Guest Tracker ©

This is a Detailed User Documentation of the Guest Tracker 5.X to assist you in implementing our Systems. If you need in depth technical questions answered please call TCS Systems Inc. at **(845) 268- 0475**.

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User Manual

Guest Tracker Main Menu - ICONS

These Icons at the top of the Menu are the most commonly used programs in the system and are here for an easy short cut to these programs.

ADD RESV Add Reservation

UPD RESV Update Reservation

WALK-IN Walk-In Guest

CHECK-IN Check-In Guest

OCCUPIED Occupied Rooms

CHECK-OUT Check Out Guest

FOLIO Folio / Billing Maintenance

ARRIVAL Arrival List of all Guests arriving today

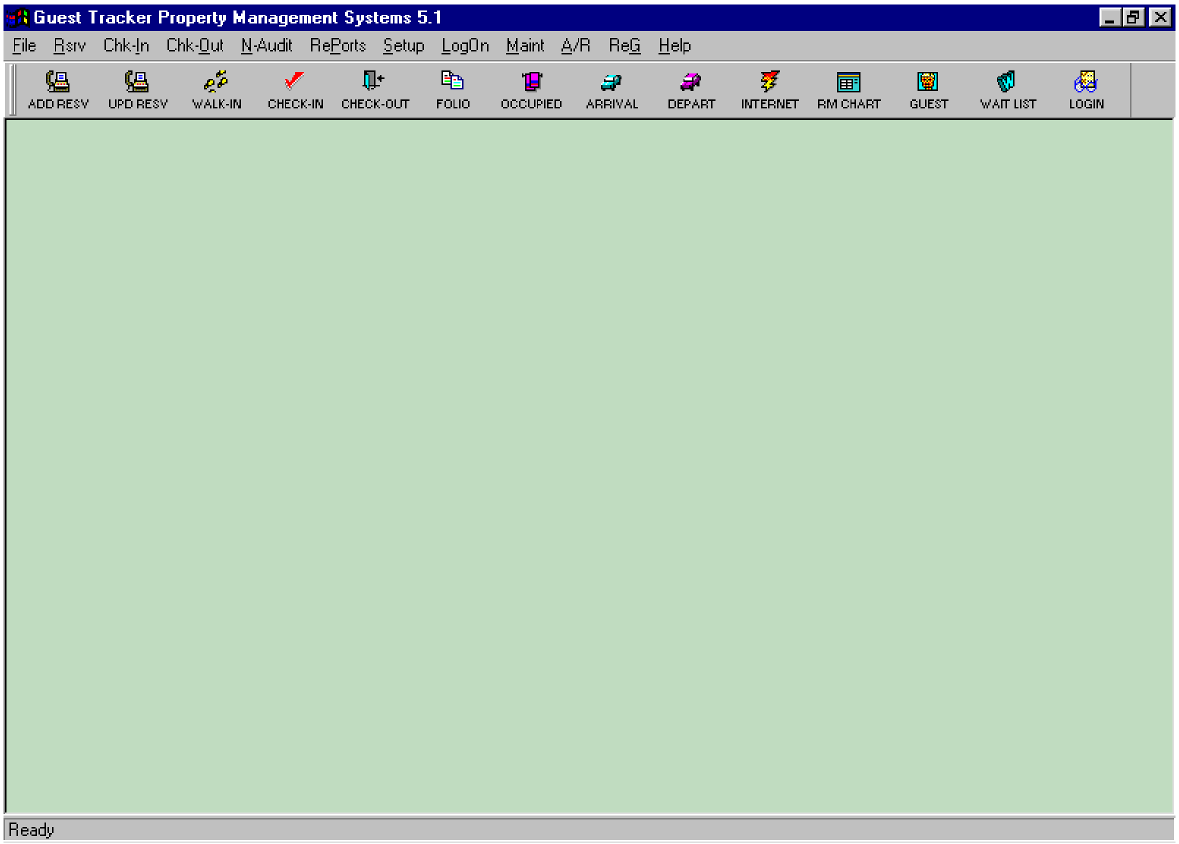
DEPART Departure list of all Guest Departing Today

RM CHART Room Chart of all Rooms for the month

GUEST Guest Inquiry / Maintenance detailed display

WAIT LIST Add reservation to Wait List

LOGIN Login / Logout user for security



File

Print

There is no current use for this option at this time.

Print Setup

The Print Setup Option allows to select the Print that you would like to Print to.

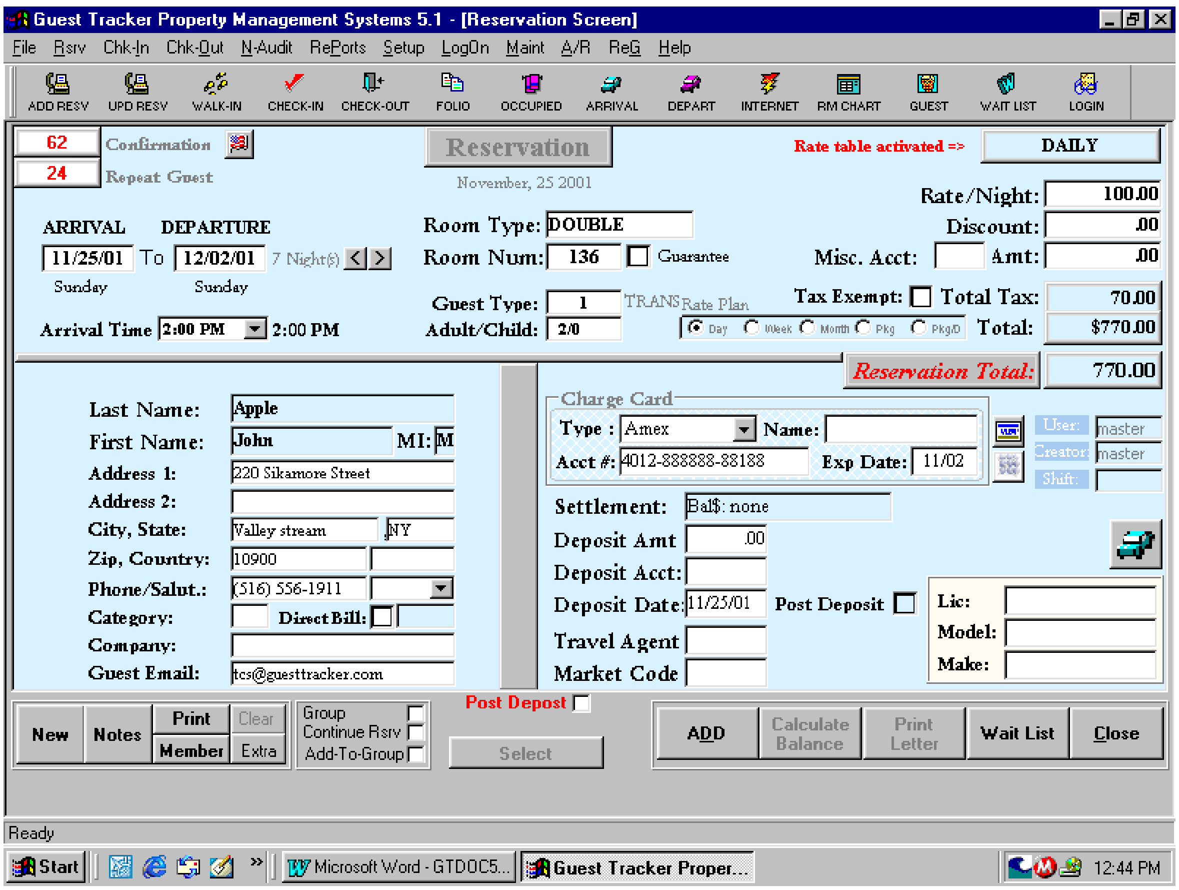
All the printers that are currently setup in Windows 95, 98, or NT can be selected at any time. If you have a Fax Modem with the proper software loaded you may also fax a print out to a selected fax number.

Exit

The Exit selection will exit the application and close down Guest Tracker.

RESERVATIONS

Add Reservation



The first selection is **Add** Reservation**.** Selecting this option will display the Room Reservation screen. The automatic **confirmation number** has been incremented and displayed for you.

Room Information

Arrival Date: is the arrival date of the guest or group and will be entered in mm/dd/yy format. To expedite the arrival date, an on-screen calendar can be selected by pressing the **<F5> key or by right-clicking the mouse button**. Then by using the arrow or keys or clicking on the date, you can select the proper date. You can toggle the Date POP-up by pressing the F5 key or clicking on the calendar button at the bottom of the screen.

 # nights:, which is the number of nights that this reservation is being made for.

Depart. Date: is the departing date or check-out date of the guest or guests. This date will be displayed automatically depending on the number of nights that had been previously entered above. The day of the week will also be displayed for both the check-in and check-out dates entered.

Arrv. time:, will be entered next and this will be the time of the day the guest is checking in. The format for the time will be hh:mm xx, which stands for hours:minutes and AM or PM, depending on morning arrival, or afternoon and evening arrivals.

Room Typ: entry will be the type of room that is being requested. These room types and associated rates have already been setup. If you would like to display the available room types on the dates requested you would press the **<F5> key or by right-clicking the mouse button** key. This would display all the available rooms and rates for the dates requested. Choosing the room type is as easy as scrolling up or down with the arrow keys or clicking the Room Type. Then press the enter key or double click on the Room Type to select. Using the **Room Types** Drop Down List will also help you to check the actual number of rooms available for the dates requested, for each type of room.

Room No: is the room # that will actually be reserved for the Reservation. By pressing the **<F5> key or by right-clicking the mouse button,** all room numbers available for the selected type of room and dates requested will be displayed. Choosing a room from the available rooms displayed may depend on the comments about that room, number of beds, what floor, condition of room, repairs pending, phone, portable bar, etc. All this information about a room can be set up temporarily or permanently. The characteristics of a room can always be altered.

Guest Type: entry will be the type of guest that is checking in. These guest types have already been setup in **Guest Type Maintenance** setup in the **Setup Menu**. If you would like to display the available guest types on the system you would press **<F5> key or by right-clicking the mouse button**. This would display all the Guest

Types. Using the Guest type is not required, however for managing reports and marketing it will be helpful to track Guest History information by Guest Types.

Adult/child: / question refers to the number of adults and children checking in. The format will be for example 2/1, which will stand for 2 adults and 1 child. The total number of adults in a room can have additional charges added to the daily rate. This can be setup in Room/Rate Maintenance, in **Setup**.

GA: Guarantee field represents a reservation that a deposit has been received for (and/or) the room number is guaranteed.

Exempt: will be Clicked or Checked off if there are no taxes. Taxes will not be posted for this reservation at time of check-in. The default is to Post taxes.

Rate/Night: entry field represents the 1 night rate of the type of room chosen. By pressing **<F5> key or by right-clicking the mouse button** you will be able to display the different rates set up for that room type. By selecting the correct rate and pressing the enter key or clicking on the Rate Type the accepted rate will be displayed in the Rate/Night: field. Once you Select a Rate from the Rate List you have activated the Rate Table. Activating the Rate Table controls and protects Rates from being changed.

Daily, Weekly, Monthly, and Package check boxes can be clicked on to setup the type of rate that will post to the Guests Folios. You may Post once a day, once a week, or once a month.

Discount: field represents a discount for the Reservation. This discount can be group rates, special promotions, or guest discounts known in advance. Enter the discount amount in Amount of Discount per Night. (Optional)

Misc. Acct: field represents a Miscelaneous Charge by Account. Hit **<F5> key or by** right-clicking the mouse button to Select from a list of Charges. This is not required for Additional Charg Postings, but if used will give you Detail information of the type of Misc charge that will post.(Optional)

Misc. Amt: is the Rate per Night of any additional charges that are recognized at the time of the booking. For example, extra beds, limousine service, special dinning plans, or group trips through the hotel guest services, etc.(Optional)

Tax: field is an automatic display field. The Tax Rates were set up **SETUP.** The Tax amount will display automatically for the entire Reservation.

Total: field will display the total amount for 1 Reservation for the nights reserved.

Reservation Total: Will display the Total of a group reservation.

Guest Information

Guest #: If the guest has an established relationship with the property and consequently has an Account # set up on the Guest Tracker system there is no need to reenter the guest information. By entering the **function key <F5> key or by right-clicking the mouse button** you can display all accounts in alphabetical order by last name, starting with letter or letters you have partially entered in the **Last Name**. It is important to enter only a few letters from the last name. If they have not stayed with you before and you do not see their name in the popup list, then Click on the **CLOSE** Button to escape and continue entering the last name, first name, address, phone, and so on. You may also click on the **CLEAR GUEST button.** This will clear the Guest Information only to start fresh.

Once a Guest is selected or entered for the first time you can enter guest notes about the Guest. **By clicking on the Clear Guest button,** a Notes Windows will display and prompt the user to enter any pertinent information about the reservation or guest. Previous guest notes from that guest will also appear if they exist. When you are done entering guest notes press the **NOTES button** again to save your guest notes.

Address 1: and **Address 2:** and **City**: are the street address and city of the guest.

State:, Zip:, and **Country**: are additional address fields for the remaining part of the address needed for billing purposes or seasonal marketing projects.

Home phone: and **Work phone: ( ) - Ext:** are the phone numbers where the guest can be reached in case of a needed follow up phone call by the property.

Salutation: field is the Guests title if applicable.

Category: From 01-99, a number that will represent another entry you may use off season to create different mailings based on the Category. Right-click will bring up a list of all pre setup categories for you to select from.

DB: Direct bill field will represent the type of Guest making the reservation. If the DB box is checked, this would make this guest a direct bill account, otherwise the Guest Bill will be due at the time of checkin or checkout.

Company

Company: If the guest has an established relationship with the property the Guest will consequently have a Direct Bill Account set up on the Guest Tracker system. By entering the **function key <F5> key or by right-clicking the mouse button** you can display all Direct Bill Accounts in alphabetical order by Company name, starting with letter or letters you have partially entered in the **Company Name**. At the time of check out the system will allow you to post an Invoice to this Direct Bill Account.

Guest E-mail: Enter the Guest e-mail to enable you to e-mail confirmation letters or any custom letter to the Guest. Also, to build an e-mail Database for off season marketing through your e-mail database of Guest accounts.

Billing Information

Card Type: field only needs to entered if the guest is reserving the rooms or room by credit card. If a deposit is being mailed in via cash, check or money order this entry can be left blank.

Card holder: will be entered with the exact name as it would appear on the credit card.

Card #: will be the credit card number exactly as printed on the credit card.

Exp Date: is the expiration date on the credit card. This date will be in the format of (month/year), ex. 10/02.

Settlement: filed is an optional field for billing arrangements for checkin or checkout. The settlement amount will display the Balance Due during check in, considering the deposit received thus far.

Deposit Amt: field will be the amount of deposit due prior to check-in for that reservation.

Post Deposit: will indicate whether or not the deposit has been received and the Reservation is confirmed at the time of making the reservation. The room deposit will be posted and credited to the Guest Folio. In this case check off **Post Deposit** at the bottom of the screen.

Deposit Acct: is the G/L account to track Deposits by Acct # for accounting reports**. By pressing <F5> key or** by right-clicking the mouse button a window of G/L accounts will be displayed. Your unique deposit accounts may be set up in G/L Accounts. For example, Deposit Amex, Visa, Mastercard, Cash, Check, etc.

Deposit Date: will represent the date the deposit is due in order to confirm the reservation. This date will be used in the Deposit Due report. This date can be overwritten with any date you chose.

Travel Agent: field is to select a Travel agent. To select a Travel agent hit **<F5> key** or by right-clicking the mouse button and a Drop Down List will Display all Travel Agents. To track travel agents business use this field to enter the correct Travel Agent.

Market Code: field is to select a Market Code Type. To select a Market Type hit **<F5> key or by right-clicking the mouse button** and a Drop Down List will Display all Market Codes from **SETUP**. To track business by Market Type this field should be entered. (Optional).

Vehicle: To enter information about a Vehicle you will Click on the **CAR ICON** to the right of the Post Deposit in the Billing Information. The License, Model, and Make of the Vehicle will be entered here.

ADD:

A last pop up screen will display the details of the reservation and ask **"Add Reservation Yes or No.** This will be your last chance to review the details of the reservation before writing it. If you enter "N" the system will return to the reservation screen for any changes.

If you click on **YES** the system will write the reservation.

If you entered Deposit information and checked off **Post Deposit** the system will prompt you to Print a Letter.

At this point the system will reset for the next reservation to be entered. If you would like to **Close** the Add Reservation, click on the **CLOSE** button in the bottom right hand corner.

Bottom Bar information

Along the bottom of the Reservation are other fields to select at any time during the Reservation.

New: The New button will clear out the Guest information you have entered or selected. This will allow you to enter a new Guest.

Notes: Unlimited notes can be entered for your Guest and their stay.

Print: The Print button will allow you to Print a copy of the Reservation as you see it.

Member: The Member button will pop up additional membership information. If you track member info , such as membership status, expiration date, referral codes, mail code, Mail request date, posting of a membership fee or annual member fee with an auto-post feature.

Clear: The clear button will clear information being entered in the Guest Info. This is for a new Guest that needs to be cleared.

Extra: Additional information, Birthday, Anniversary, and Y/N message field. Click on the Yes button and enter a message you would like to pop up any time this Guest is selected in the future.

Group: The Group button is checked for a Group Reservation. When this is checked, the Room No: field will change to "# of Rooms", which will represent the number of rooms you would like to make a reservation for. If you select Group the **Group Queue** button will display.

Group Queue: This field will be checked if you have a large group reservation that requires more then 1 Room Type. Without this feature you may select only 1 Room Type when making a Group Reservation. After you select Group, then the Group Queue, you will enter the reservation as normal. When you are complete with the first room type, click on the gray box at the top left corner that displays "Click here to Add current reservation to Group Queue". Then that 1st block will display in the Group Queue. Tip * - before clicking group Queue, enter the Guest Name information since the Group Queue Display will block the Guest name information.

Add to Group: This button will be used if you need to add a reservation to an existing group reservation. Once you select this feature a list of all existing Group leaders and their reservations will pop up. Select the Group you would like to add to.

Continue Rsrv: If you have a reservation that will require a room change during the stay or a Package rate + additional nights this box will be checked to allow you to create 2 reservations that are linked together as 1 reservation under that Guest. Once you complete the first part of the reservation, the system will automatically bring up a new reservation screen ready to enter the second part of the reservation. The arrival date will be the departure date of the first part and the room type, room, and rate can be a different selection.

Add-To-Group: This is used for entering and adding a to an existing Group reservation. This feature allows you to select the Group from a pop-up list, and then a single reservation to it. The reservation will be connected to the Group for Confirmations and Check-In's.

ADD: The Add button is clicked when you are ready to Add the reservation. If there was a required field the system will prompt you with fields in red to be entered. There are only a few required fields. Dates, Guest name and city, ST, and room type.

Calculate Balance: Calculates amount difference between Reservation total and deposits received so far.

Print Letter: You will automatically have an option to print a confirmation letter when you have added the reservation. In Update Reservation you will have the option to Print more that 1 letter with the Print Letter option. Also, you may print our standard letters built into the system or custom Word documents custom designed with MS Word.

Wait List: You can Wait List a reservation if there are no room types left of the requested room type by the Guest. The Waiting List reservation allow you to build up a Waiting List. The system will prompt you that it is adding a Waiting List reservation. You can later turn a waiting list reservation into a active reservation in the Rsrv Menu, then Wait List option. You can then select a Wait List reservation from there.

Close: If you would like to Close the Add reservation program at any time prior to Adding the reservation you may click on the Close button.

Update Reservation

The only difference between **Adding** a Reservation and **Updating** a Reservation is you must first select a Reservation that exists in Update Reservation.

When first selecting the **UPDATE Reservation** a list of existing Reservations will be displayed in Arrival Date Order.

At any time double-click on the Reservation you would like to update.

To limit the search, enter the first few letters of the Guests Last Name and Click on Retrieve.

To further limit the Search, enter the Arrival Date of the Guest, and click on Retrieve.

Or, enter the Confirmation Number and click on the Retrieve Button.

Use the Update Reservation Program to Post deposits. Click on the **Post Deposits** Button and the system will post deposit receipt information to the Guests Folio.

Click on **Confirmation Letter** to Print a Confirmation Letter. Make sure you have posted Deposit information first!

After clicking on Update, the system will prompt you on your changes. **Update Reservation, Yes or No?**

UPDATE: To update the changes you have made to the reservation selected. Or to post the deposit amount just received.

Calculate Balance: Calculates amount difference between Reservation total and deposits received so far.

Print Letter: You will automatically have an option to print a confirmation letter when you have added the reservation. In Update Reservation you will have the option to Print more that 1 letter with the Print Letter option. Also, you may print our standard letters built into the system or custom Word documents custom designed with MS Word.

E-Mail: You have the option to e-mail a Confirmation letter or any letter to the Guest as long as an e-mail address has been correctly entered into the e-mail field. Once you click on the E-mail button, make sure you have e-mail setup on this computer and is working. The Guest Tracker will make use of the existing e-mail system you have setup for your Property.

The **Close** button will Close the Update Reservation screen, when you are finished.

Cancel

Cancel Reservation must first select a Reservation to Cancel.

Use the Folio update bar in the middle of the screen to display the open deposits or folios on the account. These posting must be resolved and = to a balance of 0.00, before the system will allow you to Cancel the reservation. TIP- make sure the balance is = to 0.00.

When first selecting the **Cancel Reservation** a list of existing Reservations will be displayed in Arrival Date Order.

At any time double-click on the Reservation you would like to Cancel.

To limit the search, enter the first few letters of the Guests Last Name and Click on the **Retrieve** Button.

To further limit the Search, enter the Arrival Date of the Guest, and click on Retrieve.

Or, enter the Confirmation Number and click on the Retrieve Button.

Once you double click on the Reservation to Cancel, the System will ask you if this Confirmation # is the one you would like to Cancel? When completed you may Close the Cancel Reservation screen.

Restore

Restore Reservation must first select a Cancelled Reservation to Restore.

When first selecting the **Cancelled Reservations** a list of Cancels will be displayed in Arrival Date Order.

At any time double-click on the Cancelled Reservation you would like to Restore.

To limit the search, enter the first few letters of the Guests Last Name and Click on the Retrieve Button.

To further limit the Search, enter the Arrival Date of the Guest, and click on Retrieve.

Or, enter the Confirmation Number and click on the Retrieve Button.

Once you double click on the Reservation to Restore, the System will ask you if this Confirmation # is the one you would like to Restore?. When completed you must Update the Reservation to check room availability and select a room type.

Wait List

Wait List Select a reservation from the Wait List reservation to Restore.

When first selecting the **Wait List Reservations** a list of reservations will be displayed in Arrival Date Order.

At any time double-click on the reservation you would like to Restore.

To limit the search, enter the first few letters of the Guests Last Name and Click on the Retrieve Button.

To further limit the Search, enter the Arrival Date of the Guest, and click on Retrieve.

Or, enter the Confirmation Number and click on the Retrieve Button.

Once you double click on the Wait List Reservation to Restore, the System will ask you if this Confirmation # is the one you would like to Restore?. When completed you must Update the Reservation to check room availability and select a room type.

Internet Rsrv

This Add-On module if installed will allow you automatically Import reservations into the Guest Tracker pending reservation screen. If there are internet/GDS reservations that have been booked via outside services you will be able to view the pending reservations ready for Import.

IMPORT: Click on the Import button to import the reservations On-screen.

When this 1st step is complete, uncheck the internet import button and will then display all pending reservations, ready to become active reservations. Select the reservation you would like to activate and move to the reservation system.

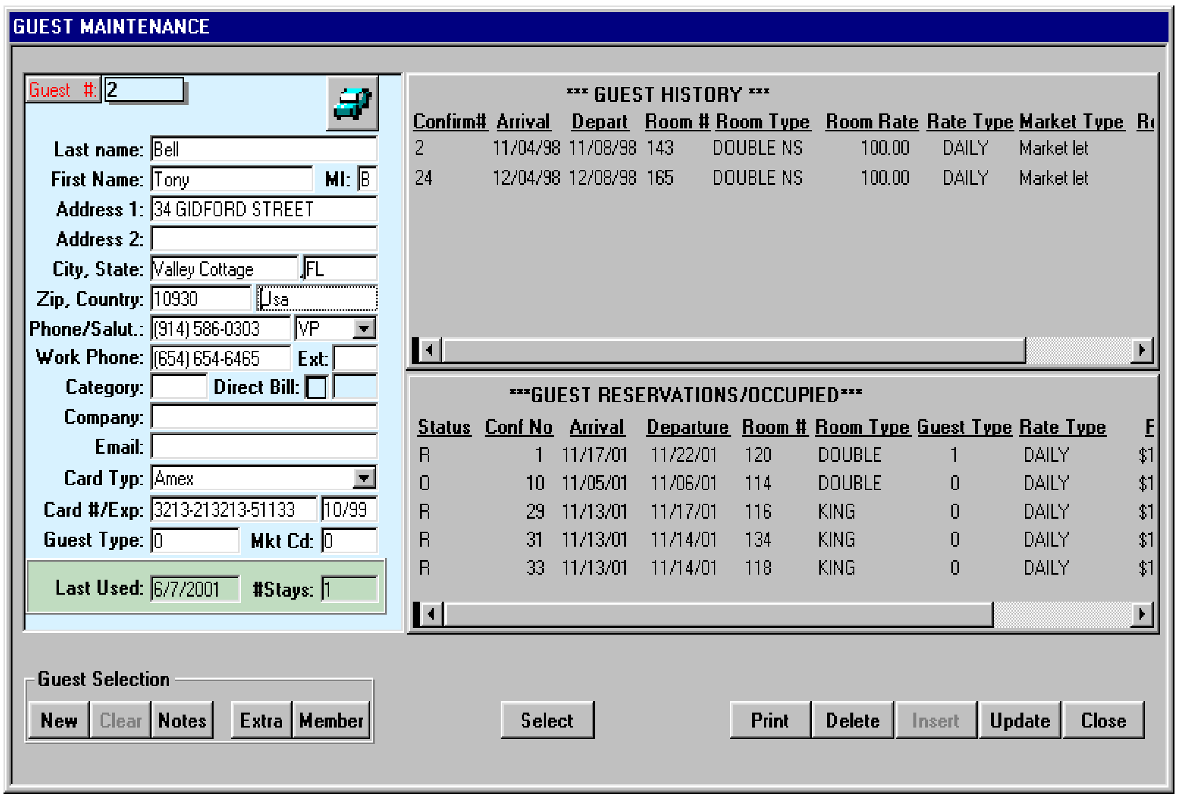
CLOSE: Close the Internet reservation screen when you are completed.

Guest Update - F3

The **Guest maintenance** program will first display a Selection screen of all Guests listed in Alphabetical order by Last Name. You can select the Guest Maintenance program from the **Guest Icon** on the Icon Menu Bar.

To select a Guest enter 1 to 4 letters of the Guests Last name in the **Last Name:** and click on the **Retrieve** button. This will start and sort your selection by Guests Last Name. Next, **double click** on the Guest that you would like to Retrieve.

The next inquiry screen will display all information about a Guest, including Notes, Guest History, and future Reservations.



To View extended information about Guest History and Guest Reservations, click and drag side bar and bottom bar down or to the right, respectively.

The buttons along the bottom are **Notes** **Select** **Delete** **Insert** **Update** **Close**

Click on the **Notes** button to Insert or Modify notes about a Guest.

Click on the **Select** button to Select a different Guest.

Click on the **Print** button to Print that Guests Information out.

Click on the **Delete** button to Delete a Guest.

Click on the **Insert** button to Insert a New Guest.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Guest maintenance program.

Click on the **Update** then **Close** button to Save and Exit the program.

Guest Selection – new fields

Click on the **New** button to add a new Guest record of information.

Click on the **Clear** button to clear the Guest information, to start over

Click on the **Notes** button to Insert or Modify notes about a Guest.

Click on the **Extra** button to enter Birth dates, Anniversary Dates, and special messages for Guests when selected in Reservations, or Check In.

Click on **Member** to enter Membership information.

Check In

Walk-In

Check-In

Occupied Room Update

Walk In

The **Walk In** Guest does not have a Reservation. This is the Only difference between Walk In and Check In.

Walk In / Check In

When selecting **Check In** from the Check In Menu or the **Check In icon**, all of the reservations that have not been checked in yet are available for check in. The first screen that will display after selecting **Check In** will be a **SELECT** screen that will display all the reservations that can be checked in. By entering **Last Name, Arrival Date, or Confirmation Number** you may then click on the **Retrieve Button** to Limit your selection criteria. Once you have limited the selection criteria you can double click on the correct Reservation to Check In.

Daily Weekly and Monthly check boxes can be clicked on to setup the type of rate that will post to the Guests Folios. You may Post once a day, once a week, or once a month.

Pre-Post Charges Button: If you check the Pre Post Button, the system will post Room charges for each night of the reservation at the time of check In. All charges will be posted with the correct dates of posting to maintain night audit accounting balances for each night separately.

Calculate Balance: The Calculate Balance button will look for any deposits received and calculate the balance due at time of check-in for full payment in advance. You may then enter this amount into the **Pay Amt:**.

Folio * Update: The middle side bar of the Check-In screen when clicked on will open the Folio screen for this Guest Reservation to view or adjust open Folios for this Reservation.

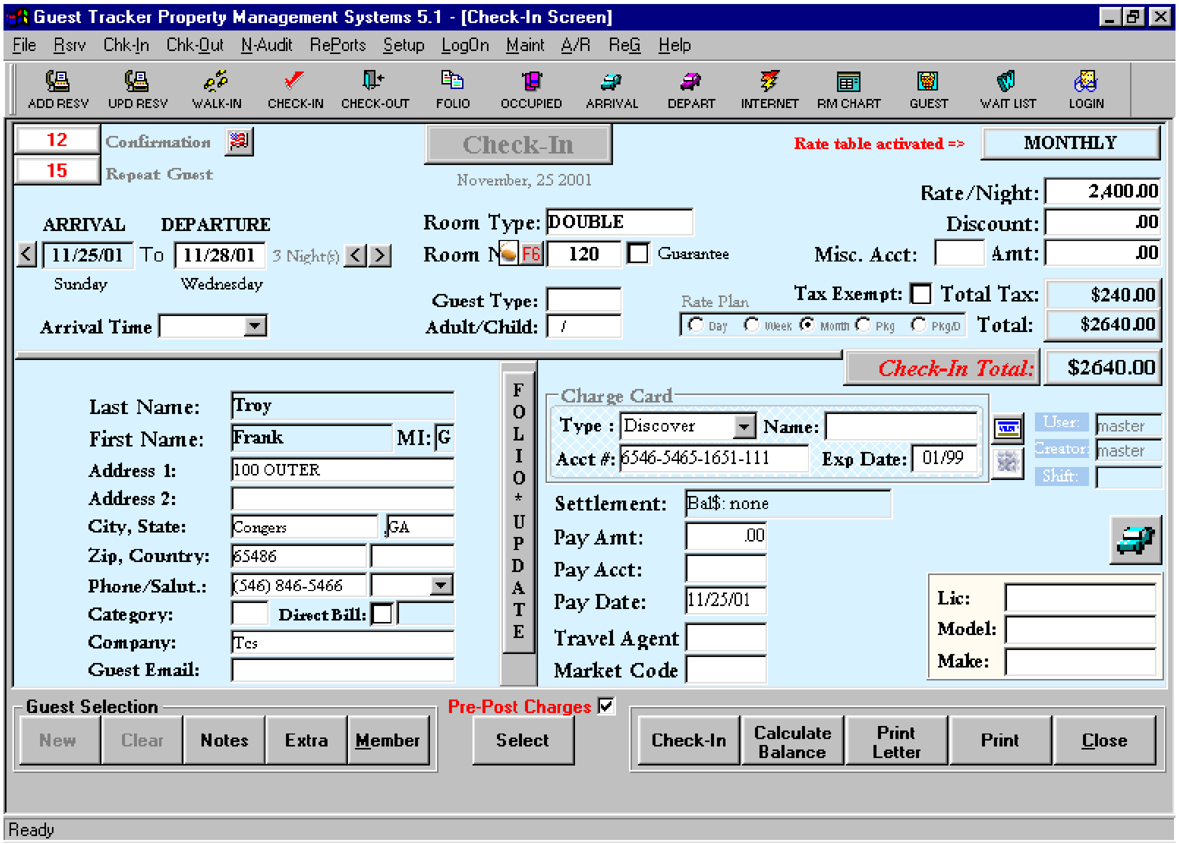
The **Print Receipt (Yes/No)** This will print out a Bill or Registration of all Reservation Information, Billing charges, and Payments created during the Check In procedure.

Click on the **Print** button any time to get a print out of the reservation screen (print screen).

Click on **Check In** to Check In the Guest and create an occupied status on the room.

The Guest will now have an Open Folio in Folio / Billing and an Occupied Status for this reservation.

When you are finished with Check In, click on the **Close Button** for the selection screen and the **Close Button** for the Check In screen.



Occupied Room Update

This program will be used to change a room for an in-house Guest.

To check notes on an In-House Guest.

To change the departure date of an In-House Guest.

When first selecting the **Occupied Room Update** a list of existing Occupied Rooms will be displayed in Room number order.

At any time double-click on the Room you would like to update.

To limit the search, enter the first few letters of the Guests Last Name and Click on the **Retrieve** Button.

To further limit the Search, enter the Room Number of the Guest, and click on **Retrieve button**.

Post Remaining Nights: If a Guest wants to extend their stay, after changing the Departure Date, you may click on this button to post the additional nights in advance.

Calculate Balance: The Calculate Balance button will look for any payments in the Folios and subtract that amount from the Total Reservation. You must use the Folios to enter payments against the account.

Check Out / Folio Billing

Check-Out

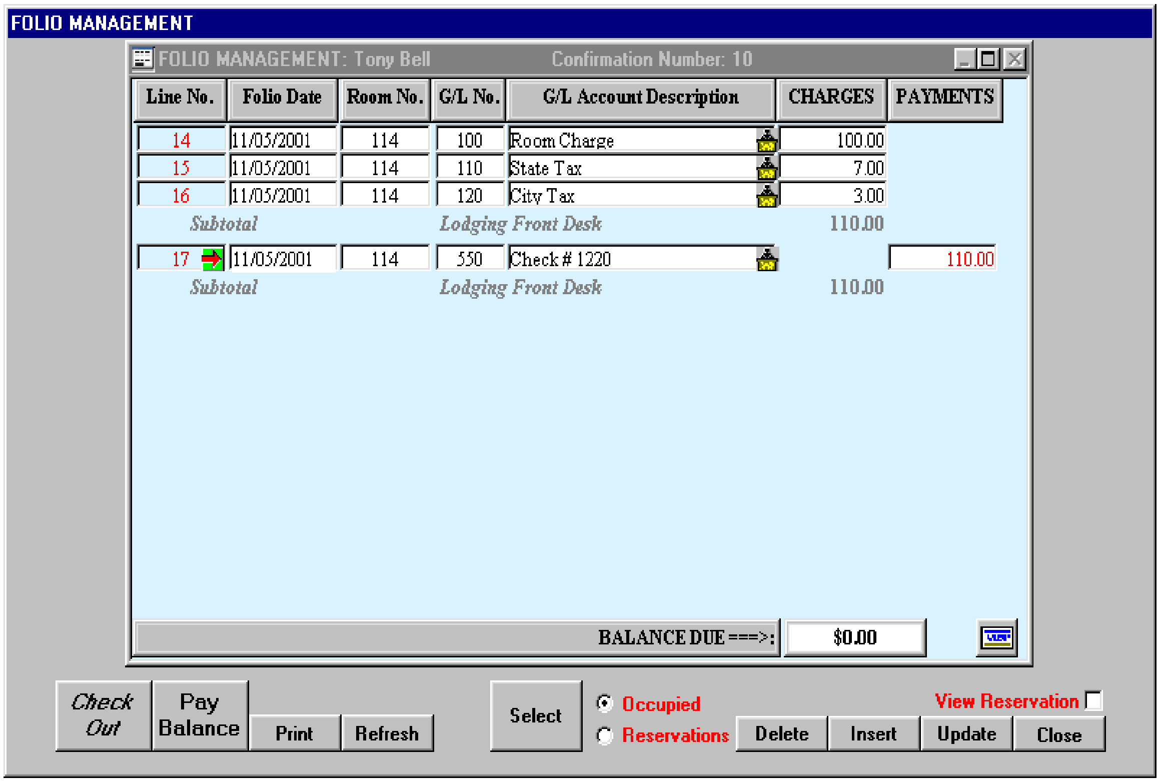
What is the difference between Folio / Billing and Check Out? None

You can check out a Guest from either program. Both programs will actually Close out the Folio, and move all the Open Folios to Folio History. Both programs will create a Guest History Record.

Folio/Billing

Once a Guest is checked In the system will have generated Folio billing information. By Selecting the **Folio Icon** the system will display the Folio Selection screen. You may limit your search here. By entering **Room #, Last name, or Confirmation #.** Then by clicking on the **Retrieve Button** the selection will be searched. You do not have to use the selection criteria. The system will default to all outstanding Occupied Guests.

Once you select a Guest Reservation the system will display the open Folios for that Reservation or Guest. By Clicking on a Reservation line, you will select the Reservation.



The **Check Out** Button will check out the Guest. The Balance must be 0.00 to check out a Guest.

After you have selected a Room Number or Guest, you will now retrieve the Folio Detail Lines. They will be sorted by Room Numbers. Delete, Insert, Update, and Close Buttons along the Bottom of the screen will allow you to adjust the Guests Folio /Billing Information.

Delete

To Delete a Folio Record click on the Folio that you want to Delete. Next, Click on The Delete Button.

Insert

To Insert a Folio Line, click on the Insert Button. A new line will pop up. The Date and Room number will populate the line automatically. Next, enter the G/L Account number for the charge or payment. The description will display. Lastly, the amount will be entered. **F5** will pop up a G/L Account Selection Box to choose the account.

Edit

To Edit a Folio record, click anywhere on the screen and edit Folio Information.

Update

The Update button **MUST BE clicked** to recognize any and all edits, deletes, and inserts.

Refresh

The Refresh Button will allow you to get back to the original Folio. For example, if you Insert or delete a Folio line by mistake. Just hit the **Refresh** Button.

Pay Balance

The **Pay Balance** Button will calculate the amount due and display a drop down list of Pay Types to select from, (Amex, Visa, etc). Click on the Update Button to update the Guest Account. If you click on Refresh or Close the changes or additions will not be saved.

Check Out Button

The Check Out Button will check out the Guest and prompt you to print a last Billing Receipt. The Balance Due must be 0.00 to Check Out a Guest. (**The Check Out Button will display in Check Out and Folio/Billing.**

Print

The Print Button will print the Folios for the Guest to Review.

View Reservation – check box

The View Reservation check Box will **Display only**, the Reservation for that Guest.

Close

The Close Button will close the Folio / Billing or Check Out Program. When you have competed the Folio / Billings you will close the screen.

Folio/Billing History

Once a Guest is **checked out** the system will generate Folio History. By Selecting **Folio/Billing History** the system will display the Folio History Selection screen. You may limit your search here. By entering a **Date Range, Last name, or Confirmation**

#. Then, by clicking on the **Retrieve Button** the selection will be searched. You do not have to use the selection criteria. The system will default to all Guests Checked out today.

Once you select a History record the system will display the closed Folios for that closed Reservation. By Clicking on a closed Reservation line, you will display all the closed folios for that Reservation. ***What is the difference between Folio / Billing and Folio Billing History?*** Folio / Billing displays open folios. These Folios can be edited and added to. Folio History detail are closed folios that can only be displayed or used to recreate a Bill.

Night Audit

This menu has all the programs and reports necessary to complete Night audit.

Post Room and Tax

Each night, the Post Room and Tax will be run. All the rooms occupied that night will have Room and Taxes posted to. You will be prompted one last time before posting will begin. It is important to run the Post Room and Tax each night.

Reporting

These are key reports that will report in detail or in Summary all Folio Information for the day, week, or month. You can run reports for Open Folios or "Open and Closed" Folios (All). The Folio Activity Report in a page or two will total all G/L Accounts for the Audit.

Folio Detail by Account (Open Folios)

Detail Report of all Open Folios "In House", printed or displayed, by GL Account sequence. This report represents all in house Guest Folios.

Room #	Name	GL Acct	Date	Description	Charge	User
100	Troy	**100**	01/01/99	Room Charge	120.00	name
100	Bell	**100**	01/01/99	Room Charge	110.00	name
					230.00	

Guest Ledger Detail (Open Folios)

Detail Report of all Open Folios "In House", printed or displayed, by Guests Last name. This report represents all in house Guest Folios in Guest Last Name Sequence.

Room #	Name	GL Acct	Date	Description	Charge	User
100	**Troy**	100	01/01/99	Room Charge	100.00	name
100	**Troy**	110	01/01/99	State Tax	7.00	name
					107.00	

Folio Detail by Account (All Folios)

Detail Report of All Folios, printed or displayed, by GL Account sequence. This report represents all Guest Folios, (Open / Closed).

Room #	Name	GL Acct	Date	Description	Charge	User
100	Troy	100	01/01/99	Room Charge	150.00	name
100	Bell	100	01/01/99	Room Charge	110.00	name
					260.00	

Guest Ledger Detail (All Folios)

Detail Report of All Folios, printed or displayed, by Guest Last name sequence. This report represents all Guest Folios, (Open / Closed).

Night Audit Folio Report(sorted by folio guest name, room#, date and account#)

Night Audit Folio Report 11/25/01 14:09
FROM: *11/05/2001* TO: *11/05/2001*
OPEN AND CLOSED LEDGER(SHIFT: ALL)
Sorted by Folio Guest Name, Room #, Date and Account #

Room #	Name	Folio Acct	Folio Date	Folio Description	Type	Amount	User
120	Bayton	100	11/5/01	Package - Golf	CR	350.00	master
120	Bayton	110	11/5/01	State Tax	CR	27.50	master
120	Bayton	120	11/5/01	City Tax	CR	10.50	master
120	Bayton	225	11/5/01	Restaurant Charge	CR	100.00	master
120	Bayton	530	11/5/01	Discover	DB	(488.00)	master
	SubTotal: Bayton					**0.00**	
114	Bell	100	11/5/01	Room Charge	CR	100.00	master
114	Bell	110	11/5/01	State Tax	CR	7.00	master
114	Bell	120	11/5/01	City Tax	CR	3.00	master
114	Bell	550	11/5/01	Check # 1220	DB	(110.00)	master
	SubTotal: Bell					**0.00**	

Page 1 of 3

Print For Date: 11/05/2001 TO 11/05/2001 Shift: All Run Close

Folio Account Summary (Open Folios)

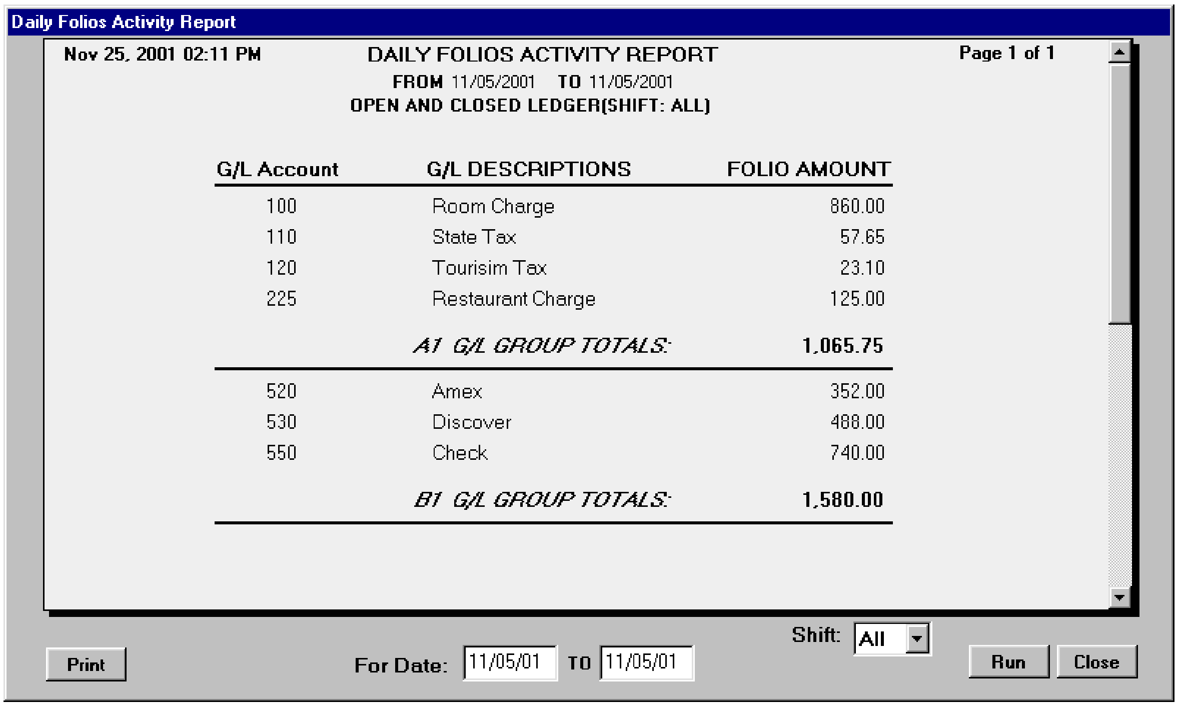
The Folio Activity Summary Report can be displayed or printed. This 1 or 2 page report will total all Open GL Accounts for today, or the Date Range selected.

G/L DESCRIPTIONS	FOLIO AMOUNT
Room Charge	700.00
State Tax	49.00
City Tax	7.00
Misc Charge	250.00

A1 Group Totals 1,006.00

Folio Activity (All Folios)

The Folio Activity (All Folios) Summary Report can be displayed or printed. This 1 or 2 page report will total all (Open/Closed) GL Accounts for today, or the Date Range selected.



Daily Folios Activity Report

Nov 25, 2001 02:11 PM

DAILY FOLIOS ACTIVITY REPORT

Page 1 of 1

FROM 11/05/2001 TO 11/05/2001

OPEN AND CLOSED LEDGER(SHIFT: ALL)

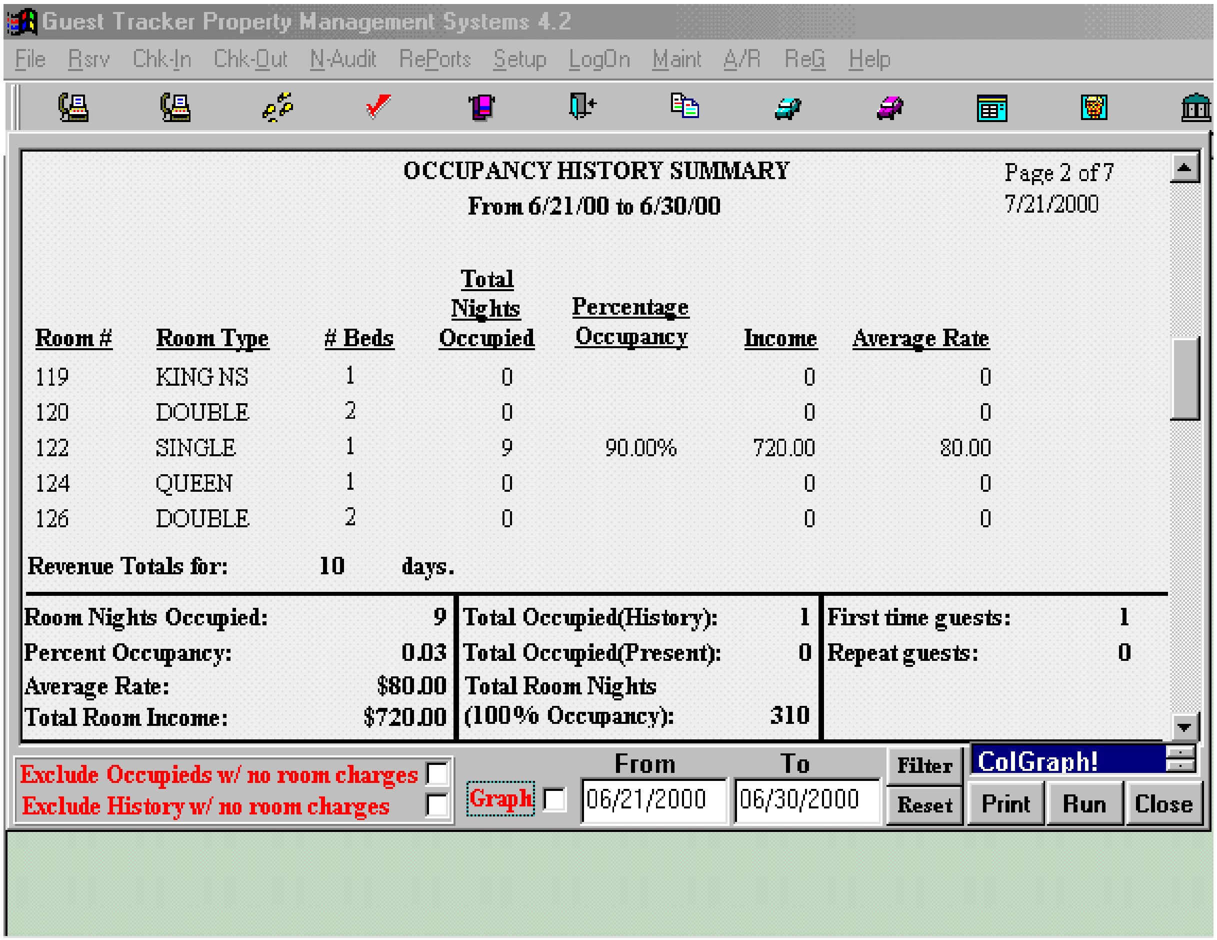
G/L Account	G/L DESCRIPTIONS	FOLIO AMOUNT
100	Room Charge	860.00
110	State Tax	57.65
120	Tourisim Tax	23.10
225	Restaurant Charge	125.00
	A1 G/L GROUP TOTALS:	**1,065.75**
520	Amex	352.00
530	Discover	488.00
550	Check	740.00
	B1 G/L GROUP TOTALS:	**1,580.00**

Print For Date: 11/05/01 TO 11/05/01 Shift: All Run Close

Folio Transaction Audit Detail

The Transaction Audit Detail Report will print or display full accountability and Detail of all Folio Transactions for the day or date range. This report will sort by date and time for every transaction with a before and after picture of the Folios Changed. All Insertions, Deletions, and Modifications to Guest Folios are captured and reported.

Folio Occupancy Summary (All Folios)



The Folio Occupancy Summary is an overall picture of your property at a glance of all past Revenues. In the example above for a 31 room property, there is 1 history record for simplicity. The first section displays or prints the room details, with total number of nights, occupancy %, total income, and Average room rate for the date range selected. The stay was for 9 nights with a total income of 720.00 @ 80.00 / night.

The Percentage Occupancy is 90%. Since we ran the report from the 21st to the 30th equaling 10 days, the calculation is 9 out of 10 days were occupied for room 122, or 90% occupancy level. You would normally run the report for a 1 month period or more.

The date range you select will only include information for that time period.

Revenue Totals for: 10 days, calculates from the date range entered.

Room nights Occupied 9, equals the total nights occupied for all 31 rooms.

Percent Occupancy: 0.03, equals 9 room nights occupied divided by 310 room nights,(31 rooms X 10 night date range entered, 06/21/2000 – 06/30/2000). A full property would have 100% Occupancy.

Average Rate: Equals the Total income of all rooms and divides this amount by the total nights occupied.

Total Room Income: Equals the total Income of all rooms for the date range selected.

Total Occupied (History): Total number of reservations for that time period. In this case, there was 1 stay.

Total Occupied (Present): Total number of occupied rooms 0-31, for this 31 rooms property.

Total Room Nights (100% Occupancy) Equals 310 room nights, (31 rooms x 10 days)

First Time Guests First time guests in this date range

Repeat guests Total number of repeat guests for this date range

Bottom BAR

Exclude Occupieds w /no room charges To exclude occupied comp rooms from report

Exclude History w/no room charges_ To exclude comp rooms from report

Graph If you check this box, and click the **Run** button a graphical display will appear of all the details above.

Filter To filter out or select certain rooms in reporting

Graphs To select which graph you would like to display or print

Reset To Reset all dates and options selected.

Print To print report

Run To run report with new date range

Close To close program and return to main menu.

Housekeeping Room Status

The Housekeeping Room Status Maintenance will be used to manually update a Rooms Status, VC, VD, OC, OD, OUT.

Each morning when rooms are cleaned, this program will be used to set correct status to each room.

The Check-In, Check-out, and Post Room Status Programs can automatically post status to the Room. This is setup in **Setup – License Maintenance**.

Current Occupied Report

Night Audit Current Occupied Report is a List of all Guests staying at your property. The report is sorted by Last Name, then room number.

Conf#	Conf Group	Guest #	First Name	Last Name	Rm #	DateIn	DateOut	Rm Type
27		**200**	**Bill**	**Clayten**	**154**	7/21/00	7/24/00	KING

This report will also total the number of Rooms occupied, total people, total Adults, and total children occupied in rooms. This report can be displayed or printed.

Bottom Bar

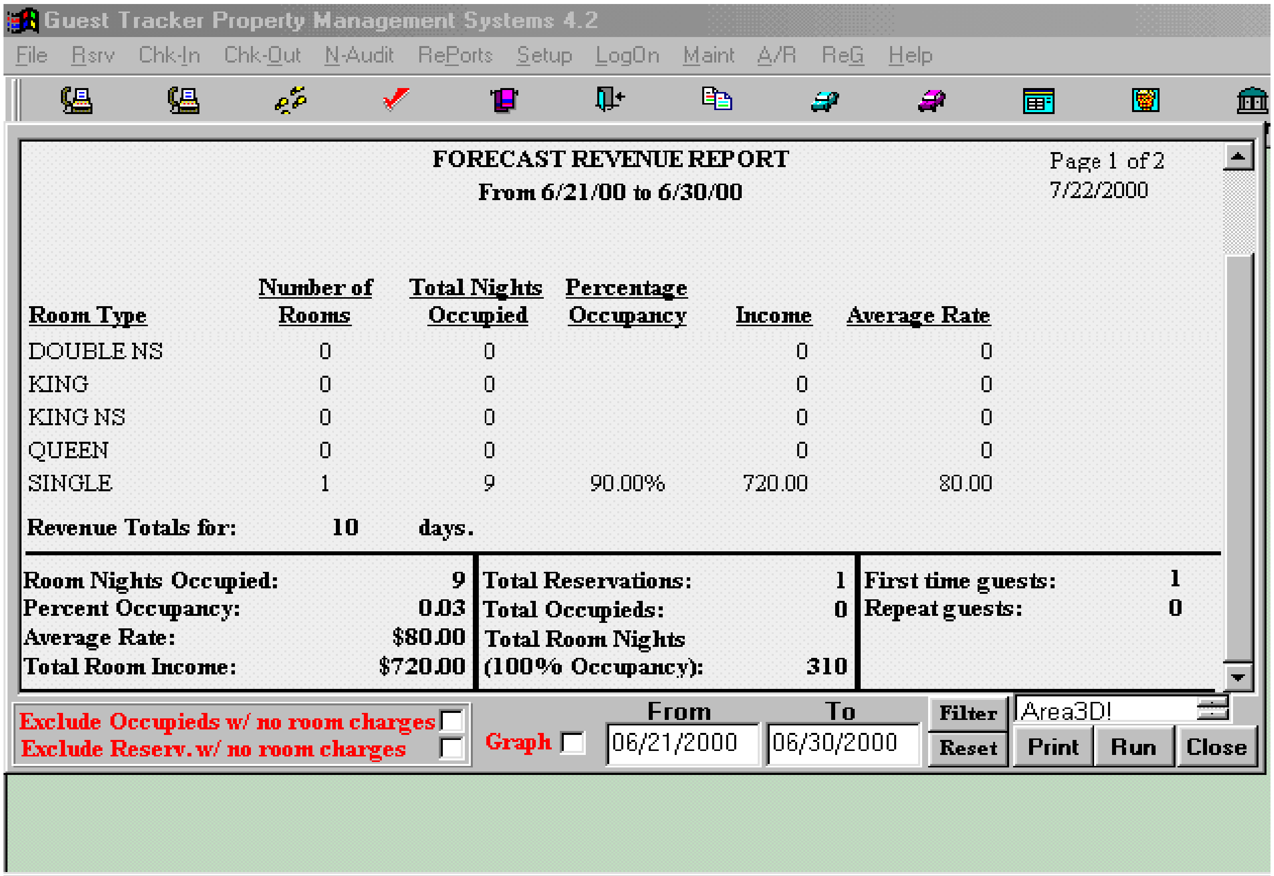
Print To print the report

Sort To sort the report by any and all information in the report. You can drag and drop any field to the sort order column in ascending or descending order.

Run To run the report with your new criteria

Close To close the program, return to the main menu

Revenue Forcast



The Revenue Forcast report is an overall picture of your property at a glance of all Reservations. In the example above for a 31 room property, there is 1 history record for simplicity. The first section displays or prints the room type details, with total number of nights, booked %, total forcasted income, and Average room rate for the date range selected. The 1 reservation was for 9 nights with a total income of 720.00 @ 80.00 / night.

The Percentage Occupancy is 90%. Since we ran the report from the 21st to the 30th equaling 10 days, the calculation is 9 out of 10 days are reserved for room type Single, or 90% occupancy level. You would normally run the report for a 1 month period or more.

The date range you select will only include information for that time period.

Revenue Totals for: 10 days, calculates from the date range entered.

Room nights Occupied 9, equals the total nights booked for all 31 rooms.

Percent Occupancy: 0.03, equals 9 room nights booked divided by 310 room nights,(31 rooms X 10 night date range entered, 06/21/2000 – 06/30/2000). A full property would have 100% Booked.

Average Rate: Equals the Total income of all rooms and divides this amount by the total nights reserved.

Total Room Income: Equals the total forcasted Income of all rooms for the date range selected.

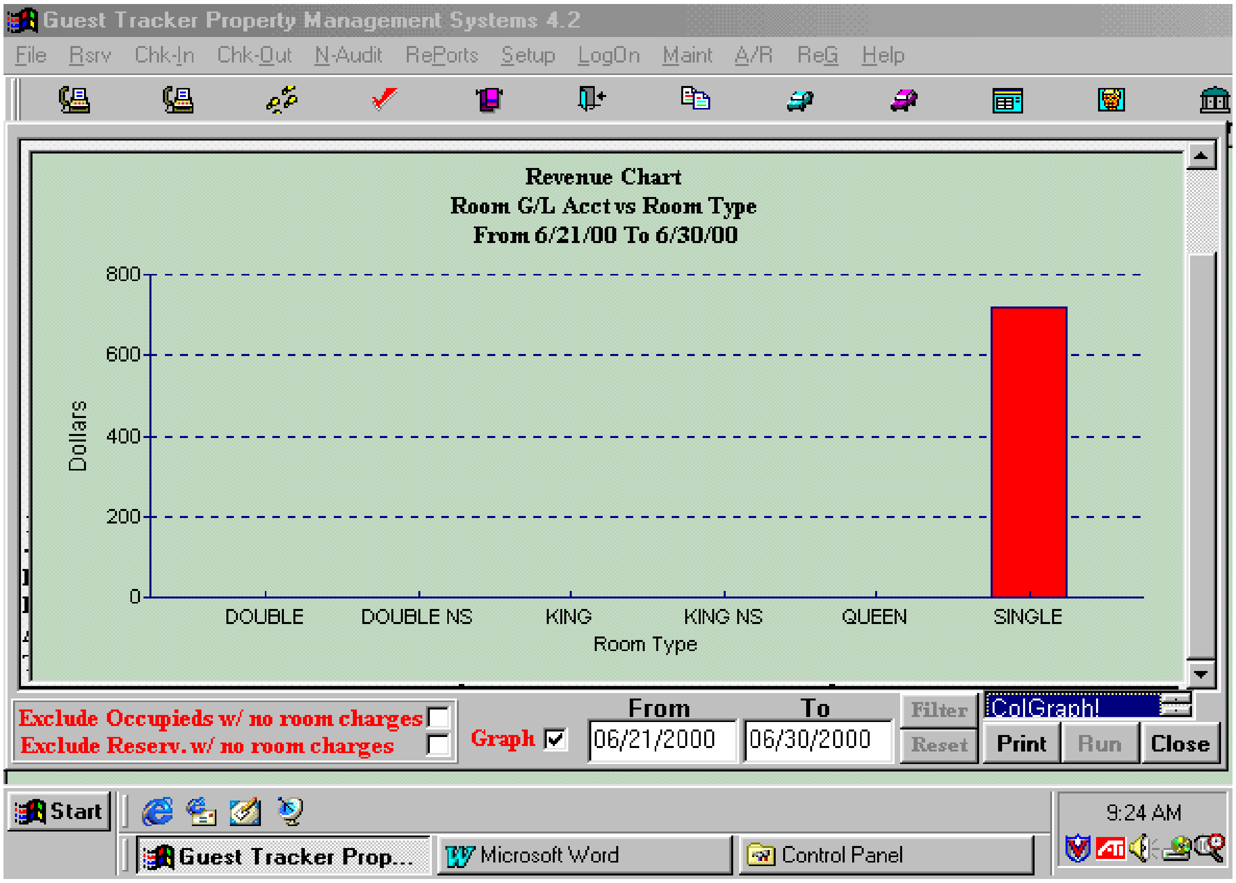
Total Reservations: Total number of reservations for that time period. In this case, there was 1 booked room.

Total Occupied (Present): Total number of occupied rooms 0-31, for this 31 rooms property.

Total Room Nights (100% Occupancy) Equals 310 room nights, (31 rooms x 10 days)

First Time Guests First time guests in this date range

Repeat guests Total number of repeat guests for this date range



Bottom BAR

Exclude Occupieds w /no room charges To exclude comp rooms from report

Exclude History w/no room charges_ To exclude comp rooms from report

Graph If you check this box, and click the **Run** button a graphical display will appear of all the details above.

Filter To filter out or select certain rooms in reporting

Graphs To select which graph you would like to display or print

Reset To Reset all dates and options selected.

Print To print report

Run To run report with new date range

Close To close program and return to main menu.

Settlement Report

This report is part of the Add-On Module for Credit Card Interface Module.

This report will help balance all transactions through the CC module by date for the Night Audit to be completed.

Inquiry/Reports

Arrivals by Date

The Arrivals by date report can be displayed or printed. A Date range can be entered. The System defaults to today's date. This report will be run during Night Audit or first thing in the morning for the day's arrivals. Check off the sort order of the report, either by **Guest name** or **Room Number**.

Confirm Number	Room Number	Room Type	Rate	Arrival Date	Departure Date	Guest Name
129	110	SINGLE	$80.00	01/01/99	01/09/99	Apple, John M

Arrival Detail by Date

The Arrival Detail by Date report can be displayed or printed. A Date range can be entered. The System defaults to today's date. This report will be run during Night Audit or first thing in the morning for the day's arrivals. Check off the sort order of the report, either by **Guest name** or **Arrival Date** / **Room Number**.

Conf#	Rm #	Rm Type	Rate	Arv Date	Dep Date	Deposit	Guar	Stat	User
129	110	SINGLE	$80.00	01/01/99	01/09/99	$100.00	No	R	super

Apple, John M   Notes: Likes to Golf

220 Sikamore Street

Valley Stream NY 10900-	Card Holdr: John Apple
(516) 556-1911 Ext:	Card Typ: Amex
	Card #/Exp: 2562-28828-2828

Departures by Date

The Departures by date report can be displayed or printed. A Date range can be entered. The System defaults to today's date. This report will be run during Night Audit or first thing in the morning for the day's departures. Check off the sort order of the report, either by **Guest name** or **Room Number**.

Confirm Number	Room Number	Room Type	Rate	Arrival Date	Departure Date	Guest Name
129	110	SINGLE	$80.00	01/01/99	01/09/99	Apple, John M
130	112	DOUBLE	$95.00	01/03/99	01/09/99	Bell, Tony L

Departure Detail by Date

The Departure Detail by Date report can be displayed or printed. A Date range can be entered. The System defaults to today's date. This report will be run during Night Audit or first thing in the morning for the day's departures. Check off the sort order of the report, either by **Guest name** or **Room Number**.

Conf#	Rm #	Rm Type	Rate	Arv Date	Dep Date	Deposit	Guar	Stat	User
129	110	SINGLE	$80.00	01/01/99	01/09/99	$100.00	No	R	super

Apple, John M	Notes: Likes to Golf
220 Sikamore Street	
Valley Stream NY 10900-	Card Holdr: John Apple
(516) 556-1911 Ext:	Card Typ: Amex
	Card #/Exp: 2562-28828-2828

Room Chart

The Room Chart Inquiry or **Room Chart** icon will display 1 full month of Reservations/Occupied Rooms from the start date, which will default to today's date. The Chart is Sorted by Room Type, then by Room number. From left to right are the dates of the month.

You are welcome to **start a new reservation from the Room Chart**. Just double-click on the correct Arrival date and room number you would like to make a Reservation for.

You may also update an existing reservation from the room chart. Just click on the Last name of the Guest Reservation you would like update or view.

All Occupied Rooms are in **Red**.

All Reserved Rooms are in **Yellow**.

All Reserved Rooms with deposits received are in **Green.**

Click on any Reservation or Name and hit the F5 key to view Reservation Detail Information.

Click on any Room Number down the Left side and hit the F5 key, (or right-click) to view Room Characteristics, Comments, and Housekeeping status.

You may enter a **Room Type** from the Drop Down List to view room information from that Room Type only. Once you select a Room Type click on **Filter.**

To view all Room Types click on **All**.

Click on the **Sort by Room** to sort the chart by Room number.

Click on **Print** to print the Color Room Chart to a Color printer.

Click on **Close** when you are finished with Viewing the Room Chart.

It is Important to note that assigning room numbers will give you a complete picture of your property, for the Room Chart to be useful.

Rooms Status

The Room Status Report will print or display **Available and Reserved/Occupied** detail of each and every room for the Date range entered. The default dates are

Check in today and Check out tomorrow. The Dates entered will represent the length of the stay.

The Room Status is useful for quick Room availability checking.

If the Dates are changed, make sure to click the **Run Button.**

Print Occupied To print out a report of all Occupied and Reserved Rooms

Print Available To print out a report of all Available Rooms for the date range selected. You may use this program to see which rooms will be available for a specific reservation inquiry, rather than using the Add Reservation program.

When you are done viewing Room Status, click on the **Close button.**

Available Room Types

Available Rooms Number / Percent Inquiry will display all Room Type Totals in number of Rooms available and % Available.

The **Start Date** will default to today's date.

Remember to click the **Run button** if the date is changed.

Click on **Close** when you are finished Viewing Available Room Types.

Useful View when booking Groups.

Reserved Room Types

Reserved Rooms Number / Percent Inquiry will display all Room Type Totals in number of Rooms reserved and % Reserved.

The **Start Date** will default to today's date.

Remember to click the **Run button** if the date is changed.

Click on **Close** when you are finished Viewing Reserved Room Types.

Useful View for Reserved/Occupancy Levels.

Room Types (Available/Reserved)

Room Types (Available / Reserved) will display all Room Type Totals in number of Rooms reserved and Occupied with %'s.

The **Start Date** will default to today's date.

Remember to click the **Run button** if the date is changed.

Click on **Close** when you are finished Viewing Room Types (Available/Reserved).

Useful View for Reserved/Occupancy Levels.

Guest History by Market Type

The Guest History by Market Type **Inquiry or Report** is a detailed report of all Room history for a specified date Range.

Useful report with sub-totals by Market Types within a specified date range.

You may select 1 Market Type by clicking on the drop down list of market types. Make sure you click on the **Filter button** after you select a Market Type.

Remember to click on the **Run button** after changing the date.

To **Print** Report click on the **Report** button.

Click on the **Close button** when you are finished Viewing Marketing Inquiry.

Guest History by Guest Type

The Guest History by Guest Type **Inquiry or Report** is a detailed report of all Room history for a specified date Range.

Useful report with sub-totals by Guest Types within a specified date range.

You may select 1 Guest Type by clicking on the drop down list of Guest types. Make sure you click on the **Filter button** after you select a Guest Type.

Remember to click on the **Run button** after changing the date.

To **Print** Report click on the **Report** button.

Click on the **Close button** when you are finished Viewing the Marketing Inquiry.

Travel Agent Commission

The Travel Agent Commission **Inquiry or Report** is a detailed report of all commissions for a specified date Range.

Useful Accounting report with Total Dollars and Commissions by Travel Agent for a specified date range. Travel agent commission % is setup in the Travel Agencies maintenance.

You may also select 1 Travel Agent by clicking on the drop down list of Travel Agents.

Make sure you click on the **Filter button** if you select 1 Travel Agent.

Remember to click on the **Run button** after changing the dates.

To **Print** a Report click on the **Report** button.

Click on the **Close button** when you are finished with the Travel Agent Inquiry.

Housekeeping Daily Report

The Housekeeping Daily Report will Display or **Print** the Status of each room sorted by Room number. This report will have Guest name and Arrival / Departure Dates.

The **Status** column will print a short description of the rooms status based reservation information. This description is automatically generated based on the Rooms status. Examples are Empty Room, Check-In, Check-out, Checkout/Checkin, 3rd day of stay. This status is useful for property's that do not use the Housekeeping status code update progams.

The **Code / Housekeeping Description** are generated from the codes you manually set in Night Audit Housekeeping. Or from the auto update license file entries, refer to License maintenance.

There is a **Filter** button that will allow you to select only 1 room type, by clicking on the **Filter** button.

Click on the **Reset** button to Print all rooms.

The **Start Date** defaults to today's date. This is the Date Housekeeping will be done.

Click on the **Print** button to Print out the Housekeeping Report

Click the **Sort** button to sort the report by another field other than Room number

Click the **Filter** to use the advanced Filter function to filter out certain rooms

Click the **Run** button after a **Date** change for the Start Date.

Click on the **Close** button to exit the Housekeeping Program.

Vehicle/License

The Vehicle License Search allows you to find a Guest by the Vehicle License number.

By typing in the License Plate Number and clicking on the **Run Button** you may quickly find the Guest.

You may also **Print** the Guest Reservation, Room number, and Car make and Model.

Click on the **Close button** when you are finished with the Vehicle/License Search.

Mailing

The Mailing Label program will generate labels,(3 x 10) 30 labels. Use laser labels for your laser or Deskjet printer. These labels are used for mailing and Sort or Filtered in many ways.

Print To print the Labels

Sort To Sort the Labels in any order. You may drag and drop from the left to the right, the fields you would like to sort by.

Filter This advanced filter will allow to select a **Column**,(all the fields to select from), and then select an **Operation**, (=,>,<), and last a **Value**,(NY,10980, or > Smith). Very useful and powerful. You may Run you selection filters before actually Printing Labels.

Deposit Aging

The Deposit report allows you to track all reservation that have deposits due.

Sort by # of days old _ This sort check box will sort the deposits by most delinquent.

Sort by Arrival Date _ This check box will sort the report by arrival date.

Print To print the report

Run To Run the report with the new options selected.

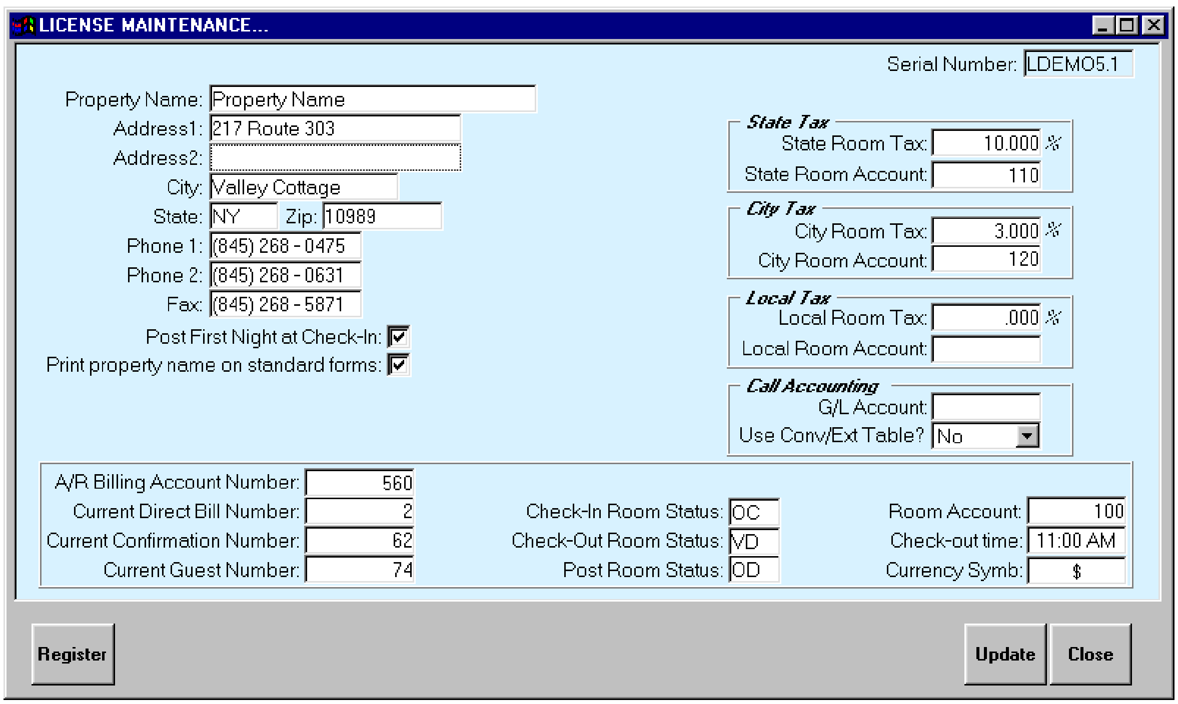
Close To Close the report

Setup

The Setup Menu is where you will customize your Guest Tracker System to match your Property's characteristics.

Property Setup - License

The License Maintenance file will be configured to match your operations posting and nightly updating procedures.



The License Maintenance Program will have the **Property Name, Address, City, State, Zip, Phone, and Fax number.**

Post first Night at Check-In If this box is checked off, the first night of the Guests stay will be posted at time of Check In. Otherwise, The Post Room and Tax in Night Audit will Post the first nights charges.

Print property information on billing receipt?

The Property name and Address will print on the Billing Receipts if this question is checked off.

A/R Billing Account

This is the default A/R Billing account used for Direct Bill Accounting. When checking out a Guest this Account will trigger an Invoice for Accounts Receivables.

The **Serial Number** will display only the Serial number and version number of the Software.

The **Room Account** is the default G/L Account the system will use to Post Room Charges during Night Audit.

State, City, and Local Tax.

Up to 3 Itemized taxes can be set up for Automatic Tax Postings.

The **Room Tax %** is the % of tax charged on the Room ChargeTotals.

The **Call Accounting G/L Account** The Account that automatic phone charges will post to in Guest Folios.

Use Conv/Ext table _ This Yes or No field will allow the phone extensions to post to the correct rooms. Phone extension numbers do not always match the room numbers they are in.

The **Room Account** is the G/L Account number “100”, that will be used when posting Taxes to Guest Folios. (You will define the Tax Descriptions in G/L Setup maintenance).

Check-Out Time Check out time for various reports.

Currency Symbol Currency Symbol for different Countries.

Current Direct Bill Number

This Number once initialized to 1 or 1000, etc. should not altered. This Direct Bill account number will increment automatically by the system to track Direct Bill accounts.

Current Confirmation Number

This Number once initialized to 1 or 1000, etc. should not altered. This Confirmation number will increment automatically by the system to track all Reservations.

Current Guest Number

This Number once initialized to 1 or 1000, etc. should not altered. The Guest Number will be incremented by the system automatically to track Guest Information.

Check In Room Status OC

Check Out Room Status VD

Post Room Status OD

These are Housekeeping Status Codes that can be automatically set when you perform these procedures.

When you have completed your changes click on the **UPDATE button**, to save your changes.

When you have finished using the License Maintenance, click on the **CLOSE** button.

Unit Types / Rates Maintenance

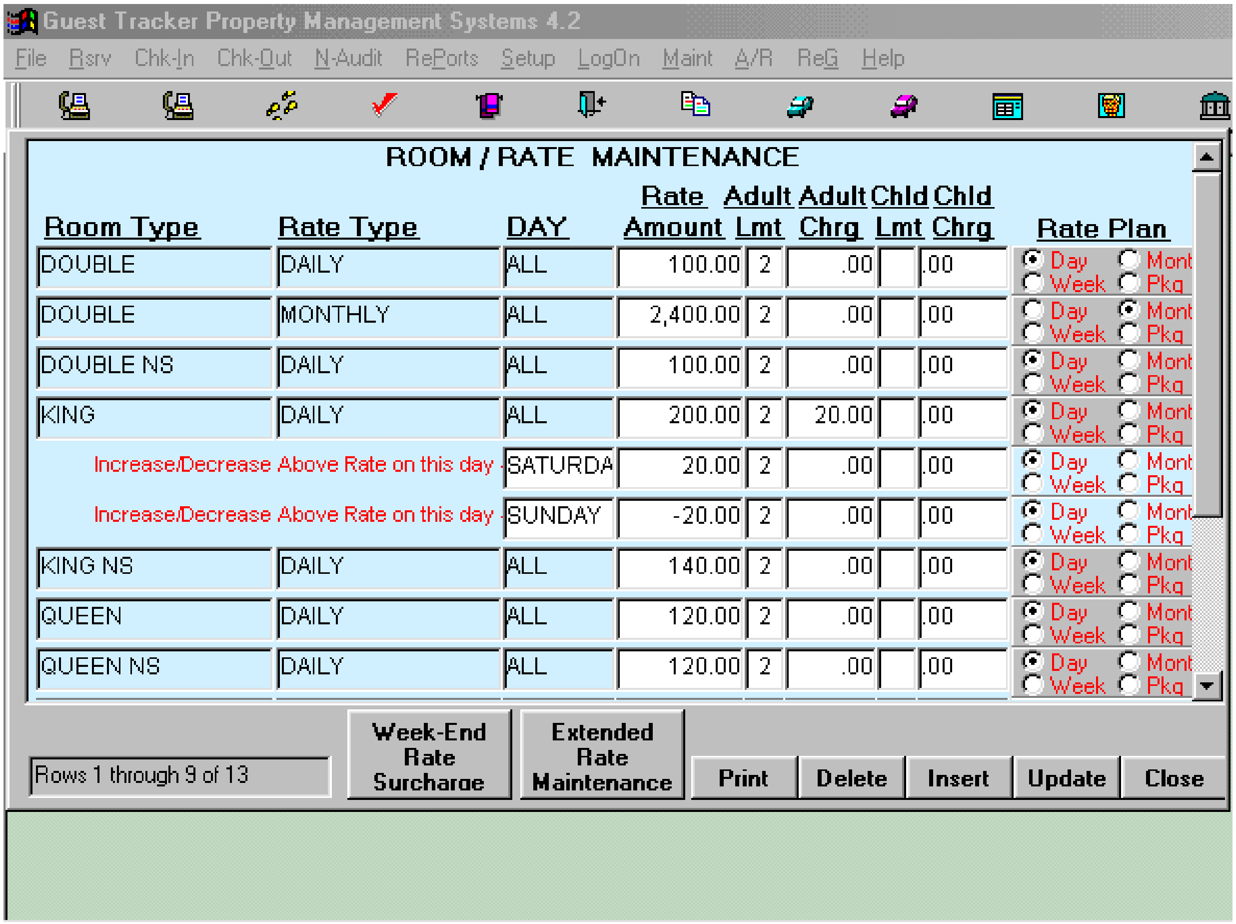
The Unit Types / Rates Maintenance program allows you to setup new Room Types or New Room Rates or both.

The first column is the **Room Type**.

Type in the Room Type (new or existing) here.

The second column is the **Rate Type.** Type in the new Rate Type here.

The third column is the **DAY** of the week , (**ALL** represents everyday of the week).



Click on the **Week-End Rate Surcharge** button to setup a day during the week, (Monday-Sunday), to increase or decrease the Rate by an incremented dollar amount.

The Fourth column is the **Rate Amount** setup for this Rate Type.

The **Rate Amount** can also represent the incremented amount on a given day of the week.

Ex. Saturday, there is an additional $20.00 added to the base rate of $200.00 /night = $220.00 / night.

The Fifth column, **Adult Limit** is the number of Adults allowed in a Room before an extra person surcharge is added.

The Six column is the **Surcharge Per Adult** over the Adult Limit for that Room Rate.

The 7th column, **Child Limit** is the number of Children allowed in a Room before an extra child surcharge is added.

The 8th column is the **Surcharge Per Child** over the Child Limit for that Room Rate.

The 9th column is the **Rate Plan** selected.

Day This rate plan when selected will post daily

Week This rate plan when selected will post once a week

Month This rate plan when selected will post once a month

Package This rate plan when selected will post once on the arrival date only.

The **Extended Rate Maintenance** button will display a drop down list of all the Room Types / Room Rates.

Select the **Room Type** that you would like to setup special rates for by a specified Date Range and day of the week if needed.

Special Date Ranges for Holiday Rates or Seasonal rates will override any other Rates setup on the first screen.

Whether in Room/Rate Maintenance or extended Room/Rate maintenance the **Print**, **Delete, Insert, or Update button** can be clicked to perform similar actions.

To change a Room Type or Rate click on the line you would like to change and type the changes.

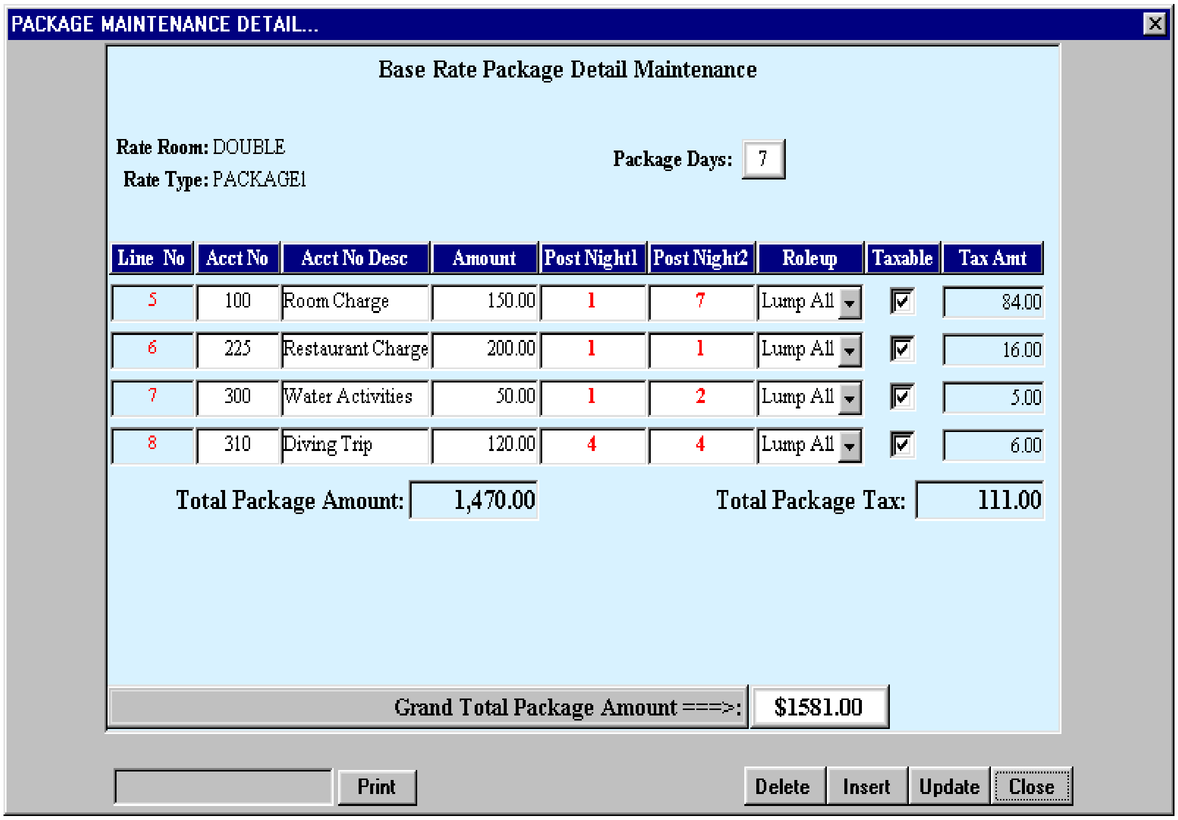
To **Delete** a Room Type / Room Rate, click on the line to Delete and click on the **Delete button.**

To **Insert** a Room Type / Rate, click on the **Insert button** and type in the new Room Type / Room rate.

To **Update** the changes click on the **Update button.**

To **Close** the Room Type / Rate Maintenance click on the **Close button.**

Package Detail



First you need to select a Rate that has been setup as a Detailed Package Rate, and has an entry for Max Days, which is the maximum number of days the package can be setup for.

Next, click on the Package Detail button, and the screen above will be displayed.

You can Insert, Delete, and Modify the existing packages setup entries anytime.

Line NO Display only line number for internal system numbers.

Acct No Right-click on this entry field and select a Charge account.

Description Description will be displayed from the G/L accounts maintenance

Amount Enter the Amount of the Package detail post amount

Post Night 1 Enter the range of nights that this amount should be posted.

Post Night 2 Enter the ending range of the nights this amount should be posted.

Role Up Select the way you would like to Print the Package Detail lines, Lump all will lump all charges by date, Print all will print each detail charge by date.

Taxable Yes or No, to auto include correct taxes from G/L accounts maintenance table.

Tax Amount Auto display will calculate total taxes for each charge based on taxes setup in the G/L account setup program.

Update To save Package detail changes you have made.

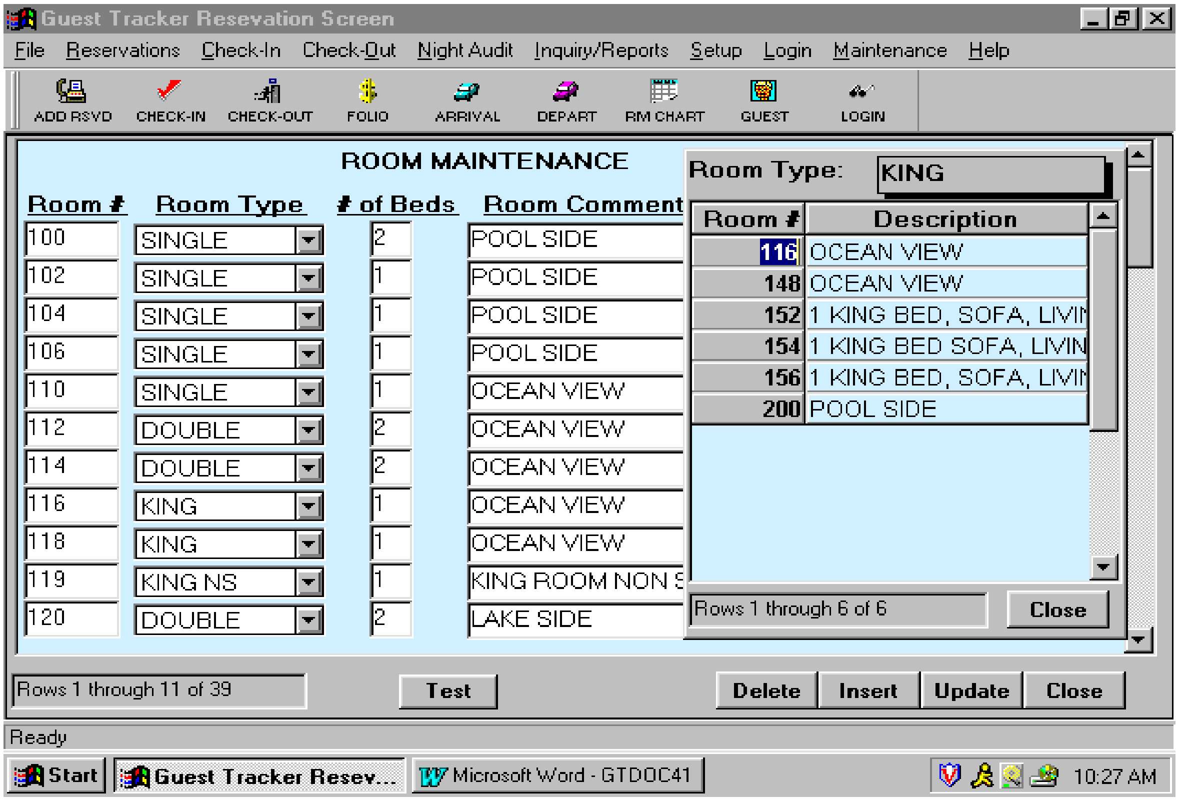
Print You may print a copy of the package you are working with.

Grand Total Pkg Amount Display the Total of the package you have created.

Unit Numbers / Descriptions

The Room Number maintenance program is where you will Add or **Insert** new Room numbers into the system. Initial View of the Room Maintenance will be sorted in Room Number order.

Click on the buttons at the bottom of the screen: **Test** **Delete** **Insert** **Update** **Close**



To **Test** a Room Type, click on the **Test** button to view a drop down list of all the Room numbers for that room type in Room # order.

To **Delete** a Room Number click on the Room number you want to Delete and click on the **Delete** button.

To **Insert** a Room number, click on the **Insert** button and a new line will be created ready for the new Room number. The Room number will not exist, and the room type will be selected from a drop down list. The Room Type must exist.

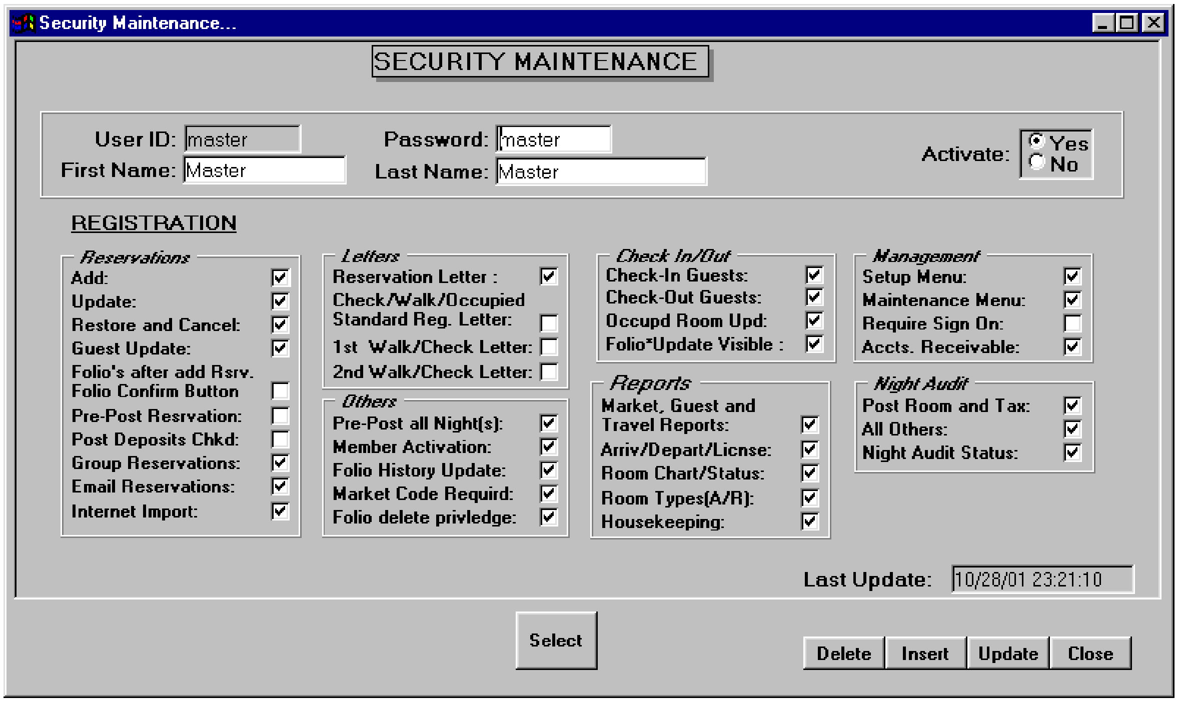
To Change a Room numbers type or change comments, click on the Room information to change and type the change.

The key to Saving your changes in the system is to click on the **Update** button when you are done.

Click on the **Close** button to discard any changes or additions you have made.

To **Update and Close** is the correct way to save and exit the program.

Security maintenance



The Security maintenance program will be used to set up Users and Passwords, with associated access rights. Only the Supervisor will have access to setting up new users and rights. **Setup Menu** controls the User maintenance program. To enable access to the entire system click on every box for full access.

To **Select** a user to modify or update, click on the **Select** button. A list of users will display in a Drop down list. Double click on the user to update.

Click on the **Delete** button to Delete the current User.

Click on the **Insert** button to Insert a new User.

Click on the **Update** button to save and update all your user updates.

Click on the **Close** button to discard changes and exit the Security Maintenance program.

Click on the **Update,** then **Close** button to Save and Exit the Security Maintenance program.

City Ledger / Direct Bill Maintenance

The **Direct Bill maintenance** program will first display a Selection screen of all Companies listed in Alphabetical order.

To select a Company enter 1 to 4 letters of the Company name in the **Company Name:** and click on the **Retrieve** button. This will start and sort your selection by Company Name. Next, **double click** on the Company that you would like to Retrieve.

The next inquiry screen will display all information about the Company, including Invoices, Amounts due, Receipts, and Notes.

The buttons along the bottom are **Notes Select Delete Insert Update Close**

Click on the **Notes** button to Insert or Modify notes about a Company.

Click on the **Select** button to Select a different Company.

Click on the **Delete** button to Delete a Company.

Click on the **Insert** button to Insert a New Company.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Direct Bill maintenance program.

Click on the **Update** then **Close** button to Save and Exit the program.

Room Extensions / Call Accounting

This program is only initiated when using Call Accounting and the room numbers do match with the phone extensions in the room.

Enter all room numbers, room extensions in this file for call accounting conversions.

Print To Print the List of Room extension info

Delete To Delete a Room line

Insert To Insert a new room ext. line

Update To Update the changes you have made

Close To Close the Program

Refunds

The Refund program will allow you to setup Full refunds within a certain number of hours, or a partial refund within a certain amount of hours. You can set up 3 different refunds by hours or full refund.

Refund Hours1 will be the numbers of hours you will refund a full refund automatically. The Refund button is on Bottom bar of the Check Out screen, and will not be allowed to be used after the number of hours has elapsed.

Guest Type Maintenance

The Guest Type Maintenance program will allow as many Guest Types as would like to track for Revenue, Marketing and Advertising.

The buttons along the bottom are **Delete Insert Update Close**

Click on the **Delete** button to Delete a Guest Type.

Click on the **Insert** button to Insert a New Guest Type.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Guest Type maintenance program.

Click on the **Update** then **Close** button to Save and Exit the program.

Housekeeping Code Maintenance

The Housekeeping code Maintenance program will allow as many Housekeeping codes as would like to setup for Housekeeing.

The buttons along the bottom are **Delete Insert Update Close**

Click on the **Delete** button to Deletea Housekeeping code.

Click on the **Insert** button to Insert a new Housekeeping code.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Housekeeping code maintenance program.

Click on the **Update** then **Close** button to Save and Exit the program.

G/L Account Maintenance

The G/L Account Maintenance program allows you to maintain your Chart of Accounts. The G/L Accounts are sorted by type of Account, then by GL Acct number.

The **G/L Account** must be a unique number.

The **G/L Type** must be either CR or DB.

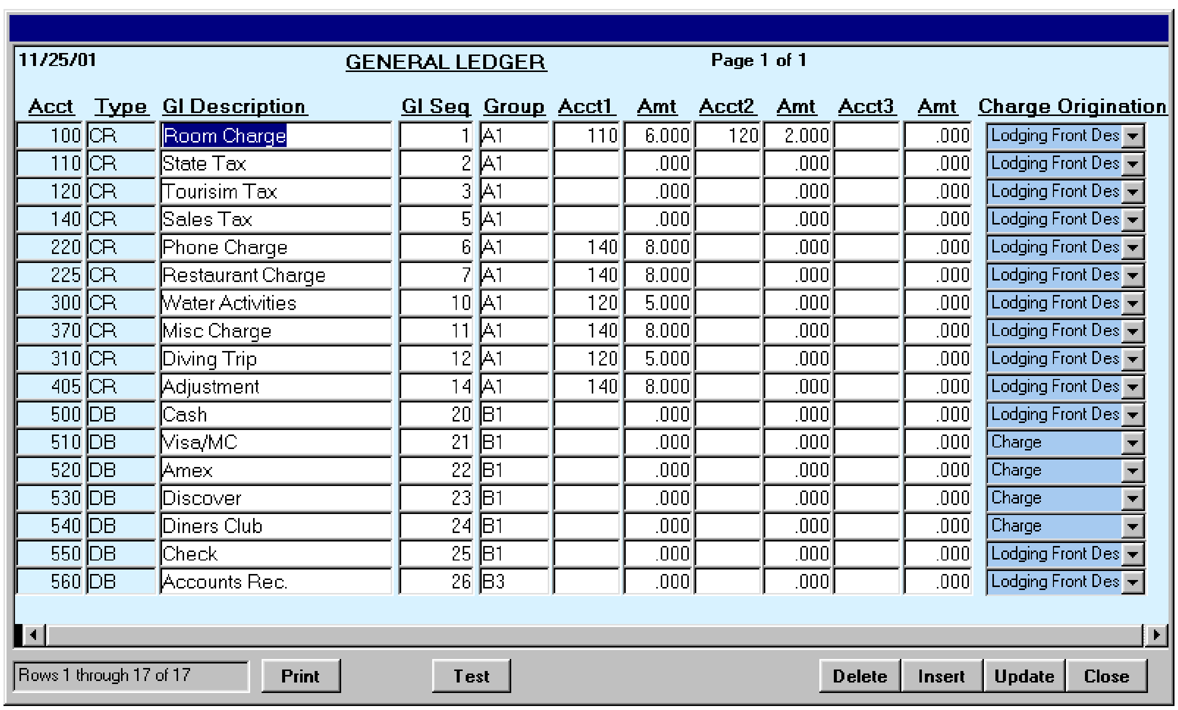
The **G/L Description** is the description of the account as it will appear on all inquiry's and reports.

The **G/L Seq**uence is a unique number assigned to the Account that will represent the Print sequence of the G/L Summary Reports.

The **G/L Group** code is the sub-total code for G/L Account group sub-totals.

The **G/L Tax Acct** is the G/L Tax Account that will automatically post when this G/L account is selected. 2 folios will post, 1 for the charge and 1 for the tax.

The **G/L Tax %** is the percentage that will apply against the Folio Amount entered.



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Acct	Type	Gl Description	Gl Seq	Group	Acct1	Amt	Acct2	Amt	Acct3	Amt	Charge Origination
100	CR	Room Charge	1	A1	110	6.000	120	2.000		.000	Lodging Front Des
110	CR	State Tax	2	A1		.000		.000		.000	Lodging Front Des
120	CR	Tourisim Tax	3	A1		.000		.000		.000	Lodging Front Des
140	CR	Sales Tax	5	A1		.000		.000		.000	Lodging Front Des
220	CR	Phone Charge	6	A1	140	8.000		.000		.000	Lodging Front Des
225	CR	Restaurant Charge	7	A1	140	8.000		.000		.000	Lodging Front Des
300	CR	Water Activities	10	A1	120	5.000		.000		.000	Lodging Front Des
370	CR	Misc Charge	11	A1	140	8.000		.000		.000	Lodging Front Des
310	CR	Diving Trip	12	A1	120	5.000		.000		.000	Lodging Front Des
405	CR	Adjustment	14	A1	140	8.000		.000		.000	Lodging Front Des
500	DB	Cash	20	B1		.000		.000		.000	Lodging Front Des
510	DB	Visa/MC	21	B1		.000		.000		.000	Charge
520	DB	Amex	22	B1		.000		.000		.000	Charge
530	DB	Discover	23	B1		.000		.000		.000	Charge
540	DB	Diners Club	24	B1		.000		.000		.000	Charge
550	DB	Check	25	B1		.000		.000		.000	Lodging Front Des
560	DB	Accounts Rec.	26	B3		.000		.000		.000	Lodging Front Des

Click on the **Delete** button to Delete a Guest.

Click on the **Insert** button to Insert a New Guest.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Guest maintenance program.

Click on the **Update** then **Close** button to Save and Exit the program.

Click on the **Print** button to Print out all of the G/L Accounts details.

Click on the **Test** button to view a Drop Down list of all G/L Accounts.

Click on the **Delete** button to Delete a G/L Account.

Click on the **Insert** button to Insert a New G/L Account.

Click on the **Update** button to save and update all your G/L account changes.

Click on the **Close** button to discard changes and exit the G/L Account maintenance program.

Click on the **Update** then **Close** button to Save and Exit the G/L accounts program.

Market Type Maintenance

The Market Type Maintenance program will allow as many Marketing Types as would like to track Marketing Revenue and Advertising.

The buttons along the bottom are **Test Delete Insert Update Close**

Click on the **Test** button to view a Drop down list of all the Market Types.

Click on the **Delete** button to Delete a Market Type.

Click on the **Insert** button to Insert a New Market Type.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Market Type maintenance program.

Click on the **Update,** then **Close** button to Save and Exit the program.

Travel Agencies Maintenance

The Travel Agent Maintenance program will allow you to setup as many Travel Agents as would like for tracking Travel Agent Commissions.

The buttons along the bottom are **Test Delete Insert Update Close**

Click on the **Test** button to view a Drop down list of all Travel Agents.

Click on the **Delete** button to Delete a Travel Agent.

Click on the **Insert** button to Insert a New Travel Agent.

Click on the **Update** button to save and update all your changes.

Click on the **Close** button to discard changes and exit the Travel Agent maintenance program.

Click on the **Update,** then **Close** button to Save and Exit the program.

Confirmation Letter Maintenance

The Confirmation Letter maintenance program will allow you to customize your confirmation letter. Type in the text that you would like to see on the Confirmation Letter and click on the **Update** button.

Click on the **Update** button to save and update all your custom modifications.

Click on the **Close** button to discard changes and exit the Confirmation Letter maintenance program.

Click on the **Update,** then **Close** button to Save and Exit the program.

Registration Letter Maintenance

The Registration Letter maintenance program will allow you to customize your registration letter. Type in the text that you would like to see on the Registration Letter and click on the **Update** button.

Click on the **Update** button to save and update all your custom modifications.

Click on the **Close** button to discard changes and exit the Registration Letter maintenance program.

Click on the **Update,** then **Close** button to Save and Exit the program.

Receipt Bill Text that will print at the bottom of each Folio Invoice

Login

The Login can be initiated from the Menu or the **Login Icon.**

Click on Login to Login as a User.

Type in your user name assigned and type in your password assigned.

Your Access will depend on the security level granted.

When you are done using the system click on **Login** and click on **Logout** to Logout of the system. The next user will need to **Login** in order to access any programs.

MAINTENANCE

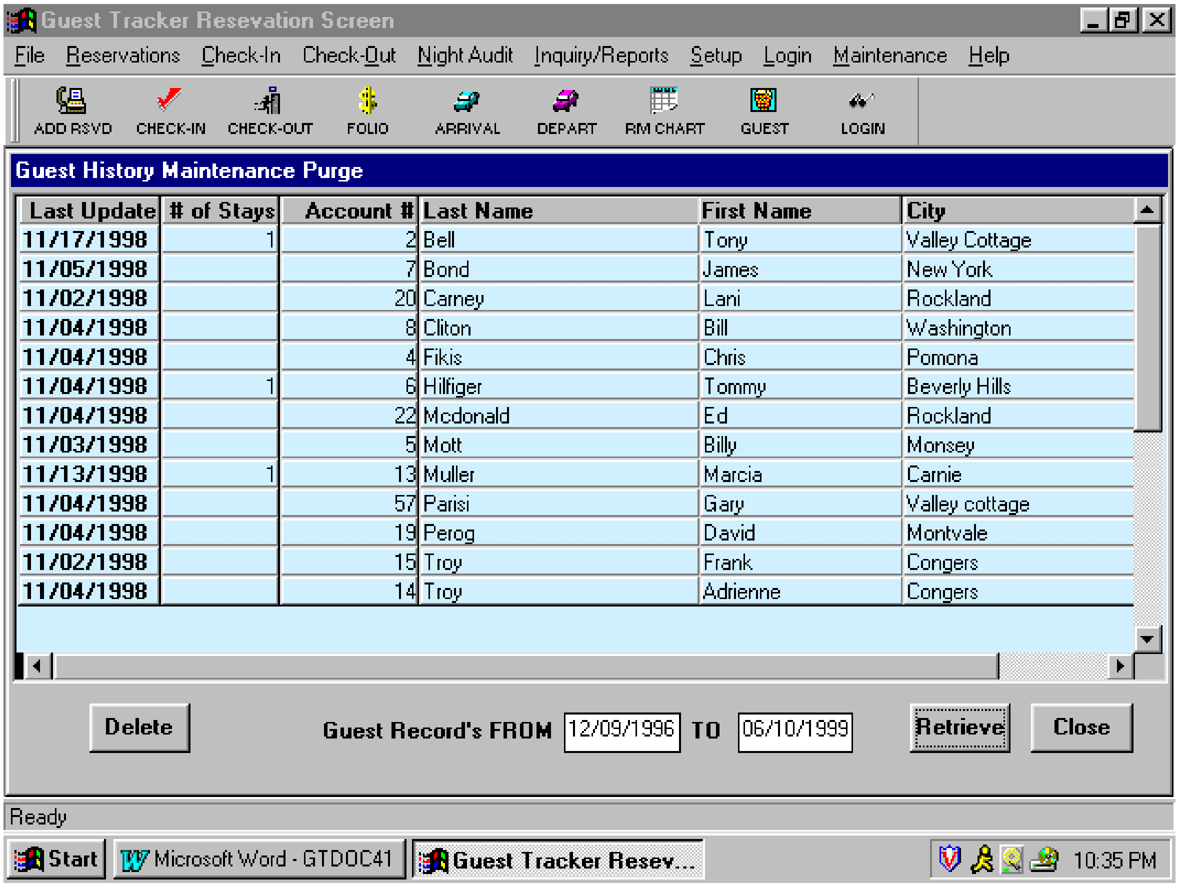
PURGE PROGRAMS

Guest Purge

The Guest Purge Program will purge Guest records that do not have any outstanding reservations. Guests are purged are based on their inactivity in the system. Each time a Guest is selected the Last update date is recorded. This is the date used for Purging Guests. The **From and To Date** are the range of dates to purge.

Click on the **Retrieve** button to view the Guests that will be deleted from the system.

Click on the **Delete** button to purge the records from the system.



Guest History Purge

The Guest History Purge Program will purge Guest History records. Guests are purged are based on the original reservation Departure Date. This is the date used for Purging Guest History. The **From and To Dates** are the range of dates to purge.

Click on the **Retrieve** button to view the Guest History that will be deleted from the system.

Click on the **Delete** button to purge the history from the system.

Folio History Purge

The Folio History Purge Program will purge Folio History records by date. Closed Folios are purged based on the Posted dates of the Folio. This is the date used for Purging Folio History. The **From and To Dates** are the range of dates to purge.

Click on the **Retrieve** button to view the Folio History that will be deleted from the system.

Click on the **Delete** button to purge the history from the system.

Transaction History Purge

The Transaction History Purge Program will purge Transaction History records by transaction date. Transaction history records are purged based on the Posted dates of the transactions. This is the date used for Purging Transaction History. The **From and To Dates** are the range of dates to purge.

Click on the **Retrieve** button to view the Transaction History that will be deleted from the system.

Click on the **Delete** button to purge the history from the system.

Canceled Reservations Purge

The Cancelled Reservations Purge Program will purge Cancelled Reservation records by the Arrival Date of the Reservation. Cancelled Reservations are purged based on the Arrival Date. The **From and To Dates** are the range of dates to purge.

Click on the **Retrieve** button to view the Cancelled Reservations that will be deleted from the system.

Click on the **Delete** button to purge the history from the system.

A/R Invoices Purge

The A/R Invoices Purge Program will purge all closed Invoices, Payments, and Receipts by the Cutoff Date entered. A/R Invoices are Deleted based on the Date and Status. The **Cutoff Date is** the date to purge up to.

Click on the **Retrieve** button to view the Closed Activity that will be deleted from the system.

Click on the **Delete** button to purge the Closed records from the system.

Accounts Receivables

The Accounts Receivable module will have automatic Invoices created from the Check Out procedure. If an Account is setup as a Direct Bill Account, the posting of Payment is an Invoice rather than a form of immediate Payment, (Amex, Visa, Cash, etc.)

There are 3 steps to A/R. **Invoices** can be entered manually or posted automatically. Second, entering **Receipts** into the system. These are checks that will be entered against an Account. And last, to apply these receipts of Payment against the correct Invoice or Invoices, which is **Payments**. This system allows you to enter Checks today and apply the Payments to Invoices at a later time.

Invoices

When you select Invoices, you must first select the Company you will be adding an Invoice to. The first screen will be a drop down list of all Direct Bill Accounts. You may enter a Letter in the Company Name field and click on the **Retrieve button.** Double click on the Company you would like to work with.

The next screen will display the Direct Bill accounts Open Invoices, and allow you to Delete, Insert, Update, Refresh the Current Invoices outstanding.

To **Insert** an Invoice click on the Insert Button and enter the Amount of the Invoice and a description.

The system will automatically assign the Invoice numbers. Just enter the amount of the Invoice and click on the **UPDATE button.**

You can only **VOID** an existing invoice.

To **Delete** an Invoice just Inserted click on the Invoice and click on the **Delete button**.

When you are done entering Invoices for this Account, click on the **CLOSE button**.

All Outstanding Invoices will be displayed on the top of the screen.

Payments

When you select Payments, you must first select the Company you will be applying a Payment to. The first screen will be a drop down list of all Direct Bill Accounts. You may enter a Letter in the Company Name field and click on the **Retrieve button.** Double click on the Company you would like to work with.

The next screen will display the Direct Bill accounts Open Invoices, and Open Receipts, allowing you to Delete, Insert, Update, and Refresh the current Payments you are applying only.

All Outstanding Invoices will be displayed on the top of the screen.

All unapplied open receipts will be displayed on the right side of the screen.

You must click on the receipt you will be applying payment against. The system will default to the oldest receipt entered into the system. Once a Receipt is allocated it will not be displayed and will be closed.

To **Insert** a Payment click on the Insert Button and enter the Amount of the Payment and a description of the Payment.

The system will automatically assign the Payment Reference numbers. Just enter the amount of the Payment and click on the **UPDATE button.** Remember, you must apply the payments = to The total receipt you select to continue.

To **Delete** a Payment just Inserted click on the Payment and click on the **Delete button**.

When you are done entering Payments for this Account, click on the **CLOSE button**.

The **Adjustment button** if checked off will display adjustments only. If you setup adjustments in **Receipts** entry you will now be apply them to all open and closed Invoices. When you click on the **Adjustment button** all Invoices will be displayed on the Top section of the screen.

Receipts

When you select Receipts, you must first select the Company you will be entering a Receipt of Payment for. The first screen will be a drop down list of all Direct Bill Accounts. You may enter a Letter in the Company Name field and click on the **Retrieve button.** Double click on the Company you would like to enter receipts for.

The first screen will display all existing receipts applied and unapplied. Also, any adjustments and Voided Receipts.

To **Insert** a Receipt click on the Insert Button and enter the Amount of the Receipt and a description of the Receipt,(Check #).

The system will automatically assign the Receipt Reference numbers. Just enter the amount of the Payment and click on the **UPDATE button.** Remember, you can enter multiple Receipts for 1 Company before **Update.**

To **Delete** a Receipt just Inserted click on the Receipt and click on the **Delete button**.

The **Void Receipts button** if checked off will display all open Receipts. You can now change the Type of the Transaction from Receipt to **Void.** Click the Update Button to save the change. If a Receipt was entered incorrectly you may Void it here.

When you are done entering Receipts for this Account, click on the **CLOSE button**.

Statement

The Statement program will Display or Print the activity of 1 Company, including all Invoices, Payments, adjustments to the account.

When you select Statements, you must first select the Company you will be Printing activity for. The first screen will be a drop down list of all Direct Bill Accounts. You may enter a Letter in the Company Name field and click on the **Retrieve button.** Double click on the Company you would like to Display or Print.

You may click on the **Only Open Invoices** to Display Invoices that have not been paid.

Aging Report

The Aging program will Display or Print the activity of all Companies, including all Invoices, Payments, adjustments to the account.

When you select the Aging Report the system will run an Aging for all Outstanding Accounts. This Report can be printed or displayed.

Re_Calculate

The Recalculate button will search through all Invoices, Payments, and Receipts and re-calculate the aging, Balances Due and Direct Bill Accounts. Run Once a month.

POS

The POS Register is the Folio Maintenance Program without the requirement of a Guest In-house. This program can used for Gift Shops, Stores, and Front Desk Purchases.

Add Please refer to Folio management for proper use of this program

Update Please refer to Folio management for proper use of this program

Help

914-268-0475

e-mail support: tcs@guesttracker.com

About TCS

www.guesttracker.com