



Hospitality Management Solution User's Guide

Release 3.8.4

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About this guide

This document explains how you can use the application to carry out various processes that are required in the hospitality management sector.

Intended audience

This document is intended for the following categories of users:

- Users who carry out the day-to-day activities in a [property](#). The activities include tasks like creating reservations, walk in guest, and maintain guest stay details.
- Users who supervise the property operations.

The intended audience can include people such as implementation consultants, product architects, support specialists.

Related documents

- *Infor HMS Administrator's Guide*
- *Infor HMS Reports Guide*
- *Infor HMS Sundry User's Guide*

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: Hospitality Management Solution Overview

Hospitality Management Solution is software designed to meet the needs of hotel companies. It combines the enterprise power and streamlined workflow of a corporate central reservations system with the immediate update of [property management system](#) into one solution with proven technology to support long-term growth.

Infor HMS provides the following critical features essential to your business:

- Give employees access to a single database of actionable information. You get a single database and deployment of traditional multiple property management and central reservations capabilities. Information is presented to employees based on the specific job they perform such as [front desk](#) clerk, reservation agent, [property](#) manager, or finance employee. Your reservation agents in remote locations work in the same system, with the same data as your front desk agents locally.
- Create guest-specific packages. Your agents can add any package item to any [rate plan](#) to create a guest-specific [package](#) or hotel-stay experience.
- Present lifetime value at the point of interaction. You get guest-recognition capabilities that let employees see the lifetime value of a guest from the reservation or check-in screen.
- Design your own screen layouts. You can design your own screen layouts to fit your business requirements and sales strategies. Your workflow is enhanced because users can go to one screen to access all the information they require.
- Choose from multiple deployment options. You can choose from multiple deployment options, including traditional on-[property](#), hosted in a private cloud, or the Infor cloud. In addition, HMS is Software as a Service (SaaS) enabled, which provides you with the ability to completely remove any on-premises information technology (IT) infrastructure.
- Leverage powerful integration and tools. You get a warehouse of interfaces that is readily available using web services, industry standard data exchange, and tools that have already been proven at companies like yours.

Adding a profile link to a guest profile

You use the **Profile Link** tab to associate profiles from other Guests, Booking Agencies and Organizations. There is no hierarchical relationship between the profiles.

The profile ID for each linked profile is a hyperlink enabling you to access the profile screen directly from the profile link. The only field on the profile that is accessible through the profile link is the Notes field.

When an existing linked profile has been merged through the Guest Profile Merge screen, the row for that duplicate profile will display with an indicator. The duplicate profile does not have to be merged with the selected guest profile to display as a duplicate.

To add a profile link to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Click the **Profile Link** tab.
- 4 In the Profile Link Details section, specify this information:

Profile Type

Specify the profile type. Options include Guest, Organization, and Booking Agency.

Profile Name

If you specified a profile type the lookup will be filtered by a guest, organization, or booking agency. Specify a profile name. The External ID, Status, Address, City, and State will be filled with information from the profile.

Notes

Optionally, specify any notes about the profile.

- 5 Click **Save**. The profile link record is added to the Profile Link list.

Note: To delete a profile link record from a guest profile, select the profile link record to delete from the list and click **Remove Record** and then **Save**.

Chapter 2: Basics

This section describes the features and procedures that are related to basic operations:

- Starting HMS.
- Understanding navigation
- Using data entry fields
- Working with lists
- Working with records
- Working with Dataspies
- Understanding the Start Center
- Managing your account

Starting HMS

Infor HMS is a web enabled and cloud-based application to manage hotel property. Your browser must allow cookies and enable JavaScript to access the HMS login page.

- 1 In the browser, type the URL provided by the system administrator and press **Enter**. The Infor HMS login page is displayed.
Note: You can bookmark the login page (add it to your Favorites list), you can provide your user ID in this URL: `http://YourServer/web/base/logindisp?userid=YourUserID`. If your user ID contains a "+" symbol, then you must substitute "%2B" for the "+" symbol.
- 2 Type your user ID and password and then click **Log In. Start Center** home page is displayed by default, unless the system administrator has set up a different home page for you.
Note: Periodically the system requires that you change your password. You can do so at any time. See [Managing your account](#) for more information.
- 3 Alternatively, click the [Forgot your Password?](#) link in case you cannot remember the password.



Logging out

To log off and return to the login page, click [Logout](#) in the page header.

















Navigation and user interface


HMS provides easy-to-use navigation options that allow you to quickly and easily find the pages and information you require. Navigate through the system by clicking icons, menus, buttons, tabs, and hyperlinks on each page.










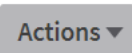





This table shows details about the user interface and descriptions of the navigation options:

Navigation area	Description																
Header	<p>Provides access to basic functions. Header options are displayed on all pages in Infor HMS.</p> <table> <tr> <th>Button</th><th>Function</th></tr> <tr> <td>LEDPRP</td><td>Switch Property: Use the Properties page to change the property for the user session.</td></tr> <tr> <td>Start Center</td><td>The Start Center option is included in the header only if you are not already on the Start Center page.</td></tr> <tr> <td>My Account</td><td>Use the My Account page to view and change your e-mail address, system language, login password, and success message information.</td></tr> <tr> <td>Help</td><td>Displays online help content.</td></tr> <tr> <td>About</td><td>Displays system application information, such as the application name, version number, schema name, and user ID. Note: The NF525 certification number and the last certified version number are displayed, after successfully being certified.</td></tr> <tr> <td>Back</td><td>Displays the previous screen.</td></tr> <tr> <td>Logout</td><td>Logs out of HMS.</td></tr> </table>	Button	Function	LEDPRP	Switch Property: Use the Properties page to change the property for the user session.	Start Center	The Start Center option is included in the header only if you are not already on the Start Center page.	My Account	Use the My Account page to view and change your e-mail address, system language, login password, and success message information.	Help	Displays online help content.	About	Displays system application information, such as the application name, version number, schema name, and user ID. Note: The NF525 certification number and the last certified version number are displayed, after successfully being certified.	Back	Displays the previous screen.	Logout	Logs out of HMS.
Button	Function																
LEDPRP	Switch Property: Use the Properties page to change the property for the user session.																
Start Center	The Start Center option is included in the header only if you are not already on the Start Center page.																
My Account	Use the My Account page to view and change your e-mail address, system language, login password, and success message information.																
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Back	Displays the previous screen.																
Logout	Logs out of HMS.																
Menu bar	<p>Provides menus for the main functional areas of HMS. Menus can be renamed, added, and removed by the system administrator. When you position your cursor over a name on the menu bar, a drop-down menu is displayed, listing the pages available for that function. Click the menu bar to view a drop-down menu, listing basic functions, such as Back, Start Center, My Account, Help. You can also use the menu bar to access cached screens, and a dynamically updated list of recently opened screens that provides quick access to those system functions.</p> <p>Snapchat: The install parameters SPSNWDGT must be enabled to activate the snapchat.</p> <ul style="list-style-type: none">  Indicates that the Support Analyst is offline.  Indicates that the Support Analyst is online. Click to start the live chat. 																

Navigation area	Description
Toolbar	

Navigation area	Description	
	Provides access to basic system functions. You can hover over a button to view a description of its function.	
Button	Function	Shortcut
	Previous screen: Navigates to the previous screen accessed.	CTRL+ Left arrow key or F11
	Save record: Saves the current record.	CTRL+S or F10
	New record: Creates a new record.	CTRL+N or F6
	Delete record: Deletes the record.	CTRL+D or CTRL+F6
	Previous record: Displays the previous record.	CTRL+ Up arrow key
	Next record: Displays the next record.	CTRL+ Down arrow key
	Copy record: Duplicates the current record.	CTRL+F or F4
	Reset screen: Clears the changes made to the current record.	CTRL+R
	Print record: Prints the report.	ALT+P
	Print preview: Displays the preview of report.	
	Help: Displays online help for the current screen.	ALT+H or F1
	Screen designer: Displays the screen in designer mode for the Administrators only.	ALT+E
	Room Type and Rate Availability: Displays the Room and Rate Availability screen	ALT+Z
	Room Type Availability: Displays the Room Type Availability screen	ALT+A
	Rate Plan Availability: Displays the Rate Plan Availability screen	ALT+B
	Room Availability: Displays the Room Availability screen	ALT+R
	Guest Directory: Displays a list of in-	

Navigation area	Description		
	Button	Function	Shortcut
		house guests, sorted by name and room number.	
Message bar	<p>The system uses the message bar to display messages, errors, and options you must view or select after performing an action. The message bar can include any of the following message types:</p> <ul style="list-style-type: none"> • Error: Indicates an error, for example, that a requisition must contain line items or that a record has been modified by another user. • Warning: Warns of an impending action, such as password expiration or overwriting an existing record. • Question: Requires that an option be selected before taking an action. For example, you can be asked to specify a reason for rejection before you can reject a requisition or work request. • Success: Indicates that an action was successfully completed. • Information: Displays informational text that is not the result of a user action, such as a system message. 		

Navigation area	Description	
Additional buttons in the user interface	Button	Function
		Calendar
		Lookup
		Edit Dataspy
		Run Dataspy or Quick Filter
	Records: 0 of 0  plays the total number of records	
		Submit record
		Add record
		Remove record
		Clear record
		Actions: Available options
		View Comments Audit Trail
		Sort Ascending order
		Sort Descending order
		Insert open parenthesis
		Insert closed parenthesis

Keyboard shortcuts

Keyboard shortcuts are provided for navigating HMS:

Table 1: System-level shortcuts

Function	Shortcut
My Account	CTRL+T
Help	CTRL+H
About	CTRL+B
Logout	ALT+Q

Table 2: Screen-level shortcuts

Function	Shortcut
Open lookup	F9
Screen-level help	F1
Print screen	CTRL+P
Open/close the multiple field search on List View and Record View pages	F7
Execute a multiple field search	F8
Open the Jump to Screen popup	CTRL+F2

Table 3: Screen Designer shortcuts

Function	Shortcut
Save layout	CTRL+S
Open group selection	CTRL+G
Switch to preview mode	CTRL+W
Switch to screen designer mode	ALT+E
Exit screen designer mode	CTRL+I

Right-click options

The system includes two types of right-click menu options: system-level and screen-level. Right-click menu options are available when inserting or updating records.

- Screen-level options are displayed at the top of the right-click menu. These options change based on the screen being accessed. A right-click menu option is displayed for each button that appears on the screen.
- System-level options are displayed at the bottom of the right-click menu. System-level options are common functions that are available on all screens, such as audit trail.

Using data entry fields

This section explains how to use common data entry fields in Infor HMS. A field is a single topic of information in a record. For a record to be valid, you must specify values for the required fields, which are noted by an asterisk (*).

Note: Some fields in Infor HMS are not displayed by default. This user documentation includes procedures for all fields, even if they are hidden. Your system administrator has user rights to hide and display fields.

Updating fields

Updating fields in Infor HMS follows the standard Windows controls for selecting rows:

- **CTRL+ click:** Individually selects and clears rows.
- **SHIFT+ click:** Selects all rows between two selected rows.

The header at the top of a page does not update for subsequent selections; it always shows the first record selected. Therefore, if the **List View** page has multiple records selected, the system remains on the record displayed in the header. The multiple selection is lost when you leave the page. If you click off the record that is currently being displayed in the header, the system displays the top-most selected record in the header.

To update fields:

- 1 Right-click the record or multiple records that you have selected to update.
- 2 Select Update Field.
- 3 Specify this information:

Field

Select the field that you want to update.

Note: Not all fields are available for update. If a field is protected or hidden, it is not included in the list. Some fields with associated special business rules, such as to prompt the user for a response, are excluded.

New Value

Specify a new value for the field.

Set Value to Null

Select to set the field to null.

- 4 Click **Save**.

Specifying information in fields

This table shows the types of fields in Infor HMS:

Field type	Description
Text box	Specify text in the field
Drop-down list	Click the arrow and select a value from the list
Lookup	Specify a value, or click the lookup button and then select a value from the popup.
Comments	Specify text in the field
Radio button	Select one of the values
Check box	Select or clear the check box to activate or deactivate the option respectively

Specifying dates and times in fields

The current date and time are entered automatically into some date fields; however, you can manually enter or edit dates and times using keyboard shortcuts, or you can use the calendar to select a date.

To specify dates using the calendar:

- 1 Click the calendar button next to a date field.
- 2 Select the month and year in the drop-down lists at the top of the calendar. You can use the up and down arrows to change the month and year.
- 3 Click the desired date on the calendar.

To specify dates using keyboard shortcuts, click the date field and then use one of the following options:

- To specify the current date, press the space bar.
- To display the calendar from which to select a date, press **F9**.
- To specify a specific or partial date, type the date using numeric keys (for example, 7511) and then press **Tab** to exit the field. The system evaluates the date and displays the closest match in the required format, such as 07/05/2011.

Note: To change the date while the cursor is in the date field, you can press the + key to add a day or the – key to subtract a day.

Using lookups

You can use a lookup to find the data that you require to specify values for fields.

To use a lookup:

- 1 Click the lookup button (...) next to a lookup field.
- 2 Optionally, in the lookup window, create a Dataspy or quick filter to refine the data.
- 3 Select the data for the lookup field and then click **OK**.

Creating user-defined fields

To create user-defined fields, you must have access to the Screen Designer. The available field types are text, date and time, number, and check box. User-defined fields are stored in the parent table of each record.

Defining options for user-defined text fields

To define options for user-defined text fields:

- 1 Click the **Record View** tab.
- 2 In Screen Designer mode, right-click a user-defined text field and then select **User Defined Field Options**.
- 3 Specify this information:

Lookup Type

Specify the lookup type. Your options are None, Code, Code and Description, or Entity.

Lookup Entity

This option is available only if you have selected the Entity lookup type. Specify the entity to be used for the lookup.

Minimum Value

Specify the minimum value for the field.

Maximum Value

Specify the maximum value for the field.

Validate Against Lookup

Select to validate this field against the lookup.

Print UDF on Supported Reports

Select to print this field on reports with the **Print UDF** option.

Enable UDF for Add-ons

Select to enable this field for add-ons.

- 4 Click **Save**.

Defining lookup values for user-defined text fields

To define values for a user-defined text field that is defined as a lookup:

- 1 Click the **Record View** tab.
- 2 In Screen Designer mode, right-click a user-defined text field and then select **User Defined Field Lookup Values**.
- 3 Click **Add Value**.

- 4 Specify this information:

Value

Specify a lookup value for the field.

Description

Specify a description for the field. This option is not available for the Code field lookup type.

- 5 Click **Save**.

Note: To delete a lookup value, select the lookup value and then click **Delete Value**.

Defining options for user-defined date and time fields

To define options for user-defined date and time fields:

- 1 Click the **Record View** tab.
- 2 In Screen Designer mode, right-click a user-defined date/time field and then select **User Defined Field Options**.
- 3 Specify this information:

Minimum Value
Specify the minimum value for the field.

Maximum Value
Specify the maximum value for the field.

Display Time Element
Select to display the time element adjacent to the date.

Print UDF on Supported Reports
Select to print this field on reports with the **Print UDF** option.

Enable UDF for Add-ons
Select to enable this field for add-ons.
- 4 Click **Save**.

Defining options for user-defined number fields

To define options for user-defined number fields:

- 1 Click the **Record View** tab.
- 2 In Screen Designer mode, right-click a user-defined number field and then select **User Defined Field Options**.
- 3 Specify this information:

Minimum Value
Specify the minimum value for the field.

Maximum Value

Specify the maximum value for the field.

Number Type

Specify the number type. Your options are Number, Currency or Integer.

UOM Value

Specify the unit of measure for the field.

Print UDF on Supported Reports

Select to print this field on reports with the **Print UDF** option.

Enable UDF for Add-ons

Select to enable this field for add-ons.

- 4 Click **Save**.

Defining options for user-defined check boxes

To define options for user-defined check boxes:

- 1 Click the **Record View** tab.
- 2 In Screen Designer mode, right-click a user-defined check box and then select **User Defined Field Options**.
- 3 Specify this information:
 - Print UDF on Supported Reports**
Select this check box to print the selected field on reports with the **Print UDF** option.
 - Enable UDF for Add-ons**
Select this check box to enable the selected field for add-ons.
- 4 Click **Save**.

Working with lists

Information is often displayed in tabular format, such as on list view pages, the Room Configuration page, and any lookup. To view record details or select data from a list view, select a row in a list. If the system default settings do not suit your requirements, you can sort and filter lists and re-arrange or resize list columns.

Selecting rows in lists

You can select rows in a list to perform these tasks:

- View the record that is associated with the row
- Copy the row data from a lookup to fields on a page
- Specify records on which to perform an action

To select rows in a list:

- 1 Open a page or lookup that contains a list of records.
- 2 Click anywhere in a row to select the row.
- 3 Perform one of these steps:

Option	Description
Perform an action on the selected row	Click the button corresponding with the action.
If the row is in list view, view the details of the record that is associated with the row	Double-click the row. The associated record is opened in record view.
If the row is in a lookup list view, copy the row data to fields on the original page	Double-click the row, or select the row and then click OK . The lookup is closed, and the data in the corresponding fields on the page is displayed.

Sorting lists

You can sort a list of records in ascending or descending order.

To sort a list:

- 1 Open a page or lookup that contains a list of records.
- 2 Perform one of these steps:

Option	Description
Sort the records in ascending (A-Z) order	Double-click the list's column header. An up arrow is displayed on the header.
Sort the records in descending (Z-A) order	Double-click the list's column header, and then double-click the column header again. A down arrow is displayed on the header.

Filtering records on page and lookup lists

You can filter a list of records on pages and lookups to display only those records that meet your specified criteria. Filters are used for a quick, one-time search on a list of records. The filter is applied in addition to any search criteria specified in a Dataspy for the list.

See [Working with Dataspies](#) on page 41 for more information.

To define a quick filter on a page or lookup list:

- 1 Open any page that contains a list of records.
- 2 Click **List View**.
- 3 Select the **Dataspy** that you want to run.
- 4 Click **Run**.
- 5 In the first **Quick Filter** field, select the field on which to filter.
- 6 In the second field, select an **Operator**:

Operator	Search for items with a...
= (equal to)	value equal to the entered value.
> (greater than)	value greater than the entered value.
< (less than)	value less than the entered value.
> = (greater than or equal to)	value greater than or equal to the entered value.
< = (less than or equal to)	value less than or equal to the entered value.
Contains	description that contains the value.
Begins with	description that begins with the value.
Ends with	description that ends with the value.
Is Empty	description that has no entered value.
Not Empty	description that has any entered value.
Not Equal	description that does not equal the entered value.

- 7 In the third field, specify a value for which to filter.
If the field on which you are filtering is displayed on a **Record View** page, the third field in the **Quick Filter** displays according to that field type: text box, drop-down list, lookup, checkbox, or calendar.
- 8 Click **Run**.

Arranging columns in a list

To arrange columns in a list:

- 1 Open a page or lookup that contains a list of records.
- 2 Drag a column header over the top of the column header next to which you want to move the selected column. The entire column is moved.
- 3 Optionally, you can save your changes.
See [Saving the list layout](#).

Resizing columns in a list

To resize a column in a list:

- 1 Open a page or lookup that contains a list of records.
- 2 Rest the pointer on the right-hand border of the column header. When the pointer becomes a double-headed arrow, drag the pointer left or right to resize the column width.
- 3 Optionally, you can save your changes.
See [Saving the list layout](#) on page 36.

Saving the list layout

After arranging or resizing columns in the list view, you can save the layout.

To save a list layout:

- 1 Open the page for which to save the list layout.
- 2 Modify the layout.
- 3 Click **Save Grid Layout** in the upper-right corner of the page.
- 4 To close the message bar, click **OK**.

Working with records

In Infor HMS, record view pages are used to create and update records. List view pages are used to find and select records. You can copy and export records, add comments to records, and translate record descriptions.

To work with an existing record, open a page, run the Dataspy for the type of records for which to work with, and select a record from the list.

Review these topics for more information:

[Copying records](#) on page 37

[Exporting records](#)

[Adding comments to records](#)

[Translating record descriptions](#)

[Displaying the total record count](#)

Copying records

Note: To copy records, you must have insert rights for the organization of the record you are copying.

You can use the **Copy Record** toolbar button to copy information from one record to another on the same page. Copying a record creates an editable record that contains the same base data. The **Copy Record** button is available for use only on forms that have list view and record view pages.

To copy a record:

- 1 Open the page from which to copy a record.
- 2 Click the List View tab.
- 3 Select the Dataspy to run and then click the Run button.
- 4 Select the record to copy and then click Copy Record on the toolbar. The system copies values from the existing record to the new record and displays the page in insert mode.

Note: To maintain certain business and security rules, some displayed fields may not be copied to the new record. Verify all copied data before saving the record.

- 5 Modify the new record as necessary.
- 6 Click Save Record on the toolbar.

Exporting records

You can extract information from the database without making an external connection by exporting records from Infor HMS to a file. The export file can hold up to 64,000 records and can be viewed using Microsoft Excel.

To export records:

- 1 Open the page from which to export records.
- 2 Click the **List View** tab.
- 3 Select the **Dataspy** that you want to run.
- 4 Click the **Run** button.
- 5 Click **Save Grid To Excel** button in the upper right corner of the page. The system opens a new browser window and displays the **File Download** dialog box.
- 6 Perform one of these steps:

Option	Description
Save	To save the export file, click Save .

Option	Description
Open	To view the records in spreadsheet format, click Open . Once opened, you can use File > Save As to save the spreadsheet as an .xls file.

The system exports the results of the last Dataspy query performed, even if you are not currently viewing those records because you have cleared the page or because they exceed the limit of what can be displayed on the grid.

Adding comments to records

To add a comment to a record:

- 1 Open a page that supports comments and select a record to which to add comments.
- 2 Click the **Comments** tab.
- 3 Expand the Add/Edit Comments section.
- 4 Specify a language for comments.
- 5 Optionally, to print comments on the report that is associated with this page, select **Print with Document**.
- 6 Specify your comments and format your text by using the toolbar options.
- 7 Perform one of these steps:
 - To clear the comment, click the Clear Comment button.
 - To save your changes, click **Save Record**.

Editing comments

You can edit comments that have been saved for a selected record.

To edit a comment:

- 1 Select a record.
- 2 Click the **Comments** tab.
- 3 Click the **Timestamp** of the comment to edit.
- 4 In the Add/Edit Comments section, edit the comment and click **Save Record**.

Deleting comments

You can delete comments that have been saved for a selected record.

To delete a comment:

- 1 Select the record from which to delete a comment.
- 2 Click the **Comments** tab.

- 3 Click the **Timestamp** of the comment to delete.
- 4 In the Add/Edit Comments section, click **Delete Comment**.

Viewing the comment audit trail

To view an audit trail of record comments to monitor changes, audit control must be set up for your system.

To view the comment audit trail:

- 1 Select the record for which to view the comment audit trail.
- 2 Click the **Comments** tab.
- 3 Click the View Audit Trail button.
- 4 View the comments and then click **Close** to close the page.

Adding documents to records

Documents that have been saved as file system documents in **Administration > Setup > Documents** can be linked in the **Documents** of selected records.

To add a document:

- 1 Open a page that supports documents and select a record to which to add a document.
- 2 Click the **Documents** tab.
- 3 Select Add a Document.
- 4 In the **Link Document** window, click on the ... button next to the **Documents** field to search.
- 5 In the **Documents** window select a document, click **OK**.
- 6 Click **Save**.

Creating/Uploading documents

You can link existing documents that are not file system documents to a selected record. When they are linked they will be saved as file system documents in **Administration > Setup > Documents** and will be included as options when adding a document. You can also create a new document which will also be saved as a file system document.

To create/upload a document:

- 1 Open a page that supports documents and select a record to which to create or upload a document.
- 2 Click the **Documents** tab.
- 3 Select Create/Upload Document.
- 4 In the **Create/Upload Document** window, specify the information that you require. See additional details about these fields:

Document Code

Specify the document code in the first field. Specify the document description in the second field.

Upload Document

Select this option to browse for an existing file.

Create File System Document

Select this option to create a file by specifying the file type and the file path to save to.

- 5 Click **Save**.

Viewing documents

You can view documents that have been saved for a selected record.

To view a document:

- 1 Open a page that supports documents and select a record to which to view a document.
- 2 Click the **Documents** tab.
- 3 Double-click a document.
- 4 In the Link Document window, click **View Document**.

Removing documents

You can remove documents that have been saved for a selected record.

To remove a document:

- 1 Open a page that supports documents and select a record from which to remove a document.
- 2 Click the **Documents** tab.
- 3 Double-click a document.
- 4 In the Link Document window, click **Remove Document Link**.

Translating record descriptions

For multilingual installations of Infor HMS, a **Translation** tab is provided so you can translate record descriptions into different languages. For example, when a room is created, the language used for its description is displayed for all users. You can use the translation tab to translate this description into different languages for different users.

To translate a record description:

- 1 Select the record to translate.
- 2 Click the **Translation** tab.
- 3 Select the description to translate.

- 4 Specify this information:

Translated Description

Translate the record description in another language. The system automatically selects the Translated option.

Translated

This option is selected automatically if you have specified a translated description.

Note: When you update any record description on the **Record View** page, if that description was previously translated, the translated description becomes invalid and this field is automatically cleared.

- 5 Click **Save**. The translated record description is saved and the Translations list is updated.

Displaying the total record count

You can display the total record count in any list view, even if this count exceeds the maximum number of records that can be displayed in the list.

To display the total record count:

- 1 Open the page for which to display the total record count.
- 2 Click **Show Total Record Count**.
- 3 To close the message bar, click **OK**.

Working with Dataspies

A Dataspy is a named, predefined view of a list of records that can be used on any page, lookup, or data area that contains that same list of records. A Dataspy consists of these four basic components:

- **Filter:** Contains the conditional statements that make up a filter. For example, a Dataspy filter for all requisitions that have a Status "equal to" Approved and a Creation Date "greater than" last Friday.
- **Sort:** Specifies the order in which records must be sorted. For example, a Dataspy sorts the rooms so that the most recently created rooms are displayed at the top of the list in descending order.
- **Layout:** Specifies the fields that are displayed in the list and the order in which those fields must be displayed. For example, a Dataspy can specify that the Room Description column is displayed to the left of the Room column and that the Building field is not displayed in the list.
- **Advanced:** Specifies an additional Where clause that is used for filtering data. The Where clause is appended to the Where clause that is generated by the Dataspy filter.

Creating Dataspies

To create a Dataspy:

- 1 Open any list view page, select a **Dataspy** from the Dataspy drop-down list, and then click **Edit**.
- 2 Click **New**.
- 3 In the text box, specify a name for the Dataspy.
- 4 Edit the Dataspy criteria.
- 5 Perform one of these steps:

Option	Description
Run	To apply the Dataspy to the selected list without saving the Dataspy, click Run .
Make Default	To save the new Dataspy as the default, click Make Default .
Cancel New	To cancel the creation of the new Dataspy, click Cancel New .
Save	To save the new Dataspy and close the Dataspy editor, click Save . The system applies the Dataspy to the selected list.

Editing Dataspies

Several predefined Dataspies are delivered with Infor HMS, and these can be edited only by a system administrator. If you try to edit a predefined Dataspy, the system creates its copy which you can edit. You can edit Dataspies that you have created.

To edit a Dataspy that you have created:

- 1 Open any list view page and, from the **Dataspy** drop-down list, select the **Dataspy** to edit.
- 2 Click **Edit**.

Note: To change your Dataspy selection, use the drop-down list on the Dataspy editor.
- 3 Edit the Dataspy criteria.

See [Specifying Dataspy criteria](#) on page 43.
- 4 Perform one of these steps:
 - To apply the Dataspy to the selected list without saving your changes, click **Run**.
 - To save this Dataspy as the default, click **Make Default**.
 - To save your changes and close the Dataspy editor, click **Save**. The system applies the Dataspy to the selected list.

Copying Dataspies

You can copy the values from an existing Dataspy to a new Dataspy and then edit the criteria as necessary.

To copy a Dataspy:

- 1 Open any list view page and in the **Dataspy** drop-down list, select the Dataspy to copy.
- 2 Click **Edit**.
- 3 Click **Copy**.
- 4 In the text box, modify the Dataspy name.
- 5 Edit the Dataspy criteria.
- 6 Perform one of these steps:
 - To save this Dataspy as the default, click **Make Default**.
 - To cancel the creation of the Dataspy, click **Cancel Copy**.
 - To save the Dataspy and close the Dataspy editor, click **Save**. The system applies the Dataspy to the selected list.

Specifying Dataspy criteria

When you create, edit, or copy a Dataspy, you need to specify filter, sort, layout, and advanced criteria. When the Dataspy is applied to a list, only records that match the specified criteria are found, and they are displayed according to the specified sort order and layout.

To specify filter criteria:

- 1 Open any list view page, select a **Dataspy** in the **Dataspy** drop-down list, and then click **Edit**.
- 2 With **Filter** selected in the left pane, go to the first field and select a field on which to filter data.
- 3 In the second field, select an operator.
- 4 In the third field, specify a value for which to filter.

Note: Enter relative dates by specifying + or – with units in days. For example, "-1" is one day back and >="-7" is last week.
- 5 To select a join operator, click the AND/OR hyperlink. Following are the available values:
 - Specify **AND**, to include records that contain all joined conditions
 - Specify **OR**, to include records that contain one or the other condition
- 6 To add parentheses to a selected row, click the **Left** and **Right** parenthesis buttons. Parentheses are used to group statements together when mixing **AND** and **OR** statements.
- 7 Specify additional filter criteria. To add additional lines to the filter, click **Add Line**.

Note: To remove a filter line, choose the blank selection in the first drop-down list.

See the example below to specify the sort criteria:

- 1 In the left pane, click **Sort**.

- 2 In the first drop-down list, specify the field by which to sort the records and then click the sort ascending or sort descending button to set sort order.
- 3 Repeat for additional fields as necessary.

Note: To remove sort criteria, choose the blank selection in the drop-down lists.

See the example below to specify layout criteria:

- 1 In the left pane, click **Layout**.
- 2 Move the fields from the **Available Fields** list to the **Visible Fields** list as described below:

Function	Procedure
Add a field	Select a field in Available Fields and then click the right arrow (>).
Remove a field	Select a field in Visible Fields and then click the left arrow (<).
Add all fields	Click the double right arrow (>>).
Remove all fields	Click the double left arrow (<<).
Reorder fields	Select a field in Visible Fields and then click the up or down arrow to move the field.

- 3 Specify the number of rows to retrieve from the database before downloading another set of rows.

You can specify the number of records to retrieve before another set of records is retrieved from the database in a list view. This setting does not affect the height of a table (the number of rows shown without scrolling the table); however, this setting is important because it affects the download and display speed for a list containing a large number of records.

For example, if the value is set at 100 (the default), the system downloads only the first 100 records that match the criteria specified in the selected Dataspy. When you scroll to the end of the 100 records, the next 100 matching records are displayed. If the value is set to 300, then no records are shown until all 300 records are retrieved.

See the example below to specify advanced criteria:

- 1 In the left pane, click **Advanced**.
- 2 Specify an additional Where clause as necessary. The Where clause is appended to the Where clause generated by the Dataspy filter. The Where clause is appended with an **AND** statement if a filter has been specified.
- 3 Click **Test Where Clause**. If the SQL statement compiles without error, a confirmation message is displayed. You can also click **Display SQL Statement** to view the entire SQL statement. The **SQL Statement** field is read-only.

Deleting Dataspies

You can delete Dataspies that you have created in the system.

To delete a Dataspy:

- 1 Open a list view page and select a Dataspy.
- 2 Click Edit.

3 Click **Delete**.

Understanding the Start Center

The Start Center shows Inbox entries and key performance indicators (KPIs). The Start Center is displayed when you first log in to Infor HMS and also can be accessed from any page in the application by clicking [Start Center](#) in the page header.

About the Inbox

The Start Center Inbox displays pending actions or activities (Inbox entries) for users. You can open pages necessary to complete actions or activities associated with Inbox entries directly from the Inbox. Also, Inbox entries can be assigned to specific user groups or defined as public entries that are displayed for all users.

Access the Inbox by invoking the Start Center, or the system administrator can set up the Start Center to open automatically when you log in to the system. Configure the Inbox to refresh completely or selectively every time it is accessed. Depending on your system privileges, you can modify the Inbox by adding or deleting entries. You also can modify the order and sequence in which entries are displayed.

The system administrator associates SQL select statements with Inbox entries. These statements define database queries for the appropriate instances of an entry to retrieve to your Inbox. A description and value is displayed for each entry in the Inbox. If a page is selected for an entry during definition, the system administrator enters a Dataspy for the Inbox entry to automatically query for and retrieve the records associated with the Inbox entry when the target page is invoked.

See [Working with the Start Center Inbox](#) for more information.

About KPIs

KPIs are user-defined parameters that measure productivity or efficiency. The **Start Center** page displays KPIs and their scores. This allows you to view the status of your work environment with respect to the KPIs specific to your job, as well as your current score for each KPI. KPI scores are calculated at regular intervals base on the KPI definition.

The system administrator defines and grants access to KPIs. KPIs can be assigned to specific user groups or defined as public entries that are displayed for all users.

Access KPIs by invoking the Start Center, or the system administrator can set up the Start Center to open automatically when you log in to the system. Depending on your system privileges, you can configure the Start Center to display KPIs based on your preferences.

See [Working with Start Center KPIs](#) on page 47 for more information.

Working with the Start Center Inbox

To display entries specific to your job, you can set up the Start Center Inbox. You can also specify the default Inbox tab and modify the sequence in which Inbox entries are displayed. When Inbox entries are no longer required, you can delete them.

Setting the Start Center Inbox default tab

To set the Start Center Inbox default tab:

- 1 Open the **Start Center** page.
- 2 In the Inbox section, right-click the tab that you want to display as the default tab.
- 3 Select **Set Inbox Tab as Default**.
- 4 To close the message bar, click **OK**.

Adding entries to the Start Center Inbox

You can add entries to the Start Center Inbox to display information that is specific to your job.

To add entries to the Start Center Inbox:

- 1 Open the **Start Center** page.
- 2 In the Inbox section, click **Personalize**.
- 3 In the Inbox Entry Details section, specify this information:

Sequence Number

Specify a sequence number for the Inbox entry. By default, sequence numbers are incremented by ten, so that in the future you can add new entries between existing ones without renumbering.

Inbox Code

Specify the code for the Inbox entry to add to the Start Center Inbox. Your options are based on codes created on the **Inbox Code** setup page.

Tab

Specify the tab on which to place the Inbox entry.

Auto Refresh

To have the Inbox refreshed automatically each time you access the **Start Center**, select **Auto Refresh**.

Note: Auto Refresh causes slower performance when the **Start Center** page is opened. If you do not wish to use Auto Refresh, you can click **Refresh** in the Inbox section to refresh manually.

- 4 Click **Save**.
- 5 Click **Close**.

Modifying the sequence of Inbox entries

To modify the sequence of Inbox entries:

- 1 Open the **Start Center** page.
- 2 In the Inbox section, click **Personalize**.
- 3 In the dialog box, select the Inbox entry for which to modify the sequence.
- 4 In the Inbox Entry Details section, specify a new value in the **Sequence Number** field.
- 5 Click **Save**.
- 6 Click **Close**.

Accessing pages from the Start Center Inbox

You can access pages that are associated with Inbox entries directly from the Inbox.

To access a page from the Start Center Inbox:

- 1 Open the **Start Center** page.
- 2 Double-click the Inbox entry of a page to display the page. If you defined a Dataspy for the opened page when you defined the Inbox entry, records that are associated with the Inbox entry are automatically displayed on the page.

Deleting Inbox entries

To delete an Inbox entry:

- 1 Open the **Start Center** page.
- 2 In the Inbox section, click **Personalize**.
- 3 In the dialog box, select the Inbox entry and then click **Delete Inbox Entry**.
- 4 Click **Close**.

Working with Start Center KPIs

To display entries specific to your job, you can set up the Start Center KPIs section. You can also modify the sequence in which KPIs are displayed. When KPIs are no longer required, you can delete them.

Adding KPIs to the Start Center

To add KPIs to the Start Center:

- 1 Open the **Start Center** page.

- 2 In the KPIs section, click **Personalize**.
- 3 In the KPI Entry Details section, specify this information:

Sequence Number

Specify a sequence number for the KPI. By default, sequence numbers are incremented by ten so that in the future you can add new entries between existing ones without renumbering.

KPI Code

Specify the code for the KPI to add to the Start Center. Your options are based on codes that are created on the **KPI Code** setup page.

- 4 Click **Save**.
- 5 Click **Close**.

Modifying the sequence of KPIs

To modify the sequence of KPIs:

- 1 Open the **Start Center** page.
- 2 In the KPIs section, click **Personalize**.
- 3 In the dialog box, select the KPI for which to modify the display sequence.
- 4 In the KPI Entry Details section, specify a new value in the **Sequence Number** field.
- 5 Click **Save**.
- 6 Click **Close**.

Viewing pages from Start Center KPIs

You can open pages associated with KPIs directly from the Start Center.

To open a page from a Start Center KPI:

- 1 Open the **Start Center** page.
- 2 Double-click the entry of the KPI for which to open a page. If you have previously defined a Dataspy for the page when you defined the KPI, records that are associated with the KPI are displayed.
Note: A drop-down arrow in the KPI entry title indicates that the entry is a parent KPI. The arrow is displayed only when child entries have been added to the parent. To display the children KPIs, click the arrow. The page is refreshed and all children KPIs are displayed. Double-click the child KPI for which to open a page.

Deleting KPIs

To delete a KPI:

- 1 Open the **Start Center** page.
- 2 In the KPIs section, click **Personalize**.

- 3 In the dialog box, select a KPI and then click **Delete KPI Entry**.
- 4 Click **Close**.

Managing your account

You can change your e-mail address, system language, and login password.

Note:

- If you change your password and have report schedules in Infor HMS Advanced Reporting, you must renew your credentials in that system. Contact your system administrator for more information.
- The authentication provider must support the re-authentication feature for the user to re-authenticate the session that expires after 8 hours.

To manage your account:

- 1 Select **My Account** in the page header.
- 2 Specify this information:

Success Msg. Timeout

Specify the time period for which to display success messages in the message bar.

E-mail

Specify a new e-mail address.

Language

Specify the language to use for your account.

Current Password

Specify the password you used to log in.

Note: If LDAP is enabled, the password fields are not displayed.

New Password

Specify a new password.

Confirm Password

Specify the new password.

- 3 In the Change External Password section, specify this information:

External Current Password

Specify the password you used to log in.

External New Password

Specify a new password.

External Confirm Password

Specify the new password.

- 4 Click **Update External Password** to update the external password.

5 Click **Save Record**.

If you change values for the **Success Msg. Timeout** field or **Language** field, you must log out, close all browser sessions, and then log in to see the changes.

Chapter 3: Call center

A call center is a Central Reservations Office or Central Reservations Center that handles room reservation calls and other related calls for a hotel or hotel chain. This section describes features and procedures for call center operation.

Searching for guests in CRS

Search for guests to retrieve existing guest information to the **Central Reservation** page when making a new reservation in CRS. Guest information entered when creating the reservation is carried over into subsequent reservation screens.

To search for guests in CRS:

- 1 Click the guest name lookup. The system displays **Guest** search options page.
- 2 Specify this information:

Last

Specify all or part of the last name of the guest.

First

Specify all or part of the first name of the guest.

Phone No

Specify all or part of the phone number of the guest.

Rewards Program Number

Specify all or part of the rewards program number of the guest.

Organization

Specify all or part of the organization of the guest.

Email

Specify all or part of the email of the guest.

- 3 Select one of these options:

Option	Description
Exact	The system searches for an exact match of the specified search criteria.

Option	Description
Beginning with	The system searches for a match that contains the beginning of the specified search criteria.

- 4 Click **Search**. The system displays the results matching the specified search criteria.
- 5 Select the guest. The system displays the guest information in the Details section.
- 6 Click **Select**. The system retrieves the selected guest information to the **Central Reservation** page.

Creating a reservation in the Central Reservation System (CRS)


Create new reservations using the **Central Reservation** screen. The **Central Reservation** screen is specifically designed to be used in call centers to provide a versatile and comprehensive reservation management function. This screen simplifies the guest check-in process through a driven workflow that moves call center personnel through the reservation process intuitively, quickly, and efficiently.

As you move through each phase of the check-in process using the buttons on the left side of the page, a green checkmark is displayed by the system to indicate that a step is complete. Based on your system configuration, you must complete all required steps in the reservation workflow before clicking **Wrap Up** to finalize the guest reservation.

To create a reservation in [CRS](#):

- 1 Select **Call Center > Central Reservation**. All the available properties are displayed by the system in the Properties section.

Note: Use the Search section to filter the list of properties.

- 2 To initiate a call, click . The reservation call process is initiated.

- 3 Specify this information:

Check-In Date

Specify the check-in date for the reservation.

Nights

Specify the number of nights of the guest's stay. This field is required; however, you can bypass this field and instead specify the **Check-Out Date**, and the system calculates the number of nights for you.

Check-Out Date

Specify the departure date. The default is the hotel date + 1.

Rooms

Select the number of rooms to reserve.

Adults

Specify the number of adults. If you specify the adult count as zero, you must associate the reservation to another reservation that has adults listed on it.

Children

Specify the number of children. Options are 1 - 9. Where only one child category is active, the number of children is recorded in the **Children** field. If more than one child category is active each category is a field on the screen and the **Children** field is filled with the combined total of all the categories.

Caller

Specify the name of the person who has called to make the reservation. If specified, the caller's name is propagated into all subsequent booking screens to act as a reminder if needed.

Guest Name

Specify the name of the guest.

Organization

Specify the organization for the guest reservation. If you select an organization that is linked to an A/R account, the A/R account is added by the system.

Group

Specify the group for the guest reservation.

Booking Agency

Specify the [booking agency](#) for the guest reservation. If you select a booking agency that is linked to an AR account, the AR account is added by the system.

Note: Click the search icon to search for an existing guest, organization, group, or booking agency. After completing the guest information, a checkmark is displayed next to the **Guest** button on the left side of the page indicating that the guest information is complete.

4 In the **Properties** section, select the properties for which to search for availability.

5 Click **Check Availability**. A new reservation record is created.

Note: If the property is over-booked, the negative availability is displayed in red color.

6 Specify the information that you require. See additional information about these fields.

Source

By default, the source of business as configured on the CRO application is displayed. You can specify a new value. This field also exists on group bookings, booking agency profiles, and organization profiles and will copy to associated reservations. The copy order is controlled by the MARKETFILEDCOPYORDER property parameter.

Track

This field is only displayed if the application parameter TrackFieldUsage is set to Yes. This field also exists on group bookings, booking agency profiles, and organization profiles and will copy to associated reservations. The copy order is controlled by the MARKETFILEDCOPYORDER property parameter.

Reason for Stay

Specify the reason for the guest stay which is also copied to associated reservations. The copy order is controlled by the MARKETFILEDSCOPYORDER property parameter.

Resort Fee

Specify the resort fee code for the guest stay. If any profile information on the guest stay is updated, the resort fee definition code is updated to the last profile saved on the guest.

- 7 In the lower panel of the screen, click the **Products** button. The **Property Selection** tab is displayed. Select the properties to include in the search results from the Property Selection list.

Note: Click **Alternate Property** search to search any existing alternate properties associated with the selected [property](#).

- 8 Click the **Product Selection** tab.

- 9 Specify this information:

Sales Strategy

Specify the sales strategy for the reservation.

Currency Code

Specify the currency for the reservation.

Include Packages

Include packages is selected by default, which indicates that packages should be included in the returned list of rates.

Display Rates Configured in Selected Currency Only

Select to include only rates configured for the selected currency in the returned list of rates.

Include Promotions

Include promotions is selected by default, which indicates that special promotion rates should be included in the room selection or room types and rates.


Include Restricted Products

Select to include room types in the search results that are sold out or restricted.

- 10 Complete the following sections as required:

- Expand the Rate Plans section and check the configured rate plans that you want to include in the search results. Leaving all the check boxes unchecked includes all rate plans in the search results.
- Expand the Room Types section and check the configured room types that you to include in the search results. Leaving all the check boxes unchecked includes all room types in the search results.
- Expand the Non Room Bundles section and check the configured non-room bundles that you want to include in the search results. Non-room bundles enable you to add items or services such as meal plans and service [package](#) to the guest reservation, for example: golf packages, spa treatments, massages, beer, wine, champagne, and gift baskets. These items are configured within the **Rates and Sales** module.
- Expand the Promotions section and check the configured promotions that you want to include in the search results.

11 Click **Check Availability**.

Note: To view selling notes for any of the rate plans, click . The **Preview Room Type Selling Notes** window is displayed. If there is no availability for the selected [property](#) and products, click **Waitlist** to add the guest to the waiting list for the property and products.

12 On the **Availability** tab, select the Rate Plan, Room Type, and Rate Amount for the guest and click **Select**. The Stay Total, Room Type, and Rate Plan is updated with the selected [rate plan](#) information and a checkmark is displayed next to the **Guest** button on the left side of the page indicating that the guest information is complete.

Note: You can also select up to four Rate Plan, Room Type, and Rate Amount combinations and then click **Compare**. The **Compare Sell Options** window is displayed with a summary of each of the rate plans. Determine which plan to choose, and then click **Select**.

13 Click the **Guarantee** button and specify the information that you require.

14 Click the **Booking Policies** tab. The tab displays any guarantee or cancellation policy information that are applicable to the reservation.

15 Click **Wrap Up**.

16 Click **Confirm**. A Confirmation Number is assigned to the reservation and the **Confirmation Page** is displayed. Confirmations are generated using templates installed and configured during the Infor HMS installation process. You can add text to the pre-configured template for the Confirmation Header and Footer.

17 Specify this information:

Confirmation Header

Specify the header to add to the confirmation message.

Confirmation Footer

Specify the footer to add to the confirmation message.

Email

Select the type of email for the message, either Alternate or Primary, and then enter the actual email address in the adjacent field.

18 Click **Add**. The email address is added to the confirmation list. Add additional email addresses as necessary.

19 Select the checkbox adjacent to each of the email addresses to which to send the confirmation.

20 Select the **Language** in which to generate the confirmation message.

21 Click **Confirm to Email**. An email message is sent to the selected addresses and a confirmation message is displayed.

22 Click **Ok**. The **Confirmation Page** is displayed.

23 Click **Done**. The reservation is completed, the call is automatically ended, and the **Central Reservation** screen is displayed.

Note: Click **Change Reservation** to modify the reservation before confirmation. You can also click **Associate Reservation** to create an associated reservation for the guest without actually completing the reservation.

Note:

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.

Changing the reservation in CRS

Use the Change Reservation feature to modify existing reservations in the [CRS](#).

To change a reservation in [CRS](#):

- 1 Select **Call Center > Central Reservation**.



- 2 Click . The **Search Reservation** screen is displayed.

- 3 Enter the search criteria for the guest reservation to change.

- 4 Select the reservation to change and click **Modify**.

- 5 Modify the guest reservation as necessary.

See [Creating a reservation in the Central Reservation System \(CRS\)](#) on page 52 and [Creating guest reservations](#) on page 113.

- 6 Click **Wrap Up**.

- 7 Click **Confirm**. A Confirmation Number is assigned to the reservation and the **Confirmation Page** is displayed.

- 8 Specify this information:

Confirmation Header

Specify the header to add to the confirmation message.

Confirmation Footer

Specify the footer to add to the confirmation message.

Email

Select the type of email for the message, either Alternate or Primary, and then enter the actual email address in the adjacent field.


- 9 Click **Add**. The email address is added to the confirmation list. Add additional email addresses as necessary.
- 10 Select the checkbox adjacent to each of the email addresses to which to send the confirmation.
- 11 Select the **Language** in which to generate the confirmation message.
- 12 Click **Confirm to Email**. An email message is sent to the selected addresses and a confirmation message is displayed.
- 13 Click **Ok**. The **Confirmation Page** is displayed.
- 14 Click **Done**. The modified reservation is updated, the call is automatically ended, and the **Central Reservation** screen is displayed.

Note: Click **Change Reservation** to modify the reservation before confirmation. You can also click **Associate Reservation** to create an associated reservation for the guest without actually completing the reservation.

Viewing reservations in CRS

View reservations within the Call Center module on the **View Reservations** screen.

To view reservations in the [CRS](#):

- 1 Select **Call Center > View Reservation**.
- 2 On the **Reservation Search** tab, enter the search criteria to search for the guest. You can search using the First and Last Name, City, Country, State, Email Address, Rewards Number, Starting Stay Date, Ending Stay Date, Sales [Channel](#), Third Party Confirmation, Market Segment, and Location. You can also search by [associated reservation name](#).
Note: You can also use the Quick Search section to search by Confirmation or Cancellation number. Select **Confirmation** or **Cancellation**, enter the associated **Number**, and then click **Search**. The search results are displayed on the **Reservation Details** tab.
- 3 Select a Property from the Property list and then click **Search**. The results are displayed in the Reservation Search Results list.
Note: If the specified search criteria retrieves an exact match or only one record, the **Reservation Details** tab is displayed showing detailed information about the guest reservation.
- 4 Select the reservation for which to view details from the Reservations Search list and click  . The reservation information is displayed on the **Reservation Details** tab.
Note: You can use the hyperlinks in the Action section of the header area to sort the results in ascending or descending order based on the Confirmation, Guest Name, City and State, Country, Property, Check In date, Rewards, or PMS Confirmation number.
- 5 Click **<<Reservation List** to return to the Reservation Search Results list.

Chapter 4: Front desk

Use the **Front Desk** menu to perform [front desk](#) tasks such as these:

- View [property](#) availability
- Run front desk reports
- Manage guest stays
- Manage accounts
- View [concierge](#) data
- Manage leases

Walk-In

Use the **Walk-In** screen to check in a guest who arrives at the property without a reservation. You can navigate to the **Walk-In** page from the following menu in the application:

- Select **Front Desk > Walk-In**.
- Select **Front Desk > Availability > Room Type and Rate Availability**.
- Select **Front Desk > Availability > Rate Plan Availability**.
- Select **Front Desk > Room Plan**.

To create the reservation for a walk-in guest:

- 1 In the Check-In Details section, specify the information that you require. See additional details about these fields:

Property

Specify the property in which you want to create the guest reservation.

Children

Specify the number of children between the range of 1 - 9. The scenario in which only one child category is active, the number of children is recorded in the **Children** field. If more than one child category is active, each category is a field on the screen and the **Children** field is filled with the combined total of all the categories.

Adults

The number of adults present in the reservation.

Rate Plan

The rate plan code. The information is displayed for the room type with the specified rate plan.

Room Type

The room type to view the availability information.

Note:

- The room type must be in inventory for the guest stay duration.
- You must select a room type for which the **Run of House** check box is not selected in the **Room type** screen.

Room PIN

The code that allows the guest to access the room. The code is created after the key generation process is complete and is displayed in this field. The code is printed on the invoice.

- 2 Specify information in the Guest Details section that you require. See additional details about these fields:

Last Name

The last name of the guest. This field contains a guest directory look up.

First Name

The first name of the guest.

Alternate First Name

Specify an alternate first name of the guest.

Alternate Middle Name

Specify an alternate middle name of the guest.

Alternate Last Name

Specify an alternate last name of the guest.

Alternate Title

Specify an alternate title of the guest.

Alternate Suffix

Specify an alternate suffix of the guest.

Personal Number

The unique identification number of the guest.

Note: The value is retrieved from the Guest Profile screen.

Auto Email Folio

Select this check box to automatically E-mail the folio to the guest when the folio is generated. If **Auto Email Folio** is checked, you must specify the email address. The folio E-mail includes tax invoices as an attachment.

Market Segment

Specify the market segment applicable to the guest.

Channel

Specify the channel. The default is the Hospitality Management Solution.

Source of Business

Specify the source of business. You can create the source of business codes on the **Maintain Global Codes** page.

ID Number

Specify the number on the identification document provided.

Note: This value is masked if the value of the property parameter MASKPASSPORTIDNUMBER is set to ID.

Service

Specify the branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army. This field is used by US Military only.

Rank

Specify the rank of the guest. This field is used by US Military only.

Pay Grade

Specify the pay grade of the guest. This field is used by US Military only.

Rating

Specify the guest rating. The guests are limited to room types within their rating. This field is used by US Military only.

NRG

If this checkbox is selected, the guest is identified as Non Registered Guest for the Hotel. The guest is checked in with the prefix NRG.

Note:

- If this checkbox is cleared, the NRG prefix is removed from the Guest profile (name caption).
- The information related to this guest is not disclosed at any given point of time.
- The application displays a confirmation message for accessing the NRG guest.

3 Click Room Assignment.

See [Assigning a guest room](#).

4 Specify the settlement details. See additional details about these fields:**Settlement Type**

The mode of payment settlement such as Cash, Cheque, Credit Card and so on.

Guarantee Type

The value is defaulted from the property parameter WLKINGTD. You must use this property parameter to set up the guarantee type.

No Post

If this check box is not selected, all postings are allowed from any source such as interface outlets, posting directly on the folio, fast post, EOD and auto-transfers.

If the check box is selected, the following postings are allowed:

- Posting directly on the Folio
- Posting by EOD.

Post All Charges

If this check box is selected, you can post all future charges to the guest account. This check box is displayed when **ALLOWADVANCECHARGEPOSTING** parameter is enabled.

Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

A green sign indicates that folio settlement details are successfully specified. A payment authorization page is displayed after you click Check In. If a credit card or debit card payment is declined, you must click **Settlement** to start a new payment authorization process. You can swipe or manually enter the card or settlement information.

- 5 Click **Check In** to check in the guest in the property. If the property parameter **CKINPCKUPSTATUS** is checked and the room assigned has the room status of Pick Up, a message is displayed to the user that states the room has a status of Pick Up and also includes the last date and time the room was cleaned. After you click **Check In**, the following process is carried out by the system:

- Payment Authorization
- Registration Card is displayed. Print or export the registration card.
Note: You must generate a registration card for the guest to complete the guest check-in if Registration Card Required at Check-In is selected for your property as a part of the property configuration.

See [Printing a guest registration card](#).

- Key Generation page is displayed showing the guest details for the selected guest.
Note: You must generate a key for the guest to complete the guest check-in if Require Key Generation is selected for your property as a part of the property configuration.

See [Generating room keys](#).

- 6 Alternatively, use the **Edit Guest Stay** to enter more guest information or to make a reservation.

- 7 Optionally, click **Preferences** to add guest preferences. Do one of these steps then click **Close**:

- Add a preference individually: Click the **Preference Search** button in the **Preferences** field and select a preference code, then click **OK**. If the preference code selected has associated descriptors the Descriptor field is required and you must select a descriptor code, then you can optionally specify **Descriptor Details**. Click **Save**.
- Add multiple preferences at once using the **Select Preferences** pop-up: Click the **Actions** button and select the [Select Preferences](#) option. The **Select Preferences** pop-up will display allowing you to select one or more preferences at once. Preference codes with associated descriptors will display a selection for each preference/descriptor combination. Click **Submit**. You can optionally specify **Descriptor Details** for a preference by selecting the preference row, then specifying the details in the Preference Details section and clicking **Submit**.

Note: Select the **Save to Profile** check-box to save the preference to the guest profile. This option is available when adding a preference individually, or when adding multiple preferences at once. When the preference is saved to the guest profile, any future reservations or walk-ins using the profile will automatically contain the preference.

Reservation Deck

Use the **Reservation Deck** page to create a deck of screens. You must specify the deck description. You can select up to 7 screens that must be displayed in the deck. You can create a sliding deck menu for each property department.

Availability

Use the **Front Desk > Availability** menu to view:

- Room and rate availability
- Room type availability
- Rate plan availability
- Room availability
- Availability summary
- Property Availability
- Display rates
- Multi-Property Availability

Viewing room type and rate availability

You can use the **Room and Rate Availability** page to view the number of rooms that are available on the given dates. The rooms are grouped based on the room type and belong to the given [property](#). When you hover the mouse over a rate, data such as currency, number of rooms available, room rate and booking restrictions, is displayed. Rates are displayed in red color when restricted from usage.

For each room type, by default, a list of all the rate plans and the cost of each plan is displayed. You can search the availability information based on room type and [rate plan](#).

Left-click on a date, the system displays the options to create guest reservation from the following screens:

- **Walk-In.** See [Walk-In](#).
- **Guest Stay.** See [Creating guest reservations](#).

To search for the room and rate availability:

- 1 Select **Front Desk > Availability > Room Type and Rate Availability**.
- 2 In the **Search Criteria** section, specify this information:

Room Type

Specify the room type for which you want to view the availability information.

Show Unavailable

Select the check box to view the information for the room types that are not available.

Rate Plan

Specify the [rate plan](#). The information is displayed for the room type with the specified rate plan.

Sales Strategy

Specify the sales strategy to view the rate plans and room types associated with the selected sales strategy. Room types and rate plan not associated with the sales strategy are not displayed in the search results.

Show Exclusive Rates

Select the check box to view the information for the room types for which the room rate is marked as **Exclusive**. To mark the room rate as exclusive, select the **Exclusive Rate** check box in the **Rates and Sales > Pricing > Room Rates**.

Start Date

The date starting from which the room type and availability information must be displayed.

Currency

By default, the room rate information is displayed in the currency which is linked to the property. If you select a currency other than the property currency, the rate plans defined in that currency are displayed.

- 3 Click **Search** to view the data based on the search criteria that you specified.

Note: If the property is over-booked, the negative availability is displayed in red color.

- 4 In the **Availability Details** section, this information is displayed when you click any of the room type details:

Available

Property: The total number of rooms in the entire [property](#) that are available on a given date.

Room Type: The number of rooms of a specific room type that are available, irrespective of the dates that you have specified.

Sold

Property: The number of rooms that are reserved for the guests, out of the total number of rooms that are available in the property.

Room Type: The number of rooms of a specific room type that are reserved for the guests.

Transient Sold

Property: The number of rooms that are reserved for the guests who are staying for a short duration, out of the total number of rooms that are available in the property.

Room: The number of rooms of a specific room type that are reserved for guests who are staying for a short duration.

Group Sold

Property: The number of rooms that are part of a [group block](#), out of the total number of rooms of the that are available in the property.

Room: The number of rooms of a specific room type that are part of a group block.

Allocation

Property: You can set up the allocations for a property based on room types or dates in the **Rates and Sales > Revenue Management > Room Type Allocation > Availability Management** page

.

Room Type: The allocation for each room type that you have set up in the **Rates and Sales > Revenue Management > Room Type Allocation > Availability Management** page .

Sellable Inventory

Property: The sellable inventory for a [property](#) is calculated based on this formula $\text{Sellable Inventory} = \text{Physical Inventory} - \text{Out of order} - \text{Out of Inventory} + \text{Overbooking}$

Room Type: The sellable inventory for a room type is calculated by this formula $\text{Sellable Inventory} = \text{Physical Inventory of a room type} - \text{Number of Out of order rooms of a specific room type} - \text{Number of Out of Inventory rooms of a specific room type} + \text{number of Overbooking of rooms of a specific room type}$.

Inventory Adjustments

Property and Room Type: Inventory adjustment is calculated by the following formula:

$\text{Inventory adjustment} = \text{Out of Inventory} + \text{Out of Order} - \text{Over booking}$

Out Of Order

Property: The number of rooms for which the work orders with a specific reason code, are present in the system.

Room Type: The number of rooms of a specific room type for which the work orders with a specific reason code, are present in the system.

Out Of Inventory

Property: The number of rooms for which the work orders with a reason code different than the **Out of Order**, are present in the system.

Room Type: The number of rooms of a specific room type for which the work orders with a reason code different than the **Out of Order**, are present in the system.

Overbooking

Property: The number of [overbooking](#) that is allowed for a property.

Room Type: The number of [overbooking](#) that is allowed for a specific room type.

Physical Inventory

Property: The total number of rooms that are present in the [property](#).

Room Type: The total number of rooms of a specific room type.

Viewing room type availability

You can use the **Room Type Availability** page to view the number of rooms that are available on the given dates. The rooms are grouped based on the room type and belong to the given [property](#).

To search the availability based on room type:

- 1 Select **Front Desk > Availability > Room Type Availability**.
- 2 In the **Search Criteria** section, specify this information:

Room Types

The room type for which you want to view the information.

Building

The building code type based on which the Property and Building details are displayed.

Note: If the Manage Inventory by Building checkbox is selected in the **Property Configuration** screen, the building details are displayed. The details include Building code and Building name.

Show Available Only

Select the check box to view the availability information for the rooms of the specified room type, irrespective of the dates that you have specified.

Start Date

The date starting from which the room and availability information must be displayed.

- 3 Click **Search** to view the data based on the search criteria that you specified.
Note: If the property is over-booked, the negative availability is displayed in red color.
- 4 In the **Property Details** section, the message specified for the property in the **Message** tab of the **Property Configuration** form, is displayed when viewing the booking status for each day.
Note: This message is displayed only if the **Show on Availability** check box is selected in the **Property Configuration** form
- 5 In the **Availability Details** section, this information is displayed when you click on any of the room/building details:

Transient Sold

Property: The number of rooms that are reserved for the guests who are staying for a short duration.
Room: The number of rooms of a specific room type that are reserved for guests who are staying for a short duration.

Group Sold

Property: The number of rooms that are part of a [group block](#), out of the total number of rooms that are available in the property.
Room: The number of rooms of a specific room type that are part of a group block.

Allocation

Property: You can set up the allocations for a property based on room types or dates in the **Rates and Sales > Revenue Management > Room Type Allocation > Availability Management** page .

Room Type: The allocation for each room type that you have set up in the **Rates and Sales > Revenue Management > Room Type Allocation > Availability Management** page .

Sellable Inventory

Property: The sellable inventory for a [property](#) is calculated based on the following formula:

Sellable Inventory = Physical Inventory - Out of order - Out of Inventory + Overbooking

Room Type: The sellable inventory for a room type is calculated by the following formula: Sellable Inventory = Physical Inventory of a room type - Number of Out of order rooms of a specific room type - Number of Out of Inventory rooms of a

specific room type + number of Overbooking of rooms of a specific room type.

Inventory Adjustments

Property and Room Type: Inventory adjustment is calculated by the following formula:

Inventory adjustment = Out of Inventory + Out of Order – Over booking

Out Of Order

Property: The number of rooms for which the work orders with a specific reason code, are present in the system.

Room Type: The number of rooms of a specific room type for which the work orders with a specific reason code, are present in the system.

Out Of Inventory

Property: The number of rooms for which the work orders with a reason code different than the **Out of Order**, are present in the system.

Room Type: The number of rooms of a specific room type for which the work orders with a reason code different than the **Out of Order**, are present in the system.

Overbooking

Property: The number of [overbooking](#) that is allowed for a [property](#).

Room Type: The number of overbooking allowed for a specific room type.

Physical Inventory

Property: The total number of rooms that are present in the property.

Room Type: The total number of rooms of a specific room type.

Viewing rate plan availability

You can use the **Rate Plan Availability** page to view the rate plans for the rooms that are available on the given dates. The rooms are grouped based on the room type and belong to the given [property](#). The data such as currency, number of rooms available, rate plans, is displayed.

Left-click on a date to create a guest reservation from the following screens:

- **Walk-In.** See [Walk-In](#).
- **Guest Stay.** See [Creating guest reservations](#).

To search for the [rate plan](#) availability:

- 1 Select **Front Desk > Availability > Rate Plan Availability**.
- 2 In the **Search Criteria** section, specify this information:

Room Type

Specify the room type for which you want to view the availability information.

Length of Stay

Specify the duration of stay for the guest.

- Daily

- Weekly
- Monthly

Rate Plan

Specify the [rate plan](#). The information is displayed for the room type with the specified rate plan.

Sales Strategy

Specify the sales strategy to view the rate plans and room types associated with the selected sales strategy.

Show Available Only

Select the check box to view the availability information for the rooms of the specified room type, irrespective of the dates that you have specified.

Start Date

The date starting from which the room and plan availability information must be displayed.

- 3 Click **Search** to view the data based on the search criteria that you specified.

Note: If the property is over-booked, the negative availability is displayed in red color.

- 4 In the **Availability Details** section, this information is displayed when you click on any of the room details:

Available

Property: The total number of rooms in the entire property that are available on a given date.

Room Type: The number of rooms of a specific room type that are available, irrespective of the dates that you have specified.

Transient Sold

Property: The number of rooms that are reserved for the guests who are staying for a short duration.

Room: The number of rooms of a specific room type that are reserved for guests who are staying for a short duration.

Group Sold

Property: The number of rooms that are part of a [group block](#).

Room: The number of rooms of a specific room type that are part of a group block.

Allocation

Property: You can set up the allocations for a property based on room types or dates in the **Rates and Sales > Revenue Management > Room Type Allocation > Availability Management** page.

Room Type: The allocation for each room type that you have set up in the **Rates and Sales > Revenue Management > Room Type Allocation > Availability Management** page .

Sellable Inventory

Property: The sellable inventory for a property is calculated based on the following formula:

$$\text{Sellable Inventory} = \text{Physical Inventory} - \text{Out of order} - \text{Out of Inventory} + \text{Overbooking}$$

Room Type: The sellable inventory for a room type is calculated by the following formula:
$$\text{Sellable Inventory} = \text{Physical Inventory of a room type} - \text{Number of Out of order rooms of a specific room type} - \text{Number of Out of Inventory rooms of a specific room type} + \text{number of Overbooking of rooms of a specific room type}.$$

Inventory Adjustments

Property and Room Type: Inventory adjustment is calculated by the following formula:

Inventory adjustment = Out of Inventory + Out of Order – Over booking

Out Of Order

Property: The number of rooms for which the work orders with a specific reason code, are present in the system.

Room Type: The number of rooms of a specific room type for which the work orders with a specific reason code, are present in the system.

Out Of Inventory

Property: The number of rooms for which the work orders with a reason code different than the **Out of Order**, are present in the system.

Room Type: The number of rooms of a specific room type for which the work orders with a reason code different than the **Out of Order**, are present in the system.

Overbooking

Property: This is the number of [overbooking](#) that is allowed for a property.

Room Type: The number of overbooking allowed for a specific room type.

Physical Inventory

Property: The total number of rooms that are present in the [property](#).

Room Type: The total number of rooms of a specific room type.

- 5 In the **Rate Plan** section, you can see the number of rooms for a specific rate plan that are available, already reserved for guests and the number of rooms that are allocated.

Gender Availability

Use the **Gender Availability** page to view the availability of rooms based on the gender of the guest. This screen is used by US Military only.

To view the room types that are available based on the gender:

- 1 Select **Front Desk > Availability > Gender Availability**.
- 2 Specify the search criteria based on which you want to view the availability.
- 3 Click the **Search** button. The availability data is displayed in the grid for the specified room type and date.

Searching for available rooms

You can use the **Room Availability** page to view the number of rooms that are available on the given dates. By default, the availability information for all the rooms is displayed. You can search the rooms based on the room type and other criteria such as [room attributes](#), accessibility.

When you hover the mouse over a cell in the grid, information such as guest reference ID, guest name, check-in and check-out dates, is displayed. If a room is set to the **Manual Room Hold** status, the room hold details are displayed.

When you hover the mouse on the room number, you can review the room properties. When an attendant selects "**Cleaning Started**", you can also view the **Attendant** icon and the Cleaning start time

Important legends

- Indirect: If the components of a [suite](#) are reserved, the suite is marked as **Indirect**. If the suite is reserved, the suite components are marked as **Indirect**.
- Do Not Move: The room that is reserved for a specific guest must not be changed.
- Pre-registered: A guest who has not checked-in yet.

Refer to [Reservation status](#).

To search the room availability:

- 1 Select **Front Desk > Availability > Room Availability**.
- 2 In the **Search Criteria** section, specify the information that you require. See additional details about these fields.

Start Date

The date starting from which the room and availability information must be displayed.

Room Type

The room type code based on which the room availability information must be displayed.

Room

The room code based on which the room availability information must be displayed.

Room Attributes

Specify the [room attributes](#). The list of rooms that have the specified attributes, is displayed.

Accessible

Select the check box to view the rooms that are [accessible](#) to handicapped guests.

Vacant Rooms Only

If this checkbox is selected, the vacant rooms that are displayed based on the start date.

Clean Rooms Only

If this checkbox is selected, the clean room status is displayed based on the start date.

Building

The building 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.

Floor

The floor code assigned to the room based on which the report only includes the rooms that are matched.

Exposure

Specify the view/[exposure](#) that a guest can see from the room. Exposure includes sea view, swimming pool view, tennis court view and so on.

- 3 Click **Search** to view the availability information for the rooms based on the search criteria that you specified. This screen applies the [VVIP functionality](#) on page 200.

Note: The room type must be in inventory for the guest stay duration.

Viewing availability summary

The **Availability Summary** menu provides you detailed information about the number of rooms available, number of rooms sold, number of rooms that are out of service and so on. You can click the **Scroll** button or use the calendar to select the dates for which you want to view the room information.

The following information is displayed both as numbers and as the percentage of total:

- Physical Inventory: The total number of rooms that are present in the [property](#).
 - Out of Service: The number of rooms for which the work orders with a reason code different than the **Out of Order**, are present in the system.
 - Out of Order: The number of rooms for which the work orders with a specific reason code, are present in the system.
 - Overbooking Limit: : The number of rooms for which the [overbooking](#) is allowed for a property.
- Sold: The number of rooms that are already reserved.
 - Transient Sold: The number of rooms that are reserved for guests who are staying for a short duration of time.
 - Group Blocks: The number of rooms that are part of a [group block](#).
- Available: The number of rooms of a specific room type that can be reserved for the guests.
- Opportunity: The number of rooms that are tentatively booked for a group or are wait-listed.
- Minimum Sellable: The sellable inventory for a property is calculated based on the following formula:

$$\text{Sellable Inventory} = \text{Physical Inventory} - \text{Out of order} - \text{Out of Inventory} + \text{Overbooking}$$

You can use the following buttons to view the availability details:

- **Summary:** Displays the [property](#) level summary.
- **Show All:** Displays the detailed information for a property.
- **Hide:** Hides the property level summary.

To view the availability summary:

- 1 Select **Front Desk > Availability > Availability Summary**.
- 2 Click the + icon to view the details.

Viewing property availability

The **Property Availability** screen displays a detailed summary of room availability information for a [property](#), including the number of rooms available, number of rooms sold, and total number of rooms.

The following information is displayed both as numbers and as the percentage of total rooms:

- **Rooms Available:** The number of rooms that are available and can be reserved for the guests.
- **Rooms Sold:** The number of rooms that are already reserved for the guests and group blocks.
- **Total Rooms:** The total number of rooms that are available in the [property](#).

The All Channels' Remaining Allocation is the sum of all channels' remaining room count.

To view property availability:

- 1 Select **Front Desk > Availability > Property Availability**.
- 2 View the property availability summary as necessary. Click the **Scroll Left** and **Scroll Right** buttons or use the interactive calendar to select the dates for which you want to view the room information.

Viewing the rates comprising the rate plans

You can use the **Display Rates** menu to meet the following requirements:

- To view the rates that comprise the rate plans. The room types are displayed based on the [rate plan](#) that you select.
- To calculate the total cost of a room based on the number of adults, children and the duration of guest stay.

To calculate the room cost:

- 1 Select **Front Desk > Availability > Display Rates**.
- 2 Select the rate plan. The cost of the rooms that are linked to that rate plan is displayed.
- 3 Specify this information:

Currency

Specify the currency. The rate plans that are defined in that currency are displayed by the system.

Length of Stay

Specify the duration of guest stay. By default, the daily rates are displayed but if applicable the number of days that you specify are converted to weekly and monthly rates.

No. of Adults

Specify the number of adult guests.

No. of Children

Specify the number of children.

- 4 Click **Calculate Rates** to view the cost of a room of a specific room type.

Calculating property rates

Calculate [property](#) rates to determine the cost of a length of stay based on the number of guests and the established room rates for a property.

To calculate property rates:

- 1 Select **Front Desk > Availability > Display Rates**. The **Property Rates** page is displayed.
- 2 Specify this information:
 - Rate Plan**
Select the rate plan to use for the calculation.
 - Currency**
Select the currency to use for the calculation.
 - Length of Stay**
Specify the number of days that the guest will be staying.
 - No. of Adults**
Select the number of adults who will be staying in the room.
 - No. of Children**
Select the number of children who will be staying in the room.
- 3 Click **Calculate Rates**. The rates are displayed for the date range and each available room type for the selected rate plan.

Viewing non-room item inventory availability

Use to view the availability for non-room item inventory. On this page you can specify the criteria based on which non-room item inventory is displayed.

To search for non-room item inventory:

- 1 Select **Front Desk > Availability > Non-Room Item Inventory Availability**.
- 2 Specify the information that you require. See additional details about the fields below.
 - Start Date**
All non-room items for which the **Inventoried** check box is selected are displayed. The non-room items are specific to the session property.
 - Non-Room Items**
Specify the non-room items for which you want to view the availability.
 - Non-Room Bundle**
Specify the non-room bundle. The non-room items that have **Inventoried** check box selected and that are part of the selected bundle are displayed.

Package

Specify the package. The non-room items that have **Inventoried** check box selected and that are part of the selected package are displayed.

Show Unavailable





If this check box is selected, the items for which the **Availability** quantity is less than or equal to zero are displayed.

3 Click Search.

Viewing the rate plan availability for all properties

You can use the Multi-Property Availability screen to review the rates plans of each room type of all the properties associated with the user. The search results include the rate plan, room types, meal plans, package details, and rate plan restrictions on the given dates. Rates that are restricted from usage are displayed in red color. The weekends are shaded based on the values (days) defined in the Property Parameter **RATESHOPWEEKEND**.

This information is used by the Front Desk, Reservation and Call Center. You can use these icons on the toolbar to modify the dates for which the rate plan availability is displayed:

-  (Page Left): Displays the availability information for the date that is prior to the current date by 14 days.
-  (Page Right): Displays the availability information for the date that is 14 days after the current date.
-  (Day Left): Displays the rate plan availability information for the previous day.
-  (Day Right): Displays the rate plan availability information for the next day.

To search for the rate plan availability:

- 1 Select **Front Desk > Availability > Multi-Property Availability**.
- 2 Specify this information in the Search Criteria section:

Property

The property code based on which the availability information is displayed. This value is defaulted.

Note:

You can modify this value.

Room Types

The room type for which the rate plan availability information is displayed.

Note:

You can select multiple room types.

Shop by Day

Select this check box to display the rate plans for all the stay dates irrespective of the restrictions.

Note: The 'Closed' icon is displayed to indicate that the rate is not available for that Day.

Show Restricted Sell Options

If this check box is selected, the restricted rate plans are displayed with the Booking Restriction icon. Rest the pointer on the icon to view the Restriction description.

Show Collapsed by Property

Select this check box to display the details of each property in a single row.

Note: By default, this check box is selected.

Show Collapsed by Room Type

Select this check box to display the details of each room type in a single row.

Note: By default, this check box is selected.

Length of Stay

The duration of the guest stay. The possible values are:

- Daily
- Monthly
- Weekly

Adults

The number of the adult guests for whom the rate plan availability information is displayed.

Note:

The default value is 2. However, you can modify this value.

Exclude Overbooking Limits

If this check box is selected, the rate plans that are overbooked are not displayed.

Rate Plan

The rate plan for the guest reservation. The information is displayed for the room type with the specified rate plan.

Note:

- You can select multiple rate plans.
- The search results include only the rate plans with Active status and for which the Lease Rate check box is not selected on the **Standard Rate Plan** screen.

Sales Strategy

The sales strategy associated with the rate plan and the room types.

Show Exclusive Rates

If this check box is selected, the exclusive rate plans are displayed for which the Exclusive Rate check box is selected on the Room Rate screen. The exclusive rate is associated with an organization and is displayed only for a reservation associated with that organization.

Children

The number of child guests for whom the rate plan availability information is displayed.

Start Date

The date from which the rate plan availability is displayed.

Note:

By default, the **Start Date** is set to the **Hotel Date**.

Currency

The currency associated with the rate plan.

Note:

The default value is the property currency. However, you can modify this value.

- 3 Click **Search** to review the data based on the specified search criteria.

Note:

- If the property is over-booked, the rate plan availability is displayed as a negative value and in red color.
- The Suite Component icon is displayed for the room type if the Room Type Category field is set to Suite on the Room Type screen.
- The Suite icon is displayed for the room type if the Unit Type field is set to Suite on the Room Type screen.
- If default property is not linked to a user, the value in the Property field is not defaulted. In this case:
 - These fields are empty and disabled:
 - Property
 - Room Types
 - Show Restricted Sell Options
 - Excluding Overbooking Limits
 - Rate Plans
 - Sales Strategy
 - Show Exclusive Rates
 - Children
 - Currency
 - Search button
 - Page Left
 - Day Left
 - Day Right
 - Page Right
 - Rate Plan bar
 - The values in these fields are defaulted and cannot be modified:
 - Length of Stay. The default value is **Daily**.
 - Adult. The default value is **2**.
 - Start Date. The default value is **Hotel Date**.

Accounts

Use the **Accounts** menu to perform the following tasks related to an account:

- View the details of an account.
- Update the [advance deposit](#) details pertaining to an account.

- Carry out the [folio](#) related transactions for an account.
- Add the payment [authorization](#) details for an account.

You can set up and maintain the following type of accounts:

- Advance Deposit Account
- Group Account
- Guest Account
- House Account
- Organization Account
- Travel Agent Account

Note: Guest accounts are added and maintained using the [CRS](#) and **Guest Stay** menu.

Creating accounts

To create accounts:

- 1 Select **Front Desk > Account**.
- 2 Click **New Record**.
- 3 Specify this information:

Account Type

The type of account that you want to create, such as advance deposit account, group account, credit card account and [guest account](#).

Note:

- The **Tax Invoice** tab is disabled in case the account type is set to **Credit Card**. In this tab you can view this information:

Number of Guests

The screen report displays:

- Number of guests (including adults and children) for guest stay invoice.
- Number of persons for event invoice.
- Value 0, for master bill invoice, profile account invoice and house account invoice.

Note: You can modify this value.

- The **Credit Card Transaction**, **Guest Ledger Offset**, **Deposit Ledger Offset**, **A/R Ledger Offset**, and **Lease Deposit Ledger Offset** fields are available only if the account type is set to **Credit Card**.

Account Name

Select the name of the account.

Note: The VVIP guest accounts can only be accessed based on correct VVIP user authorization. See, [VVIP functionality](#) on page 200.

POS Comp Posting Account

Select the check box to indicate that the account is a POS Comp Posting Account.

Note:

- This check box is enabled only if the **Account Type** field is set to **House Account**.

- This check box is applicable only for single House Account with **Active** status.

Start Date

Select the date on which the account must become effective. By default, the date of the [property](#) is populated.

End Date

Select the date on which the account must become ineffective. Charges can still be posted to the account on the end date. The account is not ineffective until the day after the end date.

Tax Status

Specify the tax status of the account. You can specify any account as tax exempt except the following:

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

When an account is configured as tax exempt, but the transaction code used for posting is configured with a Tax Group, the taxes are still calculated but the tax lines are not posted on the account's folio. The tax posting information is stored in a Tax Exempt table for later reference and reporting.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner. For an existing partner, the value is populated and protected.

Guest Currency

The currency used by guest to make payments and settle charges. By default, the property currency is displayed.

Note:

- The value is defaulted based on the account selected.
- The value cannot be modified for the account types such as, Advance Deposit, Credit Card, and Cross Property Charge.
- The property parameter SECONDCURRENCYSHOWN must be defined.

Status (Account)

Specify the account status. For example, active, inactive.

- 4 In the Accounts Details section, the default values are retrieved from the records that you created in the following menu.
 - **GROUP SALES:** When you select the value **Group Account** in the **Account Type** field.
 - **PROFILES:** When you select the following values in the **Account Type** field:
 - Organization Account
 - Travel Agent Account

Reference Identifier

The code used to identify the account. The following values are retrieved:

- Organization ID for an organization account.
- Reference ID for a group account.

- IATA number in case of a [travel agency](#) account.

Note: Bank Name, Bank Number, and Registration Number are defaulted based on the selected account.

Credit Limit

The total credit limit associated with the account.

Available Credit

The total credit limit available for the guest. The value in this field is updated based on the amount specified in the Credit Limit field.

Reference Status

The status of the reference code.

- 5 In the Associations section, specify this information:

A/R Account

Select the [account receivable](#). All the transactions related to the account are posted to this A/R account. This field is disabled if you select the following values in the **Account Type** field

- **Advance Deposit Account**
- **Guest Account**

A/R Status

The status of the [account receivable](#).

Paperwork Required

Displays the paperwork description specified in the A/R account.

Billing Reference

The [billing reference](#) required for the A/R account.

Credit Card Transaction

Specify the [transaction code](#) on page 880code for the credit card transaction.

Note: This field is enabled only if the Account Type is set to **Credit Card**.

Guest Ledger Offset

Specify the [transaction code](#) on page 880code for the guest ledger [offset](#) on page 878.

Note: This field is enabled only if the Account Type is set to **Credit Card**.

Deposit Ledger Offset

Specify the [transaction code](#) on page 880code for the deposit ledger [offset](#) on page 878.

Note: This field is enabled only if the Account Type is set to **Credit Card**.

A/R Ledger Offset

Specify the [transaction code](#) on page 880code to offset the [account receivable \(A/R\)](#) on page 875 ledger amount.

Note: This field is enabled only if the Account Type is set to **Credit Card**.

Lease Deposit Ledger Offset

Specify the [transaction code](#) on page 880code to offset [lease deposit](#) on page 878 ledger amount.

Note: This field is enabled only if the Account Type is set to **Credit Card**.

Guest profile account

The account record for the guest profile is created by the system when an activity is added to the guest profile for the first time, or when you create the account from the **Guest Profile** record view page.

The following important points must be noted about the guest profile accounts:

- Accounts are always by property. The system assumes it is the session property when you select the **Create Account** button.
- Activities and non-room items are always by property. The system assumes it is the session property when the user manages activities or non-room items on a Guest Profile.
- You can add folio and auto transfer rules to the Guest Profile. The system assumes it is the session property for which you want to make the change.
- A guest profile can have one account per property.
- The **Start Date** is the hotel date on which the account is created.
- The **End Date** is blank. You can change the end date.
- On the **Account** page, the Profile Id is used as the **Reference Identifier**.

Modifying accounts

To modify an account:

- 1 Select **Front Desk > Account**.
- 2 On the **List View** tab, double click the account record that you want to modify.
- 3 Complete the appropriate information
- 4 Click **Save Record**.

Adding advance deposit to guest account

You can use the **Account** menu to post and track [advance deposit](#) payment that are made for a [guest account](#). All advance deposit payments that are made for an account, are recorded in the [house account](#) of type **Advance Deposit**. You can print a receipt for the advance deposit that is posted to the account. In cases where the guest currency is not the property currency, the amounts are populated based on the exchange rate. If the exchange rate is locked, the locked exchange rate is used to calculate the amounts. If the exchange rate is not locked, the current exchange rate is used to calculate different accounts.

Note: Before you can make the advance deposit payment for a guest account:

- You must set up the [transaction code](#) for advance deposit in the **Administration** menu and link the code to the [property](#) using the **Advance Deposit** field of the **Property Default** section in the **Property Configuration** menu.
- You also must have an account of type **Advance Deposit**.
- If the property parameter **TAXINVATPAYMENT** is enabled, the **Tax Invoice Generation** pop-up is invoked by the system, to prompt you to generate the payment tax invoice.

When the check-in process for a guest is carried out, the advance deposit is transferred from the house account to the guest [folio](#).

The following are the important points related to [posting](#) of advance deposit amount to a guest account:

- The **Activity Type** of **Deposit** is applicable only when the guest account is in the **Pending** status.
- The **Activity Type** of **Refund** and **Forfeit** are applicable when the guest account is in the **Pending**, **Active** or **Closed** status.
- An **Approve High Cash Payment** window is displayed wherein you must specify the **User ID** and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the ANTIMONEYLAUNDERING property parameter. You can post the payment to the folio using the **Submit** option.
- All the fields on the **Advance Deposit** tab are disabled in case of a reservation that is in the **Waitlist** status.
- The **Show Invoices** option is available only when the property parameter **TAXINVATPAYMENT** is enabled.
- Based on Italian law requirement, when the advance deposit amount exceeds 77.47 Euro (applicable to change) additional 2 Euros are posted as Duty Stamp. This process requires:
 - The Revenue Type for the Duty Stamp transaction code must be set to None.
 - The property parameter ITALYDEPOSIT must have a text with a reference to the transaction code.
- If the property parameter FORCETAXINVONPAYMENT is selected:
 - The Payer and the related data is defaulted in the Payer section from the Guest Profile screen based on the type of Guest Account selected.
 - User can generate a tax invoice at the same time when a payment/deposit is posted. The invoice is generated using the Tax Invoice screen that is invoked.
- **Interim Payments** – For countries such as Austria, Germany and Czech Republic the interim payments must be posted to the guest folio using the Advance Deposit method. The **Advance Deposit** tab is displayed when **Post Interims Payments** option is selected in the Tax Invoicing tab.
 - The application posts the deposit and prints either a Tax Invoice or a payment receipt based on the value specified in the FISCAL property parameter. Fiscal Interfaces are called to action.
 - The Deposit is transferred immediately from the Advance Deposit Ledger to the Guest Ledger and posted in the folio of the guest stay
- The application defaults the **Payer** field if the default tax invoice payer is defined on the **Tax Invoice Configuration** screen.

To add [advance deposit](#) to a guest account:

- 1 Select **Front Desk > Account**.
- 2 Select the guest account record to which you want to post the advance deposit transaction.
- 3 Click the **Advance Deposit** tab.
- 4 In the **Advance Deposit Details** section, specify this information:

Reference Identifier

The code defaulted by the [Property Management System](#) and which is used to identify the account. In case of a [guest account](#), the reference identifier is the confirmation number generated by the Property Management System.

Activity

The type of the transaction that you want to post to the account. You can perform the following type of postings for an account:

- **Deposit:** The activity of type deposit increases the total advance deposit amount in the [house account](#).
- **Refund:** The activity type of refund decreases the total advance deposit amount in the house account. The system calculates the amount that is available for refund and populates the value in the **Amount** field. You can change the amount that must be refunded.
- **Forfeit:** The activity type of forfeit decreases the total [advance deposit](#) amount on the house account.
- **To Guest Ledger:** The activity type of to guest ledger increases the current balance of the Advance Deposit Ledger. The balance on the Guest Folio is decreased(credit on the Guest Folio) for the Guest or Event Account.

Note: If you select the **To Guest Ledger** transaction activity, the **Account** and the **Folio** fields are enabled.

Associated Deposit

Select the associated deposit. Associated deposit is required to process the **Refund** and **Forfeit** activities on a account.

Transaction

Select the [transaction code](#) that must be used to process the option selected in the **Activity Type** field.

Amount In

The advance deposit amount was paid by the guest.

Currency In

The code of the currency in which the advance deposit is paid.

Note:

- This field is enabled and mandatory if the property parameter DEPOSITCURRENCY is selected.
- A confirmation message is displayed only for the initial deposit if the **Currency In** is neither the property nor guest currency.

Exchange Rate

The rate to calculate the amount when the transaction currency is different.

Amount Out

The calculated amount is based on the specified exchange rate.

Fee Amount

The amount of any payment card fee rules that may apply.

Total Amount

The total amount that must be processed for the option selected in the **Activity Type** field.

Forfeit Remainder

If you select this check box, the amount remaining after refund, is forfeited. The amount is forfeited only when the amount specified is less than the amount available for refund.

Forfeit Transaction

Select the transaction code used for forfeiting the advance deposit.

Note:

- The Forfeit transaction code and the advance deposit transaction code are defaulted from the Property Configuration screen.
- This field is enabled, if the Activity field is set to Refund and Forfeit Remainder checkbox is selected.
- When the advance deposit is forfeited, the Forfeit data is displayed in the Folio tab.

- 5 Select the guest account. The Payer and the related data is defaulted in the Payer section from the Guest Profile screen if the FORCETAXINVONPAYMENT property parameter is selected. Else the fields are disabled.

Note:

The Show Block Collapsed/Show Block Expanded is selected from the Screen Designer view.

- 6 Click **Save** to save the record.

Note:

- If tax invoicing is enabled you will be prompted that a tax invoice should be created. For more information refer to [Generating tax invoices](#) on page 238
- User can generate a tax invoice at the same time when a payment/deposit is posted if the FORCETAXINVONPAYMENT property parameter is selected.

- 7 Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property. Refer to [Processing a chip and pin payment card](#).

Note:

- For Germany, a value must be specified in the property parameters ADVANCEPOSTINGLIMIT to avoid the Advance Posting after the specific period.
- The Russian law allows the guest to receive a fiscal receipt on an email address or as a text message on the mobile. the property parameter FISCAL must be set to RU to send the fiscal receipt to an email address or mobile.

You must select the option in the **Send Fiscal** field and specify the required values. If the Sent Fiscal is set to Email, you must specify the email address of the guest. If the Sent Fiscal is set to Mobile, you must specify the mobile number of the guest.

Distributing advance deposits

Use the **Advance Deposit Distribution** pop-up to view and modify which advance deposit transaction codes the deposit amount must be applied to. Based on the deposit distribution, the taxes are calculated by the system based on each transaction code's tax configuration. This is used by German customers who charge a different tax amount for food and other services as compared to the room charges. You must set the parameters below for advance deposit distribution:

- **ADTAXINV:** Select the **Value** check box to enable the parameter.
- **DEPDIST:** Select the **Value** check box to enable the parameter.
- **DWPROCESSINGON:** Select the **Value** check box to enable the parameter.

To distribute the advance deposit:

- 1 Select **Front Desk > Accounts**.
- 2 Select the account that you want to modify.
- 3 Specify this information:
Activity
Specify the activity type.
Folio
Specify the folio to which you want to post the advance deposit.
Transaction
Specify the mode of payment, such as cash or credit.
Amount
Specify the amount that you want to distribute.
- 4 Click **Amount to Distribute** to open the **Advance Deposit Distribution** pop-up. If this button is not displayed, use the Screen Designer functionality to make the necessary changes.
- 5 Specify the amount in the **Distributed Amount** field of the transaction code to which you want to apply the advance deposit.
- 6 Click **Submit** to save the changes.
- 7 In the **Advance Deposit** tab, click **Submit** to post the deposits with the distributed amounts.

Transferring the advance deposits to a guest folio

To transfer the advance deposits:

- 1 Select **Front Desk > Accounts > Advance Deposit**.
- 2 Select the **To Guest Ledger** in the **Activity** field. The **Account** and the **Folio** fields are enabled.
- 3 Select the value for the **Associated Deposit** field.
- 4 The application defaults the **Account** field with the corresponding guest stay account.
- 5 Select the value for the **Folio** field. The application populates a value in the Amount field.
Note: If folio is not specified, the applications posts the charge to the same folio that the room charge is posted to. The system will look for an applicable auto transfer rule:
 - a rule for the transaction code, and the transaction code is the default room transaction code. If there is no applicable rule for the default room transaction code for the other rules, the application looks for a rule that uses the Transaction Type of Room.
 - the destination account of the auto transfer rule is the same account.
 - the rule is valid for the arrival date of a checkin transfer or batch transfer. The rule is valid for the hotel date, for a manual transfer.If the folio is not specified for the deposit and there is no applicable auto transfer rule, the application posts the advance deposit amount to the guest folio.
- 6 Click **Save**. A folio posting is created for the amount.

Folio postings for advance deposit forfeiting

Partial Forfeit: If you partially refund the advance deposit and select the **Forfeit Remainder** check box, the following postings are carried out by the system:

- A credit to the guest folio is posted by the system for the forfeit amount using the advance deposit transaction code.
- A debit to the guest folio is posted by the system for the forfeit amount using the deposit forfeit transaction code.
- Guest ledger displays the deposit transfer and the deposit forfeit amounts.

Forfeit: If you select the **Activity Type** of **Forfeit**, the following postings are carried out by the system:

- Posts a debit transaction on the **Advance Deposit** tab for the amount of forfeit using the advance deposit transaction code.
- Posts a credit transaction to the guest folio for the forfeit amount using the advance deposit transaction code.
- Posts a debit transaction to the guest folio for the same amount using the Deposit Forfeit transaction code.
- Guest ledger displays the deposit transfer and the deposit forfeit amounts.

Forfeit Deposit when Advance Deposit Tax Invoicing is enabled: If the following conditions are met:

- The property install parameter **ADTAXINV** is enabled.
- The user selects the **Activity Type** of **Forfeit**.
- The user leaves the amount equal to the original deposit amount.

The following postings are carried out by the system:

- A debit transaction of type **Forfeit** using the advance deposit transaction code is posted on the **Advance Deposit** tab.
- The following transactions are posted in the guest folio:
 - A credit transaction for the forfeit amount using the advance deposit transaction code.
 - A debit transaction for the forfeit amount using the deposit forfeit transaction code.
- The following transactions are posted in the accounting folio to offset the tax associated with the deposit:
 - A debit transaction for the amount of tax using the Deposit Offset transaction code.
 - A credit transaction for the amount of the tax using the Tax transaction code.

Working with folios

The **Folio** tab is used to view, post, manage [folio](#) on page 877 transactions. The folio can also be printed and presented to the guest, or emailed. You can select multiple charges from a given sub-folio to settle to direct bill and automatically generate invoices. It allows you to settle selected charges while other charges remain un-settled.

The folio screen includes three sections. The first section includes basic folio information such as the folio balance, the folio balance in the guest's currency, whether the folio is marked as No Post, and balances for the guest, incidentals, and Account Receivable folios. It also includes these actions buttons:

- **Print Documents:** Options include the types of documents that can be printed.
- **Note:**
 - The confirmation message to print the receipt of the transaction is displayed only if the transaction code is linked to an existing Receipt Name with auto print enabled on the **Form Configuration** screen.
 - The receipts can also be printed in the future using the **Print** option.
- **Email Documents:** Options include the types of documents that can be emailed to the guest.
- **Advance Posting:** Options include Apply Advance Posting and Rollback Advance Posting.
- **Folio:** Options include Folio Settlement which brings up the **Folio Settlement** pop-up, and Folio Wizard which brings up the **Folio Wizard** pop-up.
 - **Note: Folio Settlement** - On the Tax Invoice Configuration screen, if the default Payer (taxpayer) is specified and the Separate Tax Invoice check box is selected for the specified payer, the application defaults the Payer on the Folio Settlement screen for new accounts only.

The detail list section of the folio includes the transaction details of the folio such as Description, Amount, and Currency. In the grid, the Transaction Currency and Transaction Currency Amount displays the posted amount in the foreign currency.

Note: If the property parameter POSADJREASON is selected the reason for adjusting a posting must be specified.

The third section includes details about a row that is highlighted from the second section. You can highlight a row and use then **Actions** button to access these option links:

- Adjust/Discount: See [Correcting and adjusting folio transactions](#) on page 191
- Post Item: See [Posting an item directly on the folio](#) on page 189
- Transfer Record: See [Transferring folio transactions](#) on page 192
- Direct Bill Transfer
- Undo Advance Posting
- Void Record
- View POS Detail
- **Bank Note Details** See step 7 in [Working with the cash journal](#) on page 219
- Currency Exchange See [Commissions for Currency Exchange transactions](#) on page 89
- Post Payment See [Posting a payment](#) on page 87

Note:

An **Approve High Cash Payment** User ID and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the window is displayed wherein you must specify the ANTIMONEYLAUNDERING window is property parameter. You can post the payment to the folio using the **Submit** option.

- Show Package Consumption
- **Check Stamp Duty:** Use this option to post the stamp duty for the invoiced amount based on the transaction code and threshold limit.

Note: This option is displayed only when the property parameter ITALYSTAMPDUTY is configured.

- **Show Comp Details:** Displays the details of the charge comped for a folio transaction. This includes the POS and package charges, the tax adjustments and the remaining amount if any, that the guest must pay.

Note:

This option is disabled if multiple comp lines are selected.

- **View Comp Folio:** Use the screen to view the charges that are comped for a guest stay. You can view the charge information as well as the authorizer and department that approved it, and whether it was charged to a player bank or not.
- **Adjust/Discount POS:** Use this option to adjust or discount a POS summary. See [Adjusting the POS charge](#) on page 193
- **Void Record:** You can select this option to void a transaction and fully reverse the taxes that are posted. The Packages and POS Summary charge, Resort fee and the related taxes are also reversed.

Note:

- If the reservation is in the Waitlist status, all the fields are disabled. You cannot post any charge for a guest in the waitlist status.
- If the property parameter **TAXINV** is set to No, you can use any settlement type to settle any of the standard sub folios. Also, you can use direct bill to settle the Guest folio.
- If the property parameter **TAXINV** is set to Yes, direct bill payment transactions can only be applied to the A/R folio. The A/R account on the A/R folio must be used for direct bill payments. Any form of payment is allowed in the A/R folio. You can void the direct bill settlement if the record is not part of a final or corrected tax invoice. You can also use the **Void Settlement** option to void the direct bill transfer transaction if the record is not part of a final or corrected tax invoice. When you void the direct bill transfer transaction:
 - The system posts a new direct bill transfer transaction to offset the one being voided. The amount of the new direct bill transfer transaction has signage opposite to the original amount that is being voided.
 - The original transfer transaction is marked as voided by the system.
- If the property parameter **ARCCTRADETAIL** is selected, and the deposit with pay type is credit card is posted, the application posts:
 - an offset transaction to the credit card account for the amount. The **lease deposit ledger offset** code linked to the account is used to post the transaction.
 - a direct bill settlement to the credit card account to transfer the amount to the A/R Account.

Folios which have a value specified in the **Settlement Type** field are always settled independently. You cannot add or clear the settlement type if the property parameter **TAXINVATPAYMENT** check box is selected.

When an account is configured as tax exempt, but the transaction code used for posting is configured with a Tax Group, the taxes are still calculated but the tax lines are not posted on the account's folio. The tax posting information is stored in a Tax Exempt table for later reference and reporting. All accounts except the following can be classified as tax exempt :

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Posting a payment

Use the **Post Payment** window to post new payments directly to an A/R account without posting to the guest ledger folio. You can only post amounts with positive values. You can also specify the invoices that need to be paid, and are automatically matched when the payment is saved.

Note: See Property Parameters topic for more information on ARCCTRANDetail.

You can access the **Post Payment** screen from the **Tax Invoicing** tab on the **Accounts** screen, if:

- The FORCETAXINVONPAYMENT property parameter is selected in the **Parameter** screen.
- The Balance for the selected Folio must have a value other than 0.
- The **Post Payment** and the **Final** check boxes are selected on the **Tax Invoicing** tab.

You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

To post a payment:

- 1 Select **Account Receivable > Property A/R Accounts > Payments**.
- 2 Select a payment transaction.
- 3 Click **Action > Post Payment**.
- 4 In the **Post Payment** pop-up, specify the information that you need. See additional details about these fields:

Transaction Code

Specify the transaction code that you want to use to post the payment.

Note: If the Pay Type for the transaction code is Credit Card Payment, the **Card Type** is populated with the Credit Card configured to the A/R account. Also, the Credit Card related fields are enabled.

Amount

Specify the amount that you want to post to the A/R account.

Currency In

The currency in which the amount is posted.

Note: This field is disabled and displays the Property Currency when the Pay Type of the selected transaction code is set to a value other than Cash, Check, or External Payment Processor.

Device

The credit card interface. Click Activate Reader to activate the device.

Note: The Install Parameter CCTINF must be set to YES.

Received Date

Specify the date on which the amount is received by the property from the guest.

Check / Approval Number

Specify the check or approval number through which the payment is made by the guest.

Reference

Specify the reference, if any.

Remaining Amount

The field displays the remaining amount which is calculated as payment amount minus the applied amount.

Originating Booking System

The name of the external booking system of the OTA (Online Travel Agency) to whom the hotel bills the room charges incurred by the guest.

Note: You must specify this value if the **Require Originating Confirmation Number** check box is selected for the **A/R Account on Property A/R Accounts** screen.

Originating Confirmation Number

The confirmation number of the booking systems to which the A/R account is configured.

Note: The application populates this value.

- 5 Specify the credit card details such as **Card Number**, **Expiration Date** and the **Name** on Card.
- 6 Alternatively, select an invoice if you want to match the payment to that invoice.
- 7 Click **Submit** to post the payment.

Note:

- An **Approve High Cash Payment** window is displayed wherein you must specify the **User ID** and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the ANTIMONEYLAUNDERING property parameter. You can post the payment to the folio using the **Submit** option.
- A confirmation message is displayed to post the Stamp Duty on the Folio when the invoice amount is equal to or exceeds the threshold limit. The property parameter ITALYSTAMPDUTY must include a value.
- For Vietnam, you can view the e-invoice number of the transaction (E-invoice Trans ID) only if the property parameter FISCAL is set to VN and the parameter ARTAXINVUSAGE is selected.

Applying a direct bill settlement

Use the **Direct Bill Transfer** screen to settle the charges directly to the specified sub folio. You can select the charges to be settled.

- 1 Select **Front Desk > Accounts > Folio**.
- 2 Select **Actions > Direct Bill Transfer**
The Direct Bill Transfer screen is displayed.
- 3 Specify this information:

Direct Bill Folio

The folio to which the charges are posted.

Transaction

The transaction code of the direct bill transfer.

A/R Account

The code of the guest or reservation A/R Account.

Amount

The total amount of the selected charges.

Note: The application populates this value and the field is disabled.

Paperwork Required

The paperwork associated with the A/R Account.

Billing Reference

The billing reference associated with the A/R Account.

Originating Booking System

The booking system of the A/R Account.

Note: You must specify this value if the Requires Originating Confirmation Number check box is selected for the A/R Account.

Originating Confirmation Number

The confirmation number associated with the selected Originating Booking System.

Note: The application populates this value if a value is specified in the Originating Booking System field.

Automatically Invoice

Select this check box to automatically post the direct bill to the folio, charges to the A/R Account, and generate an A/R invoice for the charge.

Note: The property parameter ARDBTRANSFERAUTOINVOICEDFLT must be selected.

Include Tax

Select this check box to add the additional taxes to the selected charges.

Note: By default, the check box is selected if the property parameter DEFAULTTRANSFERTAXWITHCHARGE is selected.

- 4 Select the charges from the Charges section.
- 5 Click **Submit**.

Commissions for Currency Exchange transactions

Use the Currency Exchange option on the **Folio** tab of the **Accounts** screen to view the Currency Exchange transactions related to guest stay.

Note: This option is only enabled on the **Folio** tab if:

The Property Parameter CURREXCHANGEFOLIO is set to these values in the **Parameter** screen:

- FOLIO4
- FOLIO5

- FOLIO7
- FOLIO8
- FOLIO9
- FOLIO10
- FOLIO11
- GUEST
- INCID

The Account type created is a House Account.

Handling Commissions for Currency Exchange transactions

To handle commissions for Currency Exchange transactions:

- 1 Select **Accounts > Folio > Actions > Currency Exchange**.

The **Currency Exchange** screen is displayed with the **Folio** field set to **Currency Exchange**.

- 2 Specify this information:

Currency In

The currency type other than the value specified for the default property.

Note: The Exchange Rate and Currency Out values are populated based on the currency you select.

Amount In

The transaction amount.

Transaction

The transaction code and description.

- 3 Click **Calculate**. The application displays the record details for the cash transaction in the foreign currency.
- 4 Click **Submit**. The currency exchange transaction data is displayed on the **Folio** tab.

Note:

- The Passport and ID number fields are masked based on the value specified in the property parameter MASKPERSONALINFORMATION.
- The property parameter MASKPERSONALINFORMATION is not applicable when the VVIP functionality is enabled for the property.

Payment card authorizations

You can use the **Payment Authorization** tab to view existing authorizations or manually add authorizations. Payment card authorizations requests are made when a guest stay with a credit card settlement type is checked in, or when a payment is made using a credit card where no prior authorization exists. You can manually enter the card details (the user calls the bank or processor and gets an auth number) or use a card reader to electronically process the credit card information to a credit card

processor. The card information is validated with the bank. If the card details and the amount that is specified in the **Amount** field are approved by the bank, an **Approval Code** is displayed by the system.

Note: Where a credit card interface is not included HMS includes the ability to turn off payment authorization screens by an installation parameter.

The application will come up with an authorization amount by determining what the anticipated payment amount will be upon guest check out. To calculate this the applications will look to the rules set up by the property in the Credit Card Authorization section of the **Property Configuration** screen, then it will look at the guest stay record for any transfer instructions or tax exemption instructions. The authorization amount will be calculated for a maximum of 7 days unless your hotel's install parameter **PRAUTHD** has a specified number of days. The only exception to this is if the guest is on a package, then the entire package amount will be authorized. The **Incremental Credit Card Authorization** process can be run manually or added as an additional end of day process to review the folio balances vs. total authorized amount (less any transfers, tax exemptions) and will seek additional authorization on guests if needed.

The life-cycle for a card transaction starts when the request for initial card [authorization](#) is sent. For a given card, the amount authorized initially is in the **Open** status for the duration of time when the **Original** approval is obtained and before the final settlement. An account's balance can be compared to its total open authorizations to determine if the account have enough credit for the current charges. After a credit card settlement is posted on an account, any **Open** authorizations, both original or incremental authorization, are set to **Used**. This is true even if the amount of the payment is less than the authorized amount, for example the guest has sufficient authorization and a credit card payment is made to the folio this ends the transaction life-cycle. If the guest still has a balance on their account or is not departing today a new transaction life-cycle must begin.

The length of time an authorization is valid for is determined by the card issuer or merchant bank, not by the card type or processor. The only way authorization is reversed or returned (releasing funds) is by making a payment against the card authorized, or until the time period holding that authorization has elapsed.

Card transaction types:

- **Authorization Only:** When the [authorization](#) only request is sent by the [property](#), the card-issuing banks generates and returns a tracking number which is valid for that authorization only request. This tracking number is used until the guest checks-out and a payment is made using the card authorized.
- **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. The tracking information generated initially during the original authorization only request, must be presented to the card processing center when the incremental authorization request is performed.
- **Prior-Authorized Sale :** The Prior-Authorized sale records a finalized transaction. This transaction ends the card transactions' life-cycle. The prior-authorized sale transaction is carried out during the end-of-day procedures or when the guest makes a payment. Performing this transaction indicates that a final amount is known and settlement can be carried out. After the prior-authorized sale is completed, the sale details are printed on the cardholder's billing statement. When the prior-authorized sale transaction is performed, all tracking information, industry data, authorization amounts, and the final amount must be sent to the card processing center.

- **Return Transactions:** The card transaction of type Return is used to generate a refund on a guest's credit card account. After the return transaction is settled, the transaction is printed on the Cardholder's billing statement, as a credit. Return transaction type does not require an approval from the processor.
- **Sale Transaction:** The sale transaction, in one step, authorizes and records the transaction for settlement. A sale transaction is used when the final amount is known and authorization is needed, as in the following scenarios:
 - Prepayment or advanced deposits before the guest arrives.
 - Delayed charges after the guest departs.
 - No-show charges. When the guest does not check-in on the day of reservation, a hotel can levy a [no-show](#) charge.
 - If the guest checks-out and no previous [authorization](#) exists, but transactions exist on the folio and a credit card used at check-out.

Payment card under-authorizations

When a guest checks into a property with the credit card as the settlement type, the property must ensure that the guest account has enough authorization to allow the guest to be checked-in. The following are the two scenarios:

- The amount authorized for the guest account is equal to or greater than the system calculated authorization amount.
- The amount authorized for the guest account is greater than zero but less than the system calculated authorization amount.

The following values of the **UNDERPREAUTH** property parameter determine if the guest is successfully checked-in or not:

- If the parameter check box is selected and the settlement type for check-in is a credit card, the guest account or folio must have an authorization that is greater than zero but can be less than the system calculated authorization amount. The authorized amount is not validated against the system calculated amount. Any additional authorization amounts are not required by the system to check-in the guest account.
- If the parameter check box is clear and the settlement type for check-in is a credit card, you can modify the authorization amount to an amount that is less than the system calculated authorization amount. However, additional authorizations are required by the system until the total amount authorized for the guest account or folio is equal to or greater than the system calculated amount.

Reversal of payment card authorization

Reversal of payment card authorization is a process in which the property instructs the credit card provider to release any previously authorized amount that is not used. The credit card provider adds the unused amount back to the card holder's open to buy line of credit. The reverse authorization request can be for a Full or Partial amount. The reverse authorization process is especially useful in

a situation when a guest checks out using a different card than what was used to guarantee the stay; making the authorization on the previous card unnecessary.

- **Partial Reversal:** When a credit card transaction is posted in the folio that has an authorization amount greater than the posted amount. In this case, if the difference between total authorization (original amount + all incremental amounts) and the posted amount is greater than the reversal threshold percentage configured for that card on the **Transaction Code** page, the authorization reversal process is initiated.
- **Full Reversal:** When user is checking out using one credit card but has other credit cards authorized on the account, system releases the authorization for all other cards.

Processing a chip and pin payment card

Processing Modes: There are three modes in which a payment card with chip and pin functionality can be processed:

- **Card Present:** In this case, the guest is physically present at the location where a payment must be made and can use the payment card reader device if required. It is not necessary to use the payment card reader.
- **Card not Present:** In this case, the guest is not physically present and the payment card reader device cannot be used.
- **Manual:** In this case, the interface is down and you must call the credit card company to get the authorization for a specific amount or to get a payment approved.

Basic Flows: The following are the two basic flows in which you can use a payment card with chip and pin functionality. In any of the basic flows, the card reader is used only once during the process and a given authorization chain cannot change processing modes. For example, a payment authorization which is carried out using the card not present scenario, cannot be changed to a card present scenario by using the payment card reading device.

- **Authorize and Settle:** In this flow you must authorize the card. You can authorize only a credit card or a debit card which is processed as a credit card. You can also carry out subsequent incremental authorizations to increase the authorization amount. The authorization cycle is ended or completed either by a full reversal or a settlement. The card reader is only required for the initial authorization.
Note: A true debit card transaction never needs authorization.
- **Sale:** In this flow you must select debit transaction type to carry out the sale. You must use the card reader and the card is charged immediately.

Processes: The list below explain the basic processes and their limitations.

- **Authorization:** Use the **Activate Reader** button on the **Payment Authorization** screen to carry out the initial authorization. Information in the **Device**, **Folio** and **Amount** fields only is used. The **Folio** field is optional, but is important because if no folio is selected, the amount is authorized at the guest account level and can be applied to all folios that do not have folio settlement type specified. For incremental authorization, you can select the payment card details using the Card Search icon. The payment card reader device is only required on the initial authorization.
- **Activate Reader**, the card details are removed and the transaction is treated as a sale. If an authorization already exists on the payment card, the authorization stays in place. Folio Payment:

If you want to carry out a settlement on a previously authorized card, you must select the card details from the Card Search icon.

- **Guest Stay:** You can use the **Folio** tab or the **Payment Authorization** to access the **Activate Reader** button.
Note: If you select the **Select Guest Settlement** or the **Select Folio Settlement** check boxes, the specified credit card details are defaulted to the Settlement section of the Record View tab or the Folio tab. The defaulted fields are:
 - Settlement Type
 - Card Type
 - Card Number
 - Expiration Number
 - Name on Card
- **Check-In/Walk-In:** Check-in process works on the basic premise that the payment card must be authorized. When the guest arrives and needs to be checked-in, click **Activate Reader** button. When the payment card is presented, the electronic response from the card processor determines the **Settlement Type**, and populates other card details on the screen. If you use a debit card, a sale request is sent and approved. If you use a credit card, an authorization request is sent to the payment card processor. Following are the possible scenario when a payment card is used:
 - **Change of payment card:** If the guest wants to change the payment card after the authorization has been approved using card reader device, you must get a new card-present authorization. The existing payment card details are overridden by the new card details. The existing authorization remain on the current card and must be reversed manually. Else, the unconsumed authorizations are reversed by the Check-Out process.
 - **Folio Settlement:** You must enable the property parameter **PAYAUTHINTERFACE** to invoke the **Payment Authorization** pop-up, which allows you to use the **Activate Reader** button. Else, you must manually navigate to the **Payment Authorization** or the **Folio** tab to use the **Activate Reader**.
 - **Folio Payment:** If you use the **Activate Reader** button and start the authorization process using the payment card reading device, the payment authorization is set at the account level. The payment card details are populated on the screen in the Settlement Details section. You cannot use this process to authorize any folio setup with credit card as settlement. Also, you cannot use a debit card for folio settlement.
- **Check-Out:** Select the existing authorization. When you click the **Check-Out** button, a settlement request against the existing authorization is sent by the system.
 - **Change of Card:** The payment card processor does not allow an authorization to be changed from Card-Present to Card-Not-Present. At check-out, if the guest wants to settle the account with a different card, click the **Activate Reader** button to perform a new sales transaction using the payment card reading device. The system carries out a sale transaction and replaces the settlement card details on the screen. The prior authorization remains on the account, and must be reversed either manually or the system reverses the authorization automatically on check-out. If a debit card is used during check-in, you must carry out a new sale request to settle any outstanding balance.
 - **Folio Settlement:** If the card on a folio settlement is authorized, a settlement request is sent by the system. If the card on the folio settlement is not authorized, the check-out process cannot perform a card-not-present sale. You must enable the property parameter **PAYAUTHINTERFACE** to invoke the **Payment Authorization** pop-up, which allows you to use the **Activate Reader** button.

Account Balances

Use the **Account Balances** screen to perform the following tasks related to guest account balances:

- Display a list of in-house guest accounts
- View current guest account balances
- View anticipated future charges
- View credit card authorization amounts
- Access guest folios
- Authorize payments

Working with Guest Account Balances

The **Account Balance** screen displays a list of in-house guest accounts, their current balances, anticipated future charges, and credit card authorization amounts. You can also access guest folios and authorize payments on the **Account Balance** screen. This screen applies the [VVIP functionality](#) on page 200.

Viewing In-House Guest Account Balances

View in-house guest account balances, anticipated future charges, and credit card authorization amounts.

To view in-house guest account balances:

- 1 Select **Front Desk > Account Balances**. The account balance information displayed on the screen is automatically recalculated and a summary of the guest account balances is displayed.
- 2 Query for the account record(s) to view using the Dataspy and filters. Refer to [Working with records](#) on page 36.

Note: The default Dataspy 'Accounts with a Balance' displays all accounts regardless of their settlement type. The default Dataspy 'Authorization Required' displays only accounts with a credit card settlement type. You can also add the **Pending** field to the **List View** tab by modifying the Dataspy layout, which enables you to view accounts balances that have pending calculations. Refer to [Specifying Dataspy criteria](#) on page 43 for information on modifying the Dataspy layout criteria.

- 3 View the account balance information. The following list for more information on the data and values displayed:
 - The **Current Balance** column shows the folio balance.
 - The **Current Authorization** column shows the amount of authorization on the guest folio from the **Payment Authorization** tab.
 - The **Anticipated Charges** column shows the total of all charges for the guest stay that have not yet been posted to the Folio. These charges are determined by the Rate and any Auto-transfer rules that have been configured. Refer to [Maintaining auto transfers](#) on page 172.

- The **Amount Needed** column is calculated by comparing the Current Balance plus the Anticipated Charges for the Current Authorization. If the total of the Current Balance plus the Anticipated Charges is greater than the Current Authorization, the difference is displayed in the Amount Needed column.

Note: In some cases, 'ALL' is displayed in the **Folio** column on this screen. This happens when the Settlement method that covers more than one Folio and the difference between the Anticipated Charges and the Folio Balance is greater than the authorization amount of all the combined folios.

Room Plan

Use the **Room Plan** page to view room availability. You can also manage in-house guests, assign rooms to reservations, perform walk-ins, perform check outs of current day departures, update current room status, and create and maintain work orders.

Note: Property parameters which affect this page include: ROOMPLANCONFIRM, AUTOCHECKIN, BESTWEST, GENDERMANGEROOMS, and USEGUESTRATING. If the Install parameter BESTWEST is set to true, the right click options Check-In, Check-Out, and Walk-In Guests are unavailable.

You must select a room type for which the **Run of House** check box is not selected in the **Room type** screen.

The screen contains:

- The calendar grid displays 14 days of Availability for each room. Guest stays display spanning each day they are valid for in various colors that represent the reservation status and include the guest stay name. For a Share, the Primary Share Guest Name and confirmation number are shown.
- Search criteria to narrow the display of rooms shown. Work orders display in gray.
Note: The search can be performed by specifying the room type. The default value is determined by the setting for Room Type in the Property Defaults section of the **Property** screen. The room type must be in inventory for the guest stay duration.
- An Unassigned Guests section which displays all guest stays in Reserved status that are arriving on the current date that do not have a room assignment.
- A screen legend.

The actions available to perform on a guest stay are dependent upon the guest stay's status. The following are the main activities that you can carry out on the page:

- The reservation month selected can be between the current month or any of the impending 11 months. By default, the current date and month is displayed in the first column.
- Select a date to view the availability on a specific date, or page forward/back to see availability for other days.
- Hover the mouse over a room number to view the room properties. When an attendant selects "Cleaning Started", you can also view the **Attendant** icon and the Cleaning start time.
- The new Room Type changes are displayed, if the Room Type is modified for the selected room on the **Room Configuration** screen for the specified inventory date range. The application displays only the rooms with Unit Type set to Room or Suite.

- Hover over a guest stay in the calendar grid to view the guest stay details such as Confirmation Number, Arrival and Departure dates; room details such as Rate, Rate Plan, Do Not Move icon and Do Not Move Reason, VIP. You can view details of Lease such as Lease Rate, Daily rate, and status of the room for a guest stay, to easily identify and upgrade the guests based on their paying rate.

Note:

- The Do Not Move icon is displayed if the Do Not Move check box is selected on the Guest Stay screen.
- The Do Not Move Reason field is displayed if a Do Not Move Reason is added to the Guest Stay.
- If the Guest Stay Departure Date is equal to the Hotel Date, the Do Not Move and Do Not Move Reason are not displayed.
- Hover the mouse over a guest stay in the calendar grid to view the guest stay details. You can click F2 to focus, and select the guest name link to open the **Guest Stay** page.
- Hover the mouse over a lease room hold in the calendar grid to view the lease details. You can then click F2 to focus, then select the lease name link to open the **Lease** page.
- Hover the mouse over a work order in the calendar grid to view the work order details.
- Drag and drop a reservation from the Unassigned Guests section to a room number in the calendar grid to assign a room.
- Update a room's status by right clicking the room number and selecting **Update Room Status**.
- Create a Walk-In reservation by right clicking the room number and selecting **Walk-In Guests**.
- Select an in-house guest and move them by dragging the guest stay in the calendar grid to a different room. The room must be vacant. If the room is dirty a message will display. Leased rooms cannot be moved. Group reservations cannot be moved. If the property parameter ROOMPLANCONFIRM is set to True, a confirmation message for the room move will display.
- Create a reservation by selecting an arrival date in the calendar grid, then right-clicking and selecting **Create Guest Stay**.
- Create a work order by selecting a date in the calendar grid for a room, then right-clicking and selecting **Create Work Order**. Only minor work orders can be created on occupied rooms.
- Create a manual room hold by selecting a date in the calendar grid for a room, then right-clicking and selecting **Create Manual Room Hold**.
- Select a guest stay and right-click and select **Folio Wizard** to bring up the Folio Wizard screen. See [Folio Wizard](#).
- Extend or shorten a guest stay by dragging to a new departure date.
- Check in a guest stay by right clicking on the guest stay and selecting **Check-In**.
- Check out a guest stay by right clicking on the guest stay and selecting **Check-Out**.
- Add add-on items to a guest stay by right clicking the guest stay and selecting **Add-Ons**.
- Unassign a room by right clicking a guest stay bar and selecting **Unassign Room**.
- Change the details of the stay by right clicking on the guest stay and selecting **Stay Wizard**.
- Manage shares by right clicking a share in the calendar grid, then selecting **Update Shares**.
- View shares by right clicking a share in the calendar grid, then selecting **Show Shares**.
- Right click a lease room hold to view a list of all tentative leases for the room.
- Right click a leased room in Definite status and select **Lease** to bring up the lease record.
- In Assigned Guests section, the following fields are displayed:
 - ID Number: The number on the identification document is provided. The Passport Number is masked if the value of the property parameter MASKPASSPORTIDNUMBER is set to ID.

- **Service:** The branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army and so on. This field is used by US Military only.
- **Rank:** The rank of the guest. This field is used by US Military only.
- **Pay Grade:** The pay grade of the guest. This field is used by US Military only.
- **Rating:** The guest rating. The guests are limited to room types within their rating. This field is used by US Military only.
- **Gender:** The gender of the guest who occupied the room.
See [Gender management](#).
- This screen applies the [VVIP functionality](#) on page 200.
- When you modify the **Room Plan**, or **Room Type**, or **Loyalty Level** for the guest reservation, the application reviews the Amenities Template to check if any Amenities must be added to the reservation.
 - The Amenity Template is associated with the reservation based on the **Apply Template Rule** field in the **Amenities Templates** screen.
 - The Arrival Date of the guest reservation must be same or within the **Amenity Start Date** and **Amenity End Date**.
- If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Mobile Supervisor Approval

This functionality is used if approval is required from a supervisor or manager. You must select the property parameter MOBILEAUTH to enable this feature.

When Field level changes, or High Cash Payment, or Rate Update require the supervisor's approval the user can send the Approval request message to the Supervisor's Mobile App. The user must select the supervisor and add a comment on the window:

- The Field Level Supervisor Authorization window is displayed when field level authorization is required such as, Do Not Move and Unavailable sell option.
- The High Cash Payment Require Manager Approval window is displayed when high cash payments are posted on the screens such as Folio, Advance Deposit, and Post Payment.
- The Rate Update window is displayed when the user is not authorized to override the rate on the screens such as Stay Wizard and Guest Stay.

When user submits the request, the supervisor receives the Approval Request message on the mobile. The Supervisor can approve or reject the request. The HMS receives an approved or rejected message from the mobile. The user is returned to the initial screen.

Using the Stay 360 screen

On the **Stay 360** screen:



- 1 Select **Frontdesk > Stay 360**.
- 2 Click Search. You can filter the reservations by specifying the guest's name, confirmation number, room number, the reservation status, loyalty number, the player card number and alternate name. A count of the reservations is displayed, irrespective of the filter.





Note:

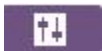




- The Guest tile displays the reservation details such as the alternate name, loyalty number and the player card number specified in the **Guest Stay** screen. In screen designer mode, you can view the Invite for Online Check-Out and Invite for Online Check-In check boxes.
 - The application displays all the reservations, irrespective of the status.
 - You can also filter the reservations based on the status such as Arrivals, Departures, and Inhouse.
 - The room type must be in inventory for the guest stay duration, while using room attribute as search criteria.
 - When a cash settlement is made, the total folio amount is rounded based on the value specified in the property parameter POSTROUNDINGDIFFERENCE.
 - The search for Non Registered Guests displays the NRG reservations with guest name/caption prefixed by NRG on the Guest tile, the Additional Guest tile, the Associated Guest tile, and the Share tile of this screen.
 - When a user, who does not have the VVIP authorization, searches for the guest stay records the VVIP Guest Stay records are displayed. However, the values in the fields are masked. The records are displayed only when the search is with the Guest Last Name or Confirmation Number.
 - If the Lease reservation is created for one day, the application extends the length of stay by 1 day and the Status of the Guest Stay is set to In-House.
 - The Welcome text is displayed only if the Welcome Message is configured on the **Property Configuration** screen.
- 3 Select the reservation record to view the guest stay related information.






The Stay 360 icons






You can perform these actions using the tiles as described:


Icon	Description	Action
	<p>Displays the reservation related details of the guest. The reservation details includes:</p> <p>Rate Plan: The rate plan associated with the guest stay.</p> <p>Meal Plan: The meal plan selected by the guest.</p> <p>Note:</p> <p>The meal plan indicator is displayed, if multiple meal plans are specified on the Guest Stay screen.</p> <p>Non-Room Bundle: A group of the non-room items selected by the guest during the stay. The non-room item includes meal plans, chargeable specials, or package items.</p> <p>Note:</p> <p>The non-room bundle indicator is displayed, if multiple non room bundle are specified on the Guest Stay screen.</p> <p>F&B Discount: The food and beverage discount linked to the guest stay.</p>	<ul style="list-style-type: none"> Click the icon to view the Guest Stay screen. For more information, see Guest Stay on page 863 Change the status of the reservation. For more information, see Reservation status on page 111. Change the room number of a guest. For more information, see Assigning a guest room on page 132. <p>Note:</p> <ul style="list-style-type: none"> If the Do Not Move checkbox is selected for the guest stay record, a padlock symbol is displayed near the room number. This indicates that the Guest should not be moved to another room. If you specify a reason in the Do Not Move Reason field on the Guest Stay screen, you can view the reason description when you rest the pointer on the padlock symbol. <ul style="list-style-type: none"> Click Check-In option to print coupons / Coupon Page. <p>Note:</p> <ul style="list-style-type: none"> The user can print the coupons, if the Property Parameter AUTO-PRINTCOUPON is selected in the Parameter screen. The Coupon tab indicates coupon availability for the guest stay record. <p>You can review the description of the F&B discount when you rest your pointer on the F&B discount icon.</p>
	<p>Displays the details of the amenities with Active status that are associated with the reservation.</p>	<p>Click the icon to view the Amenities related information. For more information, see Adding Amenities to Guest Stay on page 141</p>

Icon	Description	Action
	<p>Displays the guest information linked to the reservation.</p> <p>The guest information includes:</p> <p>Card Number: The card number provided while creating a guest stay record.</p> <p>Loyalty Level: The Loyalty Level specified for the guest in the Guest Stay form.</p> <p>Guest Image: The guest image associated with the guest profile is defaulted in this section of the screen. The guest image is uploaded on the Guest Profile screen using the Image Update option.</p> <p>Guest Opt-in: This check box is selected to indicate the guest consent.</p>	<ul style="list-style-type: none"> Click the icon to view the Guest Stay screen. For more information, see Guest Stay on page 863. Click the guest name to view the Guest Profile screen. For more information, see Guest Profiles on page 455. You can print or email folio, activity, pro forma, cancellation, related details of the guest. You can use the Screen Designer mode to view the guest details such as Gender, Service and Rank specified on the Guest Stay screen. You can access the incognito Guest Profile Summary Card only if the incognito authorization is available.
	Displays the external confirmation details linked to the reservation.	Click the icon to view the Guest Stay screen. For more information, see Guest Stay on page 863.
	Displays the summary of past stays and revenue information linked to the guest profile.	<ul style="list-style-type: none"> Click the icon to view the Guest Stay screen. For more information, see Guest Stay on page 863 Click the Rate Plan code to view the name and the description of the rate plan. You can also view the rate and lease rate details for the guest. For more information, see: <ul style="list-style-type: none"> Viewing lease rate details on page 266 Viewing guest stay rate details on page 134
	The details related to the source of business such as channel, market segment, booking agency linked to the guest reservation are displayed.	<ul style="list-style-type: none"> Click the icon to view the Guest Stay screen. For more information, see Guest Stay on page 863 Click the Group name to view the Group Booking screen. For more information, see Group booking overview on page 386 Click the Booking Agency name to view the Booking Agency Screen. For more information, see Booking Agency Profiles on page 485

Icon	Description	Action
	The preferences linked to the guest are displayed.	Click the icon to view the Guest Stay screen. For more information, see Guest Preferences on page 866.
	The notes linked to the reservation are displayed.	Click the icon to view the Notes screen. For more information, see Adding guest notes on page 175
	The coupons issued to the guests and additional guests for a hotel reservation are displayed. This tile supports the VVIP functionality on page 200.	Click the icon to view the Coupons screen. For more information, see Adding Coupons to guest on page 106. An icon is displayed for guests with a VIP code. You can click  to view the code.
	The folio on page 876 folio details linked to the reservation are displayed.	<ul style="list-style-type: none"> Click the icon to view the Folio Wizard screen. For more information, see Folio Wizard on page 197. You can also view the payment authorization and folio settlement details. Note: The Settlement Type can be Cash, Credit Card, Check and so on. For more information, see: <ul style="list-style-type: none"> Payment card authorizations on page 90 Working with folios on page 84 Posting Folio Balance on page 105 You can print or email folio, activity, pro forma, cancellation, related details of the guest.

Icon	Description	Action
	The tax invoice related details are displayed.	<p>Click the icon to view the Tax Invoicing tab of the Guest Stay screen.</p> <p>You can click the  (Print) icon to display the Print/E-mail Tax Invoice window and print the selected invoice(s). The Tax Invoice field must be specified to print the selected invoice(s). The property parameter SIGNATURECAPTUREINVOICE must not be selected.</p> <p>Note: If property parameter SIGNATURECAPTUREINVOICE is selected the Signature Capture window is displayed.</p> <p>You can click the  (email) icon to display the Print/E-mail Tax Invoice window and email the selected invoice(s) to the specified email address. The Tax Invoice and E-mail Address fields must be specified to send the selected invoice(s).</p>
	The add-on on page 875 to the reservation are displayed.	<p>Click the icon to view the Add-Ons screen. For more information, see Creating Add-Ons on page 380</p> <p>Click the Item Code to view the details of the add-ons (Non-Room Bundle or Meal Plan).</p>
	The auto transfer on page 875 related details are displayed.	Click the icon to view the Auto Transfer tab of the Guest Stay screen. For more information, see Creating auto transfers on page 173.

Icon	Description	Action
	<p>The additional guests linked to the reservation are displayed.</p> <p>You can view the additional guest information that includes:</p> <p>Player Number: The player identification number assigned by the integrated casino management system.</p> <p>Player Rank: The player rank code. If the property parameter CMSINTG is selected, the Casino Management System (CMS) integration is enabled. The player rank code determines the notes quoted by Casino Management System (CMS).</p> <p>Arrival Date/ Departure Date: The arrival and departure dates of the additional guest.</p> <p>The Passport Number is masked if the value of the property parameter MASKPASSPORTIDNUMBER is set to ID.</p>	<p>Click the icon to view the Guest Details tab of the Guest Stay screen. For more information, see Adding additional guests to a guest stay record on page 147</p>
	<p>The shares on page 880 related to the reservation are displayed.</p>	<p>Click the icon to view the Share tab of the Guest Stay screen. For more information, see Removing a guest from a share on page 163.</p>
	<p>The associated reservation name on page 875 linked to the reservation are displayed. This includes the arrival, departure, room and status details of the associated reservation:</p> <p>Associated Reservation Name: The name of the guest, who is the associated reservation coordinator.</p> <p>Confirmation Number: A unique number generated for the confirmed reservation.</p>	<p>Click the icon to view the Associated Reservations tab of the Guest Stay screen. For more information, see Associated Reservations on page 165</p> <p>Select the confirmation number to default the guest stay details on the Stay 360 screen. The associated reservation tile data is also updated.</p> <p>Note:</p> <p>This option is disabled if the property parameter VVIP is selected.</p>
	<p>The trace on page 880 linked to the reservation are displayed.</p>	<p>Click the icon to view the Traces screen. For more information, see Adding a trace, alert, or locator to a guest stay on page 179</p>
	<p>The messages linked to the reservation are displayed.</p>	<p>Click the icon to view the Messages screen. For more information, see Viewing message details on page 745</p>

Icon	Description	Action
	The activities linked to the reservation are displayed.	Click the icon to view the Activity Booking List screen. For more information, see Using the Activity Booking List on page 382.

Posting Folio Balance

To view the Folio Balance details of the guest reservation:

- 1 Select **Front desk > Stay 360 > Folio**.
- 2 The following details are displayed on the Folio tile:
 - a The guarantee method.
 - b The mode of settlement.
 - c The deposit due date.
 - d The total deposit amount.
 - e A partial amount of the total deposit received.
 - f Click **POST** to display the balance advance deposit amount. This value is retrieved from the **Advance Deposit Account Ledger** screen.

Note:

- The post link is displayed only for reservations with status, Reserved.
- For reservations with status other than Reserved, the total advance deposit amount or zero is displayed.

Guest Stay

The **Guest Stay** screen enables you to manage all aspects of a guest arrival and guest stay for guests with or [walk-in](#) guests without reservations. When a guest arrives, [front desk](#) personnel can use this screen to select room accommodations and rates, print registration cards, secure and authorize payment and settlement details, and manage [transfer](#) of amounts and guest stay [shares](#).

Use the **Guest Stay** form to perform the following tasks related to guest stay:

- Creating, copying or canceling reservations
- Checking-in or checking-out a guest
- Printing registration cards
- Assigning guest rooms
- Viewing rate details
- Printing guest [folio](#)
- Emailing documents
- Upgrading a guest stay with an enhanced experience

Use the **Guest Details** tab to set up and maintain the information relating to additional guests, arrival and departure details, passport and visa details.

Use the **Guest Preferences** tab to set up and maintain the guest preferences information.

Use the **Share** tab to enter and maintain the information on guest stay [shares](#).

Use the **Payment Authorization** tab to enter and maintain the payment card information.

Use the **Auto Transfer** tab to enter and maintain the [auto transfer](#) information.

Use the **Notes** tab to enter and maintain the guest notes.

Use the **Messages** tab to enter and maintain the guest messages.

Use the **Coupon** tab to add and maintain the guest coupons.

Use the **Folios** tab to enter and maintain the following information:

- Posting transactions to folios
- Correcting and adjusting [folio](#) transactions
- Transferring folio transactions
- Viewing the POS details
- Printing folios

Adding Coupons to guest

Coupons are added to different screens of guest reservation or details across HMS.

Note: The [VVIP functionality](#) on page 200 is applied to the **Coupon** tab of **Guest Stay** screen.

To add coupons for the primary or additional guests for a scheduled reservation or for property rate plans:

- 1 Select **Front Desk > Guest Stay/Group Booking/ Organization Profile/Booking Agency Profile/Property Rate Plan > Coupons**. Also, select **Administration > Property > Set up > Reservation Template > Coupons**
- 2 Select the guest stay record to add coupons to the guests(primary/additional/associated).
- 3 Click **Add**.
- 4 Specify this information:

Coupon ID

The unique coupon ID used to create a coupon.

Valid Start Date

The date from which the coupon is effective for use.

Valid End Date

The date from which the coupon cannot be redeemed any more.

Coupon Type

The coupon type is used by the guest for any kind of discounted rates to get privilege in any restaurants or other guest activities.

This coupon type is added using the **Global codes** screen.

Select the required coupon type.

Guest Name

The Guest name or guest ID to issue the coupon.

Player Card Number

The card number as assigned by an integrated casino management system.

Player Number

The player identification number as assigned by an integrated casino management system.

Status

The status of the coupon.

By default, the field is set to **Active**.
















- 5 If the **Individual Coupon** check box is selected, the report is printed based on the number of single coupon copies specified for the guest or group booking.
- 6 If the **Bulk** check box is selected, the report is printed based on the different coupon copies specified for the group booking.
- 7 Click **Save**.
- 8 Click **Print Coupons** to printed coupon report.
- 9 Click **Reprint Coupons** to view the reprinted text for the selected coupons.
- 10 Click **Print Coupon History** to view the Coupon History report.








Maintaining guest stay records

The guest stay record is where all information regarding a guest stay is recorded. After you have created and saved a guest stay record, multiple options are available for you to perform tasks. Each option uses a separate screen or window to add additional information to the [guest account](#). This section provides information about these screens and the steps for maintaining information in them. If the guest stay record is created by an external Best Western system, the **Originating System** field on the **Guest Stay** screen is populated with the Best Western system ID.

Understanding guest stay flags

On the **Record View** tab of the **Guest Stay** screen, a number of icons are displayed in the Flags section of the record header that indicate special status or information about the guest. You can hover over an icon to view a description of its meaning. This table provides descriptions of each icon and their meaning.







Flag	Description
	Indicates that the guest is restricted. Guests, organization, and booking agency profiles can be restricted for individual or all properties to warn against further bookings.
	Indicates the profile is a linked profile.
	Indicates that the guest is a VIP. VIP Status is configured on a guest profile.
	Indicates that the guest is a loyalty member. Loyalty programs are internal rewards programs associated with hotels and hotel chains. Loyalty programs are configured on the guest profile.
	Indicates that the guest is a rewards member. Rewards programs are associated with affiliated external partners. Rewards programs are configured on the guest profile.
	Indicates that the guest room consists of multiple rooms, such as a multi-room suite .
	Indicates that the guest room is shared by multiple guests. Shares enable different guests to pay separately, to divide charges associated with the guest stay between them, and to check-in and check-out separately.
	Indicates that there are undelivered messages on the guest reservation.
	Indicates that there are guest preferences on the guest reservation.
	Indicates that there are notes on the guest reservation.
	Indicates that the guest resquest reservation is associated with a booking agency.
	Indicates that the guest reservation is associated with a group.
	Indicates that the guest reservation is associated with an organization.
	Indicates that the guest account is associated with an accounts receivable (A/R) accounts. A/R accounts are used for customers such as companies, groups, and individuals who frequently use the property. During guest stays, charges are accrued to the A/R account, and the charges are later billed to the account holder for payment.
	Indicates that information is present for a reservation.














Flag	Description
	Indicates that add-on is present for the reservation.
	Indicates that the rate is confidential and will not print on guest forms or front desk reports.
	Indicates that you can post the charges for the entire duration of guest stay in advance.
	Indicates that the guest reservation has trace locator information.
	Indicates that the status of the room assigned to the guest is Dirty and Vacant.
	Indicates that the status of the room assigned to the guest is Clean and Vacant.
	Indicates that the status of the room assigned to the guest is Occupied.


Working with guest stay action buttons

On the **Record View** tab of the **Guest Stay** screen, a number of buttons are displayed that provide quick access to basic guest stay functions. You can hover over an icon to view a description of its meaning. This table provides descriptions of each button.

Note: Many of the guest stay action buttons are also accessible in the Share With Details section on the **Shares** tab of the Guest Stay screen.

Button	Function
	Duplicate Reservation: Creates identical copy of the selected reservation. Refer to Duplicating guest reservations on page 126.
	Check-in: Initiates the check-in process for the guest. Refer to Checking in a guest from a guest reservation .
	Check-out: Initiates the check-out process for the guest. Refer to Checking out a guest from a guest reservation .
	Cancel reservation: Cancels the guest reservation. Refer to Canceling guest reservations .
	Displays print options for guest forms such as registration cards, folios, activities, and pro forma. Refer to Printing a guest folio and Printing a guest registration card .
	Email documents: Opens the Email Documents window to send documents to guests on demand. Refer to Emailing documents .

Button	Function
	Generate room key: Opens the Generate Keys page, enabling you to generate keys for the guest. Refer to Generating room keys .
	Room assignment: Opens the Room Assignment page, enabling you to assign a room for the guest stay and guest stay shares . Refer to Assigning a guest room .
	Rate details: Opens the Rate Details window, enabling you to view rate detail information for the guest stay and guest stay shares . Refer to Viewing guest stay rate details .
	Stay wizard: Opens the Stay Wizard window, enabling you to apply room, room type, rate plan , and rate adjustments and changes to a guest stay or guest stay share. Refer to Modifying guest stay reservations using the stay wizard .
	Activity: Opens the Activity Booking List page, displaying the booked activities linked to the guest stay. Refer to Using the Activity Booking List on page 382.
	Add-Ons: Opens the Add-Ons page, enabling you to upgrade a guest stay with add-ons such as meal plans, additional items, packages, and bundles to the guest reservation. Refer to Upgrading a guest stay with an add-on .
	Advance posting: Enables you to post the anticipated room and package charges at the beginning of the stay, rather than waiting for EOD to post them.
	Lease upgrade: Opens the Lease Upgrade page.
	Guest search: Opens the Guest Search page, enabling you to search for a guest profile internally, or within an external CRM system. Refer to Searching for a guest profile .
	Rate Split: Opens the Rate Split screen from the Share With Details on the Shares tab, enabling you to enter a rate split method and rate percentages for guest stay shares . Refer to Splitting rates for shares .
	Search: Opens the Credit Cards screen when entering Guarantee information, enabling you to select a credit card to use as the guarantee method for the guest stay.
	Modify: Enables you to edit the credit card information when entering or updating Guarantee information on a guest stay record.
	New: Enables you to enter a new credit card to use as the Guarantee method on a guest stay record.

Button	Function
	Copy From Guarantee: Copies the guarantee method to the settlement details for the guest stay.
CRM Guest Details	CRM Guest Details: If the property parameter GETCRMDETAILS check box is selected, and the Managed Profile ID field on the Guest Profile page has a value, the button is enabled. Click the button to obtain additional stay and revenue details from a CRM. The Managed Profile ID field contains a value when HMS is exchanging guest profiles with a partner system and that partner has sent the profile to HMS.

Reservation status

A guest stay reservation can be assigned one of the following status:

- No Show: A guest with reservation in the hotel but who fails to arrive.
- Waitlist: A guest for whom the reservation is not yet confirmed. The **Waitlist** button is enabled for a new reservation. Click the button to save the reservation with the status set to **Waitlist**. By default, the **Waitlist Priority** field is set to value ninety nine. You can modify the value.
- Reserved: A guest with a confirmed reservation.
- Checked-out: A guest who has vacated the property.
- In-house: A guest who is currently occupying a room in the property.
- Cancelled: A guest who cancelled the reservation.
- Pre-registered: A guest who has not checked-in yet. You can pre-register a guest only when the arrival date is same as the hotel date and a room is assigned for all the days a guest plans to stay. **Note:** Properties can use **Pre-register** in different ways and is completely optional. For example, many properties use Pre-register when a guest comes for check-in but his room is not ready yet. The front desk pre-registers the guest as an indication that the guest is on the property premise but has not been checked-in yet. The pre-registration alerts housekeepers that a guest is waiting for a room to be cleaned. Some properties use it to indicate the guest is on his way. It is a status in between the reserved and check-in stages.

Possible scenarios

Explained below are some scenarios that can occur when you change the status of guest stay reservation.

- Update **Waitlist** to **Reserved**: When you update a reservation that is in the Waitlist status to the Reserved status, the **Waitlist Priority** field is cleared, house availability is updated and the status of the reservation is set to **Reserved**.
- Update **Reserved** to **Waitlist**: When you update a reservation that is in the Reserved status to the Waitlist status, the **Waitlist Priority** field is populated with a default value of 99, the room assignment is removed, house availability is updated to reduce pickups as if the reservation is cancelled and the reservation is saved with the status set to Waitlist. **Note:** You cannot update a reservation from Reserved to Waitlist, if:
 - Folio balance is not zero.

- Advance deposit exists.
- Update **Reserved** share component to **Waitlist** status: When you update a guest stay reservation that is part of a Share in the Reserved status to the Waitlist status, the guest is removed from the share, the **Room** field is cleared, and the status is updated to Waitlist.
- Update In House to Reserved status: When you modify the status of the guest reservation from In-house to Reserved, the application displays the Undo Check-in screen. You must revert the Payment Authorization and Settlement Details. You must update the room status.
Note: If the Room or Room Type is Virtual then the Room Status is set to Clean.
- Join Guest Stay – Share does not exist – Joiner is Waitlist: When you join a guest stay in the **Waitlist** status which is not part of a Share, to another existing reservation in the **Reserved** or **In-house** status to create a Share, the joining reservation is updated to the Reserved status and the **Waitlist Priority** field is cleared.
- Join Guest Stay – Share Master Exists – Joiner is Waitlist: When you join a guest stay in the **Waitlist** status which is part of a Share, to another existing Share Master in the **Reserved** or **In-house** status, the joining reservation is updated to the Reserved status and the **Waitlist Priority** field is cleared.
- Join Share – Share is Waitlist – Joiner is Reserved: When you join a guest stay in the **Reserved** or **In-house** status, to another existing Share Master in the **Waitlist** status, the operation is not allowed by the system.

About social media fields

Social media fields are used to record IDs for Twitter, Facebook, Trip Advisor, and Booking.com and are contained on the following screens:

- Guest Stay
- Check In
- Walk In
- Guest Profile
- Organization Profile
- Booking Agency Profile

When information is entered in the social media fields on a guest stay, check in, or walk in, it will be saved to the guest profile. When a new guest stay is created any social media that exists on the profile for the selected guest profile will be copied to the guest stay.

When no information exists in the social media fields on a guest stay, check in, or walk in, and the associated guest profile, and an organization or booking agency profile is attached with social media information, the social media information will be copied from the associated profiles to the guest stay and saved to the guest profile. Since social media information can exist on all profiles, the first one associated with the guest record that has the information will copy to the guest record, once information exists on the guest record it does not get automatically updated by attaching other profiles, but can be manually updated.

Creating guest reservations

Create guest reservations to establish a record of a guest stay for a given date and a given period of time. The guest stay record is associated with a guest [folio](#) for accruing charges to the [guest account](#) and settlement details to establish payment arrangements for the guest stay. A guest stay begins with a guest reservation, which can be created in advance, or can be created at any time for [walk-in](#) guests.

Note:

- If you are updating an existing guest reservation, not all fields are available for update. If a field in the Stay section is updated, you must click **CHECK AVAILABILITY** to ensure that the options are available.
- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.
- If the Lease reservation is created for one day, the application extends the length of stay by 1 day and the Status of the Guest Stay is set to In-House.
- The Welcome text is displayed only if the Welcome Message is configured on the **Property Configuration** screen.

To create guest reservations:

- 1 Select **Front Desk > Guest Stay**.
- 2 Click **New Record**.
- 3 In the Stay section, specify this information:

Arrival Date

Specify the arrival date. By default, the hotel date and the day of the week is displayed.

Nights

Specify the number of nights of the guest's stay. This field is required; however, you can bypass this field and instead specify the departure date, and the system will calculate the number of nights for you.

Departure Date

Specify the departure date. The default date is the hotel date + 1 day. The day of the week is also displayed.

Adults

Specify the number of adults. Options are 1 - 9. The default value is 1.

Children


Specify the number of children. Options are 1 - 9. Where only one child category is active, the number of children is recorded in the **Children** field. If more than one child category is active, each category is a field on the screen and the **Children** field is filled with the combined total of all the categories.

Rate Plan

Specify the [rate plan](#). If the rate plan is in a foreign currency, the amounts are still displayed in the property currency. 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. The default value is determined by the setting for Rate Plan in the Property Defaults section of the Property page.

Note:

- Clicking the rate plan lookup displays the **Rate Plan Selection** window, where you can enter a search criteria. The search criteria includes rate plans, currency, room types, room type categories, sales strategy, and also enables you to ignore restrictions that would exclude certain rate plans from the search.
- If the rate plan has a tax status specified, this tax status is populated for the group booking.
- You can view the  icon next to the **Rate Plan** field to indicate that the rate plan code or the rate amount is modified for the reservation.

Group Rate Plan

Specify the rate plan if there is a group for which the end date is equal to or greater than the **Hotel Date**.

Confidential Rate

Select this checkbox if the guest rate is confidential. When selected the rate will not print on guest forms and front desk reports. If you select the **Hide Confidential Rates** check box on the **User Groups** page and the **Confidential Rate** check box is selected, the rate amount fields are hidden by the system.

Expedia Hotel Collect

Select this checkbox to notify staff that the reservation was booked via Expedia and the hotel should authorize and charge this credit card as it would for any other guest stay. Expedia will invoice the hotel for the Expedia portion of the rate. This checkbox is typically set on reservations made through the Expedia interface.

Non Room Bundle

The Non Room Bundle field is automatically populated by the selection of the Rate Plan.

Meal Plan

The Meal Plan field is automatically populated by the selection of the Rate Plan.

Resort Fee

Specify the resort fee code.

Ignore All Restrictions

Select this checkbox to ignore restrictions; for example, restrictions such as blackout dates or length of stay requirements.

External Reference


The code of the external reference system. The value configured in the property parameter CRSCODEINSERTID is defaulted.

Room Type

Specify the room type. The default value is determined by the setting for Room Type in the Property Defaults section of the Property page.

Note:

- The room type must be in inventory for the guest stay duration.

- You must select a room type for which the **Run of House** check box is not selected in the **Room type** screen.
- You can click  to upgrade the current Room Type on the **Upsell Room Type** screen. Based on the selected Room Type, the application updates the **Room Type to Charge** field and adds the **Upsell Add-On** to the reservation with the **Avg Daily Upsell Value**, **Upsold From Room Type** and **Upsold To Room Type** fields. The room number is assigned automatically when the status of the reservation is pre-registered and the property parameter REQROOMPREREG is selected. The application utilizes the rate plan and room type to determine the configuration to use and calculate the recommendation. Criteria for evaluation:

Scenario	System Action
Reservation has multiple rate plans	Applies the first rate plan of the stay that is associated to an active Upsell configuration.
Reservation rate plan is not associated to an Active Upsell Configuration	Applies the active default upsell configuration

Room

Click the **Room Assignment** button to assign the room.

Room PIN

The code that allows the guest to access the room. The code is created after the key generation process is complete and is displayed in this field. The code is printed on the invoice.

Do Not Move

Select this checkbox to indicate that the guest reservation should not be moved to another room.

Do Not Move Reason Code

Specify the code in case you select the **Do Not Move** check box. If the **REQUIREDONOTMOVEREASON** check box is selected in the **Property Parameter** screen, you must specify the reason code in order to apply the do not move restriction to the guest reservation.

Tax Status

Specify the tax status of the guest. If a group or profile (guest, organization, or booking agency) is added to the guest stay, the system will update the tax status with the group's or profile's tax status. If a group or multiple profiles are being added, the tax status of the group or first profile added will be used. If a lease is being associated, the tax status of the lease will be used. If a tax status is copied from a profile that is not valid for the property, a message will display indicating the tax status should be updated with a valid tax status for the property or removed. Once the tax status is set on a guest stay, the system will not update it. If the reservation is for the virtual room, then the Tax Status is updated based on the tax applicable for the virtual building as configured in the **Building** tab of the **Property Configurations** screen.

Guest Currency

Specify the guest currency. The default value is determined by the setting for currency in the Operations Details section of the Property page. If the rate plan is not in the property currency, this field is disabled and set to the currency of the rate plan by the system. If the rate plan is in property currency, this field is enabled and set to the property currency by the system.

Note:

- If the SECONDCURRENCYSHOWN property parameter is selected on the **Parameter** screen, this field is set to the same currency type.
- You cannot modify this value.

Reservation Note

Specify any notes to the [front desk](#) staff regarding the reservation.

- 4 Click **Check Availability**. The rate and room type selection is temporarily held and the following fields are populated: Average Nightly Rate, Total Rate, Rate Tax, Rate Grand Total, Enhanced Experience Total, Average Nightly, Total, Tax, Total Charges, Total Payments, Grand Total, Guest Total, Guest Tax, Guest Total with Tax, Rate Reason, and Market Segment. You can change the market segment. If the rate plan changes, the market segment is not changed automatically by the system.
- 5 Alternatively, click **Package Item Availability** to view the availability of the non-room items.
- 6 In the Market Details section of the screen, specify the information that you require. The Source of Business, Reason for Stay, Track, and Geographical Code fields also exist on group bookings, booking agency profiles, and organization profiles and will copy to associated reservations. The value in the Authorization Code field is masked if the property parameter MASKCOMPAUTHCODE is selected. The copy order is controlled by the MARKETFILEDSCOPYORDER property parameter. See additional details about these fields:

Channel

The [channel](#). The default is Hospitality Management Solution.

Source of Business

The Source of Business and Market Segment are updated if there is no lease associated. You can change the market segment on the guest stay record. If the rate plan changes, the application does not modify the market segment automatically. If you update the booking agency on an existing reservation the application does not modify the market segment.

Market Segment

The global code definition of Track, allows the Track to be categorized based on Market Segment. More than one Track code can be grouped under a single Market Segment category.

Track

Select the track code that must be associated to the reservation.

Note: You can create and modify the track codes using the **Create Track Code**.

Reservation Template

The code and description of the existing or new reservation template. You can also review the details of the selected reservation template using the **Reservation Template** detail option.

Note:

- If the reservation status is set to New or Reserved, the application defaults these values from the selected reservation template:
 - Reservation Template Code
 - Rate Plan
 - Track
 - Source of Business
 - Secondary Source

- VIP Code
- Comp Authorization Code
- Based on the selected reservation template, this information is also defaulted on the different HMS screen for the reservation:
 - Comp Templates are added to the **Comp Configuration** screen.
 - Auto Transfer Templates are added to the **Auto Transfer** tab of the **Guest Stay** screen.
 - Add on items and Add on bundles are added to the **Add On** screen.
 - All coupons or coupon pages are added to the **Coupon** tab of the **Guest Stay** screen.
 - The application must validate the Authorization Code used for comp configuration with the approved authorizers for the offer billing profile. If the authorization code is verified, the **Comp Authorizer** field is populated in the **Guest Stay** screen. However, when an offer is selected for Pechanga the Authorization code is not required as Comp Department is populated based on the Comp Type.
- The application displays this message `Reservation template not available for reservation stay dates`, if the reservation date does not match to the reservation template.
- The user is allowed to modify or add new comps, coupons, or add on's associated with the original reservation template and can save this new data on the **Guest Stay** screen.
- If the reservation template is associated to an amenity, the amenity details are defaulted on the **Amenity** tab.

Offer ID

The unique identification value of the Reservation Template or Comp Template.

Note: For the created reservation, if the specified Offer ID does not have any comps associated to it , the application creates the comp configuration record.

- 7 In the Associations section, specify this information:

Organization

The code of the Organization Profile associated with the guest stay. You can click the Organization Search icon to search an existing profile.

Note: The property parameter EXTCRM and HMSCRM must be enabled.

Group

Specify the group profile. The Arrival Date field is set to the Group Start Date if a Group is selected from the lookup.

Group Auto Transfer Rule Type

Specify the group auto transfer rule type.

A/R Account

Specify the [account receivable \(A/R\)](#). If you add an organization or booking agency that is linked to an AR Account, the system automatically adds the AR account. The A/R Status and Paperwork Required fields are automatically populated by the selection of the A/R Account. If you click **Create A/R Account**, a **Create A/R Account** pop-up is displayed. Specify the information that you need to create a new A/R account. An A/R account is created with the **Requires Approval** check box selected. The A/R account number is displayed in the **A/R Account Number** field.

Billing Reference

Specify the [billing reference](#).

Lease

Specify the [lease](#).

Primary Booking Agency

Specify the primary [booking agency](#) for the guest reservation. The Booking Agency Contract field is automatically populated by the selection of the Primary Booking Agency.

Commission Percent

Specify the percentage of the guest revenue to be paid to the primary [booking agency](#) for the guest stay as necessary. Commissions and commission percentages are established for booking agencies on the **Booking Agency Profile** screen. If Pay Commission is selected and a Commission Percentage are specified on the booking agency profile, then Commission Percent is automatically populated.

IATA Number

The International Air Transport Association (IATA) number of the Primary Booking Agency. This value is populated automatically if the **Primary Booking Agency** is specified.

Commission Flat Amount

Specify the flat rate commission to be paid to the primary booking agency based on the guest stay. The value is automatically populated if the **Commission Flat Amount** field on the **Booking Agency Profile** screen contains a value.

Note: The Commission Percent and Commission Flat Amount values are defaulted from the **Rate Plan** screen.

Associated Reservation Name

This field displays the name of the guest who is the associated reservation coordinator. The associated reservation coordinator name is displayed for each reservation that is part of the set of associated reservations. You can change the associated reservation name to be more descriptive, such as Smith Family Reunion. The **Associated Reservation** look up is always disabled. The look up is for information only and you cannot use it to add an associated reservation. If you cancel or reinstate an associated reservation, the reservation is still marked as associated. Also, if the coordinator reservation is cancelled or reinstated, the reservation is still marked as the coordinator.

- 8 In the Additional Booking Agencies section, specify this information:

Booking Agency

Specify up to two additional booking agencies associated with the guest stay.

Note:

The EXTERNALTALOOKUP Property Parameter must be selected to enable the External Booking Agency lookup option.

Commission Date Range

Click this to access the **Commission Date Range** screen. The data related to guest reservation with commission changes for the stay is displayed. The records provide details of the Commission Percent and Commission amount of the commission changes.

Note: This option is displayed if the Commission Percent and/or Flat Amount is available for the guest stay or group booking.

Commission Percent

Specify the percentage of the guest revenue to be paid to the additional booking agency for the guest stay as necessary. Commissions and commission percentages are established for booking agencies on the **Booking Agency Profile** screen. If Pay Commission is selected and a Commission Percentage are specified on the booking agency profile, then Commission Percent is automatically populated.

Commission Flat Amount

Specify the flat rate commission to be paid to the additional booking agency based on the guest stay.

Note: The International Air Transport Association (IATA) number of the Booking Agency is populated automatically if the **Booking Agency** is specified. The **Primary Booking Agency Commission Percent** or **Flat Amount** is populated based on the Rate Plan's commission values.

9 In the Guest section, specify this information:

- a Specify the **Caller**.
- b Click **Guest Search** to find an existing guest profile as necessary. If an existing guest record is located, the Guest section is populated with the existing information for the guest. If one is not found, specify the following:

External Loyalty Member Search

Select the loyalty member to retrieve the guest details.

YTD Loyalty Nights

The number of nights the guest has stayed for the selected rate plan in the current calendar year.

Personal Number

The unique identification number of the guest.

Reserved Loyalty Nights

The number of nights the guest has booked for future nights in the calendar year.

Total Loyalty Nights

The total number of nights that is the sum of the YTD Loyalty Nights and the Reserved Loyalty Nights.

Note:

- The application populates these values if:
 - 1 A value is specified for the Property Parameter LOYALTYMEMBERRATEPLAN.
 - 2 The rate plan associated with the reservation is the same as the parameter value.
- To calculate the stay dates, the reservations with status In-house or Checked-out are considered. The stay date must be the same as or later than the current hotel date.

Alternate First Name

Specify an alternate first name of the guest.

Alternate Middle Name

Specify an alternate middle name of the guest.

Alternate Last Name

Specify an alternate last name of the guest.

Alternate Title

Specify an alternate title of the guest.

Alternate Suffix

Specify an alternate suffix of the guest.

Auto Email Folio

Select this checkbox to automatically email the folio to the guest when the folio is generated. If **Auto Email Folio** is checked, **E-mail Address** is required.

VIP Level

The VIP level of the guest.

Note:

If the VIP level is associated to an amenity, the amenity details are defaulted on the **Amenity** tab.

Invited for Online Check-in

Indicates if the invite letter is sent for online check-in. The OnlineCheckInJob job schedule selects this check box.

Invited for Online Check-Out

Indicates if the invite letter is sent for online check-out. The OnlineCheckInJob job schedule selects this check box.

Language

Specify the guest's language.

Gender

Specify the guest's gender.

Loyalty Number

Click **Loyalty Member Search** icon. The **Loyalty Member Search** screen is displayed. Specify this information:

- Loyalty Number
- Birth Date
- First Name
- Last Name

Click Search to view the available record details. Select the record and click **OK**. The application populates:

- Loyalty Number
- Loyalty Level

ID

Specify the identification document provided.

Create Inactive Profiles

This field is set when creating a reservation for a group that has the option checked and cannot be changed.

Service

Specify the branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army and so on. This field is used by US Military only.

Rank

Specify the rank of the guest. This field is used by US Military only.

Pay Grade

Specify the pay grade of the guest. This field is used by US Military only.

Rating

Specify the guest rating. The guests are limited to room types within their rating. This field is used by US Military only.

Loyalty Level

Specify the guest's loyalty level.

Vehicle

Specify whether the guest has a vehicle.

Enroll Player

Click **Enroll Player** to enroll the casino player in the Casino Management System (CMS) by sending a message with the profile details. If the profile for that player does not exist in HMS yet, the profile is created by the system when the player number is returned from CMS.

Player Number

The player identification number as assigned by an integrated casino management system.

Player Rank

Specify the player rank. If the property parameter **CMSINTG** is selected, the Casino Management System (CMS) integration is enabled. If the CMS is enabled, the rates are quoted by the system based on player rank code.

Note:

If the player rank is associated to an amenity, the amenity details are defaulted on the **Amenity** tab.

Player Card Level

The level associated with the player. This value is defaulted with the value specified in the **comp calculator** field based on the pre-configured customer/partner interface.

Turndown Time

Specify the time to prepare the [turndown](#) service on the guest room. A turndown is a housekeeping service that typically involves the replacement of soiled bathroom linens and preparing the bed for use for the night.

Cleaning Time

Specify a specific time for the guest room to be cleaned by housekeeping.

Tax Id

Specify the guest's tax identification number. Tax invoicing features are enabled or disabled for properties based on the setting of the TAXINV property parameter. For information on TAXINV, see

[Property parameters](#). For information on tax invoicing [Tax invoices](#).

Twitter ID, Facebook ID, Trip Advisor ID, Booking.com ID

Specify the guest's social media ID.

Refer to [About social media fields](#).

Guest Image

This guest image is defaulted for the auto generated profile ID from the Guest Profile screen. Use **Image Update** button available in the Guest Profile Screen to upload the image for the guest profile

NRG

If this checkbox is selected, the guest is identified as a Non-Registered Guest for the Hotel. The NRG is used as a prefix before a guest's last name.

Note:

- The information related to this guest is not disclosed.
- The application prompts you to confirm the creation of an NRG guest when the checkbox is initially selected and then Saved.

Incognito

Select this check box to display the alias name and not the primary name. The incognito functionality is enabled when the guest stay record is saved.

Note:

- The **NRG** check box is selected.
- The Alias name can be specified on the Guest Profile screen and is defaulted in the guest stay, however, the Alias Name can be updated from Guest Stay.
- Adding or updating the Alias Name on Guest Stay does not update the Guest Profile.

VVIP

If this checkbox is selected, the primary guest is designated as a VVIP.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Codice Fiscale

A unique identification number for the guest from Italy.

Note: This value is defaulted in the Tax ID field on the Tax Invoicing tab.

Email Marketing Opt In

If this checkbox is selected, the marketing offers are mailed to the guest.

VVIP Host

Select the VVIP Host code to view the VVIP guest details. This field is defaulted with the value as set in the **VIP Authorization** field in the **Users** Screen.

Note:


- 1 The user is authorized to view the record details for the VVIP guest (based on these configurations):
 - Property Parameter **VVIP** is selected in the property parameter screen.
 - The **VVIP** checkbox on the Guest Stay record must be checked for atleast one record.
 - User **VVIP Authorization** must be set to **Yes** in the **User Group** screen.
 - User **VVIP Authorization** must be set to **Host** and user is the VVIP Host configured on the selected Guest Record.
- 2 The user is not authorized to view the record details for the VVIP guest:
 - User **VVIP Authorization** must be set to **No** in the **User Group** screen.
 - User **VVIP Authorization** must be set to **Host** but the user is not the VVIP Host configured on the selected Guest Record.
 - User **VVIP Authorization** is not specified in the **User Group** screen.
- 3 The Split view and Record view for the guest reservations are masked if a user is not authorized to view the profile.
- 4 The guest details fields are displayed as "*****", if the user has no VVIP authorization.

Guest Opt-In

Select these check boxes based on the guest's consent on the Registration card.

Note: The existing reservation information associated with the Guest Profile ID is updated, if the guest status is Reserved, Pre-Register, In-House, or Waitlist

- 10 In the Guarantee section, specify this information:

Note: When the property parameter ADTAXINV and DEPSIST are selected, click  icon next to Deposit Received field to display Account – Advance Deposit tab. After the successful payment, the application displays Advance Deposit Distribution screen. See [Distributing advance deposits](#) on page 82

Guarantee Type

Specify the guarantee type. The selection of the Guarantee Type automatically populates the Deposit Due Date and Deposit Amount. The Deposit Received is populated from the [advance deposit](#) amount received by the [property](#).

Note:

- To post an advance deposit, the Guarantee Type must be set to Advance Deposit.
 - The user must also have the booking policy defined and applied as advance deposit.
- To generate the tax invoice from the Advance Deposit tab you must select the Show Invoice option from the Action menu. The Tax Invoicing functionality must be enabled for the property and the property parameter TAXINVATPAYMENT must be selected.

The system uses the current exchange rate to convert the foreign currency amount to the property currency amount for deposit calculation.

If the exchange rate is locked, the system uses locked exchange rate to convert the foreign currency amount to the property currency amount to facilitate deposit collection.

If a Group, Organization, Booking Agent, or Lease is associated that has a Guarantee Type set, the Guarantee Type is set based on precedence order: Lease, Group (Delegate Guarantee), Organization, Booking Agent.

Card Transactions

If the property parameter **CARDTRANS** is enabled, the **Card Transactions** button is displayed. Click **Card Transactions** to view the payment information associated with the card.

Card Type

Specify the card type. Click **Search** to search for an existing credit card associated with the guest. If an existing credit card is found, the Card Number, Expiration Date, Name on Card, and Owner are automatically populated. If one is not found, specify the following:

Save to Profile

Select to save the guarantee card information to the **Billing Profiles** tab of the **Guest Profile** screen.

Note:

- Click **Search** to select from existing credit cards associated with the guest. Click **Modify** to edit the current guarantee information. You can also click **New** to enter a new credit card as the guarantee method.
- To post an advance deposit, the Deposit and Cancellation Fee policies must be defined and applied to the rate plan. When all the required values are specified, click **Post Advance Deposit** to save the reservation.

- 11 In the Settlement section, specify this information:

Note: If a guarantee credit card exists, click **Copy from Guarantee**. The settlement card details are populated from the guarantee credit card.

Settlement Type

Specify the settlement type.

Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

No Post

If this check box is not selected, all postings from any source such as interface outlets, posting directly on the folio, fast post, EOD and auto-transfers, are allowed.

If the check box is selected, the following postings are allowed:

- Posting directly on the Folio
- Posting by EOD.

Post All Charges

If this check box is selected, you can post all future charges to the guest account. This checkbox is displayed when **ALLOWADVANCECHARGEPOSTING** parameter is enabled.

- 12 Click **Save Record**. The Confirmation Number is assigned and the status is updated to **Reserved**. A number of icons are also displayed in the guest stay header that provide information about the guest and that enable you to access additional system features and functions associated with the guest. If there is an issue preventing the guest reservation from being saved, a message is displayed in the message bar indicating the reason. Click the appropriate button to close the message bar and address the issue before continuing.

Note:

- If you are creating a reservation for a [walk-in](#) guest and want to:
 - Pre-register the guest, click **Pre-register**. Refer to [Pre-registering a guest](#)
 - Check-in the guest, click **Check-in**. Refer to [Checking in a guest from a guest reservation](#).
- You can use the options in the **Activities (Action)** to access Activity related screens:
 - **Book Activity**: To access the **Book Activity** screen
 - **Activity List**: To access the **Activity Booking List** screen
 - **Calendar View**: To access the **Activity Booking Calendar** screen
 - **Activity Lookup**: To access the **Activity Lookup** screen
 - Click Actions > **Remove Guest Profile Information** icon to permanently delete the guest profile. In case the guest profile is associated with an Event Master with status Prospect, Tentative, Definite or Active, you cannot remove the profile.
 - Click Actions > Restrict Guest Profile Information icon to restrict the guest profile in accordance with GDPR compliance. If required, the restriction can be revoked.
 - You cannot restrict a guest profile in case the profile is associated with:
 - A reservation with status set to In-House, Reserved, Waitlist or Pre-Registered.
 - An unsettled Guest Account linked to a cancelled reservation.
 - An active lease as contact information.
 - An Activity Booking with a date later than or same as the Hotel Date.
 - A Guest Profile Account or Guest Account status set to Active, Pending, or Closed and if an invoice with Pending status exists for at least one of the accounts.
 - A Guest Profile Account or Guest Account status set to Active, Pending, or Closed and the Folio balance is not zero.
 - An Event Master with status set to Prospect, Tentative, Definite or Active.
 - To restrict a guest profile, you must:
 - Cancel all reservations and activity bookings manually
 - Settle all advance deposits, invoices, and folios manually
 - Change all lease details status of guest profile account manually.
 - Cancel or complete all Event Masters manually

Setting the guest cleaning schedule

Cleaning schedules are set in property configuration, but you can define a guest level housekeeping schedule.

To set a cleaning schedule on the guest stay:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select a guest stay record.
- 3 Expand the Cleaning Schedule section. Specify the information that you require.
- 4 Click **Save Record**.

Canceling reservations

To cancel a reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Cancel**. The **Cancellation Reason** window is displayed.
- 4 Select a cancellation reason and then click **OK**. The guest reservation is cancelled and the **Record View** tab is displayed.

Adding a trace to a group booking

Adding a trace to a group booking sends an electronic notification to the user's email address as a part of the end of day process. A trace can be added by selecting a defined trace, or created by the user. A trace alert will be added to the group booking if one exists on the rate plan assigned.

You can set a trace to completed manually before delivery by selecting the **Completed** check-box.

- 1 Select **Group Sales > Group Booking**.
- 2 Select a group booking, then click the **Traces** tab.
- 3 Select a trace in **Defined Trace** or create a trace. If you select a trace, the trace details and delivery date information are shown. To create a trace, specify values in the remaining fields that you require. See additional details about this field:

Trace Delivery Options

This field controls whether you specify information in the **Delivery Date** field or the **Offset From** and **Days** fields.

Option	Description
Date	To specify a calendar date in the Delivery Date field, select Date in this field.
Offset From	To specify information in the offset fields, select Offset From in this field.

- 4 Click **Submit**.

Duplicating guest reservations

Click the **Duplicate Reservation** button in the Actions toolbar to create duplicate copies of an existing reservation record. The **Duplicate Reservation** button allows you to create one or multiple new reservations with identical data. The enhanced experience items if present on the original record, are also copied to the new duplicate reservations that are created. The new duplicate reservations that are created also include the data from the following tabs:

- Guest Details

- Preferences
- Auto Transfer
- Notes
- Messages
- Documents

Note the following important points:

- You can duplicate a guest stay record to create new reservations only when the Guarantee Method or Settlement Type is not a credit card.
- You can duplicate a reservation that is in the **Reserved** status only.
- The new duplicate reservations will include the room type and rate plan that were assigned originally to the guest stay reservation that you want to duplicate.
- The maximum number of duplicate reservations that can be created is based on the following property parameter:

Parameter	Type	Description	De- fault Value
MAXDUPLICATERES	Numeric	Maximum value allowed for duplicate reservations to be created in Guest Stay screen.	1

- The total number of new duplicate reservations that are created depend on the house availability for that specific room type and rate plan. For example, if you want to create ten duplicate reservations, but only seven reservations are available; the system creates seven reservations only. A message is displayed that seven out of ten records are created.

To create new duplicate reservations:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the record that you want to duplicate to create new reservations.
- 3 Click the **Record View** tab.
- 4 Click the **Duplicate Reservation** button on Actions tool bar.
- 5 In the **Duplicate Reservation** pop-up, specify this information:

Copies

The number of new duplicate reservations that you want to create.

- 6 Click **Save** to start the process to create new duplicate reservations.

Note:

- When a guest stay reservation that is linked to an Add-on package is duplicated, the package name is only duplicated if the add-on items (linked to the add-on package) are duplicated.
- You can duplicate a reservation only if the Room Type is available. However, if the **Ignore All Restrictions** check box is selected on the **Guest Stay** screen the reservation can be duplicated.
- The **Invited for Check-In** check box is not selected when reservation is duplicated.

Pre-registering a guest

You can pre-register a guest who has not checked-in yet. You can pre-register a guest only when the arrival date is same as the hotel date and a room is assigned for all the days a guest plans to stay.

Note: The time the guest pre-registered is recorded, but not shown on the screen. It is available as a `dataspy` field.

- 1 Select **Front Desk > Guest Stay**.
- 2 Create a guest reservation. Refer to [Creating guest reservations](#).
- 3 Click **Pre-register** after you create and save a reservation. The guest reservation is set to the **Pre-registered** status.

Checking in a guest from a guest reservation

Check in a guest directly from the **Record View** tab of the **Guest Stay** screen. Based on your system configuration, you must complete all required steps in the check-in workflow before you are able to finalize the guest check-in; for example, printing a registration card, generating keys, authorizing a credit card for payment.

See [Checking-in a guest](#).

To check in a guest from a guest reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Check In**. The guest is checked in.

Note:

- If there is an issue preventing the guest from being checked-in, a message is displayed in the message bar indicating the reason. Click the appropriate button to close the message bar and address the issue before continuing with the check-in.
- You can check in a guest even when the room status is displayed as **Dirty**. For example, many times the front desk is connected to housekeeping through headsets. The guest is waiting in front of the desk clerk and the room status is displayed as Yellow (vacant but dirty). The front desk clerk radios the housekeeper who says the room is really clean. In this scenario, the clerk can check in a guest even when the room status is displayed as Dirty.
- If the property parameter **CKINPCKUPSTATUS** is checked and the room assigned has the room status of Pick Up, a message is displayed to the user that states the room has a status of Pick Up and also includes the last date and time the room was cleaned.
- If room rotation is used, rooms with the lowest amount of total room points appear at the top of the list. When the owner room rotation method is used and the top room in the list is not assigned, you will be prompted for a reason. See [Understanding room rotation](#).

Checking out a guest from a guest reservation

Check out a guest directly from the **Record View** tab of the **Guest Stay** screen.

See [Checking-out a guest](#)

To check out a guest from a guest reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Check Out**. If the property parameter **DYUSERSSRVCTYP** is checked and the guest stay was a day use you will be prompted to set the room status and service type of the room.

Note: If the guest has an outstanding balance on their account, if an early check-out requires a charge [offset](#), or if an early check-out causes a conflict with a share, a message is displayed in the message bar asking whether to continue checking-out the guest. Click **Yes** to continue checking-out the guest. Click **No** to cancel the check-out.

Copying guest reservations

Use the **Copy Record** toolbar button to copy a guest stay record from one record to another record. Copying a record creates an editable copy of the record that contains the same base data.

To copy a guest reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to copy.
- 3 Click **Copy Record**. The system copies values from the previously selected record to the new record, including custom fields, and displays the **Record View** tab in insert mode.
- 4 Modify the record as necessary. Refer to [Creating guest reservations](#) on page 113.
- 5 Click **Save Record**. The reservation is saved and the confirmation number from the original copied record is appended with a dash and the next sequential number based on the number of times the original record has been copied. For example, if the confirmation number for the original record is 12345678, the confirmation number for the first copied record is 12345678-1 and 12345678-2 for the second.


Note:

When a guest stay that is linked to an Add-on package is copied to another record, the package name is not copied.

Canceling guest reservations

To cancel a guest reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the reservation on the List View tab.
 - The property parameter **APPLYCXLPOLICY** must be selected.
 - The Cancellation Fee Policy must be defined on the **Define Cancellation Fee Policy** screen and applied on the **Apply Booking Policy** screen. See [Defining booking policies](#) on page 311 and [Applying booking policies](#) on page 313

3 Click  icon to cancel the reservation. The Cancellation Reason screen is displayed.

4 Specify this information:

Cancellation Note

The additional information related to the cancelled reservation. This text is displayed in the cancellation report.

Cancellation Reason

The purpose for the cancellation of the reservation.

Cancellation Policy

The description of the cancellation policy based on the calculation rule that is linked to the reservation at the time of booking.

Cancellation Text

The amount and information of the cancellation charge based on the applied calculation rule.

Note:

- The calculation of the fee is based on the Calculation Method and Calculation Value fields of the defined cancellation policy.
- The cancellation fee is displayed in the property currency when the amount is calculated using the guest currency.

Override Policy

Select this check box to save the cancellation information without applying a policy.

5 Click **Submit**.

Note:

- The possible scenarios in which the cancellation policy is applied:

Scenario	Description
Cancellation Fee Policy	<ul style="list-style-type: none"> • Post Cancellation Fee: The application applies the Cancellation Fee Transaction Code to the Guest Folio and posts the payment amount to the credit card specified in the reservation guarantee section. • No Fee: No fee is posted
Advance Deposit Forfeit	The advance deposit is fully forfeited based on the calculation rule. The application forfeits the deposit received the amount on the deposit screen.
Full Refund	The application posts a full refund on the deposit screen.
Partial Refund	The application forfeits the partial amount. Forfeit amount = Deposit Received – Refund Amount

- When a credit card processor is used to charge the payment, a silent authorization is sent with a charge amount before the Sale transaction. This is not applicable for SERVBASE processors.

Capturing lost business reasons

The **Lost Business Reasons** pop-up is displayed when you abort the process of creating a new reservation. For example, either by navigating out of the **Guest Stay** screen or when you click the **Reset Screen** button on the tool bar.

The Lost Business Reasons pop-up is displayed when you abort the process of creating a NEW reservation

To capture the lost business reasons, you must:

- Set the property parameter **TRACKLOSTBIZ** to **Yes** .
 - Define the **Lost Business Opportunity** codes in the **Maintain Global Codes** page.
- 1 Select the lost business reason code.
 - 2 Click **OK**. The code is saved in the database.

Reinstating a reservation

You can reinstate a reservation in the No Show status, and in case of a mistake, reverse a check-in, check-out or cancellation activity that has been carried out on a guest stay record . Reinstating a reservation sets the guest stay record to its original status. For example, reversing the check-in process sets the guest stay record from In-house to the Reserve status.

Note: You can reinstate a reservation only if the arrival date is same as the hotel date.

To reinstate a reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select a guest stay record that you want to reinstate.
- 3 Click the button corresponding to the action that you want to perform on the guest stay record. The **Reinstate Reservation** pop-up is displayed.
- 4 Specify this information:

Reverse Payment

If you select the check box, the payment authorizations are reversed.

Remove Settlement Details

If you select the check box, the settlement details are cleared from the guest stay record.

Set Room Status

Specify the status that the room must be set to. By default, the room is set to the **Dirty** status.

- 5 Click **Save**.

The following process is carried out by the system:

- The Housekeeping and Front Desk status of the room is set according to the action that you perform on the guest stay record.
- The room status is set to the value that you selected in the **Set Room Status** field.

Printing a guest registration card

Print a guest registration card for a guest reservation.

To print a guest registration card:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Print Registration Card**. A registration card is displayed.
- 4 Print or export the registration card as necessary. The **Record View** tab is displayed.

Note:

- The text in the active Guest Opt-in Terms text box of the Property Forms tab is printed on the registration card. The user must manually update the Guest Stay records in the Guest Stay screen based on the terms selected.
- The property parameter REGCARDREPORT defines the registration card report, as a standard or custom report. The Registration card is printed only for the selected additional guests if the **Print Registration Card for Additional Guests** checkbox is selected.
- If the property parameter SignatureCaptureRegCard is not selected, the report parameter values specified for the Registration Card in the property parameter REGCARDREPORT is considered for printing the guest registration cards.

Assigning a guest room

Assign a guest room prior to the guest check-in. If the guest is In House in a room that is a component of a suite and you want to move the guest from the component room to the suite that uses that component room, the availability of all the other component rooms is checked by the system. The suite is available only if all the other component rooms are available. The suite room status is displayed based on the other component rooms.

Note: In case of US Military which uses the Gender Management functionality, the property parameter **Gender Manage Rooms** check box is selected. If a room is restricted or occupied by another gender, the gender symbol is displayed. The icon indicates which gender is required for the room. Rooms occupied by or restricted to the opposite gender cannot be selected. When a room is restricted to the opposite gender, it is considered as not available. The rooms restricted to the opposite gender are displayed when you select **Show Assigned Rooms** check box.

See [Gender management](#) .

To assign a guest to a room:

- 1 Click **Room Assignment**. The Room Assignment page is displayed. The application displays only the rooms with Unit Type set to Room or Suite. If room rotation is used, rooms with the lowest amount of total room points appear at the top of the list. When the owner room rotation method is

used and the top room in the list is not assigned, you will be prompted for a reason. See [Understanding room rotation](#).

The **Room Assignment** page displays the list of rooms and a calendar grid that indicates the status and availability of a room. Hovering over a room number with the mouse also displays information on the related room reservation. Different colors and icons identify the status of the room, which are defined in the legend that appears at the bottom of the page.

- 2 In the Search Criteria section of the page, enter a search criteria to narrow or modify the **Room List** as necessary.
- 3 Specify this information:

Retain Current Rate

Select to search for a different room type while retaining the current rate for the room type specified on the guest reservation. This feature can be used when there are no [available rooms](#) of the room type specified on the guest reservation, and selecting **Retain Current Rate** enables you to find the guest an available room that is a different type without re-quoting the price that was quoted for the room type on the guest reservation.

Rate Reason

By default the rate reason is populated If you have selected **Retain Current Rate** check box.

Show Assigned Rooms

Select to display rooms that are currently assigned to another guest.

Show Unavailable Types

Select to include room types in the search results that are sold out or restricted.

Show Dirty

Select the check box to include the rooms with Status set to Dirty in the search result.

Note: The check box is not selected during the check-in process.

Show Due Outs

Select the check box to include the details of the occupied rooms in the search result.

Note: The check box is not selected during the check-in process.

Room Attributes

Specify the attributes that a room must have to be included in the search results.

Note: Room attributes and guest preferences with the same codes are equivalent, and the [room attributes](#) will default to guest preferences that are also room attributes.

Non-Smoking

Select to display only non-smoking rooms in the search results.

Accessible

Select to display only handicapped [accessible](#) on page 875 rooms in the search results.

Note: **Non-Smoking** and **Accessible** are both room attributes and guest preferences that are pre-defined as a part of the system configuration. Due to the importance of these features, you are able to limit search results as a part of the check-in process as well.

No Connecting Room

Select to display only rooms non-connecting rooms in the search results.

Connecting Room

Select a room number to display only rooms which connect to the selected room number in the search results. A connecting room refers to an adjacent room with direct access between the rooms, making the use of a corridor between the adjacent rooms unnecessary.

Exposure

Select the view or [exposure](#) of the room. For example, ocean view, mountain view and so on.

- 4 Click **Search**. The rooms matching the specified search criteria are displayed.
- 5 Double click the room to assign for the guest reservation. The guest reservation is updated with the room information, and the **Record View** tab is displayed.

Viewing guest stay rate details

View rate details for a guest stay.

Note: You can also view rate details for guest stay [shares](#). Refer to [Creating shares](#) on page 160.

To view rate details:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Rate Details**. If your property uses leasing functionality you will need to then select **Guest Stay Rate Details**.

Note: The value in the **Authorization Code** field is masked if the property parameter MASKCOMPAUTHCODE is selected.

- 4 View the rate detail information and click **Close**.

Modifying guest stay reservations using the stay wizard

The **Stay Wizard** screen enables you to apply room, room type, [rate plan](#), and rate adjustments and changes during a guest stay. Updates made to the guest stay reservation on the Record View tab are applied to the entire guest stay, while the **Stay Wizard** enables you to schedule room, rate plan, and room type changes during a guest stay, and also enables you to provide rate instructions to [override](#), re-quote, or retain rates for rooms and room types.

Leasing: You cannot modify a lease through the stay wizard. Each date within the lease will display by day, or by date range with only with start and end dates from the lease schedule according to the RATEDETAILSDATERANGEDISPLAY property parameter . Lease rates and fees do not display, instead the lease start date, lease end date, and the amount of total lease charges will be displayed. Lease shoulder stay dates (dates before the start date of the lease or after the end date of the lease) will display consecutively when the room, room type, rate plan, charge, rate reason, and original rate have the same value.

Foreign currency processing: You can modify the **Rate** (property currency) or **Guest Currency**. If you specify a value in one of the fields, the other field is automatically calculated. If the exchange rate is

locked, the locked exchange rate is used to calculate the other field. If the exchange rate is not locked, the current exchange rate is used to calculate the other field.

- **Rate:** Rate is always displayed in the property currency.
- **Guest Currency:** Guest currency amount is the rate in the guest currency.

When the guest currency and the property currency are same, the **Guest Currency** field is disabled, and thus you can modify the **Rate** field only.

When the guest currency is not the property currency, the following two scenarios are possible:

- **Foreign Currency Rate Plan:** If the **Rate Plan** is a foreign currency rate plan, you can modify the **Guest Currency** field.
- **Courtesy Quote:** If the **Rate Plan** is a property currency rate plan and guest currency is specified, the current exchange rate is used by the system to calculate the **Rate**. You can modify the **Rate** field.

The Rate Plan is a property currency rate plan and guest currency has been set. The current exchange rate is always used. The user will modify the Rate field.

Note:

- If you specify a new Rate Plan for a guest stay record with the status In-House or Reserved, and an activity is linked to the rate plan of the non-room item, the application creates an activity with the status Pending. You can also access the **Stay Wizard** on the **Shares** tab of the Guest Stay screen. All changes applied to a guest stay are applicable to all share and share components. Refer to [Creating shares](#).
- You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

To modify a guest reservation using the stay wizard:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with. The **Record View** tab is displayed.
- 3 Click **Stay Wizard**. The **Stay Wizard** window is displayed.
- 4 Select the record to work with from the Detail View list.
- 5 Specify this information:

Start Date

Enter the starting date for the guest stay change.

End Date

Enter the ending date for the guest stay change. The adjustments to the guest stay apply only to the dates specified in this date range.

Room

Specify the room for the guest stay change. If another room has been assigned for the guest reservation, the existing room will be replaced with the specified room for the specified date range. If room rotation is used, rooms with the lowest amount of total room points appear at the top of the list. When the owner room rotation method is used and the top room in the list is not assigned, you will be prompted for a reason. See [Understanding room rotation](#).

Availability Instruction

Specify the availability instruction for the guest stay change. Your options are Allow Overbooking, Allow Restricted, and Available Only. Allow Overbooking enables you to commit the change to a room that is already booked and for which guest [occupancy](#) is not actually available. Allow Restricted enables you to commit change to a restricted room. Available Only enables you to commit a change only to a room that is available.

Room Type

Specify the room type for the guest stay change. If another room type has been assigned for the guest reservation, the existing room type will be replaced with the specified room type for the specified date range.

Note:

- The room type must be in inventory for the guest stay duration.
- You must select a room type for which the **Run of House** check box is not selected in the **Room type** screen.
- When the Room Type is changed to Suite, the application auto assigns the room for the available dates. The property parameter AutoAssignSuiteOnCreate must be selected to auto assign the rooms.

Rate Plan

Specify the [rate plan](#) for the guest stay change. If another rate plan has been assigned for the guest reservation, the existing rate plan will be replaced with the specified rate plan for the specified date range.

Note: For a specific Arrival Date, if you modify this value with the rate plan that has a resort fee defined, the resort fee is defaulted in the **Guest Stay** screen.

Commission Percent/Amount

The Commission Percent and Amount are displayed on the screen when the Guest Stay has commission amount or percent that changes during the stay. The values in these fields are defaulted from the Commission values stored against the Guest Stay. The values can be modified when the Commission values do not originate from a Group Booking.

Rate Instruction

Specify the rate instruction for the guest stay change. Your options are Override, Re-Quote, and Retain Rate. Override enables you to change the rate amount applied to the guest stay with a new manually entered rate. Re-Quote enables you to provide the guest with a new quote for the cost of the room and room type based on the specified rate plan. Select Retain Rate when there are no [available rooms](#) of the reserved room type, and retaining the current rate enables you to reserve a different room type for the guest while maintaining the cost of the original room reservation without re-quoting the rate.

Rate

If you select Override as the Rate Instruction, enter the new rate.

Rate Reason

If you selected Override or Retain Rate, specify the reason for the rate change.

- 6 Click **Save**. The guest stay is updated.

Note: In some cases, a confirmation message is displayed in the message bar clarifying an aspect of the guest stay change asking you whether to continue. Click **Yes** to continue with the change and close the message bar, or click **No** to cancel the change.

- 7 Make additional guest stay changes as necessary and click **Close**. The **Record View** tab is displayed.

Note:

- If you click the Reservation Template code or the Offer ID the Reservation Template screen is displayed and you can review the associated template data.
- Including Amenity Template: When you modify the Room Plan, or Room Type, or Reservation Template in the Stay Wizard screen the Amenity process links the new Amenity Template with the reservation based on the Apply Template Rule associated with the Amenity Template.
 - The Arrival Date of the guest reservation must be same or within the Amenity Start Date and Amenity End Date.
 - You can link multiple Amenity Template to the guest reservation. When the reservation date is modified, the existing Amenity Template is removed.

Setting an arriving guests room to priority clean

You can use the **Messages** tab to notify Housekeeping that the arriving guest's room is a priority to clean. This feature is typically used when a guest calls the hotel and requests an early check-in, or when a guest has a scheduled room move. Using this feature will:

- Send a notification email to the email address or distribution list specified for the property parameter **PRIORITYCLEAN**.
- Display the priority clean request on the Internal Actions Report.
- Display the room as priority clean on the Housekeeping Assignment Report.

Note: When the room status is updated to clean, the message is set to complete and the room will no longer display on the reports. The message can also be manually set to complete.

To set an arriving guest's room as priority clean:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the arriving guest stay record and click the **Messages** tab.
- 3 Select the **Send Priority Clean Email** check box.
- 4 Click **Save**.

Printing a guest folio

Print a guest [folio](#).

To print a guest folio:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Folio Print**. A copy of the guest folio is displayed.

- 4 Print or export the guest [folio](#) as necessary. The **Record View** tab is displayed.

Upgrading a guest stay with an add-on

Upgrade a guest stay with add-ons such as meal plans, additional items, packages, and bundles, for example: golf [package](#), spa treatments, massages, beer, wine, champagne, and gift baskets. Add-ons are configured for meal plans and non-room items and bundles within the Rates and Sales module and can be added to a guest reservation at any point during a guest stay, including the departure date.

The non-room items are always defined in the property currency. When the non-room item is quoted, the foreign currency amount is determined and locked. This is the foreign currency amount displayed on the screen. The rules below are used to determine the property currency amounts that must be displayed on the screen.

- The discount and allowance are defined and displayed in the foreign currency.
- Guest Stay
 - If the guest stay record contains a property currency rate plan, then the add-on items are in the property currency. The current exchange rate is used by the system to determine the foreign currency amounts.
 - If the guest stay record contains a foreign currency rate plan, then the add-on items are in the foreign currency. If the exchange rate is locked, then the locked exchange rate is used. If the exchange rate is not locked, then the exchange rate for the date when the guest is charged for the item, is used. If the guest charge for using the item is posted pre date roll, the exchange rate for the actual date of the guest charge is used. If the guest charge for using the item is posted post date roll, the exchange rate for the day before is used.
 - Posting Types:
 - On the guest's arrival date, or the date that the non-room item is added, the posting type is pre date roll.
 - On the departure date, the posting type of the non-room item is pre date roll.
 - For other dates between the arrival date and departure date, the posting type for the non-room item/bundle charge is as specified by you.

To upgrade a guest stay with an add-on:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Add-Ons** icon on the tool bar. The **Add-Ons** page is displayed.
- 4 Specify this information:

Item Type

Select the type of add-one item to add. The Bundle Details section is enabled only when you select the value **Non-Room Bundle**

Item

Specify the add-on item to add. **Quantity** and **Frequency** are automatically populated. Edit **Quantity** as necessary.

Start Date

Specify the date on which the add-on item begins.

End Date

Specify the date on which the add-on item ends.

Department

The department that is responsible for the non room item.

Folio

Specify the folio to which you want to post the charges.

Quantity

Specify how many of the items are purchased by the guest.

Frequency

Specify the number of times the item is billed to the account.

Pricing Control

Select to charge for the item per adult, child, person, or room.

Number of Visits

Indicates the number of times a guest can use the add-on item.

EOD Post

If the check box is selected, the non-room item is posted as part of the end of day process. If the check box is selected a non-room item can only be configured with a [transaction code](#) and the

Posting Frequency cannot be **Floating**.

Unit Price

The cost of the add-on item.

Avg. Daily

The average daily cost of the add-on item.

Total Cost

The total cost of the add-on item during the guest stay.

Allowance

The amount over and above the allowed limit, for which a guest is not charged. If a guest expense is within the cumulative amount of allowed limit and the allowance amount, the guest is not charged for the extra expense.

Discount

The amount is displayed by the system if you specify a value in the **Discount Amount** field on the **Non Room Items** screen.

Discount Based on Pricing Control

If this check box is selected, the discount is applied based on **Pricing Control**. For example, the pricing control options can include **Per Adult**, **Per Child**, **Per Person**, or **Per Room**.

Max Discount Amount

Specify the maximum discount amount. The field is available only when you select **Discount Based on Pricing Control**.

Upsold From Room Type

The Room Type associated with the guest stay during the reservation.

Note: You must specify this value when Room Upsell Add-on is manually specified.

Upsold To Room Type

The Room Type which is currently associated with the guest stay.

Note: You must specify this value when Room Upsell Add-on is manually specified.

Availability

Click **Availability** to view the availability of non-room items.

Status

The status of the add-on item. For example, valid, invalid.

Note:

If the status of the add-on item that is linked to an add-on package is set to **Invalid**, **Package Item** check box is cleared, and the package name is removed from the non-room item.

Item Number of Visits

Indicates the number of times a guest can use the bundle item in a day.

Package Item

Select the check box to indicate that the Non-Room Item is part of the Package on the Fly. You must specify a description for the Package Name in the adjacent description field.

Note:

- You create a Package on the Fly when adding Non-Room Item.
- Package on the Fly is applicable only to Non-Room Item.
- If more Non-Room Items are added to the Package on the Fly, add the Non-Room Item, select the check box and specify the same Package Name used for the first Non-Room Item. The Package Name specified in the description field links the Non-Room Items together.
- The Package Name is linked to the reservation.
- The Package Name is defaulted, when you add a Non-Room Item.
- If you modify the Package Name for a non-room item, the application updates the Package Name linked to the reservation for all the items in the package.
- If the Non-Room Items included in the Package are deleted, the Non-Room Items are no longer included in the Package, the Package Name is also deleted.

Comments

The comments related to the add on items that are added to the guest stay.

Note:

This field is blank and disabled if the **Item Type** is set to **Non-Room Bundle** or **Meal Plan**.

Comment Prompt

The text related to non-room item. This text is displayed when the non-room item is added to the reservation on the **Non Room Items** screen. This prompts the user to specify the comment.

Note: This field is not applicable for non-room bundles and meal plans.

Settlement Type

The mode of payment for the items included in the guest stay such as Cash, Cheque and Credit Card.

Note:

This field is blank and disabled if the **Item Type** is set to **Non-Room Bundle** or **Meal Plan**.

Settlement Information

The information associated with the **Settlement Type**.

Note:

This field is blank and disabled if the **Item Type** is set to **Non-Room Bundle** or **Meal Plan**.

5 Click **Save**.

Note: If there is an issue or conflict related to the enhanced experience item, a message is displayed in the message bar. Click the appropriate button to continue, cancel, or close the message bar and address the issue as necessary before continuing.

6 Click **Clear** to add additional add-ons as necessary, click **Close**. The guest reservation is updated with the add-on and the **Record View** tab is displayed.

Adding Amenities to Guest Stay

The **Amenities** screen enables you to add or modify the amenities defined for the guest stay.

Note:

You can add or modify the amenities only if the **status** of the guest on the **Guest Stay** screen is set to:

- **Reserved**
- **Pre-Register**
- **In-House**
- **Waitlist**

To add or modify an amenity:

- 1** Select **Front Desk > Guest Stay**.
- 2** Select the guest stay record on the **List View** tab.
- 3** Click **Amenities**. The **Amenities** screen is displayed.
- 4** Click **Add Record**.
- 5** Specify this information in the **Amenities Details** section:

Item

The item name and description, which is added as part of the amenities defined for the guest stay.

Note:

If the **Template** is specified, this value is defaulted with the item associated with the template. You cannot modify the value.

Template

The code of the Amenity Template.

Note:

- This field is enabled, only when the **Item** field is not specified.

- You can also select an active amenity template and the items configured for the template using the **Apply Amenity Template** screen. See Apply Amenity Template.

Category

The category to classify the amenities.

Sub Category

The sub-category associated with the amenity. Only the sub-category values configured for the category are displayed.

Start Date

The date from which the amenities are applicable to the guest reservations.

Note:

- This value is defaulted from the guest **Arrival Date** field on the guest stay screen. However, you can modify the value.
- If this date is the same as or later than the **Hotel Date**, specify the **Start Date** or **Hotel Date**.
- This field is disabled if the user selects an existing record for which the **Start Date** is prior to the **Hotel Date**.

End Date

The date up to which the amenities are applicable to the guest reservation.

Note:

- This value is defaulted from the guest **Arrival Date** field on the guest stay screen. However, you can modify the value.
- If this date is the same as or later than the **Hotel Date**, specify the **End Date** or **Hotel Date**.
- This date must be same as or later than the **Start Date**.
- This field is disabled if the user selects an existing record for which the **End Date** is prior to the **Hotel Date**.

Quantity

The quantity of the amenity item.

Note:

- By default, the value is 1. However, you can modify this value.
- You can specify a minimum value of 1 to maximum value of 999.

Frequency

The frequency to schedule the amenities for the guest reservation.

Note:

- The value must be the same as that specified in the **Posting Frequency** field on the **Non Room Item** screen where the selected amenity item is configured.
- This field is disabled, if the **Allow Override of Posting Frequency** checkbox is not selected in the **Non Room Item** screen, where in the selected amenity item is configured.

Control**Note:**

- The value must be the same as that specified in the **Pricing Control** field on the **Non Room Item** screen where the selected amenity item is configured.
- This field is disabled if the **Allow Override of Pricing Control** checkbox is not selected in the **Non Room Item** screen where the selected amenity item is configured

Status

The status of the amenity.

Note: By default, the status is set to **Active**. However, you can modify the value.

Notification Department

The department to be notified.

Delivery Department

The department responsible for the delivery of the amenity items.

Delivered

If this checkbox is selected, the amenity item is delivered to the guests.

Note: By default, this checkbox is cleared. However, you can modify the value.

Retrieval Department

The department responsible for the retrieval of the amenity items.

Available

The non-room item inventory that is available.

Note: This value is defaulted from the **Inventory Count** field in the **Non Room Item** screen. You cannot modify the value.

Overbook

The limit to which the amenity item is available for booking. Indicates if the overbooking of the amenity item is allowed.

Note:

- This value is defaulted from the **Overbooking Option** field in the **Non Room Item** screen. You cannot modify the value.
- The overbooking option is available only if the **Overbooking Option** field is set to other than **Not allowed** on the **Non Room Item** screen where the selected amenity item is configured.

6 Click **Save.****Note:**

- If the **Item** is specified, the following values are defaulted from the **Amenities Template** screen based on the selected item:
 - **Category**
 - **Sub Category**
 - **Frequency**
 - **Control**
 - **Notification Department**
 - **Delivery Department**
 - **Retrieval Department**
 - **Available**
 - **Overbook**
- You can use the **View Incomplete Templates** option from the **Action** menu select the amenities items associated with Incomplete Amenity templates from the **Incomplete Amenity Template** screen. An amenity template is considered incomplete when a template is associated with a guest stay record, and no amenity item from the template is selected for the guest. When the

amenity items are selected from the incomplete amenity templates, the application removes the template from the Incomplete templates list.

- The **View Incomplete Templates** option is enabled only if incomplete templates are present.
- If the **Status** of an existing record is set to **Inactive**, all the fields are disabled.
- You can also view the inventory availability of the item using the icon adjacent to the **Available** field.

Applying an Amenity Template

You can use the **Apply Amenity Template** screen to select and apply the new or existing amenity template and the amenity items to the amenity associated with the guest reservation.

To apply an Amenity Template:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the guest stay record on the **List View** tab. The **Record View** tab is displayed.
- 3 Click **Amenities**. The **Amenities** screen is displayed.
- 4 Click **Template** field in the **Amenities** section. The **Apply Amenity Template** screen is displayed.
- 5 Specify this information in the **Apply Amenity Template** screen:

Amenity Template

The Amenity Template that must be linked to the amenity associated with the guest reservation.

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Maximum Amenity Selection

The maximum number of the amenities that you can select simultaneously.

Note:

The value is defaulted from the **Amenity Template** screen and you cannot modify the value.

- 6 Select single or multiple amenity items configured for the selected Amenity template, from the detail section that displays all the amenity items with **Active** status.
- 7 Review this information in the **Detail** section:

Item

The item name and description associated with the selected amenity template.

Category

The category to classify the amenities.

Sub-Category

The sub-category associated with the amenity. Only the sub-category values configured for the category are displayed.

Quantity

The quantity of the amenity items.

- 8 Select single or multiple amenity items.
- 9 Click **Submit**.

Note: The number of the amenity items selected must be the same as or less than the value specified in the **Maximum Amenity Selection** field.

Note: Including Amenity Template: When you include the Associations such as Room Plan, or Room Type, or Loyalty Level for the guest reservation the Amenity process reviews and links the Amenity Template with the Reservation based on the **Apply Template Rule** of the Amenity Template.

- The Arrival Date of the guest reservation must be same or within the Amenity **Start Date** and Amenity **End Date**.
- You can link multiple Amenity Template to the guest reservation.
- When the reservation date is modified, the existing Amenity Template is removed.

Generating room keys

Generate room keys for a guest.

To generate room keys for a guest:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Generate Room Key**. The **Generate Keys** page is displayed showing the guest details for the selected guest.

Note: You must generate a key for the guest to complete the guest check-in if **Registration Card Required at Check-In** is selected for your [property](#) as a part of the property configuration.

- 4 Specify this information in the Key Details section:

Arrival Time

Select the [arrival time](#) of the guest.

Departure Time

Select the time the guest will be departing.

Number of Keys

Specify the number of keys the guest will need during their stay.

Type of Key

Select whether the key is a **New** key or a **Copy**.

Single Use Key

Select to indicate that the key is to be used for a single use only.

Key Cutter

Select the device that will generate the key.

Manual Keys

The number keys that are generated manually for the reservation.


Note:

- The Support Manually Generated Keys check box on the Room Key Configuration screen must be selected.

- You must specify the values for Arrival Time, Departure Time and Key Cutter fields.

5 Click **Save**. The keys are generated.

Note:

You can also deactivate the room keys for the existing guest reservation using **De-activate** option from the  Room Key icon of the Action menu on the **Guest Stay** screen. You can deactivate a key only if a room is assigned.

Emailing documents

Send email documents on-demand, such as folios and confirmation messages to guests from their guest reservation.

To email documents:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with. The **Record View** tab is displayed.
- 3 Click **Email Documents**. The **Email Documents** window is displayed.
- 4 In the Email Details section, specify the information that you require. See additional details about these fields:

Preferred

Select to indicate that this is the preferred address for the guest.

- 5 Click **Add**. The email address is added to the email documents list. Add additional email addresses as necessary.
- 6 Check one or more of the addresses displayed in the email documents list to which to send the document.
- 7 Choose one of these options:
 - Click **Email Folio** to send a copy of the folio to the guest.
 - Click **Email Confirmation** to send a confirmation document to the guest.

Maintaining guest details

The **Front Desk > Guest Stay > Guest Details** tab is used to record additional names and identification (ID) information for all names on a guest stay account without requiring separate accounts for each guest. Additional names display in guest stay lists to locate additional guests that are occupying a room. If IDs such as passports are required for all of the guests staying at the [property](#), additional names can be added with specific ID information for each name.

Adding additional guests to a guest stay record

To add an additional guest to the guest stay record:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record. The guest stay **Record View** tab is displayed.
- 3 Click the **Guest Details** tab.
- 4 In the Guest Details section, specify the information that you require. See additional details about these fields:

Note: The fields in this section can be updated only if the guest being updated is not the primary guest. For primary guests, the information in this section must be updated in the record view.

Last Name

The last name of the guest. This field contains a guest directory look up.

First Name

The first name of the additional guest.

Profile ID

The profile ID of the additional guest. You can click the **Guest Profile** icon to view the **Guest Profile** screen.

Personal Number

The unique identification number of the guest.

Note: The value is retrieved from the Guest Profile screen.

Maiden Last Name

The maiden last name of the guest. This information is required to generate police report.

Maiden First Name

The maiden first name of the guest. This information is required to generate police report.

Mother Maiden Last Name

The maiden last name of the guest's mother. This information is required to generate police report.

Mother Maiden First Name

The maiden first name of the guest's mother. This information is required to generate police report.

Legal Representative

The legal guardian of the guest who is under 18 years of age.

Player Card Level

The level associated with the player. This value is defaulted with the value specified in the **comp calculator** field based on the pre-configured customer/partner interface.

No Post

For the primary guest, the **No Post** check box is disabled by the system and defaulted to the status of the **No Post** check box on the **Guest Stay > Settlement** section of the record view. If you change the **No Post** check box on the **Guest Stay** record view page, the **No Post** check box on the Guest Details tab displays the new value of the check box. The **No Post** check box for additional guests is set to **Clear** by default when you specify additional guests in a guest reservation.

Codice Fiscale(Tax code)

A unique identification number for the guest from Italy.

Note: This value is included in the Tax Invoice if the Company Tax ID is not applicable.

Folio Comp Configuration

Click to configure items that must be automatically comped by the system as charges are posted to the folio. [Configuring folio comp](#) on page 149.

Guest Relationship

Indicates the relationship of the additional guests with the primary guest.

Note:

- The Relationship code is defined in the Global Codes screen.
- This field is enabled only for additional guests.

Guest Type

The additional guest type added to the guest stay in order to correctly generate the Police Report for Italy. Possible values:

- Family Leader
- Family Member
- Group Leader
- Group Member
- Single Guest

Add/Update Profile

If this check box is selected for a new or additional guest for whom the guest profile does not exist, the guest profile is created for the guest by the system. If you specify an existing additional guest for whom the guest profile already exists, the check box is selected and disabled by the system.

NRG

If this check box is selected, the guest is identified as Non Registered Guest for the Hotel.

The guest is checked in with the prefix NRG.

Note:

- The information related to this guest is not disclosed to the users.
- The **Guest Profile** screen can be displayed in both List View and Record View.

The list view is displayed based on the Search Dataspy available (such as Last Name, First Name, Alternate First Name and others) in the filter dropdown of the screen.

The List view combines the NRG and Last Name field and displays the guest name based on this merge.

For Example: If the Last Name of the NRG guest is Smith, the list view displays NRG smith in the Last Name column.

VVIP

If this checkbox is selected, the guest is identified as a VVIP(Very Very Important Person) guest. See [VVIP functionality](#) on page 200.

VVIP Host

The VVIP Host code required to view the VVIP guest details. This value is defaulted from the **VIP Authorization** field in the **Users** screen.

Mobile Number Country Code

The country code of the guest's mobile number.

Note: The codes are defined in the Global Codes screen.

Mobile Number

The mobile number of the additional guest.

Email Type

The type of the email address.

Note: The codes are defined in the Global Codes screen.

Email Address

The email address of the guest.

Email Marketing Opt In

Select this check box to send promotional emails to the guest's email address.

Note: The **Add/Update Profile** check box must be selected to modify details of the additional guests profile.

Reason for Stay

The purpose of the stay.

Position

The occupational rank of the guest. For example: Doctor, Health Worker etc.

- 5 Specify the migration information such as Migration card number, arrival and departure dates in the Migration Card section.
Note: This information is based on the Migration Card details specified by the guests travelling to Russia.
- 6 Specify the information related to specially challenged guests in the User Defined Fields section. This information is included in the quarterly and annual reports provided to the Ministry of Statistic. This is a legal requirement in Russia.
- 7 Click **Save**. The guest stay record is updated.

Configuring folio comp

Use the screen to configure items that are automatically comped by the system when charges are posted to the folio. Comp item can be in the form of an individual transaction code or a comp template.

To configure comp folio:

- 1 Select **Front Desk > Guest Stay**.

Note:

You can also access this screen from **Profile > Guest Profile**.

- 2 Click **Folio Comp Configuration**
- 3 Specify this information:

Priority

The numeric value used to set a sequence order based on which the comp configuration records are prioritized.

Admin Comp Type

The player or non-player related comp, initiated by a user with administrator role. The possible values are:

- Administrative Comp
- Executive Comp
- Non-Decrementing Player Comp
- Service Recovery Comp

Note:

- The **Offer Type**, **Offer Name**, **Offer ID**, **Transaction ID**, **Charge to Player Bank**, **Player Bank Balance**, **Bank Type**, **Prize code** fields are disabled.
- Specifying Casino Player is optional when you set the **Admin Comp Type** to:
 - Administrative Comp or
 - Executive Comp or
 - Service Recovery Comp

Casino Player

The casino player who generally is the primary guest. You can change the value.

Note:

- This field applies the VVIP functionality for disabling the VVIP guests details if the user is not VVIP authorized. See [VVIP functionality](#) on page 200
- When you select a different casino player the application clears the defaulted fields such as, Allow Comps on Departure Date, Offer ID, etc.

Comp Template

The comp template that contains the transaction codes that can be comped by the system.

Transaction Code

The transaction code that must be comped by the system.

Note: The application displays the `The transaction code is not allowed to be comped`, message if the Comp Authorizer adds un-compable transaction codes.

Start Date

The date beginning which the folio charges are comped by the system.

End Date

The date after which the folio charges are not comped by the system.

Max Comp Amount

The maximum amount that can be comped by the system.

Max Quantity

The maximum quantity of the comp items that can be comped by the system.

Note:

- This field is cleared if the **Max Comp Amount** field is specified or populated.

- If the **Offer ID** is specified by the user or populated by the system and the Install Parameter CMSPTNR is set to **Caesars**, this field is enabled and optional.

Apply At Checkout

If this checkbox is selected, the Folio Comp Configuration records are not considered for auto comping when a matching charge is posted to the account. The user can apply these records on demand by selecting this checkbox to apply comps, or when the guest checks out. The application uses these records to apply comps to matching charges on the folio. This delays the comping action for the next scheduled time.

Allow Comps on Departure Date

If this check box is selected, the application checks the Folio Comp Configuration records. When the posting date is same as the Departure date and the End Date the comp is voided.

Non Comp Offer

If this checkbox is selected, the folio comp configuration records do not comp the charges posted to the account, but are required to redeem the charges with the partner system.

Note: Non-Comp offers are redeemed when the guest checks in.

Offer ID

The profile ID of the organization or the guest stay availing the comp charges.

Offer Group ID

The Group ID of the organization or the guest stay availing the comp charges.

Authorization Code

The authorization code. The system verifies if the authorization code is valid for an active authorizer or not.

Comp Notes

The information related to the details of the user who approves the comp. This field is displayed only when the comp authorizer is not the same as the person who approves the comp. A user is assigned a number of limited comps (the maximum comps) the user can approve. However, the user can approve more comps if this permission is provided by the assigned authorizer.

Comp Reason

The reason for applying comp charges to a guest stay reservation.

Note: This code is created using the **Global Transaction** screen.

Comp Redemption type

Indicates the type of redeeming the folio comp configuration record at a given point of time. The options are:

- a** Single Use Comp: The comp is redeemed after the first use and can't be used again for additional charges.
- b** Per Stay Comp: The comp can be used multiple times as needed during the guest stay, up to the max comp amount. The comp is redeemed when the guest checks out.
- c** Per Day Comp: The comp can be used to comp multiple charges up to the max comp amount per day. The comp is redeemed when the guest checks out.

- d Unlimited Comp: There is no limit to the amount of times the comp can be used during the stay. The comp is redeemed when the guest checks out.

Prize Code

Select the **Global Code Comp Prize Code** for the comp folio.

Note:

- The prize code must be selected for a discretionary comp.

Status

Select **Active** to use the folio configuration setup.

- 4 Click **Action > Retrieve Player Banks** to select a bank to which the comps must be charged.
- 5 Click **Action > Retrieve Player offers** to select marketing offers that are available to the player based on their player value.

Note:

- The Offer Details screen displays the list of the billing profiles linked to the offer. The billing profile includes the Profile code, Description and the Billing Profile type.
- The Profile code and the Description are displayed based on the selected Billing Profile Type.

- 6 Click **Submit** to save the record.

Note:

- When the user selects a comp template and the install parameter CMSPRTNR is set to **Caesar**, the following fields are defaulted from the selected comp template:
 - **Authorization Code**
 - **Max Comp Amount**
 - **Max Quantity**
 - **Comp Redemption Type**
 - **Allow Comps on Departure Date**
- You cannot redeem the comps if the install parameter CMSPRTNR is set to **ARISTOCRAT** or **ASISLOYALTY** and the property parameter CMSAUTSETTLE is selected.
- If the value of install parameter CMSPRTNR is set to PECHANGA,
 - Specifying the Authorization code is optional.
 - The application defaults the Comp Department based on the Comp Type of the offer.
- You cannot modify these values.
- The application sets the Folio Comp Configuration record to **In active** status when a Folio Comp Configuration offer is not used.
- When the install parameter is set to other than PECHANGA , any one of these values must be specified:
 - player bank
 - Offer
 - administrative comp
 - comp slip
- For IGT player bank requirement, if the Property Parameter **CMSPRTNR** is set to **INTLGAMETECH**:
 - The user can select multiple transactions from the comp list..

- The application automatically issues and settles each comp transaction based on the selected bank and configured transaction code.
- The error is displayed if the process fails.

Adding guest arrival and departure details

To add guest arrival and departure details:

- 1 Select **Front Desk > Guest Stay**.
- 2 Click the **Guest Details** tab.
- 3 In the Arrival/Departure Information section, specify this information:

Arrival Date

The arrival day and date of the additional guests.

Note: This date must be equal to or after the primary guest arrival date.

Arrival Type

The arrival type. The possible values are:

- Airplane
- Bus
- None
- Other
- Ship
- Train

Arrival Time

The [arrival time](#).

Departure Date

The departure day and date of the additional guests.

Note: This date must be equal to or before the primary guest departure date.

Departure Type

The type of department. The possible values are:

- Airplane
- Bus
- None
- Other
- Ship
- Train

- 4 Click **Save**. The guest stay record is updated.

Note: When an additional guest is added; the Arrival date and Departure date are populated based on the reservation's Arrival and Departure date. However, you can modify this value.

Adding guest identification information

To add guest identification information:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with. The guest stay **Record View** tab is displayed.
- 3 Click the **Guest Details** tab.
- 4 In the Identification section, specify the information that you require.
- 5 Click **Save**.

Adding guest passport and visa details

To add guest passport and visa details:

- 1 Select **Front Desk > Guest Stay**.
- 2 Click the **Guest Details** tab.
- 3 Specify this information, in the Passport/Visa section:

Passport Issuing Country

The passport issuing country. The options are based on codes created as country codes on the **Maintain Global Codes** page.

Birth Region

The name of the region where the passport holder is born.

Note:

- You must specify a value to generate the Police Report for Italy.
- You must set the FISCAL property parameter to IT (Italy).

Birth Province

The province of the region. This value is populated based on the value specified in the Birth Region field.

Note: You must set the FISCAL property parameter to IT (Italy).

Visa Type

The visa type. The options are based on codes created as visa type codes on the **Maintain Global Codes** page.

Visa Status

The visa status. The options are based on codes created as visa status codes on the **Maintain Global Codes** page.

Visa Multiplicity

The entry permission for the visa. Possible values:

- Double Entry
- Multiple Entry
- Single Entry

Previous Visit Address

The address where the guest last stayed, in Russia.

Note: This is applicable only for foreign guests.

Border Crossing Entry Place

The place of the border-crossing.

Border Crossing Entry Date

The date on which the guest crosses the border and arrives in the country. (This date must be later than the Hotel Date.

Note:

- This information is updated in the police report for guest identities.
- This information is valid for guests arriving from other EU member states or a third country.

Border Crossing Exit Place

The location from where the guest crosses the border of the country.

Border Crossing Exit Date

The date on which the guest crosses the border of the country.

Country Leaving Date

The date on which the guest leaves the country.

Note: You must specify the value for guests visiting Vietnam.

- 4 Click **Save**. The guest stay record is updated.

Deleting additional guests from a guest stay record

To delete an additional guest from the guest stay:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select a guest stay record.
- 3 Click the **Guest Details** tab.
- 4 Select a guest name to delete.
- 5 Click **Remove Record**.

Searching for a guest profile

Search for a guest profile internally, or within an external CRM system.

Note:

- The CRM search capability is controlled by the property parameter EXTCRM.
- If the property parameter **CMSINTG** check box is selected, you can use the screen to look up guest profile information from either HMS or an external player tracking system.

To search for a guest profile:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Guest Search**. The **Guest Search** page is displayed.
- 4 Specify at least one of the search criteria such as the following:

Player Number

Specify the player number for which you want to retrieve the profile.

Loyalty Program Number

Specify the loyalty program number of the guest profile.

Note: This search criteria is based on the HMS Internal Loyalty program number, not the Rewards program.

- 5 Specify the type of search:

Option	Description
Internal Search	Select Internal Search to search internally.
CRM Search	Select CRM Search to search an external CRM system.

Note: CRM search requires a last name and one of the following criteria: email address, loyalty program number, or phone number.

- 6 Click **Search**.
- 7 Select the guest profile record.
- 8 Click **OK**. The guest stay record is updated with the guest profile information and the **Record View** tab is displayed.

Maintaining guest preferences

The **Preferences** tab is used to maintain any requests the guest may have during their stay. The request can originate from various sources such as account sales, managers, the guest, or an associate of the guest. Special requests can be notations of delivery of complimentary [amenities](#), room locations, special facilities and more. Each Special Request code is also linked to a department that is responsible for the fulfillment of the request. Guest preferences are created on the **Create and Maintain Preferences** screen.

Adding preferences to a guest stay

The **Preferences** tab is used to add and maintain any preferences the guest may have during their stay. Guest preferences can originate from various sources such as account sales, managers, the guest, or an associate of the guest. Guest preferences for the property and brand that exist on associated organization profiles, booking agency profiles, or group bookings will automatically be copied to the guest stay. Guest preferences can be notations of delivery of complimentary [amenities](#) on page 875, room locations, special facilities and more. Guest preferences are created on the **Guest Preferences** page. Guest preference codes may be configured with a department code, they may also contain

descriptors from which you must make a selection. Optionally you can save the selected guest preference to the guest's profile so that any subsequent reservations made using the guest profile will have the guest preference automatically associated.

Guest preference codes that are available for selection will include those configured as global, those associated to the property's brand, and those specified as property preferences. See [Configuring guest preference codes](#) on page 524 and [Adding property preferences](#) on page 565.

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the guest stay record, click the **Preferences** tab.
- 3 In the Preference Details section do one of these steps:
 - Add a preference individually: Click the **Preference Search** button in the **Preferences** field and select a preference code, then click **OK**. If the preference code selected has associated descriptors the Descriptor field is required, and you must select a descriptor code.
 - If a Guest Preference has a Descriptor marked as Default, the Descriptor will default to the Descriptor field when the Guest Preference is added. The User can accept the Default Descriptor or select a different Descriptor.
 - You can optionally specify **Descriptor Details**. Click **Save**.
 - Add multiple preferences at once using the **Select Preferences** pop-up: Click the **Actions** button and select the **Select Preferences** option. The **Select Preferences** pop-up will display allowing you to select one or more preferences at once. Preference codes with associated descriptors will display a selection for each preference/descriptor combination. Click **Submit**. You can optionally specify **Descriptor Details** for a preference by selecting the preference row, then specifying the details in the Preference Details section and clicking **Submit**.

Note: Select the **Save to Profile** check-box to save the preference to the guest profile. This option is available when adding a preference individually, or when adding multiple preferences at once. When the preference is saved to the guest profile, any future reservations or walk-ins using the profile will automatically contain the preference.
- 4 Click **Remove Record** and then **Save** to delete a preference from a guest stay, select the preference from the list.

Deleting guest preferences

To delete guest preferences:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select a guest stay record.
- 3 Click the **Preferences** tab.
- 4 Select the preference record to be deleted.
- 5 Click **Remove Record**.

Rate Shop

Use this screen to view and select the rate plans options for multiple dates for the duration of the guest stay. This functionality is used when the rate availability is controlled by the third party booking agency and reservation is done for multiple dates.

Note:

- This screen is displayed only if the property parameter **RATESHOP** is set to **SingleRate**, **MultipleRates** or **MultipleRoomsTypes**.
 - If the property parameter **RATESHOP** is set to **SingleRate**, you can select only one rate plan and one room type for different dates of the guest stay duration.
 - If the property parameter **RATESHOP** is set to **MultipleRates**, you can select multiple rates but only one room type for different dates of the guest stay duration.
 - If the property parameter **RATESHOP** is set to **MultipleRoomsTypes**, you can select multiple rates and multiple room types for different dates of the guest stay duration.
- You can use the search criteria to view the details such as rate plans, room type and availability, package details, currency, for the different dates of the guest stay duration.
- The minimum and maximum age of the child category is considered for the rate quotation when the child rates are implemented for the reservation.

Adding Rate Shop to Guest Stay

Use this screen to view and select rate plans options for multiple dates of the guest stay duration. You can also view data such as Total Taxes, Average Nightly Rate and Room Adjustments in the summary section. This functionality is used when the rate availability is controlled by the third party booking agency and reservation is done for multiple dates.

Note:

- You can reserve the guest stay only if the configured **Max Nights** for the Rate plan exceeds the total nights of the guest stay.
- The Rate Plan(s) is considered Limited if the **Limited** check box is selected for the rate plan on the **Rate Plan Configuration** screen. The guest profile has limited number of nights if the rate plan is Limited and the Control Segment with a configured limitation is associated with the profile. The Limited by Profile value is determined based on the total number of nights configured for the limited rate plan and the specified date range.

To use the rate shop for Guest reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select an existing guest record on the **List View** tab. Alternatively, Click **New Record** if new guest reservation is created.
- 3 Select the **Rate Plan** on the **Record View** tab. The **Rate Shop** selection screen is displayed.
- 4 Specify this information in the **Search Criteria** section to view the available rate plan:

Rate Plan

The rate plan selected for the guest reservation.

Promotion

The promotion offers associated with the rate plan.

Currency

The guest currency.

Convert from Property Currency

If this checkbox is selected, the guest currency is converted to the property currency.

Room Type

The room type selected for the guest reservation.

Room Type for Charge

The room type rate that is charged for the guest reservation.

Room Type Categories

The category of the room type selected for the guest reservation.

Include Multi-Rate Options

If this checkbox is selected, the booking restriction for the rate plans is not considered and the rate plans are included in the search result. You can view the booking restriction reason if you rest the pointer on the rate plan.

Note: The **Closed** icon or a **Red** dot indicates that the Rate is restricted for the guest reservation.

Sales Strategy

The sales strategy applicable for the rate plan based on the market segment.

Shop by Day

Select this check box to display the rate plans for each day of the stay period. The application displays '—' for the days the rates are not specified. In case the rate amount is not specified, the application displays '—'

- 5 Click **Search**. The available rate plans are displayed for multiple dates of the guest stay duration based on the search criteria specified.

Note:

- You can select a rate plan, package, room type for the different dates of the guest stay duration.
- You can use the **Add-On** screen to add additional information to the selected rate plan or date. The **Add-On** icon is enabled when rate plans for all the dates of the guest stay duration are selected. The additional information includes meal plan, change of currency and so on.
- When rates are retrieved based on the Control Segment and the rate plan is not available for the specified stay, the application displays '—' and it is protected. However, for the available rates you can select multiple rate plans for each day of the stay.

Guest stay shares

Guest stay [shares](#) enable you to create and link together individual reservations for multiple guests that are staying in a single room at the same time. Shares can be created for single room reservations

only, not multiple room reservations. Shares can also be created for guests staying on a lease. The share enable the guests sharing the room to check-in and out independently and pay separately, and each guest has their own sub-folio account which is linked to the primary guest stay account with a share ID.

The term "share" refers to a room being physically shared by multiple guests. From a [guest account](#) perspective, the guests sharing the room will split the cost of the room rate based on the specified Share Percentages, which can be divided evenly or by custom percentages. However, the total of the Share Percentages must be 100% between the primary account and associated sub-folios.

Creating shares

Create [shares](#) on the **Shares** tab of the **Guest Stay** screen by adding guests who are sharing the room to a guest stay reservation . You can also click **Rate Details** to view rate details for the guest stay share. Refer to [Viewing guest stay rate details](#) on page 134.

Note: After saving a share, click **Go to the Guest Stay Screen** as necessary to open the **Record View** tab and review or update the guest stay record for the selected sharer.

To add a guest stay share:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select a guest stay record on the **List View** tab, and click **Share** tab.
- 3 Specify this information on the Share with Details section:

External Share ID

A share ID from another reservation system as necessary.

Primary

Select to indicate that the selected guests is the primary account in the share. Only one guest can be designated as primary for a share.

Share Rate

Select to include the guest in the rate percentage distribution for the share. Share rate is selected by default. Unselecting Share Rate will clear the specified Share Percent and will not include the guest in the distribution of the costs based on the share percentages.

Share Percent

The percentage of the cost of the share to be assigned to the selected guest.

- 4 In the Stay section, specify this information:

Arrival Date

Specify the date on which the guest will be arriving as a part of the share. By default, the hotel date and the day of the week is displayed.

Nights

Specify the number of nights the guest will be staying as a part of the share.

Departure Date

Specify the date on which the guest will be departing. The default date is the hotel date + 1 day. The day of the week is also displayed.

External Reference

Specify any external reference information from another reservation system as necessary.

Do Not Move

Select to indicate that the share should not be moved to another room.

Tax Exempt

Specify the tax exempt status for the guest.

Source of Business

Specify the source of business. Your options are based on codes created as Source of Business on the **Maintain Global Codes** page.

- 5 In the Guest section, specify this information:

ID

Specify the identification document provided.

Service

Specify the branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army and so on. This field is used by US Military only.

NRG

Specify the rank of the guest. This field is used by US Military only.

Note:

- The information related to this guest is not disclosed.
- The List view of this tab combines the NRG and Last Name field and displays the guest name based on this merge. For Example: If the Last Name of the NRG guest is Smith, the list view displays NRG smith in the Last Name column

NRG

If this checkbox is selected, the additional guest is identified as Non Registered Guest for the Hotel.

Incognito

Select this check box to display the alias name and not the primary name.

Pay Grade

Specify the pay grade of the guest. This field is used by US Military only.

Rating

Specify the guest rating. The guests are limited to room types within their rating. This field is used by US Military only.

- 6 In the Guarantee section, specify this information:

Guarantee Type

Specify the guarantee type. The selection of the Guarantee Type automatically populates the Deposit Due Date and Deposit Amount. The Deposit Received is populated from the [advance deposit](#) amount received by the [property](#).

Card Type

Specify the card type. Click **Search** to search for an existing credit card associated with the guest. If an existing credit card is found, the Card Number, Expiration Date, Name on Card, and Owner are automatically populated. If one is not found, specify the following:

Save to Profile

Select to save this guarantee information to the guest profile.

- 7 Click **Save**. The Share Summary is updated with the share information.
In some cases, a confirmation message is displayed in the message bar clarifying an aspect of the guest stay share asking you whether to continue. Click **Yes** to continue with the operation and close the message bar, or click **No** to cancel the operation. The [VVIP functionality](#) on page 200 is applied to this tab of Guest Stay screen for the selected records.

Joining a share

Joining a share enables you to add existing guest stay reservations to a share. In-house guests who join a share are checked out of their existing room and moved to the room being shared. However, you can choose to defer the guest move until a later time if necessary.

To join a share:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Share** tab.
- 3 Click **Join Share**.
- 4 In the Share With Details section, specify this information:

Confirmation Number

Specify the confirmation number for the existing guest stay. The Stay, Market Details, Associations, Additional Booking Agencies, Guest, and Guarantee sections are populated with the information from the guest stay.

External Share ID

Optionally, specify a share ID from another reservation system as necessary.

Primary

Select to indicate that the selected guests is the primary account in the share. Only one guest can be designated as primary for a share.

Share Rate

Select to include the guest in the rate percentage distribution for the share. Share rate is selected by default. Unselecting Share Rate will clear the specified Share Percent and will not include the guest in the distribution of the costs based on the share percentages.

- 5 Click **Save**. The Share Summary is updated with the share information.

Note: In some cases, a confirmation message is displayed in the message bar clarifying an aspect of the guest stay share asking you whether to continue. Click **Yes** to continue with the operation and close the message bar, or click **No** to cancel the operation.

Splitting rates for shares

Split rates for [shares](#) to distribute the rate charges to the guests sharing the room based on specified share percentages.

To split rates for guest stay shares:

- 1 In the **Share With Details** section of a share, click **Rate Split**. The **Rate Split** screen is displayed.
- 2 Specify this information:

Rate Split Method

Select the rate split method. Your options are Even Split or Custom Split. Even Split is selected by default, and will evenly divide the cost of the room and rate between the guests displayed in the Split Details. Custom Split enables you to enter a custom share percentage for each guest displayed in the Split Details.

Share Percentage

Enter the percentage of the share for which each of the guests is responsible.

- 3 Click **Save**. The guest stay record is updated.

Note: In some cases, a confirmation message is displayed in the message bar clarifying an aspect of the guest stay share asking you whether to continue. Click **Yes** to continue with the operation and close the message bar, or click **No** to cancel the operation.

Removing a guest from a share

In the case of a guest cancellation or other change in guest plans, you can remove a guest from a share. Removing a guest from a share creates a guest stay independent from the share, and you must re-assign the guest a room. Removing a guest from a share that is associated to a lease will remove the lease information and update the rate to the lease shoulder rate plan.

To remove a guest from a share:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Share** tab.
- 3 In the Share Summary, select the guest name to remove from the share.
- 4 Click **Remove Share**. The guest is removed from the share and the Share Summary is updated. If the guest removed was included in the Share Rate split, then the share percentages are recalculated. If the Rate Split Method for the share is a Custom Split, the share percentages are pro-rated so the total percentage is 100%. If the Rate Split Method is Even Split, the share percentages are automatically recalculated based on the remaining number of payers on the share.

Modifying shares using the stay wizard

Modify guest accounts included in the Share Summary using the Stay Wizard. All changes applied to a guest stay using the Stay Wizard are applicable to all guests sharing the room.

To modify [shares](#) using the stay wizard:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Share** tab.
- 3 In the Share With Details section, click **Stay Wizard**. The **Stay Wizard** window is displayed.
- 4 Select the record to work with from the Detail View list.
- 5 Add or update information in the Apply Changes section as necessary. Refer to [Modifying guest stay reservations using the stay wizard](#) on page 134.
- 6 Click **Save**. The guest accounts associated with the share are updated.
Note: In some cases, a confirmation message is displayed in the message bar clarifying an aspect of the change asking you whether to continue. Click **Yes** to continue with the change and close the message bar, or click **No** to cancel the change.
- 7 Make additional share changes as necessary and click **Close**. The **Share** tab is displayed.

Viewing rate details for a share

After creating and saving a share, view rate details to access a detailed summary of the rates and plans for the share and the guests sharing the room.

To view rate details for a share:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Share** tab.
- 3 In the Share With Details section, click **Rate Details**. The **Rate Details** window is displayed.
- 4 View the rate detail information and click **Close**. The **Share** tab is displayed.

Share check-in

Use the **Share Check-In** pop-up to navigate to the Check In or the Guest Stay screen, after a guest who is sharing the reservation is checked in. This pop-up allows you to navigate to the specific Check In or the Guest Stay record of the additional guests who are part of the same share and who must also be checked in.

You can invoke the **Share Check-In** pop-up from the following menu paths:

- Select **Front Desk > Guest Stay > Check-In** action button.
- Select **Front Desk > Check In**.

To navigate to the specific record of other guest, who is part of a share reservation:

- 1 Select a guest stay record which is a share.

- 2 Click **Check In** on the Check In or the Guest Stay screen to check in a guest who is part of the share.
- 3 Select other guest whom you want to check in and who are part of the same share.
- 4 Click **Save**.

Associated Reservations

Use the **Associated Reservations** tab to associate reservations to a set of existing reservations, or to create one or more reservations that can be associated to one another. Only guest stays in **Reserved** status can be associated to one another. Associating reservations can be used to:

- Create, manage and view reservations for the guest who stay at the property frequently
- Create, manage and view smaller groups of guests who stay at the property for a family reunion or a wedding, in case a group booking is not created

To associate reservations one of the reservations must be marked as the coordinator. There can only be one coordinator for reservations that are associated to one another. The **Coordinator** check-box is set by the application for the selected guest stay when the first reservation is associated to the guest stay. If required, you can designate a different associated reservation as the coordinator. The associated reservations are created based on the reservations details of the **Coordinator** reservation and each guest can call-in to customize the reservations.

Note: When you create an associated reservation from the **Associated Reservation** tab, the application uses the data of the coordinator to populate the fields on the new reservation. When you use the duplicate functionality from a reservation that is an associated reservation, but is not the coordinator, the application uses the data of the reservation from which the duplicate functionality is invoked, to populate the fields on the new reservation.

The screen contains:

- The associated reservation name and details of any associate reservation update.
 - The Associated Guests section displays all guest stays that are associated in rows with column headers that include reservation details, a column to indicate which reservation is the coordinator, a column to indicate if the guest stay is a part of a shared reservation, and a column to indicate if the guest stay record has additional guests.
 - The Reservation Details section provides the details for the guest stay and the room plans.
 - The Guarantee section provides the details for the payment source regarding the guest stay.
 - The Additional Guests / Shares section: This section is used to add additional guests or shares to an existing reservation or to the reservation that is being created. You can classify the reservations that you want to add to the guest stay record, either as an Additional Guest or a Share.
 - Select the **Share** check box, for adding the guests specified in the Additional Guests/Shares section to the **Shares** tab.
 - A shared reservation is created with rate plan defaulted from the Share Master.
 - If this checkbox is cleared, the guest specified in the Additional Guests/Shares section is added to the Guest Details section on the **Guest Details** tab. If you specify the passport number for an additional guest, then the guest is added to the Guest Details section on the **Guest Details** tab.
- Note:** Rates for Shares: By default, when shares are created the **Even Split** method is used to split the rate. In Even Split method, the system uses the number of payers. The Share Master Rate

is divided by the number of payers for the date. The result can be a total that is not equal to the share master rate. If the total is not equal to the share master rate, the last guest's rate is adjusted accordingly. The [VVIP functionality](#) on page 200 is applied to this tab of Guest Stay screen for the selected records.

See, [Associating Reservations in Guest Stay](#) on page 166

Associating Reservations in Guest Stay

These are the main activities you can carry out on the page:

For additional information on fields on the **Associated Reservations** tab refer to [Creating guest reservations](#).

Note: If you modify the Rate Plan, Arrival or Departure Date, and an activity is linked to the Rate Plan of a non-room item, the application creates an activity with status Pending.

- 1 Click **New Record** to create additional reservations for the same guest or new guests that are associated to one another. If you specify the adult count as zero, you must associate the reservation to another reservation that has adults listed on it.

Note: Click **New Record** to create additional reservations for the same guest or new guests that are associated to one another. If you specify the adult count as zero, you must associate the reservation to another reservation that has adults listed on it.

- 2 Click **Actions**, then click [Associate Existing](#) link to associate the already existing reservations.
- 3 Select one or more guest stay records from the grid, then click **Actions**, then click the [Un-Associate](#) link to un-associate reservations that are associated. You cannot un-associate a guest stay record that is marked as the coordinator.
- 4 Select one or more guest stay records from the grid, then click **Actions**, then click the [Associate Reservation Update](#) link. The Associate Reservation Update pop-up will display allowing you to update the selected associated reservations based on selected criteria. The status of the update is displayed in the **Process Status** field. The **Notes** field will display the number of records processed and any errors that occurred. If errors occurred they can be viewed by clicking **Details**.

Note: The To Account field is masked, if the user is not authorized to view the VVIP Guest accounts.

- 5 Review this information on the Reservation Details section:

Quantity

The number of associated reservations.

Room Type

The Room Type for which the availability information is to be displayed.

Note:

You must select a room type for which the **Run of House** check box is not selected in the **Room type** screen.

Last Name

The last name of the guest. This field contains a guest directory look up.

First Name

The first name of the guest.

Arrival Date

The arrival date of the guest.

Departure Date

The departure date of the guest.

Adults

The number of associated adult guest details.

- 6 Select the **NRG** checkbox in the Reservation Details section.

Note:

- The active reservation field is highlighted in red color.
- The List view of this tab combines the NRG and Last Name field and displays the guest name based on this merge. For Example: If the Last Name of the NRG guest is Smith, the list view displays NRG smith in the Last Name column.

Payment card authorizations

You can use the **Payment Authorization** tab to view existing authorizations or manually add authorizations. Payment card authorization requests are made when a guest stay with a credit card settlement type is checked in, or when a payment is made using a credit card where no prior authorization exists. You can manually enter the card details (the user calls the bank or processor and gets an auth number) or use a card reader to electronically process the credit card information to a credit card processor. The card information is validated with the bank. If the card details and the amount that is specified in the **Amount** field are approved by the bank, an **Approval Code** is displayed by the system.

Note: Where a credit card interface is not included HMS includes the ability to turn off payment authorization screens by an installation parameter.

The application will come up with an authorization amount by determining what the anticipated payment amount will be upon guest check out. To calculate this the applications will look to the rules set up by the property in the Credit Card Authorization section of the **Property Configuration** screen, then it will look at the guest stay record for any transfer instructions or tax exemption instructions. The authorization amount will be calculated for a maximum of 7 days unless your hotel's install parameter **PRAUTHD** has a specified number of days. The only exception to this is if the guest is on a package, then the entire package amount will be authorized. The **Incremental Credit Card Authorization** process can be run manually or added as an additional end of day process to review the folio balances vs. total authorized amount (less any transfers, tax exemptions) and will seek additional authorization on guests if needed.

The life-cycle for a card transaction starts when the request for initial card [authorization](#) is sent. For a given card, the amount authorized initially is in the **Open** status for the duration of time when the **Original** approval is obtained and before the final settlement. An account's balance can be compared to its total open authorizations to determine if the account have enough credit for the current charges. After a credit card settlement is posted on an account, any **Open** authorizations, both original or incremental authorization, are set to **Used**. This is true even if the amount of the payment is less than the authorized amount, for example the guest has sufficient authorization and a credit card payment

is made to the folio this ends the transaction life-cycle. If the guest still has a balance on their account or is not departing today a new transaction life-cycle must begin.

The length of time an authorization is valid for is determined by the card issuer or merchant bank, not by the card type or processor. The only way authorization is reversed or returned (releasing funds) is by making a payment against the card authorized, or until the time period holding that authorization has elapsed.

Card transaction types:

- **Authorization Only:** When the [authorization](#) only request is sent by the [property](#), the card-issuing banks generates and returns a tracking number which is valid for that authorization only request. This tracking number is used until the guest checks-out and a payment is made using the card authorized.
- **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. The tracking information generated initially during the original authorization only request, must be presented to the card processing center when the incremental authorization request is performed.
- **Prior-Authorized Sale :** The Prior-Authorized sale records a finalized transaction. This transaction ends the card transactions' life-cycle. The prior-authorized sale transaction is carried out during the end-of-day procedures or when the guest makes a payment. Performing this transaction indicates that a final amount is known and settlement can be carried out. After the prior-authorized sale is completed, the sale details are printed on the cardholder's billing statement. When the prior-authorized sale transaction is performed, all tracking information, industry data, authorization amounts, and the final amount must be sent to the card processing center.
- **Return Transactions:** The card transaction of type Return is used to generate a refund on a guest's credit card account. After the return transaction is settled, the transaction is printed on the Cardholder's billing statement, as a credit. Return transaction type does not require an approval from the processor.
- **Sale Transaction:** The sale transaction, in one step, authorizes and records the transaction for settlement. A sale transaction is used when the final amount is known and authorization is needed, as in the following scenarios:
 - Prepayment or advanced deposits before the guest arrives.
 - Delayed charges after the guest departs.
 - No-show charges. When the guest does not check-in on the day of reservation, a hotel can levy a [no-show](#) charge.
 - If the guest checks-out and no previous [authorization](#) exists, but transactions exist on the folio and a credit card used at check-out.

Adding payment card authorizations

To add a payment card [authorization](#):

- 1 Select **Front Desk > Guest Stay > Payment Authorization**.
- 2 In the **AUTHORIZATION DETAILS** section, specify this information:

Folio

Specify the [folio](#) to which the amount approved by the bank is credited.

Authorization Status

The status of the [authorization](#) request sent to the bank for approval.

Approval Code

Specify the approval code.

Reference Number

The code used to identify the account. The following values are retrieved:

- Organization ID for an organization account.
- Reference ID for a group account.
- IATA number in case of a [travel agency](#) account.

Capture Method

This field is updated by the application, based on the credit card captured method.

- Keyed
- Swipe
- Chip and Pin or EMV

Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

- 3 Click **Save**. The following fields are populated by the interface: **Authorization Status**, **Authorization Type**, **Reference Number**, **Capture Method**, **Type of Card**.

Note: The Authorization Type is populated based on the selected record. Possible values:

- Original
- Declined
- Reversal

- 4 Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property. Refer to [Processing a chip and pin payment card](#).

Note: If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Deleting payment card authorizations

To delete a payment card authorization:

- 1 Click the **Payment Authorization** tab.
- 2 Select the payment authorization record to be deleted.
- 3 Click **Remove Record**.

Payment card under-authorizations

When a guest checks into a property with the credit card as the settlement type, the property must ensure that the guest account has enough authorization to allow the guest to be checked-in. The following are the two scenarios:

- The amount authorized for the guest account is equal to or greater than the system calculated authorization amount.
- The amount authorized for the guest account is greater than zero but less than the system calculated authorization amount.

The following values of the **UNDERPREAUTH** property parameter determine if the guest is successfully checked-in or not:

- If the parameter check box is selected and the settlement type for check-in is a credit card, the guest account or folio must have an authorization that is greater than zero but can be less than the system calculated authorization amount. The authorized amount is not validated against the system calculated amount. Any additional authorization amounts are not required by the system to check-in the guest account.
- If the parameter check box is clear and the settlement type for check-in is a credit card, you can modify the authorization amount to an amount that is less than the system calculated authorization amount. However, additional authorizations are required by the system until the total amount authorized for the guest account or folio is equal to or greater than the system calculated amount.

Reversal of payment card authorization

Reversal of payment card authorization is a process in which the property instructs the credit card provider to release any previously authorized amount that is not used. The credit card provider adds the unused amount back to the card holder's open to buy line of credit. The reverse authorization request can be for a Full or Partial amount. The reverse authorization process is especially useful in a situation when a guest checks out using a different card than what was used to guarantee the stay; making the authorization on the previous card unnecessary.

- **Partial Reversal:** When a credit card transaction is posted in the folio that has an authorization amount greater than the posted amount. In this case, if the difference between total authorization (original amount + all incremental amounts) and the posted amount is greater than the reversal threshold percentage configured for that card on the **Transaction Code** page, the authorization reversal process is initiated.
- **Full Reversal:** When user is checking out using one credit card but has other credit cards authorized on the account, system releases the authorization for all other cards.

Processing a chip and pin payment card

Processing Modes: There are three modes in which a payment card with chip and pin functionality can be processed:

- **Card Present:** In this case, the guest is physically present at the location where a payment must be made and can use the payment card reader device if required. It is not necessary to use the payment card reader.
- **Card not Present:** In this case, the guest is not physically present and the payment card reader device cannot be used.
- **Manual:** In this case, the interface is down and you must call the credit card company to get the authorization for a specific amount or to get a payment approved.

Basic Flows: The following are the two basic flows in which you can use a payment card with chip and pin functionality. In any of the basic flows, the card reader is used only once during the process and a given authorization chain cannot change processing modes. For example, a payment authorization which is carried out using the card not present scenario, cannot be changed to a card present scenario by using the payment card reading device.

- **Authorize and Settle:** In this flow you must authorize the card. You can authorize only a credit card or a debit card which is processed as a credit card. You can also carry out subsequent incremental authorizations to increase the authorization amount. The authorization cycle is ended or completed either by a full reversal or a settlement. The card reader is only required for the initial authorization.
Note: A true debit card transaction never needs authorization.
- **Sale:** In this flow you must select debit transaction type to carry out the sale. You must use the card reader and the card is charged immediately.

Processes: The list below explain the basic processes and their limitations.

- **Authorization:** Use the **Activate Reader** button on the **Payment Authorization** screen to carry out the initial authorization. Information in the **Device**, **Folio** and **Amount** fields only is used. The **Folio** field is optional, but is important because if no folio is selected, the amount is authorized at the guest account level and can be applied to all folios that do not have folio settlement type specified. For incremental authorization, you can select the payment card details using the Card Search icon. The payment card reader device is only required on the initial authorization.
- **Activate Reader**, the card details are removed and the transaction is treated as a sale. If an authorization already exists on the payment card, the authorization stays in place. **Folio Payment:** If you want to carry out a settlement on a previously authorized card, you must select the card details from the Card Search icon.
- **Guest Stay:** You can use the **Folio** tab or the **Payment Authorization** to access the **Activate Reader** button.
Note: If you select the **Select Guest Settlement** or the **Select Folio Settlement** check boxes, the specified credit card details are defaulted to the Settlement section of the Record View tab or the Folio tab. The defaulted fields are:
 - Settlement Type
 - Card Type
 - Card Number
 - Expiration Number
 - Name on Card
- **Check-In/Walk-In:** Check-in process works on the basic premise that the payment card must be authorized. When the guest arrives and needs to be checked-in, click **Activate Reader** button. When the payment card is presented, the electronic response from the card processor determines the **Settlement Type**, and populates other card details on the screen. If you use a debit card, a sale request is sent and approved. If you use a credit card, an authorization request is sent to the payment card processor. Following are the possible scenario when a payment card is used:

- **Change of payment card:** If the guest wants to change the payment card after the authorization has been approved using card reader device, you must get a new card-present authorization. The existing payment card details are overridden by the new card details. The existing authorization remain on the current card and must be reversed manually. Else, the unconsumed authorizations are reversed by the Check-Out process.
- **Folio Settlement:** You must enable the property parameter **PAYAUTHINTERFACE** to invoke the **Payment Authorization** pop-up, which allows you to use the **Activate Reader** button. Else, you must manually navigate to the **Payment Authorization** or the **Folio** tab to use the **Activate Reader**.
- **Folio Payment:** If you use the **Activate Reader** button and start the authorization process using the payment card reading device, the payment authorization is set at the account level. The payment card details are populated on the screen in the Settlement Details section. You cannot use this process to authorize any folio setup with credit card as settlement. Also, you cannot use a debit card for folio settlement.
- **Check-Out:** Select the existing authorization. When you click the **Check-Out** button, a settlement request against the existing authorization is sent by the system.
 - **Change of Card:** The payment card processor does not allow an authorization to be changed from Card-Present to Card-Not-Present. At check-out, if the guest wants to settle the account with a different card, click the **Activate Reader** button to perform a new sales transaction using the payment card reading device. The system carries out a sale transaction and replaces the settlement card details on the screen. The prior authorization remains on the account, and must be reversed either manually or the system reverses the authorization automatically on check-out. If a debit card is used during check-in, you must carry out a new sale request to settle any outstanding balance.
 - **Folio Settlement:** If the card on a folio settlement is authorized, a settlement request is sent by the system. If the card on the folio settlement is not authorized, the check-out process cannot perform a card-not-present sale. You must enable the property parameter **PAYAUTHINTERFACE** to invoke the **Payment Authorization** pop-up, which allows you to use the **Activate Reader** button.

Maintaining auto transfers

The **Auto Transfer** tab is used to create billing instructions related to the routing of new transaction postings from one [folio](#) to another. When [auto transfer](#) is used, the charge is routed to another account at the time of [posting](#). When a charge is transferred, the receiving folio displays information to define where the charge was transferred from, and the sending folio displays no indication of the [transfer](#). Auto transfer instructions can be maintained throughout a **Guest Stay**, **Property Rate Plan** or **Accounts Receivable**; however, the destination account must have a status of Pending or Active, and transfers only take place after the instructions have been maintained. Transactions posted before the maintenance of the instructions must be moved manually if they are required on another [folio](#).

If the following conditions are met the reservation interface creates auto transfer rules for room charges. The transfer rule is configured to send the charges to Folio 4.

- **Confidential Rate** check box is selected
- Property parameter **INTFTRANSFERRULES** check box is selected
- A reservation has credit card information as the guarantee

Note:

- You can access the **Auto Transfer** tab from the **Guest Stay, Account, Event Reservations, Accounts Receivable, Property Rate Plan** screens.
- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.
- When accepting a reservation through an interface, auto transfer rules can also be retrieved from the organization. And the link to the organization is established, in these ways:
 - The interface message includes the Organization ID.
 - The interface message includes a rate plan that is setup as the negotiated rate for the specific organization and the rate plan is configured as an exclusive rate plan.
- When the link to the organization is established, the application:
 - Copies the Auto transfer rules from the Organization and
 - Copies the link to the reservation, if the reservation message contains a guarantee of DB (Direct Bill) and the organization has an Accounts Receivable account linked.
- When changes, such as date and time, are made to the event reservation the associated auto transfer rule data is also updated.

Creating auto transfers

If you modify the **Arrival Date** and **Departure Date** and the source of the auto-transfer rule is A/R, the system updates the start date and end date of the auto transfer rules to be equal to the new guest stay check-in and checkout date.

Note:

- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.

To create an [auto transfer](#):

- 1 You can access the **Auto Transfer** tab from the **Guest Stay, Account, Accounts Receivable, Property Rate Plan** and **Event Reservation** screens.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Auto Transfer** tab.
- 3 Select **Actions > Apply Auto Transfer Template**. The Apply Auto Transfer Template screen is displayed. Specify this information:

Auto Transfer Template

Select a preconfigured template code.

Auto Transfer rule

Select a preconfigured rule for the template.

Note: The Auto Transfer Rule is applicable to the specified event master if the Bill to Master check box is selected in the Event Reservation screen.

- 4 Click **Submit**, to create the [auto transfer](#) rule.
- 5 Click **Close**.

Note: If the Template used has a Start and End Date specified, the Auto Transfer Rule is effective only for this date range.

6 In the Auto Transfer Details section, specify this information:

To Account

Specify the account to which you want to [transfer](#) the transactions. To transfer charges to a different folio on the same account, leave this field blank.

Note: The [VVIP functionality](#) on page 200 is applied to this tab of Guest Stay screen for the selected records.

To Account Folio

Specify the [folio](#) of the account to which the transactions will be transferred.

Note: These property parameters must not be specified for this folio:

- MOVETOVOIDFOLIO
- CURREXCHANGEOFOLIO
- MOVETOCORRECTIONSFOLIO

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Include Resort Fee

Select this check box to [transfer](#)

Start Date the resort fee associated with the transaction.

Specify the start date.

Template

theThe code of the auto transfer template. This value is defaulted from the **Apply Auto Transfer Template** screen.

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

7 In the Split Details section, specify.

Split Amount

The amount (from the total amount due) apportioned to this transaction based on the auto transfer rule.

Split Percent

A percentage of the total due amount that is assigned to the transaction, based on the auto transfer rule.

Note: If you specify a value in this field, the **Split Amount** is disabled

Split Frequency

Set the frequency to determine how the split amount or percentage is assigned to a transaction. The frequency can be set to these options:

- per day
- per stay
- per posting

Note: When you specify the split percent, the frequency field can only be set to per posting.

8 Click **Save**.

Note:

- For Auto Transfer, the Package name is not posted to the To Account if the From Account and the To Account are not the same.
- For manual transfer, if the To Account and the From Accounts are not the same, the Package name is not posted to the To Account and the reverse charges are not posted to the From Account.
- The Auto Transfer rule is applied to a transaction based on the **Do Not Separate** check box on the **Tax Group- Transaction Code** tab, irrespective of the **Include Tax** check box setting, on the Folio tab.

Canceling auto transfers

After a [transfer](#) instruction record is saved, the record cannot be deleted; it must be canceled.

To cancel an [auto transfer](#):

- 1 You can access the **Auto Transfer** tab from the **Guest Stay, Account, Event Reservations, Accounts Receivable, Property Rate Plan** screens.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Auto Transfer** tab.
- 3 Select the auto transfer record to be canceled.
- 4 In the Auto Transfer Details section, select the **Cancel** check box.
- 5 Click **Save**.

Maintaining guest notes

Notes can be added to a guest stay record to display additional information about the guest record. The notes can be set to print on the guest confirmation letter, or be set to private for only the hotel staff to see.

Adding guest notes

To add notes to a guest stay:

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the guest stay record from the List View.
- 3 Select **Notes** tab.
- 4 Specify this information, in the Note Details section:

Category

Specify the category. Your options are based on codes created as comment category codes on the **Maintain Global Codes** page.

Source

This field indicates where the note originated.

Print on Confirmation

Select this check box to have the note print on the guest confirmation letter.

Private Note

Select this check box to make the note private.

Save to Profile

Select this check box to have the note saved to the guest profile. The **Source** is set to **Profile**. The check box is available only when you add a new note.

Print on Housekeeping

Select this check box to have the note print on housekeeping reports.

Display on Check-In

If this check box is selected, the note is displayed when the guest checks in.

Note:

- A line space is provided between two notes.
- You cannot select **Display on Check-In** check box if the **Private Note** check box is selected.

- 5 Click **Save**.

Deleting guest notes

To delete a guest record note:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Notes** tab.
- 3 Select the note to be deleted from the notes list.
- 4 Click **Remove Record**.

Maintaining guest messages

The **Front Desk > Guest Stay > Message** tab is used to create and maintain messages for guests.

Adding guest messages

Add guest messages to a guest stay to record internal action requests, wake-up call requests, and voice mail notifications.

Note:

- This tab supports the [VVIP functionality](#) on page 200.

- If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

To add guest messages:

- 1 Select **Front Desk > Guest Stay > Messages**.
- 2 On the **List View** tab, select a guest stay record to work.
- 3 In the Message Details section, specify this information:

Type

Specify the message type. Options include Guest Message, Internal Action Request, Voice Mail, or Wake Up Call.

Note: Internal Action Request is used to send a message regarding guest stay to one of the hotel departments.

To

Specify the guest on the account the message is for.

From

Specify the name of who the message is from.

Phone

Specify the return phone number.

Department

Specify the department. This field is only available when the **Type** selected is Internal Action Request.

Send Priority Clean Email

When this is selected on a notification email is sent to housekeeping that the room blocked is a priority to clean. This field is only available when the **Type** selected is Internal Action Request. See [Setting an arriving guests room to priority clean](#) on page 137.

Reminder Date/Time

Specify reminder date/time.

Received Date/Time

This field is populated with the date and time the message was Saved.

- 4 In the Message section, specify the information that you require. See additional details about these fields:

Urgent

Select this check box to flag the message as urgent.

Returned Your Call

Select this check box to indicate that the individual calling was returning the guest's call.

Please Call

Select this check box to indicate that the guest should call the person who left the message.

Will Call Again

Select this check box to indicate that the person leaving the message will call again.

- 5 Click **Save**. The message is saved and the Messages list is updated.

Completing a guest message

Complete a guest message to indicate that the message has been delivered to the recipient.

To complete a guest message:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Messages** tab.
- 3 In the Messages list, select the message record to set to completed.
- 4 In the Message Details section, select the **Completed** check box.
- 5 Click **Save**. The message is removed from the Messages list.

Canceling guest messages

Cancel guest messages that no longer need to be delivered to the recipient.

To cancel a guest message:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Messages** tab.
- 3 Select the message record to cancel.
- 4 In the Message Details section, select the **Cancelled** check box.
- 5 Click **Save**. The message is removed from the Messages list.

Deleting guest messages

Delete guest messages from a guest reservation. To delete a guest message, you must have sufficient system privileges to perform the action.

To delete a guest message:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Messages** tab.
- 3 In the Messages list, select the message record to set to delete.
- 4 In the Message Details section, select the **Completed** check box.
- 5 Click **Remove Record**. The message is deleted from the Messages list.

Adding a trace, alert, or locator to a guest stay

Use the **Traces** tab to add traces, alerts and locators to a guest stay. Traces, alerts and locators can also be added to multiple guests and group delegates by using the Add Traces and Alerts option. A trace alert will be added to the guest stay if one exists on the rate plan assigned. See [Adding a trace, alert, or locator to multiple guest stays](#) on page 180 and [Adding a trace, alert, or locator to group delegates](#) on page 422

- 1 Select **Front Desk > Guest Stay**.
- 2 Select the guest stay record that you want to add a trace to.
- 3 Click the **Traces** tab.
- 4 Select a trace in **Defined Traces** or create a trace. If you select a defined trace, the trace details are shown. To create a trace, specify values in the remaining fields that you require. See additional details about these fields:

Guest Name

Select which guests in the room to apply the trace to.

Note: This field only displays in the **Traces** tab of the guest stay record.

Trace Delivery Method

This field controls which **Trace Delivery Options** become active.

Option	Description
Alert	Selecting this option will cause an alert pop-up to display to specified users when the reservation is accessed. The alert pop-up can be set to occur during the check-in or check-out process, or when the guest stay is in Reserved or Inhouse status or for all statuses.
Alert and lock at check-out	Selecting this option will cause an alert pop-up to display to specified users during the check-out process and will prevent the user from completing the check-out of the guest until the alert's trace status is Completed .
Email / User	<p>Select this option to deliver a trace to the user's specified email address. An End of Day process delivers a trace if an email address is specified as the recipient of the trace. The trace is delivered on the date according to the selection made in the Trace Delivery Options field:</p> <ul style="list-style-type: none"> • Date: Selecting this option will deliver the trace on the date specified in the Delivery Date field. • Immediately: Select this check box to deliver the trace immediately using the specified email address. • Offset From: Selecting this option will set the Delivery Date field according to the option selected in the Offset From field along with the number of days specified in the Days field. The Offset From field options are: <ul style="list-style-type: none"> • Days Before Start Date: Delivery Date is set to the number of days prior to the guest stay arrival date. • Days After Start Date: Delivery Date is set to the number of days after the guest stay arrival date. • Days Before End Date: Delivery Date is set to the number of days before the guest stay departure date.

Option	Description
	<ul style="list-style-type: none"> Days After End Date: Delivery Date is set to the number of days after the guest stay departure date. Days after Created Date: Delivery Date is set to the number of days after the guest stay reservation date. <p>Note: When the guest arrival or departure date is changed the Delivery Date is re-calculated.</p>
Locator	Selecting this option will cause an alert pop-up to display to specified users and sets the locator indicator in the Guest Directory for guest stays in any status during the specified delivery date range.

5 Click **Submit**.

Note: If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Adding a trace, alert, or locator to multiple guest stays

You can add traces, alerts, or locators to multiple guest stay records at once by using the **Add Traces and Alerts** option. A trace alert will be added to the guest stays if one exists on the rate plan assigned.

- 1 Select **Front Desk > Guest Stay**.
- 2 On the List View select the guest stay records you require, then right-click and select **Add Traces and Alerts**.
- 3 Specify the information that you require. See [Adding a trace, alert, or locator to a guest stay](#) on page 179.
- 4 Click **Submit**.

Searching for player offers

Use the **Player Value and Offers** pop-up to search for offers available for a casino player who is staying at the hotel. This pop-up displays the offers that are available based on the stay dates, and player value. You can select one or more offers to apply to the guest stay. Each offer establishes a folio comp configuration item on the reservation and can be used to determine what charges and how much can be comped from the guest's folio.

To search player offers:

- 1 Select **Front Desk > Guest Stay**.
- 2 Alternatively, select **Front Desk > Guest Stay > Guest Details**.
- 3 Click **Folio Comp Configuration**
- 4 Click **Action > Retrieve Player offers** to select marketing offers that are available to the player based on their player value.

5 Select the player offers

Note:

- The Quantity and Player Tier fields are displayed only if the value of the CMSPRTNR Install Parameter is set to PECHANGA.
- If the value of CMSPRTNR install parameter is set to PECHANGA and user selects an offer associated with the player tier, the application:
 - Checks if an active reservation template exists for the player tier. If yes, the template details are defaulted to the reservation.
 - Creates the Folio Comp Configuration (FCC) record for all the Comp Templates associated with the Reservation Template when the reservation is saved.
 - Determines the start and end dates for the FCC records, based on the offer quantity, that indicates the number of stay days for which the offer is applicable.
- If the value of install parameter CMSPRTNR is set to PECHANGA,
 - Specifying the Authorization code is optional.
 - The application defaults the Comp Department based on the Comp Type of the offer.
- For Oasis Loyalty:
 - When an offer is added to a reservation, it is reserved in the casino system and it cannot be used on future reservations. However, if the guest cancels the reservation then the reserved offer remains in the casino system and it can be used for a future reservations.
 - The offer can be redeemed when the related comp is used to comp a charge. If required, the offer can be reversed by using the undo comp option on the View Comp Folio screen.

6 Click **Submit**.

Working with folios

The **Folio** tab is used to view, post, manage [folio](#) on page 877 transactions. The folio can also be printed and presented to the guest, or emailed. You can select multiple charges from a given sub-folio to settle to direct bill and automatically generate invoices. It allows you to settle selected charges while other charges remain un-settled.

The folio screen includes three sections. The first section includes basic folio information such as the folio balance, the folio balance in the guest's currency, whether the folio is marked as No Post, and balances for the guest, incidentals, and Account Receivable folios. It also includes these actions buttons:

- **Print Documents:** Options include the types of documents that can be printed.

Note:

 - The confirmation message to print the receipt of the transaction is displayed only if the transaction code is linked to an existing Receipt Name with auto print enabled on the **Form Configuration** screen.
 - The receipts can also be printed in the future using the **Print** option.
- **Email Documents:** Options include the types of documents that can be emailed to the guest.
- **Advance Posting:** Options include [Apply Advance Posting](#) and [Rollback Advance Posting](#).
- **Folio:** Options include [Folio Settlement](#) which brings up the **Folio Settlement** pop-up, and [Folio Wizard](#) which brings up the **Folio Wizard** pop-up.

- **Note: Folio Settlement** - On the Tax Invoice Configuration screen, if the default Payer (taxpayer) is specified and the Separate Tax Invoice check box is selected for the specified payer, the application defaults the Payer on the Folio Settlement screen for new accounts only.

The detail list section of the folio includes the transaction details of the folio such as Description, Amount, and Currency. In the grid, the Transaction Currency and Transaction Currency Amount displays the posted amount in the foreign currency.

Note: If the property parameter POSADJREASON is selected the reason for adjusting a posting must be specified.

The third section includes details about a row that is highlighted from the second section. You can highlight a row and use then **Actions** button to access these option links:

- Adjust/Discount: See [Correcting and adjusting folio transactions](#) on page 191
- Post Item: See [Posting an item directly on the folio](#) on page 189
- Transfer Record: See [Transferring folio transactions](#) on page 192
- Direct Bill Transfer
- Undo Advance Posting
- Void Record
- View POS Detail
- **Bank Note Details** See step 7 in [Working with the cash journal](#) on page 219
- Currency Exchange See [Commissions for Currency Exchange transactions](#) on page 89
- Post Payment See [Posting a payment](#) on page 87

Note:

An **Approve High Cash Payment** User ID and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the window is displayed wherein you must specify the ANTIMONEYLAUNDERING window is property parameter. You can post the payment to the folio using the **Submit** option.

- Show Package Consumption
- **Check Stamp Duty**: Use this option to post the stamp duty for the invoiced amount based on the transaction code and threshold limit.

Note: This option is displayed only when the property parameter ITALYSTAMPDUTY is configured.

- **Show Comp Details**: Displays the details of the charge comped for a folio transaction. This includes the POS and package charges, the tax adjustments and the remaining amount if any, that the guest must pay.

Note:

This option is disabled if multiple comp lines are selected.

- View Comp Folio: Use the screen to view the charges that are comped for a guest stay. You can view the charge information as well as the authorizer and department that approved it, and whether it was charged to a player bank or not.
- **Adjust/Discount POS**: Use this option to adjust or discount a POS summary. See [Adjusting the POS charge](#) on page 193
- **Void Record**: You can select this option to void a transaction and fully reverse the taxes that are posted. The Packages and POS Summary charge, Resort fee and the related taxes are also reversed.

Note:

- If the reservation is in the Waitlist status, all the fields are disabled. You cannot post any charge for a guest in the waitlist status.
- If the property parameter **TAXINV** is set to No, you can use any settlement type to settle any of the standard sub folios. Also, you can use direct bill to settle the Guest folio.
- If the property parameter **TAXINV** is set to Yes, direct bill payment transactions can only be applied to the A/R folio. The A/R account on the A/R folio must be used for direct bill payments. Any form of payment is allowed in the A/R folio. You can void the direct bill settlement if the record is not part of a final or corrected tax invoice. You can also use the **Void Settlement** option to void the direct bill transfer transaction if the record is not part of a final or corrected tax invoice. When you void the direct bill transfer transaction:
 - The system posts a new direct bill transfer transaction to offset the one being voided. The amount of the new direct bill transfer transaction has signage opposite to the original amount that is being voided.
 - The original transfer transaction is marked as voided by the system.
- If the property parameter **ARCCTRADETAIL** is selected, and the deposit with pay type is credit card is posted, the application posts:
 - an offset transaction to the credit card account for the amount. The **lease deposit ledger offset** code linked to the account is used to post the transaction.
 - a direct bill settlement to the credit card account to transfer the amount to the A/R Account.

Folios which have a value specified in the **Settlement Type** field are always settled independently. You cannot add or clear the settlement type if the property parameter **TAXINVATPAYMENT** check box is selected.

When an account is configured as tax exempt, but the transaction code used for posting is configured with a Tax Group, the taxes are still calculated but the tax lines are not posted on the account's folio. The tax posting information is stored in a Tax Exempt table for later reference and reporting. All accounts except the following can be classified as tax exempt :

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Posting transactions to folios

To post a transaction to a folio:

Note:

- No Post: If this check box is selected the postings are restricted to that account.
 - On selecting a closed account, a consent message is displayed.
 - The check box cannot be selected for these accounts:

- Advance Deposit
 - Credit Card
 - Cross Prop Charge
 - Gift Card
- When [transfer](#) on page 880 instructions are in place, the transactions are routed from one [folio](#) on page 876 to another as they are posted.

When an account is configured as tax exempt, but the transaction code used for posting is configured with a Tax Group, the taxes are still calculated but the tax lines are not posted on the account's folio. The tax posting information is stored in a Tax Exempt table for later reference and reporting. All accounts except the following can be classified as tax exempt :

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

1 In the **FOLIO DETAILS** section, specify this information:

Folio

Specify the folio. The charges are posted to the given folio.

Transaction

Specify the [transaction code](#).

Note: The transaction code description can be changed if the property's parameter DESOVR is enabled. Refer to [Property parameters](#).

Item

Specify the item that you want to post. The item description is populated by the system. The **Transaction Code** field is populated by the system based on the non-rom item selected. The amount for which the guest must be charged is calculated by the system, and does not include additional taxes.

Amount

Specify the amount that you want to post in the folio.

Net Amount

Displays the net amount that does not include taxes.

Quantity

The number of items used by the guest.

A/R Account

Specify the A/R account. This field is enabled only when the folio is set to **Accounts Receivable**. The [A/R account](#) listed on the record view is displayed.

A/R Status

The status of the A/R account. For example, active or inactive.

Billing Reference

The billing reference required for the A/R account.

Originating Booking System

The name of the external booking system for the OTA (Online Travel Agency) to directly bill the charges.

Note: You must specify this value if Require Originating Confirmation Number check box is selected for the A/R Account on Property A/R Account screen.

Originating Confirmation Number

The confirmation number of the booking system.

Note: The application populates this value.

Line

Displays the selected line number of the account.

Transfer To

The confirmation number to which you transferred the charges.

Transfer From

The confirmation number from which the charges are transferred.

Billing Postal Code

The postal code of the billing address of the card

Posting Amount in Guest Currency

Displays the amount that must be posted, in the currency used by the guest.

Adjusted

The check box is selected by the system when you select a folio [posting](#) that needs to be corrected and click **Correct/Adjust Record**. The transaction code that is configured for adjustment is defaulted by the system in the **Transaction** field.

Note: The transaction code that you want to correct or adjust must be configured to allow adjustment. For more information refer to [Adding a property transaction code](#) on page 636.

Date

Displays the date on which the folio correction is carried out.

Original Post Date

The date on which the transaction is first posted.

Tax Invoice Number

Displays the tax invoice number.

Invoice as Tax Exempt

The system selects the check box to indicate that no tax group is associated.

Invoice as VAT 0%

The system selects the check box if the tax group has **VAT 0%** field selected.

Invoice as VAT

The system selects the check box if the **Report as VAT** check box is selected in the **Transaction Codes** tab of the **Tax Group** page.

Offset

The system selects the check box if the system posts a balancing charge in the folio.

Inclusive Tax

The system selects the check box to indicate that tax levied is inclusive tax.

Tax Group

Displays the tax group used to post the taxes.

Tax Amount is Percentage

The system selects the check box to indicate that the tax is calculated as a percentage of the posted amount.

Tax Amount

Displays the tax amount that is posted.

Package Reference

Displays a package identifier which is used to track the package charge and the items charge that are included within the package.

Charge Reference Number

Displays a unique number for each transaction.

Originating Charge Reference Number

Displays a reference number that allows you to relate a tax to the charge that caused the tax to be generated.

Alternate Package Tax Calculation Used

If this check box is selected by the system, the alternate package tax calculations for the non-room items are printed on the report.

Service Charge

If this check box is selected by the system, the service charge details are printed on the report.

Service is Taxed

If this check box is selected by the system, the tax levied on the service charge is printed on the report.

Lease Number

Displays the lease number the guest is associated to.

Lease Period

Displays the lease period the charge was generated in.

Originating Booking System

The name of the external booking system for the OTA (Online Travel Agency) to directly bill the charges.

Note: You must specify this value if **Require Originating Confirmation Number** check box is selected for the **A/R Accounton Property A/R Accounts** screen.

Originating Confirmation Number

The confirmation number of the booking system.

Note: The application populates this value.

POS Voided Check Number

The check number of the charge which is voided by the POS.

Note:

- When the voided charge is comped the application reverses the comp to avoid the credit on the folio.
- The application populates this value based on the check voided by POS Cashier.

Always Post/Do not Separate

The application selects the check box based on the transaction code configured in the Tax Group screen.

Note: The tax is either included or excluded when the charge is transferred, adjusted or discounted.

- 2 Click **Save**. The transaction is posted to the [folio](#).
- 3 Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property. Refer to [Processing a chip and pin payment card](#).
- 4 Click **Print Receipt** to print out a receipt for the payment. The button is enabled when the transaction that you want to print is of type payment or paid-out. You can also click **Print Receipt** to generate the Cash Receipt including the Currency Exchange Transaction information for the selected line on the **Folio** tab.

Posting a charge directly on the folio

Use the Post Charge pop-up to convert the amount from the foreign currency to the property currency and post the charge to the folio.

To post a charge:

- 1 Select **Front Desk > Guest Stay > Folio**.

Note: You can also access the Post Charge pop-up from **Front Desk > Accounts > Folio**.

- 2 Click **Actions**.
- 3 Click **Post Charge**.
- 4 Specify this information in the Post Charge pop-up that is displayed:

Folio

The folio for which the charges are posted.

Transaction

The transaction code used to post the charges.

Amount In

The amount to be posted.

Currency In

The currency based on which the Exchange Rate is calculated. The calculated amount is displayed in the Amount Out field.

Amount Out

The value is calculated based on the Exchange Rate. The Exchange Rate is applied based on these scenarios:

- The **Exchange Rate** is set to 1 when the **Property Currency** and **Currency In** are the same.
- The **Exchange Rate** is set to the current rate (defined on the **Maintain Exchange Rates** screen) when the guest Account is not a Guest Stay or Group account.
- The **Exchange Rate** for the Guest Stay account is set to the current rate (defined on the **Maintain Exchange Rates** screen) when the exchange rate can be modified and **Currency In** is not the property or guest currency.
- The **Exchange Rate** of the Guest Stay account is set to the locked exchange rate of the guest stay when **Currency In** is the guest currency and the exchange rate cannot be modified.
- The **Exchange Rate** of Group account is set to the current rate (on the **Maintain Exchange Rates** screen) when the exchange rate is not locked and **Currency In** is not property or guest currency.
- The **Exchange Rate** of Group account is set to the locked exchange rate of the guest stay when **Currency In** is group currency and the exchange rate cannot be modified.

- 5 Click **Calculate**. The data in the Pending Charges section is updated. All pending charges are posted separately on the folio, after clicking Submit.

Note: You must specify a value in the property parameter EXCHANGERATEVARADJTRAN to balance the amounts in foreign and property currency.

Direct manual posting of items on folio - Overview

Use the **Post Item** pop-up to post a room rate, package, non-room bundle or non-room item charge to the folio.

The following are the important points to be noted:

- If you want to post a credit for the guest, you must select the **Calculate As Credit** check box which sets all the numbers to negative. Alternatively, you can specify negative numbers as well.
- Taxes and fees are calculated based on changes to the item amount. You cannot modify inclusive, additional taxes or resort fees.
- The items such as, Resort Fee, Internet Charges, and Fitness Center are posted to the respective folios based on the transaction codes.
- The guest charge and all the non-room item charges are displayed by the system. The offsetting charges or taxes are not displayed by the system. The consumption date and the actual post date is also displayed.
 - The charges for non-EOD post items are posted by the system as if the items were EOD post items.
 - Floating Items are posted by the system as if the floating item frequency is set to **Once**.
 - If the item is marked as **Post Total Amount**, additional lines are displayed by the system that are not actually posted and represent the daily totals for the package or bundle.
 - The guest level charges are displayed without the tax amounts. The taxes are calculated by the system only when you click the **Save** button.

- Manual postings of packages and non-room bundles are included in the Package Ledger. The Package Ledger does not include manual non-room item postings.
- To adjust the charges, specify the new charge in the **New Amount** field; the value of other charges is re-calculated by the system. If you have previously modified the amount on an item, the **New Amount** of the item is used for the proportional adjustment. If **New Amount** field does not have a value, the value in the **Amount** field is used. If the item is marked as **Post Total Amount**, and you update the total amount, all the non-room items that contribute to the charge are updated by the system.
- If you modify the item charge in the accounting folio, the guest charge amount is re-calculated by the system.
- If the property parameter ALLOWADVANCECHARGEPOSTING check box is selected, the **Post Date** can be a future date. If the property parameter ALLOWADVANCECHARGEPOSTING check box is clear, the **Post Date** is always the hotel date.

Posting an item directly on the folio

Use the **Post Item** pop-up to post a room rate, package, non-room bundle or non-room item charge to the folio. You can open this pop-up from the following menus:

- **Front Desk > Accounts > Folio.**
- **Front Desk > Guest Stay > Folio.**

To post a non-room item:

- 1 Select **Front Desk > Guest Stay > Folio.**
- 2 Click Post Item.
- 3 In the **Post Item** pop-up, specify the information that you require. See additional details about these fields:

Item

Specify the item. If the record is a guest stay, the adult and children/child category values are populated from the guest stay. For all other accounts, adults is set to one and children/child categories are set to zero. In case of a guest stay record the **Room Type** is set to the room type on the guest stay. If the record pertains to other accounts, the room type is not populated.

Quantity

Specify the quantity. The quantity is used to indicate the number of times an item is repeated. Thus, the charges are repeated based on quantity. For example, if the quantity is three, the account is charged the amounts shown in the grid three times.

From Account

Specify the account. From account is applied to the transaction and the transaction is posted as if it is transferred from the **From Account**, but actually the system posts directly to this account. Functions like applying auto transfer rules or revenue recognition that are performed by posting on the **From Account** are skipped.

Percentage

If you specify the percentage, the **New Amount** is calculated by the system. For example, if you specify 10, it indicates a 10% discount. If the original amount is 100, the new amount is 90.00.

New Amount

Specify the new amount, the value in the **Percentage** field is re-calculated by the system and indicates the percent of the original amount. If the New Amount that you specify is a guest level charge, for example, the room charge, the system updates the Accounting folio item charges related to this guest charge. The system adjusts the amounts proportionally based on the change to the guest amount. If the user has modified an item amount, that value is used to make the adjustment, not the original amount. If the new amount that you specify is an item charge in the accounting folio, the guest level charges are adjusted by the system.

Use Guest Rates

Select this check box to calculate the charges based on the guest stay rates. The application retrieves the package structure and rates from the guest stay if Consumption Date is within the guest stay dates and the rate plan is the same as guest stay rate plan.

Charges Include Tax

Taxes and fees are calculated based on changes to the item amount. The guest level charges are displayed by the system without the tax amounts. When posted the tax is included in the amount charged to the guest. You cannot modify inclusive, additional taxes or resort fees. Taxes are calculated based on the **Hotel Date**, not the consumption date. In contrast, the **Amount** is based on the consumption date.

Consumption Date

The Consumption Date is based in the consumption date and nights provided by the user. For a Package and Rate Plan, the start date is equivalent to the Arrival Date and the Departure Date would be the arrival date plus the number of nights. For bundles and items, the start date is equivalent to the enhanced experience start date and the end date would be the start date plus the number of nights -1. If the property parameter ALLOWADVANCECHARGEPOSTING check box is selected, the **Post Date** can be a future date. If the property parameter ALLOWADVANCECHARGEPOSTING check box is clear, the **Post Date** is always the hotel date. If the Consumption Date does not match the Post Date, the Comment is Pre-populated with "Posted For <Calculated Post Date>".

Post using Unconsumed

If this check box is selected, the search result includes non-room items associated with other transaction code.

Post using Post Consumption As

If this check box is selected, the search result includes non-room items associated with the Post Consumption As transaction code.

Note:

You can only select either Post using Unconsumed check box or Post using Post Consumption As check box.

Calculate As Credit

If you select this check box, the amounts are populated as negative amounts.

- 4 Click **Save** to post the charges.

Correcting and adjusting folio transactions

You can use the [Adjust/Discount Record](#) link on the **Folio** tab to reverse a charge that you have posted earlier. Charges can be corrected or adjusted only if the adjustment [transaction code](#) is configured to allow adjustments. The **Transaction Code** field defaults to the adjustment code and is protected by the system.

If the property parameter **IGNOREPOSTLEVELFORADJRECORD** is enabled, the user's posting level is ignored by the system and a charge can be adjusted/corrected by the user.

Note: If the **TAXINVPAYMENT** parameter check box is selected, you can correct the payment even if the payment is already invoiced.

Parameter	Type	Description	Default
TAX INVAT-PAYMEN	Check Box	If this check box is selected, tax Invoices are generated when a payment is received.	Unchecked

When you correct a folio transaction, the system moves the original transaction, and posts a correction transaction to the correction folio if the following conditions are met:

- The property parameter MOVETOCORRECTIONSFOFOLIO has a valid value.
- The sum of the original and the correction transaction is zero and the adjustment transaction code does not have an auto transfer rule for the account.

Parameter	Type	Description	Default
MOVECORRECTIONSTOFOFOLIO	Text	If this parameter has a valid value the system will automatically move the original and correction transactions to this folio if the sum of original and the correction transaction is zero.	Folio Type Codes

To post a [Adjust/Discount](#) transaction on a [folio](#):

- 1 Click the **Folio** tab.
- 2 Select the transaction record to Adjust/Discount.
- 3 Click [Adjust/Discount Record](#). Specify the following:

Apply Adjustment as a Discount

If you select this check box, the system additionally marks the adjustment as a discount. This allows reports to distinguish between adjustments and discounts for those properties that require discounts to show separately. If you select this check box, the value in the **Percentage** field defaults to 100 and the **Amount** field defaults to a contra or opposite amount with respect to the original posting amount. You can change the values.

Percentage

Specify the percentage and the amount is automatically calculated by the system. Alternatively, you can specify the amount in the **Amount** field and the percentage is automatically calculated by the system.

The transaction code is corrected/adjusted and the Adjusted check box is selected by the system.

Transferring folio transactions

To [transfer](#) a charge to another account or to another folio within the same account, select the record that you want to transfer and click the **Actions** button, then click [Transfer Record](#).

Note:

- You can transfer payment and correction charges.
- You can transfer the POS Charges when the amount is adjusted.
- To transfer a payment, a transfer transaction must be setup for the payment in the **Transaction Codes** page. The offset and transfer charges are calculated using the payment transfer transaction code. If the payment is through a credit card, the credit card details are not included in the offset or transfer charge calculation.
- When transferring a payment transaction to a different account, the offset payment record that is created on the **From Account**, increases the account balance.

1 Specify this information:

Split Amount

Specify the amount that you want to transfer to another account.

Split Percent

Specify the percentage of the total charge that you want to transfer to another account.

To Account

Specify the account to which you want to [transfer](#) the charges.

To Account Folio

Specify the [folio](#) of the account to which you want to [transfer](#) the charges.

2 Select the record that you want to transfer.

3 Click **Save**.

Note: If the **UDF** fields are populated when a transaction is transferred, the fields are also included in the transfer.

Transferring POS charge

Use **Transfer POS** window to partially transfer a POS amount. You can select the items and the amount of the item to transfer. Also, you can calculate the Pro-Rate Taxes for the selected POS Summary Charge based on the transferred amount.

Note: You can transfer the remaining amount of the adjusted charge. The POS itemizers are also linked to the accounts that are transferred.

1 Select **POS Summary Charge** on the **Folio** tab.

2 Select **Actions > Transfer POS**

3 Specify this information in the Transfer Details section:

To Account

The account to which the POS amount is transferred.

Note:

- By default, the value is set to the account for which the window is displayed. However, you can modify the value.
- You must select an account for which No Post check box is not selected.

To Account Folio

The folio account to which the POS amount is transferred.

Note: The folios must not be specified in the Property Parameters MOVETOVOIDFOLIO, CURREXCHANGEFOLIO, or TAXINVOID.

Pro-Rate Taxes

If this check box is selected, the Amount and Percent for the selected lines are cleared.

Note: Click **Calculate** for the application to calculate the pro-rated tax and include the Transfer Percent and Transfer Amount for the selected item.

- 4 Click **Submit**.

Adjusting the POS charge

Use the **Adjust POS** screen to manually adjust a part of the POS charge for an itemizer. You can select the itemizer and specify the amount or percentage to be adjusted for the itemizer.

You can calculate the pro-rated taxes based on the adjusted POS summary charge amount. An item that has been adjusted cannot be readjusted.

Note: Pro-rate tax is only available when taxes are not HMS calculated nor distributed.

To adjust the POS charge:

- 1 Select a POS Summary Charge in the **Foliotab**.
- 2 Select a POS Charge line from the list of transactions.
- 3 Select **Actions > Adjust/Discount POS**.
- 4 Select an Itemizer line on the **Adjust POS** screen.
- 5 Specify the **Adjusted Amount** or **Adjusted Percent** for the selected Itemizer line, to adjust or discount the original amount.
- 6 Select the **Pro-Rate Taxes** check box to calculate the pro-rated tax for the item.
- 7 Click **Calculate**. The taxes are calculated from the tax group based on the adjusted amounts (Adjust Amount, Adjust Percentage, and Adjust Amount of POS summary charge)
- 8 Click **Submit**. The application posts the adjustments charges. All the POS item charges are posted to the Accounting folio and the Tax group is used to calculate the taxes.

Note: The three categories used to calculate the Itemizer tax when Adjustment Transaction code or the Original Transaction code are configured are:

- Non-Distributed Taxes
- HMS calculated
- Distributed Taxes

Configuring folio comp

Use the screen to configure items that are automatically comped by the system when charges are posted to the folio. Comp item can be in the form of an individual transaction code or a comp template.

To configure comp folio:

- 1 Select **Front Desk > Guest Stay**.

Note:

You can also access this screen from **Profile > Guest Profile**.

- 2 Click **Folio Comp Configuration**

- 3 Specify this information:

Priority

The numeric value used to set a sequence order based on which the comp configuration records are prioritized.

Admin Comp Type

The player or non-player related comp, initiated by a user with administrator role. The possible values are:

- Administrative Comp
- Executive Comp
- Non-Decrementing Player Comp
- Service Recovery Comp

Note:

- The **Offer Type, Offer Name, Offer ID, Transaction ID, Charge to Player Bank, Player Bank Balance, Bank Type, Prize code** fields are disabled.
- Specifying Casino Player is optional when you set the **Admin Comp Type** to:
 - Administrative Comp or
 - Executive Comp or
 - Service Recovery Comp

Casino Player

The casino player who generally is the primary guest. You can change the value.

Note:

- This field applies the VVIP functionality for disabling the VVIP guests details if the user is not VVIP authorized. See [VVIP functionality](#) on page 200
- When you select a different casino player the application clears the defaulted fields such as, Allow Comps on Departure Date, Offer ID, etc.

Comp Template

The comp template that contains the transaction codes that can be comped by the system.

Transaction Code

The transaction code that must be comped by the system.

Note: The application displays the `The transaction code is not allowed to be comped,` message if the Comp Authorizer adds un-compable transaction codes.

Start Date

The date beginning which the folio charges are comped by the system.

End Date

The date after which the folio charges are not comped by the system.

Max Comp Amount

The maximum amount that can be comped by the system.

Max Quantity

The maximum quantity of the comp items that can be comped by the system.

Note:

- This field is cleared if the **Max Comp Amount** field is specified or populated.
- If the **Offer ID** is specified by the user or populated by the system and the Install Parameter CMSPRTNR is set to **Caesars**, this field is enabled and optional.

Apply At Checkout

If this checkbox is selected, the Folio Comp Configuration records are not considered for auto comping when a matching charge is posted to the account. The user can apply these records on demand by selecting this checkbox to apply comps, or when the guest checks out. The application uses these records to apply comps to matching charges on the folio. This delays the comping action for the next scheduled time.

Allow Comps on Departure Date

If this check box is selected, the application checks the Folio Comp Configuration records. When the posting date is same as the Departure date and the End Date the comp is voided.

Non Comp Offer

If this checkbox is selected, the folio comp configuration records do not comp the charges posted to the account, but are required to redeem the charges with the partner system.

Note: Non-Comp offers are redeemed when the guest checks in.

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Offer ID

The profile ID of the organization or the guest stay availing the comp charges.

Offer Group ID

The Group ID of the organization or the guest stay availing the comp charges.

Authorization Code

The authorization code. The system verifies if the authorization code is valid for an active authorizer or not.

Comp Notes

The information related to the details of the user who approves the comp. This field is displayed only when the comp authorizer is not the same as the person who approves the comp. A user is assigned a number of limited comps (the maximum comps) the user can approve. However, the user can approve more comps if this permission is provided by the assigned authorizer.

Comp Reason

The reason for applying comp charges to a guest stay reservation.

Note: This code is created using the **Global Transaction** screen.

Comp Redemption type

Indicates the type of redeeming the folio comp configuration record at a given point of time. The options are:

- a** Single Use Comp: The comp is redeemed after the first use and can't be used again for additional charges.
- b** Per Stay Comp: The comp can be used multiple times as needed during the guest stay, up to the max comp amount. The comp is redeemed when the guest checks out.
- c** Per Day Comp: The comp can be used to comp multiple charges up to the max comp amount per day. The comp is redeemed when the guest checks out.
- d** Unlimited Comp: There is no limit to the amount of times the comp can be used during the stay. The comp is redeemed when the guest checks out.

Prize Code

Select the **Global Code Comp Prize Code** for the comp folio.

Note:

- The prize code must be selected for a discretionary comp.

Status

Select **Active** to use the folio configuration setup.

4 Click **Action > Retrieve Player Banks** to select a bank to which the comps must be charged.

5 Click **Action > Retrieve Player offers** to select marketing offers that are available to the player based on their player value.

Note:

- The Offer Details screen displays the list of the billing profiles linked to the offer. The billing profile includes the Profile code, Description and the Billing Profile type.
- The Profile code and the Description are displayed based on the selected Billing Profile Type.

6 Click **Submit** to save the record.

Note:

- When the user selects a comp template and the install parameter CMSPRTNR is set to **Caesar**, the following fields are defaulted from the selected comp template:
 - **Authorization Code**
 - **Max Comp Amount**
 - **Max Quantity**
 - **Comp Redemption Type**
 - **Allow Comps on Departure Date**
- You cannot redeem the comps if the install parameter CMSPRTNR is set to **ARISTOCRAT** or **ASISLOYALTY** and the property parameter CMSAUTOSETTLE is selected.
- If the value of install parameter CMSPRTNR is set to **PECHANGA**,
 - Specifying the Authorization code is optional.
 - The application defaults the Comp Department based on the Comp Type of the offer.
- You cannot modify these values.
- The application sets the Folio Comp Configuration record to **In active** status when a Folio Comp Configuration offer is not used.

- When the install parameter is set to other than PECHANGA , any one of these values must be specified:
 - player bank
 - Offer
 - administrative comp
 - comp slip
- For IGT player bank requirement, if the Property Parameter **CMSPTNR** is set to **INTLGAMETECH**:
 - The user can select multiple transactions from the comp list..
 - The application automatically issues and settles each comp transaction based on the selected bank and configured transaction code.
 - The error is displayed if the process fails.

Folio Wizard

Use the **Folio Wizard** screen to move folio postings to the appropriate folio, within a single guest or master account. Once folio postings are moved, the folio balances for the affected folios are updated. You can invoke this screen by clicking Folio Wizard in the following areas:

- The **Folio** tab of a guest stay record.
Note: The option is not available for guest stay records in waitlist status.
- The Folio page of a check-in or check-out in record view.
- Right-clicking a guest stay on the Room Plan screen.

The Folio Wizard screen displays a row header for each folio (guest folio, incidental folio, A/R folio, Folio 4, Folio 5, and the accounting folio) with the postings belonging to each folio grouped below its header. The system only shows a grid of Folio Type codes that are set to **Active** status in the **Global Codes** screen.

Note: The guest currency for a folio balance is defaulted based on the selected rate plan. By default, the value of the Folio Balance in Guest Currency field is displayed in property currency.


The following are the main activities that you can carry out on the page:

- Click on a row header and sorts the results of that folio by ascending order and then descending order if the header is clicked again.
- Select a folio posting and drag it to another folio.
- Select multiple folio postings by pressing the CTRL key or Shift key and clicking on the postings to move.
- Hover over the Folio Has Settlement icon to view settlement details.

Printing folios

Use the **Print Documents** button to print a [folio](#). The types of guest forms that are available are based on which Guest Print Options are active in the **Maintain Global Codes** page. The **Print Documents** button is available in these areas:

- The **Guest Stay** screen
- The **Folio** tab of the **Guest Stay** screen

Note: You can select  adjacent to the A/R Account field, to print the invoice from the **Invoices** tab on the **Property A/R Accounts** screen

- The **Folio** window of the **Check In** screen
 - The **Folio** window of the **Check Out** screen
- 1 Click **Print Documents**, select the folio to print. The **Print Folio** window displays if **Show Folio Parameters** is enabled.
 - 2 In the **Print Folio** window, specify the information that you require. See additional information about these fields:

Folio

Select which folio payers to include. Options are based on active Folio Type on the Maintain Global Codes page.

Show Guest Currency

Select this check box to show amounts in the guest's currency.

Show Credit Card Details

Select this check box to display the last four digits of a card number unmasked.

Show Package Inclusions

Select this check box to include the package inclusions of non-room items in the report.

Show Package Details

Select this check box to include the package information in the report.

Show Credits Separately

Select this check box to include the credits separately in the report.

Note: For the properties specific to France, you can print a folio. When the FRANCENF525COMPmode parameter is selected, folio print options are unavailable. For compliance with the NF525 regulation, you must print Tax Invoices.

- Final
- Print

- 3 Click **Submit**.

Processing a chip and pin payment card

Processing Modes: There are three modes in which a payment card with chip and pin functionality can be processed:

- **Card Present:** In this case, the guest is physically present at the location where a payment must be made and can use the payment card reader device if required. It is not necessary to use the payment card reader.
- **Card not Present:** In this case, the guest is not physically present and the payment card reader device cannot be used.

- **Manual:** In this case, the interface is down and you must call the credit card company to get the authorization for a specific amount or to get a payment approved.

Basic Flows: The following are the two basic flows in which you can use a payment card with chip and pin functionality. In any of the basic flows, the card reader is used only once during the process and a given authorization chain cannot change processing modes. For example, a payment authorization which is carried out using the card not present scenario, cannot be changed to a card present scenario by using the payment card reading device.

- **Authorize and Settle:** In this flow you must authorize the card. You can authorize only a credit card or a debit card which is processed as a credit card. You can also carry out subsequent incremental authorizations to increase the authorization amount. The authorization cycle is ended or completed either by a full reversal or a settlement. The card reader is only required for the initial authorization.
Note: A true debit card transaction never needs authorization.
- **Sale:** In this flow you must select debit transaction type to carry out the sale. You must use the card reader and the card is charged immediately.

Processes: The list below explain the basic processes and their limitations.

- **Authorization:** Use the **Activate Reader** button on the **Payment Authorization** screen to carry out the initial authorization. Information in the **Device**, **Folio** and **Amount** fields only is used. The **Folio** field is optional, but is important because if no folio is selected, the amount is authorized at the guest account level and can be applied to all folios that do not have folio settlement type specified. For incremental authorization, you can select the payment card details using the Card Search icon. The payment card reader device is only required on the initial authorization.
- **Activate Reader**, the card details are removed and the transaction is treated as a sale. If an authorization already exists on the payment card, the authorization stays in place. Folio Payment: If you want to carry out a settlement on a previously authorized card, you must select the card details from the Card Search icon.
- **Guest Stay:** You can use the **Folio** tab or the **Payment Authorization** to access the **Activate Reader** button.
Note: If you select the **Select Guest Settlement** or the **Select Folio Settlement** check boxes, the specified credit card details are defaulted to the Settlement section of the Record View tab or the Folio tab. The defaulted fields are:
 - Settlement Type
 - Card Type
 - Card Number
 - Expiration Number
 - Name on Card
- **Check-In/Walk-In:** Check-in process works on the basic premise that the payment card must be authorized. When the guest arrives and needs to be checked-in, click **Activate Reader** button. When the payment card is presented, the electronic response from the card processor determines the **Settlement Type**, and populates other card details on the screen. If you use a debit card, a sale request is sent and approved. If you use a credit card, an authorization request is sent to the payment card processor. Following are the possible scenario when a payment card is used:
 - **Change of payment card:** If the guest wants to change the payment card after the authorization has been approved using card reader device, you must get a new card-present authorization. The existing payment card details are overridden by the new card details. The existing authorization remain on the current card and must be reversed manually. Else, the unconsumed authorizations are reversed by the Check-Out process.

- Folio Settlement: You must enable the property parameter **PAYAUTHINTERFACE** to invoke the **Payment Authorization** pop-up, which allows you to use the **Activate Reader** button. Else, you must manually navigate to the **Payment Authorization** or the **Folio** tab to use the **Activate Reader**.
- Folio Payment: If you use the **Activate Reader** button and start the authorization process using the payment card reading device, the payment authorization is set at the account level. The payment card details are populated on the screen in the Settlement Details section. You cannot use this process to authorize any folio setup with credit card as settlement. Also, you cannot use a debit card for folio settlement.
- Check-Out: Select the existing authorization. When you click the **Check-Out** button, a settlement request against the existing authorization is sent by the system.
 - Change of Card: The payment card processor does not allow an authorization to be changed from Card-Present to Card-Not-Present. At check-out, if the guest wants to settle the account with a different card, click the **Activate Reader** button to perform a new sales transaction using the payment card reading device. The system carries out a sale transaction and replaces the settlement card details on the screen. The prior authorization remains on the account, and must be reversed either manually or the system reverses the authorization automatically on check-out. If a debit card is used during check-in, you must carry out a new sale request to settle any outstanding balance.
 - Folio Settlement: If the card on a folio settlement is authorized, a settlement request is sent by the system. If the card on the folio settlement is not authorized, the check-out process cannot perform a card-not-present sale. You must enable the property parameter **PAYAUTHINTERFACE** to invoke the **Payment Authorization** pop-up, which allows you to use the **Activate Reader** button.

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).

Address Lookup

Use this window to select an address and associate it with the entity of the screen.

This feature enables the user to validate the address from an external vendor, AFD Services. You can search the verified addresses, view, and select an address from the list.



You can access this window from many screens such as **Guest stay**, **Property AR Account**, **AR Account Profiles**, **Walk-In**, and **Tax invoice** screen.

Note: The property parameters ADDRESSLOOKUP and ADDRESSLOOKUPLICENCE must have a value.

Checking-in and checking-out guests

HMS provides two screens to help you check-in and check-out guests as quickly and efficiently as possible. Check-in guests with reservations using the **Check In** screen. Check-out guests using the **Check Out** screen. Because much of the guest stay information has already been entered during the reservation process, both the guest check-in and check-out can and should move very quickly for

guests. The features on these screens simplify the guest check-in and check-out processes including the intermediate processes such as arrival, registration and departure.

As you complete each phase of the check-in or check-out process using the buttons on the left side of the pages, a  is displayed by the system to indicate that a step is completed. If a  is displayed, then information or action is still required for a step, and you must complete the step before completing the check-in or check-out process.


Based on your system configuration, you must complete all required steps in the check-in and check-out workflow before the **Check In** and **Check-Out** buttons are enabled to finalize the process. Your system configuration determines which steps are required to complete the check-in and check-out processes.

The Welcome text is displayed only if the Welcome Message is configured on the **Property Configurations** screen.

Checking-in a guest

You can complete the Check-in process for guests who have reservations using the **Check In**, and **Stay 360** screen. Because much of the guest stay information has already been entered during the reservation process, a guest check-in can and should move very quickly for guests holding reservations. The **Check In** screen simplifies the guest check-in process through a graphically driven workflow that moves [front desk](#) and reservation staff personnel through the arrival and registration process intuitively, quickly, and efficiently. If the GUESTRECOGNITIONPOPUP parameter is enabled, a pop-up window displays important information regarding the guest being checked-in.

You can **Right Click** on a guest record to update the guest reservation status.

As you move through each phase of the check-in process using the buttons on the left side of the page, a  is displayed by the system to indicate that a step is complete, enabling you to move on to the next step. Based on your system configuration, you must complete all required steps in the reservation workflow before clicking the **Check In** to finalize the guest reservation.

Note:

- If you select the **Hide Confidential Rates** check box on the **User Groups** page for the logged in user, and the **Confidential Rate** check box is selected on the **Guest Stay** page, the **Grand Total**, and **Average Nightly Rate** fields are hidden by the system.
- If the value of the property parameters ADVANCEPOSTINGLIMIT is specified, then the Advance Posting is limited to a specific period for the hotels in Germany.
- If the property parameter SignatureCaptureRegCard is not selected, the report parameter values specified for the Registration Card in the property parameter REGCARDREPORT is considered for printing the guest registration cards.

To check-in a guest reservation:

- 1 Select **Front Desk > Check-In**.
- 2 Double-click the guest record. The **Record View** tab is displayed. Information regarding the guest is displayed in the header of the Guest Details section, such as the lifetime revenue generated by the guest and the total number of nights the guest has stayed in the hotel. Icons are also displayed

to indicate special status for the guest, such as Guest is a VIP. Hovering over an icon with the mouse displays details regarding their meaning.

Note: This screen applies the VVIP functionality for disabling the VVIP guests details if the user is not VVIP authorized. See [VVIP functionality](#) on page 200.

- 3 In the Guest Details section, specify the information that you require. See additional details about these fields:

Email Type

Select the type of email to associate with the guest record, Alternate or Primary.

Auto Email Folio

Select this check box to automatically email the folio to the guest when the folio is generated. If **Auto Email Folio** is checked, **E-mail Address** is required.

YTD Loyalty Nights

Specify the number of nights the guest has stayed for the selected rate plan in the current calendar year.

Note: To calculate the stay dates, the reservations with status **In-house** or **Checked-out** are considered. The stay date must be the same as or later than the current hotel date.

Tax Id

Specify the guest's tax identification number. Tax invoicing features are enabled or disabled for properties based on the setting of the TAXINV property parameter.

See [Property parameters](#) for information on TAXINV. For information on tax invoicing refer to [Tax invoices](#).

Stay Type

Specify the guest's stay type for rooms using the owner room rotation method.

See [Understanding room rotation](#) for information.

Guest Image

The guest image that is defaulted for the selected profile ID from the **Guest Profile** screen.

- 4 Click **Room Assignment**. The **Room Assignment** page is displayed with a list of all the [available rooms](#) based on the room type specified on the reservation. If room rotation is used, rooms with the lowest amount of total room points appear at the top of the list. When the owner room rotation method is used and the top room in the list is not assigned, you will be prompted for a reason. See [Understanding room rotation](#).

The **Room Assignment** page displays the list of rooms and a calendar grid that indicates the status and availability of a room based on different colors and icons that are defined in the legend at the bottom of the page; for example, Available rooms are displayed in green for a particular date, and an icon is used to identify a room as Dirty. Hovering over a room number with the mouse also displays the room description.

- 5 In the Search Criteria section of the page, enter a search criteria to narrow or modify the **Room List** as necessary.
- 6 Specify this information:

Retain Current Rate

Select to search for a different room type while retaining the current rate for the room type specified on the guest reservation. This feature can be used when there are no [available rooms](#) of the room type specified on the guest reservation, and selecting **Retain Current Rate** enables you to find the guest an available room that is a different type without re-quoting the price that was quoted for the room type on the guest reservation.

Rate Reason

If you have selected **Retain Current Rate**, select the reason.

Show Assigned Rooms

Select to display rooms that are currently assigned to another guest.

Show Unavailable Types

Select to include room types in the search results that are sold out or restricted.

Show Dirty

Select the check box to include the rooms with Status set to Dirty in the search result.

Note: The check box is not selected during the check-in process.

Show Occupied

Select the check box to include the details of the occupied rooms in the search result.

Note: The check box is not selected during the check-in process.

Room Attributes

Specify the attributes that a room must have to be included in the search results.

Note: Room attributes and guest preferences with the same codes are equivalent, and the [room attributes](#) will default to guest preferences that are also room attributes.

Non-Smoking

Select to display only non-smoking rooms in the search results.

Accessible

Select to display only handicapped accessible rooms in the search results.

Note: **Non-Smoking** and **Accessible** are both room attributes and guest preferences that are pre-defined as a part of the system configuration. Due to the importance of these features, you are able to limit search results as a part of the check-in process as well.

No Connecting Room

Select to display only non-connecting rooms in the search results.


Connecting Room

Select a room number to display only rooms which connect to the selected room number in the search results. A connecting room refers to an adjacent room with direct access between the rooms, making the use of a corridor between the adjacent rooms unnecessary.


Exposure

Select the room view or [exposure](#). For example, ocean view, mountain view, etc.

- 7 Click **Search**. The rooms matching the specified search criteria are displayed.

- 8 Double click the room to assign for the guest reservation. The Check-In Details are updated with the room information, and the  indicates that the room assignment process is complete. The Room Pin field is populated only if the required interface is installed. The Room Pin is the code that allows the guest to access the room. The code is created after the key generation process is complete and is displayed in this field. The code is printed on the invoice. If the **Do Not Move** field is selected, you cannot change the room that is assigned to the guest.
- 9 Specify the room type. The default value is determined by the setting for Room Type in the Property Defaults section of the **Property** screen.

Note: The room type must be in inventory for the guest stay duration.

- 10 In the Guarantee/Settlement Details section, specify the settlement details or click **Settlement** button, as necessary. A  indicates that [folio](#) settlement details have already been entered for the guest reservation. A payment [authorization](#) page is displayed showing any folio settlement details that are available on the guest reservation.

Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

Note:

- **No Post:** If this check box is not selected, all postings from any source such as interface outlets, posting directly on the folio, fast post, EOD and auto-transfers, are allowed. If the check box is selected, the following postings are allowed:
 - Posting directly on the Folio
 - Posting by EOD.
- **Post All Charges:** If this check box is selected, you can post all future charges to the guest account. This checkbox is displayed when **ALLOWADVANCECHARGEPOSTING** parameter is enabled.
- Settlement details are usually entered during the guest reservation process.

Refer to [Creating guest reservations](#) on page 113. If no settlement details have been added for the guest reservation, you can swipe or manually enter the card or settlement information as necessary. Refer to [Adding settlement details during a guest check-in](#) on page 209.

- 11 In the Additional Details section, specify the information that you require. See additional information about these fields:

Alternate First Name

Specify an alternate first name of the guest.

Alternate Middle Name

Specify an alternate middle name of the guest.

Alternate Last Name

Specify an alternate last name of the guest.

Personal Number

The unique identification number of the guest.

Note: The value is retrieved from the Guest Profile screen.

Alternate Title

Specify an alternate title of the guest.

Alternate Suffix

Specify an alternate suffix of the guest.

NRG

If this checkbox is selected, the guest is identified as Non Registered Guest for the Hotel. The guest is checked in with the prefix NRG.

Note:

- If this checkbox is cleared, the NRG prefix is removed from the Guest profile (name caption).
- The information related to this guest is not disclosed at any given point of time.
- The application displays a confirmation message for accessing the NRG guest.

Player Card Level

The level associated with the player. This value is defaulted with the value specified in the **comp calculator** field based on the pre-configured customer/partner interface.

ID Number

Specify the number of identification document provided.

Note: This value is masked if the value of the property parameter MASKPASSPORTIDNUMBER is set to ID.

Service

Specify the branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army and so on. This field is used by US Military only.

Rank


Specify the rank of the guest. This field is used by US Military only.

Pay Grade

Specify the pay grade of the guest. This field is used by US Military only.

Rating

Specify the guest rating. The guests are limited to room types within their rating. This field is used by US Military only.


- 12 Click Registration Card.** A registration card is displayed. Print or export the registration card as necessary. The Record View page is displayed, and the  indicates that the registration card process is complete.

Note: You must generate a registration card for the guest to complete the guest check-in if **Registration Card Required for Check-In** is selected for your [property](#) as a part of the property configuration.

- 13 Click Generate Keys.** The **Generate Keys** page is displayed showing the guest details for the selected guest.

Note: You must generate a key for the guest to complete the guest check-in if **Require Key Generation** is selected for your [property](#) as a part of the property configuration.

See [Generating room keys](#) on page 145.

-
- 14 Click **Folio** to carry out the postings when a guest checks-in.
 - 15 Click **Enhanced Experience**. The **Enhanced Experience** page is displayed, enabling you to add meal plans, additional items, packages, and bundles to the guest reservation, for example: golf [package](#), spa treatments, massages, beer, wine, champagne, and gift baskets. Enhanced experience items are configured for meal plans and non-room items and bundles within the Rates and Sales module and can be added to a guest reservation at any point during a guest stay, including the departure date.
 - 16 Specify this information:
 - Item Type**
Select the type of enhanced experience item to add.
 - Item**
Specify the enhanced experience item to add. The values in the **Quantity** and **Frequency** fields are automatically populated. Edit the **Quantity** value as necessary.
 - Start Date**
Specify the date on which the enhanced experience item begins.
 - End Date**
Specify the date on which the enhanced experience item ends.
 - Pricing Control**
Select to charge for the item per adult, child, person, or room.
 - 17 Click **Save**.
 - 18 Add additional enhanced experience items as necessary, and click **Close**. The guest reservation is updated with the enhanced experience information, and the  indicates that the enhanced experience process is complete.
 - 19 Click **Rate Details**. The **Rate Details** page is displayed.
 - 20 Click [Expand/Collapse](#) to view a detailed summary of the room rates, [package](#) rate, non room bundles, and enhanced experience items per date for a reservation. Hovering over an item in the rates summary with the mouse also displays detailed information about the reservation associated with the room.
 - 21 View the summary information and click **Close**.
 - 22 Click **Messages**. The **Messages** window is displayed, which enables you to add messages, internal action requests, wake up call requests, and other types of messages for a guest reservation.
 - 23 Specify this information:
 - Type**
Select the type of message to add; for example, Wake Up Call. Certain fields are enabled or disabled in the Message Details section based on the type of message selected.
 - To**
Select the recipient of the message; for example, the name of guest being checked in.
 - From**
Specify who is sending the message; for example, another guest or hotel personnel.
-

Phone

Specify the phone number for the recipient to call regarding the message.

Completed

Select to indicate that the message has been delivered.

Canceled

Select to indicate that the message no longer needs to be handled or delivered.

Reminder Date/Time

Specify a date and time at which to generate an reminder regarding the message.

Topic

Specify a brief description of the message to indicate the subject of the message.

Message

Specify the actual message.

Urgent

Select to indicate that the message is urgent.

Returned Your Call


Select to indicate that the message has been received by the recipient, who attempted to return the call.

Please Call

Select to indicate that the sender of the message is requesting a call from the recipient.

Will Call Again

Select to indicate that the sender of the message will call again in an attempt to reach the recipient.

- 24 Click **Save**. The message is added to the guest reservation.
- 25 Add additional messages as necessary and click **Close**. The  indicates that messages have been added on the guest reservation.
- 26 Click **Notes**. The **Notes** window is displayed. Notes can be entered to be viewed by hotel personnel only or to be shared with the guest.
- 27 Specify this information:

Reservation Note

Specify a note to be viewed by hotel personnel regarding the guest reservation.

Guest Note


Specify a note to be shared with the guest.

Print on Confirmation


Select to print the note on the confirmation generated by the reservation.

Private Note

Select to indicate that the note is private and should not be printed on the confirmation or guest registration card.

- 28 Click **Save**. The note is added to the guest reservation.
- 29 Add additional notes as necessary and click **Close**. The  indicates that there are notes on the guest reservation.
- 30 Click **Edit Guest Stay**. The system displays the **Guest Stay** page for the guest reservation.
Refer to [Maintaining guest details](#) on page 146.
- 31 Click **Check In**. The guest reservation is checked in. The status of the guest reservation is set to In-house and the housekeeping status for the guest room is set to Occupied. If the property parameter **CKINPCKUPSTATUS** is checked and the room assigned has the room status of Pick Up, a message is displayed to the user that states the room has a status of Pick Up and also includes the last date and time the room was cleaned.
Note: If advance deposit tax invoicing is enabled for a property, when an advance deposit is posted, the system posts the Deposit Charge (the Net Amount and Tax Amount) and the Deposit Tax to the guest account. When the guest checks in, the Deposit Charge and Deposit Tax rows are offset with contra-postings, and the Deposit Payment row is offset with a To Guest Ledger transaction. A credit for the Advance Deposit transaction is also posted to the guest folio. These transactions can be viewed on the **Advance Deposit** and **Folio** tabs of the **Account** screen. Deposit tax invoicing features are enabled or disabled for properties based on the setting of the ADTAXINV property install parameter.
Refer to [Property parameters](#) on page 567 for more information on ADTAXINV.
If you check-in a reservation that is part of a set of associated reservations; as the very last step of the check in process, a popup is displayed by the system listing the remaining reservations that are part of the same set of associated reservations and need to be checked-in.

Adding settlement details during a guest check-in

If a  is displayed on the **Settlement** button, then the settlement information is still required for the guest check-in, and you must add the necessary settlement details and generate payment [authorization](#) before completing the check-in process.

To add settlement details during a guest check-in:

- 1 From the **Record View** tab of the **Check In** form, click **Settlement**. A payment authorization page is displayed showing any [folio](#) settlement details that are available on the guest reservation.
- 2 Click **Add Record**.
- 3 Specify this information:

Settlement Type

The mode of payment settlement such as Cash, Cheque, Credit Card and so on.

Type of Card

Enter the type of card to be read by the card processor; for example, credit card or gift card.


Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

Note: You can also enter card information by swiping the card through a card reading device connected to your system. Verify that the **Type of Card** for the card reader is correct and click **Activate Reader** prior to swiping the card. Swiping the card initiates the approval process. Retrieve the card and approval information from the card reading device.

- 4 Click **Save**. The card information is processed and updates **Authorization Status**, **Authorization Type**, **Approval Code**, **Reference Number**, and **Capture Method**.
- 5 Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property.

Refer to [Processing a chip and pin payment card](#).

- 6 Click **Close**. The Guarantee/Settlement Details are updated with the settlement information, and the  indicates that the settlement process is completed.

Note: If the payment [authorization](#) fails or is declined, a message is displayed in the message bar. Click **OK** to continue. You can then click **Save** to attempt the authorization again, or you can click **Clear** to remove the existing card information and retry the authorization with a different card.

Checking-in a guest using rapid check-in

The **Check In** screen includes a [rapid check-in](#) feature that enables you to initiate the check-in process for a guest or multiple guests at one time on the List View page. If room rotation is used, rooms with the lowest amount of total room points are assigned first. See [Understanding room rotation](#).

To check in a guest using rapid check-in:

- 1 Select **Front Desk > Check In**.
- 2 On the List View tab, double-click the guest stay record to work with. You can select multiple records as necessary.
- 3 Right-click the guest stay record, and select Update Field. The **Update Field** window is displayed.
- 4 Change this information:

Field

Select Status as the field to update.

New Value

Select In-house as the new status for the guest.

- 5 Click **Save**. The guest is checked-in and a confirmation message is displayed. Click **OK**. If the property parameter **CKINPCKUPSTATUS** is checked and the room assigned has the room status of Pick Up, a message is displayed to the user that states the room has a status of Pick Up and also includes the last date and time the room was cleaned.

Note: 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.


Checking-out a guest


Use the **Check Out** screen to complete the guest check-out process. Frequently guests must settle their account during checkout, and thus you must enter payment information and generate payment [authorizations](#) for the account. The **Check Out** screen enables you to complete the related activities such as settling the [guest account](#), generating receipts, deliver messages at departure.

The **Payer** field is enabled when invoicing is active. When tax invoicing is active and the folio is settled separately, you can invoice the folio separately and requires a payer. You can generate separate tax invoices for each different folio, based on the following rules:

- Folios with un-invoiced charges are invoiced.
- The Accounting folio is never invoiced.
- The A/R folio is always invoiced separately. The folio balance is not considered. The invoice payer is A/R, which is specified in the Folio Details section.
- If a folio has a payer specified in the Folio Details section, and has a zero balance, the folio is invoiced separately. The payer in folio settlement is used as the invoice payer.
- If a payer is not specified in the folio details, and has a zero balance, the folio is invoiced separately. The invoice payer is the guest.
- When a cash settlement is made, the total folio amount is rounded based on the value specified in the property parameter POSTROUNDINGDIFFERENCE.
- If the remaining folios have a combined zero balance, the folios are invoiced together. The invoice payer is the guest.

Note: For guest folios with no outstanding balances, the **Check Out** screen includes a [rapid check-out](#) feature through which you can right-click and update fields to auto-settle the accounts receivable for the guest [folio](#) during the check-out process. See [Checking-out a guest using rapid check-out](#).

As you move through each phase of the check-out process using the buttons on the left side of the page, a  is displayed by the system to indicate that a step is complete, enabling you to move on to the next step. Based on your system configuration, you must complete all required steps in the check-out workflow before the **Check Out** button is enabled to complete the guest departure.

The  indicates that messages have been added on the guest registration. When messages on the account have not been delivered or cancelled on the guest reservation, you cannot check-out the guest. You must complete or cancel messages before continuing with the check-out process. See [Managing guest messages during check-in and check-out](#).

For pending invoices in a folio, if the **Separate Tax Invoice** check box is selected on the **Tax Invoice Configuration** screen, the tax invoices are generated separately for each folio.

To check-out a guest:

- 1 Select **Front Desk > Check-Out**.
- 2 On the List View tab, double-click the guest stay record to work with. The guest stay Record View tab is displayed. Information regarding the guest is displayed in the header of the Guest Details, Check-Out Details, and the Folio and Settlement Details sections, such as the [Lifetime Revenue](#) generated by the guest, the total number of nights the guest has stayed in the hotel, room and [rate plan](#), and most importantly the [Folio Balance](#). Icons are also displayed to indicate special status for the guest, such as Guest is a VIP. Hovering over an icon or folio information with the mouse displays details regarding their meaning.

Note: This screen applies the VVIP functionality for disabling the VVIP guests details if the user is not VVIP authorized. See [VVIP functionality](#) on page 200.

- 3 In the Guest Details section, specify the information that you require. See additional information about these fields:

E-mail Type

Select whether the guest e-mail is alternate or primary.

Auto Email Folio

Select this checkbox to automatically email the folio to the guest when the folio is generated. If **Auto Email Folio** is checked, **E-mail Address** is required.

Tax Id

Specify the guest's tax identification number.

Note: Tax invoicing features are enabled or disabled for properties based on the setting of the TAXINV property parameter. See [Property parameters](#) on page 567 for information on TAXINV. See [Tax invoices](#) for information on tax invoicing features.

Guest Image

The guest image that is defaulted for the selected profile ID from the **Guest Profile** screen.

- 4 Verify the information in the Check-Out Details and Folio Details sections. If the [guest account](#) has an outstanding balance, the balance information is displayed as the **Folio Balance** in the Folio Details section.
- 5 In the Settlement Details section, specify this information:

Settlement Type

Specify the settlement type for the guest [folio](#). Depending on the selected settlement type, certain fields within the [Settlement Details](#) section are enabled, disabled, and required; for example, if the settlement type is credit, then you must specifying values for the credit card fields.

Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

Activate Reader

Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property.

Refer to [Processing a chip and pin payment card](#).

A/R Account

Specify the [accounts receivable](#) for the guest settlement. This field is available only when the folio is set to Accounts Receivable. If the settlement type is Direct Billing, then **A/R Account** is required. When you post a direct bill settlement to an account and the install parameter ARBATCH = NO, the system posts the direct bill charge directly to the AR Account. The value of the property parameter **TAXINV** also impacts the settlement process.

See [Working with folios](#).

Billing Reference

Specify the [billing reference](#) for the settlement.

Originating Booking System

The name of the external booking system for the OTA (Online Travel Agency) to directly bill the charges.

Note: You must specify this value if **Require Originating Confirmation Number** check box is selected for the **A/R Accounton Property A/R Accounts**screen.

Originating Confirmation Number

The confirmation number of the booking system to which the A/R account is configured.

Note: The application defaults this value.

- 6 In the Additional Details section, specify the information that you require. See additional information about these fields:

Alternate First Name

Specify an alternate first name of the guest.

Alternate Middle Name

Specify an alternate middle name of the guest.

Alternate Last Name

Specify an alternate last name of the guest.

Alternate Title

Specify an alternate title of the guest.

Alternate Suffix

Specify an alternate suffix of the guest.

NRG

If this checkbox is selected, the guest is identified as Non Registered Guest for the Hotel. The guest is checked in with the prefix NRG.

Note:

- If this checkbox is cleared, the NRG prefix is removed from the Guest profile (name caption).
- The information related to this guest is not disclosed at any given point of time.
- The application displays a confirmation message for accessing the NRG guest.

ID Number

Specify the number of identification document provided.

Note: This value is masked if the value of the property parameter MASKPASSPORTIDNUMBER is set to **ID**.

Service

Specify the branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army and so on. This field is used by US Military only.

Rank

Specify the rank of the guest. This field is used by US Military only.

Pay Grade

Specify the pay grade of the guest. This field is used by US Military only.

Rating

Specify the guest rating. The guests are limited to room types within their rating. This field is used by US Military only.

- 7 Click **Save Record**.
- 8 Click **Folio** to edit the guest folio as necessary. The **Folio** window is displayed, from which you add records, make corrections or adjustments, [transfer](#), or remove records from the original account to a separate account.
Refer to [Working with folios](#).
- 9 Click **Payment Authorization** to authorize a credit card payment as necessary. The **Payment Card Authorization** window is displayed, enabling you to authorize a credit card for the payment of the guest folio.
Refer to [Payment card authorizations](#).
- 10 Click **Print Receipt** to print a receipt for the guest. A window is displayed, enabling you to export, print, or export the receipt to data feed.
- 11 Click **Print**. The **Print** window is displayed. Specify the printer to which to print the receipt and click **OK**.
Note: You can also export the receipt as a file or export the receipt to a data feed. You can export the receipt in any of the following file types: XML file with report data, CSV (comma delimited), PDF, MHTML (web archive), Excel, TIFF file, or Word.
- 12 Click **Messages**. The **Messages** window is displayed, which enables you to add messages, internal action requests, wake up call requests, and other types of messages for a guest reservation.
- 13 Specify the information that you require.
See [Maintaining guest messages](#).
- 14 Click **Notes**.
- 15 Specify the information that you require.
See [Maintaining guest notes](#).
- 16 Click **Edit Guest Stay** if you need to enter or update information on the guest reservation or complete tasks related to the guest reservation that cannot be performed on the **Check Out** form. The **Guest Stay** form is displayed.
Refer to [Guest Stay](#).
- 17 Click **Check Out**.
Note:
 - During the Check-out process for a non-virtual room, the **Day Use Status** window is displayed wherein you can set the **Room Status** and the **Service Type**. This window is displayed only if:
 - The property parameter DYUSERSSRVCTYP is selected.
 - The number of nights is equal to zero.
 - During the check-out, a confirmation message is displayed to post the stamp duty for the tax invoice if the property parameter ITALYSTAMPDUTY includes a value and the invoice amount is equal to or exceeds the threshold.
 - During the check-out process for a virtual room, the **Room Status** is set to **c1ean** and the **Service Type** is set to **None**.

- If the FOLRECT installation parameter is set to YES, then a window to print a receipt for the guest [folio](#) is automatically displayed. Print the receipt as necessary.
- a If the [guest account](#) has no outstanding balance, the guest is checked out.
- b If the guest account has an outstanding balance, a message is displayed in the message bar indicating that a payment (cash or check) will be posted to the account, prompting you to receive payment and whether you wish to continue. Click **Yes**.
- c If the **Settlement Type** is a credit card, and the credit card details have been automatically populated from the guest reservation, the card is authorized for the payment of the outstanding balance and the guest is checked out.
- d If the **Settlement Type** is a direct billing, the [A/R](#) folio is settled and the guest is checked out.
- e If the **Settlement Type** is a gift card, the gift card is authorized for the payment of the outstanding balance and the guest is checked out.
- f If tax invoicing is active, tax invoices are automatically generated during check out. When generating the tax invoices, a separate tax invoice is generated for accounts receivable and all other folios are grouped together on another tax invoice. For accounts receivable, the payer is A/R. For all other invoices, the guest is the payer.

Note: If there is no Tax Id is associated with any of the transactions other than the accounting folio, the tax invoice generation process will fail and an error message is displayed. You can complete the invoicing process on the **Tax Invoice** screen.

Note: If **Auto Email Folio** is selected, the folio email will include tax invoices as an attachment.

Checking-out a guest using rapid check-out

For guest folios with no outstanding balances, the **Check Out** screen includes a [rapid check-out](#) feature that enables you to initiate the check-out process for a guest or multiple guests at one time on the List View page.

To check out a guest using rapid check-out:


- 1 Select **Front Desk > Check Out**.
- 2 On the List View tab, double-click the guest stay record to work with. You can select multiple records as necessary.
- 3 Right-click the guest stay record, and select Update Field. The **Update Field** window is displayed.
- 4 Change this information:

Field
Select Status as the field to update.


New Value
Select Checked-out as the new status for the guest.
- 5 Click **Save**. The guest is checked-out and a confirmation message is displayed. Click **OK**. Upon completion of the check-out, the guest stay status is set to Checked-out and the housekeeping status for the guest room is also reset to Vacant and Dirty. If the property parameter **DYUSERSSRVCTYP** is checked and the guest stay was a day use you will be prompted to set the room status and service type of the room.

Managing guest messages during check-in and check-out

Guest messages are added to a guest reservation on the Messages tab of the **Guest Stay** form. These guest reservation messages record internal action requests, wake-up call requests, and voice mail notifications. Guest messages can be delivered or cancelled during both the check-in and check-out processes the **Check In** or **Check Out** pages.

The  indicates that messages have been added on the guest registration. If messages have been added to a guest registration, they must be completed or cancelled prior to the check-out process.

To manage guest messages during check-in or check-out:

- 1 Click **Messages**. The **Messages** window is displayed.
- 2 Select the message to work with. The Message Details and Message sections of the page are populated with the message information.
Note: Add or update information in the Message Details section as necessary. Refer to [Maintaining guest messages](#) on page 176.
- 3 Change this information:
 - Completed**
Select to indicate that the message has been delivered to the guest.
 - Cancelled**
Select to indicate that the message has been cancelled and does not need to be delivered to the guest.
- 4 Click **Save**. The message is removed from the Messages list.
- 5 Click **Close**. The **Record View** tab is displayed. When all the messages on a guest reservation have been completed or cancelled, the  is no longer displayed.

Posting charges with Fast posting

Use the **Fast Posting** page to post charges for multiple In-House guests in quick succession. This page is helpful when you need to post multiple charges across many guest account folios. It is more efficient than accessing each guest account, selecting the **Folio** tab, and inserting the charge. When transactions are posted using the **Fast Posting** page they follow the same posting rules as if they were posted on the **Folio** tab of the guest account:

- Taxes and resort fees associated to the posting will be displayed and posted.
- All auto-transfer rules set on accounts are followed.
- You cannot post charges to the house accounts when the No Post check box is selected.
Note: By default, the No Post check box is selected for closed accounts.
- Zero amount postings are controlled by the property parameter **ALLOWZEROFOLIOAMOUNT**.

- If you specify the unit price, and a value exists in the **Amount** field, the **Quantity** is automatically calculated by the system based on `Amount / Unit Price`. **Quantity** is not updated if the calculated quantity is not a whole number.
- If you specify the unit price, and a value exists in the **Quantity** field, the **Amount** is automatically calculated by the system based on the formula `Unit Price * Quantity`.
- When a cash settlement is made, the total folio amount is rounded based on the value specified in the property parameter `POSTROUNDINGDIFFERENCE`.

Only transaction codes configured with a **Revenue Type**, or transaction codes configured with **Pay Type** of **Cash** or **Check** can be posted. Negative amounts can be posted.

Once the initial posting is submitted in a **Fast Posting** page session, the **Transaction Code**, **Description**, **Folio** and **Amount** fields are duplicated for the next posting. This allows a batch of the same transaction with the same amount to be posted to the other accounts quickly. You can change those fields where necessary. Once submitted you cannot modify any fields on the posted line, including the **Payer** field. Once you leave the page the previous postings will not display on the next page session.

Although guest account and room number search options are available, it is more efficient to have a list of room/guest names prepared before you start posting in the **Fast Posting** page.

If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

To post charges using the **Fast Posting** page:

- 1 Select **Front Desk > Fast Posting**.
- 2 Click Add Record.
- 3 Specify this information:

Room

The room number of the guest for which the charges are posted.

Guest Name

The name of the guest for whom the charges are posted.

Account

The account of the guest for whom the charges are posted.

Note:

You can only select the Account for which the **No Post** check box is not selected on the **Account** screen.

Transaction

The transaction for which the charges are posted.

Adjustment Reason

The purpose of an adjustment or discount. You must select an option if the postings are adjusted.

Note: This field is enabled when the property parameter `POSADJREASON` is selected.

Comments

The additional information related to the adjustment.

Confirmation Number

A unique number generated for the confirmed reservation.

Account Type

The type of the account for which the charges are posted.

Reference Identifier

The identification code that is used to identify the type of account.

Folio

The folio for which the charges are posted.

Amount

The amount of the charge to be posted.

- 4 Click **Submit** to post the charge to the guest folio. Add additional postings as necessary.

Note:

- A confirmation message for rounding off the amount and posting the payment is displayed if:
 - The property parameter POSTROUNDINGDIFFERENCE is included in the transaction code.
 - A value is specified in the Cash Rounding Amount field in the Maintain Currency Codes screen.
 - The revenue type of the transaction is Cash.
- The **Account**, **Confirmation number**, **Account Type**, and the **Reference Identifier** are automatically populated based on the selected **Room** and **Guest** name.
- An **Approve High Cash Payment** window is displayed wherein you must specify the **User ID** and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the ANTIMONEYLAUNDERING property parameter. You can post the payment to the folio using the **Submit** option.
- A confirmation message is displayed to post the Stamp Duty when the invoice amount is equal to or exceeds the threshold limit. You must specify a value for the property parameter ITALYSTAMPDUTY.
- You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

Cashier banking

The [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. The [cash bank](#) is configured at the [property](#) level and is created for single employee or shared between multiple employees working during a particular shift.

Review these topics for more information:

- [Working with cash banks](#) on page 645
- [Opening a cash bank](#) on page 219

- [Working with the cash journal](#) on page 219
- [Printing a receipt for a cash journal transaction](#) on page 221
- [Viewing the cash balance of a cash bank](#) on page 222
- [Closing a cash bank](#) on page 222

Opening a cash bank

Open a [cash bank](#) to initiate the use of a cash bank by a cashier or [front desk](#) personnel during a particular shift.

To open a cash bank:

- 1 Select **Front Desk > Cashier Banking**.
- 2 On the **List View** tab, double-click the [cash bank](#) record to work with. The **Open Bank** tab is displayed.
- 3 Click **Open Bank**. A message is displayed asking to confirm whether you want to open this bank. Click **Yes** to continue and open the bank. Click **No** to cancel. The cash bank is opened and the [cash journal](#) for the bank is activated. Assigned To is also populated with the user's name and Bank Use Status is set to Currently In Use.

Note: If a shared bank is opened, the **Assigned To** field is enabled, and you must specify the user to whom the shared bank is assigned.

Working with the cash journal

The **Cash Journal** tab displays 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. The cash journal records both transactions that impact the cash bank but not a particular guest [folio](#) and transactions that do impact guest folios, such as cash or check settlement payments and pay outs.

To work with the cash journal:

- 1 Select **Front Desk > Cashier Banking**.
- 2 On the **List View** tab, select the cash bank record to work with and click the **Cash Journal** tab. A list of all active cash journal transactions for the [cash bank](#) and their [posting](#) dates is displayed.
- 3 To add a new [cash journal](#) transaction, specify this information in the Journal Details section:

Voucher Number

The system generates a unique voucher number for each cash journal transaction. For example, a cash journal record can be created by any of the following screens:

- Folio: For cash, check, or paid out postings.
- Advance Deposit: For cash or check deposits.
- Gift Card: For cash or check payments.
- Check Out: For cash or check auto settlements.
- Cash Journal: For any journal detail type posted.

- **Close Bank:** When a cash detail for a shift posts a cash drop.

The voucher number is automatically generated based on the property parameter

CASHJRNLVOUNUMSEQ which defines the starting sequence number for cash journal voucher numbers.

Detail Type

Specify the type of cash transaction to complete: Cash Adjustment, Cash Check, Currency Exchange. Depending on the detail type selected, other fields within the Journal Details section are enabled or disabled.

Currency In

Specify the currency of the incoming transaction.

Amount In

Specify the value of the incoming transaction.

Check Number

If the incoming transaction is a check, specify the check number of the check received.

Currency Out

Specify the currency of the outgoing transaction.

Amount Out

Specify the value of the outgoing transaction.

Note: Amount Out is automatically populated based on the value specified for Amount In and the corresponding Exchange Rate.

Room

Specify the room number of the guest associated with the transaction.

Guest Name

Specify the guest name of the guest associated with the transaction.

ID Type

Specify the type of identification document presented by the guest; for example, driver's license or passport.

ID Number

Specify the number of the identification document presented by the guest; for example, the driver's license number or passport number.

Note: In the grid

- The Passport and ID number fields are masked based on the value specified in the property parameter MASKPERSONALINFORMATION.
- The property parameter MASKPERSONALINFORMATION is not applicable when the VVIP functionality is enabled for the property.

Comments

Specify any comments or additional information associated with the transaction as necessary.

- 4 Click **Save**. The record is saved and added to the [cash journal](#) list.
- 5 Select a cash journal to perform the Actions.

- 6 Select **Void** option to default the Amount Out field with the negative amount of the original posting amount.

The cash journal list grid is updated with these:

- The Voided checkbox is selected for the original posting amount.
- The new voided posting is added to cash journal list grid after the original posting.
- The new Voucher number field is prefixed with V to the original posting voucher number.

Note:

- You are not allowed to void a posting which is already voided.
- You are not allowed to void a posting with Journal Detail Type set to CSHPMT, CKPMT, or PO.
- If the Property parameter CURREXCHANGEFOLIO is specified with a value in the Parameter screen, the Currency Exchange transactions is blocked and the Void option is disabled in the Cashier Banking screen.

- 7 Select this option to access the Bank Note Details screen. You can create, modify or delete existing currency detail records using this screen.

You can also use this pop-up is to provide the banknote serial numbers for the currency exchange performed using the folio or cash journal screens.

- 8 Specify this information in the Bank Notes section

Currency In

By default, the field display the currency type provided in the **Cash journal/Folio** tab.

Denomination

The value associated to the currency type.

Note: The range is set with minimum value has 1 and maximum value as 9999999999999999.

Serial Number

This is an alphanumeric value assigned to each bank note that consists of the bank code and numbers.

Comments

The text provided for the bank note.

- 9 Click **Save**. The record ID is saved in the list section.

Printing a receipt for a cash journal transaction

Print a receipt for cash journal transactions to give to guests for transactions such as exchanges, cashed checks, or cash adjustments.

To print the cash journal report:

- 1 Select **Front Desk > Cashier Banking**.
- 2 On the **List View** tab, select the cash bank record to work with and click the **Cash Journal** tab.
- 3 Select the transaction from the Cash Journal list for which to print a receipt and click **Print**.

Viewing the cash balance of a cash bank

Use the **Cash Balance** tab to view a summary of [cash journal](#) activity for each currency contained in a [cash bank](#), including the opening balance and current balance.

To view the cash balance of a cash bank:

- 1 Select **Front Desk > Cash Bank**.
- 2 On the **List View** tab, select the cash bank record to work with and click the **Cash Balance** tab.
- 3 View the cash balance information. Refer to the following list for more information on the information and values displayed:
 - **Currency** indicates the currency associated with the transaction.
 - **Opening Balance** displays the amount of cash contained in the cash bank when the bank was opened.
 - **Cash Payments** displays the sum of the Amount In for all cash payments, which increases the current cash balance.
 - **Checks Cashed Out** displays the sum of the Amount Out for all cashed checks, which decreases the current cash balance.
 - **Paid Out** displays the sum of the Amount Out for all [cash paid out](#), which decreases the current cash balance.
 - **Exchanged In** displays the sum of the Amount In for all incoming currency exchanges, which increases the current cash balance.
 - **Exchanged Out** displays the sum of the Amount Out for all outgoing currency exchanges, which decreases the current cash balance.
 - **Cash Adjustments** displays the difference of the Amount In and the Amount Out for all cash adjustments. Depending on the difference, this value either increases or decreased the current cash balance.
 - **Cash Drop** displays the sum of the Amount Out for all cash drops, which decreases the current cash balance.
 - **Current Cash** displays the amount of cash currently in the [cash bank](#), which is increased and decreased by the various types of incoming and outgoing transactions.
 - **Check Payments** displays the sum of the Amount In for all incoming check payments, which increases the current check balance.
 - **Checks Cashed** displays the sum of the Amount In for all cashed checks, which increases the current check balance.
 - **Current Checks** displays the sum of all Check Payments and Checks Cashed In.
 - **Current Balance** displays the sum of Current Cash and Current Checks.

Closing a cash bank

Use the **Close Bank** tab to close out a [cash bank](#) at the end of a shift. The close bank features enable a cashier to balance the cash and checks in the bank and also includes a drop process that compares user-entered cash balance values with the system-stored values that verifies that a cash bank is balanced. You can also print receipts for a cash bank as necessary.

Different statuses indicate the current stage of closing of a cash bank. The following list describes the different statuses:

- **In Use:** Indicates that the cash bank is currently being used.
- **Not Currently In Use:** Indicates that the cash bank is not currently being used.
- **Closing in Progress:** Indicates that a currency has been entered when there are other currencies in the bank that must be entered also.
- **Ready to Print:** Indicates that all currencies in the bank have been entered and the report is ready for generation.
- **Ready to Close:** Indicates that the cash bank report has been printed and the bank is ready to be closed.

To close a cash bank:

- 1 Select **Front Desk > Cashier Banking**.
- 2 On the **List View** tab, select the cash bank record to work with and click the **Close Bank** tab.
- 3 In the Shift Cash Details section, specify this information:

Currency

Specify the currency for which to enter details.

Shift Cash Balance

Specify the amount of cash contained in the drawer at the end of the shift. Closing Cash Balance is automatically updated based on the specified value.

Cash Drop

Specify the value of any cash drop. A cash drop is any amount of cash taken from the drawer to put into a safe or other device used for holding cash. Closing Cash Balance is automatically updated based on the specified value.

Shift Check Balance

Specify the sum of all the checks contained in the cash drawer for the shift.

Shift Notes

Specify any notes or additional information to associate with the closing of the cash bank for the shift.

- 4 Click **Save**. If the cash bank is balanced with the information presently stored in the system and Currency Balanced is automatically selected.
Note: If the [cash bank](#) is not in balance with the balance information in the system, Currency Balance is not selected and a message is displayed in the message bar. Click **Yes**, to continue closing the bank and to save the record. Click **No** to continue working without saving the record.
- 5 Click **Close Bank**. The cash bank is closed and the [cash journal](#) information is saved. The Bank Status is also set to Inactive and Assigned To is cleared.

Setting up user verification for cashier banking functions

You can set up the user authentication process where an user must specify their password in case of a transaction that impacts their cash bank. To set up the user authentication process, you must specify the following property parameter:

Parameter	Type	Description	Default Value
ReqUserAuthCash	Check box	Require user authentication when posting transactions that affect the cash bank. If the check box is selected, the system displays the User Authentication pop-up whenever a user posts a transaction that impacts the cash bank. The User Authentication pop-up displays the session user-ID and the user must specify the password corresponding to the user-ID displayed. If the password does not match the session user, the system prevents the posting.	No

The **User Authentication** pop-up is invoked from the following screens in the application:

Screens	Cash Bank Activity
Folio	When posting a transaction code that is configured with Pay Type set to Cash or Check , or when the Paid Out check box is selected.
Advance Deposit	When posting a new deposit with a transaction code that is configured with Pay Type = CASH or CHECK, or posting a refund for CASH or CHECK.
Cash Bank / Cash Journal tab	When you select the following options in the Detail Type field: <ul style="list-style-type: none"> • Cash Adjustment • Cash Check • Currency Exchange
Cash Bank / Close Bank tab	When posting an amount in the Cash Drop field in the Shift Cash Detail section.
Check Out	When posting a cash or check settlement during the check-out process.
Walk In	When posting a Payment Amount value and Settlement Type is Cash or Check .

- 1 Specify this information to post the transactions that affect your cash bank if the **ReqUserAuthCash** check box is selected:

Password

Specify the password for the displayed user ID.

- 2 Click **Save**.

Concierge

You can use the **Concierge** page to view the information about different services that are available to the guest within the [property](#) or to identify the venues around the city or location of your property, which the guest can visit. The Concierge Desk uses this information to guide the guests to various services available in and around the property. The [concierge](#) includes services such as coffee shops, video rentals and spa. All the fields are display only.

Viewing concierge items

Before you can view the [concierge](#) items, you must create the items during [property](#) configuration.

To view the available concierge items:

- 1 Select **Front Desk > Concierge**.
- 2 Double click the record that you want to view.
- 3 To return to the concierge items list, click **List View**.

Room Blocking

You use the **Room Blocking** page to assign rooms to reservations. Rooms can be assigned to reservations manually, or by using the **Auto Assign** option. Reservation criteria and room criteria are entered and searched. The reservation with the highest priority is displayed in the grid, previous and next buttons are used to display additional reservations. Rooms displayed are for the date range of the reservations, from arrival date to departure date. If room rotation is used, rooms with the lowest amount of total room points appear at the top of the room list. A minimum of fourteen days are displayed in the grid.

On the **Room Blocking** page:

- If you hover the mouse on the dates that are displayed for a room, and the room is in the **Reserved**, **In-House** or [Day Use](#) status; information such as confirmation number, guest name, arrival date, departure date, VIP code, and loyalty level are displayed. If the hotel uses the leasing functionality and if the room is a lease upgrade, the lease number is also be displayed.
- If you hover the mouse on the dates for a room which is in the **Out of Service** or **Indirect** status, the work order number, reason, start date and end date is displayed.
- If you double click the confirmation number, the **Guest Stay** page with the reservation details, is displayed.
- If you hover the mouse on the room number, you can review the room properties. When an attendant has selected “**Cleaning Started**”, you can also view the **Attendant** icon and the Cleaning start time.
- If you select a room which is available and meets the criteria for the reservation, the room is assigned to the selected reservation. When the owner room rotation method is used and the top room in the list is not assigned, you will be prompted for a reason. See [Understanding room rotation](#)

Manually assigning rooms

To manually assign a room to a reservation in the **Room Blocking** screen:

Note: If you do not specify the **Room Type**, all available rooms are displayed. Guest associated to a lease cannot have their room assignment changed.

- 1 Select **Front Desk > Room Blocking**.
- 2 Specify the reservation criteria. If you select the **Show Available Only** check box, the rooms which are available for the entire duration of the reservation are displayed.
Note: The application displays the rooms that are available for the duration of the guest stay.
 - The rooms with unit Unit Type set to Room or Suite are displayed.
 - The room is blocked based on the room inventory dates.
 - This inventory duration must be less than or equal to the guest stay date.
- 3 Specify the room criteria.
- 4 Click **Search**.
- 5 Select a reservation by using the **Previous** or **Next** buttons.
- 6 Double-click the icon to the left of the room number to assign the room to the reservation shown in the grid. When the owner room rotation method is used and the top room in the list is not assigned, you will be prompted for a reason. See [Understanding room rotation](#).

Room assignment using Auto Assign

The auto assign process assigns rooms to reservations that meet the search criteria and that do not already have a room blocked. The auto assign process matches the [room attributes](#) to the reservation preferences. When a match between a room attributes and reservation preferences is determined by the system, the room is assigned to the reservation automatically. If room rotation is used, rooms with the lowest amount of total room points are assigned first. See [Understanding room rotation](#). After the auto assignment process is complete, the number of reservations remaining for which the rooms had not been assigned are displayed next to the **Reservation Criteria** section. This screen applies the [VVIP functionality](#) on page 200.

Note: If you do not specify the **Room Type**, all available rooms are displayed.

To auto assign the rooms to the reservations:

- 1 Select **Front Desk > Room Blocking**.
- 2 Specify the reservation criteria. If you select the **Show Available Only** check box, the rooms which are available for the entire duration of the reservation are displayed.

Room Type

The room type code used to filter the guest reservation.

Arrival Date

The arrival date of the guest.

Note: If this field is not same as that of the Hotel Date, the **Vacant Rooms Only** and **Clean Rooms Only** check boxes are not available. If this field is same as that of the Hotel Date, the **Vacant Rooms Only** and **Clean Rooms Only** check boxes are available.

Room Preferences

The room preferences assigned to a reservation in the **Guest Stay** screen.

Group Name

The name of the group used in reservation.

VIP

The VIP level type assigned to the guest.

Loyalty Level

The guest loyalty level.

Show Available Only

If this checkbox is selected, the rooms that are available for the entire duration of the reservation are displayed.

Vacant Rooms Only

If this checkbox is selected, the rooms that have vacant status for the entire duration of the reservation are displayed.

Clean Rooms Only

If this checkbox is selected, the rooms that have **Clean** housekeeping status are available for the entire duration of the reservation are displayed.

- 3 Specify this attributes in the Room Criteria section for the listed rooms based on the reservation criteria:
 - Building
 - Wing
 - Floor
 - Section
 - Exposure
- 4 Click **Search**.
- 5 Click **Auto Assign**.

Property ledger

Use the **Property Ledger** to view the **Guest Ledger**, **Deposit Ledger**, and **Security Deposit Ledger** data summary. This summary includes the all the sub-ledgers (Guest Ledger, Deposit Ledger, and Security Deposit Ledger) data such as revenue charged to the guest accounts, deposits paid by guests for future reservations, revenue for gift cards, and security deposits for leases. All the fields in the page are display only.

Note: You can export the data to Excel for further processing.

Viewing the property ledger

To view the [property](#) ledger:

- 1 Select **Front Desk > Property Ledger**.
- 2 On the **List View** tab, this information is displayed:

Closing Date

The date on which all the property transactions are posted to the ledger.

Opening Balance

The amount in the property ledger when a new hotel date starts. The closing balance for the previous date is carried forward as the opening balance for the current business day.

Note: If you specify **Advance Deposit Ledger Summary** in **Dataspy**, the title of the field changes to **Deposit Opening Balance**. If you specify **Guest Ledger Summary** in **Dataspy**, the title of the field changes to **Guest Opening Balance**.

Currency

The currency that the property uses.

Charges

The total of all the charges that are posted to the guest accounts, for a property, on the selected date.

Payments

The total of all the payments that are posted to the guest accounts, for a property, on the selected date.

From Deposit

The total amount moved from the deposit ledger to the guest ledger, for a property, on the selected date. When a guest who paid a deposit, arrives at the property, the system transfers the deposit amount from the deposit ledger to the guest folio.

To A/R

The total amount moved from the guest ledger to the [A/R](#) ledger, for a property, on the selected date.

When a guest folio or other non A/R account is settled by direct bill, the system transfers the amount from the guest folio to the specified A/R account.

New Deposits

The total of new deposits posted on the selected date.

Refunds

The total of deposit refunds posted on the selected date.

To Guest Ledger

The total of all the deposits transferred to the guest ledger on the selected date.

The amount transferred to the guest ledger is same as the amount displayed in the **From Deposit** field.

Deposits Forfeited

The total of all the deposits that are forfeited on the selected date.

Closing Balance

The property ledger balance, if the **Hotel Date** is the current [posting](#) date. If the hotel date is not current, this is the closing balance on the selected date. When a **Hotel Date** is closed, this total becomes the opening balance for the next hotel date.

Note: If you specify **Advance Deposit Ledger Summary** in the **Dataspy**, the title of the field changes to **Deposit Closing Balance**. If you specify the **Guest Ledger Summary** option in the **Dataspy**, the title of the field changes to **Guest Closing Balance**.

Guest ledger

Use the **Guest Ledger** tab to view the guest ledger summary and the details of the transaction codes that are posted to the [property](#) accounts, for a given date. If the hotel date is current, the Guest Ledger displays the current balance amount.

To view the **Guest Ledger** details pertaining to a specific date which is prior to the **Hotel Date**, you must select the record for that day in the **List View** tab of the **Property Ledger**. The **Guest Ledger** displays the closing balance amount for that day.

Viewing the guest ledger

To view the Guest Ledger details:

- 1 Select **Front Desk > Property Ledger**.
- 2 Click **Guest Ledger**.
- 3 Optionally, to view the guest ledger details pertaining to a specific date which is prior to the **Hotel Date**, you must select the record for that day in the **List View** tab of the **Property Ledger**.
- 4 On the **Guest Ledger** tab, this information is displayed:

Opening Balance

The amount in the [property](#) accounts when a new hotel date starts. The closing balance for the previous date is carried forward as the opening balance for the current business day.

Charges

The total of all the charges that are posted to the guest accounts, for a property, on the selected date.

Payments

The total of all the payments that are posted to the guest accounts, for a property, on the selected date.

Current Balance

The current balance amount in the guest ledger. This field is displayed if the hotel date is current.

Closing Balance

If the hotel date is not current, this is the balance amount on the selected date.

From Deposit

The total amount moved from the deposit ledger to the guest ledger, for a property, on the selected date. When a guest who paid a deposit, arrives at the property, the system transfers the deposit amount from the deposit ledger to the guest folio.

To A/R

The total amount moved from the guest ledger to the A/R ledger, for a property, on the selected date.

When a guest folio or other non A/R account is settled by direct bill, the system transfers the amount from the guest folio to the specified [A/R](#) account.

Transaction Type

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

Transaction Type Description

The description of the **Transaction Type**.

Transaction Code

The transaction codes based on which the amounts are posted to the guest accounts.

Transaction Code Description

The description of the [transaction code](#).

Amount

The amount posted by each transaction code.

Currency

The currency that a property uses.

G/L Account

The General Ledger account to which the given transaction amount is posted.

- 5 To return to the **Property Ledger** page, click on the **List View** tab.

Deposit ledger

Use the **Deposit Ledger** tab to view the summary of [advance deposit](#) payments made by guests for a specific [posting](#) date and any incidental deposits made on leases. If the date selected is equal to the **Hotel Date**, the deposit ledger displays the current balance amount.

To view the details for the deposit ledger pertaining to a specific date which is prior to the **Hotel Date**, you must select the record for that day in the **List View** tab of the [property](#) ledger. The deposit ledger displays the balance amount for that day.

The following activity types are included:

- Deposits
- Incidental Deposits

- Forfeit Incidentals
- Transfer Incidentals
- Refund Incidentals

Viewing the deposit ledger

To view the **Deposit Ledger** details:

- 1 Select **Front Desk > Property Ledger**.
- 2 Click **Deposit Ledger**.
- 3 Select the record to view the deposit ledger details pertaining to a specific date which is prior to the current date in the **List View** tab of the **Property Ledger**.
- 4 4. Specify this information on **Deposit Ledger**:

Opening Balance

The amount in the [property](#) accounts when a new hotel date starts. The closing balance for the previous date is carried forward as the opening balance for the current business day.

Current Balance

The current balance amount in the deposit ledger. This field is displayed if the hotel date is current.

Closing Balance

If the hotel date is not current, this is the balance amount in the deposit ledger on the selected date.

New Deposits

The total of new deposits posted on the selected date.

Refunds

The total of deposit refunds posted, on the selected date.

Deposits Forfeited

The total of all the deposits that are forfeited on the selected date.

To Guest Ledger

The total of all the deposits transferred to the guest ledger on the selected date.

To A/R Ledger

The total amount of the deposits transferred to the A/R ledger using the Transfer Security or Transfer Incidentals activity, when an A/R Account is selected as the To Account.

Activity Type

The type of activities. The activity type can include activities such as deposit payment, amounts refunded and amounts transferred to the guest ledger.

Name

The guest name.

Note:

For the Property Ledger_Deposit, a user can only view the guest name information with the correct VVIP Authorization setting.

If the user has no VVIP authorization to view a guest record, the guest name field, confirmation field, and To Account field are masked as "*****".

This process must be followed to view the guest details:

- Property Parameter **VVIP** is selected in the property parameter screen.
- The **VVIP** checkbox on the Guest Stay record must be checked for atleast one record.
- User **VVIP Authorization** must be set to **Yes** in the **User Group** screen.
- User **VVIP Authorization** must be set to **Host** and user is the VVIP Host configured on the selected Guest Record.

The user is not able to view the details if:

- User **VVIP Authorization** must be set to **No** in the **User Group** screen.
- User **VVIP Authorization** must be set to **Host** but the user is not the VVIP Host configured on the selected Guest Record.
- User **VVIP Authorization** is not specified in the **User Group** screen.

Confirmation Number

The confirmation number that uniquely identifies the [guest account](#).

Amount

The transaction amount.

Currency

The currency which the [property](#) uses.

Transaction Code

The transaction code and description.

To Account

The account number for which the transaction is charged.

Card Number

The credit card number used for payment.

Payment Mode

The mode of payment.

- 5 Click **List View** tab to return to the **Property Ledger** screen.

Security deposit ledger

Use the **Security Deposit Ledger** tab to view the summary of security and rent deposits payments made for a lease for a specific [posting](#) date. If the date selected is equal to the **Hotel Date**, the security deposit ledger displays the current balance amount.

To view the details for the security deposit ledger pertaining to a specific date which is prior to the **Hotel Date**, you must select the record for that day in the **List View** tab of the [property](#) ledger. The deposit ledger displays the balance amount for that day.

The following activity types are included:

- Security Deposits
- Rent Deposits
- Refund Security
- Forfeit Security
- Transfer Security
- Transfer Rent

The screen includes a total section that displays the following information:

- Opening Balance: The amount in the [property](#) accounts when a new hotel date starts. The closing balance for the previous date is carried forward as the opening balance for the current business day.
- Current Balance: The current balance amount in the deposit ledger. This field is displayed if the hotel date is current.
- New Deposits: The total of new deposits posted on the selected date.
- Refunds: The total of deposit refunds posted, on the selected date.
- Deposits Forfeited: The total of all the deposits that are forfeited on the selected date.
- To Guest Ledger: The total of all the deposits transferred to the guest ledger on the selected date.
- To A/R Ledger: The total of all the deposits transferred to the A/R ledger on the selected date.

The screen also includes a section for security deposit records which includes these details below. You can filter to search for specific records. A row will display for each record returned by the search. To return to the **Property Ledger** page, click on the **List View** tab.

- Activity Type
- Lease Name
- Lease Number
- Start Date
- End Date
- Amount
- Transaction Code
- To Account
- Card Number

Tax invoices

Some countries levy taxes like Value Added Tax (VAT) or Goods and Services Tax (GST) on the transactions that are completed by a property. Such properties enforce a legal requirement to print certain information on the invoice printout.

An Invoice from a property that levies VAT or GST is known as a Tax Invoice. A tax invoice by law must include certain information on the printout. On the other hand, the hospitality industry also requires certain information to be displayed on the invoice.

The invoice can contain, for example, information such as :

- Name and address of the invoice issuing property.
- Tax number.
- Invoice number.
- Date on which the invoice is created and balanced.
- Name and address of invoice recipient.
- Posting date.
- Posted quantity or units.
- Description of the transaction that is posted on the invoice.
- Total value of each transaction line that is Quantity * price per unit including VAT.
- Summary of all gross debit totals that is including VAT.
- Summary of all credit totals.
- Invoice balance.
- Tax No of invoice recipient.
- Date of printing/re-printing.
- Name of the guest in the room.
- Number of guests.
- Room number.
- Arrival and departure date.
- Each invoice printout must display the actual page number and the total number of pages.
- Rate code.
- Frequent flyer or Membership number.
- VAT code or the VAT percent attributed to the transaction.
- Price per unit including VAT.
- Name of the user issuing the invoice.
- Guest signature field.
- Online Status
- Online Message

Invoice types

The following are the most common invoice types:

- **Information Invoice:** The information invoice does not have invoice number and 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, the invoice is considered legal and final. The final invoice contains the invoice number.
- **Final Invoice:** The final invoice contains the invoice number.
- **Advance Deposit Invoice:** The advance deposit invoice is primarily used to collect advance deposit amount that is due, prior to arrival of the guest.

The following are the options that you can print on the invoice:

- Print top level package summary charges or package detail charges based on each item that constitutes the package.

- Print group format. This format adds columns to the transaction detail section.
- Print group header.
- Print group date details. This option prints summarized lines in the transaction details section.

Tax invoice configuration

You can enable or disable the invoicing functionality for each property based on the specific configuration parameters. The fields specific to the invoicing functionality are enabled only when the Invoicing functionality is used.

To enable invoicing, you must configure the following for each property:

- Tax ID of the hotel.
- VAT ID of the hotel.
- Invoice ON/OFF.
- Tax Invoice Pay By Days. This parameter is used to calculate the due date on the A/R related invoice. By default, the value is set to one. You can change the value.
- Tax Invoice Start Sequence Number: This parameter is mandatory to generate tax invoices. See [Property parameters](#) on page 567 and [Setting up sequence numbers](#) on page 609.
- Next Invoice Sequence Number.
- Custom report/Standard report.
- If tax invoicing is enabled, invoices are generated automatically at checkout.
- E-mail invoices with Folio E-mail with options as Yes, As Copy and No. This parameter controls if the existing invoices are attached when the folio is E-mailed.
- Allow Charge Description Change. This parameter controls if the user may override the transaction description on the **Folio** tab.
- Location of PDF storage. This parameter indicates the location where the PDF copies are stored.

Note: You can set the starting invoice number on installation or addition of a property. You can update the starting invoice number after installation, but the invoices with duplicate numbers are never generated.

Reporting VAT Paid - An overview

Following is the summary of important points:

- The system does not associate Payments and Charges directly. You must use Standard Tax Invoicing to associate Taxes and Payments through the Tax Invoice.
- In cases where the tax invoice is generated, but the payment is scheduled to be received through the A/R invoice. A/R invoices can be paid or can remain unpaid, for a specific duration of time. The system reports the taxes as paid when the A/R Invoice is paid. If an A/R Invoice is unpaid, a tax Credit is reported.
- If the **Post Package Total** check box is selected and for other charges posted in advance, tax is reported on the **Posting Date** rather than the **Paid Date**.

You must enable the following tax invoice related property parameters.

- **TAXINV:** Select the **Value** check box to enable the tax invoicing functionality.
- **ARTAXINVUSAGE:** If you select the property parameter ARTAXINVUSAGE check box, the system automatically creates an A/R invoice when a tax invoice is created for a folio that has a direct bill settlement. This parameter ensures that there is a one to one correspondence between the Tax Invoice and the A/R Invoice. The tax invoice is also linked to the related A/R charge. The linked tax invoice replaces the A/R Invoice throughout the system.
- **TAXINZEROBALANCEONLY:** You must select this property parameter to require the tax invoice balance to be zero. This ensures that a final tax invoice represents taxes that are fully paid. If this parameter is not selected, invoiced charges are considered paid, even if the tax invoice balance is not zero.
Note: Using TAXINZEROBALANCEONLY is recommended. If you do not use it, a final tax invoice with a balance is still considered paid.
- **PAIDTAXSTARTDATE:** Date to start reporting paid taxes. The system sets this parameter to the **Hotel Date** of the property that enables this feature. This ensures that the dates prior to the property upgrade are not re-reported on a different date. All transaction posted before the upgrade date are reported on the posting date.

Caution: Setting the **PAIDTAXSTARTDATE** date incorrectly may cause taxes to be reported incorrectly. If a client wants to retroactively report paid taxes, they can set the **PAIDTAXSTARTDATE** in the past. Please consult with support or install services before setting the date in the past. If you do this without help, all final invoices, even A/R are considered paid. If a client wants to start reporting paid taxes on a clean future boundary, this date can be set in the future. Until then, all taxes posted prior to this date are reported as paid on the posting date.

For the desired user group, you must add the **Tax Invoicing** page under the **Screen Permissions** tab and select the following check boxes:

- **Query**
- **Update**
- **Tab Available**
- **Tab Always Displayed**

When you post a Direct Bill settlement to an A/R Folio, a charge record is created in the **Property A/R Account > Charges** tab. If you generate a **Final Tax Invoice** for the Direct Bill settlement record, an invoice record under the **Property A/R Account > Invoice** tab is created by the system. The tax invoice number is copied to the A/R Invoice number by the system.

Invoice number generation

The system generates a unique sequential number for each property. The **Tax Invoice Start Sequence Number** parameter which is set when a property is installed, indicates the starting invoice sequence number. If you do not specify a value for the **Tax Invoice Start Sequence Number** parameter, the system cannot generate tax invoices. You can re-set the value of this parameter, in which case, the next invoice generated starts from the new value. Invoices with duplicate invoice numbers are never printed. If the next tax invoice number is already used, the system generates an error message. You must set the following parameters, when you install a property, to facilitate invoice generation:

Name	Type	Valid Values	Default
Tax Invoice Start Sequence Number	Positive Integer	Not Applicable	Not Applicable
Tax Invoice Pay By Days	Positive Integer	Not Applicable	1
Tax Id	Positive Integer	Not Applicable	
VAT Id	Positive Integer	Not Applicable	

Generic tax summary and posting details

This topic explains generic information about the tax summary and posting details that are printed on the invoice.

Note: The information in this topic is at best only indicative in nature and differs from one country to another.

Tax summary breakdown section: The following information is printed on the invoice.

- **Tax amount:** In a country where the VAT or GST is levied at a single rate, the amount of tax included in the invoice can be stated simply as a statement on the invoice indicating that the invoice includes for example, \$x as VAT or GST. In an environment that has multiple slabs of VAT rate, the tax invoice displays a summary of the taxable Amount and the VAT levied on it. Typically tax invoices may show the taxable amount, VAT code, VAT rate and a total for each transaction line in the Invoice, in addition to a tax summary at the end of the Invoice.
- **Tax break down and summary:** Each invoice displays at the end a breakdown by each VAT group calculated. This applies also for transactions that have a linked tax group with the value zero.

Generally, the summary section is summarization of the detail section by the VAT code.

- **Tax group (%):** This value indicates the breakdown of the tax group (%).
- **Total Net value of all transaction codes excluding VAT, pertaining to specific tax group:** This value indicates the total of all transaction code as a net value for the applicable tax group.
- **Total VAT amount for transaction codes in specific tax group:** This value indicates the VAT amount of all transaction codes where this TAX group applies.
- **Total gross value of all transaction codes including VAT pertaining to specific tax group:** This value indicates the total of all transaction codes as a gross value including VAT for the applicable tax group.
- **City Tax Amount:** The amount that is levied as City Tax and charged in addition to the room rate.

Posting details section

- **Posting date:** Each Invoice displays the date on which the transaction is posted, also known as tax point.
- **Posted quantity/units:** Each Invoice displays the quantity or units of each transaction that is printed on the Invoice.

- Transaction description: Each Invoice displays the description of the transaction that is printed on the Invoice. This transaction can be a debit transaction that is revenue or a credit transaction that is payment.
- Total gross value per transaction line (price including tax): Each Invoice displays a column pertaining to the total value of each transaction line. This total value is calculated by the given formula. $\text{Total Value} = \text{Quantity} * \text{Price per unit including VAT}$
- Summary of all debit gross totals that is including VAT: Each Invoice displays a summary figure for all gross debits that is including tax and displays the currency.
- Summary of credit totals: Each Invoice displays a summary figure for all credits and displays the currency in which the payment is made.
- Invoice Balance: Each Invoice displays the Invoice balance that is debit total minus credit total.

Invoice status and allowed operations

You can modify an invoice based on the invoice status. The table below explains the relationship between invoice status and operations that you can perform on the invoice.

Invoice Type		Allowed Operations	Notes
Invoice	Pending	<ul style="list-style-type: none"> • Print/E-mail Informational • Finalize 	
Invoice	Final	<ul style="list-style-type: none"> • Re-print • Finalize • Correct (Void, Correction Notice) 	
Invoice	Voided/Corrected	Re-print	
Deposit	Final	Print/E-mail	
Void/Credit Notice	Final	Print/E-mail	Generally referred to as a correction invoice.

Generating tax invoices

You can use the **Tax Invoicing** tab to view, print, generate and correct tax invoices. Tax invoices are primarily generated for guest accounts. It is also used for accounts such as, Group, Events, and etc. Tax invoices are not generated for special accounts like Gift Cards or Direct accounts. The **Tax Invoicing** tab displays all the previously generated invoices. The tab also displays pending invoices that have never been generated or may have been generated before as informational invoices only. You can generate separate tax invoices for each different folio, based on the following rules:

- Folios with un-invoiced charges are invoiced.
- The Accounting folio is never invoiced.

- The A/R folio is always invoiced separately. The folio balance is not considered. The invoice payer is A/R, which is specified in the Folio Details section.
- If a folio has a payer specified in the Folio Details section, and has a zero balance, the folio is invoiced separately. The payer in folio settlement is used as the invoice payer.
- If a payer is not specified in the folio details, and has a zero balance, the folio is invoiced separately. The invoice payer is the guest.
- Use the Void option from the Actions menu to void a final invoice.
- If the remaining folios have a combined zero balance, the folios are invoiced together. The invoice payer is the guest.
- If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Note:

- The **Tax Invoice** tab is disabled in case the **Account Type** field is set to values such as Credit Card, Gift Card or Advance Deposit
- The Property Parameter FORCETAXINVONPAYMENT must be selected to enable the Post Payment option.
- The application displays separate lines for each folio if the **Separate Tax Invoice** check box is selected on the **Tax Invoice Configuration** screen and defaults the **Payer** field based on the value specified on the **Folio Settlement**.

You can generate tax invoices for an account from different screens such as:

- 1 Select:
 - **Front Desk > Account.**
 - **Front Desk > Guest Stay.**
 - **Profiles > Guest Profile**
 - **Front Desk > Check-Out.**
 - **Group Sales > Events.**
- 2 Select an invoice that is in the **Final** status. By default, the tax invoice details are populated in the **Invoice**, **Type** and **Status** fields in the Tax Invoice Details section.
See [Printing tax invoices](#) on page 248.
- 3 In the **Print** section, specify this information:

Folio

The folio is defaulted based on the record that you select. You can modify the folio only for invoices that are in the Pending or Informational status. The invoice is generated based on the folio and you cannot select transactions that you want to include in the tax invoice. The [A/R](#) charges are always tax invoiced separately.

Final

If you select the check box, system prints the tax invoice number for all the folio transactions that are included in the tax invoice.

Print

The invoice is printed and the Print Count is set to one. For every re-print of the invoice, the print count is incremented by one.

Note:

- The Personal Number is included in the Tax Invoice when Guest Payer is selected.

- The voided Tax Invoices are reprinted with the title 'Tax Invoice Void'.
- This check box is not selected when the guest completes an online check-out.

Post Payment

If this check box is selected, you can access the **Post Payment** screen used to generate the final tax invoice. See, [Posting a payment](#) on page 87.

Check Out

If this checkbox is selected, you can expedite the guest checkout process using the **Tax Invoice** tab.

Note:

- a This field is enabled only if:
 - The Guest Account is selected.
 - The Departure Date is same as the Hotel Date.
 - The balance for all folios is 0.
 - All the invoices or the last pending invoice is set to Final.
 - The **Final** checkbox is selected.
- b If the FORCETAXINVONPAYMENT property parameter is selected, the **Check Out** check box is enabled only when:
 - The Guest Account is selected.
 - The Departure Date is same as the Hotel Date.
 - The user selects one of these options:
 - The last pending invoice (Balance is not equal to 0) and the Post Payment check box. See [Posting a payment](#) on page 87.
 - The last pending invoice (Balance is equal to 0)
 - The **Final** checkbox is selected.

Package Details

If this check box is selected, the package details are printed by the system. If this check box is clear, the package charges are shown.

Transaction Summary

If this check box is selected, the detail lines with the same transaction code are summarized by the system into a single line with sum total.

Transaction Summary by Date

If this check box is selected, the detail lines with the same transaction code and posting date are summarized by the system into a single line with sum total.

Show Net Adjustments

If this check box is selected, the system consolidates a detail line that has been adjusted with it's adjustment line into a single line with sum total.

Transaction Details

If you select the check box, the package details are printed on the invoice along with other items.

Group Format

The check box is enabled only when the folio has transfer charges from other accounts. If you select the check box, additional columns are added by the system to the transaction detail section.

Date Details

Date details are applicable for group format only. Normally, the group format summarizes charges by date across accounts and transaction codes. If you select this check box, the dates are printed for all the transactions for each account and charge.

Group Header

If you select this check box, the summary of all the accounts is printed on the header page.

Transaction Grouping

Select this check box to print transaction codes on the tax invoice grouped by transaction code.

Include Transaction Comments

If this check box is selected, the invoice includes all the comments associated with the transactions.

Note:

- The check box is cleared and protected when:
 - The Transaction Summary or Transaction Summary by Date check boxes are selected.
 - The One Line Invoice checkbox is selected; The Transaction Grouping checkbox, and the property parameter TAXINVPACKDETAILREQ are not selected.
- Selecting this check box is not mandatory for Invoice Lines with status Pending and the Final check box selected

Email

The tax invoice is emailed to the guest.

Note:

- In the **Forms** tab of **Property Configurations** screen, the subject line and text of the Tax Invoice email can be customized and configured.
- This check box is selected when the guest completes an online check-out.

Send Fiscal

The option allows the guest to receive the fiscal receipt in the email address or a text message in the mobile. Available options:

- SMS
- Email

Note:

- You must specify the Mobile Number or Email Address based on the selected option.
- The property parameter Fiscal must be set to **RU**.

Email Type

Specify if the email is of type primary or secondary.

Email Address

The email address is defaulted from the **Guest Stay** page. You can modify the email address.

Accounting Note

If this check box is selected, the hotel can claim the pending charges associated to the guest stay with the reservation status set to No Shows or Cancelled. The pending amount that is defaulted in the tax invoice report.

Note:

- This field is enabled if the Property Parameter ACCOUNTINGNOTE is selected in the **Property Configuration** screen.
- The user must select the Invoice line with Pending status to process the Accounting Note Information.
- Based on the **Final** checkbox selection the application performs the tax invoice generation:
 - If the **Final** check box is selected, the application stores the Tax Invoice Data only.
 - If the **Final** check box is cleared, the application stores and prints the Tax Invoice Informational Data in the tax invoice report.

Comment

This field is used to provide additional information about the total invoice generated by the hotel such as the reference number, and date when the hotel receives the money in the bank.

Receipt Format

Select this check box to print the final tax invoice in the Receipt Format using the thermal printer.

Note:

- The value must be specified in the TAXINO2 property parameter to invoke the tax invoice.
- The **Final** and **Print** check box must be selected on the **Tax Invoicing** screen.
- The file is saved in <InvoiceNumber>RF.pdf format if the location is specified in the property parameter TAXPLC to store the file.
- If the property parameter SHOWSAVECOPY is selected, a text is included in the original PDF to indicate it as a copy. To position, the Copy Text, the property parameters SMRFSHOWSAVECOPYLR, SMRFSHOWSAVECOPYUD, and SMRFSHOWSAVECOPYV must be specified.

4 Specify this information in the Payer section:

Payer

Specify the payer who will pay for the charges specified on the tax invoice. This option is available when invoicing is active. When invoicing is active and the folio is settled separately, the folio can be invoiced separately and requires a payer.

Name

Specify the name of the payer. By default, the name of the payer is populated. You can modify the name of the payer.

Contact

The contact information of the payer.

Tax ID

Specify the tax ID of the payer.

Note:

- Tax ID is mandatory, if Country or Fiscal Country of the payer is Spain/Italy.
- The Property Parameter TAXIDREQUIRED must be cleared.
- TXIDVERF value is Spain.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Registration Number

The registration number of the payer.

Note:

- This value is defaulted from the Property configuration if:
 - The user changes the Payer to House.
 - The **Account** type is House and the user changes the Payer to **Account**. The **Account** has payer information in the Additional Account Details section.
- When the **Account** Type is Group, Organization, or Booking Agency and the user changes the payer to **Account**, the value is defaulted from the corresponding **Group**, Organization or Booking Agency profile.
- This field is disabled if:
 - The status of the invoice is set to Final.
 - The **Account** type is Guest Profile and user changes the Payer to Guest.
 - The **Account** type is set to other than Guest Profile and the user changes the Payer to **Guest**.
 - The **Account** type is Event and the user changes the payer to other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Bank Name

The bank name of the payer.

Note:

- This value is defaulted from the Property configuration if:
 - The user changes the Payer to House.
 - The **Account** type is House and the user changes the Payer to **Account**. The **Account** has payer information in the Additional Account Details section.
- When the **Account** Type is Group, Organization, or Booking Agency and the user changes the payer to **Account**, the value is defaulted from the corresponding **Group**, Organization or Booking Agency profile.
- This field is disabled if:
 - The status of the invoice is set to Final.
 - The **Account** type is Guest Profile and user changes the Payer to Guest.
 - The **Account** type is set to other than Guest Profile and the user changes the Payer to **Guest**.
 - The **Account** type is Event and the user changes the payer to other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Bank Number

The bank account number of the payer.

Note:

- This value is defaulted from the Property configuration if:
 - The user changes the Payer to House.
 - The **Account** type is House and the user changes the Payer to **Account**. The **Account** has payer information in the Additional Account Details section.
- When the **Account** Type is Group, Organization, or Booking Agency and the user changes the payer to **Account**, the value is defaulted from the corresponding **Group**, Organization or Booking Agency profile.

- This field is disabled if:
 - The status of the invoice is set to Final.
 - The **Account** type is Guest Profile and user changes the Payer to Guest.
 - The **Account** type is set to other than Guest Profile and the user changes the Payer to **Guest**.
 - The **Account** type is Event and the user changes the payer to other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Personal Number

The personal identification number of the payer.

Note:

This field is enabled only if:

- The **Status** of the invoice is set to other than **Final**.
- The **Account** type is **Guest** and the user changes the Payer to Guest. The value is defaulted from the guest profile.
- The **Account** type is not Guest and the user changes the Payer to Guest.
- The **Account** type is House and the user changes the payer to a value other than House or AR.
- The **Account** type is Event and the user changes the payer to anything other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Address Type

Specify the address type of the payer. For a guest stay account, you can create a new address for the guest profile. This can be helpful when the guest is associated with a company, but the property does not have a profile for the company. You can put in the company address and select an address type. This address is saved on the guest profile and can be used in future invoices.

Address

The address of the payer.

Country

The country of the payer.

City

The city of the payer.

State/Province

The state or province of the payer.

Postal Code

The postal code of the area where the payer stays.

5 In the Recipient section, specify these information:**Name**

The name of the recipient for the tax invoice.

Note:

This enabled only if the status of the invoice is other than **Final**.

Personal Number

The personal identification number of the recipient.

Note:

This enabled only if the status of the invoice is other than **Final**.

Private Person

Indicates if the Payer is an individual.

Note:

- This field is required for Hungary Online Invoicing NAV.
- This check box is selected by default if :
 - Payer is set to Guest
 - Payer is set to Account and the Account Type is Guest Account or Guest Profiles
- If the property parameter FORCETAXINVONPAYMENT is selected and the advance deposit is posted, the payer section is updated with the latest data when user selects the tax invoicing line with pending status.
- The calculated tax amount for a posting is rounded.
- When printing the tax invoice, the detailed line displays the exact tax amount if the Transaction Summary check box is not selected.
- The Tax Summary section displays the sum of rounded tax amounts. The rounded tax amount is not used to calculate the Net amount or Tax amount.
- The difference between the actual tax amount and the rounded tax amount is inevitable.
- Internal copy is printed only for the final invoices.

For France specifications, the generated tax invoices include additional data if the FRANCENF525COMPMODE property parameter is selected.

- a** The Invoice Totals are created whenever an Invoice gets printed, emailed or finalized without using the print option. The print can be an informational or the final print/email.

The Invoice Totals include these tax:

- Total per Tax (TOTPTAX)- This VAT rate is considered only if the **VATTax** check box is selected in the **Transaction Code** screen.
- Total Ticket (TOTINV)- A record is created for each invoice.
- Total A/R Account (TOTPAR)- This is displayed only for invoices of type A/R and the settlement is done by direct bill payment. If multiple direct bill payments are linked to one A/R account, only one invoice line is printed and the amount is the sum of all the invoice amounts. If the A/R account differs for the Direct Bill payments, separate records are printed for all the A/R accounts.

- b** All the tax invoices generated as Informational or final tax invoice from the **Tax Invoicing** tab on the **Guest Stay** screen, have a signature created electronically.

Note: For Poland and Czech:

- The property parameter FORCETAXINVATPAYMENT must be selected..
- The value of the property parameter FISCAL must be PL (Poland) or CZ (Czech).
- The status of the invoice must be Pending.
- 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**.
- If the **FORCETAXINVONPAYMENT** and **ADTAXINV** property parameter are selected, use **Post Interims Payment** option from **Actions** menu to post an interim payment to the guest folio.
- The generated advance deposit tax invoice and the final tax invoice also includes the date and time when the invoice is generated.

For Romania specifications, the final tax invoice (known as Fiscal Invoice) is generated out of a PMS and includes additional data:

- Property information: Property name, registration number, address, VAT number, number received from Romanian Registry of Commerce, bank name and bank account number.
- Buyer information:
 - Company/Travel Agent: Name, address, VAT number, number received from Romanian Registry of Commerce, bank name and bank account number.
 - Guest: Name, address and personal code number.
- Date on which the invoice is generated, invoice number, VAT percentage of the items listed on the invoice, name and the quantity of the charges applied on the items, item unit net price, item total net price.
- Total VAT value, total net amount, total VAT amount, total gross amount of the item.
- Operator (the user who generates and prints the invoice) information: Name and personal code number.
- Recipient information: Name and personal code number.
- Invoice date and the time when the invoice is generated.

For Iceland,

Note:

- The **TAXINVCURRENCY** property parameter must be selected to include the Property or Guest Currency in the invoice. You can select one of these options in the **Currency** section:
 - **Property – ISK:** The invoice amount is printed in Property currency.
 - **Guest – USD:** The invoice amount is printed in Guest currency.
- The Lodging Tax (City Tax) is included in the room charge only if the **Post as Additional** check box is selected on the **Tax Groups** screen.
- The Tax Summary section displays the Tax amount. The Lodging tax amount is displayed in the Property currency irrespective of the option selected in the **Currency** section.
- The exchange rate is printed when the invoice is generated using Guest Currency.
- The **TAXPLC** property parameter must not be selected to print the invoice in currency other than the Property currency.

Tax invoice correction- Important points

You can initiate the tax invoice correction process to fix the errors in case a final tax invoice is generated and after which a mistake is discovered in the invoice. When you need to correct a final tax invoice for any reason, such as address change or charge correction, you can void the invoice or issue a credit note. The original tax invoice is rendered null and void and the system generates a new invoice with the exact same charges that can now be corrected and will ultimately be included in a new final invoice.

The process essentially adjusts off the original charges on the invoice and creates a new set of un-invoiced charges that can be corrected.

When a tax invoice is corrected, the system completes the following operations:

- 1 Posts an opposite folio transaction for each line on the invoice to reverse the charges.
 - a All debit postings are reversed with a credit posting to the same transaction code.
 - b All payments and credit postings are reversed with a debit posting to the same transaction code.
 - c The date for the correction postings is the hotel date when the corrections are initiated.
 - d The correction charges refer to the original charge record.
- 2 Creates a correction invoice for the postings that are corrected. The corrected invoice is identified by its own invoice number and contains a reference to the invoice number it is correcting.
 - a If the invoice is corrected before the End of Day (EOD) process on the day the original tax invoice is created, the corrected document is known as Void Tax Invoice.
 - b If the invoice is corrected after the EOD on the day the original tax invoice is created, the corrected document is known as Credit Note Invoice and the status is set to **Final**.
 - c System assigns the next invoice number in the sequence to the invoice.
 - d Mark each correction charge with the correction invoice number.
 - e The status of the original invoice is set to **Corrected** and the **Correction Date** and **Correction Invoice ID** fields are updated.
 - f Print count is incremented by one so that the invoice is considered an original and not a copy.
 - g A PDF is generated which cannot be modified.
- 3 Posts a new set of transactions that are identical to the original set of transactions in terms of code and amount.
 - a The date for the new set of transactions is the hotel date when the correction is initiated.
 - b The original posting date is printed on the new final invoice.
 - c Each charge refers to the original charge ID.
 - d The new set of transactions can be adjusted by the user as per the need. When the correction is completed, you can create a new final tax invoice.
- 4 The final invoice that contains corrected charges has a reference to both the original invoice and the correction invoice.
- 5 When reversing credit card payments, reversal and re-posted payments offset each other so the net result is zero.

Correction for Package Charges on the Accounting Folio

All package related transactions in the accounting folio are offset and re-posted along with the guest folio transactions.

Correcting tax invoices

You can initiate the tax invoice or currency exchange receipt correction process to fix the errors. Refer to [Tax invoice correction- Important points](#).

To correct invoices:

- 1 Select **Front Desk > Account OR Guest Stay > Tax Invoicing**.
- 2 Select a tax invoice or Currency Exchange Receipt Type with the status set to **final** and no Corrected Invoice is populated.
- 3 Select **Actions**.
- 4 Click the Correct link.
- 5 Specify the corrections:
 - a Select the Reason Code for the correction.
 - b Select the correction method.
- 6 Click **Save** to generate the corrected invoice or receipt PDF.

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 875, 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.

End of Day-Direct Bill Batch and correction charges

The End of Day process creates a direct bill batch to transfer the charges from the guest folio to [Account Receivable](#) (A/R). Refer to the following:

- [Daily Processing](#) on page 705
- [End of day processing](#) on page 706
- [Overview - End of day tasks](#) on page 708
- [Working with additional end of day processes](#) on page 712

When the parameter **Tax Invoicing** is set to **Yes**, any folio charges which are created as a result of the invoice correction process are not included in the direct bill batch. This includes the offset charges for the correction invoice as well as the re-posted charges of the original invoices.

Hungary Online Tax Invoice

This section provides information on the interface requirements between HMS and Hungary Online Invoicing.

For all the tax invoices, generated by the application, the details of the invoice are generated in an XML format and sent to the Hungarian tax authority.

The Tax Invoice screen is updated with these fields/options:

- **Online Message:** Validation Message for the tax invoice response form.
- **Online Status:** Invoice Status as of the response form.
- **Actions:** Check Online Status and Resend Online Invoice options are added.

The user is able to perform new actions based on the Parameter Configuration.

- **Check Online Status:** Use this option to validate the Invoice status included in the interface. The application populates the response in the **Online Status** field.
- **Resend Online Invoice:** Use this option to regenerate and resend the XML file when the Interface fails.

The prerequisites for the Hungary Online Invoicing are:

- Select the **Private Person** check box on the **Account** screen – **Tax Invoicing** tab.
- Specify these property parameters on the **Property Configuration** screen – **Property** tab:

Parameter	Type	Description
HUONINV	Flag	Select this parameter to enable the online invoicing in the Hungary interface.
HUONINVEKEY	Text	Specify the Hungary Online Invoicing XML exchange key.
HUONINVSKEY	Text	Specify the Hungary Online Invoicing XML signature Key.

- Set the Databridge Partner. For additional information See [Adding the Databridge Partner for Hungary online invoicing](#) on page 256
- Define the mapping. For additional information See [Setting the Cross Reference Mapping](#) on page 257

Note:

- The advance deposit cannot be more than the required payment amount.
- The deposit invoice of the guest must be corrected if the amount spent is less than the advance deposit amount, thus has a negative folio balance. The remaining deposit amount must be refunded.
- As per the law, the final tax invoice cannot be closed with a negative balance.

Adding the Databridge Partner for Hungary online invoicing

- 1 Select **Administration > Databridge > Databridge Partners**. The **Databridge Partners** screen is displayed.

- 2 Specify this information:

Partner

The code and description of the partner. Specify HUNGARY as code and Hungary partner as description.

Infor HMS User ID

The name of the HMS User. Enter DATABRIDGEINTERNALUSER.

Infor HMS Password

The password of the user.

- 3 Select the Subscriptions tab.
- 4 Specify this information in the Subscription Details section:

Event

The name of the event. Specify HUOLISERVICEEVENT.

Document Type

The type of the document. The value must be set to HUOLISERVICEREQUEST.

Enabled

Select the check box to enable the subscription.

Address

The endpoint/address of the Hungarian Tax Authority. Specify `https://api.onlineszamla.nav.gov.hu`

User ID

The user ID provided by the government to the hotel.

Password

The password provided by the government to the hotel.

Special Handling

The path to extract the file. Specify

`DefaultMessageHandler/R01/R01/HungaryOLIWSClient.`

- 5 Click **Submit**. The subscription is saved and updated in the **Subscriptions** list.

Setting the Cross Reference Mapping

Use the Cross Reference Mapping screen to define the Transaction.HTNG for Zero-VAT Transaction Codes.

The available codes are:

Code	Description
ATK	Select this code to excluded the VAT.
THK	Select this code for territorial cancellation.
EUFAD37	Select this code to reverse the transaction charge to another Member State under § 37 of the VAT Act.
EUE	Select this code for non-taxable transaction in another Member State.
HO	Select this code for the transaction in the third country

Reporting a lost guest item

You can use the **Lost and Found** page to search the existing items or to record the information about newly lost and found items. This page allows you to record and track the items until the items are returned to the proper owner. This screen applies the [VVIP functionality](#) on page 200.

Also, the List view displays these fields as "*****" for a non-authorized user:

- Contact Last Name
- Contact First Name
- Confirmation Number
- Lost By Last Name

To report a lost item or to report a item which has been found:

- 1 Select **Front Desk > Lost and Found**.
- 2 Click **New Record**.
- 3 Specify this information:

Item

Specify the item name and description.

Notes

Specify the notes, if any.

Confirmation Number

Specify the reservation confirmation number of the guest.

Room

Specify the room number of the guest.

- 4 In the **Lost Details** section, specify this information:

Reported Lost

Select the check box to report a lost item.

- 5 In the **Found Details** section, specify the following:

Reported Found

Select the check box to report an item that is found.

- 6 Specify the contact information provided by the guest in case a lost item needs to be returned to the owner.

Contact Last Name

The last name of the person who must be contacted in case an item reported lost is found and needs to be returned to the proper owner.

Contact First Name

The first name of the person who must be contacted in case an item reported lost is found and needs to be returned to the proper owner.

Phone Number

The phone number of the person who must be contacted in case an item reported lost is found and needs to be returned to the proper owner.

Email Address

The email address of the person who must be contacted in case an item reported lost is found and needs to be returned to the proper owner.

- 7 In the **Returned/Discarded Details** section, specify this information:

Return Status

Specify the return status of the item. Following are the available options:

- Closed-Never Found
- Discarded
- Ready for Return
- Returned

Date Returned or Discarded

Specify the date on which the item is returned or discarded.

Return Information

Specify the notes when the item is returned.

Return Contact Last Name

Specify the last name of the contact to whom the item is returned.

Return Contact First Name

Specify the first name of the contact to whom the item is returned.

Return Address

Specify the address to which the lost item is returned.

City

Specify the city to which the lost item is returned.

State / Province

Specify the state or province to which the lost item is returned.

Postal Code

Specify the postal code of the place to which the item is returned.

- 8 Click **Save** to save the specified information.

Lease

The **Lease** page enables you to manage all aspects of a room lease. The page is organized by tab and includes:

- **Record View:** Allows you to set up the basic information about the lease such as lease dates, lease rate, how to bill the lease, and additional charges. The information set up here will determine the lease periods.
- **Guest Stay:** Allows you to view guest stays that are associated to the lease. Guest stays cannot be modified from this screen.
- **Fees:** Allows you to set 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 separately, or with the rental charge.
- **Deposit:** Allows you to post and track deposits for leases with the ability to enter a single payment amount (such as a company check) and then apply it to multiple deposit types: rent, security, and incidental. Each deposit type will be posted to a separate ledger. Each deposit can be transferred to the appropriate Account
- **Payment Authorization:** Allows you to record and track payment authorizations
- **Schedule:** Displays a list of lease periods with each period's charges and includes the ability to invoice, reverse charges, split rate, and view existing invoices and credit notices.
- **Auto Transfer:** Allows you to set up auto transfers of charges between accounts/folios.
- **Folio:** Displays the folio balance and gives access to folio settlement and the folio wizard.

Lease overview

HMS leasing functionality allows properties to manage long stay guests at properties with serviced apartments or rental operations in addition to the traditional hotel operations. Leases are handled solely at the property level, reservations cannot be made for leases and lease reservations will not display in CRS.

Leases can be made by an individual guest with the lease's start and end dates matching the guest's arrival and departure dates, or a lease can be made by a company or organization for a period of time with various guests staying in the room at different times and the room having possible periods of vacancy. Leasing functionality can be configured to allow for guest [shoulder stay dates](#) on page 880.

Leasing rates are set up specifically for leasing and can be set as monthly and/or weekly, and daily. Each leasing rate includes separate transaction codes for the rent charge, vacant room charge, and lease charge. Each leasing rate can have multiple rate periods created. Which room types are available and the rate amount for each room type is configured on the rate period of the leasing rate.

The leasing functionality includes lease invoicing which allows revenue recognition over the length of the lease. When a lease is created it can be set to have a rate billing cycle of monthly, weekly, or daily and then a rate billing cycle option of when exactly to post within the billing cycle can be selected. A lease schedule is created that consists of lease periods which align with the billing cycle selected. The lease can include hire charges, maintenance charges, and service charges. These charges can be added to the rental charge, included in the rental charge, or charged separately. They can be set to have their own billing cycle and billing cycle option, and can be set to invoice separately. You can also set additional charges to post. Each lease requires an A/R account to be associated. Multiple guest stays can be associated with the lease, but only one at a time unless they are guest shares. In the case the leased room is unoccupied; the charges for the unoccupied nights will be posted to a vacant room transaction code for accounting purposes if one has been configured.

The Lease Record is the account which holds the charges that are invoiced. When the charges are invoiced a posting is made for the total lease schedule and posted to the A/R payer and subsequently automatically settled and transferred to A/R for payment. Then each night of the lease the actual revenue related to the invoiced lease charges are posted to the Accounting folio of the lease account. The lease record can also contain misc./incidental charges which when invoiced will transfer firstly to the A/R folio, then be invoiced and posted to the A/R account. If the guest has an (room) upgrade, any charges related to this are posted and maintained on the guest stay record.

Many local governments consider guests staying in hotels "residents" once they have occupied the room for a certain number of nights. Once a resident, a guest no longer is charged the hotel occupancy tax. Guests on leases are treated in a similar way. Each room has an annual valuation which is the amount of the room portion of the leasing rate that is free of taxation. The annual valuation of a room is determined by local government. In HMS the annual valuation can be defined at the room type level or the room level. If it exists on both, the amount defined at the room configuration level is the amount used. Annual valuation is not required to be set up and is only used by properties that require it.

Setting and transaction code defaults used on leases are set up within the **Lease Configuration** screen. Leasing sequence numbers are set up on the **Sequence Numbers** screen's **Lease** tab.

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.

Understanding lease periods

The lease periods are a consecutive series of time periods that depict how old the open charges and invoices are on the account. The **From Days** and **To Days** values for a period mean that if there are any unpaid invoices on the account that are **From Days** old to **To Days** old then the system displays the balance in that aging period. The aging is an indication of how well a customer pays the bills. If

there is a portion of the account balance in one or more of the older aging periods the hotel needs to increase the collection efforts. Below is a typical example of aging period configuration.

In its simplest form, the Lease schedule is a set of Lease Periods (date ranges) with their associated rental charge, and [lease fees](#) on page 878 (hire, maintenance, and service charges). When the schedule is generated, the rental charge amount from the lease is used. The user may override the rate amount by period.

The lease can start or end on any date. The middle lease periods must follow the boundaries based on the Billing Cycle and Billing Cycle Option. The first and last periods may not be full periods. The amount for those periods is pro-rated based on the daily amount.

The Lease Periods are controlled by the Billing Cycle and Billing Cycle option.

Billing Cycle	Billing Cycle Option	Explanation
Monthly	Monthly	The day of the month of the start date is the day of the month for the start date of all the lease periods. By definition, only the final period could be a partial period.
Monthly	Month End	The lease periods will align with the monthly boundaries, starting on the first day of the month and ending on the last day of the month. Both the first and last lease periods may be partial periods.
Weekly	Day of Arrival	The Lease periods start on the lease start date and are 7 days long. By definition, only the final period could be a partial period.
Weekly	Day of the week	The lease periods starts on the designated day of the week and is 7 days long. Both the first and last lease periods may be partial periods.
Days	Number of Days	Number between 1 and 999. The lease period is for the specified number of days.

There cannot be any gap of days between the periods so the system will adjust the **To Days** value automatically if possible. Outlined below are few scenarios based on the example above, when the error message is displayed by the system.

- User changes the **From Days** value of the 30 **Days** period to 29 days. Since 29 days is less than the **From Days** value of the previous period, an error message is displayed.
- User changes the **From Days** value of the 30 **Days** period to 62 days. Since 62 days is greater than the **From Days** value of the next period, an error message is displayed.

Here are examples of when the system would adjust the 'From Days' value of a period to ensure there are no gaps in days between periods.

- User changes the **From Days** value of the 30 **Days** period to 32. System would change the **To Days** value of the **Current Charges** period to 31 to ensure no gaps.

Example of aging based on the aging configuration above:

- Pre-requisite – Accounting Date = 3/1/2014
- Total account balance = 5000.00

Aging Period	Aging Amount	Charges/Invoices / payments posted between
Current Charges	3200.00	1/30/2014 and 3/1/2014
30 Days	1000.00	12/30/2013 and 1/29/2014
60 Days	0.00	11/29/2013 and 12/29/2013
90 + Days	800.00	Before 11/29/2013

About leases and shoulder stay dates

Leasing functionality can be configured to allow for guest [shoulder stay dates](#) on page 880. There are two settings in the **Lease Configuration** screen that control the method of how the application will handle guest shoulder stay dates. Only one setting can be selected. If no method is selected, guest shoulder stay dates are not permitted and a separate guest stay record must be created to accommodate for any stay dates outside of the lease start and end date.

- **Allow Shoulder Stay Dates:** The shoulder stay dates are not managed by the lease (not included in the lease schedule) and will be charged according to the rate plan specified in the **Shoulder Rate Plan** field of the lease record. The nightly rate for the shoulder stay dates will be charged to the guest.
- **Lease Managed Shoulder Periods:** The shoulder stay dates are managed by the lease. A guest stay on a lease may have shoulder stay dates according to the lease record by defining a shoulder start and end date, or by defining how many shoulder stay days can come before or after the lease start and end dates. Shoulder stay dates will cause a shoulder lease period to be added to the lease schedule. There can only be one shoulder before and one after the lease start and end dates. Any updates to the shoulder stay dates could cause the shoulder period dates to be updated. The shoulder stay dates will be charged the leasing rate's calculated daily rate. Lease fees can only be added based on the lease dates and not shoulder dates. Lease upgrades are allowed on the shoulder stay dates. The **Room Plan** and **Room Availability** screens will display lease managed shoulder stay dates as lease dates. The shoulder dates may have shares. If a shoulder period is invoiced, the guest stay may not be modified to eliminate the dates. Reports will consider any shoulder periods as lease dates.

Creating a lease

When a new lease account is created the status displays as New. When saved, the status is set to Tentative, a lease number is generated, a lease account is created with status Pending, Lease Periods are created according to the billing options set, and these are calculated and the values are displayed: Total Lease, Total Rental, Total Fees, Billing Cycle Lease, Billing Cycle Rental, Billing Cycle Fees, Daily Lease, Daily Rental, Daily Fees. A room can be specified, but it is not removed from house

availability until the lease status is **Definite**. An A/R Account is required when the Lease status is **Definite**.

To create a lease:

1 Front Desk > Lease > Lease.

2 Specify this information in the **Record View** tab:

Start Date

The lease start date. This date is the date the lease charges starts posting.

End Date

The lease end date. This date is included in any amount that is charged, thus the guests departure date is not used for an individual guest lease as this charges are for the guest departure time.

Nights

The total number of nights associated with the guest stay.

Shoulder Start Date

This field displays the earliest shoulder stay date (date before to lease start date) of any of the lease's associated guest stays.

Shoulder End Date

This field displays the latest shoulder stay date (date prior to lease end date date) of any of the lease's associated guest stays.

Shoulder Days Before

This field displays the total number of associated guest stay's nights that are shoulder dates before the lease start date.

Shoulder Days After

This field displays the total number of associated guest stay's nights that are shoulder dates after the lease start date.

Billing Cycle

The billing cycle for the rate. The option selected controls the **Billing Cycle Options**:

- If the **Billing Cycle** is set to **Days**, you can select a billing cycle option of 1-99 days.
- If the **Billing Cycle** is set to **Weekly**, you can select the day of arrival, or any particular day of the week.
- If the **Billing Cycle** is set to **Monthly**, you can select monthly based on arrival date, or at month end.

Rate Plan

The lease rate plan code.

Room Type

The room type for which the lease upgrade is performed

Room

The room number which is to be leased.

Note: You can click Room Assignment icon to select the room.

Copy Notes to Guest Stay

Select this check box to populate the note information to the Reservation note field on the Guest Stay screen, when guest stay is created with a lease.

Rental Charge

This is the Calculated rental charge for the upgrade room for the date range.

For example: if the main Lease room rental charge is set to 1000 and the upgrade room has a rental charge of 1250, then the guest is responsible to pay the difference in the amount.

User is allowed to specify this charge

Hire Charge

This is the Calculated hiring charge for the upgrade room for the date range.

User is allowed to specify this charge

Maintenance Charge

This is the Calculated Maintenance charge for the upgrade room for the date range.

User is allowed to specify this charge

Service Charge

This is the Calculated service charge for the upgrade room for the date range.

User is allowed to specify this charge.

Note: The Grand total column displayed in the generated lease invoice is a sum of Rental Charge, Hiring Charge, Maintenance Charge, Service Charge, and Total Taxes.

Invoice Separately

If this checkbox is selected, separate credit invoices are generated for each type of charge such as hire, maintenance, and service. Separate Direct Bill Payments are posted for each type of charge.

The Invoice Report is displayed for each charge type and the Lease Upgrade Period Status is changed to Charges Posted in the folio for every A/R account.

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Booking Agency

The unique ID and name of the booking agency associated with the lease. You can select the agency from the list of **Booking Agencies** lookup.

Market Segment

The market segment that must be linked to the standard rate plan. The rates that you define are based on the market segment for which you are defining the standard rate plan.

Source

The source of business. The possible values are based on codes created as Source of Business on the **Maintain Global Codes** screen.

Shoulder Rate Plan

This rate plan is selected based on the room change update for the shoulder hotel dates.

Track

Select the track code that must be associated to the lease.


Note: You can create and modify the track codes using the **Create Track Code**.

Price Includes Tax

This check box is informational. If the lease rate has inclusive tax, the check box is selected by the application.

A/R Account

You can select the A/R account using the lookup, or you can create a new A/R account by clicking the **New A/R Account** button which will open the **Property A/R Account** window. If a new A/R account is created, it must be saved in the **Property A/R Account**, then click **Return Value** to enter the newly created A/R account into the lease record. If an existing A/R account is selected, the A/R account fields are filled with information from the A/R account. An A/R account is required on leases in Definite status. The main lease charges are posted to the folio of the A/R account.

- 3 Specify the First Name and Last Name in the Contact Information section. You can also use the Guest Search  icon to search and select a guest profile from the existing list. Based on the selected guest profile, the guest information is populated in the fields from the **Guest Profile** screen.
 - Last Name
 - First Name

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

- 4 Click **Save**.
- 5 Optionally you can print a Lease Pro Forma (Lease/Rent Request) by clicking the Actions **Print** and selecting Lease Pro Forma. If a Lease Pro Forma has already been printed with an invoice number Retrieve Pro Forma Invoice is also available.
- 6 When there is a room upgrade, the room upgrade indicator is displayed next to the room type field.
- 7 The Lease has an upgrade where the End Date is greater than or equal to the Hotel Date.

Viewing lease rate details

Use the **Lease Rate Details** window to see the lease rate details where leasing functionality is used. You can navigate to the **Lease Rate Details** window from the following areas in the application:

- Clicking Rate Details in the **Lease Record View** tab.
- Clicking Rate Details, then selecting **Lease Rate Details** in the **Guest Stay Record View** tab.

The rate details display in lease period date ranges. The information is initially displayed collapsed and the charge amount will match the amount shown on the lease schedule for the total charges and includes all the fees, regardless of the billing option. Room, room type, rate plan, description, and billing cycle are from the lease record view. Unit price, quantity, billing option, and frequency only display when the row is expanded.

To view a lease's rate details from within the lease:

- 1 **Front Desk > Lease > Lease .**
- 2 Select a lease.
- 3 Click **Rate Details**.
- 4 View the lease rate details and click **Close**.

Maintaining the lease period schedule

Use the **Schedule** tab of the **Lease** page to view and maintain the schedule details per lease period. You can bill the guest, undo the billing, or change the rental charge amount by period. Invoice numbers and credit notice numbers will also display and you have the ability to view any invoice report and credit notice report.

The records on the schedule tab display this tax related data:

- **Total Taxes and Valuation:** Includes total taxes posted with the lease schedule period based on the Trial Posting for the new lease period amounts.
- **Grand Total:** Includes the total Charges, Fee Charge and Total Taxes for the lease schedule.

The lease periods are created according to what has been set in the Billing Cycle and Billing Cycle Option fields with their related rental amount, [lease fees](#) on page 878 and whether or not leased managed [shoulder stay dates](#) on page 880 exist. See [Understanding lease periods](#) on page 261 and [About leases and shoulder stay dates](#) on page 263.

On this screen you can perform multiple actions on a lease period by selecting the period, then clicking the **Actions** button. The options available are dependant upon the lease status and the current status of the lease period record. The options include:

- **Invoice Incidentals:** Use the [Invoice Incidentals](#) option to post incidental charges for the period and invoice.
- **Invoice:** Use the [Invoice](#) option to post charges for the period and invoice. To invoice the rate period, the **Lease Period Status** must be *Charges Posted* or *Charges Not Posted*. If the **Invoice Separately** check box is selected for the hire, maintenance, or service charges on the lease record view, those fees are invoiced separately. You may change the invoice separately settings. If the invoice is reversed and then the period is re-invoiced, the current settings are used for the new invoice(s).
- **Reverse Charges:** Use the [Reverse Charges](#) option to reverse charges for a period. To reverse charges the lease period status must be *Invoiced*, once reversed the status is changed to *Charges Not Posted* and the **Previously Invoice** check box is selected by the system.
- **Update Charge:** Use the [Update Charge](#) option to update the rental, hire, service, and/or maintenance fee for the lease periods selected. To update charges the lease period status must be *Charges Not Posted*.
- **Lease Upgrade:** Use the [Lease Upgrade](#) option to upgrade a guest on the lease to a new room for a portion of the lease.
- **Lease Period Rate Split:** Use the [Lease Period Rate Split](#) option to specify how to split the lease charges by guest. Only lease periods with status *Charges Not Posted* can be split.
- **Show Invoice:** Use the option to display the invoice in a pop-up.
- **Show Service Invoice:** Use the option to display the service invoice in a pop-up.

- **Show Maintenance Invoice:** Use the option to display the maintenance invoice in a pop-up.
- **Show Hire Invoice:** Use the option to display the hire invoice in a pop-up.
- **Show Incidental Invoice:** Use the option to display the incidental invoice in a pop-up.
- **Show Credit Notice:** Use the option to display the credit notice in a pop-up.
- **Show Service Credit Notice:** Use the option to display the service credit notice in a pop-up.
- **Show Maintenance Credit Notice:** Use the option to display the maintenance credit notice in a pop-up.
- **Show Hire Credit Notice:** Use the option to display the hire credit notice in a pop-up.
- **Pro Forma Invoice:** Use the option to generate the invoice for an individual or multiple lease records, selected for the lease period range.

Retrieve Pro forma Invoice: Use this option to display the previously generated invoice for the selected date range of lease records. The application retrieves this data from the location wherein the invoices are saved.

Note:

For Vietnam, when you select Action > Show option, the application displays the Select Invoice Report screen.

On the screen, you can select the report name and print the specific lease invoice. The list is displayed based on these property parameters:

Invoice	Property Parameter
Show Invoice	LEASERENTALINVOICEREPORT
Show Service Invoice	LEASESERVICEINVOICEREPORT
Show Maintenance Invoice	LEASEMAINTINVOICEREPORT
Show Hire Invoice	LEASEHIREINVOICEREPORT
Show Incidental Invoice	LEASEINCIDENTALINVOICEREPORT
Show Credit Notice	LEASERENTALCREDITNOTEREPORT
Show Service Credit Notice	LEASESERVICECREDITNOTEREPORT
Show Maintenance Credit Notice	LEASEMAINTCREDITNOTEREPORT
Show Hire Credit Notice	LEASEHIRECREDITNOTEREPORT

If the invoice includes one or more Matched Payments, a confirmation message is displayed to include the Matched Payment Details section in the invoice.

Invoicing lease periods from the lease record

You can invoice an individual lease periods in the **Schedule** tab of the **Lease** record that have a lease period status of *Charges Not Posted* or *Charges Posted*. If the lease period status is *Charges Not Posted*, you are able to update the charge amounts of the rental transaction and [lease fees](#) on page 878. If the invoice is reversed and then the period is re-invoiced, the current settings are used for the new invoices.

If an A/R account is over its credit limit you will be prompted to post the charges or not. If an A/R account is on credit hold you will be prompted that billing is not allowed.

When a lease period is invoiced the system will:

- Post lease charges to the lease account if the lease period status is Charges Not Posted.
- Post a direct bill payment for the lease charges.
- Post a charge to the A/R account for the lease charges.
- Generate an invoice for the lease period charge on the A/R account.
- Update the Invoice columns with the invoice numbers.
- Update the Lease Period Status column to Invoiced.

If the **Invoice Separately** check box is selected for the hire, maintenance, or service charges on the lease record view, those fees are invoiced separately. Separate direct bill payments and separate charges to the A/R account for these charges will be posted, and separate invoice numbers generated. You may change the invoice separately settings. If the invoice is reversed and then the period is re-invoiced, the current settings are used for the new invoice(s).

- 1 Select **Front Desk > Lease > Lease**.
- 2 Select a lease.
- 3 Click the **Schedule** tab.
- 4 Select a rate period record.
- 5 In the bottom area of the screen specify the information you require, see additional details about these fields:

Previously Invoiced

This check box is informational. If the lease period selected has had its charges reversed or has had a credit notice generated, the check box is selected by the system.

Proforma

The sequence used for the pro forma generated for that lease period.

- 6 Click the **Actions** button, select Invoice option. A message with the number of lease periods successfully processed out of the number of lease periods selected will be displayed.

Upgrading a lease to a new room

Use the **Lease Upgrade** pop-up to upgrade a lease to a new room when the guest staying on the lease requests to move into another room for personal reasons. For example, a company leasing a room for an employee who is on a temporary work assignment for multiple months can have the family to visit. The employee can require, a large room to accommodate the family.

There is no auto generation of schedules for a lease upgrade, therefore no billing cycle or billing cycle option. The start and end periods entered must be one period for that upgrade schedule and for invoicing. If multiple billing cycles are needed for the invoicing of an upgrade, the upgrade must be specified as multiple records, one for each billing cycle needed.

The following important points must be noted about the lease upgrade:

- Upgrade can have multiple periods. Lease upgrade dates must follow the main schedule dates of the lease. Upgrade periods cannot overlap main lease periods.
- Upgrade cannot overlap between two guests.
- The start date of the upgrade is used as the date on which the lease upgrade is charged.
- Among all guests within the lease, the dates of the lease upgrade must not overlap.

Since the guest is responsible for the upgrade charges, these charges are posted to the folio of the A/R account associated to the guest stay instead of the folio of the A/R account associated to the lease. If there is no A/R account associated to the guest stay, the upgrade charges will be posted to the guest stay folio. The posting of upgrade charges follows the same process as the main lease charge posting.

No upgrade fees can be added to the upgrade screen other than hiring/maintenance/service. Other fees have to be added in the **Fee** tab.

Use the **Calculate** option to calculate the difference of the main lease paid for the upgrade period and the amount the guest must pay for that upgrade period

Once an upgrade lease period has been added you can use the **Actions** button links to invoice, reverse charges, or update charges. The options that are available are dependent upon the current status of the lease upgrade period record.

You can navigate to the **Lease Upgrade** pop-up using these steps:

- The **Action** button [Upgrade Lease](#) link in the **Lease Schedule** tab.
- The **Lease Upgrade** option in the **Guest Stay Record View** tab.
- The **Lease Upgrade** option in the **Lease Record View** tab.

To upgrade a lease:

- 1 In the **Lease Upgrade** pop-up, specify this information:

Guest Name

The guest name if the pop up is displayed using the **Action** option. The **Guest Name** is defaulted to the primary guest name and cannot be modified if the pop-up is displayed from the guest stay **Upgrade Lease** option.

Rate Plan

Select a leasing rate plan. Only standard rate plans that are configured as leased rates can be selected. The rate amount quoted for the upgrade is the monthly rate on the rate plan is used, but can be changed. When the upgrade is crossing multiple rate periods, the rate where the period is scheduled within the start date of the upgrade is used. Any changes made to the configuration of leasing rate does not proceed for a re-quote.

Upgrade A/R Account

The **Upgrade A/R Account** for the lease upgrade period; in the absence of which, the application uses the guest stay A/R Account. The **Upgrade A/R Account** is for the lease and guest stay and applies to all the upgrade periods for the guest.

Room

The room number to initiate the lease upgrade process. The application displays the rooms available for the guest stay.

- 2 Click **Submit**.

Splitting the lease charges by guest

You can use the **Lease Period Rate Split** popup to specify how to split lease charges among guests on the lease. The split information is stored by lease period and is used by A/R invoicing. You can specify how to split the rental charge or the amounts of the [lease fees](#) on page 878 by type, when the fees are billed separately. Any [lease fees](#) on page 878 that are billed with the lease charge are added to the lease amount. Only lease periods with status **Charges Not Posted** can be split.

When there are no existing rate split records, the screen initially displays rows for the current guest stays that are on the lease and are staying for the period. The split percentage is based on the number of days the guest stays during the period. You can delete these rows. If rate split records are added, the screen displays the split rate details and does not use the existing guest stays. You are not restricted to creating lease period rate splits by existing guest stays.

Total percentages must be 100%. If the percentages do not total to 100% the last guest's percentage is adjusted to make the total 100%. The percentages are stored, not the amounts. This is because the amounts for the lease can change. When the popup is displayed, the amounts are calculated off the percentages and based on the current values for the lease period. The sum of the details must match the total. If there is any discrepancy, the last guest amount will be adjusted to make the total correct.

To split the lease charges:

- 1 Select **Front Desk > Lease > Lease**.
- 2 Select a lease.
- 3 Click the **Schedule** tab.
- 4 Select a rate period record.
- 5 Click **Actions**, select [Lease Period Rate Split](#).
- 6 In the **Lease Period Rate Split** popup, select the guest stay record or click **New Record** and specify a guest.
- 7 Specify the amounts for each guest in the grid.
- 8 Click **Save Record**.

Authorizing lease payments

To add a guest stay to a lease:

- 1 **Front Desk > Lease > Lease**.
- 2 Select a lease.
- 3 Click the **Payment Authorization** tab.
- 4 Specify the information that you require.
- 5 Click **Submit**.
- 6 Click **Save Record**.

Adding fees to a lease

Use the **Fees** tab to add additional [lease fees](#) on page 878 to be charged with a lease. The fees may be based on a non-room item or constructed from a transaction code. The fees may be charged separately, or with the rental charge.

To add a fee to a lease:

- 1 **Front Desk > Lease > Lease.**
- 2 Select a lease.
- 3 Click the **Fees** tab.
- 4 Specify the information that you require.
- 5 Click **Submit**.
- 6 Click **Save Record**.

Maintaining lease folios

To add a guest stay to a lease:

- 1 **Front Desk > Lease > Lease.**
- 2 Select a room type category.
- 3 In the [Room Type Category Details](#) section, update **Status** and click **Save**.

Maintaining lease deposits

To add a guest stay to a lease:

- 1 **Front Desk > Lease > Lease.**
- 2 Select a lease.
- 3 Click the **Deposit** tab.
- 4 Specify the information that you require.
- 5 Click **Submit**.

Note: If the property parameter ARCCTRANDetail is enabled, the application posts an offset transaction to the credit card account, and a direct bill settlement to the credit card account for the transfer of the amount to the A/R account:

- for a credit card transaction that has a transaction code associated to a credit card account used to transfer the balances to the A/R account.
- the **Lease Deposit Ledger Offset Transaction** code is specified.
- If the AUTOPRINTAUTHRECEIPT property parameter is selected, the application automatically prints the receipt. The default report parameters are considered to print the receipt.
- Select **Action > Print Receipt** to print these deposit/refund records:
 - Rent Deposit
 - Security Deposit

- Incidentals Deposit
- Security Refund
- Incidentals Refund

6 Click **Save Record**.

Note:

You can select **Action>Print Receipt** to print the receipts for the Incidentals and security refunds.

Viewing guest stays associated to a lease

Use the **Guest Stay** tab to view guest stays that are associated with the lease. Lease associated guest stays cannot be created or updated from this screen. Lease associated guest stays can be created or updated from **Front Desk > Guest Stay**. You can also use the Confirmation Number hyperlink in the Stay Details section to launch the **Guest Stay** screen. If you select a guest stay then click the Confirmation Number hyperlink, the **Guest Stay** screen is launched displaying that guest stay record.

To view guest stays associated to a lease:

- 1 Front Desk > Lease > Lease.**
- 2** Select a lease.
- 3** Click the **Guest Stay** tab.

Lease Billing

Use the **Lease Billing** menu to bill and invoice all leases in **Definite** or **Released**, and **Completed** status that have lease periods with the status of **Charges Not Posted** or **Charges Posted** and a lease start date that falls on or between the dates specified. The screen includes the option to bill and invoice the lease charges, bill and invoice incidentals, or both. The Lease Billing Details section includes parameters which allows you to select which lease periods to post lease charges and which to bill for. The list shows a list of attempts of generating invoices.

If an A/R account is over it's credit limit charges are posted. If an A/R account is on credit hold or requires approval it will be skipped in the lease billing process and charges are not posted.

When billing is processed the system:

- Post lease charges to the lease account if the lease period status is Charges Not Posted.
- Post a direct bill payment for the lease charges.
- Post a charge to the A/R account for the lease charges.
- Generate an invoice for the lease period charge on the A/R account.

- 1** Select **Front Desk > Lease > Lease Billing**.
- 2** In the Lease Billing Details section, specify the parameters you require to process/bill. See additional details about these fields:

Billing Cycle

Optionally, specify a billing cycle to process only lease periods for leases that match that billing cycle.

Lease Category

Optionally, specify a lease category to process only lease periods for leases that match the lease category.

Bill Lease Charges

Select the check box to post lease charges to the lease account and generate the A/R invoices on the A/R account.

Bill Incidental Charges

Select the check box to bill incidental charges on the guest or lease folio separately from the lease charges. The incidental invoice number is then displayed on the **Lease Schedule** tab of the associated lease.

Print Format

The preferred format for printing invoices.

Output Format

The output format selected to view the output.

- 3 On the Lease Billing Details specify this information:

From Date

The date from which the lease billing is processed.

To Date

The date up to which the lease billing is processed.

Batch ID

The ID to view the lease billing details processed for the specified time period.

Sort Batch By

The sorting preferences for the batch.

Sort Invoice By

The sorting preferences for the invoices.

- 4 Click **Actions**, and select **Process**. When complete a message displays that indicates the number of leases billed.
- 5 Click **Actions**, and select **Batch Details**. The **Invoice/Statement Batch** screen with the batch ID selected in the list is displayed.
- 6 Click **Actions**, and select **Lease Billing Preview Report**. The report preview is displayed.
- 7 Click **Actions**, and select **Process Details**.

Account Charge Posting

Use this screen to post the charges, when the communication is disrupted between a POS and HMS or you are unable to post charges through POS. You can also specify the details of the check on this screen.

You can post the charge to the appropriate account by specifying the POS check details such as the summary of charge details and itemizers. You can post the charge to these accounts:

- Guest Account
- House Account
- Group Account
- A/R account

that have a billing account linked.

You can post checks for room charges as well as comps charged to a player's reward credits, admin comps, or comp slips. You can also use the screen to comp the charge to the POS Comp Posting account.

You can view the list of transactions associated with the Transaction Code in the detail section. The total amount of the transactions must be the same as the check amount.

The department associated with the comp authorizer must be active.

Posting of checks for POS

- 1 Select **Front Desk > Account Charge Posting**.

Note: The Player Number, Authorization Code, Admin Comp Type, and Comp Slip fields are disabled, if the property parameter CMSPTNR is not set to CAESARS.

- 2 Specify this information:

Transaction Department

The code of the department associated with the transaction.

Note: The application populates the description and the related transaction codes.

Transaction Code

The code of the transaction to be processed for the charges.

Note: The application populates the description and the Transaction Department based on this Code.

Check Amount

The amount specified the check.

Check Number

A unique number of the check.

Note: You must specify this value if the Authorization Code is specified.

Cashier

The name of the employee.

Note: You must specify this value if the Authorization Code is specified.

Number of Covers

The number of transaction lines to be processed for the charges.

Note: You must specify this value if the Authorization Code is specified.

Account

The account to post the charge.

Note: The application populates the account related fields based on the specified account type.

A/R Account

The A/R Account to post the charge.

Note: The application populates the account related fields based on the specified account type.

Room Number

The room number of the guest.

Authorization Code

The code of the comp authorization.

Note: The application defaults the Account specified in the property parameter POSCOMPPOSTACCT, based on this value.

Admin Comp Type

The comp type managed by an administrative authority for a player or a non-player.

Note:

- This value is defaulted based on the specified Authorization Code.
- This field is disabled if the Authorization Code is associated with the Non-Decrementing comp type.

Comp Slip

A unique number of the Comp Slip.

Note: The application redeems the amount specified on the comp slip.

3 Click Submit.

Chapter 5: Account receivable

The **Account Receivable** menu is used to perform the periodic tasks that facilitate the effective billing and collection of account receivable (A/R) accounts at your [property](#). The functionality of the Account Receivable module makes it easy for you to complete the tasks that focus on the agreement with each account. Using the **Account Receivable** menu you can carry out tasks with account information as well as perform tasks to record payments and track billing cycles.

Understanding Aging Configuration

The aging periods are a consecutive series of time periods that depict how old the open charges and invoices are on the account. The **From Days** and **To Days** values for a period mean that if there are any unpaid invoices on the account that are **From Days** old to **To Days** old then the system displays the balance in that aging period. The aging is an indication of how well a customer pays the bills. If there is a portion of the account balance in one or more of the older aging periods the hotel needs to increase the collection efforts. Below is a typical example of aging period configuration.

Aging Period	From Days old	To Days old	Explanation
Current Charges	0	30	The first aging period must start at 0 days. The sum of any unpaid charges or invoices, or unmatched payments, that were posted between 0 and 30 days before the current accounting date are displayed in this aging period
30 Days	31	60	The 'From Days' value of the next period must start the day after the 'To Days' value of the previous period. The sum of any unpaid charges or invoices, or unmatched payments, that were posted between 31 and 60 days before the current accounting date are displayed in this aging period
60 Days	61	90	The sum of any unpaid charges or invoices, or unmatched payments, that were posted between 61 and 90 days before the current accounting date are displayed in this aging period

Aging Period	From Days old	To Days old	Explanation
90 + Days	91	--	The last aging period configured does not have a 'To Days' value. The sum of any unpaid charges or invoices, or unmatched payments, that were posted more than 90 days before the current accounting date are displayed in this aging period

There cannot be any gap of days between the periods so the system will adjust the **To Days** value automatically if possible. Outlined below are few scenarios based on the example above, when the error message is displayed by the system.

- User changes the **From Days** value of the **30 Days** period to 29 days. Since 29 days is less than the **From Days** value of the previous period, an error message is displayed.
- User changes the **From Days** value of the **30 Days** period to 62 days. Since 62 days is greater than the **From Days** value of the next period, an error message is displayed.

Here are examples of when the system would adjust the 'From Days' value of a period to ensure there are no gaps in days between periods.

- User changes the **From Days** value of the **30 Days** period to 32. System would change the **To Days** value of the **Current Charges** period to 31 to ensure no gaps.

Example of aging based on the aging configuration above:

- Pre-requisite – Accounting Date = 3/1/2014
- Total account balance = 5000.00

Aging Period	Aging Amount	Charges/Invoices / payments posted between
Current Charges	3200.00	1/30/2014 and 3/1/2014
30 Days	1000.00	12/30/2013 and 1/29/2014
60 Days	0.00	11/29/2013 and 12/29/2013
90 + Days	800.00	Before 11/29/2013

Aging configuration

You can use the **Aging Configuration** page to define the aging periods. Aging periods are the time buckets based on which the accounts are aged. The aging configuration cannot be property specific. Aging will be configured one time and used for all properties.

The application control parameter **AgingDaysBasis** determines how the accounts are aged. You can define the basis on which the aging is calculated in the **Administration > Security > CRS Application Parameters > Application Control > AgingDaysBasis**. There are two possible values:

- **INV:** The accounts are aged based on the Invoice date, or the date the invoice is created. The invoice date can be many days after the charge is posted to the account, and is based on the invoicing policy of the property.
- **CHARGE(TRAN):** The accounts are aged based on the posting date of individual charges that are posted to the account. Often the posting date is the date the charge is direct billed from a folio, or the date a manual charge is posted to an account. When the parameter is set to TRAN, the system calculates aging based on the posting date of the charge and takes the payment information against the charge into consideration. If the AR charge is paid, or partially paid, the amount to age for that charge is reduced.

If the ARAGINGBYLEASESCHEDULEDATE parameter is selected; for lease related invoices:

- Aging is based on lease schedule start date for invoices generated prior to this date.
- Aging is based on **AgingDayBasis** value for invoices generated after the lease schedule start date.

The following conditions apply to the aging period configuration:

- By default, the time duration for the first aging period that you define is zero.
- You can specify the start days for all subsequent periods only after you create the first aging period.
- You cannot insert a new period between two existing periods.
- You can define ten aging periods.

To define the aging period:

- 1 Select **Administration > Configuration > Aging Configuration**.
- 2 In the **Aging Periods Details** section, specify the following:

Aging Period Name

Specify the name of the aging period.

From Days

For an account, specify the number of days in the past after which the aging period must begin for that account.

See additional details about these fields:

- **Aging Period:** Highest Period Number + 1, or 1 if no previous periods exist.

- 3 Click **Submit** to save the information that you specified.

Viewing A/R ledger summary

Use the **A/R Ledger** page to view the summary of the ledger balance for a day. By default, the A/R ledger summary for the current date is displayed. You can select a record pertaining to a different date to view the closing balance for that date. This page also displays the details of the activities that impacted the ledger balance for that day. Any time a transaction is posted to an A/R account that impacts the account balance, the A/R Ledger is updated accordingly by the system.

To view the A/R ledger summary:

- 1 Select **Accounts Receivable > A/R Ledger**.
- 2 Click **Close Accounting Date** to close the A/R account for that date. After the A/R account is closed all new transactions are posted in the new date for a given A/R account. If the ARCAGING parameter check box is selected, the system closes the current accounting date and opens the new date by creating a new A/R ledger record where the **Opening Balance** for the new date is equal to the **Closing Balance** of the closed date. Thereafter, the system recalculates aging for all accounts. If the ARCAGING parameter check box is clear, the system closes the current accounting date and opens the new date but does not recalculate aging.

A/R Account Profile

Use the **A/R Account Profile** page to create and maintain A/R account profiles that can be shared across all properties for a hotel company. After an A/R account profile is created, each property can be independently set up to share the A/R account profile.

To create an A/R account profile:

- 1 Select **Account Receivable > A/R Account Profile**.
- 2 Click New Account.
- 3 Specify this information:

Account Type

Specify the type of account that you want to create. For example, guest, corporate or personal account.

Status

The status of the account. Following are the available values:

- **Active**
- **Inactive**
- **Pending**

Account Name

Specify the name of the customer for which you want to set up an A/R account.

Invoice Method

Specify the method based on which the invoices are generated by the system. Following are the available options:

- One Invoice Per Account: An account may have multiple folios but only one invoice is generated for an account.
- One Invoice Per folio: An invoice is generated for each [folio](#).

Parent A/R Account

Specify the parent account to which this account belongs to.

Account Number

Specify the account number if the `GenerateCorporateAccountNumber` parameter is set to **Manual Entry**. The account number is generated automatically if you set the `GenerateCorpo`

`rateAccountNumber` parameter to **Auto Generate** in the **Maintain Application Controls** page. To access this page, select **Administration > Security > CRS Application Parameters > Application Control** tab. You can change the parameter.

Date Opened

Specify the date of account opening. By default, the [property](#) date is displayed. You can modify the date.

Reference Number Required

Select the check box to specify if the guest must provide a reference number during check-in, in the property.

Paperwork Description

Specify the description of the paper that a guest must present during check-in, in the [property](#).

Paperwork Required

Select the check box to specify if the guest must present any kind of document during check-in, in the property. If you select the check box the **Paperwork Description** field is enabled.

Other Restrictions

Specify any other restrictions that apply to a guest.

Sales Person

Specify the sales manager of the entity for which you are creating the A/R account.

Fiscal Name

Specify the Fiscal Name.

Fiscal Address

Specify the Fiscal Address assigned to a company by the tax authorities in Spain.

Note: This address can differ from the postal address of the company.

Fiscal Postal Code

Select the Fiscal Postal Code, that must be included in the Fiscal Address.

Note: The values in the subsequent Fiscal fields are populated.

Fiscal City

Specify the Fiscal City, that must be included in the Fiscal Address.

Fiscal State/Province

Select the Fiscal State/Province, that must be included in the Fiscal Address.

Note: The Country related to the selected State/Province is defaulted in the Fiscal Country field.

Fiscal Country

Select the Fiscal Country, that must be included in the Fiscal Address.

Peppol GLN Number

The Global Location Number (GLN) that is used by Peppol Interface to identify the guest.

- 4 Specify the information based on which the primary person responsible for this A/R profile can be contacted.

Bank Name

The bank name of the organization.

Bank Number

The bank number of the organization.

Registration Number

The registration number of the organization.

Viewing property account status

Use the **Property Account Status** tab to view the status and aging balances pertaining to the property specific A/R Account for a list of properties that are associated with the selected profile. This tab also displays the aging balances, the total credit limit and the available credit information for the A/R profile.

To view the property account status:

- 1 Select **Account Receivable > A/R Account Profile > Property Account Status**.
- 2 Specify the filter criteria to search the property for which you want to view the A/R account status and aging balances.
- 3 Select the property for which you want to view the A/R account status and aging balances.

A/R Recurring charges

The A/R automatic recurring charges functionality enables the user to charge an A/R account based on the configured schedule. This functionality can be used to settle periodic charges such as membership fee. The End of the Day process posts these charges based on the configuration for each account.

This configuration includes:

- The Charge to post
- Frequency
- Amount

This functionality includes these processes:

- Creating a recurring charge template.
- Applying a template to one or more accounts.
- Selecting the template for a new property A/R account.
- Adding a recurring charge, manually.
- Adding recurring charges using a template.
- Editing a recurring charge.
- Deleting a recurring charge.
- Posting recurring charges for an account.

The additional End of the Day job is added to the EOD list. This posts the recurring charges to all the accounts with due charges, when the EOD is updated.

Posting A/R Recurring Charges

You can post recurring charges linked to an A/R Account using the **Recurring Charges** tab or as part of the Accounting End of the Day process. The types of postings are:

- Standard charge
- Finance charge

To post charges:

- 1 Select **Accounts Receivable > Property A/R Accounts > Recurring Charges**.
- 2 Specify this information:

Charge Type

This field indicates the type of payment. You can set the field to Finance Charge type or Recurring Charge type, which determines the payment type calculations.

Note:

- a The field defaults to Recurring Charge.
- b If the user selects Finance charge, the Percentage field is enabled.

Transaction

The [transaction code](#) on page 880 and description used to post the Recurring or Finance Charge.

Amount

The recurring amount that is charges to the A/R account.

Percentage

This field is only enabled when the **Charge Type** is set to **Finance Charge**. Indicates that the recurring charge cannot be flat amount but uses a calculation method. The calculation method is based on the A/R Account's outstanding balance (total of all transactions within the selected Aging Periods) times the percentage value is specified.

Aging Period

This field is only enabled when the **Charge Type** is set to **Finance Charge**. Indicates which Aging Periods to include when determining an A/R Account's outstanding balance.

Start Date

This date is the beginning date scheduled for the transaction's recurring posting.

End Date

This date is the last date schedule for the transaction's recurring posting.

Billing Cycle

Select the billing cycle to indicate how often the recurring charges will post:

- Days

- Monthly
- Once
- Weekly

Note:

- a** If the Billing Cycle is set to Days, the Billing Cycle Days field is enabled only and you can select a billing cycle option of 1-99 days.
- b** If the Billing Cycle is set to Monthly the Billing Cycle Monthly/Months field are enabled only. You can select a single month or multiple months in the Billing Cycle Months field.
- c** If the Billing Cycle is set to Weekly, a day of the week is selected.
- d** If the Billing Cycle is set to Once, all the other fields are disabled.

Status

The transaction status.

Note: By Default, the Status is set to Active always.

Include Tax

Select this check box to post the tax associated with the transaction.

- Click **Submit**.
- Alternatively, select one or more standard transaction lines and click **Actions > Post Charges**. The posting process is initiated. The selected transaction is displayed on the **Account's Charge** tab.
 - Updates the Last Post Date to the current posting date.
 - Calculates and updates the Next Post Date.
- The application prompts you to confirm the continuation of the process.

Note: The Next Post Date must be

 - Same as or later than the Start Date
 - Same as or later than the Accounting Date
 - Same as or before the End Date

Creating a property A/R account

Use the **Property A/R Account** page to create and maintain the property specific data for an A/R account. All accounting activities related to a given property can be accessed and performed through the **Property A/R Account** page.

The accounting data maintained in the **Property A/R Accounts** page is specific to the user's property. The following fields are defaulted by the system from the **Maintain A/R Account Profile** page:

Account Name	Account Number	Salesperson
Date Opened	Account Type	Invoice Method
Reference Number Required	Paperwork Required	Paperwork Description

Account Name	Account Number	Salesperson
Other Restrictions	Primary Contact details	

Auto Create AR Profile: When you create and save a new record in the **Property AR Account** page, only property A/R account record is created if the **Account Name** in the **Property A/R Account** page can be matched by the system to an existing record in the **Maintain A/R Account Profile** page. If user enters a new **Account Name** that cannot be matched to an existing record in the **Maintain A/R Account Profile** page, the system creates a new A/R Profile in the background with the fields in the table above copied from the **Property A/R Account** record to the newly created A/R Profile record.

To create a property A/R account:

- 1 Select **Account Receivable > Property A/R Accounts**.
- 2 Click New Account.
- 3 Specify this information:

Account Name

Specify the name of the customer for which you want to set up an A/R account.

Account Number

Specify the account number if the `GenerateCorporateAccountNumber` parameter is set to **Manual Entry**. The account number is generated automatically if you set the `GenerateCorporateAccountNumber` parameter to **Auto Generate** in the **Maintain Application Controls** page. To access this page, select **Administration > Security > CRS Application Parameters > Application Control** tab. You can change the parameter.

Fiscal Name

Specify the Fiscal Name.

Fiscal Address

Specify the Fiscal Address assigned to a company by the tax authorities in Spain.

Note: This address can differ from the postal address of the company.

Fiscal Postal Code

Select the Fiscal Postal Code, that must be included in the Fiscal Address.

Note: The values in the subsequent Fiscal fields are populated.

Fiscal City

Specify the Fiscal City, that must be included in the Fiscal Address.

Fiscal State/Province

Select the Fiscal State/Province, that must be included in the Fiscal Address.

Note: The Country related to the selected State/Province is defaulted in the Fiscal Country field.

Fiscal Country

Select the Fiscal Country, that must be included in the Fiscal Address.

Other Restrictions

Specify any other restrictions that apply to a guest.

Invoice Method

Specify the method based on which the invoices are generated by the system. Following are the available options:

- One Invoice Per Account: An account may have multiple folios but only one invoice is generated for an account.
- One Invoice Per folio: An invoice is generated for each [folio](#).

Status

The status of the account. Following are the available values:

- **Active**
- **Inactive**

Requires Originating Confirmation Number

Select this check box to specify the Originating Confirmation Number, which is required on the Folio screen when posting a direct bill settlement to an A/R Account.

Note: The Originating Confirmation Number and Reference number are displayed on all the A/R screens.

Reference Number Required

Select the check box to specify if the guest must provide a reference number during check-in, in the property.

Paperwork Required

Select the check box to specify if the guest must present any kind of document during check-in, in the property.

Direct Bill Batch

If this check box is selected, direct bill settlements for this account are transferred to A/R during the EOD Direct Bill Batch process. If this check box is clear, direct bill settlements are posted to the A/R account immediately and not routed through the EOD direct bill batch process. The **Direct Bill Batch** check box is selected or cleared by the system based on the install parameter ARBATCH:

- If the ARBATCH is set to NO, the **Direct Bill Batch** check box is cleared by the system.
- If the ARBATCH is set to YES, the **Direct Bill Batch** check box is selected by the system.

Requires Approval

This check box is selected by the system if a new Property A/R account is created from the **Guest Stay** or **Lease** pages. If this check box is selected, it indicates that a manager needs to approve billing before any direct bill settlements can be posted to this account from a guest ledger account. This check box works in conjunction with a new property parameter ARREQAPPROVAL. When the ARREQAPPROVAL parameter check box is selected, and the **Requires Approval** check box is selected for an A/R account, an error is displayed in the **Folio** tab if you post a direct bill settlement for that account.

Allow A/R Invoicing

Select the check box to enable the posting and invoicing for an A/R account. A/R invoicing is required, when the property transfers credit card balances to the Accounts Receivable. This check box is only selected to settle the internal credit card invoices.

Note:

- This check box is only enabled, when the ARTAXINVUSAGE parameter is selected.

- For accounts associated with credit cards, the charges are not included in the tax invoicing process associated with the guest ledger. Therefore, these accounts must use the A/R invoicing process.
- This option is available only for the accounts associated with a credit card, when the FRANCENF525COMPMODE parameter is selected. For compliance with the NF525 regulations, the Accounts Receivable functionality is not utilized to generate invoices for customers.

- 4 In the Property Credit and Aging section, specify the information that you require. See additional details about these fields:

Credit Limit

Specify the credit limit of the A/R account. The charges can be transferred from the guest folio to the A/R account till the credit limit is fully utilized.

Outstanding Charges

The balance amount of all the charges that are yet to be invoiced.

Outstanding Invoices

The unpaid balances of all the invoices that are yet to be paid.

Unmatched Payments

The remaining amounts of all the payments that are not fully matched with the invoices. This amount is displayed as a negative value.

Credit Hold

If this check box is selected, it indicates that the account is on credit hold. An account for which the **Credit Hold** check box is selected, cannot be added to the guest stay or lease.

Last Activity Date

This date enables you to track the accounts that have had no activity within a time period. The field displays the later of the two dates between the last A/R charge posting date and payment posting date.

Assign to Collections

If you select the check box the invoices that has yet not been collected, are assigned to be sent for collection to the individual or the organization.

Account Balance

The [amount](#) in the A/R account which is yet to be collected from individual or the organization.

Note:

The application calculates this amount by subtracting the Unmatched Payments from the sum of the Outstanding Charges and the Outstanding Invoices.

Payment Due Days

The number of days by which the payment must be made for an A/R account.

- 5 Specify this information in the Primary Contract session:

Bank Name

The bank name of the organization.

Bank Number

The bank number of the organization.

Registration Number

The registration number of the organization.

Note: The field values are populated if an existing account is selected.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Peppol GLN Number

The Global Location Number (GLN) that is used by Peppol Interface to identify the guest.

- 6 Click **Save Record** to save the record.

Managing A/R account payments

You can use the **Payment** tab to view the existing payments and post new payments. All payments belonging to a property A/R account and which have not been completely applied to invoices are displayed by the system.

Note: For the Czech Republic, the application initiates the fiscal interface when the payment is posted or refunded and the AR Payment Receipt is generated automatically. The value of the property parameter FISCAL must be set to **CZ** and the **UDF Checkbox #5** check box on the **Transaction Codes** screen must be cleared and the databridge partner for the fiscal interface must be correct. The application modifies the Payment and Batch status. Possible values:

- **Posted:** When the payment or batch is posted successfully.
 - **Posted with Errors:** When only some payments are posted, or the system is offline.
 - **Cancelled:** When a fatal error occurs during the posting process. The payment is not posted.
- 1 Select **Account Receivable > Property A/R Accounts/Batch Payment > Payments**.
 - 2 Select a payment transaction.
 - 3 Click **Actions** to perform the following operations:
 - **Post Payment:** Use the **Post Payment** pop-up for [Posting a payment](#) on page 87.
 - **Distribute Payment:** Use the **Distribute Payments** pop-up to transfer or distribute one or more existing payments to another A/R Account. Search a receiving account and specify the payment that you wish to transfer. A payment that is already distributed cannot be transferred, refunded, or matched to another invoice. If you select a payment that is already distributed, you can use the **Distribute Payments** pop-up to view the accounts that the payment was distributed to and the amounts that were distributed.

Note: The aging of the payment is calculated based on the Original Posting Date only if:

 - The CRS application parameter AgingDaysBasis is set to CHARGE.
 - The property parameter ARRETAINPOSTDATEONXFER is selected.
 - **Refund Payment:** Use the **Refund Payment** pop-up to refund an existing payment. You can select the Refund Transaction Code from the Refund Transaction Code lookup.

- **Match to Invoices:** Use the **Match Payments** pop-up to manually match payments to invoices on A/R account. You can search for the invoice that must be paid. Specify a value in the **Amount to Apply** field and the invoice is automatically matched by the system to the payment that you selected. To match the payment to the oldest invoice, you can select **Apply to Oldest Invoice** check box. Alternatively, you can also match credit invoices as a payment to the debit invoices. If the selected payment has a negative value, the invoices cannot be matched.
- **Auto Post Payment:** Use this option to settle open charges/ invoices on the A/R accounts, using the configured credit card.

Note:

- The credit card is utilized for paying the outstanding invoice amounts, when the **Auto Payment** check box is selected.
- When the check box is cleared, the Batch Payment process excludes the A/R Accounts.
- Only the authorized credit cards are considered for payments.
- When an authorization is not granted for a credit card, the payment is stopped for the selected A/R Account.

Select the **Auto Post Payment** check box. The application prompts you to confirm the continuation of the process.

Click **Yes** the Auto Post Payment process begins. Click **No**, the Auto Post Payment pop-up closes and the user can view the calling screen.

This section below is for a manual payment posting and it not associated to the Auto Post Payment process.

1. **Payment Type:** The credit card type used to settle the payment.
2. **Account Name:** The A/R account, for which the settlement is made.
3. **Payment Amount:** The settlement amount expressed in the specified currency.

- **Un-match Payment:** Use the option to un-match the payment from paid invoices.
- **Paid Invoices:** Use the **Paid Invoice Detail** pop-up to view the invoices that are paid by a particular payment. You can The user will also have the ability to 'Un-Match' a payment from the list of paid invoices.
- **Print Receipt:** Use the Print Receipt option to print the receipts for the payment transaction. If the payment is matched with multiple invoices the application displays a confirmation message. Select Yes to print the receipt with the matched invoices in the detail section.
- **Print Refund Requisition:** If you select a refunded payment record and click the link, the **A/R Refund Requisition** report is displayed by the system.

Posting a payment

Use the **Post Payment** window to post new payments directly to an A/R account without posting to the guest ledger folio. You can only post amounts with positive values. You can also specify the invoices that need to be paid, and are automatically matched when the payment is saved.

Note: See Property Parameters topic for more information on ARCCTRANDetail.

You can access the **Post Payment** screen from the **Tax Invoicing** tab on the **Accounts** screen, if:

- The FORCETAXINVONPAYMENT property parameter is selected in the **Parameter** screen.

- The Balance for the selected Folio must have a value other than 0.
- The **Post Payment** and the **Final** check boxes are selected on the **Tax Invoicing** tab.

You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

To post a payment:

- 1 Select **Account Receivable > Property A/R Accounts > Payments**.
- 2 Select a payment transaction.
- 3 Click **Action > Post Payment**.
- 4 In the **Post Payment** pop-up, specify the information that you need. See additional details about these fields:

Transaction Code

Specify the transaction code that you want to use to post the payment.

Note: If the Pay Type for the transaction code is Credit Card Payment, the **Card Type** is populated with the Credit Card configured to the A/R account. Also, the Credit Card related fields are enabled.

Amount

Specify the amount that you want to post to the A/R account.

Currency In

The currency in which the amount is posted.

Note: This field is disabled and displays the Property Currency when the Pay Type of the selected transaction code is set to a value other than Cash, Check, or External Payment Processor.

Device

The credit card interface. Click Activate Reader to activate the device.

Note: The Install Parameter CCTINF must be set to YES.

Received Date

Specify the date on which the amount is received by the property from the guest.

Check / Approval Number

Specify the check or approval number through which the payment is made by the guest.

Reference

Specify the reference, if any.

Remaining Amount

The field displays the remaining amount which is calculated as payment amount minus the applied amount.

Originating Booking System

The name of the external booking system of the OTA (Online Travel Agency) to whom the hotel bills the room charges incurred by the guest.

Note: You must specify this value if the **Require Originating Confirmation Number** check box is selected for the **A/R Account** on **Property A/R Accounts** screen.

Originating Confirmation Number

The confirmation number of the booking systems to which the A/R account is configured.

Note: The application populates this value.

- 5 Specify the credit card details such as **Card Number**, **Expiration Date** and the **Name** on Card.
- 6 Alternatively, select an invoice if you want to match the payment to that invoice.
- 7 Click **Submit** to post the payment.

Note:

- An **Approve High Cash Payment** window is displayed wherein you must specify the **User ID** and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the ANTIMONEYLAUNDERING property parameter. You can post the payment to the folio using the **Submit** option.
- A confirmation message is displayed to post the Stamp Duty on the Folio when the invoice amount is equal to or exceeds the threshold limit. The property parameter ITALYSTAMPDUTY must include a value.
- For Vietnam, you can view the e-invoice number of the transaction (E-invoice Trans ID) only if the property parameter FISCAL is set to VN and the parameter ARTAXINVUSAGE is selected.

Generating collection letters

Use the **Collection Letters** tab to generate and print collection letters for a particular A/R Account. You can select a template that acts as the basis for the letter. You can use the editor to modify the letter contents.

To generate and print the collection letter:

- 1 Select **Account Receivable > Property A/R Accounts > Collection Letters**.
- 2 Specify the template that forms the basis of the collection letter. You can modify the contents.
- 3 Specify the Collection letter name.
- 4 Select the Account Currency check box to include the A/R Account currency details in the Collection letter. You can select this check box only if the ARACCOUNTCURRENCY property parameter is selected.
- 5 Click **Submit** to save the record.
- 6 Select the letter that you want to print or email.
- 7 Click **Action > Print Letter** or **Action > Email Letter**.

Creating and maintaining charges

Use the **Charges** tab to create and maintain un-billed charges for A/R accounts. An un-billed charge is a charge that has still not been invoiced to the customer. The charges displayed pertain to the user's session property.

A few important points are noted below.

- The **Comment** and **Document** check box are selected by the system to indicate that a charge has a comment or a document attached to view.
- **Adjusted Reference:** The reference to the record for which the charge is adjusted. If an invoice is adjusted the reference is the invoice number of the adjusted invoice. If a charge is adjusted, the reference is:
 - The Confirmation number of the adjusted charge if the confirmation number exists.
 - The Charge ID of the adjusted charge if the confirmation number does not exist.

To create and maintain un-billed charges:

- 1 Select **Account Receivable > Property A/R Accounts > Charges**.
- 2 Select charge transaction.
- 3 Click **Actions** to perform the following operations:
 - **Charge Detail:** Use the **Charge Details** pop-up to view the folio level details for a charge that originated directly from the guest ledger.
 - **Post Charge:** Use the **Post Charges** pop-up to post new charges to an A/R account. Refer to [Posting a charge](#) on page 292.
 - **Adjust Charge:** Use the **Adjust Charges** pop-up to adjust an existing charge on an A/R account. The adjustment is only allowed if the charge has not been invoiced yet.
 - **Transfer Charge:** Use the **Transfer Charges** pop-up to transfer one or more existing charges to another A/R account. You can search for and select a receiving account and specify the charges that you want to transfer.
Note: The aging of the charge is calculated based on the Original Posting Date only if:
 - The CRS application parameter AgingDaysBasis is set to CHARGE.
 - The property parameter ARRETAINPOSTDATEONXFER is selected.
 - **Generate Invoice:** Use the **Generate Invoices** pop-up to generate an A/R invoice from within the **Unbilled Charges** tab for a property A/R account.

Posting a charge

Use the **Post Charges** pop-up to post new charges to an A/R account. You can post a basic charge or a charge that includes one or more charges such as a fee or tax, directly to the A/R account without posting first to the guest ledger folio.

To post a charge:

- 1 Select **Account Receivable > Property A/R Accounts > Charges**.
- 2 Click **Actions**.
- 3 Click **Post Charge**.
- 4 Specify this information:

Confirmation Number

Specify the confirmation number.

PO / Reference

Specify the Purchase Order (PO) or other reference for which you are posting the charge.

Transaction Code

Specify the transaction code that you want to use to post the charge.

Amount

Specify the amount that you want to post.

Post Taxes

If this check box is selected, and you post a charge, the system creates an inclusion charge record for the main charge, and creates one inclusion charge record for each tax transaction that is created based on the tax group definition linked to the transaction code.

If this check box is selected, and you post an inclusion charge using a transaction code that is configured with a tax group, the system creates one additional inclusion charge record for each tax transaction that is created based on the tax group definition linked to the transaction code.

- 5 Alternatively, In the Charge Inclusions section, you can also specify other charges that you want to include along with the main charge.
- 6 Click **Submit** to save the main charge and inclusion charge.

Maintaining invoices for A/R accounts

Use the **Invoices** tab to maintain Invoices for A/R accounts.

To maintain and perform various invoice operations:

- 1 Select **Account Receivable > Property A/R Accounts > Invoices**.
- 2 Select an invoice.
Note: The application displays the Lease Number if the invoice is generated from a lease.
- 3 Click **Actions** to perform the following operations:
 - **Invoice Details:** Use the **Invoice Details** pop-up to view the details of an invoice. When multiple charges are consolidated into a single invoice, the **Invoice Details** pop-up displays all the charges that constitute the invoice. The **PO / Reference** field refers to the invoice charges for purchase order (PO) or other reference.
 - **Print Invoice:** Use the **Print Invoice** option to print A/R invoices.
 - **Post Adjustment:** Use the **Post Adjustment** pop-up to adjust an existing invoice on an A/R account. You can adjust only if the invoice is not fully paid yet.
 - **Match Credit:** If you select a credit invoice, the enables the **Match Credit** button. Use the **Match Payments** pop-up to manually match credit invoices to debit invoices on an A/R account. You can search for the invoice that must be paid. Specify a value in the **Amount to Apply** field and the invoice is automatically matched by the system to the credit invoice that you selected.
 - **Applied Payments:** Use the **Applied Payments** pop-up to view the payments that are applied to an invoice.
 - **Delete Invoice:** Use the **Delete Invoice** option to modify the status of an invoice to **Deleted**. The application sets the related charges back as un-billed.

- **Print Invoice in Guest Currency:** Use this option to print the tax invoice in guest currency. The tax invoice can be printed only if the property parameter TAXINVCURRENCY is selected and the Guest Currency is not the same as Property Currency.

Note: This option is enabled only for tax invoices.

Note: For Vietnam, you can view the e-invoice number of the transaction (E-invoice Trans ID) only if the property parameter FISCAL is set to VN and the parameter ARTAXINVUSAGE is selected.

Setting and viewing balance forward information

Use the **Balance Forward** tab to specify balance forward information for a new account. After the charges or payments are posted to the account, all fields are protected. For each aging period for which you specify a balance forward amount, one A/R charge is created. The posting date is set as equal to the starting date of the aging period. The system automatically generates an invoice for each of the charges created. You can post payments and apply the payments to balance forward invoices to clear the balances as needed.

To set up the balance forward information:

- 1 Select **Account Receivable > Property A/R Accounts > Balance Forward**.
- 2 Specify this information:

Transaction Code

Specify the transaction code that you want to use to set up the balance forward information.

Balance Forward Total

Specify the total balance forward amount. The **Balance Forward Total** must be equal to the sum of all the **Balance Forward Amount** for each aging period.

Balance Forward Amount (1-10)

Specify the balance forward amount for each aging period. By default, six aging periods are displayed. You can configure up to 10 aging periods. The **Balance Forward Total** must be equal to the sum of all the **Balance Forward Amount** for each aging period.

Note: If the ARACCOUNTCURRENCY property parameter is selected, you can view the amount in the **Balance Forward Total in Account Currency** and **The Balance Forward Amount in Account Currency** fields.

- 3 Click **Save Record** to save the information.

Configuring negotiated rates for property A/R accounts

You can use the **Negotiated Rates** tab to configure negotiated rates for property A/R accounts. You must link an A/R account to a guest reservation to enable these negotiated rates to be available for selection during the booking process.

To configure the negotiated rates:

- 1 Select **Accounts Receivable > Property A/R Accounts > Negotiated Rates**.
- 2 Select the property A/R account for which you want to configure the negotiated rates.
- 3 Click **Add Record** to add a new negotiated rate record.
- 4 In the Rate Details section, specify this information:

Rate Plan

Specify the rate plan that contains the negotiated rates. The rate plan value defaults to the **Global Discount Rate** and the field is disabled.

Global Discount Rate

Specify the global discount rate plan. The value in the **Global Discount Rate** field defaults to the **Rate Plan** field and the field is disabled.

Sell Order

Specify the priority in which the negotiated rate plan must be sold by the property.

Field	Min Value	Max Value
Sell Order	1	999

If you change the sell order value of one rate plan, other rate plans are automatically re-sorted by the system in a logical order. For example, if you already have rate plans with sell order 1-3 and you add a new rate plan and set the sell order to 5, the new rate plan sell order is automatically set to 4 by the system.

Creating and maintaining auto transfer rules for A/R billing

Use the **Auto Transfer** tab to create auto transfer rules that can be applied to the guest reservations or lease that have an AR billing. You can use auto transfer rules to set up instructions whereby the charges must be transferred to an AR account.

To create an auto transfer rule:

- 1 Select **Account Receivable > Property A/R Accounts > Auto Transfer**.
- 2 Click **Add Record**.
- 3 Specify this information:

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

Start Date

Specify the date from which the auto transfer rule must be applied.

End Date

Specify the date on which the auto transfer rule ends.

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Include Resort Fee

Select this check box to [transfer](#) the resort fee associated with the transaction.

- 4 Optionally, in the Split Details section, do one of the following:
 - a Specify the **Split Amount**.
 - b Specify the **Split Percent**.
- 5 Click **Save Record**.

Canceling auto transfers

After an auto [transfer](#) instruction record is saved, the record cannot be deleted; it must be canceled.

To cancel an [auto transfer](#):

- 1 Select **Account Receivable > Property A/R Accounts > Auto Transfer**.
- 2 Select the auto transfer record to be canceled.
- 3 In the Auto Transfer Details section, select the **Cancel** check box.
- 4 Click **Save**.

Generating, viewing, and printing A/R statements

Use the **Statements** tab to view and print previously generated statements. Additionally, you can use the **Statements** tab to generate new statements.

To generate statements:

- 1 Select **Account Receivable > Property A/R Accounts > Statements**.
- 2 Specify this information:

Earliest Transaction Date

Specify the date starting from which the A/R statements must be generated. Only unpaid invoices and unmatched payments are displayed by the system.

Latest Transaction Date

Specify the date until which the A/R statements must be generated. Only unpaid invoices and unmatched payments are displayed by the system.

Include All Transactions

If you select the check box, all the transactions between earliest and latest transaction dates are incorporated in the statement including invoices that are paid, or payments that are applied to invoices.

Account Currency

If this check box is selected, the Account currency is included in the A/R Statement.

Note:

The ARACCOUNTCURRENCY property parameter must be selected.

- 3 Click **Submit** to generate the A/R statement.
- 4 Alternatively, select a statement and click **Actions > Print Invoice** to print an existing invoice.

Note:

The AR statement also includes the total invoice amount, total invoice amount currency, total paid, applied and remaining amount and currency.

Adding a trace to a property A/R account

Use the **Traces** tab to add traces to a property A/R account. You can configure the delivery of a trace to the specified email address. An End of Day process delivers a trace if an email address is specified as the recipient of the trace.

To add traces:

- 1 Select **Accounts Receivable > Property A/R Accounts > Traces**.
- 2 Click **Add Record**.
- 3 Specify the information that you need.
- 4 Click **Submit** to save the trace record.

Viewing contact notes linked to a trace

To view **Contact** notes that are linked to a trace:

- 1 Select **Accounts Receivable > Property A/R Accounts > Traces**.
- 2 Select the trace record that has a **Contact** note record linked to it.
- 3 Click **Actions** and then click **View Contact**.

Adding traces to contact notes of an A/R account

When you have an important conversation with the contact of a property A/R account, you can record the conversation as a **Contact** note in the **Notes** tab. You can then link a trace to the **Contact** note to follow up. The **Contact** note is then viewable on the trace record in the **Traces** tab.

The trace must be set up on the **Traces** tab prior to linking it. You can only add a trace to a note that type is **Contact**.

To add traces to a **Contact** note:

- 1 Select **Accounts Receivable > Property A/R Accounts > Notes**.
- 2 Select a **Contact** note record to link a trace to.
- 3 Click **Actions** and then click **Traces**.
- 4 Select the information that you require.
- 5 Click **Submit**

Adding traces to contact notes in an A/R account

When you have an important conversation with the contact of an A/R account, you can make note of the conversation as a *Contact* note in the **Notes** tab. You can then link a trace to the *Contact* note to follow up. The contact note is then viewable on the trace record in the **Traces** tab.

The trace must be set up on the **Traces** tab prior to linking it. You can only add a trace to a note that's type is *Contact*.

- 1 Select **Accounts Receivable > Property A/R Accounts**.
- 2 Select an A/R Account, click the **Notes** tab.
- 3 Select a *Contact* note record to link a trace to.
- 4 Click **Actions** and then click Traces.
- 5 Specify the information that you require.
- 6 Click **Submit**.

Running the collection letter batch

Use the **Collection Letter Batch** page to generate, print, or email the collection letters for multiple A/R accounts. You can select the accounts manually that you want to process or based on parameters the system determines the accounts that must be processed. You can individually edit the collection letters before printing or emailing the letters to the customer after the letters are generated based on a template.

To run the collection letter batch:

- 1 Select **Accounts Receivable > Collection Letter Batch**.
- 2 Specify the template that you want to use to generate the collection letters.
- 3 Click **Generate Letters**. The system uses the selected template to generate a new collection letter for each account in the list.

Note:

- When the template is Invoice Tag then the application prints only the open invoices, that are to be paid.
 - Select the Account Currency check box to print the amount foreign currency.
- 4 Alternatively, you can use the **Action > Select Accounts** to select the A/R accounts for which you want to generate the collection letters.

Posting the pending direct bill charges

Use the **Pending Direct Bill Charges** page to view and post individual pending A/R batch charges that constitute the direct bill batch but that are not posted yet.

To post a pending A/R batch charge:

- 1 Select **Accounts Receivable > Pending Direct Bill Charges**.
- 2 Select the A/R batch charge that you want to post.
- 3 Specify this information:
Account Number
Specify the account number if you want to post to a different account.

Reference Number
Specify the reference number.
- 4 Click **Actions > Post Charge** to post the charge.

Reporting VAT Paid - An overview

Following is the summary of important points:

- The system does not associate Payments and Charges directly. You must use Standard Tax Invoicing to associate Taxes and Payments through the Tax Invoice.
- In cases where the tax invoice is generated, but the payment is scheduled to be received through the A/R invoice. A/R invoices can be paid or can remain unpaid, for a specific duration of time. The system reports the taxes as paid when the A/R Invoice is paid. If an A/R Invoice is unpaid, a tax Credit is reported.
- If the **Post Package Total** check box is selected and for other charges posted in advance, tax is reported on the **Posting Date** rather than the **Paid Date**.

You must enable the following tax invoice related property parameters.

- **TAXINV**: Select the **Value** check box to enable the tax invoicing functionality.
- **ARTAXINVUSAGE**: If you select the property parameter ARTAXINVUSAGE check box, the system automatically creates an A/R invoice when a tax invoice is created for a folio that has a direct bill settlement. This parameter ensures that there is a one to one correspondence between the Tax Invoice and the A/R Invoice. The tax invoice is also linked to the related A/R charge. The linked tax invoice replaces the A/R Invoice throughout the system.
- **TAXINZEROBALANCEONLY**: You must select this property parameter to require the tax invoice balance to be zero. This ensures that a final tax invoice represents taxes that are fully paid. If this parameter is not selected, invoiced charges are considered paid, even if the tax invoice balance is not zero.
Note: Using TAXINZEROBALANCEONLY is recommended. If you do not use it, a final tax invoice with a balance is still considered paid.
- **PAIDTAXSTARTDATE**: Date to start reporting paid taxes. The system sets this parameter to the **Hotel Date** of the property that enables this feature. This ensures that the dates prior to the property

upgrade are not re-reported on a different date. All transaction posted before the upgrade date are reported on the posting date.

Caution: Setting the **PAIDTAXSTARTDATE** date incorrectly may cause taxes to be reported incorrectly. If a client wants to retroactively report paid taxes, they can set the **PAIDTAXSTARTDATE** in the past. Please consult with support or install services before setting the date in the past. If you do this without help, all final invoices, even A/R are considered paid. If a client wants to start reporting paid taxes on a clean future boundary, this date can be set in the future. Until then, all taxes posted prior to this date are reported as paid on the posting date.

For the desired user group, you must add the **Tax Invoicing** page under the **Screen Permissions** tab and select the following check boxes:

- **Query**
- **Update**
- **Tab Available**
- **Tab Always Displayed**

When you post a Direct Bill settlement to an A/R Folio, a charge record is created in the **Property A/R Account > Charges** tab. If you generate a **Final Tax Invoice** for the Direct Bill settlement record, an invoice record under the **Property A/R Account > Invoice** tab is created by the system. The tax invoice number is copied to the A/R Invoice number by the system.

Viewing and posting direct bill batches

Use the **Direct Bill Batch** page to view and post direct bill batches. You can also use the page to view and post individual A/R batch charges that constitute the direct bill batch.

Auto Match Void Invoice: If the property parameter **ARAUTOMATCHVOIDDB** check box is selected, the system creates a credit invoice for the void charge and automatically matches the new credit invoice to the debit invoice that contains the original voided charge.

A direct bill batch can be set to following status by the system:

- **FAILED**: Charge(s) listed in batch has encountered an error and are not posted to AR Account(s).
- **INPROG (In Progress)**: Batch includes charges with a combination of **FAILED**, **POSTED** and **PENDING** status.
- **PENDIN (Pending Charge)**: Charge(s) are not posted to AR Account(s).
- **POSTED (Posted Charge)**: Charge(s) are successfully posted to AR Account(s).

To view and post the direct bill batches:

- 1 Select **Accounts Receivable > Direct Bill Batch**.
- 2 Select a batch in the **Pending** status.
- 3 Click **Post Batch** to post the batch.

Posting Batch Payments

Use the **Batch Payments** page to:

- 1 Record together and group the payments sent to the A/R thereby creating batches. You must specify the details of each of the payment such as the payment method like checks or other payment methods but excluding credit and debit cards. You must also specify the property A/R account to which this payment must be posted. Refer to [Managing A/R account payments](#) on page 288.
- 2 Post the payments that constitute the batches to A/R accounts all at the same time.

A batch can be in the following status:

- **Pending:** Only a batch in the pending status can be posted.
- **Canceled**
- **Posted**

Following are the important points that must be noted about a batch:

- One batch payment can contain one or more payments for one or more property A/R account.
- For each payment record, you can specify one or more invoices to match the payment.
- If there are one or more invoices selected to match the payment, the payment is allocated to the invoices.
- You can automatically post a batch payment. In the Payments tab, select Actions>Add Auto Post Payment to configure the Account Type and Post Date.

Note:

- The Auto Post Payment process is generated when the Post Date is same as the Close Accounting Date in the Install Parameter DBAUTPST.
- For the Czech Republic, the application initiates the fiscal interface when the payment is posted or refunded and the AR Payment Receipt is generated automatically. The value of the property parameter FISCAL must be set to **CZ** and the **UDF Checkbox #5** check box on the **Transaction Codes** screen must be cleared and the databridge partner for the fiscal interface must be correctly. The application modifies the Payment and Batch status. Possible values:
 - **Posted:** When the payment or batch is posted successfully.
 - **Posted with Errors:** When only some payments are posted, or the system is offline.
 - **Cancelled:** When a fatal error occurs during the posting process. The payment is not posted.

To post the batch:

- 1 Select **Accounts Receivable > Batch Payments**.
- 2 Select the batch that you want to post.
- 3 Specify the information that you require.
- 4 Click **Post** to post the batch.

Invoice /Statement Batch

You can use **Invoice /Statement Batch** page to generate A/R invoice and statement data to bill customers for charges. The A/R invoices display the payments that are applied to that invoice.

See [Billing contacts](#) on page 302.

You can use the **Invoice /Statement Batch** page to:

- Generate invoices that can be sent electronically by email or fax, or can be printed and sent in the regular mail. This [batch](#) process generates invoice documents for each account that has new un-invoiced charges since the previous billing process was completed. The Invoice is not generated for suspense accounts.
- Generate a report that displays which invoices were created and sent, and if the invoices encountered any problems with delivery.

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.

Generating A/R Statements

Use the **A/R Statements** page to generate AR invoices and statements data to bill customers for accrued charges. After the data for invoices or statements is created, the system launches the AR Invoice or AR Statement report to create the actual documents.

To generate a new A/R statement batch:

- 1 Select **Front Desk > Accounts Receivable > A/R Statements**.
- 2 Click the **Batch Parameters** tab.
- 3 Specify this information:

Batch Type

Specify the batch type from the following available values:

- Invoice
- Statement

A/R Account

Select the A/R accounts for which you want to generate the batch data.

Account Type

Select the account type. The batch data is generated by the system for all the selected accounts.

Sales Manager

Specify the sales manager. The batch data is generated by the system for the selected sales manager.

Sort By

Specify the criteria based on which the data is sorted by the system.

Earliest Transaction Date

Specify the earliest transaction date. For each statement created, the system excludes invoices and payments where the posting date is before the earliest transaction date.

Latest Transaction Date

Specify the latest transaction date. For each statement created, the system excludes invoices and payments where the posting date is after the latest transaction date.

Include Credit Hold Accounts Only

If this check box is not selected, all **Active** A/R accounts that meet the other search criteria are included in the batch by the system. By default, the check box is clear. If this check box is selected, all **Active** A/R accounts that are on credit hold are included in the batch by the system.

Print Details

Select the check box to print the statement details.

Include Zero Balance Accounts

Select the check box to include in the batch the A/R accounts for which the balance is zero.

Include Collection Accounts Only

Select the check box to include in the batch the A/R accounts for which the **Collection Account** check box is selected.

Attach Documents

Select the check box to attach the evidence documents.

4 Click **Generate Batch** to start the batch processing.

5 Alternatively click **Actions** to do the following:

Option	Description
Print Batch Summary	The system retrieves the stored batch summary for the selected batch and displays the batch summary in the report PDF window.

Option	Description
Print Batch Documents	The system retrieves all of the documents pertaining to the selected batch, where the account's Invoice Delivery Method is Regular Mail PDF or Regular Mail Excel , and displays the documents in a single PDF window.

Configuring statement dunning notes

Use the **Statement Dunning Notes** page to specify a dunning note for each aging period. The dunning note is displayed on the statement, and is based on the age of the oldest unpaid invoice in the account.

To configure a dunning note:

- 1 Select **Accounts Receivable > Statement Dunning Notes**.
- 2 Click **Add Record**.
- 3 Specify this information:

Aging Period

Specify the aging period for which you want to configure the dunning note.

Dunning Note

Specify the dunning note that you want to print on the A/R account statement. The maximum length of the note is five hundred characters.

- 4 Click **Submit** to save the dunning note.

Creating and modifying locales

Create or modify locale settings for users. The system supports the locale at the user level, property level, and global level (installation parameter). The system automatically employs the locale of the user. If this locale is not valid, then the system uses the locale of the default property of the user. Finally, if that locale is not valid, then the system employs the locale of the global setting.

To create or modify locales:

- 1 Select **Administration > Setup > Locales**.
- 2 On the List View tab, click **New Record**.
- 3 Specify this information:

Locale

Enter a unique code identifying the locale, and then enter a description of the locale in the adjacent field.

Monetary Decimal Separator

Enter the symbol used as the monetary decimal separator of the locale.

Monetary Group Separator

Enter the symbol used to separate monetary groupings in the locale.

Monetary Group Digits

Enter the number of digits needed to separate monetary groups in the locale.

Monetary Decimal Places

Enter the number of digits to appear after a monetary decimal in the locale.

Negative Symbol

Enter the symbol used to indicate a negative number in the locale.

Date Format

Select the date format of the locale.

Numeric Decimal Separator

Enter the symbol used as the numeric decimal separator of the locale.

Numeric Group Separator

Enter the symbol used to separate numeric groupings in the locale.

Numeric Group Digits

Enter the number of digits needed to separate numeric groups in the locale.

Numeric Decimal Places

Enter the number of digits to appear after a numeric decimal in the locale.

Positive Symbol

Enter the symbol used to indicate a positive number in the locale.

First Day of Week

Select the first day of the week in the locale.

- 4 Click **Save**.

AR Recurring Charges Template

You can use the AR Recurring Charges Template form to create templates for transaction codes related to the configured billing rules.

The AR Recurring Charges Template form can be used to:

- Create templates that are associated to an A/R Account.
- This is not part of the Template but part of the A/R Account.
- View transaction details such as billing frequency, the start and end dates, and amount.

This functionality is useful for hotels that provide membership (such as golf club membership) based on the chargeable monthly fee. An A/R account is maintained for each member and the monthly billing/invoicing is processed for this account.

For creating the templates, see [Generating Charge Templates](#) on page 306.

Generating Charge Templates

Use the A/R Recurring Charges Templates page to create templates including the transaction codes with the applied billing rules. If these templates are associated to an existing A/R Account, the transactions are automatically charged during the EOD process or manually by a user based the applied billing rules. Each template displays the posting amounts and billing cycle details.

To create a new template:

1 Select **Accounts Receivable > A/R Recurring Charges Templates**.

2 Click the **Record View** tab.

3 Specify or review this information on the **Record View** Tab:

Template

The template name. This is a mandatory field.

Description

The description provided for the newly created template record.

Property

The property is defaulted with the selected one.

4 You can set the Apply Template Rules field to:

- **Automatically Apply:** When a new A/R Account is created where the Account Type on the A/R Account matches the Account Type on the Template, the transactions configured on the Template are automatically added to the A/R Account's **Recurring Charges** tab.
- **Manually Apply:** The template must be applied manually to the A/R Account.
- **Prompt to Apply:** When a new A/R Account is created where the Account Type on the A/R Account matches the Account Type on the Template, the user is prompted to apply the transactions configured on the Template.

5 Select the **Account Type** that the user wants to create. Possible values:

- guest
- corporate
- personal account

6 User can set the **Status** field to Active or Inactive. This is a mandatory field.

7 Click **Actions**.

Note:

- If the Transaction Codes are not configured or there are no Transaction Codes with an Active status, the system displays this: "There are no transactions configured with a status of active, Continue? Yes, No" message.

- If the User selects “Yes”, the **Apply Template** screen is displayed.
- If the User selects “No”, the user returns to the **Recurring Charges Template** screen.

8 On the **User Defined Fields** section, the user can define the different fields based on the requirements. For example, a look up field with code and description or with an entity.

9 On the **Record Details** section, specify this information:

Updated By

The user name who updated the template.

Updated On

The date and time when the template was updated.

Created By

The user name who created the template.

Created On

The date and time when the template was created.

10 Specify or review this information on the **Transaction Details** Section of the **Transaction Codes** Tab:

Charge Type

This field the type of payment made for the transaction. You can set the field to Finance Charge or Recurring Charge type to determine the payment type calculations.

Note:

- a The field is defaulted to Recurring Charge.
- b If the user selects Finance charge, the Percentage field is enabled.

Transaction

The [transaction code](#) on page 880 and description.

Amount

The amount that is charged to the A/R account. The chargeable tax is calculated based on this amount..

Percentage

This field is only enabled if the Charge Type is set to Finance Charge. Indicates the calculation method performed for the amount that is based on this value.

Note: This field is enabled, only if the **Charge Type** is set to **Finance Charge**. Indicates the calculation method performed for the amount that is based on this value.

Start Date

The transaction start date. This date is the beginning date schedule for the charges type used in posting.

End Date

The transaction end date. This date is the last date schedule for the charges type used in posting.

Billing Cycle

The billing cycle used to process the transactions for membership or other A/R related charges that match the defined billing cycle.

You can set the field to:

- Days
- Monthly
- Once
- Weekly

Note:

- a** The value specified determines the Start Date and the Next Post Date.
- b** If the Billing Cycle is set to Days, you can enter a number value representing the number of days between billing cycles.
- c** If the Billing Cycle is set to Monthly the Billing Cycle Monthly/Months field are enabled only. You can set multiple months as billing cycle in the Billing Cycle Months field.
- d** If the Billing Cycle is set to Weekly, any day of the week can be selected..
- e** If the Billing Cycle is set to Once, all the other fields are disabled.
- f** If the Billing Cycle value is set to **Once**, the EOD process sets the **Next Post Date** equal to the Start Date. After the posting takes place on a record with this Billing Cycle value, the **Next Post Date** is not updated. After the posting is complete, irrespective of the posting on the original Next Post Date, the Process updates the records with Inactive status.
- g** If the Billing Cycle value is set to **Days**, the EOD process sets the **Next Post Date** equal to the Start Date. If the Billing Cycle value was **28**, the process takes into consideration the Start Date as the first posting date and the next posting date is 28 days later.
- h** If the Billing Cycle value is set to **Weekly**, the process calculates the initial **Next Post Date** from the **Start Date** field. If the Billing Cycle value is **Friday**, the process considers the upcoming Friday from the Start Date.
- i** If the Billing Cycle value is set to **Monthly**, the process calculates the initial **Next Post Date** from the **Start Date** field and also for the Billing Cycle Option and Billing Cycle Months selected. After the first posting is complete, the **Next Post Date** is based on the **End Date** field.
- j** If the Billing Cycle Option is set to Start of the Month, and only one month was selected for the Billing Cycle Months, the process determines the first day of the month for that month and year based on the Start Date.
- k** If the Billing Cycle Months has multiple months selected, the process considers the upcoming months first.
- l** If the Billing Cycle Option is the Start of the Month, and All Months are selected for the Billing Cycle Months, the process selects the first day of the following month from the Start Date and utilizes this date as the Next Post Date.

Status

The transaction status.

Note: By Default, the Status is set to Active always.

Include Tax

Select this check box to transfer [transfer](#) on page 880 the tax associated with the transaction.

- 11** Click **Save**, to save the created record.

Posting A/R Recurring Charges

You can post recurring charges linked to an A/R Account using the **Recurring Charges** tab or as part of the Accounting End of the Day process. The types of postings are:

- Standard charge
- Finance charge

To post charges:

- 1 Select **Accounts Receivable > Property A/R Accounts > Recurring Charges**.
- 2 Specify this information:

Charge Type

This field indicates the type of payment. You can set the field to Finance Charge type or Recurring Charge type, which determines the payment type calculations.

Note:

- a The field defaults to Recurring Charge.
- b If the user selects Finance charge, the Percentage field is enabled.

Transaction

The [transaction code](#) on page 880 and description used to post the Recurring or Finance Charge.

Amount

The recurring amount that is charges to the A/R account.

Percentage

This field is only enabled when the **Charge Type** is set to **Finance Charge**. Indicates that the recurring charge cannot be flat amount but uses a calculation method. The calculation method is based on the A/R Account's outstanding balance (total of all transactions within the selected Aging Periods) times the percentage value is specified.

Aging Period

This field is only enabled when the **Charge Type** is set to **Finance Charge**. Indicates which Aging Periods to include when determining an A/R Account's outstanding balance.

Start Date

This date is the beginning date scheduled for the transaction's recurring posting.

End Date

This date is the last date schedule for the transaction's recurring posting.

Billing Cycle

Select the billing cycle to indicate how often the recurring charges will post:

- Days
- Monthly
- Once
- Weekly

Note:

- a If the Billing Cycle is set to Days, the Billing Cycle Days field is enabled only and you can select a billing cycle option of 1-99 days.
- b If the Billing Cycle is set to Monthly the Billing Cycle Monthly/Months field are enabled only. You can select a single month or multiple months in the Billing Cycle Months field.
- c If the Billing Cycle is set to Weekly, a day of the week is selected.
- d If the Billing Cycle is set to Once, all the other fields are disabled.

Status

The transaction status.

Note: By Default, the Status is set to Active always.

Include Tax

Select this check box to post the tax associated with the transaction.

- 3 Click **Submit**.
- 4 Alternatively, select one or more standard transaction lines and click **Actions > Post Charges**. The posting process is initiated. The selected transaction is displayed on the **Account's Charge** tab.
 - Updates the Last Post Date to the current posting date.
 - Calculates and updates the Next Post Date.
- 5 The application prompts you to confirm the continuation of the process.

Note: The Next Post Date must be

 - Same as or later than the Start Date
 - Same as or later than the Accounting Date
 - Same as or before the End Date

Chapter 6: Rate and sales

Use the **Rate and Sales** menu to perform tasks like these:

- Define and apply booking policies.
- Define and manage all rate related pricing.
- Define management parameters for the sale of rooms and revenue
- Maintain sales channels and allocations.

Booking policies

Use the **Booking Policies** menu to configure and apply booking policies. The policies will determine what type of payment guarantee reservations will require.

Defining booking policies

You can use the **Configure Booking Policies** page to define the booking policies. Booking policies are configured for a [property](#) and are used during the reservation booking process to determine which guarantee methods are allowed or required, and specifies the penalties that will apply if the reservation is cancelled. In this page, use the **Policy Type Selector** section to select the policy that you want to configure. You can configure the following booking policies:

- **Guarantee Policies:** You can select the guarantee methods that you want to include in the guarantee policy. The guarantee methods are predefined and include options such as [advance deposit](#), cash, credit card, direct bill, organization guarantee and so on. You can define guarantee methods in the **Administration > Configuration > Configure Guarantee Methods** page. The requirements for the guarantee methods are also predefined. For example, if the guarantee method is direct bill, the requirements are a direct bill account and the organization must guarantee the payment.
- **Deposit Policies**
- **Cancellation Fee Policies**
- **Cancellation Refund Policies**

Policy Information

Specify the following:

- **Policy Name:** Specify the name of the guarantee policy.

- **Non Guaranteed Cut Off Time:** This field is displayed only for guarantee policies. Specify the time after which the booking is released and no longer available. The cut-off time for releasing the booking can be higher for the loyalty members than for other guests.
- **Cancellation Time:** This field is displayed only for cancellation policies. Specify the time after which the booking is released and no longer available. The cut-off time for releasing the booking can be higher for the loyalty members than for other guests.
- **Requires Deposit?:** This field is displayed only for guarantee policies. Select the check box if the booking is carried out by an external agency and requires a deposit.
- **Currency:** Specify the currency in which the amount required for the guarantee is calculated.

Calculation rule for deposit policy:

- **From Days:** The default value displayed is zero. You cannot change the value. Alternatively, you can use the **Calculation Rules** section to create new rules.
- **To Days:** Specify the number of days for which the deposit amount must be calculated.
- **Calculation Method:** Specify the calculation method based on which the deposit amount must be calculated.
- **Calculation Value:** Specify the percentage value. The amount is calculated based on the percentage value and the calculation method that you specify.
- **Includes Taxes?:** Specify if the taxes must be included or not.
- **Requires Credit Card?:** Specify if the credit card is required or not.
- **Due Days:** Specify the number of days for which the amount must be calculated.
- **Due Type:** Specify the time when the amount must be received by the [property](#). Following are the available values:
 - Before Arrival
 - After Booking

Calculation rule for cancellation fee policy : This rule is enforced when a reservation is cancelled after the cancellation time. Specify this information:

- **From - To:** The range based on which the booking must be cancelled.
- **Time Unit:** Specify the unit in which the duration is measured.
- **Cancellation Fee Transaction Code:** The Transaction Code that is used to post the cancellation fee.
- **Calculation Method:** Specify the calculation method based on which the cancellation amount must be calculated.
- **Calculation Value:** Specify the percentage value. The amount is calculated based on the percentage value and the calculation method that you specify.
- **Includes Taxes?:** Specify if the taxes must be included or not.

Calculation rule for cancellation refund policy : This rule is enforced when a reservation is cancelled after the cancellation time. Specify this information:

- **From - To:** The range based on which the booking must be cancelled.
- **Time Unit:** Specify the unit in which the duration is measured.
- **Calculation Method:** Specify the calculation method based on which the cancellation amount must be calculated.
- **Calculation Value:** Specify the percentage value. The amount is calculated based on the percentage value and the calculation method that you specify.

1 Select **Rate and Sales > Booking Policies > Define Booking Policies..**

- 2 In the **Policy Type Selector** section, select the booking policy that you want to configure.
- 3 In the **Action** section, click the [Configure New Policy](#) link.
- 4 Specify the policy information and the calculation rule.
- 5 Click **Save**.

Applying booking policies

You can use the **Apply Booking Policies** menu to apply guarantee, deposit, cancel refund, and cancel fee policies (collectively known as booking policies) by date. You can enforce the booking policies on specific dates or a range of dates. When you hover the cursor over a booking policy, the policy details that are applicable for a given date are displayed in a pop-up window. You can click the policy link in the pop-up window to configure the booking policy.

On days where one of the policies is different from the previous day, a policy change indicator is displayed by the system.

To apply the booking policies:

- 1 Select **Rate and Sales > Booking Policies > Apply Booking Policies**.
- 2 Click **Set Policies**.
- 3 In the **Set Policies By Date** section, specify this information:
Start Date
Specify the date from which the booking policies must be enforced.

End Date
Specify the date when the booking policy ends.

Date Pattern
Specify the pattern based on which the booking policies must be applied. Following are the available options:
 - Full Date Range: Specify the dates for which you want to enforce the booking policies.
 - Day of Week: Select the days for which you want to specify the booking policies.
- 4 In the **Policy Selection** section, specify Guarantee Policy, Advance Deposit Policy, Cancellation Fee Policy, and Cancellation Refund Policy.
- 5 Click **Save** to apply the booking policies.

Pricing

Use the **Pricing** menu to perform tasks like these:

- Create and maintain standard rate plans, discount rate plans, qualified web rate plans, and leasing rate plans
- Set room rates

- Create and maintain child categories
- Set and maintain dynamic pricing rules
- Create and maintain non-room items and bundles
- Maintain sales strategies

Creating standard rate plans

You can use the **Standard Rate Plan Codes** page to create new standard rate plans or to view and modify existing rate plans. This page displays a list of all rates that are used across all properties in the enterprise, in alphabetical order.

Note: The properties share the standard [rate plan](#) code. The definition of the standard rate plan must be consistent across the properties.

Additional rate details such as prices, validity and so on are configured in the **Maintain Room Rates** page. Refer to [Maintaining room rates](#) on page 315. Leasing rate details are configured in the **Leasing Rate** page. Refer to [Configuring leasing rates](#) on page 347

To create a standard rate plan:

- 1 Select **Rate and Sales > Pricing > Standard Rate Plans**.
- 2 In the Rate Plan Details section, specify the information that you require. See additional details about these fields:

Market Segment

Specify the [market segment](#) that must be linked to the standard rate plan. The rates that you define are based on the market segment for which you are defining the standard rate plan.

Rate Suppressed

Select the check box to indicate rate should be suppressed on all printed forms and reports.

Qualifying Web Rate

Select the check box to indicate if the rate can be used for reservations that are completed using the internet. This is used in conjunction with Revenue Management Controls.

Tax Status

Select the Tax Status code to be linked to the standard rate plan.

Global Discount

Select the check box to allow this rate plan to be used as a basis to define discounted rates.

Lease Rate

Select the check box to allow this rate to be used on leases. If this is selected the rate will not show up in standard rate lookup and will only be available for selection within leases.

- 3 Click **Submit**.

Setting up child categories

You use the **Child Categories** menu to set up child categories that can be used to define child or senior charges for rates, taxes, non-room items, non-room bundles, package plans, meal plans, and promotions where charges may be different according to category. For example you may not charge for children ages 0-3, but charge for children over the age of 4.

There are six child categories. You cannot add or delete child categories. Each category can be renamed and given a description to identify its use. The first child category is the default child category. You cannot change which child category is the default, or set the default category to inactive. The additional categories can be set to active or inactive.

In reservation screens where only one child category is active, the number of children is recorded in the **Children** field. If more than one child category is active, each category is a field on the screen and the **Children** field is filled with the combined total of all the categories.

To set up child categories:

- 1 Select **Rates and Sales > Pricing > Child Categories**.
- 2 Select a child category.
- 3 Specify this information:

Name

Specify the name code in the first field. Specify the description in the second field.

Status

Select status of Active or Inactive.

Min Age

The minimum age of the child that is considered for the pricing strategy.

Note: The value must be within 1 to 999.

Max Age

The maximum age of the child that is considered for the pricing strategy.

Note: The value must be within 1 to 999.

Maintaining room rates

Use the **Maintain Room Rates** page to view all the rates that are configured for the [property](#) with the exception of leasing rates. For leasing rates refer to [Configuring leasing rates](#) on page 347. You can use the following filters to search for the rates that you want to view:

- Currency
- Status
- Rate Type

You can use the **Rate Configuration** section to:

- Define new property rates

- Maintain child rates
- Define global booking restrictions

You can use the following tabs to define the room rates:

- **Rates by Currency**
- **All Room Rates**
- **Room Types**

Before you can maintain the room rates, you must define the rates on the **Standard Rate Plan Codes** page.

To maintain the room rates:

- 1 Select **Rate and Sales > Pricing > Room Rates**.
- 2 Select the rate type that you want to modify from the **Select Rate Type** section.
- 3 Click the **Rates by Currency** tab.
- 4 Click the rate that you want to modify.
- 5 In the **Rate Plan Details** section on the **Property Rates** tab, the following information is displayed:

Rate Plan

The name of the [rate plan](#).

Market Segment

The [market segment](#) assigned to the rate plan on the **Standard Rate Plan** page.

Player Rank

Specify the player rank. The field is displayed only if the property parameter **CMSINTG** check box is selected, which enables the Casino Management System (CMS) integration. If the CMS is enabled, the rates are quoted by the system based on player rank code.

Control Segment

The value that is maintained and validated in the Global Codes to retrieve rate plan details.

Note: The install parameter CMSPRTNR must be set to INTLGAMETECH.

Resort Fee

The code assigned to the guest and group accounts.

Note: This value is defaulted when you select the Rate Plan that has a resort fee specified.

Rate Information

The rate plan description that is displayed to the reservation staff.

Complimentary Rate

If this check box is selected, the property rate is used as a complimentary rate. Packages are allowed for complimentary rates.

Rate Basis

The basis on which the rates for the rate plan that you are modifying is calculated. Following are the available options:

- Base Rate

Use As Derivative Only

This field is displayed only when you select the value **Base Rate** in the **Rate Basis** field. Select this check box to indicate that this rate plan must be used to derive the rates for other rate plans. The rate plan itself will not show as a sell option when this setting is enabled.

Allow Manual Adjustments

This field is displayed only when you select the value **Base Rate** in the **Rate Basis** field. Select this check box to allow the user to manually modify the rates for this rate plan.

Rate Duration

The duration for which the rates defined in this rate period are valid. Following are the available options:

- Continuous Duration: The rate plan has a definite beginning date, but rates continue to be effective until new rate period is specified.
- Limited Duration: The rate plan is effective from the starting date through the end date that you specify.
- Adjust Baseline Rate

Adjustment Type

The type of adjustment that must be carried out to calculate the new rates. Following are the available values:

- Adjust Baseline Rate: Determines whether the adjustment is to be calculated by fixed amount or percentage.
- Adjust rate based on the Best Available Rate: This is enabled when you use Revenue Management Controls.

Baseline Rate Plan

Select the baseline rate plan that must be adjusted to calculate the new rates.

- Increase Rates by: Enter the dollar or percentage values by which rates must be increased.
- Decrease Rates by: Enter the dollar or percentage values by which rates must be decreased.

Rounding Scale

Select a rounding option to use in the event that a rate is not adjusted to a whole number. When rounding up or down, enter the rounding value that must be calculated. For example, to the nearest 5c or full dollar.

Set Rates To

Specify the rates. The field is displayed only if you select the option **Set Exact Rate** in the **Adjustment Type** field.

Commissionable

If this check box is selected, the commission is applicable for the rate plan. The commission related fields are enabled.

Note: By default, this check box is selected.

Commission Pricing

The commission pricing type for the selected rate plan. You can set this field to **Flat** or **Per Night**.

Commissionable Percentage

The percentage of the guest revenue that is paid to the additional booking agency for the guest stay as required. The commissions and commission percentages are specified for booking agencies on the **Booking Agency Profile** screen. If Pay Commission is selected and a Commission Percentage is specified for a booking agency profile, the **Commission Percent** is populated.

Note: This field is disabled if the Commission Pricing field is set to **Per Night**.

Commission Flat Amount

The Flat rate commission that is paid to the primary booking agency based on the guest stay.

Minimum Length of Stay

The rate can be used only when the guest stays in the property for the minimum number of days that you specify.

Maximum Length Of Stay

The maximum duration for which the guest may book using this rate plan.

Maximum Night per Reservation

The maximum number of nights the guest can reserve for the rate plan.

Note: This configured value is validated for a reservation on the **Rate Shopping** screen.

Minimum Leadtime

Specify the minimum number of days that must be available between the current date and the arrival date. To make a reservation, the difference between the current date and the arrival date must be greater than or equal to the minimum lead-time. If you leave this field blank, you can use the rate plan immediately.

Maximum Leadtime

Specify the maximum number of days that must be available between the current date and the arrival date. To make a reservation, the difference between the current date and the arrival date must be less than or equal to the maximum lead-time. If you leave this field blank, there is no restriction and you can use the rate plan to create a reservation for date far away in the future.

Limited

Select this check box to indicate that the Rate Plan is configured as 'Limited' for the specified date range.

Note: The limitation is configured on the **Limit Restrictions** screen.

Minimum Number of Guests

The rate can be used only when the minimum number of guests that you specify, stay in the [property](#).

Room Only

The rates include the charge for the room only.

Price Includes Package Items

The rates include the room charge and the charge for [package](#) items.

Tax Included

The rate includes the room charge as well as the tax.

Apply Dynamic Pricing

Select the check box to indicate that the rate can be used for dynamic pricing.

Yieldable

Select the check box to calculate the [yield](#) from this rate using Revenue Management Controls.

Update Reservation Rates

Click the button to re-quote the rates based on the current rate setup for all confirmed and non-group reservations that have this rate plan. The **Update Resv Rates** is only available if the **Reservation Re-Quote** is set to **Enabled**. Refer to [Updating reservation rates](#) on page 322 .

Copy Restrictions

Click **Copy Restrictions** to select the rate plan from which you want to copy the restrictions to the rate plan which you are currently editing. The **Copy Restrictions** is available only when the **Value** check box of the property parameter **COPYRESTRICTIONS** is selected.

Exclusive Rate

Select the check box to indicate that the rate is exclusive. The exclusive rate is generally associated to an organization and is displayed only for a reservation associated to that organization. The exclusive plan is not displayed as a rate plan that can be sold on its own.

Qualifying Web Rate

Select the check box to indicate if the rate can be used for reservations that are completed using the internet. This is used in conjunction with Revenue Management Controls.

Allow Rate Overrides

Select the check box to allow the user to [override](#) the rates and specify a new rate for a reservation.

Commissionable

Select the check box to indicate that commission amount can be allocated to the relevant party if this rate is used for reservation.

- 6 Click **Save Parameters** to save the information that you have specified.
- 7 Alternatively, click **Copy To** button to copy the rate values that are in this rate code to another rate code.
- 8 In the **Rate Structure** section, specify this information:

Length of Stay

Select the length of stay. Following are the available options:

- Nightly: 1-6 nights
- Weekly: 7-29 nights
- Monthly: 30+ nights

Period Adjustment

The period for which the adjustment is applicable.

- 9 Click **Edit** icon to manually enter the rates based on the duration of stay.
- 10 Set the status to **Active**.

11 Click **New Rate Period** to specify the rate period for this rate plan.

12 In the **Rate Period** tab, specify this information:

Effective Start Date

The date on which the rate begins.

Length of Stay

Select the option based on which the rate must be charged. Following are the available values:

- Nightly
- Weekly
- Monthly

Pattern

Select the days of the week on which this rate is to be charged by clicking each day to highlight it. The pattern allows the user to set that this rate may be used only at weekends by checking the fields for Friday, Saturday and Sunday.

All Days of Week

Select the check box to charge this rate on all days of the week.

Rates

Enter rate amounts for Single, Double, Triple, Quad rates, rate for an extra adult and rate for an extra child.

Room Types

Select the room type(s) for which the rates are effective.

13 Click **Apply** to save the information.

14 Click **Activate** to set the status of the rate plan to **Active**. You can use only an active rate plan.

15 Click the **Package Details** tab.

16 In the **Package Information** section, specify this information:

Terms and Conditions

Specify the terms and conditions. The [package](#) can be used only when the specified terms and conditions are fulfilled.

Minimum Lead Time

The minimum number of days that are required before the package can be used.

Package Duration

The number of days for which the package is effective.

Duration Repeatable

Select the check box to indicate that the package can be used again for the same number of days, if the package duration comes to an end.

Transaction Code

The [transaction code](#) that must be used to record the package transactions.

Offset Code

The transaction code that must be used to reverse the transactions related to this package.

Post Package Total

Select the check box to post the sum of all the transactions that are related to the package.

Show Tax In Package Price

This check box determines the manner in which taxes are displayed in relation to the package price on a guest folio. If the check box is selected, taxes will be included as part of the package price on the guest folio. If the check box is not selected, taxes are displayed separately from the package price on the guest folio.

Arrive On Day

The guest must arrive on the specified day to use the package.

Stay Through Day

The guest must stay through the specified day to use the [package](#).

Do Not Average Room Rate

Select this check box if the ADR calculation must not be considered for the room rates.

Do Not Distribute Taxes From Zero Rate Night

Select this check box to post the taxes for the zero rate night, if taxes are applicable for the day.

Do Not Post Negative Room Rate

Select this check box to discount the package item if the price of the package is less than the package item price. The posting of negative room rates can therefore be avoided.

Folio Report Package Inclusion Header

The description of the Rate Plan is displayed as the header in the package inclusion section of the report.

Show Item Inclusion Headers

Select this check box to display the description of the non-room item as the header in the package inclusion section of the report. However, you can unselect this check box to display the description, separately, for each non-room item.

- 17 In the **Non Room Bundles to Include in Package** section, specify this information:

Bundle Search

Specify the name of the bundle that you want to search.

Note: The non-room bundles that have a transaction code with revenue type set to None, can be added to the package on the **Package** tab.

- 18 Select the bundle in the **Available Non Room Bundles** section.

- 19 Click **Add** to add the bundle. After you add the bundle, the bundle is available for use.

- 20 Click **Save** to save the information.

- 21 Click the **Sales Channel** tab.

- 22 Click **Edit** icon corresponding to the sales [channel](#) record that you want to modify.

- 23 In the **Channel Activation** section, specify this information:

Activate All

Select the check box to activate all the sales channel. The activated sales channels can sell the rate plan.

Deactivate All

Select the check box to deactivate all the sales channel. The deactivated sales channels cannot sell the rate plan.

Status

To use a specific sales channel, set the status of the sales [channel](#) to **Active**.

24 Click the **Room Type Settings** tab.

25 Click the **Edit** icon to modify a record.

26 Specify this information:

Sellable

Select the check box to allow the room that belongs to the specified room type to be sold with this [rate plan](#).

Discount Allowed

Select the check box to allow discount for the combination of the room type and the rate plan.

Updating reservation rates

Use the **Reservation Rate Update** pop-up to automatically re-quote the room rate for one or more reservations that you select. Before you can update the reservation rates, you must specify **Enabled** in the **Reservation Re-Quote** field for the desired user group.

To update the reservation rates:

1 Select **Rate and Sales > Pricing > Room Rates**.

2 Click the **Update Resv Rates** option to re-quote the rates based on the current rate setup for all confirmed and non-group reservations that have this rate plan. This option is available only if the user has permission for reservation re-quote. This option is not available if one or more of the following conditions exist:

- Rate code is a derivative rate.
- Rate code is inactive.
- Revenue Management is set to 2 or 3 and rate code is **Yieldable**.
- Revenue Management is set to 1 and rate code is set to adjustment to bar.

The **Reservation Rate Update Process Details** section displays the messages for the reservations for which the rate update has failed.

3 Specify this information.

Include Reservations with Overridden Rate

Select this check box to include reservations for which the rates are overridden.

Retain Overall Package Rate

If this check box is selected, it means the rate plan is a package and the package is configured as **Price includes Package Items** and you want to retain the overall package rate. For example, if a reservation has \$750 rate and \$500 room charge prior to this process that indicates that \$250 are going to the package item revenue. If, during this process, the package item price is now determined to be \$350 and you want to retain the overall \$750 rate, then the room charge has to be adjusted to \$400 from the original \$500. This keeps the total package price the same as before but fluctuates the room rate down to compensate for the increase in package item value. This also works the other way round if the package item prices goes down for some reason. Then the room charge is increased to keep the package rate the same.

Allow Non-Room Item Overbooking

If this check box is selected, the non-room item inventory can be overbooked to negative by the reservation.

Include Reservations with Promotion

If this check box is selected, all the reservations with promotion are displayed by the system. If this check box is clear, all the reservations without promotion are displayed by the system.

- 4 Click **Submit** to update the rates on the selected reservations.

Note: When you modify the Rate plan using the Update Resv Rates option, the resort fee value is also updated.

New property rates

You can use the **Maintain Room Rates** page to create new [property](#) rates. Before you can configure new property rate, you must define a standard [rate plan](#).

To create new property rates:

- 1 Select **Rate and Sales > Pricing > Room Rates**.
- 2 In the **Rate Configuration** section, click the [New Property Rate](#) link. The **Define New Property Rates** window is displayed.
- 3 Click **Add** corresponding to the rate plan that you want to configure. The **Property Rates** tab is displayed.
- 4 In the **Rate Plan Details** section on the **Property Rates** tab, the following information is displayed:

Rate Plan

The name of the rate plan. This is a display field.

Market Segment

The [market segment](#) assigned to the rate plan on the **Standard Rate Plan** page. This is a display field.

Track

Specify the track codes categorized by the market segment.

Player Comp Rate

Select this check box to display the comp rate instead of the transfer rate amount in the Rate Shopping and other related screens.

Note: This field is displayed only if the property parameter CMSINTG is selected.

Rate Level

Specify the code for the rate level. Rate levels are used to categorize rate plans for the purpose of booking restrictions.

Rate Information

The rate plan description that is displayed to the reservation staff.

Rate Basis

The basis on which the rates for the rate plan that you are modifying is calculated. Following are the available options:

- Base Rate

Use As Derivative Only

This field is displayed only when you select the value **Base Rate** in the **Rate Basis** field.

Select this check box to indicate that this rate plan must be used to derive the rates for other rate plans. The rate plan itself will not show as a sell option when this setting is enabled.

Allow Manual Adjustments

This field is displayed only when you select the value **Base Rate** in the **Rate Basis** field.

Select this check box to allow the user to manually modify the rates for this rate plan.

Rate Duration

The duration for which the rates defined in this rate period are valid. Following are the available options:

- Continuous Duration: The rate plan has a definite beginning date, but rates continue to be effective until new rate period is specified.
 - Limited Duration: The rate plan is effective from the starting date through the end date that you specify.
- Adjust Baseline Rate

Adjustment Type

The type of adjustment that must be carried out to calculate the new rates. Following are the available values:

- Adjust Baseline Rate: Determines whether the adjustment is to be calculated by fixed amount or percentage.
- Adjust rate based on the Best Available Rate: This is enabled when you use Revenue Management Controls.

Use Adjustment Period

If this check box is selected, the system allows the user to create seasonal amount or percent adjustments. For example, on June 1 the adjustment goes from 10% to 12%. If this check box is clear, the rates are based on a single amount or percentage for all dates in the future.

Baseline Rate Plan

Select the baseline rate plan that must be adjusted to calculate the new rates.

- Increase Rates by: Enter the dollar or percentage values by which rates must be increased.
- Decrease Rates by: Enter the dollar or percentage values by which rates must be decreased.

Rounding Scale

Select a rounding option to use in the event that a rate is not adjusted to a whole number. When rounding up or down, enter the rounding value that must be calculated. For example, to the nearest 5c or full dollar.

Minimum Length of Stay

The rate can be used only when the guest stays in the property for the minimum number of days that you specify.

Maximum Length Of Stay

The maximum duration for which the guest may book using this [rate plan](#).

Minimum Number of Guests

The rate can be used only when the minimum number of guests that you specify, stay in the [property](#).

Room Only

The rates include the charge for the room only.

Price Includes Package Items

The rates include the room charge and the charge for package items.

Tax Included

The rate includes the room charge as well as the tax.

Apply Dynamic Pricing

Select the check box to indicate that the rate can be used for dynamic pricing.

See [Calculating Tier-2 adjustment rates](#).

Yieldable

Select the check box to calculate the [yield](#) from this rate using Revenue Management Controls..

Exclusive Rate

Select the check box to indicate that the rate is exclusive. The exclusive rate is generally associated to an organization and is displayed only for a reservation associated to that organization. The exclusive plan is not displayed as a rate plan that can be sold on its own.

Qualifying Web Rate

Select the check box to indicate if the rate can be used for reservations that are completed using the internet. This is used in conjunction with Revenue Management Controls.

Allow Rate Overrides

Select the check box to allow the user to [override](#) the rates and specify a new rate for a reservation.

Commissionable

Select the check box to indicate that commission amount can be allocated to the relevant party if this rate is used for reservation.

- 5 Click **Save Parameters** to save the information that you have specified.

Maintain room rates by room types

You can use the **Maintain Room Rates** page to configure the room types that are available to be sold at each [property](#).

To maintain the room rates by room type:

- 1 Select **Rate and Sales > Pricing > Room Rates**.
- 2 Click the **Room Types** tab.
- 3 Click the **Edit** icon corresponding to the room type for which you want to maintain the room rates. The **Maintain Room Types** page is displayed as a pop-up window.
- 4 Specify this information:

Room Type Code

The room type code. This is a display field.

Room Type Name

Specify the room type name.

Description

Specify the description of the room.

Inventory Count

The number of rooms of the given room type that are in inventory. This is a display field.

Room Type Category

The category under which the room type is classified.

Unit Type

The additional classification of a room of a specific room type. This classification is mainly used for maintenance activities. Following are the available options:

- Bath
- Room
- Suite

Min Guests

The room can be reserved only when the specified minimum number of guests criteria is fulfilled.

Low Rate Limit

Specify the lowest possible rate at which the room can be reserved. The rate limit ensures that the room is never reserved at prices that are below the rate that you have specified.

Apply Dynamic Pricing

Select the check box to indicate that the rooms that belong to the specified room type are available for dynamic pricing.

Rollaway Allowed

Select the check box to indicate rollaway is allowed for rooms that belong to the specified room type.

Display In CRS

If you select the check box, the rooms that belong to the specified room type are displayed in the [central reservation system](#).

Tax Calculation Count

The code based on which the tax is calculated.

Bed Type

Select the type of bed that is available in the rooms of the specified room type.

Max Guests

Specify the maximum number of guests who can stay in the room that belongs to a specified room type.

High Rate Limit

Specify the highest possible rate at which the room can be reserved. The rate limit ensures that the room is never reserved at prices that are higher than the rate that you have specified.

Yieldable

If you select the check box, the [yield](#) is calculated for rooms that belong to specific room type. To calculate the yield, you must use Revenue Management Controls.

Crib Allowed

Select the check box to indicate that the crib is allowed in the room that belongs to the specified room type.

- 5 In the **GDS Translation** section, specify this information:

Activate for All GDS's (Global Distribution Systems)

Select the check box to sell the room using [Global Distribution System](#).

GDS Room Type Code

The GDS code for the room type.

GDS Room Type Description

The GDS description for the room type.

- 6 Click **Save** to save the information that you entered.

Activating channels for a rate plan

For a rate plan to be available to channels it must be made active. You can activate all the channels, or select a channel individually.

To make a rate plan active on channels:

- 1 Select **Rates and Sales > Pricing > Room Rates**. The Maintain Room Rates page is displayed showing an alphabetical list of all property rate plans.
- 2 Select the rate plan to work with and click **Edit**, then click the **Sales Channel** tab.
- 3 Perform one of these tasks:
 - In the header area of the tab, select **Activate All** to activate the all channels.
 - In the Action column on the channel's row, click **Edit** and set **Status** to **Active**, then click **Save**.

Using global discount rates

Use the **Global Discount Rates** page to set up discounted rates at the global level. All participating properties can use global discount rates to provide discounted rates to guests.

Before you can set up the global discount rate:

- You must create a standard [rate plan](#) where the **Global Discount** field is set to the value **Discount Rate**.
- You must create a standard rate plan where the **Global Discount** field is set to the value **Discountable**. This rate plan is used as the baseline rate plan when you set up the global discount rates.

To set up global discount rates:

- 1 Select **Rate and Sales > Pricing > Global Discount Rates**.
- 2 In the **Action** section, click the [Standard Rate Plans](#) link. The **Standard Rate Plan Codes** page is displayed.
- 3 Click the [Add New Code](#) link to create a new code or you can click the **Edit** icon to modify an existing rate plan.
- 4 In the **Standard Rate Plans** tab, specify the information that you require. See additional details about these fields:

Active

Select **yes** to specify that a rate plan is active.

Market Segment

Select the [market segment](#) for the rate plan.

Rate Suppressed

Select **yes** to print the rates on customer receipts.

Qualified Web Rate

Specify if this rate can be used for bookings completed using the internet.

Global Discount

Set the value to **Discount Rate**. This standard rate plan is displayed on the **Global Discount Rates** page.

- 5 Create a new standard rate plan based on the steps mentioned above. Set the value of the **Global Discount** field to **Discountable**.
- 6 Select **Rate and Sales > Pricing > Global Discount Rates**.
- 7 Select the global discount rate that you have created.
- 8 On the **Global Discount Rate** tab, specify this information:

Minimum Length of Stay

Specify the minimum number of days that a guest must stay in the [property](#) to avail this discounted rate.

Maximum Length Of Stay

Specify the maximum number of days that a guest can stay in the property to avail this discounted rate.

Discount

Specify the discount percentage or if the discount must be a fixed amount.

Adjustment Type

Select the rate that must be used as a basis to calculate the discount. Following are the available options:

- Adjust Best Available Rate
- Adjust Baseline Rate

Baseline Rate Plan

Select the baseline [rate plan](#). This is the standard rate plan in which the **Global Discount** field is set to the value **Discountable**. The discount that a customer receives is calculated based on the baseline rate plan.

Decrease Rates by

Specify the percentage or a fixed amount which must be subtracted from the baseline rate plan.

Rounding Scale

Specify the value based on which the amount is rounded.

Tax Included

Select the check box to specify if the tax must be included to calculate the discounted rate.

Apply Dynamic Pricing

Select the check box to include the rate plan in the dynamic pricing.

See [Calculating Tier-2 adjustment rates](#).

Exclusive Rate

Select the check box to indicate that the rate is an exclusive rate.

Allow Rate Overrides

Select the check box to [override](#) the default settings and allow the user to modify the rates.

- 9 Click **Save Parameters** to save the information.
- 10 Click **Activate** to use the rate plan.
- 11 Click the **Participating Properties** tab.

- 12 Select the states. The properties located in the selected states are displayed in the [property](#) list.
- 13 Click **Display Properties**.
- 14 Select the properties that must use the global discount rates. Alternatively, you can click **Enable All** to select all the properties.
- 15 Click **Save** to save the selections.
- 16 Click the **Sales Channel** tab.
- 17 Click the Edit icon corresponding to the sales [channel](#) that you want to set to the **Active** status.
- 18 Alternatively, select the **Activate All** check box to set all the sales channels to the **Active** status.

Using manual rate adjustment

You can use the **Manual Rate Adjustments** page to maintain the rates by room type and by [rate plan](#), on a day to day basis. You can use the page to carry out rapid update of room rates.

Before you can carry out a manual rate adjustment:

- Set the **RevenueManagementStrategy** parameter to value 1 on the **Maintain Application Controls** page.
- Select the value **Base Rate** in the **Rate Basis** field.
- Select the **Allow Manual Adjustments** check box.

To adjust the rates manually:

- 1 Select **Rate and Sales > Pricing > Manual Rate Adjustment**.
- 2 Click the Edit icon corresponding to the rate that you want to modify.
- 3 In the **Room Rates** tab, specify this information:

Dates

Specify the room rates that must be used for guest reservation on specific dates.

Date Range Update

Alternatively, you can specify the room rates that must be applicable for a specific date range based on the room type.

- 4 Click **Save**.

Using dynamic pricing

You can use the **Maintain Dynamic Pricing** page to automatically adjust rate prices in response to market conditions and availability goals. Any rates that use dynamic pricing are adjusted upwards or downwards on specified dates based on the adjustment amount or adjustment percentage that you specify.

Before you can use dynamic pricing, you must:

- Select the **Apply Dynamic Pricing** check box on the **Maintain Room Rates** page. To select this check box, click **Rate and Sales > Pricing > Room Rates**.
- Select the **Apply Dynamic Pricing** check box on the **Maintain Room Types** page. To select this check box, click **Administration > Property > Rooms > Room Types**.

To configure dynamic pricing:

- 1 Select **Rate and Sales > Pricing > Dynamic Pricing**.

- 2 Click the **Parameters** tab.

- 3 On the **Parameters** tab, specify this information:

Adjustment Type

Specify the adjustment type. Following are the available values:

- **Percent:** Specify the percentage based on which adjustment must be made to the rates.
- **Amount:** Specify the amount by which the rates must be increased or decreased.

Adjustment

Specify the adjustment amount or the adjustment percentage.

- 4 Click **Save**.

- 5 Click **Pricing Control** on the **Daily Goals** tab.

- 6 In the **Set Pricing Goals** section, specify this information:

Start Date

Specify the date on which the dynamic pricing begins.

End Date

Specify the date on which the dynamic pricing ends.

Occupancy Goal

Specify the [property occupancy](#) rate that you want to maintain.

ADR (Average Daily Rate) Goal

Specify the [average daily rate](#) that you want to maintain.

Date Pattern

Specify the pattern based on which the dynamic pricing is applied.

- 7 Click **Save**.

- 8 Click **Set Adjustment Count** on the **Daily Goals** tab.

- 9 In the **Pricing Adjustment Count** section, specify this information:

Start Date

Specify the date on which the pricing adjustment begins.

End Date

Specify the date on which the pricing adjustment ends.

Adjustment Count

Specify the adjustment count based on which the booking rates are increased or decreased. Use positive figures such as 1, 2, 3 to set up rate increments or use negative figures such as -2, -4 to set up rate decrements.

The table demonstrates how dynamic pricing works. The adjustment amount set for this example is \$10 and the table covers a five day period.

	Jan 1	Jan 2	Jan 3	Jan 4	Jan 5
Rate 1 - Standard Price	100	100	100	100	100
Increments Set Per Day	-2	-2	0	+1	-3
Resulting Rate Price	80	80	100	110	70

Date Pattern

Specify the pattern based on which the dynamic pricing is applied.

10 Click **Save**.

Calculating Tier-2 adjustment rates

By definition, tier-2 adjustment rate plans are based on tier-1 adjustment rates. The dynamic pricing for Tier-2 is solely dependent on Tier-1. Conceptually, tier-2 rates are calculated as if the tier-1 adjustment rates were the Base Rates. For example, if the original base rate is \$100 and the tier-1 adjustment rate is 10% off the base rate, then the implied tier-1 rate is \$90 = (\$100 – \$100 * 10%). If the tier-2 adjustment rate plan of 9% is based off this tier-1 adjusted rate plan, then the tier-2 rate will be \$81.90 = (\$90 - \$90 * 9%). By convention, dynamic pricing calculation occurs prior to the adjustment calculation. For tier-1 adjustment rate plan, both the base rate and the adjustment rate plan must have the **Apply Dynamic Pricing** check box selected to enable the adjustment rate plan to be dynamically priced. The following table depicts whether dynamic pricing calculation must be incorporated for the tier-2 adjustment rates based on the **Apply Dynamic Pricing** settings for the base rate and tier-1 adjustment rates. Note that the **Apply Dynamic Pricing** setting on the tier-2 adjustment rate plan itself has no effect on the whether dynamic pricing is incorporated in the tier-2 rates.

Table 4: Apply Dynamic Pricing Check Box

Base Rate	Tier-1 Adjustment	Tier-2 Adjustment	Whether Incorporate Dynamic Pricing for Tier-2
Clear	Clear	either	No, since Tier-1 does not have it .
Clear	Selected	either	No, since Tier-1 does not have it because Base Rate is not subject to dynamic pricing.
Selected	Selected	either	Yes, since Tier-1 does have it

Creating a non-room bundle

You can use the **Non Room Bundles** menu to configure one or many non room items for use as meal plans, chargeable specials, or [package](#) items.

To create a non room bundle:

- 1 Select **Rates and Sales > Pricing > Non Room Bundles**. The **Maintain Non Room Bundles** screen is displayed.
- 2 In the **Add New Bundle** section of the screen, specify a Non Room Bundle Code and click **Add**. A new non room bundle profile record is inserted using the specified code and the **Non Room Bundle** tab is displayed.

- 3 Specify this information:

Non Room Bundle Name

Specify the non room bundle name.

Description

Specify the description of the non-room bundle.

Transaction Code

Specify the [transaction code](#) that should be used when the non room bundle is posted to folios.

Note: You can create a non-room bundle with a transaction code and a revenue type.

Offset Code

Specify the [offset](#) code for the non room bundle.

Posting Type

Specify the posting type for the non room bundle:

- Pre Date Roll: By default, the posting type is set to pre date roll. The bundle item is posted to the folio before the hotel date is rolled or changed.
- Post Date Roll: The bundle item is posted to the folio after the hotel date is rolled or changed.

Minimum Length of Stay Days

Specify the minimum length of stay in days to use the non room bundle.

Compatible with all Rate Plans

Select this checkbox for the non room bundle to be compatible with all rate plans.

Note: When this checkbox is not selected, the **Rate Plan Compatibility** tab is accessible.

Meal Plan

Select to indicate that the non room bundle is a meal plan.

Add-On

Select to indicate that the non room bundle is an add-on.

Post Bundle Total

Select to indicate the total for the non room bundle can be posted to the [folio](#).

- 4 Click **Add Non Room Items**. The Available Non Room Items window is displayed.
- 5 Select the non room items you wish to add to the bundle, then click **Add to Bundle**.

- 6 Click **Edit** on the non room item row in the Selected Non Rooms Items section specify:

Frequency

The frequency at which the non-room items are posted. The available options are:

- Each Day
- Floating
- Once

Note: The **Offsets Consumption** check box on the **Non Room Items** screen must be selected to enable **Floating frequency**, **Allowance** and **Visits** for the non-room items.

Beginning With

Specify the post day of the non room item. Your options are First Day, or Second Day.

Pricing Control

Specify the pricing control for the non room item. Your options can include: Per Adult, Per Child, Per Person, or Per Room. Only options that are set to active in Global Codes for the Non-Room Item Pricing Control will show in the drop-down menu.

- 7 Click **Save**.
- 8 Select the **Rate Plan Compatibility** tab to make the non room bundle compatible with specific rate plans.
- 9 Select the rate plans to make the non room bundle compatible with, then click **Save**. The non room bundle is saved.

Creating a rate plan trace alert

You can create rate plan trace alerts to create a trace alert that is associated to the rate plan. When the rate plan is assigned to a guest stay the trace alert will be added to automatically to the **Traces** tab.

To create:

- 1 Select **Rate and Sales > Pricing > Rate Plan Traces**.
- 2 Specify this information in the Trace Details section:

Rate Plan

The rate plan code.

Note: You can select multiple Rate Plan.

Define Trace

The name and description of the trace.

Note: You can also select a value from the Defined Traces lookup.

Topic

A short description of the trace.

Trace Details

A detailed description of the trace.

Status

The status of the trace.

From Delivery Date

The date when the trace delivery is initiated.

To Delivery Date

The date up to which the trace is delivered.

- 3 Select the Trace Delivery Method in the Delivery Detail section. The possible values:
 - Alert
 - Alert and lock at check-out
- 4 Click **Save**.

Property rate plan - An overview

Use the **Property Rate Plan** page to view the property rate plans using a Dataspy.

Maintaining auto transfers

The **Auto Transfer** tab is used to create billing instructions related to the routing of new transaction postings from one [folio](#) to another. When [auto transfer](#) is used, the charge is routed to another account at the time of [posting](#). When a charge is transferred, the receiving folio displays information to define where the charge was transferred from, and the sending folio displays no indication of the [transfer](#). Auto transfer instructions can be maintained throughout a **Guest Stay**, **Property Rate Plan** or **Accounts Receivable**; however, the destination account must have a status of Pending or Active, and transfers only take place after the instructions have been maintained. Transactions posted before the maintenance of the instructions must be moved manually if they are required on another [folio](#).

If the following conditions are met the reservation interface creates auto transfer rules for room charges. The transfer rule is configured to send the charges to Folio 4.

- **Confidential Rate** check box is selected
- Property parameter **INTFTRANSFERRULES** check box is selected
- A reservation has credit card information as the guarantee

Note:

- You can access the **Auto Transfer** tab from the **Guest Stay**, **Account**, **Event Reservations**, **Accounts Receivable**, **Property Rate Plan** screens.
- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.
- When accepting a reservation through an interface, auto transfer rules can also be retrieved from the organization. And the link to the organization is established, in these ways:
 - The interface message includes the Organization ID.

- The interface message includes a rate plan that is setup as the negotiated rate for the specific organization and the rate plan is configured as an exclusive rate plan.
- When the link to the organization is established, the application:
 - Copies the Auto transfer rules from the Organization and
 - Copies the link to the reservation, if the reservation message contains a guarantee of DB (Direct Bill) and the organization has an Accounts Receivable account linked.
- When changes, such as date and time, are made to the event reservation the associated auto transfer rule data is also updated.

Creating auto transfers

If you modify the **Arrival Date** and **Departure Date** and the source of the auto-transfer rule is A/R, the system updates the start date and end date of the auto transfer rules to be equal to the new guest stay check-in and checkout date.

Note:

- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.

To create an [auto transfer](#):

- 1 You can access the **Auto Transfer** tab from the **Guest Stay**, **Account**, **Accounts Receivable**, **Property Rate Plan** and **Event Reservation** screens.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Auto Transfer** tab.
- 3 Select **Actions > Apply Auto Transfer Template**. The Apply Auto Transfer Template screen is displayed. Specify this information:

Auto Transfer Template

Select a preconfigured template code.

Auto Transfer rule

Select a preconfigured rule for the template.

Note: The Auto Transfer Rule is applicable to the specified event master if the Bill to Master check box is selected in the Event Reservation screen.

- 4 Click **Submit**, to create the [auto transfer](#) rule.
- 5 Click **Close**.

Note: If the Template used has a Start and End Date specified, the Auto Transfer Rule is effective only for this date range.

- 6 In the Auto Transfer Details section, specify this information:

To Account

Specify the account to which you want to [transfer](#) the transactions. To transfer charges to a different folio on the same account, leave this field blank.

Note: The [VVIP functionality](#) on page 200 is applied to this tab of Guest Stay screen for the selected records.

To Account Folio

Specify the [folio](#) of the account to which the transactions will be transferred.

Note: These property parameters must not be specified for this folio:

- MOVETOVOIDFOLIO
- CURREXCHANGEOFOLIO
- MOVETOCORRECTIONSFOLIO

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Include Resort Fee

Select this check box to [transfer](#)

Start Date the resort fee associated with the transaction.

Specify the start date.

Template

theThe code of the auto transfer template. This value is defaulted from the **Apply Auto Transfer Template** screen.

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

- 7 In the Split Details section, specify.

Split Amount

The amount (from the total amount due) apportioned to this transaction based on the auto transfer rule.

Split Percent

A percentage of the total due amount that is assigned to the transaction, based on the auto transfer rule.

Note: If you specify a value in this field, the **Split Amount** is disabled

Split Frequency

Set the frequency to determine how the split amount or percentage is assigned to a transaction. The frequency can be set to these options:

- per day
- per stay
- per posting

Note: When you specify the split percent, the frequency field can only be set to per posting.

- 8 Click **Save**.

Note:

- For Auto Transfer, the Package name is not posted to the To Account if the From Account and the To Account are not the same.

- For manual transfer, if the To Account and the From Accounts are not the same, the Package name is not posted to the To Account and the reverse charges are not posted to the From Account.
- The Auto Transfer rule is applied to a transaction based on the **Do Not Separate** check box on the **Tax Group- Transaction Code** tab, irrespective of the **Include Tax** check box setting, on the Folio tab.

Canceling auto transfers

After a [transfer](#) instruction record is saved, the record cannot be deleted; it must be canceled.

To cancel an [auto transfer](#):

- 1 You can access the **Auto Transfer** tab from the **Guest Stay, Account, Event Reservations, Accounts Receivable, Property Rate Plan** screens.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Auto Transfer** tab.
- 3 Select the auto transfer record to be canceled.
- 4 In the Auto Transfer Details section, select the **Cancel** check box.
- 5 Click **Save**.

Inclusive Revenue Distribution- Overview

Rates and Sales> Pricing> Property Rate Plan> Inclusive Revenue Distribution.

Use this screen to view the percentages allocated to all the revenue types.

The screen also displays details such as the tip amount specified for the rate plan, the food, beverage, banquet data and so on.

Creating Inclusive Revenue Distribution

Use this screen to allocate the percentage values to each revenue type.

Note: To round off the left-over amount from the specified percentage, if any, the application assigns this remaining amount to the Room Revenue Type during the posting process.

To view the inclusive revenue distribution details:

- 1 Access the **Inclusive Revenue Distribution** tab from the **Property Rate Plan** screen.
- 2 On the **List View** tab, select a record and click the **Inclusive Revenue Distribution** tab.
- 3 In the Inclusive Revenue Distribution section, specify this information:

Effective Date

Select the date of the distribution for a specific rate plan. This date is considered as the period start date for the associated revenue distribution.

Note: The distribution specified for dates in the past, is not considered.

Distribution Code

Select the transaction code. This transaction code will appear on the guest folio.

Status

Select this status. The available options are:

- Active
- Inactive

When an Inactive period is set to Active, the application considers the period as a new period.

Note: You cannot modify the status, when:

- Effective Date is set to a date in the past.
- Rate Plan is in use.

4 Specify the percentage values for these revenue distributions:

- Tip
- Room
- Food
- Beverage
- Banquet
- Event
- Other

These values are set for a specific rate plan and can be associated to a selected property.

5 Click **Save**.

Adding comp template to a rate plan

Use the Property Rate Plan – Comp Templates tab to associate one or more comp templates to the rate plan. When a rate plan is selected, the application automatically associates the comp template of the rate plan to the guest reservation. The application also creates the Folio Comp Configuration record with the comp template.

This feature is enabled for the casino hotels with configured player comp rates. The application posts a transfer rate to the guest folio so that the casino is charged for the comped rooms. Consequently, the casino hotels do not charge the guest, when a comp template is associated with the reservation..

To add a comp template:

1 Select **Rate and Sales > Pricing > Property Rate Plan – Comp Template** tab.

2 Specify this information:

Comp Template

The code of the comp template configured for the property. The application populates the description of the comp template.

3 Click **Save**.

Note: All the comp templates associated with the rate plan of the property, are displayed in the detail section.

Adding non-room items

Use the **Non-room Items** menu to create and maintain non room items that can be added to bundles and added to [package](#) plans or as enhanced experience items.

To add a non room item:

- 1 Select **Rates and Sales > Pricing > Non Room Items**.
- 2 Click **New Record**.
- 3 Specify this information:

Item

Specify the item code in the first field. Specify the item description in the second field.

Additional Description

Specify the additional description for the non-room item.

Folio Report Package Inclusion

Select this check box to include the Package Inclusion section in the Folio report.

Note: This section is not displayed if the guest package does not include non-room items.

Package Inclusion Header

The description of the non-room item is displayed as the header in the package inclusion section of the report. The text can include information on these variables:

- <Frequency> Posting Frequency
- <Name> Non-Room Item Name
- <Pricing> Pricing Control
- <Value> Total amount consumed on a stay, including Discount.
- <Allowed Charges> The description of the Transaction Group

Central Non Room Item

The item code saved as a billing profile on the reservation template in HMS central. The item created using the **Global codes** screen can be associated with the centralized item.

Category

The category to classify the amenities.

Sub-Category

The sub-category associated with the amenity. Only the sub-category values configured for the category are displayed.

Property

Specify the [property](#) to which the non-room item belongs to.

Status

Specify the non-room item's status. You can use this non-room item only when the status of the code is set to Active.

- 4 In the **NON ROOM DETAILS** section, specify this information:

Price

Specify the price to be posted to the folio.

Price does not Include POS Tax

Select this check box to exclude the POS taxes in item price.

Note: This is applicable only to the non-EOD Post items.

Transaction Type

Specify either a single transaction code or a transaction group code. If you select a transaction group code , the **Transaction Group** field is enabled.

Transaction Group

Specify the transaction group code. This group code consists of combination of transaction codes that are used to post transactions for this non-room item. The field is enabled when a **Transaction Type of Group** is selected. For example, the transaction group posting code can comprise of transaction codes for golf, tennis and spa.

Posting Code

Specify the transaction code that will be used to post the item on the guest's folio.

Post Consumption As

The code of the Transaction Code for posting the consumed items.

Note: The Transaction Type value must be Transaction Code.

Offset Consumption

Select this check box to offset the transaction which is related to the items. These fields are enabled:

- Unconsumed Transaction Offset Code
- Allowance Transaction Offset Code
- Allowance
- Discount Offset Transaction Code
- Discount Amount
- Discount based on Pricing Control
- Max Discount Amount

Available as Add-On

Select the check box to allow the non room item to be available as an Add-On item.

Department

Specify the department that is responsible for the non room item.

Allow Activity

If this check box is selected, the non-room item can be used for a guest activity. You can select or clear the check box only for an **Inactive** non-room item. Guest activities could be Scuba diving, Hiking, Spa and so on.

Eligible for Up-Sell

If this check box is selected, you can sell this additional non-room item to the guest who already has booked other activity related non-room items.

Meal Period

Specify the meal period. Following are the available options:

- Breakfast

- Lunch
- Dinner
- None

EOD Post

If this check box is cleared, these fields are enabled:

- Unconsumed Transaction Offset Code
- Allowance Transaction Offset Code
- Allowance
- Discount Offset Transaction Code
- Discount Amount
- Discount based on Pricing Control
- Max Discount Amount

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Posting Type

Specify the posting type for the non room bundle:

- Pre Date Roll: By default, the posting type is set to pre date roll. The bundle item is posted to the folio before the hotel date is rolled or changed.
- Post Date Roll: The bundle item is posted to the folio after the hotel date is rolled or changed.

Unconsumed Transaction Offset

Specify the transaction code to use in case the item is not fully consumed by the guest and the unconsumed transaction must be posted.

Allowance Transaction Offset

The transaction offset code that is used to post any additional allowance over the item's price.

Allowance

Specify the amount over and above the item price, for which a guest is not charged. If a guest's transaction posting or expense is within the cumulative amount of the item price and the allowance amount, the guest is not charged for the extra expense. The allowance amount must be greater than zero.

Discount Transaction Code

Specify the code used to post the discount transaction. By default, the field is hidden.

Discount Amount

Specify the discount amount. By default, the field is hidden.

Discount Based on Pricing Control

If this check box is selected, the discount is applied based on **Pricing Control**. For example, the pricing control options can include **Per Adult**, **Per Child**, **Per Person**, or **Per Room**.

Max Discount Amount

Specify the maximum discount amount. The field is available only when you select **Discount Based on Pricing Control**.

Room Upsell

Select this check box to configure the Non-Room Item with an active upsell room.

Note: The application selects these check boxes:

- Available as Add-On
- Per Date Roll
- EOD Post
- Allow Override of Unit Price

Eligible for Special Package Tax

If you select the check box, the system applies the alternate tax group when processing the non-room items within a package rate during EOD posting.

Inventory Controlled

Select the check box to make an item inventory controlled. After you make an item inventory controlled, the item stays inventory controlled. You cannot change an item from inventory controlled to not inventory controlled. You can set the amount to zero if necessary. Inventory is not allowed for an item for which the **Posting Frequency** is set to **Floating**. Also, inventory is generally not allowed for an item that is **Transaction Group** controlled.

Inventory Count

Specify the inventory number. A record for this inventory amount is created on the **Inventory** tab by the system. The **Start Date** is set to the **Hotel Date**. If a record already exists for the **Start Date**, the record is updated. This is only allowed when there are no future start dates.

Overbooking Option

Specify if the overbooking of an item is allowed or not.

Availability

Click **Availability** to view the availability of the non-room item.

- 5 In the **Add-On Details** section, specify this information:

Posting Frequency

Specify the posting frequency for the non room item. Following are the available values:

- Each Day: The charge for the non-room item is posted everyday.
- Once: The charge for the non-room item is posted only once.
- Floating: You can configure specific package or add-on bundle items with a frequency set to **Floating** when the exact day of consumption is not known but is required for the purpose of date-driven revenue recognition. The value **Floating** allows the charge to be carried over for possible consumption from one day of the stay to the next, until the very last day of the stay.

Allow Override of Posting Frequency

Select the check box to [override](#) the posting frequency. You can manually modify the posting frequency on the **Add-Ons** pop-up on the **Guest Stay** page.

Pricing Control

Specify the pricing control for the non room item. Your options can include: Per Adult, Per Child, Per Person, or Per Room. Only options that are set to active in Global Codes for the Non-Room Item Pricing Control will show in the drop-down menu.

Allow Override of Pricing Control

Select the check box to [override](#) the pricing controls.

Allow Override of Unit Price

Select the check to override the unit price of a non room item. For example, the parking fee or room upgrade fee can be any amount including a negotiated amount between user and guest.

Number of Visits

Specify the number of times a guest can use the non-room item.

Start Date

Specify the start date that the non room item can first be used.

End Date

Specify the end date that the non room item can no longer be used after.

Create EAM Work Order

Creates an EAM work order. The work order for the non-room item is assigned to the responsible department and must be completed prior to the guest check-in.

Comment Prompt

The text that provides specific information related to add-ons. The text is displayed on the **Add-Ons** screen when the non-room item is added to the reservation from the other screens such as **Guest Stay** screen.

- 6 Specify this information in the POS Itemizer Controls section:

Included Itemizers

The itemizer added to the non-room item used for POS posting.

This can be a taxable item.

Excluded Itemizers

The itemizer not include to the non-room item.

This can be a taxable item.

Note: You can either specify the Included Itemizers or the Excluded Itemizers.

Pro-Rate Tax

If this checkbox is selected, the taxes are allocated based on the allowed non-tax itemizers for POS posting.

- 7 Click **Save Record**.

Creating inventory

Use the **Inventory** tab to specify non-room item inventory changes by date. This tab is hidden and is not available by default. No end date is required for inventory but you can set the inventory to zero if you do not require that item to be inventory controlled any longer.

To create non-room item inventory:

- 1 Select **Rate and Sales > Pricing > Non Room Items**.
- 2 Click **Add Record**.

- 3 Specify the information that you require. See additional details about these fields:

Start Date

Specify the date from which the inventory controlled item must be available.

Inventory Count

Specify the inventory count for which you want to create the record.

Note

Specify the note if required.

Availability

Click **Availability** to view the latest inventory numbers.

- 4 Click **Save Record**.

Configuring promotions

Use to define promotions. Promotions allow you to configure special discounts over and above the regular rates, for special occasions. Promotions are property specific.

To configure promotions:

- 1 Select **Rate and Sales > Pricing > Promotions**.
- 2 Click **New Records**.
- 3 Specify the information that you require. See additional details about the fields below:

Promotion Code

Specify the promotion code, name and description.

Status

Specify **Active** to use the promotion.

Minimum Length of Stay

The promotion can be used only when the guest stays in the property for the minimum number of days that you specify.

Maximum Length Of Stay

The maximum duration for which the guest may book using this rate plan.

Minimum Leadtime

Specify the minimum number of days that must be available between the current date and the arrival date. To make a reservation, the difference between the current date and the arrival date must be greater than or equal to the minimum lead-time. If you leave this field blank, you can use the rate plan immediately.

Maximum Leadtime

Specify the maximum number of days that must be available between the current date and the arrival date. To make a reservation, the difference between the current date and the arrival date must

be less than or equal to the maximum lead-time. If you leave this field blank, there is no restriction and you can use the rate plan to create a reservation for date far away in the future.

Earliest Booking Date

Specify the earliest date on which the promotion can be used. The promotion can be used between the **Earliest Booking Date** and **Latest Booking Date** only.

Latest Booking Date

Specify the latest date on which the promotion can be used. The promotion can be used between the **Earliest Booking Date** and **Latest Booking Date** only.

Earliest Stay Date

Specify the earliest stay date for which the promotion can be used.

Latest Stay Date

Specify the latest stay date for which the promotion can be used.

- 4 Click **Save Record** to save the new promotion.
- 5 Click **Associate Room Types** to specify the room types for which the promotion can be used.
- 6 Click **Associate Rate Plans** to specify the rate plans for which the promotion can be used.
- 7 Click **Save Record** to save the promotion.

Maintaining sales strategies

Manage sales strategies on the **Maintain Sales Strategy** screen. Sales strategy uses the [market segment](#) associated with the rate code to determine the rates that are displayed when an agent is booking a reservation, which also determines the selling order of available rates and room plans displayed to the agent. As an agent obtains information from a caller, they select a selling strategy based on that information.

For example, a caller may be booking a reservation for a local company, therefore a corporate sales strategy can be used to provide information about the preferred corporate rates. In another case, a caller may be visiting on vacation and would like to know of special offers for tourists, therefore a tourist discount sales strategy can be used to display special rates and room types available to tourists.

If sales strategies are used, but no particular sales strategy applies to a booking, then a default strategy must be configured for this eventuality. In most cases, the default sales strategy is often referred to as the Preset or Standard strategy.

To maintain sales strategies:

- 1 Select **Rates and Sales > Sales > Sales Strategy**. The **Maintain Sales Strategy** screen is displayed showing a list of all the available sales strategies.
- 2 Select the sales strategy and click **Edit**. The **Sales Strategy** tab is displayed.
- 3 In the Property Info section, select the [property](#) for which you want to modify the sales strategy.
- 4 In the Available Rate Plans section, select the [rate plan](#) to add to the sales strategy and click **Add**. The rate plan is added to the Sell Rate Plans in this order list.
- 5 Add additional rate plans as necessary.

- 6 In the Available Room Types section, select the room type to add to the sales strategy and click **Add**. The room type is added to the Sell Room Types in this order list.
- 7 Specify the Higher Level Sort Order for the sales strategy. Your options are **Rate Plan** or **Room Type**. Selecting Rate Plan sorts the available rates based on the rate plan first and then by room type. Selecting Room Type sorts the available rates based on the room type first and then by the rate plan.
- 8 Sort the rate plans in the Sell Rate Plans and Sell Room Types in this order lists as necessary by selecting the rate plan or room type and using the **Move Up** and **Move Down** buttons.
- 9 Click **Update**.

Creating rate levels

Use the **Rate Levels** page to create and maintain the rate levels. Rate levels are used to categorize rate plans for the purpose of booking restrictions.

To create a rate level:

- 1 Select **Rate and Sales > Revenue Management > Rate Levels**.
- 2 Specify this information:

Rate Level

Specify the code for the rate level.

Description

Specify the description for the rate level code.

Long Description

Specify the long description for the rate level code.

Status

Specify if the rate level is **Active** or **Inactive**.

Used at CRS

If you select this check box, the rate level is used by the Central Reservation System. If this check box is clear, the rate level is used only by the property management system.

Configuring leasing rates

You can use the **Leasing Rates** page to configure and maintain rates that are used for leases. The lease rate and its associated transaction codes and permissions are set on the **Record View** tab. Rate periods, associated room types, and rate amounts are set on the **Rate Details** tab along with the ability to copy rate periods.

Before you can create a new leasing rate, you must mark the standard [rate plan](#) to be used as a lease rate. See [Creating standard rate plans](#). Multiple rate periods can be set up by date ranges, but cannot overlap. Rate periods must be added, and room types must be associated before rates can be defined.

You select to allow weekly rates and/or allow monthly rates. Optionally you can define daily rates.

To create a new leasing rate:

- 1 Select **Rate and Sales > Pricing > Leasing Rates**.
- 2 Specify the information that you require. See additional details about these fields:

Rate

Select a rate plan. Only standard rate plans that have been configured as leased rates can be selected.

Rate Category

Optionally, select a rate category. Rate category can be used as a group by filter option in revenue, occupancy forecast, and occupancy statistics reports.

Room Charge

Transaction code used for the charge for the room in the accounting folio. The transaction code defined here is filled with what exists in the **Room** field in the **Leasing Configuration** page.

Vacant Room Charge

Transaction Code used to post any vacant room charges. The transaction code defined here is filled with the what exists in the **Vacant Room** field in the **Leasing Configuration** page which is optional.

Lease Charge

Transaction Code used for the guest charge and may include [lease fees](#) on page 878. The transaction code defined here is filled with what exists in the **Rental** field in the **Leasing Configuration** page.

- 3 Click the **Rate Details** tab.
- 4 In the **Lease Rate Period** pop-up, specify rate period details, then click **Submit**.
Click **Close** to return to the Leasing Rates page.
- 5 Click **Actions**, and select **Maintain Lease Periods**
- 6 Click **Actions**, and select **Associate Room Types**. Select one or more room type codes and click the arrow to move the selections into the Selection box, then click **Submit**.
Click **Close** to return to the Leasing Rates page.
- 7 Select a **Rate Period**, configure rate amounts for the room types that are associated.
- 8 Click **Save Record**.

Adding rate periods to a leasing rate

You can use the **Maintain Rate Periods** pop-up to add a new lease period, or to edit an existing rate period for a leasing rate.

To add a rate period to a leasing rate:

- 1 Select **Rate and Sales > Pricing > Leasing Rates**.
- 2 Select the leasing rate that you wish to add a rate period to, click the **Rate Details** tab.

- 3 Click **Actions**, and select **Maintain Lease Periods**.
- 4 In the **Lease Rate Period** pop-up, specify **Start Date** and **End Date** and optionally specify **Description**.
To edit a rate period, highlight the record and edit.
- 5 Click **Submit**.
Add additional rate periods as necessary.
- 6 Click **Close** to return to the Leasing Rates page.
- 7 Click **Save Record**.

Associating room types to a leasing rate period

You can use the **Associate Room Types** pop-up to associate room types to a leasing rate period. Rates can then be defined for each room type associated.

To associate room types:

- 1 Select **Rate and Sales > Pricing > Leasing Rates**.
- 2 Select the leasing rate that you wish to change the rate periods of and click the **Rate Details** tab.
- 3 Select the leasing period that you wish to associate room types to.
- 4 Click **Actions**, and select **Associate Room Types**.
- 5 Select a room type category.
- 6 Select one or more room type codes.
- 7 Click the arrows to move the selections into, or out of the Selection box.
- 8 Click **Submit**.
- 9 Click **Close** to return to the Leasing Rates page.
- 10 Click **Save Record**.

Copying a leasing rate period to another rate period

Copying a rate period will copy associated room types and rates that have been defined for them.

To copy a rate period to a leasing rate:

- 1 Select **Rate and Sales > Pricing > Leasing Rates**.
- 2 Select the leasing rate that you wish to add a rate period to, click the **Rate Details** tab.
- 3 Click **Actions**, and select **Maintain Lease Periods**.
- 4 In the **Lease Rate Period** pop-up, specify **Start Date** and **End Date** and optionally specify **Description**.
To edit a rate period, highlight the record and edit.
- 5 Click **Submit**.
Add additional rate periods as necessary.
- 6 Click **Close** to return to the Leasing Rates page.

- 7 Click **Save Record**.

Limit Restriction Configuration

Use this screen to configure (limit) the number of nights on specified rate plans, that a guest can select within the defined time frame.

This functionality enables the property to limit the guest from overbooking a discounted rate plan(s).

The screen has two sections:

- List View – Displays all the configured Active and Inactive records of the property.
- Detail View – Displays the details of the selected record.

Configuring the limitations for Rate Plan

- 1 Select **Rate and Sales > Pricing > Limit Restriction**. The **Limit Restriction screen** is displayed.
- 2 Specify this information in the Limit Restriction Details section:

Control Segment

A unique code associated with the Rate Plans. The codes are defined in Global Codes.

Note: You cannot duplicate the limitation record for a Control Segment.

Limit

The maximum number of nights for which a Rate Plan can be reserved for a guest.

Days After Arrival

The number of days for which the search is performed for other reservations of a guest, after the arrival of the guest. The application searches the data to count the number of nights that are on limited rate plans.

Days Before Arrival

The number of days for which the search is performed for other reservations of a guest, before the arrival of the guest. The application searches the data to count the number of nights that are on limited rate plans.

For example:

In a property, the Control Segment 1 is configured with a limit of 2 nights for the range of 6 days for these rate plans - 01COMP, 02 COMP, 01BAR, 02BAR.

The guest selects the Rate Plan - 01COMP for the reservation arriving the 14th and departing the 16th of a given month. Based on the limitations configured by the property for control segment 1, the guest cannot select the Rate Plans (01COMP, 02 COMP, 01BAR, 02BAR) for reservations arriving 6 days prior to the 14th (8th – 13th) and 6 days after the 14th (15th – 21nd).

Status

The status of the selected record. Available options:

Note:

- Active

- Inactive

3 Click **Submit**

Revenue management

Use the **Revenue Management** menu to perform tasks like these:

- Set booking restrictions by date, or set global booking restrictions by rate code
- Set room type allocations
- Set recommendations
- Manage costs and values
- Create and maintain BAR rates
- Set lead time policies
- Create and maintain rate levels

Using booking restrictions

You can use the **Booking Restrictions** menu to manage the reservation restrictions. You can specify reservation restrictions to manage both high or low demand for guest bookings.

Restrictions are indicated as follows:

- Closed to Arrival: Bookings closed to all guests who want to arrive on this day.
- Closed to Departure: Bookings closed to all guests who want to depart on this day.
- Closed: Closed for all business.
- LOS to Arrive: Minimum length of stay restriction is applied to any guest arriving on this day. A number is displayed indicating the minimum number of days of stay required.
- LOS to Depart: Minimum length of stay restriction is applied to any booking departing on this day. A number is displayed indicating the length of stay required before a guest can depart.
- LOS Through Stay: Minimum length of stay restriction is applied to any guest arriving on this day. A number is displayed indicating the minimum number of days of stay required including the arrival date and the departure date.

Possible booking restrictions:

- Overall Control: This booking restriction supersedes all other types of restrictions. Click **Overall Control**, the following options are displayed:
 - Replace Restrictions: Overwrites the existing restrictions and creates new ones.
 - Remove Restrictions: Deletes the existing restrictions.
 - Append Restrictions: Adds additional restrictions to the existing restrictions.
- Room Type: You can apply the restrictions at the following levels for patterns such as full date range, day of month or the day of week.
 - Room Type Category

- Room Type
- Rate Plan: You can apply the [rate plan](#) restrictions at the following levels:
 - You can apply the **Rate Plan Control** restrictions in the **Rate Plan Summary** tab. The rate plan control restrictions include restrictions at [market segment](#) and rate plan level for patterns such as full date range, day of month or the day of week.
 - You can place **Allocation Control** restrictions in the **Display Rate Allocation** tab. The allocation control restrictions include restrictions at rate categories and rate plan level for patterns such as full date range, day of month or the day of week. You can also select the **Free Sell** check box to allow [free selling](#) of the selected rate categories and rate plans, or you can set allocations based on which rate categories and rate plans must be sold.
- Rate Plan/Package Plan: You can place restrictions on the package rate plan in **Rate Plan Control** for specific dates that supersede any restrictions on the package plan. You can apply the **Allocation Control** restrictions in the **Display Rate Allocation** tab. You can specify the [package](#) plans that you want to sell for patterns such as full date range, day of month or the day of week. You can also select the **Free Sell** check box to allow [free selling](#), or you can set allocations based on which the package plans must be sold.
- Promotion: You can apply the **Allocation Control** restrictions in the **Display Promotion Allocation** tab. You can specify the promotion plans that you want to sell for patterns such as full date range, day of month or the day of week. You can also select the **Free Sell** check box to allow [free selling](#), or you can set allocations based on which the promotion plans must be sold.

To use **Overall Control**:

- 1 Select **Rate and Sales > Booking Policies > Booking Restrictions**.
- 2 Click **Overall Control**.
- 3 Select the restriction options.
- 4 In the pop-up window, specify this information:

Start Date

Specify the date on which the restrictions begin.

End Date

Specify the date on which the restrictions end.

Date Pattern

- Full Date Range: The restrictions are applied to the entire range that you specify in the **Start Date** and **End Date** fields.
- Day of Month: Specify the days of the month on which the restrictions must be applied.
- Day of Week: Specify the days of the week on which the restrictions must be applied.

- 5 In the Revenue Control Options section, specify this information:

Option	Description
Entire Day : Closed	To close out a day, select the Entire Day : Closed check box. You can also specify the minimum length of stay and maximum length of stay restrictions.
Arrivals	To set a length of stay restriction for arrivals, place the required length of stay in the Min LOS and Max LOS check box in the Arrival row.
Open	To reopen a day, Select the Open check box in the Entire Day row.

Option	Description
Departures	To set a length of stay restriction for departures, place the required length of stay in the Min LOS and Max LOS check box in the Departure row.

Note: If the Property Parameter LIMITLOSRESTR check box is selected, you cannot specify a value greater than 7 for **Min LOS** or **Max LOS** (Arrive or Stay Thru).

6 Click **Save**.

Upsell Management

Use the **Upsell Management** screen to configure and manage the upsells for the guest.

The application can be configured for the Upsell functionality by associating rate plans and selecting an item as a daily Add-on item for a reservation.

At any given time, there can be multiple active upsell configurations if the associated rate plan is not active with another upsell configuration. You can assign an upsell configuration as the default upsell for the rate plans that aren't associated to another active upsell configuration.

Note: There can only be one active default.

The screen comprises of these sections:

- **Upsell details:** This section allows you to configure upsell details, and associate rate plans with the upsell.
- **Display to Guest:** This section allows you to add the room type category, targeted percentage and the add-on items that are displayed to the guest. This helps the guest in Upsell selection.
- **Associated Rate Plan:** This section displays the rate plans associated with the upsell.

An Add-on qualifies for an upsell and is displayed to the guest, only if:

- The Add-on is configured for an Active Upsell Configuration and is associated with a reservation.
- The Add-on is valid for the dates between the Guest Arrival Date and Guest Departure Date.
- When the Add-on is configured with inventory and there is availability for the dates of the stay.

For example, if a rollaway bed is configured with 10 during one day of the guest stay and a rollaway bed is not available, the rollaway bed add-on is not displayed to the guest during the online check-in.

If the currency associated with the guest is other than the property currency, the exchange rate is used to display the add-on value in the currency of the guest.

This screen is used by the revenue manager.

Configuring the Upsell

- 1 Select **Rates and Sales > Revenue Management > Upsell Management**. The Record View of the **Upsell Management** screen is displayed.

- 2 Specify this information in the Upsell Details section:

Upsell Configuration

The code of the Upsell that is configured for the guest.

Note: This field is enabled only when a new Upsell record is added.

Status

The status of the Upsell plan. Possible values:

- Inactive
- Active

Note:

- By default, the status is set to Inactive. However, you can modify the value.
- You can set this value to Active only if:
 - The values are specified in all the mandatory fields.
 - A rate plan with Active status is associated with the Upsell.
 - No other upsell configuration is Active. Only one Upsell configuration can be Active, at a time.

Item

The item linked to the Upsell plan.

Discount Percentage

The percentage of discount offered by the hotel to the guest, for the Upsell.

Note: By default, the value is 0. However, you can specify a value in the range of 0 to 99.

Rate Reason

The reason based on which the rate is defined for the Upsell plan.

Min Upsell

The minimum value for the Upsell (associated with the rate plan) that is applicable for the guest.

Note: By default, the value is 1. However, you can specify a value in the range of 1 to 99999.

Max Upsell

The maximum value of the upsell plan that is applicable for the guest.

Note: You can specify a value in the range of 1 to 99999.

Require User Password

Select this check box to indicate that a user password is required to add the Upsell to a Reservation.

Round By

The option based on which the upsell add-on amounts are rounded, after calculation. Possible Values:

- Up: The amount must be rounded up to the next consecutive integer.
- Down: The amount must be rounded down to the next consecutive integer.
- Nearest: The amount is rounded up or down to the nearest integer.
- Up, Ending With: The amount is rounded up to the specific amount ending with the configured value.
- Down, Ending With: The amount is rounded down to the specific amount including (ending with) the configured value.

- Nearest, Ending With: The amount is rounded to the nearest specific amount including (ending with) the configured value.
- None

Table 5: For example

Rounding Selection	Rounding Amount	Calculated Amount	Amount After Rounding
Up	.50	120.12	120.50
Up	5.00	120.12	130.00
Down	.05	120.12	120.10
Nearest	1.00	120.12	120.00
Nearest	.50	120.12	120.00
Up, Ending With	.95	120.12	120.95
Down, Ending With	.95	120.12	119.95
Nearest, Ending With	.95	120.12	119.95
No Rounding	Null	120.12	120.12

Amount

The amount of the add-ons that are selected for the Upsell.

Calculation Rate Plan

The rate plan used to calculate the Upsell recommendation.

Default

Select this check box to consider the upsell configuration as the default.

Note: There can only be one associated rate plan in the Associated Rate Plans field when default is selected.

- 3 Click the **Associate Rate Plan** option in the Guest Detail section to select rate plans for the Upsell.

Note:

- The associated rate plans are displayed in the Associated Rate Plan section of this screen.
- You can associate multiple rate plans for an Upsell.
- You can use the Remove Rate Plan option in the Action menu to remove a rate plan, if required.

- 4 Click **Save**.

- 5 Specify this information in the Display to Guest section:

Room Type Category (1 and 2)

The category of the room types that are displayed to the guest for the Upsell selection.

Targeted Percentage (1 and 2)

The discount percentage associated with the room type category displayed to the guest.

Note: You can specify a value in the range of 0 to 99.

Add-on

The add-ons that are displayed to the guest for the Upsell selection.

Note: You can also upload the image of the add-on.

Note: The data in the Record Details section is defaulted based on the user who creates or modifies the Upsell record and the date when the record is created or modified.

- 6 Click the **Comments** tab to add, edit or delete the additional comments related to the Upsell record.
- 7 Click the **Documents** tab to add, edit or delete the related documents for the Upsell record.
- 8 8. Click the **Translation** tab to add, edit or delete the languages in which the data of the upsell record is displayed.

Working with property room allocations

You can use the **Availability Management** page to control room sales by specifying room inventory for properties where Infor Hospitality Management Solution is not the source of room inventory. For example, if a customer has a different PMS where they have configured rooms and created inventory and they only use the [CRS](#) functionality of Infor Hospitality Management Solution. Since rooms are not configured in HMS/CRS they can use this screen to specify what the inventory is. Allocations can be made for a range of dates for the entire [property](#), or by room type. The rooms allocated in this screen are the number of rooms that can be sold at each property. When maintaining the stay dates on a guest stay in Infor Hospitality Management Solution or [CRS](#), the system uses the inventory assigned here to verify room type availability for your property on the dates of the guest stay.

The allocation limit is displayed in red color. The number of rooms picked up is displayed in blue color. The number of rooms remaining is displayed in green color.

Allocating rooms by property

To allocate rooms by [property](#):

- 1 Select **Rates and Sales > Revenue Management > Room Type Allocation**. The **Availability Management** screen is displayed. The screen view defaults to Property.
- 2 Click **Set Allocation**.
- 3 Specify this information:

Status

Select status of Open, Closed, or Allocated.

Note: When Allocated is selected, the **Remaining** field displays. Specify remaining allocation.

Start Date

Specify the date from which the rate must be applied.

End Date

Specify the date when the rate will no longer be applied.

Date Pattern

Specify the pattern based on which the rate must be applied. Following are the available options:

- Full Date Range.
- Day of Month: Select the date for which you want to set allocations for.
- Day of Week: Select the days for which you want to set allocations for.

- 4 Click **Save** to apply the allocations.

Editing room allocations by property

To allocate rooms by [property](#):

- 1 Select **Rates and Sales > Revenue Management > Room Type Allocation**. The **Availability Management** screen is displayed. The screen view defaults to Property.
- 2 Click **Edit**.
- 3 Specify the allocation status. Your options are Open, Closed, or Allocate.
Note: When Allocated is selected, the **Remaining** field displays. Specify remaining allocation.
- 4 Click **Save** to apply the allocations.

Allocating rooms by room type

To allocate rooms by room type:

- 1 Select **Rates and Sales > Revenue Management > Room Type Allocation**. The **Availability Management** screen is displayed. The screen view defaults to Property.
- 2 In the Screen View section of the page, select Room Type. The **Room Type Summary** tab displays below the **Property Summary** tab.
- 3 Click **Set Allocation**.
- 4 Specify this information:

Status

Select status of Open, Closed, or Allocated.

Note: When Allocated is selected, the **Remaining** field displays. Specify remaining allocation.

Start Date

Specify the date from which the rate must be applied.

End Date

Specify the date when the rate will no longer be applied.

Date Pattern

Specify the pattern based on which the rate must be applied. Following are the available options:

- Full Date Range.
- Day of Month: Select the date for which you want to set allocations for.
- Day of Week: Select the days for which you want to set allocations for.

Room Type Category

Select the room type category.

Room Type

Select the room type. The room types shown here are based on the room type category selected.

- 5 Click **Save**.

Editing room allocations by room type

To edit room allocations by room type:

- 1 Select **Rates and Sales > Revenue Management > Room Type Allocation**. The **Availability Management** screen is displayed. The screen view defaults to Property.
- 2 In the Screen View section of the page, select Room Type. The **Room Type Summary** tab displays below the **Property Summary** tab.
- 3 Click **Edit**.
- 4 Specify the allocation status. Your options are Open, Closed, or Allocate.
Note: When Allocated is selected, the **Remaining** field displays. Specify remaining allocation.
- 5 Click **Save**.

Adding yieldable costs and values

Yieldable costs and values can be added to a rate plan, [package](#) plan, or [channel](#) to more accurately represent the true cost of a room when the system compares a rate against the opportunity cost during the reservation process. The cost or value will be added to, or subtracted from the rate value before evaluating against opportunity cost to see if a rate is available

To add yieldable costs or values to a [rate plan](#), package plan, or channel:

- 1 Select **Rates and Sales > Revenue Management > Costs and Values**. The **Yieldable Costs and Values** screen is displayed.
Note: A record that is marked with the green checkmark icon indicates that the record contains yieldable costs and values.

- 2 Choose one of these options to add yieldable costs and values to:

Option	Description
Property Rates	Click the Property Rates tab to add yieldable costs and values to a rate or package plan.
Channel	Click the Channel tab to add yieldable costs and values to a channel .

- 3 Expand the record for which to add yieldable costs and values to.

- 4 Click **Add New**. A new row is displayed.
- 5 Specify this information:
 - Description**
Specify the description.
 - Yieldable Amount**
Specify the yieldable amount
 - Calculation Basis**
Specify the calculation basis. Your options are Per Room Per Stay, Per Person Per Stay, Per Room Per Night, or Per Person Per Night.
- 6 Click **Save**. The yieldable costs and value record is saved. Add additional yieldable costs and value records as necessary. To edit or delete a record, select the record and click **Edit** or **Delete**.

Configuring best available rates

You can use the **Configure Best Available Rates** page to implement Best Available Rate (BAR) functionality without the need for a Revenue Management System (RMS). When implemented only BAR rates will be quoted in the [CRS](#) when the rate is not qualified (no Sales Strategy searched, no Organization or TA profile with Negotiated Rates searched, no Group Booking ID searched). Existing Room Rates can be updated to be marked as BAR rates, or additional Room Rates can be set up to implement this functionality. One or more rate plans must already exist and be configured as BAR rates.

BAR rates are grouped based on length of stay. Rate Plans are displayed in green color. Rate values are displayed in blue. You can view the BAR rate information based on room category and room type.

Note: This function is only used when the [property](#) does not use the IDaaS interface to populate the revenue management recommendations and is enabled by an application control.

To configure best available rates:

- 1 Select **Rates and Sales > Revenue Management > Best Available Rates**. The **Configure Best Available Rates** screen is displayed.
- 2 If you select a different **Room Type** and the parameter **BARBYRMTYPE** is selected, the BAR rate code is displayed if the system successfully retrieves the BAR rate codes for the selected room type for different lengths of stay. If the parameter **BARBYRMTYPE** is not selected, the BAR rate code is displayed if the system successfully retrieves the BAR rate codes where the room type is not specified for different lengths of stay.
- 3 Click **Set Bar**. The **Apply Best Available Rates by Date** window is displayed.
- 4 Specify this information:
 - Start Date**
Specify the date from which the rate must be applied.
 - End Date**
Specify the date when the rate will no longer be applied.

Date Pattern

Specify the pattern based on which the rate must be applied. Following are the available options:

- Full Date Range.
- Day of Week: Select the days for which you want to apply the rate.

Length of Stay

Select the length of stay.

Rate Plan

Select the [rate plan](#).

Keep window open

Select this checkbox to keep the **Apply Best Available Rates by Date** open to continue applying rates.

- 5 Click **Save** to apply the best available rates.

Creating rate levels

Use the **Rate Levels** page to create and maintain the rate levels. Rate levels are used to categorize rate plans for the purpose of booking restrictions.

To create a rate level:

- 1 Select **Rate and Sales > Revenue Management > Rate Levels**.
- 2 Specify this information:

Rate Level

Specify the code for the rate level.

Description

Specify the description for the rate level code.

Long Description

Specify the long description for the rate level code.

Status

Specify if the rate level is **Active** or **Inactive**.

Used at CRS

If you select this check box, the rate level is used by the Central Reservation System. If this check box is clear, the rate level is used only by the property management system.

Updating lead time policies

Certain types of businesses will only allow certain types of bookings x number of days before the guest's arrival (Lead Time). Any attempt to book outside of this period would not be allowed. Lead time policies are set at the customer level by rate plan and by track code.

Note: The Booking Eligibility Policy application control must be enabled at the property level.

To maintain lead time policies:

- 1 Select **Rates and Sales > Revenue Management > Lead Time Policy**. The **Maintain Lead Time Policy** screen is displayed.
- 2 In the Rate Plan Search section, specify the search criteria to locate the rate plan to modify, and then click **Search**. You can search based on the Code, or the Description. The search results are displayed in the Lead Time Policy List.
Note: You can also search all rate plan codes alphabetically by letter using the hyperlinks in the header area of the page.
- 3 Expand the rate plan record for which to update the lead time policy for.
- 4 Select the track code record and click **Edit**.
- 5 Edit the **Lead Time** as necessary.
- 6 Click **Update**.

Setting global booking restrictions on rate plans

Use the **Global Booking Restrictions** page to set booking restrictions on standard rate plans. Restrictions are set by a specified rate period. The restrictions set here will apply to at the global level for all properties using the rate. A rate period start date is the beginning date and the rate continues until the next rate period's start date. Occupancy is calculated for each day of the stay.

This functionality was developed for the military to limit bookings for "Space A" reservations.

To set global booking restrictions on a standard rate plan:

- 1 Select **Rate and Sales > Pricing > Global Booking Restrictions**.
- 2 Select the rate plan by clicking the **Action** button for the rate plan. Specify the information that you require. A rate period start date is the beginning date and the rate continues until the next rate period's start date.

Maximum Length of Stay

Specify the maximum length of stay. Length of Stay is arrival date based. First, the system will validate the length of stay. The system will look for an effective period that covers the arrival date. If the number of nights requested exceeds the maximum length of stay the reservation request will be rejected. If the stay spans two effective periods, the effective period of the arrival date is used.

Min Occupancy

Specify the minimum occupancy percentage. The maximum occupancy number is set by the next minimum occupancy percentage entered.

Max Lead Time

Specify the maximum number of days that must be available between the current date and the arrival date. To make a reservation, the difference between the current date and the arrival date must be less than or equal to the maximum lead-time. If you leave this field blank, there is no restriction and you can use the rate plan to create a reservation for date far away in the future. The maximum lead time is calculated as an inclusive number, so if the stay date being evaluated is May 15th, and the maximum lead time is set as 5, the guest may make the reservation on May 10th, but not on May 9th. The maximum lead time is checked on a date by date basis. If a guest is staying for five days, each stay date is validated independently.

- 3 Click **Save**.

Viewing RMS recommendation summary

The **RMS recommendation summary** screen displays a detailed summary of IDEaS Revenue Management System (RMS) recommendations by date.

Property level recommendations display Best Available Rate for one night Length Of Stay. Room Type recommendations display Opportunity Cost, Effective Opportunity Cost, and Overbooking Limit

- **Effective Opportunity Cost:** A delta value is used as an adjustment against the base opportunity cost that is used to compute the effective opportunity cost at the specific point in time of the availability check. The computation of the effective opportunity cost is based on the current number of rooms that have been sold for the date since recommendations were last updated.
- **Opportunity Cost:** The value of your last room or the rate you could reasonably expect to sell your last available room for.
- **Overbooking Limit:** The number of [overbooking](#) allowed.

To view RMS recommendations:

- 1 Select **Rates and Sales > Revenue Management > Recommendations**. The **RMS Recommendations Summary** screen is displayed.
Note: Different icons identify statuses which are defined in the legend that appears at the top of the **Daily Summary** tab.
- 2 View the recommendations as necessary. Click the **Scroll Left** and **Scroll Right** buttons or use the interactive calendar to select the dates for which you want to view the recommendations.
- 3 Click the date link. More detailed information regarding recommendations for that date is displayed.

Overriding the RMS overbooking limit

The IDEaS Revenue Management System (RMS) recommends [overbooking](#) limits. You can [override](#) the overbooking limits at the [property](#) level, or on the room type level.

To override RMS overbooking recommendations:

- 1 Select **Rates and Sales > Revenue Management > Recommendations**. The **RMS Recommendations Summary** screen is displayed.
- 2 Click the **Scroll Left** and **Scroll Right** buttons or use the interactive calendar to select the dates for which you want to view the recommendations.
- 3 Click the date link.
- 4 In the Overbooking Limit section of the screen, click **Edit**. A User Override Limit field is available for the [property](#) level [overbooking](#) limit, and User Override Limit fields are available for each room type for the room type level.
- 5 Specify the User Override Limits.
- 6 Click **Save**. The Overbooking Limits are updated and denoted with an asterisk.

Sales

Use the **Sales** menu to maintain sales channels, assign properties to sales channels, and to set channel allocations.

Note: Generally the channel would be activated for the property, activate the channel for the room type and rate plan, then set the allocations.

Maintaining sales channels

Sales channels establish the methods by which customers can reach your properties in order to make reservations, for example: through a [booking agency](#), a website, or by calling the central reservations office. Sales channels are configured during the Infor HMS installation, but you can modify and update sales channel information on the **Maintain Sales Channels** screen.

Sales channels are closely associated with yieldable costs and values. Click the [Yieldable Costs & Values](#) link. Refer to [Adding yieldable costs and values](#) on page 358.

To maintain sales channels:

- 1 Select **Rates and Sales > Sales > Sales Channels**. The **Maintain Sales Channel** screen is displayed showing a list of all configured sales channels.
- 2 Select the sales [channel](#) to work with and click **Edit**. The **Channel Details** tab is displayed.
- 3 Specify the information that you require. See additional details about these fields:

Source of Business

Specify the source of business. Your options are based on the codes defined for Source of Business on the Maintain Global Codes page.

Sales Strategy

Specify the sales strategy. Your options are based on the codes defined for Sales Strategy on the Maintain Global Codes page.

Yieldable?

Select to indicate that the sales [channel](#) includes yieldable costs and values. Yieldable costs and values can be added to a [rate plan](#), [package plan](#), or channel to more accurately represent the true cost of a room when the system compares a rate against the opportunity cost during the reservation process, and thus the cost or value will be added or subtracted from the rate value before evaluating against opportunity cost to see if a rate is available.

Cost Per Transaction Type

Select how the costs will be priced for the transaction type. Your options are Fixed or Percent.

Cost Per Transaction Amount

Specify the per transaction cost for the sales channel.

- 4 In the Contact Information section, specify the information that you require.
- 5 Click **Save**.
- 6 Click the **Additional Channel Options** tab.
- 7 Specify this information:

Channel Type

Specify the sales channel type.

Expiration time for pending transactions



Specify the time in minutes after which pending transactions expire.




- 8 Click **Save**.
- 9 Click the **Assign Properties** tab. A list of all the chains associated with the sales [channel](#) is displayed and a list of all the associated properties.
- 10 Select a chain and click **Edit**.
- 11 Set the chain as Active or Inactive as necessary.
- 12 Select the [property](#) to work with and click **Edit**.
Note: Use the **Property Search** feature to search for a specific property using the property code.
- 13 Set the property as Active or Inactive as necessary.
Note: Click **Reset Property List** to refresh the property list and display all properties associated with the sales channel.

Setting up channel allocations



You can use the **Channel Allocation Setup** page to set the channels available to a [property](#), and to set the [channel](#) controls for the channel.

The allocation types are indicated as follows:

-  : Overall Control.
-  : Room Type Control.

-  : Rate Plan Control.
-  : Package Plan Control.
-  : Promotion Control.

The initial allocation is shown as follows:

-  : Closed.
-  : Open.

To set channel allocations:





- 1 Select **Rate and Sales > Revenue Management > Channel Allocation**.
- 2 Select the ☒ checkbox at the end of the property row for the property you wish to set up channel allocations for.
Note: In the Property Search section, select the location in the location filter or the search criteria to locate the [property](#) to set up [channel](#) allocations for, and then click **Search** where multiple properties exist. The **Set Channels** and **Set Controls** buttons become active.
- 3 Click **Set Channels**.
- 4 Select channels, click **Save**.
- 5 Click **Set Controls**.
- 6 Specify this information:
Initial Allocation
Select the initial allocation. Your options are Open and Closed.

Allocation Method
Select the allocation method. Your options include Property, Room Category, Rate Plan, Package Plan, and Promotion.
- 7 Click **Save**.

Establishing overall channel allocations

You can use the **Overall Channel Allocation** page to set the number of rooms that can be sold at each [property](#) using available Sales Channels. This option allows properties the opportunity to open or restrict business via certain sales channels depending on the current business climate.

Channel Status is indicated as follows:

-  : Overall Control.
-  : Room Type Control.
-  : Rate Plan Control.
-  : Package Plan Control.

- : Promotion Control.

To set up overall [channel](#) control:

- 1 Select **Rate and Sales > Revenue Management > Channel Allocation**.
- 2 Expand the row for the property you wish to set up overall channel control.
Note: In the Property Search section, select the location in the location filter or the search criteria to locate the property to set up [channel](#) allocations for, and then click **Search** where multiple properties exist.
- 3 Select the channel link.
- 4 Click **Overall Control**.
- 5 Specify the following information:
Status
Select status of Open or Closed.

Start Date
Specify the date on which the allocations start.

End Date
Specify the date on which the allocations end.

Allocation Pattern
 - Full Date Range: The allocations are applied to the entire range that you specify in the **Start Date** and **End Date** fields.
 - Day of Month: Specify the days of the month on which the allocations must be applied.
 - Day of Week: Specify the days of the week on which the allocations must be applied.
Free Sell
Select the check box to allow [free sell](#) of the rooms by the channels.

Allocation or % of Available Rooms
Specify the allocation number of rooms, or the percent of [available rooms](#) to allocate.

Min House
Specify the minimum allocation to the house.
- 6 Click **Save**.

Activity module - An overview

HMS functionality is enhanced to support Activities. HMS can function as an Activity Consolidator. HMS supports the HTNG SGI (Single Guest Itinerary) interface. HTNG SGI allows activity providers to send Activities to HMS and allows HMS to show a consolidate list of activities available at the property. The Confirmation letter includes a list of activities. There is also a report to list all activities that are associated with the property.

Activity management is complicated and most activities are managed by an external system that communicates to HMS through the SGI interface. HMS does provide a simple activity module that allows activities to be booked and managed in HMS. This feature is only suitable for simple activity scheduling and is not capable of supporting complex scheduling or rates. External Activities are owned by the external system. HMS may not modify external activities. HMS does NOT notify external systems about the Internal Activities scheduled in HMS.

Activities can be associated to a **Guest Stay** or a **Guest Profile**. The **Guest Profile**, **Guest Stay** and **Check-In** screens display an icon, if there are associated activities. From the **Guest Stay** and **Guest Profile** screen, the user can invoke the **Activity Booking List** screen to see a list of all activities. From the **Activity Booking List** screen, you can invoke the **Activity Booking** screen to book or modify an activity. You can invoke a screen that shows the Activity Bookings in a Calendar view.

Activities are configured by Property. HMS manages three entities:

- **Activity Provider:** This is the entity that manages the Activities. For example, the Bike Rental shop or the SPA are providers.
- **Activity Configuration:** This identifies the generic activity, like renting a bike or getting a massage.
- **Activity Booking:** This is the actual appointment or reservation, like the 1:00 O'clock deep massage appointment for Jane or the Saturday afternoon bike rental for Jill.

Note: Regarding terminology, most of the documentation in the industry refers to Activities which is most often a reference to Activity Bookings. All activities in HMS must have an Activity Configuration and Activity Provider, whether internal or external.

Both Internal and External activity bookings can have the activity charges posted in HMS. The SGI interface supports sending both Charges and Payments to HMS. The requirement to allow Activity Bookings on a Guest Profile has led to HMS adding Profile Accounts. The user may manually create a profile account from the **Guest Profile** screen. These profile accounts are not restricted to activity postings and may be used for many purposes. Adding an Activity Booking to a Guest Profile will create an account, if one does not already exist. The requirement to have activities and non-room items associated together has led to HMS adding Enhanced Experience to the Guest Profile as well.

Activity Provider: The Activity provider is configured first. The Activity Provider contains contact information about how to contact the activity provider and is defaulted into the **Activity Configuration** screen, but can be overridden on the **Activity Configuration** screen. External Activity Configuration requires that you set up a Databridge partner for the SGI interface and associate the Activity Provider to that Databridge partner. The Databridge partner may support multiple properties. The screen allows you to show the “internal” to the property contact information and information on how to book the activity.

Activity Configuration: The **Activity Configuration** screen includes scheduling restrictions, Guest Type restrictions and Rates. Rates can be specified by Guest Type, Person or Activity. Activity, Person and Adult guest types must always be kept active. Additional guest types may be activated and re-named. Scheduling and Guest Type restrictions are information only for external activities and are not enforced. Rates on an External Activity Configuration may be used to estimate the rate on a pending external activity booking. The **Activity Configuration** screen allows the user to specify the details about how to book the activity. This is important for external activities. If the guest queries about an Activity, the concierge needs to provide to the guest, information on how to book the activity with the external provider, as it can not be booked in HMS. This can be a Website, Phone Number or an E-mail address. The booking information and some of the other activity configuration information is shown on the activity booking screen. Traces may be configured for Internal Activities.

Activity Bookings: Activity Bookings are related to the Activity Configuration. Activity Bookings have the Rate and Date/Time of the activity. For internal activity bookings, the user may specify counts by Guest Type. The SGI interface does not support Guest Type and only a total person count is provided. The user may also specify a list of Participants. The SGI interface may also send a list of Participants. HMS does not cross validate the participants against the Guest Type Counts. The External Activity Bookings may have a link to a web site that allows the guest to view and/or modify the activity booking. This link is provided in the SGI Activity Booking message.

Guest Stay/Profile: The **Guest Stay**, **Check-In** and **Guest Profile** screens have an icon to indicate if there are activities. These screens also has a link to the **Activity Booking List** screen. For a Guest Stay, the list screen includes all activities associated to the Guest Stay and activities associated to the primary or additional guest profiles. At check-in, the user is warned about any un-booked / pending activities. If the guest stay dates are modified, the user is warned if there are booked activities outside the new stay dates. For external activities, a message is sent to the provider about the stay date changes. If the user cancels a guest stay, the system prompts the user to automatically cancel internal activities. The user may NOT cancel internal activities automatically and continue with canceling the guest stay. The user will need to review the activity bookings one by one. For external activities, the external system is notified about the Guest Stay cancellation. Activities can be included in package rate or add-ons through a Non-Room Item. When the Package or Add-On is added, a pending activity is created (waiting to be booked). HMS has also added an Upsell feature. Non-Room Items and Activities may be marked as eligible for Upsell. Upon Check-In, the system displays the Upsell pop-up with the top 5 Activities and top 5 Non-Room Items the guest has booked before.

Activities and non-room items

Activities can be based on non-room items. An activity may only use one non-room item. A given non-room item may be used with only one activity. You must select the **Allow Activity** check box for a non-room item before you can use the item for an activity. To associate the activity and non-room item, you must select the non-room item on the **Activity Configuration** page.

If an activity booking is sent by an external system to HMS or the activity booking is created directly in HMS, an add-on with a non-room item is NOT automatically created. If a Package Rate or Add-On with a non-room item is associated to an Activity, the system creates a **Pending** activity booking. The user is informed about the creation of a pending activity booking. The pending activity booking is a place holder to remind the user that an activity needs to be booked. These activity bookings will have a association to the Package Non-Room Item or the add-On Non-Room item, displayed at the bottom left of the screen. The user can change this association. External activity bookings are unaware of the HMS non-room item. The External activity is created without the non-room item association. The user can modify the external activity booking and select the appropriate Package or Add-On non-room item.

The association between the Non-Room Item and Activity Booking is loose association. At times the non-room item and Activity Booking may become out of sync with different date, prices, and so on. The system provides warnings when activity booking and non-room item gets out of sync in terms of dates, allowing the user to manually correct the situation. Changes to the Package or Add-On may cause the dates to be out of sync on a booked activity, but **Pending** activities are automatically adjusted. Usually, the non-room item is setup as Non-EOD post. When the non-room item charge is posted, the system gives preference to account it as consumed by the related non-room item, but any non-room

item may consume the charge. The system does not require the non-room item price and activity price to match. It is up to the user to configure each with a compatible rate structure.

For a share reservation, a pending activity is created for each guest that is sharing the item. Existing issues with shares and packages can cause the activity and packages rates to be out of sync.

Guest profile account

The account record for the guest profile is created by the system when an activity is added to the guest profile for the first time, or when you create the account from the **Guest Profile** record view page.

The following important points must be noted about the guest profile accounts:

- Accounts are always by property. The system assumes it is the session property when you select the **Create Account** button.
- Activities and non-room items are always by property. The system assumes it is the session property when the user manages activities or non-room items on a Guest Profile.
- You can add folio and auto transfer rules to the Guest Profile. The system assumes it is the session property for which you want to make the change.
- A guest profile can have one account per property.
- The **Start Date** is the hotel date on which the account is created.
- The **End Date** is blank. You can change the end date.
- On the **Account** page, the Profile Id is used as the **Reference Identifier**.

Car Type

Use the **Car Type** screen to define the car types available for the Limo service activity. The guest can book the required type of car and avail the service.

Adding a car type

To add a car type:

- 1 Select **Rates and Sales > Activity > Car Type**.
- 2 Specify this information in the car type section:

Car Type

The code and description of the car type.

Providers

The provider of the Limo service.

Note:

You can select multiple service providers.

Default Providers

The default service provider who provides service for the Car Type.

Car Category

The code and description of the car.

Allow Multi-Car Booking

If this check box is selected, the car type can be booked multiple times.

Maximum Passengers

The maximum number of passengers allowed for the car type.

Status

The status of the car type.

Note:

By default, the value is set to **Active**.

Note:

By default, the **Property** field is set to the Session Property.

- 3 Click **Save**.

Note:

When coping a record, the value of the **Car Type** field is not copied.

Limo Service Provider

Use the **Limo Service Provider** screen to define the limo service providers associated with the property. The Service Provider is also linked with the Limo Car Types based on the fleet of vehicles maintained by the provider.

Adding a Limo Service Provider

To add a provider:

- 1 Select **Rates and Sales > Activity > Limo Service Provider**.
- 2 Specify this information in the Limo Service Provider section:
- 3 Specify this information:

Limo Service Provider

The code and description of the provider.

Status

The status of the provider.

Note:

By default, this value is set to **Active**.

Car Types

The car types associated with the provider.

Note:

You can select multiple car types.

Contact Information

The contact details of the service provider.

Note:

- By default, the **Property** field is set to the Session Property.
- The Record Details section displays the details of the user and the date, the record was created or modified.

- 4 Click **Save**.

Note:

When coping a record, the value of the Limo Service Provider field is not copied.

Limo Booking Message

Use the **Limo Booking Message** screen to define a booking message which is displayed when a user books a limo service within the specified date and time range.

Adding a booking message

To add a message:

- 1 Select **Rates and Sales > Activity > Limo Booking Message**.
- 2 Specify this information in the Booking Message section:

Booking Message

The code and description of the booking message.

Status

The status of the message.

Note:

By default, the value is set to **Active**.

Start Date

The date from which the message is applicable.

End Date

The date up to which the message is valid.

Provider

The code and description of the provider.

Note:

You can select multiple service providers.

Car Types

The code and description of the car type.

Note:

You can select multiple car types.

Message

The detailed description of the booking message that is displayed on booking the service.

Note:

- By default, the **Property** field is set to the Session Property.
- The Record Details section displays the details of the user and the date, the record was created or modified.

3 Click **Save**.**Note:**

While coping a record the value of the Booking Message field is not copied.

Adding the activity participants

Use the **Activity Participants** page to add participants for/to an activity.

- 1** Select **Front Desk > Guest Stay > Activities > Activity Booking List > Activity > Book Activity > .**
- 2** Select the activity.
- 3** Select **Activity > Booking Details > Book Activity > Activity Participants**
- 4** Click **Add Record**.
- 5** Specify the **First Name** and **Last Name** of the participant.
Note: The application defaults these values if you specify the value in the **Participants** field. The list view of the **Activity Participants** screen displays the VVIP guests information based on the user authorization. This field supports the [VVIP functionality](#) on page 200.
- 6** Click **Save**.

Booking an activity

Use this page to:

- View or Cancel external activities.
 - View, modify, or book internal activities for a guest.
- 1** Select **Front Desk > Guest Stay > Activities (Actions) > Book Activity**.

Note:

- You can also access this screen through **Profile > Guest Profiles > Activities (Actions) > Book Activity**
- You can also access this screen through **Group Sales > Group Booking > Activities (Actions) > Book Activity**.

2 Specify this information:

Activity

Select the activity that you want to book or modify for a guest.

Folio

The [folio](#) on page 877 linked to the guest profile. The default value is Guest.

Status

Set the status of the activity as **Booked**.

Market Segment

The [market segment](#) on page 878 linked to the activity. This value is defaulted from the **Market Segment** field in the **Activity Configuration** page.

Source of Business

The business source for the guest. This value is defaulted from the **Source of Business** field in the **Activity Configuration** page.

Track

The track code of the guest used for the activity configuration. This value is defaulted from the **Track** field in the **Activity Configuration** page.

Provider Name

The activity provider linked to the activity.

Folio Comp Configuration

Use this option to configure the items that are comped by the system when items are posted to the guest folio.

Note:

- This option is enabled only if:
 - The Property Parameter is set to CMSINTG.
 - The Install Parameter CMSPRTNR is set to **CAESARS**.
 - An **Account** is associated with the Guest Profile.
- You can use this option only if a player number is associated with the guest profile.

3 Specify these fields:

End Time

The time by which the activity must be completed.

Start Time

The time by which the activity must start.

End Date

The date on which the activity must be completed.

Note:

When a folio comp (from the guest stay or guest profile) is associated with the activity booking for a specified End Date and you want to modify the date for the activity booking, ensure that the new End Date must be within the end date of the folio comp. If not, you must adjust the date in the comp folio to modify the End Date of the activity booking.

Start Date

The date on which the activity must start.

Note: For an activity, these fields are visible based on the value specified for the **Schedule Type** field in the **Activity Configuration** page.

Participant Count

The guest profile ID added to the activity booking as a participant.

This field supports the [VVIP functionality](#) on page 200.

4 Specify this information in the Limo Management section:**Note:**

This section is available only when the Activity Type is set to Limo Activity (HMS).

Car Type

The car types associated with the provider.

Car Count

The number of cars associated with the provider.

Passenger Count

The maximum number of passengers for a Car Type.

Pickup Location

The pickup location of the guest (sent through a message).

Drop Off Location

The drop off location of the guest (sent through a message).

Airline

The code and description associated with the service provider.

5 Review this information on the Scheduling section:

- If the **Schedule Type** is set to **Daily**, the Start Date and End Date fields are enabled. The application defaults the End Date field with the value you specify in the Start Date field.
- If the **Schedule Type** is set to **Start Time**, the Start Date and Start Time fields are enabled.
- If the **Schedule Type** is set to **Appointment**, Start Date, Start Time and End Time are enabled. The application calculates the End Time by adding the Application Duration to the specified Start Time.

6 Specify the **Count** in the Guest Types section.**7** Click **Submit**. The activity booking Id is generated. You can view the activity on the **Activity Booking List** page.**8** You can click one of the icons of the Actions field to perform these actions:

- View the activity calendar, traces, and bookings.
- Post the activity to a folio.

- Print and Email Activity reports and Voucher reports.
 - The Print Voucher check box must be selected to print voucher report.
 - The Guest Activity Report includes the activities of the specific Activity Booking.

Configuring activities

Use the **Activity Configuration** page to configure internal and external activities.

To configure activities:

- 1 Select **Administration > Property > Activity > Activity Configuration**.
- 2 Click **New Record**.
- 3 Specify the information that you require. See additional details about these fields:

Activity

Specify the activity code and its name.

Status

Set the status of the activity to **Active**.

Earliest Activity Date

Specify the earliest date when the activity is available to the guest.

Latest Activity Date

Specify the date until which the activity is available to the guest.

Activity Type

Specify one of the configured activity types. Activity type can be used to group a type of activities. For example, if the hotel offers several different hikes, then you may build an activity type called Hike. Or if there are several activities that a spa offers, you may build an activity type called Spa. Activity type is configured in **Maintain Global Codes** page. Activity Type is very important for external activities. Unique activity type must be used for activities configuration at the same property, using the same Databridge Partner.

External Id

Some SGI interface providers use the external ID to identify the Activity and its configuration. Though many rely on Activity Type and Name.

Location

Specify the physical location of the activity.

Non-Room Item

Specify the non-room item that is associated with the activity.

Activity Start Interval

Specify the interval at which the activity starts. For example, the activity starts every 1 hour.

- 4 Specify the details for the Activity Details pane.

Transaction Code

Specify the [transaction code](#) on page 880 used to post the activity booking charges.

Note: If the Non-room item is specified, and the transaction code is not specified, the application populates this field with the transaction code from the non-room item.

Pricing Type

Specify the Pricing Type. This indicates how the activity is charged. You can use the list to specify the pricing type. Pricing type indicates how the rate is applied. If the pricing type is **Daily** then the rate is charged for each day or partial day:

- Per Day: Rate is for each Day or Partial Day on the activity.
- Per Hour: Rate is for each Hour or Partial Hour on the activity.
- Per Minute: Rate is for each minute.
- Per Activity: The rate is for each activity, irrespective of the duration of the activity.

Posting Option

Specify the [posting](#) on page 878 Option. This option indicates how the activity is posted. You can specify:

- Booking: The activity is charged during activity booking.
- Check-in: The activity is charged when the guest checks-in.
- Activity Start Date: The activity is charged based on the activity start date by End of Day.
- Manual: The application does not post the activity charges. You can post the charge manually on the **Activity Booking** screen.
- Externally Managed: An external interface posts the activity charges. This is the required setting for an External Activity.

Scheduling Type:

Specify the Scheduling Type. This indicates the scheduling method of the activity. The allowed values are:

- Daily: The activity is booked for an entire day. The **Allow Multi-Date Booking** option is only available for this scheduling type.
- Start Time: The activity is booked by start time. You can specify the Earliest Start Time, Latest Start Time, and the Interval Time fields are enabled, if this option is selected. Interval is the time between allowed start times. For rate calculation, the activity is considered to be 1 minute long.
- Appointment: The activity is booked with a Start Time and End Time. You can specify the Earliest Start Time, Latest Start Time, Latest End Time, Interval, Duration and the Repeatable fields and check box are enabled, if this option is selected. Duration is the length of the activity. Repeatable indicates if the duration is repeatable. If duration is 1 hour and repeatable is checked, the activity can be booked for 1 hour, 2 hours and so on.

- 5 Click **Save Record** to complete the activity configuration.

Configuring activity rates

Use the **Activity Rates** tab to build rate periods and rates for activities. You can define the rates by **Guest Type**. Rates can be specified for **Activity** and one or more **Guest Types**. The rates are calculated

and totaled. If the Activity Rate is 10.00, Person Rate 5.00 and Child rate 1.00, a booking for 2 adults and 1 child is quoted as 21.00. This calculation is based on the summation of the rate values for 1 activity, 2 persons (Adults) and 1 child.

To configure activity rates:

- 1 Select **Administration > Property > Activity > Activity Configuration > Activity Rates**.
- 2 Click **New Record**.
- 3 Specify this information:

Start Date

Start and End date represent the start and end date of the rate period. The price of the activity may change over time. It is possible to have several rate periods defined for an activity or to have the same rate period built with the rate being effective for certain days of the week.

End Date

Start and End date represent the start and end date of the rate period. The price of the activity may change over time. It is possible to have several rate periods defined for an activity or to have the same rate period built with the rate being effective for certain days of the week.

Status

Specify the value as **Active** to use the activity rates.

Person

Specify the rates per person. A person is defined as a guest type any age.

Activity

Specify the rates for the activity.

Guest Type

Specify the rate for the guest type. Only the guest types for which the check box is selected in the **Activity Configuration** page, are displayed by the system.

Day of Week

Specify at least one day of week on which the activity rates must be used.

Specifying activity details

Use the **Details** tab to add a description and picture of the activity.

- 1 Select **Administration > Property > Activity > Activity Configuration > Details**.
- 2 Click the **Upload Image** button to upload a picture of the activity.
- 3 Specify this information:

Activity Details

Specify comments if any. You must type directly into the field to ensure that reports are generated. If you copy text from another source and paste it into the editor, the report is not generated by the system due to the presence of HTML tags.

- 4 Click **Save** to add the image to the record.

Configuring activity traces

Use to create trace template for the activity. When you add an activity to a guest stay or profile, the traces that you configured on this screen are copied to the **Trace** tab on the **Activity Booking** page.

To configure traces:

- 1 Select **Administration > Property > Activity > Activity Configuration > Traces**.
- 2 Click **Add Record**.
- 3 Specify this information:

Topic

Specify the trace topic.

Completion Required

If this check box is selected, the trace must be completed.

Trace Status

Specify **Active** to use the trace.

User

Specify the users who can complete the trace.

Email Address

Specify the email address at which the trace must be delivered.

Use Guest Preferred Email

If this check box is selected, and the trace is added to the **Activity Booking** page, the guest preferred email address is defaulted in the **Email** field. The trace is delivered to this email address.

Department

Select the department that must complete the trace.

Trace Delivery Options

The trace is delivered on the date according to the selection made in the **Trace Delivery Options** field:

- **Date**: Specify this option to deliver the trace on the date specified in the **Delivery Date** field on **Activity Booking** page.
- **Offset From**: Specify this option to set the **Delivery Date** field according to the option selected in the **Offset From** field along with the number of days specified in the **Days** field. Following are the available values:
 - **Days after Created Date**: Delivery Date is set to the number of days after the guest stay reservation date.
 - **Days After End Date**: Delivery Date is set to the number of days after the guest stay departure date.
 - **Days After Start Date**: Delivery Date is set to the number of days after the guest stay arrival date.
 - **Days Before End Date**: Delivery Date is set to the number of days before the guest stay departure date.
 - **Days Before Start Date**: Delivery Date is set to the number of days prior to the guest stay arrival date.

Configuring Activity Booking Traces

Use the **Activity Booking Traces** screen to create and view activity [trace](#) on page 880.

- 1 Select **Front Desk > Guest Stay > Activities > Activity Booking List**.

Note: You can also access this page by selecting **Profiles > Guest Profiles > Activities > Activity Booking List**

- 2 Select the activity record.
- 3 Select **Activity > Traces**.
- 4 Click **Add Record**.
- 5 Specify this information:

Topic

Specify and identifier for the trace.

Completion Required

If this check box is selected, the trace must be completed.

Note: If the trace process is pending, this check box is protected.

Trace Status

Set the status of the trace to **Active**.

User

Specify the users who can complete the trace process.

Email Address

Specify the email address to which the trace must be delivered.

Use Guest Preferred Email

If this check box is selected, the guest's preferred email address is defaulted in the **Email** field. The trace is delivered to this email address.

Department

Select the department that must complete the trace process.

Trace Delivery Options

Specify the option based on which the trace is delivered:

- **Date:** The trace is delivered on the date specified in the **Delivery Date** field on **Activity Booking** page.
- **Offset From:** The trace is delivered based on the value of the **Offset From** field and the number of days specified in the **Days** field. The available values are:
 - **Days after Created Date:** The Delivery Date is calculated by adding the value specified in the Created Date field to the value specified in the Days field.
 - **Days After End Date:** The Delivery Date is calculated by adding the value of the **Offset from** field to the value of the End Date field specified in the Days field.
 - **Days After Start Date:** The Delivery Date is calculated by adding the value of the **Offset from** field to the value of the Start Date field specified in the Days field.
 - **Days Before End Date:** The Delivery Date is calculated by subtracting the value of the **Offset from** field from the value of the End Date field specified in the Days field.

- **Days Before Start Date:** The Delivery Date is calculated by subtracting the value of the **Offset from** field from the value of the Start Date field specified in the Days field.

6 Click **Save**.

The trace is created with status Pending. The application delivers the trace through an End of Day process.

Note: If the delivery date of the trace is on or before the Hotel Date, then the End of Day – prior to Date Roll, delivers the trace by the specified email.

Configuring activity providers

Use the **Activity Providers** page to configure activity providers. Activity providers can be internal or external. Activity providers organize activities like a scooter ride, mountain hiking, spa and so on.

To configure activity providers:

- 1 Select **Administration > Property > Activity > Activity Providers**.
- 2 Click **New Record**.
- 3 Specify the information that you require. See additional details about these fields:

Status

Specify **Active** to use the activity provider.

External

If this check box is selected, the activity provider is an external activity provider.

Databridge Partner

This identifies the Databridge Partner used for the SGI interface. This is required for an external activity.

- 4 Click **Save Record** to add the record.

Creating Add-Ons

Use the **Add-Ons** page to add the non-room items to a guest stay or a guest profile. You can also view the non-room items associated to a guest stay.

Note: Non-room items with associated activities are also linked to the guest stay or a guest profile.

- 1 Select:
 - **Front Desk > Guest Stay > Add-Ons**
 - **Profiles > Guest Profiles > Add-Ons**

Note: You can only add items to a guest stay during the booking process or check-in.

- 2 Click **New**.

- 3 Specify the items related data including the item, quantity, and folio details in the Pricing Details section, based on which the record must be created.

Note: You can specify the data in the Bundle Details section only if the **Item Type** is **Non-Room Bundle**.

- 4 Click **Save** and **Close**.

Note:

- The application creates a pending activity for the guest stay or the guest profile. If the non-room item is associated with an activity with the status active.
- You can view the details of the add-ons (Non-Room Bundle or Meal Plan) by clicking the underlined Item Code in the Stay 360 screen.

The values in the **Guest Stay** page are modified/populated based on the data you specify on the **Add-Ons** page. The fields for which the values are modified are **Non-Room Bundle**, **Meal Plan**, **Grand Total**, **Guest Total with Tax**.

Creating a folio posting for an Activity

You can post an activity that is linked to a guest profile or a guest stay.

Use the **Guest Profile** or the **Guest Stay** page to post activities linked to the guest profile or a guest stay. The Folio tab on the Guest Profile or the Guest Stay page is enabled only if the guest profile is associated to an account.

To create a folio posting:

- 1 Select **Profiles > Guest Profiles**.

Note: You can also select **Front Desk > Guest Stay**

- 2 Select a profile/stay.
- 3 Click **Account**, to view or add a new account for the guest profile/guest stay.
- 4 Select **Activities > Activity Booking List**.
- 5 Select the activity.
- 6 Select **Post Charge**, if the activity status is Booked. If the activity is posted, the application selects the **Charged** check box.
Note: If the activity is linked to the non-room item, the item is not displayed as an add-on.
- 7 The activity charge amount is displayed in the Folio tab of the Guest Profile or the Guest Activity page.

Using the Activity Calendar

The **Activity Booking Calendar** displays the details of the activities booked as a swim lane or a calendar representation. A swim lane is a visual representation of activities related to a process flow or workflow. The information is displayed based on the values specified in the screen.

1 Select **Rate and Sales > Activity > Activity Calendar**.

2 Specify this information:

Start Date

Specify the date for which the activities must be displayed.

Time Increment

Specify the time increments by which the activity duration is split.

Start Time

Specify the time from which the activity starts. The swim lane displays the activity duration as time increments, starting from this value.

3 Select the **Show Calendar View** check box to display the activities in a calendar view.

Note: The Show Summary check box is available only if this check box is selected.

4 To filter the activities based on the status, you can select:

- **Show Booked**
- **Show Pending**
- **Show Cancelled**
- **Show Completed**

5 Click **Search**.

The application displays the activity as a block in the swim lane. The block represents the start time and the end time. If you hover over the activity block, the application displays these details:

- The activity booked
- The guest stay/guest profile for whom the activity is booked
- The activity provider
- The duration of the activity.

Note:

- If the **Show Calendar View** and the **Show Summary** check boxes are selected, the activities are displayed as a summary with the following details:
 - Activity: The name of the Activity.
 - Booked: The number of activities with the booking status, Booked.
 - Pending: The number of activities with the booking status, Pending.
 - Guests: The number of guest stays or guest profiles who book the activity.
- If multiple activities are booked for a guest stay, on the same day(overlapping activities), the activities are displayed as individual/parallel blocks in the swim lane.
- If the activity schedule is set to Daily on the **Activity Configuration** page, the whole day is displayed.

Using the Activity Booking List

1 Select **Front Desk > Guest Stay > Activities (Action) > Activity List**.

Note:

- You can also access this screen by selecting **Profiles > Guest Profile > Activities (Action)> Activity List**.

- You can also access this screen by selecting **Group Sales > Group Booking > Activities (Action)> Activity List**.
- 2 Specify the filter information such as the status of the activity booking and the activity date.
 - 3 Click **Run**. The activities booked for the specified guest stay or guest profile and the associated guest profiles are displayed.
 - 4 Click on **Actions**. You can select these actions to be completed from the list:
 - **Show Calendar**: Displays the **Activity Booking Calendar** page for the specified activity.
 - **Retrieve Booking**: Displays the **Activity Lookup** page, if an activity with booking status Pending is selected.
 - **Lookup Activities**: Displays the **Activity Lookup** page, if the activity provider is external.
 - **Traces**: Displays the **Activity Traces** page, for a specified activity.
 - **Booking Details**: Displays the **Book Activity** page, for a specified activity.
 - **Book Activity**: Displays the **Book Activity** page, to book an activity.
 - 5 Click **Email** or **Print** to email or print Activity reports and Voucher reports.
- Note:**
- The **Print Voucher** check box must be selected to print the voucher report.
 - The Guest Activity Report includes the activities of the specific Activity Booking.

Using the Activity Booking Calendar

The **Activity Booking Calendar** screen displays the activities booked for a specified guest stay or a guest profile as a swim lane representation. A swim lane is a visual representation of activities related to a process flow or workflow.

- 1 Select **Front Desk > Guest Stay > Activities (Action) > Calendar View**.

Note:

 - You can also access this screen by selecting **Profiles > Guest Profiles > Activities (Action) > Calendar View**.
 - You can also access this screen by selecting **Group Sales > Group Booking > Activities (Action) > Calendar View**.
- 2 The activities are displayed for a specified guest stay based on the following data context fields:

Start Date
Specify the date for which the activities must be displayed.

Time Increment
Specify the time increments by which the activity duration is split.

Start Time
Specify the time from which the activity starts. The swim lane displays the activity duration as time increments, starting from this value.
- 3 To filter the activities based on the status, you can select:
 - **Show Booked**

- **Show Pending**
- **Show Cancelled**

4 Click **Search**.

The application displays the activity as a block in the swim lane. The block represents the start time and the end time. If you hover over the activity block, the application displays the details related to:

- The activity booked
- The guest stay/guest profile for whom the activity is booked
- The activity provider
- The duration of the activity.

Note:

- If multiple activities are booked for a guest stay, on the same day(overlapping activities), the activities are displayed as individual/parallel blocks in the swim lane.
- If the activity schedule is set to Daily in the Activity Configuration/ Book Activity page, the whole day is displayed.

Using the Activity Lookup

Use the **Activity Lookup** page to retrieve the activity details linked to a guest. You can also use this page to add or update activities scheduled from an external system.

1 Select **Front Desk > Guest Stay > Activities (Action) > Lookup Activity**.

2 Specify this information:

Activity Provider

Specify the activity provider of the type External. You can set an external activity provider the **Activity Provider** page, by selecting the **External** check box and specifying the **Databridge Partner** field.

Last Name

Specify the Last Name of the guest.

3 Specify the required **Start Date** and **End Date**.

Note: The application defaults the Start and End Date with the guest's Arrival and Departure date specified on the **Guest Stay** page.

4 Click **Search**.

Note: The application invokes the SGI Interface to the Activity Provider and the related activity lookup messages are displayed.

5 Select a record and click **Okay**. The activity is imported to the guest stay/profile.

Chapter 7: Group sales

You use the **Group Sales** menu to perform tasks that facilitate the effective operation of group sales at your property. For example:

- Managing group bookings
- Viewing group availability
- Defining traces
- Managing [events](#)

Group Booking Functionality

You use the **Group Booking** screen to manage all aspects of a group booking. Group Reservation Managers, Group Reservation Coordinators, and Sales Managers can use the screen to create room blocks, set rates, manage billing, create rooming lists, and send messages to the group.

Use the **Group Booking** tab to perform the following tasks:

- [Creating a group booking](#)
- [Copying a group booking](#)
- [Creating a sub group](#)
- [Creating a group billing account](#)

Use the **Room Types** tab to perform these tasks:

- Setting the group room types
- Allowing over booking
- Allowing borrowing

Use the **Rates** tab to perform these tasks:

- [Setting rates for a group booking](#)
- [Setting shoulder rates for a group booking](#)
- [Setting complimentary rates for a group booking](#)

Use the **Blocks** tab to perform these tasks:

- [Creating room blocks for a group booking](#)
- [Releasing cancelled reservations rooms to house availability](#)
- [Manually releasing a group block](#) on page 409

- [Setting restrictions on a group block](#)
- [Viewing room blocks for a group booking](#)

Use the **Auto Transfer** tab to perform these tasks:

- [Creating group auto transfers](#)
- [Canceling group auto transfers](#)

Use the **Preferences** tab to perform these tasks:

- [Adding preferences to a group](#)
- [Deleting group preferences](#)

Use the **Delegate** tab to perform these tasks:

- [Creating delegate reservations](#)
- [Cancelling delegate reservations](#)
- [Converting delegate reservations to transient reservations](#)
- [Sending messages to delegates](#)
- [Fast posting to group delegates](#)
- [Updating delegate reservations](#)

Use the **Transportation** tab to perform these tasks:

- [Maintaining group transportation details](#)

Use the **Traces** tab to perform these tasks:

- [Creating a defined trace](#)
- [Cancelling a trace](#)
- Setting a trace to complete

Use the **Events** tab to perform these tasks:

- [Creating event reservations](#)
- [Adding items to the events](#)

Use the **Notes** tab to perform these tasks:

- [Adding group booking notes](#)
- [Deleting group booking notes](#) on page 425

Use the **Coupon** tab to add and maintain the guest coupons. See [Adding Coupons to guest](#) on page 106

Group booking overview

There are three components to a Group Booking: booker (organization or booking agency profile), group bookings, and delegates. A group booking can be made without a booker, but is recommended for organizations and booking agencies that do repeat business with your property for revenue production and materialization statistics. An example of a group booking that could be made without a booker would be a group of people staying at your property one time without any company affiliation, such as a wedding party or family reunion.

The Booker profile is used to maintain all of the general information about an organization or booking agency that may house groups at your property. It contains details such as the organization or booking agency name, address, and contacts. A booker profile provides a template of organization or booking agency information that copy to the group booking. The booker lookup field is a list of existing organization profiles or booking agency profiles. Booker profiles are not required.

The Group Booking is used to maintain date and member-specific information unique to a 'group' of delegates (individual guest). It contains the details that are used by the system for delegates of the group. The Group Booking manages the dates, rates, room blocks, billing instructions, and more for the group staying at your property. The booking provides a template of default details that copy to delegate reservations and folios.

Delegates are the individual guest reservations that belong to the group. Delegate reservations can be made individually through Central Reservations or the Guest Stay modules, or can be made individually or in multiples as a rooming list in the Group Booking. All of the information from a delegate is linked to the Group Booking and consolidated in displays and reports from the Group Booking.

The status of a group booking determines which tabs are available to access and also determines if house availability. When creating a new group booking you can select from three statuses:






- **Prospect:** The group is unconfirmed at this time, and a block of rooms may not be entered - this is simply a record of the contact and dates required.
- **Tentative:** The group is unconfirmed, but a block of rooms required may be entered but is not removed from house availability unless the **Tentative Room Block Affects House Availability** option is checked on **Group Booking > Block** tab. This check box is only displayed when the group status is **Tentative**. When the group is **Tentative** status and the check box is clear, any block that is entered does not affect availability. When the group is in **Tentative** status and check box is selected, any block that is entered does affect availability.
- **Definite:** The group is confirmed and rooms are removed from house availability

A diamond shaped indicator is included in many of the tabs of a group booking to the right of the tab title. When no information exists on the tab the indicator is white, when information has been saved to the tab the indicator is orange which alerts users going into the booking that there is information behind the tab. Group booking tabs that include the indicator are:

- Room Types
- Rates
- Block
- Auto Transfer
- Preferences
- Delegates
- Events
- Traces
- Transportation








Understanding group booking flags



On the **Record View** tab of the **Group Booking** screen, a number of icons are displayed in the Flags section of the record header that indicate special status or information about the group booking. You can hover over an icon to view a description of its meaning. This table provides descriptions of each icon and their meaning.

Flag	Description
	Indicates that the group booking is the master group booking and sub group bookings exist.
	Indicates that the group booking is a sub group booking.
	Indicates that a booking agency or booking agencies are associated with the group booking.
	Indicates that the group booking is associated with an organization.
	Indicates that the group booking is associated with an accounts receivable (A/R) account. A/R accounts are used for customers such as companies, groups, and individuals who frequently use the property. During guest stays, charges are accrued to the A/R account, and the charges are later billed to the account holder for payment.

Working with group booking action buttons

On the **Record View** tab of the **Group Booking** screen, a number of buttons are displayed that provide quick access to basic group booking functions. You can hover over an icon to view a description of its meaning. This table provides descriptions of each button.

But-ton	Function
	Tentative: Initiates the group booking status to tentative.
	Definite: Initiates the group booking status to definite.
	Cancel: Initiates cancellation of the group booking.
	Reinstate: Initiates a reinstatement of a cancelled group booking.
	Check-in: Initiates the check-in process for the group booking.
	Check-out: Initiates the check-out process for the group booking.
	Create Sub Group: Initiates creation of a sub group from a master group.

But- ton	Function
	Copy Group: Initiates a copy of the group booking.
	Create Billing Account: Initiates creation of a billing account for the group booking.
	Print Pro-Forma: Initiates printing of pro-forma documents.
	Email Pro-Forma: Initiates emailing of pro-forma documents.

Maintaining group booking records

The group booking record is where all information regarding a group booking is recorded. After you have created and saved a group booking, multiple options are available for you to perform tasks. Each option uses a separate screen or window to add additional information to the group booking. This section provides information about these screens and the steps for maintaining information in them.

Creating a group booking

You can create a group booking to maintain date and member-specific information unique to a group of individual guests. The group booking manages the dates, rates, room blocks, billing instructions, and more and also provides a template of details that copies to the delegate's reservations and folios. A group billing account is created when the group is saved and will have the group name.

The following policies are applied to the delegate reservations based on the value that you specify:

- **Guarantee Policy:** If the **Guarantee Type** field is populated, any delegate reservation created under this group is updated with the configured policy and is applicable to the delegates.
- **Cancellation Fee Policy:** If the **Cancellation Fee Policy** field is populated, any delegate reservation created under this group is updated with the configured policy and is applicable to the delegates.
- **Cancellation Refund Policy:** If the **Cancellation Refund Policy** field is populated, any delegate reservation created under this group is updated with the configured policy and is applicable to the delegates.

To create a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 Click **New Record**.
- 3 Specify this information:

Booker Type

Select the booker type if the group is being created for an organization or by a booking agency. Options include Organization or Booking Agency.

Booker

If you specified a booker type the lookup will be filtered by either a organization or booking agency search. Select a booker.

Group Name

Specify the name of the group. The name entered here will be what is searched on and is what will be printed on reports and forms.

Status

Specify the Status. Options include Prospect, Tentative, or Definite. You cannot access the additional tabs of a group booking in **Prospect** status.

- 4 In the **Group Details** section, specify the information that you require. See additional details about these fields:

Group Type

Select the required group type related to any specific organization role.

Start Date

Specify the earliest date that rooms can be allocated for the group booking.

Nights

Specify the number of nights of the group booking. This field is required; however, you can bypass this field and instead specify the end date, and the system will calculate the number of nights for you.

End Date

Specify the latest date that rooms can be allocated for the group booking. This field is required; however, you can bypass this field and instead specify the number of nights, and the system will calculate the end date for you.

Guest Departure Date

This is the date the guests are scheduled to depart. The system calculates the date here as End Date + 1.

Planned Release Date

Specify the date on which all remaining unused rooms allocated for the group booking will be returned to the rooms in house availability. When you specify a date here the Default Release Days is not allowed.

Default Release Days

Specify the number of days, prior to the end of day procedure of each block date, that the system should drop remaining unused room allocations. This field is used to activate a [rolling release](#) of remaining unused rooms allocated for the group booking. Optionally, you can click the calendar icon to create a release schedule by date. If a release schedule exists, an indicator displays to the right of the field. See [Creating a release schedule](#) on page 407 .

Create Inactive Profiles

Select to have any profiles created for delegate reservations automatically set to status inactive. This is used for groups which members may only stay one time at the hotel.

Rate Plan

Select the [rate plan](#) for the group booking. If a rate plan has attached non-room bundles or meal plans, these will show in the associated fields.

Note: If the rate plan has a tax status specified, this tax status is populated for the group booking.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Copy to Delegates

Select to have the notes specified in the notes field copy to the group's delegate reservations.

Exchange Rate Locking

The method to lock the exchange rate for the group with deposit amount. Available options:

- Deposit
- Manual

Exchange Rate Application

The area where the exchange rate is applied. Available options:

- Group
- Group and Delegates

Group Currency

The currency of the group that is based on the Rate Plan.

Note: If the value is set to property currency, the **Set Exchange Rate**, **Exchange Rate Locking**, and **Exchange Rate Application** fields are not displayed.

Exchange Rate

The value of the exchange rate applicable to the group.

Note:

- You can click the **Set Exchange Rate** icon to set the current exchange rate value.
- When a group record is duplicated, the exchange rate is not copied.

5 Specify this information in the [Market Details](#) section:**Source of Business**

The source of business code. The source of business codes is created using the **Maintain Global Codes** screen.

Secondary Source of Business

The additional business code used to track all the delegates of the group reservation.

Market Segment

The market segment applicable to the group booking. These fields also exist on booking agency profiles and organization profiles and are copied to associated reservations. The property parameter MARKETFILEDSCOPYORDER controls the copy order. The default sequence is **Group > Booking Agency > Organization**. **Track** field is populated based on value selected in the **Market Segment** field. The global code definition of Track, allows the Track to be categorized based on Market Segment. More than one Track code can be grouped under a single Market Segment category. You can change the market segment. If the rate plan changes, the market segment is not changed automatically by the application.

Track

Select the track code that must be associated to the group booking ID.

Note: You can create and modify the track codes using the **Create Track Code**.

- 6 In the Associations section, specify the information that you require. See additional details about these fields:

Commission Percent

Specify the value for the percentage of the rate to base commission.

Commission Flat Amount

Specify the value for a flat amount commission.

Note: You have the ability to set up multiple commissions to the same booking agent on a guest stay record by setting both the flat and percentage fields and/or by attaching the same booking agent multiple times to a stay record with commission details.

- 7 Specify this information in the Contact Details section:

Last Name

This contact last name is defaulted with the value based on the Organization specified in the Association Section.

First Name

This contact first name is defaulted with the value based on the Organization specified in the Association Section.

Nationality

The nationality of the organization contact person.

- 8 In the Guarantee section, specify the information that you require. If you specify a guarantee policy, any delegate reservation created under this group is updated with the configured policy. The policy that you specify, applies to the delegates also.
- 9 In the Delegate Guarantee section, specify the information that you require. This set of guarantee information pertains to the delegate reservations for the group booking and will be copied to all delegate reservations.
- 10 In the Additional Booking Agency section, specify the information of the booking agencies. The External Booking Agency lookup option is available only if the EXTERNALTALOOKUP property parameter is selected.
- 11 In the Settlement section, specify the information that you require.
- 12 Click **Save**.

Note:

You can use the options in the **Activities (Action)** to access the **Activity** related screens:

- **Book Activity:** To access the **Activities (List View/Record View)** screen.
- **Activity List:** To access the **Activity Booking List** screen.
- **Calendar View:** To access the **Activity Booking Calendar** screen.

Modifying a group booking

Modify a group booking to edit a group booking reservation.

To modify a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Modify the information that you require.
- 4 Click **Save Record**.

Copying a group booking

You can create a group booking by copying an existing group booking in two ways:

- Click **Copy Record** which copies only the Group Booking Record View.
- Click **Copy Group** within the record view of the group booking. The copy group functionality is helpful when creating group bookings for organizations or booking agencies that do repeat business with your property and where the details of a new group booking are usually the same or similar from the last group booked.

The following are the important points related to the copy of an existing group booking using the **Copy Group** button:

- You cannot copy Master or Sub Groups.
- Information from the following tabs is not copied: **Auto-Transfer**, **Delegates**, **Transportation**, **Traces**, and **Events**.
- Information from other tabs is copied to the new group booking with the exception of the following fields: **Rate Cut Off**, **Planned Release Date**, and **Actual Release Date**.
- Information to copy is limited by the status of the group being copied.
- Information to copy is limited by the number of nights of the group being copied. If the original group's number of nights is less than the new group, some of the days of the group will not have information and must be modified after the copy is complete. A warning message displayed advising the user to verify the data.

To copy a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click **Copy**. The **Copy Group** screen is displayed.
- 4 In the Copy Group section, specify the information that you require.
- 5 In the Information to Copy section, specify the information you require. See additional details about these fields:

Room Types

Select this option to copy room types. This check box is automatically selected by the system if **Block** or **Rates** are selected.

Rates

Select this option to copy rates. If the original group's rate record has more than one rate effective date then **Rates** checkbox is not available.

Enhanced Experience

Select to copy enhanced experience items.

Block

Select to copy the room block. If the original group has group block override disabled and there are not enough rooms in availability to block you will get a message telling you that one or more days may not have a block. If the original group has group block override enabled and there are not enough rooms in availability you will get a message telling you that you are over booking the house. If the number of nights of the original group is less than the new group the system will block for the number of nights of the original group and a message is displayed that some of the days are not blocked.

Preferences

Select to copy the group preferences. If the preferences of the original group are no longer available a message is displayed that one or more of the preferences were not copied.

- 6 Click **Save**.
- 7 Review all tabs of the group booking record and modify the information you require.

Modifying the status of a group booking

You can modify the status of a group booking as Prospect, Tentative, Definite, In-House, or Checked-Out. The status buttons that are available is limited by the group's current status:

- You can modify a group with Prospect status to Tentative, Definite, or Cancelled.
- You can modify a group with Tentative status to Definite, Cancelled, or In-House where the start date is the current hotel date.
- You can modify a group booking with Definite status to Cancelled, or to In-House where the start date is the current hotel date.

To modify the status of a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the status action button that you require.
- 4 Click **Save Record**.

Reinstating a cancelled group booking

You can reinstate a group booking that has been cancelled when the start date is not in the past. The group status will return to the previous status and account status will be pending.

To reinstate a cancelled group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click **Reinstate**.
- 4 Click **Save Record**.

Creating a sub group

You can create a sub group to make separate reservations for a small group under an existing group booking. When a sub group is created the group that the sub group was created from is referred to as the master. A sub group must have the same stay dates or dates between the stay dates of the master group.

Information in the following group tabs is copied to the sub group:

- **Room Types**
- **Rates**
- **Block**
- **Auto Transfer**
- **Preferences**
- **Notes**
- **Comments**
- **Documents**

To create a sub group:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click **Create Sub Group**.
- 4 Specify the information that you require. See additional details about this field:

Create Inactive Profiles

Select this check box to have any profiles created for delegate reservations, automatically set to **Inactive** status. This is used for groups which members may only stay one time at the hotel.

- 5 Click **Save Record**.

Creating a group billing account

You can create multiple billing accounts for a group in addition to the account that is automatically created with the group booking. Billing accounts that exist for a group are listed when you hover over the **Create Billing Account** button within the group record view.

To create a group billing account:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click **Create Billing Account**.

- 4 Specify the information that you require.
- 5 Click **Save Record**.

Linking an A/R account

You can link an A/R account to a group booking to facilitate direct billing.

To link an AR account:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Expand **Associations**.
- 4 In the **A/R account** field, select an account. The **A/R Status** and **Paperwork Required** fields will be filled with information from the A/R account. If billing reference is required on the A/R account the **Billing Reference** field will be required.
- 5 Click **Save Record**.

Specifying an advance deposit for a group booking

To specify an advance deposit on a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 In the Guarantee section, specify this information:

Guarantee Type

Select the Advance Deposit option.

Deposit Due Date

Specify the date the deposit is due.

Deposit Amount

Specify the requested amount of the deposit.

- 4 Click **Save**.

Selecting group room types

You can specify which room types at your property can be sold to a group. The room types you select in the **Room Types** tab are what will show in the **Block** tab and as options, and in the **Rates** tab.

The following fields are options:

- **Allow Borrowing:** If checked delegate reservations can be made for room types that are not blocked. A room type that you do not have a block for can borrow from a room type that has

remaining blocks. The new room type shows as a pick up in the block, and the room type borrowed has its blocked number reduced so that the total blocked number remains the same.

- **Allow Overbooking:** If checked more delegate reservations may be accepted on the group block once the blocked rooms have been picked up.

The following columns display:

- **Room Type:** A row displays for each room type that is specified in the **Room Types** Tab and any room type that has been borrowed.
- **Eligible to borrow from:** Select this check box to allow the room type to be borrowed.
- **Stop selling rooms at 0:** Select this check box to stop the sale of the room when block is completely picked up.

To select group room types:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Room Type** tab.
- 4 Click Associated Room Types.
- 5 In the **Associated Room Types** screen, select a room from Unassociated Room Types and move it to Associated Room Types.

Note: The room type must be Suite or Room.

- 6 Click **Save**.

Adding a trace to a group booking

Adding a trace to a group booking sends an electronic notification to the user's email address as a part of the end of day process. A trace can be added by selecting a defined trace, or created by the user. A trace alert will be added to the group booking if one exists on the rate plan assigned.

You can set a trace to completed manually before delivery by selecting the **Completed** check-box.

- 1 Select **Group Sales > Group Booking**.
- 2 Select a group booking, then click the **Traces** tab.
- 3 Select a trace in **Defined Trace** or create a trace. If you select a trace, the trace details and delivery date information are shown. To create a trace, specify values in the remaining fields that you require. See additional details about this field:

Trace Delivery Options

This field controls whether you specify information in the **Delivery Date** field or the **Offset From** and **Days** fields.

Option	Description
Date	To specify a calendar date in the Delivery Date field, select Date in this field.
Offset From	To specify information in the offset fields, select Offset From in this field.

- 4 Click **Submit**.

Adding Coupons to guest

Coupons are added to different screens of guest reservation or details across HMS.

Note: The [VVIP functionality](#) on page 200 is applied to the **Coupon** tab of **Guest Stay** screen.

To add coupons for the primary or additional guests for a scheduled reservation or for property rate plans:

- 1 Select **Front Desk > Guest Stay/Group Booking/ Organization Profile/Booking Agency Profile/Property Rate Plan > Coupons**. Also, select **Administration > Property > Set up > Reservation Template > Coupons**
- 2 Select the guest stay record to add coupons to the guests(primary/additional/associated).
- 3 Click **Add**.
- 4 Specify this information:

Coupon ID

The unique coupon ID used to create a coupon.

Valid Start Date

The date from which the coupon is effective for use.

Valid End Date

The date from which the coupon cannot be redeemed any more.

Coupon Type

The coupon type is used by the guest for any kind of discounted rates to get privilege in any restaurants or other guest activities.

This coupon type is added using the **Global codes** screen.

Select the required coupon type.

Guest Name

The Guest name or guest ID to issue the coupon.

Player Card Number

The card number as assigned by an integrated casino management system.

Player Number

The player identification number as assigned by an integrated casino management system.

Status

The status of the coupon.

By default, the field is set to **Active**.

- 5 If the **Individual Coupon** check box is selected, the report is printed based on the number of single coupon copies specified for the guest or group booking.

- 6 If the **Bulk** check box is selected, the report is printed based on the different coupon copies specified for the group booking.
- 7 Click **Save**.
- 8 Click **Print Coupons** to printed coupon report.
- 9 Click **Reprint Coupons** to view the reprinted text for the selected coupons.
- 10 Click **Print Coupon History** to view the Coupon History report.

Maintaining group rates

You use the **Rates** tab to perform tasks such as these:

- [Setting rates for a group booking](#)
- [Setting shoulder rates for a group booking](#)
- [Setting complimentary rates for a group booking](#)
- [Deleting group rates](#)
- [Updating delegate rates](#)
- [Adding items to the group rate](#)
- [Viewing rate details for a group booking](#)

Understanding the group rates screen

You use the **Rates** tab to assign and maintain group rates. Multiple fields and options are available for you to perform tasks associated with rates. Each option uses a separate screen to add rates or view rate details. Once rates are assigned they show in a grid.

The following is a list of fields contained on the **Rates** tab:

- **Rate Plan:** Displays the rate plan specified on the group booking record view. You can modify the rate plan.
- **Non-Room Bundle:** Displays the non-room bundle code attached to the rate.
- **Meal Plan:** Displays the meal plan code attached to the rate.
- **Price Includes Package Items:** The field is checked if the rate plan includes package items.
- **Rate Cutoff Date:** This field is the first date that the Group Rate is not available for delegate reservations. The Group rate is valid up through one day prior to the Rate Cutoff Date.
- **Use Bar Rate:** Select this check box to use the BAR (Best Available Rates) rates. This field is available when the Application Control parameter **Revenue Management Strategy** is not set to 0.
- **Rate Description:** This field is filled with the description of the rate plan specified in the **Rate Plan** field. You can modify the rate description.
- **Shoulder / Cutoff Rate:** In this field you can select a rate plan that will be quoted to delegates for stay dates that fall outside the group start date and group end date, or after the rate cut off date has passed.
- **Complimentary Rate:** In this field you can select a complimentary rate plan that can be quoted to delegates.

- **Confidential Rate:** You check this option to prevent rates from being printed on the delegate confirmation letters, registration cards and key cards.
- **Forecasting Occupancy:** In this field you can select the occupancy level to use when calculating rate amounts for reports that forecast revenue. Forecasting reports will use actual occupancy levels of delegate reservations that have been picked up, but will use this occupancy level to forecast rate amounts where a group has remaining blocked rooms that have not been picked up.
- **Additional Rate Plan (1-10):** Specify the additional rate plans. By default, the field is hidden.

The rate amount information is displayed in a grid and contains the following information:

- **Room Type:** A row for each room type that is assigned to the group in the Room Types tab.
- **Rate Effective Dates:** A column for each rate effective period that is titled with the dates.
- **Rate Amounts:** A column for each occupancy level and a column for each additional adult and child categories your property uses.

You can use the following options to add group rates and have them display in the grid:

- Clicking the **Copy Default Rate** button will copy the default rate amounts for the rate plan specified into the grid.
- Clicking the **Maintain Rates** button to display the **Rate Details** screen where you can add or delete negotiated rates with a rate start date which allows for multiple rate effective periods .
- Entering the rate amounts directly into the grid.

You can use the **Add Items** button to display the **Add Items** screen where you can add or delete meal plans, non-room items, and non-room bundles to the rate.

You can use the **Rate Details** button to display the **Rate Details** screen. In this screen you can view the rate amounts per day by occupancy. The screen also includes identifiers to denote added meal plans and non-room bundles.

Viewing rate details for a group booking

You can view the rate details for each stay date of the group booking.

To view rate details:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Rates** tab click **Rate Details**.
- 4 Expand a room type and use the page left and page right buttons and the scroll bar to view additional rate information. The rate plan code that is in effect for each day of the group is displayed by the system.
- 5 Click **Close**.

Printing rate details for a group booking

You can print the rate details for the stay dates of the group booking.

To print rate details:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Rates** tab click **Rate Details**.
- 4 Click **Print**.
- 5 Click **Close**.

Setting rates for a group booking

You can set up rates by copying default rates, or by setting negotiated rates.

To set group rates:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Rates** tab specify the information in the fields that you require.
- 4 Set rates using one of these options:
 - Specify the amounts directly into the grid for each room type.
 - Click **Copy Default Rates**
 - Click **Maintain Rates**. Specify the information that you require then click **Save**.
- 5 Click **Save Record**.

Note:

- By default, the Rate Plan is set to Day of Week Rates when the **Copy Default Rates** check box is selected
- You can modify the Day of Week pattern to refresh the Rates details.
- The **Maintain Rates** check box cannot be selected for Default Rates configured with the Day of Week pattern.

Setting different rates for different dates

You can define the following rates for a group booking:

- Default Group Rate
- Complimentary Rate
- 10 Additional Rates
- Shoulder / Rate Cutoff Rate

You can use the following options to set different rates for different dates of a group booking:

- Delegate Tab: When you create reservations in the **Delegate** tab, you can use the **Rate Plan** field to select any rate that is added to the group. In the **Rate Plan** field, you can specify the Group Default Rate (the group default rate is the same rate as what is displayed in the Rate Plan Schedule popup), Complimentary Rate, and any of the 10 additional rates if added to the group booking.

- **Delegate Tab - Delegate Rate Update:** You can right click a delegate record on the **Delegate** tab to invoke **Delegate Rate Update**. This option allows you to specify a new rate for any or all the dates of an existing reservation. You can specify any one of the rates that added to the group booking.
- **Delegate tab – Delegate update:** You can use the **Rate Plan** field on the **Delegate Update** screen to select a rate that must be updated for the selected delegates. The **Rate Plan** field displays the rates that are added to the group booking.
- **Rate Schedule Popup:** The rate that is displayed on the Rate Plan Schedule popup and the Group Default Rate is one and the same. The first time the Rate Plan Schedule popup opens, the Group Default Rate is defaulted to all the dates of the group booking. Basically, the rates inside the Rate Plan Schedule popup are the same as the Group Default Rate. You can use the **Rate** field in the Group Rate Plan Schedule popup to select any rate from the group booking or any other rate that is configured in HMS, to assign to any date of the group booking. The **Rate** field displays all the rates for the property and currency that are not exclusive. This is the only rate plan lookup on any of the group booking tabs or screens that is not limited to the rates configured for the group. If you do not make any change in the Rate Plan Schedule popup, then the group uses the Group Default Rate which are added to the rates grid in the **Rates** tab. If you select different rates for dates of the group booking, the new rates are displayed in the popup and saved to the rates grid in the **Rates** tab.

Other important points to be noted:

- **Maintain Rates popup:** You can use the Maintain Rates popup to make additional changes to the Group Default Rate values. Changes are displayed in the Rates grid and in the Rate Plan Schedule popup.
- **Rate Cut off:** If you have specified a date in the **Rate Cutoff** field in **Rates** tab of the group booking, and the **Rate Cutoff** date is past, the only rates displayed in the **Rate Plan** field are the following:
 - **Shoulder/Cutoff Rate (if configured for the group booking)**
 - **Complimentary Rate (if configured for the group booking)**

To set different rates for different dates of a group booking using the **Rate Plan Schedule** button:

- 1 Select **Group Sales > Group Booking > Rates**.
- 2 Click the **Rate Plan Schedule** button.
- 3 In the Rate Plan Schedule popup, see additional information about these fields:

Start Date

Specify the date on which the rate plan is effective.

End Date

Specify the date after which the rate plan is no longer effective.

Rate Plan

Specify the rate plan that must be effective from the start date that you specified.

Date

Specify the date for which the occupancy rate must be displayed for the room types when the row for each date is expanded.

Occupancy

Specify the occupancy based on which the rates must be displayed for each room. For example, if **Double** is selected, then the **Double Rate** is displayed.

Creating a new rate for a group booking

You can have multiple rate schedules for group rates by creating rate effective periods. When multiple rate effective periods exist you can set negotiated rate amounts by date and allow for price fluctuations.

To create a rate effective period:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Rates** tab.
- 4 Click **Maintain Rates**.
- 5 Specify this information and amounts per occupancy level:

Rate Start Date

Specify the date from which the new rate must start.

Rate Plan Code

The rate plan code for the selected rate start date is displayed by the system.

Additional Rate Plan (1-10)

Specify the additional rate plans. By default, the field is hidden.

- 6 Click **Save**.
- 7 Repeat steps to add additional rate effective periods.
- 8 Click **Save Record**.

Deleting group rates

You can delete group rates by rate effective period.

To delete a group rate:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Rates** tab.
- 4 Click **Maintain Rates**.
- 5 In the Rate Details screen, expand the Delete button.
- 6 Specify a **Rate Start Date**.
- 7 Click **Save**.
- 8 Click **Save Record**.

Setting shoulder rates for a group booking

You can set a rate that will be quoted to delegate reservations for stay dates that are outside of the group start and end dates.

To set shoulder rates:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Rates** tab.
- 4 Specify this information:

Rate Plan

The rate plan for the group.

Rate Cutoff

The date up to which the Rate Plan is applicable.

Note:

The date must be the same as or prior to the Hotel Date.

Rate Cutoff Rate

The rate plan applicable for the reservations after the Cutoff Date specified for the group.

Shoulder Rate

The Shoulder Rate plan applicable for the [shoulder stay dates](#) on page 880.

- 5 Click **Save Record**.

Note:

You must specify the rate cutoff rate if the specified **Arrival Date** of the guests is prior to the group **Start Date** or the specified **Departure Date** of the guest is later than the group **End Date**.

Setting Rate Cutoff Rate for a group booking

You can set a rate plan for delegate reservations after the cutoff date for the group.

To set shoulder rates:

- 1 Select **Group Sales > Group Booking**.
- 2 Select a group booking on the **List View** tab.
- 3 Click the **Rates** tab.
- 4 Select a rate plan code in the **Rate Cutoff Rate** field.
- 5 Click **Save Record**.

Note:

You must specify the rate cutoff rate if the specified arrival date of the guests is prior to the **Group Start Date** or the specified departure date of the guest is later than the **Group End Date**.

Setting complimentary rates for a group booking

You can set a complimentary rate that can be quoted to delegate reservations.

To set complimentary rates:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Rates** tab.
- 4 In the **Complimentary Rate** field, select a rate plan code.
- 5 Click **Save Record**.

Adding items to the group rate

You can add non-room items, non-room bundles, and meal plans to the group rate. Indicators are present in the grid and in the Rate Details screen that denote items have been added.

To add an item:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Rates** tab.
- 4 Click **Add Items**.
- 5 Specify the information that you require.
Note: The application defaults the **Activity** field with the activity linked to the specified non-room item.
- 6 Click **Save**. The item is added to the top pane. Add additional items as you require.
- 7 Click **Save Record**.

Maintaining group blocks

You use the **Blocktab** to perform tasks such as these:

- [Creating room blocks for a group booking](#)
- [Creating a release schedule](#)
- [Releasing cancelled reservations rooms to house availability](#)
- [Manually releasing a group block](#) on page 409
- [Setting restrictions on a group block](#)
- [Viewing room blocks for a group booking](#)
- [Modifying the room block of a group booking](#)
- [Setting a tentative group block to affect house availability](#)
- [Creating room blocks for a sub group](#)

Understanding the group block screen

You use the **Block** tab to block room types for group bookings. Multiple fields and options are available for you to perform tasks associated with a block. Each option uses a separate screen to add room types to the block, release blocks, and add restrictions to the block. Once room types are blocked they show in a grid with detailed information.

You can set the group booking to release unused rooms allocated to the block by a specific date, or by [rolling release](#) which releases the rooms a specified number of nights prior to the end of day procedure for each block date.

The following is a list of fields contained on the **Block** tab:

- **Cancel Returns Availability to House:** You check this option to have any cancelled reservations room returned to house availability instead of to the block.
- **Tentative Room Blocks Affect House Availability:** You check this option to have the room blocks of group bookings in the **Tentative** status affect house availability.
- **Planned Release Date:** The date on which all remaining unused rooms allocated for the group booking will be returned to the rooms in house availability. The field is filled with release date specified on the group booking record view. You can modify the planned release date. When a date is specified, the **Default Release Days** field is unavailable.
- **Actual Release Date:** The field is filled with the date that the group block was actually released when **Planned Release Date** is used. You cannot modify the actual release date.
- **Default Release Days:** The number of days, prior to the end of day procedure of each block date, that the system should drop remaining unused room allocations. This field is used to activate a [rolling release](#) of remaining unused rooms allocated for the group booking. The field is filled with default release days number specified on the group booking record view. You can modify the default release days. When a date is specified, the **Planned Release Date** field is unavailable. Optionally, you can click the calendar icon to create a release schedule by date. If a release schedule exists, an indicator displays to the right of the field.
See [Creating a release schedule](#) on page 407.
- **Last Date Released:** The field is filled with the last date that the group block was released when **Default Release Days** is used.

The grid displays a column for each room type and a row for each date assigned to the booking. Each row has cells that represent the total number of rooms available, blocked, contracted, picked up, and remaining for delegate reservations. If the group is a master and has sub groups, each sub group will display after the master in it's own section with an indicator.

The room block information is displayed in a grid and contains the following information:

- **HSE AVL:** A column for house availability. You cannot modify this information.
- **CON:** A column for the number of rooms contracted with the client. A different number of rooms may be blocked than what was contracted if a shortfall is expected, allowing your property to maximize room sales to other customers.
- **FCST :** A column for the number of rooms that are forecasted. This column will only be updated by the Delphi interface where installed.
- **BLK TTL (Total Block):** A column for the total number of rooms held from availability.
- **BLK MST (Master Block):** Total number of rooms blocked in the master.
- **SUB BLK:** A column for the number of rooms held from availability for a sub block.

- PU TTL (Picked Up Total): A column for the total amount of delegate reservations that have been made or picked up for the room type.
- PU MST (Picked Up Master):
- REM TTL(Remaining): A column for the total amount of rooms remaining in the block that have not been picked up.
- REM MST(Remaining Master): The total number of rooms remaining in the master.

You can use the following options to add to room block values in the grid:

- Clicking the **Quick Entry** button to add block values for a room type for specific dates.
- Entering the room block values directly into the grid.

You can use the **Release Block** button to release remaining room blocks to house availability.

You can use the **Restrictions** button to add revenue control options. Each restriction placed on a block shows with an indicator. The revenue control options are:

- Closed to Arrival: Closed to all delegate reservations that arrive on this date
- Min LOS to Arrive: Minimum length of stay restriction is applied to any delegate reservation arriving on this date.
- Closed to Departure: Closed to all delegate reservations that depart on this day.
- Min LOS to Depart: Minimum length of stay restriction is applied to any delegate reservation departing.

Creating room blocks for a group booking

You can create a block of rooms that is pulled from house availability and reserved for the group. You can set block amounts by using the **Quick Entry** button, or by typing values directly into the grid.

To create a room block:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab specify the information in the fields that you require.
- 4 Set the block values by using one of the following options:
 - Specify the CON and BLK values directly into the grid for each room type for each date.
 - Click **Quick Entry**. Specify the information that you require then click **Save**.
- 5 Click **Save Record**.

Creating a release schedule

Use the **Release Schedule** pop-up to create a rolling release schedule for a group's block. Multiple release instructions can be set up by date ranges. If there is a date gap in the release schedule, the number specified in the **Default Release Days** field is used. Once a release schedule is created, the system displays a release schedule indicator to the right of the **Default Release Days** field.

You can invoke the **Release Schedule** pop-up from the **Default Release Days** field calendar button in following areas:

- The group booking **Record View** tab.
- The group booking **Block** tab.

To create a release schedule:

- 1 Select a group booking record. The group booking **Record View** tab is displayed.
- 2 Perform one of these steps:

Option	Description
Default Release Days	Click the Default Release Days calendar button.
Block tab	Click the Block tab, then click the Default Release Days calendar button.

- 3 Specify **Start Date**, **End Date**, and **Release Days**.
- 4 Click **Save**. Add additional release schedule instruction records as necessary.
Note: To delete a release schedule instruction record, highlight the record and click **Remove Record**.

Viewing room blocks for a group booking

You can view the room blocks for a group booking to monitor the pick up and remaining allocations.

To view room blocks:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Block** tab. specify the information in the fields that you require. Use the scroll bar and arrow left and right buttons to view information that is not on the screen.

Modifying the room block of a group booking

You can modify the room type block values using the **Quick Entry** button, or by typing values directly into the grid. You cannot modify block values for groups that are in status Checked-Out, or groups that have end dates in the past, or for any past stay dates.

To modify a room block:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab modify the information in the fields that you require.
- 4 Modify the block values by using one of the following options:
 - Specify the CON and BLK values directly into the grid for each room type for each date.
 - Click **Quick Entry**. Specify the information that you require then click **Save**.

- 5 Click **Save Record**.

Modifying the room block for multiple dates and room types

You can modify the block values of a group booking for multiple stay dates and multiple room types using the **Quick Entry** button in the **Block** tab. You cannot modify block values for groups that are in status Checked-Out, or groups that have end dates in the past, or for any past stay dates.

To modify block values for multiple stay dates and multiple room types:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab, Click **Quick Entry**.
- 4 Specify the information that you require.
- 5 Click **Save**.
- 6 Click **Save Record**.

Manually releasing a group block

You can manually release the remaining rooms of a group block that have not been picked up by delegates back to house availability prior to the planned release date. This is often done where a group shortfall is expected to maximize room sales to other customers.

To manually release a group block:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab, Click **Release Block**. The remaining block is returned to house availability and the **Actual Release Date** is updated with the current date.

Setting restrictions on a group block

You set can restrictions on the block by stay date using revenue control options. Once restrictions are in place, indicators show in the header of the stay date in the grid.

- Closed to Arrival: Closed to all delegate reservations that arrive on this date
- Min LOS to Arrive: Minimum length of stay restriction is applied to any delegate reservation arriving on this date.
- Closed to Departure: Closed to all delegate reservations that depart on this day.
- Min LOS to Depart: Minimum length of stay restriction is applied to any delegate reservation departing.

To set restrictions on a group block:

- 1 Select **Group Sales > Group Booking**.

- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab, Click **Restrictions**.
- 4 Click **Save Record**.

Releasing cancelled reservations rooms to house availability

When a delegate reservation is cancelled before the release date, the room is returned to the block. You can instead opt to have any delegate reservations cancelled before the release date have their rooms return to house availability.

To opt to have rooms of delegate cancellations returned to house availability:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab, select **Cancel Returns Availability to House** check box.
- 4 Click **Save Record**.

Setting a tentative group block to affect house availability

When a group booking has a Tentative status, a block of rooms may be entered. The block of rooms is not removed from house availability until the group status is Definite. You can opt to have the room block of a group booking with Tentative status removed from house availability. This is done on a group booking basis.

To have a room block of a group in Tentative status removed from house availability:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 On the **Block** tab, select **Tentative Room Block Affects House Availability** check box. This check box is only displayed when the group status is **Tentative**. When the group is in **Tentative** status and the check box is clear, any block that is entered does not affect availability. When the group is in **Tentative** status and check box is selected, any block that is entered does affect availability.
- 4 Click **Save Record**.

Creating room blocks for a sub group

You can create a block of rooms for a sub group. Room blocks for sub groups are dependant upon the room block of the master group booking, the sub group's block is pulled from the block values of the master group booking which have already been removed from house availability. The room block for a sub group can be created within the sub group booking itself, or within the master group booking.

To create a room block for a sub group:

- 1 Select **Group Sales > Group Booking**.

- 2 On the **List View** tab, select a master group booking or a sub group booking.
- 3 On the **Block** tab specify the information in the fields that you require.
- 4 Set the block values by using one of the following options:
 - Specify the CON and BLK values directly into the grid for each room type for each date.
 - Click **Quick Entry**. Specify the information that you require then click **Save**.
- 5 Click **Save Record**.

Maintaining group auto transfers

You use the **Auto Transfer** tab to create billing instructions related to the routing of new transaction postings from one [folio](#) to another. When [auto transfer](#) is used, the charge is routed to another account at the time of [posting](#). When a charge is transferred, the receiving folio displays information to define where the charge was transferred from, and the sending folio displays no indication of the [transfer](#). Auto transfer instructions can be maintained throughout a group booking stay; however, the destination account must have a status of Pending or Active, and transfers only take place after the instructions have been maintained. Transactions posted before the maintenance of the instructions must be moved manually if they are required on another [folio](#). When an auto transfer exists on a group booking, the auto transfer instruction is copied to the group delegate reservations.

Using the Guests Due to Depart EOD process the application extends the departure date and the auto transfer rule of the group delegate reservation by one day, when the departure date is the same as the hotel date.

- [Creating group auto transfers](#)
- [Canceling group auto transfers](#)

Creating group auto transfers

To create an [auto transfer](#):

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Select **Actions > Apply Auto Transfer Template**. The Apply Auto Transfer Template screen is displayed. Specify this information:

Auto Transfer Template

Select a preconfigured template code.

Auto Transfer rule

Select a preconfigured rule for the template.

- 4 Click **Submit**, to create the [auto transfer](#) rule.
- 5 Click **Close**.

Note: If the Template used has a Start and End Date specified, the Auto Transfer Rule is effective only for this date range.

- 6 Click the **Auto Transfer** tab.
- 7 In the Auto Transfer Details section, specify the information that you require. See additional details about these fields:

To Account

Specify the account to which you want to [transfer](#) the transactions.

To Account Folio

Specify the [folio](#) of the account to which the transactions will be transferred.

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

Start Date

Specify the start date.

End Date

Specify the end date.

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Template

The code of the auto transfer template. This value is defaulted from the **Apply Auto Transfer Template** screen.

Include Resort Fee

Select this check box to [transfer](#) the tax associated with the transaction.

- 8 In the Split Details section, specify.

Split Amount

The amount (from the total amount due) apportioned to this transaction based on the auto transfer rule.

Split Percent

A percentage of the total due amount that is assigned to the transaction, based on the auto transfer rule.

Note: If you specify a value in this field, the **Split Amount** is disabled

Split Frequency

Set the frequency to determine how the split amount or percentage is assigned to a transaction. The frequency can be set to these options:

- per day
- per stay
- per posting

Note: When you specify the split percent, the frequency field can only be set to per posting.

- 9 Click **Save**.

Canceling group auto transfers

After a [transfer](#) instruction record is saved, the record cannot be deleted; it must be canceled.

To cancel an [auto transfer](#):

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Auto Transfer** tab.
- 4 Select the auto transfer to be canceled.
- 5 In the Auto Transfer Details section, select the **Cancel** check box.
- 6 Click **Save**.

Maintaining group preferences

The **Preferences** tab of the group booking is used to maintain any special requests the booker may have for the group members during their stay. A request can originate from various sources such as account sales, managers, the booker, or an associate of the booker. Preferences can be requests for of delivery of complimentary [amenities](#), room locations, special facilities and more. Each Preference code is also linked to a department that is responsible for the fulfillment of the request. You can add group preferences on the **Preferences** tab of the group booking. Group preferences copy to each delegate reservation. If a sub group is created from a master with existing preferences, the preferences will copy to the sub group. Adding a preference to an existing master with an existing subgroup will not update the preferences of the subgroup.

- [Adding preferences to a group](#)
- [Deleting group preferences](#)

Adding preferences to a group

The **Preferences** tab is used to add and maintain any preferences the group may have during their stay. Group preferences will be copied to the individual group delegates. Guest preferences for the property and brand that exist on associated organization profiles, booking agency profiles, or group bookings will automatically be copied to the group. Guest preferences can be notations of delivery of complimentary [amenities](#) on page 875, room locations, special facilities and more. Guest preference codes may be configured with a department code, they may also contain descriptors from which you must make a selection.

Guest preference codes that are available for selection will include those configured as global, those associated to the property's brand, and those specified as property preferences. See [Configuring guest preference codes](#) on page 524 and [Adding property preferences](#) on page 565.

To add a group preference:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking and click the **Preferences** tab.
- 3 Specify this information that you require:

Preference

The preference code. The Preference Code and Description is populated. The **Department**, **Category**, and **Status** field values is defaulted from the Preference.

Descriptor

If a preference exists that is configured with descriptors this field will be required. Specify a descriptor.

Note:

If a Guest Preference has a Descriptor marked as Default, the Descriptor will default to the Descriptor field when the Guest Preference is added. The User can accept the Default Descriptor or select a different Descriptor.

- 4 Click **Save**.

Note: To delete a preference from a group booking, select the preference from the list and click **Remove Record** and then **Save**.

Deleting group preferences

To delete a group preference:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Preferences** tab.
- 4 Select the preference record to be deleted.
- 5 Click **Remove Record**.

Maintaining group delegate reservations

You use the **Delegates** tab to perform tasks such as these:

- [Creating delegate reservations](#)
- [Cancelling delegate reservations](#)
- [Converting delegate reservations to transient reservations](#)
- [Fast posting to group delegates](#)
- [Updating delegate reservations](#)
- [Creating a rooming list for a group booking](#)
- [Creating delegate share reservations](#)
- [Sending messages to delegates](#)
- [Sending wake up calls to delegates](#)

- [Adding additional names to an existing delegate reservation](#)
- [Fast posting to group delegates](#)
- [Adding a trace, alert, or locator to group delegates](#) on page 422
- [VVIP functionality](#) on page 200

Creating delegate reservations

Delegate reservations can be created from three areas: Front Desk, Call Center, or Group Sales modules. Typically if the booking agent or organization contact is making the reservations this will be done by contacting the sales managers who would then create the delegate reservation within the group booking record on the **Delegate** tab and the following steps are completed by the system:

- The Group Booking Delegate Guarantee information is copied to the Delegate Reservation - Guarantee section on the **Guest Stay** screen.
- The Group Booking Delegate Settlement information is copied to the Delegate Reservation - Settlement section on the **Guest Stay** screen.

The following policies are applied to the delegates based on the value that you specified in the **Group Booking** screen:

- Guarantee Policy
- Cancellation Fee Policy
- Cancellation Refund Policy

The Delegate Update Process Details section displays the messages for the delegates for which the update has failed.

To create a delegate reservation within the group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.

Note:

You can select the last name of the guest from the Last Name look up. To view the guest list, the property parameter CMSINTG must be selected in the Property Configuration screen.

- 4 Select **Actions > Delegate Print Coupons** in the Delegate Details section. The coupons are printed for each selected Guest Stay.

Note:

- The printed Coupon Report displays all the coupons for the associated Guest Stay.
- The coupons that have not been printed previously for the selected Delegate, are also included.

- 5 In the Delegate Details section, specify the information that you require. See additional details about these fields:

Create Inactive Profiles

Select to have any profiles created for delegate reservations automatically set to status inactive. This is used for groups which members may only stay one time at the hotel.

Note:

- The Passport and ID number fields are masked based on the value specified in the property parameter MASKPERSONALINFORMATION.
- The property parameter MASKPERSONALINFORMATION is not applicable when the VVIP functionality is enabled for the property

6 Click **Save**.

7 Click **Save Record**.

Note:

- The **Food and Beverage discount** is defaulted on the **Delegate Reservation** tab from the **Group Booking** screen. The F & B discount can be availed by the delegate and is valid only at the hotel's F&B outlets. This code is used by the POS system so that the F&B cashier can determine the type of discount applicable and the amount.
- **Including Amenity Template:** When you modify the **Room Plan**, or **Room Type**, or **Loyalty Level** in the **Group Delegates** screen the application links the new Amenity Template with the reservation based on the **Apply Template Rule** associated with the Amenity Template.
 - The Arrival Date of the guest reservation must be same or within the Amenity Start Date and Amenity End Date.
 - You can link multiple Amenity Template to the guest reservation.
 - When the reservation date is modified, the associated Amenity Template is not applicable.
- You can click the Room icon adjacent to Room Number field to assign a room. The Room Assignment icon (Green, Yellow or Red) is displayed based on the room status. You can rest the pointer on the icon to display the status details. The Auto Assign Room icon can be used to automatically assign a room to the guest from the Delegates tab.

Cancelling delegate reservations

You can use the **Delegate** tab of the group booking to cancel one or multiple delegate reservations.

To cancel delegate reservations within the group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 Select the delegate records to cancel, then right click and select Cancel.
- 5 Specify a Cancel Reason.
- 6 Click **Save**.

Updating delegate reservations

You can use the **Delegate Update** pop-up to update existing delegate reservations with changes made to the group booking after the delegates are created. You can select one, or more than one record that you want to update. You can select the corresponding check box to specify what you want to update.

The update to the reservation is carried out in the background by the system. The information about the update process is displayed on the **Delegate** tab in the Delegate Update Process Details section.

When the update process is running, the status is set to **In Process**, and when completed the status is set to **Completed**. After the process is completed, a message is displayed to inform the user about the number of records that were processed successfully. Click **Details** button on the **Delegate** tab to view the list of reservations that are not updated successfully and the reason the update failed.

Note:

- You can run only one delegate update process per group booking at one time. If you start a second delegate update process before the current process is completed, an error is displayed by the system.
- If the updated/modified rate plan is linked to a non-room item associated with an activity, the application creates a pending activity.

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking record that you want to update.
- 3 Click the **Delegate** tab.
- 4 Select the delegate record that you want to modify.
- 5 Right Click and specify **Delegate Update**.
- 6 Specify the information that you require. See additional details about these fields:

Rate Plan Schedule

Use the rate plan schedule to update existing reservations with new rate plans. You can apply different group rate plans to different dates of a group booking.

Coupons

If this checkbox is selected, the coupon details are added or updated for the selected delegate in the **Coupon** tab.

- 7 Click **Save**.

Updating delegate rates

You can select one or more delegate records in the grid on **Delegates** tab and use Right Click to select the **Delegate Rate Update** option. This option allows you to specify new rates for selected delegates. You can select a rate plan that is configured on the **Rates** tab of **Group Booking** and apply it to existing delegate reservations. You can configure be up to 10 additional group rates with a particular group booking. All the additional group rate plan(s) associated with the selected group booking, along with the default group rate plan, are presented as possible sell option(s); subject to the availability of the room type(s) for the group.

To update the rates for the delegates:

- 1 Select **Group Sales > Group Booking > Delegates**.
- 2 Select one or more delegate records for which you want to update the rates.
- 3 Right click to select the **Delegate Rate Update** option.
- 4 Specify this information:

Start Date

Specify the date on which the new rate must be effective. By default the group booking start date is displayed. You can change the dates to any dates that are within the group booking start and end dates.

End Date

Specify the end date after which the rate is not effective. By default the group booking end date is displayed. You can change the dates to any dates that are within the group booking start and end dates.

Rate Plan

Specify the new rate plan. The rate plans that are available to be selected are defined in the **Group Booking > Rates** tab.

- 5 Click **Save** to save the information. The updates to the reservation are carried out as the background job.

Updating delegate exchange rate

You can apply the new exchange rate to multiple delegate records. You can update the record only if the Status of delegates are Reserved, Pre-Registered, or In-House on the arrival date.

To apply the exchange rate to group delegates:

- 1 Select **Group Sales > Group Booking**. The Group Booking screen is displayed.
- 2 Select the group record on the Record View tab.
- 3 Click Delegates tab.
- 4 Select delegates from the list.
- Note:** You can select multiple records.
- 5 Select **Actions > Delegate Exchange Rate Update**
- 6 Select Yes to confirm and perform the action.

Note: You can view the **Process Status** in the **Process Details** section.

Creating delegate share reservations

You can use the Delegate tab of the group booking to create reservations for delegates that are shares.

To create delegate share reservations:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 In the Delegate Details section, specify the information that you require.
- 5 Expand the Additional Guest / Share section.
- 6 Select the **Share** check box, then specify the information that you require in the additional fields.

- 7 Click **Save**.

Adding a share to an existing delegate reservation

You can use the **Delegate** tab of the group booking to create delegate share reservations, or to add a sharer to an existing delegate reservation.

To add a share to an existing delegate reservation:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab, double-click a delegate record. The delegate record is opened in the Guest Stay screen.
- 4 Click the **Share** tab, specify the information that you require.
- 5 Click **Save**.

Advance posting of charges for group reservations

You can post the charges for invoice with dates in the future for all the Add-Ons, Add-On Items and the Rate Plans that are yet to be posted.

Note: The **Advance Posting** option is enabled only if:

- The **ALLOWADVANCECHARGEPOSTING** property parameter is selected (OR)
- The **Start Date** is prior to or same as the **Hotel Date** (OR)
- The **Status** of the reservation is set to **In-House**.

To post the charges using the Advance Posting option:

- 1 Select **Group Sales > Group Booking**.
- 2 Select a group booking with **Group Status In House** and **Start Date** equal to the **Hotel Date**, on the **List View** tab.
- 3 Click the **Delegate** tab.
- 4 Select the delegate reservation record with reservation status **In House** or **Checked Out**.
- 5 Click **Action** to select the **Advance Posting** option.
- 6 Click **Save**.

Note:

When you select the **Advance Posting** option:

- The **Process Status** field is set to **In Process** in the **Process Details** section.
- The **User** field is populated with the name of the user, who initiates the posting process in the **Process Details** section.

When the **Advance Posting** process is completed:

- The **Process Status** field is set to **Completed** in the **Process Details** section.
- The **Detail** option is enabled.
- The data in the **Delegate** details section is updated.

Creating delegate reservations

You can use the Delegate tab of the group booking to create reservations for delegates that are not shared.

To create delegate share reservations:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 In the Delegate Details section, specify the information that you require.

Profile ID

The ID of the guest. The application populates the ID if the selected guest's First Name and Last Name matches the guest in the Guest Profile.

Mobile Number

The mobile number of the guest that is used to send Mobile key.

- 5 Expand the Additional Guest / Share section, specify the information that you require. Do not select the **Share** check box.
- 6 Click **Save**.

Adding additional names to an existing delegate reservation

You can use the **Delegate** tab of the group booking to create delegate reservations with multiple guest names, or to add a guest name to an existing delegate reservation.

To add a share to an existing delegate reservation:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab, double-click a delegate record. The delegate record is opened in the Guest Stay screen.
- 4 Click the **Guest Details** tab , specify the information that you require.
- 5 Click **Save**.

Creating a rooming list for a group booking

You can create a [rooming list](#) for a group booking by creating multiple delegate reservations with the same guest detail information, or one by one which allows for different guest detail information. The quantity field in the delegate tab of the group booking controls how many delegate reservations are created.

To create a [rooming list](#) for a group booking:

- 1 Select **Group Sales > Group Booking**.

- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 In the Delegate Details section, specify the information that you require.
- 5 Click **Save**.

Converting delegate reservations to transient reservations

You can use the **Delegate** tab of the group booking to convert one or multiple delegate reservations to transient reservations.

To convert delegate reservations to transient within the group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 Select the delegate records to convert, then right click and select Convert to Transient.
- 5 Click **Save**.

Sending messages to delegates

You can message multiple delegate reservations easily using the **Delegate** tab of the group booking.

To message delegate reservations within the group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 Select the delegate records to message, then right click and select Delegate Message.
- 5 In the Delegate Messages screen, specify the **Type** to Guest Message.
- 6 Specify the information you require in the additional fields.
- 7 Click **Save**.

Sending wake up calls to delegates

You can send wake up calls to multiple delegate reservations easily using the **Delegate** tab of the group booking.

To send wake up calls to delegate reservations:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 Select the delegate records to message, then right click and select Delegate Message.

- 5 In the Delegate Messages screen, specify the **Type** to Wakeup Call.
- 6 Specify the information you require in the additional fields.
- 7 Click **Save**.

Sending voice mail to delegates

You can voice mail to multiple delegate reservations easily using the **Delegate** tab of the group booking.

To send voice mail to delegate reservations:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 Select the delegate records to message, then right click and select Delegate Message.
- 5 In the Delegate Messages screen, specify the **Type** to Voicemail.
- 6 Specify the information you require in the additional fields.
- 7 Click **Save**.

Fast posting to group delegates

You can fast post transactions to multiple delegate reservations easily using the **Delegate** tab of the group booking.

To fast post transactions to delegate reservations:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Delegate** tab.
- 4 Select the delegate records to message, then right click and select Delegate Posting.
- 5 In the Delegate Posting screen, specify the information that you require.
- 6 Click **Save**.

Adding a trace, alert, or locator to group delegates

You can add traces, alerts, or locators to multiple group delegate guest stay records at once by using the **Add Traces and Alerts** option. A trace alert will be added to the group delegates if one exists on the rate plan assigned.

- 1 Select **Group Sales > Group Booking**.
- 2 Select a group booking, then click the **Delegate** tab.
- 3 Select delegate records, then in the Delegate Details section, click the **Actions** button and select Add Alert / Trace.

- 4 Specify the information that you require. See [Adding a trace, alert, or locator to a guest stay](#) on page 179.
- 5 Click **Submit**.

Maintaining group transportation details

You can record the arrival and departure information for a group and opt to have the details copy to the delegate reservations.

To add or modify the transportation details of a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Transportation** tab.
- 4 Specify the information that you require. See additional details about this field:

Copy to Group Members

Specify this check-box to copy transportation details from the group booking to each delegate reservation.

- 5 Click **Save Record**.

Auto assign rooms to group delegate reservations

The auto assign process automatically assigns the rooms to the reservations. The auto assign process matches the [room attributes](#) to the reservation preferences. The reservation criteria is filterable by group booking. When a match between a room attributes and reservation preferences is determined by the system, the room is assigned to the delegate reservation automatically. After the auto assignment process is complete, the number of delegate reservations remaining for which the rooms had not been assigned are displayed next to the **Search Criteria** section.

You can assign a new room to a guest. Double click a room to assign that room to the guest the details for which are displayed in the reservation grid. You cannot assign a room with the **In-house** status.

To auto assign rooms to delegate reservations:

- 1 Select **Front Desk > Room Blocking**.
- 2 Specify the Group Name and the information that you require. If you select the **Show Available Only** check box, the rooms which are available for the entire duration of the reservation are displayed.
- 3 Click **Search** to view the reservations and the rooms that match the search criteria.
- 4 Click **Auto Assign** to automatically assign the rooms to the delegate reservations based on matching [room attributes](#) and reservation preferences.

Viewing events linked to a group booking

You can use the **Events** tab of the group booking to view any events that are linked to the group.

To view events linked to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Events** tab.

Note:

- To create the Event Master and Event Reservation
 - Select Action > Create Event Master
 - Select Action > Create Event Reservation
- You can select the **Print Event Master BEO** or **Print Event Reservation BEO** from the **Action** menu to print the banquet event order report.

Maintaining group notes

You can use the **Notes** tab of the group booking to record notes about the group that will automatically copied to delegate reservations. When adding a note you can opt to have the note print on the delegates confirmation letters, or you can opt to keep the note private. You can also set the note to display to the user when the guest is checked in. You cannot add or delete group notes for a group booking in status prospect, cancelled, or checked-out.

Adding group booking notes

To add notes to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Notes** tab.
- 4 In the Notes Detail section, specify the information that you require. See additional information about these fields:

Print on Confirmation

Selecting this check-box will set this note to print on confirmation letters of delegates.

Private Note

Selecting this check-box signals the staff that this is an internal comment.

Print on Registration

If this checkbox is selected, the note is printed on the guest registration cards.

Display on Check-In

Selecting this check-box will cause the note entered to be displayed to the user when the guest is checked in. If more than one note is set to display, the notes will display together with space between each.

- 5 Click **Save**.

Note:

During the delegate reservation process, this note is defaulted on the Note tab of the Guest Stay screen only if the **Print on Confirmation** and **Print on Registration** checkboxes are selected.

Deleting group booking notes

To delete notes on a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking and click the **Notes** tab.
- 3 Select a note, click **Remove Record**.

Maintaining group comments

You can use the **Comments** tab of the group booking to record internal comments about the group for Group Reservation Coordinators, Group Reservation Managers, and Sales Managers.

Adding group comments

To add comments to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Comments** tab.
- 4 Expand the Add/Edit Comments section.
- 5 Specify the information that you require.
- 6 Click **Save Comment**.

Deleting group comments

To delete notes to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.

- 3 Click the **Notes** tab.
- 4 Select a note, click **Delete Comment**.

Maintaining group documents

You can use the **Documents** tab of the group booking to add, upload, or create documents to be saved on the group booking. Examples include contracts, invoices, and copies of correspondence between the property and the group.

Adding group booking documents

Documents that have been saved as file system documents in **Administration > Setup > Documents** can be linked to group bookings.

To add a document to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Documents** tab.
- 4 Select Add a Document.
- 5 In the **Link Document** window, click on the ... button next to the **Documents** field to search.
- 6 In the **Documents** window select a document, click **OK**.
- 7 Click **Save**.

Viewing group booking documents

To view a document linked to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Documents** tab.
- 4 Double-click a document.
- 5 In the Link Document window, click **View Document**.

Removing group booking documents

To remove a document linked to a group booking:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking.
- 3 Click the **Documents** tab.

- 4 Double-click a document.
- 5 In the Link Document window, click **Remove Document Link**.

Viewing group availability

The **Group Availability** screen enables you to view a property's availability information for group bookings during the pre-selling of rooms during reservation and during the assignment of rooms during check-in.

To view group availability:

- 1 Select **Group Sales > Group Availability**. The **Group Availability** screen is displayed. The **Summary** section displays the number of rooms available. The % Available and % Sold rows in the grid show the daily percentage values for rooms available and sold. By default, the calendar grids in both the **Summary** and **Group Availability** sections display a visible date range beginning with the current business day through the next six business days. You can modify the date range displayed as necessary using the interactive Calendar section in the left section of the screen.
The Group Name column on the **Group Availability** tab displays a list of all the groups that have reserved a block of rooms for the displayed date range.
By default, availability is displayed for the current property. Use the Property section in the lower left section of the screen to select a different property as necessary.
Within the calendar grid on the **Group Availability** tab, the grid block for each day displays the total number of Blocked Rooms, Picked Up, and Remaining rooms in three columns to indicate the room types that are holding the rooms. As indicated by the legend above the calendar grid, the Blocked Rooms are displayed in black, the Picked Up rooms are displayed in red, and the Remaining rooms are displayed in blue.
- 2 Click the Total Group Rooms hyperlink to display a full list of Groups that affect room availability for the displayed date range.
- 3 To view availability for one of the groups that have reserved a block of rooms for the displayed date range, click the hyperlink of the group's name in the Group Name column.
- 4 Click the Back to All Groups hyperlink to return to the default Group Availability display.

Events

You use the Events menu to perform event tasks. For example:

- Creating and maintaining event reservations
- Viewing event availability

Creating event reservations

You can use the **Event Reservations** tab to create, change, copy, and cancel event reservations. You can link the associations to the [event](#) reservations but only as a reference. You can manually create [auto transfer](#) rules for an associated group, organization, [booking agency](#) or an existing [guest account](#).

Before you can create event reservations, you must configure the event rooms. To configure the event rooms, select **Administration > Property > Events > Event Room Configuration**.

Refer to:

- [Event room configuration](#)
- [Super room configuration](#)
- [Event item](#)
- [Event menu / package](#)

To create event reservations:

- 1 Select **Group Sales > Events > Event Reservations**.
- 2 Click **New Record** to create a new event reservation. Alternatively, double click a record to modify an event reservation.

Note:

If this screen is assessed from the Event Room Availability screen the details such as, room, start date and time, end date and time are populated.

- 3 Specify this information:

Event Name

The name of the event.

Event Type

The type of the event for which you want to create the reservation. Following are the available options:

- Conference
- Group
- Social
- Wedding

Event Master

The name of the Event Master account to which the event reservations are associated. Click Add to create an Event Master. Click the Event Master Hyperlink to edit the Event Master populated in the lookup.

Note: You can select an existing event master from the Event Master lookup.

Bill to Master

Select this check box to cancel existing Auto Transfer rules and create a new Auto Transfer rule for the event reservations. By default, this check box is selected.

Note:

All charges of the event reservations with the Prospect, Tentative, Definite or In House status are transferred to the Event Master Account. The To Account field is populated with the Event Master

information in the Auto Transfer Details section on the Event Reservation screen. The Auto Transfer Rule cannot be manually modified when the check box is selected.

Confirmation Number

The number indicating that the reservation is confirmed. The number is generated by the system.

Status

The status of the reservation. Following are the available options:

- Definite
- Prospect
- Tentative

When you are creating the reservation, the following status are not displayed:

- In House
- Checked Out
- Cancelled
- Closed

Actions

Click the icon to post the transaction. When you are creating the reservation, this icon is not displayed.

Copy with Item icon

Click the icon to copy the items associated with the reservation to a new event reservation.

Print icon

You can select the **Banquet Event Order (BEO)** menu to print the BEO report for the specific event.

- 4 In the **Event Details** section, specify the information that you require. See additional information about these fields:

Start Date

Specify the event start date. By default, the hotel date is displayed. This is a mandatory field.

Note:

- This date must be the same as or later than the event master **Start Date**.
- This date must be prior to the event master **End Date**.
- If the start date is modified, the application updates the start date of the items associated with the reservation.

End Date

Specify the event end date. This is a mandatory field.

Note:

- This date must be the same as or prior to the event master **End Date**
- If the end date is modified, the application updates the end date of the items associated with the reservation.

Layout

Select the event layout.

Persons

The number of persons accommodated in the rooms that are associated with event reservations.

Setup

Specify the time when the event items must be set up.

Teardown

Specify the time when the event items must be dismantled.

Salesperson

The name of the salesperson.

Coordinator

The name of the coordinator.

Do Not Move

Select the check box to indicate that this reservation day and time must not be changed.

Tax Status

Select the [transaction code](#) to indicate the tax status of the event reservation . This means that some or all of the postings related to the event are not subject to tax.

Rate

Select the rate which is relevant to the event.

Pricing

Select the pricing method applicable to the event. Following are the available options:

- Daily
- Fixed
- Hourly

Total Room Price

The total price for all the rooms that are used for the event. Click the **Calculate** icon to recalculate the price in case you modify the rates or the pricing method.

Contract Room Price

The contracted price of the room.

Total Item Price

The total price of all the items that are used in the event.

Total Contract Items Price

The total contracted price of the items.

Total Room and Items Price

The total price including the room and the items.

Contract Total Price

The contracted total price.

Contract Total Price Plus Tax

The contracted total price including the taxes.

Notes

Specify the notes, if any.

- 5 In the **Associations** section, specify this information:

Organization

Select the organization that is associated with the [event](#).

Group

Select the group that is associated with the event.

Booking Agency

Select the [booking agency](#) that is associated with the event.

A/R Account

Select the [A/R](#) account to which the event transactions are posted.

Billing Reference

Specify the [billing reference](#) number

- 6 Specify this information in the **Contact Information** section:

Last Name

The last name of the event organizing contact person.

First Name

The first name of the event organizing contact person.

e-Invoicing Partner ID

A unique ID used by Italy's electronic invoicing platform to identify the e-invoicing partner.

Nationality

The country to which the guest belongs.

Note: You must specify the value in this field to perform the Tax Id verification for Spain.

- 7 In the **Payment Details** section, specify the information that you require. See additional information about these fields:

Deposit Due Date

The date by which the specified amount must be deposited with the [property](#) for the event that is being organized.

Deposit Amount

The amount deposited to the property for the event organized.

Deposit Received

The amount received by the property for the event that is being organized.

- 8 Click **Save Record** to save the information that you have specified.

Note:

The data in the Contact Details section is defaulted from the profile or group based on the **Booker Type** selected on the **Event Master** screen.

- 9 Click the **Items** tab.

Adding items to the events

You can use the **Items** tab to add the items to the [event](#) reservation. To create an event item, refer to [Event item](#)

To add the items to the reservation:

- 1 Select **Group Sales > Events > Event Reservations > Items**.
- 2 In the **Items** tab, specify the information that you require. See additional details about these fields:

Item Type

Specify the item type. Following are the available values:

- Accessories
- Audio Visual
- Communication
- Computer
- Equipment
- Event Beverage
- Event Food
- Package
- Services

Item

Select the item. By default, the description is displayed. This is a mandatory field.

Start Date

Specify the date from which the event item is available to be used.

End Date

Specify the date from which the event item is unavailable and cannot be used.

Item Unit Price

By default, the price for each unit of an event item is defaulted.

Contract Item Price

The contracted price of the item.

Status

The status of the item.

- 3 Click **Save** to add the item to the event reservation.
 - Select **Action > View Details** to review the details of the specific menu/package.
 - Select **Action > Customize** to edit details of the specific menu/package including Items, Notes, Quantities, and Contract Prices, before or during the event.
 - The **Action** menu options are disabled when the selected item is not a menu/package.

Adding traces to Event Reservation

To add a trace:

- 1 Select **Group Sales > Events > Event Reservation**.
- 2 Select an existing Event Reservation on the **Record View** tab
- 3 Select **Traces** tab.
- 4 Specify this information on the Trace Details section:

Define Trace

The name and description of the trace.

Note:

You can also select a value from the Defined Traces lookup.

Topic

A short description of the trace.

Trace Details

A detailed description of the trace.

User

The user to whom the trace is delivered.

Email Address

The email address to which the trace is delivered.

Note:

You must specify a value in the **User** or **Email Address** field.

Due Date

The date on which the trace is expected to be delivered to the user.

Note:

The Due Date must be after the current Hotel Date.

Completed

Selected this check box to indicate that the trace is delivered.

Note:

You may not modify the trace related date.

Cancelled

If this check box is selected, the trace is cancelled.

Note:

You may not modify the trace related date.

- 5 Specify this information on the Delivery Date section:

Trace Delivery Options

The option based on which the delivery date is determined. The possible values:

- Date
- Offset From

Note:

When you select the **Offset From** option, the **Trace Offset From** and **Days** fields are enabled.

Date

The trace is delivered on the specified date.

Trace Offset From

The method used for the calculation of the Trace delivery date.

Options	Description
Days Before Start Date	The Delivery Date precedes the Start Date of the Event Reservation, by the number of days specified in the Days field.
Days After Start Date	The Delivery Date is set after the Start Date of the Event Reservation, by the number of days specified in the Days field
Days Before End Date	The Delivery Date precedes the End Date of the Event Reservation, by the number of days specified in the Days field.
Days After End Date	The Delivery Date is set after the End Date of the Event Reservation, by the number of days specified in the Days field
Days after Created Date	The Delivery Date is set after the Created Date of the Event Reservation, by the number of days specified in the Days field

Note:

This field is enabled only if the **Trace Delivery Option** field is set to **Trace Offset From**.

Days

The number of days by which the Trace delivery date is offset.

Note:

- The value must be an integer.
- This field is enabled only if the Trace Delivery Option field is set to Trace Offset From.

6 Click **Save**.

Note:

By default, the status of the trace is Pending.

Working with folios

The **Folio** tab is used to view, post, manage [folio](#) on page 877 transactions. The folio can also be printed and presented to the guest, or emailed. You can select multiple charges from a given sub-folio to settle to direct bill and automatically generate invoices. It allows you to settle selected charges while other charges remain un-settled.

The folio screen includes three sections. The first section includes basic folio information such as the folio balance, the folio balance in the guest's currency, whether the folio is marked as No Post, and balances for the guest, incidentals, and Account Receivable folios. It also includes these actions buttons:

- **Print Documents:** Options include the types of documents that can be printed.
Note:
 - The confirmation message to print the receipt of the transaction is displayed only if the transaction code is linked to an existing Receipt Name with auto print enabled on the **Form Configuration** screen.
 - The receipts can also be printed in the future using the **Print** option.
- **Email Documents:** Options include the types of documents that can be emailed to the guest.
- **Advance Posting:** Options include Apply Advance Posting and Rollback Advance Posting.
- **Folio:** Options include Folio Settlement which brings up the **Folio Settlement** pop-up, and Folio Wizard which brings up the **Folio Wizard** pop-up.
 - **Note: Folio Settlement** - On the Tax Invoice Configuration screen, if the default Payer (taxpayer) is specified and the Separate Tax Invoice check box is selected for the specified payer, the application defaults the Payer on the Folio Settlement screen for new accounts only.

The detail list section of the folio includes the transaction details of the folio such as Description, Amount, and Currency. In the grid, the Transaction Currency and Transaction Currency Amount displays the posted amount in the foreign currency.

Note: If the property parameter POSADJREASON is selected the reason for adjusting a posting must be specified.

The third section includes details about a row that is highlighted from the second section. You can highlight a row and use then **Actions** button to access these option links:

- Adjust/Discount: See [Correcting and adjusting folio transactions](#) on page 191
- Post Item: See [Posting an item directly on the folio](#) on page 189
- Transfer Record: See [Transferring folio transactions](#) on page 192
- Direct Bill Transfer
- Undo Advance Posting
- Void Record
- View POS Detail
- **Bank Note Details** See step 7 in [Working with the cash journal](#) on page 219
- Currency Exchange See [Commissions for Currency Exchange transactions](#) on page 89
- Post Payment See [Posting a payment](#) on page 87

Note:

An **Approve High Cash Payment** User ID and the **Password** of the Manager (or approved person). This window is displayed when the posting amount exceeds the high cash payment threshold. You can set the high cash payment threshold in the window is displayed wherein you must specify the ANTIMONEYLAUNDERING window is property parameter. You can post the payment to the folio using the **Submit** option.

- Show Package Consumption
- **Check Stamp Duty:** Use this option to post the stamp duty for the invoiced amount based on the transaction code and threshold limit.

Note: This option is displayed only when the property parameter ITALYSTAMPDUTY is configured.

- **Show Comp Details:** Displays the details of the charge comped for a folio transaction. This includes the POS and package charges, the tax adjustments and the remaining amount if any, that the guest must pay.

Note:

This option is disabled if multiple comp lines are selected.

- **View Comp Folio:** Use the screen to view the charges that are comped for a guest stay. You can view the charge information as well as the authorizer and department that approved it, and whether it was charged to a player bank or not.
- **Adjust/Discount POS:** Use this option to adjust or discount a POS summary. See [Adjusting the POS charge](#) on page 193
- **Void Record:** You can select this option to void a transaction and fully reverse the taxes that are posted. The Packages and POS Summary charge, Resort fee and the related taxes are also reversed.

Note:

- If the reservation is in the Waitlist status, all the fields are disabled. You cannot post any charge for a guest in the waitlist status.
- If the property parameter **TAXINV** is set to No, you can use any settlement type to settle any of the standard sub folios. Also, you can use direct bill to settle the Guest folio.
- If the property parameter **TAXINV** is set to Yes, direct bill payment transactions can only be applied to the A/R folio. The A/R account on the A/R folio must be used for direct bill payments. Any form of payment is allowed in the A/R folio. You can void the direct bill settlement if the record is not part of a final or corrected tax invoice. You can also use the **Void Settlement** option to void the direct bill transfer transaction if the record is not part of a final or corrected tax invoice. When you void the direct bill transfer transaction:
 - The system posts a new direct bill transfer transaction to offset the one being voided. The amount of the new direct bill transfer transaction has signage opposite to the original amount that is being voided.
 - The original transfer transaction is marked as voided by the system.
- If the property parameter **ARCCTRADETAIL** is selected, and the deposit with pay type is credit card is posted, the application posts:
 - an offset transaction to the credit card account for the amount. The **lease deposit ledger offset** code linked to the account is used to post the transaction.
 - a direct bill settlement to the credit card account to transfer the amount to the A/R Account.

Folios which have a value specified in the **Settlement Type** field are always settled independently. You cannot add or clear the settlement type if the property parameter **TAXINVATPAYMENT** check box is selected.

When an account is configured as tax exempt, but the transaction code used for posting is configured with a Tax Group, the taxes are still calculated but the tax lines are not posted on the account's folio. The tax posting information is stored in a Tax Exempt table for later reference and reporting. All accounts except the following can be classified as tax exempt :

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

You can apply supervisor approval for high cash payments. See [Mobile Supervisor Approval](#) on page 98

If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Posting transactions to folios

To post a transaction to a folio:

Note:

- No Post: If this check box is selected the postings are restricted to that account.
 - On selecting a closed account, a consent message is displayed.
 - The check box cannot be selected for these accounts:
 - Advance Deposit
 - Credit Card
 - Cross Prop Charge
 - Gift Card
- When [transfer](#) on page 880 instructions are in place, the transactions are routed from one [folio](#) on page 876 to another as they are posted.

When an account is configured as tax exempt, but the transaction code used for posting is configured with a Tax Group, the taxes are still calculated but the tax lines are not posted on the account's folio. The tax posting information is stored in a Tax Exempt table for later reference and reporting. All accounts except the following can be classified as tax exempt :

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

1 In the **FOLIO DETAILS** section, specify this information:

Folio

Specify the folio. The charges are posted to the given folio.

Transaction

Specify the [transaction code](#).

Note: The transaction code description can be changed if the property's parameter DESOVR is enabled. Refer to [Property parameters](#).

Item

Specify the item that you want to post. The item description is populated by the system. The **Transaction Code** field is populated by the system based on the non-rom item selected. The amount for which the guest must be charged is calculated by the system, and does not include additional taxes.

Amount

Specify the amount that you want to post in the folio.

Net Amount

Displays the net amount that does not include taxes.

Quantity

The number of items used by the guest.

A/R Account

Specify the A/R account. This field is enabled only when the folio is set to **Accounts Receivable**. The [A/R account](#) listed on the record view is displayed.

A/R Status

The status of the A/R account. For example, active or inactive.

Billing Reference

The billing reference required for the A/R account.

Originating Booking System

The name of the external booking system for the OTA (Online Travel Agency) to directly bill the charges.

Note: You must specify this value if Require Originating Confirmation Number check box is selected for the A/R Account on Property A/R Account screen.

Originating Confirmation Number

The confirmation number of the booking system.

Note: The application populates this value.

Line

Displays the selected line number of the account.

Transfer To

The confirmation number to which you transferred the charges.

Transfer From

The confirmation number from which the charges are transferred.

Billing Postal Code

The postal code of the billing address of the card

Posting Amount in Guest Currency

Displays the amount that must be posted, in the currency used by the guest.

Adjusted

The check box is selected by the system when you select a folio [posting](#) that needs to be corrected and click **Correct/Adjust Record**. The transaction code that is configured for adjustment is defaulted by the system in the **Transaction** field.

Note: The transaction code that you want to correct or adjust must be configured to allow adjustment. For more information refer to [Adding a property transaction code](#) on page 636.

Date

Displays the date on which the folio correction is carried out.

Original Post Date

The date on which the transaction is first posted.

Tax Invoice Number

Displays the tax invoice number.

Invoice as Tax Exempt

The system selects the check box to indicate that no tax group is associated.

Invoice as VAT 0%

The system selects the check box if the tax group has **VAT 0%** field selected.

Invoice as VAT

The system selects the check box if the **Report as VAT** check box is selected in the **Transaction Codes** tab of the **Tax Group** page.

Offset

The system selects the check box if the system posts a balancing charge in the folio.

Inclusive Tax

The system selects the check box to indicate that tax levied is inclusive tax.

Tax Group

Displays the tax group used to post the taxes.

Tax Amount is Percentage

The system selects the check box to indicate that the tax is calculated as a percentage of the posted amount.

Tax Amount

Displays the tax amount that is posted.

Package Reference

Displays a package identifier which is used to track the package charge and the items charge that are included within the package.

Charge Reference Number

Displays a unique number for each transaction.

Originating Charge Reference Number

Displays a reference number that allows you to relate a tax to the charge that caused the tax to be generated.

Alternate Package Tax Calculation Used

If this check box is selected by the system, the alternate package tax calculations for the non-room items are printed on the report.

Service Charge

If this check box is selected by the system, the service charge details are printed on the report.

Service is Taxed

If this check box is selected by the system, the tax levied on the service charge is printed on the report.

Lease Number

Displays the lease number the guest is associated to.

Lease Period

Displays the lease period the charge was generated in.

Originating Booking System

The name of the external booking system for the OTA (Online Travel Agency) to directly bill the charges.

Note: You must specify this value if **Require Originating Confirmation Number** check box is selected for the **A/R Accounton Property A/R Accounts** screen.

Originating Confirmation Number

The confirmation number of the booking system.

Note: The application populates this value.

POS Voided Check Number

The check number of the charge which is voided by the POS.

Note:

- When the voided charge is comped the application reverses the comp to avoid the credit on the folio.
- The application populates this value based on the check voided by POS Cashier.

Always Post/Do not Separate

The application selects the check box based on the transaction code configured in the Tax Group screen.

Note: The tax is either included or excluded when the charge is transferred, adjusted or discounted.

- 2 Click **Save**. The transaction is posted to the [folio](#).
- 3 Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property. Refer to [Processing a chip and pin payment card](#).
- 4 Click **Print Receipt** to print out a receipt for the payment. The button is enabled when the transaction that you want to print is of type payment or paid-out. You can also click **Print Receipt** to generate the Cash Receipt including the Currency Exchange Transaction information for the selected line on the **Folio** tab.

Correcting and adjusting folio transactions

You can use the [Adjust/Discount Record](#) link on the **Folio** tab to reverse a charge that you have posted earlier. Charges can be corrected or adjusted only if the adjustment [transaction code](#) is configured to allow adjustments. The **Transaction Code** field defaults to the adjustment code and is protected by the system.

If the property parameter **IGNOREPOSTLEVELFORADJRECORD** is enabled, the user's posting level is ignored by the system and a charge can be adjusted/corrected by the user.

Note: If the **TAXINVATPAYMENT** parameter check box is selected, you can correct the payment even if the payment is already invoiced.

Parameter	Type	Description	Default
TAX INVAT-PAYMEN	Check Box	If this check box is selected, tax Invoices are generated when a payment is received.	Unchecked

When you correct a folio transaction, the system moves the original transaction, and posts a correction transaction to the correction folio if the following conditions are met:

- The property parameter MOVETOCORRECTIONSFOLIO has a valid value.
- The sum of the original and the correction transaction is zero and the adjustment transaction code does not have an auto transfer rule for the account.

Parameter	Type	Description	Default
MOVECORRECTIONSTOFO-LIO	Text	If this parameter has a valid value the system will automatically move the original and correction transactions to this folio if the sum of original and the correction transaction is zero.	Folio Type Codes

To post a Adjust/Discount transaction on a [folio](#):

- 1 Click the **Folio** tab.
- 2 Select the transaction record to Adjust/Discount.
- 3 Click Adjust/Discount Record. Specify the following:

Apply Adjustment as a Discount

If you select this check box, the system additionally marks the adjustment as a discount. This allows reports to distinguish between adjustments and discounts for those properties that require discounts to show separately. If you select this check box, the value in the **Percentage** field defaults to 100 and the **Amount** field defaults to a contra or opposite amount with respect to the original posting amount. You can change the values.

Percentage

Specify the percentage and the amount is automatically calculated by the system. Alternatively, you can specify the amount in the **Amount** field and the percentage is automatically calculated by the system.

The transaction code is corrected/adjusted and the Adjusted check box is selected by the system.

Transferring folio transactions

To [transfer](#) a charge to another account or to another folio within the same account, select the record that you want to transfer and click the **Actions** button, then click Transfer Record.

Note:

- You can transfer payment and correction charges.
- You can transfer the POS Charges when the amount is adjusted.

- To transfer a payment, a transfer transaction must be setup for the payment in the **Transaction Codes** page. The offset and transfer charges are calculated using the payment transfer transaction code. If the payment is through a credit card, the credit card details are not included in the offset or transfer charge calculation.
 - When transferring a payment transaction to a different account, the offset payment record that is created on the **From Account**, increases the account balance.
- 1 Specify this information:
 - Split Amount**
Specify the amount that you want to transfer to another account.
 - Split Percent**
Specify the percentage of the total charge that you want to transfer to another account.
 - To Account**
Specify the account to which you want to [transfer](#) the charges.
 - To Account Folio**
Specify the [folio](#) of the account to which you want to [transfer](#) the charges.
 - 2 Select the record that you want to transfer.
 - 3 Click **Save**.

Note: If the **UDF** fields are populated when a transaction is transferred, the fields are also included in the transfer.

Printing folios

Use the **Print Documents** button to print a [folio](#). The types of guest forms that are available are based on which Guest Print Options are active in the **Maintain Global Codes** page. The **Print Documents** button is available in these areas:

- The **Guest Stay** screen
- The **Folio** tab of the **Guest Stay** screen

Note: You can select  adjacent to the A/R Account field, to print the invoice from the **Invoices** tab on the **Property A/R Accounts** screen

- The **Folio** window of the **Check In** screen
 - The **Folio** window of the **Check Out** screen
- 1 Click **Print Documents**, select the folio to print. The **Print Folio** window displays if **Show Folio Parameters** is enabled.
 - 2 In the **Print Folio** window, specify the information that you require. See additional information about these fields:

Folio

Select which folio payers to include. Options are based on active Folio Type on the Maintain Global Codes page.

Show Guest Currency

Select this check box to show amounts in the guest's currency.

Show Credit Card Details

Select this check box to display the last four digits of a card number unmasked.

Show Package Inclusions

Select this check box to include the package inclusions of non-room items in the report.

Show Package Details

Select this check box to include the package information in the report.

Show Credits Separately

Select this check box to include the credits separately in the report.

Note: For the properties specific to France, you can print a folio. When the FRANCENF525COMPMODE parameter is selected, folio print options are unavailable. For compliance with the NF525 regulation, you must print Tax Invoices.

- Final
- Print

3 Click Submit.

Payment card authorizations

You can use the **Payment Authorization** tab to view existing authorizations or manually add authorizations. Payment card authorizations requests are made when a guest stay with a credit card settlement type is checked in, or when a payment is made using a credit card where no prior authorization exists. You can manually enter the card details (the user calls the bank or processor and gets an auth number) or use a card reader to electronically process the credit card information to a credit card processor. The card information is validated with the bank. If the card details and the amount that is specified in the **Amount** field are approved by the bank, an **Approval Code** is displayed by the system.

Note: Where a credit card interface is not included HMS includes the ability to turn off payment authorization screens by an installation parameter.

The application will come up with an authorization amount by determining what the anticipated payment amount will be upon guest check out. To calculate this the applications will look to the rules set up by the property in the Credit Card Authorization section of the **Property Configuration** screen, then it will look at the guest stay record for any transfer instructions or tax exemption instructions. The authorization amount will be calculated for a maximum of 7 days unless your hotel's install parameter **PRAUTHD** has a specified number of days. The only exception to this is if the guest is on a package, then the entire package amount will be authorized. The **Incremental Credit Card Authorization** process can be run manually or added as an additional end of day process to review the folio balances vs. total authorized amount (less any transfers, tax exemptions) and will seek additional authorization on guests if needed.

The life-cycle for a card transaction starts when the request for initial card [authorization](#) is sent. For a given card, the amount authorized initially is in the **Open** status for the duration of time when the **Original** approval is obtained and before the final settlement. An account's balance can be compared to its total open authorizations to determine if the account have enough credit for the current charges. After a credit card settlement is posted on an account, any **Open** authorizations, both original or

incremental authorization, are set to **Used**. This is true even if the amount of the payment is less than the authorized amount, for example the guest has sufficient authorization and a credit card payment is made to the folio this ends the transaction life-cycle. If the guest still has a balance on their account or is not departing today a new transaction life-cycle must begin.

The length of time an authorization is valid for is determined by the card issuer or merchant bank, not by the card type or processor. The only way authorization is reversed or returned (releasing funds) is by making a payment against the card authorized, or until the time period holding that authorization has elapsed.

Card transaction types:

- **Authorization Only:** When the [authorization](#) only request is sent by the [property](#), the card-issuing banks generates and returns a tracking number which is valid for that authorization only request. This tracking number is used until the guest checks-out and a payment is made using the card authorized.
- **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. The tracking information generated initially during the original authorization only request, must be presented to the card processing center when the incremental authorization request is performed.
- **Prior-Authorized Sale :** The Prior-Authorized sale records a finalized transaction. This transaction ends the card transactions' life-cycle. The prior-authorized sale transaction is carried out during the end-of-day procedures or when the guest makes a payment. Performing this transaction indicates that a final amount is known and settlement can be carried out. After the prior-authorized sale is completed, the sale details are printed on the cardholder's billing statement. When the prior-authorized sale transaction is performed, all tracking information, industry data, authorization amounts, and the final amount must be sent to the card processing center.
- **Return Transactions:** The card transaction of type Return is used to generate a refund on a guest's credit card account. After the return transaction is settled, the transaction is printed on the Cardholder's billing statement, as a credit. Return transaction type does not require an approval from the processor.
- **Sale Transaction:** The sale transaction, in one step, authorizes and records the transaction for settlement. A sale transaction is used when the final amount is known and authorization is needed, as in the following scenarios:
 - Prepayment or advanced deposits before the guest arrives.
 - Delayed charges after the guest departs.
 - No-show charges. When the guest does not check-in on the day of reservation, a hotel can levy a [no-show](#) charge.
 - If the guest checks-out and no previous [authorization](#) exists, but transactions exist on the folio and a credit card used at check-out.

Adding payment card authorizations

To add a payment card [authorization](#):

- 1 Select **Front Desk > Guest Stay > Payment Authorization**.
- 2 In the **AUTHORIZATION DETAILS** section, specify this information:

Folio

Specify the [folio](#) to which the amount approved by the bank is credited.

Authorization Status

The status of the [authorization](#) request sent to the bank for approval.

Approval Code

Specify the approval code.

Reference Number

The code used to identify the account. The following values are retrieved:

- Organization ID for an organization account.
- Reference ID for a group account.
- IATA number in case of a [travel agency](#) account.

Capture Method

This field is updated by the application, based on the credit card captured method.

- Keyed
- Swipe
- Chip and Pin or EMV

Save to Profile

If this check box is selected, the settlement information is saved to the **Billing Profiles** tab of the **Guest Profile** screen.

- 3 Click **Save**. The following fields are populated by the interface: **Authorization Status**, **Authorization Type**, **Reference Number**, **Capture Method**, **Type of Card**.

Note: The Authorization Type is populated based on the selected record. Possible values:

- Original
- Declined
- Reversal

- 4 Alternatively, click **Activate Reader** if you have the electronic payment processing interface implemented at the property. Refer to [Processing a chip and pin payment card](#).

Note: If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Deleting payment card authorizations

To delete a payment card authorization:

- 1 Click the **Payment Authorization** tab.
- 2 Select the payment authorization record to be deleted.
- 3 Click **Remove Record**.

Reversal of payment card authorization

Reversal of payment card authorization is a process in which the property instructs the credit card provider to release any previously authorized amount that is not used. The credit card provider adds the unused amount back to the card holder's open to buy line of credit. The reverse authorization request can be for a Full or Partial amount. The reverse authorization process is especially useful in a situation when a guest checks out using a different card than what was used to guarantee the stay; making the authorization on the previous card unnecessary.

- **Partial Reversal:** When a credit card transaction is posted in the folio that has an authorization amount greater than the posted amount. In this case, if the difference between total authorization (original amount + all incremental amounts) and the posted amount is greater than the reversal threshold percentage configured for that card on the **Transaction Code** page, the authorization reversal process is initiated.
- **Full Reversal:** When user is checking out using one credit card but has other credit cards authorized on the account, system releases the authorization for all other cards.

Maintaining auto transfers

The **Auto Transfer** tab is used to create billing instructions related to the routing of new transaction postings from one [folio](#) to another. When [auto transfer](#) is used, the charge is routed to another account at the time of [posting](#). When a charge is transferred, the receiving folio displays information to define where the charge was transferred from, and the sending folio displays no indication of the [transfer](#). Auto transfer instructions can be maintained throughout a **Guest Stay**, **Property Rate Plan** or **Accounts Receivable**; however, the destination account must have a status of Pending or Active, and transfers only take place after the instructions have been maintained. Transactions posted before the maintenance of the instructions must be moved manually if they are required on another [folio](#).

If the following conditions are met the reservation interface creates auto transfer rules for room charges. The transfer rule is configured to send the charges to Folio 4.

- **Confidential Rate** check box is selected
- Property parameter **INTFTRANSFERRULES** check box is selected
- A reservation has credit card information as the guarantee

Note:

- You can access the **Auto Transfer** tab from the **Guest Stay**, **Account**, **Event Reservations**, **Accounts Receivable**, **Property Rate Plan** screens.
- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.
- When accepting a reservation through an interface, auto transfer rules can also be retrieved from the organization. And the link to the organization is established, in these ways:
 - The interface message includes the Organization ID.
 - The interface message includes a rate plan that is setup as the negotiated rate for the specific organization and the rate plan is configured as an exclusive rate plan.
- When the link to the organization is established, the application:
 - Copies the Auto transfer rules from the Organization and

- Copies the link to the reservation, if the reservation message contains a guarantee of DB (Direct Bill) and the organization has an Accounts Receivable account linked.
- When changes, such as date and time, are made to the event reservation the associated auto transfer rule data is also updated.

Creating auto transfers

If you modify the **Arrival Date** and **Departure Date** and the source of the auto-transfer rule is A/R, the system updates the start date and end date of the auto transfer rules to be equal to the new guest stay check-in and checkout date.

Note:

- When a rate plan that has auto transfer rules is added to a guest reservation, the rate auto transfer rules are copied to the **Guest Stay > Auto Transfer Rule** tab.

To create an [auto transfer](#):

- 1 You can access the **Auto Transfer** tab from the **Guest Stay**, **Account**, **Accounts Receivable**, **Property Rate Plan** and **Event Reservation** screens.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Auto Transfer** tab.
- 3 Select **Actions > Apply Auto Transfer Template**. The Apply Auto Transfer Template screen is displayed. Specify this information:

Auto Transfer Template

Select a preconfigured template code.

Auto Transfer rule

Select a preconfigured rule for the template.

Note: The Auto Transfer Rule is applicable to the specified event master if the Bill to Master check box is selected in the Event Reservation screen.

- 4 Click **Submit**, to create the [auto transfer](#) rule.
- 5 Click **Close**.

Note: If the Template used has a Start and End Date specified, the Auto Transfer Rule is effective only for this date range.

- 6 In the Auto Transfer Details section, specify this information:

To Account

Specify the account to which you want to [transfer](#) the transactions. To transfer charges to a different folio on the same account, leave this field blank.

Note: The [VVIP functionality](#) on page 200 is applied to this tab of Guest Stay screen for the selected records.

To Account Folio

Specify the [folio](#) of the account to which the transactions will be transferred.

Note: These property parameters must not be specified for this folio:

- MOVETOVOIDFOLIO
- CURREXCHANGEOFOLIO
- MOVETOCORRECTIONSFOLIO

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Include Resort Fee

Select this check box to [transfer](#)

Start Date the resort fee associated with the transaction.

Specify the start date.

Template

theThe code of the auto transfer template. This value is defaulted from the **Apply Auto Transfer Template** screen.

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

- 7 In the Split Details section, specify.

Split Amount

The amount (from the total amount due) apportioned to this transaction based on the auto transfer rule.

Split Percent

A percentage of the total due amount that is assigned to the transaction, based on the auto transfer rule.

Note: If you specify a value in this field, the **Split Amount** is disabled

Split Frequency

Set the frequency to determine how the split amount or percentage is assigned to a transaction. The frequency can be set to these options:

- per day
- per stay
- per posting

Note: When you specify the split percent, the frequency field can only be set to per posting.

- 8 Click **Save**.

Note:

- For Auto Transfer, the Package name is not posted to the To Account if the From Account and the To Account are not the same.
- For manual transfer, if the To Account and the From Accounts are not the same, the Package name is not posted to the To Account and the reverse charges are not posted to the From Account.
- The Auto Transfer rule is applied to a transaction based on the **Do Not Separate** check box on the **Tax Group- Transaction Code** tab, irrespective of the **Include Tax** check box setting, on the Folio tab.

Canceling auto transfers


After a [transfer](#) instruction record is saved, the record cannot be deleted; it must be canceled.

To cancel an [auto transfer](#):

- 1 You can access the **Auto Transfer** tab from the **Guest Stay**, **Account**, **Event Reservations**, **Accounts Receivable**, **Property Rate Plan** screens.
- 2 On the **List View** tab, select the guest stay record to work with and click the **Auto Transfer** tab.
- 3 Select the auto transfer record to be canceled.
- 4 In the Auto Transfer Details section, select the **Cancel** check box.
- 5 Click **Save**.

Event room availability

You can use the **Event Room Availability** page to:

- View the existing [event](#) reservations or to view the event room availability. By default, reservations for the given hotel date are displayed. You can click the **Left Page** icon to view the event reservations for the previous date, or you can click the **Right Page** icon to view the event reservations for next date. Alternatively, you can also use the calendar to select a date for which you want to view the reservations or event room availability.
- You can use the **Time Scale** icon to set the time increments based on which the time is displayed in the reservation grid. Following are the available options:
 - Fifteen minutes
 - Thirty minutes
 - One hour
 - Two hours
 - Four hours
 - Eight hours
 - Twelve hours
- You can review the event dates related messages or notes, that are specified on the **Message** tab of the **Property Configuration** screen. Rest the pointer on the **Message Topic** to review the message description.
- View the event room availability for all the dates in a month.
- View the event details. Hover the mouse over an event, to view the reservation details including the confirmation number, status, arrival date and time, and departure date and time.
Note: Press the F2 key and click the confirmation number link to view the event details on the **Event Reservation** page. You can modify the [event](#) on page 876 reservation details.
- View all the events with status confirmed associated with the room, for a specific day and time.
Note:
 - More than one event function can be associated to an event reservation.
 -  is displayed when the room is a Public Space. You can make multiple bookings for this room.

- For a specific day and time, view active event rooms and events with a status of Prospect, Tentative, Definite, In-House, or Checked Out. Color codes are used to indicate the status of the events assigned to the event room.

Note:

- You can collapse or expand the rows by selecting the **More** option.
- On the calendar grid, you can select the **Show Waitlist Action** option to view the details of the event that are waitlisted for an event room.
- The icons on the room grid represents the room type to which the event is associated.
- The calendar grid displays the Prospect events that do not have an assigned room in the unassigned section. Hover over a prospect event to see its assigned Waitlist priority

The following icons that are not self-explanatory are discussed below:

- Setup: If setup duration is specified for the event reservation, the setup icon is displayed in the time increment grid prior to the event start time.
- Teardown: If tear-down duration is specified for the event reservation, the tear-down icon is displayed in the time increment grid after the event end time.
- Outside Timeframe: If an event reservation starts before the configured **Day Start Time**, the outside time frame indicator is displayed on the left border of the first time increment grid. Refer to event module configuration settings in [Creating a property](#) on page 557.

1 Select **Group Sales > Events > Event Room Availability**.

2 Specify this information, if required, in the Search Criteria section:

Room Type

The code of the Room Type.

Note: You can select multiple Room Type.

Layout

The code for the layout of the room.

Note: You can select multiple Layout.

Display Public Spaces

Select this check box to display the rooms configured as Public Spaces.

Definite

Select this check box to display the events with Definite status.

Prospect

Select this check box to display the events with Prospect status.

In House

Select this check box to display the events with In House status.

Checked Out

Select this check box to display the events with Checked Out status.

Tentative

Select this check box to display the events with Tentative status.

Maximum Persons

The maximum number of persons to be accommodated in the room.

Note: If the Layout field is specified, the search includes rooms with the configured layout.

- 3 Click Search. The data is displayed based on the search criteria.

Note:

- Hover the mouse over an event to view the reservation details. You can also use the calendar to select the date for which you want to view the reservations or the availability of the [event](#) room.
- Click the Monthly tab to view the event room reservations or availability for all the dates in a month.

Creating Event Master

You can use the Event Master screen to create, modify, or copy Event Master data. You can manage the Event Reservations associated with the Event Master.

To create an Event Master:

- 1 Select **Group Sales > Events > Event Master**. Alternatively, click **Event Master** on the **Event Reservation** screen.
- 2 Click **New Record**.
- 3 Specify this information:

Event Master

The name of the Event Master.

Event Type

The type of the event for which you want to create the reservation

Booker Type

The type of the user, who makes the booking for the Event Master.

Status

The status of the Event Master.

Note:

Depending on the status, the action and status icons are enabled.

- 4 Specify this information in the Event Details section:

Start Date

The start date of the event master.

End Date

The end date of the event master.

Note:

- The end date must be the same as or later to the **Hotel Date**.
- The values for fields such as, Room Price details, Item Price details and Contact details are populated from the Room Reservations, if the status is **Tentative** or **Definite**.

- 5 Specify the required information in the Contact Details section. The values in this section are populated based on the selected **Booker Type**.

Last Name

The last name of the event organizing contact person.

First Name

The first name of the event organizing contact person.

Nationality

The country to which the guest belongs.

Note:

You must specify the value in this field to perform the Tax Id verification for Spain.

- 6 Specify this information in the Associations section:

Organization

The organization associated with the event master. You can select the organization from the list of organizations.

Group

The group associated with the event master. You can select the group from the list of groups.

Booking Agency

The booking agency associated with the event master. You can select the organization from the list of available booking agencies.

A/R Account

The A/R account for the Event Master.

Billing Reference

The billing reference for the selected A/R account.

Note: The e-Invoicing Partner ID field is required for the Italy's electronic invoicing platform to identify the e-invoicing partner.

- 7 Specify this information, in the Payment Details section:

Deposit Due Date

The date by which the specified amount must be deposited with the property for the event.

Deposit Amount

The amount deposited for the event.

Deposit Received

The deposit amount received for the event.

- 8 Click **Save Record**.

Note:

- You can create an event master only when the VVIP parameter is not selected.
- You can print reports such as **Banquet Event Order** (BEO) and **Event Proforma** using the **Print** option for the specific event.
- You can use the Events tab to:

- Review all the events associated with the event master.
- Create new events using **Action >Add New Event Reservation**.

Adding traces to Event Master

To add a trace:

- 1 Select **Group Sales > Events > Event Master**.
- 2 Select an existing Event Master on the **Record View** tab
- 3 Select **Traces** tab.
- 4 Specify this information on the Trace Details section:

Define Trace

The name and description of the trace.

Note:

You can also select a value from the Defined Traces lookup.

Topic

A short description of the trace.

Trace Details

A detailed description of the trace.

User

The user to whom the trace is delivered.

Email Address

The email address to which the trace is delivered.

Note:

You must specify a value in the **User** or **Email Address** field.

Due Date

The date on which the trace is expected to be delivered to the user.

Note:

The Due Date must be after the current Hotel Date.

Completed

Selected this check box to indicate that the trace is delivered.

Note:

You may not modify the trace related date.

Cancelled

If this check box is selected, the trace is cancelled.

Note:

You may not modify the trace related date.

- 5 Specify this information on the Delivery Date section:

Trace Delivery Options

The option based on which the delivery date is determined. The possible values:

- Date
- Offset From

Note:

When you select the **Offset From** option, the **Trace Offset From** and **Days** fields are enabled.

Date

The trace is delivered on the specified date.

Trace Offset From

The method used for the calculation of the Trace delivery date.

Options	Description
Days Before Start Date	The Delivery Date precedes the Start Date of the Event Master, by the number of days specified in the Days field.
Days After Start Date	The Delivery Date is set after the Start Date of the Event Master, by the number of days specified in the Days field
Days Before End Date	The Delivery Date precedes the End Date of the Event Master by the number of days specified in the Days field.
Days After End Date	The Delivery Date is set after the End Date of the Event Master, by the number of days specified in the Days field
Days after Created Date	The Delivery Date is set after the Created Date of the Event Master, by the number of days specified in the Days field

Note:

This field is enabled only if the **Trace Delivery Option** field is set to **Trace Offset From**.

Days

The number of days by which the Trace delivery date is offset.

Note:

- The value must be an integer.
- This field is enabled only if the **Trace Delivery Option** field is set to **Trace Offset From**.

6 Click **Save**.**Note:**

By default, the status of the trace is **Pending**.

Chapter 8: Profiles

Use the **Profiles** menu to perform tasks such as these:

- Maintain guest, organization, and [booking agency](#) profiles
- Maintain contact information and social media details
- Set a guest profile as incognito with an alias
- View guest summary details of past stays and forecasted stays
- Add billing profiles and auto transfer rules
- Set negotiated rates for organizations and booking agencies
- Add booking agency contracts
- Grant travel coordinators the ability to create reservations using the reservation portal
- Link profiles
- View events associated with organizations and booking agencies
- Record preferences
- Restrict profiles
- Record notes

Guest Profiles

Guest Profiles are used to maintain key information about guests. A guest profile can be added through the Guest Profiles screen or is automatically created the first time a reservation or walk-in is made for a new guest. When a returning guest's profile is linked during the reservation or check-in process, information for that guest is copied to the guest stay. By keeping a profile of each guest you can streamline the reservation process and tie each guest's stay details together allowing you to provide a personal experience for each guest.

Some guests are associated to groups such as tour groups who may only stay one time at a hotel. The group booking's **Record View** and **Delegate** tabs contain a **Create Inactive Profile** check-box which when checked will cause all new profiles created to be set to status inactive. This keeps the user from having to go to the guest profile and set the profiles inactive. When the hotel markets to active profiles, these profiles will not be included.

The guest profile screen is organized by tab. The following tabs have an indicator which will display orange when information is present within the screen:

- Contact Details
- Stay Details

- Rewards Programs
- Billing Profiles
- Profile Link
- Travel Visa Details
- Restricted Guest
- Preferences
- Notes

Creating a guest profile

Create a new guest profile to add a record of a guest and detailed information about the guest. Note that the **Profile ID** is generated when you create a profile and **Status** is set to active.

To create a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 Click **New Record**.
- 3 In the Guest Information section of the screen, specify the information that you require. See additional details about these fields:

External ID

This field is display only and contains an external guest profile reference number if the guest profile originated in another system.

Last Name

Specify the last name of the guest. This field contains a guest directory look up.

Alternate First Name

Specify an alternate first name of the guest.

Alternate Middle Name

Specify an alternate middle name of the guest.

Alternate Last Name

Specify an alternate last name of the guest.

Alternate Title

Specify an alternate title of the guest.

Alternate Suffix

Specify an alternate suffix of the guest.

Codice Fiscale(Tax code)

A unique identification number for the guest from Italy.

Note: The value is included in Tax Invoice if the Company Tax ID is not applicable.

- 4 In the Contact Details section of the screen, specify the information that you require. Address, Phone, Email entered into this section are all set to Preferred and will display in the **Contact Details** tab as Preferred. See additional details about these fields:

Address Type

Specify the address type. This field is required when an address has been specified in the address fields.

Residence Type Code

Select the type of the residence to which the guest belongs. Possible values:

- Foreigner
- Resident in European Union
- Spanish Resident

Auto Email Folio

Select to indicate the folio should automatically be sent to the email address specified upon check out.

Email Marketing Opt-In

Select to indicate the guest agrees to receive marketing emails.

Guest Opt-In

Select these check boxes based on the guest's consent in the Registration card..


Note:

- The existing reservation information associated with the Guest Profile ID is updated, if the guest status is Reserved, Pre-Register, In-House, or Waitlist.
- The guest details are deleted from the **Contact Details** tab when the contact information is deleted from the **Guest Profile** screen.

5 In the Internal Loyalty Program section of the screen, specify the information that you require.

6 In the Passport Details section of the screen, specify the information that you require.

Note:

- The  icon is displayed when the value in the **Nationality** field is different between the Passport Details and Other Information section.
- The Show Number option for Passport Number and ID Number fields is not available if the property parameter MASKPERSONALINFORMATION is not specified.
- Only authorized users can view the passport and ID number details of the guest.
- The values displayed in the Passport Number and ID Number fields are based on the value specified in the property parameter MASKPERSONALINFORMATION.
- The property parameter MASKPERSONALINFORMATION is not applicable when the VVIP functionality is enabled for the property.

7 In the Other Information section of the screen, specify the information that you require. See additional details about these fields:

VIP Status

Specify the guest's VIP status. VIP status codes are created as part of the Global Code configuration.

Personal Number

The unique identification number of the guest.

Tax ID

Specify the tax ID.

Tax Status

Specify the tax status of the guest. If a group or profile (guest, organization, or booking agency) is added to the guest stay, the system will update the tax status with the group's or profile's tax status. If a group or multiple profiles are being added, the tax status of the group or first profile added will be used. If a tax status is copied from a profile that is not valid for the property, a message will display indicating the tax status should be updated with a valid tax status for the property or removed. Once the tax status is set on a guest stay, the system will not update it.

Room Cleaning Time

Specify the guest's desired room cleaning time.

Turndown Service Time

Specify the guest's desired turndown service time.

Player Number

The player identification number as assigned by an integrated casino management system.

Player Rank

Specify the player rank. If the property parameter **CMSINTG** is selected, the Casino Management System (CMS) integration is enabled. If the CMS is enabled, the rates are quoted by the system based on player rank code.

NRG

If this checkbox is selected, the guest is identified as Non Registered Guest for the Hotel.

The guest is checked in with the prefix NRG.

Note:

- The information related to this guest is not disclosed to the users.
- The **Guest Profile** screen can be displayed in both List View and Record View.
The list view is displayed based on the Search Dataspy available (such as Last Name, First Name, Alternate First Name and others) in the filter dropdown of the screen.
The List view combines the NRG and Last Name field and displays the guest name based on this merge.
For Example: If the Last Name of the NRG guest is Smith, the list view displays NRG smith in the Last Name column.

Folio Comp Configuration

Use this option to configure the items that are comped by the system when the items are posted to the guest folio.

Note:

- This option is enabled only if:
 - The Property Parameter is set to CMSINTG.
 - The Install Parameter CMSPRTRN is set to **CAESARS**.
 - An Account is associated with the Guest Profile.
- You can use this option only if a player number is associated with the guest profile.

VVIP

If this checkbox is selected, the guest is identified as a VVIP(Very Very Important Person) guest. See [VVIP functionality](#) on page 200.

e-Invoicing Partner

If this check box is selected, the electronic invoicing platform is applicable.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Note: This field is enabled only if e-Invoicing Partner check box is selected.

- 8 In the [Alias Details](#) section of the screen, specify the information that you require. See additional details about these fields:

Incognito

Select to indicate that the guest should be listed under an alias to remain incognito. Selecting Incognito will flag the First Name, Middle Name, and Last Name fields, highlighting them in red, and the Alias First Name, Alias Middle Name, and Alias Last Name fields are enabled. The alias name will be what displays as the guest name on guest screens and on any reports or forms.

- 9 In the [Social Media Details](#) section of the screen, specify the information that you require. When information is entered in the social media fields on a guest stay, check in, or walk in, it will be saved to the guest profile. When a new guest stay is created any social media that exists on the profile for the selected guest profile will be copied to the guest stay.

See [About social media fields](#) .

- 10 Click **Save Record** or click on another profile tab. The guest profile is saved.

- 11 Click **Guest Directory** on the toolbar of this screen to view the guest details such as last name, NRG guest, VIP and others. This screen allows the [VVIP functionality](#) on page 200 for guest records.

Based on the user authorizations as explained in the VVIP field, the guest records are displayed or viewed as "*****". These fields are displayed as "*****" if the user is not a VVIP authorized one:

- First Name
- Last Name
- Second Last Name
- Room
- Locator
- Extension

- 12 Click **Run** to filter the records based on the selected search criteria.

Note:

- For example: If a Guest's Last Name is Smith and the NRG field is checked on the Guest Stay record, the Name is displayed on the Guest Directory pop-up as NRG Smith.
- The user is able to filter the records by specifying the available search options.
- You can use the options in the **Activities (Action)** to access the Activity related screens:
 - **Book Activity:** To access the **Book Activity** (List View/Record View) screen
 - **Activity List:** To access the **Activity Booking List** screen
 - **Calendar View:** To access the **Activity Booking Calendar** screen

GDPR Overview

The General Data Protection Regulation (GDPR) is a regulation that requires businesses to protect the personal data and privacy of European Union citizens. Effectively, from May 25 2018 the European Union citizens, who check-in as guests at a hotel:

- Have easier access to personal data. Guests are provided with information on how the personal data is processed.
- Can transfer personal data between service providers with ease.
- Know when the personal data is hacked. Organizations must notify the national supervisory authority of data breaches as soon as possible so that appropriate measures can be taken.

Note: When a guest no longer wants the personal data to be processed, and if there are no legitimate grounds to retain it, the data is deleted. However, every request for data deletion does not result in deletion of the personal data completely. The data can be retained for:

- The performance of a contract (revenue statistics)
- The compliance with a legal obligation (invoices)

You can use the **Remove Guest Profile Information** option to delete the personal data of the guest.

You can use the **Guest Profile Information Report** option to print the guest personal details and other reservation related data.

Note: You can delete the guest details only if:

- No future reservations with In-House, Reserved, Waitlist or Pre-Registered status exist.
- No Advance Deposit which is yet to be settled exists.
- No future leases associated with Tentative, Definite or Released status exist.
- No future activity bookings exist.
- The guest account must not be set to Active or Pending status.
- No pending invoices exist.
- The Folio Balance associated with the reservation is 0.

Guest profile account

The account record for the guest profile is created by the system when an activity is added to the guest profile for the first time, or when you create the account from the **Guest Profile** record view page.

The following important points must be noted about the guest profile accounts:

- Accounts are always by property. The system assumes it is the session property when you select the **Create Account** button.
- Activities and non-room items are always by property. The system assumes it is the session property when the user manages activities or non-room items on a Guest Profile.
- You can add folio and auto transfer rules to the Guest Profile. The system assumes it is the session property for which you want to make the change.
- A guest profile can have one account per property.
- The **Start Date** is the hotel date on which the account is created.
- The **End Date** is blank. You can change the end date.
- On the **Account** page, the Profile Id is used as the **Reference Identifier**.

Editing a guest profile

After creating a guest profile, edit the guest profile as necessary to update or modify information on the profile.

To edit a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Edit the guest profile as necessary. Refer to [Creating a guest profile](#) on page 456.
- 4 Click **Save Record**.

Copying a guest profile

You can copy a guest profile. Information contained in guest profile tabs other than the **Record View** tab will not be copied along with the following fields:

- Profile ID
- External ID
- Gender
- Date of Birth
- VIP Status
- Notes
- Incognito
- Alias First Name
- Alias Middle Name
- Alias Last Name
- Tax ID
- Tax Status

To copy a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select the guest profile to copy.
- 3 Click **Copy Record**.
- 4 Modify the information that you require.
- 5 Click **Save Record**.

Creating a folio posting for an Activity

You can post an activity that is linked to a guest profile or a guest stay.

Use the **Guest Profile** or the **Guest Stay** page to post activities linked to the guest profile or a guest stay. The Folio tab on the Guest Profile or the Guest Stay page is enabled only if the guest profile is associated to an account.

To create a folio posting:

- 1 Select **Profiles > Guest Profiles**.

Note: You can also select **Front Desk > Guest Stay**

- 2 Select a profile/stay.
- 3 Click **Account**, to view or add a new account for the guest profile/guest stay.
- 4 Select **Activities > Activity Booking List**.
- 5 Select the activity.
- 6 Select **Post Charge**, if the activity status is Booked. If the activity is posted, the application selects the **Charged** check box.
Note: If the activity is linked to the non-room item, the item is not displayed as an add-on.
- 7 The activity charge amount is displayed in the Folio tab of the Guest Profile or the Guest Activity page.

Adding internal loyalty program details to a guest profile

You can use the Internal Loyalty Program Details section of the guest profile to record your property's loyalty program information that the guest is a member of.

Loyalty programs and loyalty program levels are defined as a part of your global code configuration.

To add internal loyalty program details on a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 On the **Record View** tab, specify the information that you require in the **Internal Loyalty Program Details** section.
- 4 Specify the information that you require. See additional information about these fields:

Program Name

Specify the rewards program name.

Loyalty Point Balance

The current or remaining point balance as updated by external system, if applicable.

Loyalty Point Balance as of Date

The last date the **Loyalty Point Balance** field is updated by external system, if applicable.

Date Joined

Specify the date that the guest joined the loyalty program.

Expiration Date

Specify the expiration date of the guest's membership to the loyalty program.

- 5 Click **Save Record**.

Adding passport details to a guest profile

To add passport details to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 In the **Passport Details** section, specify this information:

Passport number

The passport number of the individual.

Note:

- The Show Number option for Passport Number and ID Number fields is not available if the value is not specified for the property parameter MASKPERSONALINFORMATION.
- The authorized user can view the last four characters of the passport and ID number based on the value specified in the property parameter MASKPERSONALINFORMATION.
- The property parameter MASKPERSONALINFORMATION is not applicable when the VVIP functionality is enabled for the property.

Passport Issuing Country

The country that issues the passport. The values are based on codes created as country codes, on the Maintain Global Codes page.

Passport Type

The passport can either be a hard copy or scanned copy.

Passport Issued Date

The date on which the passport is issued to the individual.

Passport Expiration Date

The date from which the passport expires

Date of Birth

The date of birth of the individual, as mentioned in the passport.

Country of Residence

The current state/province/country in which the individual resides. The values are based on codes created as country codes, on the Maintain Global Codes screen.

Birth Country

The native country to which the individual belongs to. The values are based on codes created as country codes, on the Maintain Global Codes page.

Birth City

The native city to which the individual belongs to. The values are based on codes created as city codes, on the Maintain Global Codes page.

Birth Region

The name of the region where the passport holder is born.

Note:

- You must specify a value to generate the Police Report for Italy.
- You must set the FISCAL property parameter to IT (Italy).

Birth Province

The province of the region. This value is populated based on the value specified in the Birth Region field.

Note: You must set the FISCAL property parameter to IT (Italy).

Nationality

The nationality of the individual as mentioned in the passport. The values are based on codes created as nationality codes, on the Maintain Global Codes page.

- 4 Click **Save Record**.

Setting a guest profile as incognito with an alias

You can set a guest profile to incognito and specify an alias that will print on guest directories, guest forms, and guest reports. This allows a guest to stay at your hotel under an assumed name to protect their privacy.

To set a guest profile as incognito with an alias:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 In the Alias Details section, select the **Incognito** check-box then specify an alias.
- 4 Click **Save Record**.

Adding social media details to a guest profile

You can use the Social Media Details section of the guest profile to record the guest's IDs for Twitter, Facebook, Trip Advisor, and Booking.com. When information is entered in the social media fields on a guest stay, check in, or walk in, it will be saved to the guest profile. When a new guest stay is created any social media that exists on the profile for the selected guest profile will be copied to the guest stay. Refer to [About social media fields](#) on page 112

To add social media details on a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 On the **Record View** tab, expand **Social Media Details** and specify the information that you require.
- 4 Click **Save Record**.

Setting a guest profile to inactive

You can set a guest profile to inactive at any phase of the guest's stay, but if a guest profile is in use on a guest stay, group or event with an arrival date that is not in the past, or with a status of in-house or pre-registered, a warning message will display. Inactive profiles will not display in the last name lookup when creating new reservations.

Note: Guest profiles can be created and set to Inactive automatically when group delegate reservations are made by selecting **Create Inactive Profiles** on the group booking.

To set a guest profile to inactive:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Set **Status** to **Inactive**.
- 4 Click **Save Record**.

Adding guest type to a guest profile

Military guest type consists of rank, branch of service, and pay grade.

To add guest type to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 In the Military section, specify the following:

Rank

Rank codes are defined as part of your Global Codes configuration.

Service

Service codes are defined as part of your Global Codes configuration.

Pay Grade

Pay Grade codes are defined as part of your Global Codes configuration.

- 4 Click **Save Record**.

Viewing stay details for a guest profile

You use the Guest Profile **Stay Details** tab to view summary information generated by the guest stays associated with the guest profile account. The summary information is displayed for past stays and is forecasted for existing reservations.

All stays associated with the guest profile are displayed in the grid with a hyperlink to the guest stay which gives you the ability to print or email the folio for that stay.

You must select the property parameter GSTPROFILESTYREC to automatically retrieve records on the dataspy.

To view stay details for a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Click the **Stay Details** tab.

Note:

You can view all the records associated with the guests irrespective of the guest status.

- 4 View the stay details for the guest. You can also review the details of the revenue based on the statistics of the Guest Stay and Guest Stay associated with lease reservations. However, for the lease guest stay shared profiles, the revenue is split based on the share percentages specified on the **Guest Stay – Share** tab. In the Stay Records section, you can also select a record by clicking on the confirmation number which will take you to the **Guest Stay** screen to print or email a folio.

Note:

By default, the Amenities check box is selected when a guest stay reservation has one or more amenities configured.

Adding additional address, phone, and email information to a guest profile

You use the **Contact Details** tab to add additional addresses, phone numbers, and email addresses to a guest profile. This screen has a separate section for each of the types of contact information (Address, Phone, Email). Only one record of each type can be set to Preferred. The contact information entered on the **Record View** tab of the guest profile is displayed as the first record for each of the types and is set as Preferred.

To add additional contact information to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Click the **Contact Details** tab.
- 4 In the section that you want to add information, click **Add Record**. Specify the information you require. See additional details about these fields:

Preferred

Select to indicate the record as preferred.

- 5 Click **Save**. The record is added.

Note: To delete an address, phone, or email record from a guest profile, select the record to delete from the list and click **Remove Record** and then **Save**. A record that is marked as preferred cannot be deleted, you must select another record as preferred first. Double-click a record to modify the record.

Adding rewards program information to a guest profile

Add rewards program information to a guest profile to associate a guest with external rewards programs that enable guests to earn points, miles, and membership benefits based on their customer loyalty. Internal loyalty programs are specific to your hotel, while external rewards programs are associated with external partners.

Rewards programs and reward levels, loyalty programs, and loyalty program levels are defined as a part of your global code configuration.

To add rewards program information to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Click the **Rewards Programs** tab.
- 4 In the Rewards Program Details section, specify this information:

Rewards Program

Specify the rewards type program.

Rewards Number

Specify the rewards program number.

Rewards Level

Specify the rewards program level of the guest.

Date Joined

Specify the date that the guest joined the rewards program.

Expiration Date

Specify the expiration date of the guest's membership to the rewards program.

Cardholders Name

Specify the name of the rewards program member on the membership card.

Preferred

Select to indicate the preferred rewards program.

- 5 Click **Submit**.

Note: To delete a rewards program record from a guest profile, select the rewards program record to delete from the list and click **Remove Record** and then **Save**.

Adding a billing profile to a guest profile

You use the **Billing Profiles** tab to associate information for one or more payment cards to a guest profile. Once associated, the billing information is selectable in the booking process.

The first billing profile record added to the list will automatically be set as preferred. You cannot remove the preferred check-box on the preferred record, instead you must select another record to be the preferred record.

To add a billing profile to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Click the **Billing Profiles** tab.
- 4 In the Billing Profiles Details section, specify the information that you require. See additional information about this field:
Preferred
Specify whether this card is the preferred for guest billing profile.
- 5 Click **Submit**. The billing profile record is added to the Billing Profiles list.

Viewing merge results

Use the **Merge** tab to see the merge results for a given guest profile. The results include automatic merges and manual merges.

To view the merge results:

- 1 Select **Profiles > Guest Profiles**.
- 2 Click **Merge** tab.
- 3 Select the records that you want to work with.
- 4 Click **Actions** to specify the following:

Options	Descriptions
Merge	The profiles for the selected lines are merged into the Guest Profile.
Reviewed	The profile for the selected lines is set to status Reviewed for manual merge.
Pending	The profile for the selected lines is set to status Pending . Pending profile must be manually reviewed for merge.

Adding travel visa details to a guest profile

You use the **Travel Visa Details** tab to record all visa information for the guest.

To add travel visa details to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.

- 3 Click the **Travel Visa Details** tab.
- 4 In the Visa Details section, specify the information that you require. See additional details about these fields:

Visa Type

Specify the visa type. Visa types are defined as part of your Global Codes configuration.

Visa Status

Specify the visa status. Visa status codes are defined as part of your Global Codes configuration.

- 5 Click **Save**.

Restricting a guest profile

Restrict a guest profile for a specific [property](#) or all properties due to wrongful or negligent behavior on the part of the guest.

To restrict a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile to restrict.
- 3 Click the **Restricted** tab.
- 4 In the Restriction Details section, specify the information that you require. See additional details about these fields:

Reason

Specify the reason that the guest profile is restricted. Restrict reasons are created as a part of the Global Code configuration.

- 5 Click **Save**. The restriction record is saved on the guest profile. Add additional restriction records on the guest profile as necessary.

Note: Click **Remove Record** to delete the restriction record from the guest profile.

Adding preferences to a guest profile

Add preferences to a guest profile to maintain any requests and preferential accommodations or [amenities](#) the guest may have during their stay. Preferences can be added individually or you can add multiple preferences at once.

Guest preference codes that are available for selection will include those configured as global, those associated to the property's brand, and those specified as property preferences. See [Configuring guest preference codes](#) on page 524 and [Adding property preferences](#) on page 565.

To add preferences to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile and click the **Preferences** tab.

- 3 In the Preference Details section, specify the information that you require. See additional details about these fields:

Property

The property defaults to the current property. You can specify another property to filter the available preferences for that property. Only properties available to the user will display for selection.

Preference

Specify the preference. The Preference Code and Description is populated. Department, Category, and Status field values will default from the Preference.

Descriptor

If a preference exists that is configured with descriptors this field will be required. Specify a descriptor.

Note:

If a Guest Preference has a Descriptor marked as Default, the Descriptor is defaulted to the Descriptor field when the Guest Preference is added. The User can accept the Default Descriptor or select a different Descriptor.

Descriptor Details

If a preference is added with a descriptor you can optionally specify descriptor details.

- 4 Click **Save**.

Note: To delete a preference from a guest profile, select the preference from the list and click **Remove Record** and then **Save**.

Adding guest profile notes

You use the Guest Profile **Notes** tab to record notes about the guest that will automatically copy to a reservation or walk in using the profile. When adding a note you can opt to have the note print on confirmation letters, or you can opt to keep the note private. You can also set the note to be property specific.

To add notes to a guest profile:

- 1 Select **Profiles > Guest Profiles**.
- 2 On the **List View** tab, select a guest profile.
- 3 Click the **Notes** tab.
- 4 In the Notes Detail section, specify the information that you require. See additional information about these fields:

Property Specific

Selecting this check-box will set the note to be property specific to the current property.

Print on Confirmation

Selecting this check-box will set the note to print on confirmation letters.

Private Note

Selecting this check-box signals the staff that this is an internal comment.

- 5 Click **Save**. The note is added.

Note: To delete a note record from a guest profile, select the note to delete from the list and click **Remove Record** and then **Save**.

About social media fields

Social media fields are used to record IDs for Twitter, Facebook, Trip Advisor, and Booking.com and are contained on the following screens:

- Guest Stay
- Check In
- Walk In
- Guest Profile
- Organization Profile
- Booking Agency Profile

When information is entered in the social media fields on a guest stay, check in, or walk in, it will be saved to the guest profile. When a new guest stay is created any social media that exists on the profile for the selected guest profile will be copied to the guest stay.

When no information exists in the social media fields on a guest stay, check in, or walk in, and the associated guest profile, and an organization or booking agency profile is attached with social media information, the social media information will be copied from the associated profiles to the guest stay and saved to the guest profile. Since social media information can exist on all profiles, the first one associated with the guest record that has the information will copy to the guest record, once information exists on the guest record it does not get automatically updated by attaching other profiles, but can be manually updated.

Merging guest profiles

Merge two existing profiles into one to consolidate duplicate guest profiles and their information. Restricted guest profiles will display with an indicator. Any duplicate guest profiles that are linked in the **Profiles** tab of other profiles will display with an indicator.

Note:

- If the CRMACT install parameter is set to Yes, indicating that the CRM interface is active, you cannot manually merge guest profile records.
- If the install parameter BestWest is set to Yes, you cannot merge Best Western Profiles.

To merge guest profiles:

- 1 Select **Profiles > Guest Profile Merge**.
- 2 In the Guest Profile section, click **Guest Search**. The **Guests** window is displayed.
The Guests search feature applies the VVIP functionality. See, [VVIP functionality](#) on page 200.

- 3 Search for the guest profile to work with using the Dataspy or Quick Filter.
 - 4 Select the record to work with and the click **OK**. The Guest Profile is populated with the details of the selected record.
 - 5 In the Duplicate Guest Profile section, click **Guest Search**. The **Guests** window is displayed.
 - 6 Search for the guest profile to work with using the Dataspy or Quick Filter.
 - 7 Select the record to work with and the click **OK**. The Duplicate Guest Profile is populated with the details of the selected record.
 - 8 Click **Save**. The duplicate profile is merged into the guest profile, the duplicate guest profile details are cleared, and the duplicate guest profile is set to Inactive.
- Note:** You cannot merge two guest profiles if the duplicate guest profile is linked to an activity whose status is Booked and the end date is on or after the hotel date.

Configuring guest profile merge

Use the **Configure Guest Profile Merge** page to configure the settings necessary to run the profile merge process. If the install parameter **CRM is Active** check box is selected, you cannot carry out the merge process.

This screen is applicable for VVIP feature. See, [VVIP functionality](#) on page 200.

To configure guest profile merge:

- 1 Select **Profiles > Configure Guest Profile Merge**.
- 2 Specify the information that you require. See additional details about the fields below.

Automatic Merge Score

Specify the score of similarity between profiles after which the profiles are automatically merged by the system.

Manual Merge Score

Specify the score of similarity between profiles after which the profiles must be merged by the user.

Merge Payment Card Tokens

If this check box is selected, the payment card tokens are also merged if the profiles are similar.

Merge A/R Billing

If this check box is selected, the A/R billing records are also merged if the profiles are similar.

Status

Specify **Active** to carry out the merge process.

- 3 Click **Save Record** to add the record.

Organization Profiles

Organization profiles are used to maintain key information for companies and organizations that may reserve blocks of rooms for groups, have negotiated rates, and have special billing set up for their employees and representatives. When a organization's profile is linked during the reservation or check-in process, information for that organization is copied to the guest stay.

The organization profile screen is organized by tab. The following tabs have an indicator which will display orange when information is present within the screen:

- Contact Details
- Negotiated Rates
- Billing Profiles
- Auto Transfer
- Profile Link
- Events
- Preferences
- Restricted
- Notes

Creating an organization profile

Create a new organization profile to add a record of an organization and detailed information about the organization. Note that the **Profile ID** is automatically generated when you create a profile and **Status** is set to active.

To create an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 Click **New Record**.
- 3 In the Organization Information section of the screen, specify the information that you require. See additional details about these fields:

External ID

This field is display only and contains an external guest profile reference number if the guest profile originated in another system.

Parent Organization

Specify the parent organization of the company/organization, if applicable. Negotiated rates may be added to Parent organizations and these then apply to any child organization linked to that Parent.

Note: If this value is specified, the application displays a confirmation message to copy the associated information of the Parent profile to the Child profile when the record is saved.

Abbreviation

Specify the abbreviation of the company/organization name.

Organization Type

Specify the organization type. Options are based on codes created as organization type codes on the **Maintain Global Codes** page.

Industry

Specify the organization's industry. Options are based on codes created as industry codes on the **Maintain Global Codes** page.

Fiscal Name

Specify the Fiscal Name.

Fiscal Address

Specify the Fiscal Address assigned to a company by the tax authorities in Spain.

Note: This address can differ from the postal address of the company.

Fiscal Postal Code

Select the Fiscal Postal Code, that must be included in the Fiscal Address.

Note: The values in the subsequent Fiscal fields are populated.

Fiscal City

Specify the Fiscal City, that must be included in the Fiscal Address.

Fiscal State/Province

Select the Fiscal State/Province, that must be included in the Fiscal Address.

Note: The Country related to the selected State/Province is defaulted in the Fiscal Country field.

Fiscal Country

Select the Fiscal Country, that must be included in the Fiscal Address.

Salesperson

Select the salesperson.

Residence Type Code

Select the type of the residence to which the organization belongs. Possible values are:

- Foreigner
- Resident in European Union
- Spanish Resident

- 4 In the Market Details section of the screen, specify the information that you require. These fields also exist on group bookings and organization profiles and are updated to associated reservations. The copy order is controlled by the MARKETFILEDCOPYORDER property parameter. The default sequence is **Group > Booking Agency > Organization**.

Source of Business

The Source of Business and Market Segment are updated if there is no lease associated. You can change the market segment on the guest stay record. If the rate plan changes, the application does not modify the market segment automatically. If you update the booking agency on an existing reservation the application does not modify the market segment.

Market Segment

The global code definition of Track, allows the Track to be categorized based on Market Segment. More than one Track code can be grouped under a single Market Segment category.

Track

Select the track code that must be associated to the organization profile.

Note: You can create and modify the track codes using the **Create Track Code**.

- 5 In the Other Information section of the screen, specify the information that you require. See additional details about these fields:

City Registration Number

The licence number allotted by the city. This license allows the establishment and operation of the property in that city.

State Registration Number

The licence number allotted by the State Department of Finance. This license allows the establishment and operation of the property in that state.

Tax ID

Specify the tax ID.

Note: You must specify this value if the **Legal Entity** check box is selected.

Additional Tax ID

Specify the additional tax ID.

Tax Status

Specify the tax status of the organization. If a group or profile (guest, organization, or booking agency) is added to the guest stay, the system will update the tax status with the group's or profile's tax status. If a group or multiple profiles are being added, the tax status of the group or first profile added will be used. If a tax status is copied from a profile that is not valid for the property, a message will display indicating the tax status should be updated with a valid tax status for the property or removed. Once the tax status is set on a guest stay, the system will not update it.

Sell Negotiated Rates Only

Select to indicate that reservations for this organization only be booked with their negotiated rates.

Legal Entity

Select this check box to indicate if the organization is a legal entity.

Note: The related fields such as, Country, Address and Phone must have a value.

Agent Type

The type of the agent associated with the organization.

Note: You must select this value if the Legal Entity check box is selected.

Bank Name

The bank name of the organization.

Bank Number

The bank number of the organization.

Registration Number

The registration number of organization.

e-Invoicing Partner

If this check box is selected, the electronic invoicing platform is applicable.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

- 6 In the [Contact Details](#) section of the screen, specify the information that you require. The contact information entered into this section will display in the **Contact Details** tab as Preferred. See additional details about these fields:
- 7 In the [Social Media Details](#) section of the screen, specify the information that you require. Refer to [About social media fields](#) on page 112
- 8 Click **Save Record** or click another profile tab. The organization profile record is saved.

Editing an organization profile

After creating an organization profile, edit the organization profile as necessary to update or modify information on the profile.

To edit an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile.
- 3 Edit the organization profile as necessary. Refer to [Creating an organization profile](#) on page 473.
- 4 Click **Save Record**.

Copying an organization profile

You can copy an organization profile. Information contained in organization profile tabs other than the **Record View** tab will not be copied along with the following fields:

- Organization Profile ID
- External ID
- Notes
- City Registration Number
- State Registration Number
- Tax ID
- Additional Tax ID
- Tax Status

To copy an organization profile:

- 1 Select **Profiles > Guest Organization**.
- 2 On the **List View** tab, select the organization profile to copy.
- 3 Click **Copy Record**.
- 4 Modify the information that you require.
- 5 Click **Save Record**.

Adding social media details to an organization profile

You can use the Social Media Details section of the organization profile to record the organization's IDs for Twitter, Facebook, Trip Advisor, and Booking.com. Refer to [About social media fields](#) on page 112

To add social media details on an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile.
- 3 On the **Record View** tab, expand **Social Media Details** and specify the information that you require.
- 4 Click **Save Record**.

Setting an organization profile to inactive

You can set an organization profile to inactive. When an organization is set to inactive it will no longer be available for use. Inactive profiles will not display in organization lookups.

To set an organization profile to inactive:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile.
- 3 Set **Status** to **Inactive**.
- 4 Click **Save Record**.

Adding contact information to an organization profile

You use the **Contact Details** tab to add additional contacts to an organization profile. Only one contact record can be set to Preferred. The contact information entered on the Record View tab of the organization profile will display as the first record and will be set as Preferred.

You can make a contact a travel coordinator by granting web access which gives the ability to create reservations for the organization using the reservation portal.

To add additional contact information to an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile to work with and click the **Contact Details** tab.
- 3 Click **Add Record** in the section that you want to add information, then specify the information you require.

Preferred

Select to indicate the record as preferred.

- 4 In the Contact Details section of the screen, specify the information that you require. Address, Phone, Email entered into this section are all set to preferred and will display in the **Contact Details** tab as preferred. See additional details about these fields:

Web Access

Select to indicate that the contact is the travel coordinator for the organization and has access to book via the web portal, then specify a **User Name** and Password.

Preferred

Select to indicate that the contact is the preferred contact.

- 5 Click **Save**. The record is added.

Note: To delete a contact record from an organization profile, select the record to delete from the list and click **Remove Record** and then **Save**. A record that is marked as preferred cannot be deleted, you must select another record as preferred first. Double-click a record to bring up a pop-up to modify the record.

Adding negotiated rates to an organization profile

Add negotiated rates to an organization profile to associate an organization with pre-determined rates for that organization. Negotiated rates can be added for specific properties, or globally for all properties.

Rates are defined as a part of your global code configuration.

To add negotiated rates to an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile to work with and click the **Negotiated Rates** tab .
- 3 In the Rate Details section of the screen, specify the information that you require. See additional details about these fields:

Property

Specify the properties to which the rate be available.

Rate Plan

The rate plan for the booking agency profile.

Note:

- The application defaults the values in the Rate Type, Exclusive and Currency fields.
- The standard rate plan is displayed when the Property field is blank.
- The Global Rate Plan field is protected.

Copy to Child Profile

Select this check box to copy the Negotiated rates of the parent profile to child.

Note: If you delete a parent profile the associated child profile is also deleted.

Global Rate Plan

Specify the global rate plan. The second field is filled with the global rate plan name and the **Rate Plan Type**, **Exclusive**, and **Currency** fields are filled with information from the rate plan. The **Rate Plan** field is not available.

Sell Order

Specify the sell order. You can specify a number between 1 and 999.

- 4 Click **Save**.

Note: To delete a rate from an organization profile, select the rate from the list and click **Remove Record** and then **Save**.

Changing the sort order of a negotiated rate

You can change the sell order of the rates that are available during the booking process. When the order of one rate plan is changed, the system will automatically re-sort the rate plans in a logical order by incrementing subsequent rate plans by 1.

To change the sort order of a negotiated rate:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile to work with and click the **Negotiated Rates** tab .
- 3 Select a negotiated rate of which to change the sort order, and in the Rate Details section of the screen, specify the sort order.
- 4 Click **Save**.

Adding a billing profile to an organization profile

You use the **Billing Profile** tab to set the default guarantee type for an organization. Once guarantee types are associated, the information is selectable in the booking process.

Guarantee methods are configured globally on the Configure Guarantee Methods screen, but it is possible to deactivate a global guarantee method for a property on the Maintain Property Settings, Guarantee Methods tab. The global set of Guarantee Method codes will be selectable on the Billing Profiles tab, but only the guarantee methods configured for the property being booked will be selectable in the reservation process.

Each Guarantee Method Code has an associated guarantee requirement. There are two guarantee requirements that activate areas of the screen.

- Direct Bill: Activates the A/R Account section
- Credit Card: Activates the Payment Card section.

To add a billing profile to an organization profile:

- 1 Select **Profiles > Organization Profiles**.

2 On the **List View** tab, select an organization profile and click the **Billing Profile** tab.

3 Select a Guarantee Type

4 Specify this information in the A/R Account section:

Property

The code of the property for a A/R Account. This value is defaulted to the session property. However, you can modify the value.

A/R Account

The A/R Account or A/R profile of the specified property.

Note:

- The application populates the details of the Account in the related fields.
- You can also modify the A/R Account for the specified property.

5 Specify this information in the Payment Card Details section:

Preferred

Optionally, select the card as preferred. Only one card can be set to preferred. The preferred card cannot be set to inactive.

Status

The status of the payment card. By default, the status is set to **Active**. To use the card in the booking process, the status must be set to **Active**.

Note: More than one payment card can be added to the billing profile. Only one card can be set as the preferred card. You can set cards that are no longer used to a status of inactive. The preferred card cannot be set to inactive.

6 Click **Save**.

Adding auto transfer instructions to an organization profile

You use the **Auto Transfer** tab to add auto transfer instructions for the organization that are copied to the associated guest reservations. Auto Transfer is used to set up automatic routing of charges from one account to a different account or to route charges to a specific folio on the same account.

Note: Auto transfer instructions in guest stay can be from different sources (group, booking agency, accounts receivable, and organization). In case of conflict, the order of precedence is decided by the property parameter <put parameter here> .

To add auto transfer instructions to an organization profile:

1 Select **Profiles > Organization Profiles**.

2 On the **List View** tab, select an organization profile.

3 Select **Actions > Apply Auto Transfer Template**. The Apply Auto Transfer Template screen is displayed. Specify this information:

Auto Transfer Template

Select a preconfigured template code.

Auto Transfer rule

Select a preconfigured rule for the template.

- 4 Click **Submit**, to create the [auto transfer](#) rule.

- 5 Click **Close**.

Note: If the Template used has a Start and End Date specified, the Auto Transfer Rule is effective only for this date range.

- 6 Click the **Auto Transfer** tab.

- 7 In the Auto Transfer Details section, specify the information that you require. See additional information on these fields:

To Account

Specify the account to which you want to [transfer](#) the transactions. To transfer charges to a different folio on the same account, leave this field blank.

To Account Folio

Specify the [folio](#) of the account to which the transactions will be transferred.

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Template

The code of the auto transfer template. This value is defaulted from the **Apply Auto Transfer Template** screen.

Include Resort Fee

Select this check box to [transfer](#) the resort fee associated with the transaction.

- 8 In the Split Details section, specify.

Split Amount

The amount (from the total amount due) apportioned to this transaction based on the auto transfer rule.

Split Percent

A percentage of the total due amount that is assigned to the transaction, based on the auto transfer rule.

Note: If you specify a value in this field, the **Split Amount** is disabled

Split Frequency

Set the frequency to determine how the split amount or percentage is assigned to a transaction. The frequency can be set to these options:

- per day
- per stay

- per posting

Note: When you specify the split percent, the frequency field can only be set to per posting.

9 Click **Save**.

Note: Auto transfers cannot be deleted, they can only be canceled. To cancel an auto transfer instruction, select the record to cancel from the list and select the **Cancel** check box and click **Save**.

Adding a profile link to an organization profile

You use the **Profile Link** tab to associate profiles from other Organizations and Booking Agencies. There is no hierarchical relationship between the profiles.

The profile ID for each linked profile is a hyperlink enabling you to view the profile screen directly from the profile link.

To add a profile link to an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile.
- 3 Click the **Profile Link** tab.
- 4 In the Profile Link Details section, specify this information:

Profile Type

Specify the profile type. Options include Organization and Booking Agency.

Profile Name

If you specified a profile type the lookup will be filtered by an organization or booking agency. Specify a profile name. The External ID, Status, Address, City, and State will be filled with information from the profile.

Notes

Optionally, specify any notes about the profile.

- 5 Click **Save**. The profile link record is added to the Profile Link list.

Note: To delete a profile link record from an organization profile, select the profile link record to delete from the list and click **Remove Record** and then **Save**.

Viewing events for an organization profile

You use the Organization Profile **Events** tab to view event reservations associated with the organization profile. The tab will only be available when the property is licensed for the Events module.

To view events for a organization profile:

- 1 Select **Profiles > Organization Profiles**.

- 2 On the **List View** tab, select an organization profile.
- 3 Click the **Events** tab. The event reservations associated with the organization profile is displayed.

Adding preferences to an organization profile

Add preferences to an organization profile to maintain any requests and preferential accommodations or [amenities](#) the organization's guests may have during their stay.

Guest preference codes that are available for selection will include those configured as global, those associated to the property's brand, and those specified as property preferences. See [Configuring guest preference codes](#) on page 524 and [Adding property preferences](#) on page 565.

To add preferences to an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile and click the **Preferences** tab .
- 3 In the Preference Details section, specify the information that you require. See additional details about these fields:

Property

The property defaults to the current property. You can specify another property to filter the available preferences for that property. Only properties available to the user will display for selection.

Preference

Specify the preference. The Preference Code and Description will be populated. The value in Department, Category, and Status field is populated based on the Preference Department. The value in Category and Status field is populated from the preference code.

Note: If the property parameter RESTRICTPROFILEDATBYPROP is selected, the application displays the preferences that are associated with the property.

Descriptor

If a preference exists that is configured with descriptors this field will be required. Specify a descriptor.

Note:

If a Guest Preference has a Descriptor marked as Default, the Descriptor will default to the Descriptor field when the Guest Preference is added. The User can accept the Default Descriptor or select a different Descriptor.

Descriptor Details

If a preference is added with a descriptor you can optionally specify descriptor details.

Copy to Child Profiles

Select this check box to copy the preference of an organization to another organization as Child Profiles.

Note: If this check box is selected and you delete a parent profile, the associated child profile is also deleted.

- 4 Click **Save**.

Note: To delete a preference from an organization profile, select the preference from the list and click **Remove Record** and then **Save**.

Restricting an organization profile

Restrict an organization profile for a specific [property](#) or all properties due to wrongful or negligent behavior on the part of the organization.

Note: If the property parameter RESTRICTPROFILEDATABYPROP is selected, you can view and add restrictions only for session property. The All Properties check box is selected if the value in the Property field is not specified.

To restrict an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile and click the **Restricted** tab.
- 3 In the Restricted Details section, specify the information that you require. See additional details about these fields:

Reason

Specify the reason that the organization profile is restricted. Restrict reasons are created as a part of the Global Code configuration.

- 4 Click **Save**. The restriction record is saved on the organization profile. Add additional restriction records on the organization profile as necessary.

Note: Click **Remove Record** to delete the restriction record from the organization profile.

Adding organization profile notes

You use the Organization Profile **Notes** tab to record notes about the organization that will automatically copy to a reservation or walk in associated with the profile. When adding a note you can opt to have the note print on confirmation letters, or you can opt to keep the note private. You can also set the note to be property specific.

To add notes to an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile to work with and click the **Notes** tab .
- 3 In the Notes Detail section, specify the information that you require. See additional information about these fields:

Property Specific

Select this check box if the Note is specific only to the property.

Print on Confirmation

Select this check box to print the Note on the confirmation letters.

Private Note

Select this check box if the Note is for internal reference.

Copy to Child Profiles

Select this check box to copy the Note to all the child profiles of the parent.

- 4 Click **Save**. The note is added.

Note: To delete a note record from an organization profile, select the note to delete from the list and click **Remove Record** and then **Save**.

Booking Agency Profiles

Booking agency profiles are used to track the sales and referral productivity of travel agencies and alternative sales agencies. Examples of alternative sales agencies include sales resources within your [property](#) or corporation and secretaries of companies who are rewarded for reservations at your property. Using [booking agency](#) profiles makes it easy to complete the tasks that focus on the specific agreement with each agency and accurately update the guest accounts that the agency reserves at your property, and record and pay commissions.

The organization profile screen is organized by tab. The following tabs have an indicator which will display orange when information is present within the screen:

- Contact Details
- Negotiated Rates
- Billing Profiles
- Auto Transfer Rules
- Profile Link
- Events
- Restricted
- Notes
- Coupon

Creating a booking agency profile

Create a new [booking agency](#) profile to add a record of a booking agency and detailed information about the agency. Note that the **Profile ID** is automatically generated when you create a profile and **Status** is set to active.

To create a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 Click **New Record**.

- 3 In the Agency Information section of the screen, specify the information that you require. See additional details about these fields:

Parent Organization

Specify the parent organization of the company/organization, if applicable. Negotiated rates may be added to Parent organizations and these then apply to any child organization linked to that Parent.

Note: If this value is specified, the application displays a confirmation message to copy the associated information of the Parent profile to the Child profile when the record is saved.

Abbreviation

Specify the abbreviation of the company/organization name.

Booking Agency Type

Specify the booking agency type. Options are based on codes created as organization type codes on the **Maintain Global Codes** page.

Reference Number Type

The code of the reference number type associated with the booking agency such as IATA, TIDS, TRUE and so on.

IATA /Reference Number

The reference number generated by the booking agency based on the reference type specified.

Internal Reference Number

The reference number generated by the booking agency which is used for internal purposes.

External ID

The unique ID (name) of the external system to indicate the booking agency profile. The application defaults the value that is specified in the install parameter SYSOWNBA.

Residence Type Code

Select the type of the residence to which the booking agency belongs. Possible values:

- Foreigner
- Resident in European Union
- Spanish Resident

Commission Pricing

Specify the commission pricing based as **Per Night** or **Flat**:

- **Per Night:** Specify the **Commission Amount**. The **Commission Percentage** field is no longer available.
- **Flat:** Specify a **Commission Percentage** or a **Commission Amount**.

Fiscal Name

Specify the Fiscal Name.

Fiscal Address

Specify the Fiscal Address assigned to a company by the tax authorities in Spain.

Note: This address can differ from the postal address of the company.

Fiscal Postal Code

Select the Fiscal Postal Code, that must be included in the Fiscal Address.

Note: The values in the subsequent Fiscal fields are populated.

Fiscal City

Specify the Fiscal City, that must be included in the Fiscal Address.

Fiscal State/Province

Select the Fiscal State/Province, that must be included in the Fiscal Address.

Note: The Country related to the selected State/Province is defaulted in the Fiscal Country field.

Fiscal Country

Select the Fiscal Country, that must be included in the Fiscal Address.

- 4 In the Market Details section of the screen, specify the information that you require. These fields also exist on group bookings and organization profiles and are updated to associated reservations. The copy order is controlled by the MARKETFILEDCOPYORDER property parameter. The default sequence is **Group > Booking Agency > Organization**.

Source of Business

The Source of Business and Market Segment are updated if there is no lease associated. You can change the market segment on the guest stay record. If the rate plan changes, the application does not modify the market segment automatically. If you update the booking agency on an existing reservation the application does not modify the market segment.

Market Segment

The global code definition of Track, allows the Track to be categorized based on Market Segment. More than one Track code can be grouped under a single Market Segment category.

Track

Select the track code that must be associated to the booking profile.

Note: You can create and modify the track codes using the **Create Track Code**.

- 5 In the Other Information section of the screen, specify the information that you require. See additional details about these fields:

City Registration Number

The licence number allotted by the city. This license allows the establishment and operation of the property in that city.

State Registration Number

The licence number allotted by the State Department of Finance. This license allows the establishment and operation of the property in that state.

Bank Name

The bank name of the booking agency.

Bank Number

The bank number of the booking agency.

Registration Number

The registration number of the booking agency.

e-Invoicing Partner

If this check box is selected, the electronic invoicing platform is applicable.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Note: This field is enabled only if **e-Invoicing Partner** check box is selected.

Tax Status

Specify the tax status of the booking agency. If a group or profile (guest, organization, or booking agency) is added to the guest stay, the system will update the tax status with the group's or profile's tax status. If a group or multiple profiles are being added, the tax status of the group or first profile added will be used. If a tax status is copied from a profile that is not valid for the property, a message will display indicating the tax status should be updated with a valid tax status for the property or removed. Once the tax status is set on a guest stay, the system will not update it.

Sell Negotiated Rates Only

Select to indicate that reservations for this booking agency only be booked with their negotiated rates.

Confidential Rates

Select to indicate that rates of reservations booked for this [booking agency](#) are confidential and should not display on guest forms or letters.

- 6 In the Primary Contact section of the screen, specify the information that you require. The contact information entered into this section is displayed in the **Contact Details** tab as Preferred.
- 7 In the Social Media Details section of the screen, specify the information that you require. Refer to [About social media fields](#) on page 112
- 8 Click **Save Record**.

Editing a booking agency profile

After creating a [booking agency](#) profile, edit the booking agency profile as necessary to update or modify information on the profile.

To edit a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile.
- 3 Edit the booking agency profile as necessary. Refer to [Creating a booking agency profile](#).
- 4 Click **Save Record**.

Copying a booking agency profile

You can copy a booking agency profile. Information contained in booking agency profile tabs other than the **Record View** tab will not be copied along with the following fields:

- Booking Agency Profile ID
- IATA / Reference Number

- City Registration Number
- State Registration Number
- Tax ID
- Additional Tax ID
- Tax Status

To copy a booking agency profile:

- 1 Select **Profiles > Booking Agency**.
- 2 On the **List View** tab, select the booking agency profile to copy.
- 3 Click **Copy Record**.
- 4 Modify the information that you require.
- 5 Click **Save Record**.

Adding social media details to a booking agency profile

You can use the Social Media Details section of the booking agency profile to record the booking agency's IDs for Twitter, Facebook, Trip Advisor, and Booking.com. Refer to [About social media fields](#) on page 112

To add social media details on a booking agency profile:

- 1 Select **Profiles > Booking Agency**.
- 2 On the **List View** tab, select a booking agency profile.
- 3 On the **Record View** tab, expand **Social Media Details** and specify the information that you require.
- 4 Click **Save Record**.

Setting a booking agency profile to inactive

You can set a booking agency profile to inactive. When a booking agency is set to inactive it will no longer be available for use. Inactive profiles will not display in booking agency lookups.

To set a booking agency profile to inactive:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile.
- 3 Set **Status** to **Inactive**.
- 4 Click **Save Record**.

Adding contracts to booking agency profiles

You use the contracts action button to add contracts to a booking agency profile.

To add contracts to a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile.
- 3 On the **Record View** tab, click the **Contracts** action button.
- 4 In the Contracts page, specify the information that you require. See additional information on these fields:

Release Days

Specify the release days. This is the default release days if no release schedule exists for contract dates in the bottom section.

Impacts Availability

Select to have the allocation removed from house availability.

Rate Plan

Specify the rate plan. Options include the rate plans added in the **Negotiated Rates** tab.

Initial Status

The initial status defaults to open. When the overall allocation or overall min house limits are reached the status changes to closed. The initial status can be set to closed until reservations are allowed.

Free Sell

Select to allow free selling of rooms without limit until the limit set in the **Overall Min House** field is reached.

Overall Allocation

Specify the overall allocation, the total number of rooms that can be sold. The number can be higher than the actual rooms available to allow overselling where the **Overall Min House** is not specified. When this is specified the **Free Sell** check-box is unchecked.

Overall Min House

Specify the overall minimum house, reservations can be made for the contract until the house availability reaches this number. Once the number is reached the allocation is closed.

- 5 Optionally, in the bottom half of the screen you can specify release days by date range of the contract by clicking **Add Date Range**. If no release days are specified then the release days specified in the **Release Days** field is the default.
- 6 Click **Save**.

Note: To add another contract select New Contract. Contracts cannot be deleted. To edit an existing contract select the contract from the Contracts drop-down menu.

Adding contact information to a booking agency profile

You use the **Contact Details** tab to add additional contacts to a booking agency profile. Only one contact record can be set to Preferred. The contact information entered on the **Record View** tab of the booking agency profile will display as the first record and will be set as Preferred.

You can make a contact a travel coordinator by granting web access which gives the ability to create reservations for the booking agency using the reservation portal.

To add additional contact information to a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile to work with and click the **Contact Details** tab.
- 3 Click **Add Record** in the section that you want to add information, then specify the information you require.

Preferred

Select to indicate the record as preferred.

- 4 In the Contact Details section of the screen, specify the information that you require. Address, Phone, Email entered into this section are all set to preferred and are displayed in the **Contact Details** tab as preferred. See additional details about these fields:

Web Access

Select to indicate that the contact is the travel coordinator for the booking agency and has access to the website.

Preferred

Select to indicate that the contact is the preferred contact.

- 5 Click **Save**. The record is added.

Note: To delete a contact record from an booking agency profile, select the record to delete from the list and click **Remove Record** and then **Save**. A record that is marked as preferred cannot be deleted, you must select another record as preferred first. Double-click a record to modify the record.

Adding negotiated rates to a booking agency profile

Add negotiated rates to an organization profile to associate an organization with pre-determined rates for that organization. Negotiated rates can be room rates or package rates and can be added for specific properties, or globally for all properties. When a booking agency is associated to a reservation, these rates are selectable in the booking process.

Rates are defined as a part of your global code configuration.

To add negotiated rates to a booking agency profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile to work with and click the **Negotiated Rates** tab .
- 3 In the Rate Details section of the screen, specify the information that you require. See additional details about these fields:

Property

Specify the properties to which the rate be available.

Rate Plan

The rate plan for the booking agency profile.

Note:

- The application defaults the values in the Rate Type, Exclusive and Currency fields.
- The standard rate plan is displayed when the Property field is blank.
- The Global Rate Plan field is protected.

Copy to Child Profile

Select this check box to copy the Negotiated rates of the parent profile to child.

Note: If you delete a parent profile the associated child profile is also deleted.

Sell Order

Specify the sell order. You can specify a number between 1 and 999.

- 4 Click **Save**.

Note: To delete a rate from a booking agency profile, select the rate from the list and click **Remove Record** and then **Save**.

Changing the sort order of a negotiated rate

You can change the sell order of the rates that are available during the booking process. When the order of one rate plan is changed, the system will automatically re-sort the rate plans in a logical order by incrementing subsequent rate plans by 1.

To change the sort order of a negotiated rate:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile to work with and click the **Negotiated Rates** tab .
- 3 Select a negotiated rate of which to change the sort order, and in the Rate Details section of the screen, specify the sort order.
- 4 Click **Save**.

Adding a billing profile to a booking agency profile

You use the **Billing Profile** tab to set the default guarantee type for a booking agency. Once guarantee types are associated, the information is selectable in the booking process.

Guarantee methods are configured globally on the Configure Guarantee Methods screen, but it is possible to deactivate a global guarantee method for a property on the Maintain Property Settings, Guarantee Methods tab. The global set of Guarantee Method codes will be selectable on the Billing Profiles tab, but only the guarantee methods configured for the property being booked will be selectable in the reservation process.

Each Guarantee Method Code has an associated guarantee requirement. There are two guarantee requirements that activate areas of the screen.

- Direct Bill: Activates the A/R Account section
- Credit Card: Activates the Payment Card section.

To add a billing profile to a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile and click the **Billing Profile** tab.
- 3 Select a Guarantee Type, then do one of the following:
 - Expand the A/R Account section and then specify an A/R account. The fields in the section will be filled with information from the A/R account specified.
 - In the Payment Card Details, specify the information that you require then click **Save**. See additional details about these fields:

Preferred

Optionally, select the card as preferred. Only one card can be set to preferred. The preferred card cannot be set to inactive.

Status

The status of the payment card. By default, the status is set to **Active**. To use the card in the booking process, the status must be set to **Active**.

Note: More than one payment card can be added to the billing profile. Only one card can be set as the preferred card. You can set cards that are no longer used to a status of inactive. The preferred card cannot be set to inactive.

Adding auto transfer instructions to an organization profile

You use the **Auto Transfer** tab to add auto transfer instructions for the organization that are copied to the associated guest reservations. Auto Transfer is used to set up automatic routing of charges from one account to a different account or to route charges to a specific folio on the same account.

Note: Auto transfer instructions in guest stay can be from different sources (group, booking agency, accounts receivable, and organization). In case of conflict, the order of precedence is decided by the property parameter <put parameter here> .

To add auto transfer instructions to an organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile.
- 3 Click the **Auto Transfer Link** tab.
- 4 In the Auto Transfer Details section, specify the information that you require. See additional information on these fields:

To Account

Specify the account to which you want to [transfer](#) the transactions. To transfer charges to a different folio on the same account, leave this field blank.

To Account Folio

Specify the [folio](#) of the account to which the transactions will be transferred.

Code Type

Specify the [transaction code](#) type to transfer. Options include All Transactions, Transaction Code, Transaction Group, or Transaction Type.

Code

Specify the code to transfer. The code options are dependent on the code type that was specified.

Property

Specify the property for which you want to add the auto transfer rule.

Include Tax

Select this check box to [transfer](#) the tax associated with the transaction.

Include Resort Fee

Select this check box to [transfer](#) the resort fee associated with the transaction.

- 5 Optionally, in the SPLIT DETAILS section, specify either the **Split Amount** or the **Split Percent**.
- 6 Click **Save**.

Note: Auto transfers cannot be deleted, they can only be canceled. To cancel an auto transfer instruction, select the record to cancel from the list and select the **Cancel** check box and click **Save**.

Adding a profile link to a booking agency profile

You use the **Profile Link** tab to associate profiles from other Organizations and Booking Agencies. There is no hierarchical relationship between the profiles.

The profile ID for each linked profile is a hyperlink enabling you to view the profile screen directly from the profile link.

To add a profile link to a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile.
- 3 Click the **Profile Link** tab.
- 4 In the Profile Link Details section, specify this information:

Profile Type

Specify the profile type. Options include Organization and Booking Agency.

Profile Name

If you specified a profile type the lookup will be filtered by an organization or booking agency. Specify a profile name. The External ID, Status, Address, City, and State will be filled with information from the profile.

Notes

Optionally, specify any notes about the profile.

- 5 Click **Save**. The profile link record is added to the Profile Link list.

Note: To delete a profile link record from a booking agency profile, select the profile link record to delete from the list and click **Remove Record** and then **Save**.

Viewing events for an organization profile

You use the Organization Profile **Events** tab to view event reservations associated with the organization profile. The tab will only be available when the property is licensed for the Events module.

To view events for a organization profile:

- 1 Select **Profiles > Organization Profiles**.
- 2 On the **List View** tab, select an organization profile.
- 3 Click the **Events** tab. The event reservations associated with the organization profile is displayed.

Adding preferences to a booking agency profile

Add preferences to a booking agency profile to maintain any requests and preferential accommodations or [amenities](#) the booking agency's guests may have during their stay.

Guest preference codes that are available for selection will include those configured as global, those associated to the property's brand, and those specified as property preferences. See [Configuring guest preference codes](#) on page 524 and [Adding property preferences](#) on page 565.

To add preferences to an booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile and click the **Preferences** tab .
- 3 In the Preference Details section, specify the information that you require. See additional details about these fields:

Property

The property defaults to the current property. You can specify another property to filter the available preferences for that property. Only properties available to the user will display for selection.

Preference

Specify the preference. The Preference Code and Description will be populated. The value in Department, Category, and Status field is populated based on the Preference Department. The value in Category and Status field is populated from the preference code.

Note: If the property parameter RESTRICTPROFILEDATBYPROP is selected, the application displays the preferences that are associated with the property.

Descriptor

If a preference exists that is configured with descriptors this field will be required. Specify a descriptor.

Note:

If a Guest Preference has a Descriptor marked as Default, the Descriptor will default to the Descriptor field when the Guest Preference is added. The User can accept the Default Descriptor or select a different Descriptor.

Descriptor Details

If a preference is added with a descriptor you can optionally specify descriptor details.

Copy to Child Profiles

Select this check box to copy the preference of a booking agency to another booking agency as Child Profiles.

Note: If this check box is selected and you delete a parent profile, the associated child profile is also deleted.

- 4 Click **Save**.

Note: To delete a preference from a booking agency profile, select the preference from the list and click **Remove Record** and then **Save**.

Restricting a booking agency profile

Restrict a [booking agency](#) profile for a specific [property](#) or all properties due to wrongful or negligent behavior on the part of the booking agency.

Note: If the property parameter RESTRICTPROFILEDATABYPROP is selected, you can view and add restrictions only for session property. The All Properties check box is selected if the value in the Property field is not specified.

To restrict a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile to work with and click the **Restricted** tab.
- 3 In the Restricted Details section, specify the information that you require. See additional details about these fields:

Reason

Specify the reason that the booking agency profile is restricted. Restrict reasons are created as a part of the Global Code configuration.

- 4 Click **Save**. The restriction record is saved on the booking agency profile. Add additional restriction records on the booking agency profile as necessary.

Note: Click **Remove Record** to delete the restriction record from the [booking agency](#) profile.

Adding booking agency profile notes

You use the Booking Agency Profile **Notes** tab to record notes about the booking agency that will automatically copy to a reservation or walk in associated with the profile. When adding a note you can

opt to have the note print on confirmation letters, or you can opt to keep the note private. You can also set the note to be property specific.

To add notes to a booking agency profile:

- 1 Select **Profiles > Booking Agency Profiles**.
- 2 On the **List View** tab, select a booking agency profile to work with and click the **Notes** tab .
- 3 In the Notes Detail section, specify the information that you require. See additional information about these fields:

Property Specific

Select this check box if the Note is specific only to the property.

Print on Confirmation

Select this check box to print the Note on the confirmation letters.

Private Note

Select this check box if the Note is for internal reference.

Copy to Child Profiles

Select this check box to copy the Note to all the child profiles of the parent.

- 4 Click **Save**. The note is added.

Note: To delete a note record from a booking agency profile, select the note to delete from the list and click **Remove Record** and then **Save**.

Chapter 9: Housekeeping

You use the Housekeeping menu to perform housekeeping tasks. For example:

- Adding the housekeeping employees.
- Maintaining the work orders.
- Creating the housekeeping assignments.
- Updating the room status.

Adding employees

To add a housekeeping employee:

- 1 Select **Housekeeping > Employees**.
- 2 Click **New Record**.
- 3 Specify this information:

Employee

The employee code in the first field. Specify the employee name in the second field.

Property

The name of the property. The default value is the current property code.

Note: You can modify this value.

.

Status

The status of the employee. The possible values are:

- active
- inactive

- 4 Specify the information that you require in the EMPLOYEE DETAILS section. See additional details about these fields:

Associated HMS User

The code of the HMS User assigned to the employee.

Supervisor

The code of the supervisor assigned to the employee.

- 5 Specify the information that you require in the JOB RESPONSIBILITIES section. See additional details about these fields:

Housekeeping Rank

Specify a ranking. The value used cannot be assigned to another employee. The housekeeper ranking is to rank each housekeeper according to priority of assigning rooms. For example, you have Jane Smith ranked #1 then you have Mary Doe ranked as #2. When you auto assign rooms the first rooms should be assigned to Jane Smith because of her #1 rank then the second set of rooms assigned to Mary Doe.

Housekeeping

If this check box is selected, the employee is allocated to the housekeeping job profile.

Maintenance

If this check box is selected, the employee is allocated to the maintenance job profile.

- 6 Specify the employee shift schedule in the Scheduling section:

Sunday to Saturday employee shift

- Based on the selected check box the day shift is allotted to the employee.
- Select the Housekeeping Home Section from the lookup.
- Select the Shift.

Note:

- The Housekeeping Home Section records are defined in the Housekeeping Home Section screen.
- The Employee Shift codes are configured in the Global Code screen.
- Only one employee per Home Section / Shift combination can be assigned for any given day

- 7 Click **Save Record**.

Using work orders

Use the **Work Orders** screen to create and maintain work orders for rooms that require maintenance or are otherwise uninhabitable. You can copy a work order for another room or create a duplicate order for multiple rooms. Multiple work orders can be updated at once by using the **Update Work Order** option.

There are two out of service types for work orders: Out Of Inventory (OOI) and Out Of Order (OOO).

Out Of Inventory is typically used for planned closures of groups of rooms over a period of time for renovation or off-season inventory reduction. When a work order for service type Out Of Inventory exists for a room, the room cannot be sold and will not be counted as inventory in [occupancy](#) calculations.

Out Of Order is typically used for short term outages due to repair. When a work order for service type Out Of Order exists for a room, the room cannot be sold unless the work order is OOO and set as Minor. In both cases, the room is counted as inventory in occupancy calculations.

Minor work orders are typically used for simple repairs such as changing a light bulb, where the guest room can still be sold, but a work order must be created for tracking/assigning purposes.

Only work orders that are set as minor can be placed on leased rooms when the lease status is definite.

Creating a work order

You create a work order to put a room out of service.

To create a work order:

- 1 Select **Housekeeping > Work Orders**.
- 2 Click **New Record**.
- 3 Specify this information:

Work Order

Specify the work order description in the second field. The work order number is generated by the system.

Room

Specify the room number in the first field. The description of the room is filled by the system.

Note: When a user specifies or modifies work order, the Out of Order work order must have:

- The Inventory Start Date of the room prior to or same as the start date specified for the work order.
- The Inventory End Date specified of the room later than or same as the end date specified for the work order.

Property

The property for which the work order is created. The application defaults the value to current property session.

Work Order Template

Select this check box to indicate that the work order is a template. When a room is assigned to a guest, the application creates a work order based on template. The Work Order Template prevents rooms from being blocked in succession, thereby providing sufficient time for the cleaning of the rooms, before the next check in.

Work Order Status

The work order status of the work order is Active. You cannot update the status.

- 4 In the WORK ORDER DETAILS section, specify this information:

Reason

Specify the reason. A reason is classified as OOO (Out of Order) or OOI (Out of Inventory).

Urgent Work Order

Select this option if the work order is urgent. This option is informational only and is included in reporting.

Minor

Select this option if the work order is minor. This option can be selected only if the reason code used is classified as OOO. If selected the room can be sold during the work order.

Start Date

Specify the start date of the work order.

Planned End Date

Specify the planned end date of the work order.

Template Days Before Stay

The number of days the room is not assigned prior to the guest reservation.

Template Days After Stay

The number of days the room is on-hold for cleaning, after the guest reservation.

Auto Complete

If this check box is selected, and the **Planned End Date** is same as the **Hotel Date**, the work order is set to **Complete** by EOD. Rooms on work order maintenance is released back into general availability.

Employee

Select an employee to assign to the work order.

Note

Optionally, provide any notes about the work order.

Out of Inventory

This check box is informational. If the reason code is OOI the check box is selected by the system.

Back in Service Date

This field displays the date the room is back in service.

Room Status

This field displays the status that you specify in the **Release Room Status** field on the **Manual Hold** screen. If you do not specify a value in the **Release Room Status** field, the current room status is retained.

Service Type

This field displays the service type that you specify in the **Release Service Type** field on the **Manual Hold** screen. If you do not specify a value in the **Release Service Type** field, the current service type is retained.

- 5 In the ROOM DETAILS section, this information is displayed:

Room Type

The room number is displayed in the first field. The room description is displayed in the second field.

Suite Component

This check box is selected when the room is included in a [suite](#).

Front Desk Status

The current [front desk](#) status of the room.

Housekeeping Status

The current housekeeping status of the room.

- 6 Click **Save Record**.

Copying a work order

You can copy a work order of one room to another room.

To copy a work order:

- 1 Select **Housekeeping > Work Orders**.
- 2 On the **List View** tab, select the work order to copy.
- 3 Click **Copy Record**.
- 4 Modify the information that you require.
- 5 Click **Save Record**.

Modifying a work order

You can modify a work order that has not started or has not ended.

To modify a work order:

- 1 Select **Housekeeping > Work Orders**.
- 2 On the **List View** tab, double-click a work order.
- 3 Modify the **Status**, **Minor**, **Start Date**, **Planned End Date**, **Employee**, and **Note** fields.
- 4 Click **Save Record**.

Canceling a work order

To cancel a work order:

- 1 Select **Housekeeping > Work Orders**.
- 2 On the **List View** tab, double-click a work order.
- 3 In the **Status** field, select **Cancelled**. If the current date is after the start date, select **Complete**.
- 4 Click **Save Record**.

Setting a work order to complete

To set a work order to complete:

- 1 Select **Housekeeping > Work Orders**.
- 2 On the **List View** tab, double-click a work order.
- 3 Set **Status** to **Completed**.
- 4 Click **Save Record**.

Duplicating a work order

You can duplicate an existing work order to one or multiple rooms by using the duplicate work order option which allows you to search and select rooms based on search filters.

To duplicate a work order:

- 1 Select **Housekeeping > Work Orders**.
- 2 On the **List View** tab, double-click a work order.
- 3 Click the **Action > Duplicate Work Order**
- 4 Specify this information:
 - Room**
The room number for which the work order is duplicated.
 - Start Date**
The date when the work order is started.
 - Planned End Date**
The date when the work order is planned to be finished.
- 5 Click **Save**.
- 6 Click **Save**.

Updating work orders

You can update one or multiple work orders using the **Update Work Order** option.

To update work orders using the Update Work Order option:

- 1 Select **Housekeeping > Work Orders**.
- 2 Select the work order or work orders to update.
- 3 Right-click and select **Update Work Order**.
- 4 In the **Update Work Order** window, specify the information that you require.
- 5 Click **Save**.
- 6 Click **Save**.

Working with housekeeping assignments

You use the **Housekeeping Assignment** page to assign rooms to housekeeping employees for housekeeping services, and to assign rooms for turndown service. The rooms that are available for housekeeping assignments are the rooms that are configured to be available for housekeeping assignments. Assignments are made based on the [occupancy](#), room status, cleaning status, location, and [room points](#). Some properties have a limit as to how many room points or rooms a housekeeper can be assigned on any given day. 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. The page contains two tabs, **Assignment** and **Auto Assignment**.

The **Assignment** tab shows a record for each room. You can assign individual or multiple rooms to a housekeeper by selecting the room rows.

The **Assignment** tab also displays the guest details such as the Last Name, First Name and NRG attribute, if applicable. The NRG column is displayed before the Last name column. The last name of the guest is prefixed with *NRG* if the guest is designated as a Non Registered Guest. The grid also displays the details of room status and the housekeeping tasks associated to it. Data in the fields such as the Action, Scheduled Return Time, Cleaning Start Time and Cleaning End Time are updated based on the latest records.

The **Auto Assignment** tab is used to automatically assign housekeeping assignments based on criteria selected. It contains an option to preserve current assignments. The tab is also used to assign turndown assignments. You cannot assign housekeeping assignments and turndown assignments at the same time. To allow the system to sort by building, wing, floor, and section; you must specify a value in the **Housekeeping Sort Order** field on the **Room Configuration** page.

The **Housekeeping Assignment Report** can be printed from either tab by clicking **Actions**, then selecting **Print**. When printed from this screen the report will show assignments for all employees.

If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Assigning rooms to housekeepers

You can use the **Assignment** tab to assign individual or multiple rooms to a housekeeper. Rooms can be assigned regardless of the housekeeping status or cleaning schedule.

Employee Summary: The following information is displayed for each employee:

- **Name:** The name of the housekeeping employee.
- **Total Rooms:** The total number of rooms assigned to each employee.
- **Total Points:** The employee's total workload measured in points.
- **Points Adjustment:** You can specify the room points that must be adjusted for each building, wing and floor. The value that you specify in this field is added to the value in the **Room Points** field. This cumulative value is factored to calculate the **Employee Total Points**, which is then used to allocate assignments for the employees selected as available.

- **Rooms Adjustment:** You can specify the number of rooms that must be adjusted for each building, wing and floor. The value that you specify in this field is added to the value in the **Total Rooms** field. This cumulative value is factored to calculate the **Employee Total Rooms**, which is then used to allocate assignments for the employees selected as available.
- **Housekeeping Rank:** The housekeeper's rank. Rooms are sorted then assigned to housekeepers in the order of their rank starting with lowest number to the highest number.

Room information: The following information is displayed for each room:

- Room and Room Type fields.
- Room Status, Housekeeping Status, Room Points, and Last Cleaned fields are view only and display values updated from the **Housekeeping Room Status** screen.
- The Service Type, Points Adjustment and Employee Assigned fields which can be updated by the user.
- The **Pre-registered** check box is selected by the system to indicate that the room is blocked for a reservation that is in **Pre-registered** status.
- The VIP, Next Arrival Time, Next Arrival Date, Arrival Date, Guest First Name, and Guest Last Name are view only and display values from guest stays either in-house, or arrivals pre-blocked for the room.
Note: The List view of this screen combines the NRG and Last Name field and displays the guest name based on this merge. For Example: If the Last Name of the NRG guest is Smith, the list view displays NRG smith in the Last Name column.
- The tab displays the VVIP guest name details based on the [VVIP functionality](#) on page 200.

To assign rooms to a housekeeper:

- 1 Select **Housekeeping > Housekeeping Assignments**.
- 2 Select the room or rooms to assign to the selected housekeeping employee.
- 3 Right-click and select **Update Field**.
- 4 In the first field, select **Employee Assigned** and then perform one of these tasks:
 - In the **New Value** field, select the name of the housekeeping employee.
 - Select the Set Value to Null check box.
- 5 Click **Submit**.
- 6 Click **Close**.

Automatic housekeeping assignments

You can use the **Auto Assignment** tab to automatically allocate the housekeeping assignments to available housekeeping employees. Housekeeping assignments are allocated based on factors such as occupancy, room status, cleaning status, location and room points.

The Housekeeping Assignment Report can be printed from this page by clicking **Actions**, then selecting **Print**. When printed from this screen the report will show assignments for all employees.

Property Statistics: The **Auto Assignment** tab displays the following property statistics:

- **Occupancy** – The current day's occupancy.
- **Rooms Sold** – The total rooms sold/occupied the previous day.



- Vacant/Dirty – The current day's total of vacant/dirty rooms. This total includes all vacant rooms with the following status:
 - Vacant Dirty Light
 - Vacant Dirty Full
 - Vacant Inspect
 - Vacant Pickup Full
 - Vacant Pickup Light
 - Check Out
- Occupied/Dirty – The current day's total of occupied/dirty rooms. This total does not include guests for whom the check out date that is the current hotel date. This total includes all rooms with the following status:
 - Occupied Dirty Light
 - Occupied Dirty Full
 - Occupied Inspect
 - Occupied Pickup Full
 - Occupied Pickup Light
 - Occupied Dirty None
- Due Out – The current day's total of occupied rooms that have check out date that is same as the current hotel date.
- Vacant/Clean – The total includes all rooms with the Vacant/Clean and Vacant/Turndown status.
- VIP – The total includes all VIP people (not rooms) who are currently in-house and who are due to check out on the current hotel date. Reserved or Pre-Registered guests will be added if the Arrival Date is is the current hotel date.
- Turndown - The current day's total of arrivals or in-house guests that have turndown service requested on their guest stay record.
- Arrivals – The total includes all guests who are due to arrive on the current hotel date.
- Current Points Available – The system adds all points for the rooms with the following status:
Note: If you change total points for any rooms with the given status, the system recalculates the value in the **Current Points Available** field.
 - Vacant Dirty Full
 - Vacant Dirty Light
 - Vacant Pickup Full
 - Vacant Pickup Light
 - Occupied Dirty Full
 - Occupied Dirty Light
 - Occupied Pickup Full
 - Occupied Pickup Light
 - Check Out
 - Occupied/Dirty None

To automatically allocate the housekeeping assignments:

- 1** Select **Housekeeping > Housekeeping Assignment**.
- 2** Click the **Auto Assignment** tab.
- 3** Select the employees who are available to carry out the housekeeping assignments. The system also displays the total number of rooms assigned to each employee and the employee's total

workload measured in points. You can also rank the housekeepers in order to assign rooms. Rooms are sorted then assigned to housekeepers in the order of their rank starting with lowest number to the highest number. The application displays the **Scheduled Home Section** and the **Shift** assigned for the selected Scheduled employees.

Note:

- The Shift value is compared with the day of the current Hotel Date.
- You can use the  (Today's Shift Clear) icon to remove the assigned shift and  (Today's Shift Lookup) icon to assign the shift from the Today's Shift column.

4 Click **Actions** to select any of these options:

- **Select Scheduled Employees:** This option is enabled when the **Scheduled** check box is selected. If the **Today's Home Section** is not specified, the **Scheduled home section** data is updated here.
- **Assign Home Section/Auto Assign:** This option upon selection, defaults data with the updated information from **Auto Assign** screen on the **Housekeeping Assignment** screen. This data refers to the employee assigned with Homes sections.
- **Assign Scheduled Shift and Home Section:** Select this option to assign the scheduled shift(s) to the Today's Shift field for the selected employee(s).
Note: You must select the scheduled home section if the **Today's Assigned Home Section** field is blank. By default, the values are saved and updated.
- **Assign Today's Shift:** Select this option to select the code of the shift from the Today's Shift column. The selected values are updated to the Today's Shift field for the selected employee(s).
Note: You can select multiple shift codes.
- **Clear Housekeeping Assignments:** Select this option to remove the housekeeping assignments assigned for the selected employee (s). The application also removes the values in the **Today's Assigned Home Section** and **Today's Shift** fields.
Note: The setting of the Preserve Current Assignments checkbox is ignored in such case.

5 In the **Assignment Details** section, you can optionally specify this information by Building, Wing, Floor, and Section for the rooms selected:

Sort Priority

Specify the sort order for the following, based on which the rooms are selected for housekeeping assignments.

Points Adjustment

You can specify the room points that must be adjusted for each building, wing and floor. The value that you specify in this field is added to the value in the **Room Points** field. This cumulative value is factored to calculate the **Employee Total Points**, which is then used to allocate assignments for the employees selected as available.

Rooms Adjustment

You can specify the number of rooms that must be adjusted for each building, wing and floor. The value that you specify in this field is added to the value in the **Total Rooms** field. This cumulative value is factored to calculate the **Employee Total Rooms**, which is then used to allocate assignments for the employees that are available.

6 In the **Assignment Options** section, specify this information:

Include Status

Specify the status of the rooms that you want to assign to housekeeping. The rooms on which the housekeeping tasks must be performed are selected by the system based on their housekeeping status.

When you select the **None** check box, the system includes all rooms where the housekeeping status is **None** and assigns the housekeepers to the rooms. The system counts the number of rooms and points if points are used.

Turndown Options

Specify the status of the rooms that you want to assign to housekeeping. When you select **VIP Only**, the system includes in-house guests that are VIPs. When you select **Turndown Request**, the system includes in-house guests that have requested turn down service.

Room Range

Specify the values for the following:

- **Lower Room:** Specify the highest housekeeping sort order. When this is not specified the lowest room in the range is the room with the lowest housekeeping sort order.
- **Higher Room:** Specify the lowest housekeeping sort order. When this value is not specified, the highest room in the range is the room with the highest housekeeping sort order.
- **Building:** Select the building code. The rooms associated with this building code are displayed in the Employee summary section. The building codes are displayed only if the **Manage Inventory by Building** check box is selected in the **Property Configuration** screen.

Other Options

Specify the values for the following:

- **Rooms per Housekeeper:** Specify the maximum number of rooms that must be assigned to one housekeeping employee.
- **Points per Housekeeper:** Specify the maximum number of points that must be assigned to one housekeeping employee.

Note: The value specified can be a Whole or a Decimal number. However, the specified value type must be same as it is specified in the Housekeeping Points fields on the Room Configuration screen

Preserve Current Assignment

By default the check box is selected. If this check box is selected the modifications that you made on the **Assignment** tab are included in the assignment process.

- 7 Click **Actions**, then select **Auto Assign** to start the assignment process.

Automatic turndown assignments

You can use the **Auto Assignment** tab to automatically allocate turndown assignments to available housekeeping employees. Turndown assignments are allocated based on factors such as occupancy, room status, cleaning status, location, guest VIP status, and turndown requests on guest stay records.

The process to assign turndown rooms will assume that the Housekeeping staff has finished cleaning rooms and will automatically uncheck all housekeeping statuses, uncheck the **Preserve Current Assignments** checkbox, and disable the **Points per Housekeeper** field.

The Housekeeping Assignment Report can be printed from this page by clicking **Actions**, then selecting **Print**. When printed from this screen the report will show assignments for all employees.

To automatically allocate the turndown assignments:

- 1 Select **Housekeeping > Housekeeping Assignment**.
- 2 Click the **Auto Assignment** tab.
- 3 Select the employees who are available to carry out the housekeeping assignments. The system also displays the total number of rooms assigned to each employee and the employee's total workload measured in points. You can also rank the housekeepers in order to assign rooms. Rooms are sorted then assigned to housekeepers in the order of their rank starting with lowest number to the highest number.
- 4 In the **Assignment Details** section, you can optionally specify this information fby Building, Wing, Floor, and Section for the rooms selected:

Sort Priority

Specify the sort order for the following, based on which the rooms are selected for housekeeping assignments.

Points Adjustment

You can specify the room points that must be adjusted for each building, wing and floor. The value that you specify in this field is added to the value in the **Room Points** field. This cumulative value is factored to calculate the **Employee Total Points**, which is then used to allocate assignments for the employees selected as available.

Rooms Adjustment

You can specify the number of rooms that must be adjusted for each building, wing and floor. The value that you specify in this field is added to the value in the **Total Rooms** field. This cumulative value is factored to calculate the **Employee Total Rooms**, which is then used to allocate assignments for the employees that are available.

- 5 In the **Assignment Options** section, specify this information:

Turndown Options

Specify the status of the rooms that you want to assign to housekeeping. When you select **VIP Only**, the system includes in-house guests that are VIPs. When you select **Turndown Request**, the system includes in-house guests that have requested turn down service.

Room Range

Specify the values for the following:

- **Lower Room:** Specify the highest housekeeping sort order. When this is not specified the lowest room in the range is the room with the lowest housekeeping sort order.
- **Higher Room:** Specify the lowest housekeeping sort order. When this value is not specified, the highest room in the range is the room with the highest housekeeping sort order.

Other Options

Specify the value for **Rooms per Housekeeper:** Specify the maximum number of rooms that must be assigned to one housekeeping employee.

- Click **Actions**, then select **Auto Assign** to start the turndown assignment process.

Adjusting room points

Room points are based on the combination of the service type, the housekeeping status, and the room status. The number of points for each combination is set per room in the room configuration. You can use room point to estimate the workload per room. You can change the number of points per room.

To adjust [room points](#):

- Select **Housekeeping > Housekeeping Assignments**.
- Select one or more rooms.
- Right-click and select **Update Field**.
- In the first field, select **Points Adjustment** and then perform one of these tasks:

Option	Description
New Value	In the New Value field, specify the number by which to adjust the points.
Set Value to Null	Select the Set Value to Null check box.

- Click **Save**.
- Click **Close**.

Changing room service type

The [room service](#) type of a room is based on the room's current [occupancy](#) status and can be changed to another service type.

To change the room service type:

- Select **Housekeeping > Housekeeping Assignments**.
- Select the room or rooms for which to change the service type.
- Right-click and select **Update Field**.
- In the first field, select **Service Type** and then perform one of these tasks:
 - In the **New Value** field, select Check-In, Check-Out, Full, Light, or None.
 - Select the **Set Value to Null** check box.
- Click **Save**.
- Click **Close**.

Housekeeping home section - An overview

A housekeeping home section is basically a set of rooms. Carry out the following steps to work with housekeeping home sections:

- 1 You can create the housekeeping home section in the **Housekeeping Home Section** configuration page by specifying the section name and description.
- 2 You can assign rooms to the housekeeping home sections using **Housekeeping Home Section** lookup field on the **Room configuration** page.
- 3 You can assign a housekeeping home section to an employee using **Housekeeping Home Section** lookup field in the **Employees** configuration page.
- 4 Use the **Housekeeping Assignment > Auto Assignment > Actions > Assign Home Sections** to assign the home section rooms to the housekeeper assigned to that housekeeping home section.

Creating housekeeping home sections

Use the **Housekeeping Home Sections** page to build a set of rooms known as a housekeeping home section.

To create a section:

- 1 Select **Housekeeping > Housekeeping Home Sections**.
- 2 Click **New Record**.
- 3 Specify this information:

Housekeeping Home Section

Specify the section name and description.

Status

Specify **Active** to use the home section.

Property

Specify the property for which you want to create the home section. By default, the session property is displayed.

- 4 Click **Save Record** to add the record.

Auto assigning home sections

You can use Auto Assignment functionality to assign the home sections to housekeeping employees. The following prerequisites must be completed before you can auto assign the home sections:

- 1 Create the housekeeping home section in the **Housekeeping Home Section** configuration page by specifying the section name and description.
- 2 Assign rooms to the housekeeping home sections using **Housekeeping Home Section** lookup field on the **Room configuration** page.

- 3 Assign a housekeeping home section to an employee using **Housekeeping Home Section** lookup field in the **Employees** configuration page.

To auto assign home sections:

- 1 Select **Housekeeping > Housekeeping Assignment > Auto Assignment > Actions**.
- 2 Select the housekeeping employees to whom you want to assign the home sections.
- 3 Specify the information that you require.
- 4 Click **Actions > Assign Home Sections** to auto assign the home section rooms to the housekeeper assigned to that housekeeping home section.

Room status update

The **Room Status Update** page is used to update the housekeeping status, service level, and room status of guest rooms. The Front Desk Status and the Housekeeping Status indicate the [occupancy](#) status of the room according to that department. When the front desk status and housekeeping status are different, the room is considered discrepant and is included on the discrepancy report. You must physically check the room to determine the occupancy status. You cannot check in guests to discrepant rooms.

Understanding the room status update screen

You use the **Room Status Update** screen to update the room status, housekeeping status, and service type of rooms. Multiple search criteria are available for you to search for the specific room or set of rooms to update. The rooms returned from the search show in a grid with detailed information. You are then able to select all or some of the rooms for update. The values of the Arrival Time, Turndown Time and Cleaning Time fields are displayed when the status of the Guest Stay is 'Reserve' or 'Pre-Reg' and the current Hotel Date is same as the Arrival Date. The Arrival Date and Next Arrival Date are displayed when the Guest Stay Arrival Date is same as current Hotel Date or within 31 days of the current Hotel Date. The Action, Scheduled Return Time, Cleaning Start Time, and Cleaning End Time are based on the current "In-House" Guest Stay record. The hotel arrival time is displayed on the grid based on the value specified in the Hotel Arrival Time field on the Guest Stay screen.

Update Criteria - Room Status

	Description
Clean	The room has been cleaned and inspected.
Dirty	<ul style="list-style-type: none"> The room is dirty and requires cleaning service. All occupied rooms are updated to dirty during the Night Audit process in preparation for cleaning service for a new day.

Update Criteria - Room Status	
	Description
Inspect	<ul style="list-style-type: none"> The room requires inspection. This status displays as dirty in the front desk room assignment.
Pickup	<ul style="list-style-type: none"> The room requires pickup service. This status displays as dirty in the front desk room assignment.
Turndown	<ul style="list-style-type: none"> The room requires turndown service. This status displays as clean in the front desk room assignment.

Update Criteria - Housekeeping Status	
	Description
Occupied	The housekeeping status is occupied.
Vacant	The housekeeping status is vacant.
Room Hold	The housekeeping status is manual room hold.
Out of Service	The housekeeping status is out of service.
None	The housekeeping status is None.

Update Criteria - Service Type (Indicates the cleaning service scheduled for an occupied room.)	
	Description
Check-In	The room is scheduled for the type of cleaning associated with Check-In.
Check-Out	The room is scheduled for the type of cleaning associated with Check-Out.
Full	The room is scheduled for Full Service cleaning.
Light	The room is scheduled for Light Service cleaning.
Touch Up	The room is scheduled for Touch Up cleaning.
None	The room is not scheduled for cleaning.

Updating room status

You can update the room status, housekeeping status, and service type for single or multiple rooms. You cannot change the housekeeping status value of a room with a current status of Out of Service. An orange diamond is displayed in the first column of a row to indicate the row has changed and an

orange indicator is displayed in the DND, Room Status, Service Type, and Housekeeping Status columns to indicate which statuses have changed.

Click DND, Room Status, Service Type, and Housekeeping Status icons, or select rooms to update the room. Click **Update List** to modify the rooms based on the criteria provided earlier.

1 Select **Housekeeping > Room Status Update**.

2 Specify this information:

Building

The code of the building associated with the room.

Floor

The code of the floor associated with the room.

Housekeeping Status

The housekeeping status of the room.

Housekeeper Assigned

The housekeeping employee assigned for the room.

Actions

The code of the actions associated with the room.

Do Not Disturb

Select this check box if the guest must not be disturbed.

Priority Clean

If this check box is selected, the room must be cleaned on priority.

Attendant in Room

Select this check box if an attendant is assigned to a room.

Room Status

The status of the room.

Room Type

The room types to be updated.

Note: You can select multiple Room Type.

From Room

The room number from which the room status is required to be updated.

To Room

The room number up to which the room status is required to be updated.

Virtual Room

The code of the virtual room.

Note:

- You can select multiple virtual rooms.
- The “Display in Housekeeping” check box setting in the Room Configuration screen is not considered.

3 Select the rooms to update using one of these methods:

- Select the check-box in the grid column header to select all the rooms in the search results.
- Select the check-box next to the room number for each room to update.

Note:

- You cannot select the **DND** checkbox for a room, if the Front Desk Status or Housekeeping Status is set to Out of Service, Vacant or Manual Room Hold.
- If **Attendant in Room** check box is selected, the Cleaning Start Time and Cleaning End Time fields cannot be modified.
- The **Last Cleaned** field is updated only if the property parameter UPDATELASTCLEANED is specified.

4 Click the **Update Criteria** that you require.

5 Click **Update List**.

6 Click **Save Record**.

Manual Hold

You can use the **Manual Hold** functionality to put a room on hold based on any specific reason without reserving the room.

You can use the Manual Hold functionality to:

- Put a room on hold for reasons such for showcasing the room to a potential client starting at current or future date.
- Specify the duration of room hold.
- Modify or to deactivate existing room hold.
- Select a building, wing, floor or range of rooms on manual hold.

The following are the important features of the manual hold functionality:

- You can assign a manual room hold based on any reason. The default is the hotel date and the duration is one day.
- You can change the hold start date to a future start date.
- You can change duration of the room hold by changing the end date.
- You can deactivate an existing room hold. When a manual room hold is deactivated, the room will be available for assignment or check-in.
- You can select a building or a wing and place all rooms in that building or wing on manual hold at the same time.
- You can select a range of floors or rooms and place all rooms in that range on manual hold at the same time.
- Room hold does not affect availability count; however, the room is not available to be assigned for reservation or check-in.
- You cannot put a room on a manual hold for the dates included in a lease if the room is blocked on a lease that is in Definite status.
- You can change the release room status and release service type.

- The housekeeping status for the room is retained as it is during manual hold and after release in case you do not specify any value in the **Release Room Status** field. For example, If the room is vacant clean at the start of manual hold, the room will still have a status of vacant clean when it goes back into general availability at the end of manual hold.
- You can change the housekeeping status for the room without affecting the status of the room hold.
- Room hold will not affect occupancy report.
- EOD deactivates a room hold when the room hold end date is same as the hotel date before the date is rolled over by EOD.

Note: On the **Manual Hold** list view page, you can select and update multiple manual room hold records simultaneously using the **Update Manual Hold** pop-up.

Using Manual Hold

You can use the **Manual Hold** page to set a room or range of rooms to **Manual Room Hold** status. You can use this page to block or hold the room. The room that is blocked cannot be assigned to a guest. You can use this room as a show room or hold it for a specific guest. Also, you can use the manual hold to block a room that is part of a suite; so that the component room is not sold and suite stays intact.

Note: You can click **Duplicate Manual Room Hold** to create one manual room hold for each selected room. The **Duplicate Manual Hold** screen is displayed. You must specify the room number, **Reason**, **Start Date** and **End Date** to manually block the room. You must click **Submit** to view the total number of records.

To block the room:

- 1 Select **Housekeeping > Manual Room Hold**.
- 2 Click **New** record.
- 3 Specify this information:
Manual Hold Order
Specify the description.

Room
Specify the room number that you want to put on hold.
- 4 Click **Duplicate Manual Room Hold** to create manual room hold records for every room selected. The total number of records created are displayed.
- 5 In the **Manual Room Hold Details** section, specify this information:
Reason
Specify the reason code. You can define the reason codes in the **Administration > Configuration > Global Codes**.

Start Date
Specify the date starting which the room is blocked.

End Date

Specify the date on which the room is released.

Note: If for a specific room, the **Attendant in Room** check box is selected on the **Room Status Update** screen, the application prompts with a warning message regarding the presence of the attendant in the room. The user can then determine if the manual room hold must be continued.

Department

Specify the department for which the room is put on hold.

Employee

Specify the employee who has requested that the room must be put on hold.

Notes

Specify the notes if required.

- 6 In the **Room Details** section, specify this information:

Suite Component

Indicates if the room is specified as a suite component on the **Suite Details** tab of the **Room Configuration** screen.

Release Room Status

When creating a new hold, if the start date is the current hotel date the **Release Room Status** is populated. You can modify the status value. The room is set to the new status value when the room is released. If the start date is in future, you can specify the status to which the room must be set to when released. You can update the room status even when the room is set to the **Manual Room Hold** status.

Release Service Type

When creating a new hold, if the start date is the current hotel date, the **Release Service Type** is populated. You can modify the service type value. The room is set to the new service type value when the room is released. If the start date is in future, you can specify the service type to which the room must be set to when released. You can update the service type even when the room is set to the **Manual Room Hold** status.

Chapter 10: Administration

This section describes the features and procedures that are related to the administration of your property available in the **Administration** menu:

- Configuration of items that effect properties globally
- Create and maintain codes that represent all of the information specific to your property and set up forms that will be used
- Currency settings and exchange rates
- Daily Processing such as end of day processing, express folio settlements, advance deposit posting, and incremental credit card authorization processing
- Extracts
- System setup and security
- Reporting

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 a deck menu

Use the **Deck Menu** tab to create a deck of screens. You must specify the deck description. You can select up to 7 screens that must be displayed in the deck. You can create a sliding deck menu for each property department.

You must use the BSSCSL screen code to create a sliding deck of screens. If you want to create more than one sliding deck menu, use **Copy Record** to copy the BSSCSL screen. You can specify new code and description to the copied screen but still the **Parent** field must be defaulted to the code BSSCSL. Only BSSCSL screen codes can be copied and used to create a sliding deck of screens.

To use the new deck, you must drag and drop the new deck from the **User Group** page, in the menu from where you want to use the new deck. For example, drag and drop the new deck in the **Front Desk** menu.

Note: You must log out and log in again to view the created deck.

To create a deck menu:

- 1 Select **Administration > Setup > Screens**.
- 2 Click the **Deck Menu** tab.
- 3 Specify this information:

Screen Order

Specify the order in which you want to display the screen.

Screen Name

Specify the screen name. The screen description is displayed by the system.

- 4 Click **Save** to add the screen to the menu.

Setting up signature capture devices for registration cards

To use signature capture functionality with guest registration cards you must do set up in many screens. The steps below assume the configuration of all front desk devices prior to the first use of the functionality, see [Setting up signature capture devices for registration cards](#) on page 519.

Note: Currently iPad is the only device for signature capture.

To set up signature capture devices for registration cards:

- 1 Set the property parameter:
 - a **Administration > Property > Property Configuration.**
 - b Select a property, click the **Parameters** tab.
 - c Select the SIGNATURECAPTUREREGCARD parameter, check the **Value** check box.
- 2 Activate the code value for the print drop down:
 - a **Administration > Configuration > Global Codes.**
 - b Select **Include System Codes.**
 - c Select **Guest Print Options** and activate the signed registration code **SREGCD.**

Configuration

This section describes the features and procedures that are related to the configuration globally across all properties available in the **Configuration** menu:

- Global Codes
- Global Code Translation
- Configure Guarantee Methods
- Country Title Configuration
- Brand Configuration
- Credit Card Bin Ranges
- Interface Text
- Postal Codes
- Guest Preferences
- Guest Ratings
- Guest Recognition
- Aging Configuration
- Statement Dunning Notes
- Rate Plan Traces

Comparing configuration details

Use the **BW Check Conversion Option** page to compare basic configuration details between HMS and Best Western data. Use the page to initiate the request to Best Western systems to make data available for comparison. The data retrieved from Best Western systems is populated on the following tabs:

- Room Types
- Rate Plan

- Room Type / Rate Plan Combinations

To initiate the request to Best Western systems to make data available for comparison:

- 1 Select **Administration > Configuration > BW Check Conversion Option**.
- 2 Specify this information:
Include Rate Plan / Room Type Comparison
Select this check box to populate the data in the **Room Type / Rate Plan Combinations** tab.
- 3 Click **Get Conversion Data** to initiate the request to Best Western systems to make data available for comparison.

Creating documents

Create or update document records.

To create documents:

- 1 Select **Administration > Setup > Documents**.
- 2 On the List View tab, double-click the record to work with. The property **Record View** tab is displayed.
- 3 Alternatively, click **New Record** to create a new document.
- 4 Specify this information:
Property
Enter the property to which the document belongs.
The system automatically populates **Type**.
Document
Enter a unique code identifying the document, and then enter a description of the document in the adjacent field.
Revision Number
Enter the revision number of the document, e.g., if you have updated the document since the document was entered in the system, enter 1.
File Type
Enter the type of file, i.e., word document (DOC), spreadsheet (XLS), etc.
File Path
Enter the file path of the document, i.e., URL (www.infor.net), filename (infor.doc), etc.
The system automatically populates **Original Filename** and **Uploaded**.
Inactive
Select to flag this document as inactive.
Revision Date
Enter the date of the latest document revision.

- 5 Click **Save** to save the document.

Creating and modifying screens

Create new screens or modify existing screens by associating icons with screens and setting background-printing parameters for reports.

Note: To view a list of current screens in the system, run the Function List Report.

To create or modify screens:

- 1 Select **Administration > Setup > Screens**.
- 2 On the List View tab, click **New Record**. A new Record View tab is displayed.
- 3 **Screen**—Enter a unique six-character mnemonic code for the new screen, and then enter a brief description of the screen in the adjacent field.
- 4 **Class**—Enter the class of the screen.
- 5 **Form Type**—Select the form type for this screen.
- 6 **Parent**—Enter the screen on which this new screen is based.
- 7 **Last Value Entity**—Enter the entity used by the system to "remember" the primary key field in this screen.
- 8 **Icon**—Enter the name of an existing icon file to associate an icon with the screen.
- 9 **Report**—Enter a report that prints (in the background) using the selected data on a screen. Also, specify background report parameters to use with this functionality.
- 10 **Startup Mode**—Select the stage of the query process in which the screen opens.
 - **No Action**—Select to open the form without running a Dataspy or displaying records.
 - **Run Dataspy**—Select to open the form with the default Dataspy and to highlight the first record in the list.
 - **Remember Dataspy**—Select to open the form with the last remembered Dataspy (within the current session) with quick filter and quick sort for the form and to highlight the first record in the list.
 - **Remember Last Value**—Select to open the form with the last remembered value for the screen.
- 11 **Employee Filter**—Enter the employee type to apply to the screen.
- 12 **URL Path**—Enter the URL location of the screen.

Note: Enter up to three parameters (:user, :password, or :org) in the URL Path to pass values to the new screen. These values must be entered in lowercase.

Example: `http://yourapp.yourserver.com?USERID=:user&PWD=:password`
- 13 **Open URL in New Window**—Select to display the URL in a new browser window.
- 14 Click **Save**.

Note: After defining a new screen, you must authorize users to use the new screen.

Creating a deck menu

Use the **Deck Menu** tab to create a deck of screens. You must specify the deck description. You can select up to 7 screens that must be displayed in the deck. You can create a sliding deck menu for each property department.

You must use the BSSCSL screen code to create a sliding deck of screens. If you want to create more than one sliding deck menu, use **Copy Record** to copy the BSSCSL screen. You can specify new code and description to the copied screen but still the **Parent** field must be defaulted to the code BSSCSL. Only BSSCSL screen codes can be copied and used to create a sliding deck of screens.

To use the new deck, you must drag and drop the new deck from the **User Group** page, in the menu from where you want to use the new deck. For example, drag and drop the new deck in the **Front Desk** menu.

Note: You must log out and log in again to view the created deck.

To create a deck menu:

- 1 Select **Administration > Setup > Screens**.
- 2 Click the **Deck Menu** tab.
- 3 Specify this information:

Screen Order

Specify the order in which you want to display the screen.

Screen Name

Specify the screen name. The screen description is displayed by the system.

- 4 Click **Save** to add the screen to the menu.

Setting up reward level reminders

Use the **Reward Level Reminders** page to configure Best Western reward level reminders that pop up on the **Guest Stay** page each time you view the information for a registered or an in-house guest that has either a Platinum or Diamond Elite reward level. For example, if set up the following message is displayed on the **Guest Stay** page; " Elite BWR Member, offer best available room and recognize with snack & beverage or advise of 250 bonus points".

To set up the reward level reminders:

- 1 Select **Administration > Configuration > Reward Level Reminders**.
- 2 Specify this information:

Loyalty Level

Specify the guest loyalty level for which the reminder must be displayed.

Reminder

Specify the content of the reminder.

- 3 Click **Submit** to save the record.

Configuring guest preference codes

You can configure guest preference codes that identify special requests, services, or [amenities](#) on page 875 guests may require during their stay. Guest preference codes can be added to the guest stay during the reservation process, during check-in, or by editing a guest stay record. Guest preference codes can also be saved to group bookings, guest profiles, organization profiles, and booking agency profiles so that any guest stay that is associated to them will automatically have the guest preference code copied to it. Guest Preference codes can be categorized for efficient searching, be configured to be selectable by a guest or booking agent on the Reservation Portal, and include descriptors.

When configuring a guest preference you can select from three Preference Types:

- **Global:** The guest preference code is available globally at all properties and can be configured with a **Department Code**.
- **Property:** The guest preference code is only available if it has been added as a property preference at which time it a Department Code can be configured. See [Adding property preferences](#) on page 565 .
- **Brand** on page 876: The guest preference code is only available for properties that are associated to the [brand](#) on page 876. See [Creating a property](#) on page 557 and [Adding a preference to a brand code](#) on page 525.

1 Select **Administration > Configuration > Guest Preferences**.

2 In the **Record View** tab, specify the information that you require. See additional information about these fields:

Preference Type

Specify the guest preference code type. The guest preference type can be Global, Property, or Brand.

Descriptor Type

Select a descriptor type. Options include:

- **None:** When this option is selected no descriptors can be added to the **Descriptors** tab.
- **Selectable:** When this option is selected descriptors can be added to the **Descriptors** tab. The descriptors are available as options in the **Descriptor** field when adding the preference code to a guest stay, group booking, or profile.
- **Non Validated:** When this option is selected descriptors can be added to the **Descriptors** tab. The descriptors are available as options in the **Descriptor** field when adding the preference code to a guest stay, group booking, or profile, or the user can enter their own value into the **Descriptor** field.

Category

Specify the category of the code. Guest Preference Categories are created as a part of the global codes configuration on the **Maintain Global Codes** screen.

Department

Specify the department of the code. Department can only be specified on this page if the preference type is **Global**. Department can be specified on Property preference types using the **Preferences** tab of the **Property** page.

Web Enabled

Specify whether the code is web-enabled for online reservations.

TA Enabled

Specify whether the code is web-enabled for travel and booking agencies.

- 3 Click **Save Record**.

Adding descriptors to guest preference codes

Use the **Descriptors** tab to add descriptors to guest preferences.

- 1 Select **Administration > Configuration > Guest Preferences**.
- 2 Click the **Descriptors** tab.
- 3 In the Descriptor Details section specify the information that you require.

Descriptor

The code and the name of the descriptor for the guest preference.

Note:

If the **Default** checkbox is selected for a Descriptor, the Descriptor will be defaulted to the **Descriptor** field when the **Preference** is added to a Guest Stay. The User can accept the Default Descriptor or select a different Descriptor.

- 4 Click **Save**.

Configuring a brand

You can configure brand codes to distinguish properties by [brand](#) on page 876. A brand code can be added to each property on the **Property** page that is accessed through the **Property Configuration** menu.

You can optionally add preferences to the brand code so that any reservations made for properties that are a part of the brand will have those preferences available to select from. See [Adding a preference to a brand code](#) on page 525.

- 1 Select **Administration > Configuration > Brand Configuration**.
- 2 Specify the information that you require.
- 3 Click **Save Record**.

Adding a preference to a brand code

Use the **Preferences** tab to add guest preference codes that have been configured with preference type as **Brand** to a [brand](#) on page 876 code, then optionally associate descriptors to the preference.

- 1 Select **Administration > Configuration > Brand Configuration**.
- 2 Select the brand code, then click the **Preferences** tab.

- 3 In the Brand Preference Details section select a brand preference and optionally select a department, then click **OK**.
- 4 You can optionally associate descriptors by highlighting the preference code, then clicking the **Actions** button and selecting Associate Descriptors. The **Associate Descriptors** pop-up will display allowing you to select from the descriptors that are configured on the Guest Preference code, then click **Submit** to save your selections.

Adding a descriptor to a brand code preference

You can optionally associate descriptors to the [brand](#) on page 876 code preference.

- 1 Select **Administration > Configuration > Brand Configuration**.
- 2 Select a brand code, then click the **Preferences** tab.
- 3 Click the **Actions** button, select Associate Descriptors. The **Associate Descriptors** pop-up will display allowing you to select from the descriptors that are configured on the Guest Preference code, then click **Submit** to save your selections.

Configuring guarantee methods

Use the **Configure Guarantee Methods** page to create new or modify existing payment guarantee methods used in the reservation booking process. Guarantee methods are configured as a standard set of guarantees that are available for customers, and each property can then select which methods are used for the property.

Creating guarantee methods

Create guarantee methods to add payment guarantee codes.

To create guarantee methods:

- 1 Select **Administration > Configuration > Configure Guarantee Methods**.
- 2 In the Configure New section, specify the new **Guarantee Method Code** and click **Configure**. A new guarantee method code is inserted.
- 3 Specify this information:
 - Guarantee Method Name**
Specify the name of the guarantee method.
 - Description**
Specify the description of the guarantee method.
 - Guarantee requirements**
Select one or more requirement types by which the guarantee is made. Your choices are: Credit Card, Organization, Booking Agency, Direct Bill Account, and Advanced Deposit.

- Click **Save**. The record is saved, the Guarantee Method Code list is updated, and the Status of the guarantee method is set to Active.

Modifying guarantee methods

Modify guarantee methods to activate or deactivate particular guarantee codes or to update guarantee requirements.

To modify guarantee methods:

- Select **Administration > Configuration > Configure Guarantee Methods**.
- Specify the guarantee method code to modify from the Guarantee Method Code list. The detailed code information is displayed in the Configure Guarantee Methods section.

Note: You can search all guarantee profiles alphabetically by letter using the hyperlinks in the footer area of the Configure Guarantee Methods section.

- Specify this information:

Guarantee Method Name

Modify the name of the guarantee method.

Description

Modify the description of the guarantee method.

Guarantee requirements

Modify the requirement types by which the guarantee is made. Your choices are: Credit Card, Organization, Booking Agency, Direct Bill Account, and Advanced Deposit.

- Update the Status of the guarantee method as necessary. Choose one of these options:

Option	Description
Activate	Click Activate to update the status of the guarantee method to Active.
Deactivate	Click Deactivate to update the status of the guarantee method to Inactive.

- Click **Update**. The record is saved.

Global Codes

Use this screen to review the Global Code Types that are included in the Text System.

The dashboard displays the details of the global code types, such as Name, Functional Area and System Defined. The screen comprises of these tabs:

- List View: This tab displays the list of global code types.
- Code Value: This tab displays the list of code values. You can modify the value or add a new code value for the global code type.

List View

Use this tab to review the list of Global Code Types that are included in the Text System. You can filter the records using these options in the dataspY:

- All Records: Displays the system defined, and non-system defined code types
- Exclude System Defined: Displays only the non-system defined code types

Adding the Global Codes value

Use the **Global Codes – Code Value** tab to add a value for the global code type selected in the **List View** tab. The screen comprises of List View and Detail View sections. The List View section displays the code values. The Detail View section displays the details of the code value selected in the List View section.

Note:

- You cannot add or modify a code value if **Code Type** or **Code Value** is **System Defined**.
- You can click **Actions > Translate** to update the **Translated Description** for the selected language on the **Translations** screen.

1 Select **Configuration > Global Codes > Code Value** tab.

2 Specify this information in the Detail View section:

Code Value

A unique code for the value assigned to the configured Category.

Code Value Name

A description of the code value.

Category

The category of the Global Code Type associated with the code value.

Sequence

The order of the code value within the code type.

Note: You can specify only a numeric value.

Status

The status of the code value. Possible values:

- Active
- Inactive

Property

The property associated with the code value. Click Associate Property option. The Associate Properties screen is displayed.

Note: You can select this value only if the Property Level is specified for the selected Global Code.

3 Click **Save**.

Defining code translations

Define translations for Core codes.

To define code translations:

- 1 Select **Administration > Databridge > Code Translations**.
- 2 Select the **External Source** and **Code Type Description**, then click **Add**.
- 3 Specify this information:

External Code

Specify the code used in the external interface.

Core Code

Select the Core Code that the external code will translate to.

Additional Conditions

Select any additional conditions the external code would have to translate into the Core code.

- 4 Click **Save**.

Defining global text changes

Access the **Global Text Changes** form to change boiler text (field labels) throughout the system rather than using screen designer on each separate screen on which the boiler text is displayed. Making global text changes creates system-wide terminology changes. Any changes made on the **Global Text Changes** form are applied to all HMS forms where the specified text is displayed. Error messages, function titles, and code descriptions cannot be changed using the **Global Text Changes** form.

Caution: You must clear the cache on the application server before the text changes are displayed. You must clear the cache on the client's machine as well.

It is possible to have duplicate texts within the system. Changing one will not affect the other. Following important details must be noted:

- To reverse the text change for the selected record, click **Undo**. The system makes the **Original Text** the **Current Text** for the selected record.
- To reverse all of the system boiler text changes, click **Undo All**. The system makes the **Original Text** the **Current Text** for all records.
- To update all of the system boiler text changes, click **Redo All**. The system makes the **Current Text** the **Alternate Text** for all records.
- To view a list of screens where the selected record appears, click **Where Used**.

To define global text changes:

- 1 Select **Administration > Setup > Global Text Changes**.
- 2 Enter the search criteria in the Dataspy, and then select the record to update. The system populates **Current Text**, **Original Text**, **Language**, **Code**, and **Last Updated**.
- 3 Specify this information:

Alternate Text

specify the new boiler text.

- 4 Click **Save**.

Daylight Savings Time Profile

Use the **Daylight Savings Time Profile** screen to configure the daylight-saving time profile for a time zone.

The application defaults the information related to common profiles. The user must be a hotel administrator or a support staff.

Adding a year to the Daylight-Saving time profile

- 1 Select **Administration > Configuration > Daylight Savings Time Profile**.
- 2 Click **Year**.
- 3 Specify this information:

Year

The year for which the profile is applicable.

Start Date

The date from which the profile is applicable.

End Date

The date up to which the profile is applicable.

Adjustment Hours

The number of adjusted hours.

Final

If this check box is selected the profile is unavailable to be used within the property.

Note:

- The application selects this check box if the record was used for the year.
- You can select this check box to prevent the application from updating the record.

- 4 Click **Save**.

Creating a Daylight-Saving Time profile

- 1 Select **Administration > Configuration > Daylight Savings Time Profile**.
- 2 Specify this information:

Daylight Savings Time Profile Code

The code and name of the daylight-saving time profile.

Status

The status of the profile. The possible values are:

- Active
- Inactive

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

- 3 Specify this information in the Daylight Savings Time Profile Details section:

Effective Date

The date from which the profile is active.

Start Date Expression

The start date is specified using the CRON expression.

End Date Expression

The end date is specified using the CRON expression.

Adjustment Hours

The number of adjusted hours.

- 4 Click **Save**.

Maintaining interface text

Maintain interface text to add and modify text to support interfaces with external sources such as Global Distribution Systems (GDS). Interface text is primarily used to manage text to print on outbound guest confirmations generated by a GDS. Each GDS-specific field is associated with a different Text Type. Interface Text is logically divided into text lines separated by a line feed character.

This table provides descriptions and detailed information on each interface text code.

Text Code Value	Code Value Name	Line Length	Maximum Number of Lines
AGI	Promotional information	64	15
CXI	Cancellation information	64	15
CXP	Cancellation policy	10	1
ECI	Extra charge information	64	15
FRI	Free form rate information	64	15
GBI	Guarantee information	64	15
GDI	Deposit information	64	1
HTM	Reservation hold time	8	1

Text Code Value	Code Value Name	Line Length	Maximum Number of Lines
IOI	Check-in and check-out information	64	15
MM	Marketing message	36	1
MSC	Miscellaneous information	64	15
PDI	Property description	64	15
PKI	Package information	64	15
PLI	Property location	64	15
RTI	Room type information	64	15
SWCNDC	Share with cancellation disclaimer	64	15

To maintain interface text:

- 1 Select **Administration > Configuration > Interface Text**.
- 2 In the Property Info section, click Property Select and specified the property for which to maintain interface text . The specified property is displayed in the **Property** field in the header area of the screen.
- 3 In the Action column of the Interface Text Types section, click the checkbox adjacent to the code to add or modify. The Interface Text Detail section shows the detailed text information of the code to modify.
- 4 Specify this information:
Interface Text
Specify the text to display for the selected code.
- 5 Click **Save**.
Note: Click **Undo Changes** to undo any modifications you make to the interface text prior to saving the record.

Configuring statement dunning notes

Use the **Statement Dunning Notes** page to specify a dunning note for each aging period. The dunning note is displayed on the statement, and is based on the age of the oldest unpaid invoice in the account.

To configure a dunning note:

- 1 Select **Accounts Receivable > Statement Dunning Notes**.
- 2 Click **Add Record**.
- 3 Specify this information:

Aging Period

Specify the aging period for which you want to configure the dunning note.

Dunning Note

Specify the dunning note that you want to print on the A/R account statement. The maximum length of the note is five hundred characters.

- 4 Click **Submit** to save the dunning note.

Aging configuration

You can use the **Aging Configuration** page to define the aging periods. Aging periods are the time buckets based on which the accounts are aged. The aging configuration cannot be property specific. Aging will be configured one time and used for all properties.

The application control parameter **AgingDaysBasis** determines how the accounts are aged. You can define the basis on which the aging is calculated in the **Administration > Security > CRS Application Parameters > Application Control > AgingDaysBasis**. There are two possible values:

- **INV**: The accounts are aged based on the Invoice date, or the date the invoice is created. The invoice date can be many days after the charge is posted to the account, and is based on the invoicing policy of the property.
- **CHARGE(TRAN)**: The accounts are aged based on the posting date of individual charges that are posted to the account. Often the posting date is the date the charge is direct billed from a folio, or the date a manual charge is posted to an account. When the parameter is set to **TRAN**, the system calculates aging based on the posting date of the charge and takes the payment information against the charge into consideration. If the AR charge is paid, or partially paid, the amount to age for that charge is reduced.

If the **ARAGINGBYLEASESCHEDULEDATE** parameter is selected; for lease related invoices:

- Aging is based on lease schedule start date for invoices generated prior to this date.
- Aging is based on **AgingDayBasis** value for invoices generated after the lease schedule start date.

The following conditions apply to the aging period configuration:

- By default, the time duration for the first aging period that you define is zero.
- You can specify the start days for all subsequent periods only after you create the first aging period.
- You cannot insert a new period between two existing periods.
- You can define ten aging periods.

To define the aging period:

- 1 Select **Administration > Configuration > Aging Configuration**.
- 2 In the **Aging Periods Details** section, specify the following:

Aging Period Name

Specify the name of the aging period.

From Days

For an account, specify the number of days in the past after which the aging period must begin for that account.

See additional details about these fields:

- **Aging Period:** Highest Period Number + 1, or 1 if no previous periods exist.

- 3 Click **Submit** to save the information that you specified.

Specifying the guest rating

Use the **Guest Rating** screen to specify the guest rating based on service, rank and pay grade.

To set the guest rating:

- 1 Select **Administration > Configuration > Guest Rating**.

- 2 In the Guest Rating Details section specify this information:

Service

Specify the branch of the armed forces to which the guest belongs to. For example, Air Force, Navy, Army and so on. This field is used by US Military only.

Rank

Specify the rank of the guest. This field is used by US Military only.

Pay Grade

Specify the pay grade of the guest. This field is used by US Military only.

Rating

Specify the guest rating. The guests are limited to room types within their rating. This field is used by US Military only.

Setting up credit card BIN ranges

The bank identification number (BIN), which is the first six digits of a card number identify the institution that issued the card to the card holder. The rest of the number is allocated by the issuer.

The BIN database and membership is managed by the American Bankers Association (ABA) and is updated monthly. The ABA is responsible for allocating BIN ranges to the issuing networks.

There are alliances between issuing institutions that cause cards to be treated as one type domestically, and another type internationally. For example in 2004, MasterCard and Diners Club formed an alliance. Diners Club cards issued in Canada and the United States start with 54 or 55 and are treated as MasterCards worldwide. International cards use the 36 prefix and are treated as MasterCards in Canada and the United States, but are treated as Diners Club cards elsewhere.

You can set up BIN ranges in HMS to link credit cards within the BIN range to the correct card type for your geographical location.

To set up a BIN range for a credit card type:

- 1 Select **Administration > Configuration > Credit Card Bin Ranges**.
- 2 In the Bin Range Details section, specify the information that you require. See additional details about this fields:

Only Card Type can use Bin Range

When this check box is selected, the user must use the credit card type that is shown; otherwise, the user can change the credit card type.

Card Type must use valid Bin Range

- 3 Click **Save**. The BIN range is added to the top pane. Repeat this process to add the BIN ranges that you require.
- 4 Click **Save Record**.

Creating and maintaining postal codes

Use the **Postal Codes** form to add, edit and remove postal codes.

To create and maintain postal codes:

- 1 Select **Administration > Configuration > Postal Codes**. The **Postal Code** screen is displayed in insert mode.
- 2 In the Postal Code Details section, specify this information:

Postal

Specify the postal code.

Country

Specify the country of the postal code.

City

Specify the city of the postal code.

State/Province

Specify the state or province of the postal code.

Geographic Code

Specify the geographic code of the postal code.

- 3 Click **Save**. The code is saved and updates the Postal Codes list.

Configuring comp rank codes

Use the **Rank Configuration** page to establish comp rank codes. Comp rank is used to help determine which rates are available for a particular player. Each player is assigned a rank, and each rate plan is assigned a rank. When quoting rates the system will only show rates with an equal or greater value as being available.

This screen must be added to the menu before you can use it. The menu path below is just an example.

- 1 Select **Administration > Property > Comp Accounting > Rank Configuration**.
- 2 Specify the information that you require. See additional details about these fields:

Average Theo

Specify an average theoretical loss as a numerical value.

Priority

Select a priority. Priority options are created as part of your global code configuration. They are defined on the Maintain Global Codes page as Rate Rank Priority.

Game Category

Select a game category. Game Category options are created as part of your global code configuration. They are defined on the Maintain Global Codes page as Casino Game Category.

Selecting Languages

Configure the system to operate in more than one language. This feature is especially useful for multinational organizations and for companies in bilingual countries, such as Belgium (French and Flemish) and Canada (English and French).

When the system is configured with two or more languages, these languages will be predefined in the system. It is possible to define extra languages. Defining other languages is useful when creating purchase orders, quotation requests, and so on for suppliers in other languages.

To accommodate multilingual transactions, add free-format text in both your own language and in the supplier's language. While you can inspect the text in your own language using the corresponding features, the text in the supplier's language will be printed on the form that will be sent to the supplier.

Installing an Available Language

Install a language after it has been made **Available**.

Caution: The system will not install the language until it has first been made **Available**.

To install an available language:

- 1 Open the **Languages** form. The system displays the **List View** page.

- 2 Select a language to install, and then click the **Record View** tab. The system displays the **Record View** page.
- 3 Click **Install Available Language**. The system installs the available language. The system automatically populates **Install/Upload Started**, **Processing Status**, and **Install Upload Completed** on the **Record View** page.

Viewing the Current Status of Error Text Records for New Languages

View the current status of error text records in the system. Use the export to MS Excel functionality to initiate the first or next round of language translation.

To view the current status of error text records for new languages:

- 1 Open the **Languages** form. The system displays the **List View** page.
- 2 Select the language for which to view current status of error text records, and then click the **Error Text** tab. The system displays the **Error Text** page.
- 3 **Comparison Language**—Enter the language for which to compare the error text.
- 4 View the translated and non-translated error text.

Note: To download all selected records to MS Excel, click **Save Grid To Excel**. The system exports the translated text into Ms Excel for one-to-one translations.

Viewing the Current Status of Menu Text Tab for New Languages

View the current status of menu text records in the system. Use the export to MS Excel functionality to initiate the first or next round of language translation.

To view the current status of menu text tab records for new languages:

- 1 Open the **Languages** form. The system displays the **List View** page.
- 2 Select the language for which to view current status of menu text tab records, and then click the **Menu Text** tab. The system displays the **Menu Text** page.
- 3 **Comparison Language**—Enter the language for which to compare the menu text tab.
- 4 View the translated and non-translated menu text tab.

Note: To download all selected records to MS Excel, click **Save Grid To Excel**. The system exports the translated text into Ms Excel for one-to-one translations.

Viewing the Current Status of Boiler Text Records for New Languages

View the current status of boiler text records in the system. Use the export to MS Excel functionality to initiate the first or next round of language translation.

To view the current status of boiler text records for new languages:

- 1 Open the **Languages** form. The system displays the **List View** page.
- 2 Select the language for which to view current status of boiler text records, and then click the **Boiler Text** tab. The system displays the **Boiler Text** page.
- 3 **Comparison Language**—Enter the language for which to compare the boiler text.
- 4 View the translated and non-translated boiler text.
Note: To download all selected records to MS Excel, click **Save Grid to Excel**. The system exports the translated text into Ms Excel for one-to-one translations.

Viewing the Current Status of Code Description Text Records for New Languages

View the current status of code description text records in the system. Use the export to MS Excel functionality to initiate the first or next round of language translation.

To view the current status of code description text records for new languages:

- 1 Open the **Languages** form. The system displays the **List View** page.
- 2 Select the language for which to view current status of code description text records, and then click the Code Description Text tab. The system displays the **Code Description Text** page.
- 3 **Comparison Language**—Enter the language for which to compare the code description text.
- 4 View the translated and non-translated code description text.
Note: To download all selected records to MS Excel, click **Save Grid To Excel**. The system exports the translated text into Ms Excel for one-to-one translations.

Adding a New Language

Infor HMS is delivered with support for language translations. Any of these languages that are not initially installed are classified as Available. Use Install Available Language to install any of these languages at a later date.

To add a non-supported language, languages not delivered in Infor HMS: first add the language, next make the language available, install the language, and then designate the language as Active to use the language.

To add a new language:

- 1 Open the **Languages** form. The system displays the **Record View** page.
- 2 Click **New Record**. The system displays the **List View** page.
- 3 **Language**—Enter a unique code identifying the language, and then enter a description of the language in the adjacent field. The system automatically populates **Available** and **Installed**.
Note: **Language** must be less than or equal to two letters.
- 4 **Out of Service**: Select to indicate the language is out of service.
- 5 Click **Save Record**. The system saves the record and updates the Languages list.

Note: To make a language **Available**, click **Make Language Available**. The system displays the Make Language Available popup.

To install an available language, click **Install Available Language**.

To refresh an installed language, click **Refresh Installed Language**. The system displays the Refresh Translated Text popup.

Refreshing an Installed Language

Prior to refreshing a language, the language must be added, made available, and installed. Refer to Adding a New Language earlier in this chapter.

To refresh an installed language:

- 1 Open the **Languages** form. The system displays the **List View** page.
- 2 Select a language to refresh, and then click the **Record View** tab. The system displays the **Record View** page.
- 3 Click **Refresh Installed Language**. The system displays the Refresh Translated Text popup.
- 4 Choose one of the following options:

Option	Description
Refresh All Dates	Refresh All Dates —Select to refresh all translated text.
Refresh Since	Refresh Since —Select to refresh translated text beginning with the selected Date .

- 5 **Boiler Text**—Select to refresh boiler text.
- 6 **Code Description Text**—Select to refresh code description text.
- 7 **Error Text**—Select to refresh error text.
- 8 **Menu Text**—Select to refresh menu text.
- 9 Click **Save**. The system refreshes the languages and closes the popup.

Making a Language Available

Designate an installed language as **Available** to use in Infor EAM.

To make a language available:

- 1 Open the **Languages** form. The system displays the **List View** page.
- 2 Select a language to make available, and then click the **Record View** tab. The system displays the **Record View** page.
- 3 Click **Make Language Available**. The system displays the Make Language Available popup.
- 4 **Language**—Select the language from which to copy the available language.
- 5 Click **Save**. The system makes the language **Available** and then closes the popup.



Maintaining currency information

Maintain the list of worldwide currencies and exchange rate information that your properties accept or use for reporting purposes and currency exchange. A default set of currency codes are installed and configured during the Infor HMS installation process. Exchange rates can be defined for all active currency codes.

Modifying currency codes

Modify currency codes on the **Maintain Currency** screen.

To maintain currencies:

- 1 Select **Administration > Currency > Currency**. The **Maintain Currencies** page is displayed showing the list of existing currency codes. The  indicates a Corporate Currency and the  indicates the Property Home Currency. A corporate currency is the currency in which your corporate headquarters reports revenue. The property home currency is the currency in which the property home reports revenue.
- 2 Specify the currency code to modify from the Currency Code List and click **Edit**. The **Edit Currency** tab is displayed and is populated with the existing currency information.

Note: Use the **Status Filter** in the Currency Search section to filter the currency codes displayed based on their status. You can filter to show All records, or only Active or Inactive records.

- 3 Specify this information:

Currency Name

Specify the name of the currency. The currency name is automatically populated based on the existing currency record.

ISO Numeric Code

Specify the three digit code assigned to the currency based on the ISO currency definition.

Currency Description

Specify a description of the currency.

Currency Symbol

Specify the graphic symbol that represents the currency.

Decimal Symbol

Specify the symbol that is used for the currencies decimal separator, such as a comma or a period.

Grouping Symbol

Specify the standard grouping symbol for the currency that is used to separate thousands within the currency, such as a comma or an apostrophe.

Digits After Decimal

Specify the number of numeric digits to display following the decimal symbol.

Positive Format

Select the location of currency symbol relative to the numeric portion of the currency amount.

Negative Format

Select the format in which to display negative currency amounts, such as -\$1.1 or (\$1.1).

Property Home Currency

Select whether the currency is a home currency for the current property.

Payment Rounding Method

Select a method to round off the payment amount. This payment rounding method rule is based on the payment amount being posted to the folio. The available options are:

- Up
- Down
- Nearest – default
- Up, Multiple of
- Down, Multiple of
- Nearest, Multiple of
- Center Point

Payment Rounding Amount

The rounding off amount is based on the Payment Rounding Method specified for maintaining the currency type.

For example: If the **Multiple of** option is selected the amount is rounded to a value that is a multiple of the rounding off amount specified. If the rounding off amount is 0.05, the result is 120.10.

- 4 The current Status for the currency is displayed as being either Active or Inactive. Choose one of these options to update the currency status:

Option 1	Option 2
Click Activate to update the currency status to Active .	Click Deactivate to update the currency status to Inactive .

- 5 Click **Save**. The currency code is updated and the **Currency Code Lists** tab is displayed.

Creating and modifying exchange rates

You can create exchange rates for properties based on the currency exchange rates for a specific day.

To create and modify exchange rates:

- 1 Select **Administration > Currency > Maintain Exchange Rates**.

The default Property Currency Name is displayed on the screen.

- 2 Click **Add Record**.

- 3 Specify or review this information:

Currency Name

The active currency available for the property.

Exchange Rate

The exchange rate applicable for the currency type.

Start Date

This field is populated with the Hotel Date.

End Date

The expiry date for the currency record.

- 4 Click **Save**. The exchange rate definitions are saved and the Exchanges Rates list is updated.

Maintaining Currency Exchange Commissions

Use this screen to set up currency exchange commission type, currency exchange commission amount and currency exchange commission transaction code.

To set up currency exchange commissions

- 1 Select **Administration > Currency > Maintaining Currency Exchange Commissions**.
- 2 Click **Add**.
- 3 Specify this information:

Currency Name

The currency type.

Commission Type

The Exchange Commission Type. The available options are None, Amount, and Percent.

- 4 Click **Save**.

Defining currencies for hotels

- 1 Select **Administration > Currency > Maintain Currency**. The **Maintain Currency** screen is displayed.
- 2 Specify this information in the Currency Status section:

Currency Status

The status of the currency. Possible values:

- Active
- Inactive

Note: You cannot modify the **Status** to **Inactive** if the currency is used by a property that is active on the **Property Configuration** screen.

Corporate Currency

Select this check box to indicate the currency as a corporate currency.

Note:

- You must select a corporate currency.
- An active property on the **Property Configuration** screen must have only one currency as the **Corporate Currency**.

Property Home Currency

Select this check box to indicate the currency as a home currency.

3 Specify this information in the Currency Details section:**Code**

The code of the currency.

ISO Numeric

The ISO code specific to the currency.

Name

The name of the currency.

Description

The description of the currency.

Symbol

The symbol of the currency.

Digits After Decimal

The number of digits allowed, after the decimal point.

Currency Positive Format

The format used to display the currency of the amount with positive value.

Note:

- By default, the value is set to \$1.1.
- You cannot modify the value of an existing record.

Currency Negative Format

The format used to display the currency of the amount with negative value.

Note:

- By default, the value is set to -\$1.1.
- You cannot modify the value of an existing record.

Grouping Symbol

The symbol is used to group the digits as per place value.

Decimal Symbol

The symbol used to represent the decimal in the amount.

For Example: If the values for these fields are:

Field	Value
Symbol	€
Digits After Decimal	2
Positive Format	\$1.1
Negative Format	-\$1.1
Grouping Symbol	,

Field	Value
Decimal Symbol	.

Then the amounts are displayed as

- €1,000.00
- €100.00
- -€100.00
- -€1,000.00

4 Specify this information in the Rounding Details section:

Rounding Cash Bank Name

The method used to round off the rate adjustment calculation amount. Available options:

- Nearest: Rounds the amount to the nearest value of the amount.
- Up: Rounds the amount to the higher value of the rounding amount.
- Down: Rounds the amount to the lower value of the rounding amount.
- Nearest Multiple of: Rounds the amount to the multiple of the rounding amount.
- Up, Multiple of: Rounds the amount to the higher multiple values of the rounding amount.
- Down, Multiple of: Rounds the amount to the lower multiple values of the rounding amount.
- Center Point: The amount that is the midpoint of the rounding amount multiple.

Payment Rounding Amount

The amount used to round off the rate adjustment calculation amount.

For Example:

Parameter	Rounding Amount	Calculated Amount	Amount after rounding
Nearest	.50	120.12	120.50
Up	.05	120.12	120.10
Down	.50	120.12	120.00
Nearest Multiple of	.05	120.12	120.15
Up, Multiple of	.05	120.12	120.10
Down, Multiple of	1.00	120.12	120.00
Center Point	5.00	120.12	125.00

5 Click **Save**.

Note: The values of the Record Details section fields are defaulted.

Coupon Configuration

The **Coupon Configuration** screen is used to create the coupons used in the coupon pages for the guests.

The Property Manager and the Coupon Manager can create coupon and coupon pages related to restaurants or other guest activities.

Defining Coupons

Use the **Coupon Configuration** screen for creating coupon related to a guest stay.

- 1 Select **Administration > Configuration > Coupon Configuration > Coupon Page**.
- 2 Specify this information on the coupon header section:

Coupon ID

The unique coupon ID used to create a coupon for a guest.

Coupon Type

The coupon type is used by the guest for any kind of discounted rates to get privilege in any restaurants or other guest activities.

This coupon type is added using the **Global codes** screen.

Select the required coupon type.

Valid Start Date

The date from which the coupon is effective for use.

Note: This date must be set after the checked in Hotel date for the specific guest reservation.

Valid End Date

The date on which the coupon validity period is set to expire.

Property

The property name associated for availing the privileges of the created coupons.

Status

Select the status for the coupon while creating a new one.

Note: By default, this field is set to **Active** status.

Lock Text

If this field is set to **Locked**, the user is prevented from updating coupon text in HTML editor before linking to **Coupon Page**, **Group Booking Coupon** Tab or **Guest Stay Coupon** Tab.

Note:

- Also, **Lock Text** status is updated to **Unlocked**, if the user changes **Status** from **Inactive** to **Active**.
- If this field is set to **Locked**, the **Coupon Text** in the Coupon Details section is disabled. The user is not allowed to add or edit the coupon details.

- 3 Click **Coupon Text**, on the Coupon Details section to provide details related to the coupon that include coupon name, property, redemption date and others.

- 4 Click **Preview Coupon**, to view the Coupon Configuration Report.
- 5 Click **Add Comment** on the **Comments** tab to format the comments related to the coupon on the **Add/Edit Comments** screen.
- 6 Click **Create/Upload Document** on the **Documents** tab, to include these Document Method details on the **Create/Upload Document** screen:
 - Document Code
 - Property
 - Upload Document
 - Create File System Document
- 7 Click **Submit**.
- 8 Select the **Translations** tab for translating the Coupon description into other languages. For example a hotel has English speaking employees and Spanish speaking employees. The **Translations** tab must have 2 records, one for each installed language. Select the Spanish record to translate the coupon description into Spanish.
- 9 Click **Save**.

Coupon Configuration Footer

The **Coupon Configuration Footer** screen is used to create the footer details of the coupons pages for the guests stay.

The Property Manager and the Coupon Manager can create coupon pages related to restaurants or other guest activities. The coupons can be printed, with the information that is defaulted from the Stay Record of the guest.

The screen displays four tabs:

- Record View
- Comments
- Documents
- Translations

Each tab includes fields that must be specified to complete the coupon generation process.

The **Record view** tab consists of these sections to generate a coupon page for the guest:

- Footer Header
- Footer Details
- Record Details

The other tabs as provided above are not mandatory in nature and can be used optionally.

Defining Footer details

Use the **Coupon Configuration Footer** screen for creating footer details of a coupon related to a guest stay.

- 1 Select **Administration > Configuration > Coupon Configuration > Coupon Configuration Footer**.
- 2 Specify this information in the Footer Header section:
Footer ID
The unique coupon ID used to create a coupon for a guest.
Footer Type
The coupon type is used to view the footer detail information provided in the coupon issued for the guest for any kind of discounted rates to get privilege in any restaurants of other guest activities. This footer type is added using the **Global codes** screen. Select the required footer type.
Valid Start Date
The date from which the coupon is effective for use.
Note: This date must be set after the checked in Hotel date for the specific guest reservation.
Valid End Date
The date on which the coupon validity period is set to expire.
Property
The property name associated for availing the privileges of the created coupons.
Status
Select the status for the coupon while creating a new one.
Note: By default, this field is set to **Active** status.
- 3 Click **Footer Detail**, in the Footer Details section the **Add/Edit Comments** screen. You can use this screen to format the text related to the coupon.
- 4 Click **Preview Footer**, in the Footer Details section to view the Coupon Configuration Report.
- 5 Click **Add Comment** on the **Comments** tab to format the comments related to the coupon on the **Add/Edit Comments** screen
- 6 Click **Create/Upload Document** on the **Documents** tab, to include these Document Method details on the **Create/Upload Document** screen:
 - Document Code
 - Property
 - Upload Document
 - Create File System Document
- 7 Click **Submit**.
- 8 Select the **Translations** tab to view the translation details of the documents attached.
- 9 Click **Save**.

Coupon Page Configuration

The **Coupon Configuration** screen is used to create the Coupon Pages for the guests.

The Property Manager and the Coupon Manager can create coupon pages related to restaurants or other guest activities.

Defining Coupons Pages

Use the Coupon Page Configuration screen for creating coupon pages for a guest stay.

- 1 Select **Administration > Configuration > Coupon Configuration > Coupon Page Configuration**.

- 2 Specify this information:

Coupon Page ID

The name of the coupon.

Coupon Page Type

The coupon page type is used to view the different coupons issued to the guest for reservation activities that are valid in the specified period. For example: COPPTP.

This coupon type is added using the **Global codes** screen.

Select the required coupon page type.

Track

Select the track code that must be associated to the **Coupon Page**.

Note: You can create and modify the track codes using the **Create Track Code**.

Valid Start Date

The Valid Start Date is the first date the Coupon is available to be redeemed.

Valid End Date

The Valid End Date is the last date the Coupon is available to be redeemed.

Property

The property name associated for availing the privileges of the created coupons.

Status

Select the status for the coupon while creating a new one.

Note: By default, this field is set to **Active** status.

- 3 Specify or review this information on the Coupon Page Details section.

Coupon

Select the Footers that must be associated to the **Coupon page**.

Footer

Select the Individual Coupons that must be associated to the **Coupon page**.

- 4 Click **Preview Coupon Page**, to view the Coupon Configuration Report.
- 5 Click **Add Comment** on the **Comments** tab to format the comments related to the coupon on the **Add/Edit Comments** screen.
- 6 Click **Create/Upload Document** on the **Documents** tab, to include these Document Method details on the **Create/Upload Document** screen:

- Document Code
- Property
- Upload Document
- Create File System Document

7 Click **Submit**

8 Select the **Translations** tab for translating the Coupon page description into other languages. For example a hotel has English speaking employees and Spanish speaking employees. The **Translations** tab must have 2 records, one for each installed language. Select the Spanish record to translate the coupon description into Spanish.

9 Click **Save**.

Online Guest Experience Configuration

Use the **Online Guest Experience Configuration** screen to configure the settings for the Online Check-in App and the Invite letter. You can specify the required information that are included in the invitation letter for the guest.

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 Configurations** 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** .

Configuring the guest portal link

Use the **Online Guest Portal Configuration** tab to configure the online guest portal that can be accessed by guests using the web App.

- 1 Select **Administration > Property > Setup > Online Guest Experience Configuration - Online Guest Portal Configuration** tab. The **Online Guest Portal Configuration** tab is displayed.

Note: While creating a record, the **Sort Priority** option in the **Action** menu is not displayed.

- 2 Specify this information in the Guest Portal Links section:

Description

A brief text to describe the guest portal card.

Note:

- The text can comprise of a maximum of 120 characters.
- This text is not displayed on the guest portal.

Title

The title of the card that is displayed on the guest portal.

Note: The title text can comprise of a maximum of 25 characters.

Screen

The code of the screens to be displayed on the guest portal. The screen codes are defined on the Global Codes screen. The Code Type is GPGRPW.

Note: You can select multiple Screen.

Button Text

The text displayed on the Button in the guest portal.

Note:

- The text can comprise of a maximum of 20 characters.
- This field is enabled only if the Button Text or Navigate to URL fields are configured.

Status

The status of the guest portal. The available options:

- Active: The cards are displayed on the web application
- Inactive: The cards are not displayed on the web application

Navigate to URL

The URL to which the guest is navigated from the selected card.

Image URL

The URL for the image of the card.

Note: You can select the image only if value in the **Navigate to URL** field is specified and the value in the **Button Text** field is not specified.

- 3 Click **Save**.

Note: You can sequence the display of the Cards on the mobile App by selecting the **Sort Priority** option on the **Action** menu.

Tax Invoice Configuration

Use this screen to configure folios with separate tax invoices for the properties.

This enables you to view the pending tax invoice lines separately for the configured folio on the **Tax Invoicing** tab. You can define default tax invoice payers for the folios linked to the properties. You can also modify the Payer field on the **Tax Invoicing** tab.

The screen has two sections:

- List View: You can view all the Active folios configured for the property and the default tax invoice payer associated with each folio. You cannot add or delete the folios.
- Detail View: You can view and modify the details of the selected folio.

Configuring the Tax Invoice

- 1 Select **Administration > Property > Setup > Tax Invoice Configuration**. The **Tax Invoice Configuration** screen is displayed.
- 2 Select the folio from the grid.
- 3 Select the **Separate Tax Invoice** check box to view the invoice associated with the folio in a separate line on the **Tax Invoicing** tab.

Note:

- The check box is selected and disabled for the folios specified in the property parameter MOVETOVOIDFOLIO and CURREXCHANGEFOLIO.
 - If this check box is selected, you can specify the default payer.
- 4 Specify the default payer for the accounts in the Folio Details section.
 - 5 Click **Save**.

Form Configuration

Use this screen to configure the receipt that is generated for the transaction code posted to the folio.

This receipt can be printed from the Folio screen and is generated using Cognos.

Note:

- You can link the configured receipt to the transaction code on the **Transaction Code** screen.
- The receipts are specific to the property.

Configuring the receipts

- 1 Select **Administration > Property > Form Configuration**. The **Form Configuration** screen is displayed.
- 2 Specify this information in the Receipts section:

Receipt Code

A unique code of the receipt.

Note:

- You cannot specify existing receipt codes and the **Receipt Audit Report** codes such as AR, CE, LP, PO, PR, PC
- The code must be specified in Capital letters with no space between the letters.

Receipt Name

The name of the receipt.

Sequence Name

The sequence number of the receipt.

Note:

- The values are defined on the Receipt Sequence Number screen.
- The Prefix must be specified for the sequence number.

Form

The report based on which the receipt is printed.

Note: There is currently only one form which is fully adapted to Receipt Printing functionality – BZMISC Miscellaneous Receipt.

Number of Printouts

The number of copies of the receipt that can be printed in a single instance.

Auto Print

Select this check box to initiate the automatic printing of the receipt when the payments are posted to the Folio.

Currency Exchange Receipt

Select this check box to set the receipt as the default Currency Exchange Receipt for the property.

Note: There can be only one default Currency Exchange Receipt for a property.

Status

The status of the receipt. Available options:

- Active
- Inactive

Property

The property for which the receipt is configured.

- 3 Click **Save**.

Property

Use the **Property** menu to access these pages and menus:

- Property Configuration

- Maintain Property Settings
- Location Settings
- Rooms
- Events
- Sundry
- Cash Banks
- Commissions
- 1099 Commission History
- Gift Card Configuration
- Room Rotation
- Transactions
- Payment Card Fees
- Resort Fee Definitions
- Web Booking Engine Template
- Rewards Partners
- Lease Configuration
- Defined Traces
- Sequence Numbers
- Customer Correspondence Templates

Property

This section describes the configuration and settings used to administer essential features and functions associated with managing a [property](#) in Infor HMS available in the **Property** menu:

- Configuration of individual properties and setting default values for a property
- Configuration of rooms, event rooms, transaction codes, taxes, payment card fees, resort fees, reward partners, and gift cards
- Configuration of location settings
- Setting credit card bin ranges
- Configuration of leasing functionality
- Configuration of sundry functionality
- Configuration and administration of [cash banks](#)
- Administration of booking agency commissions and generation of 1099 commission forms
- Configuring and administration of room rotation
- Creating defined traces
- Using web booking engine and customer correspondence templates
- Setting sequence numbers for invoicing and forms

Property Configuration

The **Property Configuration** page is used to create a property record within the application. A [property](#) record contains detailed property-specific information for each property and also defines how the property uses features of the application. A property can be configured and left inactive, then activated at "go live".

Country title configuration

Use the **Country Title Configuration** page to create titles that must be used when you create guest reservations in some countries. You can add the global code:

- CTRYSP (country specific title) as categorization to the Title (TITLE) global code to indicate if a title is generally used for a specific country and must not be globally available to all the properties.
- TTLREQ (title required for country) as categorization to the Country (COUNTRY) global code to indicate if a country requires title.

To create titles for a country:

- 1 Select **Administration > Configuration > Country Title Configuration**.
- 2 Specify this information:
Country
Specify the country for which you want to create the title.
Title
Specify the title that you want to create.
- 3 Click **Submit** to add the record.

Creating a property

To create a [property](#):

- 1 Select **Administration > Property > Property Configuration**.
- 2 Click **New Record**.
- 3 Specify this information:
Property
Specify the property code in the first field. Specify the property name in the second field. This is the name that will display on many of the screens and also on various guest forms such as confirmations, registration cards, and folios.
Status
Typically a property is configured and status is not updated to Active until the hotel is "go-live". See [Setting property status to active](#).
- 4 In the Property Information section, specify the information that you require. See additional details about these fields:

Address

The address of the property.

Street Number

The street number of the address.

Street Name

The street name of the address.

Street Type

The type of street. For example, street, road, alley, highway, junction.

Reservation Email

Specify the e-mail address of the reservations department.

WBE Reply to Email

Specify the email address that will be used for all property emails sent.

Property CC Email

Specify the e-mail address to be cc'd with all outgoing emails. This is typically the reservations department email address.

Note: You can also provide the details for the alternate address that includes street number, street name and street type.

- 5 Specify this information in the Headquarter Information section:

HQ Address

The address of the property headquarters.

HQ Street Number

The street number of the headquarters address.

HQ Street Name

The street name of the headquarters address.

HQ Street Type

The type of street. For example, street, road, alley, highway, junction.

Note: This section also includes headquarters details such as the e mail, phone, website and postal code.

- 6 In the Operations Details section, specify the information that you require. See additional details about these fields:

Currency

Specify the property currency.

Hotel Date

Specify the hotel date, which is the current property date or "go live" date.

Accounting Date

Accounting date is used by the Accounts Receivable module and can be different from the **Hotel Date**. A hotel's A/R staff can choose to operate on a date that is different than the hotel date because the A/R staff usually do not work on weekends or holidays, The A/R staff do not want to

be bound by the hotel date that changes every night. Accounting date is set prior to going live on the system and sets the beginning accounting date for the Accounts Receivable. When you set the accounting date, the system creates the first A/R ledger record. The accounting date is also used in the Balance Forward functionality to determine the charge and invoice dates. For example, if the user specifies a balance forward amount in the 90 day old aging bucket, the system subtracts 90 days from the opening accounting date and use that for the charge and invoice date.

Server Time Offset

Server time offset is used when the property is in a different time zone than the server. When records are added, the offset is used so that the time of create or update matches the time at the property instead of showing the time where the server is located.

Minimum value -23:59 and maximum value +23:59.

Audit Time

Specify the audit time using a range from 0:00 to 23:59.

Last Audit

The date when the audit was last completed.

Last Reorg

The date when the reorg was last completed.

Daylight Savings Time

Select this check box if the property observes daylight savings.

Daylight Savings Time Profile

The code of the daylight savings time profile that is applicable to the property. You can select from the Daylight Savings Time Profile look up. This enables to manage the daylight-saving time charges for the Property.

- 7 In the Property Details section, specify the information that you require. See additional details about these fields:

Chain

Specify the chain to which the property belongs. Your options are based on codes created as chain codes on the **Maintain Global Codes** page.

- Property Alias
- Fiscal Name

Property Location

Specify the property location. Your options are based on codes created as location codes on the **Maintain Global Codes** page.

Language

Specify the property language. Your options are based on system controlled language codes on the **Maintain Global Codes** page.

Locale

Specify the property locale. Your options are based on codes created as locale codes.

Time Zone

Specify the property time zone.

Earliest Check-In Time

Specify the earliest check-in time. Your options are based on codes created as room check in time codes on the **Maintain Global Codes** page.

Latest Check-Out Time

Specify the latest check-out time. Your options are based on codes created as room check out time codes on the **Maintain Global Codes** page.

Manage Inventory by Building

If this checkbox is selected and the property status is set to **Active**, you must specify a value in the **Building** field on the **Room Type** screen. All the room types must have a valid Building assigned.

Rate Limit

Specify the property's rate limit. Your options are based on codes created as rate limits on the **Maintain Global Codes** page.

Rate Strategy

Select the property rate strategy. Options include High and Low.

Property Notes

Specify the property notes. Notes entered are the description of the property.

Note: The codes used in this section are based on system codes created using the **Maintain Global Codes** screen.

- 8 In the Property Defaults section, specify the information that you require. See additional details about these fields:

Room Charges

Specify the default [transaction code](#) to be used for room charges. Your options are based on codes created as transaction codes on the **Transaction Code** page.

Room Type

Specify the default room type to be used when creating reservations. Your options are based on codes created as room type codes on the **Maintain Room Types** page.

Rate Plan

Specify the default rate type of the property. Your options are based on codes created as [rate plan](#) codes on the **Standard Rate Plan Codes** page.

Lock Exchange Rate

The value based on which the exchange rate is fixed for a guest. Following are the available options:

- At Check In
- At Night Audit
- At Reservation

Advance Deposit

Specify the transaction code to be used for [advance deposits](#). Your options are based on codes created as transaction codes on the **Transaction Code** page.

Forfeit Deposit

Specify the [transaction code](#) to be used for forfeit deposits. Your options are based on codes created as transaction codes on the **Transaction Code** page.

Check-in Settlement

Specify the default check-in settlement code. Your options are based on codes created as transaction codes on the **Transaction Code** page.

Note: The deposit and settlement code options are based on the codes created as the transaction codes on the **Transaction Code** screen.

External Partner Payment Transaction

Specify the default external partner payment transaction code. This is the default transaction code used to post credit card payments coming from an external payment processor if the property transaction code for the credit card type has no external posting code configured.

- 9 In the Property Management section, specify the information that you require. See additional details about these fields:

Brand

Specify the property [brand](#) on page 876. Your options are based on codes created as brand codes on the **Brand Configuration** page.

Division

Specify the [property](#) division. Your options are based on codes created as division codes on the **Maintain Global Codes** page.

Category

Specify the property category. Your options are based on codes created as property category codes on the **Maintain Global Codes** page.

Note: The division and category options are based on the codes created as the division codes on the **Maintain Global Codes** screen.

- 10 In the Cleaning Schedule section, specify the cleaning schedule as Full, Light, or None for each day of the guest stay. The default value is Full.
- 11 Specify this information in the Welcome Message section to display the text on the Guest Stay, Stay 360, Check In and Check Out screen.

First Time Welcome

The text that is displayed if the guest is visiting the property for the first time.

Welcome Back Global

The text that is displayed if the guest is visiting the property for the first time but, has stayed at other related properties of the chain.

Note: You must specify the WELCOMEBACKGLOBALFIELD property parameter.

Welcome Back Local

The text is displayed if the guest is revisiting the property.

- 12 In the Credit Card Authorization section, specify this information:

Anticipated Charges

The payment card [authorization](#) amount that the system must retrieve to cover the anticipated charges. Anticipated charges are the charges that are directly related to the guest stay such as room and tax, for all days of the stay. Select **Amount** to specify the Anticipated Charges amount or **Percent** to specify the Anticipated Charges percentage.

Note:

- By default, the Anticipated **Percent** option is selected, and the value is set to 100%. You can modify the value.
- Authorizations for less than the full amount of the stay are not PCI compliant and the transaction discounts may not be applied. Non-compliance, by using this feature, is the choice of the property.

Additional Charges

The charges that are posted to the guest folio for additional charges such as movie, telephone and outlet. This is added to the anticipated charges amount for an estimated total stay value of the authorization. The charges are attributed to the guest folio and not affected by the Auto Transfer rules. Select **Amount** to specify the Additional Charges amount or select **Percent** to specify the Additional Charges percentage.

Note:

By default, the **Amount** option is selected. However, you can modify the value.

Additional Per Stay Value

The amount specified represents a flat amount for additional charges that is added to the requested authorization amount. This amount is added to the amount calculated by the **Anticipated Charges** and **Incremental** fields. This amount is pegged to the guest folio.

Additional Per Stay at Check-in Only

If this check box is selected, the value specified in the Additional Per Stay Value field is applicable only during the guest check-in process.

Incidentals Folio

The incidental authorization amount that is pegged to the incidental folio and not affected by the auto transfer rule. Select **Amount** to specify the Incidental folio amount or select **Percent** to specify the Incidental Folio percentage.

Note:

By default, the **Amount** option is selected. However, you can modify the value.

Hotel Date Spending Offsets Incidentals

If this check box is selected, the system calculates the remaining incidental authorization amount for the hotel date by subtracting the amount spent by the guest from the incidental authorized amount.

Note:

- For a guest folio, the amount to offset is limited to the additional charges amount.
- For a Incidentals folio, the amount to offset is limited to the Incidentals Folio amount.

Incremental Threshold

The difference amount which when exceeded causes the system to request for an incremental authorization. When the difference between the authorized amount and the required authorized amount for the folio group exceeds this amount, the application requests for incremental

authorization. Select Amount to specify the Incremental Threshold amount or Percent to specify the Incremental Authorization percentage.

Note:

By default, the **Amount** option is selected. However, you can modify the value.

- 13** In the Credit Card Processing section, specify the information that you require. See additional details about these fields:

Alert When Not Swiped

Select this check box for [front desk](#) staff to be alerted when payment card is processed without being physically swiped.

Prompt for Verification

Select this check box for front desk staff to be prompted to enter CVV values for payment cards.

Prompt for Postal Code

Select this check box for front desk staff to be prompted to enter card holder's postal code for payment cards.

Terminal ID

Specify the terminal ID of the credit card reader.

- 14** In the Event Module Configuration section, specify the information that you require. See additional details about these fields:

Event Availability Display Time Increment

The time interval based on which the [event](#) availability slots are displayed in the event reservation grid. This is the default time increment displayed when the user navigates to the screen.

Day Start Time

The time when the new day starts for the purpose of event reservation. This is the first time increment that is displayed in the availability grid.

Day End Time

The time when the day ends for the purpose of event reservation. This is the last time increment that is displayed in the availability grid.

- 15** In the Additional Information section, specify the information that you require. See additional details about these fields:

Star Rating

Specify the star rating. Information entered here is available to the reservation agent in the [CRS](#) module.

Year Built

Specify the year the [property](#) was built. Information entered here is available to the reservation agent in the CRS module.

Number of Guest Rooms

Specify the number of guest rooms. Information entered here is available to the reservation agent in the CRS module.

Number of Meeting Rooms

Specify the number of meeting rooms. Information entered here is available to the reservation agent in the CRS module.

Number of Restaurants

Specify the number of restaurants. Information entered here is available to the reservation agent in the CRS module.

Number of Pools

Specify the number of pools. Information entered here is available to the reservation agent in the [CRS](#) module.

Multiple Buildings

Select this check box if the property is configured with multiple buildings.

IDeaS AccountID

The account ID for the purpose of IDeaS.

Rate Migration Source

Specify the source for rate migration. The values are:

- Receive and Send Rates
- Receive Rates into HMS
- Send Rates into HMS

Note: These options are based on the new global code, RATEMG. The values for the code are:

- PMS: Receive Rates into HMS
- CRS: Send Rates into HMS
- BOTH:Receive and Send Rates

This information is specific to Spain hotels:

Number of Beds

The number of beds. The value specified in this field is available to the reservation agent in the CRS module.

Unpaid Staff

The number of employees, who are not paid for the services rendered.

Paid Staff

The number of employees, who are paid for the services rendered.

Temporary Staff

The number of employees, hired on a temporary basis.

Hotel Police Code

The code provided by the Spanish Police. This code is alphanumeric and the maximum allowed characters is 10.

Hotel BA Code

The code of the property used by the booking agency.

Bank Number

The international bank number, also known as the SWIFT code or BIC.

Bank Account Number

The international bank account number, also known as IBAN.

Registration Number

The registration number of the property that is included in the guest stay details report, generated for each day.

Bank Name

The bank name of the property.

Bank Number

The bank number of the property.

Default Tax Percentage

The tax percentage for fiscalizing a payment before the generation of tax invoice.

Note: The application defaults this value in the Czech Fiscal Interface.

Hotel Type

The type of accommodation (hotel category). Click **Browse** to select the hotel type code from the List of Values screen.

Note: The information provided can be accessed by the reservation agent in the CRS module.

16 Click **Save Record** and **OK**.

Adding property features

To add a [property](#) feature:

- 1** Select **Administration > Property > Property Configuration**.
- 2** On the **List View** tab, double-click the property record to work with.
- 3** Click the **Features** tab.
- 4** In the FEATURE DETAILS section, select a feature code. Your options are based on codes created as feature global codes on the **Maintain Global Codes** page.
- 5** Click **Save**.

Adding property preferences

You can add [property](#) preferences to be available to use on guest stays, profiles, and group bookings. To add a guest preference as a property preference the guest preference code must be configured with the preference type as **Property**.

- 1** Select **Administration > Property > Property Configuration**.
- 2** Select a property and click the **Preferences** tab.
- 3** In the Property Preference Details area, click **Search** in the **Preference** field.
- 4** In the **Property Preferences** pop-up, select a preference code and click **OK**.
- 5** Optionally, specify a department.

- 6 Click **Submit**.

Configuring the Virtual Building

To configure the virtual building:

- 1 Select **Administration > Property > Property Configuration**.
- 2 Select a property on the **Record View** tab.
- 3 Click the **Building** tab.
- 4 Specify this information in the Building Details section:

Building

The building code type based on which the Property and Building details are displayed.

Virtual Property Code

A unique code and description of the Partner Hotel.

Tax Status

The status of the tax applicable for the Partner Hotel.

Time Zone

The time zone of the Partner Hotel.

Earliest Check-In Time

The earliest check-in time that is applicable for the Partner Hotel.

Latest Check-Out Time

The latest check-out time that is applicable for the Partner Hotel.

Property Email

The email address of the Partner Hotel.

Reservation Email

The email address of the department responsible for the reservation.

Building Method of Acquisition

The code of the method used to acquire a building. The codes are defined on the **Global Codes** screen.

Status

The status of the Partner Hotel.

Note:

Based on the selected property, the values in the fields such as, **Address**, **Country**, and **City** are populated.

- 5 Click **Save**.

Note:

You must be an operational manager or have permission to configure the Partner Hotel.

Creating property messages

To create a [property](#) message:

- 1 Select **Administration > Property > Property Configuration**.
- 2 On the **List View** tab, double-click the property record to work with.
- 3 Click the **Messages** tab.
- 4 In the MESSAGE DETAILS section, specify this information:

Message Topic

The information related to the room availability.

Show on Availability

Select this check box to display the message (specified in the **Message Topic**) on the **Room Type Availability** screen

Show on Event Calendar

If this check box is selected, the message specified in the **Message Topic** field is displayed on the **Event Room Availability** screen.

Start Date

The start date from which the message is displayed

End Date

The date from which the message is no longer displayed.

- 5 Type the message in **Message Topic** field.
- 6 Click **Save**.

Note:

You can also modify the font size and color in which the message is displayed.

Property parameters

Property parameters configure system, environment settings and behavior at the property level. Most property parameters are populated during the Infor HMS installation process, but can be modified if required. Refer to Defining property parameters.

There are different types of property parameters: DATE, FLAG, NUMERIC, and TEXT. For FLAG type parameters, appropriate values are **Yes** or **No** which the **Value** check box determines. If the check box is selected, the setting for the parameter is set to **Yes**. If the check box is cleared, the setting for the parameter is set to **No**.

The **Default** check box indicates whether the current value for a parameter is the default setting. When the setting of a parameter is modified to value other than the default setting, **Default** is unchecked automatically. If the setting of a parameter is later restored to the default setting, **Default** is automatically checked to indicate that the parameter is set to default value.

This section contains a complete listing of all the property parameters used for Infor HMS.

Parameter	Type	Description	Default Value
ACCOUNTING NOTE	FLAG	Accounting Note functionality is specific to hotels and properties in Poland. If this check box is selected and the guest reservation is set to No Show or Cancelled status, the hotel can claim a tax that is associated to the charged service.	Unchecked
ADDRESS LOOKUP	Nu- meric	Enables the Address Lookup icon on the screens. Available values: <ul style="list-style-type: none"> • 0 to disable the icon • 1 to enable the icon • 2 to enable the icon, verify if the address is validated to save the record. 	
ADDRESS LOOKUPLI CENSE	TEXT	Specify the value to identify the list of countries that can be selected from the Address window. Available values: <ul style="list-style-type: none"> • US • GB • INTL <p>The value also identifies the type of license the customer has for AFD software. Comma (,) is used as a delimiter.</p> <p>Note: The value of the country code must be active in the global code AFDCTY.</p>	
ADTAXINV	FLAG	Advance deposit tax invoicing. If set to Yes, deposit activity types of Deposit Charge and Deposit Tax are used when an advanced deposit is posted, and a pending tax invoice will be generated on the Tax Invoice tab.	Unchecked
ALLOWZEROFO LIOAMOUNT	TEXT	This parameter determines if zero amount transactions can be posted to the Folio tab or via the Fast Posting screen. Options are: <ul style="list-style-type: none"> • FAIL= do not allow zero amounts to be posted (except for Room Revenue Taxes where the tax base is set to Greater) • PROMPT= prompt the user before posting a zero amount • ALLOW= always allow the zero amount without any prompting 	FAIL

Parameter	Type	Description	Default Value
ADVANCEPOST INGLIMIT	Nu- meric	Specify 12 to limit the advance posting within a calendar year. You must use coma separator (,) to limit posting by month end. The allowed values are between 1 to 12. This parameter is used by hotels in Germany. Example: If the value is '12' the advance posting is allowed up to 31th December (year) If the value is set 2 the advance postings are limited for 2 months.	
ALLOWAD VANCECHARGE POSTING	FLAG	Allows you to post all charges in advance. If this parameter is selected, the Post All Charges check box is displayed. Select this check box to post future charges to the guest account.	Unchecked
ALLOWCHECKIN TOCLEANONLY	FLAG	If this check box is selected, you can check the guest only in a clean room. If this check box is clear, you can check the guest in a dirty room after a message is displayed by the system. Property parameter CKINPCKUPSTATUS is only considered when this is check box is clear.	Unchecked
AL LOWTERMSCOND BYPASS	FLAG	Select the check box to check-in without accepting the Terms and Conditions.	Unchecked
ALLOWTRANS GROUPTAXINV	FLAG	If this check box is selected, the Transaction Grouping check box is enabled. When the Transaction Grouping check box is selected, you can print a tax invoice grouped by the transaction code group.	Unchecked
ALLOWONELINE TAXINV	FLAG	If this check box is selected, the user can select the One Line Invoice check box to print the tax invoice in one line with one line description.	Checked
ALWAYSPOSTI NAD VANCEATCHECKIN	FLAG	Select this check box for the application to automatically select the Post In Advance check box in the Check-In screen. The property parameter ALLOWAD-VANCECHARGEPOSTING must be selected.	Unchecked
ANTIMONEY LAUNDERING	TEXT	This parameter determines the cash payment threshold for transaction posting for payments that exceeds this threshold, the Require Manager Approval window is displayed using which the manager can approve the amount. A value (dollar amount) must be specified to implement this parameter.	

Parameter	Type	Description	Default Value
APPLYCXLPOLICY	FLAG	Select this check box to indicate that the cancellation policies and rules are applicable when a reservation is cancelled. The cancellation policies and rules are displayed on the Cancellation Reason window. The cancellation fee or deposit forfeit is calculated based on the rule that is in effect.	Unchecked
APPLYDEPOSITTONOSHOW	FLAG	Select this check box and the property parameter AUTOPOSTNOSHOW to automatically transfer an advance deposit of the reservation to the guest folio. The no-show charge must be posted if the status of the reservation is set to No-Show	
ARACCOUNTCURRENCY	FLAG	If this check box is selected, Currency for A/R account is displayed on the Property A/R Accounts screen. You can use the account currency to post a payment.	Unchecked
ARAGINGBYLEASESCHEDULEDATE	FLAG	If this check box is selected, the aging process of the lease related invoices is based on the start date of the lease schedule. Note: For lease related invoices, the application considers this parameter, overriding the AgingDayBasis parameter.	Unchecked
ARCREDITERORS	FLAG	If this check box is selected, an error is displayed by the system if you add an A/R account which is on credit hold to the guest reservation record. A warning is displayed by the system if you add an A/R account which is over credit limit to the guest reservation record.	Unchecked
ARCCTRANDetail	FLAG	A/R Credit Card Transfer in Detail mode. If this check box is selected, and the customer transfers credit card balance to A/R, the system posts one direct bill settlement per credit card posting, instead of summarizing and posting a lump sum for the total credit card amount.	Unchecked
ARDBIRASPKG TAXDETAILS	FLAG	If this check box is selected, the DB batch job transfers the GST and Service Fee charges from the accounting folio for packages that are configured to show tax in the package price.	Unchecked
ARDBTRANSFER AUTOINVOICEDFLT	FLAG	The default value for the Automatically Invoice check box in the Direct Bill Transfer popup. If the ARDBTRANSFERAUTOINVOICEDFLT is unchecked the Automatically Invoice check box in the Direct Bill Transfer popup is also unchecked.	Checked
ARINVOICEREPORTNAME	TEXT	The name of the AR Invoice Report to call from the Invoice tab. Either the standard function code BZARIV for the report or the customized function if different.	

Parameter	Type	Description	Default Value
ARRETAINPOST DATEONXFER	FLAG	Select this check box to retain the Posting Date of the original A/R account when an A/R charge is transferred from one account to another. This enables the calculation of the ageing based on the Original Posting Date.	Unchecked
ARREQAP PROVAL	FLAG	If this check box is selected, you cannot post a direct bill settlement to a folio on an A/R account if the A/R account has the Requires Approval check box selected on the Property A/R Account page. If this check box is clear, you can post a direct bill settlement to a folio on an A/R account if the A/R account has the Requires Approval check box selected on the Property A/R Account page.	Checked
ARSTATEMEN TREPORTNAME	TEXT	The name of the AR Statement Report to call from the Documents tab of Account Maintenance. Either the standard function code BZARST for the report or the customized function if different.	
ARTAXIN VUSAGE	FLAG	Use tax invoice in A/R instead of A/R Invoice. If this check box is selected, the system automatically creates an A/R invoice when a tax invoice is created for a folio that has a direct bill settlement.	Unchecked
AUTHDNMOVRD	FLAG	Require Authorization to override a Do Not Move . If this check box is selected, deselecting the Do Not Move check box on the Guest Stay page will require manager authorization.	No
AUTHRTOVRD	FLAG	Require Authorization for Rate Override. If this check box is selected, overriding a rate value in the stay wizard screen will require manager authorization.	No
AUTHSOOVRD	FLAG	Require Authorization to override a sell option restriction. If this check box is selected, saving a guest stay with a sell option that is unavailable will require manager authorization.	No
AUTOCHECKIN	FLAG	If this check box is selected the Check-in process follows a special flow from Guest Stay screen. The Check-In button on Guest Stay Screen will launch additional steps to be performed automatically: Room Assignment, Key Generation, and at last ending the check-in process by jumping to the Folio tab.	

Parameter	Type	Description	Default Value
AUTOPOST NOSHOW	TEXT	Auto Post No Show option Indicates if the no-show charges must be posted. Available values: <ul style="list-style-type: none"> EOD Reinstate The posted transaction is configured on the Rate Plan screen. When the value is set to Reinstate, the add-on charges of the first night are added to the room charge.	Unchecked
AUTOPRINT COUPON	FLAG	If this check box is selected, the coupons added to the Guest Stay screen for a checked in guest are printed automatically. This process is only applicable for the new coupons.	Checked
BARBYRMTYPE	FLAG	If this check box is selected, the system includes the room type when determining the Best Available Rate to use.	Unchecked
BWCENROLL	FLAG	Best Western pop up for enrollment at check-in. This parameter indicates if the Best Western property wants to have a popup at guest check-in stage in case the guest is not yet enrolled in the Best Western rewards program.	Checked
BWLOGO	TEXT	Best Western Logo Type. This parameter determines the type of logo that must be printed for a Best Western property. The numerical values indicate the following: <ul style="list-style-type: none"> 1=Best Western .5w x .46h 2=Best Western Plus .5w x .46h 3=Best Western Premier .5w x .42h 	1
BWOVRBK	Flag	Best Western Allow Overbooking. This parameter indicates if a Best Western property can use the room overbooking functionality.	Checked
BWPRFUPD	Text	If this check box is selected, you can specify which BW Guest Profiles must be updated during the Best Western Profile Update End of Day process. Following are the available value: Expected Arrivals, In-House, Both.	Both
BWSENDPOL	Flag	Best Western - Send GTD/Cancel Policies. This parameter indicates if HMS must send booking policy information to Best Western Interface or not.	Checked
BWTIER	Flag	Best Western Tier or Level Reminder. This parameter indicates if a Best Western property must display the level reminder for Diamond and Platinum level members. The level reminder contains the description of the current promotion for their Tier level.	Unchecked

Parameter	Type	Description	Default Value
CANCELLETTER	TEXT	Specifies which report to use for the guest cancellation letter.	
CANCELREIN STATEHOTELDA TEONLY	FLAG	Allows reinstatement of canceled reservation if the hotel date is same as the date of cancellation of the reservation. Deselect the check box to allow reinstatement of a reservation where the date on which the reservation is canceled is not same as the hotel date.	Checked
CARDTRANS	Flag	Enable Card Transaction History. If you select this check box, the Card Transaction History button in the Guest Stay page is enabled. When you click this button, the Card Transaction History pop-up displays the card transaction history from interfaces that transmit the card data to and from the card processor.	Unchecked
CASHJRNLVouc NUMSEQ	FLAG	Starting sequence number of cash journal vouchers.	None
CASHJOURCON FIRMPROMPT	FLAG	If this check box is selected, a confirming prompt is displayed by the system when you post a transaction on the Cash Journal screen. If this check box is clear, the confirmation prompt is not displayed by the system.	Unchecked
CCTOKEN PARAMS	TEXT	Additional parameters needed by Vault to tokenize a credit card. Typically for entering parameters required by an external tokenization partner used by Vault. Refer to the Vault Installation and Operation Guide for the values needed for each supported partner.	None
CCWORKSTA TIONID	FLAG	If this check box is selected, the system will include the workstation id (or machine id) from the device/workstation when payment card authorization or settlement requests are made (for any type of card). For iPad or Tablet, the workstation ID can be the MAC address or serial number.	Checked
CHANGE GROUPTAFTER RELEASE	FLAG	Allow Changes to Group Bookings through interfaces after Release date. If this is true then the system will allow change/cancels to groups through interface when release date has passed. If false then system will generate an exception	
CITYWHERE HOTEL ISHOSTET	TEXT	City where hotel is hosted	
CKAVONBOR ROW	FLAG	Check Availability on Borrow	

Parameter	Type	Description	Default Value
CKINPCKUPSTATUS	FLAG	If this check box is selected, a message prompt is displayed by the system when the user checks a guest into a room that has a room Status of Pick Up. The message states the room status is Pick Up and includes the last date and time the room was cleaned.	Unchecked
CLHSKP	FLAG	Clear housekeeping assignments. When set to Yes, the end of day processing will clear all housekeeping assignments for the property. Is set to No, the end of day processing does nothing to existing housekeeping assignments.	Checked
CLOSEAC COUNTING DATEPROMPT	FLAG	If this checkbox is selected, the application prompts you to advise that the recruiting charges must be posted before closing the Account Date on the A/R Ledger screen.	Unchecked
CMSINTG	FLAG	Casino Management System Integration. If this check box is selected, the Casino Management System (CMS) integration is enabled. If the CMS is enabled, the rates are quoted by the system based on player rank code.	Unchecked
CMSSTATTYPE	TEXT	Casino Management System statistic type for hotel ratings. Specify the code used to send the dollar amount spent by a player at the hotel in the player ratings interface message.	None
CMSAUTOSET TLE	Flag	Select this check box to automatically redeem the comps of the player instead of using the Folio Comp Configuration screen. This feature is applicable for the CMS partner. If this check box is not selected, you must use the Folio Comp Configuration screen to issue the comp and later settle the comp.	Unchecked
COMPRATEVAL UETEXT	Text	If specified, the application replaces the transfer rate amount with this value for all the rate plans when the Player Comp Rate check box is selected. This impacts the Rate Shopping, Rate Details, Stay Wizard, and Stay 360 screens.	
CONFIRMATION LETTER	TEXT	Specifies which report to use for the Guest Confirmation Letter.	
CONFIRMATION PROPERTYPI CURL	TEXT	Location of the Property Picture for the Confirmation and Cancellation Report and E-mail. Format is a URL format.	
COUNT NOSHOWASOC CUPIED	FLAG	Select this check box to display 100 per cent occupancy in the report by including the no-show reservations as occupied. If 100 per cent occupancy is not achieved, the no-shows are not considered as occupied, in the report.	Unchecked

Parameter	Type	Description	Default Value
CRSCANCELLETTER	TEXT	Report that will print when Cancellation Letter is selected to print in the CRS Application. Specifies which report to use for the CRS Cancellation Letter.	BZCRCA
CRSCODEINSERTID	TEXT	The code of the external system is displayed on the reservation record when the CRS ID is configured within the table.	
COPYRESTRICTIONS	FLAG	If this check box is selected, you are allowed to copy booking restrictions from one rate plan to another rate plan.	Unchecked
CREDITNOTEPL	FLAG	Credit Note Print Out in Poland. If this checkbox is selected, the Credit Note in Poland is printed again with two sections. The first section is similar to the original invoice, with the additional statement for example: Before the Correction. The second section displays the corrected Credit Note with this statement for example: After the Correction and designated spaces for signatures.	Unchecked
CRSCONFIRMATIONLETTER	TEXT	Report that will print when Confirmation is selected in the CRS Application. Specifies which report to use for the CRS Confirmation Letter.	BZCRCO
CRSSYSTEMID	TEXT	The System ID used in HMS Central to identify the external CRS System linked to HMS Central. CRSSYSTEMID must match the system id that Liaison uses in the PMS for the property.	
CURRENTFISCALYR	Text	Specify the numeric value of the current fiscal year to report correctly. The application automatically updates the value when the new Fiscal Year begins.	
CURREXCHANGEFOLIO	TEXT	Specify this parameter to activate the Currency Exchange pop-up that disables the currency exchange detail type from Cashier Banking screen. This value is printed on the tax invoice report title.	
CXLGROUPWITHRES	FLAG	By default this setting prevents interfaces from cancelling groups with active reservations. When set to YES, the system will cancel the reservations and the group booking	
DEPOSITCURRENCY	Flag	Select this parameter to view the fields related to deposit currency in the Advance Deposit tab and enable posting the deposits in foreign currencies.	Unchecked
DEFAULTREPLYTOEMAILADDR	TEXT	Email address used as "Reply To" in customer correspondence.	None

Parameter	Type	Description	Default Value
DEFAULTTRANS FERTAXWITH CHARGE	FLAG	Select this parameter to select the Include Tax check box by default on the Folio Transfer and Direct Bill Transfer screen.	Unchecked
DEFRETAIN RATEPROMPT	FLAG	Default Retain Rate Prompt. If this check box is selected and the user attempts to change the sell option, but not the rate, a prompt is displayed. On Room Assignment page, the Retain Current Rate check box is selected by default instead of the prompt. A change in the Room Type, Adult Count or Child count are the only changes that originate the prompt display.	Unchecked
DEFRETAIN RATEREASON	TEXT	Default Retain Rate Reason. When the user answers Yes to the retain rate prompt, this rate override reason code is used.	None
DESOVR	FLAG	Allow transaction override description. When set to Yes, the user can change the description of a transaction on the guest folio.	Unchecked
DYUSERSSRVC TYP	FLAG	When checked, a pop-up will display on the check-out of day use reservations that will allow the user to set the room status and service type.	Unchecked
EINVOICING PLATFORM	TEXT	Specify the platform name to activate the interface that can be used by Hotels and Customers to transfer Invoices in XML format. This helps avoid printing and emailing of Invoices in PDF format.	
EODMSG MAILADDR	TEXT	Email address for sending EOD related error/warning messages. This can be either a single email address or a distribution list.	None
EODSRVCTYP	FLAG	Select this parameter to retain the Service Type as CKOUT for rooms that are checked out with the Front Desk and Housekeeping status set to Vacant. However, if not selected, the Service Type is set to None during the EOD process for the rooms that are checked out with the Front Desk and Housekeeping status set to Vacant Clean. Note: The rooms that are Vacant Dirty are ignored.	
EXCHANGERAT EVARADJTRAN	TEXT	Specify the currency exchange rate to enable the HMS functionality to post adjustments in property currency when the balance in the guest currency is equal to zero. This balances the property currency and guest currency.	
EXCLUDERTYPE SIDEAS	TEXT	Specify the list of room types and the Reservation message, to be excluded from the IDEaS EOD statistics extract. The comma (,) delimiter is used to separate the room types.	

Parameter	Type	Description	Default Value
EXTAVAIL	FLAG	External availability. Enables or disables the use of an external system for a property's rates and availability in lookups.	Unchecked
EXTAVAILRATE ORDER	FLAG	External Availability Rate Ordering. If selected, the rates are retrieved from the external system based on the results sent by the partner. If this parameter is not selected, the rates are retrieved and filtered based on the sales strategy configured on the Rate Shop screen.	Checked
EXTERNAL TALOOKUP	FLAG	Enables the External Booking Agency Search option on the Guest Stay and Group Booking screen.	Unchecked
EXTCRM	FLAG	External CRM profile lookup. When set to Yes, you can search for an existing guest profile using an external system on the Guest Profile screen.	Unchecked
EZFUTURERE PORTINGDAYS	NUMERIC	Number of future reporting days for the EzRMS data extract. Leave the parameter blank to get all future data contained in the database.	None
EZHISTREPORT INGDAY	NUMERIC	Number of historical reporting days for the EzRMS data extract. Leave the parameter blank to get all historical data contained in the database. A number means get that many days worth of historical data	7
FCSTCNT	FLAG	Displays the FCST column on the group block screen for the forecasted room count for the Delphi interface.	Unchecked
FEDERALSERVICE	TEXT	Brazil: Federal Service	
FISCALEXTERNALPARTNERID	Text	External Partner ID for Fiscal Interfaces Specify the ID that the third party (Fiscal Interface) uses to identify the property.	
FISCALYR	DATE	Fiscal year start date. Specifies the date on which a property's fiscal year begins. If no value is specified, the default value is January 1.	01/01/YYYY
FISCALYREND	DATE	The end date of a property's financial year. The date must be the last calendar date of the month. The financial year is automatically incremented by 1, when the end of the day process is running on that date	

Parameter	Type	Description	Default Value
FISCAL	TEXT	Enables the Fiscalization process for tax invoices. The available values are: <ul style="list-style-type: none"> • CZ (Czech) • PL (Poland) • IT (Italy) • IC (for City Tax in Iceland) • AT (Austria) • DE (Germany) • CL (Chile) • RO (Romania) • FJ (FIJI) • VN (Vietnam) 	
FNSRATEPLANS	TEXT	Displays the list of rate plans associated with the Wyndham Free Night Stay program for Wyndham Hotel. The comma (,) delimiter is used to separate the text.	
FOLIOACCDE TAIL	TEXT	Folio account detail report name. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	None
FOLIOACCSUM MARY	TEXT	Folio account summary report name. Indicates whether to use a custom report instead of the standard report . If no value is specified, the standard report is used by default.	BZFACS
FOLIOE MAILTYPE	TEXT	Used to determine, if the folio E-mail must be HTML or an attached PDF.	PDF
FOLIOEVENT	TEXT	Event folio report name. Indicates whether to use a custom report instead of the standard report . If no value is specified, the standard report is used by default.	None
FOLIOPKGINFO R	Text	If this check box is selected for a folio that has a package, the package information report is printed that displays a list of charges and sums up the different values of non-charges, service fees and taxes.	BZFOLP
FOLIOSTAN DARD	TEXT	Standard folio report name. Indicates whether to use a custom report instead of the standard report . If no value is specified, the standard report is used by default.	None
FOLIO TRANSSUMBY DATE	TEXT	Folio transaction summary by date report name. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	None
FOLIO TRANSSUMMA RY	TEXT	Folio transaction summary report name. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	None

Parameter	Type	Description	Default Value
FORCETAXIN VONPAYMENT	FLAG	<p>If this parameter is selected, while generating a tax invoice the application prompts the user to use the Post Payment screen for posting a transaction code with a Pay Type.</p> <p>When the parameter is selected:</p> <ul style="list-style-type: none"> The user is not allowed to post a transaction type where Pay Type is not null through the Folio or Fast Posting screens. Payment must be processed using the Tax Invoicing screen. The Post Payments screen is invoked when Final, Post Payment check boxes and Submit are selected. The Advance Deposit is not supported. The Express Fast Posting is not supported. 	Unchecked
FRAN CENF525COMP MODE	FLAG	Must be selected for all installations in France to comply with the security requirements, demanded by the law.	Unchecked
FRAN CENF525CERT NUMBER	TEXT	The NF525 certificate number must be specified, after receiving the certification.	
FRAN CENF525CERTVER SION	TEXT	The latest HMS version with the NF525 certification must be specified.	
GENDERMAN AGEROOMS	FLAG	Used by US Military for gender management. If this check box is selected, gender management restrictions are end on room type and room assignments. This parameter does not affect room type restrictions by rank.	Unchecked
GETCRMDE TAILS	FLAG	If this check box is selected, the ability to select a link from guest stay and guest profile screens to obtain additional stay and revenue details from a CRM is enabled.	Unchecked
GROUPBLKCON TRACT	FLAG	Used to determine if the contracted value can be changed after the group status changes to Definite. If this check box is selected and the status of group booking is Definite or In-House , you cannot change the contracted value.	Unchecked
GROUPEXTEND	FLAG	If this check box is selected, the EOD process does not stop and extends by one day any group reservations due to depart the current hotel date. If this check box is clear, the EOD process stops with warnings and no group reservations are extended.	Unchecked

Parameter	Type	Description	Default Value
GROUPEXTEN DENDDATE	FLAG	Select this check box to extend the departure date and the auto transfer rule of the group delegate reservation by one day, using the EOD process.	Unchecked
GROUPPROFOR MALOCATION	TEXT	The Default value is US, which prints the Default Report. The options are US - Default Report, GR for Germany, UK for United Kingdom, FR for France.	US
GSTPROFOR MAREPORT	TEXT	Guest stay pro forma report name. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	None
GSTPRO FILESTYREC	FLAG	Select the check box to automatically run the dataspy on the Guest Profile – Stay Details tab.	Checked
GUESTRECOGNI TIONPOPOP	FLAG	If this parameter is selected, a pop-up is displayed on the Check-In screen with important information regarding the guest being checked-in.	Unchecked
HIEERRORLEV EL	TEXT	Hungary Invoice Extract Error Level. The value in this field is used in the HIBAKSZAMA field of the invoice extract.	None
HIEPASSWORD	TEXT	Hungary Invoice Extract Password. The value in this field is used in the HASH field of the invoice extract.	None
HIEANYKPG MVERSION	TEXT	Hungary Invoice Extract Anyk Program Version. The value in this field is used in the PROGRAMVERZIO field of the invoice extract.	None
HIEANYKPGM FOLDER	TEXT	Hungary Invoice Extract Anyk Program Folder. The value in this field is used in the NYOMTATVANYINFORMACIO field of the invoice extract.	None
HIEANYKMAIN VERSION	TEXT	Hungary Invoice Extract Anyk Main Version. The value in this field is used in the NYOMTATVANYVERZIO field of the invoice extract.	None
HKCHECKOUT LOYALVIP	TEXT	Allows the property to configure VIP, Player Rank, and Loyalty levels codes to be excluded from the checkout feature of the guest stay, using Comma Delimited format.	
HKCHECKOUTST TLTYPE	TEXT	For automatic checkout, the guest folio settlement type(s) are configured using the Comma Delimited format. The available options are: CASH, CHECK, CREDIT, and DBT	
IGNORE POSTLEVELFORAD JRECORD	FLAG	If the property parameter IGNOREPOSTLEVELFORAD-JRECORD is enabled, the user's posting level is ignored by the system and a charge can be adjusted/corrected by the user.	Unchecked

Parameter	Type	Description	Default Value
INCADDLGUEST STAT	FLAG	If this check box is selected, the application updates the stay and the room night statistics (Total Number of Stays, Total Room Nights, Average Length of Stay, Total Room Nights YTD) for the Additional guests with the Guest Profile.	Unchecked
INCLOVBKINVEN TORY	FLAG	Select this check box for the application to include the overbooking limit count to the outbound inventory message.	Checked
INTERFACETO KENPERM	NUMERIC	Starting Sequence Number for Permanent Account Interface Tokens.	920,000
INTERFACETO KENPERMLIMIT	NUMERIC	Ending Sequence Number for Permanent Account Interface Tokens.	999,999
INTERFACETO KENSEQ	NUMERIC	Starting Sequence Number for customer Account Interface Tokens.	200,000
INTERFACETO KENSEQLIMIT	NUMERIC	Ending Sequence Number for customer Account Interface Tokens.	919,999
INTFAMENITYON LY	FLAG	If this check box is selected, the application accepts only the Amenity type Add-ons to HMS, through the Reservation interface.	Unchecked
INTFINVENTO RYUNITTYPES	Text	Specify the list of Unit Types to be included in the outbound Inventory message (Liaison and OTA) The comma delimiter (,) is used.	ROOM,SUITE
INTFTRANSFER RULES	FLAG	If this check box is selected, reservation interface creates auto transfer rules for room charges if the rate plan is set to suppress the rate. The transfer rule is configured to send the charges to Folio 4.	Checked
INVPLEASEPAY	TEXT	Please Pay Tax Invoice Text. The text that you specify is displayed in case of an outstanding balance on the invoice or A/R account. The parameters AMTDUE and DUE DATE are substituted with values when a report is generated. The AMTDUE parameter is the amount that must be paid and DUE DATE parameter is the pay by date.	DUE DATE AMTDUE
INVPLEASEPA YARONLY	FLAG	Please Pay Tax Invoice Text Message for A/R only. If this check box is selected, the text that you specify is displayed only in case of outstanding A/R payments on the invoice.	Yes

Parameter	Type	Description	Default Value
INTFAMENI TYTEMPLATEAS SOC	FLAG	Interface Amenity Template Association. If this check box is selected, the application allows the reservation to add the amenity templates based on the associated template or source.	Unchecked
ISSTAX	TEXT	Brazil: ISS Tax invoice export configuration.	
ITALYDEPOSIT	TEXT	<p>In Italy, a duty amount is imposed on the advance deposit when the deposit amount exceeds the threshold amount. The value must include:</p> <ul style="list-style-type: none"> • The transaction code used to post duty stamp. • The duty stamp amount • The threshold amount <p>Note: The values are separated using “, , or “ symbols. Example: DUTYSTAMP 2 77.47</p>	
ITALYSTAMPDU TY	TEXT	<p>In Italy, the stamp duty is added to the invoice amount if the amount exceeds the threshold amount (€77.47). Using “ ” separator these values must be included:</p> <ul style="list-style-type: none"> • The transaction code used to post stamp duty • The duty stamp amount • The threshold amount <p>Example: STAMPDUTY 2 77.47</p>	
KEYVENDOR REQ	FLAG	Used when a property has multiple key vendors. If this parameter is selected, specifying the vendor details associated with the room is mandatory, before a key can be cut.	No
LEASEAD VANCEDE POSITREPORT	TEXT	Report Name for Lease Deposit Receipt report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZLPAY
LEASEHIRE CREDITNOTERE PORT	TEXT	Report Name for Lease Hire Credit Note report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default. You must use comma delimiter (,) to include multiple reports to generate invoices from the Lease Schedule and Lease Upgrade.	BZARIV
LEASEHIREIN VOICEREPORT	TEXT	Report Name for Lease Hire Invoice report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV

Parameter	Type	Description	Default Value
LEASEINCIDENTALINVOICEREPORT	TEXT	Report Name for Lease Incidental Invoice report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASEMAINTCREDITNOTEREPORT	TEXT	Report Name for Lease Maintenance Credit Note report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASEMAINTINVOICEREPORT	TEXT	Report Name for Lease Maintenance Invoice report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASEPROFORMAREPORT	TEXT	Report name for Lease Pro Forma Report. Indicates whether to use a custom report instead of the standard report . If no value is specified, the standard report is used by default.	BZLPFI
LEASERENTALCREDITNOTEREPORT	TEXT	Report Name for Lease Rental Credit Note report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASERENTALINVOICEREPORT	TEXT	Report Name for Lease Rental Invoice report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASESERVICECREDITNOTEREPORT	TEXT	Report Name for Lease Service Credit Note report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASESERVICEINVOICEREPORT	TEXT	Report Name for Lease Service Invoice report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	BZARIV
LEASETAXCONDITIONDAYS	FLAG	Lease Taxation Days Condition to use Guest Stay Dates to determine eligibility. For example a company leases a room/apartment for several months. The actual guests may stay for a short period, like a week, or for a month. The Days Condition in Tax Groups uses the length of the lease to determine which tax percentage must be applied. When set to YES, the Tax Condition Base 'Days' refers to guest stay length instead of lease length.	No

Parameter	Type	Description	Default Value
LIMITLOSRESTR	FLAG	Limit length of Min/Max Stay Restrictions to 7. If HMS has an interface partner that is receiving restrictions interpreted as full pattern length of stay when set to YES the the min/max LOS restrictions will be limited to 7.	Unchecked
LODSITEID	TEXT	LibraOnDemand designated site ID	
LOYALTYMEM BERRATEPLAN	TEXT	The rate plan code used to provide special discounts that can be availed only by the loyalty members. The rate engine quotes the rate, only if the selected guest is a loyalty member. The application also displays the number of nights for which the guest uses the rate plan in the current calendar year.	
MAJORSERVICE	TEXT	Brazil: Major Service	
MARKET FILEDCOPY ORDER		Controls the copy order of the following Marketing fields to the guest stay when profiles and/or groups are associated: Reason For Stay, Market Segment, Source of Business, Track, Geographic Code. The Source of Business and Market Segment fields will only copy if there is no lease associated.	GRP, BA, ORG
MASKCOMPAU THCODE	FLAG	This parameter determines if the comp authorizer code must be displayed in the screens where the code has to be specified.	Unchecked
MASKPERSONAL INFORMATION	TEXT	Specify the value to mask the personal information of the guest. Possible Values: <ul style="list-style-type: none"> PASSPORT ID PASSPORT ID Note: Only authorized users can view the last four characters of the passport/ID number of the guest . The vertical bar () must be used as the separator for the values.	
MAXDUPLI CATERES	NUMERIC	Maximum allowed Duplicate Reservations. Maximum value allowed for duplicate reservations to be created on the Guest Stay screen.	1
MEALICONURL	TEXT	URL value for the meal plan icon on the Reservation Confirmation and Cancellation Reports	None
MEXELECIN VOICE	FLAG	If this check box is selected, the .TXT file will be created at the time the final invoice (deposit or regular invoice) is generated.	Unchecked

Parameter	Type	Description	Default Value
MEXCURREXLIMIT	TEXT	Specify the code to define the currency (USD) exchange limit which is implemented for Mexico. The exchange limit for each a month is USD 1500 and a Mexican national can exchange up to USD 300 for a day.	Unchecked
MEXELECINVOICECOMPANYID	TEXT	Unique Electronic Invoice Company ID	None
MEXELECINVOICEGOVSERIESNO	TEXT	Government issued Series Number	None
MEXELECINVOICEISHCODE	TEXT	ISH Vat code. Enter the VAT code that represents the ISH code.	None
MEXELECINVOICEIVACODE	TEXT	IVA Vat code. Enter the VAT code that represents the IVA code.	None
MEXELECINVOICEESUPPLIERID	Text	Electronic Invoice Company Supplier ID	None
MEXELECINVOICEYRLEGALINVOICE	Text	Year that Invoices will be valid.	None
MIGRATEBAR RATES	Flag	If this check box is selected, the rates marked as BAR are migrated to the external partner by the system. If this check box is not selected, the rates marked as BAR are not migrated to external partners by the system.	Checked
MOBILEAUTH	Flag	Select this parameter to display an Authorization window to specify the Supervisor. After submission of the request, the supervisor receives a request for approval on the selected Supervisor's mobile phone. This is applicable for Field Authorization, High Cash Payment authorization and Rate Update authorization.	Unchecked
MOVECORRECTIONSTOFOLIO	TEXT	Activates the auto-move correction transactions feature and specifies which folio the system must use to record the corrected transactions. If this parameter has a valid value the system will automatically move the original and correction transactions to this folio if the sum of original and the correction transaction is zero.	Folio Type Codes
MOVETOCORRECTIONSFOLIO	TEXT	Identifies the folio to which the Original and Adjusted transactions are moved when the sum of these transactions is equal to zero.	

Parameter	Type	Description	Default Value
MOVETOVOIDFOLIO	TEXT	Indicates the folio type specified in the Global Codes. All the transactions of a void invoice are transferred to the folio when an invoice is marked as Void.	
NOSHOWREINSTATE	FLAG	Allow reinstating a No-show reservation. The default value that this check box is selected implies that system allows to reinstate a NO-SHOW reservation. Deselect the check box to prevent the No-show reservations from being reinstated.	Checked
NOSHOWSAVES TATS	FLAG	Indicates how No Shows are managed for statistical purposes. If this parameter is selected, the application creates a copy of the No-Show record. The original record is re-instated (the No Show statistics are saved) and the copy is used as No Show. If this parameter is not selected, the original No Show record is re-instated. The statistics are not saved.	
NOPOST PROMPT	FLAG	If this check box is selected, a prompt is displayed by the system if an user attempts to post on a no-post account.	Unchecked
NRG	FLAG	If this checkbox is selected, the application displays a confirmation message that the selected guest is designated as an NRG guest.	Unchecked
ONLINECHECKIN LETTER	Flag	Select this parameter to send the invite letters for online check-in. The arrival date of the reservation must be the same as Hotel date.	
ONLINECHECKIN LETTERBYEOD	FLAG	If this check box is selected, the online check-in invite letters for guest reservations are sent in batch, when the EOD process is executed.	Unchecked
ONLINECHECK OUTLETTER	FLAG	Select this check box for the application to send the online check-out invite letters.	
ONLINECHECK OUTLETTER BYEOD	FLAG	Select the property parameter to enable the EOD process. This sends online check-out invite letters in batch.	Unchecked
ONLINECHECKIN REGCARD	Text	Specify the Registration Card report that must be displayed during the online check-in process instead of the base HMS registration card. Note: Registration Card specified in the parameter REG-CARDREPORT is not considered.	

Parameter	Type	Description	Default Value
OPTINFIVE	Text	Specify the values for the opt-ins that must not be displayed to the guest, when Opt-in 5 values are displayed on the Registration card. You must use comma (,) to separate the values. The available values are 1,2,3, and 4	
PACKAGE ICONURL	TEXT	URL value for the meal plan icon on the Reservation Confirmation and Cancellation Reports	None
PACKAGETAXTO TALADJUST MENT	FLAG	When Package Tax Total Adjustment check box is selected, the system invokes special logic when calculating the tax on a package or bundle that ensure the taxes are derived from the totals to avoid round off accumulation from the details.	Unchecked
PASSPORTIM AGERETENTION PERIOD	NUMER- IC	Number of days to retain the passport image. Zero means it is never removed. If an image associated with a Guest or Guest Profile is past the retention period, it is removed.	0
PASSPORTSCAN RETENTIONPERI OD	NUMER- IC	Number of Hours to retain scanned passport data.	3
PAYAUTHINTER FACE	FLAG	Allows user to turn off the Payment Authorization screen if not using a credit card interface. When set to YES the Payment Authorization screen will be invoked (interface used). When set to NO the Payment Authorization screens are not invoked and the property authorizes manually (no interface used).	Checked
POSADJREASON	FLAG	Select this check box to enable the Posting Adjustment Reason field in the Folio tab when posting an Adjustment or a Discount or Void using HMS.	Unchecked
POSTROUND INGDIFFERENCE	TEXT	The value specified in this parameter identifies the Transaction Code that is used to post a Rounding Difference to the Folio. If there is a cash payment or cash advance payment, this transaction code is used to post a rounding difference that is defined in the Maintain Currency screen.	
PROCESSDEB ITASCREDIT	FLAG	If you select the check box, debit cards are processed by the same procedure as are the credit cards. If you do not select the check box, debit cards can be used for a sale transaction only and must use the Chip and Pin device.	Checked
PROFOR MAEVENT	TEXT	Event pro forma report. Indicates whether to use a custom report instead of the standard report . If no value is specified, the standard report is used by default.	None

Parameter	Type	Description	Default Value
PRIORITYCLEAN	TEXT	Email address for sending priority room clean related messages which are used to notifying concerned personnel (housekeeping) about the need to clean a room quickly for arriving guest.	None
PRIORITYCLEAN DEPARTMENT	TEXT	Specify the Department Code to enable the Send Priority Clean Email check box.	HSKP
RATESHOP	TEXT	Indicates the type of External Rate Shopping. The values are Single Rate, Multiple Rate and Multiple Room Type	Inactive
RATESHOPBY DAY	FLAG	Select this check box and the property parameter RATESHOP to enable the Rate Shop by Day check box on the Rate Shopping screen.	unchecked
RATESHOP WEEKEND	TEXT	Enables you to select the days that can be set as weekend on the Rate Shop screen. The background color of the selected days is displayed in Grey. Possible options are: <ul style="list-style-type: none"> • 1 = Monday • 2 = Tuesday • 3 = Wednesday • 4= Thursday • 5= Friday • 6 = Saturday • 7= Sunday 	6,7
REALTIMEPOSC CINCRAUT	FLAG	If the Value check box is selected, the Infor HMS receives the incremental authorization amounts of the reservation for the charges received from InfoGenesis POS.	Unchecked
REGCARD	NUMERIC	Registration card start sequence number. The value specified indicates the starting number from which to begin generating unique, sequential numbers for registration cards.	None
REGCARD NUMPERGUEST	TEXT	Registration Card Number per Guest. Indicates the guest categories of the additional guests which requires a unique, sequential registration card number. Note: This parameter is enabled, only if the property parameter REGCARD is not specified.	None
REGCARDNU MATCHCHECKIN	FLAG	Registration Card Number at Check-in. If this check box is selected and unique, sequential registration card number is not yet assigned to the guest, the number is assigned during Check-in. Note: This parameter is enabled, only if the property parameter REGCARD is not specified.	None

Parameter	Type	Description	Default Value
REG CARDREPORT	TEXT	Registration card report. Indicates whether to use a custom report instead of the standard report. If no value is specified, the standard report is used by default.	None
REPLOGOS	TEXT	Property report logo. Specifies the URL location of the logo to use for reports for the property. For example: <code>../yourcompany/images/cmp_logo.gif</code>	None
REQCOMPBILL PROFILEAUTH CODE	FLAG	This parameter determines if the comp authorization is required for the reservations with rates that do not include an authorization code for the comp billing profile. Select this check box to view the Comp Authorization window. However, if not selected the created comp record is inactive.	Checked
REQUIREDONOT MOVEREASON	FLAG	Controls if do not move reason is required. If this check box is selected, you cannot select the Do Not Move field on a guest stay, unless the do not move reason is specified.	Unchecked
REQUUSERAUTH CASH	FLAG	Require user authentication when posting transactions that affect the cash bank. If the check box is selected, the user password field on the screen will be required whenever they post a transaction that impacts the cash bank. If the password entered does not match the session user the system will prevent the posting.	No
REQQUESTPRO FILELOOKUP	Text	Identifies the guest profile. Available values: <ul style="list-style-type: none"> External: Indicates that the guest profile is from an external system Internal: Indicates that the guest profile is from the local system 	
RESTRICTPRO FILE DATABYPROP	Flag	Select this check box to restrict the user from viewing and adding notes, preferences and restrictions for properties that are not configured for the user.	Unchecked
RESORTFEE	TEXT	Indicates the default resort fee code. You can define the code in the Resort Fee Definition screen.	None
RLEVELTORATE	FLAG	If this check box is selected, and a booking restriction is created for a rate level, then, the system generates an interface event for each rate plan that contains that rate level.	Unchecked
RMSPROPERTY CODE	TEXT	The unique property identifier assigned by an RMS partner system. Specify the property identifier.	None

Parameter	Type	Description	Default Value
ROOMHOLDREL	TEXT	Room hold release minutes. Specifies the amount of time in minutes that a room is held by default. Note: Specific processes may request different release times. If an application does not specify a length of time to hold the room, the value specified for ROOMHOLDREL is used.	15
ROOMPLANCONFIRM	FLAG	If this check box is selected a confirmation message is received on changing the arrival/departure date or room type of a guest stay in the Room Plan page.	
ROOMROTATIONOPTION	TEXT	This parameter determines if room rotation functionality is used. Options are: <ul style="list-style-type: none"> NONE= do not use room rotation WEARANDTEAR= use basic room rotation functionality. OWNER= use owner room rotation functionality Note: The room rotation option can also be set on the Room Type. If the Room Type has a value, that value is used. If the Room Type has no value, the Property Parameter value is used.	
RPSTYPE	TEXT	RPS Type	None
REQROOMPREREG	FLAG	If this parameter is selected, the room number must be specified for the guest reservation with Pre-Registered status.	Unchecked
SALESSTRATEGY	TEXT	Default Sales Strategy to be used for the Property.	None
SHAREDEPART	FLAG	If this check box is selected, the EOD process does not stop and extends by one day any share components due to depart the current hotel date. If this check box is clear, the EOD process stops with warning and share components are not extended.	Checked
SECONDCURRENCYSHOWN	TEXT	Use this parameter to define the default Guest currency which is different from the Property currency. The tax invoice generated for this guest displays the additional gross amount based on the configured currency type.	
SCIFCODE	FLAG	Select this check box to identify the interface code used by the Sales and Catering group interface for the property.	Unchecked
SHOWSAVECOPY	FLAG	If this check box is selected, the PDF generated is displayed. A copy of the PDF must be generated by the application to avoid discrepancies with the original PDF. The boiler text (Copy) indicates that the PDF is a copied version.	Unchecked

Parameter	Type	Description	Default Value
SHOWLOGOINEMAILS	Flag	Select this check box to set the value of the report parameter SEL_SHOWLOGO to pos(+1). Consequently, when an e-mail is generated, the logo is included in the document.	Unchecked
SHOWSAVECOPYLR	NUMERIC	Determines the alignment of the text (Copy); from left to right side of the PDF or vice versa. Note: The SHOWSAVECOPY parameter must be selected.	100
SHOWSAVECOPYUD	NUMERIC	Determines the alignment of the text (Copy). The text is displayed at the beginning or towards the end of the document, in the PDF. Note: The SHOWSAVECOPY parameter must be selected.	-60
SHOWSAVECOPYV	NUMERIC	Controls the vertical angle of the text (Copy). Note: The SHOWSAVECOPY parameter must be selected.	0
SHAREEXTEND	FLAG	If this check box is selected, the EOD process does not stop and automatically extends any share components due to depart the current hotel date by one day. If this check box is clear, the EOD process stops with warnings and no share components are extended.	Unchecked
SIGNATURECAPTUREREGCARD	FLAG	Signature capture for registration card sent to iPad in the Check In screen when Reg Card button is selected, or in the Guest Stay when registration card is selected to print. When set to Yes, registration card is sent to the device for the guest to sign and the system writes a PDF file to the Guest Stay with the signed Registration Card. This will replace any existing signed registration card document. The registration card is stored on the Documents tab of the Guest Stay screen whenever a card is generated. Note: The signature capture iPad must be identified as devices on HMS. Device Type is IPAD.	No
SIGNATURECAPTUREINVOICE	FLAG	Select this parameter to send the Lease Invoices, Payment Invoices, and Tax Invoices to iPad Signature App.	Unchecked
SIGNATURECAPTUREFOLIO	FLAG	Select the check box to send the folio to iPad Signature app. This enables to print the folio.	Unchecked
SIGNCAPSENDTODEVICECOUNT	FLAG	Select this check box to print the tax invoice using the signature capture device and enable the tax invoice copy functionality. Note: This increments the print count of tax invoice.	Unchecked

Parameter	Type	Description	Default Value
SMRF SHOWSAVE COPYLR	TEXT	<p>The value allows to position the Copy Text from left to right on the tax invoice receipt, only.</p> <p>Note:</p> <ul style="list-style-type: none"> The property parameter SHOWSAVECOPY must be selected. The property parameter TAXINO2 must have a value. 	60
SMRF SHOWSAVE COPYV	TEXT	<p>The value assists to move the Copy Text in the vertical angle on the tax invoice receipt, only.</p> <p>Note:</p> <ul style="list-style-type: none"> The property parameter SHOWSAVECOPY must be selected. The property parameter TAXINO2 must have a value. 	-60
SMRF SHOWSAVE COPYV	TEXT	<p>The value assists to position the Copy Text in the vertical angle on the tax invoice receipt, only.</p> <p>Note:</p> <ul style="list-style-type: none"> The property parameter SHOWSAVECOPY must be selected. The property parameter TAXINO2 must have a value. 	0
SNDDERIVE DRATESBYPART NER	Text	<p>Send Derived Rate Detail by Partner.</p> <p>Enables the application to determine if the rate details of the derivative (adjustment) rate plans must be sent to the partner or not. Generally, the rate configuration with percentage discount and base rate of the rate plan is sent to the partner.</p> <p>The HMS sends the rate plan details if the partner code is not included in the list of values specified in this parameter.</p> <p>The comma (,) delimiter is used to include the partner codes. The rate details are not sent for the included codes.</p>	
STARTHEADER	TEXT	Start Header	None
STATEWHERE HOTELISHOST ED	TEXT	State where hotel is hosted	None
STORECONF	FLAG	Store Pro Forma document. When set to Yes, Pro Forma documents are stored on the Documents tab of the Guest Stay screen whenever they are generated.	Unchecked
STOREFOLIO	FLAG	Store folio document. When set to Yes, folio documents are stored on the Documents tab of the Guest Stay screen whenever a folio is generated.	Unchecked

Parameter	Type	Description	Default Value
STOREREG CARD	FLAG	Store registration card document. When set to Yes, registration card documents are stored on the Documents tab of the Guest Stay screen whenever a card is generated.	Unchecked
TAPDY	NUMERIC	Tax invoice pay by days. Indicates the number days until a payment is due following the generation of an invoice.	1.00
TAXCRO	TEXT	Tax invoice correction notice report name. Indicates whether to use a custom report instead of the standard tax deposit invoice report . If no value is specified, the standard report is used by default.	None
TAXADDID	Text	This additional tax ID used for tax invoicing.	
TAXDECR	TEXT	Indicates that the Deposit Tax Invoice Correction Report is printed.	BZPODI
TAXDPO	TEXT	Tax deposit invoice report name. Indicates whether to use a custom report instead of the standard tax deposit invoice report. If no value is specified, the standard report is used by default.	None
TAXID	TEXT	Tax ID. Specifies the hotel's tax ID to use for tax invoicing.	None
TAXIDREQUIRED	FLAG	Tax ID is required. The Tax ID must be specified on the Tax Invoicing screen before you can create an invoice.	Unchecked
TAXIIO	TEXT	Info tax invoice report name. Indicates whether to use a custom report instead of the standard informational tax invoice report. If no value is specified, the standard report is used by default.	None
TAXINO	TEXT	Tax invoice report name. Indicates whether to use a custom report instead of the standard tax invoice report. If no value is specified, the standard report is used by default.	None
TAXINO2	TEXT	Specify the Tax Invoice Receipt Format Report Name to print the final tax invoice in the receipt format.	BZTIRF
TAXINV	FLAG	Tax invoicing. Specifies whether tax invoicing features are enabled or disabled. Refer to Tax invoices on page 233 for more information.	Unchecked
TAXINVATPAYMENT	FLAG	Select this check box to generate the tax invoice when the payment is received.	Unchecked
TAXINVCITYTAXCOL	FLAG	If the check box is selected, a column for City Tax is added to the standard tax invoice report.	Unchecked
TAXINVCURRENCY	FLAG	If this check box is selected, the currency options are enabled on the Tax Invoicing tab. This is for Iceland.	Unchecked

Parameter	Type	Description	Default Value
TAXINVZEROBALANCEONLY	FLAG	User can generate a tax invoice only if the invoice balance is zero.	Unchecked
TAXINVPACKCONTENT	FLAG	Enables the use of Package Content field for tax invoice transactions. If this check box is selected, the Package Content field displays the transaction code and the Package Details.	Unchecked
TAXINVPERPAYMENT	FLAG	Tax invoicing per payment or deposit. Indicates if the property uses payment based tax invoicing such as for Thailand market. If this check box is selected, the system displays payments, deposits or correction postings as separate line in the tax invoice and enables tax invoicing for those payments/financial transactions. If this check box is clear, the system continues as normal .	Unchecked
TAXINVZEROBALPAYMENTREQ	FLAG	User must only be able to generate a tax invoice if the invoice balance is zero and the folio contains both, payments and charges. If this check box is selected, and the user tries to generate an invoice for an account that is not zero balance or has only charges but no payments or has only payments but no charges, an error is displayed and the Invoice will not be generated.	Unchecked
TAXINVMULTIDETAILED	FLAG	If this check box is selected, the tax invoice includes lines with tax details in the Multi-Tax Details section when multiple inclusive taxes are applicable for the transaction.	Unchecked
TAXINVPERPAYMENT	FLAG	Tax invoicing per payment or deposit. Indicates if the property uses payment based tax invoicing such as for Thailand market. If this check box is selected, the system displays payments, deposits or correction postings as separate line in the tax invoice and enables tax invoicing for those payments/financial transactions. If this check box is clear, the system continues as normal .	Unchecked
TAXWRITEOFFACCOUNT	Text	Indicates the account that is used to write-off the tax postings. Note: <ul style="list-style-type: none"> The account name must be a House Account. The account name must be unique and set to active. The account must include tax and tax related adjustments that are applied by the application. 	
DETAILTAXINVTTYPE	FLAG	Indicates if the payment tax invoicing needs to use the detail sequence numbering. If this check box is selected, system displays the detail of the tax invoice type in the Tax Invoicing screen. If this check box is clear, the system continues as normal.	Unchecked

Parameter	Type	Description	Default Value
TAXINVCOPYQTY	Integer	Indicates the number of copies that the tax invoice is printed.	1
TAXINVVOID	TEXT	Indicates action that are performed on the voided invoice: <ul style="list-style-type: none"> • ADDRESS – only address can be modified • PAYMENT – only method of payment can be modified • POSTING – any posting can be modified • ADDRESS, PAYMENT – address and method of payment can be modified • ADDRESS, POSTING – address and any posting can be modified 	
TAX INVOICEAT PAYMENT	FLAG	If this check box is selected, tax invoices are generated when a payment is received.	Unchecked
TAXINVOICE CREDITNOTICE REQRSN	FLAG	If this check box is selected, the user must specify a Correction Reason and Method to generate a credit notice for Standard Tax Invoicing.	Unchecked
VATTRANSAC TION	TEXT	Identifies the VAT transaction code for reporting. Many transaction codes can be marked as VAT tax. This code is used when a report needs to display a single code to represent all the transaction codes of type VAT.	None
VATTAXGROUP	TEXT	Identifies the tax group used to calculate advance payment taxes. This tax group is used for invoice at payment tax invoicing functionality. If there is an advance payment, this tax group is used to calculate the estimated taxes.	None
TAXPLC	TEXT	Invoice PDF location. Specifies the storage location for a permanent PDF copy of tax invoices. <div> Caution: The storage location that you define must contain a back slash (\) at the end of the directory path. For example: \\Servername\app\TaxInvoice\ </div> The filename for the PDF is generated in the following format: <Property Code>.<Invoice Type>.<AccountID>.<InvoiceNumber>.pdf.	None
TAXVID	TEXT	Tax VAT ID. Specifies the hotel's VAT tax ID to use for tax VAT invoicing.	None
TRACKLOSTBIZ	FLAG	Track Lost Business in Guest Stay.	
TWITTERID	TEXT	Twitter user name for Infor10 Workspace Twitter Web part. Multiple Twitter user names can be specified by using a comma to separate them.	None

Parameter	Type	Description	Default Value
TXEXFD	TEXT	Tax exempt field. Specifies the code to insert in the Tax Exempt field on the Guest Stay screen during end of day processing when a "Days" tax condition is met on the Property Default Room Transaction Code.	None
TXIDUNIQ	FLAG	If selected, each Tax ID entered must be unique and must not be similar to any other profile in that specific profile type. The Tax ID must not be used on any other active profile.	Unchecked
TXIDVERF	TEXT	If a value is present, the system ensures that a proper number is entered into the Tax ID field.	None
TYPEOFTAXATION	TEXT	Type of Taxation	None
UITHEME	TEXT	Enables the use of a custom web style sheet and associated images.	None
UNDERPREAUTH	FLAG	If the check box is selected, it indicates that the property allows a guest account to check-in with a credit card settlement type and where the preauthorized amount is greater than zero but below the system calculated authorized amount. If the check box is clear, it indicates that the property does not allow an account to check-in with a credit card settlement type where the preauthorized amount is below the system calculated authorized amount.	Unchecked
UNHIDECONTACTFIELDS	FLAG	If this check box is selected, the hidden fields are displayed. If this check box is cleared, the hidden fields on a pop-up are not displayed.	Unchecked
UPDATELASTCLEANED	Text	Specify this parameter to update the Last Cleaned field on the Room Status Updates screen. When the status of the room is set to the specified value, the application updates the date and time in the Last Cleaned field. The comma (,) delimiter is used.	
UPDATEDSOLDSCOUNT	TEXT	This value is used to determine the method of counting the UpdatedSolds for Revenue Management and Opportunity Cost Calculation. This field can be set to: <ul style="list-style-type: none"> • PROP • RMTYPE • RMCAT 	RMCAT
USEGUESTRATING	FLAG	Used by US Military for Guest Rating functionality. If this check box is selected, the guest is limited to room types within the rating assigned to the guest.	Unchecked

Parameter	Type	Description	Default Value
USELONG AMOUNTSFOR PACKAGETAX	Flag	Select this check box to use the long tax amounts for calculating the package tax and adjusting the package item tax. This is applicable to inclusive and additional taxes. The property parameter Package Tax Total Adjustment must not be selected.	Unchecked
VOIDCOMP FORNOSHOW	FLAG	If this check box is selected, the application voids or cancels a comp of the no-show transaction, when a reservation status is modified to No-Show.	Checked
VVIP	FLAG	Used to enable the VVIP functionality. If this check box is selected, the Very Very Important guest details can be viewed only by the authorized users.	Unchecked
WELCOMEBACK GLOBALFIELD	Text	Specify the UDF field associated with the guest profile that the application must consider to determine the global stays of the guest. For example: PRF_UDFCHAR08 PRF_UDFNUM08	
WLKINCASH POST	FLAG	Controls the posting of Cash/Check. If this check box is selected, the user can post cash/check on the Walk-In screen. If this check box is cleared, the user is not allowed to post cash/check on the Walk-In screen.	Checked
WLKINGTD	TEXT	Indicates the default Guarantee for walk in guest stays.	None
ZERORATEPOST	FLAG	Allows the ability to post a rate with a zero amount to the folio. When set to YES the a zero rate can be posted. When set to NO no line is posted to the folio.	Unchecked
HMSCRM	FLAG	HMS is used as CRM for the Guest Profile lookup functionality. If this check box is selected, the guest profile lookup functionality uses HMS CRS (Central Reservation System) as the CRM to store and retrieve profile information.	Unchecked
TRANSFER FROMGS TLEDLSETRAN CODE	TEXT	The transaction code, for lease accounts defaulted as the posting code on reports which report revenue that is transferred to A/R from the guest ledger.	Unchecked
TRANSFER FROMGSTLED TRANCODE	TEXT	The transaction code, for non lease accounts defaulted as the posting code on reports which report revenue that is transferred to A/R from the guest ledger.	Unchecked

Defining property parameters

Define property parameters to configure system and environment settings and behavior at the property level.

To define property parameters:

- 1 Select **Administration > Property > Property Configuration**.
- 2 On the **List View** tab, select the property record to work with.
- 3 Click the **Parameters** tab.
- 4 Select the parameter to work with from the Parameters list. The Control Details and Record details are populated with the current parameter settings.
- 5 Specify the information that you require.
- 6 Click **Save**.

Note: The **Default** checkbox indicates whether the current value for a parameter is the default setting. When the setting of a parameter is modified to value other than the default setting, **Default** is unchecked automatically. If the setting of a parameter is later restored to the default setting, **Default** is automatically checked to indicate that the parameter is once again set to its default value.

Configuring property forms

Use the Property – Forms tab to indicate the names of the forms that are used for printing different HMS activities. This form is used by the General Manager, Operations Manager, and Reservation Manager of the property.

To configure the [property](#) forms:

- 1 Select **Administration > Property > Property Configuration**
- 2 Select a **Property** on the **Record View** tab.
- 3 Click the **Forms** tab.
- 4 Specify this information in the RESERVATIONS section:

Registration Card Terms

The text included in the Registration Card that is signed by the guest.

Proforma Folio Terms

The text included in the Proforma Folio.

Show Folio Parameters

If this check box is selected, the parameters are included in the Folio.

Folio Terms

The information related to the Folio.

Batch Folio

The Folio that is printed in a batch.

Use Folio Terms for Batch Folio

If this check box is selected, the Folio Terms are included in the selected Batch Folio.

Folio E-mail Subject

The email subject line customized for the folio.

Folio E-mail Body

The email content customized for the folio.

Folio Package Inclusion Header

The generic description for the packages. This is displayed as the header in the package inclusion section of the report if a specific header for the package is not available.

Note: The application displays the text if the header is not specified in the **Rate Plan** or the **Non-Room Items**.

Confirmation E-mail Subject

The email subject line of the confirmation email.

Confirmation E-mail Body

The email content of the confirmation email.

Cancellation E-mail Subject

The email subject line of the cancellation email.

Cancellation E-mail Body

The email content of the cancellation email.

Pro Forma E-mail Subject

The email subject line for the pro forma.

Pro Forma E-mail Body

The email content customized for the pro forma.

Activate Terms and Condition

If this check box is selected, the guest must accept the terms and conditions that are specified by the property.

Terms and Condition

The variables for which the related data is substituted. The variables include:

- <GUEST NAME>
- <HOTEL NAME>
- <CONFIRMATION NUMBER>
- <ARRIVAL DATE>
- <DEPARTURE DATE>
- <RATE AMOUNT>
- <TAX AMOUNT>
- <TOTAL AMOUNT>

Note:

For example, for <GUEST NAME> the Primary Guest name from the Guest Stay screen is substituted.

Note:

You can click to preview the Terms and Conditions.

- 5 Specify this information in the Booking Agency section:

T/A Check

The report for which the check performed.

T/A Check Max items

The maximum number of items included in the check.

Note:

This field is enabled only when the value is specified in the T/A Check field.

- 6 Specify this information in the INTERNATIONAL section:

Invoicing for Checkouts

If this check box is selected the guest is allowed to invoice on checkouts.

Guest Invoice

The receipt for the credit card transaction.

Invoice Max items

The maximum number of items included in the invoice.

Note: This field is enabled only when the value is specified in the Guest Invoice field.

- 7 Specify this information in the Credit Cards section:

Credit Card Receipt

The receipt for the credit card transaction.

Print on Decline

If this check box is selected, the declined transactions are printed.

Print on Verification

If this check box is selected, the verified transactions are printed.

- 8 Select the foreign currency receipt in the **Credit Card Receipt** section for the **Foreign Currency Receipt** field.

- 9 Click **Save Record**.

Note:

- The text specified in the **Guest Opt-in Terms** is displayed as part of the **Registration Card Term** check boxes in the **Registration** card.
- The text specified in the **Tax Invoice Footers** section is displayed on the Hungary Information tax invoice, Deposit Invoice, and Final Tax Invoice.

Adding concierge items

To add [concierge](#) items:

- 1 Select **Administration > Property > Property Configuration**.
- 2 On the **List View** tab, double-click the [property](#) record to work with.
- 3 Click the **Concierge** tab.
- 4 In the CONCIERGE DETAILS section, specify the information that you require.

- 5 Click **Save**.

Adding sales channels

To add sales channels:

- 1 Select **Administration > Property > Property Configuration**.
- 2 On the **List View** tab, double-click the [property](#) record to work with.
- 3 Click the **Sales Channels** tab and select a [channel](#) name.
- 4 In the SALES CHANNEL DETAILS section, specify:

External Property Code

The external property code for the channel.

Currency

The channel currency.

Status

The [channel](#) status.

- 5 Click **Save**.

Setting property status to active

To set a [property](#) as active:

- 1 Select **Administration > Property > Property Configuration**.
- 2 On the **List View** tab, double-click the property record.
- 3 Set the **Status** field to **Active**.
Note: A property must have one **Corporate Currency** set to Active.
- 4 Specify the information that you require such as **Hotel Date**, **Server Time Offset**, **Audit Time**.
- 5 Click **Save Record**.

Setting up field level security and manager authorization requirements

You can set up the field level security that requires the manager to specify their user ID and password to authorize the changes that a user wants to make to a particular field or event. For example, using an outdated rate plan or reserving a room with booking restrictions. Set up the following property parameters to implement the authorization requirements:

Parameter	Type	Description	Default Value
AUTHRTOVRD	Flag	Require Authorization for Rate Override. If this check box is selected, overriding a rate value in the stay wizard screen will require manager authorization.	No

Parameter	Type	Description	Default Value
AUTHDNMOVRD	Flag	Require Authorization to override a Do Not Move. If this check box is selected, deselecting the Do Not Move check box on the Guest Stay page will require manager authorization.	No
AUTHSOOVRD	Flag	Require Authorization to override a sell option restriction. If this check box is selected, saving a guest stay with a sell option that is unavailable will require manager authorization.	No

Set up the following parameters for a manager authorized to override the field level security in the **Administration > Security > User Setup** screen:

Parameter	Type	Description	Default Value
Allow Field Level Override Authorization	Flag	If this check box is selected, the user is authorized to override the field level security.	No
Ignore Field Level Override Authorization	Flag	If this check box is selected, the Override Authorization pop-up is not displayed.	No

Set up the following parameter in case of a user for whom the **Override Authorization** pop-up must not be displayed. Use the **Administration > Security > User Setup** screen to set up this parameter.

Parameter	Type	Description	Default Value
Ignore Field Level Override Authorization	Flag	If this check box is selected, the Override Authorization pop-up is not displayed.	No

For all other users, the **Override Authorization** pop-up is displayed when they try to update a particular field or event protected by field level security.

Note: You can apply field level supervisor approval. [Mobile Supervisor Approval](#) on page 98

Maintain property data

You can use the **Maintain Property Data** page to update existing [property](#) details such as location settings, attributes, preferences, sales [channel](#), and guarantee methods.

To modify property information:

- 1 Select **Administration > Property > Maintain Property Settings**.
- 2 Click the [Property List](#) link to select the property that you want to modify.
- 3 Specify the property information. For field definitions, refer to [Creating a property](#) on page 557

- 4 Specify the locations that are close to the given property. You can define the following:

Option	Description
Points Of Interest	Select the points of interest that are applicable to the property. You can use the <u>Point Of Interest Category</u> (POI) on the Maintain Global Codes page to create points of interest categories. You can use the Administration > Property > Location Settings menu to create points of interests. After you set up the POI, you can link the POI to the property using the Maintain Property Data page.
City Centers	Select the city centers that are located nearby. You can use the Administration > Property > Location Settings menu to create city centers. After you set up the city centers, you can link the city centers to the property using the Maintain Property Data page.
Alternate Properties	Select alternate properties that are located nearby.

- 5 Select the features that are applicable to the property.
- 6 Select the attributes that are applicable to the property.
- 7 Select the preferences that are applicable to the property.
- 8 Specify the selling notes, if any.
- 9 Specify the guarantee methods that are applicable to the property.
- 10 Click **Save** to save the selections.

NF525 Event Log Creation

Use this screen to create Event Log records manually after a data fix is performed. This is required in France as many tax invoice details are extracted. This data helps in correcting any defect logged in the tax data information. When tax auditors find mismatched information for an already logged event, a follow-up of the recovery intervention that explains for data fix is accepted by the tax auditor.

Note: The FRANCENF525COMPMODE must be selected in parameter screen, to display records in this screen.

NF525 Manual Data Integrity Check

Use the NF525 Manual Data Integrity Check screen to launch the data integrity check for a selected date range. The data integrity check related information is used by the tax auditors. You can execute the integrity check on the HMS tables or archive the integrity check for a selected file.

To launch the data integrity check:

- 1 Select **Administration > Property > NF525 Manual Data Integrity Check**.
- 2 Select the **Data Integrity Check** option to specify the **Start Date** and the **End Date** for which the check is performed.

Note:

- By default, this option is selected.
- By default, the Start Date and the End Date are set to a day prior to the Hotel Date.
- The End Date must be the same as or later than the Start Date.
- The Start Date and End Date fields are enabled only if the **Data Integrity Check** option is selected.

- 3 Select the Archive Integrity Check option to specify a file in the File Name for which the check is performed. To access the file, you must copy the archive file and the corresponding signature list file from the property archive. The application compares the archive file signature with that of the signature list file.

Note:

- The File Name field is enabled only if the Archive Integrity Check option is selected.

- 4 Click **Submit**.

Note: The FRANCENF525COMPMODE parameter must be selected on the **Parameter** tab on the Property Configuration screen to enable the **Submit** button.

- 5 Click **Yes**. The application launches any one of these checks:

- The Data Integrity check includes
 - The Hash Violation check program.
 - The Electronic Signature Violation check program.
- The Archive Integrity Check
- An Event log is generated in case of integrity violation. The records are added to the Event Log (Event Code 90). These records are electronically signed.
- When the check is completed, the record is added to the P5EventLog table (Event Code 100, Event Type "Integrity Check", Event Information "Data Integrity Check from <Start Date> to <End Date> is finished"). These records are electronically signed.

Configuring Amenities Template

The Amenities Template screen enables you to create and configure an amenities template.

Note:

You can also use the **Amenities** tab to modify or deactivate the existing amenities.

To configure the amenities template:

- 1 Select **Administration > Property > Amenities Template**.
- 2 On the **Record view** Tab, specify the information:

Item

The amenity item name and description. This is a mandatory field.

Category

The category to classify the amenities.

Sub Category

The sub-category associated with the amenity. Only the sub-category values configured for the category are displayed.

Property

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

Note:

- You can modify this value.
- This field is disabled if an existing amenities template is selected.

Status

The status of the template. Possible Values:

- Active
- Inactive

Max Amenity Selection

The maximum number of the amenity items that can be selected simultaneously for a template.

Note: You can specify a minimum value from 1 and a maximum value of 999.

Start Date

The date from when the amenities template is active.

Note:

- The **Start Date** must be on or after the **Hotel Date**.
- This field is disabled when you select an existing record with the **Start Date** prior to the **Hotel Date**.

End Date

The date upto which the amenities template is active.

Note:

- The **End Date** must be on or after the **Hotel Date**.
- This field is disabled when you select an existing record with the **End Date** prior to the **Hotel Date**.

Apply Template Rules

The rule based on which the template must be applied to the reservations. The available options are:

- **Automatically Apply:** Automatically applies the template to Guest Stay reservations if Association of the template is same as of the reservation.
- **Automatically Complete:** Automatically applies the items of the template to Guest Stay reservations if Association of the template is same as of the reservation.
- **Manually Apply:** The template must be manually applied to the Guest Stay record.
- **Prompt to Apply:** Requests the user to apply the template to Guest Stay records if Association of the template is same as of the reservation.

3 Specify this information in the Association section:**Player Rank**

The player rank of the guest.

Reservation Template

The code and description of the reservation template.

VIP Level

The VIP level code of the guest.

Loyalty Level

The code of the loyalty level programs which is associated with the template.

Note: You can select multiple Loyalty Level.

Rate Plan

The code of the rate plans which is associated with the template.

Note: You can select multiple Rate Plan.

Room Type

The code of the room types which is associated with the template.

Note: You can select multiple Room Type.

- 4 Review this information in the Record Details section:

Created On

The date on which the **Amenities Template** is created.

Created By

The ID of the user, who creates the record.

Updated On

The date on which the Amenities Template is updated.

Updated By

The ID of the user, who updates the record.

- 5 Click **Save**.

- 6 Specify this information in the **Amenities** tab:

Item

The amenity item name and description.

Note:

- You Can also filter the items based on the dates. The Item look up displays the items for which the start date is the same as or prior to the template End Date.

Quantity

The quantity of the amenity item.

Frequency

The frequency to schedule the amenities for the guest reservation.

Control

The level or criteria to determine the restrictions applicable for the amenities.

Status

The status of the template.

Notification Department

The department responsible for the notification regarding the amenity item.

Delivery Department

The department responsible for the delivery of the amenity item.

Retrieval Department

The department responsible for the retrieval of the amenity item.

- 7 Click **Add Comment** on the **Comments** tab, to add the information related to the template.
- 8 Click **Add Document** on the **Documents** tab, upload or attach the documents to the template.

Sent Email

Use the **Sent Email** screen to view the list of all Emails sent within HMS.

This feature is used by the Front Desk employee. The screen displays these information:

- Email Type
 - Account
 - Account Name
 - Subject
 - Email Address
 - Attachment
 - User ID
 - Error
 - Email Date/Time of the server and property.
- Note:** The invite letter (Check-in and Check-out) emails sent as part of the EOD process are included.

Mobility Housekeeping Cleaning Priority

Set the order in which the Housekeeping Mobility application must prioritize the rooms for cleaning.

The housekeeping cleaning priority is determined by the order the code is added on the list. The higher the code is on the list, the higher the housekeeping cleaning priority.

Mobility housekeeping cleaning priority configuration

Use the **Mobility Housekeeping Cleaning Priority** screen to set the priority for the cleaning of the rooms.

To configure the mobility housekeeping cleaning priority:

- 1 Go to **Administration > Property > Setup > > Mobility Housekeeping Cleaning Priority**.
- 2 Click **Actions**.
- 3 Select one or more available cleaning codes to add the codes to selecting cleaning codes.
- 4 Click **Submit**.

Note: You can filter the data based on these options:

- Cleaning Code
- Description
- Priority

Auto Transfer Template

You can use the Auto Transfer Template screen to configure the Auto Transfer Rules. This allows you to use the Auto Transfer functionality using the Auto Transfer tabs in the HMS application.

For creating the templates, see Generating Transfer Templates.

Generating Transfer Templates

Use the Auto Transfer Template screen to create auto transfer templates.

To create a template:

- 1 Select **Administration > Property > Setup > Auto Transfer Templates**.
- 2 Specify this information on the **Record View** Tab:

Auto Transfer Template

The name of the template.

Description

The description of the template.

Central Auto Transfer Template

The auto transfer template code that is stored as a billing profile on a reservation template in HMS central. This centralized auto transfer template code created using the **Global codes** screen, is linked to the auto transfer template.

Status

The status of the template. By default, this field is set to **Active**.

See [Creating auto transfers](#) on page 173 for more information on **Auto Transfer** tab of this screen.

- 3 Click **Add Comment** on the **Comments** tab to format the comments related to the template on the **Add/Edit Comments** screen.
- 4 Click **Create/Upload Document** on the **Documents** tab, to include the Document Method details on the **Create/Upload Document** screen.
- 5 Click **Submit**.

6 Select the **Translations** tab to translate the template description.

7 Click **Save**.

Setting up sequence numbers

Use the Sequence Numbers page to specify prefixes and beginning sequence numbers for cash receipts, tax invoices, accounts receivable, leases, and coupons. You can also view the last used sequence number and reset the beginning sequence number.

By having different prefix and sequence numbers the action performed is easily distinguishable on the related screen and printed forms.

Use the **Cash Receipt** tab to set up prefix and sequence numbers for:

- Check Payment
- Currency Exchange
- Cash Adjustment
- Cash Check
- Cash Drop
- Cash Payment
- Paid Out

Use the **Tax Invoice** tab to set up a prefix and sequence number for the sequence names. Some of the possible values are:

- Advance Deposit
- Advance Deposit Forfeit
- Advance Deposit Return
- A/R Invoice Payment
- Credit Note
- Payment Correction/Adjustment
- Payment

Use the **Accounts Receivable** tab to set up a prefix and sequence number for payment receipts.

Use the **Lease** tab to set up beginning sequence number for lease accounts, and prefix and sequence number for:

- Rental Invoice
- Rental Credit Notice
- Hire Invoice
- Hire Credit Notice
- Maintenance Invoice
- Maintenance Credit Notice
- Service Invoice
- Service Credit Notice
- Incidental Credit Notice
- Incidental Invoice

- Pro Forma Invoice
- Advance Deposit Receipt
- Advance Deposit Refund Receipt

Use the **Coupon** tab to allow the user to specify a Prefix and Sequence Number for Coupons printed in the application for the selected property.

- 1 Select **Administration > Property > Setup > Sequence Numbers**.
- 2 Click the required tab.
- 3 Specify this information:

Cash Receipt Prefix

An alphanumeric prefix 1-3 in length.

Beginning Sequence Number

A numeric value. The maximum value is 999,999,999.

Last Used Sequence Number

A numeric value can be set to a maximum value of 999,999,999.

Note: The application updates this field for the **Coupons** tab, when a new Coupon number is generated for a coupon printing.

- 4 Optionally, you can reset the beginning sequence number by selecting the sequence name, then clicking the **Actions** button and selecting the [Reset Beginning Sequence Number](#) link.

Creating a defined trace

To create a defined trace:

- 1 Select **Administration > Property > Setup > Defined Traces**.
- 2 Specify this information:

Trace Type

The trace type for which trace is defined.

Status

The status of the defined trace. Available options:

- Active
- Inactive

- 3 Specify this information:

Trace Delivery Method

The option to deliver the defined trace.

Trace Delivery Options

The option to deliver the trace based on the selected Trace Delivery Method. Available options

- Date: The delivery is on a specific date.
- Immediately: The delivery is immediate using the specified email address.
- Offset From: The delivery is on the calculated offset delivery date.

Note: The option **Immediately** is applicable only if the **Trace Type** field is set to **Guest Stay**.

- 4 Click **Save**.

Creating a Commission

Use the Commissions screen to add, view and maintain commission data for a guest booking.

Note: The application calculates the commission data, if the commission record belongs to a commission batch

To create a commission:

- 1 Select **Administration > Property > Commissions**.
- 2 Click **New**.
- 3 Specify this information:

Booking Agency

Specify the [booking agency](#) on page 875.

Note: The application defaults the IATA/Reference Number, Commission Pricing, Commission Percentage, Reference Number Type, Booking Agency Type, Internal Reference Number and Commission Amount based on the specified value.

Reference Number Type

The type of reference number linked to the booking agency.

Booking Agency Type

The type of the booking agency.

Internal Reference Number

The reference number used for internal purposes.

Guest Stay

Specify the [value](#) on page 877

Note: The application defaults the PMS Confirmation Number, Guest Name, Arrival Date, Departure Date, Reservation Status, and Rate Plan values based on this value. .

Third Party Confirmation Number

The confirmation number of the booking, if the reservation is through a third party.

Commissionable Revenue

Specify the revenue amount that the booking agency generates.

Note: The Commission Amount is calculated based on this value.

The Commission Amount= Commission Flat Amount + (Commissionable Revenue * Commission Percentage)

- 4 Click **Save**.

Cancelling a trace

Cancel a trace so that an electronic notification will no longer be sent during the end of day process.

To cancel a trace:

- 1 Select **Group Sales > Group Booking**.
- 2 On the **List View** tab, select a group booking record.
- 3 Click the **Traces** tab.
- 4 Select a trace record.
- 5 In the Trace Details section, select ✓.
- 6 Click **Save Record**.

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 878 (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 880. 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 880 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 878. 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**.

Setting up lease functionality

To use lease functionality at your property it must be licensed and configuration must be done in multiple screens. The steps below assume your property is licensed, the menu options have been created for the user groups requiring access, the associated fields used have been added using **Screen Designer** to the associated screens, and that the configuration of all necessary transaction codes is completed.

- 1 Select **Administration > Configuration > Global Codes**. Review global code status for these code types:

- Lease Deposit Activity Type
- Lease Fee Posting Option
- Lease Fee Type
- Lease Invoice Sequence Type
- Lease Invoice Type
- Lease Period Status
- Lease Print Options
- Lease Room Status

Optionally add global codes for the Lease Category code type.

See [Global Codes](#) on page 527.

- 2 Select **Administration > Property > Property Configuration**. Select a property and click the **Parameters** tab, then review/set these property parameters:

- LEASEADVANCEDEPOSITREPORT
- LEASEHIRECREDITNOTEREPORT
- LEASEHIREINVOICEREPORT
- LEASEINCIDENTALINVOICEREPORT
- LEASEMAINTCREDITNOTEREPORT
- LEASEMAINTINVOICEREPORT
- LEASEPROFORMAREPORT
- LEASERENTALCREDITNOTEREPORT
- LEASERENTALINVOICEREPORT
- LEASESERVICECREDITNOTEREPORT
- LEASESERVICEINVOICEREPORT
- LEASETAXCONDITIONDAYS

See [Property parameters](#) on page 567.

- 3 Select **Administration > Property > Lease Configuration**. Configure lease settings.
- 4 Set up pro forma print options. See [Setting up lease record pro forma print options](#) on page 615.
- 5 Select **Rate and Sales > Pricing > Leasing Rate**. Configure leasing rates. See [Configuring leasing rates](#) on page 347, [Adding rate periods to a leasing rate](#) on page 348, [Associating room types to a leasing rate period](#) on page 349, and [Copying a leasing rate period to another rate period](#) on page 349.
- 6 Select **Administration > Property > Sequence Numbers**. Click the **Lease** tab, specify the information that you require. See [Setting up sequence numbers](#) on page 609.

Setting up lease record pro forma print options

You can set the **Print** button in the lease record to have the option to print a [pro forma](#) on page 878 invoice, and to retrieve a pro forma invoice that has already been created. You must do set up in multiple screens.

- 1 Set the property parameter LEASEPROFORMAREPORT.
 - a Select **Administration > Property > Property Configuration**.
 - b Select the property, click the **Parameters** tab.

- c Select the parameter LEASEPROFORMAREPORT, then select the **Default** check box. Specify the value of the parameter as BZLPFI and click **Submit**.
- 2 Set the global code Lease Print Options.
 - a Select **Administration > Configuration > Global Codes**.
 - b On the **Maintain Global Codes** page, specify the **System Code Types** to Include System Code.
 - c Select Lease Print Options, set the lease record print options that you require to **Active**.

Options	Descriptions
Pro Forma Invoice	When set as active the <u>Pro Forma Invoice</u> option will be selectable from the Print button on the lease Record View tab.
Retrieve Pro Forma Invoice	When set as active the <u>Retrieve Pro Forma Invoice</u> option will be selectable from the Print button on the lease Record View tab.

- 3 Optionally, you can specify printed pro forma invoices to include a pro forma invoice number. This is necessary in order to use the Retrieve Pro Forma Invoice option.
 - a Select **Administration > Property > Sequence Numbers**.
 - b Click the **Lease** tab.
 - c Select Pro Forma Invoice and specify a beginning sequence number in the **Beginning Sequence Number** field.
 - d Click **Submit**.
- 4 Set the property parameter REPORTSAVELOCATION. This is the location to where the report will be saved so that it can be retrieved when selecting Retrieve Pro Forma Invoice from the **Print** button on the lease **Record View** tab.
 - a Select **Administration > Property > Property Configuration**.
 - b Select the property, click the **Parameters** tab.
 - c Select the parameter REPORTSAVELOCATION, specify the save location/path, for example: \\SERVERNAME\appname\reports\, then click **Submit**.

Note: If the sequence number for the pro forma invoice is not configured the report save logic is not available and the invoice can only be printed and not retrieved.

Creating reward partners

Use the **Reward Partners** page to create and maintain reward partner codes and descriptions.

Note: The Rewards Partner codes must be unique from the Loyalty Program codes (LOYALT) that are defined on the **Global Codes** screen.

To create reward partners:

- 1 Select **Administration > Property > Reward Partners**.
- 2 Specify this information:

Partner Code

Specify the partner code.

Partner Name

Specify the partner name.

Status

Specify if the reward partner is **Active** or **Inactive**.

Numeric Only

If this check box is selected, the guest's reward number must be numeric only.

Minimum Length

Specify the minimum length of the guest's reward number. The number cannot be less than this minimum length.

Maximum Length

Specify the maximum length of the guest's reward number. The number cannot be more than this maximum length.

Previewing web booking engine templates

To preview web booking engine templates:

- 1 Select **Administration > Property > Web Booking Engine Templates**. The **Web Booking Engine - Style Sheets** screen is displayed.
- 2 In the Preview Options section, select the portal type to preview and click **View Page**. A preview page is displayed. You can preview pages for Available Rooms, Room List, Login Page, Confirmation Page, Reservation Page, Reservation Details Page, and the Verify User Page.
- 3 View the preview and close the window.

Deleting confirmation templates

Delete confirmation templates to remove email confirmation messages associated with specific properties.

To delete confirmation templates:

- 1 Select **Administration > Property > Confirmation Templates**.
- 2 Select the language for which to delete the confirmation templates.
- 3 Choose one of these options:
 - Click **Delete** in the header area of the language.
 - Select an Action: Select Delete the language from the template structure and click **Save**.
A confirmation message is displayed indicating that you are about to delete the confirmation templates for the selected language.
- 4 Click **OK**. The confirmation templates are deleted for the selected language and the **Configure Templates** list is updated.

Creating confirmation templates

Create confirmation templates for email confirmation messages for languages associated with specific properties.

To create confirmation templates:

- 1 Select **Administration > Property > Confirmation Templates**.
- 2 In the Available Languages section, select the language for the template and click **Add Selection**. The system inserts a new record on the **Configure Templates** tab and displays the name of the language as the record header, e.g., Afar.

- 3 Specify this information:

Email Confirmation Logo

Click **Browse** to locate the logo image to use for the confirmation templates and click **Upload**. The system uploads the file and displays the file path of the logo location.

Guest Confirmation Template

Click **Browse** to locate the template to use for the guest confirmation email and click **Upload**. The system uploads the file and displays the file path of the template location.

Note: Confirmation templates must be .xsl type files.

Hotel Confirmation Template

Click **Browse** to locate the template to use for the hotel confirmation email and click **Upload**. The system uploads the file and displays the file path of the template location.

CRS Confirmation Template

Click **Browse** to locate the template to use for the [Central Reservation System \(CRS\)](#) confirmation email and click **Upload**. The system uploads the file and displays the file path of the template location.

Common Template

Click **Browse** to locate the template to use for the common template and click **Upload**. The system uploads the file and displays the file path of the template location.

Note: Click **Preview** to see a preview of the template.


- 4 Select **Copy Templates** to copy each of the confirmation types for the selected language.
- 5 Click **Save**. The confirmation template is saved.

Creating templates for web booking engine

The **Web Booking Engine - Style Sheets** screen enables you to upload, modify, and preview a template of a customer reservation portal. Through the web booking engine templates, you can configure and maintain [property](#) logos, banner images, and background colors.

To create web booking engine templates:

- 1 Select **Administration > Property > Web Booking Engine Templates**. The **Web Booking Engine - Style Sheets** screen is displayed.

- 2 In the Customer Logo section, click **Browse** to locate and select the customer logo to add to the template.
- 3 Click **Upload**. The customer logo is saved and uploaded.
- 4 In the Web Booking Engine Banners section, click **Browse** to locate and select the web booking engine banner to add to the template.
- 5 Click **Upload**. The banner is saved and uploaded.
- 6 Add additional web booking engine banners as necessary.
Note: If you need to add additional web booking engine banner records to the number of records available by default, click **More Banners**. An additional web booking engine banner record is inserted. Insert additional records as necessary.
- 7 In the Style Sheets section, click **Browse** for the Default Style Sheet to locate and select the default style sheet to add to the template. The file must have a .css extension.
- 8 Click **Upload**. The style sheet is saved and uploaded.
- 9 In the Property Style Sheets section, select the Property for which to add a style sheet and click **Browse** to locate and select the default style sheet to add to the template. The file must have a .css extension.
- 10 Click **Upload**. The style sheet is saved and uploaded.
- 11 Add additional Property Style Sheets as necessary.
Note: Click  to delete any of the logos, banners, or style sheets from the template as necessary.
- 12 In the Select Color Swatches section, select the color swatch pattern to use for the web booking portal and then click **Load Background Images**. A confirmation message is displayed asking you whether to continue.
- 13 Click **OK**. The images are loaded to the portal.

Resort fees

Resort fee functionality is used to automatically calculate and charge guests for resort fees that are posted along with room charges. The feature gives your [property](#) the ability to assign what [resort fee](#) is charged to a guest or group including the ability to exempt the fee.

Multiple resort fee definitions can be set up with different posting rules for groups, loyalty members, VIP or transient guests. The resort fee charged to the guest is calculated based on the posting rules of the resort fee definition code assigned to their account. A resort fee definition code can be designated as the default code to be assigned where none was selected by the user.

Resort fee definition codes are selected on the guest stay during the time of reservation, or copied from the group booking master to the group delegate reservation. If a new guest profile is created during the reservation process, the resort fee definition code from the reservation will be saved to the profile. Resort fee definition codes can also be assigned to organization and booking agency profiles. If any profile information on the guest stay is updated, the resort fee definition code is updated to the last profile saved on the guest.

Configuring resort fee definitions

You use the **Resort Fee** page to configure resort fee definition codes for a given [property](#).

Note: Before you can complete the resort fee definition configuration, you must create the [transaction code](#) for the [resort fee](#).

To configure a resort fee definition:

- 1 Select **Administration > Property > Resort Fee Definitions**.
- 2 Click **New Record**.
- 3 Specify the information that you require. See additional information about these fields:

Resort Fee

Specify the resort fee code in the first field and the resort fee definition in the second field.

Posting Type

This field controls whether you specify information in the Amount field or the Percentage and Minimum fields.

Option	Description
Amount	To specify a flat amount in the Amount field, select Amount in this field.
Percentage	To specify a percentage in the Percentage and a minimum amount to charge in the Minimum field, select Percent in this field.

- 4 Click **Save Record**.

Setting up resort fee functionality

To use resort fee functionality at your property you must have a transaction code for the [resort fee](#), have the room charge transaction codes set to include a resort fee, and configure resort fee definitions. Optionally, you can set a property parameter to indicate what resort fee definition code should be the default.

To set up resort fee functionality:

- 1 Create a [transaction code](#) for the posing of resort fees. [Adding a property transaction code](#)
- 2 Update room charge transaction codes to post resort fees by checking the resort fee check box. [Modifying a property transaction code](#)
- 3 Configure resort fee definitions. [Configuring resort fee definitions](#)
- 4 Optionally, update the property's RESORTFEE parameter with the default resort fee definition code. You can choose to not set a default and then require that a user manually specify a Resort Fee code on the Guest Stay record as needed. [Defining property parameters](#)

Configuring payment card fees

You use the **Payment Card Fees** page to create named sets of payment card fee rules. You can specify the transaction code used to post the fee, the effective date and how the fee is calculated. You can activate or inactivate the payment card fee rules.

Note: Before you can complete the payment card fee configuration, you must create the transaction code for the payment card fee.

To configure a payment card fee:

- 1 Select **Administration > Property > Payment Card Fees**.
- 2 Click **New Record**.
- 3 Specify the information that you require.
- 4 Click **Save Record**.

Working with tax status

Use the **Tax Status** page to set up the user defined names and descriptions for types of tax status that a [property](#) uses. The tax status that you specify in this page help the booking clerk to select an appropriate tax status for a guest. You can specify any account as tax exempt except the following:

- Gift Card
- Credit Card
- Advance Deposit
- Sundry Account

For a guest, you can specify a tax status on the **Record View** tab of the **Guest Stay** page.

The actual tax calculations are set up on the **Tax Groups** page.

Adding tax statuses for a property

Use the **Tax Status** to define multiple tax status types. After you configure the tax status , the status is associated with transaction codes and allow you to determine a guest, group or profile's tax exempt status during the booking process.

To add the tax exempt definitions:

- 1 Select **Administration > Property > Taxes > Tax Status**.
- 2 In the **Tax Status Details** section, specify the information that you require. See additional details about these fields:

Tax Status Default

Select the check box to set a tax status as the default tax status for a property. Only one default record can exist for a property.

Full Exempt

Select the check box to indicate that the guest enjoys full tax exemption. Only one full exempt record can exist for a property.

Status

Specify if a tax status is active or not.

- 3 To save the record, click the **Save** icon.

Modifying tax status for a property

To modify the tax exempt definitions:

- 1 Select **Administration > Property > Taxes > Tax Status**.
- 2 Select the tax status record that you want to modify.
- 3 In the **Tax Status Details** section, specify the new values.
- 4 To save the record, click the **Save** button.

Working with tax

Use the **Tax Definition** menu to add new tax definitions or to modify the existing tax definitions. The tax definitions represent different taxes and surcharges. You can use tax definitions to estimate the tax amount, when a rate quotation is provided to a guest from the **Central Reservation**.

Note: You can define one tax definition for each [property](#). Each tax definition comprises of one or more tax definition detail records. Each tax definition detail represents a different tax that is applied to the reservation.

Specifying the tax calculation formula

Use the transaction code that you set up in the steps below to specify the basis on which the taxes are calculated. Refer to [Adding transaction codes to a tax group](#).

To specify the tax calculation formula:

- 1 Select **Administration > Property > Setup > Transactions > Transaction Codes**.
- 2 Click **New Record** or double click an existing transaction code that you want to use.
- 3 Click **New Record**.
- 4 Specify this information:

Transaction Type

Specify the transaction type as **Tax**.

Revenue Type

Specify the revenue type as **Tax Charge**.

Allowed Posting Areas

Select all the check boxes except System.

- 5 Select **Administration > Property > Taxes > Tax Groups**.
- 6 Select the tax group that you have set up. Refer to [Setting up a transaction group and transaction code](#)
- 7 Click **Transaction Codes** tab.
- 8 Specify this information:

Transaction Code

Specify the transaction code that you have created in the steps above.

Tax Base

Specify the value **Amount**.

Tax Percentage

Specify the tax percentage that you want to levy.

Posting Type

Specify the value **Additional**.

- 9 Select **Front Desk > Guest Stay**.
- 10 Click the **Folio** tab.
- 11 Specify this information:

Folio

Specify the **Guest Folio** option. Refer to [Posting transactions to folios](#).

Transaction

Select the transaction code that you have created for applying the taxes. Refer to [Setting up a transaction group and transaction code](#).

Amount

Specify the amount that you want to post to the guest folio.

Setting up tax of type Additional

You can specify how the tax transaction must be posted to the guest account. The following values in the **Posting Type** field determines the type of tax that is charged on a guest transaction:

- Additional: The tax amount is posted in addition to the original posting.
 - Inclusive: The tax amount is posted internally by the system. The guest account displays the total amount charged to the guest account and includes the taxes posted internally by the system.
- 1 [Setting up a transaction group and transaction code](#)
 - 2 [Specifying the tax calculation formula](#)

Adding a estimated tax setup

To add the tax definition:

- 1 Select **Administration > Property > Taxes > Estimated Tax Setup**.
- 2 Click **Add Detail**.
- 3 In the **Tax Definition** section, specify this information:

Property Name

Specify the name of the [property](#) to which you want to link the tax definition.

Rounding Method

Specify the rounding method in case the estimated tax amount includes Cents. Select one of these options:

- Nearest: The system rounds the amount to six decimal places. The digit at the 6th decimal place of the payable amount is rounded upwards, if the digit at the 7th decimal place is equal to or more than 5. The 6th digit is rounded downwards if the digit at the 7th decimal place is equal to or less than 4.
- Down: The system rounds the payable amount towards the lower value of the total amount.
- Up: The system rounds the payable amount towards the higher value of the total amount.

Status

Specify the status of the Tax Definition. To use the tax definition you must set the definition to the **Active** status.

Note: You can set the **Tax Definition** to the **Active** status, only after you specify the values in the **Tax Definition Details** section.

- 4 Save the record.
- 5 Click **Add Detail**.
- 6 In the **Tax Definition Details** section, specify this information:

Tax Definition Detail

Specify the tax definition description.

Tax Type

Specify the type of tax that this definition represents.

Tax Category

The field is disabled and is populated by the system when you save the definition details. The tax categories are for additional classification of tax types. You can collect the data per category for later analysis.

Method

Specify the method based on which the tax is levied. Select one of these options:

- Percent: The percentage amount that you specify is levied as tax.
- Flat Amount: The amount that you specify is levied as tax.

Amount

Specify the percentage amount or the flat amount that must be levied as tax.

Min. Amount

The minimum amount that must be used to calculate the tax estimate.

Note: If the minimum amount that you specify, is more than the amount calculated based on the specified percentage number, the minimum amount is used for tax estimation.

Calculation Base

Specify the base that must be taken when tax is calculated by the system. This option is relevant when you specify the tax that must be levied as a percentage. Select one of these options:

- Original Amount: Indicates that the tax must be estimated based on the original amount.
- Total Calculated So Far: Indicates that the tax must be estimated based on the amount calculated so far, with previous taxes included.

Factor

To calculate the total payable add-on charge, the option that you specify in this field is multiplied by the tax amount. Select one of these options:

- Room Count: The tax is calculated based on the number of rooms that are booked for a reservation.
- Reservation: The tax is calculated for each reservation based on the number of days for which the guests stay in the [property](#).

Status

Specify the status of the tax definition. To use, you must set the definition to Active status.

- 7 To save the record, click green **Save** icon.

Modifying estimated tax setup

To modify the tax definition:

- 1 Select **Administration > Property > Taxes > Estimated Tax Setup**.
- 2 On the **Tax Definition** tab, click **Edit** icon in the **Action** field, corresponding to the tax definition that you want to modify.
- 3 Specify the values.
- 4 To save the record, click the **Save** button.

Tax group

Use the **Tax Groups** page to create and maintain tax groups. Tax groups enable the grouping together of multiple, conditional tax charges that must be posted to guest accounts based on a date range that specifies when the tax is effective . Tax groups also specify the tax rules that are used to calculate taxes on [folio](#) charges. This functionality is used to calculate the proper taxes for future reservations in the event there is a scheduled tax requirement change, and also enables the system to correct past tax invoices using the correct tax rates when tax requirements change after the creation of an invoice.

Note: Grouping taxes by Effective Date range supports tax law requirements in countries where Value added tax (VAT) and/or Goods and services tax (GST) are assessed.

The tax groups are linked to transaction codes and automatically post an add-on type charge when the [transaction code](#) is posted. For example, the tax group Room Tax, when linked to room revenue, is also posted when room transaction codes are posted.

Understanding tax configuration by date range

Grouping taxes by date range (Effective Date) enables the system to calculate the proper taxes for future reservations in the event there is a scheduled tax requirement change and to correct past tax invoices with the correct tax rates when tax requirements change after the creation of an invoice.

Note: Grouping taxes based on the effective date is required in countries where Value added tax (VAT) and/or Goods and services tax (GST) are assessed.

These scenarios show additional information on tax configuration by date range:

Scenario 1: Based on a United Kingdom (UK) government mandate, the VAT rate will increase from 2.0% to 2.2% on 01/12/2012. As a result, room rates for reservations made for hotel stays following the tax increase must be quoted using the 2.2% VAT. To support this tax increase, a hotelier can create a UK tax group and configure the VAT tax of 2.2% to begin 01/12/2012 with no ending date.

Scenario 2: A guest stayed at a UK hotel during December 2011 and then the UK VAT tax is changed from 2.0% to 2.2% on 01/12/2012. Following the tax increase, the hotel discovers that the guest's tax invoice needs to be corrected. In response, the hotel issues a correction invoice in the system using the 2.0% tax group configuration that was in effect during the guest stay to correct the taxes.

- Value added tax is a consumption tax levied on only the value added to a product, material, or service. The value added to a product consists of the sale price charged to the customer less the cost of materials and other taxable inputs. The manufacturer or provider of the product pays taxes on the difference between the item cost and the value added, and retains the remainder as compensation for taxes already paid on the materials. VAT is similar to sales tax in that tax is paid by the customer, but sales tax is paid only once at the point of purchase, while VAT collection, payments, and credits for taxes paid occur every time that a value added product is purchased.
- Goods and services tax is a type of VAT that enables businesses to claim deductible tax credits for the purchase of goods and services that are consumed in conjunction with the products or services they provide during a specified period. Ultimately, the GST is paid by the end consumer, which prevents multiple applications of the GST on the same goods or service during the process of delivering the product or service from multiple businesses to the end consumer.

Adding a tax group

To add a tax group:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click **New Record**.
- 3 Specify the information that you require. See additional details about these fields:

Property

Specify the [property](#) to which the tax group is linked.

Effective Date

Specify the date on which the tax group becomes effective.

Note: You can create multiple tax groups for a group that already exists if the **Effective Date** for the group is different.

Rounding

Specify the rounding method in case the total tax amount that must be posted to the [guest account](#) includes Cents (or lowest denomination of the currency that you are using). The rounding method determines how the calculated tax is rounded to the number of decimal places specified for the currency. Select one of these options:

- **None:** The system uses the actual amounts without any rounding.
- **Normal Rounding:** This is the default setting. If the decimal places that must be used for a currency are not specified, the system rounds the tax amount to six decimal places. For example, the digit at the 6th decimal place of the payable amount is rounded upwards, if the digit at the 7th decimal place is equal to or more than 5. The 6th digit is rounded downwards if the digit at the 7th decimal place is equal to or less than 4.
- **Round Up:** The system rounds the digit at the 6th decimal place of the payable amount upwards, if the digit at the 7th decimal place is equal to or more than 1.
- **Truncate:** The system discards the cents and posts the whole dollar amount.

Cumulative Tax Amount

The sum of all the tax amounts defined for the tax group. You can define the tax amounts for the tax group in the [transaction code](#), on the **Transaction Code** tab. This is a display field.

Cumulative Tax Percentage

This field displays the sum of all the tax percentages defined for the tax group. You can define the tax percentage for the tax group in the transaction code, on the **Transaction Code** tab.

Enable Generate Inclusive

By default the check box is unchecked. If you select the check box, the system breaks the charge posted to the guest account into its net amount and uses that net amount to calculate tax. The tax is calculated for each net amount.

If you clear the check box, the system calculates the tax based on the **Posting Type** that you specify on the **Transactions Code** tab.

Note:

- If you select this check box, you must select the **Posting Type** as **Inclusive** on the **Transactions Code** tab.
- If you select this check box, the **Inclusive Base** field and the **Minimum** field on the **Transaction Code** tab is disabled.
- If you select this check box, the **Condition Tax Minimum Amount** field in the **Condition Base Details** section on the **Transaction Code** tab is disabled.
- If you select this check box, you can set **Posting Type** to **Inclusive** even when the **Tax Base** field is set to **Compound** option on the **Transaction Code** tab.

Inclusive Tax Adjustment to House

Indicates how the system handles an adjustment made to a [posting](#) when the posted amount includes inclusive taxes. If you select the check box, the system credits the adjusted inclusive taxes back to the [guest account](#). If you clear the check box, the adjusted inclusive taxes are retained in the accounts related to the [property](#).

Select the check box to enable the **Folio** field.

Folio

Specify the [folio](#) to which you want to post the tax. All folios displayed are part of the guest account. You can use the folios to separate the charges when the guest, or your property, requires separate billing.

VAT 0%

By default this checkbox is unchecked. If you select the check box, all existing transaction codes associated with this tax group are removed and are protected on the **Transaction Codes** tab.

Note: This checkbox is only displayed if the TAXINV property parameter is set to Yes.

- 4 To save the record, click the **Save** button.

Modifying a tax group

To modify a tax group:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 On the **List View** tab, double click the transaction group that you want to modify.
- 3 Specify the values.
- 4 To save the record, click the **Save** button.

Adding transaction codes to a tax group

Use the **Transaction Code** tab on the **Tax Group** page to link the transaction codes to the tax group codes. You can also use the page to specify the criteria based on which the tax is calculated for each [transaction code](#).

Note:

- Before you can add transaction codes to a tax group, you must add the tax group.
- You can add a transaction code only once to a tax group.
- To remove a transaction code that is added to the tax group, select the transaction code and click **Remove Record**.

To add transaction codes to the tax group:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 On the **List View** tab, double click a tax group to which you want to add transaction codes.
- 3 Click **Transaction Codes** tab.
- 4 Click **Add Record**.
- 5 In the **Transaction Code Details** section, specify this information:

Transaction Code

Specify the transaction code. The code description is populated by the system.

Tax Base

Specify the base for tax calculation. Select one of these options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the [property](#). If you specify this option, the **Tax Amount** field is enabled.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Amount:** The tax is calculated based on the amount that is charged to the [guest account](#).
- **Children:** The tax is calculated based on the number of children who are using the property.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Child Category (1-6):** The tax is calculated based on the child category selected. If the **Rate and Sales > Pricing > Child Categories** is set to inactive, this option is not displayed.
- **Compound:** The tax is calculated based on other taxes that are charged to the guest account and is known as Compound tax (tax on tax). You can specify up to two taxes in the **Option1** and **Option2** fields for compounding purpose.
This option can be used only when you specify the **Posting Type** as **Additional**. You can specify the **Posting Type** as **Inclusive** only if you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group.
- **Composite:** You must specify a value in the **Option1** field.
- **Greater:** The tax is calculated based on a rate that you specify in the **Alternate Tax Base** field or amount charged on the room, whichever is higher.
This option can be used only when you specify the **Posting Type** as **Additional**. You must specify the tax percentage.
- **Guests:** The tax is calculated based on the number of guests who are using the property. If you specify this option, the **Tax Amount** field is enabled.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Previous Net:** The tax is calculated based on the previous net revenue charged to the guest account. You must specify the tax percentage.
This option can be used only when you specify the **Posting Type** as **Inclusive** and set **Inclusive Base** to **Net**.
- **Room:** The tax is calculated based on the primary account in the room regardless of the number of guests or separate folios in the room.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Subtotal:** The tax is calculated based on the amount charged to the guest account so far, with previous taxes included. You must specify the tax percentage.
This option can be used only when you specify the **Posting Type** as **Additional**.

Tax Amount

Specify the flat amount that must be levied as tax. You can specify the tax amount if you select one of these options in the **Tax Base** field:

- **Adult**
- **Children**
- **Child Category (1-6)**
- **Room**
- **Guest**

Tax Percentage

Specify the percentage amount that must be levied as tax.

Posting Type

Specify how the tax transaction must be posted to the guest account. Select one of these options:

- **Additional:** The tax amount is posted in addition to the original [posting](#). The guest account displays the original posting and all additional tax postings.
- **Inclusive:** The tax amount is posted internally by the system. The guest account displays the total amount charged to the guest account and includes the taxes posted internally by the system. If you select this option, the **Inclusive Base** and **Inclusive Tax Offset** fields are enabled.

Note:

- If you select **Enable Generate Inclusive** on the **Record View** tab of the tax group, you must select the **Posting Type** as **Inclusive** and must specify a **Inclusive Tax Offset**.
- A line with **Posting Type** as **Inclusive** must be configured before a line with **Posting Type** as **Additional**.

Inclusive Base

Specify the value based on which the tax is calculated. Following are the available options:

- **Gross:** Tax is calculated based on the rate amount and other charges.
- **Net:** Tax is calculated based on rate amount only.

If you select the **Enable Generate Inclusive** field on the **Record View** tab of the tax group, this field is disabled.

Minimum

Specify the minimum amount which must be levied as tax. If the minimum amount that you specify is more than the amount calculated based on the specified percentage number, the minimum amount is used for tax calculation.

Note:

- If you specify the amount, the **Condition Base** field in the **Condition Base Details** section is disabled.
- If you specify a value in the **Condition Base** field in the **Condition Base Details** section, this field is disabled.
- If you select the **Enable Generate Inclusive** field on the **Record View** tab of the tax group, this field is disabled.

Alternate Tax Base

Specify the [rate plan](#). The tax is calculated based on the rate plan or amount charged on the room, whichever is higher.

This field is enabled when you select the **Greater** option in the **Tax Base** field.

Additional Calculated as Inclusive

If this check box is selected, you can specify the statutory tax rate to calculate the amount that includes the taxes. To use this check box, following conditions must be met:

- Additional Calculated as Inclusive not allowed for additional taxes.
- Additional Calculated as Inclusive only allowed for Percentage based inclusive taxes.

- Additional Calculated as Inclusive must be after records without Additional Calculated as Inclusive checked.

Post as Additional

If this check box is selected, you can post only additional taxes. **Post as Additional** is used to have a tax that is calculated as inclusive and gets posted to the folio as an additional tax. In the case of a rate that is normally additional, but needs to be inclusive of the quoted rate like with **Additional Calculated as Inclusive**, the tax is posted as an additional tax in the folio. To use this check box, following conditions must be met:

- Post as Additional required for additional taxes.
- Post as Additional Allowed for Inclusive
- Post as Additional not allowed on a **Composite** tax.
- Post as Additional check box must be selected on **Option1** or **Option2** of a composite Tax.

Consolidate on Invoice

If this check box is selected, the folio additional tax is added back in to the base charge on the tax invoice effectively reversing the **Post as Additional** impact. To use this check box, following conditions must be met:

- **Consolidate on Invoice** is allowed on an **Additional** tax base.
- **Consolidate on Invoice** is allowed for **Post As Additional** option.
- **Consolidate on Invoice** is not allowed for inclusive posting which is not **Post As Additional**.
- **Consolidate on Invoice** is not allowed on a **Composite** tax base.

Add to Composite Amount

If this check box is selected, and the composite inclusive tax is not already included in the statutory rate, you can specify the statutory rate, not the rate that includes the inclusive tax amount. To use this check box, following conditions must be met:

- **Add to Composite Amount** is allowed on a composite tax base only.

Option1

Specify the tax that is used for compounding (tax on tax). The tax is calculated based on other taxes that are charged to the [guest account](#).

This field is enabled when you select the **Compound** option in the **Tax Base** field.

Option2

Specify the tax that is used for compounding (tax on tax). The tax is calculated based on other taxes that are charged to the guest account.

This field is enabled when you select the **Compound** option in the **Tax Base** field.

Adjust Amount by Percentage

Select the check box to split the amount for the purpose of different tax rates. If this check box is selected, the **Adjustment Percentage** field is enabled.

Adjustment Percentage

Specify the percentage based on which the amount must be split for the purpose of different tax rates.

This field is enabled when you select the **Amount**, **Compound**, **Composite**, **Previous Net**, or **Subtotal** options in the **Tax Base** field.

Adjust Amount by Valuation

Select the check box to adjust the amount by valuation. If this check box is selected, the transaction code must have a code specified in the **Valuation Adjustment Code** field.

This field is enabled when you select the **Amount**, **Compound**, **Composite**, **Previous Net**, or **Subtotal** options in the **Tax Base** field or when you select the **Valuation Limit** option in the **Condition Base** field.

Use Room Count

Select the check box to use the room count on the room type to calculate the tax.

Report As VAT

Select the check box to indicate that taxes for this condition base should be reported as VAT. Refer to [Understanding tax configuration by date range](#) on page 626. This checkbox is enabled only if the TAXINV property parameter is set to Yes.

Inclusive Tax Offset

Specify the inclusive tax offset transaction code. The code description is populated by the system. This code cannot be the same as the transaction code.

This field is enabled when you select the **Enable Generate Inclusive** field on the **Record View** tab of the tax group, or when you select the **Composite** option in the **Tax Base** field.

Offset Transaction Code

Specify the [offset](#) on page 878 transaction code.

Note: The application does not offset the tax, if the **Lease Tax Transaction Code** is specified.

Lease Tax Transaction Code

Specify the code used to summarize the tax for the lease with a different transaction code.

Note:

- The Lease Tax Transaction Code must have the same Revenue Type as Transaction Code
- This code cannot be the same as the **Transaction Code**.

Lease Recognized Tax Offset

Specify the code used to offset the tax that is recognized. This code is used when the lease tax is summarized.

- This code is applicable only for Inclusive Taxes.
- This field is enabled only if the **Lease Tax Transaction Code** is specified.

Lease unrecognized Tax Offset

Specify the code used to offset the tax that is not recognized. This code is used when the lease tax is summarized.

- This code is applicable only for Inclusive Taxes.
- This field is enabled only if the **Lease Tax Transaction Code** is specified.
- The Lease Un-Recognized Tax Offset must have the same Revenue Type as Transaction Code

- 6 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.
- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>:** Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.
- **<=:** Indicates that the value that you select in the **Condition Base** is less than or equal to the number that you specify in the **Condition** field.
- **>:** Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=:** Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

- 7 Click **Save**.

Setting up a transaction group and transaction code

Use the transaction group and transaction code that you set up in the steps below to apply the taxes.

For more information, refer to:

- [Adding a tax group](#)
- [Adding a property transaction code](#)

To set up the tax of type additional:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click **New Record** or double click an existing tax group that you want to use.
- 3 Specify this information:
Effective Date
Specify the date on which the tax group becomes effective.
- 4 Select **Administration > Property > Setup > Transactions > Transaction Codes**.
- 5 Click **New Record** or double click an existing transaction code that you want to use.
- 6 Specify this information:

Taxable

Select the transaction group that you have set up in the steps above.

Modifying transaction codes for a tax group

Before you can modify a [transaction code](#), you must add the transaction code to the tax group.

To modify the transaction codes:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 On the **List View** tab, double click the tax group that you want to modify.
- 3 Click **Transaction Codes** tab.
- 4 Select the transaction code that you want to modify.
- 5 Specify the values in the **Transaction Code Details** section.

- 6 Optionally, specify the values in the **Condition Base Details** section.

Note: You can calculate:

- Gross Rate Range for each person, for Germany
- Amount Tax Base for each person, for France

- 7 To save the record, click the **Save** button.

Working with a transaction code group

You can create and maintain [transaction code](#) groups for transaction codes that are used for similar purpose.

Adding a transaction code group

To add a transaction code group:

- 1 Select **Administration > Property > Transactions > Transaction Code Groupings**.
- 2 Click **New Record**.
- 3 Specify this information:

Group

The group code and group description. The transaction codes that are used for similar purpose are linked to the code group.

Report Sort Order

The numerical value used to sort the Vietnam Tax Invoice report.

Note: You must specify a value that is between 0 to 9999

Property

The [property](#) for which you want to add the code group.

Status

The status of the [transaction code](#). To use the code, you must set **Transaction Code** to **Active** status.

- 4 Click **Save Record**.

Modifying a transaction code group

To modify a transaction code group:

- 1 Select **Administration > Property > Transactions > Transaction Code Groupings**.
- 2 On the **List View** tab, select the code group that you want to modify.
- 3 Complete the appropriate information.
- 4 Optionally, click **Associate Transaction Codes** to link the transaction codes to the code group.

- 5 Click **Save Record**.

Working with transaction codes

Use the **Transaction Code** page to create and maintain transaction codes. The transaction codes represent transaction types used to post revenue, charges, and settlements to the accounts, related to the [property](#).

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.

Adding a property transaction code

Transaction codes are used to post financial transactions to the accounts related to the property. Transaction codes can either represent charges (debits) by specifying **Revenue Type**, or payments/settlements (credits) by specifying **Pay Type**.

To add a [property](#) transaction code:

- 1 Select **Administration > Property > Setup > Transactions > Transaction Codes**.
- 2 Click **New Record**.
- 3 Specify this information:

Transaction Code

The [transaction code](#) and description.

Transaction Type

The transaction type. The transaction type includes transactions such as food and beverage revenue, room revenue and tax. The description is populated automatically based on the value that you select.

Property

The property to which the transaction code must be linked.

Status

The transaction code status. You can post transactions only when the status of the code is set to Active.

- 4 In the **Transaction Code Details** section, specify this information:

G/L Account

The General Ledger Account to which the transaction must be posted.

Fiskaltrust Value

The code for mapping the transaction code.

Note:

- This is based on the value specified in the property parameter FISCAL.

- You can specify the position for the fiskaltrust

G/L Grouped By

The group of the General Ledger account.

Report Sort Order

The order based on which the transaction codes must be sorted and displayed on the report. Any transaction code without a sort order is printed alphabetically, after the transaction codes that are sorted.

Posting Level

The number that represents the authorization level for the [posting](#). You can specify any number between 0 and 9. **Posting Level** is set on a transaction code and also on the user group. This ensures that the users associated to a specific user group can only post those transactions codes for which the posting level is same or less than the number on the **User Group** screen. If the posting level on the transaction code is higher than the number (0-9) on the user group setting then those users that are part of that user group cannot post that transaction code.

Default Amount

The default amount that is charged when the transaction code is posted to the property accounts.

IRS Code

A unique transaction code provided by IRS (Internal Revenue Service). These codes are required for e-invoicing in Mexico.

Service Provider Name

The name of the service provider printed in the fiscal receipt. For example, a third-party company that facilitates the hotel's parking.

Service Provider Tax ID

The tax ID of the service provider printed in the fiscal receipt.

Note: The ID is required only if the **Service Provider Name** field is specified.

Legal Entity

The legal entity of the organization.

Note: This value is defaulted from the organization profile only if the **Legal Entity** check box is selected on the **Organization Profile** screen.

- 5 In the **Posting Details** section, specify this information:

Revenue Type

The revenue type if the transaction code is to be used for posting charges. Options include Banquet Charge, Beverage Charge, Event Charge, Food Charge, None, Other Charge, Room Charge, Service Charge, Tax Charge and Tip Charge. If you specify a particular revenue type for the transaction code, you can use the code for posting charges related to that revenue type only. If you specify a revenue type, you cannot specify a value in the **Pay Type** field.

Note:

- a 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.

- b 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.

Frequent Stay

Select this check box to indicate that the transaction code is related to frequent guest or reservation reward programs honored by the property. These codes accumulate rewards for or during a guest stay and can be used to generate reports. Examples include rental car and airline programs and the property or corporate chain program.

Direct Bill Transfer

Select the check box to indicate that this transaction code is used to post directly to Accounts Receivable.

Note:

- If you select the check box, **Receivables** is disabled.
- If you select the check box, the **Pay Type** must be Direct Bill Transfer or Lease Direct Bill Transfer.

Pay Type

The pay type if the transaction code is used for posting payments/settlements. Available options:

- Advance Deposit
- Cash Payment
- Check
- Credit Card Payment
- Debit Card Payment
- Direct Bill Transfer
- Lease Direct Bill Transfer
- External Payment Processor
- Gift Card
- Lease Direct Bill Transfer
- Payment Transfer
- Refund

Note:

- The Revenue Type field is not required if this value is specified.
- If the Refund option is selected, the payment is negative when the specified account is debited with a refund to the guest.
- If the Payment Transfer option is selected, the application disables the Rounding Required check box.
- The External Payment Processor option is used for transaction codes that are used to transfer credit card payments collected by third party systems into HMS. Transaction codes with this pay type are then defined in the **External Posting Code** field for the card type's transaction code. When the interface attempts to transfer a credit card payment, it will find the transaction code for the card type and use the transaction code defined in the **External Posting Code** field. These transaction codes do not require cashier banking as they are not cash, check, or credit. They are merely a credit.

Payment Kind

The method of payment in Russia.

Note: You must specify the value if:

- The property parameter FISCAL is set to RU.
- The Pay Type field has a value.

Allow Transfer

Select this check box to indicate that credit card payment transactions are applicable for a specified pay type.

Note: This check box is disabled if the pay type is set to **Payment Transfer**.

Transfer Code

The transfer code for the credit card payment transactions. The transfer code must be of the type, Payment Transfer.

Note: This check box is disabled if the pay type is set to **Payment Transfer**.

Revenue Grouping

The value if Libra interface is used. In the EOD extract, the system groups the guest revenue by three values and provides three new fields to Libra.

Transaction Department

The transaction department based on which the transaction codes can be categorized. Hotels must build department codes that align with the various departments they have at the hotel, such as Front Office, Food and Beverage, Banquet, Concierge and so on. Transaction department is used in the transaction code lookup in the **Comp Authorizer** and **Comp Templates** screens as an optional way to filter or search for transactions for property is interested in.

Allow Void

Select this check box to void a transaction.

Note: This enables to reverse the entire charge on the folio.

Void Code

The code used to void the transaction.

Note: You must specify this value if the Allow Void check box is selected.

Un-Compable

Select this checkbox to indicate the transaction codes that are not compable. These transaction codes cannot be comped in the **Folio Comp Configuration** or in the **Comp Folio Transactions** screens.

Commission Type

The commission type for the transaction code based on which the commission amount is calculated. The following are the available options:

- Commission: The commission amount is accrued and must be paid to the [travel agent](#) when the transaction is posted to a [guest account](#).
- Commission/Prepaid: The commission amount is accrued and has already been paid to the travel agent even before the transaction is posted to the guest account.
- Prepaid: The commission amount is already deducted by the travel agent and must be deducted from the total payable commission amount. This amount is deducted when the transaction is posted to a guest account. This is commonly used when posting an [advance deposit](#) received from a travel agent (for guest) where the travel agent has already deducted the commission. The guest account displays the credit for the full amount deposited.

Award Payment

Select this check box to indicate that the transaction code is related to award payments of frequent guest or reservation reward programs honored by the property.

Not Allowed for Settlement

Select the check box to indicate that the [transaction code](#) cannot be used to post a settlement to a sub-folio in the **Account Settlement** window.

Allow Adjustments

Select the check box to indicate that the [transaction code](#) can be adjusted to reverse the charges that were earlier posted to an account. If the check box is selected the **Adjustment Code** field is enabled and must be specified.

Adjustment Code

The adjustment code. The adjustment code can be the transaction code itself, or a different transaction code depending on the property's accounting practices. The field is enabled only if you select **Allow Adjustments**.

Offset Code

The offset code for transaction codes that are used for posting of package items. This is a required field. The offset code is the transaction code that is used to post unconsumed package items in the accounting folio.

Paid Out

If you select this check box, you can use the transaction code to post the transactions where the hotel has paid an amount on behalf of a guest. The cashier takes the money out of their [cash bank](#) to pay for a service on behalf of a guest, such as flowers or a taxi ride, and post it against the guest's [folio](#). When a [paid out](#) transaction is posted to a folio, the amount the guest owes to the hotel increases. The paid out transaction records a [cash journal](#) entry to show that money was taken out of the cash bank.

External Posting Code

The external posting code. The external posting code is the transaction code used by interfaces to post advance deposits into HMS. Each credit card type to be used by external partners to post deposits in HMS must have a corresponding external posting code. The pay type of the external posting code must be set to **External Payment Processor**.

Resort Fee

If you select this check box, resort fees will post with this transaction based on the resort fee definition code of the account.

Use for Unknown Charge Type

If you select this check box, you can use the transaction code to post the financial transactions where a charge cannot be categorized into available charge types.

No Post

Select this option on transaction codes that are used as settlement types to restrict the purchasing power of the guest. When this transaction code is selected as the settlement type, the no post field on the account is checked which restricts any outlets from posting to the account.

- 6 In the **Credit Card Details** section, specify this information:

Credit Card Transaction

The transaction for which you need to use the credit card.

Merchant Phone Number

Specify the telephone number of the credit card processor.

Reverse Authorization Threshold

Specify the threshold for reverse authorizations.

- 7 Select the Payment not Fiscalised check box in the User Defined Fields section when fiscalizing payment by Direct Bill and Wire Transfer is not required. This functionality is applicable only for Czech Republic Fiscal Interface.
- 8 In the **Allowed Posting Areas** section, specify this information:

Receivables

Select the check box to use the transaction code for [posting](#) the charges incurred to the [accounts receivable](#).

Note: If you clear the check box, **A/R Requires Property** is disabled.

Reserved

Select the check box to use the transaction code for posting charges in case a guest confirms the reservation.

Cancelled

Select the check box to use the transaction code for posting charges in case a guest cancels the reservation.

No Show

Select the check box to use the transaction code for posting charges in case a guest is a [no-show](#) meaning that the guest does not check-in on the specified date.

In House

Select the check box to use the transaction code for [posting](#) charges in case a guest is staying in the [property](#).

Checked Out

Select the check box to use the [transaction code](#) for posting charges in case a guest has checked out of the property.

Pre-registered

Select the check box to use the transaction code for posting charges in case a guest is in the pre-registered status. For example, a guest can use the swimming pool while still waiting for the room to be assigned.

System

Select the check box if the system uses the transaction code to post financial transactions.

- 9 In the **Other Information** section, specify this information:

Default Deposit Charge Transaction

The deposit charge transaction code that records the deposit charges.

Deposit Charge Transaction

If this check box is selected, you can retrieve a list of deposit charge transactions.

Tax Invoice as Exempt

The system selects the check box to indicate that no tax group is associated.

Taxed Externally

Select the check box to indicate that the food and beverage transaction total on the invoice includes the transaction amount. Select the check box when the transaction amount must be included in the food and beverage total on the tax invoice for Brazil.

VAT Tax

If this check box is selected, a transaction code is reported as a VAT tax.

City Tax

If this check box is selected, and the **TAXINVCITYTAXCOL** parameter is enabled, city tax column is added to the standard tax invoice report.

Do Not Report in Tax Column

Select this check to indicate if tax information must be displayed in the report.

Note: This is applicable only if the Revenue Type is Tax.

Receipt Name

The receipt that is configured for the property.

Note: The receipts are configured on the **Form Configuration** screen.

- 10 Click **Save Record**.

Modifying a property transaction code

To modify a [transaction code](#):

- 1 Select **Administration > Property > Transactions > Transaction Codes**.
- 2 On the **List View** tab, select a transaction code.
- 3 Change the information that you require.
- 4 Click **Save Record**.

Linking tax status and tax groups to transaction codes

Use the **Tax Status** screen to link the tax status and tax groups to the transaction codes.

To link tax status and tax groups to transaction codes:

- 1 Select **Administration > Property > Setup > Transaction Codes**.
- 2 Click the **Tax Status** tab.
- 3 Specify the required information in the Tax Group Details section:

Tax Status Code

The code of the tax status.

Tax Status Name

The description of the tax status.

Note:

- This field is defaulted based on the Tax Status Code selected.
- You cannot modify this value.

Tax Group

The tax group based on which the tax is levied.

Alternate Package Tax Group

The alternate package tax group to calculate the tax for the non-room items.

Tax Status Default

If this check box is selected, the tax status specified is set as the default tax status for a property.

Note:

- You cannot modify this value.
- There can only be one default record for a property

Reversal Tax Group

The tax group created for reversal tax calculations for lease inclusive rates.

POS Inclusive Reverse Tax group

The tax group which includes the Inclusive Reversal taxes for the POS items.

Status

Indicates the tax status. The possible values are.

- Active
- Inactive

Note: You cannot modify this value.

Associating transaction codes to the code group

You can link the transaction codes to the code group.

Note: Before you can link transaction codes to a code group, you must add the code group.

See [Adding a transaction code group](#)

.

To link the transaction codes to the code group:

- 1 Select **Administration > Property > Transactions > Transaction Code Groupings**.
- 2 Select the transaction codes in the **Unassociated Transaction Codes** section.
- 3 Click the **>** button to move the selected transaction codes to the **Associated Transaction Codes** section.
- 4 Click **Save** to link the selected transaction codes to the code group.

- 5 Click **Save Record**.

Unlinking transaction codes from the code group

To unlink the transaction codes from the code group:

- 1 Select the transaction codes in the **Associated Transaction Codes** section.
- 2 Click the < button to move the selected transaction codes to the **Unassociated Transaction Codes** section.
- 3 Click **Save** to unlink the selected transaction codes to the code group.
- 4 Click **Save Record**.

Gift card configuration

You can use the **Gift Card Configuration** page to set up the parameters that support the gift card functionality for a given [property](#).

Note: Before you can complete the gift card configuration set up, you must create the transaction codes for gift card account activation and redemption.

To configure a gift card:

- 1 Select **Administration > Property > Gift Card Configuration**.
- 2 Click **New Record**.

Account

The gift card account. The gift card account is selected by default and the field is disabled.

Status

The status of the gift card. By default, the gift card status is set to **Inactive**. To use the gift card, you must set the status to **Active**.

- 3 In the **Gift Card Defaults** section, specify this information:

Valid Issue Amount Minimum

Specify the minimum amount for which a gift card can be issued.

Valid Issue Amount Maximum

Specify the maximum amount for which a gift card can be issued.

Allow Recharge/Reload

If you select this check box the gift card can be recharged or reloaded with additional amount.

Recharge Increment Amount

Specify the increment amount with which a gift card can be recharged.

- 4 In the **Transaction Codes Details** section, specify this information:

Activate / Issue

This [transaction code](#) records and transmits the gift card activation or issue amount to the third party which manages the gift card operations.

Redemption / Payment

This transaction code records and transmits the gift card redemption amount to the third party which manages the gift card operations.

Recharge / Reload

This transaction code records and transmits the gift card recharge or reload amount to the third party which manages the gift card operations. The gift card is recharged with the specified amount.

- 5 In the **Third-Party Provider Setting** section, specify the information that you require. See additional details about these fields:

ISO IIN

Specify the ISO IIN details. This is a mandatory field.

Security Code Length

Specify the numeric length of the security code that is required by the third party which manages the gift card operations.

Merchant ID

Specify the identification number of the third-party which manages the gift card operations.

Terminal ID

Specify the terminal identification number of the third party provider.

Expiration Info

Specify gift card expiration information, if any.

Working with cash banks

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. The [cash bank](#) is configured at the [property](#) level and is created for single employee or shared between multiple employees working during a particular shift.

Creating cash banks

Create cash banks to be used for cash based transactions with guests. Cash banks are configured at the [property](#) level and are created for single employees or shared between multiple employees working during a particular shift. Cash banks serve as a type of ledger with a beginning and ending balance enabling all cash based transactions to be tracked for auditing purposes.

To create cash banks:

- 1 Select **Administration > Property > Cash Banks**.
- 2 Click **New Record**. The **Record View** tab is displayed.
- 3 Specify the information that you require.
- 4 In the Cash Bank Details section, specify this information:

Bank Type

Select the bank type for the cash bank. The bank type can either be an individual or shared bank.

Status

Select the status of the cash bank. The status is either active or inactive.

Default Cash Amount

Enter the starting amount of cash contained in the drawer when a cashier opens the cash bank.

- 5 Click **Save Record**.

Configuring daily cash amounts for cash banks

Cash Banks are created with a default cash amount that establishes the starting balance of cash contained in a drawer when the cashier opens the [cash bank](#). Depending on your hotel's needs, you can configure cash banks with different starting cash balances and multiple currencies for different days of the week.

To configure daily cash amounts for cash banks:

- 1 Select **Administration > Property > Cash Banks**.
- 2 On the **List View** tab, select the cash bank record to work with and click the **Daily Cash** tab.
- 3 Specify this information:

Day of the Week

Select the day of the week for which to configure a daily cash amount.

Currency

Select the currency to add to the daily cash amount.

Default Cash Amount

Specify the default cash amount for the selected day and currency.

- 4 Click **Save**. The daily cash combination is added to the cash bank. Add additional days of the week and currencies as necessary.

Sundry

Sundries are miscellaneous items that are available to guests for purchase. Some common hotel sundry items are toiletries, over the counter medications, snack foods, and bottled water. These items are

usually offered in the hotel gift shop, or in vending machines located in the hotel. You use the **Sundry** tab to:

- Configure sundry items
- Configure sundry modifiers
- Associate sundry modifiers to sundry items
- Set sundry item prices
- Configure sundry locations
- Receive sundry inventory
- Maintain sundry inventory

You use the **Maintain Global Codes** page to define the following:

- Sundry item category codes
- Sundry item type codes
- Sundry item discount reason codes
- Sundry modifier type codes
- Sundry vendor codes
- Sundry adjust reason codes
- Sundry return reason codes

Configuring sundry items

You use the **Sundry Item** page to configure and maintain sundry items for a given [property](#).

Note: Before you can configure a sundry item, you must create the transaction code for the sundry item. Before you can add a modifier to a sundry item, you must create the sundry modifier.

To create or modify a sundry item:

- 1 Select **Administration > Property > Sundry > Sundry Items**.
- 2 Click **New Record**.
- 3 Specify the information that you require.
- 4 Click **Save Record**.

Setting prices for sundry items

You use the **Price** tab on the **Sundry Item** page to set prices for a sundry item. You are able to set multiple prices by date where price changes for the sundry item are known. You can also change the current price. If the price of a sundry item changes, the change will not affect any open sundry receipts that have the sundry item associated.

To set the price of a sundry item:

- 1 Select **Administration > Property > Sundry > Sundry Items**.
- 2 On the **List View** tab, select a sundry item record.
- 3 Click the **Price** tab.

- 4 Specify **Unit Price** and **Effective Date**.
- 5 Click **Add**.

Associating modifiers to a sundry item

You use the **Sundry Item Details** tab on the **Sundry Item** page to set prices for a sundry item. You are able to set multiple prices by date where price changes for the sundry item are known. You can also change the current price. If the price of a sundry item changes, the change will not affect any open sundry receipts that have the sundry item associated.

To set the price of a sundry item:

- 1 Select **Administration > Property > Sundry > Sundry Items**.
- 2 On the **List View** tab, select a sundry item record. The **Sundry Item Details** tab is displayed
- 3 Click **Associate Item Modifiers**.
- 4 In the **Associated Item Modifiers** window, select the modifiers that you require and move them into the selection box.
- 5 Click **Save**.

Configuring sundry modifiers

You use the **Sundry Modifier** page to configure and maintain sundry modifiers for a given [property](#). Modifiers are used to supplement the food or beverage item or to indicate additional items that are include with the item, they can also be used to indicate specific preparation instructions. You must have a transaction code for the sundry modifier configured prior to creating the sundry modifier.

Note: Before you can complete configuration of a sundry modifier, you must create the [transaction code](#) on page 880 for the sundry modifier.

To create or modify a sundry item:

- 1 Select **Administration > Property > Sundry > Sundry Modifiers**.
- 2 Click **New Record**.
- 3 Specify the information that you require.
- 4 Click **Save Record**.

Setting prices for sundry modifiers

You use the **Price** tab on the **Sundry Modifier** page to set prices for a sundry modifier. You are able to set multiple prices by date where price changes for the modifier are known. You can also change the current price. If the price of a modifier changes, the change will not affect any open sundry receipts that have the modifier associated.

To set the price of a sundry modifier:

- 1 Select **Administration > Property > Sundry > Sundry Modifiers**.

- 2 On the **List View** tab, select a sundry modifier record.
- 3 Click the **Price** tab.
- 4 Specify **Unit Price** and **Effective Date**.
- 5 Click **Add**.

Configuring sundry locations

You use the **Sundry Locations** page to configure and maintain sundry locations, specify the posting account for a location, and to specify the transaction codes to be used for sundry sales and payments to the posting account.

Note: Before you can configure a sundry location, you must create the posting account for the location and the transaction codes to be used to post to the posting account.

To create or modify a sundry location:

- 1 Select **Administration > Property > Sundry > Sundry Items**.
- 2 Click **New Record**.
- 3 Specify the information that you require. See additional information about these fields:
 - Location**
Specify the location code in the first field. Specify the location name in the second field.
 - Posting Account**
Specify the posting account that sales and payments for this location will be recorded on.
 - Sundry Charge Code**
Specify the transaction code the HMS Sundry application will use to post the Sundry Total Amount Charge to the location's posting account.
 - Sundry Cash Payment Code**
Specify the transaction code the HMS Sundry application will use to post cash payments to the location's posting account.
 - Receipt Footer Message**
Specify any notes to be printed in the footer area of sundry receipts from this location.
- 4 Click the **Posting** tab.
- 5 In the **Posting Details** select transaction code for a credit card type.
- 6 Click **Save**. Repeat step 5 for each credit card type.
- 7 Click **Save Record**.

Receiving sundry inventory

You use the **Sundry Inventory Receiving** page to enter inventory of sundry items that have been received or delivered. The delivery information is recorded on the **Record View** tab, the sundry items and quantity are recorded on the **Receiving Items** tab.

The page contains two action buttons:

- **Process:** The received order is processed and is then available in inventory and can be viewed in the **Inventory List** page.
- **Cancel:** This button is only available when an order is being processed. It is used to cancel the processing of the order.

To receive sundry inventory:

- 1 Select **Administration > Property > Sundry > Sundry Inventory Receiving**.
- 2 Click **New Record**.
- 3 On the Record View tab, specify the information that you require. See additional details about these fields:
Location
Specify the location. Locations are property specific.
Status
The status is Pending until it is Processed or Canceled.
- 4 Click the **Receiving Items** tab.
- 5 In the Receiving Items area, specify the information you require, then click **Save**. The inventory is added to the location. Add additional inventory as necessary.
- 6 Click the **Record View** tab.
- 7 Click **Process**
- 8 Click **Save**.

Maintaining sundry inventory

You use the **Inventory List** page to maintain sundry inventory that has been entered into the system in the **Sundry Inventory Receiving** page.

The following actions can be performed:

- Checking inventory
- Adjusting inventory
- Transferring inventory from location to another location

Adjusting sundry inventory

You use the **Inventory List** page to view inventory of sundry items by location, adjust inventory of sundry items, and to transfer inventory among locations within the same property.

Note: To view total inventory of an item for all locations, use the Sundry Inventory Report.

To adjust sundry inventory:

- 1 Select **Administration > Property > Sundry > Inventory List**.
- 2 On the List View, select a sundry item by location.

- 3 Click **Inventory Adjust**
- 4 In the **Inventory Adjust** window, specify the information that you require. See additional information about these fields:
 - Adjust Reason**
Select an adjust reason code. Adjust reason codes are created as part of your global code configuration.
 - Adjust Quantity**
The quantity can be a positive or negative number, but a negative quantity adjustment cannot be more than the available quantity.
 - Cost Per Item**
Cost per item is calculated by the system.
- 5 Click **Save**.

Transferring sundry inventory

You use the **Inventory List** page to view inventory of sundry items by location, adjust inventory of sundry items, and to transfer inventory among locations within the same property. You can only transfer inventory to a location that is **Active**.

The page contains two action buttons:

- **Process**: The received order is processed and is then available in inventory and can be viewed in the **Inventory List** page.
- **Cancel**: This button is only available when an order is being processed. It is used to cancel the processing of the order.

Note: To view total inventory of an item for all locations, use the Sundry Inventory Report.

To transfer sundry inventory to another location:

- 1 Select **Administration > Property > Sundry > Inventory List**.
- 2 On the List View, select a sundry item by location.
- 3 Click the **Inventory Transfer** tab.
- 4 Specify the information that you require. See additional information about these fields:
 - To Location**
Specify the location code in the first field. Specify the location name in the second field.
 - Transfer Quantity**
Specify the quantity to be transferred to the new location. The quantity cannot be more than the available quantity.
- 5 Click the **Process**.
- 6 Click **Save**.

Setting up sundry functionality

To use sundry functionality at your property you must do set up in many screens. The steps below assume the configuration of all necessary codes prior to the first use of the functionality.

To set up sundry functionality:

- 1 Add global codes for the following code types:
 - Sundries Vendor
 - Sundry Adjust Reason
 - Sundry Discount Reason Code
 - Sundry Item Category
 - Sundry Item Type
 - Sundry Modifier Type
 - Sundry Return Reason
- 2 Create a [transaction code](#) for the following:
 - each sundry item that will be configured
 - each sundry modifier that will be configured
 - each location's Sundry Charge Code (the transaction code the HMS Sundry application will use to post the Sundry Total Amount Charge to the location's posting account).
 - each location's Sundry Cash Payment Code (the transaction code the HMS Sundry application will use to post cash payments to the location's posting account).
 - Optionally you can create a transaction code for each credit card payment type per location. See [Adding a property transaction code](#).
- 3 Configure a sundry item for each item that will be sold and give it a price.
See [Configuring sundry items](#) on page 647 [Setting prices for sundry items](#) on page 647
- 4 Configure a sundry modifier for each modifier that will be used.
See [Configuring sundry modifiers](#) on page 648
- 5 Edit each sundry item and associate any modifiers.
See [Associating modifiers to a sundry item](#) on page 648.
- 6 Create a house account for each sundry location. This is the account all sales and payments for the location will be recorded on.
- 7 Configure sundry locations.
See [Configuring sundry locations](#) on page 649.
- 8 Add sundry inventory.
See [Receiving sundry inventory](#) on page 649.

Events

An [event](#) is a planned social or business gathering that utilizes conference or banquet rooms at your property. For example, a conference or wedding. You can use the **Events** tab to set up the following:

- Event rooms
- Event items
- Event menus
- Event room rates

You use the **Maintain Global Codes** page to define the following:

- Event item type
- Event meeting room type
- Event menu type
- Event rate type
- Event room layout
- Event type

Event Rate

You use the **Event Rate** tab to create and maintain rates for various event rooms. For example:

- Configuring [event](#) rates by rate period
- Configuring event rates by day of week
- Associating event rates to event rooms
- Discontinuing a rate by setting it to inactive

To configure an event rate:

- 1 Select **Administration > Property > Events > Event Rates**.
- 2 Click **New Record**.
- 3 On the **Record View** tab, specify this information:

Rate

Specify the name and description of the event rate.

Rate Type

Specify a type for the new event rate.

Transaction Code

Select the [transaction code](#) to use for posting the event rate charges.

Status

To use the event rate, set the status to **Active**.

- 4 Click the **Room Rate Details** tab. Specify this information:

Room

Select the [event](#) room to apply event rates to.

Start Date

Specify the date from which the room rates are applicable.

End Date

Specify the date until which the room rates are applicable.

Status

To associate the rates to the specified room, set the rate status to **Active**.

Fixed

Specify the fixed rate that will be charged for the room for the date range that you have specified.

Hourly

Specify the hourly rate that will be charged for the room for the date range that you have specified.

Daily

Specify the daily rate that will be charged for the room for the date range that you have specified.

- 5 Specify the days of the week on which the defined room rates are applicable. You can specify different room rates for different days of the week.
- 6 Click **Save**. Repeat step 4 to apply rates to each event rooms.

Event room configuration

You use the **Event Room** tab to configure the rooms which an event can be held in. Multiple event rooms can be combined to create super rooms for properties that have configurable event areas.

To configure an [event](#) room:

- 1 Select **Administration > Property > Events > Event Room Configuration**.
- 2 Click **New Record**.
- 3 In the **Record View** tab, specify this information:

Room

Specify the name and description of the event room. This is a mandatory field.

Room Type

Select a room type. This is a mandatory field.

Status

To use the event room, set the status to **Active**. This is a mandatory field.

Display Order

The numeric order in which the event room is displayed on the screen. For example, you can specify that an event room must be displayed at number nine in the list.

Square Footage

Specify the square footage of the event room.

Maximum Persons

Specify the maximum number of persons that can be accommodated in the event room.

Accessible

Select the check box to indicate that the event room is accessible to people with disabilities.

Public Space

If this check box is selected, the room is configured as a public room for the property.

For example, coffee breakout area or dining room for multiple groups. You can make multiple bookings for this room.

Note:

- The room can be booked by more than one associated and unassociated Event Reservations.
- The room cannot be a component of a Super Room.

Non Smoking

Select the check box to indicate that the event room is a non smoking room.

Phone Number

Specify the number of the phone in the event room.

Key Number

Specify the number of the key used to open the door of the event room.

- 4 Click **Save** to save the record.
- 5 Click the **Layout** tab.
- 6 In the **Room Layout Details** tab, specify the following:

Layout

Select the layout of the room.

Maximum Persons

Specify the maximum number of people that the [event](#) room can accommodate. The maximum number that you specify cannot be greater than the value in the **Maximum Persons** field in the **Record View** tab.

- 7 Click **Save**.

Super room configuration

You use the **Super Room Details** tab to configure a [super room](#) by adding the event rooms that the super room is comprised of.

Before you can configure a super room, make sure that:

- In the **Record View** tab, you have specified the value **Super Room** in the **Room Type** field.
- The status of the [event](#) room is **Inactive**.
- The event rooms that make up the super room are not in use or reserved.
- The super room comprises of at least two component rooms.
- The status of the component rooms is **Active**.

To configure a super room:

- 1 Select **Administration > Property > Events > Event Room Configuration > Super Room Details**.
See [Event room configuration](#).

- 2 Select the component rooms. By default, the component room description and the status is displayed. This is a mandatory field.
- 3 Click **Save** to assign the component room as part of the [super room](#).

Event item

You can use the **Event Item** tab to configure the items that are used in the [event](#). Event items are user configurable codes that are associated with event reservations to indicate what food and beverage, equipment and service items are required for a given event. Event item codes are also used to configure the event menus.

To create an event item:

- 1 Select **Administration > Property > Events > Event Item**.
- 2 Click **New Record**.
- 3 In the **Record View** tab, specify this information:

Item

Specify the item name and description. This is a mandatory field.

Item Type

Specify the item type. You can select the type as Event Beverage or Event Food. If required, you can use global codes to define additional item types.

Status

To use the item, set the status of the event item to **Active**.

Inventory

Specify the number of [event](#) items that are required.

Allow Overbooking

Select the check box to allow the event item to be over booked.

Item Unit Price

Specify the price for each unit of an event item.

Item Unit Cost

The cost incurred for each unit of an event item.

Start Date

Specify the date from which the event item is available to be used.

End Date

Specify the date from which the event item is unavailable and cannot be used.

Transaction Code

Select the code that you want to use to post the transactions for this event item.

Department

Select the department which is responsible for the event item.

- Admin
- Bell
- Events
- Food
- Front Desk
- House Keeping
- Maintenance

4 Click **Save** to save the record.

Event menu / package

You can use the **Event Menu** tab to configure [event](#) menus. Event menus and packages are a collection of event items that are associated with event reservations to indicate what items are required for a given event. The Event Menu includes the food and beverage items whereas Event Package includes all the item categories.

To create an event menu item:

1 Select **Administration > Property > Events > Event Menu/Package**.

2 Click **Menu/Package Details**.

3 In the **Menu/Package Details** tab, specify this information:

Menu/Package

Specify the menu or package name and description. This is a mandatory field.

Menu Type

Specify the menu or package type. If required, you can use global codes to define additional menu types.

Status

To use the menu or package, set the status of the [event](#) menu to **Active**.

4 Click **Save** to save the record.

Note:

The Event Menu/Package can not include Items with Item Type as Menu/Package.

Rooms

Use the **Administration > Property > Rooms** menu to perform the following tasks:

- Create and maintain room categories
- Create and maintain room type codes
- Create and maintain room codes
- Create work orders for multiple rooms

- Configure room keys
- Activate channels for room type categories

Room types

The **Administration > Property > Rooms > Room Types** menu is used to create and maintain codes that represent the types of rooms throughout your property. You can set room type sell priority, define suite component room types, add selling notes, add pictures, and set annual valuation amounts for the room types.

The room type page functions in two modes: Single Tier and Multiple Tier and is controlled by the CRS Application Parameter **ROOMTYPECONFIGURATION**. In Single Tier mode, you only set up Room Types and the system creates a Room Type Category of same name in the background. The room type code and room type category have a one to one relationship. This is the only instance that room type categories do not need to be maintained. In Multiple Tier mode, room type categories must be created and you can define multiple room types for the same room type category.

Creating room type categories

Create room type categories to group room types together.

To create room type categories:

- 1 Select **Administration > Property > Rooms > Room Type Categories**.
- 2 In the Room Type Category Details section, specify the information that you require.
- 3 Click **Submit**.

Note: To modify a room type category, select the room type category from the list and in the Room Type Category Details section make the edit, then click **Save**.

Updating room type category status

Room type categories default to active status when created, but you can change the status anytime as long as there are no active room types linked to it. Room type categories cannot be deleted.

To update the status of a room type category:

- 1 Select **Administration > Property > Rooms > Room Type Categories**.
- 2 Select a room type category.
- 3 In the Room Type Category Details section, update **Status** and click **Save**.

Creating room types

Create room types to add room type details, pictures, and selling notes for different room types. The creation of room types is an essential part the [property](#) configuration process.

The **Maintain Room Types** page functions in two modes: Single Tier and Multiple Tier. In Single Tier Mode, the room type and room category are equivalent. In Multiple Tier mode, you can define multiple room types for the same room type category.

To create room types:

- 1 Select **Administration > Property > Rooms > Room Types**.
- 2 Click **New Record**, specify this information:

Room Type Category

Select the room type category for the new room type. Room type categories are maintained on the **Maintain Room Type Categories** page. The first field is filled with the room type category code and the second field is filled with the room type category name.

Room Type Name

Specify the code for the room type in the first field. Specify the room type name in the second field..

Description

Specify a description of the room type.

Property

The default property code.

Status

The status of the hotel in the configured property.

By default, this is set to Inactive, until the hotel is “go live”.

Note:

- You must add Suite Components to activate the room type of suite.
- You can activate a suite only if the suite is configured with a minimum of one room that has the Unit Type set to Room.

Building

The building code type based on which the Property and Building details are displayed.

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.
- The rooms assigned with no building have reports displayed with “No Building” text.
- The revenue related data for reservations of Room Numbers that are associated with the Building are included in the report. However, the data for Room Numbers that do not have Building associated is displayed as ‘***’.
- A room type for which the **Unit Type** is set to **Suite** cannot be linked to a virtual building.

Wing

The wing code associated with the building.

Floor

The floor code associated with the building.

Virtual

If this check box is selected, the building is not within the hotel premise.

Note:

- By default, this check box is selected and disabled, if the **Building** field is set to **Virtual Building**. You cannot modify this value.
- If this check box is selected, these fields are blank and disabled:
 - **Wing**
 - **Floor**

- 3 Select a Building, Wing, Floor location on the screen.
- 4 Click **Actions > Sell Priorities**, to select a room type for modifying the sell priority type.
- 5 Click **Actions > Image Update** to set an image for the defined room type.
- 6 Specify this information in the Room Type Details section:

Inventory Count

Optionally, specify the inventory count for the room type. The **Inventory Count** is automatically completed based on the existing inventory for the hotel date and [property](#).

Tax Calculation Count

Specify the number from 0 to 9 for the system to use in the calculated tax count.

Rotation Type

Select the rotation type for the room type. Your options are Owner or Wear and Tear. See [Understanding room rotation](#) on page 671

Unit Type

Select the unit type for the room type. Unit types are defined for the RMUNTY code on the **Maintain Global Codes** screen.

Note:

- You cannot modify the **Unit Type** to **Room**, if the field is set to **Suite**.
- You cannot modify the suite configuration, when the Room is **Active** and in use.
- When the field is set to **Suite** and the Room is **Inactive**, the suite configuration is reset on confirmation.

Bed Type

Select the bed type for the room type. Bed types are defined for the BEDTP code on the **Maintain Global Codes** page.

Min Guests

Select the minimum number of guests for the room type.

Max Guests

Select the maximum number of guests for the room type.

Low Rate Limit

Specify the low rate limit for the room type. Because the rates for hotel rooms change daily, the low rate limit designates the least amount for which the room type can be rented for hotel date.

High Rate Limit

Specify the high rate limit for the room type. Because the rates for hotel rooms change daily, the high rate limit designates the most amount for which the room type can be rented on the same hotel date.

Run of House (ROH)

If this check box is selected, the room is ROH type which enables additional room booking and confirmation of the reservation.

Note: If this check box is selected, you cannot configure room ROH type in the Room Configuration screen.

Apply Dynamic Pricing

Select to apply dynamic pricing for the room type. Any rates that use dynamic pricing are automatically adjusted upwards or downwards on specified dates based on adjustment amount or adjustment percentage that you specify.

Yieldable

Select this check box to not display the room type in the Revenue Management when the rate value is below the defined threshold.

Note: This feature is applicable only if Revenue management is supported within HMS.

Rollaway Allowed

Select to indicate that a rollaway bed is allowed for the room type.

Crib Allowed

Select to indicate that a crib is allowed for the room type.

Display in CRS

Select this check box to display the room type on all the rate and availability screens within HMS.

Note:

- If this checkbox is cleared, the room is not displayed in the [central reservation system](#).
- By default, this field is selected.

Yieldable

If this checkbox is selected, the bookings made for this room type is considered.

Note:

- If this checkbox is cleared, the bookings for this room-type cannot be reject even if these can be sold at higher rate on the provided dates.
- By default, this field is not selected.

Hiring Charge

is checked by default. Clear to indicate that the room should not be displayed in the [central reservation system](#).

Maintenance Charge

is checked by default. Clear to indicate that the room should not be displayed in the [central reservation system](#).

Service Charge

is checked by default. Clear to indicate that the room should not be displayed in the [central reservation system](#).

Min Adult Count

The minimum number of adult guests for the room type.

Max Adult Count

The maximum number of adult guests for the room type.

Max Child Count

The maximum number of child guests for the room type.

Max Overbooking Count

The maximum integral value for overbooking.

Note: This value must be higher than the overbooking setting. The application displays `Max Overbooking Count cannot be set with this value` message, if the field is set to a lower value against the overbooking count.

Min Guest Rating

The minimum value for the guest rating.

Max Guest Rating

The maximum value for the guest rating.

Note:

- These fields are enabled if the USEGUESTRATING parameter is selected in the **Property Configuration** screen.
- The guests are limited to room types within the guest rating. This field is used by US Military only. See [Specifying the guest rating](#) on page 534.

Rental Percent

A percentage of the rental amount. This value is used for the Inclusive Rate calculation in the lease records.

Note: This field is enabled only if the **Use Rental Percent** check box is selected on the **Lease Configuration** screen.

- 7 Click **Save**. The room type is added and the **Room Types** tab is displayed.

Activating a channel for a room type category

Channels are configured during installation of HMS. They represent the methods by which customers can reach your [property](#) in order to make reservations, for example, via a travel agent, via GDS, website or by calling the Central Reservations Office.

Use the **Channel Activation** page to activate a channel for a specific room type category. All channels that have been previously assigned to the property are available for activation.

To activate a channel:

- 1 Select **Administration > Property > Rooms > Channel Activation**.
- 2 Select a channel.
- 3 Update **Status** to **Activate**.
- 4 Click **Submit**.

Adding pictures to room types

Images can be added that will display in other areas of the application. Only .jpg and .jpeg files are supported.

To add pictures to room types:

- 1 Select **Administration > Property > Rooms > Room Types**.
- 2 Select the record for which you want to add the pictures and click **Image Upload**.
- 3 Click **Submit**.

Adding selling notes to a room type

Selling notes assist CRS agents in selling the room type. Selling notes are active when the current hotel date is on or between the selling note start and end dates.


To add selling notes to a room type:

- 1 Select **Administration > Property > Rooms > Room Types**.
- 2 Select the room type for which to add selling notes.
- 3 Click the **Selling Notes** tab.
- 4 In the Selling Note Details section, specify the information that you require.
- 5 Click **Submit**.
- 6 Click **Save Record**.

Maintaining room types

Maintain room types to update and modify room types, add pictures, and selling notes. Room types are defined as a part the initial [property](#) configuration and setup, including the definition of the [channel](#) configuration for the room type.

To maintain room types:

- 1 Select **Administration > Property > Rooms > Room Types**. The **Room Types** tab is displayed showing an alphabetical list of all room types by Category Code.
- 2 In the Property Info section, select the Property to work with.
- 3 Locate the room type Category Code with which to work, and click the  icon to expand the list of room types in this category.
- 4 Select the room type to modify and click **Edit**. The **Maintain Room Types** window is displayed.
- 5 Edit the room type information as necessary. Refer to [Creating room types](#) on page 658.
- 6 Click **Save**. The room type is updated and the **Room Types** tab is displayed.

Setting room type sell priority

You can set a Sell Priority for a Room Type and for other Room Types of the same Room Type Category.

To set sell priority:

- 1 Select **Administration > Property > Rooms > Room Types**.
- 2 Select a room type.
- 3 Click **Action**.
- 4 Select one or more room type codes and click the arrow to move the selections into, or out of the Selection box, then click **Submit**.
- 5 Click **Save Record**.

Adding annual valuation periods to a room type

Annual valuation is the amount of a lease that is free of taxation. The amount is determined by government and is set by period. Some properties cap the annual valuation amount. If the valuation amount is higher than the room charge, they don't post the full charge tax-free but apply a minimum amount that needs to be taxed. This minimum amount is defined in the Room Fee Amount field. Annual valuation periods can be set on the room type and/or the room. If there are values on both, the annual valuation on the room is used.

To add a valuation period to a room type:

- 1 **Administration > Property > Rooms > Room Types**.
- 2 Select the room type for which to add an annual valuation period.
- 3 Click the **Annual Valuation** tab.
- 4 In the Valuation Details, specify the information that you require.
- 5 Click **Submit**.

Defining suite component room types

Suite room types are made up of component room types. The **Suite Components** tab is used to define which component room types and how many of the component room types make up a [suite](#) room type. To define component room types the room type must be a suite type room (have a unit type of Suite).

To define the component room types of a suite room type:

- 1 Select **Administration > Property > Rooms > Room Types**.
- 2 Select the suite room type for which to define the component room types.
- 3 Click the **Suite Components** tab.
Note: A suite cannot have a room of type Virtual as a suite component.
- 4 In the Suite Component Details section, specify the information that you require.
- 5 Click **Submit**.
- 6 Repeat steps 4 and 5 to add additional room types.

Room configuration

The **Administration > Property > Rooms > Room Configuration** menu is used to create and maintain codes that represent rooms within Infor HMS and to create work orders for multiple rooms. A room record contains detailed information for each room. A room can be configured and left inactive, then activated at go live.

Creating rooms

- 1 Select **Administration > Property > Rooms > Room Configuration**.
- 2 Click **New Record**.
- 3 Specify the room details such as Room Number, Room Description, Room Type, Property, Inventory Start Date and Inventory End Date.

Note:

- The **Building** field in the **Room Configuration** screen is defaulted with the value specified in the **Room type** screen and cannot be modified.
- The Key Vendor must be specified, if the device is of the type Key Cutter and the KEYVENDORREQ parameter is selected.

- 4 Specify this information in the Room Details section:

Status

The status of the room.

Note:

You can set the room status to Active only if the status of the selected Room Type is set to Active. However, to activate a Room Type set to Suite Component Only the suite details must be configured.

You can only set the status value to Inactive, if:

- The room is not assigned to a reservation with status Reserved or In-house.
- The room does not have an active Work Order or Manual Room Hold.
- The room does not have an active lease.
- This room does not have an active Lease Upgrade.
- The suite family including the associated component rooms, other suites of the component rooms and the component rooms of these suites rooms do not have the status set to Active.

Rental Charge

The rental charge that is calculated for the upgrade room for the date range.

For example: if the main Lease room rental charge is set to 1000 and the upgrade room has a rental charge of 1250, then the guest is responsible to pay the difference in the amount.

User is allowed to specify this charge.

Hire Charge

The rental charge that is calculated for the upgrade room for the date range.

User is allowed to specify this charge.

Maintenance Charge

The rental charge that is calculated charge for the upgrade room for the date range.

User is allowed to specify this charge.

Service Charge

The rental charge that is calculated for the upgrade room for the date range.

User is allowed to specify this charge.

Rental Percent

This field is enabled based on the setting of **Use Inclusive Rate Distribution** checkbox in the **Lease Configuration** screen.

Note: The user is not able to modify this field if the **Use Inclusive Rate Distribution** checkbox is cleared in the Lease Configuration screen. The value for this fields range from 0.0001 to 100.

Hiring/Maintenance/Service Percent

The user can specify these values based on the selection of Inclusive Rate Distribution section in the **Lease Configuration** screen.

The value for these fields range from 0.0001 to 999,999,999,999.9999.

5 Specify this information in the Room Location section

Building

Select the building code for the room ID.

If the **Manage Inventory by Building** checkbox is selected in the **Property Configuration** Screen with **Active** Status:

- the **Building** field in the **Room Type** screen is set as a mandatory option.
- all the room types must have a valid Building assigned.
- The **Building** field in the **Room Configuration** screen is defaulted with the value specified in the **Room type** screen and cannot be modified.

Housekeeping Home Section

The housekeeping home section you want to assign this room.

Note: Room numbers are text strings since these can include alphabetic characters. When sorted without a sort order specified, the result is a sort on the ASCII values of the first character. To get all room numbers to sort as numbers the search must be equal in length, or have the sort orders specified.

Virtual

If this check box is selected, the rooms configured are not within the hotel premise.

Note:

- By default, the Virtual check box is selected and disabled when the selected **Room Type** is set to **Virtual**.
- If this check box is selected, these room location fields are blank and disabled:
 - **Building**
 - **Wing**
 - **Floor**
 - **Exposure**
 - **Section**
 - **Sequence**
 - **Housekeeping Home Section**

- 6 Specify this information in the Module Access section:

Display in Operations

If this check box is selected, the [front desk](#) staff can view the room.

Operations Sort Order

The number at which the room is displayed when sorted in the ascending or descending order. When not specified rooms sort in alphabetical order.

Display in Housekeeping

If this check box is selected, the house keeping staff can view the room.

Note:

This check box is disabled if the room is configured as a virtual room.

Housekeeping Display Order

Specify the number at which the room is displayed when sorted in the ascending or descending order. When not specified rooms sort in alphabetical order by value.

Note:

This field is disabled if the room is configured as a virtual room.

Housekeeping Home Section

The housekeeping home section to which this room must be assigned.

Note: Room numbers are text strings since these include alphabetic characters. When sorted without a sort order specified, the result is a sort on the ASCII values of the first character. To get all room numbers to sort as numbers these must be equal in length, or have the sort orders specified.

- 7 In the Housekeeping Points section, specify a point value for each room status.
- 8 In the Owner Rotation Details section, specify the required information. When there is an ownership change specify the new owner, the owner start date, and optionally the new owner end date. See additional details about these fields:

Current Points

The total amount of points the room has accumulated to date.

Note: This field cannot be modified.

Owner Initial Point Method

The point method for the room. Options include:

- **Points:** Selecting this option allows you to specify a number of points in **Initial Points**.
- **Pro-rate Points:** Selecting this option causes the system to pro-rate the points. All currently active rooms in the point period by room type are counted, their points are totaled then that number is divided by the room count. This amount is used as the initial points. The initial points must be set on the Room Point Period. And total points must be set for the Room.
- **Current Points:** Selecting this option causes the system to take the number of points from the previous inventory period and use that as the initial points for the new inventory period.

Initial Points

The initial points for the room.

Room Rental Summary

Click to view the room rental summary which displays all inventory periods for the room and allows you to search by inventory period.

Print Details

Click to print the details of the room's usage.

Recalculate

Click to re-calculate the number of current points.

Set Manual Points

Click to adjust the number of current points for the room and specify an adjustment reason and optional comments.

Note:

- The room configuration with Room Rotation set to **Active** cannot be modified, if two records with the same property and room code exist.
- The room configuration with leasing status set to **No Cancelled** cannot be modified if two records with the same property and room code exist.

9 Click **Save Record** and **OK**.

Adding a room attribute

To add a room attribute:

- 1 Select **Administration > Property > Rooms > Room Configuration**.
- 2 Select the room for which to add attributes.
- 3 Click the **Attributes** tab.
- 4 In the Room Attribute Details section, specify the information that you require.
- 5 Click **Submit**.

Adding annual valuation periods to a room

Annual valuation is the amount of a lease that is free of taxation. The amount is determined by government and is set by period. Some properties cover the annual valuation amount for a location specific property.

To set valuation period to a room:

- 1 Select **Administration > Property > Rooms > Rooms Configuration**.
- 2 Select the room to add an annual valuation period.
- 3 Click the **Annual Valuation** tab.
- 4 Click **Add**.
- 5 Specify this information in the Valuation Details section:

Start Date

The date on which the annual valuation process is initiated for the room.

End Date

The date on which the annual valuation process is concluded for the room.

Note:

- The Start Date must be same as or later than the Hotel Date.
- The End Date must be prior to the Hotel Date.

Annual Valuation

The annual valuation amount expressed in the local currency.

Note: If the valuation amount is higher than the room charge, the entire amount posted is not taxable, only on a minimum amount is taxable. This minimum amount is defined in the **Room Fee Amount** field. Annual valuation periods can be specified for the room type and the room. However, the value specified for the room is considered.

- 6 Click **Submit**.

Reviewing suite details

This screen is used to re-view the details of the component rooms that comprise a [suite](#).

To review suite details:

- 1 Select **Administration > Property > Rooms > Room Configuration**.
- 2 Select the room.
- 3 Click the **Suite Details** tab.
- 4 Select a Suite Component.
- 5 Review this information in the Suite Details session:

Room ID

The unique code assigned to the Room Configuration record.

Room

The room number and description.

Room Type

The room type code and name.

Unit Type

The unit type of the room.

Status

The Status of the room.

Building

The building code of the property.

Inventory Start Date

The date from which the room is available for the guests.

Inventory End Date

The date up to which the room is available for the guests.

Note:

- By default, the Suite Details values are retrieved from the Room Type screen.

- You cannot modify the values.

Setting room status to active

To set a room as active:

- 1 Select **Administration > Property > Rooms > Room Configuration**.
- 2 Select the room to work with.
- 3 Set the **Status** field to Active.
- 4 Click **Save Record**.

Creating work orders for multiple rooms

You can use the **Room** screen to create work orders for one or more rooms at once.

To create work orders:

- 1 Select **Administration > Property > Rooms > Room Configuration**.
- 2 Select the room or rooms for which to create a work order.
- 3 Right-click and select **Create Work Order**.
- 4 Specify the information that you require.
- 5 Click **Save**.
- 6 Click **Close**.

Gender management

In case of US Military which uses the Gender Management functionality, the property parameter **Gender Manage Rooms** check box is selected. If this check box is selected, the system does not allow the guests of different genders to occupy the rooms that are connected or share the same bath room. The type of the bath room must be set to **Shared**.

You can use the **Room Configuration** screen to associate a room to a Bath room. If required, you can associate several rooms to the same Bath room. After one of these rooms that share the same bath room, is assigned to a guest, the system does not allow a guest of a different gender to occupy the other connected room. These rooms are considered not available for the other gender and cannot be selected for a guest of different gender. If the room being assigned is associated to a bath that is associated to a room assigned to the same gender, the room assignment is permitted.

For a day use room, the system excludes the arrival date of reservation for rooms that are associated using a shared bath. For example, if we have a female day use reservation for 07/14. The room assigned is room 101 and it has a shared bath with room 102. If 102 can be assigned to a male reservation can be determined based on the arrival date. If the guest assigned to room 102 is arriving on 7/14, then there is no restriction. If the guest is arriving prior to 7/14 and 7/14 is a stay through date (not day use or departure date), then the room assignment is restricted.

There can be a scenario where checking-in a guest or moving an In-House guest to a new room can be prevented due to a guest of opposite gender who is supposed to check-out shortly but has not checked-out yet. This scenario is possible when the room being assigned to the guest who is checking-in is associated to a bath room that is shared by a room assigned to the opposite gender, who has not checked-out yet. In this case the guest cannot check-in until the other guest is checked out.

Understanding room rotation

Room rotation methods are used to give rooms within a property equal usage. Room rotation affects how rooms are displayed in the following areas:

- Room Assignment
- Guest Stay
- Check In
- Stay Wizard
- Auto Assign
- Room Blocking

The application includes two different methods for room rotation:

- **Wear and Tear:** This basic room rotation method is used in traditional hotels. Using this method rooms are given a room point for each night of use. There is also the ability to add manual points to move a room up or down in the order of assignment. Rooms with the lowest amount of total room points appear at the top of room assignment selection lists for their room type which facilitates equal occupation of each room minimizing wear and tear. Users are able to select rooms that are not at the top of the list without any special permissions. Room rotation details for each room are maintained in the **Room Rotation** page where you can reset the manual points, reset the total points, or adjust the manual points to change a room's place in the room assignment list. If there is a tie on total room points, then the system displays the rooms in room assignment lists by the operation sort order, if rooms do not have an operation sort order defined they will display by room number ascending. Room points are assigned during the EOD process before date roll to all rooms with an in-house guest.
- **Owner:** This room rotation method is used for condo type facilities that operate similarly to a hotel, but where the rooms are owned by individual people. The owners earn money when their room is rented out. Room rotation for these types of rooms needs to be fair so that all owners have a chance of renting their room. This is done with a point system which is set by the hotel. A point value is assigned for each room by stay type (the guest staying in the room is a guest, a guest of the owner, or the owner). Each time an owner's room is rented, the accumulate points according to the stay type. The rooms with the lowest amount of total room points appear at the top of room assignment selection lists giving them rental preference. If the user bypasses the order, they are prompted and must give a reason. Points are accumulated by point periods (see [Configuring point periods](#) on page 672 and are awarded by point rules (see [Configuring owner room rotation point rules](#) on page 673. Points can be added manually, see [Working with the room rotation room summary](#) on page 674.

It is possible to have both methods in use at a property. The method can be set by the property parameter ROOMROTATIONOPTION, or in the room type's configuration. If the room type has a value, that value is used. If the room type has no value, the property parameter is used. Refer to [Property parameters](#) on page 567 and [Creating room types](#) on page 658.

Room points for both methods are calculated and awarded during the EOD process.

Room rotation

The **Room Rotation** page is used to update the housekeeping status, service level, and room status of guest rooms. The Front Desk Status and the Housekeeping Status indicate the [occupancy](#) status of the room according to that department. When the front desk status and housekeeping status are different the room is considered discrepant and is included on the discrepancy report. You must physically check the room to determine the occupancy status. You cannot check in guests to discrepant rooms.

Room rotation

Use the **Room Rotation** page to view and manage room rotation details for rooms with room types using the room rotation method of wear and tear. A row displays for each room that includes the room type, room points, manual points, building, wing, floor, exposure, last date occupied, last reset user, and last reset date and time. You can select all rooms or a set of rooms, then click the **Actions** button and select one of the following options:

- **Reset Manual Points:** Click to reset manual points to zero.
- **Reset Room Points:** Click to reset room points to zero.
- **Set Manual Points:** Click to bring up the **Manual Room Rotation Point Assignment** popup where you can adjust the manual points with an adjustment reason and optional comments. Manual Points can only be given to active point periods.

Configuring point periods

Use the **Point Period Configuration** page to configure point period instructions for owner room rotation. When first entering the screen there are no periods. You can have the point periods automatically calculated by the application, or you can opt to manually reset the point period. The EOD process creates the point periods and resets the points on the **Reset On** date. Each Room is assigned a random number the is very small. The range of number is 0.0001 to 0.0001 * Number of rooms. This causes a random order to start the new point period The start date of the period will be the next hotel date, not the start date on the screen. Subsequent periods are created by the EOD process on the end date of the current period depending on the selected **Reset Type**:

- **Days:** When selected the **Days** field is available to specify the number of days in each period. The reset boundary starts on start date. Subsequent start dates are gotten by adding the number of days specified to start date, then adding the days to this date to get the next date, and so on.
- **Monthly:** When selected the reset boundaries start on the start date and the same day of the month every month afterwards. If the day of the month does not exist, then the last day of the month is used, but subsequent boundaries continue to use the original value.
- **Annual:** When selected the reset boundaries starts on the start date and the same day and month every year afterwards.
- **Semi Annual:** When selected the reset boundaries start on the start date and the same day of the month every six months afterwards.

- **Manual:** When selected the start date is the hotel date at the time of EOD, there is no end date until the user manually clicks **Reset Now** which closes the active point period and creates a new point period. Initial points are assigned to the rooms for the new point period.

The page displays a row for the current point period and each past point period that includes the point period start and end date, number of days, reset date, reset user, number of owner room nights, number of transient room nights, revenue, and the number of points. You can click **Actions** to select one of the following options:

- **Room Summary:** Click to bring up the **Room Rotation Room Summary** page. The room summary grid will display rooms that are active for the selected point period. If no point period is selected, the room summary grid will display rooms that are active for the current period. If there is no current point period and there is no selected point period, the screen does not show any rooms.
- **Rules:** Click to bring up the **Owner Room Rotation Point Rules** page. Rules displayed are those that are active for the selected point period record. If no point period is selected, the rules for the current period are displayed. The rules displayed will have a start date that is before the point period end date, and an end date that is after the point period start date.
- **Re-calculate:** Click to re-calculate. Only the point period row selected is re-calculated, and only if there are rules defined that overlap the period. Re-calculate will always only re-calculate for past dates and does not include the current hotel date.

Configuring owner room rotation point rules

Use the **Owner Room Rotation Point Rules** page to configure rules for calculating points for owner room rotation. Rules are configured to apply by date range, apply to a specified stay type, and can only apply on specific days of the week or day of the week patterns. You can optionally apply a rule only to one or many room types. Points can be awarded by stay type per nights, per stay, or per each whole amount of revenue for a specific transaction group.

On shares the rules that award points per stay or per night are applied to the share master. The rules that award points per revenue will total revenue for all the share components, but the stay type of the share master is used.

The page displays a row for each rule. You can select a rule, then click the **Actions** button and select one of the following options:

- **Room Summary:** Click to bring up the **Room Rotation Room Summary** page. The room summary grid will display rooms that are active for the rules. If no rule is selected, the room summary grid will display rooms that are active for the current period. If there is no current point period and there is no selected point period, the screen does not show any rooms.
- **Period Configuration:** Click to bring up the **Point Period Configuration** page.
- **Re-calculate:** Click to re-calculate.

To configure room rotation rules:

- 1 **Administration > Property > Rooms > Owner Room Rotation Point Rules.**
- 2 In the Rotation Rules Details section, click **New Record**.
- 3 Specify the information that you require. See additional details about these fields:

Rule Type

Specify the rule type. Options include:

- **Per Night:** Selecting this option will apply the number of **Points** specified to be applied on each night of the guests stay.
- **Per Stay:** Selecting this option will apply the number of **Points** specified to be applied per stay based on the guest arrival.
- **Per 1\$ Revenue:** Selecting this option will cause **Transaction Group** to become required. The number of points specified will be applied for every whole unit of revenue charged for all transactions in the transaction group.

Apply Average to Owners

This checkbox is only allowed for revenue rule types with the stay type **Guest**. When selected the system average the points that were awarded per room type and then will apply the average number of points to all guest stays with stay types **Owner** and **Owner Guest** for the same room type that were in-house. The system calculates the average by taking the total revenue amount and dividing it by the number of guest stays for the room type.

4 Click **Save Record**.

Working with the room rotation room summary

Use the **Room Rotation Room Summary** page to view owner room rotation point totals by point period. The Point Totals section displays the following point information:

- **Revenue Points:** Points accumulated for rules with rule type **Per 1\$ Revenue** and stay type of **Guest**.
- **Per Stay Points:** Points accumulated for rules with rule type **Per Stay** and stay type of **Guest**.
- **Per Nights Points:** Points accumulated for rules with a rule type **Per Night** and stay type of **Guest**.
- **Manual Points:** Manual Points awarded for the point period.
- **Initial Points:** Initial points awarded for the point period.
- **Owner Points:** Points accumulated for rules with any rule type and stay type of **Owner** or **Owner Guest**
- **Total Points:** Total of points in all above categories.

Note: The point totals displayed are for the point period and are not limited to the filtering of the room type and room.

You can filter by point period, room type, and room to search for specific rooms. A row will display for each room returned by the search. You can select all or some of the rooms, then click the **Actions** button and select one of the following options:

- **Rules:** Click to bring up the **Owner Room Rotation Point Rules** page.
- **Re-Calculate:** Click to re-calculate.
- **Print Details:** Click to print the details of the room summary.
- **Set Manual Points:** Click to bring up the **Manual Room Rotation Point Assignment** popup where you can adjust the manual points with an adjustment reason and optional comments.

Configuring room keys

Configure the parameters to manage the room key cutters. Specify designations for access areas such as pools, spas, exercise rooms, and outside doors.

To configure room keys for properties:

- 1 Select **Administration > Property > Rooms > Room Key Configuration**.
- 2 On the **List View** tab, double-click the property record with which to work. The property **Record View** tab is displayed.
- 3 In the PARAMETERS section, specify this information:

Interface is Active

Select to access the room key cutters on this interface.

Interface Manages Cutters

Select to manage the room key cutters on this interface.

Require Key Generation

Select to manage the room key cutters on this interface.

Key Generation Only Allowed for In-House

If this check box is selected, the keys to be generated are only allowed for the guest with In-House reservation status.

Support Manually Generated Keys

If this check box is selected, the manually generated keys are supported by the interface.

Default Key Count

Select a default number of keys to configure for each room.

Default Arrival Time

Specify the default [arrival time](#).

Default Departure Time

The guest's departure time in hours.

Key Vendor

The code of the key vendor associated with multiple rooms. The Key Vendor must be specified, if KEYVENDORREQ parameter is selected.

- 4 In the ACCESS AREA section, specify the information that you require.

Access Area 1

Specify a designation for access area, for example, specify **Pool for Access Area 1**.

Note: Infor HMS supports up to 20 access areas. **Access Area 11** thru **Access Area 20** are hidden by default.

- 5 Select the **Mobile Keys Enabled** check box in the Interface Settings section to indicate that a mobile room key can be sent to the registered mobile number.
- 6 Click **Save Record**.

Defining access areas for room keys

Set the available access areas for a specific room. These access areas are sent to the key interface screen as defaults when the card key is generated for the room. Possible access areas include the pool, spa, and exercise room.

- 1 Select **Administration > Property > Rooms > Room Key Configuration**.
- 2 On the **List View** tab, double-click the property record with which to work. The property **Record View** tab is displayed.
- 3 Click the **Room Access** tab.
- 4 In the ROOM ACCESS AREAS section, specify the information that you require.
Room
Specify the room for which to set available access areas.
- 5 Click **Save Record**.

Overriding assigned access areas for room key configuration

Assign access areas to specific rooms by overriding the access areas defined for a room when the key card has already been generated.

- 1 Select **Administration > Property > Rooms > Room Key Configuration**.
- 2 On the **List View** tab, double-click the property record with which to work. The property **Record View** tab is displayed.
- 3 Click the **Room Access** tab.
- 4 Click **Associate Access Areas to Rooms**. The Associate Access Areas to Rooms popup is opened. On the popup, specify this information:
Access Area
Select the access area for which to associate rooms, and then using the arrows, associate rooms to the access areas by moving the room to the **Associated Rooms** column.
For example, select Access Area 1 (Pool), and then move Rooms 108, 110, and 112 from the **Unassociated Rooms** column to the **Associated Rooms** column, to assign these rooms access to the pool area.
Note: To unassociate rooms to an access area, use the arrows to move the room to the **Unassociated Rooms** column.
- 5 Click **Save**.

Room Reconfiguration

Use the Room Reconfiguration Tool screen to:

- Modify the status of the Inactive rooms to Active.
- Modify the Inventory Date of Active rooms.
- Convert Group Block Room Types for the specified date range.

- Convert Booking Agency Block Room Types for the specified date range.
- Convert Unblocked Guest Stay Room Types for the specified date range.

Activate Inactive Rooms

You can reset the status of an Inactive room to active. A new room record is created for the room with the dates that overlap the dates of an existing record. The application resets the date of the old Room.

For example, Room 101 is remodeled from **Superior Queen** Room Type to **Luxury Queen** Room Type on 01 March 2018. An existing record for room 101:

- The **Room Type** is set to **Superior Queen**.
- The **Inventory Start Date** is 01 January 2016.
- The **End Date** is not specified.

A new record for the room is created with this data:

- The **Room Type** is set to **Luxury Queen**.
- The **Inventory Start Date** is 01 March 2018.
- The **End Date** is set to **Null**.

Therefore, the existing room records end date must be set to 28 February 2018. All the rooms with Room Type **Superior Queen** are reset to the new Room Type on or after 01 March.

Change Inventory Dates

You can modify the room inventory dates when the inventory dates of the existing record of a room overlaps the inventory dates of a new record for the room.

For example, Room 101 remodeling is rescheduled. The remodeling of the room is delayed and the room type is not changed to **Luxury Queen** until 01 July 2018. You must reset the End Date of the room 101 (**SUPQUE** room) to 31 May 2018. However, this date overlaps the inventory Start Date of the room 101 (**LUXQUE** room) set to 01 March 2018. The room is reconfigured to reset the date from 01 March to 31 March for the **LUXQUE** Room ID. Effectively, the **Luxury** room continues to be a **Superior Queen** room until 31 March 2018.

Converting Unblocked Stays, Booking Agency and Group Blocks

When the hotel remodels rooms from one room type to another, the old room type is no longer valid after a period and must be replaced with the new room type. The room reconfiguration functionality enables you to change the future guest stays that are assigned to the old room type to the new room type.

The same process is applicable for group blocks or booking agency blocks.

For example, Room 101 is reconfiguring guest stays to new room type. All the **Superior Queen** Rooms are converted to **Luxury Queen** rooms on 01 March 2018. You can update the guest stays. The **Old Room Type** must be set to **SUPQUE**, the **New Room Type** is set to **LUXQUE** and the Start Date must be set 01 Mar 2018. The end date is not specified. The application checks the settings of the **Convert Group Blocks**, **Convert Unblocked Guest Stays** and the **Convert Booking Agency Blocks** check boxes to update the guest stays and group blocks on or after 01 March 2018, to the new room type.

Managing Room Reconfiguration

Use this screen to process room reconfiguration requests.

To manage the room reconfiguration:

- 1 Select **Administration > Property > Rooms > Room Reconfiguration**.
- 2 Review this information in the Processing Details section:

Processing Status

The status of the room reconfiguration process. This value is defaulted.

User

The ID of the user.

Pre view

If this check box is selected, you can review and validate the room configuration.

- 3 Click **Details**, to access the **Room Reconfiguration Process Details** screen.
- 4 .Specify this information in the Activate Room Records section:

Activate Rooms

If this check box is selected, the Run Process for rooms in Inactive status is enabled and you can select the required room number.

- 5 Click **Save**.

Note: The selected rooms are activated and the Processing Status is set to Currently Running.

- 6 Specify this information in the Convert Room Type Blocks section:

Convert Group Blocks

If this check box is selected, the application resets the old room type specified for the group bookings to the new room type.

Convert Unblocked guest stays

If this check box is selected, the application resets the old room type specified for the unblocked guest stays rooms to the new room type.

Convert Booking Agency Blocks

If this check box is selected, the application resets the old room type specified for the booking agency rooms to the new room type.

Note:

- a If the **Convert Group Blocks** checkbox is selected, the Group field is enabled.
- b If the **Convert Unblocked guest stays** checkbox is selected, the Guest Stays field is enabled.
- c If the **Convert Booking Agency Blocks** checkbox is selected, the **Booking Agency Contracts** field is enabled.
- d If the **Convert Group blocks** or the **Convert Unblocked Guest Stays** or the **Convert Booking Agency Blocks** checkbox is selected, these fields are enabled:
 - Old Room Type
 - New Room Type
 - Start Date
 - End Date

- e The **Start Date** and **End Date** are set to the current date and time.
 - f Click **Save**.
- 7 Specify this information in the Update Room Inventory Dates section:
- Update Inventory Start Date**
If this check box is selected, the **Run Process** to update the start dates is enabled.
- New Inventory Start Date**
If this check box is selected, a new inventory start date is set to a date later than the current Hotel Date.
- Update Inventory End Date**
If this check box is selected, the **Run Process** for updating end dates is enabled.
- New Inventory End Date**
If this check box is selected, a new inventory end date is set to a date later than the current Hotel date.
- 8 Click **Save**.

Configuring location settings

Use the **Configure Location Settings** page to add or modify new points of interest or city centers.

Creating points of interest

Create points of interest to associate properties with special attractions such as landmarks, parks, or tourism opportunities.

To create points of interest:

- 1 Select **Administration > Property > Location Settings**.
- 2 Select **Points of Interest** as the Location Type.
- 3 In the [Add New POI](#) section, enter the **POI Name** and click **Add New**. A new record is inserted on the **Update Points Of Interest** tab.
- 4 Specify the information that you require.
- 5 Choose one or more of these options to filter the available properties: **Filter By Country**, **Filter By State**, or **Keyword**.
- 6 Click **Display Available Properties**.
- 7 Select the [property](#) to associate with the point of interest from the list of available properties and click **Add**. The property is added to the Selected Properties list.
- 8 Click **Save**.

Creating points of interest

Create points of interest to associate properties with special attractions such as landmarks, parks, or tourism opportunities.

To create points of interest:

- 1 Select **Administration > Property > Location Settings**.
- 2 Select **Points of Interest** as the Location Type.
- 3 In the [Add New POI](#) section, enter the **POI Name** and click **Add New**. A new record is inserted on the **Update Points Of Interest** tab.
- 4 Specify this information:
 - Category**
Select the category for the point of interest. Point of Interest categories are created through the Global Codes configuration.
 - Description**
Specify a description of the point of interest.
 - Latitude**
Specify the point of interest latitude.
 - Longitude**
Specify the point of interest longitude.
 - Country**
Specify the point of interest country.
 - Address**
Specify the point of interest street address.
 - City**
Specify the point of interest city.
 - State/Province**
Specify the point of interest state/province.
 - Phone**
Specify the point of interest phone.
- 5 Choose one or more of these options to filter the available properties: **Filter By Country**, **Filter By State**, or **Keyword**.
- 6 Click **Display Available Properties**.
- 7 Select the property to associate with the point of interest from the list of available properties and click **Add**. The property is added to the Selected Properties list.
- 8 Click **Save**.

Creating city centers

Create city centers to add information regarding urban areas of interest for properties on the **Configure Location Settings** page.

To create city centers:

- 1 Select **Administration > Property > Location Settings**.
- 2 Select the **City Centers** check box as the Location Type.
- 3 In the Add New City Center section, enter the **City** and click **Add New**.
- 4 Specify this information:
 - Country**
Select the city center country.
 - State**
Specify the city center state.
 - City**
Specify the city center city.
 - Latitude**
Specify the city center latitude.
 - Longitude**
Specify the city center longitude.
- 5 Choose one or more of these options to filter the available properties: **Filter By Country**, **Filter By State**, or **Keyword**.
- 6 Click **Display Available Cities**.
- 7 Select the property to associate with the point of interest from the list of available properties and click **Add**. The property is added to the Selected Properties list.
- 8 Click **Save**.

Setting up invoice numbering

Each property can set up invoice numbering at different level of detail and must use at least a payment invoice number. You can specify a more detailed invoice number seed for non-vat invoices, cancel/void and credit notices and if any one is not specified, the payment invoice numbering is used by the system. If only an A/R payment number sequence is specified and no other sequence is specified for the rest of the A/R invoices, the A/R payment numbering is used by the system for all other invoices. You can specify a separate numbering for advance deposit payments which is also used for advance deposit refund/credit notice in case no sequence number is specified for advance deposit refund/credit notice. Generally, you must set a payment and a non-vat number at a minimum. Each invoice can have a character prefix which is used along with the numbering scheme. The prefix must not be specified if the invoice type does not have separate sequence number, as the prefix is not used if the sequence number is missing.

Tax Invoice Type	Used when not specified
Advanced Deposit Tax Invoice	To be implemented in future releases.
Advanced Deposit Credit Note	To be implemented in future releases.
Advanced Deposit Cancel/Void	To be implemented in future releases.
A/R Credit Note	Cancel/Void
A/R Non-Vat Invoice	Non-Vat Receipt
A/R Invoice	Payment
A/R Direct Bill Transfer	Required
A/R Cancel/Void	Required
Non-Vat Invoice	Required
Tax Invoice	Required
Cancel/Void	Credit Note

The Tax Invoice Prefix is the sequential Bill Number assigned to the Informational Tax Invoice (Document Provisoire) generated. This field is only enabled when the FRANCENF525COMPMode Property Parameter is selected.

To set up the sequence number:

- 1 Select **Administration > Property > Sequence Numbers**.
- 2 Click **Tax Invoice**
- 3 Specify the information that you require.

Prefix

An alphanumeric prefix 1-3 in length.

Beginning Sequence Number

A numeric value. The maximum value is 999,999,999.

Last Used Sequence Number

A numeric value can be set to a maximum value of 999,999,999.

Tax Invoice Number Setting

The option to include the Fiscal Year as a prefix or suffix as part of the invoice number. Possible values:

- Fiscal Year as Prefix
- Fiscal Year as Suffix

Note: The Tax Invoice number is displayed on the tax invoice.

Fiscal Year Separator

The symbol used as a separator for the fiscal year.

Note: You must specify this value if Fiscal Year shall be prefix or suffix as part of the invoice number..

- 4 Specify this information in the Year End Reset Options section:

Reset Scheduling

The moment when the sequence number must be reset. Available options:

- **Each Calendar Year**
Note: This value must be selected when the sequence number resets on 01 Jan of each year.
- **Each Fiscal Year**
Note: This value must be selected when the Fiscal Year does not match the Calendar Year and the sequence number resets on the first day of each Fiscal Year.
- **Never**

Reset Sequence to

The numeric value at which the sequence begins, after the reset.

Note: You must specify this value only if **Reset Scheduling** is defined.

- 5 Click **Submit** to save the record.

Comp accounting overview

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 spends 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. If you select the property parameter **CMSINTG** check box , the Comp Accounting functionality is enabled.

Configuring Outlet Comp Ratio

Use this screen to allow a comp manager to configure a ratio for the player bank value that considers the comp charges based on the outlet, or department charges.

For example, a Cigar shop can require 2 player bank dollars for each dollar to comp a charge from that shop, when a restaurant has 1 player bank dollar per dollar.

To Configure:

- 1 Select **Administration > Property > Comp Accounting > Outlet Comp Ratio**.
- 2 Click **Add Record**.
- 3 Specify this information:

Transaction Department

The code of the department.

Bank Value Required

The bank value associated is displayed in the property default currency type.

- 4 Click **Save**.

Enrolling a player

Use the **Player Enrollment and Update** pop-up to specify player profile information and send the information to the partner player tracking system to enroll or update a player profile. You can also scan and capture driver's license information.

To enroll a player:

- 1 Select **Front Desk > Guest Stay > Enroll Player**.
- 2 Alternatively, select **Front Desk > Guest Stay > Guest Details > Enroll Player**.
- 3 Select an existing player reservation. The guest values are defaulted from the **Guest Stay** screen, if populated.
- 4 Alternatively, place the driver's license into the scanner and click **Scan** to scan the license.
- 5 Click **Submit** to enroll the player.

Searching for a player

Use the **Guest Stay** page to search for a player profile in HMS or in an external player tracking system. You must select the property parameter **CMSINTG** to search for a player. You can retrieve and display the value of **Control Segment** and **ADT** fields in the guest stay record, the install parameter CTRLSEGM must be selected and the value of install parameter CMSPRTNR must be set to **INTLGAMETECH**.

To search a player:

- 1 Select **Front Desk > Guest Stay**.
- 2 Click **New Record**.
- 3 Click the **Guest Search** icon adjacent to the **Last Name** field.
- 4 Specify the information that you require. See additional details about these fields:

External Search

Select **External Search** to search the external player tracking system.

- 5 Click **Search**
- 6 Select a record.
- 7 Click **Ok**.

Creating comp authorizers

Use the **Comp Authorizer** screen to allow the casino management to create users for authorizing or performing comps for casino players. A comp authorizer is linked to one or more departments and transaction codes that determine which items the users can comp, and comp amount limits. This screen must be added to the menu before you can use it.

To create comp authorizers:

- 1 Select **Administration > Property > Comp Authorizer**.
- 2 Specify this information:

Authorizer Code

The code for the authorizer. The given code represents the comp user.

Title

The title used for the guest.

First Name

The first name of the guest.

Middle Name

The middle name of the guest.

Last Name

The middle name of the guest.

Email Comp Report

If this checkbox is selected, the Comp Expense by Authorizer Report is mailed to each Comp authorizer.

Email Address

The email address of the recipient Comp authorizer.

Note: This field is set to Mandatory if the Email Comp Report checkbox is selected.

Comp Type

Specify the type of comp the user is allowed to perform.

Status

The user status must be set to **Active** to enable the user to perform comps.

Allow Tax Comps

If this check box is selected, the user can comp the tax amounts owed by the guests. This checkbox allows or prevents a user from comping tax charges that were posted in relation to another charge, for example room charge.

Allow Lump Sum Comps

If this check box is selected, the user can comp a lump sum amount. For example, instead of comping a specific charge, like room charge, the user can specify an amount to credit the guests folio. For example, you want to give the guest a \$50.00 lump sum credit on their bill. This lump sum credit reduces the amount the guest owes by \$50, but it does not comp a specific charge.

Associated HMS User

Specify the HMS user that is associated with this casino user.

External User Name and Password

External user name and password is the username and password the comp authorizer uses to login into and use the Casino Management System (CMS).

Manager Authorizer Code

The active comp authorizer code used to execute the auto comping tasks.

Manager Name

The name of the comp authorizer.

Start Date

The date from which the active comp authorizer can execute the comping tasks.

End Date

The date upto which the active comp authorizer can execute the comping tasks.

- 3 Specify this information in the Phone section:

Phone Type

Select the available phone type options.

Phone Country Code

The country code for the phone number provided.

Phone Number

The phone number of the authorizer.

Preferred

If this checkbox is selected, this phone number is used for any communication purpose.

Note: This section has multiple fields to be set for communication.

- 4 Click **Save Record** to create the new user.

Creating transaction codes for comp authorizer

Use the **Transaction Codes** tab to create the transactions that each authorizer is allowed to comp, by department.

To create transaction codes for comp authorizers:

- 1 Select **Administration > Property > Comp Authorizer**.
- 2 Specify this information in the Transaction Filters section:

Record Type

The type of the transaction code added to the comp authorizer. The possible values are:

- Transaction Code
- Transaction Group

- Transaction Department
- Revenue Type
- Comp Authorizer Role

Code

The transaction code linked to the comp authorizer.

Note:

You must select the code based on the type of transaction selected in the **Record Type** field.

Comp Department

The comp department for which you want to create the transaction codes that can be approved by the comp authorizer.

- 3 Specify one or more of these comp limit for the amounts in the Select Update Criteria section:

- Per Transaction Comp Limit
- Daily Comp Limit
- Monthly Comp Limit
- Yearly Comp Limit

- 4 Click **Update List** to update the data with the specified criteria.

Note: These values are defaulted from the **Comp Authorizer Role** screen. However, you can also manually specify this data.

- 5 Click **Save**.

Note:

You can also select authorizer role using Comp Authorizer Role.

Configuring comp authorizer departments

Use the **Department Configuration** page to configure comp authorizer departments. Each comp authorizer can be linked to one or more departments. The menu path given below is just an example. You must add the screen to the desired menu.

To configure comp authorizer departments:

- 1 Select **Administration > Property > Comp Accounting > Department Configuration**.
- 2 Click **New Record**.
- 3 Specify this information:

Department

Specify the comp department code and description.

Lump Sum Comp Transaction

Specify the lump sum comp transaction code that allows the user to comp a lump sum amount. For example, instead of comping a specific charge, like room charge, the user can specify an amount to credit the guests folio. For example, you want to give the guest a \$50.00 lump sum credit on their bill. This lump sum credit reduces the amount the guest owes by \$50, but it does not comp a specific charge.

Department Offset Transaction

Specify the offset transaction code. The offset transaction is posted to a guest folio as a credit to reduce the folio balance and transfers the comped charges to the comp folio. The offset transaction reduces the overall guest ledger balance and increases the comp ledger balance.

Status

Specify **Active** to use the department.

Default for Comp Type

The default Comp Type for the department to which the charges are comped.

Note: The Admin Comp type requires an authorization code.

- 4 Click **Save Record** to add the record.

Linking departments to comp authorizer

Use the **Departments** tab to specify the departments that each comp authorizer is allowed to perform comps for. For each department a different authorization code and maximum comp amount must be specified.

To create the departments:

- 1 Select **Administration > Property > Comp Authorizer**.
- 2 Click **New Record**.
- 3 Specify this information:

Department

Specify the comp department for which you want to create the transaction codes that can be approved by the comp authorizer.

Note: You can create the departments in the **Department Configuration** page. See [Configuring comp authorizer departments](#) on page 687 .

Authorization Code

Specify the code that the comp authorizer must provide to complete the comp process.

Admin Comp Type

Set the field to any of these options:

- **Administrative Comp**- This is a non-player comp initiated by a manager. Usually, these comps are specified, when the manager provides employees or vendors with a meal or other services.
- **Executive Comp**-This is similar to administrative comp but HMS categorizes this as a separate entity based on the accounting process executed in the system.
- **Non-Decrementing Comp**-This is a player related comp and requires a player number. The comp amount is sent to the comp accounting system, however, the player's total rewards balances is not reduced. The comp is logged against the player for reference only.
- **Service Recovery Comp**-This comp can be related to a player or a non-player. This is used when a manager wants to make replacement for a service issue reported by a customer. For example, the manager can decide to comp a meal if the guest had a bad experience in the restaurant.

Requires Player Number

This field is only enabled, if the Admin Comp type is set to Service Recovery Comp. If this check box is selected, the assigned player number is retrieved from the CMS.

Daily Comp Limit

Specify the limitation value for the selected department to perform comps on a daily basis.

Monthly Comp Limit

Specify the limitation value for the selected department to perform comps on a monthly basis.

Yearly Comp Limit

Specify the limitation value for the selected department to perform comps on a yearly basis.

Default

If this check box is selected, the current department is set as the default comp department for the comp authorizer.

Note:

The comp authorizer must be associated with only one default department.

- 4 You can set the **Status** field for a selected record, to **Active** or **Inactive**. If the Status field is set to Inactive, the user is allowed to change the existing Authorization Code for the department, or can stop using the existing Authorization Code.

Note: If the user changes the Status of a selected record, from Inactive to Active, the system displays this, *Authorization Code is required for Active status message*.

- 5 Click **Save Record** to add the record.

Configuring comp rank codes

Use the **Rank Configuration** page to establish comp rank codes. Comp rank is used to help determine which rates are available for a particular player. Each player is assigned a rank, and each rate plan is assigned a rank. When quoting rates the system will only show rates with an equal or greater value as being available.

This screen must be added to the menu before you can use it. The menu path below is just an example.

- 1 Select **Administration > Property > Comp Accounting > Rank Configuration**.
- 2 Specify the information that you require. See additional details about these fields:

Average Theo

Specify an average theoretical loss as a numerical value.

Priority

Select a priority. Priority options are created as part of your global code configuration. They are defined on the Maintain Global Codes page as Rate Rank Priority.

Game Category

Select a game category. Game Category options are created as part of your global code configuration. They are defined on the Maintain Global Codes page as Casino Game Category.

Creating comp templates

Use the **Comp Templates** page to configure a standard set of comp transactions that can be applied to guest stays automatically by the system. When a template is linked to a guest stay, the system automatically comps the specified charges based on the comp template as the charges are posted to the guest folio.

Each template can contain a different set of comp transaction codes and rules, based on the intended purpose of the template. For example, a template for casino players who spend lot of money can contain more types of comp transactions and higher comp amounts, than a template for more casual players. The menu path specified below is just an example. You must add the screen to the menu.

To create comp templates:

- 1 Select **Administration > Property > Comp Accounting > Comp Templates**.
- 2 Click **New Record**.
- 3 Specify the information that you need. See additional details about the fields below.

Comp Template Code

The code of the comp template.

Comp template Name

The name of the comp template.

Central Non Room Item

The item code saved as a billing profile on the reservation template in HMS central. The item created using the Global codes screen can be associated with the centralized item.

From Date

Specify the date from which the template is applicable.

To Date

Specify the date until which the template is applicable.

Max Comp Amount

The maximum amount that can be comped for the template.

Max Quantity

The maximum quantity of the comp items that can be comped by the system.

Note:

- This field is cleared if the **Max Comp Amount** field is specified or populated.
- If the **Offer ID** is specified by the user or populated by the system and the Install Parameter CMSPRTNR is set to **Caesars**, this field is enabled and optional.

Admin Comp Type

The player or non-player related comp, initiated by a user with administrator role. The possible values are:

- Administrative Comp
- Executive Comp
- Non-Decrementing Player Comp
- Service Recovery Comp

The comp type for the related comp department. Possible values:

- **Administrative Comp-** A comp type initiated by a manager when treating employees or vendors to a meal or other services.
- **Executive Comp-** The comp type that is similar to Admin Comp but with a different accounting process in the accounting system. Therefore, this comp type is categorized as a separate entity.
- **Non-Decrementing Comp-** A player related comp type that requires a player number. The comp amount information is sent to the comp accounting system for reference only. The player's total reward balance is not decremented.
- **Service Recovery Comp-** This comp type can be related to a player or a non-player and is used when a manager wants to compensate for a service issue reported by a customer. For example, a manager can decide to comp a meal if the guest had a bad experience in the restaurant.

When configuring a comp template (billing profile) to avail a complimentary service, the application must process the comp charging method.

Note:

- The folio comp configuration record is not added automatically, when the billing profile is part of a reservation template.
- You cannot add a Admin Comp Type value for an existing Offer ID.

Max Nights Allowed

Specify the maximum number of nights for which the system can comp the charges based on the template.

Tax Rule

Specify the tax rule based on which are charges are comped by the system.

Allow Comps on Departure Date

If this check box is selected, the application checks the Folio Comp Configuration records. When the posting date is same as the Departure date and the End Date the comp is voided.

Comp Redemption Type

The redemption type assigned to the associated comp template. The redemption type can be set to:

- Per Day Amount
- Per stay Amount
- Single Use Comp
- Unlimited Comp

Status

Set the status to **Active** to use the template.

Authorization code

The default code related to comp authorization.

Player Bank

The bank to which the comps are charged. The Casino Players Bank (code type CPBANK) is defined on the **Global Codes** screen.

Note: You cannot select **Player Bank** along with **Offer ID** and **Admin Comp Type**.

Prize Code

The prize code of the comp is associated with the comp template. The Prize Code (CMPPRZ) is defined on the **Global Codes** screen.

Note: You must specify the Prize Code if the install parameter is set to INTLGAMETECH and the Player Bank is specified.

Comp Authorizer

The name of the active comp authorizer related to the **Authorization code**.

- 4 Click **Save Record** to add the record.

Note:

- When the user selects a comp template and the install parameter CMSPRTNR is set to **Caesar**, the following fields are defaulted from the selected comp template:
 - **Authorization Code**
 - **Max Comp Amount**
 - **Max Quantity**
 - **Comp Redemption Type**
- You cannot modify these values.

Linking transaction codes to comp templates

Use the **Transactions** tab to define the transactions that must be included in a comp template. You can select multiple transactions. The transactions are copied to a guest folio when the template is linked to a guest stay. When the charges specified in the comp template are posted to the guest folio, the charges are automatically comped by the system.

To link the transaction codes to comp templates:

- 1 Select **Administration > Property > Comp Templates > Transaction**.
- 2 Click **Add Record**.
- 3 Specify this information:

Daily Comp Limit

The comp limit. The system automatically comps the charges until the daily comp limit is reached. If a daily comp limit is not specified, unlimited charges are comped by the system.

Transaction Code

The transaction code. The description of code is automatically populated.

Note:

You can only select the transaction codes that are compable.

Record Type

The comp type for transactions. If the comp template is configured with transaction code, transaction group, revenue type, or transaction department, the application populates the record type values on the guest's **Folio Comp Configuration** screen when adding the new template.

Max Comp Amount

The allowed maximum amount to be comp.

- 4 Click **Save**.

Comping folio transactions

Use the **Comp Folio Transactions** pop-up to comp existing transactions on a guest folio or post a lump sum comp amount. You can also use a voucher or a comp slip issued by the casino management system against the player's account.

You can access the **Comp Folio Transactions** pop-up from multiple screens such as:

- **Front Desk > Guest Stay > Folio > Folio (Actions) > Comp Folio Transactions**
- **Front Desk > Accounts > Folio > Folio (Actions) > Comp Folio Transactions**
- **Front Desk > Account Balances > Folio > Folio (Actions) > Comp Folio Transactions**
- **Front Desk > Check-In > Folio > Folio (Actions) > Comp Folio Transactions**
- **Front Desk > Check-Out > Folio > Folio (Actions) > Comp Folio Transactions**

To comp the folio transactions:

- 1 Select **Front Desk > Guest Stay > Folio > Folio (Actions) > Comp Folio Transactions**.
- 2 Specify this information:

Casino Player

Specify the casino player for whom you want to comp a transaction or a lump sum amount.

Folio

Specify the folio. Select the folio line that you want to comp.

Authorization Code

Specify the authorization code to validate the user permissions.

Comp Notes

The information related to the details of the user who approves the comp. This field is displayed only when the comp authorizer is not the same as the person who approves the comp. A user is assigned a number of limited comps (the maximum comps) the user can approve. However, the user can approve more comps if this permission is provided by the assigned authorizer.

Prize Code

Select the **Global Code Comp Prize Code** for the comp folio.

Note:

- This field is available only when the CMSPRTRN parameter is set to **Pechanga**.
- The prize code must be selected for a discretionary comp.

Amount

Specify the amount that you want to comp if the **Comp Method** is **Comp Amount**.

Selected Amount

The amount of the folio charge transaction that is comped using the comp slip.

Note:

- This value is defaulted from the amount charged for the folio transaction selected by the user.

- The value must be same as or less than the comp redemption amount (Amount from the comp redemption details of the comp slip retrieved from the CMS).
- The install parameter **CMSPARTNER** must be set to **Aristocrat**.

Comp Amount Method

Specify if you want to apply the comp amount as a lump sum or to a charge.

Comp Slip Number

Specify the comp slip number. The comp slip can be applied to the specific folio charges that must be comped. Alternatively, the application comps the folio charges based on the amount of the comp slip, using the configured comp transaction priority. The following conditions must be met:

- The install parameter **CMSPARTNER** = **Aristocrat**
- Property parameter **CMSAUTOSETTLE** is unchecked.

Note: The **Comp Folio Transaction** screen can be configured to view the player fields related to the Pechanga integration. The screen also allows you to search for marketing offers for a player. The marketing offer selected in the **Retrieve Player Offers** option, populates these fields:

- Offer Type
- Offer Name
- Offer ID

If the selected offer type is Comp Slip or E-comp, the **Offer Type** and the **Comp Slip Number** (Transaction ID) fields are populated.

The comp slip must have a value and an Issued status for the redemption of the amount.

3 Click **Action**. Select:

- Retrieve Player Banks** to select a bank to which the comps must be charged.
- Retrieve Player offers** to select the marketing offers that are available to the player based to the assigned player value.

4 When you select the offer for which the charges are to be comped, the offer is redeemed in the CMS.

Note:

- You can redeem an offer even if the transaction is posted.
- You can select an offer that is applicable to the existing charges on the folio.
- You cannot avail offers that are already redeemed.

5 Click **Submit** to complete the comp process.

Viewing POS Summary Charge Details

Use the POS Summary Charge Details screen to view the charge details summary including the comp amount, the reference number and the folio details of the guest account.

To view the POS Summary Charge details:

- 1 Select **Front Desk > Guest Stay > Folio > Comp Folio Transactions**.
- 2 Click the icon displayed in the POS Summary Detail column. The POS Summary Charge Detail screen is displayed. This icon is displayed in the column only if the POS Summary Details are specified for the line items.

Note:

- This screen is displayed when the property parameter COMPPOSCHARGEDETAIL is enabled.
- You can use this screen to comp only the line items.
- This screen can also be accessed from the View Comp Folio screen.

Viewing comp folio

Use the **View Comp Folio** lookup to view the charges that are comped for a guest stay. The grid displays the information of the comped transactions. The grid includes details related to the Comp Folio, such as, Comp Date, Folio, Amount, POS Check Number, Offer and Player.

Note: For a reservation with multiple players, the player with the comp offer is identified based on the values in the Player Number field and Player Name field.

To view the comp folio:

Select **Front Desk > Guest Stay > Folio > Actions (Folio) > View Comp Folio**.

You can also perform these Actions:

- Print Comp Folio
- Undo Comp Charge
- Show Comp Details

Configuring folio comp

Use the screen to configure items that are automatically comped by the system when charges are posted to the folio. Comp item can be in the form of an individual transaction code or a comp template.

To configure comp folio:

- 1 Select **Front Desk > Guest Stay**.

Note:

You can also access this screen from **Profile > Guest Profile**.

- 2 Click **Folio Comp Configuration**

- 3 Specify this information:

Priority

The numeric value used to set a sequence order based on which the comp configuration records are prioritized.

Admin Comp Type

The player or non-player related comp, initiated by a user with administrator role. The possible values are:

- Administrative Comp
- Executive Comp
- Non-Decrementing Player Comp
- Service Recovery Comp

Note:

- The **Offer Type**, **Offer Name**, **Offer ID**, **Transaction ID**, **Charge to Player Bank**, **Player Bank Balance**, **Bank Type**, **Prize code** fields are disabled.
- Specifying Casino Player is optional when you set the **Admin Comp Type** to:
 - Administrative Comp or
 - Executive Comp or
 - Service Recovery Comp

Casino Player

The casino player who generally is the primary guest. You can change the value.

Note:

- This field applies the VVIP functionality for disabling the VVIP guests details if the user is not VVIP authorized. See [VVIP functionality](#) on page 200
- When you select a different casino player the application clears the defaulted fields such as, Allow Comps on Departure Date, Offer ID, etc.

Comp Template

The comp template that contains the transaction codes that can be comped by the system.

Transaction Code

The transaction code that must be comped by the system.

Note: The application displays the `The transaction code is not allowed to be comped`, message if the Comp Authorizer adds un-compable transaction codes.

Start Date

The date beginning which the folio charges are comped by the system.

End Date

The date after which the folio charges are not comped by the system.

Max Comp Amount

The maximum amount that can be comped by the system.

Max Quantity

The maximum quantity of the comp items that can be comped by the system.

Note:

- This field is cleared if the **Max Comp Amount** field is specified or populated.
- If the **Offer ID** is specified by the user or populated by the system and the Install Parameter CMSPTNR is set to **Caesars**, this field is enabled and optional.

Apply At Checkout

If this checkbox is selected, the Folio Comp Configuration records are not considered for auto comping when a matching charge is posted to the account. The user can apply these records on demand by selecting this checkbox to apply comps, or when the guest checks out. The application uses these records to apply comps to matching charges on the folio. This delays the comping action for the next scheduled time.

Allow Comps on Departure Date

If this check box is selected, the application checks the Folio Comp Configuration records. When the posting date is same as the Departure date and the End Date the comp is voided.

Non Comp Offer

If this checkbox is selected, the folio comp configuration records do not comp the charges posted to the account, but are required to redeem the charges with the partner system.

Note: Non-Comp offers are redeemed when the guest checks in.

.

Offer ID

The profile ID of the organization or the guest stay availing the comp charges.

Offer Group ID

The Group ID of the organization or the guest stay availing the comp charges.

Authorization Code

The authorization code. The system verifies if the authorization code is valid for an active authorizer or not.

Comp Notes

The information related to the details of the user who approves the comp. This field is displayed only when the comp authorizer is not the same as the person who approves the comp. A user is assigned a number of limited comps (the maximum comps) the user can approve. However, the user can approve more comps if this permission is provided by the assigned authorizer.

Comp Reason

The reason for applying comp charges to a guest stay reservation.

Note: This code is created using the **Global Transaction** screen.

Comp Redemption type

Indicates the type of redeeming the folio comp configuration record at a given point of time. The options are:

- a** Single Use Comp: The comp is redeemed after the first use and can't be used again for additional charges.
- b** Per Stay Comp: The comp can be used multiple times as needed during the guest stay, up to the max comp amount. The comp is redeemed when the guest checks out.
- c** Per Day Comp: The comp can be used to comp multiple charges up to the max comp amount per day. The comp is redeemed when the guest checks out.
- d** Unlimited Comp: There is no limit to the amount of times the comp can be used during the stay. The comp is redeemed when the guest checks out.

Prize Code

Select the **Global Code Comp Prize Code** for the comp folio.

Note:

- The prize code must be selected for a discretionary comp.

Status

Select **Active** to use the folio configuration setup.

- 4** Click **Action > Retrieve Player Banks** to select a bank to which the comps must be charged.
- 5** Click **Action > Retrieve Player offers** to select marketing offers that are available to the player based on their player value.

Note:

- The Offer Details screen displays the list of the billing profiles linked to the offer. The billing profile includes the Profile code, Description and the Billing Profile type.
- The Profile code and the Description are displayed based on the selected Billing Profile Type.

6 Click **Submit** to save the record.**Note:**

- When the user selects a comp template and the install parameter CMSPRTNR is set to **Caesar**, the following fields are defaulted from the selected comp template:
 - **Authorization Code**
 - **Max Comp Amount**
 - **Max Quantity**
 - **Comp Redemption Type**
 - **Allow Comps on Departure Date**
- You cannot redeem the comps if the install parameter CMSPRTNR is set to **ARISTOCRAT** or **ASISLOYALTY** and the property parameter CMSAUTOSETTLE is selected.
- If the value of install parameter CMSPRTNR is set to PECHANGA,
 - Specifying the Authorization code is optional.
 - The application defaults the Comp Department based on the Comp Type of the offer.
- You cannot modify these values.
- The application sets the Folio Comp Configuration record to **In active** status when a Folio Comp Configuration offer is not used.
- When the install parameter is set to other than PECHANGA , any one of these values must be specified:
 - player bank
 - Offer
 - administrative comp
 - comp slip
- For IGT player bank requirement, if the Property Parameter **CMSPRTNR** is set to **INTLGAMETECH**:
 - The user can select multiple transactions from the comp list..
 - The application automatically issues and settles each comp transaction based on the selected bank and configured transaction code.
 - The error is displayed if the process fails.

Searching for player offers

Use the **Player Value and Offers** pop-up to search for offers available for a casino player who is staying at the hotel. This pop-up displays the offers that are available based on the stay dates, and player value. You can select one or more offers to apply to the guest stay. Each offer establishes a folio comp configuration item on the reservation and can be used to determine what charges and how much can be comped from the guest's folio.

To search player offers:

- 1 Select **Front Desk > Guest Stay**.
- 2 Alternatively, select **Front Desk > Guest Stay > Guest Details**.
- 3 Click **Folio Comp Configuration**
- 4 Click **Action > Retrieve Player offers** to select marketing offers that are available to the player based on their player value.
- 5 Select the player offers

Note:

- The Quantity and Player Tier fields are displayed only if the value of the CMSPRTNR Install Parameter is set to PECHANGA.
- If the value of CMSPRTNR install parameter is set to PECHANGA and user selects an offer associated with the player tier, the application:
 - Checks if an active reservation template exists for the player tier. If yes, the template details are defaulted to the reservation.
 - Creates the Folio Comp Configuration (FCC) record for all the Comp Templates associated with the Reservation Template when the reservation is saved.
 - Determines the start and end dates for the FCC records, based on the offer quantity, that indicates the number of stay days for which the offer is applicable.
- If the value of install parameter CMSPRTNR is set to PECHANGA,
 - Specifying the Authorization code is optional.
 - The application defaults the Comp Department based on the Comp Type of the offer.
- For Oasis Loyalty:
 - When an offer is added to a reservation, it is reserved in the casino system and it cannot be used on future reservations. However, if the guest cancels the reservation then the reserved offer remains in the casino system and it can be used for a future reservations.
 - The offer can be redeemed when the related comp is used to comp a charge. If required, the offer can be reversed by using the undo comp option on the View Comp Folio screen.

- 6 Click **Submit**.

Automatic comping based on folio comp configuration

If you select the property parameter **CMSINTG** check box, the automatic comping based on folio comp configuration functionality is enabled. When charges are posted to a folio by the system during EOD, advance posting, or manually by a user, the system determines if there are any folio comp configuration items that must be used to comp the charges in the folio. Auto comping only happens for charges that are not part of a package. The charge must be posted as an individual charge on any folio except Folio 6.

If an auto transfer rule and a folio comp configuration rule is configured for a posted transaction, the auto transfer rule is executed first by the system. If the destination account for the auto transfer rule is the same as the account that has the folio comp configuration, then automatic comping also can be carried out by the system along with the execution of the auto transfer rule. Comping must be carried out on the destination account only.

To determine if a charge needs to be comped, following criteria are used by the system to match the transaction codes in the folio comp configuration template to the charge transaction code that must be comped. See [Configuring folio comp](#) on page 149.

- If the transaction code that is posted matches the transaction code included in the **Folio Comp Configuration** tab.
- If the transaction code that is posted is part of the **Transaction Group**, and this same transaction code is also included in the **Folio Comp Configuration** tab.
- If the transaction code that is posted is part of the **Transaction Department**, and this same transaction code is also included in the **Folio Comp Configuration** tab.
- If the value of install parameter CMSPRTNR is set to PECHANGA,
 - Specifying the Authorization code is optional.
 - The application defaults the Comp Department based on the Comp Type of the offer.
- The posting date for the transaction being posted is within the start date and the end date of the comp configuration item.
- The comp configuration item status is **Active**.
- The comp configuration item is not already redeemed.
- The comp configuration item is not already settled.
- If multiple records for the same transaction code qualify for the current transaction, the order in which the records are processed is:
 - 1 Records with an offer ID.
 - 2 Records with player bank value, if there is a balance that remains on the charge.
 - 3 Records with no offer or bank value.

Configuring the comp transaction priority

Use to view the hierarchy that the system uses to comp charges from a folio when comping by amount. You can configure this hierarchy by transaction code in the **Comp Transaction Priority** pop-up.

To configure the priority:

- 1 Select **Administration > Property > Comp Accounting > Comp Transaction Priority**.
- 2 Click **Actions > Prioritize Transaction Codes**.
- 3 Select the transaction codes that you want to prioritize.
- 4 Click **>** to move the transaction codes to the Selected Transaction Codes section.
- 5 In the Selected Transaction Codes section, drag and drop the transaction codes in the hierarchy that the system must use to comp the charges.
- 6 Click **Submit** to complete the process.

Comp Authorizer Role

Use the **Comp Authorizer Role** screen to set up the standard configuration for the comp authorizer. The role is a standard set of comp rules, including department and transaction codes that can be comped. These roles can be added to comp authorizers to make it easier to configure the authorizers.

When the role is added to a comp authorizer, the system copies the department and comp transaction configuration from the role so the user doesn't have to manually set those up for each authorizer.

Creating comp authorizer roles

Use the **Comp Authorizer Role** screen to configure the set up for the comp authorizer and add roles to the authorizer.

To create comp authorizer roles:

1 Go to **Administration > Property > Comp Accounting > Comp Authorizer Role**.

2 Specify this information:

Role Code

The comp authorizer role code.

Job Title

The code of the job role.

Note: The codes are defined in the **Maintain Global Codes** screen.

Office Location

The code used for the office location.

Note: The codes are defined in the **Maintain Global Codes** screen.

Coupon Comp Authorizer

If this check box is selected, you are considered a temporary authorizer for the coupon.

Note: If this check box is cleared, you are considered an employee authorizer.

Status

The status of the comp authorizer. By default, this field is set to **Active**.

3 Click **Save Record** to create the new role.

Address Configuration

Use this screen to configure address formats to be printed on the tax invoice report for the individual payer and business addresses. You can assign the address format for a specific country. This address format includes the details such as first name, last name, street name, street number, postal code, city and others.

This screen is used by the Property Manager, and Front Desk Manager of the hotel property.

See, [Configuring Address Format](#) on page 701

Configuring Address Format

Use the Address Configuration screen to create the address format for the Tax invoice reports.

To create the address:

1 Select **Administration > Property > Setup > Address Configuration**.

2 Click **Add Record**.

3 Specify this information in the Address Format Header:

Default

Select this checkbox to assign the address format for the assigned country. The user is not allowed to add this address format to other Country codes.

Note: If this checkbox is selected, the **Assigned Country** field is disabled.

Assigned Country

Select the required destination country. This is based on the country codes created using the **Global Code** screen.

4 Click **Name Format** in the Name Format Details section to add or update the Payer Name details. The Add/Edit screen is displayed in the HTML editor view.

5 Click **Address Format** in the Address Format Details section to add or update the assigned country details. The Add/Edit screen is displayed in the HTML editor view.

6 Click **Save**.

Reservation Templates

Reservation Templates are used to define default settings for reservations to make the reservation process more efficient. Templates can be used for marketing offers, which require the data to be the same for all the reservations using the marketing offer. These templates are used by the Marketing Manager of the hotel property. Creating a Reservation Template.

Creating a Reservation Template

Use this screen to create or modify existing reservation templates.

To create a reservation template:

1 Select **Administration > Property > Setup > > Reservation Template**.

2 Click **New Record**.

3 Specify this information:

Reservation Template Code

The code and description of the existing or new reservation template.

Status

The status of the reservation template.

Note: By default, this field is set to **Active**.

Source of Business

The Source of Business and Market Segment are updated if there is no lease associated. You can change the market segment on the guest stay record. If the rate plan changes, the application does not modify the market segment automatically. If you update the booking agency on an existing reservation the application does not modify the market segment.

Player Tier

The code of the player tier used for the casino.

Note: When an offer associated with the Player Tier is selected, the application defaults the Reservation Template data to the reservation.

Rate Plan

The default rate plan for the reservation template.

Track

Select the track code that must be associated to the template.

Note: You can create and modify the track codes using the **Create Track Code**.

Reason for Stay

The purpose of the stay.

Authorization Code

The valid authorization code associated with an Active authorizer.

Note: This field is disabled, if the MASKCOMPAUTHCODE parameter is selected in the Property Parameter screen.

Comp authorizer

This comp authorizer role. This field is populated based on the value specified in the Authorization Code.

- 4 Click **Save**.

Copying Billing Profiles to Reservation templates

Billing Profiles are rules associated with a reservation that are copied when a reservation template is created. A billing profile can be of the type:

- Folio Comp, relating to a comp template
- Auto Transfer, relating to an auto transfer template.
- Add on Item, relating to a non-room item.
- Add on Bundle, relating to a non-room bundle.

The reservation code associated with a billing profile is based on the billing profile type selected.

To create a billing profile type for copying to reservation template:

- 1 Select **Administration > Property > Setup > Reservation Template > Billing profiles**.
- 2 Click **New Record**.
- 3 Specify this information:

Billing Profile Type

Select the required billing profile type.

Note:

- If the user selects the **Folio Comps** billing profile type, the application changes the options for **Billing Profile Code** to Comp Templates.
The Max Comp Amount, Redemption Type, Authorization Code, and Apply at Checkout values are defaulted from the comp template to the newly created reservation template.
- If the user selects the **Auto Transfer** billing profile type, the application changes the options for **Billing Profile Code** to Auto Transfer Templates. The Authorization Code, Redemption Type, and Apply at Checkout fields are disabled.
- If the user selects the **Add-on Item** or **Add-on Bundles** billing profile type, the application changes the options for **Billing Profile Code** to Add-on Items. The Authorization code, Redemption Type, and Apply at Checkout fields are disabled.

Authorization Code

The valid authorization code associated with an Active authorizer.

Note: This field is disabled, if the MASKCOMPAUTHCODE parameter is selected in the **Property Parameter** screen.

Comp authorizer

This comp authorizer role. This field is populated based on the value specified in the **Authorization Code**.

- 4 Click **Save**.

Adding rules to the offer

Use this screen to set rules for the offer associated with the reservations.

This screen allows a manager to set rules to override errors returned from the partner offer system when validating, reserving, or redeeming offers. These rules can be set:

- **No Override:** The application displays the error as returned from the offer. You can no longer use the offer.
- **Prompt to override:** The application displays the error. However, you can override the error and use the offer.
- **Automatically Override:** The application allows you to use the offer.

To add rules to a reservation template:

- 1 Select **Administration > Property > Setup > Reservation Template > Error Rules**.
- 2 Click **New Record**.
- 3 Specify this information:

Error Code/Name

The code and description of the existing or new error type to validate the offer

Override Type

The override type that can be used to apply rules to the offer. See [Reservation Templates](#) on page 702.

- 4 Click **Save**.

Daily Processing

A [property](#) usually carries out a few processes to mark the end of a specific day and in preparation of change of date. Daily tasks such as the end of day process and express [folio](#) settlement are carried out in preparation of change of date for a property.

Working with express folio settlement

You can use the **Express Folio Settlement** page to post the charges to guest folios for the guests who are checking-out on the current day. You can use express [folio](#) settlement to post the charges for guest accounts only. You can print the folio from the [guest account](#) or can use [batch](#) folio printing process.

To use express folio settlement:

- 1 Select **Administration > Daily Processing > Express Folio Settlement**.
- 2 Specify this information:

Date

The [property](#) date. The field is disabled.

Post Credit Card Settlements

Select the check box to post the credit card settlements to the guest folio. The guest folios which do not have sufficient credit card [authorization](#) for settlement posting, are ignored by the system.

Note:

If this check box is selected the Settle Guest Folio Only check box is enabled.

Building

The code of the building. The guest stay details for the selected building are considered for the express folio settlement process.

Note:

This code must be the same as the code configured for the room of the guest account.

Post Direct Bill Settlements

Select the check box to post the direct bill settlements to the guest [folio](#). The guest folios for which an [A/R](#) account has not been configured for direct billing, are ignored by the system. When you post a direct bill settlement to an account and the install parameter ARBATCH = NO, the system posts the direct bill charge directly to the AR Account. When you post a direct bill settlement, the AR Account credit limit is not checked.

Exclude Group Guests

Select the check box to exclude the guests who belong to a group. The charges for group guests are not posted to the guest folio.

Exclude Transient Guests

Select the check box to exclude [transient guest](#). The charges for guests, who stay for short period of time, are not posted to the guest folio.

- 3 Click **Save** to create and process the record.

End of day processing

When you carry out the end of day process (EOD), the business day is closed and the hotel date is changed to a new date. You can run the end of day process at any time as it has no direct relationship to the actual time of day.

The **End of Day Processing** page displays the list of processes that constitute the end of day process. Any **Active** user defined additional end of day processes are also executed by the system. The additional processes are executed in the order in which they are added to the list. Each additional process must complete, before the next process can begin. The additional processes must be listed on the screen after the primary set of EOD processes.

Note:

- Do not run End of Day process multiple times in a single day.
- Hotel Date is updated only before the end of the day process is completed.

Caution: Do not run End of Day process multiple times in a single day.

To carry out the end of day process:

- 1 Select **Administration > Daily Processing > End of Day Processing**.
- 2 Click **Start**. The end of day process starts by executing the first item in the list.
- 3 Set **NEWEOOD** (Install parameter) to YES to initiate the EOD process.
- 4 When you execute the end of day process, the following information is displayed:

View Date

Specify a date for which you want to view the details of the end of day process. The date must be in the past.

Status

The status of the end of day process as a whole. The status can display:

- The currently running process with its date/start time.
- The process in the **Completed** status with date and time when the whole EOD process completed.
- The process in the **Completed with errors** status with date and time when the whole EOD process finished and where one or more processes encountered errors.
- The process in the **Failed** status with date and time of the failure.

Processes

The list of processes which together constitute the end of day process. The processes in the list are executed sequentially. The primary EOD processes are executed before the user defined processes are carried out.

Status

The status of each process.

Result

The outcome of the process.

Last Completed Run

The date and time when the end of day process is successfully completed.

Commission

The application displays the Commissionable Revenue and Commissionable Amount for guest reservations with the existing commissionable Primary booking Agency. At the end of the EOD processing the guest stay record that is considered for commissionable.

If the end of day process encounters a fatal error, the name of the process in which the error occurred is displayed. Before you can restart the EOD process, you must view the error log and resolve the cause of the fatal error. The EOD process resumes from the point it failed.

You can locate the record that caused the fatal error with the help of the following identifiers:

End of Day Process	Identifier
No Shows	PMS Confirmation Number
Guests Due to Depart	PMS Confirmation Number
Release Group Block	Group Booking Reference Number
Tax Exempt	PMS Confirmation Number
Auto Post End of Day Charges	PMS Confirmation Number
Auto Post End of Day Charges, Part 2	PMS Confirmation Number (only included when EOD is configured for multiprocessing)
Lease Posting	Account
Credit Card Balance Transfer	Account Receivable Account
Direct Bill Transfer	PMS Confirmation Number
Housekeeping Room Status	Room Number
Hotel Date Roll	Property Code
Guest Value	Profile Id
Overdue Room Maintenance / Manual Room Hold	Work Order Id / Manual Hold Order number
Auto Post Beginning of Day Charges	PMS Confirmation Number

End of Day Process	Identifier
Auto Post Beginning of Day Charges, Part 2	PMS Confirmation Number(only included when EOD is configured for multiprocessing)
Commission	PMS Confirmation Number
Wholesaler	Group Booking Reference Number
Traces	Group Booking Reference Number / Account Receivable Account Number
Account Balance	PMS Confirmation Number

Note: The **Guest Due to Depart** process depends on Inventory End Date for the assigned guest room. The guest departure date cannot be extended, if the room is not in the inventory.

Advance Deposit Automated Posting

Use the **Advance Deposit Posting** page to specify the **Due Date** based on which the advance deposits are posted by the system using a batch process. The batch to post the advance deposits runs as part of EOD, as an additional process. The batch posts all advance deposits which are due on the given **Hotel Date** provided the credit card is used as the method of guarantee. Additionally, the user is notified by the system in case the advance deposit is not posted by the automated batch posting thus allowing the flexibility to manually post it during Check-in.

Listed below are the important features of this functionality:

-
- The batch posts the deposits to the Advance Deposit Ledger.
- The batch is an additional end of day (EOD) process, which can be enabled or disabled as per the requirement.
- The batch posts the deposits which are due on the given **Hotel Date** provided the guest stay records have credit card as the method of guarantee.
- The batch process is carried out after the Date Roll step is completed by EOD.
- The error or a warning message is displayed by the system during guest check-in or on the guest stay record, if any advance deposit posting fails.

Overview - End of day tasks

This topic provides you with an overview of the tasks that constitute the end of day process.

No Shows : This process searches for guests whose arrival date is same as the hotel date and who have not checked-in; for such cases the [no-show](#) process sets the reservation status to **No Show**. This includes all reservations that are in the **Reserved** or **Pre-registered** status. In case a room is allocated to any of the no-show reservations, the room allocation is cancelled and the room is returned to the house availability. In the case the guest is associated to a [lease](#), the arrival date is moved to the

next day. When the property parameter AUTOPOSTNOSHOW and APPLYDEPOSITTOSHOW are selected the application automatically posts the No-Show transactions of the reservation to the respective folio.

Guests Due to Depart: This process extends the departure date of **In-house** guests who were due to check-out on the end of business day. When the property parameter GROUPEXTENDENDDATE is selected, this EOD process extends the departure date and the auto transfer rule by one day, for the group delegate reservation.

Group Status: This process identifies the Group Bookings based on the Group Master End Date, which is two days prior to Hotel Date, to modify the status and extend the day of the group booking. The warning message is included in the Process Details section. The application ignores the group restrictions and updates the Guest Departure Date and Group Auto Transfer Rules End Date fields to the next date. The property parameter GROUPEXTENDENDDATE must be selected to enable this EOD process.

Release Group Blocks: This process releases unused room blocks on group bookings according to the release method used. Release methods include releasing the blocks by a [planned release date](#) on page 878, by a [rolling release](#), or by a [release schedule](#).

Tax Exempt: This process identifies the guest accounts that have met the number of days of stay condition specified for the tax [transaction code](#) which is linked to that [guest account](#). You can set up the **Condition Base** as **Days** on the **Administration > Property > Tax Group > Tax Group** page and then specify the number of days after which the guest account becomes tax exempt. After the number of days of stay condition is met, the EOD process marks the guest account as tax exempt and reverts the taxes that were deducted previously.

Note: You must select the **Adjustment** check box, to enable the EOD process to revert the taxes.

Auto Post End of Day Charges: This process carries out the following tasks:

- Posts the room and tax charges for all **In-house** guests.
- Posts the [package](#) and enhanced experience charges.
- Executes the [auto transfer](#) rules for each guest and transfers the charge to the specified accounts.

Events Statuses change and Posting charges: This process updates the Even Reservation and Event Master status to In-House/Active or Check Out. All the transaction charges associated to the Event Reservation are posted.

Note: End date must be prior to the Hotel date, when the Event Reservation status is set to In House.

Lease Posting: This process posts all [leasing](#) charges set to post for a [lease](#) using the [transaction code](#) specified for each type of charge to the accounting folio.

Note: If the Lease Deposit Ledger Offset code is specified for a credit card account, the application posts the direct bill settlement transaction (with the same amount as the A/R ledger offset) to the A/R folio.

Credit Card Balance Transfer: This process transfers credit card balances from the guest ledger to the AR Ledger for the purpose of billing the credit card company for amounts owed to the hotel.

Note:

- If the folio settlement on the credit card account's A/R folio is linked to a reference number, the application posts the Direct Bill Transfer to the credit card account.

- If the A/R ledger Offset code is specified for a credit card account, the application posts the direct bill settlement transaction (with the same amount as the A/R ledger offset) to the A/R folio.

Direct Bill Transfer: This process creates the [batch](#) of direct bills that must be posted to the [Account Receivable](#) (A/R). When this process is run, the direct bills are transferred from the guest ledger to the A/R ledger. You can post the direct bill transfer transaction to any sub folio of an account except the accounting folio. If the direct bill transfer transaction is found on multiple sub folios of the same account, for the same day, separate A/R charge records are created by the system for each of the direct bill settlements. When you post a direct bill settlement to an account and the install parameter ARBATCH = NO, the system posts the direct bill charge directly to the AR Account.

Housekeeping Room Status: This process sets the housekeeping service type such as full cleaning, light cleaning or no cleaning that must be performed on each room for the new business day. A default cleaning schedule is used to determine the service type that is required for each [occupied](#) room.

Note:

When the EOD process is executed for a Virtual Room:

- The **Room Status** is set to **Clean**.
- The **Service Type** is set to **None**.
- The **Employee Assigned** and **Room Points** data for Housekeeping, if specified, is cleared daily and is not dependent on the Property Parameter CLHSKP setting.

Extend Guests Due To Depart: This process extends the departure date for guests who were due to check out on the closing business day. The guest stays are extended based on the property parameter SHAREDEPART. Refer to [Property parameters](#).

Hotel Date Roll: This process changes the hotel date to the next business day and includes summarization of the ledgers. Subsequent steps in EOD may update the ledger of the prior hotel date. These updates to the ledger of the prior hotel date are also reflected in the beginning balance of the current hotel date ledger.

Guest Value: This process determines the total historical revenue that is generated for a guest. In case the guest stay is associated with a lease account, the revenue associated with lease account is also included. The Guest Stay Summary and Guest Stay Statistics are updated with this Lease revenue data.

Note: In case of lease guest stay shares, the lease folio posting is split based on the share percentage specified for the guest stay profile.

Overdue Room Maintenance: This process identifies active work orders for which the planned end date is the date that is being closed and modifies the date to the new hotel date.

Manual Room Hold: This process releases all manual room holds set to release and runs concurrent with the Overdue Room Maintenance task.

Auto Post Beginning of Day Charges: This process posts the beginning of the day charges for a guest, to the guest ledger.

Commission: This process updates the commission information for all guests who had checked-out the day before or were scheduled to depart the day before in case of reservation cancellation and [no-show](#). The record is marked as processed after the commission is calculated for that record.

Wholesaler: This process releases wholesaler room allocations based the release schedule set in each wholesaler contract. Unused allocations are released by a rolling closure, meaning it will release allocations for the date that is X nights from the hotel date. The hotel date used for the calculation is the post date roll date.

Traces: This process will sends [trace](#) related emails due for the day.

Note: The delivered letters cannot be resent.

Account Balance: This process reviews all in-house guest accounts current balances with their anticipated future charges and compares it to the current credit card authorization amount, then seeks incremental authorization for guest accounts that do not have sufficient authorization.

Note: In case the end of day process fails, a message to the effect that the audit has failed and must be completed is displayed on the Start Center.

Emailing EOD Completion Summary Report: EOD Completion Summary Report is emailed to the interested person when both of the following are configured. This report is recommended to be added as the last job as it must run when all processing is completed.

- The report is added as a process in Additional EOD Processes.
- The property parameter EODMSGEMAILADDR has at least one email address.

Auto post direct bill batches

To automatically post the direct bill batches to the A/R ledger (A/R Accounts) you must enable the following install parameter:

Parameter	Type	Description	Default Value
DBAUTPST	Flag	Auto Post DB Batch and Close Accounting Date. Following are the available values: <ul style="list-style-type: none"> • OFF: Disabled • POSTBATCH: Auto Post DB Batch Only • POSTBATCHANDCLOSEDATE: Auto Post DB Batch and Close Accounting Date • CLOSEDATE: Close accounting date only. Do not post the DB Batch. 	OFF

When the install parameter is set to **Auto Post DB Batch only**, the DB batch is posted automatically by the system. In case of batch errors, the EOD process logs the error in the process details and the process continues to the next task in the EOD.

When the install parameter is set to **Auto Post DB Batch and Close Accounting Date**, the system will automatically create and post the batch for each property. The system closes the accounting date for that property after the batch is posted.

When the install parameter is set to **CLOSEDATE**, the EOD closes the accounting date but does not post the direct bill batch. The EOD rolls the date forward in both the Front Office and Accounting automatically. When you post the batch, the system use the new date in Accounting to post the batch.

After the accounting date is closed by the system, the system checks the value of the install parameter **ARCAGING**:

- If **ARCAGING** parameter is enabled, the system automatically recalculates the A/R Aging and continues to the next step in the EOD process.
- If **ARCAGING** parameter is disabled, the system does not recalculate A/R Aging and continues to the next step in the EOD process.

Working with additional end of day processes

Use the **Additional End of Day Processes** page to schedule additional end of day tasks that must be completed after the primary end of day process is carried out. These additional tasks such as extracts and reports are carried out in the order in which they are added after the primary end of day process is completed. All the additional end of day tasks that are in the **Active** status are displayed in the list. Any changes that you make to the records, such as making a record active or inactive, take effect when next EOD is run.

To schedule additional end of day tasks:

- 1 Select **Administration > Daily Processing > Additional End of Day Processes**.
- 2 In the **Process Details** section, specify this information:

Process

Specify the name and description of the additional end of day process.

Process Type

Specify the process type. Following are the available options:

- Extracts : You can specify the extracts that must be executed in the **Administration > SetUp > Job Setup**.
- Reports : You can specify the reports that must be executed in the **Administration > Reports**.

Process Link

Specify the report that must be generated.

Status

Specify the status of the process. The processes which are in the **Active** status are displayed in the list and carried out after the primary end of day process is completed.

- 3 Click **Save** to add the additional end of day process to the list.

Obtaining incremental credit card authorization

Use the **Incremental Credit Card Authorization** screen to obtain incremental authorization from the credit card processor for in house guests that do not have sufficient authorization to cover the anticipated amount of their guest stay. In house guests may be due to check out, or stay overs.

Note: Optionally, this process can be added to the end of day procedure.

- 1 Select **Administration > Daily Processing > Incremental Credit Card Authorization**.
- 2 Specify the information that you require.
- 3 Click **Submit**.

Hotel statistics processing overview

Use the **Hotel Statistics Processing** page to generate and view hotel statistics event records which are the primary data mart for EzRMS extracts and revenue reports. You can also select a record and show errors, delete the record, and reprocess trial postings.

The page displays the following event information for each event that is generated:

- Event Type
- Event ID
- Confirmation Number
- Additional Key
- Error
- Status
- Created On
- Created By
- Updated On
- Updated By

You can click the **Actions** button and select one of the following options:

- **Show Error:** Click to bring up the detailed error message in a popup.
- **Delete:** Select one or more records, then use this option to delete the specified records.
- **Generate Events:** Click to bring up the Generate Events popup.
- **Reprocess Trial Postings:** Click to bring up the Reprocess Trial Postings popup.

Job Scheduling

Use this report to view the jobs scheduled by the system and the user. The user is not allowed to modify the jobs scheduled by the system.

This feature is used by the Front Desk clerk employee.

Scheduling jobs

To schedule jobs:

- 1 Select **Administration > Daily Processing > Job Scheduling**.
- 2 Click **Add**.

3 Specify this information:**Job Name**

The code and description of the job.

Process Type

Select the process type. The available options are:

- Stored Procedure
- Grid Query
- Additional EOD Process
- Auto EOD Process
- CRS Process
- Extract Process
- Full EOD Process
- Quartz Process

Note: Based on the process type selected, the process name, job name, job class and other fields are either enabled or disabled.

Process Name

The code and description of the process.

4 Click **Save**.

Extracts

Use the **Extracts** menu to access these extracts:

- Brazil Invoice Extract
- TAPS Extract
- EZRMS Extract
- IDeaS Extract
- Brazil Guest Checkout Extract
- Owner Room Rotation Extract
- Malaysia GAF Extract
- National Statistic Extract Spain
- Hungary Auditor Extract

Brazil Invoice Extract

Administration > Extracts > Brazil Invoice Extract.

You can use the **Brazil Invoice Extract** page to launch the Brazil Invoice Extract process. The following are the important points to be noted:

- The extract must be created daily by the End of Day process.
- You must create the extract manually for the past date.
- The extract contains the information of all Final Tax Invoices for the date on which the extract is run.
- The extract is imported by a third-party system.
- Some configurations are necessary which once specified are then stored in the Property Parameters table.
- You can configure this extract in the Additional End of Day process.

Brazil Invoice Extract

You can use the **Brazil Invoice Extract** page to launch the Brazil Invoice Extract process. The following are the important points to be noted:

- The extract must be created daily by the End of Day process.
- You must create the extract manually for the past date.
- The extract contains the information of all Final Tax Invoices for the date on which the extract is run.
- The extract is imported by a third-party system.
- You can configure this extract in the Additional End of Day process.

Property Parameters / Configurations

Parameter		Type	Description
StartHeader	Brazil Invoice Extract Configuration	Text	Brazil: Start Header
RPSType	Brazil Invoice Extract Configuration	Text	Brazil: RPS Type
TypeofTaxation	Brazil Invoice Extract Configuration	Text	Brazil: Type of Taxation
CitywhereHotelishosted	Brazil Invoice Extract Configuration	Text	Brazil: City where hotel is hosted
Statewherehotelishosted	Brazil Invoice Extract Configuration	Text	Brazil: State where hotel is hosted
FederalService	Brazil Invoice Extract Configuration	Text	Brazil: Federal Service
MajorService	Brazil Invoice Extract Configuration	Text	Brazil: Major Service
IssTax	Brazil Invoice Export Configuration	Text	Brazil: Iss Tax

Setting up Brazil invoice extract

The Brazil invoice extract job is set up by defining the data in the **Databridge Partners** page.

The extract output destination is set up on the **Subscription** tab of the **Partner** page of the Databridge.

To set up the Brazil invoice extract:

1 Select **Administration > Databridge > Databridge Partners**.

2 Select the **BRAZIL- Brazil Extract Partner Interface** record.

3 Specify this information:

Active

Select the check box to activate the partner.

Infor HMS User ID

Specify R5.

Infor HMS Password

Specify the R5 password.

4 Click **Save Record**.

5 Click **Subscriptions**.

6 Specify this information:

Event

Specify the event as **BRAINV**.

Document Type

Specify **BRAINV**.

Enabled

Select the check box to enable the subscription.

Address

Specify the location where the Brazil invoice extract must be saved. This must be a local drive or mounted network drive designated with a drive letter. Use this format: file:///drive:/directory

Mapped drives must use this format: drive_letter:\\directory

For example, file:///c:/app/NGPMS_SQL/data

User ID

Specify R5.

Password

Specify the R5 password. If you do not specify the R5 user ID and password the extract is not generated to the file directory specified when the extract is started manually from the **Extract** screen.

Special Handling

Specify **DefaultMessageHandler/R01/R01/FileDeliverer**.

7 Click **Submit**. The subscription is saved and updates the Subscriptions list.

TAPS Extract

Administration > Extracts > TAPS Extract

Use the **TAPS Extract** page to extract records.

EZRMS Extract

Administration > Extracts > EZRMS Extract.

Use the **EZRMS Extract** page to start the EzRMS data extract process for the first time. During implementation of the interface, this screen is used to extract a base set of data to allow EzRMS to start processing. The EzRMS extract process is started automatically each day by the EOD process. The screen is also used periodically after implementation in case the data must be synchronized with the EzRMS data.

EZRMS Extract

Use the **EZRMS Extract** page to start the EzRMS data extract process for the first time. During implementation of the interface, this screen is used to extract a base set of data to allow EzRMS to start processing. The EzRMS extract process is started automatically each day by the EOD process. The screen is also used periodically after implementation in case the data must be synchronized with the EzRMS data.

Field	Type	Min Value	Max Value
Future Reporting Days	Integer	1	99999
Historical Reporting Days	Integer	1	99999

You can regenerate Ezrms extract for past dates also. The fields are optional and if you do not specify any value then all future or historical data is retrieved from the database.

Property Parameters: The **Future Reporting Days** and **Historical Reporting Days** are retrieved from the EZFUTUREREPORTINGDAYS and EZHISTREPORTINGDAYS property parameters. If you modify the values, the new values are used by the extract process for the manual extract. Save the new values to update the property parameter.

RMS Property Code: Define the RMS Property Code in the property parameter **RMSPROPERTYCODE**.

IDeaS Extract

Use the **IDeaS Extract** screen to initiate the IDeaS data extract. The extract is generated automatically during the EOD Process. The extract includes details such as Lease revenue and Room statistics. The

screen can also be used to synchronize the data periodically, if required. To configure the EOD process see Configuring the IDeaS extract job.

Configuring the IDeaS extract job

The IDeaS Extract job is configured through set up in two screens in the HMS application:

- 1 In the **Administration > Daily Processing > Additional End of Day Processes**.
- 2 **Databridge > Databridge Partners**.

To configure the IDeaS extract job:

- 1 Select **Administration > Daily Processing > Additional End of Day Processing**.
- 2 Click **Add Record**.
- 3 Specify this information:
 - Process**
Specify **IDEASX** as the process name and enter **IDeaS extract job** in the adjacent field.
 - Status**
Select **Active** as the job status.
 - Process Type**
Select **Other Processes** as the process type for the job.
 - Process Link**
Select **IDEASX**.
- 4 Click **OK**.
- 5 Click **Submit**. The IDEASX extract job is saved and updates the Additional End of Day Processes list.
- 6 Select **Administration > Databridge > Databridge Partners**.
- 7 Click **New Record**. A new partner record is inserted and the **Record View** tab is displayed.
- 8 Specify this information:
 - Partner**
Specify **IDEAS** as the partner and enter **IDeaS Revenue Management** in the adjacent field. The **Partner ID** is automatically populated with IDEAS.
- 9 In the Credentials section specify this information:
 - Infor HMS User ID**
Specify R5 identifying the Infor HMSuser. All inbound Databridge transactions from the partner are process using the user specified by this user ID.
 - Infor HMS Password**
Enter the password for the Infor HMS user.
- 10 Click **Submit**. The IDeaS partner record is saved.
- 11 Click the **Subscriptions** tab.

- 12 In the Subscription details section, specify this information:

Event

Select **IDeaS** as the webservice event.

Enabled

Verify that the **Enabled** checkbox is selected.

Document Type

Specify **IDEASX** as the document type.

Address

Specify the location to which the IDeaS extract will save the extract file. This must be a local drive or mounted network drive designated with a drive letter. For example,

file:///drive:/directory.

Note: Mapped network drives must be in the following format: drive_letter:\\directory. For example, **file:///c:/app/NGPMS_SQL/data.**

- 13 Specify R5 in the **User ID** field. Specify the R5 password in the **Password** field. If you do not specify the R5 user ID and password the extract will not generate to the file directory specified when the extract is started manually from the **Extracts** screen.
- 14 In the Special Handling field, Specify **DefaultMessageHandler/R01/R01/FileDeliverer.**
- 15 Click **Submit**. The record is saved.

Setting up Mexico electronic invoice extract

The Mexico electronic invoice extract job is set up by defining the data in the **Databridge Partners** page.

The extract output destination is set up on the **Subscription** tab of the **Partner** page of the Databridge.

To set up the Mexico electronic invoice extract:

- 1 Click **Administration > Databridge > Databridge Partners** page.
- 2 Select **Mexico - Mexico Extract Partner Interface** from the list of records.
- 3 Specify this information:
 - Active**
Select the check box to activate the partner.
 - Infor HMS User ID**
Specify R5.
 - Infor HMS Password**
Specify the R5 password.
- 4 Click **Save Record**.
- 5 Click **Subscriptions**.
- 6 Specify this information:

Event

Specify the event as **TAXINVOICEEVENT**.

Document Type

Specify **TAXINVOICEEVENT**.

Enabled

Select the check box to enable the subscription.

Address

Specify the location where the Mexico invoice extract must be saved. This must be a local drive or mounted network drive designated with a drive letter. Use this format: file:///drive:/directory

Mapped drives must use this format: drive_letter:\\directory

For example, file:///c:/app/NGPMS_SQL/data

User ID

Specify R5.

Password

Specify the R5 password. If you do not specify the R5 user ID and password the extract is not generated to the file directory specified when the extract is started manually from the **Extract** screen.

Special Handling

Specify **DefaultMessageHandler/R01/R01/MexicoInvoiceExtract**.

- 7 Click **Submit**. The subscription is saved and updates the Subscriptions list.

Brazil Guest Checkout Extract

Administration > Extracts > Brazil Guest Checkout Extract.

You can use the **Brazil Guest Checkout Extract** page to launch the Brazil Guest Checkout Extract process.

Setting up Brazil guest check out extract

The Brazil guest check out extract job is set up by defining the data in the **Databridge Partners** page.

The extract output destination is set up on the **Subscription** tab of the **Partner** page of the Databridge.

To set up the Brazil guest check out extract:

- 1 Select **Administration > Databridge > Databridge Partners**.
- 2 Select the **BRAZIL- Brazil Extract Partner Interface** record.
- 3 Specify this information:

Active

Select the check box to activate the partner.

Infor HMS User ID

Specify R5.

Infor HMS Password

Specify the R5 password.

- 4 Click **Save Record**.
- 5 Click **Subscriptions**.
- 6 Specify this information:

Event

Specify the event as **BRAGCO**.

Document Type

Specify **BRAGCO**.

Enabled

Select the check box to enable the subscription.

Address

Specify the location where the Brazil guest check out extract must be saved. This must be a local drive or mounted network drive designated with a drive letter. Use this format: file:///drive:/directory

Mapped drives must use this format: drive_letter:\\directory

For example, file:///c:/app/NGPMS_SQL/data

User ID

Specify R5.

Password

Specify the R5 password. If you do not specify the R5 user ID and password the extract is not generated to the file directory specified when the extract is started manually from the **Extract** screen.

Special Handling

Specify **DefaultMessageHandler/R01/R01/FileDeliverer**.

- 7 Click **Submit**. The subscription is saved and updates the Subscriptions list.

Owner room rotation extract

You can use the **Owner Room Rotation Extract** page to launch the Owner Room Rotation Extract process. The following are the important points to be noted:

- The extract must be created daily by the End of Day process.
- You must create the extract manually for the past date.

- The extract is imported by a third-party system.
- You can configure this extract in the Additional End of Day process.

The extract contains three distinct sections:

- **Guest Information:** One record per guest. Records to include all guests who are in-house or who checked out on the previous business date.
- **Transaction Posting Information:** One record per posting. Records to include postings on business date based on selected transaction codes (in most cases this will be limited to all room revenue / room adjustment codes, however, may vary by client), also includes all adjustments posted to checked-out guests
- **Reservation Information:** One record per reservation. Records to include all reservations with a room block arriving on or after the date of processing. Up to 365 days forward of business date. Does not include cancellations. Used for forecasting revenue share, as well as displaying reservation blocks to owners.

Setting up Owner Room Rotation Extract

The extract output destination is set up on the **Subscription** tab of the **Partner** page of the Databridge.

To set up the extract output destination:

- 1 Select **Administration > Databridge > Databridge Partners > Subscriptions**.
- 2 Select an existing partner to set up the owner room rotation extract or create a new partner. For example, OWNERRELATIONS.
- 3 Specify the information that you require.
- 4 Click **Add Subscription**.
- 5 Specify this information:

Event

Specify the event as **OWNER**

Address

Specify the Owner Relations' FTP server.

User ID

Specify the user ID for logging into the receiving system to which outbound documents are sent. Only enter value here if you want something different for this transaction than the one specified for the partner on the **Record View** tab.

Special Handling

Enter the customized processor for special handling the delivery of outbound events.

Password

Specify the password for the Databridge server user. Only enter a value here if you enter a value for **User ID**.

- 6 Click **Submit**. The subscription is saved and updates the Subscriptions list.
- 7 Click **Administration > Daily Processing > Additional End of Day Processes**

- 8 Specify the process name and description. For example, OWNREL.
- 9 Specify this information:
Process Type
Specify **Other Processes**.

Process Link
Specify **OWNEREXP**.

Status
Specify **Active**
- 10 Click **Submit**.
- 11 Test the extraction either by run EOD or launch it by **Administration > Extracts > Owner Room Rotation Extract**.
Note: If you use this menu path to start the extract process, you must first run an EOD to see the Additional EOD process of Owner Relations in the list on the **End of Day Processing** page.
- 12 Login into the FTP server. You must see 3 files on the FTP server.
- 13 Click a file to view the content or download the file to your local drive.

Malaysia GAF Extract

You can use the GAF Extract screen to launch the GAF Extract process. The extract is required in Malaysia to track the taxes.

- The extract can be set up as an End of Day job.
- You must generate the extract manually for the past date.
- The extract is imported by a third-party system.
- You can also schedule this extract as an Additional End of Day process.

[Setting up Malaysia GAF Extract](#) on page 723 and [Generating the GAF Extract](#) on page 725.

Setting up Malaysia GAF Extract

The Malaysia GAF invoice extract job is set up by defining the data in the Databridge Partners page. The extract output destination is set up on the Subscription tab of the Partner page of the Databridge.

To set up the Malaysia GAF invoice extract:

- 1 Select **Administration > Databridge > Databridge Partners**.
- 2 Click New Record to create a GAF Extract Partner Interface record.
- 3 Specify this information:
Partner
The partner name, GAF.

Partner Description

The partner description. For example, GAF Extract Partner Interface.

Default Property

The property for which the GAF extract must be created.

Active

Select the check box to activate the partner.

Infor HMS User ID

The Databridge user name. Since the GAF extract does not require a specific user to be created, DATABRIDGEINTERNALUSER is usually specified as the User ID.

Infor HMS Password

The password for the Databridge user.

- 4 Click **Save Record**.
- 5 Click the **Subscriptions** tab.
- 6 Specify this information:

Event

The event code, that is, GAFEXP.

Document Type

The document type, that is, GAFEXP..

Enabled

Select the check box to enable the subscription.

Address

The file or FTP URL where the GAF extract must be saved. For example, file:///C:/Malaysia or ftp://ftp.infor.com. This must be a local drive or mounted network drive. If you specify a file URL, the folder must be created before the End of Day process runs. Use this format:
file:///drive:/directory.

Mapped drives must use this format: drive_letter:\\directory

For example, file:///c:/app/NGPMS_SQL/data

User ID

The user ID to log on to the receiving system to which outbound documents are sent.

Note: For FTP URL, the ID must be the FTP username.

Password

The password to log on.

Note: For FTP URL, the password must be the FTP password. If the User ID and password are not specified, the Extract is not saved to the specified file directory, when the extract process is initiated manually from the **Extract** screen.

Special Handling

The default value is DefaultMessageHandler/R01/R01/ FileDeliverer.

- 7 Click **Submit**. The subscription is saved and subscriptions list is updated.

Generating the GAF Extract

To generate the extract

- 1 Select **Administration > Extracts > Malaysia GAF Extract**.
- 2 Specify the **Closing Date**. By default, the last date of the previous month (Hotel date) is displayed.
- 3 Click **Create Extract** to generate the Extract. The file is saved at the path specified in the Databridge Partner screen.
- 4 Alternatively, you can generate this extract using the **Additional End of Day** screen.
- 5 Select **Administration > Daily Processing > Additional End of Day Processes**.
- 6 Specify the Process name and description. For example, GAFEXP.
- 7 Specify this information:
Process Type
Select the process type, Other Processes.

Process Link
Specify HUNINV.

Status
Set the status to Active.
- 8 Click **Submit**.
- 9 Click **Send Extract** on the **Malaysia GAF Extract** screen to generate the GAF Extract.

Back Office Extract Iceland

Use the Back Office Extract Iceland screen to initiate the back-office extract for Iceland. This screen is used to generate a text file with the final tax invoice details. You can also generate this extract from the Additional End of Day option on daily basis. The generated file is saved in the location configured for the Databridge partner.

The extract is generated by the front desk managers and the accounting managers.

Generating the back-office extract for Iceland

To generate this extract:

- 1 Select **Administration > Extracts > Back Office Extract Iceland**.
- 2 Specify this information in the Extract Details section:
Date
The date for which the extract is generated.
Note:
 - By default, this value is set to a date prior to the **Hotel Date**.
 - The content of the file is overwritten if a file already exists for the specified date.

A/R Payment Extract

If this check box is selected, the application generates these extracts in .txt format.

- Back-Office Extract
- A/R Payment Extract

3 Click Create Extract.**Note:**

By default, the **property** field is set to the current Session Property.

Generating the Commissions extract

Use the Commissions Extract screen to initiate the Booking Agency Commission data extract.

This screen is used by the System Administrator and Revenue Manager of the hotel property.

To generate the Commission extract:

- 1** Select **Administration > Extracts > Commissions Extract**.
- 2** Specify the **Commission Batch** for which the extract is generated.
- 3** Click **Create Extract**. The application prompts you to confirm the continuation of the process.
- 4** Click **Yes**. The extract is generated.

Note: The Property field is defaulted with the session property code.

Indonesia Immigration Extract

Use this screen to generate the Immigration Extract for the hotels in Indonesia.

The extract includes information about Primary and Additional guests. The records included in the extract are based on the Arrival Date of the guest. The data includes individual details such as Passport Number, Nationality, and details of the guest's stay such as Length of Stay, Arrival Date, Departure Date.

The extracted file is stored in .csv format. You can retrieve this file from the defaulted Download folder of the specific browser. This file can be uploaded to the government website. The data in the file is separated using the comma as a separator (.).

Note: You can move or copy the downloaded Extract to an external storage device.

Generally, this screen is used by the Revenue Manager and Front Desk Clerk of the hotel. However, any user who has access permission to the screen can also generate the extract.

Generating the Indonesia Immigration Extract

- 1** Select **Administration > Extract > Indonesia Immigration Extract**.

The **Indonesia Immigration Extract** screen is displayed.

- 2 Specify this information in the Extract Details section:

Start Date

The date from which the records are included in the report. This date is based on the guest Arrival Date.

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

End Date

The date up to which the records are included in the report. This date is based on the guest Arrival Date.

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

Reservation Status

The status of the reservation for the guest stay.

Note:

- By default, the value is set to **INHOUSE**.
- You can select multiple **Reservation Status**.

Exclude Indonesia

Select this check box to include the record of guests who are not Indonesia nationals in the extracted file.

- 3 Click **Create File**. The extracted file is stored in the Download folder of the specific browser.

Nationality Statistics Extract Spain

You can use the National Statistic Extract Spain page to create an XML file with nationality data for the Spanish National Institute of Statistics. These are the features of the extract generated at the end of a Calendar Month or manually:

- The extract can be set up as an End of Day job.
- You must generate the extract for the Closing Date that must be prior to the Hotel Date and the month end date.
- The extract data includes this information:
 - Hotel and Staff details: This data is retrieved from the Hotel Configuration Record View tab.
 - Residence and Room details: This data is retrieved from the Guest Stay screen.

[Generating National Statistic Extract Spain](#) on page 727

Generating National Statistic Extract Spain

The nationality data for the Spanish National Institute of Statistics can be defined in the National Statistic Extract Spain form. The job is executed after all the posting processes are complete.

To generate the National Statistic Extract:

- 1 Select **Administration > Extract > National Statistic Extract Spain**.
- 2 Specify this information:
 - Property**
The property required to process the extract data.
 - Closing Date**
The date on which the extract must be processed for the entire month. However, if the inventory starts during the month, the extract report data from the first day of inventory initiation to the end of the month is considered.
 - Unpaid Staff**
The number of employees, who are not paid for the services rendered.
 - Permanent Paid Staff**
The number of employees, who are paid for the services rendered.
 - Temporary Paid Staff**
The number of employees, hired on a temporary basis.
- 3 Click **Send Extract** on the Nationality Statistics Extract Spain screen to generate the Nationality Statistic report.

Data Lake Upload Setup

Use the **Data Lake Upload Setup** screen to define the schedule for the data extracts to be uploaded to the Data Lake.

You can also select the tables to be included for the data extract. The screen comprises of these tabs:

Schedule tab

Use this tab to define the frequency for the schedule.

Tables tab

Use this tab to select the tables to be included for the data extract. In the list view, you can view all the tables linked to the schedule. For each of these tables, you can add and edit the fields.

Creating the Data Lake upload Schedules

- 1 Select **Administration > Extract > Data Lake Upload Setup**.
- 2 Specify this information in the Schedule tab:
 - Schedule ID**
A unique ID which is sequentially generated by the application for the Schedule. However, you must specify the name for the schedule.

Schedule Description

The description of the schedule.

Frequency

The frequency for the schedule is run. You must select the unit of measure for the frequency. The possible values are:

- Hours
- Days
- Weeks
- Months
- Years

Note: By default, the value is set to 1 and Days.

Status

The status of the schedule.

Note: By default, the value is set to Inactive and disabled. However, you can modify the value when the schedule is created.

Last Run

The date or time when the schedule has been previously processed.

Last Run Duration

The duration taken by the schedule to complete the run.

Next Run

The subsequent date or time to run the schedule.

Schedule Status

The processing status of the Schedule. Possible values:

- In Progress
- Waiting
- In Queue

3 Click **Save.**

Note: The Last Run and Next Run date fields are in line with the Greenwich Mean Time zone .

Adding table to the schedule

- 1 Select **Administration > Extract > Data Lake Upload Setup > Tabletab**.
- 2 Specify this information in the Data Lake Upload Table section:

Table ID

A unique ID which is sequentially generated by the application for the table.

Table

The name of the table to be included in the schedule.

Note: You can add multiple tables by selecting the Table Select option.

Client Table Name

The name of the client table.

Note:

- By default, the value is same as the table name. However, you can modify the name.
- The name must be unique.

Schedule ID

The unique ID of the selected schedule.

Schedule Name

The name of the selected schedule.

Schedule Order

The order of the table for the selected schedule. The application automatically increments the value by 1.

Note: All the selected table for the schedule run must have the same schedule order number.

Status

The status of the table.

Note:

- By default, the value is set to Inactive and disabled.
- You can modify the Status when the table is selected from the list view.

Last Update

The date when the table was previously updated.

Upload Status

The upload status of the updated table. Possible values:

- Success
- Failed

Error Message

The error message that is displayed when the table upload fails.

All Fields

Select this check box to add all the fields to the selected table. The fields are added when you save the record.

Note: The fields are added to the selected table by default, when multiple tables are added using the Add Multiple Fields option.

3 Click **Save**.

Adding field to the table

You can add or edit the fields for the selected table to upload them to the specified client table.

To add a field:

- 1 Select **Administration > Extract > Data Lake Upload Setup > Table** tab.

Note: To add more than a field to the table, you can select the Add Multiple Fields option.

- 2 Select **Actions > Add/Edit Fields**. The field page is displayed
- 3 Specify this information in the detail section:

Field ID

A unique ID which is sequentially generated by the application for the field.

Field

The name of the field.

Client Field Name

The name of the field on the client table.

Note: By default, the value is same as the field name. However, you can modify it.

Data Type

The data type associated with the of the selected field. The value is populated and disabled.

Timestamp Field

If this check box is selected, the date and time the field is selected for the upload, is recorded.

- 4 Click **Save**.

Note: The application sets the Table status to Inactive when a field is added or deleted.

Fairmas Extract

Use the **Fairmas Extract** screen to generate an XML file for a property on a daily basis.

You must access the file from the path configured in the Databridge Partner.

The extract can also be created as part of the End of Day jobs. The user must be a front desk personal or an accounting manager.

Generating the Fairmas extract

- 1 Select **Administration > Extracts > Fairmas Extract**.
- 2 Specify this information in the Extract Details section:

Historical Reporting Days

The number of days in the past for which the extract is generated.

Note:

- By default, the value is set to 31.

Future Reporting Days

The number of days (in the future) for which the extract can be generated.

Note:

- By default, the value is set to 365.

3 Click Create Extract.**Note:**

- The format for the Fairmas Extract file name is <PropertyCode>_yyyy-MM-ddThh-mm-ss-SSS.xml . For example, MMPRP_2018-06-18T07-23-11-44.xml
- You can generate the report only for the Session Property.
- You can select Clear to reset the values.

ISTAT Extract

Use the ISTAT (Italian National Institute of Statistics) Extract screen to lists all arrivals (Primary and Additional guests) with the identification details.

This extract is generated for a specific month.

Note: The extract is generated in the TXT format.

Generating the ISTAT Extract

- 1 Select Administration > Extracts > ISTAT Extract.**
- 2 Specify this information in the Extract Details section:**

Beginning Date

The start date of the business month.

Ending Date

The end date of the business month.

- 3 Click Create Extract.**

Abacus Extract

Use the **Abacus Extract** screen to generate the extract for hotels in Switzerland.

The three extract files that are generated as part of the EOD process include information about:

- Transaction Posting
- AR Posting
- Tax Invoice of direct bills in A/R account.

The extracted files are in the XML format and you can access the file from the path configured in the Databridge Partner.

Generating the Abacus Extract

- 1 Select **Administration > Extracts > Abacus Extract**.
- 2 Specify this information in the Extract Details section:
 - Start Date**
The date from which the extract is generated.
Note: By default, the value is set to a date prior to the Hotel date.
 - End Date**
The date up to which the extract can be generated.
Note: By default, the value is set to a date prior to the Hotel date.
 - AR Customer Number**
The A/R account number of the customer for the property.
 - Extract Property Code**
The code of the property that is defined on the Property Configuration screen.
Note: The value is used in the extract file name.
- 3 Specify this information in the Extract File Name section:
 - Transactions**
The text that is used as the file name for the Transaction Posting extract.
 - A/R Postings**
The text that is used as the in file name for the A/R Posting extract.
 - Tax Invoice Balance to A/R**
The text that is used as the in file name for the tax invoice extract.
- 4 Click **Save** to store the text field values in the database. The stored values are used in the Abacus extract.
- 5 Click **Create Extract** to save the text field values in P5ABACUSEXTRACTCONFIG and generate the Abacus extract.

Hungary Auditor Extract

Use the Hungary Auditor Extract screen to create the XML file which includes the details of the closed invoices for the guest reservation. This file is only created on the request of a tax auditor.

Note: The Hungary Auditor extract can be imported from a third-party system and is not included in the Additional End Of Day process.

Generating Vietnam Police Extract

- 1 Select **Administration > Extract > Vietnam Police Extract**

The Vietnam Police Extract screen is displayed for the specific property.

- 2 Specify the guest check in date in the Check-in Date field. The extract is generated for this date and includes all the reservations with this check in date.

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

- 3 Click Create File. A confirmation message is displayed.
- 4 Click Yes to generate the extract and download the file in .xml format.

Note:

- The application sorts the data by room number and in ascending order.
- The file is saved in the defaulted folder. However, you can copy or move the file to the external devices.

Vietnam Police Extract

Use this screen to generate an extract file for the Vietnam police department.

Information about all the primary and additional guests with reservations checked-in on the date the extract is generated, is included.

You must manually export the data in XML format. The file is extracted with the Danh_Sach_Mau.xml name and is later uploaded to the government website.

Generating Hungary Auditor Extract

Use this screen to generate the Hungary Auditor XML file.

To create the extract:

- 1 Select **Administration > Extracts > Hungary Invoice Extract**.
- 2 Specify this information in the Extract Details section:

Start Date/ End Date

The date range for which the extract is created. By default, the date is set to a day prior to the **Hotel Date**.

Note:

- The End Date must be later than or same as the Start Date.
- The Start Date and End Date fields are enabled only if the **Date Filter** option is selected.

Beginning Invoice Number/ Ending Invoice Number

The data of the invoices with Tax Invoice Number within the range of the specified Beginning Invoice Number and the Ending Invoice Number is included.

Note:

- The Beginning/Ending Invoice Number fields are enabled only if the Invoice Number Filter option is selected.
- The Ending Invoice Number must be greater than or same as the Beginning Invoice Number.

- When there is a prefix associated with the Beginning Invoice Number and the Ending Invoice Number, the sequential order of the Invoice Number is considered. For example, when the Beginning Invoice Number is specified as RA2 and the Ending Invoice Number is specified as RA11, the valid invoice number included in the extract are RA2, RA3, RA4, RA5, RA6, RA7, RA8, RA9, RA10 and RA11.
 - The prefix of the Beginning Invoice Number and the Ending Invoice Number must be same.
- 3 Specify the Financial Representative details such as the Tax Number, Name, Address, Postal Code and Town.
 - 4 Click **Create Extract** to initiate the Hungary Auditor Extract. The XML file is saved to the location specified on the **Databridge Partner** screen.
 - 5 Click **Clear** to reset the specified values.
 - 6 Review this information in the Process Details section:

Process Status

The status of the extract.

Date/Time

The Hotel Date and time, when the extract process is initiated.

User

The user, who creates the extract.

Databridge

Databridge is a Infor HMS component that provides messaging capability and enables the exchange of XML business document messages with other systems. In addition to the XML business documents, Databridge also includes system administration features enable you to set up the necessary information to establish communication between Infor HMS and external applications, enable and disable partners and events, and monitor and manage message processing and delivery.

Initial Databridge configuration

Configure Databridge via the various Databridge forms documented in this section to enable Databridge to run and support your specific integration message flows and communication style with your external applications.

Configuring Additional Databridge Partners

Configure the partners of your Databridge network to enable communication between Databridge and its integration partners. By default, the Databridge installation auto-populates the system with pre-defined partners. You can add additional partners as necessary.

Refer to the following descriptions of the pre-defined partners:

- **My enterprise (*)**—The "My enterprise" partner represents this Infor HMS instance itself to which to connect the external applications using Databridge.

Caution: The system uses the * code assigned as the **Partner** code for the Infor HMS system. You can modify the partner **Description** as necessary, but you cannot delete this record.

You must select a Infor HMS user as the Databridge system user, and then enter the user ID and password of that user for the * (My enterprise) partner. The system presets DATABRIDGEINTERNALUSER as the Databridge system user. In most cases, you do not need to change this built-in system user.

- **Liason (LIASON)**—Liason is a interface engine that works with Infor HMS to connect various third party interfaces.
- **End-of-day processor (ENDOFDAYPROCESSOR)**
- **SMTP Server for Email (SMTPSVR)**
- **The Infor ION Partner (ION)**
- **Epitome LTS Adapter - Group Migration (LTS-ADAPTER)**
- **Epitome HTNG Adapter - Group Migration (HTNG-PMS)**

To configure additional Databridge partners:

- 1 Select **Administration > Databridge > Databridge Partners**. The **List View** tab is displayed.
- 2 Specify the partner to configure, and then click the **Record View** tab. The **Record View** tab is displayed. The partner description, **Partner ID**, and **Active** are automatically populated.

Note: Active must be selected for the * partner for any outbound documents to be generated. You can unselect this flag to temporarily stop the generation of outbound documents. The events occurring during the period when the flag is unselected are stored, and the outbound document is generated for them when the flag is selected.

When the Active flag is unselected for one of the other partners, the inbound documents from that partner are not be accepted by Databridge.

- 3 Specify this information:

Description

Enter or modify the description for your enterprise if necessary.

Partner ID

Modify the ID code by which to identify the partner in the business documents exchanged with the partner.

Active

Select to indicate that the Databridge partner is active. If unchecked, no events will be sent to the partner.

Default Property

Enter the default property associated with the partner.

Special Handling

Enter a customized processor for special handling of logging into the Databridge server. For most cases leave this field blank.

Authentication Scheme

The authentication method for the partner to access HMS using API. The available options are:

- basic
- hmsapiauth
- hmsguestauth

Note: An authentication method assigned to a partner cannot be used for another partner. In case the same authentication method is used, the application displays a message.

- Click Yes to assign the authentication method to the new partner. The authentication method is no longer applicable to the existing partner.
- Click No to modify the authentication method.

For example, hmsapiauth is assigned to an existing partner (A). You cannot assign the hmsapiauth authentication method to a new partner (B).

Infor HMS User ID

Enter the user ID code identifying the Infor HMS user. All inbound Databridge transactions from the partner are process using the Infor HMS user specified by this user ID.

Infor HMSPassword

Enter the password for the Infor HMS user.

Note: For the * partner, you must enter the Infor HMS **User ID** and Infor HMS **Password** for the Infor HMS user selected as the system user of the Databridge server. For other partners, you must enter a Infor HMS **User ID** and Infor HMS **Password** for a Infor HMS user to run business transactions for the partner.

Address

For inbound processing, enter the URL to which to send the confirmation messages. For outbound processing, enter the default URL to which to send outbound documents.

Login ID

Enter the code used to log into the receiving system.

Login Password

Enter the password used to log into the receiving system.

Note: If you are upgrading from a previous version of Databridge, the values entered for **Login ID** and **Login Password** must be the webMethods Integration Server administrator's user ID and password.

If you are sending outbound documents to a file folder location using the Databridge partner file utility, enter PartnerFile into the **Address** field, and leave the following Login ID and Login Password blank.

Response Special Handling

Enter a customized processor for special handling of the delivery of messages to the partner's receiving system.

Log request/Response messages

If this check box is selected, the application logs the request messages and the response details.

- 4 Click **Save**.

Setting up partner subscriptions

Set up subscriptions for the partner to indicate the outbound transactions/documents that the partner receives. Infor HMS events are sent to a partner based on the subscriptions configured for the partner.

To set up partner subscriptions:

- 1 Select **Administration > Databridge > Databridge Partners**. The **List View** tab is displayed.
- 2 Select the partner for which to view subscriptions, and then click the **Subscriptions** tab. The **Subscriptions** tab is displayed.
- 3 Specify an event to set up from the Subscriptions list. The system displays the subscription details.

Caution: The current version of Databridge supports only the subscriptions that are provided by Databridge. If you choose to delete a transaction, you can use the add subscription feature to add the deleted transaction back to the system. To add a partner subscription record, click **Add Subscription**. The system inserts a new Subscription Details record.

- 4 In the Subscription Details and Message Delivery sections, specify this information:

Event

Specify the event to add.

Document Type

Specify the document type of the event. The document type is used by Databridge internally to determine what kind of message is being sent.

Enabled

Select to enable the event.

Address

Specify the URL to which outbound documents are sent for the selected event.

User ID

Specify the user ID for logging into the receiving system to which outbound documents are sent. Only enter value here if you want something different for this transaction than the one specified for the partner on the **Record View** tab.

Special Handling

Enter the customized processor for special handling the delivery of outbound events.

Password

Specify the password for the Databridge server user. Only enter a value here if you enter a value for **User ID**.

Log Event Messages

If this check box is selected, the log messages of the event are stored in the database. The message can be viewed in the Databridge Message Status screen.

Log Synchronous Messages

If this check box is selected, a log of the synchronous messages is created.

- 5 Click **Save**. The subscription is saved and updates the Subscriptions list.

Note: To delete a partner subscription, select the subscription to delete, and then click **Delete Subscription**.

Setting up Liaison subscriptions

Set up subscriptions for Liaison to indicate the outbound transactions/documents that Liaison receives. Infor HMS events are sent to Liaison based on the subscriptions configured for Liaison.

To set up Liaison subscriptions:

- 1 Select **Administration > Databridge > Databridge Partners**. The **List View** tab is displayed.
- 2 Select the LIAISON partner, click the **Subscriptions** tab.
- 3 Specify an event to set up from the Subscriptions list. The system displays the subscription details.

Caution: The current version of Databridge supports only the subscriptions that are provided by Databridge. If you choose to delete a transaction, you can use the add subscription feature to add the deleted transaction back to the system. To add a partner subscription record, click **Add Subscription**. The system inserts a new Subscription Details record.

- 4 In the Subscription Details and Message Delivery sections, specify this information:

Event

Specify the event to add. For Liaison options include:

- CCAuthRequest
- CCSettleRequest
- GiftCardRequest
- PMSEvent
- RoomKeyRequest
- RoomMove
- RoomStatus
- WakeupCallRequest
- XRefEvent

Document Type

Specify the document type of the event. This field is used by Databridge to internally determine what kind of message is being sent. For Liaison options include:

- CCAuthRequest
- CCSettleRequest
- GiftCardRequest
- Liaison_Event (used for PMSEvent)

- RoomKeyRequest
- RoomMove
- RoomStatus
- WakeupCallRequest
- XRefEvent

Enabled

Select to enable the event.

Address

Specify the URL to which outbound documents are sent for the selected event. For example,

PMSEvent: `http://myliaisonserver.com:46011/EventService`

RoomMove, RoomStatus:

`http://usgvwhms-vmapp1.infor.com:46012/RoomStatusChangeService`

CCAuthRequest, CCSettleRequest, GiftCardRequest, RoomKeyRequest, WakeUpCallRequest:

`http://usgvwhms-vmapp1.infor.com:46013/StandardMessageService`

User ID

Specify the user ID for logging into the receiving system to which outbound documents are sent. Only enter value here if you want something different for this transaction than the one specified for the partner on the **Record View** tab.

Special Handling

Enter the customized processor for special handling the delivery of outbound events. The format of the field is MessageHandler/HandlerVersion/TransformationVersion/Deliverer. For Liaison the value will always be:

- DefaultMessageHandler/R01/R01/LiaisonStandard - for SOAP messages where the body begins with a <Liaison_Standard...> element.
- DefaultMessageHandler/R01/R01/LiaisonEvent - for SOAP messages where the body begins with a "<Liaison_Event...> element.

The current version of Liaison makes 3 services available to HMS:

- EventService
- StandardMessageService
- RoomStatusChangeService

Messages being sent to StandardMessageService and RoomStatusChangeService use DefaultMessageHandler/R01/R01/LiaisonStandard. Messages being sent to EventService use DefaultMessageHandler/R01/R01/LiaisonEvent.

Note: Some processors require that the CCSettleRequest must be configured as **SALE** Vs auth/payment process. For such processors, you must set up two partners:

- a EIC Partner: Administration > Databridge > Databridge Partners > EIC Partner Database Subscriptions for CCSettleRequest. Specify the following special handling

```
DefaultMessageHandler/SALE/R01/LiaisonStandard
```


- b Liaison Partner: You must set up the Liaison Partner even if the Liaison Partner is inactive. Administration > Databridge > Databridge Partners > Liaison Partner Database Subscriptions for CCSettleRequest. Specify the following special handling

```
DefaultMessageHandler/SALE/R01/LiaisonStandard
```

Password

Specify the password for the Databridge server user. Only enter a value here if you enter a value for **User ID**.

- 5 Click **Save**. The subscription is saved and updates the Subscriptions list.
Note: To delete a partner subscription, select the subscription to delete, and then click **Delete Subscription**.

Defining parameters for Databridge partner jobs

To define parameters for Databridge partner jobs:

- 1 Select **Administration > Databridge > Databridge Partner Jobs**.
- 2 Select the job for which to define parameters from the Databridge Partner Jobs list and click **Parameters**. The **Parameters** window is displayed.
- 3 Click **Add Parameter Line**. A new Parameter Lines Details record is inserted.
- 4 Specify this information:
 - Name**
Specify the parameter name.
 - Value**
Specify the parameter value.
- 5 Click **Save**. The record is saved and updates the parameters list.
Note: To delete a parameter, select the parameter to delete and click **Delete Parameter Line**. The record is deleted and updates the parameters list.

Managing outbound events

Databridge outbound message documents originate via outbound events. Use the **Databridge Outbound Events** screen to monitor events and their statuses. A status of Done is assigned to messages that have been sent successfully to the Databridge messaging service for further processing.

Searching for outbound events

To search for outbound events:

- 1 Select **Administration > Databridge > Databridge Outbound Events**.
- 2 To specify the time interval for which to search, enter the **From Date/Time** and **To Date/Time**.
- 3 Specify the **Status** of the event or events for which to search.
- 4 Specify the **Transaction Type** of the event or events for which to search.
- 5 Click **Search**. The search results are displayed in the transaction list.
- 6 Click **Show Total Record Count**. The record count is displayed in the message bar.
- 7 View the record count and click **OK**.

Viewing transaction log details for outbound events

To view transaction log details for outbound events:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 Search for the transaction for which to view log details. Refer to [Searching for outbound events](#) on page 742. The search results are displayed in the transaction list.
- 3 Select the transaction for which to view log details, and then click the **Log Details** tab.
- 4 Select the transaction for which to view log details from the Log Details list. The log details are displayed in the **Full Message** field.
- 5 View the transaction log details for the event.

Upload to Partner

Use the **Upload to Partner** screen to initiate the upload of information from the HMS to the selected Databridge partner.

The data such as Profiles, Inventory, Group Masters, Reservations, Rate Plans, Global Codes, Room Types, Addons, Bundles, and Preferences can be uploaded. The R5XMLTRANSTATUS table is used to initiate the process of sending information through the HMS Databridge interface.

Uploading to partner

- 1 Select **Administration > Databridge > Upload to Partner**.
- 2 Specify this information in the Upload Details section:

Property

The property for which the information is transferred.

Note: You can select multiple Property.

Partner

The Databridge partner to which the information is transferred.

Note:

- You must specify this value (a partner); else the information is transferred to all the partners who have subscribed to the message type.
- You can select multiple Partner.

Upload Type

The message type which is defined in the Global Codes.

Note: The fields such as, Date, Status and Property are enabled based on the selected Upload Type.

Start Date

The date from which the information is uploaded.

End Date

The date up to which the information is uploaded.

Note: The Start Date and End Date are required if the Upload Type is set to Guest Profile, or Reservation, or Group. All records with stay date within this specified date range are uploaded. .

Dates based on Created/Updated

If this check box is selected, the upload is based on the date the reservation or group is created/updated.

Note: This is applicable only if the Upload Type is set to Reservation or Group.

Status List

The status for the selected Upload Type.

Note: You can select multiple Status.

- 3 Click **Submit**. The application displays a confirmation message. Click Yes to initiate the upload of information.

Interface Receipt

Use the **Interface Receipt** screen to generate a special receipt and send it to the Fiskaltrust Interface.

You can also use the screen to re-print previously generated special receipts or invoices. The generated report includes information based on the selected special receipt type. These are the Special Receipt types:

- Zero Receipt Report: Use this receipt type to test connectivity with Fiskaltrust. The report includes a QR-code if Fiskaltrust connection is working.
- Collective Failure Report: This report includes the QR-code with data of invoices that had to be resent because of connection failure.
- Period Closure Receipt Report: This report includes three types of Period Closure Reports. The Period Closure Reports are:
 - Daily Receipt Report
 - Monthly Receipt Report

- Yearly Receipt Report

The EOD process generates the daily report, **Daily Receipt Report**, and the **Monthly Receipt Report** at the end of each month and the Yearly Receipt Report at the end of each year. All the reports include QR-code of the receipt.

- Start Receipt Report: Use this receipt type to start the hotel's business or to start the Fiskaltrust integration. The report includes a QR-code. When required, the report is reviewed by the tax auditors.
- Stop Receipt Report - This report is generated when the hotel is closed permanently. For security purpose, only Support staffs can use this functionality. The report includes a QR-code. When required, the report is reviewed by the tax auditors.

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.

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.

Databridge message management

Use Databridge message management features to administer Databridge processes for all inbound and outbound events. These features include the ability to query for messages using search parameters and viewing the status of processed messages. You can also view message processing and delivery status, enter search criteria to query for specific transactions, view message status details such as message text and error messages, and retry messages that were not processed correctly.

Managing message status

Each Databridge message going through the system can be monitored and tracked using the Databridge Message Status features, which provides access to details related to message processing status, delivery status, timing, retry information, message content, correlation information, etc. of all Databridge messages.

Message processing types

Databridge processes inbound and outbound message documents. Refer to the following descriptions for more information:

- Event Distribution
- Request/Response

Message status values

The **Message ID** screen displays a list of all messages and their processing and delivery statuses. The Processing Status indicates whether the message was processed successfully.

Message processing statuses are as follows:

- In Progress
- Completed
- Failed
- Partially Failed

Delivery statuses are as follows:

- In Progress
- Completed
- Failed
- Pending at trading network

Note:

If the **Log request/Response messages** check box in the Additional Databridge Partner screen is selected, the messages are displayed.

Viewing message details

View detailed information such as the processing, delivery, and retry details for Databridge messages.

To view message details:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.
- 3 Select the message for which to view details and click the **Record View** tab.
- 4 View the processing, delivery, and retry details as necessary.

Viewing XML documents for messages

View XML documents for Databridge messages to view the XML content for Databridge request and delivery messages.

To view XML documents for messages:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.

- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.
- 3 Select the message for which to view XML documents and click the **Record View** tab.
- 4 In the Processing Details or the Delivery Details sections, click **View**. The XML document is displayed in a popup.
- 5 View the XML document information and close the popup.

Viewing processing history for messages

Each time a request message or a sub-data area of a message is processed, a processing history record is stored in the database and the record is displayed on the **Processing** tab of the **Message ID** screen.

If a message does not have multiple sub-data areas, the Time Processed, Status, and Status Message display the same values as the corresponding fields on the primary message. The Data Area is always blank.

When one sub-data area of a message is processed at a time, the processing status of each sub-data area is recorded. While the sub-data area is being processed, the status information of the main record reflects the overall status of the sub-data area. The Time Processed is populated with the time that the last sub-data area was processed.

To view processing history for messages:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.
- 3 Select the message for which to view processing history and click the **Processing** tab. The Processing list is populated with all the related processing details.
- 4 View the processing history for the message.

Viewing related messages

Related messages are messages for which the Context ID or Correlation ID values are the same. For example, a single outbound event generates a Databridge event message and several Databridge delivery messages that have the same Context ID. Therefore, the messages are related.

To view related messages:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.
- 3 Select the message for which to view related messages and click the **Related Messages** tab. The Related Messages list is populated with all the related message records.

- 4 Select the related message and click **Record View** at the bottom of the page. The **Related Message Record** window is displayed.
- 5 View the related message record as necessary and click **Close**.

Viewing delivery history for messages

Each time attempts to deliver a response/outbound message or a sub-data area of a message to the destination are made, a delivery history record is stored in the database and is displayed the record(s) on the **Delivery** page of the **Message ID** form.

If a message does not have multiple sub-data areas, the Time Processed, Status, and Status Message display the same values as the corresponding fields on the primary message. The Data Area is always blank.

When one sub-data area of a message is processed at a time, the processing status of each sub-data area is recorded. While the sub-data area is being processed, the status information of the main record reflects the overall status of the sub-data area. The Time Processed is populated with the time that the last sub-data area was processed.

The Address is populated with the actual URL or other destination to which the message or the sub-data area was delivered. Multiple addresses (URLs) can be associated with the destination. The last address to which the delivery attempt for the message failed is displayed, and if the address is not applicable, nothing is displayed.

To view delivery history for messages:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.
- 3 Select the message for which to view processing history and click the **Delivery** tab. The Delivery list is populated with all the related delivery history details.
- 4 View the delivery history for the message.

Suspending the reprocessing schedule for multiple messages simultaneously

Databridge automatically will reprocess a failed or idle message that is to be delivered to a partner. Because such event messages are usually required to be delivered in sequence, a failed or idle message must be successfully processed or delivered before the next message can be processed or delivered. If a message cannot be processed or delivered successfully, it needs to be suspended to allow subsequent messages to flow.

To suspend the retry schedule for messages:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.

- 3 Click **Suspend Retry Schedule** at the bottom of the page. The **View Messages** window is displayed.
- 4 Select the checkbox adjacent to the Message ID for each of the records for which to suspend the retry schedule and click **Save**. The reprocessing schedule is suspended for the selected messages and the **List View** tab is displayed.

Reprocessing messages using the retry mechanism

To reprocess messages using the retry mechanism:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters.
- 3 Select the message to reprocess and click the **Record View** tab.
- 4 In the Retry Details, click **Retry**. The message is reprocessed.

Note: **Retry** is only enabled if the current Processing Status or Delivery Status requires reprocessing or if the system automatically determines that a message needs to be reprocessed.

Scheduling Databridge partner jobs

Schedule and monitor Databridge partner jobs. A partner job is a process of running a customized java class plugged into Databridge, to prepare data to be sent to Databridge or to further process data received from Databridge to comply with various integration requirements. You can use this feature to create an execution schedule for a partner job.

To schedule Databridge partner jobs:

- 1 Select **Administration > Databridge > Databridge Partner Jobs**.
- 2 Click **Add Job**. A new job details record is inserted. The **Schedule Description** is automatically populated indicating that the job is processed once per day at 2AM.
- 3 Specify this information:

Job Name

Specify the name of the partner job and a description in the adjacent field.

Partner ID

Specify the unique identifier for the Databridge partner.

Run at

Specify the location of the job. You can choose Local, Remote, or End-of-Day. Unless you are using Databridge Remote Agent with your Databridge server, choose Local for this field. Choosing End-of-Day will run the job with the end of day processing.

Program Type

Specify the type of program the job is executing. You can choose Add-on executable, Add-on Java program, or Add-on stored procedure.

Active

Select to enable the job to start at the next date and time scheduled.

- 4 Click **Save**. The partner job is saved and updates the Databridge Partner Jobs list. After the job is actually processed, the **Last Run** is populated with the last date and time the job ran and **Next Run** is populated with the next scheduled date and time for processing the job.

Note: To delete a job, select the job to delete and click **Delete Job**. The job is deleted and updates the Databridge Partner Jobs list.

Configuring process startup

Use to configure system level timer jobs previously configured in the process-startup.xml file.

To configure the process startup:

- 1 Select **Administration > Databridge > Process Startup**.
- 2 In the Process Startup Details section, specify this information:

Server Role

Specify the server role. This identifies which server role is responsible for running this job.

Delay on System Startup

Specify the delay. This identifies how many seconds to wait after system has been started to run the job. The allowed range is between 15 and 7200 seconds.

Interval

Specify the time interval. This identifies how many seconds the system must wait in between runs for the job. The allowed range is between 15 and 1000000000 seconds.

Status

Specify **Active** to enable the job to run.

- 3 Click **Submit** to save the information.

Creating and modifying screens

Create new screens or modify existing screens by associating icons with screens and setting background-printing parameters for reports.

Note: To view a list of current screens in the system, run the Function List Report.

To create or modify screens:

- 1 Select **Administration > Setup > Screens**.
- 2 On the List View tab, click **New Record**. A new Record View tab is displayed.

- 3 **Screen**—Enter a unique six-character mnemonic code for the new screen, and then enter a brief description of the screen in the adjacent field.
- 4 **Class**—Enter the class of the screen.
- 5 **Form Type**—Select the form type for this screen.
- 6 **Parent**—Enter the screen on which this new screen is based.
- 7 **Last Value Entity**—Enter the entity used by the system to "remember" the primary key field in this screen.
- 8 **Icon**—Enter the name of an existing icon file to associate an icon with the screen.
- 9 **Report**—Enter a report that prints (in the background) using the selected data on a screen. Also, specify background report parameters to use with this functionality.
- 10 **Startup Mode**—Select the stage of the query process in which the screen opens.
 - **No Action**—Select to open the form without running a Dataspy or displaying records.
 - **Run Dataspy**—Select to open the form with the default Dataspy and to highlight the first record in the list.
 - **Remember Dataspy**—Select to open the form with the last remembered Dataspy (within the current session) with quick filter and quick sort for the form and to highlight the first record in the list.
 - **Remember Last Value**—Select to open the form with the last remembered value for the screen.
- 11 **Employee Filter**—Enter the employee type to apply to the screen.
- 12 **URL Path**—Enter the URL location of the screen.

Note: Enter up to three parameters (:user, :password, or :org) in the URL Path to pass values to the new screen. These values must be entered in lowercase.

Example: `http://yourapp.yourserver.com?USERID=:user&PWD=:password`
- 13 **Open URL in New Window**—Select to display the URL in a new browser window.
- 14 Click **Save**.

Note: After defining a new screen, you must authorize users to use the new screen.

E-mail notification setup for messenger

You can use the messenger to notify the users through e-mail about specific changes in the database tables. You can set up e-mail notifications when specific events occur in the database. You can create e-mail notifications for a defined table based on an e-mail template. You can define the parameters and constraints of each e-mail notification.

To create e-mail notifications for messenger:

- 1 Select **Administration > E-Mail Messenger > E-mail Notification Setup**.
- 2 Specify the table for which you want to create the e-mail notification.
- 3 Click [Add E-Mail Notification](#).
- 4 In the **Trigger Details** section specify this information:

E-Mail Template

Specify the e-mail template that you want to use to send the e-mail. The system automatically populates the template description and **Created By** field.

Update

Select the check box to send an e-mail in case a record is updated.

Insert

Select the check box to send an e-mail in case a database table is updated with a new record.

Active

Select the check box to make the selected record active. The system may clear this checkbox if you add, modify, or delete parameters or conditions.

Delete

Select the check box to send an e-mail when a record is deleted.

Created By

Displays the user name who created the template.

Include URL

Select the check box to send an e-mail that includes the uniform resource locator (URL) of the table.

Comments

Specify the comments that must be sent in the e-mail.

- 5 Click **Save** to add the record.

Setting up e-mail notification parameters

Set up the parameters to include in the body of the Messenger e-mail. Parameters must also be set up in the template e-mail body.

To set up e-mail notification parameters:

- 1 Select **Administration > E-Mail Messenger > E-mail Notification Setup**.
- 2 Specify the table for which to setup e-mail notification conditions.
- 3 Select the record for which you want to set up parameters.
- 4 Click Create Parameters.
- 5 Click **Add Parameters**.
- 6 In the Parameter Details section, specify this information:

Parameter

Specify the parameter number for the e-mail. The parameter must be in a range of 1 to 15.

Column

Specify the name of the column of the system table to be used when creating the e-mail content for the e-mail body.

- 7 Click **Save**. The system saves the record and updates the Parameters list. The system clears **Active** on the associated e-mail notification record.
- 8 Click **Close**.

Setting Up E-mail Notification Conditions

Set up e-mail notifications to send e-mail whenever a specific condition is met.

To set up e-mail notification conditions:

- 1 Select **Administration > E-Mail Messenger > E-mail Notification Setup**.
- 2 Specify the table for which to setup e-mail notification conditions.
- 3 Select the record for which you want to set up conditions.
- 4 Click [Create Conditions](#).
- 5 Click **Add Condition**.
- 6 In the Condition Details section, specify this information:

Column

Specify the name of the column on the system table that applies to the e-mail notification.

Condition

Specify the criteria for the e-mail notification.

Value

Specify the value of the e-mail notification condition.

- **Date:** To_date ('23-OCT-2003','DD-MON-YYYY'). For example, if you are entering a date value for a condition that is equal to a specific date, enter the value according to this exact format:

Column	Condition	Value 1
Name of column	Is equal to	To_date ('23-OCT-2012','DD-MON-YYYY')

- **Numbers:** To_Number (10). For example, if you are entering a number value for a condition that is greater than a specific number, enter the value according to this exact format:

Column	Condition	Value 1
Name of column	Is greater than	To_number (10)

- **Characters:** engine
- **Contains:** %pump%

Note: You must enter a **Value 1**. The system protects both **Value 1** and **Value 2** if you enter "is blank" or "is not blank" in Condition. **Value 2** is required if you enter "is between" or "is not between" in Condition.

If you update Column or Condition after you enter Value 1 or Value 2, the system clears both of the value fields.

- 7 Click **Save**. The system saves the record and updates the Conditions list.

Note: The system clears Active on the associated E-mail Notification record.

To delete a condition, select the condition to delete, and then click **Delete Condition**. The system deletes the record and updates the Conditions list.

- 8 Click **Close**. The system closes the E-mail Conditions popup.

Creating e-mail template for messenger

Use the **E-mail Template** page to create and modify e-mail templates.

To create e-mail templates:

- 1 Select **Administration > E-Mail Messenger > E-mail Templates**.
- 2 Click **New Record**.
- 3 Specify this information:

E-mail Template

Specify the e-mail template code and description.

E-mail Recipients

Specify the recipients of the e-mail message. Use a space or a ; to separate multiple e-mail addresses. Alternatively, you can specify the parameters in place of the e-mail recipients. If a parameter is associated with a user or employee record, the system replaces the parameter with the corresponding e-mail address when the e-mail is sent.

E-mail Subject

Enter the subject of the e-mail message.

E-mail Body

Compose the e-mail message. Identify the parameter number(s) that corresponds to the column of the system table to be displayed with this e-mail. Enter %1 - %15 for each parameter.

- 4 Click **Save Record**. The system saves the record.

Setting up e-mail viewer for messenger

Use the **E-mail Viewer** page to view all e-mails sent from database, to ensure proper delivery and to troubleshoot problems with messenger. The system displays all the sent messages including ones that encountered error messages.

To view the e-mails:

- 1 Select **Administration > E-Mail Messenger > E-mail Viewer**.
- 2 Select the record for which you want to view the e-mail.
- 3 Specify this information:

Date

The system displays the date the e-mail was initiated.

E-mail Record

The system displays a code identifying the e-mail record.

E-mail Template

The system displays the e-mail template.

E-mail Recipients

The system displays the list of e-mail recipients.

Error

Indicates that an error occurred while sending the e-mail.

Sent

Indicates that the system successfully sent the e-mail.

E-mail Body

The system displays the composed message.

Error Message

The system displays the error that the e-mail message encountered.

System Security

Define users and users groups to ensure limited, password-controlled access to the system. Increase screen-level security using interface permissions.

Caution: This chapter describes Infor HMS functions that only a system administrator has rights to perform.

Auditing attributes

The system provides a flexible way to track changes of every attribute for almost every table. When a user enters, updates, or deletes an attribute, the system records the old value, new value, user code, function used, and date/time stamp. To activate this auditing, you must know the field and the technical name of the table to track. The system cannot track tables that do not appear in lookups or have no primary key.

Note: The number of audits might grow very fast; purge data frequently to aid system performance.

Setting up audit triggers

Set up audit triggers to monitor attribute changes to records. Create audit trail triggers to define what changes to which attributes you should audit. Once you know the field and the technical name of the table to track, set up audit triggers.

To set up audit triggers:

- 1 Select **Administration > Security > Audit Setup**. The Tables tab is displayed.
- 2 Specify the table for which to audit triggers.
- 3 Click **Add Trigger**.
- 4 Specify this information:

Field

Enter the field to audit, and then enter a description in the adjacent field.

Update

Select to track updates.

Insert

Select to track insertions.

Delete

Select to track deletions.

Comments

Enter additional comments concerning the trigger.

- 5 Click **Save**.

Note: To delete a trigger, select the trigger to delete, and then click **Delete Trigger**.

Viewing trigger status values

To view trigger status values:

- 1 Select **Administration > Security > Audit Setup**. The Tables tab is displayed.
- 2 Enter the table for which to view the audit.
- 3 Select the field for which to view the trigger status, and then click **View Trigger Status**. The View Trigger Status popup is displayed.
- 4 Choose one of the following options:

Option	Description
Refresh Audit Triggers	Click Refresh Audit Triggers . The system drops all audit triggers for the table, recreates audit triggers for each of the fields selected, and then updates the Audit Setup list.
Drop Audit Triggers	Click Drop Audit Triggers . The system drops all audit triggers.

- 5 Click **Close**.

Administering comment audit flags

Administer comment audit flags. Select the entities for which the system tracks audit flags, ensuring that the system records all changes to comment records for the particular entity.

To administer comment audit flags:

- 1 Select **Administration > Security > Audit Setup**. The **Tables** tab is displayed.
- 2 On the **Tables** tab, click the **Comments** tab. The **Comments** tab is displayed.
- 3 Select the checkbox next to the entity for which to maintain an audit trail of comments.

Purging audit records

Purge audit records. Purge data frequently to aid system performance.

To purge audit records:

- 1 Select **Administration > Security > Audit Setup**. The **Tables** tab is displayed.
- 2 Enter the table for which to purge audit records, and then click **Purge Audit Records**. The **Purge Audit Records** popup is displayed.
- 3 Specify this information:

From Date and To Date

Enter the range of dates for audits to be purged.

Note: To purge the current date's audit records, enter tomorrow's date in **To Date**.

- 4 Click **Save**.
- 5 Click **Close**.

Viewing audits

After setting up the auditing features in the system, you can view attribute changes to all records for all entities. View audits in order to monitor changes in attributes.

To view audits for fields:

- 1 Select **Administration > Security > Audit Trail Overview**.
- 2 Run the **Dataspys**, and then view the audit information.

Mobile Application Registration

Use the **Mobile Application Registration** screen to scan the QR code and register with the HMS application using these mobile applications:

The screen displays a QR code based on the application selected.

- Housekeeping phone app
- Signature app
- iPad Hotel app

Registering a mobile with HMS

- 1 Select **Administration > Security > Mobile Application Registration**.
- 2 Select this information in the Mobile Application Registration section:

Application ID

The code of the Infor HMS application that is defined in the **Global Codes** screen. Available values:

- Infor HMS Hotel Check In
- Infor HMS Housekeeper for iOS
- Infor HMS Housekeeper for Android
- Infor HMS Signature

Description

The description of the selected Application ID.

- 3 Click **Show QR Code**.

Note: The application displays the QR Code.

- 4 Scan the displayed QR Image.

Note: On completion, the application displays a confirmation message.

Maintain application controls

Application controls are default settings that determine and affect how the system operates and enable you to tailor system behavior for your needs. You can set application controls at the global, main-level property, channel and main property/channel level, however, not all levels are valid for all controls.

To maintain application controls:

- 1 Select **Administration > Security > CRS Application Parameters**. The **Maintain Controls** tab of the **Maintain Application Controls** page is displayed showing a complete list of the application controls.

Note: To change the property for which you are viewing or maintaining application settings, click the Property Select hyperlink in the Property Info section and select the appropriate property from the properties list.

- 2 Click the Application Control tab.
- 3 Locate the application control to modify from the Select Control list and click **Select**. The application control is displayed in Data Type.
- 4 Click **Add**. The record is displayed in Control Attributes section.
- 5 Specify this information:

Property

Select the property to which to apply the application control.

Channel Name

Select the channel name to which to apply the application control.

Note: **Property** and **Channel Name** are automatically populated based on whether you have system privileges to modify property and channel level controls for the selected application controls.

Value

Choose one of these options:

Option 1	Option 2
Select Yes to enable the application control.	Select No to disable the application control.

- 6 Click **Save**. The application control setting is saved and Updated By and Updated On are populated with user information and a time stamp.

Note: After saving the application control settings, click **Edit** to modify the setting or click **Delete** to delete the setting.

Understanding install parameters

During the Infor HMS installation process, installation parameters enable different modules/system components and establish many default values for your system, such as multi-organization security, default language, default currency, etc. Part of the installation process involves running scripts that set these default values in the Infor HMS database, and many of the scripts contain values known as installation codes or parameters.

Many of the parameters set during installation are "fixed," which means that once the parameter is set, the value/setting of the parameter cannot be changed or modified. Fixed parameters are also designated in the tables below.

Unless otherwise indicated, all non-fixed parameters can be set as necessary following the Infor HMS installation to tailor your system environment. Refer to [Defining installation parameters](#) on page 773 and [Modifying installation parameters](#) on page 773.

HMS installation parameters

This section contains a complete listing of all the installation parameters used for Infor HMS.

Code	Example	Description	Fixed	Module
@MSGARC	90	Purge period install parameter	No	Base

Code	Example	Description	Fixed	Module
~QUEUES~	1	Number of concurrent job queues	No	Base
~SLEEP~	15	Interval time (in seconds) for ADRV, BDRV, and TDRV	No	Base
~SLEEPB0	86400	Interval time (in seconds) for BDRV, queue 0.	No	Base
~SLEEPT0	3600	Interval time (in seconds) for TDRV, queue 0.	No	Base
7IMCDKEY	000-0000-00000-0000	Mobile CD key	No	Base
ADRDOCUP	http://	Advanced Reporting document upload path. This is the path from the Advanced Report Server to the document upload directory. Must be a valid URL and can be either http:// or file:// protocol.	No	URL
ADVEODTM	21:00	Advance EOD time	No	Base
ADVREPT	SSRS	Advance Reporting Module (YES) for installed, (SSRS) for Reporting Services, and (NO) for any other reporting products	No	Base
ALDLOCAL		Allowed Local login attempts in Mobile application. Leave blank to disable.	NO	BASE
ALDNTWRK		Allowed Network login attempts from Mobile. Leave blank to disable.	NO	BASE
AMSGCOST	250	Maximum allowable SQL score for alert management grid Dataspies	NO	BASE

Code	Example	Description	Fixed	Module
APPURL	http://myserver.my-compa-ny.com/webbase/login.asp?tenant=DS	URL Path for the application server. This path will be used with the Messenger feature to include a URL that links back to the record in question. This should be the same URL used to access Infor HMS.	NO	BASE
ARCAGING	YES	Automatically recalculate aging after closing an accounting date	NO	BASE
ATLCSPHR	False	Atlantis Hotel and Casino custom player hotel rating search. This enables the application to retrieve the control segment of the player only if the install parameter CMSPRTNR is set to INTLGAMETECH. Default values are True or False.	No	Base
AUTOKBNM	NO	Flag for auto-generation of knowledge base article code (values are YES and NO).	NO	BASE
AUTOSAVE	YES	YES - Save work automatically when moving from tab to tab. NO - Do not save work automatically when moving from tab to tab and prompt user to save.	NO	BASE
BESTWEST	INS_VALUE=YES	Best Western Interface enabled	No	BASE
BLDDATE	2011-AUG-24 00:04:38	Database Build time stamp	YES	BASE
BRETRIES		Maximum number of retries in the BDRV driver.	NO	BASE

Code	Example	Description	Fixed	Module
CCTINF	NO	Use Liaison for credit card interface. Note: If the value of this field is set to YES , the Credit Card and Debit Card pay types are excluded from the Transaction Codes screen.	NO	BASE
CDKEY		HMS license code	NO	BASE
CMRLOGO	../hms/images/cmp_logo.gif	Company logo on Infor HMS reports title page.	NO	BASE
COREBURL	http://	The URL of the CORE CRS application	NO	URL
CRMACT	No	The CRM interface is active, which will prevent manual merging. Specify Yes or No.	NO	BASE
CTRLSEGM		Select this check box to default the Player Control Segment and ADT for the selected player, on the Player Guest Profile window.	NO	BASE
CMSPTNR		The value indicates the Casino Management System partner. Available values: <ul style="list-style-type: none"> • ARISTOCRAT • PECHANGA • INTLGAMETECH • CAESARS • OASISLOYALTY 		BASE
CUSTAPP	NO	If you have any Custom Applications deployed on Infor HMS's application server then this parameter needs to be turned on (YES\+Y)	NO	BASE
DBBUFSIZ	100	Cache size for grid query results	NO	BASE

Code	Example	Description	Fixed	Module
DBNAME		Specify the name of the database, for example: Production or Test. This name will appear inside the application.	NO	BASE
DEFCURR	USD	Default currency	NO	BASE
DEFLANG	EN	Language code to insert description of entity	YES	BASE
DEFORG	*	Default Organization value for entities with multiorg 'OFF'	YES	BASE
DELTYPE		Delphi Extract Type. 1=Delphi7, 2=Iserver	NO	BASE
DEPTSEC	OFF	To enable department security set value to ON. To disable department set value to OFF.	NO	BASE
DFATEN	0	Default Auto Transfer End Date Offset. This value is used by the system when the system sets auto transfer rules for an account. If the account does not have an end date, the value that you specify in this parameter is added to the Hotel Date to infer the end date of the auto transfer rule. This is a positive integer value, representing number of days. The default value is zero.	NO	BASE
DSKUPLD	0	Total disk space, in megabytes, available for file uploads. 0 is unlimited.	YES	BASE
DUALCURR	EUR	Dual currency	NO	BASE
EAMRLOGO	../hms/images/d7i_logo.gif	Infor HMS logo on reports title page.	NO	BASE

Code	Example	Description	Fixed	Module
EODNERRS	100	Number of errors to abort End of Day	NO	BASE
EODQA	ON	EOD QA Mode	NO	
EPAKURL	http://	URL Path for the EPAK server. This path will be used to display EPAK content for Infor HMS.	NO	BASE
EXCELMAX	10000	Maximum number of records to be retrieved by the Export to Excel feature. Setting this value too high can cause performance issues.	NO	BASE
EXPDCOMM	NO	Select YES to have the editable block of the Comments tab open expanded. Select NO to have the Comments tab not open expanded.	NO	BASE
FOLRECT	NO	Print Folio Receipt during check-out process. YES/NO	NO	BASE
FRONTPG	Yes	Specifies the default value for the Print Front Page option on some reports.	NO	BASE
GRIDCOST	100	SQL score for Dataspy	NO	BASE
HOSTED	-	Indicates whether or not this is a hosted installation	YES	BASE
HTMLCOMM	ON	ON provides HTML editing capability on Comments fields, while OFF removes HTML editing capability.	NO	BASE
INBXSCOR	100	SQL Score for Inbox Queries	NO	BASE
IHCOMPID		Item Harmony Company ID. Indicates the company which is linked to Enterprise Manager	No	BASE

Code	Example	Description	Fixed	Module
IHMSLID		Item Harmony Master Store Location ID. Indicates the Master Store ID used in Enterprise Manager.	NO	BASE
INCRLINO	10	Increment line number when automatic line numbering is used.	NO	BASE
INSTCODE		Installation code: needs to be computed	YES	INTERNAL
INVPMTHD		Partner Inventory Method	No	BASE
KEEPBOT	+	To avoid overwriting adapted boilertexts, helptexts, and function descriptions by newly issued texts, keep '+', otherwise set to '-'	NO	BASE
KEEPPLO	+	To avoid overwriting adapted pagelayout, helptexts, and function descriptions by newly issued texts, keep '+', otherwise set to '-'	NO	BASE
KEEPREV	45	EOD purge value for revenue fact table	NO	BASE
KPISCOR	100	SQL Score for KPI queries	NO	BASE
KPISLEEP	1	Sleep time for KPI driver in days	NO	BASE
LGNCON	STD	Logon type for web service logons	NO	BASE
LGNDDBR	STD	Logon type for Databridge logons	NO	BASE
LGNEAM	STD	Default logon type	NO	BASE
LGNMOB	STD	Logon type for Mobile logons	NO	BASE

Code	Example	Description	Fixed	Module
LOCALE	NAMERICA	Determines the number format (i.e., use of decimals, commas, etc.) for numeric and date fields. Valid values are: ASIA, EUROPE, NAMERICA, and UK.	NO	BASE
MAXRSPNS	1	A positive integer value that indicates the maximum number of responses desired in the return. Use value from install parameter MAXRSPNS. If parameter is not defined, <0 or not a number then set to 0		
MENUTHME		Specify the theme for the application Menu. Available options: <ul style="list-style-type: none"> • T for Traditional theme • N for Navigation theme 		
MOBAUDIT	NO	Select YES to enable audit trail on the Mobile device. Auditing will be enabled for Mobile fields on which audits have been configured for the corresponding Infor HMS field. Select NO to disable Mobile auditing.	NO	BASE

Code	Example	Description	Fixed	Module
MINGSYNC		<p>Updates the HMS user with the Ming.le user login credentials. An existing HMS Role must match with the Ming.le Role. The user must be associated with HMS Role to access the property. Possible values:</p> <ul style="list-style-type: none"> YES : Modifies HMS and Ming.le Roles NO – The data is not modified. 		
MOBBARER	NO	Mobile Prompt Machine Expression Error: YES - Display possible expression parsing error; NO - Suppress any errors, save in Mobile error log only.	NO	BASE
MOBDOCUL	DATETIME	Specify a suffix that will be appended to the document file name when uploaded from the mobile device to the Infor HMS server. This is done to better ensure uniqueness and help prevent files from being overwritten on subsequent uploads. Valid values are: RECORD, DEVICE, and DATETIME. Multiple values are acceptable using comma separation. Default is DATETIME.	NO	BASE
MOBORG	NO	Infor HMS Mobile Property downloading mode: YES for Multiple Property Mode, NO for Single Property Mode	NO	BASE

Code	Example	Description	Fixed	Module
MOBTMOUT		Number of minutes of user inactivity before In-for HMS Mobile logs out the current user. Leave blank to disable.	NO	BASE
MSGDEL	60	Archive Period Install parameter	NO	BASE
MULTIORG	YES	Whether multi organization security is set 'YES' or 'NO'.	YES	BASE
NOTXWAIT	YES / NO	If this parameter is set to YES, the tax calculations are ignored by the system and the screen loads quickly. Also, the estimated taxes are not calculated. If this parameter is set to NO, the taxes are calculated and the screen waits for an aSync process to complete or throw warning messages after some time.	NO	BASE
NEWEOD	YES / NO	This parameter is used to control the EOD process. If the value is set to NO then the Auto Restart process is set to False.	NO	BASE
NEXTPMPT	YES	HMS Mobile prompt: YES - Start next transaction without clicking "Save" button; NO - Need to click Save button before starting next transaction	NO	BASE
ONLMAN	http://myserver.my-company.com	URL path for online help	NO	URL
OPIMGURL		This install parameter is the absolute URL of the directory where the OPS setup stores the images	NO	URL

Code	Example	Description	Fixed	Module
OPT_TAGS	-	Tags option installed	YES	INTERNAL
OURCOMP		The name of your company	NO	BASE
PASSMINL	8	Indicates the minimum password length	NO	BASE
PASSMNAN	1	Indicates the minimum number of non-alphanumeric characters required for a password	NO	BASE
PASSMNLR	1	Indicates the minimum number of lower case characters required for a password	NO	BASE
PASSMNNB	1	Indicates the minimum number or numerical characters required for a password	NO	BASE
PASSMNUP	1	Indicates the minimum number of upper case characters required for a password	NO	BASE
PASSSAID	YES	Indicates whether the User's ID can be used as their password. Valid values are: YES or NO.	NO	BASE
PGSZRMAV	30	Default page size for Room Availability screen	NO	BASE
PGSZRPSL	30	Default page size for Rate Plan Selection popup on Reservation screen	NO	BASE
PMRVSIGN		ES' - both electronic signature and snapshot are required for WXAPPR; 'ER' - only snapshot is required for WXAPPR; NULL - neither electronic signature nor snapshot is required.	NO	BASE

Code	Example	Description	Fixed	Module
PRMDSPLY	MULTIPLE	SINGLE: Display Infor HMS Mobile Prompt in Single Field mode. MULTIPLE: Display Infor HMS Mobile Prompt in Multiple Fields mode.	NO	BASE
PRODNAME	Hospitality Management System	Name of the product installed	NO	BASE
PRODUCTS	EXTSQL	Name of the products used, EXTSQL - If only Extended interface for SQL is used, EXTORCL - If only Extended interface for Oracle is used, D7I - If only the Forms interface is used and BOTH - If Forms interface and Extended interface both are used.	NO	BASE
PRODINST	IH	The name of the product installed.	YES	BASE
QUICKDEF	B	Default value for the Operator field on the Quick Filter portion of the Search Bar. Also applies to the Dataspy. Set to B for Begins with and C for Contains. Applies to text fields only.	NO	BASE
REFRSHLV	NO	Set to YES for the data to refresh when users return to the List View from Record View or any other tab. Set to NO for the List View tab to not refresh.	NO	BASE
REPCLEAN	240	Specifies how long in minutes that report temporary data will remain	NO	BASE
REPPURGE	10080	Time, in minutes, to keep an Extended report output file on the server before deleting it	NO	BASE

Code	Example	Description	Fixed	Module
RMTMOUT	20	Time out setting for Infor HMS Mobile Real-time web service request, in seconds.	NO	BASE
RTIMEOUT	120	Amount of time, in seconds, to wait for a report to finish executing before queuing it	NO	BASE
SAFEWARN	NO	Equipment safety warning in 7i Mobile	NO	BASE
SCIFCODE		Delphi Extract Sales & Catering Interface Code	NO	BASE
SECUPWEP	30	Number of days after which the user will be required to change the password	NO	BASE
SECUPWRP	180	Number of days after which the a user can reuse a password	NO	BASE
SECUVIOL	5	Number of consecutive logon attempts after which the user will be locked out of the system	NO	BASE
SESINTVL	5	Specifies how long in minutes user sessions will be kept w/o being refreshed by the application server. This time is a minimum and a safety buffer will be added to this value. Minimum value is 5.	YES	BASE
SHOWQURY	NO	Set to YES to show the query fields on grids by default. Set to NO to hide them by default.	NO	BASE
SMTSEND	mailid@yourcompany.com	The name of the mail sender, used for replying to the messages	NO	URL
SPCLID		Support Customer Id for SnapEngage Chat	No	BASE

Code	Example	Description	Fixed	Module
SPCLNM		Support Customer Name for SnapEngage Chat	No	BASE
SMTPSERV	mail.yourcompany.com	The SMTP mail server	NO	URL
SPSNWDGT		Specify the Chat Widget URL for SnapEngage	NO	URL
SPECJS	NO	Do not change this parameter unless instructed by Infor HMS Technical Support. Set to YES to use the tenant specified language js file. Set to NO to use the common language js file.	YES	BASE
SQLLOGTM		The maximum execution time (in milliseconds) for a grid query before it will be recorded in a logfile.	NO	BASE
SSRSURL		The URL of the HMS report server, which must end with question mark (?) character.	NO	BASE
STORESEC	OFF	ON: Use Store Security for User Groups. OFF: No Store Security for User Groups	NO	BASE
SYSOWNBA		The system ID displayed for the Booking Agency Profiles Specify the system ID that is displayed in the External ID field on the Booking Agency Profile screen.	NO	BASE
SYSOWNOP		The application that owns the Organization ManagedProfileID (External ID for Record View)		
UITHEME	inforhms	Allows a customer to use a custom web stylesheet and associated images	NO	BASE

Code	Example	Description	Fixed	Module
TABSAVE	UPDATE	Set to INSERT to return to Insert Mode after modifying a record on List/Detail tabs. Set to UPDATE to stay in Update Mode after modifying a record.	NO	BASE
TIMEINT		Time for how long the user will be locked out of the Mobile. Based on Minutes. Leave blank to disable.	NO	BASE
TRANDESC	(DEFAULT TRANSACTION DESCRIPTION)	Default description for transaction	NO	BASE
TRNSLOPT	D	Translation Options. Set to D to only update the translation in the language of DEFLANG. Set to U to only update the translation in the language of the user. Set to S to update all descriptions that are unchanged (same as the old description.)	NO	BASE
UCOLANG	EN	Language code of (default) user codes	YES	BASE
WSGRIDSZ	10000	Max number of rows returned per block for grid web service	NO	BASE
WSPFSEQ	100	Multiplier that is used to determine the starting field Sequence for each process group in a web service prompt.	NO	BASE
WTIMEOUT	15	Number of minutes of user inactivity before the system will automatically shutdown. Value should be between 5 and 180. Note that application server parameters can also cause a session to timeout.	NO	BASE

Code	Example	Description	Fixed	Module
XP_EXEC	xp_exec_85.xml	XML file used by xp_exec.dll	YES	BASE

Defining installation parameters

Define new installation parameters to tailor the system to your working environment. Infor HMS installation sets up default values, also known as "installation codes" or "installation parameters." You can also edit existing install parameters.

Note: Only qualified Infor HMS system administrators should create installation parameters, with specific guidance and approval from your Infor consultant. Contact your Infor consultant to create installation parameters.

To define installation parameters:

- 1 Select **Administration > Security > Install Parameters**.
- 2 On the List View tab, click **New Record**. The **Record View** tab is displayed.
- 3 Specify this information:

Install Parameter

Enter a unique code identifying the installation parameter, and then enter a description of the installation parameter in the adjacent field.

Note: You cannot define fixed install parameters or assign new install parameters to a module.

Value

Enter the default value for the parameter.

- 4 Click **Save**.

Modifying installation parameters

To modify installation parameters:

- 1 Select **Administration > Security > Install Parameters**.
- 2 Query for the install parameter to modify using the Dataspy or Quick Filter.
- 3 Select the install parameter to modify and click the **Record View** tab.
- 4 Update the install parameter as necessary. Refer to [Defining installation parameters](#) on page 773.
- 5 Click **Save**.

Creating roles

HMS is supported by the third-party identity provider (IDP). This is enabled as OIDC (Open ID Connect) and Ming.le use an IDP.

Note: To activate the Ming.le login and add or update a user, the value of the install parameter MINGSYNC must be set to YES.

For an HMS user to login using Ming.le or OIDC:

- The HMS role must match an IDP role.
- The application automatically creates or updates the credentials of the user ID when a user accesses the application.
- A user is automatically linked to a property when an HMS role or an IDP role is created. If a role is deleted the user cannot access the associated property.
- The default property configured in the Properties tab for user groups is applicable to the roles also.
- The login process updates the data in the HMS User Setup screen if information is modified in the IDP.
- The application creates the lists of properties based on the roles. This is used to add or update the list of properties associated with the users.

To create roles:

- 1 Select **Administration > Security > Roles Setup**.
- 2 On the List View tab, click **New Record**. The **Record View** tab is displayed.
- 3 Specify this information:

Role

Enter a unique code identifying the role, and then enter a description of the role in the adjacent field.

User Group

Enter the user group to which users of the role are assigned.

All Properties

Select this check box to allow the user to access all the properties including the properties assigned in the Properties tab.

Note: The web service supports the backward compatibility when a property is defaulted in the Properties tab.

Language

Select a default language for the role.

Success Msg. Timeout

Select the amount of time in which success messages will timeout.

Locale

Select the default locale for the role.

First Screen

Enter the code identifying the screen to which the system defaults when users of the role log in.

Infor HMS

Select if the user of the role is a Infor HMS user.

Infor HMS Connector

Select if the user of the role is a Connector user.

HMS Mobile

Select the check box if the role of the user is of HMS Mobile user.

HMS Mobile Administrator

Select the check box if the role of the user is of HMS mobile administrator.

- 4 Click **Save** to save the record.

Assigning properties to HMS roles

Use the **Role - Properties** tab to add a property to a user role or update a property associated with the role. The user with the HMS role can access the property using OIDC or Ming.le.

Note: A user with Administrator role only, can access this screen.

To assign:

- 1 Select **Administration > Security > Role Setup**.
- 2 Select an existing role from the **Record View** tab.
- 3 Click the **Properties** tab.
- 4 Specify this information in the Property Details section:

Property

The code of the property to which the user role has access.

User Group

The user group associated with the role.

Note: The application defaults this value from the **Record View** tab.

Default

Select this check box to set this property as the default for the user role.

- 5 Click **Save**.

Setting up user groups

Use the **User Groups** screen to set up the user groups enabling users to have the same privilege when working on similar tasks within the property.

Note:

- You can copy the header and child data from one user group to another.
- You can also edit user groups as required.

The application is configured by default for the R5 user group. The R5 user group has full access to all functions, including data setup, system setup, and system administration setup. After installing Infor HMS, you must modify the user password. Only the system administrator must provide access to this user.

Note: After setting up users in a user group, the system administrator cannot delete the group. Infor does not recommend using the predefined R5 user group as a default user group, as the menu options and authorizations of this group can be replaced during the system upgrades.

Creating user groups

To create user groups:

- 1 Select **Administration > Security > User Groups**.
- 2 On the List View tab, click **New Record**. The Record View tab is displayed.
- 3 Specify this information:

User Group

Enter a unique code identifying the user group, and then enter a brief description of the user group in the adjacent field.

Copy From

Enter, from the list of previously defined groups, the ID of the group from which to copy menus, permissions, and status authorizations to the user group.

Note: For user groups that need extensive system privileges, enter the R5 user group, and then turn off the unnecessary permissions.

If you do not enter a user group, the system automatically copies menus, permissions, and status authorizations from the R5 user group.

Session Timeout (minutes)

Enter the amount of time in minutes in which the system will timeout.

Note: The authentication provider must support the re-authentication feature for the user to re-authenticate the session that expires after 8 hours.

Restrict Posting to Checked Out Folios

If this check box is selected, you cannot post transactions to a folio if the guest checked out prior to the current hotel date.

Hide Confidential Rates

Select this check box when the user is not allowed to see the rate fields on **Guest Stay** and **Check In** screens when the **Confidential Rate** check box is checked for the reservation. The user can see the rate fields in the **Stay Wizard** and **Rate Details** screens.

Posting Level

Specify the user group's posting level. The posting level ranges from 0 to 9. Posting level controls which transaction codes can be posted by a user group. **Posting Level** is set on a transaction code and also on the user group. For example, if a user group posting level is 6, the users that belong to that user group can only post transaction codes with a posting level of 0 to 6. Higher posting levels are restricted from posting by level 6 user group.

Allow Add/Print Coupon

If this checkbox is selected, the users of the specified user group are allowed to add coupons and print for the transaction screens.

Include Restricted Products

Select to enable or disable restricted products access in the call center for the user group.

Product Detail

Select to enable or disable product details access in the call center for the user group.

View Availability

Select to enable or disable view availability access in the call center for the user group.

Waitlist Module

Select to enable or disable permissions to waitlist access in the call center for the user group.

Manage Rates Daily

Select this to control the ability to set rate plans that must be managed with seasons on a daily basis and not for a larger time span. This permits the system to manage these rates more efficiently.

Note:

- By default, this field is set to Disabled.
- Setting this option to **Enabled** allows the user to change the internal update mode for a rate plan. Therefore special permission is needed.

Blacklist Override

Select to enable or disable permissions to override blacklist access in the call center for the user group.

Leadtime Policy Override

Select to enable or disable lead time policy override access in the call center for the user group.

Auto Transfer Rules

Select the check box to allow the user to create auto transfer rules.

Rate Override

Select to enable or disable rate override access in the call center for the user group.

Group Block Override

Select to enable or disable a group block override.

Permit Group Block to Exceed Availability

Select to enable or disable permissions for the group block to exceed availability.

Group Billing

Select to enable or disable group billing access in the call center for the user group.

4 Click Save.

Setting up menus for user groups

Set up menus on the **Menus** page of the **User Groups** form. Creating a menu structure for user groups is critical to database security and data integrity. The menu structure is displayed in a tree structure that extends to four levels—one Main Menu level, two Sub-Menu levels, and one Screen level. The Main Menu level may contain up to seven items. The Sub-Menu level may contain up to 50 items, and

the items may be a mix of folders and screens. Finally, the Screen level may contain up to 50 items, but the items must be screens.

To set up menus for user groups:

- 1 Select **Administration > Security > User Groups**.
- 2 On the List View tab, doubleclick the user group record to work with, and then click the Menus tab. The Menus tab is displayed.
- 3 View the tree structure, and then click the plus sign (+) beside the menu and/or sub-menu you wish to view. The system expands the menu and/or sub-menu and then displays the folders and screens that reside at various levels below the main menu and/or sub-menu.

Note: Click the minus sign (-) to collapse the menu.

- 4 Specify this information:

Available Screens

From the right panel of the form, select the screen to add to the menu structure.

- 5 Drag and drop the screen name into the desired menu structure location on the tree structure. The system checks the number of screens applied to the menu structure. If less than 30 screens exist, the system adds the screen to the tree structure and expands to illustrate the level of the screen as necessary.

The system also inserts the screen into the **Screen Permissions** table and the **Tab Permissions** table as necessary.

Note: If you drop a screen into a sub-menu folder, the system adds the screen as the last child of the sub-menu folder. If you drop a screen to another screen, the system adds the screen directly below the existing screen.

You may also drag and drop main menu folders, sub-menu folders, and screens within the tree structure. You cannot make a higher-level item subordinate to a lower-level item, i.e., you cannot move a main menu folder to the Screen level.

To delete a menu item, select the menu item to delete, and then click **Delete Menu Item**. The system deletes the record and updates the tree structure. The system also deletes the screen from the **Screen Permissions** table and the **Tab Permissions** table as necessary.

Showing menu items

Show a folder, screen, or tab that is hidden in the tree structure.

To show menu items:

- 1 Select **Administration > Security > User Groups** form.
- 2 On the List View tab, select the user group for which to show menu items, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Select the folder, screen, or tab to show, and then click **Show Menu Item**. The hidden item is displayed.
- 4 Click **Save**.

Hiding menu items

Hide a folder, screen, or tab that is displayed in the tree structure.

To hide menu items:

- 1 Select **Administration > Security User Groups**.
- 2 On the List View tab, select the user group for which to hide menu items, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Select the folder, screen, or tab to hide, and then click **Hide Menu Item**. The system hides the item.
- 4 Click **Save**.

Adding main menu folders

To add main menu folders:

- 1 Select **Administration > Security User Groups**.
- 2 On the List View tab, select the user group for which to add main menu folders, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Select the main menu-level menu structure to which to add a folder, and then click **Add Main Menu Folder**. The system checks to determine if a main menu-level menu structure is selected on the tree structure and displays the Add Main Menu Folder popup.
Note: You cannot add a main-menu folder to the Sub-Menu or Screen level.
- 4 Specify this information:
Label
Enter the name of the new folder.
- 5 Click **Save**.
Note: The system adds the main-menu folder directly below the existing main-menu item.

Adding sub-menu folders

To add sub-menu folders:

- 1 Select **Administration > Security User Groups**.
- 2 On the List View tab, select the user group for which to add sub-menu folders, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Select the main menu folder or sub-menu folder menu structure to which to add a folder, and then click **Add Sub-Menu Folder**. The system checks to determine if a main menu folder or sub-menu folder menu structure is selected on the tree structure and displays the Add Sub-Menu Folder popup.
Note: You cannot add a sub-menu folder to the Screen level.
- 4 Specify this information:

Label

Enter the name of the new folder.

- 5 Click **Save**.

Note: If you add a sub-menu folder to a main-menu folder, the system adds the sub-menu folder as the last child of the main-menu folder. If you add a sub-menu folder to another sub-menu folder, the system adds the screen directly below the existing sub-menu folder.

Changing label names

Change the label name of any menu item in the tree structure.

To change label names:

- 1 Select **Administration > Security User Groups**.
- 2 On the List View tab, select the user group for which to change label names, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Select the menu item for which to change the label name, and then click **Change Label**. The Change Label popup is displayed.
- 4 Specify this information:

New Label

Enter the new label of the menu item.

- 5 Click **Save**.

Changing screen tab orders

Change screen tab orders to change the order that the tabs appear on the screen.

To change screen tab orders:

- 1 Select **Administration > Security User Groups**.
- 2 On the List View tab, select the user group for which to change screen tab orders, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Select the screen for which to change the tab order, and then click **Change Tab Order**. The Change Tab Order popup is displayed.
- 4 Specify this information:

Error Message

The system displays any error messages associated with the tab.

- 5 Click **Save**.

Copying menus

Copy menus from one user group to another user group.

To copy menus:

- 1 Select **Administration > Security User Groups**.
- 2 On the List View tab, select the user group to which to copy menus, and then click the **Menus** tab. The Menus tab is displayed.
- 3 Click **Copy Menu**. The Copy Menu popup is displayed. The system automatically populates **To Group** with the current user group.
- 4 Specify this information:
From Group
Enter the the user group from which to copy the menu.
- 5 Click **Save**. The system saves the record, copies the menu, and copies all Screen Permissions and Tab Permissions.

Adding Revenue Center to Users

Use the **User ID – Revenue Center** tab to associate the user to the Revenue Centers. This provides permission for the user to access only, the selected Revenue Centers of the Item Harmony.

- 1 Select **Administration > Security > User**.
- 2 Select the User on the Record View to provide access for the Revenue Center.
- 3 Select the **Revenue Center** tab.
- 4 Specify this information:
Revenue Center ID
A unique ID and name of the Revenue Center.
Note: You can select multiple Revenue Center.

Status
The status of the selected Revenue Center.
Note: By default, the value is set to Active.
- 5 Click **Save**.

Setting up field level security and manager authorization requirements

You can set up the field level security that requires the manager to specify their user ID and password to authorize the changes that a user wants to make to a particular field or event. For example, using an outdated rate plan or reserving a room with booking restrictions. Set up the following property parameters to implement the authorization requirements:

Parameter	Type	Description	Default Value
AUTHRTOVRD	Flag	Require Authorization for Rate Override. If this check box is selected, overriding a rate value in the stay wizard screen will require manager authorization.	No
AUTHDNMOVRD	Flag	Require Authorization to override a Do Not Move. If this check box is selected, deselecting the Do Not Move check box on the Guest Stay page will require manager authorization.	No
AUTHSOOVRD	Flag	Require Authorization to override a sell option restriction. If this check box is selected, saving a guest stay with a sell option that is unavailable will require manager authorization.	No

Set up the following parameters for a manager authorized to override the field level security in the **Administration > Security > User Setup** screen:

Parameter	Type	Description	Default Value
Allow Field Level Override Authorization	Flag	If this check box is selected, the user is authorized to override the field level security.	No
Ignore Field Level Override Authorization	Flag	If this check box is selected, the Override Authorization pop-up is not displayed.	No

Set up the following parameter in case of a user for whom the **Override Authorization** pop-up must not be displayed. Use the **Administration > Security > User Setup** screen to set up this parameter.

Parameter	Type	Description	Default Value
Ignore Field Level Override Authorization	Flag	If this check box is selected, the Override Authorization pop-up is not displayed.	No

For all other users, the **Override Authorization** pop-up is displayed when they try to update a particular field or event protected by field level security.

Note: You can apply field level supervisor approval. [Mobile Supervisor Approval](#) on page 98

Setting up users

Set up users with access to the system as members of user groups. You can also edit users as necessary. After setting up new system users, associate them with specific properties. When the user

logs in to the system, the default property determines to what user group the user belongs for that system session.

Creating users

To create users:

- 1 Select **Administration > Security > User Setup**.
- 2 Specify this information:

User ID

A unique code identifying the user, and the description of the user. The description is the user's full name.

Language

Select the default language for the user.

Menu Definition User Group

The user group to which the user is assigned.

User ID Expiration Date

The date on which the User ID expires.

Password

The password of the user.

Note:

- The password can be a maximum of 64 characters. These combinations p@ssword, uSer, and other similar passwords are not allowed..
- After a set number of unsuccessful attempts to log in, the system locks the **User ID** and **Password**. The system administrator or an authorized user must unlock the user record.
- You can unlock the user record using the **Unlock User** (The system must unlock the user and hide the **Unlock User** button).

Password Expiration Date

The date on which the password expires.

Locale

Select the locale of the user.

Session Timeout (minutes)

The time in which the system can timeout.

Unmask Personal Information

Select this check box to view the masked Passport and ID numbers of the guest specified on the **Guest Details** and **Guest Profile** screen.

Alerts and Locator

The alert and locator type traces displayed to the user on the **Check In**, **Check Out** and **Guest Stay** screens. Options include **Alerts and Locator**, **Alerts Only**, or **Locator Only**. If not specified, neither type of trace is displayed.

Note: Alerts and Locator are used to notify the user that the guest must be alerted to important information or the location of someone when they approach the hotel operation staff.

Front Desk Incentive

Specify the three-digit numerical code that represents the user. The code is sent through an interface message to the Best Western Central Reservation System (CRS) with the guest enrollment information. Best Western uses the code to provide credit to the user for the enrollment of the guest in the Best Western Rewards Program. This field is displayed only when the install parameter BESTWEST is enabled.

VVIP Authorization

The authorization that determines the user access to the VVIP information. The options include:

- Hosted: The user has limited access and can only view the records with the VVIP authorization set to host in the configuration.
- No: The user cannot view any records.
- Yes: The user can view all the records.

Personal Tax ID

The personal tax ID of the user. This information is printed on the fiscal receipt in compliance with Russian legal requirement.

Incognito Authorization

Select this check box to authorize the HMS users to view the primary guest details.

Note: The guest details can be viewed only if the **Incognito** check box on the **Guest Profile** screen is also selected.

Success Msg. Timeout

Select the amount of time in which success messages will timeout.

First Screen

The code identifying the function to which the system defaults when the user logs into the system.

E-mail Address

The user's e-mail address. The temporary password is sent to this email address in case a user is locked. You can specify the email content in the **Text** tab of **LOGIN** screen record in the **Screens** screen.

Global Property Manager

Select to grant the user access to the property management configuration functionality.

Cash Manager

Select the check box to provide the user with the privileges of a cash manager.

Sales Manager

Select the check box to provide the user with the privileges of a sales manager.

Screen Designer

Select if the user can set up the appearance of screens.

Allow Dataspy Edits

Select to allow the user to edit Dataspies. This enables the Edit Dataspy button.

Allow Dataspy Advanced Filters

Select to allow the user to set advanced Dataspy filters.

Approve High Cash Payments

If this check box is selected, the user can specify the User and Password on the Require Manager Approval window to approve High Cash Payments.

Account Super User

Select this check box for the user to correct the accounts.

Allow Global Dataspy Configuration

Select this check box for the user to create dataspy of all other users.

Time Zone

The time zone of the property.

Daylight Savings Time Profile

The profile for the daylight-saving time zone.

Infor HMS

Select to indicate that the user is an Infor HMS user.

Infor HMS Connector

Select to indicate that the user Infer HMS Connector user.

Default Currency

Select the default currency for the user.

Default Startup Module

Select the default startup module for the user.

Default Wrap-Up

Select which language the system must be displayed on the Wrap-Up screen in CRS.

Language Display Rates Configured in Currency

Select to indicate that the system display the properties rates configured in the selected currency.

Populate Property List

Select to display the properties associated to the user on the initial CRS screen.

Note: If not selected, the user must perform a property search for properties to display.

3 Click **Save.**

Note: Click **Unlock User** to unlock locked users and make them active in the system.

Assigning properties to users

Add or update properties that are linked to a user ID.

To assign properties to the users:

1 Select **Administration > Security > User Setup.**

2 Click the user record to view the user **Property** tab on the **List View** tab.

3 Specify this information:

Property

The property to assign to the user.

The system automatically populates the property description.

User Group

The user group of the user.

Default

Select the checkbox to assign a property as the default property for a user.

4 Click **Save**.

Setting up field level security and manager authorization requirements

You can set up the field level security that requires the manager to specify their user ID and password to authorize the changes that a user wants to make to a particular field or event. For example, using an outdated rate plan or reserving a room with booking restrictions. Set up the following property parameters to implement the authorization requirements:

Parameter	Type	Description	Default Value
AUTHRTOVRD	Flag	Require Authorization for Rate Override. If this check box is selected, overriding a rate value in the stay wizard screen will require manager authorization.	No
AUTHDNMOVRD	Flag	Require Authorization to override a Do Not Move. If this check box is selected, deselecting the Do Not Move check box on the Guest Stay page will require manager authorization.	No
AUTHSOOVRD	Flag	Require Authorization to override a sell option restriction. If this check box is selected, saving a guest stay with a sell option that is unavailable will require manager authorization.	No

Set up the following parameters for a manager authorized to override the field level security in the **Administration > Security > User Setup** screen:

Parameter	Type	Description	Default Value
Allow Field Level Override Authorization	Flag	If this check box is selected, the user is authorized to override the field level security.	No

Parameter	Type	Description	Default Value
Ignore Field Level Override Authorization	Flag	If this check box is selected, the Override Authorization pop-up is not displayed.	No

Set up the following parameter in case of a user for whom the **Override Authorization** pop-up must not be displayed. Use the **Administration > Security > User Setup** screen to set up this parameter.

Parameter	Type	Description	Default Value
Ignore Field Level Override Authorization	Flag	If this check box is selected, the Override Authorization pop-up is not displayed.	No

For all other users, the **Override Authorization** pop-up is displayed when they try to update a particular field or event protected by field level security.

Note: You can apply field level supervisor approval. [Mobile Supervisor Approval](#) on page 98

Run Procedure

Use this screen to execute the pre-defined and stored procedures.

The support team uses this feature to avoid repetitive execution of scripts.

Executing stored procedures

- 1 Select **Administration > Run Procedure**. The **Run Procedure** screen is displayed
- 2 Specify this information:

Support Ticket

The reference ID of the support ticket raised by the customer.

Procedure Name

The parameters required to execute the procedure, specified in the **Procedure Name** field.

Note: You must specify the same number of parameters as it is configured for the stored procedures.

For example: If the procedure `prc_UpdateHousekeepingFrontDeskStatus` requires 2 parameters, then the values for:

- Parameter01 is VLPRP
- Parameter02 is 106

- 3 Click **Run Procedure**. The application displays the value in the **Result Status** and **Result Message** fields.

Account Update

Use this screen to view the list of accounts associated with a property.

You can filter the records based on the Type of Accounts. The screen comprises of these tabs:

- **Folio**: This tab is used to update the Tax, POS or Package reference specified on the folio records. See [Updating the folio reference](#) on page 788
- **Payment Authorization tab**: This tab is used to update the status of payment authorization records. See [Updating the payment authorization status](#) on page 788

Updating the payment authorization status

Use the **Account Update- Payment Authorization** tab to update the status of Payment Authorization records.

- 1 Select a record from the list of credit cards..
- 2 Specify this information in the Authorization Details section:
Support Ticket
The reference ID of the support ticket raised by the customer.
Authorization Status
The status of the credit card.
- 3 Click **Save**.

Updating the folio reference

- 1 Select **Administration > Account Update**. The **Account Update** screen is displayed.
- 2 Click the **Folio** tab
- 3 Select the record(s) from the list of folios.
- 4 Click **Actions > Folio Update**. The **Folio Update** screen is displayed.
- 5 Specify this information in the Folio Details section:
Support Ticket
The reference ID of the support ticket raised by the customer.
Package Reference
The identification number of the package associated with the Rate Plan.

POS Reference

The identification number associated with POS transactions.

Originating Charge Reference Number

The identification number of the tax, such as Additional Tax and Inclusive Tax.

Note: The value must be same as Charge Reference Number of Tax.

Append Comment

The additional information related to the support ticket.

- 6 Click **Submit**. The application updates the tax data which is displayed in the Folio Details section of the **Folio** tab.

Note: This functionality helps to avoid the repetitive execution of scripts.

Interface Configuration

This chapter provides information about configuring the Infor HMS interface. Personalize the Start Center by setting up inbox entries and KPIs. Modify the page layout of record view, detail view, and list-detail view pages.

Caution: This chapter describes Infor HMS functions that only a system administrator has rights to perform.

Personalizing the inbox

The inbox displays notifications (inbox entries) of changes in the system database on the Start Center. An example of inbox entries is the number of online bookings or complaints associated with a property.

Users can open screens necessary to complete actions or activities associated with inbox entries by double-clicking the inbox entry. For example, launch the **Front Desk** form directly from the inbox entry to display property rates. A Dataspy entered for inbox entries automatically searches for and retrieves the records associated with an inbox entry to the called screen.

Inbox entries can be assigned to specific user groups or defined as public entries that are displayed for all users. After personalizing the inbox, set system privileges for users to modify their inbox by adding and/or deleting entries and modifying the order and sequence in which entries are displayed.

Setting up inbox entries

Set up inbox entries by identifying the notifications that you wish to be displayed in the inbox. Select a SQL statement for the entry to query the database for the appropriate information to retrieve to the inbox. Select an appropriate screen to associate with the entry, e.g., the **Front Desk** page for an inbox

entry for complaints or employee absences. Enter a Dataspy to enable the system to automatically query for the records associated with the inbox entry to the called screen. You can also designate whether the entry is accessible to all users (public), or specify the user groups for which to enable the entry.

To set up inbox entries:

- 1 Select **Administration > Start Center Setup > Inbox Setup**.
- 2 On the List View page, click **New Record**.
- 3 Specify this information:

Inbox Code

Enter a unique code identifying the inbox entry, and then enter a description of the activity to complete for the inbox entry in the adjacent field. The description will be displayed in the Inbox on the Start Center.

SQL Statement

Enter the SQL statement to calculate the number of applicable records for the inbox entry.

The system automatically populates the **SQL Statement Text** field.

Public

Select to give all user groups access to the inbox entry.

Note: Inbox entries for which user groups have been associated cannot be public.

Hide Inbox if

Enter a parameter to hide the inbox entry to all user group if the inbox value meets the parameter.

Screen

Enter the system screen for which to enable a hyperlink to call the screen for the inbox entry.

Note: If you update **Screen**, the system clears **Dataspy**.

Dataspy

Select the Dataspy used to retrieve records for the called system screen.

Filter

Enter the where clause with which to associate the inbox entry.

Out of Service

Select if you do not want the inbox entry accessible to the public.

- 4 Click **Save**.

Associating inbox entries with user groups

Associate inbox entries with user groups to display entries in the inbox for only specific user groups.

Caution: Inbox entries for which **Public** has been selected cannot be assigned to specific user groups.

To associate inbox entries with user groups:

- 1 Select **Administration > Start Center Setup > Inbox Setup**.
- 2 On the List View page, select the inbox entry with which to associate user groups, and then click the **User Groups** tab.
- 3 Click **Add User Group**.
- 4 Specify this information:
User Group
Enter the user group to which to associate the inbox entry.
The system automatically populates the user group description.
- 5 Click **Save**.
Note: To remove a user group, select the user group to remove, and then click **Remove User Group**. The system removes the record and updates the User Groups list. The system also removes the inbox entries from the Start Center for the user group.

Personalizing KPIs

The Start Center displays key performance indicators (KPIs) and their scores for users. KPIs are user-defined parameters that measure productivity or efficiency associated with processes and/or work order-related activities. The system displays an icon on the Start Center for each KPI that enables users to view the status of their work environment with respect to the KPIs specific to their job, as well as the current score for each KPI.

After defining KPIs, grant users access to the KPIs. KPIs can either be user-group specific or public. Public KPIs can be displayed for all users. Define system privileges for users to personalize their Start Center to display KPIs based on their preferences.

Caution: After personalizing the KPIs, the system administrator must start the KPI driver to enable the system to recalculate KPI scores based on the specified interval for each KPI.

To personalize your company's KPI images, replace the default images provided by the system. KPI images are stored in the following location on the application server:

- For Jboss installations: APP_HOME/jboss/shared/deploy/web.war/images/default

Setting up KPIs

Set up key performance indicators (KPIs) for the Start Center. For example, define a KPI to measure the dollar amount of amenity charges during a month, the current occupancy of a property, or the number of late check-ins.

Select a SQL statement for the KPI to calculate the current value for the KPI. Select a screen for which to enable a hyperlink for the KPI, and then enter a Datsapy to enable the system to automatically query for the records associated with the KPI to the called screen. You can also designate whether the KPI is accessible to all users.

To set up KPIs:

- 1 Select **Administration > Start Center Setup > KPI Setup**.
- 2 On the List View tab, click **New Record**. The **Record View** tab is displayed.
- 3 Specify this information:

KPI Code

Enter a unique code identifying the KPI, and then enter a description of the KPI in the adjacent field. The description will be displayed for the KPI on the Start Center.

Out of Service

Select to hide the KPI to all user groups.

Frequency

Enter the frequency in days with which the KPI will be recalculated.

SQL Statement

Enter the SQL statement to calculate the current value for the KPI.

The system automatically populates **SQL Statement Text**.

Maintain History

Select to record the history of the KPI. Refer to Viewing KPI History for more information on KPI History.

Public

Select to give all user groups access to the KPI.

Note: KPIs for which user groups have been associated cannot be **Public**.

Parent

Select to indicate that the KPI is a parent KPI.

Current Value

The current value of the KPI. By default, the field is disabled.

Last Update

The date when the KPI is recorded.

Normal Score

Enter the normal score for the KPI.

The system automatically populates **Current Value**, **Last Update**, and **Next Update**.

Next Update

The date when the KPI must be next updated.

Screen

Enter the system screen for which to enable a hyperlink to call the screen for the KPI.

Note: If you update **Screen**, the system clears **DataspY**.

DataspY

Select the DataspY used to retrieve records for the called system screen.

Filter

Enter the where clause with which to associate the KPI.

KPI Display Options

Select either Normalized Values (Weighted Average), Actual Values (Weighted Average), or Actual Values (Summed).

Note: **Parent** must be selected to enable **KPI Display Options**.

- 4 Click **Save**.

Defining KPI ranges

Define KPI ranges to specify a **High Value** and a **Low Value** for each of the scoring ranges defined for a KPI.

Specify a **Normal Score** that corresponds with each high and low value for a KPI range. The system rolls up the normal score for a child KPI to any parent KPIs when calculating the **Current Value** and **Normal Score** for the parent KPIs.

For example, a child KPI measures the productivity of a production line during a month. The target goal for the KPI is 200,000 units per month. If the production line produces between 200,000 to 133,333 units per month, the normal score for the KPI is 3, which indicates an excellent score. 133,332 to 66,666 units is 2, which indicates an average score. 66,665 units or less is 1, which indicates a poor score.

Caution: You should maintain consistency when defining normalized scores for KPI ranges. For example, if you define a normalized score based on a scale of 1 to 3 for one KPI, use that same scale for other KPIs.

Note: You cannot enter a **Normal Score** if the KPI is a parent KPI.

To define KPI ranges:

- 1 Select **Administration > Start Center Setup > KPI Setup**.
- 2 On the List View tab, select the KPI for which to define KPI ranges, and then click the **Ranges** tab.
- 3 Click **Add Range**.
- 4 Specify this information:

Low Value

Enter the value for the low threshold of the KPI range.

High Value

Enter the value for the high threshold of the KPI range.

Normal Score

Enter the numeric value that represents the score based on the values entered for **Low Value** and **High Value**.

KPI Icon

Enter the icon to be displayed for the selected KPI range on the Start Center.

Description

Enter a description of the icon to be displayed for the KPI range on the Start Center.

- 5 Click **Save**.

Note: To remove a range, select the range to remove, and then select **Remove Range**.

Associating KPIs with user groups

Associate KPIs with user groups to enable them to display only the KPIs that are associated with their user group in the KPI list.

Note: You can only assign KPIs to user groups for which **Public** has not been selected.

To associate KPIs with user groups:

- 1 Select **Administration > Start Center Setup > KPI Setup**.
- 2 On the List View tab, select the KPI with which to associate user groups, and then click the **User Groups** tab. The **User Groups** tab is displayed.
- 3 Click **Add User Group**.
- 4 Specify this information:

User Group

Enter the user group to which to associate the KPI.

The system automatically populates the user group description.

- 5 Click **Save**.

Note: To remove a user group, select the user group to remove, and then click **Remove User Group**. The system removes the record and updates the User Groups list. The system also removes the KPIs from the Start Center for the user group.

Defining KPI structures

Define KPI structures to create parent/child relationships between KPIs. The scores for child KPIs roll up to all of the children's parents. For example, you create a parent KPI to measure the overall efficiency of a production department during a month. You associate the parent KPI with child KPIs whose scores will roll up to the score for the parent KPI. One child KPI measures the number of units that the production line produces during a month. A second child KPI measures the maintenance costs for a production line during a month.

Each of the child KPIs must be assigned a weight based on their importance, and the sum of all child KPIs assigned for a parent KPI must be equal to 100. The system uses the value assigned for the weight of a child KPI to translate the normal score for a child KPI when rolling the score up to a parent KPI. For example, when calculating the score for the parent KPI, you consider the number of units produced to be more important than the number of maintenance dollars spent. Therefore, you assign a weight of 70 for the number of units produced and a weight of 30 to the maintenance dollars spent.

To define KPI structures:

- 1 Select **Administration > Start Center Setup > KPI Setup**.
- 2 On the List View tab, select the KPI for which to define structures, and then click the **Children** tab.
The system automatically populates **Total Weight (Must equal 100%)** with the total weight of all child KPIs. If no child KPIs are currently associated with the parent KPI, then the system populates **Total Weight (Must equal 100%)** with 0.
Note: You can only associate child KPIs to parent KPIs. You must select **Parent** on the **KPI Codes** form to indicate that a KPI is a parent KPI.
- 3 Click **Add Child KPI**.
- 4 Specify this information:
Child KPI
Enter the child KPI component for the parent KPI.
The system automatically populates the description of the child KPI in the adjacent field.
Weight (%)
Enter the weight for the child KPI component to use when calculating the **Current Value** and **Normal Score** for the parent KPI.
Caution: The sum of the weight of all child KPI components defined for a parent KPI must be 100%.
- 5 Click **Save**.
Note: To remove a child KPI, select the child KPI to remove, and then click **Remove Child KPI**.

Viewing KPI history

View KPI history to review the results of KPI calculations. The system generates a record in KPI history when the score for a KPI is calculated. Updating the KPI is optional.

Note: KPI drivers must be running to populate the **History** tab.

You can only view the history of a KPI if you selected **Maintain History** on the **KPI Codes** form.

To view KPI history:

- 1 Select **Administration > Start Center Setup > KPI Setup**.
- 2 On the List View tab, select the KPI for which to view history, and then click the **History** tab. The **History** tab is displayed.
- 3 View the KPI history.

Defining grids

Create a new grid or copy an existing grid and modify the grid definition. A grid can be added to the menu as a new screen or as a tab on another form.

Caution: To define grids that all users can see, you must be logged in as the R5 user. Best practice recommendation is to not change the system delivered grid / dataspy. It is recommended to make a copy of the dataspy and then change the copy. This will ensure all changes upgrade seamlessly.

To define grids:

- 1 Select **Administration > Setup > Grid Designer**.
- 2 On the List View tab, click **New Record**. A new Record View tab is displayed.
- 3 Specify this information:

Grid Name

Enter the name of the grid, and then enter a description in the adjacent field.

Note: Names of List type grids must be six characters in length, with 'U' as the second letter. Names of Tab type grids must be three characters in length and begin with 'X'.

Copy From

Enter an existing grid to copy.

The system populates **Description**, **Grid Type**, **Parent Screen**, **Parent Screen** description, **FROM Clause**, **WHERE Clause**, and **SELECT Statement**.

Grid Type

Choose one of the following options:

- **List View**
- **Tab**
- **Alert Management**

Parent Screen

Enter the parent screen for the grid if the new grid will be added as a tab on an existing form if **Grid Type** tab is selected.

The system automatically populates parent screen description.

FROM Clause

Enter the FROM Clause for the grid, including each table and table alias.

SELECT Statement

Enter the SELECT Statement for the grid. On the **Record View** tab, fields can be selected only from the lookup. To modify the fields selected or to add fields and functions expressions individually, click the **Fields** tab.

WHERE Clause

Enter the WHERE Clause for the grid, including parameters as necessary.

- 4 Click **Save**.
- 5 Click the **Fields** tab. specify this information:

Fields

Select the fields that you want to view in the grid.

Alias

Specify the field alias.

Field Label

Specify the field label that must be displayed in the grid.

Header Location

Select the location where the field must be displayed.

Data Type

The data type is displayed by default.

Lookup Entity

Specify the lookup entity. The description is displayed by default.

Lookup Query

Specify the lookup query.

Lookup Query Text

The lookup query text is displayed by default.

- 6 Click **Save** to save the record.

Configuration manager

Export Configuration allows users to export a large number of configuration items to a specially formatted file. This file can then be imported into another Infor HMS implementation.

Use this functionality to set up test environments to build configuration, and then migrate configuration to product environment or go-live.

Exporting base configuration

Export a large number of configuration items to specially formatted files.

To export base configuration:

- 1 Select **Set Up > Configuration Manager**.
- 2 Select one of the following export options:
 - **Save on Client**—Select to save the files on the client's machine.
The system automatically populates **Path** on the server where the file will be initially saved.
 - **Save on Server**—Select to save the files on the server.
Email Address—Enter the email address to which to have email notifications sent when the configuration process is complete.
Include file in Email—Select to receive a second email with the file attached.
The system automatically populates **Path** on the server where the file will be initially saved.
- 3 Specify this information:

User Groups and Permissions

Select to export user groups and their permissions, including hyperlinks, screen designer changes, and menus.

Export Single User Group

Enter a single user group to export. Only permissions for this user group will be included in the export file.

Users

Select to export users and their related organizations, including personal Dataspies and report filters.

Properties

Select to export properties.

Install Parameters

Select to export install parameters.

Audit Setup

Select to export audit setup.

Screens and Reports

Select to export screens and reports, including changes made to existing screens and any new screens. New reports are not included.

Locales

Select to export locales.

Flex SQL

Select to export Flex SQL.

Updated Text

Select to export updated text.

Include Translations

Select to export translations.

Messenger Setup

Select to export messenger setup.

KPIs and Inboxes

Select to export KPIs and Inboxes.

- 4 Click **Export**. The system creates the file, and then displays the Save As popup.
- 5 Select the folder in which to save the file, and then click **Save**. The system saves the record in .XML format.

Note: Click **Select All** to select to export all of the items.

Click **Unselect All** to unselect all of the items.

Allowed Upload File Types

Use the Allowed Upload File Types screen to define valid file extension types which are accepted to upload and view documents from the HMS Documents screen.

The file selection is applicable only for the selected property.

Adding File Types

- 1 Select **Administration > Setup > Allowed Upload File Types**.
- 2 Select the check boxes of the required file types.
- 3 Select **Save** from Action menu.

Note:

- If the file extension type is not selected, then the file type is not included in the property parameter **ALLOWEDDOCUMENTFILETYPES**.
- New file type extension cannot be added to the property parameter **ALLOWEDDOCUMENTFILETYPES**.
- The selected file extensions are not applied to the Document screen of Property A/R Charges, Invoices, and **Payments**.

Screen designer

Modify the page layout of record view, detail view, and list-detail view pages. You can move fields, modify the display type of fields, and rename field labels.

Caution: To make screen design changes, you must ensure to login as a user that has rights to screen designer (enabled on user screen) functionality. R5 user always has access to screen designer. Best practice recommendation is to not make changes to screen design for the R5 group, since this will get overwritten with new functionality every release. For all other groups, screen design remains intact during upgrades.

Screen designer keyboard shortcuts

Keyboard shortcuts are keys or key combinations for system functions. The following keyboard shortcuts allow easy access to screen designer functions while in designer mode.

Caution: To make screen design changes, you must ensure to login as a user that has rights to screen designer (enabled on user screen) functionality. R5 user always has access to screen designer. Best practice recommendation is to not make changes to screen design for the R5 group, since this will get overwritten with new functionality every release. For all other groups, screen design remains intact during upgrades.

Function	Shortcut
Save layout	CTRL+S
Open group selection	CTRL+G
Switch to preview mode	CTRL+W
Switch to screen designer mode	ALT+E
Exit screen designer mode	CTRL+I

Displaying pages in designer mode

To display pages in designer mode:

Caution: To make screen design changes, you must ensure to login as a user that has rights to screen designer (enabled on user screen) functionality. R5 user always has access to screen designer. Best practice recommendation is to not make changes to screen design for the R5 group, since this will get overwritten with new functionality every release. For all other groups, screen design remains intact during upgrades.

- 1 Open any record view, detail view, or list-detail page.
- 2 Click **Screen Designer**.
- 3 **Copy from Group**—Select the group from which to copy the screen layout.
- 4 **Save to Group**—Select the group to which to save the screen layout.
Note: To save the screen layout to multiple user groups, click **Advanced**.
- 5 Click **Continue**.

Moving fields

Move fields from one container to another container or move fields within the same container. In designer mode, a container is indicated by a red dotted line.

Note: Only custom fields associated to a * **Class** and * **Organization** can be moved to another block.

To move fields:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Click the field to move, and then drag the field to the desired location.
Note: When dragging a field to the desired location, the field is always inserted below the field onto which it was placed.
To move a field to the first field position, you must drag the field onto the current first field, and then move the current first field down.
- 3 Click **Save**.

Modifying field display properties

Change the display properties for fields as necessary. The system uses five field properties: Required, Protected, Optional, Hidden, and Not Available.

To modify field display properties:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Right-click the field to modify.
Note: All five of the field properties are NOT available for all fields.
- 3 Choose one of the following field property options:
 - **Required**—Select to indicate that the field is required.
 - **Protected**—Select to indicate that the field is read-only.
 - **Optional**—Select to indicate that the field is not required.
 - **Hidden**—Select to indicate that the field is not shown in detail mode but is always displayed in list view and is still available.
 - **Not Available**—Select to indicate that the field should not be displayed in detail or list views.
- 4 Click **Save**.

Modifying field labels

Change the labels used for fields as necessary.

Note: Changes to field labels apply to ALL user groups.

To modify field labels:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#) on page 800.
- 2 Right-click the field to modify.
- 3 Choose **Edit Field Names**.
Note: When the state of a field is changed to **Not Available**, **Protected**, or **Hidden**, the system clears any default value that was previously defined for the field.
- 4 Modify the current field label as necessary.
- 5 Click **Done**.

Modifying block display properties

A block of fields is indicated by a title in red and a blue line separating a group of fields from other groups of fields. In the example below, the blocks of fields are titled Equipment Details, Tracking Details, Part Association, Hierarchy, and Custom Fields. Hide entire blocks of fields as necessary.

To modify block display properties:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Right-click inside the block to modify (NOT inside a red container).
- 3 Choose one of the following block property options:
 - **Show Block**—Select to display the entire block of fields.
 - **Hide Block**—Select to hide the entire block of fields.
- 4 Click **Save**.

Modifying block labels

Change the labels used for blocks of fields as necessary.

Note: Changes to block labels apply to ALL user groups.

To modify block labels:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Right-click the block to modify.
- 3 Choose **Edit Block Name**.
- 4 Modify the current block label as necessary.
- 5 Click **Done**.

Modifying link and generic button display properties

Change the display properties for links and generic buttons as necessary. Generic buttons are those that are common across many forms, such as **Save** and **Clear**.

To modify link and generic button display properties:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Right-click the link or button to modify.
- 3 Choose one of the following link or button property options:
 - **Enable Link/Button**—Select to enable the link or button.
 - **Disable Link/Button**—Select to disable the link or button.
- 4 Click **Save**.

Modifying function button display properties

Change the display properties for function buttons as necessary. Function buttons are those that perform a procedure or open a popup, such as Create WO on the **Assets** form.

To modify function button display properties:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Right-click the button to modify.
- 3 Choose one of the following button property options:
 - **Show Button**—Select to display the button.
 - **Hide Button**—Select to hide the button. If you select to Hide a button, the right-click option is still available.
 - **Not Available**—Select to disable the button. If you select to make a button Not Available, then both the right-click option and the button are hidden.
- 4 Click **Save**.

Modifying link and button labels

Change the labels used for links and buttons as necessary.

Note: Changes to link and button labels apply to ALL user groups.

To modify link and button labels:

- 1 Display the selected page in designer mode.
See [Displaying pages in designer mode](#).
- 2 Right-click the link or button to modify.
- 3 Choose **Edit Link/Button Name**.
- 4 Modify the current link or button label as necessary.
- 5 Click **Done**.

Tax invoice at payment - An Overview

To enable the functionality to generate tax invoices at payment, you must select the property parameter **TAXINVATPAYMENT**. If this functionality is enabled, and you make a payment, part of the payment is considered a tax payment. HMS collects the tax payments and generates a tax invoice for the guest. Taxes are calculated based on the charges incurred by the guest. When an A/R transfer is made, HMS only generates a payment receipt and the tax invoice is generated when the actual payment is made by the concerned entity in the A/R system. HMS keeps track of taxes paid and taxes due to determine the tax amount to cover with the payment. If the payment is more than the charges, the taxes are calculated based on the property parameter **TAXINVATPAYADVTRAN** which identifies the transaction code used to calculate advance payment taxes. The tax group on this transaction code is used to calculate the tax. When you post a payment, a pop-up is displayed by the system to generate a tax invoice. This pop-up is also displayed when you carry out the following invoice processes:

- Invoice

- Credit Notice
- Cancel/Void
- Payment Receipt
- Non-VAT Invoice
- Direct Bill Transfer Receipt

The system tracks the following totals for each account based on the charges posted:

- Vatable Amount
- Vat Amount
- Amount Before Vat (always Vatable – Vat)
- Non-Vat Amount
- Local Tax Amount

Generating tax invoice at payment

When you post a payment, a pop-up is displayed by the system to generate a tax invoice. The type of invoice is related to the action such as posting a payment or payment adjustment and tax situation.

The fields that are displayed on this pop-up is based on the type of invoice and the type of account that is being invoiced. As an example, one such scenario is described in the process below:

- 1 Select **Front Desk > Guest Stay**.
- 2 Post the payment.
- 3 Specify the information that you require. See additional details about these fields:

Payer

Specify the invoice payer.

Show Payment Only

If this check box is selected, only the payment for which the tax invoice is printed, is displayed on the invoice.

- 4 Click **Submit** to save the tax invoice. The payment receipt invoice is generated.
- 5 Click **Print** to print the report.

Identifying the VAT tax transaction code

If the property parameter **TAXINVATPAYMENT** check box is selected, the payment tax invoice functionality is enabled. You must select the **VAT Tax** check box on the tax transaction codes for the purpose of VAT reporting. For the system to determine the VAT amount, the system totals all the posted tax charges that have the **VAT TAX** check box selected on the transaction code used to post the charge. You must identify the VAT tax transaction code by selecting the **VAT TAX** check box on the transaction code because some areas have local taxes or other inclusive taxes or service charges. Some properties use more than one transaction code for VAT taxes.

You must also specify the property parameter **VATTRANSACTION**. This is a tax transaction code is used by **Reporting** when a report needs to display a single code to represent all the transaction codes that have the **VAT TAX** check box selected. You must also select the property parameter **TAXINVATPAYADVTRAN** (Tax Invoice at Payment Advance Payment Transaction) check box. This parameter calculates advance payment taxes and is set up as a posting transaction code. The system calculates taxes based on the tax group on this transaction code. These taxes may or may not be VAT. Many properties use this transaction code to post the room charge. In the simplest of the setup, there is at least one transaction code used by the property that has the **VAT Tax** check box selected and is specified as the value in the **VATTRANSACTION** field.

Reporting VAT Paid - An overview

Following is the summary of important points:

- The system does not associate Payments and Charges directly. You must use Standard Tax Invoicing to associate Taxes and Payments through the Tax Invoice.
- In cases where the tax invoice is generated, but the payment is scheduled to be received through the A/R invoice. A/R invoices can be paid or can remain unpaid, for a specific duration of time. The system reports the taxes as paid when the A/R Invoice is paid. If an A/R Invoice is unpaid, a tax Credit is reported.
- If the **Post Package Total** check box is selected and for other charges posted in advance, tax is reported on the **Posting Date** rather than the **Paid Date**.

You must enable the following tax invoice related property parameters.

- **TAXINV**: Select the **Value** check box to enable the tax invoicing functionality.
- **ARTAXINVUSAGE**: If you select the property parameter ARTAXINVUSAGE check box, the system automatically creates an A/R invoice when a tax invoice is created for a folio that has a direct bill settlement. This parameter ensures that there is a one to one correspondence between the Tax Invoice and the A/R Invoice. The tax invoice is also linked to the related A/R charge. The linked tax invoice replaces the A/R Invoice throughout the system.
- **TAXINZEROBALANCEONLY**: You must select this property parameter to require the tax invoice balance to be zero. This ensures that a final tax invoice represents taxes that are fully paid. If this parameter is not selected, invoiced charges are considered paid, even if the tax invoice balance is not zero.
Note: Using TAXINZEROBALANCEONLY is recommended. If you do not use it, a final tax invoice with a balance is still considered paid.
- **PAIDTAXSTARTDATE**: Date to start reporting paid taxes. The system sets this parameter to the **Hotel Date** of the property that enables this feature. This ensures that the dates prior to the property upgrade are not re-reported on a different date. All transaction posted before the upgrade date are reported on the posting date.

Caution: Setting the **PAIDTAXSTARTDATE** date incorrectly may cause taxes to be reported incorrectly. If a client wants to retroactively report paid taxes, they can set the **PAIDTAXSTARTDATE** in the past. Please consult with support or install services before setting the date in the past. If you do this without help, all final invoices, even A/R are considered paid. If a client wants to start reporting paid taxes on a clean future boundary, this date can be set in the future. Until then, all taxes posted prior to this date are reported as paid on the posting date.

For the desired user group, you must add the **Tax Invoicing** page under the **Screen Permissions** tab and select the following check boxes:

- **Query**
- **Update**
- **Tab Available**
- **Tab Always Displayed**

When you post a Direct Bill settlement to an A/R Folio, a charge record is created in the **Property A/R Account > Charges** tab. If you generate a **Final Tax Invoice** for the Direct Bill settlement record, an invoice record under the **Property A/R Account > Invoice** tab is created by the system. The tax invoice number is copied to the A/R Invoice number by the system.

Setting up invoice numbering

Each property can set up invoice numbering at different level of detail and must use at least a payment invoice number. You can specify a more detailed invoice number seed for non-vat invoices, cancel/void and credit notices and if any one is not specified, the payment invoice numbering is used by the system. If only an A/R payment number sequence is specified and no other sequence is specified for the rest of the A/R invoices, the A/R payment numbering is used by the system for all other invoices. You can specify a separate numbering for advance deposit payments which is also used for advance deposit refund/credit notice in case no sequence number is specified for advance deposit refund/credit notice. Generally, you must set a payment and a non-vat number at a minimum. Each invoice can have a character prefix which is used along with the numbering scheme. The prefix must not be specified if the invoice type does not have separate sequence number, as the prefix is not used if the sequence number is missing.

Tax Invoice Type	Used when not specified
Advanced Deposit Tax Invoice	To be implemented in future releases.
Advanced Deposit Credit Note	To be implemented in future releases.
Advanced Deposit Cancel/Void	To be implemented in future releases.
A/R Credit Note	Cancel/Void
A/R Non-Vat Invoice	Non-Vat Receipt
A/R Invoice	Payment
A/R Direct Bill Transfer	Required
A/R Cancel/Void	Required
Non-Vat Invoice	Required
Tax Invoice	Required
Cancel/Void	Credit Note

The Tax Invoice Prefix is the sequential Bill Number assigned to the Informational Tax Invoice (Document Provisoire) generated. This field is only enabled when the FRANCENF525COMPMODE Property Parameter is selected.

To set up the sequence number:

- 1 Select **Administration > Property > Sequence Numbers**.
- 2 Click **Tax Invoice**
- 3 Specify the information that you require.

Prefix

An alphanumeric prefix 1-3 in length.

Beginning Sequence Number

A numeric value. The maximum value is 999,999,999.

Last Used Sequence Number

A numeric value can be set to a maximum value of 999,999,999.

Tax Invoice Number Setting

The option to include the Fiscal Year as a prefix or suffix as part of the invoice number. Possible values:

- Fiscal Year as Prefix
- Fiscal Year as Suffix

Note: The Tax Invoice number is displayed on the tax invoice.

Fiscal Year Separator

The symbol used as a separator for the fiscal year.

Note: You must specify this value if Fiscal Year shall be prefix or suffix as part of the invoice number..

- 4 Specify this information in the Year End Reset Options section:

Reset Scheduling

The moment when the sequence number must be reset. Available options:

- **Each Calendar Year**
Note: This value must be selected when the sequence number resets on 01 Jan of each year.
- **Each Fiscal Year**
Note: This value must be selected when the Fiscal Year does not match the Calendar Year and the sequence number resets on the first day of each Fiscal Year.
- Never

Reset Sequence to

The numeric value at which the sequence begins, after the reset.

Note: You must specify this value only if **Reset Scheduling** is defined.

- 5 Click **Submit** to save the record.

Lease Deposit and tax invoice at payment processing

With the property parameter TAXINVATPAYMENT enabled, in the **Deposits** tab of the **Lease** page, for a specified lease:

- If the **Activity** is set to **Deposit**, the application generates a payment tax invoice.
- If the **Activity** is set to **Forfeit Security** or **Forfeit Deposit**, and the **Account** is **GL Account**, the application posts the forfeit charge to the folio before the deposit credit/payment is transferred/posted to the folio. The Thai Tax Invoice is generated for the payment.
- If the **Activity** is set to **Refund Security** or **Refund Deposit**, and the **Account** is **GL Account**, the application posts the forfeit charge to the folio before the deposit credit/payment is transferred/posted to the folio. The Thai Tax Invoice is generated for the payment.
- If the **Activity** is set to **Forfeit Security** or **Forfeit Deposit**, and the **Account** is **A/R Account**, the application posts the forfeit charge to the folio before the deposit credit/payment is transferred/posted to the folio. The Thai Tax Invoice is generated for the payment.
- If the **Activity** is set to **Refund Security** or **Refund Deposit**, and the **Account** is **A/R Account**, the application generates a Thai Tax Invoice for the transfer payment.
- If the **Activity** is set to **Transfer Security** or **Transfer Deposit**, the application generates a Thai Tax Invoice for the transfer payment.

Advance Deposits and tax invoice at payment

With the property parameter TAXINVATPAYMENT enabled, in the **Advance Deposits** tab of the **Accounts** page, for a specified guest account:

- If the **Activity** is set to **Deposit**, the application generates a payment tax invoice.
The tax invoice displays the deposit charges, but not the tax lines, as they are inclusive taxes. The deposit charge offsets are not included. The application calculates the taxes due based on the deposit charges and reversals amounts. When the deposit is posted, the taxes are immediately paid and the outstanding taxes are not affected.
- If the **Activity** is set to **Refund**, the application generates:
 - A credit note for a partial refund.
 - A cancel/void for a full refund.
- If the **Activity** is set to **Forfeit**, the system generates:
 - A zero balance credit note.
 - a Tax Correction Credit Notice, in case of a tax discrepancy and the Guest Stay status is not In-House.

Note: The tax invoice number is required to generate this credit note.
- If the **Activity** is set to **To Guest Ledger**, and the Account and the Folio are the same, and a tax invoice is linked, the application generates Zero Balance Credit Notice.
Note: If there is no tax invoice linked, the invoice is not generated.
- If the **Activity** is set to **To Guest Ledger**, and the Account and the Folio are different, a Credit Notice is generated for the Deposit Account and Folio

Message Queue Manager

Use this screen to manage queues. The user can Split, Delete, Create or Modify the queue status.

The available options are:

- Split Queue
- Remove Queue
- Pre-define Queue

These actions can be performed on the messages to change the delivery method and status through user interface.

The user can view the number and status of messages in different ordered queues, and perform certain actions for each queue.

Chapter 11: France

Various regions of the world make use of a type of taxation known as Value Added Tax (VAT) also known in some regions as Goods and Services Tax (GST). Regions that use this type of Tax include members of the European Economic Community (EEC), including but not limited to:

- United Kingdom
- Germany
- France
- Northern Ireland
- Spain

France levies taxes like Value Added Tax (VAT) or Goods and Services Tax (GST) on the transactions that are completed by a property. Such properties enforce a legal requirement to print certain information on the invoice printout. An Invoice from a property that levies VAT or GST is known as a Tax Invoice. A tax invoice by law must include certain information on the printout.

Value Added Tax (VAT) report including 75/25 rule

In France, it is an industry standard to produce within the property management system, a VAT report that includes the 75/25 rule. The VAT report must basically display a consolidated view on how the gross revenue is generated in the system and the corresponding break down that includes the net revenue, VAT amount and service charge. The VAT report must include the statistics for a day, month to date, and year to date.

In French areas where the 75/25 rule applies, the VAT report must display the values of VAT with the 75/25 rule and the value of VAT without the rule. For example, the 75/25 VAT of 5.5% and 19.6% is displayed as a separate VAT line from the VAT 5.5% (Pension 75/25) as well as VAT 19.6% (Pension 75/25). This is to differentiate the 75/25 VAT rule from the regular VAT. The French properties that do not use the 75/25 rule, the extra VAT lines (Pension 75/25) are not required to be printed on the report.

Using the 75/25 rule functionality

In France, it is an industry standard to produce within the property management system, a VAT report that includes the 75/25 rule. Before you can use this functionality:

- You must set up two transaction codes in the tax group.
See [Transaction codes for 75/25 rule](#).
- You must use the Screen Designer during installation to display the **Alternate Package Tax Group**. If this transaction code is used for an item within a package that is eligible for the **Alternate Package Tax Calculation**, select the tax group used to calculate the alternate tax.

To use the 75/25 rule functionality:

- 1 Select **Rates and Sales > Pricing > Room Rates**.
- 2 Click **Edit** to edit the rate plan that you want to modify.
- 3 Click the **Package Details** tab.
- 4 Select the **Use Alternate Package Tax Calculation** check box. The check box is displayed only if a non-room item for which the **Eligible for Special Package Tax** check box is selected, is present.
- 5 Select **Rates and Sales > Pricing > Non Room Items**.
- 6 Select the **Eligible for Special Package Tax** check box.
- 7 Select **Administration > Property > Transactions > Transaction Codes**.
- 8 Specify this information:
Alternate Package Taxable
Select the package that you want to use.
- 9 Save the record.
- 10 The system applies the alternate tax group when processing the non-room items within a package rate during EOD posting if both the **Use Alternate Package Tax Calculation** and the **Eligible for Special Package Tax** check box are selected.

Transaction codes for 75/25 rule

To use the 75/25 rule functionality, you must set up two transaction codes in the tax group. One transaction code for 25% of the amount and another transaction code for 75% of the amount.

Before you can set up the transaction codes for 75/25 rule, you must use the Screen Designer during installation to display the **Adjust Amount** and **Adjust Percentage** field.

To set up the transaction codes in the tax group:

- 1 Select **Administration > Property > Tax Groups**.
- 2 Click **Transaction Codes** tab.
- 3 Specify this information:
Adjust Amount
Select the check box to split the amount for the purpose of different tax rates. If this check box is selected, the **Adjustment Percentage** field is enabled.
Adjustment Percentage
Specify the percentage based on which the amount must be split for the purpose of different tax rates.

-
- 4 Click **Save**.

Service charge

A service charge is defined as a fee, either a fixed amount or a percentage of a bill, charged to customers, for services that a hotel or a restaurant provides. A common definition of a service charge is an inclusion or addition of a fee, in the prices charged for meals, drinks and/or accommodation and other facilities that are provided by a hotel or restaurant.

When a price is inclusive of service charge, the amount or percentage charged as service fee may sometimes not be stated as a separate line on the folio printout. In France, the service charge is generally governed by the local laws.

Service charge setup

Use the **Transaction Code** page to set up the service charge implementation.



To set up the service charge:

- 1 Select **Administration > Property > Setup > Transactions > Transaction Codes**.
- 2 Select or create a transaction code that you want to use to post the service charge.
- 3 Click **Record View**.
- 4 In the Posting Details section, specify this information:
Revenue Type
Specify **Service Charge** as the revenue type.
See [Adding a property transaction code](#).
- 5 Specify this transaction code in the **Transaction Code** field on the **Administration > Property > Taxes > Tax Groups**.
See [Adding transaction codes to a tax group](#).

















Navigation and user interface


HMS provides easy-to-use navigation options that allow you to quickly and easily find the pages and information you require. Navigate through the system by clicking icons, menus, buttons, tabs, and hyperlinks on each page.










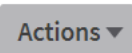





This table shows details about the user interface and descriptions of the navigation options:

Navigation area	Description																
Header	<p>Provides access to basic functions. Header options are displayed on all pages in Infor HMS.</p> <table> <tr> <th>Button</th><th>Function</th></tr> <tr> <td>LEDPRP</td><td>Switch Property: Use the Properties page to change the property for the user session.</td></tr> <tr> <td>Start Center</td><td>The Start Center option is included in the header only if you are not already on the Start Center page.</td></tr> <tr> <td>My Account</td><td>Use the My Account page to view and change your e-mail address, system language, login password, and success message information.</td></tr> <tr> <td>Help</td><td>Displays online help content.</td></tr> <tr> <td>About</td><td>Displays system application information, such as the application name, version number, schema name, and user ID. Note: The NF525 certification number and the last certified version number are displayed, after successfully being certified.</td></tr> <tr> <td>Back</td><td>Displays the previous screen.</td></tr> <tr> <td>Logout</td><td>Logs out of HMS.</td></tr> </table>	Button	Function	LEDPRP	Switch Property: Use the Properties page to change the property for the user session.	Start Center	The Start Center option is included in the header only if you are not already on the Start Center page.	My Account	Use the My Account page to view and change your e-mail address, system language, login password, and success message information.	Help	Displays online help content.	About	Displays system application information, such as the application name, version number, schema name, and user ID. Note: The NF525 certification number and the last certified version number are displayed, after successfully being certified.	Back	Displays the previous screen.	Logout	Logs out of HMS.
Button	Function																
LEDPRP	Switch Property: Use the Properties page to change the property for the user session.																
Start Center	The Start Center option is included in the header only if you are not already on the Start Center page.																
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Back	Displays the previous screen.																
Logout	Logs out of HMS.																
Menu bar	<p>Provides menus for the main functional areas of HMS. Menus can be renamed, added, and removed by the system administrator. When you position your cursor over a name on the menu bar, a drop-down menu is displayed, listing the pages available for that function. Click the menu bar to view a drop-down menu, listing basic functions, such as Back, Start Center, My Account, Help. You can also use the menu bar to access cached screens, and a dynamically updated list of recently opened screens that provides quick access to those system functions.</p> <p>Snapchat: The install parameters SPSNWDGT must be enabled to activate the snapchat.</p> <ul style="list-style-type: none">  Indicates that the Support Analyst is offline.  Indicates that the Support Analyst is online. Click to start the live chat. 																

Navigation area	Description
Toolbar	

Navigation area	Description	
	Provides access to basic system functions. You can hover over a button to view a description of its function.	
Button	Function	Shortcut
	Previous screen: Navigates to the previous screen accessed.	CTRL+ Left arrow key or F11
	Save record: Saves the current record.	CTRL+S or F10
	New record: Creates a new record.	CTRL+N or F6
	Delete record: Deletes the record.	CTRL+D or CTRL+F6
	Previous record: Displays the previous record.	CTRL+ Up arrow key
	Next record: Displays the next record.	CTRL+ Down arrow key
	Copy record: Duplicates the current record.	CTRL+F or F4
	Reset screen: Clears the changes made to the current record.	CTRL+R
	Print record: Prints the report.	ALT+P
	Print preview: Displays the preview of report.	
	Help: Displays online help for the current screen.	ALT+H or F1
	Screen designer: Displays the screen in designer mode for the Administrators only.	ALT+E
	Room Type and Rate Availability: Displays the Room and Rate Availability screen	ALT+Z
	Room Type Availability: Displays the Room Type Availability screen	ALT+A
	Rate Plan Availability: Displays the Rate Plan Availability screen	ALT+B
	Room Availability: Displays the Room Availability screen	ALT+R
	Guest Directory: Displays a list of in-	

Navigation area	Description		
	Button	Function	Shortcut
		house guests, sorted by name and room number.	
Message bar	<p>The system uses the message bar to display messages, errors, and options you must view or select after performing an action. The message bar can include any of the following message types:</p> <ul style="list-style-type: none">• Error: Indicates an error, for example, that a requisition must contain line items or that a record has been modified by another user.• Warning: Warns of an impending action, such as password expiration or overwriting an existing record.• Question: Requires that an option be selected before taking an action. For example, you can be asked to specify a reason for rejection before you can reject a requisition or work request.• Success: Indicates that an action was successfully completed.• Information: Displays informational text that is not the result of a user action, such as a system message.		

Navigation area	Description	
Additional buttons in the user interface	Button	Function
		Calendar
		Lookup
		Edit Dataspy
		Run Dataspy or Quick Filter
	Records: 0 of 0  displays the total number of records	
		Submit record
		Add record
		Remove record
		Clear record
		Actions: Available options
		View Comments Audit Trail
		Sort Ascending order
		Sort Descending order
		Insert open parenthesis
		Insert closed parenthesis

Keyboard shortcuts

Keyboard shortcuts are provided for navigating HMS:

Table 6: System-level shortcuts

Function	Shortcut
My Account	CTRL+T
Help	CTRL+H
About	CTRL+B
Logout	ALT+Q

Table 7: Screen-level shortcuts

Function	Shortcut
Open lookup	F9
Screen-level help	F1
Print screen	CTRL+P
Open/close the multiple field search on List View and Record View pages	F7
Execute a multiple field search	F8
Open the Jump to Screen popup	CTRL+F2

Table 8: Screen Designer shortcuts

Function	Shortcut
Save layout	CTRL+S
Open group selection	CTRL+G
Switch to preview mode	CTRL+W
Switch to screen designer mode	ALT+E
Exit screen designer mode	CTRL+I

Right-click options

The system includes two types of right-click menu options: system-level and screen-level. Right-click menu options are available when inserting or updating records.

- Screen-level options are displayed at the top of the right-click menu. These options change based on the screen being accessed. A right-click menu option is displayed for each button that appears on the screen.
- System-level options are displayed at the bottom of the right-click menu. System-level options are common functions that are available on all screens, such as audit trail.

Printing a guest folio

Print a guest [folio](#).

To print a guest folio:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Folio Print**. A copy of the guest folio is displayed.
- 4 Print or export the guest [folio](#) as necessary. The **Record View** tab is displayed.

Setting up invoice numbering

Each property can set up invoice numbering at different level of detail and must use at least a payment invoice number. You can specify a more detailed invoice number seed for non-vat invoices, cancel/void and credit notices and if any one is not specified, the payment invoice numbering is used by the system. If only an A/R payment number sequence is specified and no other sequence is specified for the rest of the A/R invoices, the A/R payment numbering is used by the system for all other invoices. You can specify a separate numbering for advance deposit payments which is also used for advance deposit refund/credit notice in case no sequence number is specified for advance deposit refund/credit notice. Generally, you must set a payment and a non-vat number at a minimum. Each invoice can have a character prefix which is used along with the numbering scheme. The prefix must not be specified if the invoice type does not have separate sequence number, as the prefix is not used if the sequence number is missing.

Tax Invoice Type	Used when not specified
Advanced Deposit Tax Invoice	To be implemented in future releases.
Advanced Deposit Credit Note	To be implemented in future releases.
Advanced Deposit Cancel/Void	To be implemented in future releases.
A/R Credit Note	Cancel/Void
A/R Non-Vat Invoice	Non-Vat Receipt
A/R Invoice	Payment
A/R Direct Bill Transfer	Required
A/R Cancel/Void	Required
Non-Vat Invoice	Required
Tax Invoice	Required
Cancel/Void	Credit Note

The Tax Invoice Prefix is the sequential Bill Number assigned to the Informational Tax Invoice (Document Provisoire) generated. This field is only enabled when the FRANCENF525COMPMODE Property Parameter is selected.

To set up the sequence number:

- 1 Select **Administration > Property > Sequence Numbers**.
- 2 Click **Tax Invoice**
- 3 Specify the information that you require.

Prefix

An alphanumeric prefix 1-3 in length.

Beginning Sequence Number

A numeric value. The maximum value is 999,999,999.

Last Used Sequence Number

A numeric value can be set to a maximum value of 999,999,999.

Tax Invoice Number Setting

The option to include the Fiscal Year as a prefix or suffix as part of the invoice number. Possible values:

- Fiscal Year as Prefix
- Fiscal Year as Suffix

Note: The Tax Invoice number is displayed on the tax invoice.

Fiscal Year Separator

The symbol used as a separator for the fiscal year.

Note: You must specify this value if Fiscal Year shall be prefix or suffix as part of the invoice number..

- 4 Specify this information in the Year End Reset Options section:

Reset Scheduling

The moment when the sequence number must be reset. Available options:

- **Each Calendar Year**
Note: This value must be selected when the sequence number resets on 01 Jan of each year.
- **Each Fiscal Year**
Note: This value must be selected when the Fiscal Year does not match the Calendar Year and the sequence number resets on the first day of each Fiscal Year.
- Never

Reset Sequence to

The numeric value at which the sequence begins, after the reset.

Note: You must specify this value only if **Reset Scheduling** is defined.

- 5 Click **Submit** to save the record.

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 875, 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.

Generating tax invoices

You can use the **Tax Invoicing** tab to view, print, generate and correct tax invoices. Tax invoices are primarily generated for guest accounts. It is also used for accounts such as, Group, Events, and etc. Tax invoices are not generated for special accounts like Gift Cards or Direct accounts. The **Tax Invoicing** tab displays all the previously generated invoices. The tab also displays pending invoices that have never been generated or may have been generated before as informational invoices only. You can generate separate tax invoices for each different folio, based on the following rules:

- Folios with un-invoiced charges are invoiced.

- The Accounting folio is never invoiced.
- The A/R folio is always invoiced separately. The folio balance is not considered. The invoice payer is A/R, which is specified in the Folio Details section.
- If a folio has a payer specified in the Folio Details section, and has a zero balance, the folio is invoiced separately. The payer in folio settlement is used as the invoice payer.
- If a payer is not specified in the folio details, and has a zero balance, the folio is invoiced separately. The invoice payer is the guest.
- Use the Void option from the Actions menu to void a final invoice.
- If the remaining folios have a combined zero balance, the folios are invoiced together. The invoice payer is the guest.
- If the **Incognito** check box is selected for a guest, the user must have Incognito Authorization to view the Guest Name and the Account details. See [Incognito Functionality](#) on page 201

Note:

- The **Tax Invoice** tab is disabled in case the **Account Type** field is set to values such as Credit Card, Gift Card or Advance Deposit
- The Property Parameter FORCETAXINVONPAYMENT must be selected to enable the Post Payment option.
- The application displays separate lines for each folio if the **Separate Tax Invoice** check box is selected on the **Tax Invoice Configuration** screen and defaults the **Payer** field based on the value specified on the **Folio Settlement**.

You can generate tax invoices for an account from different screens such as:

- 1 Select:
 - **Front Desk > Account.**
 - **Front Desk > Guest Stay.**
 - **Profiles > Guest Profile**
 - **Front Desk > Check-Out.**
 - **Group Sales > Events.**
- 2 Select an invoice that is in the **Final** status. By default, the tax invoice details are populated in the **Invoice**, **Type** and **Status** fields in the Tax Invoice Details section.
See [Printing tax invoices](#) on page 248.
- 3 In the **Print** section, specify this information:

Folio

The folio is defaulted based on the record that you select. You can modify the folio only for invoices that are in the Pending or Informational status. The invoice is generated based on the folio and you cannot select transactions that you want to include in the tax invoice. The [A/R](#) charges are always tax invoiced separately.

Final

If you select the check box, system prints the tax invoice number for all the folio transactions that are included in the tax invoice.

Print

The invoice is printed and the Print Count is set to one. For every re-print of the invoice, the print count is incremented by one.

Note:

- The Personal Number is included in the Tax Invoice when Guest Payer is selected.
- The voided Tax Invoices are reprinted with the title 'Tax Invoice Void'.
- This check box is not selected when the guest completes an online check-out.

Post Payment

If this check box is selected, you can access the **Post Payment** screen used to generate the final tax invoice. See, [Posting a payment](#) on page 87.

Check Out

If this checkbox is selected, you can expedite the guest checkout process using the **Tax Invoice** tab.

Note:

- a This field is enabled only if:
 - The Guest Account is selected.
 - The Departure Date is same as the Hotel Date.
 - The balance for all folios is 0.
 - All the invoices or the last pending invoice is set to Final.
 - The **Final** checkbox is selected.
- b If the FORCETAXINVONPAYMENT property parameter is selected, the **Check Out** check box is enabled only when:
 - The Guest Account is selected.
 - The Departure Date is same as the Hotel Date.
 - The user selects one of these options:
 - The last pending invoice (Balance is not equal to 0) and the Post Payment check box. See [Posting a payment](#) on page 87.
 - The last pending invoice (Balance is equal to 0)
 - The **Final** checkbox is selected.

Package Details

If this check box is selected, the package details are printed by the system. If this check box is clear, the package charges are shown.

Transaction Summary

If this check box is selected, the detail lines with the same transaction code are summarized by the system into a single line with sum total.

Transaction Summary by Date

If this check box is selected, the detail lines with the same transaction code and posting date are summarized by the system into a single line with sum total.

Show Net Adjustments

If this check box is selected, the system consolidates a detail line that has been adjusted with its adjustment line into a single line with sum total.

Transaction Details

If you select the check box, the package details are printed on the invoice along with other items.

Group Format

The check box is enabled only when the folio has transfer charges from other accounts. If you select the check box, additional columns are added by the system to the transaction detail section.

Date Details

Date details are applicable for group format only. Normally, the group format summarizes charges by date across accounts and transaction codes. If you select this check box, the dates are printed for all the transactions for each account and charge.

Group Header

If you select this check box, the summary of all the accounts is printed on the header page.

Transaction Grouping

Select this check box to print transaction codes on the tax invoice grouped by transaction code.

Include Transaction Comments

If this check box is selected, the invoice includes all the comments associated with the transactions.

Note:

- The check box is cleared and protected when:
 - The Transaction Summary or Transaction Summary by Date check boxes are selected.
 - The One Line Invoice checkbox is selected; The Transaction Grouping checkbox, and the property parameter TAXINVPACKDETAILREQ are not selected.
- Selecting this check box is not mandatory for Invoice Lines with status Pending and the Final check box selected

Email

The tax invoice is emailed to the guest.

Note:

- In the **Forms** tab of **Property Configuration** screen, the subject line and text of the Tax Invoice email can be customized and configured.
- This check box is selected when the guest completes an online check-out.

Send Fiscal

The option allows the guest to receive the fiscal receipt in the email address or a text message in the mobile. Available options:

- SMS
- Email

Note:

- You must specify the Mobile Number or Email Address based on the selected option.
- The property parameter Fiscal must be set to **RU**.

Email Type

Specify if the email is of type primary or secondary.

Email Address

The email address is defaulted from the **Guest Stay** page. You can modify the email address.

Accounting Note

If this check box is selected, the hotel can claim the pending charges associated to the guest stay with the reservation status set to No Shows or Cancelled. The pending amount that is defaulted in the tax invoice report.

Note:

- This field is enabled if the Property Parameter ACCOUNTINGNOTE is selected in the **Property Configuration** screen.
- The user must select the Invoice line with Pending status to process the Accounting Note Information.
- Based on the **Final** checkbox selection the application performs the tax invoice generation:
 - If the **Final** check box is selected, the application stores the Tax Invoice Data only.
 - If the **Final** check box is cleared, the application stores and prints the Tax Invoice Information Data in the tax invoice report.

Comment

This field is used to provide additional information about the total invoice generated by the hotel such as the reference number, and date when the hotel receives the money in the bank.

Receipt Format

Select this check box to print the final tax invoice in the Receipt Format using the thermal printer.

Note:

- The value must be specified in the TAXINO2 property parameter to invoke the tax invoice.
- The **Final** and **Print** check box must be selected on the **Tax Invoicing** screen.
- The file is saved in <InvoiceNumber>RF.pdf format if the location is specified in the property parameter TAXPLC to store the file.
- If the property parameter SHOWSAVECOPY is selected, a text is included in the original PDF to indicate it as a copy. To position, the Copy Text, the property parameters SMRFSHOWSAVECOPYLR, SMRFSHOWSAVECOPYUD, and SMRFSHOWSAVECOPYV must be specified.

4 Specify this information in the Payer section:**Payer**

Specify the payer who will pay for the charges specified on the tax invoice. This option is available when invoicing is active. When invoicing is active and the folio is settled separately, the folio can be invoiced separately and requires a payer.

Name

Specify the name of the payer. By default, the name of the payer is populated. You can modify the name of the payer.

Contact

The contact information of the payer.

Tax ID

Specify the tax ID of the payer.

Note:

- Tax ID is mandatory, if Country or Fiscal Country of the payer is Spain/Italy.
- The Property Parameter TAXIDREQUIRED must be cleared.

- TXIDVERF value is Spain.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Registration Number

The registration number of the payer.

Note:

- This value is defaulted from the Property configuration if:
 - The user changes the Payer to House.
 - The **Account** type is House and the user changes the Payer to **Account**. The **Account** has payer information in the Additional Account Details section.
- When the **Account** Type is Group, Organization, or Booking Agency and the user changes the payer to **Account**, the value is defaulted from the corresponding **Group**, Organization or Booking Agency profile.
- This field is disabled if:
 - The status of the invoice is set to Final.
 - The **Account** type is Guest Profile and user changes the Payer to Guest.
 - The **Account** type is set to other than Guest Profile and the user changes the Payer to **Guest**.
 - The **Account** type is Event and the user changes the payer to other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Bank Name

The bank name of the payer.

Note:

- This value is defaulted from the Property configuration if:
 - The user changes the Payer to House.
 - The **Account** type is House and the user changes the Payer to **Account**. The **Account** has payer information in the Additional Account Details section.
- When the **Account** Type is Group, Organization, or Booking Agency and the user changes the payer to **Account**, the value is defaulted from the corresponding **Group**, Organization or Booking Agency profile.
- This field is disabled if:
 - The status of the invoice is set to Final.
 - The **Account** type is Guest Profile and user changes the Payer to Guest.
 - The **Account** type is set to other than Guest Profile and the user changes the Payer to **Guest**.
 - The **Account** type is Event and the user changes the payer to other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Bank Number

The bank account number of the payer.

Note:

- This value is defaulted from the Property configuration if:
 - The user changes the Payer to House.

- The **Account** type is House and the user changes the Payer to **Account**. The **Account** has payer information in the Additional Account Details section.
- When the **Account** Type is Group, Organization, or Booking Agency and the user changes the payer to **Account**, the value is defaulted from the corresponding **Group**, Organization or Booking Agency profile.
- This field is disabled if:
 - The status of the invoice is set to Final.
 - The **Account** type is Guest Profile and user changes the Payer to Guest.
 - The **Account** type is set to other than Guest Profile and the user changes the Payer to **Guest**.
 - The **Account** type is Event and the user changes the payer to other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Personal Number

The personal identification number of the payer.

Note:

This field is enabled only if:

- The **Status** of the invoice is set to other than **Final**.
- The **Account** type is **Guest** and the user changes the Payer to Guest. The value is defaulted from the guest profile.
- The **Account** type is not Guest and the user changes the Payer to Guest.
- The **Account** type is House and the user changes the payer to a value other than House or AR.
- The **Account** type is Event and the user changes the payer to anything other than Event, Event Master, Organization, Booking Agency, Group, A/R or House.

Address Type

Specify the address type of the payer. For a guest stay account, you can create a new address for the guest profile. This can be helpful when the guest is associated with a company, but the property does not have a profile for the company. You can put in the company address and select an address type. This address is saved on the guest profile and can be used in future invoices.

Address

The address of the payer.

Country

The country of the payer.

City

The city of the payer.

State/Province

The state or province of the payer.

Postal Code

The postal code of the area where the payer stays.

- 5 In the Recipient section, specify these information:

Name

The name of the recipient for the tax invoice.

Note:

This enabled only if the status of the invoice is other than **Final**.

Personal Number

The personal identification number of the recipient.

Note:

This enabled only if the status of the invoice is other than **Final**.

Private Person

Indicates if the Payer is an individual.

Note:

- This field is required for Hungary Online Invoicing NAV.
- This check box is selected by default if :
 - Payer is set to Guest
 - Payer is set to Account and the Account Type is Guest Account or Guest Profiles
- If the property parameter FORCETAXINVONPAYMENT is selected and the advance deposit is posted, the payer section is updated with the latest data when user selects the tax invoicing line with pending status.
- The calculated tax amount for a posting is rounded.
- When printing the tax invoice, the detailed line displays the exact tax amount if the Transaction Summary check box is not selected.
- The Tax Summary section displays the sum of rounded tax amounts. The rounded tax amount is not used to calculate the Net amount or Tax amount.
- The difference between the actual tax amount and the rounded tax amount is inevitable.
- Internal copy is printed only for the final invoices.

For France specifications, the generated tax invoices include additional data if the FRANCENF525COMPMODE property parameter is selected.

- a** The Invoice Totals are created whenever an Invoice gets printed, emailed or finalized without using the print option. The print can be an informational or the final print/email.

The Invoice Totals include these tax:

- Total per Tax (TOTPTAX)- This VAT rate is considered only if the **VATTax** check box is selected in the **Transaction Code** screen.
- Total Ticket (TOTINV)- A record is created for each invoice.
- Total A/R Account (TOTPAR)- This is displayed only for invoices of type A/R and the settlement is done by direct bill payment. If multiple direct bill payments are linked to one A/R account, only one invoice line is printed and the amount is the sum of all the invoice amounts. If the A/R account differs for the Direct Bill payments, separate records are printed for all the A/R accounts.

- b** All the tax invoices generated as Informational or final tax invoice from the **Tax Invoicing** tab on the **Guest Stay** screen, have a signature created electronically.

Note: For Poland and Czech:

- The property parameter FORCETAXINVATPAYMENT must be selected..
- The value of the property parameter FISCAL must be PL (Poland) or CZ (Czech).

- The status of the invoice must be Pending.
- 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**.
- If the FORCETAXINVONPAYMENT and ADTAXINV property parameter are selected, use **Post Interims Payment** option from **Actions** menu to post an interim payment to the guest folio.
- The generated advance deposit tax invoice and the final tax invoice also includes the date and time when the invoiced is generated.

For Romania specifications, the final tax invoice (known as Fiscal Invoice) is generated out of a PMS and includes additional data:

- Property information: Property name, registration number, address, VAT number, number received from Romanian Registry of Commerce, bank name and bank account number.
- Buyer information:
 - Company/Travel Agent: Name, address, VAT number, number received from Romanian Registry of Commerce, bank name and bank account number.
 - Guest: Name, address and personal code number.
- Date on which the invoice is generated, invoice number, VAT percentage of the items listed on the invoice, name and the quantity of the charges applied on the items, item unit net price, item total net price.
- Total VAT value, total net amount, total VAT amount, total gross amount of the item.
- Operator (the user who generates and prints the invoice) information: Name and personal code number.
- Recipient information: Name and personal code number.
- Invoice date and the time when the invoice is generated.

For Iceland,

Note:

- The TAXINVCURRENCY property parameter must be selected to include the Property or Guest Currency in the invoice. You can select one of these options in the **Currency** section:
 - **Property – ISK:** The invoice amount is printed in Property currency.
 - **Guest – USD:** The invoice amount is printed in Guest currency.
- The Lodging Tax (City Tax) is included in the room charge only if the **Post as Additional** check box is selected on the **Tax Groups** screen.
- The Tax Summary section displays the Tax amount. The Lodging tax amount is displayed in the Property currency irrespective of the option selected in the **Currency** section.
- The exchange rate is printed when the invoice is generated using Guest Currency.
- The TAXPLC property parameter must not be selected to print the invoice in currency other than the Property currency.

Creating a property A/R account

Use the **Property A/R Account** page to create and maintain the property specific data for an A/R account. All accounting activities related to a given property can be accessed and performed through the **Property A/R Account** page.

The accounting data maintained in the **Property A/R Accounts** page is specific to the user's property. The following fields are defaulted by the system from the **Maintain A/R Account Profile** page:

Account Name	Account Number	Salesperson
Date Opened	Account Type	Invoice Method
Reference Number Required	Paperwork Required	Paperwork Description
Other Restrictions	Primary Contact details	

Auto Create AR Profile: When you create and save a new record in the **Property AR Account** page, only property A/R account record is created if the **Account Name** in the **Property A/R Account** page can be matched by the system to an existing record in the **Maintain A/R Account Profile** page. If user enters a new **Account Name** that cannot be matched to an existing record in the **Maintain A/R Account Profile** page, the system creates a new A/R Profile in the background with the fields in the table above copied from the **Property A/R Account** record to the newly created A/R Profile record.

To create a property A/R account:

- 1 Select **Account Receivable > Property A/R Accounts**.
- 2 Click **New Account**.
- 3 Specify this information:

Account Name

Specify the name of the customer for which you want to set up an A/R account.

Account Number

Specify the account number if the `GenerateCorporateAccountNumber` parameter is set to **Manual Entry**. The account number is generated automatically if you set the `GenerateCorporateAccountNumber` parameter to **Auto Generate** in the **Maintain Application Controls** page. To access this page, select **Administration > Security > CRS Application Parameters > Application Control** tab. You can change the parameter.

Fiscal Name

Specify the Fiscal Name.

Fiscal Address

Specify the Fiscal Address assigned to a company by the tax authorities in Spain.

Note: This address can differ from the postal address of the company.

Fiscal Postal Code

Select the Fiscal Postal Code, that must be included in the Fiscal Address.

Note: The values in the subsequent Fiscal fields are populated.

Fiscal City

Specify the Fiscal City, that must be included in the Fiscal Address.

Fiscal State/Province

Select the Fiscal State/Province, that must be included in the Fiscal Address.

Note: The Country related to the selected State/Province is defaulted in the Fiscal Country field.

Fiscal Country

Select the Fiscal Country, that must be included in the Fiscal Address.

Other Restrictions

Specify any other restrictions that apply to a guest.

Invoice Method

Specify the method based on which the invoices are generated by the system. Following are the available options:

- One Invoice Per Account: An account may have multiple folios but only one invoice is generated for an account.
- One Invoice Per folio: An invoice is generated for each [folio](#).

Status

The status of the account. Following are the available values:

- **Active**
- **Inactive**

Requires Originating Confirmation Number

Select this check box to specify the Originating Confirmation Number, which is required on the Folio screen when posting a direct bill settlement to an A/R Account.

Note: The Originating Confirmation Number and Reference number are displayed on all the A/R screens.

Reference Number Required

Select the check box to specify if the guest must provide a reference number during check-in, in the property.

Paperwork Required

Select the check box to specify if the guest must present any kind of document during check-in, in the property.

Direct Bill Batch

If this check box is selected, direct bill settlements for this account are transferred to A/R during the EOD Direct Bill Batch process. If this check box is clear, direct bill settlements are posted to the A/R account immediately and not routed through the EOD direct bill batch process. The **Direct Bill Batch** check box is selected or cleared by the system based on the install parameter ARBATCH:

- If the ARBATCH is set to NO, the **Direct Bill Batch** check box is cleared by the system.
- If the ARBATCH is set to YES, the **Direct Bill Batch** check box is selected by the system.

Requires Approval

This check box is selected by the system if a new Property A/R account is created from the **Guest Stay** or **Lease** pages. If this check box is selected, it indicates that a manager needs to approve billing before any direct bill settlements can be posted to this account from a guest ledger account. This check box works in conjunction with a new property parameter ARREQAPPROVAL. When

the ARREQAPPROVAL parameter check box is selected, and the **Requires Approval** check box is selected for an A/R account, an error is displayed in the **Folio** tab if you post a direct bill settlement for that account.

Allow A/R Invoicing

Select the check box to enable the posting and invoicing for an A/R account. A/R invoicing is required, when the property transfers credit card balances to the Accounts Receivable. This check box is only selected to settle the internal credit card invoices.

Note:

- This check box is only enabled, when the ARTAXINVUSAGE parameter is selected.
- For accounts associated with credit cards, the charges are not included in the tax invoicing process associated with the guest ledger. Therefore, these accounts must use the A/R invoicing process.
- This option is available only for the accounts associated with a credit card, when the FRANCENF525COMPMODE parameter is selected. For compliance with the NF525 regulations, the Accounts Receivable functionality is not utilized to generate invoices for customers.

- 4 In the Property Credit and Aging section, specify the information that you require. See additional details about these fields:

Credit Limit

Specify the credit limit of the A/R account. The charges can be transferred from the guest folio to the A/R account till the credit limit is fully utilized.

Outstanding Charges

The balance amount of all the charges that are yet to be invoiced.

Outstanding Invoices

The unpaid balances of all the invoices that are yet to be paid.

Unmatched Payments

The remaining amounts of all the payments that are not fully matched with the invoices. This amount is displayed as a negative value.

Credit Hold

If this check box is selected, it indicates that the account is on credit hold. An account for which the **Credit Hold** check box is selected, cannot be added to the guest stay or lease.

Last Activity Date

This date enables you to track the accounts that have had no activity within a time period. The field displays the later of the two dates between the last A/R charge posting date and payment posting date.

Assign to Collections

If you select the check box the invoices that has yet not been collected, are assigned to be sent for collection to the individual or the organization.

Account Balance

The [amount](#) in the A/R account which is yet to be collected from individual or the organization.

Note:

The application calculates this amount by subtracting the Unmatched Payments from the sum of the Outstanding Charges and the Outstanding Invoices.

Payment Due Days

The number of days by which the payment must be made for an A/R account.

- 5 Specify this information in the Primary Contract session:

Bank Name

The bank name of the organization.

Bank Number

The bank number of the organization.

Registration Number

The registration number of the organization.

Note: The field values are populated if an existing account is selected.

e-Invoicing Partner ID

A unique identification code to identify the e-Invoicing Partner.

Peppol GLN Number

The Global Location Number (GLN) that is used by Peppol Interface to identify the guest.

- 6 Click **Save Record** to save the record.

VAT Summary

Administration > Reports > Accounting > VAT Summary

Use the **VAT Summary** page to generate a VAT summary for the day, month to date, and year to date according to the date specified.

Manager Report

Administration > Reports > Accounting > Manager Report.

Use the **Manager Report** page to print day, month to date and year to date totals.

Using the 75/25 rule functionality

In France, it is an industry standard to produce within the property management system, a VAT report that includes the 75/25 rule. Before you can use this functionality:

- You must set up two transaction codes in the tax group.
See [Transaction codes for 75/25 rule](#).
- You must use the Screen Designer during installation to display the **Alternate Package Tax Group**. If this transaction code is used for an item within a package that is eligible for the **Alternate Package Tax Calculation**, select the tax group used to calculate the alternate tax.

To use the 75/25 rule functionality:

- 1 Select **Rates and Sales > Pricing > Room Rates**.
- 2 Click **Edit** to edit the rate plan that you want to modify.
- 3 Click the **Package Details** tab.
- 4 Select the **Use Alternate Package Tax Calculation** check box. The check box is displayed only if a non-room item for which the **Eligible for Special Package Tax** check box is selected, is present.
- 5 Select **Rates and Sales > Pricing > Non Room Items**.
- 6 Select the **Eligible for Special Package Tax** check box.
- 7 Select **Administration > Property > Transactions > Transaction Codes**.
- 8 Specify this information:
Alternate Package Taxable
Select the package that you want to use.
- 9 Save the record.
- 10 The system applies the alternate tax group when processing the non-room items within a package rate during EOD posting if both the **Use Alternate Package Tax Calculation** and the **Eligible for Special Package Tax** check box are selected.

Transaction codes for 75/25 rule

To use the 75/25 rule functionality, you must set up two transaction codes in the tax group. One transaction code for 25% of the amount and another transaction code for 75% of the amount.

Before you can set up the transaction codes for 75/25 rule, you must use the Screen Designer during installation to display the **Adjust Amount** and **Adjust Percentage** field.

To set up the transaction codes in the tax group:

- 1 Select **Administration > Property > Tax Groups**.
- 2 Click **Transaction Codes** tab.
- 3 Specify this information:
Adjust Amount
Select the check box to split the amount for the purpose of different tax rates. If this check box is selected, the **Adjustment Percentage** field is enabled.

Adjustment Percentage

Specify the percentage based on which the amount must be split for the purpose of different tax rates.

- 4 Click **Save**.

Chapter 12: Germany

Many cities in Germany levy a bed tax, also known as Cultural Royalty. The bed taxes are local taxes and are not mandated by the government. Each city decides how the bed taxes are implemented and calculated.

Tax group

Use the **Tax Groups** page to create and maintain tax groups. Tax groups enable the grouping together of multiple, conditional tax charges that must be posted to guest accounts based on a date range that specifies when the tax is effective. Tax groups also specify the tax rules that are used to calculate taxes on [folio](#) charges. This functionality is used to calculate the proper taxes for future reservations in the event there is a scheduled tax requirement change, and also enables the system to correct past tax invoices using the correct tax rates when tax requirements change after the creation of an invoice.

Note: Grouping taxes by Effective Date range supports tax law requirements in countries where Value added tax (VAT) and/or Goods and services tax (GST) are assessed.

The tax groups are linked to transaction codes and automatically post an add-on type charge when the [transaction code](#) is posted. For example, the tax group Room Tax, when linked to room revenue, is also posted when room transaction codes are posted.

Understanding tax configuration by date range

Grouping taxes by date range (Effective Date) enables the system to calculate the proper taxes for future reservations in the event there is a scheduled tax requirement change and to correct past tax invoices with the correct tax rates when tax requirements change after the creation of an invoice.

Note: Grouping taxes based on the effective date is required in countries where Value added tax (VAT) and/or Goods and services tax (GST) are assessed.

These scenarios show additional information on tax configuration by date range:

Scenario 1: Based on a United Kingdom (UK) government mandate, the VAT rate will increase from 2.0% to 2.2% on 01/12/2012. As a result, room rates for reservations made for hotel stays following the tax increase must be quoted using the 2.2% VAT. To support this tax increase, a hotelier can create a UK tax group and configure the VAT tax of 2.2% to begin 01/12/2012 with no ending date.

Scenario 2: A guest stayed at a UK hotel during December 2011 and then the UK VAT tax is changed from 2.0% to 2.2% on 01/12/2012. Following the tax increase, the hotel discovers that the guest's tax invoice needs to be corrected. In response, the hotel issues a correction invoice in the system using the 2.0% tax group configuration that was in effect during the guest stay to correct the taxes.

- Value added tax is a consumption tax levied on only the value added to a product, material, or service. The value added to a product consists of the sale price charged to the customer less the cost of materials and other taxable inputs. The manufacturer or provider of the product pays taxes on the difference between the item cost and the value added, and retains the remainder as compensation for taxes already paid on the materials. VAT is similar to sales tax in that tax is paid by the customer, but sales tax is paid only once at the point of purchase, while VAT collection, payments, and credits for taxes paid occur every time that a value added product is purchased.
- Goods and services tax is a type of VAT that enables businesses to claim deductible tax credits for the purchase of goods and services that are consumed in conjunction with the products or services they provide during a specified period. Ultimately, the GST is paid by the end consumer, which prevents multiple applications of the GST on the same goods or service during the process of delivering the product or service from multiple businesses to the end consumer.

Distributing advance deposits

Use the **Advance Deposit Distribution** pop-up to view and modify which advance deposit transaction codes the deposit amount must be applied to. Based on the deposit distribution, the taxes are calculated by the system based on each transaction code's tax configuration. This is used by German customers who charge a different tax amount for food and other services as compared to the room charges. You must set the parameters below for advance deposit distribution:

- **ADTAXINV:** Select the **Value** check box to enable the parameter.
- **DEPDIST:** Select the **Value** check box to enable the parameter.
- **DWPROCESSINGON:** Select the **Value** check box to enable the parameter.

To distribute the advance deposit:

- 1 Select **Front Desk > Accounts**.
- 2 Select the account that you want to modify.
- 3 Specify this information:

Activity

Specify the activity type.

Folio

Specify the folio to which you want to post the advance deposit.

Transaction

Specify the mode of payment, such as cash or credit.

Amount

Specify the amount that you want to distribute.

- 4 Click **Amount to Distribute** to open the **Advance Deposit Distribution** pop-up. If this button is not displayed, use the Screen Designer functionality to make the necessary changes.
- 5 Specify the amount in the **Distributed Amount** field of the transaction code to which you want to apply the advance deposit.
- 6 Click **Submit** to save the changes.
- 7 In the **Advance Deposit** tab, click **Submit** to post the deposits with the distributed amounts.

Adding a tax group

To add a tax group:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click **New Record**.
- 3 Specify the information that you require. See additional details about these fields:

Property

Specify the [property](#) to which the tax group is linked.

Effective Date

Specify the date on which the tax group becomes effective.

Note: You can create multiple tax groups for a group that already exists if the **Effective Date** for the group is different.

Rounding

Specify the rounding method in case the total tax amount that must be posted to the [guest account](#) includes Cents (or lowest denomination of the currency that you are using). The rounding method determines how the calculated tax is rounded to the number of decimal places specified for the currency. Select one of these options:

- **None:** The system uses the actual amounts without any rounding.
- **Normal Rounding:** This is the default setting. If the decimal places that must be used for a currency are not specified, the system rounds the tax amount to six decimal places. For example, the digit at the 6th decimal place of the payable amount is rounded upwards, if the digit at the 7th decimal place is equal to or more than 5. The 6th digit is rounded downwards if the digit at the 7th decimal place is equal to or less than 4.
- **Round Up:** The system rounds the digit at the 6th decimal place of the payable amount upwards, if the digit at the 7th decimal place is equal to or more than 1.
- **Truncate:** The system discards the cents and posts the whole dollar amount.

Cumulative Tax Amount

The sum of all the tax amounts defined for the tax group. You can define the tax amounts for the tax group in the [transaction code](#), on the **Transaction Code** tab. This is a display field.

Cumulative Tax Percentage

This field displays the sum of all the tax percentages defined for the tax group. You can define the tax percentage for the tax group in the transaction code, on the **Transaction Code** tab.

Enable Generate Inclusive

By default the check box is unchecked. If you select the check box, the system breaks the charge posted to the guest account into its net amount and uses that net amount to calculate tax. The tax is calculated for each net amount.

If you clear the check box, the system calculates the tax based on the **Posting Type** that you specify on the **Transactions Code** tab.

Note:

- If you select this check box, you must select the **Posting Type** as **Inclusive** on the **Transactions Code** tab.
- If you select this check box, the **Inclusive Base** field and the **Minimum** field on the **Transaction Code** tab is disabled.
- If you select this check box, the **Condition Tax Minimum Amount** field in the **Condition Base Details** section on the **Transaction Code** tab is disabled.
- If you select this check box, you can set **Posting Type** to **Inclusive** even when the **Tax Base** field is set to **Compound** option on the **Transaction Code** tab.

Inclusive Tax Adjustment to House

Indicates how the system handles an adjustment made to a [posting](#) when the posted amount includes inclusive taxes. If you select the check box, the system credits the adjusted inclusive taxes back to the [guest account](#). If you clear the check box, the adjusted inclusive taxes are retained in the accounts related to the [property](#).

Select the check box to enable the **Folio** field.

Folio

Specify the [folio](#) to which you want to post the tax. All folios displayed are part of the guest account. You can use the folios to separate the charges when the guest, or your property, requires separate billing.

VAT 0%

By default this checkbox is unchecked. If you select the check box, all existing transaction codes associated with this tax group are removed and are protected on the **Transaction Codes** tab.

Note: This checkbox is only displayed if the TAXINV property parameter is set to Yes.

- 4 To save the record, click the **Save** button.

Modifying a tax group

To modify a tax group:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 On the **List View** tab, double click the transaction group that you want to modify.
- 3 Specify the values.
- 4 To save the record, click the **Save** button.

Adding transaction codes to a tax group

Use the **Transaction Code** tab on the **Tax Group** page to link the transaction codes to the tax group codes. You can also use the page to specify the criteria based on which the tax is calculated for each [transaction code](#).

Note:

- Before you can add transaction codes to a tax group, you must add the tax group.
- You can add a transaction code only once to a tax group.
- To remove a transaction code that is added to the tax group, select the transaction code and click **Remove Record**.

To add transaction codes to the tax group:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 On the **List View** tab, double click a tax group to which you want to add transaction codes.
- 3 Click **Transaction Codes** tab.
- 4 Click **Add Record**.
- 5 In the **Transaction Code Details** section, specify this information:

Transaction Code

Specify the transaction code. The code description is populated by the system.

Tax Base

Specify the base for tax calculation. Select one of these options:

- **Adult**: The tax is calculated based on the number of guests classified as adult who are using the [property](#). If you specify this option, the **Tax Amount** field is enabled.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Amount**: The tax is calculated based on the amount that is charged to the [guest account](#).
- **Children**: The tax is calculated based on the number of children who are using the property.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Child Category (1-6)**: The tax is calculated based on the child category selected. If the **Rate and Sales > Pricing > Child Categories** is set to inactive, this option is not displayed.
- **Compound**: The tax is calculated based on other taxes that are charged to the guest account and is known as Compound tax (tax on tax). You can specify up to two taxes in the **Option1** and **Option2** fields for compounding purpose.
This option can be used only when you specify the **Posting Type** as **Additional**. You can specify the **Posting Type** as **Inclusive** only if you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group.
- **Composite**: You must specify a value in the **Option1** field.
- **Greater**: The tax is calculated based on a rate that you specify in the **Alternate Tax Base** field or amount charged on the room, whichever is higher.
This option can be used only when you specify the **Posting Type** as **Additional**. You must specify the tax percentage.
- **Guests**: The tax is calculated based on the number of guests who are using the property. If you specify this option, the **Tax Amount** field is enabled.

This option can be used only when you specify the **Posting Type** as **Additional**.

- **Previous Net:** The tax is calculated based on the previous net revenue charged to the guest account. You must specify the tax percentage.

This option can be used only when you specify the **Posting Type** as **Inclusive** and set **Inclusive Base** to **Net**.

- **Room:** The tax is calculated based on the primary account in the room regardless of the number of guests or separate folios in the room.

This option can be used only when you specify the **Posting Type** as **Additional**.

- **Subtotal:** The tax is calculated based on the amount charged to the guest account so far, with previous taxes included. You must specify the tax percentage.

This option can be used only when you specify the **Posting Type** as **Additional**.

Tax Amount

Specify the flat amount that must be levied as tax. You can specify the tax amount if you select one of these options in the **Tax Base** field:

- **Adult**
- **Children**
- **Child Category (1-6)**
- **Room**
- **Guest**

Tax Percentage

Specify the percentage amount that must be levied as tax.

Posting Type

Specify how the tax transaction must be posted to the guest account. Select one of these options:

- **Additional:** The tax amount is posted in addition to the original [posting](#). The guest account displays the original posting and all additional tax postings.
- **Inclusive:** The tax amount is posted internally by the system. The guest account displays the total amount charged to the guest account and includes the taxes posted internally by the system. If you select this option, the **Inclusive Base** and **Inclusive Tax Offset** fields are enabled.

Note:

- If you select **Enable Generate Inclusive** on the **Record View** tab of the tax group, you must select the **Posting Type** as **Inclusive** and must specify a **Inclusive Tax Offset**.
- A line with **Posting Type** as **Inclusive** must be configured before a line with **Posting Type** as **Additional**.

Inclusive Base

Specify the value based on which the tax is calculated. Following are the available options:

- **Gross:** Tax is calculated based on the rate amount and other charges.
- **Net:** Tax is calculated based on rate amount only.

If you select the **Enable Generate Inclusive** field on the **Record View** tab of the tax group, this field is disabled.

Minimum

Specify the minimum amount which must be levied as tax. If the minimum amount that you specify is more than the amount calculated based on the specified percentage number, the minimum amount is used for tax calculation.

Note:

- If you specify the amount, the **Condition Base** field in the **Condition Base Details** section is disabled.
- If you specify a value in the **Condition Base** field in the **Condition Base Details** section, this field is disabled.
- If you select the **Enable Generate Inclusive** field on the **Record View** tab of the tax group, this field is disabled.

Alternate Tax Base

Specify the [rate plan](#). The tax is calculated based on the rate plan or amount charged on the room, whichever is higher.

This field is enabled when you select the **Greater** option in the **Tax Base** field.

Additional Calculated as Inclusive

If this check box is selected, you can specify the statutory tax rate to calculate the amount that includes the taxes. To use this check box, following conditions must be met:

- Additional Calculated as Inclusive not allowed for additional taxes.
- Additional Calculated as Inclusive only allowed for Percentage based inclusive taxes.
- Additional Calculated as Inclusive must be after records without Additional Calculated as Inclusive checked.

Post as Additional

If this check box is selected, you can post only additional taxes. **Post as Additional** is used to have a tax that is calculated as inclusive and gets posted to the folio as an additional tax. In the case of a rate that is normally additional, but needs to be inclusive of the quoted rate like with **Additional Calculated as Inclusive**, the tax is posted as an additional tax in the folio. To use this check box, following conditions must be met:

- Post as Additional required for additional taxes.
- Post as Additional Allowed for Inclusive
- Post as Additional not allowed on a **Composite** tax.
- Post as Additional check box must be selected on **Option1** or **Option2** of a composite Tax.

Consolidate on Invoice

If this check box is selected, the folio additional tax is added back in to the base charge on the tax invoice effectively reversing the **Post as Additional** impact. To use this check box, following conditions must be met:

- **Consolidate on Invoice** is allowed on an **Additional** tax base.
- **Consolidate on Invoice** is allowed for **Post As Additional** option.
- **Consolidate on Invoice** is not allowed for inclusive posting which is not **Post As Additional**.
- **Consolidate on Invoice** is not allowed on a **Composite** tax base.

Add to Composite Amount

If this check box is selected, and the composite inclusive tax is not already included in the statutory rate, you can specify the statutory rate, not the rate that includes the inclusive tax amount. To use this check box, following conditions must be met:

- **Add to Composite Amount** is allowed on a composite tax base only.

Option1

Specify the tax that is used for compounding (tax on tax). The tax is calculated based on other taxes that are charged to the [guest account](#).

This field is enabled when you select the **Compound** option in the **Tax Base** field.

Option2

Specify the tax that is used for compounding (tax on tax). The tax is calculated based on other taxes that are charged to the guest account.

This field is enabled when you select the **Compound** option in the **Tax Base** field.

Adjust Amount by Percentage

Select the check box to split the amount for the purpose of different tax rates. If this check box is selected, the **Adjustment Percentage** field is enabled.

Adjustment Percentage

Specify the percentage based on which the amount must be split for the purpose of different tax rates.

This field is enabled when you select the **Amount**, **Compound**, **Composite**, **Previous Net**, or **Subtotal** options in the **Tax Base** field.

Adjust Amount by Valuation

Select the check box to adjust the amount by valuation. If this check box is selected, the transaction code must have a code specified in the **Valuation Adjustment Code** field.

This field is enabled when you select the **Amount**, **Compound**, **Composite**, **Previous Net**, or **Subtotal** options in the **Tax Base** field or when you select the **Valuation Limit** option in the **Condition Base** field.

Use Room Count

Select the check box to use the room count on the room type to calculate the tax.

Report As VAT

Select the check box to indicate that taxes for this condition base should be reported as VAT.

Refer to [Understanding tax configuration by date range](#) on page 626. This checkbox is enabled only if the TAXINV property parameter is set to Yes.

Inclusive Tax Offset

Specify the inclusive tax offset transaction code. The code description is populated by the system. This code cannot be the same as the transaction code.

This field is enabled when you select the **Enable Generate Inclusive** field on the **Record View** tab of the tax group, or when you select the **Composite** option in the **Tax Base** field.

Offset Transaction Code

Specify the [offset](#) on page 878 transaction code.

Note: The application does not offset the tax, if the **Lease Tax Transaction Code** is specified.

Lease Tax Transaction Code

Specify the code used to summarize the tax for the lease with a different transaction code.

Note:

- The Lease Tax Transaction Code must have the same Revenue Type as Transaction Code
- This code cannot be the same as the **Transaction Code**.

Lease Recognized Tax Offset

Specify the code used to offset the tax that is recognized. This code is used when the lease tax is summarized.

- This code is applicable only for Inclusive Taxes.
- This field is enabled only if the **Lease Tax Transaction Code** is specified.

Lease unrecognized Tax Offset

Specify the code used to offset the tax that is not recognized. This code is used when the lease tax is summarized.

- This code is applicable only for Inclusive Taxes.
- This field is enabled only if the **Lease Tax Transaction Code** is specified.
- The Lease Un-Recognized Tax Offset must have the same Revenue Type as Transaction Code

6 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.

This option can be used only when you specify the **Posting Type** as **Additional**.

- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.
- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>**: Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.
- **<=**: Indicates that the value that you select in the **Condition Base** is less than or equal to the number that you specify in the **Condition** field.
- **>**: Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=**: Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

7 Click **Save**.

Modifying transaction codes for a tax group

Before you can modify a [transaction code](#), you must add the transaction code to the tax group.

To modify the transaction codes:

- 1 Select **Administration > Property > Taxes > Tax Groups**.

- 2 On the **List View** tab, double click the tax group that you want to modify.
- 3 Click **Transaction Codes** tab.
- 4 Select the transaction code that you want to modify.
- 5 Specify the values in the **Transaction Code Details** section.
- 6 Optionally, specify the values in the **Condition Base Details** section.
Note: You can calculate:
 - Gross Rate Range for each person, for Germany
 - Amount Tax Base for each person, for France
- 7 To save the record, click the **Save** button.

Room Types

Use the **Room Types** tab to adhere to the German bed taxes rule. The bed tax is an additional tax based on the room types. You can use the tab to enter the tax amount by room type and guest category. The system posts one charge for the tax. You can set a maximum amount for the account or a maximum number of days to charge the tax. You can also specify a tax on the bed tax.

To specify the tax amount by room type and guest category:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click on the **Room Types** tab.
- 3 Specify the transaction code. By default, the code description is displayed.
- 4 In the Room Types section, specify this information:

Adult

Specify the number of adults on one or more lines.

Child (1-6)

Specify the number of children on one or more lines. The tax is calculated based on the child category selected. If the **Rate and Sales > Pricing > Child Categories** is set to inactive, this option is not displayed.

- 5 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.

- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>:** Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.
- **<=:** Indicates that the value that you select in the **Condition Base** is less than or equal to the number that you specify in the **Condition** field.
- **>:** Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=:** Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

- 6 Click **Save**.

Room type categories

Use the **Room Type Categories** tab to adhere to the German bed taxes rule. The bed tax is an additional tax based on the room types. You can use the tab to enter the tax amount by room type category and guest category. The system posts one charge for the tax. You can set a maximum amount for the account or a maximum number of days to charge the tax. You can also specify a tax on the bed tax.

To specify the tax amount by room type and guest category:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click on the **Room Type Categories** tab.
- 3 Specify the transaction code. By default, the code description is displayed.
- 4 In the Room Types section, specify this information:

Adult

Specify the number of adults on one or more lines.

Child (1-6)

Specify the number of children on one or more lines

- 5 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.
This option can be used only when you specify the **Posting Type** as **Additional**.
- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.
- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation

should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>**: Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.
- **<=**: Indicates that the value that you select in the **Condition Base** is less than or equal to the number that you specify in the **Condition** field.
- **>**: Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=**: Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

6 Click **Save**.

Net rate ranges

Use the **Net Rate Ranges** tab to adhere to the German bed taxes rule. The bed tax is an additional tax based on the net amount. You can specify the tax amount by rate range. Also, you can set a

maximum amount for the account after which the tax is not charged or a maximum number of days after which the tax is not charged. You may also specify a tax on the bed tax.

To specify the tax amount using the net rate ranges:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click on the **Net Rate Ranges** tab.
- 3 Specify the transaction code. By default, the code description is displayed.
- 4 In the Excluded Child Categories section, specify this information:

Child (1-6)

Select the check box corresponding to the child categories that you want to exclude from taxes.

- 5 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.

This option can be used only when you specify the **Posting Type** as **Additional**.

- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.
- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>:** Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.
- **<=:** Indicates that the value that you select in the **Condition Base** field is less than or equal to the number that you specify in the **Condition** field.
- **>:** Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=:** Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

- 6 In the Rate Ranges section, the following fields are available:

Minimum

Specify the lower value of the range. By default, the lower value of the range starts with zero.

Maximum

The maximum range is calculated by the system. This is a display field. The maximum is calculated when at least two rows are present in the Rate Ranges grid. The maximum of the range in case of two records is calculated by the following formula: `Last minimum value - Smallest currency increment`. In case a new row is added, system calculates maximum for the previous entry. It is the minimum less the smallest currency increment.

Amount

Specify the amount based on which the maximum of the range is calculated by the system.

- 7 Click **Save** to add the record.

Gross rate ranges

Use the **Gross Rate Ranges** tab to adhere to the German bed taxes rule. The bed tax is an additional tax based on the gross amount. You can specify the tax amount by rate range. Also, you can set a

maximum amount for the account after which the tax is not charged or a maximum number of days after which the tax is not charged. You may also specify a tax on the bed tax.

To specify the tax amount using the gross rate ranges:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click on the **Gross Rate Ranges** tab.
- 3 Specify the transaction code. By default, the code description is displayed.
- 4 In the Excluded Child Categories section, specify this information:

Child (1-6)

Select the check box corresponding to the child categories that you want to exclude from taxes.

- 5 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.

This option can be used only when you specify the **Posting Type** as **Additional**.

- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.
- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>:** Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.
- **<=:** Indicates that the value that you select in the **Condition Base** is less than or equal to the number that you specify in the **Condition** field.
- **>:** Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=:** Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

- 6 In the Rate Ranges section, the following fields are available:

Minimum

Specify the lower value of the range. By default, the lower value of the range starts with zero.

Maximum

The maximum range is calculated by the system. This is a display field. The maximum is calculated when at least two rows are present in the Rate Ranges grid. The maximum of the range in case of two records is calculated by the following formula: `Last minimum value - Smallest currency increment`. In case a new row is added, system calculates maximum for the previous entry. It is the minimum less the smallest currency increment.

Amount

Specify the amount based on which the maximum of the range is calculated by the system.

- 7 Click **Save** to add the record.

Guest categories

Use the **Guest Categories** tab to adhere to the German bed taxes rule. The bed tax is an additional tax based on the guest categories. You can specify the tax amount by guest category. Also, you can

set a maximum amount for the account after which the tax is not charged or a maximum number of days after which the tax is not charged. You may also specify a tax on the bed tax. Only one charge is posted by the system.

To specify the tax amount using the guest categories:

- 1 Select **Administration > Property > Taxes > Tax Groups**.
- 2 Click on the **Guest Categories** tab.
- 3 Specify the transaction code. By default, the code description is displayed.
- 4 In the Guest Categories Details section, specify this information:

Adult

Specify the number of adults on one or more lines.

Child (1-6)

Specify the number of children on one or more lines. The tax is calculated based on the child category selected. If the **Rate and Sales > Pricing > Child Categories** is set to inactive, this option is not displayed.

- 5 Optionally, in the **Condition Base Details** section, specify this information:

Condition Base

Specify the condition base for tax calculation. Use this field to specify additional criteria based on which the tax is calculated. Following are the available options:

- **Adult:** The tax is calculated based on the number of guests classified as adult who are using the property.
- **Children:** The tax is calculated based on the number of children who are using the property. If you specify this option, the **Tax Amount** field is enabled.

This option can be used only when you specify the **Posting Type** as **Additional**.

- **Child Category (1-6):** The tax is calculated based on the child category selected.
- **Amount:** The tax is calculated based on the amount that is charged to the guest account.
- **Amount Limit:** The tax is calculated on the amount that is charged to the guest account, if the amount is less than the specified maximum amount limit. No tax is charged after the maximum amount limit is reached. The **Condition Operator** is set to Greater.
- **Days:** The tax is calculated based on the number of days for which a guest uses the property. The tax is not charged after the specified maximum number of days limit is reached.
- **Guests:** The tax is calculated based on the number of guests who are using the property.
- **Valuation Limit:** If the room charge is lower than the valuation amount, the valuation is capped by the room fee amount. The system does not post the full charge tax-free but applies a minimum amount to calculate the tax on. This minimum amount is defined in the Room Fee Amount field on room or room type level. This option must not be used if remaining valuation should be used for Hire, Service and Maintenance (valuation order fields are defined in the **Lease Configuration** page).

Condition Operator

Specify the condition operator based on which the tax is calculated. Select one of these values:

- **>:** Indicates that the value that you select in the **Condition Base** field is less than the number that you specify in the **Condition** field.

- **<=**: Indicates that the value that you select in the **Condition Base** is less than or equal to the number that you specify in the **Condition** field.
- **>**: Indicates that the value that you select in the **Condition Base** field is greater than the number that you specify in the **Condition** field.
- **>=**: Indicates that the value that you select in the **Condition Base** field is greater than or equal to the number that you specify in the **Condition** field.

Condition

The number of adults, children, guests who are using the property or the currency amount or the number of days for which a guest uses the property.

Condition Tax Amount

Specify the tax amount that must be charged to the guest account.

Condition Tax Minimum Amount

Specify the minimum tax amount that must be charged to the guest account. If the amount in the **Condition Tax Amount** field is less than the amount that you specify in this field, the minimum tax amount is charged to the [guest account](#).

If you select the **Enable Generate Inclusive** check box on the **Record View** tab of the tax group, this field is disabled.

Tax Exempt Reason

Specify the tax exempt reason.

Adjustment

Select the check box to indicate that the [transaction code](#) is used to adjust or reverse the charges that were earlier posted to an account. The field is enabled only if you specify a value in the **Condition Base** field.

The **Adjustment Code** field is enabled only if you select the check box.

Adjustment Code

Specify the adjustment code.

The field is enabled only if you select the **Adjustment** check box.

Report Configuration

Define new parameters for existing reports, modify parameters for existing reports, or create entirely new reports.

Caution: This chapter describes Infor HMS functions that only a system administrator has rights to perform.

Gender management - room configuration

When using gender management, bathrooms must also be configured as rooms and as a result must have a room type and room type category.

In the HMS App Menu, select Room Types

Select **Administration > Property > Rooms > Room Configuration**.

Section specify the information that you require

section, specify the information that you require.

Room type category UNCAT

The Room Type Category UNCAT will exist for hotels using the Epitome interface (HTNG Adapter). This category is used by migration as a default for new room types. All room types containing the UNCAT category should be updated with a new category. The category will not display in room type category look-ups and room type cannot be edited and assigned that category.

Pro-Forma Tax Invoice

Administration > Reports > Front Desk > Pro-Forma Tax Invoice .

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.

Guest Stay

Front Desk > Guest Stay

Use the **Guest Stay** page to create reservations, walk in guest, and maintain guest stay details.

In the HMS App Menu, select Room Types

Select **Administration > Property > Rooms > Room Types**.

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**.

CRS application parameter ROOMTYPECONFIGURATION

The room type page functions in two modes: Single Tier and Multiple Tier and is controlled by the CRS Application Parameter **ROOMTYPECONFIGURATION**. In Single Tier mode, you only set up Room Types and the system creates a Room Type Category of same name in the background. The room type code and room type category have a one to one relationship. This is the only instance that room type categories do not need to be maintained. In Multiple Tier mode, room type categories must be created and you can define multiple room types for the same room type category.

Viewing message details

View detailed information such as the processing, delivery, and retry details for Databridge messages.

To view message details:

- 1 Select **Administration > Databridge > Databridge Message Status**. The **Message ID** screen is displayed.
- 2 On the **List View** tab, search for message events using the Dataspy and Quick Filters. A list of all the messages matching the search criteria are displayed.
- 3 Select the message for which to view details and click the **Record View** tab.
- 4 View the processing, delivery, and retry details as necessary.

reuse_review_topics

Review these topics for more information:

Canceling reservations

To cancel a reservation:

- 1 Select **Front Desk > Guest Stay**.
- 2 On the **List View** tab, double-click the guest stay record to work with.
- 3 Click **Cancel**. The **Cancellation Reason** window is displayed.
- 4 Select a cancellation reason and then click **OK**. The guest reservation is cancelled and the **Record View** tab is displayed.

In the HMS App Menu, select Room Type Categories

Select **Administration > Property > Rooms > Room Type Categories**.

Guest Preferences

Administration > Configuration > Guest Preferences

Use the Guest Preferences page to create guest preference codes for various items or services. Guest preference codes can be added to guest profiles to be included each time a reservation using the guest profile, or can be added as a one-time association to a specific guest stay. Guest preferences can be defined as global, [brand](#) on page 876 or property specific and can be categorized for efficient searching. Guest preferences can also be assigned a department code and a property can control whether or not they are selectable by a guest or booking agent on the Reservation Portal.

reuse_open_startcenter

Open the **Start Center** page.

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.

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*.

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.

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**

Chapter 13: Tax invoice at payment - An Overview

To enable the functionality to generate tax invoices at payment, you must select the property parameter **TAXINVATPAYMENT**. If this functionality is enabled, and you make a payment, part of the payment is considered a tax payment. HMS collects the tax payments and generates a tax invoice for the guest. Taxes are calculated based on the charges incurred by the guest. When an A/R transfer is made, HMS only generates a payment receipt and the tax invoice is generated when the actual payment is made by the concerned entity in the A/R system. HMS keeps track of taxes paid and taxes due to determine the tax amount to cover with the payment. If the payment is more than the charges, the taxes are calculated based on the property parameter **TAXINVATPAYADVTRAN** which identifies the transaction code used to calculate advance payment taxes. The tax group on this transaction code is used to calculate the tax. When you post a payment, a pop-up is displayed by the system to generate a tax invoice. This pop-up is also displayed when you carry out the following invoice processes:

- Invoice
- Credit Notice
- Cancel/Void
- Payment Receipt
- Non-VAT Invoice
- Direct Bill Transfer Receipt

The system tracks the following totals for each account based on the charges posted:

- Vatable Amount
- Vat Amount
- Amount Before Vat (always Vatable – Vat)
- Non-Vat Amount
- Local Tax Amount

Generating tax invoice at payment

When you post a payment, a pop-up is displayed by the system to generate a tax invoice. The type of invoice is related to the action such as posting a payment or payment adjustment and tax situation.

The fields that are displayed on this pop-up is based on the type of invoice and the type of account that is being invoiced. As an example, one such scenario is described in the process below:

- 1 Select **Front Desk > Guest Stay**.

- 2 Post the payment.
- 3 Specify the information that you require. See additional details about these fields:

Payer

Specify the invoice payer.

Show Payment Only

If this check box is selected, only the payment for which the tax invoice is printed, is displayed on the invoice.

- 4 Click **Submit** to save the tax invoice. The payment receipt invoice is generated.
- 5 Click **Print** to print the report.

Identifying the VAT tax transaction code

If the property parameter **TAXINVATPAYMENT** check box is selected, the payment tax invoice functionality is enabled. You must select the **VAT Tax** check box on the tax transaction codes for the purpose of VAT reporting. For the system to determine the VAT amount, the system totals all the posted tax charges that have the **VAT TAX** check box selected on the transaction code used to post the charge. You must identify the VAT tax transaction code by selecting the **VAT TAX** check box on the transaction code because some areas have local taxes or other inclusive taxes or service charges. Some properties use more than one transaction code for VAT taxes.

You must also specify the property parameter **VATTRANSACTION**. This is a tax transaction code is used by **Reporting** when a report needs to display a single code to represent all the transaction codes that have the **VAT TAX** check box selected. You must also select the property parameter **TAXINVATPAYADVTRAN** (Tax Invoice at Payment Advance Payment Transaction) check box. This parameter calculates advance payment taxes and is set up as a posting transaction code. The system calculates taxes based on the tax group on this transaction code. These taxes may or may not be VAT. Many properties use this transaction code to post the room charge. In the simplest of the setup, there is at least one transaction code used by the property that has the **VAT Tax** check box selected and is specified as the value in the **VATTRANSACTION** field.

Setting up invoice numbering

Each property can set up invoice numbering at different level of detail and must use at least a payment invoice number. You can specify a more detailed invoice number seed for non-vat invoices, cancel/void and credit notices and if any one is not specified, the payment invoice numbering is used by the system. If only an A/R payment number sequence is specified and no other sequence is specified for the rest of the A/R invoices, the A/R payment numbering is used by the system for all other invoices. You can specify a separate numbering for advance deposit payments which is also used for advance deposit refund/credit notice in case no sequence number is specified for advance deposit refund/credit notice. Generally, you must set a payment and a non-vat number at a minimum. Each invoice can have a

character prefix which is used along with the numbering scheme. The prefix must not be specified if the invoice type does not have separate sequence number, as the prefix is not used if the sequence number is missing.

Tax Invoice Type	Used when not specified
Advanced Deposit Tax Invoice	To be implemented in future releases.
Advanced Deposit Credit Note	To be implemented in future releases.
Advanced Deposit Cancel/Void	To be implemented in future releases.
A/R Credit Note	Cancel/Void
A/R Non-Vat Invoice	Non-Vat Receipt
A/R Invoice	Payment
A/R Direct Bill Transfer	Required
A/R Cancel/Void	Required
Non-Vat Invoice	Required
Tax Invoice	Required
Cancel/Void	Credit Note

The Tax Invoice Prefix is the sequential Bill Number assigned to the Informational Tax Invoice (Document Provisoire) generated. This field is only enabled when the FRANCENF525COMPMode Property Parameter is selected.

To set up the sequence number:

- 1 Select **Administration > Property > Sequence Numbers**.
- 2 Click **Tax Invoice**
- 3 Specify the information that you require.

Prefix

An alphanumeric prefix 1-3 in length.

Beginning Sequence Number

A numeric value. The maximum value is 999,999,999.

Last Used Sequence Number

A numeric value can be set to a maximum value of 999,999,999.

Tax Invoice Number Setting

The option to include the Fiscal Year as a prefix or suffix as part of the invoice number. Possible values:

- Fiscal Year as Prefix
- Fiscal Year as Suffix

Note: The Tax Invoice number is displayed on the tax invoice.

Fiscal Year Separator

The symbol used as a separator for the fiscal year.

Note: You must specify this value if Fiscal Year shall be prefix or suffix as part of the invoice number..

- 4 Specify this information in the Year End Reset Options section:

Reset Scheduling

The moment when the sequence number must be reset. Available options:

- **Each Calendar Year**
Note: This value must be selected when the sequence number resets on 01 Jan of each year.
- **Each Fiscal Year**
Note: This value must be selected when the Fiscal Year does not match the Calendar Year and the sequence number resets on the first day of each Fiscal Year.
- **Never**

Reset Sequence to

The numeric value at which the sequence begins, after the reset.

Note: You must specify this value only if **Reset Scheduling** is defined.

- 5 Click **Submit** to save the record.

Reporting VAT Paid - An overview

Following is the summary of important points:

- The system does not associate Payments and Charges directly. You must use Standard Tax Invoicing to associate Taxes and Payments through the Tax Invoice.
- In cases where the tax invoice is generated, but the payment is scheduled to be received through the A/R invoice. A/R invoices can be paid or can remain unpaid, for a specific duration of time. The system reports the taxes as paid when the A/R Invoice is paid. If an A/R Invoice is unpaid, a tax Credit is reported.
- If the **Post Package Total** check box is selected and for other charges posted in advance, tax is reported on the **Posting Date** rather than the **Paid Date**.

You must enable the following tax invoice related property parameters.

- **TAXINV:** Select the **Value** check box to enable the tax invoicing functionality.
- **ARTAXINVUSAGE:** If you select the property parameter ARTAXINVUSAGE check box, the system automatically creates an A/R invoice when a tax invoice is created for a folio that has a direct bill settlement. This parameter ensures that there is a one to one correspondence between the Tax Invoice and the A/R Invoice. The tax invoice is also linked to the related A/R charge. The linked tax invoice replaces the A/R Invoice throughout the system.
- **TAXINZEROBALANCEONLY:** You must select this property parameter to require the tax invoice balance to be zero. This ensures that a final tax invoice represents taxes that are fully paid. If this parameter is not selected, invoiced charges are considered paid, even if the tax invoice balance is not zero.
Note: Using TAXINZEROBALANCEONLY is recommended. If you do not use it, a final tax invoice with a balance is still considered paid.

- **PAIDTAXSTARTDATE:** Date to start reporting paid taxes. The system sets this parameter to the **Hotel Date** of the property that enables this feature. This ensures that the dates prior to the property upgrade are not re-reported on a different date. All transaction posted before the upgrade date are reported on the posting date.

Caution: Setting the **PAIDTAXSTARTDATE** date incorrectly may cause taxes to be reported incorrectly. If a client wants to retroactively report paid taxes, they can set the **PAIDTAXSTARTDATE** in the past. Please consult with support or install services before setting the date in the past. If you do this without help, all final invoices, even A/R are considered paid. If a client wants to start reporting paid taxes on a clean future boundary, this date can be set in the future. Until then, all taxes posted prior to this date are reported as paid on the posting date.

For the desired user group, you must add the **Tax Invoicing** page under the **Screen Permissions** tab and select the following check boxes:

- **Query**
- **Update**
- **Tab Available**
- **Tab Always Displayed**

When you post a Direct Bill settlement to an A/R Folio, a charge record is created in the **Property A/R Account > Charges** tab. If you generate a **Final Tax Invoice** for the Direct Bill settlement record, an invoice record under the **Property A/R Account > Invoice** tab is created by the system. The tax invoice number is copied to the A/R Invoice number by the system.

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.