Oracle® Hospitality Suite8

Bed Management
Release 8.13.0 and higher
E99197-01

August 2018

ORACLE

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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

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 and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

Date	Description of Change
January, 2017	• Initial documentation
May, 2017	• Update - Release 8.10.2.0
November, 2017	• Update – Release 8.11.0
February, 2018	• Update of document title to be valid for Release 8.11.0
August, 2018	• Update – Release 8.13.0 and higher

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.

Feature Availability

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

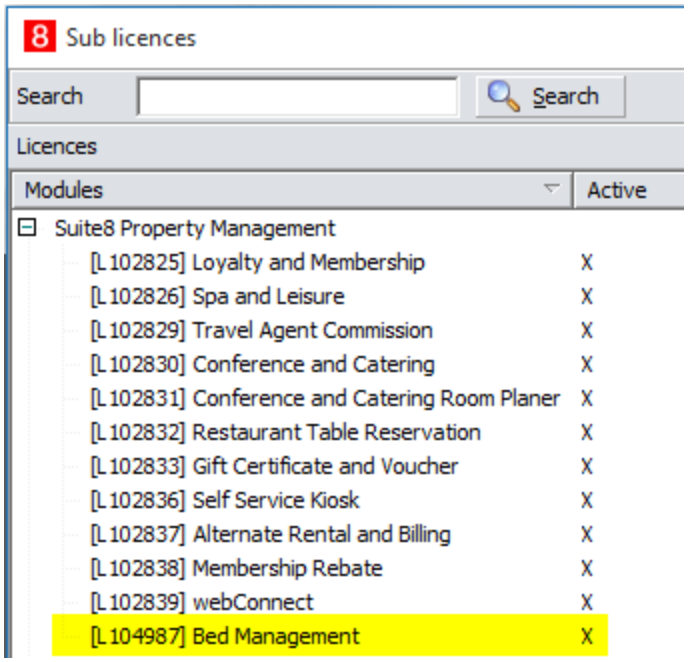
Prerequisites

- Suite8 Version 8.11.0.0 and higher.

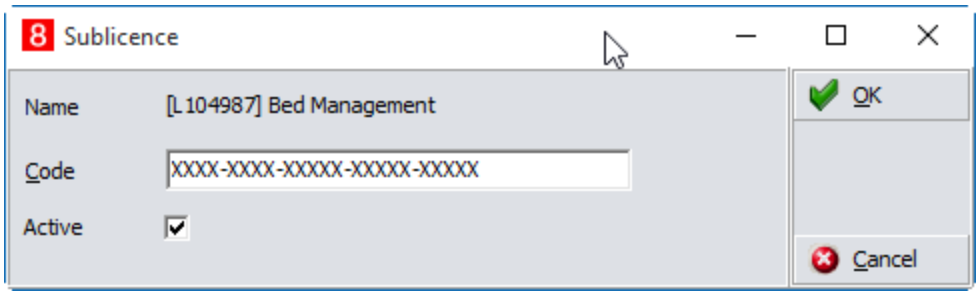
2 Configuration

License

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

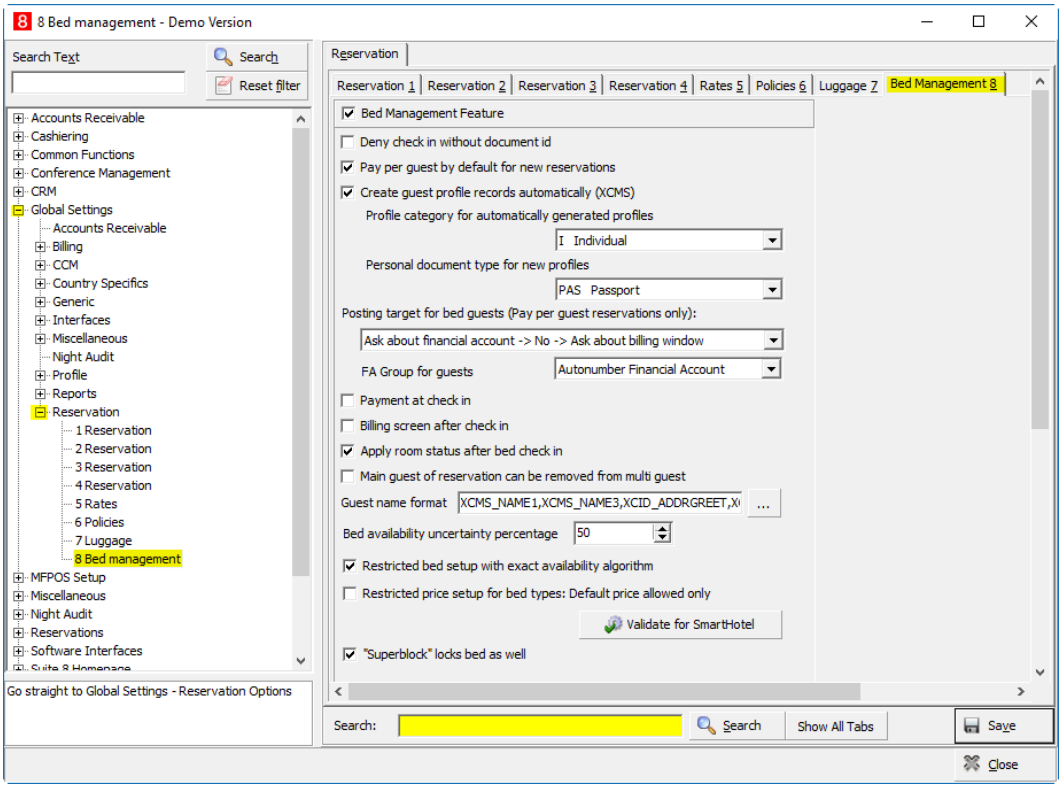


2. Enter the **Code**, set the **Active** flag and press **OK**.



Global Settings

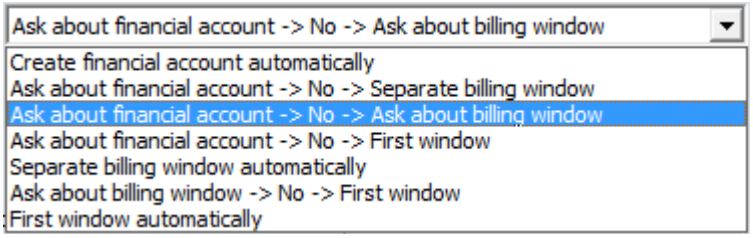
1. Under **Suite8 Setup ->Configuration->Global Settings->Reservation->8Bed Management** activate the flag Bed Management Feature.



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

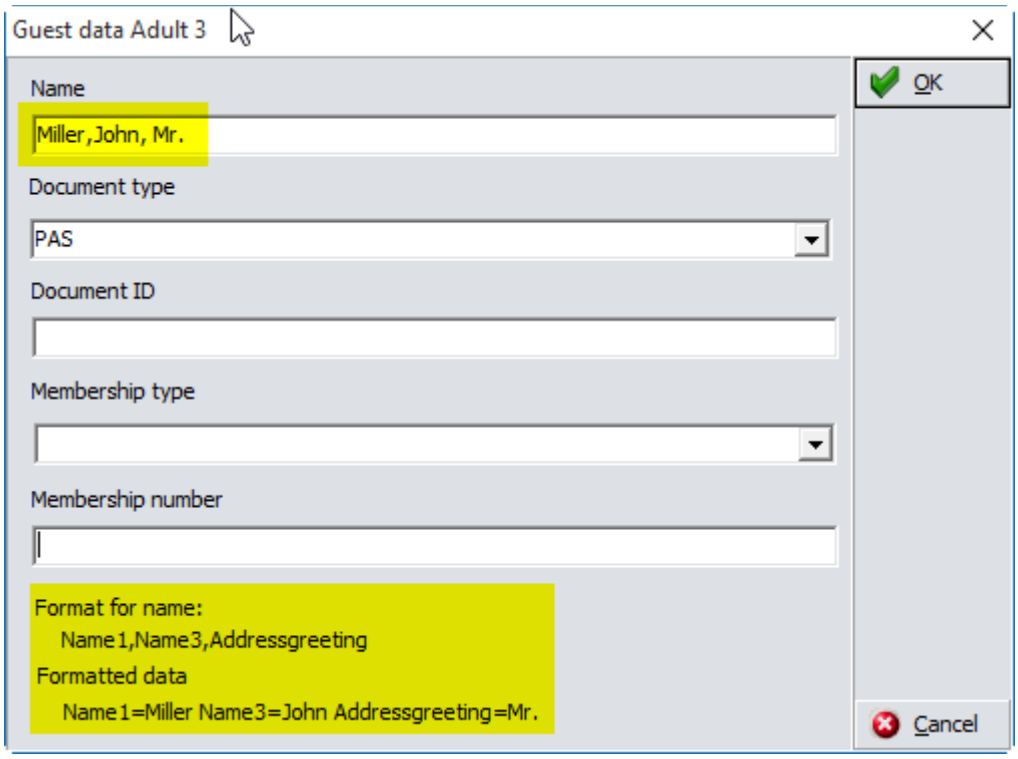
1. **Deny check in without document id**
   Select this checkbox if you want to deny the check in for a guest who has no document attached to his profile.
2. **Pay per guest by default for new reservation**
   Select this checkbox to set the default of the **pay per guest-function** in the reservation 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 automatically 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 automatically 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.



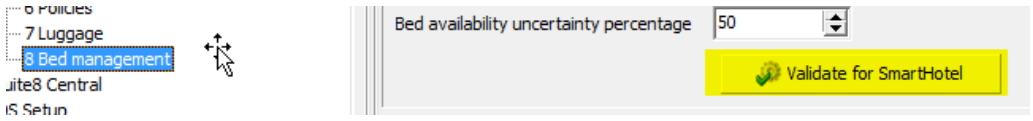
   These options are only applicable for reservations where the checkbox **Pay per guest** in the reservation screen was flagged.

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.

Validate for SmartHotel

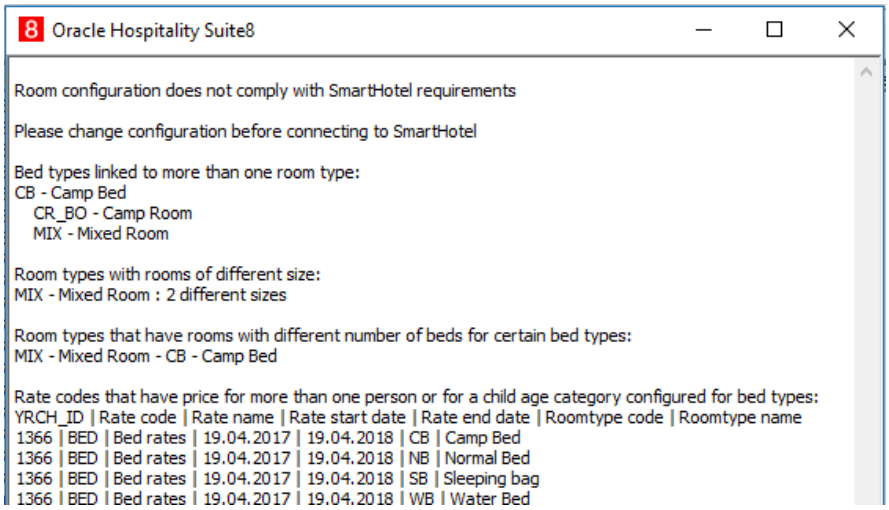


Smarthotel does not except all kind of bed-type/room-type combinations (e.g. same bed type in different room types, different amount of beds in same room type).
Select this button to check the configuration and lists needed for configuration changes to comply with SmartHotel requirements.

Use flags above to check more configuration settings comparing to smart hotel requirements:
Restrict bed setup with exact availability algorithm: will check bed types, if some exists in more than one room type. Or if there are different amounts for beds assigned in the same room.

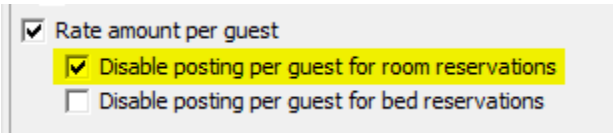
Restrict price setup for bed types: Default price allowed only: use this to check the rate setup. Smarthotel does not accept multiple person rates, but just one default price.
If there are differences an information screen comes up when click on **Validate for Smarthotel**.

15. Example:

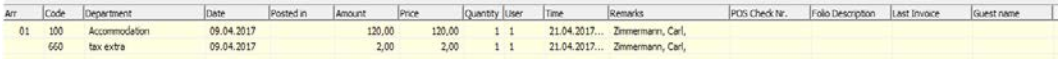


16. **"Superblock" locks bed as well**
This flag can be used to include or exclude superblock (bed move) functionality for beds.

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:

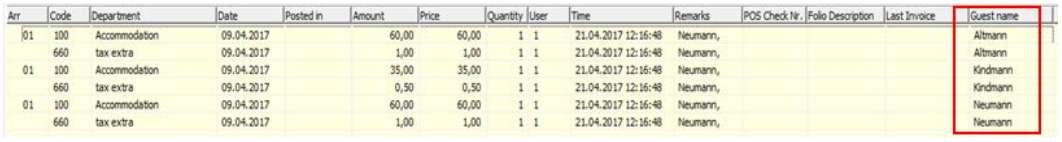


Example for room reservation posting (one line for all guests by department code):



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,				

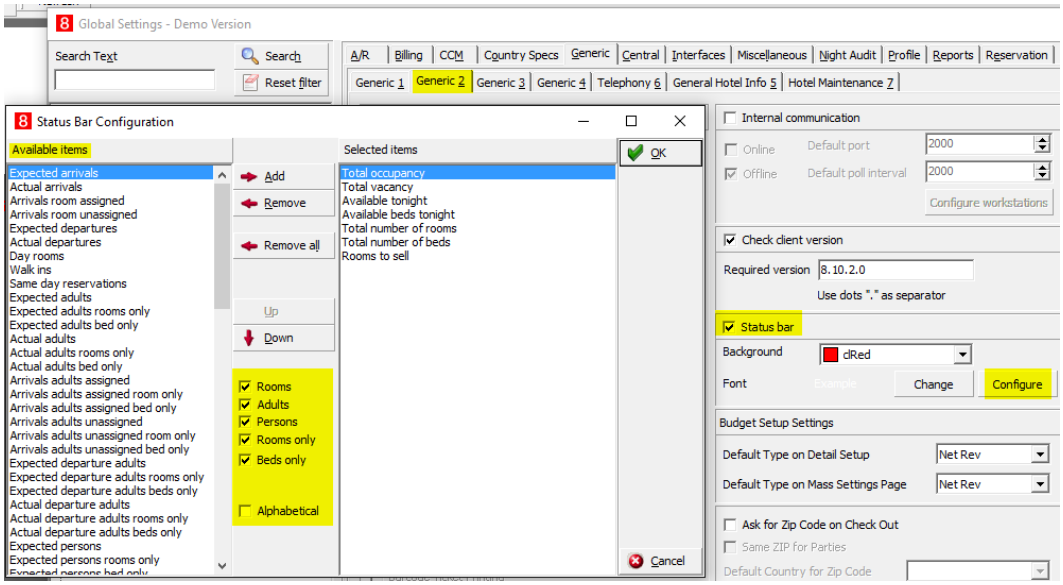
Example for bed reservation posting (for each guest separate):



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.



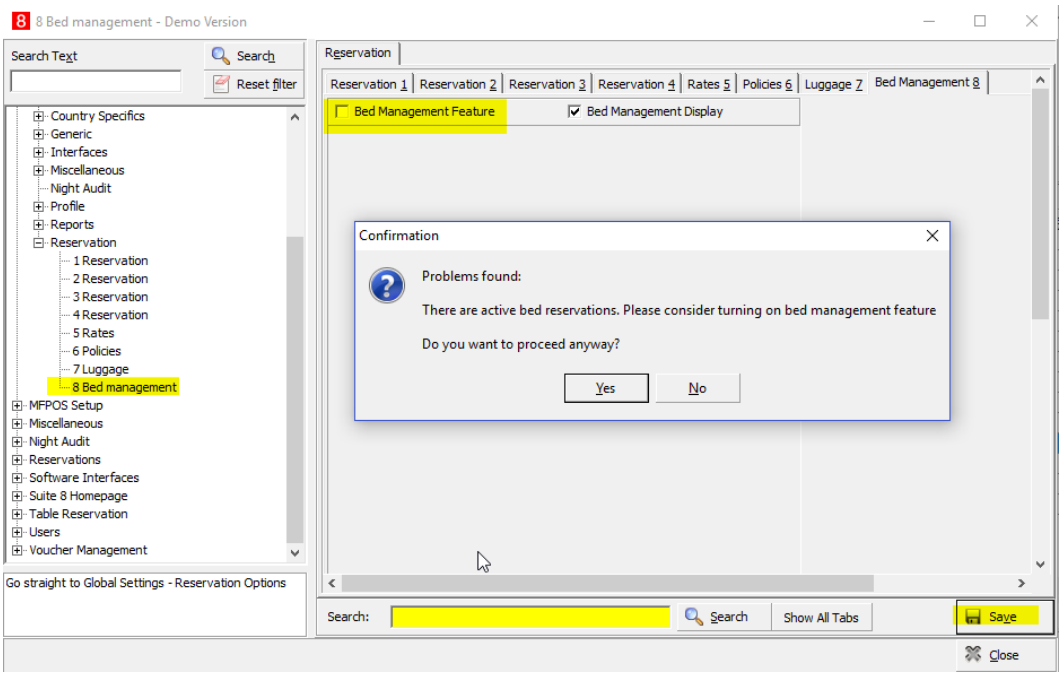
Switching off Bed Management Feature

If bed management was used already for some time, but now it should be switched off, it is needed to check for existing bed reservations manually and change it to regular room reservation first.

After unmark ‘Bed Management feature and click on the button ‘Save’, the system checks for existing bed reservations and a corresponding hint pops up.

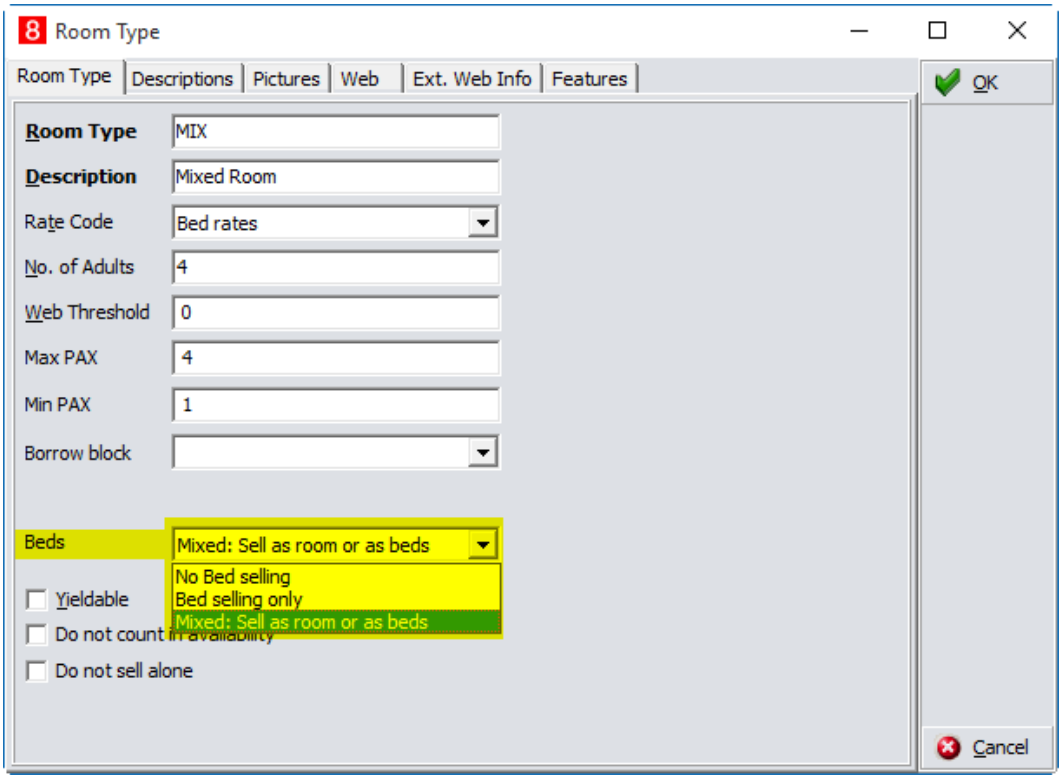
If the bed reservation feature is turned off and there are still active bed reservations in the system, they are visible, but cannot be changed anymore. They are read only. To change these reservations, bed management has to be turned on again.

History reservation cannot be edited any more at all. If you need to see them for history reasons, there is another checkbox right from the ‘Bed Management feature’-flag called ‘Bed Management Display’ to be turned on.



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:

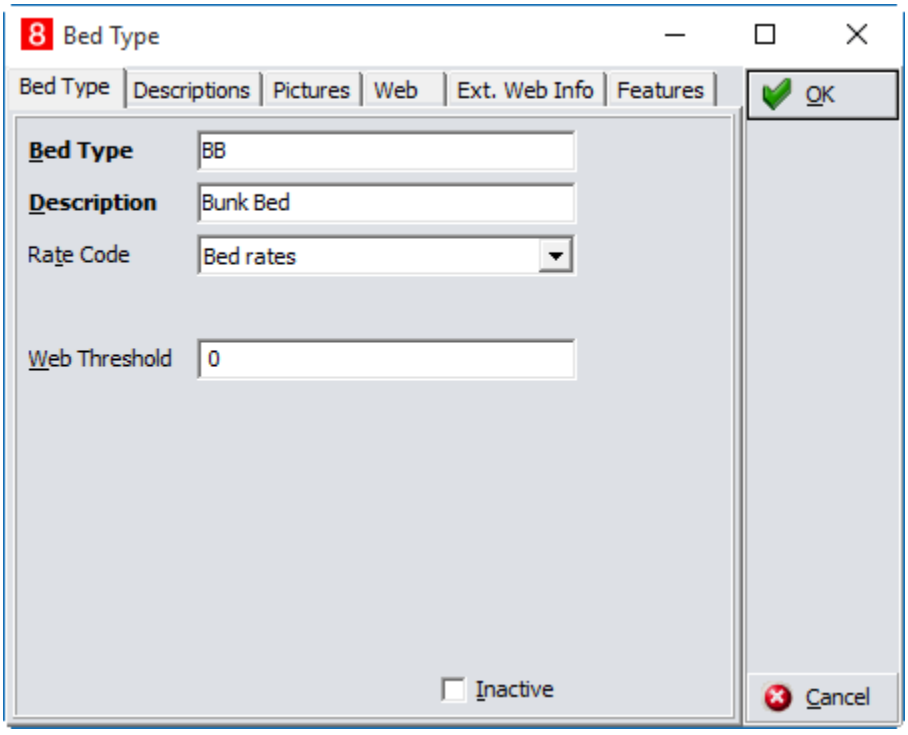
1. **No Bed selling**: Rooms of this type are used just for sell as a room.
2. **Bed selling only**: Only beds can be reserved. No room reservation.
3. **Mixed**: This kind of room can be offered as a standard room, or also for single bed selling.

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

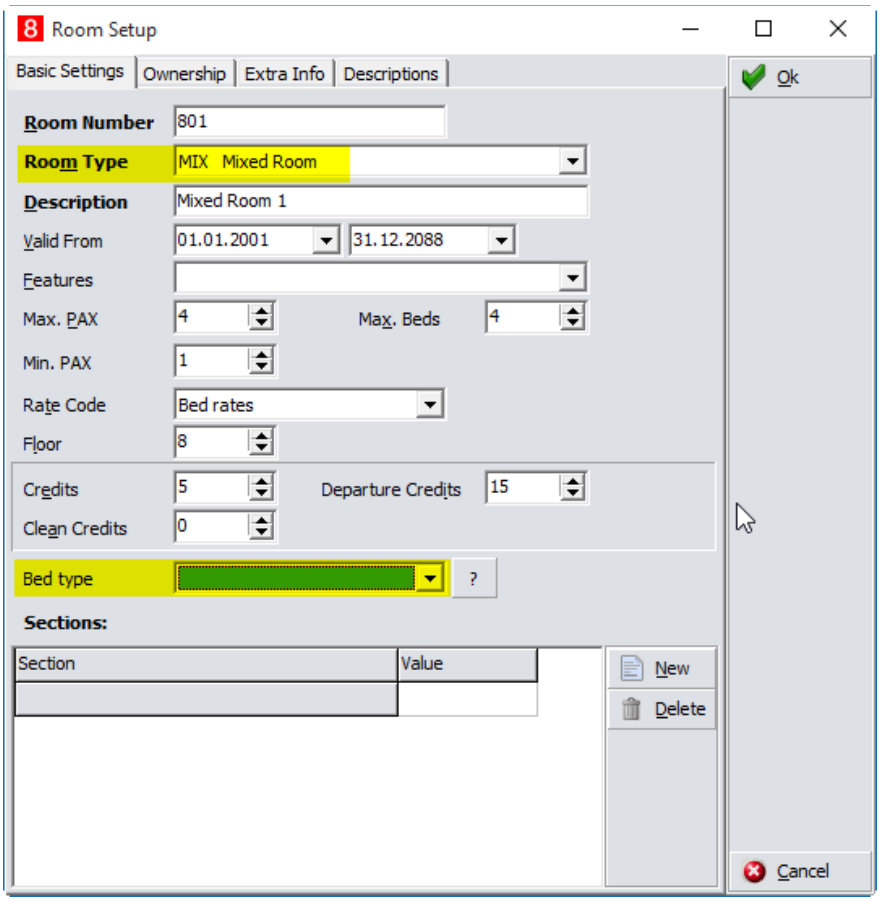
Bed types can be setup under **Setup** -> **Configuration** -> **Reservation** -> **Room Management** -> **Bed Types** the same way like room types (e.g. Description, Pictures, and Web etc.) They are used in rate codes setup and are shown on rate query and availability screens.



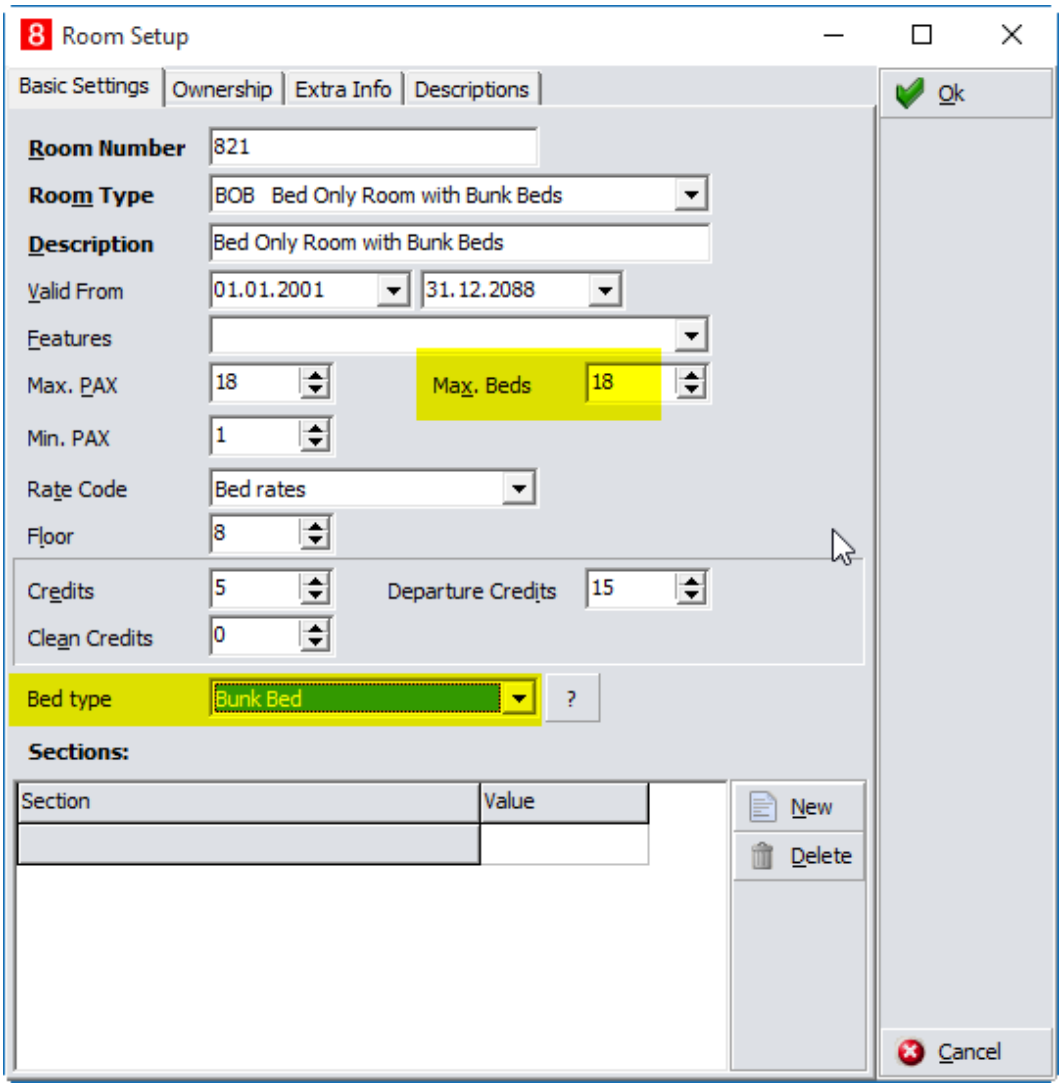
Rooms

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.



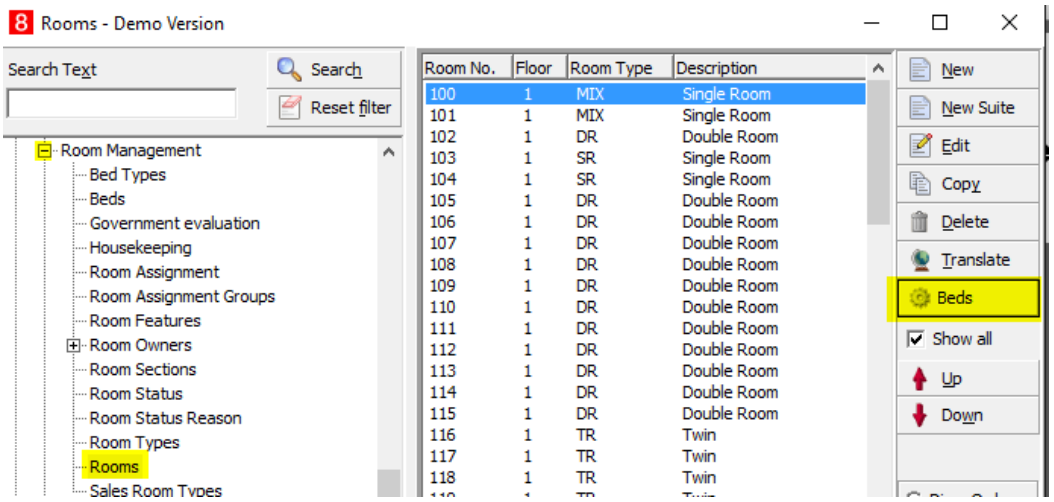
1. **Room Type**: If beds are not numbered, choose the bed type related to this room.
2. **Max Beds**: define the amount of beds in this field, which are available in this room. The system calculates the bed availability automatically.



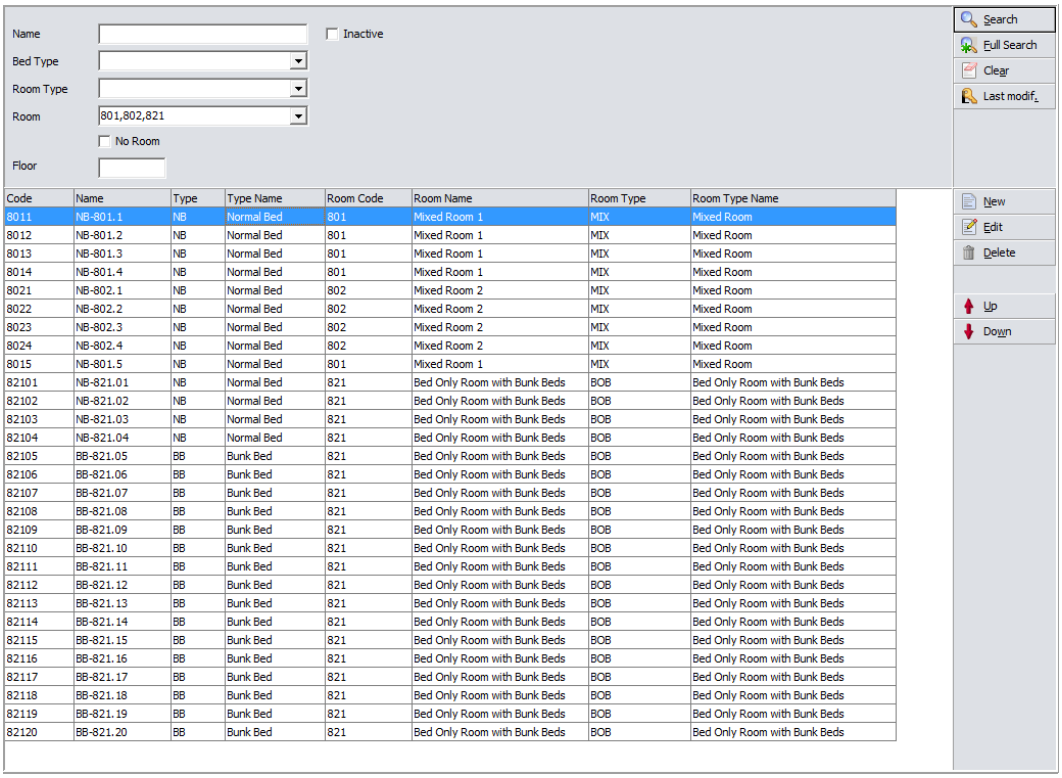
Note: A bunk bed (2-storey) are 2 beds!

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.



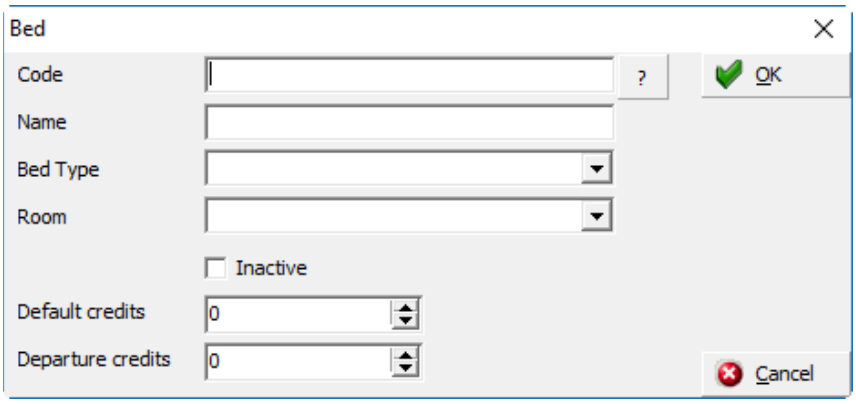
Note: Some interfaces (telephone, door lock, pos, vendor machine, etc.) do not support alpha numeric characters. Therefore the code has to be number (integer character).



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.

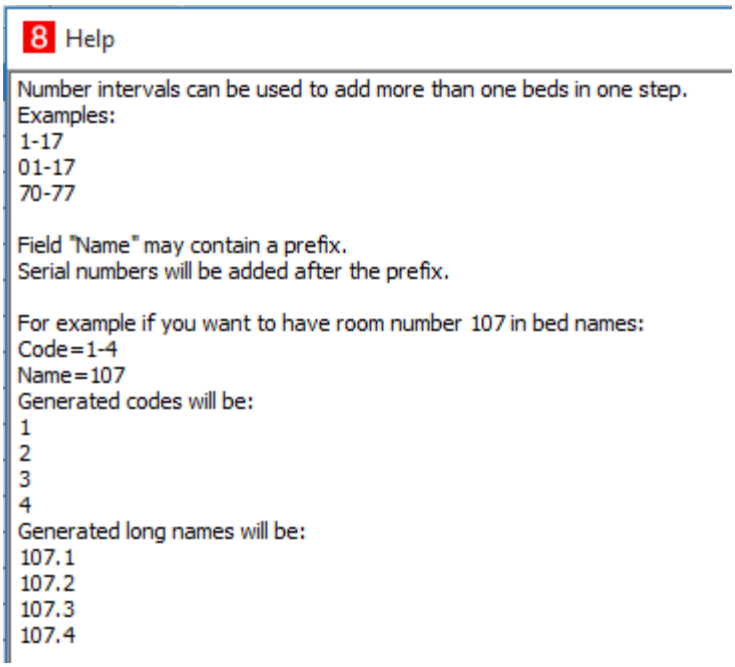
New bed entry



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. **Inactive:** flag, if the bed should be not available anymore. Current assigned beds will remain in reservation, but the bed will not be available for another assignment.
5. **Default credits** and **Departure credits:** housekeeping setup to be used for attendants assignment (similar like for rooms). E.g. default credits for cleaning time (minutes) for stay over and for departure.
6. Select **OK** to save or **Cancel** to abort.

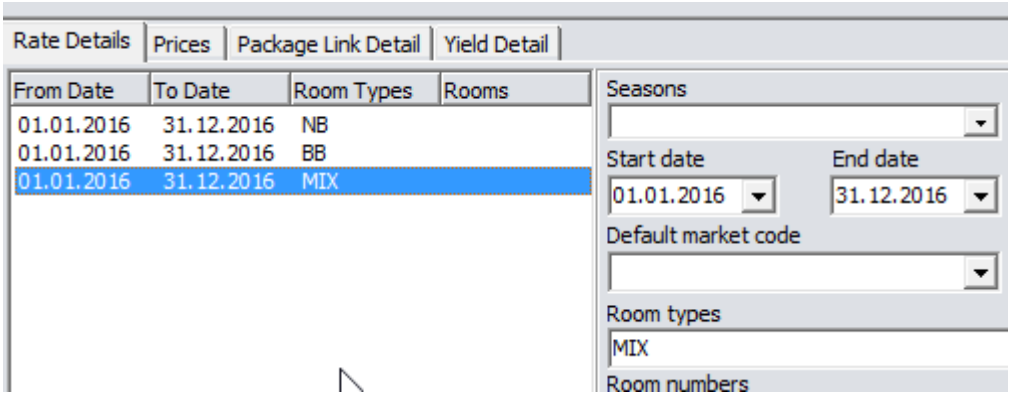
It is possible to create a range of beds by using certain input in the **Code** field during creation.

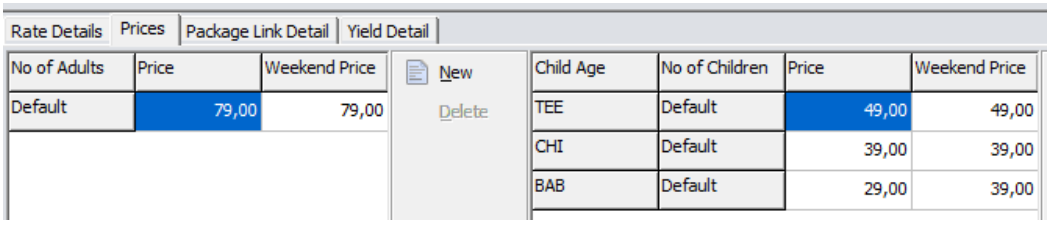
Click on the question mark button right from the code field for examples:



Rates

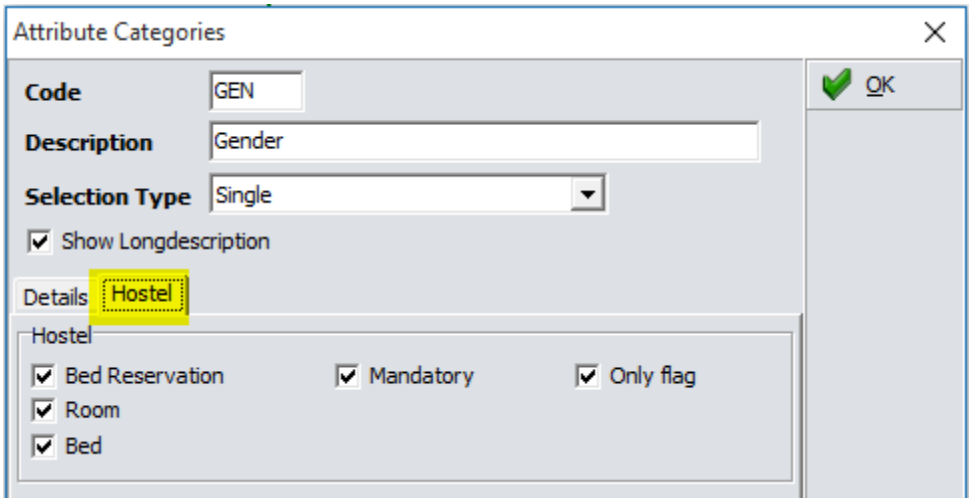
The rate configuration can be done as usual under **Setup** -> **Configuration** -> **Reservation** -> **Rate Management** -> **Rates**.
It might be useful to create different records for each room type (alias bed type) and proper per person rate details (default).





Attribute Categories

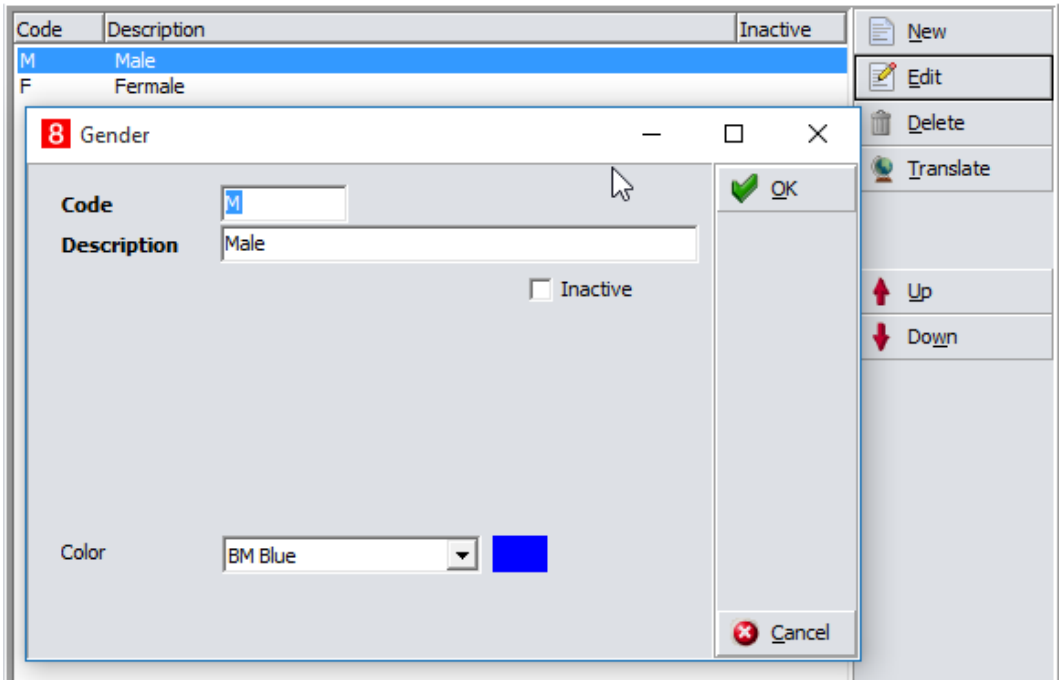
Attributes for bed management are free definable and can be linked to a room, a bed or a person (bed reservation). To create an attribute group, select **Setup** -> **Configuration** -> **Reservation** -> **CRM** -> **Attribute Categories** and click **New**.
For example Gender:



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]

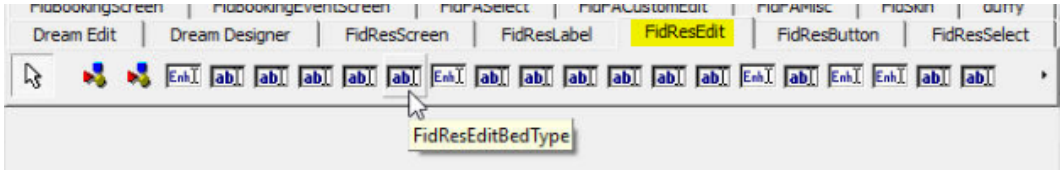


1. Click **New** to add an attribute code.
2. Type in a **Code** and **Description**, and choose a **Color**.

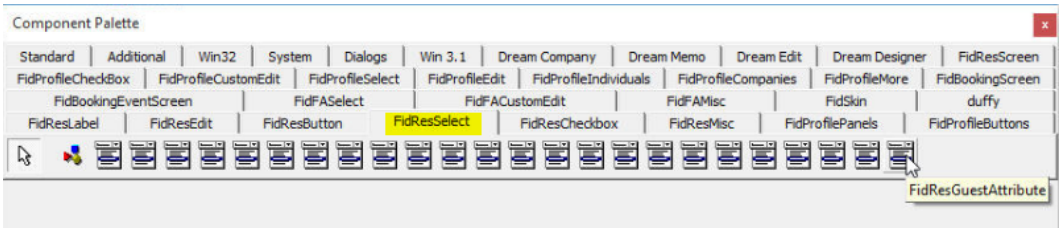
> **Note:** Since there may be many colors, it is recommended to create dedicated colors under **Setup->Configuration-> Reservations-> Miscellaneous->Colours**.

Customization of Reservation Screen

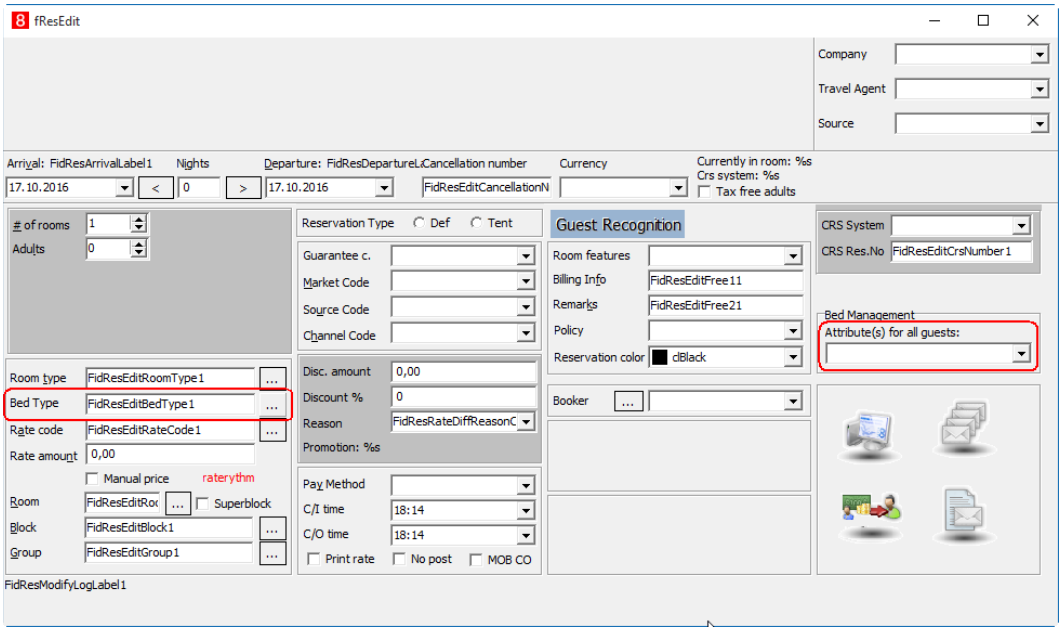
A customized screen needs to be created to add two required fields **- Bed Type** with select button (mandatory) and **Attributes** (optional, recommended) - to the reservation screen:



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 FidResButtom
3. The attributes menu is **FidResGuestAttribute** from tab FidResSelect



Example:



3 User Guide

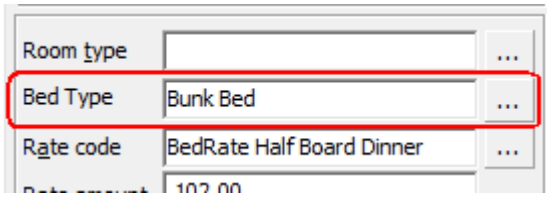
Reservation Edit Screen

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

Bed Type

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

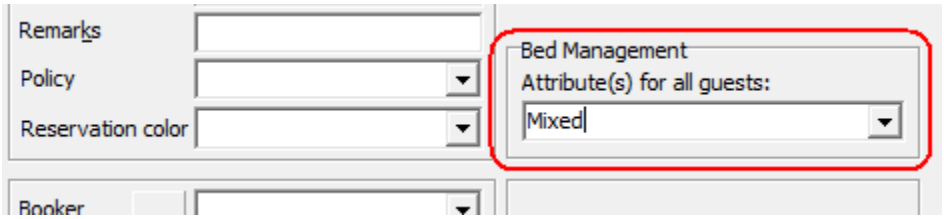
If this field is filled, the field **Room Type** will be emptied and vice versa. Only one value can appear.



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.

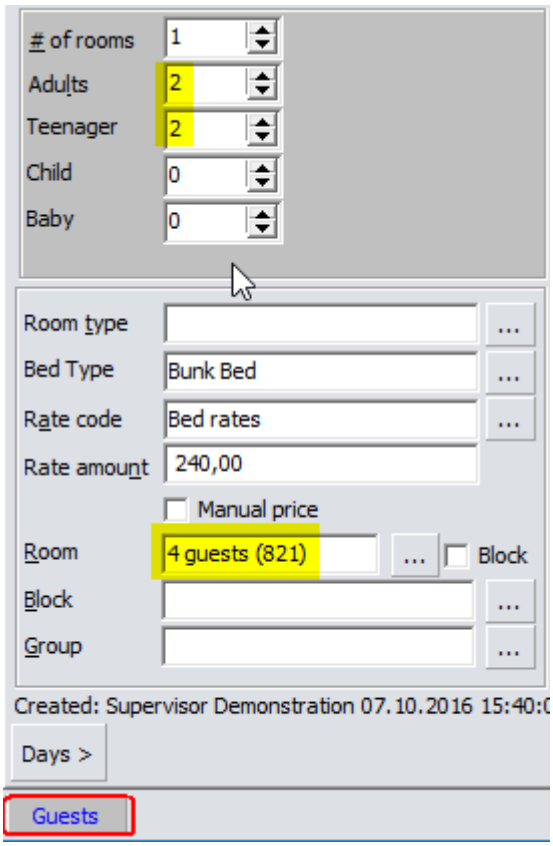


Room

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.



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

Room rack

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

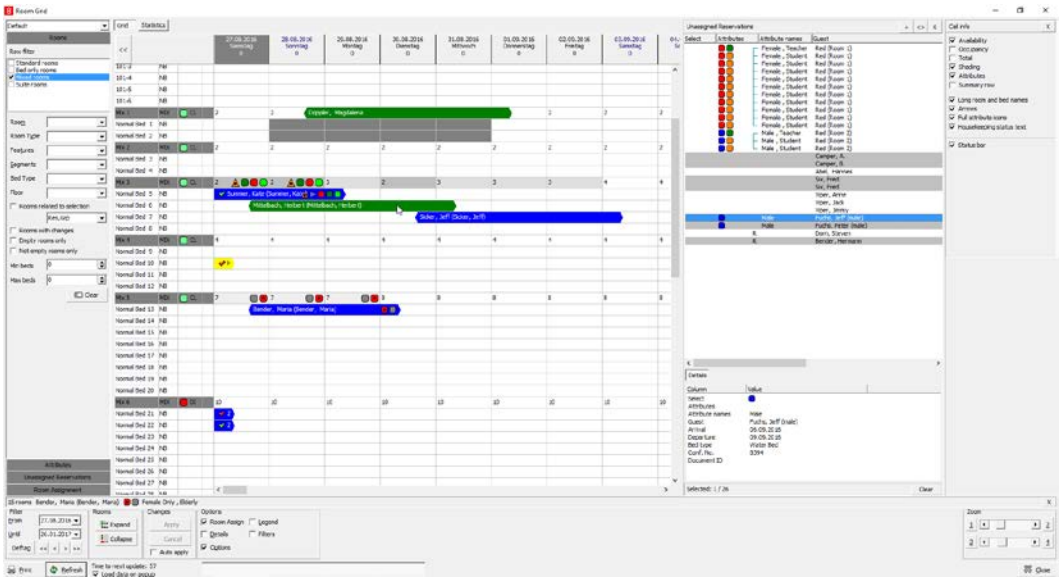
It is divided in different sections. Some can be displayed or hidden as required.

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.

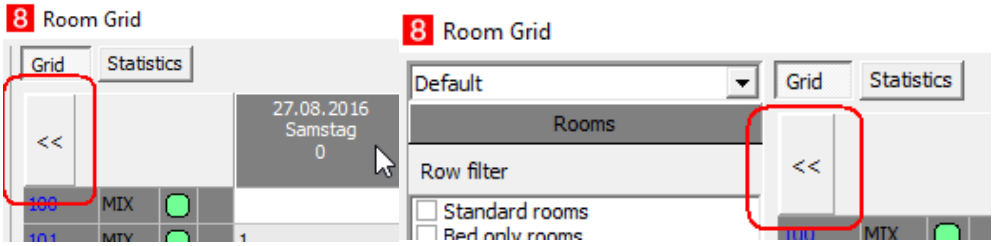
Bottom: On bottom of the screen you find options for **Filter, Rooms, Changes, Options, Zoom**.



Left Side Bar

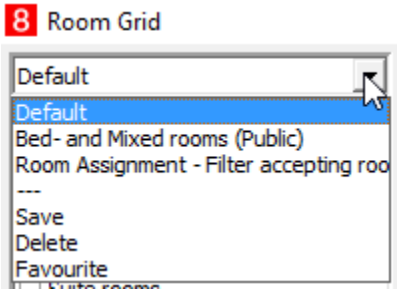
On the left-hand side there is a side bar which can be hidden or displayed with the << button

Hidden: Displayed:

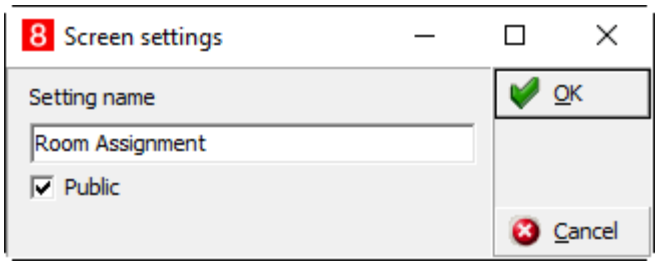


Left Side Bar – Settings

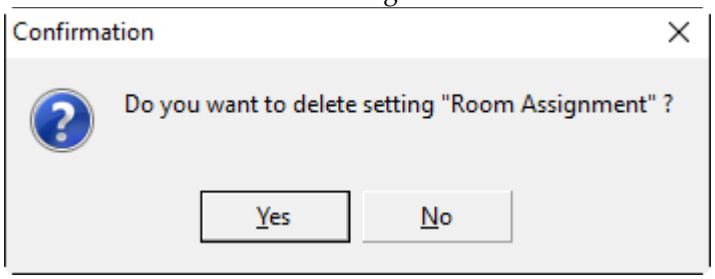
1. In the left upper corner is a pull down menu to select, create or delete pre definable filter settings.



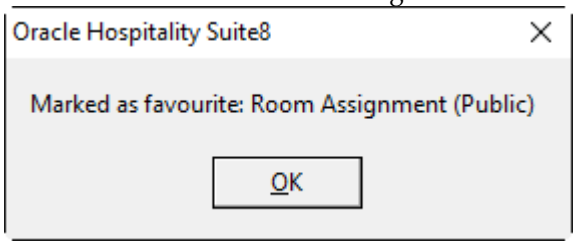
   Select one of the defined settings will adjust the filters and layout accordingly.
2. **Save:** saves the current setting.
   Check the Public flag if this setting should be accessible for other users too.
   If the Public flag is empty, the set is just visible for the current user.



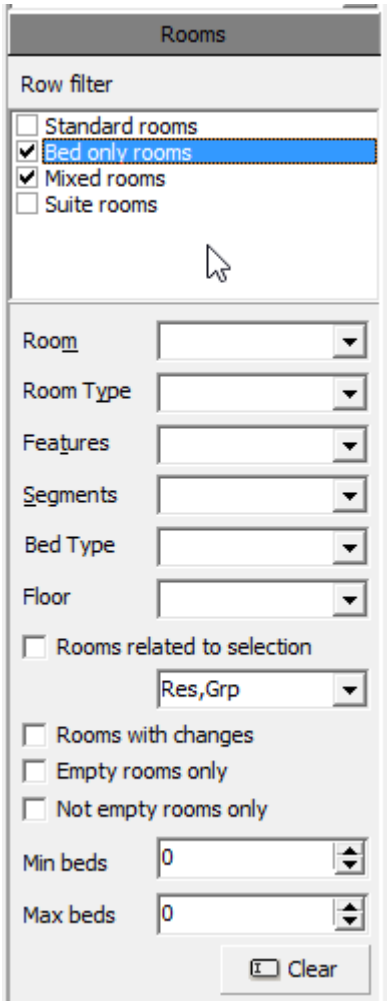
3. **Delete**: deletes the current setting



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



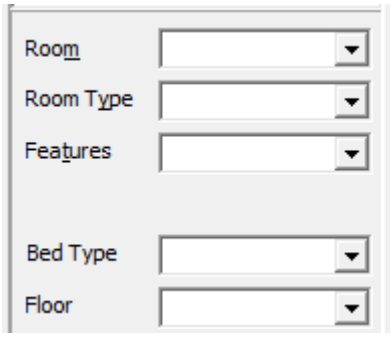
Left Side Bar - Rooms



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.

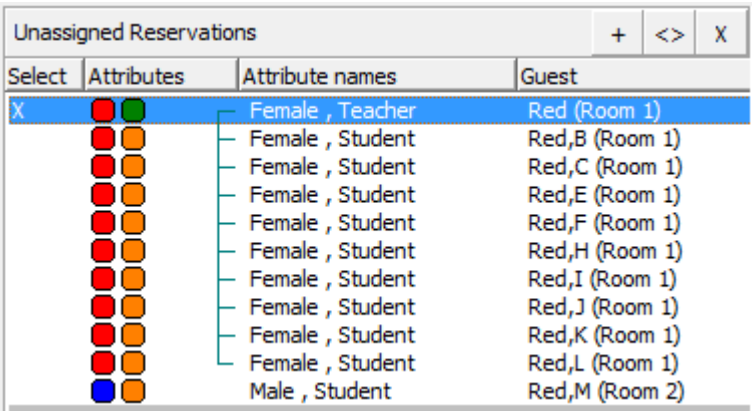
   If a certain option or feature is not activated, e.g. Hotel Segmentation (Segments), then this option is not shown.



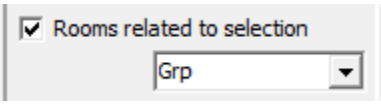
As soon as a value is marked or unmarked, and the selected window is closed, the room grid screen is refreshed automatically.

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:

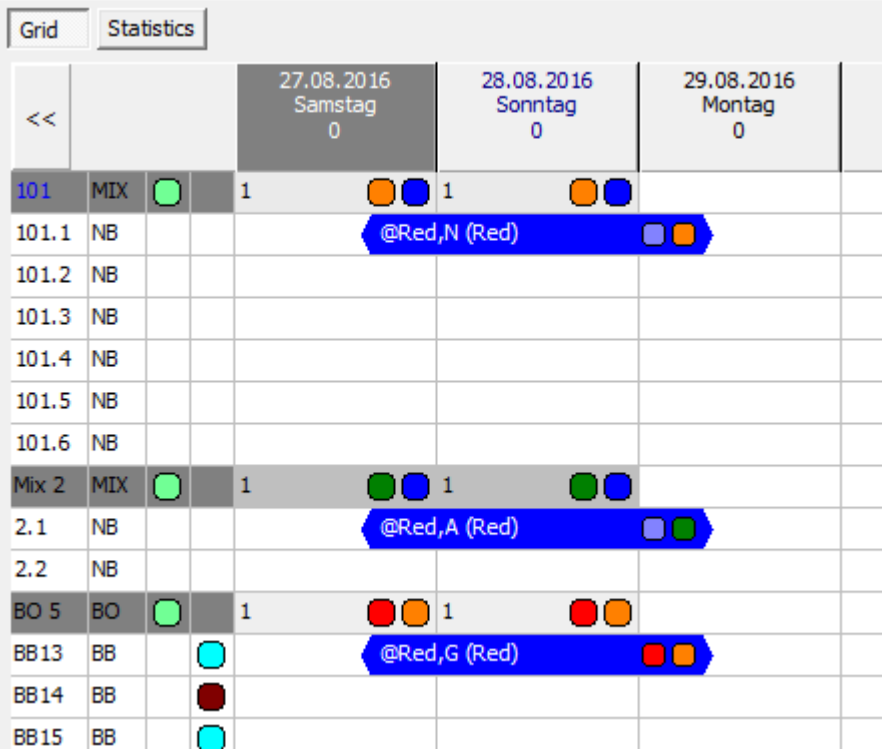
- Select a reservation from the Unassigned Reservation window.



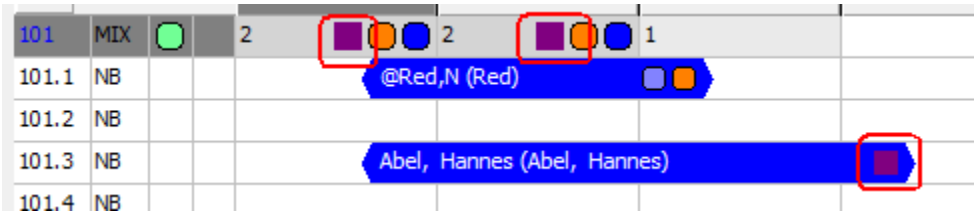
- Select **Grp** from the menu and select the **Rooms related to selection** checkbox.

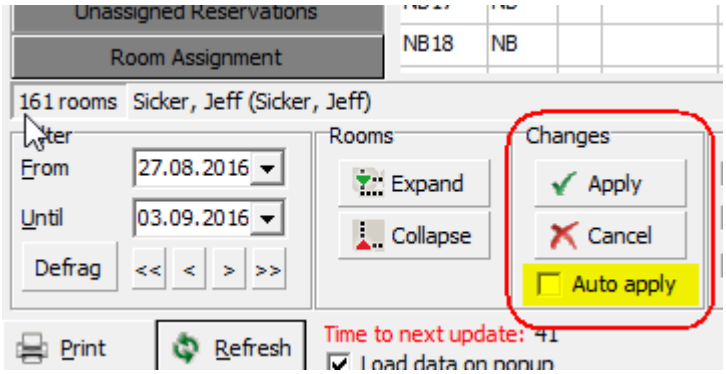


- Now all rooms are displayed where guests from the same group are located and the other group members can be assigned to the same rooms



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.





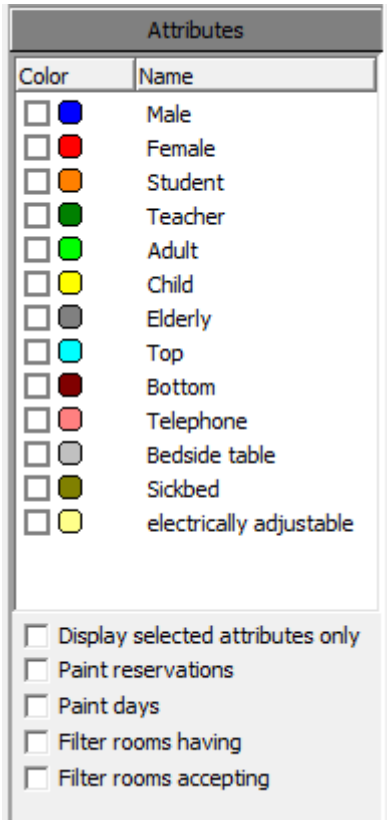
4. **Empty rooms only** and **not empty rooms only**: displays the rooms accordingly. Just one of each can be selected at the same time.
5. **Min. beds and Max. beds:** Use this option to search for rooms with corresponding amount of beds. Zero is a non-value, for example search for rooms with more than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

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

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

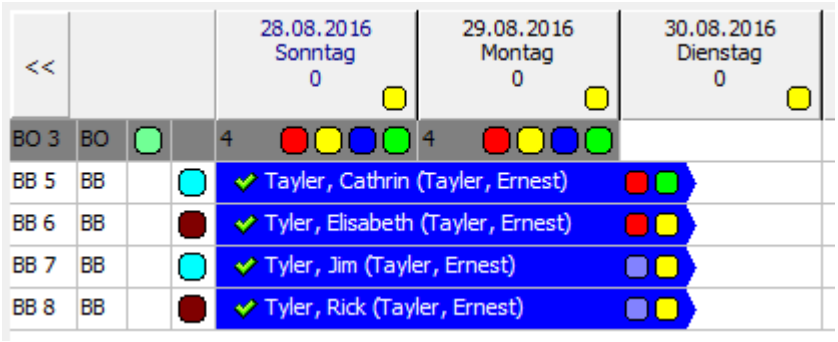
Left Side Bar – Attributes

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

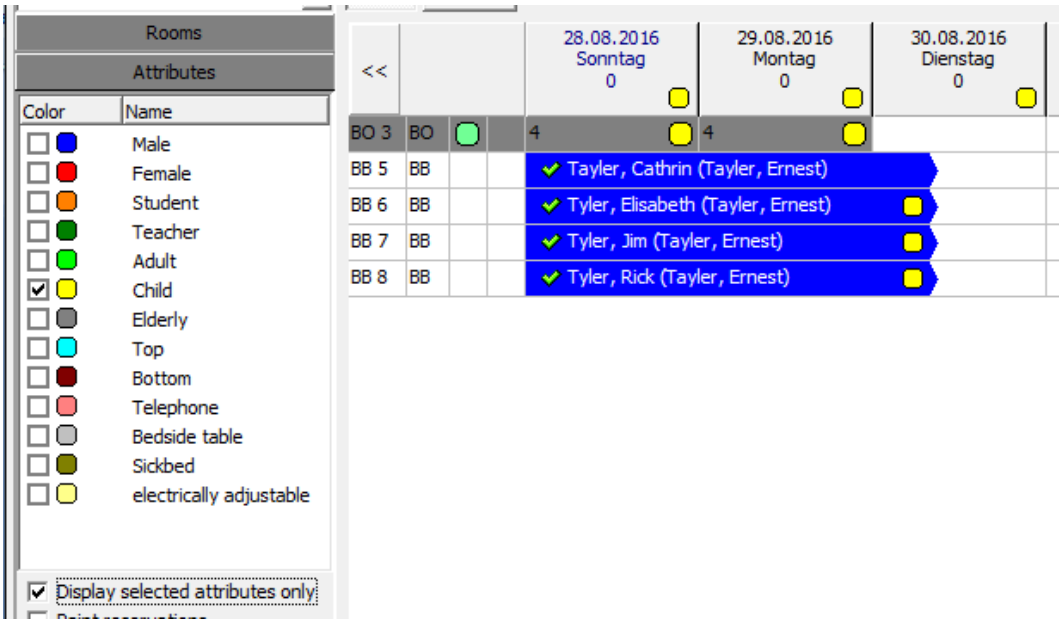


Mark attributes to appear, for example child.

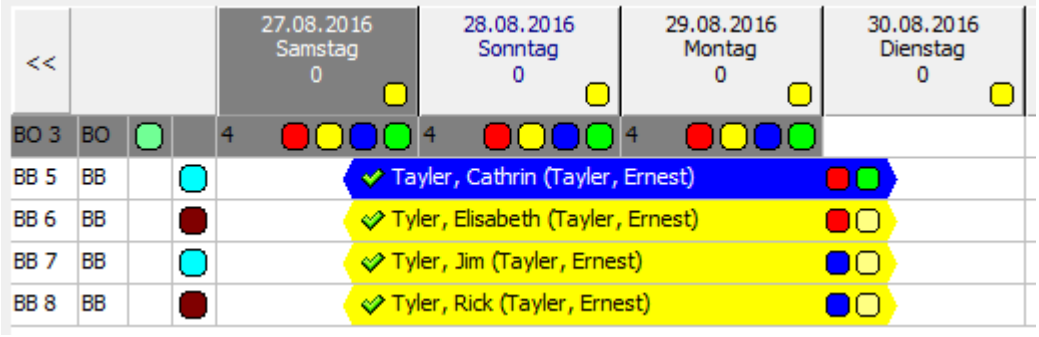
Example: This is an example without any filter. In the first column, BO 3 is the room (grey background), BB 5 – BB 8 are beds)



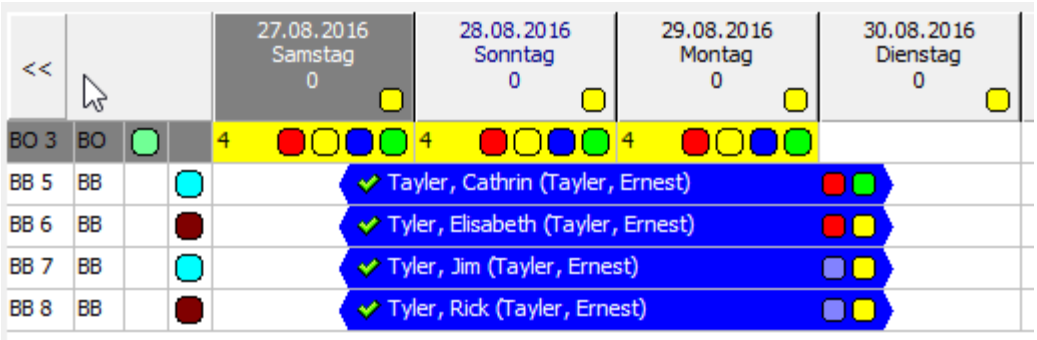
1. **Display selected attributes only:** removes any other attributes (just child attribute [yellow] is visible)



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.

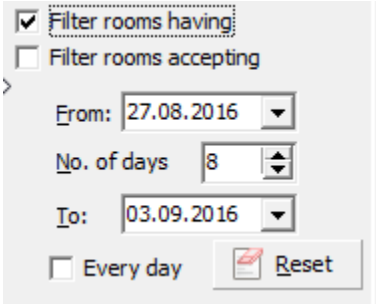


3. **Paint day:** colors the days for the room where a reservation with this attribute exists.



4. **Filter rooms having**: displays all rooms with reservations where the related attribute is attached.

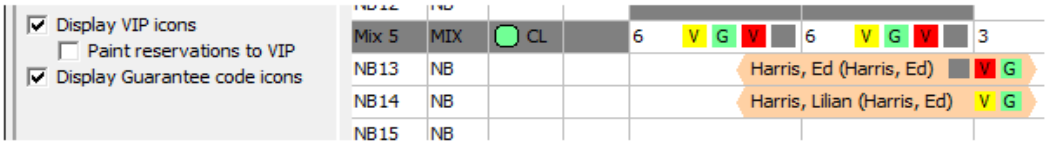
5. **Filter rooms accepting**: shows all rooms where reservations with the related attributes are accepted, for example if there is a reservation with attribute *female only*, and you search for a room accepting male, the *female only room* will not be displayed.
6. The filters **Filter rooms having**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



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).

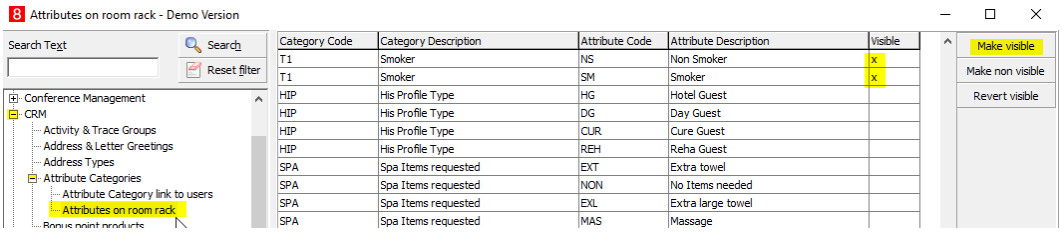
7. **Display VIP / Guarantee icons** will display a colored icon with a digit (V for VIP and G for guarantee code) next to the guest name, and also sum up in the room grid line.



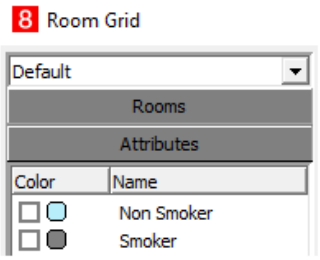
You can configure the colors under
Setup -> Configuration -> CRM -> Marketing Info -> VIP Codes and
Setup -> Configuration -> Reservations -> Guarantee Codes.

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**

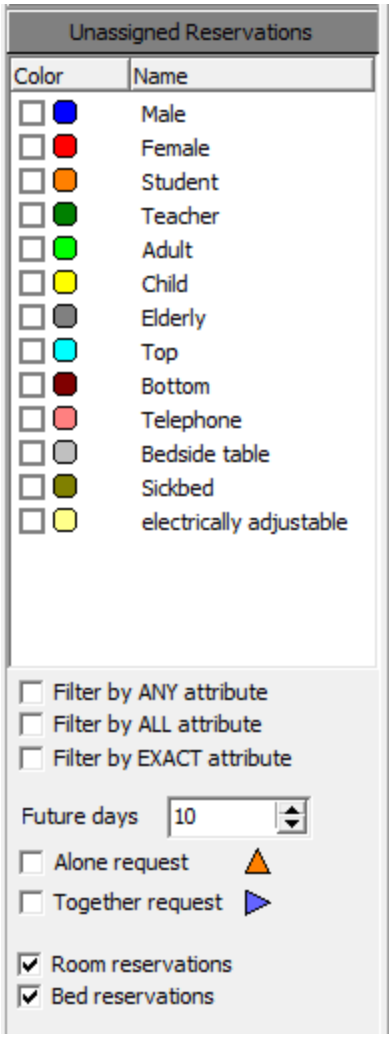


Check the **Visible** field to activate the display on room rack.
Don't forget to assign a color under **Setup -> Configuration -> CRM -> Marketing Info ->**

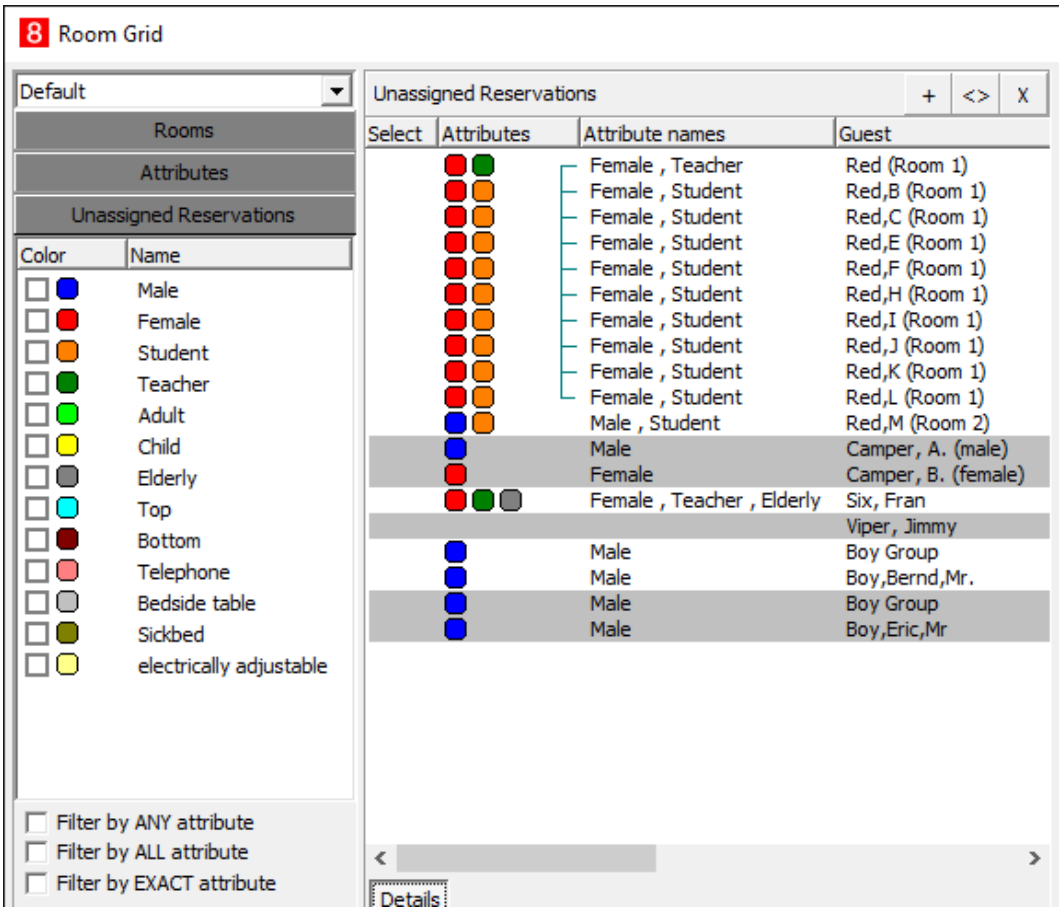


Left Side Bar – Unassigned Reservations

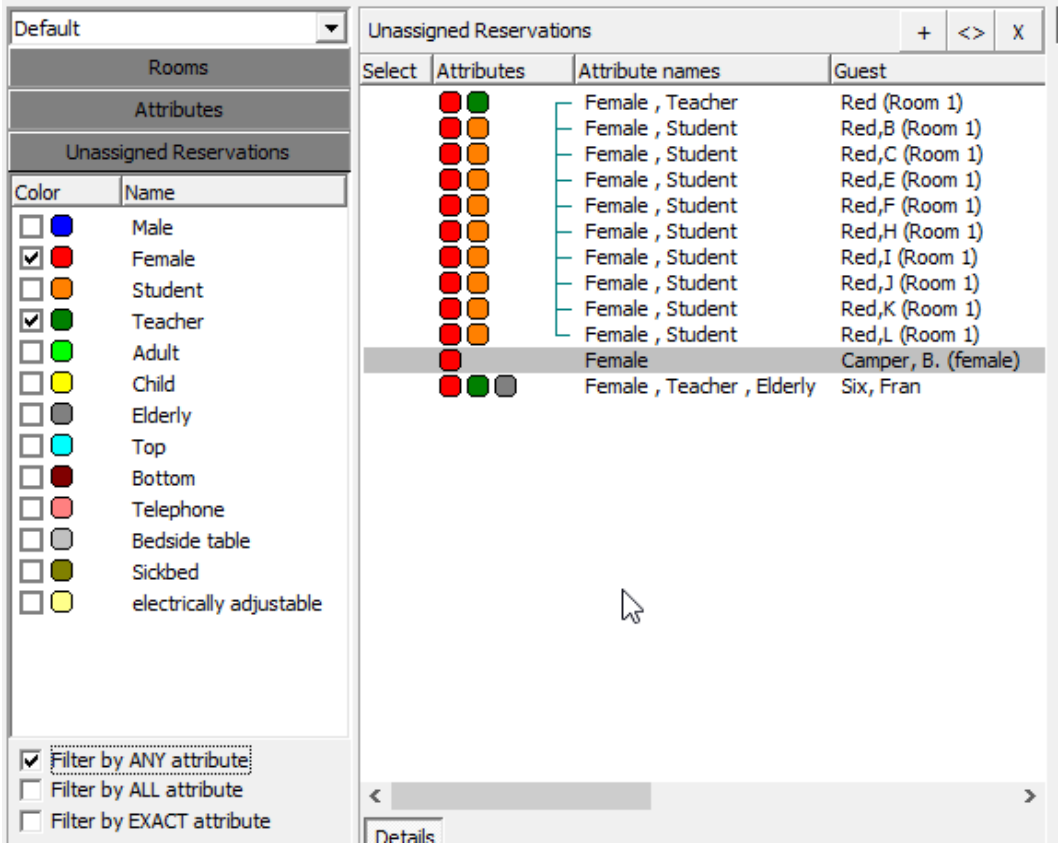
This group works similar to the former Attributes bar, but now influences the Unassigned Reservation window.



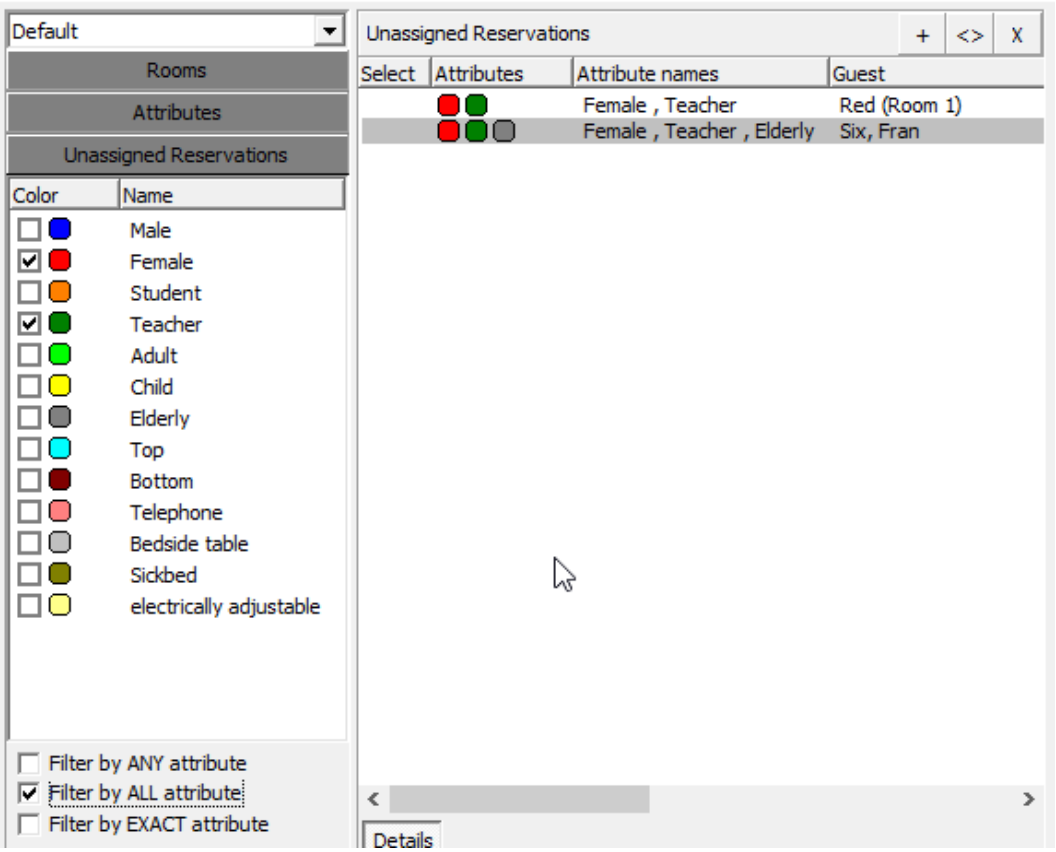
1. **Filter by … :** If no filter is set, all unassigned reservations are displayed



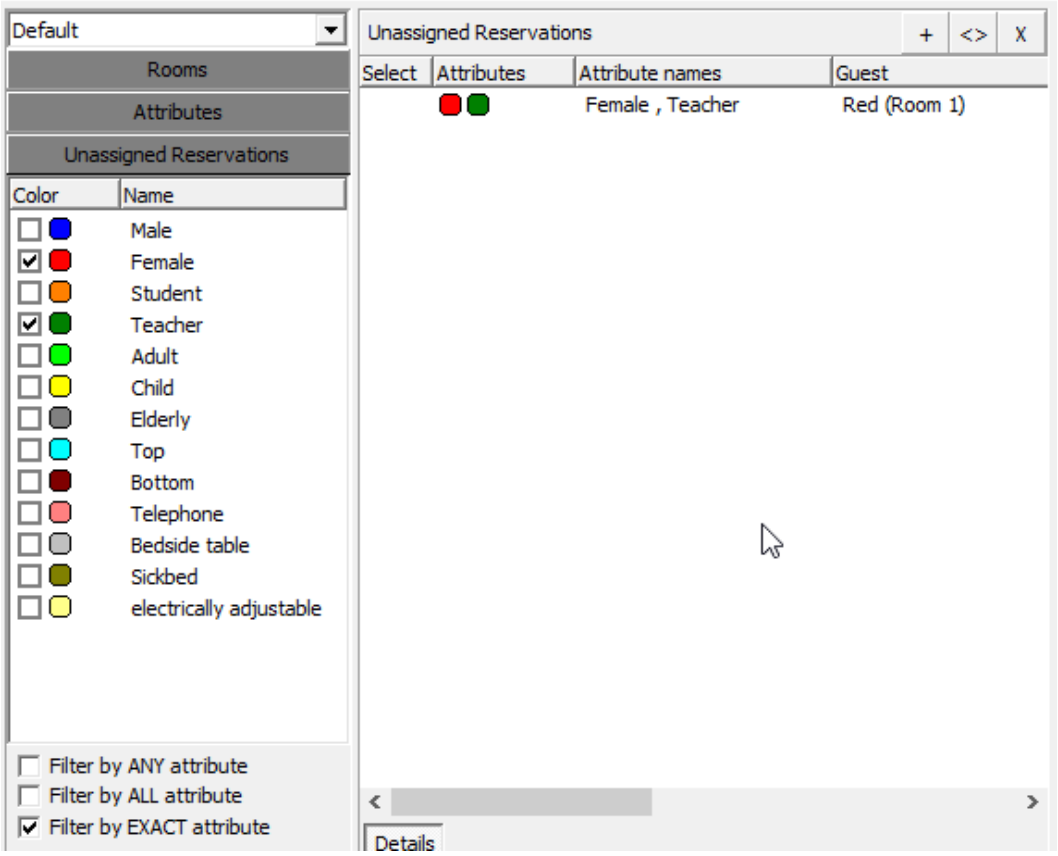
2. **Filter by ANY attribute:** displays any reservation where the related attribute is attached to, for example Female, Teacher – all female **OR** teacher are shown. (red OR green icon).



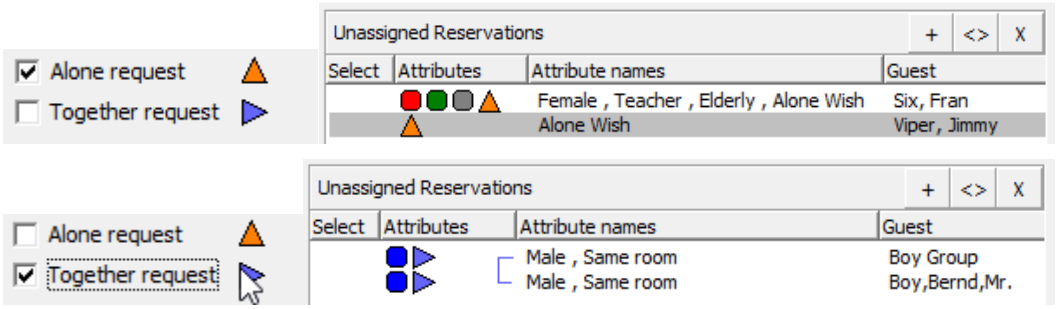
3. **Filter by ALL attribute**: shows the reservations only if there are both attributes attached to, for example Female, Teacher – all female **AND** teachers are shown but no students anymore.



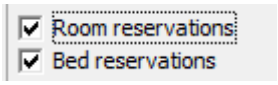
4. **Filter by EXACT attribute**: matches the exact attributes in reservations to be displayed. Therefore the reservation with attribute Elderly is not shown anymore because the reservation does not match exactly.



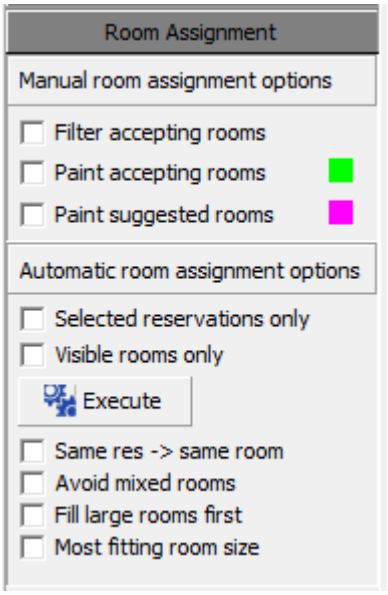
5. **Alone request / Together request**: filters the reservations accordingly.



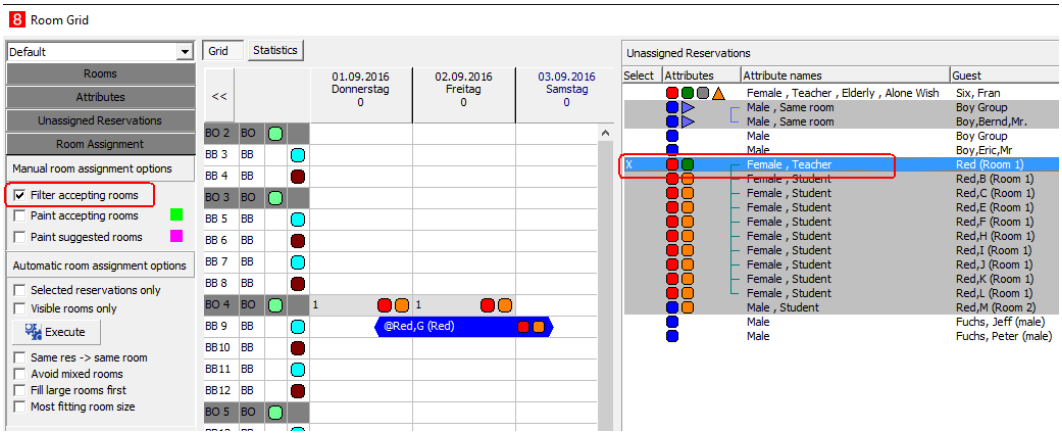
6. **Room reservation and Bed reservation**: select only one filter or both to show the related reservations accordingly.



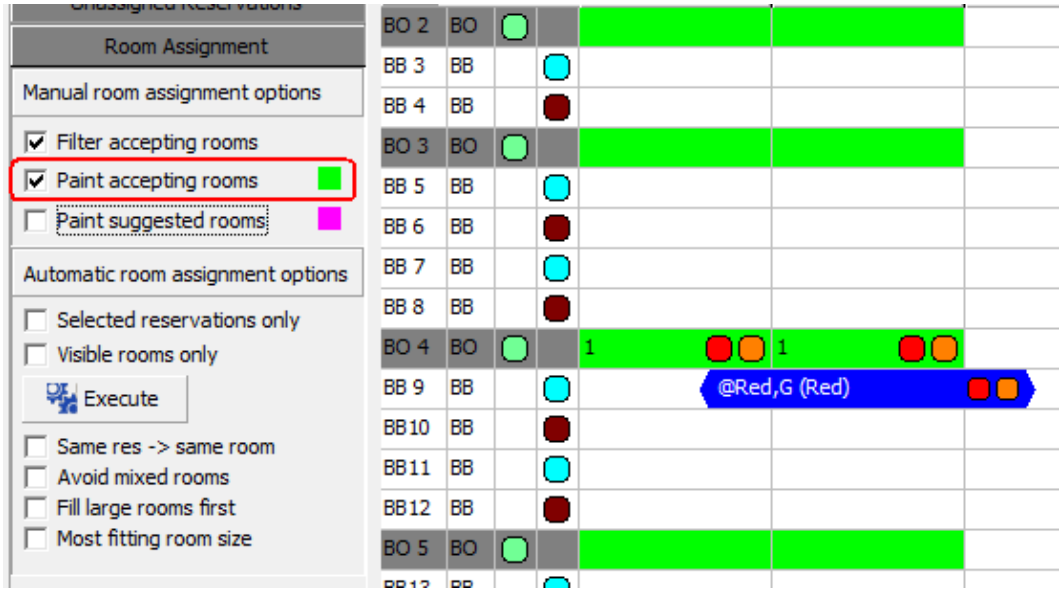
Left Side Bar – Room Assignment



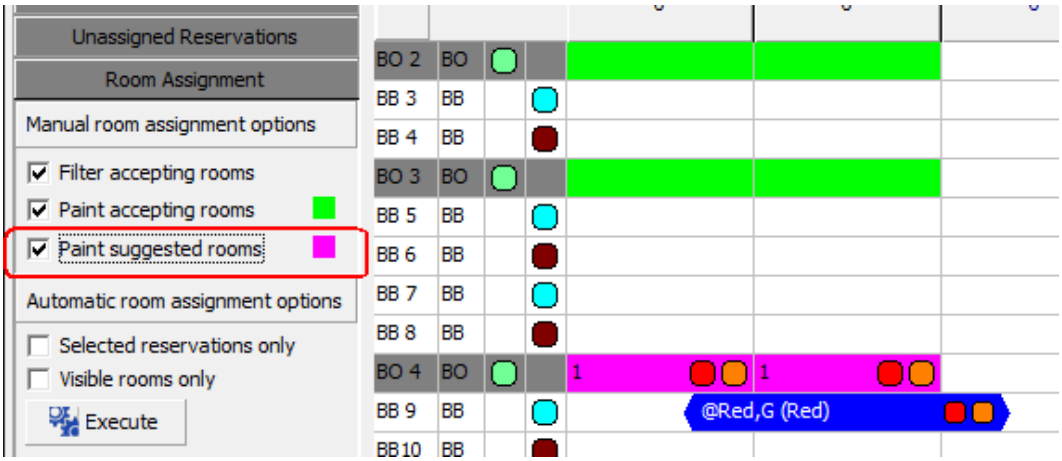
1. **Filter accepting room**: shows just rooms where assignment is possible.
   Click on a reservation in the Unassigned Reservations window and the room rack will refresh and show rooms accordingly.



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

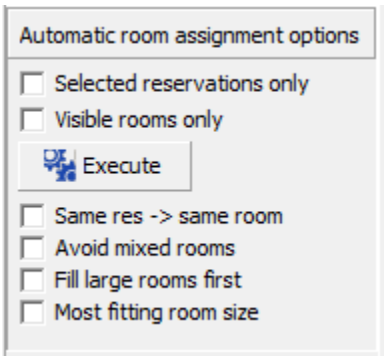


3. **Paint suggested rooms** (purple): colors the suggested rooms for assignment accordingly

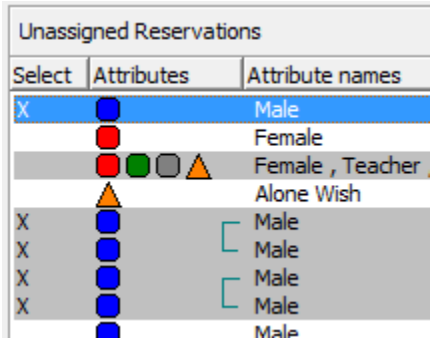


4. **Automatic room assignment options**

   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.

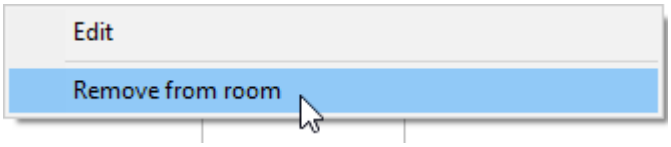


5. **Select reservation only** will just assign reservations which are selected in the **Unassigned Reservations** window. Marked with X in the column **Select**:

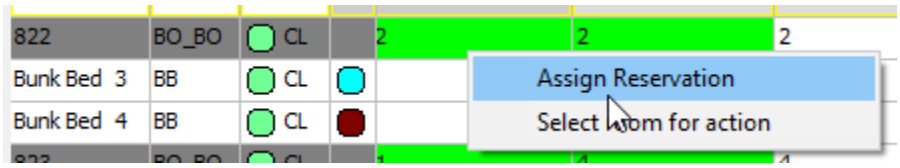


6. **Visible rooms only:** will just assign reservations to rooms which are actually shown (filtered) on the room grid.
7. **Same res -> same room:** will assign bed reservations (multi guest) within the same reservation, to the same room.
8. **Avoid mixed rooms:** will avoid mixed room types for bed reservations. First all bed type rooms will be assigned, to keep mixed rooms available for room reservation.
9. **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*.
10. **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**.

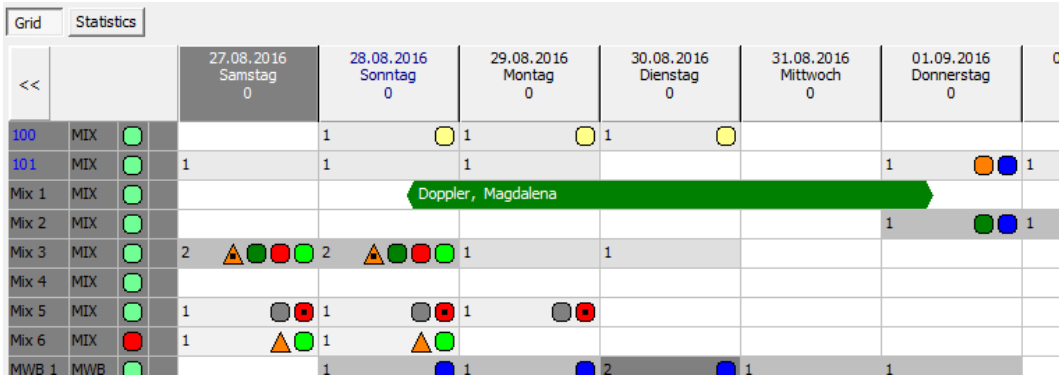


To assign one or more beds manually, select the related reservation (mark with X in the Select row) and right click on the room or bed row, where it should be assigned.



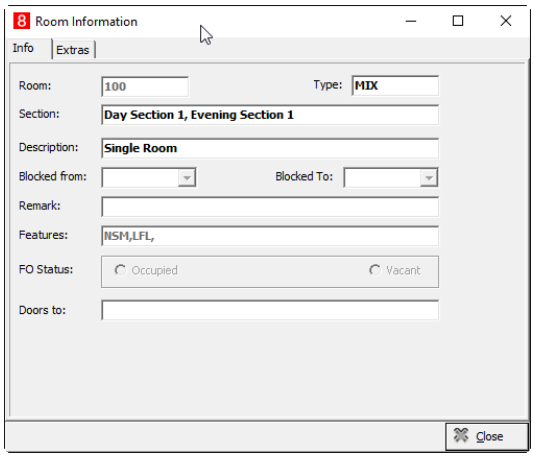
The Room Grid

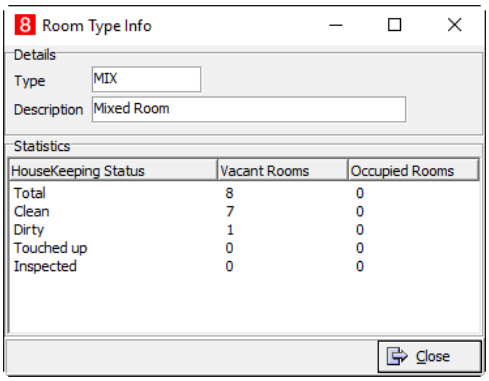
This is the main part of the screen and shows the room and bed reservations with a lot of options.



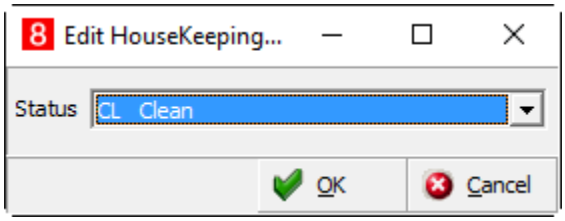
Room Options: Right click on a room number opens a menu.

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

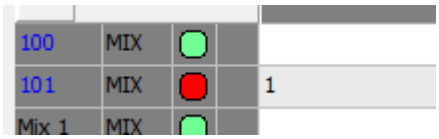




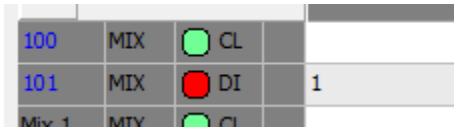
2. **Housekeeping status**: shows the according status.



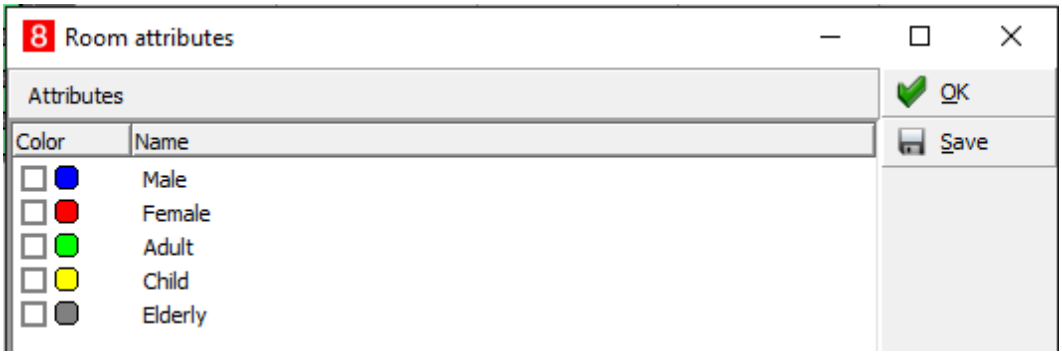
The pre-defined color of this status is shown in a column of the grid



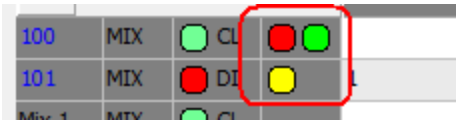
Activate **Options** on bottom of the room rack screen in section **Options** to see the house keeping status code also in the grid. The section **Cell Info** on the right-hand side appears and you can set the flag for **Housekeeping status text** it also shows then the status code such as CL (clean)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



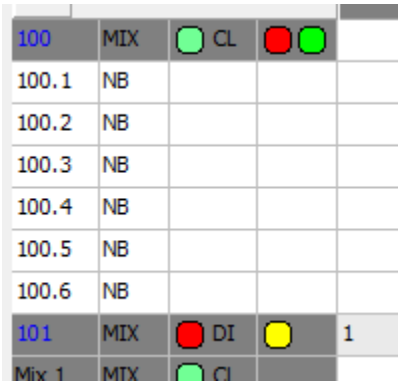
3. R**oom attributes**: Use this option to assign predefined attributes.



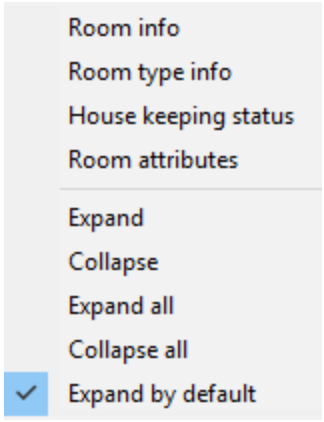
Attributes are also displayed in a dedicated column:



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

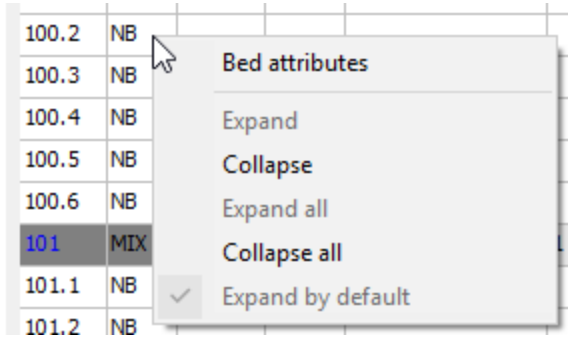


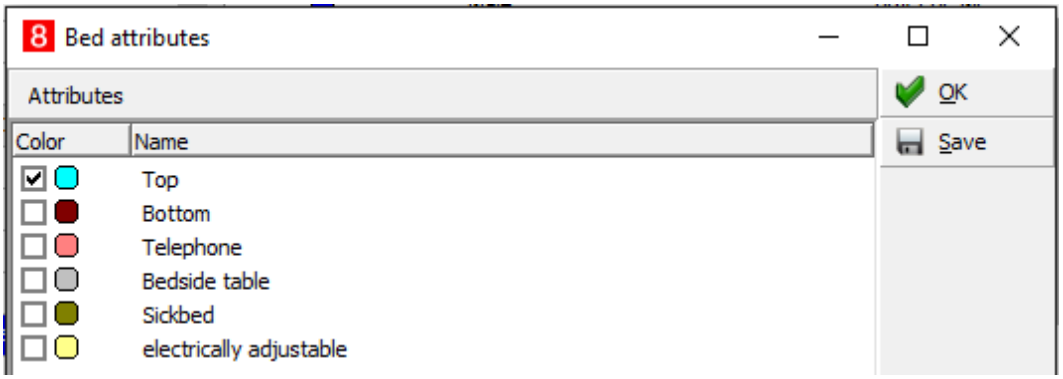
5. **Collapse**: Use this option to hide the beds.
6. **Expand all / Collapse all**: all beds are displayed or hidden.



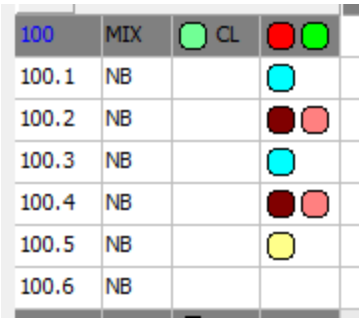
7. **Expand by default**: Use this option to keep all bed expanded when open the room rack.

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





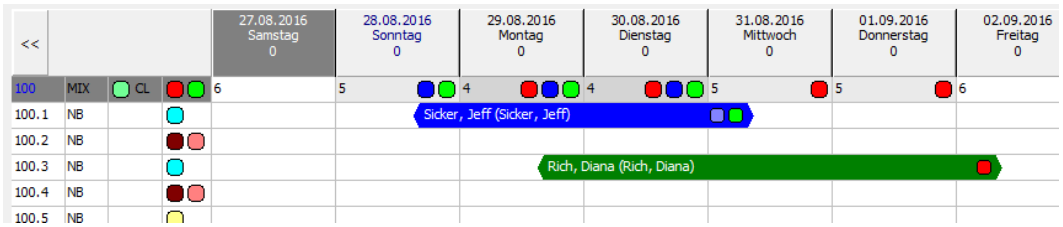
Bed attributes are shown in the same column as room attributes.



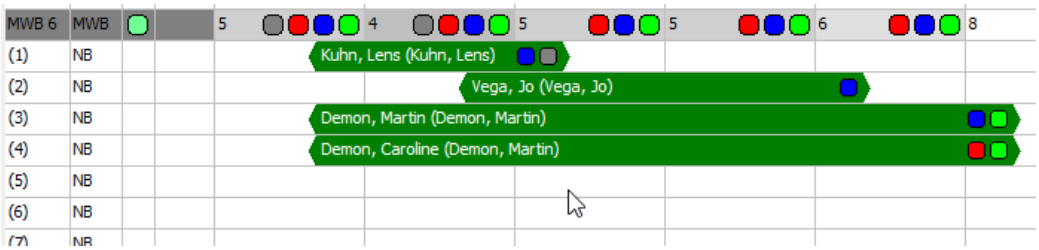
Display of bed reservations

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

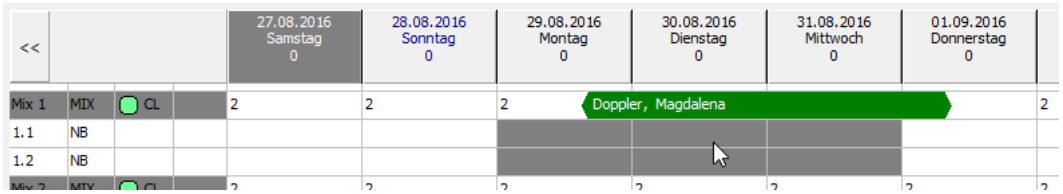
1. Bed reservations are shown in the assigned bed (row), if beds are setup with numbers.



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



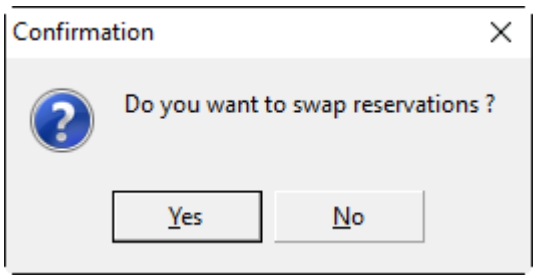
3. If a mixed room was assigned for a room reservation, the bed rows are grayed out, because they are not available anymore.



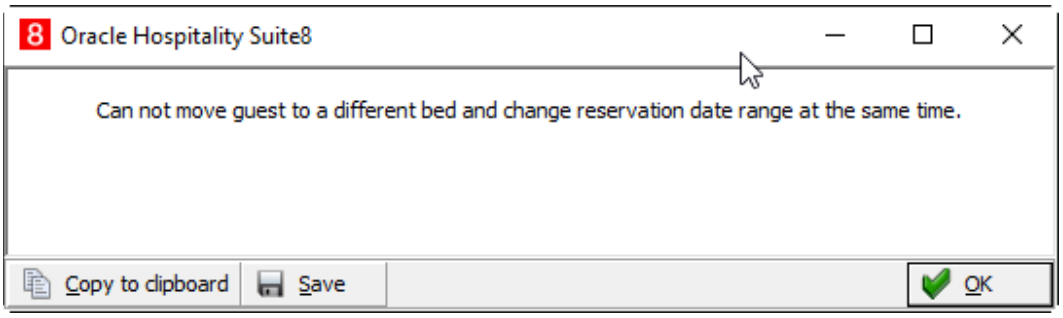
Moving bed reservations

Use drag & drop to move bed reservations to another bed or room, or to move the whole stay.

1. Move a bed reservation to another bed reservation, a hint will be displayed if you want to swap the reservations.

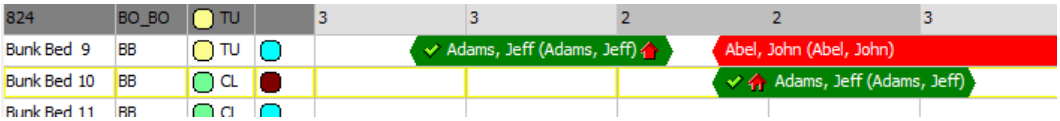


2. It is not possible to change the bed and the stay at the same time. This has to be done in two steps.

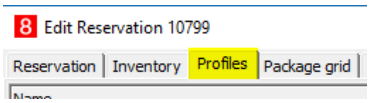


Scheduled bed moving

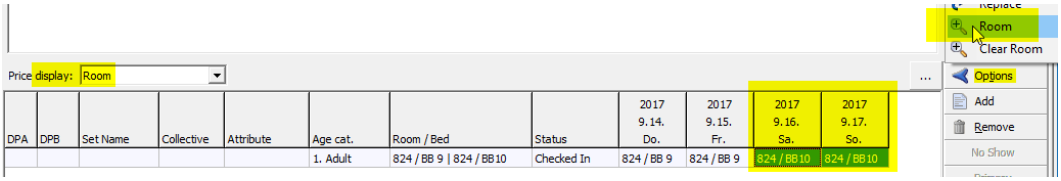
1. On room rack, right click on the bed (line) where you want to move to and choose
2. **Select bed for action**. The target bed is now framed yellow.
3. Select the bed reservation to be moved on a certain day and right click on that day.
4. Select **Move to selected room/bed**. Answer the upcoming message with yes, will 'split' the reservation and assign the bed accordingly.
5. The scheduled bed move is indicated by a red house icon.

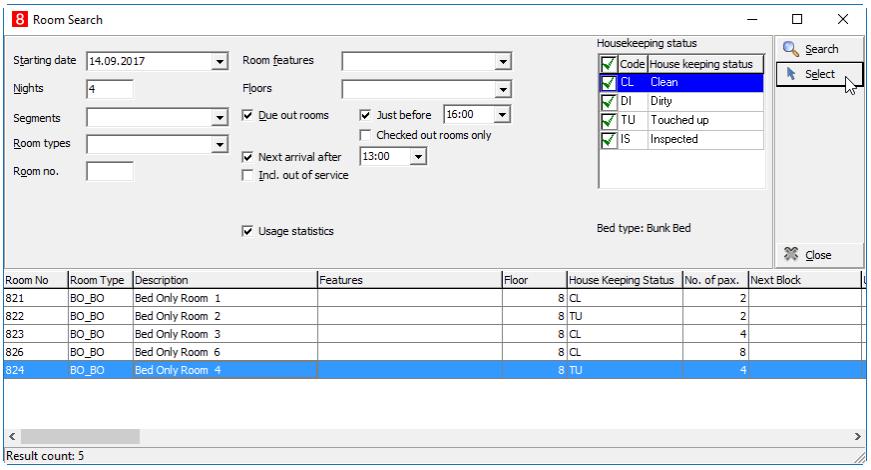


It is also possible to change the bed assignment within the reservation profiles tab:

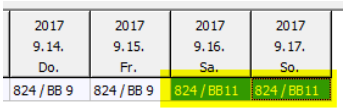


6. Select to display **Room.**
7. Navigate to the date where the bed assignment has to be done and mark the date or the date range.
8. Select **Room** from the side bar (or Options menu)
9. Select a room/bed for assignment.





10. Click ok and the grid is adjusted accordingly.

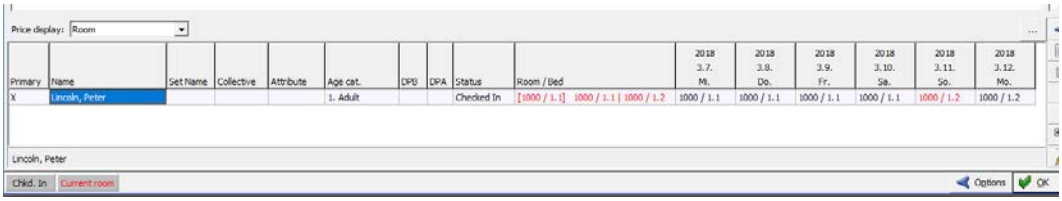


2017 9.14. Do.	2017 9.15. Fr.	2017 9.16. Sa.	2017 9.17. So.
824 / BB 9	824 / BB 9	824 / BB11	824 / BB11

Indicator for scheduled but not performed bed move

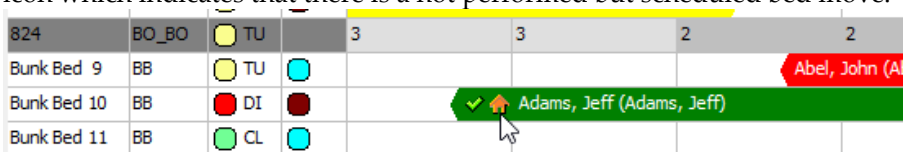
If there is a not yet performed but scheduled bed move for today, this will also be shown as a red warning indicator 'Current room' at the bottom of the reservation screen.

And in the 'Profiles' grid the column 'Room/Bed' shows the current and the scheduled room/bed-number in red font. Also the room/bed number in the current date column is in red font.

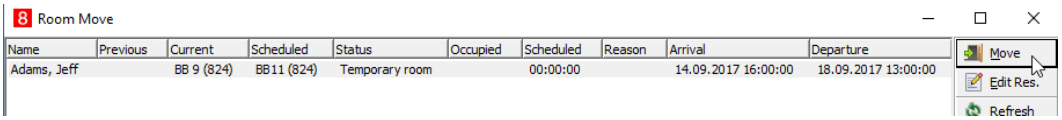


Bed moving of checked in guest

If a guest is already checked in and you will move the guest to another room by drag & drop on the room rack, the system will ask to move the bed at the same time. If answer with No, the reservation is already shown in the target bed, but there is an orange house icon which indicates that there is a not performed but scheduled bed move.

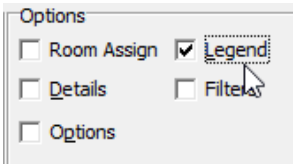


Perform the bed move using right mouse menu and select **Perform Room Move** (or use main menu: Reservation -> Room move). Select the related reservation and click 'Move' to perform the room/bed move yet.

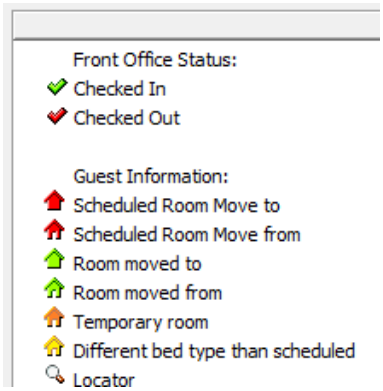


> **Note**: Every guest who needs to be moved to another room or bed is listed on the screen Room Move. A room or bed move is not done automatically (e.g. during night audit), you have to do it manually!

To display the information about the different icons, select Legend from the options menu.

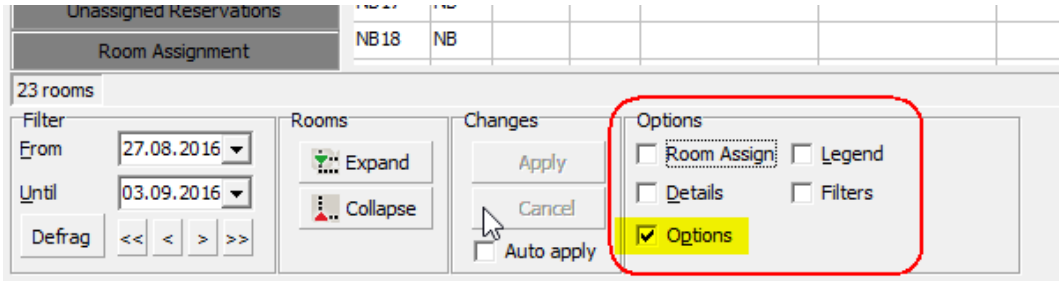


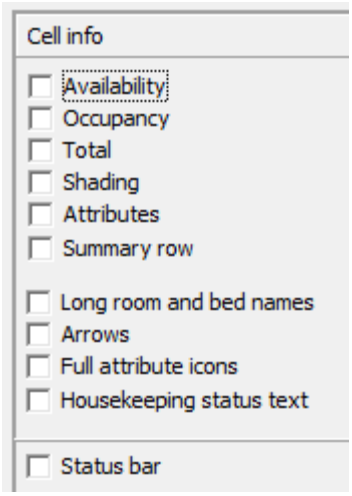
A separate window is displayed:



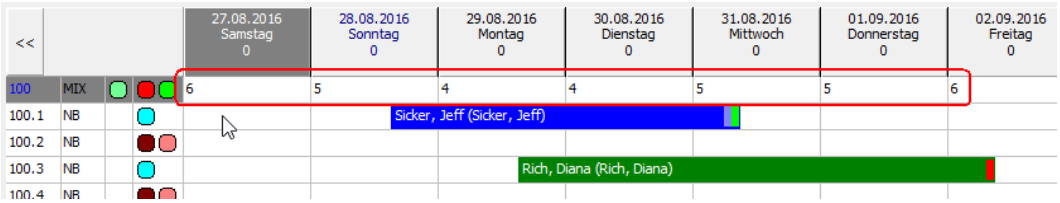
Side Bar: Cell Info

The Cell Info is another side bar that appears on the right-hand side when activating the field **Options** within the **section Options** on bottom of the screen.



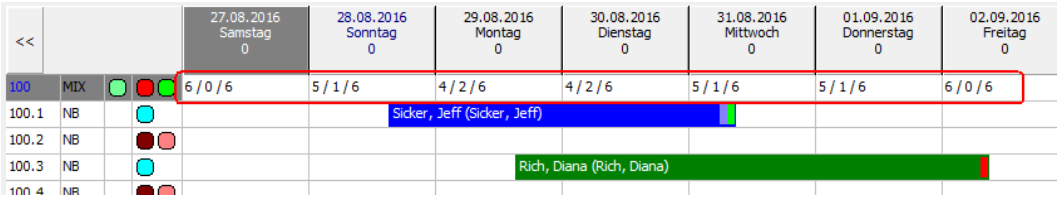


1. **Availability:** shows the available amount of beds per room and day.

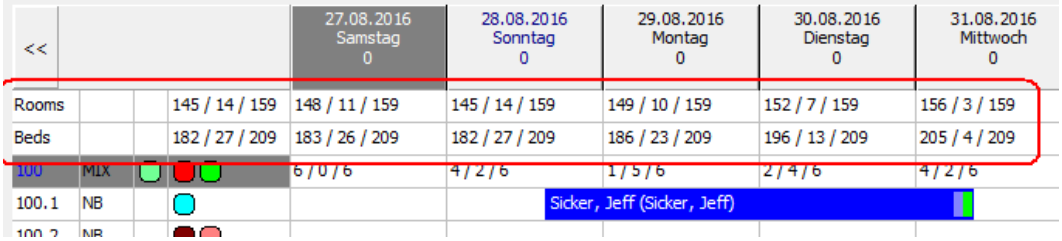


2. **Occupancy:** shows the occupied beds.
3. **Total**: shows all beds in the room.

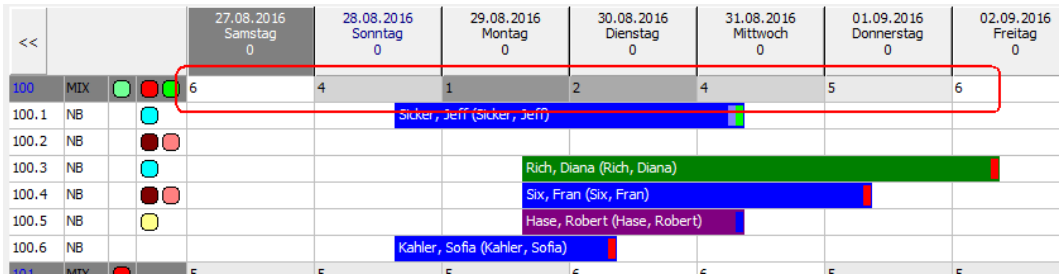
   Mark all three check boxes will show all values separated with a slash.



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

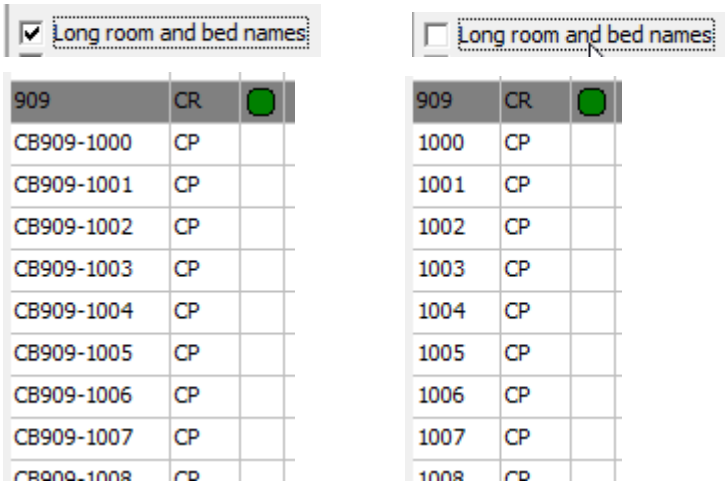


5. **Shading:** additional highlighting of the occupancy of a room. The more beds are occupied, the darker the shading will appear.



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

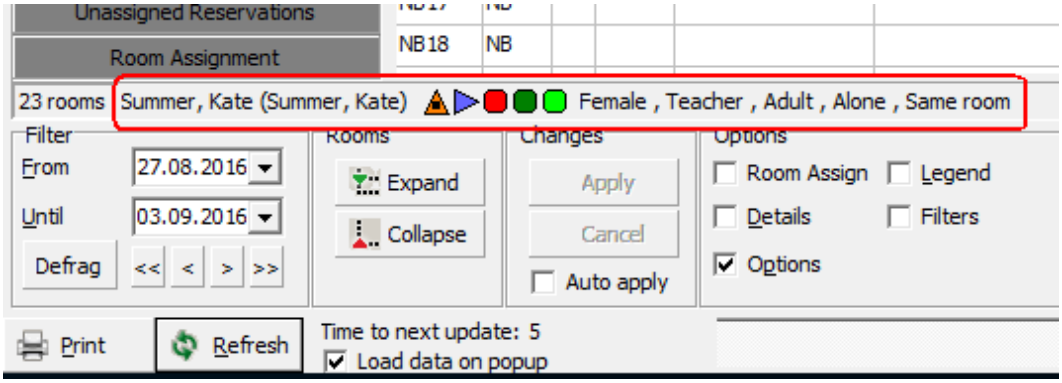
7. **Long room and bed names:** switches between the long bed name and the short code (number):



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

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

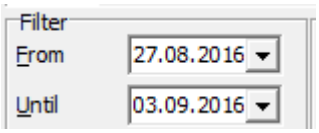
11. **Status bar:** shows an additional line at the bottom of the room grid with the amount of current filtered rooms and more information of a selected reservation.



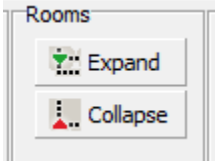
Bottom Part

On the bottom you have different options:

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



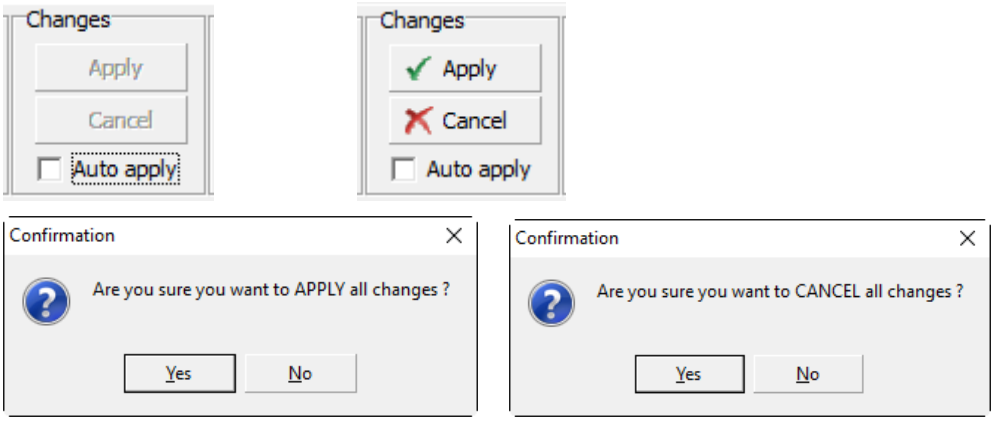
2. **Rooms:** Expand or Collapse to display or hide all beds.



> **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.**

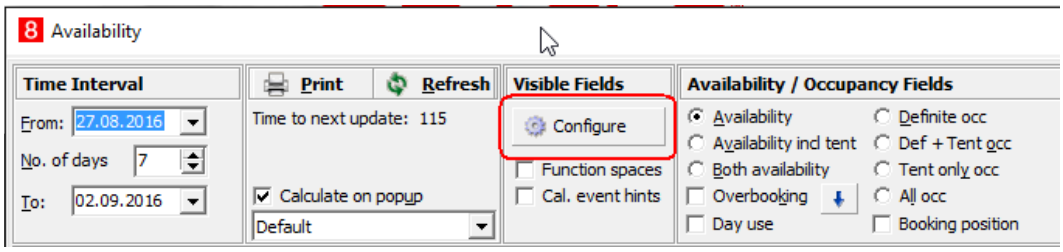
4. **Options**: Activate or deactivate different windows, functions or additional information. Detailed information is given in the document below, in the respective section.

5. **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.

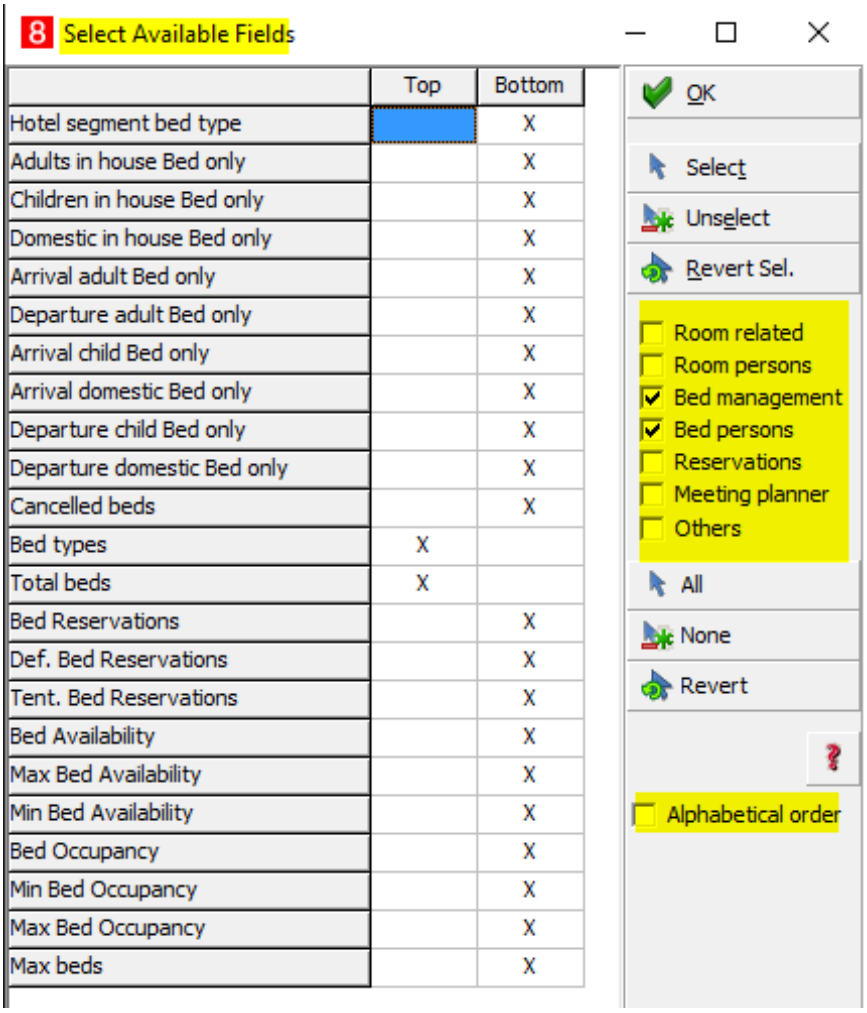
Availability

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.

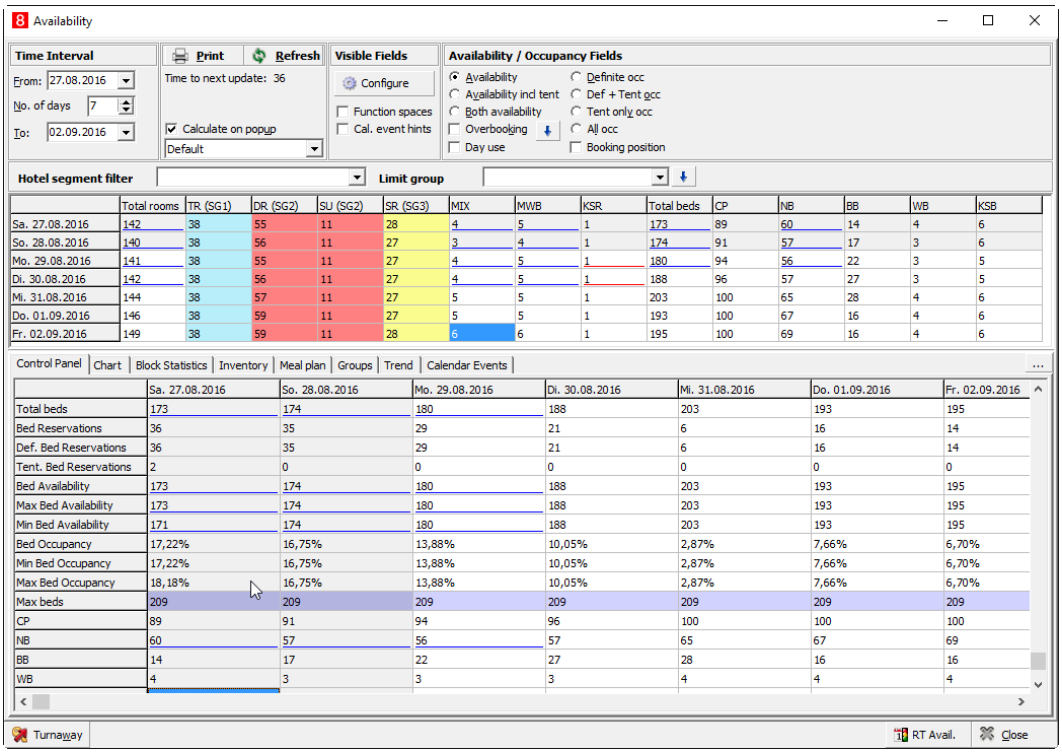
Additional values for bed management can be added using the button **Configure** on top of the screen under section **Visible Fields**.



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.



Example:



	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

	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 beds	173	174	180	188	203	193	195
Bed Reservations	36	35	29	21	6	16	14
Def. Bed Reservations	36	35	29	21	6	16	14
Tent. Bed Reservations	2	0	0	0	0	0	0
Bed Availability	173	174	180	188	203	193	195
Max Bed Availability	173	174	180	188	203	193	195
Min Bed Availability	171	174	180	188	203	193	195
Bed Occupancy	17,22%	16,75%	13,88%	10,05%	2,87%	7,66%	6,70%
Min Bed Occupancy	17,22%	16,75%	13,88%	10,05%	2,87%	7,66%	6,70%
Max Bed Occupancy	18,18%	16,75%	13,88%	10,05%	2,87%	7,66%	6,70%
Max beds	209	209	209	209	209	209	209
CP	89	91	94	96	100	100	100
NB	60	57	56	57	65	67	69
BB	14	17	22	27	28	16	16
WB	4	3	3	3	4	4	4

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.

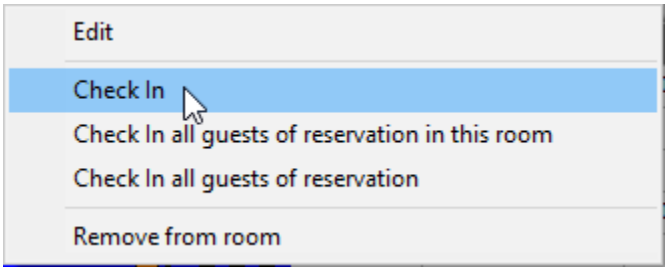
As soon as this NB gets assigned to a certain bed (numbered bed) or room (bed without numbering), the availability gets reduced accordingly as the room and room type are known now. In this case, the room is not available anymore to be sold as a room, but there are still 1 NB and 4 BB available in this 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

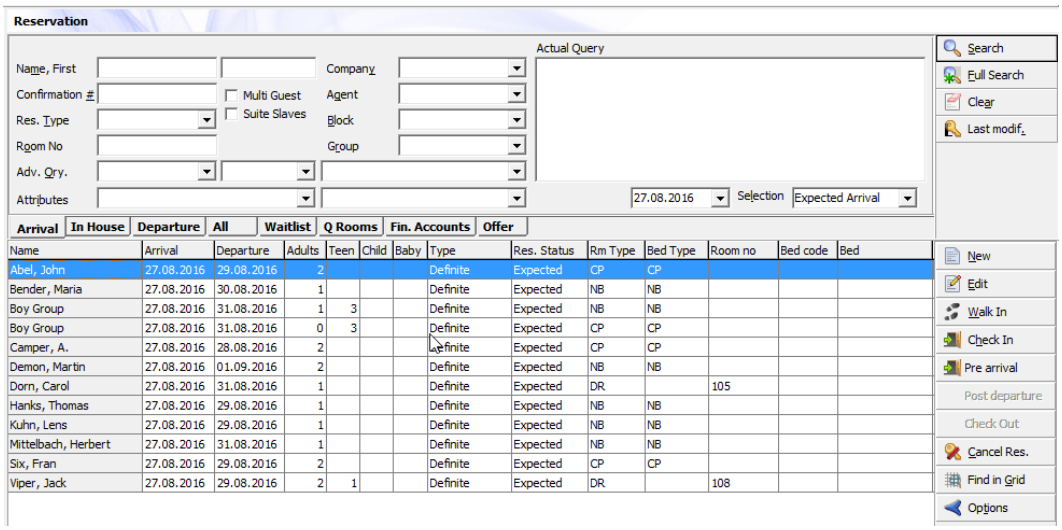
Right mouse click on a reservation with today's arrival date and you get the following options:



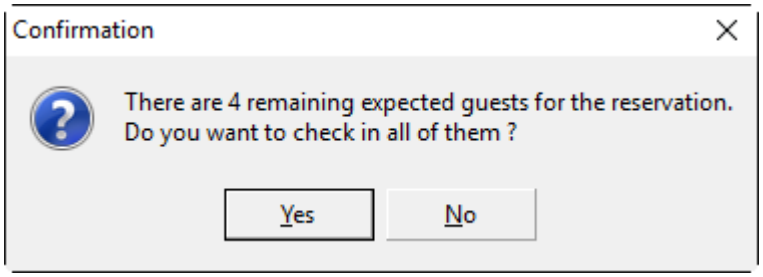
1. **Check In:** Select this option to check in the reservation
2. **Check In all guest of reservation in this room:** Select this option if there are more beds (multi guest) reservations to check-in or also for guests of the same reservation which stays in the same room.
3. **Check In all guests of 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.

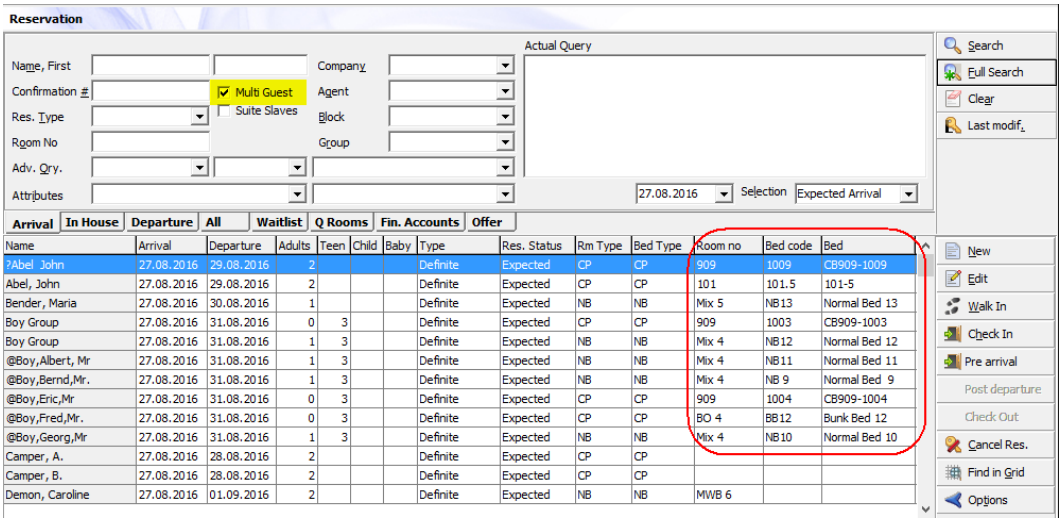


1. **Multi Guest**: Select this flag to display any guest/bed-reservation. If **Multi Guest** is not marked and you select to check in a reservation with more than one bed reservations, then this message pops up:

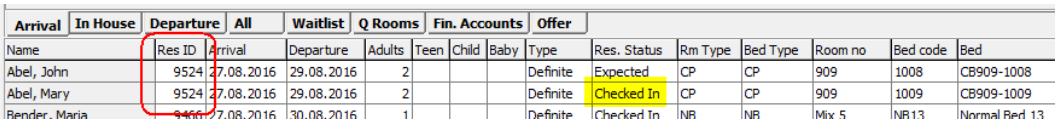


Click **Yes** to check them in one by one (like group check in) or No to abort.

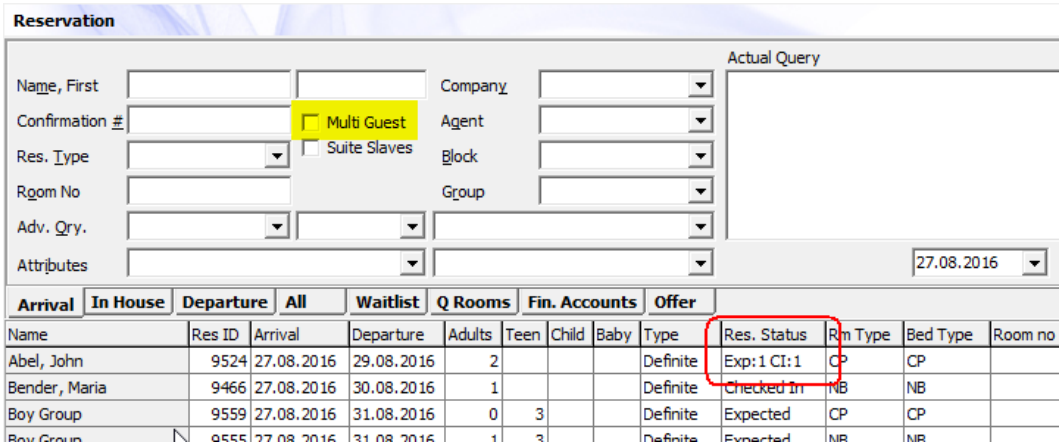
> **Note:** The generic reservation data (e.g. Adults, Children, Type, Departure Date, etc.) stay the same for each row. Only the person related information are different such as Bed Type, Room no., Bed code. etc.



2. **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.

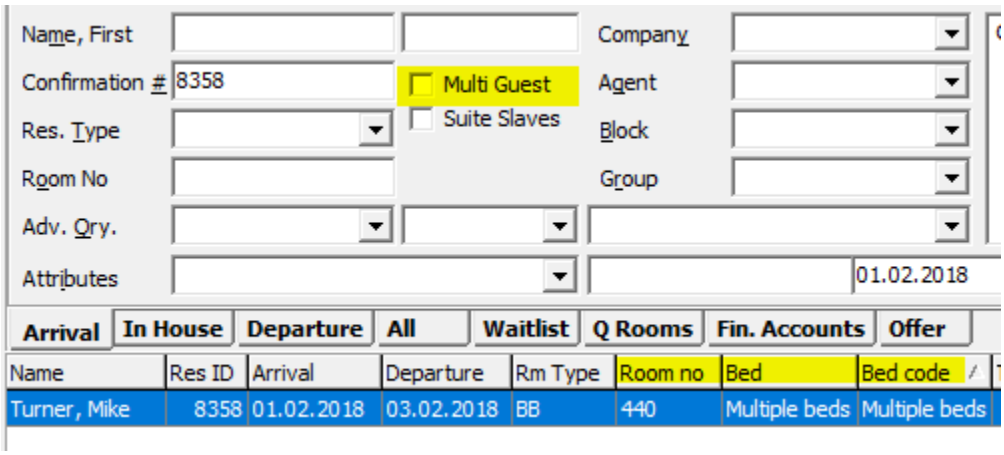


In case some bed reservations of the same reservation have different statuses (e.g. one is expected, another one already checked in) and the Multi Guest is not marked, the status field shows a combination, for example: Exp:1 CI:1

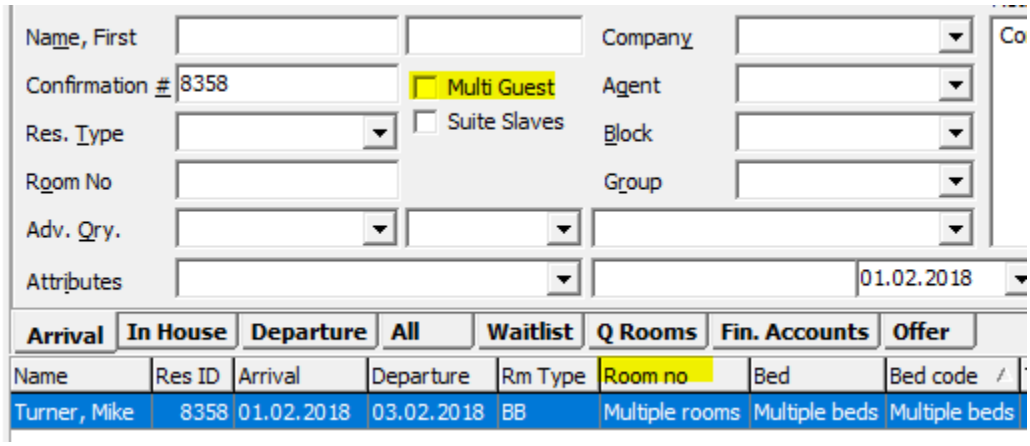


Display of room and bed numbers in the grid

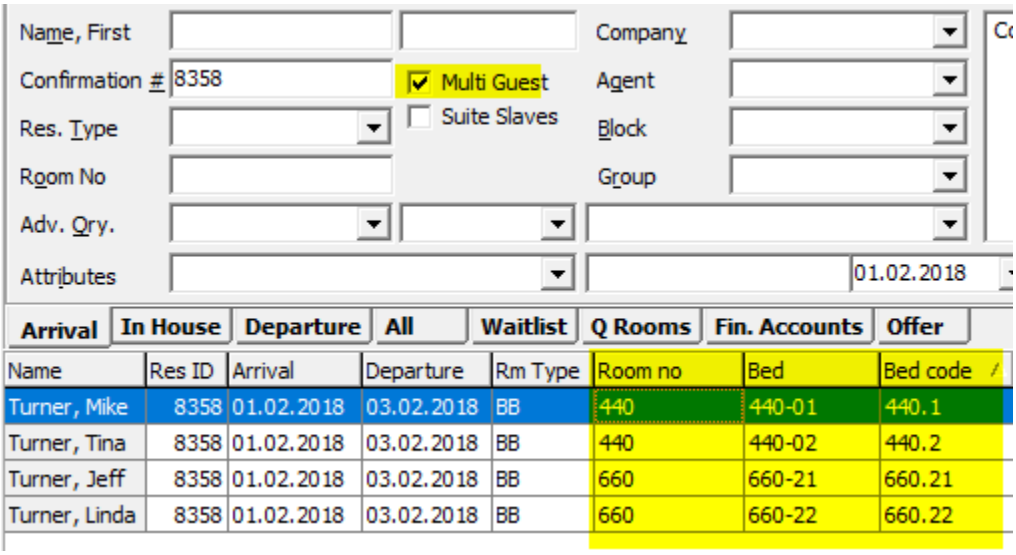
Searching for reservation with 'Multi Guest' not ticked, will display one line per reservation. If there are already beds assigned, the text 'Muliple beds' will be displayed in columns such as 'Bed' or 'Bed Code'. If all beds are in the same room, the proper room number is shown in the column 'Room no'



If beds are assigned in different rooms, 'Multiple rooms' is displayed also in the column 'Room no'

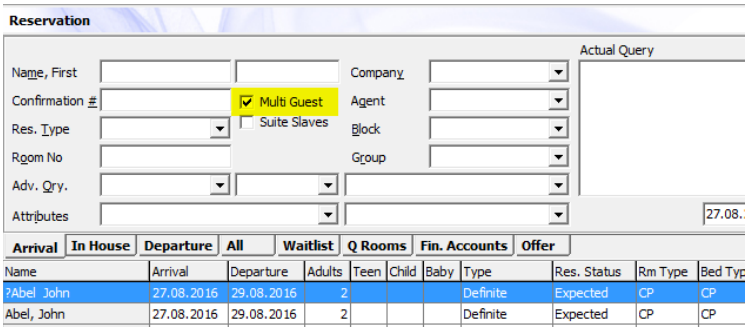


To see all bed reservations with corresponding room and bed numbers, 'Multi Guest' has to be activated for search.

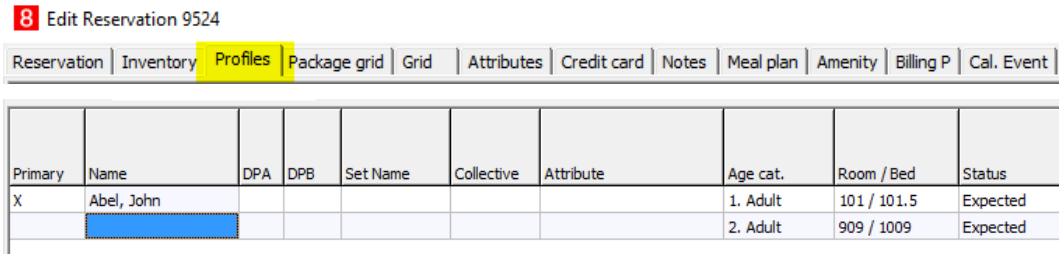


Notifications during check in

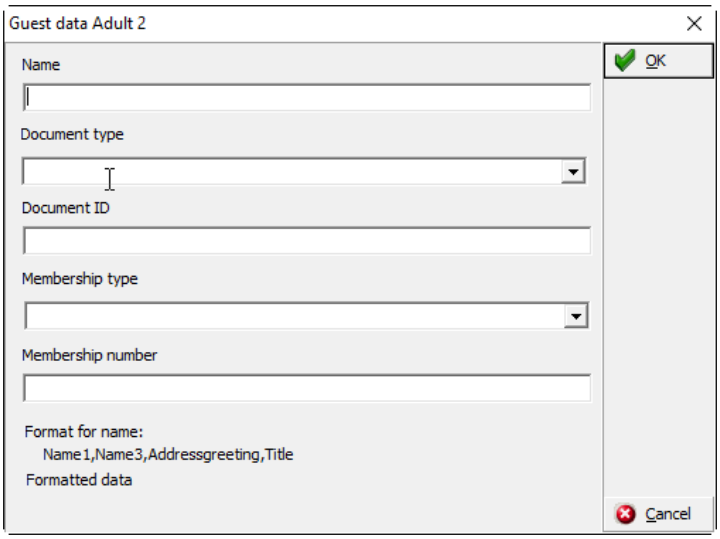
1. **Guest name starting with?:** this indicates, that there is no name (profile) attached to this bed reservation. A check-in without a name is not possible.



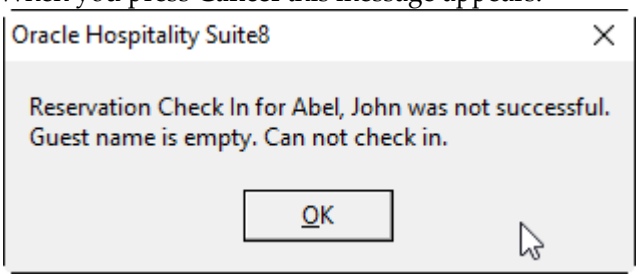
Edit the reservation and navigate to the Profiles grid to add the name.

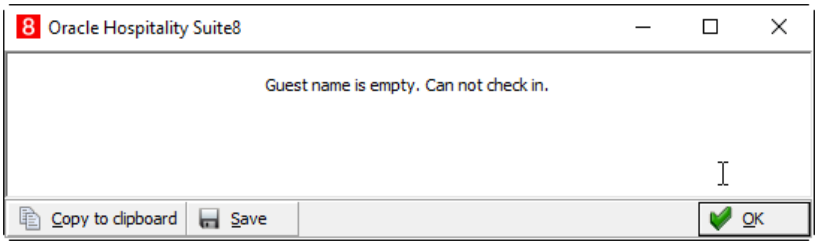


If you start the check-in without a valid name, a screen pops up to create a profile:

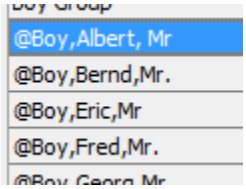


When you press **Cancel** this message appears:



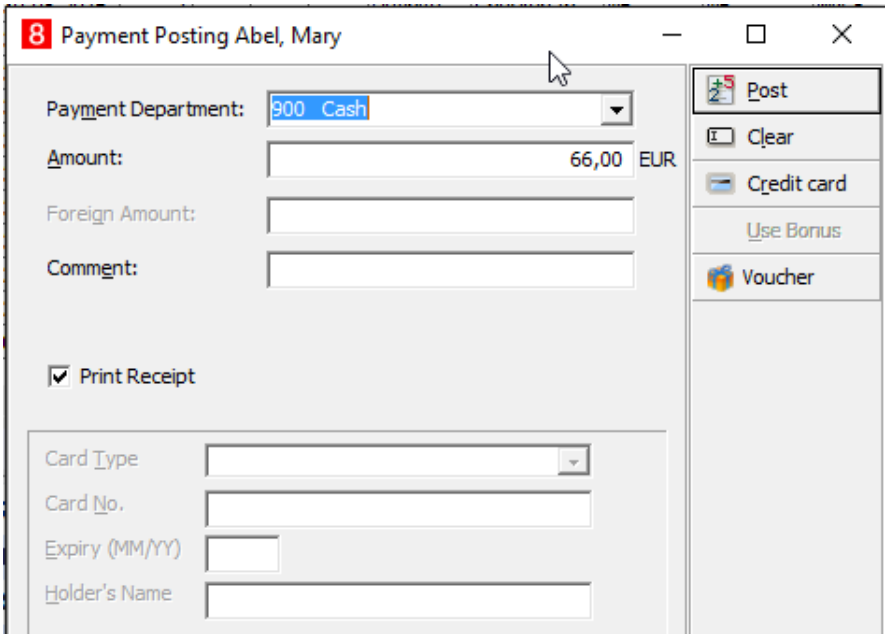


2. **Guest name starting with @:** this indicates that there are certain information stored (at least just a name), but no proper profile exists. These names cannot be found in the **Profile** section. During check-in a proper profile will be created automatically.



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.

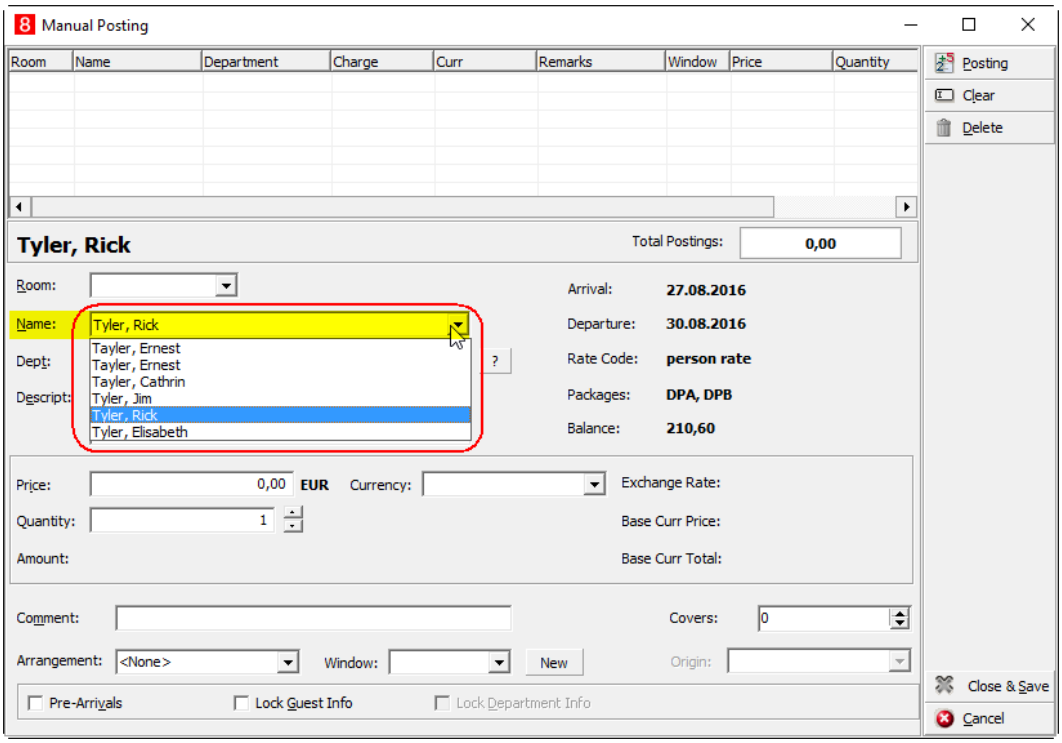


Posting

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

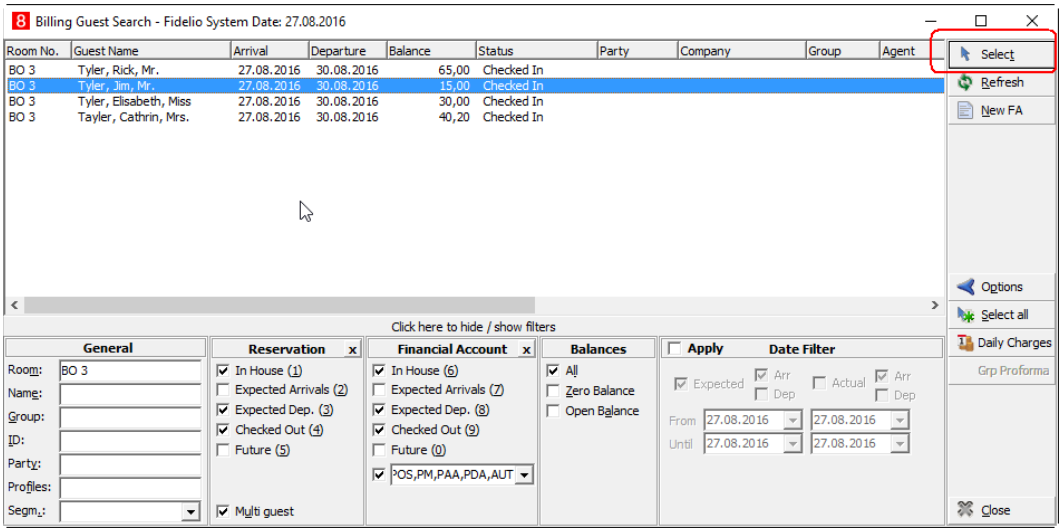
Navigate to **Cashiering -> Posting** and search for a room or name to post. If there are multi guests in the same reservation, the different names can be selected from the pull down menu.



Manual posting of Articles

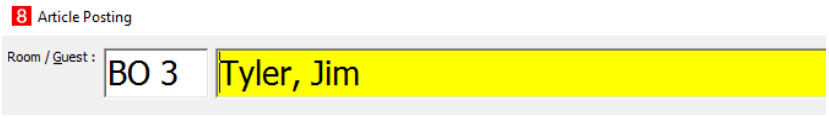
1. To post to article navigate to **Cashiering -> Article Posting**, select a room and click on the […] button to search.

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



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

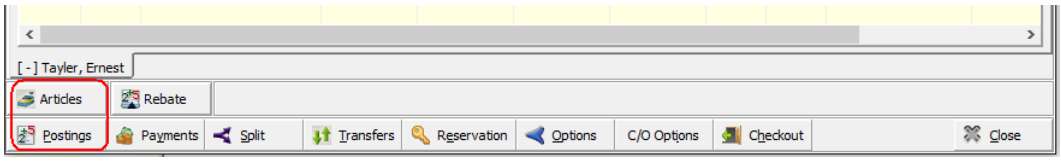
3. The name appears in the Article Posting Window header and the posting can be done.



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.

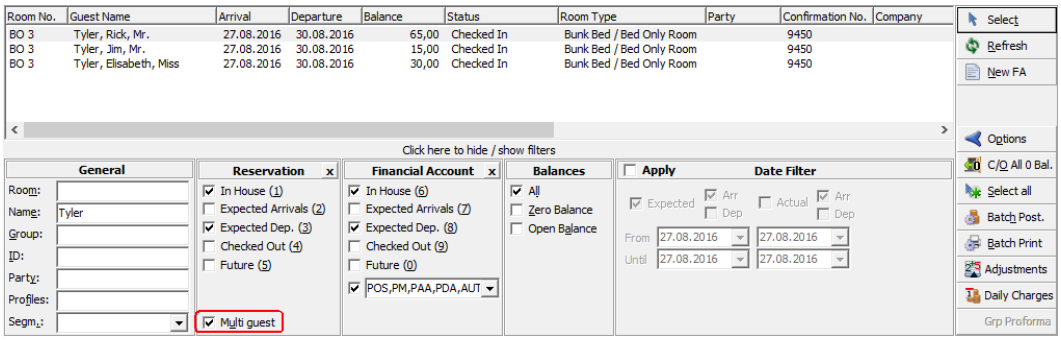
1. Simply select the button **Articles** or **Postings** from the left bottom corner.



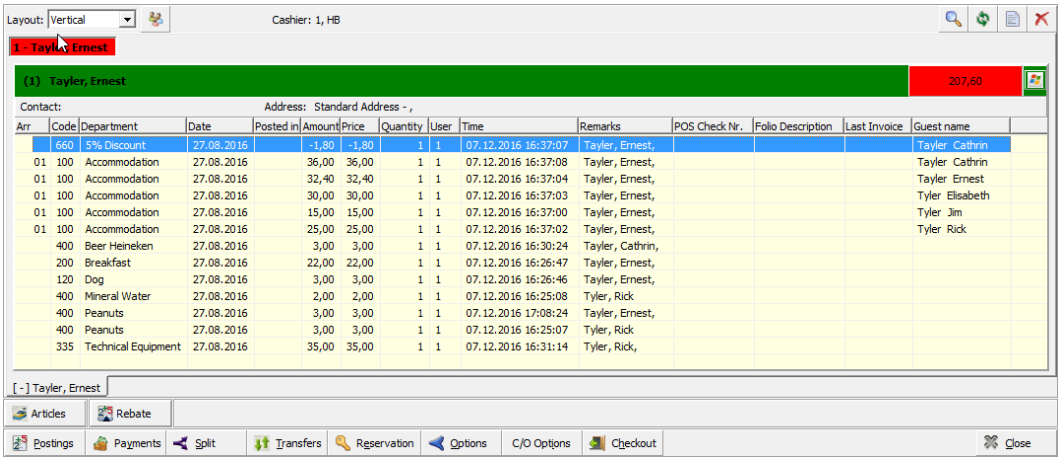
Billing & Check Out

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

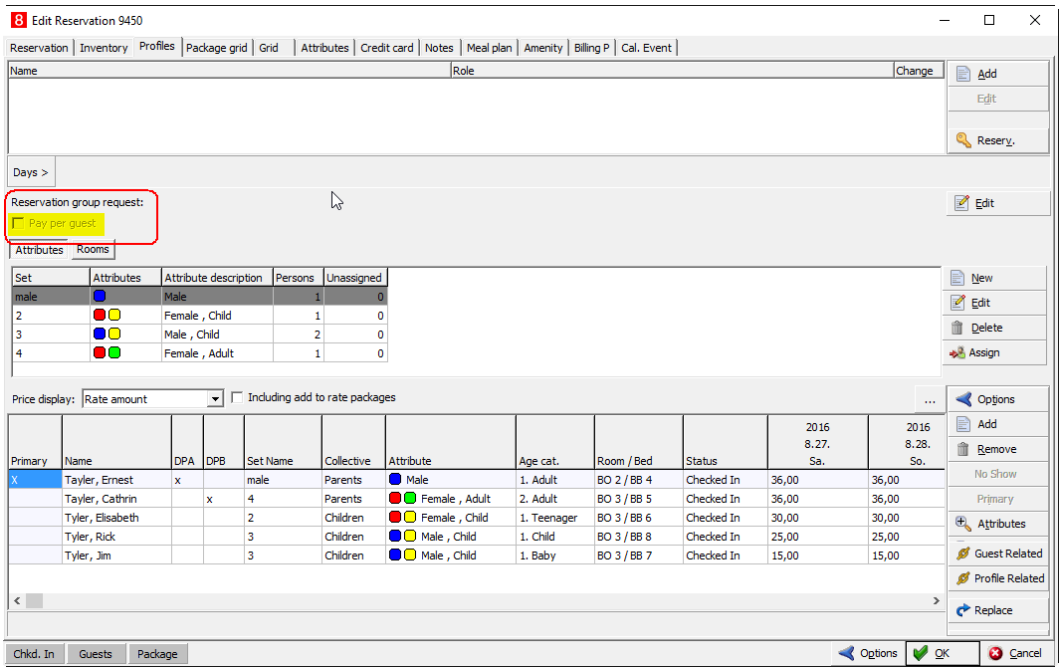
1. In the billing search window there is also a flag to check for **Multi guest** on the bottom of the screen to display all guests. If this flag is not set, only the name or room of the primary guest is shown.



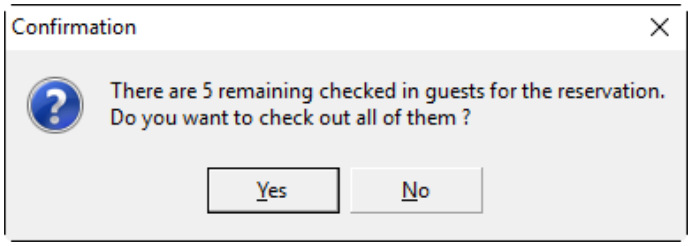
In the posting screen, any postings are collected by default in the first window for all guests of the reservation. For automated postings (such as rate code posting, for example Accommodation), the guest names are displayed in the column Guest name. Guest names of manual postings are shown in the Remarks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



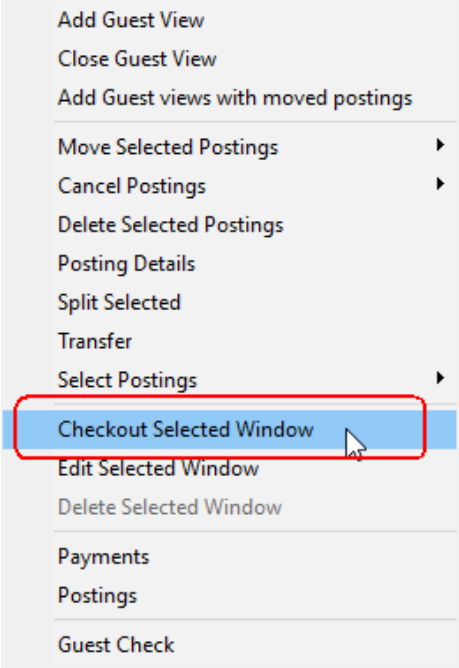
2. Depending on the setup – point 6 (Global Settings -> Reservation -> 8 Bed Management) the behavior during check out can be different.
Example 1: A reservation for a family. All postings payed by the primary guest (one bill). The flag for **Pay per guest** is not set.



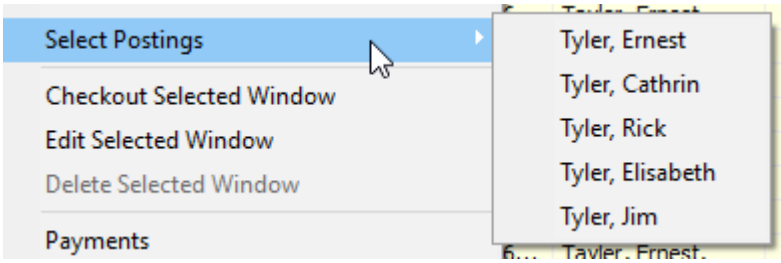
1. Click **Checkout** button and a message appears if all guests should be checked out.



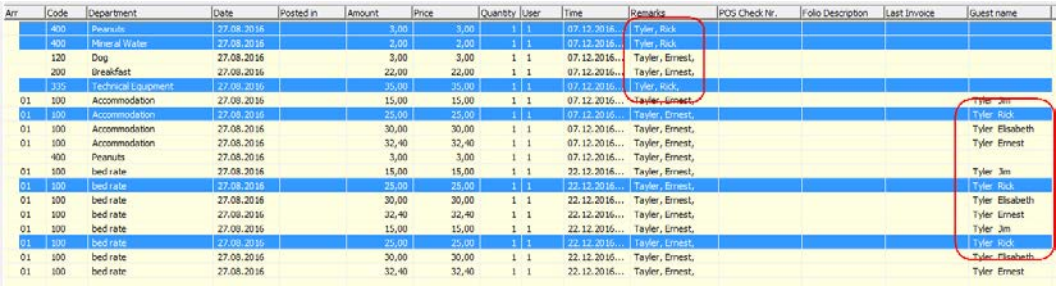
2. Click **Yes** and proceed with check out as usual. Any window with open balance will be checked and a payment window will open to post the amount and print an invoice.
3. Click **No** to abort the check out.
4. You can still move postings to another windows and check out each window independently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



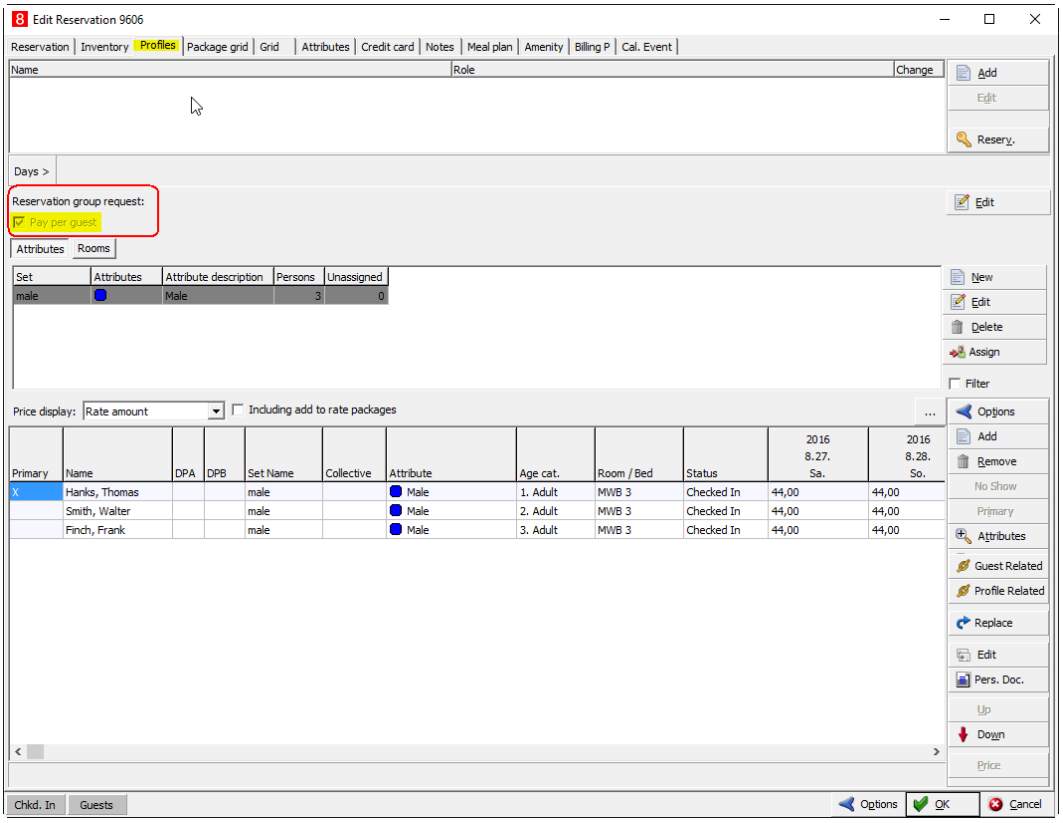
5. Go to Select Postings



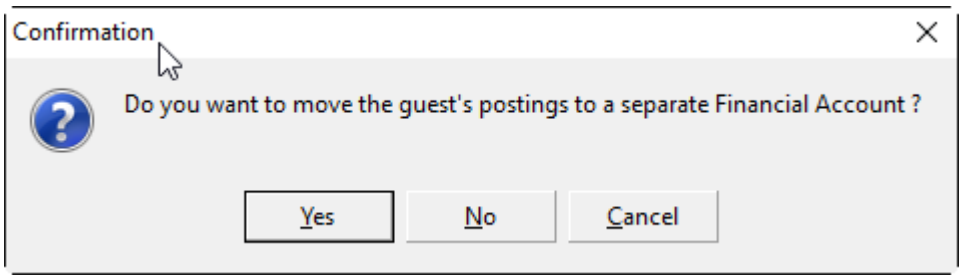
6. Select a name to highlight the related postings to move it, for example, to another window, room or financial account.
7. In the screenshot example **Tyler, Rick** was chosen. The postings are marked (blue backgroud). The source name is taken from column **Guest name** for automated postings and from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



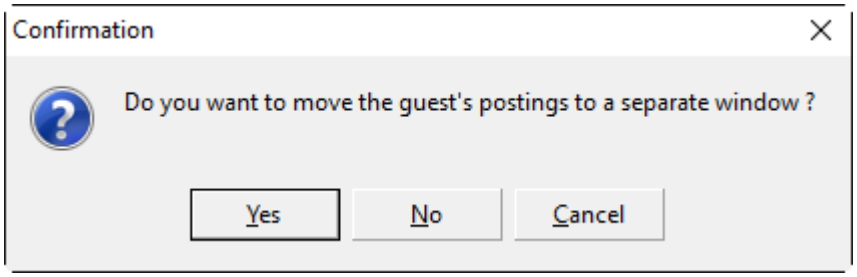
Example 2: Multiple Guests travel (stay) together but pay separate. The flag for **Pay per guest** is set.



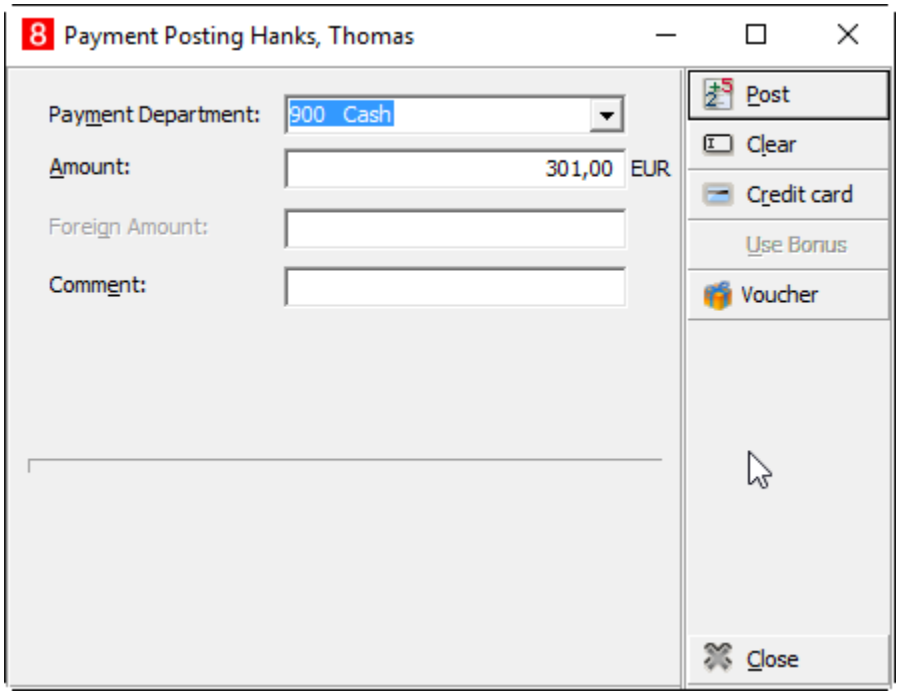
1. Depending on the setup (**Global Settings** -> **Reservation** -> **8 Bed Management**), different questions are coming up during check out.
2. Click on **Check out** will follow the rules. The most flexible setting is the one marked above, but this may also be annoying. After click to check out the first message appears.
3. Click **Yes** to transfer postings to a separate financial account. Financial accounts will be created automatically.



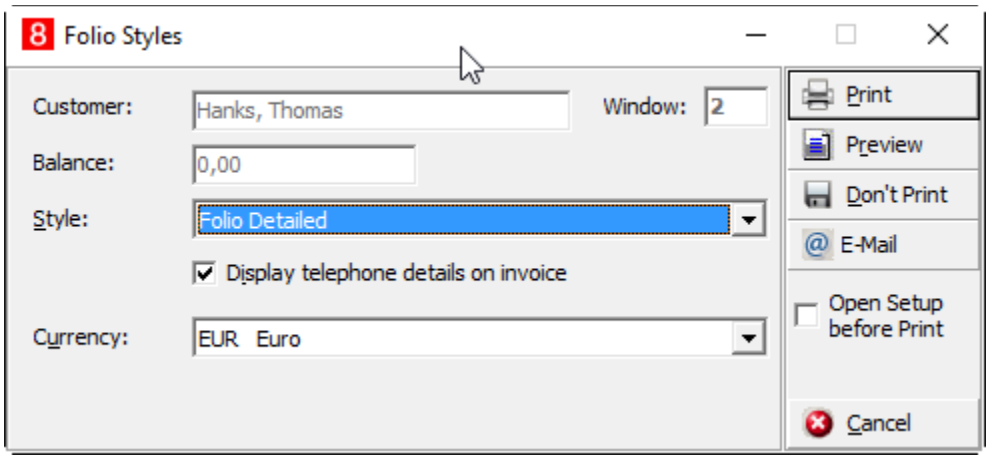
4. If you click **No**, the next message appears:



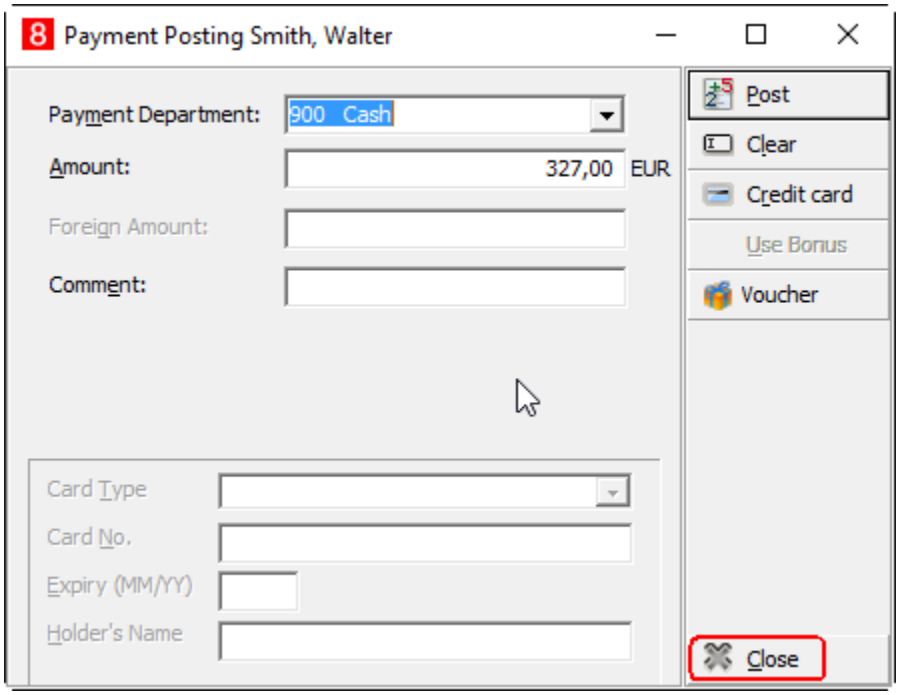
5. Click **No** if the postings should not be moved. One bill with all postings can be done or postings can still be moved manually to be checked out separate (see above).
6. Click **Yes** to move the postings accordingly. A payment screen for each guest will pop up.
   The guest name is displayed in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



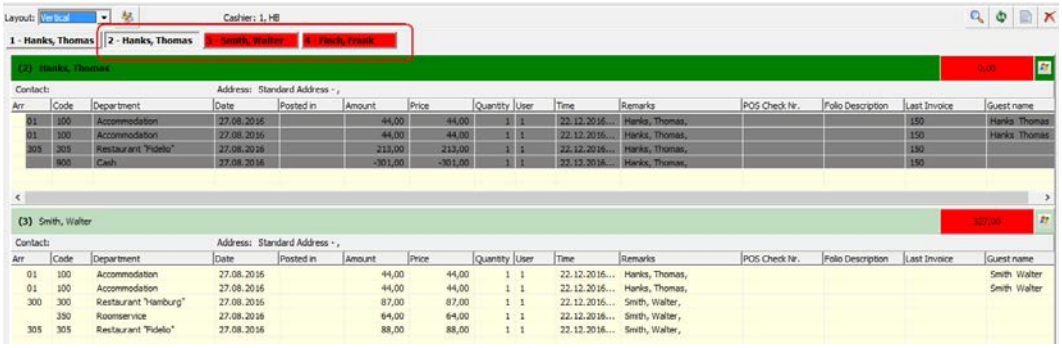
8. Next screen appears to select the Folio Style and the print options.



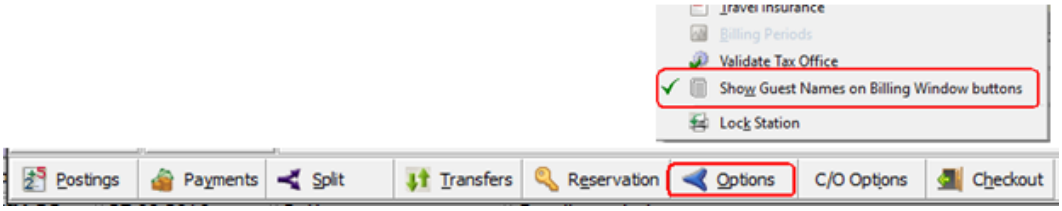
9. Once done, the next payment screen appears with the next guests name to proceed the check-outs.
   To cancel the posting and check out, click **Close**.



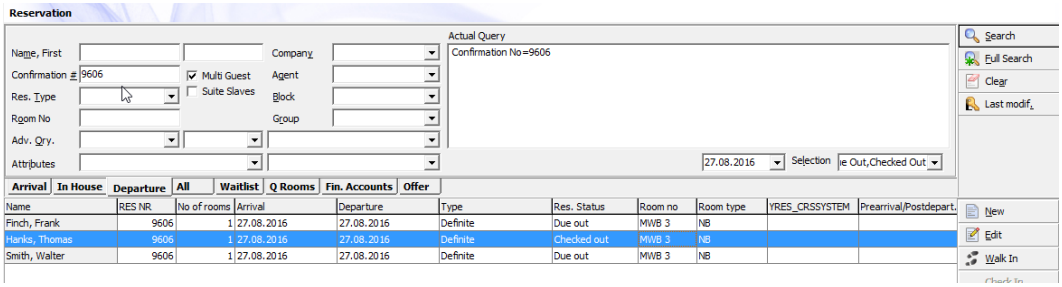
10. Back to the billing screen, you can see that the first guest (Hanks, Thomas) has paid already, but there are still open balances on other windows. They are marked with red backgroud on the Billing window button.



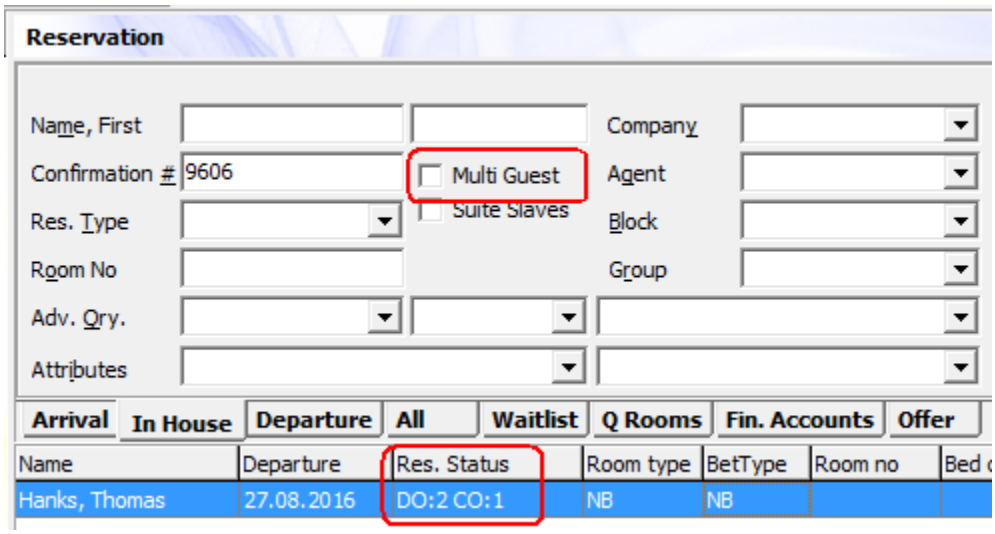
We recommend to use **Show Guest Names on Billing Window** buttons



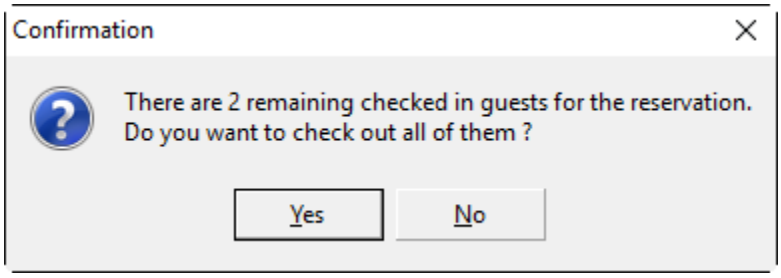
Example 3: the multi guest check out was skipped and not all guests are checked out.



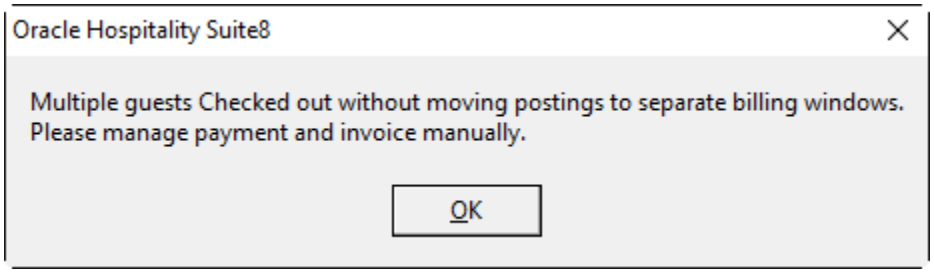
1. Select **Check out** again, to check out all other guests. This can be done for each guest individually, or also for all together.
2. Unmark the **Multi guest** search filter to display the main reservation. The column **Res Status** shows *DO:2 CO:1* which means *2 Due Out and'1 Checked Out*.



3. After you click **Check out** you are promted to select if the remaining guests should be checked out.
4. Click **Yes** to check out. This is mostly used for families or groups where everything was paid already on a collective bill or postings are moved to a financial account, and none are remaining to process. If you are not sure if all open balances are paid, select **No** to review.



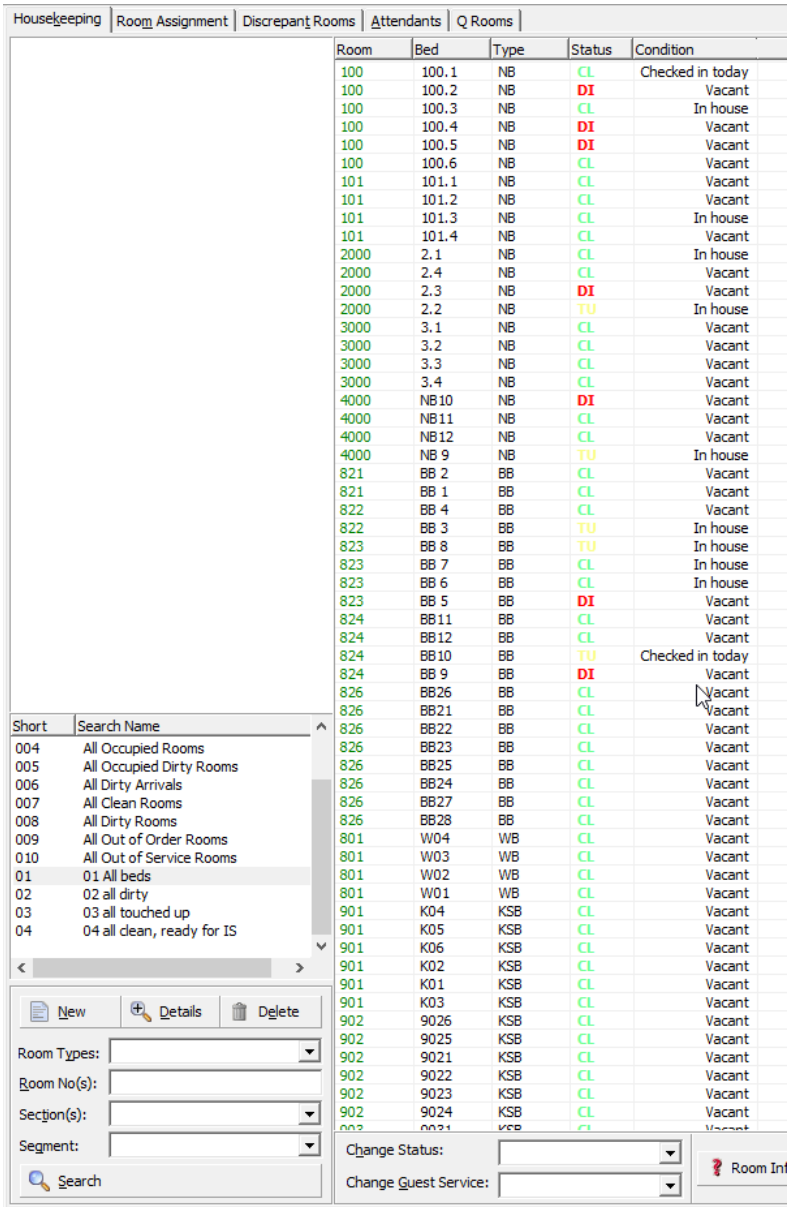
5. If there are still open balances for certain window, a warning message appears.



6. Use right mouse menu and select **Check out selected window** on the windows with open balance to check 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).

Housekeeping

1. Select **Rooms Management -> Housekeeping** from the main menu to use housekeeping bed status functionalities.



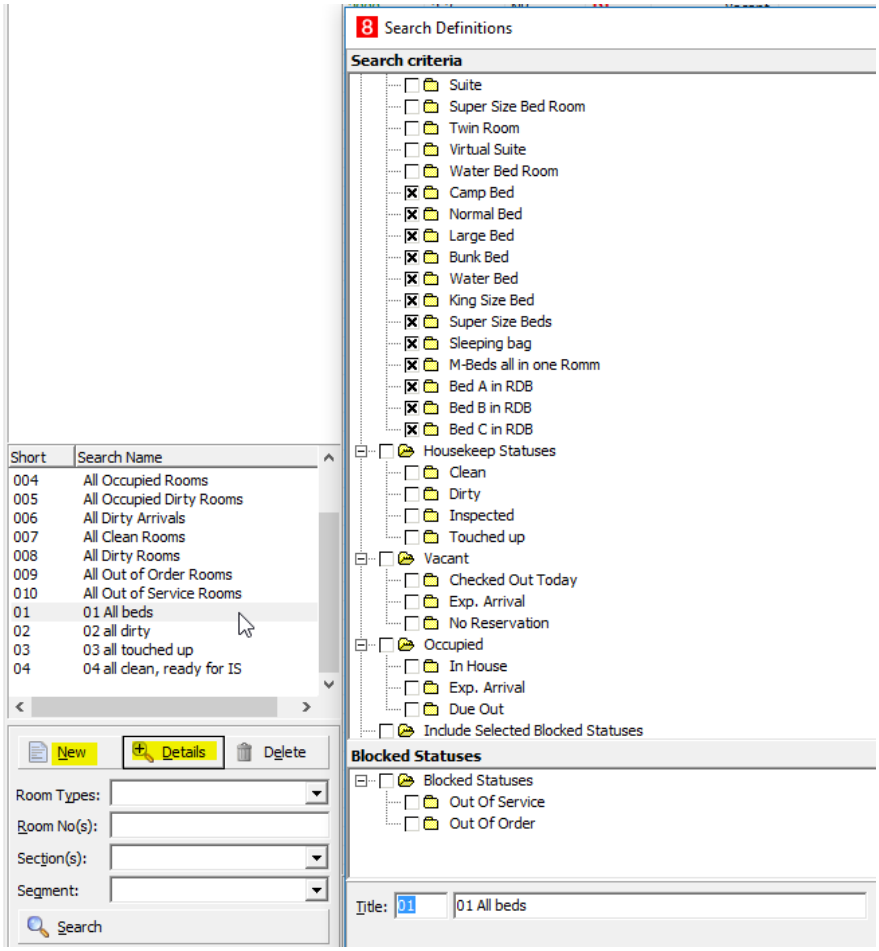
1. The color of a bed room is green and the beds are displayed in the column to the right.
2. Room numbers can also be shown without a bed number, if you just select the bed type. Then the bed row appears empty. To identify the different kind of rooms, there are different colors:
   Black = Room only room

   Red = Mixed room (can have identified beds or non-identified beds)

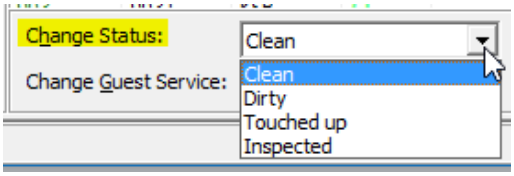
   Blue = Bed only room (also can have both kind of beds)

Green = Room with identified bed

3. Selections can be defined and saved for later reference.

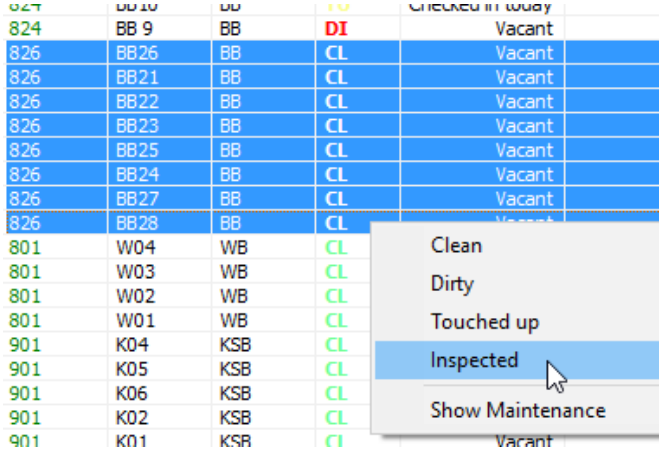


4. You can change the status for each bed by mark the related bed(s) and use the **Change Status** menu at the bottom

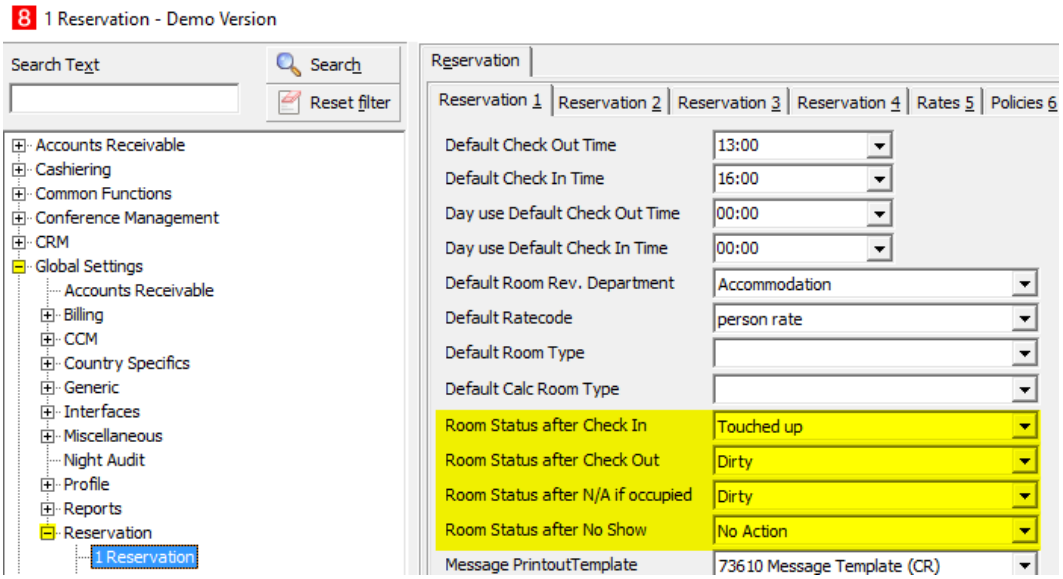


or

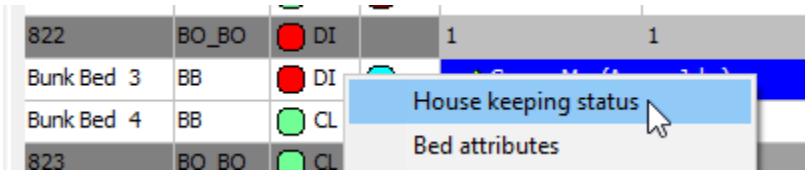
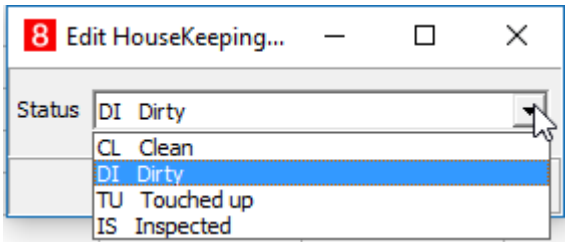
Use the right mouse menu:



To setup the default change order for the bed status, the same settings used for rooms will apply. You can configure it under the main menu **Setup -> Configuration -> Global settings -> Reservation 1**:



5. The bed status is also shown in room rack, and can be changed there as well, be right click on the status icon and select 'House keeping status' from the menu



And choose the corresponding status: