



Hospitality Management Solution Report User's Guide

Release 3.8.4

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About this guide

This document describes the Infor HMS reports and navigation method.

Intended audience

This document is intended for HMS users who run reports.

The intended audience can include implementation consultants, product architects, support specialists, and so on.

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://concierge.infor.com/> and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1: HMS Reports Overview

HMS Reports are designed to provide a library of information about your properties and guests. The reports are organized by functional area or module into a report category. Each report category contains several standard reports to cover your business needs. A separate menu is included from the menu path **Administration > Reports** for each of these reporting categories: Accounting, Accounts Receivable, Forecast and Availability, Front Desk, Events, Groups, Guest Stay, Lease, Marketing and Analysis, Profiles and Production, Rooms, Sundry, and Administration.

Each standard report page contains options to refine the report, as well as sort and filter the displays in order to customize the report based on your business requirements.

You can define new parameters for existing reports, modify parameters for existing reports, or create entirely new reports. Creating new reports involves modifying critical HMS features and should only be done by system administrators. To create a new report refer to the *Hospitality Management Solution Administration Guide*.

Administration reports are not included in this guide, refer to the *Hospitality Management Solution Administration Guide*.

Customizing Report Parameters

Each report page contains options to refine the report, as well as sort and filter the displays in order to customize the report based on your business requirements.

Each report is designed for general use and has its default report parameters and report options set to what is typically used. Each standard report can be customized by changing the report parameters and report options, then saving as a new parameter in the parameter list. Several parameters can be created and saved to the parameter list for the same report. You can set one of the parameters in the parameters list as the default. Each report screen will display to the user with the default parameter and the user can optionally select another parameter from the parameter list to run another version of the report.

To create a custom parameter:

- 1 Select **Administration > Reports**.
- 2 Select the module and report to generate. The report parameters for the selected report are displayed.

- 3 In the Report Parameters section, specify the parameters as necessary. Each report contains different parameters.
- 4 In the Report Options section, specify the reporting options as necessary. Each report contains different options.
- 5 Click **Save** . The **Parameter List** window is displayed.
- 6 Specify this information:

Name

Specify a name for the report parameter list.

Default

Check to save the parameter list as your default for the selected report.

Configuring Module Reports

Infor HMS contains a library of information about your properties and guests. Each module has many associated reports to help you run your business efficiently. Each report page contains options to refine the report, as well as sort and filter the displays in order to customize the report based on your business requirements.

The reports are usually customized and the property parameters are used to identify the custom report. You can copy the standard report to generate the custom report. The standard report is designed for properties that have only one inclusive tax per transaction.

To configure module reports:

- 1 Select **Administration > Reports**.
- 2 Select the module and report to generate. The report parameters for the selected report are displayed.
- 3 In the Report Parameters section, specify the parameters as necessary. Each report contains different parameters.
- 4 In the Report Options section, specify the reporting options as necessary. Each report contains different options.
- 5 Click **Save** . The **Parameter List** window is displayed.
- 6 Specify this information:

Name

Specify a name for the report parameter list.

Default

Check to save the parameter list as your default for the selected report.

Creating new reports

Users can create new reports by passing Infor HMS parameters to external report applications. Only system administrators should create new reports because the process involves modifying critical Infor HMS features.

After creating a report, define the report parameters and generate the authored report.

Note: Infor HMS reports do not support numbers with more than 16 digits.

To create reports:

- 1 Select **Administration > Setup > Reports**.
- 2 On the List View tab, click **New Record**. A new Record View tab is displayed.
- 3 Specify this information:
 - Report**
Enter a unique code identifying the report, and then enter a description of the report in the adjacent field.
 - Class**
Enter the class of the report.
 - File Name**
Enter a name for the report definition file.
- 4 Click **Save**.

Defining report parameters

After creating a report, define new report parameters or modify the properties of system-supplied report parameters as necessary.

Note: Infor HMS reports do not support numbers with more than 16 digits.

To define report parameters:

- 1 Select **Administration > Setup > Reports**.
- 2 On the List View tab, select the report for which to define parameters, and then click the **Parameters** tab. The Parameters tab is displayed.
- 3 Click **Add Parameter**.
- 4 Specify this information:
 - Line**
Enter the sequence number of the report parameter.
 - Parameter**
Enter the parameter value for the report.
 - Data Type**
Select the data type of the parameter, e.g., character, data, numeric, etc.

Length

Enter the maximum length of the parameter.

Custom Label

Enter a custom name for the parameter to be used on the Report Parameters page.

Lookup Name

The name of the lookup to which the report is linked.

System Screen

Enter the code of the entity that corresponds to the report parameter.

Type

Enter the code of the type entity that corresponds to the report parameter.

Parameter Default or Radio Button Default

Enter the default value of the parameter.

Mandatory

Select to make the parameter mandatory.

Uppercase

Select to enforce uppercase characters for the parameter.

Remember

Select to carry over a remembered value (from a preceding screen) as a default value.

5 Click **Save.**

Note: To delete a parameter, select the parameter to delete, and then click **Delete Parameter**.

Defining text for reports

After creating a report, define text for form names, tab labels, and field labels.

To define text for reports:

- 1 Select **Administration > Setup > Reports**.
- 2 On the List View tab, select the report for which to define text, and then click the **Text** tab. The Text tab is displayed.
- 3 Select a text label from the grid.

Text

Enter a new text label.

4 Click **Save.**

Configuring online guest experience

To configure the settings for the Online Check-in app and the invite letter

- 1 Select **Administration > Property > Setup > Online Guest Experience Configuration**.

The **Online Guest Experience Configuration** screen is displayed.

- 2 Specify this information in the Check-In Configuration section:

Note:

- You can use these tags to customize the guest name on the invite letters:
 - :NameSuffix
 - :NameTitle
 - :FirstName
 - :MiddleInitial
 - :LastName
 - :SecondLastName
- You must not copy text from another source.
- You can select the View Source option to view the HTML markup. However, you must not modify the HTML.
- :NameSuffix
- :NameTitle
- :FirstName
- :MiddleInitial
- :LastName
- :SecondLastName

Header Image URL

The default image URL that is included in the header of the Online Check-in App and the invite letter.

Note:

The recommended image size is 800px x 200px.

Footer Image URL

The default image URL to be included in the footer of the Online Check-in App and the invite letter.

Note:

The recommended image size is 800px x 200px.

Recommendation-1 Image URL

The URL for the recommendation image is displayed on the check-in confirmation page of the App.

Note:

The recommended image size is 355px x 150px.

Recommendation-1 Image Navigate To URL

The URL that navigates from the Recommendation Image on the check-in confirmation page of the App.

Online Check-in App URL Text

The URL that links the text to the Check-in App.

Restrict VIP

The code and description of the VIP level. The confirmation mail is not sent to the guest stays that are associated with the selected VIP level.

Note: You can select multiple VIP levels.

Restrict Loyalty

The code and description of the Loyalty level. The confirmation mail is not sent to the guest stays that are associated with the selected Loyalty level.

Note: You can select multiple Loyalty levels.

Online Check-in Letter Signature Text

The text that is included as part of the signature of the guest.

Online Check-in Letter Subject

The text of the subject line that is defaulted on the invite letter in the App.

Online Check-in Letter Email body

The default text of the email sent to the guest for the check-in.

Note: The text can include a maximum of 4000 characters.

Online Terms and Conditions URL

The URL that can be used for online check-in. The link also displays the text related to the terms and conditions for online check-in.

Check-in Confirmation Letter Subject

The default text for the subject line of the letter confirming the check-in.

Check-in Confirmation Letter Email Body

The default text for the letter confirming the check-in.

Check-in Confirmation Letter Signature Text

The text included as a signature in the confirmation letter.

Note: The text can include a maximum of 4000 characters.

Online Check-in Invite VIP

If this is check box is selected, the email of the invite letter is sent for the VIP guest.

Online Check-in Invite Loyalty

If this is check box is selected, the email of the invite letter is sent for the Loyalty guest.

Guest Details Page Information Text

The information of the guest that is displayed on the **Guest Details** screen of the Online Check-in.

Guest Stay Defined Traces

Displays the list of Guest Stay traces from the **Defined Traces** screen. The selected traces are associated with the guest stay on successful completion of online check-in.

Hide QR Code

Select this check box to not display the QR Code on the **Online Check-in configuration** screen after the completion of preregistration process.

- 3 Specify this information in the Check-Out Configuration section:

Header Image URL

The default image URL to be included in the header of the App and the invite letter.

Note:

The recommended image size is 800px x 200px.

Footer Image URL

The default image to be included in the footer of the App and the invite letter.

Note:

The recommended image size is 800px x 200px.

Recommendation-1 Image URL

The URL for the recommendation image is displayed on the check-out confirmation page of the App.

Note:

The recommended image size is 355px x 150px.

Recommendation-1 Image Navigate To URL

The URL that navigates from the Recommendation Image on the check-out confirmation page of the App.

Online Check-out App URL Text

The URL that links the text to the Check-out App.

Online Check-out Letter Signature Text

The text that is included as part of the signature of the guest.

Online Check-out Letter Subject

The text of the subject line that is defaulted on the invite letter in the App.

Online Check-out Letter Email Body

The default text of the email is sent to the guest for the check-out.

Guest Stay Defined Traces

Displays the list of Guest Stay traces from the **Defined Traces** screen. The selected traces are associated with the guest stay on successful completion of online check-out.

- 4 Specify this information in the Guest Portal Configuration section to configure an invite letter for the guest:

Guest Portal Background Image URL

The default URL for the background image which is displayed on the Guest Portal.

Note: The recommended image size is 355px x 150px.

Guest Portal Logo Image URL

The default URL for the logo displayed on the Guest Portal.

Letter Header Image URL

The default URL for the header image included in the invite letter.

Letter Footer Image URL

The default URL for the footer image included in the invite letter.

Guest Portal Letter Email Body

The default text of the email included in the invite letter.

Guest Portal Letter Subject

The default text for the subject line included in the invite letter.

Guest Portal Letter App URL Text

The default text on the invite letter with hyperlink to the Guest Portal Letter App.

Guest Portal Letter Signature Text

The default text included in the signature section of the invite letter.

Send Guest Portal Letter

Select this check box to send the Check-in Invite letter to the guest from the Guest Portal when the Reservation status is set to In-House on any one of these screens:

- The Check In screen
- The Guest Stay screen
- The Stay 360 screen
- Online Check In Confirmation Page

5 Click **Save** .

Printing tax invoices

Use the **Tax Invoice** page to view and print tax invoices.

Note:

- Pending invoices are not displayed.
- The voided Tax Invoices are reprinted with the title 'Tax Invoice Void'.
- You cannot print or finalize an invoice if the Package Posting or the Package Structure is incomplete.
- You can click **Email** option from **Actions** to email the tax invoice using the Print/E-mail Tax Invoice window. You must select a invoice to use this functionality.
- You can specify the value in the property parameter TAXPLC for the application to save the file in the specified location. The file name formats:
 - Standard report (<InvoiceNumber>.pdf)
 - Receipt Format (<InvoiceNumber>RF.pdf): This format is used when the Receipt Format check box is selected on the Tax Invoicing tab.
- To send the tax invoice to signature capture device and enable the tax invoice copy functionality the property parameter SIGNCAPSENDTODEVICECOUNT must be selected.
- The QR code is printed on the tax invoice if the invoice is printed using the Signature Capture App.

- If the property parameter SHOWSAVECOPY is selected, the 'copy' text is printed on the tax invoice. Else, 'copy' watermark is printed.

To view and print tax invoices:

- 1 Select **Front Desk > Tax Invoice**.
- 2 A list of invoices is displayed. All the fields are display only.

Tax Invoice Details

Property Code

The user's default property.

Hotel Date

The date as stored in the Infor HMS.

Property

The property from which the invoice originated. A given invoice pertains to only one property.

Invoice

The invoice number. The system generates a unique and sequential number for each invoice without any gaps in the sequence.

Type

The type of invoice that you want to view or print. The invoices can be of types such as Official Invoice, Credit Notice, Deposit, Deposit Refund, and Deposit Forfeit.

Status

The status of the invoice. A invoice can be in status such as Final, Pending, Corrected.

Date

The date and time the invoice is generated. The date and time is based on the local time of the property.

Folio

All Folios that have transactions on the selected invoice.

Correction Date

The date and time the correction invoice is generated. The date and time is based on the local time of the property.

Correction Invoice Id

Invoice number of the correction Invoice.

Corrected Invoice Id

For a correction invoice, this is the invoice ID of the corrected invoice.

Pay By Date

The date by which the payment for an invoice must be completed. The date is displayed only If the invoice has a balance amount. Pay by date is calculated as the hotel date plus the value that is the number of days specified for the Invoice Due Days parameter. The Invoice Due Days parameter is defined for each property.

Note: If the payment type is Direct Bill, this field is populated with the value as specified on the Property A/R Account. The due date specified for the Tax Invoice and the A/R Account must be the same.

Pay By Amount

This is the balance amount for which the payment must be completed. For [A/R](#) on page 369, this is the sum of all the A/R amounts for which the payment must be completed.

Pay Type is Direct Bill Transfer.

Invoice Hotel Date

The hotel date on which the invoice is generated.

Print Count

The number of times an invoice is printed. Each time the invoice is printed, the count is incremented.

Balance

The balance amount that is due on the invoice and for which the payment must be completed. Usually, the balance amount is zero, but for A/R and, in some cases, the user may choose to generate an invoice with a non-zero balance. For A/R, the [A/R](#) payments are not included in the balance.

Credits

The total amount of all payments on the invoice. For A/R, the A/R payments are not included in the credits.

Charges

The total amount of all the charges on the invoice.

Net

The amount without any taxes.

VAT

The amount levied as VAT.

Gross

The gross amount calculated by adding net amount and the amount levied as VAT.

Transfers In

The total of all the charges that are transferred from other accounts.

Created By

The name of the user generating the tax invoice.

Originally printed by

The name of the user, who generates the original tax invoice.

Note: This field is displayed, when only a duplicate of the final tax invoice is printed.

Account

Account Tax Id

The account for which the invoice is generated. When the account is a house account, the property tax id is printed.

Reference

The reference is the PMS Confirmation Number for Guests, Confirmation Number for Group Accounts, Organization Number for Organizations, IATA for Booking Agents and Account Number for all other account types. If the account is a House Account, the Hotel Code is used.

Profile Id

This is the profile id of the guest on the **Guest Stay** page. Not applicable for all other account types.

Account Type

The Guest account or the Event account.

Account Name

The account name is set as following:

- In case of a group, account name is set to the name of the group.
- In case of an organization, account name is set to the organization name.
- In case of a booking agency, account name is set to the booking agency name.

Account Start Date

The date on which the account starts to operate. The earliest transaction post date is used if the account start date is not found.

Account End Date

The date on which the account ceases to operate. The latest transaction post date is used if the account end date is not found.

Last Print Date

The date and time when the invoice is last printed.

Loyalty Number

The loyalty number of the guest. The field is populated for guest accounts only.

Room

The room number in which the guest stayed for the first night. The field is populated for guest accounts only.

Settlement Type

The settlement type on the **Guest Stay** page. For example, cash, credit card and so on. The field applies only to the guest accounts.

Rate Code

In case of a guest account, the first night's rate code is displayed. In case of a group, the group rate code is displayed.

Non-Room Bundle Code

In case of a guest account, the field is populated when the guest has a non-room bundle as part of the rate plan for first night of stay at the property. In case of a group, the field is populated if the group rate code has a non-room bundle included in it.

Adults

The number of adults who stayed at the property. The field is populated for guest accounts only.

Children

The number of children who stayed at the property. The field is populated for guest accounts only.

Payer

Payer Type

The payer can be the guest, an organization, booking agent or A/R.

Name

The name of the payer.

Contact

The contact address of the payer.

Payer Reference

The reference is the PMS Confirmation Number for Guests, Confirmation Number for Group Accounts, Organization Number for Organizations, IATA for Booking Agents and Account Number for all other account types. If the account is a House Account, the Hotel Code is used.

Tax Id

The tax ID of the payer.

Additional Tax Id

Specify the additional tax ID.

Address

The address of the payer.

Country

The country in which the payer is located.

City

The city in which the payer is located.

State/Province

The state or province in which the payer is located.

Postal Code

The postal code of the payer's location.

Hotel Details

Hotel Name

The name of the property as defined in the **Property Definition** page.

Hotel Tax Id

The tax ID of the property which is set as part of the install parameters.

Hotel VAT Id

The VAT ID of the property which is set as part of the install parameters.

Hotel Address

The address of the property.

Currency

The property currency. The debits and credits are displayed on the invoice in the currency of the property.

Invoice transactions and Non-room bundle transactions

Line Number

The line number of the transaction as displayed in the Folio/Account.

From Account

The account from which the charge is transferred to another account. A corresponding transfer is posted in the To Account.

Folio

Folio of the charge

Post Date

The date when the transaction is posted.

Original Post Date

The original posting date of the transaction in case a charge is billed again.

Transaction Code

The transaction code used to post the charges.

Transaction Description

The transaction code description. You can modify the charge description. The charge description is retrieved from the folio line.

Is Charge

The check box is selected to indicate that the amount is marked as a charge that the guest must pay.

Quantity

The quantity that is used by the guest.

Unit Price

The price of each unit of the quantity that is used by the guest.

Gross Amount

The amount including taxes that the guest must pay.

Net Amount

The net amount excluding taxes.

Tax Group

The tax group used for the charge.

Is VAT Zero

The check box is selected to indicate that the guest is tax exempt.

Taxes

Line Number

Line number on the account or folio

Post Date

The date on which the taxes are posted.

Transaction Code

The transaction code used to post the tax.

Transaction Description

The transaction code description. You can modify the description.

Tax Amount

The amount that is levied as tax.

Tax Summary Box

This section displays the various amounts related to the invoice:

City Tax Amount

The amount that is levied as City Tax and charged in addition to the room rate.

e-Invoice Status

The status of the e-invoicing. The possible values are:

- Pending
- Sent
- Successful

e-Invoice Error Code

The code that describes the error associated with an invoice.

e-Invoice Message

The message received from the invoicing interface.

e-Invoice Transaction ID

A unique ID associated with the transaction.

VAT Amount

The amount that is levied as VAT and charged in addition to the room rate.

- For Czech Republic, the generated advance deposit tax invoice includes FIK (Authorization code), BKP (Protection code) and PKP (Signature Code) fields only when:
 - The property parameter CZREPFS is selected.
 - The **Pay Type** is set to a value other than **Direct Bill Transfer** and **Payment Transfer**
- For Italy, these options are available for FatturaPA e-invoicing:
 - Directly to the SDI platform of the government when the property parameter EINVOICINGPLATFORM is set to Sdl.
 - Using the Comarch partner when the property parameter EINVOICINGPLATFORM is set to Sdl-Comarch.

Note:

- The Resend e-invoice option on the Action menu is enabled only for invoice lines with the status Failed or Transmission – Failed or Sdl-Rejected.
- The Check Online Status option on the Action menu is used to update the e-Invoice Status and Online Status field of the selected invoices if the FatturaPA interface to partner Comarch is available
- For Spain, Online Invoicing to the government's SII platform is available. The Resend Online Invoice option on the Action menu is enabled, only if, the Online Status is blank and the property parameter ESONINV is True
- For Fiji, a tax invoice line with Pending, Final and Credit Notice status can be finalized, and a fiscal receipt generated using the Fiji interface, only when the property parameter FISCAL is set to FJ. You can print the tax invoices from the **Tax Invoice** tab and **Check-out** screen.
- In Denmark, to print the final tax invoice in the receipt format using a thermal printer, the **Receipt Format** check box on the **Tax Invoicing** tab must be selected. The property parameter TAXINO2 must have a value to invoke the tax invoice linked to the Receipt Format.

Comparing revenue calculations among reports

When determining revenue categories, room revenue verses other revenue for example, certain reports use the **Transaction Type** configured on the transaction code used to post the revenue while other reports use the **Revenue Type** configured on the transaction code.

Reports using transaction type:

- Posting Journal
- Transaction Totals

Reports using revenue type:

- Flash Report
- Hotel Ledger
- Hotel Ledger Comparison
- Hotel Statistics
- Hotel Statistics Comparison
- Multi-Revenue Report
- Occupancy Report
- Revenue Report

Some reports have a report option to include or exclude revenue from House type accounts (non-guest room account revenue), other reports automatically contain all revenue regardless of the account type. When using reports to balance a user needs to be sure they are consistent with house account comparisons when running reports. For example if one report that automatically contains house account revenue is compared with a report that has the option of containing it, then that report when run must have the option to include house accounts checked to also include house account revenue.

VVIP functionality

The VVIP (very very important person) functionality in HMS is introduced in all the Guest screens across HMS. If this checkbox is selected in the Guest Stay screen while creating a guest reservation, the guest is designated as VVIP. This logic helps to limit the access to VVIP records to authorized users only. The possible scenarios for the VVIP functionality:

- 1 When the **VVIP** check box is selected and the **VVIP host** is not specified, the guest related data is included in the report/screen, only if:
 - The VVIP Property Parameter is selected.
 - The **VVIP Authorization** for the user is set to **Yes**.
- 2 When the **VVIP** check box is selected and the **VVIP host** is specified, the guest related data is included in the report/screen, only if:
 - The VVIP Property Parameter is selected.
 - The **VVIP Authorization** for the user is set to **Yes** or **Hosted**.
- 3 When **VVIP host** is not specified, the guest related data is disabled and displayed as '*****', if:
 - The **VVIP** check box is selected.
 - The VVIP Property Parameter is selected.
 - The **VVIP Authorization** for the user is set to value other than **Yes**.
- 4 When **VVIP host** is specified, the guest related data is disabled and displayed as '*****', if:
 - The **VVIP** check box is selected.
 - The VVIP Property Parameter is selected.
 - The **VVIP Authorization** for the user is set to value other than **Yes**.

Incognito Functionality

The Incognito enhancement is used to mask the primary name of the guest. This allows the guest to stay at a property with an alias name to protect their privacy. The hotel can use the alias name on TV, Phones, Welcome screen and POS.

The Incognito masks only the Primary Guest Name of all the guest who are marked as Incognito on the Guest Stay record. The guest is considered an Incognito guest when the **Incognito** check box is selected on the Guest Stay record and an Alias Name is added. The Incognito functionality is applied to most screens and reports related to Guest Stay. In the report, the Alias First Name and Last Name fields are not masked. The guest will be listed under the Alias.

Note:

- The guest name can be viewed only if the user has an incognito authorization. You can add incognito authorization for the user by selecting the **Incognito Authorization** check box on the **Users** screen.
- The property parameter NGR and NGR Mobility is enabled.
- If the Incognito is enabled for the guest reservation then the guest is also a Non Registered Guest (NRG).

Understanding lease status

The status of a lease determines which tabs within the **Lease** page are available to access and which fields are protected. The status of the lease also determines the status of the lease account, whether an A/R account must be specified, and whether or not a room specified impacts availability.

When a new lease is being created it displays as new. When it is saved the status is set to Tentative, a lease number is generated, a pending status lease account is created, lease periods are created, and these fields are calculated:

- Total Lease,
- Total Rental,
- Total Fees.

A lease can have one of the following status:

- **Tentative:** The lease is unconfirmed, the room if specified is a soft block and is not removed from house availability. A lease account exists with a pending status. Reservations may not be associated to the lease.
- **Definite:** The lease is confirmed and room is removed from house availability. **A/R Account** is required. A lease account is generated if one does not already exist. The lease account status is changed to active. Reservations can be associated to the lease.
Note: The **Release Room** action button is enabled, if the **Status** field is set to **Definite**. Click **Release Room** to allow reservations for the selected room.
- **Completed:** The lease has been completed. The EOD process changes the status to Complete on the day after the end date of the lease. When Lease Managed Shoulder Periods is selected on Lease Configuration, the EOD process changes the status to Complete on the day after the shoulder end date of the lease. **Billing Cycle**, **Billing Cycle Option**, **A/R Account**, and **Room** fields are protected. The lease account is closed.
- **Cancelled:** The lease is cancelled. All fields are protected, except the **Note** field. The room is returned to house availability. The lease account is closed.

The following are the important points related to the changing of a lease status:

- A lease in definite or cancelled status can be updated to tentative only if there are no guest stays associated that are not cancelled, and none of the periods have been charged or if they have been charged the charges have been reversed.
- A lease cannot be cancelled if there are guest stay records associated to the lease that are not cancelled, or if lease periods have been charged and not reversed.
- If a guest on a lease checks out early and there are no incoming guests on the lease, the lease can be set to Completed as to not incur additional rental charges.

Chapter 2: Accounting reports

This chapter describes the accounting reports.

1099 Final Report

This report lists all booking agencies to which the property has sent a 1099 Form. The report includes total commissions paid for a given year and the number of agencies sent a 1099 Form.

1099 Form

Executing this report will generate a 1099 Form for all booking agencies that were paid a commission by the property.

The **Commission** field on the report parameter screen controls which Booking Agencies will have forms printed, any Booking Agency whose commissions are equal to or greater than the amount entered will have a form printed.

The information gathered is printed on an official 1099 Form template. This template must be updated each year. You can print a 1099 Final, a 1099 Correction or a 1099 Void. The 1099 Final is based on commissions already marked as paid.

Generating city tax report

Use to generate a report that lists all guests that are or were in-house on the dates for which the report is generated and displays the **City Tax Amount** posted for these reservations together with the **Guest Stay Tax Status**, when applicable. The report lists only guest stays and city tax postings to guest folios. If you adjust city tax postings on a reservation some days after the stay, the adjustment is not displayed in the report.

- 1 Select **Administration > Reports > Accounting > Tax > City Tax Report**.
- 2 Specify this information:

Property

Specify the property for which you want to generate the report.

Show Parameter Page

If the check box is selected, the parameters that you used to generate the report, are also printed on the report.

Group by Tax Status

If the check box is selected, the data is grouped by the tax status. A subtotal of the city tax amount for each tax status description and a grand total of the city tax amount are displayed.

Date Range

Specify the date range for which you want to generate the report.

- 3 Click **Print Record** to generate the record.
- 4 You can view these details in the report:
 - Tax Status: The Active Tax Status for the reporting period.
 - Room Nights: The number of nights for the stay.
 - Bed Nights: The total number of Room Nights that include the Adult and Children occupancy count.
 - Adult Nights: The number of nights calculated based on the number of guests (classified as adults) who are using the room.
 - Children Nights: The number of nights calculated based on the number of guests (classified as children) who are using the room.
 - City Tax Amount: The total amount of city tax for the reservation.
 - Base Amount: The total base amount for which the tax is calculated.
 - Total: The totals for the stay details and amount details are displayed.

Generating the Commission Audit Report

Use the **Commission Audit Report** screen to view the summary of modified data that has an impact on the Commission that is due for a guest stay. The information in the report includes the data modified in these screens:

- Booking agency
- Rate plan
- Guest stay
- Commission records

To generate a commission audit report:

- 1 Select **Administration > Reports > Audit > Commission Audit Report**.
- 2 Specify this information in the **Report Parameter** section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify this value.

Changed By User

The user, who modifies the account.

Booking Agency

The booking agency associated with the guest reservation.

Rate Plan

The rate plan associated with the guest reservation.

Confirmation Number

The unique number generated for the confirmed reservation.

Commission Record

The commission record for which the report is generated.

3 Specify this information in the **Report Options** section:

Include Booking Agency Changes

Select this check box to include the booking agency section with the related data in the report.

Include Rate Plan Changes

Select this checkbox to include the rate plan section with the related data in the report.

Include Guest Stay Changes

Select this checkbox to include the guest stay section with the related data in the report.

Include the Commission Changes

Select this checkbox to include the commission changes section with the related data in the report.

4 Specify the **Start Date** and the **End Date** in the **Date Range** section.

Note:

By default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

5 Click **Print Record**.

Note:

- If the property parameter VVIP is selected and the guest associated with the record is a VVIP, all the values of the fields for the record is displayed as '*****'. See VVIP functionality.
- The report can be sorted by sections such as **Booking Agency**, **Rate Plan**, **Guest Stay** and **Commissions**.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating the Audit Log report

Use the Audit Log screen to view the audit log data related to field modifications.

To generate the report:

- 1 Select **Administration > Reports > Administration > Audit Log**.
- 2 Specify this information:
Table
The table for which the associated record details are included in the report.
Key Field 1
The value based on which the records are included in the report for the selected table.
- 3 Select the **Include Insert**, **Include Change** and the **Include Delete** check boxes to include the records for which the Action is set to Insert, Change or Delete.
Note: By default, these check boxes are selected.
- 4 Specify the **Start Date** and the **End Date** in the **Date Range** section.
Note: By default, the Start Date and the End Date are set to the Hotel date.
- 5 Click **Print Record**.

Generating the Reservation Rate Audit Report

Use the Reservation Rate Audit Report screen to review the rate information modifications for a reservation.

The report includes the details of the user, the property, rate, room, rate values (old and new).

To generate the reservation rate audit report:

- 1 Select **Administration > Reports > Reservation Rate Audit Report**.
- 2 Specify this information in the Report Parameter section:
Property
The property code for which the report is generated. This value is defaulted.
Note: You can modify this value.
Confirmation Number
A confirmation unique number generated for a the confirmed guest stay reservation.
Changed By User
The ID of the user, who is responsible for modifying the reservation rate.
- 3 Specify the **Start Date** and the **End Date** in the **Date Range** section.
Note: By default, the **Start Date** and the **End Date** are set to the **Hotel date**.
- 4 Click **Print Record**.
Note:
 - By default, the report is sorted using the **Guest Name**. However, you can also sort the report by **Field Name**.
 - If the rate change records are associated with a VVIP guest and the property parameter VVIP is selected, the guest related data is disabled and displayed as '*****'. See VVIP functionality.

- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33
- When you select the **Confirmation Number**:
 - The report contains only the rate change records which are associated with the selected confirmation number irrespective of the **Start Date** and **End Date**.
 - The rate values that are not modified are also included in the **Old Value** column of the report.
 - The **Changed By User** and **Updated Date** information is not included in the report.

Cess Return and Package Revenue Report

Use this screen to generate a report that displays the gross revenue for the guest accounts.

The report comprises of these sections:

- **Cess Return**: Displays the total revenue for which the hotel pays the cess (charges levied) amount during the Formula one (F1) racing days. The charges levied can be 30 percent or 20 percent of the revenue, based on the location of the hotel and the distance from the Singapore formula one racing circuit.
- **Package Revenue**: Displays the revenue that is generated from the package rate plans.
Note: The report includes the cess rate percentage calculation only if the Start and End Date range is within the date range specified for F1 Dates.

Generating the Cess Return and Package Revenue Report

- 1 Select **Administration > Reports > Accounting > Cess Return and Package Revenue Report**.
- 2 Specify this information in the **Report Parameters** section:

Property

The property code for which the report is generated. This value is defaulted.

Note: You can modify this value.

Revenue Type for F1 Ticket

The revenue type that is associated with the transaction code. The report includes the revenue for this revenue type.

Cess Rate

The rate for the Cess charges levied on the guest accounts. The possible values:

- 30 per cent
- 20 per cent

Note: By default, the value is set to 30.

F1 Start Date

The date when the formula one (F1) racing starts.

F1 End Date

The date when the formula one (F1) racing ends.

Output Format

The format selected to review the output of the report.

Note: The default value is PDF. However, you can modify the value.

- 3 Set these parameters in the **Report Options** section:

Show Package Revenue Page

If this check box is selected, the report includes the revenue generated from the room package.

Report Revenue as Net

If this check box is selected, the inclusive taxes are not included in the report.

- 4 Specify the **Start Date** and the **End Date** in the **Date Range** section.

Note:

- By default, the **Start Date** and the **End Date** are set to the Hotel Date.
- All the records that have revenue postings within these dates are included in the report.

- 5 Click **Save**.

City Tax Report Hamburg

Use this screen to generate the Hamburg City Tax report which is used by properties in Hamburg that have to provide an official form to the Financial Authorities, every quarter.

The report includes statistical data of the Hamburg city tax related to the guest stays. The report is generated only for guest stays with In-house and Checked-out status.

The summary section of the report displays Total Bednights, Bednights exempt from City Tax, and Bednights subject to city tax. The Bednight Count includes Adult and Children count and Day use and depends on the selected date range. The data includes occupancies (number of bed nights) and tax totals based on the Net Rate Range. The Net Rate Range per Person controls the amount of City Tax to be posted in Hamburg.

Note: The application does not post City Tax if Net Rate Range is less than 10,00 EUR. However, the amount for Bednights is displayed.

Example:

- The Date Range is between January 1st and March 31st
- Hotel Date is April 2nd
- Reservation 1: December 28th to January 5th for one Adult
- Reservation 2: January 3rd for one Adult

The bednight count for Reservation 1 is 4 (1st – 2nd, 2nd – 3rd, 3rd – 4th, 4th -5th) and Reservation 2 is one Day use which is 1 bednight.

Generating Hamburg city tax report

- 1 Select **Administration > Reports > Accounting > Tax > City Tax Report Hamburg**.
- 2 Specify this information in the Report Parameters section:
Property
The code of the property for which the report is generated. This value is defaulted. However, you can modify the value.
Tax Status with City Tax
The code of the tax status associated with the city tax region. The report includes guest stays with the specified tax status.
Note: You can select multiple Tax Status with City Tax.
- 3 Specify the Start Date and End Date in the Date Range section. By default, the value is set to a date prior to the current Hotel date.
- 4 Click Print.

Credit Card Settlement Report

This report lists all credit card transactions that have been settled for a given time frame. The report also includes account details associated with the transaction including the credit card processor's approval code.

Credit Card Authorization Audit Report

Use this screen to view the details of the guest stay, requiring additional credit card authorization to handle the anticipated charges and/or folio charges.

Generating Credit Card Authorization Audit Report

Use this screen to view the details of the guest stay, requiring additional credit card authorization to handle the anticipated charges and/or folio charges.

To generate Credit Card Authorization Audit report:

- 1 Select **Administration > Reports > Accounting > Credit Card > Credit Card Authorization Audit Report**.
- 2 Specify this information in the Report Parameters section:
Property
The property for which the report is to be generated. The application defaults this value.

Note:

You can modify this value.

Confirmation Number

The unique number generated for the confirmed reservation.

Note:

You can select multiple confirmation numbers.

Card Type

The type of the credit card.

Variance Percent

The Variance Percent is the difference between the Current Authorized and Additional Authorization Required.

3 If the **Include Detail** check box is selected, the credit card details are included in the report.

4 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- By default, the **Start Date** and **End Date** are set to the **Hotel Date**.
- The report includes reservations for which the stay date, including the departure date, is same as or within the specified date range.

5 Click **Print Record**.

Note:

- By default, the report is sorted by **Guest Name**. However, you can also sort the report by the **Room Number** and **Variance Percent**.
- The records are masked if the user is not authorized to view the details of the guest, or the property parameter VVIP is set to True for the guest.
- The report also applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Czech City and Local Tax Report

Use the Czech City and Local Tax Report screen to view the reservations and the associated tax amounts that must be paid to the community. The Local Tax is chargeable for all the reservations excluding the guests with age below 18 years or with complimentary reservations. The City Tax is chargeable for all leisure reservations excluding:

- The guests who are physically handicapped and the respective assistants.
- The guests with age below 18 years or above 70 years.
- The soldiers employed with Basic Service.
- The guests employed with Civil Services

The report must include the City Tax and the Local Tax based on the total amount posted for the selected transaction codes. If a reservation has a report date in the specified date range, the reservation details are included in the report.

Generating the Czech City and Local Tax Report

To generate the Czech City and Local Tax report:

1 Select **Administration > Reports > Accounting > Czech City and Local Tax Report**.

2 Specify this information in the Report Parameters section:

Property

The property for which the report is to be generated. The application defaults this value.

Note: You can modify this value.

City Tax Code

The transaction code associated with a reservation.

Local Tax Code

The transaction code associated with a reservation.

Note: You can select the transaction codes for the City Tax Code and Local Tax code to display the tax related data in the report.

3 Specify the Start Date and End Date in the Date Range section.

Note: By default, this value is set to a date prior to the Hotel Date.

4 Click **Print**.

Note:

- You must select one or more transaction codes.
- You can sort this report by: Arrival Date and Last Name.
- By default, the report is sorted by Arrival Date.

Daily Business Report

This report lists statistical information for the specified business date. The report is used by management to get an overview of past dates. The report can be grouped by revenue type or revenue grouping.

This report can only be run for past dates. You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

When grouped by revenue grouping the report includes these sections:

- **Room Charges:** section includes columns for room revenue generated by group, transient, contract, and lease. It is broken down into day, month and year and includes gross and net totals for all.
- **Revenue Grouping:** section for each revenue grouping. Each section includes that amount posted for the day within the revenue grouping. It is broken down into day, month and year and includes gross, VAT code plus VAT%, and net totals for all.
- **Unassigned revenue:** sections include each transaction code amount posted for the day. It is broken down into day, month and year and includes gross and net totals for all.

- Total Revenue: section is broken down into day, month and year and includes gross, VAT code plus VAT% and net totals.
- Carryover: section includes amounts for yesterday's balance and today's balance.
- Payments: lists the total for each payment type, deposit, A/R total of direct bills, A/R adjustments. It is broken down into day, month and year and includes a total for all.
- Deposit Tax: section includes VAT code plus VAT% and is broken down into day, month and year and includes a total for deposit taxes.
- Miscellaneous: section includes current A/R balance, advanced deposit in bank, security deposit, and incidental deposit.
- Rooms: section includes totals for rooms sold, guests, occupancy, average persons per room, % of persons in room, room revenue, ADR, and breakfast revenue. It is broken down into day, month and year.

When grouped by revenue type the report includes these sections:

- Room Charges: section includes columns for room revenue generated by group, transient, contract, and lease. It is broken down into day, month and year and includes gross and net totals for all.
- Revenue Type: section for each revenue type. Each section includes that amount posted for the day within the revenue type. It is broken down into day, month and year and includes gross, VAT code plus VAT%, and net totals for all.
- Total Revenue: section is broken down into day, month and year and includes gross, VAT code plus VAT% and net totals.

You can filter the report by property. You can optionally include zero values, include day use in the rooms and and revenue, and include day use in revenue.

The following are some of the important points to be noted:

- Group and Transient should always be included in the report. Even if Include Zero Values is unchecked and there is no revenue.
- Include Contract and /or Lease only if there is revenue for them.
- Yesterday's balance is the total amount of open accounts (excl. house accounts) minus payments (excl. House accounts) for the day.
- Today's balance is the total amount of open accounts (excl. house accounts) minus payments (excl. House accounts) for the day.
- The deposit tax section is only included when deposits with VAT are being used and the property parameter ADTAXINV = Yes
- % of Persons in room is the number of people in house divided by the total persons possible per available room * 100. The max guest count for each room type is used to determine the possible persons per room.
- **Include Day Use in Revenue:** when this check-box is selected if the guest stay is day use (the arrival date is the same as the departure dDate), the report will include the revenue from the day use room under the revenue columns.
- **Include Day Use in Rooms and Revenue:** when this check-box is selected if the guest stay is day use (the arrival date is the same as the departure date), the report will include the rooms, adult, child counts and revenue from the day use room.

Deposit Tax Invoice

This report is used to create report that includes all deposit tax invoices created during the specified date range specified.

Deposit Tax Invoice - CZECH REPUBLIC

Use the **Deposit Tax Invoice – CZECH REPUBLIC** screen to view the deposit tax invoice for a specific invoice number.

Generating deposit tax invoice (CZECH REPUBLIC)

To generate the Deposit Tax invoice:

- 1 Select **Administration > Reports > Accounting > Tax > Deposit Tax Invoice – CZECH REPUBLIC**.
- 2 Specify this information in the **Report Parameter** section:
Property
The property for which the report is generated. This value is defaulted.
Note: You can modify this value.
Invoice Number
A unique number generated for the tax invoice.
- 3 Click **Print**.
Note: You can generate the report only when the **CZREPFS** property parameter is selected.

Deposit Tax Invoice- France

Use the Deposit Tax Invoice page to create report that includes all deposit tax invoices created during the date range specified.

Deposit Tax Invoice- Germany

Use the Deposit Tax Invoice page to create report that includes all deposit tax invoices created during the date range specified.

Deposit Tax Invoice – Austria

Use the **Deposit Tax Invoice – Austria** screen to generate a deposit tax invoice for Austria.

Generating the Deposit Tax Invoice – Austria

- 1 Select **Administration > Reports > Accounting > Tax > Deposit Tax Invoice – Austria**. The **Deposit Tax Invoice – Austria** screen is displayed.
- 2 Specify this information in the Report Parameters section:
Property
The property for which the report is generated. The application defaults this value.
Note: You can modify this value.
Invoice Number
The unique number of the deposit tax invoice that is to be generated.
- 3 Click **Print Record**.

Deposit Tax Invoice - Poland

Use the Deposit Tax Invoice – Poland screen to print deposit tax invoice for the specified invoice number.

Generating Deposit Tax Invoice - Poland

Use the Deposit Tax Invoice – Poland screen to print deposit tax invoice for the specified invoice number. The invoice includes details such as Tax Number, Performance Date, and the signatures of the client and cashier.

To generate the Deposit Tax invoice:

- 1 Select **Administration > Reports > Accounting > Deposit Tax Invoice – Poland**.
- 2 Specify this information in the Report Parameter section:
Property
The property for which the report is generated. The application defaults this value.
Note:
You can modify this value.
Invoice Number
A unique number generated for the invoice.

- 3 Click **Print**.

Note:

- The property parameter CREDITNOTEPL is selected.
- When the invoice is modified, the Corrected field is displayed on the invoice.

Deposit Tax Invoice - Hungary

Use the **Deposit Tax Invoice – Hungary** screen to view the deposit tax invoice for the specified invoice number.

Generating deposit tax invoice (Hungary)

To generate the Deposit Tax invoice:

- 1 Select **Administration > Reports > Accounting > Deposit Tax Invoice – Hungary**.
- 2 Specify this information in the **Report Parameter** section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Invoice Number

A unique number generated for the tax invoice.

- 3 Click **Print**.

Deposit Tax Invoice – Romania

Use the **Deposit Tax Invoice – Romania** screen to view the deposit tax invoice for a specific invoice number. The report is specific to Romania regulation and includes details such as the property, the payer, the recipient, and the cashier.

Generating deposit tax invoice (Romania)

To generate the Deposit Tax invoice:

- 1 Select **Administration > Reports > Accounting > Deposit Tax Invoice – Romania**.
- 2 Specify this information in the **Report Parameter** section:

Property

The property for which the report is generated. This value is defaulted.

Note: You can modify this value.

Invoice Number

A unique number generated for the tax invoice.

- 3 Click **Print**.

Deposit Tax Invoice – Slovakia

Use this screen to print the Deposit tax invoice for Slovakia.

The invoice includes the Property address, Performance Date and Value Date, Payer details such as Tax ID and Registration Number, and information related to the Guest Stay.

You can access this screen only if the property parameter TAXDPO is set to **BZSKDI**.

You can also generate the Tax Invoice using the Print option on the Tax Invoicing tab of these screens:

- Guest Stay screen
- Account screen
- Stay 360 screen

Generating the deposit tax invoice for Slovakia

- 1 Select **Administration > Reports > Accounting > Tax > Deposit Tax Invoice – Slovakia**.
- 2 Specify this information in the Report Parameters section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Invoice Number

A unique number generated for the tax invoice.

Note: The application includes invoices of Deposit, Refund and Forfeit.

- 3 Click **Print**.

Direct Bill Transfers Report

This report provides the details by A/R account of what direct bill settlements were transferred to Accounts Receivable during the specified time frame. The report can be run in summary view or detail view.

The A/R account name, A/R account number, contact name is printed on the report. An additional line will print below the A/R account for the details of each direct bill transferred to it. The direct bill transfer details include billed account name, account number, tax invoice number, reference number, arrival date, number of nights, departure date, and total charges. A total of all direct bill transfers for the A/R account is printed on the report. A total of all direct bill transfers for all A/R accounts contained on the report is printed on the report.

When run in detail view the report will include posting details that make up the amount of the transferred direct bill settlement for each billed account. The transaction detail includes transaction date, transaction code, transaction description, and transaction amount for each transaction associated to the billed account.

You can filter the report by A/R account and account type. You can sort the report by A/R account number, A/R account name, or date.

The application control parameter **AR Level** determines whether the report will list central or property level information. There are two possible values:

- Property: The report will only return transactions for accounts that belong to the session property.
- Central: The report will ignore the session property and return transactions for all accounts that match the other parameters.

The value for the **Billed Account Number** field depends on the account type:

- Guest: ReservationStay.PMSConfirmationNumber
- Group: PropGroupBooking.GroupBookingReferenceNumber
- Booking Agency: TravelAgency.IATANumber
- Organization: Organization.OrganizationID
- Event: P5eventreservations.erv_confirmationnumber

The value for the **Arrival** field depends on the account type:

- Guest: ReservationStay.ArrivalDate
- Group: PropGroupBooking.StartDate
- Booking Agency: P5Account.Acc_StartDate
- Organization: P5Account.Acc_StartDate
- Event: P5eventreservations.ERV_StartDate

The value for the **Departure Date** field depends on the account type:

- Guest: ReservationStay.DepartureDate
- Group: PropGroupBooking.EndDate
- Booking Agency: P5Account.Acc_EndDate
- Organization: P5Account.Acc_EndDate
- Event: P5eventreservations.ERV_EndDate

The report uses this calculation: number of nights = (departure date - arrival date).

End of Day Status Report

This report lists the success or failure for each step of the end of day process for the specified date. The report includes the property code, the date, process name, completion end time, and job status. If a process has a status of fail, the job step message prints. This report can be run from the report menu or emailed automatically as part of the end of day process when configured as a process in **Additional EOD Processes** and the property parameter **EODMSGEMAILADDR** is set with a valid email address.

You can sort the report by completion time, EOD process, or status.

Flash Comparison Report

Use the Flash Comparison Report screen to generate a summary report of the key statistical information about the property for the previous Hotel. The report is generated as part of the end of day process.

This report compares the information based on these statistics:

- Month-To-Date
- Year-To-Date
- Last Year Month-To-Date
- Last Year Year-To-Date

The report includes the details of the number of rooms occupied, available, complimentary and the total number of rooms in the hotel.

The report also includes details of the total number of occupied rooms excluding:

- The complimentary rooms
- The House Use rooms
- The aggregate of complimentary and House Use rooms.

The Report Date specified must be prior to the Hotel Date.

The report includes revenue from reserved and unreserved leases such as the room, food and beverage revenue.

Generating the Flash Comparison Report

The Flash Comparison report provides a summary of the statistical information of the selected property for the selected date. The report also displays comparative data based on:

- Month-To-Date totals
- Year-To-Date totals
- Last Year MTD (Month-To-Date) totals
- Last Year YTD (Year-To-Date) totals

To generate this report:

1 Select **Administration > Reports > Accounting > Flash Comparison Report**.

2 Specify this information:

Property

The property for which the report is to be generated.

Include House Accounts

Select this check box to include the revenue from non-guest account, in the report.

Include No Show in Rooms

Select this check box to calculate the occupied rooms based on the person count and revenue of the no-show reservations.

Date Range

The date for which the report is to be generated. The default value is a day prior to the Hotel Date.

3 Click **Print** to print the Flash Comparison Report.

Flash Report

This report displays key statistical information about the property for the previous day.

You can filter the report by specifying the property. You can optionally include house accounts. You can optionally print the report in a single page format.

The following are some of the important points to be noted:

- Walk-in guest records staying multiple nights will only be counted as walk-ins on the first night of their stay, they will be counted as stay overs on subsequent nights.
- The report will include Revenue from Reserved and Unreserved Lease. This includes Room, Other, and Food and Beverage Revenue.
- The Group Loyalty Member Average Length of Stay sum will include group reservations that are either arrivals or stayovers for the report date.
- The Individual Loyalty Member Average Length of Stay sum will include reservations that are either arrivals or stayovers for the report date.
- Total In-House Guests and Walk-in Guests sums will include the adult + child counts.
- When the **House Use** checkbox is selected in the **Rate plan** screen, the Rate Plan is used by the Property for the employees residing in the hotel.

Generating payment tax invoice report

Use to generate a report of tax invoices and payment receipts when Payment Tax Invoicing functionality is active.

To generate the report:

- 1 Select **Administration > Reports > Accounting > Payment Tax Invoice**.
- 2 Specify the information that you require. See additional information about the fields below:

Property

Specify the property for which you want to generate the payment tax invoice report.

Tax Invoice Number

Specify the tax invoice number.

Show Transactions

If this check box is selected, the Transaction section displays all transactions related to the invoice specified in the **Tax Invoice Number** field.

Show Net Adjustments

If this check box is selected, for any charge that is adjusted, the system combines the adjusted charge and the adjustment charge into a single line.

Transaction Summary

If this check box is selected, the Detail section summarizes all lines with the same transaction code and displays the total for all of the amount fields instead of printing each transaction separately. If **Show Net Adjustments** check box is also selected, the total includes the consolidated adjustment amount. The date is not displayed.

Transaction Summary by Date

If this check box is selected, the Detail section summarizes all lines with the same transaction code date and displays the total for all of the amount fields instead of printing each transaction separately. If **Show Net Adjustments** check box is also selected, the total includes the consolidated adjustment amount.

Transaction Since

If you specify a date in this field, only transactions on or after the given date are displayed in the transaction details section.

- 3 Click **Print Record** to generate the report.

Generating the Credit Card Authorization Report

Use the **Credit Card Authorizations** screen to view the credit card authorization data of the guests, for a specified date range.

The report also displays the record details with regards to the guest account, room, and card details corresponding to the specified selection. The report also applies Incognito enhancement. See [Incognito Functionality](#) on page 33

- 1 Select **Administration > Reports > Accounts > Credit Card Authorization**.
- 2 Specify this information in the Report Parameters section:

Property

Specify the [property](#) on page 372 . The application populates this field with the default property name.

Card Type

Specify the credit card type based on which the report is displayed.

Created By

Specify the user who receives the credit card authorization data from the guest. The report is filtered based on this value.

Authorization Type

Specify the authorization type based on which the report is displayed.

- 3 Specify this information, in the Report Options section:

Show Sub-Totals

If this checkbox is selected, the report displays the Total amount that includes Sales records with the **Authorization Type** set to **Settlement** type.

Note:

- If the **Sort by** option is **Card**, the report displays the Card Type total and Grand total.
- If the **Sort by** option is **Account Name**, the report displays only the Grand total.
- The report also displays these detail type:
 - Refunds: The amount is negative in value.
 - Sales: The amount is positive in value.
 - Net: The total sales records amount.
- The Sub-Totals exclude **Pending** or **Declined** status in the report.

Summarize by Reference Code

If this checkbox is selected, the report displays the one line for each **Reference Code** that includes the **Authorization Type** like **Original** or **Settlement** in the specified date range.

Note:

- If the **Authorization Type** is **Original**, the report displays the same amount.
- If the **Authorization Type** is **Settlement**, the report displays the total amount authorized for that Reference Number for all the dates.
- If the **Authorization Type** is **Incremental**, the report displays the total amount authorized for that Reference Number for all the dates.

If the **Authorization Type** is **Reversal**, the report displays the total amount authorized for that Reference Number for all the dates.

- 4 Specify the **Start Date** and the **End Date** for which the report is generated.

Note:

By default, Start Date and End Date are set to the Hotel Date.

- 5 Click **Print**. The application displays the report for the records with the authorization date, and status in the specified date range.

Note:

- By default, the report is sorted by Account Name. However, you can also sort the report using Card Type and Authorization Status.
- If the report is sorted by the Authorization Status, the report only includes the records with the Approved status.

Generating VAT output report

Use the **VAT Output** page to generate a report that displays VAT amount for each guest stay record. Use this report only when payment tax invoicing functionality is active.

To generate the report:

- 1 Select **Administration > Reports > Accounting > VAT Output**.
- 2 Specify the information that you require. See additional details about these fields:

Property Code

The property for which you want to generate the report.

Year

The year for which you want to generate the VAT output report.

Month

The month of the year for which you want to generate the VAT output report.

Show A/R Invoices

If this check box is selected, the report displays the invoices where the account type is A/R.

Show GL Invoices

This check box is selected by the system. The report displays invoices where the account type is Guest Ledger.

Date Subtotals

If this check box is selected, the report includes subtotal lines for each date. The line shows **Date**, **Tax Base** and **VAT Amount**.

Generating VAT daily report

Use the **VAT Daily** page to generate a report that displays VAT amount for each guest stay record per day. Use this report only when payment tax invoicing functionality is active.

To generate the report:

- 1 Select **Administration > Reports > Accounting > VAT Daily**.
- 2 Specify the information that you require. See additional details about these fields:

Property Code

The property for which you want to generate the report.

Show A/R Invoices

If this check box is selected, the report displays the invoices where the account type is A/R.

Show GL Invoices

This check box is selected by the system. The report displays invoices where the account type is Guest Ledger.

Date Subtotals

If this check box is selected, the report includes subtotal lines for each date. The line shows **Date**, **Tax Base** and **VAT Amount**.

Start Date

The date from which the guest stay records are included in the report.

End Date

The date until which the guest stay records are included in the report.

High Cash Payments

Use this screen to determine if Form 8300 is required for an account. Form 8300 is mandatory if the total cash payment including cash advance deposits for an account is equal to or greater than USD 10,000.00. The report that is generated lists all the accounts for which the total payments that includes the cash payments and the advance deposits, is equal to or greater than the specified cash payment threshold.

Generating High Cash Payments Report

To generate the High Cash Payments report:

- 1 Select **Administration > Reports > Accounting > High Cash Payments**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify this value.

Account Type

The type of account for which the report is generated. The possible values are:

- A/R Account
- Booking Agency Account

- Event Account
- Event Master Account
- Group Booking
- Guest Profiles
- Guest Account
- House Account
- Organization Account

Note:

You can select multiple account types.

Guest Stay

The guest confirmation number for which the report is generated.

Note:

You can select multiple guest confirmation numbers.

Group Booking

The booking confirmation number for the group. The reservation data associated with the selected group is included in the report.

Note:

- You can select multiple group confirmation numbers.
- The report only includes the account with **Active** or **Pending** status.

Event Master

The event master account for which the report is generated.

Note:

- You can select multiple event master accounts.
- The report only includes the account with **Active** or **Pending** status.

Event Reservation

The event reservation account for which the report is generated.

Note:

- You can select multiple event reservation accounts.
- The report only includes the account with **Active** or **Pending** status.

A/R Account

The A/R account for which the report is generated.

Note:

- You can select multiple A/R accounts.
- The report only includes the account with **Active** status.

House Account

The house account for which the report is generated.

Note:

You can select multiple house accounts.

Guest Profile

The guest profile for which the report is generated.

Note:

- You can select multiple guest profiles.
- The report only includes the profile with **Active** status.

Booking Agency Account

The booking agency account for which the report is generated.

Note:

- You can select multiple booking agency accounts.
- The report only includes the account with **Active** status.

Organization Account

The organization account for which the report is generated.

Note:

- You can select multiple organization accounts.
- The report only includes the account with **Active** status.

Cash Threshold

The cash limit based on which the accounts are included in the report.

Note:

By default, the value is set to USD 10,000. However, you can modify this value.

3 Click Print Record.**Note:**

- By default, the report is sorted by **Account Name**. However, you can also sort the report by **Account Reference Number**.
- If the property parameter VVIP is selected and the guest associated with the record is a VVIP, all the values of the fields for the record is displayed as '*****'. See VVIP functionality.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Hotel Ledger Report overview

This report lists all money, debit and credit, which is recorded on a hotel's books. The information is split into different ledgers as some money is categorized as advance deposit and indicates services not yet rendered, while other money is for charges incurred during a guest's stay. The report contains details about the following ledgers:

- **Advance Deposit Ledger:** A collection of accounts where a guest pays a deposit prior to registration. The hotel records an account payable to the guest for services to be rendered in the future. The amount is then transferred back to the guest's front-office account called folio after the guest checks-in.
- **Guest Ledger:** Collection of accounts receivable for guests who are currently registered.
- **Accounts Pending:** Collection of direct bill charges that are transferred from the Guest Ledger to the City Ledger and are still in the **Pending** status.
- **City Ledger:** Collection of accounts that pertain to non-registered guests.

- **Security Ledger:** lease deposits are for incidentals, security and rent. Rent deposits are temporarily posted to the security ledger then automatically transferred to Accounts Receivable. Rent deposits are reported with the A/R ledger. Security deposits are manually transferred from security ledger to guest, lease or A/R accounts. Security deposits that are not transferred are reported in security ledger. Incidental deposits are posted to the Advance Deposit ledger and are reported under Advance Deposit ledger. The Lease Deposit ledger includes subtotals of deposits. The status of the lease can be Released, Cancelled, Tentative, Definite, or Completed.

Show Pending as Advance Deposit: If you select this check box, then all folio transactions for all account types in the **Pending** status are reported in the Advance Deposit Ledger. The properties that do not use advance deposit functionality in HMS, can use this feature to post payments on guest folios prior to check in, and report the payments as an advance deposit on the hotel ledger reports for all pending account types. Note that the payment shows up in the guest ledger section if the report is run on the date the account checks in. The payment only shows as an advance deposit when the report is run for dates prior to check in date.

The report includes the account type, account status, name, confirmation number, room, settlement type code, A/R account, group booking ID, arrival date, departure date, and balance. The report then summarizes each ledger's totals and then gives a grand total of all ledgers.

You can filter the report by specifying the property. You can optionally include only specific guest statuses, only specific A/R account statuses, and accounts with zero balances. You can run the report in summary view or detail view.

You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

The following are some of the important points to be noted:

- **A/R Ledger Summary:** If this check box is selected, the report will print the A/R Ledger and A/R Pending sections as a summary despite the fact that the rest of the report is in detail.
- Confirmation number is PMS confirmation number, account number, confirmation number, or IATA Number (or travel agency id).
- Arrival date is the start date of an account in case of a non-guest account or an account without a arrival value.
- Departure date is the end date of an account in case of a non-guest account or an account without a departure value.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the arrival date is the shoulder start date and the departure date is the shoulder end date +1.
- Balance is the field on the guest stay screen for guest accounts, folio balance on the folio tab of an account.
- If Include Zero Balance is selected, the report includes all account statuses under each ledger regardless of the status balance amount. If the check box is cleared, an account status is displayed under a ledger, when revenue is not equal to zero. If the check box is cleared, and if all account statuses under a ledger are zero, the report will still display the ledger name with the zero total.
- If the input charge status for a record is Pending, the charge is included in the AR Pending ledger totals
- If the Posting Date on the charge is before the report date, the charge is posted and is included in the AR Ledger totals.

- If the Posting Date on the charge is after the report date, the charge is pending and is included in the AR Pending ledger totals.
- Room Number is only for guest account.
- The report displays the Net and Vat amount of the Advance Deposit Ledger and Guest Ledger.

These calculations are performed:

- Total for ledger = summary total of ledger
- Grand Total = summary total of all ledgers

Hotel Ledger Comparison

This report gives a summary of the hotel ledger's balances and the difference of the ledger balances from yesterday to today (today is the current date minus one day as ledger balances are calculated at EOD). The report contains comparison details about the following ledgers:

- **Advance Deposit Ledger:** A collection of accounts where a guest pays a deposit prior to registration. The hotel records an account payable to the guest for services to be rendered in the future. The amount is then transferred back to the guest's front-office account called folio after the guest checks-in.
- **Guest Ledger:** Collection of accounts receivable for guests who are currently registered.
- **Accounts Pending:** Collection of direct bill charges that are transferred from the Guest Ledger to the City Ledger and are still in the **Pending** status.
- **City Ledger:** Collection of accounts that pertain to non-registered guests.

Show Pending as Advance Deposit: If you select this check box, then all folio transactions for all account types in the **Pending** status are reported in the Advance Deposit Ledger. The properties that do not use advance deposit functionality in HMS, can use this feature to post payments on guest folios prior to check in, and report the payments as an advance deposit on the hotel ledger reports for all pending account types. Note that the payment shows up in the guest ledger section if the report is run on the date the account checks in. The payment only shows as an advance deposit when the report is run for dates prior to check in date.

The report includes by ledger the account status, yesterday's date and amounts, today's date and amounts, the difference between yesterday and today's amounts, then gives a total per ledger, a property sub total, and a grand total.

You can filter the report by specifying the property.

The following are some of the important points to be noted:

- Advance Deposit Ledger will displays all status values that have a debit /credit value reported on the Hotel Ledger under Advance Deposit Ledger
- Guest Ledger will display all status values that have a debit /credit value reported on the Hotel Ledger under Guest Ledger.
- If the the input charge status for a record is Pending, the charge is included in the AR Pending ledger total.

- If the Posting Date on the charge is before the report date, the charge is posted and is included in the AR Ledger totals.
- If the Posting Date on the charge is after the report date, the charge is pending and is included in the AR Pending ledger totals.
- The report displays the Net and Vat amount of the Advance Deposit Ledger and Guest Ledger.
- You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

These calculations are performed:

- Yesterday = current day - 2 days
- Today = current day - 1 day
- Difference = today amount - yesterday amount
- Total for ledger = summary total of ledger
- Property Sub Totals = Advance Deposit Ledger + Guest Ledger
- Grand Total = summary total of all ledgers

Hotel Ledger Comparison

This report gives a summary of the hotel ledger's balances and the difference of the ledger balances from yesterday to today (today is the current date minus one day as ledger balances are calculated at EOD). The report contains comparison details about the following ledgers:

- **Advance Deposit Ledger:** A collection of accounts where a guest pays a deposit prior to registration. The hotel records an account payable to the guest for services to be rendered in the future. The amount is then transferred back to the guest's front-office account called folio after the guest checks-in.
- **Guest Ledger:** Collection of accounts receivable for guests who are currently registered.
- **Accounts Pending:** Collection of direct bill charges that are transferred from the Guest Ledger to the City Ledger and are still in the **Pending** status.
- **City Ledger:** Collection of accounts that pertain to non-registered guests.

Show Pending as Advance Deposit: If you select this check box, then all folio transactions for all account types in the **Pending** status are reported in the Advance Deposit Ledger. The properties that do not use advance deposit functionality in HMS, can use this feature to post payments on guest folios prior to check in, and report the payments as an advance deposit on the hotel ledger reports for all pending account types. Note that the payment shows up in the guest ledger section if the report is run on the date the account checks in. The payment only shows as an advance deposit when the report is run for dates prior to check in date.

The report includes by ledger the account status, yesterday's date and amounts, today's date and amounts, the difference between yesterday and today's amounts, then gives a total per ledger, a property sub total, and a grand total.

You can filter the report by specifying the property.

The following are some of the important points to be noted:

- Advance Deposit Ledger will displays all status values that have a debit /credit value reported on the Hotel Ledger under Advance Deposit Ledger
- Guest Ledger will display all status values that have a debit /credit value reported on the Hotel Ledger under Guest Ledger.
- If the the input charge status for a record is Pending, the charge is included in the AR Pending ledger total.
- If the Posting Date on the charge is before the report date, the charge is posted and is included in the AR Ledger totals.
- If the Posting Date on the charge is after the report date, the charge is pending and is included in the AR Pending ledger totals.
- The report displays the Net and Vat amount of the Advance Deposit Ledger and Guest Ledger.
- You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

These calculations are performed:

- Yesterday = current day - 2 days
- Today = current day - 1 day
- Difference = today amount - yesterday amount
- Total for ledger = summary total of ledger
- Property Sub Totals = Advance Deposit Ledger + Guest Ledger
- Grand Total = summary total of all ledgers

Hotel Statistics

This report lists key hotel statistics for the specified date.

The Revenue section is based on the 'Revenue Type' configured on a transaction code. A property specifies the revenue type that the transaction code will represent as it is posted on an account such as Tax Charge, Room Charge, and Other Charge.

The report displays a comparative room statistical data for the:

- Current date
- Month-To-Date
- Year-To-Date
- Last year Month-To-Date
- Last year Year-To-Date

Service Fee: Some properties have 'fees' that are considered a tax, while some properties have 'fees' that are considered revenue.

The following are the available fields:

- **Parameter List:** Click the **Save** button to create and save a parameter.

- **Property:** Specify the property for which you want to generate the report.
 - **Include House Accounts:** If you select the check box, the report will include revenue from non-guest accounts. The REVENUE section displays the revenue earned from the components of the ACCOUNT COUNTS section. The components of the ACCOUNT COUNTS section are
 - RESERVATIONS
 - CHECK INS
 - WALK INS
 - NO SHOWS
- The revenue from the following sections are based on where ACCOUNT TYPE is set to GUEST:
- ROOM STATISTICS
 - GUEST STATISTICS
 - ACCOUNT COUNTS
- However, when a field under one of ROOM STATISTICS, GUEST STATISTICS, ACCOUNT COUNTS sections is calculated or includes a field from the Revenue section, the field is not excluded from the REVENUE section.
- If the **Report Revenue as Net** check box is selected, the revenue calculations are based on the net amounts.
 - **Date Range:** Specify the date for which you want to generate the hotel statistics. The default value is **Hotel Date** less one day.
- 1 In reports, if the service fee is to be considered a tax, you must select a revenue type of **Tax**. It is not required to set up all the other tax configurations on the code. This setup allows reports to summarize the service fee under tax revenue.
 - 2 In reports, if the service fee is to be considered as revenue, you must select a revenue type of **Service**. It is not required to set up all the other tax configurations on the code. This setup allows reports to summarize the fee as service fee.

The following are some of the important points to be noted:

- This report is intended to be a snap shot from the previous day.
- When revenue is transferred from a Guest Account's folio to the Account folio, the report takes into account the revenue value in the **From Account** field only.
- The **Out of Order** field counts the suite component rooms only.
- When the **House Use** checkbox is selected in the **Rate plan** screen, the Rate Plan is used by the Property for the employees residing in the hotel.

Generating Hotel Statistics Report

This report lists the hotel statistics for the specified date

To generate the report:

- 1 Select **Administration > Reports > Accounting > Hotel Statistics Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Output Format

The format selected to print the report.

3 Specify this information, in the Report Options section:**Include House Accounts**

If this checkbox is selected, the report includes revenue from non-guest accounts. The REVENUE section displays the revenue earned from the components of the ACCOUNT COUNTS section. The components of the ACCOUNT COUNTS section are:

- Reservations
- Check Ins
- Walk Ins
- No Shows

The revenue from the following sections are based on the parameter ACCOUNTTYPE which is set to GUEST:

- Room Statistics
- Guest Statistics
- Account Counts

However, when a field under one of ROOM STATISTICS, GUEST STATISTICS, ACCOUNT COUNTS sections is calculated or includes a field from the Revenue section, the field is not excluded from the REVENUE section.

Report Revenue as Net

If this checkbox is selected, the revenue calculations are based on the net amounts.

Include Day Use in Averages

If this checkbox is selected, the Day Use Rooms are included in the calculations for these Average columns:

- Average Rate / Room
- Average Rate / Room excluding Complimentary
- Average Rate / Room excluding House Use
- Average Rate / Room excluding Complimentary and House Use
- Average Revenue / Room
- Average Revenue / Room excluding Comps
- Average Revenue / Room excluding House Use
- Average Revenue / Room excluding Complimentary and House Use

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

Include No-Shows in Revenue

Select this check box to include the revenue of no-show reservations in the total revenue.

Include No-Show in Rooms Sold

Select this check box to include the no-show reservations in occupancy statistics, guest totals and Account counts.

- 4 Specify the date range for which you want to generate the hotel statistics. The default value is Hotel Date less one day.
- 5 Click **Print Record**.

Hotel Statistics Comparison

This report displays a list of statistical information for the date selected as well as compares the information based on Month-To-Date statistics, Year-To-Date statistics, Last Year MTD (Month-To-Date) statistics and Last Year YTD (Year-To-Date) statistics.

The Revenue section is based on the 'Revenue Type' configured on a transaction code. A property specifies the revenue type that the transaction code will represent as it is posted on an account such as Tax Charge, Room Charge, and Other Charge.

The report displays a comparative room statistical data for the:

- Current date
- Month-To-Date
- Year-To-Date
- Last year Month-To-Date
- Last year Year-To-Date

Service Fee: Some properties have 'fees' that are considered a tax, while some properties have 'fees' that are considered revenue.

The following are the available fields:

- **Parameter List:** Click the **Save** button to create and save a parameter.
- **Property:** Specify the property for which you want to generate the report.
- **Use Fiscal Date:** If you select this check box, the standard year starting value of 01/01 is not used by the system. The default year starting value of 01/01 is used by the system to determine which date to use when calculating or displaying yearly information. When the property parameter **FiscalYr** is configured and this check box is selected, the report uses the specified fiscal year date to determine the starting value of the year.
- **Include House Accounts:** If you select the check box, the report will include revenue from non-guest accounts. The REVENUE section displays the revenue earned from the components of the ACCOUNT COUNTS section. The components of the ACCOUNT COUNTS section are
 - RESERVATIONS
 - CHECK INS
 - WALK INS
 - NO SHOWS

The revenue from the following sections are based on where ACCOUNTTYPE is set to GUEST:

- ROOM STATISTICS

- GUEST STATISTICS
- ACCOUNT COUNTS

However, when a field under one of ROOM STATISTICS, GUEST STATISTICS, ACCOUNT COUNTS sections is calculated or includes a field from the Revenue section, the field is not excluded from the REVENUE section.

- If the **Report Revenue as Net** check box is selected, the revenue calculations are based on the net amounts.
 - **Date Range:** Specify the date for which you want to generate the hotel statistics. The default value is **Hotel Date** less one day.
- 1 In reports, if the service fee is to be considered a tax, you must select a revenue type of **Tax**. It is not required to set up all the other tax configurations on the code. This setup allows reports to summarize the service fee under tax revenue.
 - 2 In reports, if the service fee is to be considered as revenue, you must select a revenue type of **Service**. It is not required to set up all the other tax configurations on the code. This setup allows reports to summarize the fee as service fee.

The following are some of the important points to be noted:

- This report is intended to be a snap shot from the previous day.
- Calculations for MTD (Month-To-Date), YTD (Year-To-Date), Last Year MTD and Last Year YTD columns are accumulative. Each day's values are added to the next day's values.
- The **Out of Order** field counts rooms that are configured with a **Unit Type** set to Room and excludes rooms configured with a Unit Type set to Suite.
- When revenue is transferred from a Guest Account's folio to the Account folio, the report takes into account the revenue value in the **From Account** field only.
- When the **House Use** checkbox is selected in the **Rate plan** screen, the Rate Plan is used by the Property for the employees residing in the hotel.

Generating Hotel Statistics Comparison Report

This report displays a list of statistical information for the date selected as well as compares the information based on Month-To-Date statistics, Year-To-Date statistics, Last Year MTD (Month-To-Date) statistics and Last Year YTD (Year-To-Date) statistics.

To generate the report:

- 1 Select **Administration > Reports > Accounting > Hotel Statistics Comparison Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Output Format

The format selected to print the report.

- 3 Specify this information, in the Report Options section:

Use Fiscal date

If this checkbox is selected, the application uses the default year starting value of 01/01 to determine which date to use when calculating or displaying yearly information. When the property parameter FiscalYr is configured and selected, the report uses the specified fiscal year date to determine the starting value of the year.

Include House Accounts

If this checkbox is selected, the report includes revenue from non-guest accounts. The REVENUE section displays the revenue earned from the components of the ACCOUNT COUNTS section.

The components of the ACCOUNT COUNTS section are:

- Reservations
- Check Ins
- Walk Ins
- No Shows

The revenue from the following sections are based on the parameter ACCOUNTTYPE which is set to GUEST:

- Room Statistics
- Guest Statistics
- Account Counts

However, when a field under one of ROOM STATISTICS, GUEST STATISTICS, ACCOUNT COUNTS sections is calculated or includes a field from the Revenue section, the field is not excluded from the REVENUE section.

Report Revenue as Net

If this checkbox is selected, the revenue calculations are based on the net amounts.

Include Day Use in Averages

If this checkbox is selected, the Day Use Rooms are included in the calculations for these Average columns:

- Average Rate / Room
- Average Rate / Room excluding Complimentary
- Average Rate / Room excluding House Use
- Average Rate / Room excluding Complimentary and House Use
- Average Revenue / Room
- Average Revenue / Room excluding Comps
- Average Revenue / Room excluding House Use
- Average Revenue / Room excluding Complimentary and House Use

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

Include No-Shows in Revenue

Select this check box to include the revenue of no-show reservations in the total revenue.

Include No-Show in Rooms Sold

Select this check box to include the no-show reservations in occupancy statistics, guest totals and Account counts.

- 4 4. Specify the date range for which you want to generate the hotel statistics. The default value is Hotel Date less one day.
- 5 Click **Print Record**.

Informational Tax Invoice

This report generates an informational tax invoice to review with the guest prior to generating the final tax invoice. It can be generated from the tax invoice screen or from the reports menu.

Informational Tax Invoices are generated from the Invoicing tables. Tax invoices display the tax with the tax rate. If there is more than one inclusive tax for a given transaction, the tax rate will display as "Multi".

To generate an Informational invoice from the tax invoice screen the **Final** check-box must not be checked and the screen does not specify "Informational".

The informational Tax invoice does not contain an invoice number or a tax summary breakdown. When an invoice, which is not balanced in the system, is printed, the text "Information Invoice" is displayed on the header and "This is not a VAT Receipt" is displayed on the footer. Only when an invoice is "Balanced" and "Closed" in the system is the invoice considered legal and final. The "Final" invoice contains the invoice number.

When generating informational tax invoices you can select to show package details. You can select the group format, include group date details and a group header. You can select to show net adjustments. You can select to include a transaction summary, or a transaction summary by date.

The property install parameter **TAXIIO** is used for the property to call a custom or customized report.

When the property parameter **TAXINVMULTIDETAILS** is selected, the tax break down structure is displayed for the invoice in the Multi-Tax Details section.

The calculated tax amount for a posting is rounded.

Informational Tax Invoice-Czech Republic

This report generates an informational tax invoice to review with the guest prior to generating the final tax invoice. It can be generated from the tax invoice screen or from the reports menu.

Informational Tax Invoices are generated from the Invoicing tables. Tax invoices display the tax with the tax rate. If there is more than one inclusive tax for a given transaction, the tax rate will display as "Multi".

To generate an Informational invoice from the tax invoice screen the **Final** check-box must not be checked and the screen does not specify "Informational".

The informational Tax invoice does not contain an invoice number or a tax summary breakdown. When an invoice, which is not balanced in the system, is printed, the text "Information Invoice" is displayed on the header and "This is not a VAT Receipt" is displayed on the footer. Only when an invoice is "Balanced" and "Closed" in the system is the invoice considered legal and final. The "Final" invoice contains the invoice number.

When generating informational tax invoices you can select to show package details. You can select the group format, include group date details and a group header. You can select to show net adjustments. You can select to include a transaction summary, or a transaction summary by date.

The property install parameter TAXIIO is used for the property to call a custom or customized report.

Informational Tax Invoice-France

This report generates an informational tax invoice to review with the guest prior to generating the final tax invoice. It can be generated from the tax invoice screen or from the reports menu.

Informational Tax Invoices are generated from the Invoicing tables. Tax invoices display the tax with the tax rate. If there is more than one inclusive tax for a given transaction, the tax rate will display as "Multi".

To generate an Informational invoice from the tax invoice screen the Finalcheck-box must not be checked and the screen does not specify "Informational".

The informational Tax invoice does not contain an invoice number or a tax summary breakdown. When an invoice, which is not balanced in the system, is printed, the text "Information Invoice" is displayed on the header and "This is not a VAT Receipt" is displayed on the footer. Only when an invoice is "Balanced" and "Closed" in the system is the invoice considered legal and final. The "Final" invoice contains the invoice number.

When generating informational tax invoices you can select to show package details. You can select the group format, include group date details and a group header. You can select to show net adjustments. You can select to include a transaction summary, or a transaction summary by date.

The property install parameter TAXIIO is used for the property to call a custom or customized report.

When the property parameter TAXINVMULTIDetails is selected, the tax break down structure is displayed for the invoice in the Multi-Tax Details section.

Informational Tax Invoice- Germany

This report generates an informational tax invoice to review with the guest prior to generating the final tax invoice. It can be generated from the tax invoice screen or from the reports menu.

Informational Tax Invoices are generated from the Invoicing tables. Tax invoices display the tax with the tax rate. If there is more than one inclusive tax for a given transaction, the tax rate will display as "Multi".

To generate an Informational invoice from the tax invoice screen the Finalcheck-box must not be checked and the screen does not specify "Informational".

The informational Tax invoice does not contain an invoice number or a tax summary breakdown. When an invoice, which is not balanced in the system, is printed, the text "Information Invoice" is displayed on the header and "This is not a VAT Receipt" is displayed on the footer. Only when an invoice is "Balanced" and "Closed" in the system is the invoice considered legal and final. The "Final" invoice contains the invoice number.

When generating informational tax invoices you can select to show package details. You can select the group format, include group date details and a group header. You can select to show net adjustments. You can select to include a transaction summary, or a transaction summary by date.

The property install parameter TAXIIO is used for the property to call a custom or customized report.

When the property parameter TAXINVMULTIDetails is selected, the invoice includes multiple lines to display more than one inclusive taxes in the Multi-Tax Details section.

Informational Tax Invoice - Italy

Use the **Informational Tax Invoice Italy** screen to print the informational tax invoice for Italy.

Generating the informational tax invoice - Italy

To generate informational tax invoice - Italy:

- 1 Select **Administration > Reports > Accounting > Tax > Informational Tax Invoice – Italy**.
- 2 Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Tax Invoice Number

A unique number generated for the tax invoice.

One Line Description

The code and description of the One Line Description defined for the property.

- 3 Specify this information in the Report Options section:

Package Details

If this check box is selected, the report includes the detailed transactions of the package items.

Group Format

If this check box is selected, the report includes the Room and Reference Id information.

Group Date Details

If this check box is selected, the report includes the individual transactions along with the Date.

Group Header

If this check box is selected, the report includes a Group Header section.

Show Net Adjustment

If this check box is selected, the report includes the adjusted charges and the adjustment charges.

Transaction Summary

If this check box is selected, the report includes the Detail section with the total amount of all the invoice lines for a transaction code.

Transaction Summary by Date

If this check box is selected, the report includes Date in the Detail section.

One Line Invoice

If this check box is selected, and the One Line Description field does not have a value specified, the records are not retrieved.

Transaction Grouping

If this check box is selected, the format of the Details section is retained.

Note:

The property parameter ALLOWTRANSGROUPTAXINV must be selected.

4 Click Print Record.**Note:**

- The application considers the property parameter TAXIIO to generate the relevant report.
- The report excludes fields such as, VAT, Net Amount, and City Tax Amount

Informational Tax Invoice – Romania

The Informational Tax Invoice – Romania screen is used to generate an informational tax invoice that can be reviewed with the guest, prior to generating the final tax invoice.

To generate an Informational invoice from the **Tax Invoice** screen, the **Final** check-box must not be selected.

Generating informational tax invoice - Romania

To generate informational tax invoice - Romania:

- 1 Select **Administration > Reports > Accounting > Tax > Informational Tax Invoice – Romania**.

- 2 Specify this information in the **Report Parameter** section:

Property

The property for which the report is generated. This value is defaulted.

Note: You can modify this value.

Tax Invoice Number

A unique number generated for the tax invoice.

- 3 Set these parameters in the **Report Options** section:

Package Details

Select this check box to include the detailed transactions of the package items.

Group Format

Select this check box to include the details such as Room and Reference Id.

Group Date Details

Select this check box to include the date of the transaction.

Show Net Adjustment

Select this check box to include the adjusted charges and the adjustment charges.

Transaction Summary

Select this check box to include the total amount of all the invoice lines with the same transaction code.

One Line Invoice

If this check box is selected and the **One Line Description** field does not have a value specified, the records are not retrieved.

Transaction Grouping

If this check box is selected, the format of the **Details** section is retained.

Note: The **ALLOWTRANSGROUPTAXINV** property parameter must be selected.

- 4 Click **Print**.

Note:

- The application considers the **TAXIIO** property parameter to generate the relevant report.
- When the property parameter **TAXINVMULTIDetails** is selected, the tax break down structure is displayed for the invoice in the Multi-Tax Details section.
- Internal copy is printed only for the final invoices.

Informational Tax Invoice - Fiji

Use this screen to print an informational tax invoice for Fiji.

The tax invoice includes the Property address, Performance Date and Value Date, Payer details such as Tax ID and Registration Number, and information related to the Guest Stay. This tax invoice is generated for information purpose only and is not the final tax invoice.

You can access this screen only if the property parameter TAXIIO is set to BZFJII.

You can also generate the Informational Tax Invoice using the **Print** option on the **Tax Invoicing** tab of these screens:

- Guest Stay
- Account
- Stay 360

When the Informational invoice is generated from the Tax Invoice screen/Tax Invoicing tab, the **Final** check box must not be selected.

Generating the informational tax invoice for Fiji

- 1 Select **Administration > Reports > Accounting > Tax > Informational Tax Invoice - Fiji**.
- 2 Specify this information in the **Report Parameter** section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Tax Invoice ID

A unique ID generated for the tax invoice.

- 3 Click **Print Record**.

Informational Tax Invoice – Slovakia

Use this screen to print Informational tax invoice for Slovakia.

The tax invoice includes the Property address, Performance Date and Value Date, Payer details such as Tax ID and Registration Number, and information related to the Guest Stay. This tax invoice is generated for information purpose only and is not the final tax invoice.

You can access this screen only if the property parameter TAXIIO is set to **BZSKII**

You can also generate the Tax Invoice using the Print option on the Tax Invoicing tab of these screens:

- Guest Stay screen

- Account screen
- Stay 360 screen

Generating the informational tax for Slovakia

- 1 Select **Administration > Reports > Accounting > Tax > Informational Tax Invoice – Slovakia**.
- 2 Specify this information in the Report Parameters section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Tax Invoice ID

A unique number generated for the tax invoice.

- 3 Click Print.

Informational Tax Invoice - Vietnam

Use this screen to print an informational tax invoice for Vietnam.

You can define the sort order of the tax invoice in the **Transaction Grouping** screen. The tax invoice includes the Property address, Performance Date and Value Date, Payer details such as Tax ID and Registration Number, and information related to the Guest Stay. This tax invoice is generated for information purpose only and is not the final tax invoice.

You can access this screen only if the property parameter TAXIIO is set to BZVNII.

You can also generate the Informational Tax Invoice using the **Print** option on the **Tax Invoicing** tab of these screens:

- Guest Stay
- Account
- Stay 360

When the Informational invoice is generated from the **Tax Invoice** screen or **Tax Invoicing** tab, the Final check box must not be selected.

Generating the informational tax invoice for Vietnam

- 1 Select **Administration > Reports > Accounting > Tax > Informational Tax Invoice – Vietnam**.
- 2 Specify this information in the Report Parameter section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Tax Invoice ID

A unique number generated for the tax invoice.

3 Click Print Record.

Manager Report

This report gives a summary of day, month to date and year to date totals. The main purpose of the report is to get the daily manager's report that is a requirement in France. This report provides the data that indicates the daily business health of the hotel. You can filter the report by property and select an "as of" date. This report includes three sets of totals: day, month, and year. The report includes accommodation statistics, occupancy statistics, revenue statistics, payment statistics, balances, and reservation statistics.

The following are some of the important points to be noted:

- If the **Report Revenue as Net** check box is selected, the revenue calculations are based on net amounts.
- The report will include revenue information from all guest account statuses and accounts.
- When Cancellation or No-Show records are included, only revenue from the accounts is calculated. Room Nights, Adult and Child values are not calculated in the report.
- If a guest account is a share, it will be counted under the share master.
- If a guest account is associated to a group account, it is counted according to the group account.
- If the report is run for future dates, group remaining is reported under the group booking code and the default number of guests is used for any rate calculations.
- If grouping the report by market segment: group remaining uses the group booking market segment, group pickups use the reservation stay date's rate plan market segment, non group reservations with an organization or booking agency profile will use the reservation market segment, non group reservations without an organization or booking agency profile will use the reservation stay date's rate plan market segment. Guest stays with a lease associated will use the lease market segment when the report date is within the lease period, reservation market segment when the report date is outside of the lease period.
- If a lease account has no guest stay associated for days within the report period, the report will include any room revenue on the lease account folio.
- If a guest stay on a lease upgrades from the lease account room to another room and pays privately for the rate difference, the report includes the room revenue on the guest stay folio and on the account folio.
- If the **Include House Accounts** check box is selected, in the Maintain Room Rate screen, the report includes this reservation information with the recently created house rate plan:
 - House Use Rooms (Total number of occupied rooms)

- The numerical value of the remaining rooms available to occupy after excluding the house use rooms, is displayed in percentage
- The numerical value of the remaining rooms available to occupy after excluding the Complimentary House Use rooms, is displayed in percentage

Note: You can select this check box only if the **House Use** check box is selected in the **Maintain Room Rate** screen.

Multi-Revenue Report

This report summarizes guest account revenue by the date range specified and the group by code selected. The report includes the code and description of the group by option used and then the total room nights, room revenue, ADR , and percentage of revenue for the report view selected, then gives a total of each category combined.

You can filter the report by specifying the property. You can select the view of standard, daily, weekly, monthly, or yearly. You can group the report by geographical code, market segment, rate category, room category, room number, rate plan, reason for stay, room type, source, or track. You can optionally include accounts in wait list status, house accounts, cancelled status for past dates, no show status for past dates, day use rooms, inactive codes, and codes with zero values. You can sort the report by code or revenue.

The following are some of the important points to be noted:

- Report only displays the selected group by codes that have information to report for the specified dates.
- If the revenue information gathered from a guest account or account does not have a Rate Code to report under, the revenue will be counted under a "****" code.
- House account revenue will be captured under a "****" code.
- The "****" code and the "****" (House Account code) will only appear on the report if there is revenue associated to them, regardless of the **Include Zero Values** check-box being selected on the report parameter page.
- A guest reservation is made where at least one value, rate plan for example, changes during the stay. When this is the case and the requested report's date ranges covers the account's change dates, the report will include the account's information on multiple lines.
- If a guest account is a part of a share it will be counted under the share master. The report will look at the columns on the share master for values and revenue. When the share master's value is blank, the report will look to the primary share. This is done since not all report values are configured on the share master, like the geographical code.
- The report will not separate out revenue per share accounts should the group by option selected have different values on each component. The report should always include nights and the associated revenue of those nights on the same line.
- If the **Include Day Use Rooms** check box is selected, revenue is included from guest stays having a departure date that is the same as their arrival date, but the guest stays are not included in any room or guest columns of the report.
- If the **Include Waitlist Status** check box is selected, the waitlist reservations are only included for report dates that are after the current hotel date.

- When Cancel and/or No Show records are included in the report, only the revenue from these records is counted in the report. Regardless of the group by option selected, any column that calculates room nights, adults or child information would exclude Cancel and No Show values.
- If a user does not select the **Include Zero Values** option on the report parameter screen, system will only include records that contain a value (revenue or rooms) not equal to zero.
- If the report is grouped by the promotion code, the guest stay details associated with the promotion code that is active, are printed in the report.
Note: The promotion code is applicable for all the dates of a guest stay.
- Only reservations checked in using the Walk-In screen are counted as walk-ins and only on arrival date, subsequent nights are reported as stay overs.
- If the report is run for future dates, group remaining is reported under the group booking code and the default number of guests is used for any rate calculations.
- If grouping the report by market segment: group remaining uses the group booking market segment, group pickups use the reservation stay date's rate plan market segment, non group reservations with an organization or booking agency profile will use the reservation market segment, non group reservations without an organization or booking agency profile will use the reservation stay date's rate plan market segment. Guest stays with a lease associated will use the lease market segment when the report date is within the lease period, reservation market segment when the report date is outside of the lease period.
- If a lease account has no guest stay associated for days within the report period, the report will include any room revenue on the lease account folio and no room night.
- If a guest stay on a lease upgrades from the lease account room to another room and pays privately for the rate difference, the report includes the room revenue on the guest stay folio and on the account folio.
- If grouping the report by rate category: all Rate Categories for the property that have Rate Plans configured for it are used. The Rate Code field from the Guest Stay record is used to find the Rate Category on the Property Rate Plan.
- The statistical information related to a reservation is excluded from the report, when a **Group By Code** is specified and one or more of the selected codes have a zero value and are inactive.
- When a guest account has more than one value under at one of the group by methods, the report will report the information under the configured values.
- When the report is grouped by Nationality, the **Group By Code** lookup displays the source of business options such as Third Party, Corporate, Sales Department, Travel Package and so on.
Note:
 - You can select multiple room types, when the report is grouped by Room Type.
 - If the Group By option is not specified, the reservation data is displayed with '****'.

Generating outgoing invoice book report

Use the screen to generate the outgoing invoice book report. The reports include the details of the invoices, cash and credit notes generated in the Property Management System (PMS).

In Romania, the outgoing invoice book report lists of all the final tax invoice generated from HMS in a specific format. The outgoing invoice book includes the details of the invoices, hotel, user, dates, payments, guest, tax information and amounts.

In Hungary, the property management system (PMS) must generate an outgoing invoice book report or a tax invoice report in Excel format with specific fields and tabs.

- 1 Invoices Goods and Services: Displays all the final tax invoices that are generated for service and goods, with details.
- 2 Deposit Invoices: Displays all deposit invoices that are generated in the PMS, with details
- 3 Corrected Invoices: Displays all the corrected invoices that are generated in the PMS, with details.
- 4 Cash Payments: Displays all the cash generated in the PMS.
- 5 Credit Note: Displays all the credit notes generated in the PMS, with details.
- 6 The Performance Date details are printed as part of sort order list while generating the report.
- 7 Additional tax information such as Tax ID, VAT and Tax invoice number are displayed on the report.

To generate the report:

- 1 Select **Administration > Reports > Accounting > Outgoing Invoice Book**.

- 2 Specify this information:

Property

Specify the property for which you want to generate the report.

Date Range

Specify the start date and the end date for which you want to generate the report.

- 3 Specify this information in the **Report Options** section:

Include Direct Bill Payments

If this checkbox is selected, the records with P5TaxInvProcesses determined for all the report fields is included.

Include Account Name

Select this check box to include the account name in the Outgoing invoice book report.

Include Registration Number

Select this check box to include the player registration number in the Outgoing Invoice Book report for Slovakia.

- 4 Click **Print** to generate the report.

Paid Out Receipt

This report generate paid out receipts for all accounts that have a paid outs posted during the date range specified. In some hotels, when a paid out transaction is posted they must provide a receipt to the guest that proves that the paid out is applied to the account. The receipt has a guest signature line for the guest to acknowledge they are obligated to pay it back.

You can filter the report by property, paid out transaction type, account, account line, or voucher number. You can sort the receipts by account, paid out transaction type, or transaction date.

Pending Balanced Tax Invoices

Use this report to view the tax invoices with a Pending status and no open balance. The report includes these folios:

- With all charges transferred manually
- With all charges cancelled
- With charges and payment that balance, the folio

The report includes the account details such as number, name, status, start date, end date and the last updated date. The open amount, user details and folio details are also included.

Note:

- A/R folios are included in the report.
- As the payment is yet to be received and the balance is transferred to the Accounts Receivable, the tax invoice balance is not zero. This balance amount is displayed as the open amount and must be paid

Generating the pending balanced tax invoices

This report displays a list of the tax invoices with **Pending** status and no open balance.

To generate this report:

- 1 Go to **Administration > Reports > Accounting > Pending Balanced Tax Invoices**.
- 2 Specify this information:

Property

The property for which the report is generated. This value is defaulted.

Account Type

The type of account with Pending status and no open balance. The possible values are:

- Advanced Deposit Account
- Credit Card
- Event Account
- Gift Card Account
- Group Account
- Guest Profiles
- Guest Account
- House Account
- Lease Account
- Organization account
- Booking Agency Account

Folio

Select one or multiple folio types to be included in the report. Using this folio type selection, user is allowed to exclude a dedicated correction folio that must not be closed as this only includes

erroneous postings and the corrections. The possible values are all folio types that are active for your property.

Note: If the selection includes **Accounts Receivable**, the folio balance is calculated. If the result is zero, the record is included in the report.

3 Sort the report using these options:

- Account Name
- Account Start Date
- Account End Date

4 Click **Print**.

Note:

- The default output format is PDF.
- By default, the report is sorted based on the Account Name.
- When the report is sorted by the Account End Date, folios with no Account End Date specified are listed after the folios with a defined Account End Date.

Posting Journal Report

This report lists all transaction codes posted for a specified date range. The report includes transaction code or advance deposit transaction, transaction code description, transaction date, account name, guest status or account status, posting comments, room, room type, folio, created by, time, transaction type, quantity, amount, total amount, and grand total amount.

You can filter the report by specifying the property, transaction code, transaction type, account type, or the user who posted the transaction. You can group the report by transaction code, transaction type, or the user who posted the transaction. You can optionally include advance deposits, security deposits, general ledger, credit card details, tax offset postings, and transaction code details. You can limit the report to only discount postings. You can elect to show net amounts, tax amounts, credit card details, and comments. You can optionally show transaction code details with count, quantity, and quantity as units sold. You can optionally show taxes in a separate section and include a transfer section and a voids section. You can sort the report by guest name, status, time, transaction code, transaction type, room, or account.

The following are some of the important points to be noted:

- When you use the **Discounts Postings Only** option, the **Include Advance Deposits**, **Include Credit Card Details**, **Include Lease Security Deposits** and **Include Lease Rental Deposits** check box are treated as unchecked by the system even if the user has checked one or all of the options.
- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records are returned.
- **Include Lease Rental Deposits:** If this check box is selected, a rental deposit ledger section and its transactions are included in the report by the system. See [lease deposit](#) on page 372.
- **Include Lease Security Deposits:** If this check box is selected, a security deposit ledger section and its transactions are included in the report by the system.

- **Include Lease Incidental Deposits:** If this check box is selected, a incidental deposit ledger section and its transactions are included in the report by the system.
- **Include Direct Bill Transfer:** If this check box is selected, the report displays all the line items within the folios that are billed directly.
- **Show Void Section:** If this check box is selected, an additional section for adjustment transactions is printed in the report. The void section includes full reversals showing both the void and voided transactions. All related taxes are included on a void and are a 100% reversal of the original tax.
- **Show Transfer Section:** If this check box is selected, an additional section for transfer transactions is printed in the report. Transactions that are manually transferred during the date range are printed in the report along with the related offset transactions. The Offset transaction is printed first, then the transfer transaction is printed. The taxes associated with a transfer are also included in this section. Only inclusive taxes are transferred. Additional taxes are managed under the tax transaction code, as additional taxes are transferred separately. Transfers do not include auto transfers.
- **Show Market Segment:** If this check box is selected, the details of Market Segment for the guest account are included in the report.
- **Show Rate Plan:** If this check box is selected, the details of the Rate Plan for the guest account are included in the report.

These calculations are performed:

- Grand Total Amount = sum total of all total amount fields

Generating the Posting Journal Report

Use this screen to generate a report that includes all the transaction codes (including book keeping transactions) posted on the specified date range. The report includes transaction that are related to the folio posting or advance deposit posting.

This report is used by the front desk staff.

To generate the Posting Journal Report:

- 1 Select **Administration > Reports > Accounting > Property Ledger Posting Journal**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify the value.

Transaction Type

The type of transaction such as food and beverage revenue, room revenue and tax.

Transaction Code

The transaction code and description based on which the report is generated.

Note:

You can select multiple transaction codes.

Created By

The user who posts the transaction.

Note:

You can select multiple users.

Account

The account for which the transaction is posted.

Note:

You can select multiple accounts.

Group By

The category based on which the information in the report is grouped.

Note:

The default value is **Transaction Code (TC)**. However, you can modify the value.

Exclude Created By

The user name or ID. The transaction posted by this user are not included in the report.

Note:

You can select multiple users.

Building

The building code based on which the transactions were posted are included in the report.

Note:

You can select multiple building codes.

3 Set these parameters in the Report Options section:**Include Advance Deposits**

If this check box is selected, the transactions that are posted to the advance deposit ledger are included in the report.

Note:

By default, this check box is selected. However, you can modify the value.

Include Lease Rental Deposits

If this check box is selected, the report includes a rental deposit ledger section and the associated transactions.

Include Lease Security Deposits

If this check box is selected, the report includes a security deposit ledger section and the associated transactions.

Include Lease Incidental Deposits

If this check box is selected, the report includes an incidental deposits ledger section and the associated transactions.

Include Guest Ledger

If this check box is selected, the report includes the transactions that are posted to the general ledger.

Note:

By default, this check box is selected. However, you can modify the value.

Discount Postings Only

If this check box is selected, the transactions on which the discount is availed are included in the report.

Note:

If you select this check box, the system does not consider these parameter settings:

- **Include Advance Deposits**
- **Include Lease Rental Deposits**
- **Include Lease Security Deposits**
- **Include Lease Incidental Deposits**
- **Show Credit Card Details**

Show Credit Card Details

If this check box is selected, the report includes the credit card name and details used for the payment transactions.

Show Comments

If this check box is selected, the report includes the comments related to the transaction posting.

Show Net Amount

If this check box is selected, the report includes the net amount of transaction.

Show Tax Amount

If this check box is selected, the tax amount is included in the report.

Show Transaction Code Details

If this check box is selected, the report includes the details of the specified transaction code.

Show Count

If this check box is selected, the report includes the number of the transaction lines.

Show Quantity

If this check box is selected, the quantity that is associated with the transaction is included in the report.

Show Quantity as Unit Sold

If this check box is selected, the quantity that is associated with the transaction is calculated and included in the report.

Note:

You must select this check box only for the transactions that were posted using HMS version that is prior to 3.6.

Show Tax as a separate section

If this check box is selected, the report displays all the tax transactions in a separate section.

Show Void Section

If this check box is selected, the report includes an additional section for the adjustment transactions. The report main section does not display any transaction other than adjustments in the void section. However, the total Amount remains the same.

Note:

If the transaction is reversed, both the voided and the void transaction are included in this section of the report.

Show Transfer Section

If this check box is selected, the report includes an additional section for the transfer transactions.

Show Market Segment

If this check box is selected, the report includes the market segment that is associated with the guest account.

Show Rate Plan

If this check box is selected, the report includes the details of the rate plan associated with the guest account.

Group By Building

If this check box is selected, the information in the report is grouped based on the building code.

Include Number of Covers

Select this check box to include the transaction count that are sold using POS, in the report.

Include Adjustment Reason

Select this check box to include the reason for adjusting the postings in the report.

- 4 Specify the **Start Date** and the **End Date** in the Data Range section.

Note:

By Default, the **Start Date** and the **End Date** are set to the Hotel Date.

- 5 Click **Print Record**.

Note:

By default, the report is sorted by **Time**. You can also sort the report by **Created By**, **Guest Name**, **Status**, **Transaction Code**, **Transaction Type**, **Room** and **Account**.

Property Ledger Posting Journal

Administration > Reports > Accounting > Property Ledger Posting Journal .

Use the **Property Ledger Posting Journal** page to print all transaction codes that are posted for a given time frame either as a folio posting, an advance deposit posting, a manually posted Charge or Payment to an A/R account.

Generating the Property Ledger Posting Journal report

Use this screen to generate a report that includes all the transaction codes posted on the specified date range. The report includes transaction related to folio posting, advance deposit posting or a manually posted Charge or Payment to an A/R account.

This report is used by the front desk staff, the A/R clerk and the accounting manager.

To generate the Property Ledger Posting Journal Report:

- 1 Select **Administration > Reports > Accounting > Property Ledger Posting Journal**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify the value.

Transaction Code

The transaction code and description based on which the report is generated.

Note:

You can select multiple transaction codes.

Transaction Type

The type of the transaction such as food and beverage revenue, room revenue and tax.

Posted By

The user who posts the transaction.

Note:

You can select multiple users.

Group By

The category based on which the information in the report is grouped.

Note:

The default value is Transaction Code (TC). However, you can modify the value.

Account

The account for which the transaction is posted.

Note:

You can select multiple accounts.

Exclude Posted By

The user name or ID. The transaction posted by the user are not included in the report.

Note:

You can select multiple users.

Building

The building code based on which the transactions were posted are included in the report.

Note:

You can select multiple building codes.

3 Set these parameters in the Report Options section:

Adjustments

If this check box is selected, the report includes the adjustment postings.

Note:

By default, this check box is selected. However, you can modify the value.

Include Advance Deposits

If this check box is selected, transactions that posted to the advance deposit ledger are included in the report.

Note:

- By default, this check box is selected. However, you can modify the value.
- If this check box is not selected, the report only includes the transactions that are posted to the folio.

Include Lease Security Deposits

If this check box is selected, the report includes the transactions related to the lease security deposits.

Include Lease Incidental Deposits

If this check box is selected, the report includes the transactions related to the lease incidental deposits.

Include Lease Rental Deposits

If this check box is selected, the report includes the transactions related to the lease rental deposits.

Show Credit Card Details

If this check box is selected, the report includes the credit card name and details used for the payment transactions.

Show Comments

If this check box is selected, the report includes the comments related to the transaction posting.

Discount Postings Only

If this check box is selected, only the transactions that are associated with the discount are included in the report.

Note:

If this check box is selected, the system does not consider these parameter settings:

- **Include Advance Deposits**
- **Include Credit Card Details**

Show Net Amount

If this check box is selected, the report includes the net amount of transaction.

Show Tax Amount

If this check box is selected, the tax amount is included in the report.

Include Guest Ledger

If this check box is selected, the report includes the transactions that are posted to the general ledger.

Note:

By default, this check box is selected. However, you can modify the value.

Include Adjustment Reason

Select this check box to include the adjustment reason for the folio postings with negative amount, in the report.

Include Direct Bill Transfers

If this check box is selected, the report includes the transactions that are associated with the Direct Bill Transfer.

Note:

By default, this check box is selected. However, you can modify the value.

Show Tax as a separate section

If this check box is selected, the report displays all the tax transactions in a separate section.

Show Void Section

If this check box is selected, the report includes an additional section for the adjustment transactions. The report main section does not display any transaction other than adjustments in the void section. The total remains zero.

Note:

If the transaction is reversed, both the voided and the void transaction are included in this section of the report.

Show Transfer Section

If this check box is selected, the report includes an additional section for the transfer transactions.

Group By Building

If this check box is selected, the information in the report is grouped based on the building code.

- 4 Specify the **Start Date** and the **End Date** in the Data Range section.

Note:

By Default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 5 Click **Print Record**.

Note:

By default, the report is sorted by **Time**. You can also sort the report by **Posted By**, **Guest Name**, **Status**, **Transaction Code**, **Transaction Type**, **Room** and **Account**.

Rate Plan List Report

This report displays rate plans that have been configured for the selected property along with the associated market segment.

For each rate, the report includes the rate plan status, description, the market segment with resort fee, package or promotion, rate basis, house room, rate duration, room charge code used for posting, and the currency.

Note:

- If the values specified in the report parameter screen vary from the values specified in this report, no records are displayed in the report.
- The report provides a summary of rate plans configured for the property, excluding the rates configured on a group booking.
- When sorted by Item, the secondary sort is Location then Item Type.
- The reservations with rate type code set to Group Rate (GR), are not included in the report.

See, [Generating the rate plan list report](#) on page 88

Generating the Rate Variance Report

Use the Rate Variance Report to view the reservation details with Stay Date Rate value 50% less than the BAR rate value.

To generate the report:

- 1 Select **Administration > Reports > Accounting > Rate Plan > Rate Variance Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can modify this value.

Confirmation Number

The confirmation number generated for the guest stay.

Note: The Start Date and End Date are not considered, when the confirmation number is specified.

Status

Select the status of the reservation. The report includes all the reservations with the selected status. By default, this field is set to Reserved, In-House and Pre-registered.

Note: You can modify this value and select multiple values.

Created By

The ID of the user, who generates the report.

Variance Percent

The Variance Percent is the difference between the Bar Rate and the Stay Date Rate and is calculated by the formula:

Variance = (Bar Rate – Stay Date Rate) / Bar Rate

Note: By default, this value is set to 50.

- 3 Select the **Include All Stay Dates** check box to include the reservations with Stay Date same as the Start Date or the End Date. If the Stay Date of the reservation has a Variance same as or greater than the Variance parameter, all stays dates are included in the report.
- 4 Select the **Include Complimentary and House Use** check box to include the reservations with rate plan specified as a Complimentary or House Use Rate.

- 5 Specify the **Start Date** and the **End Date** in the Date Range section.

Note: By default, the Start Date and the End Date are set to the Hotel date.

- 6 Click **Print Record**.

Note:

- You can sort this report using Guest Name, Room Number, Arrival Date and Variance. The order in which the report is sorted.
- By default, the report is sorted by the Guest Name.
- You cannot view the details of a guest profile, if the:
 - User VVIP Authorization is set to No on the User Group screen.
 - User VVIP Authorization is set to Host, but the user is not the VVIP Host configured on the selected Guest Record.
 - User VVIP Authorization is not specified on the User Group screen.
 - The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating the rate plan list report

Use the Rate Plan List screen to view the list of rate plans that are configured for the selected property along with the associated market segment. The report enables you to view the data configured for a specific property, which is required during the initial installation of the application and for the rate maintenance.

To generate this report:

- 1 Go to **Administration > Reports > Accounting > Rate Plan > Rate Plan List Report**.
- 2 Select this information in the Report Parameters section:

Property

The property for which the report is generated. This value is defaulted.

Rate Plan

The rate plan code. The report includes all the reservations for the selected rate plan.

Market Segment

The [market segment](#) on page 372 code. The report includes all the reservations for the selected market segments.

Note: You can select multiple market segments.

Rate Type

The type of [rate plan](#) on page 373. The report includes the reservation data with the rate plan codes configured for the selected rate type.

Rate Duration

The duration of the rate plan. The report includes the reservation data with the selected rate plan duration. The possible values are:

- Continuous Duration
- Limited Duration

Note: The selected rate plan duration must be the same as the duration configured for the rate plan code.

- 3 Use the **Include Active Status** check box to include the reservation data with the rate plan code status set to **Active**.
- 4 Use the **Include Inactive Status** check box to include the reservation data with the rate plan code status set to **Inactive**.
- 5 Sort the report, in the Sort By section using these options:
 - Market Segment
 - Rate Plan

Rate plan trace report overview

Use the **Rate Plan Trace Report** page to print the report that lists each rate plan and active traces that are built for the rate plan.

To generate the report:

- 1 Select **Administration > Reports > Accounting > Rate Plan Trace Report**.

- 2 Specify this information:

Property

Specify the property for which you want to generate the report.

Rate Plan

Specify the rate plan for which you want to generate the list of active traces.

- 3 Click **Print Record**.

Receipt Audit Report

Use this screen to view and print a summary of all the receipts that are generated in HMS.

You can use this report to track all the receipts with the voucher number that is generated for a property for a specified period.

The report includes a transaction summary of these receipt types:

- A/R Payment receipt
- Currency Exchange receipt
- Lease Payment receipt
- Petty Cash receipt
- Paid Out receipt
- Payment receipts

Note: Payment Authorization receipts, and Gift Card receipts are not included in the report.

Generating the receipt audit report

- 1 Select **Administration > Reports > Accounting > Receipt Audit Report**.
- 2 Specify this information in the Report Parameter section:

Property

The code of the property for which the report is generated. This value is defaulted. However, you can modify the value.

Receipts

The type of receipt. The report displays a transaction summary based on the receipt type you select. Possible values:

- **A/R Payment**: The report displays the payment and refund transactions posted to the property a/r accounts for the specified date range.
- **Currency Exchange (CE)**: The report displays the currency exchange and void currency exchange transaction posted to cashier banking or folio for the specified date range.
- **Lease Payment (LP)**: The report displays the deposits and refund transactions posted to lease accounts for the specified date range.
- **Paid Out (PO)**: The report displays the paid-out transactions posted to the folio, excluding the house account folio, for the specified date range.
- **Payment Receipt (PR)**: The report displays all the payment transactions posted to folio accounts for the specified date range.
- **Petty Cash (PC)**: The report displays all the cash transactions for the specified date range.

Note: By default, the value is set to the PO. However, you can select multiple Receipts.

Cashier

The name of the cashier. The report includes receipts that are created by the cashier.

- 3 Specify the **Start Date** and **End Date** in the Date Range section. By default, the value is set to the current Hotel date.
- 4 Click Print.

Note:

- You can use the Sort By option to sort the receipts based on **Posting Date**, **Room**, and **Voucher Number**. By default, the receipts are sorted by the voucher number.
- You can set the Sort By field to Room only for receipts of these types:
 - **A/R Payment**
 - **Lease Payment**
 - **Petty Cash**

Revenue Report overview

This report displays guest and non-room account revenue generated within the specified date range and is summarized by the group by code selected. The report includes total room nights, total adults, total children, room revenue, ADR, other revenue, total revenue, and the percentage of revenue for the group by option used, then gives a total for all combined. When you select **Group By Room Type** and there are Suites configured in HMS, the report includes an additional section called Suite Room Types that includes rooms where the unit type is **Suite**. The **Component Room Count** value indicates how many rooms of unit type **Suite** are configured under the Suite.

You can filter the report by specifying the property or rate plan. You can group the report by geographical code, market segment, rate category, room category, room number, rate plan, reason for stay, room type, source, or track. You can optionally include house accounts, wait list status, day use rooms, cancelled status for past dates, no show status for past dates, zero values, and inactive codes.

The following are some of the important points to be noted:

- Report only displays the selected group by codes that have information to report for the specified dates.
- If there are no Room Types configured under a Room Category for the selected Property, the Room Category will not display on the report.
- If a guest account is a part of a share it will be counted under the share master. The report will look at the columns on the Share Master for values and revenue. When the Share Master's value is blank, the report will look to the Primary Share. This is done since not all report values are configured on the Share Master, for example the Geo Code.
- The report will not separate out revenue per Share Accounts should the Group By option selected have different values on each component. The report should always include nights and the associated revenue of those nights on the same line.
- If the **Include Day Use Rooms** check box is selected, revenue is included from guest stays having a departure date that is the same as their arrival date, but the guest stays are not included in any room or guest columns of the report.
- When Cancel and/or No Show records are included in the report, only the revenue from these records is counted in the report. Regardless of the Group By option selected, any column that calculates Room Nights, Adults or Child information would exclude Cancel and No Show values.
- If a user does not select the Include Zero Values option on the report parameter screen, system will only include records that contain a value (revenue or rooms) not equal to zero.
- If a posting exists outside of stay dates that is prior to the arrival date the arrival date rate plan is used, if the posting is on or after the departure date the last stay date's rate plan is used.
- Only reservations checked in using the Walk-In screen are counted as walk-ins and only on arrival date, subsequent nights are reported as stay overs.
- If the report is run for future dates, group remaining is reported under the group booking code and the default number of guests is used for any rate calculations.
- If grouping the report by market segment: group remaining uses the group booking market segment, group pickups use the reservation stay date's rate plan market segment, non group reservations with an organization or booking agency profile will use the reservation market segment, non group reservations without an organization or booking agency profile will use the reservation stay date's rate plan market segment. Guest stays with a lease associated will use the lease market segment when the report date is within the lease period, reservation market segment when the report date is outside of the lease period.

- If a lease account has no guest stay associated for days within the report period, the report will include any room revenue on the lease account folio and no room night.
- If a guest stay on a lease upgrades from the lease account room to another room and pays privately for the rate difference, the report includes the room revenue on the guest stay folio and on the account folio.
- The statistical information related to a reservation is excluded from the report, when a Group By Code is specified and one or more of the selected codes have a zero value and are inactive.
- When the report is grouped by rate category, the guest stays that are associated with a lease will be reported under the rate category of the lease's rate plan.
- If the report is grouped by the promotion code, the guest stay details associated with the promotion code that is active, are printed in the report.
Note: The promotion code is applicable for all the dates of a guest stay.
- If the **Report Revenue as Net** check box is selected, the revenue calculations are based on the net amounts.
Note:
 - You can select multiple room types, when the report is grouped by Room Type.
 - If the Group By option is not specified, the reservation data is displayed with '***'.

Revenue Chart overview

This report displays a chart view of the revenue summarized by the date range specified. The information on this report is based on the Multi-Revenue and Revenue reports.

You can filter the report by property and rate plan. You can group the report by rate plan, promotion, rate category, market segment, geographical code, reason for stay, room category, room type, room number, source of business, or track code. You can optionally include canceled, no-show, and wait list status. You can select to include zero values, inactive codes, house accounts, and other revenue. You can select to hide revenue and show room nights.

The following are some of the important points to be noted:

- The report will include revenue information from all guest account statuses and accounts.
- When Cancellation or No-Show records are included, only revenue from the accounts is calculated. Room Nights, Adult and Child values are not calculated in the report.
- If the **Include Waitlist Status** check box is selected, the waitlist reservations are only included for report dates that are after the current hotel date.
- If a guest account is a share, it will be counted under the share master.
- If a guest account is associated to a group account, it will be counted according to the group account.
- If the report is run for future dates, group remaining is reported under the group booking code and the default number of guests is used for any rate calculations.
- If grouping the report by market segment: group remaining uses the group booking market segment, group pickups use the reservation stay date's rate plan market segment, non group reservations with an organization or booking agency profile will use the reservation market segment, non group reservations without an organization or booking agency profile will use the reservation stay date's rate plan market segment. Guest stays with a lease associated will use the lease market segment

when the report date is within the lease period, reservation market segment when the report date is outside of the lease period.

- If grouping the report by rate category: all Rate Categories for the property that have Rate Plans configured for it are used. The Rate Code field from the Guest Stay record is used to find the Rate Category on the Property Rate Plan.
- If a lease account has no guest stay associated for days within the report period, the report will include any room revenue on the lease account folio.
- If a guest stay on a lease upgrades from the lease account room to another room and pays privately for the rate difference, the report includes the room revenue on the guest stay folio and on the account folio.
- When the report is grouped by rate category, the guest stays that are associated with a lease will be reported under the rate category of the lease's rate plan.

Note:

- You can select multiple room types, when the report is grouped by Room Type.
- If the Group By option is not specified, the reservation data is displayed with '***'.
- If the report is grouped by the promotion code, the guest stay details associated with the promotion code that is active, are printed in the report.

Note: The promotion code is applicable for all the dates of a guest stay.

Tax Exempt Details Report

This report lists guests and companies with a full or partial tax exemption and then displays details on exempted tax transactions for the date range specified. The exempted tax transactions are transactions that should have been posted to their accounts if they were not exempt.

The report's sub-header contains a summary of the property's room tax configuration. It will print the detail of all tax types associated with the default room charge transaction code. The report detail is grouped by tax transaction code.

You can filter the report by property and tax exempt status code. You can select to include account details (name and address). You can select to include event reservations.

The following are some of the important points to be noted:

- The report only displays information for past dates. The table used for this report is populated during the EOD process and the End Date for the report is required to be less than the current hotel date.
- Tax information is held in the P5TaxExemptHistory table.
- The report will display tax statuses that are named in P5TAXEXEMPTDEFEXTENDED TDE_TAXSTATUSNAME.
- There are three tax exempt categories: Exempt, Auto Adjust, and Manual Adjust. Exempt and Auto Adjust Categories are grouped together, while Manual Adjust is listed independently. The Sub-Totals for each category will show grouped together. For example, all manual adjustments will be grouped together by the category "Manual Adjust" as well as by tax status.

- All manual transactions will be grouped together regardless of Status. The description 'MANUAL' will be listed under column 'Tax Exempt Reason', along with the actual reason if one exists and field is populated.
- A manual adjust is where a user highlights a room tax line on the folio and selects the **Correct/Adjust** button.

Tax Exempt Report

This report lists accounts that have a tax exempt status for the date range specified.

The report is grouped by tax status and includes the guest stay confirmation number, guest status, guest name, organization, room number, arrival and departure dates, rate plan, rate, and number of days. The report gives a total amount for each tax status and a total amount for all tax statuses combined.

You can filter the report by property and tax exempt status code. You can select to include a cover page that includes the parameters used to run the report. You can select to include guest stays by status, other types of accounts by their status, and accounts by account types. You can select to include event reservations. You can sort the report by confirmation number, name, or room number.

The following are some of the important points to be noted:

- The report only displays information for past dates. The table used for this report is populated during the EOD process and the End Date for the report is required to be less than the current hotel date.
- Tax information is held in the P5TaxExemptHistory table.
- The report will display tax statuses that are named in P5TAXEXEMPTDEFEXTENDED TDE_TAXSTATUSNAME.
- There are three tax exempt categories: Exempt, Auto Adjust, and Manual Adjust. Exempt and Auto Adjust Categories are grouped together, while Manual Adjust is listed independently. The Sub-Totals for each category will show grouped together. For example, all manual adjustments will be grouped together by the category Manual Adjust as well as by tax status.
- All manual transactions will be grouped together regardless of status. The description "MANUAL" will be listed under the Tax Exempt Reason column, along with the actual reason if one exists and field is populated.
- A manual adjust is where a user highlights a room tax line on the folio and selects the **Correct/Adjust** button.

Tax Invoice A5-France

Use the Tax Invoice page to print a final tax invoice for a property during the date range that you have selected. Use the Summary/Package level to separate the room revenue from package revenue. Use the Print Detail option to print the room charges separately from the package charges.

The report's information remains same as that of the tax invoice standard report. However, the layout of this report is generated in landscape orientation and has A5 format.

Note:

- The invoice is electronically signed.
- When the property parameter TAXINVMULTIDetails is selected, the tax break down structure is displayed for the invoice in the Multi-Tax Details section.

Tax Invoice -France

Use the Tax Invoice page to print a final tax invoice for a property during the date range that you have selected. Use the Summary/Package level to separate the room revenue from package revenue. Use the Print Detail option to print the room charges separately from the package charges.

Note:

- The invoice is electronically signed.
- When the TAXINVMULTIDetails property parameter is selected, the tax break down structure is displayed for the invoice in the Multi-Tax Details section.

Tax Invoice- Germany

Use the Tax Invoice page to print a final tax invoice for a property during the date range that you have selected. Use the Summary/Package level to separate the room revenue from package revenue. Use the Print Detail option to print the room charges separately from the package charges. You can also view the QR code which includes feedback information from the Fiskaltrust along with the electronic signature.

Tax Invoice – Receipt Format

Use this screen to print the final tax invoice in the Receipt format using the thermal printers. However, you can also print the receipt from the Tax Invoice screen. See [Printing tax invoices](#) on page 25

The application permanently stores the printed final tax invoice file in the location specified in the TAXPLC property parameter. To print a copy, the SHOWSAVECOPY property parameter must be enabled. While printing the copy of the receipt, the original report is retrieved and the text 'Copy' is included to the tax invoice.

Note:

- You can specify the values in the SMRFSHOWSAVECOPYLR, SMRFSHOWSAVECOPYUD, and SMRFSHOWSAVECOPYV property parameters to position the 'Copy' text.

- The report is printed for the property currency only.
- The title of the corrected final tax invoice is **Credit Note** and voided invoice is **Tax Invoice Void**.

Printing the tax invoice in receipt format

Prerequisites

- The **Receipt Format** check box must be selected on the **Tax Invoicing** tab.
- The value must be specified in the property parameter TAXINO2.

To print the tax invoice:

- 1 Select **Administration > Reports > Accounting > Tax > Tax Invoice – Receipt Format**.
The **Tax Invoice – Receipt Format** screen is displayed.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: However, you can modify this value.

Tax Invoice Number

A unique number generated for the tax invoice.

Note: The invoice must be finalized.

- 3 Click **Print Record**.

Generating Tax Invoice - Romania

Use the **Tax Invoice – Romania** screen to print the final tax invoice.

To generate tax invoice for Romania

- 1 Select **Administration > Reports > Accounting > Tax > Tax Invoice – Romania**.
- 2 Specify this information in the **Report Parameter** section:

Property

The property for which the report is generated. This value is defaulted.

Note: You can modify this value.

Tax Invoice Number

A unique number generated for the tax invoice.

- 3 Set these parameters in the **Report Options** section:

Package Details

Select this check box to include the detailed transactions of the package items.

Group Format

Select this check box to include the details such as Room and Reference Id.

Show Net Adjustment

Select this check box to include the adjusted charges and the adjustment charges.

Transaction Summary

Select this check box to include the total amount of all the invoice lines with the same transaction code.

One Line Invoice

If this check box is selected, and the **One Line Description** field does not have a value specified, the records are not retrieved.

Transaction Grouping

If this check box is selected, the format of the **Details** section is retained.

Note: The **ALLOWTRANSGROUPTAXINV** property parameter must be selected.

4 Click Print.**Note:**

- The application considers the **TAXIIO** property parameter to generate the relevant report.
- The voided Tax Invoices are reprinted with the title 'Tax Invoice Void'.
- When the property parameter TAXINVMULTIDetails is selected, the tax break down structure is displayed for the invoice in the Multi-Tax Details section.
- Internal copy is printed only for the final invoices.

Tax Invoice - Italy

Use the **Tax Invoice Italy** screen to print the final tax invoice for Italy.

Generating the Tax Invoice - Italy

To generate tax invoice for Italy:

- 1** Select **Administration > Reports > Accounting > Tax > Tax Invoice Italy**.
- 2** Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Tax Invoice Number

A unique number generated for the tax invoice.

Note: The format for the Tax Invoice and Credit Note number must be Invoice Number/YYYY.
For example, 454323212/2019.

One Line Description

The description of the One Line Description defined for the property.

3 Specify this information in the Report Options section:

Package Details

If this check box is selected, the report includes the detailed transactions of the package items.

Group Format

If this check box is selected, the report includes the Room and Reference Id information.

Group Date Details

If this check box is selected, the report includes the individual transactions along with the Date.

Group Header

If this check box is selected, the report includes a Group Header section.

Show Net Adjustment

If this check box is selected, the report includes the adjusted charges and the adjustment charges.

Transaction Summary

If this check box is selected, the report includes the Detail section with the total amount of all the invoice lines for a transaction code.

Transaction Summary by Date

If this check box is selected, the report includes Date in the Detail section.

Include Duplicate

If this check box is selected, the report is printed with 'Duplicate' on the header.

One Line Invoice

If this check box is selected, and the **One Line Description** field does not have a value specified, the records are not retrieved.

Transaction Grouping

If this check box is selected, the format of the Details section is retained.

Note:

The property parameter ALLOWTRANSGROUPTAXINV must be selected.

4 Click Print Record.

Note:

- The application considers the property parameter TAXIIO to generate the relevant report.
- If the property parameter ITALY is selected, the total VAT amount and the description of the Tax Groups are displayed separately.

Tax Invoice-Austria

Use the **Tax Invoice - Austria** screen to print the final tax invoice for Austria. The tax invoice also includes the details of the guest, room, tax ID, currency, VAT amount, total amount and so on.

Generating the Tax Invoice – Austria

- 1 Select **Administration > Reports > Accounting > Tax > Tax Invoice – Austria**. The **Tax Invoice – Austria** screen is displayed.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Tax Invoice Number

The unique number of the tax invoice that is to be generated.

One Line Description

The description of the One Line Description defined for the combined invoice lines.

- 3 Set these parameters in the Report Options section:

Package Details

Select this check box to include the details of the package availed by the guest.

Group Format

Select this check box to include the information in the generated report in group format.

Group Date Details

Select this check box to include these information in the report:

- The room and reference ID in the detail section
- Each transaction and the date of the transaction.

Group Header

Select this check box to include the group header section in the report.

Show Net Adjustments

Indicates that the report includes the adjusted charges and the adjustment charges.

Note: By default, this check box is selected. However, you can clear the check box, if required.

Transaction Summary

Select this check box to combine all the lines as per transaction code in the Detail section of the report..

Transaction Summary by Date

Select this check box to combine all invoice lines per transaction date in the Detail section of the report.

Include Duplicate

Select this check box to print 'Duplicate' on the report header.

One Line Invoice

Select this check box to combine all invoice lines into one line and display the invoice with one line description.

Note: If this check box is selected and the **One Line Description** field does not have a value specified, the records are not retrieved.

Transaction Grouping

Select this check box to group the transactions by Transaction Groups to which Transaction Codes are assigned..

Note: The property parameter ALLOWTRANSGROUPTAXINV must be selected.

4 Click Print Record.

Tax Invoice - Fiji

Use this screen to print the final tax invoice for Fiji.

The tax invoice for Fiji is a fiscal invoice. The tax invoice includes the property address, details of the guest stay, and the charges posted to the folio. The details related to invoice such as invoice number, date, tax and player registration number are also displayed.

You can access this screen only if the property parameter TAXINO is set to BZFJTI.

You can also generate the Tax Invoice using the **Print** option on the **Tax Invoicing** tab of these screens:

- Guest Stay
- Account
- Stay 360

Generating the tax invoice for Fiji

1 Select **Administration > Reports > Accounting > Tax > Tax Invoice - Fiji**.

2 Specify this information in the **Report Parameter** section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Tax Invoice ID

A unique ID generated for the tax invoice.

3 Click **Print Record**.

Tax Invoice – Slovakia

Use this screen to print the final tax invoice for Slovakia.

The tax invoice includes the property address, details of the guest stay, and the charges posted to the folio. The details related to invoice such as invoice number, date, tax and company registration number are also displayed. The VAT percentage and VAT amount are displayed in the Tax Summary section of the invoice.

You can access this screen only if the property parameter TAXINO is set to **BZSKTI**.

You can also generate the Tax Invoice using the Print option on the Tax Invoicing tab of these screens:

- Guest Stay screen
- Account screen
- Stay 360 screen

Generating the tax invoice for Slovakia

1 Select **Administration > Reports > Accounting > Tax > Tax Invoice – Slovakia**.

2 Specify this information in the Report Parameters section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Tax Invoice

A unique number generated for the tax invoice.

3 Click Print.

Tax Invoice - Vietnam

Use this screen to print the final tax invoice for Vietnam.

The tax invoice for Vietnam is a VAT invoice. You can define the sort order of the tax invoice in the Transaction Grouping screen. The tax invoice includes the property address, details of the guest stay, and the charges posted to the folio. The details related to invoice such as invoice number, date, tax and player registration number are also displayed.

You can access this screen only if the property parameter TAXINO is set to **BZVNTI**.

You can also generate the Tax Invoice using the Print option on the Tax Invoicing tab of these screens:

- Guest Stay
- Account
- Stay 360

Generating the tax invoice for Vietnam

1 Select **Administration > Reports > Accounting > Tax > Tax Invoice – Vietnam**.

2 Specify this information in the Report Parameter section:

Property

The code of the property for which the tax invoice is printed. This value is defaulted. However, you can modify the value.

Tax Invoice ID

A unique number generated for the tax invoice.

3 Click **Print Record**.

Transaction Code Detail Report

This report displays a detailed list of a property's transaction codes. The report includes the details of how the transaction codes are configured, and if any of the transaction code check-box fields are checked the report will display a Y for that field column. The report is grouped by transaction code.

You can filter the report by property, status, transaction code, and transaction type. You can sort the report by transaction code or transaction type.

Transaction Codes List Report

This report displays a list of a property's transaction codes with their associated revenue types. This report is used to verify what transaction codes have been configured. The report includes transaction code, description, transaction type, GL account, status, revenue type, pay type, credit card type, credit card transaction, commission type, and allow adjustments flag. The report is grouped by transaction code status.

You can filter the report by property or status. You can sort the report by transaction code or GL account.

Transaction Totals

This report lists all the transactions posted on the specified date range by transaction code or transaction type. The report includes the transaction type, transaction code, transaction code description, GL account, quantity, and total amount posted for the transaction code. The report will print a section for each ledger selected, then gives a total amount for each ledger and a total amount for all ledgers combined. You can optionally include a separate Tax section will not include the offsets by design

You can filter the report by transaction type, transaction code, created by, and account. You can group the report by account, created by, revenue type or transaction type. You can select to include a cover page that includes the parameters used to run the report. You can optionally include the general ledger, accounts receivable ledger, advance deposits, and security deposits. You can optionally include discount postings. You can select to show net amounts, tax amounts, tax as a separate section, show quantity, show count, and quantity as units sold. You can sort the report by GL account, transaction code, or transaction type.

The following are some important points to be noted:

- **Include Discount Postings:** If this check box is selected, the report includes total posting amount for individual transaction codes for which the **Apply Adjustment as a Discount** check box is selected. By default, this check box is not selected.
- **Include Lease Rental Deposits:** If this check box is selected, a rental deposit ledger section and its transactions are included in the report by the system. See [lease deposit](#) on page 372.
- **Include Lease Security Deposits:** If this check box is selected, a security deposit ledger section and its transactions are included in the report by the system.
- **Include Lease Incidental Deposits:** If this check box is selected, a incidental deposit ledger section and its transactions are included in the report by the system.
- **Include A/R Ledger:** If this check box is selected, the application displays:
 - The charges posted directly to an A/R Account(direct postings)
 - The charges that are transferred or billed directly, from an account to the Guest Ledger(direct bill charges).**Note:** The application displays the transaction totals for direct bill charges, only if an A/R charge is linked to a transaction code.
- **Include Direct Bill Transfer:** If this check box is selected, the report displays the details of the Guest Ledger Posting Details, AR Postings that includes the Direct Bill Transfers.
- When a **Group By** option is selected, the report will group transaction codes by the selected option and give totals for the respective group by option.
- If a transaction code has an inclusive tax, but does not have an offset configured, the system uses the posting transaction codes as the offset. As a result, the amount total for the transaction code displays the net amount and there is no easy way to see the gross amount. The option **Show Tax as Separate Section** check-box must be selected as it separates out the inclusive tax offsets.
- The separate tax section will break out additional taxes, inclusive taxes, and inclusive tax offsets into their own respective sections separate from other charges.

Generating the Transaction Totals Report

Use this screen to generate a report that includes the list of the transactions posted for the specified date range and categorized by the transaction code or the transaction type. The report includes transactions that are related to the advance deposit ledger, guest ledger and A/R (guest).

This report is used by the night auditor, the revenue manager, the accounting manager and the general hotel manager.

To generate the Transaction Totals Report:

- 1 Select **Administration > Reports > Accounting > Transaction Totals**.

2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify the value.

Transaction Type

The type of the transaction such as food and beverage revenue, room revenue and tax.

Transaction Code

The transaction code and description based on which the report is generated.

Note:

You can select multiple transaction codes.

Created By

The user who posts the transaction.

Note:

You can select multiple users.

Group By

The category based on which the information in the report is grouped.

Exclude Created By

The user name or ID. The transaction posted by this user are not included in the report.

Note:

You can select multiple users.

Building

The building code based on which the transactions were posted are included in the report.

Note:

You can select multiple building codes.

3 Set these parameters in the Report Options section:

Include Advance Deposits Ledger

If this check box is selected, the report includes the advance deposit ledger section and the associated transactions.

Note:

By default, this check box is selected. However, you can modify the value.

Include Lease Rental Deposits

If this check box is selected, the report includes a rental deposit ledger section and the associated transactions.

Include Lease Security Deposits

If this check box is selected, the report includes a security deposit ledger section and the associated transactions.

Include Lease Incidental Deposits

If this check box is selected, the report includes an incidental deposits ledger section and the associated transactions.

Include Guest Ledger

If this check box is selected, the report includes the transactions that are posted to the general ledger.

Note:

By default, this check box is selected. However, you can modify the value.

Include A/R Ledger

If this check box is selected, the report includes:

- Direct Postings: The charges that are posted directly to an A/R Account.
- Direct Bill Charges: The charges that are transferred or billed directly, from an account to the Guest Ledger.

Note:

- By default, this check box is selected. However, you can modify the value.
- The transaction totals for direct bill charges are included in the report only if an A/R charge is linked to a transaction code.

Include Direct Bill Transfers

If this check box is selected, the report includes the transactions that are associated with the Direct Bill Transfer.

Note:

By default, this check box is selected. However, you can modify the value.

Show Discount

If this check box is selected, the report includes the discounts.

Show Count

If this check box is selected, the report includes the number of the transaction lines.

Show Quantity

If this check box is selected, the report includes the quantity associated with the transaction.

Show Quantity as Unit Sold

If this check box is selected, the report includes the transaction quantity calculated by the application.

Note:

You must select this check box only for the transactions that have been posted using the HMS versions prior to 3.6.

Show Net Amount

If this check box is selected, the report includes the net amount of transaction.

Show Tax Amount

If this check box is selected, the tax amount is included in the report.

Show Tax as Separate Section

If this check box is selected, the report displays all the tax transactions in a separate section.

Group By Building

If this check box is selected, the information in the report is grouped based on the building code.

- 4 Specify the **Start Date** and the **End Date** in the Data Range section.

Note:

By Default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 5 Click **Print Record**.

Note:

By default, the report is sorted by **Transaction Code**. However, you can also sort the report by **GL Account** and **Transaction Type**.

Total Advance Deposit

Use this page to generate a report of the total deposit amount for the advance paid to a specific property.

The report is generated for a specific date and the deposit amount is classified by:

- Long term deposit:
 - Reservations with Arrival Date, after a year from the report generation date.
 - Other Account Types with the Account Start Date, after a year from the report generation date.
- Short term deposit:
 - Reservations with Arrival Date within a year from the report generation date.
 - Other Account Types with the Account Start Date within a year from the report generation date.

The report includes all current deposits that have an impact on the advance deposit ledger balance. Deposits that have been transferred to guest ledger, refunded, or forfeited are not considered.

The report displays the Long term deposit, Short term deposit and the Total advance deposit amounts.

Generating the total advance deposit report

- 1 Select **Administration > Report > Accounting > Total Advance Deposit**.
- 2 Specify the Property in the Report Parameters section. The application defaults this value.
- 3 Specify the Report Date in the Date Range section. The Report Date is the date considered for the Total Advance Deposit amount calculation.
- 4 Click Print.

Unmatched Payment Report

This report lists A/R accounts for which payments are not applied to invoices. It can be printed for a single account, by account type, or for all accounts. The report includes the account name, account number, and contact name for the A/R account then gives the posting date, amount, payment type, matched amount, remaining amount, and check number for each unmatched payment on the account. The report then gives the total unmatched amount per A/R account and the total unmatched amount for all the A/R accounts represented on the report.

You can filter the report by specifying the property, account type, and account number. You can sort the report by account name or account number.

The application control parameter **AR Level** determines whether the report will list central or property level information. There are two possible values:

- **Property:** The report will only return transactions for accounts that belong to the session property.
- **Central:** The report will ignore the session property and return transactions for all accounts that match the other parameters.

VAT Summary Report

This report displays a VAT summary for the day, month to date, and year to date according to the date specified. You can print the summary report based on transaction code, revenue type and transaction type. You can filter the report by property and date. The report date must be in the past.

For VAT Summary report the three important property parameters that are required are:

- **PAIDTAXSTARTDATE**
- **TAXINZEROBALANCEONLY**
- **ARTAXINVUSAGE**

VAT Control Report

Use the **VAT Control Report** screen to generate a report which displays all the Final and Pending invoices of the guests for the selected dates.

The report is mainly used by the properties in Czech Republic. The report includes information such as Invoice Type, Tax Invoice Number, Invoice Date, Invoice Name, Tax Identification Number and so on.

Note: The report is generated in Excel format.

Generating VAT Control Report

- 1 Select **Administration > Reports > Accounting > Tax > VAT Control Report**.
- 2 Specify the property for which you want to generate the report in the **Report Parameters** section. The application defaults this value.
Note: You can modify this value.
- 3 Select the **Include Pending Invoices** check box in the **Report Options** section to include the pending invoices on the report. The report includes all the pending invoice with charges posted prior to or within the specified Date Range.
- 4 Specify this information in the **Date Range** section:
Start Date
The date from which the invoices are included on the report.
End Date
The date until when the invoices are included on the report.
- 5 Click **Print**.
Note:
 - The tax amounts in this report are grouped by tax percentage/flat amount. For example: If the property has two transaction codes with the same tax percentage, the report includes the total amount of tax percentage of specific tax in a single column.
 - This report is country specific.

Hotel Ledger Report overview

This report lists all money, debit and credit, which is recorded on a hotel's books. The information is split into different ledgers as some money is categorized as advance deposit and indicates services not yet rendered, while other money is for charges incurred during a guest's stay. The report contains details about the following ledgers:

- **Advance Deposit Ledger:** A collection of accounts where a guest pays a deposit prior to registration. The hotel records an account payable to the guest for services to be rendered in the future. The amount is then transferred back to the guest's front-office account called folio after the guest checks-in.
- **Guest Ledger:** Collection of accounts receivable for guests who are currently registered.
- **Accounts Pending:** Collection of direct bill charges that are transferred from the Guest Ledger to the City Ledger and are still in the **Pending** status.
- **City Ledger:** Collection of accounts that pertain to non-registered guests.
- **Security Ledger:** lease deposits are for incidentals, security and rent. Rent deposits are temporarily posted to the security ledger then automatically transferred to Accounts Receivable. Rent deposits are reported with the A/R ledger. Security deposits are manually transferred from security ledger to guest, lease or A/R accounts. Security deposits that are not transferred are reported in security ledger. Incidental deposits are posted to the Advance Deposit ledger and are reported under

Advance Deposit ledger. The Lease Deposit ledger includes subtotals of deposits. The status of the lease can be Released, Cancelled, Tentative, Definite, or Completed.

Show Pending as Advance Deposit: If you select this check box, then all folio transactions for all account types in the **Pending** status are reported in the Advance Deposit Ledger. The properties that do not use advance deposit functionality in HMS, can use this feature to post payments on guest folios prior to check in, and report the payments as an advance deposit on the hotel ledger reports for all pending account types. Note that the payment shows up in the guest ledger section if the report is run on the date the account checks in. The payment only shows as an advance deposit when the report is run for dates prior to check in date.

The report includes the account type, account status, name, confirmation number, room, settlement type code, A/R account, group booking ID, arrival date, departure date, and balance. The report then summarizes each ledger's totals and then gives a grand total of all ledgers.

You can filter the report by specifying the property. You can optionally include only specific guest statuses, only specific A/R account statuses, and accounts with zero balances. You can run the report in summary view or detail view.

You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

The following are some of the important points to be noted:

- **A/R Ledger Summary:** If this check box is selected, the report will print the A/R Ledger and A/R Pending sections as a summary despite the fact that the rest of the report is in detail.
- Confirmation number is PMS confirmation number, account number, confirmation number, or IATA Number (or travel agency id).
- Arrival date is the start date of an account in case of a non-guest account or an account without a arrival value.
- Departure date is the end date of an account in case of a non-guest account or an account without a departure value.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the arrival date is the shoulder start date and the departure date is the shoulder end date +1.
- Balance is the field on the guest stay screen for guest accounts, folio balance on the folio tab of an account.
- If Include Zero Balance is selected, the report includes all account statuses under each ledger regardless of the status balance amount. If the check box is cleared, an account status is displayed under a ledger, when revenue is not equal to zero. If the check box is cleared, and if all account statuses under a ledger are zero, the report will still display the ledger name with the zero total.
- If the input charge status for a record is Pending, the charge is included in the AR Pending ledger totals
- If the Posting Date on the charge is before the report date, the charge is posted and is included in the AR Ledger totals.
- If the Posting Date on the charge is after the report date, the charge is pending and is included in the AR Pending ledger totals.
- Room Number is only for guest account.
- The report displays the Net and Vat amount of the Advance Deposit Ledger and Guest Ledger.

These calculations are performed:

- Total for ledger = summary total of ledger
- Grand Total = summary total of all ledgers

Chapter 3: Accounts Receivable reports

This chapter describes the Accounts Receivable reports.

A/R Activity Report

This report lists transactions and payments that have been posted to A/R Accounts during a specified date range. The report is divided into three sections: Direct Bill Transfers, Other Charges, and Payments. Each section contains columns for account name, account number, posting date, transaction code, transaction code description, posted by, amount, and subtotal.

You can filter the report by property, A/R account type, and sales manager. You can optionally select the **Show Details** check-box to show the charge details grouped under the charge row. You can sort the report by account number or account name.

A/R Aging Details Report

The A/R Aging Details report lists the open invoices for every A/R Account including the account aging, credit limit amount for the A/R account, and the invoice aging. For each invoice, the report displays the list of charges that pertain to the invoice. The aging report categorizes and displays the account balances and other account details based on various aging periods. The aging report allows the A/R managers to plan the future course of action for an account based on the number of days with pending overall A/R balance. The report can display 10 aging periods but only displays the aging periods configured for the property.

You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

You can filter the report by account type(s) or sales manager. You can choose to include accounts on credit hold status, accounts in open status, and accounts with zero balances. You can limit the report to only display accounts that are over their credit limit or accounts that are in collections. You can sort the report by account name, account number, account status, report date or account type. You can specify a Report Date to view the aging on that date. You can specify a past date and can also modify it to a future date.

For example, if the current date is 2/7/2014 but you want to view the aging for 1/31/2013. You must specify the **Report Date** as 1/31/2013:

- All charge/invoice/payment activity that occurred after 1/31/2013 is excluded from the calculations.
- All charge/invoice/payment activity that occurred on or prior to 1/31/2013 is aged as if the date is 1/31/2013.

In this screen, if you select:

- The **Age by Month** check box, the aging is calculated by the system for each A/R account, based on the calendar month instead of by number of days.
- The **Group by Account Type** check box, the report is grouped by the accounts with the same account type and provide a subtotal for each grouping.
- The **Show Invoice Detail** the invoice section includes the invoice details. If this check box is cleared, the Invoice section includes none of the invoice details. The unbilled charges and unmatched payments are printed by the system.
- The **Include Lease Deposit Balance** check box, the lease deposit details such as the Total Incidental Deposit Balance and the Total Security Deposit Balance associated with the AR account are included in the report.
Note: These deposits are not included in the Aging process.

A/R Aging Summary Report

This report lists A/R accounts and summarizes their account balances. The account number, account name, account type, account status, and contact information, credit limit amount for an A/R account, and balance per each aging period are printed on the report.

The report can show up to 10 aging periods but will only show as many as are configured at the property.

You can filter the report by account type(s) or sales manager. You can choose to include accounts on credit hold status, accounts in open status, and accounts with zero balances. You can limit the report to only show accounts that are over their credit limit or accounts that are in collections.

You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

You can sort the report by account name, account number, account status, report date or account type. You can specify a **Report Date** to view what the aging looks like on the date that you specified. Usually, you specify a past date but you can also specify a future date. For example, if the current date is 2/7/2014 but you want to see what the aging looked like at month end on 1/31/2013, specify the **Report Date** as 1/31/2013:

- All charge/invoice/payment activity that occurred after 1/31/2013 is excluded from the calculations.
- All charge/invoice/payment activity that occurred on or prior to 1/31/2013 is aged as if the date is 1/31/2013.

If you select:

- The **Age by Month** check box, the aging is calculated by the system for each A/R account, based on the calendar month instead of by number of days.
- The **Group By Account Type** check box, the report is grouped by the accounts with the same account type and provide a subtotal for each grouping.

A/R Credit Balances Report

This report lists all A/R accounts that have a credit balance. The report will calculate the amounts from the aging periods configured and only include accounts that have a credit balance. The report is generated based on data that exists when the report is run.

The account name, account number, A/R type, and credit balance are printed on the report. The report sums all the credit balances and reports the grand total.

You can filter the report by the account type of the posted transactions. You can sort the report by account name, account number, balance ascending, or balance descending.

A/R Invoices

This report is used to print an individual A/R invoice, or to print a batch of A/R invoices. The report is run automatically by the **Invoice / Statement Batch** screen when user generates an invoice batch, or can be printed at any time by selecting it from the reports menu. The invoices/reports are generated based on data created when a user generates an invoice batch. Also, you can sort the invoices by invoice number.

Note: The title of the report is based on the invoice type code. The **Adjusted Invoice** field references the original adjusted invoice along with the adjustment itself. Following are the available values:

- If the invoice type code is credit, the title of the report is printed as Credit Note.
- If the invoice type code is debit, the title of the report is printed as Debit Note.

You can chose to print a batch summary to print only a summary page of the invoices and not the actual invoices, or to print a batch summary page along with the actual invoices.

You can chose to print details to list all charge details in chronological order for each invoice charge on all Invoices created, instead of summarizing by transaction code.

When run as a batch, the report includes an Invoice Batch Summary page that displays which accounts invoices were generated for which includes a header section, an account section, and an invoice detail section. The header section includes the property, date printed, user, and invoice date. The account section includes account name, account number, and invoice total. The invoice detail section includes invoice number, invoice ammount, delivery method, and delivery status. After the Invoice Batch Summary page the report displays each individual invoice that was generated in the batch. When an invoice has multiple invoice items they will be sorted by guest name as default, if there is no guest name the invoice items are sorted by the charge ID. The individual invoices include a header section, an invoice summary

section, an invoice header section, a charge details section, and a remittance advice section. The header section includes the invoice number, attention, account name, street address, city, state, postal code, and country. The invoice summary section includes the invoice date, account number, due date, amount due, and reference to any original adjusted invoice. The invoice charges section includes the guest name, property name, tax invoice number, confirmation number, third party confirmation number, room number, check in and check out dates, and P.O./Reference. The charge details section includes the transaction date, charge description, quantity of each transaction code, amount of the transaction, total amount of charges for the transaction code, and guest sub-total. The remittance advice section includes remit to, remittance address, invoice number, invoice date, account number, due date, invoice amount, amount paid, and remittance instructions.

You can filter the A/R invoices by batch ID, invoice ID, or account ID. **Invoice ID** and **Account ID** report parameters allow multiple selections.

You can filter the A/R Invoices by specifying the batch ID, account ID, invoice ID, and from invoice number to invoice number. You can sort printed invoices by guest name or guest confirmation. You can select a print format of charge detail, transaction code summary, or transaction code summary by date. You can select to include a parameter page, to print a batch summary, to include a batch summary, to group by transaction type, and to include payments. You can sort the report by account name, account number, account type, or invoice number.

You can chose to print details to list all charge details in chronological order for each invoice charge on all Invoices created, instead of summarizing by transaction code.

The following are some important points to be noted:

- The **Attention** column displays the **Billing Contact** name and address that must be printed on the A/R invoice. See [Billing contacts](#) on page 365
- If **Charge Detail** is selected as the print format, the system prints all invoice charge details separately with no summary details.
- If **Transaction Code Summary** is selected as the print format, the system prints the charge details based on the print format selected. The charge details are grouped and subtotal is calculated based on the transaction type.
- If **Transaction Code Summary by Date** is selected as the print format, for a given charge the system prints a summary of all invoice charge details with the same transaction code and posting date in a single line. When multiple charges are combined into the same invoice each charge is grouped and summarized separately.
- There are two sort options. The **Sort By** selection sorts the invoice documents within the batch. The **Sort Invoices By** selection sorts the invoice items within a batch where there are multiple invoice items.
- For leases the check in and check out columns are populated with the lease schedule start and end dates.

A/R Invoices Lease

Use this screen to print tax invoice reports for the generated A/R Invoice batches.

This report is generated in the format required by the leasing properties in Vietnam. The reports are generated based on the data that is created when an invoice batch is generated, and folio charge data for package details and summary charge details.

The report includes the lease invoice information such as guest name, transaction details, and amount. You can view the summary of the invoices on the first page of the report. In the Totals Information section, the totals of the Revenue Type linked to the transaction code are displayed along with other total amounts. The amounts are displayed in the accounting currency. The charges associated with the same transaction code and with Tax Invoice Type Group, are summarized in one line.

The report can be printed in a second language by defining the language code in the RPTSECNDLANG property parameter. The report can be printed in Japanese, Chinese (Simplified), and Chinese (Traditional) languages.

The tax invoice report can be printed in the language associated with the Guest Profile only if the profile is for guest stay and is linked to a lease or invoice. Else, the application prints the invoice in the language associated with the property.

The title of the report is displayed based on the type (Credit or Debit) of the invoice. For an Adjusted invoice, the details of the adjusted (final) invoice along with the original invoice are included in the report.

Generating the A/R Invoices for lease properties

- 1 Select **Administration > Reports > Account Receivable > A/R Invoices Lease**.

Note: You can also print this report from:

- Generate AR Invoices and Statements screen
- **Property A/R Account > Invoice** tab

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

Batch ID

The ID of the batch for A/R Invoices.

Note: When the Batch ID is specified:

- The report includes all the invoices in the selected batch.
- The **Invoice ID** includes invoices related to the specified batch.
- The **Account ID** includes only the accounts related to the specified batch.
- The **From** and **To Invoice Number** display only the invoices of the specified batch.

Account ID

The ID of the A/R account. The report includes invoices that are specific to the Account ID.

Note:

- You can select multiple Account IDs.
- When Account ID is specified:
 - The **Batch ID** includes the batches with invoices of the specified account.

- The **Invoice ID** include only the invoices of the specified account.
- The **From** and **To Invoice** Number display only the invoices of the specified account.

Invoice ID

The ID of the invoices that are included in the report.

Note:

- You can select multiple Invoice IDs.
- When the Invoice ID is specified:
 - The **Batch ID** includes the batches of the specified invoice IDs.
 - The **Account ID** includes only the accounts of the specified invoices.
 - The **From and To Invoice Number** display only the invoices of the specified invoice IDs.

Revenue Type

The revenue type of the transaction code. The report includes the revenue types and the total postings in the Totals Information section.

Note:

- You can select multiple Revenue Type.
- The application includes or excludes the revenue total from the Total Taxable Amount or Total Non-Taxable Amount based on the specified revenue type.
- If the **Revenue Type** is set to **Tax charge**, **Service Charge** or **Fees** then the report will not separate the Service Charge, GST and Fees on the Total section.

From Invoice Number

The range of invoices to be included in the report.

Note: If an invoice for a lease charge has a prefix, the invoices can also be sorted by this prefix.

To Invoice Number

The range of invoices to be included in the report.

Note: If an invoice for a lease charge has a prefix, the invoices can also be sorted by this prefix.

Report View

The options to determine the data that must be displayed in the report. Possible values:

- **Summary view (S)**: The Charge details section is modified to Charge Summary section. The transactions are grouped based on the transaction grouping. The Charge Summary section displays the transaction grouping descriptions. Amount in words is available in summary View (only for Vietnam Dong currency).
- **Detail view (D)**: This is the default report view with all information about the AR Invoice. The Details View excludes the information related to the Summary view.

Output Format

The output format of the report. By default, the value is set to PDF.

- 3 Set these check boxes in the Report Options section:

Show Debit and Credit

Select this check box to display the Debit and credit postings in a separate columns. The Amount column is hidden in the report.

Include Payments

Select this check box to include the details of the payments or credits associated with the invoices in the Applied Payment section of the report.

Print Transaction Comments

Select this check box to include the comments related to the transactions, in the report.

Note: If the Report View is set to Summary, the transaction comments are not included.

Show Tax in Details Section

Select the check box to include the GST charges in the Charge Details section.

Print Batch Summary

Select this check box to print only the summary page.

Include Batch Summary

Select this check box to print the Batch Summary page and the details of the A/R lease invoices. The Invoice Batch Summary displays the accounts for which the invoices are generated.

Show Account Currency

Select the check box to the display the Accounting Currency charges in a separate column in the Charge Details section.

Note: This data is included in the report only if the Accounting currency is different from the Property currency.

4 Click Print.**Note:**

- By default, the application sorts the record by Account Number. However, you can use the Sort By option to sort the records by **Account Name**, **Account Type**, or **Invoice Number**.
- The report is generated only if a value is specified in one of these fields:
 - **Batch ID**
 - **Invoice ID**
 - **From / To Invoice Number**
- Invoices with multiple charges are sorted by the guest's last name.

A/R Membership Statements Report

Use this report to view the transaction details of A/R membership accounts. The membership accounts are affiliated to the properties, that allow the guests to avail the hotel facilities without staying at the hotel.

The report can be generated for each A/R account and is sorted by the Transaction Date. These reports are saved to a pre-defined location.

The report includes the account details, account balance amount, transaction details, reference number, charged amount for each transaction, credit/payments when they are matched to invoices, closing date, previous balance amount, and the total amount to be paid.

Note: When multiple invoices are associated with an A/R account within the selected batch ID, the report is sorted by the transaction date and the invoice ID.

Generating A/R membership statements report

This report displays a list of transactions for A/R membership accounts.

To generate this report:

1 Go to **Administration > Reports > Accounts Receivable > A/R Membership Statements Report**.

2 Specify this information:

Property

The property for which the report is generated. This value is defaulted and is a required field.

Batch ID

The batch ID number of the membership. The report includes only the specified batch ID related data. The Batch ID field is a required field.

3 Select these options based on which the transaction related information is displayed:

- Batch ID
- Account ID
- Invoice ID
- From Invoice Number
- To Invoice Number

4 Sort the report using these options:

- Account Number
- Account Name
- Account Type

5 Click **Print**.

Note:

- The default output format is PDF.
- The report is sorted by default, based on the Account Number.
- You can select multiple Account and Invoice IDs but only the Accounts and Invoice IDs that are associated with the selected Batch ID are displayed.
- The value specified in the From Invoice Number and To Invoice Number fields must be associated with the Batch ID, else no records are displayed.

A/R Over Credit Limit Report

This report lists all A/R accounts that are over their credit limit. The report will calculate the amounts from the aging periods configured and only include accounts that have a balance that exceeds their listed credit limit. The report is generated based on data that exists when the report is run.

The account name, account number, account status, A/R type, if account is assigned to collections, last payment date, last payment amount, balance, credit limit, and amount over credit limit are printed on the report. The report sums all the credit balances, credit limits, and amount over figures and reports the total of each. A total number of accounts over the credit limit and a total of accounts in collections is also printed on the report.

You can filter the report by account status and account type. You can sort the report by account name, account number, account status, or account type.

The application control parameter **AR Level** determines whether the report will list central or property level information. There are two possible values:

- Property: The report will only return transactions for accounts that belong to the session property.
- Central: The report will ignore the session property and return transactions for all accounts that match the other parameters.

This report is only a list view of accounts over their credit limit. For a summary or detail view of an account's charges print the A/R Aging Summary report or A/R Details Aging Report.

The Balance field on an A/R Account is a calculated field and not an individual column in the AR_Account tables. The account balance is determined by joining the AR_AgingAnalysis table where A/R_Account.AccountID = AR_AgingAnalysis_AccountID and AR_agingAnalysis_AgingTypeCode = 'ACCT'. The Account balance will be the sum of all the AgedAmount_a, AgedAmount_2, AgedAmount_3, etc. from the AR_AgingAnalysis table.

A/R Posting Journal

This report lists manual charges and payments posted to A/R accounts for the specified date range. Detailed transaction information and account details with subtotals are printed on the report. It is used to balance manual postings made to A/R accounts.

You can filter the report by the transactions posted by a specific user, postings of a specific transaction code, or postings of a specific transaction type. The report can be grouped by A/R account or by transaction code. You can chose to include or not include posting comments, adjustments, and charges and payments.

A/R Recurring Charges Report

Use this report to view the recurring charges configured for an A/R account.

The report includes this A/R recurring charges information, for each transaction:

- Transaction code
- Transaction description
- Recurring charge start date
- Recurring charge end date
- Billing frequency
- Last posting date
- Next posting date
- Amount

Generating the A/R Recurring Charges Report

Recurring Charges tab in the This report displays a list of transactions that are configured for an A/R account on the **Property A/R Account** screen.

To generate this report:

- 1 Go to **Administration > Reports > Accounts Receivable > A/R Recurring Charges Report**.
- 2 Specify this information:

Property

The property for which the report is generated. This value is defaulted.

Account Type

The type of account associated to the A/R Account. The account types are configured by a property under global codes, account receivable codes.

Account

The account number of the customer.

Billing Cycle

The frequency of the billing cycle specified for the transaction.

Template

The template specified for the Account's recurring charges line.

Transaction Code

The transaction code specified for the selected Account's recurring charges line.

- 3 Select the **Include Inactive Status** check box, to include the transactions with **Inactive** status.
- 4 Sort the report using these options:
 - Account Number
 - Account Name
 - Account Type
 - Template
 - Transaction Code
- 5 Click **Print**.

Note:

- The default output format is PDF.
- In the **Date Range** section:
 - If you specify only the **Start Date**, the next posting date is the same as or later than the **Start Date** specified.
 - If you specify only the **End Date**, the next posting date is the same as or prior to the **End Date** specified.
 - If you specify both the **Start Date** and **End Date**, the next posting date is the same as the **Start Date/End Date** or between the range specified.

A/R Refund Requisition report - An Overview

Use the **A/R Refund Requisition** page to print the payment refund report for an A/R account. This report can be provided to the Accounts Payable department as a requisition to issue a refund to the customer. You can create this report from the following pages:

- **Administration > Reports > Accounts Receivable > A/R Refund Requisition**
- **Accounts Receivable > Property A/R Accounts > Payment > Actions > Print Refund Requisition**

Following important points must be noted:

- **Property:** The session property is displayed by the system.
- **Account Number:** The A/R account for which the refund payment report is generated.
- **Payment:** If you specify a payment amount, the report for the specified payment amount only is printed by the system.
- **Date Range:** Specify the date range. The transactions for which the posting date of the refund is between the specified date range is printed on the report.

A/R Statements

This report is used to print an individual A/R statement, or to print a batch of A/R statements. The report is run automatically by the **Generate AR Invoices and Statements** screen when user generates a statement batch, or can be printed at any time by selecting it from the reports menu. The statements/reports are generated based on data created when a user generates a statement batch. The report also includes the total invoice amount, total invoice amount currency, total paid, applied and remaining amount and currency.

The report can show up to 10 aging periods but will only show as many as are configured at the property.

This report can be run in invoice summary, folio summary, or folio detail format.

You can filter the A/R statements by batch ID, invoice ID, or account ID. **Batch ID**, **Invoice ID**, and **Account ID** report parameters allow multiple selections.

You can chose to print only the first summary page and not the actual statement documents.

Generating the A/R Statements report

- 1 Select **Generating the A/R Statements > Reports > Accounts Receivable > A/R Statements**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

Batch ID

The ID of the batch for the A/R invoice statement.

Note: You can select multiple Batch ID.

Statement ID

The unique ID of the statement. The report includes only the selected statements instead of all the statements in the batch.

Note: You can select multiple Statement ID.

Account ID

The ID of the Account. The report includes all the invoices of a batch which has the selected account.

Note: You can select multiple Account ID.

Print Format

The information of the folio is included in the report based on these options:

- Folio Detail: Includes the Folio Detail section in the report.
- Folio Summary: Includes the Folio Summary Details section in the report.

Output Format

The output format of the report. By default, the value is set to PDF.

- 3 Select these check boxes, if required, in the Report Options section:

Print Batch Summary

Select this check box to include only the summary page of the statement batch.

Include Batch Summary

Select this check box to include both the summary page and statement documents.

Include E-Invoice ID

Select this check box to include the E-Invoice number.

Note:

- This field is applicable only for Vietnam.
- This field is enabled only if the property parameter ARTAXINVUSAGE is selected.

Use Account Currency

Select this check box to include the value of the A/R account currency.

Note: The property parameter ARACCOUNTCURRENCY must be selected.

4 Click Print Preview.

Note:

- You can select the options such as Account Name, Account Number, Account Type in the Sort By section to sort the records of the report
- By default, the Account Number option is selected.

A/R Transaction Totals Report

This report lists the total amount posted to A/R accounts for each transaction code for the specified date range. It can be used to track amounts that need to be posted to a hotel's back office system. The transaction code, transaction code description, amount, G/L account, and quantity are printed on the report.

You can filter the report by the transactions posted by a specific user, transaction code, transaction type. The report is sorted by transaction code.

The application control parameter **AR Level** determines whether the report will list central or property level information. There are two possible values:

- **Property:** The report will only return transactions for accounts that belong to the session property.
- **Central:** The report will ignore the session property and return transactions for all accounts that match the other parameters.

The report will only list transaction codes which have been posted during the specified date range.

Advance Deposit Disclosure

Use this screen to generate a report of the advance deposit balance for a specific property and time period.

The report includes opening balance and closing balance of the advance deposit for a specific duration. The report also includes:

- **Additional Amounts Allocated to Obligation:** Advance deposits received between Report Start Date and End Date
- **Customer Redemption not from Beginning Balance:** Advance deposits received and redeemed between Report Start Date and End Date
- **Customer Redemption from Beginning Balance:** Advance deposits received prior to Report Start Date and redeemed between Report Start and End Date

Generating the advance deposit disclosure report

- 1 Select **Administration > Reports > Accounting > Advance Deposit Disclosure**.
- 2 Specify the Property in the Report Parameters section. The application defaults this value. However, you can modify the value.
- 3 Specify the Start Date and End Date in the Date Range section. By default, the value is set to a date prior to the current Hotel date.
Note: The Opening balance is based on the Start Date and Closing balance is based on the End Date of the report.
- 4 Click Print.

Account Created Report

Use the **Account Created Report** screen to view the details of the A/R accounts and House Accounts for the property.

Generating Account Created Report

Use the **Account Created report** screen to view the details of the A/R accounts and House accounts for the property.

To generate the Account Created report:

- 1 Select **Administration > Reports > Accounting > Account Created Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value

Note:

You can modify this value.

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Created By

The user, who created the account.

Note:

You can selected multiple users.

Account Type

The type of account to be included in the report. The possible values are:

- A/R Account
- House Account

Note:

You can selected multiple account types.

- 3 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

By default, this value is set to a date prior to the **Hotel Date**.

- 4 Click **Print**.

Note:

- You can select one or more **Created By** and **Account**.
- By default, this report is sorted by **Created Date**. However, you can also sort this report using **Created By**.

Direct Bill Transfers Report

This report provides the details by A/R account of what direct bill settlements were transferred to Accounts Receivable during the specified time frame. The report can be run in summary view or detail view.

The A/R account name, A/R account number, contact name is printed on the report. An additional line will print below the A/R account for the details of each direct bill transferred to it. The direct bill transfer details include billed account name, account number, tax invoice number, reference number, arrival date, number of nights, departure date, and total charges. A total of all direct bill transfers for the A/R account is printed on the report. A total of all direct bill transfers for all A/R accounts contained on the report is printed on the report.

When run in detail view the report will include posting details that make up the amount of the transferred direct bill settlement for each billed account. The transaction detail includes transaction date, transaction code, transaction description, and transaction amount for each transaction associated to the billed account.

You can filter the report by A/R account and account type. You can sort the report by A/R account number, A/R account name, or date.

The application control parameter **AR Level** determines whether the report will list central or property level information. There are two possible values:

- **Property:** The report will only return transactions for accounts that belong to the session property.
- **Central:** The report will ignore the session property and return transactions for all accounts that match the other parameters.

The value for the **Billed Account Number** field depends on the account type:

- **Guest:** ReservationStay.PMSConfirmationNumber
- **Group:** PropGroupBooking.GroupBookingReferenceNumber
- **Booking Agency:** TravelAgency.IATANumber
- **Organization:** Organization.OrganizationID
- **Event:** P5eventreservations.erv_confirmationnumber

The value for the **Arrival** field depends on the account type:

- Guest: ReservationStay. ArrivalDate
- Group: PropGroupBooking.StartDate
- Booking Agency: P5Account.Acc_StartDate
- Organization: P5Account.Acc_StartDate
- Event: P5eventreservations.ERV_StartDate

The value for the **Departure Date** field depends on the account type:

- Guest: ReservationStay. DepartureDate
- Group: PropGroupBooking.EndDate
- Booking Agency: P5Account.Acc_EndDate
- Organization: P5Account.Acc_EndDate
- Event: P5eventreservations.ERV_EndDate

The report uses this calculation: number of nights = (departure date - arrival date).

Unbilled Charges Report

This report lists A/R account charges for the date range specified that have not been billed or invoiced. The report includes A/R account name, A/R account number, guest name, amount, confirmation number, third party confirmation number, room number, arrival date, departure date, lease number, lease period, and tax invoice number.

You can filter the report by property, account number, account type, salesperson, or confirmation number. You can sort the receipts by account, paid out transaction type, or transaction date. You can sort the report by account name, account number, posting date, guest arrival date, or guest departure date.

Generating the distributed payment report

Use this report to view the accounts to which the payment is distributed along with the amount.

To generate the report:

1 Select **Administration > Reports > Accounts Receivable > Distributed Payment Report**.

2 Specify this information:

Property

Specify the property for which you want to generate the distributed payment report.

Account Number

Specify the account number for which you want to generate the distributed payment report.

Check Number

Specify the A/R payment check number.

Start Date

Specify the start date to generate the report of payments that were distributed on or after the **Start Date**.

End Date

Specify the end date to generate the report of payments that were distributed on or before the **End Date**.

- 3 Click **Print Record** to generate the report.

Generating A/R aging summary by parent

Use the **A/R Aging Summary by Parent** screen to view the aging summary of an A/R account at the parent/child level. The parent account displays the cumulative total of all the A/R child accounts linked to the parent account. In the parent account, you can view the subtotal of the linked child A/R account.

This report groups the property A/R Account that belongs to the parent profile and all the child profiles associated to the parent profile. The parent profile displays the total aging and balance of all the linked accounts.

You must select the property parameter ARRETAINPOSTDATEONXFER and the CRS application parameter AgingDayBasis must be set to CHARGE to calculate the aging of the transferred charges and payments based on the original posting date.

To generate A/R aging summary by parent:

- 1 Select **Administration > Reports > Accounts Receivable > A/R Aging Summary by Parent**.
- 2 Specify this information:

Property

You can select multiple properties. If you select multiple properties, a property sub-header is displayed for each parent profile. If there are multiple children A/R accounts that belong to the same property, the children A/R accounts are grouped and sub-totaled within the parent profile.

Accounts To Include

The accounts to be included in the report, such as all accounts, collection accounts, credit hold accounts, over credit limit accounts.

Age by Month

The aging is calculated based on calendar month instead of the number of days.

Report Date

The date to view the aging data.

Note:

- You can specify a day in the past or a future.
- If you do not specify the report date, the current accounting date is used by the application to calculate the aging.

Include Lease Deposit Balance

If this check box is selected, the lease deposit details such as the Total Incidental Deposit Balance and the Total Security Deposit Balance linked to the AR account is included in the report.

Note: These deposits are not considered for the Aging process.

- 3 Click **Print** to print the report.

Viewing dormant A/R accounts

Use to find the property A/R accounts for which there are no recent transactions. The report displays all accounts for which there are no new charges or payments since the date specified by the user.

To create a report of dormant accounts:

- 1 Select **Administration > Reports > Accounts Receivable > Dormant A/R Accounts**.
- 2 Specify the information that you require. See additional details about the fields below.

Property

Specify the property for which you want to see the dormant accounts.

Account Type

Specify the type of A/R account.

Sales Manager

Specify the sales manager for whom you want to print the report.

Last Activity Date

Specify the date after which no transactions are recorded for an account. The A/R accounts for which no charge or payment is posted on or after the date specified are printed by the system.

Generating A/R notes report

Use the **A/R Notes Report** page to print all notes added to the **Notes** tab of a specific property A/R account. The report also prints notes that are associated to an A/R account using the [Link Notes](#) link in the **Action** button of the **Invoice**, **Charges**, and **Payment** tabs.

To generate A/R notes report:

- 1 Select **Administration > Reports > Accounts Receivable > A/R Notes Report**.
- 2 Specify this information:

Account Number

Specify the account number for which you want to generate the report.

Include A/R Account Notes

Select this check box to print the notes that are specified on the **Notes** tab of the **Property A/R Account** page.

Include Contact Notes

Select this check box to print the notes that are specified on the **Notes** tab of the **Property A/R Account** page and where the **Contact** is specified.

Include Invoice Notes

Select this check box to print the notes that are specified on the **Invoice** tab of the **Property A/R Account** page.

Include Payment Notes

Select this check box to print the notes that are specified on the **Payment** tab of the **Property A/R Account** page.

Include Charge Notes

Select this check box to print the notes that are specified on the **Charges** tab of the **Property A/R Account** page.

Start Date and End Date

The report displays the notes that are created on or between the start date and end date range that you have specified.

Generating unbilled charges report

Use the **Unbilled Charges** page to generate a report that displays AR account charges that have not been billed, or invoiced.

To generate the report:

- 1 Select **Administration > Reports > Accounts Receivable > Unbilled Charges**.
- 2 Specify this information:

Property

Specify the property for which you want to generate unbilled charges report.

Account Number

Specify the account for which you want to generate the report of unbilled charges. If you specify the account number, any values in the **Account Type** and **Salesperson** fields are ignored.

Account Type

Specify the account type for which you want to generate the report.

Sales Person

Specify the name of the salesperson responsible for bringing the business. The report includes unbilled charge data for accounts matching the salesperson that you specified.

Confirmation Number

Specify the confirmation number for which you want to generate the unbilled charges report.

Sort By

Specify the options based on which you want to sort the report data.

Date Range

Specify the date range to generate the report of unbilled charges that were posted on or after the **Start Date** but before the **End Date**.

- 3 Click **Print Record** to generate the report.

Generating the Wholesaler Billing report

Use the Wholesale Billing report to view the guest details of the bookings made through the wholesaler and amount to be paid by the wholesaler for the room bookings made for a property. The wholesaler collects the amount directly from the guest. The billable charges are posted to an A/R account and the hotel can bill from that account.

To generate this report:

- 1 Select **Administration > Reports > Accounts Receivable > Wholesaler Billing Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted.

Note: You can modify this value.

A/R Account

The account number of the customer.

Invoice Number

The A/R invoice number.

- 3 Select these check boxes in the Report Options section:
 - **Include Cost Breakdown** to replace the Booking Amount, Tax Amount and the Total Amount details with the sum of A/R charge details such as:
 - Room Total, for records with the revenue type set to ROOM.
 - Porterage Total, for records with revenue type set to TIP.
 - Meals Total, for records with revenue type set to FOOS, BEVG.
 - Additional Charges, for records with revenue type set to TAX, ROOM, FOOD, BEVG.
 - Total Net, which is the summation of the Total, Meal Total and the Additional Charge amounts.
 - Total Tax, with revenue type set to TAX.
 - Invoice Total, which is the summation of the Total Net and Total Tax amounts.
 - **Include Property in Detail** to include the property information.

- 4 Select the Start Date and the End Date in the Date Range section. The report includes a day column for each day in the selected date range.

Note:

- The rooms with the selected report date same as or later than the Invoice Date are only included in the report.
- The rooms with the selected report date same as or prior to the Invoice Date are only included in the report.
- By default, the Start Date and the End Date are set to the Hotel Date.

- 5 Click **Print**.

Note:

- By default, this report is sorted by Guest Name. However, you can also sort this report by External Reference (third party confirmation number) and Check-In Date (arrival date).
- By default, the output format is Excel.

Package Ledger

This report shows package revenue and consumption for the date range specified. The report will show the package sold amounts and the consumption. The summary will show a beginning balance, activity and the ending balance. The balance comes from floating items that are not fully consumed and not completed.

The report includes three sections: transaction, transaction detail, and a summary section. The transaction section includes the transaction code and description. The transaction detail section includes the date, room, guest name, code, type, transaction code, transaction description, debit, credit, user, and date/time. The summary section includes the opening balance, room sold, sold, discount sold, consumend, allowance, discount, discount expired, unconsumed, overage, and closing balance. However, the report does not consider the EOD posted charges of the package structure.

Chapter 4: Activity Reports

This chapter describes the activity reports.

Activity trace report overview

Use the **Activity Trace Report** page to print a report of Traces added to activity bookings. The following points must be noted:

- **Property:** Specify the property for which you want to print the list of traces.
- **Activity:** Specify the list of activities for which you want to print the traces.
- **Activity Booking:** Specify the activity booking ID. The Traces for the given booking ID are printed.
- **Trace Status:** Specify the trace status for which you want to print the traces.
- **User:** Specify the users if you want to print the traces entered by the given users.
- **Department:** Specify the departments to print the traces where the trace origination is by the given departments.
- **Date Range:** Specify the date range to print the traces for which the start date and end date is similar to the date range.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Activity trace report

Use the Activity Trace Report page to print a report of Traces added to activity bookings.

To generate the report:

- 1 Select **Administration > Reports > Activity > Activity trace Report**.
- 2 Select the property for which the report is generated. The application defaults this value.
- 3 Specify this information in the Report Parameter section to filter the report:

Activity

The list of activities for which you want to print the traces.

Activity Booking

The activity booking ID. The Traces for the given booking ID are printed.

Trace Status

The trace status for which you want to print the traces.

User

The users for which you want to print the traces.

Department

The departments to print the traces where the trace origination is by the given departments.

- 4 Select the Sort By type options to filter the sequence of the report
- 5 Specify the **Start Date** and the **End Date** in the Date Range section.
- 6 Click **Print Record**.

Generating the Guest Activity Report

You can use this page to generate the Guest Activity Report.

The report also displays the records with details in regards to the activity, guest, and the activity booking.

- 1 Select **Administration > Reports > Activity > Guest Activity Report**.
- 2 In the Report Parameters section, specify these filtering options:

Property

Select the property (hotel name) to view the records of the booking activities.

Confirmation Number

Select the confirmation number, to view the records of the activities with the booking status In-House and Reserved.

Guest Profile Id

Select the guest profile id to display the records of the activity bookings linked to the profile.

Activity Booking

The activity associated with the guest and is based on the selected Confirmation Number or Guest Profile ID. The report includes details of the selected activities, only.

Note: If the filtering options are not specified, the report does not display any records.

- 3 In the Report Options section:
 - Specify if the details such as **Letterhead Paper**, **Include Logo**, and **Show Parameter Page** must be displayed.
 - Select the filter options such as **Pending**, **Booked**, and **Cancelled** check boxes in the Report Options section, and the report displays the records of the guest's activity bookings, based on the booking status. You can select one or more options..
- 4 Specify the **Start Date**, or the **End Date**, or both in the **Date Range** .

Note:

- If you specify only the start date, the records of the guests' activity bookings with end dates after the start date are displayed.
- If you specify only the end date, the records of the guests' activity booking with start dates before the end date are displayed.

5 Click **Print**.

- If the Guest Activity Report is printed from the Guest Stay page, the report displays the Activity Bookings from all of the sources in the following order:
 - activity bookings linked to the Guest Stay
 - Activity Bookings related to Primary Guest Profile
 - Activity Start Date is on or prior to the Guest Stay Departure Date
 - Activity End Date is on or after the Guest Stay Arrival Date.
 - Activity Bookings related to Additional Guests Profile:
 - Activity Start Date is on or prior to the Guest Stay Departure Date
 - Activity End Date is on or after the Guest Stay Arrival Date.

Activity report overview

Use the **Activity Report** page to view the list of booked activities. The following points must be noted:

- **Property:** Specify the property for which you want to print the list of activities.
- **Activity Provider:** Specify the activity providers for which you want to print the list of activities.
- **Activity:** Specify the list of activities that you want to print.
- **Booked:** If this check box is selected, the report includes activity bookings with status **Booked**.
- **Pending:** If this check box is selected, the report includes activity bookings with **Pending** status.
- **Cancelled:** If this check box is selected, the report includes activity bookings with **Cancelled** status.
- **Include Detail:** If this check box is selected, the report first prints the Activity Summary Report and then prints the Activity Detail Report.
- The report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Activity report

To generate the report:

- 1 Select **Administration > Reports > Activity > Activity Report**.
- 2 Specify the Property for which the report is generated; in the Report Parameters section.
- 3 Specify this information in the Report Parameters section:

Activity Provider

The organizer for arranging the activity for the guests based on which the report is printed.

Activity

The list of activities for which you want to print the traces.

- 4 Specify the type of data that must be printed in the report in the Report Options section:

Booked

If this check box is selected, the report includes activity bookings with status Booked.

Pending

If this check box is selected, the report includes activity bookings with status Pending.

Cancelled

If this check box is selected, the report includes activity bookings with status Cancelled.

Include Detail

If this check box is selected, the report first prints the Activity Summary Report followed by the Activity Detail Report.

- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Chapter 5: Central Reports

For the Central reports to yield appropriate results, the HMS Central must be configured with HMS Property and the reports must be generated within HMS Central.

Generating the Accompanied Traveler Report

To view this report:

1 Select **Administration > Reports > Central Reports > Accompanied Traveler Report**.

2 Specify this information:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

3 In the Date Context section, if you select the:

- **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
- **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
- **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
- **Stay Date** check box, the report includes the reservation records with a stay date in the specified date range.

4 Specify the **Start Date** and the **End Date** in the Date Range section.

5 Click **Print**.

Generating city tax report

Use to generate a report that lists all guests that are or were in-house on the dates for which the report is generated and displays the **City Tax Amount** posted for these reservations together with the **Guest Stay Tax Status**, when applicable. The report lists only guest stays and city tax postings to guest folios. If you adjust city tax postings on a reservation some days after the stay, the adjustment is not displayed in the report.

1 Select **Administration > Reports > Accounting > Tax > City Tax Report**.

2 Specify this information:

Property

Specify the property for which you want to generate the report.

Show Parameter Page

If the check box is selected, the parameters that you used to generate the report, are also printed on the report.

Group by Tax Status

If the check box is selected, the data is grouped by the tax status. A subtotal of the city tax amount for each tax status description and a grand total of the city tax amount are displayed.

Date Range

Specify the date range for which you want to generate the report.

3 Click **Print Record** to generate the record.

4 You can view these details in the report:

- Tax Status: The Active Tax Status for the reporting period.
- Room Nights: The number of nights for the stay.
- Bed Nights: The total number of Room Nights that include the Adult and Children occupancy count.
- Adult Nights: The number of nights calculated based on the number of guests (classified as adults) who are using the room.
- Children Nights: The number of nights calculated based on the number of guests (classified as children) who are using the room.
- City Tax Amount: The total amount of city tax for the reservation.
- Base Amount: The total base amount for which the tax is calculated.
- Total: The totals for the stay details and amount details are displayed.

Generating the Daily Manager Report

To view the report:

1 Select **Administration > Reports > Central Reports > Daily Manager Report**.

2 Specify this information:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

- 3 In the Date Context section, if you select:
 - **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
 - **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
 - **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
 - **Stay Date** check box, the report includes the reservation records with a stay date in the specified date range.
- 4 Specify the the **Start Date** and the **End Date** in the Date Range section.
- 5 Click **Print**.

Generating the Detailed Arrivals Report

To generate the report:

- 1 Select **Administration > Reports > Central Reports > Detailed Arrivals**.
- 2 Specify this information:

Property

Specify the property for which the report is displayed. You can specify multiple properties in this field.

Brand

Specify the Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

- 3 Specify the the **Start Date** and the **End Date** in the Date Range section.
- 4 Click **Print**.

Generating the Frequent Guest Report

To view this report:

- 1 Select **Administration > Reports > Central Reports > Frequent Guest Report**.

- 2 In the Report Parameter section, specify:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

Report Context

The option based on which the report is displayed.

Date Range:

The report displays the most recent guest stay based on the specified date range.

Number of Stays

The report displays the most recent guest stay based on the value specified in the **Number of Stays** or the **Within N Days** field.

Note: If you specify the **Report Start Date** and **Report End Date**, the application displays the report only for that period, within the date range.

- 3 In the Date Context section, if you select the :
- **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
 - **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
 - **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
 - **Stay Date** check box , the report includes the reservation records with a stay date in the specified date range.
- 4 Specify the the **Start Date** and the **End Date** in the Date Range section.
- 5 Click **Print**.

Generating the Geographic Source Report

To view this report:

- 1 Select **Administration > Reports > Central Reports > Geographic Source Report**.
- 2 Specify this information:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

City

Specify the name of the city. The report only displays the reservation details of guests with the city specified.

Country

Specify the country code. The report only displays the reservation details of guests with the country specified.

- 3 In the Date Context section, if you select the:
 - **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
 - **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
 - **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
 - **Stay Date** check box, the report includes the reservation records with a stay date in the specified date range.
- 4 Specify the **Start Date** and the **End Date** in the Date Range section.
- 5 Click **Print**.

Generating the Guest Spend by Category Report

To view this report:

- 1 Select **Administration > Reports > Central Reports > Guest Spend by Category**.
- 2 In the Report Parameter section, specify:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

Revenue Category

The revenue category used to classify the expenses of the guests. You can select multiple categories in this field.

Note: If you specify the **Revenue Start Date** and **Revenue End Date**, the application displays the report only for that period, within the date range.

Minimum Revenue

The minimum revenue for a category. The application only displays records only with the revenue greater than this value.

- 3 In the Date Context section, if you select the:

- **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
 - **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
 - **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
 - **Stay Date** check box, the report includes the reservation records with a stay date in the specified date range.
- 4 Specify the the **Start Date** and the **End Date** in the Date Range section.
 - 5 Click **Print**.

Generating the Lease Debtors Reconciliation Report

To view this report:

- 1 Select **Administration > Reports > Lease > Lease Debtors Reconciliation Report**.
- 2 Specify the **Property**, and the **Output Format** in which the report is generated.
- 3 Select the **Include Guest Details** check box to include the guest details in the report.
Note: If the **Report Date** is specified, the report displays the guests and the balances for the date.
- 4 You can also sort the report based on the filtering options in the Sort By tab.
- 5 Click **Print**.

Generating the Last Stay Report

To view this report:

- 1 Select **Administration > Reports > Central Reports > Last Stay Report**.
- 2 In the Report Parameter section, specify:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

Report Context

The option based on which the report is displayed.

Date Range:

The report displays the most recent guest stay based on the specified date range.

Days Since last Stay:

The report displays the most recent guest stay based on the number of days specified in the **Days Since Last Stay** field.

Note: If you specify the **Report Start Date** and **Report End Date**, the application displays the report only for that period.

- 3 In the Date Context section, if you select the:
 - **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
 - **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
 - **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
 - **Stay Date** check box, the report includes the reservation records with a stay date in the specified date range.
- 4 Specify the the **Start Date** and the **End Date** in the Date Range section.
- 5 Click **Print**.

Generating the Pre-Check-In Report

To view this report:

- 1 Select **Administration > Reports > Central Reports > Pre-Check-In**.
- 2 Specify this information:

Property

The property for which the report is displayed. You can specify multiple properties in this field.

Brand

The Brand for which the report is displayed. The application displays the report for all the properties associated with the brand.

- 3 In the Date Context section, if you select the:
 - **Arrival Date** check box, the report includes reservation records with an arrival date in the specified date range.
 - **Departure Date** check box, the report includes reservation records with a departure date in the specified date range.
 - **Reservation Date** check box, the report includes the reservation records with a reservation date in the specified date range.
 - **Stay Date** check box, the report includes the reservation records with a stay date in the specified date range.
- 4 Specify the the **Start Date** and the **End Date** in the Date Range section.
- 5 Click **Print**.

Chapter 6: Comp accounting reports

This chapter describes the Comp accounting reports.

Comp folio overview

Use the **Comp Folio** page to print the report that displays the charges that are comped during a guest stay. The report displays only the Comp folio records. Following points must be noted:

- **Property:** Specify the property for which you want to print the report. By default, the property assigned to the user is included.
- **Confirmation Number:** Folio prints for the selected property and confirmation Number only.
- **Group By:**
 - **Comp Date:** The report groups the records and provides a subtotal by comp date.
 - **Authorizer:** The report groups the records and provides a subtotal by authorizer.
 - **Comp Department:** The report groups the records and provides a subtotal by comp department.
- **Start Date:** Specify the start date. Report displays transaction postings where the comp posting date of a transaction is same or after the value in the field.
- **End Date:** Specify the end date. Report displays transaction postings where the comp posting date of a transaction is same or before the value in field.

Consumption Report

Use this page to generate a report about the consumption of package items, for a guest.

The report displays the number of the package items (non-room items) and the consumption related data for the package item. The non-room item data is retrieved from the **Guest Stay** screen and the consumption data is retrieved from the guest folio. The report can be generated to display the summary of the consumption related data. The report also includes the guest and transaction details related to the package items (non-room items). For Floating items, the consumption and allowance details are displayed based on the dates when the items are consumed. Floating items are the items that are consumed over several dates.

The report is developed, based on the requirements of the guest and therefore can be provided to the guest.

The report includes these sections that display the item quantity details:

- The Consumed in Allowance Record section displays the sum of all the quantities in the Consumption Record Section. The Allowance quantity is displayed if the sum of all the consumed items in the Consumption Record Section is higher than the Allowance. The Allowance quantity is the maximum quantity of the package items that is allowed for a guest.
- The Remaining in Allowance Record Section displays the difference in quantity between the Allowance and the Consumed in the Allowance Record Section. If the sum of all the consumed items in the Consumption Record Section is higher than the Allowance, the difference in quantity is displayed in the Overage column of the Allowance Record Section and in the Consumption Record Section.
- The Total Consumed section displays the sum of all the consumption charges posted to the folio.
- The Total Allowance section displays the sum of all Package items that are configured as Consumption.
- The Remaining Consumption section displays the difference between the allowance quantity and the consumed quantity when Allowance is greater than the Consumed quantity.
- The Consumption Overage section displays the sum of all overage charges posted to the folio.

Note:

- You can also print, email or view the consumption report by selecting the Consumption Report option in the Email Documents action menu on the Folio tab of the **Guest Stay** screen.
- The report is printed in the preferred language of the guest.
- The data in the report is displayed in Detail view when printed from the Folio tab.

Generating the Consumption Report

1 Select **Administration > Reports > Front Desk > Consumption Report**.

2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Confirmation Number

A unique number generated for the guest reservation, based on which the report is printed.

3 Select the Summary check box to display the allowance details and the summary of the consumption data.

Note:

- If the associated Add on item is configured as a non-room bundle, the report displays the name of the bundle and the items associated with the bundle.
- If both the non-room bundle and the non-room bundle item is configured with the guest account, the items are displayed together in the report.

- 4 Click Print.

Note:

By default, the report is sorted by Room Number. However, you can also sort the report by the Guest Name and the Confirmation Number.

Comp Revenue with Expense Report

Use this screen to review the comp revenue transactions with the comp expense details. Comp revenue is based on the Comp Revenue Transaction Code configured for the transactions that are comped. Comp expense is based on the comp offset that is posted to credit a guest folio for a comp and charge the comp department. This report is imported by another system that consolidates the comp information for all the properties. This report is used for accounting purposes.

The standard output format for this report is CSV.

Generating Comp Revenue with Expense Report

To generate the Comp Revenue with Expense Report:

- 1 Select **Administration > Reports > Comp Accounting > Comp Revenue with Expense Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify this value.

Transaction Department

The code of the department responsible for the transaction.

Note:

The report only includes the department with **Active** status.

Comp Department

The code of the department responsible for the comp transactions.

Note:

The report only includes the department with **Active** status.

Group By

The option based on which the information is grouped in the report. The possible values are:

- Transaction Department
- Comp Department

Note:

The default value is Transaction Department. However, you can modify this value.

- 3 Select the **Start Date** and the **End Date** in the Date Range section.

Note:

By default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 4 Click **Print Record**.

Note:

By default, the report is sorted by the **Transaction Code**. However, you can also sort the report by **GL Account**.

Transaction Code Report

Use this screen to review the posted revenue transactions consolidated by the transaction group. For each transaction group, a summary of the ledger account settlements (guest ledger, A/R ledger, comp ledger) and the total cross property charges is displayed. The report is used to reconcile HMS transactions with other POS systems, thereby supporting the downstream accounting processes.

The report includes:

- The transaction revenue details posted to the guest ledger or A/R ledger.
- The tax details for the transactions linked to a tax group.
- The authorization code for the transactions that are comped.
- The room details for the guest accounts that are linked to room.
- The transaction codes in the A/R Ledger section.
- The folio charge records posted to POS city ledger accounts.

Generating the Transaction Code Report

To generate the Transaction Code Report:

- 1 Select **Administration > Reports > Comp Accounting > Transaction Code Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify this value.

Transaction Department

The code of the department responsible for the transaction.

Note:

The report only includes the department with **Active** status.

Output Format

The format in which the report is generated.

Note:

- The default value is **PDF**. However, you can modify this value.
- The report includes the subtotal amount for the transaction date and transaction department grouping only if the field is set to **PDF**.

- 3 Set these parameters in the Report Options section.

Print Summary

If this check box is selected, the application combines the transactions with the same transaction date and transaction code and displays the total transaction amount in the report.

Note:

By default, this check box is cleared. However, you can modify this value.

Include A/R Ledger

If this check box is selected, the report includes the transactions from the A/R account.

Note:

By default, this check box is selected. However, you can modify this value.

- 4 Select the **Start Date** and the **End Date** in the Date Range section.

Note:

By default, the **Start Date** and the **End Date** are set to the Hotel Date.

- 5 Click **Print Record**.

Note:

By default, the report is sorted by the **Transaction Code**. However, you can also sort the report by the **GL Account**.

Comp Authorizer Report

Use the **Comp Authorizer Report** screen to view the comp authorizers, the authorization codes and the assigned departments.

The report can be generated daily and is used to audit the active comp authorizers, thereby ensuring that authorization of ex-employees is no longer active.

Note: The records of the inactive **Comp Authorizers** are also included if **Include Inactive Comp Authorizer** check box is selected.

Generating the Comp Authorizer Report

- 1 Select **Administration > Reports > Comp Accounting > Comp Authorizer Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Comp Authorizer

The code of the **Comp Authorizers** associated with the property.

Note: You can select one or more **Comp Authorizers**.

Comp Department

The code of the **Comp Department** assigned to the Comp Authorizer.

Note: You can select multiple **Comp Departments**.

Authorization Code

The authorization code of the **Comp Department**. The report includes the **Comp Authorizes** associated with the selected authorization code.

Note: You can select the **Authorization Code** only if the property parameter MASKCOMPAUTHCODE is set to **False**.

Associated HMS User

The code of the HMS User.

- 3 Select the **Include Inactive Comp Authorizers** check box to include active and inactive **Comp Authorizers** on the report.
- 4 Click **Print Record**.

Generating the Comp Expense by Department Report

Use the **Comp Expense by Department** report to view the [comp](#) on page 370 amounts that are authorized by comp departments, for a specified date range.

The report displays the record details with regards to the comp authorizer, amount, and the player data corresponding to the specified selection. You can view the report in detail or as a summarized view.

The report also displays the comp amount, group sub total, department sub total, settled sub total, the report total, and the sub total.

- 1 Select **Administration > Reports > Comp Account > Comp Expense by Department**.
- 2 Specify this information in the Report Parameter section:

Property

The [property](#) on page 372 . The application populates this field with the default property name.

Group By

Select the method based on which the records must be grouped:

- Transaction Code
- Transaction Department
- Revenue Type

- 3 Specify the required fields such as **Comp Department** and **Comp Authorizer** based on which the report is filtered.
Note: User can select more than one Comp Department and Comp Authorizer to print the report.
- 4 Select the check boxes in the Report Options section, based on which the report is displayed.
Note: If you select the **Print Details** check box, the application displays the report in detail. Else, a summary of the records based on the transaction grouping is displayed.
- 5 Specify the **Start Date** and the **End Date** to display.
- 6 Click **Print**.
- 7 Review the report in detail or summarized view. The report includes Comp details such as subtotal and total expense amounts, department code, player information, offer ID, rate plan, transaction details, comp notes and charge notes and the notes for the folio charge records (POS ticket).

Generating the Comp Expense by Authorizer Report

Use the **Comp Expense by Authorizer** report to view the [comp](#) on page 370 amounts that are authorized by comp authorizers, for a specified date range.

The report displays the record details with regards to the comp authorizer, amount, and the player data corresponding to the specified selection. You can view the report in detail or as a summarized view. The report also displays the comp amount, group sub total, department sub total, settled sub total, the report total, and the sub total.

- 1 Select **Administration > Reports > Comp Account > Comp Expense by Authorizer**.
- 2 Specify this information in the Report Parameter section:

Property

Specify the [property](#) on page 372 . The application populates this field with the default property name.

Group By

Select the method based on which the records must be grouped:

- Transaction Code
- Transaction Department
- Revenue Type

- 3 Specify the required fields such as **Comp Department** and **Comp Authorizer** based on which the report is filtered.
Note: User can select more than one Comp Department and Comp Authorizer to print the report.
- 4 Select the check boxes in the Report Options section, based on which the report is displayed.
Note: If you select the **Print Details** check box, the application displays the report in detail. Else, a summary of the records based on the transaction grouping, is displayed.
- 5 Specify the **Start Date** and the **End Date** to display.
- 6 Click **Print**.

- 7 Review the report in detail or summarized view. The report includes Comp details such as subtotal and total expense amounts, department code, player information, offer ID, rate plan, transaction details, comp notes and charge notes and the notes for the folio charge records (POS ticket).

Comp Verification Report

Use the Comp Verification Report to view the comps for the reservations with status in the specified date range.

- 1 Select **Administration > Reports > Comp Accounting > Comp Verification Report**.
- 2 Specify this information in the Report Parameter section:

Property

Select the property for which the report is generated. The application defaults the property for which the report is generated.

Status

The status of the reservations to be printed in the report.

Group By

The method based on which the reservations are grouped:

- Comp Authorizer (CA)
- Comp Department (CD)
 - a Include Anticipated Comps: Select this check box to include the Comp Configuration related items that have not yet been redeemed, in the report.
 - b Include Active Comps: Select this check box to include folio comp configuration records with Active status. By default, this check box is selected.
 - c Include Inactive Comps: Select this check box to include folio comp configuration records with Inactive status. This is a reaffirmation that the records are cancelled in the CMS.

Include Non Player

Select this check box to include reservations of guests (Non Players) without a Player Number, in the report.

Note:

- By default, this check box is selected.
- Non Player guests are not enrolled in the Player system.

- 3 Specify the **Comp Department** and **Comp Authorizer** for the report.
- 4 Select the check boxes in the Report Options section, based on which the report is displayed.
- 5 Specify the **Start Date** and the **End Date** in the Date Range section.
- 6 Click **Print**.

The report displays the comp amounts of the filtered reservations for the specific property. The report also includes:

:

- Player details such as Player Name, Player Card Number and Player Number.

- Confirmation number of the guest, room number, status, arrival and departure dates.
- Comp Configuration details such as the Authorizer, Department, Offers, Transaction ID, Transaction code, Settlement status and the Comp amount.
- Comp Transaction details such as the Authorizer, Department, Player bank, Offers, Transaction ID, Transaction code, Charge amount and the Comp amount.

Note: You can sort the report by:

- Player Number
- Room Number
- Player Name

Generating Rate Verification Report

Use the Rate Verification Report to view the comps for the arrival reservations in the specified date range.

1 Select **Administration > Reports > Comp Account > Rate Verification Report**.

2 Specify this information in the Report Parameter section:

Property

Select the property for which the report is generated. The application populates this field with the default property.

Status

Select the status of the reservation. The report includes all the reservations with the selected status. By default, this field is set to Reserved, In-House.

Rate Plan

Select the rate plan of the reservation. The report includes all the reservations for which the Stay Date has a rate plan, same as the selected rate plan.

3 Select the check boxes in the Report Options section, based on which the report is displayed.

4 Select the **Include Non-Player** (reservations not enrolled in the Player system) check box to include reservations without a Player Number.

5 Specify the **Start Date** and the **End Date** in the Date Range section. The reservations with arrivals in the specified date range and with the Player Number specified, are included in the report.

Note: By default, this value field is set to the Hotel Date.

6 Click **Print**.

The report displays the rate amounts and comp amounts of the reservations for the specific property based on the data selected. The report also includes:

- Player details such as Player Name, Player Card Number and Player Number.
- Confirmation number of the guest, room number, status, arrival and departure dates.
- Details such as Market Segment, Comp Authorizer, Comp Department, Offers, Transaction ID, Code Type, Code, Redemption Type, Transaction code, Rate Plan, Room Type and the Settlement Type.

- The comp amount based on the associated comp templates having the room revenue transactions.
- The redemption type (Per day, per stay, unlimited) when calculating the comp amount.

Note: You can sort the report by:

- Player Number
- Room Number
- Guest Name

By default, the application sorts the report by Room Number.

Chapter 7: Coupon reports

This chapter describes the Coupons reports.

Coupon History Report Overview

Use this report to view the history of printing coupons.

The Coupon Manager has the Generating Coupon History Report ability to work on the coupon pages.

The user can access this report in these ways:

- Reports Menu> Coupon option> Coupon History Report
- Guest Stay Coupon tab> Coupon History Report
- Group Booking Coupon tab> Coupon History Report

The report displays the details of the coupons along with the users and date range for which the report is generated.

Generating Coupon History Report

This report is printed for a property to display the history of printing coupons.

To generate a report:

- 1 Select **Administration > Reports > Coupon Reports > Coupon History Report**.
- 2 Specify this information in the Report Parameter section to filter the report:

Property

The property for which the report is displayed.

Individual Coupon

The Coupon ID assigned to the guest. The report displays all the records with the selected Coupon ID.

Coupon Page

The Coupon Page ID created for the guests.

User

The end user name, who prints the report.

Confirmation Number

The confirmation number generated for the guest stay.

Group Confirmation

The code to represent a group confirmation.

3 Sort the report by Printed Date/Time or User to display the columns in a sequence.

4 Specify the Start Date and the End Date in the Date Range section.

5 Click **Print Record**.

Note:

- The number of printed and reprinted copies with the respective date and time are displayed on the report.
- If the Coupon page are added for any group booking, the group booking columns displays the related names.
- The report displays the coupon details, if:
 - a** The VVIP Property Parameter is selected in the parameter screen.
 - b** The **VVIP** checkbox is selected for the Guest Name in the Guest Stay screen.
 - c** The VVIP Authorization is Yes/Hosted.
- The VVIP records are not included in the report:
 - a** When the User **VVIP Authorization** is set to **No**.
 - b** When the User ID is not the VVIP Host configured.
 - c** When the **VVIP Authorization** is blank.

Coupon Report Overview

This report is used to print Individual Coupons or Coupon Pages.

This report is used by the Front Desk Agent, Coupon Manager and Group Booking Manager.

The report includes the details of the coupons assigned to the guests:

- Coupon Name
- Guest Name
- Validity
- Coupon Number

The report displays the details of the coupons based on the [VVIP functionality](#) on page 33.

The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Coupon Report

This report is printed for a property to display the Individual Coupons or Coupon Pages.

To generate a report:

- 1 Select **Administration > Reports > Coupon Reports > Coupon History Report**.
- 2 Specify this information in the Report Parameter section to filter the report:

Property

The property for which the report is displayed.

Individual Coupon

The Coupon ID assigned to the guest. The report displays all the records with the selected Coupon ID.

Coupon Page

The Coupon Page ID created for the guests.

Arrival Date

The arrival date based on which the coupons assigned to matched guests reservations are printed.

Arrival Date Guests

The arrival date of the selected guest reservations who are assigned with coupons.

Number Of Copies

The code to represent a group confirmation.

- 3 Sort the report by Printed Date/Time or User to display the columns in a sequence.
- 4 Specify the Start Date and the End Date in the Date Range section.
- 5 Click **Print Record**.

Chapter 8: Forecast and Availability reports

This chapter describes the forecast and availability reports.

31 Day Room Type Availability

Use the 31 Day Room Type Availability Report to view all the room types, including the availability by day, for a maximum of 31 days.

Note: The room types with status set to active, are only included in the report.

To generate this report:

- 1 Go to **Administration > Reports > Forecast and Availability > 31 Day Room Type Availability Report**.
- 2 Specify this information in the **Report Parameter** section:

Property

The property code for which the report is generated. This value is defaulted.

Note: You can select and modify multiple property codes.

- 3 In the Report Options section, select:
 - **Include OOO** check box to include the rooms with the work order status set to OOO, in the list of available rooms. By default, this check box is selected.
 - **Include OOI** check box to include the rooms with the work order status set to OOI, in the list of available rooms. By default, this check box is selected.
 - **Include Suite Room Types** check box to include the Suite Room Types in the report.

Note:

- The rooms listed in this section are not considered for the Occupancy % calculations (Number of occupied rooms/ Total number of rooms in the hotel).
- This information is displayed only for properties with suite rooms.

- 4 Select the **Start Date** and the **End Date** in the **Date Range** section. The report includes a day column for each day in the selected date range.

Note:

- The rooms with the selected report date same as or later than the Inventory Start Date are only included in the report.

- The rooms with the selected report date same as or prior to the Inventory End Date are only included in the report and these rooms are considered to be Available.

5 Click **Print.**

The report displays various room types and the number of available rooms for each day for the specific property based on the selected date range. The report also includes:

- The Occupancy %.
- The available rooms with different Suite Room Types.

Length of Stay Report

This report displays the number of guest stay records by the number of nights they are staying into length of stay categories, then lists the average daily revenue and rooms sold for each. The report will include records from the start date entered plus 6 days and has an option to include day use rooms. The report calculates actual and projected revenue.

The following are some of the important points to be noted:

- The report does not report on shares, it only counts the primary share as the room can only be sold once.

The following information is displayed on the report:

Field	Notes
Header Section	
Property	The property code
Date Printed	Display date report is printed.
User	User who requested report
Date Header for 7 days	
Day of Week	Date with Day of Week abbreviated, begins with Start Date entered + 6 days
Calendar Date	Calendar date in date format
Total Property	
Length of Stay Categories	
Length of Stay (1-6)	Includes reservations with a length of stay of 1-6 nights
Length of Stay (7-12)	Includes reservations with a length of stay of 7-12 nights
Length of Stay (13-19)	Includes reservations with a length of stay of 13-19 nights

Field	Notes
Length of Stay (20-29)	Includes reservations with a length of stay of 20-29 nights
Length of Stay (30+)	Includes reservations with a length of stay of 30 or more nights
Length of Stay Details	
ADR	Average daily revenue
Rooms Sold	Number of rooms sold
Grand Total	
ADR	Average daily revenue
Rooms Sold	Number of rooms sold
Occ%	Calculation of occupied rooms divided by the Total Rooms
Average LOS	Total Room Nights divided by the number of Rooms Sold
Available Rooms	Total rooms in hotel less Out Of Inventory, Out of Order, and Rooms Sold
Total Rooms	Total rooms in hotel less Out of Inventory and Out of Order

Meal Plan Report

This report forecasts meals by date, meal period and meal plan for the specified date range. It allows properties to get a person count by meal period with an option to include the specific meal plans that are due for a given meal period. This report includes a summary option which when selected will display the combined total of meal plans per day. This report can be ran for past dates. The report includes the date, meal plan name, counts for adults and children for breakfast, lunch, and dinner, and a total of guests that do not have a meal plan, Add-ons (Meal plans, items and Bundles) selected by the guest. The report then totals the counts for each day and then gives a total for all days represented on the report.

You can filter the report by specifying the property. You can optionally include specific guest statuses, and include a report summary.

The following are some of the important points to be noted:

- The report prints a line for each active meal plan.
- The report determines which category the meal plan falls into by the meal period assigned to the non-room item.

- The No Meal Plan column is the number of adults and children on reservations that do not have a meal plan.

Meal Plan Guest Report

This report lists all guests with meal plans by date for the specified date range. The report includes these details for the guest reservation:

- The report can be used by hotel restaurants to review which guests are due for each meal period and on which meal plan, or by the front desk staff to know which guests to hand out meal tickets to.
- The report includes the guest name, rate code, meal plan name, number of adults and children on the reservation that have meal plans per breakfast, lunch, dinner, and Add-ons (Meal plans, items and Bundles) selected by the guest.
- The report then totals the counts for each day and then gives a total for all days represented on the report.
- You can filter the report by specifying the property, group ID, group name, and meal plan.
- You can optionally include specific guest statuses. You can sort the report by guest name, room, or meal plan.
- The report determines which category the meal plan falls into by the meal period assigned to the non-room item.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Meal Plan Guest Report

To generate this report:

- 1 Select **Administration > Reports > Forecast and Availability > Meal Plan Guest Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can select and modify multiple property codes.

Group confirmation

The code to represent a group confirmation.

Meal Plan

The meal plan code based on which the report includes records.

Meal Period

The code of the meal period based on which the report displays these records.

Status

The status code of the room assigned.

- 3 Specify the type of status data that must be printed in the report in the Report Options section.
- 4 Specify the method that is used to sort the records, in the Sort By section.
- 5 Select the Dates in the Date Range section.
- 6 Click **Print**.

Occupancy Forecast

This report displays a forecast of the property's occupancy for the specified date range. The main purpose of the report is to give an overview of rooms sold. The report includes total rooms, OOO, stay overs, available rooms, due outs, reservation arrivals by guaranteed and non-guaranteed, block arrivals by group and contract, total reservations, occupied rooms, occupancy percentage, rooms to sell, room revenue, ADR, number of adults, and number of children. The report is grouped by date then will total columns per date and will have a total line for the sum of all dates represented on the report.

Note: This report can also be run for the dates in the past.

The report can be filtered by property. You can group the report by market segment, room category, rate plan, rate category, room type, source, or track and will display the occupancy information according to the grouping used for each date contained in the date range specified. You can optionally include in the results group pickups, contract pickups, remaining group blocks in counts and/or revenue, day use rooms, waitlist status, zero values, and remaining contract blocks. You can additionally opt to treat remaining blocks as pickups and include remaining blocks in availability. Turnover figures can be reported in net or gross. You can use **Limit Group Status** to include or exclude group and group delegates that are in the **Tentative**, **Definite**, **Cancel**, **Checkout**, **Inhouse**, and **Prospect** status.

When a group by option is not specified, the report displays a summary view of occupancy for each day in the date range. When a group by option is selected, the report includes a detailed view of occupancy for each day which is then followed by the summary view.

The numbers displayed on the report represent room reservations. The following details must be noted:

- All counts in the report are room reservations unless Include Remaining Group Block and/or Include Remaining Contract Block options are selected. In this case, the report will include blocks and/or allocation numbers that do not have a room reservation (uncommitted or picked-up).
- If there are shares, the report will calculate the revenue under each share component separately. Depending on the group by option selected, the report could have lines with Fractional reports. In the rare case that each Share Component has different codes configured, the report will split the room count and revenue between the share components. Arrivals, Stay Overs and Due Outs will be based on the share master dates.
- For a suite, the component rooms are counted. The report will not include non-rooms like bath and parlors.

- If you do not configure a room with **Unit Type** set to **Room**, the room is not counted in the **Total Rooms in Hotel** column value. Additionally, these rooms are also excluded from the **Out Of Order** count.
- When remaining group blocks are treated as pickups, the system treats the remaining block as if they were picked up reservations. The default number of guests is used for any rate calculations.
- If the **Include Waitlist Status** check box is selected, the waitlist reservations are only included for report dates that are after the current hotel date.
- Revenue columns on the report will always include day use rooms, regardless of the room being counted under the Reservation Arrivals and Due Outs columns. Day use rooms will only be included under the Arrival and Depart columns when the Include Day Use Rooms option is selected. When the option is selected, the report would add 1 under the Arrival column for the day use room's arrival as well as 1 under the Depart column for the day use room's same day departure.
- If the **Treat Remaining Blocks as Pickup for Availability** check-box is selected:
 - Total Reservation, Occupied Rooms, Occ % and Rooms to Sell will be affected by the remaining group blocks.
 - Stay Over, Avail rooms, and Due Outs, Room Revenue, and ADR will not be impacted by Remaining Group Block
 - ADR is calculated using the Room Revenue and Occupied Rooms figures displayed on the report.
- If the **Treat Remaining Blocks as Pickup for Revenue** check-box is selected:
 - Remaining group block revenue is added to the Revenue column.
 - Stay Over, Avail rooms, Dues Outs, Total Res, OCC Rooms, OCC% Rooms to Sell, and ADR will not be impacted by Remaining Group Block.
 - ADR is calculated using the Room Revenue and Occupied Rooms figures displayed on the report.
- If the **Include Remaining Contract Blocks** check-box is selected the remaining blocks are only counted in the RemCnt column when they are set to impact availability.
- If grouping the report by rate category: all Rate Categories for the property that have Rate Plans configured for it are used. The Rate Code field from the Guest Stay record is used to find the Rate Category on the Property Rate Plan.
- If a group by code is selected and one of the codes has a zero value and has an inactive status, the code will not be included.

Occupancy Statistics Report overview

This report displays occupancy data for the specified date range. The report can be used to get historical or forecast data, or a combination of both. The forecast section includes occupancy data on dates included in the date range specified that are on or after the current date. The history section includes occupancy data included in the date range specified that are in the past. The report includes available rooms, OOO rooms, rooms sold, rooms to sell, occupancy %, arrival rooms, arrival reservations, stay over rooms, departure rooms, departure reservations, number of complimentary rooms, number of no show rooms, day use rooms, transient rooms, group pickup, group pickup reservations, group remaining, contract pickup rooms, contract pickup reservations, contract remaining, reserved lease rooms, un-reserved lease, room revenue, ADR, Rev Par, and guests.

The report is sectioned by date then will total columns per date and will have a total line for the sum of all dates represented on the report. A group by method can be selected and when used the occupancy data is reported by the grouping method for each date contained in the date range specified. When a grouping method is used the report includes a total for each group by method section and will have a total line for the sum of all data included on the report.

The report can be filtered by property. You can group the report by market segment, rate plan, rate category, room type, source, or track. You can limit group status to include or exclude groups in definite or tentative status only. You can optionally: include zero values (this check box is only included when a group by option is selected), include day use (in arrival and departure totals), include day use in rooms and revenue, treat reserved leases as reservations, treat un-reserved leases as reservations, include tentative leases, show contract columns, treat contract pickup as reservations, treat contract remaining as reservations, show group columns, treat group pickup as reservations, treat group remaining as reservations, and include transient.

The report can be configured to include a column for occupancy percentage minus out of order rooms. This column is calculated using the physical inventory minus the out of order rooms that are not marked as minor.

The report can be configured to include a House Use section to report on complimentary rooms. When used the report will include the following information for complimentary room use: no show rooms, day use rooms, transient rooms, group pick up rooms, group pick up reservations, group remaining, contract pickup rooms, contract pickup reservations, contract remaining, reserved lease rooms, un-reserved lease, room revenue, ADR, Rev Par, number of guests, the date type total (history or future), and a total of complimentary rooms.

The following are some important points to be noted:

- The following report columns will only display on the default report when no group by method is used: Arrival Rooms, Arrival Reservations, Stay Over Rooms, Departure Rooms, and Departure Reservations. The columns are available in the base report and can be set to display in report configuration.
- These columns are available in the base report, but are hidden by default: Group Pickup Reservations, Contract Pickup Reservations, Reserved Lease Rooms, Un-Reserved Lease.
- The rooms with active status only that are in inventory are reported.
- If a OOI (out of inventory) work order exists for a room, the room is not included in Available Rooms.
- If there are shares, guest count is considered from the share components. The combined guest count of all share components is reported. The room revenue is considered from the share components. The combined room revenue of all shares components is reported.
- For suites the component rooms are counted, room revenue is based on the suite master, and guest count is considered from the suite reservation.
- The report does not include non-rooms like bath and parlors.
- The transient reservation are reservations that are not associated to a Group, Booking Agency Contract, or Lease.
- When remaining group blocks, contracts, or unreserved leases are treated as pickups, the system treats the remaining block as if they were picked up reservations. The default number of guests is used for any rate calculations.
- When **Include Day Use in Revenue** is selected, day use room revenue is included in the Room Revenue column, but not included in Rooms Sold, or in guest counts.

- When **Include Day Use in Rooms and Revenue** is selected, day use room revenue is included in the Revenue column, and day use rooms are included in the calculation for Rooms Sold and guest counts.
- It is possible to have an occupancy of more than 100% when day use rooms are included in the report.
- The columns for complimentary rooms and no show rooms display the count of each and are informational only, they are not used in any of the report's calculations.
- When the report is grouped by rate category, the guest stays that are associated with a lease will be reported under the rate category of the lease's rate plan.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the shoulder periods are considered lease dates. The shoulder start and end dates will be used as the lease period start and lease period end. The report will compare the shoulder start and end dates, instead of the lease start and end dates.
- When you select **Group By Room Type** and there are Suites configured in HMS, the report includes an additional section called Suite Room Types that includes rooms where the unit type is **Suite**. The **Component Room Count** value indicates how many rooms of unit type **Suite** are configured under the Suite.

Note:

- You can select multiple room types, when the report is grouped by Room Type.
- If the Group By option is not specified, the reservation data is displayed with '****'.
- The Waitlist Rooms data is included in the report. The Waitlist Rooms count is displayed for the Reservations with Waitlist status. These reservations are considered only on the arrival of the guests
- If the report is grouped by the promotion code, the guest stay details associated with the promotion code that is active, are printed in the report.

Note: The promotion code is applicable for all the dates of a guest stay.

- If the **Include Lease Reservations** check box is selected, the report includes lease reservation information for the guest stay.
- If the **Include Un Reserved Lease** check box is selected, the report includes unreserved lease information for the guest stay. The unreserved lease data with these status is displayed:
 - Definite
 - Released
 - Complete

Note: The lease status is defaulted from the **Lease** screen.

- If the **Include Tentative Lease** check box is selected the report displays:
 - The reserved lease column with reservation information that is associated with a lease and has a status set to **Tentative**.
 - The unreserved lease column with lease information and has a status set to **Tentative**.
- The statistical information related to a reservation is excluded from the report, when a Group By Code is specified and one or more of the selected codes have a zero value and are inactive.
- The lease related data for these status is displayed in the generated report for the specified date range:
 - 1 Complete
 - 2 Definite
 - 3 Release

Note: This value is defaulted from the status specified in the Lease screen.

Generating Occupancy Statistics Report

The report can be used to get historical or forecast data, or a combination of both.

To generate the report:

- 1 Select **Administration > Reports > Forecast and Availability > Occupancy Statistics Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Group By

The group by code assigned to the reservation.

Group By Codes

Based on the Group By code, this field can be set with the linked attributes. For example: If Group By is set to Country By Residence, this field displays the list of countries available in the application.

Group Status

The group reservation status code. These are the available options: Checked Out, Definite, In House, and Tentative.

Building

The building code assigned to the room.

Output Format

The format used to print the report.

- 3 Specify this information, in the Report Options section:

Include Zero Values

If this checkbox is selected, the report includes only the Group By codes that are not applied to a reservation or group booking for the date range specified in the report.

Include Day Use in Revenue

If this checkbox is selected, the report includes the day use room revenue in the Room Revenue column, but not included in Rooms Sold, or in guest counts.

Include Day Use in Rooms and Revenue

If this checkbox is selected, the report includes the day use room revenue in the Revenue column, and day use rooms are included in the calculation for Rooms Sold and guest counts.

Include Lease Reservations

If this checkbox is selected, the report includes lease reservation information for the guest stay. :

Include Un-Reserved Lease

If this checkbox is selected, the report includes the unreserved lease information for the guest stay. The unreserved lease data with these status is displayed:

- Definite
- Released
- Complete

Note: The lease status is defaulted from the **Lease** screen.

Include Tentative Leases

If this checkbox is selected, the report displays the reserved lease column with reservation information that is associated with a lease.

- The unreserved lease column with lease information and has a status set to Tentative.
- The lease related data for these status is displayed in the generated report for the specified date range:
 - a** Complete
 - b** Definite
 - c** Release

Note: This value is defaulted from the status specified in the **Lease** screen.

Show Contract Columns

If this checkbox is selected, the report displays the Contract Pickup and Contract Remaining Columns against the reservations.

Include Contract Reservations

If this checkbox is selected, the report displays the Room Revenue, guest details and other reservation details for Contract Pickup reservations in the Room Revenue Column.

Include Remaining Contract

If this checkbox is selected, the report displays the Room Revenue, guest details and other reservation details for Contract remaining in the Room Revenue Column.

Contract remaining is the amount that is left after deducting the picked up rooms from the total allocated rooms for the booking contract.

Show Group Columns

If this checkbox is selected, the reports includes the Contract Pickup Rooms column.

Include Group Reservations

If this checkbox is selected, the report includes Group Pickup reservations in the Arrival column.

If this checkbox is selected, the report includes the Room Revenue for Group Pickup reservations is included in the Room Revenue column.

If this checkbox is selected, the report includes the Adults and Children of Group Pickup reservations in the Guest column.

Include Remaining Group Block

If this checkbox is selected, the report includes the Group Remaining blocks information in all the columns (Guest, Arrival, Stayover, Revenue) of the report.

Include Transient

If this checkbox is selected, the report includes the Transient reservation information in all the columns (Guest, Arrival, Stayover, Revenue) of the report.

Report Revenue as Net

If this checkbox is selected, the report includes the net amount of the revenue for the guest reservation.

Summarize by Date

If this checkbox is selected, the report includes the summarized revenue data for the date range. The Date column includes the Start Date and the End Date of the report.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

Use Group By Description

If this check box is selected, the report includes the description of the Group by code specified in the Group By field. For example, if the value of Group By is **MS** the description of Market Segment (MS) is included in the report.

Include Complimentary in ADR

If this check box is selected, the rooms with Complimentary rates are included in the calculation of the ADR (Average Daily Rate).

Include House Use in ADR

If this check box is selected, the rooms with House Use rates are included in the calculation of the ADR (Average Daily Rate).

Note:

The House Use column is included in the report when generated in Excel.

Include Complimentary

Select this check box to consider the complimentary rooms for the calculation of the sold rooms, room revenue and ADR (Average Daily Rate).

Note: The number of the Complimentary reservations is displayed in the report.

Include House Use

Select this check box to consider the house use rooms for the calculation of the rooms sold, room revenue and ADR (Averages Daily Rate).

Note: The number of House Use reservations is displayed in the report.

- 4 Select the Summarize Context option to include the total occupancy in the report. Available options:
 - **No Summary:** The report displays a comprehensive (Grand) total. If the specified Date Range spans historical and forecasted dates, the report includes a historical total, a forecast total and a Grand Total.
 - **Summarize by Date Range:** The report displays a comprehensive (Grand) total for the specified Date Range inclusive of the **Start Date** and **End Date**.
 - **Summarize by Month:** The report displays a sub total for each month and a comprehensive (Grand) total for the specified Date Range inclusive of the **Start Date** and **End Date**.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Occupancy Statistics RMS Balancing Report overview

This report displays occupancy data for the specified date range and is used specifically to assist with balancing HMS to EzRMS. The report can be used to get historical or forecast data, or a combination of both. The forecast section includes occupancy data on dates included in the date range specified that are on or after the current date. The history section includes occupancy data included in the date range specified that are in the past. The report includes available rooms, OOO rooms, rooms sold, rooms to sell, occupancy %, arrival rooms, arrival reservations, stay over rooms, departure rooms, departure reservations, number of complimentary rooms, number of no show rooms, day use rooms, transient rooms, group pickup, group pickup reservations, group remaining, contract pickup rooms, contract pickup reservations, contract remaining, reserved lease rooms, un-reserved lease, room revenue, ADR, Rev Par, and guests. The report is grouped by date then will total columns per date and will have a total line for the sum of all dates represented on the report. If a group by method is used, the occupancy data is reported according to the grouping used for each date contained in the date range specified, then the report includes a total for each group by method section and will have a total line for the sum of all data included on the report.

The report can be filtered by property. You can use **Limit Group Status** to include or exclude group and group delegates that are in the **Tentative** or **Definite** status. You can group the report by market segment, rate plan, rate category, room type, source, or track. You can optionally: include zero values (this check box is only included when a group by option is selected), include day use (in arrival and departure totals), include day use in rooms and revenue, treat reserved leases as reservations, treat un-reserved leases as reservations, include tentative leases, show contract columns, treat contract pickup as reservations, treat contract remaining as reservations, show group columns, treat group pickup as reservations, treat group remaining as reservations, and include transient.

The following are some important points to be noted:

- The following report columns will only display on the default report when no group by method is used: Arrival Rooms, Arrival Reservations, Stay Over Rooms, Departure Rooms, and Departure Reservations. The columns are available in the base report and can be set to display in report configuration.
- These columns are available in the base report, but are hidden by default: Group Pickup Reservations, Contract Pickup Reservations, Reserved Lease Rooms, Un-Reserved Lease.
- Only rooms with active status that are in inventory are reported.
- If a OOI (out of inventory) work order exists for a room, the room will not be included in Available Rooms.
- If there are shares, guest count is taken from the share components. The combined guest count of all share components will be reported. Room revenue is taken from the share components. The combined room revenue of all shares components will be reported.
- For suites the component rooms are counted, room revenue will be based on the suite master, and guest count will be taken from the suite reservation.
- The report will not include non-rooms like bath and parlors.
- Transient reservation are reservations that are not associated to a Group, Booking Agency Contract, or Lease.
- When remaining group blocks, contracts, or unreserved leases are treated as pickups, the system treats the remaining block as if they were picked up reservations. The default number of guests is used for any rate calculations.

- When **Include Day Use in Revenue** is selected, day use room revenue is included in the Room Revenue column, but not included in Rooms Sold, or in guest counts.
- When **Include Day Use in Rooms and Revenue** is selected, day use room revenue is included in the Revenue column, and day use rooms are included in the calculation for Rooms Sold and guest counts.
- It is possible to have an occupancy of more than 100% when day use rooms are included in the report.
- The columns for complimentary rooms and no show rooms display the count of each and are informational only, they are not used in any of the report's calculations.
- When the report is grouped by rate category, the guest stays that are associated with a lease will be reported under the rate category of the lease's rate plan.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the shoulder periods are considered lease dates. The shoulder start and end dates will be used as the lease period start and lease period end. The report will compare the shoulder start and end dates, instead of the lease start and end dates.

Note:

- You can select multiple room types, when the report is grouped by Room Type.
- If the Group By option is not specified, the reservation data is displayed with '***'.
- The Waitlist Rooms data is included in the report. The Waitlist Rooms count is displayed for the Reservations with Waitlist status. These reservations are considered only on the arrival of the guests.
- If the report is grouped by the promotion code, the guest stay details associated with the promotion code that is active, are printed in the report.

Note: The promotion code is applicable for all the dates of a guest stay.

- If the **Include Lease Reservations** check box is selected, the report includes lease reservation information for the guest stay.
- If the **Include Un Reserved Lease** check box is selected, the report includes unreserved lease information for the guest stay. The unreserved lease data with these status is displayed:
 - Definite
 - Released
 - Complete

Note: The lease status is defaulted from the **Lease** screen.

- If the **Include Tentative Lease** check box is selected the report displays:
 - The reserved lease column with reservation information that is associated with a lease and has a status set to **Tentative**.
 - The unreserved lease column with lease information and has a status set to **Tentative**.
 - The lease related data for these status is displayed in the generated report for the specified date range:
 - 1 Complete
 - 2 Definite
 - 3 Release

Note: This value is defaulted from the status specified in the Lease screen.

Generating Occupancy Statistics RMS Balancing Report

To generate the report:

- 1 Select **Administration > Reports > Forecast and Availability > Occupancy Statistics RMS Balancing Report**.
- 2 Specify the **Property** for which the report is generated; in the Report Parameters section.
- 3 Specify this information in the Report Parameters section:

Group By

The group by code to display the matched records on the report. For example, if Rate code is selected as the Group By value, the report displays Rate Codes configured on the Guest stay record.

Group By Code

This field is defaulted with values based on the **Group By** field. For example, if Group By is set to Room Type, this field lists all the available room types to report.

Group Status

The group reservation status code. These are the available options: Checked Out, Definite, In House, and Tentative.

Building

The building code type based on which the Property and Building details are displayed.

- 4 Specify the type of data that must be printed in the report in the Report Options section:

Include Zero Values

If this checkbox is selected, the report includes only the Group By codes that are not applied to a reservation or group booking for the date range specified in the report.

Include Lease Reservations

If this checkbox is selected, the report includes lease reservation information for the guest stay.

Include Un-Reserved Lease

If this checkbox is selected, the report includes the unreserved lease information for the guest stay. The unreserved lease data with these status is displayed:

- Definite
- Released
- Complete

Note: The lease status is defaulted from the **Lease** screen.

Include Tentative Lease

If this checkbox is selected, the report displays the reserved lease column with reservation information that is associated with a lease.

The unreserved lease column with lease information and has a status set to Tentative.

The lease related data for these status is displayed in the generated report for the specified date range:

- Definite
- Released

- Complete

Note: This value is defaulted from the status specified in the **Lease** screen.

Include Day Use in Rooms and Revenue

If this checkbox is selected, the report includes the day use room revenue in the Revenue column, and day use rooms are included in the calculation for Rooms Sold and guest counts.

Include Day Use in Revenue

If this checkbox is selected, the report includes the day use room revenue in the Room Revenue column, but not included in Rooms Sold, or in guest counts.

Show Contract Columns

If this checkbox is selected, the report displays the Contract Pickup and Contract Remaining Columns against the reservations.

Include Contract Reservations

If this checkbox is selected, the report displays the Room Revenue, guest details and other reservation details for Contract Pickup reservations in the Room Revenue Column.

Include Remaining Contract

If this checkbox is selected, the report displays the Room Revenue, guest details and other reservation details for Contract remaining in the Room Revenue Column. Contract remaining is the amount that is left after deducting the picked up rooms from the total allocated rooms for the booking contract.

Show Group Columns

If this checkbox is selected, the reports includes the Contract Pickup Rooms column.

Include Group Reservations

If this checkbox is selected, the report includes Group Pickup reservations in the Arrival column. If this checkbox is selected, the report includes the Room Revenue for Group Pickup reservations is included in the Room Revenue column. If this checkbox is selected, the report includes the Adults and Children of Group Pickup reservations in the Guest column.

Include Remaining Group Block

If this checkbox is selected, the report includes the Group Remaining blocks information in all the columns (Guest, Arrival, Stayover, Revenue) of the report.

Include Transient

If this checkbox is selected, the report includes the Transient reservation information in all the columns (Guest, Arrival, Stayover, Revenue) of the report.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note: The report is categorized based on the building defined at the Room Type level. If the rooms have no building assigned, 'No Building' text is displayed in the report.

Include Complimentary in ADR

If this check box is selected, the rooms with Complimentary rates are included in the calculation of the ADR (Average Daily Rate).

Include House Use in ADR

If this check box is selected, the rooms with House Use rates are included in the calculation of the ADR (Average Daily Rate).

Note:

The House Use column is included in the report when generated in Excel.

Include Complimentary

Select this check box to consider the complimentary rooms for the calculation of the sold rooms, room revenue and ADR (Average Daily Rate).

Note: The number of the Complimentary reservations is displayed in the report.

Include House Use

Select this check box to consider the house use rooms for the calculation of the rooms sold, room revenue and ADR (Averages Daily Rate).

Note: The number of House Use reservations is displayed in the report.

- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Country Statistics Report

Use this screen to generate a report that includes guest stay statistics used by the officials (Front Office Manager, Sales Manager, or Reservation Manger) of the property.

The report displays guest stay details such as, purpose of travel, the stay duration, age, and nationality. The data are retrieved from the Guest Details tab.

The report can be printed for a particular day or for a specific period.

Generating the country statistics report

- 1 Select **Administration > Reports > Marketing and Analysis > Country Statistics Report**. The **Country Statistics Report** screen is displayed.
- 2 Specify this information in the Report Parameter section:
Property
The property for which the report is printed. The application defaults this value.
Note: However, you can modify this value.
- 3 Specify the **Start Date** and **End Date** in the Date Range section.
Note:
 - By default, the value is set to a date prior to the current Hotel date. However, you can modify this value.
 - You can print this report only for dates in the past and current date.

- 4 Click **Print Record**.

Event Statistics Report

Use this screen to print information about Events organized at the property.

The report displays information about the number of events organized, the revenue generated from the events and the food organized for the event and so on. The report includes records based on the Event Status for the specified duration.

The report is used by the Event Sales and Event Manager with statistical data related to events.

Generating the Event Statistics report

- 1 Select **Administration > Reports > Events > Event Statistics Report**.

The **Event Statistics Report** screen is displayed.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

Group By

The code of the entity related to events. The records are grouped by these entities. For example, Event Room, Event Room Type, Event Status and so on.

Group By Codes

The code of the entities that are displayed based on the value selected in the Group By field.

Note:

- You can select multiple **Group By Codes**.
- You can view the entities only if the **Group by** field is set to a value other than **Event Master**.

For example:

If **Group By** is set to **Event Room** the **Group By Codes** field displays all the rooms that are configured as **Event Room**.

Event Reservation Status

The status of the event reservation.

Note: You can select multiple **Event Reservation Status**.

Output Format

The output format of the report.

Note:

- By default, the value is set to **PDF**. The report prints the **Other Revenue** column.

- If the value is set to **Excel 2007** the **Other Revenue** column is replaced with the **User Configured Event Item Types**.
- 3 Set these parameters in the Report Options section:
- Include Zero Values**
Select this check box to print all Group By codes , including codes with zero values.
Note: This check box is enabled only if the Group By is specified.
- Report Revenue as Net**
Select this check box to include the net revenue of the event, in the report.
Note: If this check box is not selected, the gross revenue is displayed.
- 4 Specify the **Start Date** and **End Date** in the Date Range section to include Event records for the specified period.
Note:
- The events organized on the specified **Start Date** and **End Date** are included in the report.
 - By default, the value is set to the current **Hotel Date**.
- 5 Click **Print Record**.

Property Availability Graph Report

This report gives a seven day graphical view of property availability beginning on the specified date. The graph includes occupied rooms, remaining blocked rooms, rooms sold, available rooms, and total rooms.

Vacant Rooms Forecast

This report lists all rooms that will be vacant during the specified date range. The report includes room number, room type, room description, connecting room 1 room number, connecting room 2 room number, front desk room status, room status, name and date of next guest arrival scheduled into the room, work order start date of next work order scheduled for the room, planned end date of work order, and work order status.

You can filter the report by specifying room type. You can optionally include blocked rooms, rooms in dirty status, and rooms in clean status. You can sort the report by room type or room number.

The following are some of the important points to be noted:

- This report lists rooms that are categorized as unit type of Room or Suite with an Active status.
- The report displays this information for the Suite type rooms:
 1. The hotel date which is the arrival date of the guest.

2. The Component Room booked as part of a Suite message, as the footer text in the Rooms Section.
 3. The Next Guest Arrival and Next Arrival Date details in the Suite section.
- If the report is run for a future date range, the room status will not display the anticipated room status. The room status displayed will always be the current room status.
 - The Next Guest Arrival and Next Arrival Date are based on the Hotel Date and not the date range specified. These fields are intended to list the next arrival into the room.
 - A room is considered vacant for the entered date range if all reservations blocked for the room will be due out on or before the entered start date, and arriving on or after the entered end date.
 - If a room has multiple work orders during the date range specified, the report will display a line for each work order's information.
 - This report applies the [VVIP functionality](#) on page 33.
 - The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Vacant Rooms Forecast

To generate the report:

- 1 Select **Administration > Reports > Rooms > Vacant Rooms Forecast Report**.

- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Room Type

The room type to view the report information.

- 3 Specify this information, in the Report Options section:

Include Blocked Rooms

If this checkbox is selected, the report includes rooms that are not used in future reservations as well as rooms that are blocked for the selected date range.

Clean Status

If this checkbox is selected, the report includes vacant rooms with room status as Clean.

Dirty Status

If this checkbox is selected, the report includes vacant rooms with room status as Dirty.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

- 4 Select the sort options in the Sort By section.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.

6 Click **Print Record**.

Chapter 9: Front Desk reports

This chapter describes the Front Desk reports.

Add-Ons Guest Report

This report lists all guest accounts with add-on items during the specified date range. Add-on items consist of non-room items, and non-room bundles and meal plans that contain one or more non-room item. The report is used to determine what add-on items are needed per guest room.

The report includes guest details of reservation stay date, status, guest name, VIP code, account, share with ID, room, room type, arrival and departure dates, and number of guests in the room. The report then gives enhanced experience detail of item type, item, date the item was added, start and end dates, quantity, posting frequency, pricing control, when the item begins, the department assigned to the item, and the bundle item. Optionally, the report can display a summary section which gives the count of each add-on item per date at one glance.

You can filter the report by property, department, item type, or item. You can optionally include specific guest statuses. You can optionally include a summary section. You can sort the report by account, arrival, name, or room.

The report also displays the following inventory information:

- Inventory: Inventory is the **Inventory Count** on the start date.
- Inventory Nights: Inventory nights is the inventory required per night, like room nights. If the report is for 3 days and inventory is 10, then **Inventory Nights** is 30.
- Sold: The total inventory sold based on night count.
- Available: The total inventory available based on night count.

The following are some of the important points to be noted:

- This report is grouped by the following in the order listed: date, status, guest account, item type, item, bundle item.
- When the report is run in summary report view, the report will not include any bundle or meal plan details, will only include the item type and item information, and the bundle detail section will not display.
- Not all non-room bundles will have frequency, pricing control and begin configured and therefore those fields on the report maybe blank.
- This report applies the [VVIP functionality](#) on page 33.

Generating Add-Ons Guest Report

Use this screen to review the list of the add-on items associated with the guest stay and guest profile for the specified date range. The Add-on item of the guest stay or guest profile is part of non-room items, or non-room bundles with package rate, or meal plans with one or more non-room items. The report is generated to review the add-on items needed for each guest room. This report is geared towards actual delivery versus the inventory of the item. A separate section on the report includes the Add-Ons associated with the Guest Profiles. However, the report does not include the Room Upsell Add-ons.

To generate the Add-Ons Guest Report:

- 1 Select **Administration > Reports > Front Desk > Add On/Non Room Item > Add-Ons Guest Report**.
- 2 Specify this information in the Report Parameters section

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note:

You can modify the value.

Guest Stay Status

The code of the status for the guest stay.

Note: By default, the value is set to Inhouse and Reserved. However, you can modify and select multiple status.

Department

The code of the department.. The report includes guest stay or guest profile records for which the Add-on items are associated with the specified department.

Item Type

The code of the item type. The report includes guest stay or guest profile records when the Add-on items match the specified Item Type.

Item

The code of the type. The report includes guest stay or guest profile records when the Add-on items match the specified Item.

Report View

The option based on which the information in the report is displayed. The possible options:

- Summary View (S)
- Details View (D)

Note:

The default value is **Detail View (D)**. However, you can modify this value.

VIP

The VIP level code associated to the guest.

- 3 Select these check boxes in the Report Option section to include the guest account information specific to the reservation status in the report:
 - Cancelled

- Checked Out
- In-House
- No Show
- Reserved
- Waitlist

4 Set these parameters in the Report Options section:

Include Comments

If this check box is selected, the report includes the comments associated with the add-on items.

Include Guest Profiles Add Ons

If this check box is selected, the report includes Add-Ons associated with the guest profile.

Include Meal Plans

If this check box is selected, the report includes the items that are associated with the Meal Plan.

Include Summary Section

If this check box is selected, and the **Report View** field is set to **Detail View (D)**, the report includes the items type with the respective bundle items at the header of the report.

Note:

If this check box is selected, and the **Report View** field is set to **Summary View (S)**, the report displays an additional column to view the items type but the bundle is not categorized to item level at the header of the report.

5 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- By default, the **Start Date** and **End Date** are set to the **Hotel Date**.
- The Start Date and End Date of the Add-Ons are considered to include the guest stay or guest profile records.

6 Click **Print Record**.

Note:

- By default, the report is sorted by the **Room**. You can also sort the report by **Account**, **Arrival** and **Name**.
- You can group the information in the report by **Date**, **Status** (Reservation status), **Guest Account**, **Item Type** and **Bundle Item**.

Add-Ons Report

This report lists all add-on items set on guest accounts during the specified date range. Add-on items consist of non-room items, and non-room bundles and meal plans that contain one or more non-room item. The report is used to determine the quantity of items needed for the dates entered. This report is geared towards actual inventory verses the delivery of the item.

The report includes guest details of reservation stay date, status, guest name, VIP code, account, share with ID, room, room type, arrival and departure dates, Added by User, and number of guests in the room. The report then gives add-on detail of item type, item, Unit Price, date the item was added, start and end dates, posting frequency, pricing control, when the item begins, and the quantity. The report is grouped by item and gives a total of each item by guest status, and a total of each item per day.

The report also displays the following inventory information:

- **Inventory:** Inventory is the **Inventory Count** on the start date.
- **Inventory Nights:** Inventory nights is the inventory required per night, like room nights. If the report is for 3 days and inventory is 10, then **Inventory Nights** is 30.
- **Sold:** The total inventory sold based on night count.
- **Available:** The total inventory available based on night count.

You can filter the report by Property, Department, Item, VIP and Created By. You can optionally include specific guest statuses. This report applies the [V/VIP functionality](#) on page 33.

Generating Add-Ons Report

Use this screen to view the list of all the add-ons items associated with the guest stay or guest profile for the specified date range. An Add-on item of the guest stay or guest profile is part of the Non-Room Items, or Non Room Bundle, or Bundle with Package rate, or a Meal Plan. The report is generated to review the quantity of items required for the specified dates. The report does not include the Room Upsell Add-ons.

To generate the Add-Ons Report:

- 1 Select **Administration > Reports > Front Desk > Add On/Non Room Item > Add-Ons Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify the value.

Guest Stay Status

The code of the status for the guest stay.

Note: By default, the value is set to Inhouse and Reserved. However, you can modify the value and select multiple status.

Item

The code of the item.

Department

The code of the department. The report includes guest stay or guest profile records for which the Add-on items are associated with the specified department.

VIP

The VIP level code associated with the guest.

Created By

The ID of the user, who generates the report.

Note:

You can select multiple users.

- 3 Select these check boxes in the Report Options section to include the guest account information specific to the reservation status, in the report:
 - Cancelled
 - Checked Out
 - In-House
 - No Show
 - Reserved
 - Waitlist
- 4 Set these parameters in the Report Options section:
 - Include Comments**
If this check box is selected, the report includes the comments associated with the add-on items.
 - Include Guest Profiles Add Ons**
If this check box is selected, the report includes Add-Ons associated with the guest profile.
 - Include Meal Plans**
If this check box is selected, the report includes the items that are associated with the Meal Plan.
- 5 Specify the **Start Date** and **End Date** in the Date Range section.
Note: By default, the **Start Date** and **End Date** are set to the **Hotel Date**.
- 6 Click **Print Record**.

Arrivals by Building Report

Use the **Arrivals by Building Reports** screen to generate a report that includes the guest details and the stay period. This report is sent to the partner hotels on a daily basis.

Note: The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating the Arrivals by Building Report

To generate this report:

- 1 Select **Administration > Reports > Front Desk > Arrivals/Stay Over/Departure/In-House > Arrivals by Building Report**.
- 2 Specify this information in the Report Parameters section::

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Building

The building code for which the guest details are included in the report.

Note:

You can select multiple options.

Confirmation Number

A unique number generated for the confirmed reservation.

Note:

You can select multiple confirmation number.

Group Confirmation

The confirmation number generated for the group reservation.

Note:

You can select multiple groups.

Preference Code

The guest preference code based on which the details are included in the report.

Note:

You can select multiple options.

Rate Plan

The rate plan code associated with the guest reservation.

Note:

You can select multiple rate plans.

Room Type

The room type specified for the guest reservation.

Note:

You can select multiple room types.

Status

The status of the reservation based on which the guest records are retrieved for the report.

Note:

You can select multiple options.

Add-Ons

The add-on items provided to the guests.

Add-On Type

The type of add-on items provided to the guests.

Note: You can select multiple add-ons.

3 3. Specify this information in the Report Options section

Include Address

If this check box is selected, the report includes address of the guest as specified in the guest stay record.

Note:

By default, this check box is selected.

Include Additional Guests

If this check box is selected, the report includes the details of additional guests associated with the room.

Note:

By default, this check box is selected.

Include Arrival and Departure Notes

If this check box is selected, the report includes the notes related to the arrival and departure of the guest.

Note:

By default, this check box is selected.

Include Guest Notes

If this check box is selected, the report includes the guest notes provided in the **Guest Notes** field of the Guest Stay screen.

Note:

By default, this check box is selected.

Include Notes

If this check box is selected, the report includes the notes provided in the **Note** tab of the **Guest Stays** screen.

Note:

By default, this check box is selected.

Include Preferences

If this check box is selected, the report includes preferences and descriptors defined for the preference, in the **Guest Stay** screen.

Note:

By default, this check box is selected.

Include Reservation Notes

If this check box is selected, the report includes the reservation notes provided in the **Guest Stay** screen.

Note:

By default, this check box is selected.

Include Shares

If this check box is selected, the report includes the combined guest count of all the share components.

Note:

By default, this check box is selected.

Include Add-Ons

If this check box is selected, the report includes the add-on items associated with the guest on the **Guest Stay** screen.

Note:

By default, this check box is selected.

Include Comp Template

If this check box is selected, the report includes the **Comp Templates** and the **Comp Template** label associated with the Guest Stay.

Note:

By default, this check box is selected.

Include Player Information

If this check box is selected, the report includes the **Player Number** and the **Player Rank** associated with the Guest Stay.

Include Group Booking

If this check box is selected, the report includes the Group Booking label and name associated with the Guest Stay.

Include Gender

Select this check box to include the Service Demographic for all reservations that have the gender of the guest specified.

Include Service and Pay Grade

Select this check box to include the Service Demographic for all reservations that have the Service and Pay Grade value specified.

Suppress Names

Select this check box to exclude the guest name, alternate guest name, share guest name and additional guest names for all reservations.

4 Specify the **Start Date and **End Date** in the Date Range section.****Note:**

- By default, the values are set to current Hotel Date
- The report includes guest records if the Arrival Date of the Guest Stay is within the specified date range.

5 Click **Print Record.**

Note: By default, the records are sorted by the Guest Name. However, you can modify the option in the Sort By session. The available options are:

- Arrival Date
- External Reference Number
- Confirmation Number
- Status

Arrival List Report

This report lists the guests arriving within the selected date range and gives a summary total of guests and reservations. The report includes records where the guest stay record matches the report parameters regardless of current account status. This allows a property to create a list of guest that have arrived in the past, or will be arriving in the future depending on the date range specified. The report is a view of a guest account's arrival date only. The report does not display additional information to indicate any type of scheduled room or rate changes. The report includes the room number, guest name, organization, group confirmation, group name, group ID, VIP level, arrival and departure dates and times, number of guests, room type, market segment, rate plan, rate amount, settlement code, share ID, status, and lease number. The report then gives a summary for total reservations, total guests, and total rooms. The additional guest details such as VIP Level, arrival date, departure date, and relationship with the primary guest are displayed in the Additional Guest section. The details of each additional guest are displayed in a single line. The report also includes the relationship of the additional guests with the primary guest as specified on the Guest Stay screen.

You can filter the report by specifying group ID, rate plan, room type, source of business, VIP code, group name, loyalty membership level, building, floor, and wing. You can optionally include specific guest statuses, additional guests, guest notes, reservation notes, notes, and loyalty membership level. You can optionally show rates and package rates. You can limit the report to only include VIPs and/or leases. You can sort the report by confirmation number, name, room, arrival date, building, floor, or wing.

The following are some of the important points to be noted:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If a guest stay record is part of a share reservation, the guest stay record is counted in the total guest and total reservations numbers.
- The No. of Guests field displays the number of adults, then the number of children.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If **Show Rates** is not selected the report will not include the Rates report column.
- If **Include Guest Notes** is selected the report will include the guest notes entered in the Guest Notes field of the guest stay record.
- If **Include Notes** is selected the report will include the notes entered in the tab of the guest stay record, but will not include notes marked as private.
- If more than one type of note is included, the notes will print below the associated reservation record in this order: guest note, reservation note, account note.
- If **Only Lease** is selected the report will only show guest stays with a lease and will display both lease guest accounts with the expected lease name and lease number.
- This report applies the [VVIP functionality](#) on page 33.

These calculations are performed:

- Total Guests = sum of guests.
- Total Reservations = sum of records listed on the report.

The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Arrival Information Report

Use this screen to view the arrival details of the guest. The report includes the information such as guest details, amenities, room type, add-ons, rate plan and so on. You can also view the information related to the additional guest such as VIP level and relationship with the guest.

To generate the arrival information report:

- 1 Select **Administration > Reports > Front Desk > Front Desk > Arrival/Stay Over/Departure/In-House > Arrival Information Report**.
- 2 Specify this information on the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify the value.

Confirmation Number

The unique number generated for the confirmed reservation.

Note:

You can select multiple confirmation numbers.

Group Confirmation

The confirmation number generated for the group reservation.

Note:

You can select multiple groups.

Status

The status of the guest for whom the report is generated.

You can select multiple status.

Guarantee

The guarantee type applicable for the guest reservation.

Note:

You can select multiple Guarantee types.

Loyalty Membership Level

The loyalty level code associated with the guest.

Note:

You can select multiple loyalty level codes.

Reward Program Type

The internal or external reward programs that enable guests to earn points, miles, and membership benefits, based on the customer loyalty.

Booking Agency

The booking agency for which the report is generated.

Organization

The organization for which the report is generated.

Rate Plan

The rate plan code associated with the guest reservation.

Note:

You can select multiple rate plans.

Market Segment

The market segment code associated with the guest reservation.

Note:

You can select multiple market segment.

Source of Business

The source of business associated with the guest.

Note:

You can select multiple source of business.

Room Type

The room type specified for the guest reservation.

Note:

You can select multiple room types.

Building

The building code assigned to the room. The report only includes the rooms that match the code.

Note:

You can select multiple building codes.

Floor

The floor code assigned to the room. The report only includes the rooms that match the code.

Note:

You can select multiple floors codes.

Wing

The wing code configured to the room. The report only includes the rooms that match the code.

Note:

You can select multiple wings codes.

VIP

The VIP level code associated with the guest.

Note:

You can select multiple VIP level codes.

Add-on Type

The type of add-on items provided to the guests.

Add-Ons

The add-on items provided to the guests.

Note:

You can select multiple add-ons.

Preference Code

The guest preference code that is used to identify special requests, services, or amenities that guests require during the stay.

Note:

You can select multiple preference codes.

Amenities

The amenities that are added to the guest stay.

Note:

- The report includes only the amenities with **Active** status.
- The report indicates if the amenities are delivered.

3 Set these parameters in the Report Options section:**Include Additional Guest**

If this checkbox is selected, the report includes the details of additional guests associated with the room.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Address

If this checkbox is selected, the report includes address of the guest as specified in the guest stay record.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Birthday

If this checkbox is selected, the report includes the guest's date of birth from the guest record.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Guest History

If this checkbox is selected, the report includes the guest history which includes the information such as the lifetime revenue, lifetime nights, lifetime stays of the guests, and the last stay property.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Guest Notes

If this checkbox is selected, the report includes the guest notes provided in the **Guest Notes** field of the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Notes

If this checkbox is selected, the report includes the notes provided in the **Note** tab of the **Guest Stay** screen. The report does not include notes marked as Private.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Reservation Notes

If this checkbox is selected, the report includes the reservation notes provided in the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Arrival/Departure Notes

If this checkbox is selected, the report includes the notes related to the arrival and departure of the guest.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Rate Changes

If this checkbox is selected, the report includes all the rate changes for the duration of the reservation along with the arrival information of the guest. If the checkbox is cleared, the report displays the average rate of the guest stay for the selected dates. If the first night of the guest's is before the report start date the report uses the rate from the last night of the stay.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Rooms Assigned

If this checkbox is selected, the report includes the room numbers assigned to the guest on the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Rooms Unassigned

If this checkbox is selected, the report includes the guest records that do not have room number assigned on the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Shares

If this checkbox is selected, the report includes the combined guest count of all the share components.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Loyalty Membership Level

If this checkbox is selected, the report includes the details of the loyalty level related to the guests as specified for the Guest Stay.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Add-on

If this checkbox is selected, the report include the add-on items associated with the guest on the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include preferences

If this checkbox is selected, the report include preferences and descriptors defined for the preference, in the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Amenities

If this checkbox is selected, the report includes the amenities associated with the guest in the **Amenities** tab of the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Active Alerts/ Traces

If this checkbox is selected, the report includes the active alerts and traces associated with the guest in the **Traces** tab of the **Guest Stay** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Internal Actions

If this checkbox is selected, the report includes the internal actions added to the guest account in the **Message** tab of the **Guest Profile** screen.

Note:

By default, this checkbox is selected. However, you can modify the value.

Include Profile Picture

If this checkbox is selected, the report includes the profile picture of the guest from the **Guest Stay** screen.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Only Advance Report Posted

If this checkbox is selected, the report includes the collection of accounts deposited by the guest, prior to the registration.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Only Zero Rates

If this checkbox is selected, the report includes only the guest records with zero rate in the **Guest Stay** screen.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Show Package Rates

If this check-box is selected, the report includes all the room amounts for which the rate is a part of a package.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Show Rates

If this checkbox is selected, the report includes the Rates Report column.

Note:

By default, this checkbox is selected. However, you can modify the value.

Exclude Lease Guest Stays

If this checkbox is selected, the report does not include the guest stays that have a lease defined.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Exclude Non-Lease Guest Stays

If this checkbox is cleared, the report includes the Guest Stays without a lease.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Group By Building

If this checkbox is selected, the report includes the records by Building groups. The grouping is sorted by Building Code and the Building Description is used for the section heading. Rooms that do not have a Building assigned are included in a No Building section of the report.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Show Last 3 Stays

If this checkbox is selected, the report includes the last 3 stay records of the guest.

Note:

By default, this checkbox is cleared. However, you can modify the value.

Include Gender

Select this check box to include the Service Demographic for all reservations that have the gender of the guest specified.

Include Service and Pay Grade

Select this check box to include the Service Demographic for all reservations that have the Service and Pay Grade value specified.

Include Activities

Select this check box to include the details of the activities that are associated with the guest stay.

Note: The cancelled activities are not included.

- 4 Specify the **Start Date** and the **End Date** in the Date Range section.

Note:

By default, the **Start Date** and the **End Date** are set to the Hotel Date.

5 Click Print Record.**Note:**

By default, the report is sorted by the guest Name.

Arrivals with Details Report

This report lists the guests arriving within the specified date range and includes detailed information regarding each guest and then gives a summary total of guests and reservations. The report includes records where the guest stay record matches the report parameters regardless of current account status. This allows a property to create a list of guest that have arrived in the past, or will be arriving in the future depending on the date range specified. The report includes room, guest name, address, VIP level, loyalty membership level, advance deposit, group confirmation, arrival date and time, departure date and time, number of guests, share ID, guarantee code, settlement code, status, room type, market segment, rate plan, type, rate plan, rate amount, settlement code, share ID, status, guest history information, guest birthday, and preferences. The report then gives a summary for total guests, and total reservations. This report also includes the player rank information when the property parameter **CMSINTG** is selected.

You can filter the report by specifying booking agency, confirmation number, group, guarantee, loyalty membership type, loyalty membership level, organization, preference type, preference code, rate plan, rewards program type, room type, source of business, status, VIP code, start time and end time. You can optionally include additional guests, address, birthday, guest history, guest notes, preferences, reservation notes, rate changes, assigned rooms, unassigned rooms, shares, and loyalty membership level. You can optionally show rates and package rates. You can limit the report to show only arrivals with advance deposits posted and/or only arrivals with zero amount rates. You can optionally exclude lease guest stays or non-lease guest stays. You can sort the report by arrival date, confirmation number, name, room, or status.

Note:

- If **Start Time** and **End Time** are specified you must specify the time in 12-hour notation and not in 24-hour notation (Military time) fields
- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- If a guest stay record is part of the share reservation, the guest stay record is counted in the total guest and total reservations numbers.
- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If an account has a scheduled room move during the reports requested date range, the report will display additional rows with just the room information and number of days at the new room type or room number.
- If **Include Guest History** is selected the report will include the lifetime revenue, lifetime nights, lifetime stays of the guests, and the last stay property.
- If **Include Guest Notes** is selected the report will include the guest notes entered in the Guest Notes field of the guest stay record.

- If **Include Notes** is selected the report will include the notes entered in the tab of the guest stay record, but will not include notes marked as private.
- If **Include Rate Changes** is selected the report will include all rate changes on a separate line under the arrival information for the guest. The report will include all rate changes for the length of the reservation. If the option is not selected the report displays the average rate of the guest stay for the selected report dates. If the first night of the guest's is before the report start date the report will use the rate from the last night of the stay.
- If **Include Preferences** is selected the report will include preferences and descriptors if they exist for the preference.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If **Show Rates** is not selected the report will not include the Rates report column.
- If **Only Lease** is selected the report will only show guest stays with a lease and will display both lease guest accounts with the expected lease name and lease number.
- The Last Checkout Date is displayed on the report. This field is the checkout date linked to a guest stay. If a guest stay profile has multiple reservation records, the Latest Checkout Date is the stay date of the record with the Reservation Status, Checked-out.
- In the **Market Segment** field, you can specify more than one value to filter the records that are displayed on the report.
- This report applies the [VVIP functionality](#) on page 33.

Generating Arrivals with Details Report

This report displays the list of detailed information about each guest arriving within the date range as specified in the report layout.

The report includes:

- A summary of the total number of guests and reservations.
- The records where the guest stay record matches the report parameters irrespective of current account status.
- A property that is allowed to create a list of guests arrived in the past, or guests who arrive in the future dates range specified.
- The hotel room, building, floor, wing, guest name, address, VIP level, loyalty membership level, advance deposit, group confirmation, arrival date and time, departure date and time, number of guests, share ID, guarantee code, settlement code, status, room type, market segment, rate plan, type, rate plan, rate amount, settlement code, share ID, status, guest history information, guest birthday, and preferences.
- A summary for the total guests, and total reservations.
- The player rank information when the property parameter **CMSINTG** is selected.
- The details related to the additional guests such as VIP Level, arrival date, departure date, and relationship of the primary guest, are displayed in the Additional Guest section. The details of each additional guest are displayed in a single line.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Arrival/Stay Over/Departure/In-House > Arrival with Details Report**.

- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Booking Agency

The booking agency type. The available options are based on codes created as organization type codes on the **Maintain Global Codes** screen.

Confirmation Number

The confirmation number generated for the guest stay.

Group Confirmation

The code to represent a group confirmation.

Guarantee

The name of the guarantee method.

Loyalty Membership Type

The loyalty program code.

Organization

The organization type. The available options are based on codes created as organization type codes on the **Maintain Global Codes** screen.

Preference Type

The guest preference code type. The guest preference type can be Global, Property, or Brand.

Preference Code

The guest preference code that identifies special requests, services, or amenities guests require during the stay.

Rewards Program Type

The internal or external rewards programs that enable guests to earn points, miles, and membership benefits based on the customer loyalty.

VIP

The VIP level code.

Start Time

The start time to initiate the report generation.

End Time

The time to complete the report generation.

Rate Plan

The rate plan code. The report includes all the reservations for the selected rate plan.

Room Type

The room type to view the report information.

Source of Business

Select the source type from the available options such as Third Party, Corporate, Sales Department, Travel Package and others.

Building

The building code assigned to the room based on which the report only includes the rooms that are matched.

Floor

The floor code assigned to the room based on which the report only includes the rooms that are matched.

Wing

The wing code configured to the room based on which the report only includes the rooms that are matched.

Loyalty Membership Level

The loyalty level associated with the guest.

Status

The status of the guest stay.

Market Segment

The market segment code. The report includes all the reservations for the selected market segments.

Note: You can select multiple market segments.

Track

The Track code associated with the market segments.

Note:

You can select more than one Track code for a market segment.

Geographic Code

The Geographic code associated with the location.

Note:

You can select more than one Geographic code for a location.

3 Specify this information, in the Report Options section:

Include Additional Guests

If this checkbox is selected, the report displays the details of secondary guests added to the room.

Include Address

If this checkbox is selected, the report displays the details of guest address as provided in the Guest Stay record.

Include Birthday

If this checkbox is selected, the report displays the details of guest's date of birth.

Include Guest History

If this checkbox is selected, the report displays the lifetime revenue, lifetime nights, lifetime stays of the guests, and the last stay property.

Include Guest Notes

If this checkbox is selected the report displays the guest notes provided in the **Guest Notes** field of the Guest Stay record.

Include Reservation Notes

If this checkbox is selected, the report displays the reservation notes provided in the Guest Stay record.

Include Rate Changes

If this checkbox is selected, the report displays all rate changes on a separate line in the arrival information for the guest. The report displays all rate changes for the length of the reservation. If the checkbox is cleared, the report displays the average rate of the guest stay for the selected report dates. If the first night of the guest's is before the report start date the report uses the rate from the last night of the stay.

Include Rooms Assigned

If this checkbox is selected, the report displays the room numbers assigned for the guest stay.

Include Rooms Unassigned

If this checkbox is selected, the report displays guest records with no room number assigned on the Guest Stay record.

Include Shares

If this checkbox is selected, the report displays the combined guest count of all the share components.

Only Advance Deposit Posted

If this checkbox is selected, the report displays the collection of accounts deposited prior to registration by the guest.

Only Zero Rates

If this checkbox is selected, the report displays only the guest records with zero rate provided in the Guest Stay record.

Include Notes

If this checkbox is selected the report displays the notes provided in the tab of the Guest Stay record, but does not include notes marked as private.

Include Preferences

If this checkbox is selected, the report displays preferences and descriptors existing for the preference specified in the Guest stay screen.

Only VIPs

If this checkbox is selected the report displays the details of the VIP guests only.

Show Package Rates

If this check-box is selected, the report displays all the room amounts where the rate is a part of a package.

Exclude Lease Guest Stays

If this checkbox is cleared, the report displays the guest stays with a lease.

Exclude Non-Lease Guest Stays

If this checkbox is cleared, the report displays the guest stays without a lease.

Include Loyalty Membership Level

If this checkbox is selected the report displays the details of the loyalty level related to the guests as provided in the Guest Stay record.

Show Rates

If this checkbox is selected, the report displays the Rates report column.

Group By Building

If this checkbox is selected, the report displays the records as Building sections. The grouping is sorted by Building Code and the Building Description is used for the section heading.

If any Rooms do not have a Building assigned the records for these rooms are included in a section as No Building.

Include Activities

Select this check box to include the details of the activities that are associated with the guest stay.

Note: The cancelled activities are not included.

- 4 Select the sort options in the Sort By section.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Best Western Arrival List overview

This report lists the guests arriving within the selected date range and gives a summary total of guests and reservations. The report includes records where the guest stay record matches the report parameters regardless of current account status. This allows a property to create a list of guest that have arrived in the past, or will be arriving in the future depending on the date range specified. The report is a view of a guest account's arrival date only. The report does not display additional information to indicate any type of scheduled room or rate changes. The report includes room number, guest name, organization, account, BWR level, BWR number, BWR confirmation number, account, group name, group confirmation number, arrival date and time, departure date and time, number of guests, room type, rate plan, rate amount, VIP level, settlement code, share ID, and status. The report then gives a summary for total guests, and total reservations.

You can filter the report by specifying group, rate plan, room type, status, source of business, VIP code, building, floor, and wing. You can optionally include additional guests, guest notes, reservation notes, and notes. You can optionally show rates and package rates. You can limit the report to only show VIPs. You can sort the report by arrival date, building, confirmation number, floor, name, room, or wing.

The following are some of the important points to be noted:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.

- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If a guest stay record is part of a share reservation, the guest stay record is counted in the total guest and total reservations numbers.
- The No. of Guests field displays the number of adults, then the number of children.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If **Show Rates** is not selected the report will not include the Rates report column.
- If **Include Guest Notes** is selected the report will include the guest notes entered in the Guest Notes field of the guest stay record.
- If **Include Notes** is selected the report will include the notes entered in the tab of the guest stay record, but will not include notes marked as private.

Generating the best western arrival list

- 1 Select **Administration > Reports > Front Desk > Arrival/Stay Over/Departure/In-House > Best Western Arrival List**.
- 2 Specify this information in the Report Parameter section:

Property

The code of property for which the report is generated. The application defaults the value to the current session. However, you can modify this value.

Group Confirmation

The confirmation number of the group. The report includes the selected guest records.

Note: You can select multiple **Group Confirmation** from the **Groups** screen.

Rate Plan

The code of the rate plans associated with the reservation which is included in the report.

Note: You can select multiple **Rate Plan** from the **Rate Plans** screen.

Room Type

The code of the room type associated with the reservation which is included in the report.

Note: You can select multiple **Room Types** from the **Room Types** screen.

Status

The status of the reservation.

Note: You can select multiple **Status** from the **Statuses** screen.

Market Segment

The code of the market segment associated with the reservation which is included in the report.

Note: You can select multiple **Market Segment** from the **Market Segment** screen.

Track

The code of the track associated with the market segment which is included in the report.

Note: You can select multiple **Track**.

Geographic Code

The geographic code of the location which is include in the report.

Note: You can select multiple Geographic Code.

Source of Business

The code for the source of business.

VIP

The code of the VIP levels.

Note: You can select multiple VIP levels.

Building

The building code for the room assigned to the reservation which is included in the report.

Floor

The floor code for the room assigned to the reservation which is included in the report.

Wing

The wing code for the room assigned to the reservation which is included in the report.

3 Set these parameters in the Report Option section:

Include Additional Guests

Select this check box to include the details of the additional guest associated with the reservation.

Include Guest Notes

Select this check box to include the text specified in the Guest Notes field of the Guest Stay record.

Include Reservation Notes

Select this check box to include the text specified in the Reservation Notes field of the Guest Stay record.

Include Notes

Select this check box to include the notes specified in the Notes tab of the Guest Stay.

Note: Notes for which the Private check box is selected on the Guest Stay screen, are not included in the report.

Include Activities

Select this check box to include the details of the activities scheduled for the guest.

Only VIPs

Select this check box to include the records with VIP status.

Show Package Rates

Select this check box to include the package rate plan associated with the guest record.

Show Rates

Select this check box to include the room rate associated with the guest record.

Note: By default, this check box is selected.

Group By Building

Select this check box to group the records based on the building associated with the guest record.

4 Specify the **Start Date** and **End Date** in the Date Range section. The records are included based on the reservation's Arrival date.

- The report includes guest records with Reserved status if the values are not specified.
- By default, the value is current Hotel date.

5 Click **Print Record**.

Note:

- You can sort the records based on the **Confirmation Number, Name, Room, Arrival Date, Building, Floor, and Wing** fields by selecting the option in the Sort By section.
- By default, the records are sorted based on the Name field.

Best Western Arrivals with Details

This report lists the guests arriving within the specified date range and includes detailed information regarding each guest and then gives a summary total of guests and reservations. The report includes records where the guest stay record matches the report parameters regardless of current account status. This allows a property to create a list of guest that have arrived in the past, or will be arriving in the future depending on the date range specified. The report includes guest name, organization, BWR level, BWR number, BWR confirmation number, account, group name, arrival date and time, departure date and time, number of guests, room type, rate plan, rate amount, settlement code, share ID, and status. The report then gives a summary for total guests, and total reservations.

You can filter the report by specifying booking agency, confirmation number, group, guarantee, BWR level, organization, preference type, preference code, rate plan, room type, source of business, status, VIP code, arrival start time and end time. You can optionally include additional guests, address, birthday, guest history, guest notes, notes, reservation notes, preferences, rate changes, assigned rooms, unassigned rooms, and shares. You can optionally show rates and package rates. You can limit the report to only arrivals with advance deposits posted and/or only arrivals with zero amount rates. You can sort the report by arrival date, confirmation number, name, room, status, or BWR member. The records are printed based on the arrival date specified on the Guest Account. The report also includes the details related to guest reservations.

The following are some of the important points to be noted:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned
- If a guest stay record is part of the share reservation, the guest stay record is counted in the total guest and total reservations numbers.
- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If an account has a scheduled room move during the reports requested date range, the report will display additional rows with just the room information and number of days at the new room type or room number.
- If **Include Guest History** is selected the report will include the lifetime revenue, lifetime nights, and lifetime stays of the guests.

- If **Include Guest Notes** is selected the report will include the guest notes entered in the Guest Notes field of the guest stay record.
- If the Include Additional Guest checkbox is selected, the report includes the relationship of the additional guests with the primary guest as specified in the Guest Stay screen.
- If **Include Notes** is selected the report will include the notes entered in the tab of the guest stay record, but will not include notes marked as private.
- If **Include Rate Changes** is selected the report will include all rate changes on a separate line under the arrival information for the guest. The report will include all rate changes for the length of the reservation. If the option is not selected the report displays the average rate of the guest stay for the selected report dates. If the first night of the guest's is before the report start date the report will use the rate from the last night of the stay.
- If **Include Preferences** is selected the report will include preferences and descriptors if they exist for the preference.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If **Show Rates** is not selected the report will not include the Rates report column.

Best Western Confirmation Letter

This report creates confirmation letters for guest reservations in **Reserved** status with an arrival date within the specified date range. This report has been designed specifically for Best Western. Confirmation letters are typically e-mailed or mailed to the guest when a reservation is made from the call center. The confirmation letter can be sent from the guest stay record, or a batch of confirmation letters can be printed from the **Reports** menu. The confirmation letter includes reservation information including the guest's Best Western rewards membership number, program, and program level, a reservation summary, charges summary, stay segment details, guest preferences, enhanced experience items, hotel policies, special requests, comments, billing information, and transportation details.

When confirmation letters are printed from the **Reports** menu, you can filter by confirmation number and locale. You can optionally set the specified date range to be based off the reservation date or the guest arrival date. You can optionally include guest stay records in **In-House**, **Reserved**, and **Checked-Out** statuses. You can sort the confirmation letters by reservation date or arrival date.

The following are some important points to be noted:

- When there is no data to display for special requests, comments, or transportation details the section headers for them will not print thereby making it possible for the confirmation letter to be printed on one page.
- When the guest has preferences, any preference descriptors that exist for the preference code will display.

Best Western Reservation Cancellation

This report creates cancellation letters for guest reservations in **Cancelled** status with an arrival date within the specified date range. This report has been designed specifically for Best Western. Cancellation letters are typically e-mailed or mailed to the guest when a reservation is cancelled. The cancellation letter can be sent from the guest stay record, or a batch of cancellation letters can be printed from the **Reports** menu. The cancellation letter includes reservation details including the guest's Best Western rewards membership number, program, and program level, a reservation summary, charges summary, stay segment details, guest preferences, enhanced experience items, hotel policies, special requests, comments, policy descriptions, billing information, transportation details, and associated reservations. The report displays the rate quote, but does not include actual charges from the folio.

When cancellation letters are printed from the **Reports** menu, you can filter by confirmation number and locale. You can sort the report by cancel date or arrival date.

Best Western Telephone List

Administration > Reports > Front Desk > Best Western Telephone List

Use the **Best Western Telephone List** page to generate a list of guests with the guest's room number and the room's phone number.

Birthday Report

This report lists guest stays with birthday information based on guest account status and the specified date range. The report includes room, guest name, account, birthday, status, arrival date, number of nights, departure date, and email address. If the birthday fields on a profile do not contain data, the guest account will not appear on the report.

You can filter the report by property. You can optionally include specific guest stay statuses. You can sort the report by birthday, guest name, room, or guest stay status. The report includes guest related data such as the guest name, account number, status, e mail address, the arrival and departure dates. This report applies the [VVIP functionality](#) on page 33. The report also applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating the Birthday Report

This report displays the guest birthdays. The birth date of a guest is included in the report only if the guest account is configured.

To generate the Birthday report:

- 1 Select **Administration > Reports > Front Desk > Birthday Report**.
- 2 Select the property for which the report is generated. The application defaults this value.
- 3 Select the Status in the Report Options section to include the guest stay records in the report.
- 4 Specify the Start Date and End Date in the Date Range section. All the guests with birthdays same as the Start Date or End Date and in the specified date range are included in the report.
Note: The report displays the data, if:
The month specified in the profile is the same as that specified in the Date Range section.
The birth date and month specified are same as the date and month.
If only the birth day is specified for a profile, the guest data is excluded from the report.
- 5 Sort the report by Birthday, Guest Name, Room and Status. The report must also include the shared reservations data.
- 6 Click **Print Record**.

Cash Report

This report lists each cash transaction type posting that has taken place on a selected date at the property. The report includes the user that created the posting, the transaction code and description, the amount of each transaction, a total for all transactions, lease advance deposit charges and the total deposit amount. The report also includes over/short blank lines per transaction, a blank total line, and a blank deposit line to be used by staff to balance or sign off on.

You can filter the report by property, or by user. You can select to print a cash summary.

The report also displays the total currency amount associated with the foreign currency transaction processed by the hotel.

The report includes the following currency exchange details:

- Total foreign Currency per day and/or period
- Total local Currency per day and/or period
- Total foreign Currency Summary at the end

Generating the Cash Report

To generate the Cash Report:

- 1 Select **Administration > Reports > Front Desk > Cash Report**.
- 2 Specify this information in the Report Parameter section:
Property
The property code for which the report is generated. This value is defaulted.
Note:
You can modify this value.

Created By

The user, who posts the transaction for the selected property.

- 3 Set these parameters in the Report Options section:

Print Cash Summary

If this check box is selected, the report includes a summary of the total amount for each transaction code and currency.

Include A/R Cash

If this check box is selected, the report includes the transactions posted from the A/R payments to the A/R Accounts.

Include Lease Cash

If this check box is selected, the report includes the advance deposit cash transactions that are posted to the Lease Accounts. The mode of the payment for these transaction must be Cash or Check.

Summary by User

Select this check box to group the record based on the cashier. The total amount is displayed for each Transaction code or Currency code.

Note: The title of the report includes 'Summary by Cashier'.

- 4 Specify the **Start Date** and the **End Date** in the Date Range section.

Note:

By default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 5 Click **Print Record**.

Note:

By default, the report is sorted in this sequence:

- **Created By**
- **Transaction Code**

Comp Rooms Report

This report lists all guest accounts for the date range specified that have a zero room rate, or have a room rate that is less than the amount specified. The report includes a line with the stay date, account, room, guest status, guest name, VIP code, share indicator, company, group, arrival and departure dates, room type, rate plan and rate amount. The report then gives a total of all complimentary reservations represented on the report, and a total of complimentary nights. The report applies the [VVIP functionality](#) on page 33. The report also applies Incognito enhancement. See [Incognito Functionality](#) on page 33

See additional details about these field below.

- **Property:** Specify the property for which you want to create the comp rooms report.

- **Complimentary Rate Plans:** Specify the complimentary rate plan for which you want to generate the report.
- **Rate Amount Less Than:** Specify the rate amount. The room is included in the report if any guest account has a room rate that is less than the amount specified.
- **Group Confirmation:** Specify the group confirmation number for which you want to print the complimentary rooms report.

Commission Report

Administration > Reports > Front Desk > Commission Report.

Use the **Commission Report** page to generate a report that lists the commissions already paid by a property to a booking agency or the commissions that still needs to be paid; for the selected date range.

Generating the commission report

Use the **Commission Report** page to generate a report that lists the commissions already paid by a property to a booking agency or the commissions that still needs to be paid; for the selected date range.

The following are the available fields:

- **Parameter List:** Click the Save button to create and save a parameter.
- **Property:** Select the property for which you want to generate the report.
- **Booking Agency:** Specify the booking agency name or IATA number to generate a report that includes only the commissions associated with the selected booking agency.
- **Commission Paid:** Specify an amount to include only records where the commission paid is equal or greater than the amount entered.
- **Group ID:** Specify the group ID to generate a report that includes only guest account or group records that are associated with the selected group ID.
- **Rate Plan:** Specify the rate plan to generate a report that includes only commission that are associated with the selected rate plan.

Specify the **Report Options** that you require. See additional information about these fields:

- **Checked Out:** Select this check box to include the checked-out reservations. By default, this check box is selected..
- **Cancelled:** Select this check box to include the cancelled reservations. By default, this check box is selected.
- **No Show:** Select this check box to include the no-show reservations. By default, this check box is selected..
- **View Pending Extract:** If you select this check box, the report will only present results where the commission IATA number is not null and the commission batch ID is null which are in agreement with the end date specified. The end date used will be from the selected date preset option. This option will ignore the start date. Report will include all possible records regardless of status, whether

Checked Out, Cancelled, or No Show. Instead of showing the start date in the report title when this option is used, it will read, "Pending Extract Through <End Date>".

- **No Commission Batch ID:** Select this check box to filter the records based on reservation status.
- **Page Break By Agencies:** If you select this check box, the report will include no show guest stays that have a preference for any date within the specified date range.
- **Include Comments:** If you select this check box, the report will include comments for each commission where they are configured .
- **Date Presets:** Specify the option for which date preset you would like to run the report for. If you select **Use Custom Date** you must then enter dates in the custom date range fields.
- **Custom Date Range:** Specify the custom start date and custom end date, the report will display records where the departure date is equal to or between the dates entered. If dates are not specified, no results will be returned in the report. Additionally the custom end date entered must be hotel date -1 or no records will be returned. Commissions are only written to the commission table after EOD runs for the current Hotel Date.

The following are some of the important points to be noted:

- Commissions are only written to the commission table after end of day runs for the current hotel date.

Concierge Report

This report lists the information about a venue or identify venues that guests can visit during their stay. It can be printed out and given to guests. The report includes concierge type, concierge code, concierge description, address, phone, website, directions, rating, price, days available, hours, and dress code.

You can filter the report by concierge type or concierge code. You can sort the report by concierge type or concierge code.

Czech Police Report

Use this report to generate the legal Police Report.

The report must provide these legal requirements:

- Arrival and departure date
- Guest last and first name
- Date of birth
- Nationality
- Address outside of Czech Republic
- Passport number
- Visa number
- Reason for stay

- License plate number
- Comment

The report is used by the Front desk associate of the hotel. Generating Czech Police Report

See, [Generating Czech Police Report](#) on page 206

Generating Czech Police Report

This report provides the guest details for guest who are not Czech nationality.

To generate the registration card lists for the German hotel guests:

- 1 Select **Administration > Reports > Front Desk > Czech Police Report**.
- 2 Specify the **Property** for which the report is generated; in the Report Parameters section.
- 3 Specify this information:

Exclude Czech Republic

If this checkbox is selected, the report does not display the guest details of Czech nationality.

Arrivals

If this checkbox is selected, the report displays the records with the arrival date that is between Start Date and End Date.

Departures

If this checkbox is selected, the report displays the records with the departure date that is between Start Date and End Date.

In House

If this checkbox is selected, the report displays the records with the arrival date that is less than or equal to End Date and departure date that is greater than or equal to Start Date.

- 4 Specify the sort order in the Sort By section to generate the report. You can sort the report by Arrival Date/Last Name/Nationality of the guest.
- 5 Specify the **Start Date** and **End Date** in the Date Range section to generate the report.
- 6 Click **Print Record** to generate the record.

Currency Exchange Receipt

Use this screen to generate a currency exchange receipt associated with a tax invoice number.

When a currency exchange transaction is posted on a folio and the CURREXCHANGEFOLIO property parameter is populated with a folio, the currency exchange receipt must be generated. This receipt can be created from the **Tax Invoicing** tab.

Generating the Currency Exchange Receipt

To generate the Currency Exchange Receipt report:

- 1 Select **Administration > Reports > Currency Exchange Receipt**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. This value is defaulted.

Tax Invoice Number

The invoice number based on which the tax ID and the currency exchange information is retrieved.

- 3 Click **Print**.

Note: When the currency exchange that includes the commission is posted and the report is generated:

- The invoice data is sent to the fiscal solution application.
- The response message from the fiscal interphase is printed in the report as the FIK (Authorization Code) and BKP (Protection Code) data.

Currency Exchange Report

Use this screen to review the list of all the foreign currency exchange performed for the guest profile in the HMS application.

The generated report can be used by the front desk, the front desk manager and the accounting staff.

Generating the Currency Exchange Report

To generate the Currency Exchange report:

- 1 Select **Administration > Reports > Front Desk > Currency Exchange Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify this value.

User ID

The user, who is responsible for the currency exchange.

Currency In

The currency in which the amount is received from the guest for the currency exchange.

Currency Out

The currency to which the received amount is converted.

Guest Profile

The guest profile based on which the report is generated.

Nationality

The nationality of the guest for whom the report is generated.

Note:

You can select multiple nationalities.

Date Context

The date based on which the report is generated.

Note:

The default value is **Arrival Date (AD)**. However, you can modify this value.

- 3 Set these parameters in the Report Option section:

Include Voids

If this check box is selected, the report includes the currency exchange transactions that are void.

Note:

By default, this check box is cleared. However, you can modify this value.

Include Comments

If this check box is selected, the report includes the comments associated with the currency exchange.

Note:

By default, this check box is cleared. However, you can modify this value.

Include Banknote Details

If this check box is selected, the report includes the details of the bank notes related to the currency exchange.

Note:

By default, this check box is cleared. However, you can modify this value.

Summary By Guest

If this check box is selected, the report includes the summary based on the guest name.

Note:

By default, this check box is cleared. However, you can modify this value.

- 4 Specify the **Start Date** and the **End Date** in the Date Range section.

Note:

By default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 5 Click **Print Record**.

Note:

By default, the report is sorted by **Currency In**. However, you can also sort the report by **User ID**.

Departure List Report

This report lists the guests who are due to depart within the specified date range and gives a summary total of guests and reservations. The report includes records where the guest stay record matches the report parameters regardless of current account status. This allows a property to create a list of guest that were due to depart in the past, or will be due to depart in the future depending on the date range specified. The report is a view of a guest account's departure date only. The report does not display additional information to indicate any type of scheduled room or rate changes that might have taken place during the stay. The report includes the room number, guest name, VIP level, account, arrival and departure dates and times, number of guests, room type, rate plan, rate amount, settlement code, share ID, organization, group ID, group name, market segment, and loyalty membership level. You can also view additional guest information such as VIP level and relationship. The report includes a summary for total reservations, total guests, and total rooms.

You can filter the report by specifying room type, group confirmation, VIP code, group, loyalty membership level, building, floor, wing, and market segment. You can optionally include specific guest statuses, additional guests, guest notes, reservation notes, notes, and loyalty membership level. You can optionally show rates and package rates. You can limit the report to only VIPs. You can sort the report by account, name, room, departure date, building, floor, or wing.

The following are some of the important points to be noted:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If an account has a scheduled room move during the reports requested date range, the report will display additional rows with just the room information and number of days at the new room type or room number.
- The No. of Guests field displays the number of adults, then the number of children.
- Specify the Track code. The records that have this specified Track code are included in the report. You can select more than one Track code.
- Specify the Geographic code that is associated with the location. The records that have this specified Geographic code are included in the report. You can select more than one Geographic Code.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If **Show Rates** is not selected the report will not include the Rates report column.
- If Include **Guest Notes** is selected the report will include the guest notes entered in the Guest Notes field of the guest stay record.
- If the Include Additional Guest checkbox is selected, the report includes the relationship of the additional guests with the primary guest as specified in the Guest Stay screen.
- If **Include Notes** is selected the report will include the notes entered in the tab of the guest stay record, but will not include notes marked as private.
- If a guest stay record is part of the Share reservation, the guest stay record is counted in the following manner:
 - **Total Reservations:** The guest stay record is included in the column's count.
 - **Total Guests:** The guest stay record is included in the column's count.

- **Total Rooms:** Only unique rooms are counted. If a room is not configured on a guest stay record, the report counts each guest stay record which is not part of the share reservation, as a single room. If a room is not configured on a guest stay record, and the record is part of a share reservation, only the Share Master is counted and not the individual shares that constitute the share master. If the existence of share master cannot be determined, only one share constituent is counted.
- The report applies the VVIP user authorization to view the VVIP guest details. See [VVIP functionality](#) on page 33
- The report also applies Incognito enhancement. See [Incognito Functionality](#) on page 33

These calculations are performed:

- Total Guests = sum of guests.
- Total Reservations = sum of records listed on the report.
- Total Rooms = sum of records listed on the report.

Generating the departure list report

- 1 Select **Administration > Reports > Front Desk > Arrivals/Stay Over/Departure/In-House > Departure List Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Group Confirmation

A unique number of the confirmed group reservation. The report includes only the records of the selected confirmation number.

Note: You can select multiple **Group Confirmation**.

Rate Plan

The code of the rate plan. The report includes the guest records of the selected rate plan.

Note: You can select multiple **Rate Plan**.

Market Segment

The code of the market segment. The report includes the record, where the market segment associated with the rate plan code is same as the specified market segment value.

Note: You can select multiple **Market Segment**.

Track

The code of the tracking methods. The report includes the guest record of the selected track.

Note: You can select multiple **Track**.

Geographic Code

The geographical code of the location. The report includes the guest record of the selected geographic code.

Note: You can select multiple **Geographic Code**.

Room Type

The room types of the reservation. The report includes the guest record of the selected room type.

Note: You can select multiple **Room Type**.

Building

The code of the building. The report includes the guest record if the room blocked in the record is linked to the selected building code.

Note: You can select multiple **Building**.

Floor

The code of the building. The report includes the guest record if the room blocked in the record is linked to the selected floor.

Note: You can select multiple **Floor**.

Wing

The code of the wing. The report includes the guest record if the room blocked in the record is linked to the selected wing.

Note: You can select multiple **Wing**.

VIP

The code of the VIP. The report includes the guest record of the selected VIP code.

Loyal Membership Level

The loyalty level of the guest. The report includes the guest record of the selected level.

Gender

The gender of the guest from the armed force. The available values:

- Female
- Male
- Unknown

Service

The type of armed force services. The available values:

- Air Force
- Army
- Civilian
- Coast Guard
- Marine Corps
- Navy

Pay Grade

The pay grade of the armed force personnel.

3 Set these parameters in the Report Option section:

Include Additional Guests

Select this check box to include additional guest details associated with the reservation.

Include Notes

Select this check box to include the notes specified in Notes tab of the Guest Stay record.

Note: The private notes are not displayed.

Include Guest Notes

Select this check box to include the notes specified in Guest Notes field of the Guest Stay record.

Include Reservation Notes

Select this check box to include the notes specified in Reservation Notes field of the Guest Stay record.

Include Loyalty Membership Level

Select this check box to include the loyalty level of the guest's membership.

Only VIPs

Select this check box to include only the VIP guest records.

Show Package Rates

Select this check box to include the details of the package rate plan such as code, and amount.

Show Rates

Select this check box to include the value or heading of the rate.

Group By Building

Select this check box to group the records based on the Building.

Include Gender

Select this check box to include the Service Demographic for all reservations that have the gender of the guest specified.

Include Service and Pay Grade

Select this check box to include the Service Demographic for all reservations that have the Service and Pay Grade value specified.

Suppress Names

Select this check box to exclude the guest name, alternate guest name, share guest name and additional guest names for all reservations.

- 4 Specify the Start Date and End Date in the Date Range section. The report includes the record if the Departure date of the guest is within the specified date range.

Note: By default, the value is set to the current hotel date.

- 5 Click **Print**.

Note: You can select the option in the Sort By section to sort the guest records based on the **Confirmation** or **Name** or **Room** or **Departure Date** or **Building** or **Floor** or **Wing**. By default, the **Name** option is selected.

Departures with Detail Report

This report lists the guests who are due to depart within the specified date range and includes detailed information regarding each guest. The report includes records where the guest stay record matches

the report parameters regardless of current account status. This allows a property to create a list of guest that were due to depart in the past, or will be due to depart in the future depending on the date range specified. The report includes room, guest name, address, VIP level, loyalty membership level, advance deposit, group confirmation, arrival date and time, departure date and time, number of guests, share ID, guarantee code, settlement code, status, room type, market segment, rate plan, type, rate plan, rate amount, settlement code, share ID, status, guest history information, guest birthday, and preferences. The report then gives a summary for total guests, and total reservations. This report also includes the player rank information when the property parameter **CMSINTG** is selected.

You can filter the report by specifying booking agency, confirmation number, group ID, group name, guarantee, market segment, organization, rate plan, rewards program, reward level, loyalty membership level, room type, settlement type, source of business, and VIP code. You can optionally include specific guest statuses, additional guests, address, birthday, guest history, guest notes, loyalty membership type, loyalty membership level, reservation notes, notes, preferences, and share with names. You can optionally show rates and package rates. You can limit the report to only checked out guests, only guests due to depart, only guests that have requested their folio emailed, only VIPs, only zero balances, and/or only zero rates. You can sort the report by confirmation number, departure date, name, room, or status. The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Note:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If a guest stay record is part of the share reservation, the guest stay record is counted in the total guest and total reservations numbers.
- If a room is not configured on a share guest stay record, the report counts each guest stay record which is not part of the share reservation, as a single room. If a room is not configured on a guest stay record, and the record is part of a share reservation, only the Share Master is counted and not the individual shares that constitute the share master. If the existence of share master cannot be determined, only one share constituent is counted.
- Only unique rooms are counted in the total rooms summary.
- If the Include Additional Guest checkbox is selected, the report includes the relationship of the additional guests with the primary guest as specified in the Guest Stay screen.
- If **Include Guest History** is selected the report will include the lifetime revenue, lifetime nights, lifetime stays of the guests, and the last stay property.
- If **Include Guest Notes** is selected the report will include the guest notes entered in the Guest Notes field of the guest stay record.
- If **Include Notes** is selected the report will include the notes entered in the tab of the guest stay record, but will not include notes marked as private.
- If **Include Preferences** is selected the report will include preferences and descriptors if they exist for the preference.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If **Show Rates** is not selected the report will not include the Rates report column.
- The Last Checkout Date is displayed on the report. This field is the checkout date linked to a guest stay. If a guest stay profile has multiple reservation records, the Latest Checkout Date is the stay date of the record with the Reservation Status, Checked-out.

- In the **Market Segment** field, you can specify more than one value to filter the records that are displayed on the report.
- This report applies the [VVIP functionality](#) on page 33.

These calculations are performed:

- No. of Guests = Adults + Children
- Total Guests = sum of guests
- Total Reservations = sum of records listed on the report

Generating Departures with Detail Report

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Arrival/Stay Over/Departure/In-House > Departures with Detail Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Booking Agency

The booking agency type. Options are based on codes created as organization type codes on the **Maintain Global Codes** screen.

Group Confirmation

The code to represent a group confirmation.

Guarantee

The name of the guarantee method.

Rate Plan

The rate plan code. The report includes all the reservations for the selected rate plan.

Room Type

The room type to view the report information.

Source of Business

Select the source type from the available options such as Third Party, Corporate, Sales Department, Travel Package and others.

VIP

Provide the VIP level code.

Building

The building code assigned to the room based on which the report only includes the rooms that are matched.

Floor

The floor code assigned to the room based on which the report only includes the rooms that are matched.

Wing

The wing code configured to the room based on which the report only includes the rooms that are matched.

Loyalty Membership Level

The loyalty level associated with the guest.

Status

The status of the guest stay.

Market Segment

The market segment code. The report includes all the reservations for the selected market segments.

Note: You can select multiple market segments.

Track

The Track code associated with the market segments.

Note:

You can select more than one Track code for a market segment.

Geographic Code

The Geographic code associated with the location.

Note:

You can select more than one Geographic code for a location.

Organization

The organization type. Options are based on codes created as organization type codes on the **Maintain Global Codes** screen.

Rewards Program Type

The internal or external rewards programs that enable guests to earn points, miles, and membership benefits based on the customer loyalty.

Reward Level

The reward level code as specified in the guest stay record.

Settlement Type

The mode of payment settlement such as Cash, Cheque, Credit Card and so on.

Gender

The gender of the guest from the armed force. The available values:

- Female
- Male
- Unknown

Service

The type of armed force services. The available values:

- Air Force
- Army
- Civilian
- Coast Guard
- Marine Corps
- Navy

Pay Grade

The pay grade of the armed force personnel.

3 Specify this information, in the Report Options section:**Include Additional Guests**

If this checkbox is selected, the report displays the details of secondary guests added to the room.

Include Address

If this checkbox is selected, the report displays the details of guest address as provided in the Guest Stay record.

Include Birthday

If this checkbox is selected, the report displays the details of guest's date of birth.

Include Guest History

If this checkbox is selected, the report displays the lifetime revenue, lifetime nights, lifetime stays of the guests, and the last stay property.

Include Guest Notes

If this checkbox is selected the report displays the guest notes provided in the **Guest Notes** field of the Guest Stay record.

Include Reservation Notes

If this checkbox is selected, the report displays the reservation notes provided in the Guest Stay record.

Include Share with Names

If this checkbox is selected, the report displays the Share names that are associated with the reservation.

Only Checked Out

If this checkbox is selected, the report displays the guest records with the Checked Out status only.

Only Due Out

If this checkbox is selected, the report displays the guest records with the In-House status and the Departure Date same as the report's date (current hotel date) only.

Only Email Folio Requested

If this checkbox is selected, the report displays the guest records that have an email address listed on the Guest Stay Record only with the **Auto Email Folio** field selected on the Guest Profile of Guest Stay Record.

Include Notes

If this checkbox is selected the report displays the notes provided in the tab of the Guest Stay record, but does not include notes marked as private.

Include Preferences

If this checkbox is selected, the report displays preferences and descriptors existing for the preference.

Only VIPs

If this checkbox is selected the report displays the details of the VIP guests only.

Only Zero Balance

If this checkbox is selected, the report displays the guest records with the zero folio balance only.

Only Zero Rates

If this checkbox is selected, the report displays only the guest records with zero rate provided in the Guest Stay record.

Show Package Rates

If this check-box is selected, the report displays all the room amounts where the rate is a part of a package.

Include Loyalty Membership Level

If this checkbox is selected the report displays the details of the loyalty level related to the guests as provided in the Guest Stay record.

Show Rates

If this checkbox is selected, the report displays the Rates report column.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

Include Gender

Select this check box to include the Service Demographic for all reservations that have the gender of the guest specified.

Include Service and Pay Grade

Select this check box to include the Service Demographic for all reservations that have the Service and Pay Grade value specified.

Suppress Names

Select this check box to exclude the guest name, alternate guest name, share guest name and additional guest names for all reservations.

- 4 Select the sort options in the Sort By section.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Note:

This report includes the player rank information when the property parameter **CMSINTG** is selected.

Folio with Package Information Report

This report lists posting details per account according to the report options and date range specified. The report header includes the GST registration number, BIZ registration number, company, address, guest name, confirmation number, room number, date printed, account number, invoice date, invoice number, arrival date, departure date, cashier, and payment terms.

The folio details section includes date, description of charge, amount, sub-total, total, total taxable amount, service, GST, payments, and the total non-taxable amount.

The report is concluded with instructions for billing inquiries and for payment by check. A signature line and a remit line are also included.

You can filter the report by specifying property, account, confirmation number, invoice recipient, or folio. You can select to include transfer comments and A/R payments.

Note: The values in the **Invoice Recipient** field determines who can receive the invoice and the details to be included in the folio.

The following are some of the important points to be noted:

- The report displays sub-totals at the end of page per sub-folio before the Total. When A/R invoices are selected sub-totals will display at the end of page per Invoice Number.
- If **Organization** exists without **Booking Agency** then contact name comes from the organization profile. If **Booking Agency** exists without **Organization** then contact name comes from the booking agency profile. If both exist then contact name comes from the booking agency profile.

If the property is a Best Western property:

- An ownership line is printed at the bottom of each customer facing report and is controlled by the install parameter **OURCOMP**.
- The loyalty program is a global code and is set up with the program type code **LOYALT**. Only one Internal Loyalty Program can be active at one time .

Generating the Folio with Package Information report - Transaction Summary

Use the **Folio with Package Info Tran Summary** page to view the transaction details of an account.

The application groups the transaction records by the postings of the transfers made to the account, and displays the sub-total amount for each group. The report also displays a summary of all the postings on the account and the corresponding details.

The report also includes the GST registration number, BIZ registration number, company, address, guest name, confirmation number, room number, date printed, account number, invoice date, invoice number, arrival date, departure date, cashier, and payment terms.

- 1 Select **Administration > Reports > Guest Stay > Folio with Package Info Account Summary**.

Note: You can also access this report from the Print icon of the Folio tab, Folio Pop-up, **Check Out** or **Guest Stay** page.

- 2 Specify this information:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

.

Account

The unique number of the account type. The report includes record for the specified values.

Confirmation Number

The confirmation number of the guest.

Invoice Recipient

The receiver of the invoice. The report includes the details based on the selected recipient.

Folio

The name of the folio that are included in the report.

Note:

- If the Start Date and End Date are specified, the report displays the records with the Post Date in the specified date range.
- If the Start Date is specified, the report displays the records with the Post Date after the Start Date.
- If the End Date is specified, the report displays the records with the Post Date before the End Date.

- 3 Select the check boxes in the Report Options section, based on which the report is displayed.

Note:

- If the **Transfer Comments** check box is selected, the transfer comments overwrite the folio comments. The reports displays the comments in the Description section.
- If the **Include A/R Payments** check box is selected, the report displays the A/R Payments, and includes them in the payments Total.

- 4 Click **Print**.

Generating the Folio with Package Information Account Detail report

Use the **Folio With Package Info Account Details** page to view the transaction details of an account.

The application groups the transaction records by the postings of the transfers made to the account, and displays the sub-total amount for each group. The report also displays a summary of all the postings on the account and the corresponding details.

The report also includes the GST registration number, BIZ registration number, company, address, guest name, confirmation number, room number, date printed, account number, invoice date, invoice number, arrival date, departure date, cashier, and payment terms.

1 Select Administration > Reports > Guest Stay > Folio with Package Info Account Details.

Note: You can also access this report from the Print icon of the Folio tab, Folio Pop-up, **Check Out** or **Guest Stay** page.

2 Specify this information:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

.

Account

The unique number of the account type. The report includes record for the specified values.

Confirmation Number

The confirmation number of the guest.

Invoice Recipient

The receiver of the invoice. The report includes the details based on the selected recipient.

Folio

The name of the folio that are included in the report.

Note:

- If the Start Date and End Date are specified, the report displays the records with the Post Date in the specified date range.
- If the Start Date is specified, the report displays the records with the Post Date after the Start Date.
- If the End Date is specified, the report displays the records with the Post Date before the End Date.

3 Select the check boxes in the Report Options section, based on which the report is displayed.

Note:

- If the **Transfer Comments** check box is selected, the transfer comments overwrite the folio comments. The reports displays the comments in the Description section.
- If the **Include A/R Payments** check box is selected, the report displays the A/R Payments, and includes them in the payments Total.

4 Click Print.

Generating the Folio with Package Information Account Summary

Use the **Folio with Package Info Account Summary** report to view the summary of each account linked to the folio.

The application groups the transaction records by the postings of the transfers made to the account, and displays the sub-total amount for each group. The report also displays a summary of all the postings on the account and the corresponding details.

The report also includes the GST registration number, BIZ registration number, company, address, guest name, confirmation number, room number, date printed, account number, invoice date, invoice number, arrival date, departure date, cashier, and payment terms.

- 1 Select **Administration > Reports > Guest Stay > Folio with Package Info Account Summary**.

Note: You can also access this report from the Print icon of the Folio tab, Folio Pop-up, **Check Out** or **Guest Stay** page.

- 2 Specify this information:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

.

Account

The unique number of the account type. The report includes record for the specified values.

Confirmation Number

The confirmation number of the guest.

Invoice Recipient

The receiver of the invoice. The report includes the details based on the selected recipient.

Folio

The name of the folio that are included in the report.

Note:

- If the Start Date and End Date are specified, the report displays the records with the Post Date in the specified date range.
- If the Start Date is specified, the report displays the records with the Post Date after the Start Date.
- If the End Date is specified, the report displays the records with the Post Date before the End Date.

- 3 Select the check boxes in the Report Options section, based on which the report is displayed.

Note:

- If the **Transfer Comments** check box is selected, the transfer comments overwrite the folio comments. The reports displays the comments in the Description section.
- If the **Include A/R Payments** check box is selected, the report displays the A/R Payments, and includes them in the payments Total.

4 Click **Print**.

Generating the Folio with Package Information report - Transaction Summary By Date

Use the **Folio with Package Info Tran Summary By Date** page to view the transaction codes grouped by the posting date. A summarized line of the charges for each transaction, is also displayed.

The Transaction Summary by Date view is available for all account types.

The report also includes the GST registration number, BIZ registration number, company, address, guest name, confirmation number, room number, date printed, account number, invoice date, invoice number, arrival date, departure date, cashier, and payment terms.

1 Select **Administration > Reports > Guest Stay > Folio with Package Info Account Summary**.

Note: You can also access this report from the Print icon of the Folio tab, Folio Pop-up, **Check Out** or **Guest Stay** page.

2 Specify this information:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

.

Account

The unique number of the account type. The report includes record for the specified values.

Confirmation Number

The confirmation number of the guest.

Invoice Recipient

The receiver of the invoice. The report includes the details based on the selected recipient.

Folio

The name of the folio that are included in the report.

Note:

- If the Start Date and End Date are specified, the report displays the records with the Post Date in the specified date range.
- If the Start Date is specified, the report displays the records with the Post Date after the Start Date.
- If the End Date is specified, the report displays the records with the Post Date before the End Date.

3 Select the check boxes in the Report Options section, based on which the report is displayed.

Note:

- If the **Transfer Comments** check box is selected, the transfer comments overwrite the folio comments. The reports displays the comments in the Description section.

- If the **Include A/R Payments** check box is selected, the report displays the A/R Payments, and includes them in the payments Total.

4 Click **Print**.

Fiskaltrust Special Receipt

Use the **Fiskaltrust Special Receipt** screen to generate a special receipt report based on the Fiskaltrust Interface. The generated report includes information based on the specified receipt.

The application generates these reports in the PDF format and saves them in the location specified in the REPORTSAVELOCATION property parameter for Special Receipts and TAXPLC property parameter for Tax Invoices, respectively. However, you can also view or reprint the receipt report using the Print/View option on the Interface Receipts screen. See [Printing an existing Fiskaltrust Special Receipt](#) on page 223.

Printing an existing Fiskaltrust Special Receipt

- 1 Select **Administration > Databridge > Interface Receiptst**.
- 2 Select the receipts from the list.
- 3 Click **Action**.
- 4 Select Print/View.

Guest List with Account Balances

Use the **Guest List with Account Balances** screen to generate a report which displays the list of all the primary and additional In-House guests including the account balances.

The report is generated every night in Turkish language and is printed on a special A4 sheet provided by the Tax authority for submission. The report includes the total of adults, children, free children, rooms, net revenue, VAT and total revenue.

Generating Guest List with Account Balances

- 1 Select **Administration > Reports > Front Desk > Guest List with Account Balances**.
- 2 Specify the property for which you want to generate the report in the **Report Parameters** section.
- 3 Specify this information in the **Report Options** section:

Include Additional Guests

Select this check box to include the information of the additional guests associated with the primary guests in the report.

Include Zero Balance

Select this check box to include the account information of the primary guests whose account balance is zero in the report.

- 4 Specify the **Start Date** in the **Date Range section**. The report includes the reservations that are prior to or same as the Start Date.

Note: By default, the value is set to a date prior to the Hotel Date. However, you can modify this value.

- 5 Click **Print**.

Note: By default, the report is sorted by **Room Number**, however you can also sort the report by **Name** or **Arrival Date**.

Guest Notes Report

Use this screen to review all the notes related to the guest reservation. The generated report includes the guest details, room details and the notes from:

- The Notes tab on the Guest Stay Screen
- The Reservation Notes section on the Guest Stay screen
- The Guest Profile Notes section on the Guest Stay screen

This report can be used by the front desk, housekeeping, concierge user and the reservation manager.

Generating the Guest Notes Report

To generate the Guest Notes report:

- 1 Select **Administration > Reports > Front Desk > Guest Notes Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify this value.

Category Type

The category of the guest note. The possible values are:

- Reservation Note
- Guest Profile Note
- No Category

Note:

You can select multiple category types.

Report View

The option based on which the information in the report is displayed. The possible options:

- Category view: The information is grouped by the category of the guest note.
- Guest view: Displays the information grouped by the guest.

Note:

The default value is **Category**. However, you can modify this value.

Guest Confirmation

A unique number generated for the confirmed guest reservation.

Note:

You can select multiple guest confirmation numbers.

Status

The status of the guest reservation.

Note:

You can select multiple status.

Output Format

The format in which the report is generated.

Note:

The default value is **PDF**. However, you can modify this value.

- 3 Select the **Start Date** and the **End Date** in the Date Range section.

Note:

By default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 4 Click **Print Record**.

Note:

By default, the report is sorted by the **Guest Name**. However, you can also sort the report by **Room Number**.

In-House Report

This report lists the in house guests within the specified date range and gives a summary total of guests and reservations. The report includes records where the guest stay record matches the report parameters regardless of current account status. This allows a property to create a list of guest that were in house in the past, or will be in house in the future depending on the date range specified. The report also includes the relationship of the additional guests with the primary guest as specified in the Guest Stay screen.

You can filter the report by specifying group ID, rate plan, room type, source of business, VIP code, loyalty membership level, building, floor, and wing. You can optionally include guest statuses other than in-house, additional guest names, guest notes, reservation notes, notes, rewards program number, and loyalty membership level. You can optionally show rates and package rates. You can limit the report to only show VIPs. You can sort the report by confirmation number, name, room, building, floor, or wing.

The following are some of the important points to be noted:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- If a guest account has multiple rate amounts during the stay dates, the report will do an average rate calculation for the rate column for the reports specified date range.
- If a guest stay record is part of the Share reservation, the guest stay record is counted in the total guest and total reservations numbers. The room number is unique and counted once.
- You can select multiple status options in the **Status** field. The report only displays the records with specified status.
- This report supports the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

These calculations are performed:

- No. of Guests = Adults + Children
- Total Rooms = sum of rooms reported
- Total Adults = sum of adults listed on the report
- Total Children = sum of children listed on the report

Generating In-House Report

This report allows a property to create a list of guest that have arrived in the past, or guests who arrive in the future dates range specified.

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Arrival/Stay Over/Departure/In-House > In-House Report**.

- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Group Confirmation

The code to represent a group confirmation.

Market Segment

The market segment code. The report includes all the reservations for the selected market segments.

Note: You can select multiple market segments.

Rate Plan

The rate plan code. The report includes all the reservations for the selected rate plan.

Room Type

The room type to view the report information.

Source of Business

Select the source type from the available options such as Third Party, Corporate, Sales Department, Travel Package and others.

VIP

The VIP level code.

Loyalty Membership Level

The loyalty level associated with the guest.

Building

The building code assigned to the room based on which the report only includes the rooms that are matched.

Floor

The floor code assigned to the room based on which the report only includes the rooms that are matched.

Wing

The wing code configured to the room based on which the report only includes the rooms that are matched.

Status

The status of the guest stay.

Gender

The gender of the guest from the armed force. The available values:

- Female
- Male
- Unknown

Service

The type of armed force services. The available values:

- Air Force
- Army
- Civilian
- Coast Guard
- Marine Corps
- Navy

Pay Grade

The pay grade of the armed force personnel.

- 3 Specify this information, in the Report Options section:

Include Additional Guests

If this checkbox is selected, the report displays the details of secondary guests added to the room.

Include Guest Notes

If this checkbox is selected the report displays the guest notes provided in the **Guest Notes** field of the Guest Stay record.

Include Loyalty Membership Level

If this checkbox is selected the report displays the details of the loyalty level related to the guests as provided in the Guest Stay record.

Include Notes

If this checkbox is selected the report displays the notes provided in the tab of the Guest Stay record, but does not include notes marked as private.

Include Reservation Notes

If this checkbox is selected, the report displays the reservation notes provided in the Guest Stay record.

Only VIPs

If this checkbox is selected the report displays the details of the VIP guests only.

Show Package Rates

If this check-box is selected, the report displays all the room amounts where the rate is a part of a package.

Show Rates

If this checkbox is selected, the report displays the Rates report column.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

Include Gender

Select this check box to include the Service Demographic for all reservations that have the gender of the guest specified.

Include Service and Pay Grade

Select this check box to include the Service Demographic for all reservations that have the Service and Pay Grade value specified.

Include Activities

Select this check box to include the details of the activities that are associated with the guest stay.

Note: The cancelled activities are not included.

- 4 Select the sort options in the Sort By section.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

In-House with Detail Report

This report lists guests that are in-house within the specified date range and includes detailed information regarding each guest, then gives a summary total of guests and rooms. The report includes records where the guest stay record matches the report parameters regardless of current account status. The report also includes additional guest details such as VIP levels. This allows a property to create a list of guest that were in house in the past, or will be in house in the future depending on the date range specified. This report includes the player rank information only when the property parameter **CMSINTG** is selected.

You can filter the report by specifying booking agency, confirmation number, group ID, group name, guarantee, loyalty membership type, loyalty membership level, organization, preference type, preference code, rate plan rewards program type, room type, source of business, status, VIP code, start time and end time. Confirmation number, guarantee, loyalty membership level, preference code, rate plan, room type, status, and VIP code fields are multi select. You can optionally include additional guests, address, birthday, guest history, guest notes, loyalty membership level, loyalty membership type, profile notes, preferences, reservation notes, rate changes, room assigned, rooms unassigned, and shares. You can optionally show rates and package rates. You can limit the report to only show VIPs, only guest stays with zero amount rates, and/or only guest stays with in-house status. You can sort the report by arrival date, confirmation number, name, room, or status.

Note:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- If a guest account has multiple booking agencies, and the report is not being filtered by booking agency, report displays the primary booking agency.
- If a guest account has multiple rate amounts during the stay dates, the report will do an average rate calculation for the rate column for the reports specified date range.
- If a guest stay record is part of the Share reservation, the guest stay record is counted in the total guest and total reservations numbers. The room number is unique and counted once.
- If a room is not configured on a share guest stay record, the report counts each guest stay record which is not part of the share reservation, as a single room. If a room is not configured on a guest stay record, and the record is part of a share reservation, only the Share Master is counted and not the individual shares that constitute the share master. If the existence of share master cannot be determined, only one share constituent is counted.
- If the Include Additional Guest checkbox is selected, the report includes the relationship of the additional guests with the primary guest as specified in the Guest Stay screen.
- If a guest account is due to depart on the current hotel date but still In-House, the record will display on the report when the report is run for the current hotel date and the Room column and Rate columns will display values of the last stay date.
- If a guest account has a scheduled room move, the Total Reservation column will count the guest stay record as 1, but the Total Rooms column will count the guest stay record as 2 (for the beginning room plus the scheduled room).
- Including guest notes will include any text entered in the **Guest Notes** field of the guest stay record.
- Including notes will include any text entered in the **Notes** tab of the guest stay record that are not marked as private.
- Including reservation notes will include any text entered in the **Reservation Notes** field of the guest stay record that are not marked as private.

- Including guest history will include lifetime revenue, lifetime nights, last stay date, and last stay property information.
- Including guest preferences will also include any associated descriptors.
- The Last Checkout Date is displayed on the report. This field is the checkout date linked to a guest stay. If a guest stay profile has multiple reservation records, the Latest Checkout Date is the stay date of the record with the Reservation Status, Checked-out.
- In the **Market Segment** field, you can specify more than one value to filter the records that are displayed on the report.
- You can select multiple status options in the **Status** field. The report only displays the records with specified status.
- This report supports the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

These calculations are performed:

- No. of Guests = Adults + Children
- Total Guests = sum of guests
- Total Reservations = sum of records listed on the report
- Total Rooms = total of unique rooms

Generating In-House with Details Report

This report allows a property to create a list of guest that have arrived in the past, or guests who arrive in the future dates range specified.

Note:

This report includes the player rank information when the property parameter **CMSINTG** is selected.

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Arrival/Stay Over/Departure/In-House > In-House with Details Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Booking Agency

The booking agency type. The available options are based on codes created as organization type codes on the **Maintain Global Codes** screen.

Confirmation Number

The confirmation number generated for the guest stay.

Group Confirmation

The code to represent a group confirmation.

Guarantee

The name of the guarantee method.

Market Segment

The market segment code. The report includes all the reservations for the selected market segments.

Note: You can select multiple market segments.

Track

The Track code associated with the market segments.

Note:

You can select more than one Track code for a market segment.

Geographic Code

The Geographic code associated with the location.

Note:

You can select more than one Geographic code for a location.

Organization

The organization type. The available options are based on codes created as organization type codes on the **Maintain Global Codes** screen.

Rate Plan

The rate plan code. The report includes all the reservations for the selected rate plan.

Rewards Program

The internal or external rewards programs that enable guests to earn points, miles, and membership benefits based on the customer loyalty.

Reward Level

The reward level code associated with the guest stay.

Room Type

The room type to view the report information.

Settlement Type

The mode of payment settlement such as Cash, Cheque, Credit Card and so on.

Source of Business

Select the source type from the available options such as Third Party, Corporate, Sales Department, Travel Package and others.

VIP

The VIP level code.

Loyalty Membership Level

The loyalty level associated with the guest.

Building

The building code assigned to the room based on which the report only includes the rooms that are matched.

Floor

The floor code assigned to the room based on which the report only includes the rooms that are matched.

Wing

The wing code configured to the room based on which the report only includes the rooms that are matched.

Status

The status of the guest stay.

3 Specify this information, in the Report Options section:**Include Additional Guests**

If this checkbox is selected, the report displays the details of secondary guests added to the room.

Include Address

If this checkbox is selected, the report displays the details of guest address as provided in the Guest Stay record.

Include Birthday

If this checkbox is selected, the report displays the details of guest's date of birth.

Include Guest History

If this checkbox is selected, the report displays the lifetime revenue, lifetime nights, lifetime stays of the guests, and the last stay property.

Include Guest Notes

If this checkbox is selected the report displays the guest notes provided in the **Guest Notes** field of the Guest Stay record.

Include Loyalty Membership Level

If this checkbox is selected the report displays the details of the loyalty level related to the guests as provided in the Guest Stay record.

Include Membership Type

If this checkbox is selected, the report displays the Membership Type that is associated with the guest stay record.

Include Notes

If this checkbox is selected the report displays the notes provided in the tab of the Guest Stay record, but does not include notes marked as private.

Include Preferences

If this checkbox is selected, the report displays preferences and descriptors existing for the preference specified in the Guest stay screen.

Include Reservation Notes

If this checkbox is selected, the report displays the reservation notes provided in the Guest Stay record.

Include Rate Changes

If this checkbox is selected, the report displays all rate changes on a separate line in the arrival information for the guest. The report displays all rate changes for the length of the reservation. If the checkbox is cleared, the report displays the average rate of the guest stay for the selected report dates. If the first night of the guest's is before the report start date the report uses the rate from the last night of the stay.

Include Rewards Program Number

If this checkbox is selected, the report displays the Rewards Program Number defined on guest profile.

Include Shares

If this checkbox is selected, the report displays the combined guest count of all the share components.

Only VIPs

If this checkbox is selected the report displays the details of the VIP guests only.

Only Zero Rates

If this checkbox is selected, the report displays only the guest records with zero rate provided in the Guest Stay record.

Show Package Rates

If this check-box is selected, the report displays all the room amounts where the rate is a part of a package.

Show Rates

If this checkbox is selected, the report displays the Rates report column.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

Include Gender

Select this check box to include the Service Demographic for all reservations that have the gender of the guest specified.

Include Service and Pay Grade

Select this check box to include the Service Demographic for all reservations that have the Service and Pay Grade value specified.

Suppress Names

Select this check box to exclude the guest name, alternate guest name, share guest name and additional guest names for all reservations.

Include Activities

Select this check box to include the details of the activities that are associated with the guest stay.

Note: The cancelled activities are not included.

- 4 Select the sort options in the Sort By section.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Immigration Report – Thailand

Use this page to generate an immigration report, in compliance with the legal requirement of Thailand.

The report displays the guest list, for a specific day or period and includes information about the primary and additional guests. The data is retrieved from the Guest Details tab of the Guest Stay screen. The reservation details, the visa and immigration details are also included in the report.

The guest and immigration details of Thailand citizens are not included in the report.

This report can be used by Front Desk Staff, Reservation Manager, Front Desk Manager.

Note:

The report is generated in the spreadsheetML format.

Generating the Immigration Report for Thailand

- 1 Select **Administration > Reports > Front Desk > Immigration Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Report View

The option to determine the period for which the data is displayed in the report. Possible Values:

- **Daily:** The guest information is printed for the specified date.
- **Weekly:** The guest information is printed for the specified week (7 days).
- **Guest List:** The reservation and guest information are printed.

Note:

- By default, the value is set to **Daily**. However, you can modify the value.
- The data is displayed in the Details section of the report.

Status

The reservation status of the guest based on which the report is printed.

Note:

You can select multiple status.

- 3 Set these parameters in the Report Option section:

Show Detail Section Only

Select this check box to only include the Detail section in the report; for the Daily as well as the Weekly View. The report header and report title are not displayed.

Show Custom Nationality Codes

Select this check box to replace the nationality code of the guest with Thailand nationality codes in the report.

- 4 Specify the Start Date and End Date in the Date Range section. By default, the value is set to the current **Hotel date**.

Note:

The Start and the End dates are based on the reservation stay dates of the guest.

- 5 Click Print.

Note:

By default, the report is sorted by the Passport Issued Date. However, you can also sort the report by the Nationality of the guest.

Internal Action Report

This report lists internal action requests that have been added to guest accounts during the specified date range. Internal action requests are added to guest accounts on the **Messages** tab.

The report includes the department the internal action is assigned to, an urgent indicator, the message topic, message notes, reminder date, and message completed and message cancelled indicators. The report also includes the guest account details of guest name, VIP code, guest account status, confirmation number, share account indicator, arrival, departure, room type, room number, and number of guests in the room.

You can filter the report by specifying property, department, or message status. You can optionally include guest accounts by status. You can optionally send only priority clean room messages. You can sort the report by confirmation number, department, name, room number, or message status.

The following are some of the important points to be noted:

- If a guest account has a room type of suite, the report will display information based on the Suite, like room number and not the component rooms. The report will not display individual records for a suite's component rooms.
- If a room move is scheduled the report uses the room scheduled for the day of the report, but is not an indication of if the schedule room move has taken place.
- If the **Priority Clean Rooms** check box is selected, the report will only display priority clean room messages on the report.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Internal Action Report

To generate this report:

1 Select **Administration > Reports > Front Desk > Internal Action Requests Report**.

2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can select and modify multiple property codes.

Department

The department code based on which the report includes records that is same as that of the selected values.

Message

The message code based on which the report includes records that is same as that of the selected values.

For example, if Completed code is selected for this field, the report displays messages with the P5ReservationMessages.Rem_Cancelled column containing values.

3 Specify the type of status data that must be printed in the report in the Report Options section based on these selections:

- Cancelled
- Checked Out
- In-House
- No Show
- Reserved
- Waitlist

4 Select **Priority Clean Rooms** in the Report Parameters section, to display priority clean room messages on the report.

5 Specify the method that is used to sort the records, in the Sort By section.

6 Select the Dates in the Date Range section.

7 Click **Print**.

Luggage Label Report

This report gives a property the ability to print Luggage Labels for Group and Transient Guests. The labels include guest confirmation number, guest name, room number, arrival date, departure date, and group name. The report will use Avery Templates L7160 and 5360. The L7160 is 635. X 38.1 mm x 21. The 5360 is 1 ½ x 2 13/16.

You can filter the report by property, confirmation number, group ID, group name, room number. You can optionally include guest accounts in reserved and/or in-house statuses. You must specify a label type. You can sort the report by guest name or room number.

The following are some of the important points to be noted:

- If filtered by room number, the application prints for the specified property and room number only. By default, the reserved status is checked and if not removed, report is printed with a folio for the account that occupies the room over the report's date range. If no other status was selected and the report was only for 1 day, only that account's label is printed. If other statuses were selected or the date range is greater than one day, multiple labels are printed.
- If filtered by room number only and there are shares associated, report is printed with labels for all the shares in the room.
- Report is printed with room numbers for the respective configured sort order.
- The VVIP guest records are not displayed in this report.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33
-

See [Generating Luggage Label Report](#) on page 237

Generating Luggage Label Report

Use the **Luggage Label Report** screen to view the Luggage Labels of Group and Transient Guests. The labels include guest and group details.

To generate the Luggage Label report:

- 1 Select **Administration > Reports > Guest Stay > Luggage Label Report**.
- 2 Specify a Parameter List and click **Save** to generate the report
- 3 Specify this information in the Report Parameter section:

Property

The property for which the report is displayed.

Note: This value is defaulted by the application. You can modify this value.

Label Size

The label type to print the report.

Confirmation Number

The confirmation number generated for the guest stay.

Group Confirmation

The code to represent a group confirmation.

Room Number

The room number assigned to the guest. You can optionally include guest accounts in reserved and/or in-house statuses. You must specify a label type.

- 4 Select the guest accounts in Reserved and/or In-House statuses from the Report Options section.

- 5 Sort the report by selecting guest name or room number.
- 6 Specify the **Start Date** and the **End Date** in the Date Range section.
- 7 Click **Print Record**.

Nationality Statistics Report

This report lists the number of Room Nights, Persons, Adults and Children by nationality or by country of residence. The report will display a section for arrivals and a section for in-house for the specified date range.

You can opt to report the adult and children totals separately or together, and you can opt to include day use rooms. You can sort the report by code or by name.

Note:

If TAX_FREE_GUEST application parameter is selected, the report includes the tax statistics per day.

The following are some of the important points to be noted:

- If printed in Nationality Statistics view, nationality information is displayed. If printed in Country of Residence view, country of residence information is displayed.
- The arrivals section only includes the guests who are arriving during the date range specified.
- The in-house section will include the guests that are in house and the guests who are arriving during the date range specified.
- Only codes (nationality or country of residence) with guest stays to report on will display on the report.
- If multiple report parameters are entered and at least one value is in conflict with another value, no records will be returned.

Note:

- By default, you can sort the report using Code. However, you can also sort this report using Name.
- The search logic to determine the Nationality Code value is:
 - 1 The application first considers the value specified in the **Nationality** field of the Other Information section on the **Guest Profile** screen.
 - 2 If not defined, the value specified in the **Nationality** field of the Guest Details section on the **Guest Stay** screen.
 - 3 If not defined, the value specified in the **Nationality** field of the Identification section on the Guest Details tab of the **Guest Stay** screen.
 - 4 If not defined, the value specified in the **Nationality** field in the Passport/Visa section is considered.

No Shows Report

This report lists all guests that were due to arrive within the specified date range but did not arrive. The information displayed on the report is based on the guest arrival date.

The report includes the account number, guest name, VIP code, arrival and departure dates, number of guests, reservation source, guarantee method, room type, rate plan, rate amount, advance deposit balance, folio balance, organization, group, and booking agency. The report then gives a total for the number of guests and the number of accounts on the report.

You can filter the report by specifying property. You can optionally include additional guest names, guest profile notes, reservation notes, and account notes. You can limit the report to only show VIPs. You can select to show package rates. You can sort the report by confirmation number or guest name.

The following are some of the important points to be noted:

- Rate, rate plan and room type will all display information based on the guest account arrival date.
- If the **Show Package Rates** check-box is not checked, the report will only show the room amount where the rate is a part of a package.
- If guest notes are included, ones flagged as private will not be shown.
- If more than one type of note is included, the notes will print below the associated reservation record in this order: guest note, reservation note, account note.
- Share logic will not be represented on the report. When a share account no shows, the account is removed from the share master and the system does not track it as a share. The account becomes an individual account with its own PMS confirmation number.
- The Folio Balance field displays on the Guest Stay screen but is a calculated field taken from the Folio screen.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

These calculations are performed:

- No. of Guests = Adults + Children
- Total Guests = sum of guests
- Total Accounts = sum of records listed on the report

Generating No Shows Report

To generate the report:

- 1 Select **Administration > Reports > Front Desk > No Shows Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

- 3 Specify this information, in the Report Options section:

Include Additional Guests

If this checkbox is selected, the report displays the details of secondary guests added to the room.

Include Guest Notes

If this checkbox is selected the report displays the guest notes provided in the **Guest Notes** field of the Guest Stay record.

Include Reservation Notes

If this checkbox is selected, the report displays the reservation notes provided in the Guest Stay record.

Include Notes

If this checkbox is selected the report displays the notes provided in the tab of the Guest Stay record, but does not include notes marked as private.

Only VIPs

If this checkbox is selected the report displays the details of the VIP guests only.

Show Package Rates

If this check-box is selected, the report displays all the room amounts where the rate is a part of a package.

- 4 Select the sort options in the Sort By section.
- 5 Specify the **Start Date** and the **End Date** in the Date Range field.
- 6 Click **Print Record**.

Online-Check-in Invite Letter

Use the Online-Check-in Invite Letter screen to displays the Online Check-in invite letter. This invite letter is e-mailed to the guest when the reservation status is confirmed. These reports are generated when the End of the Day process is executed.

Printing the Online-check-in invite letter

To print the letter:

- 1 Select **Administration > Reports > Online-Check-in Invite Letter**.
- 2 Specify this information in the Report Parameters section:

Property

The property which prints the invite letter. The application defaults this value.

Note:

You can modify this value

Confirmation Number

A unique number generated for the confirmed reservation.

Online Check-in URL

The URL that links the text to the Check-in App.

- 3 Specify this information in the Report Options section

Show Header Image

If this check box is selected, the letter includes the Header Image as configured for the property.

Note:

By default, this check box is selected

Show Footer Image

If this check box is selected, the letter includes the Footer Image as configured for the property.

Note:

By default, this check box is selected.

Only VIP

If this is check box is selected, the email of the invite letter is sent for the VIP guest.

Only Loyalty

If this is check box is selected, the email of the invite letter is sent for the Loyalty guest.

- 4 Click **Print Record**

Online Check-Out letter

Use the **Online Check-out Letter** screen to generate the Check-out letter. This letter is e-mailed to the guest during the end of day process, for reservations with In-House status.

Printing Online Check-Out letter

- 1 Select **Administration > Reports > Online-Check-out Letter**.
- 2 Specify this information in the Report Parameters section:

Property

The property which prints the invite letter. The application defaults this value.

Note: You can modify this value.

Confirmation Number

The unique number generated for the confirmed reservation.

Online Check-Out URL

The embedded URL link that can be used for the check out.

- 3 Specify this information in the Report Options section:

Include Logo

Select this check box to include the logo in the letter.

Note: By default, this check box is selected.

Show Header Image

Select this check box to include the header image in the letter as configured for the property.

Note: By default, this check box is selected.

Show Footer Image

Select this check box to include the footer image in the letter as configured for the property.

Note: By default, this check box is selected.

- 4 Click **Print record**.

Online Guest Portal Letter

Use this screen to generate the online guest portal letter. This letter is e-mailed to the guest after the guest checks in at the hotel.

The e-mail includes the guest details and the property details. The URL to access the guest portal is embedded in the email. You can view the email in the HTML format only.

Note: You can configure the email using the **Online Guest Experience Configuration** screen. See [Configuring online guest experience](#) on page 22.

Configuring the online guest portal letter

- 1 Select **Administration > Reports > Front Desk > Online Guest Portal Letter**. The **Online Guest Portal Letter** screen is displayed.

- 2 Specify this information in the Report Parameters Section:

Property

The code of the property that sends the invite letter to the guest. The application defaults this value.

Note: You can modify this value.

Confirmation number

The confirmation number of the guest to whom the invite letter is mailed.

Online Check-in URL

The URL embedded in the invite letter for online check in.

- 3 Specify the **Arrival Date** in the Date Range section. By default, the value is set to the current Hotel date. However, you can modify the value.
- 4 Click **Print Record**.

Package Adjustment Distribution

Use this report to view the adjustments that must be made to the calculated package price totals for price distribution purposes. The hotels have the price reductions provided on the package that must be distributed to all the package items. HMS takes the price reduction out of the room charge only.

This report is used by the Front Desk employee.

Generating the Package Adjustment Distribution Report

This is a customized report used by hotel to verify the package discount logic associated to the package items.

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Package Adjustment Distribution Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property name based on which the report is generated. The application populates this field with the default property name.

Guest Stay

The guest stay confirmation ID based on which the report is generated.

Transaction Code

The transaction code of the package items included in the guest stay based on which the report is generated.

- 3 Select the checkboxes in the Report Options section, based on which the report is displayed.

Show Guest Stays

If this checkbox is selected, the guest stays with these statuses are considered only:

- Confirmed
- Checkout
- In-house

Show Date Details

If this checkbox is selected, the package total price with the selected date range and the associated grand totals are displayed.

- 4 Specify the **Start Date** and the **End Date** to display the report for this selected range.
- 5 Click **Print**.

Police Report

This report lists guest arrivals by nationality for a specified date range. The report includes an option to include departures. When arrivals and departures are selected to print the report will group them separately with a page break between. You can run the report for current, future, or past dates. The report is grouped by guest nationality and includes guest name, confirmation number, arrival and departure dates, room number, passport type, passport number, passport expiration, passport issued, date of birth, place of birth. Guests without a nationality are reported without nationality. The report then gives a total number of guests per nationality, guests without nationality, and a total of all guests represented on the report.

You can filter the report by specifying the property. You can optionally include arrivals and/or departures. You can sort the report by name or confirmation number.

The following are some of the important points to be noted:

- If one guest has three different reservations, all three reservations will be included in the report.
- If one guest has room changes during his stay and the report dates include dates that he stayed in each room, then all rooms are included.

Generating the Police report

This report must be generated for properties in Brazil in compliance with the legal requirements.

To generate the Police report:

- 1 Select **Administration > Reports > Front Desk > Police Report**.
- 2 Specify the **Property** for which the report is generated; in the Report Parameters section.
Note: You can modify this value.
- 3 Select the Arrivals check box and/or the Departures check box in the Report Options section to include the guest details in the report.
- 4 Specify the sort order in the Sort By section to generate the report. You can sort the report by Name and Confirmation Number.
- 5 Specify the **Start Date** and **End Date** in the Date Range section to generate the report.
Note: The guest arrival and departure details are included in the report if:
 - The Start Date or End Date specified is in the date range for a guest.
 - The guest reservation status is set to Reserved or Pre-Registered or In House.
- 6 Click **Print Record** to generate the record.
Note:
 - You can run the report for current, future, or past dates.
 - If a guest has three different reservations, all three reservations are included in the report.
 - If a guest changes a room during the stay, the report includes details of the dates stayed in each of the rooms.

Generating Police Report Identities

Use the Police Report Identities report to view the list of guest arrivals.

Use the Police Report Identities report to view the list of guest arrivals.

1 Select **Administration > Reports > Front Desk > Police Report Identities**.

2 Specify this information in the Report Parameter section:

Property

Select the property.

3 Select the check boxes in the Report Options section, based on which the report must be displayed.

Include Passport Section

If this checkbox is selected, these details of the Guest are printed in the report:

- Passport Number
- Passport Issued Date
- Passport Nationality

Include Visa Section

If this checkbox is selected, these details of the Guest are printed in the report:

- Visa Number
- Visa Type
- Visa Status
- Visa Issued Date

Include Border Crossing Section

If this checkbox is selected, these details of the Guest are printed in the report:

- Border Crossing Date
- Border Crossing Place

Include Additional Information

If this checkbox is selected, these additional details of the Guest are printed in the report:

- Postal/street address
- Postal city
- Postal zip code
- Birth City
- Departure date
- Vehicle number

4 Specify the **Start Date** and the **End Date** for which the report is generated. The guest arrivals in this specified range are included in the report.

5 Click **Print**.

6 This report lists the guest arrivals for the selected date range. The report also includes:

- Identity details, such as ID Type, ID Number and ID issue date.
- Guest details such as name, gender, date of birth, nationality.
- Arrival dates and registration card number.

Note:

- You can sort the report by the guest name or the Registration card number.
- The search logic to determine the Guest Nationality value specified in the **Guest Details** tab in the **Guest Stay** screen:
 - a The application first considers the value specified in the **Nationality** field in the Identification section.
 - b If not defined, the value specified in the **Nationality** field in the Passport/Visa section is considered.

Police Report – Hungary

Use the **Hungary Police Report** to include the arrival details of the primary and additional guests. As per the legal requirement the identification information such as, maiden name, mother's maiden name, passport details, and visa details of the guests are included.

Generating Police Report – Hungary

1 Select **Administration > Reports > Front Desk > Police Report – Hungary**.

2 Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

3 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- By default, this value is set to a date prior to the **Hotel Date**.
- The report only includes records with the status set to In House or Checked Out.
- The Arrival date must be same as or within the specified date range.

4 Click **Print**.

Note:

The report includes the records, if the arrival date of the guest is same or within the specified date range. Similarly, the guest status can be **In-House** or **Checked-Out**.

Police Report Italy

Use the **Italy Police Report** screen to generate a report based on the legal requirement for Italy. The report includes the arrival details of the primary and additional guests. The report also includes the identification information of the guests.

Generating the police report – Italy

To generate this report:

- 1 Select **Administration > Reports > Front Desk > Police Report Italy**.
- 2 Specify this information in the Report Parameter section:
Property
The property for which the report is generated. The application defaults this value.
Note:
You can modify this value.
- 3 Specify the **Start Date** and **End Date** in the Date Range section.
 - By default, this value is set to a date prior to the **Hotel Date**.
 - The report only includes records with the guest status set to In House or Checked Out.
 - The Arrival date must be within the specified date range.
- 4 Click **Print Record**.
Note:
By default, the output format is SpreadsheetML.

Pro-Forma Tax Invoice- France

Use the Pro-Forma Tax Invoice page to generate a report about the Pro-forma tax invoice which is primarily used to collect advance deposit amount that is due, prior to arrival of the guest. The Pro-forma tax invoice is an estimate of the charges the guest will incur during their stay based on the rate and package information, and depicts what the guest's folio will look like at the end of their stay in the property. It also includes the estimated tax breakdown. The pro-forma folio includes the deposit amount and due date. Since this is not a final invoice, it does not need an invoice number.

Pro-Forma Tax Invoice- Germany

Use the Pro-Forma Tax Invoice page to generate a report about the Pro-forma tax invoice which is primarily used to collect advance deposit amount that is due, prior to arrival of the guest. The Pro-forma tax invoice is an estimate of the charges the guest will incur during their stay based on the rate and package information, and depicts what the guest's folio will look like at the end of their stay in the property. It also includes the estimated tax breakdown. The pro-forma folio includes the deposit amount and due date. Since this is not a final invoice, it does not need an invoice number.

Payment Report

Use this screen to print a report of the payment transactions for the account types that are posted on a specific date.

The report includes transaction details such as Account Number, Account Name, transaction amount in Property and Transaction currency, and the total amount in Transaction currency.

Generating the payment report

- 1 Select **Administration > Reports > Front Desk > Payment Report**.

The **Payment Reports** screen is displayed.

- 2 Specify this information in the Report Parameter section:

Property

The property for which the report is printed. The application defaults this value.

Note: However, you can modify this value.

User

The user who posts the payment. The report includes the transactions posted by the selected **User**.

Payment Type

The mode of payment. For example: Cash, Cheque, and Advance Deposit

Account Type

The type of account. The report includes the transactions associated with the selected **Account Type**.

Note: You can select multiple **Account Type**.

Currency

The currency of the transaction that is included in the report.

- 3 Set these parameters in the Report Options section:

Print Summary

Select this check box to include the Summary section that displays the total amount for each Currency and the transaction code.

Include Fiscal Receipt ID Number

Select this check box to include the **Fiscal Receipt ID Number** in the report.

- 4 Specify the **Report Date** in the Date Range section to print the report for the specified date.
Note: By default, the value is set to the current Hotel Date. However, you can modify this value.

- 5 Click **Print Record**.

Note:

- You can select the sort options in the Sort By section. Available options:
 - Account
 - Payment Transaction
 - Transaction Date
- By default, the records are sorted by **Account**.

Miscellaneous Receipt

Use this screen to print a receipt for transaction codes that are linked to a **Receipt Name** defined on the **Form Configuration** screen.

You can also print this receipt same as the Payment Receipts and other documents (Currency Exchange Receipt) from the Folio.

The receipt displays details of the reservation, such as Guest Name and Room Number. The receipt also displays the transaction details, such as Transaction description and Tax amounts.

Note:

- The receipt can be printed for all Folios other than the Accounting folio.
- The Receipt Number must be generated for the posted transaction.
- To print the receipt in a language other than English, the property parameter RPTSECNDLANG must be specified.

Printing the miscellaneous receipt

- 1 Select **Administration > Reports > Front Desk > Miscellaneous Receipt**.

The **Miscellaneous Receipt** screen is displayed.

Note: You can also select:

- The **Print Receipt** icon on the **Folio tab**
- The **Print Receipt** icon on the **Cashier Bankings** screen – **Cash Journal tab**

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

Receipt Number

The unique receipt number automatically generated by the application for the transaction.

3 Click **Print Record.**

Registration Card Report

This report generate registration cards for guests due to arrive within the specified date range. One registration card will print per page. If the **Print Registration Card for Additional Guests** check box is selected, a separate registration card is printed for each guest listed in the **Guest Details** tab of the **Guest Stay** page. The registration card include property, property address, confirmation number, group name, and guest stay detail information, along with terms and a signature line with a date line for the guest to sign. If a guest is eligible for a room upgrade, the registration card includes the Upsell section that displays details such as Room Type (Upsold from and Upsold to), additional cost per night and Date. A sequence number is generated the first time a registration card is printed, it is printed on the registration card per the application control parameter **REGCARD**. If the property parameter is not set, the sequence number will not print.

You can filter the report by property, status, confirmation number, and group ID. You can optionally include group reservations, include state/province descriptions, and include the guest's language. You can specify to re-print the registration cards.

Registration Card – APAC

Use this screen to print a guest registration card. The card is used to verify the registration information when the guest checks into the hotel.

The card displays information about the reservation, the room rate, package and preference, room upsell, terms and conditions as well the guest details.

Note: An asterisk (*) is displayed after the Room Number to indicate that the guest has one or more scheduled room move.

The card is applicable to hotels in the APAC region.

These property parameters are applicable for the Registration Card:

- You can specify the custom report code in the property parameter REGCARDREPORT to indicate the customized report that must be used to print the registration card.

- You can specify the second language code in the property parameter RPTSECNDLANG to indicate the second language that is supported. The registration card includes the data in this second language in addition to the English language.
- You can specify the sequence number in the property parameter REGCARD to print the sequence number on the registration card. A unique sequence number is assigned to a property the first time a registration card is printed.
- You can specify the registration card number in the property parameter REGCARDNUMPERGUEST to generate a unique sequence number for each guest and additional guest.
- You can select the property parameter REGCARDNUMATCHECKIN check box to assign a unique sequence number to the guest when the registration card is printed during check-in.

Printing the registration card – APAC

- 1 Select **Administration > Reports > Front Desk > Registration Card – APAC**. The **Registration Card – APAC** screen is displayed.

Note: You can also print the card from these screens:

- **Guest Stay** screen using the **Reg Card** option
- **Check-In** screen using the **Reg Card** option
- **Stay 360** screen using the **Print** option
- **Walk-In** screen using the **Print** option

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

Status

The status of the guest reservation. The report includes records with these selected **Status**.

Confirmation Number

A unique number that represents the confirmation of the guest reservation.

Note: You can select multiple Group Confirmation.

Group Confirmation

The confirmation number for the group reservation.

Note: You can select multiple **Group Confirmation**.

Guest Name

The name or the code associated with the guest.

Preference to display

The preferences selected by the guest. The report includes the preferences associated with the guest stay.

Display Rate Information as

The code used to indicate the room rate. See [Display Rate Information](#) on page 253 for available options

3 Set the parameters in the Report Options section:

Reprint

Select this check box to reprint the registration card. The report includes all the records based on the selected values.

Include Groups

Select this check box to include group reservation information.

Print Registration Card for Additional Guests

Select this check box to print the Registration Card for each additional guest associated with the guest stay.

Print Balance for Confidential Rates

Select this check box to print the balance information (Balance, Balance Currency, Guest Currency Balance Amount, and Guest Currency Balance Amount Currency) and not print the rate information (Rate and Tax section) in the registration card if the guest has a confidential rate.

Note: You must clear this check box to not print the balance information if the guest has a confidential rate.

Show Additional Guest

Select this check box to print the additional guest details on the registration card of the primary guest.

Note: If the **Print Registration Card for Additional Guests** check box is also selected then separate registration card is printed for additional guest.

Show Report Locale

Select this check box to print the date in the format that is defined in **Reports Date Format** field for the user locale.

Note: If the user locale is not defined, the date is printed in the format defined for the property locale.

Show Package

Select this check box to print the information related to the package such as non-room bundle, and meal plan description in the Package column.

Mask Personal Information

Select this check box to mask the personal information with the '*' symbol. These details are not masked:

E-Mail	The first and last characters of the mail ID before the @ symbol
Phone Number	The last four digits
Passport / ID Number	The last four characters.
Date of Birth	The Date and the Month.

Show Passport / ID

Select this check box to print passport details of the guest

Note: If Passport Details are not available for the guest then include the Identity details.

Show Upsell

Select this check box to print the upsell data (Upsell section) associated with the guest stay.

- 4 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- By default, the **Start Date** and **End Date** are set to the current date.
- The Arrival Date of the guest must be the same as or within the specified Date Range.

- 5 Click **Print Record**.

- You can sort the records based on the **Guest Name** or **Room Number** of the reservation.
- By default, the records are sorted by **Guest Name**.

Display Rate Information

Available options for the **Display Rate Information** as field:

Options	Description
AVR	Average Rate The average rate for the night.
GRR	Gross Range Rate The gross rate of the room amount that is based on the Reservation Stay Date. The dates are grouped if the rate amount is the same for the consecutive stay dates.
GTR	Grand Total Rate The rate is sum of total stay, total tax, and total resort fee.
NRR	Net Range Rate The net rate that is based on the Reservation Stay Date. The dates are grouped if the rate amount is the same for the consecutive stay dates.
RAR	Total Rate and Resort Rate The rate includes the Total Rate (Total amount of the rate plan – expected room charge comps) and the Total resort fee of the stay.

Options	Description
TGR	<p>Total Gross Rate</p> <p>The rate that is the Total Gross Rate for the stay. This rate is calculated as follows: Total Amount of the rate plan – Expected room charge comps - Resort fee - Taxes - Packages</p>
TXR	<p>Total Rate and Additional Tax</p> <p>The rate includes Total Rate + Total Tax.</p> <p>Total Rate = Total Amount of the Rate Plan - Expected room charge comps</p> <p>Total Tax = Tax on the Total for Stay excluding the tax amounts for room charges expected to be comped.</p>

Registration Card A5 - Germany

Use this screen to generate a report to verify the registration information of the guest checking into the hotel. The registration card includes details of the property, the reservation confirmation number and information related to guests. . If a guest is eligible for a room upgrade, the registration card includes the Upsell section that displays details such as Room Type (Upsold from and Upsold to), additional cost per night and Date. The registration card details are different for each country. The registration card also prints the terms based on the Opt-in text boxes that are active in the Property - Forms tab.

This report is specific to Germany and is used to get information for the guest's registration card while checking into the hotel for a stay.

This screen is used by the Property Manager, and Front Desk Manager of the hotel property.

Note: The report's information remains same when compared to Registration Card Germany Report. However, the layout of this report is generated in landscape orientation and has A5 format.

See, [Generating Registration Card/A5-Germany Report](#) on page 254

Generating Registration Card/A5-Germany Report

This report lists the registration cards of the guest which is used to verify the check in details of the guest.

To generate the registration card lists for the German hotel guests:

- 1 Select **Administration > Reports > Front Desk > Registration Card-Germany Report/Registration Card A5-Germany Report**.
- 2 Specify this information:

Property

The property for which you want to generate the report.

Status

Select the guest reservation status based on which the report is generated. The possible values are **Reserved** or **In House** status.

Confirmation Number

Select the confirmation number of the guest reservation based on which the report is generated.

Group Confirmation

Select the group booking confirmation number based on which the report displays only the matched records for the reservation.

- 3 Specify this information in the Report Options section:

Reprint

Select this checkbox to reprint the registration card which is already printed for a reservation.

Include Groups

The application includes all the searched records for the group booking.

Note: By default, this checkbox is selected in the screen.

State/Province Description

Select this checkbox to display the Description of the State Property and the Guest State column in the generated report.

Print Registration Card for Additional Guests

Select this checkbox to include the additional guest's details like arrival and departure time at the hotel, loyalty information, contact details, and other details.

Print Balance for Confidential Rates

Select this checkbox to display these guest information Balance, Balance Currency, Guest Currency Balance Amount and Guest Currency Balance Amount Currency.

Note: If the associated folio is linked with a confidential rate this information is displayed.

- 4 Specify the sort order in the Sort By section to generate the report. You can sort the report by Guest Name or Room number assigned for the reservation.
- 5 Specify the **Start Date** and **End Date** in the Date Range section to generate the report.
- 6 Click **Print Record** to generate the record.

Note:

- By default, the records are sorted based on the Guest Name. However, you can select Room Number option to sort the records based on room number.

Registration Card - Germany

This report lists the registration cards of the guest which is used to verify the check in details of the guest. The registration card detail is unique for each country. The registration card includes details of the property, the reservation confirmation number and information related to guests. . If a guest is eligible for a room upgrade, the registration card includes the Upsell section that displays details such as Room Type (Upsold from and Upsold to), additional cost per night and Date.

See, [Generating Registration Card/A5-Germany Report](#) on page 254

Reservation Cancellation

This report creates cancellation letters for guest reservations in **Cancel** status with an arrival date within the specified date range. Cancellation letters are typically e-mailed or mailed to the guest when a reservation is cancelled from HMS. The cancellation letter can be sent from the guest stay record, or a batch of cancellation letters can be printed from the **Reports** menu. The cancellation letter includes property information, correspondence information, guest details, reservation information, stay details, charges summary, stay segment details, add-ons, hotel policies, special requests, comments, billing information, transportation details, activity details, and associated reservations if being printed for an reservation coordinator.

When cancellation letters are printed from the **Reports** menu, you can filter by confirmation number and locale, correspondence type, correspondence ID, account ID, account type, and additional correspondence. You can sort the letters by cancellation date or arrival date. optionally set the specified date range to be based off the reservation date or the guest arrival date.

Note:

- When there is no data to display for special requests, comments, associated reservations, or transportation details the section headers for them will not print thereby making it possible for the cancellation letter to be printed on one page.
- When the guest has preferences, any preference descriptors that exist for the preference code will display.
- If the guest has a confidential rate, the rate information and deposit information will not display.
- When a confirmation letter is printed from an associated reservation coordinator, the associated reservation section is included and includes three sections:
 - The associated reservation name.
 - A summarized list of the associated reservations summarized by arrival and departure date, then room type.
 - A list of each reservation in the set of associated reservations, including the coordinator. The coordinator reservation will be listed first and will have an asterisk in the Guest Name column. The remaining reservations are sorted by Guest Last Name.
- If the cancellation is sent from the guest stay record and the user enters an additional address, the Send to Name and Send to Contact will not display.
- If the cancellation is e-mailed from the guest stay record the correspondence information section will not be included.

- The activity details for a primary guest and the participants are displayed first. The Cancelled activities are not displayed in this report.

Reservation Confirmation

This report creates confirmation letters for guest reservations in **Reserved** status with an arrival date within the specified date range. Confirmation letters are typically e-mailed or mailed to the guest when a reservation is made from HMS. The confirmation letter can be sent from the guest stay record, or a batch of confirmation letters can be printed from the **Reports** menu. The confirmation letter includes property information, correspondence information, guest details, reservation information, stay details, charges summary, stay segment details, add-ons, hotel policies, special requests, comments, billing information, transportation details, activity details, and associated reservations if being printed for an reservation coordinator.

When confirmation letters are printed from the **Reports** menu, you can filter by confirmation number, locale You can optionally set the specified date range to be based off the reservation date or the guest arrival date. You can optionally include guest stay records in In-House and Checked-Out statuses.

Note:

- When there is no data to display for special requests, comments, associated reservations, or transportation details the section headers for them will not print thereby making it possible for the confirmation letter to be printed on one page.
- When the guest has preferences, any preference descriptors that exist for the preference code will display.
- If the guest has a confidential rate, the rate information and deposit information will not display.
- When a confirmation letter is printed from an associated reservation coordinator, the associated reservation section is included and includes three sections:
 - The associated reservation name.
 - A summarized list of the associated reservations summarized by arrival and departure date, then room type.
 - A list of each reservation in the set of associated reservations, including the coordinator. The coordinator reservation will be listed first and will have an asterisk in the Guest Name column. The remaining reservations are sorted by Guest Last Name.
- The activity details for a primary guest and the participants are displayed first. The Cancelled activities are not displayed in this report.
- When an Add On value is specified, the details of the Add On such as Total Price are displayed.
- The confirmation letter is different for each country. You must specify the CONFIRMATIONLETTER property parameter to indicate the country for which the report is generated.

Generating the reservation confirmation letter

- 1 Select **Administration > Reports > Guest Stay > Reservation Confirmation – Standard**.
- 2 Specify this information in the Report Parameters session:

Property

The code of property for which the report is generated. The application defaults this value. However, you can modify this value.

Confirmation Number

The confirmation number of the reservation.

Locale

The code of the location used to select the language of the letter.

Note: If this value is blank, the default locale of the property is considered.

- 3 Select the reservation status check boxes for which the letter must be sent, in the Report Options session. Available options:
 - Reserved
 - In-House
 - Checked Out
- 4 Specify the **Start Date** and **End Date** in the Date Range session. By default, the value is set to the current hotel date.
- 5 Click **Print Record**.

Reservation Confirmation- Germany

This report creates confirmation letters for guest reservations in Reserved status with an arrival date within the specified date range. Confirmation letters are typically e-mailed or mailed to the guest when a reservation is made from HMS. The confirmation letter can be sent from the guest stay record, or a batch of confirmation letters can be printed from the Reports menu. The confirmation letter includes property information, correspondence information, guest details, reservation information, stay details, charges summary, stay segment details, add-ons, hotel policies, special requests, comments, billing information, transportation details, activity details, and associated reservations if being printed for an reservation coordinator.

When confirmation letters are printed from the Reports menu, you can filter by confirmation number, locale. You can optionally set the specified date range to be based off the reservation date or the guest arrival date. You can optionally include guest stay records in In-House and Checked-Out statuses.

Same Day Reservations Report

This report lists unexpected arrivals within the specified date range. An unexpected arrival is a same day reservation or walk-in. The report includes room, guest name, account number, VIP level, status, walk-in indicator, arrival and departure dates, room type, rate code, number of guests, number of nights, and average rate. The report then gives a summary for total number of guests, total nights, total average rate, total reservations for all guest accounts represented on the report.

You can filter the report by specifying the property, room type, and rate plan. Room type and rate plan are multi select. You can optionally include guest statuses of checked out, in-house, pre-registered, and reserved. You can sort the report by rate plan or room type.

The following are some of the important points to be noted:

- This report is looking for guest stay records where the arrival date is the same as the reservation date.
- This report does not include guest statuses of wait list, cancelled or no show.
- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- When a guest stay has a scheduled room move during the stay-over dates, the report displays the new room. When the report date equals the hotel date and a guest account has a scheduled room move for that day, the report must verify the "Reservation Stay Date Room" verses the "Current Room", when they do not match the report will use the current room.
- If a guest stay has a scheduled room type, room number or rate change, the report will display subsequent lines of information for the account. The subsequent rows will only display the room or rate change and the number of nights at the new room or rate and will not be counted in the Total Reservations field.
- The report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Same Day Reservations Report

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Same Day Reservations Report**.
- 2 Specify the Property for which the report is generated; in the Report Parameters section.
- 3 Specify this information in the Report Parameters section:

Room Type

The code for the room type, based on which the report displays the matched records.

Rate Plan

The code for the rate plan, based on which the report displays the matched records.

- 4 Select these status data type that must be printed in the report in the Report Options section:
 - Checked Out
 - In House
 - Pre-Registered
 - Reserved
- 5 Specify the method used to sort the records in the Sort By section.
- 6 Specify the **Start Date** and the **End Date** in the Date Range field.
- 7 Click **Print Record**.

Scheduled Room Change Report

This report lists guest stays with scheduled room changes during the selected date range. The report includes guest name, VIP code, loyalty code, PMS confirmation number, arrival date, departure date, number of adults, number of children, the date the room change is scheduled to happen on, the current room number, the new room number.

You can filter the report by specifying the property, and building. You can sort the report by guest name, current room number, new room number, or date of change.

The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

See [Generating Scheduled Room Change Report](#) on page 260

Generating Scheduled Room Change Report

This report lists guest stays with scheduled room changes in the specified date range. The report includes guest details such as the name, VIP code, loyalty code, PMS confirmation number. The report also includes the arrival, departure dates of the guest and the room details.

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Scheduled Room Change Report > .**
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated.

Note: You can modify this value.

Building

The code configured for the building associated with the current or scheduled room.

- 3 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- The Start Date must be same as or later than the Date of Change.
- The End Date must be same as or prior to the Date of Change.
- The report is sorted by the Date of Change only if the Start Date and End Date are specified.

- 4 Click **Print**.

Note:

- You can sort this report by Guest Name, Current Room Number, New Room Number, and Date of Change.
- The report displays the record details for the VVIP guest (based on these configurations):
 - If the Property Parameter **VVIP** is selected in the **parameter** screen.
 - If the **VVIP** checkbox is selected for the Guest Name in the **Guest Stay** screen.
 - If the **User VVIP Authorization** is set to **Yes** or **Hosted**.
- The VVIP records are not included in the report:
 - If the **User VVIP Authorization** is set to **No**.

- If the User ID is Not the VVIP Host configured.

Shift Cash Report

This report validates current cash and check balances for each currency in the bank and compare them to currency values entered by the user. The report is used as part of the bank closing process to help the cashier balance the cash in their cash bank. You can print the report only after the user has specified the Shift Cash Detail for each currency contained in the bank. The report is available within the **Close Bank** tab of the **Cashier Banking** screen and from the reports menu.

Each time this report is printed for a given cash journal ID the system stores the print date/time. All print dates will be printed on the report. This is a security measure to help prevent theft from hotel employees that handle cash. During the cash bank closing process the user enters the amount of cash they have in their bank for each currency. This report shows the comparison between what the user entered and the system values. Generally, the user would print this report one time and would be in balance with the system. If a user is printing this report multiple times it might be an indication that something out of the ordinary is happening that should be investigated.

The report includes the property, date, user, number of times printed, currency, currency balanced, shift cash balance, current cash balance, cash drop, closing cash balance, default amount, shift check balance, current check balance, and the date and time of each time the report was printed including the current print.

You can filter the report by specifying the property, bank ID, journal ID, and currency. You can sort the report by currency or currency balanced.

The following are some of the important points to be noted:

- If a user selects **Print Report** and there are no close bank records for the bank, or user selects a currency that there is no close bank record for, the report prints with the previously printed details and shows the number of times printed with this print included.
- If a user selects the report from the menu and clicks **Print** in the tool bar this will count it as a time printed, but if the user selects **Preview** it will not count.

Telephone List Report

This report displays a list of telephone list for guest rooms.

The report includes the room number, the room's configured phone number, guest name, VIP code, guest status, account, arrival and departure dates, a share indicator, and group account number. The report then displays the total guests represented on the report.

You can filter the report by specifying the property. You can optionally include specific guest statuses. You can optionally list component rooms of suites. You can sort the report by currency or currency balanced.

The following are some of the important points to be noted:

- Component rooms will display as individual lines along with the suite. Depending on the sort by option selected, the report will use the component rooms in the sort and not the suite room.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Telephone List Report

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Telephone List Report**.
- 2 Specify the Property for which the report is generated; in the Report Parameters section.
- 3 Select List Component Rooms in the Report Options section to include the Suite Room and the component rooms configured as part of the Suite room.
- 4 Specify the type of status data that must be printed in the report in the Report Options section based on these selections:
 - Cancelled
 - Checked Out
 - In-House
 - No Show
 - Reserved
 - Waitlist
- 5 Specify the method that is used to sort the records, in the Sort By section.
- 6 Specify the **Start Date** and the **End Date** in the Date Range field.
- 7 Click **Print Record**.

Turkey Police Report

Use the **Turkey Police Report** screen to generate a report which displays the list of all the primary and additional guest arrivals for a specific day or period.

Generating Turkey Police Report

- 1 Select **Administration > Reports > Front Desk > Turkey Police Report**.
- 2 Specify the property for which you want to generate the report in the **Report Parameters** section.
- 3 Specify this information in the **Report Options** section:

Include Vehicle

If this check box is selected, the report includes the information about the guest's vehicle.

Arrivals

Select this check box to include the information about the arrival of the guests, for the selected date range in the report.

Departures

Select this check box to include the information about the departure of the guests, for the selected date range in the report.

In House

Select this check box to include the information about the In-House guests, for the selected date range in the report.

Note: By default, this check box is selected.

- 4 Specify the **Start** and **End Date** in the **Date Range** section. By default, the value is set to the current Hotel Date. However, you can modify this value.

- 5 Click **Print**.

Note: By default, the report is sorted by **Room Number**, however you can also sort the report by **Arrival Date**, **Last Name** or **Nationality**.

Terms and Conditions

Use this report to display the terms and conditions along with signature that is acquired during the check-in process of the guest stay. If terms and conditions or signature is not available on the Guest Stay, the report displays " No Records Found".

This feature is used by the Front Desk employee.

Waitlist Report Overview

This report lists all reservations that are in **Waitlist** status for the specified date range.

You can filter the report by specifying property, maximum waitlist priority, VIP level, rewards program, and loyalty membership level. You can optionally include loyalty membership level. You can select to show package rates. You can sort the report by waitlist priority, confirmation number, or arrival date.

The following are some of the important points to be noted:

- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Waitlist Report

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Waitlist Report**.
- 2 Specify the Property for which the report is generated; in the Report Parameters section.
- 3 Specify this information in the Report Parameters section:

Maximum Priority

The reservation waitlist priority value based on which the report displays the records which are same or less than this field.

VIP

The VIP level code.

Rewards Program

The internal or external rewards programs that enable guests to earn points, miles, and membership benefits based on the customer loyalty.

Loyalty Membership Level

The loyalty level associated with the guest.

- 4 Specify the type of data that must be printed in the report in the Report Options section:

Show Package Rates

If this check-box is selected, the report displays all the room amounts where the rate is a part of a package.

Include Loyalty Membership Level

If this checkbox is selected the report displays the details of the loyalty level related to the guests as provided in the Guest Stay record.

- 5 Specify the method to sort the records in the Sort By section.
- 6 Specify the **Start Date** and the **End Date** in the Date Range field.
- 7 Click **Print Record**.

Walk-In Report

Use the Walk-In Report screen to view the guest stay details that are specified as a walk-in reservation for a selected date range.

The report includes the guest details such as name, status, VIP loyalty level, room type, rate plan, arrival and departure dates. The report also includes the Created By details for the settlement, Add-On details, Total Rooms, Total Room Nights, Total Reservations and Total number of guest details.

Note:

- The Room Type and Room Number are included on the report, only on the arrival of the guest.
- The Total Rate is the summation of the rate values for each night of the stay.

- The Total Rooms number include the specific room for a set of shared reservations and all the component rooms for Suites. No Day Use rooms are also included in this total.
- The Total Reservations value is incremented by 1 for every:
 - Reservation included in the shared reservations
 - Suite reservation
 - Day Use Room
- When the reservation is of the type Share, the Share field must be specified as Share.

Generating the Walk-In Report

Use this screen to generate a report which lists the guest stays details of the walk-in reservations. This report applies the VVIP functionality.

To generate this report:

- 1 Select **Administration > Reports > Front Desk > Walk-In Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is to be generated. The application defaults this value.

Note: You can modify this value.

Created By

The user who creates the reservation.

Note: The value specified must be the same as the Created By value of the reservation, for the guest stay details to be included in the report.

Status

The status of the guest stay to be included in the report.

Note: By default, this value is set to INHOUS. You can modify this value.

- 3 Select the **Include Add-Ons** check box to include the Add-on information such as the Add-On Code and the Total Price for the Add-On. By default, this check box is selected.
- 4 Specify the Start Date and End Date in the Date Range section.

Note: By default, these values are set to a date prior to the Hotel Date.

Note: By default, the report is sorted by the Created By option. However, you can modify this value to Guest Name, Confirmation Number and Arrival Date.

Unexpected Stay-Over Report

This report lists unexpected stay overs within the date range specified. Unexpected stay overs are guests that extended their stay on their original departure date. The report includes room, guest name,

account number, VIP level, status, same day reservation indicator, old departure date, new departure date, room type, rate code, number of guests, stay over number of nights, and stay over average rate. The report then gives a summary for total number of guests, total stay over nights, total stay over average rate, total reservations for all guest accounts represented on the report.

You can filter the report by specifying the property, room type, and rate plan. Room type and rate plan are multi select. You can optionally include guest statuses of checked out and in-house. You can sort the report by rate plan or room type.

The following are some of the important points to be noted:

- This report is dependent on the audit trail for the reservation stay table being configured with the tracking taking place on an update to the departure date field.
- The report is looking for updates to the departure date where the old departure date value is less than the new departure date value.
- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- When a guest account has a scheduled room move during the stay over dates, the report displays the new room. When the report date equals the hotel date and a guest account has a scheduled room move for that day, the report must verify the "Reservation Stay Date Room" verses the "Current Room", when they do not match the report will use the current room.
- The report displays a value for the Stay-Over Nights column that represents only the number of extended nights. The column does not represent a guest stay records total nights.
- The report displays a value for the Stay-Over Average Rate column that represents only the rates configured on the extended nights. If there are difference rates configured over the extended nights, the report will calculate the average rate for each record and show that value under the Stay-Over Average Rate column.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Unexpected Stay-Over Report

To generate the report:

- 1 Select **Administration > Reports > Front Desk > Arrival/Stay Over/Departure/In-House > Unexpected Stay-Over Report**.

- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Room Type

The room type to view the report information.

Rate Plan

The rate plan code. The report includes all the reservations for the selected rate plan.

- 3 Specify the type of status data that must be printed in the report in the Report Options section based on these selections:

- Checked Out
 - In-House
- 4 Select the sort options in the Sort By section.
 - 5 Specify the **Start Date** and the **End Date** in the Date Range field.
 - 6 Click **Print Record**.

Generating Police Report – Hungary

- 1 Select **Administration > Reports > Front Desk > Police Report – Hungary**.
- 2 Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

- 3 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- By default, this value is set to a date prior to the **Hotel Date**.
- The report only includes records with the status set to In House or Checked Out.
- The Arrival date must be same as or within the specified date range.

- 4 Click **Print**.

Note:

The report includes the records, if the arrival date of the guest is same or within the specified date range. Similarly, the guest status can be **In-House** or **Checked-Out**.

Chapter 10: Event reports

This chapter describes Event the reports.

Banquet Event Order

This report gives detailed information about events for the specified date range. This is a critical report to the sales and catering staff to ensure all the required elements of an event are captured and is also used to communicate with the customer. The report includes the event, event date and details, contact information, time, food and beverage, room set up, equipment requirements, staffing services, costs, and deposits requirements.

You can filter the report by specifying the property, event name, group ID, organization, salesperson, coordinator, group name, and event ID. You can limit the report to event reservation statuses of in-house, definite, tentative, prospect, and canceled. You can optionally include reservation notes.

The following are some of the important points to be noted:

- If the quantity of the item or menu is 1 then show the contract item price. If the quantity of the item is greater than 1, then show the quantity with the contract item price that will be charged per item (for example: 2@ 50.00).
- The BEO (Banquet Event Order) printed for subsequent days of an event will also have the items listed that started on an earlier date, but span those days. Since the Item did not start on the day represented on the report the start time is not shown but is represented by '----'.
- The BEO printed for subsequent days of an event will also have the item price as 'Continued' so that the user knows the price of the Item can be found on a previous day when it started.
- The Total Item Type amount is reported by day and includes any Items that have a start date = to the date of the report.
- If the Include Event Item Notes check box is selected, the items associated with the specified event reservations are included in the report.

These calculations are performed:

- Calculating Deposit Received Amount = sum of deposits on advanced deposit folio for event reservation for the property
- Total Contract Price Amount = sum of all item type price for all days of event and room rate

Generating the Banquet Event Order report

To generate this report:

1 Select **Administration > Reports > Events > Banquet Event Order**

You can also access the screen from:

- Event Master screen
- Event Reservation screen
- Event tab of Group Booking screen

2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Event Master

A unique confirmation number and name of the Event Master.

Note: You can select multiple Event Master.

Event Master Status

The status of the Event Master.

Note:

- You can select multiple status.
- By default, the value is set to Tentative, Definite, Active.

Event Reservation

A unique confirmation number of the Event Reservation. The report includes details of the selected Event Reservation.

Note: You can select multiple Event Reservation.

Event Reservation Status

The status of the Event Reservation.

Note:

- You can select multiple status.
- By default, the value is set to Tentative, Definite, In-House.

Event Item Type

A unique code of the Item Type. The report includes the data of the selected Item Types.

Note: You can select multiple Event Item Type.

Booker

A unique code of the Booker. The report includes data of the Event Master and the associated Event Reservations for the selected Booker.

Group Confirmation

A unique confirmation number assigned to the group. The report includes data of the Event Master and the associated Event Reservations for the selected Group.

Note: You can select multiple Group Confirmation.

Salesperson

The User ID and description of the salesperson. The report includes data of the Event Masters and the associated Event Reservations for the selected User ID.

Coordinator

A unique ID of the coordinator. The report includes data of the Event Masters and the associated Event Reservations for the selected coordinator.

- 3 Set these parameters, if required, in the Report Options section:

Include Quantity

If this check box is selected, the Quantity column and its values are included in the report.

Note: By default, this check box is selected.

Include Item Unit Price

If this check box is selected, the Item Unit Price column and its values are included in the report.

Note: By default, this check box is selected.

Include Item Unit Cost

If this check box is selected, the Item Unit column and its values are included in the report.

Note: By default, this check box is selected.

Include Contracted Item Unit Price

If this check box is selected, the Contracted Item Unit Price column and its values are included in the report.

Note: By default, this check box is selected.

Include Item Total Price

If this check box is selected, the Item Total Price column and its values are included in the report.

Note: By default, this check box is selected.

Include Contracted Item Total Price

If this check box is selected, the Contracted Item Total Price column and its values are included in the report.

Note: By default, this check box is selected.

Show Package Breakdown

If this check box is selected, the details of the Package are included in the Package Details section of the report.

Note: By default, this check box is selected.

Include Event Reservation Notes

If this check box is selected, the notes associated with the Event Reservations are included in the report.

Include Event Item Notes

If this check box is selected, the notes associated with the Event Item are included in the report.

- 4 Specify the **Start Date** and **End Date** in the **Date Range** section.

Note:

- By default, the values are set to the current Hotel date. You can modify the value.

- The **Start Date** and **End Date** of the **Event Master** must be within the specified date range.

5 Click **Print Record**.

Event Folio Report

This report will create event folios for the specified date range. The folio when printed display the transactions posted for the [event](#) reservations.

You can filter the report by specifying the property, room number, confirmation number, event end date, and group ID . You can optionally include the property name and address on the folios. You can optionally print folios with a zero balance. You can limit the report to event reservation statuses and event sub folios.

Generating the event folio report

To generate this report:

- 1 Select **Administration > Reports > Events > Event Folio Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Event Master Confirmation Number

A unique confirmation number and name of the Event Master for which the folio is included in the report..

Note: You can select multiple confirmation numbers.

Event Master Status

The status of the Event Master.

Note:

- By default, the value is set to Active.
- You can select multiple status.

Event Reservation Confirmation Number

A unique confirmation number of the Event Reservation. The report includes details of the selected Event Reservation.

Event Reservation Status

The status of the Event Reservation.

Note:

- By default, the value is set to In-House.
- You can select multiple status.

Event Room

The room assigned to an event. The report includes folios associated with the event room.

Group Confirmation

A unique confirmation number of the group. The report includes folios of the Event Masters and associated Event Reservations assigned to the selected Group.

Note:

- The user can select multiple confirmations.

Folio

The code of the folio type. The report includes transaction postings for the selected folio types.

Note:

- By default, the value is set to GUEST and INCIDENTAL.
- You can select multiple Folio.

Event Master End Date

The end date of the event master. The report includes folios of the Event Master for which the Departure Date is same as this date.

Event Reservation End Date

The end date of the event reservation. The report includes folios of the Event Reservation for which the Departure Date is same as this date.

Output Format

The output format for the report. By default, the format is PDF.

Note: You can modify the output format.

- 3 Set these parameters , if required, in the Report Options section:

Include Property Name

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property Email

If this check box is selected, the report includes the email address of the property.

Include Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

- 4 Specify the Start Date and End Date in the Date Range section.

Note: The transactions for which the Post Date is within the specified date range are included in the report.

- 5 Click Print Record.

Event Folio Account Detail

Use the **Event Folio Account Detail** screen to generate the report that includes the details of the account folios for an event. You can print the report for a specific duration.

Event Folio Account Summary Report

Use the **Event Folio Account Summary Report** screen to generate the report that includes the details of the folio account for the event. You can print the report for a specific duration.

Generating an event folio account summary report

To generate this report:

- 1 Select **Administration > Reports > Events > Event Folio Account Summary Report**.
- 2 Specify this information the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Event Master Confirmation Number

A unique confirmation number and name of the Event Master for which the folio is included in the report.

Note:

You can select multiple confirmation number.

Event Master Status

The status of the Event Master.

Note:

- By default, the value is set to Active.
- You can select multiple options.

Event Reservation Confirmation Number

A unique confirmation number of the Event Reservation. The report includes folio details of the selected Event Reservation.

Event Reservation Status

The status of the Event Reservation.

Note:

- By default, the value is set to In-House.
- You can select multiple options.

Event Room

The room assigned to an event. The report includes folios associated with the event room.

Group Confirmation

A unique confirmation number of the group. The report includes folios of the Event Masters and associated Event Reservations assigned to the selected Group.

Note:

You can select multiple options.

Folio

The code and description of the folio type. The report includes transaction postings for the selected folio types.

Note:

- By default, the values are set to Guest and Incidental.
- You can select multiple options.

Event Master End Date

The end date of the event master. The report includes folios of the Event Master for which the Departure Date is same as this date.

Event Reservation End Date

The end date of the event reservation. The report includes folios of the Event Reservation for which the Departure Date is same as this date.

Output Format

The output format for the report. By default, the format is PDF.

Note:

You can modify the output format.

3 Specify these settings in the Report Options section:**Include Property Name**

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property E-mail

If this check box is selected, the report includes the e-mail address of the property.

Include Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

- 4 Specify the **Start Date** and **End Date** in the **Date Range** section.

Note:

The report includes the transaction for which the Post Date is within the specified date range.

- 5 Click **Print Report**.

Note:

- The data is not retrieved when the values selected are contradictory to the required parameters.

Event Folio Transaction Summary

Use the **Event Folio Transaction Summary** screen to generate the report that includes the details of the folio transactions associated to the events. You can print the report for a specific duration.

Generating an event folio transaction summary report

To generate this report:

- 1 Select **Administration > Reports > Events > Event Folio Transaction Summary Report**.
- 2 Specify this information the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Event Master Confirmation Number

A unique confirmation number and name of the Event Master for which the folio is included in the report.

Note:

You can select multiple confirmation number.

Event Master Status

The status of the Event Master.

Note:

- By default, the value is set to Active.
- You can select multiple options.

Event Reservation Confirmation Number

A unique confirmation number of the Event Reservation. The report includes folio details of the selected Event Reservation.

Event Reservation Status

The status of the Event Reservation.

Note:

- By default, the value is set to In-House.
- You can select multiple options.

Event Room

The room assigned to an event. The report includes folios associated with the event room.

Group Confirmation

A unique confirmation number of the group. The report includes folios of the Event Masters and associated Event Reservations assigned to the selected Group.

Note:

You can select multiple options.

Folio

The code and description of the folio type. The report includes transaction postings for the selected folio types.

Note:

- By default, the values are set to Guest and Incidental.
- You can select multiple options.

Event Master End Date

The end date of the event master. The report includes folios of the Event Master for which the Departure Date is same as this date.

Event Reservation End Date

The end date of the event reservation. The report includes folios of the Event Reservation for which the Departure Date is same as this date.

Output Format

The output format for the report. By default, the format is PDF.

Note:

You can modify the output format.

3 Specify these settings in the Report Options section:**Include Property Name**

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property E-mail

If this check box is selected, the report includes the e-mail address of the property.

Include Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

- 4 Specify the **Start Date** and **End Date** in the **Date Range** section.

Note:

The report includes the transaction for which the Post Date is within the specified date range.

- 5 Click **Print Report**.

Note:

- The data is not retrieved when the values selected are contradictory to the required parameters.

Event Folio Transaction Summary by Date

Use the **Event Folio Transaction Summary by Date Report** screen to generate a report that includes the details of the folio transactions for the events. You can print the report for a specific duration.

Generating an event folio transaction summary by date report

To generate this report:

- 1 Select **Administration > Reports > Events > Event Folio Transaction Summary by Date Report**.
- 2 Specify this information the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Event Master Confirmation Number

A unique confirmation number and name of the Event Master for which the folio is included in the report.

Note:

You can select multiple confirmation number.

Event Master Status

The status of the Event Master.

Note:

- By default, the value is set to Active.
- You can select multiple options.

Event Reservation Confirmation Number

A unique confirmation number of the Event Reservation. The report includes folio details of the selected Event Reservation.

Event Reservation Status

The status of the Event Reservation.

Note:

- By default, the value is set to In-House.
- You can select multiple options.

Event Room

The room assigned to an event. The report includes folios associated with the event room.

Group Confirmation

A unique confirmation number of the group. The report includes folios of the Event Masters and associated Event Reservations assigned to the selected Group.

Note:

You can select multiple options.

Folio

The code and description of the folio type. The report includes transaction postings for the selected folio types.

Note:

- By default, the values are set to Guest and Incidental.
- You can select multiple options.

Event Master End Date

The end date of the event master. The report includes folios of the Event Master for which the Departure Date is same as this date.

Event Reservation End Date

The end date of the event reservation. The report includes folios of the Event Reservation for which the Departure Date is same as this date.

Output Format

The output format for the report. By default, the format is PDF.

Note:

You can modify the output format.

3 Specify these settings in the Report Options section:**Include Property Name**

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property E-mail

If this check box is selected, the report includes the e-mail address of the property.

Include Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

- 4 Specify the **Start Date** and **End Date** in the **Date Range** section.

Note:

The report includes the transaction for which the Post Date is within the specified date range.

- 5 Click **Print Report**.

Note:

- The data is not retrieved when the values selected are contradictory to the required parameters.

Event Item Inventory Report

Use the **Event Item Inventory Reports** screen to monitor inventoried items for the current **Hotel Date** or for dates in the future. The generated report displays the total number of inventory items and the ordered items. This information is used to purchase the required items.

Generating an event item inventory report

To generate this report:

- 1 Select **Administration > Reports > Events > Event Item Inventory Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Item Type

The code and description of the item type. The report includes event data for the selected item type.

Note:

You can select multiple item types.

Item

The code and description of the item associated with an item type. The report includes the data for the selected items.

You can select multiple items.

Group By

The option based on which the information is grouped in the report. The possible values:

- Item Type
- Department

Note:

By default, the records are grouped by Item Type.

Output Format

The output format for the report. By default, the format is PDF.

- 3 Specify this information in the Report Options section:

Include Non-Inventoried Items

If this check box is selected, the report includes all the active **Inventoried** and **Non-Inventoried** items.

- 4 Select these check boxes to include items based on the event reservation status:

- Include Prospect
- Include Tentative

Note:

By default, the **Include Tentative** check box is selected.

- 5 Specify the **Start Date** and **End Date** in the **Date Range** section.

Note:

- By default, the values are set to the current **Hotel Date**.
- The **Start Date** and **End Date** of the active Inventoried Items must be within the specified date range.
- The maximum duration allowed for the date range, is 31 days.

- 6 Click **Print Record**.

Note:

- You can sort the data by **Item Type**, **Item** and **Department**. By default, the data is sorted by **Item Type**.
- In the report:
 - An asterisk is displayed in the **Booked** column if an item is booked multiple times in a day.
 - A legend is displayed if the booked amount includes an item that is booked multiple times in a day.

Event Items Ordered

This report gives a detailed list of the event items that have been ordered for event reservations for a specified date range. Event items are non-food and beverage items such as audio visual items, computer equipment, and things needed for the room. The report is grouped by date and includes events details of status, event name, group name, event start date, start time, event end date, end time, event room, and number of persons. The report will then list the event items for the event and include item description, item start date, start time, item end date, end time, item notes, quantity ordered, inventory, inventory, and department.

You can filter the report by specifying the property, event room, group ID, group name, event item type, event item, department, event name, and event ID. Event room, group name, and event item are multi select. You can optionally include notes, and event reservation statuses of in-house, definite, tentative, prospect, and canceled.

The following are some of the important points to be noted:

- Pricing information is not included on this report. Pricing information is provided in the banquet event order.

Event Items Ordered - Summary

This report gives a summary of the non-food and beverage items that have been ordered for events for a specified date range. The report is intended to assist users with event item requirements by date, status and items. The report includes event items grouped by date and includes events details of status, event name, group name, event start date, start time, event end date, end time, event room, number of persons, quantity ordered. The report then gives a total of the quantity ordered per item by status, and a total of the quantity ordered per status by day.

You can filter the report by specifying property, event room, group ID, group name, event item type, event item, and department. You can optionally include notes, and event reservation statuses of in-house, definite, tentative, prospect, and canceled.

The following are some of the important points to be noted:

- Pricing information is not included on this report. Pricing information is provided in the banquet event order.

Event Menus Ordered

This report gives a detailed list of the menus or individual food and beverage items associated with event reservations for a specified date range. The report displays event reservations grouped by date. The report includes the event reservation details: status, event name, group name, event start date, start time, event end date, end time, event room, and number of persons. The report will then list the

event menus and other individual items for each event below the event reservation information. The report includes the event's menu and items details: menu/item description, menu/item start date, start time, menu/item end date, end time, department, quantity ordered, and notes.

You can filter the report by specifying the property, event room, group ID, group name, menu type, menu, department, event name, and event ID. You can optionally include menu details, notes, and event reservation statuses of in-house, definite, tentative, prospect, and cancelled.

The following are some of the important points to be noted:

- Pricing information is not included on this report. Pricing information is provided in the banquet event order.

Event Menus Ordered - Summary

This report gives a summary of the menus or individual food and beverage items that have been ordered for events. The report is intended to assist users with event food and beverage requirements by date, status, menu or item.

This report gives a summary of the menus or individual food and beverage items that have been ordered for events for a specified date range. The report is intended to assist users with event food and beverage requirements by date, status, menu or item. The report includes event menus grouped by date and status and includes menu name, menu type, quantity ordered, menu details, and department.

You can filter the report by specifying property, menu type, menu, event item type, event item, and department. You can optionally include event reservation statuses of in-house, definite, tentative, prospect, and canceled.

The following are some of the important points to be noted:

- Pricing information is not included on this report. Pricing information is provided in the banquet event order.

Event Menus Report

This reports lists the menus that are available for events. It is used to verify menu data entry in the initial data entry process or if menus have changed. The report includes each menu code with all menu item details and is grouped by menu type.

You can filter the report by specifying the property, menu, and menu type. You can optionally include menu status of active and inactive.

Event Trace Report

Use the **Event Trace Report** screen to print a report about the Traces that are added to the Event Master or the Event Reservation for a property. This report is used by the event managers, coordinators, event sales managers and sales managers.

Generating the event trace report

To generate this report:

- 1 Select **Administration > Reports > Events > Event Trace Report**.

- 2 Specify this information in the Report Parameters section::

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

Event Master Confirmation

A unique confirmation number of the Event Master. The name of the event is also specified.

Note:

You can select multiple options.

Event Reservation Confirmation

A unique confirmation number of the Event Reservation. The name of the event is also specified.

Note:

You can select multiple options.

Trace Status

The status based on which the data is retrieved for the report.

Note:

You can select multiple status.

User

The user ID based on which the data is retrieved for the report.

Department

The department based on which the data is retrieved for the report.

- 3 Specify the Start Date and End Date in the Date Range section.

Note:

- By default, the values are set to the current Hotel Date.
- The Due Date of the traces must be within the specified date range.

- 4 Click Print Record.

Note:

By default, the records are sorted by the Due Date. However, you can also sort the records by:

- Department
- Trace Status
- User
- Delivery Date

Event Pro Forma Invoice Report

This report will create a pro forma tax invoice for a specified event which is primarily used to help collect an advance deposit that has been requested by the hotel. The pro forma tax invoice is an estimate of the anticipated charges the event will incur based on the selection and pricing of the Room, menus and items. The report includes the event details and then a list of anticipated charges by date with quantity, description, price per unit net, VAT per unit, and total price including VAT. A estimated tax breakdown is included after the listing of anticipated charges.

You filter the report by specifying the event. You can optionally run the report in summary view which will print one row per unique transaction code with the total amounts.

The following are some of the important points to be noted:

- If an Item has an additional tax associated that has Report as Vat checked, the amount is reported as if it were an inclusive tax. In addition, the Gross amount is increased by this amount.
- Report as Vat is not reported on a separate line, like other additional taxes are.

Generating the event pro forma invoice report

1 Select **Administration > Event > Event Pro-Forma Report**.

2 Specify this information in the Report Parameter section:

Property

The code of the property for which the invoice is generated. The application defaults this value to the session property.

Event Reservation

The name of the event reservation for which the report is printed.

Event Master

The name of the event master for which the report is printed.

3 Select the Show Summary check box in the Report Option section to print one line for each Transaction Code along with total amounts.

4 Click **Print**.

Note:

- If this report is printed from Even Master screen, the consolidated records of event master is printed followed by the Event Pro-Forma Detail or Summary Report for each Event Reservation associated with Event Master.
- By default, the records are grouped by the Transaction and sorted by the Transaction Code.

Event Reservation Report

This report lists event reservations for a specified date range. The report includes the event name, group name, event status, start date and time, end date and time, room layout, confirmation number, event type, persons, sales coordinator, rate, and total guest room nights.

You can filter the report by specifying the property. You can optionally include notes and event reservation statuses of in-house, definite, tentative, prospect, and canceled. . You can sort the report by event name, group name, or start date.

The following are some of the important points to be noted:

- Only reservations that have a Group Association will have Total Guest Room Nights on the Report. If a Reservation has a Group Association, then the Total Guest Room Nights number should be the number of rooms blocked on the group.
- Only Groups where the block is removed from availability will be include on the report.

These calculations are performed:

- Total Guest Room Nights = total of blocked rooms on group

Event Item Cost vs Price Report

Use this screen to review and perform a comparative analysis of the cost and price of the event item. This report includes information such as Average Unit Cost, Average Unit Price and Average Contracted Unit Price. The report also includes additional information such as Total Sold, Total Item Revenue and Total Item Profit.

This report is used by the event manager and the accounting staff.

Generating the Event Item Cost vs Price Report

Use this screen to review and perform a comparative analysis of the cost and price of the event item.

To generate the Event Item Cost vs Price Report:

- 1 Select **Administration > Reports > Events > Event Item Cost vs Price Report**.
- 2 Specify this information in the report parameters section:

Property

The property code for which the report is generated. This value is defaulted.

Note:

You can modify the value.

Item Type

The type of the item associated with the event. Based on the event item type, the report is generated.

Item

The code and description of the item associated with the event. Based on which the report is generated.

Department

The department associated with the event item.

Group By

The category based on which the information in the report is grouped.

Note:

The default value is **Item Type**. However, you can modify the value.

Output Format

The format selected to review the output of the report.

Note:

The default value is **PDF**. However, you can modify the value.

- 3** Select the **Sold Items Only** check box in the Report Options section to only include the sold items in the report.

Note:

By default, this check box is selected. However, you can modify this value.

- 4** Specify the **Start Date** and the **End Date** in the Data Range section.

Note:

By Default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 5** Click **Print Record**.

Note:

By default, the report sorted by **Item Type**. However, you can also sort the report by **Item** and **Department**.

Chapter 11: Group reports

This chapter describes the Group reports.

Group Block Report

This report lists all group bookings with their [group block](#) details during the selected date range. The report includes group sales account, group name, sales manager, release date, start date, end date, group status, group ADR, group ADR without comps, group room revenue, group type, reservation method, market segment, rate plan, and a summary of block and pick-ups. The report shows a summary totals for all groups block and pick-up per day.

You can filter the report by property, group account, group name, reservation method, room type, sales manager, group status, and by excluding a room type. You can optionally select to show manager totals at the bottom of the report, and to show room type details. You can sort the report by end date, group block, group name, planned release date, sales manager, or start date.

The report is hard-coded to display 31 days of information starting from the selected start date. If a date range is selected that spans more than 31 days, the report will not return data. If future dates are specified in start date and end date fields, the report will display forecasted information. Only groups where the block is removed from availability will be include on the report. This report will calculate actual and projected revenue. Projected revenue will be combine room revenue from the picked up reservations plus the anticipated room revenue from the remaining block using the forecast occupancy to calculate the number of guests.

The following are some of the important points to be noted:

- If the **Include Day Use in Revenue** check box is selected, for day use guests, the report includes the room revenue in the Group Room Revenue column on the report. If the check box is not selected, for day use guests, the room revenue is not included in the Group Room Revenue column on the report.
- If the **Include Day Use Rooms and Revenue** check box is selected, for day use guests, the report includes the rooms and room revenue in the Group Room Revenue and the Group Pickup column on the report.
- **Include Tentative Groups not Affecting Availability:** If this check box is selected, the report includes **Block** values for groups for which the status is **Tentative** but the check box **Tentative Room Block Affects House Availability** on **Group Booking > Block** tab is not selected.
- If specifying a group name in the **Group Name** field that contains an apostrophe no records will be returned. Use the group ID lookup in the case where an apostrophe exists in the group name.

- If future dates are specified in start date and end date fields, the report will display forecasted information.
- If the start date is in the past, but the end date is the current date or a date in the future, the report will combine actual information and forecasted information. The report will not separate the information.
- Only groups where the block is removed from availability will be include on the report.
- This report will calculate actual and projected revenue. Projected revenue will be combine room revenue from the picked up reservations plus the anticipated room revenue from the remaining block using the forecast occupancy to calculate the number of guests.
- Occupancy% will display as a whole number regardless of local settings.

These calculations are performed:

- Total Rooms = Group Block + Transient Rooms + Group Shoulder Rooms
- Remaining Rooms = Inventory Count - OOI - Total Rooms
- Total Reservations = sum of records listed on the report

Group Block Graph

This report creates 3 graphical representations about group bookings that fall between the selected start date +31 days. The first graph is a summary view by sales managers of their blocked rooms. The second graph is a summary view by sales manager of their picked-up rooms. The third graph is a summary of all blocked and picked-up rooms.

You can filter the report by property, group account, by excluding a group type, and group status. You can optionally include day use rooms. You can optionally exclude any of the 3 graphs and print only the graphs you wish to.

Group Confirmation

This report creates group confirmations for group bookings with status **Definite** within the specified date range. Group confirmation letters are typically e-mailed or mailed to the Group Coordinator when a group booking is made. The group confirmation letter can be sent from the group booking record, or a batch of confirmation letters can be printed from the **Reports** menu. The group confirmation letter includes property information, group master information, group details, stay segments, .correspondence information, guest details, reservation information, stay details, charges summary, stay segment details, group blocks, group rates, billing details, billing information, contact details, group preferences, group delegates, event details, and transportation details.

When group confirmation letters are printed from the **Reports** menu, you can filter by group confirmation number and group status. You can optionally include delegate information and event information. You can sort the letters by date reserved, group name, group start date, or group end date.

The following are some important points to be noted:

- When the group has preferences, any preference descriptors that exist for the preference code will display.
- If the group has a confidential rate, the rate information and deposit information will not display.

Group Forecast Summary

This report lists all group accounts with their group block details during the selected date range. The group block details are shown by day of the month. The report is hard-coded to group information by the month. The report will include each month that exists in the selected date range and will display each day of that month. The report includes group sales account name, group ID, group name, sales manager, release date, start date, end date, group type, and summary blocked and picked up numbers for each group reported. The end of each month's information will be followed by a summary section for that month that includes totals for group block, group pick-up, transient pick-up, rooms reserved, remaining rooms, and occupancy percentage.

You can filter the report by property, group account, group status, and by excluding a group type. You can optionally include groups with zero balances and day use rooms. You can sort the report by end date, group name, planned release date, or start date.

If groups in prospect status are included, the report will do so even with the **Include Zero Balances** option selected. Since groups in prospect status cannot contain a block, the block and pickup columns will display with zeros, and the group's start date and end date will be used as the as the block and pickup dates

This report will not show group revenue information or the ability to view room blocks in room type detail, to see that information use the **Group Block Report**.

Group Information Report

Use the **Group Information Report** screen to generate a report of group bookings. The report includes details such as, Group Details, Group Rates, Group Block, and Group Delegates

The report can be generated for multiple groups or for the specified date range.

Generating Group Information Report

- 1 Select **Administration > Reports > Groups > Group Information Report**.
- 2 Specify this information in the **Report Parameters** section:

Property

The property for which you want to generate the report. The application defaults this value.

Note: You can modify this value.

Group Confirmation

The confirmation number of the group reservation.

Note: You can select multiple groups.

Group Status

The reservation status of the group for the specified date range.

Note: By default, the value is set to Definite. You can modify this value.

Group Type

The type of group booking.

Note: You can select multiple Group Types.

- 3 Specify this information in the **Report Options** section:

Include Day Use Revenue

Select this check box to include the revenue generated from the Day Use reservation in the report.

Include Day Use Rooms and Revenue

Select this check box to include the room details and the revenue generated from the Day Use reservation in the report.

Include Delegate Reservation

Select this check box to include the list of delegates associated with the group booking the report.

Include Notes

Select this check box to include the notes associated with the group booking in the report.

Note: By default, this check box is selected.

Include Subgroups

Select this check box to include the summary of the blocked rooms in the report.

- 4 Specify the **Start Date** and **End Date** in the **Date Range** section. By default, the values are set to current Hotel Date. However, you can modify this value.

- 5 Click **Print**.

Note: By default, the report is sorted by Group Start Date. However, you can also sort the report by selecting the Group Name or Group Confirmation options from the Sort By section.

Group List Report Overview

This report lists all group bookings for a selected time frame including their block and pick-up information. The report includes group name, group account, status, type, arrival, departure, rate plan, method of guarantee, method of reservation, sales manager, planned release date, blocked, pick-ups, and the difference between the blocked, pick-ups Room Nights, Rooms, Guests (Adults and Children) and Total Revenue. The report shows a summary totals for all groups block and pick-up per day.

The report can be filtered by property, sales manager, and group status. You can optionally include day use rooms. You can sort the report by arrival, group name, or sales manager.

This report is a direct display of the blocks and pick-ups on the **Group Block** screen. This report will not include pick-up dates that are shoulder dates and therefore may not match other group reports that include shoulder date information. The following important points must be noted:

- **Include Tentative Groups not Affecting Availability:** If this check box is selected, the report includes **Block** values for groups for which the status is **Tentative** but the check box **Tentative Room Block Affects House Availability** on **Group Booking > Block** tab is not selected.

Group Posting Journal

This report lists all transaction codes that have been posted during the selected date range to group folios. The report will categorize each transaction posted by post date and include the posting information of guest name, status, group name, account, room, folio, created by, time, and amount. The report will provide a daily amount total per transaction code and a report amount total per transaction code.

You can filter the report by group name, group ID, transaction code, transaction type, account, and created by. You can optionally select to include advance deposits, and to have page breaks between groups or between transaction types. The report is sorted by transaction code.

Group Production Report

This report lists actual production and forecasted production by group bookings during the selected date range. The report includes group name, group account ID, status, type, sales manager, source, start date, nights, block, pick-up, room revenue, ADR, ADR without comps, other revenue, and total revenue. You can run the report in summary or detail view. The summary view will display group information followed by totals for the nights, block information, and revenue information columns. The detail view will show group information followed by the individual delegates stay information.

You can filter the report by property, group name, group account, group type, or group status. You can select to run the report in summary or detail view. You can optionally include day use rooms. You can optionally include or exclude certain guest account statuses. You can sort the report by group, group status, group type, sales manager, start date, or total revenue.

The Group will be included on the report when the Group's date range overlaps with the report's selected date range, or a guest stay record overlaps with the report's selected date range and the guest is associated with a group or a transaction is posted on an account (guest or group) and the account is associated with a group.

The following are some of the important points to be noted:

- If specifying a group name in the **Group Name** field that contains an apostrophe no records will be returned. Use the group ID lookup in the case where an apostrophe exists in the group name. If future dates are specified in start date and end date fields, the report will display forecasted information.

- If the start date is in the past, but the end date is the current date or a date in the future, the report will combine actual information and forecasted information. The report will not separate the information.
- Only groups where the block is removed from availability will be include on the report.
- This report will calculate actual and projected revenue. Projected revenue will be combine room revenue from the picked up reservations plus the anticipated room revenue from the remaining block using the forecast occupancy to calculate the number of guests.
- Where shares exist the report will use the primary share account's information to report room nights and forecasted revenue.
- Transactions that are posted on a folio are not included on the report until after EOD has run for that day.
- When Cancel and/or No Show records are included in the report, only the revenue from these records is counted in the report. Regardless of the "Report View" or "Sort By" option selected, any column that calculates Room Nights, Adults or Child information would exclude Cancel and No Show values. Additionally, forecasted dates do not include Cancel or No-Show records in the forecasted calculations.

Group Release Date Report

This report all group accounts with their release dates during the specified date range. The release date is the date at which any unused block of rooms is returned back into general availability. The report includes group name, group account, status, type, release date, arrival, departure, rate plan, method of guarantee, method of reservation, sales manager, planned release date, blocked, and pick-ups.

You can filter the report by property and sales manager. You can chose to include group bookings in cancelled status. You can select to include rolling release details. You can sort the report by group arrival, planned release date, or sales manager.

Group Trace Report

This report lists group booking traces that have a due date on or within the specified date range. The report includes group name, confirmation number, trace status, due date, user, email address, department, deliver date, trace topic, and trace details.

You can filter the report by group name, group ID, trace status, user, and department. You can sort the report by department, due date, group, trace status, or user.

Group Pro-Forma Tax Invoice-France

The Property Parameter GROUPPROFORMALOCATION is used to determine the country for which the report is used.

This report is used to generate pro-forma tax invoices at properties that use guest invoicing. It is primarily used to collect advance deposits that are due prior to arrival of the guest. The pro-forma tax invoice is an estimate of the charges the guest will incur during their stay based on the rate and package information, and depicts what the guest's folio will look like at the end of their stay in the property. It also includes the estimated tax breakdown. The pro-forma folio includes the deposit amount and due date. Since this is not a final invoice, it does not need an invoice number.

Chapter 12: Guest Stay reports

This chapter describes the guest stay reports.

Advance Deposit Activity Report

This report lists advance deposit activity for a specified date range. This report is the industry standard deposit activity report used in the EMEA region where VAT taxes are levied and tax invoice functionality is used. The report includes the opening deposit ledger balance and then lists the account, activity date, confirmation number, guest name, organization, contact, booking agency, arrival and departure dates, payment transaction, net amount, VAT%, tax amount, fee amount, and total amount for each advance deposit. The report is grouped by deposit activity type and then by reservation type. The report includes summary totals for each reservation type within each activity type, and for each activity type. The report then includes a summary total of all deposits included in the report along with the closing deposit ledger balance.

You can filter the report by specifying property. You can optionally include deposits paid, deposits transferred to the guest ledger, refunds, and forfeits. You can sort the report by activity date, activity type, or transaction.

The following are some of the important points to be noted:

- When an advance deposit takes place on an account other than a guest account, the report will separate out these deposits and group them under the Account reservation type.
- If **Organization** exists without **Booking Agency** then contact name comes from the organization profile. If **Booking Agency** exists without **Organization** then contact name comes from the booking agency profile. If both exist then contact name comes from the booking agency profile.

These calculations are performed:

- Net Amount = Total Amount - Tax - Fee
- Total Amount = Amount + Fee
- Closing Balance = Opening Balance + Total Amount of Total Deposit

Advance Deposit Due Report

This report lists advance deposits that were requested and not paid, based on deposit due date or reservation arrival date for a specified date range. The report includes the confirmation number, name, phone number, organization name, booking agency name, contact name, arrival and departure dates, deposit due amount, and deposit due date for each requested advance deposit. Requested advance deposits are grouped by those that are due and those that are past due, then by reservation type. The report includes summary totals for each grouping and a summary total of all deposits due.

You can filter the report by specifying property. You can run the report in the date context of deposit due date or guest arrival date. You can sort the report by confirmation number, guest name, deposit due date, or guest arrival date.

The following are some of the important points to be noted:

- Advance deposits are due if the due date is before or on the hotel date.
- Advance deposits are past due if the due date is before the hotel date.
- Advance deposits due will be grouped by Individual Reservation, Event, and Group.
- If **Organization** exists without **Booking Agency** then contact name comes from the organization profile. If **Booking Agency** exists without **Organization** then contact name comes from the booking agency profile. If both exist then contact name comes from the booking agency profile.

Generating the Amenities Report

The Amenities Report screen enables you to view the amenity item information associated with the guest stay, the items to be delivered or have been delivered.

This report includes guest details such as confirmation number, status, room number, notes. The report also includes the amenity item related information such as the quantity, frequency of item delivery, notification department, delivery department and the retrieval department. You can also view the number of guests, including adults and children. The arrival time of the guest is also included in the report which helps to plan the delivery of the amenities.

To generate the Amenities report:

- 1 Select **Administration > Reports > Front Desk > Amenities Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted.

Note: You can modify this value.

Amenity Item

The item name and description.

Notification Department

The department to be notified.

Delivery Department

The department responsible for the delivery of the amenity item.

Retrieval Department

The department responsible for the retrieval of the amenity item.

Confirmation Number

The unique number generated for the confirmed reservation.

Guest Status

The status of the guest for whom the report is generated.

- 3 Set these parameters in the Report Options section:

Delivered

If this checkbox is selected, the report includes only the details of the amenity item delivered to the guest.

Not Delivered

If this checkbox is selected, the report includes the details of the amenity item which is yet to be delivered to the guest.

Note:

- By default, the Delivered and Not Delivered check boxes are selected.
- If the Delivered and Not Delivered checkbox are cleared, no guest records are included in the report.

- 4 Select the **Start Date** and the **End Date** in the Date Range section.

Note: By default, the Start Date and the End Date are set to Hotel Date.

- 5 Click **Print Record**.

Note:

- By default, the records are sorted by the Guest Name. However, you can modify to Room Number by selecting this option in the Sort By section
- You can also group and sort the report by Date and Amenity description.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Folio Report

This report is used to print an individual guest folio, or to print a batch of guest folios by a selected date range. The report can be linked to the end of day process, or can be printed at any time by selecting it from the reports menu. This report displays the transactions that are posted for an account. The report can be grouped by date, sub-folio, or transaction code.

You can filter the report by property, room number, confirmation number, account, departure date, group confirmation, A/R account number, folio type, and building. You can optionally include the property name, property address, property phone number, property email, POS details, folios with a zero balance,

and page breaks between the group by method used. You can limit the report to specific guest statuses. You can optionally show guest currency and credit card details (last 4 digits of card unmasked).

You can print the folio details of a specific event master from the Folio tab of the Event Master screen or the Account screen. The report also includes the Event Master name and address.

You can sort the report by room number, name, and building.

Generating Folio report

To generate this report:

- 1 Select **Administration > Reports > Guest Stay > Folio**.

Alternatively, select the **Print** from the **Folio** tab of

- Check Out screen
- Guest Stay screen
- Event Reservation screen
- Event Master screen

Note: The Account Name and other details are populated to the Folio Parameter lookup when **Print** is selected from the **Folio** tab.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Room Number

The room number of the property.

Confirmation Number

A unique number assigned to the confirmed reservation.

Note: The application does not consider the Room Number and Departure Date values when the confirmation number is specified.

Account

A unique number of the account for which the folio is included in the report.

Departure Date

The departure date of the reservation for which the report is printed.

Group Confirmation

A unique confirmation number of the group. The report includes data of the Guest Stay that is associated to the selected group.

Note:

- The user can select multiple confirmations.
- The report includes events associated to the specified group.

A/R Account number

A unique number of the A/R account.

Folio

The type of folio for which the report is printed.

Note:

- By default, the value is set to GUEST.
- You can select multiple Folio.

Output Format

The output format for the report. By default, the format is PDF.

Note: You can modify the output format.

Building

The building code for which the guest details are included in the report.

Note: You can select multiple Building.

Group By

The records are grouped based on the selected values. The available options:

- Date
- Sub-Folio
- Transaction Code

3 Select these check boxes to include the reservation data based on the folio status:

- Cancelled
- In house
- No Show
- Reserved
- Waitlist

4 Set these parameters , if required, in the Report Options section:

Show Guest Currency

If this check box is selected, the guest currency specified in the Guest Stay screen is included in the report.

Include Settled Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Note: By default, this check box is selected.

Include POS Details

If this check box is selected, the report includes the POS Summary transaction charge in the Folio Total Amount.

Note:

- The POS Detail transaction charges is not included in the Total Amount field.
- The partial and fully comped POS charges are displayed.

Include Property Name

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property Email

If this check box is selected, the report includes the email address of the property.

Show Net Adjustment

If this check box is selected, the report includes the adjusted charges and the adjustment charges.

Note: By default, this check box is selected.

Show Credit Card Details

If this check box is selected the report includes the credit card number on the transaction line.

Note:

- By default, this check box is selected.
- Except the last four digit all the other numbers are masked.

Include Settled Zero Balance Folios

If this check box is selected, the report should include the folios and postings having zero balance amount.

Note: By default, this check box is selected.

Package Break By Group By

If this check box is selected, the records are grouped based on the specified value. Later, the page breakup is applied to the grouped sub-folios.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

Hide Comp Charges

If this check box is selected, the report does not include the data with the comped charges.

Note: By default, this check box is selected.

Show Package Details

Select this check box to display the Package Items of the accounting folio. This includes Charges, Taxes, Discounts, Allowances. This also includes the Room Charges, EOD Post, and the charges posted for the consumption items.

Show Credits Separate

Select this check box to display the credit column. The column includes charges that decrease the folio as positive balance. The charges that increase the folio balance are included in the Amount column.

- 5 Specify the Start Date and End Date in the Date Range section.

Note: The transactions for which the Post Date is within the specified date range are included in the report.

- 6 Click Print Record.

Note:

- By default, the records are sorted by the Room Number. You can modify to Name or Building in the Sort By option.
- The Transaction Description field is not displayed in the Guest Language only if the property parameter DESOVR is selected.
- The application consolidates the transaction lines by Package Name. The tax lines are consolidated by the Package Name and Transaction Code. Consequently, only one tax line is displayed for each tax of the package items.

Folio Account Detail Report

This report lists displays posting details per account according to the report options and date range specified. The report includes the confirmation number, name, phone number, organization name, booking agency name, contact name, arrival and departure dates, deposit due amount, and deposit due date for each requested advance deposit. Requested advance deposits are grouped by those that are due and those that are past due, then by reservation type. The report includes summary totals for each grouping and a summary total of all deposits due.

You can filter the report by specifying property. You can run the report in the date context of deposit due date or guest arrival date. You can sort the report by confirmation number, guest name, deposit due date, or guest arrival date.

The following are some of the important points to be noted:

- Advance deposits are due if the due date is before or on the hotel date.
- Advance deposits are past due if the due date is before the hotel date.
- Advance deposits due will be grouped by Individual Reservation, Event, and Group.
- If **Organization** exists without **Booking Agency** then contact name comes from the organization profile. If **Booking Agency** exists without **Organization** then contact name comes from the booking agency profile. If both exist then contact name comes from the booking agency profile.

If the property is a Best Western property:

- An ownership line is printed at the bottom of each customer facing report and is controlled by the install parameter **OURCOMP**.
- The loyalty program is a global code and is set up with the program type code **LOYALT**. Only one Internal Loyalty Program can be active at one time .

Generating Folio Account Detail Report

To generate this report:

- 1 Select **Administration > Reports > Guest Stay > Folio Account Detail Report**.
Alternatively, select **Folio Account Detail** from the **Printon** the **Folio tab**
 - Account screen

- Event Reservation screen
- Event Master screen
- Guest Stay screen
- Check In screen
- Check Out screen.

2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Room Number

The room number of the property.

Confirmation Number

A unique number assigned to the confirmed reservation.

Note: The application does not consider the Room Number and Departure Date values when confirmation number is specified.

Account

A unique number of the account for which the folio is included in the report.

Departure Date

The departure date of the reservation for which the report is printed.

Folio

The type of folio for which the report is printed.

Note:

- By default, the value is set to GUEST.
- You can select multiple Folio.

Output Format

The output format for the report. By default, the format is PDF.

Note: You can modify the output format.

3 Select these check boxes to include the reservation data based on the folio status:

- Cancelled
- In house
- No Show
- Reserved
- Waitlist

4 Set these parameters, if required, in the Report Options section:

Show Guest Currency

If this check box is selected, the guest currency specified in the Guest Stay screen is included in the report.

Include Settled Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Note: By default, this check box is selected.

Show Net Adjustment

If this check box is selected, the report includes the adjusted charges and the adjustment charges.

Note: By default, this check box is selected.

Include Property Name

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property Email

If this check box is selected, the report includes the email address of the property.

Show Credit Card Details

If this check box is selected the report includes the credit card number on the transaction line.

Note:

- By default, this check box is selected.
- Except the last four digits, other numbers of the credit card are masked.

Show Package Details

Select this check box to display the Package Items of the accounting folio. This includes Charges, Taxes, Discounts, Allowances. This also includes the Room Charges, EOD Post, and the charges posted for the consumption items.

Show Credits Separate

Select this check box to display the credit column. The column includes charges that decrease the folio as positive balance. The charges that increase the folio balance are included in the Amount column.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

- 5 Specify the **Start Date** and **End Date** in the **Date Range** section.

Note: The transactions for which the Post Date is within the specified date range are included in the report.

- 6 Click Print Record.

Note:

- By default, the records are sorted by Name (confirmation number) of the reservation. However, you can modify to Account type.
- The Transaction Description field is not displayed in the Guest Language only if the property parameter DESOVR is selected.
- The application consolidates the transaction lines by Package Name. The tax lines are consolidated by the Package Name and Transaction Code. Consequently, only one tax line is displayed for each tax of the package items.

Folio Account Summary Report

Administration > Reports > Front Desk > Folio Account Summary Report

Use the **Folio Account Summary Report** page to generate a report that summarizes folio amount totals per account.

Generating Folio Account Summary Report

To generate this report:

- 1 Select **Administration > Reports > Guest Stay > Folio Account Summary Report**.

Alternatively, select **Folio Account Summary Report** from the **Print** on the **Folio** tab of

- Account screen
- Event Reservation screen
- Event Master screen
- Guest Stay screen
- Check In screen
- Check Out screen.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Room Number

The room number of the property.

Confirmation Number

A unique number assigned to the confirmed reservation.

Note: The application does not consider the Room Number and Departure Date values when the confirmation number is specified.

Account

A unique number of the account for which the folio is included in the report.

Departure Date

The departure date of the reservation for which the report is printed.

Folio

The type of folio for which the report is printed.

Note:

- By default, the value is set to GUEST.
- You can select multiple Folio.

Output Format

The output format for the report. By default, the format is PDF.

Note: You can modify the output format.

3 Select these check boxes to include the reservation data based on the folio status:

- Cancelled
- In house
- No Show
- Reserved
- Waitlist

4 Set these parameters, if required, in the Report Options section:

Show Guest Currency

If this check box is selected, the guest currency specified in the Guest Stay screen is included in the report.

Include Settled Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Note: By default, this check box is selected.

Show Net Adjustment

If this check box is selected, the report includes the adjusted charges and the adjustment charges.

Note: By default, this check box is selected.

Include Property Name

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property Email

If this check box is selected, the report includes the email address of the property.

Show Credit Card Details

If this check box is selected the report includes the credit card number on the transaction line.

Note:

- By default, this check box is selected.
- Except the last four digit all the other numbers are masked.

Include Zero Balance Folios with no Postings

If this check box is selected, the report includes the folios with no postings and the balance amount is zero.

Note: By default, this check box is selected.

5 Specify the Start Date and End Date in the Date Range section.

Note: The transactions for which the Post Date is within the specified date range are included in the report.

6 Click Print Record.

Note:

- By default, the records are sorted by Guest Name of the reservation. However, you can also sort by Account type.
- The Transaction Description field is displayed in the Guest Language when the property parameter DESOVR is set as True.

Folio Transaction Summary Report

Administration > Reports > Front Desk > Folio Account Summary Report

Use the **Folio Account Summary Report** page to generate a report that summarizes transaction codes for each account on one line. The folio transaction summary report can be generated for all account types.

Generating Folio Transaction Summary Report

To generate this report:

- 1 Select **Administration > Reports > Guest Stay > Folio Transaction Summary Report**.

Alternatively, select **Folio Transaction Summary Report** from the **Print** on the **Folio** tab of

- Account screen
- Event Reservation screen
- Event Master screen
- Guest Stay screen
- Check In screen
- Check Out screen.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Room Number

The room number of the property.

Confirmation Number

A unique number assigned to the confirmed reservation.

Note: The application does not consider the Room Number and Departure Date values when the confirmation number is specified.

Account

A unique number of the account for which the folio is included in the report.

Departure Date

The departure date of the reservation for which the report is printed.

Folio

The type of folio for which the report is printed.

Note:

- By default, the value is set to GUEST.
- You can select multiple Folio.

Output Format

The output format for the report. By default, the format is PDF.

Note: You can modify the output format.

3 Select these check boxes to include the reservation data based on the folio status:

- Cancelled
- In house
- No Show
- Reserved
- Waitlist

4 Set these parameters, if required, in the Report Options section:

Show Guest Currency

If this check box is selected, the guest currency specified in the Guest Stay screen is included in the report.

Include Settled Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Note: By default, this check box is selected.

Include Property Name

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property Email

If this check box is selected, the report includes the email address of the property.

Show Credit Card Details

If this check box is selected the report includes the credit card number on the transaction line.

Note:

- By default, this check box is selected.
- Except the last four digit all the other numbers are masked.

Include Settled Zero Balance Folios

If this check box is selected, the report should include the folios and postings having zero balance amount.

Note: By default, this check box is selected.

- 5 Specify the Start Date and End Date in the Date Range section.

Note: The transactions for which the Post Date is within the specified date range are included in the report.

- 6 Click Print Record.

Note:

- By default, the records are sorted by Guest Name of the reservation. However, you can also sort by Account type.
- The Transaction Description field is not displayed in the Guest Language only if the property parameter DESOVR is selected.
- The application consolidates the transaction lines by Package Name. The tax lines are consolidated by the Package Name and Transaction Code. Consequently, only one tax line is displayed for each tax of the package items.

Folio Transaction Summary by Date Report

Administration > Reports > Front Desk > Folio Transaction Summary by Date Report

Use the **Folio Transaction Summary by Date Report** page to generate a report that groups all transaction codes by posting date. Under the posting date column, the report display a summarized line of charges for each transactions. The Folio Transaction Summary By Date report is available for all account types.

Generating Folio Transaction Summary by Date Report

To generate this report,

- 1 Select **Administration > Reports > Guest Stay > Folio Transaction Summary by Date Report**.

Alternatively, select Folio Transaction Summary by Date Report from the Print on the Folio tab of

- Account screen
- Event Reservation screen
- Event Master screen
- Guest Stay screen
- Check In screen
- Check Out screen.

- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Room Number

The room number of the property.

Confirmation Number

A unique number assigned to the confirmed reservation.

Note: The application does not consider the Room Number and Departure Date values when the confirmation number is specified.

Account

A unique number of the account for which the folio is included in the report.

Departure Date

The departure date of the reservation for which the report is printed.

Folio

The type of folio for which the report is printed.

Note:

- By default, the value is set to GUEST.
- You can select multiple Folio.

Output Format

The output format for the report. By default, the format is PDF.

Note: You can modify the output format.

3 Select these check boxes to include the reservation data based on the folio status:

- Cancelled
- In house
- No Show
- Reserved
- Waitlist

4 Set these parameters in the Report Options section:

Show Guest Currency

If this check box is selected, the guest currency specified in the Guest Stay screen is included in the report.

Include Settled Zero Balance Folios

If this check box is selected, the report includes the folios for which the postings and the balance amount is zero.

Note: By default, this check box is selected.

Include Property Name

If this check box is selected, the report includes the name of the property.

Include Property Address

If this check box is selected, the report includes the address of the property.

Include Property Phone

If this check box is selected, the report includes the phone number of the property.

Include Property Email

If this check box is selected, the report includes the email address of the property.

Show Credit Card Details

If this check box is selected the report includes the credit card number on the transaction line.

Note:

- By default, this check box is selected.
- Except the last four digit all the other numbers are masked.

Include Settled Zero Balance Folios

If this check box is selected, the report should include the folios and postings having zero balance amount.

Note: By default, this check box is selected.

- 5 Specify the Start Date and End Date in the Date Range section.

Note: The transactions for which the Post Date is within the specified date range are included in the report.

- 6 Click Print Record.

Note:

- The Transaction Description field is not displayed in the Guest Language only if the property parameter DESOVR is selected.
- The application consolidates the transaction lines by Package Name. The tax lines are consolidated by the Package Name and Transaction Code. Consequently, only one tax line is displayed for each tax of the package items.

Understanding Guest Stay Trace Report

Use the **Guest Stay Trace Report** page to create a report that lists guest stay traces that are added to the **Trace** tab. In the **Report View** you can see traces based on **Delivery Date**, **Due Date** or **Reservation Date** that is on or within the specified date range.

The report includes Guest Name, Confirmation Number, Trace Status, Due Date, User, Email Address, Department, Deliver Date, Trace Topic, Trace Details, and Room number.

Note: If the Room Number changes during the stay, the report displays the Arrival Date Room Number.

You can filter the report by guest confirmation, delivery method, guest stay status, trace status, user created, user completed, assigned user, department, and Room View. You can sort the report by Delivery Method, Trace Status, Assigned User, Department, and Room Number.

The report can be run from two locations:

- **Administration > Reports > Guest Stay**
- **Front Desk > Guest Stay > Traces**

CRS Cancellation Letter

This report creates cancellation letters for guest reservations in **Cancelled** status with an arrival date within the specified date range. Cancellation letters are typically e-mailed or mailed to the guest when a reservation is cancelled. The cancellation letter can be sent from the guest stay record, or a batch of cancellation letters can be printed from the **Reports** menu. The cancellation letter includes reservation details and displays the rate quote and does not include actual charges from the folio.

When cancellation letters are printed from the **Reports** menu, you can filter by confirmation number and locale. You can optionally set the specified date range to be based off the cancellation date or the guest arrival date. You can optionally include guest stay records in **Waitlist** status.

CRS Confirmation Letter

This report creates confirmation letters for guest reservations in **Reserved** status with an arrival date within the specified date range. Confirmation letters are typically e-mailed or mailed to the guest when a reservation is made from the call center. The confirmation letter can be sent from the guest stay record, or a batch of confirmation letters can be printed from the **Reports** menu. The confirmation letter includes reservation information, a reservation summary, charges summary, stay segment details, guest preferences, enhanced experience items, hotel policies, special requests, comments, billing information, and transportation details.

When confirmation letters are printed from the **Reports** menu, you can filter by confirmation number and locale. You can optionally set the specified date range to be based off the reservation date or the guest arrival date. You can optionally include guest stay records in **In-House**, **Checked Out**, and **Waitlist** statuses.

The following are some important points to be noted:

- When there is no data to display for special requests, comments, or transportation details the section headers for them will not print thereby making it possible for the confirmation letter to be printed on one page.
- When the guest has preferences, any preference descriptors that exist for the preference code will display.

Preference Report

This report lists all guest stay records in reserve and in-house status that have preferences over the specified date range.

You can filter the report by preference code and department. You can optionally include in-house, checked out, no show, and waitlist statuses. You can sort the report by account, name, room, or department.

The report displays a subtotal of the individual preferences along with the total of the preferences for the **Preference** code, specified in the report.

For example, preferences such as newspaper delivery, cot requirement, breakfast specifications, specified by the guests.

This report is grouped by guest stay status.

The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Unexpected Stay-Over Report

This report lists unexpected stay overs within the date range specified. Unexpected stay overs are guests that extended their stay on their original departure date. The report includes room, guest name, account number, VIP level, status, same day reservation indicator, old departure date, new departure date, room type, rate code, number of guests, stay over number of nights, and stay over average rate. The report then gives a summary for total number of guests, total stay over nights, total stay over average rate, total reservations for all guest accounts represented on the report.

You can filter the report by specifying the property, room type, and rate plan. Room type and rate plan are multi select. You can optionally include guest statuses of checked out and in-house. You can sort the report by rate plan or room type.

The following are some of the important points to be noted:

- This report is dependent on the audit trail for the reservation stay table being configured with the tracking taking place on an update to the departure date field.
- The report is looking for updates to the departure date where the old departure date value is less than the new departure date value.
- If multiple values are entered on multiple fields on the report parameter screen and at least one value is in conflict with another value, no records will be returned.
- When a guest account has a scheduled room move during the stay over dates, the report displays the new room. When the report date equals the hotel date and a guest account has a scheduled room move for that day, the report must verify the "Reservation Stay Date Room" verses the "Current Room", when they do not match the report will use the current room.
- The report displays a value for the Stay-Over Nights column that represents only the number of extended nights. The column does not represent a guest stay records total nights.
- The report displays a value for the Stay-Over Average Rate column that represents only the rates configured on the extended nights. If there are difference rates configured over the extended nights, the report will calculate the average rate for each record and show that value under the Stay-Over Average Rate column.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Police Report

This report lists guest arrivals by nationality for a specified date range. The report includes an option to include departures. When arrivals and departures are selected to print the report will group them separately with a page break between. You can run the report for current, future, or past dates. The report is grouped by guest nationality and includes guest name, confirmation number, arrival and departure dates, room number, passport type, passport number, passport expiration, passport issued, date of birth, place of birth. Guests without a nationality are reported without nationality. The report then gives a total number of guests per nationality, guests without nationality, and a total of all guests represented on the report.

You can filter the report by specifying the property. You can optionally include arrivals and/or departures. You can sort the report by name or confirmation number.

The following are some of the important points to be noted:

- If one guest has three different reservations, all three reservations will be included in the report.
- If one guest has room changes during his stay and the report dates include dates that he stayed in each room, then all rooms are included.

Best Western Confirmation Letter

This report creates confirmation letters for guest reservations in **Reserved** status with an arrival date within the specified date range. This report has been designed specifically for Best Western. Confirmation letters are typically e-mailed or mailed to the guest when a reservation is made from the call center. The confirmation letter can be sent from the guest stay record, or a batch of confirmation letters can be printed from the **Reports** menu. The confirmation letter includes reservation information including the guest's Best Western rewards membership number, program, and program level, a reservation summary, charges summary, stay segment details, guest preferences, enhanced experience items, hotel policies, special requests, comments, billing information, and transportation details.

When confirmation letters are printed from the **Reports** menu, you can filter by confirmation number and locale. You can optionally set the specified date range to be based off the reservation date or the guest arrival date. You can optionally include guest stay records in **In-House**, **Reserved**, and **Checked-Out** statuses. You can sort the confirmation letters by reservation date or arrival date.

The following are some important points to be noted:

- When there is no data to display for special requests, comments, or transportation details the section headers for them will not print thereby making it possible for the confirmation letter to be printed on one page.
- When the guest has preferences, any preference descriptors that exist for the preference code will display.

Best Western Reservation Cancellation

This report creates cancellation letters for guest reservations in **Cancelled** status with an arrival date within the specified date range. This report has been designed specifically for Best Western. Cancellation letters are typically e-mailed or mailed to the guest when a reservation is cancelled. The cancellation letter can be sent from the guest stay record, or a batch of cancellation letters can be printed from the **Reports** menu. The cancellation letter includes reservation details including the guest's Best Western rewards membership number, program, and program level, a reservation summary, charges summary, stay segment details, guest preferences, enhanced experience items, hotel policies, special requests, comments, policy descriptions, billing information, transportation details, and associated reservations. The report displays the rate quote, but does not include actual charges from the folio.

When cancellation letters are printed from the **Reports** menu, you can filter by confirmation number and locale. You can sort the report by cancel date or arrival date.

Non-Room Item Inventory Report

This report lists all non-room item inventory for the specified date range.

The report includes a section for each inventoried non-room item which includes the non-room item code and description, department, date, then numbers for sold, inventory, remaining, deliveries, removals, and stay thru. The report is grouped by non-room item code, then by date.

You can filter the report by property, non-room items, and department. You can optionally limit the report to show only overbooked items.

Inventory Move Report

This report lists all inventoried non-room items that must be delivered to, or removed from a room for the specified date range.

The report includes a section for each inventoried non-room item which includes the non-room item code and description, department, then numbers for deliveries, removals, stay thru, in place turn, impacted, in stock room, inventory, and overbooked. The report then includes a sub-section of the guest stays under each non-room item which includes the room number, guest name, confirmation number, VIP status, rewards ID, action (delivery or removal), stay date type (arrival, departure, or stay thru), room turn over and in place turnover information. The report is grouped by non-room item code, then by date. The guest stay section is grouped by room number.

You can filter the report by property, non-room items, and department.

The following are some of the important points to be noted:

- The report shows only non-room items that are inventoried.

- Deliveries are non-room item that need to be delivered to a room, based on the start date of the non-room item.
- If there is a different guest staying in the room the night before, the item is for a Room Turn. The hotel must wait for the guest to check-out before they can deliver the item. For a Removal, if there is a guest arriving for the room that day, the item is for a Room Turn. The hotel must remove the item before the next guest arrives.
- If there is a Delivery and Removal of non-room items from the same room on the same date it is an In Place Turn/In Place Turn Over.
- The report includes guest stay records that have a non-room item that is inventoried that is included in the specified date range. The non-room item is shown for a date, if there are inventory records for that date.
- If there are share accounts the information is derived from the share master/primary share.
- This report applies the [VVIP functionality](#) on page 33.

Generating Non Room Item Inventory Move Report

Use this screen to review the inventoried non-room items that must be delivered to or removed from a room for a specified date range.

To generate the non-room item inventory move report:

- 1 Select **Administration > Reports > Front Desk > Add On/Non Room Item > Non-Room Item Inventory Move Report**.

- 2 Specify this information, in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note:

You can modify the value.

Non Room items

The non-room items code added to the package plans of guest stay.

Note:

You can select multiple non-room items.

Department

The department that is associated for the non-room item.

- 3 Select the **Show Comments** check box in the Report Options section to include the comments associated with the non-room item.
- 4 Specify the **Start Date** and the **End Date** in the Date Range field.

Note:

By default, the **Start Date** and the **End Date** are set to the **Hotel Date**.

- 5 Click **Print Record**.

Note:

You can sort the report by **Item code**, **Date** and **Room**.

Non-Room Item Inventory Guest Stay Report Overview

This report lists all guest stays with inventoried non-room items for the specified date range.

The report includes a section for each inventoried non-room item which includes the non-room item code and description, department, date, then numbers for sold, inventory, available, deliveries, removals, and stay thru. The report then includes a sub-section of the guest stays under each non-room item which includes the room number, guest name, confirmation number, VIP status, rewards ID, arrival and departure dates, start and end dates of non-room item, and the source of the item (package, bundle, or item). The report is grouped by non-room item code, then by date. The guest stay section is grouped by room number.

You can filter the report by property, non-room items, and department.

The following are some of the important points to be noted:

- The report shows only non-room items that are inventoried.
- The report includes guest stay records that have a non-room item that is inventoried that is included in the specified date range. The non-room item is shown for a date, if there are inventory records for that date.
- **Count:** Count is the number of the non-room items the guest stay has.
- If there are share accounts the information is derived from the share master/primary share.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating the Non-Room Item Inventory Guest Stay Report

Use this screen to review the inventory of the non-room items for the guest stay. The guest stay section is grouped by the Room Number.

To generate the Non-Room Item Inventory Guest Stay Report:

- 1 Select **Administration > Reports > Front Desk > Add On/Non Room Item > Non-Room Item Inventory Guest Stay Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note:

You can modify the value.

Non Room items

The non-room items code added to the package plans of the guest stay.

Note:

You can select multiple non-room items.

Department

The department responsible for the non-room item.

Note:

The department responsible for the non-room item.

- 3 Select the **Show Comments** check box in the Report Options section to include the comments associated with the non-room items.
- 4 Specify the **Start Date** and **End Date** in the Date Range section.
Note: By default, the **Start Date** and **End Date** are set to the Hotel Date.
- 5 Click **Print**.

Note:

- You can filter the report by property, non-room items, and department.
- If share accounts exist for a reservation, the information is retrieved from the share master/primary and included in the report.

Wake up call report overview

Use **Wake Up Call Report** page to generate a report that includes all the wake up calls specified in the **Guest Stay > Messages** tab.

- **Property:** Specify the property for which you want to generate the wake up call report.
- **Confirmation Number:** If you specify the confirmation number, the report includes wake up calls where the guest stay PMS confirmation number is same as the confirmation number value.
- **Room:** If you specify the room number, the report includes wake up calls only for the specified room numbers. For **In-House** guests, the report displays the current room. For **Reserved** guests, the report displays the room configured for the **Arrival Date**. For **Checked-Out** guests, the report displays the room configured for the departure date. For guest accounts that do not have a room configured, the room field displays a blank.
- **New Messages:** If this check box is selected, wakeup calls with status set to **New** only are printed on the report.
- The report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Wake up call report

To generate the Report:

- 1 Select **Administration > Reports > Guest Stay > Wake up call Report**.
- 2 Select the property for which the report is generated. The application defaults this value.

Note: You can modify this value.

- 3 Specify this information in the Report Parameter section to filter the report:

Confirmation Number

The confirmation number generated for the guest stay.

Room

The room number assigned to the guest.

For Reserved guests, the report displays the room configured for the Arrival Date. For Checked-Out guests, the report displays the room configured for the departure date. For guest accounts that do not have a room configured, the room field displays a blank.

- 4 Specify the type of data that must be printed in the report in the Report Options section:

New Messages

If this checkbox is selected, the report includes wakeup calls with New status.

Completed Messages

If this checkbox is selected, the report includes wakeup calls with the Completed status.

Cancelled Messages

If this checkbox is selected, the report includes wakeup calls with the Cancelled status.

- 5 Sort the report by selecting guest name or wake up time or status.

- 6 Specify the Start Date and End Date in the Date Range section.

Note: By default, the Start Date and End Date are set to the Hotel Date.

- 7 Click **Print**.

Chapter 13: Leasing reports

This chapter describes the Leasing reports.

Active Lease Invoice Report overview

This report lists all leases in status **Definite** that have active lease periods and the associated guest stay information for them. The primary function of the report is to identify lease periods that have not been invoiced, but should have been invoiced.

The lease number, room type, room number, lease name, lease status, lease room status, future guest count, lease category, lease period start and end dates, rental amount, daily rental amount, rental invoice number, previously invoiced indicator, A/ R account, and lease notes are printed on the report. The report sums all the credit balances, credit limits, and amount over figures and reports the total of each. A total number of leases and a total of invoiced leases are also printed on the report.

You can filter the report by property and room type. You can optionally include invoiced leases. You can select only to include guest stay information for in-house guests. You can sort the report by room type, room number, lease period start date, or lease name.

The following are some of the important points to be noted:

- The lease dates must overlap with the hotel date.
- The lease status must be definite.
- The lease period dates must overlap with the hotel date.
- To be counted in Total Leases the lease status must be Definite. If the room type filter was used, the count is filtered by the room type.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the lease start date and lease end date use the shoulder start date and shoulder end date if specified.
- To be counted in Total Invoiced Leases the status must be Definite and the Rental Invoice is not null.

Active Lease Vacant Room Report overview

This report lists all active leases in which the leased room is vacant with guest stay information that is most relevant to the lease. The report is used to determine if the leases with vacant rooms need to be modified. For example if the room was leased by an individual guest (not a company or agency) and the guest checks out early, the property may want to change the lease end date in order to make the room available to sell.

The guest stay information shown will be for the next incoming guest, if none exist the report will show the last guest checked out. If no future or past guests exist the report will show cancelled guest stays with the latest departure date.

The room number, lease name, lease number, lease category, lease period start and end dates, the incoming guest name, incoming guest arrival and departure date, incoming guest's status, rental amount, rental invoice number, and lease notes are printed on the report.

You can filter the report by property and room type. You can optionally show invoiced leases, show in-house guests only, and include lease upgrades. You can sort the report by room type, room number, lease period start date, or lease name.

The following are some of the important points to be noted:

- The lease dates must overlap with the hotel date.
- The lease status must be definite.
- The lease period dates must overlap with the hotel date.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the shoulder periods are considered lease dates. The shoulder start and end dates will be used as the lease period start and lease period end. The report will compare the shoulder start and end dates, instead of the lease start and end dates.
- The report displays the Rental amount excluding the fee amount for the type Hire, Maintenance or Service if the **Posting Option** is set to **Included in Rental** on the **Lease** screen. For example; If the Rental amount for a lease is 2000.00, the Hiring Fee amount is 50.00, the Service Fee amount is 100.00 and the **Posting Option** set to **Included in Rental**, the report must display 1850.00 (2000-100-50) as the Rental amount.

Generating Active Lease Vacant Room Report

To generate the report:

- 1 Select **Administration > Reports > Lease > Active Lease Vacant Room Report**.
- 2 Specify this information in the Report Parameter section:

Property

The [property](#) on page 372 . The application populates this field with the default property name.

Room Type

The room type code based on which only the selected Room Types are displayed in the report. If this field is not specified, all the room types are displayed.

- 3 Select the sort options in the Sort By section. You can sort the report by room type, room number, lease period start date, or lease name.
- 4 Click **Print**.

Generating the Lease Accounting Discrepancy report

Use to generate a report that displays unrealized taxes and compares the results to the accounting folio balance for leases. This report must only be used if the lease tax is posted along with the lease revenue. If lease tax is posted along with the lease revenue, the lease tax generates an accounting folio offset. This reports allows you to validate the accounting folio balance. Report also allows you to locate discrepant lease accounts.

To generate the report:

- 1 Select **Administration > Reports > Lease > Lease Accounting Discrepancy**.
- 2 Specify this information:

Property

Specify the property for which you want to generate the report.

Show Discrepant Only

If this check box is selected, only leases where discrepancy is not zero are displayed.

Show Completed Leases

If this check box is selected, leases with a status set to **Completed** are displayed.

Show Lease Periods Details

If this check box is selected, lease period details are displayed for each lease period. If this check box is clear, only the lease name is displayed.

- 3 Click **Print Record** to generate the report.

Lease Deposit Activity Report overview

This report lists deposit activity specific to a lease for the selected date range. The report includes:

- The lease details that are retrieved from the Lease Deposit table, the costs incurred for the activity types such as Deposit, Refund Security, Forfeit Incidentals.
- A subtotal amount of deposits requested for the lease and the net deposit amount.
- The total deposit activity (Total Refunds, Total forfeits, Total Deposits) for all the leases, payment details of the guest, and the activity details.

Note:

- If the date range is not specified, the report includes the details of all the leases associated to the specified property.

- You can select multiple lease status in the Report Parameter section. Possible values:
 - 1 Completed
 - 2 Cancelled
 - 3 Definite
 - 4 Released
 - 5 Tentative
- You can filter the report by Property, Lease Number, and Activity Type. If you select the Show Deposit Number check box, the Deposit Number column is also displayed in the report.
- If the **Lease Managed Shoulder Periods** check box is selected in the **Lease Configuration** screen, the application defaults the Shoulder Start Date and Shoulder End Date (if specified) in the Lease Start Date and Lease End Date.

Generating the Lease Deposit Activity Report

This report lists deposit activity specific to a lease for the selected date range.

To generate the report:

- 1 Select **Administration > Reports > Lease > Lease Deposit Activity Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is generated. The application defaults this value.

Note: You can modify this value.

Lease

The lease number for which the report is generated.

Activity Type

The Activity Type code for which the report is generated.

Lease Status

The status code of the lease account based on which the report is generated. The possible values are:

- Cancelled
- Completed
- Released
- Tentative
- Definite

- 3 Select the Report options in the Report Option section.

Show Deposit Number

If this check box is selected, the Deposit Number column is also displayed in the report.

Include Zero Net Deposit

If this check box is selected, the application includes the lease accounts with zero net deposit balance information in the report.

4 Specify the Start Date and End Date in the Date Range section.

Note:

- If the date range is not specified, the report includes the details of all the leases associated to the specified property.
- By default, this value is set to a date prior to the Hotel Date.
- If the **Lease Managed Shoulder Periods** check box is selected in the Lease Configuration screen, the application defaults the Shoulder Start Date and Shoulder End Date (if specified) in the Lease Start Date and Lease End Date.

5 Click **Print**.

Lease Deposit Due Report overview

This report lists deposits that have been requested, but are not yet paid for a selected date range. Each lease account can have amounts and due dates set for rent, security or incidentals deposits. Deposits can be waived which will be tracked on this report.

The report includes the name, number, and start and end dates, contact name, phone number, and email for each lease. An additional line will print below the lease account information for each type of deposit requested. The details include deposit type, deposit amount due, due date, waived indicator, deposit received, remaining deposit due, and reference. A subtotal line for the lease total due, lease past due, and lease deposit waived for each lease is included, then the report prints the totals for all leases contained on the report.

You can filter the report by property and lease number. The report is sorted by deposit due date, lease start date, you can also sort the report by lease name or lease number.

The following are some of the important points to be noted:

- Only Lease Deposits that have not been paid in full will be included in the report.
- If you specify only the Start Date, the report displays the records with the lease deposits due after the start date.
- If you specify only the End Date, the report displays the records with the lease deposits due before the end date.
- If both the start date and the end date are not specified, the report displays all the records with lease deposits that are due.

Lease GST Report

This report lists tax information for leases for a selected date range. The report is based on the assumption of one lease per account and includes a detail line for each account with an applicable lease invoice, then includes a total line for all accounts listed on the report.

The detail line for each account includes the date, invoice number, A/R account, A/R account type, company name, lease number, lease name, lease start date, lease period start date, and then transaction amounts for standard rate, zero rate, exempt, not applicable, GST, and the invoice total. The total line includes the total amounts for standard rate, zero rate, exempt, not applicable, GST, and invoice total.

You can filter the report by account type. You can create the report under the date context of the invoice date or lease period start date. You can optionally show rental, maintenance, service, and incidental information. You can optionally show rental credit notice, hire credit notice, maintenance credit notice, and service credit notice. You can optionally include non-lease invoices. You can sort the report by invoice, account, or A/R account.

The following are some important points to be noted:

- When the report is created under the date context of lease period start date, the filtering and dates are the invoice period start date. For incidentals and non-lease the invoice date is always used.
- A/R invoices can be for lease invoices or for invoices of guest stays that are on leases.
- Incidental invoices are not directly related to a lease period. Guest stays can only produce an incidental invoice.
- Generally, leases are invoiced in advance of the actual billing. The system must look at the revenue recognition charges to determine taxes. These revenue recognition charges are not posted yet. The system must use trial posting for the future dates.
- When the rental amount and fees are billed together, the rental amount may not be under one charge category. The system must use the trial posting table to get the revenue details for future dates. Since the revenue recognition charges have the tax groups, the revenue recognition charges are used to determine the amounts.

Generating Lease GST Report

- 1 Select **Administration > Reports > Lease > Lease GST Report**.
- 2 Specify this information in the Report Parameters section:

Property

The property for which the report is printed. The application defaults this value.

Note: You can modify this value.

Account Type

The type of A/R Account associated with the leases.

Note: You can select multiple account types.

Date Context

The date option to retrieve the lease records. Available options:

- **INV:** Invoice Date. Includes records based on the invoice date of the lease schedules. By default, this value is selected.
- **LSD:** Lease Schedule Date.
- **LSE:** Lease Schedule Start Date. Includes records based on the start date of the lease schedule.

Date Context Option

The options for the selected date context. Available options:

Date Context	Date Context Option
INV	<ul style="list-style-type: none"> • INVEXC – Exclude lease schedule date for the schedule that is lesser than the report start date • INVINC – Include a schedule that is greater than the report end date
LSE	<ul style="list-style-type: none"> • LSEEXC – Exclude schedule if the invoice date is lesser than the report start date • LSEINC – Include a schedule where the start date is greater than the report date range

Note: You can select multiple options.

Invoice Types

The type of invoices associated with the leases.

- By default, the value is set to RN, HR, MN, SR.
- You can select multiple invoice types.

Output Format

The output format of the report.

Note: By default, the value is set to PDF.

3 Set the parameters in the Report Options section:

Show Lease without Invoice

Select this check box to include the leases without the Invoice section. The invoices are not generated for the leases.

Note: This check box is not applicable if the **Date Context** field is set to **INV** or **LSE**.

Show Lease Upgrade Invoice

Select this check box to include the Lease Upgrade Invoice section. The invoices are generated with a lease upgrade schedule.

Show Lease Upgrade without Invoice

Select this check box to include the Lease upgrade without the invoice section. The invoices are not generated with the lease upgrade schedule.

Shows Room Type Category

Select this check box to include the description of the room type category.

Show Square Footage

Select this check box to include square footage data from room configuration.

Show Zero Rate

Select this check box to include the total and details of the Zero Rate.

Show Exempt

Select this check box to include the total and details of the Exempt.

Show Not Applicable

Select this check box to include the total and details of the Not Applicable.

- 4 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- The lease schedule date must be within the specified date range.
- By default, the value is set to the current Hotel date.

Lease Unrealized Revenue Report overview

This report shows unrealized revenue for leases and lease upgrades. Unrealized revenue is the amount of revenue recognition charges not posted for invoices already billed.

The report includes the lease number, room type, room number, upgrade indicator, A/R account, remaining, length, start date, end date, total amount, rental amount, actual revenue, unrealized revenue, and invoice. The report then prints grand totals for total amount, rental amount, actual revenue, and unrealized revenue for all leases contained on the report.

You can sort the report by lease number, room number, or room type.

The following are some of the important points to be noted:

- If there is more than one invoice, only the rental invoice is shown.
- The lease related data for these status is displayed in the generated report for the specified date range:
 - 1 Complete
 - 2 Definite
 - 3 Release

Note: This value is defaulted from the status specified in the Lease screen.

Lease period of In-House tenants report overview

This report lists the lease stay period for all in-house guests on leases for a selected date range. The report includes the arrival and departure dates of the guest along with the start and end dates of the lease.

The room, room type, lease number, lease name, account name, lease category, lease start and end dates, lease status, lease period status, rate plan, normalized published rate, rental amount, rate difference, and a partial indicator are printed on the report.

You can filter the report by property, lease status, lease period status, and lease category. You can sort the report by leased room, account, or discrepancy amount descending.

The following are some of the important points to be noted:

- The entered report parameter date values will be compared to the lease schedule start and end dates. When end date is on or after the lease schedule start, and the start date is on or before the lease schedule end the record is shown.
- When the lease schedule dates are not covered completely by the report period, the system displays the full rental amount of the lease schedule.
- The value in the Published Rate column is adapted to the Lease Period. When the lease period is a partial period, the Rental Amount refers to the number of days of the period. The Published Rate is then pro-rated to the same number of days within the billing cycle so that both values can be compared.
- The partial indicator will be displayed when the report represents the entire lease period, but the period itself is partial. This occurs when the lease has a standard billing cycle (for example: monthly) but the period is shorter. This is usually the case with the first and last period of a lease..

Lease Rate Discrepancy Report overview

This report lists all leases for a selected date range that have a rental charge amount that differs from the lease rate amount.

The room, room type, lease number, lease name, account name, lease category, lease start and end dates, lease status, lease period status, rate plan, normalized published rate, rental amount, rate difference, and a partial indicator are printed on the report.

You can filter the report by property, lease status, lease period status, and lease category. You can sort the report by leased room, account, or discrepancy amount descending.

The following are some of the important points to be noted:

- The entered report parameter date values will be compared to the lease schedule start and end dates. When end date is on or after the lease schedule start, and the start date is on or before the lease schedule end the record is shown.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, lease shoulder periods are included.
- When the lease schedule dates are not covered completely by the report period, the system displays the full rental amount of the lease schedule.
- The value in the Published Rate column is adapted to the Lease Period. When the lease period is a partial period, the Rental Amount refers to the number of days of the period. The Published Rate is then pro-rated to the same number of days within the billing cycle so that both values can be compared.
- The partial indicator will be displayed when the report represents the entire lease period, but the period itself is partial. This occurs when the lease has a standard billing cycle (for example: monthly) but the period is shorter. This is usually the case with the first and last period of a lease.
- The report displays the Rental amount excluding the fee amount for the type Hire, Maintenance or Service if the **Posting Option** is set to **Included in Rental** on the **Lease** screen. For example; If the Rental amount for a lease is 2000.00, the Hiring Fee amount is 50.00, the Service Fee amount is 100.00 and the **Posting Option** set to **Included in Rental**, the report must display 1850.00 (2000-100-50) as the Rental amount.

Lease Rental Billing Report overview

This report lists all invoices of Lease Periods where the invoicing date falls into the selected report month and report year.

The report includes the invoice number, room number, lease contact, organization, A/R account number, and account type. Then the report will include four sections:

- Lease Period:
 - Lease period start and end dates
 - Total billed
 - Charge amount and taxable amount
- Report Month:
 - Number of days
 - Charge amount and taxable amount
 - Tax charged
- In Advance:
 - Number of days
 - Charge amount and taxable amount
 - Tax charged

Note: This reports on leases that were invoiced in the report month, but the lease period or parts of it are after the report month (in most cases the next month, but it could also be several months if they invoiced the lease period before the lease period start date.)
- Journalise:
 - Charge amount and taxable amount
 - Tax charged

Note: This reports on leases that were invoiced in the report month, but the lease period or parts of it have been prior to the report month (in most cases the month before report month, but it could also be several months before.)

You can filter the report by property, invoice type, report month, and report year. You can optionally include a report parameter page.

The following are some of the important points to be noted:

- When the report is filtered on Invoice Type Rental, the charge column will contain rental charges and also fees if they are not invoiced separately.
- Upgrades will be covered in the report. As fees cannot be invoiced separately within the upgrade, the following must be considered if the upgrading guest has an AR Account associated:
 - The charge column will display the sum of rental and fee amounts of the upgrade.
 - Only the Invoice Type Rental will make upgrades appear on the report
- The Total Section in the report displays the Grand Totals for all the columns with amounts and number of days.
- A Lease section is added showing the Lease number, name and status.
- Leases Invoices are grouped by Lease with sort by Lease Number.

Un-Invoiced Lease Period Report Overview

You can use this report to view the lease period or the upgrade period, for a guest stay, which is yet to be invoiced for a specified date range.

The report includes the lease details, room data, and A/R account related information.

Note:

- If a guest's room is upgraded, the report displays the upgraded lease records.
- During the report period if:
 - The guests share a room, the report displays the lease period as a single record with only with the guest who arrived first.
 - Several guest stays are linked to the lease, the report displays the lease period as a single record with only with the guest who arrived first.
- The report is grouped by **Account Name, Account Type, Lease Category, Lease Number, Lease Room** and **Reservation Status**.

Generating the Un-invoiced Lease Period Report

1 Select **Administration > Reports > Lease > Un-invoiced Lease Period Report**.

2 Specify this information in the Report Parameters section:

Property

The property code for which the report is generated.

Lease Status

Select the lease status type to print the report. See [Understanding lease status](#) on page 34.

Group By

The code and description of the Group By option. The available options:

- Account Name
- Account Type
- Lease Category
- Lease Number
- Lease Room
- Reservation Status

Note: By default, the value is LR (Lease Room). However, you can modify the value.

3 Specify the **Start Date** and the **End Date** in the Date Range section.

4 Click **Print**.

Claim Vacancy Report overview

This report shows all rooms that are active for the date range specified. Under each room, the report shows the leases for that room during the period. For each room the total rental amounts and total number of occupied and vacant days are shown. For this report occupied means leased, all leased rooms are occupied rooms regardless if they are vacant or not.

The room information, lease information, fee and charge information, occupied and vacant statistics are printed on the report. The report then prints a total line for the [lease fees](#) on page 372, charges, and occupied and vacant statistics.

The report can be filtered by property, building, and room type. You can sort the report by room type or room.

The following are some of the important points to be noted:

- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the lease start date and lease end date use the shoulder start date and shoulder end date if specified.
- The lease related data for these status is displayed in the generated report for the specified date range:
 - 1 Complete
 - 2 Definite
 - 3 Release

Note: This value is defaulted from the status specified in the Lease screen.

Generating the Rental Schedule Detail Report

You can use this page to generate the Rental Schedule Detail Report. This report displays the lease details for a specified property and date range.

- 1 Select **Administration > Reports > Lease > Rental Schedule Detail Report**.
- 2 In the Report Parameters section specify the **Property** for which the report must be generated.
- 3 Specify the required information such as **Room Types**, **Lease Status**, and **Lease Room Status**, based on which the report is generated.

Note: You can specify one or more options for these fields.

- 4 In the Report Options section, specify the type of data that must be printed in the report, based on the fields specified in the Report Parameters section.

Include Lease Upgrade

Select the **Include Lease Upgrade** check box, the corresponding lease upgrade details are displayed. The upgrade room numbers are not displayed.

Group By Room Number

Select the **Group By Room Number** check box to display the records grouped by the lease room number. The subtotal of each group amount is also displayed.

Note: If a guest's room is upgraded, the upgraded room number is not considered during the grouping.

5 In the Sort By section, specify the method that must be used to sort the records.

- Room Type
- Room Number
- Start Date
- Lease Name
- Lease Number

6 Specify the **Start Date** and the **End Date** in the **Date Range** field.

Note: If the **Lease Managed Shoulder Periods** check box is selected on **Lease Configuration** page, by default the shoulder periods are considered as the lease dates.

7 Click **Print**.

Lease / Rent Request overview

This report will create a proforma invoice for the lease number specified. The proforma invoice will show the projected breakdown of the charges and taxes for the duration of the lease contract based on the lease schedule. The proforma Invoice typically accompanies the lease contract.

The guest name and address, lease number, lease start and end dates, period start and end dates, charge type, net amount, tax amount, amount are printed on the report. The total of all charges, rent deposit request, incidental deposit request, security deposit request are summed to give the total due. A summary will print for the rent amount, maintenance fees, hiring fees, and service fees.

You can filter the report by property, lease number, and lease period.

The following are some of the important points to be noted:

- If no lease period is specified, all lease periods will print for the lease.
- The lease proforma invoice detail information is based on the Lease Schedule period breakdown. Usually, the period is either a monthly or a weekly schedule. Even though the period is in the monthly or weekly schedule, in the trial posting, the information is presented in the daily charge amount. As such, system should be able to sum those daily charges for the specific period(s) and presented accordingly in the report. For example: Lease Monthly charge is \$3100. User runs the Lease / Rent Request for one period of 8/1 - 8/31, the trial posting will have rental amount broken down into daily amount e.g. \$100 per day. When calculating the invoice detail for that period, system should sum daily amount of daily rental from 8/1 until 8/31. The value in the Published Rate column is adapted to the lease period. When the lease period is a partial period, the Rental Amount refers to the number of days of the period. The Published Rate is then pro-rated to the same number of days within the billing cycle so that both values can be compared. The partial indicator will be displayed when the report represents the entire lease period, but the period itself is partial. This occurs when the lease has a standard billing cycle (for example: monthly) but the period is shorter. This is usually the case with the first and last period of a lease.

Note: A pro forma invoice can also be printed from the lease record by clicking **Print**, then selecting [Pro Forma](#). If a Lease Pro Forma has already been printed with an invoice number [Retrieve Pro Forma Invoice](#) is also available.

Generating the Lease Billing Preview Report

You can use this page to generate the Lease Billing Preview report. This report displays the lease periods for which bills must be generated and the breakdown of postings on the A/R folio. The report also displays the Incidental Charges that are already posted and invoiced during the billing process.

- 1 Select **Administration > Reports > Lease > Billing Preview Report**.
- 2 In the Report Parameters section specify the **Property** for which the report must be generated.
- 3 Specify the required information such as **Billing Cycle** and **Lease Category**, based on which the report is generated.
- 4 In the Report Options section, specify the type of data that must be printed in the report, for the specified fields in the Report Parameters section:

Bill Incidental Charges

Select this check box to report on the incidental charges that are posted to the guest or lease folio apart from the lease charges.

Bill Lease Charges

Select this check box to report on the lease charges of the lease account.

Note:

- If you select both the **Bill Lease Charges** and the **Bill Incidental Charges** check boxes, these details are displayed in the report:
 - the lease period that must be billed
 - the breakdown of postings on the A/R folio
 - the incidental charges that are already posted
 - To view the records in the report, you must select a check box.
- 5 Specify the **Start Date** and the **End Date** in the **Date Range**.
 - 6 Click **Print**.

Rental Schedule Report overview

This report lists all leases within the date range specified.

The room number, room type, floor, lease number, lease name, lease status, leased room's status, lease category, lease start and end dates, rental amount, fee amount, and total for rental and fee amount for each lease on the report. The report sums the rental amount, fee amount, and total columns for all leases in and reports the total for all.

The report can be filtered by lease status, room type, or room status. You can optionally include lease upgrades. You can sort the report by room type, room number, start date, or lease name.

The following are some of the important points to be noted:

- The lease dates must overlap with the date range specified.
- The report displays the configured monthly amount from the record view and does not show override amounts from particular lease periods.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the lease start date and lease end date use the shoulder start date and shoulder end date if specified.

Rooms Without Lease

This report lists all guest stays without leases for a selected date range.

The room number, guest name, guest stay status, source of business, arrival and departure dates, and confirmation number print on the report.

The report can be filtered by guest stay status.

Vacant Lease Report overview

This report lists all definite leases that do not have a guest stay for every day of the selected date range.

The Lease Number, Room Type, Room, Lease Name, Lease Category, Lease Start and End Dates, Release Date, Vacancy Start Date and Vacancy End Date are printed on the report.

You can filter the report by property, room type, and lease category. You can sort the report by room type, room number, start date, or lease name.

The following are some of the important points to be noted:

- To get the vacant periods, the report starts with all guest stays for the lease that are within the report dates.
- When shares exist, the share master is used.
- The report will order the guest stays by arrival date. If the first arrival date is after the lease start date and the report start date, the first vacant period is from the greater of the lease start date and the report start date to the arrival date -1.
- Subsequent gaps are from the departure date of one guest stay to the arrival date -1 of the next guest stay. If departure date equals the next arrival date -1, the stays are back to back and there is no gap.

- If the last guest stay departure date -1 is less than the lease end date or report end date, the last gap is from the guest stay departure date to the lesser of the report end date and the lease end date.
- When the **Lease Managed Shoulder Periods** option is selected in the **Lease Configuration** screen, the lease start date and lease end date use the shoulder start date and shoulder end date if specified.
- The report displays the **Release Date** column with the lease's released date. For un-released lease, this column is not specified.
Note: This information is defaulted from the **Status** field as specified in the **Lease** Screen.
- The lease related data for these status is displayed in the generated report for the specified date range:
 - 1 Complete
 - 2 Definite
 - 3 Release**Note:** This value is defaulted from the status specified in the Lease screen.
-

Chapter 14: Housekeeping reports

This chapter describes the Housekeeping reports.

Housekeeping Cleaning Schedule

This report will forecast the cleaning schedule for rooms that are either currently occupied or are blocked for incoming reservations. The report includes room, room type, building, wing, floor, exposure, section, and sequence then will display the cleaning schedule (Service Type) based on the date entered plus six days for a total of seven days. The report then includes a summary of rooms per each service type and a summary of incoming reservations that do not have rooms assigned (blocked).

The service types are represented using the following indicators:

- CI = The room is blocked for a guest due for check in
- CO = The room is occupied by a guest due to check out
- CI/CO = The room is blocked for a guest due to check in, and is still occupied by a guest due to check out
- DU = The room is a day use room (occupied by in-house guest stay with same arrival and departure date)
- FULL = The room is due for full service
- LS = The room is due for light service
- NONE = No room service exists

You can filter the report by specifying the building, exposure, section, sequence, and wing. You can optionally include vacant rooms. You can optionally not include the unassigned reservation summary. You can limit the report to only rooms due out today, and only rooms blocked for today. You can sort the report by building, room, section, or sequence.

The following are some of the important points to be noted:

- Rooms will be printed according to the housekeeping sort order set for each room in the room configuration. If no housekeeping sort order is set the rooms will be sorted by room number in ascending order.
- The report uses the guest stay cleaning schedule, if one does not exist the property default cleaning schedule is used.
- The check-in day (Arrival) is not considered a cleaning day and will be displayed as "CI". The cleaning schedule starts on the day after arrival.

- Any cleaning schedule combination where one guest stay record is checking out followed by another guest stay record checking in for the same room, will be counted as one cleaning service type. The records will not be separated under each service type but will display under their own unique total line.

Housekeeping Room Status Report

This report lists all the active guest rooms in the hotel and their current status. The report includes room, room type, room points, housekeeping status, room status, service type, last cleaned, employee assigned, guest name, VIP level, loyalty level, arrival date, departure date, number of guests, rate plan, turndown time, room cleaning time, and preferences.

Rooms will be printed according to the housekeeping sort order set for each room in the room configuration. If no housekeeping sort order is set the rooms will be sorted by room number in ascending order.

You can filter the report by specifying room status, housekeeping status, housekeeper name, floor, loyalty program, and loyalty level. You can optionally include suite rooms, guest preferences, and rate plan. You can limit the report to only rooms blocked for today, and only guests with a VIP level. You can sort the report by rate plan or room number. The following important points must be noted:

- **Include Reservation Notes:** If this check box is selected, the report includes the notes from the **Reservation Notes** field on the **Guest Stay** page.
- **Include Housekeeping Note:** If this check box is selected, housekeeping notes are printed on the report.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Housekeeping Room Status Report

To generate this report:

- 1 Select **Administration > Reports > Housekeeping > Housekeeping Room Status Report Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can select and modify multiple property codes.

Housekeeper Name

The name of the housekeeper. The details of this housekeeper are included in the report.

Room status

The status code of the room such as clean, dirty, inspect, turn down or pick.

Housekeeping Status

The housekeeping status code such as manual room hold, occupied, out of service or vacant.

Floor

The floor code assigned to the room.

Building

The building code assigned to the room.

Loyalty Program

The code of the rewards program name associated to the guest.

Loyalty Level

The loyalty level associated with the guest.

3 Review this information in the Report Options section:**Include Guest Name**

If this checkbox is selected, the report displays the Guest Name, VIP and Loyalty fields.

Include Suite Rooms

If this checkbox is selected, the report displays the rooms configured as a Suite in the Guest Stay.

Only Rooms Blocked for Today

If this checkbox is selected, the report displays only the rooms that have a Guest Stay record with Reserved (Reserved or, Pre-Reg) and the Arrival Date is same as the Hotel Date.

Only VIPs

If this checkbox is selected, the report displays only the guest records that are categorized as VIPs on the guest stay record.

Include Preferences

If this checkbox is selected, the report displays the preference information as provided in the Guest Stay. The report displays the Preference Description, Descriptor and Descriptor Details.

Include Rate Plan

If this checkbox is selected, the report displays the rate plan of the guest stay.

Include Housekeeping Notes

If this checkbox is selected, the report displays the Notes provide in the Reservation Notes field on the Guest Stay record view

Include Reservation Notes

If this checkbox is selected, the report displays the reservation notes provided in the Guest Stay record.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

- 4 Sort the report by waitlist priority, confirmation number, or arrival date.
- 5 Select the Date in the Date Range section to view the information of tasks performed by the housekeeper in that duration.
- 6 Click **Print**.

Housekeeping Room Status Summary Report

This report gives a summary view of all the active rooms in the hotel and their current housekeeping and room status. The report is grouped by housekeeping status, then room status and lists all the rooms by room number that are currently in those statuses. The report is meant to provide the housekeeping department with a one page (most locations) current view of rooms in the hotel.

You can filter the report by specifying the building, floor, section, wing, housekeeping status, room status, room type category, and room type which all allow multiple selections. You can optionally include suite rooms. You can limit the report to only rooms due out today, and only rooms blocked for today. You can sort the report by room, room type category, or room type.

Generating Housekeeping Room Status Summary Report

To generate the report:

- 1 Select **Administration > Reports > Housekeeping > Housekeeping Room Status Summary Report**.

- 2 Specify this information, in the Report Parameters section:

Property

The property to view the records of the booking agency.

Building

The building code assigned to the room based on which the report only includes the rooms that are matched.

Floor

The floor code assigned to the room based on which the report only includes the rooms that are matched.

Section

The section code configured to the room based on which the report only includes the rooms that are matched.

Wing

The wing code configured to the room based on which the report only includes the rooms that are matched.

Housekeeping Status

The housekeeping status code such as manual room hold, occupied, out of service or vacant.

Room status

The status code of the room such as clean, dirty, inspect, turn down or pick.

Room Type Category/ Room Type

The room type category/room type assigned to the guest based on which the report includes the matched rooms with the same configuration.

- 3 Specify this information, in the Report Options section:

Include Suite Rooms

If this checkbox is selected, the report displays the rooms configured as a Suite in the Guest Stay.

Only Rooms Blocked for Today

If this checkbox is selected, the report displays only the rooms that have a Guest Stay record with Reserved (Reserved or, Pre-Reg) and the Arrival Date is same as the Hotel Date.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
 - If the rooms have no building assigned, 'No Building' text is displayed in the report.
- 4 Select the sort options in the Sort By section. You can sort the report by room type category, or room type.
- 5 Click **Print Record**.

Housekeeping Assignment Report overview

This report displays a list of housekeeping assignments by housekeeping employee. The report will print one page per employee assignment so that the report can be distributed among the housekeepers to use as a check-off sheet. The report includes the date, the housekeeper assigned, message, then will display a blank line for the housekeeper to make a checkmark followed by this room information about the rooms assigned to them: room, room type, room points, housekeeping status, room status, service type, last cleaned, pre-registered, VIP code, arrival date and time, departure date and time, number of guests, turndown time, room cleaning time, priority clean, DND (Do Not Disturb), departing guest name, arriving guest name, and guest notes. The report will give a summary total of the number of rooms assigned to the housekeeper.

You can filter the report by housekeeper name. You can select to include a cover page that includes the parameters used to run the report. You can optionally suppress departing guest names and/or arriving guest names.

The following are some important points to be noted:

- If there is an arriving guest for this same day, and you cleared the **Suppress Arriving Guest Name** check box, the report displays the arriving guest who is assigned to that particular room. A room with an arriving guest has a higher priority as compared to the room with departing guest only.
- Rooms will be printed according to the housekeeping sort order set for each room in the room configuration. If no housekeeping sort order is set the rooms will be sorted by room number in ascending order.
- You can specify text in the message field that will print as notes on each employee's assignment sheet.
- Guest Stay notes on the **Notes** tab that are set to print on housekeeping will print with the row for the room. If the guest is arriving the notes will print as **Arriving Guest Note**. If the guest is departing the notes will print as **Departing Guest Note**. If the guest is a stay over the notes will print as **Guest Note**.
- This report applies the [VVIP functionality](#) on page 33.
- The report applies Incognito enhancement. See [Incognito Functionality](#) on page 33

Generating Housekeeping Assignment Report

To generate this report:

- 1 Select **Administration > Reports > Housekeeping > Housekeeping Assignment Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can select and modify multiple property codes.

Housekeeper Name

The name of the housekeeper. The details of this housekeeper are included in the report.

Message

The general text message applicable to the respective housekeeping assignments. This message is printed on the same line as the Hotel Date field label in the report.

- 3 Review this information in the Report Options section:

Include In-House/ Departing Guest Name

If this check box is selected, the current Guest (name) checking out for the specified report date is displayed.

If this check box is selected, the current Guest (In-House guest name) checking out for the specified report date is displayed.

Include Arriving Guest Name

If this check box is selected, the report displays the arriving guest (name) for the same date who is assigned to that room.

Include Housekeeping Notes

If this checkbox is selected, the report displays the Notes provide in the Reservation Notes field on the Guest Stay record view.

Include Player Rank

If this checkbox is selected, the player rank classification of the guest is included in the report.

- 4 Select the Date in the Date Range section to view the information of tasks performed by the housekeeper in that duration.
- 5 Click **Print**. The report displays the list of actions Housekeeper employees perform in a day.

Housekeeper Activity Report

Use this report to get information for the housekeeper's activity during the selected duration of the guest stay.

The report displays the start and end time captured from the handheld devices. This report also displays the room cleaning activities performed on the specific rooms.

This report is used by the Housekeeping Manager, Operations Manager and General Manager to get an update for the housekeeper's activity.

Generating Housekeeper Activity Report

This report includes details of the housekeeper's activity during the selected duration of the guest stay.

To generate this report:

- 1 Select **Administration > Reports > Housekeeping > Housekeeper Activity Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can select and modify multiple property codes.

Action

Select the type of task to be included in the report.

Housekeeper Name

The name of the housekeeper. The details of this housekeeper are included in the report.

Room

The room code for for which the report is generated.

Room Status

The status type of the room for which the report is generated.

Room Type

Select the room type to filter the report.

Service Type

The type of service to perform the tasks. The available options are Check-In, Check-Out, Full, Light, None, Touchup.

3 Review this information in the Report Options section:**Only DND Rooms**

If this checkbox is selected, the report displays the list of room records with the DND value for the selected date.

Note: The report must display the Start Time and the Finish Time on the DND column.

Only Priority Clean Rooms

If this checkbox is selected, the report displays the rooms with Priority Clean checkbox selected for the selected date.

Note: The Priority column displays “Y” for Priority Clean and “Blank” when the room is not a Priority Clean.

Only Interrupted Rooms

If this checkbox is selected, the report displays the rooms having an Interrupt count value for the selected date.

4 Specify the Start Date and End Date in the Date Range section.**Note:**

- By default, the application includes the current Hotel Date. You can modify the value.
- The report includes the room details specified in the room cleaning record based on the date/timestamps.

5 Click **Print**. The report displays the list of activities performed by the Housekeeper employees in a day.**Note:**

- The report can be sorted by rooms, room status, room type, service type and Date/Time.
- If the report is Sorted By other options, the Start Time is displayed as the second column (after the first sort order type) in the report.

Housekeeper Action Log Report

Use this report to view the details of the tasks performed by the housekeeper for a selected date range and property.

This report is used by the Housekeeping Manager, Operations Manager and General Manager.

Generating Housekeeper Action Log Report

Use this report to view the housekeeper's task for the assigned room.

To generate this report:

- 1 Select **Administration > Reports > Housekeeping > Housekeeper Action Log Report**.

- 2 Specify this information in the Report Parameter section:

Property

The property code for which the report is generated. This value is defaulted with the session property.

Note: You can select and modify multiple property codes.

Action

Select the type of task to be included in the report.

Housekeeper Name

The name of the housekeeper. The details of this housekeeper are included in the report.

Room

The room code for for which the report is generated.

Room Status

The status type of the room for which the report is generated.

Room Type

Select the room type to filter the report.

Service Type

The type of service to perform the tasks. The available options are Check-In, Check-Out, Full, Light, None, Touchup.

- 3 Review this information in the Report Options section:

Attendant in Room Only

If this checkbox is selected, the report displays the list of room records with the Attendant in Room.

Note: The report only displays the room records for which the Attendant in Room checkbox selected in the **Room Status Update** screen.

- 4 Select the Date in the Date Range section to view the information of tasks performed by the housekeeper in that duration.

- 5 Click **Print**. The report displays the list of actions Housekeeper employees perform in a day.

Note:

- The report can be sorted by rooms, room status, room type, service type and Date/Time.
- If the report is Sorted By other options, the Start Time is displayed as the second column (after the first sort order type) in the report.

Chapter 15: Marketing and Analysis reports

This chapter describes the marketing and analysis reports.

Market Segment Report

Administration > Reports > Marketing and Analysis > Market Segment Report.

Use the **Market Segment Report** page to generate a report that displays statistical and forecast data for market segments. The report is based on **Arrival Date**, **Reservation Date** or **Stay Date**. For example, if the report is printed by arrival date, the report includes all the reservations that arrive within the date range of the report. Each reservation's information for the entire stay is included so that average rate and average length of stay can be calculated. For shares, if any guest who shares the reservation arrives within the date range then all of the guests who are sharing the reservation are included.

Generating the market segment report

1 Select **Administration > Report > Marketing and Analysis > Market Segment Report**.

2 Specify this information in the Report Parameter section:

Property

The code of the property for which the report is generated. This value is defaulted. However, you can modify the value.

Market Segment

The code of the Market Segment for which the records are included in the report.

Note: You can select multiple Market Segment.

3 Set these parameters in the Report Options section:

Include No Show and Cancells

Select this check box to include the records of the guest reservation with No Show and Cancel status in the report.

Include Day Use

Select this check box to include the records of the Day Use guest reservation in the report.

Include Complimentary

Select this check box to include the records of the Complimentary reservation in the report.

Include House Use

Select this check box to include the records of the House Use reservation in the report.

Include House Accounts

Select this check box to include a row for the revenue of Account which is not associated with the Market Segment.

Note:

- By default, this check box is selected.
- The first column of the report is displayed with '***' instead of Market Segment.

Include Rate Plan Details

Select this check box to include the details of the Rate Plan for the Market Segment.

Note: In the Market Segment total section you can view a row for the total of each Rate Plan.

Report Revenue as Net

Select this check box to not included the Inclusive taxes in the Revenue columns of the report.

4 Select the **Date Range Basis** option. The available options are:

- Arrival Date
- Reservation Date
- Stay Date

5 Specify the **Start Date** and **End Date** in the Date Range section.

Note:

- The application includes records based on the Date Range Basis option for the specified date range.
- The application defaults this value to the current Hotel Date.

6 Select **Print**.

Room Revenue by Market Segment

Administration > Reports > Marketing and Analysis > Room Revenue by Market Segment.

Use the **Room Revenue by Market Segment** page to view a guest's room revenue and non-room items revenue grouped by room (if you select the option) generated based on the dates selected. This report is for actual room revenue only and is grouped by market segment. Report includes leases.

The lease related data for these status is displayed in the generated report for the specified date range:

- 1 Complete
- 2 Definite
- 3 Release

Note: This value is defaulted from the status specified in the Lease screen.

Cancellation Activity

This report lists detailed information on guest stays that have been cancelled during the selected date range and is based on the cancellation date of the guest stay. The report includes guest name, VIP code, confirmation number, arrival date, number of nights, rate plan, rate, room type, source, guarantee, preferences, updated by, cancellation date, and cancellation reason. Additional information about the reason for cancellation is also included in the report. The report then gives a summary for total of reservations and room nights.

You can filter the report by specifying property and updated by. You can optionally show rates and package rates. You can limit the report to show only VIPs. You can optionally select to report by arrival date. You can sort the report by confirmation number, name, updated by, cancellation date, or cancellation reason.

The following are some of the important points to be noted:

- If **Only VIPs** is selected the report will only include cancelled reservations that contain an entry in the VIP field.
- If **Show Package Rates** is selected the report will include the package rate instead of the room rate. If a guest stay record is not staying on a package rate plan, the report will use the rate amount.
- If **Include Preferences** is selected the report will include preferences and descriptors if they exist for the preference.
- Only guest stay records with a cancellation date that falls within the date range are included in the report.
- There is no field that records the user ID of who cancelled the reservation. The Created By field is modified to the Updated By field as usually the last person to modify the reservation will be the person that cancelled the reservation.

Chapter 16: Profiles and Production reports

This chapter describes the profile and production reports.

Generating Organization Production Report

Use the **Organization Production Report** page to generate a report about property revenue information grouped by organization.

To generate the report:

- 1 Select **Administration > Reports > Profiles and Production > Organization Production Report**.
- 2 Specify the information that you require. See additional details about these fields:

Property

Select the property for which you want to generate the report.

Report View

Specify the report view. The report has the following views:

- The **List View** displays organization information followed by total room night and revenue information. The total is not separated based on transient or group revenue.
- The **Summary View** displays organization information grouped by transient and group business.
- The **Detail View** displays organization information grouped by transient and group business and includes the individual records that make up the transient and group business.
- The **Parent/Child Summary View** displays organization information grouped by parent organization and then grouped by child organizations.
- The **Summarized by Parent View** displays the information grouped by the Parent Organization and the Parent's Child Organizations.

Organization

Specify the organization to generate a report that includes only guest account or group records that are associated with the selected organization.

Organization Type

Specify the organization type to generate a report that includes only the selected organization type.

Sales Person

Specify the sales person to generate a report that includes the given sales person.

Building

The assigned building code based on which the revenue information for the organization is displayed in the report.

Include Inactive Organizations

If this check box is selected, the report includes organizations in both **Active** and **Inactive** status.

- 3 Specify this information, in the Report Options section:

Guest Cancelled/No-show/Waitlist Status

If this checkbox is selected, the guest reservation status (cancelled/no-show/waitlist) with the related organization name is displayed in the report.

Group Prospect/Tentative/Definite/Cancel/In-House/Checked Out Status

If this checkbox is selected, the group booking status (Prospect/Tentative/Definite/Cancel/In-House/Checked Out) is displayed in the report.

Include Inactive Booking

If this checkbox is selected, the organizations with inactive status are displayed in the report. If this checkbox is cleared, the organizations with active status are displayed in the report.

Include Complimentary in ADR

If this checkbox is selected, the ADR column in the report displays the total amount of revenue extracted from the transaction value for the complimentary rooms.

- If **Include Complimentary in ADR** checkbox is selected, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / \text{Sold Rooms}$
- If **Include Complimentary in ADR** checkbox is cleared, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / (\text{Sold Rooms} - \text{Complimentary Rooms})$

Include House Use in ADR

If this checkbox is selected, the ADR column in the report displays the total amount of revenue extracted from the transaction value of the house use rooms.

- If **Include House Use in ADR** checkbox is selected, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / \text{Sold Rooms}$
- If **Include Complimentary in ADR** checkbox is cleared, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / (\text{Sold Rooms} - \text{House Use Rooms})$

Report Revenue as Net

If this checkbox is selected, the Revenue columns in the report displays the transaction amount excluding the inclusive taxes for the rooms.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
 - If the rooms have no building assigned, 'No Building' text is displayed in the report.
- 4 Select the sort options in the Sort By section. You can sort the report by organization, organization type, room nights, room revenue, salesperson, or total revenue.
 - 5 Click **Print**.

Booking Agency Production Report

Select **Administration > Reports > Profiles and Production > Booking Agency Production Report**

This report lists production by booking agency during the specified date range. The report has five views:

- List View: will only show booking agency information followed by total room night and revenue numbers. The totals will not be separated based on transient or group revenue.
- Summary View: will show booking agency information grouped by transient and group business.
- Detail View: will show booking agency information grouped by transient and group business and will include the individual records that make up the transient and group business.
- Organization Summary View: will show booking agency information grouped by organization business.
- Parent/Child Summary View: will show booking agency information grouped by parent then child booking agencies.

You can filter the report by booking agency and booking agency type which all allow multiple selections. You can optionally include or exclude certain guest account statuses and group account statuses. You can sort the report by booking agency, booking agency type, room nights, room revenue, total revenue, or salesperson.

The following are some of the important points to be noted:

- If future dates are specified in start date and end date fields, the report will display forecasted information.
- If the start date is in the past, but the end date is the current date or a date in the future, the report will combine actual information and forecasted information. The report will not separate the information.
- Only groups where the block is removed from availability will be include on the report.
- This report will calculate actual and projected revenue. Projected revenue will be combine room revenue from reservations plus the anticipated room revenue from the remaining block using the forecast occupancy to calculate the number of guests.
- Where shares exist the report will use the primary share account's information to report room nights and forecasted revenue.
- Transactions that are posted on a folio are not included on the report until after EOD has run for that day.
- If a Guest Reservation has more than one Booking Agency configured on its account, the report will display the guest reservation along with the guest reservation's revenue under each Booking Agency's information.

- Transaction transfers are handled the same way they are under the Revenue Report. For a manual transfer, do not count the adjustment charge on the originating folio and do not count the charge on the destination folio. For Auto Transfers, count the charge against the origination folio.
- When Cancel and/or No Show records are included in the report, only the revenue from these records is counted in the report. Regardless of the "Report View" or "Sort By" option selected, any column that calculates Room Nights, Adults or Child information would exclude Cancel and No Show values. Additionally, forecasted dates do not include Cancel or No-Show records in the forecasted calculations.

Generating Booking Agency Production Report

To generate the report:

- 1 Select **Administration > Reports > Profile and Production > Booking Agency Production Report**.
- 2 Specify this information, in the Report Parameters section:

Property

The property to which the booking agency is associated.

Report View

The report view type based on which the revenue information is displayed in the report.

Note:

If the **Report View** is set to **Summarized by Parent View** the report displays the reservation data grouped by the Parent Organization and the Parent's Child Organizations.

Booking Agency

The booking agency ID used to generate a report that includes only guest account or group records that are associated with this agency.

Booking Agency Type

The booking agency type code used to generate a report that includes only the selected agency type. The possible values are:

- Corporate
- Group
- Leisure

Salesperson

The username of the booking agency sales manager.

Building

The assigned building code based on which the revenue information for the booking is displayed in the report.

Lease Status

The status of the Lease associated with the booking agency. The report includes the records based on the selected Lease Status.

Note: You can select multiple Lease Status.

3 Specify this information, in the Report Options section:

Guest Cancelled/No-show/Waitlist Status

If this checkbox is selected, the guest reservation status (cancelled/no-show/waitlist) with the related organization name is displayed in the report.

Group Prospect/Tentative/Definite/Cancel/In-House/Checked Out Status

If this checkbox is selected, the group booking status (Prospect/Tentative/Definite/Cancel/In-House/Checked Out) is displayed in the report.

Include Inactive Booking

If this checkbox is selected, the organizations with inactive status are displayed in the report. If this checkbox is cleared, the organizations with active status are displayed in the report.

Include Complimentary in ADR

If this checkbox is selected, the ADR column in the report displays the total amount of revenue extracted from the transaction value for the complimentary rooms.

- If **Include Complimentary in ADR** checkbox is selected, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / \text{Sold Rooms}$
- If **Include Complimentary in ADR** checkbox is cleared, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / (\text{Sold Rooms} - \text{Complimentary Rooms})$

Include House Use in ADR

If this checkbox is selected, the ADR column in the report displays the total amount of revenue extracted from the transaction value of the house use rooms.

- If **Include House Use in ADR** checkbox is selected, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / \text{Sold Rooms}$
- If **Include Complimentary in ADR** checkbox is cleared, the ADR amount displayed in the report is calculated using this process: $\text{ADR Calculation} = \text{Total Rooms Revenue} / (\text{Sold Rooms} - \text{House Use Rooms})$

Report Revenue as Net

If this checkbox is selected, the Revenue columns in the report displays the transaction amount excluding the inclusive taxes for the rooms.

Group By Building

If this checkbox is selected, the report includes information related to building, wing and floor. The report is grouped by the building code and includes the associated Reservation data.

Note:

- The report is categorized based on the building defined at the Room Type level.
- If the rooms have no building assigned, 'No Building' text is displayed in the report.

4 Select the sort options in the Sort By section. You can sort the report by organization, organization type, room nights, room revenue, salesperson, or total revenue.

5 Click **Print**.

Booking Agency Profiles Report

Select **Administration > Reports > Profiles and Production > Booking Agency Profiles Report**

This report lists all booking agency profiles that were created during the specified date range. The report includes the booking agency name, address, IATA number, booking agency type, commission pricing code, commission percentage, commission amount, first date (earliest guest stay arrival date linked to profile), next date (second earliest guest stay arrival linked to profile), parent booking agency, source of business, market segment, resort fee, confidential rate indicator, and negotiated rate.

You can filter the report by property or booking agency type. You can sort the report by booking agency name, booking agency type, IATA number, or date created.

The following are some of the important points to be noted:

- There can be up to three Booking Agencies associated to one Guest Stay. All three are searched to find the First Date (earliest arrival date) and Next Date (next arrival date).
- It is possible for the First Stay and the Next Stay dates to be the same.
- There could be several negotiated rates associated with a Booking Agency. If there is more than one rate the system will only display the rate which has the **Sell Order** set to 1.

Generating Booking Agency Profiles Report

This report lists all booking agency profiles that were created during the specified date range.

To generate the report:

- 1 Select **Administration > Reports > Profiles and Production > Booking Agency Profiles Report**.
- 2 Select the property for which the report is generated. This value is defaulted.
- 3 Specify this information in the Report Parameter section:

Booking Agency Type

The code of the booking agency type. These options can be created on the **Maintain Global Codes** screen.

Created By

The ID of the user, who generates the report.

- 4 Specify the **Start Date** and the **End Date** in the Date Range section.
Note: By default, the **Start Date** and the **End Date** are set to the current date.

- 5 Click **Print Record**.

Note:

- You can sort this report using Booking Agency Name, Booking Agency Type, IATA Number and Data Created.
- By default, the report is sorted by the Booking Agency Type.

Guest Detail Information Report

This report is included in HMS based on the European Union regulation. This regulation enables the property to protect the guest detail information and have the ability to remove the data from the application when required.

The hotel properties can generate this report with the guest details. The GDPR button is added to the Guest Profile screen of the property which can be utilized to generate the details for the selected guest profile ID.

The report includes the personal information of the guest, reservation record summary, tax invoice summary and the event master summary of all the event masters linked to the guest profile.

Generating Guest Detail Information Report

This report lists all the guest profile information, such as main profile record, contacts, preferences, contact details and others as specified in the Guest profile screen. This report is based on the GDPR European regulation.

To generate the report:

- 1 Select **Administration > Reports > Profile and Production > Guest Detail Information Report**.
- 2 Specify this information in the Report Parameters section:

Guest Profile

The guest profile ID based on which the report is generated to display the guest details.

- 3 Click **Print**.

Note: The report includes these sections for the guest profile as specified in the Guest profile screen:

- Passport Details
- Other Information
- Contact Details
- Preferences
- Notes
- A/R Account
- Loyalty and Rewards Program
- Travel Visa Details
- Reservation Summary
- Tax Invoice Summary

Guest Production Report

Select **Administration > Reports > Profiles and Production > Guest Production Report**

This report lists production by a specific guest profile during the specified date range. The report has a summary view and a detail view. The summary view will show a stay summary and a forecasted stay summary of all the guest stays for the specified guest profile. The detail view will show an entire list of the specific guest stays and forecasted stays. The detail view will show an entire list of the specific guests past stays.

You can specify one or more properties. You must specify a the report view and guest profile.

The following are some of the important points to be noted:

- In Summary view, the Stay Summary section of the report will calculate all guest stays for the selected guest profile which have a status of checked-out and in-house. Reserved status will not show. Canceled and no show records are not included.
- In Summary view, the Forecasted Stay Summary section will display projected guest stays which have a status of reserved. Once the guest stay has a status of to in-house, or checked-out, the stay will be moved and displayed in the Stay Summary section.
- In Detail view, the Stay Details section of the report will display individually all stays associated with the selected guest profile which have a status of in-house, checked-out, cancel, and no show.
- In Detail view, the Forecasted Stay Details section will display projected guest stays which have a status of Reserved. Once the guest stay has a status of to in-house, no show, cancelled or checked-out, the stay will be moved and displayed in the Stay Summary section.

Generating the commission report

Use the **Commission Report** page to generate a report that lists the commissions already paid by a property to a booking agency or the commissions that still needs to be paid; for the selected date range.

The following are the available fields:

- **Parameter List:** Click the Save button to create and save a parameter.
- **Property:** Select the property for which you want to generate the report.
- **Booking Agency:** Specify the booking agency name or IATA number to generate a report that includes only the commissions associated with the selected booking agency.
- **Commission Paid:** Specify an amount to include only records where the commission paid is equal or greater than the amount entered.
- **Group ID:** Specify the group ID to generate a report that includes only guest account or group records that are associated with the selected group ID.
- **Rate Plan:** Specify the rate plan to generate a report that includes only commission that are associated with the selected rate plan.

Specify the **Report Options** that you require. See additional information about these fields:

- **Checked Out:** Select this check box to include the checked-out reservations. By default, this check box is selected..

- **Cancelled:** Select this check box to include the cancelled reservations. By default, this check box is selected.
- **No Show:** Select this check box to include the no-show reservations. By default, this check box is selected..
- **View Pending Extract:** If you select this check box, the report will only present results where the commission IATA number is not null and the commission batch ID is null which are in agreement with the end date specified. The end date used will be from the selected date preset option. This option will ignore the start date. Report will include all possible records regardless of status, whether Checked Out, Cancelled, or No Show. Instead of showing the start date in the report title when this option is used, it will read, "Pending Extract Through <End Date>".
- **No Commission Batch ID:** Select this check box to filter the records based on reservation status.
- **Page Break By Agencies:** If you select this check box, the report will include no show guest stays that have a preference for any date within the specified date range.
- **Include Comments:** If you select this check box, the report will include comments for each commission where they are configured .
- **Date Presets:** Specify the option for which date preset you would like to run the report for. If you select **Use Custom Date** you must then enter dates in the custom date range fields.
- **Custom Date Range:** Specify the custom start date and custom end date, the report will display records where the departure date is equal to or between the dates entered. If dates are not specified, no results will be returned in the report. Additionally the custom end date entered must be hotel date -1 or no records will be returned. Commissions are only written to the commission table after EOD runs for the current Hotel Date.

The following are some of the important points to be noted:

- Commissions are only written to the commission table after end of day runs for the current hotel date.

Linked Profiles Report

This report gives a list of linked profiles for guest profiles, organization profiles and booking agency profiles. The report includes profile ID, profile name, and profile type of primary profile then includes the linked profile ID, linked profile name, linked profile type, linked profile status, linked profile address, and linked profile notes.

You can filter the report by profile type, guest profile, organization profile, and booking agency profile. All profile filters are multi select. You can optionally include profile notes. You can sort the report by profile name or profile ID.

The following are some of the important points to be noted:

- If the user selects a profile which has no other profiles linked, the system will skip this profile and moved to the next selected profile.
- The report will not return any records when a Profile Type is selected and a value is entered in any of the Guest, Organization, or Booking Agency look ups.
- If there are multiple profiles linked, each linked profile will be on one line and grouped by Profile Type then sorted by Profile ID.

Generating the profile production LOS report

Use to determine the production a profile is generating for a property based on number of room nights. The report includes Rooms, Revenue, Guests and ADR. Report Parameters allow you to narrow down the number of profiles that will be printed by stipulating a minimum revenue or room nights. You can print the report for any date range and can either be run for one profile type or multiple profile types.

To generate the report:

- 1 Select **Administration > Reports > Profiles and Production > Profile Production LOS Report**.
- 2 Specify the information that you require. See additional details about the field below:

Minimum Total Revenue

Specify the minimum total revenue. The report includes profiles that produced total revenue equal to or greater than the given value.

Minimum Room Revenue

Specify the minimum room revenue. The report includes profiles that produced room revenue equal to or greater than the given value.

Minimum F&B Revenue

Specify the minimum revenue. The report includes profiles that produced F& B revenue equal to or greater than the given value.

Report Revenue as Net

If this check box is selected, the revenue column on the report do not include inclusive taxes. The non-revenue column will include all tax postings plus along with the other non-revenue postings such as paid out cash, tips, and service.

- 3 Click **Print Record** to print the report.

Generating the Profile Production Report

To generate the report:

- 1 Select **Administration > Reports > Profiles and Production > Profile Production Report**.
- 2 Specify the **Property** for which the report is generated; in the Report Parameters section.
- 3 Specify the period for which the report is displayed in the **Report View** field. These are the options:

Monthly

The **Monthly** view displays the report for the period specified in the **Date Range** field.

Yearly

The **Yearly** view displays the report for the year range specified in the **Date Range** field.

Date Range

The **Date Range** view displays the report for the range of dates specified in the **Date Range** field.

- 4 In the Report Options section, specify the type of data that must be printed in the report:

Include Transient

If this check box selected, the room, guests and the revenue for transient reservations details are included in the report.

Include Group

If this check box selected, the room, guests and the revenue for group reservations details are included in the report.

Include Lease

If this check box selected, the room, guests and revenue for lease reservations details are included in the report.

Include Contract

If this check box selected, the room, guests and revenue for contract reservations details are included in the report.

Include Complimentary in ADR

If this check box selected, the rooms sold as complimentary rooms are considered for ADR calculation.

Include House Use in ADR

If this check box selected, the rooms sold as house use rooms are considered for ADR calculation.

Include Day Use in Rooms and Revenue

If this check box selected, the revenue, rooms, and guest (adult and children) details of the Day Use reservations (where the Arrival Date is the same as the Departure Date) are included in the report.

Include Day Use in Revenue

If this check box selected, the revenue details of the Day Use reservations (where the Arrival Date is the same as the Departure Date) are included in the report.

Parent/Child Summary View

If this check box selected, the report includes a row for each parent profile wherein the summarized data of the parent and children is displayed. The children related information is not listed separately.

- 5 In the Sort By section, specify the method that is used to sort the records.

- 6 Specify the **Start Date** and the **End Date** in the **Date Range** field.

Chapter 17: Rooms reports

This chapter describes the rooms reports.

Discrepant Room Report

This report lists all guest rooms where the current front desk room status and housekeeping room status do not match. Normally, the statuses match. In cases where the statuses are different, the report serves as a list of which rooms must be physically checked to determine the occupancy status. The report includes the room number, room type, housekeeping status, front desk room status, employee assigned, room status, service type, last cleaned date, and a summary total of the number of discrepant rooms listed.

You can optionally include rooms on hold. You can sort the report by front desk status, housekeeping status, or room number.

Specify the **Report Options** that you require.

The following are some of the important points to be noted:

- This report can only be run for the current hotel date and time.
- When using suites, the report will only include component rooms that are configured to display on the housekeeping room status screen.

House Room Status Report

This report lists the current hotel date's room status. The report includes counts for inventory, occupancy, in-house, due to arrive, due to depart, out of service, manual room hold, and room status information by room type and then a total for all room types combined.

Where shares are present, the report will count the share master only.

These calculations are performed:

- Inventory = Inventory count + Out of Order
- Occupancy = Room Pickup Date = Hotel Date

Manual Room Hold Report

This report provides a detailed list of all manual rooms holds that have been created during the selected date range. This report includes room number, room type, if the room is a suite component, manual hold order number, manual hold description, room hold status, room hold reason, room hold reason description, room hold start date, room hold end date, room hold department, room hold employee, room hold notes, and then gives a summary total of all manual room holds listed on the report.

You can filter the report by specifying the manual hold reason, department, employee, status, and room number. You can sort the report by department, employee, reason, room number, or start date.

Work Order Detail

This report gives a detailed list of work orders for a specified date range and is designed to be used by the employees doing the maintenance on the rooms. The report includes room number, room type, suite component indicator, work order, work order description, reason code and description, employee assigned, department assigned, work order status, start date, end date, original end date, back in service date, and notes. The report includes the fields minor, OOI, OOO, and urgent with yes and no indicators. The report is grouped by room number with total line for each room's work orders. The report provides a total number of all work orders reported.

You can filter the report by specifying a property, reason, employee, status, department, room, building, floor, wing. You can optionally include work order notes. You can group the report by department, employee, OOI, minor, reason, start date, urgent, building, floor, or wing.

Work Order List

This report

This report lists all work orders for a specified date range. If a room has multiple work orders, a line will display for each work order. The report includes room number, room type, work order number, work order reason, work order description, work order status, urgent indicator, minor indicator, start date, end date, employee assigned. The report will total the number of all work orders reported.

You can filter the report by specifying a reason, employee, status, department, room, building, floor, wing. You can sort the report by department, employee, OOI, minor, reason, start date, urgent, building, floor, or wing.

Room Rotation Details Report

This report lists the total of room nights for each room within the date range specified. This report is used to verify the how many nights each room has been occupied when room rotation is used. The report can be run in detail or summary view. In the detail view, the guest stays that occupied the room are included. In the summary view, the report doesn't include guest stay information and summarizes the total room nights, work order nights and room hold nights.

You can filter the report by specifying the property, room type, and room. Room type and room are multi select. You can optionally include only room nights since the last reset date. You can sort the report by rate plan or room type.

The following are some of the important points to be noted:

- In the Detail view, the same guest stay may be represented more than once, if there are room moves. Each display of the guest stay represents a continuous stay with the room. The In Date is the first date in the room for the continuous stay and the Out Date is the last date in the room for the continuous stay. Room Nights is the number of nights in the continuous stay. This is still counted as one stay in the summary section.
- For a share the room is counted at the share master level. To show the detail of the guest stay confirmation number or Guest Name, use the primary share on the first stay date for the continuous set of dates.
- Suites are reported at the component room level.

Room Nights Report

This report gives that lists the total of room nights for each room within the date range specified. This report is used to verify the how many nights each room has been occupied when room rotation is used. The report can be run in detail or summary view. In the detail view, the guest stays that occupied the room are included. In the summary view, the report doesn't include guest stay information and summarizes the total room nights, work order nights and room hold nights.

You can filter the report by specifying the property, room type, and room. Room type and room are multi select. You can optionally include only room nights since the last reset date. You can sort the report by rate plan or room type.

The following are some of the important points to be noted:

- In the Detail view, the same guest stay may be represented more than once, if there are room moves. Each display of the guest stay represents a continuous stay with the room. The In Date is the first date in the room for the continuous stay and the Out Date is the last date in the room for the continuous stay. Room Nights is the number of nights in the continuous stay. This is still counted as one stay in the summary section.
- For a share the room is counted at the share master level. To show the detail of the guest stay confirmation number or Guest Name, use the primary share on the first stay date for the continuous set of dates.
- Suites are reported at the component room level.

Room Upsell Report

Use this page to generate a report of the room upsell details based on the stay dates. The report includes the summary and details of the room upsells added to reservations.

The data that must be included in the report can be filtered by Date and User. The report is used by the front desk manager and revenue manager.

The data displayed in the report can be sorted by the Upsell and Reservation dates.

Generating the Room Upsell report

To generate the Upsell report:

- 1 Select **Administration > Reports > Front Desk > Room Upsell Report**.
- 2 Specify this information in the Report Parameter section:

Property

The property for which the report is generated. The application defaults this value.

Note:

You can modify this value.

User

The user for whom the room Upsell data is included in the report.

Note:

You can select multiple users.

Upsold Room Types

The room types that are upsold to the guest.

Note:

You can select multiple room types. If multiple room types are selected, the summary section of the report includes the combined data of the selected room types.

Group By

The option based on which the data in the report is grouped. Possible values:

- User Name/ID
- Date of Upsell
- Original Room Type
- Upsold Room Type
- Rate Plan
- Market Segment
- Loyalty Level
- Source of Business

Note:

By default, the value is set to **User Name/ID**. However, you can modify the value.

Output Format

The format in which the output of the report is printed.

Note:

- By default, the value is set to **PDF**. However, you can modify the value.
- If the value is set to **Excel**, the Average Daily Room (ADR) Rate is also included in the report.

- 3 Set these parameters in the Report Option section:

Include Upsell Details

Select this check box to include the Upsell details in the report.

Note:

By default, this check box is selected. However, you can clear the check box.

Include Guest Stay in Details

Select this check box to include the guest stay details in the report.

- 4 Specify the Start Date and End Date in the Date Range section. By default, the value is set to the current Hotel Date.

Note:

The Start and the End dates are based on the room Upsell add-on posting date of the guest.

- 5 Click Print.

Chapter 18: Sundry reports

This chapter describes the Sundry reports.

Sundry Inventory Count Sheet

This report lists inventory items with their descriptions and a blank Quantity/Count column to write in the physical inventory count. This report is used as an inventory stocking count sheet and is typically used towards end of the month or whenever the property managers would like to do a physical inventory count. The report includes location, item, description, and a count line to be used to record the count taken, along with two name and signature lines for the persons taking inventory.

You can filter the report by location. You can sort the report by location or item.

Sundry Inventory Report

This report lists sundry inventory items with their current inventory level value. The report includes signature lines for the incoming and outgoing desk clerks.

Use the **Sundry Inventory Report** page to generate a list of inventory items and its inventory level value. The report includes location, item type, barcode, item, description, inventory count, price, last cost, and total along with signature lines for the incoming and outgoing desk clerks.

You can filter the report by location, item type, item, or maximum inventory quantity. You can sort the report by location, item type, or item.

Sundry Inventory Variance Report

This report will list all sundry items that have adjustments made between the specified cut-off time and the current time. The report will list the quantity variance and the cost variance. The report is typically used towards the end of the month and is used for calculating the difference between system inventory and physical count. The report will take the inventory quantity at the point the report is run and subtract

all adjustment made during a period of time to produce this variance report. For example, The property date is 8/15 and it closed all shops at 18:00 hours for physical inventory count. After inventory count is done, user did adjustment on inventory to ensure that it matches the inventory count. All inventories are counted and adjusted and user runs the report at 1:15 am on 8/16. **Cut-Off Time** is specified as 6:00 pm or 18:00; system then calculates any adjustment made between that cut-off time and the current time of 1:15 am. This adjustment is the quantity variance. The beginning inventory is calculated by taking the inventory quantity at the time the report run minus any adjustment made on or after the cut off time. The report will use the property's server offset time while looking for matching records during that period of time. A signature line is included for the incoming desk clerk and the outgoing desk clerk.

The report includes location, item type, item, description, last cost, current quantity on hand, previous quantity on hand, quantity variance, and cost variance.

You can filter the report by sundry location, item type, or item. You can sort the report by location, item type, or item.

These calculations are performed:

- Previous QOH = current quantity on hand - Qty Variance
- Qty Variance = sum of all adjustments for an inventory items that happen between the supplied cut off time and the time the report is run
- Cost Variance = the Qty Variance for that inventory item * the last cost of that item for that location

Sundry Items Report

This report lists all sundry items configured by property. The report can be used to verify Item data entry in the initial data entry process or if Items have changed. The report is grouped by item category, then item type and will have a line for each item code belonging to the item type that includes item code, item description, start date, end date, item unit price, transaction code, and status.

You can filter the report by item category, item type, or item. You can optionally include modifiers for each item type and inactive items. You can sort the report by effective date, item, or status.

Sundry Modifier Report

This report lists all sundry modifiers configured for a property. The report can be used to verify modifier data entry in the initial data entry process or to verify modifiers are associated to the correct sundry items. The report will print each modifier and will include modifier, modifier description, modifier type, effective date, unit price, transaction code and modifier status. The report will include each sundry item that is associated to the modifier below it and include item, item description, effective date, unit price, transaction code, and item status.

You can filter the report by modifier or modifier type. You can optionally include modifiers with inactive status. You can sort the report by effective date, modifier, or status.

Sundry Payment Report

This report lists all sundry payments for a property during the specified date range. The report is grouped into sections by payment type in this order: account, cash, then credit card type.

You can filter the report by location, payment type, and user.

The following are some of the important points to be noted:

- Not every credit card type will have a transaction for every day. If no transactions exist for a particular credit card for a day, that section is not included.
- If the Payment Type is Room Charge or House Account they will be included in the Account section. Room Charge records will include Room Number and Account Name. House Account records will only include Account Name.

Sundry Sales by Check Report

This report lists all sundry sales during the day by closed check number. It can be used to balance checks for the day. The checks are grouped by date. The report will print each check for the date and includes check number, location, payment type, user, guests, items, discount, net sales, tax, and total. The report will then print a summary line for all checks that includes totals for guest, items, discount, unit price, tax, and total. The report will also include average guests, average number of items, and average sales amount.

You can filter the report by user or location. You can optionally include open checks.

Sundry Sales Report

This report lists all sundry sales grouped by item type. The report will include date, item type or transaction code, item, quantity, unit price, and total. The report also includes a summary line for sub total, daily total, and total.

You can filter the report by item type, transaction code, or location. You can optionally include open checks. You can sort the report by item type or transaction code.

These calculations are performed:

- Sub Total = Sum of Quantity column and sum of Total column for Item Type
- Daily Total = Sum of Quantity column and sum of Total column for date

- Total = Sum of Quantity column and sum of Total column for all dates

The following are some of the important points to be noted:

- The tax amount is included in all total values.
- When the sundry item has associated modifiers they will print under the sundry item and the sundry item quantity will be reported by the modifier.

Billing contacts

You can use **Invoice /Statement Batch** page to generate A/R invoice and statement data to bill customers for charges. To expedite the payment you can send the A/R statements or invoices directly to the **Billing Contact** as selected on the lease or reservation provided the property A/R account is linked to the lease or reservation. The property A/R account contains multiple contacts with different addresses. If the invoice method of an A/R account is **One invoice per account**, and there are multiple charges being invoiced, the **Preferred Contact** is used by the system. If the invoice method of an A/R account is **One invoice per folio** and

- If the charge being invoiced originated from a lease, the billing contact from the **Lease** screen is printed on the invoice or statement.
- If the charge being invoiced originated from a guest stay, the billing contact from the **Guest Stay** screen is printed on the invoice or statement.

If the **Billing Contact** are not specified on the lease or guest stay, the **Preferred Contact** is used by the system.

Configuring lease settings

You use the **Leasing Configuration** page to configure lease settings and define the transaction codes that will be used.

Any [lease fees](#) on page 372 (Hire, Maintenance, and Service) can be set to bill separately which require the fee billing transaction code to be defined. The fee billing transaction code is the reported guest charge transaction code that will go to the guest stay's A/R folio, the fee transaction code is used as revenue recognition in Folio 6. If a fee billing transaction code is not defined, the rental transaction code is used. You can set a prefix with a maximum length of 3 alphanumeric characters for each type of invoice so that when invoices are generated they are easily distinguishable. If **Security Deposit** or **Incidental Deposit** are defined, then the forfeit transaction code for that type of deposit is required. The optional valuation order fields are numerical 1-9 and must be unique per each fee type, this determines the order of which fees are considered for taxation when annual valuation of rooms is used. Valuation order cannot be combined with the Tax Condition Base Valuation Limit (Valuation Amount capped by Room Fee Amount).

To configure leasing settings:

- 1 Select **Administration > Property > Lease Configuration**.
- 2 In the **Lease Configuration** tab, specify the information that you require. See additional information about these fields:

Allow Shoulder Stay Dates

Select the check box to indicate guest stays associated to leases may include [shoulder stay dates](#) on page 374. If this check box is unchecked, the lease guest cannot stay outside lease dates. The shoulder stay dates will be charged according to the rate plan specified in the **Shoulder Rate Plan** field. Shoulder stay dates will not be included in the lease schedule and will be charged to the guest. After you select the check box, the **Lease Managed Shoulder Periods** check box is not available.

Lease Managed Shoulder Periods

Select the check box to indicate that if [shoulder stay dates](#) on page 374 exist, the shoulder periods will be managed in the lease. The shoulder stay dates will be charged the leasing rate's calculated daily rate. You can limit the allowable guest's shoulder stay dates using the **Shoulder Start Date**, **Shoulder End Date**, **Shoulder Days Before**, and **Shoulder Days After** fields on the lease record.

Rental Transaction

Transaction Code used for the guest charge and may include [lease fees](#) on page 372. The transaction code defined here will copy to the **Lease Charge** field of the **Leasing Rate** page when creating new leasing rates.

Note:

- Revenue Type must be set to None.
- An offset transaction code is Required.
- Do not specify Tax Groups

Room

Transaction code used for the daily room revenue charge in the accounting folio. The transaction code defined here will copy to the **Lease Charge** field of the **Leasing Rate** page when creating new leasing rates.

Note:

- Specify tax groups
- Revenue Type is set to Room

Vacant Room Transaction

Transaction Code used to post any vacant room charges. Vacant room charges are charges that are incurred for days the lease includes, but no guest is checked in to the leased room. The transaction code defined here will copy to the **Vacant Room Charge** field of the **Leasing Rate** page when creating new leasing rates.

Note:

- Revenue Type is typically set to Room.
- Specify Tax Groups
- This code is optional. If you do not specify this code, the Room transaction code is used.

- 3 If the Property uses lease fees, specify the fee transaction codes. The fee types are hire, maintenance and service. See additional information about these fields:

Hire Transaction

Used for the revenue recognition charges. Specify the **Revenue Type** and the **Tax Group**.

Hire Billing Transaction

Used for the guest charge when billed separately. **Revenue Type** must be **None**. An offset transaction code is not required. Also, do not specify **Tax Group**.

Maintenance Transaction

Used for the revenue recognition charges. Specify the **Revenue Type** and the **Tax Group**.

Maintenance Billing Transaction

Used for the guest charge when billed separately. **Revenue Type** must be **None**. An offset transaction code is not required. Also, do not specify **Tax Group**.

Service Transaction

Used for the revenue recognition charges. Specify the **Revenue Type** and the **Tax Group**.

Service Billing Transaction

Used for the guest charge when billed separately. **Revenue Type** must be **None**. An offset transaction code is not required. Also, do not specify **Tax Group**.

Hire Fee Valuation Order

Specify the value that is used for tax valuation. Precedence order is applied by the system for tax valuation.

Hire Fee Bill Separately

If this check box is selected, by default this type of fee is billed separately from the rental charge.

Maintenance Fee Bill Separately

If this check box is selected, by default this type of fee is billed separately from the rental charge.

Service Fee Bill Separately

If this check box is selected, by default this type of fee is billed separately from the rental charge.

- 4 Specify a transaction code for each type of deposit used by the property.

Rent Deposit

Specify the transaction code that is used to post the rental deposit. This transaction code is configured with a **Pay Type** of **Advance Deposit**.

Security Deposit

Specify the transaction code that is used to post the security deposit. This transaction code is configured with a **Pay Type** of **Advance Deposit**.

Security Deposit Forfeit

Specify the transaction code that is used to post the security deposit that is forfeited. This transaction code is configured with a **Revenue Type**.

Incidentals Deposit

Specify the transaction code that is used to post the incidentals deposit. This transaction code is configured with a **Pay Type** of **Advance Deposit**.

Incidentals Deposit Forfeit

Specify the transaction code that is used to post the incidentals deposit that is forfeited. This transaction code is configured with a **Revenue Type**.

5 Click **Save Record**.

Glossary

accessible

Barrier free and accessible for persons with disabilities.

account balance

The difference between the debit (charge) and credit (payment) values of the guest account.

account receivable (A/R)

A company, organization, or individual, who has an outstanding bill with the hotel.

add-on

A charge in addition to the room charge. For example, an add-on item is something that the guest chooses to add to the guest account, like a bottle of champagne for \$25.00 that the guest want to be present in their room upon arrival. It is an add-on to their room charge.

Alternatively, there can be an add-on charge for parking that posts automatically for each night the guest stays at the hotel.

advance deposit

A deposit furnished by the guest on a room reservation that the hotel is holding.

amenities

Any extra product or service found in the hotel. A swimming pool, concierge desk, health spa, are all known as amenities.

annual valuation

The amount of the room portion of the leasing rate that is free of taxation for a leased room. The annual valuation amount is determined by local government. The amount can be defined at room type level and/or at room configuration level. If it exists on both, the amount defined at the room configuration level is the amount used.

arrival time

The hour which the guest specifies as the time that he or she will arrive to claim the reservation.

associated reservation name

Associated reservations are a set of reservations that are linked together. Associated reservations are linked together for the purpose of easy management of all the related reservations.

authorization

An authorization is a hold placed on a card holder's account for a the amount of a purchase being made using a debit or credit card. Hotels typically do not assess charges until check-out. To ensure the funds will be available for payment most hotels require a credit card on file and will authorize it for the estimated guest charges. The estimated amount is based on the guest's intended length of stay at check-in, the room rate, applicable taxes and surcharges, and a percentage of the total or a flat amount to assume incidental charges occurring .

auto transfer

Used to create billing instructions related to the routing of transaction postings from one folio to another. When auto transfer is used, the charge is routed to another account at the time of posting.

available rooms

The number of rooms normally available on a day to day basis, less those permanently used for some purpose other than guest occupancy.

average daily rate (ADR)

The number represents the average rental income per occupied room in a given time period. ADR along with the property's occupancy are the foundations for the property's financial performance.

batch

Batch processing is a resource-saving transaction type that stores data for processing at pre-defined times. Batch processing is useful for enterprises that need to process large amounts of data using limited resources. Examples of batch processing include credit card transactions, for which the transactions are processed monthly rather than in real time. Credit card transactions need only be processed once a month in order to produce a statement for the customer, so batch processing saves IT resources from having to process each transaction individually.

billing reference

An identification number used in the billing process.

booking agency

A booking agency is an entity that books rooms on behalf of an individual or group, such as a travel agency. Examples of alternative booking agencies include sales resources within a property or corporation and secretaries of companies.

brand

Brands provide many benefits. The major brands establish standards, which are intended to be consistent across all operations so that guests are better assured that they will receive the level of service and amenities they desire and expect, wherever the property is located. Along with standards, brands provide operating manuals, which are intended to provide a "turnkey" approach to the operation of the property. This is intended to reduce the number of mistakes and help ensure that the property is, in fact, operated pursuant to the brand standard.

cash bank

Cash banks are used to process cash-based transactions associated with guests and their guest accounts, such as: receipt of cash payments, making change for guests, cashing checks, and exchanging foreign currency. The bank itself consists of bills, coins, and different foreign currencies for use by the cashier.

cashier banking

Cashier banking features enable front desk personnel to process and administer cash-based transactions associated with guests and their guest accounts, such as receipt of cash payments, making change for guests, cashing checks, and exchanging foreign currency.

cash journal

A list of cash transactions associated with a cash bank that is currently in use. Cashiers and front desk personnel can use the cash journal to record cashed checks, currency exchanges, and cash adjustment transactions.

cash paid out

Money disbursed for guests, either advances or loans, and charged to their accounts like other departmental services.

central reservation system (CRS)

Hotel reservations systems, commonly known as a central reservation system (CRS) is a computerized system that stores and distributes information of a hotel, resort, or other lodging facilities. A Central Reservation System is a tool to reach the Global Distribution Systems as well as Internet Distribution Systems from one single system, namely a central reservation system. A CRS is mainly an assistance for hoteliers to manage all of their online marketing and sales, where they can upload their rates & availabilities to be seen by all sales channels that are using a CRS. Sales Channels may include conventional travel agencies as well as online travel agencies. A CRS facilitates efficient distribution of hotel information to the sales channels and thereby reduces the burden on the hotelier.

channel

The mode through which a hotel makes available its product and services to the consumer. Hotels, for example, may sell their services mainly rooms, directly or through travel agents, tour operators, airlines, tourist boards, centralized reservation systems.

comp

The word Comp traces its origin to the word Complimentary. Comp is often used as a verb to describe the action of giving something to a guest free of charge. In casino hotels, it is a common practice to comp room charges, meals, show tickets, and other services based on the amount of money the guest is spending or losing in the casino. Usually, the more the guests spend or loses, the more comps guests are eligible for. For example, the casino manager comps the guests dinner charge because they spent \$1,000 at the blackjack table. The Comp module adds the functionality to perform the comp process, which involves taking charges posted to a folio and crediting them off so the guest does not have to pay for the charges.

concierge

In hotels, a concierge assists guests with various tasks like making restaurant reservations, arranging for spa services, recommending night life hot spots, booking transportation, procurement of tickets to special events and assisting with various travel arrangements and tours of local attractions.

day use

A reduced charge for occupancy of less than overnight; used when the party arrives and departs the same day.

delivery

Deliveries are non-room items that need to be delivered to a room, based on the start date of the non-room item.

event

An event is an occurrence happening at a determinable time and place. For example, a conference that is scheduled on a specific date.

exposure

The view that a guest can see from the room. For example, sea view, swimming pool view, tennis court view.

folio

An accounting statement used to record and display the charges and payments made by registered guests during their hotel stay.

folio

An accounting statement used to record and display the charges and payments made by registered guests during their hotel stay.

folio wizard

Screen which displays each folio type with its transactions and allows the transactions posted to be moved to another folio type.

free sell

Occurs when a travel agent or other agency commits hotel space without specific prior confirmation from the property.

free selling

Occurs when a travel agent or other agency commits hotel space without specific prior confirmation from the property.

front desk

The room or area where guests or visitors present, identify and register themselves to stay in a hotel. The front desk performs the duties and functions related to the sale and service of guest rooms; taking, modifying and canceling reservations; and processing guest arrivals and departures. In addition, hotel front desk agents are required to manage financial transactions.

front desk incentive

The three digit numerical code that represents the user who is signed in into the HMS system. The code is sent through an interface message to the Best Western Central Reservation System (CRS) along with the guest enrollment information. Best Western uses the code to give credit to the signed in user for the enrollment of the guest in the Best Western Rewards Program. This field is displayed only when install parameter BESTWEST is enabled.

GDPR

GDPR (General Data Protection Regulation) is a European legal regulation used to secure the personal data and privacy of the native citizens.

global distribution system (GDS)

A worldwide computerized reservation network used as a single point of access for reserving airline seats, hotel rooms, rental cars, and other travel related items by travel agents, online reservation sites, and large corporations. The premier global distribution systems are Amadeus, Galileo, Sabre, and Worldspan. They are owned and operated as joint ventures by major airlines, car rental companies, and hotel groups.

group block

The total number of guest rooms reserved for one organization or group. Group room blocks are designed to increase efficiency in the hotel reservation process for large groups associated with the same event. Attendees are often given a reservation code or number that applies to the Group Room Block so that they can ensure that they are receiving the same rate as all other attendees. Group Room Block Rates are pre-negotiated with the hotel by the organization hosting the event.

guest account

An accounting statement used to record and display the charges and payments made by registered guests during their hotel stay. Also known as folio.

guest stay

Any guest record, can be in status wait-list, reserved, canceled, in-house, or checked-out.

house account

Term for internal accounting by the property to cover incidental expenses not chargeable to an event or another hotel account.

incremental authorization

An incremental authorization is requested when the final payment amount during check out, or the anticipated final payment for a stay over is greater than the total original authorized amount.

in place turn

If there is a delivery and removal from the same room on the same date, it is an in place turn. Day Use is not counted as an in-place turn. The reference of in place turn would be something like a crib that is placed in the room for a baby. In place turn will be the delivery and removal of the crib.

inventory nights

Inventory nights is the inventory required per night, for each room. If the report is for 3 days and inventory is 10, then Inventory Nights is 30.

lease

Term for contract agreement which allows properties to manage long stay guests such as those properties with serviced apartments or rental operations.

lease deposit

Lease deposits have three components: Rental, Security and Incidental. Each are processed differently and each is displayed in a different ledger for reporting. The ledger reports by transaction code and activity. Often a single payment is made for the deposit. This payment and any associated fee must be split between the ledgers. Lease Incidental Deposits are not displayed in the advance deposit ledger. Lease Deposits do not have Tax, but can have card fees.

lease fees

Additional fees that are charged with the lease. The fees may be based on a non-room item or constructed from a transaction code. The fee may be charged and/or invoiced separately, or with the rental charge.

leasing

Term for granting of a lease.

leasing rate

The amount of the charge for a room that has been leased. Leasing rates can be weekly or monthly.

market segment

A group of customers with specific characteristics.

no-show

A guest with reservation in the hotel but who fails to arrive.

occupancy

A ratio relating the number of rooms sold to the number of rooms available for sale.

occupied

A room in which the guest is physically present.

offset

To reverse a transaction.

organization

An organization is an entity that books rooms on behalf of an individual or group, such as a company.

overbooking

Committing more rooms to possible guest occupancy than are actually available.

override

Process by which the operator bypasses certain limits built into the computer program.

package

Pre-arranged combination of items that are put together and sold at an all-inclusive package price. Package can include items such as transportation, accommodations, restaurants, entertainment, cultural activities, sightseeing and car rental.

planned release date

The date on which all of a group's unused (not picked up) room block will be returned back into general availability. This effects room blocks for every day of the group booking.

posting

The process of recording items in an accounting record such as a folio or a guest account.

pro forma

Indicating hypothetical financial figures for estimate purposes.

property

Another way to reference a hotel, includes physical facilities and personnel.

property management system

A hotel's, that is a property's, basic computer installation designed for a variety of functions in both the back office and front office.

rack rates

The maximum rates, without discounts. Describes the often inflated prices that a guest is likely to pay at a hotel if the guest deals directly with the hotel when booking a room, instead of with a travel agent or one of the many online travel agencies.

rapid check-in

The rapid check-in process will bypass the settings that require printing a registration card and generating a room key, and will also check in a guest account with a credit card settlement type that has not yet been authorized.

rapid check-out

Electronic method of check-out that expedites departures and eliminates the need to stop at the front desk.

rate

The amount of the charge for a room on a nightly basis.

rate plan

A rate plan establishes the basis for which room charges are made, and includes the rate, which is the basic charge for a room, as well as any amenities that are included with the basic charge. For example, a rate plan includes the room charge and three meals, while another rate plan includes the charges for the room accommodations only.

release schedule

A method by which a group's unused (not picked up) room block is returned back into general availability. This method allows you to set up a rolling release by date range. Each date range can have a different number of days specified as the number of days before the block date that the unused room will be released.

resort fee

A service charges that is posted along with room charges on a nightly basis.

rolling release

A method by which a group's unused room block (not picked up) is returned back into general availability. When a group is set to release blocks by rolling release, a number of days is specified, the number of days represents how many days before the block date that the unused rooms for that block date will be released. For example GROUP ABC arriving 11/15 and departing 11/17 with a block of 20 rooms on 11/15 and block of 20 rooms on 11/16, on both days 10 reservations made against block (pickups). If I set the release date to 11/5 then on 11/5 the blocks for both dates will be dropped (given back to general availability). If I set the release to rolling and specify 2 days, then the 11/15 unused blocks will be dropped on 11/13 and the 11/16 unused blocks will be dropped on 11/14. The groups using rolling release method are generally travel group wholesalers who have contracts with the hotel, the group members don't necessarily know each other.

room attributes

A list of room characteristics such as number of beds, sea view.

room blocking

A portion of a hotel's inventory of rooms set aside for a particular period of time for a guest.

rooming list

A list, whether printed or electronic, by which an event organizer and/or their designates delivers multiple reservations to a hotel or other housing facility. The rooming list is provided to the hotel so the hotel can assign rooms within the room block before attendees arrive on-site. Often the information contained in a rooming list is originally gathered through a form that attendees complete. A rooming list includes information such as the first name, last name, arrival date and departure date.

room points

The weight assigned to each housekeeping activity. The combination of the Service Type (Full Service, Light Service), the Housekeeping Status (Vacant/ Occupied/None) and the Room Status (Dirty, Clean) fields help determine the workload, measured in room points, per room.

room rotation

Room rotation ensures that each room is equally used so that the wear and tear generated from using the room impacts all the rooms equally. The system calculates room nights for each room used at the property measured in Points. Rooms with lowest amount of room nights or points typically appear highest on the rotation schedule in an effort to give all rooms the ability to be occupied equally and spread the wear and tear across all rooms.

room service

Food and beverage service provided in the privacy of the guest room.

room turn over

If the Room Turn Over check box is selected for the delivery of non-room items, and if there is a guest staying in the room the night before, the hotel must wait for the guest to check-out before they can deliver the item. For removal of the non-room item, if there is a guest arriving for the room that day the hotel must remove the item before the next guest arrives. Room Turn Over check box lets the hotel know that timely removal or delivery is required. They generally do not remove an item until a guest is checked out, but they need to get it removed before the next guest arrives. If it is a delivery, they must wait for the Check-Out before delivering the item.

share master

A Share Master is collection of several component rooms called Share Components. Component rooms cannot be assigned to any other guest. For example, a group can share the reservation and share the same room and also the charges that accrue. There is one reservation that is classified as Share Master and remaining people join that reservation as sharers. If you select the **Share** check box, then each guest that you specify in the Additional Guests/Shares section is also added in the **Shares** tab, and a shared reservation is created with rate plan inherited from the Share Master.

shares

More than one person occupying a guest room. Each guest who shares the single room has a separate reservation and a sub-folio account. This arrangement allows the guests to check-in and out independently and pay separately.

shoulder stay dates

Group delegates guest stay dates that are before or after the arrival and departure of their associated group, or guest stays associated to a lease that include stay dates that are before or after the start date and end date of the lease. A shoulder rate plan can be defined for the shoulder stay dates on the Group Booking, or Lease record if lease configuration is set to allow shoulder stay dates.

suite

A series of connecting rooms with one or more bedrooms.

sundry

A miscellaneous unspecified item of little value. Sundry items are mostly offered in the gift shop or in vending machines of a hotel and consist of items such as toothpaste, toothbrushes, pain killers, razors, candy bars, bottled drinks.

sundry modifier

An additional item used to supplement the food or beverage item or to indicate additional items that are include with the item, or an instruction used to indicate specific preparation.

super room

A collection of more than one component rooms comprise the super room.

trace

A mechanism to send an electronic notification as a reminder for action, or as an alert. A trace can be set on a group booking or on an A/R account.

transaction code

A mechanism to record costs. The costs, associated with different products and services in the property for which a guest can be charged, are modeled using transaction codes. If the guest uses these products and services, the associated costs are posted to the guest folio using these transaction codes.

transfer

An accounting technique used to move an amount from one folio to another.

transient guest

A guest with a reservation at a rack, corporate, corporate negotiated, package, government, or foreign traveler rate that is not associated with any group or organization (company). Also includes guests booked via third party web sites.

travel agency

The transaction codes represent transaction types used to post revenue, charges, and settlements to the accounts, related to the property. A travel agency is a retail business that sells travel related products and services to customers on behalf of suppliers such as airlines, car rentals, cruise lines, hotels, railways, sightseeing tours and package holidays that combine several products.

travel agent

A person engaged in selling and arranging transportation, accommodations, tours, or trips for travelers.

turndown

A housekeeping service that typically involves the replacement of soiled bathroom linens and preparing the bed for use for the night.

VVIP

The VVIP (very very important person) functionality in HMS is introduced in all the Guest screens across HMS. If this checkbox is selected in the Guest Stay screen while creating a guest reservation, the guest is designated as VVIP. This logic helps to limit the access to VVIP records to authorized users only.

Based on the property parameter VVIP in Parameter screen, this functionality is utilized across the screens of HMS.

If this checkbox is selected in the Parameter screen, the VVIP logic is enabled for the property and the application provides access to the authorized user only to view the VVIP guest details.

walk-in

A guest without a reservation who requests and receives accommodations.

yield

The product of Occupancy * Average daily Rate.