



## **Set-up Guide**

Release 3.1.15

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## PREFACE

The **RoseStreet Systems**™ Guest Manager system has been designed to be simple to install and use, while offering the (often complex) functionality required by the hospitality industry. The system has been designed and written using the latest available development technology.

Microsoft Visual Basic 6, Microsoft Access 2000 and Seagate Crystal Reports 7

This user guide covers all aspects of the Guest Manager system from initial installation to daily procedures and reporting.

## CHAPTER 01 INSTALLATION

This section deals with installing the **RoseStreet Systems**™ Guest Manager system onto your computer. The installation software is supplied on CD-ROM.

### 01-01-00 SYSTEM REQUIREMENTS

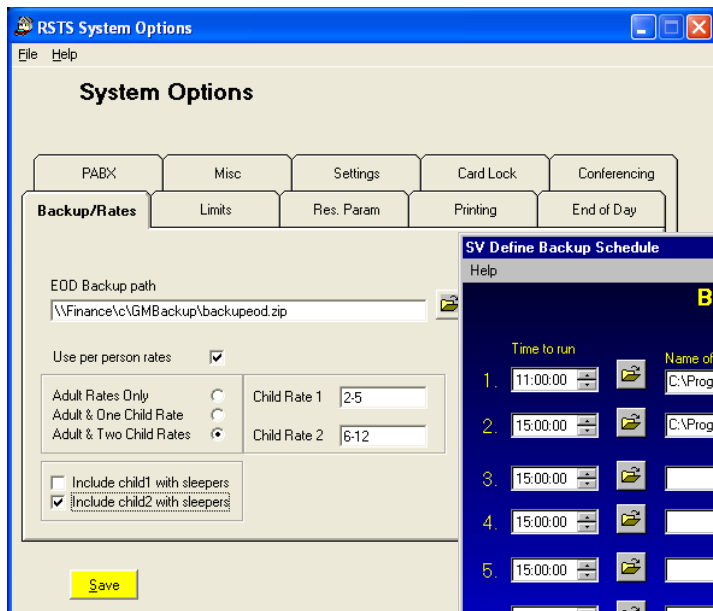
Before installing The **RoseStreet Systems**™ Guest Manager system, please ensure that your system meets the following minimum requirements.

- Hard Disk Drive Space. 50 MB
- (Note the database can grow to a maximum of 2096MB)
- Minimum Pentium III 700mhz
- 64MB of RAM
- VGA or higher-resolution Monitor.
- CD-ROM
- Windows 98 / ME / NT / 2000

### 01-02-00 INSTALLING FROM CD-ROM

1. Place Guest Manager CD in CD drive
2. After a short while the Guest Manager welcome screen should display. If it doesn't then follow the below instructions:
3. From the run command type **D:\ set-up**, press ENTER. (Assuming D:\ is the drive letter of the CD-ROM)
4. Select the options from the menu by using the mouse to left click on the buttons. The tutorials need to have speakers connected to the computer to hear the commentary.

## CHAPTER 02 SYSTEM OPTIONS



**RSTS System Options**

File Help

**System Options**

PABX Misc Settings Card Lock Conferencing

**Backup/Rates** Limits Res. Param Printing End of Day

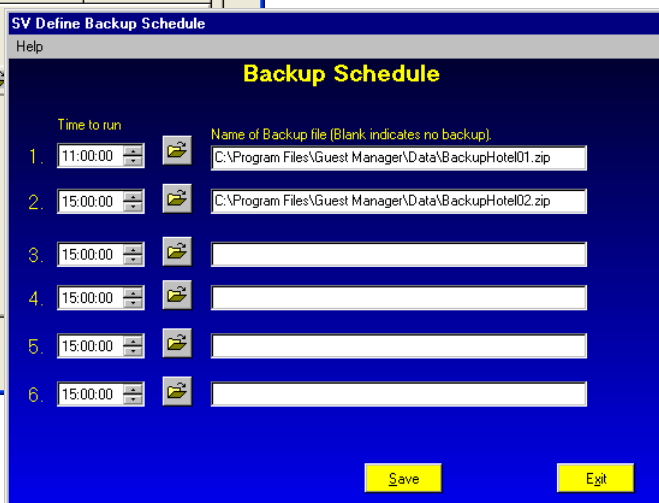
EOD Backup path  
\\Finance\\c\\GMB\\backup\\backupeod.zip

Use per person rates ☒

Adult Rates Only ☐ Child Rate 1 2-5  
 Adult & One Child Rate ☐  
 Adult & Two Child Rates ☒ Child Rate 2 6-12

☐ Include child1 with sleepers  
☒ Include child2 with sleepers

Save



**SV Define Backup Schedule**

Help

**Backup Schedule**

Time to run Name of Backup file (Blank indicates no backup)

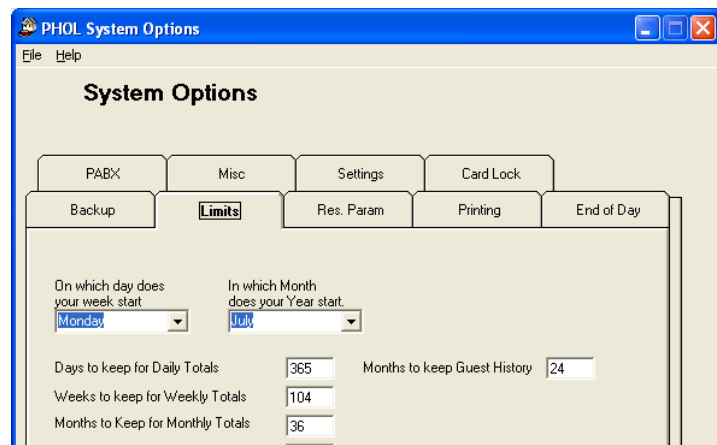
1.	11:00:00	C:\\Program Files\\Guest Manager\\Data\\BackupHotel01.zip
2.	15:00:00	C:\\Program Files\\Guest Manager\\Data\\BackupHotel02.zip
3.	15:00:00	
4.	15:00:00	
5.	15:00:00	
6.	15:00:00	

Save Exit

- From Main Menu select – **Special - Options**.
- Select **Backup** tab.
- Specify the backup path and name for end of day database backup (see sample screen for standard path and name).
- From the System Options menu, select **File – Backup Schedule**.
- Specify the time and backup path and name for additional database backup schedules.
- Click **Save** to save backup schedule.
- Click **Exit** to return to System Options screen.
- Select **Per Person rates** if room rates are per person (not per room).
- Select one of: Adult rate only, Adult and one child, Adult and two children
- Enter child rate names (e.g. 2-5, etc.).
- Select to add children to sleepers for statistical reports.

## System Options continued...

12. Select **Limits** tab.



**PHOL System Options**

File Help

**System Options**

PABX Misc Settings Card Lock

Backup **Limits** Res. Param Printing End of Day

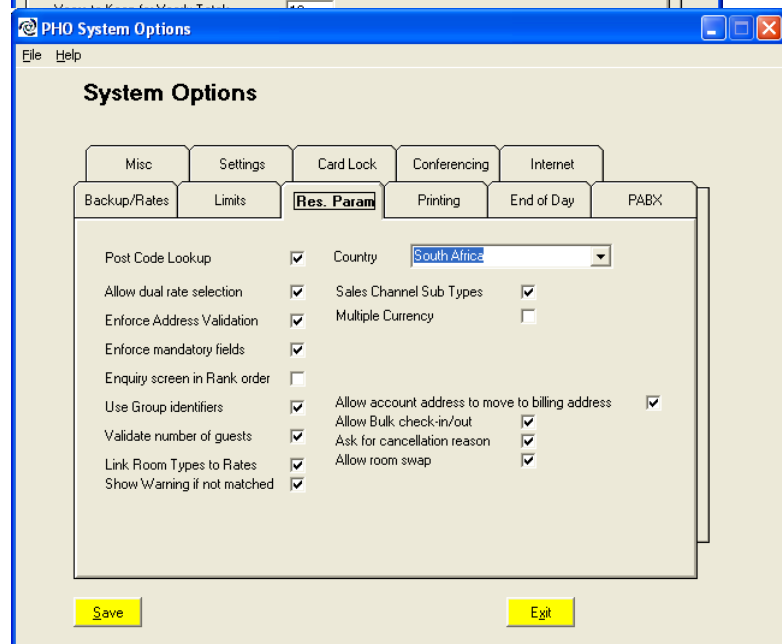
On which day does your week start:

In which Month does your Year start:

Days to keep for Daily Totals:  Months to keep Guest History:

Weeks to keep for Weekly Totals:

Months to keep for Monthly Totals:



**PHO System Options**

File Help

**System Options**

Misc Settings Card Lock Conferencing Internet

Backup/Rates Limits **Res. Param** Printing End of Day PABX

Post Code Lookup ☒ Country:

Allow dual rate selection ☒

Enforce Address Validation ☒

Enforce mandatory fields ☒

Enquiry screen in Rank order ☐

Use Group identifiers ☒

Validate number of guests ☒

Link Room Types to Rates ☒

Show Warning if not matched ☒

Sales Channel Sub Types ☒

Multiple Currency ☐

Allow account address to move to billing address ☒

Allow Bulk check-in/out ☒

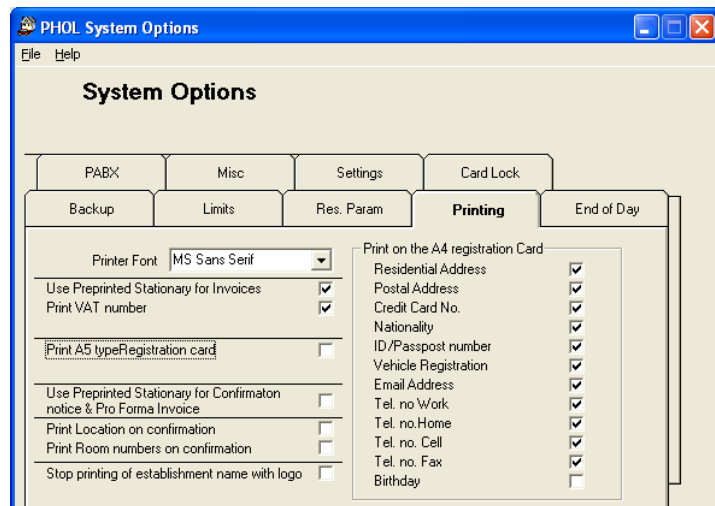
Ask for cancellation reason ☒

Allow room swap ☒

Save Exit

13. Change history retention periods as required. (Usually, the default settings are adequate).
14. Set **In which Month does your Year start** (start of financial year).
15. Select **Res Param** tab.
16. **Post Code Lookup** – Automatic insertion of the guest City, Province and Country based on the post code entered (local post codes only).
17. **Allow Dual rate Selection** – The system will display the rate applicable for the current business date as well as the rate applicable for the reservation arrival date. If this option is not selected, only the rate applicable for the reservation arrival date is displayed.
18. **Enforce Address Validation** – If set, the guest address details must be captured before check-in of the guest.
19. **Enforce Mandatory Fields** – If selected, a contact name and number must be entered before saving the reservation.
20. **Enquiry screen in Rank Order** – If rooms are given a specific ranking (see room maintenance), the enquiry screen will reflect this ranking (highest ranked rooms appear first)
21. **Use Group ID's** – Group ID's can be used to select and report on reservations with a common group ID.
22. **Validate number of Guests** - If set, this option ensures that the number of guests entered on the reservation, does not exceed the number of sleepers specified for the room (see room maintenance).
23. **Link Room Types to Rates** – If set, specific rates are linked to specific room types when setting room rates.
24. **Sales Channel Sub Types** – Allows for additional analysis of reservation types.
25. **Multiple Currency** – If set, room rates and payments can be made in a foreign currency.
26. **Base Currency** – This option will only appear if the multiple currency option is set.
27. **Set current reservations to base currency** – This option will only appear if the multiple currency option is selected. If selected, reservations made prior to multiple currency being set, will default to the local currency.
28. **Allow bulk check-in/out** – if set bulk check-in/out for block bookings are allowed.
29. **Ask for Cancellation Reason** – If set, a reason is required when cancelling a reservation. Reasons are user defined.
30. **Allow Room Swap** – If set, the user can swap reservation room allocation between two reservations with the same arrival and departure dates and which are not yet checked in. This feature is useful when all rooms of a particular type are allocated and a guest wishes to move.

## System Options continued...



**PHOL System Options**

File Help

**System Options**

Printer Font: MS Sans Serif

Use Preprinted Stationary for Invoices: ☒

Print VAT number: ☒

Print A5 type Registration card: ☐

Use Preprinted Stationary for Confirmation notice & Pro Forma Invoice: ☐

Print Location on confirmation: ☐

Print Room numbers on confirmation: ☐

Stop printing of establishment name with logo: ☐

Print on the A4 registration Card

Residential Address	<input checked="" type="checkbox"/>
Postal Address	<input checked="" type="checkbox"/>
Credit Card No.	<input checked="" type="checkbox"/>
Nationality	<input checked="" type="checkbox"/>
ID/Passport number	<input checked="" type="checkbox"/>
Vehicle Registration	<input checked="" type="checkbox"/>
Email Address	<input checked="" type="checkbox"/>
Tel. no. Work	<input checked="" type="checkbox"/>
Tel. no. Home	<input checked="" type="checkbox"/>
Tel. no. Cell	<input checked="" type="checkbox"/>
Tel. no. Fax	<input checked="" type="checkbox"/>
Birthday	<input type="checkbox"/>

31. Select **Printing** Tab.

32. Select print options for pre-printed stationary (if used)

33. Select **Print on the A4 registration card** for fields to print (used at check-in for guest detail capture).

34. Select **End-of-Day** tab.

35. Select time to run end of day.

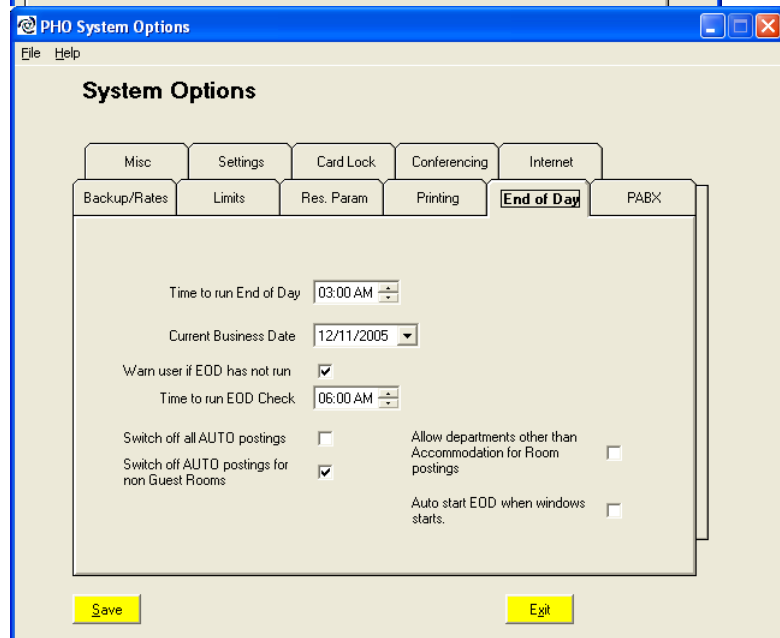
36. Set **business date** (if not the same as the current system date).

37. Select **switch off auto posting** if required (no auto posting of accommodation will occur at end-of-day if this option is selected).

38. Select **switch off auto posting of non-guest rooms** if required (no auto posting of non-guest rooms will occur during end-of-day. This option should be set if conference facilities are part of the system set-up).

39. **Allow department other than accommodation for room posting** option, if set, will allow rates to be linked to departments other than accommodation for auto-posing guest accommodation. See Room Rate Maintenance.

40. **Auto start EOD when windows starts** will ensure that the end of day process will automatically start if the system is re-booted.,



**PHO System Options**

File Help

**System Options**

Misc Settings Card Lock Conferencing Internet

Backup/Rates Limits Res. Param Printing **End of Day** PABX

Time to run End of Day: 03:00 AM

Current Business Date: 12/11/2005

Warn user if EOD has not run: ☒

Time to run EOD Check: 06:00 AM

Switch off all AUTO postings: ☐

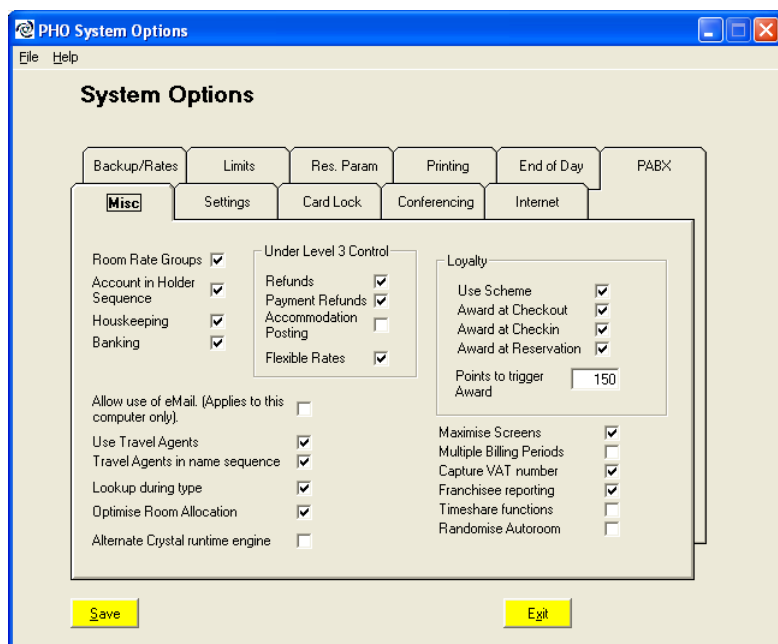
Switch off AUTO postings for non Guest Rooms: ☒

Allow departments other than Accommodation for Room postings: ☐

Auto start EOD when windows starts: ☐

Save Exit

## System Options continued...



**PHO System Options**

File Help

**System Options**

Backup/Rates Limits Res. Param Printing End of Day PABX

**Misc** Settings Card Lock Conferencing Internet

Room Rate Groups ☒  
Account in Holder Sequence ☒  
Housekeeping ☒  
Banking ☒

Under Level 3 Control  
Refunds ☒  
Payment Refunds ☒  
Accommodation Posting ☐  
Flexible Rates ☒

Loyalty  
Use Scheme ☒  
Award at Checkout ☒  
Award at Checkin ☒  
Award at Reservation ☒  
Points to trigger Award

Allow use of eMail. (Applies to this computer only) ☐  
Use Travel Agents ☒  
Travel Agents in name sequence ☒  
Lookup during type ☒  
Optimise Room Allocation ☒  
Alternate Crystal runtime engine ☐

Maximise Screens ☒  
Multiple Billing Periods ☐  
Capture VAT number ☒  
Franchisee reporting ☒  
Timeshare functions ☐  
Randomise Autoroom ☐

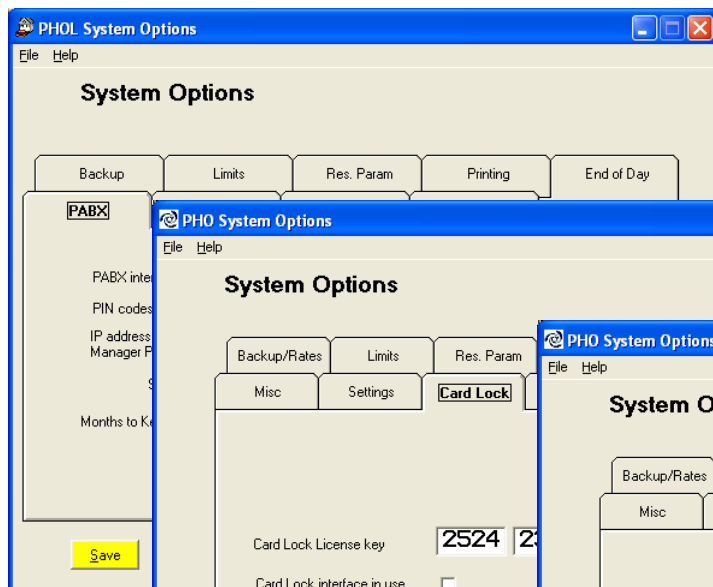
**Save** **Exit**

Select **Misc** tab.

41. Select **Room Rate Groups** if room rates are to be grouped for lookup purposes.
42. Select **Account in holder sequence** to search accounts on account name (otherwise search on account number).
43. Select **Housekeeping** to switch on the housekeeping function.
44. Select **Banking** to switch on the company banking function.
45. Select which functions to place under level 3 (manager) control - Refunds, Accommodation, and Flexible Rates.
46. Select **Use Scheme** to switch on customer loyalty. If selected, select when to award guest (check in, check out, create reservation) and the number of points, which will trigger an award.
47. Select **Allow use of e-mail** to allow for e-mail of confirmation and pro forma functions. (E-mail must be set-up on the system to activate this function).
48. Select **Use Travel Agents** if travel agent performance reporting is required. Select **travel agent in name sequence** to search agents on agent name (otherwise search on agent number).
49. Select **Multiple Billing Periods** if weekly/monthly rates are required.
50. Select **Capture VAT number** to enable capture of guest home, billing and company VAT numbers as well as debtor VAT Numbers
51. Select **Franchise Reporting** for franchise department reporting. (Also provides department values this year versus last year).
52. Select **Lookup during type** to have active guest name lookup while typing character string, else use **go** button to search.
53. Select **Optimise Room Allocation** to have the system automatically re-allocate rooms to guests during end-of-day to optimise availability by room.
54. Select **Timeshare Functions** to enable timeshare functionality.
55. **Alternate Crystal runtime engine** – RoseStreet will advise on the use of this option.
56. **Randomise Autoroom** – will randomly select the room for auto-allocation to a reservation. This option cannot be selected if the optimise function is in use.

57. Click **Save** to save all option settings.

## System Options continued...



**PHOL System Options**

File Help

**System Options**

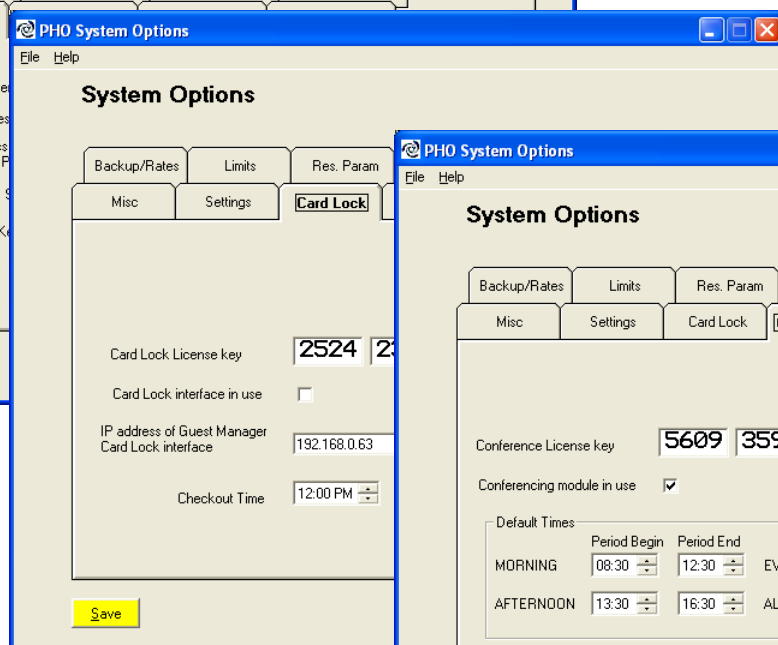
Backup Limits Res. Param Printing End of Day

**PABX**

PABX inter  
PIN codes  
IP address  
Manager P  
S  
Months to K

Save

58. PABX – See Telephone Management Interface Set up Guide



**PHO System Options**

File Help

**System Options**

Backup/Rates Limits Res. Param

Misc Settings **Card Lock**

Card Lock License key 2524 2

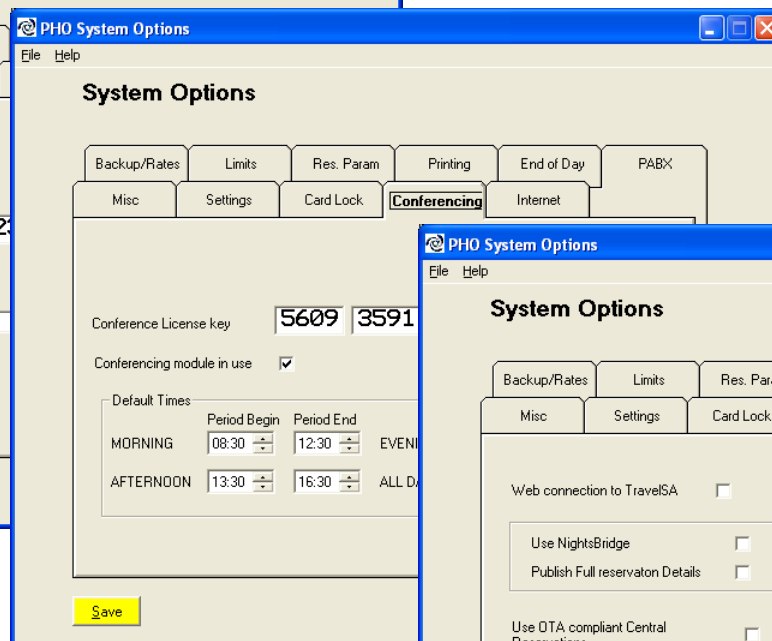
Card Lock interface in use ☐

IP address of Guest Manager Card Lock interface 192.168.0.63

Checkout Time 12:00 PM

Save

59. Card Lock – Refer to Card Lock Set up Guide.



**PHO System Options**

File Help

**System Options**

Backup/Rates Limits Res. Param Printing End of Day PABX

Misc Settings Card Lock **Conferencing** Internet

Conference License key 5609 3591

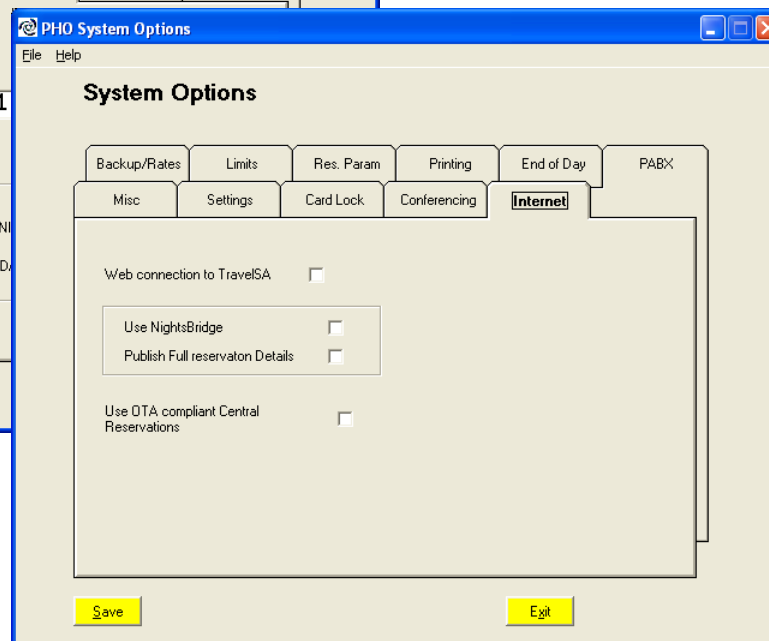
Conferencing module in use ☒

Default Times

	Period Begin	Period End	
MORNING	08:30	12:30	EVEN
AFTERNOON	13:30	16:30	ALL D

Save

60. Conferencing – Refer to Conferencing Guide



**PHO System Options**

File Help

**System Options**

Backup/Rates Limits Res. Param Printing End of Day PABX

Misc Settings Card Lock Conferencing **Internet**

Web connection to TravelSA ☐

Use NightsBridge ☐

Publish Full reservaton Details ☐

Use OTA compliant Central Reservations ☐

Save Exit

61. Internet – See Internet Set up Guide



## System Regional Settings

**PHOL System Options**

File Help

**System Options**

Backup Limits Res. Param Printing End of Day

PABX Misc **Settings** Card Lock

Language English Versions  
Country South Africa Database 3.3.102  
Country default SA Main 2.4.19  
Currency Symbol R EOD 2.4.17  
Date Format dd/MM/yyyy Report1 2.3.15  
GM date format dd/MM/yyyy Postings 2.3.24  
R00S N/A  
Vers 3.3.102  
ADD 2.8

Edition Standard  
Licensed Yes  
No. of Rooms 99  
Networked PCs 20  
Records in Database 438,694

License Key 9506-9804-0204-XXXX-XXXX

IP address of this computer 169.254.152.189

Save

62. Select **Settings** tab.

**63. Make sure the Country and date formats are valid (preferred short format is dd/MM/yyyy).**

64. To change the Country and/or date format,

65. Select Regional settings, set default country.

66. Select the date tab and enter the required short date format.

67. Click **OK**

**Regional and Language Options**

Regional Options Languages Advanced

**Standards and formats**

This option affects how some programs format numbers, currencies, dates, and time.

Select an item to match its preferences, or click Customize to choose your own formats:

English (South Africa) Customize...

**Samples**

Number: 123,456,789.00  
Currency: R 123,456,789.00  
Time: 07:47:06 AM  
Short date: 18/10/2004  
Long date: 18 October 2004

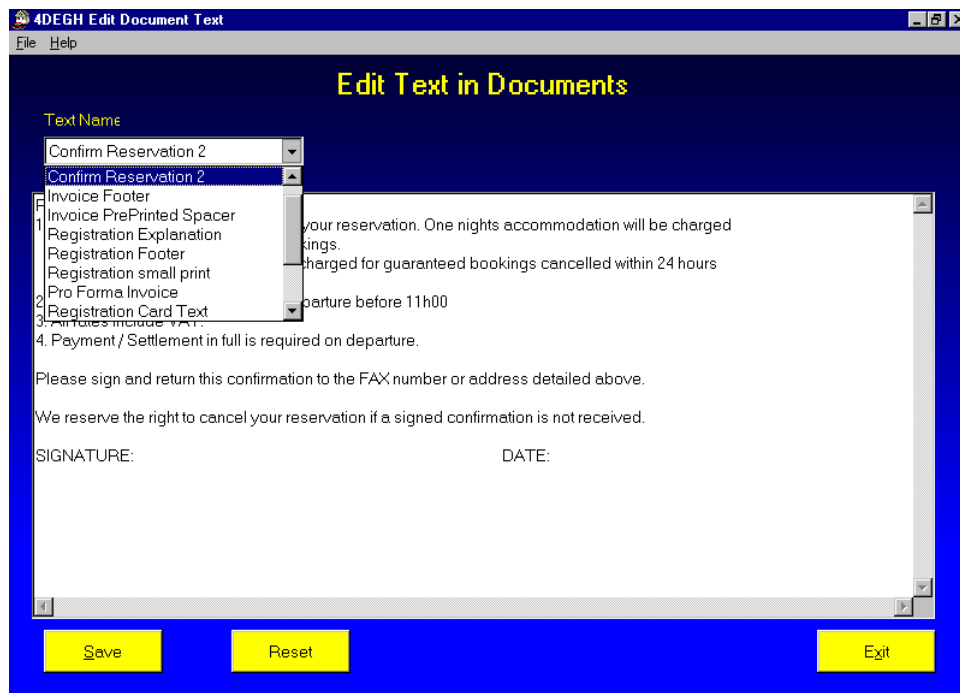
**Location**

To help services provide you with local information, such as news and weather, select your present location:

South Africa

OK Cancel Apply

## CHAPTER 03 EDIT TEXT



**4DEGH Edit Document Text**

File Help

### Edit Text in Documents

Text Name

- Confirm Reservation 2
- Confirm Reservation 2
- Invoice Footer
- Invoice PrePrinted Spacer
- Registration Explanation
- Registration Footer
- Registration small print
- Pro Forma Invoice
- Registration Card Text
- Payment / Settlement in full is required on departure.

1. your reservation. One nights accommodation will be charged

2. kings.

3. charged for guaranteed bookings cancelled within 24 hours

4. departure before 11h00

Please sign and return this confirmation to the FAX number or address detailed above.

We reserve the right to cancel your reservation if a signed confirmation is not received.

SIGNATURE: DATE:

Save Reset Exit

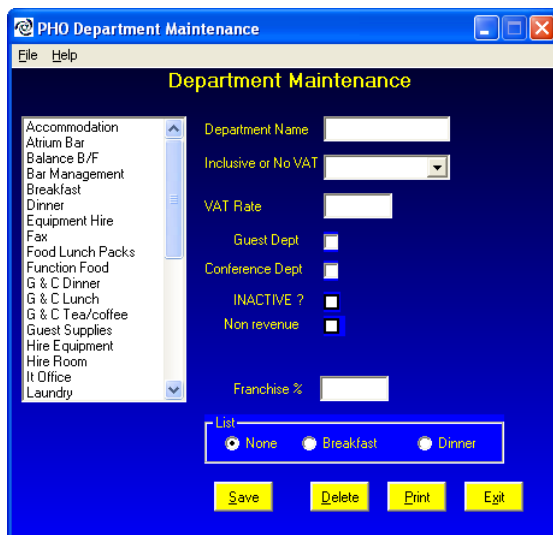
The edit text function is used to customise the header and footer wording that appears on all system documentation (confirmation, registration, invoice, etc.)

1. From the Main Menu, select **Special – Edit Text**.
2. From the drop down box, select the text field to be edited.
3. Make changes in the text as required.
4. Click **Save**.
5. Select next field to edit or click **Exit**.
6. Note: use the **reset** button to reset the text back to the default wording.

## CHAPTER 04 GENERAL REFERENCES

### 04-01-00 DEPARTMENTS

From the Main Menu, select All References – General References – Departments.



The system has several departments set-up as defaults when installed. The **Accommodation** department name must not be changed nor the department deleted as this is used by the system. All other departments can be changed or deleted as required and additional departments can be created.

Enter the department name. The spelling of department names must be carefully checked before using the system, as they cannot be changed once they are in use.

Select VAT type.

Enter VAT rate.

A **non-guest** department will allow postings to this department via an interfaced system (PABX, PoS, etc) only.

A **Conference** department is one, which is used by the conference module (See Conference set-up manual).

A **Non-Revenue** Department is one, which does not contribute to the company turnover (e.g. Admin Telephone).

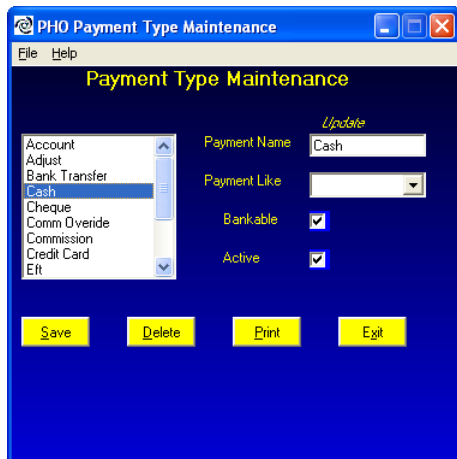
Click **Active** on to activate the department. Once a department has been used, it cannot be deleted. To deactivate, click **Active** off.

Departments, which are to be included in the breakfast and dinner lists, must have the respective list option set.

Click **Save** for each new department added, to save changes.

Click **Exit** to return to the General References screen.

## 04-02-00 PAYMENT TYPES



From the Main Menu, select All References – General References –Payment Types.

The system has several payment types set-up as defaults when installed.

Enter the payment type name. The spelling of names must be carefully checked before using the system, as they cannot be changed once they are in use.

Select **Payment Like** to determine the additional data to be captured for this payment type.

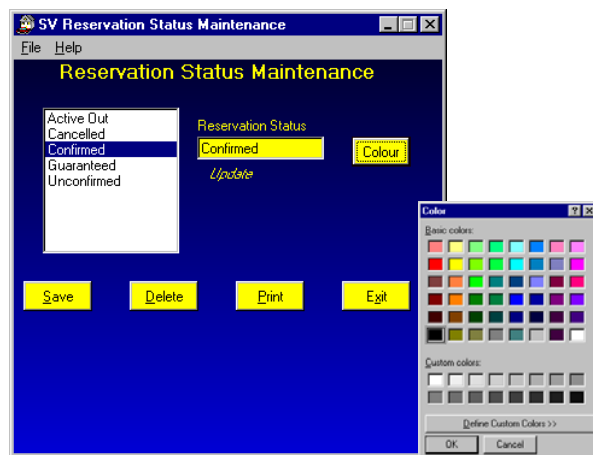
The **bankable** flag is used to separate bankable (cash, cheque, etc.) and non-bankable (Bank Transfer, write-off, etc) payment types.

Click **Active** on to activate the payment type. Once a payment type has been used, it cannot be deleted. To deactivate, click **Active** off.

Click **Save** for each new payment type added, to save changes.

Click **Exit** to return to the General References screen.

## 04-03-00 RESERVATION STATUS



From the Main Menu, select All References – General References – Reservation Status.

The system has several reservation statuses set-up as defaults when installed.

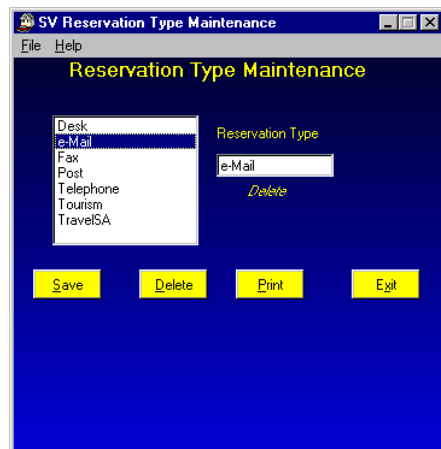
To add a reservation status, enter the status name. The spelling of names must be carefully checked before using the system, as they cannot be changed once they are in use.

Click on **Colour** and select the required background colour to display on the enquiry screen.

Click **Save** for each new status added, to save changes.

Click **Exit** to return to the General References screen.

## 04-04-00 RESERVATION TYPE



From the Main Menu, select All References – General References – Reservation Type.

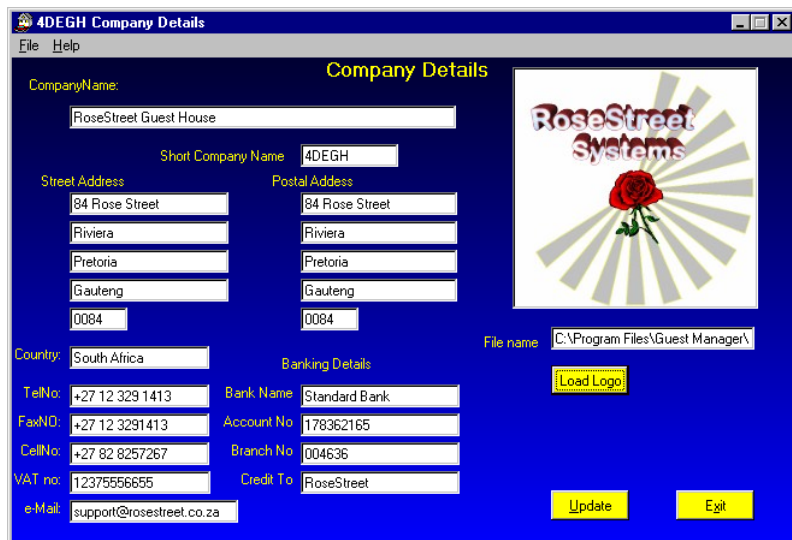
The system has several reservation types set-up as defaults when installed.

To add a reservation type, enter the type name. The spelling of names must be carefully checked before using the system, as they cannot be changed once they are in use.

Click **Save** for each new type added, to save changes.

Click **Exit** to return to the General References screen.

## 04-05-00 COMPANY DETAILS



**4DEGH Company Details**

File Help

**Company Details**

CompanyName:

Short Company Name

Street Address

Postal Address

Country:

Banking Details

TelNo:  Bank Name   
FaxNo:  Account No   
CellNo:  Branch No   
VAT no:  Credit To   
e-Mail:

File name

From the Main Menu, select All References – General References –Company Details.

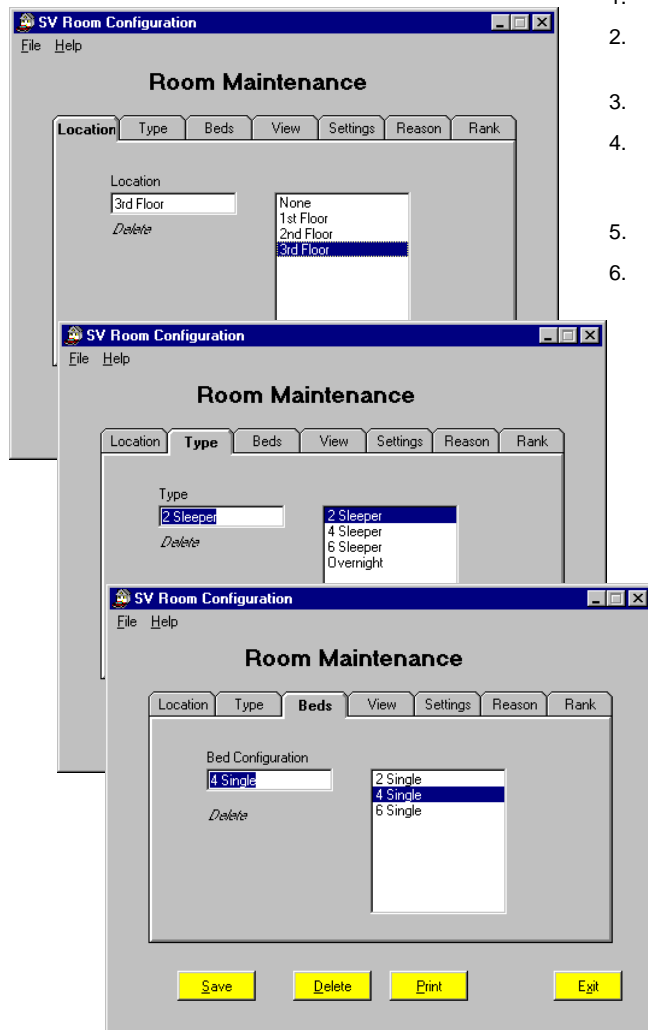
Enter the company detail fields.

If a digital image of the company logo is available, select **Load Logo** and specify path and file name of logo.

Click **Update** to save company details.

## 04-06-00 ROOM DETAILS MAINTENANCE

At least one room must be set up in Guest Manager.



The image shows three overlapping screenshots of the 'SV Room Configuration' window, each displaying a different tab in the 'Room Maintenance' section.

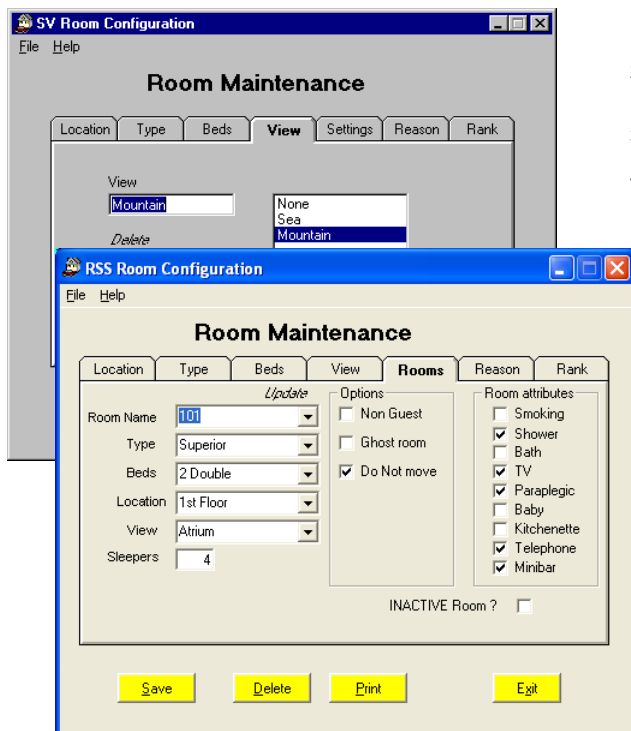
- Top Screenshot (Location Tab):** The 'Location' tab is selected. It shows a text input field with '3rd Floor' and a 'Delete' button. To the right is a list box containing 'None', '1st Floor', '2nd Floor', and '3rd Floor' (which is highlighted).
- Middle Screenshot (Type Tab):** The 'Type' tab is selected. It shows a text input field with '2 Sleeper' and a 'Delete' button. To the right is a list box containing '2 Sleeper', '4 Sleeper', '6 Sleeper', and 'Overnight' (which is highlighted).
- Bottom Screenshot (Beds Tab):** The 'Beds' tab is selected. It shows a text input field with '4 Single' and a 'Delete' button. To the right is a list box containing '2 Single', '4 Single', and '6 Single' (which is highlighted).

At the bottom of the 'Beds' tab screenshot, there are four buttons: 'Save', 'Delete', 'Print', and 'Exit'.

- From the Main Menu, select All References – General References –Room Details Maintenance.
- This menu allows for the initial set up of room names/numbers and associated room type. There are no default settings supplied. Once again, it is important to verify the spelling of the room name and room types prior to using the system.
- Select **Location** Tab.
- Enter room location name. Room locations must be defined prior to creating rooms. Room locations are used to define room attributes such as first floor, east wing, etc. If locations are not required, create a location called 'None'. The system will ignore this attribute.
- Click **Save**.
- Repeat for all room locations
- Select **Type** tab.
- Enter room type name. Room types must be defined prior to creating rooms. Room types are used to define room attributes such as single, double, family, conference etc.
- Click **Save**.
- Repeat for all room types.
- Select **Beds** tab.
- Enter room bed configuration name. Room beds must be defined prior to creating rooms. If bed configurations are not required, create a configuration called 'None'. The system will ignore this attribute.
- Click **Save**.
- Repeat for all room bed configurations.



## Room Details Maintenance continued...



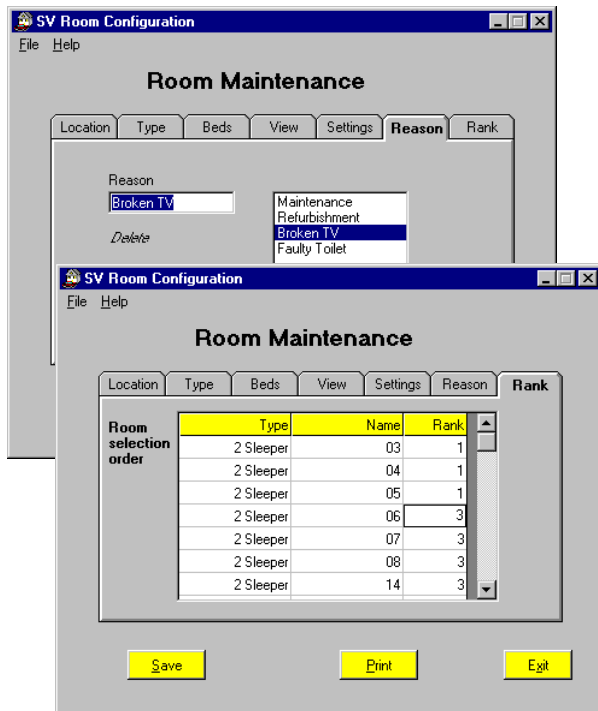
1. Select **View** tab.
2. Enter room view. Room views must be defined prior to creating rooms. Room views are used to define room attributes such as sea, river, etc. If views are not required, create a view called 'None'. The system will ignore this attribute.
3. Click **Save**.
4. Repeat for all room views.
5. Select **Rooms** tab
6. Enter Room name and/or number. Once the room types have been created, the rooms can then be defined. The room name may simply be a number or it may be a descriptor, or any combination. To ensure proper sequencing of numbers, prefix the room number with a 0 if more than 9 rooms are defined (01, 02, etc.)
7. Select room type
8. Select room bed configuration.
9. Select room location.
10. Select room view.
11. Enter number of sleepers.
12. Select **non-guest room** for rooms which are not to be included in occupancy statistics.
13. Select **Ghost Room** for virtual rooms used to allocate reservations for overbooking.
14. Select **Do Not Move** if room must not be optimised during EOD.
15. Select additional room attributes (Smoking, shower, bath, TV, paraplegic, kitchenette, telephone, mini bar).
16. Click **Save**.
17. Repeat for all rooms.

**Note that the Inactive flag should only be set under advisement from RoseStreet Systems**

## Room Details Maintenance continued...

Reason codes are used to specify the reason for a room being made unavailable (see room status maintenance).

1. Select **Reason** tab.
2. Enter room unavailability reason.
3. Click **Save**.
4. Repeat for all reasons.
5. The system defaults to ranking, displaying and auto-assigning rooms in alphanumeric sequence based on the room name. This screen is used to specify alternate ranking.
6. Select **Rank** tab.
7. Enter the room's ranking (any number from 1 to 999). The ranking determines the sequence in which rooms will be assigned by the system when creating a reservation. The enquiry screen can also, optionally, display rooms in rank sequence. Rooms can be assigned the same rank number, in which case they will be assigned alpha/numerically.
8. Click **Save**
9. Click **Exit** to return to the General References screen



**SV Room Configuration**

File Help

**Room Maintenance**

Location Type Beds View Settings **Reason** Rank

Reason  
Broken TV  
Delete

Maintenance  
Refurbishment  
Broken TV  
Faulty Toilet

**SV Room Configuration**

File Help

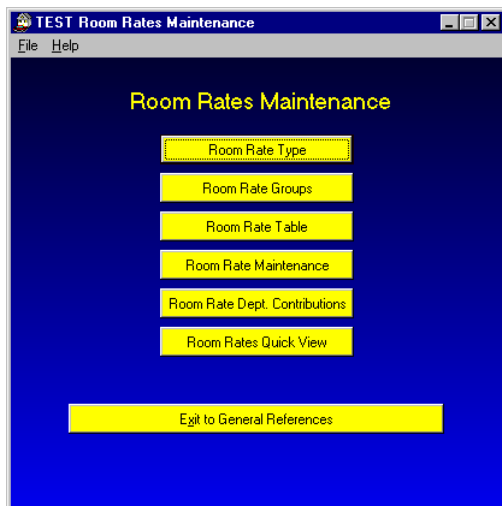
**Room Maintenance**

Location Type Beds View Settings Reason **Rank**

Room selection order	Type	Name	Rank
	2 Sleeper	03	1
	2 Sleeper	04	1
	2 Sleeper	05	1
	2 Sleeper	06	3
	2 Sleeper	07	3
	2 Sleeper	08	3
	2 Sleeper	14	3

Save Print Exit

## 04-07-00 ROOM RATES MAINTENANCE



The room rates maintenance menu, allows for the set-up and maintenance of room rates applicable for any room type, for any rate type, for any period.

From the Main Menu, select ***All References – General References – Room Rate Maintenance***

The maintenance screens accessed from this menu are:

[Room Rate Types](#)

[Room Rate Groups](#)

[Room Rate Table](#)

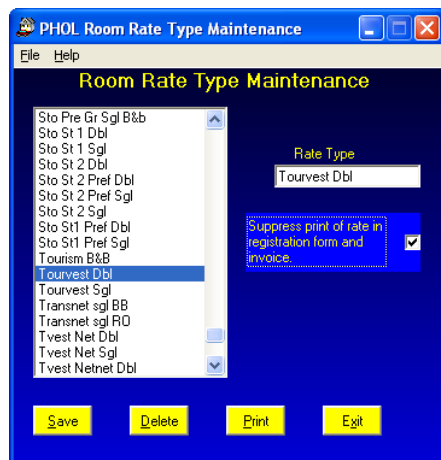
[Room Rate Maintenance](#)

[Room Rate Department Contribution](#)

Click on *Exit to General References* to exit maintenance function

## 04-07-01 ROOM RATE TYPES

Room rate types are used to allow more than one room rate to be applicable to a rate table. Typically, one rate type would be created per room type (single, double, etc.); however, the rate types may also apply to special rates (corporate single, weekend special, one off agreements, etc). There is no limit to the number or combination of rates, which may be specified. These rate types can be associated with any number of rate tables.

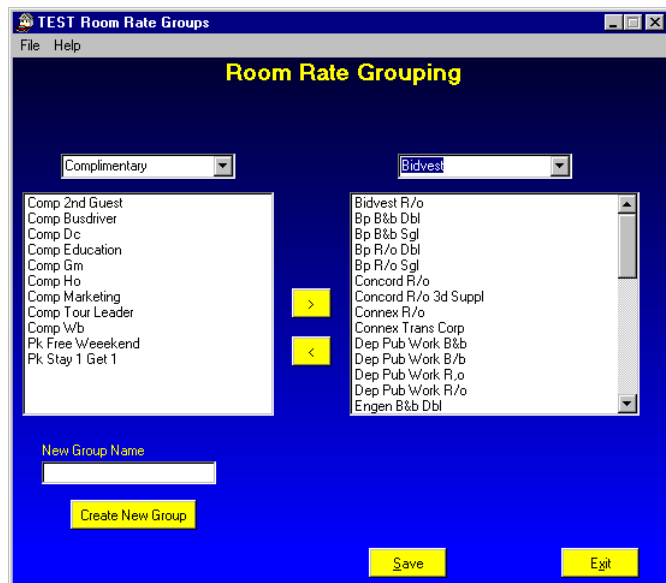


At least one rate type must be created for the room rate function to be active.

1. From the Room Rates Maintenance Menu select **Room Rate Type**.
2. Enter the rate type descriptor.
3. For rates, which should not print on the guest registration and invoice documents, select print suppress option.
4. Click on **Save** to save changes to database, **Delete** to delete the selected room rate type, or **Exit** to exit maintenance function without saving. Note: An active room rate type may not be deleted.

## 04-07-02 ROOM RATE GROUPS

Room rate types can be grouped if required for easier selection when creating a reservation and for better rate analysis reporting. The system option 'Misc TAB – Room-Rate Groups' must be set on.



**TEST Room Rate Groups**

File Help

**Room Rate Grouping**

Complimentary Bidvest

Comp 2nd Guest  
 Comp Busdriver  
 Comp Dc  
 Comp Education  
 Comp Gm  
 Comp Ho  
 Comp Marketing  
 Comp Tour Leader  
 Comp W/b  
 Pk Free Weekend  
 Pk Stay 1 Get 1

Bidvest R/o  
 Bp B&b Dbl  
 Bp B&b Sgl  
 Bp R/o Dbl  
 Bp R/o Sgl  
 Concord R/o  
 Concord R/o 3d Suppl  
 Connex R/o  
 Connex Trans Corp  
 Dep Pub Work B&b  
 Dep Pub Work B/b  
 Dep Pub Work R/o  
 Dep Pub Work R/o  
 Engen B&b Dbl

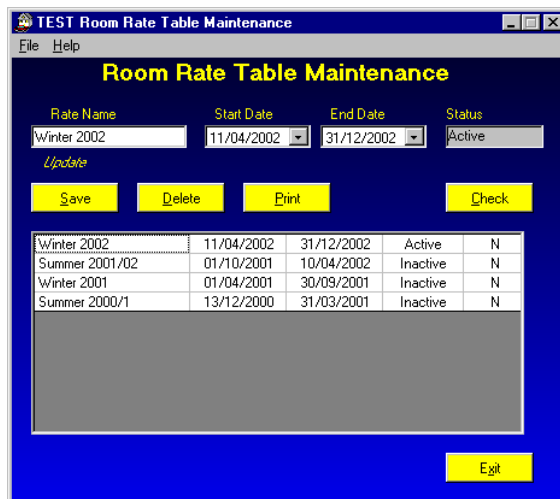
New Group Name

Create New Group

Save Exit

1. From the Room rate Maintenance menu, select – **Room rate Groups**.
2. To create a new group name, enter the group name and then click on **Create new Group**.
3. Highlight the required rate type in the left hand list of available rate types, then using the left and right arrows, add or remove rate types from the group from the group. **Note:** only rate types not already included in a rate will be available for selection.
4. Click on 'Save' to make the selection permanent.

## 04-07-03 ROOM RATE TABLES

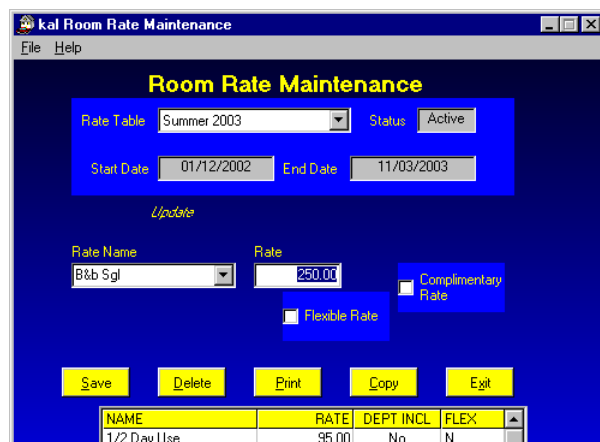


Rate Name	Start Date	End Date	Status	
Winter 2002	11/04/2002	31/12/2002	Active	N
Summer 2001/02	01/10/2001	10/04/2002	Inactive	N
Winter 2001	01/04/2001	30/09/2001	Inactive	N
Summer 2000/1	13/12/2000	31/03/2001	Inactive	N

Once the rate types have been defined, they can then be associated with a room rate table. Room rate tables define the period for which the room rate will be active for a particular rate type. There must be an active rate table created for a reservation to be made. There is no limit to the number of pending rate tables, which may be created.

1. From The Room rate Maintenance Menu, select – **Room Rate Table**.
2. Enter a unique, 20-character alpha/numeric rate table name.
3. Select the rate table start date.
4. Select the table end date. The system will warn of any overlapping rate periods.
5. Click on **Save** to save changes to database, **Delete** to delete the selected room rate type, or **Exit** to exit maintenance function without saving. Note: An active room rate table may not be deleted. Fields maintained are:
6. Clicking The **Check** Button will ensure that there are no gaps between active and pending rate table start and end dates.

## 04-07-04 ROOM RATE MAINTENANCE



**Room Rate Maintenance**

Rate Table: Summer 2003 Status: Active

Start Date: 01/12/2002 End Date: 11/03/2003

Update

Rate Name: B&b Sgl Rate: 250.00

☐ Complimentary Rate

☐ Flexible Rate

Save Delete Print Copy Exit

NAME	RATE	DEPT INCL	FLEX
1/2 Day Use	95.00	No	N

This screen is used to create the room rate applicable to the selected room rate table and room rate type. The drop down menus can be used to select existing room rate tables and room rate types. There must be at least one active rate created for a reservation to be made.

1. From the Room rate Maintenance menu, select – **Room Rate Maintenance**.
2. Select the rate table.
3. To copy room rates from an existing table, click *Copy*, else go to step 6.
4. Select the rate table and groups to copy from.
5. Click *Go*.
6. Select the rate type. A list of rates already created is displayed. Clicking on one of these rates allows the rate to be amended. Only one rate can be created for any rate type/table combination.
7. Select if rate is a flexible rate (allow rate to be changed for individual reservations. must be a daily frequency rates with no department split to set this option).
8. Select if complementary rate.



**Room Rate Maintenance**

Rate Period: Summer 2004 Status: Active

Start Date: 01/10/2004 End Date: 30/04/2005

Rate Name: Agent Fam NSF Sgl

☐ Complimentary Rate

☒ Flexible Rate

Adult single rate: 740.00

Per person rate: 690.00

2-5 years: 0.00

6-12 Years: 350.00

Save Delete Print Copy Exit

NAME	RATE(adult)	RATE(child)	Type	DEPT	FLEX
As Per Quote	0.00	0.00	Rpd	No	Y
Complimentary	0.00	0.00	Rpd	No	N
Conf Full Day Rate	235.00	0.00	Rpd	No	Y
Conf H/Day Ex Lunch	110.00	0.00	Rpd	No	Y
Conf H/Day In Lunch	205.00	0.00	Rpd	Yes	Y
Conf Incl Sharing	680.00	0.00	Rpd	Yes	Y
Conf Incl Single	770.00	0.00	Rpd	Yes	Y
Conference Hire	500.00	0.00	Rpd	No	Y
Day Use	0.00	0.00	Rpd	No	N
De Luxe NSF Double	730.00	0.00	Rpd	Yes	Y

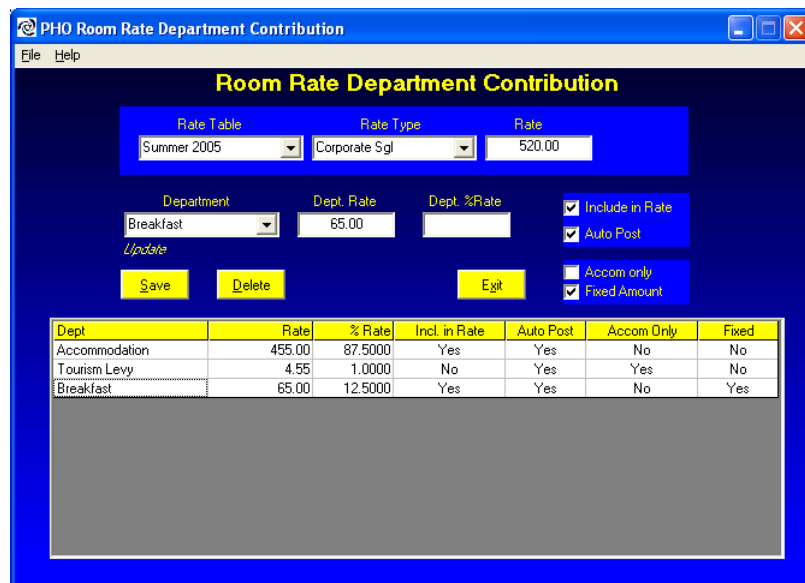
9. Enter the rate value
10. Select rate currency (if **multiple currency** is set in **Options**) for currencies other than the local currency.
11. Click on **Save** to save changes to database, **Delete** to delete the selected room rate type, or **Exit** to exit maintenance function without saving.

**Note:** If **Use per person rates** is set in system options:

12. Select is rate is per room or per person.
13. Enter the rate per person and child as applicable.
14. Continue as per above.

## 04-07-05 ROOM RATE DEPARTMENT CONTRIBUTION

If desired, the room rate can be split over multiple departments e.g. accommodation and breakfast. This split can be specified as a monetary value or percentage. This screen also allows department rates to be preset for departments, which are not included in the base rate e.g. lunch at R30.00. Any Preset rates will be displayed when posting a department to the guest ledger. Flexible rates cannot have multiple department breakdowns.



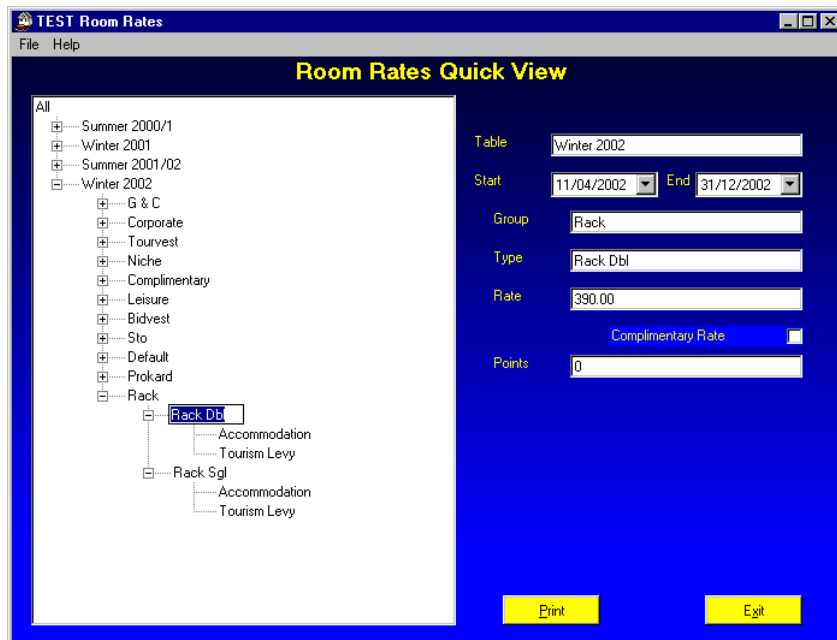
Dept	Rate	% Rate	Incl. in Rate	Auto Post	Accom Only	Fixed
Accommodation	455.00	87.5000	Yes	Yes	No	No
Tourism Levy	4.55	1.0000	No	Yes	Yes	No
Breakfast	65.00	12.5000	Yes	Yes	No	Yes

1. From the Room Rate Maintenance menu, select – **Room Rate Dept Contributions**.
2. Select **Room Rate Table**.
3. Select **Room Rate Type**
4. Select **Department**. The system will automatically apply the initial rate to the accommodation department. Therefore, it is not necessary to specify the accommodation department contribution.
5. Enter department contribution rate OR department contribution percentage.
6. Select whether department is **Included In Rate**. If included, the guest invoice will display the total value as 'accommodation', but the department sales report will split the departments according to contribution value specified here.
7. Select if **Auto Post**. If yes, the department amount is automatically posted every 'EOD'.
8. The **Accommodation only** flag is used for departments such as 'Bed Levy' or 'Tourism Levy'. If the flag set, the department contribution is calculated on the 'accommodation' portion of the rate only (e.g. bed levy is calculated as 1% of accommodation only excluding breakfast).
9. The **Fixed amount** flag is used for calculating the department contribution for flexible rates. If the flag is set, the contribution is calculated on the value (e.g. breakfast is always R65.00); otherwise, the contribution is calculated on the percentage (e.g. Bed levy is always 1% of room rate).
10. A list of department contributions already created is displayed. Clicking on one of these departments allows the contribution to be amended.
11. Click on **Save** to save changes to database, **Delete** to delete the selected room rate type, or **Exit** to exit maintenance function without saving.



## 04-07-06 ROOM RATES QUICK VIEW

Presents a drill-down view of all rates created.



**Room Rates Quick View**

File Help

All

- Summer 2000/1
- Winter 2001
- Summer 2001/02
- Winter 2002
  - G & C
  - Corporate
  - Tourvest
  - Niche
  - Complimentary
  - Leisure
  - Bidvest
  - Sto
  - Default
  - Prokard
  - Rack
    - Rack Dbl**
      - Accommodation
      - Tourism Levy
    - Rack Sgl
      - Accommodation
      - Tourism Levy

Table: Winter 2002

Start: 11/04/2002 End: 31/12/2002

Group: Rack

Type: Rack Dbl

Rate: 390.00

Complimentary Rate: ☐

Points: 0

Print Exit

1. From the Room Rate Maintenance menu, select – **Room Rates Quick View**.
2. Select room rate table.
3. Select rate group
4. Select room rate type
5. Select department detail

## 04-07-07 LINK ROOM TYPES TO RATES



PKL Link Room Types to Rates

Link Room Types

Room Type: Dlx

Select Linked Rates 63

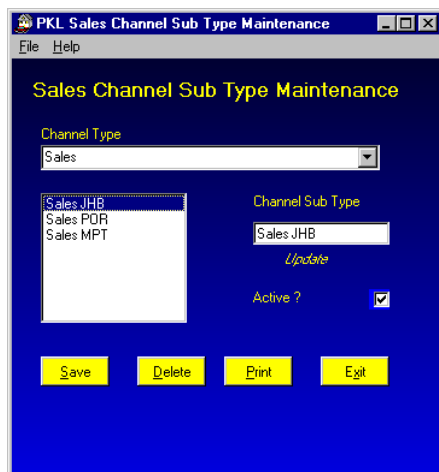
<input checked="" type="checkbox"/> TOR USD Dbl Dlx	<input checked="" type="checkbox"/> W/S USD Dlx Dbl	<input type="checkbox"/> W/Sale Std - Dbl BB
<input type="checkbox"/> TOR USD Dbl Fam	<input checked="" type="checkbox"/> W/S USD Dlx Sng	<input type="checkbox"/> W/Sale Std - Sng BB
<input type="checkbox"/> TOR USD Dbl Std	<input type="checkbox"/> W/S USD Fam Dbl	<input type="checkbox"/> W/Sale Suit - Dbl BB
<input type="checkbox"/> TOR USD Dbl Suite	<input type="checkbox"/> W/S USD Fam Sng	<input type="checkbox"/> W/Sale Suit - Sng BB
<input checked="" type="checkbox"/> TOR USD Sng Dlx	<input type="checkbox"/> W/S USD Std Dbl	<input type="checkbox"/> W/Sale Suite 4 Pax
<input type="checkbox"/> TOR USD Sng Fam	<input type="checkbox"/> W/S USD Std Sng	<input type="checkbox"/> W/Sale Suite Pax 3
<input type="checkbox"/> TOR USD Sng Std	<input type="checkbox"/> W/S USD Suite Dbl	<input type="checkbox"/> W/Sale USD Suite 3
<input type="checkbox"/> TOR USD Sng Suite	<input type="checkbox"/> W/S USD Suite Sng	<input type="checkbox"/> W/Sale USD Suite 4
<input type="checkbox"/> TOR USD Suite 3	<input checked="" type="checkbox"/> W/Sale Dlx - Dbl BB	<input checked="" type="checkbox"/> Winter Dlx - Dbl BB
<input type="checkbox"/> TOR USD Suite 4 Pax	<input checked="" type="checkbox"/> W/Sale Dlx - Sng BB	<input checked="" type="checkbox"/> Winter Dlx - Sng BB
<input type="checkbox"/> Value SA - Dbl BB	<input type="checkbox"/> W/Sale Fam - Dbl BB	<input type="checkbox"/> Winter Fam - Dbl BB
<input type="checkbox"/> Value SA - Sng BB	<input type="checkbox"/> W/Sale Fam - Sng BB	<input type="checkbox"/> Winter Fam - Sng BB
<input type="checkbox"/> W/S USD 3 Pax	<input type="checkbox"/> W/Sale Fam 3 pax	<input type="checkbox"/> Winter Fam 3 pax
<input type="checkbox"/> W/S USD 4 Pax	<input type="checkbox"/> W/Sale Fam 4 Pax	<input type="checkbox"/> Winter Fam BB 4 pax

Save Print Exit

This menu is available if set in system options.

1. From the Room Rate Maintenance menu, select – **Link Room Types to Rates**.
2. Select the **Room Type**.
3. Set all rates in the list applicable to the room type selected.
4. Click **Save** to make selection permanent.
5. Select new room type
6. Select **Exit** to return to the Room Rates Menu.

## 04-08-00 SALES CHANNEL SUB TYPE



Sales channel sub-types provide another level of analysis for reporting purposes. The **Sales channel sub-types** must be set in system options,

From the Main Menu, select All References – General References – **Sales Channel Sub Type**

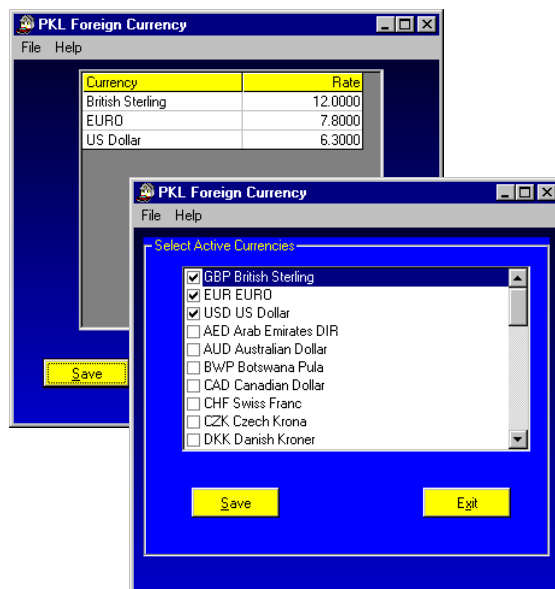
Select Channel Type

Enter sub type name.

Click on **Save** to save settings

Click **Exit** to return to the main menu

## 04-09-00 FOREIGN CURRENCY



From the Main Menu, select All References – General References – **Foreign Currency**

To add or remove currencies, select **File – Select Currency**

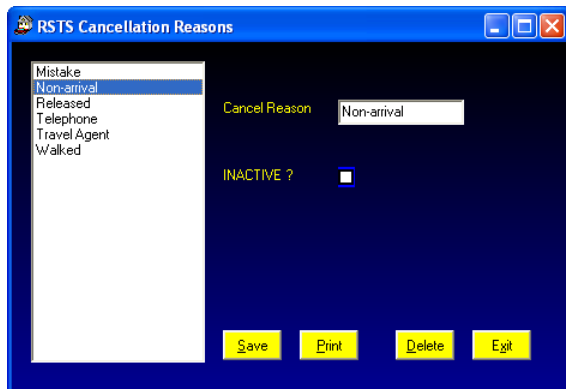
Select currencies to be used.

Click on **Save** to save settings

Enter exchange rate for each currency

Click on **Save** to save exchange rates.

## 04-10-00 CANCELLATION REASON



Setting the cancellation reason option provides for additional reporting analysis of cancelled reservations. The system will prompt the user to select a valid reason from the drop-down list when a reservation is cancelled. The ***Ask for Cancellation Reason*** option must be set in system options,

From the Main Menu, select All References – General References – **Cancellation Reasons**.

Enter Reason name.

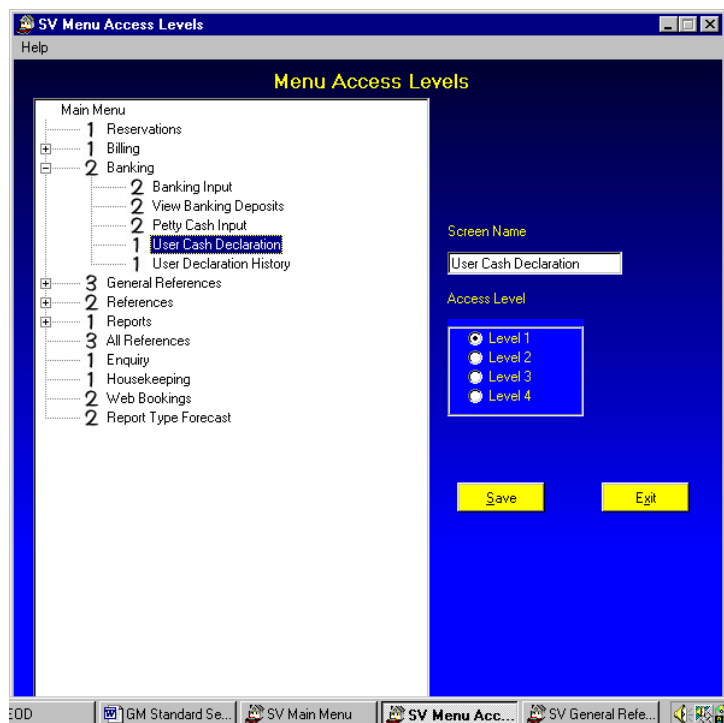
Click on **Save** to save settings

Click **Exit** to return to the main menu

## CHAPTER 05 REFERENCES

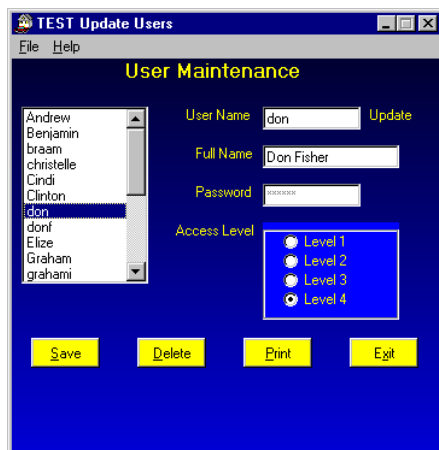
### 05-01-00 ACCESS LEVELS

This screen is used to change the default access levels assigned to each screen.



1. From the Main Menu, select All References – General References – **Access Levels**.
2. Each menu can have a user access level assigned. 1 is the lowest level and 4 the highest. Select the menu for which the access level is to be changed.
3. Click on the required access level button.
4. Repeat for all menus to be changed.
5. Click **Save**.

## 05-02-00 USER MAINTENANCE

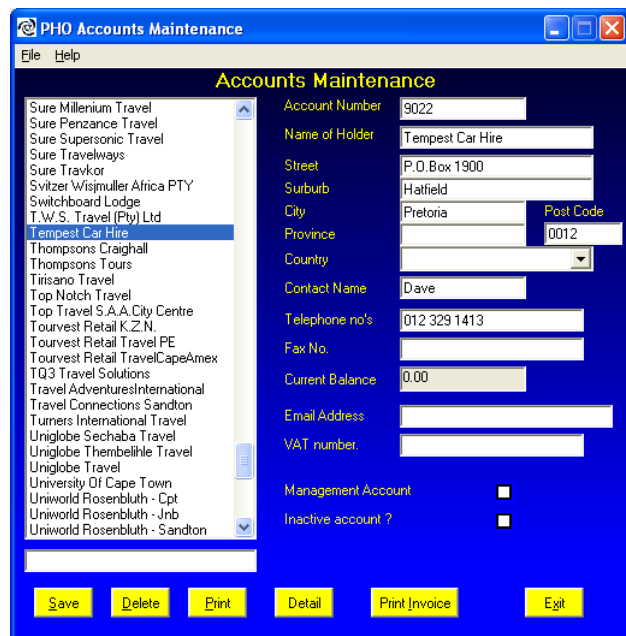


User name and password details with associated access levels are maintained from this screen. Valid users will need to be created prior to using the system.

1. From the Main Menu, select All References –References – **User Maintenance**.
2. To create a new user, enter the new user log-on name. To update an existing user, click on the relevant user name displayed in the left-hand block and then amend the required field/s displayed on the right
3. Enter the user full name.
4. The user password will be set to 1234. This must be changed, by the user, via the **Change Password** function (See User Guide).
5. Select the user access level.
6. Click on **Save** to save changes to database, *Delete* to delete the selected user, or *Exit* to exit maintenance function without saving. **Note:** An active user may not be deleted.

## 05-03-00 ACCOUNTS MAINTENANCE

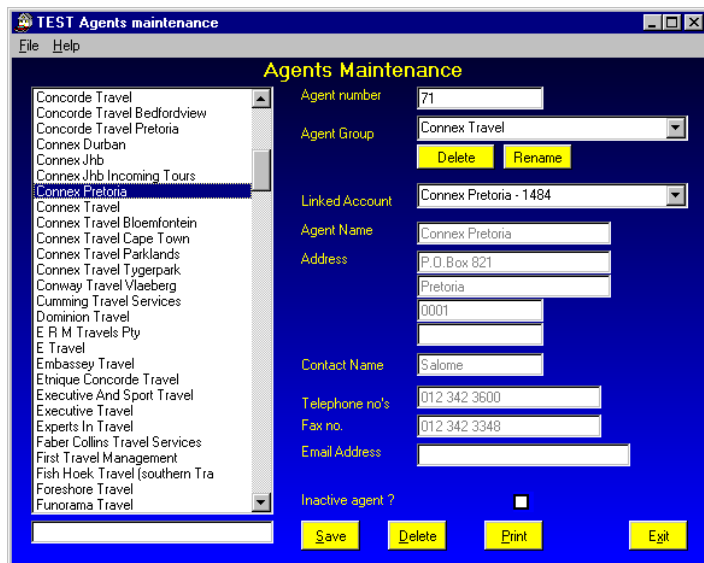
Debtors and management accounts are generated and maintained using this maintenance screen. These accounts are associated with the account payment type in the guest reservation and posting systems. Only valid account numbers generated through this maintenance function will be accepted when an account payment is made against a room reservation.



1. From the main menu, select - All References – References – **Accounts Maintenance**.
2. To create as new account, enter the new account name and associated fields in the right hand blocks. To update an existing account, click on the relevant account name displayed in the left-hand block and then amend the required field/s displayed on the right.
3. Management accounts are used for ad hoc department postings, which are non-guest specific as well as settlement of guest accounts. If the account is to be used as a management account, set the **Management Account** field on.
4. Click on **Save** to save changes to database, **Delete** to delete the selected account, or **Exit** to exit maintenance function without saving.
5. An account can be de-activated, subsequent to being used, by switching this field on (✓ – Yes, □ – No). **Note:** An active account may not be deleted.
6. Account holder invoices may also be printed from this screen via the **Print Invoice** button. (See Management Guide)
7. The **Detail** button is used to view/print a statement of all transactions against the Debtor/Man account. (See Management Guide)



## 05-04-00 TRAVEL AGENT MAINTENANCE



The screenshot shows the 'TEST Agents maintenance' window. It has a menu bar with 'File' and 'Help'. The title bar is 'TEST Agents maintenance'. The main area is titled 'Agents Maintenance'. On the left is a list of travel agents, with 'Connex Pretoria' selected. On the right are input fields for agent details: Agent number (71), Agent Group (Connex Travel), Linked Account (Connex Pretoria - 1484), Agent Name (Connex Pretoria), Address (P.O. Box 821, Pretoria, 0001), Contact Name (Salome), Telephone no's (012 342 3600), Fax no. (012 342 3348), and Email Address. There are buttons for 'Delete' and 'Rename' next to the Agent Group field. At the bottom are buttons for 'Save', 'Delete', 'Print', and 'Exit'. An 'Inactive agent?' checkbox is also present.

Travel Agents are used to track agent or company performance. These are generated and maintained using this maintenance screen

1. From the main menu, select - All References – References – **Agent Maintenance**.
2. Only valid account numbers generated through this maintenance function will be accepted when selecting an agent in the reservation screen.
3. To create as new agent, enter the new agent name and associated fields in the right hand blocks. If an agent is also a debtor, the details can be copied from the accounts data by clicking on Linked Account and selecting the account holder. The account holder details will be copied to the agent screen. To update an existing agent, click on the relevant agent name displayed in the left-hand block and then amend the required field/s displayed on the right.
4. Click on **Save** to save changes to database, **Delete** to delete the selected agent, or **Exit** to exit maintenance function without saving.
5. An agent can be de-activated, subsequent to being used, by switching this field on (.✓ – Yes, ☐ – No). **Note:** An active agent may not be deleted.

## 05-05-00 TELEPHONE EXTENSIONS



4DEGH Telephone Extension Maintenance

Help

**Telephone Extensions**

Extension Number: 1001

Extension Description:

Linked to ROOM:

- Man Account1
- Room 1
- Room 2
- Room 3
- Room 4
- Room 5
- Room 6

Post to this Department:

- Accommodation
- Breakfast
- Dinner
- Laundry
- Mini Bar
- Petty Cash In
- Petty Cash Out
- Telephone
- Telephone Admin
- Tourist Levy

Extension Owner: ROOM Man Account1 Telephone Admin

Save Delete View Exit

If Guest Manager is connected to a Telephone Management System (TMS) for telephone call charging, the telephone extensions will need to be set-up in Guest Manager (See Options settings and Telephone Management System set up guide).

From the Main Menu, select – All References – References – **Telephone Extensions**.

Enter the telephone extension number.

Enter the extension description (room id, etc.).

Select the department to post to.

Select the room to which the extension is linked.

Click **Save**.

Repeat for all extensions.

Click **Exit** to return to References screen.

## CHAPTER 06 SET-UP EXAMPLES

### 06-01-00 ROOM RATES

When setting up room rates, the following points should be noted:

**Are the rates quoted per person, per room or both?** – ‘Per person’ rates will multiply the quoted rate by the number of guests entered for the reservation, when accommodation is posted. ‘Per room’ rates will post the quoted rate only, irrespective of the number of guests assigned to a room for the reservation. The system defaults to ‘per room’ rates. For ‘per person’ rates, the ‘use per person rates’ system option must be set. With the ‘use per person rates’ option set, each rate type can be selectively be set for ‘per person’ or ‘per room’.

See [Chapter 02 System Options](#) and [Chapter 04 Section 07 Room Rate Maintenance](#) for set-up instructions

See [Example 1](#) and [Example 2](#) for more detail.

**Are the rates seasonal or not?** There are several ways to handle seasonal rates.

The simplest method is to create a ‘flexible’ rate type and to override the default rate for each reservation. This method, however, does not allow for any control of the rate entered and will also not give satisfactory analysis of rate performance.

The most flexible method is to create a rate type for each season/rate type combination e.g. Rack High Season and Rack Low Season, STO high Season, STO Low Season, etc. The rates can be applied to a single rate period (rate table) e.g. start 01/01/2005 end 31/12/2005. Depending on the reservation start and end dates, the correct rate can be selectively applied.

Another method would be to have separate rate tables for each season e.g. High season 2005 - 01/09/2004 to 28/02/2005 and Low Season 2005 – 01/03/2005 to 31/08/2005. In this case, the rate types created will be applied to the specific rate table only e.g. Rack High Season rate type will apply to the High season table only and Rack Low Season rate type will apply to the Low Season table only. Using this method will create an overhead in rate maintenance, but does give more control over the use of rates.

See [Chapter 04 Section 07 Room Rate Maintenance](#) for set-up instructions

See [Example 3](#) for more detail.

**Are rates negotiable per reservation or fixed?** – It is sometimes desirable to have a rate or rates, which can be (optionally) changed for each reservation. In this case, the rate is deemed to be ‘flexible’ and must be flagged as such. When creating a reservation with a ‘flexible’ rate, the user will be allowed to amend the rate amount after saving the reservation details. Note that the amendment of ‘flexible’ rates can be under management control.

See [Chapter 02 System Options](#) and [Chapter 04 Section 07 Room Rate Maintenance](#) for set-up instructions.

See [Example 4](#) for more detail.

**Are rates linked to room types?** – For additional control when assigning rates to reservations, rate types can be linked to specific room types. A rate type can be linked to more than one room type. This option is set in System Options. If selected, only those rates, which have been assigned to the room type entered in the reservation, will be available for selection by the user. Users with an access level of 3 or higher can bypass this restriction.

See [Chapter 02 System Options](#) and [Chapter 04 Section 07 Room Rate Maintenance](#) for set-up instructions.

See [Example 5](#) for more detail.

**At what level is rate performance tracked?** – Rate contribution and performance reporting, are tracked by rate type and rate group. The more specific the rate types created are, the better the analysis is.

## Example 1 Rate per room

**'Use per person rates' - 'off'.**

**Individual Rate Types for Single and Double**

**Create Type Groups**

**Create Rate Period**

**Enter Rate per Room**

**Optionally enter department contribution**

**RSS System Options**

System Options

PABX Misc Settings Card Lock Conferencing

Rates Limits Res. Param Printing End of Day

Use per person rates ☐

**RSS Room Maintenance**

Room Type Maintenance

Sto St 1 Dbl  
Sto St 1 Sgl  
Sto St 2 Dbl  
Sto St 2 Pref Dbl  
Sto St 2 Pref Sgl  
Sto St 2 Sgl  
Sto St1 Pref Dbl  
Sto St1 Pref Sgl  
Tourism B&B  
Tourvest Dbl  
Tourvest Sgl  
Transnet sgl B&B  
Transnet sgl R0  
Tvest Net Dbl  
Tvest Net Sgl  
Tvest Netnet Dbl  
Tvest Netnet Sgl

Rate Type

Suppress print of rate in registration form and invoice ☐

Save Delete Print Exit

**RSS Room Rate Grouping**

Room Rate Grouping

Sto

Sto 1 Gr Dbl B&B  
Sto 1 Gr Sgl B&B  
Sto Fit Dbl  
Sto Fit Dbl 02  
Sto Fit Dbl B&B  
Sto Fit Sgl B&B  
Sto Flex Dbl  
Sto Flex Dbl Stn2  
Sto Flex Sgl  
Sto Groups Dbl B&B  
Sto Groups Sgl B&B  
Sto Pre 1 Gr Dbl B&B  
Sto Pre 1 Gr Sgl B&B  
Sto Pre Gr Dbl B&B

New Group Name

Create New Group

**RSS Room Rate Period Maintenance**

Room Rate Period Maintenance

Rate Name Start Date End Date Status

Summer 2005 12/02/2005 01/11/2005 Active

Update

Save Delete Print Check

Rate Name	Start Date	End Date	Status	N
Summer 2005	12/02/2005	01/11/2005	Active	N
Summer 04/05	01/11/2004	12/02/2005	Inactive	N
Winter 2004	01/03/2004	31/10/2004	Inactive	N
Summer 03/04	01/09/2003	01/03/2004	Inactive	N
Winter 2003	25/03/2003	31/08/2003	Inactive	N
Summer 2003	08/11/2002	24/03/2003	Inactive	Y
Summer 2002/03	01/10/2002	07/11/2002	Inactive	Y
Winter 2002	11/04/2002	30/09/2002	Inactive	Y
Summer 2001/02	01/10/2001	10/04/2002	Inactive	Y
Winter 2001	01/04/2001	30/09/2001	Inactive	Y

Exit

**RSS Room Rate Maintenance**

Room Rate Maintenance

Rate Period Summer 2005 Status Active

Start Date 12/02/2005 End Date 01/11/2005

Room type  
Bedroom  
Conference

Rate Name Update Department Rate Points

Sto St 2 Pref Dbl Accommodation 320.00 0

Complimentary Rate ☐  
Flexible Rate ☒

Save Delete Print Copy Exit

NAME	RATE	DEPT INCL	PNTS	FLEX
Sto Groups Dbl B&B	490.00	No	0	Y
Sto Groups Sgl B&B	365.00	No	0	Y
Sto St 1 Dbl	310.00	Yes	0	Y
Sto St 1 Sgl	240.00	Yes	0	Y
Sto St 2 Dbl	340.00	Yes	0	Y
Sto St 2 Pref Dbl	320.00	Yes	0	Y
Sto St 2 Pref Sgl	250.00	Yes	0	Y
Sto St 2 Sgl	260.00	Yes	0	Y
Sto St1 Pref Dbl	290.00	Yes	0	N
Sto St1 Pref Sgl	230.00	Yes	0	N

**RSS Room Rate Department Contribution**

Room Rate Department Contribution

Rate Table Rate Type Rate

Summer 2005 Sto St 1 Sgl 240.00

Department Dept. Rate Dept. %Rate Include in Rate Auto Post

Breakfast 55.00 22.92 ☒ ☒

Update

Save Delete Print Exit

Dept	Rate	% Rate	Incl. in Rate	Auto Post
Accommodation	185.00	77.00	Yes	Yes
Breakfast	55.00	23.00	Yes	Yes

## Example 2 Rate per Person

**System Options - Rates**

Use per person rates ☒

Adult Rates Only ☐ Adult & One Child Rate ☐ Adult & Two Child Rates ☒

Child Rate 1 6-10 Child Rate 2 10-16

☒ Include child1 with sleepers ☒ Include child2 with sleepers

**Room Rate Type Maintenance**

Rate Type: Cabana High DB&B

**SMS Room Rate Maintenance - Room Rate Maintenance**

Rate Period: Year 2005 Status: Active

Start Date: 01/03/2005 End Date: 28/02/2006

Rate Name: SEAFACING SEASON Department: Accommodation

Adult single rate: 550.00 Points: 0

Per person rate: 420.00

6-10: 0.00 10-16: 0.00

☒ Flexible Rate

**Enter Rate for single and per Person (Child rate optional)**

NAME	RATE[adult]	RATE[child]	Type	DEPT	PNTS	FLEX
REP NS/F	210.00	0.00	Rpd	Yes	10	Y
REP S/F	235.00	0.00	Rpd	Yes	10	Y
SEAFACING SEASON	415.00	0.00	PP	Yes	0	Y
SEAFACING OUT	285.00	0.00	PP	Yes	0	Y
STUDIO OUT	300.00	0.00	Rpd	No	0	Y
STUDIO SEASON	450.00	0.00	Rpd	No	0	Y
SUITE 1B4 OUT	300.00	0.00	Rpd	No	0	Y
SUITE 1B4 SEASON	450.00	0.00	Rpd	No	0	Y
SUITE 2B6 SEASON	550.00	0.00	Rpd	No	0	Y
SUITE 2B6 OUT	355.00	0.00	Rpd	No	0	Y

**SMS Room Rate Maintenance - Room Rate Maintenance**

Rate Period: Year 2005 Status: Active

Start Date: 01/03/2005 End Date: 28/02/2006

Rate Name: Cabana High B&B Department: Accommodation

Rate: 800.00 Points: 0

**Enter Rate for room**

NAME	RATE[adult]	RATE[child]	Type	DEPT	PNTS	FLEX
Cabana High B&B	800.00	0.00	Rpd	No		
Cabana High DB&B	990.00	0.00	Rpd	No		
Cabana High Season	600.00	0.00	Rpd	No		
Cabana In Season	375.00	0.00	Rpd	No		
Cabana Low B&B	450.00	0.00	Rpd	No		
Cabana Low DB&B	550.00	0.00	Rpd	No		
COMPLIMENTARY	0.00	0.00	Rpd	No	0	N
COMPLIMENTARY REP	0.00	0.00	Rpd	No	0	N
Conference 1 Hire	450.00	0.00	Rpd	No		
Conference 2 Hire	600.00	0.00	Rpd	No		

### Example 3 Seasonal Rates

One Rate Table per rate review Period

**Room Rate Period Maintenance**

Rate Name: Year 2005 Start Date: 01/03/2005 End Date: 28/02/2006 Status: Active

Update

Save Delete Print Check

Rate Name	Start Date	End Date	Status	Points
Year 2006	01/03/2006	28/02/2007	Pending	N
Year 2005	01/03/2005	28/02/2006	Active	N

OR

One Rate Table per Season

**Room Rate Period Maintenance**

Rate Name: December 2005 Start Date: 01/12/2005 End Date: 31/12/2005 Status: Pending

Update

Save Delete Print Check

Rate Name	Start Date	End Date	Status	Points
December 2005	01/12/2005	31/12/2005	Pending	N
November 2005	01/11/2005	30/11/2005	Pending	N
October 2005	01/10/2005	31/10/2005	Pending	N
September 2005	01/09/2005	30/09/2005	Pending	N
August 2005	01/08/2005	31/08/2005	Pending	N
July 2005	01/07/2005	31/07/2005	Pending	N
June 2005	01/06/2005	30/06/2005	Pending	N
May 2005	01/05/2005	31/05/2005	Pending	N
April 2005	01/04/2005	30/04/2005	Active	N

All Rates applied per Period

**RSTS Room Rate Maintenance**

Rate Period: Year 2005 Status: Active

Start Date: 01/03/2005 End Date: 28/02/2006

Room type: ☒ Bedroom ☐ Conference

☒ Per Person per day ☐ Rate per day

Rate Name: Department: Adult single rate: Points:

☐ Complimentary Rate Per person rate: ☐ Inactive?

6-10: 10-16:

Save Delete Print Copy Exit

NAME	RATE(adult)	RATE(child)	Type	DEPT	PNTS	FLEX
Cabana High B&B	800.00	0.00	Rpd	No		
Cabana High DB&B	990.00	0.00	Rpd	No		
Cabana High Season	600.00	0.00	Rpd	No		
Cabana In Season	375.00	0.00	Rpd	No		
Cabana Low B&B	450.00	0.00	Rpd	No		
Cabana Low DB&B	550.00	0.00	Rpd	No		
COMPLIMENTARY	0.00	0.00	Rpd	No	0	N
COMPLIMENTARY REP	0.00	0.00	Rpd	No	0	N
Conference 1 Hire	450.00	0.00	Rpd	No		
Conference 2 Hire	600.00	0.00	Rpd	No		

Applicable Rates per Season

**RSGL Room Rate Maintenance**

Rate Period: October 2005 Status: Pending

Start Date: 01/10/2005 End Date: 31/10/2005

Room type: ☒ Bedroom ☐ Conference

☒ Per Person per day ☐ Rate per day

Rate Name: Department: Adult single rate: Points:

☐ Complimentary Rate Per person rate: ☐ Inactive?

☒ Daily ☐ Weekly ☐ Monthly

6-10: 10-16:

Save Delete Print Copy Exit

NAME	RATE(adult)	RATE(child)	Type	DEPT	FLEX
Special 5 DBB PP	550.00	0.00	PP	Yes	N
Special 5 DBB S	650.00	0.00	PP	Yes	N
Special 6 DG PP	725.00	0.00	PP	Yes	N
Special 6 DG S	825.00	0.00	PP	Yes	N
STO BB PP	650.00	0.00	PP	Yes	N
STO BB S	970.00	0.00	PP	Yes	N
STO DBB PP	770.00	0.00	PP	Yes	N
STO DBB S	1,090.00	0.00	PP	Yes	N
STO DG PP	975.00	0.00	PP	Yes	N
STO DG S	1,295.00	0.00	PP	Yes	N
STO FG PP	1,080.00	0.00	PP	Yes	N

## Example 4 Flexible Rates

**Room Rate Maintenance**

Rate Period: 2005 Status: Active

Start Date: 03/05 End Date: 28/02/2006

Rate Name: SEAFACING SEASON Department: Accommodation

Adult single rate: 415.00 Points: 0

Complimentary Rate: ☐ Inactive?: ☐

Flexible Rate: ☒

6-10: 0.00 10-16: 0.00

Buttons: Save, Delete, Print, Copy, Exit

NAME	RATE(adult)	RATE(child)	Type	DEPT	PNTS	FLEX
DOE	235.00	0.00	PP	Yes	0	Y
NON SEAFACING OUT	235.00	0.00	PP	Yes	0	Y
NON SEAFACING SEASON	370.00	0.00	PP	Yes	0	Y
REP NS/F	210.00	0.00	Rpd	Yes	10	Y
REP S/F	235.00	0.00	Rpd	Yes	10	Y
SEAFACING SEASON	415.00	0.00	PP	Yes	0	Y
SEAFACING OUT	285.00	0.00	PP	Yes	0	Y
STUDIO OUT	300.00	0.00	Rpd	No	0	Y
STUDIO SEASON	450.00	0.00	Rpd	No	0	Y
SUITE 1B4 OUT	300.00	0.00	Rpd	No	0	Y

**RSTS Guest Reservation**

Buttons: New, Save, Additional Room, Block Book, 2nd Guest, Check IN, Print Confirm, Exit

Reservation: 0507128725 Find Type: e-Mail Sub Type: Default Unconfirmed

Rooms: 1 Total Guests: 1 GroupID: Contact No's: 082 825 7267

Week Year: 1 2005 TS Contact: DON

Arrival: Sun 10/07/2005 Depart: Mon 11/07/2005 Nights: 1 Guests: 1 : 0 : 0 Enquiry Room Rates

Room Type: Hotel Seafacing Room: 16 Auto Room 400.00

Surname: FISHER Initials: DA Title: Mr Find Guest

Care Of: (none) Agent: (none) More..

Home: Street: (none) Post Code: Province: Country: Memo:

Check In: User: Date: Time: Check Out: User: Date: Time:

Payment Type: Cash Deposit Amount: 0.00 Due By: 12/07/2005 Received: ☐

Special Instructions:

User: Admin Date: 23/03/2005 Amend: Cancellation:

## Example 5 Rates Types linked to Room Types

**Link Room Type to Rates set 'ON'**

**Select Room Type**

**Select Applicable Rate Types**

**Rate Type selection limited by Group and linked Room Type**

**System Options**

PABX Misc

Rates

Post Code Lookup ☒

Allow dual rate selection ☒

Enforce Address Validation ☒

Enforce mandatory fields ☒

Enquiry screen in Rank order ☐

Use Group identifiers ☒

Validate number of guests ☒

Link Room Types to Rates ☒

Show Warning if not matched ☒

**Save**

**Select Linked Rates**

Room Type: Hotel Seafacing

☐ Cabana High B&B  
☐ Cabana High DB&B  
☐ Cabana High Season  
☐ Cabana In Season  
☐ Cabana Low B&B  
☐ Cabana Low DB&B  
☐ Cabana Low Season  
☒ COMPLIMENTARY  
☒ COMPLIMENTARY REP  
☐ Conference 1 Hire  
☐ Conference 2 Hire  
☒ DOE  
☐ NON SEAFACING OUT  
☐ NON SEAFACING SEASON  
☐ REP NS/F  
☒ REP S/F  
☒ SEAFACING SEASON

**Save** **Print**

**RSTS Guest Reservation**

File Help

**New** **Save** **Additional Room** **Block Book** **2nd Guest** **Check IN** **Print Confirm**

Reservation: 0507128725 **Find** Type: e-Mail Sub Ty: Status: Unconfirmed

Rooms: 1 Total Guests: 1 GroupID: Contact No's: 082 825 7267

Week: 0 Year: 0 TS Contact: DON

Arrival: Sun 10/07/2005

Room Type: Hotel Seafacing

Surname: FISHER

Care Of: (none)

Street: (none)

Suburb: (none)

City: (none)

Province: (none)

Country: (none)

Memo: (none)

Payment Type: Cash

Deposit Amount: 0.00

Due By: 12/07/2005

☐ Received

**Special Instructions**

**Room Rates**

Group: Hotel Out Of Season

Rates That are active now

RATE TYPE	RATE
REP S/F	235.00
SEAFACING OUT	285.00

Rates That will be active on arrival date

RATE TYPE	RATE
REP S/F	235.00
SEAFACING OUT	285.00

Year 2005 SEAFACING 415.00 350.00 0.00 0.00 PP

**Go** **Exit**

**Check In**

User: Admin

Date: 23/03/2005

**Check Out**

Amend

Cancellation



## 06-02-00 INITIAL TAKE-ON OF OUTSTANDING DEBTOR BALANCES

To manually transfer outstanding debtor balances from a legacy system into Guest Manager, the following procedure is to be followed: Note that the debtor accounts must be created in Guest Manager prior to carrying out the procedure.

See [Example 6](#) for further detail.

### Initial set-up:

1. Create a management account to which the outstanding balance amount can be posted e.g. Account No 991 – Outstanding Balance.
2. Create a department to which the outstanding balance amount can be posted e.g. Bal Fwd. Note that this department must be created as a 'Non guest', Non Revenue, 0 VAT department.

### Procedure:

1. From the Main Menu, Select Billing – Account Posting.
2. Select Account 991 – Outstanding Balance.
3. Select the Bal Fwd Department and post the deposit as a positive amount e.g. R500.00. Enter the Debtor account reference number into the description field. 'Save' the information.
4. Repeat for all outstanding balances, then 'Exit' Account Posting.
5. From the Main Menu, Select Billing – Account Payment.
6. Select Account 991 – Outstanding Balance.
7. Include the balance amount for one debtor at a time only and select the 'Account' payment type. Select the correct Debtor. 'Enter' and 'Save' the information.
8. Repeat for all outstanding balances. 'Exit' Account Payment.

## Example 6 Transfer of debtor Balances

**SET-UP**

**RSTS Department Maintenance**

File Help

**Department Maintenance**

Breakfast  
Conference Catering  
Conference Sundries  
Dinner  
Dish Washing  
Equipment Hire  
Games Deposit  
Key/disc Deposit  
Laundry  
Lunch  
Mini Golf  
Petty Cash In  
Petty Cash Out  
Remote Deposit

Department Name: Bal Fwd  
Inclusive or No VAT: No VAT  
VAT Rate: 0  
Guest Dept: ☐  
Conference Dept: ☐  
INACTIVE?: ☐  
Non revenue: ☒

**Create Department**

**RSTS Accounts Maintenance**

File Help

**Accounts Maintenance**

NPC  
Rennies Travel  
Seekers Travel  
Sure Destinations Travel  
Sure Travkor Travel  
Test  
Unidentified Deposits

Account Number: 991  
Name of Holder: Outstanding Balance  
Street:  
Suburb:  
City:  
Province:  
Country: South Africa  
Contact Name:  
Telephone no's:  
Fax No:  
Current Balance: 0.00  
Email Address:  
VAT number:  
Management Account: ☒  
Inactive account?: ☐

**Create Management Account**

Save Delete Print Update Print Invoice Exit

**PROCEDURE**

**RSTS Account Ledger Postings**

File Help

**Account Ledger Posting**

Account Number: Outstanding Balance 991

Corrections allowed: ☐

Department: Bal Fwd  
Rate: 1,800.00  
Units: 1  
Description: 001 Sure Destination Travel

Update  
Save Delete Print Exit

Date	Department	Description	Rate	Units	Total
23/03	Bal Fwd	004 Rennies Travel	1,200.00	1	1,200.00
23/03	Bal Fwd	001 Sure Destination Travel	1,800.00	1	1,800.00
23/03	Bal Fwd	005 Seekers Travel	500.00	1	500.00

**Select Management Account**

**Select Department and enter details**

**RSTS Account Payment**

File Help

**Account Payment**

Account Holder: Outstanding Balance 991 (Man)  
Date: 12/07/2005  
Amount: 1,800.00

Transactions

Include	Date	Department	Qty	Unit Rate	Ext Value	Balance
No	23/03/20	Bal Fwd	1	500.00	500.00	
No	23/03/20	Bal Fwd	1	1,200.00	1,200.00	
Yes	23/03/20	Bal Fwd	1	1,800.00	1,800.00	1,800.00

All No  
All Yes

**'Include' relevant transaction**

Invoices

Include	Date	Invoice No.	Voucher No.	Amount	Balance

All No  
All Yes

Payment

Payment Type: Account  
Account: Sure Destinations Travel 0001  
Voucher: Not Used  
Amount: 1,800.00

**Select 'Account' Payment Type**

**Select Relevant Account**

Print Statement  
Save  
Exit

Enter

## 06-03-00 UNIDENTIFIED DEPOSITS

If deposits are received, which cannot be immediately identified with a reservation, the following procedure is recommended.

See [Example 7](#) for more detail.

### Initial set-up:

3. Create a management account to which the deposit amount can be posted e.g. Account No 995 - Unidentified Deposits.
4. Create a department to which the deposit amount can be posted e.g. Unidentified Deposit. Note that this department must be created as a 'Non guest', Non Revenue, 0 VAT department.

### Procedure:

#### When receiving the deposit:

9. From the Main Menu, Select Billing – Account Posting.
10. Select Account 995 - Unidentified Deposits.
11. Select the Unidentified Deposit Department and post the deposit as a positive amount e.g. R500.00. 'Save' the information.
12. Select the Unidentified Deposit Department and post the deposit as a negative amount e.g. -R500.00. 'Save' the information and 'Exit' account Posting.
13. From the Main Menu, Select Billing – Account Payment.
14. Select Account 995 - Unidentified Deposits.
15. Include the positive amount e.g. R500.00 only and select the payment type e.g. Bank Transfer. 'Enter' and 'Save' the information.

The payment report will reflect the receipt of a deposit payment and the outstanding balance report will reflect the outstanding allocation of the deposit amount.

#### When identifying the correct reservation for the deposit:

1. From the reservation screen, select the reservation and enter the deposit payment type and amount and flag as 'Received'.
2. From the Main Menu, Select Billing – Account Payment.
3. Select Account 995 - Unidentified Deposits.
4. Include the negative amount e.g. - R500.00 only and select the payment type e.g. Bank Transfer. 'Enter' and 'Save' the information. 'Exit' Account Payment.

The payment report will reflect a net 0 amount (sum of a positive and complimentary negative entry) for the payment type and the outstanding balance report will no longer reflect the outstanding allocation of the deposit amount.

## Example 7 Unidentified Deposits

**SET-UP**

**Department Maintenance**

Department Name: Unidentified Deposit

Inclusive or No VAT: No VAT

VAT Rate: 0

Guest Dept: ☐

Conference Dept: ☐

INACTIVE?: ☐

Non revenue: ☒

Franchise %:

**Accounts Maintenance**

Account Number: 995

Name of Holder: Unidentified Deposits

Street:

Suburb:

City:

Province:

Country: South Africa

Contact Name:

Telephone no's:

Fax No:

Current Balance: 0.00

Email Address:

VAT number:

Management Account: ☒

Inactive account?: ☐

Save Delete Print Detail Print Invoice Exit

**CAPTURE UNIDENTIFIED DEPOSIT**

**Account Ledger Posting**

Account Number: Unidentified Deposits 995

Department: Unidentified Deposit

Rate: 500.00

Units: -1

Save Delete Print Exit

Date	Department	Description	Rate	Units	Total
23/03	Unidentified Deposit		500.00	1	500.00
23/03	Unidentified Deposit		500.00	-1	-500.00

**Account Payment**

Account Holder: Unidentified Deposits 995 (Man)

Transactions:

Include	Date	Department	Qty	Unit Rate	Ext Value	Balance
Yes	23/03/20	Unidentified Deposit	1	500.00	500.00	500.00
No	23/03/20	Unidentified Deposit	-1	500.00	-500.00	

Invoices:

Include	Date	Invoice No.	Voucher No.	Amount	Balance

Payment:

Payment Type	Amount
Cash	
Bank Transfer	500.00

Payment Type: Bank Transfer

Amount: 500.00

Print Statement Save Exit

## Example 7 Unidentified Deposits Continued

**RSTS Account Payment**

**ALLOCATE UNIDENTIFIED DEPOSIT**

Account Holder: Unidentified Deposits 995 (Man) | Date: 12/07/2005 | Amount: -500.00

Transactions:

Include	Date	Department	Qty	Unit Rate	Ext Value	Balance
Yes	23/03/20	Unidentified Deposit	-1	500.00	-500.00	-500.00

Payment Type: Bank Transfer | Amount: -500.00

Enter

**RSTS Guest Reservation**

Find Reservation

Reservation: 0507128725 | Find | Type: e-Mail | Sub Type: Default | Status: Confirmed

Rooms: 1 | Total Guests: 1 | GroupID: | Contact No's: 082 825 7267

Week Year: 0 0 | TS | Contact: DON

Arrival: Sun 10/07/2005 | Depart: Mon 11/07/2005 | Nights: 1 | Guests: 1 : 0 : 0 | Enquiry | Room Rates

Room Type: Hotel Seafacing | Room: 16 | Auto Room | 400.00

Surname: FISHER | Initials: DA | Title: Mr | Find Guest

Home Address: Street: (none) | Suburb: | City: | Province: | Country: | Post Code: | Agent | BILLING | More...

Memo:

Payment Type: Bank Transfer | Deposit Amount: 500.00 | Due By: 08/07/2005 | Received

Special Instructions:

Check In: User: | Date: | Time: | Check Out: User: | Date: 23/03/2005 | Amend: | Cancellation: | User: Admin

## 06-04-00 CORRECTION ACCOUNT

A correction account can be used for correcting payments, which have been made against the incorrect payment type.

See [Example 8T](#) for more detail.

### Initial set-up:

1. Create a management account to which the corrections can be posted e.g. Account No 992 - Corrections.
2. Create a department to which the corrections can be posted e.g. Corrections. Note that this department must be created as a 'Non guest', Non Revenue, 0 VAT department.

### Procedure:

1. From the Main Menu, Select Billing – Account Posting.
2. Select Account 992 - Corrections.
3. Select the Corrections Department and post the correction as a positive amount e.g. R500.00. 'Save' the information.
4. Select the Corrections Department and post the correction as a negative amount e.g. –R500.00. 'Save' the information and 'Exit' account Posting.
5. From the Main Menu, Select Billing – Account Payment.
6. Select Account 992 - Corrections.
7. Include the negative amount e.g. -R500.00 only and select the wrong payment type e.g. Cash. 'Enter' and 'Save' the information.
8. Select Account 992 - Corrections.
9. Include the positive amount e.g. R500.00 only and select the correct payment type e.g. Credit Card. 'Enter' and 'Save' the information. 'Exit' Account Payment.

Note that the department sales report should reflect a net 0 (sum of the positive and complimentary negative amounts) amount for the corrections department.

## Example 8 Correction Account

### SET-UP

#### Department Maintenance

Department Name: Correction

Inclusive or No VAT: No VAT

VAT Rate: 0

Guest Dept: ☐

Conference Dept: ☐

INACTIVE?: ☐

Create Department

#### Accounts Maintenance

Account Number: 992

Name of Holder: Corrections

Street:

Suburb:

City:

Province:

Country: South Africa

Contact Name:

Telephone no's:

Fax No:

Current Balance: 0.00

Email Address:

VAT number:

Management Account: ☒

Inactive account?: ☐

Save Delete Print Detail Print Invoice Exit

Create Management Account

### PROCEDURE

#### Account Ledger Posting

Account Number: Corrections 992

Department: Correction

Rate: 600.00

Units: -1

Description: Correction Of Reservation 0503101871

Update

Save Delete Print Exit

Date	Department	Description	Rate	Units	Total
23/03	Correction	Correction Of Reservation 0503	600.00	1	600.00
23/03	Correction	Correction Of Reservation 0503	600.00	-1	-600.00

Select Management Account

Select Department

Enter Positive and Negative amounts

#### RSTS Account Payment

Account Holder: Corrections 992 (Man)

Include Negative amount

Include	Date	Department
Yes	23/03/20	Correction
No	23/03/20	Correction

All No All Yes

#### RSTS Account Payment

Account Holder: Corrections 992 (Man)

Include Positive amount

Include	Date	Department	Qty	Unit Rate	Ext Value	Balance
Yes	23/03/20	Correction	1	600.00	600.00	600.00

All No All Yes

#### RSTS Account Payment

Payment Type: Cash

Amount: -600.00

Enter

Click here to begin

#### RSTS Account Payment

Payment Type: Credit Card

Card No: 2342342342343

Expiry: 0606

Amount: 600.00

Enter

Select correct Payment Type

Print Statement Save Exit