

Reservation Master

1. Welcome to Reservation Master

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Reservation Master™ is a reservations software package developed for use in Hotels, Motels, Guest Houses, Bed and breakfast, Lodges & Inns and Campgrounds worldwide.

A database underlies the program. It tracks your reservations. The program is easy to use but gives you full control of your costing structure as the unit rates are easily altered individually.



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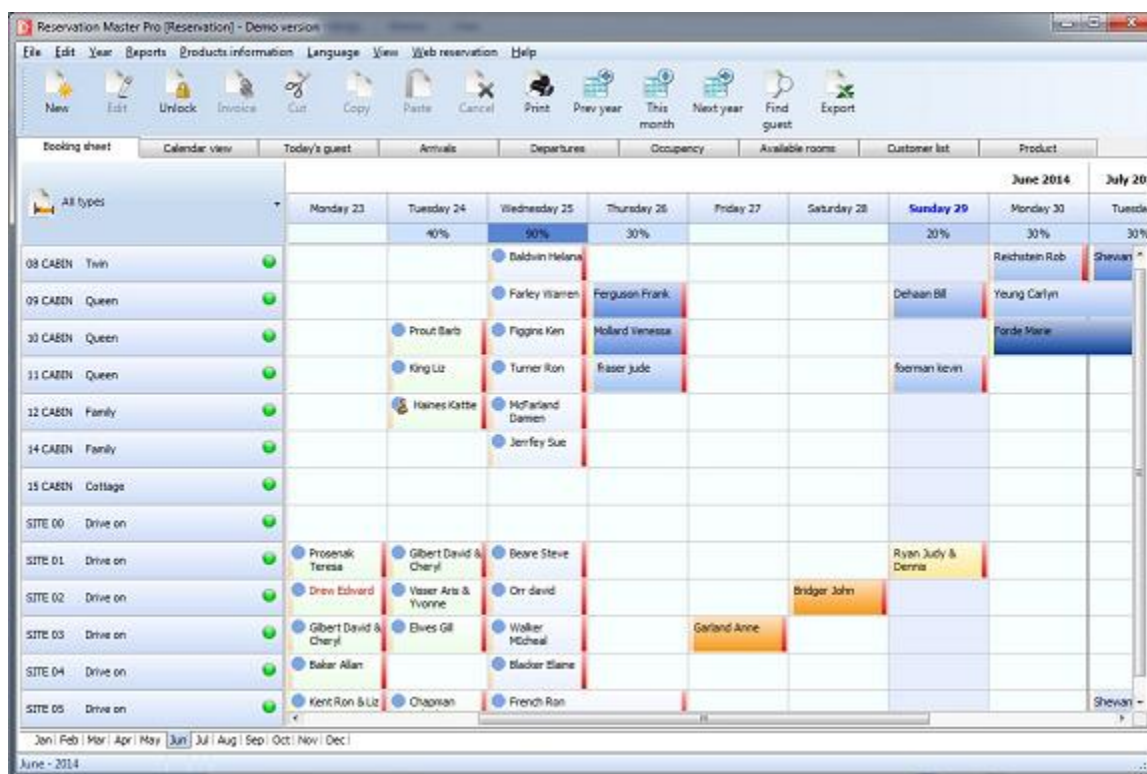
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2. Main screen

2.1 Booking sheet

Booking sheet tab

This is where you record your reservations on a monthly basis



Days of the month

On the top of this window, the days of the month are listed. You can highlight Sundays in a different color by clicking on Configuration/Screen settings. Holidays, including Sundays, are further highlighted on the grid. You can enter holidays and special events reminders by clicking on Configuration/Holiday listing.

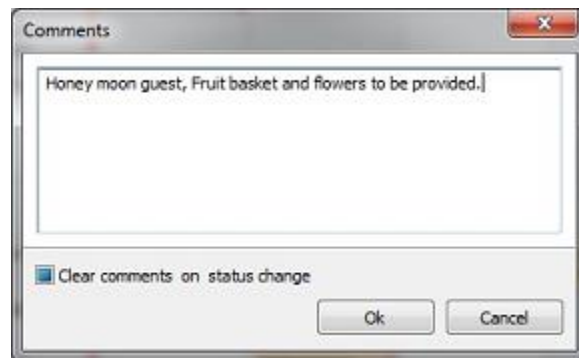
Occupancy levels

Occupancy levels are displayed in your own selectable colors just below each date from 0% room occupancy till 100% room occupancy. This also allows you to quickly check if a room is available over a selected period. Alternatively, you could show the number of empty rooms available. Colors and the occupancy height can be selected in configuration / screen setting.

Room numbers and description

On the left, room numbers and their descriptions are listed. You can hide or resize the description area by clicking on the line between the main grid and the description. You can make the cell wider by moving the line. The new position becomes the default position when you next open the window. You can alter the room numbers and descriptions using the configuration dialog. Here you can also enter the base rate for each room here.

If you right click the mouse on the room number a popup menu will be displayed, you can use this menu to alter the room status from room not ready (red indicator) to room ready (green indicator) you can also enter some room comments. These comments are uses when creating the house keeping report.

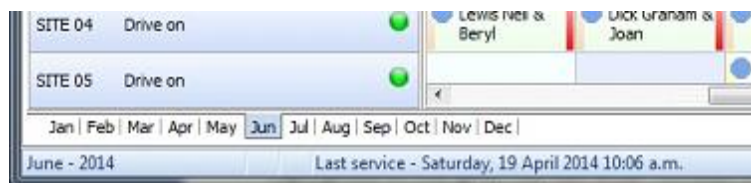


Scrolling

The main area can be scrolled in both directions using the scroll bars on the right and bottom of the Booking sheet window. You can also use the mouse wheel to scroll the display. (Hold down the CTRL key to scroll horizontally.)

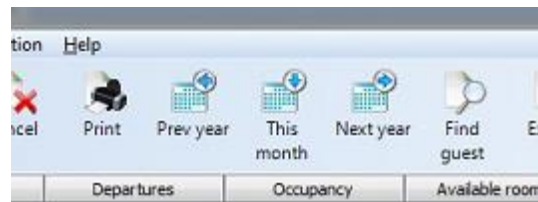
Months

At the bottom of the window there are 12 tabs representing months. Clicking on these tabs navigates you through the calendar.



Previous or next year

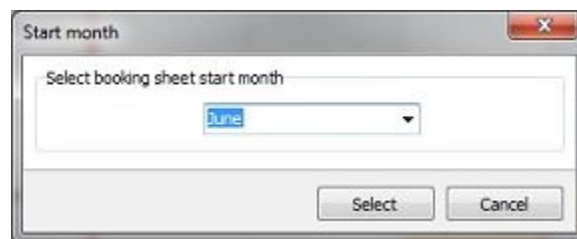
You can go to the next year or previous year by going to the main menu and clicking on Year/Go to next year or Go to previous year. Click on go to current month and the year and month selected are displayed on the status bar on the bottom of the Reservation schedule window.



Alternatively, you can navigate the year using the speed buttons (green arrows) on the top of the window. Moving your cursor over the speed buttons displays a description of their functions.

Start month

From the option button (year menu) you can select the start month this will adjust the grid start month from the standard Jan to Dec display to any month you select say Jul to Jun this will prevent you from having to go back and forth the year when you come close to the end of the year.



Entering reservations

To enter a new reservation:

1. Right click on the grid. This brings up a pop-up menu.
2. Click on New reservation and the Guest reservation window comes up. The location of your mouse click will determine the date and room number of your new reservation. You can change the allocated dates and room number in the Reservation window.
3. After entering the guest name and contact information, enter other details and type of guarantee applicable to this reservation.
4. Once all the details are entered, click Save/Exit. A box representing the period of the reservation with the guest name is displayed in the Booking sheet. Its color represents the type of guarantee applicable. We suggest that you use a bright color such a red to display unsecured reservations as this draws attention and enables you to take the required action according to your reservation policy.

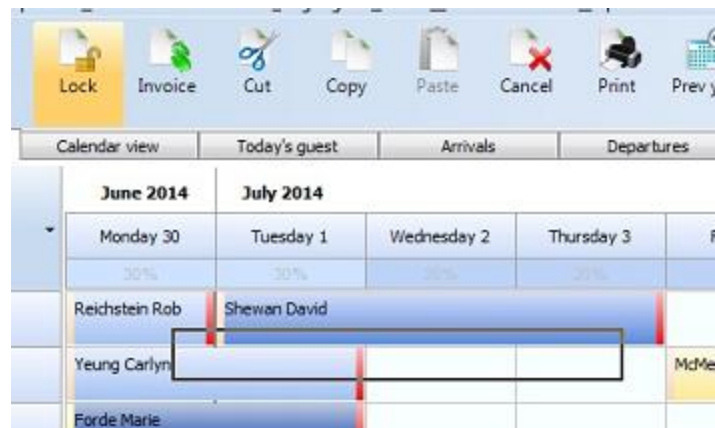
Tip. Click on start date and drag to highlight the new reservation after releasing the mouse button the new reservation will be displayed reflecting the selected dates and room.

				McMeeken Ken
		Kruger Martin		

Altering reservations

Once a reservation is made, right click on the highlighted area. A pop-up menu appears, and you can edit and more from here. Information on the current selected guest is displayed in the status bar beneath the month's tabs.

The reservation selected is highlighted. The Booking sheet window is in lock position at the start. Click the lock button to unlock the Booking sheet. Now you can easily relocate a reservation from room to room by using the drag and drop action. To alter the length of stay, click the right border of the highlighted area. The cursor changes and you can alter the length of stay by moving your mouse.



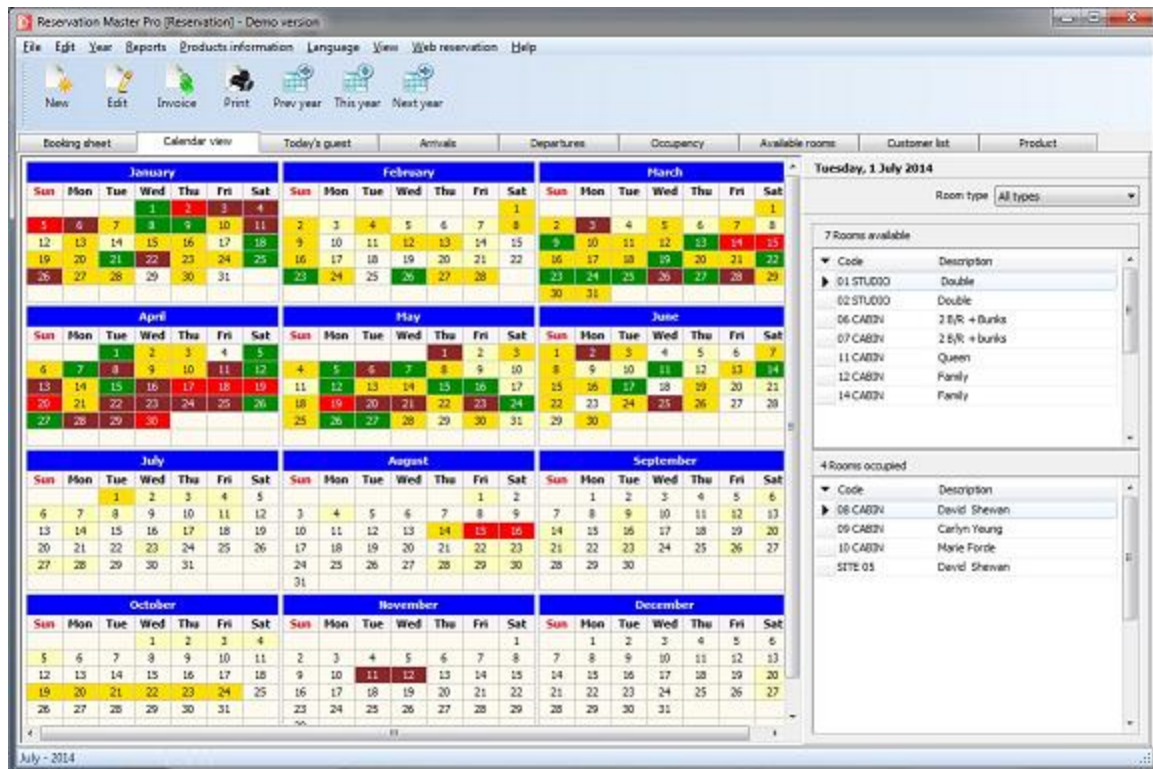
Protection

For protection, you are prevented or warned before you alter or move a guest who have checked in or checked out.

2.2 Calendar view

Calendar view tab (pro version)

The calendar view provides you with an overall occupancy status for the selected year beside this you will find a listing of available rooms and occupied rooms on the right hand side.



Calendar

The calendar displays each day of the month and the relevant occupancy level from 0% room occupancy till 100% room occupancy. Click on the selected date and both the room available and room occupied grids on the left on your screen will be updated.

You will also be able to generate new or edit reservation, right click on the selected date. A pop-up menu appears, and you can edit and more from here.

Rooms available

This window displays the number and rooms which are available on the selected date, right click to create a new reservation.

Rooms occupied

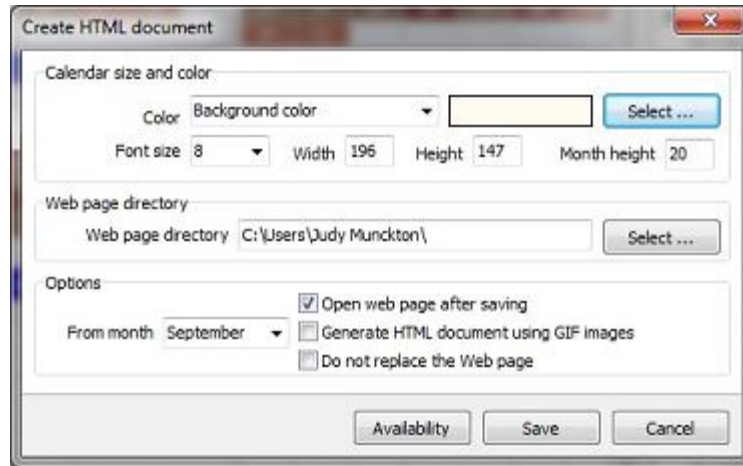
This window displays the number of occupied room and lists the guest names, right click to edit or to generate an invoice.

Legend

Displays the legend and relevant colors from 0% to 100% occupancy.

Create web page

This is a selectable option from the popup menu. When selecting this option, a dialog will be displayed providing you with various options. Colors, width and height of each calendar month.



Select the data directory for the web page and the start month click save to save the web page. The program will create a web page which the program can open after saving.

The web page is created either GIF images or individual web pages for each month. You can use these GIF image or web page to display your room availability on your own web site if so required and alter them to suit.

Availability button, as you may want to adjust the information you share with the public you can adjust the room availability using the availability dialog and enter the new adjusted room availability levels in the new column. T1 stands for Room type1 and N1 stands for new value for Room type1


The 'Availability adjustments' dialog box displays a calendar for September 2014. The table below represents the data shown in the calendar.

Date	Occupied	Available	T1	N1	T2	N2	T3	N3	T4	N4	T5	N5	T6	N6	T7	N7	T8	N8
1/09/2014	0	10	2		3		2		2		1		0		0		0	
2/09/2014	0	10	2		3		2		2		1		0		0		0	
3/09/2014	0	10	2		3		2		2		1		0		0		0	
4/09/2014	0	10	2		3		2		2		1		0		0		0	
5/09/2014	0	10	2	1	3		2		2		1		0		0		0	
6/09/2014	1	9	2		2		2		2		1		0		0		0	
7/09/2014	0	10	2		3		2		2		1		0		0		0	
8/09/2014	0	10	2		3		2		2		1		0		0		0	
9/09/2014	1	9	2	1	2		2		2		1		0		0		0	
10/09/2014	0	10	2		3		2		2		1		0		0		0	
11/09/2014	0	10	2		3		2		2		1		0		0		0	
12/09/2014	1	9	2		2		2		2		1		0		0		0	

Buttons at the bottom: Save, Reset, Exit.

Status bar: 2 B/R + Bunks - 2 Rooms total, 2 Rooms available, 0 Rooms occupied

The web site created by the program will contain all months of the calendar. You can use the bitmaps or the HTML file to create your own web page as illustrated below



YOUR HOTEL NAME

Address and other info

This is a sample web page to illustrate calendar options

Create your reservation data entry form here

ONLINE RESERVATION

Complete our online reservation form above to make an accommodation booking. Your request is NOT confirmed until we email or telephone you with confirmation details.

RESERVATION POLICY

In order to guarantee your reservation we require credit card details (Visa or Mastercard) or a deposit of one night's tariff prior to arrival. No money is debited from your credit card except as otherwise outlined in our Cancellation Policy. When making the reservation it is helpful if you are able to advise us of your expected time of arrival.

SAMPLE ROOM AVAILABILITY WEB PAGE

This is a sample web page to illustrate the possibility of using the individual created web pages in your own web page taking the color information from the CSS file to create your legend you can use one month to all the twelve months generated by the program. further you could provide some data entry field for you visitor who intend to make a reservation.

Room availability

May 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

July 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Legend

 0 Available	 2 - 4 Available
 1 Available	 5 + Available

2.3 Today's guest

Today's guest tab

This window lists today's guest in a scrollable list. Double click any reservation to bring up the Edit window, or right click to bring up a pop-up menu. Select the required action. Corresponding actions are also available using the speed buttons from the top toolbar.

For easy reference, the colour coding available in the Booking sheet is displayed in the listing using small coloured boxes.

2.4 Arrival and Departure

Arrival and Departure tab

These windows list all arrivals or departure in a scrollable list. Double click any reservation to bring up the Edit window, or right click to bring up a pop-up menu. Select the required action.

Corresponding actions are also available using the speed buttons from the top toolbar. Click the button next to the date and use the calendar to select a different date.

For easy reference, the color coding available in the Booking sheet is displayed in the listing using small colored boxes.

2.5 Occupancy

Occupancy tab

This window lists all reservations in a scrollable list. Double click any reservation to bring up the Edit window, or right click to bring up a pop-up menu. Select the required action. Corresponding actions are also available using the speed buttons from the top toolbar.

Click the buttons next to the dates and use the calendar to select a different reporting period. The listing can be sorted in many combinations. Click the column heading of the column you want to sort. Click again to sort it in descending order. You can sort on multiple columns by holding down your ctrl key on the keyboard.

First name	Family name	Email	Arrival date	Departure date	Room	Adults	Children	Inv No	Guarantee	Rate	Payment due	Special r
David	Baxter		17/09/2014	20/09/2014	01	2	0	1	Checked out	\$90.00	\$270.00	
David	Baxter		22/09/2014	26/09/2014	01	0	2	2	Repeat guest	\$110.00	\$710.00	
Sally	Jones		24/09/2014	27/09/2014	02	2	1	3	No guarantee	\$100.00	\$1,010.00	Need a l
Tony	Macklin		29/09/2014	3/10/2014	01	2	0	6	Credit card	\$90.00	\$3,190.00	
Tony	Macklin		29/09/2014	3/10/2014	02	2	0		Credit card	\$90.00		
Tony	Macklin		29/09/2014	3/10/2014	03	2	0		Credit card	\$90.00		
Tony	Macklin		29/09/2014	3/10/2014	04	2	0		Credit card	\$90.00		
Kerry	Williams		17/09/2014	27/09/2014	06	2	2	4	Checked in	\$130.00	\$2,310.00	
Kerry	Williams		28/09/2014	2/10/2014	06	2	2	5	Travel agent	\$130.00	\$2,830.00	Arriving

From this tab you can use the guest finder to locate a guest. Click the Find guest button a small window is displayed, enabling you to find a guest by code, given or family name Click Find. A list appears in the display window. Click on the guest you want and click Select.

2.6 Available rooms

Available rooms tab (pro version)

This window lists all rooms available on a given date in a scrollable list. Double click any room to bring up the new reservation window, or right click to bring up a pop-up menu. Select the required action.

Corresponding actions are also available using the speed buttons from the top toolbar. Click the buttons next to the dates and use the calendar to select a different reporting period.

Select from the drop-down box to display only the selected room type, furthermore you can also select from the show rate drop down box to display the applicable rate.

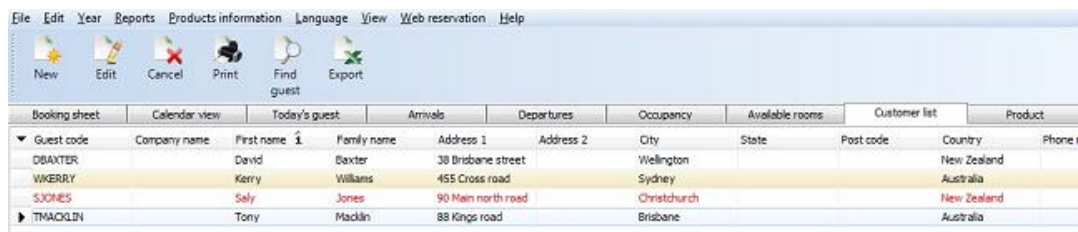
Room	Description	Type	No n...	Sta...	Mon 22	Tue 23	Wed 24	Thu 25	Fri 26	Sat 27	Sun 28	Mon 29	Tue 30	Wed 1	Thu 2	Fri 3	Sa
02	Twin room		1	2													
03	Twin room		1	7													
04	Twin room		1	7													
05	Double room		2	14+													
07	Double room		2	14+													
08	Double room		2	14+													
09	Double room		2	14+													

The listing can be sorted in many combinations. Click the column heading of the column you want to sort. Click again to sort it in descending order. You can sort on multiple columns by holding down your ctrl key on the keyboard. You can change the availability indicator color can from configuration / screen settings.

2.7 Customer list

Customer list

This window lists all of guest in a scrollable list. Double click any to bring up the Edit window, or right click to bring up a pop-up menu. Select the required action.



The screenshot shows a software window titled 'Customer list' with a menu bar (File, Edit, Year, Reports, Products information, Language, View, Web reservation, Help) and a toolbar (New, Edit, Cancel, Print, Find guest, Export). Below the toolbar is a tabbed interface with tabs for Booking sheet, Calendar view, Today's guest, Arrivals, Departures, Occupancy, Available rooms, Customer list (selected), and Product. The Customer list tab displays a table with the following data:

Guest code	Company name	First name	Family name	Address 1	Address 2	City	State	Post code	Country	Phone
DBAXTER		David	Baxter	38 Brisbane street		Wellington			New Zealand	
WKERRY		Kerry	Williams	455 Cross road		Sydney			Australia	
SJONES		Sally	Jones	90 Main north road		Christchurch			New Zealand	
TMACKLIN		Tony	Macklin	88 Kings road		Brisbane			Australia	

The listing can be sorted in many combinations. Click the column heading of the column you want to sort. Click again to sort it in descending order. You can sort on multiple columns by holding down your ctrl key on the keyboard.

Click the find guest button to bring up the guest finder. You can use the guest finder to find guest using several different search field and search options including a wild card character - %

Once you have found the customer click the select button, this will close the guest finder and highlight guest on the list.

To remind you of troublesome guest you could tick the blacklist check box you in guest dialog, the corresponding guest will then be listed in red on the list.



The screenshot shows a 'Find guest' dialog box. It has a search bar at the top with 'Find it' and 'New' buttons. Below the search bar is a table with the following data:

Guest code	First name	Family name	Phone no	Company name
DBAXTER	David	Baxter		
SJONES	Sally	Jones		
TMACKLIN	Tony	Macklin		
WKERRY	Kerry	Williams		

Below the table are search options and search fields. Search options include 'Match case' (unchecked), 'Match first character' (checked), and 'Use wild cards' (unchecked). Search fields include 'Guest code' (selected), 'Family name', 'Company name', 'Phone no', 'First name', and 'Reservation no'. There are 'Cancel' and 'Select' buttons at the bottom right.

2.8 Product

Product view tab (pro version)

This window lists all of product in a scrollable list. Double click any to bring up the Edit window, or right click to bring up a pop-up menu. Select the required action.



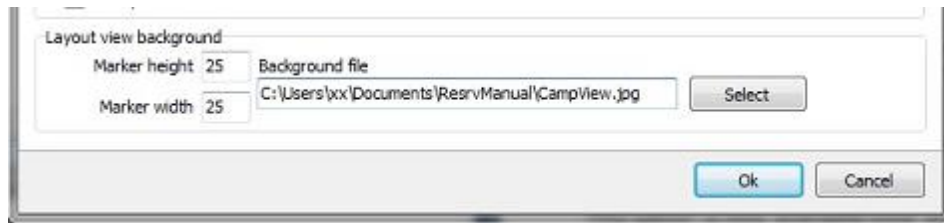
Product code	Barcode	Description	Unit	Product group	Last cost	Sell price	Supplier code	Lead time	Tax	In stock
CADBURY		Cadbury chocolate	EA	CANDY	\$1.20	\$1.60	CADBURY	7 S		
COKE		Coca cola	EA	DRINKS	\$1.00	\$1.50	COKE	7 S		
MILK		Milk carton	EA	DRINKS	\$0.80	\$1.20	COKE	7 S		

While this tab is selected you can also perform other product related functions such as product sales.

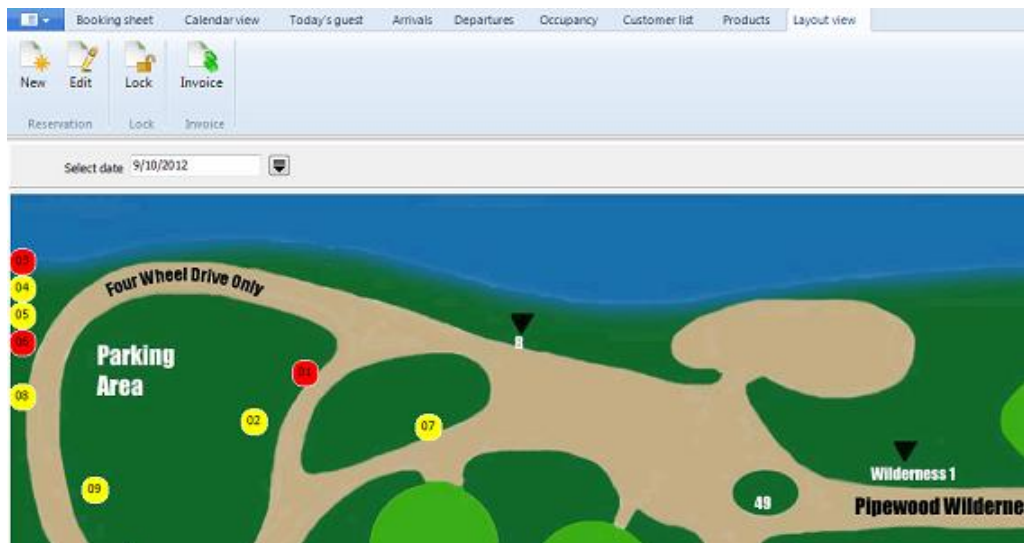
2.9 Layout view

Layout view tab (pro version)

You can use your own layout to provide you with an instant view of which rooms or in case of a campground which site are vacant or occupied you can even edit reservation and generate invoice from this screen. In order to display this tab, you first have to select your layout background. Do so from Configuration / screen setting then use the select button and locate your background file. At the same time, you can set the size of the room markers.



Once you have selected your background image the layout tab will be displayed, at the start all of the markers will be located on the left side of your screen. Click the unlock button so you can move the markers to the correct position in accordance with your map. If required you can edit or create an invoice from this layout view, right click on a marker and select from the menu. To change the dates, click the small button next to the date.



2.10 SQL query

SQL query tab (pro version)

For advance users only. You will be required to have knowledge of the SQL query language to use this option.

This option provides you with direct access to all tables in the data base and allows you to export the information to MS excel.

To provide you with a sample type in "select * from GuestName" in the bottom of the screen and click the open SQL button this will generate and display a list of all the guests you have in your data base. Alternative click the Export data to MS excel.

On the right-hand side, you will find the data base table and fields list you can use in your query (Double click the field to insert to query)

Once you create a query click the open query to execute the query. The result of the query could then be exported to Microsoft Excel if so, required click export data. You can save and open frequently used query.

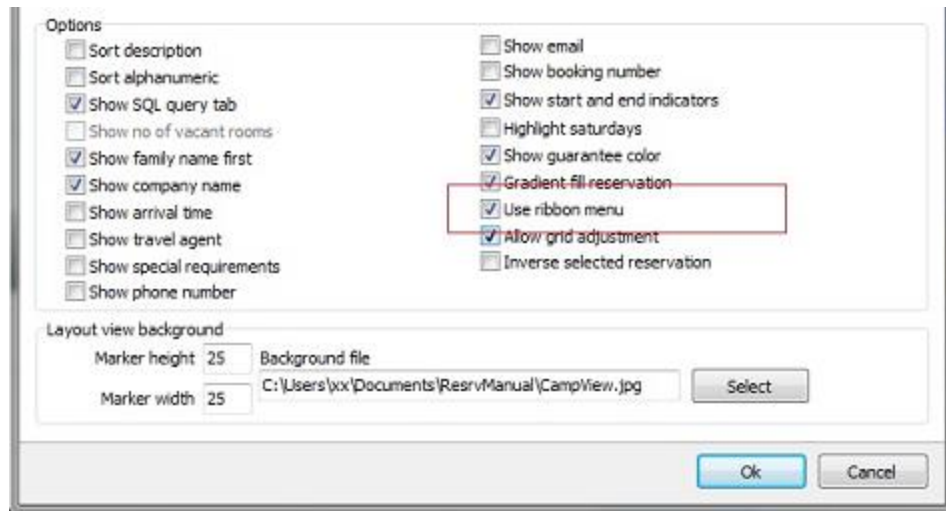


3. Main menu

3.1 Menu selection

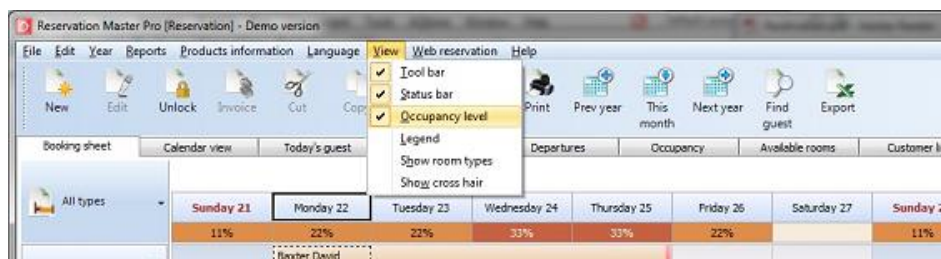
Menu selection

The program support two different menu selection Ribbon menu and Toolbar menu go to screen setting and under options select the preferred menu tick or un-tick the "Use ribbon menu" checkbox.



Toolbar menu

The tool bar menu is a more classic menu like the previous version of Reservation Master.



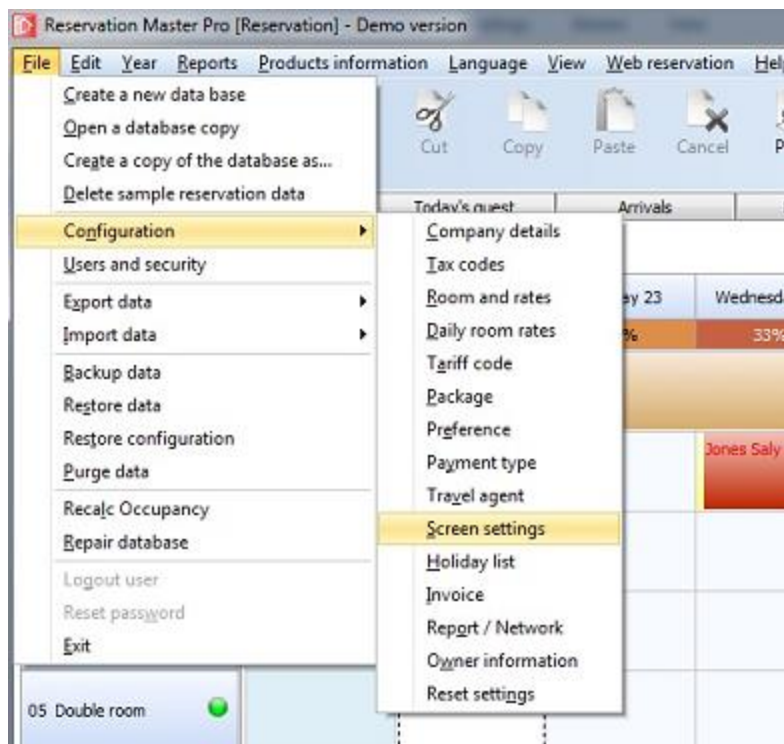
Ribbon menu

The ribbon menu you make your selection by clicking the required button or the arrow next to the button to show the selection menu.



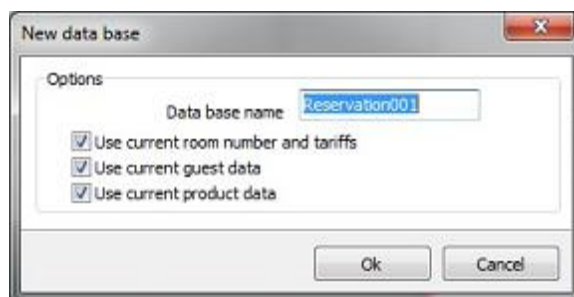
3.2 File menu

File menu



Create a new data base

New data base creates a new data base with the option to copy part of your existing data this can include the rooms, guest data and product data. Tick the corresponding check boxes to select the data to include and enter the new data base name.



Open a data base copy

Use "Open a data base copy" to open a data base other than the default data base. Once you open a data base this data base will become your new default data base the next time you start the program.

Create a copy of the database as...

You can save your current data base using a different name.

Note: it is not required to save your data base after changes are made. Reservation changes are automatically saved.

Delete sample reservation data

When the trial version is installed the user will be given an option to create a sample data base. Use "Delete sample reservation data" to delete the sample reservation and related invoice information.

Room and rates will not be deleted.

This option is only available once and the menu will no longer be displayed once the sample data is removed.

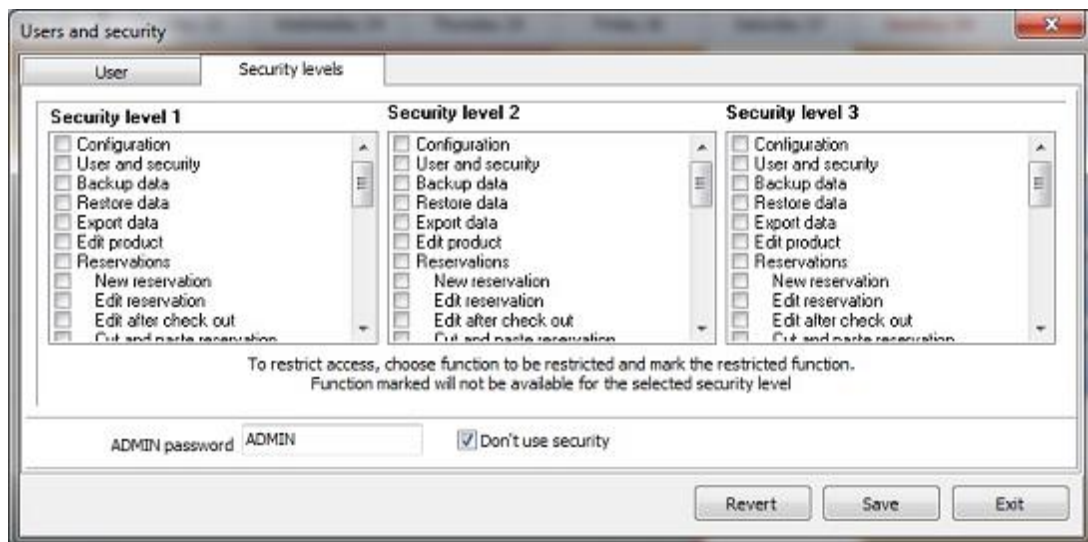
Configuration

From the submenu select the various configuration settings. From here you can alter or enter the required program configurations.

User and security (pro version)

Use user and security to restrict access to certain portion of the program and or to record the user name when new reservation or cancellations are made. To setup security take the following steps

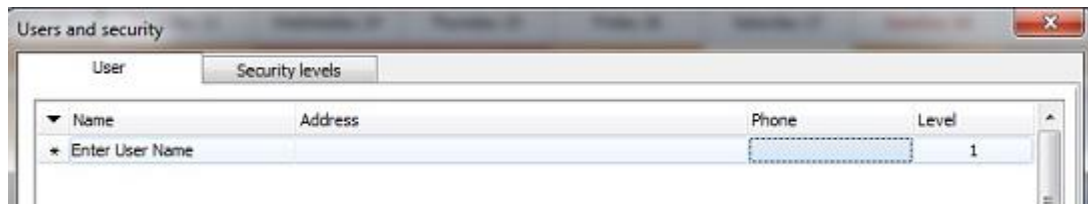
- Select user and security from the file menu.
- The default login is "ADMIN" and the password is "ADMIN".
- You can change the default password from "ADMIN" to anything you like. Make sure you remember this.
- Un-tick "Don't use security" and save.



If you exit the security dialog you will need to log in using "ADMIN" then the password (default "ADMIN") you will be given access to all functions of the program.

To set up users.

- There are 3 security levels providing you with options to restrict users from certain areas
- Select the user tab here you can enter the user log in name (address and phone is optional only for your own record) and the security level.



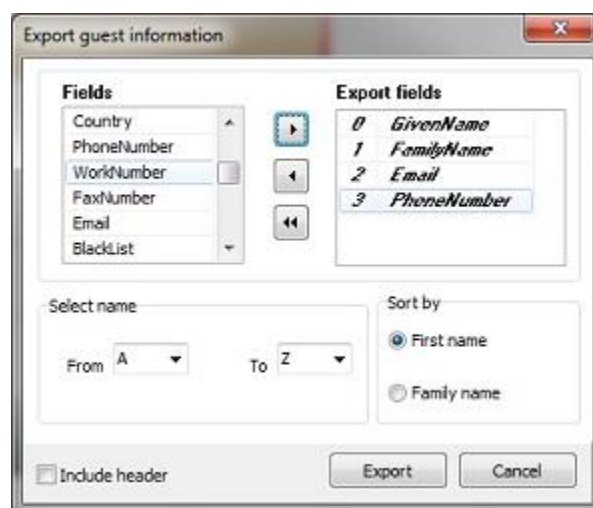
- Save and exit.
- You will be presented with the log in dialog.
- Enter the new user name. As a password does not exist you will be asked to enter a new password and re-enter to confirm.
- User now has access to the program except for areas restricted as per user level.

Note: always prevent user from accessing security if not it the user is able to change their own level.

Export data

Guest data and Booking information can be exported. After you have selected the information you want, and then clicked on save, this sends guest information to a comma-delimited file, which can be used by other programs, for example Excel. You need to navigate to the folder in your computer that you want to save the file to.

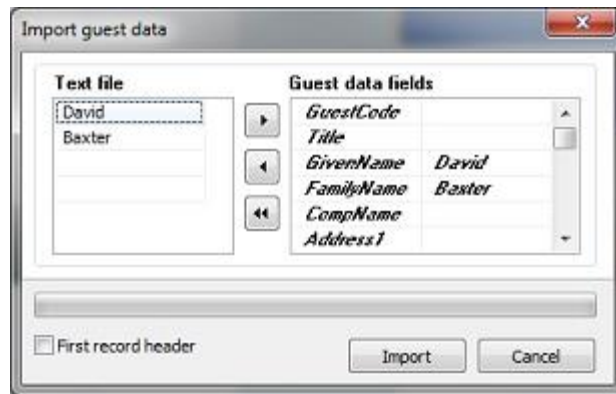
To select the data fields to be exported use the arrow buttons.



Import guest data

Guest data from a comma or semicolon delimited text file can be imported using this function. Select the file to be imported then from the dialog match the fields on the left to the data fields on the right.

Once done click the import button.



Please note that when importing data, the file should be correct make sure that the delimiters are not part of a name as this may result into import to fail. If you use a comma as delimiter the make sure of the following

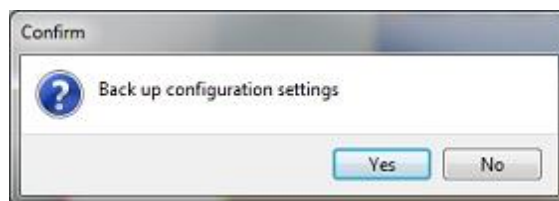
"38, Brisbane street" (This address is incorrect as it contains a comma 38 is considered one data filed and Brisbane street another)

"38 Brisbane street" (This is acceptable address does not contain a comma)

You can set the delimiter comma or semicolon from configuration / preference.

Backup data

Backup data to removable media, hard drive. You will be given a warning to backup based on the time period set in configuration under preference set to 0 for no warning. Once you selected your backup file you will be given to option to back up your configuration setting select yes if you like to do so.



Beside backup up your data manually the program will create backup your data every time you close the program. This backup Zip file is in "C:\Users\xx\Documents\reservation\DataBase"

Restore data

Restore data from removable media or hard drive, please note that this action will restore the data and override all changes made. After the data is restored you will also be given an opportunity to restore your configuration setting.

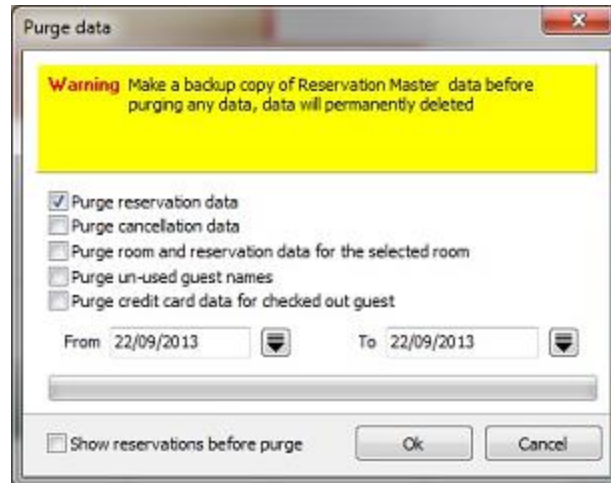
Restore configuration

Select this option to restore configuration setting only without restoring the data base, please note that some information such as Room and Rates are part of the data base and therefore will not be restored using this function. Sections which will be restored by this function are

- Company details
- Tax codes
- Screen settings
- Preference
- Invoice settings (except bottom comments)
- Registration form

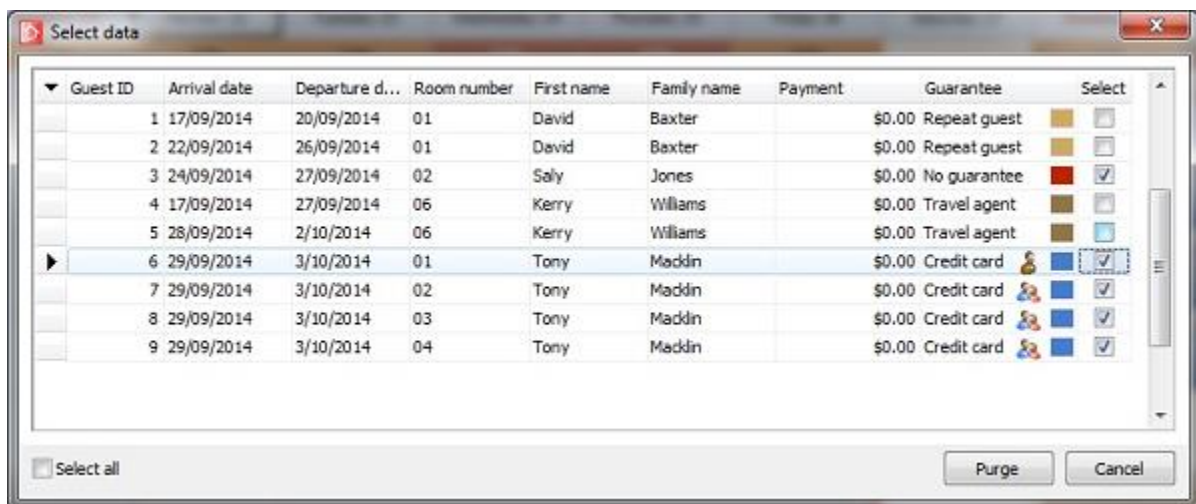
Purge action

Warning! This command deletes your data between the dates in the window! You have the choice of deleting one of or both guest data and cancellation data before the date you choose (using the calendar). Once deleted this data cannot be recovered.



As purge data deletes some data from your data base therefore reducing the amount of data stored this function can be used to increase the program performance.

The pro version has the further option to select reservation you would like to remove from your system on a one by one basis. Tick "Show reservation before purge" when you click ok then a dialog box will be displayed so you can select. Tick the reservation you would like to remove from your system then click Purge.



Both the reservation and all the expense record for this reservation will be permanently deleted.

Recalculate occupancy

If for any reason the occupancy level does not show the correct information, you can force the program to recalculate levels. This could happen in case you change the calculate option in configuration from "Y" (yes) which will include the room in the occupancy calculation or "N" (No) which will exclude the room from the calculation.

Repair database

Always use a backup! However, in case your data has become corrupted this will attempt to repair the data base.

Logout user (pro version)

This will lock out the current user and re display the login dialog.



Reset password

Reset your and request the user to re-enter a new password.

Exit

Exit from the program, before exiting you will be given a backup warning.

3.3 Edit menu

Edit menu

Lock

Lock and un-lock the grid

New reservation

This creates a new customer reservation. You are presented with the guest finder to find detail for a returning guest or click new to create a new guest. Select the guest and the reservation window is displayed. Enter all other guest information then, click Save. The new reservation is displayed in both the Booking sheet and the Reservation listing.

Group reservation

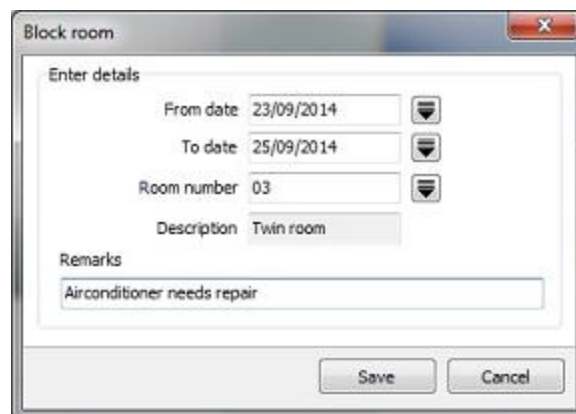
This creates a reservation for a group, you can reserve more than one room at the time, Enter the main information like that of a normal reservation once this is done enter the additional rooms required and the occupant name in the grid at the bottom of the group reservation dialog.

Edit reservation

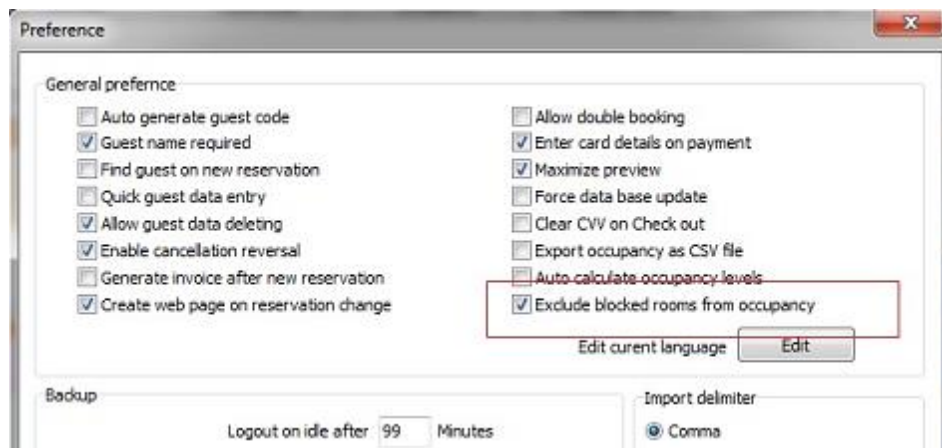
This changes an existing reservation. After making the changes, click Save.

Block room

This provide you the option to block a room for a certain period a blocked room will not have an invoice attach to it nor will it be displayed in the cancellation report if cancelled. It will however affect the number of rooms available / occupancy levels. Blocked room are showed a reservation using the blocked room color and include the remarks you enter.



You can exclude the blocked room from being included in your room occupancy calculation. Tick "Exclude blocked rooms from occupancy" (Select configuration / preference)



Price room

This provide you with a quick an easy way to check what a room reservation will cost, enter the basic reservation details then click on the invoice button the invoice dialog will be displayed you can add product or make changes to the invoice if required once you close the invoice the total will be transferred to price room dialog. Click the accept button to accept and create a normal reservation.

Note: Only after displaying the invoice the total will be displayed.

Change room number

This option will allow you to change the room number without having to edit the reservation details.

Cut reservation

Cut will cut a reservation and place it on to the clip board.



Copy reservation

Copy can be used to copy reservation details, for group bookings multiple pastes can be done using this information. Once pasted each new reservation can be edited and personalized details entered.



Paste reservation

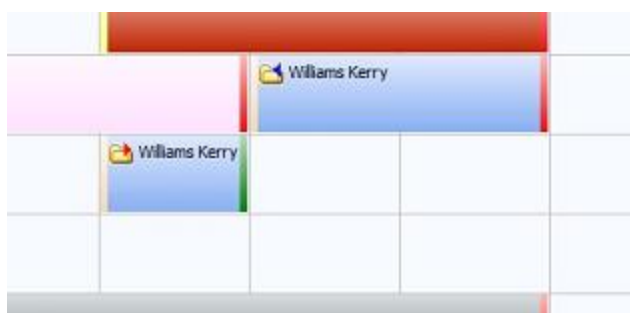
Paste will paste a reservation from the clip board on to the booking sheet. Right click the booking sheet to select starting date and room number.

Cancel reservation

This cancels a reservation and save cancellation data, the guest information is no longer displayed but some information is stored. You can create a guest cancellation report, otherwise the information is deleted.

Transfer reservation

This allows you to transfer a reservation from one room to another during the guest stay while keeping one invoice. The reservation will show a folder with a red or blue arrow indicating the reservation has been transferred.



Guest check in

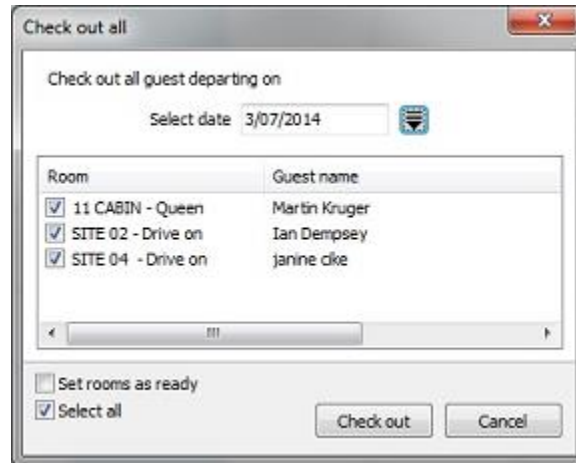
A small window is displayed showing the check-in time. You can also print out the check in information sheets if required. Once guests are checked in, you cannot delete or cancel the reservation unless the Checked in command is restored by clicking Restore.

Guest check out

A small window, like that in the check-in section is displayed once guests have checked out. Cancellations can no longer be made. Also, in the Reservation schedule, the drag and drop action no longer works, preventing accidental changing of information.

Global check out

This allows you to change guest status to check out for all guests departing on the selected date. You are given the option to select which of the guest you would like to check out tick the corresponding check boxes.



Room	Guest name
<input checked="" type="checkbox"/> 11 CABIN - Queen	Martin Kruger
<input checked="" type="checkbox"/> SITE 02 - Drive on	Ian Dempsey
<input checked="" type="checkbox"/> SITE 04 - Drive on	Janine cike

☐ Set rooms as ready
☒ Select all

Check out Cancel

Confirmation letter

Sending a confirmation letter is done using a template letter. This template can be found in the Reservation Master Program directory and can be edited using any word processor capable of handling rich text format files such as Microsoft Word. Once the template is edited it should be saved as a rich text format file. You can create any number of templates.

Your last selection will become your default next time you create a confirmation letter. Emails are created much the same way except that they should be saved as a plain text file. In your template you use merge fields to customize the content of individual confirmation letters. When inserted into your template they map the corresponding guest information.

Quotation letter

Like a confirmation letter you could use a template to create a quotation letter or email use the merge field <<QuoteValidUntil>> to indicate the date the quotation is valid for which can be number of days from today's date or number of days before expected arrival.

Registration form

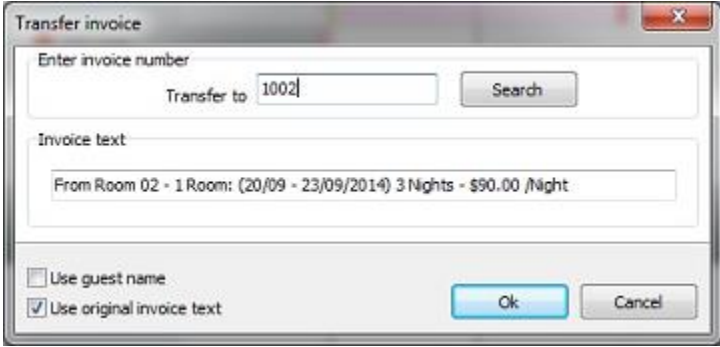
You can also create a registration form using a template which will simplify guest check in upon arrival.

Guest invoice

This is your Guest invoice which you can print in two steps. Also use it to add product sales during the guest stay.

Transfer invoice

This allows you to transfer an invoice from one room to another.

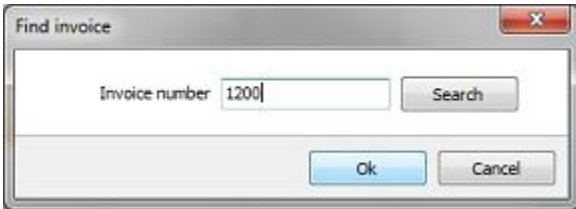


The 'Transfer invoice' dialog box contains the following elements:

- Enter invoice number:** A text input field with '1002' entered, followed by a 'Search' button.
- Invoice text:** A text area containing 'From Room 02 - 1 Room: (20/09 - 23/09/2014) 3 Nights - \$90.00 /Night'.
- Options:** Two checkboxes at the bottom left: 'Use guest name' (unchecked) and 'Use original invoice text' (checked).
- Buttons:** 'Ok' and 'Cancel' buttons at the bottom right.

Find invoice

Find and open an invoice using the invoice number



The 'Find invoice' dialog box contains the following elements:

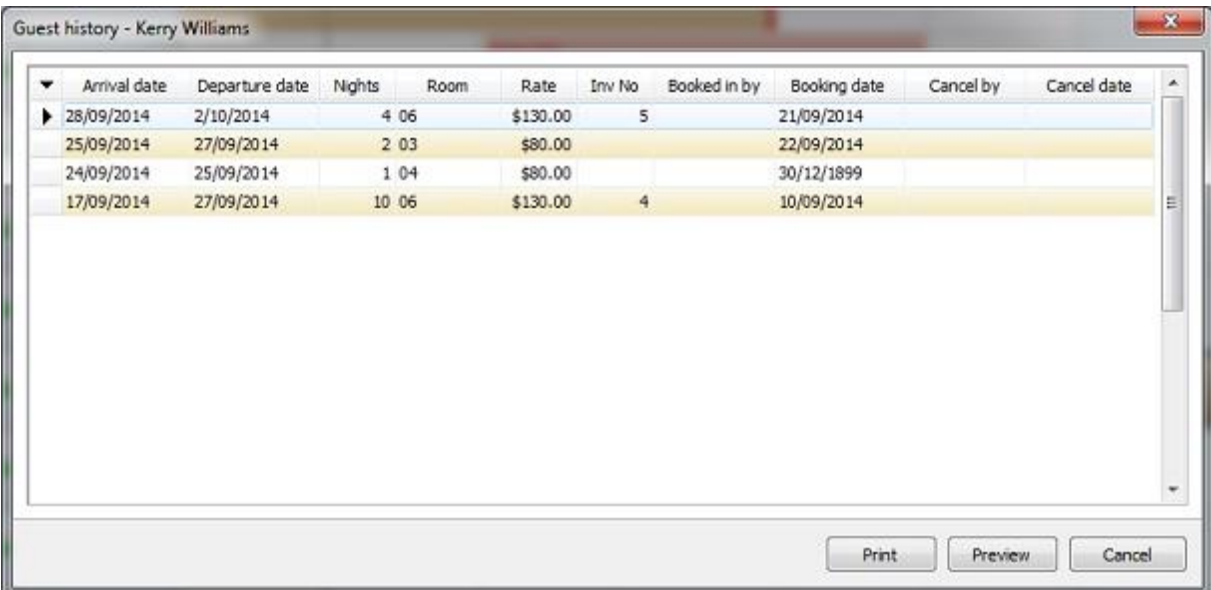
- Invoice number:** A text input field with '1200' entered, followed by a 'Search' button.
- Buttons:** 'Ok' and 'Cancel' buttons at the bottom right.

Find reservation

Find a reservation using the reservation ID The reservation ID is displayed in the caption of the reservation dialog.

Guest history

Click on a reservation and select, a short report will be generate displaying the history of the selected guest.



The 'Guest history - Kerry Williams' dialog box displays a table of reservation history. The table has the following columns: Arrival date, Departure date, Nights, Room, Rate, Inv No, Booked in by, Booking date, Cancel by, and Cancel date. The data is as follows:

Arrival date	Departure date	Nights	Room	Rate	Inv No	Booked in by	Booking date	Cancel by	Cancel date
28/09/2014	2/10/2014	4 06		\$130.00	5		21/09/2014		
25/09/2014	27/09/2014	2 03		\$80.00			22/09/2014		
24/09/2014	25/09/2014	1 04		\$80.00			30/12/1899		
17/09/2014	27/09/2014	10 06		\$130.00	4		10/09/2014		

At the bottom of the dialog box are three buttons: 'Print', 'Preview', and 'Cancel'.

3.4 Year

Year menu

Go to previous year

This takes you to the previous December. You can access any other month of this year by clicking on the tabs at the bottom of the Booking sheet window. To return to the current month, click Go to current month, or the appropriate tab.

Go to current month

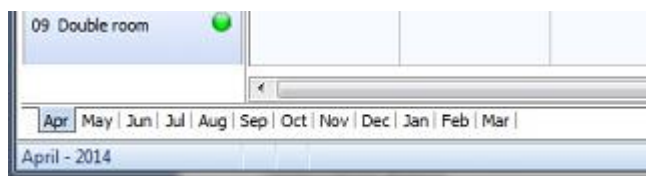
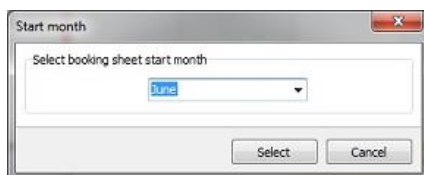
This takes you to the current month regardless of your position in the Booking sheet grid.

Go to next year

This is available only from the Booking sheet window. It takes you to the next January. You can access any other month of this year by clicking on the tabs at the bottom of the Booking sheet window. To return to the current month, click Go to current month, or the appropriate tab.

Start month

This will give the option to set the start month of the booking sheet grid from the default Jan to Dec to say May to Apr once selected the booking grid and the month selection tab will be adjusted.



3.5 Reports

Report menu

Print booking sheet

This prints the displayed Booking sheet. You need to select a month (use the tabs at the bottom of Booking sheet), click Reports/Print booking sheet, alter the settings if necessary, and click on Print. Alternatively, if the month you want is displayed, click the print icon in the toolbar.

Save booking sheet as bitmap

Save the displayed Booking sheet as a bitmap file BMP or JPEG file.

Today guest

This prints a report of all today guest. It can be sorted in one of three ways.

Arrival and departure

This prints a report by date. It can be sorted in one of three ways.

House keeping

This prints a report listing arrivals, departure and today's guest by date. It can be sorted in one of three ways.

Room status

This print a room status report, Comments can be added to this report for each individual room. Right click on the room description and from the menu select add comments.

Rooms available

This print the room availability report displaying the number of rooms available for each room type for the selected period.

Occupancy

This prints a report of the occupancy for a selected period. It can be sorted in one of four ways.

Occupancy level

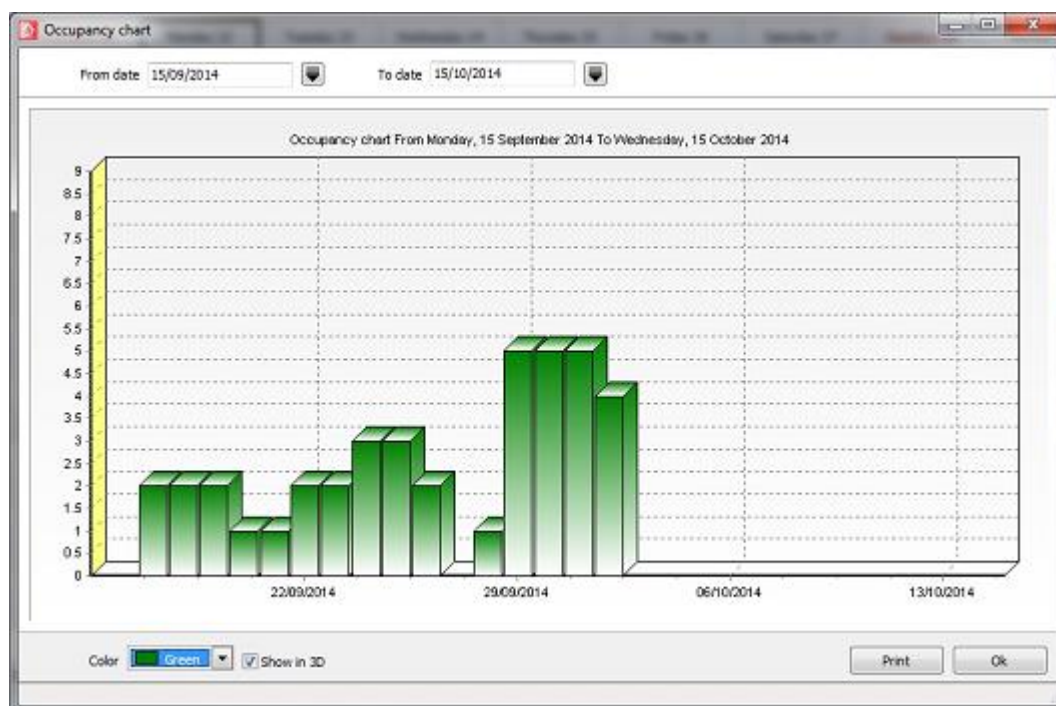
This prints a report of the occupancy levels for a selected period. It can be sorted in two ways.

Monthly occupancy

This prints a report of the monthly occupancy levels for a selected period. It can be sorted in two ways.

Occupancy level charts

This display a chart of the occupancy levels for a selected period. This can be printed.



Occupancy statistic

This prints a report on the number of guest and from which country.

Daily summary

This prints a daily income summary, please note that you from Configuration / invoice you can set the program to generate the system entry on a daily basis as this will provide a more accurate income report.

Sales by type

This prints a report that displays the sales by product type. It can be sorted in two ways.

Income by pay category

This prints a report of income based on the various payment methods. It can be sorted by room number or payment date.

Income and TAX

This prints a report that displays the income and TAX amounts paid. It can be sorted in one of four ways.

Payment due

This prints a report that of payment due to be paid by guest up to a selected date. It can be sorted in one of four ways.

Daily income

This prints a report of your daily income for a selected period. It can be sorted in two ways.

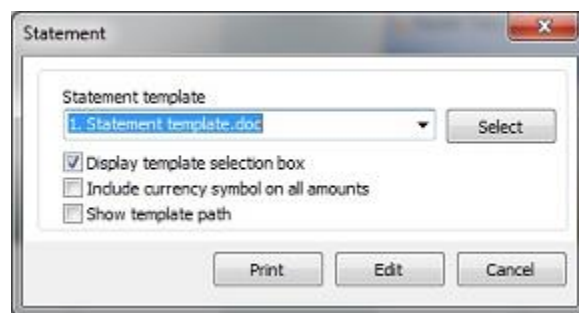
Projected daily income

This prints a report of your projected daily income calculated using room rate for a selected period. It can be sorted in two ways.

Print statements

This prints statements for selected guest with outstanding payments. Select the guest or company statement period from the dialog box.

Similar to invoices you can create statements using Microsoft Word or RTF capable word processor template.



You can use the following merge field in your statement template

<<Date>>
<<Title>>
<<Company>>
<<GivenName>>
<<FamilyName>>
<<Address1>>
<<Address2>>
<<City>>
<<PostCode>>
<<State>>
<<Country>>
<<Current>>
<<30Days>>
<<60Days>>
<<60+Days>>
<<AmountDue>>
<<STATEMENTTEXT>> This is a place holder for your statement lines.

Package reservations

This prints a report of bookings made using the package option for a selected period. It can be sorted in one of four ways.

Travel agent booking

This prints a report of bookings made by travel agents for a selected period. It can be sorted in one of four ways.

Monthly travel agent booking

This prints a report of monthly bookings made by travel agents for a selected period. It can be sorted in two ways

Travel agent listing

This prints a report of travel agents and the details that you entered.

Guest listing

This prints a report of guests during a selected period. It can be sorted by given or family name.

Group listing

This prints a report of names of group reservation at a given date.

Cancellation

This prints a report of guests who cancelled their reservation over a selected period. It can be sorted in one of three ways.

Notes: Most of the reports that can be generated, sorted or grouped in many different ways.

3.6 Product information

Product information (Some items apply to Pro version only)

Product information

Enter product or additional services you may sell, these than can be selected and entered into the guest invoice. If you enter a barcode you can then use this to extract the product information for you invoice using a barcode scanner.

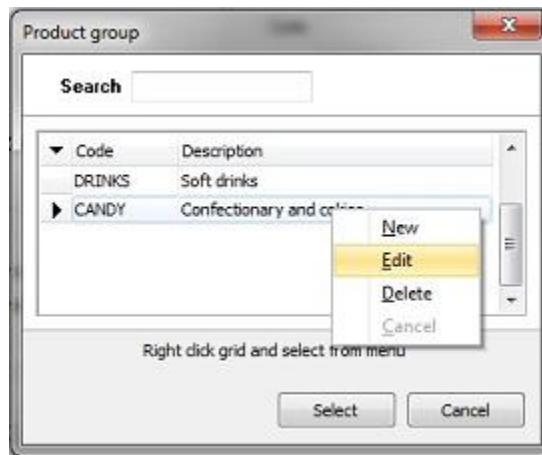
The screenshot shows a 'Product information' window. The left pane, 'Enter product information', has fields for Code (CADBURY), Bar code, Description (Cadbury chocolate), Unit (EA), Default Qty, Group (CANDY), Supplier (CADBURY), Last cost (\$1.20), Lead time (7), Tax (\$ 15.00%), Selling price (\$1.60), and In Stock (24). It also includes checkboxes for 'Use room tax calculations' and 'Maintain stock record'. The right pane, 'Product package', features a 'Use package' checkbox and five rows of Code and Qty input fields. The bottom of the window contains buttons for New, Edit, Delete, Revert, Save, and Exit.

Product group and supplier when entered are used to generate reports this will provide you with additional information on product sale. The "Use room tax calculation" can be used to force selected product to use the tax calculation applicable to rooms.

When creating product, you also have an option to create a "Product package" tick the check box to use a package then enter / select the products to for a package. Up to 5 products can be package together.

Product group

You can add a product group simply by typing in a new group name or click the button next to the product group edit box, this will display the product group. Right click the mouse button and select the action required from the popup menu.



Order stock

Order stock is used to record the product items you are ordering.

Receive stock

Receive stock is used to update stock level of products for which you would like to maintain stock levels. Select the incoming stock and quantity then press the record button to record the incoming stock this action will adjust the stock quantity plus at the same time adjust the sale price for incoming stock.

Product code	Qty	Date	Unit	Cost each	Sell price
CADBURY	10	22/09/2014	EA	\$1.20	\$1.60
* MILK	15	22/09/2014	EA	\$0.80	\$1.20

Description: Milk carton
 Supplier: COKE
 Bar code: 9430000010067

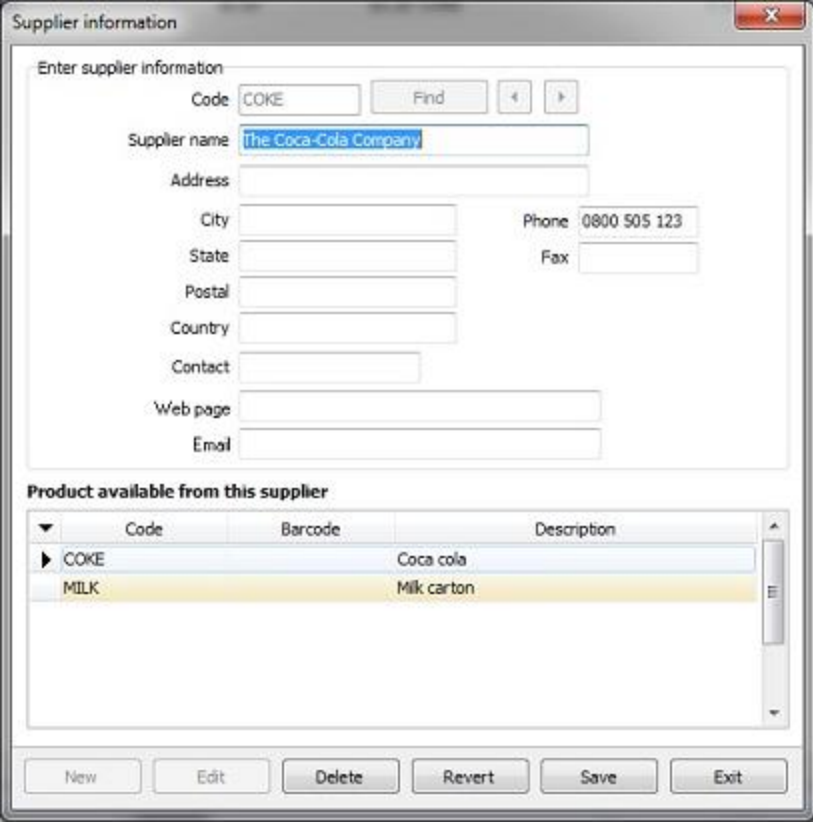
Update stock

Update stock is used to make adjustment to stock level of product for which you wish to maintain inventory record.

You can print out a stock list to simplify this task.

Supplier

Here you can enter the supplier information of product you sell. At the lower part of the dialog you will find the product purchased from the supplier.



The image shows a 'Supplier information' dialog box. It has a title bar with a close button. The main area is divided into two sections. The top section, 'Enter supplier information', contains fields for Code (COKE), Supplier name (The Coca-Cola Company), Address, City, State, Postal, Country, Contact, Web page, Email, Phone (0800 505 123), and Fax. The bottom section, 'Product available from this supplier', contains a table with columns Code, Barcode, and Description. The table has two rows: COKE (Coca cola) and MILK (Milk carton). The bottom of the dialog has buttons for New, Edit, Delete, Revert, Save, and Exit.

Code	Barcode	Description
COKE		Coca cola
MILK		Milk carton

Product sales

This is used to generate a product sale / invoice to non-staying guest as they are not linked to a room number.

Edit product invoice

This is to locate a product invoice on record and to edit.

Product reports

There are 3 reports you can generate which are specific to product sales only Sales by type, Income and Tax and a product listing report.

3.7 Language

Language

Language

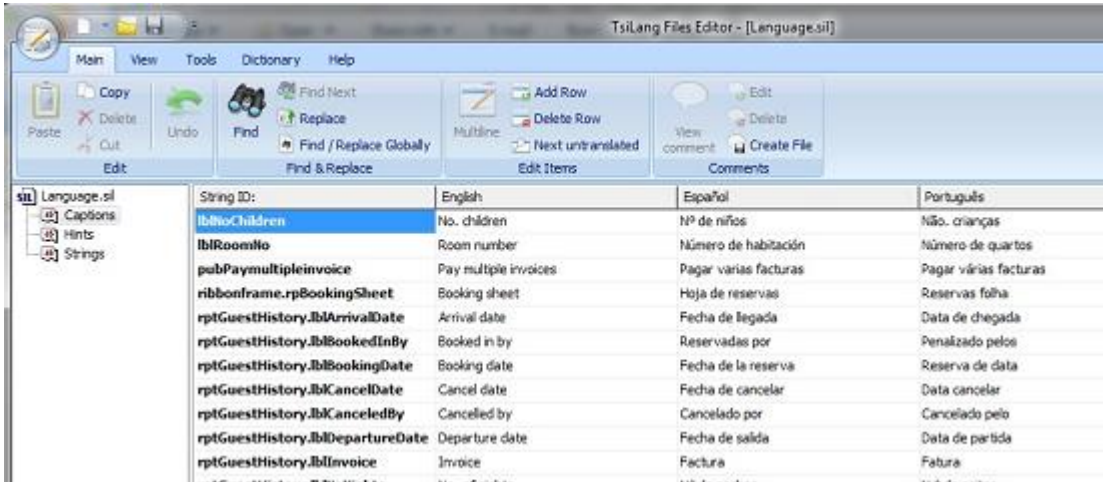
The program uses a separate language file called "Language.sib" or "Languager.sil" so you can run the program in your preferred language. You can also use the language file to change some of them wording used.

Editing the language file can be done using Sil Editor which you can download free from

<http://www.sicomponents.com/download.html>

Both English and French language come standard with the program and can be selected from the language menu. You will also find a User as one of the language option this option is there so the user can modify or create its own language file.

The screen shot display part of the screen, in this example you will note that in User translation Given name is changed to First name while the Family name been change to Last name If there is on translation the default language will be used.



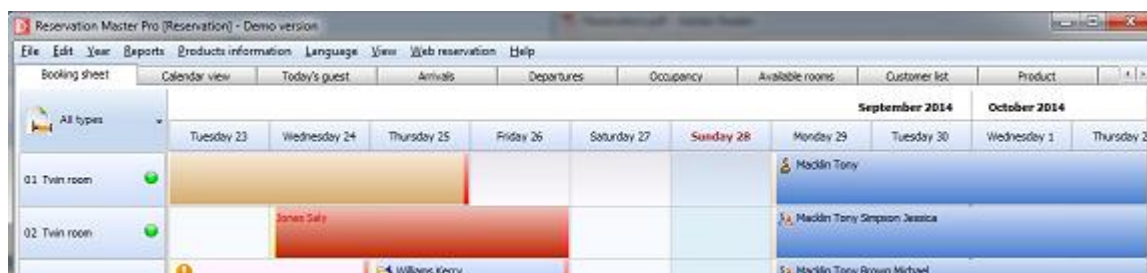
String ID:	English	Español	Português
lblNoChildren	No. children	Nº de niños	Não. crianças
lblRoomNo	Room number	Número de habitación	Número de quartos
pubPaymultipleinvoice	Pay multiple invoices	Pagar varias facturas	Pagar várias facturas
ribbonframe.rpBookingSheet	Booking sheet	Hoja de reservas	Reservas folha
rptGuestHistory.lblArrivalDate	Arrival date	Fecha de llegada	Data de chegada
rptGuestHistory.lblBookedInBy	Booked in by	Reservadas por	Penalizado pelos
rptGuestHistory.lblBookingDate	Booking date	Fecha de la reserva	Reserva de data
rptGuestHistory.lblCancelDate	Cancel date	Fecha de cancelar	Data cancelar
rptGuestHistory.lblCanceledBy	Cancelled by	Cancelado por	Cancelado pelo
rptGuestHistory.lblDepartureDate	Departure date	Fecha de salida	Data de partida
rptGuestHistory.lblInvoice	Invoice	Factura	Fatura

Selecting User from the language menu will now show Given name as First name Please note that Given names appear in many of the forms as well as on the report so you will have to change all of the entries.

3.8 View

View menu

Display or hide the Toolbar, Status bar and or Occupancy level indicator. By hiding the tool bar and reducing the row height it will allow you to display more rooms on your screen if so required.

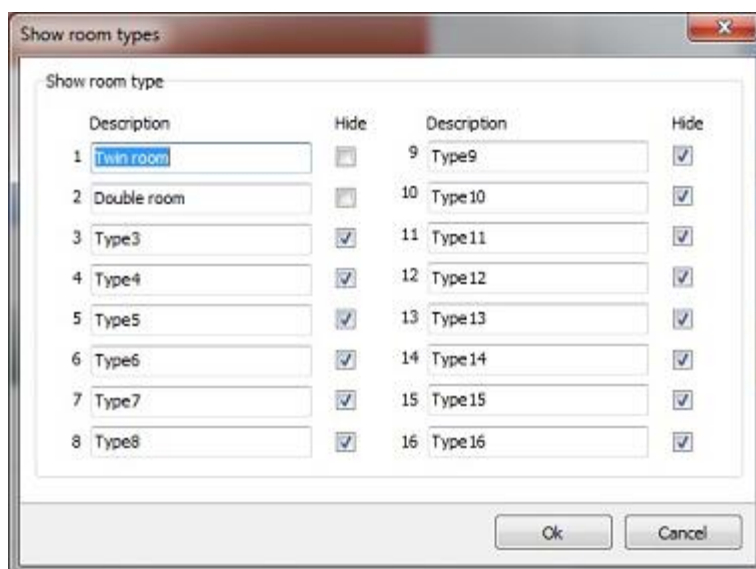


Legend

Select this option to hide and show the legend.

Show room types

This provides you the option to show only those room types selected. The room type selected will be displayed in the room description caption. You also have the option to enter a description for each type if you tick the "Show type selection tool bar" check box an additional tool bar will be displayed click on the description button to display the selected room type Tick the hide will hide the room type from the room type selection menu.



Show cross hair

Select to display the booking sheet cross hair.

3.9 Help

Help menu

Help

You will find instructions on how to use the program here.

Home page

Open internet explorer and it will take you to Reservation Master home page. www.goldhillsoft.com

Check for updates

Check if an update is available for the program.

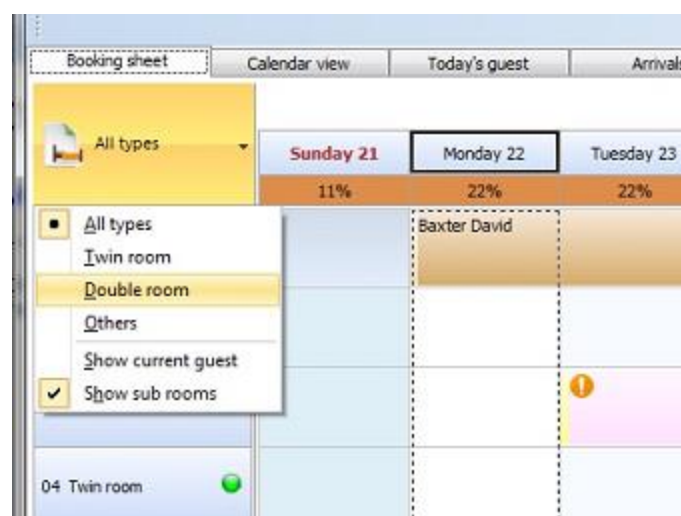
About

Information about Reservation Master is noted here.

Room type menu

Room type menu

On top of the room description you will find a button which you can click to display the room type selection menu. You can select a room type to only display the selected room type on the booking sheet. You can alter the room type information from the view or option menu.



Show current guest

Select this option to display the name of the current guest, next or below the room description.

All types		Sunday 21	Monday 22	Tuesday 23
Twin room		11%	22%	
01 Baxter David			Baxter David	
Twin room				
02				
Twin room				
03				
Twin room				

Show sub room

Select this option to hide or display sub rooms. Refer to Sub room for further reference.

4. Pop-up menu

4.1 Pop-up menu

Pop-up menu

Popup menu

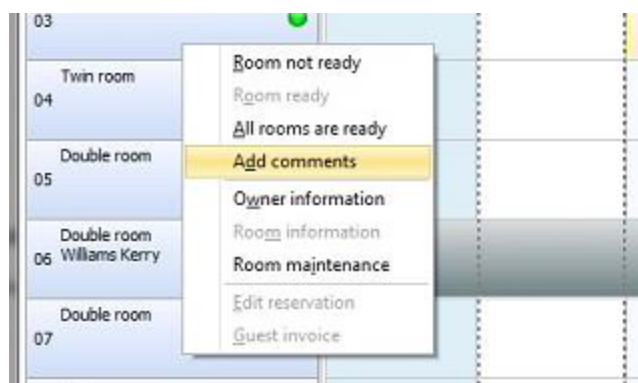
In Booking sheet or other tabs clicking the right mouse button displays a popup menu. This menu allows editing plus when the popup menu is activated from the booking sheet. The grid is used as a reference point for the date and room number.

Editing functions are like those of the edit menu.

4.2 Room popup-menu

Room menu

In booking sheet clicking the right mouse button on the room description displays a popup menu. This menu provides you with several options.



Room not Ready, Room ready and All rooms ready.

Set the room status indicator from ready (green) to not ready (red) vice versa. Yellow and blue indicates that there are some comments.

04	Twin room	Yellow
05	Double room	Red
06	Double room	Blue
07	Double room	Green

Add comments

You can add comments to a room which will be displayed in room status report. The status indicators for rooms with comments will be ready (blue) to not ready (yellow).

Owner information

Select this option to display the room owner information. Owner information can be entered from configuration then select owner information then assign an owner to each room from configuration then room and rates.

Room information

Select this option to display the room information. Room information can be entered from configuration then room and rates.

Room maintenance

Select room maintenance to open the room maintenance dialog. You can select a room to display the list of items schedules or completed. Maintenance items can be added or edited.

Date	Room no	Schedule date	Description	Completion date	Cost	Supplier
22/09/2014	05	22/09/2014	Replacement of Airconditioner			

Room number: 05 ☐ Show all

A room maintenance report can be created from the report menu.

5. Reservations

5.1 Creating a new reservation

Creating a new reservation

From the Edit menu click on New reservation. Alternatively, right click on the Booking sheet grid, this displays a pop-up menu. Click on New reservation or click the new reservation speed button on the toolbar.

When a new reservation is made from the Booking sheet grid by right clicking, the location of the mouse on the grid is used as a reference point for the date and room number. Using the other option will set the reservation date to today's date while the no room number is entered.

The screenshot shows the 'Reservation' dialog box with the following details:

- Guest detail:** Guest code: DBAXTER, Guest name: David Baxter, 38 Brisbane street Wellington.
- Enter details:** Arrival date: 23/09/2014, Departure date: 26/09/2014, Room number: 05, Description: Double room, Tariff code: STANDARD, Package: , Room rate: \$100.00, Travel agent: , Booking no: , Special requirements: .
- Credit card details:** Credit card: , Card number: , Exp date: , CVV: .
- Others:** Vehicle reg: , Exp arrival time: 2:00:00 p.m., Remarks: .
- Guarantee:** No guarantee, Credit card, Deposit paid, Travel agent, Cash sale, Repeat guest, Corporate guest.
- Booked in by:** 22/09/2014 4:21 p.m.

Select a guest using the guest finder or create a new guest. Select guest enter arrival and departure dates, room rate quoted, guarantee and other details as required.

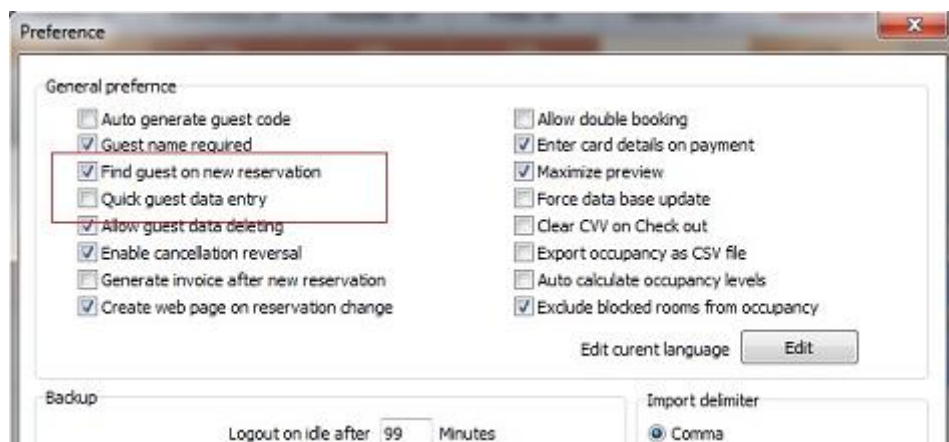
Tip. Using the left mouse button click on start date on the booking sheet and drag to highlight the new reservation after releasing the mouse button the new reservation will be displayed reflecting the selected dates and room. Using the right mouse button will high light the area and provide you with the option to select an option from the popup menu.



New Reservation option

You have several options in how to select or enter the guest information.

1. From the file menu select configuration / preference and tick "Find guest on new reservation".



Selecting this option will display the guest finder first, so you can locate or create a new guest before entering reservation.



Un-tick this option and the reservation dialog will be displayed first. You will then need to locate the guest by entering the guest code or click the small button next to the guest code to open the guest finder.

The screenshot shows a 'Reservation' dialog box with two tabs: 'Details' and 'Notes'. The 'Details' tab is active. Under the 'Guest detail' section, the 'Guest code' is 'DBAXTER'. Below it, the guest's name 'David Baxter' and address '38 Brisbane street Wellington' are displayed. A red box highlights a small icon next to the guest code. Below the guest details, there is an 'Enter details' section with 'Arrival date' set to '21/09/2014' and 'No. of nights' set to '1'.

2. From the file menu select configuration / preference and tick "Quick guest data entry".

This screenshot shows the 'Reservation' dialog box with the 'Details' tab selected. The 'Guest detail' section now includes input fields for 'First name', 'Family name', and 'Phone'. The 'Guest code' is set to '000001'. A red box highlights the input fields for 'First name', 'Family name', and 'Phone'. The 'Enter details' section at the bottom shows 'Arrival date' as '21/09/2014' and 'No. of nights' as '1'.

Now when creating a new reservation, the Reservation dialog display the guest first, last name and phone number edit boxes allowing you to add new guest direct from the reservation dialog.

Double booking

The program will as per default prevent you to double book a room, you can change this setting from configuration / preference a double-booked room will be displayed in slightly offset on the booking sheet. As per sample below click the light blue are to select the first reservation.

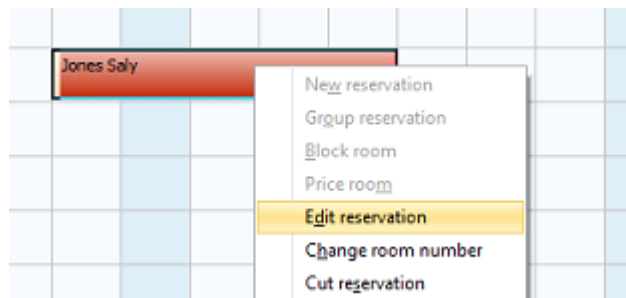
The screenshot shows a booking sheet with a grid of rooms. A red box highlights a room that is double-booked for 'Williams Kerry'. The room is shown in two rows: the top row has a red background and the name 'Williams Kerry' is in red, and the bottom row has a blue background and the name 'Williams Kerry' is in blue. The text 'Double' is visible in the top row, indicating the double booking. The room is highlighted with a red border.

5.2 Editing an existing reservation

Editing an existing reservation

In the Booking sheet window, right click on the reservation that you want to edit. In the pop-up menu, click on Edit reservation and make the alterations in the window that comes up. Alternatively, click on the Edit reservation icon on the toolbar.

Guest details can be changed by clicking the edit button next to the guest code.



5.3 Group reservation

Group reservation

From the Edit menu select group reservation. Alternatively, right click on the Booking sheet grid. This displays a pop-up menu. Click on group reservation.

When a new reservation is made from the Booking sheet grid by right clicking, the location of the mouse on the grid is used as a reference point for the date and room number. Using the other option will set the reservation date to today's date while the no room number is entered.

Group reservation [6]

Details Group Notes

Enter details

Guest code: TMACKLIN

Tony Macklin
88 Kings road Brisbane

Arrival date: 29/09/2014 No. of nights: 4

Departure date: 3/10/2014 No. adults: 2

☒ Estimated stay No. children: 0

Tariff code: STANDARD Room: 01

Package:

Room rate: \$90.00 ☐ Lock rate ☐ Apply per person rate

Travel agent:

Booking no:

Exp arrival time: Special requirements:

☐ Reduce reservation dialog size

Guarantee: ☒ Credit card

Others

☒ Do not auto generate or update guest invoice

☐ Auto load special requirement on new reservation

☐ Make individual

Booked in by: 22/09/2014

Select a guest using the guest finder or create a new guest. Enter details of the guest as for a normal reservation. In addition, you also enter the members of the group by typing in the room numbers to be reserved for the group in the grid at bottom of the dialog and optionally enter the names of the group members. Press the insert button or down arrow on your key board to enter additional members.

Group reservation [6]

Details Group Notes

Group list

Code	First name	Family name	Room	Arrival date	Adults	Children	Special requirement
	Jessica	Simpson	02	29/09/2014	2	0	
	Michael	Brown	03	29/09/2014	2	0	
	Jacob	Taylor	04	29/09/2014	2	0	

☐ Automatically locate next room ☐ Sort room no

The group is highlighted using the group color on the booking sheet. The group leader and members are highlighted using small icons.

September 2014			October 2014		
28	Monday 29	Tuesday 30	Wednesday 1	Thursday 2	Fri
	56%	56%	56%	44%	
	Maddin Tony				
	Maddin Tony Simpson Jessica				
	Maddin Tony Brown Michael				
	Maddin Tony Taylor Jacob				

When a group reservation is made the group leader invoice will contain all the room charges for the group, you can still generate and enter product to the invoice for each individual member, but they will not contain the room charges.

Groups can members or leader can have different arrival dates, but the length of stay will have to be the same.

You can cancel or delete group members if so require, Deleting the group leader however can only be done when no member of the group remain.

When creating group reservations, you have the option to select how the room rate is calculate. Tick the "Apply per person rate" and the rate are calculated based on the number of persons in the group.

Tick "Use individual rates" then the rate is calculated based on the number of person and the individuality room rate assigned to them. If none of the check boxes are tick then the rate of the group leader is used.

5.4 Changing the reservation dates

Changing the reservation dates

You can change the reservation dates by clicking the button next to the dates and use the calendar to select the arrival date and departure date. Please note, as checks are made on the arrival and departure dates, the arrival date cannot be after the departure date. You should change the departure date before changing the arrival date.



A simple way of changing the reservation dates and room number is from the Booking sheet window.

Click the Unlock icon (the padlock). This unlocks the grid. Click on the reservation you want to change. Drag the reservation to the required arrival date or room. When you release the mouse button, the new location becomes the new date or room number.

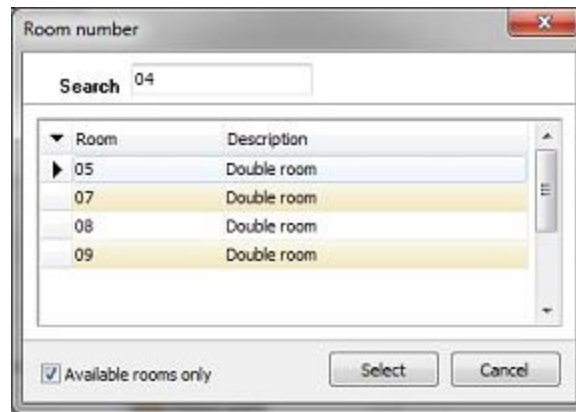
Wednesday 24	Thursday 25	Friday 26	Saturday 27	Sunday 28
44%	44%	33%		11%
Jones Saly				
	Williams Kerry			
Williams Kerry	Williams Kerry			

To extend or reduce the reservation dates, click on the reservation. Click the edge of the reservation (departure date). The cursor will change shape. You can now change the length of stay by moving your mouse and releasing the button once the correct selection is made.

5.5 Changing room number

Changing room number

This is like changing the date. Click the button next to the room number and from the window select a room number. As you change the room numbers, the tariffs are adjusted according to the applicable rates. If a fixed room rate has been quoted, you can lock the room rate by ticking the check box.



You can also change the room number by using the click and drag operation in the Booking sheet window. When releasing the mouse at the different room.



5.6 Cancelling a reservation

Cancelling a reservation

You can cancel a reservation by clicking on Cancel on the menu, or by clicking on an icon. A portion of the reservation information is stored. You can generate a cancellation report from this information.

File Edit Reports Products information Language View Web reservation Help											
New Edit Invoice Cut Copy Paste Cancel Print Find guest Export											
Booking sheet Calendar view Today's guest Arrivals Departures Occupancy Available rooms Customer list											
From date: 01/01/2014 To date: 30/09/2014 Show all bookings Show cancellations Check											
Reserva...	Code	Booking no.	Company name	First name	Family name	Email	Arrival date	Departure date	Room	Adults	Children
10 BLOCKED...											
1 DBAXTER				David	Baxter		17/09/2014	20/09/2014	01	2	
2 DBAXTER				David	Baxter		22/09/2014	26/09/2014	01	0	
3 JONES				Sally	Jones		24/09/2014	27/09/2014	02	2	
6 THACKLEIN				Tony	Meddin		29/09/2014	1/10/2014	01	2	
7 THACKLEIN				Tony	Meddin		29/09/2014	1/10/2014	02	2	
8 THACKLEIN				Tony	Meddin		29/09/2014	1/10/2014	03	2	
9 THACKLEIN				Tony	Meddin		29/09/2014	1/10/2014	04	2	
4 WKERRY				Kerry	Williams		17/09/2014	27/09/2014	06	2	
5 WKERRY				Kerry	Williams		29/09/2014	29/09/2014	04	2	
11 WKERRY				Kerry	Williams		24/09/2014	25/09/2014	04	1	
12 WKERRY				Kerry	Williams		25/09/2014	27/09/2014	03	1	

When cancelling a reservation with payment made against it the reservation is cancelled, yet the original records are maintained select the occupancy tab then tick the "show cancellations" check box so that you can locate these reservations.

There are two statuses which are protected from cancellation.

1. Checked in. The guest cannot be cancelled or deleted. You can still extend and change the reservation but should not change the arrival date.

- Why? The guest is occupying a room, so he or she has arrived on a set day or time in the past, so you should not change the arrival date.
- A guest may come to you asking to extend or shorten the stay, so you can still move him or change the reservation.

2. Checked out. The guest has stayed and left the building. You cannot make changes to the reservation.

- Why, he or she has left, and the reservation is now in the past.

Note: Of course, the program will not be totally ridged in forcing these rules, so you can make change.

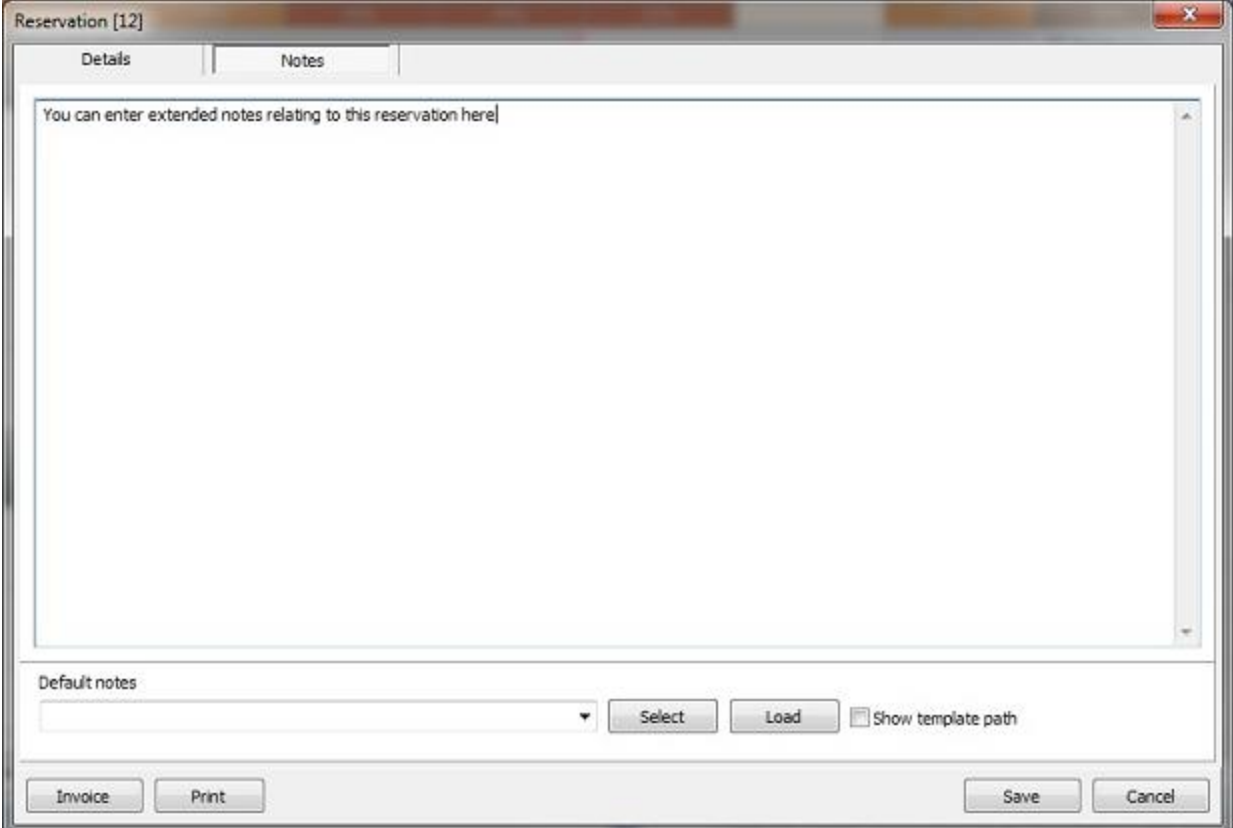
If a guest has checked out and you want to delete the guest, then you need to take 2 steps.

1. Select checkout again and reverse this status. The status will become the check in status.
2. You still cannot cancel or delete the reservation but can make changes. So, select check in again and reverse the status again.
3. Once the status is back to normal you can delete the reservation.

5.7 Adding notes

Adding notes

You can enter extended notes relating to the reservation, click the note tab and type in any information regarding the reservation. Right click your mouse to use the Cut and Paste command. You can load standard notes from a text file using the select button to select the file then load to load the file. Tick the "Auto load notes on new reservation" to automatically load the standard notes you may have into a new reservation.

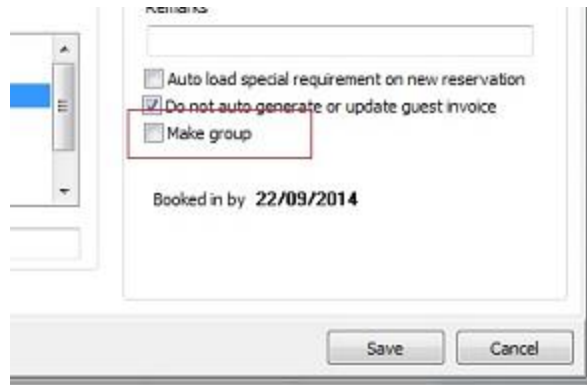


The screenshot shows a window titled "Reservation [12]" with a close button in the top right corner. The window has two tabs: "Details" and "Notes", with "Notes" being the active tab. The main area of the window is a large text box containing the placeholder text "You can enter extended notes relating to this reservation here". Below the text box, there is a section labeled "Default notes" with a dropdown menu. To the right of the dropdown are two buttons: "Select" and "Load". Further right is a checkbox labeled "Show template path". At the bottom of the window, there are four buttons: "Invoice", "Print", "Save", and "Cancel".

5.8 Change reservation type

Change reservation type

After creating a reservation, you can change the reservation from a normal reservation to a group reservation vice versa. To do tick the "Make group" or "Make individual" check box at the lower part of the reservation dialog the save.



Please note that any payment or products make against the reservation will be maintained, yet the room rate will be adjusted.

5.9 Hourly reservation

Hourly reservation

You can assign a room to accommodate hourly reservation. An example would be a SPA room.

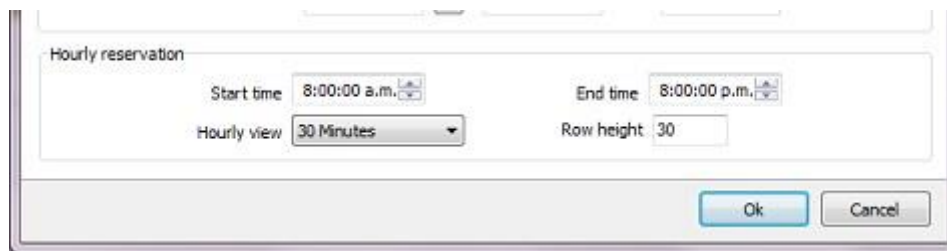
You first need to assign a room for hourly reservation.

1. From configuration select Room and Rates and in the Hourly column enter "Y"
2. You may also want to select a different color to highlight this room.

A screenshot of a configuration window showing a table with columns: 'c occ', 'Tax', 'Tariff code', 'Color', 'Owner', and 'Hourly'. The table contains 10 rows. The 8th row is highlighted with a green background, and its 'Hourly' cell contains 'Y'. The other rows have 'N' in the 'Hourly' column. The 'Color' column has various background colors for each row, including yellow, white, and green.

c occ	Tax	Tariff code	Color	Owner	Hourly
N	S				N
Y	S				N
Y	S				N
Y	S				N
Y	S				N
Y	S				N
N	S				Y
Y	S				N
Y	S				N

3. Indicate the hours the room is available. From configuration select Preference and enter the start and end time



The dialog box is titled "Hourly reservation". It contains two time pickers: "Start time" set to "8:00:00 a.m." and "End time" set to "8:00:00 p.m.". Below these are a "Hourly view" dropdown menu set to "30 Minutes" and a "Row height" input field set to "30". At the bottom right are "Ok" and "Cancel" buttons.

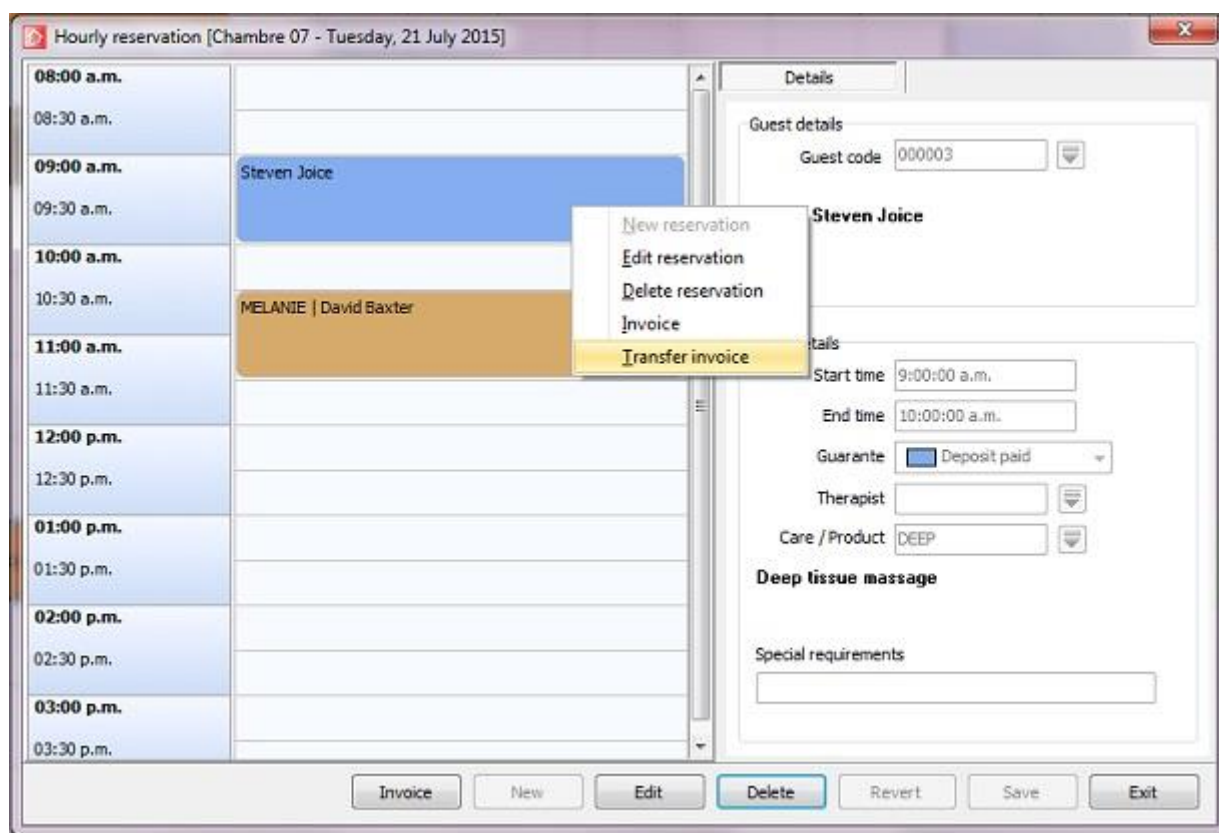
4. You can also indicate the Hourly view to enable reservation to be made using minutes.

5. Enter the row height to adjust the hourly grid height.

Create an hourly reservation

Right click on the Booking sheet grid and make sure you click on an hourly room, this displays a pop-up menu. Click on New reservation or click the new reservation speed button on the toolbar. (Make sure to click on the hourly room first to indicate that you are selecting this room)

When a new reservation is made from the Booking sheet grid by right clicking, the location of the mouse on the grid is used as a reference point for the date and room number.



The dialog box is titled "Hourly reservation [Chambre 07 - Tuesday, 21 July 2015]". It features a booking grid on the left and a "Details" panel on the right. The grid shows time slots from 08:00 a.m. to 03:30 p.m. in 30-minute increments. Two reservations are visible: a blue one for "Steven Joice" from 09:00 a.m. to 09:30 a.m., and an orange one for "MELANIE | David Baxter" from 10:00 a.m. to 10:30 a.m. A right-click context menu is open over the 10:00 a.m. slot, showing options: "New reservation", "Edit reservation", "Delete reservation", "Invoice", and "Transfer invoice". The "Details" panel on the right includes "Guest details" with a "Guest code" of "000003", the name "Steven Joice", and a "Details" section with "Start time" (9:00:00 a.m.), "End time" (10:00:00 a.m.), "Guarante" (Deposit paid), "Therapist", "Care / Product" (DEEP), "Deep tissue massage", and a "Special requirements" field. At the bottom are buttons for "Invoice", "New", "Edit", "Delete", "Revert", "Save", and "Exit".

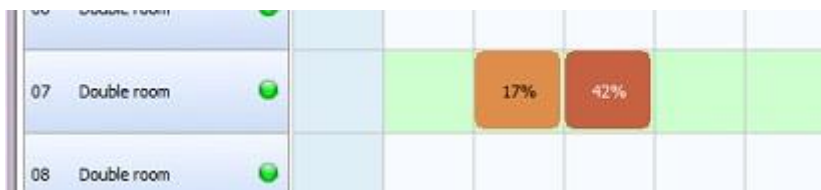
The hourly reservation dialog will be displayed. This dialog contains the hourly grid on the left and guest details on the right. Click the buttons to add or edit reservation.

Select a guest using the guest finder or create a new guest. Select guest enter start and end times, guarantee and other details as required.

Tip. Using the left mouse button click on start date on the hourly grid and drag to highlight the new reservation after releasing the mouse button the new reservation will be displayed reflecting the selected times. Using the right mouse button will high light the area and provide you with the option to select an option from the popup menu.

If you select a product this product will then be automatically be entered when an invoice is created.

On the main booking sheet, the hourly reservation is indicated using the percentage of occupancy. This will provide you with an indication if space is still available for the selected date.

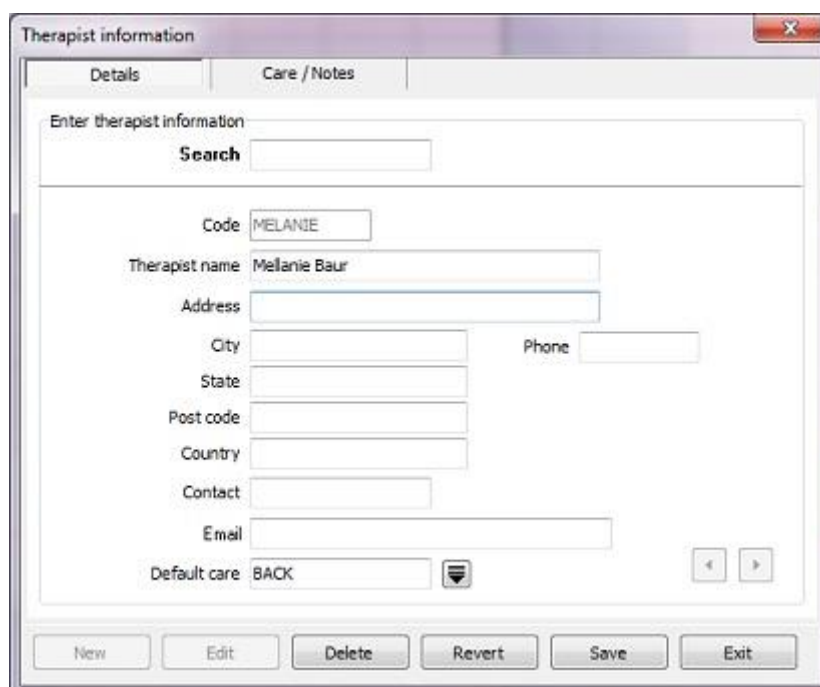


07	Double room				17%	42%		
08	Double room							

SPA function

As stated, before the hourly room can used to record reservation for your SPA room. The program also has the option to record a SPA therapist.

From the configuration menu select "Therapist information" to enter information on individual therapist.



The 'Therapist information' dialog box has two tabs: 'Details' and 'Care / Notes'. The 'Details' tab is active, showing a form to enter therapist information. The form includes a 'Search' field, a 'Code' field with the value 'MELANIE', a 'Therapist name' field with the value 'Melanie Baur', and several other fields: 'Address', 'City', 'State', 'Post code', 'Country', 'Contact', 'Email', and 'Phone'. At the bottom, there is a 'Default care' dropdown menu with 'BACK' selected. The dialog box has a standard Windows-style title bar with a close button (X) and a set of buttons at the bottom: 'New', 'Edit', 'Delete', 'Revert', 'Save', and 'Exit'.

Enter the information of your therapist and if required you can add a default care for this therapist.

The 'Therapist information' window has two tabs: 'Details' and 'Care / Notes'. The 'Care' tab is active, showing a table of care types for therapist 'Mellanie Baur'.

Code	Description	Unit	Sell price
BACK	Back, Neck and shoulder masage	EA	\$130.00
DEEP	Deep tissue massage		\$115.00

Below the table are 'Care' and 'Delete' buttons. A 'Notes' text area is at the bottom. At the very bottom are buttons for 'New', 'Edit', 'Delete', 'Revert', 'Save', and 'Exit'.

You can add multiple care / therapy types a therapist can provide.

Care or therapies are entered as a product. So, go to the product information menu and add a product.

The 'Product information' window is divided into 'Enter product information' and 'Product package' sections.

Enter product information:

- Code: BACK
- Bar code: [empty]
- Description: Back, Neck and shoulder masage
- Unit: EA
- Default Qty: 1
- Group: SPA
- Supplier: [empty]
- Last cost: [empty]
- Lead time: [empty]
- Selling price: \$130.00
- In Stock: [empty]
- Tax: S 10.00%
- ☐ Use room tax calculations
- ☐ Maintain stock record
- ☒ Therapist care (highlighted with a red box)

Product package:

- ☒ Use package
- Five rows of Code and Qty input fields.

Buttons at the bottom: New, Edit, Delete, Revert, Save, Exit.

The only difference from a normal product is at you can indicate that this is a therapist care. Tick the "Therapist care" checkbox.

Once you have added therapist names into the program will provide you the option to select a therapist when creating a new hourly reservation.

Hourly reservation [Chambre 07 - Tuesday, 21 July 2015]

08:00 a.m.	
08:30 a.m.	
09:00 a.m.	Steven Joice
09:30 a.m.	
10:00 a.m.	
10:30 a.m.	MELANIE David Baxter
11:00 a.m.	
11:30 a.m.	
12:00 p.m.	
12:30 p.m.	
01:00 p.m.	
01:30 p.m.	
02:00 p.m.	
02:30 p.m.	
03:00 p.m.	
03:30 p.m.	

Details

Notes

Guest details

Guest code

David Baxter

Enter details

Start time

End time

Guarante

Therapist

Care / Product

Back, Neck and shoulder masage

Special requirements

When selecting a therapist, the default care is automatically selected. You have also the option to select the care from the list displayed in the Therapist finder dialog. For multiple care you do have the option to use create a product package.

Once a Care is selected it will be automatically be added to the invoice when first created.

Therapist

Search

Name	Address
▶ Melanie Baur	

Select therapist product

Code	Description
▶ BACK	Back, Neck and shoulder masage
DEEP	Deep tissue massage

The program will remind you in case two reservation overlap or in case the therapist has already been assigned to a different guest.

6. Finding reservations

6.1 Finding an existing reservation / guest

Finding an existing reservation / guest

In the Occupancy tab Click the Find guest button a window is displayed, enabling you to find a guest by code, given or family name Click Find. A list appears in the display window. Click on the guest you want and click Select.

The guest finder is also displayed when creating a new reservation, or from the edit reservation window.

In a guest code is not found you can create a new guest, enter guest detail information.

Your preferred selection criteria will automatically be saved. These settings will be used the next time you open the Find window.

Find guest

Search W Find it New

Guest code	First name	Family name	Phone no	Company name
WKERRY	Kerry	Williams		

Search options

☐ Match case
☒ Match first character
☐ Use wild cards

Search field

☐ Guest code
☐ Company name
☐ First name
☒ Family name
☐ Phone no
☐ Reservation no

Cancel Select

7. Room rates calculation

7.1 Room rates calculation

Room rates calculation

Room rate is calculated using two sets of values - the base room rate and the tariff codes. The base room rates can be changed from the Configuration menu. You can enter the room number the description and the single or double base rates and the charge for an extra adult or child. Under preference click the include TAX if the rates check box entered are inclusive of tax. In case the weekly and Monthly rate are entered then if a guest stays for 7 days or more weekly rate will be used while if a guest stay for one month or more the monthly rate will be used.

The 'Room and rates' window displays a table with the following columns: Number, Description, Main room, Label, Type, Floor, Floor label, Single, Double, Ext Child, Ext Adult, Weekly, Monthly, Per person, Calc occ, Tax, Tariff code, and Color. The table lists various room types such as Twin room, Double room, and Suite, along with their respective rates and configurations. Below the table, there is a 'Room information' section with checkboxes for 'Use daily room rate', 'Use default background color', 'Show clean or dirty indicator', and 'Show color in room description'. A 'Default room label' field is also present. At the bottom, there are buttons for 'Auto update', 'Copy', 'Paste', 'Edit', 'Insert', 'Delete', 'Revert', 'Save', and 'Exit'.

Number	Description	Main room	Label	Type	Floor	Floor label	Single	Double	Ext Child	Ext Adult	Weekly	Monthly	Per person	Calc occ	Tax	Tariff code	Color
01	Twin room			1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	N	S		
02	Twin room	01		1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	Y	S		
03	Twin room	01		1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	Y	S		
04	Twin room			1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	Y	S		
05	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00	\$600.00	\$2,300.00	\$40.00	N	S		
06	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		
07	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		
08	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		
09	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		

Using the tariff codes, click the tariff description and then an adjustment factor in from of addition or deduction to the base tariff. You can adjust in dollars or by percentage.

The 'Tariff code' window displays a table with the following columns: Description, Deduction, Addition, \$ or %, From date, and To date. The table lists two tariff codes: 'STANDARD' and '10% DISCOUNT'. Below the table, there are buttons for 'Edit', 'Insert', 'Delete', 'Revert', 'Save', and 'Exit'.

Description	Deduction	Addition	\$ or %	From date	To date
STANDARD	0.00	0.00	\$		
10% DISCOUNT	10.00	0.00	%		

The total room rate is calculated as follows:



7.2 Package rates

Package rates

Besides using your standard room and rates you can also create a package say you have a promotion for a week end special. You would enter the description number of nights the reservation is valid for and the rate. You can then select this when making a reservation Enter the cost an extra night will be cost (if you leave it blank the standard room rate will apply after the number of night).

Description	No nights	Rate	Extra night	Product 1	Qty	Product 2	Qty
Week end special	3	\$210.00	\$70.00	COKE	1		

☐ Add product to invoice even if price is null

Edit Insert Delete Revert Save Exit

In addition, you can include up to 5 products in a package as products may have a different tax amount.

7.3 Daily rates

Daily rates (Pro version)

From the main menu click File configuration then Configuration/Daily rates

The Daily rates will only be active is selected tick the "Use daily rate" checkbox at the bottom of Room and rates.

Once the use daily rate check box is ticked, you can select the daily rate tab and start entering the daily rates for the year. There is a daily rate for each room type with a total of 16 room types.

Daily room rates

Date	Type 1		Type 2		Type 3		Type 4		Type 5	
	Single	Double	Single	Double	Single	Double	Single	Double	Single	D
8/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
9/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
10/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
11/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
12/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
13/09/2014	\$90.00	\$110.00	\$95.00	\$115.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
14/09/2014	\$90.00	\$110.00	\$95.00	\$115.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
15/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
16/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
17/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
18/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
19/09/2014	\$80.00	\$100.00	\$85.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
20/09/2014	\$90.00	\$110.00	\$95.00	\$115.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
21/09/2014	\$90.00	\$110.00	\$95.00	\$115.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

September 2014 Sep 2014 Auto update

Edit Revert Save Exit

Although you can enter the daily rate for each day manually one by one for each room type you soon will find that this becomes quite a tedious job. To simplify the entry of rates you can use the auto update function, click the auto update button then from the dialog enter the rates for each room type, the dates they are valid for and the period. Once done click the update button to updates the rates.

Auto update daily rates

Select

	Single	Double		Single	Double
Type 1	<input checked="" type="checkbox"/> \$80.00	<input checked="" type="checkbox"/> \$90.00	Type 9	<input checked="" type="checkbox"/>	<input type="text"/>
Type 2	<input checked="" type="checkbox"/> \$90.00	<input type="text"/> 100	Type 10	<input checked="" type="checkbox"/>	<input type="text"/>
Type 3	<input checked="" type="checkbox"/>	<input type="text"/>	Type 11	<input checked="" type="checkbox"/>	<input type="text"/>
Type 4	<input checked="" type="checkbox"/>	<input type="text"/>	Type 12	<input checked="" type="checkbox"/>	<input type="text"/>
Type 5	<input checked="" type="checkbox"/>	<input type="text"/>	Type 13	<input checked="" type="checkbox"/>	<input type="text"/>
Type 6	<input checked="" type="checkbox"/>	<input type="text"/>	Type 14	<input checked="" type="checkbox"/>	<input type="text"/>
Type 7	<input checked="" type="checkbox"/>	<input type="text"/>	Type 15	<input checked="" type="checkbox"/>	<input type="text"/>
Type 8	<input checked="" type="checkbox"/>	<input type="text"/>	Type 16	<input checked="" type="checkbox"/>	<input type="text"/>

Days to update

- ☒ Select all
- ☒ Monday
- ☒ Tuesdays
- ☒ Wednesday
- ☒ Thursday
- ☒ Friday
- ☒ Saturdays
- ☒ Sunday
- ☐ Holiday

From date 1/09/2014 To date 30/09/2014

Update Cancel

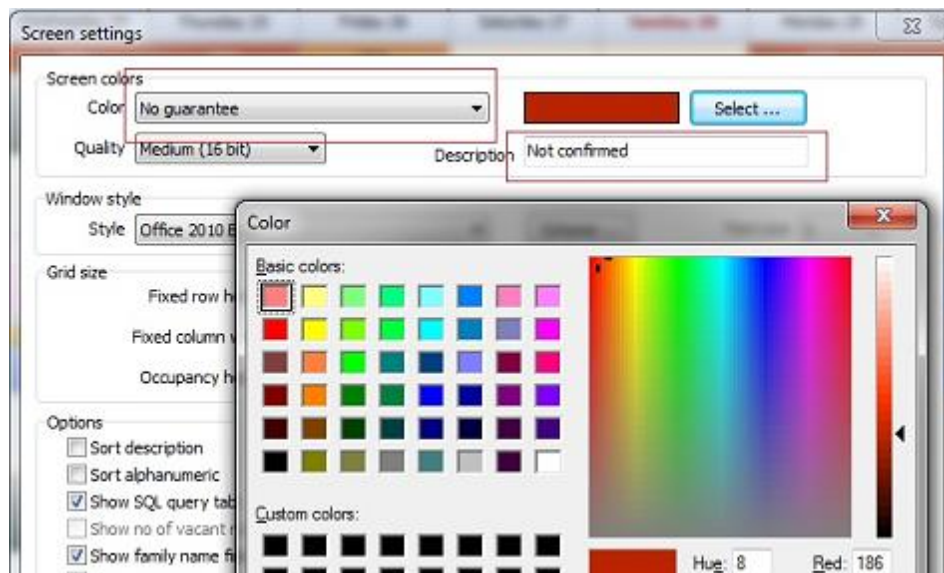
When daily rate is in use the program will calculate room rates using these daily rates plus the extra adults and children rate entered in the room and rates section if rates section if more than 2 people are occupying the room

8. Guarantee information

8.1 Guarantee information

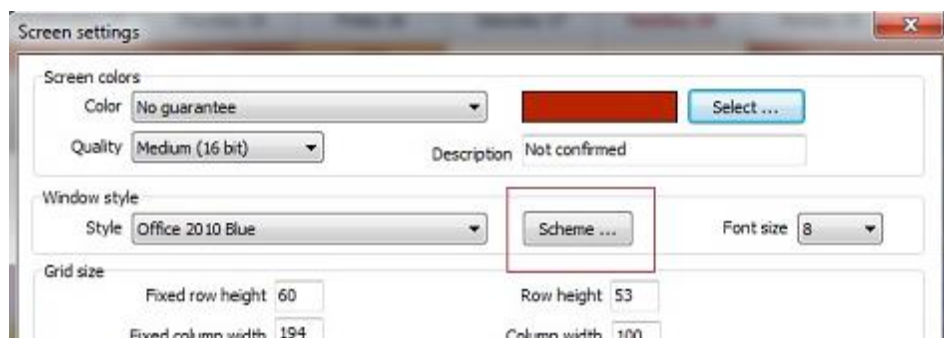
Guarantee information

You can enter guarantee information by clicking the required selection and manually entering the other relevant information. The selections are color coded. The colors and descriptions can be configured to your own requirements. This gives an overall picture of the reservation status and prompts you to take the required action when the guest has not followed reservation guarantees. To change the color click the select button and then select the color from the color dialog.



When you select the payment guarantee colors you will note that the Description edit box becomes active indicating that you can edit the guarantee text.

You can also change the various colors by editing the color scheme. Click the Scheme button to display the color scheme dialog.

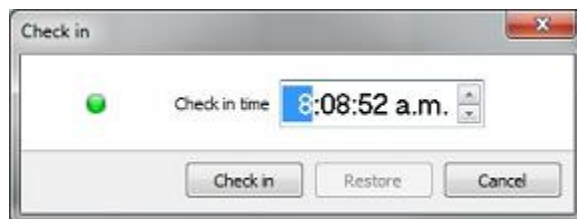


9. Check in guest

9.1 Checking in guest

Checking in guest

From the Edit or Popup menu, click on Check in guest. This displays a small window with the current time and date. Once you click Check-in, the screen colour changes to the checked in colour. Changes to the reservation are now limited and the reservation can no longer be cancelled.



You can restore the checked in status by clicking the Check in option again and clicking Restore.

9.2 Checking out guest

Checking out guest

This is like check in guest. Click on Check out guest. From the window, click Check out. Once the guest is checked out, the reservation can no longer be altered or cancelled. The action can be reversed.

Both Guest check in and Guest check out can be selected from the pop-up menu.



Note: guest who have checked in and or checked out cannot be deleted. In the event the reservation needs to be cancelled you first must restore the booking status to normal by selecting restore from the check-out / check in dialog.

Global check out

This allows you to change guest status to check out for all guests departing on the selected date. You are given the option to select which of the guest you would like to check out tick the corresponding check boxes.

Check out all

Check out all guest departing on

Select date 3/07/2014

Room	Guest name
<input checked="" type="checkbox"/> 11 CABIN - Queen	Martin Kruger
<input checked="" type="checkbox"/> SITE 02 - Drive on	Ian Dempsey
<input checked="" type="checkbox"/> SITE 04 - Drive on	Janine dke

☐ Set rooms as ready

☒ Select all

Check out Cancel

Please note, that although it is not mandatory to check in and checkout guest, these options will provide you with the additional protection as certain operation cannot be performed accidentally.

In addition, the reservations will be displayed in the relevant colors, checked in color, Checked out color and perhaps most important Checked out with outstanding payment color.

The small circle in the left corner of the reservation is representing the original guarantee status.

Booking sheet	Calendar view	Today's guest	Arrivals	Departures	Occupancy	
All types	Thursday 18	Friday 19	Saturday 20	Sunday 21	Monday 22	Tue
Twin room 01 Baxter David	25%	25%	12%	12%	25%	
Twin room 02		Williams Kerry			Baxter David	
Twin room 03			Macklin Tony			

You will also note that when a guest is checked out the room status is changed to dirty indicated by a red dot next to the room description.

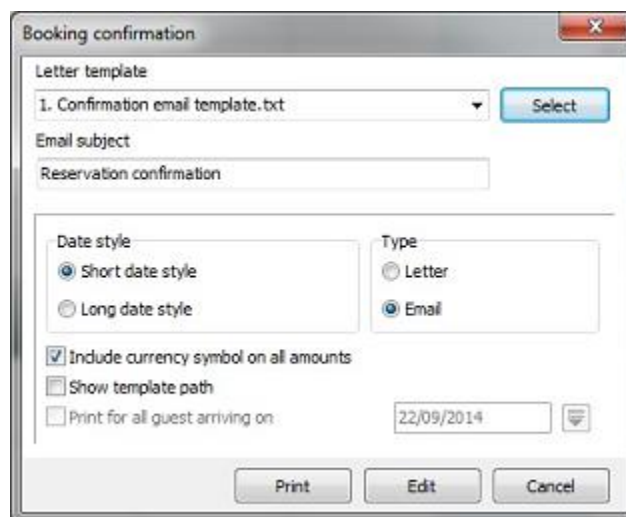
You can set the room to clean once your house keeping staffs have reported the room has been services and is ready to be occupied.

10. Letter & Emails

10.1 Confirmation letter

Confirmation letter / Email

Sending a confirmation letter is done using a template letter. A sample template can be found in the Reservation Master Data directory "C:\Users*\Documents\Reservation\Templates" and can be edited using any word processor capable of handling rich text format files such as Microsoft Word. Once the template is edited it should be saved as a rich text format file. To use Microsoft Word Document template, you do need to have Microsoft word installed on your computer. You can create any number of templates.



Your last selection will become your default next time you create a confirmation letter.

Emails are created much the same way except that they should be saved as a plain text file.

In your template you use merge fields to customize the content of individual confirmation letters. When inserted into your template they map the corresponding guest information.

Merge field consist of two double arrows and the field description <<field description>>

The following merge fields are available;

<<Date>>
<<Title>>
<<Company>>
<<GivenName>>
<<FamilyName>>
<<Address1>>
<<Address2>>
<<City>>
<<PostCode>>

<<State>>
<<Country>>
<<Email>>
<<Nationality>>
<<PasportNo>>
<<PlaceOfIssue>>
<<PassportType>>
<<PlaceOfBirth>>
<<DateOfBirth>>
<<PlaceOfEntry>>
<<DateOfEntry>>
<<BookingDate>>
<<ArrivalDate>>
<<ArrivalTime>>
<<DepartureDate>>
<<NoNights>>
<<NoAdults>>
<<NoChildren>>
<<RoomRate>>
<<RoomNumber>>
<<RoomDescription>>
<<PhoneNumber>>
<<FaxNumber>>
<<Notes>>
<<SpecReq>>
<<GuestCode>>
<<GuestID>>
<<TotalSale>>
<<TotalDiscount>>
<<TotalInv>>
<<Payments>>
<<TotalTax>>
<<Balance>>
<<QuoteValidUntil>>
<<CCardType>>
<<CCardName>>
<<CCardNumber>>
<<ExpDate>>
<<TotalGuests>>
<<TariffCode>>
<<Package>>
<<TravelAgent>>
<<BookingNo>>

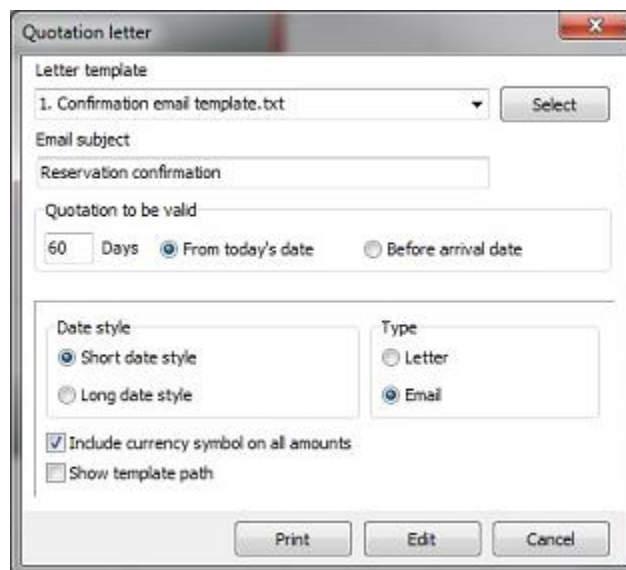
Important notes

1. In some case MS Word will insert invisible formatting characters in to the document resulting that the merge field are not found and replaced. In such case try deleting the merge field and retyping it. Alternative use an RTF file format for your letter.
2. When creating template make sure not to use frames as the merge field with in the frames will not be replaced. In case you do like to enter borders in your letter you can do so by using shapes and set the text wrapping to behind the shape.

10.2 Quotation letter

Quotation letter

Similar to a confirmation letter you could use a template to create a quotation letter or email use the merge field <<QuoteValidUntil>> to indicate the date the quotation is valid for which can be number of days from today's date or number of days before expected arrival.



The screenshot shows a dialog box titled "Quotation letter" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- Letter template:** A dropdown menu showing "1. Confirmation email template.txt" and a "Select" button to the right.
- Email subject:** A text input field containing "Reservation confirmation".
- Quotation to be valid:** A section with a text input field containing "60", followed by "Days", and two radio buttons: "From today's date" (which is selected) and "Before arrival date".
- Date style:** Two radio buttons: "Short date style" (selected) and "Long date style".
- Type:** Two radio buttons: "Letter" and "Email" (which is selected).
- Include currency symbol on all amounts:** A checked checkbox.
- Show template path:** An unchecked checkbox.
- Buttons:** "Print", "Edit", and "Cancel" buttons at the bottom.

11. Guest invoice

11.1 Guest invoice

Guest invoice

When you select Guest invoice, a window appears. The system will calculate the room charges and display them on the invoice grid. You can alter the displayed rate. However, if you do so, you will be prompted the next time you open this window for that guest, indicating that the room charges have changed. You are given an option to update the rates if required.

The screenshot shows a 'Guest Invoice' window with the following details:

- Guest Information:** First name: David, Family name: Baxter.
- Invoice Details:** Invoice number: 2, Room: 01, Date: 23/09/2014.
- Invoice Grid:** A table with columns: Date, Prod code, Qty, Price, Description, Amount, Payment, Tax. It contains one entry for 23/09/2014: 1 Room: (22/09 - 26/09/2014) 4 Nights - \$110.00 /night, Amount: \$440.00, Tax: 5.
- Amounts inclusive:** Checkboxes for 'Show product buttons' and 'Show supplementary invoice'.
- Totals:** Total incl GST: \$382.61, GST: \$57.39, Total: \$440.00, Payments: \$0.00, Balance due: \$440.00.
- Buttons:** Import data, Email, Print, Preview, Delete, Insert, Product, Discount, Pay, Save, Cancel.
- Footer:** 22/09/2014 - 26/09/2014, Reservation no [2].

Additional entries can be entered manually onto the invoice without creating a product. Totals are calculated automatically. It is important to enter the GST code correctly.

You also can use the product button to add product and services sold to the invoice. Use the product window to add product to the list. Alternatively, you can enter the product code directly or if you are using barcode you can use a barcode scanner to enter the product code.

Although you could enter payments manually, this is not recommended as details of the payment types will not be recorded, resulting in incorrect income by category reports. Click the Payment button and a payment window will be displayed. Select the payment type and click the arrow to add the payment type to the list. Enter the payment amount and click OK. The payment made will be added to the invoice.

Supplementary invoice (Pro version)

The pro version has a further option to split the invoice in two, click the "Show supplementary invoice" check box this will then display the supplementary invoice at the lower part of the invoice.

Guest Invoice

First name: David
Family name: Baxter
Invoice number: 2
Room: 01
Date: 23/09/2014

Date	Prod code	Qty	Price	Description	Amount	Payment	Tax
23/09/2014				Guest broke glass window	\$250.00		\$
23/09/2014	CADBURY	10	\$1.60	Cadbury chocolate	\$16.00		\$
23/09/2014				1 Room: (22/09 - 26/09/2014) 4 Nights - \$110.00 /night	\$440.00		\$

Guest code: W258RY Kerry Williams, 455 Cross road Sydney

Date	Prod code	Qty	Price	Description	Amount	Payment	Tax
23/09/2014				Guest broke glass window	\$250.00		\$

Amounts inclusive

☐ Show product buttons
☒ Show supplementary invoice

Total incl GST: \$613.91
GST: \$80.09
Total: \$706.00
Payments: \$0.00
Balance due: \$706.00

Buttons: Import data, Email, Print, Preview, Delete, Insert, Product, Discount, Pay, Save, Cancel

22/09/2014 - 26/09/2014 Reservation no [2]

Now use the down arrow to move items from the main invoice to the supplementary invoice. When you print or preview an invoice that has been split you will be given the option to select which invoice you like to print.

Select invoice

Select invoice to print or preview

- ☒ David Baxter, 38 Brisbane street Wellington
- ☐ Kerry Williams, 455 Cross road Sydney

Buttons: Ok, Cancel

You can adjust the main invoice and supplementary invoice by using the splitter separating the two invoices.

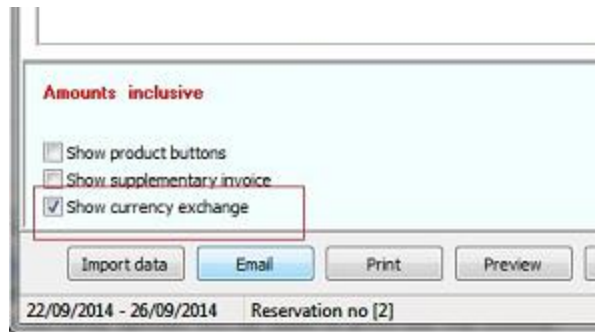
Currency symbol

The program uses Windows currency symbol and formatting. So, to change the currency symbol take the following steps

- Select control panel from the window start menu
- Select Clock, Language and region then Regional and Language Options
- Select your current format (country)
- Click "customize this format" and make the required changes.
- Apply changes

Currency exchange

The pro version has the option to print an invoice using a different currency at a set currency exchange rate. From configuration / invoice tick "Show currency exchange option" This will enable the currency exchange option at the bottom of the invoice dialog.



When you tick this option and print or preview the invoice the currency exchange dialog will be displayed and the exchange rate plus currency symbol will be used to print out the invoice.



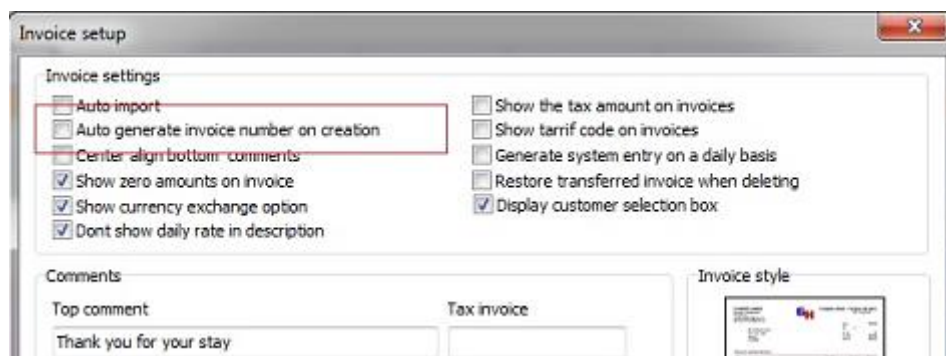
Please note that although the exchange rate will be saved with your reservation, the invoice will remain in your local currency and will not be changed.

Invoice numbers

You have 2 options to when invoice numbers are generated.


1. Automatically by the program when the invoices are created.
2. Generated by the user.

You can set this option from Configuration / invoice




If you select to un-tick the "Auto generate invoice number on creation" the program will not assign the next available invoice number.

To generate a new number, click the button next to the invoice number.

Invoice number 

Room

Date 

Amount	Payment	Tax
\$160.00		S

You can still print an invoice without an invoice number.

Please note that even if you select option 2. The invoice number will be automatically generated if you create an invoice on the departure date of a guest. Invoice numbers are also automatically generated on product sales.

Adding Products

Click the product button, then using the product finder locate and select the product. Alternative if you know the product code you could enter a new line on the invoice (press the down arrow on your key board) and enter the product code and quantity.

Find product

Search

Code	Description	Barcode
CADBURY	Cadbury chocolate	
COKE	Coca cola	
MILK	Milk carton	

Search options

☐ Match case

☒ Match first character

☐ Use wild cards

Search field

☐ Code

☐ Barcode

☒ Description

Product buttons

You also have the option to create product short cut buttons. Tick the "Show product buttons" check box to display the product buttons.

Amounts inclusive

☒ Show product buttons

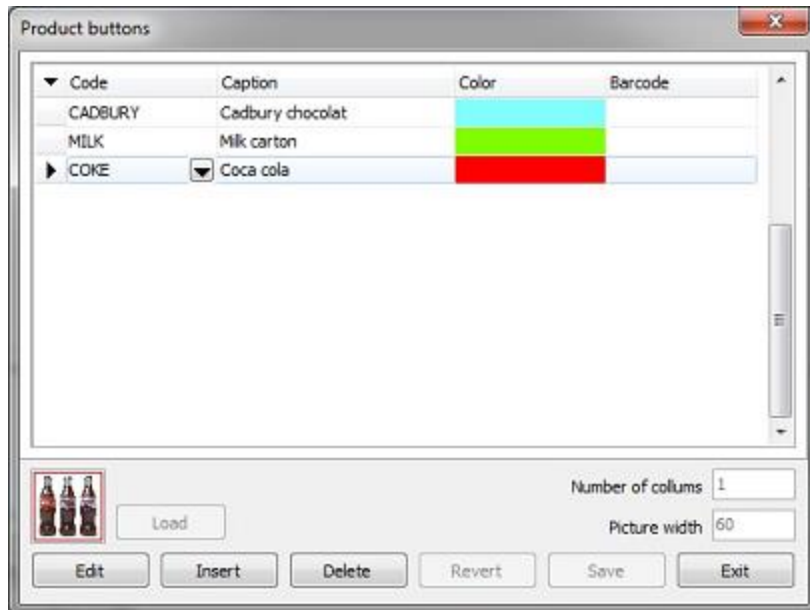
☐ Show supplementary invoice

20/09/2014 - 23/09/2014 Reservation no [1]

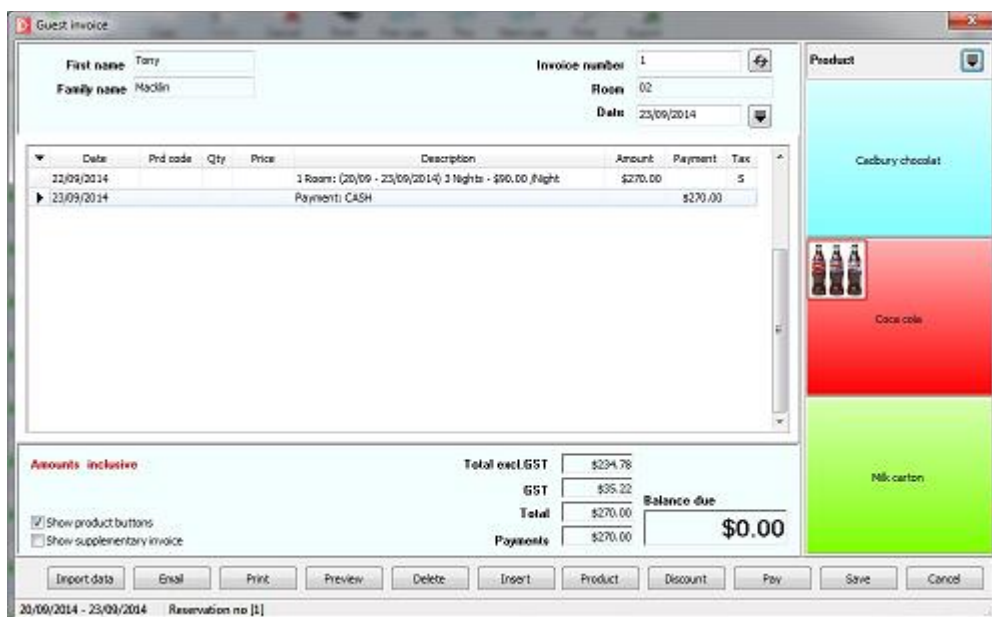
To add product buttons, click the button next to the caption.



The product button dialog will be displayed. Here you can enter the product buttons as required you can also load a small bitmap to represent the product.



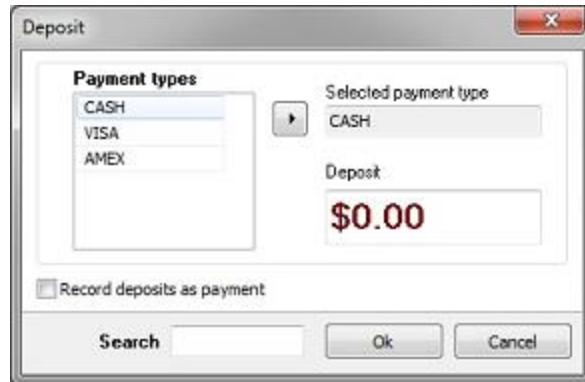
In case you have several products to enter you can alter the number of columns. Once you close the product button dialog the buttons will be displayed on the right side of the invoice.



You can now click the button to add your selected product to your invoice. Resize the product button panel by adjusting the splitter separating the buttons and the main invoice.

Payments

Click the payment button to add payments. In the event the guest has not checked in a payment is considered a deposit payment the default amount shown is based on the configuration entry / preference default payment this can be a % or \$ amount.

A screenshot of a 'Deposit' dialog box. It features a 'Payment types' list on the left with 'CASH', 'VISA', and 'AMEX' options. A 'Selected payment type' field on the right shows 'CASH'. Below this, a 'Deposit' field displays '\$0.00' in red text. At the bottom left, there is a checkbox labeled 'Record deposits as payment'. A 'Search' text box and 'Ok' and 'Cancel' buttons are located at the bottom right.

To record deposit as payment, tick the check box "Record deposit as payment"

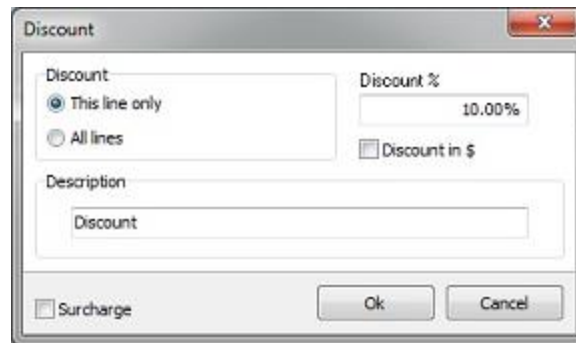
Payments made after a guest has checked in are considered payments and the default amount is the balance due to be paid, Select the payment type. In case of Credit card, you will be provided the option to enter credit card details these details will be recorded in the guest detail data base.

A screenshot of a 'Payment type' dialog box. It includes a 'Search' text box at the top. Below it, the 'Payment type' is set to 'VISA', and the 'Credit card' checkbox is checked. There are input fields for 'Address' (containing 'BNZ Bank City Branch'), 'City' (containing 'Christchurch'), 'Phone', 'Authorization', 'Contact name', and 'Notes'. At the bottom, there are buttons for 'Insert', 'Edit', 'Delete', 'Revert', 'Save', and 'Exit'.

Note: Although credit card details are stored in an encrypted format, please check with your bank on their policy in regards of storing credit card information. Also make sure to tick delete CVV information on check out as this info should normally not be kept after a guest has checked out.

Discounts / Surcharge

Click the discount button to apply a discount. You also have the option from this dialog to enter a surcharge instead. Tick the surcharge check box.



Discount

Discount % 10.00%

☒ This line only
☐ All lines

☐ Discount in \$

Description
Discount

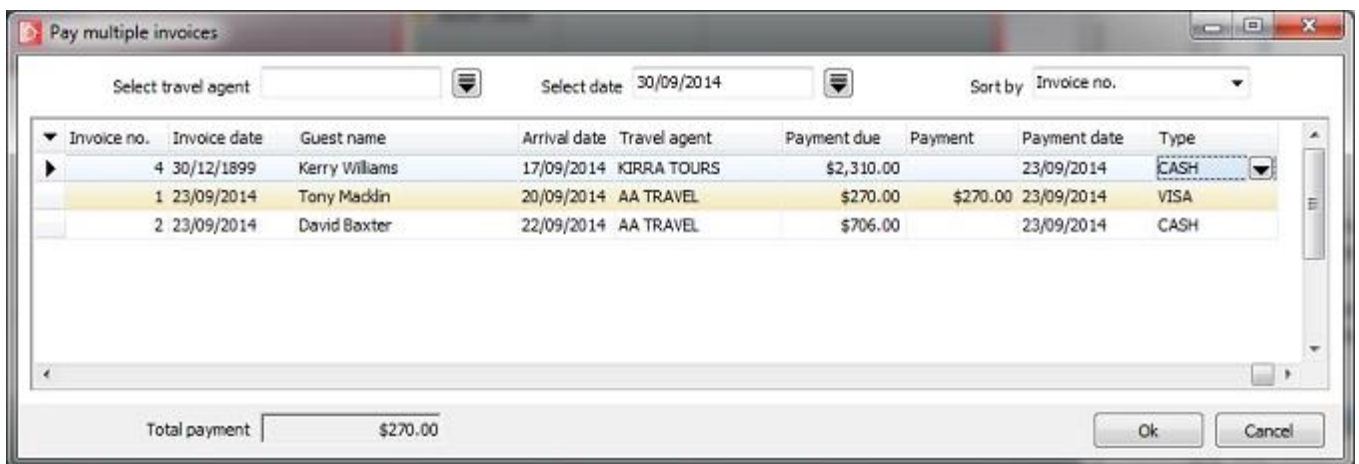
☐ Surcharge

Ok Cancel

Both a discount could be made against all lines in the invoice or only the selected line.

Pay multiple invoices

From the edit menu select Pay multiple invoices, a dialog will be shown with reservations with outstanding payments. You can select outstanding invoices relating to a selected travel agent only.



Pay multiple invoices

Select travel agent Select date 30/09/2014 Sort by Invoice no.

Invoice no.	Invoice date	Guest name	Arrival date	Travel agent	Payment due	Payment	Payment date	Type
4	30/12/1899	Kerry Williams	17/09/2014	KIRRA TOURS	\$2,310.00		23/09/2014	CASH
1	23/09/2014	Tony Macklin	20/09/2014	AA TRAVEL	\$270.00	\$270.00	23/09/2014	VISA
2	23/09/2014	David Baxter	22/09/2014	AA TRAVEL	\$706.00		23/09/2014	CASH

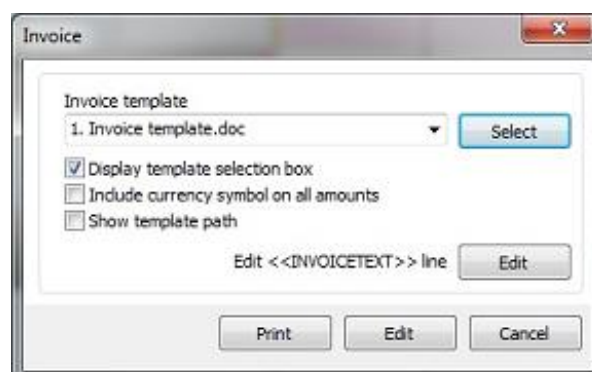
Total payment \$270.00

Ok Cancel

Enter the payment you have received (double click to automatically enter the amount due as the payment) relating to the various invoices. Once you have completed entering the payments amount click Ok to record the payments.

Email an invoice

Click the email button to send your invoice as a PDF attachment to your email. Select the email template then click email to send your email.



Invoice

Invoice template
1. Invoice template.doc Select

☒ Display template selection box
☐ Include currency symbol on all amounts
☐ Show template path

Edit <<INVOICETEXT>> line Edit

Print Edit Cancel

You can use the following merge field in your email template.

<<GivenName>>
 <<FamilyName>>
 <<BookingDate>>
 <<ArrivalDate>>
 <<DepartureDate>>
 <<NoNights>>
 <<NoAdults>>
 <<NoChildren>>
 <<TotalGuest>>
 <<RoomRate>>
 <<RoomNumber>>
 <<RoomDescription>>
 <<TariffCode>>
 <<Package>>
 <<TotalInv>>
 <<Payments>>
 <<Balance>>

Create an Invoice using a template

From configuration / invoice there is the option to create a invoice using Microsoft Word or an RTF file template, This provide you with the option to create your own invoice layout as an alternative to the build in invoice templates. Tick the "Use MS Word invoice template" in configuration to use this option when you print / preview your invoice you can select the template to use.

You can use the following merge field in your invoice template.

<<InvNo>>
 <<Date>>
 <<NoAdults>>
 <<NoChildren>>
 <<TotalGuest>>
 <<GuestID>>
 <<Title>>
 <<Company>>
 <<GivenName>>
 <<FamilyName>>
 <<Address1>>
 <<Address2>>
 <<City>>
 <<PostCode>>
 <<State>>
 <<Country>>
 <<Item>>
 <<StartDate>>
 <<EndDate>>

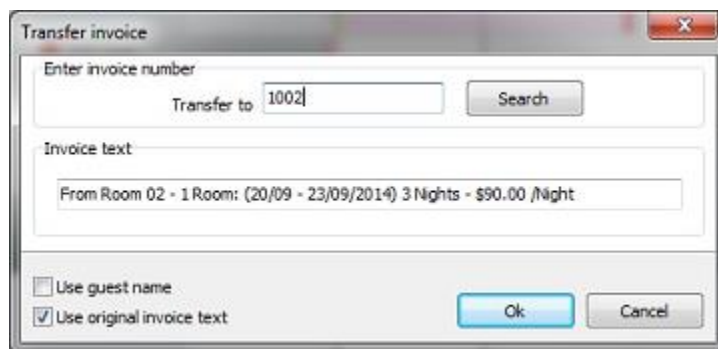
<<TotalExcl>>
<<Tax>>
<<Tax2>>
<<Tax3>>
<<Total>>
<<Payments>>
<<Balance>>
<<GuestCode>>
<<RoomNumber>>
<<PhoneNumber>>
<<Email>>
<<Notes>>
<<SpecReq>>

<<INVOICETEXT>> This is a place holder for your invoice lines

Note: You can select the item you would like to be included in the invoice text line, click the Edit button to edit and select.

Transferring an invoice

From the Edit menu or the popup menu you can select transfer invoice, this allows you to transfer an invoice from one room to another.



Transfer invoice

Enter invoice number

Transfer to 1002 Search

Invoice text

From Room 02 - 1 Room: (20/09 - 23/09/2014) 3 Nights - \$90.00 /Night

☐ Use guest name
☒ Use original invoice text

Ok Cancel

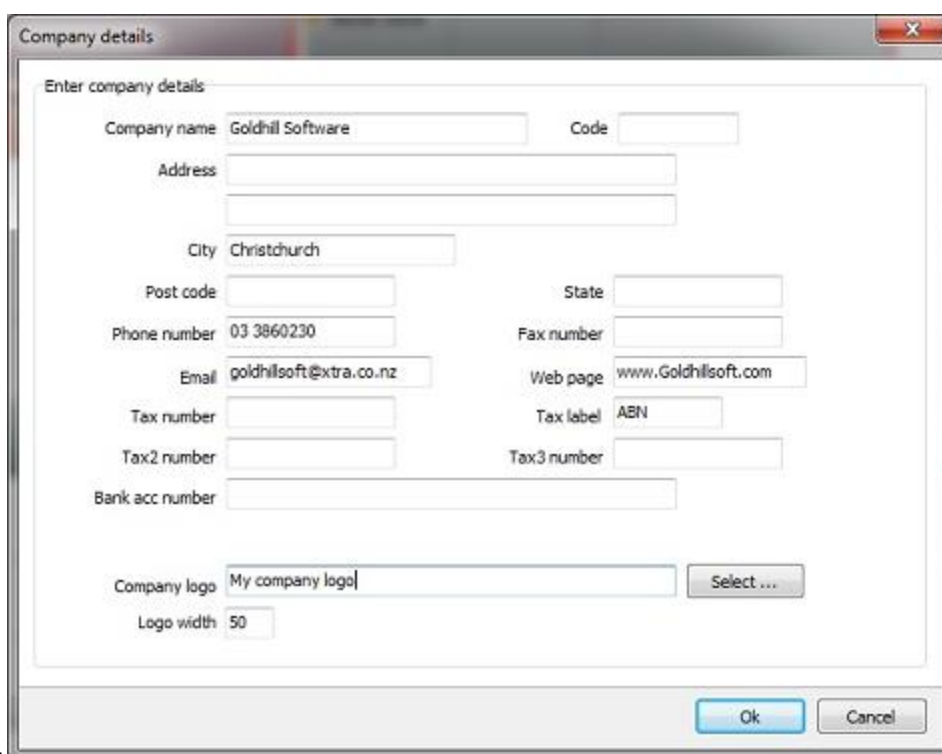
Tick the corresponding check boxes to select what text you would like to see on the invoice you transfer entries to. Alternatively, you can type in your own text.

12. Program information

12.1 Company details

Company details

From the main menu click File configuration then Configuration/Company details tab. These details are used when generating invoices, you can also select BMP or JPG file for your logo. Adjust the width of the logo by entering the width of the picture will be adjusted to this size.



Company details

Enter company details:

Company name: Goldhill Software Code:

Address:

City: Christchurch

Post code: State:

Phone number: 03 3860230 Fax number:

Email: goldhillsoft@extra.co.nz Web page: www.Goldhillsoft.com

Tax number: Tax label: ABN

Tax2 number: Tax3 number:

Bank acc number:

Company logo: My company logo Select ...

Logo width: 50

Ok Cancel

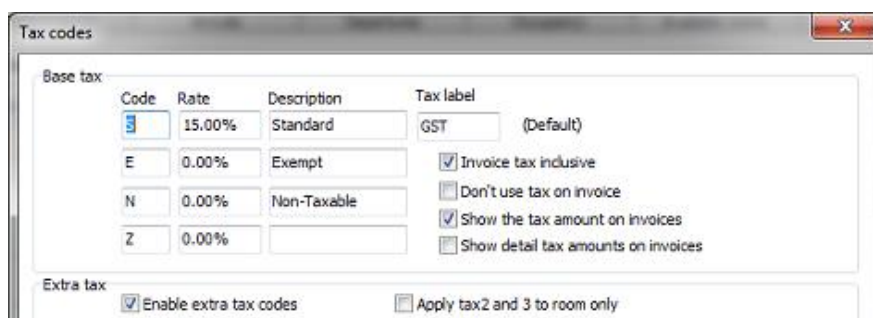
The company code is used when exporting the XML occupancy file. Tax numbers are use if you require these numbers to be printed on your invoice up to 3 numbers can be entered while the bank number is used for statements.

12.2 Tax codes

Tax codes

From the main menu click File configuration then Configuration/Tax code tab. up to six codes can be entered. The codes are used to calculate the tax amount in the invoice. In most situation only one tax is applicable, in this case you would un-tick the "Enable extra tax codes" check box this will disable the extra tax codes and only the 4 tax code will be available.

Enter the tax rate in % and change the Tax label to the type of tax applicable for example GST, VAT etc. You can also change the tax code and description if you would like to do so.



Code	Rate	Description	Tax label
S	15.00%	Standard	GST (Default)
E	0.00%	Exempt	
N	0.00%	Non-Taxable	
Z	0.00%		

Extra tax

☒ Enable extra tax codes ☐ Apply tax2 and 3 to room only

As per screen shot the tax code is set on "S" for Standard being the first tax code this will be your default tax code unless you change the default code in your room and rate or in your product dialog.



Amount	Payment	Tax
\$1.50		S
\$1.50		E
0 /Night	\$160.00	S

Finally tick or un-tick "Invoice Tax inclusive" to indicate if your room rates include or exclude the tax amount. The screen shot indicate a GST of 12.5% and the invoice includes GST for a room rate of \$100,00. This will give an invoice total of \$100,00 with a Total Excluding GST of \$88,89 and a GST amount of \$11,11 while if you un tick the box then your Total excluding GST will be \$100,00 plus GST \$12,50 giving an invoice total of \$112,50.

If you have different tax rate say for rooms and for product you can enter these rates and change the code to meet your requirement. Say if your products have a GST of 10% you could change the code "Z" to "P" and the description to "Product" and when entering your product information indicated that "P" is the default tax code for it.

You can also override that tax code in your invoice by changing the code from the default by entering a different code.

Extra tax codes are used only in case you have more than one tax amount to be added to your room rate. This could be a service charge or any other tax amount which need to be added over and

above the standard tax. As per above you could have say 12.5% GST and a 5% Local tax in this case you enter 5% and tick the "Add Tax2" check box if your room rate is \$100,- exclusive GST it will give you a result of Tax excluding GST \$100,- plus GST amount of \$12.50 and a LOC tax of \$5.63 ($\$112.50 \times 5\%$) giving an invoice total of \$118.13.

If you un-tick the check box "Add tax cumulatively" then the LOC tax will be \$5.- calculated using your room rate ($\$100,00 \times 5\%$) giving a total invoice amount of \$117.50

Similarly, you can add third tax, enter a percentage like the second tax and tick the check box "Add Tax 3" change the code enter a description and your tax label.

Finally, there is a possibility to add a fixed tax or charge say you have a service charge of \$10,00 per night then you enter un-tick the % check box and enter 10 in the amount add a description and a label and tick the "Add Tax4" check box. If you tick "Add fixed tax amount first" the amount will be added first to your room rate say room rate is \$100,00 the result will be $\$100,00 + \$10,00 = \$110,00$ plus GST of 13.75 ($\$110.- \times 12.5\%$) giving an invoice total of \$123.75.

If you select un-tick the "Add fixed tax first" the result will be \$100 plus GST of 12.5% ($\$100,00 \times 12.5\%$) plus \$10,00 fixed tax giving invoice total of \$122.50.

The "Show the tax amount on invoices" and "Show detail tax amounts on invoices" can be used to show or hide the tax amount on your invoice.

12.3 Room and rate information

Room and rate information

From the main menu click File configuration then Configuration/Room number.

Room description and room rates.

Enter the room number, room description base rate for single and double occupancy. Enter the extra charge for an extra Adult or Child at the bottom of the window. These rates in conjunction with the tariff codes and Tax rate are used to calculate the room charges.

Number	Description	Main room	Label	Type	Floor	Floor label	Single	Double	Ext Child	Ext Adult	Weekly	Monthly	Per person	Calc occ	Tax	Tariff code	Color
01	Twin room			1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	N	S		
02	Twin room	01		1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	Y	S		
03	Twin room	01		1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	Y	S		
04	Twin room			1	1	G	\$80.00	\$90.00	\$10.00	\$15.00			\$40.00	Y	S		
05	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00	\$600.00	\$2,100.00	\$40.00	N	S		
06	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		
07	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		
08	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		
09	Double room			2	2		\$100.00	\$110.00	\$10.00	\$15.00			\$40.00	Y	S		

Room information

☐ Use daily room rate ☒ Show clean or dirty indicator
☒ Use default background color ☐ Show color in room description

Default room label: Room

Auto update Copy Paste Edit Insert Delete Revert Save Exit

Scroll the horizontal scroll bar to enter additional weekly and monthly rate (These rates are optional) but will be use if they are entered in which case guest staying more than one week will be charge a weekly rate rather than the normal rate a reservation for 8 day with a weekly rate of \$350,- will be charge a total of \$420 which is \$350,- plus \$70 (\$350,- / 7days) . If the monthly rate is entered than this rate will be used. A person staying for 1 month and 10 day with a monthly rate of \$1.100,- will be charge a total of \$1461.64 which is \$1.100,- plus \$361.64 ((\$1.100 x 12months / 365 days) x 10 days)

Main room

You can create main and sub rooms. An example would be a Villa could have 4 rooms. So the 4 rooms can be the sub rooms of the villa.

Number	Description	Main room	Label
01	Villa 1		
02	Room 1	01	
03	Room 2	01	
04	Room 3	01	
05	Room 4	01	
06	Double room		
07	Double room		

When creating a reservation for the villa all sub rooms will be automatically closed for further reservation.

Booking sheet		Calendar view	Today's guest	Arrivals	Departures	Occup
All types		Friday 3	Saturday 4	Sunday 5	Monday 6	Tuesday
		43%	43%	14%	14%	
01 Villa 1	Baxter David	Gardner Duncan		⊘		
02 Room 1		⊘		Gerber David		
03 Room 2		⊘				
04 Room 3	Smith Joe	⊘				
05 Room 4		⊘				
06 Double room						

The main villa and all sub rooms can have their own room rates.

Note: you can also use this option in case you would like to rent out a room and bed separately such as in a back packer.

Hourly room

You can rent a room on an hourly basis. An example would be a SPA treatment room where you need to keep track of reservation on an hourly basis.

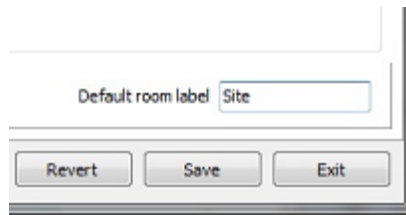
To assign a room as an hourly room edit room and rate and enter "Y" in the hourly column. It is also suggested that you select a different color to highlight this room.

Calc occ	Tax	Tariff code	Color	Owner	Hourly
N	S				N
Y	S				N
Y	S				N
Y	S				N
Y	S				N
Y	S				N
N	S				Y
Y	S				N
Y	S				N

Note: please refer to creating hourly reservation chapter 5.9 for more information on using this option.

Label

You can enter the room label here. The room label will be used in the invoice description. In case left blank the default room label will be used.



You can change the default room label to another description for example site if you are operating a camping ground.

Type

Enter your room type here you can enter room type 1 to 16. Room type are used in conjunction with Channel manager for your online reservation.

Room types will also allow you to select to display a selected room type only.



Floor

If you have a multi-storey building you can enter the room floor number. When more than one floor number is entered an elevator bar will be shown on the right side of the booking sheet. You can select to display only a selected floor on your booking sheet using the elevator buttons.

The floor label will let you assign a label to your floor say 1 could have a label G for Ground floor.



Calculate Occupancy

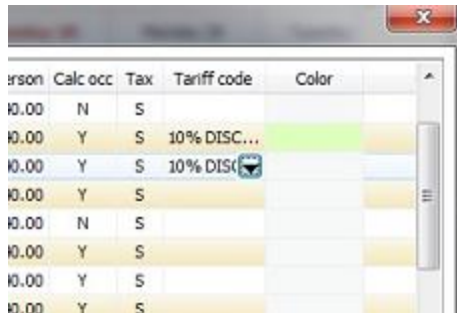
"Calc Occ" is to indicate if the room should be included in the room occupancy calculation enter "Y" for Yes or "N" for No.

Tax

The entry Tax indicates which tax rate is to be used as the default tax rate.

Tariff code

The tariff code will be the default tariff code for this room. Although your default tariff code can be set globally in the preference section you can override this on a room by room basis click the down arrow button to select from a list.



Person	Calc occ	Tax	Tariff code	Color
10.00	N	S		
10.00	Y	S	10% DISC...	
10.00	Y	S	10% DISC...	
10.00	Y	S		
10.00	N	S		
10.00	Y	S		
10.00	Y	S		
10.00	Y	S		

Color

You can select a color for an individual room. If the "Use default background color" is un ticked this color will then be used in booking sheet grid. Alternative you can tick "Show color in room description" to show the selected color in the room description area.

Owner

In case of a property with multiple owners you can enter the owner of this room. Selected reports can be generated based on the room owner.

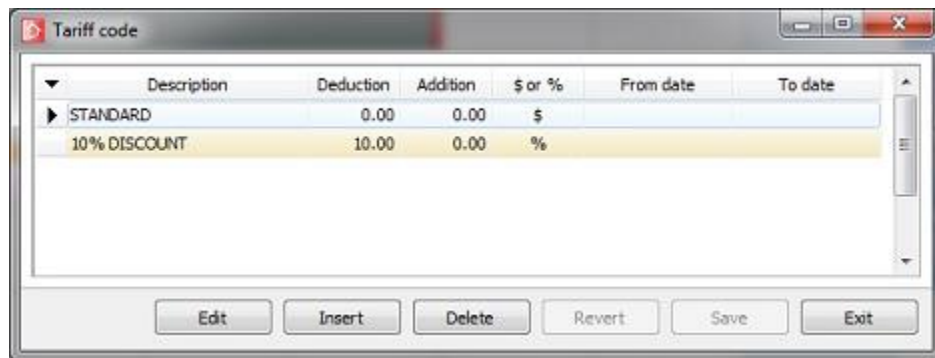
12.4 Tariff codes

Tariff codes

From the main menu click File configuration then Configuration/Tariff codes.

Tariff codes are used to make adjustment to your standard room rates and can be selected when editing a reservation. Enter the amount you would like to add or deduct from the room rate this can be done by percent or fixed amount.

For example, a deduction of 10 and \$ will deduct \$10 of your room rate a deduction of 10 and % will deduct 10% of your room rate. An addition will add amounts to the rate this can be useful if you need to add a surcharge during peak seasons or so.



Using tariff code, you could make automatic price adjustments if you enter dates these codes will be valid for a new reservation will default to these tariff codes made during these date.

12.5 Package

Package

From the main menu click File configuration then Configuration/Package.

Packages are used to create a special rate for a specific time period you can also create a package say you have a promotion for a week end special. You would enter the description number of nights the reservation is valid for and the rate. You can then select this when making a reservation Enter the cost an extra night will be cost (if you leave it blank the standard room rate will apply after the number of night).

Description	No nights	Rate	Extra night	Product 1	Qty	Product 2	Qty
Week end special	3	\$210.00	\$70.00	COKE	1		

☐ Add product to invoice even if price is null

Edit Insert Delete Revert Save Exit

Once a package is created you can select it when creating a reservation. if selected the package will also adjust the date to match the number of nights the package is meant for additional dates added to a package are calculated using the extra night rate if entered or if left blank the standard rate is used.

A package can contain products these will be shown on the invoice separately and so are extra nights.

Date	Prod code	Qty	Price	Description	Amount	Payment	Tax
28/09/2014				1 Villa: (26/09 - 29/09/2014) 3 Nights Week end special	\$206.10		\$
28/09/2014	COKE	1	\$1.50	Coca cola	\$1.50		\$
28/09/2014	MILK	2	\$1.20	Milk carton	\$2.40		\$

Product: Cadbury chocolat

12.6 Payment types

Payment types

From the main menu click File configuration then Configuration/Payment types.

Enter the type of payments and additional descriptions for payments you are accepting. Tick the credit card check box so they will be displayed when selecting a credit card. Address and contact information's are optional and are there for your contact reference. By clicking the arrow buttons, you can browse the list.



Payment types are used to generate report by category and are selected when receiving payment on invoices.

12.7 Travel agents

Travel agent's information

From the main menu click File configuration then Configuration/Travel agent tab, you can enter information for the various agents. The travel agent can then be selected when making a new reservation. A short memo can be written in the reservation dialog on arrangements made.

Once information has been entered, retrieving the information is as easy as entering the first letters in the Go to text box. By clicking the arrow buttons, you can browse the list.

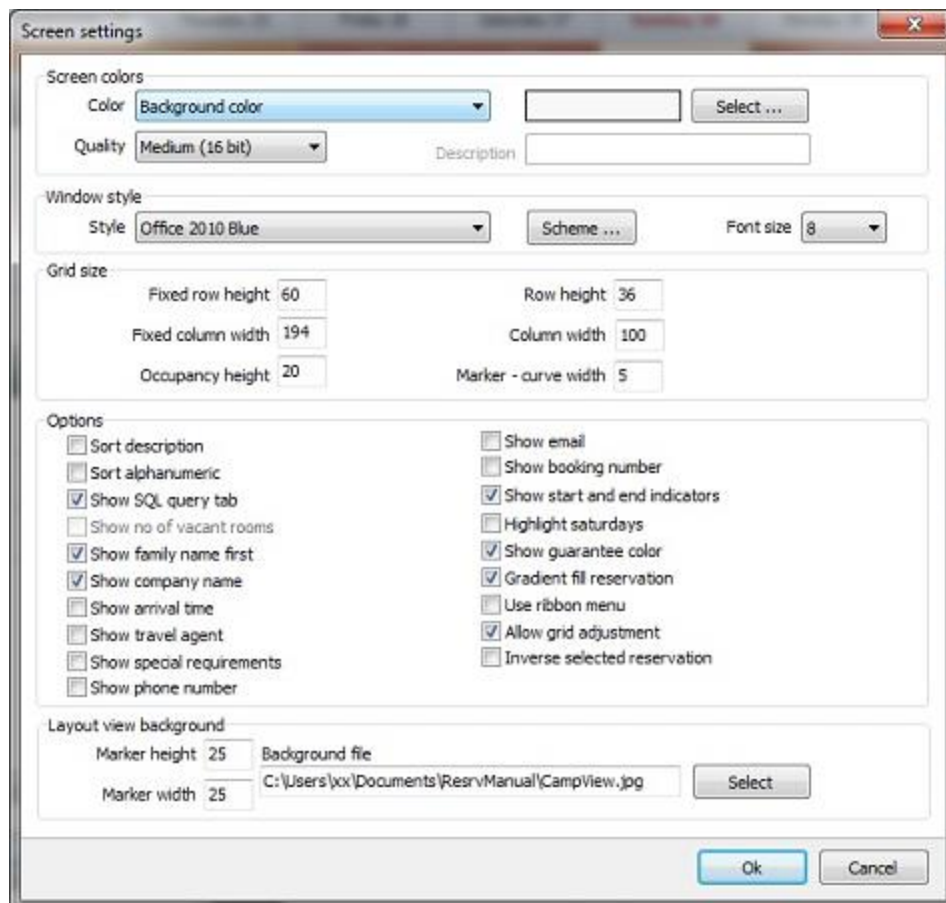
A printed report can also be generated detailing travel agent information. You can enter a commission percentage or amount. This will then be used to calculate the amount of commission payable. The total commission will be displayed in the travel agents reports.

12.8 Screen colours and grid size

Screen colors and grid size

From the main menu click File configuration then Configuration/Screen settings.

This brings up the Screen color window. Select the color you like to change the click the select button. You can adjust most color to meet your own requirement.

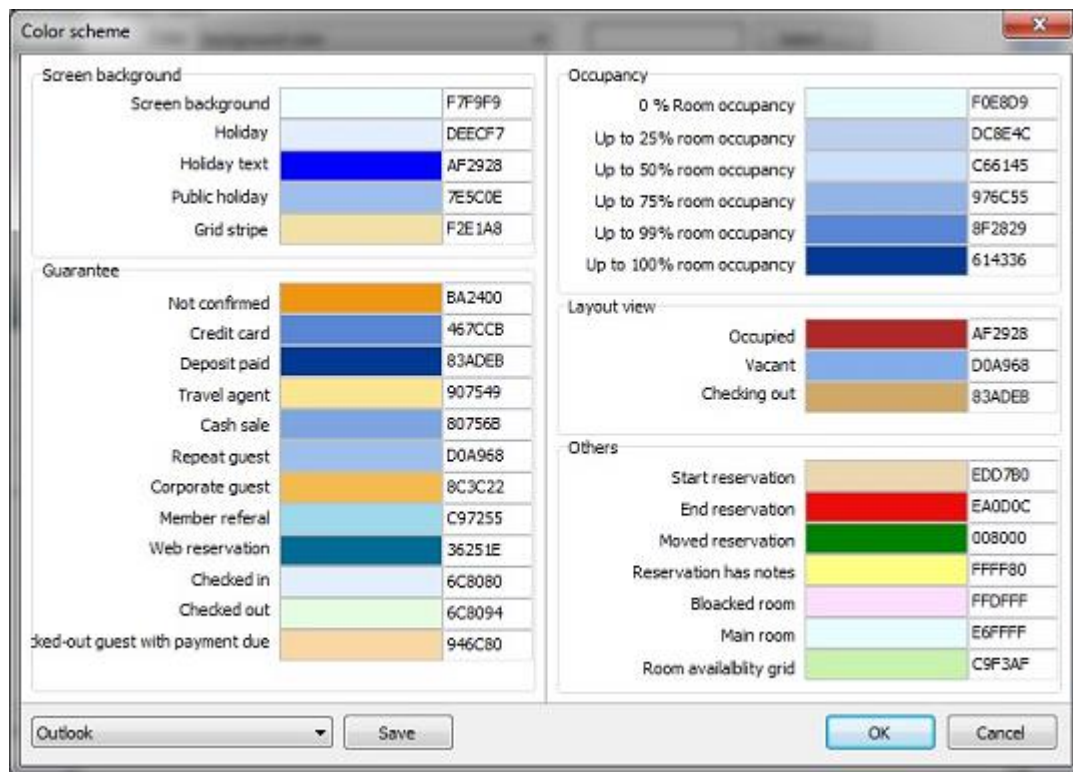


To adjust the Booking sheet grid size, enter Row height and Column width. Higher numbers will increase the size of the grids allowing more information to be shown. Fixed row height will adjust the month, calendar and occupancy total height while the Occupancy height adjusts the height of the occupancy level indicator.

Window style. Use this option to select your preferred window style.

Click the Scheme button to open the color scheme dialog. Using the color scheme dialog you can select colors for the program. Click on the color to select a different color or enter the Hex color code.

Using the combo box, you can load a different color scheme edit this scheme and save it as your own.



Options

At the lower part of the screen settings dialog you will find a number of check boxes tick as.

- Sort description, will sort the room by description rather than by their room numbers.
- Sort alphanumeric, will sort the room by alphanumeric room numbers.
- Show SQL query tab, this will enable the SQL query tab, so you can execute SQL query on the database
- Show no of vacant rooms, will show the number of available rooms rather than the occupancy level. (This option will be disabled in case you tick "Exclude blocked rooms from occupancy" in the preference dialog)
- Show family name first, will show the family name first and then the given name.
- Show company name, this will show the company name as well as the guest name.
- Show arrival time, this will offset the reservation boxes on the booking sheet to match the arrival time.
- Show travel agent, this will show the travel agent who made the reservation.
- Show special requirements, this will show the special requirements below the guest name.
- Show phone number, this will show the guest phone number.
- Show email, this will show the guest email address.
- Show booking number, this will show the booking number of a reservation.

Note: although you can select to show multiply items it is suggested that you select only those which are relevant. The amount of information displayed depends on the grid size.

- Show start and end indicators, this will show start and end indicators to further highlight a reservation. You can set the color and the width of these indicators.
- Highlight Saturdays, will highlight Saturdays the in the same way as Sundays.
- Show guarantee color, this will show a small circle with the original guarantee color after a guest has checked in / out.
- Gradient fill reservation, this will display reservation using a gradient color.
- Use ribbon menu, select between the Ribbon menu and Toolbar menu.

- Allow grid adjustment, this will allow you to adjust the grid size direct from the booking sheet. Click on the first grid line and drag to change the size.
- Inverse Selected reservation, this will inverse the color of a selected reservation to further highlight your selection.

Background file (pro version)

Locate your background file which you like to use in the layout view, once selected the layout view tab will be displayed.

Marker size is the size of the markers for the layout view.

12.9 Preference

Preference

From the main menu click File configuration then Configuration/Preference.

Set various preferences setting from here.

- Auto generate guest code, a numerical guest code is generated by the system
- Guest name required, tick to make sure a guest name is entered.
- Find guest on new reservation, when creating a new reservation, you the guest finder will be shown before the reservation dialog.
- Quick guest data entry, this will allow you to add a guest name without having to enter them using the guest name dialog.
- Allow guest data deleting, permit you to delete guest data when no reservation is made for this guest.
- Enabled cancellation reversal, this will allow you to reverse a reservation status from cancelled to not cancelled.
- Generate invoice after new reservation, this will automatically generate a new invoice after creating a new reservation.
- Create web page on reservation change, this will create a web page on your computer every time a reservation or change has been made
- Allow double booking, this allows you to double book a room.
- Enter card details on payment, this will provide you with the opportunity to enter guest credit card details when a payment is made.
- Maximise preview, this will maximise the preview window of reports and invoices.
- Force data base update, this will set the program to update the data base when the program is restarted.
- Clear CVV on check out, this will clear the credit card CVV information after a guest checks out.
- Export occupancy as CSV file, this will export the data from the grids into a CSV file rather than into MS Excel.
- Auto calculate occupancy levels, this will set the program to automatically calculate the occupancy level every time a change is made.

Note: As the occupancy levels calculation can be time consuming you may turn this off to speed up the program. The occupancy level will be displayed in a light grey color in case they need to be recalculated.

- Exclude blocked room from occupancy, this will exclude blocked room from the total occupancy calculation.

- Logout on idle after, will logout the user and display the login dialog if the program has been idle for x minutes.
- Warn for backup every, enter the backup reminder frequency in number of days 0 for no reminder
- Import delimiter, indicate your delimiter for CVS file you may import.
- Default arrival time, insert the indicated time as default arrival time when generating new reservation
- Default number of adults, set the default number of adults when generating a new reservation.
- Default number nights, this will set the default number of nights tick "Weekend only" to apply it only on weekends.
- Default deposit, set this to your expected deposit amount. This can be set to apply to room rates only.
- Default payment type, sets the default payment when receiving payments in invoices.
- Maximum number of nights, set maximum number of nights when making a new reservation.

Note: Although you can set this number high a low number will speed up the double-booking checking process. Recommended is that you set this to one month.

- Default tariff code, sets the default tariff code to be used. You can set the default tariff code for to set of dates.

Preference

General preference

- ☒ Auto generate guest code
- ☒ Guest name required
- ☐ Find guest on new reservation
- ☒ Quick guest data entry
- ☒ Allow guest data deleting
- ☒ Enable cancellation reversal
- ☐ Generate invoice after new reservation
- ☒ Create web page on reservation change
- ☐ Allow double booking
- ☒ Enter card details on payment
- ☒ Maximize preview
- ☐ Force data base update
- ☐ Clear CVV on Check out
- ☒ Export occupancy as CSV file
- ☐ Auto calculate occupancy levels
- ☒ Exclude blocked rooms from occupancy

Edit current language

Backup

Logout on idle after Minutes

Warn for backup every Days

Import delimiter

☒ Comma

☐ SemiColon

Defaults

Default arrival time

Default payment type

Default deposit ☒ % ☐ Apply deposit to room charge only

Maximum number of nights

Default number adults

Default number nights ☐ Weekends only

Default tariff code 1

Default tariff code 2

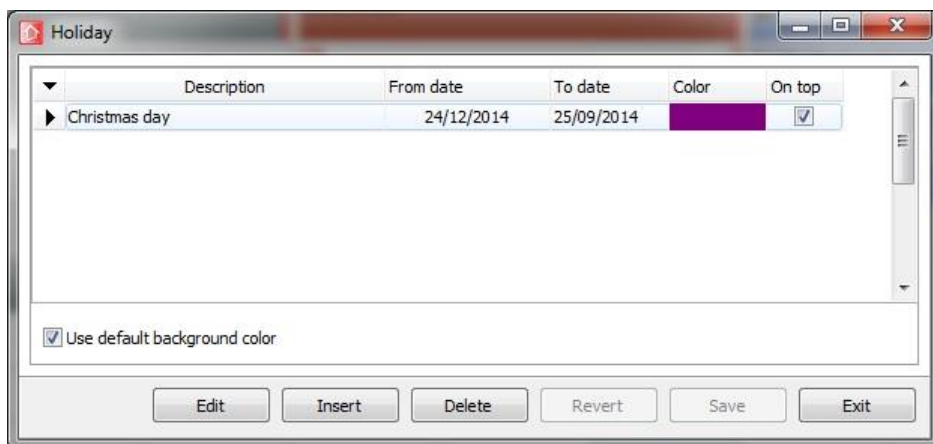
From date

To date

12.10 Holidays

Holiday

From the main menu click File configuration then Configuration/Holiday list. Enter holidays and special events information in this window. The information is used to highlight the Reservation schedule grid. It does not have any other specific uses and is completely optional.



Highlighting your grid will often be useful, especially for upcoming special events. Action then can be taken according to your reservation policy when taking new reservations.

Tick the "On top" check box to display the holiday color on top of the weekends.

12.11 Invoice

Invoice

From the main menu click File configuration then Configuration/Invoice, You will find 6 different invoice styles by clicking the arrow buttons you can browse and select your preferred style. Beside the 6 invoices you will also find an invoice specific for POS printer such as the EPSON TM88

Furthermore, you will find number of options.

- Auto import, allows you to import a CVS file automatically when the invoice is generated using the last import settings.
- Auto generate invoice number on creation, this will set the invoice to generate a new number when it is created. Un-tick and you can generate the invoice number as required.

Note: The invoice number will always be automatically generated if you create an invoice on the departure date of a guest. Invoice numbers are also automatically generated on product sales.

- Centre aligns bottom comments, tick to centre aligns un-tick and the bottom comment will be left align.
- Show zero amounts on invoices, this will show zero or just a blank in amounts are zero.

- Show currency exchange option, it is possible to print the invoice using a different currency, this option will allow you to do so.
- Don't show daily rate in description, tick if you don't want the rate to be included in the invoice description.
- Show the tax amount on invoices, this will show or hide the tax amounts on invoices.
- Show tariff code on invoice, this will add the selected tariff codes on the system generated room charge.
- Generate system entry daily, tick to generate a separate entry for each day if un-tick the system entry will only be split at the end of the month.
- Restore transferred invoice when deleting, this will give you the option to restore the deleted entry on transferred invoice.
- Display customer selection box. This will display the customer selection box when generating product invoices.

- Top comment, you can enter a short comment which will be printed at the top.
- Bottom comment, here you can enter some comments which will be printed at the bottom of the invoice (the comment is stored in a text file in the reservation master directory and can be edited using note pad)
- Font size, is the font size for the bottom comment.
- Top and Bottom margins, are print margin
- Invoice size, select the invoice size to correspond with your printer. Select (Pos) TM-T88 if you are using a point of sale printer.
- Top comment, enter a one sentence comment you would like to see displayed at the top part of the invoice.
- Bottom comment, Enter comments such as your payment terms and general condition here.

Tax Invoice. In some cases, if the wording "Tax Invoice" needs to be change you can enter it here for example enter "INVOICE" if so required.

- Use MS word template, tick this box in case you want to use your own invoice using a template created in MS Word.
- Display template selection box, once a template has been selected you may want to skip this step.
- Display Email template selection box, once an email template has been selected you may want to skip this step.
- Save invoice on print / preview, this will force you to save the invoice before printing or previewing an invoice.

12.12 Report / Network

Report

From the main menu click File configuration then Configuration/Report.

Options are

- Report form size, select your report size here
- Don't show rate on housekeeping, if ticked this will hide the rate information in the house keeping report
- Simple statement, print a simplified statement.
- Top and Bottom margins, are print margin

Report / Network

Report

Report form size: A4 (210 x 297mm)

Report top margin: 10

Report bottom margin: 10

☒ Don't show rate on housekeeping

☐ Simple statement

☒ Use MS Word statement template

☒ Display template selection box

Audit trail

Maintain audit trail for: 30 Days

Show audit trail: Show ...

Web reservation

☒ SiteMinder

☐ Staah

☐ Others

☐ Use web reservation

Network

Data Directory: C:\Users\Martien\Documents\reservation\DataBase [Select ...]

Data base file name: Reservation.abs

☐ Show data base directory in caption

☐ Network auto update

Ok Cancel

Audit trail

The program can maintain an audit trail which will record all the actions performed by the user. The audit trail will be maintained depending on the number of days entered, entering 0 means that no audit trail will be created.

To show the audit trail click the show button and a dialog will be displayed

Web reservation

After you downloaded and installed the web interface. This option will be activated.

- Use web reservation, turn on the web reservation interface and select the interface you want to use.

Network

- Data base directory, Select the data base location must be a valid directory and database file name.
- Show data base directory in caption, will show the database directory in the program caption.
- Network auto update, automatically refresh the screen in case changes have been made.

Note: From the file menu you can also select the data base directory and file name using the "Open a data base copy" menu item.

12.13 Network

Network

You can run the program on a network to do so take the following steps.

1. Make sure windows networking is working correctly.
2. Allocate one of your computers to be the server. Locate the database folder containing the file "reservation.abs" and share this folder with read and write permission.
3. On the other computers open configuration then network click the "data directory" select button and locate the data base on your main computer (server)
4. Tick the "network auto update" check box if you wish that the computer automatically updates the screen.
5. Save and exit, your network should be working now.

Notes:

The program uses File server rather than a Client server which simplify the installation and up keep, unfortunately in some situations a file server can be slower.

Step you can take to improve speed.

- Have a dedicate network for the computers.
- Try not to use a wireless network as these tend to be 50% slower than a cable connection.
- Reduce the database file size. Use the purge function to delete old reservation data.
- Use the fastest computer as your server. (Or have a dedicated server)

User.dat file

You will also need to place a special file called "user.dat" in the program directory of each computer, failing to do so will restrict the program to a single user. (This restriction is not imposed using the trial version).

The "user.dat" file will be provided to you upon purchasing additional license.

13. Web reservation

13.1 Web reservation

Web reservation (Online reservation)

The program has the option to link a wide range of booking site using the pmsXchange facilities available from Site Minder and Staah.

Please note that in order for this function to work you will have to register with Site Minder and agree with their terms and conditions.

Please visit <http://www.siteminder.com/> . for details.

Please visit <http://www.staah.com/> . for details.

To activate Web reservations, go to Configuration / report and network then tick the "Use web reservation" checkbox.

First let explore the site minder dialog.

Company information

Enter the company information User name Hotel code and password.

Select dates

Select the dates for the update request.

Action

Select the action you would like to perform.

Room type ID and rates

Enter the room type id to correspond with site minder (example "TR", "DR") and your room rates, the default room rates are taken from the system room and rate information.

Rate code, enter the rate code provided by site minder (example "BAR")

Update check box, in case the rate update request is selected you are given the option to only update the selected room types.

Booking limits and codes

- Max room allocation, enter the maximum number of rooms you would like to allocate you room maximum room availability will not exceed this level even though more rooms are available.
- Stop sale level, enter the availability level to stop selling.
- Currency code, select your currency code.

Auto check reservation

- Indicate the time interval you would like to set to check for new reservation.
 - Indicate the time you would like a full system flush to occur.
- (The auto check function will only be performed on the main computer in a multi user situation)
- Recalculate occupancy level prior to update. Tick this check box if you would like the program to recalculate your occupancy levels prior to updating the web site to insure accurate information is uploaded.

Open the web interface dialog box

To open the web reservation dialog box, click the "Web resrv" button from the ribbon toolbar. When running the web reservation for the first time you will need to enter the required information: Company information, Room type and ID etc.

Note: Once your settings are correct you could click the "Retrieve" button to retrieve reservation manually.

Select actions required and click send.

In case of the new reservation these will be automatically entered on to your booking sheet. You can select the "Latest reservation" tab to view the latest reservation received.

Although perhaps not useful to yourself the result of message send and received will be displayed in the result tab. This information will be useful in fault finding in case incorrect information is being sent or received.

You can copy this text by using popup menu the copy function.

14. Version 8.01 New features

14.1 Guest information /Legend

Guest information (Pro version)

If you select a reservation you have the option to display the main information on a side panel. This option is available when the booking sheet, Calendar view or layout vie is selected.

The screenshot displays the hotel management software interface. On the left, a booking sheet for December 2018 and January is visible. The sheet shows reservations for Tony Macklin, Jessica Simpson, Michael Brown, and Jacob Taylor. The right side of the interface features a 'Guest information' panel for Kerry Williams, detailing her address, arrival and departure dates, room, rate, travel agent, booking number, and special request. Below this, a 'Notes' section mentions a fruit basket request. At the bottom right, a calendar for December 2018 is shown, with the 29th highlighted.

December 2018				January
29	Sun 30	Mon 31	Tue 1	
0	0	0	0	
Tony Macklin				
Tony Macklin Jessica Simpson				
Tony Macklin Michael Brown				
Tony Macklin Jacob Taylor				
4	4	4	4	
Williams last plane from Sydney				

December - 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

You can hide or show this panel from the view /option menu. When the booking sheet is selected you can also unpin the information panel and making it a floating dialog.

The screenshot shows a hotel management system interface. At the top, there are two calendar tabs: 'December 2018' and 'January 2019'. The main area displays a grid of dates with room occupancy information. A pop-up window titled 'Information' is open, showing guest details for Kerry Williams. The guest information includes name, address, arrival and departure dates, room number, and rate. Below this, there is a smaller calendar for December 2018. The 'Information' window also has checkboxes for 'Show calendar', 'Show information', and 'Show guest notes'.

When the Calendar view is selected the information panel / legend can be displayed by clicking the open and close arrow. Guest information in the calendar is displayed when a guest is selected in the occupied room grid.

The screenshot shows a legend panel with a list of occupancy ranges and their corresponding colors. The legend is titled 'Legend' and has a dropdown arrow. The legend items are: 0% Room occupancy (white), Up to 25% Room occupancy (green), Up to 50% Room occupancy (yellow), Up to 75% Room occupancy (orange), and Up to 99% Room occupancy (red). Below the legend, there are checkboxes for 'Show guest notes' and 'Show information'.

In a similar way the information panel can be displayed in the layout view guest information is displayed when you click on an occupied room / site



>

Guest information

Guest name: David Baxter
Address: 38 Brisbane street Wellington New Zealand
Arrival date: Sunday, 23 December 2018
Departure date: Thursday, 27 December 2018
Room: 01
Rate: \$110.00
Travel agent: AA TRAVEL
Booking no:
Special requirement:

Notes

Occupied rooms

Guest Checking out

Available rooms

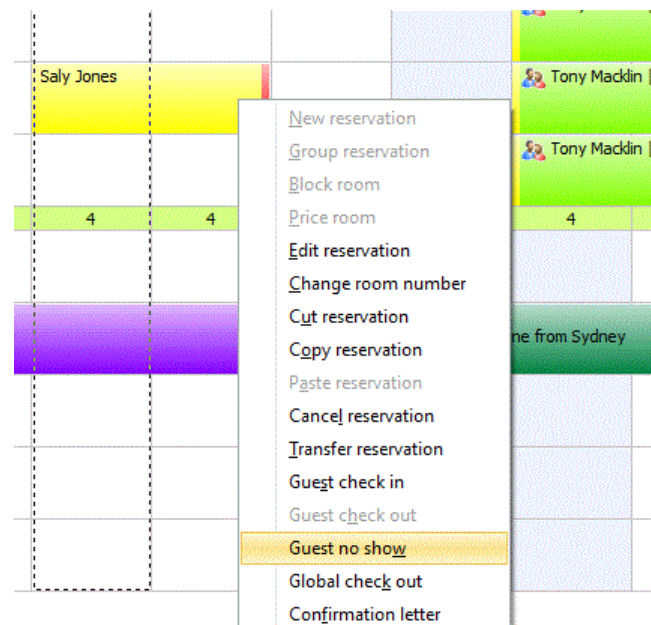
☒ Show guest notes

☒ Show legend

14.2 Guest no show

Guest no show

Sooner or later you will have a guest that does not show up on the arrival date. You can delete the reservation, but this will not provide you with any information in the future. From the edit menu select "Guest no show". You will give the option to black list the guest.



Once a guest is marked as no show the reservation will remain displayed on the booking sheet. However, you can make a booking at this location as it did not exist. The now show color is user selectable y0u can do so from screen setting

Sat 22	Sun 23	Mon 24	Tue 25	Wed 26	Thu 27	Fri 28
2						
David Baxter						
				Sally Jones		

14.3 Guest filtering

Guest filtering

The Booking sheet, Occupancy tab and Customer list tab now have the option to filter guest name by either First name or Family name. On top of the grid you will find a filter panel.

Select the field from the combo box on your left then select the first letter you want to filter the Occupancy and the Customer list will now only show those matching the selected letter.

Filter by First name				
A-Z A B C D E F G H I J K L M N O				
▼ Guest code 1	Company name	First name	Family name	Address 1
► DBAXTER		David	Baxter	38 Brisbane s
SJONES		Saly	Jones	90 Main north
TMACKLIN		Tony	Macklin	88 Kings roa
WKERRY		Kerry	Williams	455 Cross ro

With the booking sheet the customer which matches the criteria will be shown as per normal, however all other customers on the booking sheet will now be shown using the Filter color. The color can be customized to your own selection from the Screen settings dialog.

D E F G H I J K L M N O P Q R S T U V W X Y											
December 2018						January 2019					
n 24	Tue 25	Wed 26	Thu 27	Fri 28	Sat 29	Sun 30	Mon 31	Tue 1	Wed		
						0	0	0	0		
						Tony Macklin					
						Tony Macklin Jessica Simpson					
		Saly Jones				Tony Macklin Michael Brown					
						Tony Macklin Jacob Taylor					
4	4	4	4		4	4	4	4			
					Kerry Williams						
					Arriving last plane from Sydney						

Click the A-Z button or alternative select none from the filter by combo box to restore the filtering. And color or grid will display all customers.

14.4 Room type indicator

Room type indicator (pro version)

As there are 17 room types you can choose from, there is now the option to group room type on the booking sheet. Select this option from screen settings.

Occupancy height	18	Marker - curve width	5
Room type height	16		

Options

<input type="checkbox"/> Sort description	<input type="checkbox"/> Show booking number
<input checked="" type="checkbox"/> Sort alphanumeric	<input checked="" type="checkbox"/> Show start and end indicators
<input type="checkbox"/> Show SQL query tab	<input type="checkbox"/> Hide start indicator except for moved reservation
<input checked="" type="checkbox"/> Show no of vacant rooms	<input checked="" type="checkbox"/> Highlight saturdays
<input type="checkbox"/> Show family name first	<input checked="" type="checkbox"/> Show guarantee color
<input checked="" type="checkbox"/> Show company name	<input checked="" type="checkbox"/> Show icons
<input type="checkbox"/> Show arrival time	<input checked="" type="checkbox"/> Gradient fill reservation
<input type="checkbox"/> Show travel agent	<input checked="" type="checkbox"/> Use ribbon menu
<input checked="" type="checkbox"/> Show special requirements	<input checked="" type="checkbox"/> Show room type indicator
<input type="checkbox"/> Show phone number	<input checked="" type="checkbox"/> Allow grid adjustment
<input type="checkbox"/> Show email	<input type="checkbox"/> Inverse selected reservation

Layout view background

Marker height	40	Background file	C:\Users\Martien\Desktop\tranquil-timbers-site-map.jpg	Select
Marker width	40			

When the room types are shown the occupancy level (rooms available) color for each type are also shown. Depending on the room type height the levels of occupancy / availability are also shown.

[illegible]

14.5 Customer arriving / checked in

Customer arriving / checked in

Th arrivals and the Departure tabs have to small grids displaying the arriving customers and those customers that already checked in. In the same way the departure grid will display customers that are departing and those already checked out.

Inv No	Guar	
2	7	Ched
2	5	Trave

Guest arriving		
Room no	Guest name	ETA
07	Kerry Williams	12:00:00 AM

Guest checked in		
Room no	Guest name	Time
03	Saly Jones	11:18:24 AM

Family name	
Baxter	
Jones	

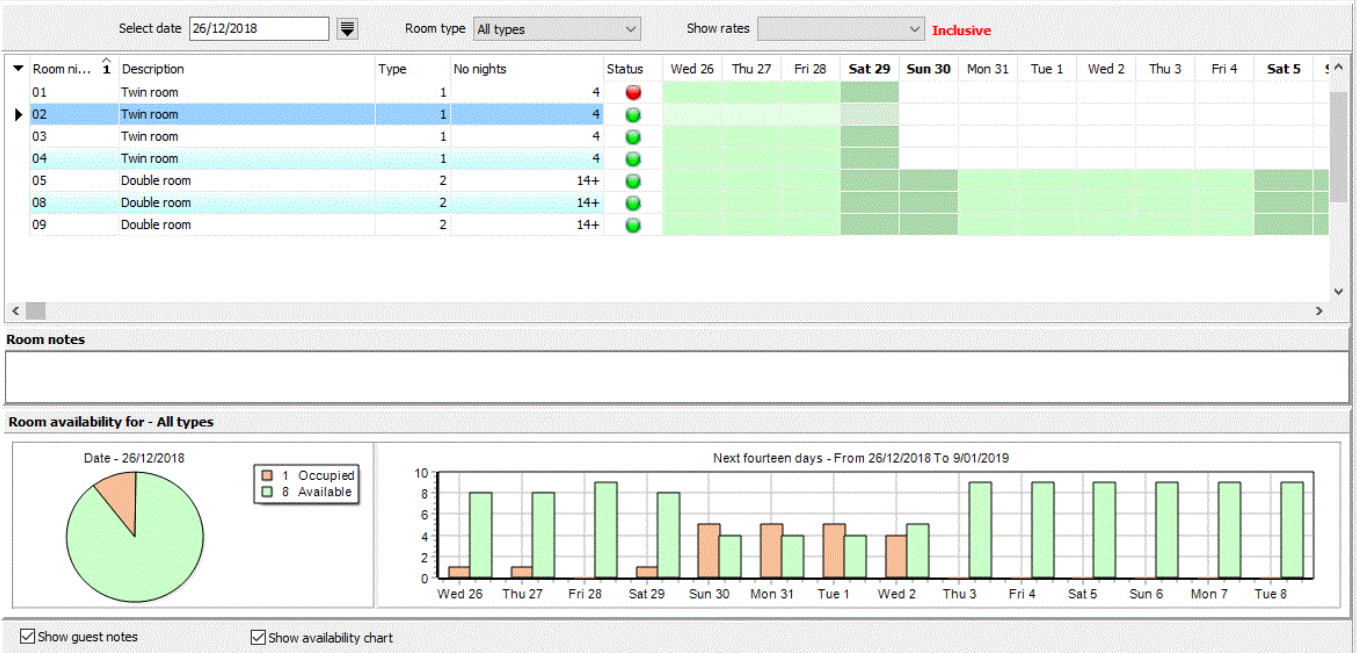
Guest departing		
Room no	Guest name	Time
04	David Baxter	3:00:00 PM
03	Saly Jones	3:00:00 PM

Guest checked out		
Room no	Guest name	Time

14.6 Available rooms chart

Available rooms chart (pro version)

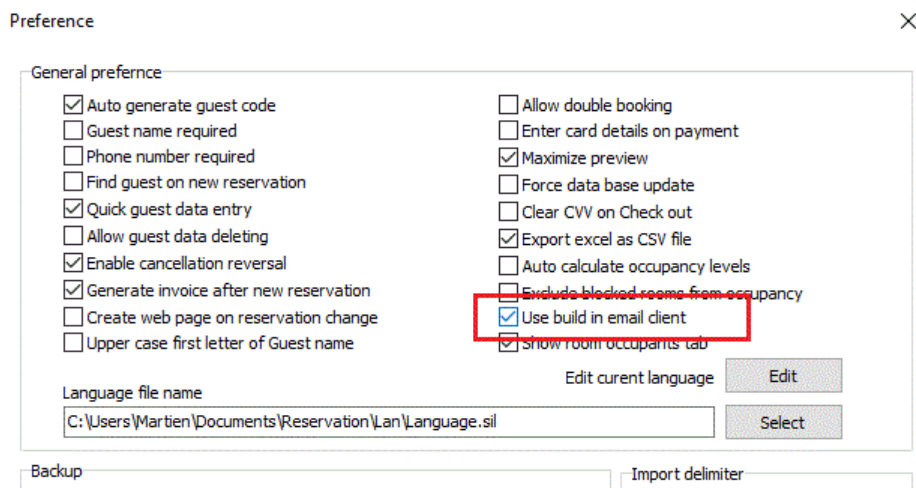
Beside the room availability. The availability tab beside the grid, the availability now shown in a chart format. Right click to create a reservation.



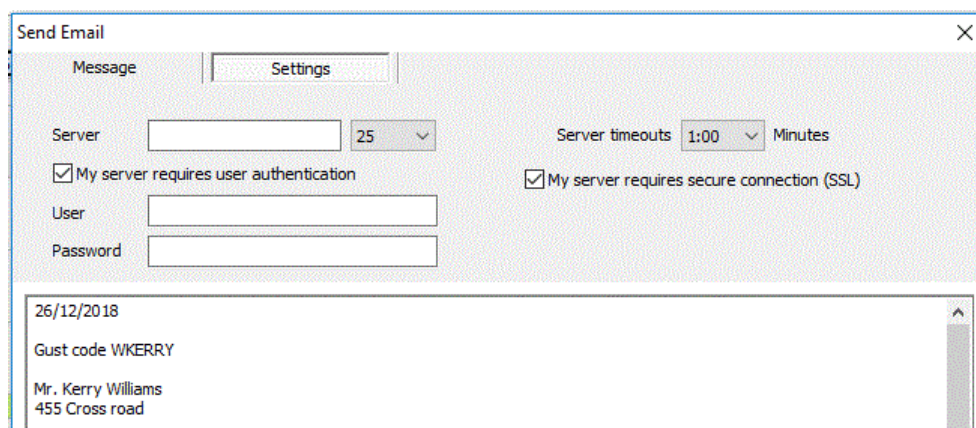
15.1 Build in email

Build in email (pro version)

In order to send emails, the program requires Microsoft outlook with Ole object. Or an email program with MAPI support since these are not always available the program also supports a build in email client. You can activate the build in email interface from Preference tick "Use build in email" client.



When now you send an email the build in client will be displayed. Please note that the build in email client will only work with text file templates.

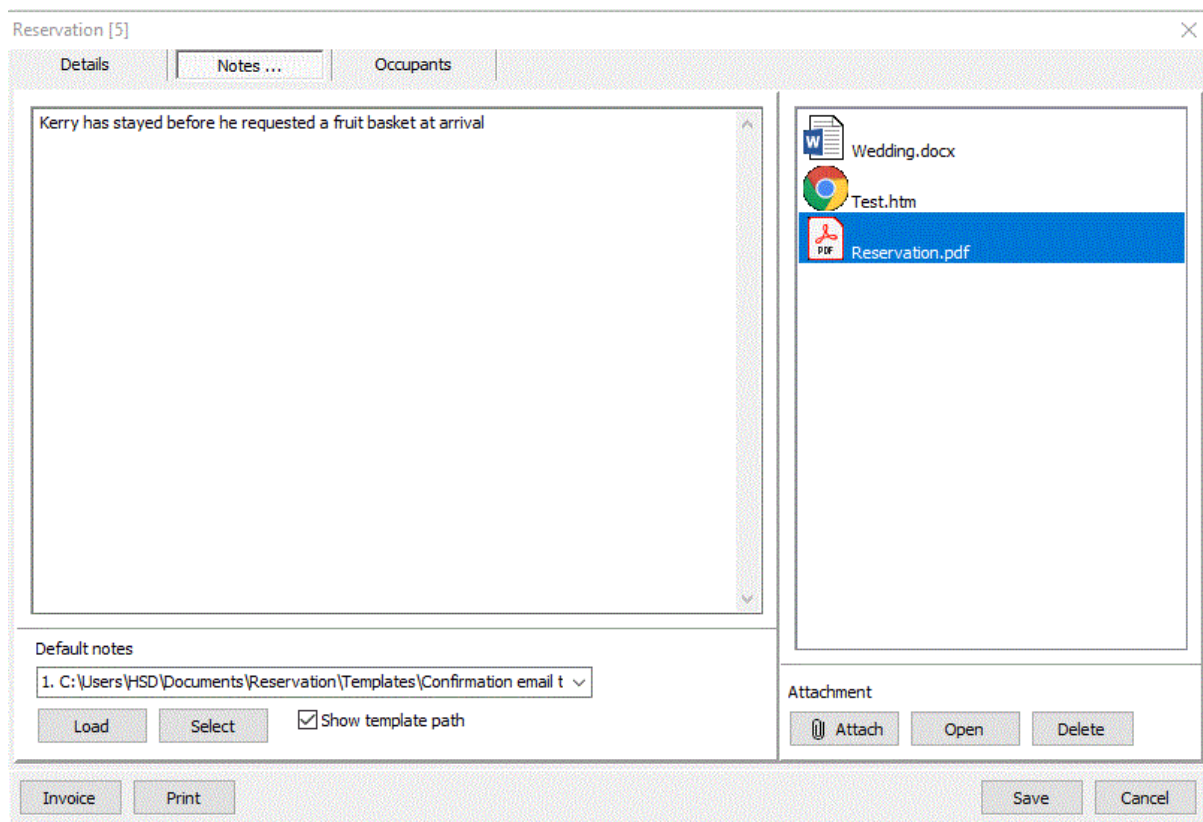


You will need to enter settings detail, which can be obtained from your Internet service provider ISP.

16.1 Document attachment

Document attachment (pro version)

When creating or editing a reservation, you have the option to enter notes. Now you also have the option to attach documents to the reservation.

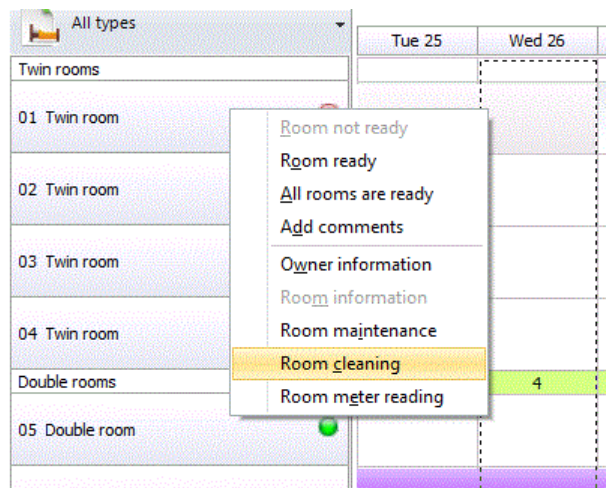


Attached documents can be opened using the Open button. Deleting an attachment will delete the link to the document and not the document itself.

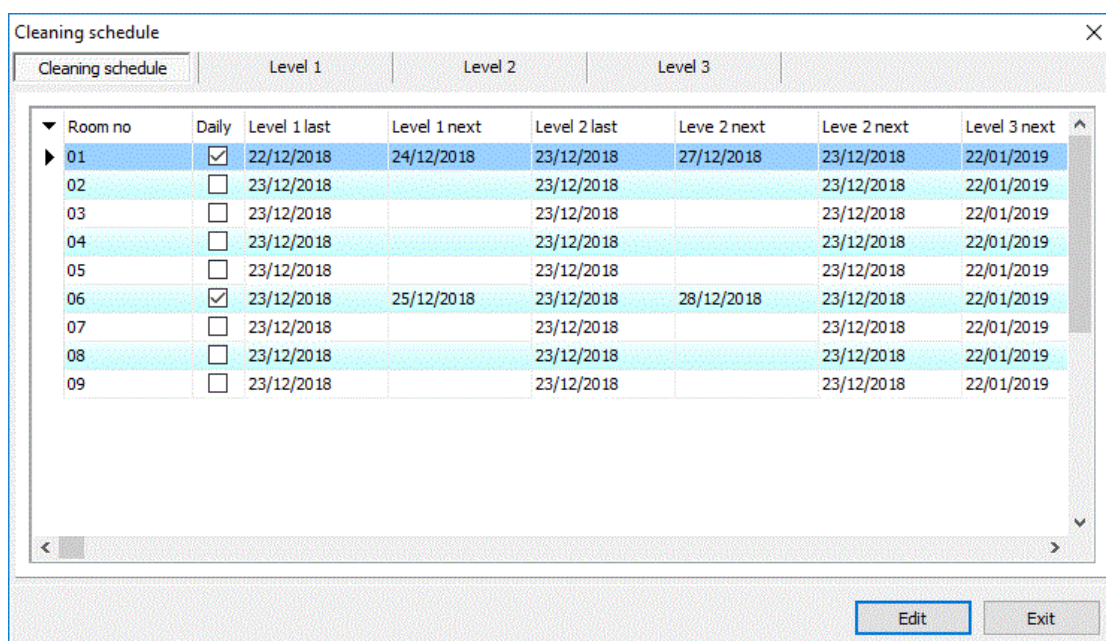
17.1 Room cleaning schedule

Room cleaning schedule

Right click on the room panel and select room cleaning to open the room cleaning dialog.



In the room cleaning dialog, you will find the cleaning schedule and 3 tabs level1, level2 and level3 where you list what cleaning activities are required on every schedule.



The cleaning schedules will automatically be updated when you create the cleaning schedule report, although you can edit the schedule to set the dates. Select the level tab to enter the cleaning activities required. Say for level 2 cleaning you list could include.

Cleaning and checking Lights and Switches – Once

Dust Walls – Once

Clean and Dust AC Vents – Once

Damp-dust the head boards – Twice

Clean dressers – Twice

Clean nightstand – Twice
 Clean lamp shades, lamps and bulbs – Once
 Vacuum Clean Chairs – Twice
 Vacuum Clean Sofa – Twice
 Polish Picture and Mirror Frame – Twice
 Dust Closet and Safe – Twice
 Wet Dust Mini Bar – Twice
 Polish Mirrors – Twice
 Check and Clean Tissue Holders – Once

Cleaning schedule

Level 1 | **Level 2** | Level 3

Cleaning and checking Lights and Switches - Once
 Dust Walls - Once
 Clean and Dust AC Vents - Once
 Damp-dust the head boards - Twice
 Clean dressers - Twice
 Clean nightstand - Twice
 Clean lamp shades, lamps and bulbs - Once
 Vacuum Clean Chairs - Twice
 Vacuum Clean Sofa - Twice
 Polish Picture and Mirror Frame - Twice
 Dust Closet and Safe - Twice
 Wet Dust Mini Bar - Twice
 Polish Mirrors - Twice
 Check and Clean Tissue Holders - Once

Schedule cleaning every Days ☒ Schedule on check out

When you generate the cleaning report which you can select from the report menu it will list the scheduled dates and the task to be performed

Cleaning schedule report

Room night 01

Daily

Level 1

Level 2

Y

24/12/2018

27/12/2018

Change Bed Spreads - Once

Change Bedding - Once

Damp-dust Bathroom Mirrors - Twice

Room night 02

Daily

Level 1

Level 2

18.1 Meter reading / power usage

Meter reading and power usage

Unlike in Motels and Hotels, when you operate a Campground power may be billed depending on the customer usage.

Right click on the selected room to open the room record dialog. Here you can edit or enter a new reading for the selected room.

Room meter reading

Room no

Date

Readings

03

22/12/2018

4567

Room number

03

Show all

New

Edit

Delete

Exit

Electric power is considered as a product, so create a product for electric power use making sure that you tick "Meter reading"

Product information

Enter product information

Code

POWER

Find

Bar code

Description

Electric power usage

Unit

1

Default Qty

☒ Read meter

Prodi

C

C

When you create the invoice, you can add the product for electric power when selected you will be prompted to enter the new meter reading

Select date

Date

☒ Today's date
☐ Arrival date
☐ Custom date

Product sales date

26/12/2018

Meter reading - 0

New reading

4500

Select

Cancel

Then when you select the usage is calculated and added to your invoice. And the last reading is recorded.

Invoice title							Da	
▼	Prd code	Date	Qty	Price	Description	Amount	Payment	
▶	POWER	26/12/2018	4500	\$0.06	Electric power usage [0 - 4500]	\$252.00		
		29/12/2018			1 Room night: (26/12 - 30/12/2018) 4 Nights - \$130.00 /Night	\$520.00		

19.1 Guest manifest

Guest manifest

The guest manifest is a quick and easy way to create a list of customers currently staying at your property and can be used in case emergency.

You can edit the reservation and add the names of room occupants. You can activate this tab from preference.

Reservation [11] ✕

DetailsNotesOccupants

Guest details

First name

Saly

Family name

Jones

Address

90 Main north road Christchurch

List of occupants

Title	First name	Family name	Child	Gender
	Marry	Jones	<input checked="" type="checkbox"/>	F
	Suzan	Jones	<input type="checkbox"/>	F
	Tommy	Jones	<input checked="" type="checkbox"/>	M

When the manifest is generated you all guest and occupants are listed.

Guest manifest report

Room night 01

Guest mane	Gender	Room	Child	Adults	Children
David Baxter		01		0	2

Room night 03

Guest mane	Gender	Room	Child	Adults	Children
Saly Jones		03		2	2
Marry Jones	F	03	Y		
Suzan Jones	F	03			
Tommy Jones	M	03	Y		