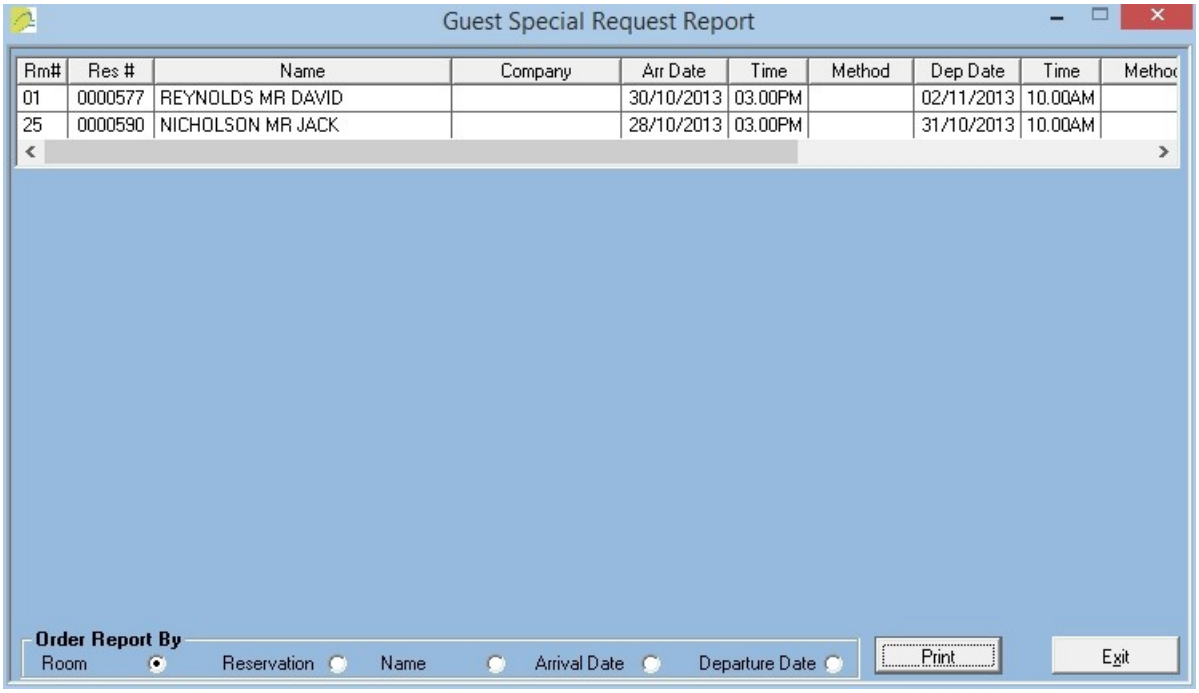


215

This report gives a summary of the guest arrivals, stay-overs and departures. It also gives the room#, name, pax, ETD, ETA, rate, package and comments.

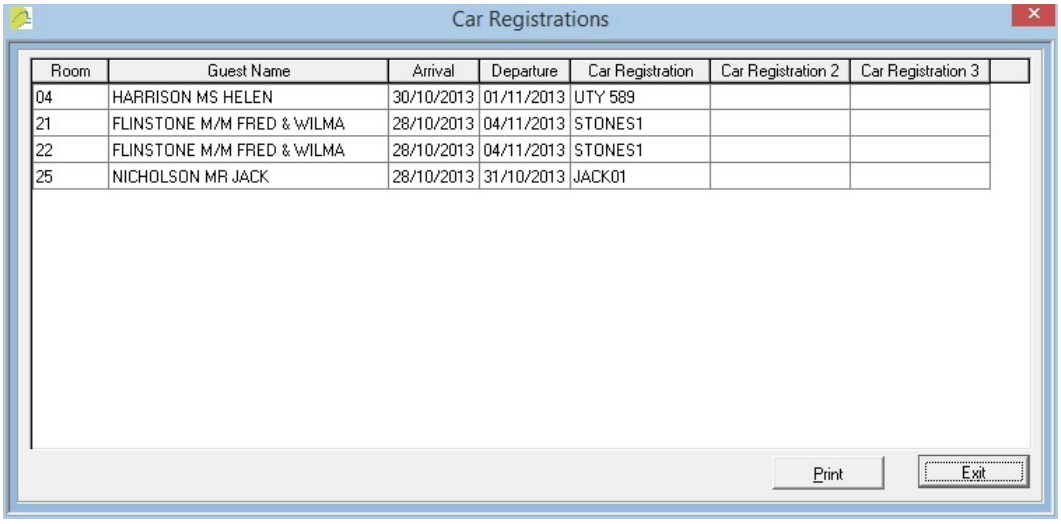
5.5.1.2 Guest Special Requests

This will display a report for the date selected. If a Guest has a special request for flowers or wine to be in their room on arrival then this can be entered in the reservation. Refer to Guest Housekeeping/Travel Agent/Guest Special Request 37 to enter in to a guest reservation. Select print for a hard copy of the report. To set up the special requests items refer to Set Up -> Guest Special Request 223.



216

5.5.1.3 Car Rego's

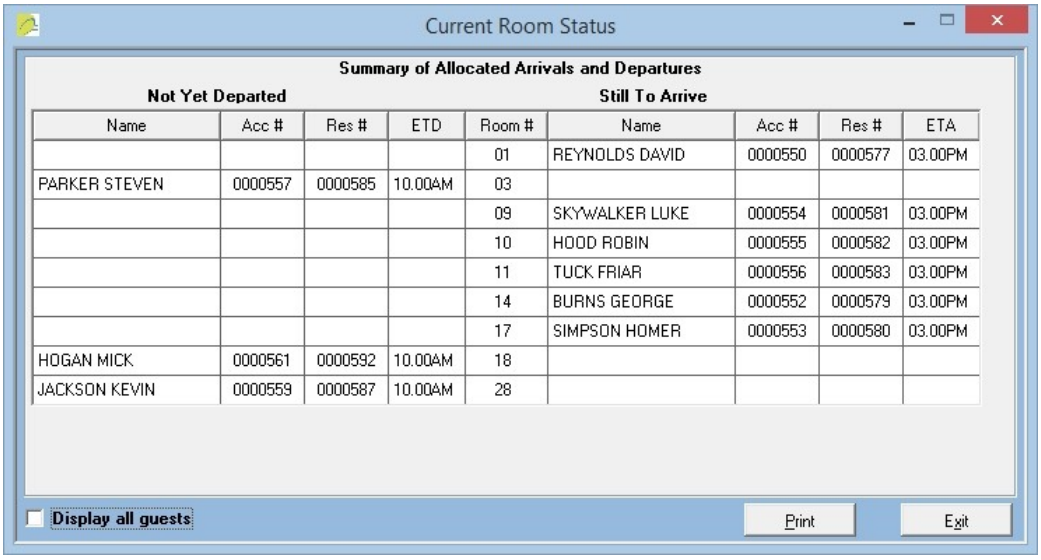


Room	Guest Name	Arrival	Departure	Car Registration	Car Registration 2	Car Registration 3
04	HARRISON MS HELEN	30/10/2013	01/11/2013	UTY 589		
21	FLINSTONE M/M FRED & WILMA	28/10/2013	04/11/2013	STONES1		
22	FLINSTONE M/M FRED & WILMA	28/10/2013	04/11/2013	STONES1		
25	NICHOLSON MR JACK	28/10/2013	31/10/2013	JACK01		

217

This gives a summary of the guests' car registrations and the room numbers. Click on the print button for a hard copy or just exit to return to the previous window.

5.5.1.4 Room Status



Not Yet Departed				Still To Arrive				
Name	Acc #	Res #	ETD	Room #	Name	Acc #	Res #	ETA
				01	REYNOLDS DAVID	0000550	0000577	03.00PM
PARKER STEVEN	0000557	0000585	10.00AM	03				
				09	SKYWALKER LUKE	0000554	0000581	03.00PM
				10	HOOD ROBIN	0000555	0000582	03.00PM
				11	TUCK FRIAR	0000556	0000583	03.00PM
				14	BURNS GEORGE	0000552	0000579	03.00PM
				17	SIMPSON HOMER	0000553	0000580	03.00PM
HOGAN MICK	0000561	0000592	10.00AM	18				
JACKSON KEVIN	0000559	0000587	10.00AM	28				

218

This is a summary of the allocated arrivals and departures. The report is divided into two parts:-

1. Not Yet Departed which displays the following information;
   - Name
   - Acc#
   - Res#
   - ETD
   - Room#
2. Still To Arrive which displays the following information;
   - Name
   - Acc#
   - Res#
   - ETA

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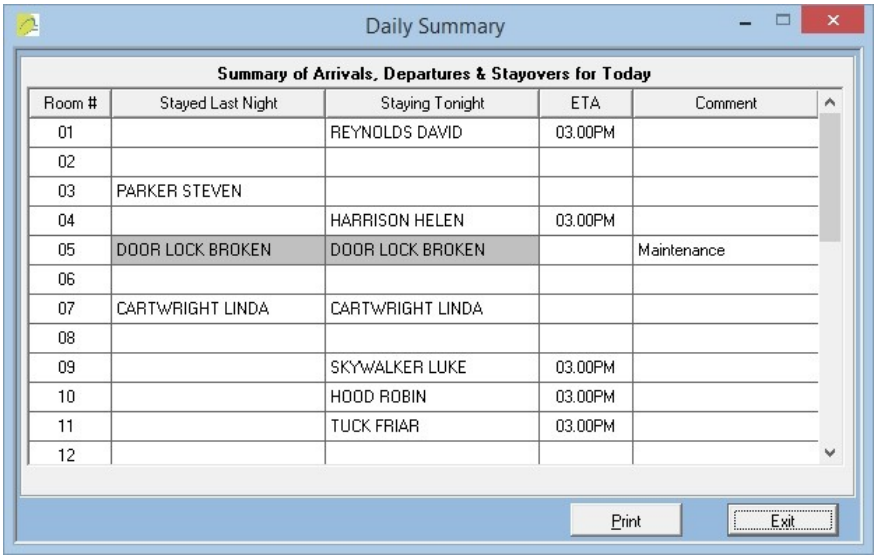
5.5.1.5 Daily Summary



Room #	Stayed Last Night	Staying Tonight	ETA	Comment
01		REYNOLDS DAVID	03.00PM	
02				
03	PARKER STEVEN			
04		HARRISON HELEN	03.00PM	
05	DOOR LOCK BROKEN	DOOR LOCK BROKEN		Maintenance
06				
07	CARTWRIGHT LINDA	CARTWRIGHT LINDA		
08				
09		SKYWALKER LUKE	03.00PM	
10		HOOD ROBIN	03.00PM	
11		TUCK FRIAR	03.00PM	
12				

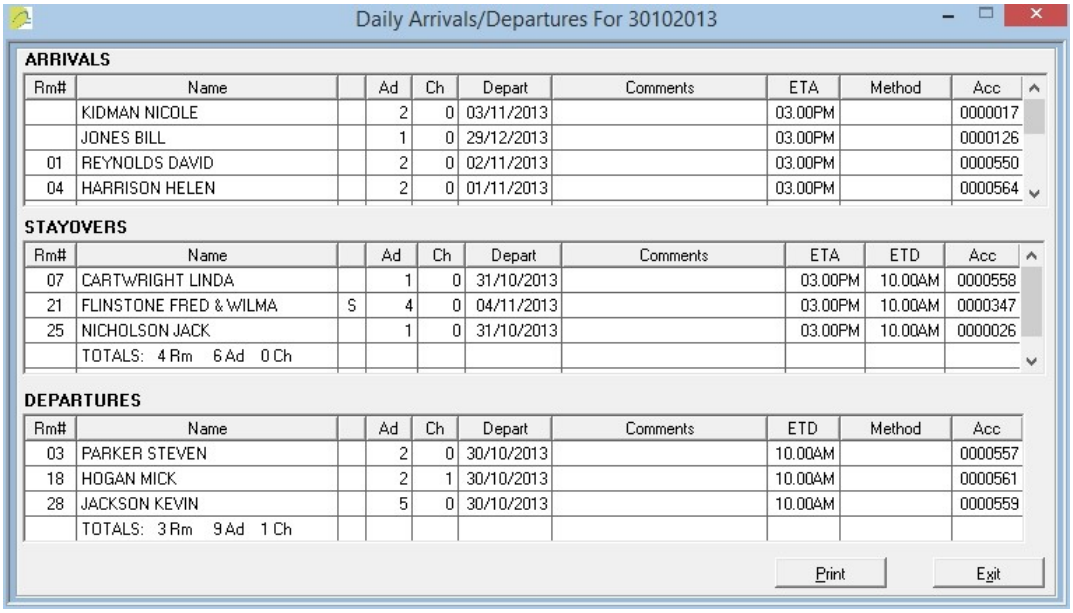
219

This report gives a summary of the guests' arrivals, departures and stayovers for the day. It also gives the Room#, name of guests who stayed last night, staying tonight, ETA and comment.

5.5.1.6 Daily Arrivals & Departures

The following report gives a summary of the

- arrivals & departures for a particular room
- All guests for a room
- Account #
- Reservation #
- Expected time of arrival (ETA) and expected time of departure (ETD)
- Method: operator can enter arrival/departure method i.e.Plane, Ferry.



ARRIVALS

Rm#	Name		Ad	Ch	Depart	Comments	ETA	Method	Acc
	KIDMAN NICOLE		2	0	03/11/2013		03.00PM		0000017
	JONES BILL		1	0	29/12/2013		03.00PM		0000126
01	REYNOLDS DAVID		2	0	02/11/2013		03.00PM		0000550
04	HARRISON HELEN		2	0	01/11/2013		03.00PM		0000564

STAYOVERS

Rm#	Name		Ad	Ch	Depart	Comments	ETA	ETD	Acc
07	CARTWRIGHT LINDA		1	0	31/10/2013		03.00PM	10.00AM	0000558
21	FLINSTONE FRED & WILMA	S	4	0	04/11/2013		03.00PM	10.00AM	0000347
25	NICHOLSON JACK		1	0	31/10/2013		03.00PM	10.00AM	0000026
	TOTALS: 4 Rm 6 Ad 0 Ch								

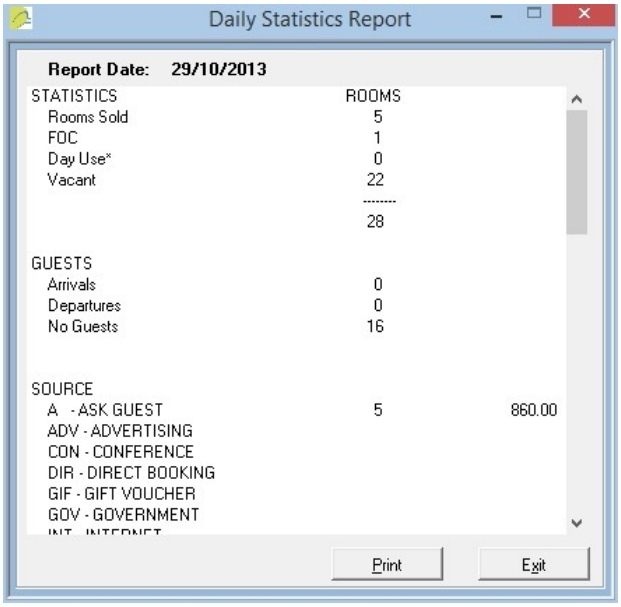
DEPARTURES

Rm#	Name		Ad	Ch	Depart	Comments	ETD	Method	Acc
03	PARKER STEVEN		2	0	30/10/2013		10.00AM		0000557
18	HOGAN MICK		2	1	30/10/2013		10.00AM		0000561
28	JACKSON KEVIN		5	0	30/10/2013		10.00AM		0000559
	TOTALS: 3 Rm 9 Ad 1 Ch								

220

Tick the **display all guests** if you want to display all the guests.
Select the Print button to print the report or the Exit button to return to the previous menu.

5.5.1.7 Daily Statistics



221

This report gives the statistics for rooms and guests. It also gives the revenue statistics from:-

- Source
- Area
- Segment

5.5.2 Weekly Summary

452

To print a Weekly Summary click the 'Weekly Summary' button in the **Report** menu. This enables you to print a summary of all revenue, receipts and the occupancy statistics. This is done day by day, for a week, up to the end date entered. You have the option to include or exclude the month to date, and year to date totals.

Week Ending Date(DDMMYY)
Enter the date you would like the report to finish with.

User Number
Enter the user number to report on or '00' for all.

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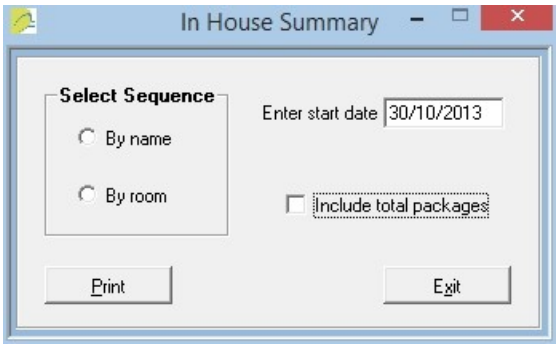
Select the Daily Summary Or Weekly Summary buttons
NOTE:This report may take a little while to process and print, as all transactions over the range of days selected, as well as the previous 12 months are accumulated.

The room type revenue break down is calculated from the room rate as entered in the reservations. If a rate change has occurred, the rate as at check out will be calculated. After making your selections, your reports will automatically print out.

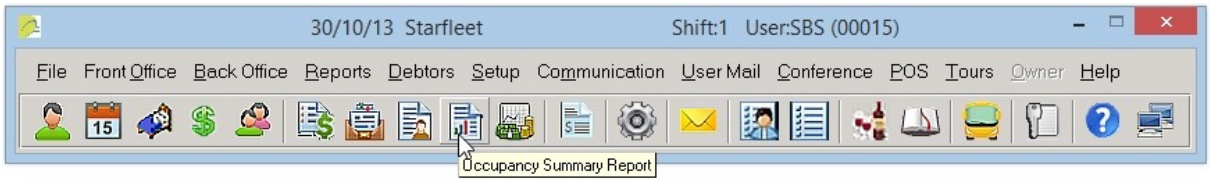
5.5.3 In House Summary



453

To print the In House summary, select the 'In House Summary' button in the **Reports** menu. This module provides a detailed list of expected occupancy, over a seven-day period beginning from the start date entered. It enables efficient planning of housekeeping staff requirements by listing all guests that will be in house each day for the next seven days. The report can be listed by either guest name or by the room numbers.

5.5.4 Occupancy Summary



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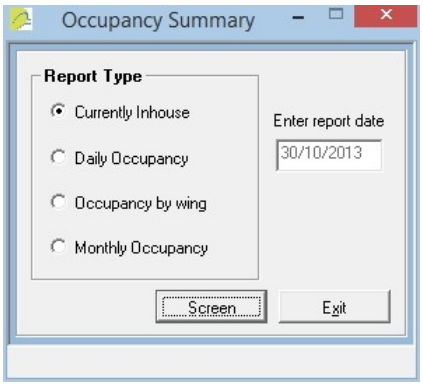


454

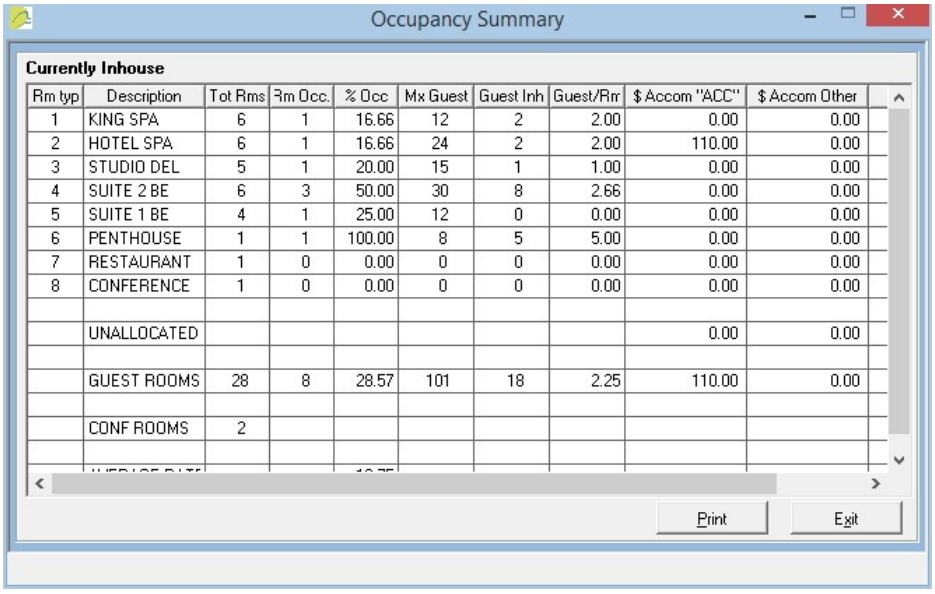
Occupancy Summary
To print or display Occupancy summary, click the 'Occupancy Summary' button in the **Reports, Summary** menu or select the quick icon on the menu bar.
There are four occupancy reports available.

1. Currently In house
2. Daily Occupancy
3. Daily Occupancy by Wing
4. Monthly Occupancy

Currently In house Report

This reports on all bookings, listing the number of guests staying in-house, the number of rooms sold and the percentage occupancy daily. These figures are also broken down into room types. Totals for the day are also listed at the end of the report. This is the more detailed report.

To print the Currently In house Report, select the currently In house button. You then enter a report date and click on the Screen button this will display the report and then print if required.



Rm typ	Description	Tot Rms	Rm Occ.	% Occ	Mx Guest	Guest Inh	Guest/Rm	$ Accom "ACC"	$ Accom Other
1	KING SPA	6	1	16.66	12	2	2.00	0.00	0.00
2	HOTEL SPA	6	1	16.66	24	2	2.00	110.00	0.00
3	STUDIO DEL	5	1	20.00	15	1	1.00	0.00	0.00
4	SUITE 2 BE	6	3	50.00	30	8	2.66	0.00	0.00
5	SUITE 1 BE	4	1	25.00	12	0	0.00	0.00	0.00
6	PENTHOUSE	1	1	100.00	8	5	5.00	0.00	0.00
7	RESTAURANT	1	0	0.00	0	0	0.00	0.00	0.00
8	CONFERENCE	1	0	0.00	0	0	0.00	0.00	0.00
	UNALLOCATED							0.00	0.00
	GUEST ROOMS	28	8	28.57	101	18	2.25	110.00	0.00
	CONF ROOMS	2							

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Daily Occupancy Report

This report lists or displays the current day's occupancy figures. To display today's occupancy figures, select the Daily report option and click on the **Screen** button once. Click on print if you require a hard copy. If you wish to print this report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.

Rm Type	Description	Rm Sold	Guest Inhouse
1	KING SPA	3	4
2	HOTEL SPA	2	3
3	STUDIO DEL	4	4
4	SUITE 2 BE	2	5
5	SUITE 1 BE	1	0
6	PENTHOUSE	1	2
	TOTAL	13	18
	DAY USE	0	0
	GRAND TOTAL	13	18

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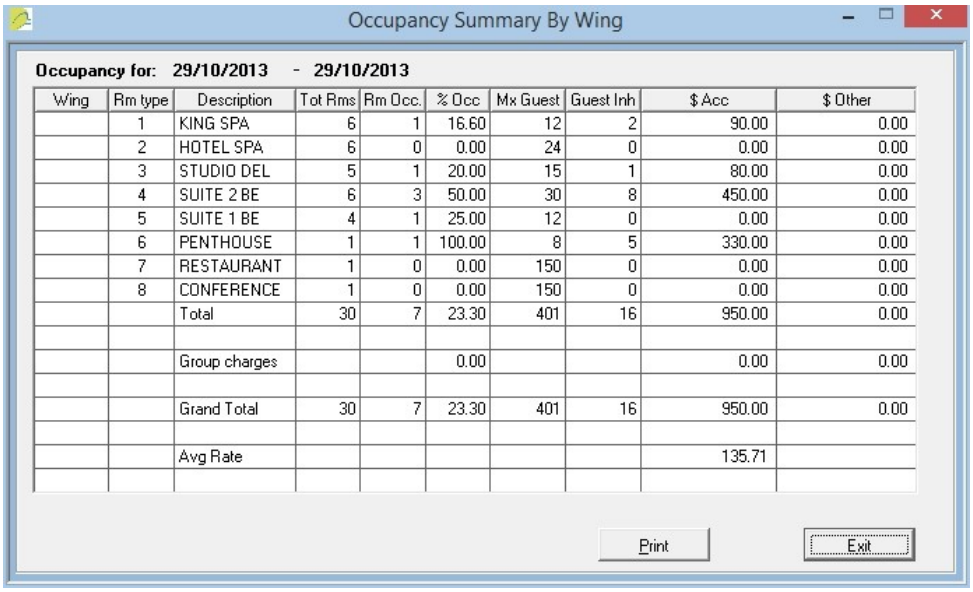
Daily Occupancy by Wing

This report shows the revenue earned by each wing when the rooms are setup to be in wings.
To display the Daily Occupancy by Wing report, select the **Daily Occupancy by Wing** option and click on the **Screen** button once. Click on print if you require a hard copy. If you wish to print this report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.



Wing	Rm type	Description	Tot Rms	Rm Occ.	% Occ	Mx Guest	Guest Inh	$ Acc	$ Other
	1	KING SPA	6	1	16.60	12	2	90.00	0.00
	2	HOTEL SPA	6	0	0.00	24	0	0.00	0.00
	3	STUDIO DEL	5	1	20.00	15	1	80.00	0.00
	4	SUITE 2 BE	6	3	50.00	30	8	450.00	0.00
	5	SUITE 1 BE	4	1	25.00	12	0	0.00	0.00
	6	PENTHOUSE	1	1	100.00	8	5	330.00	0.00
	7	RESTAURANT	1	0	0.00	150	0	0.00	0.00
	8	CONFERENCE	1	0	0.00	150	0	0.00	0.00
		Total	30	7	23.30	401	16	950.00	0.00
		Group charges			0.00			0.00	0.00
		Grand Total	30	7	23.30	401	16	950.00	0.00
		Avg Rate						135.71	

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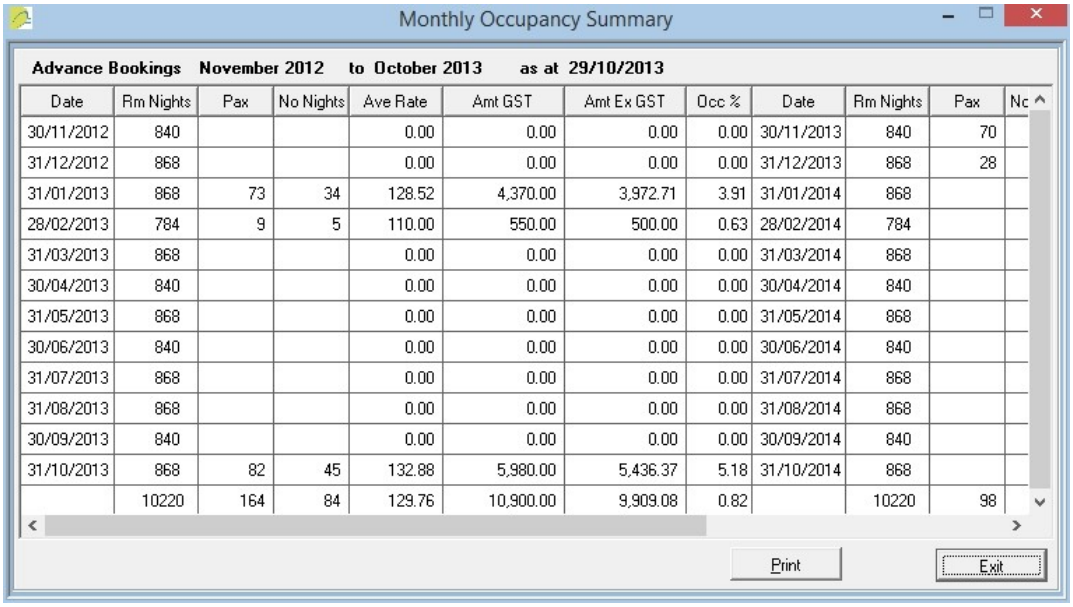
Monthly Occupancy

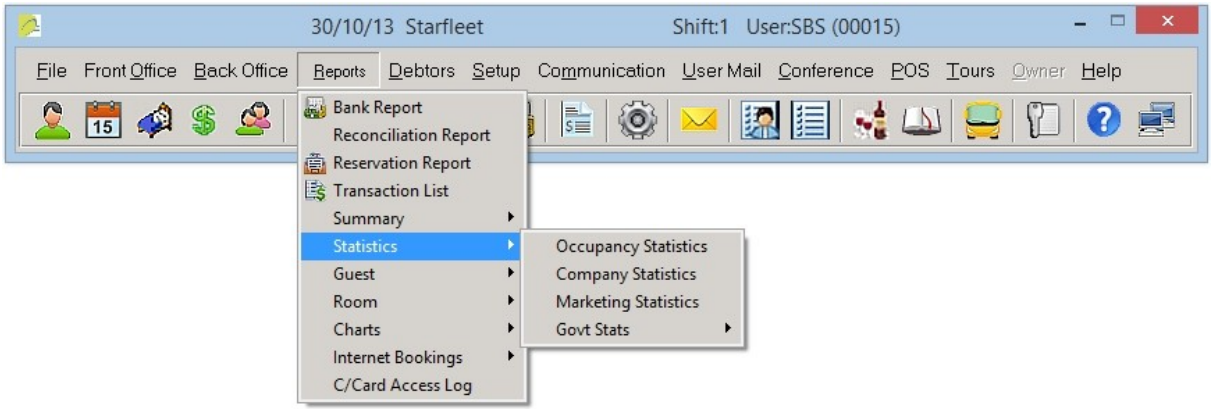
This report shows the revenue , occupancy and average room rate on a monthly period. It will display the 11 months prior to the date chosen and the figures for the next 12 months ahead.
To display the Monthly Occupancy report, select the **Monthly Occupancy** option and click on the **Screen** button once. Click on print if you require a hard copy. If you wish to print this report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.



Date	Rm Nights	Pax	No Nights	Ave Rate	Amt GST	Amt Ex GST	Occ %	Date	Rm Nights	Pax	Nc
30/11/2012	840			0.00	0.00	0.00	0.00	30/11/2013	840	70	
31/12/2012	868			0.00	0.00	0.00	0.00	31/12/2013	868	28	
31/01/2013	868	73	34	128.52	4,370.00	3,972.71	3.91	31/01/2014	868		
28/02/2013	784	9	5	110.00	550.00	500.00	0.63	28/02/2014	784		
31/03/2013	868			0.00	0.00	0.00	0.00	31/03/2014	868		
30/04/2013	840			0.00	0.00	0.00	0.00	30/04/2014	840		
31/05/2013	868			0.00	0.00	0.00	0.00	31/05/2014	868		
30/06/2013	840			0.00	0.00	0.00	0.00	30/06/2014	840		
31/07/2013	868			0.00	0.00	0.00	0.00	31/07/2014	868		
31/08/2013	868			0.00	0.00	0.00	0.00	31/08/2014	868		
30/09/2013	840			0.00	0.00	0.00	0.00	30/09/2014	840		
31/10/2013	868	82	45	132.88	5,980.00	5,436.37	5.18	31/10/2014	868		
	10220	164	84	129.76	10,900.00	9,909.08	0.82		10220	98	

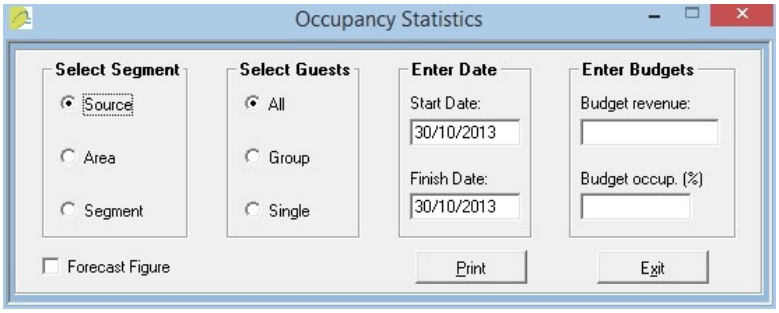
458

5.6 Statistics



458a

5.6.1 Occupancy Statistics



459

The Occupancy Statistics report is accessed by clicking on the **Occupancy Statistics** button once in the **Reports, Statistics** menu. This produces monthly occupancy statistic reports, by either

- Source
- Area or
- Market Segment Codes

This report lists the

- days of the month and the number of room nights sold under each code
- totals for the revenue generated
- room nights available
- room nights sold over the period specified
- figures for the average dollar spent per room per night
- the average room rate per night and
- the average occupancy for the period

Source, Area or Segment
List statistics by:

- Source Code
- Area Code
- Market Segment Code

Group, Singles or All
List statistics for:

- all bookings (Default)
- group bookings
- single (individual) bookings

Start Date (DDMMYYYY)
Enter the date for the report to begin with.

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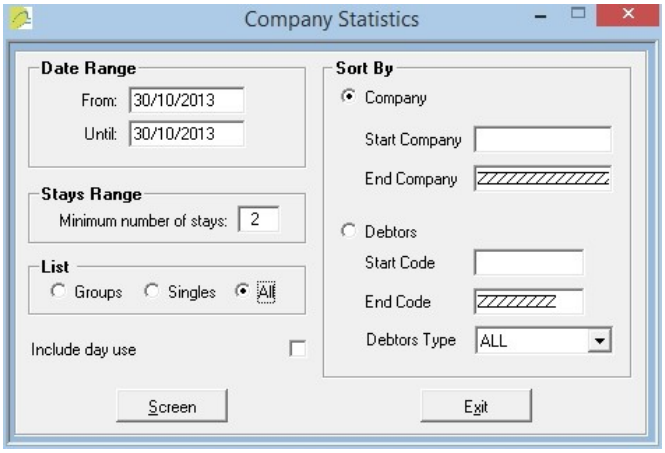
Finish Date (DDMMYYYY)
Enter the date for the report to end with.

Budget Revenue for Period
Enter the amount of budgeted revenue for the period.

Budget Occupancy for Period
Enter the budgeted occupancy (percentage) for the period.
You can tick the Forecast Figure box and you will get the projected forecast figures for the period.
NOTE: Daily Occupancy by Wing Total revenue is calculated from the room rate as entered in the reservations.
If a rate change has occurred, the rate as at check out will be calculated. Refer to Room_Sales 149 if requiring Average Length of Stay (ALOS).

5.6.2 Company Statistics



460

To print or display Company Statistics, select the 'Company Statistics' button in the **Reports, Statistics** menu.
This option displays and prints a Corporate Ranking Report, listing :
- company names
- number of room nights
- number of stays
- average stay and
- total revenue for each company

Start Date (DDMMYYYY)
Enter the date for the report to begin with.

Finish Date (DDMMYYYY)
Enter the date for the report to end with.

Stays Range
Narrows report by filtering by minimum number of stays

Group, Singles or All
List statistics for:
- all bookings (Default)
- group company bookings
- single company (individual) bookings

Enter Start Company
Enter the company name to begin with (Optional) .

Enter End Company
Enter the company name to end with (Optional) .

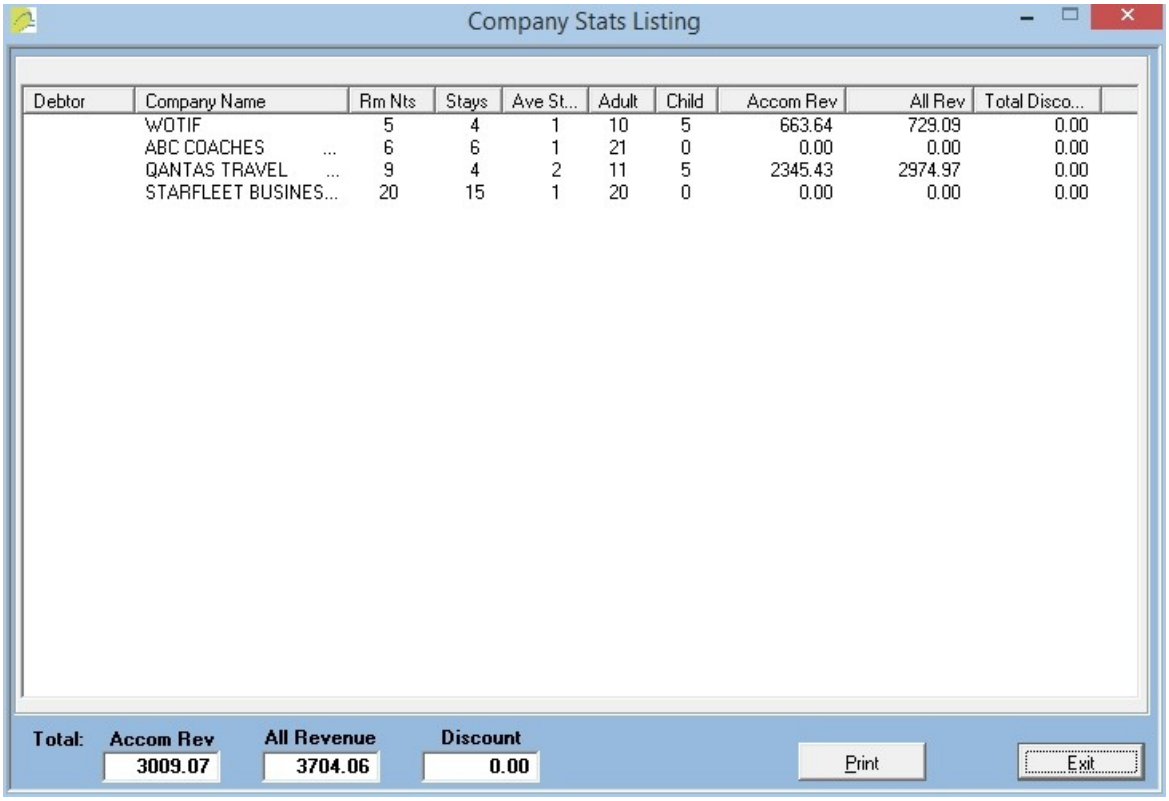
Enter Start Code
Enter the debtor code of the company to begin with (Optional).

Enter End Code
Enter the debtor code of the company to end with (Optional) .

Revenue is calculated from the room rate as entered in the reservations. If a rate change has occurred, the rate as at check out will be calculated.

After making your selections, click on the Screen button once and the following report will be displayed on your screen.

You can sort this report on any of the columns by just clicking once, on the particular column heading. If you wish to print this report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.



461

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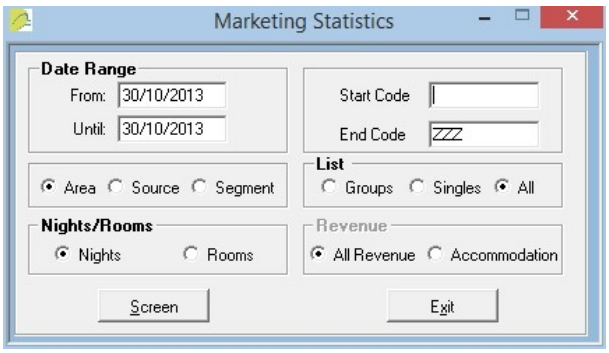
5.6.3 Marketing Statistics



462

To print or display Marketing Reports, select the 'Marketing Report' button in the **Reports, Statistics** menu. This option produces statistical reports in alphabetical order by either Source Code, Area Code or Market Segment Code, listing company names, reservation numbers, room nights or revenue generated over the period specified. This can also be filtered by selecting either nights or rooms. The revenue can also be broken down into either all revenue or accommodation

Start Date (DDMMYYYY)
Enter the date for the calculations to begin with.

Finish Date (DDMMYYYY)
Enter the date for the calculations to end with.

Group, Singles or ALL
- List statistics for:
- all bookings (Default)
- group bookings
- single (individual) bookings

By SRC, AREA OR SEG
- Source: list statistics by Source Code
- Area: list statistics by Area Code
- Segment: list statistics by Market Segment Code

Enter Start Code
Enter the debtor code of the company you wish the report to begin with.

Enter End Code
Enter the debtor code of the company you wish the report to end with.

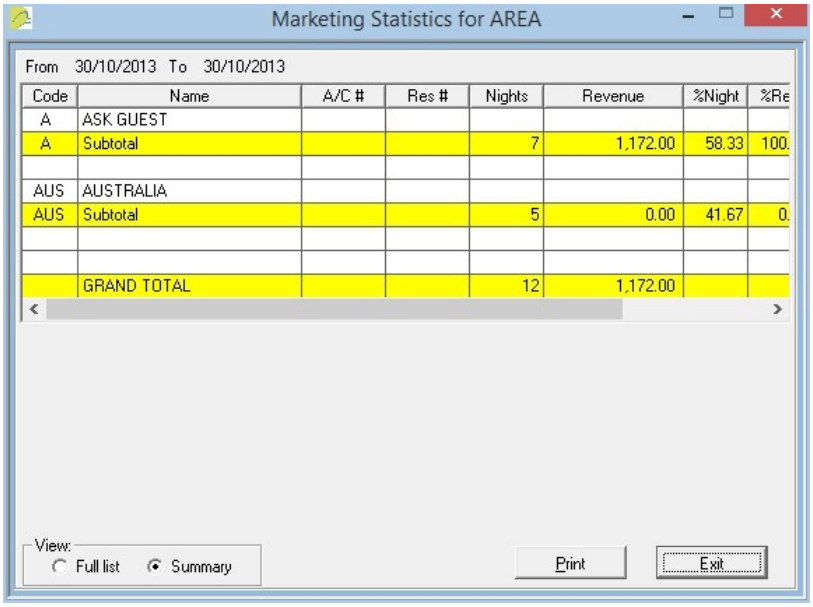
Night/Rooms
Tick either to determine how the report is formatted.

Revenue
Tick either to determine which figures you want shown in your report.

NOTE: Room revenue is calculated from the room rate as entered in the reservations. If a rate change has occurred, the rate as at check out will be calculated.

The following report is displayed on the screen. It is broken up into Area, Segment and Source (depending on which option you selected) selected, with sub totals for each. At the end of the report there are grand totals for all Areas, Segments and Sources selected.

You have the option to either view a full report or a summary (sub totals only) of the report. If you select the summary option the following report will be shown.
If you wish to print either report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.



463

5.6.4 Govt Stats

464

To print Australian Quarterly Survey Report, select the 'AUS Quarterly Survey' menu in the **Reports, Statistics, Govt Stats** menu. This option provides a report on

- Room Nights (No. of rooms occupied each night)
- Guest Nights (No. of guests each night)
- Guest Arrivals (No. of guests who are new arrivals each night) and
- Accommodation revenue for each night, for any quarter selected.

Quarter Ending Date (DDMMYYYY)
Enter the last day of the Quarter in (DDMMCCYY) format.

Forecast Figure
Print the forecast figure (accommodation takings is accumulated from the reservation rates).
Print the actual figure (accommodation takings is accumulated from the accommodation transactions).
After making your selections, just click on the **Print** button once to print the report.
Note: You can tick the box to include the GST figures or leave unticked to exclude GST figures.

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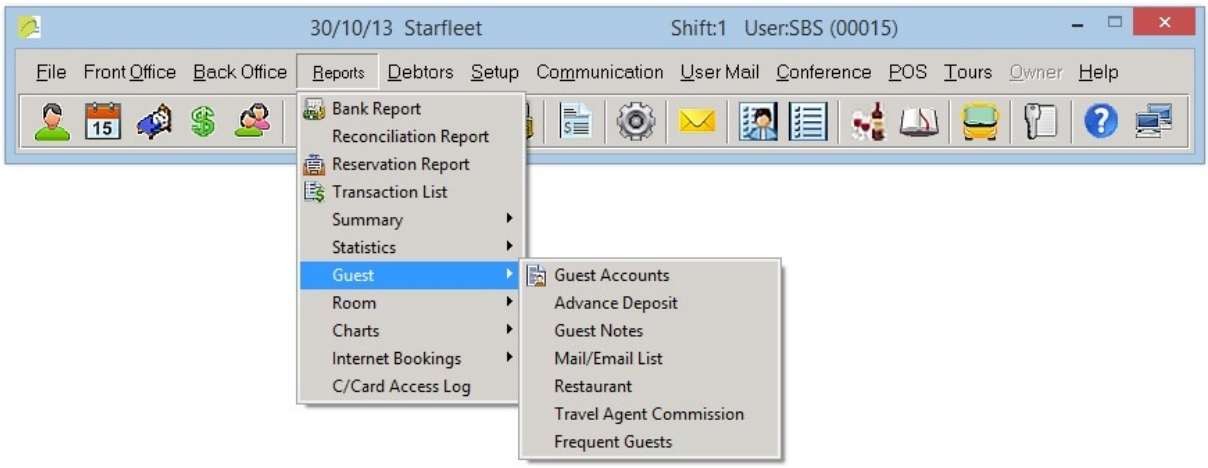
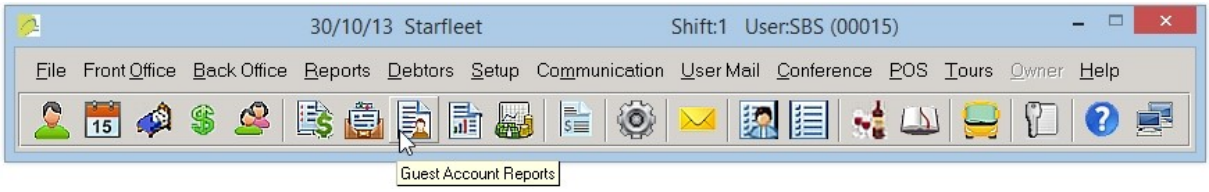
5.7 Guest



464a

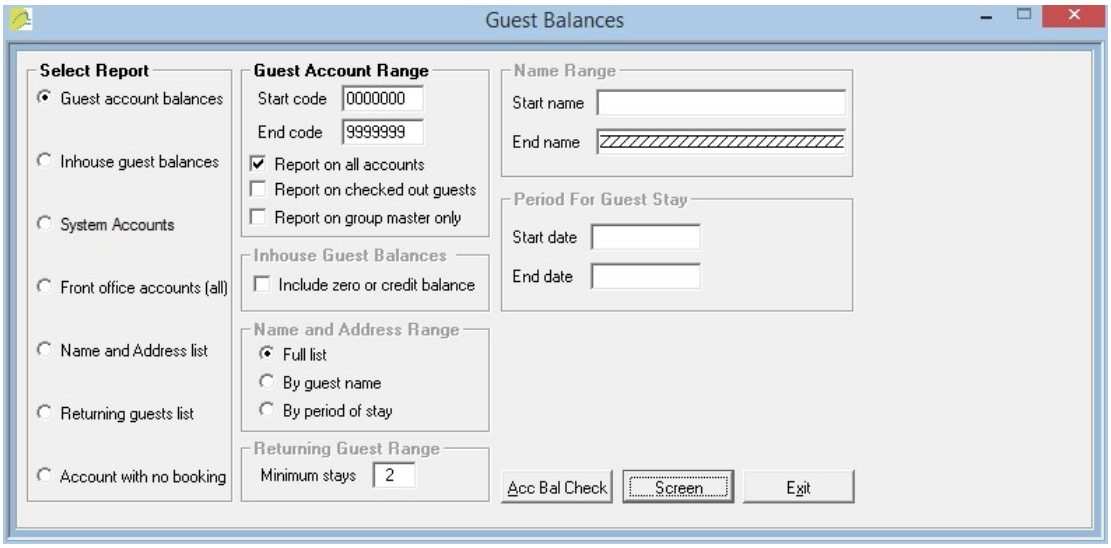
5.7.1 Guest Accounts



H

To print or display Guest Accounts Reports select the 'Guest Accounts' button in the **Reports** menu. This module provides six reports namely;

- Guest account balances
- In house guest balances
- System Accounts
- Front office accounts (all)
- Name and Address list (for all guests or for a selected range of guest name or period of stay)
- Returning guest list
- Accounts with no booking



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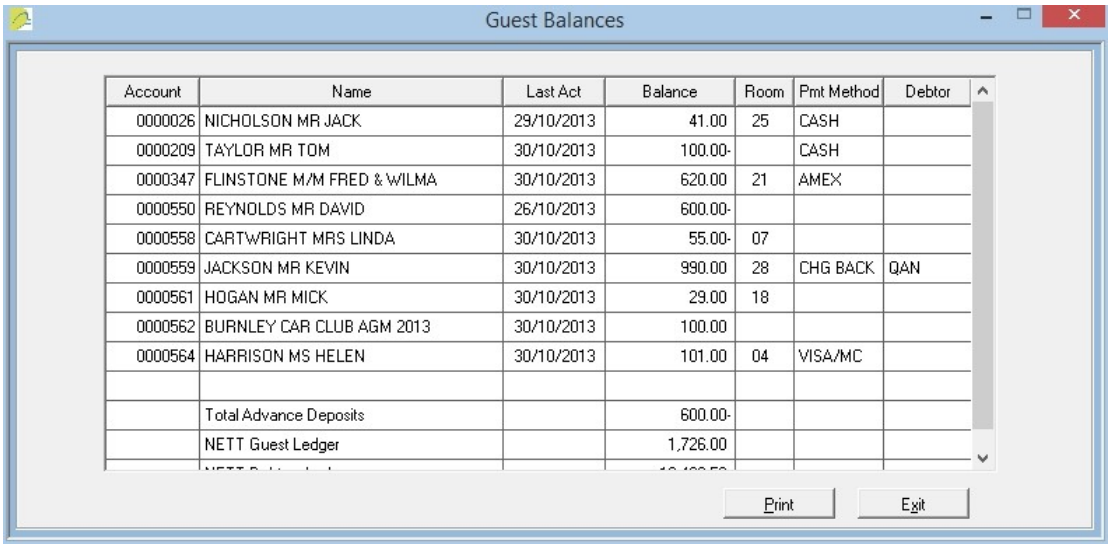
Guest Account Balances

All balances listed are the total amounts outstanding at time the report is printed, including advance deposits. Deposits on overdue reservations are not listed, however, the total of these is included in the balance.

Advance deposits listed for overdue reservations must be manually reconciled. The accounts must be checked in and the balance of the account returned to zero by applying a charge such as room revenue, or a refund of the deposit. When complete the account must then be checked out.

In this option you can also print an in-house guest list only. The screen below is displayed when Guest Account Balances is selected and the **Screen** button is clicked once. You have the choice to enter a start and end code if you wish, or just select the report all option.
If you wish to print this report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.



Account	Name	Last Act	Balance	Room	Pmt Method	Debtor
0000026	NICHOLSON MR JACK	29/10/2013	41.00	25	CASH	
0000209	TAYLOR MR TOM	30/10/2013	100.00-		CASH	
0000347	FLINSTONE M/M FRED & WILMA	30/10/2013	620.00	21	AMEX	
0000550	REYNOLDS MR DAVID	26/10/2013	600.00-			
0000558	CARTWRIGHT MRS LINDA	30/10/2013	55.00-	07		
0000559	JACKSON MR KEVIN	30/10/2013	990.00	28	CHG BACK	QAN
0000561	HOGAN MR MICK	30/10/2013	29.00	18		
0000562	BURNLEY CAR CLUB AGM 2013	30/10/2013	100.00			
0000564	HARRISON MS HELEN	30/10/2013	101.00	04	VISA/MC	
	Total Advance Deposits		600.00-			
	NETT Guest Ledger		1,726.00			

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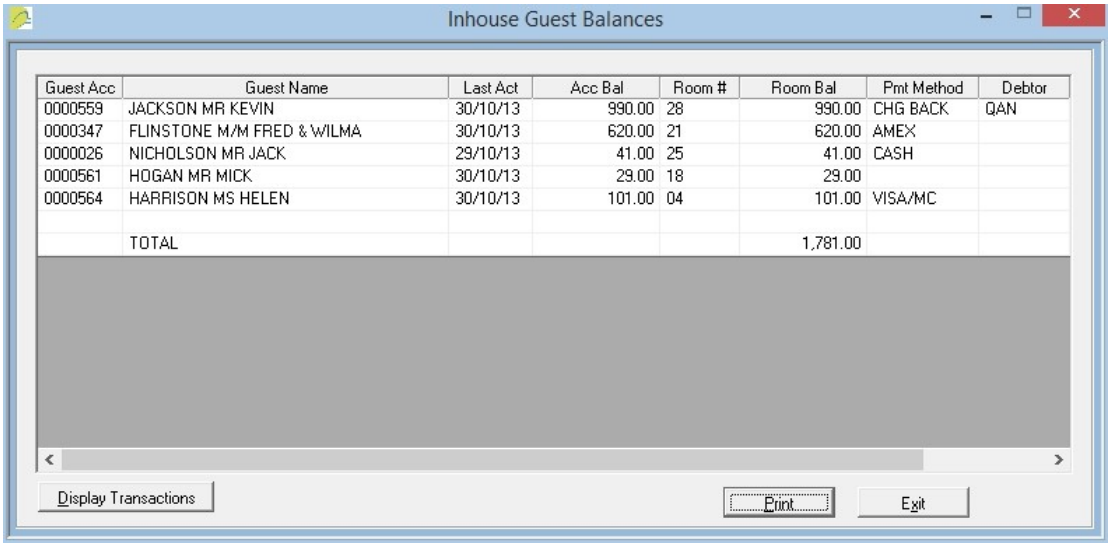
In House

Select the In-house guest balances option, then whether to include zero or credit balances, followed by clicking the **Screen** button once. The report below will be displayed. Click **Print** to print this report, or **Exit** to return to the menu.



Guest Acc	Guest Name	Last Act	Acc Bal	Room #	Room Bal	Pmt Method	Debtor
0000559	JACKSON MR KEVIN	30/10/13	990.00	28	990.00	CHG BACK	QAN
0000347	FLINSTONE M/M FRED & WILMA	30/10/13	620.00	21	620.00	AMEX	
0000026	NICHOLSON MR JACK	29/10/13	41.00	25	41.00	CASH	
0000561	HOGAN MR MICK	30/10/13	29.00	18	29.00		
0000564	HARRISON MS HELEN	30/10/13	101.00	04	101.00	VISA/MC	
	TOTAL				1,781.00		

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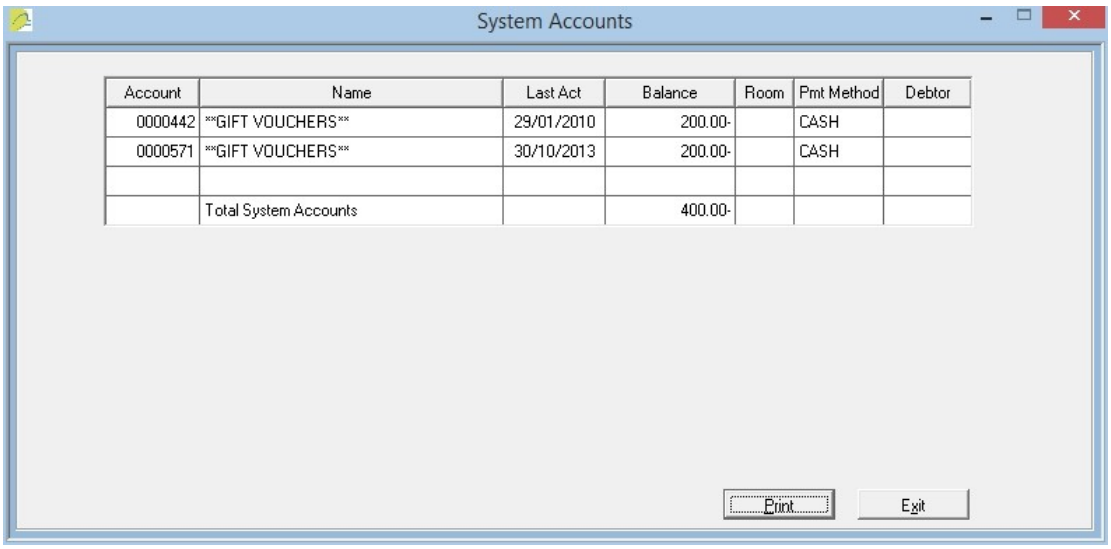
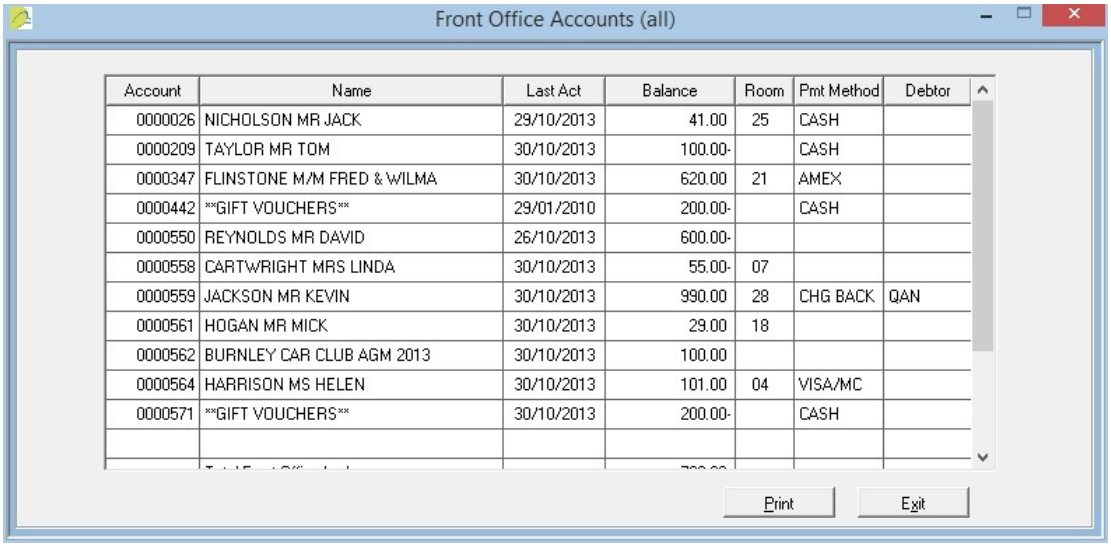
System Accounts
Selecting the option for System Accounts will display all these accounts.



Account	Name	Last Act	Balance	Room	Pmt Method	Debtor
0000442	**GIFT VOUCHERS**	29/01/2010	200.00-		CASH	
0000571	**GIFT VOUCHERS**	30/10/2013	200.00-		CASH	
	Total System Accounts		400.00-			

467a

Front Office Account Balances
This report list the balances of all in-house guests by account number, Name, balances, room numbers, payment methods. Click **Print** to print this report, or **Exit** to return to the menu.



Account	Name	Last Act	Balance	Room	Pmt Method	Debtor
0000026	NICHOLSON MR JACK	29/10/2013	41.00	25	CASH	
0000209	TAYLOR MR TOM	30/10/2013	100.00-		CASH	
0000347	FLINSTONE M/M FRED & WILMA	30/10/2013	620.00	21	AMEX	
0000442	**GIFT VOUCHERS**	29/01/2010	200.00-		CASH	
0000550	REYNOLDS MR DAVID	26/10/2013	600.00-			
0000558	CARTWRIGHT MRS LINDA	30/10/2013	55.00-	07		
0000559	JACKSON MR KEVIN	30/10/2013	990.00	28	CHG BACK	QAN
0000561	HOGAN MR MICK	30/10/2013	29.00	18		
0000562	BURNLEY CAR CLUB AGM 2013	30/10/2013	100.00			
0000564	HARRISON MS HELEN	30/10/2013	101.00	04	VISA/MC	
0000571	**GIFT VOUCHERS**	30/10/2013	200.00-		CASH	

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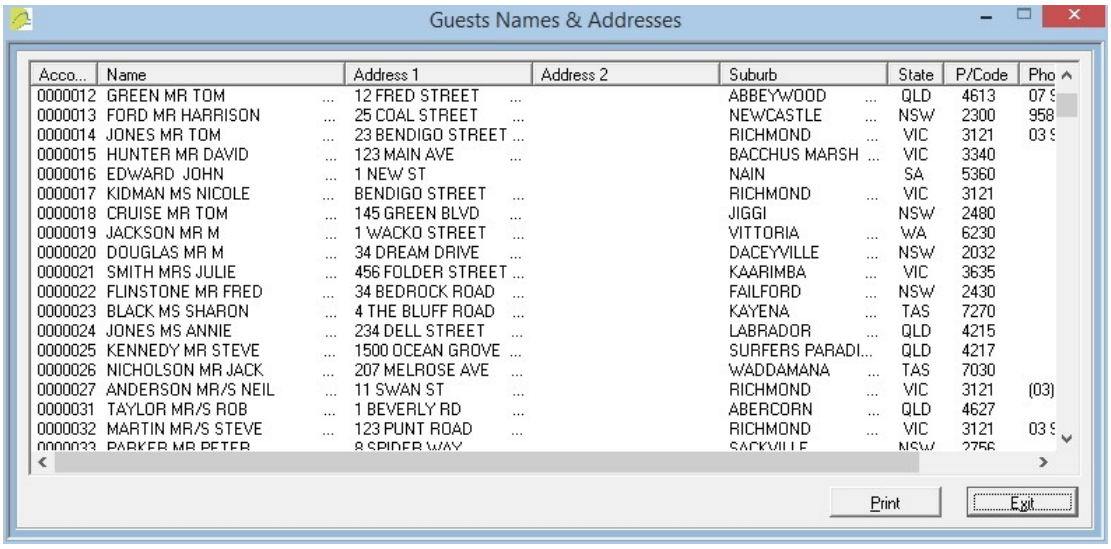
Names and Address List

The guest names & address report can be printed in full or part. If you are printing a part listing, the system will ask for a range of names (ie: starting surname, and ending surname) or a period (ie: starting date, and ending date during which the guest was in-house). Click **Print** to print this report, or **Exit** to return to the menu.



Acco...	Name	Address 1	Address 2	Suburb	State	P/Code	Pho
0000012	GREEN MR TOM	12 FRED STREET		ABBEYWOOD	QLD	4613	07 9
0000013	FORD MR HARRISON	25 COAL STREET		NEWCASTLE	NSW	2300	958
0000014	JONES MR TOM	23 BENDIGO STREET		RICHMOND	VIC	3121	03 9
0000015	HUNTER MR DAVID	123 MAIN AVE		BACCHUS MARSH	VIC	3340	
0000016	EDWARD JOHN	1 NEW ST		NAIN	SA	5360	
0000017	KIDMAN MS NICOLE	BENDIGO STREET		RICHMOND	VIC	3121	
0000018	CRUISE MR TOM	145 GREEN BLVD		JIGGI	NSW	2480	
0000019	JACKSON MR M	1 WACKO STREET		VITTORIA	WA	6230	
0000020	DOUGLAS MR M	34 DREAM DRIVE		DACEYVILLE	NSW	2032	
0000021	SMITH MRS JULIE	456 FOLDER STREET		KAARIMBA	VIC	3635	
0000022	FLINSTONE MR FRED	34 BEDROCK ROAD		FAILFORD	NSW	2430	
0000023	BLACK MS SHARON	4 THE BLUFF ROAD		KAYENA	TAS	7270	
0000024	JONES MS ANNIE	234 DELL STREET		LABRADOR	QLD	4215	
0000025	KENNEDY MR STEVE	1500 OCEAN GROVE		SURFERS PARADI...	QLD	4217	
0000026	NICHOLSON MR JACK	207 MELROSE AVE		WADDAMANA	TAS	7030	
0000027	ANDERSON MR/S NEIL	11 SWAN ST		RICHMOND	VIC	3121	(03)
0000031	TAYLOR MR/S ROB	1 BEVERLY RD		ABERCORN	QLD	4627	
0000032	MARTIN MR/S STEVE	123 PUNT ROAD		RICHMOND	VIC	3121	03 9
0000033	PARKER MR PETER	8 SPIDER WAY		SACKVILLE	NSW	2756	

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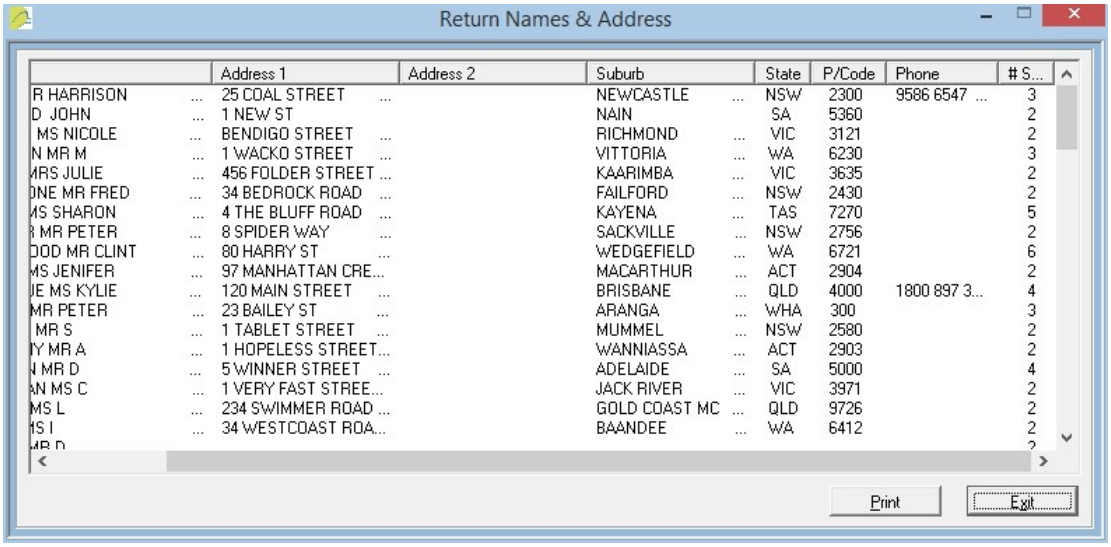
Returning Guest List

The screen below is displayed when Returning Guests List option is selected, Minimum Stays has a figure (ie 2) entered and click on the **Screen** button once. Click **Print** to print this report, or **Exit** to return to the menu.



	Address 1	Address 2	Suburb	State	P/Code	Phone	# S...
R HARRISON	25 COAL STREET		NEWCASTLE	NSW	2300	9586 6547	3
D JOHN	1 NEW ST		NAIN	SA	5360		2
MS NICOLE	BENDIGO STREET		RICHMOND	VIC	3121		2
N MR M	1 WACKO STREET		VITTORIA	WA	6230		3
MRS JULIE	456 FOLDER STREET		KAARIMBA	VIC	3635		2
ONE MR FRED	34 BEDROCK ROAD		FAILFORD	NSW	2430		2
MS SHARON	4 THE BLUFF ROAD		KAYENA	TAS	7270		5
MR PETER	8 SPIDER WAY		SACKVILLE	NSW	2756		2
OOD MR CLINT	80 HARRY ST		WEDGEFIELD	WA	6721		6
MS JENIFER	97 MANHATTAN CRE...		MACARTHUR	ACT	2904		2
E MS KYLIE	120 MAIN STREET		BRISBANE	QLD	4000	1800 897 3...	4
MR PETER	23 BAILEY ST		ARANGA	WHA	300		3
MR S	1 TABLET STREET		MUMMEL	NSW	2580		2
Y MR A	1 HOPELESS STREET...		WANNIASSA	ACT	2903		2
N MR D	5 WINNER STREET		ADELAIDE	SA	5000		4
N MS C	1 VERY FAST STREE...		JACK RIVER	VIC	3971		2
MS L	234 SWIMMER ROAD		GOLD COAST MC	QLD	9726		2
S I	34 WESTCOAST ROA...		BAANDEE	WA	6412		2
MR D							2

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Accounts with no booking

This shows a list of accounts which have no bookings. This report includes the account number, names, address and phone number.

Click **Print** to print this report, or **Exit** to return to the menu.

Acco...	Name	Address 1	Address 2	Suburb	State	P/Code	Phone	# S...
0000012	GREEN MR TOM	12 FRED STREET		ABBEYWOOD	QLD	4613	07 98564 2...	
0000014	JONES MR TOM	23 BENDIGO STREET		RICHMOND	VIC	3121	03 9428 99...	
0000015	HUNTER MR DAVID	123 MAIN AVE		BACCHUS MARSH	VIC	3340		
0000018	CRUISE MR TOM	145 GREEN BLVD		JIGGI	NSW	2480		1
0000020	DOUGLAS MR M	34 DREAM DRIVE		DACEYVILLE	NSW	2032		1
0000024	JONES MS ANNIE	234 DELL STREET		LABRADOR	QLD	4215		1
0000031	TAYLOR MR/S ROB	1 BEVERLY RD		ABERCORN	QLD	4627		1
0000032	MARTIN MR/S STEVE	123 PUNT ROAD		RICHMOND	VIC	3121	03 9887 76...	1
0000036	FORD MR HARRISON	99 JONES ST		ILKLEY	QLD	4554		1
0000040	PONTING MS R	5/6 WINNERS ROAD		WANDERING	WA	6308		
0000042	GILCHRIST MR A	2 WINNER STREET		PERTH	WA	6000		
0000045	THORPE MR I	256 WET ROAD		FLAGSTAFF GULLY...	TAS	7015		
0000048	MATHEWS MR L	1 GREATEST PLAYER...		HAWTHORN	VIC	3122		
0000051	KENNEDY MS J	3 FUNNY STREET		VEITCH	SA	5312		1
0000056	HEWITT MR MIKE	345 GREEN COURT		CABARITA	NSW	2137		
0000057	RAFTER MR PAT	89 FLINDERS LANE		FAIRBANK	VIC	3951		
0000061	LUTHOR MR LEX	2 CARNAVON AVE		SADLIERS CROSSI...	QLD	4305		
0000062	SOMMER MS SUSAN	88 ROSE ST		RABY BAY	QLD	4163		
0000063	CURRY MR PHIL	23 FIVEWAY RD		BAGLAN	NSW	2795		

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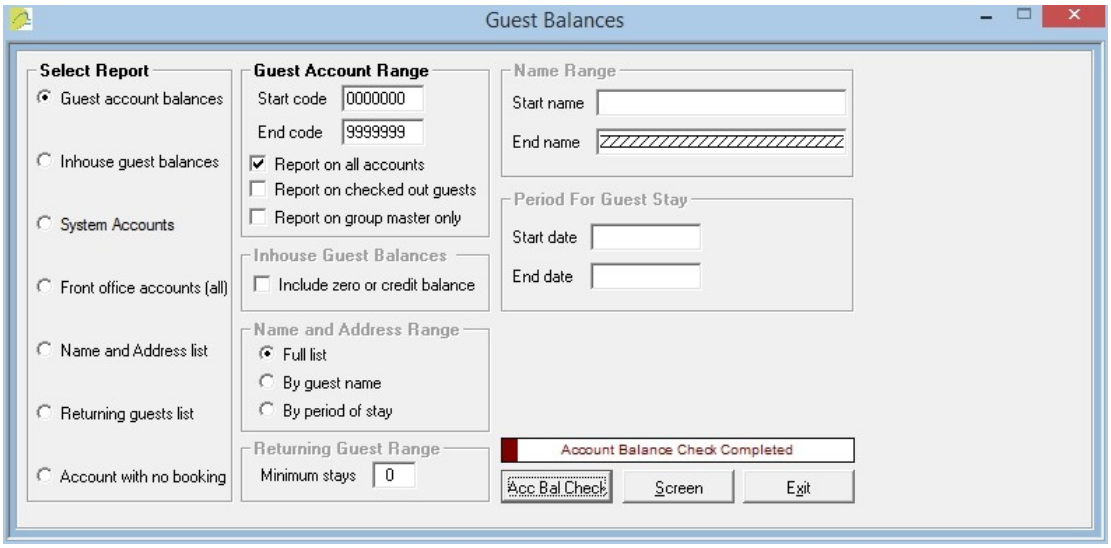
Account Balance Check

The Account Balance Check button located in the bottom right of the screen below will cross reference all room transactions on Guests accounts with the Guest account balance.



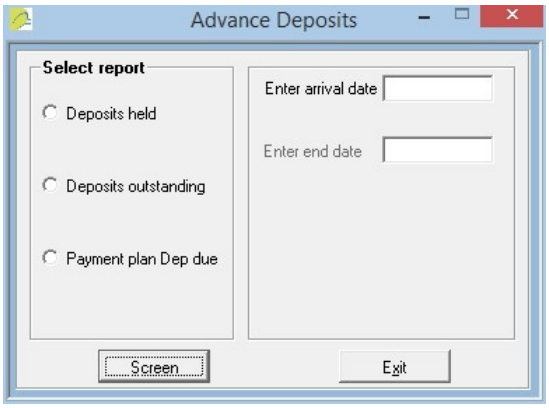
471a

5.7.2 Advance Deposits

To print or display Advance Deposit information, select the deposit report you require. Deposits Held, Deposits Outstanding or Payment plan Dep due.

The first is a list of deposits held in the system, the second is a deposit outstanding report, which produces a list of guests with a particular arrival date, listing the following items:

- guest's name and account number
- date the booking was made
- part payment due by date (14 days after booking date)
- full payment due by date (30 days prior to arrival)
- deposit amount paid to date.



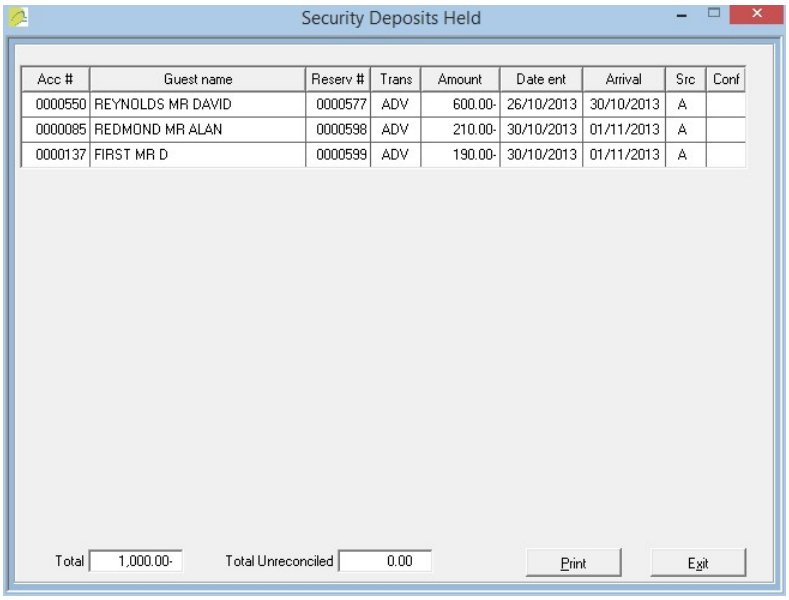
472

And the third is a payment plan report, displaying guests that have a payment due between the date range selected.

Select the report you want by clicking on the appropriate option button and then clicking on the **Screen** button once.

Advance Deposits Held

This report lists all advance deposits for Guest's that are not 'checked in'. Advance deposits are attached to individual reservations, therefore, if a reservation is still shown as 'not arrived', it will be listed on this report, including overdue bookings. Click on the 'Deposit held' option then click the **Screen button** and the following screen is displayed



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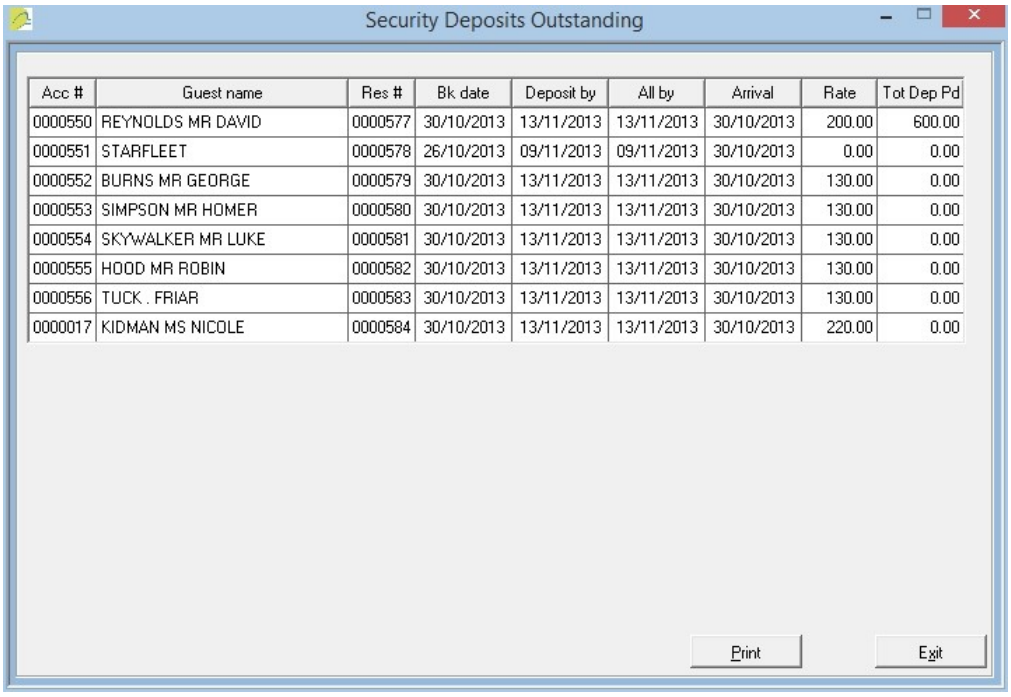
Advance deposits listed for overdue reservations must be manually reconciled. The accounts must be checked in and the balance of the account returned to zero by applying a charge such as room revenue, or a refund of the deposit. When complete the account must then be checked out.

To print the report click on the **Print** button or click **Exit** to go back to the first screen.

Deposits Outstanding
This report will display all guests arriving on the selected day. The 'Deposit by' date is 14 days after the booking date and 'All by' date is calculated to be 30 days prior to arrival.

Arrival Date
Enter the date of arrival to report on, in DDMMYYYY format.
Click on the **Screen button** and the following screen is displayed.



Acc #	Guest name	Res #	Bk date	Deposit by	All by	Arrival	Rate	Tot Dep Pd
0000550	REYNOLDS MR DAVID	0000577	30/10/2013	13/11/2013	13/11/2013	30/10/2013	200.00	600.00
0000551	STARFLEET	0000578	26/10/2013	09/11/2013	09/11/2013	30/10/2013	0.00	0.00
0000552	BURNS MR GEORGE	0000579	30/10/2013	13/11/2013	13/11/2013	30/10/2013	130.00	0.00
0000553	SIMPSON MR HOMER	0000580	30/10/2013	13/11/2013	13/11/2013	30/10/2013	130.00	0.00
0000554	SKYWALKER MR LUKE	0000581	30/10/2013	13/11/2013	13/11/2013	30/10/2013	130.00	0.00
0000555	HOOD MR ROBIN	0000582	30/10/2013	13/11/2013	13/11/2013	30/10/2013	130.00	0.00
0000556	TUCK . FRIAR	0000583	30/10/2013	13/11/2013	13/11/2013	30/10/2013	130.00	0.00
0000017	KIDMAN MS NICOLE	0000584	30/10/2013	13/11/2013	13/11/2013	30/10/2013	220.00	0.00

474

To print report click on the **Print button** or click **Exit** to go back to the first screen.

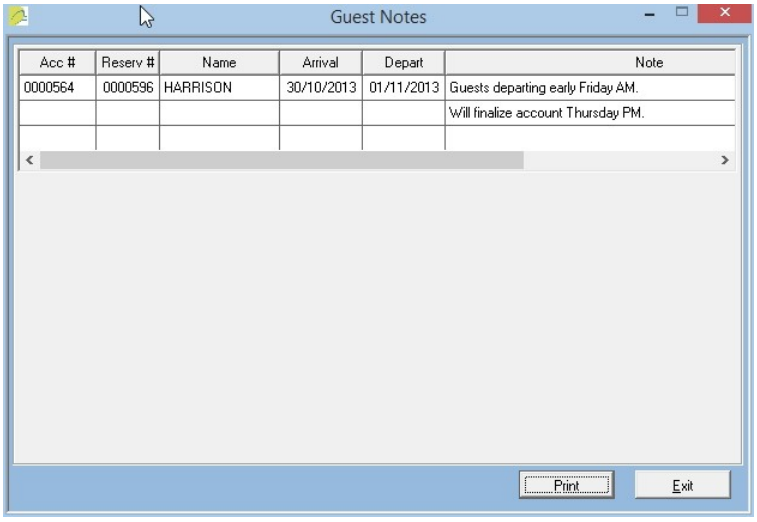
Payment Plan
Start Date
Enter the start date of the report in DDMMYYYY format.
End Date
Enter the end date of the report in DDMMYYYY format.
Click on the **Screen** button and the following screen is displayed
To print report click on the **Print button** or click **Exit** to go back to the first screen.

5.7.3 Guest Notes

This option provides a report on notes for a particular guest or on notes diarised for a particular date.
To print notes select either
- By Account # (this option prints notes just for a particular account or for all accounts) or
- By Diary Date (this option prints notes diarised for a particular day or range of dates)

To print, click on the **Print** button once and to return back to the menu, click the **Exit** button once.

475



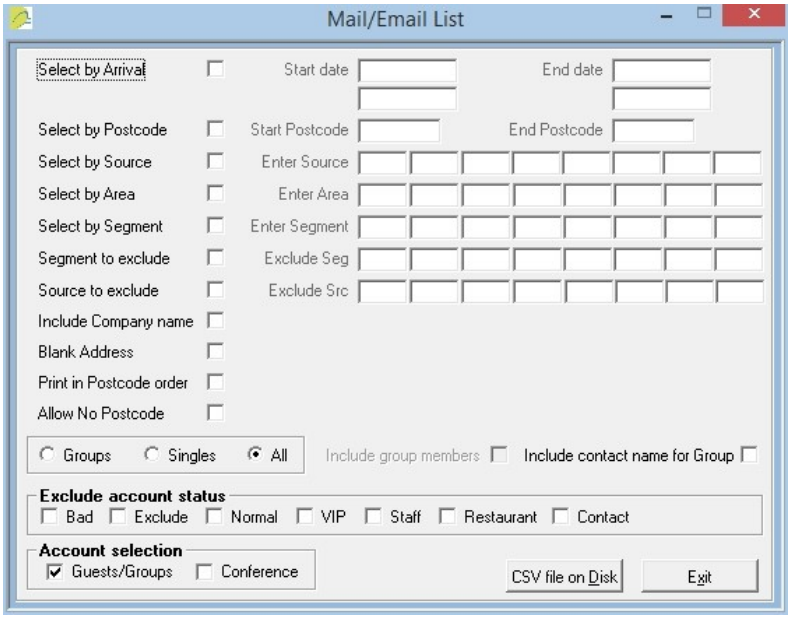
476

5.7.4 Mailing List

To print the mailing list, got to **Reports -> Guest -> Mailing List**. Names and addresses are printed to your hard disk in comma delimited ASCII (plain text) file. Stored in '**MRLABEL.TXT** ' file in the **\Fsc\Data** directory.

To print the list to address labels use the Mail Merge option in Microsoft Word. The names and addresses can be selected by

- arrival dates
- postcodes
- sources
- areas
- segments
- group
- singles
- account status. The address labels can also be printed in order of postcode.



477

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Select by Arrival Date (Y/N)
Select guests by their arrival date. You can enter two separate date ranges.

Start Date (DDMMCCYY)
Enter the start arrival date in DDMMCCYY.

End Date (DDMMCCYY)
Enter the end arrival date in DDMMCCYY.

Select by Postcode
Select guests by postcode and then enter the postcode range.

Start Postcode
Enter a postcode to start with.

End Postcode
Enter a postcode number to end with.

Select by Source
Select guests by their sources of booking and there is the option of up to 8 different sources.

Select by Area
Select guests by their areas of bookings and there is the option of up to 8 different areas.

Select by Segment
Select guests by their booking segments and there is the option of up to 8 different segments.

Select Segment to exclude
Exclude guests by their booking segments and there is the option of up to 8 different segments.

Source to Exclude
Exclude guests by their booking source and there is the option of up to 8 different sources.

Include Blank Address
Yes, include accounts that do not have a complete address. If needing the list for email address's this must be selected as there may be guest accounts with only an email address.

Group, Singles or All
Include booking for
- group only
- single only or
- all.

If you select Groups or Single, the system will also ask whether you want to include group member addresses or not.

Include Contact Name for Group
Yes, include the contact name for a group account.

Exclude Accounts
Select the accounts status that you **do not** want to send mail to.

5.7.5 Restaurant

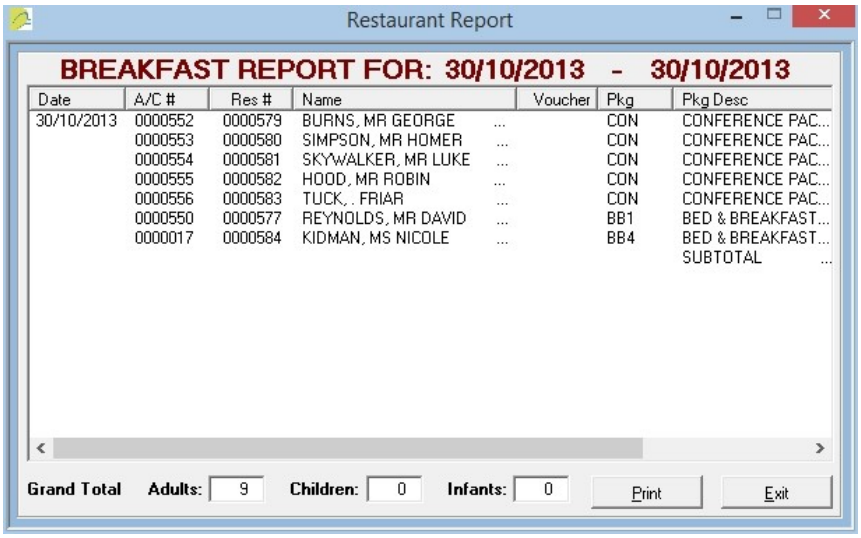
478

From the **Report ,Guest** menu, click on **Restaurant**. The above screen will be displayed. You can choose between breakfast or dinner; and the start and end dates for the report. Click on display.

This will bring up a detailed report detailing guest name, room number, account number, date, which package or voucher the guest has – with a description and the number of people broken down into adults, children and infants. Once displayed on the screen click on **Print** for a hard copy.
This displays bookings for the restaurant for either breakfast or dinner for a specified day.

This report will only display the correct numbers if a package code on the guest reservation has a breakfast, lunch or dinner included. Or if in the guest extras there is a breakfast, lunch or dinner code entered.

The following screen is a Breakfast report. The Lunch, Dinner report is the same.



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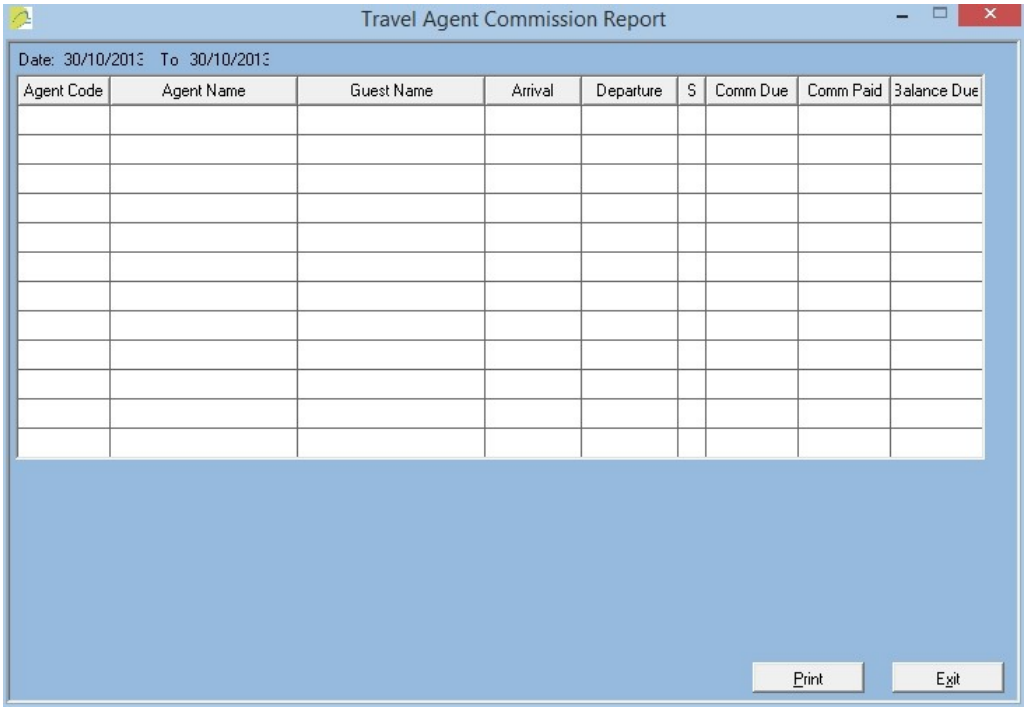
5.7.6 Travel Agent Commission

Select the **Reports, Guest** menu, then clicking on the Travel Agent Commission. The diagram below will be displayed.

479a

Enter the start date, end date, start code and end codes for the travel agents list. Click the screen button.
You will then get a detailed report of Travel agents code & name, guest name, arrival & departure dates, commission due & paid & balance due. The report below is a sample of travel agent commission report. Click on the **Print** button to print, or **Exit** to return to the previous screen.

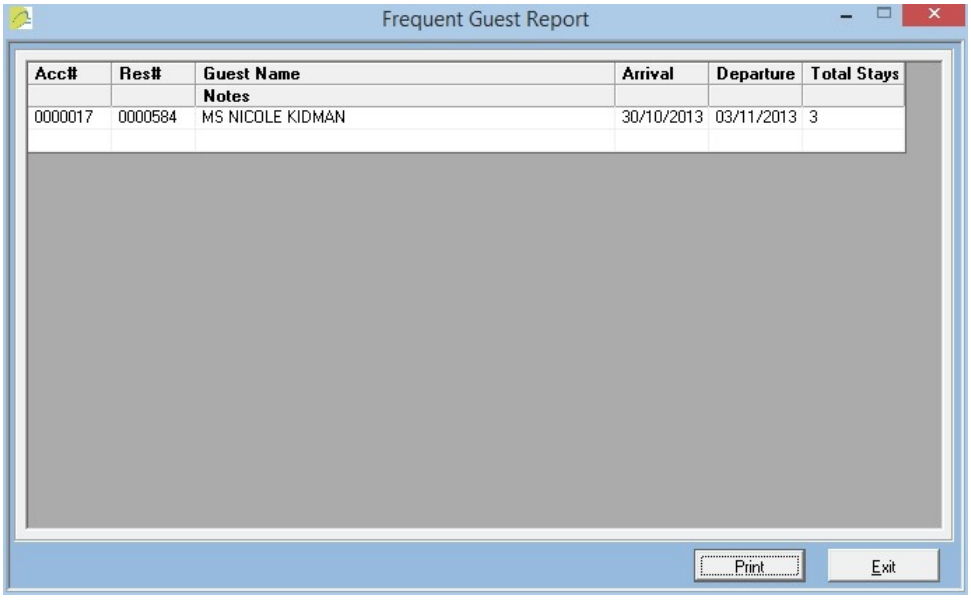


479b

5.7.7 Frequent Guests

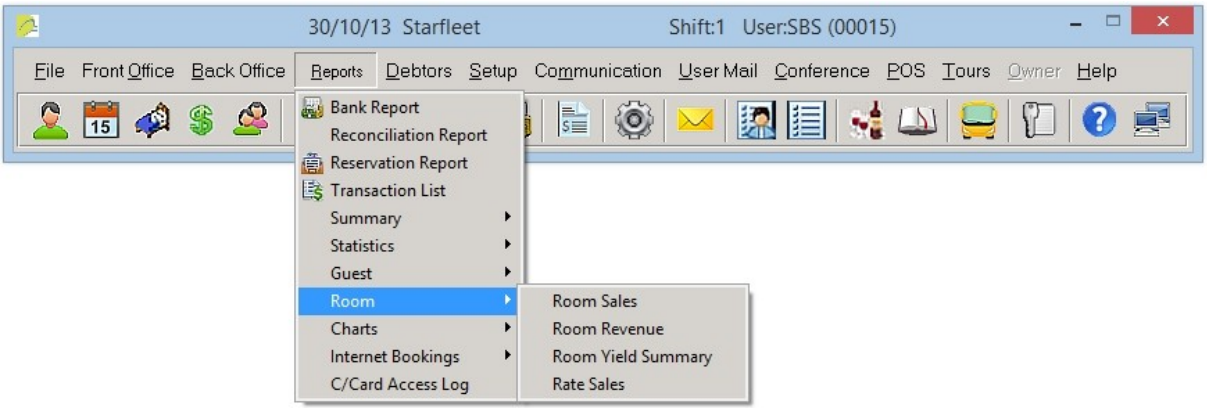
479c

This report will display arriving guests who have previously stayed a number of times. Enter the Arrival Date and the minimum number of stays.



479d

5.8 Room



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5.8.1 Room Sales

481a

From the **Report** menu select **Room** then **Room Sales** and the window above will be displayed. Enter the report starting month, then click on the room type classification by clicking either Motel, Backpacker or Conference. Click on Budget and you can input the figures for the budgets for both motel and backpacker rooms if both applicable for last, current and next financial years. Click on continue and this will put the budget figures against the actual figures for the periods and give you the variance amounts whether they be positive or negative. Selecting Continue will display the following report.

Room Sales Performance (in room nights)

PERFORMANCE TO BUDGET - Room Sales (in room nights) July 2013 to June 2014

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Last Year Budget 12/13	0	0	0	0	0	0	0	0	0	0	0	0
Last Year	0	0	0	40	0	0	31	4	0	0	0	0
Last Year Dollars	0	0	0	12,080	0	0	6,170	550	0	0	0	0
Budget 13/14	0	0	0	0	0	0	0	0	0	0	0	0
Booked				41	55	28	0	0	0	0	0	0
Allotted				0	429	434	434	392	434	420	434	420
TOTAL				41	484	462	434	392	434	420	434	420
Actual 13/14	0	0	0									
Variance to budget	0	0	0	41	484	462	434	392	434	420	434	420
Last Year (ALOS)				2.22			2.06	1.00				
Booked (ALOS)				2.56	4.58	28.00						
Actual (ALOS)												

ROOM SALES:

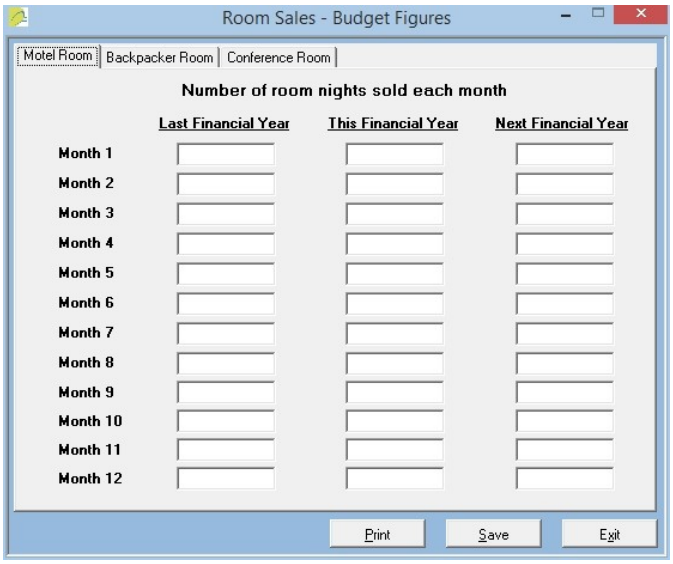
Last Financial Year	0	Actual
Current Financial Year	0	Budget
Next Financial Year	0	Budget

* ALOS = Average length of stay
* Dollar amounts shown are approximate

Print Exit

481b

This is the report displayed when the budget button is selected.



481c

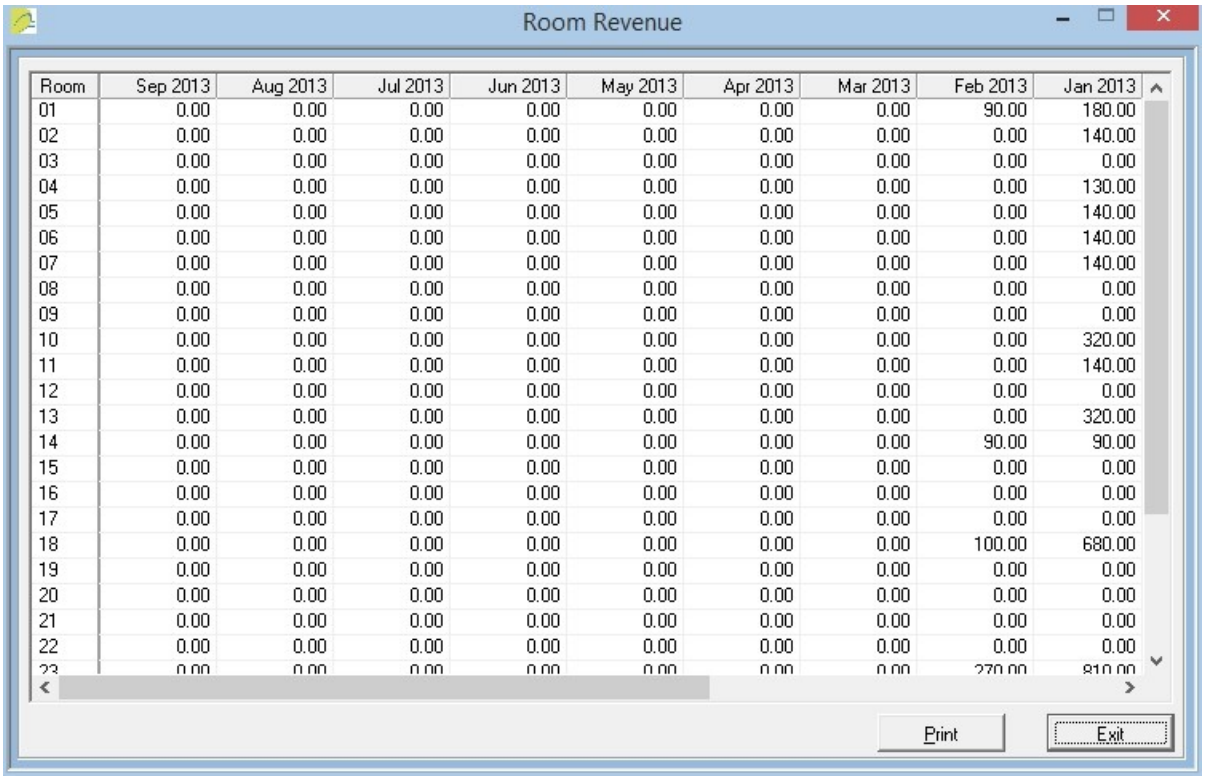
5.8.1.1 Average Length of Stay

Average Length of Stay (**ALOS**) is displayed in the Room Sales 149 Sales Report. The figures will display Last Year, Booked and Actual.

5.8.2 Room Revenue

482

From the **Report** menu select **Room** then **Room Revenue** and the window above will be displayed. Enter the report ending month, then enter the Starting Room number and Finishing Room number. Click the Continue Button and this will display the following screen. Click on the Print Button for a hard copy.



Room	Sep 2013	Aug 2013	Jul 2013	Jun 2013	May 2013	Apr 2013	Mar 2013	Feb 2013	Jan 2013
01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	90.00	180.00
02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	140.00
03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	130.00
05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	140.00
06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	140.00
07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	140.00
08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	320.00
11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	140.00
12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	320.00
14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	90.00	90.00
15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	680.00
19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	270.00	810.00

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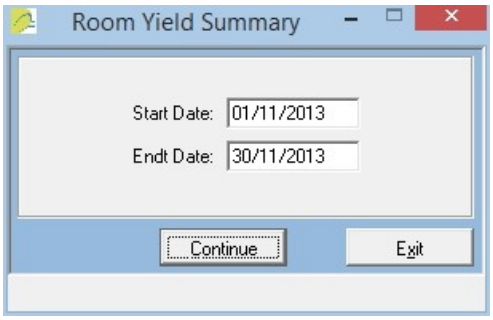
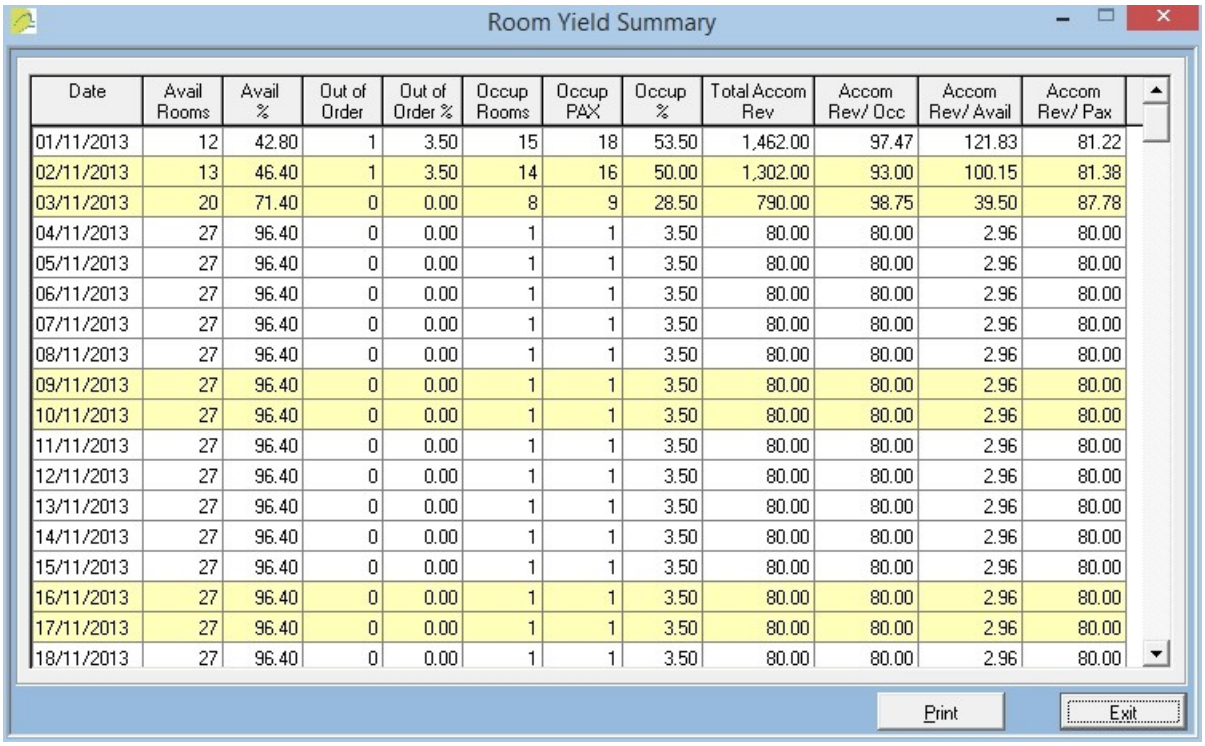
5.8.3 Room Yield Summary

This Report will provide Room Yield for the date range selected.



403

Select your date range and Continue.

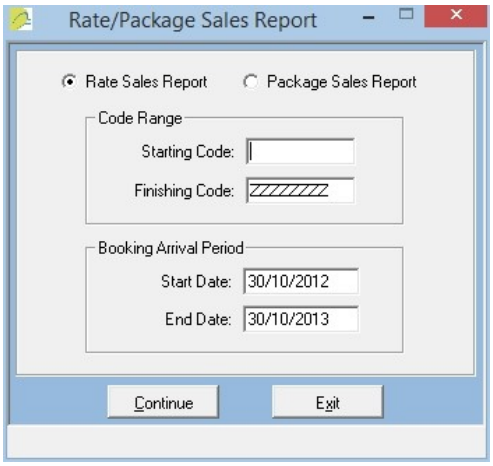


Date	Avail Rooms	Avail %	Out of Order	Out of Order %	Occup Rooms	Occup PAX	Occup %	Total Accom Rev	Accom Rev/ Occ	Accom Rev/ Avail	Accom Rev/ Pax
01/11/2013	12	42.80	1	3.50	15	18	53.50	1,462.00	97.47	121.83	81.22
02/11/2013	13	46.40	1	3.50	14	16	50.00	1,302.00	93.00	100.15	81.38
03/11/2013	20	71.40	0	0.00	8	9	28.50	790.00	98.75	39.50	87.78
04/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
05/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
06/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
07/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
08/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
09/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
10/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
11/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
12/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
13/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
14/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
15/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
16/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
17/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00
18/11/2013	27	96.40	0	0.00	1	1	3.50	80.00	80.00	2.96	80.00

404

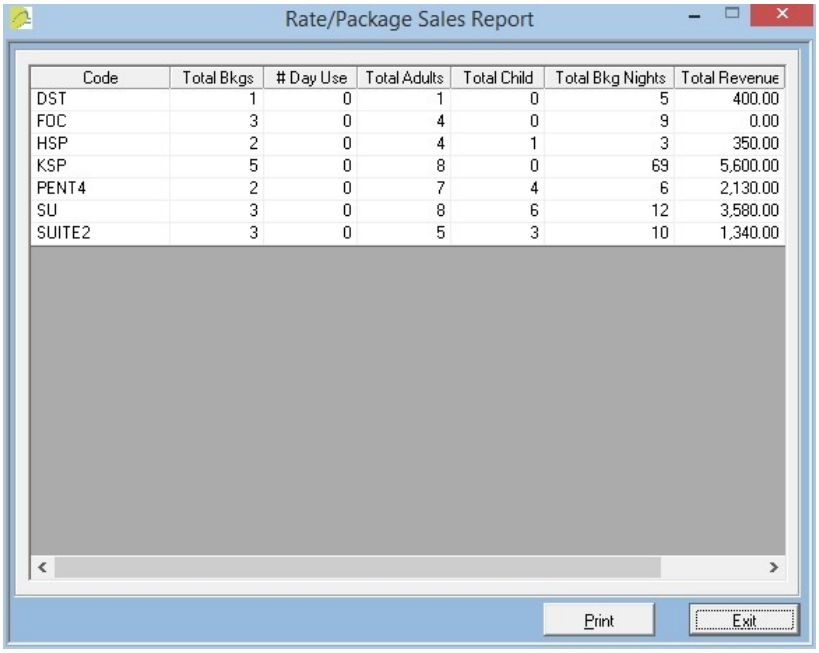
5.8.4 Rate Sales

Room Rate Sales Report will display the revenue of all or selected Room Rate, Package or Repetitive Package code. If no code is entered then ALL codes will display on the report.



405

This report will display the total bookings, number of day use, total pax, total nights booked and total revenue.



Code	Total Bkgs	# Day Use	Total Adults	Total Child	Total Bkg Nights	Total Revenue
DST	1	0	1	0	5	400.00
FOC	3	0	4	0	9	0.00
HSP	2	0	4	1	3	350.00
KSP	5	0	8	0	69	5,600.00
PENT4	2	0	7	4	6	2,130.00
SU	3	0	8	6	12	3,580.00
SUITE2	3	0	5	3	10	1,340.00

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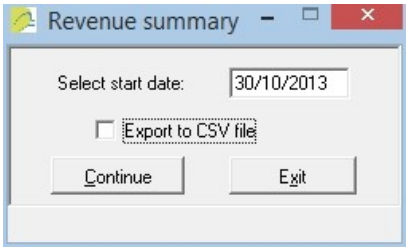
5.9 Charts

This will display your Revenue and Occupancy in a chart view.

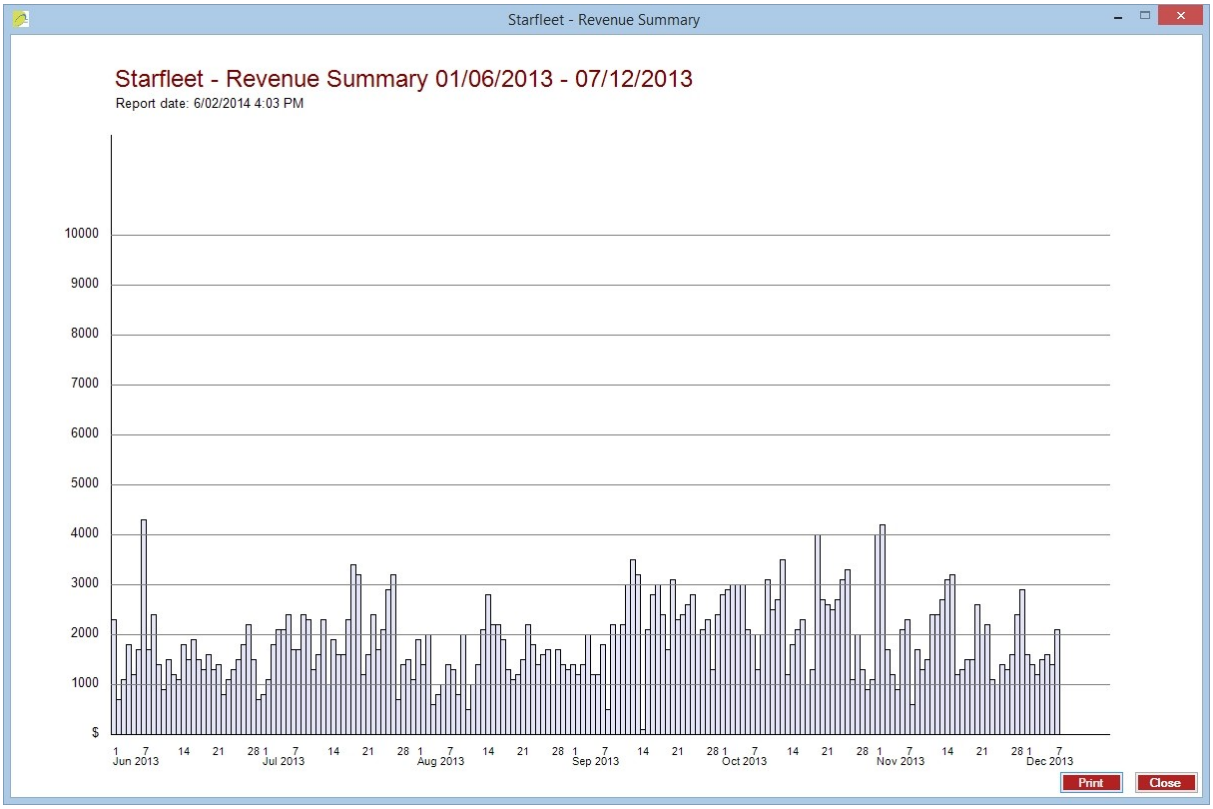
5.9.1 Revenue

From Reports select Charts->Revenue. Enter the start date of the report you require, select Continue on the following screen.

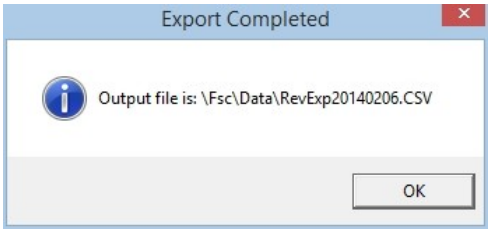


483a

The following report can then be viewed showing the Revenue in a chart form.



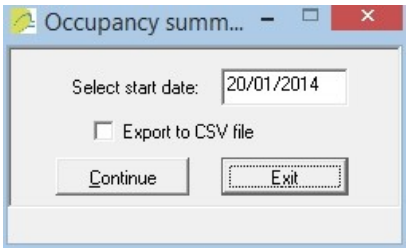
483b



This information can also be exported to a .CSV file by ticking the Export to CSV file box. A prompt will appear showing you the where to access this file in the data.

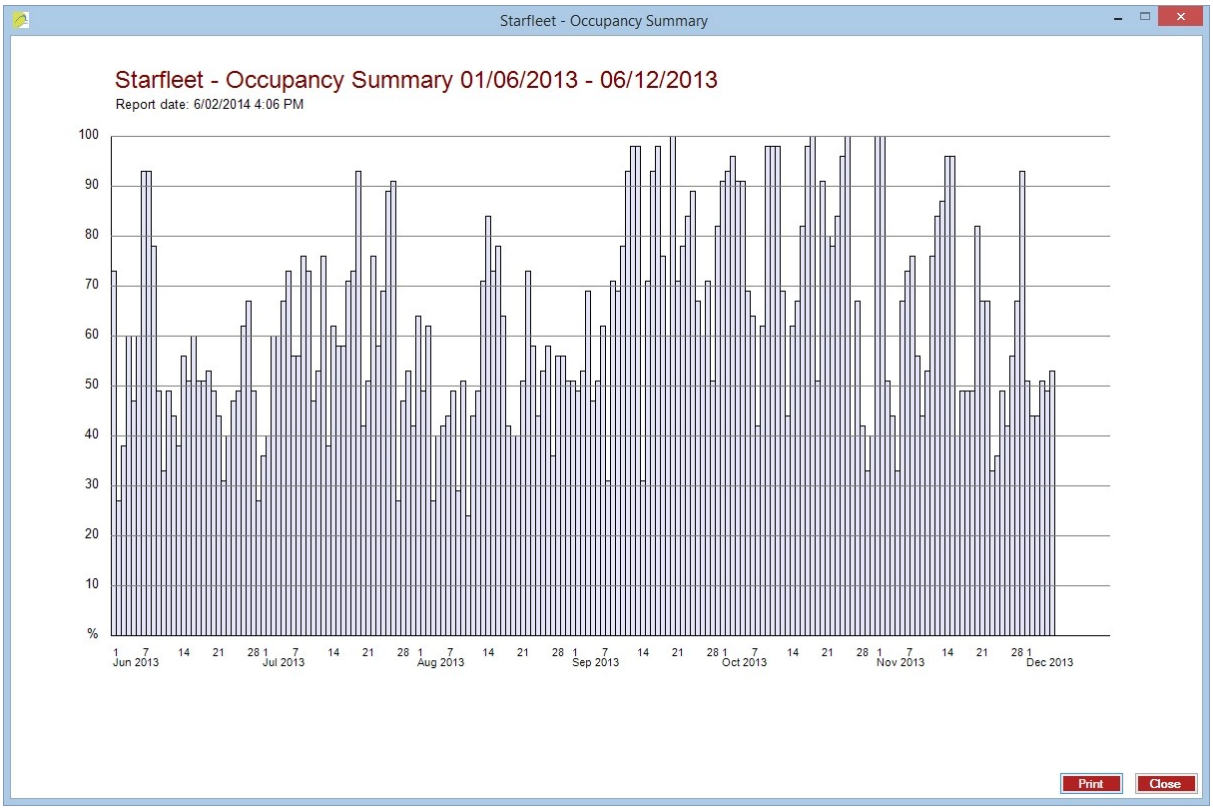
5.9.2 Occupancy

From Reports select Charts->Occupancy. Enter the start date of the report you require, select Continue on the following screen.



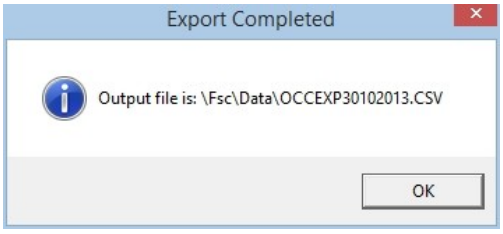
483d

The following report can then be viewed showing the Revenue in a chart form.



483e

This information can also be exported to a .CSV file by ticking the Export to CSV file box. A prompt will appear showing you the where to access this file in the data.



483f

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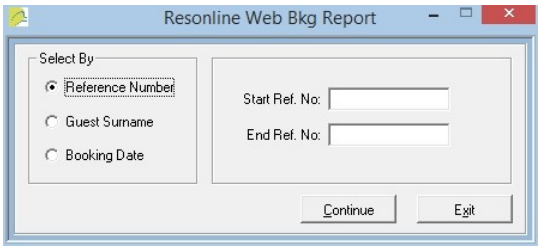
5.10 Internet Bookings

If using the Starfleet channel Manager link these reports will be used.

5.10.1 Received

From the **Report** menu select **Internet Bookings** then **Received** then on the booking engine ie. through STAAH Channel Manager. The following window will be displayed.

In this window we are able to select the report by either Reference Number, Guest Surname, Booking Date.



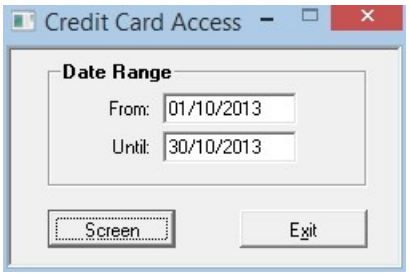
484

5.10.2 Warning

From the **Report** menu select **Internet Bookings** then **Warning** then select the booking engine name. If there are any Internet Bookings that could not be inputted directly into Starfleet then they will display in this Error Report. This may be caused by loss of Internet connection at the time the booking was made.

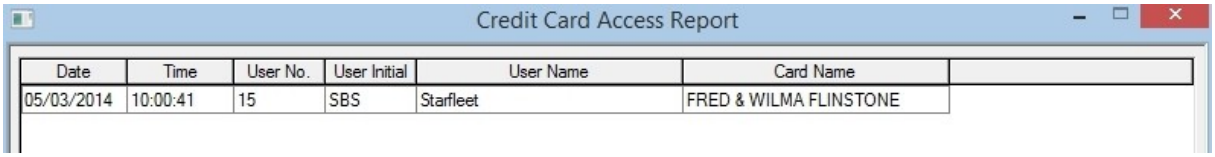
5.11 C/Card Access log

Select the date range then Screen. This report when generated will display the Date, Time, User initial, User ID, User name and Card name of all credit cards that have been accessed in the date range.



484d

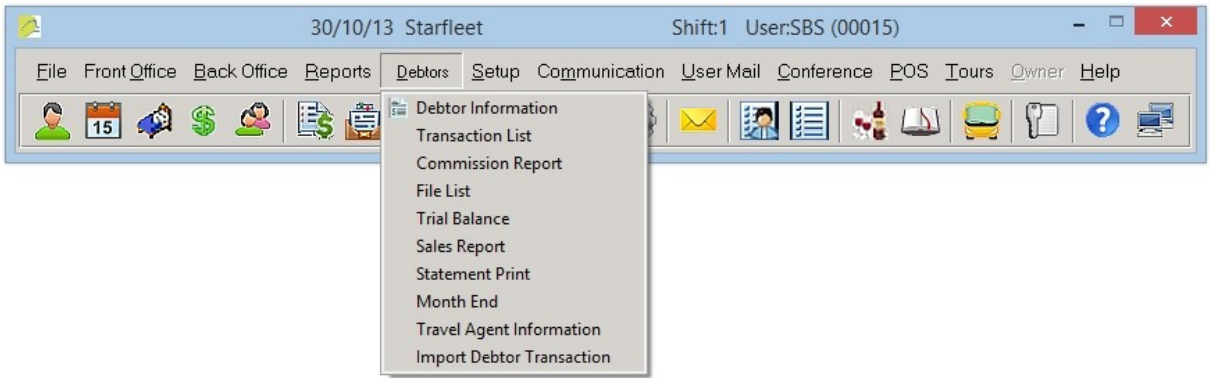
This report can be printed.



Date	Time	User No.	User Initial	User Name	Card Name
05/03/2014	10:00:41	15	SBS	Starfleet	FRED & WILMA FLINSTONE

484e

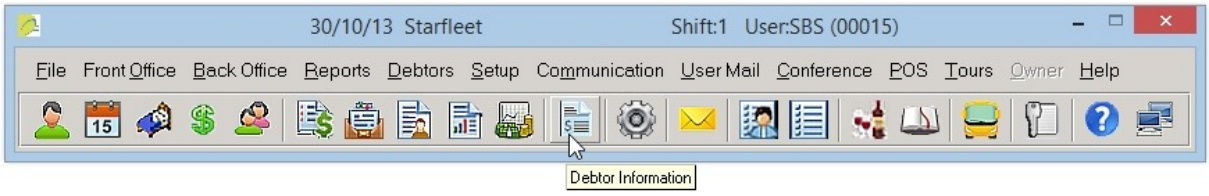
6 Debtors



485

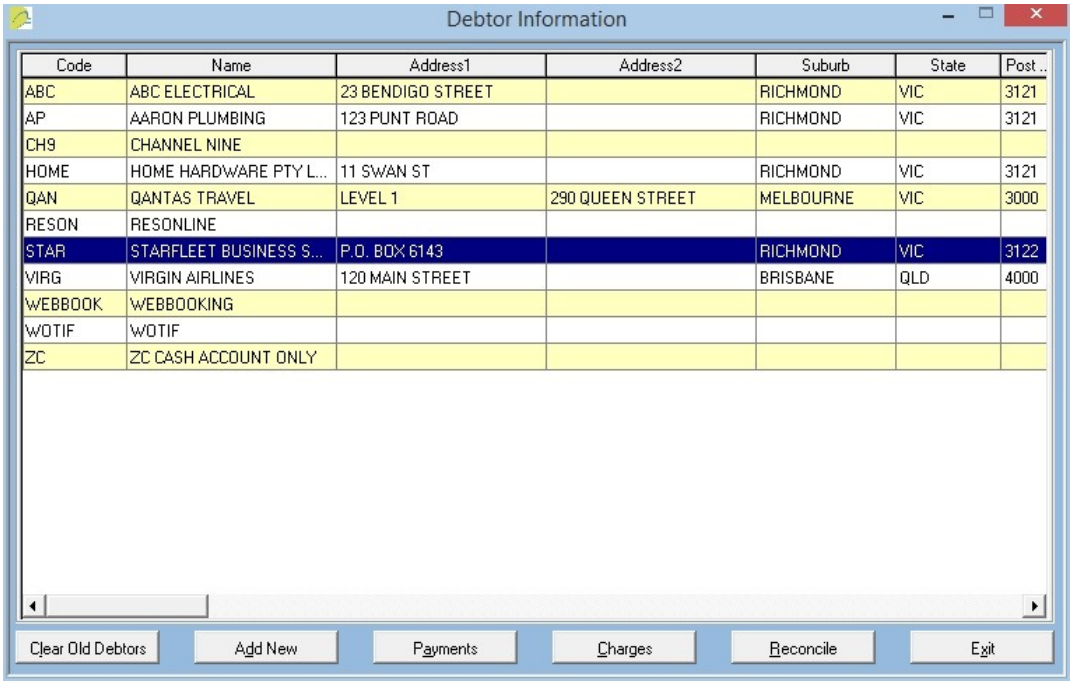
Click on the respective sub menu on the diagram for more information.

6.1 Debtor Information



K

The Debtor information is accessed by clicking on the **Debtor Information** button once, in the **Accounts** menu or the quick launch icon as above. The window below is displayed.



Code	Name	Address1	Address2	Suburb	State	Post ..
ABC	ABC ELECTRICAL	23 BENDIGO STREET		RICHMOND	VIC	3121
AP	AARON PLUMBING	123 PUNT ROAD		RICHMOND	VIC	3121
CH9	CHANNEL NINE					
HOME	HOME HARDWARE PTY L...	11 SWAN ST		RICHMOND	VIC	3121
QAN	QANTAS TRAVEL	LEVEL 1	290 QUEEN STREET	MELBOURNE	VIC	3000
RESON	RESONLINE					
STAR	STARFLEET BUSINESS S...	P.O. BOX 6143		RICHMOND	VIC	3122
VIRG	VIRGIN AIRLINES	120 MAIN STREET		BRISBANE	QLD	4000
WEBBOOK	WEBBOOKING					
WOTIF	WOTIF					
ZC	ZC CASH ACCOUNT ONLY					

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This displays the list of debtors with their address. This menu enables user to add a new debtor, post payments, charges, reconcile accounts. Click on the corresponding button in the diagram above for more information on the buttons.

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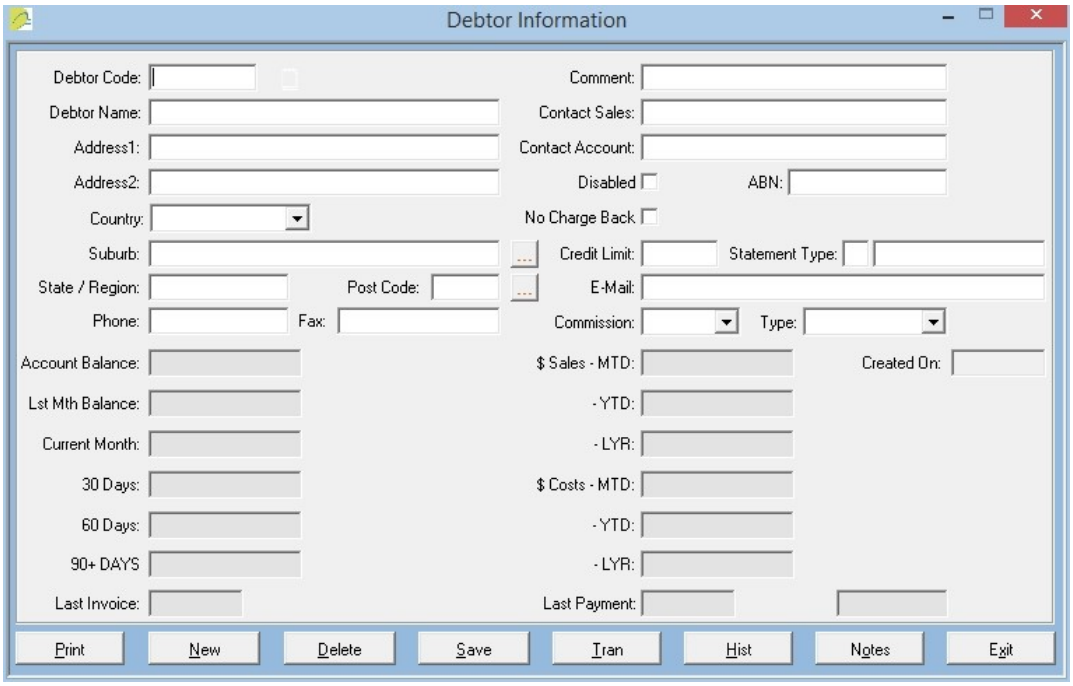
6.1.1 Add New

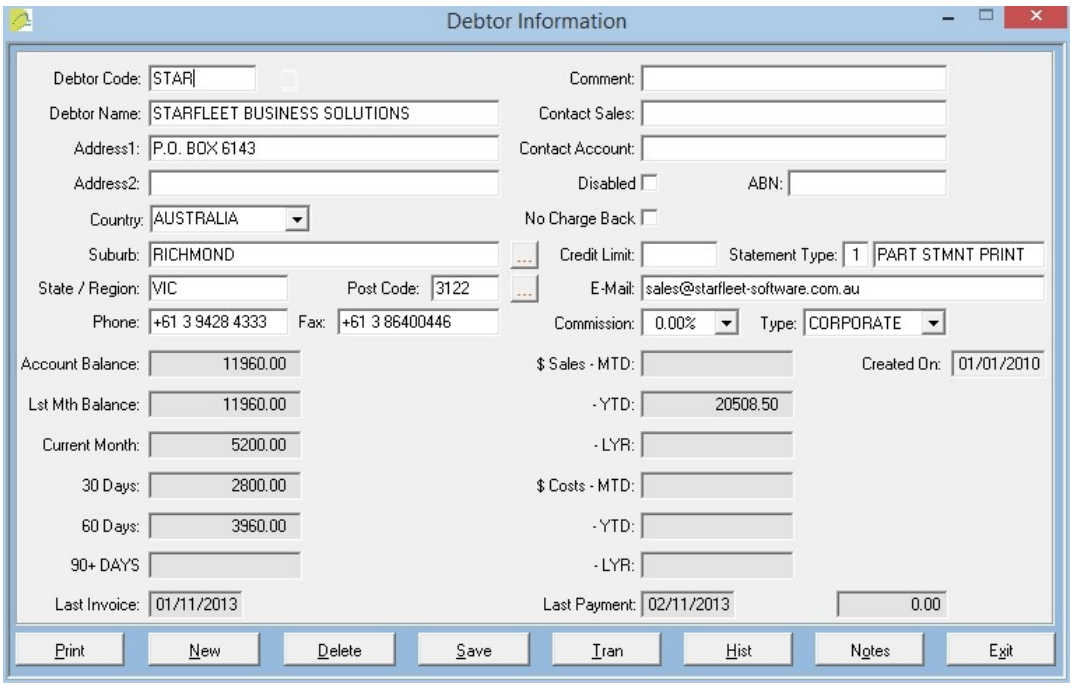
To access this window select the Accounts menu ->Debtor Information ->Add new. The window below will be displayed.



488

Customer Code

Enter the Debtor code for the new client. (maximum 8 alphanumeric characters). Keep the code as short and descriptive as possible. If you make the code an abbreviation of the Debtor name, then all the Debtors will effectively be in name sequence. e.g. STAR or STARFLEET. Enter all the details then click on the save button.



489

Name
Enter the full name of the client. (maximum 30 alpha numeric characters)
E.g. Starfleet Business Solutions

Street
Enter the street number and name. (maximum 30 alphanumeric characters)

Suburb
Enter the suburb name. (maximum 25 alphanumeric characters)

State/Region
Enter the state name. (maximum 12 alphanumeric characters)

Post Code
Enter the post code. (maximum 6 alphanumeric characters)

Phone
Enter a phone number or <tab> to leave blank. (maximum 30 alphanumeric characters)

Fax
Enter a fax number or < tab > to leave blank. (maximum 30 alphanumeric characters)

Comment
Enter a comment or < tab > to leave blank. (maximum 30 alphanumeric characters)

Contact
Enter a contact name or < tab > to leave blank. (maximum 20 alphanumeric characters)

Disabled
Select the tick box to disable the debtor. This debtor code will not be able to be selected from the drop down box of debtor codes for a guest account.

No Charge Back
Select this tick box if the debtor is not to have any charges back to the account from the Front Office.

ABN Number
Enter the clients ABN number or < tab > to leave blank. (maximum 15 alphanumeric characters)

Credit Limit
Enter the clients credit limit or < tab > to leave blank. (maximum 8 numeric characters)

STMNT PRT TYP
Enter one of the following statement print types.
- 0 = Full Statement Print (prints ALL transactions)
- 1 = Part Statement Print (prints outstanding transactions ONLY)
- 2 = No Statements Printed (prints NO statement!)

Generally, the part statement print is recommended.

Commission
Select the commission amount to apply to the debtors reservations. If there are no amounts to select from refer to Setup -> Pay Types/Discounts -> Discounts 197 to setup.

E-mail
Enter the clients e-mail address or < tab > to leave blank. (maximum 30 alphanumeric characters)

Type
In setup, you can enter a number of different types of debtors. This allows you to group certain debtors together for reports or mailing lists.(eg travel agents,schools, social clubs, etc) Once the fields have

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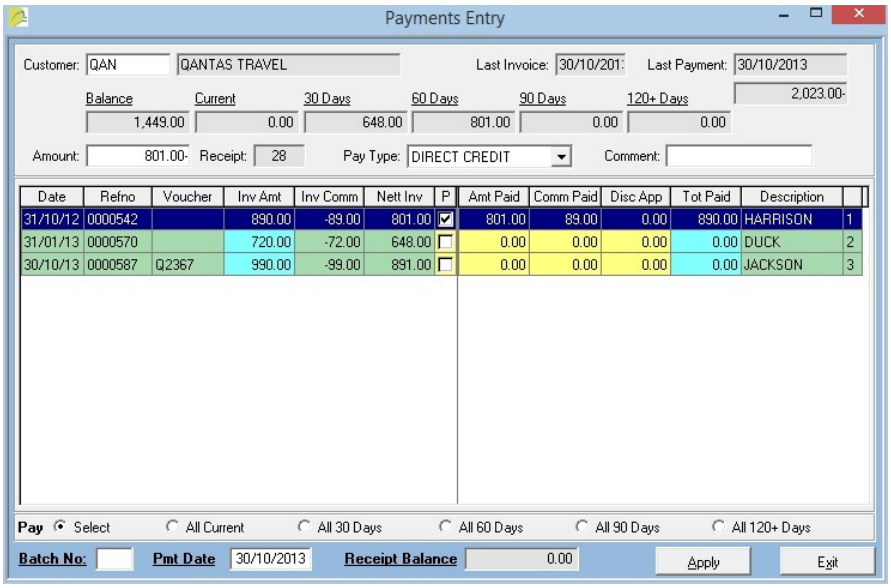
been entered, click on the **Save** button once. All the fields will be cleared, and you can enter the next client Click the **Exit** button once to exit maintenance.

6.1.2 Payments

You can also pay and reconcile in the payments screen which is shown below. To access this select the debtor from the debtor list in the debtor information screen. Then click on the Payments button at the bottom of the screen. Enter the payment amount (this is the amount you have actually received in money), <tab> to the next field and a receipt number will be generated automatically by the system.

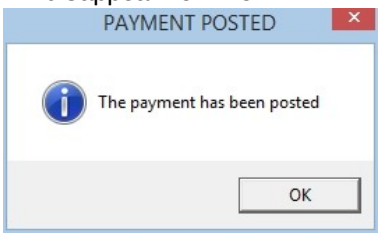


490

Select the payment method and click in the tick box under the **P**- the computer will automatically generate the line in Yellow (becomes highlighted in Blue). If you need to adjust any of the payment fields you can adjust the Yellow field and the computer will automatically update the system with the new information. (e.g if you wish to allow a discount or adjust the commission amount).

The two Blue columns must equal one another in order to make a payment - you cannot change these amounts they can only be adjusted by changing the yellow boxes.
In this example there is a commission amount, so only the Nett invoice amount is payed off. The commission is included, although, this can be adjusted if the discount is altered.

Then click on the apply button. You will then get a prompt advising the payment is posted and the line will disappear from view.

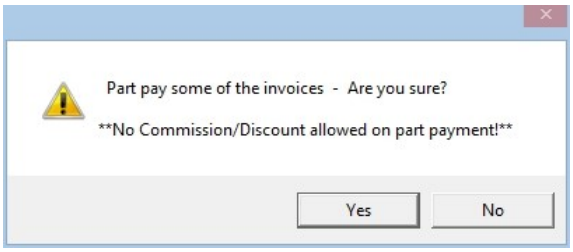


490a

You can now also adjust the view of this screen to aid when searching for an entry by clicking on the headings Date / Refno / Inv Amt you can change the positioning of the invoices into ascending or descending values depending on which column you have selected.

You can also click in the tick boxes at the bottom of the screen to select and pay all entries for current month, 30 days, 60 days, 90 days or 120 days. With this you can select all the entries and then go back through and untick the few you may not want to pay off.

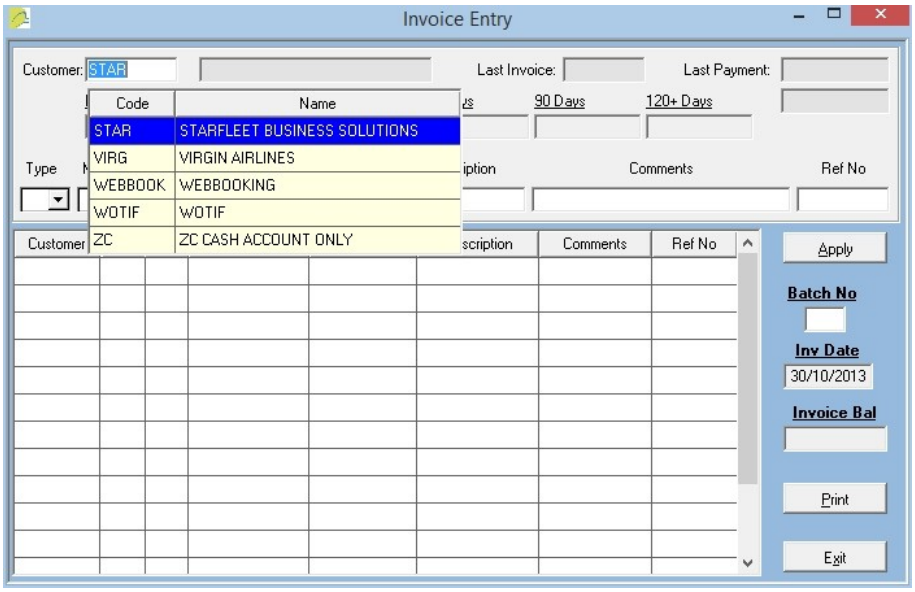
Part Payment
You can also **part pay an invoice** with this option the blue total amounts will not equal and you will have to answer a prompt question that checks that this is a part payment. You **can not apply discount or commission off a part payment,** the commission amount will remain in full until the final balance of monies owing is paid and then the commission will be applied.



490b

6.1.3 Post Charges

To access this window click on the Accounts menu -> Debtor Information -> Charges. The window below will be displayed.



491

This window is used for posting charges that are not transferred from a guest account. Select from the list displayed by clicking on the required debtor's code. Enter the charges then as shown below.
Select the Type of charge i.e Type 2, 3 or 4 (Type 3 & 4 are entries to use when correcting a Debtor account).

When entering an amount with a -minus in front this will post a credit amount. The description will display as Credit Note. An Invoice amount does not have a -minus before the amount.

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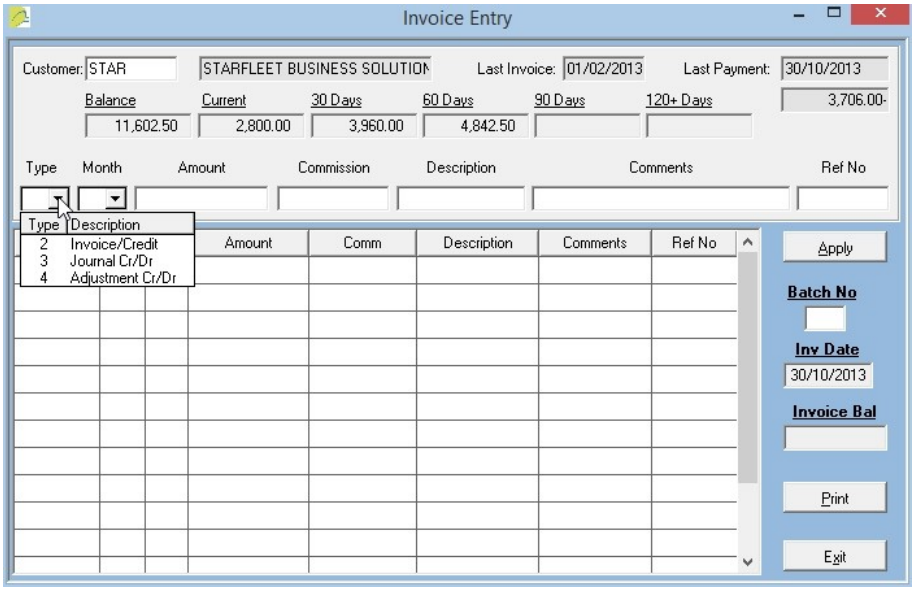
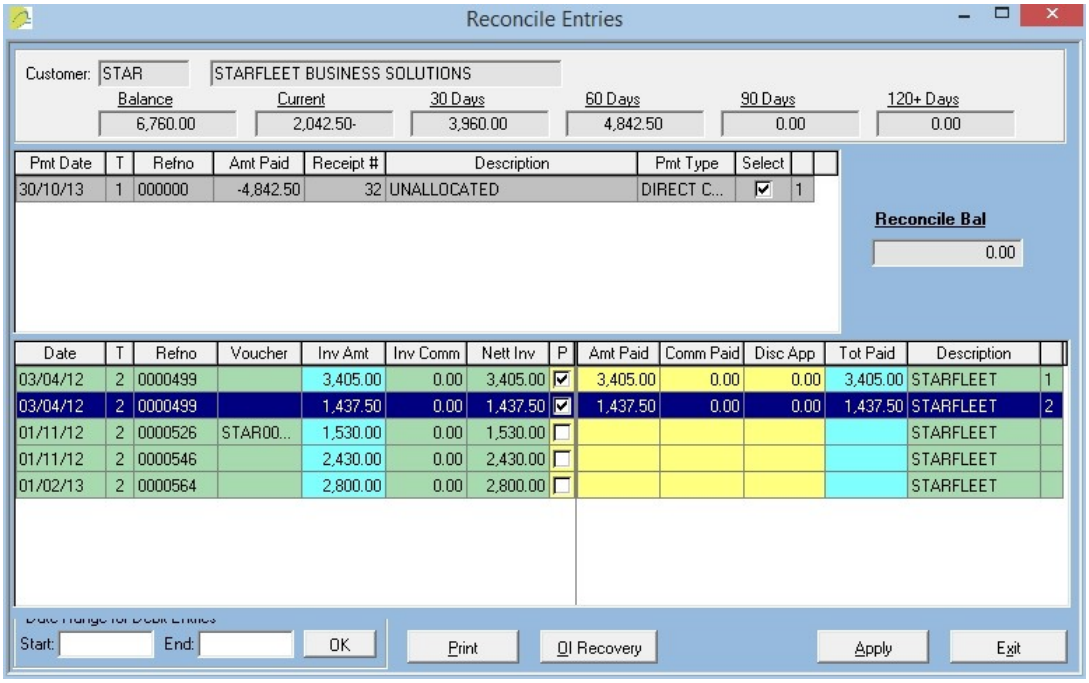


492

To post the entry click on the apply button. The print button is used to print an invoice for the debtor. To return the previous window, click on the exit menu.

6.1.4 Reconcile Debtor Account Payments

To access this window, click on the Account menu,-> Debtor information-> then select the Reconcile button. The screen below will appear and you can see in the top of the box is a list of all the payments and underneath is a list of all the invoices that are to be reconciled off (payments made against them).



493

To actually complete the reconciliation process you need to tick the selected payment line (from the purple colored area) and then click in the box headed with the P to select the invoice line to match the two transactions against one another.

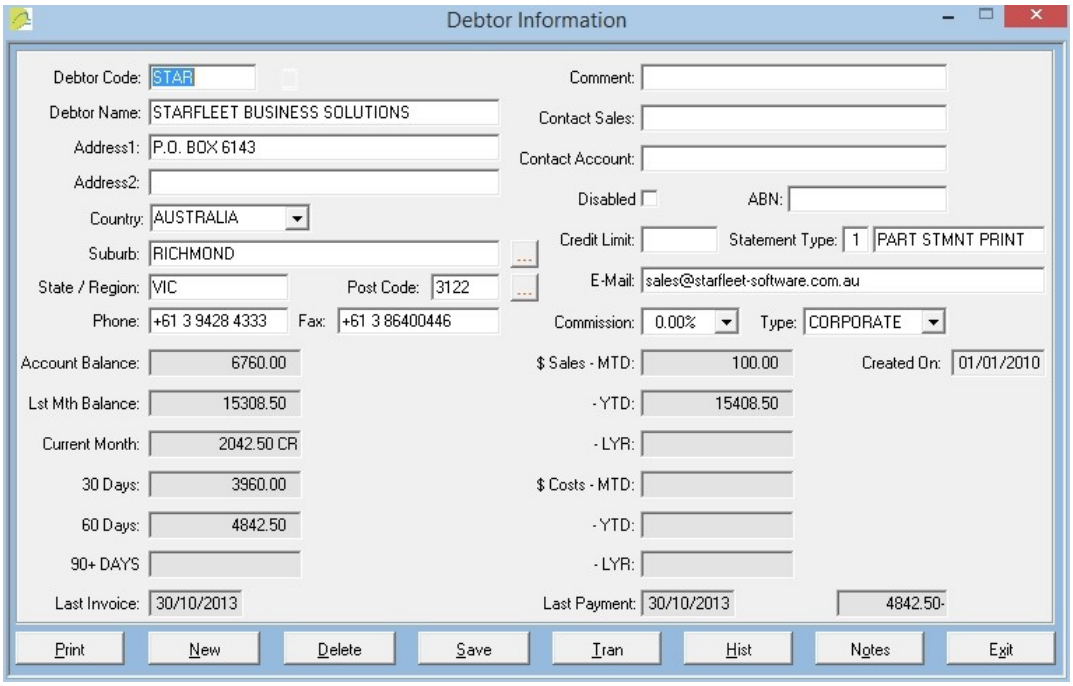
Please note with the colour coding only the yellow areas can be changed and the two blue columns must equal or you are only part paying the invoice and therefore cannot adjust the commission or discount amounts until payment is received.

If you click on the auto reconcile button it will automatically apply the payments to invoices as it chooses. Not the best option unless you have only one transaction - remembering you cannot void entries.

The wording that is carried over into the transaction list has been adjusted to - credit notes will be carried over as credit notes and Cash Rec Cr is for all monetary payments. By clicking on the PMT Date / Refno / AMT Paid you can change the view into ascending and descending order. The same applies for Date / Refno / Inv Amt in the bottom area.

6.1.5 Edit or Change a Debtor

To edit or change a debtor account, click on the **Debtors menu -> Debtor Information**, select debtor by double clicking on the debtors displayed. To change the details of a debtor in your system, simply edit the details on this screen then click on the save button.



494

6.1.6 Deleting a Debtor

To delete a debtor's account, click **Debtors -> Debtor Information,** select debtor by double clicking on the debtors name. The window below will be displayed. Click on the delete button to delete a debtor from your system. The debtor can only be deleted if there are no transactions on the account.

You cannot delete debtors that have any transactions, as this may affect your accounting reports. If you wish to remove a debtor from view then select the Disabled button located on the right hand side of the screen. This disables the particular debtor so it no longer displays in the drop down lists for staff to select from and it will no longer show up in reports such as the trial balance. The account must have a zero balance to do this.

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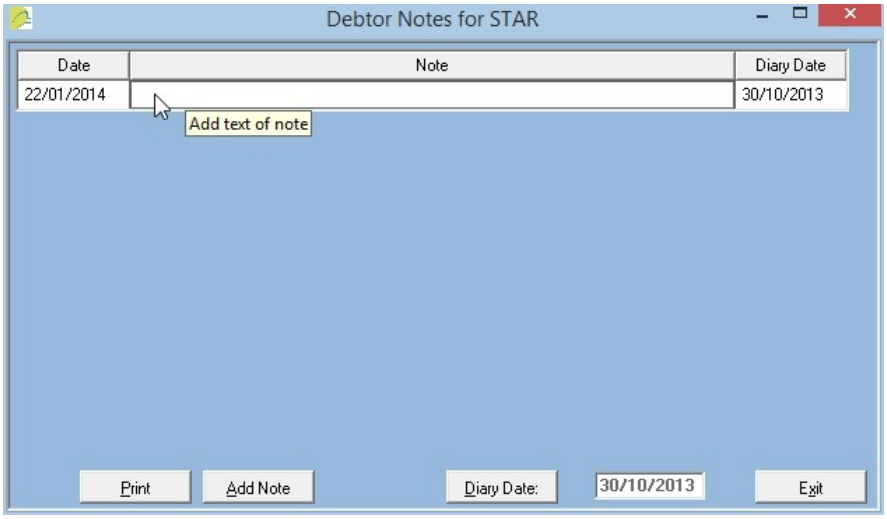
6.1.7 Debtor Notes

To view notes on a debtor's account, click the Debtor Information button once, find the debtor you require, then click the Notes button once.
The screen below will be displayed.

Adding Notes
To add notes to a Debtor account, click the Add Notes button once. You can then add the note.

Date to Diarise
Enter the date you wish to follow up this note by clicking the Diary Date button once and selecting the date you want. Click the Print button once to print.

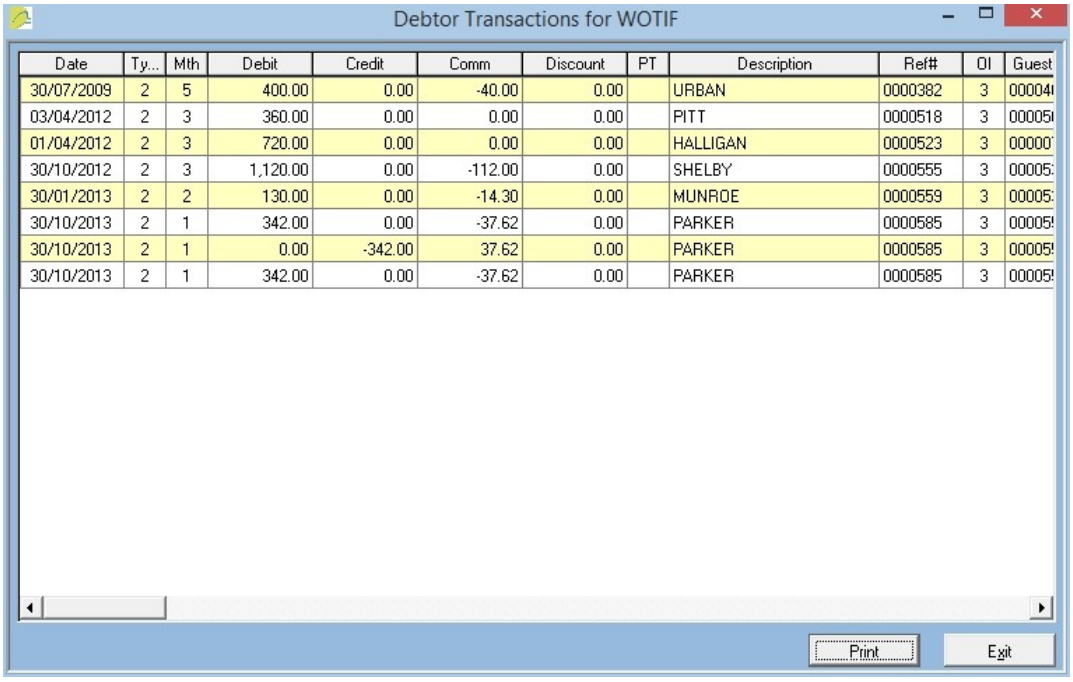


496

6.1.8 OI Recovery

Password needed to access this area (available only from Starfleet).

6.1.9 Transaction List from Debtor Account

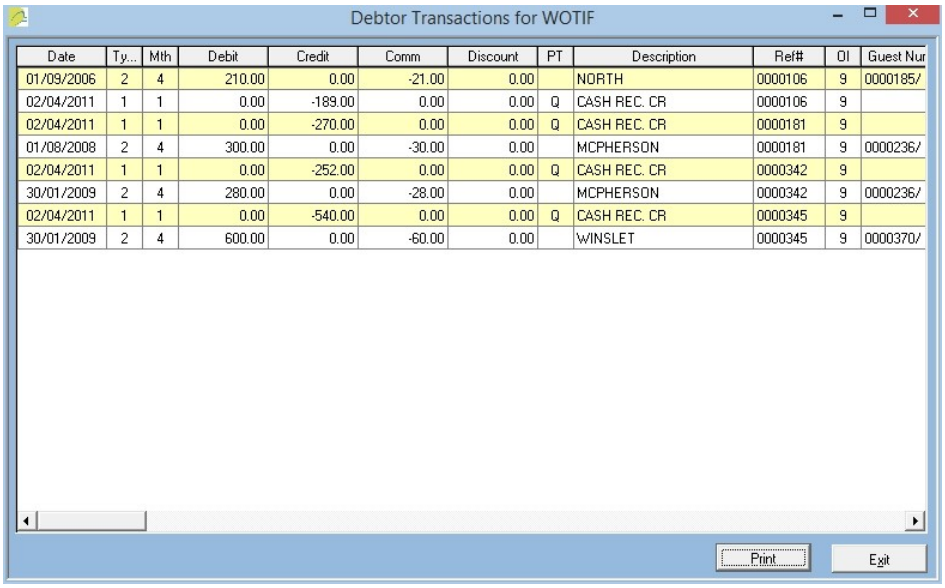


Date	Ty...	Mth	Debit	Credit	Comm	Discount	PT	Description	Ref#	OI	Guest
30/07/2009	2	5	400.00	0.00	-40.00	0.00		URBAN	0000382	3	00004
03/04/2012	2	3	360.00	0.00	0.00	0.00		PITT	0000518	3	00005
01/04/2012	2	3	720.00	0.00	0.00	0.00		HALLIGAN	0000523	3	00000
30/10/2012	2	3	1,120.00	0.00	-112.00	0.00		SHELBY	0000555	3	00005
30/01/2013	2	2	130.00	0.00	-14.30	0.00		MUNROE	0000559	3	00005
30/10/2013	2	1	342.00	0.00	-37.62	0.00		PARKER	0000585	3	00005
30/10/2013	2	1	0.00	-342.00	37.62	0.00		PARKER	0000585	3	00005
30/10/2013	2	1	342.00	0.00	-37.62	0.00		PARKER	0000585	3	00005

498

By clicking on the **Trans** button at the bottom of the screen in the Debtor Information Screen the above window will be displayed. It lists all the transactions made for this account.

6.1.10 Debtor History



Date	Ty...	Mth	Debit	Credit	Comm	Discount	PT	Description	Ref#	OI	Guest Nur
01/09/2006	2	4	210.00	0.00	-21.00	0.00		NORTH	0000106	9	0000185/
02/04/2011	1	1	0.00	-189.00	0.00	0.00	Q	CASH REC. CR	0000106	9	
02/04/2011	1	1	0.00	-270.00	0.00	0.00	Q	CASH REC. CR	0000181	9	
01/08/2008	2	4	300.00	0.00	-30.00	0.00		MCPHERSON	0000181	9	0000236/
02/04/2011	1	1	0.00	-252.00	0.00	0.00	Q	CASH REC. CR	0000342	9	
30/01/2009	2	4	280.00	0.00	-28.00	0.00		MCPHERSON	0000342	9	0000236/
02/04/2011	1	1	0.00	-540.00	0.00	0.00	Q	CASH REC. CR	0000345	9	
30/01/2009	2	4	600.00	0.00	-60.00	0.00		WINSLET	0000345	9	0000370/

499

From the Debtor Information Screen if you click on **Hist** button, the window below will be displayed. It lists a detailed Report of all the transactions for the company.

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6.2 Transaction List

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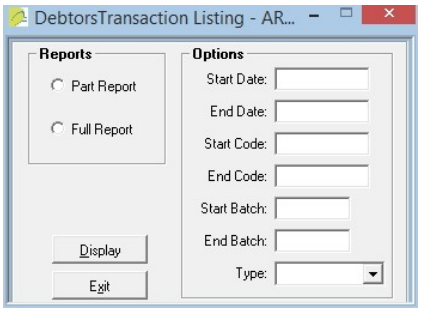
The Transaction Listing window is accessed by clicking on the **Transaction List** button once, in the **Accounts** menu.
The Transaction list allows reporting of all Debtor transactions for the current month, or all transactions on file. Part listings on screen or on a printed report are available. Batch totals for cash are handled by the Banking report. Choose from the first menu option of either current transactions or history transaction lists. To view the debtors transactions display or debtors history display, please click on the links below:

- Debtor Transaction Display 165
- Debtor History Display 166

6.2.1 Debtor Transaction Display



501

Part Report
Select the starting and ending codes for the report.

Full Report
List transactions for all accounts.

Start Date
Enter a start date in DDMMCCYY format to list transactions for a specific period.

End Date
Enter a end date in DDMMCCYY format to list transactions for a specific period.

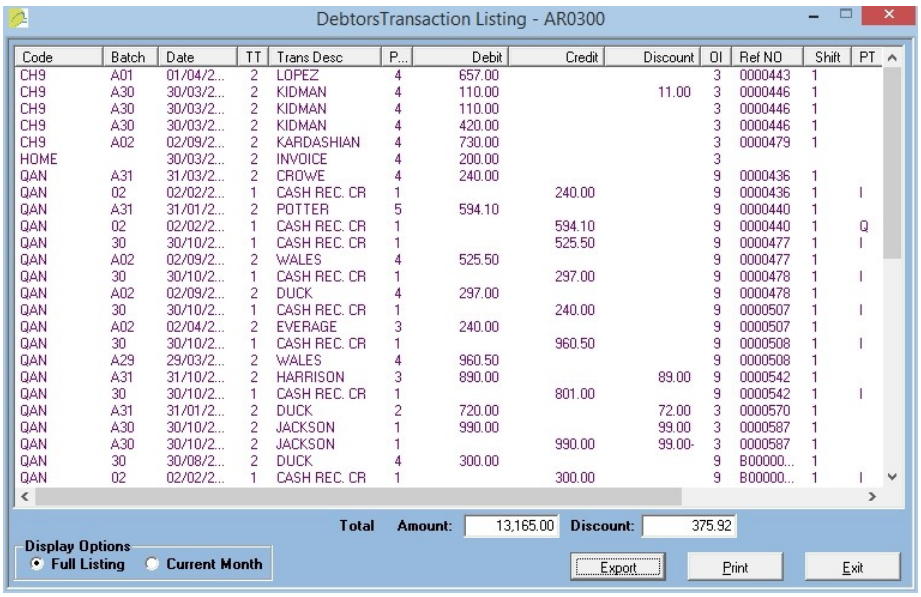
Start Code
If you selected a part report, enter the Debtor Code you wish to start the report with or leave blank for all.

End Code
If you selected a part report, enter the Debtor Code you wish to end the report with or leave blank for all.

Start Batch / End Batch
Can be used if searching for a specific Batch number.

To view transactions on a Debtor account, click the Debtor Information button, find the debtor you require, then click the Trans button once. This is for an individual account as detailed in Debtor Information under Transaction Listing

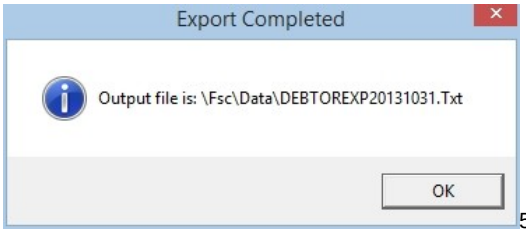
The following report will be displayed. The report can be sorted by any column by clicking on that columns heading. To print the report, click the print button.



Code	Batch	Date	TT	Trans Desc	P...	Debit	Credit	Discount	OI	Ref NO	Shift	PT
CH9	A01	01/04/2...	2	LOPEZ	4	657.00			3	0000443	1	
CH9	A30	30/03/2...	2	KIDMAN	4	110.00		11.00	3	0000446	1	
CH9	A30	30/03/2...	2	KIDMAN	4	110.00			3	0000446	1	
CH9	A30	30/03/2...	2	KIDMAN	4	420.00			3	0000446	1	
CH9	A02	02/09/2...	2	KARDASHIAN	4	730.00			3	0000479	1	
HOME		30/03/2...	2	INVOICE	4	200.00			3			
QAN	A31	31/03/2...	2	CROWE	4	240.00			9	0000436	1	
QAN	02	02/02/2...	1	CASH REC. CR	1		240.00		9	0000436	1	I
QAN	A31	31/01/2...	2	POTTER	5	594.10			9	0000440	1	
QAN	02	02/02/2...	1	CASH REC. CR	1		594.10		9	0000440	1	Q
QAN	30	30/10/2...	1	CASH REC. CR	1		525.50		9	0000477	1	I
QAN	A02	02/09/2...	2	WALES	4	525.50			9	0000477	1	
QAN	30	30/10/2...	1	CASH REC. CR	1		297.00		9	0000478	1	I
QAN	A02	02/09/2...	2	DUCK	4	297.00			9	0000478	1	
QAN	30	30/10/2...	1	CASH REC. CR	1		240.00		9	0000507	1	I
QAN	A02	02/04/2...	2	EVERAGE	3	240.00			9	0000507	1	
QAN	30	30/10/2...	1	CASH REC. CR	1		960.50		9	0000508	1	I
QAN	A29	29/03/2...	2	WALES	4	960.50			9	0000508	1	
QAN	A31	31/10/2...	2	HARRISON	3	890.00		89.00	9	0000542	1	
QAN	30	30/10/2...	1	CASH REC. CR	1		801.00		9	0000542	1	I
QAN	A31	31/01/2...	2	DUCK	2	720.00		72.00	3	0000570	1	
QAN	A30	30/10/2...	2	JACKSON	1	990.00		99.00	3	0000587	1	
QAN	A30	30/10/2...	2	JACKSON	1		990.00	99.00-	3	0000587	1	
QAN	30	30/08/2...	2	DUCK	4	300.00			9	B00000...	1	
QAN	02	02/02/2...	1	CASH REC. CR	1		300.00		9	B00000...	1	I

502

Export the Debtor Transactions to .Txt file. Open the Output file as .csv file format.



501a

6.2.2 Debtor History Display

To view transaction history on a Debtor account, click the Debtor Information button once, find the debtor you require, then click the Hist button once. (This is detailed more fully in the Debtor Information File under Debtor History)

503

Or from the Transaction list Icon from the main screen you will get this box click on History Transactions. Choose between the options to obtain the report you require.

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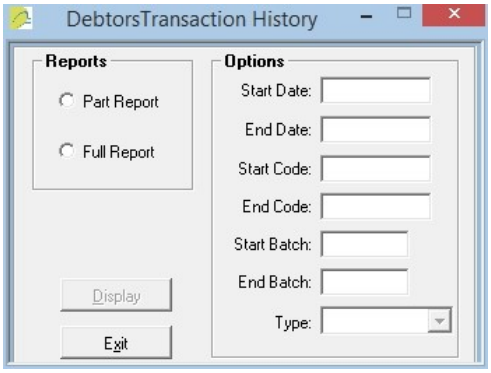


504

Part Report
Select the starting and ending codes for the report.

Full Report
List transactions for all accounts.

Start Date
Enter a start date in DDMMCCYY format to list transactions for a specific period.

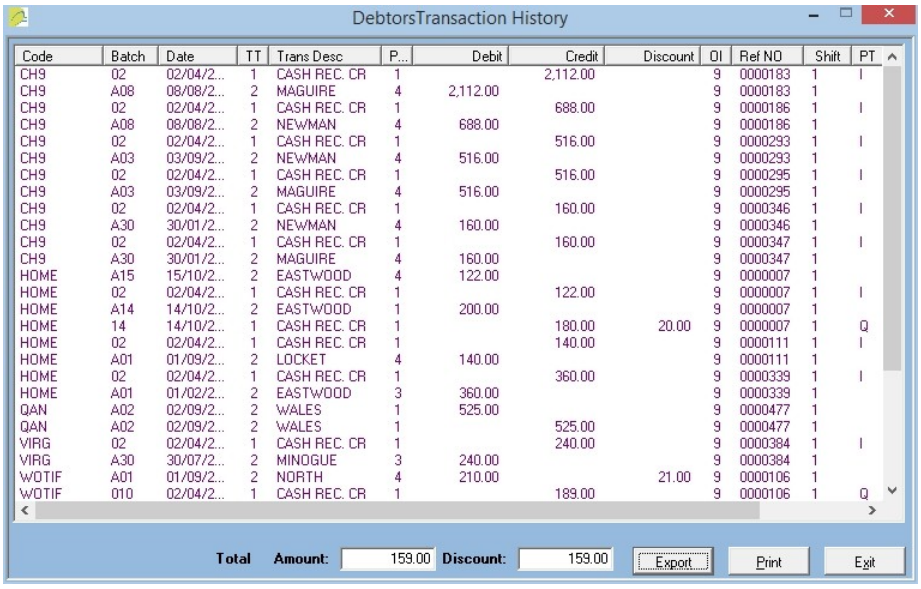
End Date
Enter a end date in DDMMCCYY format to list transactions for a specific period.

Start Code
If you selected a part report, enter the Debtor Code you wish to start the report with or leave blank for all.

End Code
If you selected a part report, enter the Debtor Code you wish to end the report with or leave blank for all.

The following report will be displayed. The report can be sorted by any column by clicking on that columns heading. To print the report, click the print button.

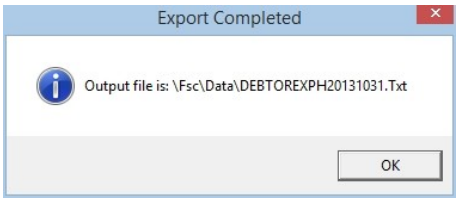
If you have any transactions in your history they will appear hear in this report.



Code	Batch	Date	TT	Trans Desc	P...	Debit	Credit	Discount	OI	Ref NO	Shift	PT
CH9	02	02/04/2...	1	CASH REC. CR	1		2,112.00		9	0000183	1	I
CH9	A08	08/08/2...	2	MAGUIRE	4	2,112.00			9	0000183	1	
CH9	02	02/04/2...	1	CASH REC. CR	1		688.00		9	0000186	1	I
CH9	A08	08/08/2...	2	NEWMAN	4	688.00			9	0000186	1	
CH9	02	02/04/2...	1	CASH REC. CR	1		516.00		9	0000293	1	I
CH9	A03	03/09/2...	2	NEWMAN	4	516.00			9	0000293	1	
CH9	02	02/04/2...	1	CASH REC. CR	1		516.00		9	0000295	1	I
CH9	A03	03/09/2...	2	MAGUIRE	4	516.00			9	0000295	1	
CH9	02	02/04/2...	1	CASH REC. CR	1		160.00		9	0000346	1	I
CH9	A30	30/01/2...	2	NEWMAN	4	160.00			9	0000346	1	
CH9	02	02/04/2...	1	CASH REC. CR	1		160.00		9	0000347	1	I
CH9	A30	30/01/2...	2	MAGUIRE	4	160.00			9	0000347	1	
HOME	A15	15/10/2...	2	EASTWOOD	4	122.00			9	0000007	1	
HOME	02	02/04/2...	1	CASH REC. CR	1		122.00		9	0000007	1	I
HOME	A14	14/10/2...	2	EASTWOOD	1	200.00			9	0000007	1	
HOME	14	14/10/2...	1	CASH REC. CR	1		180.00	20.00	9	0000007	1	Q
HOME	02	02/04/2...	1	CASH REC. CR	1		140.00		9	0000111	1	I
HOME	A01	01/09/2...	2	LOCKET	4	140.00			9	0000111	1	
HOME	02	02/04/2...	1	CASH REC. CR	1		360.00		9	0000339	1	I
HOME	A01	01/02/2...	2	EASTWOOD	3	360.00			9	0000339	1	
QAN	A02	02/09/2...	2	WALES	1	525.00			9	0000477	1	
QAN	A02	02/09/2...	2	WALES	1		525.00		9	0000477	1	
VIRG	02	02/04/2...	1	CASH REC. CR	1		240.00		9	0000384	1	I
VIRG	A30	30/07/2...	2	MINOGUE	3	240.00			9	0000384	1	
WOTIF	A01	01/09/2...	2	NORTH	4	210.00		21.00	9	0000106	1	
WOTIF	010	02/04/2...	1	CASH REC. CR	1		189.00		9	0000106	1	Q

504a

Export the Debtor History to .Txt file. Open the Output file as .csv file format.



505

6.3 Commission Report

The Commission Report window is accessed by clicking on the Commission List button once, in the **Accounts** menu. The following window will be displayed.

505a

Start Date
Enter a start date in DDMMCCYY format to list commissions for a specific period.

End Date
Enter a end date in DDMMCCYY format to list commissions for a specific period.

Start Code
Enter the Debtor Code you wish to start the report with or leave blank for all.

End Code
Enter the Debtor Code you wish to end the report with or leave blank for all.

Summarized
Tick the Summarized button to show totals only of the commissions.

Select Display once the information has been entered and the following window will display. For a hard copy click Print.

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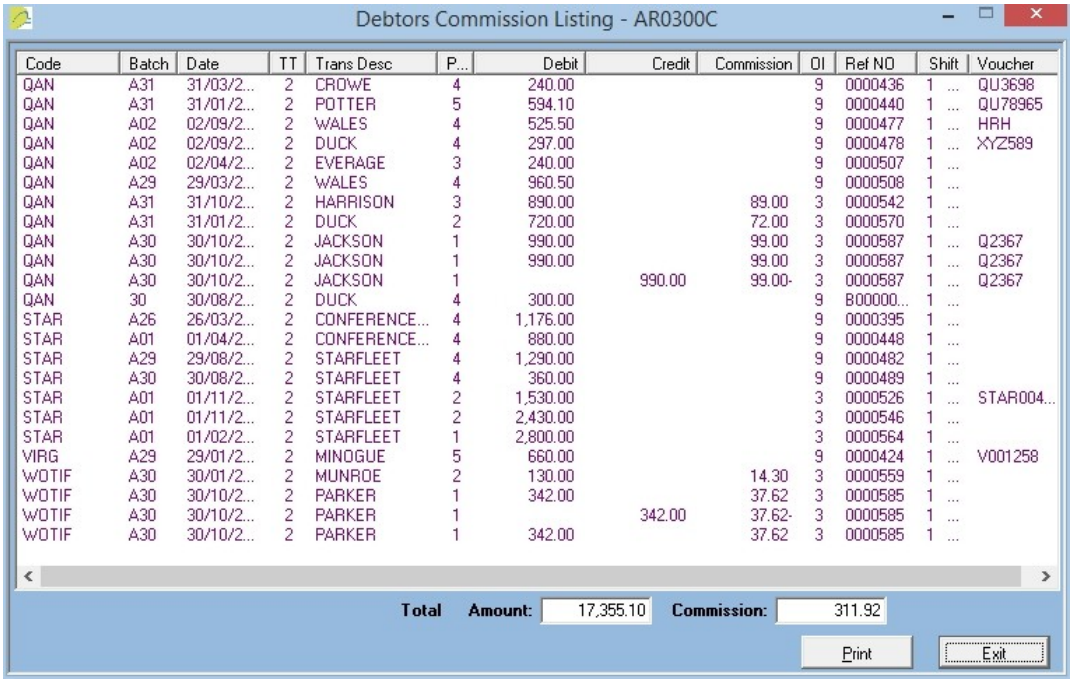
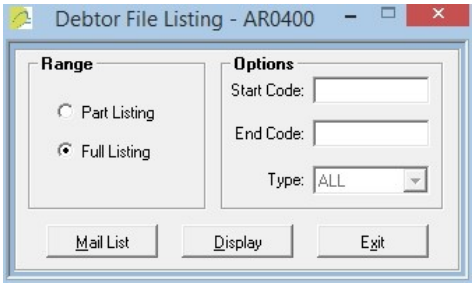


Code	Batch	Date	TT	Trans Desc	P...	Debit	Credit	Commission	OI	Ref NO	Shift	Voucher
QAN	A31	31/03/2...	2	CROWE	4	240.00			9	0000436	1 ...	QU3698
QAN	A31	31/01/2...	2	POTTER	5	594.10			9	0000440	1 ...	QU78965
QAN	A02	02/09/2...	2	WALES	4	525.50			9	0000477	1 ...	HRH
QAN	A02	02/09/2...	2	DUCK	4	297.00			9	0000478	1 ...	XYZ589
QAN	A02	02/04/2...	2	EVERAGE	3	240.00			9	0000507	1 ...	
QAN	A29	29/03/2...	2	WALES	4	960.50			9	0000508	1 ...	
QAN	A31	31/10/2...	2	HARRISON	3	890.00		89.00	3	0000542	1 ...	
QAN	A31	31/01/2...	2	DUCK	2	720.00		72.00	3	0000570	1 ...	
QAN	A30	30/10/2...	2	JACKSON	1	990.00		99.00	3	0000587	1 ...	Q2367
QAN	A30	30/10/2...	2	JACKSON	1	990.00		99.00	3	0000587	1 ...	Q2367
QAN	A30	30/10/2...	2	JACKSON	1		990.00	99.00-	3	0000587	1 ...	Q2367
QAN	30	30/08/2...	2	DUCK	4	300.00			9	B00000...	1 ...	
STAR	A26	26/03/2...	2	CONFERENCE...	4	1,176.00			9	0000395	1 ...	
STAR	A01	01/04/2...	2	CONFERENCE...	4	880.00			9	0000448	1 ...	
STAR	A29	29/08/2...	2	STARFLEET	4	1,290.00			9	0000482	1 ...	
STAR	A30	30/08/2...	2	STARFLEET	4	360.00			9	0000489	1 ...	
STAR	A01	01/11/2...	2	STARFLEET	2	1,530.00			3	0000526	1 ...	STAR004...
STAR	A01	01/11/2...	2	STARFLEET	2	2,430.00			3	0000546	1 ...	
STAR	A01	01/02/2...	2	STARFLEET	1	2,800.00			3	0000564	1 ...	
VIRG	A29	29/01/2...	2	MINOGUE	5	660.00			9	0000424	1 ...	V001258
WOTIF	A30	30/01/2...	2	MUNROE	2	130.00		14.30	3	0000559	1 ...	
WOTIF	A30	30/10/2...	2	PARKER	1	342.00		37.62	3	0000585	1 ...	
WOTIF	A30	30/10/2...	2	PARKER	1		342.00	37.62-	3	0000585	1 ...	
WOTIF	A30	30/10/2...	2	PARKER	1	342.00		37.62	3	0000585	1 ...	

505b

6.4 File List



506

The File Listing window is accessed by clicking on the **File List** button once, in the **Accounts** menu. This Debtor file listing enables you to see all accounts on file.

Part Report
Select the starting and ending codes, or starting and ending rep codes for the report.

Full Report
List all debtors on file.

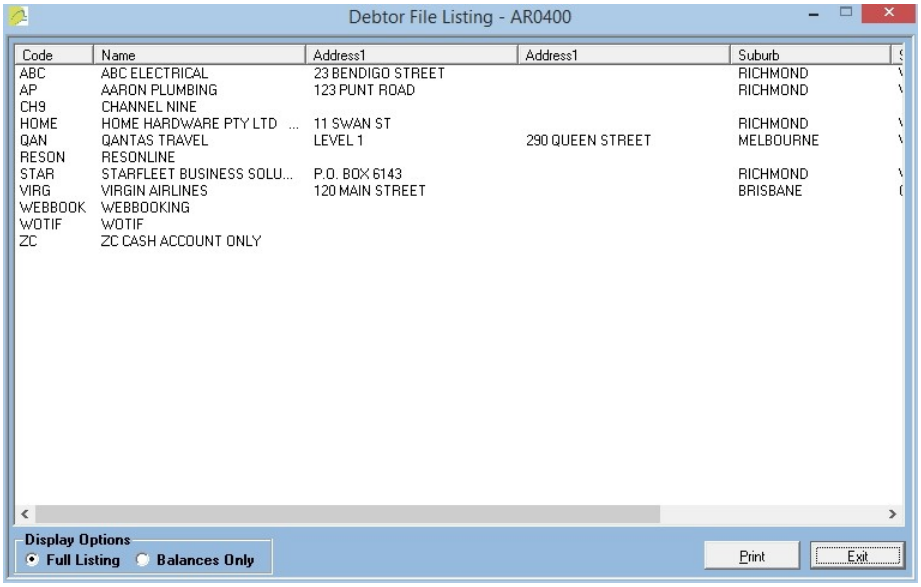
Start Code
If you selected a part report, enter the Debtor Code you wish to start the report with or leave blank for all.

End Code
If you selected a part report, enter the Debtor Code you wish to end the report with or leave blank for all.

Start Rep
Enter the Rep Code you wish to start the report with or leave blank for all.

End Rep
Enter the Rep Code you wish to end the report with or leave blank for all.

Type
Enter the type of debtor you want for the report or leave blank for all.
The following report will be displayed. The report can be sorted by any column by clicking on that columns heading. To print the report, click the print button once.



507

6.5 Trial Balance

508

The Trial Balance is accessed by clicking on the **Trial Balance** button once, in the **Accounts** menu.

This report is comprehensive and flexible. It combines sub-totals on the first character of the Debtor code (only for multiple company systems), provides a list of overdue accounts with contact names and phone numbers, and also can include transactions, so that the report can function as a statement.

Start Code
If you selected a part report, enter the Debtor Code you wish to start the report with or leave blank for all.

End Code
If you selected a part report, enter the Debtor Code you wish to end the report with or leave blank for all.

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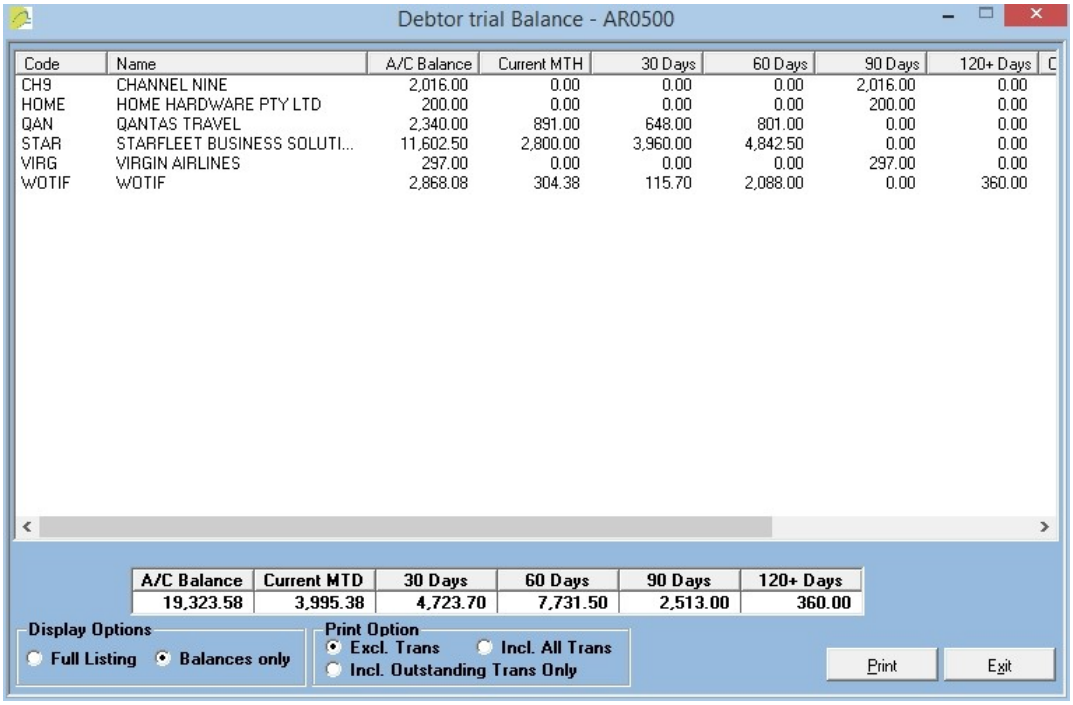
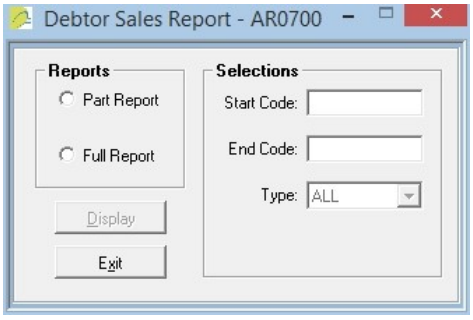
Type
Enter the type of debtor you want for the report or leave blank for all.
The following report will be displayed. The report can be sorted by any column by clicking on that columns heading. To print the report, click the print button once.
You have 3 different options when printing this report.

1. Exclude all transactions and only show the balance, i.e. following report.
2. Include only outstanding transactions
3. Include all current transactions



509

6.6 Sales Report



510

The Debtors Sales Report is accessed by clicking on the **Sales Report** button once, in the **Accounts** menu.

The purpose of this program is to provide sales and cost-of-sales for the month-to-date, year-to-date and previous year.

Sub-totals are provided on a change in the first character of the Debtor's code (for multiple company systems), as well as an overall total.

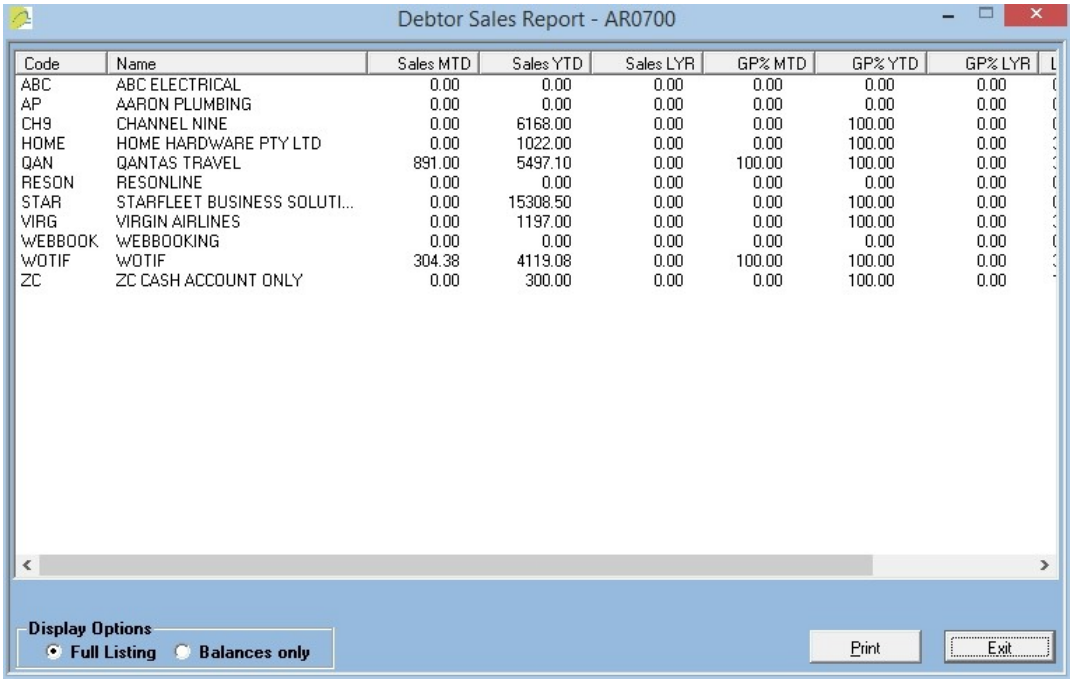
The program can provide a summary report which prints only the sub-totals and overall totals, and a full report where Debtors with no sales are optionally included.

Part Report
Select the starting and ending codes, or starting and ending rep codes for the report.

Full Report
List all sales on file.

Start Code
If you selected a part report, enter the Debtor Code you wish to start the report with or leave blank for all.

End Code
If you selected a part report, enter the Debtor Code you wish to end the report with or leave blank for all.
The following report will be displayed. The report can be sorted by any column by clicking on that columns heading. To print the report, click the print button once.



Code	Name	Sales MTD	Sales YTD	Sales LYR	GP% MTD	GP% YTD	GP% LYR
ABC	ABC ELECTRICAL	0.00	0.00	0.00	0.00	0.00	0.00
AP	AARON PLUMBING	0.00	0.00	0.00	0.00	0.00	0.00
CH9	CHANNEL NINE	0.00	6168.00	0.00	0.00	100.00	0.00
HOME	HOME HARDWARE PTY LTD	0.00	1022.00	0.00	0.00	100.00	0.00
QAN	QANTAS TRAVEL	891.00	5497.10	0.00	100.00	100.00	0.00
RESON	RESONLINE	0.00	0.00	0.00	0.00	0.00	0.00
STAR	STARFLEET BUSINESS SOLUTI...	0.00	15308.50	0.00	0.00	100.00	0.00
VIRG	VIRGIN AIRLINES	0.00	1197.00	0.00	0.00	100.00	0.00
WEBBOOK	WEBBOOKING	0.00	0.00	0.00	0.00	0.00	0.00
WOTIF	WOTIF	304.38	4119.08	0.00	100.00	100.00	0.00
ZC	ZC CASH ACCOUNT ONLY	0.00	300.00	0.00	0.00	100.00	0.00

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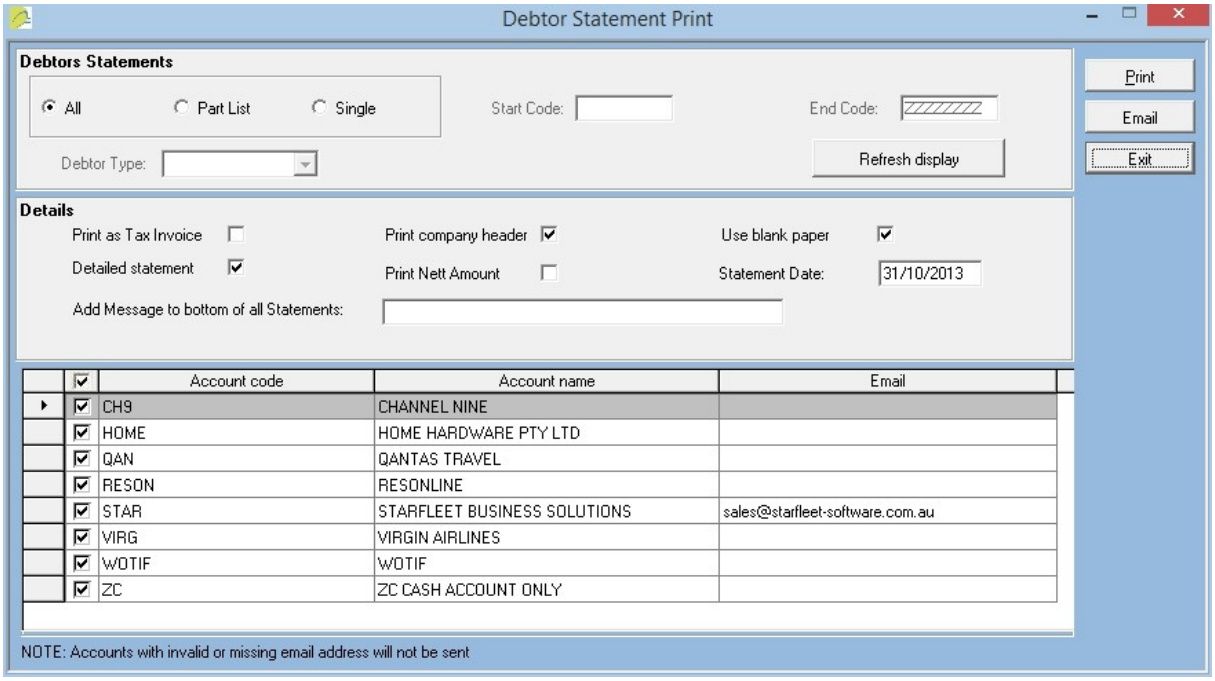
6.7 Statement Print



512

The Statement Print sub-menu is accessed by clicking on the **Statement Print** button, in the **Accounts** menu. The purpose of this sub-menu is to print statements for a range or all debtors.

All
Print all statements.

Part List
Select the starting and ending codes for the statements.

Single
The Start and End codes will be the same as it is only one Debtor statement will be selected.

Start Code: Enter in Debtor code to start from.

End Code: Enter in the Debtor code to end.

Debtor Type: Select the Debtor type, i.e. Travel Agent or Company. If printing Statements for All then do not select a debtor type

Refresh Display: Select this if any of the details have been changed.

Tick one or more of the options below to include in the statement:-
- Print as Tax Invoice
- Print Company Header
- Using Blank Paper (to print the statements on a blank paper)
- Detailed Statement (for a detailed statement printed)
- Print Net Amount (to print the net amount)

Statement Date
This enables you to be able to print your statements at any stage of the month and will include any invoices up to and including that date selected

Message
This program gives you the option of typing in a message on the statement (max 30 characters) that will appear on the bottom of the statement.

To Print the Statements select the Print button. To Email debtor, ensure all Debtors have valid email address entered on Debtor Information. The statement will be attached to the email as a PDF.

6.8 Month End

This procedure must be run at the end of every month so the balances in the debtors accounts are aged correctly.

At the end of month make sure you have reconciled your Debtors then print a Full Trial Balance with all transactions, Banking report and Statements.

The next step is to click on the File Check button just to check all the debtors accounts are showing the correct balances. Then proceed as detailed below.

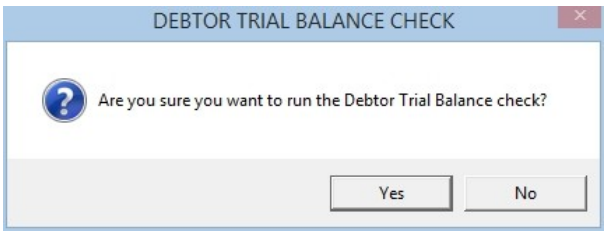
The End of Month menu is accessed by clicking on the **End Of Month** button once, in the **Accounts** menu.

513

*******End of Year is ONLY run at the end of the financial year. It is not necessary to run End of Month at the same time as End of Year will complete the process.*******

If you happen to go over the end of month for your statement printing with the dates available in the month end statement print area you are able to back date the statements to print at the end of the month.

At the end of month, this program must be run to age all Debtor Information by one month. Make sure you have reconciled your Debtors first then print a Full Trial Balance with all transactions, Banking report and Statements.



514

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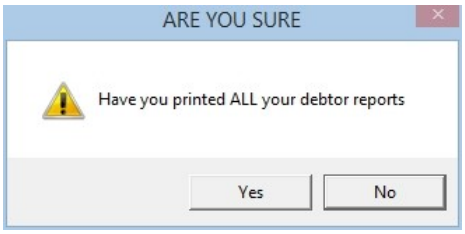
The screen following is displayed when the debtors trial balance check is complete

515

****<u>Ensure a backup is done first, and run this program ONCE only</u>!****

To run the End of Month procedure, select "End of Month", then select "Yes". You then click the Proceed button once.



516

The above message will appear for you to answer and then if you click Yes you will prompt the month end to start. It shouldn't take long, once the box disappears it has finished.

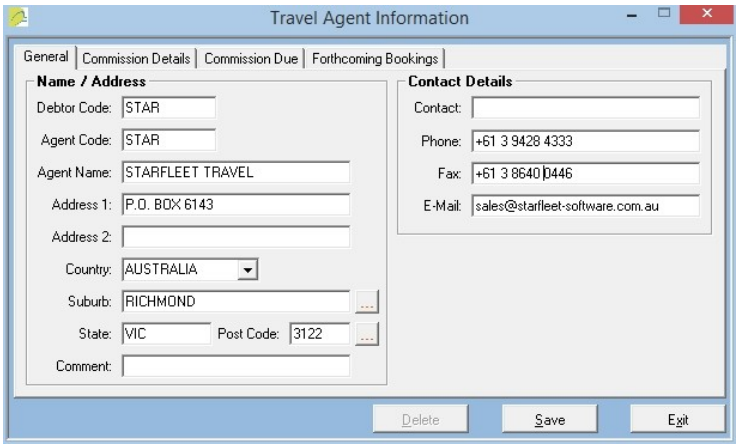
6.8.1 Month End Reconciliation Procedures

The following steps are only applicable to 'open item' Debtor Information. The purpose of reconciling Debtor Information is to clear the transactions, or invoices which have been paid or adjusted, without the payment or adjustment having been matched to an invoice in a Debtor account. The steps to reconcile a Debtor account are as follows.

- Print A Debtor Trial Balance (refer to Trial Balance) 170
- Highlight Transactions
  Look for invoices and matching payments which have not been reconciled.
  ie: Reconciled invoices and matching payments will have a transaction type '9'. Any other invoices and matching payments which do not have these transaction types will need to be reconciled manually. For example an invoice may have a transaction type '3' and the matching payment may also have a transaction type '3'.
- Begin The Debtor Reconciliation
  See Reconcile Debtor Account Payments 161 on how to reconcile debtors.

6.9 Travel Agent Information

This option allows you to setup Travel Agent information, pay commission to the Travel Agent, and display commission owing to the Travel Agent. The following screen is a display of all the Travel Agent details in the system. To add a new Travel Agent, select the Add button. Enter in the name, address and contact information, the debtor code if there is already a current one, if not then setup. The same code can be used for the Agent Code, select Save.

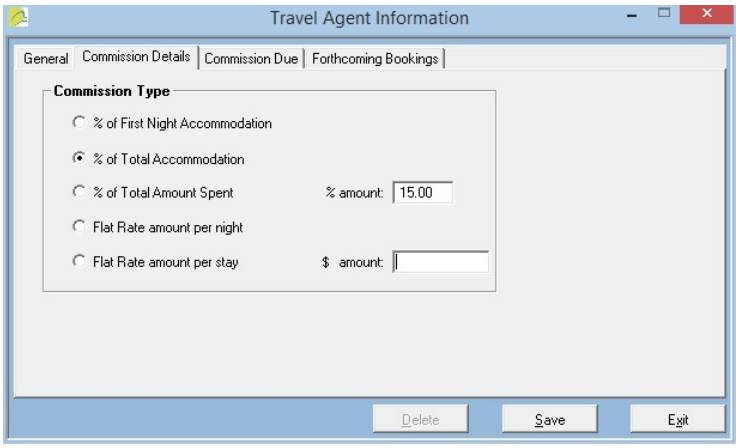


517

Commission Details

Here you select the type of commission that will be paid to the Travel Agent.

1. % of First night accommodation. – Regardless of how long the guest will stay, the agent will be paid a percentage of the first nights accommodation.
2. % of Total accommodation. – A percentage of the guests total accommodation will be paid to the travel agent.
3. % of Total amount spent. – A percentage of the total amount of the guests bill will be paid to the travel agent.
4. Flat rate per night. – A flat rate will be paid to the travel agent regardless of what the guest will spend per day.
5. Flat rate per stay. – A flat rate will be paid to the travel agent regardless of what the guest will spend for their entire stay.



518

Commission Due

The commission due tab will display all commission due to the travel agent. Only those reservations that have been checked out will be displayed here.

To pay an agent, all you have to do is double click in the 'Paid' column of the row you want. You can select as many entries as you like. You then select the Pay Agent button.

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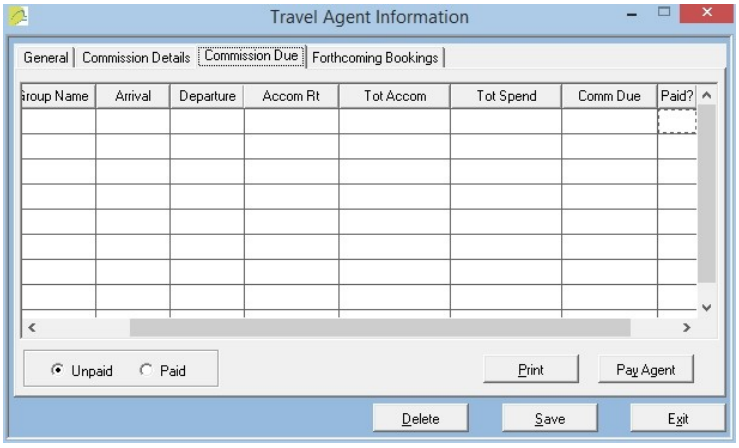
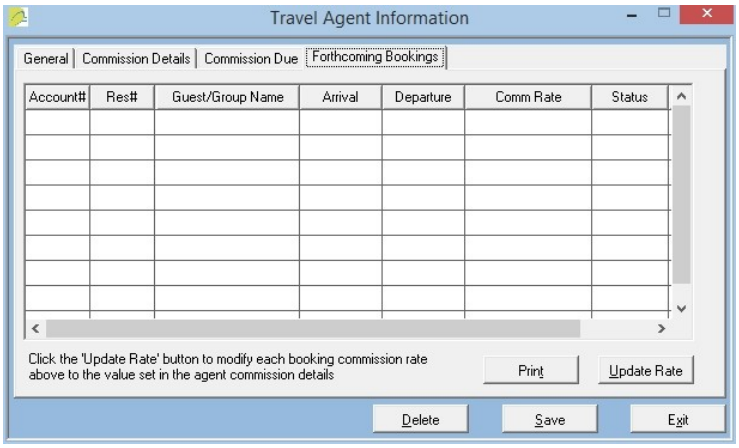


519

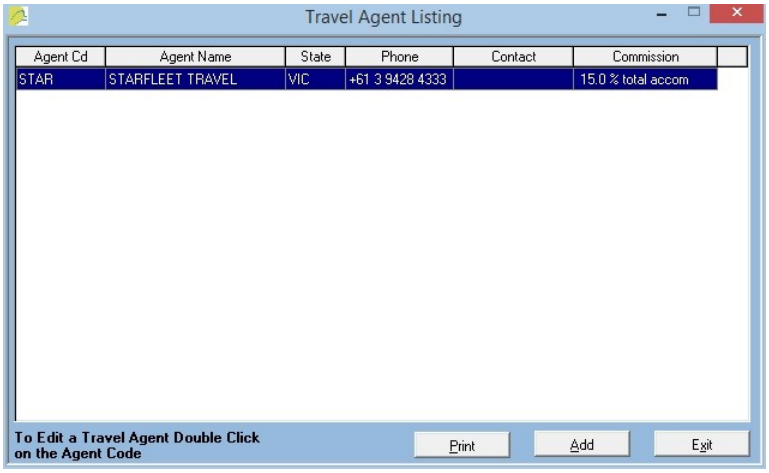
Forthcoming Bookings

The following screen will display any forthcoming bookings that the travel agent has made.



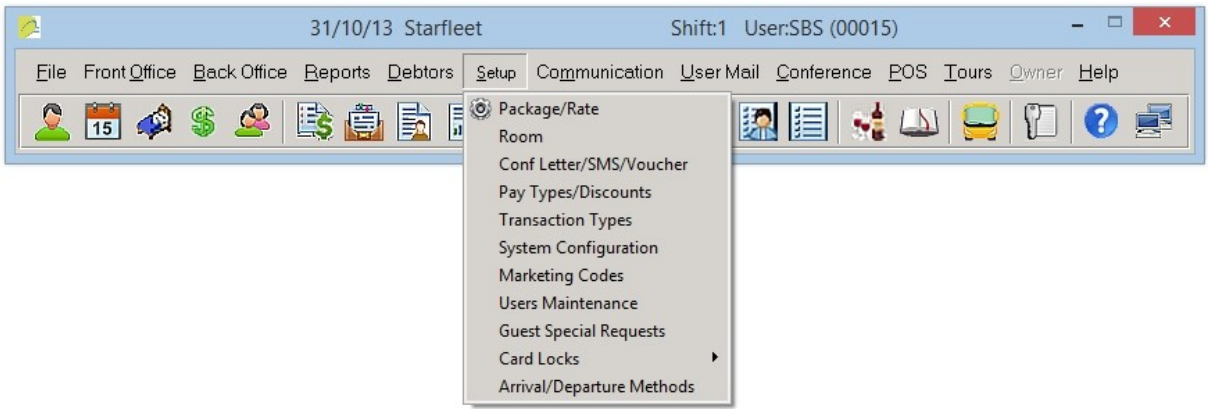
520

To edit a travel agent, double click on the agent code to open the information screen and add/edit any of the details.



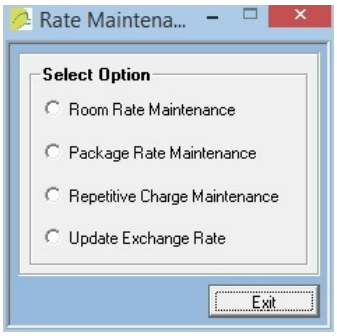
521

7 Set Up



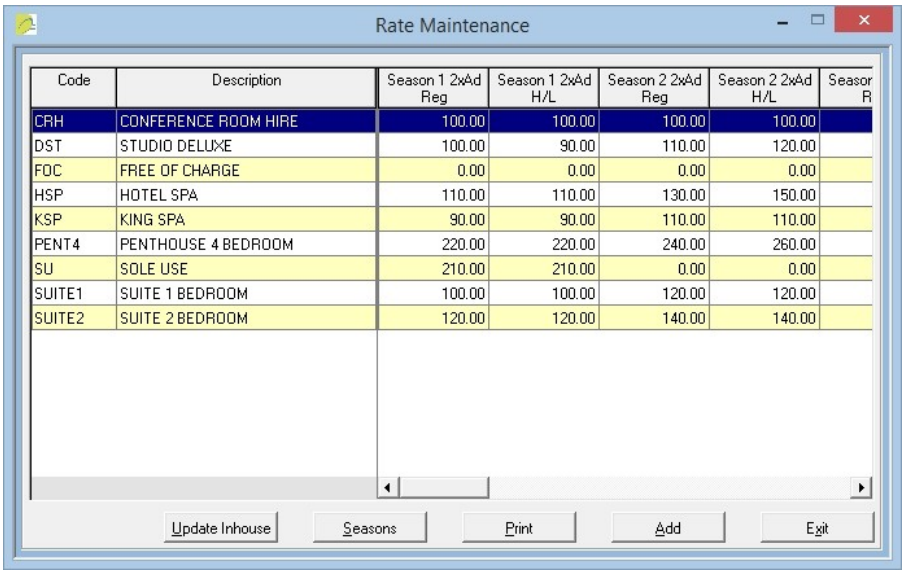
222

7.1 Package/Rate



223

To setup Room and Package Rates select **Setup -> Package/Rate**. The above screen will display. Select the option you require to create, change or delete rates as required. If you select **Room Rate Maintenance**, the following screen appears.



Code	Description	Season 1 2xAd Reg	Season 1 2xAd H/L	Season 2 2xAd Reg	Season 2 2xAd H/L	Seasor R
CRH	CONFERENCE ROOM HIRE	100.00	100.00	100.00	100.00	
DST	STUDIO DELUXE	100.00	90.00	110.00	120.00	
FOC	FREE OF CHARGE	0.00	0.00	0.00	0.00	
HSP	HOTEL SPA	110.00	110.00	130.00	150.00	
KSP	KING SPA	90.00	90.00	110.00	110.00	
PENT4	PENTHOUSE 4 BEDROOM	220.00	220.00	240.00	260.00	
SU	SOLE USE	210.00	210.00	0.00	0.00	
SUITE1	SUITE 1 BEDROOM	100.00	100.00	120.00	120.00	
SUITE2	SUITE 2 BEDROOM	120.00	120.00	140.00	140.00	

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Double click on a line to edit or delete the rate already loaded into the system. Or click on **Add** to insert a new rate. See Special Rates 181 for information.

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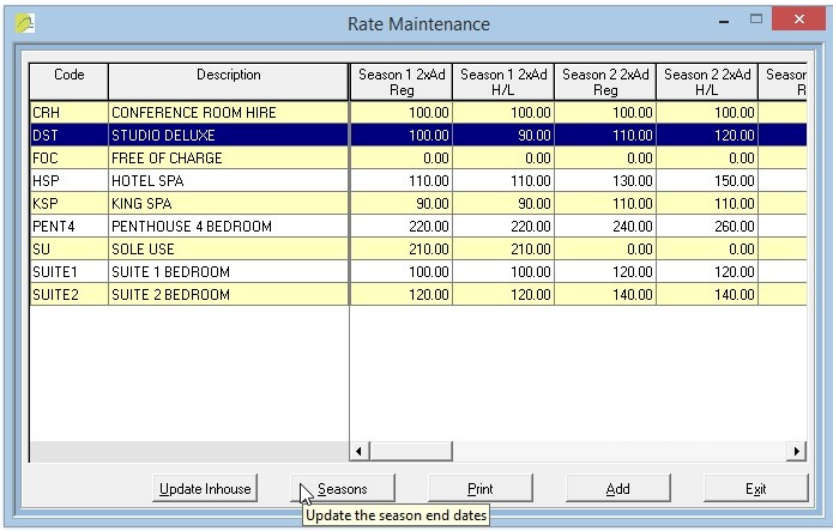
7.1.1 Update In House

When a rate code is updated the current In House guest reservations can be altered to reflect the new rate. Select the **Update In House** button to do this automatically.

7.1.2 Seasons



Code	Description	Season 1 2xAd Reg	Season 1 2xAd H/L	Season 2 2xAd Reg	Season 2 2xAd H/L	Seasor R
CRH	CONFERENCE ROOM HIRE	100.00	100.00	100.00	100.00	
DST	STUDIO DELUXE	100.00	90.00	110.00	120.00	
FOC	FREE OF CHARGE	0.00	0.00	0.00	0.00	
HSP	HOTEL SPA	110.00	110.00	130.00	150.00	
KSP	KING SPA	90.00	90.00	110.00	110.00	
PENT4	PENTHOUSE 4 BEDROOM	220.00	220.00	240.00	260.00	
SU	SOLE USE	210.00	210.00	0.00	0.00	
SUITE1	SUITE 1 BEDROOM	100.00	100.00	120.00	120.00	
SUITE2	SUITE 2 BEDROOM	120.00	120.00	140.00	140.00	

227

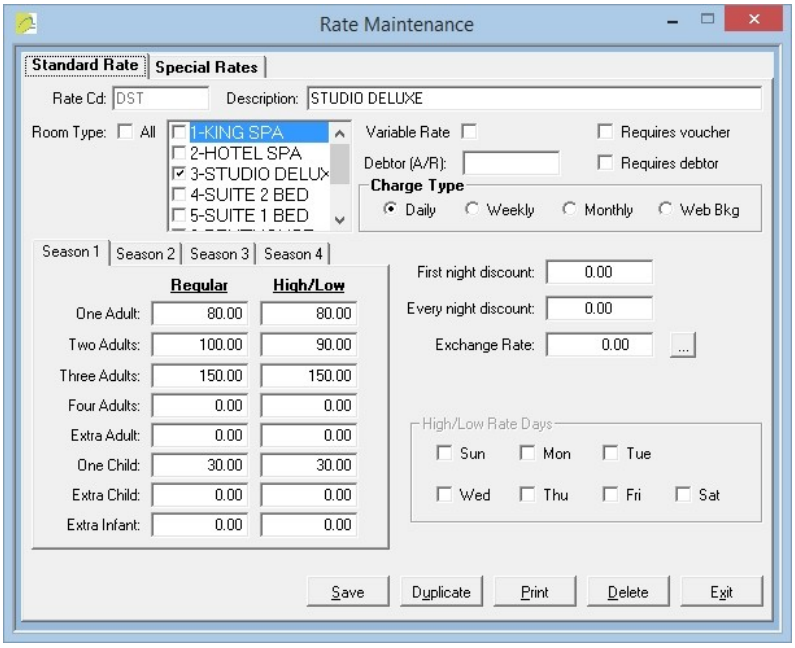
Rates can have seasons applied so you need to setup the dates of the season by clicking on the button at the bottom of the screen. You can then enter rates for up to 4 seasons - this can be four years or summer & winter seasons over two years or however you would like to work it. Once the season dates are entered when bookings are made they are automatically categorized into the appropriate season and those rates applicable to that season will appear in the rate drop down box.

If a guest stay overlaps the season changes, the rate is calculated at the starting season rate that applied on check in.

To set the seasons click on the season button. The window below is displayed which will enable you to set the seasons. The dates entered **MUST** be the **END** date of the season. Click Save, then Exit.

228

7.1.3 Add/Edit Rates



225

Rate Cd: Enter in abbreviated rate code, maximum of eight characters.
Description: Full description of the abbreviated rate code.
Room Type: If the rate code applies to all room types select All, or tick just the room type the rate code will apply to.
Variable Rate: If this option is selected it allows the user to alter the rate amount.
Requires Voucher: A voucher number is required on the reservation when this rate code is used.
Debtor (A/R): If the rate requires a A/R Debtor code enter it here. That rate will then only be useable with that Debtor.
Requires Debtor: Select if the rate code applies to a specific Debtor (i.e. Travel Agent or Company) tick this option.
Charge Type: Select how the rate is to be charged, Daily, Weekly, Monthly or Web Bkg (to be used with Starfleet Web Booking link).
First night discount: Enter the discount amount ($0.01 - $99.99) if offering this for the first night of a stay.
Every night discount: Enter the discount amount ($0.01 - $99.99) if offering this for every night of a stay.
Exchange Rate: Used only when room rates are in one currency and the local currency is in another. For example room rates might be in Rupiah (Indonesia) and the exchange rate is tied to $US. The exchange rate is also entered in Set Up->System Configuration-> Tax/Currency 215

> High/Low Rate Days are applied when there is a lower rate to be charged over part of the week and the remaining days has a higher rate. To select these days go to **System Configuration -> Daily Update** and tick the days to have the higher rate. If there is a rate that does not have a High/Low amount then have the same rate apply in both columns.

When making a booking for a period when the new seasons rates are not yet setup the rate code will be able to be selected however the amount will be zero and you will be prompted with a message asking if this is correct or not - if there should be a rate you will have to reselect the rate code as the blank code and input the rate manually or go in and setup the rates to continue with the booking. The blank code will be the top blue line when selecting the rate code field in reservation entry.

Duplicate will allow you to create a new rate code (with the number 1 on the code). The code and description can then be edited to suit.

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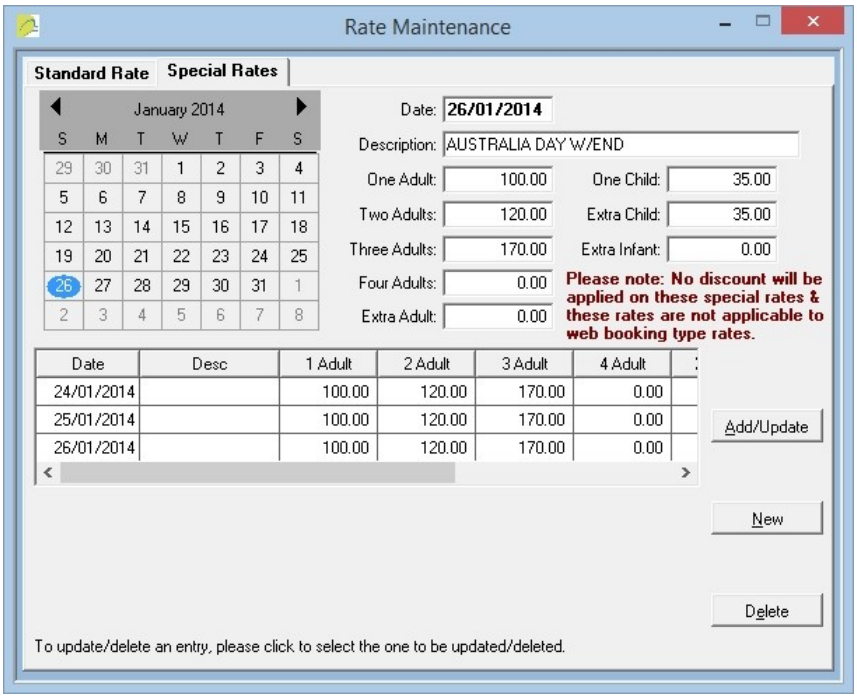
7.1.4 Special Rates

Click on the Special Rates tab, and the window below is displayed.



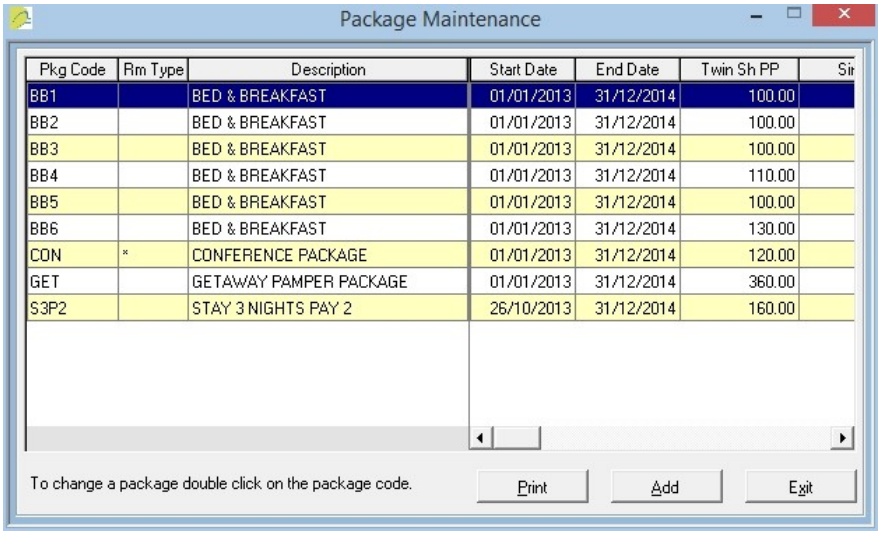
226

Enter, or select from the calendar, the date the Special Rate will apply, enter the Description i.e. Easter, Xmas or long weekend.
Here you can set special rates for the adults and children the same as setting up a rate code. These Special rates will be applied on the dates specified. If the guest has been arrived a few days before then the rate selected in the reservation will apply until the date of the special rate comes in to effect. The same applies if the guest is still In House after the dates of the special rate.

To exit this window, click on the Standard Rate tab.

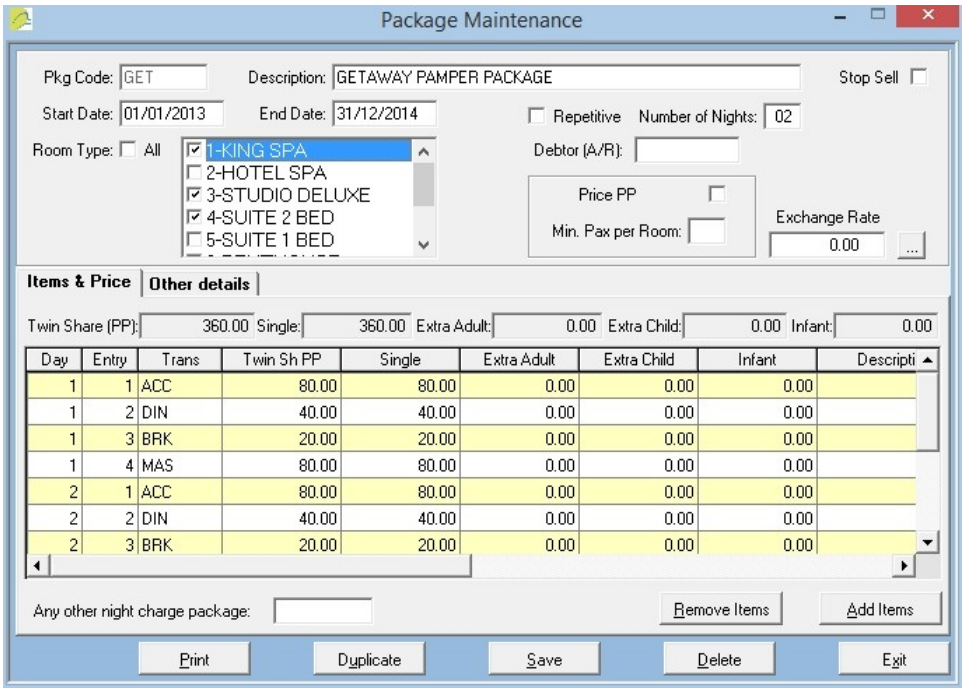
7.1.5 Package Rate Maintenance

A Package code is used when there are additional items i.e. breakfast and dinner are included



229

To change a package, double click on the package code. The window below is displayed.



230

Pkg Code: short description for package.
Description: package description.
Start Date: date the package rate will start.
End Date: date the package rate will end.
Stop Sell: by selecting this the package will not be available to select when making a reservation. Untick once the package can be sold again.
Repetitive: tick if package is to be charged
Number of Nights: enter the number of nights this package applies to.
Room Type: tick the room type the package applies to or select All if it applies to all room types.
Debtor (A/R): enter the Debtor Code if the package applies to a specific debtor.
Price PP: If selected this option will force all entries to be charged on a Per Person basis.
Min Pax per Room: The minimum pax per room in the case of Per Person charging.
Exchange Rate: If not using the local currency to sell rates and packages, enter the Exchange rate used to calculate the rate in local currency.
Items & Price: enter the items and prices included in the Package.
Twin Share (PP): the amount displayed is the price PER PERSON.
Single: the amount displayed is the price for SINGLE guest.
Extra Adult: the amount displayed is the price an extra adult.
Extra Child: the amount displayed is the price for an extra child.
Infant: the amount displayed is the price for an infant.
Remove Items: click on the item to highlight items, then select the Remove Items button
Add Items: click on to add additional items to the package.
Other Details: details entered here will display on the guest Conf letter. If no details are entered the information displayed will be the Package description.
Print: print a hard copy of the Package details.
Duplicate: this will duplicate the Package, the code will have 1 on the end. The code, description, item entries and amounts can edited or removed then saved.
Save: when the Package setup is completed
Delete: do not delete a Package rate that has already been used on a guest reservation. This will affect the historical reporting data.
Exit to return to the previous window.

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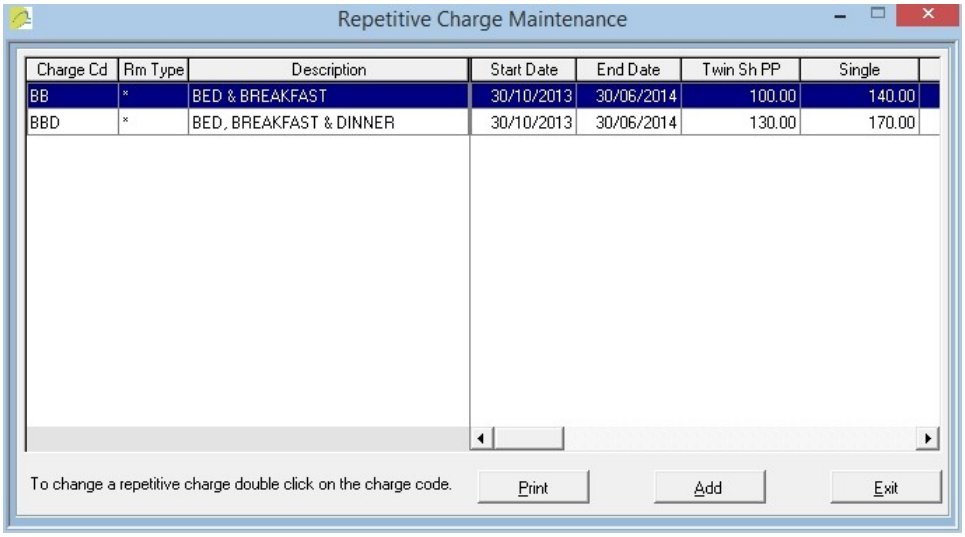
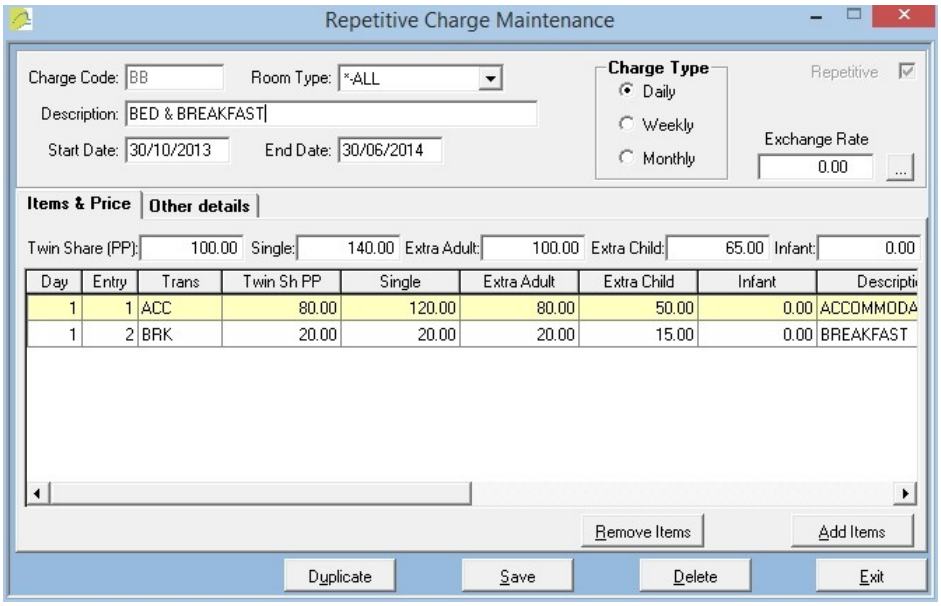
7.1.6 Repetitive Charge Maintenance

A Repetitive Charge can be setup and used when there is only one or two charges to apply to the guest account, i.e. Accommodation and Breakfast. These individual items will display on the guest account. When the individual items are not to be shown on the guest account use a Package rate, refer to Package Rate Maintenance 181.



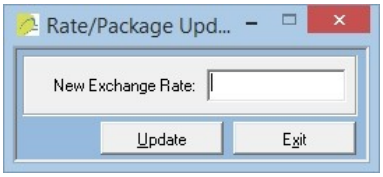
231

To edit double click on the code. Here you can add items, remove items, duplicate, save or delete charge. Click the exit button to return to the previous window.



232

7.1.7 Update Exchange Rate

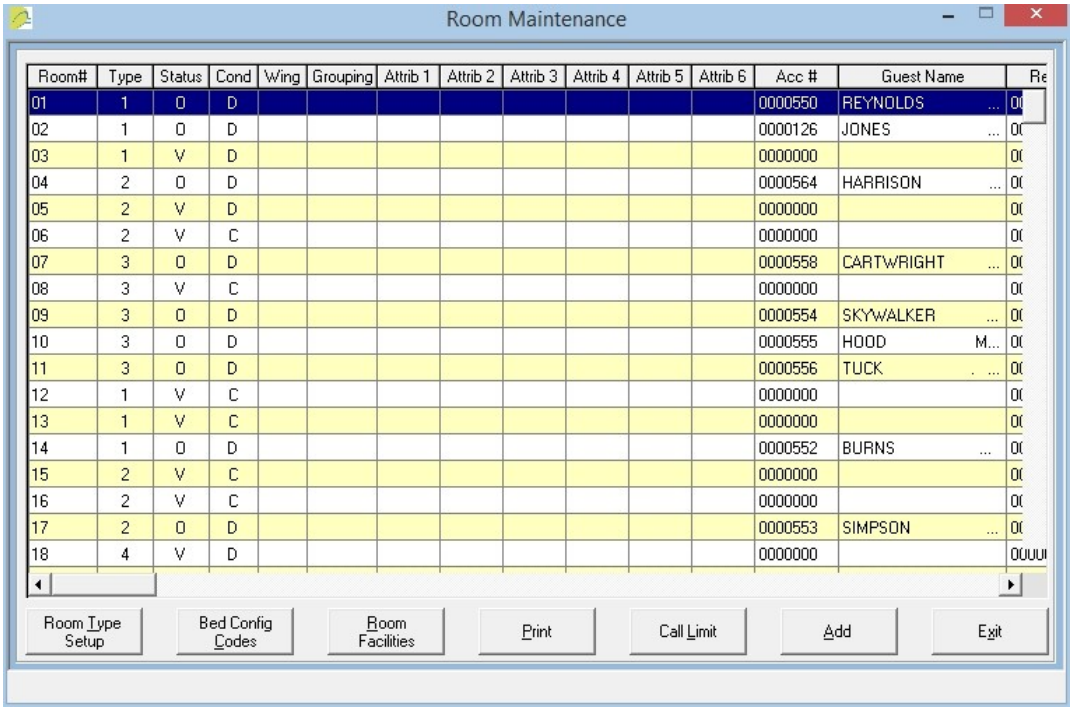


232a

This is linked to the room rates so when the exchange rate is changed the room rates change also to reflect the new exchange rate.

7.2 Room

The Room menu is accessed by selecting **Setup -> Room.** Rooms need to be added here first before they will display on the Room Allocation screen.



Room#	Type	Status	Cond	Wing	Grouping	Attrib 1	Attrib 2	Attrib 3	Attrib 4	Attrib 5	Attrib 6	Acc #	Guest Name	Re
01	1	O	D									0000550	REYNOLDS ...	0(
02	1	O	D									0000126	JONES ...	0(
03	1	V	D									0000000		0(
04	2	O	D									0000564	HARRISON ...	0(
05	2	V	D									0000000		0(
06	2	V	C									0000000		0(
07	3	O	D									0000558	CARTWRIGHT ...	0(
08	3	V	C									0000000		0(
09	3	O	D									0000554	SKYWALKER ...	0(
10	3	O	D									0000555	HOOD M...	0(
11	3	O	D									0000556	TUCK	0(
12	1	V	C									0000000		0(
13	1	V	C									0000000		0(
14	1	O	D									0000552	BURNS ...	0(
15	2	V	C									0000000		0(
16	2	V	C									0000000		0(
17	2	O	D									0000553	SIMPSON ...	0(
18	4	V	D									0000000		0000

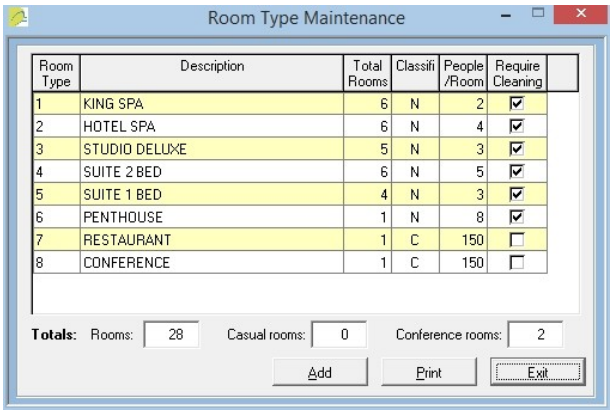
238

For room maintenance the numbers of all rooms (you can include Conference Rooms if you wish) and room types must be entered here. Information displayed in this section for each room includes status, condition, current guest name and next guest names and up to 6 room attributes. The Room Type **MUST** be added first before a new room can be created.

Click on the links below to access the information on Room Type Setup, Bed Configuration Codes, Room Facilities, Print, Call Limit, Add and Delete Room.

- Room Type Setup 184
- Bed Configuration Codes 186
- Room Facilities 186
- Print 187
- Call Limit 188
- Add New Room 188

7.2.1 Room Type Setup



Room Type	Description	Total Rooms	Classifi	People /Room	Require Cleaning
1	KING SPA	6	N	2	☑
2	HOTEL SPA	6	N	4	☑
3	STUDIO DELUXE	5	N	3	☑
4	SUITE 2 BED	6	N	5	☑
5	SUITE 1 BED	4	N	3	☑
6	PENTHOUSE	1	N	8	☑
7	RESTAURANT	1	C	150	☐
8	CONFERENCE	1	C	150	☐

233

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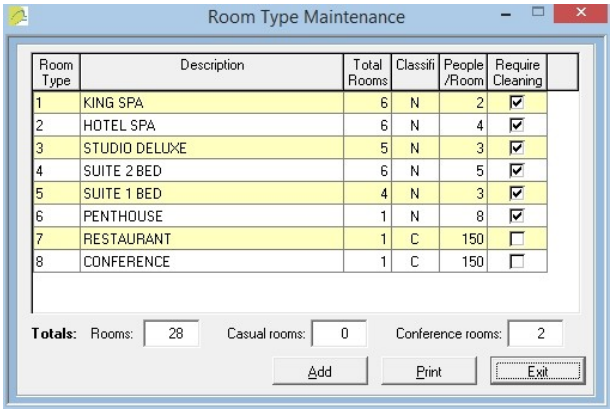
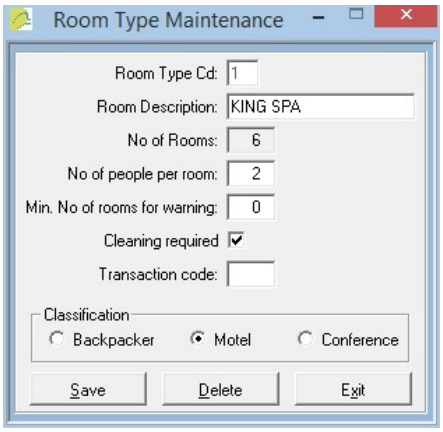
This option is used to setup room type descriptions. A maximum of 36 room types can be entered. The Room Types are numbered Alpha-numerically, 0 - 9 and A - Z.
The screen above displays the current room type configuration, listing room type, room type description, number of rooms of this type, **Classification Y = Casual rooms N = Motel rooms C = Conference rooms**, maximum number of persons per room and if cleaning is required.
Conference room types are not calculated in to the occupancy statistics. If adding Restaurant rooms to the room allocation screen then set these up with the Conference code C. The same can be done for 'dummy rooms' that are not Accommodation rooms.



235

Click on the Add button to add new room types or double click on a current room type to edit or delete. The screen below will be displayed.



236

Room Type Cd
This will be Room Type code/number. This is between 0 - 9 or A - Z

Room Description
Enter the room type description.

No of Rooms
This field will populate itself once Rooms have been created, it can not be changed manually.

Number of People per Room
Enter the number of people this room will accommodate.

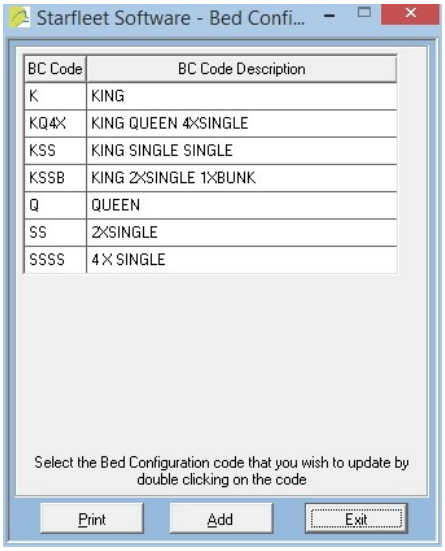
Min No of Rooms for warning
This will allow you to set the minimum number of rooms in the Availability screen in the Front Office menu. When a room type reaches this set number of rooms the colour of available rooms will change from black to red indicating to staff low levels of rooms.

Transaction Code
To use a different accommodation transaction code other than default, during night audit posting.

Dummy Room
If a 'Dummy Room' is required that is not to be used as an Accommodation room, the room type MUST be setup as a Conference Room. Conference Room reservations are not included in occupancy statistics, therefore any 'reservations' entered in this dummy room will not be included in the Occupancy Statistic reporting.

7.2.2 Bed Configuration Codes

Click on the **Bed Configuration Codes** button, and the following screen will be displayed. These configuration codes can then be selected in the guest reservation. This information will display on the Housekeeping report so the bedding configuration can be setup as requested before the guest arrives.



239

To change or edit a bed configuration code, select the code, then double click. The window below will be displayed. Here the Bed Configuration Code or description can be edited. Click the Save button to save the changes or click the Delete button to delete the code all together. Click the Exit button to return to the previous code.

240

7.2.3 Room Facilities

Click on the **Room Facilities** button, and the window below will be displayed. This setup is used to display on your website when using ***Starfleet* On Line Web Booking** link.

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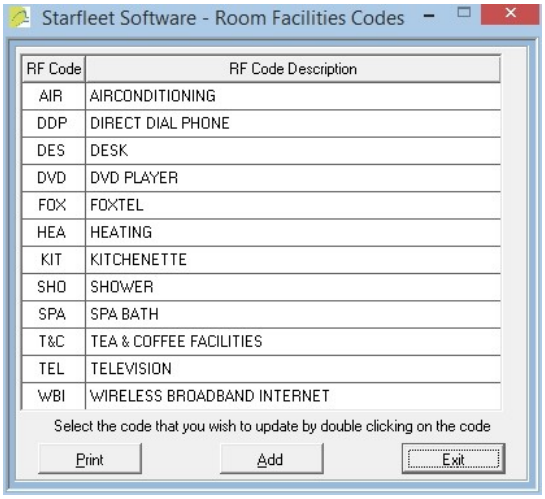
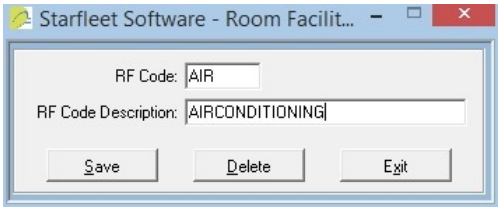


241

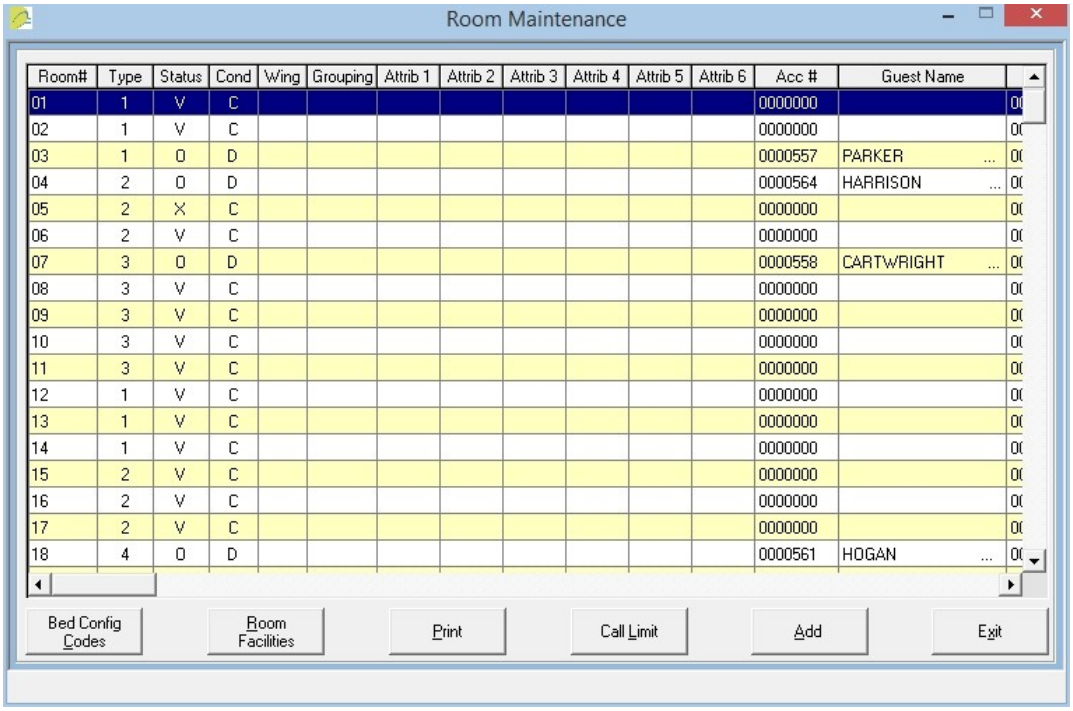
Select the code you wish to change, then double click. The window below will be displayed to enable you to edit or delete a code. If the code is new, click on the add button, then add the code, and description, then save.



242

7.2.4 Print

To print a listing of rooms and their details, press the print button once . This will generate a complete listing of rooms in your system.

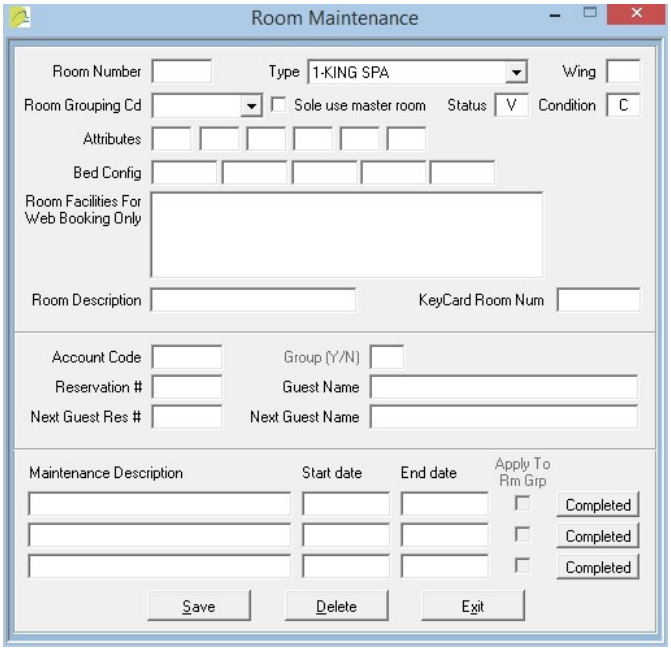


252

7.2.5 Call Limit

To use this option go to Communication ->PABX ->Set Call Limit. Refer to Set Call Limit 226 to setup.

7.2.6 Add New Room



244

Room number
Enter the number of the room you wish to add to the system. Eg: 01.
If a PABX is connected to this system, and the translation table (refer to PABX setup) is not in use, room numbers must correspond to the PABX extension numbers.

Type
Select the Room Type refer to: Room Type Setup 184 if not already created.

Wing
This is used if you wish to group different room types and rooms into a wing. This may be a separate building or just a floor or part of a floor. This is useful for housekeeping reports if you wish to allocate an area for each person to clean and then you can print rooms by wing.

Room Grouping Code
This is used for Backpacker accommodation or if you have a backpacker style setup in a couple of rooms. Each bed will be setup as a room and can be grouped together to book the room as 'Sole Use'. eg room "100" has 4 beds setup as 4 room numbers (100A,100B,100C,100D) If the sole use option is setup and someone would like to have a room to themselves, by ticking the sole use check the system will take all that GROUP "100" out and allocate to the one guest.

Sole use master room
This only applies if there are two rooms that interconnect and can be booked as one reservation, i.e. a two bedroom and one bedroom can be booked as one three bedroom. The Master Room is the 'main' room. See Sole Use Set Up 189

Status
The Status will default to V - Vacant when setting up a new room. **V – Vacant, O – Occupied, X – On Maintenance**.

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Condition
The Condition will default to C - Clean when setting up a new room. **C - Clean, D - Dirty**.

Attributes
Enter the room types three characters code attributes, up to six attributes are available

Bed Config
Enter the room setup here. (eg 1D2S – 1 double bed, 2 single or 0D4S – 0 double beds, 4 single beds) Some rooms will be able to be made up in a number of ways. This will then be shown on the housekeeping report. It is suggested that the most common setup be placed in the first box. Refer to Bed Configuration Codes 186 to setup.

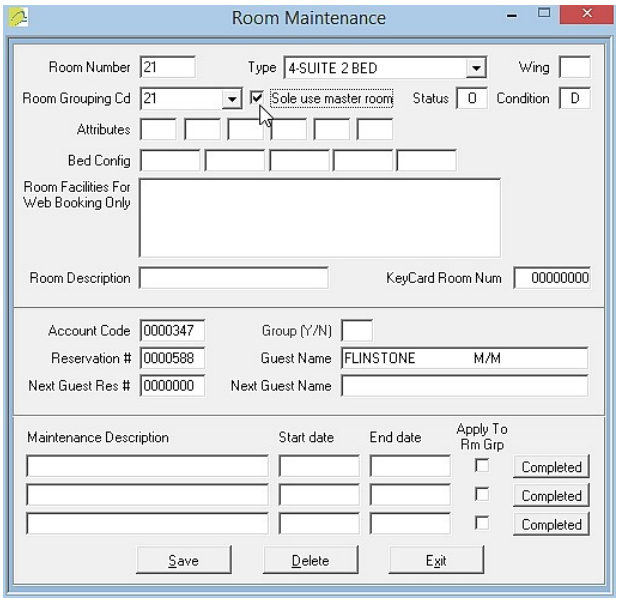
Room Facilities for Web Booking Only - refer to Room Facilities 186 for information.

Maintenance
Rooms can be put in maintenance from the room allocation screen in Front office. This is done by double clicking on the room number in the Room Allocation screen. Enter the details in the Room Maintenance screen that will appear.

7.2.7 Sole Use Set Up

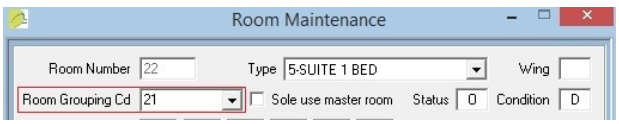
Sole Use is used when there are interconnecting rooms that can be booked as a larger Apartment for one reservation. When setting up one room is selected as the 'Master Room'. The Room Grouping code can be the 'Master' room number. The second room also has the same Room Grouping code. When a reservation is made the option 'Sole Use' is selected. This will then link the rooms by the Room Grouping code.

The 'Master' room has **Sole use master room** ticked. Room Grouping code is the room number.



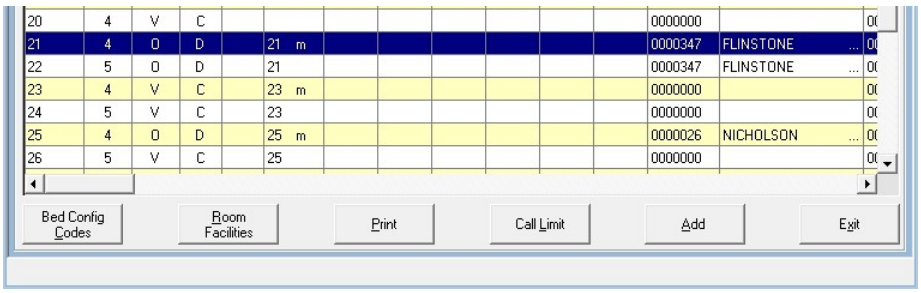
245a

The second room has the same Room Grouping code as the Master room.



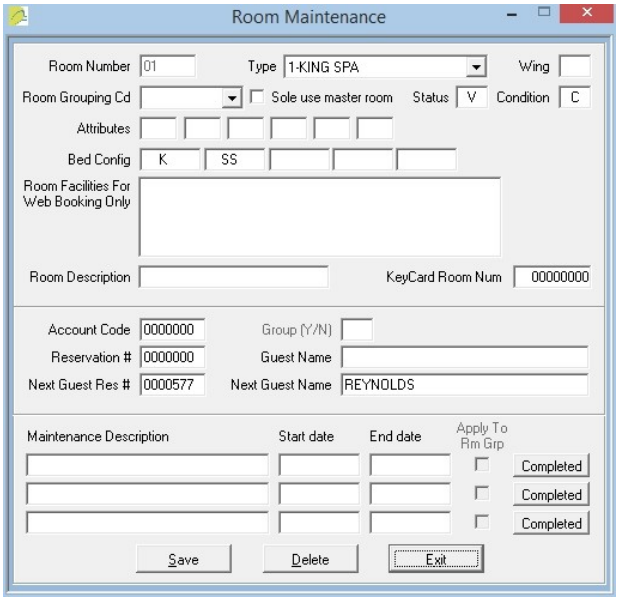
245b

The Room Maintenance screen will display the 'Master' room with a m in the Room Grouping Code column.



245c

7.2.8 Change Room Details



246

If you need to change any room details you may do so by double clicking on the room number on the Room Maintenance screen to open the above screen. Select the field to change or enter details.

Room number
The room number can not be changed.

Type
Enter the Room type (i.e.: - 9 corresponding to the room types setup in Room Type Maintenance).

Status
Enter the status of the room (i.e.: V = Vacant or O = Occupied). Always check the status if guests are already in house prior to changing any room status to be vacant.

Condition
Enter the condition of the room (i.e.: C = Clean or D = Dirty)

Account code
The account code of the current guest is displayed in this section.

Reservation number
The reservation number of the current guest is displayed in this section.

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Guest name
Displays the name of the guest currently occupying this room.

Wing
This is used if you wish to group different room types and rooms into a wing. This may be a separate building or just a floor or part of a floor. This is useful for housekeeping reports if you wish to allocate an area for Housekeeping to clean and then you can print rooms by wing.

Room Grouping Cd
This is used when there is a sole use or backpacker set up. There will be a number of beds in the room, i.e.four. The room number could be 25 so the beds or 'rooms' would be numbered 25A, 25B, 25C, 25D. These four beds will then display as separate 'rooms' on the Room Allocation screen. The Room Grouping code will then be 25. This will then link the four beds together as one room for the purpose of a sole use booking allowing the guest/s sole use. Tick the option 'Sole Use' when entering the reservation, refer to Sole Use Set Up 189 and Backpacker Bookings 64.

Next guest Res
Displays the reservation number of the next guest allocated this room.

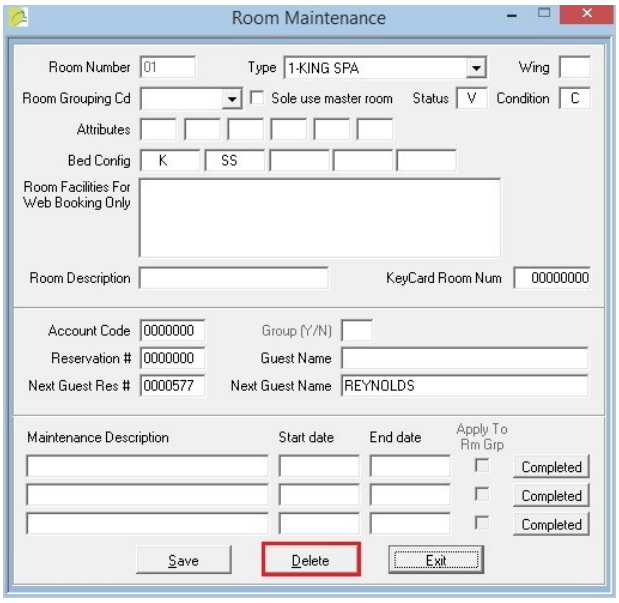
Next guest
Displays the name of the next guest allocated this room.

Attributes
Enter up to six 3 character room attribute codes. Use the first attribute to indicate anything that is special regarding this room i.e. smoking or non smoking room (eg: N/S = Non Smoking Room) as this will appear above the room number when allocating rooms and next to the room number on Room Availability screen in Quick Vacancy.

7.2.9 Room On Maintenance

More details refer to Room Maintenance 79

7.2.10 Deleting a Room



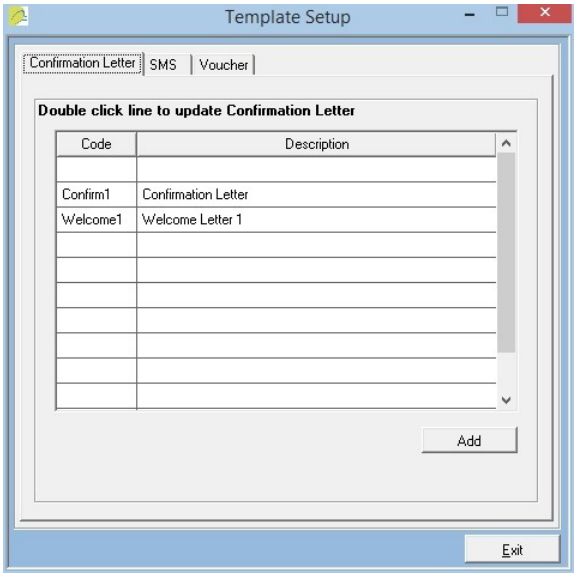
249

To delete a room simply double click on the room you wish to delete and select the Delete button. You will then have to confirm that you wish to delete this room. **Rooms with future bookings can not be deleted. These bookings will need to be transferred to another room first.**

7.3 Conf Letter/SMS/Voucher

7.3.1 Confirmation Letter

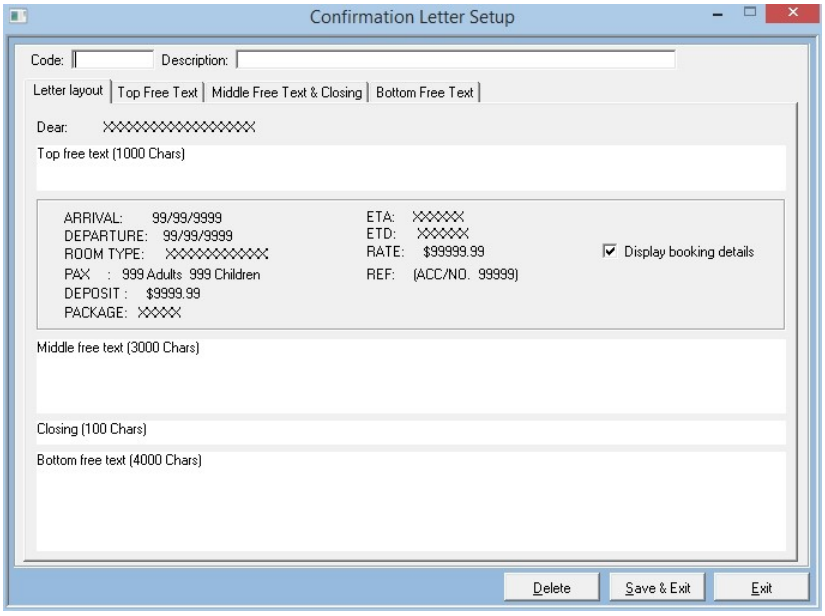
Customize your own Confirmation or Welcome letters. To edit an existing Confirmation letter, double click on the line to open the letter. Edit/Change details or Delete if required, Save & Exit. Refer to Set Up -> System Configuration -> Conf Letter 205 for configuration details.



250

Select Add to create a new Welcome or Confirmation Letter, enter a code to use for the letter ie: Confirm1 and Description. Confirmation letter layout allows for free text to be entered in three areas, **Top Free Text**, **Middle Free Text & Closing** and **Bottom Free Text**. Click on each of these headings to enter your required text in these fields.

Tick **Display booking details** will show these details on the letter, then Save & Exit.



250a

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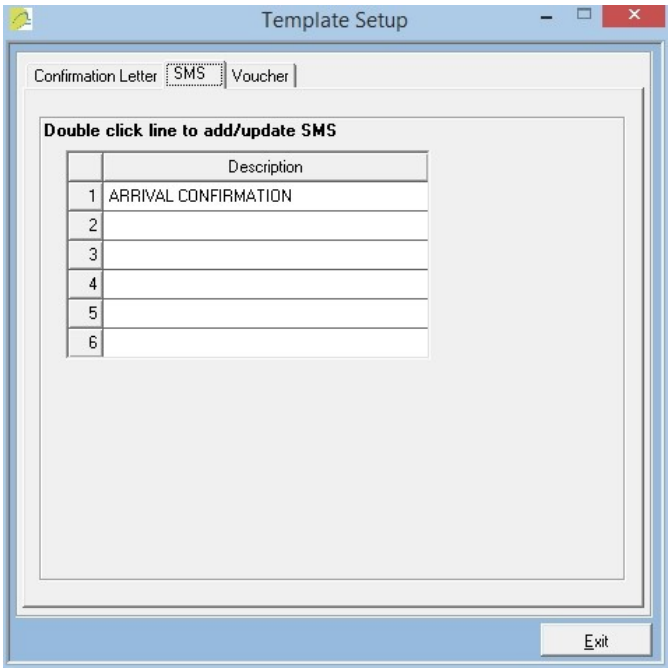
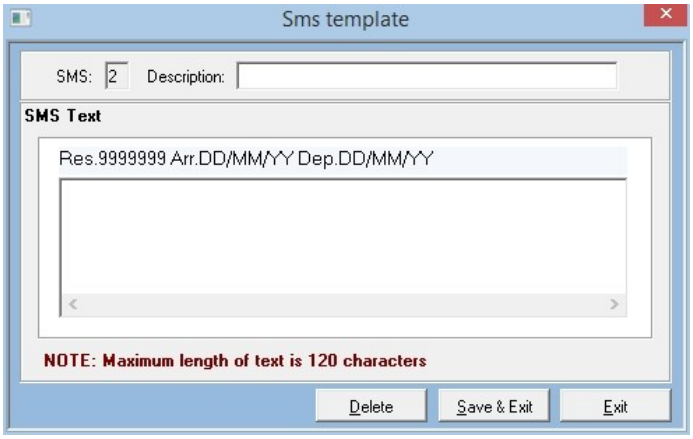
7.3.2 SMS

Double click on a blank line to create or edit an SMS message template.



250b

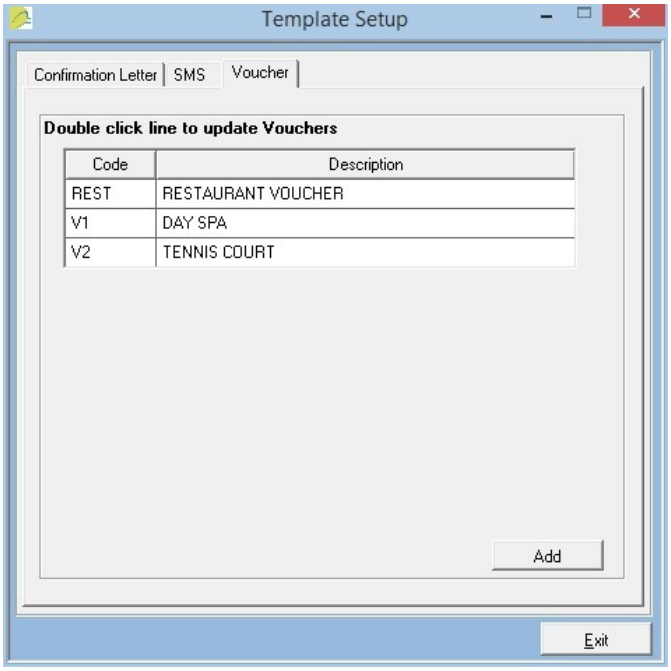
Enter a description for the SMS you wish to send. Do not type past the end of the screen, use the <enter> key to return to the start of the next line.
Please contact Starfleet to set up your account before using this option.



250c

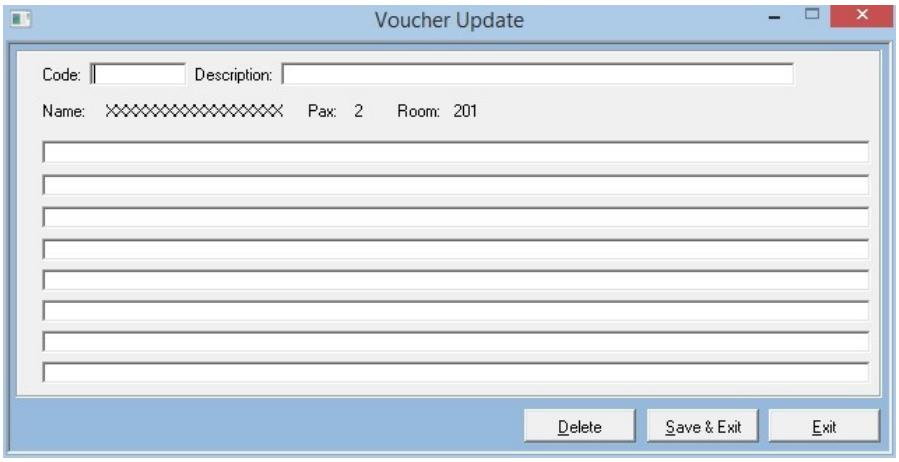
7.3.3 Voucher

The Vouchers tab gives us the option of creating different Vouchers to be issued to Guest's much in the same way as the Confirmation Letter. The option to prompt for voucher print on Check In is available and existing vouchers can be edited or deleted by double clicking on the description line. Refer to Printer Set Up 18 to set specific printer for vouchers.



251

Click Add to create new voucher. Enter Code and description. When entering text do not type past the end of the line, use the mouse cursor to start on a new line. Save & Exit.



251a

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7.4 Pay Types/Discounts

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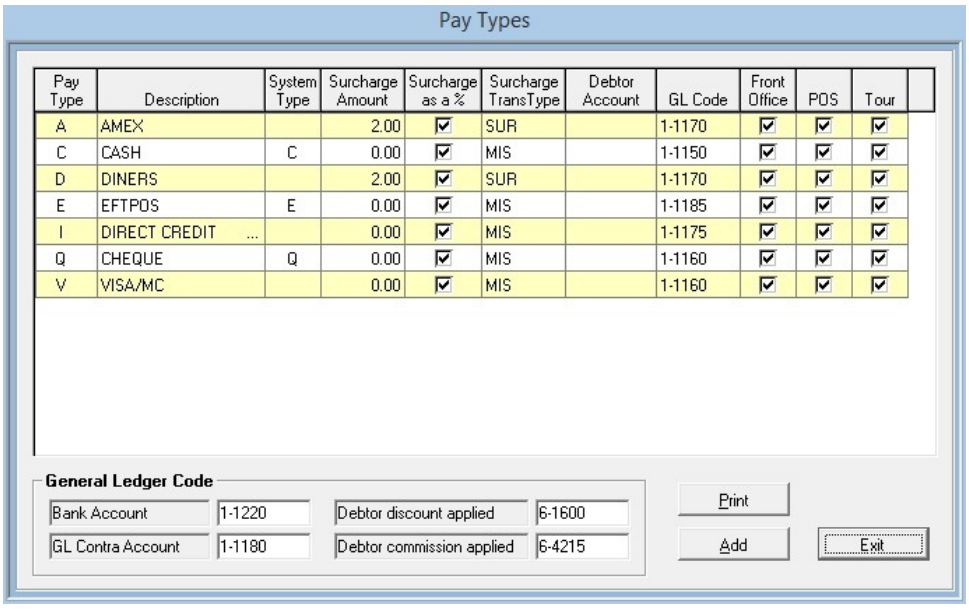
This menu is accessed by selecting the Pay Types / Discounts button. Payment types used in the Front Office System are setup using this program.

There are two options to select from. Select one of the following for more information:

- Change Pay Type 195
- Change Discount 197

7.4.1 Change Pay Types

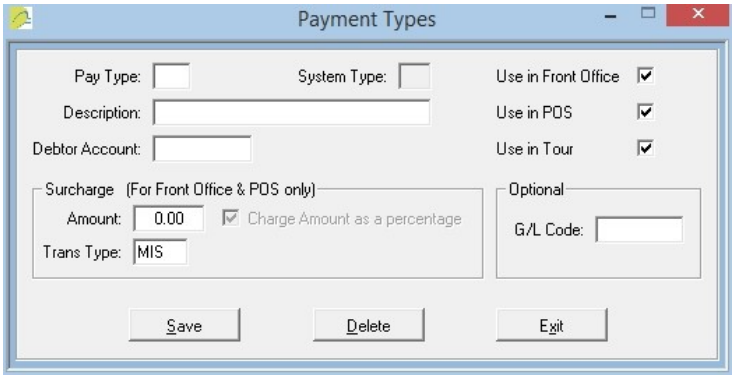
Change Pay Types will display the following screen.



Pay Type	Description	System Type	Surcharge Amount	Surcharge as a %	Surcharge TransType	Debtor Account	GL Code	Front Office	POS	Tour
A	AMEX		2.00	☑	SUR		1-1170	☑	☑	☑
C	CASH	C	0.00	☑	MIS		1-1150	☑	☑	☑
D	DINERS		2.00	☑	SUR		1-1170	☑	☑	☑
E	EFTPOS	E	0.00	☑	MIS		1-1185	☑	☑	☑
I	DIRECT CREDIT ...		0.00	☑	MIS		1-1175	☑	☑	☑
Q	CHEQUE	Q	0.00	☑	MIS		1-1160	☑	☑	☑
V	VISA/MC		0.00	☑	MIS		1-1160	☑	☑	☑

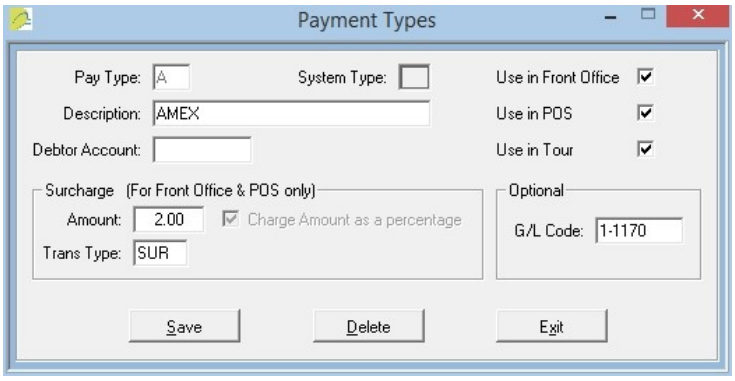
254

Select Add to create a new pay type. To setup a Surcharge refer to Credit Card Surcharge 196. G/L (General Ledger Code) must be entered if using Accounting link, refer to separate documentation if using this module.



255

To edit an existing pay type double click on the pay type, the following screen will display. Edit or add the information, Save and Exit.

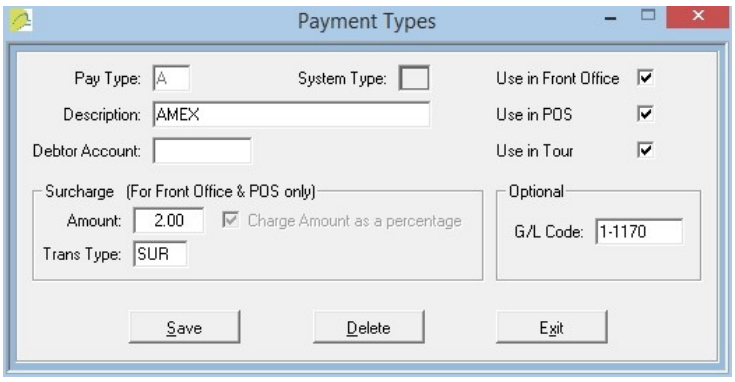


256

To delete select the Delete button. It is recommended not to delete any Pay Type that has previously been used. By unticking Use in Front Office, Use in POS and Use in Tour, this will disable the Pay Type. The Pay Type then can not be accessed but the past history is kept intact. A Pay Type that has not been used can be deleted if not required.

7.4.2 Credit Card Surcharge

You may wish to have a Credit Card Surcharge applied to some credit card types. Add a new Transaction Type and this can be named SUR - C/C SURCHARGE, select DR (debit) and apply GST. Now in SETUP go to Pay Types/Discounts -> Change Pay Type. Double click on the Credit Card to apply the Surcharge to. Enter in the Surcharge percentage and select the SUR transaction.



256a

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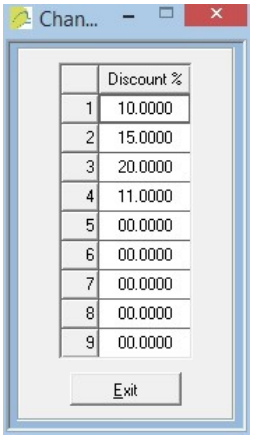
7.4.3 Discounts

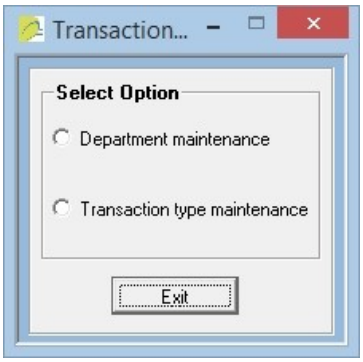
If you wish to set Discount amounts select Change Discount Types and, the next screen will appear. These discount codes (1 – 9) are used to calculate percentage discounts in programs such as Reservations. These Discount amounts need to be entered if a Commission amount is to be applied to a Debtor as this also used for the Commission amount.



257

7.5 Transaction Types

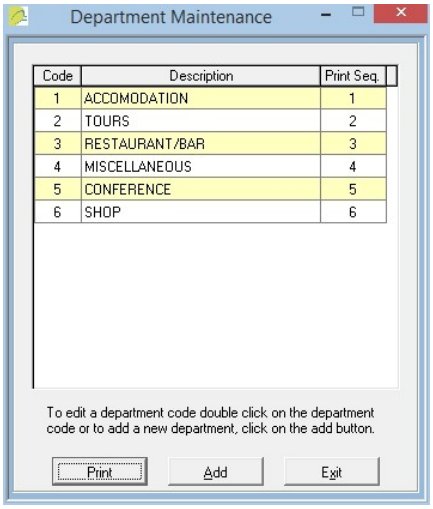
This menu is accessed by selecting Transaction Types in the Set up menu. This program is used to configure transaction departments and transaction types for use in the Front Office system. Each transaction type must have a valid department code therefore we need to configure the transaction departments first. To do this select Department Maintenance.



258

- Department Maintenance 198
- Transaction Types Maintenance 199

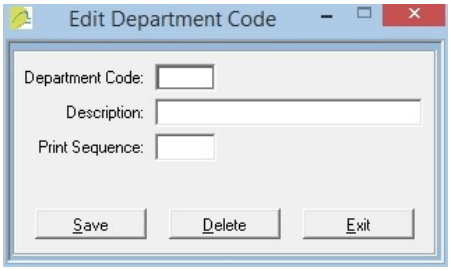
7.5.1 Department Maintenance



259

These transaction departments (1 – 18) are used in the revenue reports such as Transaction List, Weekly Summary etc, to group transaction types into departments thus giving both individual transaction revenue and their department revenue.

To change a department type simply double click on the line you wish to change or to add a new department select the Add button. The following screen below will appear.

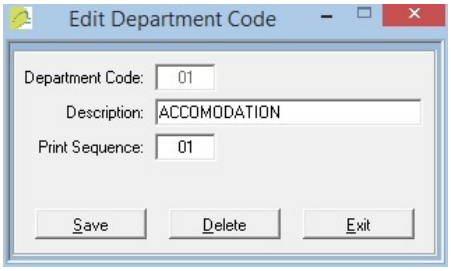


260

The print sequence determines in which order the departments appear in the report and can be changed anytime you like without having to re-shuffle the department numbers. You may only have one Department allocated to any Department and Print Sequence number. When you have finished select the Save button.

To delete a Department Code select the Department by double clicking it and the press the delete button.

To edit a department code, double click on the department code . The following screen will appear.



261

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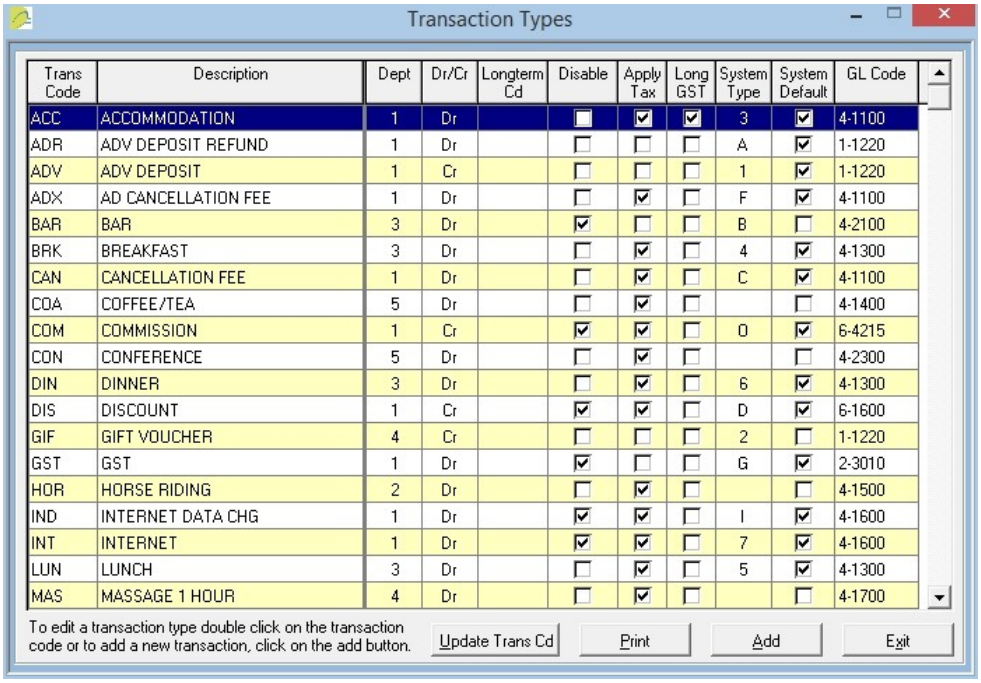
7.5.2 Transaction Types Maintenance

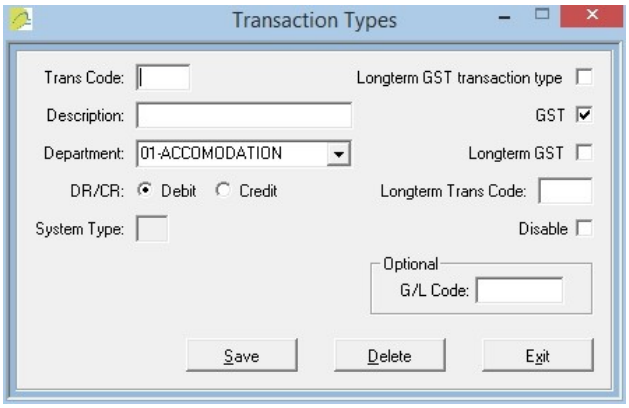
All transaction types used in the Front Office system must be setup here, eg item such as: Accommodation, Laundry, Phones, Breakfast Food, Dinner Liquor, Payment etc. Each transaction code can have up to three alphanumeric characters and you can setup as many transaction codes as you like using a 3 character combination.



Trans Code	Description	Dept	Dr/Cr	Longterm Cd	Disable	Apply Tax	Long GST	System Type	System Default	GL Code
ACC	ACCOMMODATION	1	Dr		☐	☑	☑	3	☑	4-1100
ADR	ADV DEPOSIT REFUND	1	Dr		☐	☐	☐	A	☑	1-1220
ADV	ADV DEPOSIT	1	Cr		☐	☐	☐	1	☑	1-1220
ADX	AD CANCELLATION FEE	1	Dr		☐	☑	☐	F	☑	4-1100
BAR	BAR	3	Dr		☑	☐	☐	B	☐	4-2100
BRK	BREAKFAST	3	Dr		☐	☑	☐	4	☑	4-1300
CAN	CANCELLATION FEE	1	Dr		☐	☑	☐	C	☑	4-1100
COA	COFFEE/TEA	5	Dr		☐	☑	☐		☐	4-1400
COM	COMMISSION	1	Cr		☑	☑	☐	O	☑	6-4215
CON	CONFERENCE	5	Dr		☐	☑	☐		☐	4-2300
DIN	DINNER	3	Dr		☐	☑	☐	6	☑	4-1300
DIS	DISCOUNT	1	Cr		☑	☑	☐	D	☑	6-1600
GIF	GIFT VOUCHER	4	Cr		☐	☐	☐	2	☐	1-1220
GST	GST	1	Dr		☑	☐	☐	G	☑	2-3010
HOR	HORSE RIDING	2	Dr		☐	☑	☐		☐	4-1500
IND	INTERNET DATA CHG	1	Dr		☑	☑	☐	I	☑	4-1600
INT	INTERNET	1	Dr		☑	☑	☐	7	☑	4-1600
LUN	LUNCH	3	Dr		☐	☑	☐	5	☑	4-1300
MAS	MASSAGE 1 HOUR	4	Dr		☐	☑	☐		☐	4-1700

262

To add a new Transaction Type select the Add button.



263

The following entries will now need to be entered.

Trans code
Enter the code for this new transaction type. (maximum 3 alphanumeric characters)
If the code already exist the system will reject it and ask you to re-enter another code.

Description
Enter the description for this transaction type. (maximum 20 alphanumeric characters)

Department
Enter a valid department for this transaction type. Refer to Department Maintenance 198 if a department is not setup.

Debit/Credit
Select 'DR' for debit transactions such as Accommodation, Minibar, and Facsimile etc.
Select 'CR' for credit transactions such as Payment, Advance Deposit etc.

Disable
Select tick box to disable this transaction.

GST
Select tick box to apply GST to this transaction.

Long Term G.S.T
Select tick box to apply GST to apply Long term G.S.T (applies to Accommodation 28 days and over).
Refer to Tax/Currency 215 to setup Long Term GST amount.

General ledger code
If you are using the Accounting Link Module, you must enter your General Ledger code.

General ledger contra code
Please add the contra General Ledger Code for the transaction. i.e.: the opposite code for the General Ledger Code. Please refer to separate documentation if using Accounting link module.

The system comes with the following pre-defines transaction types:

System type	Trans code	Description
3	ACC	Accommodation
A	ADR	Adv Deposit Refund
1	ADV	Advance Deposit
F	ADX	Advance Cancellation fee
4	BRK	Breakfast
C	CAN	Cancellation fee
6	DIN	Dinner
D	DIS	Discount
G	GST	GST
7	INT	Internet
5	LUN	Lunch
M	MIS	Miscellaneous
P	PAK	Package
0	PAO	Paid Out
2	PAY	Payment
B	RBC	Restaurant/Bar
R	RBT	Bed Tax
H	RMH	Room hire
9	ROU	Rounding
E	TCG	Tour charge
L	TEL	Telephone
8	TIP	Tips
T	TRA	Transfer transaction
V	VID	Void entry
X	XFR	Xfer to debtor
Z	Z	Owner expenses

You can change the code and description of these transactions but you must not interchange them or use it for other transaction types. These codes can not be deleted. If not required for use then disable the code.

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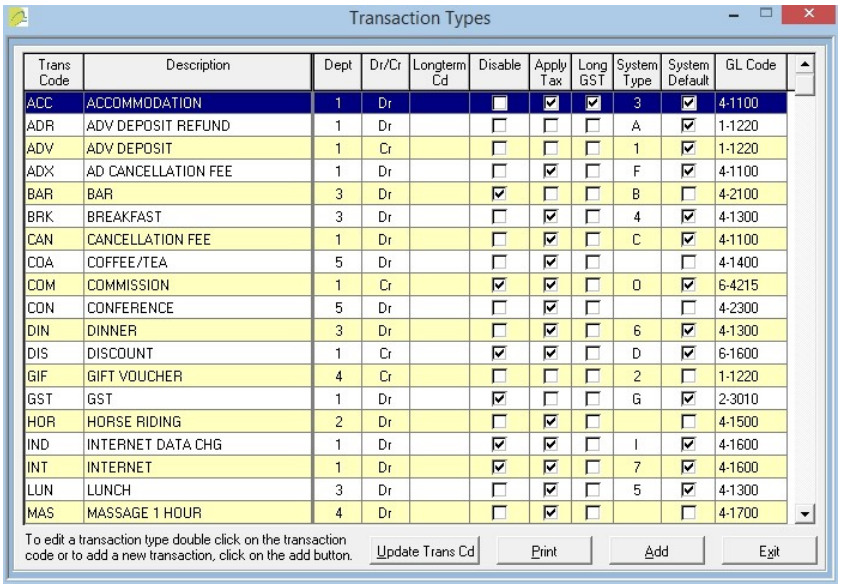
7.5.3 Editing Transaction Types

On the menu bar select Set Up -> Transaction Types -> Transaction type maintenance.



Trans Code	Description	Dept	Dr/Cr	Longterm Cd	Disable	Apply Tax	Long GST	System Type	System Default	GL Code
ACC	ACCOMMODATION	1	Dr		☐	☑	☑	3	☑	4-1100
ADR	ADV DEPOSIT REFUND	1	Dr		☐	☐	☐	A	☑	1-1220
ADV	ADV DEPOSIT	1	Cr		☐	☐	☐	1	☑	1-1220
ADX	AD CANCELLATION FEE	1	Dr		☐	☑	☐	F	☑	4-1100
BAR	BAR	3	Dr		☑	☐	☐	B	☐	4-2100
BRK	BREAKFAST	3	Dr		☐	☑	☐	4	☑	4-1300
CAN	CANCELLATION FEE	1	Dr		☐	☑	☐	C	☑	4-1100
COA	COFFEE/TEA	5	Dr		☐	☑	☐		☐	4-1400
COM	COMMISSION	1	Cr		☑	☑	☐	O	☑	6-4215
CON	CONFERENCE	5	Dr		☐	☑	☐		☐	4-2300
DIN	DINNER	3	Dr		☐	☑	☐	6	☑	4-1300
DIS	DISCOUNT	1	Cr		☑	☑	☐	D	☑	6-1600
GIF	GIFT VOUCHER	4	Cr		☐	☐	☐	2	☐	1-1220
GST	GST	1	Dr		☑	☐	☐	G	☑	2-3010
HOR	HORSE RIDING	2	Dr		☐	☑	☐		☐	4-1500
IND	INTERNET DATA CHG	1	Dr		☑	☑	☐	I	☑	4-1600
INT	INTERNET	1	Dr		☑	☑	☐	7	☑	4-1600
LUN	LUNCH	3	Dr		☐	☑	☐	5	☑	4-1300
MAS	MASSAGE 1 HOUR	4	Dr		☐	☑	☐		☐	4-1700

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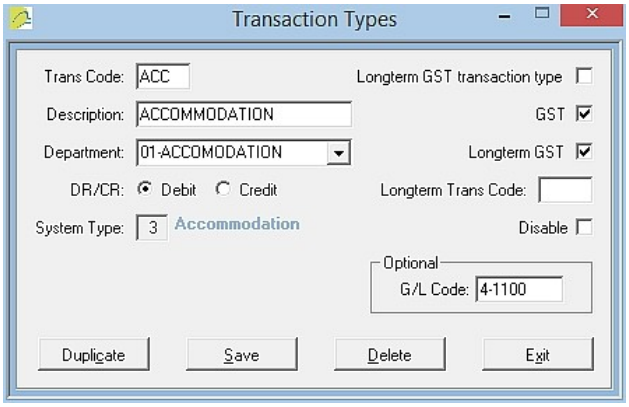
To edit an existing Transaction Type double click on the Transaction Code you wish to edit and the following screen below will be displayed. Edit the transaction code then click the save button to save changes.

Refer to Transaction Types Maintenance 199, for descriptions of the fields and prompts displayed if required



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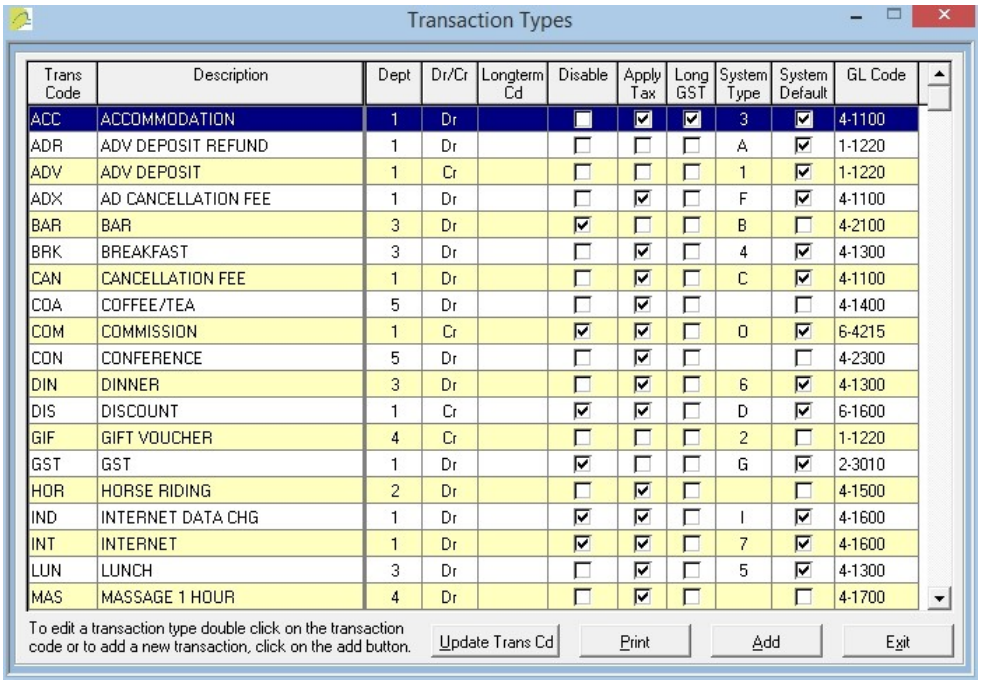
7.5.4 Deleting Transaction Types

Deleting Transaction Types is password protected. Please contact Starfleet.

7.5.5 Long Term Accommodation Transaction type

Click on Setup menu, then click transaction type, select transaction type maintenance, the following screen will be displayed.



Trans Code	Description	Dept	Dr/Cr	Longterm Cd	Disable	Apply Tax	Long GST	System Type	System Default	GL Code
ACC	ACCOMMODATION	1	Dr		☐	☑	☑	3	☑	4-1100
ADR	ADV DEPOSIT REFUND	1	Dr		☐	☐	☐	A	☑	1-1220
ADV	ADV DEPOSIT	1	Cr		☐	☐	☐	1	☑	1-1220
ADX	AD CANCELLATION FEE	1	Dr		☐	☑	☐	F	☑	4-1100
BAR	BAR	3	Dr		☑	☐	☐	B	☐	4-2100
BRK	BREAKFAST	3	Dr		☐	☑	☐	4	☑	4-1300
CAN	CANCELLATION FEE	1	Dr		☐	☑	☐	C	☑	4-1100
COA	COFFEE/TEA	5	Dr		☐	☑	☐		☐	4-1400
COM	COMMISSION	1	Cr		☑	☑	☐	O	☑	6-4215
CON	CONFERENCE	5	Dr		☐	☑	☐		☐	4-2300
DIN	DINNER	3	Dr		☐	☑	☐	6	☑	4-1300
DIS	DISCOUNT	1	Cr		☑	☑	☐	D	☑	6-1600
GIF	GIFT VOUCHER	4	Cr		☐	☐	☐	2	☐	1-1220
GST	GST	1	Dr		☑	☐	☐	G	☑	2-3010
HOR	HORSE RIDING	2	Dr		☐	☑	☐		☐	4-1500
IND	INTERNET DATA CHG	1	Dr		☑	☑	☐	I	☑	4-1600
INT	INTERNET	1	Dr		☑	☑	☐	7	☑	4-1600
LUN	LUNCH	3	Dr		☐	☑	☐	5	☑	4-1300
MAS	MASSAGE 1 HOUR	4	Dr		☐	☑	☐		☐	4-1700

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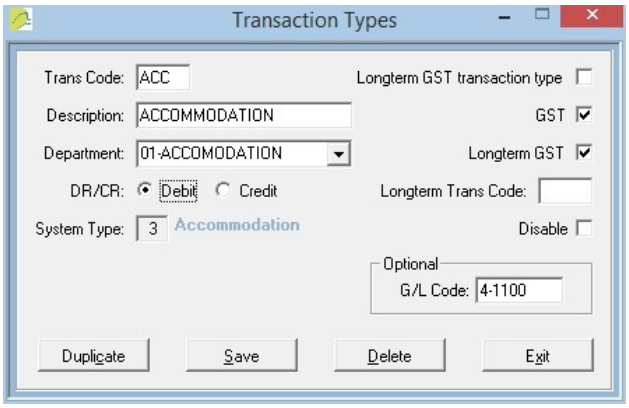
To add a long term accommodation transaction type, first double click on the ACC transaction type as if you were going to update it. Then click on the
Duplicate button. Enter any code you wish for the new code, then make sure that the long term GST option is selected. Then click on the Save button to save the new transaction you have just created. Now, double click on the ACC code again. In the Long term Trans Code field put the code of the transaction you have just created. Now after 28 days, the guest will be charged reduced GST(as required by Law) using the long term accommodation transaction type.



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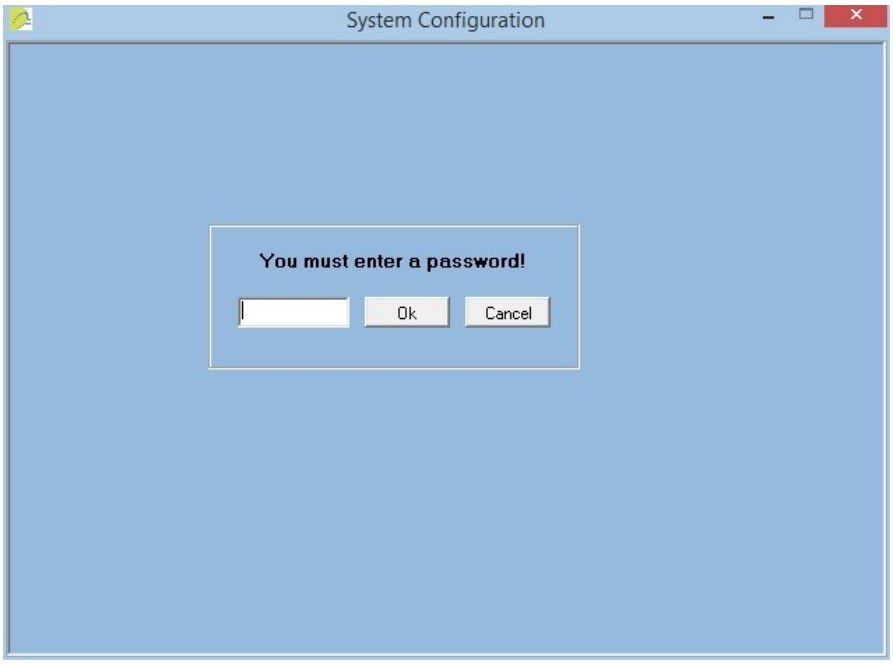
7.6 System Configuration

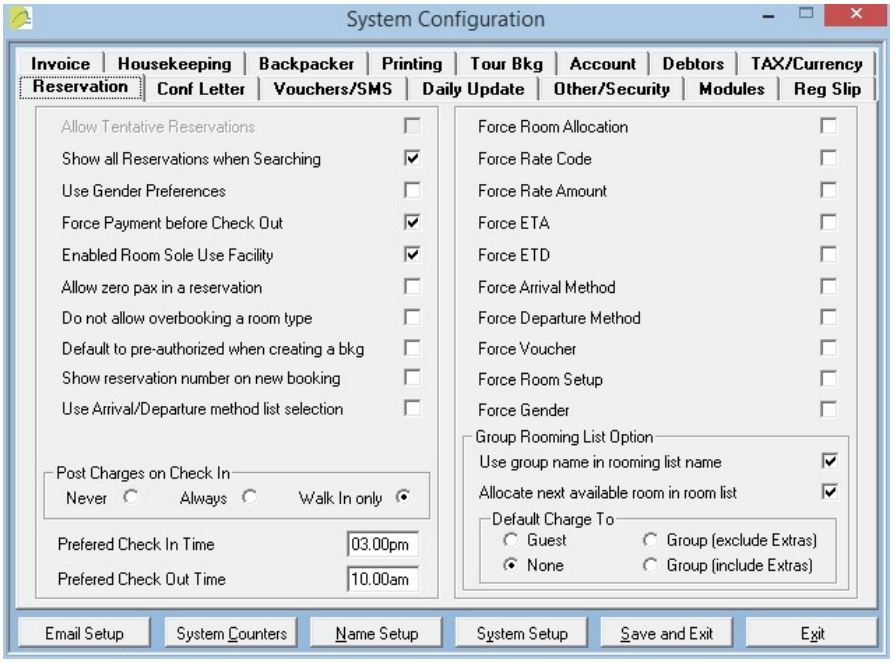
This menu accessed by clicking on **System Configuration** in the **Setup** menu.
This sub menu allows you to set certain parameters in the system, and to enable or disable certain functions.

You will require a password to access this option, please contact your administrator for this.



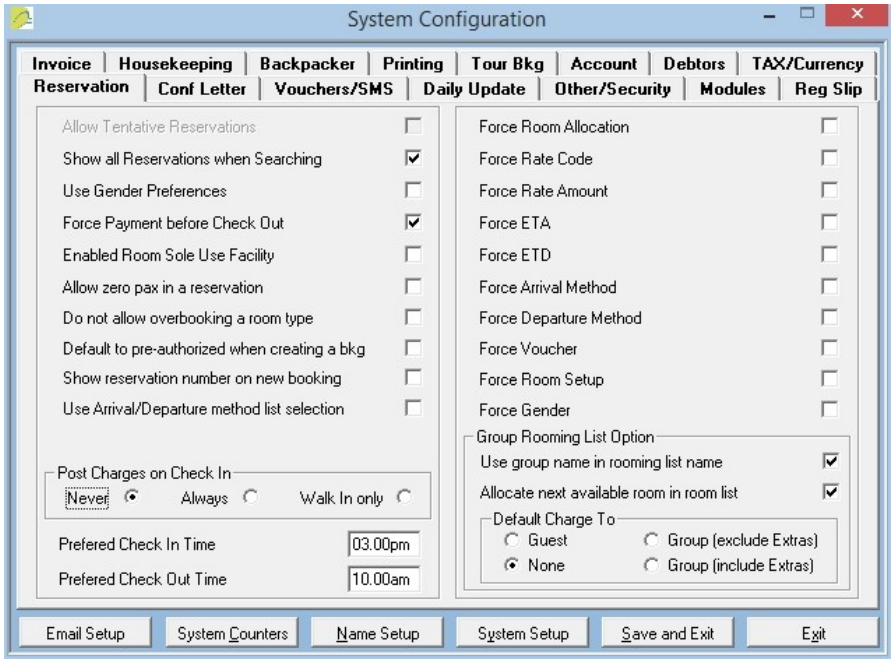
271

Once you have entered a valid password, the following screen will appear.



272

7.6.1 Reservation



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- Allow Tentative Reservations is now selected through the Guest reservation as Unconfirmed Booking, so this is no longer available.
- Show all Reservations when Searching (default and is always on).
- Use Gender Preferences - Used for backpackers for Male and Female dorms.
- Force Payment before Check Out (Cannot check guest out unless balance is zero).
- Enabled room sole use facility - Used for Backpackers where one person / group wants sole use of a dorm.
- Allow zero pax in a reservation or not.
- Do not allow over booking a room type when making a new booking.
- Default to pre-authorized when creating a booking (allows charges from a POS to room accounts).
- Display arriving guests button in Book Room.
- Show reservation number on new booking.
- Use Arrival/Departure method list selection - allows a pre-entered list of arrival / departure methods.
- Allow you to auto post accommodation charges on check in - options are Never, Always or Walk in/ Day use.
- Enter the Preferred Check In Time that will appear on your Confirmation Letter (HH:MM AM or PM).
- Enter the Preferred Check Out Time that will appear on your Confirmation Letter (HH:MM AM or PM).
- Force room allocation - that is a room number must be entered at reservation time.
- Force rate code.
- Force rate amount.
- Force ETA.
- Force ETD.
- Force Arrival method.
- Force Departure method.
- Force Voucher.
- Force Room Setup.
- Force Gender.
- Use the group name in the rooming list.
- Allocate the next available room in the rooming list.
- Default Charge To: select the default for charges on a Group booking. This example None is selected.

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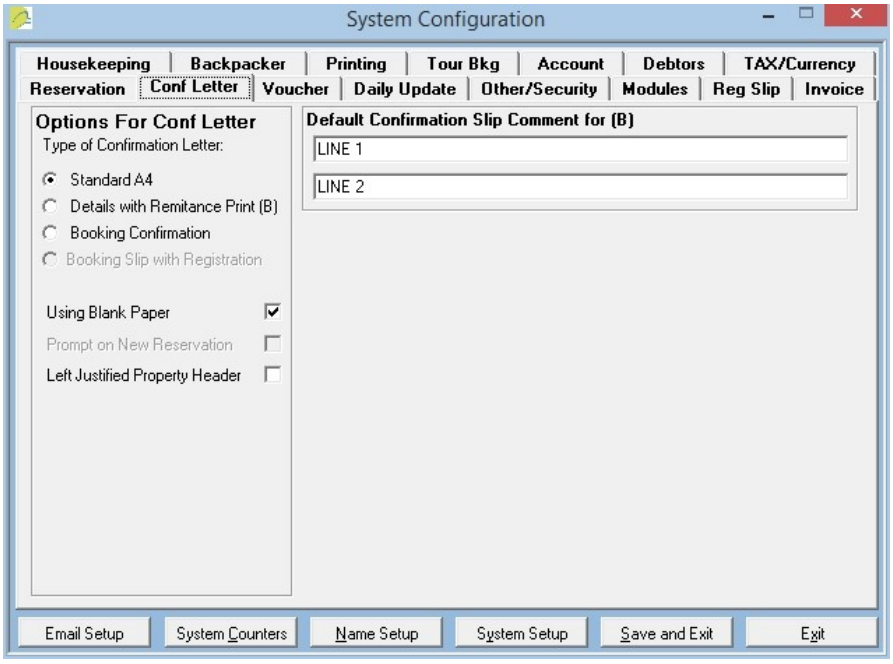
7.6.2 Conf Letter



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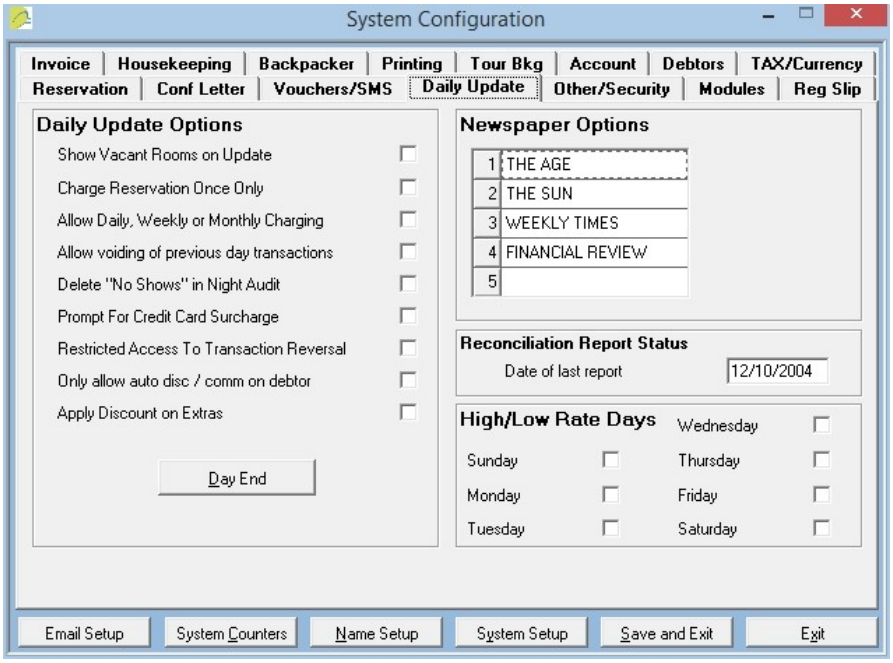
Options for Confirmation Letter

- Type of Confirmation Letter to be used. For most properties the Standard A4 option will be selected.
- Using Blank paper - only select if using blank paper. If using letterhead leave unticked.

Default Confirmation Slip Comment for (B) is only used when **Details with Remittance Print (B)** is selected.

Refer to **Set Up -> Conf Letter/Sms/Voucher ->** Confirmation Letter 192 to set up and edit Confirmation Letter Templates.

7.6.3 Daily Update



29

- Show all vacant rooms on the Daily Update.
- Charge Reservation Once Only (regardless of the length of time the guest is staying).
- Apply Discount on Extras (apply any discount % set for any guest account to be taken off any guest extras that apply).
- Allow Daily, Weekly or Monthly Charging.
- Allow voiding of previous day transactions. (NOT recommended as this will affect transaction and revenue history records).
- Delete "No Shows" in Night Audit.
- Prompt for Credit Card Surcharge.
- Restricted Access To Transaction Reversal. User must have admin level to enter reverse amounts.

Newspaper Options
If guests have an option to order a daily newspaper during their stay the newspaper selection offered can be entered here. By selecting the drop down "News" field on the Guest Information screen the newspaper can then be selected. Refer to Housekeeping 80 report to print the Newspaper report.

High/Low Rate Days
You also have the option here to select your High or Low Rate Days to apply these to your rates. Just tick the days you wish to be either high or low rates.
NOTE: in rates setup Add/Edit Rates 180 you have a normal rate and this HIGH/LOW rate so it cant be both it needs to be either a higher or a lower rate.

Day End (Night Audit Reports)
This program allows you to select reports to process when the Night Audit is run at the end of each day.

Click the Day End button to open the following window below.

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Tick the box to print these reports automatically at end of day or untick to skip. Select Save & Exit to update your options. The Daily Update is only printed when selected here. All the remaining reports can be manually selected to print directly from the Front Office menu.

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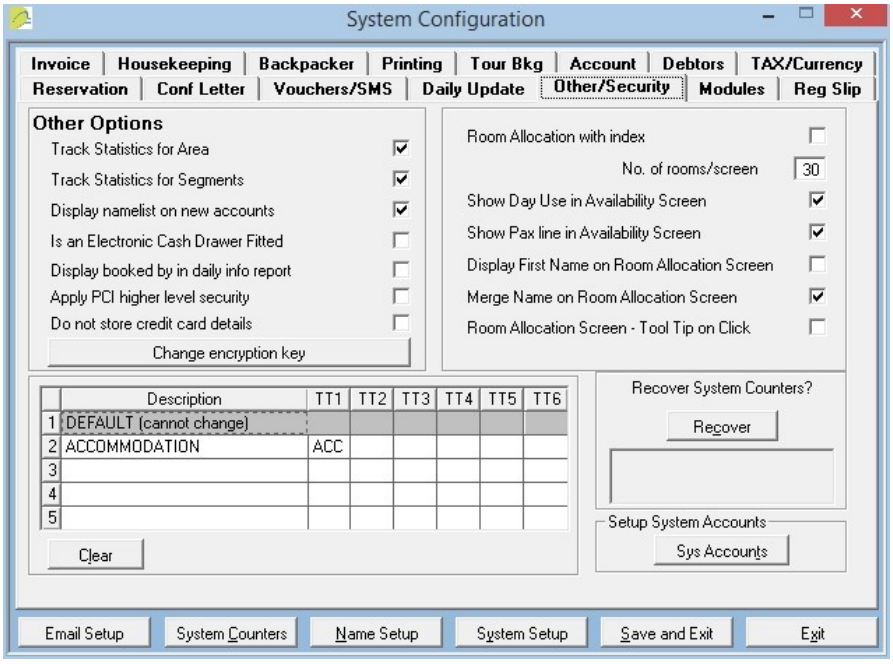
7.6.4 Other/Security



287

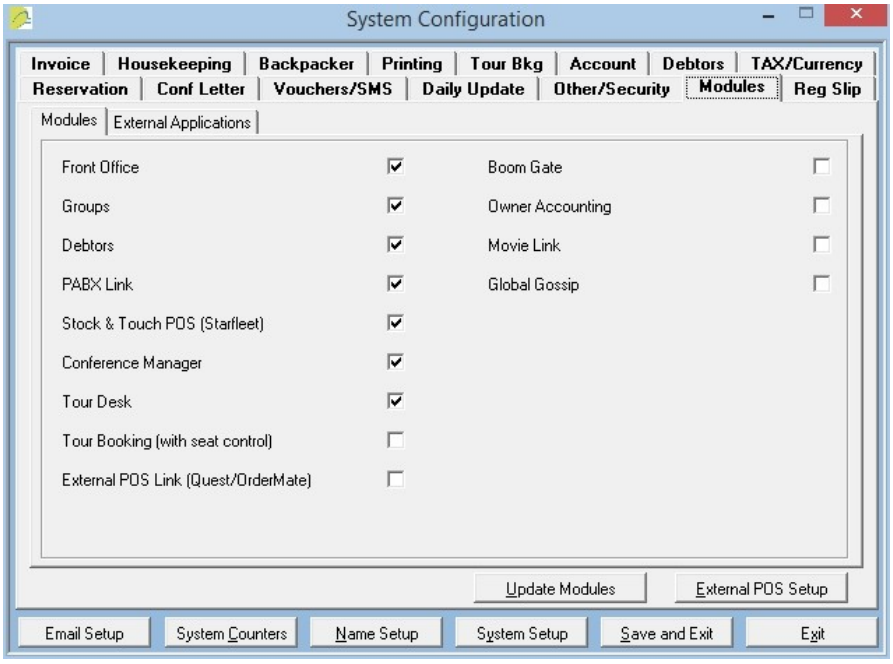
- Track Statistics for Area.
- Track Statistics for Segments.
- Display the name list when entering new accounts. This will display a drop down field with previous guest names to select from when entering in a new Guest Reservation. If the guest has stayed previously by selecting the correct name details these details do not need to be re entered.
- Is an Electronic Cash Drawer Fitted. (please select if there is one).
- Display booked by in daily info report. (displays the User ID of who made the booking).
- Apply PCI higher level security. Refer to Change User Password 20 and PCI DSS Compliance 20
- Do not store credit card details. Refer to Clear Credit Card Data 17
- Room Allocation with index.
- No of rooms/screen. Room Allocation screen will fit approx 39 rooms, with properties with less than 39 rooms you can chose the amount of rooms you would like displayed.
- Show Day use in Availability screen.
- Show Pax line in Availability Screen. (displays many people are In House in the Availability screen).
- Display First Name on Room Allocation Screen.
- Merge Name on Room Allocation Screen. (shows as one continuous booking from arrival to departure)
- Room Allocation Screen - Tool Tip on click. (when selected will only show guest details when you click instead of hovering over them).

Recover System Counters - DO NOT USE - contact Starfleet Software.

Set up System Accounts

- **Set up System account numbers for Cash Account, Tour Desk, Owners Account (Owners Accounting module), House Account & Staff Account.**

7.6.5 Modules



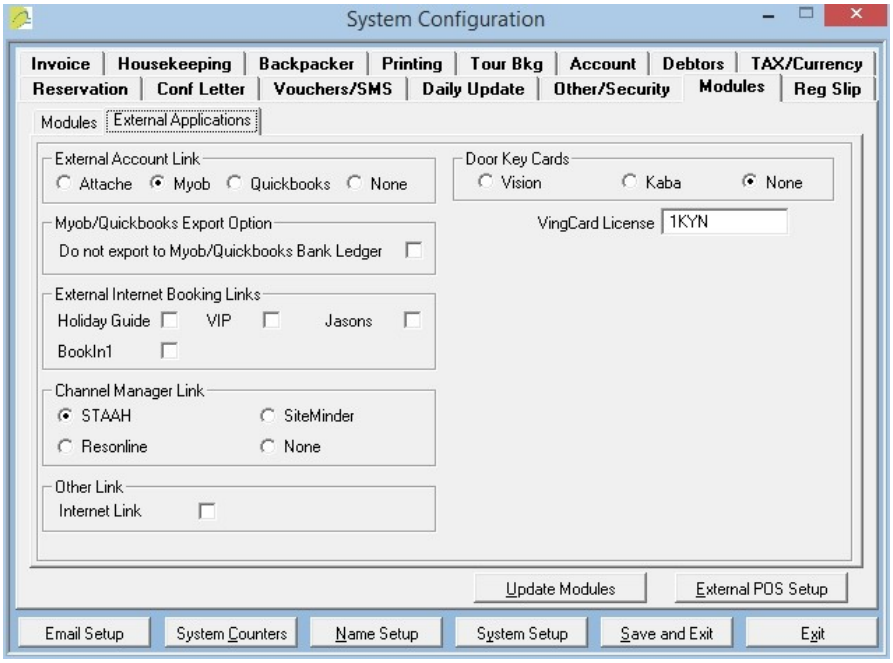
287a

The **Modules** tab will show the active program modules. These can only be activated by Starfleet Software.

Update Modules: these are Starfleet Software Modules, to activate this is password accessed by Starfleet Software.

External POS Set up: refer to Starfleet for information.Separate documentation is available.

External Applications
There are a number of links to external programs such as MYOB and Quickbooks (Accounting link), Internet bookings, Internet and Door Key Cards. These external applications are password accessed and activated by Starfleet Software.



287c

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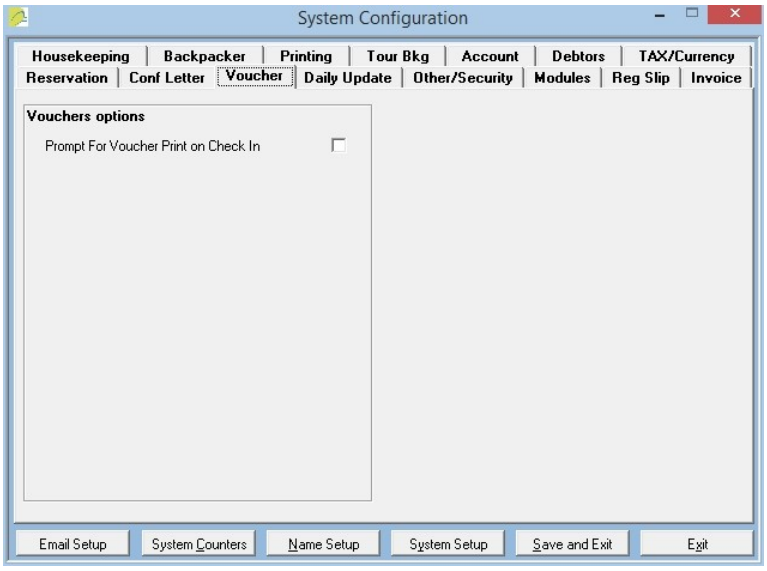
7.6.6 Vouchers

If a Voucher is required on arrival tick the option to **Prompt for Voucher Print on Check In**. Refer to Voucher 194 to create Voucher templates. Refer to Printer Set Up 18 for Voucher printer selection.



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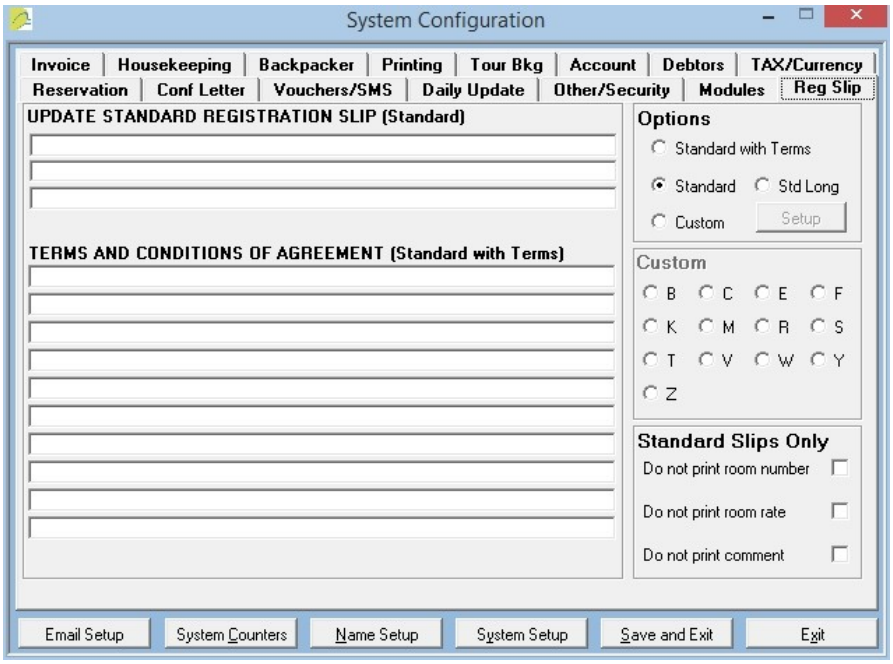
7.6.7 Reg Slip



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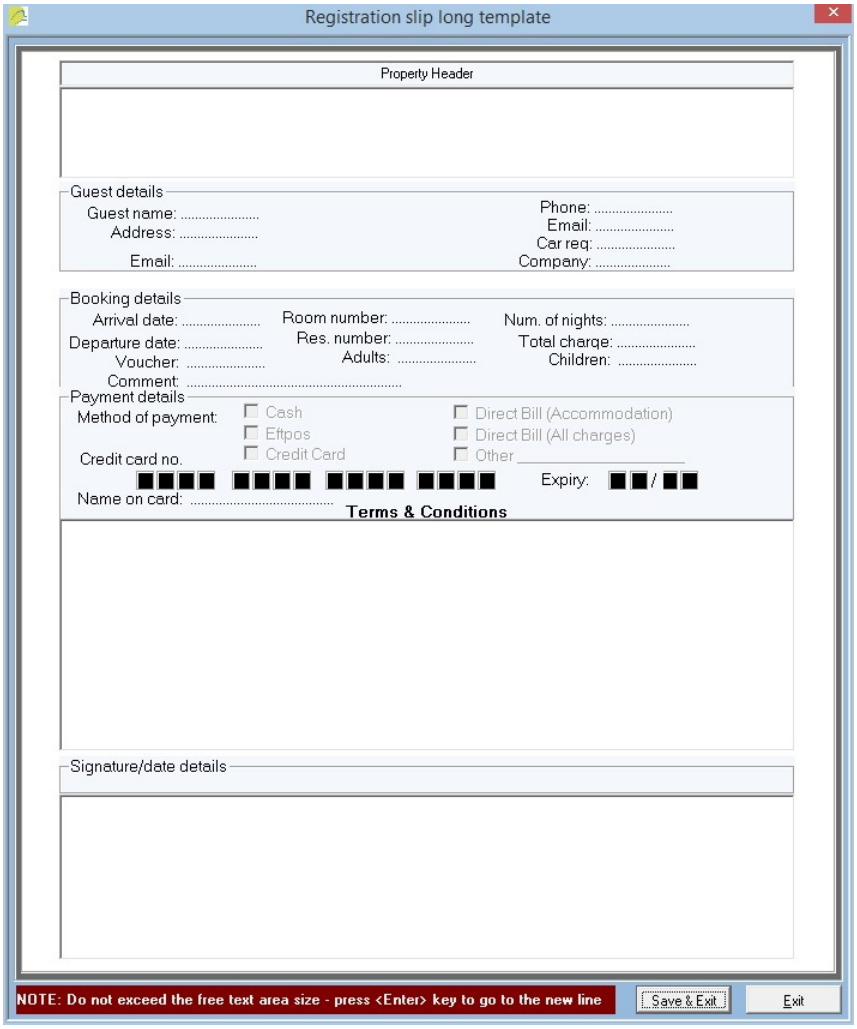
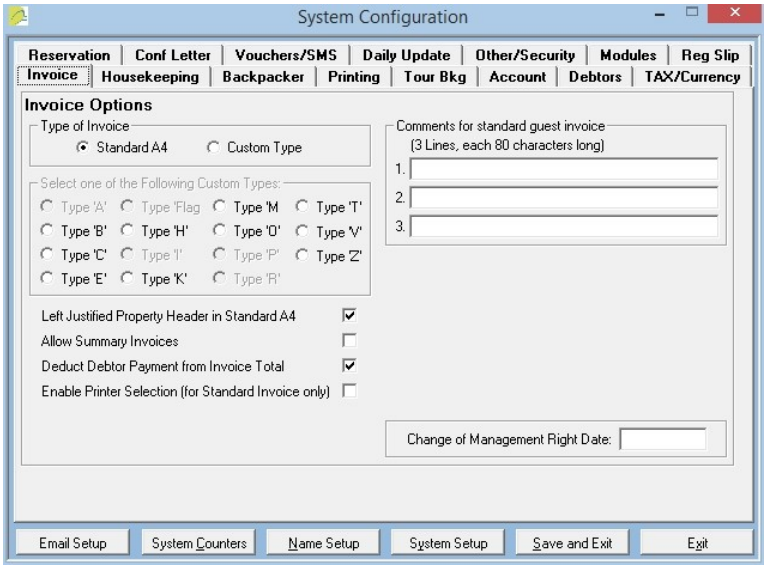
There are three options for registration slips.

- Standard with Terms - You are able to add text to this registration slip using the text boxes provided. You can enter any text specific to your property.
- Standard - Will print preformatted registration slip. (most commonly used).
- Custom - This enables the user to customize the registration slip. If this option is required please contact Starfleet Software for costing.
- Std Long - This will give three areas to add text. If one of the fields is not used then this will not show as a blank area when the Registration Slip is printed.



275a

7.6.8 Invoice



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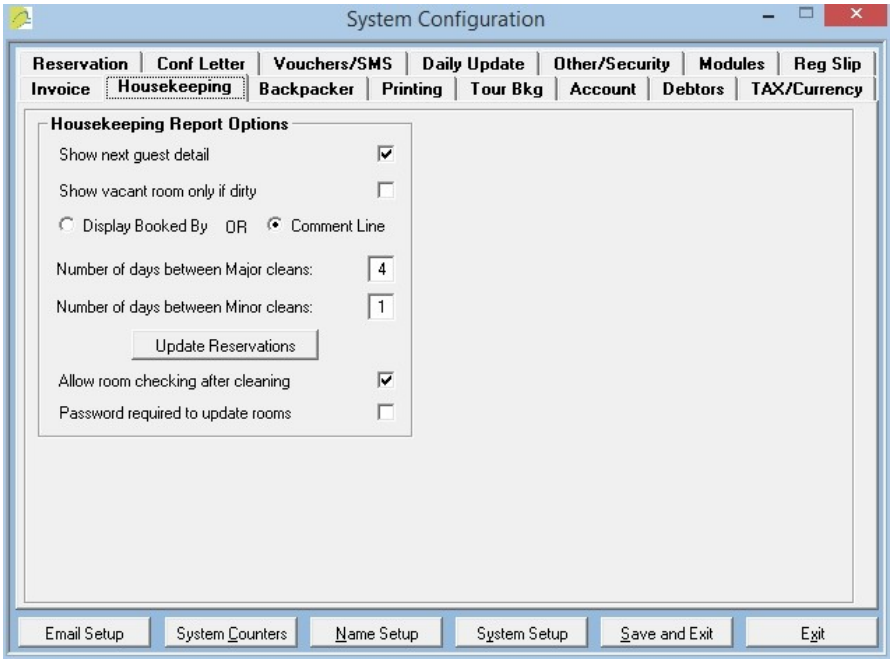
Invoice Options:
- Select Standard A4 or Custom Type.
- If you require a customized type this option is password protected, please contact Starfleet.
- Left Justified Property Header in Standard A4 - print property header on top left of invoice.
- Allow Summary Invoices.
- Deduct Debtor Payment from Invoice Total (
- Enable Printer Selection (for Standard Invoice only) - allow to select which printer to use.

Comment line for standard guest invoice
Enter up to 3 lines of comments to display on the standard guest invoice

Change of Management Right Date:
When a Property has a change of Ownership the date the new owner takes over is entered.

7.6.9 Housekeeping



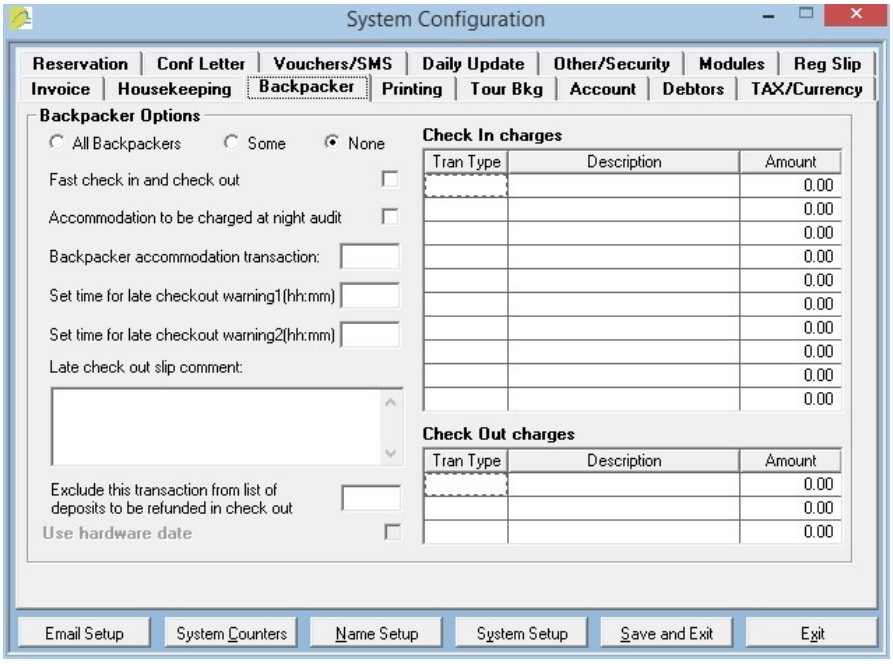
Scr

- Show the next guests details on the housekeeping report.
- Show vacant room only if dirty.
- Display Booked by or Comment line
- The number of days between a Major clean of a room.
- The number of days between a Minor clean of a room.

The update reservation button will update all reservations in the system still to arrive to the new housekeeping regime selected.

- Allow room checking after cleaning
- Password required to update rooms

7.6.10 Backpacker



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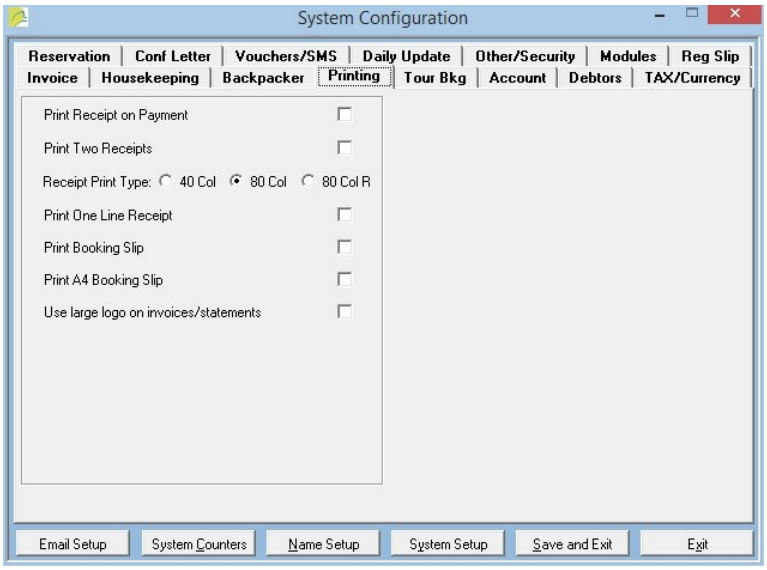
- Backpacker Options, this option will allow you to Charge set items such as Key Deposits on check in and receive monies.
- Fast check-in/check-out for Backpacker bookings.
- Accommodation to be charged at night audit instead of check in.
- Backpacker accommodation transaction allows you to select a different accommodation code to the default. This is useful for properties that have a mixture of rooms and backpackers.
- Set time for late check out warning to warn you when a guest hasn't yet departed. This will display in the Backpacker departure screen.

Check In Charges / Check Out Charges
In the right hand table select the transaction(s) that you require to charge on check in and check out.

7.6.11 Printing



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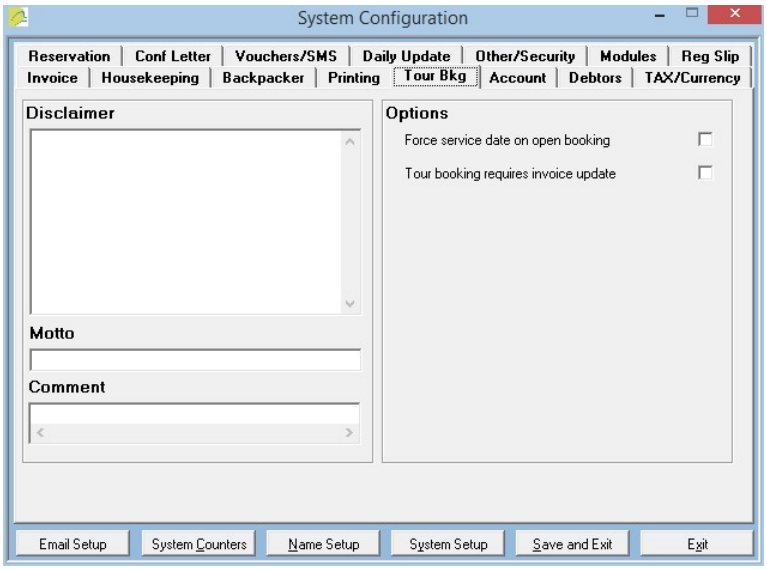
- Automatically print a receipt on all payments received.
- Print two receipts automatically on all payments received.
- Specify which type of receipt you would like printed, a 40 Col wide or an 80 Col wide.
- Print a one line receipt.
- Do you require a booking slip printed.
- Do you require an A4 booking slip.
- Select if using the large logo on invoices and statements.

7.6.12 Tour Booking

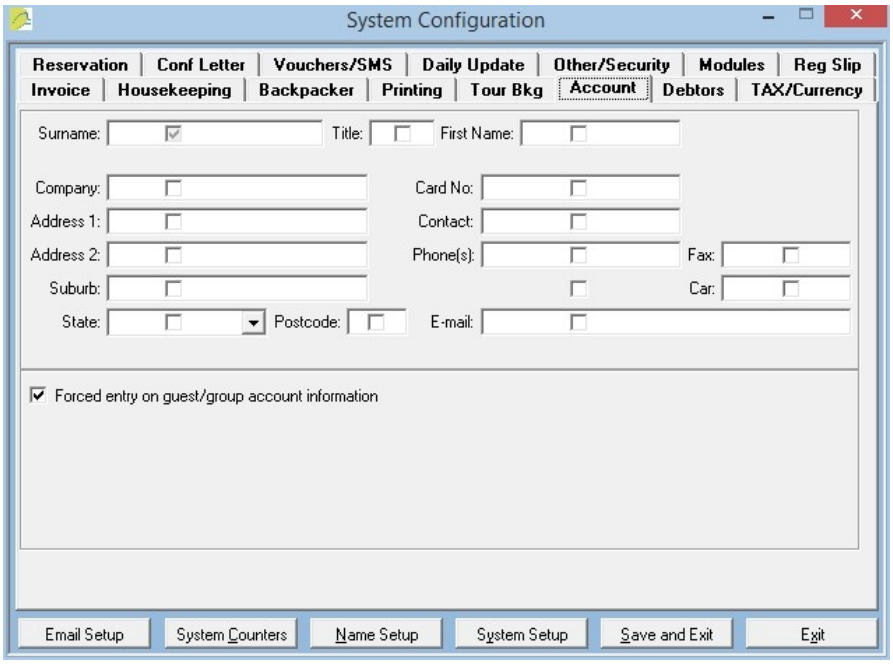


279

If using the Tour Desk booking module this setup enables you to input your own disclaimer, motto and comment to appear on your booking slips for the client.
You can also check against the following items to allow access.

- Force service date on open booking
- Tour booking requires invoice update

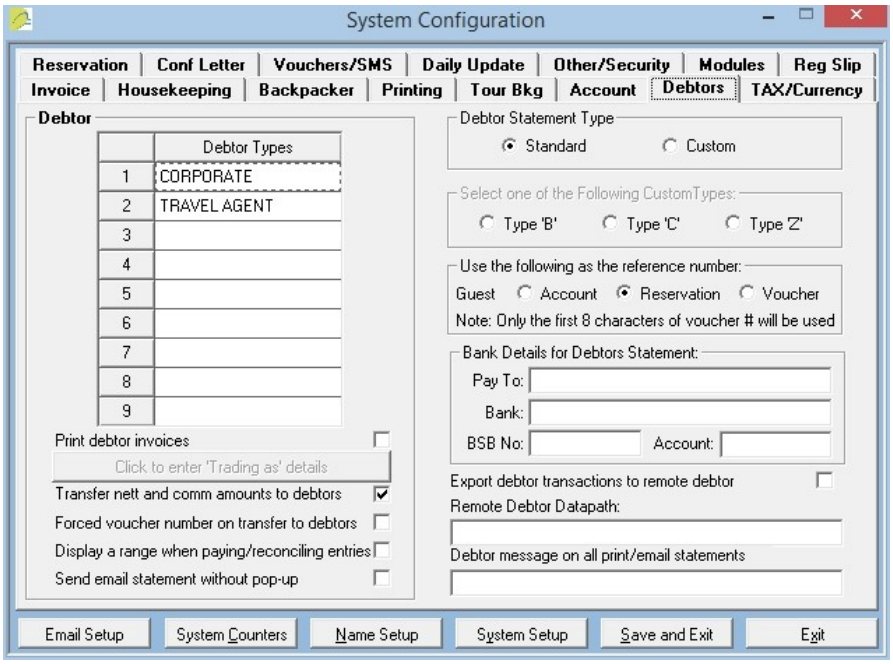
7.6.13 Account



281

This screen is the layout configuration setup in your system for guest and group details. The only option you have is to tick to allow or untick the box to disallow the forced entry of information on to guest/ group account information

7.6.14 Debtors



282

Debtor Types. This option allows you to enter different types of debtors (for example Corporate, Travel Agent etc).
Tick/untick against the following:

- Print Debtor Invoices (prints Debtor statements as tax invoices - specific application for some users only).
- Transfer nett and commission amounts to debtors. (when transferring to the debtor it transfers the gross amount which then shows nett and commission amounts individually).
- Forced Voucher Number on Transfer to debtors (requires a voucher / reference number)
- Display a range when paying / reconciling entries (no longer used).
- Send email statement without popup prompt.

Debtor Statement Type
Standard or Custom (Custom are specially modified just for the client requesting them).
If using Custom select the Type, selection is password restricted by Starfleet Software.

Use the following as the reference number
Guest, Account, Reservation or Voucher. Reservation number is the default.

Bank Details for Debtor Statement
These details will display on debtor statements.

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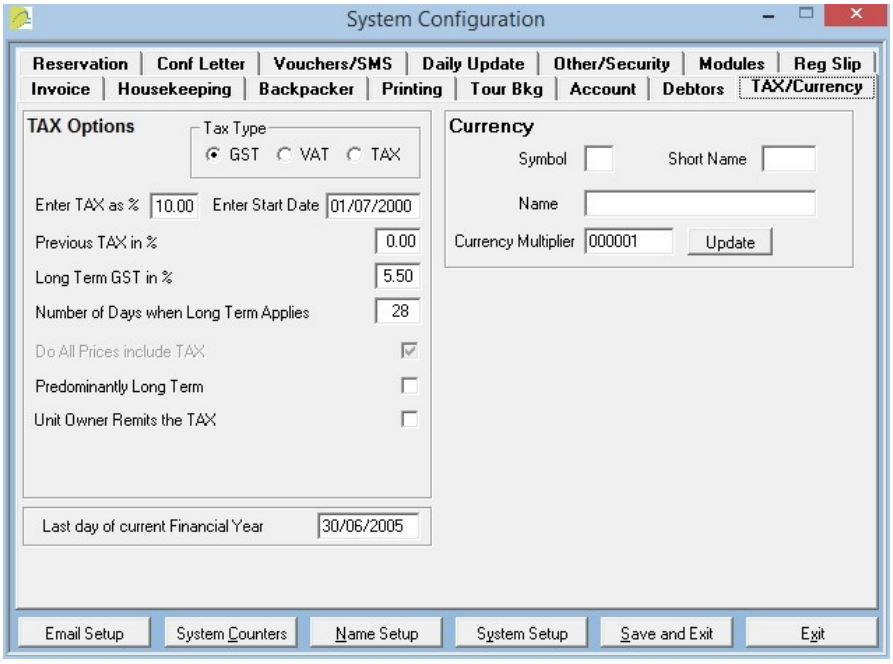
7.6.15 Tax/Currency



274

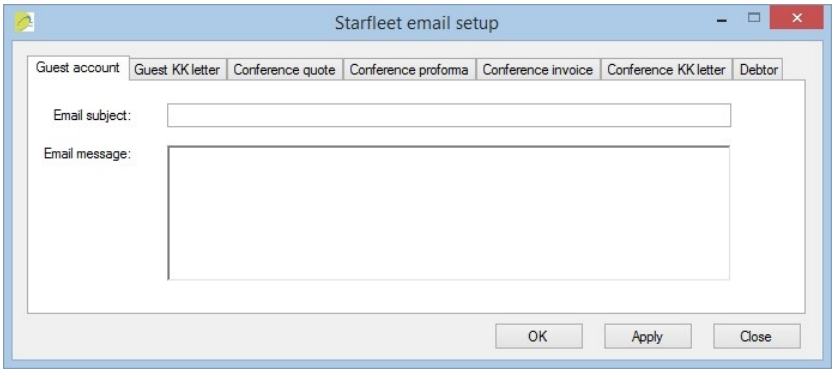
Tax Options

- Select the Tax Type.
- Enter the GST as a percentage figure.
- Enter the start date that the GST will apply from (DD/MM/YYYY).
- Enter any GST as a % value that was applicable prior to the above GST.
- Enter the Long Term GST as a % value.
- The number of days the long term residents have on the normal rate before it reverts to the Long Term GST.
- Number of Days when Long Accommodation Term Applies. (Australia is 28 days)
- Do all prices include TAX.
- Are your guest predominantly Long Term.
- Does the owner of the units remit the TAX (if applicable - only for Owner Accounting).
- Last day of current Financial Year allows you to set the date for your end of Financial year.

Currency

Enter the Symbol (i.e.$ or R), Short Name (i.e. AUD, USD, Rp), full Name and conversion multiplier. Used only when the currency is of very low value (i.e. Rupiah where there is around 9000 to one dollar.)

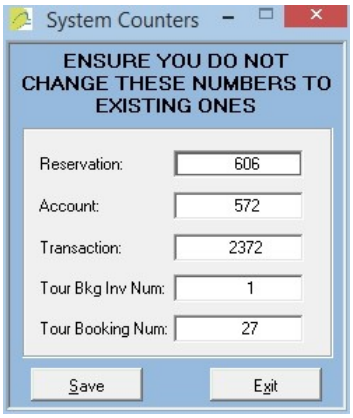
7.6.16 Email Set Up



283a

An email subject line and message can be setup for each email option. This will display on the email cover page when emailing the selected account, invoice, Confirmation Letter or Quote.
If left blank a default generic message will be used. If there is a prompt this is not configured contact Starfleet Software.

7.6.17 System Counters



283b

NOTE: **DO NOT** change these unless advised by Starfleet!

7.6.18 Name Set Up

To edit Name details contact Starfleet Software, Ph: +61 3 9428 4333. This option is password protected.

285

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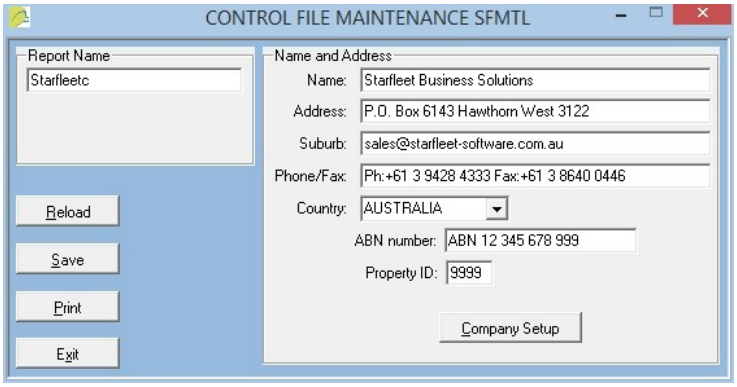
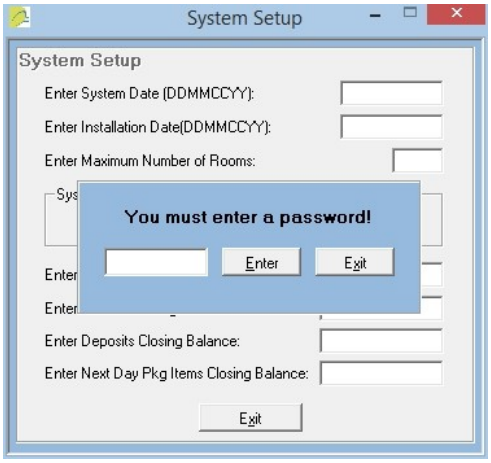


285a

7.6.19 System Set Up



284

The System Setup can only be accessed by Starfleet Software.

7.7 Marketing Codes

This program is used to add, change or delete Source, Area and Market Segment Codes which are used when creating reservations to assist in your properties market research. A record will be kept of the revenue generated, number of room nights and the number of people for each code, which can then be reproduced in the form of a report in the Reports ->Marketing Statistics 135.

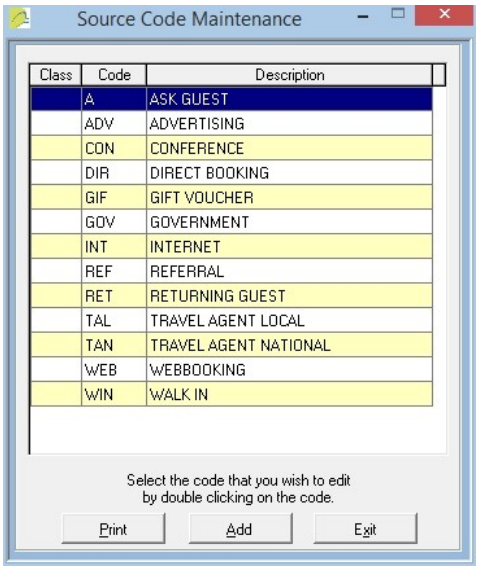
To access this option in Setup select Marketing Codes.

292

To select one of the codes to change click the white circle nearest the word. Click on the links below to access the relevant information.

- Source Code Maintenance 218
- Area Code Maintenance 219
- Segment Code Maintenance 219

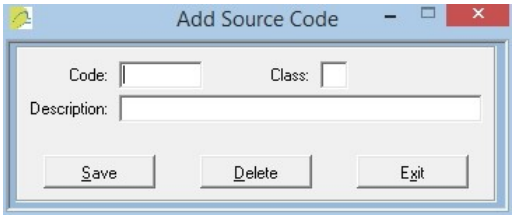
7.7.1 Source Code Maintenance



293

Double click on the Code that you wish to Edit. The window below is displayed.

Edit the fields that need to be changed, select <enter> to move the cursor to the next field, then click on the Save button.



294

ADD a new code select the Add button. The window above will be displayed with the code, class and description empty. Enter the area code, class and a brief description, up to a maximum of 30 characters. Click on the save button.

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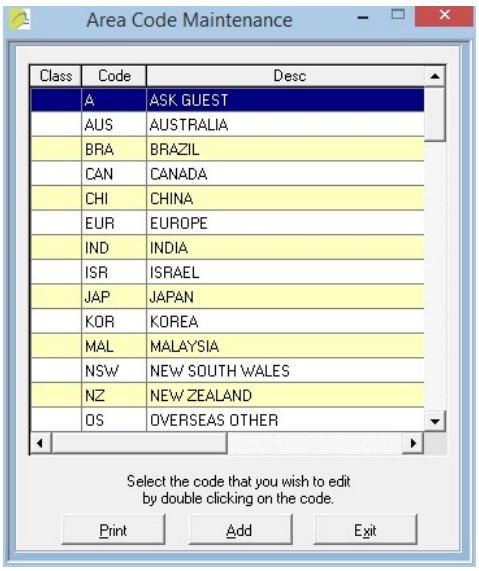
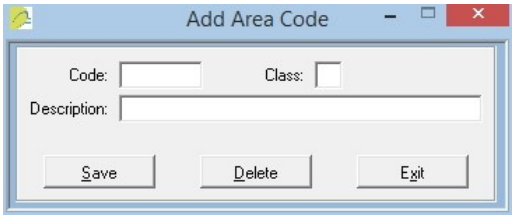
7.7.2 Area Code Maintenance



295

Double click on the Area Code that you wish to Edit. The window below is displayed.

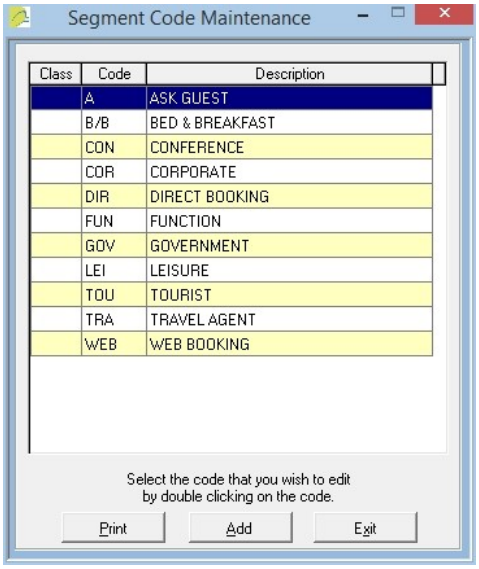
Edit the fields that need to be changed, select <enter> to move the cursor to the next field, then click on the Save button.



296

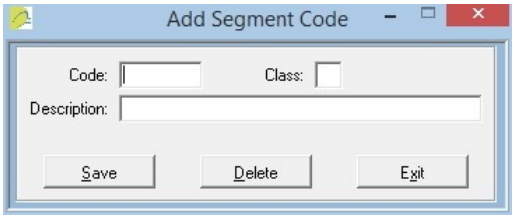
ADD a new code select the Add button. The window above will be displayed with the code, class and description empty. Enter the area code, class and a brief description, up to a maximum of 30 characters. Click on the **S**ave button.

7.7.3 Segment Code Maintenance



297

Double click on the Code that you want to Edit. The window below is displayed.
Edit the fields that need to be changed, select <enter> to move the cursor to the next field, then click on the save button.



298

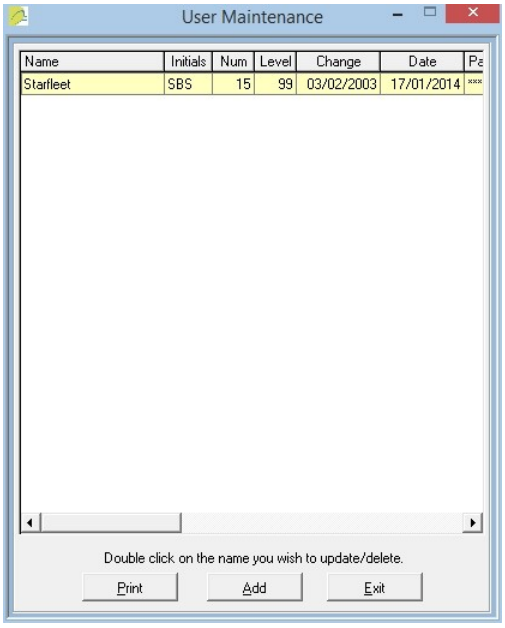
ADD a new code simply press on the Add button. The window above will be displayed with the code, class and description empty. Enter the code, class and a brief description, up to a maximum of 30 characters. Click on the **S**ave button.

7.8 User Maintenance

This menu allows you to set user passwords and option level codes. To access, select Setup, then User Maintenance. **Only the Administrator level can access this option.**

299

Enter your User ID and password, then <enter>, the window below will be displayed.



300

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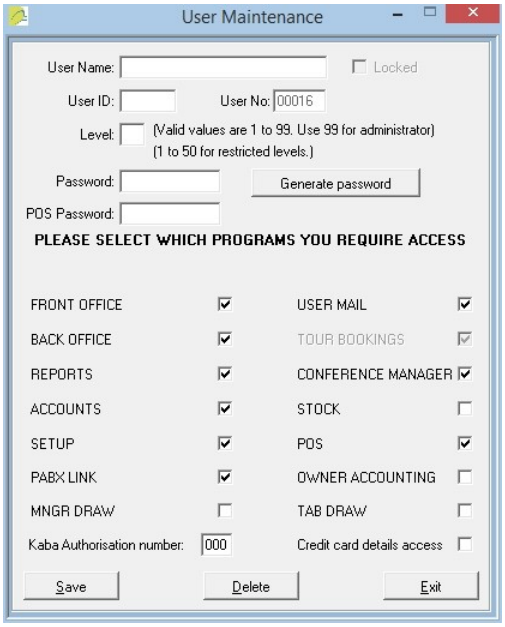
Add User
Click on Add and a new window will appear like the one below.



303

Users name
Enter the user's name.

Locked
Refer to Change User Password 20 for information on changing passwords and PCI DSS Compliance 20

User initials/I.D
Enter a unique User I.D.

User No.
The next available number will be generated, this can not be changed.

User level
Enter required User level, 1 - 99 (99 Administrator), 1 - 50 Restricted levels.

Enter the password
Enter a unique user password. Once entered this will not be displayed, will show as xxxxxx when accessing the User ID details.

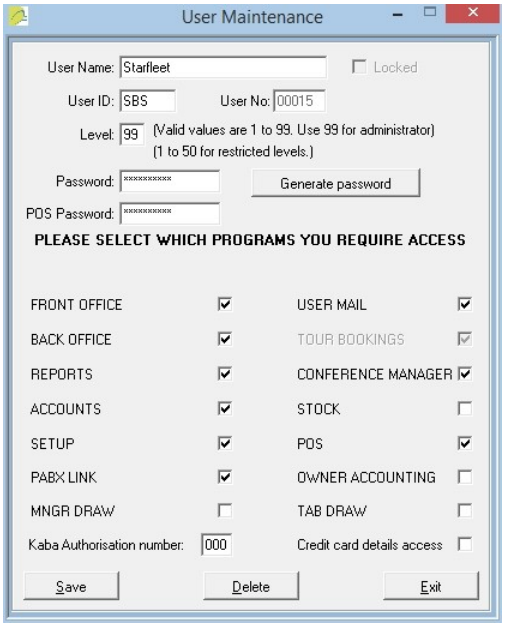
POS Password
If the User only has access to POS then enter the password here. This would be used in the case of Bar or Restaurant staff who don't have access to or use the Front Office.

Modules
Tick the modules that user is able to access.
Once you are finished, click the save button and exit this program. The user may now log on to the system.

Generate password
The new password will be displayed in the following prompt.

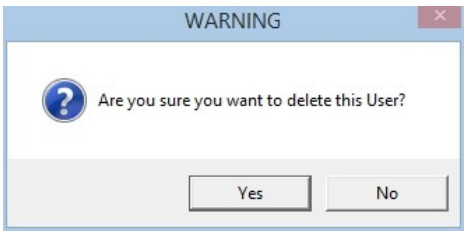
303a

Double click on a User name to edit or delete. The following window will be displayed.



301

Any field can be edited/changed. Click on the Save button after the changes have been made.
To delete a user click on the Delete button. A message below will be displayed.



302

Confirm Yes or No to exit and return to the User Maintenance screen.

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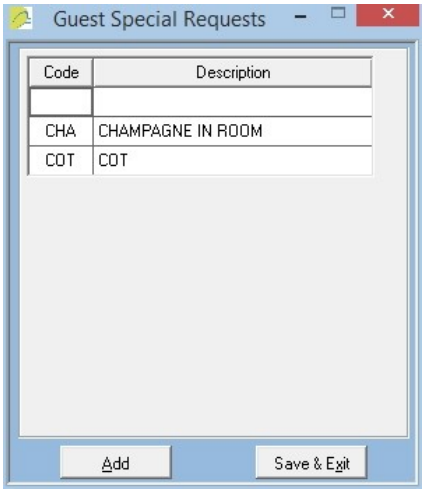
7.9 Guest Special Request



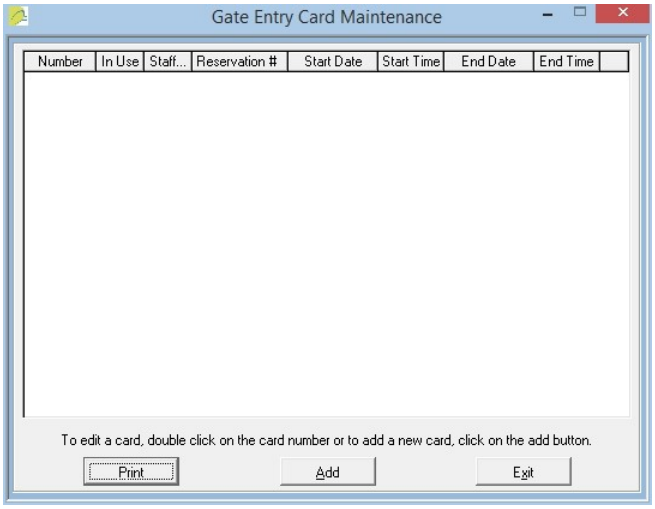
313

To Add items for Guest Special requests click on the Add button, enter the Code and Description. These are case sensitive, they must be in upper case. Save & Exit.

7.10 Card Locks

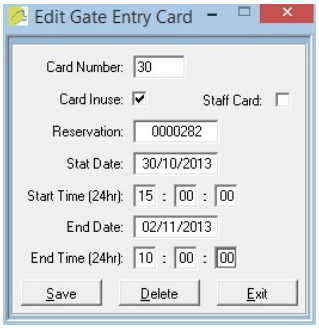
7.10.1 Gate Cards

To access this menu, select the Setup menu, then select Card Locks ,Gate Cards or Kaba Locks. The window following will be displayed.



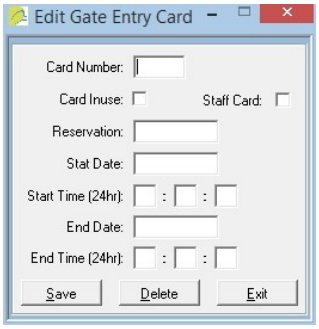
314

Deleting a Card
Double click on the item you wish to delete or change. The window below will be displayed.
This will bring up a window similar to the one below. Then click on the delete button to remove that card, or just edit the information then click the save button.



315

Add a Card
Click on the add icon and the window below will be displayed.



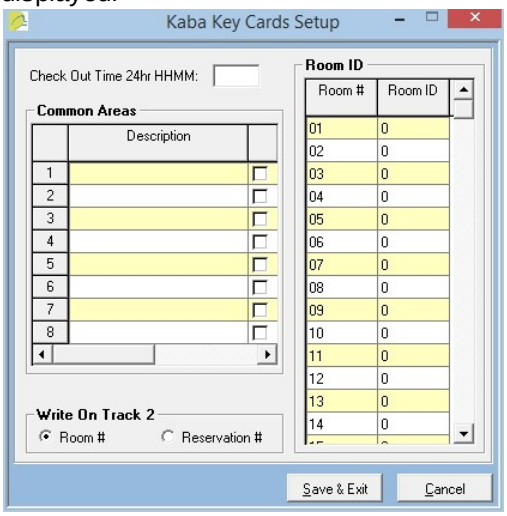
316

Enter the details as requested such as:
- Card Number
- Tick whether the card is a staff card or a card in use or both
- If a guest card add the reservation number
- Insert the start date
- Insert the start time (in 2400 hr time)
- Insert the end date
- Insert the end time (in 2400 hr time)

Click on the save button to start card use or disuse.

7.10.2 Kaba Locks

To enter the Kaba Card setup click on Setup, Card Locks, then Kaba Locks. The screen below will be displayed.



316a

A full manual on Kaba Setup and operation will be supplied when installing this link.

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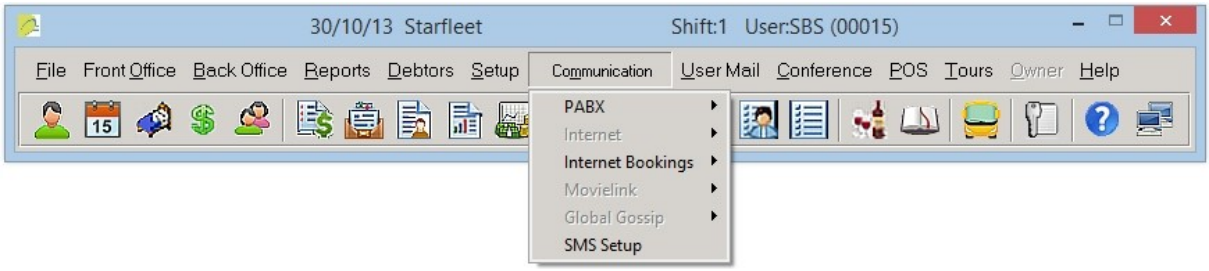
8 Communication



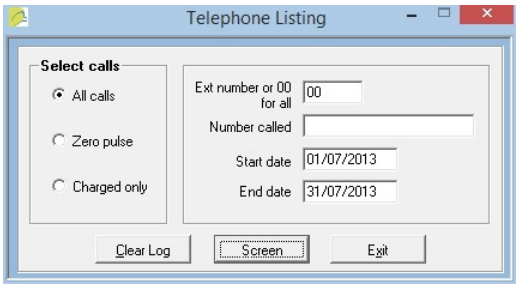
318

8.1 PABX

Allows you to configure your PABX settings, set call limits and print a phone report.

8.1.1 Phone Report

To print or display Phone Report, go to **Communication -> PABX** -> **Phone Report** menu.



319

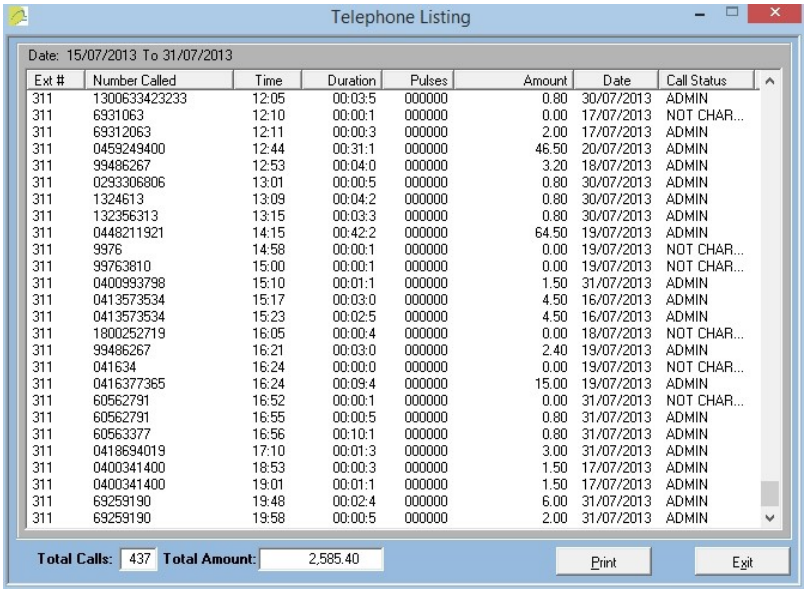
If the PABX module is installed, all telephone calls made from telephone extensions will be recorded. Calls made from guest rooms will be charged automatically. This telephone report can be printed, listing telephone extension numbers, the telephone number dialled, the time the call was made, the duration of the call, the total cost of the call, the date the call was made and the call status. ie: ADMIN for Administration phone calls, CHG TO for calls charged to a guest account, VACANT for calls made from vacant rooms.

Select Calls
Select which calls appear on the report between All calls, Zero Pulse or Charged Only

Extension # 00 for All
Enter an extension number if you want a phone listing on a particular extension only, otherwise enter 00 to list all extensions.

Start Date (DDMMCCYY)
Enter the date you wish the phone listing to start with.

End Date (DDMMCCYY)
Enter the date you wish the phone listing to end with.
Following is an example of the phone report.



Ext #	Number Called	Time	Duration	Pulses	Amount	Date	Call Status
311	1300633423233	12:05	00:03:5	000000	0.80	30/07/2013	ADMIN
311	6931063	12:10	00:00:1	000000	0.00	17/07/2013	NOT CHAR...
311	69312063	12:11	00:00:3	000000	2.00	17/07/2013	ADMIN
311	0459249400	12:44	00:31:1	000000	46.50	20/07/2013	ADMIN
311	99486267	12:53	00:04:0	000000	3.20	18/07/2013	ADMIN
311	0293306806	13:01	00:00:5	000000	0.80	30/07/2013	ADMIN
311	1324613	13:09	00:04:2	000000	0.80	30/07/2013	ADMIN
311	132356313	13:15	00:03:3	000000	0.80	30/07/2013	ADMIN
311	0448211921	14:15	00:42:2	000000	64.50	19/07/2013	ADMIN
311	9976	14:58	00:00:1	000000	0.00	19/07/2013	NOT CHAR...
311	99763810	15:00	00:00:1	000000	0.00	19/07/2013	NOT CHAR...
311	0400993798	15:10	00:01:1	000000	1.50	31/07/2013	ADMIN
311	0413573534	15:17	00:03:0	000000	4.50	16/07/2013	ADMIN
311	0413573534	15:23	00:02:5	000000	4.50	16/07/2013	ADMIN
311	1800252719	16:05	00:00:4	000000	0.00	18/07/2013	NOT CHAR...
311	99486267	16:21	00:03:0	000000	2.40	19/07/2013	ADMIN
311	041634	16:24	00:00:0	000000	0.00	19/07/2013	NOT CHAR...
311	0416377365	16:24	00:09:4	000000	15.00	19/07/2013	ADMIN
311	60562791	16:52	00:00:1	000000	0.00	31/07/2013	NOT CHAR...
311	60562791	16:55	00:00:5	000000	0.80	31/07/2013	ADMIN
311	60563377	16:56	00:10:1	000000	0.80	31/07/2013	ADMIN
311	0418694019	17:10	00:01:3	000000	3.00	31/07/2013	ADMIN
311	0400341400	18:53	00:00:3	000000	1.50	17/07/2013	ADMIN
311	0400341400	19:01	00:01:1	000000	1.50	17/07/2013	ADMIN
311	69259190	19:48	00:02:4	000000	6.00	31/07/2013	ADMIN
311	69259190	19:58	00:00:5	000000	2.00	31/07/2013	ADMIN

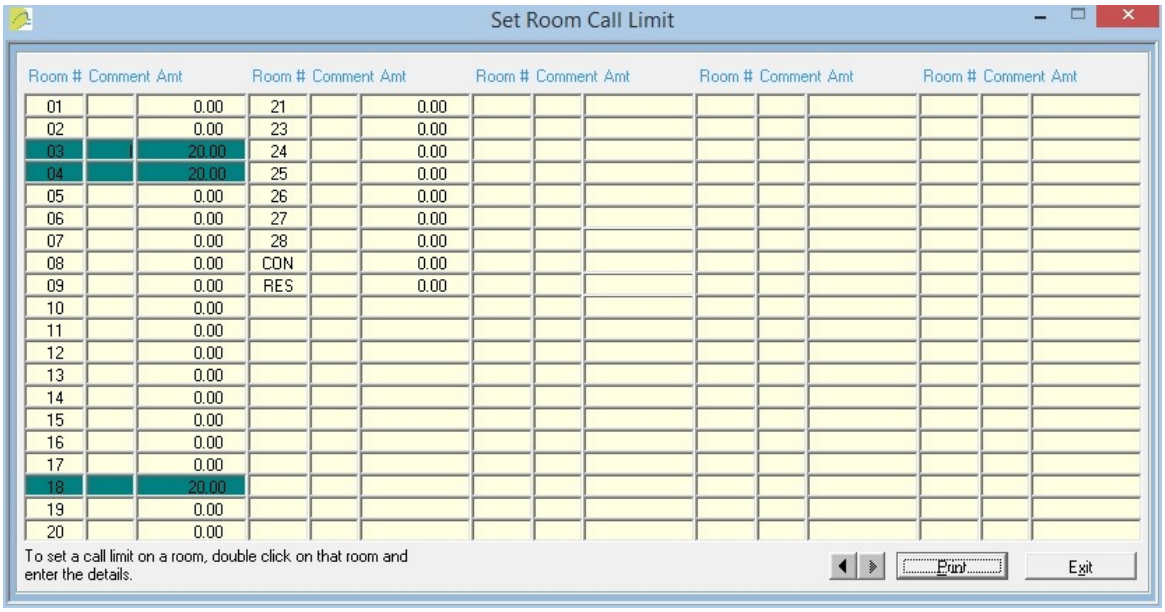
320

If you wish to print this report, just click on the **Print** button once. To exit back to the menu, click the **Exit** button once.

Clear Log
It is advised that at the end of the month you do a print out of all logged calls for the month, and when doing the month end balancing, clear the first 3 weeks of the month. This way if any current guests are in house you will have the last weeks calls still on the computer. The rest you should file in a folder after you have printed.

8.1.2 Set Call Limit

The call limit function will allow you to set limits on any room in-house, this will not stop guests making a call. To access this menu click on **PABX** menu. Then select **Set Call Limit**. The screen below will appear.



Room #	Comment	Amt	Room #	Comment	Amt
01		0.00	21		0.00
02		0.00	23		0.00
03		20.00	24		0.00
04		20.00	25		0.00
05		0.00	26		0.00
06		0.00	27		0.00
07		0.00	28		0.00
08		0.00	CON		0.00
09		0.00	RES		0.00
10		0.00			
11		0.00			
12		0.00			
13		0.00			
14		0.00			
15		0.00			
16		0.00			
17		0.00			
18		20.00			
19		0.00			
20		0.00			

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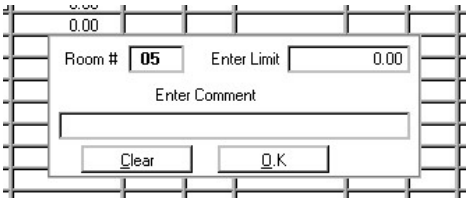
To enter a call restriction, simply double click on the Room Number and enter the call amount limit and a reason. The following screen appears over the main screen Once a limit has been entered the entry displays as above. Note: Limit will not be accepted without a reason. All limits on rooms will be disabled upon check out. If a guest exceeds this limit a warning will appear for you to action, as your policy advises.



321a

8.1.3 PABX Setup

The PABX setup is accessed by clicking on the PABX setup menu.

Note: This program is only applicable when your PABX has been linked to the Front Office System. Contact Starfleet Software to order this link if required.

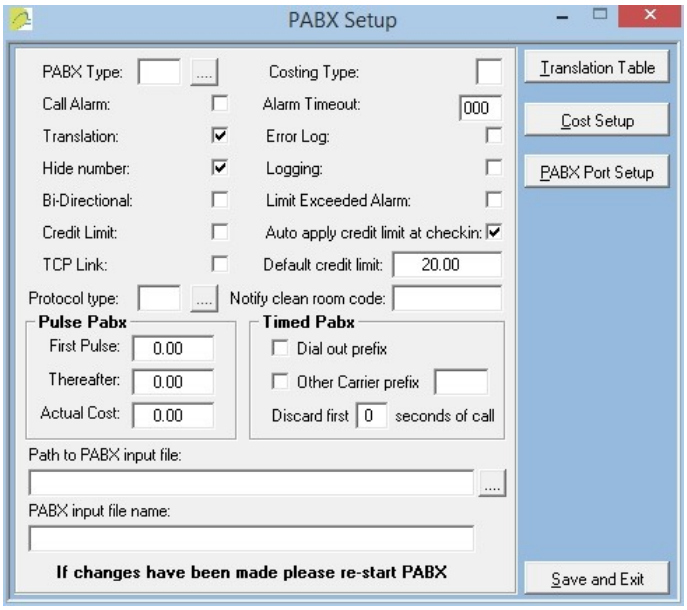
This program is used to setup PABX information such as call charges and room extensions. This program creates a log file which keeps track of numbers called, room numbers, duration of each call and other relevant information for each outgoing call. Guest accounts are updated automatically.

If room extension numbers differ from the room numbers setup in the Front Office System, a translation table can be created to ensure calls made from these extensions are charged to the correct rooms.

Calls which can not be charged to a room appear on a call activity report. (i.e. Print Calls in the Reports menu). If the setup is for TCP/IP please contact Starfleet Software to configure the setup.

8.1.3.1 Change PABX Type

When you select the PABX Setup button, the following screen will be displayed.



323

PABX Type
This is setup by Starfleet Software when the PABX module is installed. DO NOT CHANGE.

Call Alarm
Tick to activate call alarm. (Refer to "TIMEOUT" above). Default should be ticked.

Translation
If your PABX extension numbers differ from your room numbers, you must use a translation table. This is so each PABX extension can be charged to a room number.

Ticking this prompt will allow use of a translation table, which will match extension numbers to room numbers, otherwise, leave blank and calls from room extensions will be charged to the corresponding room number automatically. Refer to PABX Translation Table Set up 229

Hide Number
Ticking this option replaces part of the phone.

Bi-Directional
Some PABX can have Bi-directional communications and if so this is configured by Starfleet.

Credit Limit
Tick to set credit limit on a room otherwise leave blank. Refer to Set Call Limit 226.

TCP Link
If communications to the PABX is via a TCP/IP connection this will be configured by Starfleet.

Costing Type
This is setup by Starfleet Software when the PABX module is installed. **DO NOT CHANGE**.

Alarm Timeout
The Front Office System monitors the last time a telephone call was logged by the PABX system. The system will alert you if a call has not been logged within the time set (in minutes). If a fault occurs in the PABX or the cabling to the PC you will be alerted and be able to investigate - only if this option is ticked!

Error Log
Tick to use PABX error log text file, to log all data/info received from the computers COM port connected to the PABX.

Logging
Tick to log all calls or leave blank to log only calls which are not charged to a room. Default should be ticked.

Limit Exceed Alarm
Tick to activate the credit limit alarm otherwise leave blank.

Auto apply credit limit at check In
A credit limit can be set up on the guest room before check in. This option when ticked will automatically apply this limit. Enter the amount on the room number in Communication -> PABX -> Set Call Limit.

Default credit limit
Enter a default credit limit amount for all room phone charges.

Notify clean room code
Some PABX systems can have a number entered on the phone in the room by the housekeeper. This can trigger a code in the received data from the PABX to Starfleet and enable us to set the room to clean.

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Thereafter
Enter the charge for subsequent pulses. (Eg: .65). For time costing PABX this value is ignored.

Actual
Enter the actual cost of the pulses. (Eg: .45). For time costing PABX this value is ignored.

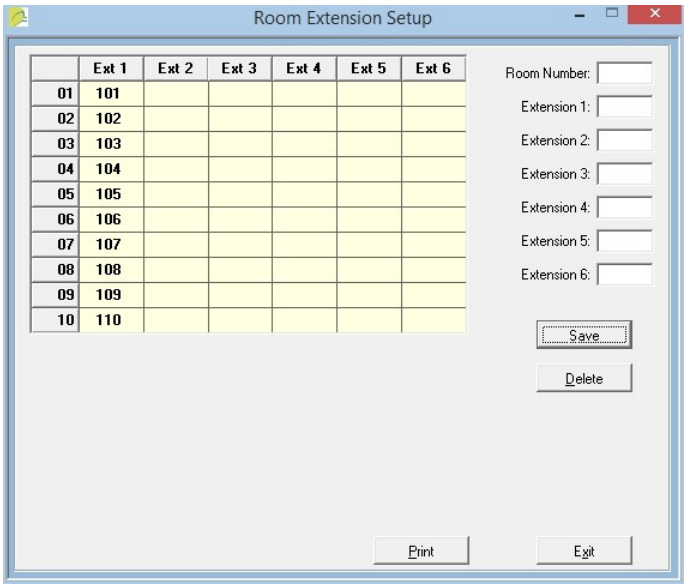
Dial out
Tick if PABX log shows dial out prefix otherwise leave blank. This is only relevant for time costing PABX.

Status Line
Tick to display status line on the PABX screen. This assists in checking the incoming data if there are problems.

8.1.3.2 PABX Translation Table Setup

This program is used when the PABX extension numbers differ from the room numbers in the Front Office system, or some rooms have multiple extensions. The translation table must contain all room numbers and extension numbers in either case.

To access this select the Translation Table button. The following screen is displayed. To add a new extension simply click in the blank room number, enter the room number and < tab > to the Extension 1, 2 or 3 and enter the PABX extension number, Save. To edit or delete details double click on the room or extension number. Select Print to print a list of the room numbers and corresponding extension numbers.

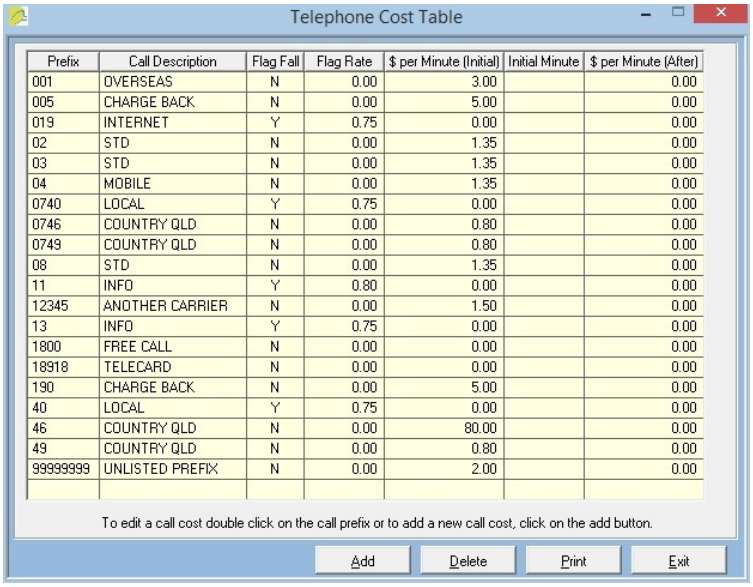


324

8.1.3.3 PABX Phone Cost Table

This program is used when the PABX is charging by duration of a call instead of pulses. This table is used by the PABX to look up a call's cost/min, by matching the prefix of the numbered called. If no match is found then it will used the 'Unlisted prefix' (99999999) cost.

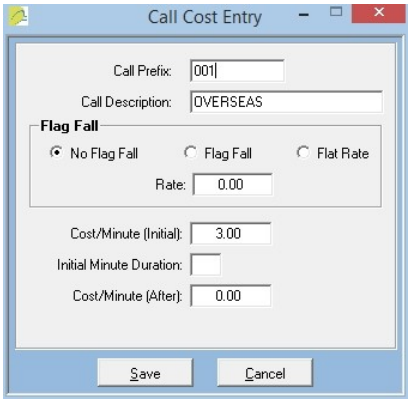
You can add as many combinations of phone prefixes as you like, below is an example of some of them. Select the Cost Table button in the PABX Setup window, and the following screen will appear.



Prefix	Call Description	Flag Fall	Flag Rate	$ per Minute (Initial)	Initial Minute	$ per Minute (After)
001	OVERSEAS	N	0.00	3.00		0.00
005	CHARGE BACK	N	0.00	5.00		0.00
019	INTERNET	Y	0.75	0.00		0.00
02	STD	N	0.00	1.35		0.00
03	STD	N	0.00	1.35		0.00
04	MOBILE	N	0.00	1.35		0.00
0740	LOCAL	Y	0.75	0.00		0.00
0746	COUNTRY QLD	N	0.00	0.80		0.00
0749	COUNTRY QLD	N	0.00	0.80		0.00
08	STD	N	0.00	1.35		0.00
11	INFO	Y	0.80	0.00		0.00
12345	ANOTHER CARRIER	N	0.00	1.50		0.00
13	INFO	Y	0.75	0.00		0.00
1800	FREE CALL	N	0.00	0.00		0.00
18918	TELECARD	N	0.00	0.00		0.00
190	CHARGE BACK	N	0.00	5.00		0.00
40	LOCAL	Y	0.75	0.00		0.00
46	COUNTRY QLD	N	0.00	80.00		0.00
49	COUNTRY QLD	N	0.00	0.80		0.00
99999999	UNLISTED PREFIX	N	0.00	2.00		0.00

325

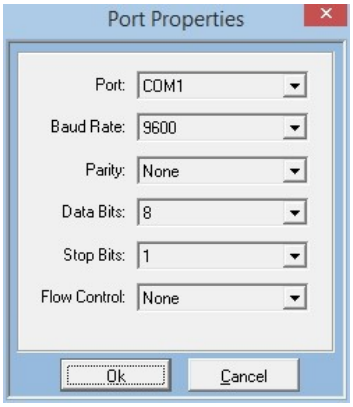
To add a new cost setting click on the Add button. To alter an existing entry, double click on the line the prefix number is on, or select Add to set up a new Prefix.



326

8.1.3.4 PABX Port Set UP

The following screen is displayed when the Port Setup button is clicked once. You will need to know the COM port your PABX is connected to and the relevant settings. Your PABX technician should be able to give these to you.



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Port
Select any valid COM ports connected to your PC. Normally, the PABX will be connected to COM 1 or COM 2. Your PABX technician can advise you which port he has used.

Baud Rate
Select the correct baud rate for your PABX.

Parity
Select the correct parity for your PABX.

Date Bits
Select the correct number of data bits for your PABX.

Stop Bits
Select the correct number of stop bits for your PABX.

Flow Control
Select the correct flow control for your PABX.

If ANY of these settings are incorrect, your PABX connection is unlikely to function properly, if at all.

8.2 Internet (Data)

Please contact Starfleet for separate manual on this link.

8.3 MovieLink

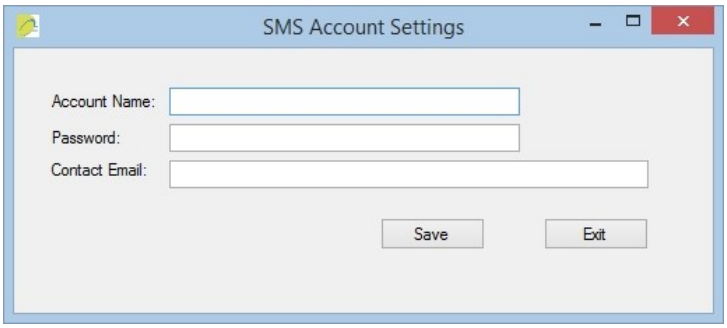
Please contact Starfleet for separate manual on this link.

8.4 Global Gossip

Please contact Starfleet for separate manual on this link.

8.5 SMS Setup

This option requires an account to be setup with Message Media (contact Starfleet for set up details). Once you have your account name and password enter this with your contact email and Save.



328

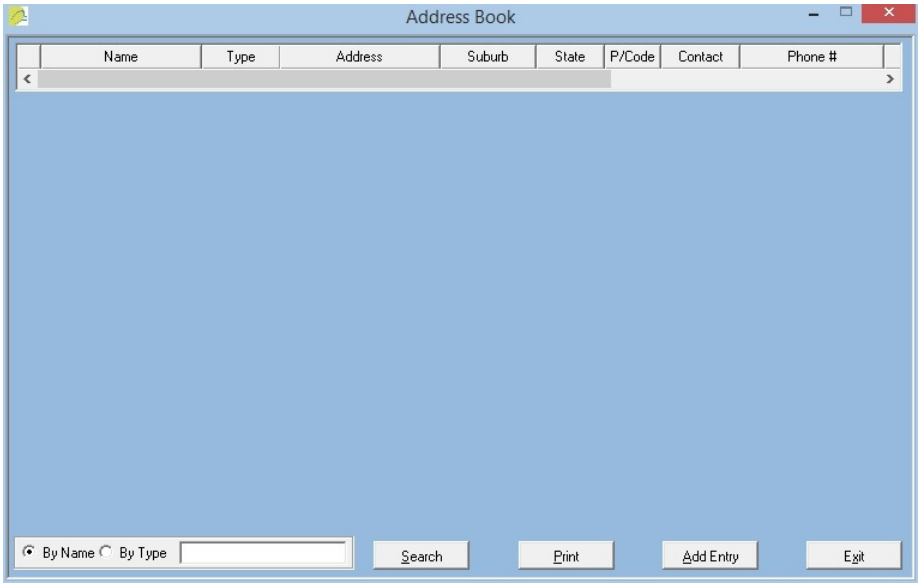
To create the SMS message go to System Configuration -> Vouchers / SMS 209, double click a line to open. Up to six preset SMS messages can be created. This option is available in Front Office and Conference.

9 User Mail

334

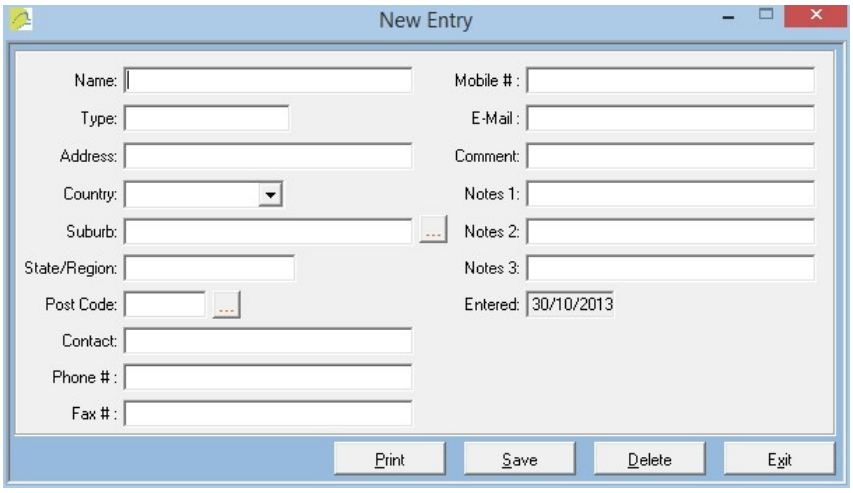
9.1 Address Book

This is used to store address and phone details on either staff, suppliers or groups or anyone in which you wish to keep their details handy on file. Select User Mail, then select address book. The screen below will be displayed.



335

9.1.1 Add Address Book Entry



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Add Entry The fields are not mandatory so you add as much data as you like.
Note: It is suggested that you enter the surname first followed by a coma then first name to make searching easier once you have a lot of names entered.

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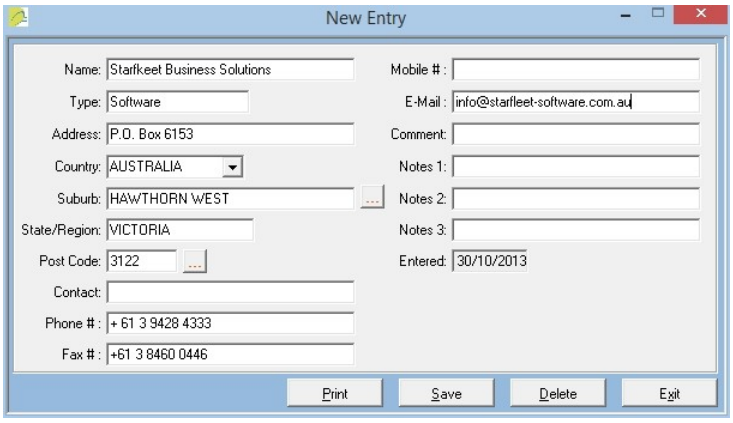
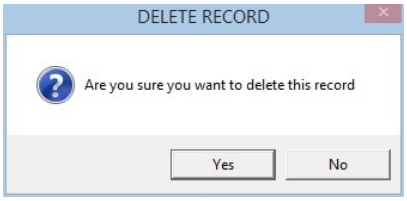
Name: Enter guest name (surname first)
Type: Enter the type of person i.e staff, supplier or group, etc
Address: Enter the address details
Suburb: Enter the suburb name
State/Region: Enter the state or Region name
Postcode: Enter the postcode
Contact: If the entry is for a Supplier enter the name of the person you would speak to
Phone: Enter the phone number
Fax: Enter the fax number
Mobile: Enter the mobile number
Email: Enter the email address
Comment: Enter any comments (e.g if staff maybe the area they work in)
Notes: Enter any further comments (e.g for staff what days they can or can not work). Only the first line will display on the screen, the rest will appear when you double click on the name. Once you have entered all the details click on the Save button.

9.1.2 Delete Address Book Entry



337

- Click on the address book icon and search either by Name or Type, the click on the search button.
- Once the selected name appears double click on the line wanted
- This will display the information as above.
- Click on the delete button to remove the details



338

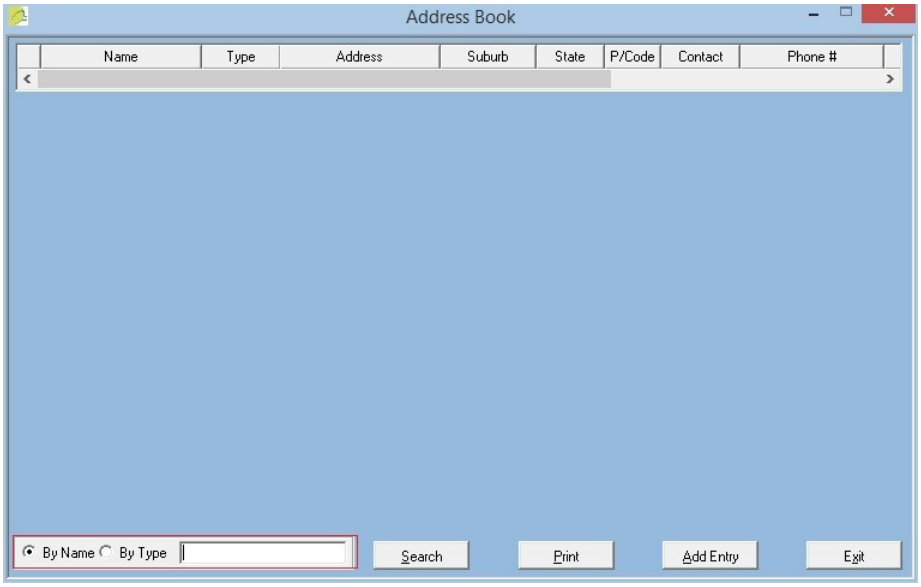
A message will be displayed to ask if you want to delete record. Click yes to confirm or no to cancel.

9.1.3 Search For An Address Book Entry

Click on the address book, then select the type of search you would like to do either by name or type.

- By Name - Select the Name button, type the name you are searching for, click on the Search button and it will list all names in alphabetical order (This is why surname is the best way to enter names)
- By Type - Select the Type button and enter the type (i.e. Staff, Supplier or Group) you are searching for, click on the Search button. The entries will display in alphabetical order.

The window below will be displayed. To print the list, click the **print** button. To exit this window click on the **exit** button. Note: when searching this is case sensitive.



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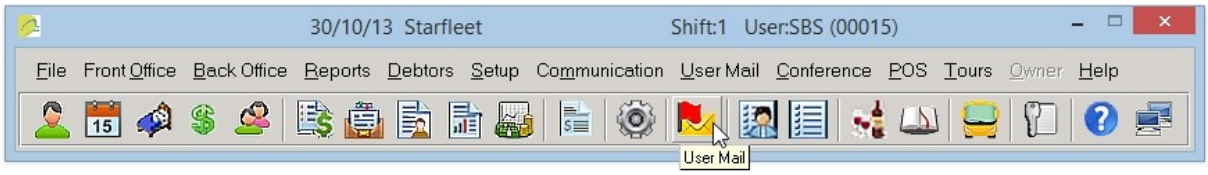
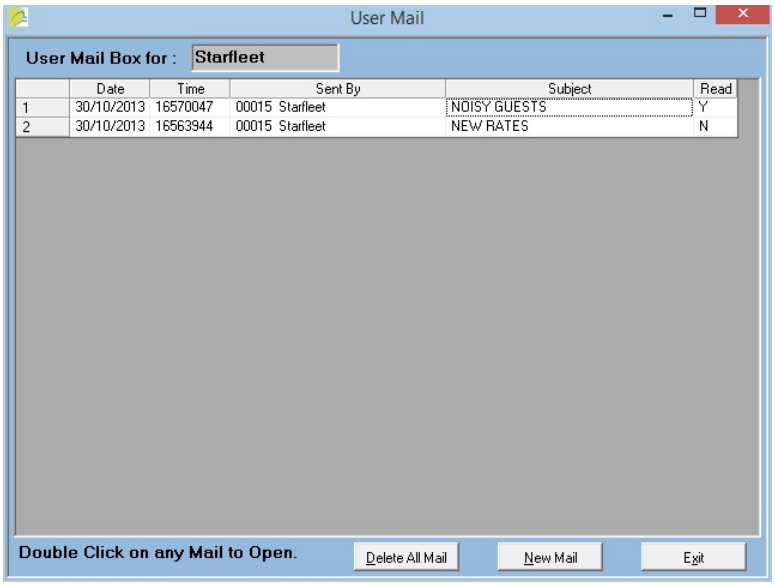
9.2 User Mail



M

This allows you to send mail to different users on the internal system. When the user logs in at the start of their shift an envelope will display on the task bar to inform you that you have mail. To access this click on the envelope. The window below will be displayed. If there is a message to be read there is a red flag alerting the user that there is unread mail.

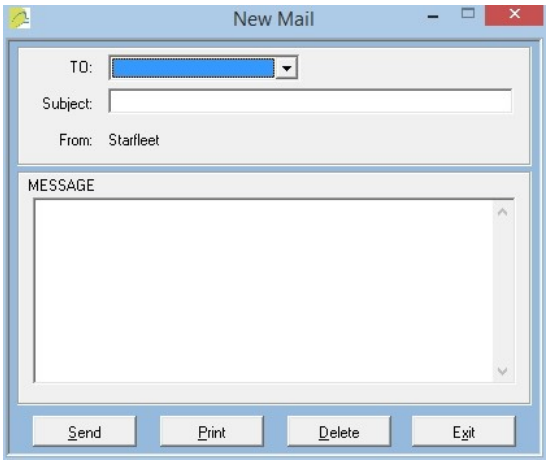


340

This displays the date, sender, subject and Y is mail has been read or N if the mail has not been read. To read the message, double click on the message.

9.2.1 Add User Mail

Click on the new mail button to add a message, box below will appear.



342

- Click on the drop down box at the top to select the recipient or to send to ALL.
- Type in the Subject title for your message
- Enter your message
- Print if hard copy is needed; however the message will stay in the system until you delete it.
- Click on the **Send** button to send the mail to the other user(s).
- Then click on the **Exit** button to return to the previous screen.

9.2.2 Read User Mail

Click on User Mail, then double click on the line you wish to read. The message/s will be displayed in a window.
At the end of the messages there will be either a Y or N under the heading Read. The N means these messages have not been read yet. Once you open them the N will automatically update to a Y, meaning the message has been read. Print the message by clicking on the **Print** button.

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9.2.3 Delete User Mail

Once you have opened the user mail and read the message you have the following options.
- To print if you wish to print and obtain a hard copy and then you can delete the message.
- You can leave the message and exit.
- You can Delete the message.

Then click on the Exit button to go back to the previous screen.

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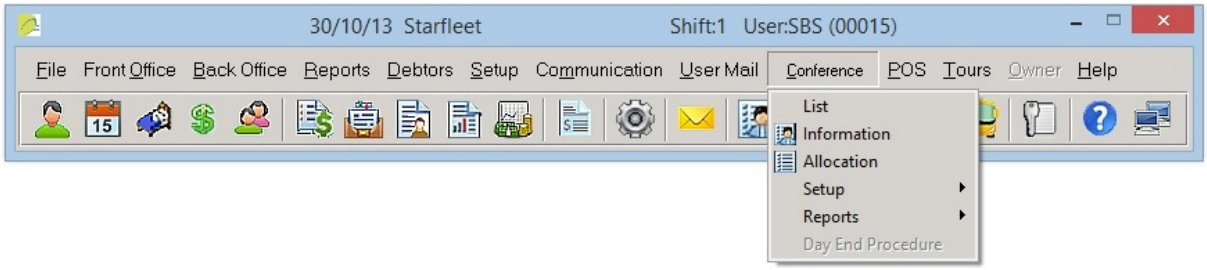
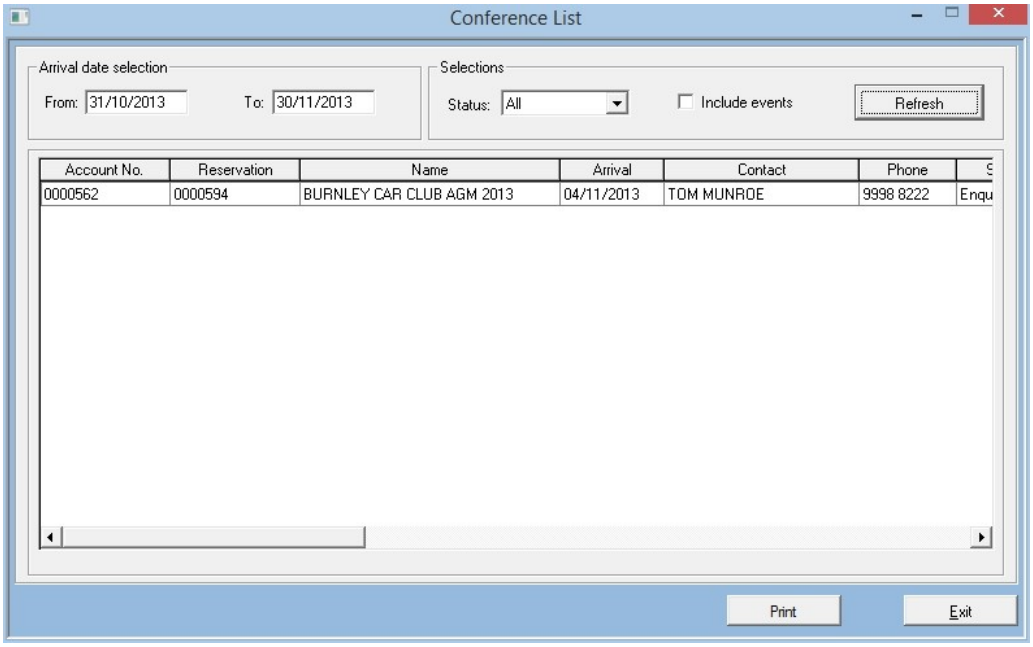
10 Conference



345

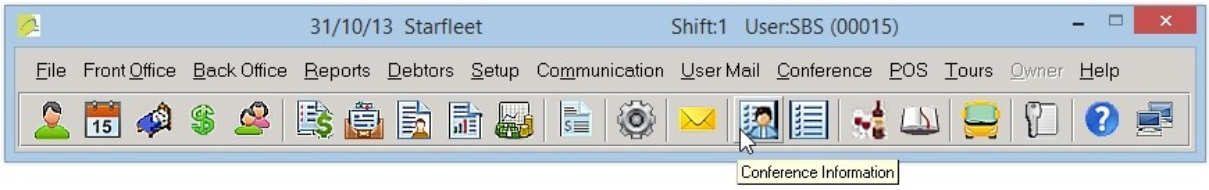
10.1 List

This will display a list of forthcoming Conferences. Select the Conference you wish to view or change, double click to open the Conference Information.



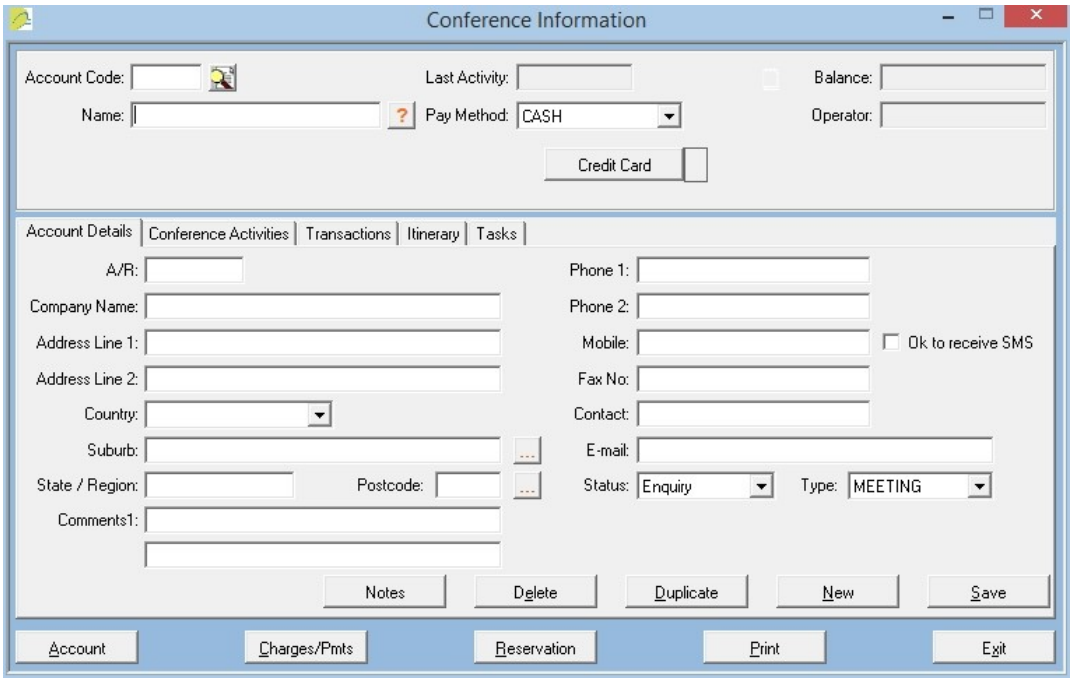
345a

10.2 Information



N

The Conference Information option allows you to **Add or Change** Conference details, including name and address as well as making a booking. Next to the suburb and postcode fields are the postcode lookup icons. Depending on the country selected in the country field the suburb, state and postcode can be selected from the postcode lookup screen. For more information refer to Postcode Lookup 251, or click on the postcode icon next to the suburb or postcode fields.



346

- **Account:** displays the Company name, address, contact details, booking status and type of Conference.
- **Charges/Payments:** displays the Charges/Payments screen.
- **Reservation:** enter a new reservation or to edit a current reservation.
- **Print:** gives the option to print or email Quotation or Proforma Invoice. Select Tax Invoice or Conf letter for the option to print or email. Select Running Sheet for print option.
- **Ok to receive SMS:** allows an SMS message to be sent to arriving Conference Group. Refer to SMS Setup 231 and Vouchers / SMS 209 to create setup.
- **Exit:** will exit from the current screen.

10.2.1 Conference Account

To create a new Conference account, click on the **New** button, enter the Conference details as shown below. (Please note that if the Conference group is already has an Accommodation booking, you can use the same account number. It is the same if you have already created the Conference and wish to create an Accommodation booking, you can use the same account number.) Enter all the information required, then click on the **Save** button

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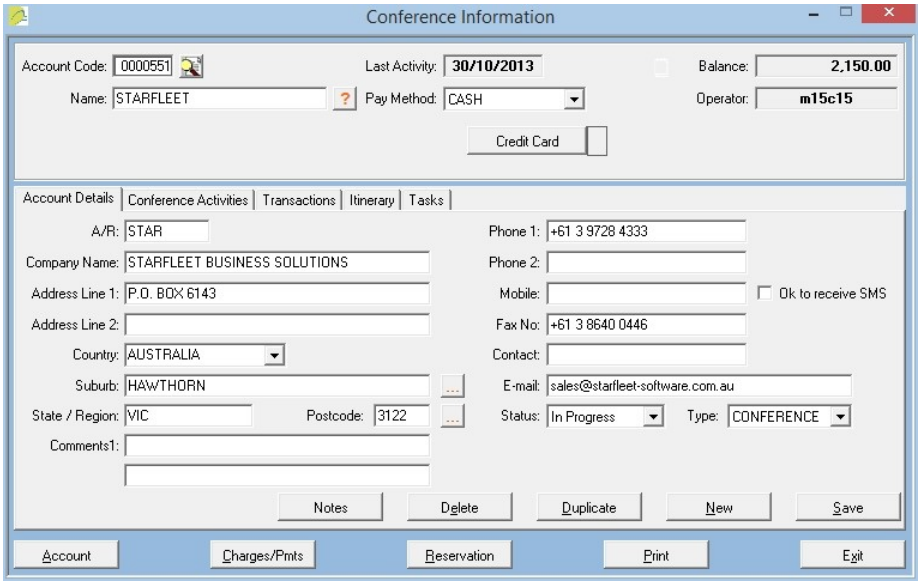
10.2.1.1 Account Details

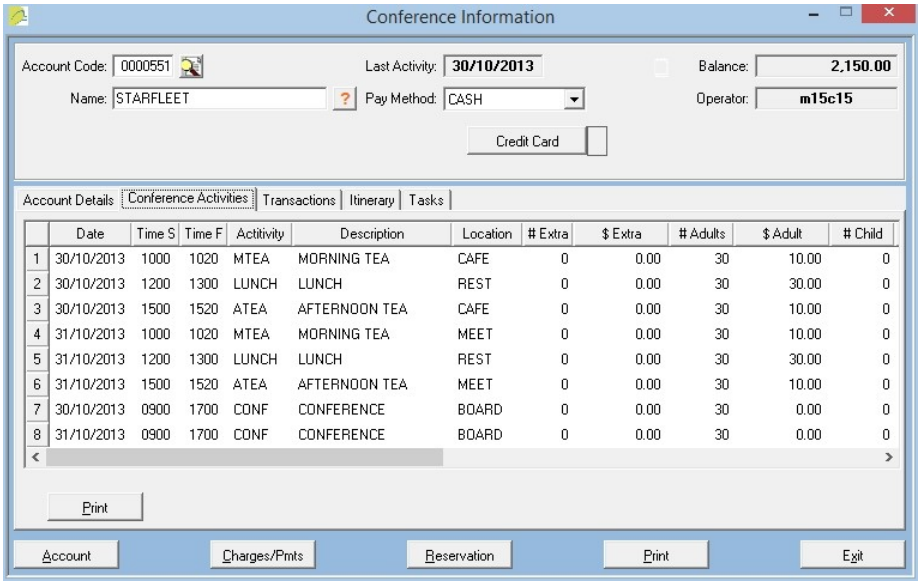


347

- **Notes**: add notes relevant to the reservation. These notes can be printed, refer to Guest Mail & Notes 61
- **Delete:** this button will delete the Conference Information **ONLY** if there is **NO** reservation.
- **Duplicate:** this will duplicate the account details, a new reservation can then be entered.
- **New:** click on **New** to create a new account and reservation. This does not duplicate the account on the screen.
- **Exit:** to close and Exit form the Conference Information screen.

10.2.1.2 Conference Activities

This is a display of all the activities and their charges for the entire conference. To print this report, click on the print button at the bottom of the screen. To Add or Change Conference Activities refer to Conference Activities 243 on the Reservation screen.



	Date	Time S	Time F	Actitivity	Description	Location	# Extra	$ Extra	# Adults	$ Adult	# Child
1	30/10/2013	1000	1020	MTEA	MORNING TEA	CAFE	0	0.00	30	10.00	0
2	30/10/2013	1200	1300	LUNCH	LUNCH	REST	0	0.00	30	30.00	0
3	30/10/2013	1500	1520	ATEA	AFTERNOON TEA	CAFE	0	0.00	30	10.00	0
4	31/10/2013	1000	1020	MTEA	MORNING TEA	MEET	0	0.00	30	10.00	0
5	31/10/2013	1200	1300	LUNCH	LUNCH	REST	0	0.00	30	30.00	0
6	31/10/2013	1500	1520	ATEA	AFTERNOON TEA	MEET	0	0.00	30	10.00	0
7	30/10/2013	0900	1700	CONF	CONFERENCE	BOARD	0	0.00	30	0.00	0
8	31/10/2013	0900	1700	CONF	CONFERENCE	BOARD	0	0.00	30	0.00	0

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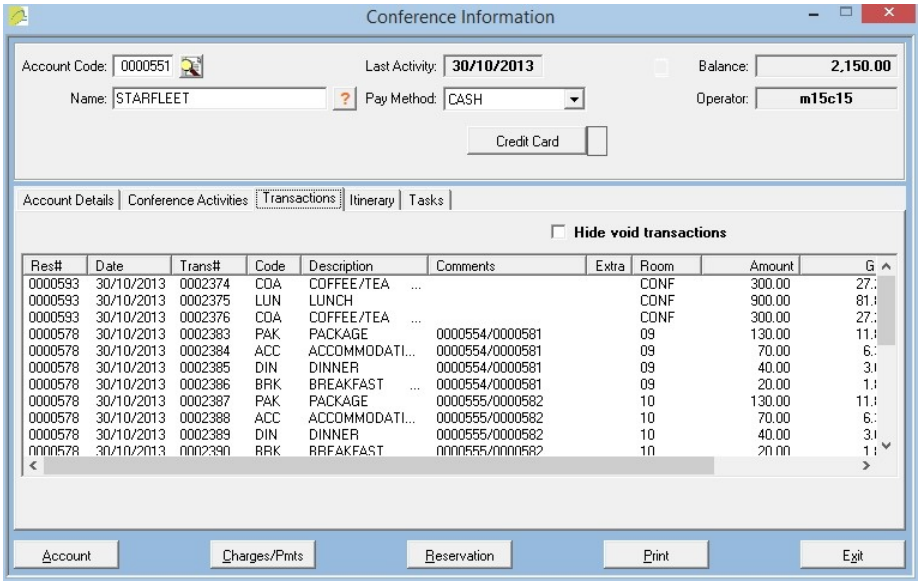
10.2.1.3 Transactions

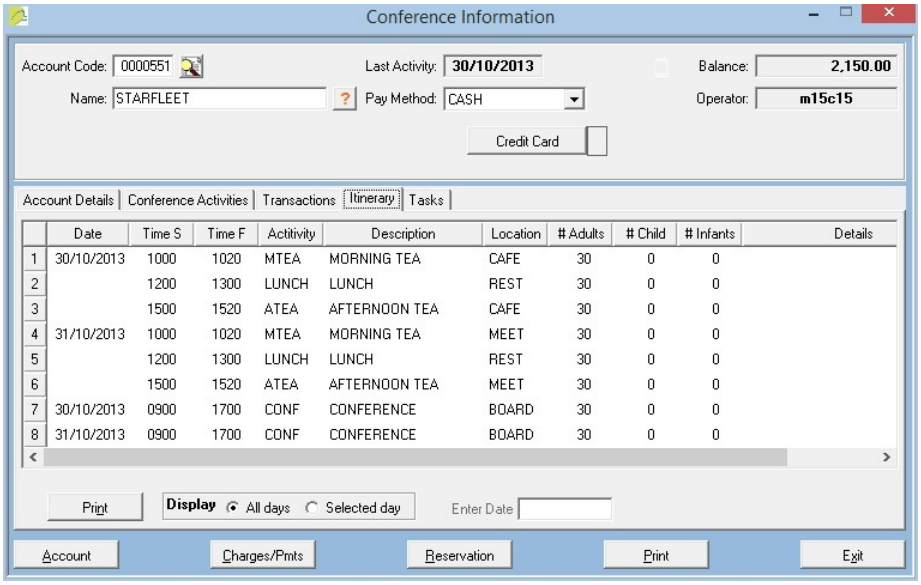
This screen will display all the transactions charged to the conference so far. If any transactions have been Voided by ticking the option to Hide void transactions, these will not display.



349

10.2.1.4 Itinerary

This is a display of all the activities for the conference. You have the option of displaying the whole conference itinerary, or the itinerary for just one of the days by selecting the appropriate date. You can print the itinerary by clicking on the Print button.



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To enter items into the itinerary field go to the Reservations button which is located at the bottom of the screen. Refer to Conference Activities 243 to Add or Change items as this will also display as the Itinerary Report.

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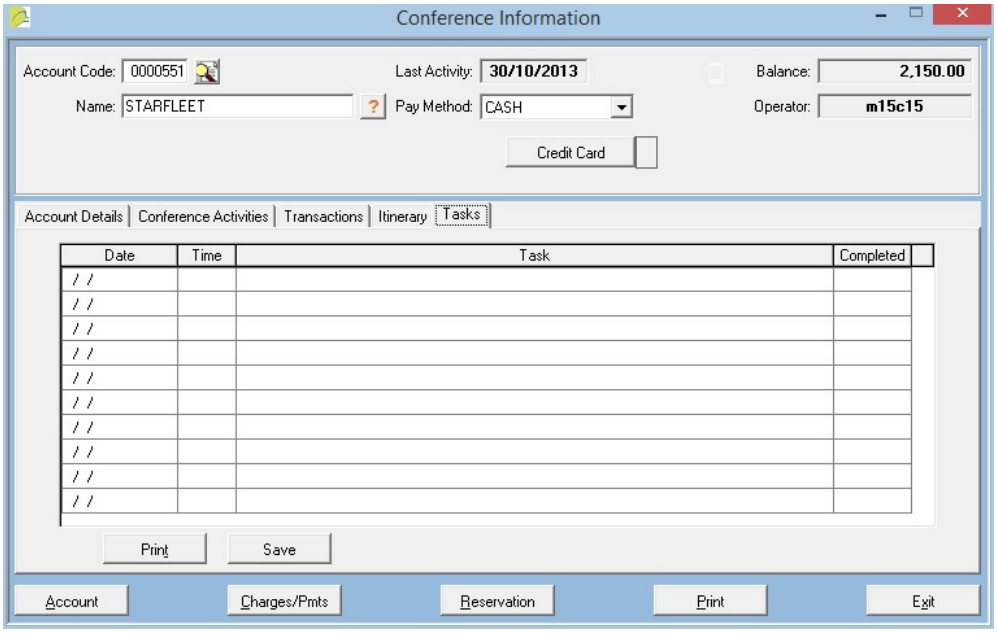
10.2.1.5 Tasks



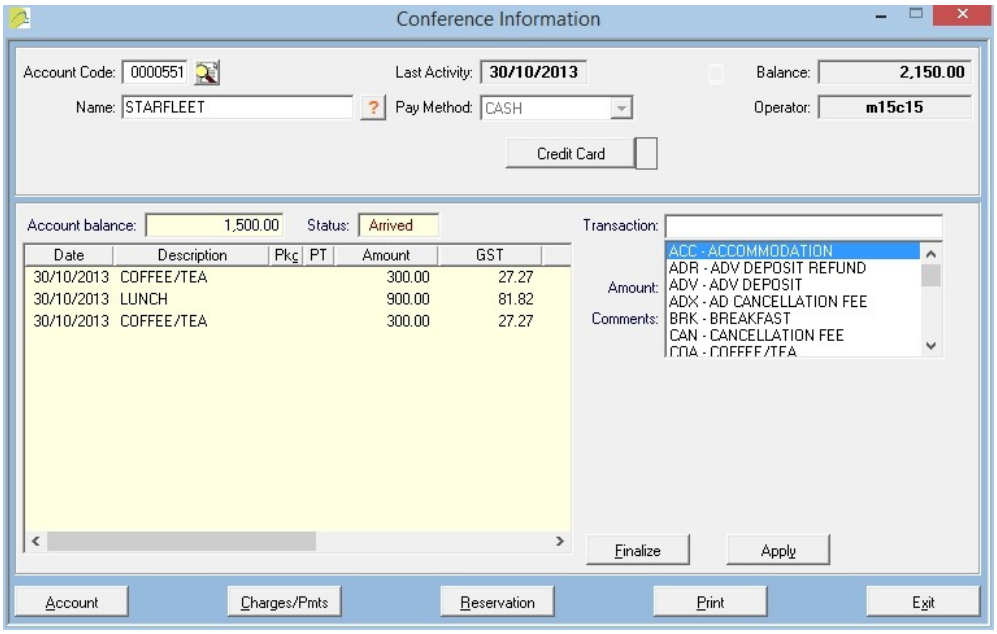
352

The Tasks screen will display all the tasks to be completed for the Conference. Enter all your tasks in the table and click on the Save button. You only have room for a maximum of 10 tasks. To print the tasks, select the Print button.

Date: enter the date the task is to be completed. (DDMMYYYY format).
Time: enter the time the task is to be completed. (HHMM – 24 hr format).
Task: enter a description of the task to be completed.
Completed: enter 'Y' when the task has been completed.

10.2.2 Charges/Payments

Charges and payments are posted in this screen. The Conference account can also be Finalized here. Click on the Finalize button and any charges not posted will then be posted, this will be in the case of any Extras that have been setup on the Account. The Conference status will then change to Completed.



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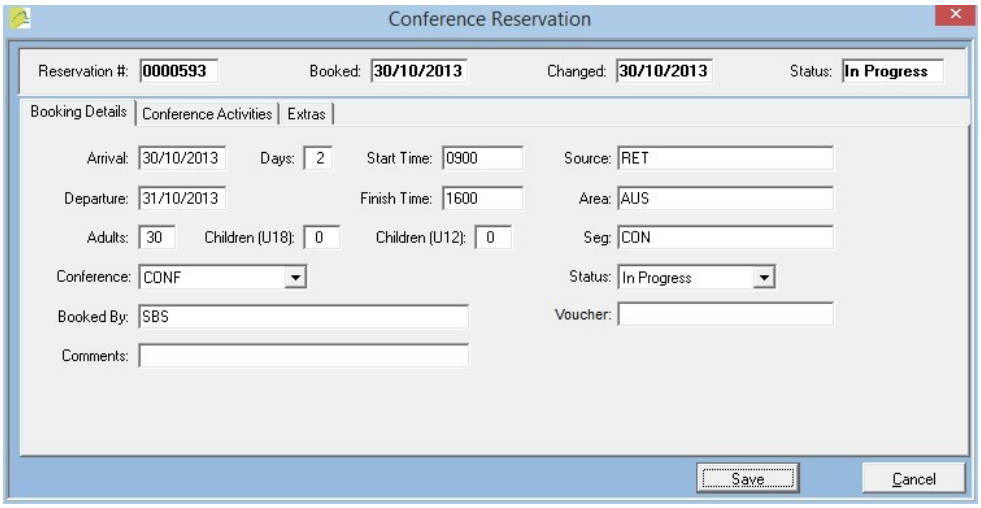
Charges
To post a charge to a conference account, select the transaction type in the Transaction field, <tab> to the next field and enter in the amount of the transaction. If the transaction has GST this will be calculated automatically for you. Enter a comment if required and select Apply.

Payments
To post a payment select PAY in the Transaction field, <tab> to select the payment type then <tab> to the amount field, enter the amount and select Apply.

10.2.3 Conference Reservation

After completing the Conference Information details, select the Reservation button to make the booking. The following window will be displayed.



354

Arrival: enter the Arrival date of the Conference. (DDMMYYYY or double click to select from the calendar)
Departure: enter the Departure date of the Conference. (DDMMYYYY or double click to select from the calendar)
Nights: enter the number of nights for the conference.
Start time: enter the Start Time of the conference.
Finish time: enter the Finish Time of the conference.
Adults: enter the number of Adults attending the conference.
Children (U18): enter the number of Children under 18 attending the conference.
Children (U12): enter the number of Children under 12 attending the conference.
Conference: enter the Conference Package you wish to use. Refer to following Package 248 to setup.
Rate: enter the rate for the Conference.
Booked by: this will be the ID of the user logged in to Starfleet.
Comments: enter any comments about the Conference.
Source: select the Source of the booking. (Used for marketing purposes.)
Area: select the Area of the booking. (Used for marketing purposes.)
Seg: select the Segment of the booking. (Used for marketing purposes.)
Status: select the status of the Conference. Enquiry, Tentative, Confirmed, In Progress, Completed and Canceled.
Voucher: can be an order number provided by a company or a Travel Agents booking number.

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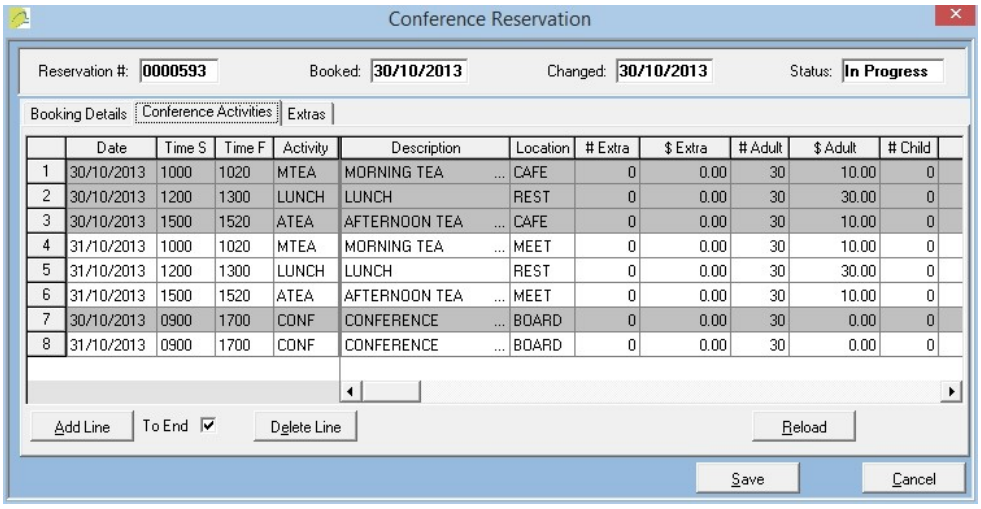
10.2.3.1 Conference Activities

Conference Activities are setup by selecting the Reservation button then Conference Activities tab. To start select Add Line, enter the date, time to start, time to finish, the activity and the location by <tab> to the next field along the line. If there are Extra guests enter in the number and the amount per guest. Continue to add details as required along the line.



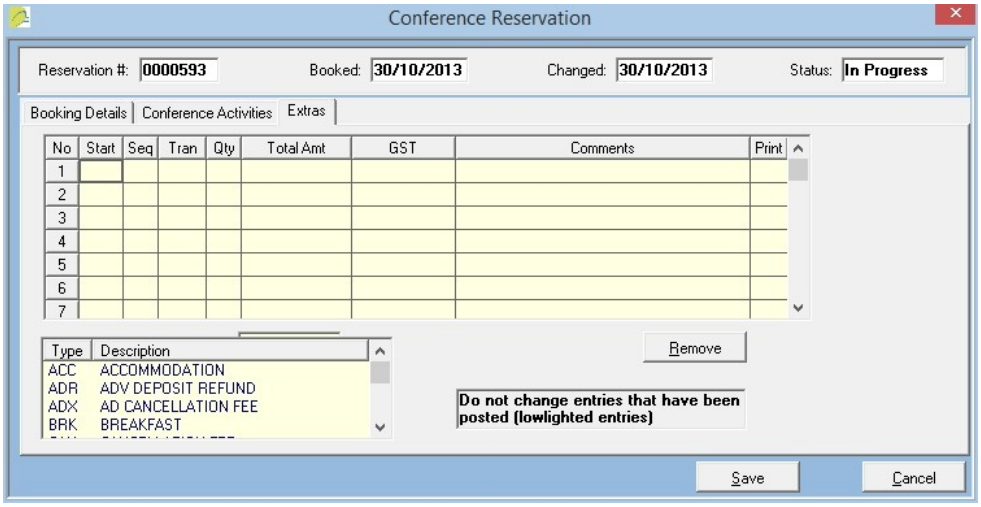
	Date	Time S	Time F	Activity	Description	Location	# Extra	$ Extra	# Adult	$ Adult	# Child
1	30/10/2013	1000	1020	MTEA	MORNING TEA ...	CAFE	0	0.00	30	10.00	0
2	30/10/2013	1200	1300	LUNCH	LUNCH	REST	0	0.00	30	30.00	0
3	30/10/2013	1500	1520	ATEA	AFTERNOON TEA ...	CAFE	0	0.00	30	10.00	0
4	31/10/2013	1000	1020	MTEA	MORNING TEA ...	MEET	0	0.00	30	10.00	0
5	31/10/2013	1200	1300	LUNCH	LUNCH	REST	0	0.00	30	30.00	0
6	31/10/2013	1500	1520	ATEA	AFTERNOON TEA ...	MEET	0	0.00	30	10.00	0
7	30/10/2013	0900	1700	CONF	CONFERENCE ...	BOARD	0	0.00	30	0.00	0
8	31/10/2013	0900	1700	CONF	CONFERENCE ...	BOARD	0	0.00	30	0.00	0

348a

When the Activities amounts have been posted in Night Audit the entry is highlighted grey. These Activities can not be removed or changed. If an activity has been charged to an account incorrectly then this can be reversed. Go to Charges/Payments screen, select the correct transaction type, enter the amount with a -minus, select Apply.

10.2.3.2 Conference Extras

Extras can be added to the Reservation. These charges are setup in the Extras tab to post to the account with the Night Audit process. Refer to Front Office -> Guest Information -> Guest Extras 35 to setup.



No	Start	Seq	Tran	Qty	Total Amt	GST	Comments	Print
1								
2								
3								
4								
5								
6								
7								

Type	Description
ACC	ACCOMMODATION
ADR	ADV DEPOSIT REFUND
ADX	AD CANCELLATION FEE
BRK	BREAKFAST

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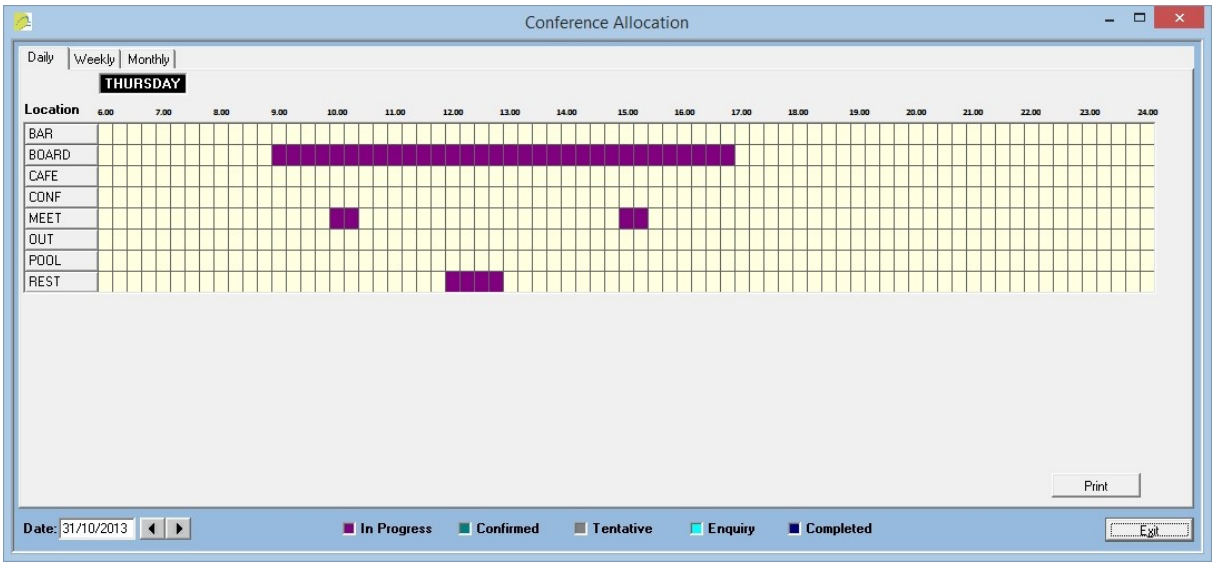
10.3 Allocation

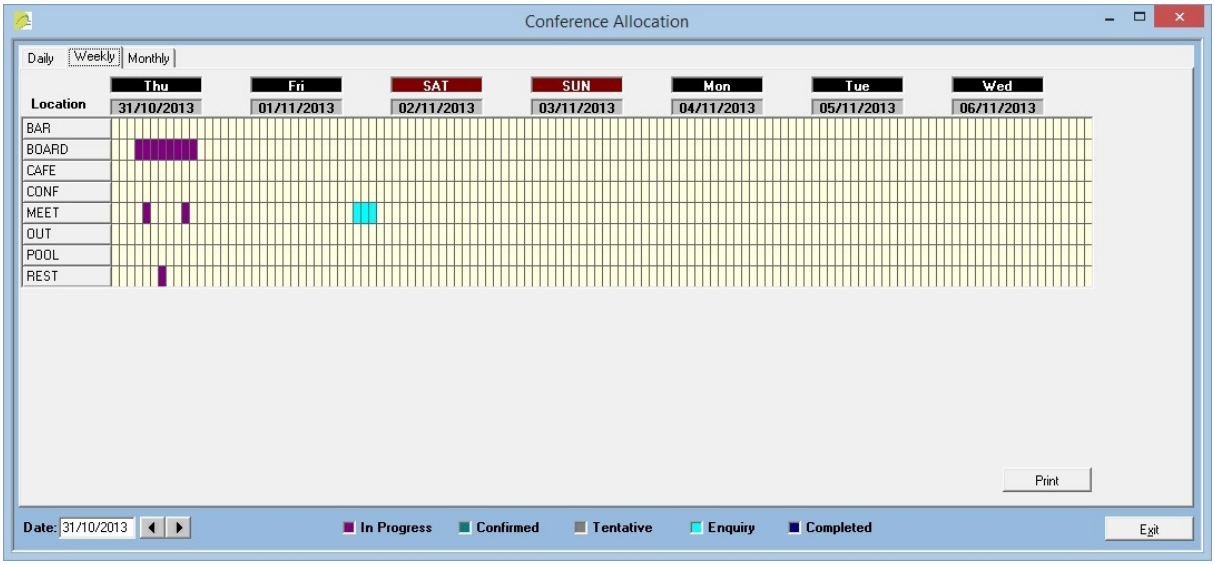
In this window all conferences are displayed for either a day, week or a month (28 days). Depending on what the status of the conference is (Enquiry, Tentative, Confirmed, In Progress or Completed), will depend on the colour displayed. You can move forward or back using the buttons with the arrows on them and depending on which tab you are on, the date will move either one day at a time, 7 days at a time or 28 days at a time. You can also double click on the date field and select a date from the calendar.

Daily tab, the following window will display.



359

Weekly tab will display the following screen.



360

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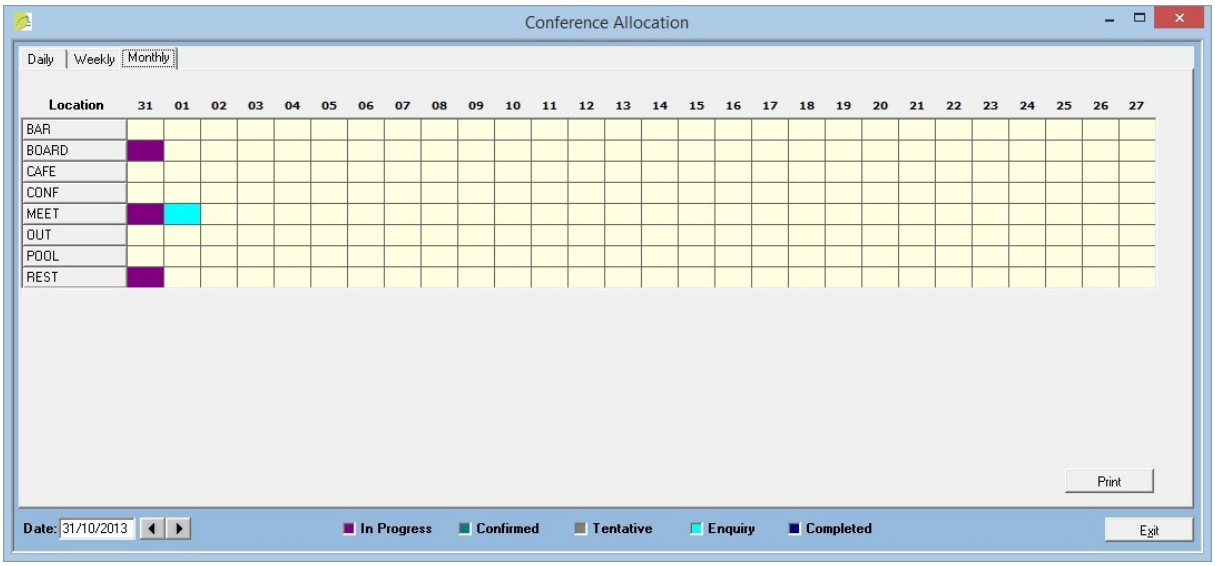
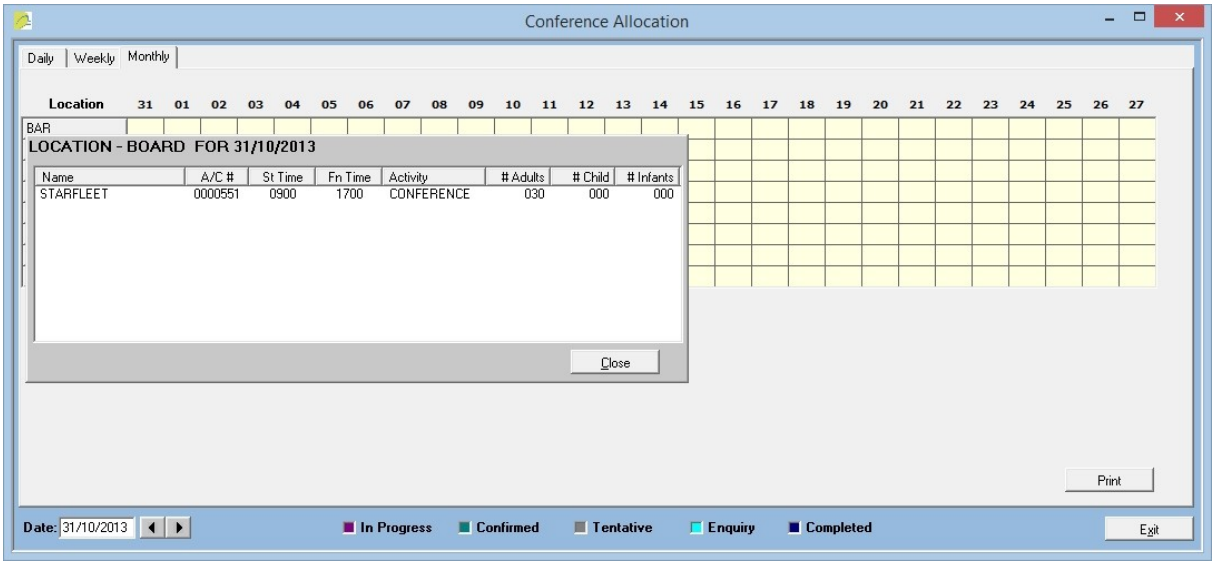
Monthly tab will display the following screen.



361

Click on one of the coloured fields to display a list of all the activities and locations for that day.



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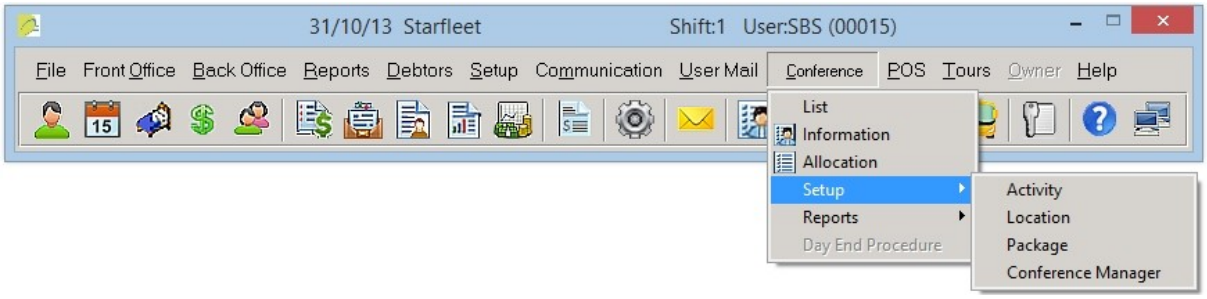
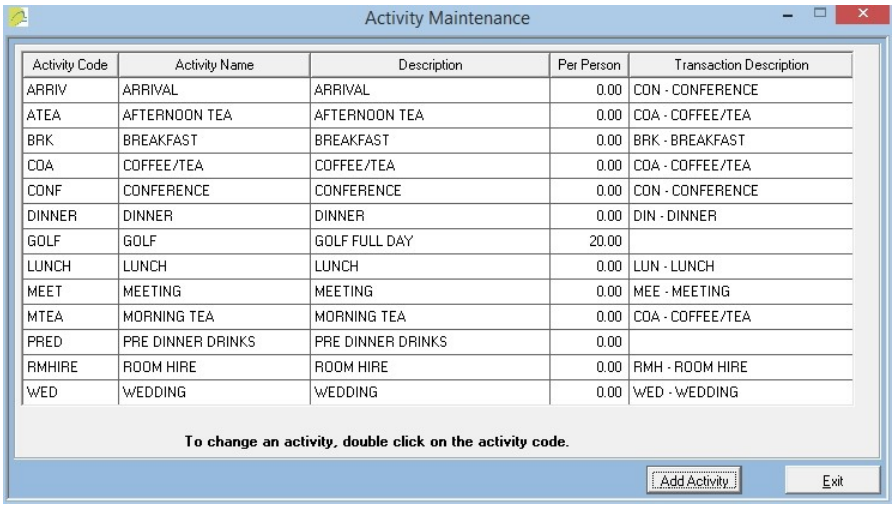
10.4 Setup



T

10.4.1 Activity

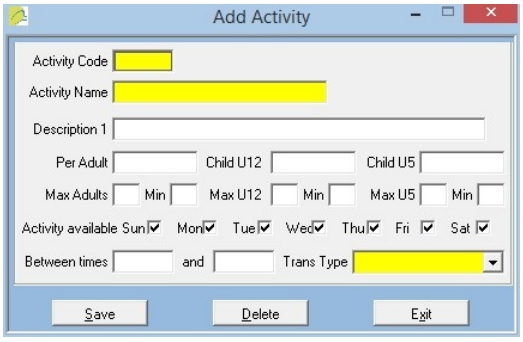
The following screen is the Activities table a list of Conference Activities.



Activity Code	Activity Name	Description	Per Person	Transaction Description
ARRIV	ARRIVAL	ARRIVAL	0.00	CON - CONFERENCE
ATEA	AFTERNOON TEA	AFTERNOON TEA	0.00	COA - COFFEE/TEA
BRK	BREAKFAST	BREAKFAST	0.00	BRK - BREAKFAST
COA	COFFEE/TEA	COFFEE/TEA	0.00	COA - COFFEE/TEA
CONF	CONFERENCE	CONFERENCE	0.00	CON - CONFERENCE
DINNER	DINNER	DINNER	0.00	DIN - DINNER
GOLF	GOLF	GOLF FULL DAY	20.00	
LUNCH	LUNCH	LUNCH	0.00	LUN - LUNCH
MEET	MEETING	MEETING	0.00	MEE - MEETING
MTEA	MORNING TEA	MORNING TEA	0.00	COA - COFFEE/TEA
PRED	PRE DINNER DRINKS	PRE DINNER DRINKS	0.00	
RMHIRE	ROOM HIRE	ROOM HIRE	0.00	RMH - ROOM HIRE
WED	WEDDING	WEDDING	0.00	WED - WEDDING

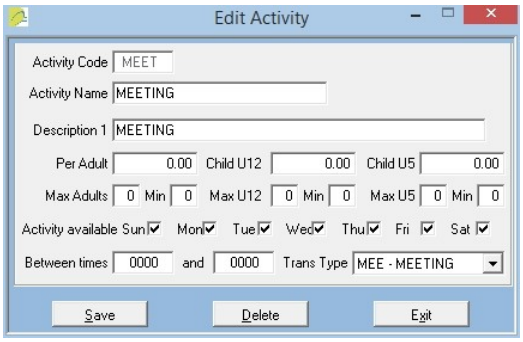
363

To add a new activity, click on the Add Activity button. The following window will be displayed. The yellow fields must be completed. Select the Trans Type description that the activity will be displayed by on the Conference account. (i.e. Activity Code: ATEA AFTERNOON TEA will display on the account as AFTERNOON TEA because the Trans Type description is ATE AFTERNOON TEA).



364

To edit an existing activity just double click on the activity in the table. The following window will be displayed. Edit any of the fields, then Save button. To delete an activity, select the delete button. Exit to return to the previous menu.



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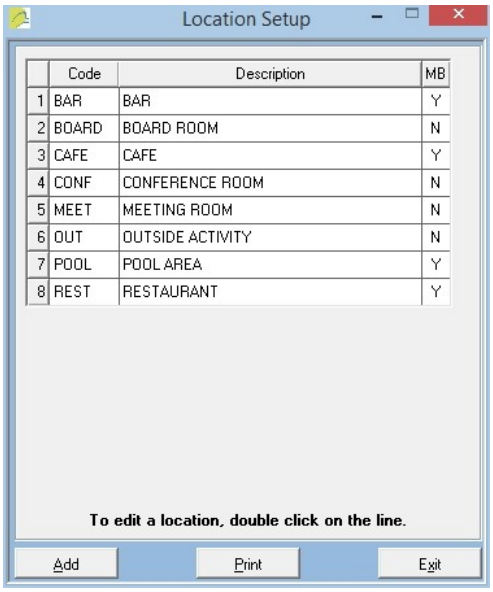
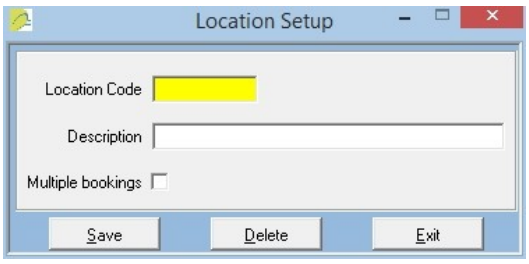
10.4.2 Location

Location Set up for all Conferences.



366

To add select the Add button. The screen below will be displayed.



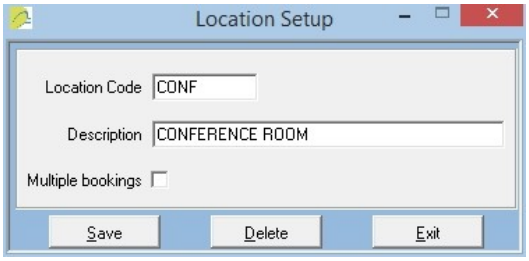
367

Location code i.e Barbecue Area would be BBQ

- Description of that Code.
- Tick multiple bookings - "Y" will appear on main menu. This will allow more than one booking in the location area.
- Untick multiple bookings - "N" will appear on main menu. Only one booking will be allowed in the location area.
- Click Save to save the location
- Exit to return the previous menu.

Change/Delete Location

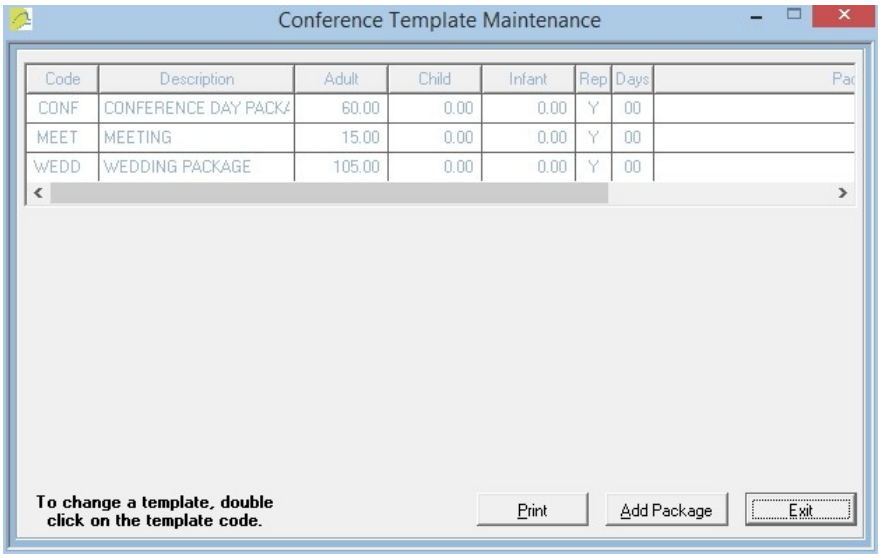
To **change** or **delete** a location/s, double click on the code/description line. The following window will be displayed. Edit the fields as necessary or Delete then Save.



368

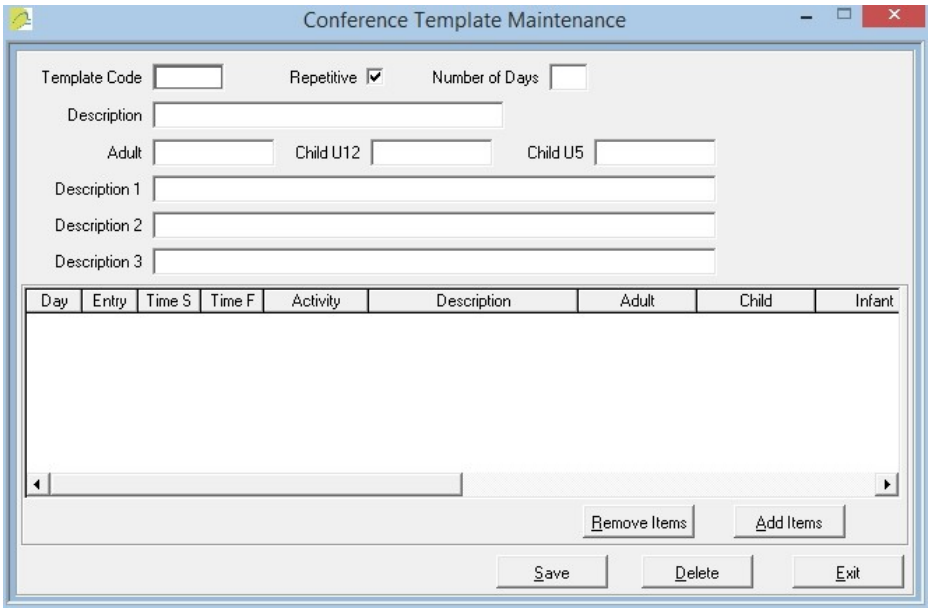
10.4.3 Package

The list of Conference Packages available once they have been setup.



369

To add a package click on the Add Package button. The following window will display.



370

Enter the Template Code and Description, tick if Repetitive, Number of Days and number of adults/ children. Click on Add Items to enter the package items included in the package, see following screen.

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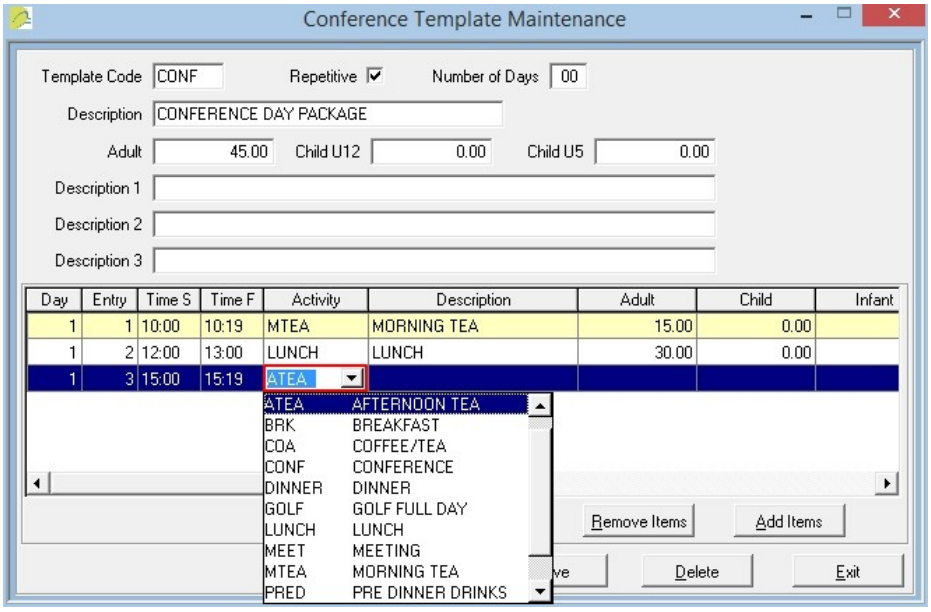
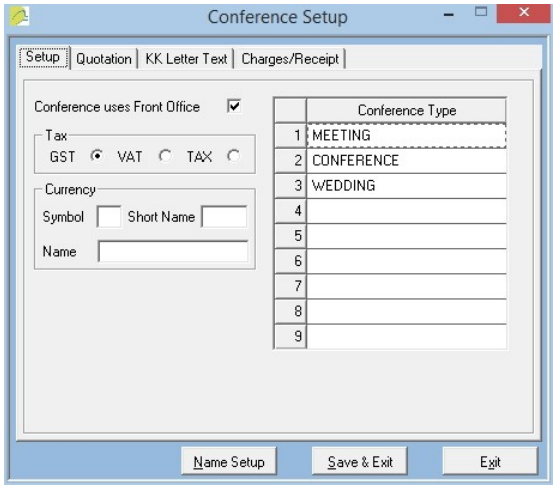


371

To edit/change package details, double click on the Description line. The details of the package will be displayed. Edit as required, then Save.

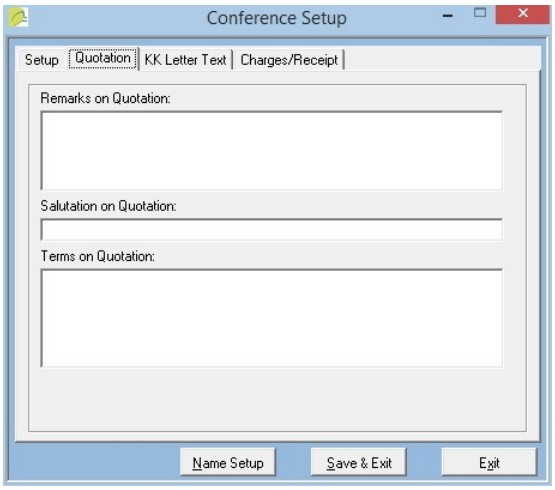
To delete a template, double click on the Description line. The details of the package will be displayed. Then click on the Delete button.
NOTE: Do **NOT** delete a package if there is a current guest using the package.

10.4.4 Conference Manager



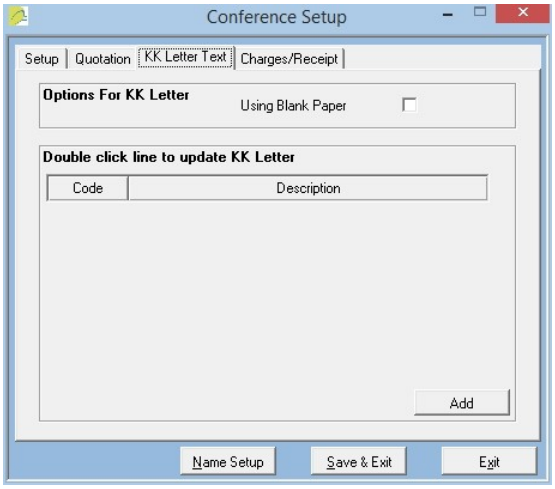
372

Quotation: Add remarks on quotation, salutation on quotation and terms of quotation.



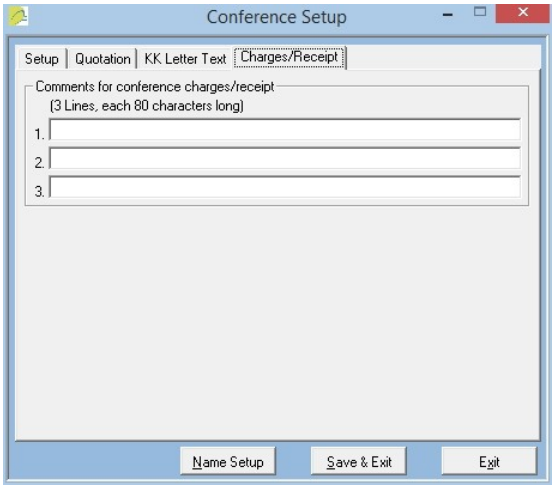
373

Conf Letter Text: Click on the Add button to setup the Conf letter. Refer to the Front Office Conf Letter 205 setup in System Configuration.



374

Charges/Receipt: Enter comments or Bank Account details to be displayed on the Conference Account.



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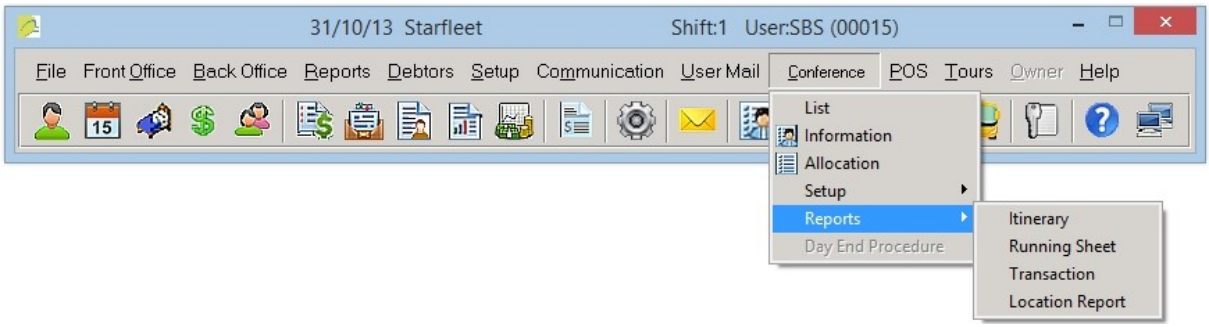
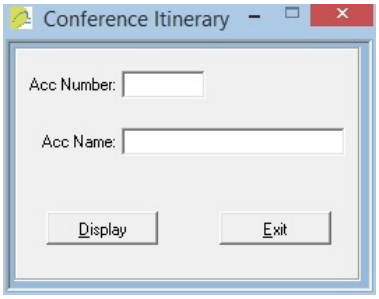
10.5 Reports



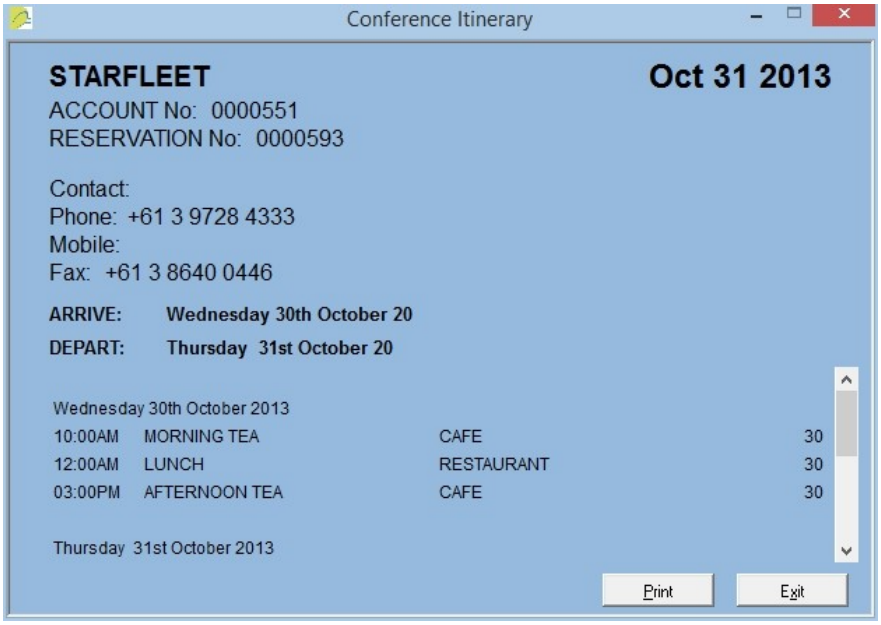
U

10.5.1 Itinerary



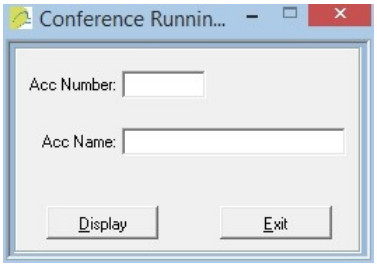
376

Enter the Account Number or Account Name of the conference. The report will be generated from the data that you originally entered into the booking. This report details the conference schedule for the entire conference following what you have entered. The more information entered to begin with means more information on the reports. Below is an example of the conference itinerary report.



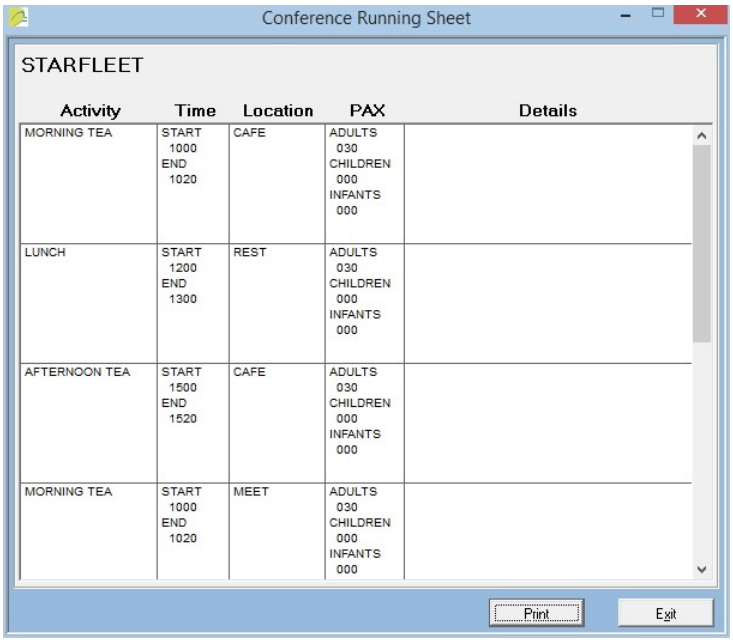
377

10.5.2 Running Sheet



378

Enter the Account Number or Account Name for the conference in the window above. Then click on the Display button. A running sheet will be generated from the data that you originally entered into the booking. An example of a running sheet is displayed in window below.



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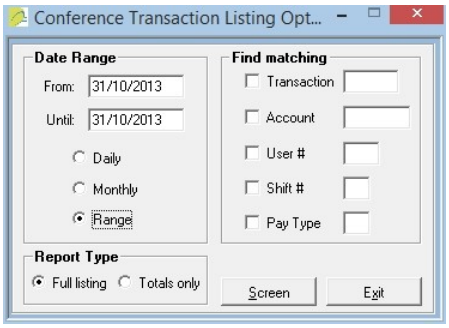
10.5.3 Transaction



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To display the Conference Transaction Listing enter the following:

- Date Range From
- Date Range Until

Select one of the following

- Daily
- Monthly or
- Range

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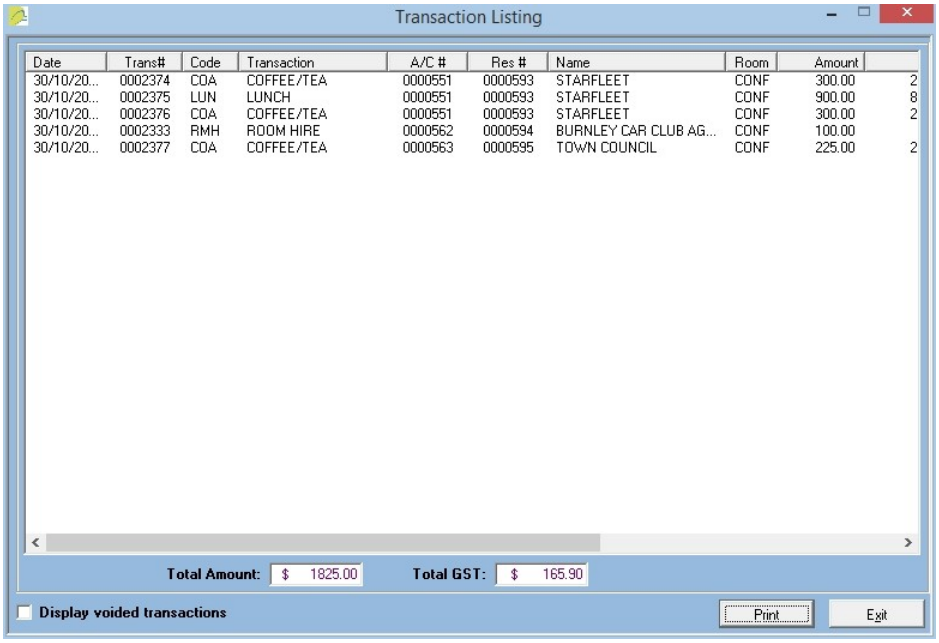
Report Type select one of the following
- Full Listing
- Totals only

Find matching
- Transaction
- Account
- User #
- Shift #
- Pay Type

Click on the screen button to display the report. The window below will be displayed.



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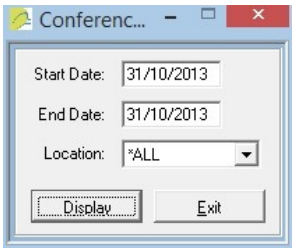
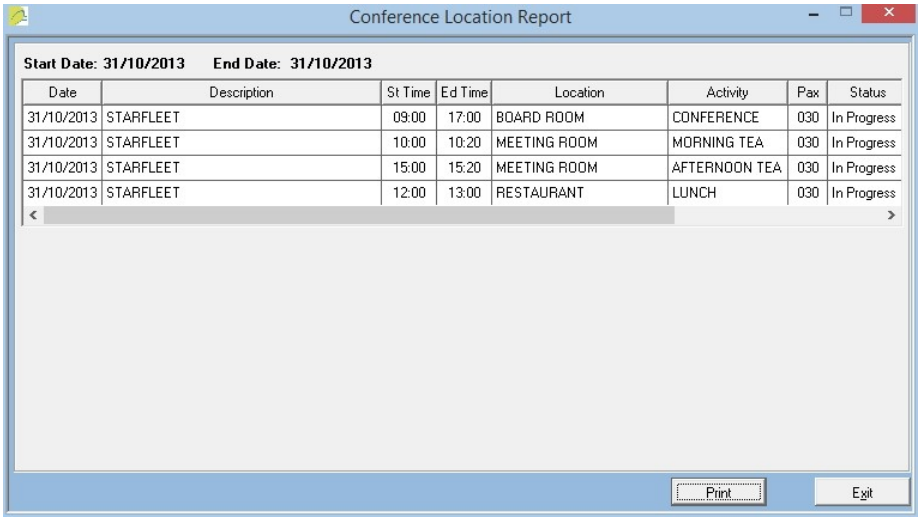
10.5.4 Location Report



382

Click on the Location Report, the window above will be displayed. Enter the Start Date and End Date. For Location select All or a specific location, then select Display. The following report will be displayed. Print for a hard copy and Exit to exit the window.



Date	Description	St Time	Ed Time	Location	Activity	Pax	Status
31/10/2013	STARFLEET	09:00	17:00	BOARD ROOM	CONFERENCE	030	In Progress
31/10/2013	STARFLEET	10:00	10:20	MEETING ROOM	MORNING TEA	030	In Progress
31/10/2013	STARFLEET	15:00	15:20	MEETING ROOM	AFTERNOON TEA	030	In Progress
31/10/2013	STARFLEET	12:00	13:00	RESTAURANT	LUNCH	030	In Progress

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DAY END PROCEDURES
This option is ONLY applicable if using the Conference Module as a stand alone option. Please contact Starfleet Software for information.

11 POS

Please contact Starfleet Software for separate Point of Sale Manual.

12 Tours

Please contact Starfleet Software for separate Tours Manual.

13 Owners

Please contact Starfleet Software for separate Owners Manual.

14 External POS links

Contact your Point of Sale supplier for specific configuration for your tills. Contact Starfleet Software for configuration and documentation of the Starfleet software link to your Point of Sale.

15 Help

15.1 Help Topic

This is where the on line Manual is accessed.

15.2 How To

A short presentation of most commonly used tasks of Starfleet.

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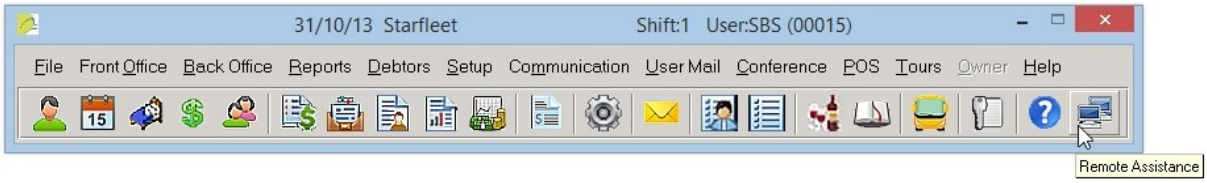
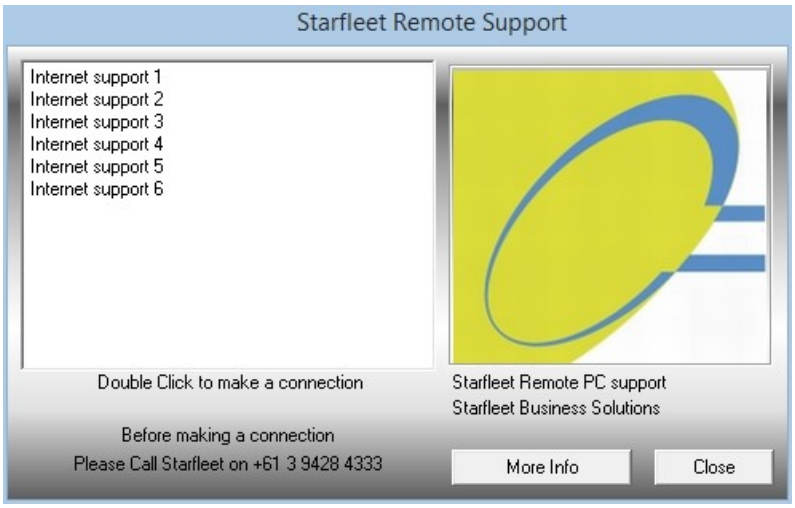
15.3 Remote Assistance



If your property is on Software Support please contact Starfleet **BEFORE** attempting to remote connect. Click on Help in the Starfleet Menu, then Remote Assistance the following screen will display. Starfleet will advise you which Internet support number to double click on.



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15.4 About Starfleet

Details about the software version.

16 Appendix A (Suggested Night Audit Procedures)

Click on the links below for more information.

- Night Audit 257
- Run Night Audit 257
- Daily Backup 257
- Night Audit Selected Reports 257
- Screen Arrivals 258
- Screen Departures 258
- Print Booking List 258
- Print In-House Guest List 258
- Print Registration Slips 259
- End of Day Procedure 256

16.1 End of Day Procedure

Please note this is only a sample end of day procedure check list. It is suggested that you change it for your specific requirements.

1. Screen Arrivals 258
2. Screen Departures
3. Print Booking List
4. Print In-House Guest List 258
5. Backup 14 This MUST be done.
6. Night Audit 111 The following reports can be printed.
   - Transaction List
   - Guest Account balances
   - Security Deposits
   - Arrivals for Next Day
   - Departures for Today
   - Housekeeping Report
   - Booking List
   - Daily Occupancy
   - Cancelled Reservations
   - Phone Calls
   - Daily Summary
   - Guest Notes
   - Notes for the day
   - Daily statistics
7. Print Registration Slips 259

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16.1.1 Night Audit

Night Audit is usually run **last** thing at night, although you can run it **first** thing in the morning if the property closes early and has no late arrivals.

Night Audit will automatically charge accommodation to all occupied rooms and produce a report detailing the room numbers, room rate charged and the current balance on these rooms. This will also change the system date to the next day and print the pre-selected reports. It will first show you a list of reports that you can alter (by ticking or un-ticking as required). A selection of Reports can also be set so these reports will automatically print with Night Audit. Select the reports in Setup -> System Configuration -> Daily Update 205 -> **Day End** button to open the report selection.

NOTE: (1) If you have the PABX Link connected, any calls between midnight and when you run the Night Audit will be on yesterdays date, and (2) if you have POS then night audit should be run after the POS is finished for the night or before POS is started the next morning. All guests who have arrived MUST be checked in and all Guests who are departing MUST be checked out before you run Night Audit.

16.1.1.1 Run Night Audit

Back Office Menu -> Night Audit.
If you are ready to do a Night Audit, select Continue. You will be reminded to do the Daily Back Up. Select **OK**, Starfleet **AUTO BACK UP** Procedure will run. (**This is an internal backup done for rescue in case of emergency. Do not rely on this backup for your backup purposes).** Then select desired reports, and select **Run Update**.If there are guests who have not yet arrived, or guests who have not yet departed, an Arrivals / Departures report is displayed. Exit the report to correct any reservation before proceeding.

16.1.1.2 Daily Backup

Backup from the Starfleet Menu
To setup the Backup go to **File -> Backup**. Enter the File/Folder to back up. Select the File to Backup to, or Browse. When entering the File to Back up to please ensure .zip is added on the end of the path or the backup will not run. Although there is an automatic backup run at Night Audit we do **not** recommend relying on this one alone for data backup. To ensure safe data backups we do recommend multiple manual backups to an external CD or USB device as instructed above. Ensure that you do a daily backup as applicable for your property. Refer to Backup 14

16.1.1.3 Night Audit Selected Reports

Night Audit brings up a list of user selectable reports. These are pre-defined by you or your manager in **Setup->System Configuration-**>Daily Update 205 **-> Day End**. You can tick or un-tick any of these as required in that night's Night Audit in particular and the next night's list will be unchanged.

- **Print Transaction Report**
  Print a full daily transaction report (i.e. not a summary). This report will provide record of all transactions processed through the day as well as a summary of payments and revenue generated by each transaction code. Ensure transaction totals agree with restaurant charge dockets, bar dockets, mini bar dockets, etc.

- **Print Security (Advance) Deposit Report**
  Print security deposit report as a permanent record of the current deposits held for Guests not yet arrived in the system.

- **Print Arrivals – (Not Yet Arrived)**
  Print an arrivals report for the following day, and make specific room allocations if required.

- **Print Departures – (Not Yet Departed)**
  Print a departures report for the following day. Check that folios are correct and all payment methods have correct authorization.

- **Print Housekeeping Report**
  Print a housekeeping report in either room or alphabetical order for Housekeeping. On this report any special request for the following day. (e.g.: cot for room 210) will be listed.

- **Print Daily Occupancy Summary**
  Print an occupancy report to provide a permanent record of the occupancy figures for your property.

- **Print Booking List**
  Print a list of all Bookings made to review details.

- **Print Canceled Reservations**
  Print a report of reservations canceled on the current date for review.

- **Print Phone Calls**
  Print this report only if your PABX is connected to the motel system.

- **Print Daily summary**
  Print the summary of the daily occupancy, revenue and receipts.

- **Print Guest Notes**
  Print a report of Guest Notes which are to be printed as a reminder due today.

16.1.1.4 Screen Arrivals

Screen Arrivals Report for the current day and ensure there are no guaranteed or late arrivals which need to be checked in prior to posting room charges.

Reports Menu -> Reservation report.
Select Arrivals, Not yet arrived, All Guests, and Start Date and End Date as the current date.

16.1.1.5 Screen Departures

Screen Departures Report for the current day and ensure there are no remaining check outs. If there are, you need to extend or check the remaining rooms out prior to posting room charges.

Reports Menu -> Reservation Report
Select Departures, Not yet departed, All Guests and Start Date and End Date as the current date.

16.1.1.6 Print Booking List

Print a Booking List to provide a record of all reservations entered in the system today.

Reports Menu -> Reservation Report
Select Booking List and then Start Date and End Date as the current date.

16.1.1.7 Print In-House Guest List

Print an In-House guest list to provide a record of all guests in-house tonight.

Reports Menu -> Reservation Report
Select In House and then Start Date and End Date as the current date.

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16.1.1.8 Print Registration Slips

Print Registration Slips for the arrival day. Ensure all arrivals have been allocated room numbers.

Front Office -> Reg Slip / Allocate Rooms -> Print Registration Slip.
Select the appropriate arrival date.

16.2 Quick Reference Guide

This documentation is only included as a 'Quick Reference'. For detailed explanation of the following topics, please refer to the User's Guide. Click on the following links for information.

Front Office 21
Guest Reservation - Quick 30
Guest Information 22
Advance Deposits 36
Attach/Remove Group Booking 38
Guest Confirmation Letter 39
Guest Registration Slip 42
Changing & Deleting a Guest Reservation 43
Search for Existing Guest Details 44
Guest Check In 46
Guest Check Out 48
Reinstate Checked In or Out Reservation 50
Guest Account Invoice 51
Guest Charges & Payments 52

16.2.1 Returning Guests

1. Select menu item **Front Office -> Guest Information**. Enter the first several characters of the Guest surname in the surname field. A list of similar names to select from will appear in the drop down field. Select the returning guest name. If not available this option can be turned on in **Set Up -> System Configuration -> Other -> Display name list on new accounts 'tick box'.**

2. **Alternatively,** if you have a Guest Information screen open, **c**lick on the search button next to the Account number box, and enter the first several characters of the Guest's name. Select the Guest from the search list. Refer to Search for Existing Guest Details 44

3. When the guests name and information is displayed, select Book Room to create a reservation.

4. Enter the Guest's reservation details, then select Save.

5. If you have received a deposit, please refer to Advance Deposits 36

6. **Alternatively**, go to **Front Office -> Room Allocation** and right click on the desired date / room number intersection and select Book room. Type in guest surname and select returning guest name from the list displayed. This new reservation will then be attached to the existing guest account.

Refer to: Guest Information 22

16.2.2 New Reservation

1. Select menu item **Front Office -> Guest Information**.

2. Select **New** to create a new account and then a reservation.

3. Enter the guests details beside each prompt, or **<Tab>** to leave fields blank.

4. Select **Book Room** to create a new booking.

5. Enter the Guest's reservation details, then select Save.

6. If you have received a deposit, please refer to Advance Deposits 36

7. **Alternatively**, go to **Front office -> Room Allocation** and right click on the desired date / room number intersection and select Book Room.

Refer to: Guest Reservation - Quick 30

16.2.3 Check In

1. Select menu item **Front Office -> Guest Information.**

2. Key in the Guest's account number in Account, <enter>. Update any details if required.

3. Click on **Arrivals** button.

4. Select the relevant reservation if there is more than one.

5. If the correct room number is already allocated select **Check In**. If not allocate the room number then **Check In**.

6. If payment is received on arrival check the guest in and then post the amount as a Payment. (An Advance Deposit is paid to the guest account before Check In).

7. Alternatively go to Front Office -> Room Allocation and right click on the guest name arriving today then select Check In.

Refer to: Guest Check In 46

16.2.4 Check Out

1. Select menu item **Front Office -> Guest Information**.

2. Enter the Guest's room number in the 'Room' field and press <enter>. Alternatively, select the right or left arrows located to the right of the Room number, until the desired account is displayed.

3. Click on the **'Departures'** button.

4. Select the reservation, if more than one, to highlight it.

5. Select '**Transaction'** to process any charges or payments to that account (if applicable).

6. Select 'Guest Account', to print. (If required, select the appropriate transactions or folio).

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7. Ask the guest to verify the charges on the account and make any necessary changes through Charges and Payments.

8. After posting the payment, reprint the account if required.

9. Select 'Check Out' to check the Guest out.

10. Alternatively, right click on the guest name in the Room Allocation screen. Select Check Out.

Refer to: Guest Check Out 48

16.2.5 Security (Advance) Deposits

1. Select menu item **Front Office -> Guest Information**.

2. Locate the Guest's account number, key it in to **'Account**:', then press <enter>. Update the Guest's details, if required.

3. Select '**Charges/Pmt**'.

4. Select the reservation to process, by highlighting it (if it is not already highlighted).

5. Select '**Transaction**' to process, and select the transaction type you use for Security deposits.

6. Key in the amount, and select **'Apply**'.

7. **Alternatively**, go to **Front Office -> Room Allocation** and right click on the desired guest and select **Charges/Payments**. Then select the transaction type you use for Advance Deposits and the payment type and amount and select **'Apply**'.

Refer to: Advance Deposits 36

16.2.6 Charges

1. Select menu item **Front Office -> Guest Information**.

2. Enter the Guest's room number beside the **'Room'** prompt and <enter>. Alternatively, select the right or left arrows located to the right of the Room number, until the desired account is displayed. Or enter the Guest account number in the account field and <enter>.

3. Select the **Charges/Payment** button, highlight the reservation to process (if it is not already).

4. Select '**Transaction**' to process, and select the transaction type you want to enter.

5. Select the folio (if it has not been set automatically in setup).

6. Key in the amount, and select **'Apply**'

7. **Alternatively**, go to **Front Office -> Room Allocation** and right click on the desired guest and select payments. Then select the transaction type you wish to use, enter the amount and select '**Apply**'.

Refer to: Guest Charges & Payments 52

16.2.7 Payments

1. Select menu item **Front Office -> Guest Information**.

2. Enter the Guest room number beside the 'Room' prompt and <enter>. Alternatively, select the right or left arrows located to the right of the Room number until the desired account is displayed. Or enter the Guest account number in the account field and <enter>.

3. Select the Charges/Payment button; highlight the reservation to process.

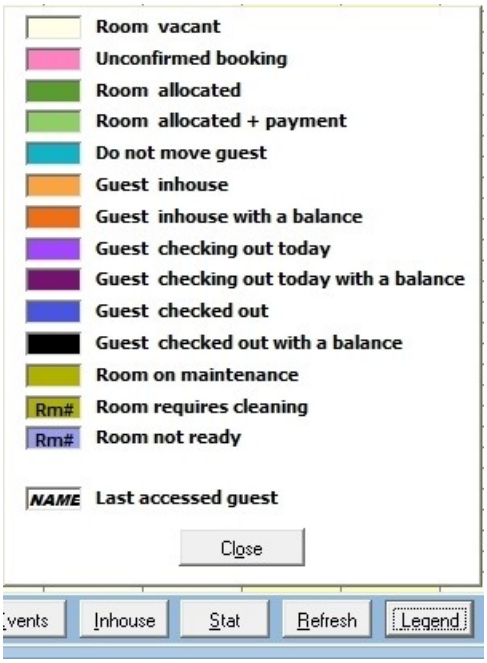
4. Select 'Payment' transaction to process, and select the transaction type you use for payment.

6. Key in the amount, and select 'Apply'.

7. **Alternatively**, go to Front Office -> Room Allocation and right click on the desired guest and select Charges/Payments. Then select the transaction type you wish to use. Enter the amount and select 'Apply'.

Refer to: Guest Charges & Payments 52

16.2.8 Screen Color Legend



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17 Troubleshooting

TROUBLESHOOTING	
Problem	**Solution**
1: Unable to Book Room - Room Type is Overbooked.	Use the Unallocated Booking Report to check if there is a reservation without a room number allocated. Allocate a room number or delete the reservation as required.
2: Room NOT AVAILABLE or ON MAINTENANCE when entering reservation.	When you are trying to enter a reservation a message pops up saying the room is on maintenance. Go to Setup -> Room. Find the room number; double click to open the information. Check the Status. Is it O-occupied or X-maintenance? These can be changed to the correct status by clicking on this field and changing to V (vacant). Now the booking can be entered and saved.
3: Reservation disappears from the screen when checked out.	This will happen when the Arrival & Departure dates are the same, effectively making this reservation a “Day Booking”. (Day Bookings will show on the Room Allocation screen with a ~ before the name – until checked out. The number of nights will be 0 (zero). Find the Guest Account by using the Search option in Guest Info. Open the Reservation and if you need to re print an account this can still be done by going to Departures and selecting Guest Account. The reservation can then be ‘checked back in’ and extended if required (but only if there is not another booking in the way). The reservation may also have been checked out before Night Audit has been run for the end of the day.
4: Unable to find data path, check network.	This is a common error message you will get when logging into Starfleet on a network computer. This means that this computer is ‘unable to find’ the data folder on the server or ‘main’ computer. Sometimes Windows does not re-connect a previously configured network path (usually after a loss of power for example). Go to My Computer and see if there is a network path shown with a red cross against it. Double click on this to see if the path is restored. If this does not correct the situation, please refer to your IT department to check there is no problem with the network.
5: PABX not logging Phone calls.	Close the PABX link and restart. If this does not work then try rebooting the computer, always remember to check the PABX icon is visible in the lower right system tray. See also item 4 above. If this is not successful then please contact Starfleet. Note that if the problem is hardware or network related it’s likely we won’t be able to correct the problem.
6: Email MAPI error.	When installing Starfleet for the first time emailing of Confirmation letters or emailing Guest accounts might not work and return an error. If the email default settings are not set correctly, you will receive a "MAPI error" when you go to email a guest account or Conf letter out of Starfleet. You will need to make sure that default option for the email client you use is actually selected by going to Start Button ->Control Panel -> Default Programs -> Set your default

	program. Select the email client you are using and make sure all it's defaults are ticked. Note that this is in Windows 7 - for other versions of Windows this may be slightly different. If your computer is part of a domain, you might get a "MAPI error - Login invalid". If this is the case, your IT needs to make sure that the MAPI connection is actually pointing to your email program, and has permission to use this connection. Exit Starfleet and then log in back to apply the changes.
7: Back Up Errors	**517 -** Disk Full **503 -** The zip file could not be opened or found. Tips: The path and filename provided to the ZipFilename property may be invalid. When trying to zip or update files in a zip file, this could mean that the zip file is already opened for reading or writing by another application. When unzipping files or listing the zip file's contents, this could mean the zip file is already opened by another application for writing.

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