

Oracle® Hospitality Suite8
Bed Management
Release 8.10.2
E87507-01

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Preface

Audience

This user guide is intended for system administrators, support and users familiar with the Suite8 modules.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

[https:// support.oracle.com](https://support.oracle.com)

When contacting Customer Support, please provide the following:

- Product version and program/ module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

[http:// docs.oracle.com](http://docs.oracle.com)

Revision History

Date	Description of Change
January, 2017	<ul style="list-style-type: none">• Initial documentation
May, 2017	<ul style="list-style-type: none">• Update - Release 8.10.2.0

1 Suite8 Bed Management

Introduction

Suite8 Bed Management is a module to manage bed reservations.

Different kinds of beds can be defined in bed categories, such as bunk bed, king size bed, and so on.

Reservations for guests can be assigned directly to certain beds, or just to a bed type for later assignment.

It is possible to have three types of rooms, where beds can be setup:

1. Rooms with numbered beds, to assign certain bed.
2. Rooms with unassigned bed, e.g. for dormitories, where guests select a bed by themselves.
3. Mixed rooms. This kind of room can be offered as a standard room, or also for single bed selling.

For more information on guest, bed or room level, it is possible to define attributes in different colors which are displayed on the room rack, for example male/ female for guest recognition, bunk bed top/ bottom for bed information, which can be used to assign a bed according to the wishes of a guest. Any combinations are possible. It is also possible to mark (color) a room if it is occupied e.g. by female guest, to indicate that the room as female only room.

This document is no major configuration manual, but highlights the functionalities for use of the bed management features.

Feature Availability

The functionality is only available with a valid sub license for Bed Management.

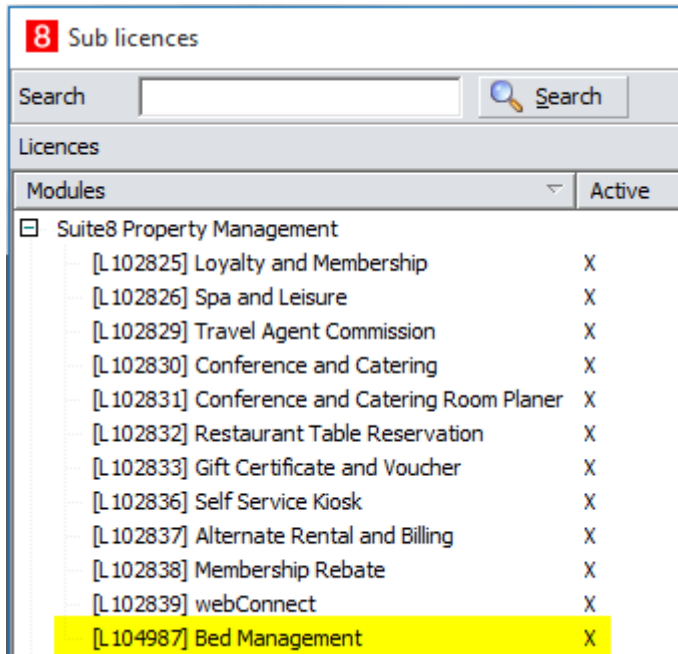
Prerequisites

- Suite8 Version 8.10.1.0 or higher

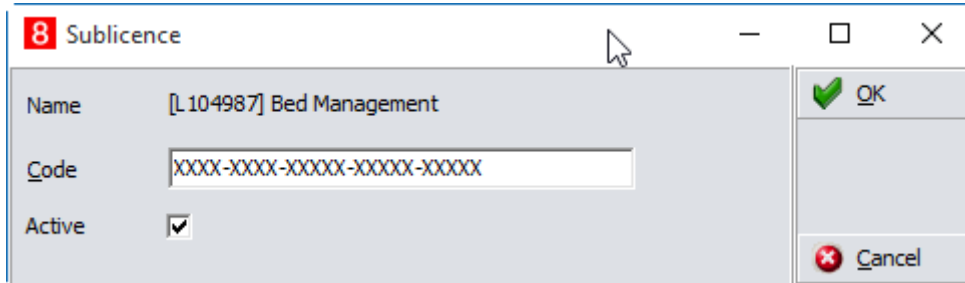
2 Configuration

License

1. Under **Suite8 Setup -> Miscellaneous -> License -> V8 Sublicences -> Suite8 Property Management** select the Sublicense **Bed Management** and **Edit**.

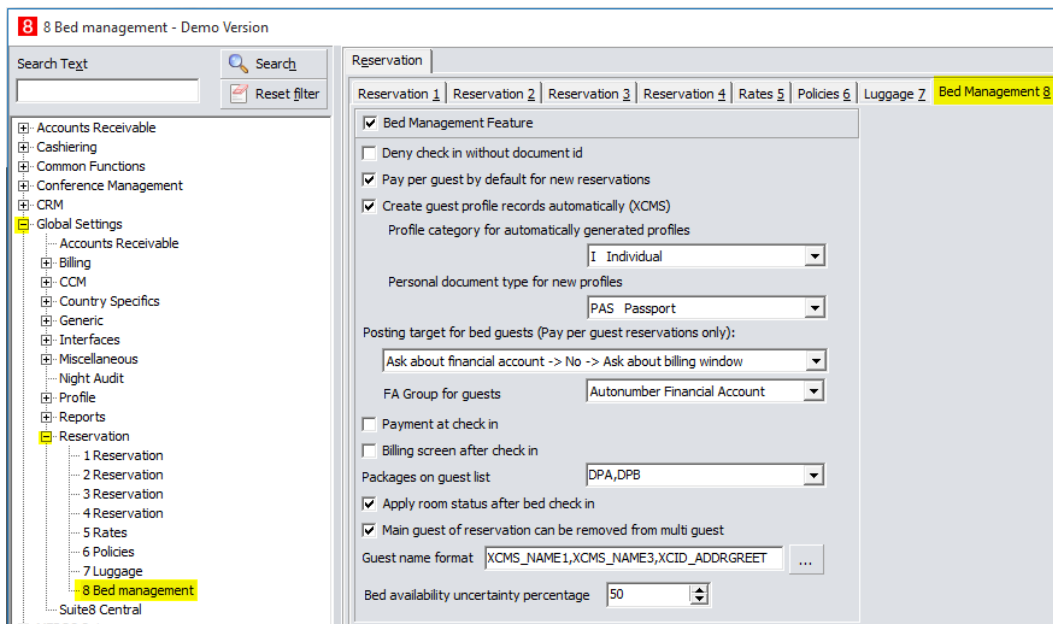


2. Enter the **Code**, set the **Active** flag and press **OK**.



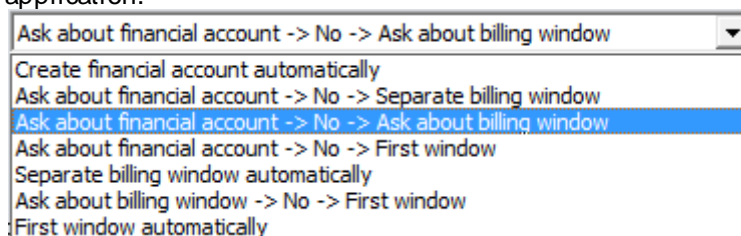
Global Settings

1. Under **Suite8 Setup -> Configuration -> Global Settings -> Reservation -> 8Bed Management** activate the flag **Bed Management Feature**.



As soon as the Bed Management Feature is active, the following options are available:

1. **Deny check in without document id**
Select this checkbox if you want to deny the check in for a guest who has no document attached to his profile.
2. **Pay per guest by default for new reservation**
Select this checkbox to set the default of the **pay per guest-function** in the reservation screen to true.
3. **Create guest profile records automatically**
Select this checkbox to activate automatic profile creation (recommended)
More settings appear on the screen. Adjust options from point 5., 6. and 14. (Guest name format) accordingly.
4. **Profile category for automatically generated profiles**
Select a profile type which should be used to create new profiles during automatic creation of profiles due to bed management feature. Only individual profile types are allowed.
5. **Personal document type for new profiles**
Select the document type which should be used to create new profiles during automatic creation of profiles due to bed management feature. This is used if no other document type was pre-selected.
6. **Posting target for bed guests**
Select the required workflow for posting target. This is used to setup automatic transfer from postings for different bed guests, for example a financial account (will be created automatically) or separate billing window. Or select an option to decide for each task how to proceed. The options with **Ask** will pop up a corresponding message within the application.

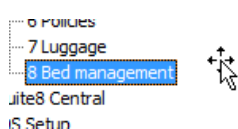


These options are only applicable for reservations where the checkbox **Pay per guest** in the reservation screen was flagged.

7. **FA Group for guest**
Select or create a financial account group which should be used to automatically create financial accounts for bed guests. Create another account group if necessary (Cashiering -> Financial Account Groups -> New).
Only 'Financial Accounts for Automatic Creation' can be selected.

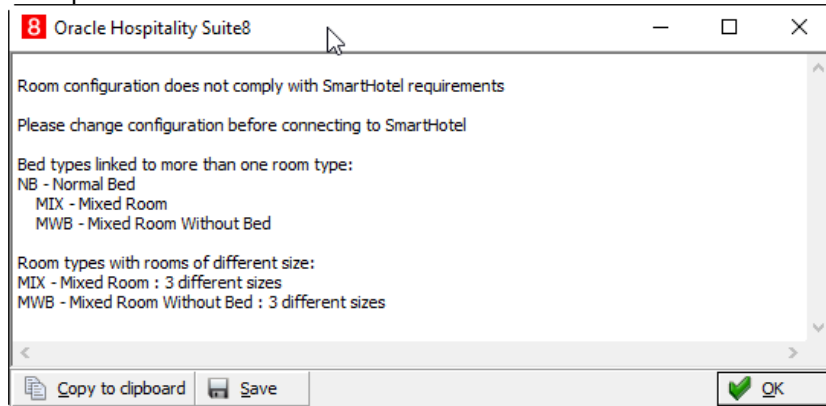
8. **Payment at check in**
Select this checkbox to activate automatic popup of payment screen for each check in.
9. **Billing screen after check in**
Select this checkbox to activate automatic open the billing screen for each check in.
10. **Package on guest list**
Select packages to be displayed in a separate column of the multi guest screen.
11. **Apply room status after bed check in**
Select this if the room status of the room should change after the first bed check in (e.g. from clean to touch up). Otherwise the status is changed after all guests for this room are checked in. For room status change behavior, check the settings in **Global Settings -> Reservation 1 -> Room Status after Check In**.
12. **Main guest of reservation can be removed from multi guest**
Select this if it should be possible to define a different name for the primary guest on the multi guest grid and the reservation name. Otherwise the reservation name will be the primary multi guest name automatically (default).
13. **Guest name format**
Guests names can be defined in multi guest grid without having a profile yet. Bed management feature can create a profile automatically (e.g. during check in) using this information. To setup this on a proper format, the syntax for this field has to be defined: select the [...] and flag the field (ctrl-left mouse) which are needed and click ok. e.g. the format XCMS_NAME1,XCMS_NAME3,XCID_ADDRGREET will create a proper profile like LASTNAME,FIRSTNAME,ADDRESSGREETING
Example:

14. **Bed availability uncertainty percentage**
This is used to control the availability indicator for mixed rooms. Mixed rooms can be used as standard room or to sell beds from this room. This makes the calculation of the room and bed availability difficult. As soon as there are not all beds assigned to a certain room, it cannot be definitely calculated if the mixed rooms are occupied or available for room reservation. The value in this field is used to calculate a possible availability to indicate this on the room type availability screen (blue and red lines) to give a warning before a possible overbooking.
15. **Validate for Smarthotel**

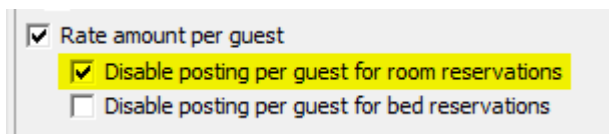


Smarthotel does not except all kind of bed-type/ room-type combinations (e.g. same bed type in different room types, different amount of beds in same room type).
 Select this button to check the configuration and lists needed for configuration changes to comply with SmartHotel requirements.

Example:



2. Activate the option **Rate amount per guest** under **Suite8 Setup -> Configuration -> Global Settings -> Reservation -> 2 Reservation** to split postings accordingly.
 If this should be disabled for certain reason, check the related flag:



Example for room reservation posting (one line for all guests by department code):

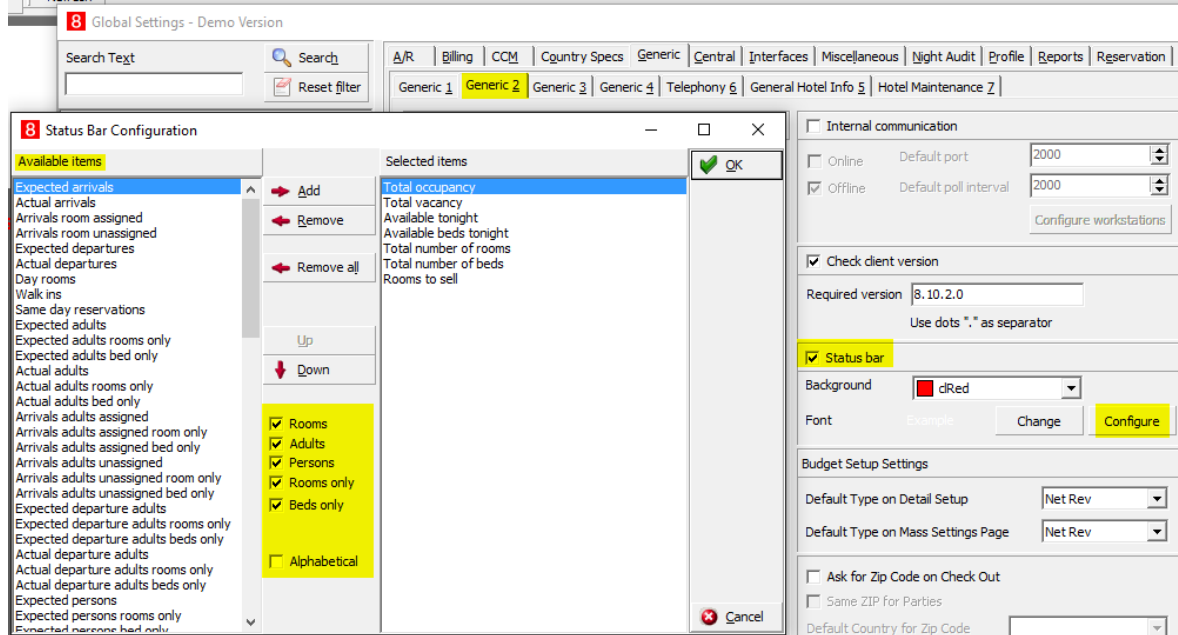
Arr	Code	Department	Date	Posted in	Amount	Price	Quantity	User	Time	Remarks	POS Check Nr.	Folio Description	Last Invoice	Guest name
01	100	Accommodation	09.04.2017		120,00	120,00	1	1	21.04.2017...	Zimmermann, Carl,				
660		tax extra	09.04.2017		2,00	2,00	1	1	21.04.2017...	Zimmermann, Carl,				

Example for bed reservation posting (for each guest separate):

Arr	Code	Department	Date	Posted in	Amount	Price	Quantity	User	Time	Remarks	POS Check Nr.	Folio Description	Last Invoice	Guest name
01	100	Accommodation	09.04.2017		60,00	60,00	1	1	21.04.2017 12:16:48	Neumann,				Altmann
660		tax extra	09.04.2017		1,00	1,00	1	1	21.04.2017 12:16:48	Neumann,				Altmann
01	100	Accommodation	09.04.2017		35,00	35,00	1	1	21.04.2017 12:16:48	Neumann,				Kindmann
660		tax extra	09.04.2017		0,50	0,50	1	1	21.04.2017 12:16:48	Neumann,				Kindmann
01	100	Accommodation	09.04.2017		60,00	60,00	1	1	21.04.2017 12:16:48	Neumann,				Neumann
660		tax extra	09.04.2017		1,00	1,00	1	1	21.04.2017 12:16:48	Neumann,				Neumann

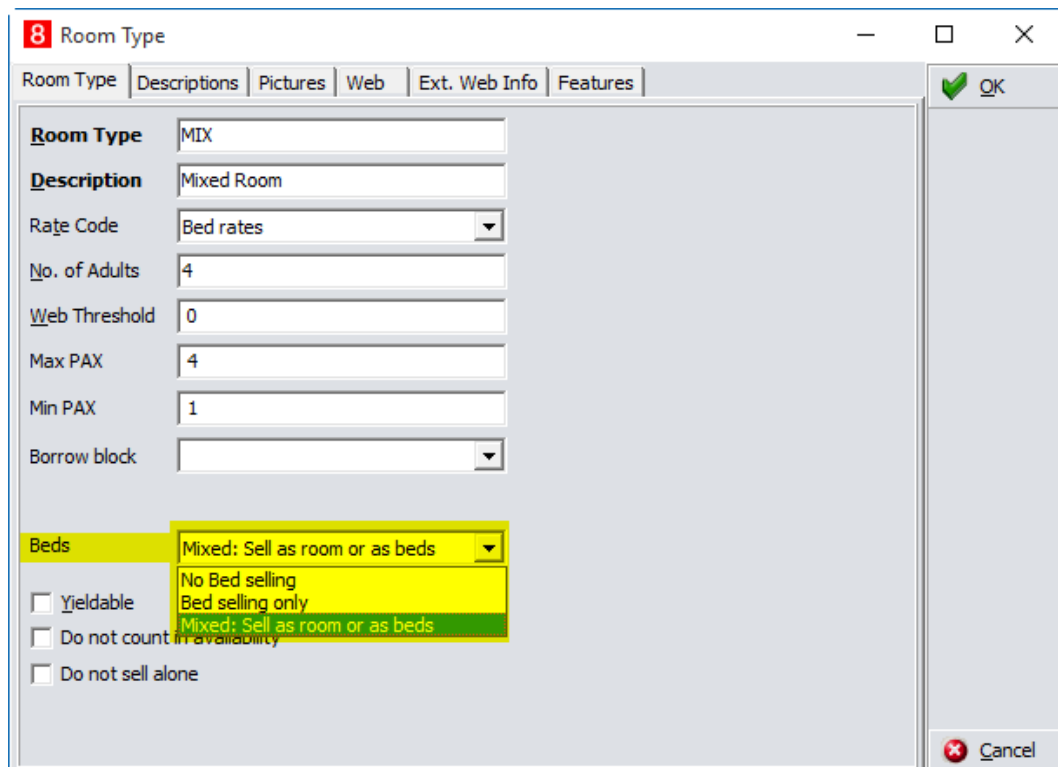
3. Go to **Setup -> Configuration -> Global Settings -> Generic -> Generic2 -> Status bar** to define user definable values at the bottom of the main screen [F10]

Use the check boxes to filter desired values. Check **Alphabetical** for easier finding.



Room Types

Room types can be set under **Setup -> Configuration -> Reservation -> Room Management -> Room Types** as usual. There is just one field to define the type of a room type.



3 options are available:

1. **No Bed selling:** Rooms of this type are used just for sell as a room.
2. **Bed selling only:** Only beds can be reserved. No room reservation.
3. **Mixed:** This kind of room can be offered as a standard room, or also for single bed selling.

There are two ways to setup beds:

1. Beds with dedicated numbers: A bed can be reserved directly.
2. Beds unassigned: Mostly for large room, where there is no need to define certain bed numbers. Beds are assigned automatically with the next number.

Bed Types

Bed types can be setup under **Setup -> Configuration -> Reservation -> Room Management -> Bed Types** the same way like room types (e.g. Description, Pictures, Web etc.) They are used in rate codes setup and are shown on rate query and availability screens.

The screenshot shows a software window titled "8 Bed Type". It has a tabbed interface with tabs for "Bed Type", "Descriptions", "Pictures", "Web", "Ext. Web Info", and "Features". The "Bed Type" tab is selected. The main content area contains the following fields:

- Bed Type**: Text input field containing "BB".
- Description**: Text input field containing "Bunk Bed".
- Rate Code**: Dropdown menu showing "Bed rates".
- Web Threshold**: Text input field containing "0".

At the bottom of the window, there is an "Inactive" checkbox and a "Cancel" button. At the top right, there is an "OK" button with a green checkmark icon.

Rooms

Create rooms and assign the related room type under **Setup -> Configuration -> Reservation -> Room Management -> Rooms**.

If the beds in this room will be numbered, the value in field **Bed type** can be empty.

8 Room Setup

Basic Settings | Ownership | Extra Info | Descriptions

Room Number 801

Room Type MIX Mixed Room

Description Mixed Room 1

Valid From 01.01.2001 31.12.2088

Features

Max. PAX 4 Max. Beds 4

Min. PAX 1

Rate Code Bed rates

Floor 8

Credits 5 Departure Credits 15

Clean Credits 0

Bed type ?

Sections:

Section	Value

New
Delete

Ok
Cancel

1. **Room Type:** If beds are not numbered, choose the bed type related to this room.
2. **Max Beds:** define the amount of beds in this field, which are available in this room. The system calculates the bed availability automatically.

8 Room Setup [-] [□] [×]

Basic Settings | Ownership | Extra Info | Descriptions | [✓] Ok

Room Number 821

Room Type BOB Bed Only Room with Bunk Beds

Description Bed Only Room with Bunk Beds

Valid From 01.01.2001 31.12.2088

Features

Max. PAX 18 **Max. Beds** 18

Min. PAX 1

Rate Code Bed rates

Floor 8

Credits 5 **Departure Credits** 15

Clean Credits 0

Bed type Bunk Bed ?

Sections:

Section	Value

[New] [Delete]

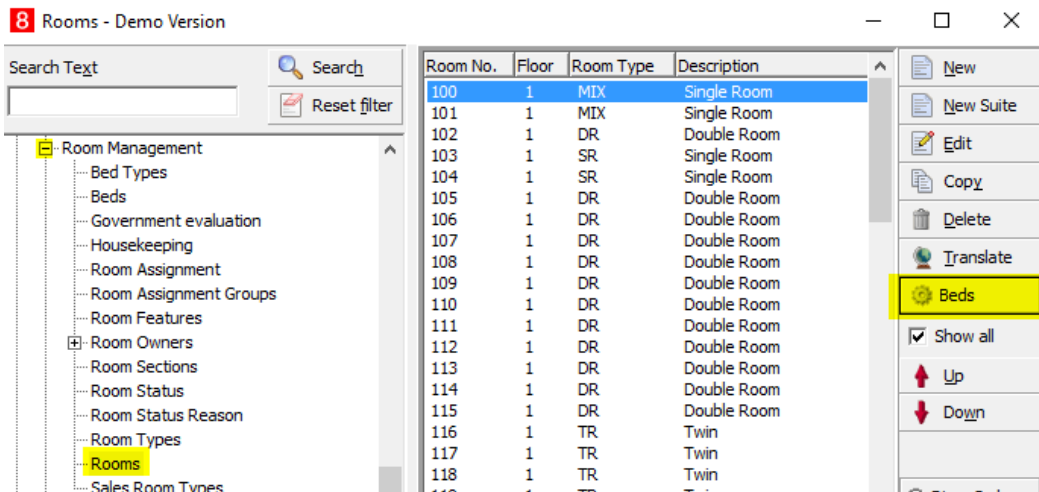
[×] Cancel

Note: A bunk bed (2-storey) are 2 beds!

Beds

Under **Setup -> Configuration -> Reservation -> Room Management -> Beds** you can **create or modify beds**.

You can also access the bed configuration directly from room setup while using the **Beds** button on the right side.



Note: Some interfaces (telephone, door lock, pos, vendor machine, etc.) do not support alpha numeric characters. Therefore the code has to be number (integer character).

Name Inactive

Bed Type

Room Type

Room

No Room

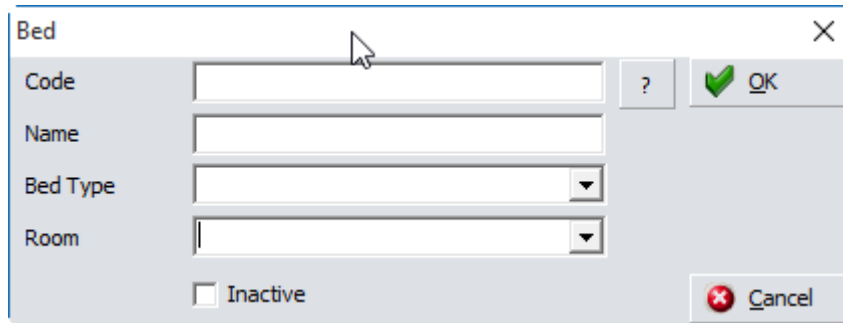
Floor

Full Search

Code	Name	Type	Type Name	Room Code	Room Name	Room Type	Room Type Name
8011	NB-801.1	NB	Normal Bed	801	Mixed Room 1	MIX	Mixed Room
8012	NB-801.2	NB	Normal Bed	801	Mixed Room 1	MIX	Mixed Room
8013	NB-801.3	NB	Normal Bed	801	Mixed Room 1	MIX	Mixed Room
8014	NB-801.4	NB	Normal Bed	801	Mixed Room 1	MIX	Mixed Room
8021	NB-802.1	NB	Normal Bed	802	Mixed Room 2	MIX	Mixed Room
8022	NB-802.2	NB	Normal Bed	802	Mixed Room 2	MIX	Mixed Room
8023	NB-802.3	NB	Normal Bed	802	Mixed Room 2	MIX	Mixed Room
8024	NB-802.4	NB	Normal Bed	802	Mixed Room 2	MIX	Mixed Room
8015	NB-801.5	NB	Normal Bed	801	Mixed Room 1	MIX	Mixed Room
82101	NB-821.01	NB	Normal Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82102	NB-821.02	NB	Normal Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82103	NB-821.03	NB	Normal Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82104	NB-821.04	NB	Normal Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82105	BB-821.05	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82106	BB-821.06	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82107	BB-821.07	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82108	BB-821.08	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82109	BB-821.09	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82110	BB-821.10	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82111	BB-821.11	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82112	BB-821.12	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82113	BB-821.13	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82114	BB-821.14	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82115	BB-821.15	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82116	BB-821.16	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82117	BB-821.17	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82118	BB-821.18	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82119	BB-821.19	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds
82120	BB-821.20	BB	Bunk Bed	821	Bed Only Room with Bunk Beds	BOB	Bed Only Room with Bunk Beds

1. **Search fields:** type in a name, also partial, select a value from the select field and click **Search:** to search for records. Select **Full Search** to search also with empty filter.
2. **Clear:** empties the entries in the search fields.
3. **Last modif.:** shows the last modified records.
4. **New:** to create a new bed record
5. **Edit:** opens the selected record
6. **Delete:** deletes the selected record. Beds which are already reserved cannot be deleted. A corresponding note will be displayed.

New bed entry



1. **Code and Name:** enter an according code and name. The values must be unique. There are two fields, because one can be used as a number (code) e.g. to trigger interfaces, and the other one for a better description of the bed (name). These two fields can be swapped on the display of the room rack, and are separately available for grid customization and for reports.
2. **Bed Type:** select the bed type where the bed refers to from the dropdown box
3. **Room:** select the room number where the bed is located.
4. Select **OK** to save or **Cancel** to abort.

It is possible to create a range of beds by using certain input in the **Code** field during creation. Click on the question mark button right from the code field for examples:

8 Help

Number intervals can be used to add more than one beds in one step.
Examples:
1-17
01-17
70-77

Field "Name" may contain a prefix.
Serial numbers will be added after the prefix.

For example if you want to have room number 107 in bed names:
Code=1-4
Name=107
Generated codes will be:
1
2
3
4
Generated long names will be:
107.1
107.2
107.3
107.4

Rates

The rate configuration can be done as usual under **Setup -> Configuration -> Reservation -> Rate Management -> Rates**. Refer to the standard Suite8 configuration manual.

It might be useful to create different records for each room type (alias bed type) and proper per person rate details (default).

From Date	To Date	Room Types	Rooms
01.01.2016	31.12.2016	NB	
01.01.2016	31.12.2016	BB	
01.01.2016	31.12.2016	MIX	

Seasons	
Start date: 01.01.2016	
End date: 31.12.2016	
Default market code	
Room types: MIX	
Room numbers	

No of Adults	Price	Weekend Price		Child Age	No of Children	Price	Weekend Price
Default	79,00	79,00	New	TEE	Default	49,00	49,00
			Delete	CHI	Default	39,00	39,00
				BAB	Default	29,00	39,00

Attribute Categories

Attributes for bed management are free definable and can be linked to a room, a bed or a person (bed reservation). To create an attribute group, select **Setup -> Configuration -> Reservation -> CRM -> Attribute Categories** and click **New**.

For example Gender:

Attribute Categories [X]

Code: GEN

Description: Gender

Selection Type: Single

Show Longdescription

Details **Hostel**

Hostel

Bed Reservation Mandatory Only flag

Room

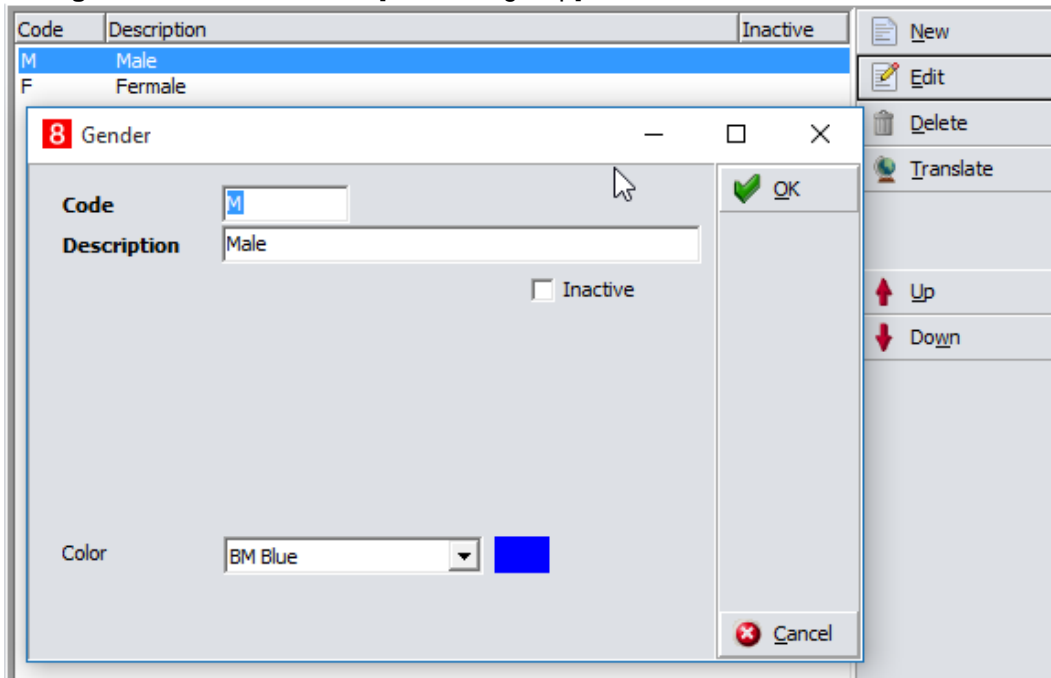
Bed

OK

1. Type in a **Code** and a **Description**, and select the **Type** (e.g. Single) according the requirements.
2. Choose the tab **Hostel** to setup the bed management specifics settings:
 - Bed Reservation**: if activated, codes are displayed in bed reservation
 - Room**: if activated, codes appear be selected as room attribute
 - Bed**: if activated, codes appear be selected as bed attribute
 - Mandatory**: if activated, the code is mandatory for a bed reservation
 - Only flag**: an **only flag** can be set (dot in the middle of the icon) to indicate that this bed reservation guest requests a room which is set only to this attribute, for example a room for just female guests.

Attributes

To setup **Attribute Codes**, navigate to **Setup -> Configuration -> Reservation -> CRM -> Marketing Info -> User defined -> [Attribute group]**

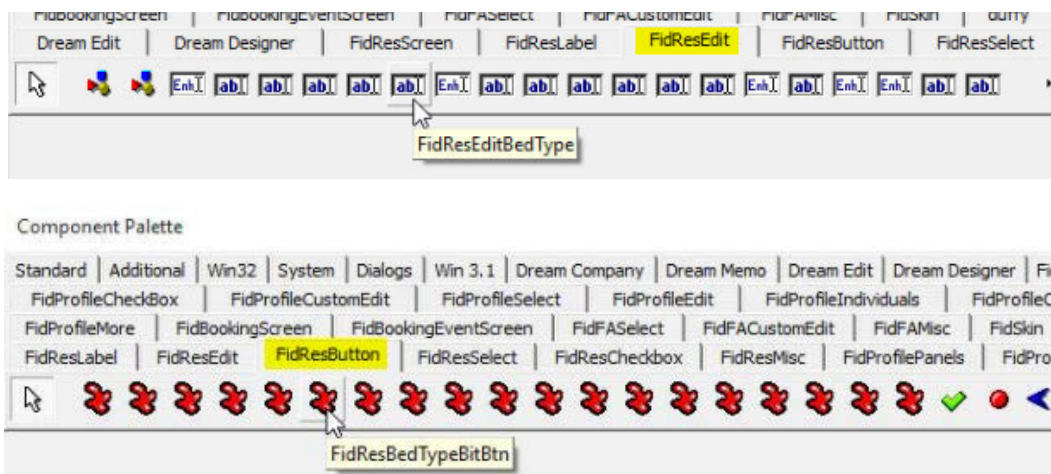


1. Click **New** to add an attribute code.
2. Type in a **Code** and **Description**, and choose a **Color**.

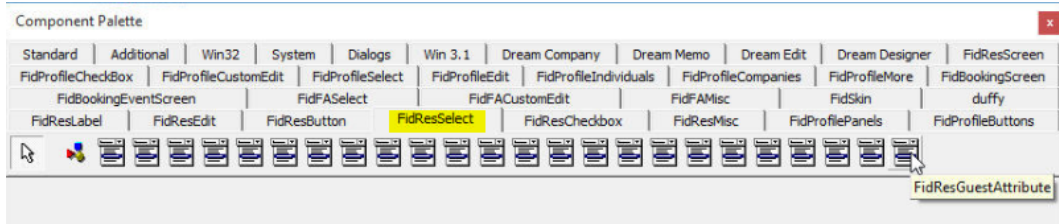
Note: Since there may be many colors, it is recommended to create dedicated colors under **Setup->Configuration-> Reservations-> Miscellaneous->Colours**.

Customization of Reservation Screen

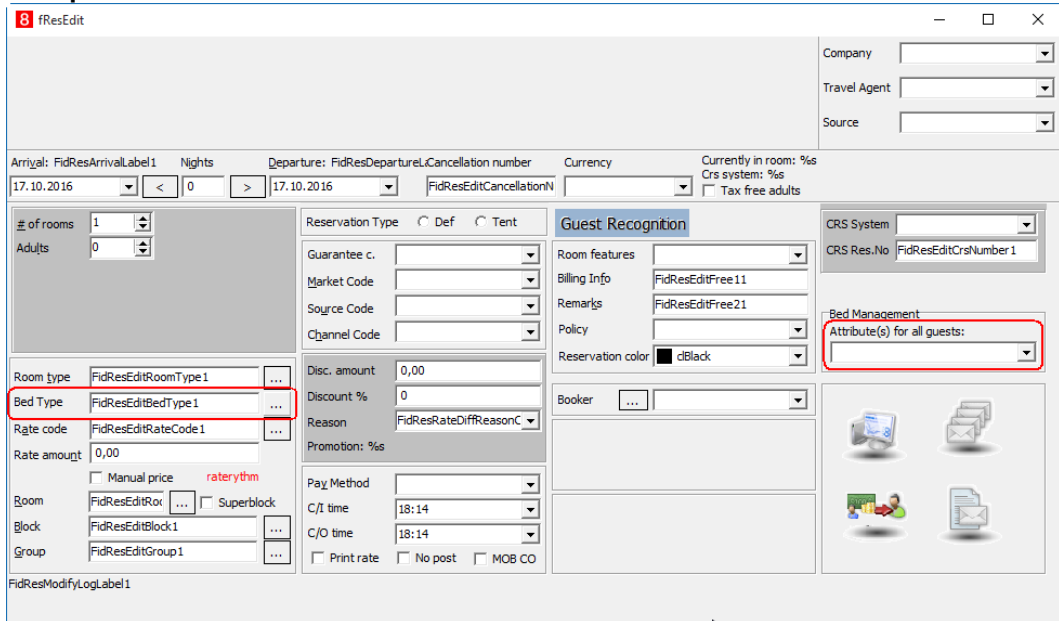
A customized screen needs to be created to add two required fields - **Bed Type** with select button (mandatory) and **Attributes** (optional, recommended) - to the reservation screen:



1. Under **Setup -> Form Customization** choose the screen to edit and select **Customize**.
2. The name for bed type field is **FidResEditBedType** from tab **FidResEdit** and the select button is **FidResBedTypeBitBtn** from tab **FidResButton**
3. The attributes menu is **FidResGuestAttribute** from tab **FidResSelect**



Example:



3 User Guide

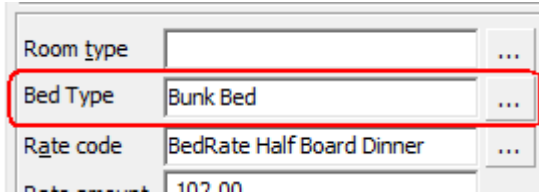
Reservation Edit Screen

The fields **Bed Type** and **Attribute(s) for all guests** for all guests are new on the reservation edit screen:

Bed Type

Enter here the information of the bed type from a select box.

If this field is filled, the field **Room Type** will be emptied and vice versa. Only one value can appear.

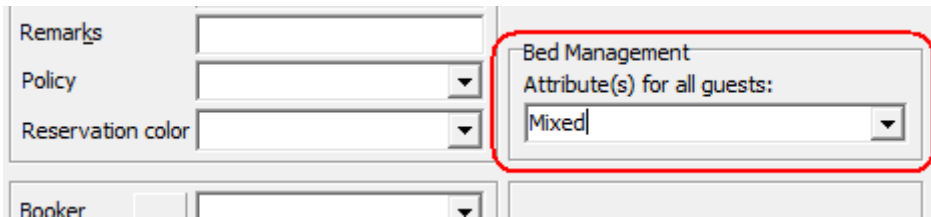


A screenshot of a reservation edit screen. The 'Bed Type' field is highlighted with a red rectangular box. The field contains the text 'Bunk Bed'. Other visible fields include 'Room type', 'Rate code' (BedRate Half Board Dinner), and 'Rate amount' (102.00).

Attribute(s) for all guests

(The name can be different, depending to the setup in screen painting, see Custom)

This field is optional and you can fill the attributes of all multi guests at once instead of switching to the tab **Profiles** tab to modify the attributes for each guest. You can use it when entering a reservation for only one person



A screenshot of a reservation edit screen. The 'Attribute(s) for all guests' field is highlighted with a red rectangular box. The field contains the text 'Mixed'. Other visible fields include 'Remarks', 'Policy', 'Reservation color', and 'Booker'.

Room

In case of a bed type reservation, the field room will not only show the room number, but also the total amount of guests.

Guests Indicator

For each guest an entry as multi guest is created. If there are guest names missing, the indicator **Guests**, at the bottom of the screen, is colored in blue to give a hint

# of rooms	1	...
Adults	2	...
Teenager	2	...
Child	0	...
Baby	0	...
Room type		...
Bed Type	Bunk Bed	...
Rate code	Bed rates	...
Rate amount	240,00	
	<input type="checkbox"/> Manual price	
Room	4 guests (821)	... <input type="checkbox"/> Block
Block		...
Group		...

Created: Supervisor Demonstration 07.10.2016 15:40:00

Days >

Guests

Tab Profiles – Multi Guest

On the tab **Profiles** the section for multi guest has been adjusted and another section for **Attributes** has been added.

There is also a new flag called **Pay per guest** if any of the guests will pay separate.

Default and some more settings for payment can be done in [Setup -> Configuration -> Reservation -> Bed Management 8](#).

8 Edit Reservation 9713

Reservation | Inventory | Profiles | Package grid | Grid | Attributes | Credit card | Fixed charges | Notes | Meal plan | Amenity | Billing P | Cal. Event

Name _____ Role _____ Change _____ Add _____ Edit _____ Guest Related _____ Profile Related _____ Resery. _____

Days >

Reservation group request: _____ Edit _____

Pay per guest

Attributes Rooms

Set	Attributes	Attribute descrip	Persons	Unassigned
Male/Adult		Adult , Male	1	0
Female/Adult		Adult , Female	1	0
Children		Child	2	0

Price display: Rate amount Including add to rate packages

Primary	Name	DPA	DPB	Age cat.	Set Name	Attribute	Collective	Room / Bed	Status	2016 7.20. Wed	2016 7.21. Thu
X	Andrews, William			1. Adult	Male/Adult	Adult , Male	Family, one room	821 / 82111	Expected	75,00	75,00
	@Andrews, Kate, Mrs.			2. Adult	Female/Adult	Adult , Female	Family, one room	821 / 82112	Expected	75,00	75,00
				1. Teenager	Children	Child	Family, one room	821 / 82113	Expected	45,00	45,00
				2. Teenager	Children	Child	Family, one room	821 / 82114	Expected	45,00	45,00

Andrews, William

Guests Options OK Cancel

- Attributes:** You can add/ remove new columns in the Multi guest section with double click or using the **New**, **Edit** or **Delete** buttons on the right-hand side. Use the **Assign** button to assign the according attributes to the guests.
- Column **Name** in grid: There are multiple options to use this field, see point 3. It is possible to leave the field empty for the first time. Latest at check-in it is needed to define a name.
You can open the profile by double click on a name. If there is just a **@name** attached or an empty name field, the Guest Data window with less data is opened.

Guest data Adult 2

Name
Andrews, Kate, Mrs.

Document type
PAS

Document ID

Membership type

Membership number

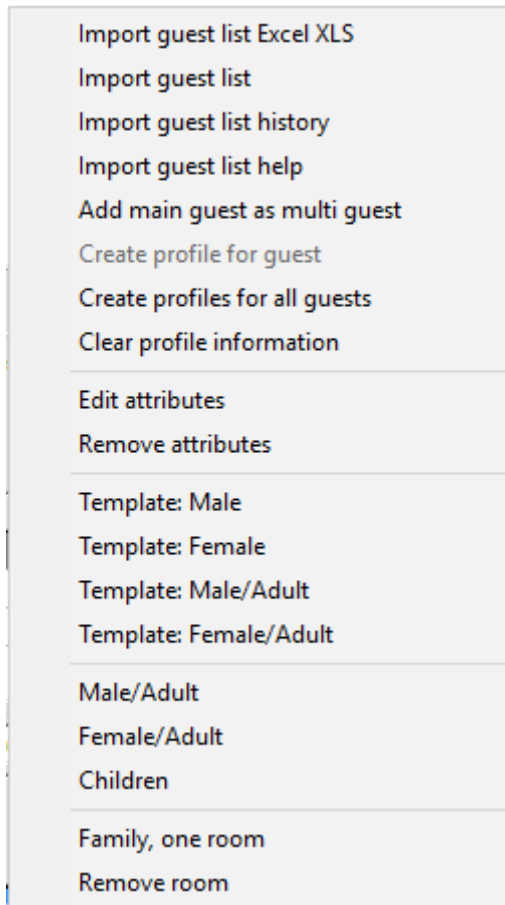
Format for name:
Name 1,Name3,Addressgreeting

Formatted data
Name 1=Andrews Name3=Kate Addressgreeting=Mrs.

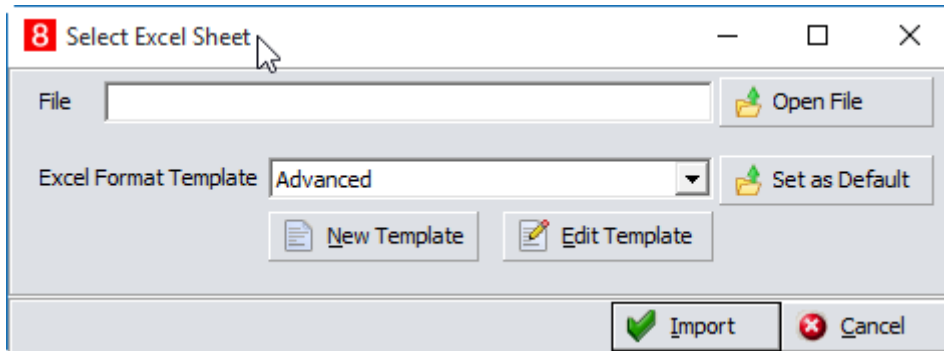
OK Cancel

- Name:** Enter the name in the predefined format (example: Name, First name, Salutation). This will create a proper profile later, for example if choose the related option from the menu (right mouse click – see below), or during check in, where the profile will be created automatically.
- You can also enter additional fields such as **Document type** and **Document ID**, **Membership type** and **Membership number**. Those entries will be created when the profile gets created.

3. **Name – Options:** right mouse click in column name offers a lot of options:

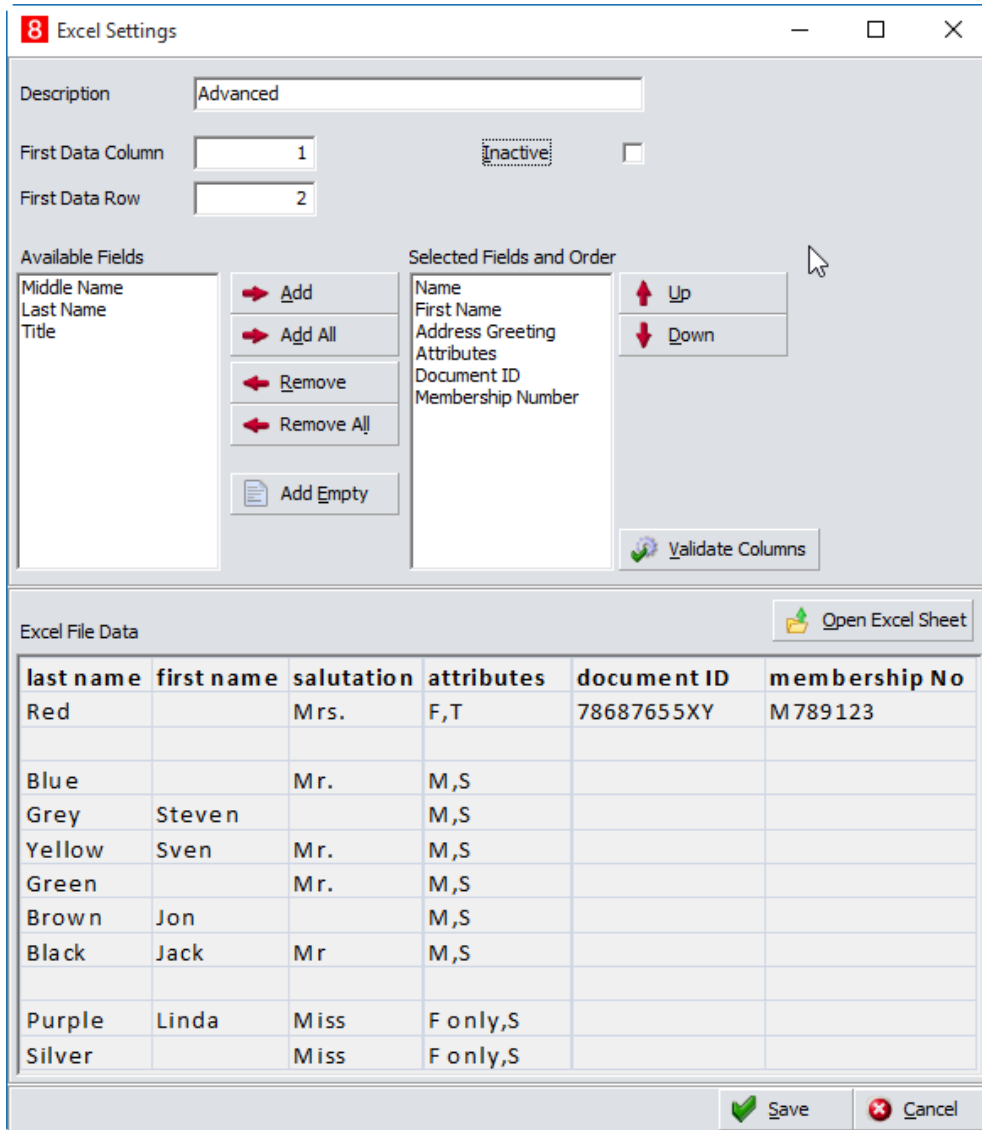


Import guest list Excel XLS: opens a window to define and import data from an excel sheet.



You can select, edit an existing template or create new templates and define one as default. This is the same functionality as it is already used to import a group name list in the group module.

Example:



An empty line indicates a block for another room (wish to stay together in the same room, see column **Collective**)

Primary	Name	DPA	DPB	Age cat.	△	Set Name	Attribute	Collective
X	School, Margarete			1. Adult		1	Female, Teacher	
	Pauker, Corina			2. Adult		1	Female, Teacher	
	@Red, ,Mrs. [78687655XY] (M789123)			1. Teenager		1	Female, Teacher	Room 1
	@Blue, ,Mr.			2. Teenager		2	Male, Student	Room 2
	@Grey,Steven			3. Teenager		2	Male, Student	Room 2
	@Yellow,Sven,Mr.			4. Teenager		2	Male, Student	Room 2
	@Green, ,Mr.			5. Teenager		2	Male, Student	Room 2
	@Brown,Jon			6. Teenager		2	Male, Student	Room 2
	@Black,Jack,Mr			7. Teenager		2	Male, Student	Room 2
	@Purple,Linda,Miss			8. Teenager		3	Female only, Student	Room 3

Import guest list: imports the guest list from a text file. This option is also available with right mouse click on the grid, for example a name.

Import guest list help shows the explanation of how to import.

8 Help

Guest list import

Currently configured text import format:

Name1,Name3,Addressgreeting [Document] (Membership) {Attributes}

Available attributes for text and excel import:

M Male
F Female
S Student
T Teacher
A Adult
C Child
E Elderly
TOP Top
BOT Bottom

Multiple attributes can be separated with comma (,) character.

Both attribute code and name can be used.

Word "Only" can be added after any attribute. (Separated by space)

Empty lines separate guests to different rooms. (For both text and excel import)

This is an example how a text file may look like

```
Example for profile import from textfile.txt - Notepad
File Edit Format View Help
Red,,Mrs. [78687655XY] (M789123) {F,T}

Blue,,Mr. {M,S}
Grey,Steven, {M,S}
Yellow,Sven,Mr. {M,S}
Green,,Mr. {M,S}
Brown,Jon {M,S}
Black,Jack,Mr {M,S}

Purple,Linda,Miss {F only,S}
Silver,,Miss, {F only,S}
```

4. Packages

Certain packages can be setup to be displayed in the multi guest grid for a quick adjustment.

With double click, you can assign or unassign a package to a bed guest.

As there is also an option to link a package to a membership, this is also checked. If there

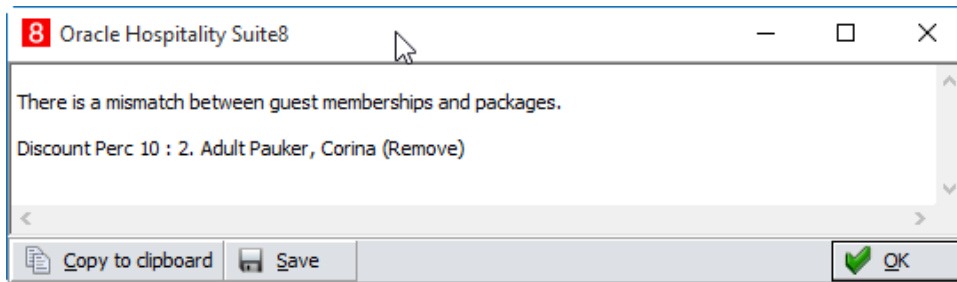
are discrepancies, the button **Membership** turns red.

Primary	Name	DPA	DPB	Age cat.
X	School, Margarete			1. Adult
	Pauker, Corina	x		2. Adult
	@Red, ,Mrs. [PAS 78687655XY] (DIA M789123)	x		1. Teenager
	@Blue Mr			2. Teenager

School, Margarete

Guests Package **Membership**

Click in the button **Membership** to see additional information:



Room rack

The room rack is accessible from the menu **Quick Keys** or with the shortcut **CTRL-L**.

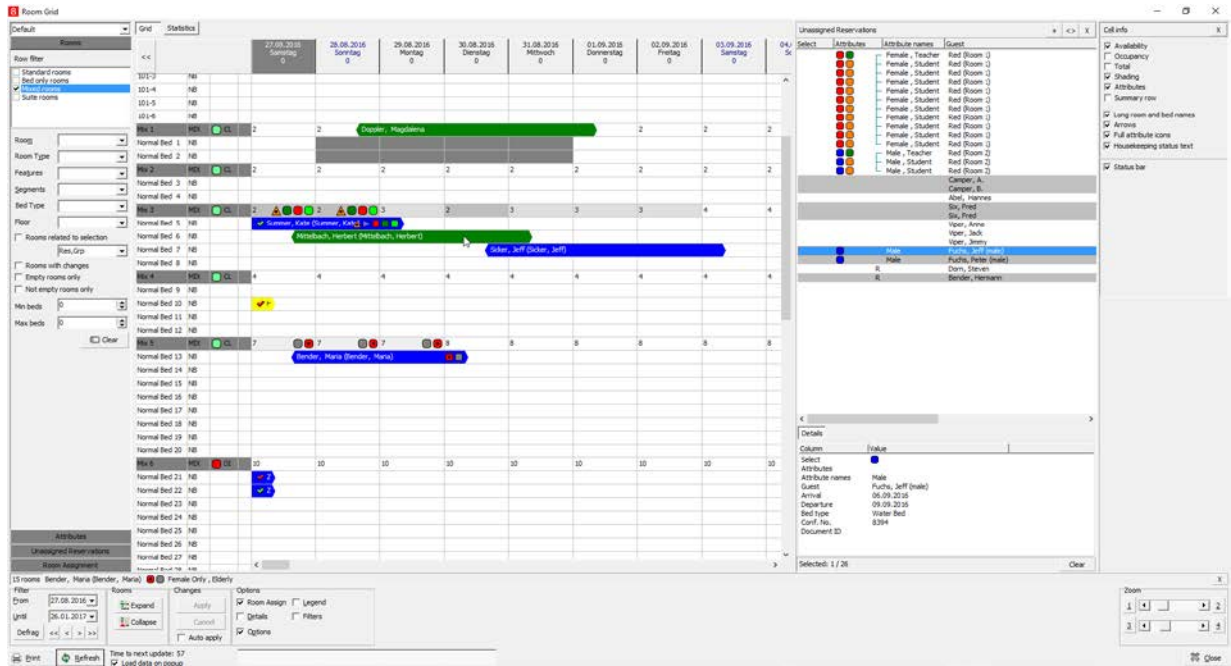
It is divided in different sections. Some can be displayed or hidden as required.

Left: On the left-hand side is a side bar to select different function groups such as **Rooms**, **Attributes**, **Unassigned Reservations** and **Room Assignment**.

Grid: The main screen in the center shows the **Room/Bed Grid**, and different options like Room Assignment, Details (HTML), more Options, Legend, etc.

Right: On the right-hand side it shows the **Unassigned Reservations** window which can also be moved to the left-hand side by click on the symbol <> or to be displayed as a separate independent window click + on the upper right-hand side of the window. In addition it shows the **Cell Info**, **Legend** or **HTML** depending on the flags set in the Options sections on bottom of the screen.

Bottom: On bottom of the screen you find options for **Filter**, **Rooms**, **Changes**, **Options**, **Zoom**.

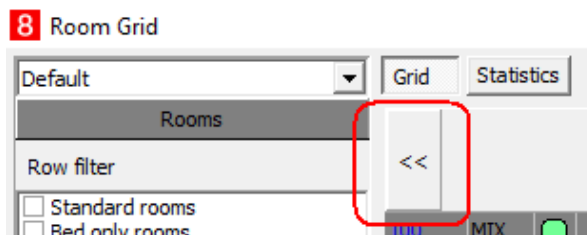
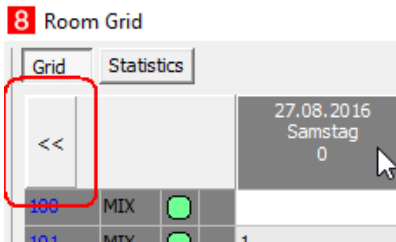


Left Side Bar

On the left-hand side there is a side bar which can be hidden or displayed with the << button

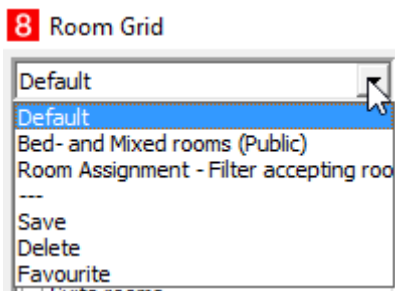
Hidden:

Displayed:



Left Side Bar - Settings

1. In the left upper corner is a pull down menu to select, create or delete pre-definable filter settings.

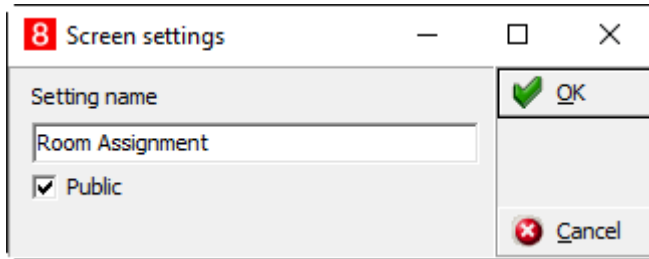


Select one of the defined settings will adjust the filters and layout accordingly.

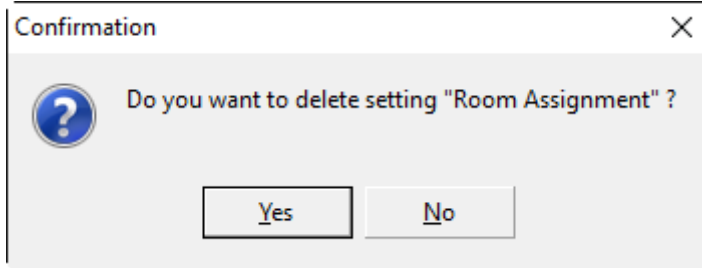
2. **Save:** saves the current setting.

Check the Public flag if this setting should be accessible for other users too.

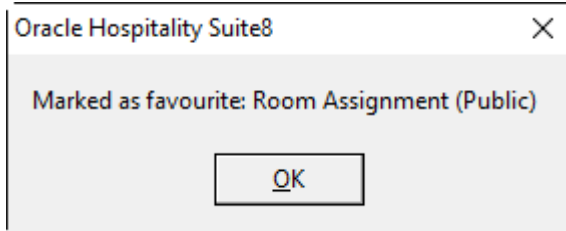
If the Public flag is empty, the set is just visible for the current user.



3. **Delete:** deletes the current setting



4. **Favourite:** stores the current setting to be default when opening the room rack again.



Left Side Bar - Rooms

Rooms

Row filter

Standard rooms

Bed only rooms

Mixed rooms

Suite rooms

Room

Room Type

Features

Segments

Bed Type

Floor

Rooms related to selection

Res,Grp

Rooms with changes

Empty rooms only

Not empty rooms only

Min beds

Max beds

1. **Room, Room Type, Features, Bed Type, and Floor:** these are the availability options. Tick the room types check box to display the related rooms on the room grid. Select from different menu lists (pull down menu) which room(s) should be displayed. If a certain option or feature is not activated, e.g. Hotel Segmentation (Segments), then this option is not shown.

Room

Room Type

Features

Bed Type

Floor

As soon as a value is marked or unmarked, and the selected window is closed, the room grid screen is refreshed automatically.

2. **Rooms related to selection** works together with the Room Assignment window (Unassigned Reservations). Use this option to search for rooms where some guests are already assigned and some still needs to be assigned.

Example: There is a group where some rooms or beds are assigned already, and you want to assign other reservations to the same rooms, in the best way to keep them together:

- Select a reservation from the Unassigned Reservation window.

Select	Attributes	Attribute names	Guest
X	●●	Female , Teacher	Red (Room 1)
	●●	Female , Student	Red,B (Room 1)
	●●	Female , Student	Red,C (Room 1)
	●●	Female , Student	Red,E (Room 1)
	●●	Female , Student	Red,F (Room 1)
	●●	Female , Student	Red,H (Room 1)
	●●	Female , Student	Red,I (Room 1)
	●●	Female , Student	Red,J (Room 1)
	●●	Female , Student	Red,K (Room 1)
	●●	Female , Student	Red,L (Room 1)
	●●	Male , Student	Red,M (Room 2)

- Select **Grp** from the menu and select the **Rooms related to selection** checkbox.

Rooms related to selection
 Grp

- Now all rooms are displayed where guests from the same group are located and the other group members can be assigned to the same rooms.

Grid		Statistics		27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0
101	MIX	●	1	●●	●●	
101.1	NB			@Red,N (Red)		●●
101.2	NB					
101.3	NB					
101.4	NB					
101.5	NB					
101.6	NB					
Mix 2	MIX	●	1	●●	●●	
2.1	NB			@Red,A (Red)		●●
2.2	NB					
BO 5	BO	●	1	●●	●●	
BB13	BB	●		@Red,G (Red)		●●
BB14	BB	●				
BB15	BB	●				

3. **Rooms with changes** can be used to see all rooms where assignment changes have been done. They are marked with a purple rectangle. This only works if the flag **Auto apply** is not set.

101	MIX	●	2	■ ■ ■ 2	■ ■ ■ 1
101.1	NB			@Red,N (Red)	
101.2	NB				
101.3	NB			Abel, Hannes (Abel, Hannes)	
101.4	NB				■

Unassigned Reservations

Room Assignment

161 rooms Sicker, Jeff (Sicker, Jeff)

From: 27.08.2016
Until: 03.09.2016

Defrag << < > >>

Rooms: Expand Collapse

Changes

Apply

Cancel

Auto apply

Print Refresh Time to next update: 41

4. **Empty rooms only** and **not empty rooms only**: displays the rooms accordingly. Just one of each can be selected at the same time.
5. **Min. beds and Max. beds**: Use this option to search for rooms with corresponding amount of beds. Zero is a non-value, for example search for rooms with more than 5 beds and no limit, then leave the 'max. beds' = 0

Min beds	5
Max beds	0

To search for rooms with exact 5 beds, both fields must be filled with 5.

6. **Clear**: Use the button to reset all filter.

Left Side Bar – Attributes

This is used to select and indicate reservations on the room rack for different guest attributes.

Attributes	
Color	Name
<input type="checkbox"/> Blue	Male
<input type="checkbox"/> Red	Female
<input type="checkbox"/> Orange	Student
<input type="checkbox"/> Green	Teacher
<input type="checkbox"/> Light Green	Adult
<input type="checkbox"/> Yellow	Child
<input type="checkbox"/> Grey	Elderly
<input type="checkbox"/> Cyan	Top
<input type="checkbox"/> Dark Red	Bottom
<input type="checkbox"/> Pink	Telephone
<input type="checkbox"/> Light Grey	Bedside table
<input type="checkbox"/> Olive	Sickbed
<input type="checkbox"/> Light Yellow	electrically adjustable

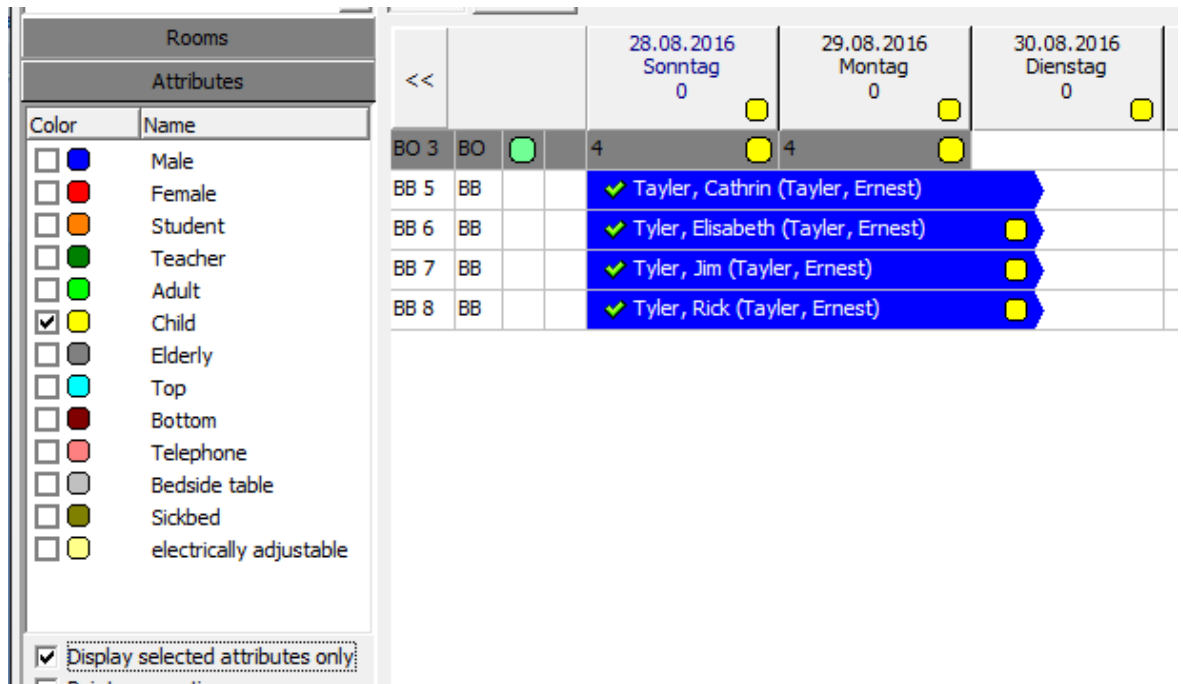
Display selected attributes only
 Paint reservations
 Paint days
 Filter rooms having
 Filter rooms accepting

Mark attributes to appear, for example child.

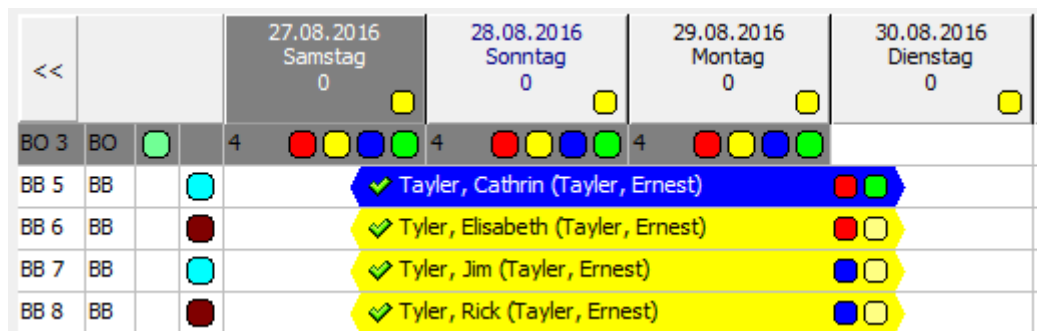
Example: This is an example without any filter. In the first column, BO 3 is the room (grey background), BB 5 – BB 8 are beds)

<<		28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0
BO 3	BO	4	4	
BB 5	BB	✓ Tayler, Cathrin (Tayler, Ernest)		
BB 6	BB	✓ Tyler, Elisabeth (Tayler, Ernest)		
BB 7	BB	✓ Tyler, Jim (Tayler, Ernest)		
BB 8	BB	✓ Tyler, Rick (Tayler, Ernest)		

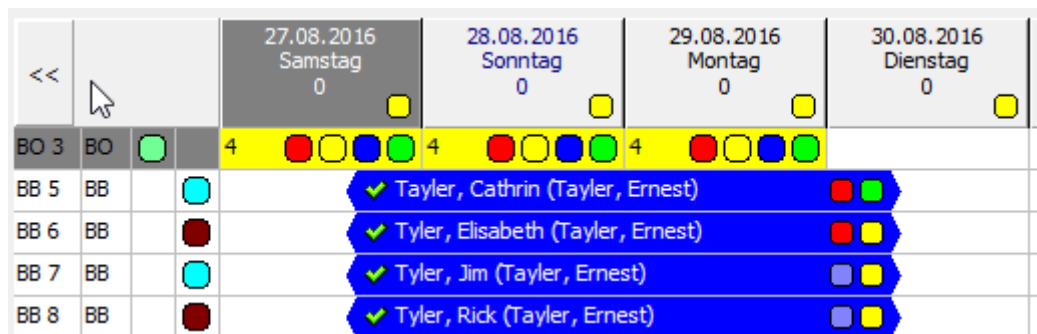
1. **Display selected attributes only:** removes any other attributes (just child attribute [yellow] is visible)



2. **Paint reservations:** colors the related reservation in the corresponding color. This only works for one selected attribute. If multiple attributes are selected and/ or multiple attributes are assigned to a reservation, just the first attribute from the selected list is taken to color the reservation.



3. **Paint day:** colors the days for the room where a reservation with this attribute exists.



4. **Filter rooms having:** displays all rooms with reservations where the related attribute is attached.
5. **Filter rooms accepting:** shows all rooms where reservations with the related attributes are accepted, for example if there is a reservation with attribute *female only*, and you search for a room accepting male, the *female only room* will not be displayed.
6. The filters **Filter rooms having** and **Filter rooms accepting** also include a date range query to be selected.

Filter rooms having
 Filter rooms accepting

From: 27.08.2016
 No. of days: 8
 To: 03.09.2016

Every day

Every day: each day will be checked for the related attribute. If there is a gap, the room will not be displayed.

Reset: sets the date to the default from the generic date range of the room rack (left bottom corner).

7. **Display VIP / Guarantee icons** will display a colored icon with a digit (V for VIP and G for guarantee code) next to the guest name, and also sum up in the room grid line.

Display VIP icons
 Paint reservations to VIP
 Display Guarantee code icons

Mix 5	MIX	CL	6	V G V	6	V G V	3
NB 13	NB					Harris, Ed (Harris, Ed)	V G
NB 14	NB					Harris, Lilian (Harris, Ed)	V G
NB 15	NB						

You can configure the colors under

Setup -> Configuration -> CRM -> Marketing Info -> VIP Codes and
Setup -> Configuration -> Reservations -> Guarantee Codes.

Select **Paint reservation to VIP** to color the whole background of the guest name in the grid.

8. **More Attribute** can be added under **Setup -> Configuration -> CRM -> Attribute Categories -> Attributes on room rack**

8 Attributes on room rack - Demo Version

Category Code	Category Description	Attribute Code	Attribute Description	Visible
T1	Smoker	NS	Non Smoker	<input checked="" type="checkbox"/>
T1	Smoker	SM	Smoker	<input checked="" type="checkbox"/>
HIP	His Profile Type	HG	Hotel Guest	<input type="checkbox"/>
HIP	His Profile Type	DG	Day Guest	<input type="checkbox"/>
HIP	His Profile Type	CUR	Cure Guest	<input type="checkbox"/>
HIP	His Profile Type	REH	Reha Guest	<input type="checkbox"/>
SPA	Spa Items requested	EXT	Extra towel	<input type="checkbox"/>
SPA	Spa Items requested	NON	No Items needed	<input type="checkbox"/>
SPA	Spa Items requested	EXL	Extra large towel	<input type="checkbox"/>
SPA	Spa Items requested	MAS	Massage	<input type="checkbox"/>

Buttons: Make visible, Make non visible, Revert visible

Check the **Visible** field to activate the display on room rack.

Don't forget to assign a color under **Setup -> Configuration -> CRM -> Marketing Info ->**

...

8 Room Grid

Default














Rooms

Attributes

Color	Name
<input type="checkbox"/>	Non Smoker
<input type="checkbox"/>	Smoker



Left Side Bar – Unassigned Reservations

This group works similar to the former Attributes bar, but now influences the Unassigned Reservation window.

Unassigned Reservations	
Color	Name
<input type="checkbox"/> 	Male
<input type="checkbox"/> 	Female
<input type="checkbox"/> 	Student
<input type="checkbox"/> 	Teacher
<input type="checkbox"/> 	Adult
<input type="checkbox"/> 	Child
<input type="checkbox"/> 	Elderly
<input type="checkbox"/> 	Top
<input type="checkbox"/> 	Bottom
<input type="checkbox"/> 	Telephone
<input type="checkbox"/> 	Bedside table
<input type="checkbox"/> 	Sickbed
<input type="checkbox"/> 	electrically adjustable

Filter by ANY attribute
 Filter by ALL attribute
 Filter by EXACT attribute

Future days

Alone request 
 Together request 

Room reservations
 Bed reservations

1. **Filter by ...** : If no filter is set, all unassigned reservations are displayed

8 Room Grid

Default

Rooms

Attributes

Unassigned Reservations

Select	Attributes	Attribute names	Guest
<input type="checkbox"/>		Female , Teacher	Red (Room 1)
<input type="checkbox"/>		Female , Student	Red,B (Room 1)
<input type="checkbox"/>		Female , Student	Red,C (Room 1)
<input type="checkbox"/>		Female , Student	Red,E (Room 1)
<input type="checkbox"/>		Female , Student	Red,F (Room 1)
<input type="checkbox"/>		Female , Student	Red,H (Room 1)
<input type="checkbox"/>		Female , Student	Red,I (Room 1)
<input type="checkbox"/>		Female , Student	Red,J (Room 1)
<input type="checkbox"/>		Female , Student	Red,K (Room 1)
<input type="checkbox"/>		Female , Student	Red,L (Room 1)
<input type="checkbox"/>		Male , Student	Red,M (Room 2)
<input type="checkbox"/>		Male	Camper, A. (male)
<input type="checkbox"/>		Female	Camper, B. (female)
<input type="checkbox"/>		Female , Teacher , Elderly	Six, Fran
<input type="checkbox"/>			Viper, Jimmy
<input type="checkbox"/>		Male	Boy Group
<input type="checkbox"/>		Male	Boy,Bernd,Mr.
<input type="checkbox"/>		Male	Boy Group
<input type="checkbox"/>		Male	Boy,Eric,Mr

Color | Name

- Male
- Female
- Student
- Teacher
- Adult
- Child
- Elderly
- Top
- Bottom
- Telephone
- Bedside table
- Sickbed
- electrically adjustable

Filter by ANY attribute
 Filter by ALL attribute
 Filter by EXACT attribute

Unassigned Reservations + <> X

< Details >

2. **Filter by ANY attribute:** displays any reservation where the related attribute is attached to, for example Female, Teacher – all female **OR** teacher are shown. (red **OR** green icon).

Default

Unassigned Reservations
+ <> X

Rooms		Attributes		Unassigned Reservations	
Color	Name	Select	Attributes	Attribute names	Guest
<input type="checkbox"/>	Male		● ●	Female , Teacher	Red (Room 1)
<input checked="" type="checkbox"/>	Female		● ●	Female , Student	Red,B (Room 1)
<input type="checkbox"/>	Student		● ●	Female , Student	Red,C (Room 1)
<input checked="" type="checkbox"/>	Teacher		● ●	Female , Student	Red,E (Room 1)
<input type="checkbox"/>	Adult		● ●	Female , Student	Red,F (Room 1)
<input type="checkbox"/>	Child		● ●	Female , Student	Red,H (Room 1)
<input type="checkbox"/>	Elderly		● ●	Female , Student	Red,I (Room 1)
<input type="checkbox"/>	Top		● ●	Female , Student	Red,J (Room 1)
<input type="checkbox"/>	Bottom		● ●	Female , Student	Red,K (Room 1)
<input type="checkbox"/>	Telephone		● ●	Female , Student	Red,L (Room 1)
<input type="checkbox"/>	Bedside table		● ●	Female	Camper, B. (female)
<input type="checkbox"/>	Sickbed		● ● ●	Female , Teacher , Elderly	Six, Fran
<input type="checkbox"/>	electrically adjustable				

Filter by ANY attribute
 Filter by ALL attribute
 Filter by EXACT attribute

3. **Filter by ALL attribute:** shows the reservations only if there are both attributes attached to, for example Female, Teacher – all female **AND** teachers are shown but no students anymore.

Default ▾
Unassigned Reservations + <> X

Rooms

Attributes

Unassigned Reservations

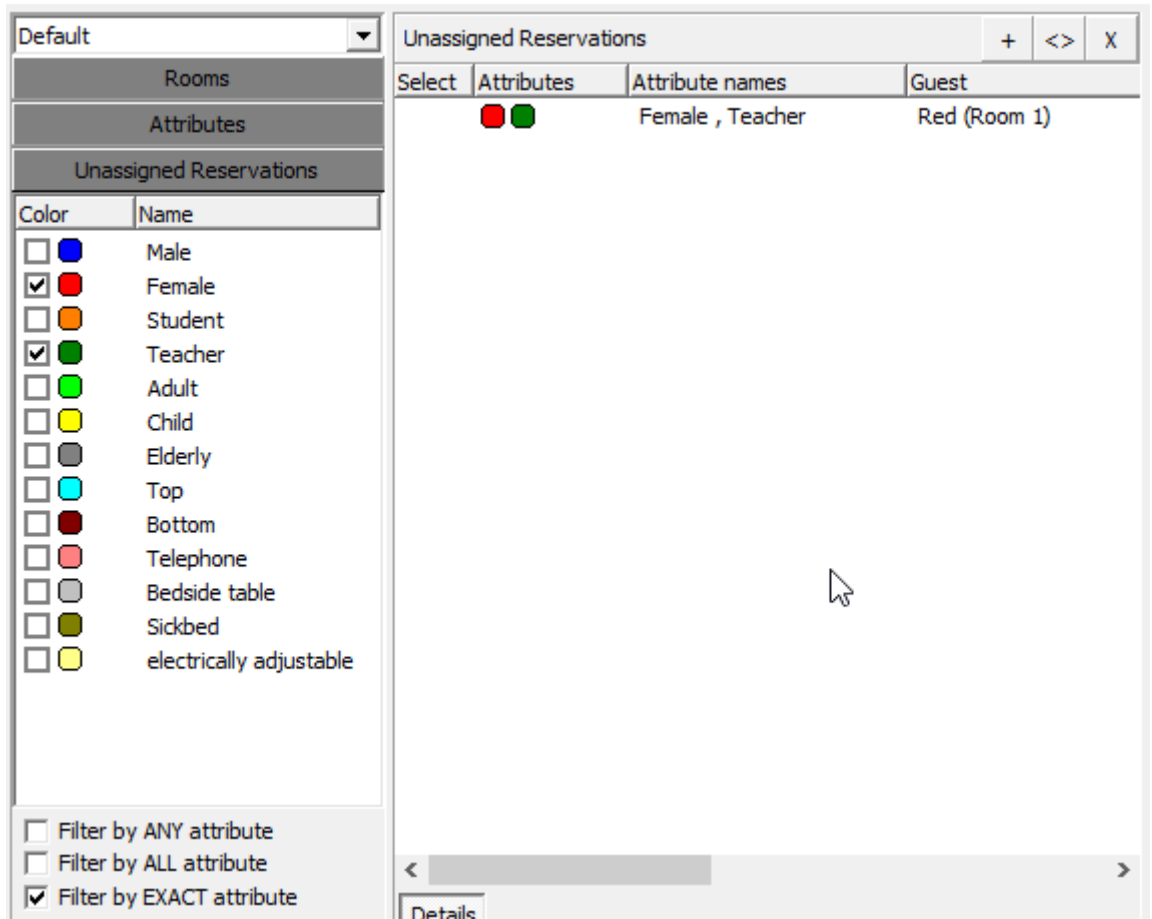
Color	Name
<input type="checkbox"/> ■	Male
<input checked="" type="checkbox"/> ■	Female
<input type="checkbox"/> ■	Student
<input checked="" type="checkbox"/> ■	Teacher
<input type="checkbox"/> ■	Adult
<input type="checkbox"/> ■	Child
<input type="checkbox"/> ■	Elderly
<input type="checkbox"/> ■	Top
<input type="checkbox"/> ■	Bottom
<input type="checkbox"/> ■	Telephone
<input type="checkbox"/> ■	Bedside table
<input type="checkbox"/> ■	Sickbed
<input type="checkbox"/> ■	electrically adjustable

Filter by ANY attribute
 Filter by ALL attribute
 Filter by EXACT attribute

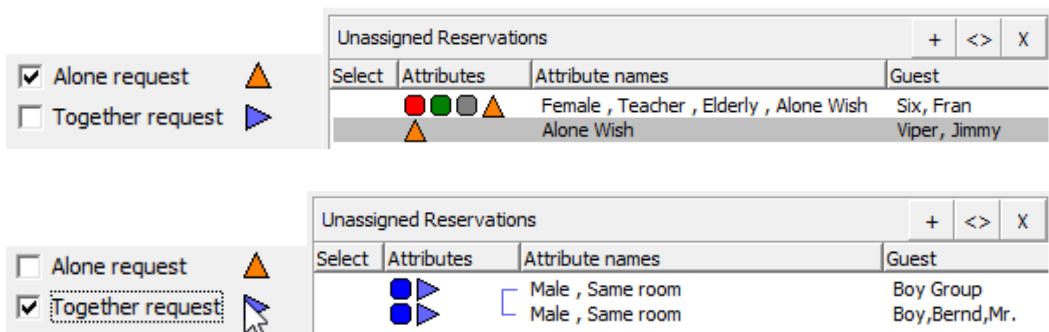
Select	Attributes	Attribute names	Guest
<input type="checkbox"/>	■ ■	Female , Teacher	Red (Room 1)
<input type="checkbox"/>	■ ■ ■	Female , Teacher , Elderly	Six, Fran

Details

4. **Filter by EXACT attribute:** matches the exact attributes in reservations to be displayed. Therefore the reservation with attribute *Elderly* is not shown anymore because the reservation does not match exactly.



5. **Alone request / Together request:** filters the reservations accordingly.



6. **Room reservation and Bed reservation:** select only one filter or both to show the related reservations accordingly.



Left Side Bar – Room Assignment

Room Assignment

Manual room assignment options

Filter accepting rooms

Paint accepting rooms ■

Paint suggested rooms ■

Automatic room assignment options

Selected reservations only

Visible rooms only

Same res -> same room

Avoid mixed rooms

Fill large rooms first

Most fitting room size

- Filter accepting room:** shows just rooms where assignment is possible.
Click on a reservation in the **Unassigned Reservations** window and the room rack will refresh and show rooms accordingly.

Room Grid

Default

Rooms

Attributes

Unassigned Reservations

Room Assignment

Manual room assignment options

Filter accepting rooms

Paint accepting rooms ■

Paint suggested rooms ■

Automatic room assignment options

Selected reservations only

Visible rooms only

Same res -> same room

Avoid mixed rooms

Fill large rooms first

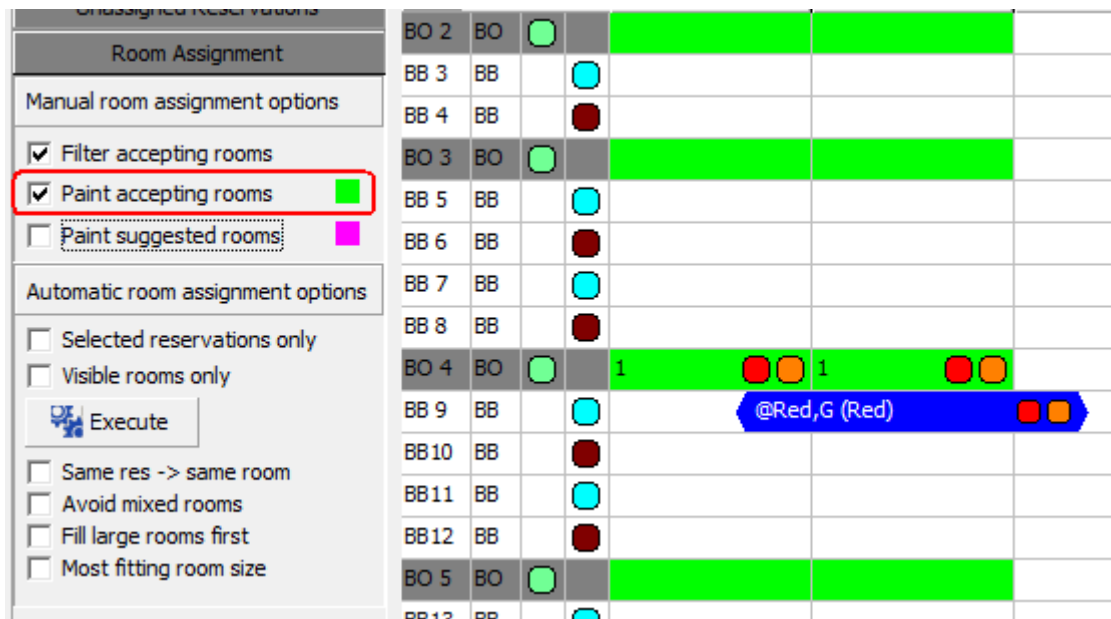
Most fitting room size

		01.09.2016 Donnerstag 0	02.09.2016 Freitag 0	03.09.2016 Samstag 0
BO 2	BO			
BB 3	BB			
BB 4	BB			
BO 3	BO			
BB 5	BB			
BB 6	BB			
BB 7	BB			
BB 8	BB			
BO 4	BO			
BB 9	BB			
BB 10	BB			
BB 11	BB			
BB 12	BB			
BO 5	BO			

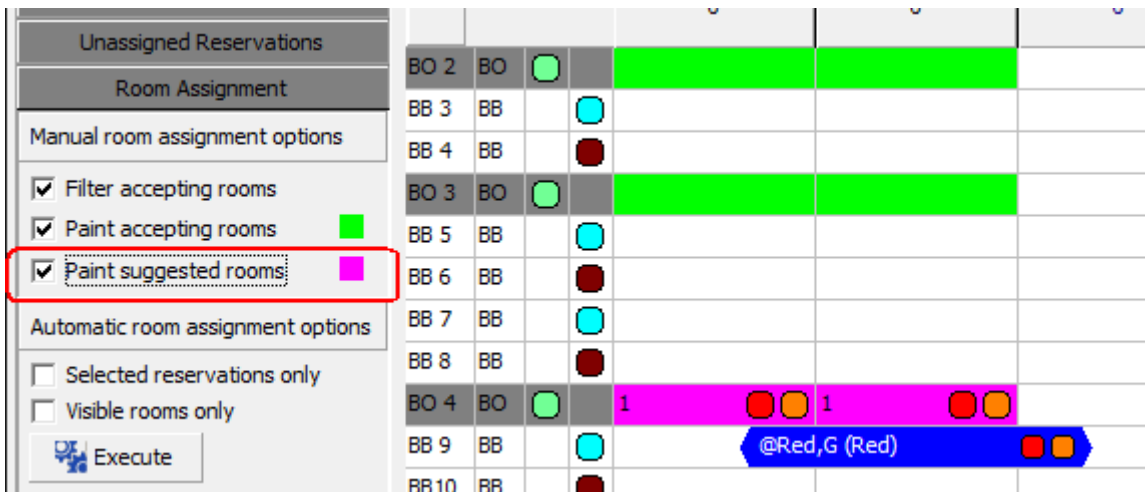
Unassigned Reservations

Select	Attributes	Attribute names	Guest
<input type="checkbox"/>	Female, Teacher, Elderly, Alone Wish		Six, Fran
<input type="checkbox"/>	Male, Same room		Boy Group
<input type="checkbox"/>	Male, Same room		Boy, Bernd, Mr.
<input type="checkbox"/>	Male		Boy Group
<input type="checkbox"/>	Male		Boy, Eric, Mr
<input checked="" type="checkbox"/>	Female, Teacher		Red (Room 1)
<input type="checkbox"/>	Female, Student		Red, B (Room 1)
<input type="checkbox"/>	Female, Student		Red, C (Room 1)
<input type="checkbox"/>	Female, Student		Red, E (Room 1)
<input type="checkbox"/>	Female, Student		Red, F (Room 1)
<input type="checkbox"/>	Female, Student		Red, H (Room 1)
<input type="checkbox"/>	Female, Student		Red, I (Room 1)
<input type="checkbox"/>	Female, Student		Red, J (Room 1)
<input type="checkbox"/>	Female, Student		Red, K (Room 1)
<input type="checkbox"/>	Female, Student		Red, L (Room 1)
<input type="checkbox"/>	Male, Student		Red, M (Room 2)
<input type="checkbox"/>	Male		Fuchs, Jeff (male)
<input type="checkbox"/>	Male		Fuchs, Peter (male)

- Paint accepting rooms (green):** colors the corresponding rooms for the related date range in.

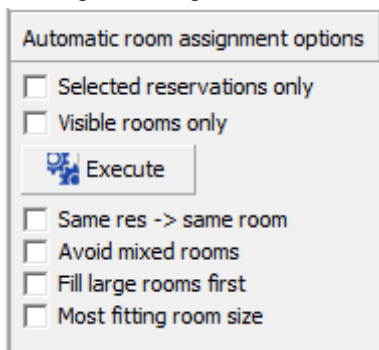


3. **Paint suggested rooms (purple):** colors the suggested rooms for assignment accordingly



4. **Automatic room assignment options**

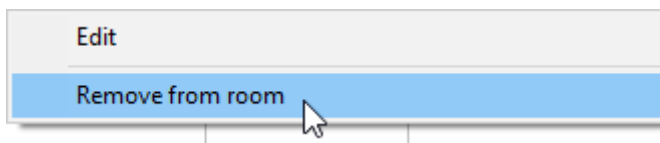
The room rack provides also the possibility for automatic room assignment. Click **Execute** to assign unassigned reservations. Following option can be set for additional filtering.



5. **Select reservation only** will just assign reservations which are selected in the **Unassigned Reservations** window. Marked with X in the column **Select**:

Select	Attributes	Attribute names
X	Blue circle	Male
	Red circle	Female
	Red circle, Green circle, Grey square, Yellow triangle	Female, Teacher
	Yellow triangle	Alone Wish
X	Blue circle	Male
X	Blue circle	Male
X	Blue circle	Male
X	Blue circle	Male
	Blue circle	Male

- Visible rooms only:** will just assign reservations to rooms which are actually shown (filtered) on the room grid.
- Same res -> same room:** will assign bed reservations (multi guest) within the same reservation, to the same room.
- Avoid mixed rooms:** will avoid mixed room types for bed reservations. First all bed type rooms will be assigned, to keep mixed rooms available for room reservation.
- Fill large rooms first:** should be used, if there are large bed rooms and small bed rooms, to fill large rooms first, to keep small room available. Maybe those can be used for guests with an *alone wish*.
- Most fitting room size:** tries to find the best available room for each reservation, for example if there are reservations for 4 persons, the system will assign these reservations to 4-bed rooms.
- To unassign a bed, right click on the reservation / name, right mouse click and choose **Remove from room**.

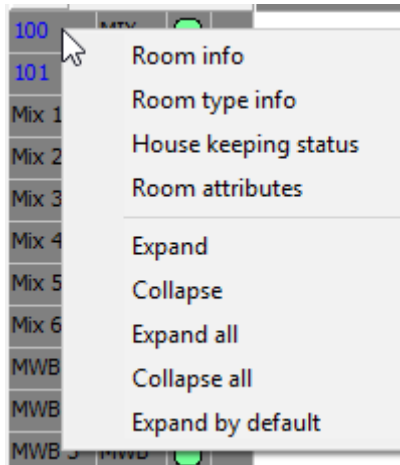


The Room Grid

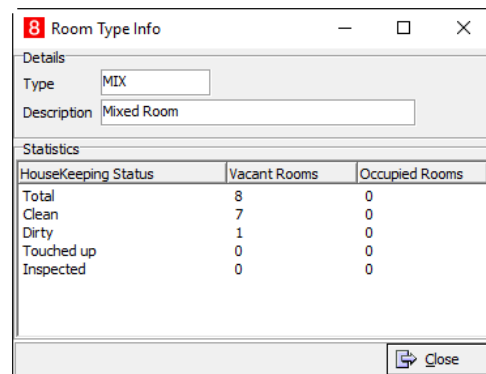
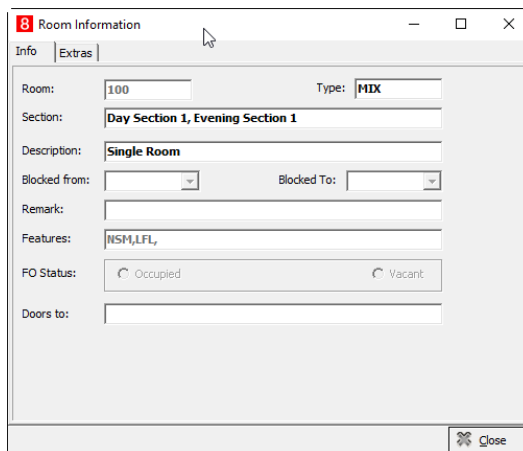
This is the main part of the screen and shows the room and bed reservations with a lot of options.

Grid		Statistics							
<<		27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0	31.08.2016 Mittwoch 0	01.09.2016 Donnerstag 0	0	
100	MIX		1	1	1				
101	MIX	1	1	1			1	1	
Mix 1	MIX		Doppler, Magdalena						
Mix 2	MIX						1	1	
Mix 3	MIX	2	2	1	1				
Mix 4	MIX								
Mix 5	MIX	1	1	1					
Mix 6	MIX	1	1						
MWB 1	MWB		1	1	2	1	1		

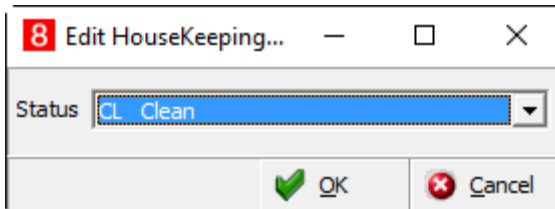
Room Options: Right click on a room number opens a menu.



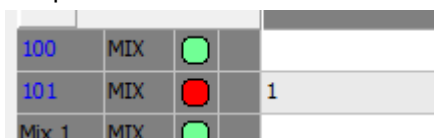
1. **Room info and Room type info:** shows the related information of the selected room.



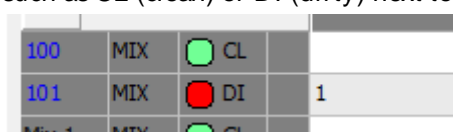
2. **Housekeeping status:** shows the according status.



The pre-defined color of this status is shown in a column of the grid



Activate **Options** on bottom of the room rack screen in **section Options** to see the house keeping status code also in the grid. The section **Cell Info** on the right-hand side appears and you can set the flag for **Housekeeping status text** it also shows then the status code such as CL (clean) or DI (dirty) next to the icon.



3. **Room attributes:** Use this option to assign predefined attributes.



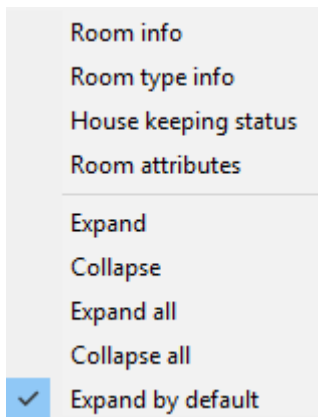
Attributes are also displayed in a dedicated column:

100	MIX	CL	DI	AD
101	MIX	DI	CL	
Mix 1	MTX	CL		

4. **Expand:** Use this option to shows the beds. You can also double click on the room to see the beds.

100	MIX	CL	DI	AD	
100.1	NB				
100.2	NB				
100.3	NB				
100.4	NB				
100.5	NB				
100.6	NB				
101	MIX	DI	CL		1
Mix 1	MTX	CL			

5. **Collapse:** Use this option to hide the beds.
6. **Expand all / Collapse all:** all beds are displayed or hidden.



7. **Expand by default:** Use this option to keep all bed expanded when open the room rack

Bed Options: Right click on a bed row opens a menu to assign bed attributes.

100.2	NB
100.3	NB
100.4	NB
100.5	NB
100.6	NB
101	MIX
101.1	NB
101.2	NB

Bed attributes

Expand

Collapse

Expand all

Collapse all

Expand by default

8 Bed attributes _ □ ×

Attributes OK

Color	Name
<input checked="" type="checkbox"/> ■	Top
<input type="checkbox"/> ■	Bottom
<input type="checkbox"/> ■	Telephone
<input type="checkbox"/> ■	Bedside table
<input type="checkbox"/> ■	Sickbed
<input type="checkbox"/> ■	electrically adjustable

Bed attributes are shown in the same column as room attributes.

100	MIX	■ CL	■ ■
100.1	NB		■
100.2	NB		■ ■
100.3	NB		■
100.4	NB		■ ■
100.5	NB		■
100.6	NB		

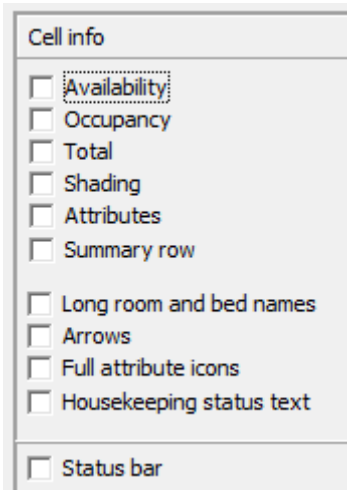
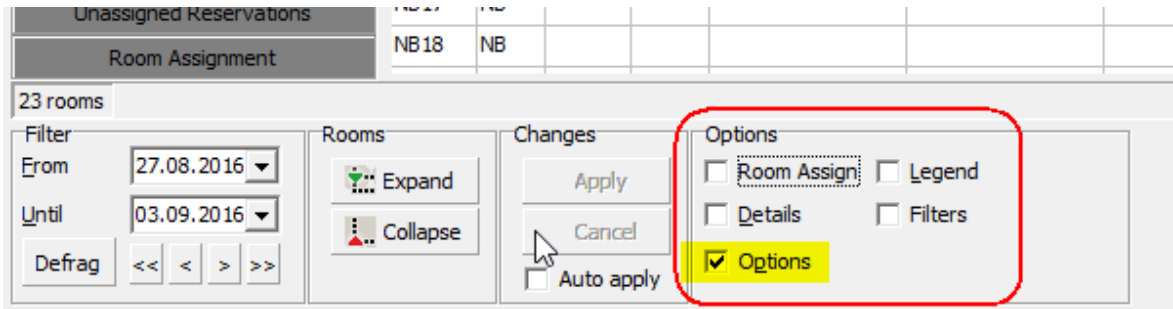
Display of bed reservations

Reservations are shown depending if it is a bed reservation or a room reservation.

1. Bed reservations are shown in the assigned bed (row), if beds are setup with numbers.

<<		27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0	31.08.2016 Mittwoch 0	01.09.2016 Donnerstag 0	02.09.2016 Freitag 0
100	MIX	■ CL ■ ■ 6	5	■ ■ 4	■ ■ ■ 4	■ ■ ■ 5	■ 5	■ 6
100.1	NB	■	Sicker, Jeff (Sicker, Jeff)		■			
100.2	NB	■ ■			Rich, Diana (Rich, Diana)			
100.3	NB	■						
100.4	NB	■ ■						
100.5	NB	■						

2. If beds are not numbered the related reservations are shown in automatic order.



1. **Availability:** shows the available amount of beds per room and day.

			27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0	31.08.2016 Mittwoch 0	01.09.2016 Donnerstag 0	02.09.2016 Freitag 0
100	MIX	● ● ●	6	5	4	4	5	5	6
100.1	NB	●		Sicker, Jeff (Sicker, Jeff)					
100.2	NB	● ●							
100.3	NB	●				Rich, Diana (Rich, Diana)			
100.4	NR	● ●							

2. **Occupancy:** shows the occupied beds.
3. **Total:** shows all beds in the room.

Mark all three check boxes will show all values separated with a slash.

			27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0	31.08.2016 Mittwoch 0	01.09.2016 Donnerstag 0	02.09.2016 Freitag 0
100	MIX	● ● ●	6/0/6	5/1/6	4/2/6	4/2/6	5/1/6	5/1/6	6/0/6
100.1	NB	●		Sicker, Jeff (Sicker, Jeff)					
100.2	NB	● ●							
100.3	NB	●				Rich, Diana (Rich, Diana)			
100.4	NR	● ●							

4. **Summary row:** additional lines with summarized values for rooms and beds for availability, occupancy and total (depending on the selection).

<<		27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0	31.08.2016 Mittwoch 0
Rooms		145 / 14 / 159	148 / 11 / 159	145 / 14 / 159	149 / 10 / 159	152 / 7 / 159
Beds		182 / 27 / 209	183 / 26 / 209	182 / 27 / 209	186 / 23 / 209	196 / 13 / 209
100	MIX		6 / 0 / 6	4 / 2 / 6	1 / 5 / 6	2 / 4 / 6
100.1	NB				Sicker, Jeff (Sicker, Jeff)	
100.2	NR					

5. **Shading:** additional highlighting of the occupancy of a room. The more beds are occupied, the darker the shading will appear.

<<		27.08.2016 Samstag 0	28.08.2016 Sonntag 0	29.08.2016 Montag 0	30.08.2016 Dienstag 0	31.08.2016 Mittwoch 0	01.09.2016 Donnerstag 0	02.09.2016 Freitag 0
100	MIX		4	1	2	4	5	6
100.1	NB			Sicker, Jeff (Sicker, Jeff)				
100.2	NB							
100.3	NB				Rich, Diana (Rich, Diana)			
100.4	NB				Six, Fran (Six, Fran)			
100.5	NB				Hase, Robert (Hase, Robert)			
100.6	NB			Kahler, Sofia (Kahler, Sofia)				

6. **Attributes:** shows the attributes in the room row.

100	MIX		4					
100.1	NR			Sicker, Jeff (Sicker, Jeff)				

7. **Long room and bed names:** switches between the long bed name and the short code (number):

<input checked="" type="checkbox"/> Long room and bed names:			<input type="checkbox"/> Long room and bed names:		
909	CR		909	CR	
CB909-1000	CP		1000	CP	
CB909-1001	CP		1001	CP	
CB909-1002	CP		1002	CP	
CB909-1003	CP		1003	CP	
CB909-1004	CP		1004	CP	
CB909-1005	CP		1005	CP	
CB909-1006	CP		1006	CP	
CB909-1007	CP		1007	CP	
CB909-1008	CP		1008	CP	

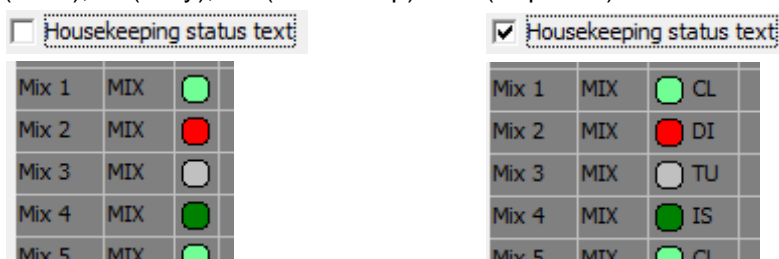
8. **Arrow:** changes the start and end style of a reservation bar.

<input type="checkbox"/> Arrows:	<input checked="" type="checkbox"/> Arrows:

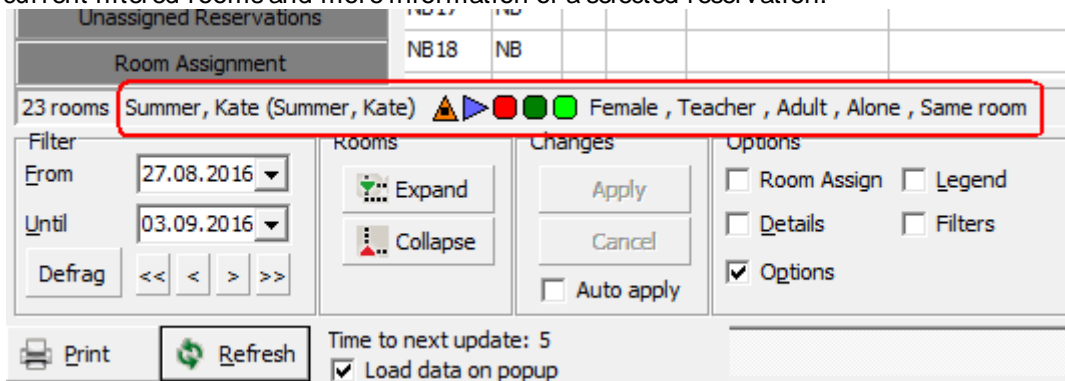
9. **Full attribute icons:** changes the type of the icons.

<input type="checkbox"/> Full attribute icons:	<input checked="" type="checkbox"/> Full attribute icons:

10. **Housekeeping status text:** shows the status short description next to the icon, such as CL (clean), DI (dirty), TU (touched up) or IS (inspected).



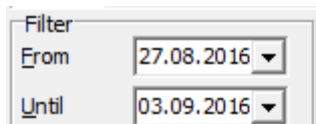
11. **Status bar:** shows an additional line at the bottom of the room grid with the amount of current filtered rooms and more information of a selected reservation.



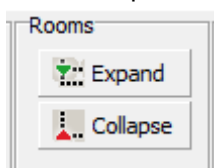
Bottom Part

On the bottom you have different options:

1. **Filter:** a data range for the room rack and for unassigned reservations.



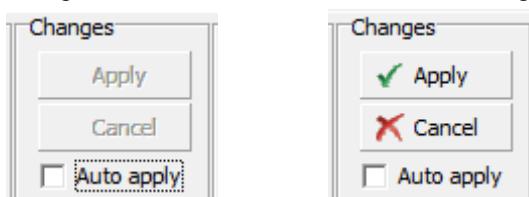
2. **Rooms:** Expand or Collapse to display or hide all beds.

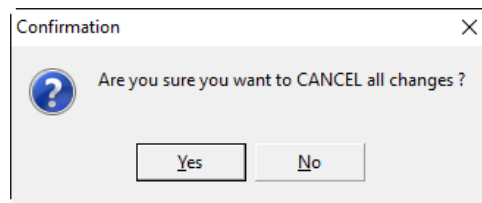
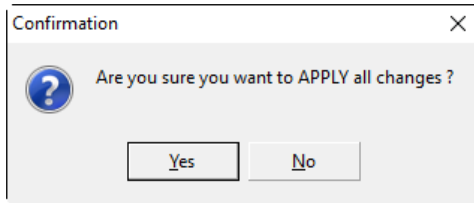


Note: Double click on a room number will expand / collapse the beds for the selected room only.

3. **Changes:** the buttons **Apply** or **Cancel** will be highlighted as soon as a change was done on the room rack.

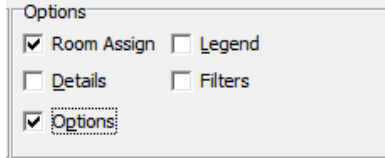
These changes are not stored in the database until the **Apply** button is selected and an additional message screen is confirmed. Selecting the **Cancel** button does not save the changes unless **Yes** on the additional message screen to confirm is selected



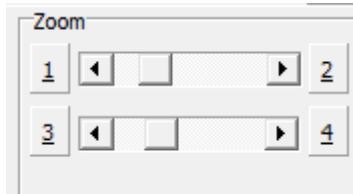


To save each change immediately mark **Auto apply**.

- Options:** Activate or deactivate different windows, functions or additional information. Detailed information is given in the document below, in the respective section.



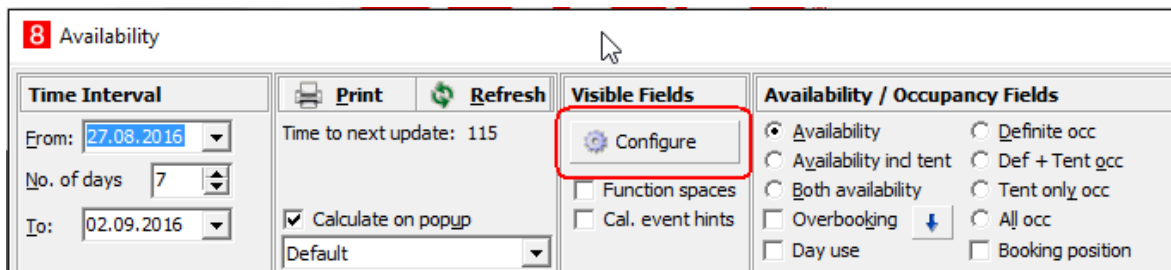
- Zoom:** Size of rows and columns can be adjusted with the buttons in the right bottom corner. Use predefined values buttons (1-2, 3-4) or adjust with the draw bars.



Availability

The availability screen is accessible from the menu **Quick Keys** or with the shortcut **CTRL+D** and has the same functionality as for standard room type availability.

Additional values for bed management can be added using the button **Configure** on top of the screen under section **Visible Fields**.



Scroll down and select the values to be displayed on top or bottom of the screen. Use the check boxes to filter desired values. Check **Alphabetical order** for easier finding.

8 Select Available Fields

	Top	Bottom
Hotel segment bed type		X
Adults in house Bed only		X
Children in house Bed only		X
Domestic in house Bed only		X
Arrival adult Bed only		X
Departure adult Bed only		X
Arrival child Bed only		X
Arrival domestic Bed only		X
Departure child Bed only		X
Departure domestic Bed only		X
Cancelled beds		X
Bed types	X	
Total beds	X	
Bed Reservations		X
Def. Bed Reservations		X
Tent. Bed Reservations		X
Bed Availability		X
Max Bed Availability		X
Min Bed Availability		X
Bed Occupancy		X
Min Bed Occupancy		X
Max Bed Occupancy		X
Max beds		X

OK

Select

Unselect

Revert Sel.

Room related

Room persons

Bed management

Bed persons

Reservations

Meeting planner

Others

All

None

Revert

?

Alphabetical order

Example:

The screenshot shows the 'Availability' window with various filters and a data table. The table below is a simplified version of the data shown in the interface.

	Total rooms	TR (SG1)	DR (SG2)	SU (SG2)	SR (SG3)	MIX	MWB	KSR	Total beds	CP	NB	BB	WB	KSB
Sa. 27.08.2016	142	38	55	11	28	4	5	1	173	89	60	14	4	6
So. 28.08.2016	140	38	56	11	27	3	4	1	174	91	57	17	3	6
Mo. 29.08.2016	141	38	55	11	27	4	5	1	180	94	56	22	3	5
Di. 30.08.2016	142	38	56	11	27	4	5	1	188	96	57	27	3	5
Mi. 31.08.2016	144	38	57	11	27	5	5	1	203	100	65	28	4	6
Do. 01.09.2016	146	38	59	11	27	5	5	1	193	100	67	16	4	6
Fr. 02.09.2016	149	38	59	11	28	6	6	1	195	100	69	16	4	6

Example with reversed axes and long description

	Sa. 27.08.2016	So. 28.08.2016	Mo. 29.08.2016	Di. 30.08.2016	Mi. 31.08.2016	Do. 01.09.2016	Fr. 02.09.2016
Total rooms	142	140	141	142	144	146	149
TR (SG1) Twin Room	38	38	38	38	38	38	38
DR (SG2) Double Room	55	56	55	56	57	59	59
SU (SG2) Suite	11	11	11	11	11	11	11
SR (SG3) Single Room	28	27	27	27	27	27	28
MIX Mixed Room	4	3	4	4	5	5	6
MWB Mixed Room without bed assign.	5	4	5	5	5	5	6
KSR King Size Bed Room (mixed)	1	1	1	1	1	1	1
Total beds	173	174	180	188	203	193	195
CP Camp Bed	89	91	94	96	100	100	100
NB Normal Bed	60	57	56	57	65	67	69
BB Bunk Bed	14	17	22	27	28	16	16
WB Water Bed	4	3	3	3	4	4	4
KSB King Size Bed	6	6	5	5	6	6	6

Special feature for mixed rooms:

If mixed rooms are used (a room of this type can be sold as a room, or beds out of this room can be booked individually), then there are separate values (columns/ lines) for this room and bed types.

Example:

A room is equipped with two normal beds (NB = 2 pax) and two bunk beds (BB = 4 pax).

If the room gets occupied (reserved/ assigned), then the availability for bed types of NB and BB are also reduced (-2 NB, -4 BB).

If a NB is reserved, then just the availability for that bed type gets reduced (-1 NB). Because it is not known at this time in which bed of which room (room type) the guest will be assigned.

As soon as no bed is assigned we have an uncertain availability for mixed room types. In this case the related days and the room types are displayed with a blue or red underline. The underline turns to red as soon as the threshold (danger of overbooking) is reached, see configuration of **Bed availability uncertainty percentage** in [Global Settings](#).

As soon as this NB gets assigned to a certain bed (numbered bed) or room (bed without numbering), the availability gets reduced accordingly as the room and room type are known now.

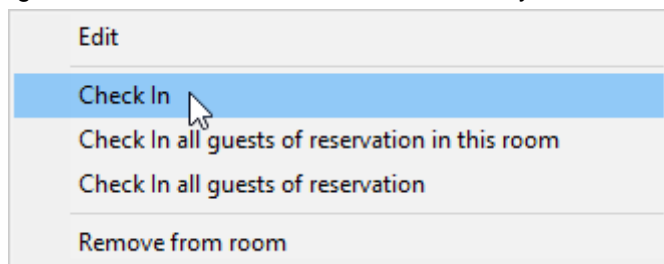
In this case, the room is not available anymore to be sold as a room, but there are still 1 NB and 4 BB available in this room.

Check In

To check in a reservation use the room rack or the reservation grid. It is possible to check in each bed reservation independently.

Check In on Room Rack

Do right mouse click on a reservation with today's arrival date and you get the following options:



1. **Check In:** Select this option to check in the reservation
2. **Check In all guest of reservation in this room:** Select this option if there are more beds (multi guest) reservations to check-in or also for guests of the same reservation which stays in the same room.
3. **Check In all guests of reservation:** Select this option to check in all guests in general, regardless if they are assigned in the same room. This works similar like the check-in for a group.

Check In via Reservation Grid

Navigate to the tab **Arrival** on **Reservation** to display all reservations to be checked in.

Reservation

Name, First: Company: Actual Query:

Confirmation #: Multi Guest: Agent:

Res. Type: Suite Slaves: Block:

Room No: Group:

Adv. Qry.:

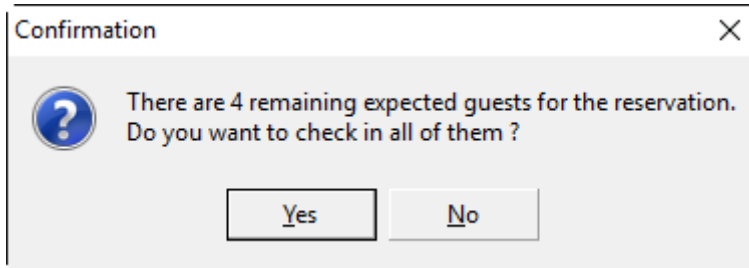
Attributes:

27.08.2016 Selection Expected Arrival

Arrival	In House	Departure	All	Waitlist	Q Rooms	Fin. Accounts	Offer	Name	Arrival	Departure	Adults	Teen	Child	Baby	Type	Res. Status	Rm Type	Bed Type	Room no	Bed code	Bed
								Abel, John	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP			
								Bender, Maria	27.08.2016	30.08.2016	1				Definite	Expected	NB	NB			
								Boy Group	27.08.2016	31.08.2016	1	3			Definite	Expected	NB	NB			
								Boy Group	27.08.2016	31.08.2016	0	3			Definite	Expected	CP	CP			
								Camper, A.	27.08.2016	28.08.2016	2				Definite	Expected	CP	CP			
								Demon, Martin	27.08.2016	01.09.2016	2				Definite	Expected	NB	NB			
								Dorn, Carol	27.08.2016	31.08.2016	1				Definite	Expected	DR		105		
								Hanks, Thomas	27.08.2016	29.08.2016	1				Definite	Expected	NB	NB			
								Kuhn, Lens	27.08.2016	29.08.2016	1				Definite	Expected	NB	NB			
								Mittelbach, Herbert	27.08.2016	31.08.2016	1				Definite	Expected	NB	NB			
								Six, Fran	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP			
								Viper, Jack	27.08.2016	29.08.2016	2	1			Definite	Expected	DR		108		

Search, Full Search, Clear, Last modified, New, Edit, Walk In, Check In, Pre arrival, Post departure, Check Out, Cancel Res., Find in Grid, Options

1. **Multi Guest:** Select this flag to display any guest/ bed-reservation. If **Multi Guest** is not marked and you select to check in a reservation with more than one bed reservations, then this message pops up:



Click **Yes** to check them in one by one (like group check in) or **No** to abort.

Note: The generic reservation data (e.g. Adults, Children, Type, Departure Date, etc.) stay the same for each row. Only the person related information are different such as Bed Type, Room no., Bed code. etc.

Reservation

Name, First: Company:

Confirmation #: Multi Guest Agent:

Res. Type: Suite Slaves: Block:

Room No: Group:

Adv. Qty:

Attributes:

Actual Query:

27.08.2016 Selection Expected Arrival

Arrival	In House	Departure	All	Waitlist	Q Rooms	Fin. Accounts	Offer						
Name	Arrival	Departure	Adults	Teen	Child	Baby	Type	Res. Status	Rm Type	Bed Type	Room no	Bed code	Bed
Abel, John	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP	909	1009	CB909-1009
Abel, John	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP	101	101.5	101-5
Bender, Maria	27.08.2016	30.08.2016	1				Definite	Expected	NB	NB	Mix 5	NB13	Normal Bed 13
Boy Group	27.08.2016	31.08.2016	0	3			Definite	Expected	CP	CP	909	1003	CB909-1003
Boy Group	27.08.2016	31.08.2016	1	3			Definite	Expected	NB	NB	Mix 4	NB12	Normal Bed 12
@Boy, Albert, Mr	27.08.2016	31.08.2016	1	3			Definite	Expected	NB	NB	Mix 4	NB11	Normal Bed 11
@Boy, Bernd, Mr.	27.08.2016	31.08.2016	1	3			Definite	Expected	NB	NB	Mix 4	NB 9	Normal Bed 9
@Boy, Eric, Mr	27.08.2016	31.08.2016	0	3			Definite	Expected	CP	CP	909	1004	CB909-1004
@Boy, Fred, Mr.	27.08.2016	31.08.2016	0	3			Definite	Expected	CP	CP	BO 4	BB12	Bunk Bed 12
@Boy, Georg, Mr	27.08.2016	31.08.2016	1	3			Definite	Expected	NB	NB	Mix 4	NB10	Normal Bed 10
Camper, A.	27.08.2016	28.08.2016	2				Definite	Expected	CP	CP			
Camper, B.	27.08.2016	28.08.2016	2				Definite	Expected	CP	CP			
Demon, Caroline	27.08.2016	01.09.2016	2				Definite	Expected	NB	NB	MWB 6		

- Check-In:** highlight a reservation and click on the button **Check In**. As soon as the check-in is complete, the status appears accordingly in the column **Res. Status**. Each guest can be checked in independently, although with the same reservation number.

Arrival	In House	Departure	All	Waitlist	Q Rooms	Fin. Accounts	Offer							
Name	Res ID	Arrival	Departure	Adults	Teen	Child	Baby	Type	Res. Status	Rm Type	Bed Type	Room no	Bed code	Bed
Abel, John	9524	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP	909	1008	CB909-1008
Abel, Mary	9524	27.08.2016	29.08.2016	2				Definite	Checked In	CP	CP	909	1009	CB909-1009
Bender, Maria	9466	27.08.2016	30.08.2016	1				Definite	Checked In	NB	NB	Mix 5	NB13	Normal Bed 13

In case some bed reservations of the same reservation have different statuses (e.g. one is expected, another one already checked in) and the **Multi Guest** is not marked, the status field shows a combination, for example: Exp:1 CI:1

Reservation

Name, First: Company:

Confirmation #: Multi Guest Agent:

Res. Type: Suite Slaves Block:

Room No: Group:

Adv. Qry.:

Attributes: 27.08.2016

Actual Query

Arrival	In House	Departure	All	Waitlist	Q Rooms	Fin. Accounts	Offer					
Name	Res ID	Arrival	Departure	Adults	Teen	Child	Baby	Type	Res. Status	Rm Type	Bed Type	Room no
Abel, John	9524	27.08.2016	29.08.2016	2				Definite	Exp:1 CI:1	CP	CP	
Bender, Maria	9466	27.08.2016	30.08.2016	1				Definite	Checked In	NB	NB	
Boy Group	9559	27.08.2016	31.08.2016	0	3			Definite	Expected	CP	CP	
Boy Group	9555	27.08.2016	31.08.2016	1	3			Definite	Expected	NB	NB	

Notifications during check in

1. **Guest name starting with?:** this indicates, that there is no name (profile) attached to this bed reservation. A check-in without a name is not possible.

Reservation

Name, First: Company:

Confirmation #: Multi Guest Agent:

Res. Type: Suite Slaves Block:

Room No: Group:

Adv. Qry.:

Attributes: 27.08.2016

Actual Query

Arrival	In House	Departure	All	Waitlist	Q Rooms	Fin. Accounts	Offer			
Name	Arrival	Departure	Adults	Teen	Child	Baby	Type	Res. Status	Rm Type	Bed Type
?Abel, John	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP
Abel, John	27.08.2016	29.08.2016	2				Definite	Expected	CP	CP

Edit the reservation and navigate to the Profiles grid to add the name.

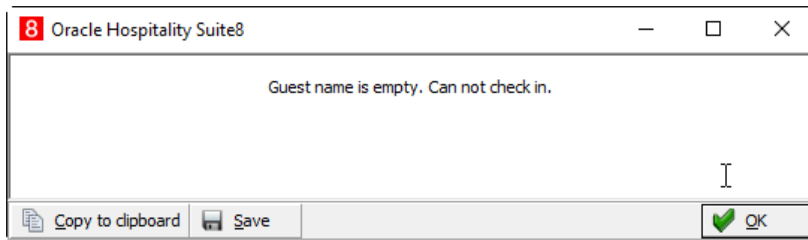
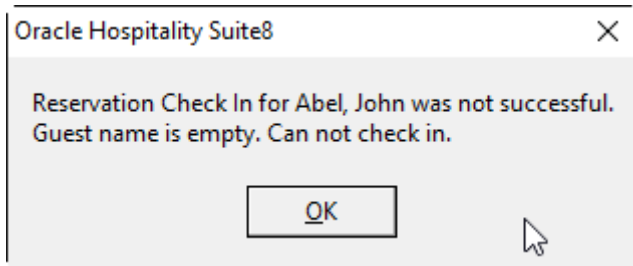
8 Edit Reservation 9524

Reservation | Inventory | **Profiles** | Package grid | Grid | Attributes | Credit card | Notes | Meal plan | Amenity | Billing P | Cal. Event

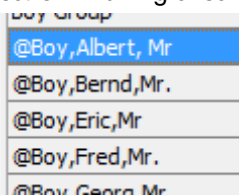
Primary	Name	DPA	DPB	Set Name	Collective	Attribute	Age cat.	Room / Bed	Status
X	Abel, John						1. Adult	101 / 101.5	Expected
							2. Adult	909 / 1009	Expected

If you start the check-in without a valid name, a screen pops up to create a profile:

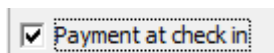
When you press **Cancel** this message appears:



2. **Guest name starting with @** this indicates that there are certain information stored (at least just a name), but no proper profile exists. These names cannot be found in the **Profile** section. During check-in a proper profile will be created automatically.



3. **Notifications like notes, make key (from interface), deposit payment requests, etc.:** These appear as required, for example if the system was setup to request a **Payment at check in** (definable in **Setup -> Global Settings -> Reservation -> 8 Bed Management**)



A corresponding screen appears and the name of the related guest is displayed on the top of the window.

Posting

Automated postings (e.g. rate code during night audit) will store the related guest name together with the posting for later reference. Manual postings on department codes or articles can be done for dedicated guests by selecting the name.

Manual posting of Department codes

Navigate to **Cashiering -> Posting** and search for a room or name to post. If there are multi guests in the same reservation, the different names can be selected from the pull down menu.

Manual posting of Articles

1. To post to article navigate to **Cashiering -> Article Posting**, select a room and click on the [...] button to search.

2. Mark the corresponding guest line and click **Select**.

Room No.	Guest Name	Arrival	Departure	Balance	Status	Party	Company	Group	Agent
BO 3	Tyler, Rick, Mr.	27.08.2016	30.08.2016	65,00	Checked In				
BO 3	Tyler, Jim, Mr.	27.08.2016	30.08.2016	15,00	Checked In				
BO 3	Tyler, Elisabeth, Miss	27.08.2016	30.08.2016	30,00	Checked In				
BO 3	Taylor, Cathrin, Mrs.	27.08.2016	30.08.2016	40,20	Checked In				

Note: If the name does not appear, check if the **Multi guest** flag is set in section Reservation on the bottom of the screen.

3. The name appears in the Article Posting Window header and the posting can be done.

Postings on Billing

You can also post via **Cashiering -> Billing**. It works the same way as described above, but you do not need to select the room number first, because this is already known.

1. Simply select the button **Articles** or **Postings** from the left bottom corner.

Billing & Check Out

The billing window can be opened from **Reservation Grid -> Options -> Billing** or from **Cashiering -> Billing**.

- In the billing search window there is also a flag to check for **Multi guest** on the bottom of the screen to display all guests. If this flag is not set, only the name or room of the primary guest is shown.

Room No.	Guest Name	Arrival	Departure	Balance	Status	Room Type	Party	Confirmation No.	Company
BO 3	Tyler, Rick, Mr.	27.08.2016	30.08.2016	65,00	Checked In	Bunk Bed / Bed Only Room		9450	
BO 3	Tyler, Jim, Mr.	27.08.2016	30.08.2016	15,00	Checked In	Bunk Bed / Bed Only Room		9450	
BO 3	Tyler, Elisabeth, Miss	27.08.2016	30.08.2016	30,00	Checked In	Bunk Bed / Bed Only Room		9450	

Click here to hide / show filters

General Room: <input type="text"/> Name: Tyler Group: <input type="text"/> ID: <input type="text"/> Party: <input type="text"/> Profiles: <input type="text"/> Segm.: <input type="text"/>	Reservation x <input checked="" type="checkbox"/> In House (1) <input type="checkbox"/> Expected Arrivals (2) <input checked="" type="checkbox"/> Expected Dep. (3) <input type="checkbox"/> Checked Out (4) <input type="checkbox"/> Future (5)	Financial Account x <input checked="" type="checkbox"/> In House (6) <input type="checkbox"/> Expected Arrivals (7) <input checked="" type="checkbox"/> Expected Dep. (8) <input type="checkbox"/> Checked Out (9) <input type="checkbox"/> Future (0) <input checked="" type="checkbox"/> POS,PM,PAA,PDA,AUT	Balances <input checked="" type="checkbox"/> All <input type="checkbox"/> Zero Balance <input type="checkbox"/> Open Balance	Apply Date Filter <input checked="" type="checkbox"/> Expected <input type="checkbox"/> Arr <input type="checkbox"/> Actual <input type="checkbox"/> Dep From: 27.08.2016 27.08.2016 Until: 27.08.2016 27.08.2016
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Grp Proforma

In the posting screen, any postings are collected by default in the first window for all guests of the reservation. For automated postings (such as rate code posting, for example Accommodation), the guest names are displayed in the column Guest name. Guest names of manual postings are shown in the Remarks column.

Layout: Vertical Cashier: 1, HB

1 - Taylor, Ernest 207,60

(1) Taylor, Ernest

Contact: Address: Standard Address - ,

Arr	Code	Department	Date	Posted in	Amount	Price	Quantity	User	Time	Remarks	POS Check Nr.	Folio Description	Last Invoice	Guest name
	660	5% Discount	27.08.2016		-1,80	-1,80	1	1	07.12.2016 16:37:07	Taylor, Ernest,				Taylor Cathrin
01	100	Accommodation	27.08.2016		36,00	36,00	1	1	07.12.2016 16:37:08	Taylor, Ernest,				Taylor Cathrin
01	100	Accommodation	27.08.2016		32,40	32,40	1	1	07.12.2016 16:37:04	Taylor, Ernest,				Taylor Ernest
01	100	Accommodation	27.08.2016		30,00	30,00	1	1	07.12.2016 16:37:03	Taylor, Ernest,				Taylor Elisabeth
01	100	Accommodation	27.08.2016		15,00	15,00	1	1	07.12.2016 16:37:00	Taylor, Ernest,				Taylor Jim
01	100	Accommodation	27.08.2016		25,00	25,00	1	1	07.12.2016 16:37:02	Taylor, Ernest,				Taylor Rick
	400	Beer Heineken	27.08.2016		3,00	3,00	1	1	07.12.2016 16:30:24	Taylor, Cathrin,				
	200	Breakfast	27.08.2016		22,00	22,00	1	1	07.12.2016 16:26:47	Taylor, Ernest,				
	120	Dog	27.08.2016		3,00	3,00	1	1	07.12.2016 16:26:46	Taylor, Ernest,				
	400	Mineral Water	27.08.2016		2,00	2,00	1	1	07.12.2016 16:25:08	Taylor, Rick				
	400	Peanuts	27.08.2016		3,00	3,00	1	1	07.12.2016 17:08:24	Taylor, Ernest,				
	400	Peanuts	27.08.2016		3,00	3,00	1	1	07.12.2016 16:25:07	Taylor, Rick				
	335	Technical Equipment	27.08.2016		35,00	35,00	1	1	07.12.2016 16:31:14	Taylor, Rick,				

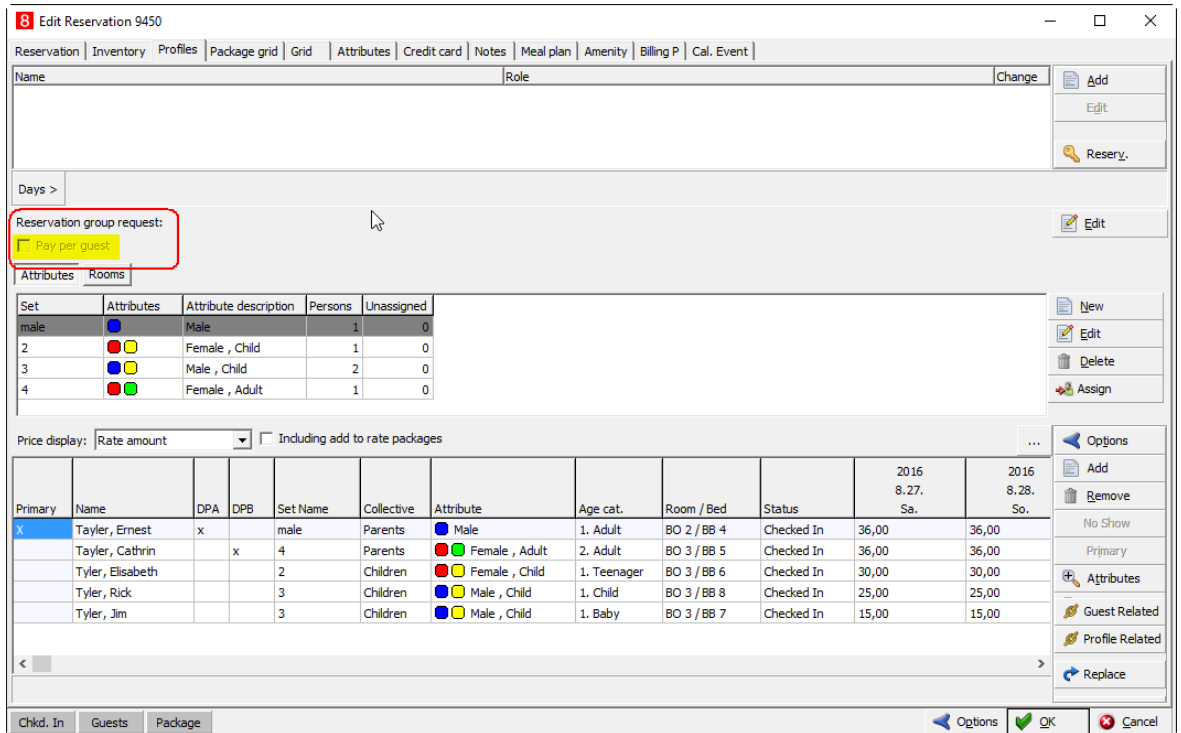
[-] Taylor, Ernest

Articles Rebate

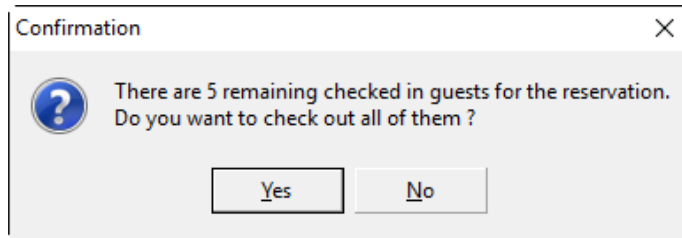
Postings Payments Split Transfers Reservation Options C/O Options Checkout Close

- Depending on the **setup – point 6** (Global Settings -> Reservation -> 8 Bed Management) the behavior during check out can be different.

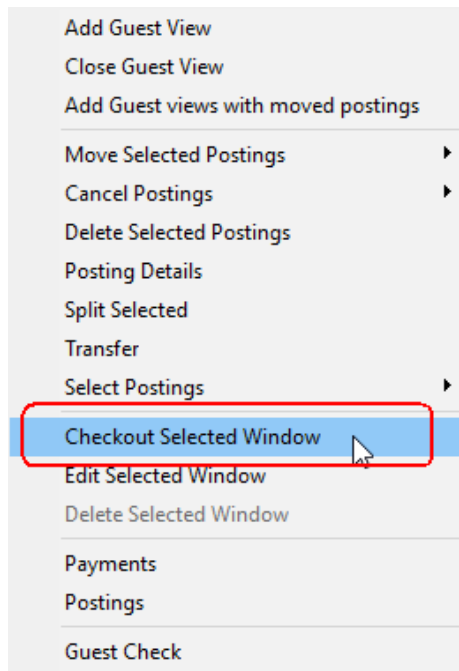
Example 1: A reservation for a family. All postings paid by the primary guest (one bill). The flag for **Pay per guest** is not set.



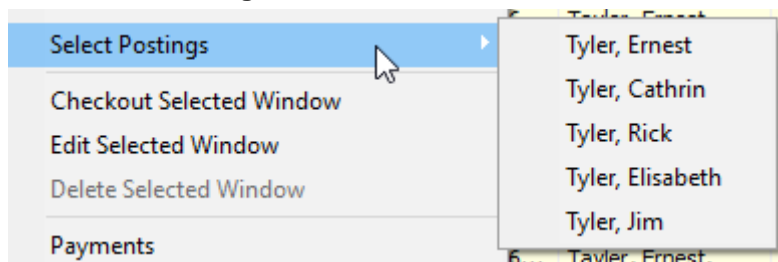
1. Click **Checkout** button and a message appears if all guests should be checked out.



2. Click **Yes** and proceed with check out as usual. Any window with open balance will be checked and a payment window will open to post the amount and print an invoice.
3. Click **No** to abort the check out.
4. You can still move postings to another windows and check out each window independently by using right mouse click on that window and select **Check out selected window**.



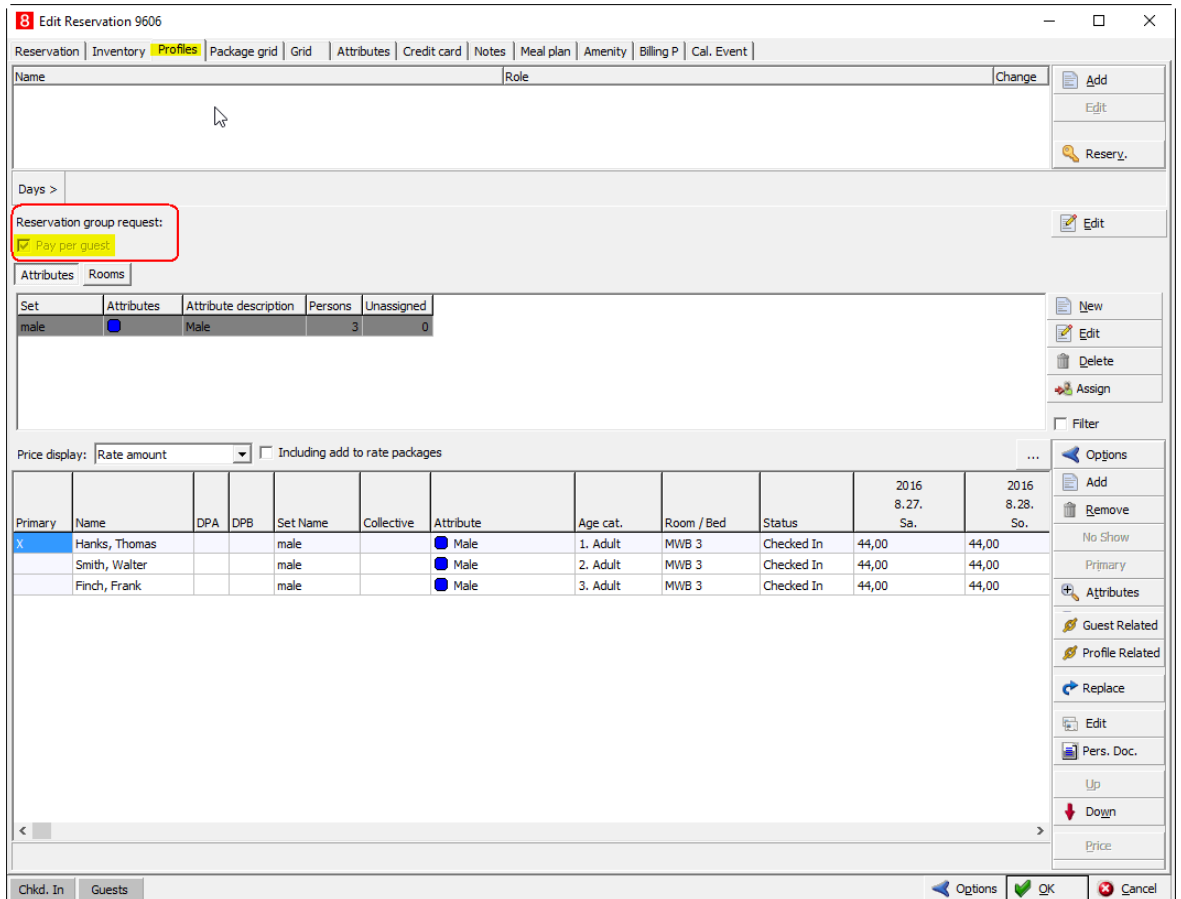
5. Go to **Select Postings**



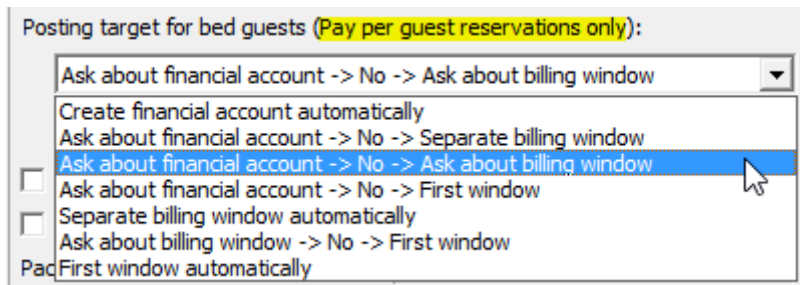
6. Select a name to highlight the related postings to move it, for example, to another window, room or financial account.
7. In the screenshot example **Tyler, Rick** was chosen. The postings are marked (blue background). The source name is taken from column **Guest name** for automated postings and from **Remarks** for manual postings.

Arr	Code	Department	Date	Posted in	Amount	Price	Quantity	User	Time	Remarks	POS Check Nr.	Folio Description	Last Invoice	Guest name
	400	Peanuts	27.08.2016		3,00	3,00	1	1	07.12.2016...	Tyler, Rick				
	400	Mineral Water	27.08.2016		2,00	2,00	1	1	07.12.2016...	Tyler, Rick				
	120	Dog	27.08.2016		3,00	3,00	1	1	07.12.2016...	Taylor, Ernest,				
	200	Breakfast	27.08.2016		22,00	22,00	1	1	07.12.2016...	Taylor, Ernest,				
	335	Technical Equipment	27.08.2016		35,00	35,00	1	1	07.12.2016...	Tyler, Rick,				
01	100	Accommodation	27.08.2016		15,00	15,00	1	1	07.12.2016...	Taylor, Ernest,				Tyler Jim
01	100	Accommodation	27.08.2016		25,00	25,00	1	1	07.12.2016...	Taylor, Ernest,				Tyler Rick,
01	100	Accommodation	27.08.2016		30,00	30,00	1	1	07.12.2016...	Taylor, Ernest,				Tyler Elisabeth
01	100	Accommodation	27.08.2016		32,40	32,40	1	1	07.12.2016...	Taylor, Ernest,				Tyler Ernest
	400	Peanuts	27.08.2016		3,00	3,00	1	1	07.12.2016...	Taylor, Ernest,				
01	100	bed rate	27.08.2016		15,00	15,00	1	1	22.12.2016...	Taylor, Ernest,				Tyler Jim
01	100	bed rate	27.08.2016		25,00	25,00	1	1	22.12.2016...	Taylor, Ernest,				Tyler Rick,
01	100	bed rate	27.08.2016		30,00	30,00	1	1	22.12.2016...	Taylor, Ernest,				Tyler Elisabeth
01	100	bed rate	27.08.2016		32,40	32,40	1	1	22.12.2016...	Taylor, Ernest,				Tyler Ernest
01	100	bed rate	27.08.2016		15,00	15,00	1	1	22.12.2016...	Taylor, Ernest,				Tyler Jim
01	100	bed rate	27.08.2016		25,00	25,00	1	1	22.12.2016...	Taylor, Ernest,				Tyler Rick,
01	100	bed rate	27.08.2016		30,00	30,00	1	1	22.12.2016...	Taylor, Ernest,				Tyler Elisabeth
01	100	bed rate	27.08.2016		32,40	32,40	1	1	22.12.2016...	Taylor, Ernest,				Tyler Ernest

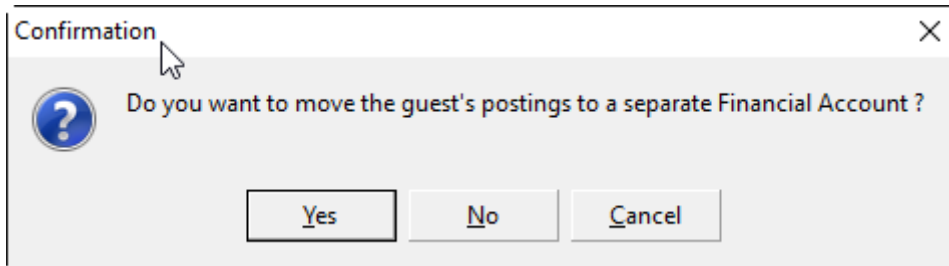
Example 2: Multiple Guests travel (stay) together but pay separate. The flag for **Pay per guest** is set.



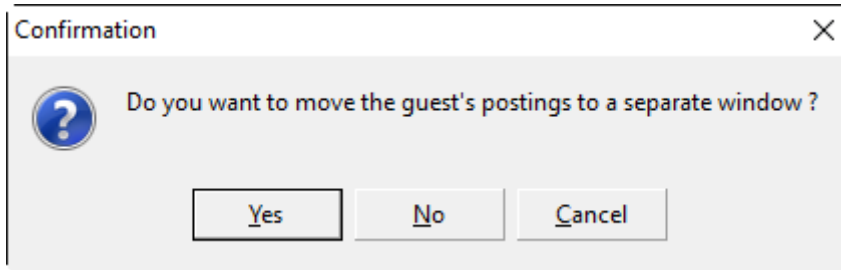
1. Depending on the setup (**Global Settings -> Reservation -> 8 Bed Management**), different questions are coming up during check out.



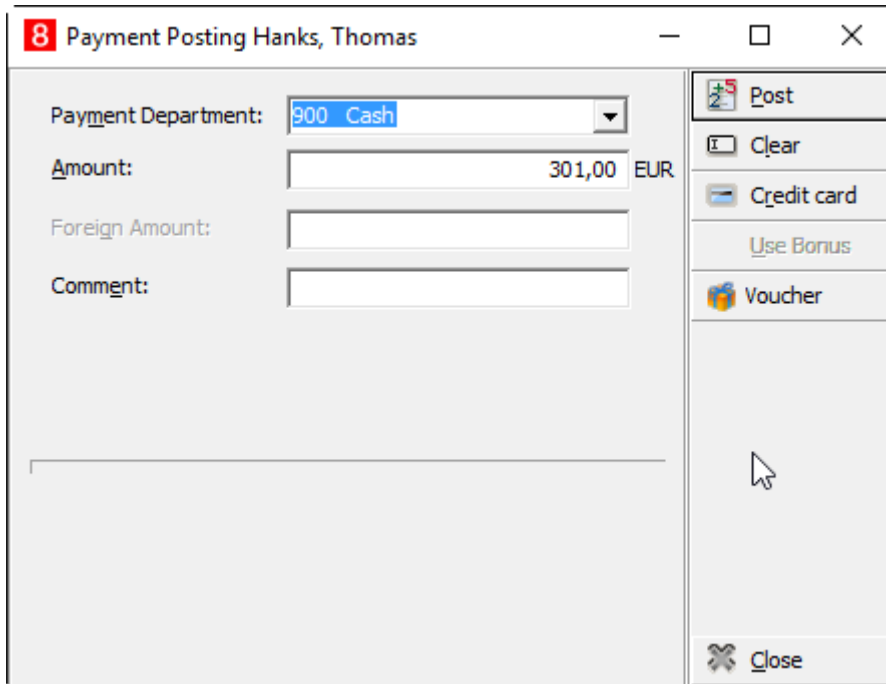
2. Click on **Check out** will follow the rules. The most flexible setting is the one marked above, but this may also be annoying. After click to check out the first message appears.
3. Click **Yes** to transfer postings to a separate financial account. Financial accounts will be created automatically.



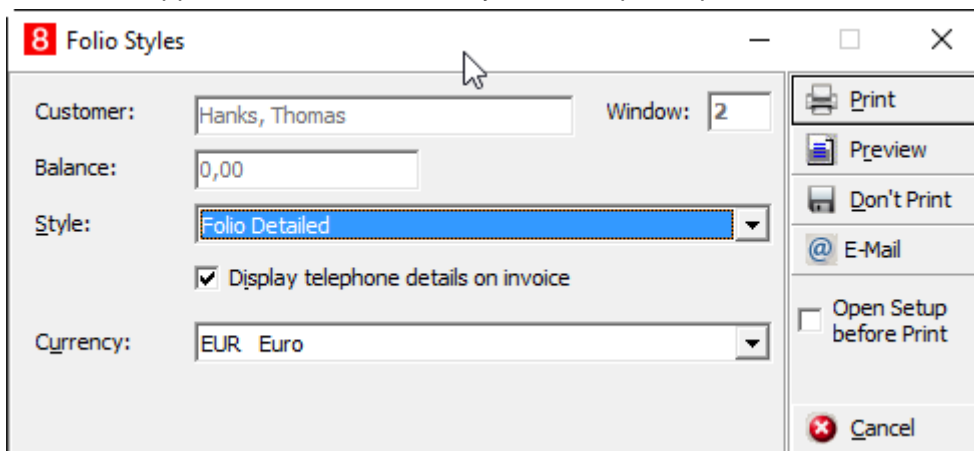
4. If you click **No**, the next message appears:



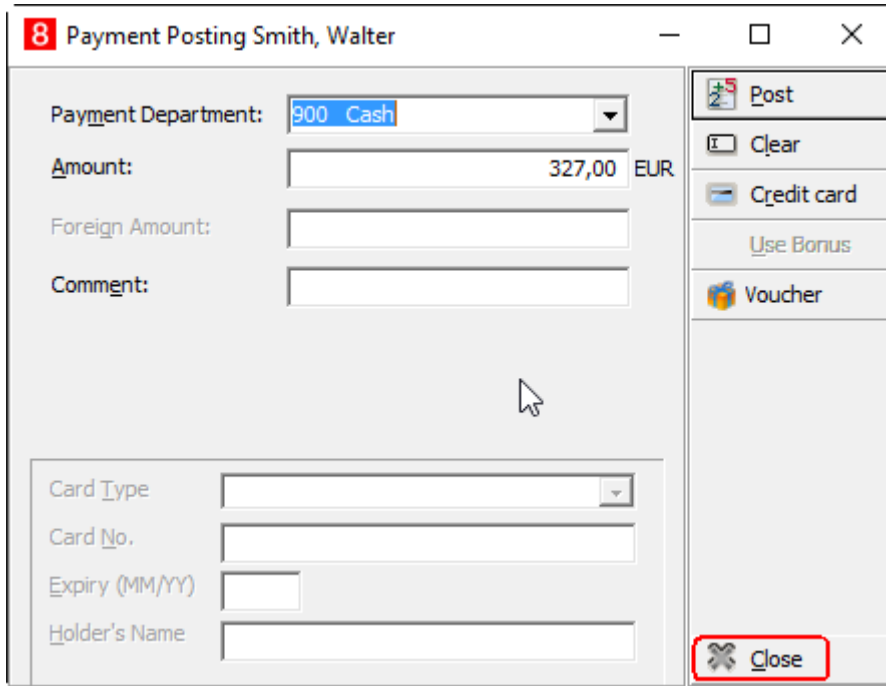
5. Click **No** if the postings should not be moved. One bill with all postings can be done or postings can still be moved manually to be checked out separate (see above).
6. Click **Yes** to move the postings accordingly. A payment screen for each guest will pop up. The guest name is displayed in the header, and the total amount to be payed appears in the field **Amount** .
7. Select the **Payment Department** and **Post**.



8. Next screen appears to select the Folio Style and the print options.



9. Once done, the next payment screen appears with the next guests name to proceed the check-outs.
To cancel the posting and check out, click **Close**.

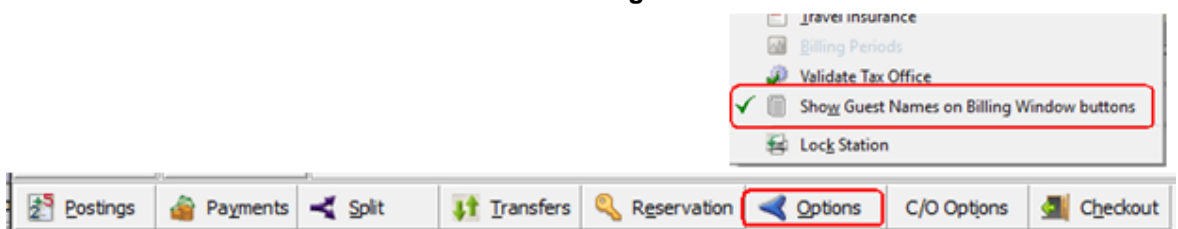


10. Back to the billing screen, you can see that the first guest (Hanks, Thomas) has paid already, but there are still open balances on other windows. They are marked with red background on the Billing window button.

Arr	Code	Department	Date	Posted in	Amount	Price	Quantity	User	Time	Remarks	POS Check Nr.	Folio Description	Last Invoice	Guest name
01	100	Accommodation	27.08.2016		44,00	44,00	1	1	22.12.2016...	Hanks, Thomas,			150	Hanks Thomas
01	100	Accommodation	27.08.2016		44,00	44,00	1	1	22.12.2016...	Hanks, Thomas,			150	Hanks Thomas
305	305	Restaurant "Fidelo"	27.08.2016		213,00	213,00	1	1	22.12.2016...	Hanks, Thomas,			150	Hanks Thomas
	900	Cash	27.08.2016		-301,00	-301,00	1	1	22.12.2016...	Hanks, Thomas,			150	Hanks Thomas

Arr	Code	Department	Date	Posted in	Amount	Price	Quantity	User	Time	Remarks	POS Check Nr.	Folio Description	Last Invoice	Guest name
01	100	Accommodation	27.08.2016		44,00	44,00	1	1	22.12.2016...	Hanks, Thomas,				Smith Walter
01	100	Accommodation	27.08.2016		44,00	44,00	1	1	22.12.2016...	Hanks, Thomas,				Smith Walter
300	300	Restaurant "Hamburg"	27.08.2016		87,00	87,00	1	1	22.12.2016...	Smith, Walter,				Smith Walter
	350	Roomservice	27.08.2016		64,00	64,00	1	1	22.12.2016...	Smith, Walter,				Smith Walter
305	305	Restaurant "Fidelo"	27.08.2016		88,00	88,00	1	1	22.12.2016...	Smith, Walter,				Smith Walter

We recommend to use **Show Guest Names on Billing Window buttons**



Example 3: the multi guest check out was skipped and not all guests are checked out.

-
7. If check out was done by mistake, or it is needed to check in back a certain guest for other reason, use **Undo Check Out** from Options Menu.

This can be done for each bed guest (set filter Multiguest ON) and select the related guest reservation, or for all guest of the reservation (set filter Multiguest filter OFF).