Clock Evolution

User manual

Patch 43

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ACCESS, DESKTOP, EXIT, SYSTEM SETTINGS

ACCESS

The system may be entered only by persons with a system username and password. The start-up screen displays three information fields and three function buttons:

- ***Database*** – the field shows the name of the current database. If there are other databases, they can be selected from the drop down menu.
- ***User*** – the field displays the last username logged into the system. For different user type in the respective username. (See Users)
- ***Password*** – enter the password of the user in the upper field.

- *Settings* – the button opens the *System settings* screen. It is recommended that these settings are manipulated by advanced users only.
- *Logon* – use the button to enter the system after the username and password have been supplied.
- *Exit* – use the button to close the system.
- ClockBS Help Desk – use the button to call directly the help desk at ClockBS. For a successful call you need Internet connection, headphones and microphone.

Note: VoIP calls can also be initiated from any screen in the system by pressing Crtl+Alt+F1. The function is also accessible from menu About.

DESKTOP

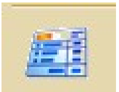
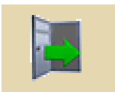
The Desktop is the initial screen that opens when a user logs into the system. It is divided into several sections.
The menu bar at the top of the screen gives access to all operations allowed in the system.

- *System* – the menu containing various settings
- *Settings* – creating database
- *Hotel* – day-to-day operaions
- *Reports* – reports and statistics
- *About* – registration key, Readme, ClockBS Help Desk

Some of the operations that are performed more often can also be initialized from the shortcuts on the left frame and in the left part of the screen.

Frame :

	Shows the desktop
	Opens the *Room status* monitor (see Room status monitor)
	Opens the *Occupancy forecast* screen (see Occupancy forecast)
	Opens the *Available rooms and prices* monitor (see Available rooms and prices)
	Opens the *Bookings* screen (see Bookings)
	Opens the *Profiles* screen (see Profiles)
	Opens the Owner management module (see Owner management)

	Opens the *Documents* screen (see New documents)
	Opens the *Accounts receivables* module
	Opens the *Additional resources* module (see Additional resources)
	Opens the *Blocks* screen (see Room blocks)
	Opens the *Booking Inbox* screen (see Booking Inbox)
	Opens the *Channel settings* screen (see Setting up channels)
	Log out

Left part of the screen:

- *Select profile* – the button opens the *Select profile* screen to find a profile and create a booking for it (see Select profile screen).
- *Available rooms and prices* – opens the *Available rooms and prices* monitor (see Available rooms and prices).
- *New booking* – opens the *New booking* screen (see New booking)
- *New rooming list* – opens the *Rooming list* screen (see Rooming list)
- *Arriving* – opens the *Bookings* screen showing the only bookings arriving today (see Bookings)
- *In hotel* - opens the *Bookings* screen showing the only the checked in bookings (see Bookings)
- *Departing* - opens the *Bookings* screen showing the only bookings leaving today (see Bookings)
- *Phones* – opens the *Phone calls* screen
- *Post on external customer* – opens the *Post* screen (see Posting)
- *Infomatic* – accesses the online report module

The right part of the screen is devoted to user use:

The top section contains any shortcuts to bookings and the bottom part contains notes used for communication between users or for any other purpose.

- To open a booking shortcut, double click the respective icon or select *Open shortcut* in the context menu (right click).

The lower section contains tasks assigned to the current user (see Tasks).

EXIT

The system can be exited from the *Log ou*t button in the left frame strip.

SYSTEM SETTINGS

The *System settings* screen can be accessed from menu *System/System settings*. It is protected by predefined password.

The most important thing to know about the system settings is that if they **must** be manipulated, it must **only** be done by advanced users with the assistance of the **ClockBS Help Desk**!
These are the settings that define the operability of the entire system and any change in them can result in total loss of functionality of the system.

- ***Databases*** – this section defines which database(s) the system will be able to use. Each database is registered on a separate row and the grid shows its name and path. Use the 'plus' button to add a new database.
  - ***Name*** – enter here the name to identify the database by. This is the name that is displayed in the ***Database*** field in the *Logon* screen.
  - ***File*** - enter here the full path to the database (servername:drive\foldername\filename)
  - ***Advanced*** – these parameters are set by **ClockBS** specialists and must not be changed!
- The 'minus' button deletes the selected row. Registered databases can be edited with the 'pencil' button.
- ***POS database –*** enter the path to a POS database, This is used for inserting items from POS menu into offers for events. (see New event offer/Food and beverage)

- ***Effects*** – this section defines some special effects in the system.
  - ***Capitalize*** – if this box is checked, everything you enter in the system will be shown in CAPITAL letters, regardless of the settings on your keyboard.
  - ***Colour active control*** – this option serves for better visibility during operations in the system. If it is selected, the active field (i.e. the field you are currently typing in) in every screen in the system will be coloured differently.
  - ***Blink rooms with text in monitors*** – select the option to make the boxes of rooms with text in the *Room status* monitor blink. (see Room status monitor)

- ***Other***
  - ***Language before Logon*** – use this setting to specify the language in which the Logon screen is displayed.
  - ***Settings password*** – this password protects the system settings screen against unauthorized users. It is pre-set and cannot be changed.
  - ***Reports*** – here specify the network path to the folder containing the report forms used by the system. Usually it is located on the server.
  - ***Different reports in this computer*** – select this option if the specific computer you are setting is using report forms different from the rest of the computers.
- ***Configuration server*** – the configuration server is the computer where the server software is installed or where the configuration database is. In this field enter its name or the IP address.

- ***Help Desk server*** - VOIP **ClockBS** server for connecting the help desk. Change only if necessary after consulting ClockBS.

PART ONE: BEFORE YOU START

Before you start work there are several steps to be taken to prepare the system. The information of all the resources it is going to use (hotels, rooms – types and number, boards, phone lines, services, currencies, rates, users, user rights) needs to be entered.

HOTELS

The first thing to be entered are the hotels that are to be managed by the programme. They can be modified by users with the 'Rooms, room types, occupancy types' right granted.
The *Hotels -> preview and edit* screen is accessed from menu *Settings/Hotels*.
The installation of the system includes a default hotel. It can be renamed and its details changed so that it can be used in operations. Select it and use the *Edit* function to customize its features.

Editing Hotels

The *Edit* screen includes the following fields:

- *General* tab:
  - ***Name*** – this is where you enter the full name of the hotel.
  - ***Code*** - hotel short name, used instead of full name.
  - ***Sort order*** – the order in which hotels are offered for selection for various operations in the programme. Enter the number of the position you wish the hotel to be in the list.
  - ***Active*** – check the box to be allowed to use the hotel in the system. Inactive hotels are not included in lists for selection.
  - ***Address –*** enter hotel address. The information in this filed is used in address cards.
  - ***Company details*** – the company details are also used in documents. Enter here the legal name of the company, its ID and VAT numbers, address, person accountable and any other information required to be included in invoices and other documents.

The information should be entered exactly as it will be printed, e.g.

Hotel Group Ltd
ID No. 45678978
VAT No. 045678978
Address: No. 34 Nether Str. , Varna 9000
Person Accountable: John Doe

  - ***External type –*** enter the type of the hotel required by law for registries and/or address cards. This type is only required in some countries.
  - ***Bank accounts*** - enter here the exact details of the bank accounts of the hotel (IBAN, BIC, bank, currency). Use the ***Print*** option to set these details to be printed in documents as well.

- *Texts in documents* tab:

This page sets the standard texts printed in customer printouts (invoices, letters of confirmation, etc.).
The texts printed in house-use documents (e.g. reports) are set in the *Operational settings* (see Operational settings)

  - ***Customer printouts***
    - ***Header*** – this field is optional. Enter a text to be printed as header in documents issued by the hotel. The header can include the name of the hotel, its contact

details, etc.

  - ***Footer*** – optional field. Enter a text to be printed at the bottom of documents issued by the hotel.
  - The footer can include some text, additional bank accounts in different currencies, etc.
  - ***Picture*** – to print a logo of the hotel in documents it should be loaded as a picture in the hotel details. Use the *Load* link to browse your files and select an image.

- ***Invoices***:
  - ***Text for services in single-row invoices*** – enter text to be printed in single-row documents. Usually this is a general name for the items sold and it stands as a description of the amount in the document, e.g. *Services*.
  - ***Text for package services*** – enter text to be printed for package services. Usually this is a description of the package, and stands before the amount in the document, e.g. *Night+breakfast*.

- ***Letter of confirmation***:
  - ***Policy*** – enter a a description of the standard requirements for guaranteeing bookings that will be printed in the letters of confirmation sent to guests.

To enter more hotels, use the ***New*** button and enter their details in a similar fashion.

All information in the *Hotels -> preview and edit* screen is used in customers printouts. To enable document specifications in different languages the information has to be translated first.
The links at the bottom of the screen open a resource editor where translations can be made. Select the respective link to translate the desired information.
Each link opens the selected details of all hotels registered in the system.

Translating Information

All information in the *Hotels -> preview and edit* screen is used in customers printouts. To enable document specifications in different languages the information has to be translated first.
The links at the bottom of the screen open a resource editor where translations can be made. Select the respective link to translate the desired information.
Each link opens the selected details of all hotels registered in the system.

- ***Translation***
  - *Names* – allows translating the name of the hotel
  - *Confirmation* – allows translating the booking confirmation.
  - *Documents* – allows translating the hotel details used in issuing documents.
  - *Company details* – allows translating the company details of the hotel.
  - *Customer printouts* – allows translating the texts used in customer printouts.

By default the editor contains column '***Original name'*** displaying the information in the main language the system uses. To add a column use the *New language* button.

- ***Language (code)*** – type in a code by which the language will be identified in the system or select one from the list.
- ***ANSI code page*** – select the code page for the new language. Here are the code pages

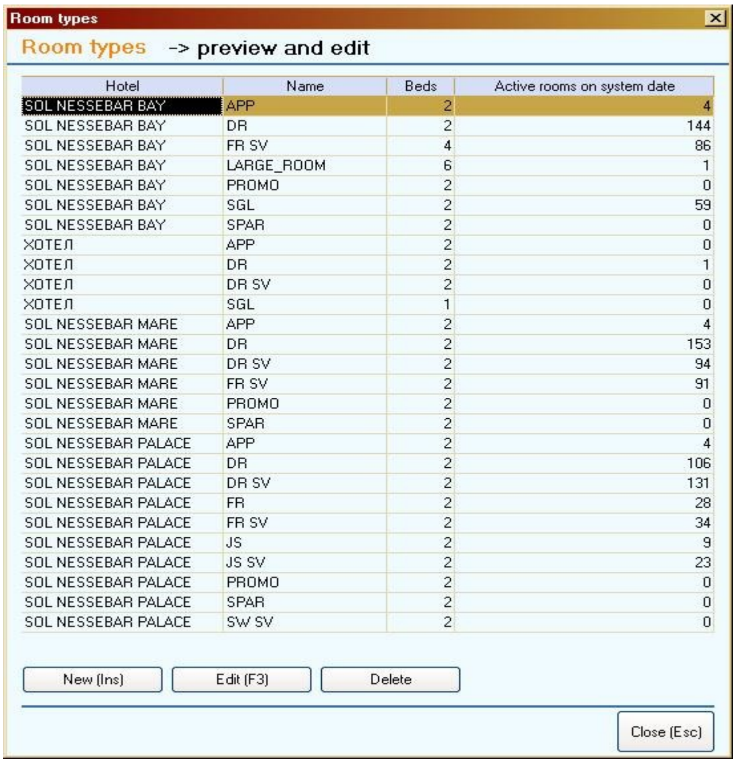
for some languages:
    - 1250 — East European Latin (incl. Romanian, Croatian)
    - 1251 — Cyrillic (incl. Bulgarian, Russian)
    - 1252 — West European Latin
    - 1253 — Greek
    - 1254 — Turkish
    - 1255 — Hebrew
    - 1256 — Arabic
    - 1257 — Baltic
- *Save (Enter)*

Find the information for the desired hotel and translate it by typing directly in the respective rows. Save before exiting the screen.

Editing Translation

Language columns can be modified by clicking over the column head of the respective language and selecting one of the options.
Translation itself can be modified by typing directly into the respective row or by using the *Edit text* button for longer texts.
Save before exit.

ROOM TYPES


Room types

Room types -> preview and edit

Hotel	Name	Beds	Active rooms on system date
SOL NESSEBAR BAY	APP	2	4
SOL NESSEBAR BAY	DR	2	144
SOL NESSEBAR BAY	FR SV	4	86
SOL NESSEBAR BAY	LARGE_ROOM	6	1
SOL NESSEBAR BAY	PROMO	2	0
SOL NESSEBAR BAY	SGL	2	59
SOL NESSEBAR BAY	SPAR	2	0
ХОТЕЛ	APP	2	0
ХОТЕЛ	DR	2	1
ХОТЕЛ	DR SV	2	0
ХОТЕЛ	SGL	1	0
SOL NESSEBAR MARE	APP	2	4
SOL NESSEBAR MARE	DR	2	153
SOL NESSEBAR MARE	DR SV	2	94
SOL NESSEBAR MARE	FR SV	2	91
SOL NESSEBAR MARE	PROMO	2	0
SOL NESSEBAR MARE	SPAR	2	0
SOL NESSEBAR PALACE	APP	2	4
SOL NESSEBAR PALACE	DR	2	106
SOL NESSEBAR PALACE	DR SV	2	131
SOL NESSEBAR PALACE	FR	2	28
SOL NESSEBAR PALACE	FR SV	2	34
SOL NESSEBAR PALACE	JS	2	9
SOL NESSEBAR PALACE	JS SV	2	23
SOL NESSEBAR PALACE	PROMO	2	0
SOL NESSEBAR PALACE	SPAR	2	0
SOL NESSEBAR PALACE	SW SV	2	0

New (Ins) Edit (F3) Delete

Close (Esc)

Illustration 1: Room types screen

After entering all the hotels in the system, the next step is to enter the rooms available for sale in them. They are characterized by types, which are user defined.
Room types are used by the system so that rooms which are physically different can be priced differently and their availability monitored separately. So, to be allowed to set a different price to a room, it should belong to a different room type.

Each room type is included as a separate row in the *Available rooms and prices* monitor.

The usual types are single, double and apartment, but there can be other names and variations as well (single lux, studio, etc.). Normally they match the types of physical rooms in the hotel and are defined by the number of beds in the rooms, the price, etc.

They can also match managerial purposes since each room type is included separately in reports. So rooms monitored together can be set to be of the same type.

To be able to register or delete a room type, a user should have the '*Rooms and room types*' right granted (see User groups).

Once registered, a room type can only be deleted if it is not in use, i.e. before it has been ascribed to any rooms.

Registering A Room Type

- open menu ***Settings/Room types***
- ***New (Ins)***
  - in the *Hotels* screen select the hotel you want the room type to be registered in and confirm with *Select (Enter)*

  Fill the fields in the *Room type* screen as follows:
  - ***Name*** – enter the name of the room type. Use a short name or an abbreviation. The name of a room cannot contain '>', '<', or 'i'.
  - ***Beds –*** enter the number of regular beds per room of the type.

  Note: Double beds , and larger, are entered as two beds.
  - ***Rooms number*** - this field is filled in automatically when the actual rooms are registered in the system.
  - ***External code*** – the code is used for links with external systems (e.g. booking systems). For further information, see the documentation of the respective system.

Editing / Deleting a Room Type

- open menu ***Settings/Room types***
- select the desired room type
- hit *Edit /Delete* buttons respectively
- make the changes (name, no. of beds)
- confirm the operation

NOTE: You can only delete a room type that is not in use!

BOARDS / MEALS

Illustration 2: Boards and meals

Boards and meals are included in the rate conditions and can be part of the price of the night or posted separately (see Rates). Boards define the combination of meals (breakfast, lunch, dinner) per day a guest uses during their stay in the hotel.

A freshly installed system includes three main boards (BB, HB and FB) and three main meals (breakfast, lunch and dinner). More can be created. Creating and modifying of boards and meals is allowed to users with the *Settings – Rooms and room* types granted.

Boards and meals can be posted manually as well as automatically. For this purpose an extra service is auto created for each board or meal defined and its price is defined either in the service details or in the rates.

Boards and meals can be tracked using several reports:

- 'Meal guests' – the number of guests taking breakfast, lunch or dinner at the hotel in a defined period.
- 'Meal rooms' – a list of the rooms housing guests who take meals at the hotel in a defined period.
- 'Meals by arrangers' – the number of guests taking breakfast, lunch or dinner at the hotel summarized by booking arrangers.

- 'Meals by days' – the number of guests taking breakfast, lunch or dinner at the hotel summarized by days.

Creating a New Board / Meal

Follow this procedure:

- open menu *Settings/Boards*
- Select the hotel you are preparing in the *Hotel* screen and confirm with ***Select (Enter)***
- ***Name -*** enter a name for the board / meal (e.g. FB for full board)
- ***Meal/Board –*** select which you want to create – meal or board
- ***Board includes/Meal is*** – select all the meals the board includes or the specific meal you are defining
- *Save*

Editing / Deleting A Board/Meal

- Open menu *Settings/Boards*
- select the desired meal/board
- *Edit (F3)/ Delete* respectively
- Make the changes
- Confirm the operation

Note: You can only delete a board/meal before it has been used.
If you want to stop it for use after that, use the ***Archive*** function. The archived meals/boards are displayed in lighter shade in the list.

CURRENCIES

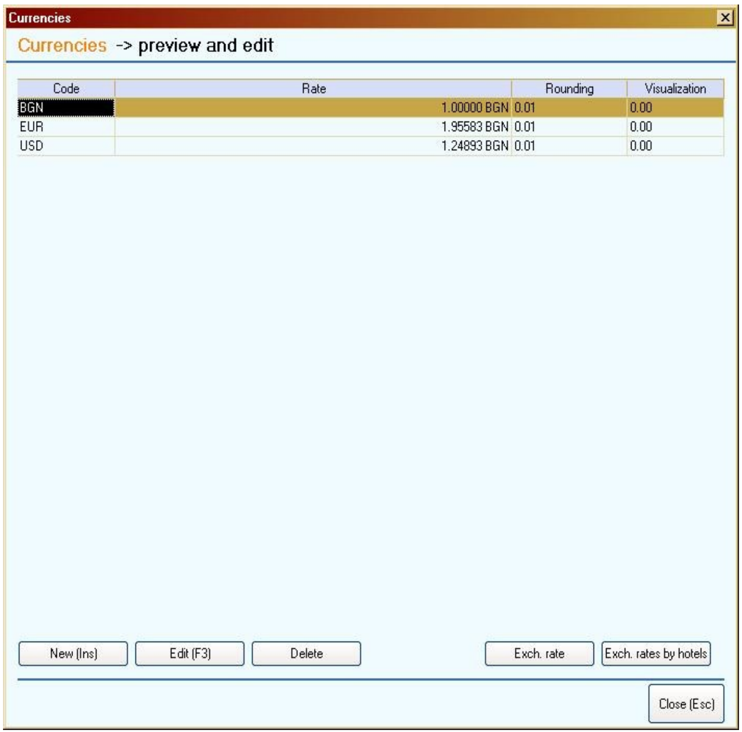


Illustration 3: Currencies

In order to be able to accept payments in the programme, first the currencies and the exchange rates need to be entered and defined. Enter all the currencies you are going to use. More currencies can be added at any moment. The exchange rates can be modified on necessity.

For multihotel systems, the programme allows setting different exchange rates for different hotels. All exchange rates available for a currency are displayed in the *Currencies* screen.

Editing and modification of currencies is allowed to users with the 'Settings – currencies and rates right' granted.

Registering A New Currency:

- Open menu *Settings / Currencies*
- *New (Ins)*
  - ***Code* -** enter the name by which the currency will be identified in the system. The code cannot be longer than three symbols.
  - ***Exchange rate to* -** select the currency to which the exchange will be set.
  - ***Rounding*** – select the rounding precision
  - ***Rounding method*** - select the rounding method, and
  - ***Visualization*** – enter the number of digits to be displayed.

Setting Exchange Rates

To set the exchange rate of a currency, use the function in the *Currencies* screen.
Select the desired currency

- *Exch. rate*
    - ***Current exchange rate*** – displays the current exchange rate to the currency defined in the details
    - ***New exchange rate*** – enter the new rate
    - *Save (Enter)*

To set a different rate for a hotel use the function in the *Currencies* screen:

- Select the desired currency
- *Exch. rates by hotels*
    - type the new exchange rate directly into the respective hotel row
    - *Save*

Editing a Currency

You can edit all details of a currency except its name. If you need to modify the name of a currency, delete it and register it again. Follow this procedure:

- open menu *Settings / Currencies*
- select the desired currency
- *Edit (F3)*
- make the necessary changes
- *Save (Enter)*

Deleting a Currency

You can only delete a currency if it has not been used. Follow this procedure:

- Open menu *Settings / Currencies*
- Select the desired currency
- *Delete*

IDENTITY DOCUMENTS

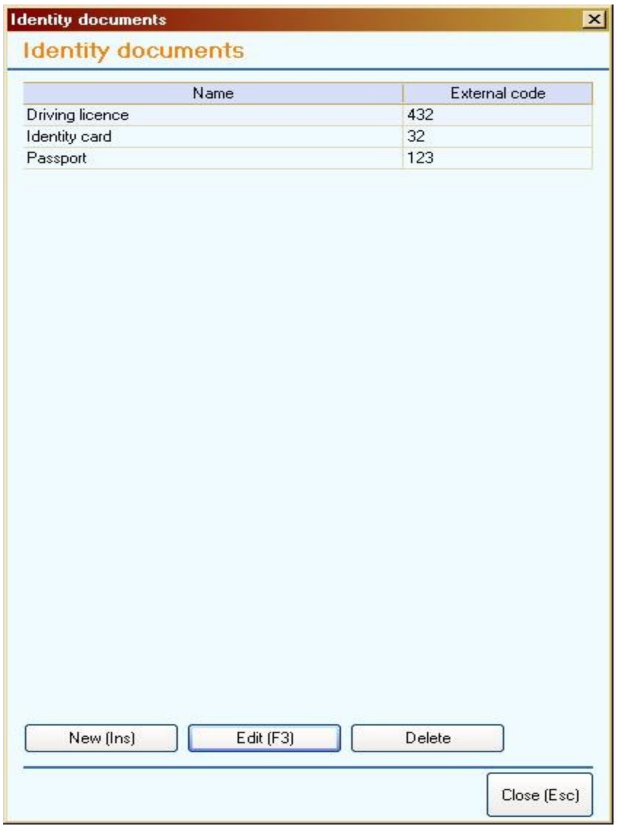


Illustration 4: Identity documents

The Identity documents setting allows defining the types of documents that are accepted in the system, e.g. ID card, passport, etc. They are offered for selection in the address cards of guests (see Address cards).

To register a new identity document type:

- *Settings/Identity documents*
- *New* – enter the name of the document type and an external code used by other systems.
- *Save*

Existing document types in the system can also be edited or deleted, if necessary.

SERVICES

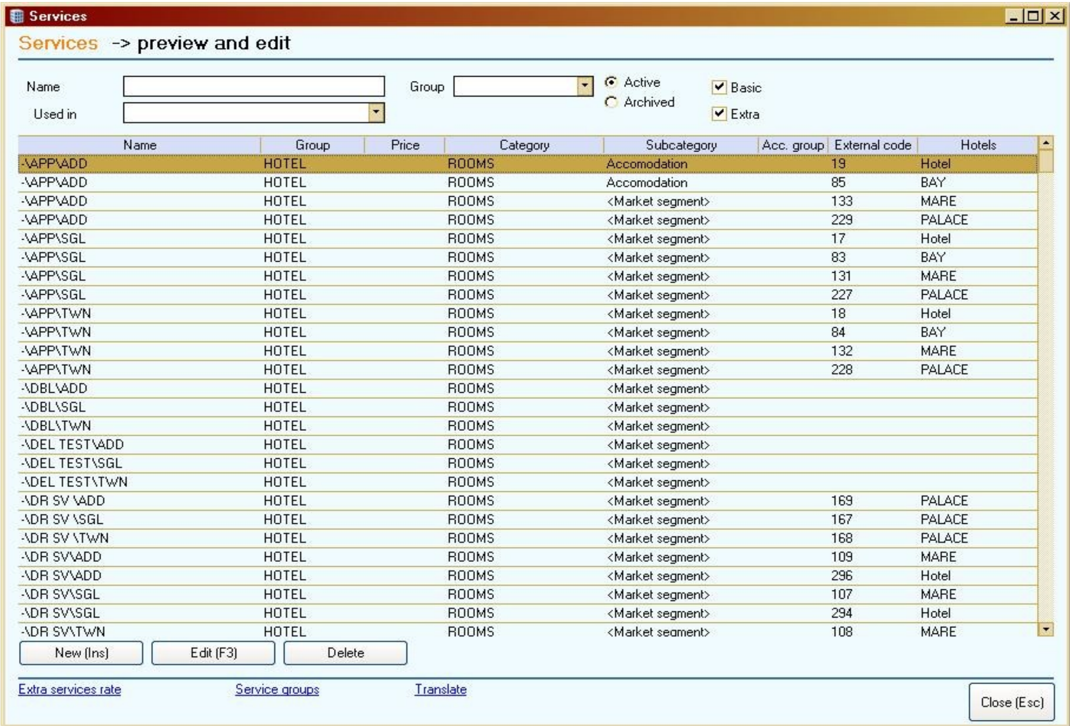


Illustration 5: Services

There are two types of services: basic and extra.
The basic services are created by the system and cannot be handled manually. They constitute combinations of board, room type and occupancy type and are posted automatically upon check in with the price set for them in the respective rate.
The extra services are all other services (beside room and board) offered in the hotel. They are registered in the system by authorized users (right 'Services, add. packages, boards'; see User groups) and are posted manually (see Posting).
All services must be included in groups, and a service can belong to one group only.
Each service is defined as to its type: Service or Commission. This is connected to rentals paid to owners. The Service type (maintenance, etc.) are deducted from the Commissions payable by the hotel.

The system allows different prices of service in the different hotels where they are used.

Each service is categorized by a revenue category and subcategory. The categories in the system are defined in conformity with the Uniform System of Accounting for the Lodging Industry (USALI) thus enabling the drawing of internationally standardized revenue reports. The main categories are pre-set and cannot be changed. They are Rooms, Food and Beverage, Other Operated Departments and Rentals and Other Income. The subcategories however allow customization so the revenue is broken down to suit individual organizations' needs. They can be modified either by adding new subcategories, or by defining a lower level to existing subcategories. To add a new subcategory, type straight into the field or use the Lists editing screen (see Lists).

To define a sub-subcategory, enter it with a forward slash after the respective subcategory (e.g. Health club, SPA/Massages).

The revenue reports can be drawn in different detailization. They can list income by categories, subcategories, sub-subcategories and services.

Correct drawing of revenue reports requires that all services are included in a category and a subcategory.

By default all basic services are included in category *Rooms* and subcategory <*Market segment*>. This means that the subcategory of a basic service will be defined by the market segmen selected in the booking (Contract, Group, Individual and their variations). In this way one service can be included in different subcategories, depending on the booking it is used by. It is not recommended to change the category of a basic service. However, new subcategories can be entered if other revenue analyses are required. In this case, the market segment of the booking will not be taken into account.

The list of services can be translated and used in invoices issued in different languages. For this purpose all the desired languages should be registered in the system.

Creating a New Extra Service

Follow this procedure:

- Open menu *Settings/Services*
- *New (Ins)*

Main data tab:

- ***Name*** - Enter the name of the new service
- ***Group -*** select a group to include the new service.
- ***Type –*** select whether the service should be allowed for posting on Owner accounts only (Commission) or on guest account as well (Service).
- ***Allows manual price –*** check this box to allow the price to be entered manually on posting
- ***Extra details -*** if the box is checked, each time the service is posted the system opens a prompt window for entering some additional information.
- ***Archived -*** leave this box unchecked to be allowed to use the service (see Editing an extra service)
- ***Revenue category*** – select the revenue category the service should be included in
- ***Revenue sub-category*** – select or enter a subcategory for the service to be included in.
- ***Acc. group*** – enter a group to be used by external accounting applications.
- ***External code*** – this field is used in cases when the programme is used as a source of information for some other (external) application. If you don't enter a code, the system will auto generate a unique external code.
- ***Hotels allowing the service*** – select the hotels in which the use of the service will be allowed. More than one hotels may be selected.
- ***Uses rate price*** – tick the box to allow a price for the service to be defined in the rate. This option allows the services to use extra rate price, which can be different for different seasons. If the price of the service is fixed, you can simply enter it in the ***Price*** field.
- ***Price*** - if a service does not use rate price, other price can be set in this field. The system allows defining a different price for each hotel the service is used in. Type the price directly into the row of the respective hotel.

Visualization in vouchers tab:

These settings refer only to services which are posted automatically in a package with the night. They define how the service will be displayed in screens and reports. They apply to all cases the service is used in. If any agent has different requirements, they are set in the agent profile and are displayed in the Exceptions field.

- ***Included in voucher*** – specifies where it is included in the voucher: as a separate row at the end of the invoice, added to basic service, on a new line in the main voucher, etc.
- ***Exceptions*** – this field is auto filled with information set in the profile of the agent requesting the special reporting.
- ***Basic service tex***t – the field is active only when the service is added to the basic service. Enter any extra information to be displayed when the service is posted.

- *Save*

Editing an Extra Service

You can edit the names, the group and the price of a service.
If a service is obsolete, or no longer used, it can be archived by checking the ***Archived*** checkbox in the *Service –> edit* screen. The Archived status can be reverted at any time.
You can also delete a service if it has never been used.
Follow this procedure:

- Open menu *Settings/Services*
- Select the desired service
- *Edit (F3)/Delete* respectively
- Make the changes
- *Save*

Finding a Service

The filters in the upper part of the *Services -> preview and edit* screen allow flexible fast search of desired services. You can type in the name of a service or search for it by group or hotel. You can also set the filters so that only basic, only extra or all services are displayed. To see the archived services, select the ***Archived*** filter.

Translating Services

- Open menu *Settings/Services*
- *Translate* link
- *New language*
  - ***Language (code)*** – type in a code by which the language will be identified in the system or select one from the list.
  - ANSI code page – select the code page for the new language. Here are the code pages for some languages:

  - 1250 — East European Latin (incl. Romanian)
  - 1251 — Cyrillic (incl. Bulgarian, Russian)
  - 1252 — West European Latin
  - 1253 — Greek
  - 1254 — Turkish
  - 1255 — Hebrew
  - 1256 — Arabic
  - 1257 — Baltic
- *Save (Enter)*

Once the required language has been registered, type the translation of each service into the respective row.
Save before exiting the screen.

SERVICE GROUPS

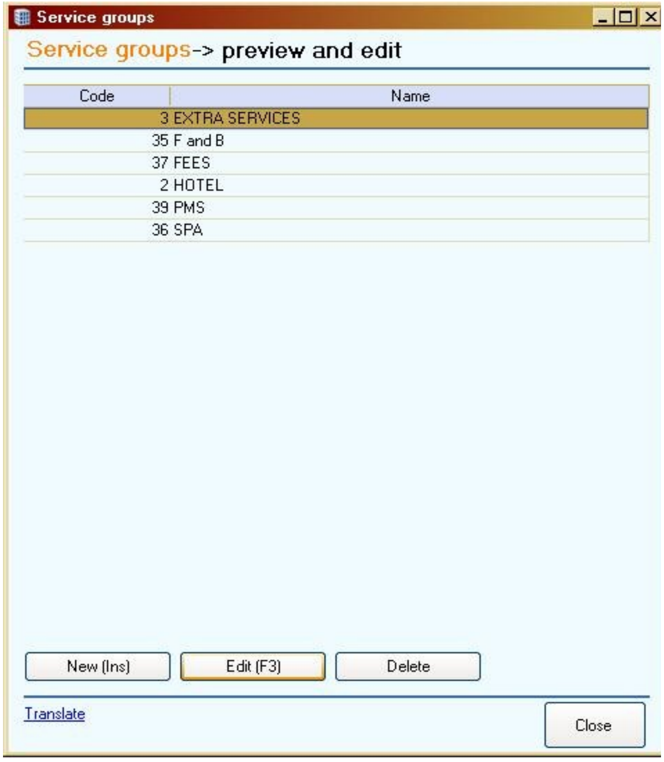


Illustration 6: Service groups

Service groups are created for better organization and easier service search. They usually contain connected services and may include an unlimited number of services, e.g. service group 'Massage' may include different types of massage as separate services (partial, full body, hot stone, etc.)

A service group can be deleted if it is not in use, i.e. if there are no services belonging to it. If it contains any services, delete them first, and then delete the group itself.

Creating a Service Group

Follow this procedure:

- Open menu *Settings/Services*
- Open the *Service groups* link
- *New (Ins)*
- ***Name*** - enter a name
- *Save*

Editing /Deleting a Service Group

You can change the name of a service group.

- Open menu *Settings/Services*
- Open the *Service groups* link
- Select the desired group
- *Edit (F3)/ Delete* respectively
- Make the changes
- Confirm the operation

RATES

The rates are sets of conditions and prices used for charging guests during their stay in the hotel. All guests are charged by a rate, so no guests can be checked in before the rates have been created. The rates are visible and open for editing to users with the 'Edit rates' right granted (see User groups).

In multi-hotel systems the rates for each hotel are set separately. However, in cases when the same or very similar rates are used in more than one hotel, the system allows exporting rates between hotels. The rates are copied with their original names.

There are two types of rates: for basic and for extra services (see Services).

Extra Service Rate

The extra service rate lists all extra services offered in the hotel which have the ***Uses rate price box*** checked (see Services). On installation there is one extra service rate. Additional extra service rates cannot be created. However, various price periods can be created within the extra services rate, setting different prices for the services. These price periods are activated automatically on their first date.

Defining a price period for extra services

Follow this procedure:

- Open menu *Settings/Rates*
- Use the search filters in the upper part of the screen to find the extra services rate (Rate type) in the respective hotel (Hotel).
- Select the extra service rate of the hotel you are setting to use it as a template
- *Edit (F3)*
  - *New (Ins)*
  - Enter a name for the new period
  - Enter the initial and the final date of the period
  - Make any changes in the prices of the services
  - *Save (Enter)*

Editing a price period

Follow this procedure:

- Open menu *Settings/Rates*
- Select the extra service rate of the desired hotel
- *Edit (F3)*
  - Select the desired period
  - *Edit (F3)*
    - Make the changes
    - *Save*

Deleting a price period

Follow this procedure:

- Open menu *Settings/Rates*
- Select the extra service rate
- *Edit (F3)*
  - Select the period
  - *Delete*

Note: You can delete any period, even the current one. However, there will be no price defined for services which use rate prices. In this cse, if such services are posted, the system will display an error message.

The basic services rates describe the prices for different room types depending on the season, number of guests in the room, special discounts, etc. New basic services rates can be created on necessity.

Preparation for Creating a Basic Services Rate

Collecting General Data

- Rate currency: **Attention!**: the system does not allow more than one currency in the same rate form. When the same services are offered at prices in different currencies, there should be a different rate for each currency (e.g. prices in the local currency for local citizens and in foreign currency for foreign citizens.) (see Copying a rate)
- Forming the price: by length of stay or by check-in date. When it is formed by the legnth of stay the price of the main service depends on the date of the service, i.e. if the stay is in low season, the price is for low season. When it is formed by the check-in date or the fly-in date, the price of the main service depends on the check-in date, i.e. if the check-in date is in low season, the price of the stay is for low season too, regardless of the stay being in mid- or in high season. This second scheme of pricing is generally not used!
- What is included in the price – in the general case, the contract says that the price is per bed (per person) and includes night, insurance, breakfast, VAT and sometimes resort tax (per day) or communal tax (one-off payment). All of these should have been recorded as services in the system beforehand (see Services).
- Whether meals and taxes are included in the price or are charged additionally depends entirely on the organization. Charging resort tax separately is practically impossible, as it depends on the age, sex and nationality and is defined by the municipality. The information for the number of nights spent by tourists of a specific age, nationality and sex is given in a report. Separating the sums for insurance, communal tax and meals is possible if certain conditions are taken into consideration: if there are any extras and if they affect the taxes and meals described; if these sums are separated for accounting needs or because various boards are supported and it is easier to accummulate them on the base price.

Collecting Specific data

- Types of rooms: e.g. dbl, app, sgl. The types of rooms existing in the hotel should have been recorded in the system beforehand (see Room types).
- Different prices set for
  - **seasons**: e.g. different prices for low, middle and high season. In rare cases low season 01/05/2003 – 15/06/2003 and low season 01/09/2003 – 31/10/2003 have different prices. Essentially, these are two different seasons.
  - Different **rooms**: the price is a combination of the type or room and the number of people in it. For example, the price of sgl is usually the same as the price for one person staying alone in a dbl. The price for an appartment in most cases is the same for two, three or four tourists, regardless of their age. Such pricing we call '**rent**'. The price of a dbl for one adult and two children is often different from that for two adults and one child in the same type of room.
  - Other specific **fees** and **taxes**: e.g. communal tax. Under some tour operator (TO) contracts it is charged once for the whole stay – such charging we call '**package**'.
  - **special price offers** (such as the extras in the TO contracts): These are promotional offers, usually for the dead days, in which a certain number of free nights is offered for a certain length of stay, e.g. 7=5 means that for a 7-day stay the tourist only pays 5 nights. Such price offer may be valid for a specific type of board only, e.g. FB, and not apply for any other boards. The contract may state that only breakfast and dinner are free, and the extra does not apply for the additional payments. These issues, if not stated in the contract, should be cleared with the representatives of the respective organization.
  - **nationality**: there can be different prices for local and foreign citizens, but the conditions in par.1 from 'Collecting basic data' should be taken into account.
  - **days of the week**: in some cases there are promotional prices for the weekend. They are reflected in the ***Discounts*** table.
  - **meals**: see 'Collecting general data' .

Sample Rate

Contract

The rate is in Euro, priced by stay
Seasons: low 01/04 – 31/05 and 01/09 – 31/10
middle 01/06 – 30/06 and 16/08 – 31/08
high 01/07 – 15/08

No	***TYPE***	***NO. OF TOURISTS***	***LOW***	***MIDDLE***	***HIGH***
1	DBL	1	50	60	70
2	DBL	2	60	80	100
3	SGL	1	50	60	70
4	APP	2	100	120	140

5	APP	4	160	180	220

Discounts
Child aged 0 - 2 -100%
Child aged 2 – 12 regular bed – 50 %
Child aged 2 – 12 additional bed - 100% (with two adults)
Child aged 2 – 12 additional bed – 75% (with one adult and two children)
Adult additional bed – 20%
Adult add. bed in APP – 30 Euro
Child add. bed in APP - free

Extras:
7=5 for all checked in on 20/04, 30/04 and in the period 5/05 – 10/05
14=10 for all checked in on 20/04, 30/04 and in the period 5/05 – 10/05
7=5 for all checked in on 01/09, 05/09 and in the period 30/09 – 5/10
14=10 for all checked in on 01/09, 05/09 and in the period 30/09 – 5/10

Communal tax – 5 Euro one-off

Prices are per room per day and include insurance and BB
Additional payment for lunch – 8 Euro
Additional payment for dinner – 10 Euro

General data

- Currency of the rate – Euro
- Pricing – by stay
- Price includes – insurance and BB
- Should charges be separate – ask the responsible person for written information on their amount, otherwise the separation of the charges for BB and insurance cannot be performed.The additional payments for HB (dinner) or FB (lunch and dinner) can be added to the base price.

Specific data

- Types of rooms: described in the ***TYPE*** column. ***SGL, DBL, APP, appartments having 4 regular beds by definition.***
  IMPORTANT!
  Bear in mind that these are rooms defined by the travel agent (TA). The hotel itself may have DBL+ room (double extended), DBLS (double standard), etc. Such division may have been necessary for other contracts or for managerial purposes. However, in the context of this contract, these rooms should be treated as DBL, unless they are explicitly classified as a different type.
- Different prices
  - for nationalities – no nationality condition is stated
  - for days of the week – no such conditions are stated
  - for seasons – check the seasons carefully. The price in each season is different from the rest. In some seasons there are two periods with the same prices.
    - **low 01/04 – 31/05 and 01/09 – 31/10**
    - **middle 01/06 – 30/06 and 16/08 – 31/08**

  - **high 01/07 – 15/08**

Creating the rate

All rates are created using a template and belong to a rate group, depending on the sector they are used in: e.g. public (for walk-in guests), contracts (for TO guests), etc. (see Rate groups)
To create a new rate first enter the general data:

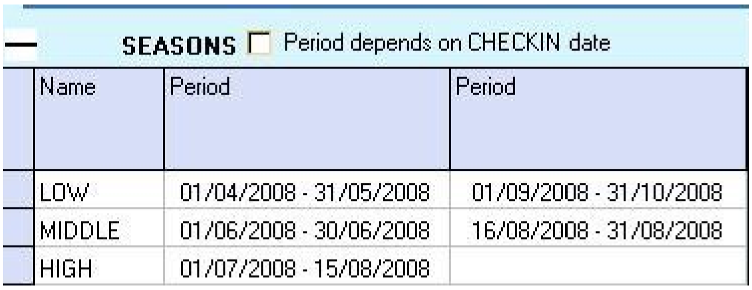
- Open menu *Settings / Rates*
- *New (Ins)*
- In the *Hotels* screen select a hotel for the rate.
- In the Rate screen:
  - Template - select a rate to be used as a template or leave the default template.
  - Name – enter a name for the new rate
  - Group – select a group to include the new rate in.
  - Currency – select the currency of the rate
  - Archived – leave the box unchecked to allow the rate for use.
  - Note – enter any extra information you might consider necessary.
  - *Save*

Completing the rate

- To open the *editting* screen
  - Select the rate in the *Rates -> preview and edit* screen
  - Click *Edit (F3)*
  - Start editing

- Since the pricing depends on the stay, the '***period depends on CHECKIN date***' check box is not checked.

- ***Seasons*** table
  - Add new season (left click in the first row – *New season*)
  - Fill in the name - 'Low'
  - Add new period (double click in the period column)
  - Fill in the dates: 01/04/2008 – 31/05/2008.
  - Add another new period (left click in the column head – *New period*) and fill in 01/09/2008 – 31/10/2008.
  - Add a second new season. Fill in the name – 'Middle'. Fill in the periods 01/06 – 30/06 and 15/08 – 31/08 in the two period boxes already existing in the column for the new season.
  - Add a third new season and name it 'High'. Fill 01/07/2008 – 16/08/2008 in the first box. Leave the second box empty and it will be ignored.



SEASONS ☐ Period depends on CHECKIN date

Name	Period	Period
LOW	01/04/2008 - 31/05/2008	01/09/2008 - 31/10/2008
MIDDLE	01/06/2008 - 30/06/2008	16/08/2008 - 31/08/2008
HIGH	01/07/2008 - 15/08/2008	

Illustration 7: Sample rate: Seasons

NOTE! After defining the seasons, the tables for Base price, Board, and Extra guests should have three new columns with the names of the seasons.

- ***Base price*** table

To fill in this table check the room types in the contract and compare them to the hotel plan. If necessary, consult a senior service manager how to interpret the information in the contract.
Check if the pricing is per day or per several days and fill it in the **'Prices for'** field.

- For **position 1** from the TO contract:
  - Add a new row (left click in the first row – *New row*)
  - Select the respective name of the type DBL in the system. (Double click in the room type field and select) (In this case the names are the same).
  - In the **'maximum guests'** field fill in '1'.
  - Select the meal included in the price. (Double click in the board field and select) E.g. 'BB'
  - In the field **'Price for'** select 'bed'. (Double click in the field to change) (Even if you select 'room', in this case it will make no difference as the price is the same.)
  - In the field for the respective season fill in the price : '50'.
- For **position 2** from the contract
  - Add a row in the ***Base price*** table.
  - Select the type of the room. E.g. 'DBL'
  - In the **'maximum guests'** field fill in '2'.
  - Select the meal included in the price. E.g. 'BB'.
  - In the field **'price for'** select 'Room'. If you choose 'Bed', reduce the price by 50% (as the contract states prices are per room, and there are 2 beds in a dbl room).
  - In the field for the respective season (e.g. Low) fill in the price (e.g. '60').
  - The **'position No.'** field is filled in automatically, and it should be '2'. The number of this position is important further on.
- For **position 3** of the TO contract insert a new row.
  - In the **'room type'** box choose the respective name for SGL. (In this case the names are the same).
  - In **'board'** select the main meal included in the price – BB.
  - In **'maximum guests'** fill in the number of tourists – '1'.
  - In **'price for'** select either 'Room' or 'Bed'. In this case it makes no difference, because only one person can be accommodated.
  - In the **'season'** boxes fill in the respective price from the contract.
- **For position four** of the TO contract insert new line.
  - For **'room type'** select the respective name for APP in the database. (In this case the name is the same.)
  - For **'board'** select the main meal included – BB.
  - In **'maximum guests'** enter the number of tourists – '2'.

   - In **'price for'** select 'Room'! In the season boxes fill in the respective price from the table in the contract.
- **For position five** of the TO contract insert a new line.
   - For **'room type'** choose the respective name for APP in the base. (In this case the name is the same.)
   - For **'board'** choose the main meal included – BB.
   - In **'maximum guests'** choose the number of tourists – '4'.
   - In **'price for'** choose Room! In the season boxes fill in the respective price from the table in the contract.

So far the prices for adults on regular beds have been filled.

BASE PRICES Price for 1 days

Position No.	Room type	Board	Max guests	Price for	LOW	MIDDLE	HIGH
1	DBL	BB	1	Bed	50	60	70
2	DBL	BB	2	Room	60	80	100
3	SGL	BB	1	Bed	50	60	70
4	APP	BB	2	Room	100	120	140
5	APP	BB	4	Room	160	180	220

Illustration 8: Sample rate: Base prices

- The ***Board*** table:

The contract states that additional meals are paid extra. So, beside the standard BB, HB and FB are also offered. So, if a tourist books a half board stay, 10 Euro charge for dinner are added to the price per person in the respective position in the table. If a tourist books a full board stay, 10 Euro charge for dinner and 8 Euro charge for lunch, or a total of 18 Euro, are added to the price per person in the respective position in the table. It is important to define here if the discounts for chidlren and adults are valid for additional payments for meals as well. Fill in the table as follows:

- Select what to charge - **meals** or **board**.
   - If the organization requires the **meals** to be separate in terms of prices, choose '**meals**'. The reports and the bill will show how much the customer has paid for each additional lunch or dinner.
      - Enter the number of days and fill it in the the **'price for'** field.
      - Insert a row (left click in the first row – *New row*)
      - Select the meal it refers to – lunch or dinner.
      - For **'position'** fill in the number of the position for which this additional payment is valid, in this case, for all.
      - In **'separate from the base srvice'** choose whether the sum should be added to the base price (it is always posted separately for 'meals').
      - In the season fields fill in the price for a single meal.
   - If the organization requires the meals to be reported as additional payments to the board, choose '**board**'. The reports and the customer bill will show how much has been paid in addition to the respective board.
      - Insert a row.
      - Select which board it refers to – HB or FB.
      - For **'position'** fill in the number of the position to which the payment refers, in this case – all.

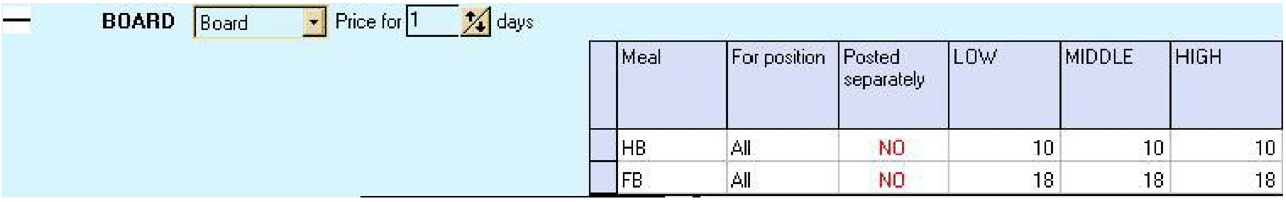
- In **'separate from the base price'** choose 'yes', if the payment should be not added to the base price.
- In the season fields fill in the price for a single dinner (if it is part of HB) or the total of the prices for lunch and dinner (if it is part of FB).

BOARD Meals Price for 1 days

Meal	For position	Posted separately	LOW	MIDDLE	HIGH
LUNCH	All	YES	8	8	8
DINNER	All	YES	10	10	10

Illustration 9: Sample rate: Board (separate)

- If the organization does not require separate reports for the payments, when posting boards, in 'posted separately' select 'no', and the postings will be added to the base price.



BOARD Board Price for 1 days

Meal	For position	Posted separately	LOW	MIDDLE	HIGH
HB	All	NO	10	10	10
FB	All	NO	18	18	18

Illustration 10: Sample rate: Board (joint)

- ***Extra guests*** table

Describes all discounts defined in the contract.

- For defining the discounts correctly, **additional parameters** (see Rate parameters) can be used. To insert a parameter in a table:
  - left click in the column head box
  - select *Add parameter*
  - find the desired parameter in the list and select it

- Discount one: child aged 0 – 2 – 100%. There is just one condition: the age of the child. The first thing to define here is the meaning of 2 years of age: up to 2 or including. We take it that it means up to 2 years of age.
  - Add a new parameter to the standard ones, i.e. **Age**.
  - To have a child under 2 years of age in the room, there must be at least one adult, too. Add a new line in the field '**minimum payors**' and fill in '1'.
  - In a room with one adult there can be two children under 2. In the '**maxium additional guests**' fill in '2'. (Exceptions are possible, but generally a double room has two regular and one additional bed.)
  - Fill in the meal discount in the fields **'basic board discount**' and '**additional meal discount**' with the minus sign '**-**' in front of the number, in this case it is -100%.
  - The discount is valid for all children regardless of the room they are in, so select 'All' in the '**position**' field.
  - We took it that the discount includes all children up to 2 years of age, so in the '**age**' field fill in '0' and '1'.

- Fill in the discount with a negative sign in the season fields, i.e. '-100%'.

- Discount two: child 2 – 12, regular bed: -50%. The age and the type of accommodation are specified.
  - Add a new row.
  - In the '**minimum payors**' field fill in '1'. In a double room there are two regular beds, but if you filled in '2', there would be no regular bed free left.
  - In the '**position'** field mark which ***Base price*** positions the discount applies to. In this case it is position 2 only. Position 1 shows single accommodation. Position 3 is a room with one regular bed, and 4 and 5 refer to apartments. In the apartments there are 4 regular beds, but the price is rent type and there are no discounts for children on a regular bed.
  - In the **'maximum extra guests'** fill in '2'. There can be no more than two children with one adult in the room, as there are two regular and one additional bed.
  - Fill in the meal discount in the fields **'base board discount'** and **'additional meal discount'** with the minus sign ('-') in front of the number, in this case it is -50%. Before that, make sure the discounts apply to additional meals as well.
  - In the **'age**' field fill in 2 and 12, see the conditions set on the age groups. This way of recording it would imply that the discount applies to children from the age of 2 to 12 <u>including</u>.
  - To show this guest is a child on a regular bed, add a new parameter - **'extra guest number in party'**. As this is a double room, the first child will take up a regular bed. Fill in '1' in the **'extra guest number in party'** field.
  - Fill in the discount in the season fields - '-50%'.

- Discount three: child 2 – 12, extra Bed – 100%, with two adults.
  - Add a row.
  - In the **'minimum payors'** field fill in '2'. The child is sharing a room with two adults.
  - In the **'maxium extra guests'** field fill in '1' as in a double room there can be only one add. bed.
  - In the **'position'** field fill in the discount is only valid for position 2 (see the description for the second discount).
  - In the meals discount fields fill in the amount of the discount with a negative value: '-100%'. (See the description of meal discounts).
  - In the **'age'** field fill in 2 – 12 (see description in the previous discounts).
  - Leave the **'guest number in party'** field empty as there can only be one additional guest in the room.
  - Fill in the discount in the seasons fields: '-100%'.

- Discount four**:** child 2 – 12, add. bed – 75% with one adult and two children.
  - Add a row.
  - In the **'minimum payors'** field fill in '1', as there are two regular beds in a double room. If there were more than one fully paying guest, there would be no free regular bed.
  - In the **'maxium extra guests'** field fill in '2' for the two children.
  - In the '**position'** field mark the discount applies to position 2 only. Position 1 shows single accommodation. Position 3 is a room with one regular bed, and 4 and 5 refer to apartments.
  - Fill in the meal discount in the fields **'base board discount'** and **'extra meal discount'** with the sign '-' in front of the number, in this case it is -75%. Before that, make sure the discounts apply to additional meals as well.
  - In the **'age**' field fill in 2 and 12 (see the conditions set on the age groups.) This way

of recording it means that the discount applies to children from the age of 2 to 12 including.
   - To show this guest is a child on an extra bed, add a new parameter - **'extra guest number in party'**. As this is a double room, the first child will take up a regular bed. Fill in '2' in the **'extra guest number in party'** field.
   - Fill in the discount in the season fields - '-75%'.

- Discount five: adult, add. bed – 20 %
   - Add a row.
   - In the **'minimum payors'** field fill in '2' – an adult will take an additional bed only if both regular beds are taken up by other adults.
   - In **'maxium extra guests'** field fill in '1' – see the note on the previous discounts.
   - In the '**position'** field mark 2 – see the note on the previous discounts.
   - Add a new line for appartment, as the discount is different.
   - Fill in the meal discount in the fields **'base board discount'** and **'extra meal discount'**. Before that, check if the discounts apply to extra meals as well.
   - In the **'age**' field fill in '13' and '99' – see the notes on age above.
   - Fill in the discount in the **'season**' fields - '-20%'.

- Discount six: adult add. bed in APP – 30 Euro.
   - Add a row.
   - In the **'minimum payors'** field fill in '4' – an adult can take an additional bed only if the regular ones have been taken by adults.
   - In **'maxium extra guests'** field fill in '2' – there can be two additional beds in an appartment.
   - In the '**position'** field mark 5 – see the note on the previous discounts.
   - Fill in the meal discount in the fields **'base board discount'** and **'discount for additional food'**. Before that, check if the discounts apply to additional meals as well.
   - In the **'age**' field fill in 13 and 99 – see the notes on age above.
   - Fill in the discount in the **'season**' fields - '=30'.
     Note: Enter the 'equal' ('=') sign, as this is a fixed price, not a discount!

- Discount seven: child, add. bed in APP – free
   - Add a row.
   - In the **'minimum payors'** field fill in '4' – a child can take an additional bed only if the regular ones have been taken.
   - In **'maxium extra guests'** field fill in '2' – there can be two additional beds in an appartment.
   - In the '**position'** field fill in '5' – see the note on the previous discounts.
   - Fill in the meal discount in the fields **'base board discount**' and **'extra meal discount' -** '-100%'. Before that, check if the discounts apply to additional meals as well.
   - In the **'age**' field fill in 2 and 12 – see the notes on age above.
   - Fill in the discount in the seasons fields: '-100%'.

EXTRA GUEST Basic board

Min. payors	Max extra guests	Basic board discount	Additional meal discount	Age	For position	Guest number in party	LOW	MIDDLE	HIGH
1	2	-100%	-100%	0 - 1	All		-100%	-100%	-100%
1	2	-50%	-50%	2 - 12	2	1	-50%	-50%	-50%
2	1	-100%	-100%	2 - 12	2		-100%	-100%	-100%
1	2	-75%	-75%	2 - 12	2	2	-75%	-75%	-75%
2	1			13 - 99	2		-20%	-20%	-20%
4	2			13 - 99	5		=30	=30	=30
4	2	-100%	-100%	2 - 12	5		-100%	-100%	-100%

Illustration 11: Sample rate: Extra guests

NOTE! If a parameter does not apply to a discount, the box can be left empty!
For example, the **'extra guest order in the room'** is only important in discounts two and three, so we left it empty for the rest of the discounts.

- The ***Packages*** table reflects the specific information in the contract. It is used to charge each tourist with a communal fee automatically. First check with the organization the age limits the tax refers to. For example, 2.5 Euro for children 2 -12 and 0 Euro for children under 2.
  - Adults
    - Add a row.
    - In the **'service'** field select 'communal tax' from the list of services .
    - Fill in '5' for **'price'**.
    - Select 'Euro' for **'currency'**.
    - Select 'no' for **'included in the base price'**, because this is a one-off additional payment per person per day.
    - In the **' quantity for free posting'** leave '0', because the tax is payable by the tourist.
    - In **'quantity for posting'** fill in '1'.
    - In **'special scheme'** choose 'first day'.
    - In the **'age**' field fill in 13 and 99 – see the notes on age above.
    - The communal tax for adults has been set.

  - Children
    - Add a row.
    - From the list of services in the **'service'** field select 'communal tax'.
    - Fill in 2.5 for '**price**'.
    - Choose 'Euro' for '**currency**'.
    - Choose 'no' for **'included in the base price'**, because this is a one-off additional payment per person per day.
    - In the **'quantity for free posting'** leave '0', because the tax is payable.
    - In **'quantity for posting'** fill in '1'.
    - In **'special scheme'** choose 'first day'.
    - In the **'age**' field fill in '2' and '12' – see the notes on age above.

  The communla tax for children has been set.
  There is no need to set the communal tax for children under 2, as they are not charged for it.

- The insurance is added to or separated from the price in the ***Base price*** in the same way, if there is such a requirement and enough information. Setting the insurance package is similar to that of the communal tax, with the exception that 'insurance' or the respective name of the tax should be chosen from the **'service'** list.

PACKAGES

Service	Price	Currency	Included in price	Special scheme	Number for posting	Age
COMMUNAL TAX	5	EUR	NO	First day	1	13 - 99
COMMUNAL TAX	2.5	EUR	NO	First day	1	2 - 12

Illustration 12: Sample rate: Packages

- The ***Discounts*** table reflects the special price offers in the TO contracts.
  - Extra one: 7=5 for all checked in on 20/04, 30/04 and in the period 5/05 – 10/05.
    - Add a row.
    - Select how the extra is calculated from the **'discount base'** list: nights, main meals, additional meals or a combination of all. This has to be secified in the contact or discussed with a senior employee.
    - In the **'special scheme'** field select which days are free of charge. Choose 'first' (if the extra applies to the first days of the stay) and put in the number of free days. In this case the extra is for the first two days of the stay.
    - The **'priority'** field remains unchanged. In cases of accumulation of extras the priority of the extras (i.e. which extra to be calculated first) is marked here.
    - In the field **'price'** fill in '-100%', as the first two days of the stay are free.
    - Add parameter '*Stay*' (see Inserting parameters). Fill in '= 7'.
    - In the field **'checked-in in the period'** fill in as follows:
      - 20/04/2008 – 20/04/2008, because the first condition is that the checkin is on 20/04.
      - Click the **OR** button and fill in the second date 30/04/2008 – 30/04/2008 (the second date to which the extra applies).
      - Click the **OR** button and fill in the next date 05/05/2008 – 10/05/2008 (the second condition is the tourist to have checked in in this period.)
  - Extra two: 14=10 for all checked in on 20/04, 30/04 and between 05/05 – 10/05
    - proceed as in Extra one. The only difference is in the **'special scheme'** field, where the number of free nights should be 4. '**Stay**' - '=14'.
  - Extra three: 7=5 for all checked in on 01/09, 05/09 and in the period 30/09 – 50/10/
    - proceed as in Extra one. The only exception is the **'arrival in period'** field, where the dates should be different
  - Extra four: 14=10 for all checked in on 20/04, 30/04 and between 05/05 – 10/05
    - As in Extra three, except the **'special scheme'** field.

DISCOUNTS

Calculation method	Special scheme	Priority	Complex price - extras and discount	Stay	Arrival in period
All	First 2 days	1	-100%	=7	20/04/2008 - 20/04/2008 OR 30/04/2008 - 30/04/2008 OR 05/05/2008 - 10/05/2008
All	First 4 days	1	-100%	=14	20/04/2008 - 20/04/2008 OR 30/04/2008 - 30/04/2008 OR 05/05/2008 - 10/05/2008
All	Last 2 days	1	-100%	=7	01/09/2008 - 01/09/2008 OR 05/09/2008 - 05/09/2008 OR 30/09/2008 - 05/10/2008
All	Last 4 days	1	-100%	=14	01/09/2008 - 01/09/2008 OR 05/09/2008 - 05/09/2008 OR 30/09/2008 - 05/10/2008

Illustration 13: Sample rate: Discounts

Saving the rate

Save the rate before closing with the *Save (Ctrl+S)* button.

Testing a rate

To check if a rate is drawn correctly, you need to a booking that uses it. Create an imaginary booking, select the rate for it and use the *Calculate* function.

To test a rate that has already been used follow this procedure:

- open the rate:
- menu *Settings / Rates /* select rate / *Edit (F3)*
- *Test*
  - Enter the number of a booking checked in by the rate
  - The postings of the booking are displayed in detail

Editing a rate

There are two ways in which a rate can be edited: its ***contents*** (e.g. periods, prices, discounts, etc.) and its ***general data*** (name, currency, group, archive status). All changes would apply to bookings checked in after the changes have been made. To apply the changes to previously checked in bookings (e.g. prices), the bookings should be recalculated manually.

To edit the ***general data*** of a rate:

- select the desired rate
- *General data*
- make the desired changes
- *Save*

To edit the ***contents*** of a rate:

- select the desired rate
- *Edit*
- Make the desired changes
- *Save*

Deleting / archiving a rate

A rate can only be deleted if it has not been used. If there are bookings checked in by it, a rate can only be archived. Archive rates are not displayed in the preview screen unles the *Archive* box has been checked.

To **delete** a rate:

- menu *Settings / Rates*
- select the desired rate
- *Delete*

To **archive** a rate:

- menu *Settings/Rates*
- select the desired rate
- *General data*
- check the ***Archive*** checkbox
- *Save*

Copying a rate

A rate may be copied for variuos reasons. One of the most usual cases is when a new rate, very similar to an existing one, needs to be created, e.g. when you need the same rate conditions but different currency or prices.

To copy a rate

- open menu *Settings*/*Rates*
- select the rate you want to copy
- *Copy*
- Enter the name of the new rate
- Select group and currency
- *Save*

Note: Before the copy can be used, all lists in it needs to be re-selected!

In multihotel systems rates can also be copied between hotels. To copy a rate from one hotel into another follow this procedure:

- open menu *Settings/Rates*
- select the desired rate
- *Copy to another hotel*
- select the destination hotel
- *Select*

The system opens the rate in the new hotel to allow editing. Check and re-select the room types, boards and other lists so you can be allowed to use the rate.

Finding a rate

To find a rate use the filters at the top of the *Rates -> preview and edit* screen. You can type in the name of the rate, or search for it by hotel, group or type. To see the archived rates, use the ***Archived*** filter.

Simple Rates

Simple rates are basic services rates which contain fewer datails and offer fewer possibilities for specifying various booking conditions. They are mainly used by external booking channels (Booking, Expedia, etc.) and are also useful for cases when special weekend prices apply.

New Simple Rate

Simple rates are created from the *Rates -> preview and edit* screen, like other basic services rates:

Step 1 – create the rate

- open menu *Settings/Rates*
- *New (Ins)*
- for multihotel systems, select the hotel where the new simple rate will be used
- opens the *Rate -> edit* screen. Complete the fields:
  - ***Template*** – select 'New simple rate';
  - ***Name*** – enter a name for the rate;
  - ***Group*** – select a group in which the new rate will be included;
  - ***Currency*** – select the currency the new rate will use;
  - ***Archived*** – leave the box unchecked to be allowed to use the rate;
  - ***Note*** – if necessary, enter a description or other note to the rate.
  - *Save* (*Enter*)

Step 2 – specify the conditions
Saving the rate opens the window for defining its conditions. The upper part of the screen shows its characteristics (name, group, currency, note). Complete the fileds that follow accordingly.

1. Define which guests are charged as children. In the ***Age children*** field, enter the age of the oldest child allowed.
2. ***Archive*** – leave the box unchecked to be allowed to use the rate.
3. Seasons – each season is defined in a separate table. Use the *New season (Ins)* link, to insert the necessary tables. In the *Season* screen, complete the fields:
   1. ***Name*** – enter the name of the season
   2. ***Periods*** – use the New period button to insert a row and enter the dates (from / to) ofr it. Each period in a season is defined in a separate row.
   3. ***Special prices*** – if the rate offers special prices for certain days of the week (e.g. weekend prices), tick the respective boxes.
   4. ***Board prices*** – if you want the board to be posted separately, specify here the prices for each board the rate will serve in this season. The price specified later in the season table is a sum of the board price and the the price of the night.
   5. *Confirm (Enter)* – the newly defined season appears in the *Rate* screen with its name, periods, and board prices (if any).
4. Setting prices – the price for each room type and board is set individually in separate rows. To insert these rows use the *Room type and board combinations* link. In the window that opens select all the boards and room types that the rate will use. Confirm the selection with *Save (Enter)*. Each combination is shown in the table of each season. Special prices also appear in separate rows.

The first three cells of the season table show the room type, the board, and the type of price (basic or special) respectively. In the rest of the cells , enter a price for each desired combination of guests. If there is no price for a certain set of conditions, it is not offered by the rate:

- ***Single use*** – enter a price if single use is allowed.
- ***Guest dbl room*** – enter a price for the first and second adult for multiple occupancy.
- ***3rd guest*** – enter a price for the third adult in a room.
- ***Guest > = 4*** – enter a price for the fourth, or next (5th, etc.), adult in a room.
- ***1 C if 1 A*** – enter a price for the first child, if there is one adult in the room.
- ***children > =2 if 1 A*** – enter a price for the second, or next (3rd, etc.), child if there is one adult in the room.
- ***1st C if A > = 2*** – enter a price for the first child if there are two or more adults in the room.
- ***C > = 2 if A > = 2*** – enter a price for the second, or next (3rd, etc.) child if there are two or more adults in the room.

Tip: Use the Arrow keys to move to the next cell (up, down, left or right).

Step 3 - Save the new rate with *Save (Ctrl+S).*

Rate Groups

For easier searching the rates are divided into groups.These are default groups suggesting rates used in different cases, e.g. for walk-in guests, for groups / contracts, discounts, etc.
The rate groups are also used as an additional filter in the *Available rooms with prices* screen. By default it displays the rates of group PUBLIC only. (see Available rooms and prices).

Rate Parameters

Rate parameters are extra criteria that can be added to a rate to allow more precise specifying of the pricing conditions. For easier search, they are divided into topical groups.

List of parameters

'Account' group

- *Account guests* – specifies the number of guests required for a discount on an account. The function of the parameter depends on the sign.
- *Nights on account* - specifies the number of nights required for a discount on a booking. The function of the parameter depends on the sign (=, >, <, etc.).

'Date/Period' group

- *Arrivals in season* – specifies the price season the arrival needs to be in for the conditions in the row to apply.
- *Night in season* – specifies the season that the night should be in so that the row is active
- *Arrival (day of the week)* – which day of the week should the arrival be on so that the conditions in the row apply
- *At least one night in period* – what period should include at least one night of the stay so that the conditions in the row apply
- *Arrival in period* – specifies the required period of the arrival which would activate the row
- *Days of the week (required)* – specifies the days of the week the nights should be on so

that the discount applies

- *Departure* – defines the period in which the departure should be.
- *Elapsed nights* – defines the number of nights spent in the hotel. The function of the parameter depends on the sign of the value.
- *Night date* – specifies the period that should include the date of the night
- *Remaining nights* – defines the number of nights at the hotel left. The function of this parameter depends on the sign (=, >, <, etc.)
- *Stay* – defines the length of the stay required to activate the row. The function of this parameter depends on the sign of its value (=, >, <, etc.)
- *Voucher date* – specifies the period that should include the date of the voucher, so that the row is active
- *Weekday for night* – specifies the exact days of the week that should be spent at the hotel. More than one days can be selected.

'Guest' group

- *Account guests* – specifies the number of guests required to activate the discount
- *Age -* specifies the required age of the guest so that the conditions in the row apply
- *Different nationalities* – used to indicate that the guests in the room are not of the same nationality
- *Group member* – indicates if the guest is part of a group booking or not.
- *Guest number in party* – indicates the successive number of the guest in the room
- *Guest type* – allows defining different conditions for guests of different types (VIP, problem, etc.)
- *Guest package includes* – allows listing services included in the additional package of the guest (see Booking) (see Additional packages)
- *Nationality* – allows defining different conditions of guests of different nationalities
- *Sex* – allows setting different conditions for male and female guests
- *Stay type* – allows setting different conditions for different stay types
- *Total adults* – defines the number of adults in a room required by the condition (discount)
- *Total children -* defines the number of children in a room required by the condition (discount)
- *Total guests in room -* defines the guests of children in a room required by the condition (discount)

'Other group'

- *Board type* – specifies the board type required by the condition
- *Late departure* – allows setting different terms for late departures

'Room group'

- *Room type* – allows defining different conditions for different room types

'System group'

- *Active* – allows temporary or permanent deactivation of a row (instead of removing it), usually when testing a rate
- *Text -* allows adding a short text describing the row. The text is visible in rate tests and in reports giving detailed information about postings.
- *Other formula* – used by advanced users or ClockBS support specialists. The parameter allows creating a new parameter which is entered in programming code.

'Voucher group'

- *Voucher guests* - specifies the number of guests required in the voucher so that the conditions in the row apply
- *Voucher night* - specifies the number of nights required in the voucher so that the conditions in the row apply.
- *Voucher text* – allows setting different conditions for vouchers containing certain text. Enter the text in the parameter field to use it as an additional marker for filtering bookings/vouchers and applying different discounts. **Note**: the voucher text should be entered in the booking details as well! (see Booking)

Inserting a parameter:

- Left click in the column head box
- Select *Add parameter*
- Find the desired parameter in the list and select it.

Removing a parameter

- Left click in the column head box
- Select *Remove parameter*
- Confirm the operation

ADDITIONAL PACKAGES

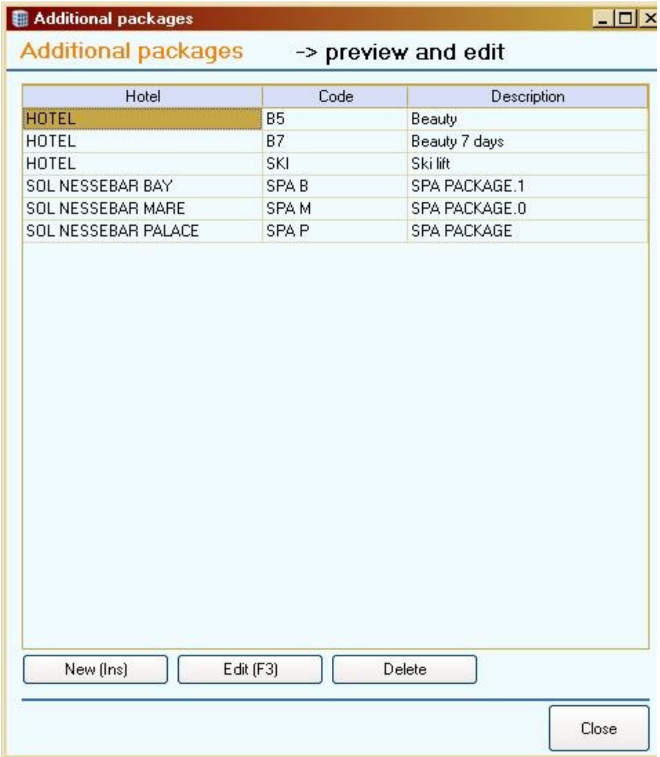


Illustration 14: Additional packages

Additional packages are groups of services that are posted automatically on the accounts of bookings which use them. The services in a package, and their price, are not fixed and may differ in different rates. They are enumerated specially in each rate and are selected for each booking on check in (see Bookings).

Example: An additional package called 'Beauty' could include services 'Facial massage', ''Wax', 'Hair', and 'Nails'. To be able to post the package on a booking each of these services should be listed in the rate used by the booking and a price should be specified for each of them. When the package is selected for a booking, all the services in it are posted automatically with their respective prices.

Creating an Additional Package

- open menu *Settings/Additional packages*
- *New (Ins)*
  - ***Code –*** enter a short code for the package
  - ***Description –*** enter a full name or a descripion of the package
  - *Save*

Editing an Additional Package

- open menu *Settings/Additional packages*
- select the desired package
- *Edit (F3)*
  - Make the desired changes
  - *Save*

Deleting an Additional Package

- open menu *Settings/Additional packages*
- select the desired package
- *Delete*

Including an Additional Package in a Rate

The extra package conditions are reflected in the ***Packages*** table.
Follow the procedure:

- Add parameter '*Guest package includes*'
- Add a row for each service in the package
- Select the name of the service from the list in the ***service*** field and fill in the price and the rest of the fields.

ROOMS

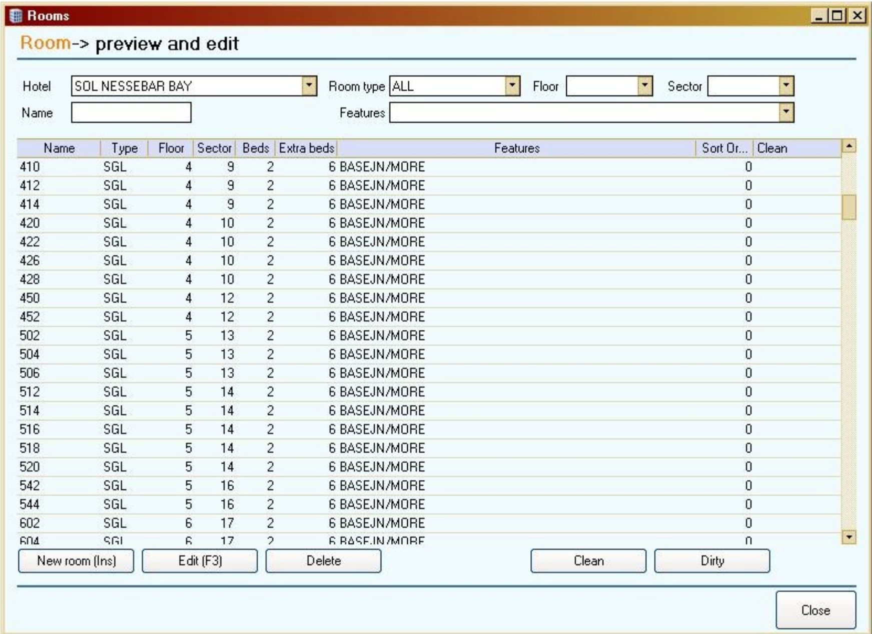


Illustration 15: Rooms

All the rooms in the hotel should be registered so the system can offer them for selection for bookings and check in. If a room is not registered in the system, no guests can be checked in it.

Rooms can be manipulated by users with the “Rooms, room types” right granted.

Each room is registered with its main characteristics, i.e. name, room type, floor, sector, beds (standard + extra), as well as specific features defined in the Lists module (see Lists). The specific features defined for each room can be used in bookings to satisfy special customer demands.

The rooms in a hotel can be divided into sectors, e.g. for housekeeping purposes (between maintenance staff). Sectors can also be used as an additional filter in the *Room status* monitor.

The system allows defining different status for each room. It is displayed in the ***Status*** tab of the *Room -> edit* screen. The tab shows the status of the room at different moments. Each different status is displayed with the initial date of its period. The period ends on the initial date of the next status period. The status of a room can be set for future periods as well. In this case it is auto activated on the first date of the period.
The possible statuses are *Hotel operated*, *Inactive* or *Contract*:
Hotel operated rooms are available for sale to hotel guests and are included in the room monitors.
Inactive rooms are considered non-existent and so not used in day-to-day operations or statistics. They are only displayed in the rooms list.
Status *Contract* indicates there are special conditions for the use of the room set in a contract between the hotel and the owner of the room (see Owner management).

Unless otherwise specified, a room is considered as Hotel operated from the date it is registered on. This could cause wrong statistics data in the cases when rooms are registered before the beginning of the season. To avoid such situations, it is recommended that the activation date of the room, which is specified in the *Status* tab, is the date on which it is allowed for sale.

In cases of renovation and reconstruction a room might be upgraded or demolished. Any such changes should be reflected in the system.
Demolished rooms should be duly removed from the system. If they have never been used, they can be deleted. Otherwise their status should be modified to '*Inactive*'.
Upgraded rooms can be edited just by changing the status of the old room to 'Inactive', registering a new room of the new type and activating it on the desired date.

A list of all the rooms in the hotel can be printed out by pressing key F10 in *Rooms → preview and edit* (menu Settings/Rooms).

Registering Rooms

- open menu ***Settings/Rooms***

The upper part of the screen contains filters for room search and hotel selection. In the *Hotel* field select the name of the hotel you are setting.

- *New (Ins)*

General tab

- ***Name*** – enter a name or number for the new room
- ***Room type*** - select a type from the list
- ***Floor*** – select the floor the room is on
- ***Sector*** – select a sector
- ***Beds*** – the number of beds is filled in automatically when the room type is selected
- ***Extra beds*** - enter the number of extra beds allowed in the room
- ***Sort order*** – the field is used to set the order in which the rooms are listed in the available rooms monitor;
- ***Address*** – extra location information used in the Proxy module.
- ***Features –*** The field lists all the special features registered in the system (see Lists / Room features). Select the special features the room has.
- ***Additional fields*** – enter the values of the characteristics set in the additional fields (see Additional fields)

Setting Room Status

To set the status of a room select the ***Status*** tab of the *Room -> edit* screen

- *New (Ins)*
  - ***Activate on*** – select the initial date of the new status
  - ***Status*** – select the new status (*Hotel operated* or *Inactive*)
  - *Save*

Editing Rooms

You can change all details of a room except the number of regular beds. For changing the number of regular beds see Editing a room type.

Follow these steps:
- open menu ***Settings/Rooms***
- select the desired room
- *Edit (F3)*
  - make the necessary changes
  - *Save*

Editing Room Status

The status of a room cannot be edited. If required, delete the unnecessary status in the *Status* tab and define a new one.

Deleting Rooms

You can only delete a room which has not been used. If you want to remove a room after it has been used, change its status to *Inactive*.
Follow this procedure:
- open menu *Settings/Rooms*
- select the desired room
- *Delete*

Finding a Room

To find a specific room, use the search filters at the top of the *Room -> preview and edit* screen. If more than one filter is set, they operate together.
To clear any active filters, use the broom button which appears next to the filter fields.

PHONE LINES

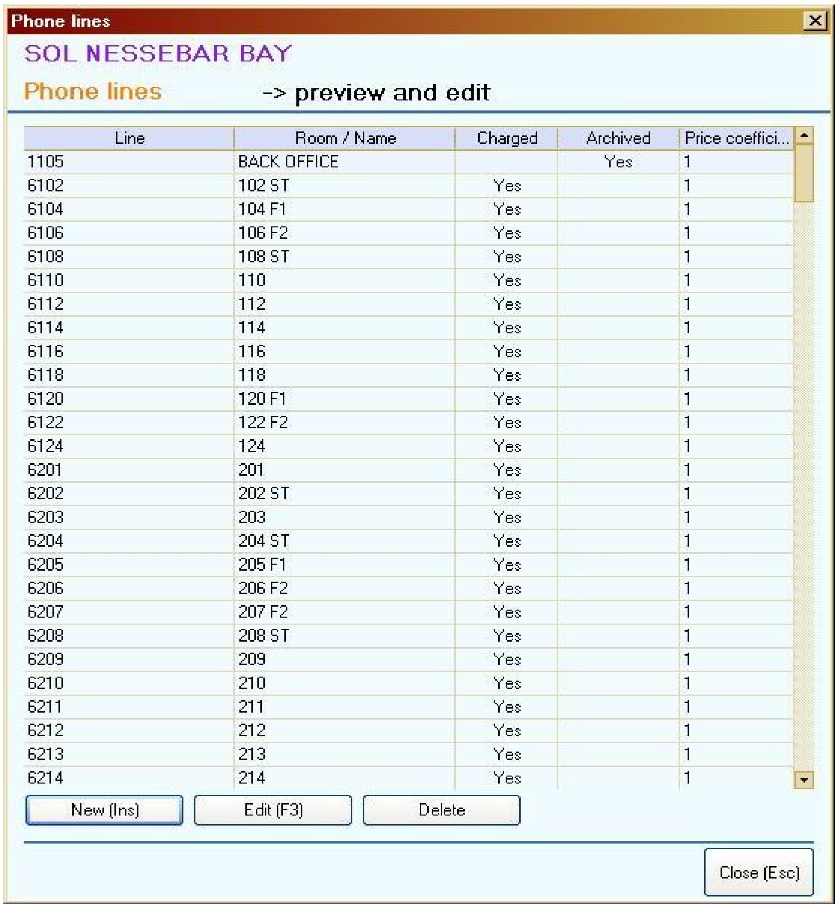


Illustration 16: Phone lines

If your hotel program is linked to a PBX, you can set up the phone lines so that all calls are posted directly on the account of the guests by rooms.
The phone calls can be priced without a surcharge, i.e. using Telelcount prices (Telecount being the module connecting the system to the PBX), or with a surcharge calculated using a coefficient set by the responsible personnel.
The phone lines can be handled by users with the 'Rooms, room types, occupancy types ' right granted (see User groups).

In multi-hotel systems the phone lines for each of the hotels are handled separately. Each hotel can be set to use different coefficient for charge phones.

Creating a New Phone Line

- open menu *Settings/Phone lines*
- In the *Hotels* screen select the hotel you are setting.

- *New (Ins)*
  - ***Line –*** enter the number of the line as it is given by the exchange
  - ***Room/Name –*** enter the number or the name of the room exactly as it is registered in the system (see Rooms)
  - ***Price coefficient*** - enter the value of the surcharge coefficient.
  - ***Archived*** - check this box if you want to keep track of the calls made through it but hide them to unauthorized users. These calls can only be viewed by users with the 'Phone calls – view calls from archive lines' granted.
  - ***Charge –*** check this box if you want the line to be charged at a surcharge. Normally these are phone lines in guest rooms.

Note: If neither of these boxes is checked, external and internal calls will be allowed and the line will be charged by Telecount prices. Such lines are normally used by the various departments in the organization.

If both boxes are checked, the line will be surcharged and the calls will be invisible to unauthorized users.

  - Profile – this option allows connecting the line to the profile of a guest, agent, owner or a house account.
  - Account – select the desired account of the profile defined in the previous field. Any calls will be posted on this account.

Note: If there is an account defined for a phone line, and in the day of a call there is a booking checked in the room, the call will be posted on the account of the booikng.

- *Save*

Editing / Deleting a Phone Line

You can edit a phone line and change its number, the room it is ascribed to, the price coefficient, the charge and archive status.

- Open menu *Settings/Phone lines*
- Select the desired hotel
- Select the desired line
- *Edit (F3) / Delete* respectively
- Modify the line details
- Confirm the operation

DEFAULTS IN NEW BOOKINGS

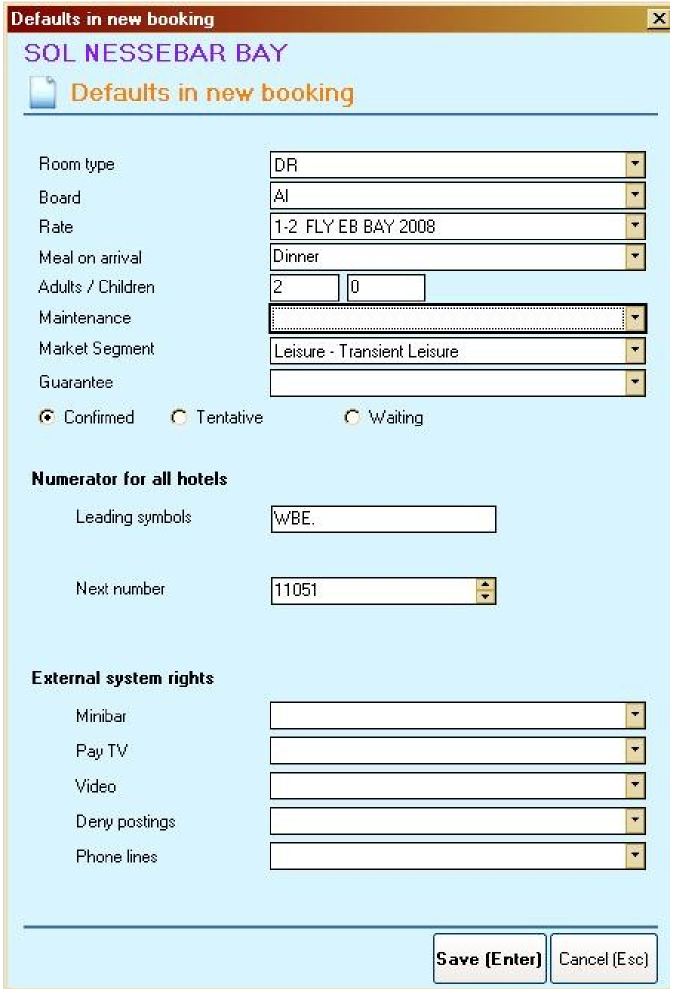


Illustration 17: Defaults in new booking

Usually the greater part of the bookings made in a hotel have the similar features (room type, rate, board, etc.) To avoid the repetitive operation of selecting the same options for each booking, the system allows setting default values for the fields in the new booking screen. If necessary, any data in them can be changed when the actual booking is made.

For multi-hotel systems the default values for new bookings are set for each hotel individually.

The default values can be handled by users with the 'Edit new booking default values' right granted.

Defining Default Values

To set the default values for new bookings

- open menu *Settings/Defaults in new booking*

- In multi-hotel system select the desired hotel
- ***Room type*** – select the type that is used most often
- ***Board*** – select the usual board
- ***Rate*** – select the usual rate
- ***Meal on arrival*** – select the desired option
- ***Adults / children*** – enter the usual number of guests in a booking
- ***Maintenance*** – select the usual maintenance scheme
- ***Market Segment*** – select the segment

Note: As the market segment and maintenance scheme are required values, it is recommended that you define them here, so you can avoid being prompted to select them for each new booking.

- ***Guarantee –*** select the most often used guarantee policy (see Guarantee policies)
- ***Confirmed / Tentative / Waiting*** – select the most often used status for new bookings.
- ***Numerator for all hotels*** – the fields in this section are used in CRS. For more information see CRS Setup section.
- ***External system rights*** – this section defines the degree of access and the operations allowed to external systems (pay TV, minibar systems, etc.)

These values can be modified at any point.

GUARANTEE POLICIES

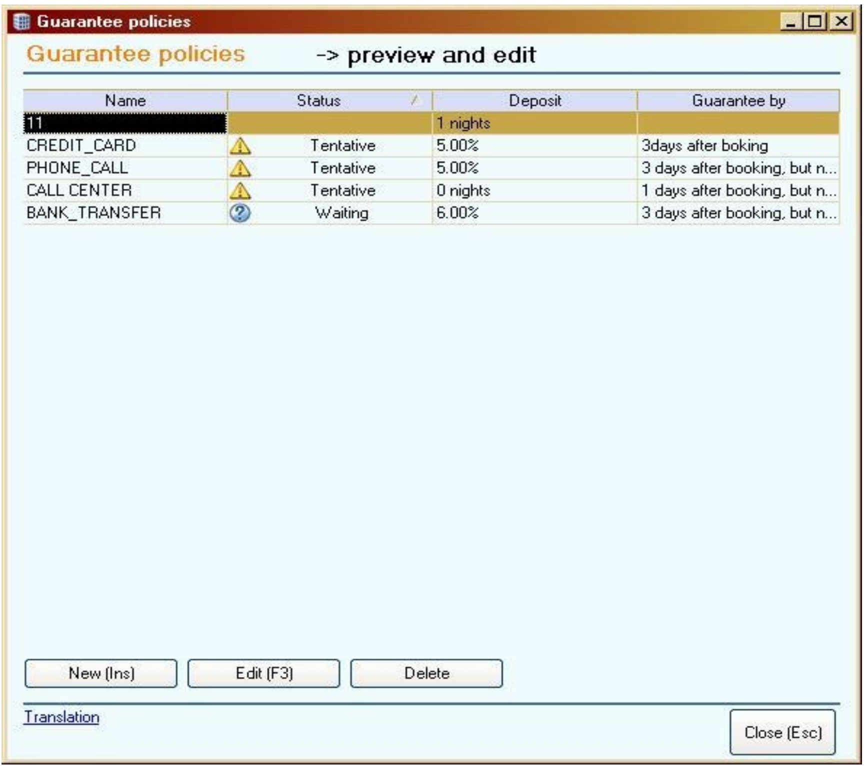


Illustration 18: Guarantee policies

Guarantee policies are pre-defined sets of conditions which are specified for a booking to indicate how it should be guaranteed (confirmed). They are also used in the WBE. Each policy has a name and description and defines deposit required for the booking, the period of time in which it has to be guaranteed, the status of the booking. Guarantee policies are defined in the *Guarantee policies -> preview and edit* screen and can be selected in the default values for new bookings (see Defaults in new booking), for each individual new booking (see New booking screen) and in agent profiles (see New profile/Agent).

New Guarantee Policy

New guarantee policies are created from the Guarantee policies screen. It is accessible from menu *Settings/Guarantee policies.*
The screen itself lists all available policies and their conditions (booking status, deposit and time).
The controls at the bottom of the screen allow manipulations with the existing policies and creating new ones.

- *New (Ins)* – create new guarantee policy. Complete the fields appropriately:
  - ***Name*** – enter a name for the new policy
  - ***Status*** – enter the status the booking will be given if this policy is selected
  - ***Deposit*** – define whether the deposit is calculated on the basis of the amount owed for the booking or on the number of nights and its amount or percentage.
  - ***Guarantee by*** – define when the confirmation should be received, i.e. a certain number of days after booking and/or before arrival.
  - ***Active*** – check the box to allow the policy for use.

- ***Description*** – the description you enter here is displayed as a hint when the policy is selected in the New booking screen.
- ***WBE Description*** – short – enter description to be used in the WBE.
- ***WBE Description*** – full enter description to be used in the WBE.
- ***Hotels where the policy is allowed*** – for multihotel systems select the hotels where the guarantee policy will be used.

Edit/Delete guarantee policy

To modify a guarantee policy use the functions at the bottom of the screen.
Follow the procedure:

- select the desired policy
- *Edit (F3)/Delete*
- make the changes you want/confirm the deletion
- ***Save***

USER GROUPS

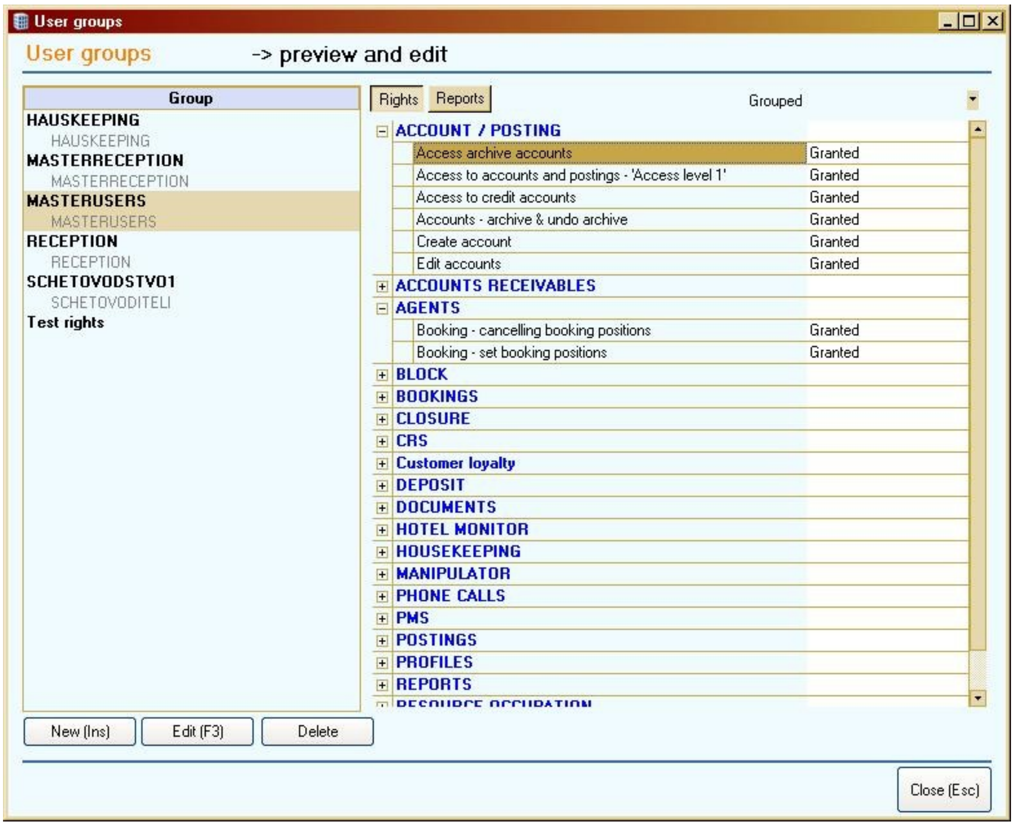


Illustration 19: User groups

The user groups in Clock Evolution are used as a means to assign rights to users. Usually they correspond to the positions the users of the programme take in the organization. Each group is created and then the rights necessary for performing the duties of the respective position are granted to it.
When a new user is created it is granted a group of rights corresponding to their duties and position in the organization.
The user groups can be handled by users with the "*Rights – user rights and user groups*" right granted.

Creating a User Group

A user group is created in two steps: 1. naming the group and 2. granting rights.

Step 1. Naming:

- open menu *Settings/User groups*
- ***New (Ins)***
  - *Name* – enter the name of the new user group

- *Description* – (optional) enter a description that will help you in further operations

Step 2. Including rights:

- (open menu *Settings/User groups*)
- *Rights* tab
- select the new group – the right part of the screen shows a list of all the rights.
- Toggle each right you want to assign to the group with a double click.

Setting a user group includes specifying the reports the users in the group will have access to. A group can have full access to reports by being granted the respective right (see User rights).
In cases when a user group is not granted full access to the reports, the accessible reports need to be specified individually.
The reports are listed in the *Reports* tab of the *User groups* screen accessible from menu *Settings*. For easier search all reports are divided into groups which can be folded or displayed using the checkbox in the top right part of the screen.

- (open menu *Settings/User groups*)
- *Reports* tab
- select the desired group – the right part of the screen shows a list of all the reports.
- Toggle each report you want to grant access to with a double click.

Editing a User Group

- Open menu *Settings/User groups*
- Select the group you want to edit - the right part of the screen shows a list of all the rights. Those assigned to the group are marked as '*Granted'.*
- Double click each right you want to toggle.

To modify the name or description of a group:

- select the group
- *Edit (F3)*
- make the changes
- *Save*

Deleting a User Group

You can only delete a user group if there are no users using it.

- Open menu *Settings/User groups*
- select the desired group
- *Delete*

USERS

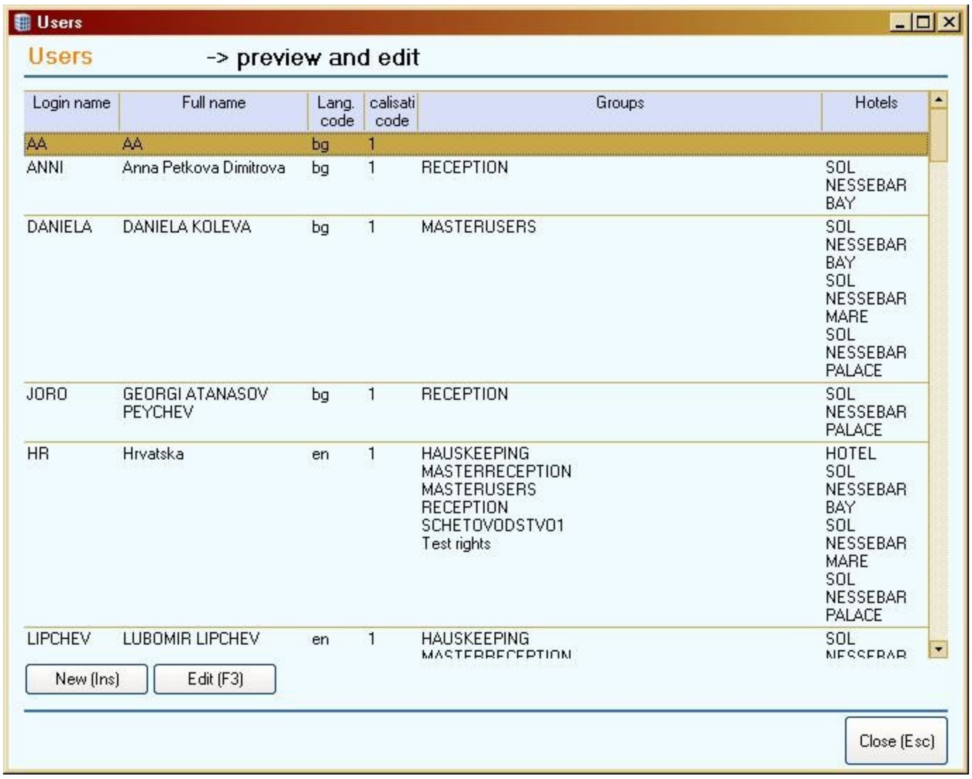


Illustration 20: Users

Each person using Clock Evolution should be registered in the system under a unique username and password of up to 30 symbols.
You can create, edit and delete users in the programme if you have the 'Rights – users and passwords' right granted. Each user is protected with a password. Unlike the username, the password can be changed.
Users cannot be deleted from the system. However, they can be deactivated. Inactive users are displayed in grey font at the bottom of the user list in the *Users* screen and are not included in any other lists. The operation is reversible at any moment.
The username of the current user is displayed in the bottom left corner of the screen.

Creating a User

- Open menu *Settings/Users*
- *New (Ins)*
  - ***Login name*** – enter a username in CAPITAL LATIN letters. It may also contain numbers, but cannot start with one. The username cannot be changed.
  - ***Full name*** – enter the name of the user
  - ***Password*** – enter a password of numbers and/or letters.
  - ***Password conf.*** - repeat the password for confirmation.

- ***Language*** - select the code of the language the programme will use for this user
- ***Fisc. No*** - enter a number for the user to be used in fiscalization. It is recommended that all users have the same fisc. number to avoid confusion in cases of staff turnover.
- ***Code –*** enter the personal insurance number of the user. The number is used in document printouts for Romania.
- ***Active -*** check the box to activate the user and allow it access to the system.
- ***Groups*** – select the user group in which the user will be included. You can select more than one group. The user will be granted the rights of all the groups it is included in.
- ***Hotels*** – select the hotels the user will have access to. Toggle the options with double click.

Editing a User

All the details of a user can be changed, except its username.
To edit a user follow this procedure:

- Open menu *Settings/Users*
- select the desired user
- *Edit (F3)*
- make the changes
- *Save*

USER RIGHTS

All user rights are listed in the *User groups* screen accessible from menu *Settings/User groups*. They can be displayed in alphabetical order or they ca be grouped using the checkbox in the top right part of the screen.
For information about the effect of each right see the table below.

Right Group	**Right**	**Effect**
ACCOUNT / POSTING	Access archive accounts	Grants access to the list of archive accounts and allows changing their status.
	Access to accounts and postings – 'Access level 1'	Grants access to all accounts and postings which are specified as 'Access level 1' in their details.
	Access to credit accounts	Grants access to credit accounts and allows changing their status.
	Accounts – archive and undo archive	Allows manual archiving and activating archive accounts
	Create account	Allows creating accounts
	Edit accounts	Allows editing accounts
ACCOUNTS RECEIVABLES	Accounts receivables – cancelling receivables	Allows cancelling receivables and credits in the Accounts Receivables module
	Accounts Receivables – cancel payments	Allows cancelling payments in the Accounts Receivables module
	Accounts Receivables – create receivables	Allows creating receivables in the Accounts Receivables module
	Accounts Receivables – create payments	Allows generating payments in the Accounts Receivables module
	Accounts Receivables – view delayed payments	Grants access to and allows operations with accounts receivables
	Accounts Receivables- settings	Allows setting the *Accounts Receivables* module (payment types and accounts)
	Covering receivables	Allows linking payments to existing receivables

AGENTS	Booking – set booking positions	Grants access to the *Booking positions* screen and allows specifying booking positions
	Booking – cancelling booking positions	Allows cancelling booking positions.
BLOCK	Manipulate blocks	Allows creating, editing, stopping or cancelling of blocks.
BOOKINGS	Check in on a future date	Allows checking in bookings on a future date .
	Booking – allotment overbook	Allows overbooking agent allotments.
	Access to checked out bookings	Allows filtering and access to checked out bookings.
	Booking – ignore allotment release dates	Allows checking in bookings on release dates.
	Booking – total overbook	Allows access to and operations in *Allowed overbook* screen
	Bookings list	Grants access to the *Bookings* screen
	Cancel booking before check-in	Allows cancelling bookings before they have been accommodated.
	Cancel booking after check-in	Allows cancelling bookings after they have been accommodated.
	Change account	Allows changing the account of the arranger and the payment type of the booking.
	Change booking arranger	Allows specifying and changing the arranger of a booking.
	Check in	Allows checking in bookings
	Check out	Allows checking out bookings
	Create booking	Allows creating bookings
	Delete	Allows deleting bookings
	Delete guests from checked-in bookings	Allows deleting guests from checked-in bookings
	Early checkout (keep stay duration)	Allows checking out bookings before the check-out date without changing the period of stay.
	Edit address cards	Allows editing address cards of guests.
	Edit checked-in bookings created here	Allows editing bookings, created in the local database, after they

		have been checked in.
	Edit checked-in imported bookings	Allows editing bookings, created in another database or via an external booking channel, after they have been checked in.
	Edit checked-out bookings created here	Allows modification of bookings, created in the local database, after they have been checked out.
	Edit checked-out imported bookings	Allows modification of bookings, created in another database or via an external booking channel, after they have been checked out.
	Edit non-checked booking created here	Allows editing a booking, created in the local database, before it has been checked in.
	Edit non-checked imported booking	Allows editing a booking, created in another database or via an external booking channel, before it has been checked in.
	Edit past stay	Allows editing the length of stay when it precedes the current date, whether the booking is checked out or not.
	Guest – recalculate booking	Allows manual recalculation of bookings.
	Manual booking price	Allows specifying booking price manually.
	Room assignment	Allows planning rooms for accepted bookings.
	Set different rates	Allows setting different rates to guests of the same booking.
	Set different types of room and stay	Allows specifying different room type and stay type.
	Booking - Complimentary	Allows creating complimentary bookings (free for the guest).
	Check in guests in several bookings	Allows splitting the guests of one booking and checking them in separate bookings
	New booking screen settings	Allows defining which fields should appear in the *New booking* screen.
CLOSURE	System – change financial date (more than 1 day)	Allows jumps in dates at daily closure.

	Closure – financial day	Allows running daily closure.
	Closure – ignore overdue checkout	Allows running daily closure despite the existence of bookings with overdue checkout.
	Shift closure	Allows running shift closure.
	Closure – fiscal device (Z report)	Allows running closure of the fiscal device and drawing Z report.
	Subtotal report – fiscal report (X report)	Allows running intermediate closure of the fiscal device and drawing X report.
CRS	Channel management	Allows setting and manipulations of external booking channels.
	Channel settings	The right provides access to - Infomatic - BookingInbox/Settings / The settings of each channel; - *Channel management* / **Channels**
CUSTOMER LOYALTY	Edit loyalty plan	Allows creating and editing loyalty plans.
DEPOSIT	Void deposit	Allows void deposit operation.
	Deposit invoice	Allows issuing invoices for deposits.
	New deposit	Allows accepting deposits and issuing documents for them.
	Deposit refund	Allows refund of deposits.
	Transfer deposit	Allows transferring deposits between accounts.
DOCUMENTS	Create Accounts receivables	Allows closing accounts by creating accounts receivables
	Documents – issue	Allows issuing documents
	Documents – special functions	Allows deleting and renumbering documents
	Documents list	Grants access to the list of documents.
	Full credit	Allows operation Full credit.
	Void	Allows voiding documents without issuing void record.
	Void documents from earlier dates	Allows voiding documents issued on previous financial dates.
	Void with record	Allows voiding documents and

		issuing void records.
	Access to documents from Group 1	Allows access to documents marked as belonging to Group 1. (see Document types)
	Access to documents from Group 2	Allows access to documents marked as belonging to Group 2. (see Document types)
HOTEL MONITOR	Edit hotel map	Allows using the room map editor and editing the arrangement of the rooms in the hotel map.
	Hotel monitor – occupancy forecast	Grants access to the *Occupancy forecast* screen.
	Hotel monitor – room status	Grants access to the Room Status monitor.
	Hotel monitor – summary by types	Grants access to information summarized by room types: available, blocked, booked, checked-in.
	Hotel register	Allows access to 'Hotel register' report.
	Segment monitor	Allows access to the Segments screen, which shows room occupancy by nationalities.
HOUSEKEEPING	Change room status for housekeeping	Allows changing the housekeeping status of a room.
MANIPULATOR	Access to Account manipulator	Grants access to the Account manipulator screen.
	Account manipulator – edit closed postings	Allows editing and cancelling closed postings.
	Account manipulator – print balance report	Allows printing balance reports of accounts.
	Account manipulator – transfer postings and payments	Allows transfer of postings and payments between accounts.
	Transfer postings into other profile accounts	Allows transferring postings into accounts belonging to any of the profiles in the system.
PHONE CALLS	Phone calls – print reports	Allows drawing phone call costs reports.
	Phone calls – view calls from archive lines	Grants access to and allows manipulation of archive phone lines (transfer, payments, issue documents).
	Phone calls list	Grants access to the list of

		phone calls and allows operations in it.
Owner management	Contracts	Grants access to the list of contracts and allows operations in it (create, preview, copy, edit)
	Owners – search and edit	Grants access to the owners list and allows operations in the *Owner* tab in the *Profile* screen.
	Postings – import, posting, closure, Intranet	Grants access to Owner management accounts, allows running period closure of owners (incl. postings of commissions and services), allows export to Intranet and import.
	Transfer postings to owner accounts	Allows transferring posting to accounts of the owner.
POSTINGS	Account – cancel postings	Allows cancelling postings and modifications to bookings that lead to changes in auto posted services.
	Edit postings	Allows editing postings.
	Post on account	Allows posting on accounts.
	Post on booking	Allows posting on bookings.
	Post on house account	Allows posting services to external customers on house accounts.
	Posting for different date	Allows manual posting of extra services on past or future dates.
	Pre-post (on expected booking)	Allows posting services on bookings before they have been checked in.
PROFILES	Access to arranger profiles	Grants access to arranger profiles and allows modifications to them.
	Access to guest profiles	Grants access to guest profiles and allows editing profiles, creating profiles (if accessed from the *New booking* screen), incl. deleting.
	Edit house profiles	Allows editing house profiles.
	Wallet management	Allows posting and editing postings of bonus points.
	Access to credit card numbers	Allows access to the full credit card number. Unauthorized users only see part of the

		number.
REPORTS	Analyses / Statistics by agents	Grants access to agent analyses, incl. Agent- analysis, booking positions, Agent – occupancy forecast, Agents – analysis, Agents – occupancy/ allotment, Agents – rating, and screen Agent profile → preview and edit/Profile details/Statistics.
	Auto export	Allows auto export to external systems.
	Export report text	Allows exporting reports and activates buttons for export to Excel (in monitors, analyses, etc.)
	Full access to reports	Grants full access to all reports in the system.
	System – logs	Grants access to the system logs: housekeeping history , operations log, issue key cards.
RESOURCE OCCUPATION	Resource occupation – cancel	Allows cancelling bookings of additional resources.
	Resource occupation – create and edit	Allows creating and editing additional resources and bookings of additional resources.
SETTINGS	Document types, payment types, taxes and policies, fees, templates, guarantee policies	Allows manipulation of document types, payment types, taxes and tax policies, fees, templates and guarantee policies.
	Edit new booking default values	Allows setting and modifying the default values for new bookings.
	Edit print forms	Allows editing print forms.
	Edit rates	Grants access to the rates list and allows editing rates.
	External interfaces, operational settings, printers	Allows manipulation of external interfaces, operational settings, printers.
	Guest types, Nationalities, Border checkpoints, Marketing, Lists	Allows manipulation of nationalities, guest types, checkpoints, marketing segment/source/hear reason/come reason/channels, lists, additional resources.
	Maintenance schedule	Allows manipulation of

		maintenance schedules.
	Rights – user rights and user groups	Allows settings users, user rights and user groups.
	Rights – users and passwords	Allows manipulation of users and passwords. The system checks if there is at least one user allowed to create and edit users and set access to hotels.
	Rooms, room types	Allows manipulations of rooms, room types, hotels, phone lines.
	Services, add. packages, boards	Allows manipulation of services, service groups, additional packages and boards
	Settings – currencies and rates	Allows setting and manipulation of currencies and rates.
	System – program registration	Allows changing the licence of the programme.

PART TWO: MAKE SURE

A newly installed system includes some default settings which can be customized (or added to), such as tax policies and tax packages, document types, house accounts and account templates. It is recommended that these are reviewed before starting any operations so any modifications that might be required can be made.

These settings can be handled by users with the respective right granted (i.e. Settings/Document types, payment types, taxes and policies, fees, templates).

TAXES AND TAX PACKAGES

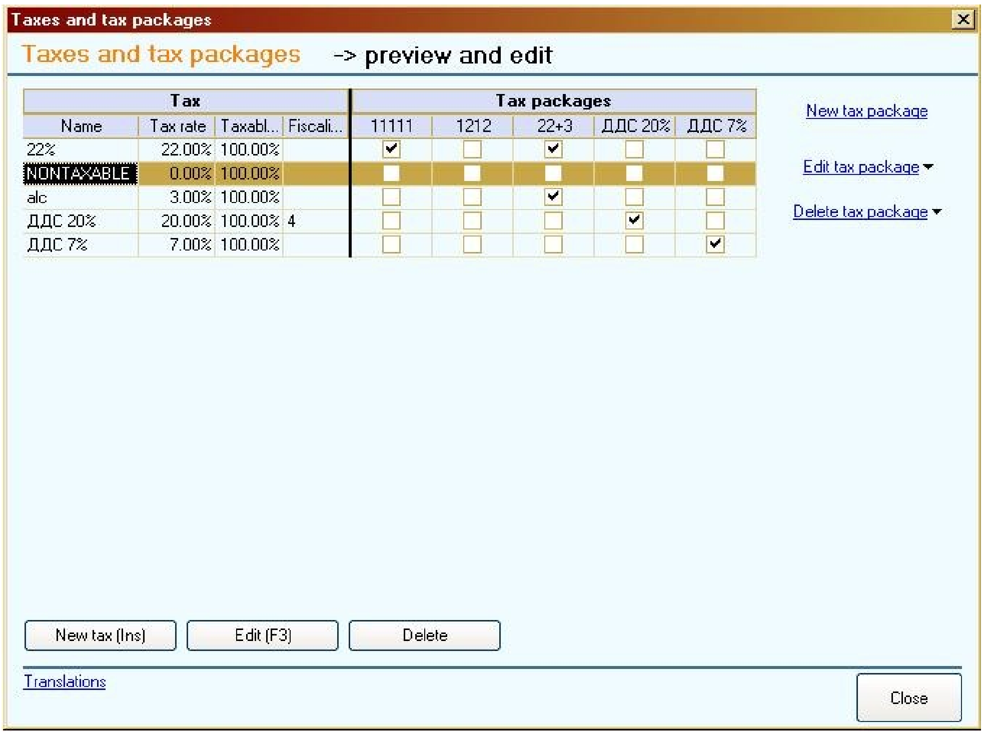


Illustration 21: Taxes and tax packages

Taxes are the basic unit of the tax system of **Clock Evolution**. All taxes that are going to be used for calculations and issuing documents have to be registered.
Tax packages are combinations of taxes which allow more than one tax per service. Thus all taxes in a package will be posted on every service it is ascribed to.

Taxes and Tax Packages Screen

- Open menu *Settings/Tax policies*
- *Taxes and tax packages* link – opens the *Taxes and tax packages - preview and edit* screen

The left section of the screen lists all taxes registered in the system with their names, rates, taxable amounts and fiscalization codes. The right section shows all tax packages with their names and the taxes they include marked by checked boxes. They cannot be edited in this screen.
The screen allows manipulation of both taxes and packages. The controls for taxes are located in the bottom part; the controls for packages are in the right-most part.

Taxes

New tax

- *New tax (Ins)*
  - ***Name*** – enter a name for the tax
  - ***Fiscal code*** – enter a code that will be used in fiscalizing the tax.
  - ***Tax rate*** – enter the tax rate without the per cent symbol. Once saved, the tax rate cannot be changed.
  - ***Taxable*** – enter the taxable amount without the per cent symbol. Once saved, the taxable amount cannot be edited.
  - ***Acc. group*** – enter a number to be used in an external acounting application.
- *Save (Enter)*

To use these texts in printouts in different languages, use the *Translations* link at the bottom of the screen to open the resource editor. Each language appears in a separate column.

- (For inserting a new language column follow these steps:
- *New language*
  - ***Language (code)*** – type in a code by which the language will be identified in the system or select one from the list.
  - ***ANSI code page*** – select the code page for the new language. Here are the code pages for some languages:
    - 1250 — East European Latin (incl. Romanian)
    - 1251 — Cyrillic (incl. Bulgarian, Russian)
    - 1252 — West European Latin
    - 1253 — Greek
    - 1254 — Turkish
    - 1255 — Hebrew
    - 1256 — Arabic
    - 1257 — Baltic
    - *Save (Enter)*)
- Type the translation of each text into the respective column and row.)
- Save to confirm the operation.

Editing a Tax

All features of a tax can be edited, except the tax rate and the taxable amount. If you need to modify them, create a new tax with the same parameters and different tax rate and taxable amount.

- Open menu *Settings/Tax policies*
- *Taxes and Tax packages* link
- Select the desired tax
- *Edit (F3)*
- Make the changes
- *Save* (*Enter)*

Deleting a Tax

You can only delete a tax if it is not used in a tax package or policy. If it is, it can be archived and it will not be offered for selection.

Tax packages

All tax packages are listed in the right part of the *Taxes and Tax packages* screen and can be manipulated with the respective buttons on the right.

New Tax Package

To create a new tax package use

- *New tax package*
  - ***Name*** - enter a name for the package
  - ***Taxes*** – from the drop down list, select the taxes the package will include.
  - ***Acc. group*** – all tax packages, which are used by external accounting applications, need an accounting group defined.
  - *Save (Enter)*

The new package is displayed in the list.

Editing Tax Package

Tax packages can only be edited from the *Tax package – edit* screen.
Follow the steps:

- *Edit tax package* – select the package to edit
- Make the desired changes
- *Save (Enter)*

Note: Remember that all open postings using the modified tax package will be recalculated with its new parameters. If closed postings using the modified package are reopened, they will also be recalculated.

Deleting Tax Package

- *Delete tax package* – select the desired package
- The package is deleted immediately, without any further confirmation.

TAX POLICIES

Illustration 22: Tax policies

Tax policies are used to define what taxes will be posted on customers for using each service. Taxes themselves are defined in tax packages, which are then used in tax policies. A tax policy may use different tax packages for different services or service groups.
The *Tax policies* screen lists all existing policies. To see all the services in a tax policy and the tax es each if them is ascribed, use the *Edit* function of the screen.
Existing tax policies can be modified and new ones can be created if needed. If a tax policy which is already in use is modified, the existing postings in which it has been used remain unchanged.

Creating a New Tax Policy

- Open menu *Settings/Tax policies*
- *New (Ins)* – opens the *Tax policy - edit* screen
    - ***Reason*** – if this tax policy exempts services from tax, enter the reason here.
    - ***Archive*** – leave the box unchecked to make the policy active
    - ***Tax*** – in the grid, double click each row of the right column to select the tax for the respective service from the dropdown menu. Alternatively, select the desired services / service groups and use the *Change tax* button.

Editing a Tax Policy

All features of a tax policy can be edited, including its name and the tax of services.

- Open menu *Settings/Tax policies*
- Select the desired policy
- *Edit (F3)*
- make the desired changes
- *Save*

Deleting a Tax Policy

You can only delete a tax policy which has not been used. In all other cases it can be blocked for use by archiving it.

Archiving a Tax Policy

The operation is mainly used to hide tax policies that are no longer in use from the tax policies lists. It can be reversed at any moment.

- Open menu *Settings/Tax policies*
- Select the desired policy
- *Edit*
- Tick the ***Archive*** box
- *Save*

HOUSE ACCOUNTS

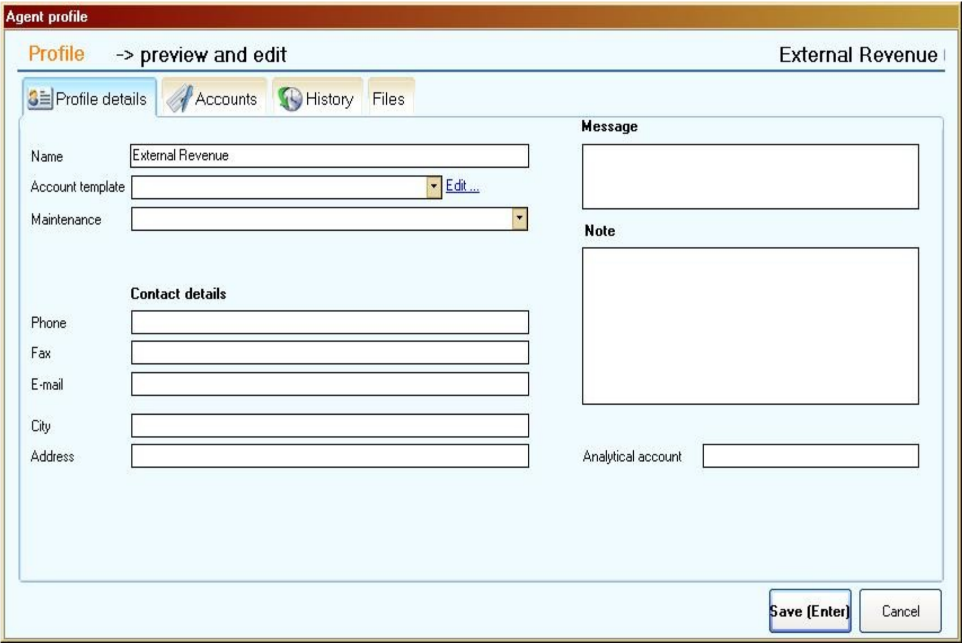


Illustration 23: House accounts - external clients

There are three types of house accounts in the system: External clients, External Revenue and Complimentary.
The External Clients account is used for posting services provided to external customers. The operation is performed using the *Post on external customer* function on the desktop.
The External Revenue account is used for manual posting of the revenue from an outlet. Select the desired account in *Settings/House accounts/External revenue/ Profile -> preview and edit /Accounts* tab and use the *Account manipulator* function (see Account manipulator)or for transferring the turnover of a point of sale into the hotel. It is also used as a destination account for auto import of POS turnover (see POS to Front interface).
The Complimentary account is used in complimentary bookings.
Make sure the **tax policy** and the **currency** of each of these accounts is correct. For different combinations of tax policy and currency there should be different accounts of the respective type specified.
For multi-hotel systems, each hotel should have separate house accounts of each type.
House Accounts can be allowed for general access or restricted to Access level 1. Restricted access accounts are marked with a padlock sign in the *Profile – preview and edit* screen.

Creating House Accounts

To create a new house account follow the procedure:

- open menu *Settings/House accounts/* the desired type of account
- select the *Accounts* tab – it lists all the accounts of the selected type existing in the system.
- *New*

- Select the hotel in which the account will be used
- *Select*
  - ***Name –*** enter a name for the account
  - ***Currency –*** select the currency of the new account
  - ***Tax policy –*** select the tax policy for the new account
  - ***Def. payment type*** – select a default payment for the account
  - ***Credit limit*** – enter a credit limit amount, if applicable.
  - ***Default account -*** tick the box if you want the account to be used as default account for the respective cases in the selected hotel.
  - ***Credit account*** – this option is always selected for manually created accounts and cannot be modified.
  - ***Posting for basic services allowed –*** tick the box to allow the operation
  - ***Posting for extra services allowed*** - tick the box to allow the operation
  - ***Not blocked / Blocked for posting / Blocked for posting and payment –*** select an option
  - ***Reason for block*** – if the account is blocked, enter a reason why
  - ***Direct transfer from POS allowed*** – tick the box to allow the operation
  - ***Access level 1*** – tick the box to restrict the access of unauthorized users to the account.
  - ***Marker*** – enter a marker, if applicable
  - ***Note*** – enter a note (free text)
  - *Save (Enter)*

Note: For more details on the above fields see Profiles.

Editing House Accounts

To edit a house account follow this procedure:

- open menu *Settings /House accounts /* the desired type of account
- select the *Accounts* tab
- *Edit*
- make the desired changes
- *Save (Enter)*

A house account cannot be deleted, but it can be stopped for use by the *Archive* function in the *Profile – preview and edit* screen. The operation is reversible using the *Restore* function in the *Account – preview and edit* screen.

ACCOUNT TEMPLATES

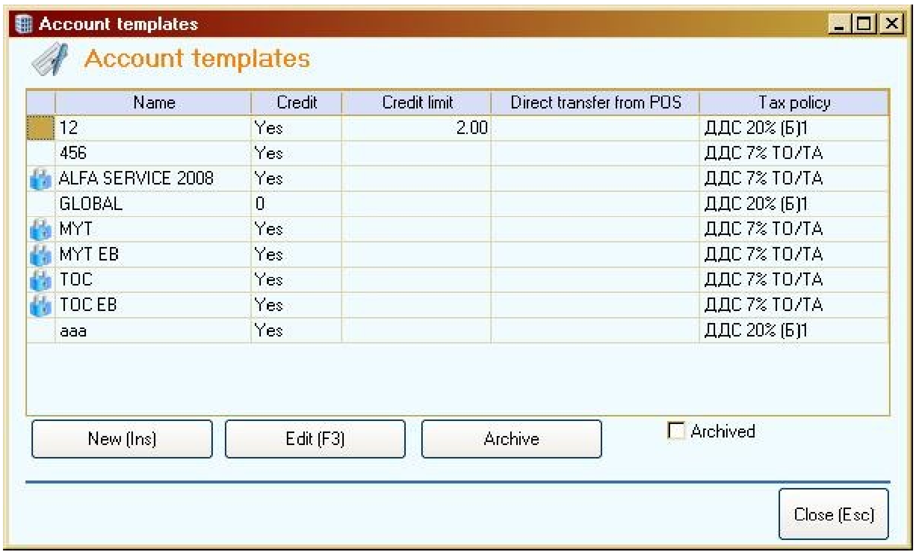


Illustration 24: Account templates

The account templates are pre-set combinations of account characteristics (tax policy, credit status, etc.). They are offered for selection when defining guest accounts in new bookings and for arrangers in their profiles. Account templates can be set for general access or restricted to Access level 1. Restricted access templates are marked with a padlock sign in the *Account templates* screen. The screen also gives information about all other characteristics of account templates.

Creating Account Templates

- Open menu *Settings/Account templates*
- *New (Ins)*
  - ***Name*** – enter a name for the template
  - ***Tax policy*** – select a tax policy from the pre-set list (see Tax policies)
  - ***Access level*** – check the box to restrict the access to the template.
  - ***Credit account*** – check the box if you want the template to be used for creating credit accounts.
  - ***Credit limit*** – use this field to specify a credit limit for the accounts created with this template.
  - ***Direct transfer from POS allowed*** – check the box to allow direct transfer from POS into the accounts using this template.
  - ***Archive –*** leave the box unchecked to allow the template for use.
  - *Save (Enter)*

Editing Account Templates

To edit an account template

- open menu *Settings/Account templates*
- select the desired template
- *Edit (F3)*
- make the changes you want
- *Save (Enter)*

Account templates which are no longer in use can archived using the *Archive* function in the *Account templates* screen.
Account templates can only be deleted if they have not been used.

DOCUMENT TYPES

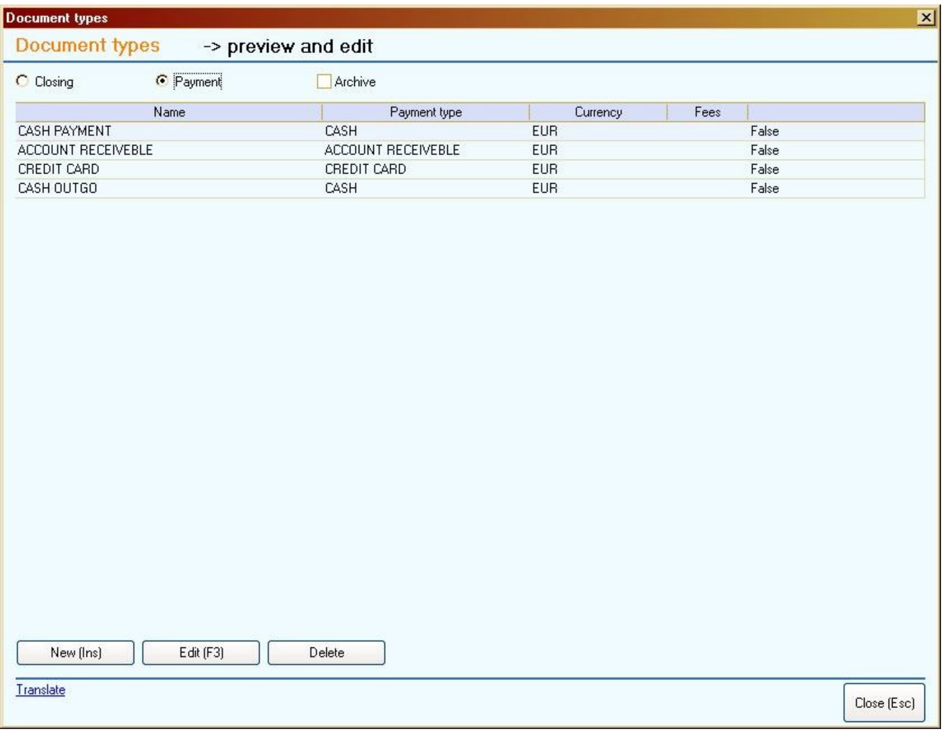


Illustration 25: Document types - payment documents

All documents used in the system are divided into two groups: payment documents and closing documents.
Payment documents are issued to reflect payment types – cash, bank transfer, credit card, etc.; closing documents reflect the final closing of an account – e.g. invoice.
Document types that are no longer in use can be archived; document types that have never been used can be deleted.
In the default view of the screen it displays the active documents of the respective group. To see the archived document types of a group, select the respective group and check the ***Archive*** checkbox in the *Document types* screen.
The properties (numerator, payment type, VAT status, currencies, etc.) of all documents of either type which are going to be issued by the system should be defined here.

The names of document types and the texts in them can be translated into other languages using the *Translate* function in the document types preview screen.

Creating New Document Types

Payment documents

- open menu *Settings/Document types*
- *Payment* view

- *New (Ins)*
  - ***Income/Outgo*** – select if the document is to register income ot outgo
  - ***Name*** – enter the name of the document
  - ***Export tag*** – (optional) enter the tag which will be used by documents of this type for exports to accounting applications
  - ***Numerator*** – for each hotel the document type is allowed in, select the numerator to be used the document type (see Numerators)
  - ***Report class*** – enter the report class the document type will be included in (PAY_DOC)
  - ***Payment type*** – select the payment type the document type is to be used for
  - ***Fiscal receipt*** – choose if the documents of this type will be fiscalized or not (yes/no)
  - ***Default currency*** – select **one** currency from the list (see Currencies) which will be offered for new documents of the type
  - ***Accepted currencies*** – select all currencies that will be allowed for this document type
  - ***Fees –*** use this field to define any surcharges that you want posted every time a document of this type is issued (e.g. credit card payment fee). Add a row with the 'plus' button and complete the boxes:
    - ***Service*** – select a service to post as the surcharge. The name of the service will be included in the document.
    - ***%*** - enter the value of the surcharge. It can only be a percentage of the document total.
    - ***Active*** – to be allowed to use the fee, the box should be checked.
  - ***Description*** – (optional) enter description of the document type
  - ***This document type is protected by right*** – use this option to define the document type as accessible to all users ('No restriction') or accessible to users with a special right granted ('Access to documents from Group 1', or 'Access to documents from Group 2').
  - ***Full credit document*** - enter the name (and export tag) of the document that will register full credit of documents of this type;
  - ***Archive*** – use the box to archive the document type and stop it for use.
  - ***Hotels allowing the document type*** – select all hotels in which this document type will be allowed for use.
  - *Save*

Closing documents

- Open menu *Settings/Document types*
- Select *Closing* view
- *New (Ins)*
- General data:
  - ***Name*** – enter the name of the closing document
  - ***Export tag*** – (optional) enter an export tag to be used by other (external) software
  - ***Numerator*** – for each hotel the document type is allowed in, select the numerator to be used for the document type.
  - ***Report class*** – enter the name of the report class that will include the new document type. Use CAPITAL Latin letters only.
  - ***Payment type*** – select the payment type that will be used with this document type
  - ***Default currency*** – select the currency to be offered for new documents (one only!)
  - ***Second currency*** - select additional currency in which to calculate the amount of the document.
  - ***VAT status*** - select if the document type is taxable or non-taxable
  - ***Accepted currencies*** – select all currencies that will be allowed for this document type
  - ***Print extra copy marked 'Original'*** – check the box to print an 'Original' copy

    - ***Required ID number for legal persons*** – check the box to make ID number obligatory for issuing documents of this type to legal persons.
    - ***Required VAT number for legal persons*** - check the box to make VAT number obligatory for issuing documents of this type to legal persons.
    - ***Required Personal number for physical persons*** - check the box to make Personal number obligatory for issuing documents of this type to physical persons.
    - ***Description* – (**optional) enter a description of the document type
- Credit document
    - ***Name*** - enter the name of the credit document to the new document type
    - ***Export tag*** – (optional) enter a tag to be used in links to other software
- Debit document
    - ***Name*** – enter the name of the debit document to the new document type
    - ***Export tag*** - (optional) enter a tag to be used in links to other software
- Void record
    - ***Name*** - enter the name of the record to be used when voiding documents of this type
    - ***Export tag*** - (optional) enter a tag to be used in links to other software
    - ***Numerator*** – select a numerator for the void record (see Numerators)
    - ***Report class*** – enter the name of the report class that includes the void record
    - ***Archive*** – use the box to archive the document type and stop it for use.
    - ***Hotels allowing the document type*** – select all hotels in which this document type will be allowed for use.
- *Save*

Editing a Document Type

The main features of a document type (numerator, payment type, tax status, name) can only be edited before it has been used.
Follow the procedure:
- open menu *Settings/Document types*
- select the desired row
- *Edit*
- make the changes
- *Save*

Deleting a Document Type

You can only delete a document type that has not been used, i.e. there are no copies issued of this type. Used document types appear red in the document types list.
Follow the procedure:
- open menu *Settings/Document types*
- select the desired row
- *Delete*

If a document type is no longer in use it can be deactivated by checking the ***Archive*** checkbox in the *Document type* editing screen.

NUMERATORS

Numerators consist of a number of a specified length indicating the successive number of the issued document and a letter prefix indicating the document type. Each taxable document type should have a unique numerator.

The numbers of documents issued with the same numerator are successive, unless a number jump is defined. Then the next document number is defined by the jump. If a document is deleted, its number is not ascribed to another document but remains unused, thus leaving a gap in the number sequence. This is true for all cases unless the deleted document(s) is/are the last document(s) issued when the next document is issued with the smallest available number.

The *Document numerators* screen can be accessed from the link in the *Document type -> edit* screen.

- Open menu *Settings/Document types*
- Select either *Closing* or *Payment* documents
- *New (Ins)* or *Edit*
- *Numerators*

It displays a list of all existing numerators in the system with their name and the number of the next document to be issued using them. Here numerators can be created, edited or deleted.

Creating a New Numerator

- *New (Ins)*
  - ***Name*** – enter a name for the new numerator. It is displayed in the dropdown list when selecting a numerator for a document type.
  - ***Leading symbols*** – enter the prefix of the numerator. If there are no leading symbols, leave the default value.
  - ***Number length*** – enter the number of digits the numerator consists of (without the leading symbols)
  - ***Next number*** – enter the number of the next document that will be issued
  - *Save*

Editing a Numerator

Once a numerator is ascribed to a document type, it can only be edited partially. The successive document number can only be changed to a bigger one, never smaller.
The operation can be performed from the *Document numerators* screen following these steps:

- select the numerator
- *Edit (F3)*
- make the changes
- *Save*

Deleting a Numerator

A numerator can only be deleted if is not used by, or ascribed to a document type. If there are documents issued with a numerator, it appears red. The operation is possible from the *Documents* *numerators* screen.

- Select the desired numerator.
- *Delete*

AGENT DISCOUNTS

Agent discounts are discounts given to agents in certain cases, by decision of the hotel. Depending on the accounting decisions in the organization, they can be calculated over the taxable amount or over the end total of an agent invoice.
In the first case the discount is included as an additional service in the list of services. Because of this you need to have a suitable service defined (see Services), whose name would show the customer what the discount is for.
In the second case the discount is calculated over the end total and is placed at the end of the invoice, under the total.
Agent discounts are defined separately and then linked to the profiles of the desired agents.

All available discounts are listed in the *Agent discounts* screen accessible via menu *Settings/Agent discounts.* It gives information about the name and value of each discount as well as the base on which it is calculated.

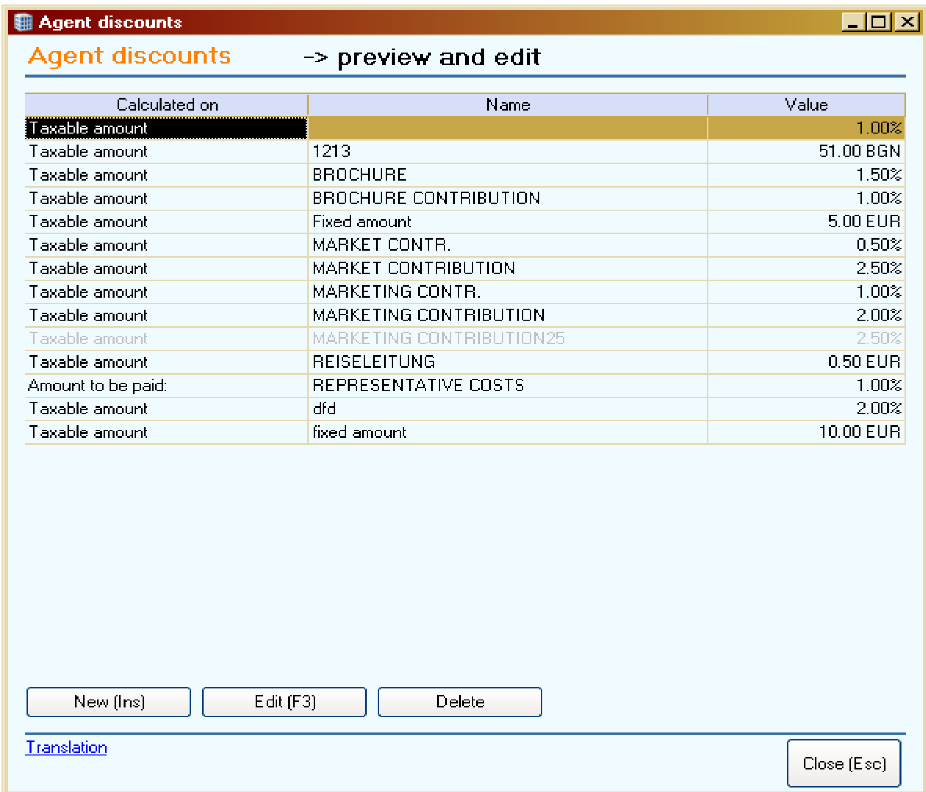


Illustration 26: Agent discounts

New Agent Discount

To define an agent discount open the *Agent discounts* screen

- ***New (Ins)*** – opens the *Agent discount -> edit* screen. Complete the fields appropriately:
  - ***Name*** – enter a name for the discount
  - ***Agents*** – this field is auto filled with the names of the agents to which the discount is given (see Agent profile).
  - ***Archive*** – if you check the box, the discount will be archived and will not be allowed for use.
  - ***Posted on*** – select one of the two options:
    - **Taxable amount** – the discount will be included in the tax base as one more service, but with a negative value. If you select this option, you also need to select a service in the field that appears on the right. The discount will be included in invoices as the service you select.
    - **Amount to be paid** – the discount will be calculated over the end total of the document.
  - ***Calculation method*** – select the manner of calculation of the discount:
    - **% on services** – the discount is calculated as a percentage of each service
    - **% on services (cumulative)** – this option is useful when there is more than one discount to be calculated on the same amount. With this option each following discount will be calculated over the initial amount decreased by the value of the previous discount(s).
    - **fixed amount** - the discount is a fixed sum taken out of the initial amount.
  - ***Value*** – enter the value of the discount in percents or a fixed amount. The field is dependent on the previous one. Percent values are allowed for the first two options of the calculation method. For fixed amount select currency in the field which appears on the right.
  - ***Calculated on*** - select which service groups the discount will be calculated on.
    - **All services** – select this option to post the discount on all services
    - **Selected service groups** – select this option to post the discount on all services in the groups listed in the box
    - **Non-selected service groups** – select this option to post the fee on all service groups except those listed in the box
  - *Add group* / *Remove group* – use these buttons to select the service groups on which the discount will be calculated, as defined in the previous field.

Edit Agent Discounts

To edit a discount

- select the desired discount
- *Edit (F3)*
- make the desired changes
- *Save (Enter)*

Delete Agent Discounts

Agent discounts can be deleted completely, or archived and reactivated later.

To delete a discount use the *Delete* function in the *Agent discounts* screen.
To archive a discount use the ***Archive*** checkbox in the *Agent discount -> edit* screen.

Order of Calculation

In cases when more than one discount is calculated on an amount, it is important to specify the order in which they are calculated. A different calculation order can result in significant differences in the document end total.
To specify the calculation order, use the *Discounts* link in the *Profile details* tab of the *Profile - preview and edit* screen of the desired agent.

- select the desired agent profile
- *Edit (F3)*
- *Discounts* – the screen lists the available discounts with their system names, values and calculation method. The discounts selected to be used for this profile should be checked.
  - select the discounts that will be used for the agent
    use the *Move up/Move down* functions to arrange the selected discounts in the desired calculation order.
  - *Save (Enter)*

OPERATIONAL SETTINGS

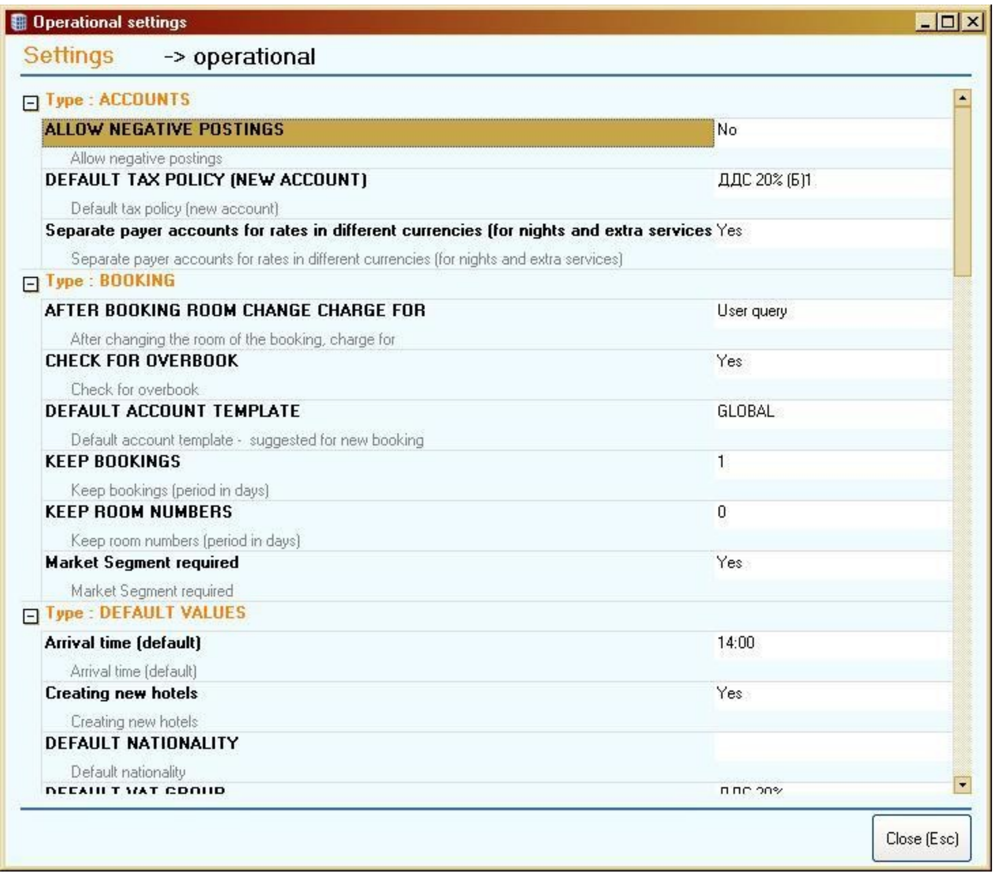


Illustration 27: Operational settings

The operational settings define the default values governing the day-to-day running of the system. Most of them are self explanatory, and all of them have a short description of their effect shown in grey print below their names.
The operational settings are accessible from menu *System/Operational settings* and are allowed for manipulation to users with the respective right granted ('External interfaces, operational settings, printers').
To define the settings, double click the value field and select or type in the desired value.

Type	**Setting**	**Effect**
ACCOUNTS	Allow negative postings	Allows entering negative values for posting amounts. - '**Yes**' - '**No**'
	Default tax policy (new account)	Defines the default tax policy suggested on creating new accounts (for new bookings, etc.). The available options are all tax policies created earlier.

	Separate payor accounts for rates in different currencies (for nights and extra services).	For cases when nights are posted in one currency, and extra services in another, and the guest pays all , the settings defines whether all postings should be made on different accounts for the different currencies - **'Yes':** separate account for each currency; - **'No':** all postings are calculated in the currency of the basic services and are posted in the account for basic services.
BOOKING	After booking room change charge for	Defines what to post when a guest is moved to a room of a different type. - '**User query**' – prompts the user to select the room type to be posted; - '**New room**' – auto posts the new room type.
	Check for overbook	Enables overbook check on creating new bookings and on editing bookings. - '**Yes**' - '**No**'
	Default account template	Specifies the account template suggested by default for new bookings. The available options are all account templates created earlier.
	Number of days for preserving no show bookings as uninspired after closing the arrival date	Defines the period for preserving the booking as active after no show: - '**0**' – the booking expires on the next daily closure
	Number of days for preserving the assigned rooms of no show bookings after closing the arrival date	For bookings with no assigned rooms: defines the period for preserving the rooms of no show bookings after running closure of the arrival date: - '**0**' – the room is regarded as free after the next daily closure.
	Market Segment required	Defines whether the market segment should be a required feature of new bookings. The available options are: - '**Yes**': no booking can be created without its market segment specified; - '**No**': bookings can be created without their market segments.
	Bookings search – initial view	Defines the initial view of the Bookings screen. The available options are: - '**In hotel**' – shows all checked in bookings; - '**Arriving today**' – shows all bookings arriving today; - '**Leaving today**' – shows all bookings leaving today; - '**Search**' – on opening the screen, the system shows all search filters.
Owner	Database for posting	Defines where the automatic postings for the

management	receivables from bookings (default for all profiles).	bookings of the profiles are created. The available options are: - '**Local (in this database)**' – the postings remain in the database where the booking is created; - '**Remote (in the recipient database)**' – the services are posted in the database where the booking is checked in.
	Default account template for customer accounts of owners	Defines the account template to be used for creating new customer accounts of owners.
DEFAULT VALUES	Payment type	Defines the payment type used in new bookings if a different type is not specified. The available options are all payment types created earlier.
	Default nationality	Specifies the nationality that will be suggested by default in address cards and profiles. The available options are all nationalities in the nationalities list.
	Creating new hotels	Allows creating new hotels in the system. The available options are: - '**Yes**': new hotels can be created; - '**No**': no more hotels can be created in the system.
	Default VAT group	Specifies the VAT group that will be suggested when a new tax policy is created. The available options are all VAT groups created earlier.
	Hotel referent for currency exchange rate for Accounts Receivables module	Specifies the hotel that will provide the currency exchange rate for the calculations in the Accounts Receivable module.
	Departure time (default)	Defines the default check-out time.
	Arrival time (default)	Defines the default check-in time.
DOCUMENTS	Closing document	Defines the default closing document offered by the system on closing an account or a posting. The available options are all the closing type documents created earlier.
	Service in deposit invoice	Defines the service to be used by the system when invoicing a deposit. The available options are all services created earlier.
	One tax group allowed per document only	Specifies if a document can include services from more than one tax group or not. The available options are: - '**Yes**': documents including more than one tax group can be issued; - '**No**': if a document includes more than one tax group, it cannot be issued.
	Default payment document	Defines the payment document suggested by default. The available options are all payment documents created earlier.

	View full credit sums in documents	Specifies how the amounts of full credit documents are visualized in printouts. The available options are: - '**Positive**': the amounts are positive figures; - '**Negative**': the amounts are negative figures.
	Restrictions for payment types in full credit documents.	Defines the payment types allowed in full credit documents: -'**No restrictions**': all currencies and payment types are allowed. -'**Type and currency of voided payments only**': only the type and currency of the manipulated payments are allowed.
	Default text for deposits	Enter text to be used as default description of deposits.
EXTERNAL INTERFACES	House account for daily transfers from ClockPOS	Specifies the house account into which the daily closures of ClockPOS are transferred.
	Service group for other interfaces	Select a service group to include services auto created for registering postings by other interfaces. The available options are all service groups created earlier.
	Service group for POS interface	Specifies the service group to be used by the POS interface. The available options are all service groups created earlier.
	Service group for TELECOUNT interface	Specifies the service group to be used by the TELECOUNT interface. The available options are all service groups created earlier.
	House credit	Concerns guest cards. Defines if guests should have one single card both for access (key card) and for house credit. The available options are: - '**Yes**': each guest has one card only; - '**No**': each guest can have two separate cards (one for access, one for house credit), or no cards at all.
	Auto set house credit number after card issue	The setting is used in systems using unique card identifier for house credit (RFID, hash, predefined magnet cards). For this purpose the card needs to be swiped again after it is issued. The card reader interface opens on closing the card issue window. This setting is only active if 'House credit' is activated.
FINANCIAL	Posting rate from the date of	Specifies which exchange rate should be used for postings. The available options are: - '**Posting**': the exchange rate from the date of the posting. - '**Checkin**': the exchange rate form the date of the check in.
	Rates used for issuing documents	Specifies which exchange rate is used when a document is issued for a posting. The available

		options are: - '**Current exchange rate**': use the exchange rate from the date on which the document is issued. - '**Rate on posting date**': use the exchange rate from the date on which the posting was made.
	Revenue reporting method	Specifies how pre-paid postings are reported in daily closures. The available options are: - '**Pre-paid postings on date excluded**': daily closure includes only the postings of services actually used. - '**Pre-paid postings on date included**': daily closure includes pre-paid amounts as well.
FREE ROOMS	Free rooms occupation method	Specifies the method used by the system to suggest rooms for planning booking rooms. The available options are: - '**By number**': the system suggests the first available room with the smallest number. - '**Equal distribution**': the system sorts the rooms by the total number of days they are occupied and suggests the room with the smallest occupancy ratio; - '**Max consistency**': the system suggests the first room that is freed, regardless of its number or occupancy ratio.
GUEST	Children age limit for resort tax	Sets the upper age limit for children which is specified by local authorities for resort tax levy. Type in the desired value.
	Default guest mask	Specifies a default guest mask for guest address cards. Type in the desired value.
	Men age limit for resort tax	Sets the upper age limit for men which is specified by local authorities for resort tax levy. Type in the desired value.
	Show country code in lists	Specifies how countries are displayed in address cards and profiles. The available options are: - '**Yes**': countries are displayed with their names and codes; - '**No**': countries are displayed with their names only.
	Women age limit for resort tax	Sets the upper age limit for women which is specified by local authorities for resort tax levy. Type in the desired value.
HOUSEKEEPING	Stop dirty rooms for sale	Defines whether check in is allowed in dirty rooms. The available options are: - '**Allow check in**' – allows checking guests in dirty rooms; - '**Dirty only**' – does not allow checking guests in dirty rooms.
	Mark all expired blocks as dirty	Defines if change in availability status causes a change in housekeeping status as well. The

		available options are: - '**Yes**': after the expiry of the block of a room, its status is changed to 'Dirty'. - '**No**': expired blocks are not marked as 'Dirty'.
	Mark occupied rooms as dirty after daily closure	Defines if daily closure changes the status of occupied rooms. The available options are: - '**Yes**': after daily closure all occupied rooms are regarded as 'Dirty'; - '**No'**: daily closure does not affect the housekeeping status of rooms.
OCCUPANCY	Report departing rooms as	Defines how the rooms of bookings leaving today are displayed. The available options are: - '**Departing**': the system regards rooms of bookings checking out on the current date as departing; - '**Free**': the system regards rooms of bookings checking out on the current date as free. The setting does not affect the availability for sale of departing rooms.
	Default hotel for Proxy accounts	Defines the default hotel for creating owner accounts in. The available options are all hotels entered earlier in the system.
SYSTEM DATA	Days to keep logs before archiving	Defines the period of time (in days) in which the operation logs are kept active. Type in the desired value.
	Difference in minutes for time synchronization	Acceptable difference in minutes between the time of the station and the server before synchronization is initiated. Type in the desired value.
	Time between closures in hours.	Defines the time (in hours) required between two daily closures. If a daily closure is attempted within a shorter period, the user is prompted to confirm the operation. Type in the desired value.

PART THREE: KICK-OFF

The final touches before starting work with Clock Evolution include just a few steps ensuring the data your system works with is up-to-date.

STEP 1. DOCUMENT NUMERATION

Make sure the counting of the documents of each type you have created starts with the number you want. For this purpose check the numerator ascribed to each document type and make any changes necessary (see Document types and Numerators).

STEP 2. EXCHANGE RATES

Make sure the currency exchange rates are up-to-date and as desired for each hotel a currency is used in. (see Currencies)

STEP 3. FINANCIAL DATE

The financial date of the system should also be updated. In multi-hotel organizations, the date of each hotel is updated individually.
The only way to change the date is by running a daily closure. The operation changes the current date to the following date and is allowed to users with the 'Closure – financial day' right granted. On special occasions a time jump may be required. This jump is protected by another right: 'System – change system date (more than 1 day)'. To update the financial date, e.g. at the beginning of a season, a user needs to have both the above rights granted.

Proceed like this:

- open menu *System/Change financial date*
- Select the hotel being updated (multi-hotel organizations)
- confirm the operation
- set the desired financial date in the ***New financial date*** box
- *Closure*

The current financial date is displayed in the middle at the bottom of the screen. In multi-hotel systems where hotel dates have not been synchronized there may be more than date. To check the date of a hotel, run daily closure for it and cancel the operation before finalizing it if the date needs no change.

STEP 4. ENABLE FISCALIZATION

The fiscalization function allows the system to contact the fiscal printer and issue fiscal receipts. Its settings can be manipulated by users with the 'External interfaces, operational settings, printers' right granted.

Proceed like this:

- open menu *System/External interfaces*
- select *Fiscalization*
- *Edit*
  - ***Fiscalization***: *Enable/Disable* – select *Enable*
  - ***Level of details*** – select the desired option
    - *Summarized* – receipt includes the total amount only;
    - *Detailed* – receipt lists all services .
  - ***Fiscal module*** – the field displays the interface module (for more information contact the ClockBS Support Centre)
  - *Save*

PART FOUR: OPTIONAL SETTINGS

MAINTENANCE SCHEDULES

Maintenance schedules offer easier and more efficient communication between the different departments of a hotel. Maintenance schedules define the items (see Element types) that have to be supplied in each room, their number, the frequency of the supply, and the period in which these requirements apply.
They are used in compiling several housekeeping reports:
the Procedures report gives housekeeping instructions for the daily maintenance of the rooms; the Room status report gives information about clean and dirty rooms; the summary reports gives a forecast of housekeeping costs analyzed by elements and agents.
The maintenance schedules can be handled by users with the 'Maintenance schedules' right granted.

Creating Maintenance Schedules

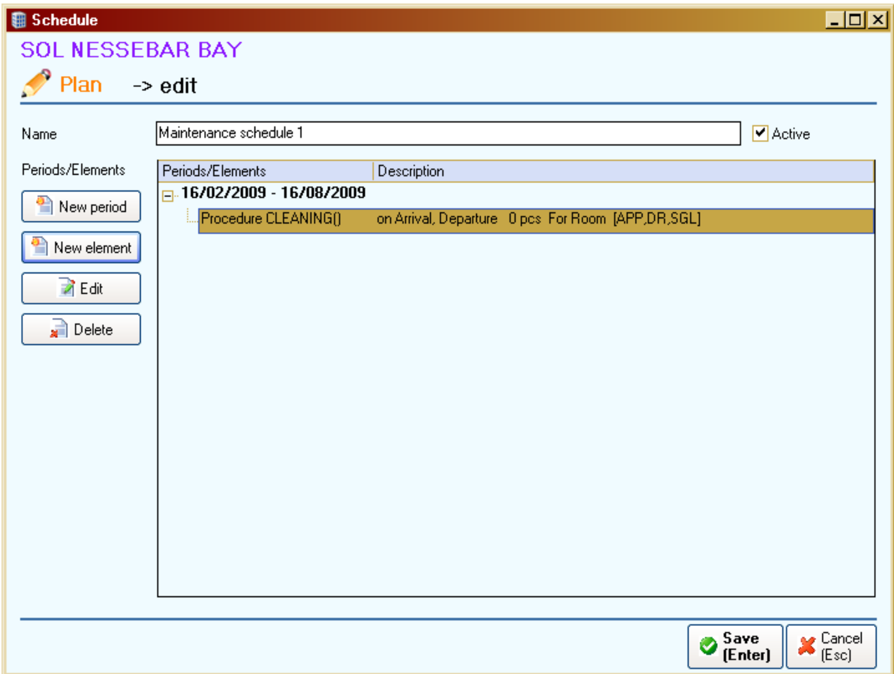


Illustration 28: New maintenance schedula

- Open menu *Settings/Maintenance schedules*
- *New (Ins)*
- In a multi-hotel system, select the hotel where the schedule will be used
- ***Name*** – enter a name for the schedule
- ***Active*** – check the box to activate the scheme

- *New period* – enter the period to which the schedule applies. You can enter more than one period.
- *New element* – select the elements included in the schedule. Repeat the operation for each element.
    - ***Element type*** – select the element from the element type list. It includes all elements previously added for all hotels in the system (see Creating an element type).

  Note: The element types can only be used in the hotel in which they have been created!
    - ***on arrival/on departure*** – check the respective box if the element is supplied on these days
    - ***pcs*** – enter the number of items to be supplied
    - ***per*** – select the criterion for the number items to be supplied (per person, per room, etc.)
    - ***every ... days*** – enter the number days over which the element should be supplied
    - ***for room type*** – select all room types to which the element should be supplied
    - *Save (Enter)*

Note: The elements for each period are entered separately.

Editing Maintenance Schedules

To modify a maintenance schedule

- open menu *Settings/Maintenance schedules*
- select the desired schedule from the list
- *Edit (F3)*
- make the changes
- *Save*

Deleting Maintenance Schedules

You can only delete a schedule that has not been used. If a schedule is no longer in use, it can be deactivated.

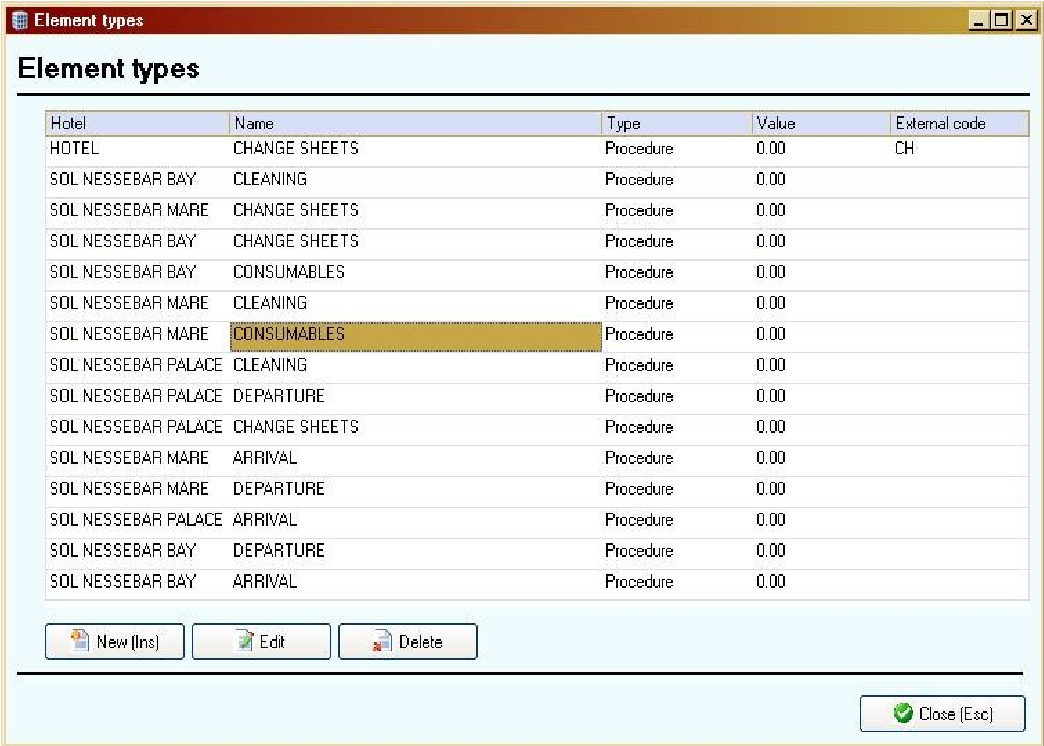
- Open menu *Settings/Maintenance schedules*
- select the desired schedule
- *Delete*

Deactivating Maintenance Schedules

A maintenance schedule can be deactivated when it is no longer in use.

- Open menu *Settings/Maintenance schedules*
- select the schedule
- *Edit (F3)*
- ***Active*** – uncheck the box
- *Save*

ELEMENT TYPES



Hotel	Name	Type	Value	External code
HOTEL	CHANGE SHEETS	Procedure	0.00	CH
SOL NESSEBAR BAY	CLEANING	Procedure	0.00	
SOL NESSEBAR MARE	CHANGE SHEETS	Procedure	0.00	
SOL NESSEBAR BAY	CHANGE SHEETS	Procedure	0.00	
SOL NESSEBAR BAY	CONSUMABLES	Procedure	0.00	
SOL NESSEBAR MARE	CLEANING	Procedure	0.00	
SOL NESSEBAR MARE	CONSUMABLES	Procedure	0.00	
SOL NESSEBAR PALACE	CLEANING	Procedure	0.00	
SOL NESSEBAR PALACE	DEPARTURE	Procedure	0.00	
SOL NESSEBAR PALACE	CHANGE SHEETS	Procedure	0.00	
SOL NESSEBAR MARE	ARRIVAL	Procedure	0.00	
SOL NESSEBAR MARE	DEPARTURE	Procedure	0.00	
SOL NESSEBAR PALACE	ARRIVAL	Procedure	0.00	
SOL NESSEBAR BAY	DEPARTURE	Procedure	0.00	
SOL NESSEBAR BAY	ARRIVAL	Procedure	0.00	

Illustration 29: Element types

Element types are items or procedures included in the running maintenance of rooms. They are entered before creating the schedules. The Element types can be handled by users with the 'Maintenance schedules' right granted.

Creating Element Types

- Open menu *Settings/Maintenance schedules*
- *Element types*
- In multi-hotel systems, select the hotel in which the element type will be used.
- *New (Ins*) – inserts a row in the table
  - ***Hotel –*** the field displays the name of the hotel in which the element will be used (multi-hotel systems only).
  - ***Name*** - enter the name of the new element
  - ***Type*** – select the type of the element: *procedure, material* or *other*, depending on the nature of the element you are creating.
  - ***Value*** – enter the price of the element
  - ***External code –*** (optional) enter a code to be used for external applications.

Editing Element Types

- Open menu *Settings/Maintenance schedules*
- *Element types*
- select the element type
- *Edit* – the button activates the selected row
- Make the changes
- *Save*

Deleting Element Types

You can delete an element type that is not in use.

- Open menu *Settings/Maintenance schedules*
- Element types
- Select the type you want to delete
- *Delete*

PAYMENT TYPES

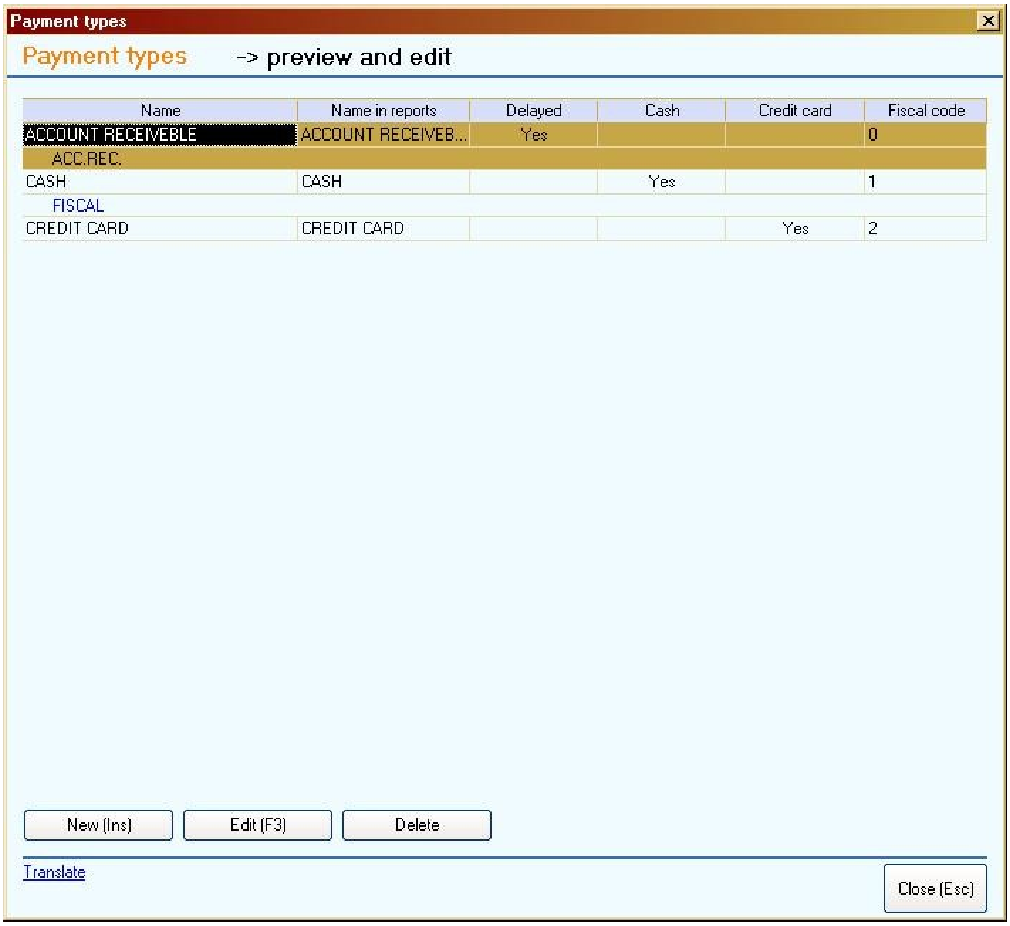


Illustration 30: Payment types

Payment types are defined so that payments can be accepted in the system. The type of each payment is selected before the amount can be registered in the system. The payment types can be handled by users with the respective right granted ('Settings – document types, payment types, taxes and policies, fees, templates').

There are four system payment types which cannot be modified: Cash (used for cash payments), Delayed (used for payments on later dates), Credit card (used for credit card payments) and House (used in cases when no actual payment is made, e.g. complimentary services).

Other payment types can also be created if necessary.

The names of all payment types can be translated using the *Translate* link at the bottom of the screen so they are displayed appropriately when the system works in another language.

Creating Payment Types

- Open menu *Settings/Payment types*

- *New (Ins)*
  - ***Name*** – enter the name of the new payment type
  - ***Name in reports*** – enter the name of the payment as you want it to appear in the reports
  - ***Fiscal code*** – the field should contain a fiscal code for the payment type used in connection with a fiscal device. If the type is not fiscalized, the code should be '0'.
  - ***Description*** – enter a description or a note to the payment type (optional)
  - ***Credit card / Cash / Delayed*** - these options define the additional information fields needed for the different payment types and the reports in which each payment is included depending on its type.
    - ***Credit card*** – check the box for payment types using credit cards. In the *Document payment* screen appear fields for credit card type, number, validity, holder name, etc. providing the required information for credit card payments.
    - ***Cash –*** check the box to allow fiscalization of accounts closed with this payment type. Payments of this type are included in the cash reports giving information about the available cash in the cash register.
    - ***Delayed –*** check the box for payment types allowing payments on a later date. For payments of this type the Document payment screen displays a 'Due date' field requiring information about the date on which the payment is due. Payments of this type are also included in the Accounts Receivables module.
  - ***Archive*** – leave the box unchecked to be allowed to use this payment type.
  - *Save*

Editing Payment Types

- Open menu *Settings/Payment types*
- Select the desired payment type
- *Edit (F3)*
- make the changes you want
- *Save*

Note: you can only edit a payment type which has not been used!

Deleting Payment Types

- Open menu *Settings/Payment types*
- Select the desired payment type
- *Delete*

Note: you can only delete a payment type which has not been used!

LISTS

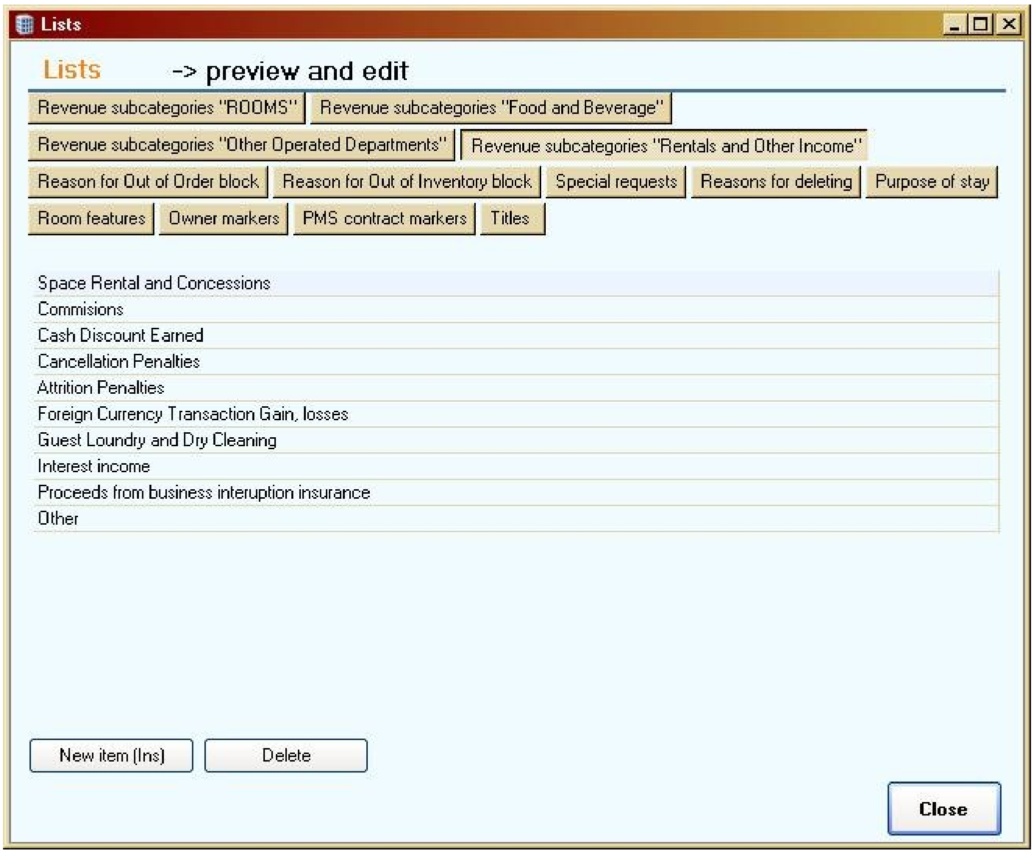


Illustration 31: Lists

The Lists module is accessible from menu *Settings/Lists* and includes lists of parameters suggested for selection in various operations:

- Subcategories of each of the four revenue category – for more details see Services.
- Reasons for the various room blocks (Out of Order, Out of Inventory) (see Room blocks) – offered as a required selection when blocking a room or facility. These reasons are also included in the additional filters and can be used in searches.
- Special requests - these are a luxury service provided by the hotel. It allows the hotel to easily meet guest demands for additional items in their rooms, e.g. flowers, extra blanket, etc. They can be selected when a booking is created.
- Room features - this is a list describing the special characteristics of each room. It allows better service and satisfying customer demands.
- Reasons for cancellation - these are offered for selection when an operation or a booking is cancelled.

- Purpose of stay – these are standardized items providing information required by authorities. They are offered for selection in the address cards of a booking. (see Address cards).

- Owner markers - these are user defined markers which can be used to group owners on certain criteria. They can be used as search filters, e.g. in the Additional filters of the search.

- Owner contract markers (see Owner management) – user defined markers for Owner contracts. They can be used as search filters, e.g. in the Additional filters of the Owner management search.

- Titles – standard title used in address cards and guest profiles.

Each list can be opened with its respective button in the upper part of the *Lists -> preview and edit* screen. Some list items are loaded in the system on installation. All lists can be extended or modified by users with the 'Guest types, Nationalities, Border checkpoints, Marketing, Lists' right granted. Most lists, except the Special requests and the Room features lists, apply to all hotels in the system.

Creating New List Items

- Open menu *Settings/Lists*
- Open the desired list with the buttons at the top of the screen
- Select the hotel in which the item will be used (for Special requests and Room features lists only)
- *New item (Ins)*
  - Enter the name of the item
  - *OK*

Deleting List Items

- Open menu *Settings/List*
- Open the desired list with the buttons at the top of the screen
- Select the desired item
- *Delete*
- Confirm the operation

MARKETING PROFILE

Illustration 32: Marketing profile - Segments

The marketing profile allows collecting statistic data and monitoring the revenue. It includes five main criteria for classifying guests which serve as analysis base. The results of such analyses are the backbone of the reports in the Statistics and marketing group (see Reports).
Therefore, these reports will not be drawn properly if the market segment has not been filled in each booking (see Booking screen/Extra data)

The subgroups in the marketing profile are:

- Segments – describing the occupational characteristics of the guests (e.g. Corporate, Government, etc.)
- Sources – the actual person or arranger that has directed them to the hotel (e.g. Individual, Companies, etc.)
- Channel – describing the communication channel (e.g. CRS, GDS, Website, Phone etc.)
- Hear Reasons – describing the customers' sources of information regarding the hotel (e.g. Internet, Recommendation, etc.)
- Come reasons – the factors which have influenced their preference of your hotel (e.g. Location, Value for money, etc.).

Each of them includes several elements for selection. These are sample elements. They can be used as they are, or they can be edited or deleted, as individual hotels' needs may be. This is allowed to users with the 'Guest types, Nationalities, Border checkpoints, Marketing, Lists' right granted.

Entering New Elements

- Open menu *Settings/Marketing profile*
- Select the desired criterion
- *New element (Ins)*
  - ***Code*** – enter a three-symbol code for the new element
  - ***Description*** – enter a full name for the element
  - *Save (Enter)*

Editing Elements

- Open menu *Settings/Marketing profile*
- Select the desired criterion
- *Edit (F3)*
- Make the desired changes
- *Save* (*Enter*)

Deleting Elements

- Open menu *Settings/Marketing profile*
- Select the desired criterion
- Select the desired element
- *Delete*

NATIONALITIES

The installation of the programme loads a list of countries used for selecting the nationalities of guests in address cards. The list contains the names of countries, a code for each country which is used in various other lists in the system and the national currency with its full name and code. It can be modified by adding, editing or deleting nationalities. Deleting is a nationality removes it completely from the system. In cases when a nationality is not actually used but you prefer to keep it available but not offer it for selection, it can be archived. The archive is reversible at any moment. Operations with the nationalities list are allowed to users with the 'Guest types, Nationalities, Border checkpoints, Marketing, Lists' right granted.

Registering New Nationalities

- Open menu *Settings/Nationalities*
- *New (Ins)*
  - ***Code*** – enter the international code of the country. The code cannot be longer than two symbols.
  - ***Archive*** – leave the box unchecked so that the nationality is offered for selection in lists.
  - ***Name*** – enter the full name of the country
  - ***Currency*** – enter the international code of the national currency of the country. No more than three symbols are allowed.
  - ***Curr. descr***. - enter the full name of the currency.
  - *Save*

Editing Nationalities

- Open menu *Settings/Nationalities*
- Select the desired nationality
- *Edit (F3*)
- Make the desired changes
- *Save*

Deleting Nationalities

- Open menu *Settings/Nationalities*
- Select the desired nationality
- *Delete*
- Confirm the operation

BORDER CHECKPOINTS

The programme includes a list of border checkpoints. It is used to select the entrance point of the guest when completing the guest details. This provides information required by local authorities. If needed, more checkpoints can be added, or unnecessary ones deleted.
Border checkpoints can be handled by users with the 'Guest types, Nationalities, Border checkpoints, Marketing, Lists' right granted.

Registering New Border Checkpoints

- Open menu *Settings/Border checkpoints*
- *New (Ins)*
  - ***Name*** – enter the name of the border checkpoint
  - *Save*

Editing Border Checkpoints

- Open menu *Settings/Border checkpoints*
- select the desired checkpoint
- *Edit (F3)*
- make the changes
- *Save*

Deleting Border Checkpoints

- Open menu *Settings/Border checkpoints*
- Select the desired checkpoint
- *Delete*

GUEST TYPES

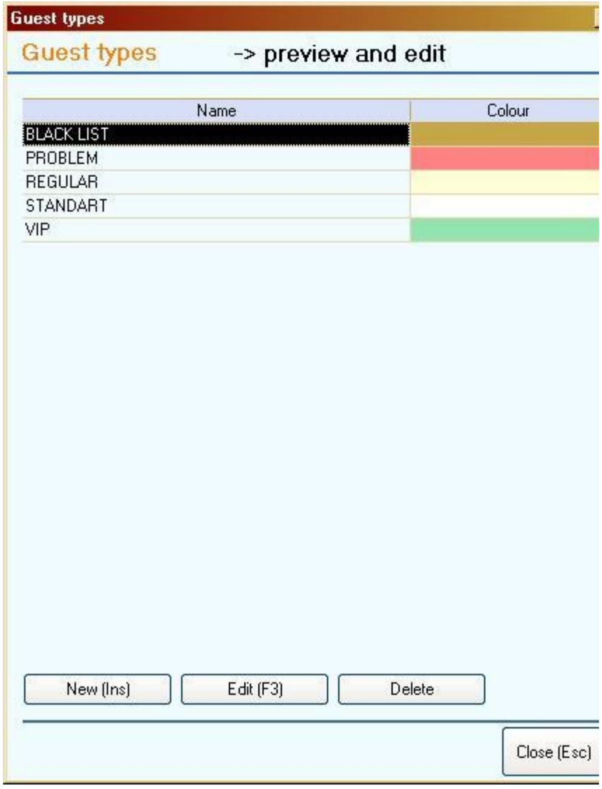


Illustration 33: Guest types

The guest type option is used to help classifying guests allowing customized treatment and better overall service. The guest type is specified in guests profiles and can also be used as additional filters for profile searches.
The system offers four standard guest types (VIP, problem, standard and regular), as well as the possibility to create new ones.
These operations are allowed to users with the 'Guest types, Nationalities, Border checkpoints, Marketing, Lists' right granted.

Creating New Guest Types

- Open menu *Settings/Guest types*
- New (Ins)
- ***Name*** – enter a name for the new guest type.
- *Save*

Editing Guest Types

- Open menu *Settings/Guest types*
- Select the desired guest
- *Edit (F3)*
- make the changes you want
- *Save*

Note: you cannot edit system profile types.

Deleting Guest Types

- Open menu *Settings/Guest types*
- Select the desired guest
- *Delete*

Note: you cannot delete a system profile type or one that has been used.

PART FIVE: OPERATIONS

NEW BOOKING

The new booking function is used for making individual bookings. All the information required to create a booking is entered here. Some of the fields are completed with the pre-set values defined in the monitors used to access the screen or in the default values. Nevertheless, these fields are allowed for modification if needed.
New bookings can be created by users with the 'Create booking' right granted.

New bookings can be created from several screens in the system:

- *Desktop* – to create a new booking from the desktop, use the *New booking (F3)* function to open the *New booking* screen. The fields are pre-filled with the information set in the New booking defaults (see New booking defaults)
- *Bookings* screen – to create a new booking from the *Bookings* screen, use the *New* function in the uppermost button strip to open the *New booking* screen. The fields are pre-filled with the information set in the New booking defaults (see New booking defaults)
- *Available rooms and prices* – to create a new booking from the Available rooms and prices monitor, select the desired room/rate/price combination in the ***Select price*** section and use the Book function in the ***Book*** section to open the New booking screen. All the information used in the monitor is auto filled in the details of the new booking (see Available rooms and prices).
- *Room status* monitor – to create a new booking from the *Room status* monitor select the desired room on the desired date and use the *New* function in the uppermost button strip or in the context menu (right-click on the desired room). The *New booking* screen that opens has the information used in the monitor auto filled (see Room status monitor).

New Booking Screen

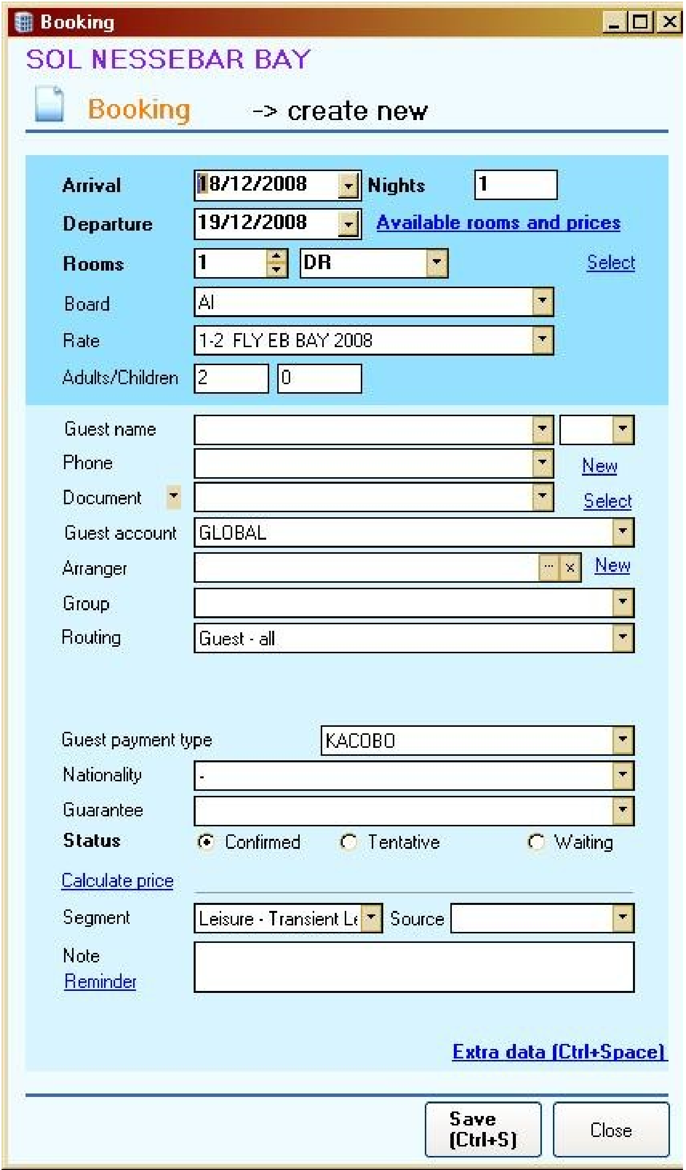


Illustration 34: New booking screen

The screen is divided into several sections:

- Main data - at the top, on a darker background are the main features of the booking. These fields are required.
- Specifics - below are the specific characteristics entered individually for each booking;
- Additional data – the section opens to the right of the main part of the screen with the *Extra data* link at the bottom.

Main data:

- ***Arrival*** – the system offers the current financial date. Change it if necessary.
- ***Nights*** – the number of nights is calculated automatically when the departure date is filled and vice versa.
- ***Departure*** – check if the departure date is correct.
- ***Rooms*** – if the room type and the number of rooms required by the specific booking are different from the default settings, make the desired changes.
- ***Select*** – the link allows assigning a room to the booking (see Select room)
- ***Adults*** / ***Children*** – the number of guests is as defined in the defaults. Make any necessary changes.

Specifics:

- ***Guest name*** – enter the name of the booking holder. While you type, the system searches the existing guest profiles and offers all matches in a drop down menu.
- ***Title*** - select the title of the guest (Mr., Mrs. etc.)
- ***Phone*** – enter a phone number to be used to contact the booking holder.
- ***Document/PN/Passport*** – select the type of identification used by the guest (passport, personal number or some other kind of document) and enter its number.
- ***Guest acc***. - select an account template for the guest account
- ***Arranger*** – enter the name of the arranger of the booking (if any) or use the dots button to select an existing agent profile (see Select profile).
- ***Group*** – the field applies to group bookings. Enter the name of the group the current booking belongs to or select it from the dropdown list.
- ***Routing*** – select the manner of distribution of the postings. The available options are:
  - Guest all – select this option if the guest pays for everything.
  - Arranger all – available only if there is an arranger specified for the booking. Select the option to make postings on the account of the arranger.
  - Guest – extra services; Arranger – nights - available only if there is an arranger specified for the booking. Select the option to post the basic services on the arranger account and any extra services used by the guests on the account of the booking.
  - Complimentary (All) – select the option if all the services (basic and extra) the guests use at the hotel are complimentary.
  - Complimentary (Nights) – select the option if the nights are complimentary but any extra services are payable.
- ***Arr. acc***. – the field is only displayed when appropriate. Select an option specifying the management of the accounts of the arranger. E.g. 'Individual accounts per booking' to post services delivered to different bookings of the same arranger on different accounts.
- ***Arranger payment type*** – the field is only displayed when appropriate. Select the type of payment of the arranger.
- ***Guest payment type*** - the field is only displayed when appropriate. Select the type of payment of the guest.
- ***Nationality*** – select the nationality of the main guest
- ***Guarantee*** – select the guarantee policy to be used for the confirmation of the booking (see Guarantee policies). The date by which the booking should be confirmed is specified in the selected policy and can be modified in field '***Confirm by***' in *Booking->preview and edit/Balance* screen.
- ***Status*** – Confirmed / Tentative / Waiting – select the status of the booking
- ***Calculate price*** – use the link to see the total amount owed by the booking calculated on all the features.
- ***Segment*** – this is a required field. Select the market segment of the booking (see Marketing profile)
- ***Source*** – select the source of the booking (see Marketing profile)
- ***Note*** – type in a note to be displayed with the booking in the *Bookings* screen.

- ***Reminder*** – use the link to define when the note should be displayed, on Checkin, Checkout, etc.

Extra data:
Use the link in the bottom right corner of the new booking screen to open the section and complete any additional details about arrival/departure time, meals, vouchers, deposits, etc.

- ***Arrival*** – select here if the arrival is normal or early / late.
- ***Departure*** - select here if the departure is normal or early / late
- ***VIP*** – check the box to mark the guest as VIP.
- ***Meal on arrival*** – allows modifying the value entered by default
- ***Price*** – the field allows entering manual price per night which overrides the auto price calculated by the rate.
- ***Add***. ***package*** – select an additional package for the booking
- ***Preferences*** – select any preferences the guest have for the room (e.g. balcony, etc.)
- ***HK instructions*** – select any additional items to be provided in the room (e.g. flowers, extra pillow)
- ***Maintenance*** – select a maintenance scheme if none. The field is required.
- ***By vouch***. - check the box if the booking arrives with a voucher and enter the voucher number
- ***Date*** – enter the date of the voucher
- ***Text*** – enter the voucher text here, if any
- ***Add***. ***voucher*** – enter the number and date of any additional voucher
- ***Arrival*** / ***Departure*** / ***Flights*** – enter the times and numbers of the arrival and departure flights of the guest. The information is useful when transfers are required.
- ***Check in guests in separate bookings –*** tick the box to check in each guest in a separate booking.
- ***Channel*** / ***Come reason*** /***Hear reason*** – select additional parameters to be used in forming the marketing profile of the booking.
- *Save (Ctrl+S)* – save the booking

SELECT ROOM

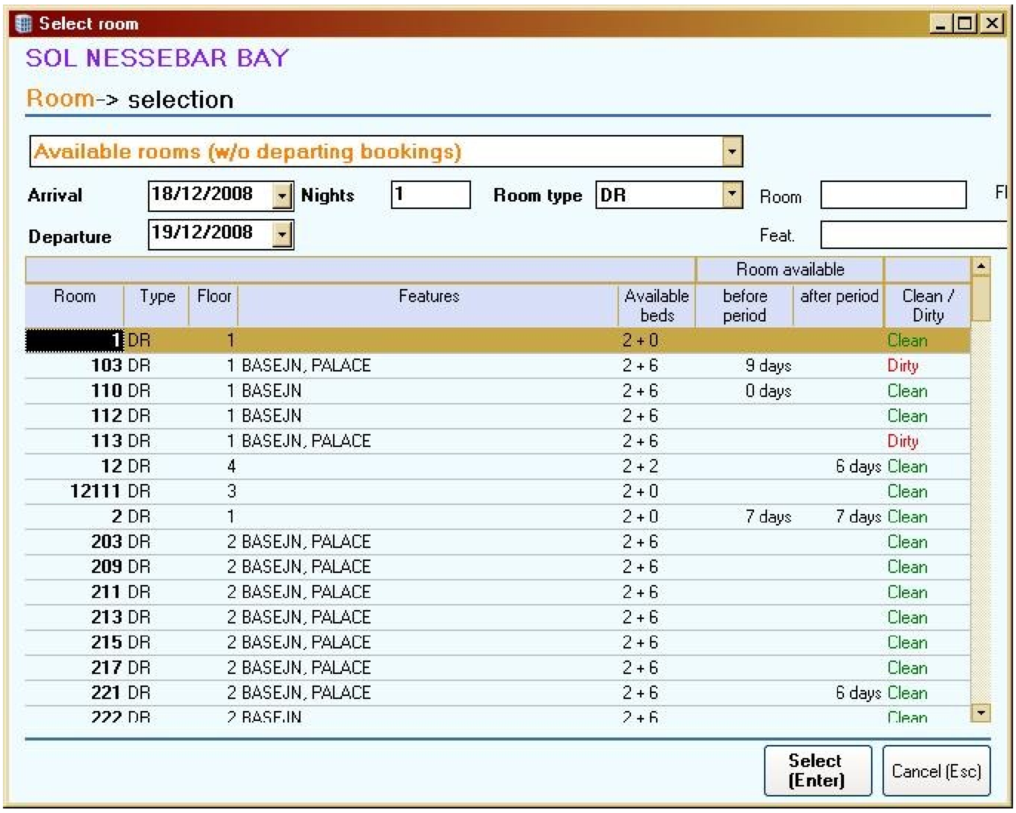


Illustration 35: Select room

The *Select room* screen offers the possibility to assign a room to a booking. It is accessible from several places in the system:
New booking – to open the *Select room* screen from the *New booking* screen use the *Select* link of the ***Room*** field.
Bookings – to assign a room to a booking from the *Bookings* screen, select the booking and use the *Room*/*Select room* function in the upper button strip.
Edit booking – to assign a room from the *Booking -> preview and edit* screen, use the *Room*/*Select room* function in the upper button strip.

The filters in the screen allow detailed searches and the rooms grid gives exhaustive information about the rooms included in the search results.
The room status filter allows selecting the desired status (available, occupied or blocked rooms)
Arrival / ***Departure*** / ***Nights*** – use these fields to set the time period of the search
Room – type in the name or number of the desired room
Floor – select the desired floor
Feat. - select any desired room features

The information in the grid is updated automatically. It can be sorted by any of the characteristics by clicking on the head of the respective column.
Each column gives different information:

Room – shows the number or name of the room
Type – shows the type of the room
Floor – shows the floor where the room is
Features – shows the special features of the room
Beds – gives information about the number of regular and extra beds in the room
Room available
before period – shows the number of days the room is free before the period set in the filters
after period - shows the number of days the room is free after the period set in the filters
Clean / Dirty – shows the housekeeping status of the room

To assign a room, select it and click *Select (Enter)*.

Assigned rooms can be cleared using the *Room/Remove room* function in the *Bookings* or *Booking -> preview and edit* screen.

EDIT BOOKING SCREEN

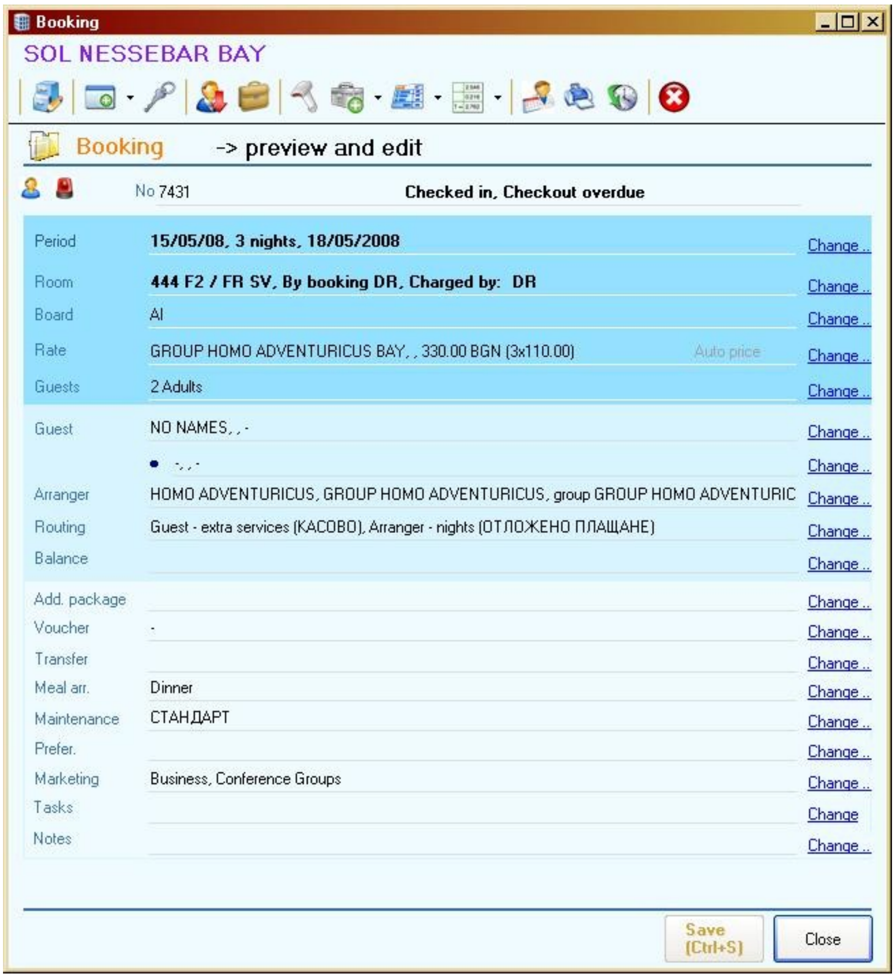


Illustration 36: Edit booking screen

The *Booking -> preview and edit* screen allows editing all features of the booking. Manipulations of bookings are allowed to users with the respective rights from the Booking right group granted (see User rights).

The screen is accessible from several places:
Bookings – to edit a booking from the *Bookings* screen, double click on the desired booking or select it and use the *Edit* (*F3*) function in the uppermost button strip.
Room status monitor – to edit a booking from the *Room status* monitor, double click the room assigned to the booking or select it and use the *Open* function in the uppermost button strip.

The screen is divided horizontally into several sections.
The uppermost strip holds the buttons for the operations that can be performed on a booking and links to other related screens:
Address cards, Select profile, Rooms, Cards, Check in, Check out, Post, Deposit, Documents, Account manipulator, Additional resources, Confirmation, History, Cancel.

Button **Chane holder** opens the Select profile screen and allows selecting a different holder for the booking. For the operaiton to bepossible, all postings on the accounts of the old holder of the booking should be alowed for transfer into the account of the new holder. Deposits, closed postings and postings not made on the guests from this booking cannot be transferred automatically. These should be processed manually before the changing the booking holder.

See Address cards

See Select profile

See Select room

See Cards

See Check in

See Check out

See Post

See Deposit

See Documents

See Account manipulator See Bookings/Balance

See Additional resources

See Confirmation

See Booking history

See Cancel

The lower strip gives the name of the screen.

Below it is information about the current status of the booking and its number.

The bigger section of the screen gives information about the characteristics of the current booking and allows modification through the respective *Change* link:

- ***Period*** – shows the date of arrival, the number of nights, and the date of departure;
- ***Room*** – shows the number and type of the room occupied by the booking;
- ***Board*** – shows the board of the booking;
- ***Rate*** – shows the name of the rate used by the booking and the total amount owed for basic services. Use the *Change* link to select a different rate for all or for each guest or to set a manual night price overriding that of the rate.
- ***Guests*** – shows the number and type of the guests (adults or children). Use the *Change* link to open the guest list of the booking and add another guest.

- ***Guest*** – shows the main details of the guests in the booking. Use the *Change* link of each guest to open its profile.
- ***Arranger*** – shows the arranger of the booking. Use the *Change* link to change the arranger, to include the booking in a group, to change the routing or the payment type, or to define different arrangers for the different guests in the booking.
- ***Routing*** – shows the routing instructions of the booking.
- ***Balance*** – Shows the current balance of the booking. Use the *Change* link to post services or accept payments of deposits.
- ***Additional package*** – shows the additional package used by the booking. Use the *Change* link to select an(other) additional package or to select different packages for each guest.
- ***Voucher*** – shows the numbers and text of the vouchers used in the booking. Use the link to change these details or set different vouchers for each guest.
- ***Transfer*** – gives the time and the number of the arrival and departure flights of the booking. Use the link to change the information or to set different transfer details for each guest.
- ***Meal arr***. - gives information about the meal the guests take upon arrival at the hotel.
- ***Maintenance*** – gives information about the scheme of maintenance of the booking. Use the *Change* link to set a different scheme or housekeeping instructions. The editing window also allows changing the room type and occupancy type of the booking or of each guest.
- ***Prefer***. - shows the special preferences for the room.
- ***Marketing*** – gives information about the marketing profile of the booking (segment, source, channel, hear reason, come reason).
- ***Tasks*** – shows any tasks connected to the booking and allows creating new ones (*Change*)
- ***Notes*** – shows any notes made on the booking. The *Change* link allows defining specific moment for their displaying.

BOOKING HISTORY

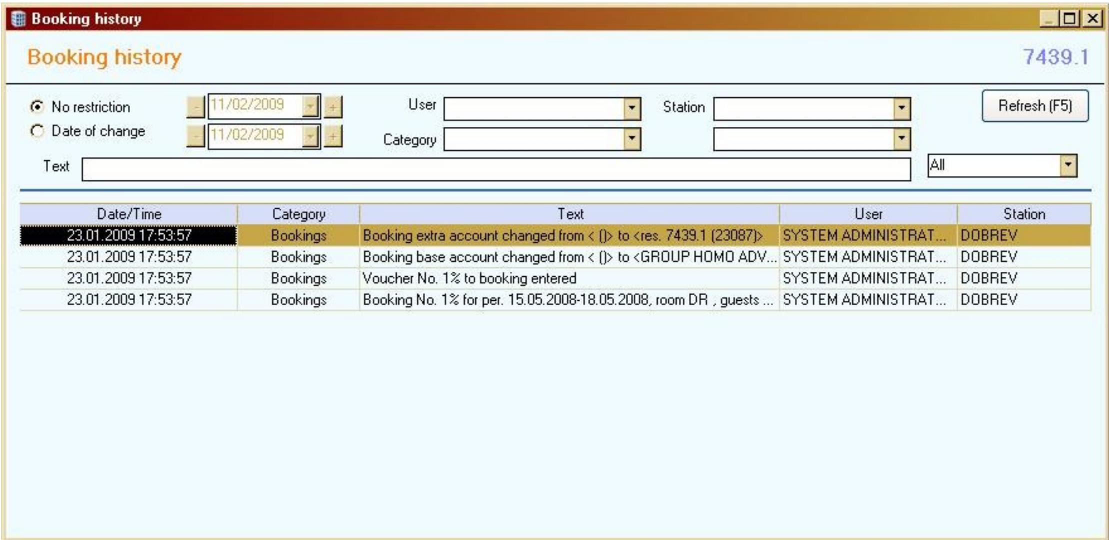


Illustration 37: Booking history

The function can only be accessed through the *Booking -> preview and edit* screen and it gives information about all operations performed on a booking.
The *Booking history* screen is divided into two sections, filters and result grid.

The filters allow searching for specific operations by date, user, category, text or station. To see a complete list of all operations on the booking use the *No restriction* filter.

The results are grouped in columns similar to the filters: Date/Time, Category, Text, User and Station. To sort the contents of the grid by a column, click on the head of the respective column.

ROOMING LIST

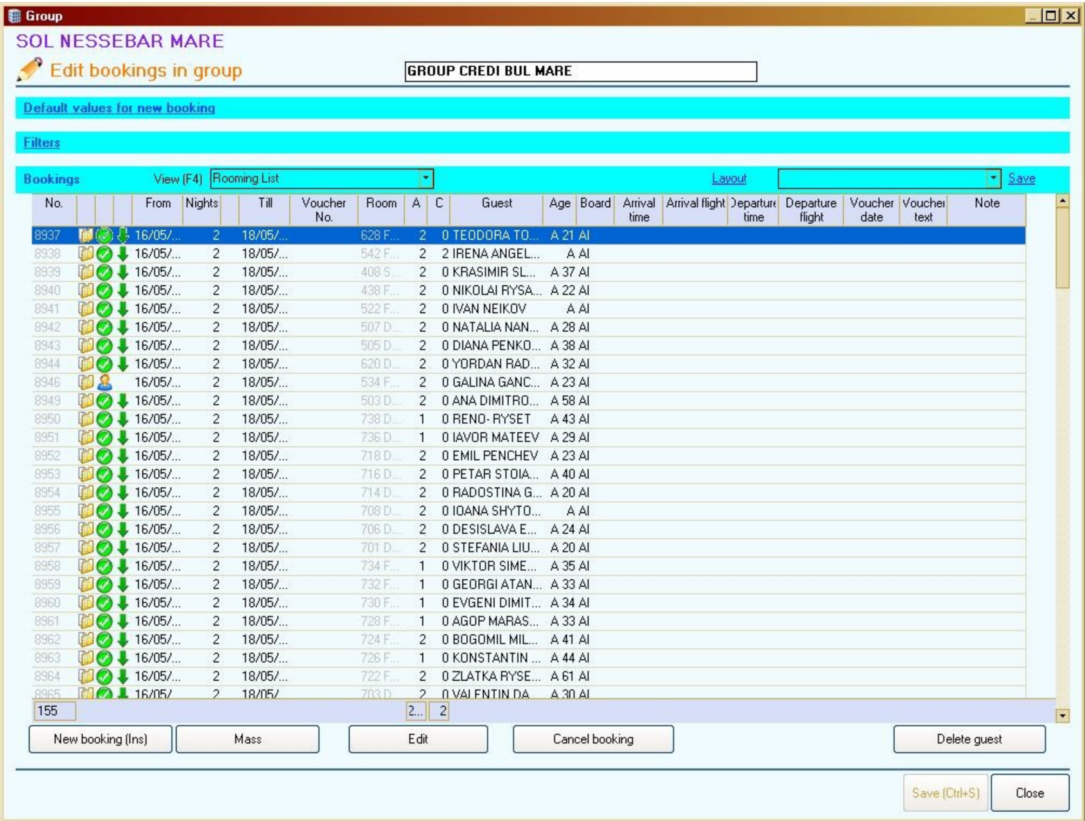


Illustration 38: Rooming list

A group can be booked into the system through the Rooming list function. It is opened with the *Rooming list* desktop shortcut or by pressing F4. The feature is designed to allow flexible operations and customization for each agent and rooming list. In cases when rooming lists arrive in different layouts, the system allows modification of the existing layout and saving the modified version for further use. What is more, each layout can be displayed in a summarized or a detailed view.

The rooming list screen also allows setting individual sets of new booking default values for each group. And it also offers detailed filters for searching for specific bookings in a group.

Manipulations with rooming lists are allowed to users with the respective rights from the Booking rights group granted (see User rights).

Rooming list layouts

The default layout can be modified by rearranging the existing columns and/or by removing some of them. The contents of each column are described in its head. The head of the columns with no visible name is displayed in a hint if you hover the mouse pointer over it.

Editing layouts

- If you want to **rearrange** the columns just drag-and-drop the desired column into the desired position.

- If you want to **remove** a column from the layout use the *Layout* link in the Booking section of the screen. It opens a *Customize* window where unnecessary columns can be 'stored'. Just drag the desired column and drop it in it. The operation is reversible at any moment.

- To **save** the new layout use the *Save* link in the booking section. Enter a name for the layout in the prompt window and confirm.

Rooming lists: Creating new rooming lists

- *New rooming list* or *F4* (Desktop)
- In multihotel systems, select the desired hotel.
- ***Default values for new booking*** - If most of the characteristics of the bookings in the rooming list are the same, you can set them here. The defined values will be auto filled in every new row of the rooming list.

Note: Use the ***Group*** field to select an already existing group to include the bookings form the current rooming list in, or type in a new name to set them apart as a separate group.

Bookings section of the screen

- ***View (F4)*** – select the level of details you want to see in the rooming list:
  - Rooming list – displays each room in a separate row
  - Guest list – displays each guest in a separate row
  - Sort Rooming list – shows each room in a separate row, grouped by period of stay, number of nights, room type, guests (adults/children) and board.
  - Sort Guest list – shows each guest in a separate row, grouped by of stay, number of nights, room type, guests (adults/children) and board.
- ***Layout*** – select the desired layout template (see Layouts)
- *New booking (Ins)* - fill in the information in the respective fields. (see New booking)

Note: Use the *Save* checkboxes to save new values in the respective field and change the defaults. The new template is activate by confirming the creating of the current booking.

  - *Create*

Proceed in a similar manner until you have entered all the bookings in the rooming list.

- *Mass* – use the option when several of the bookings have the same characteristics. It opens a *New booking screen* with the default values auto filled.
  Fill in the missing information needed. (see New booking).

Note: Fill in the number of rooms – after saving the mass booking the rooming list will show a new booking for each room.

The numbers in the boxes in the darker bar at the bottom of the rooming list show the total number of bookings, adults and children respectively.

Editing rooming lists

Rooming lists can be edited using the functions at the bottom of the screen. You can cancel a booking, delete a guest or edit a booking itself. Bookings can only be edited one by one.
To edit a rooming list:

- select the desired booking;
- select the desired function and make the changes;
- confirm the operation.

Finding bookings in rooming lists

To find a booking in a rooming list use the filters in the middle section of the screen. They allow searching by date, room number and any other guest or booking characteristic.

BOOKINGS SCREEN

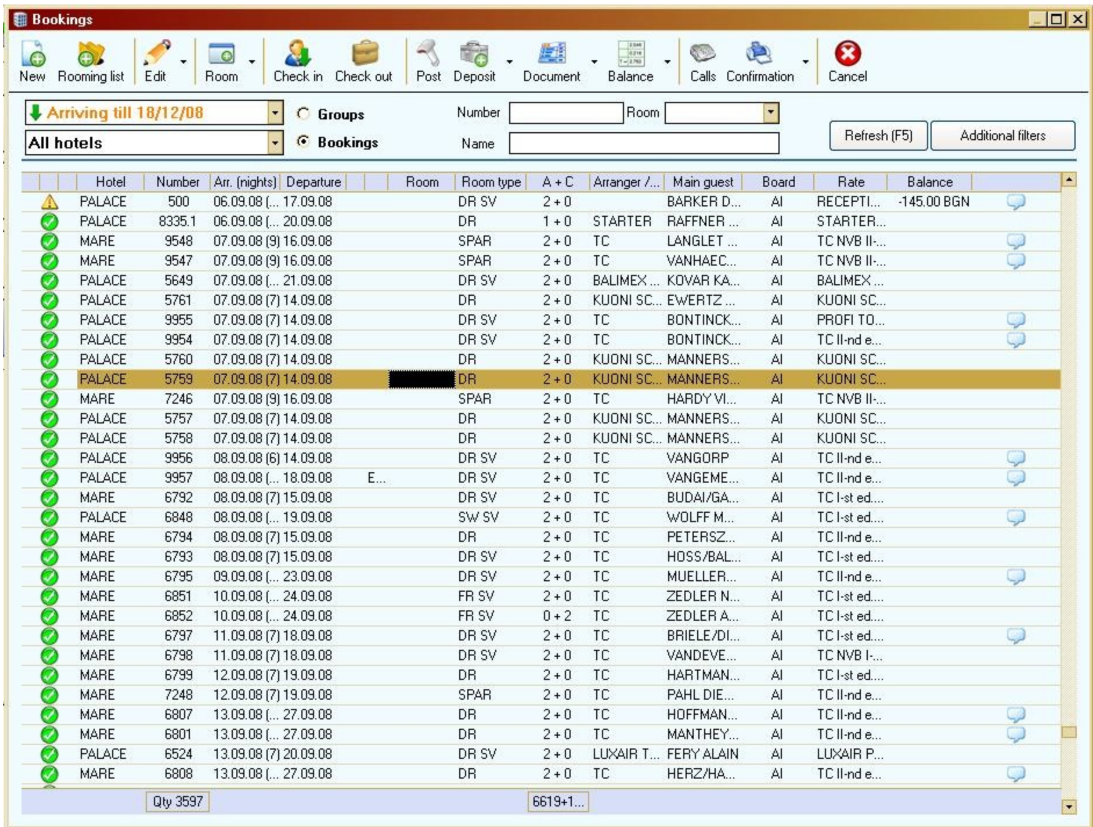


Illustration 39: Bookings

The *Bookings* screen is opened with this  button in the left strip on the desktop. It allows finding specific bookings and performing various operations on them.

The screen includes several sections holding the controls for the different operations.

<u>The upper most part</u> of the screen holds the shortcut buttons for performing operations on the bookings selected in the list:

- *New* – allows creating new bookings (individual and groups)
- *Rooming list* – allows creating new rooming lists
- *Edit* – allows changing the status of the booking, transferring it to another group or hotel, or editing other features.
- *Room* – allows assigning/removing rooms to/from bookings and operations with key cards.
- *Check in* – allows checking in bookings and prompts the user to perform any additional operations required, e.g. selecting a room.
- *Check out* - allows checking out bookings and prompts the user to perform any additional operations required, e.g. closing accounts.
- *Post* – opens the Posting screen allowing selection and posting services on bookings

- *Deposit* – allows accepting and refunding deposits
- *Document* – allows issuing documents for services delivered to a booking and shows a list of all issued documents for a booking.
- *Balance* – opens the account manipulator and allows recalculation of the booking. Also, it allows posting services on the booking before it has been checked in the hotel (*Pre-post*).

Note: Pre-posting is only allowed to users with the respective right granted.

- *Calls* – gives information about and allows manipulation of the phone calls made by the booking
- *Confirmation* – allows printing the whole booking list and a confirmation of a selected booking
- *Cancel* – cancels the selected booking.

These functions can also be activated by from the context menu opened by right-clicking the desired booking.

The second section of the screen holds the filters for searching the bookings list.
The filters allow detailed searches by hotel (for multi-hotel systems), by current status, holder name, room and/or booking number. The screen can be set to show groups or individual bookings.
The Additional filters offer extra criteria for refined searches, including booking status and features, guest characteristics, rate, arranger, voucher, database where postings are managed, etc.

In some cases next to the *Additional filters* button there appears a broom button (). Its function is linked to the filters in the upper left most box:

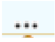
- If the filter there is Search, the clicking the broom opens the *Additional filters* screen.
- If the filter there is any other than Search, clicking the broom clears any additional filters that may be active at the moment.

By default the screen shows all valid bookings in the hotel on the current date.
To see absolutely all bookings in the system select *Search* in the upper left filter box. However, since such a search can prove too consuming in terms of time and resources, the system tries to prevent accidental faults by prompting the user to confirm the search. It opens the *Additional filters* screen for selecting or clearing desired filters.

To update the information on the screen after setting the desired filters, use the *Refresh (F5)* button.

The third section of the screen displays a list of bookings matching the criteria set in the search filters. The bottom line of the grid frame shows the total number of bookings displayed and the number of guests (adults + children) in them. The different columns in the grid contain details of the respective bookings. The head of each column shows what its contents are. For columns with no name, hover the pointer over the head box to see a hint. The grid can be sorted by any of its columns by clicking on the respective head.
A shaded room cell indicates a dirty room.

This part of the screen (as well as the whole system) uses symbols to indicate the various statuses of the bookings.

	The booking is part of a group. Individual bookings are not marked with any special symbol.
	Group containing bookings with different status. The symbol is visible in the *Groups* view of the screen.
	Waiting booking
	Checked in booking
	In the ***Status*** column the symbol marks a tentative booking; after the ***Balance*** column the symbol indicates a booking whose posting are not managed in the local database.
	Confirmed booking
	Cancelled booking
	Arriving today
	Overdue checkout
	Check out due today
	Shared room
	Guests marked for checking in separate bookings
	Checked out booking
	Note. To view the note, hover the pointer over the symbol or open the booking edit screen.

ADDRESS CARDS

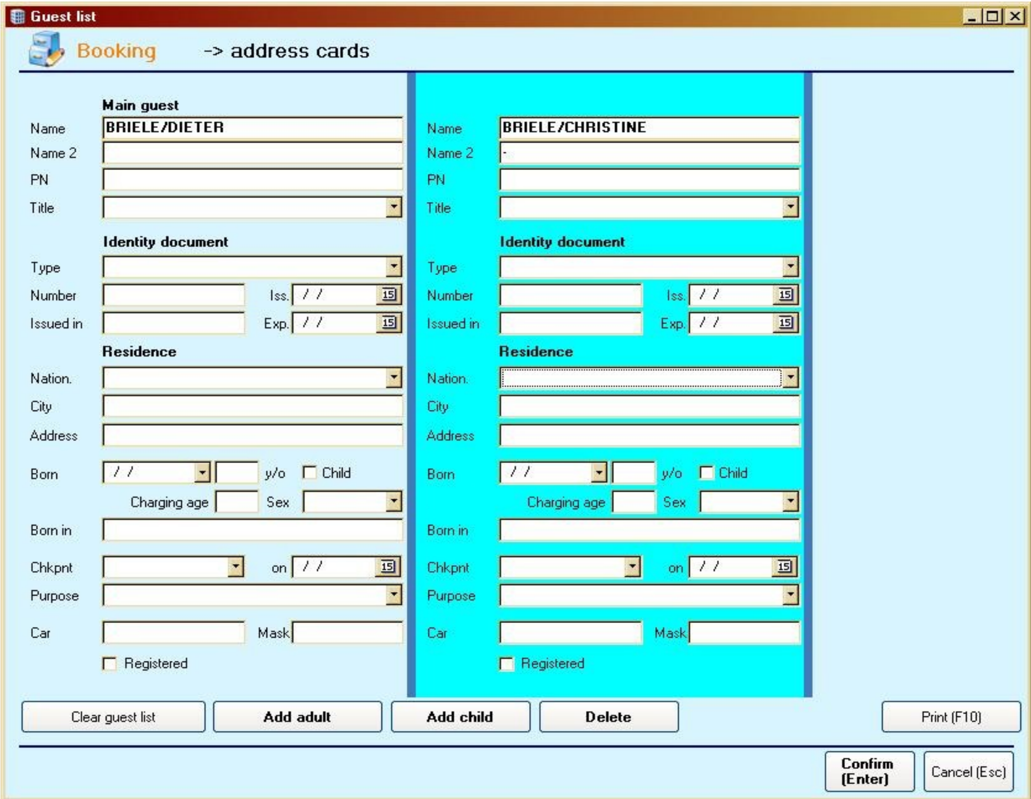


Illustration 40: Address cards

The address cards give information about the guests in a booking.
The screen is accessible from the *Edit* button in the *Bookings* screen or the *Address card* button in the *Booking -> preview and edit* screen. Address cards can be handled by users with the 'Edit address cards' right granted.
On opening the screen offers detail fields for the main guest of the booking:

- ***Name*** – enter the name of the guest exactly as it is in their passport
- ***Name 2*** – enter the name of the guest in your own language (optional)
- ***PN*** – enter the guest's personal identification number
- ***Title*** – select how the guest is addressed (Mr., Ms, etc.)
- ***Identity document*** – select the type and enter the details of the identity document used by the guest (number, date and place of issue, expiry date)
- ***Residence*** – enter the address of the guest (country, city, address)
- ***Age*** / ***Sex*** / ***Born in*** – enter birth details of the guest. For children, check the ***Child*** checkbox. The data here is used for compiling the resort tax reports.
- ***Charging age –*** enter the age that will be used by the rate to calculate the postings of the guest.
- ***Chckpnt*** / ***on*** – select the border checkpoint and the date of entering the country.
- ***Purpose*** – select the purpose of the stay
- ***Car*** – enter make and registration of the car used by the guest

- ***Mask*** – enter a mask to include the guest in a user defined group for easier searches
- ***Registered*** – check the box when all the necessary details have been entered to mark the guest as registered. Non-registered guests can be easily found for completion using the *Additional filters* in the *Bookings* screen (filter Registry).

To add the details of more guests in the same booking use the *Add adult* or *Add child* buttons.

CHECK IN

The check in operation marks the registration of a guest as 'in hotel'. It can be performed by users with the 'Check in' right granted.
There are several screens allowing the operation: the *Bookings* screen, the *Booking -> preview and edit* screen, and the *Room status* monitor.

- To check in a booking from the *Bookings* screen, select the desired booking and use the *Check in* function in the uppermost button strip (see *Bookings* screen) or the context menu (right-click on the desired booking). If the booking has been assigned a room, it is checked in without any further actions. If not, the user is prompted to select a room (see Select room).

- To check in a booking from the *Booking -> preview and edit* screen, use the *Check in* function in the uppermost button strip. If all the required information has been completed, the booking status is changed and the information strip in the upper part of the screen shows 'Checked in'. Otherwise the user is prompted to perform any other required operations or fill in required information.

- To check in a booking from in the *Room status* monitor, select the room assigned to the desired booking and select the Check in function in the uppermost button strip or in the context menu (right-click on the room). Confirm the operation. The room of the checked in booking changes its colour from blue to red.

CHECK OUT

The operation registers the departure of a guest. Unless they have been marked as credit, all accounts of the profile of the guest must be closed before it can be checked out. All checked out bookings are archived and can only be modified by users with the respective right granted (see User rights).

Like check in, check out can be performed from several screens: the *Bookings* screen, the *Booking* -> *preview and edit* screen, and the *Room status* monitor. It is allowed to users with the 'Check out' right granted.

- To check out a booking from the *Bookings* screen, select the desired booking and use the *Check out* function in the uppermost button strip (see *Bookings* screen) or the context menu (right-click on the desired booking). If all accounts of the booking have been closed, it is checked out without any further action necessary. If there are open postings on the booking, the system opens the respective screen for closing them (*Deposit use* or *Document*).

- To check out a booking from the *Booking -> preview and edit* screen, use the *Check out* function in the uppermost button strip. If there are open postings, the user is prompted to close them.

- To check out a booking from the *Room status* monitor, select the room of the desired booking and use the *Check out* function in the uppermost button strip or the context menu (right-click on the room). If there are no open postings on the booking, the booking is checked out and the room changes its status to 'free'.

CANCEL / NO SHOW

The operation is used to deactivate bookings in cases of no shows or cancellations. It is allowed to users with the 'Cancel' right granted and can be performed either from the *Bookings* or the *Booking -> preview and edit* screen. Cancelled bookings are archived and cannot be re-activated . They can be filtered with the Expiry filter in the bookings search (see Bookings search).

- To cancel a booking from the *Bookings* screen, select the desired booking and use the *Cancel* function in the uppermost button strip or in the context menu (right-click on the booking).
  - Select a reason and confirm the operation.
  - The status of the booking is changed to 'Cancelled'.

- To cancel a booking from the *Booking -> preview and edit* screen use the *Cancel* function in the uppermost button strip.
  - Select a reason and confirm the operation.
  - The status of the booking changes to 'Cancelled'.

CONFIRMATION

Confirmation of a booking can be printed either from the *Bookings* screen or from the *Booking -> preview and edit* screen using the *Confirmation* function or F9.

The booking confirmation includes the main details of the booking – its number, status, the name of the customer, the name of the arranger, the length of stay (in dates) and the number of nights, the room type, the number of guests, the board and the room price per night, the total owed and any required deposit.
It also gives information about any cancellation, check in or confirmation conditions as entered previously in the *Texts in printouts* page of the Hotel settings (see Hotels).

The *Confirmation* function in the *Bookings* screen also gives access to the *List* function which allows printing the entire *Bookings* screen. Thus, using the search filters in the screen and the selected columns for printing the system allows printing a customized list of bookings.

To print a list of the desired bookings follow these steps:

- in the *Bookings* screen, select the appropriate filters so that the screen shows bookings matching the desired criteria only
- *Confirmation*/*List* or F10
- select the columns to be printed in the prompt that opens
- *Confirm (Enter)*

SHARING ROOMS

In cases when two bookings are checked in the same room, the system marks the room as shared.

Such sharing can be the result of splitting of one booking in two (or more) new ones, or of checking in guests of different bookings into the same room.

Splitting bookings is a convenient way of separating the postings in a booking if guests want separate bills. Normally, a single booking is created and marked for splitting. On arrival the guests are checked in the same room but as different bookings, each booking having its own account. The original booking preserves its number, while the numbers of the new bookings are sub-levels of that number. For example, booking No 55555 will be split into bookings No 55555, 55555.1, 55555.2, etc.

Since the system does not allow guests with different arrangers or length of stay in the same booking, such cases are also handled as separate bookings marked for checking in the same room. The numbers of such bookings are preserved unchanged.

Important: Phone bills and other similar postings from external systems, which are made on a room instead of a booking, will be posted into an of the account of one of the bookings checked in the room!

Splitting bookings

Splitting bookings on creation

Create a new booking and mark it for splitting:

- *Bookings* screen
- *New* – enter the details of the new booking (see New booking)
- *Extra data / **Check in guests in separate bookings*** – check the option.
- *Save (Ctrl+S)*
- The booking is still one and is marked by . It will be split on check in.

(Check in shared rooms marked by)

Splitting existing bookings before check in

Select the desired booking and mark it for splitting:

- *Bookings* screen
- select the desired booking
- *Edit*
- *Booking -> preview and edit screen/Room/Change/* Екран *Резервация – преглед и редакция/Стая/Промени/ **Check in guests in separate bookings*** – tick the box
- *Confirm (Enter)*

- *Save (Ctrl+S)*

The booking is still one and is marked by .

(Check in shared rooms marked by)

or

- *Bookings* screen
- select the desired booking
- context menu (right click)/*Other functions/Split guests in separate bookings*
- *Distribute guests* screen – use functions Move (up or down), to distribute the guests in the new bookings as desired.
- *Distribute* (*Enter*)

The booking is split. The original booking preserves its number. The numbers of the new bookings are sub-levels of the original number. All result bookings are marked by .

Note: If the there was a room assigned to the original booking, it will be assigned to the new bookings as well. If not, the system assigns a virtual room, whose number is shown in brackets (<>).

Assigning shared room to bookings

Beside splitting bookings, the system also allows for bookings that have been created separately to be marked and checked in the same room. In such cases you can select a real room, which physically exists in the hotel, or a virtual one, which acts as a marker and is replaced by a real one on check in.

- *Bookings* screen
- select the bookings you want to assign a shared room to (Ctrl+left click)
- menu *Room/Assign shared room* or context menu/*Assign shared room*
- select the desired option for the room
  - ***Virtual*** – the system ascribes a random number shown in brackets (<>).
  - ***Real*** – enter the number of the desired room.

Checking in shared rooms

Checking in shared rooms marked by (*Check in guests as separate bookings*):

- *Bookings* screen/*Check in* – the user is prompted to select a room if there is no such assigned (see Select room)

- *Select room*
- *Distribute guests screen* – drag the guests to distribute them as desired (***This booking*** or ***New booking***) or use the *Move* functions
- *Distribute* (*Enter*) – confirm the distribution
- *Room -> select bookings to check in* – select the bookings you want to check in now. Bookings that are not selected will not be checked in and will be shown as such in the Bookings screen. They will be marked by the same symbol, but the selected room will be assigned to them.
- *Check in (Enter)*

The bookings that are checked in are marked with this symbol:  .

Checking in shared rooms marked by  (***Split guests in separate bookings***)

Such bookings can be checked in one by one or simultaneously

Separately:
- *Bookings* screen – select one of the desired bookings
- *Check in* - if necessary, select a room for the booking to be checked in (see Select room)
- With this, the first booking has been checked in.
- *Bookings* screen – select the second booking
- *Check in* – in the *Select room* screen, use the filters to find the room of the first booking and select it.
- *Select (Enter)* – the system displays a warning that the selected room is occupied by another booking. If the cited booking is the one just checked in, confirm the operation.
- *Share room* – the second booking is checked in.

The bookings can be checked in **simultaneously**, by first assigning them a room.
- *Bookings* screen – select the desired bookings
- *Room/Assign shared room/**Real*** – enter the number of the desired room
- select the desired bookings
- *Check in* – the bookings are checked in without any further confirmation.

ROOM BLOCKS

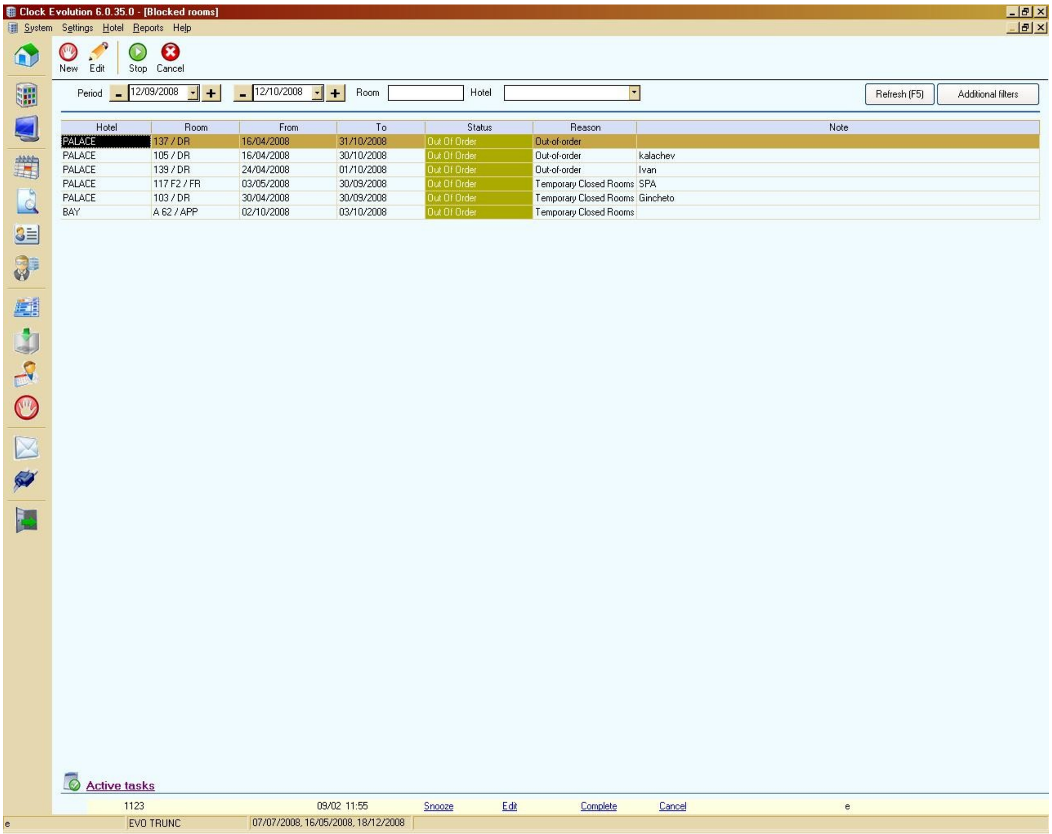


Illustration 41: Room blocks

Blocking rooms may be required for different reasons: renovation, economy, house use, etc. Clock Evolution allows two types of blocks, Out of Inventory and Out of Order. Different reasons citing the exact reason for the block can be defined for each of them in the Lists (see Lists). It is important to note that rooms blocked as Out of Order can still be sold, while those blocked as Out of Inventory cannot. Furthermore in calculating occupancy coefficients in the statistics reports, OOI rooms are deduced from the number of available rooms, while OOO rooms are not, i.e. the latter are considered free.
Room blocks may be created and handled by users with the 'Manipulate blocks' right granted.

The *Blocked rooms* screen is accessible either through menu *Hotel/Room blocks* or the desktop shortcut ().

Blocked Rooms Screen

The *Blocked rooms* screen is divided into three sections: functions strip, search filters and blocks list.

- The functions strip is located at the top of the screen and contains the buttons for all operations allowed to blocks:

New – opens the *New block* screen to create a new block
Edit – allows editing the period, type or reason of a block.
Stop – the function terminates an existing block rendering the blocked room free from the current date on.
Cancel – cancels the block from its initial date. The function is used mainly to correct errors, when a block has been incorrectly created.

- The search filters are located under the functions strip. They allow searching the list for specific blocks.

Period – set time boundaries for the displayed blocks. The default time is the current system date.
Room – define a room to see its blocks in the defined period. If no room is defined, the list includes all blocked rooms for the defined period.
Hotel – in multihotel systems, define the hotel whose blocks you want to search. If no hotel is selected, the list includes blocks from all hotels in the system that match the other criteria of the search.
Refresh (F5) – use the button to activate the changes in the filters.
Additional filters – the additional filters allow specifying more details of the results searched for: floor, room type, type of block, active block or not.

- The blocks list takes up the greatest part of the screen and displays the blocks in the system that match the criteria set in the filters. The information is arranged in a grid with these columns:

Hotel – shows the name of the hotel where the block is located.
Room – shows the number or name of the blocked room.
From – the initial date of the block.
To – the final date of the block.
Status – shows the type of the block (Out of Order or Ot of Inventory). Different statuses are also shown in different colours.
Reason – shows the reason for the block.
Note – any note made for the block.
The information in each column can be sorted by clicking the respective column head.

Operations with Blocks

Finding room blocks

To find a room block use the filters in the upper part of the screen (see Search filters).

Create blocks

To create a new blocking follow these steps:

- *New*
- In multihotel systems, select a hotel
  - ***Period*** – select the period for which the room is blocked
  - ***Rooms*** – select all rooms that you want the block to include
  - ***Type*** – select the type of block
  - ***Reason*** – select a reason for the blocking
  - *Save*

Edit blocks

All main features of a block can be changed except the rooms it applies to.
To edit a block, follow the procedure:

- find the desired block
- *Edit*
- make the changes you want
- *Save*

Terminate blocks

The function is used when a room needs to be available before the expiry of the block. When a block is terminated the room appears available for the rest of the block period.
Follow the procedure:

- select the desired block
- *Stop*
- Confirm the operation

Cancel blocks

Follow the procedure:

- select the desired block
- *Cancel*
- Confirm the operation

TASKS

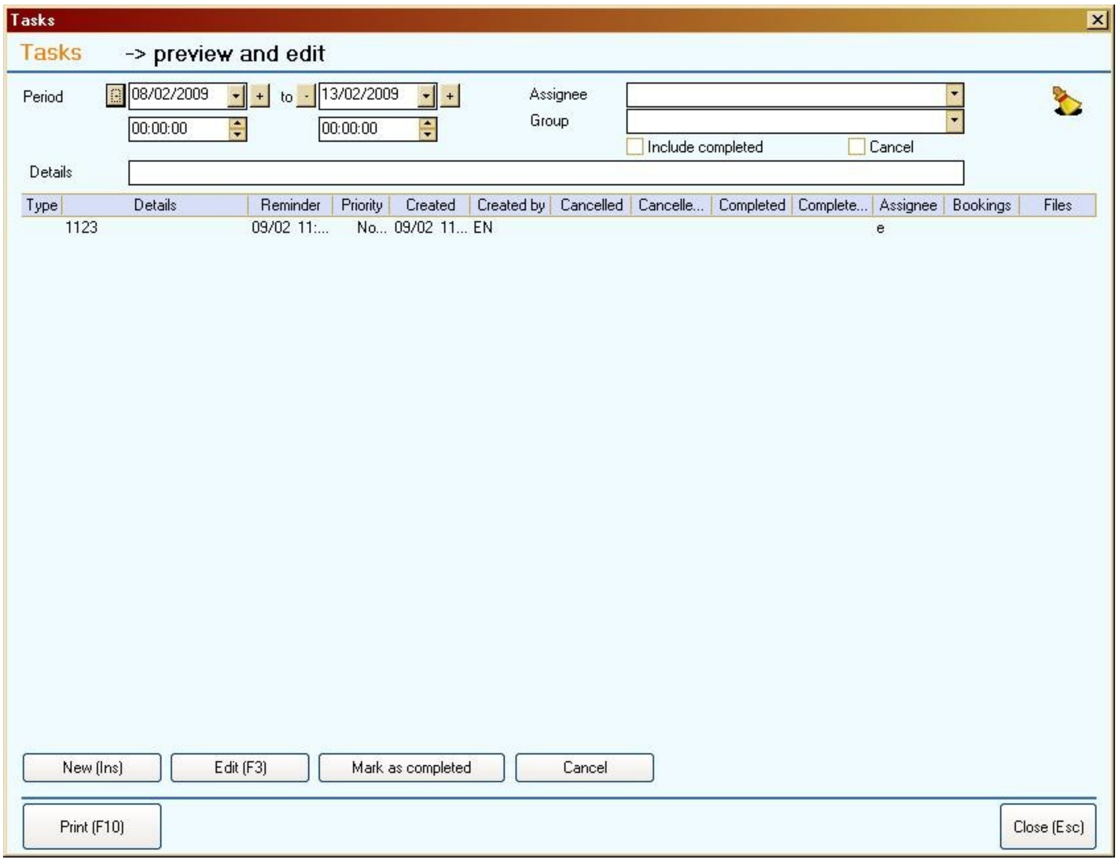


Illustration 42: Tasks

The tasks module allows easy communication between different users of the programme, like leaving notes, setting tasks, etc. they can also be used for communication concerning guests (wake-up calls, taking messages, etc.). Linking tasks to bookings can be used as a reminder for activities connected with the respective bookings. Every user in the system can create tasks and assign them to any other user or to a user group (see User groups).

All non-completed tasks assigned to the current user are listed in the *Active tasks* section at the bottom of the *Desktop* screen. The section also provides several options for manipulation with tasks.

- *Snooze* – use this option to set the reminder to reappear after a defined period.
- *Edit* – opens the *Task* screen to allow editing the details, status, priority, etc. of the task.
- *Complete* – use this function to mark the task as completed.
- *Cancel* – cancels the selected task.
- *Assignee* – displays the user assigned the task. Each task is created with a time for completion and at the appointed time a pop up is displayed in the bottom part of the *Desktop* screen.

The screen

The *Tasks* screen can be accessed either from *Settings*/*Tasks* or from the shortcut at the bottom of the *Desktop*.
It lists all active tasks and allows searches.

The search filters in the upper part of the screen allow filtering by period (date and time), assignee, user group, or completion status. Using the *Details* field tasks can also be searched by words in their content.

The grid lists all tasks matching the criteria set in the filters. There is information about all their characteristics (time, assignee, status, related bookings and files, reminders and priority).

The buttons at the bottom of the screen allow for different manipulations on tasks: creating new tasks, editing existing ones, changing their status.

New task

Tasks are created from the *Task* screen (*New task* shortcut or *Tasks/New (Ins)* button).
The fields should be completed appropriately:

- ***Type –*** specify the type of the task (message for guest, wake-up call, etc.)
- ***Details*** – describe the task here.
- ***Priority*** – Normal/High – select the desired priority of the task. Different priorities are marked with different icons.
- ***Status*** – New/Completed – select the status.
- ***Created*** – this field is completed automatically with the name of the user creating the task.
- ***Activate on*** – check the box and select the time on which a reminder balloon for the task should pop up. If you leave the box unchecked, there will be no reminder and the task will only be displayed in the Active tasks list at the bottom of the *Desktop* screen.
- ***Assignee –*** select a user to assign the task to.
- ***Bookings*** – use this field to link the task to one or more bookings. The selected bookings are listed in the box and can be opened by clicking on them.
- ***Files*** – use this field to link the task to one or more files in your computer. The links to the selected files are listed in the box.

PRINT SCREENS

All screens in the system, which do not have a designated Print button, can be printed out using key F10.
Upon initiation of the operation, the system prompts selection of printer and page layout.

PART SIX: MONITORS

AVAILABLE ROOMS AND PRICES

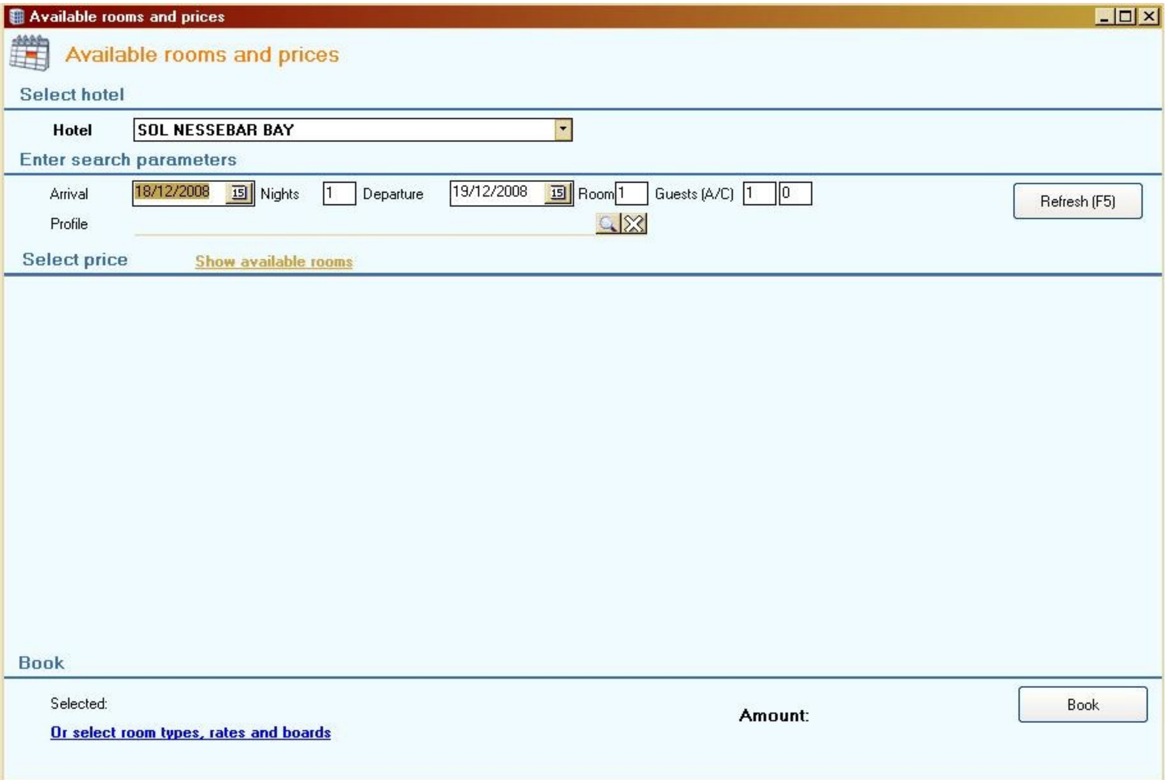


Illustration 43: Available rooms and prices

The Available Rooms and Prices monitor offers all the information needed to make a new booking: free rooms, available boards and prices for the different combinations. It is designed to make routine operations such as creating bookings faster and easier.

The screen is divided into several sections:

- ***Hotel*** – displays the name of the hotel the information refers to. In multi-hotel systems, each of the hotels in the organization can be selected.
- ***Search parameters*** - allow specifying a time period, number of rooms, guests (adults and children) and nights, and selection of an arranger profile. These define the information that is displayed as a result of the search. If there is no profile selected, the results include the default rates (rate group Public) matching the set criteria. A profile restricts the results to the rates available to itself and the available rooms are checked against its allotment (if any). A search is activated by pressing the *Refresh (F5)* button.
- ***Show available rooms*** – the link unfolds a detailed room type/date grid giving the number of free rooms for a 30-day period (or longer). The boxes/rows containing no available rooms are red. The period defined in the search parameters, i.e. the dates of the nights, is enclosed within a yellow box. The grid can be folded with the *Hide available rooms* link.

- ***Select price*** – the section includes a summarized availability grid and gives information about the prices of a night calculated on the base of the different rate conditions for rooms and boards. The prices for room types with zero availability in the set period are in red. Selecting a price box triggers calculation of the total amount owed for the total number of nights set in the search filters. It is displayed in the next section.

- ***Book*** – the section gives a summary of the selected search parameters and the rate conditions as characteristics of a prospective booking. The right part displays the total price of the stay. The *Book* button opens the *New booking* screen to create a new booking with the selected parameters.

- ***Or select room type, rate and board -*** It is important to note that the rates displayed in the Select price section are only those in the default rate group (see Rate groups). The default parameters of the search can be modified with the filters opened with this link. These filters allow changing the default rates, room types and boards. The upper part of the screen offers the possibility to define the statuses the system regards as occupied in calculating the results of the searches. By default only the tentative and the confirmed bookings (beside those already checked in) are regarded as occupying rooms. The default parameters are activated with the *Refresh (F5)* button.

ROOM STATUS MONITOR

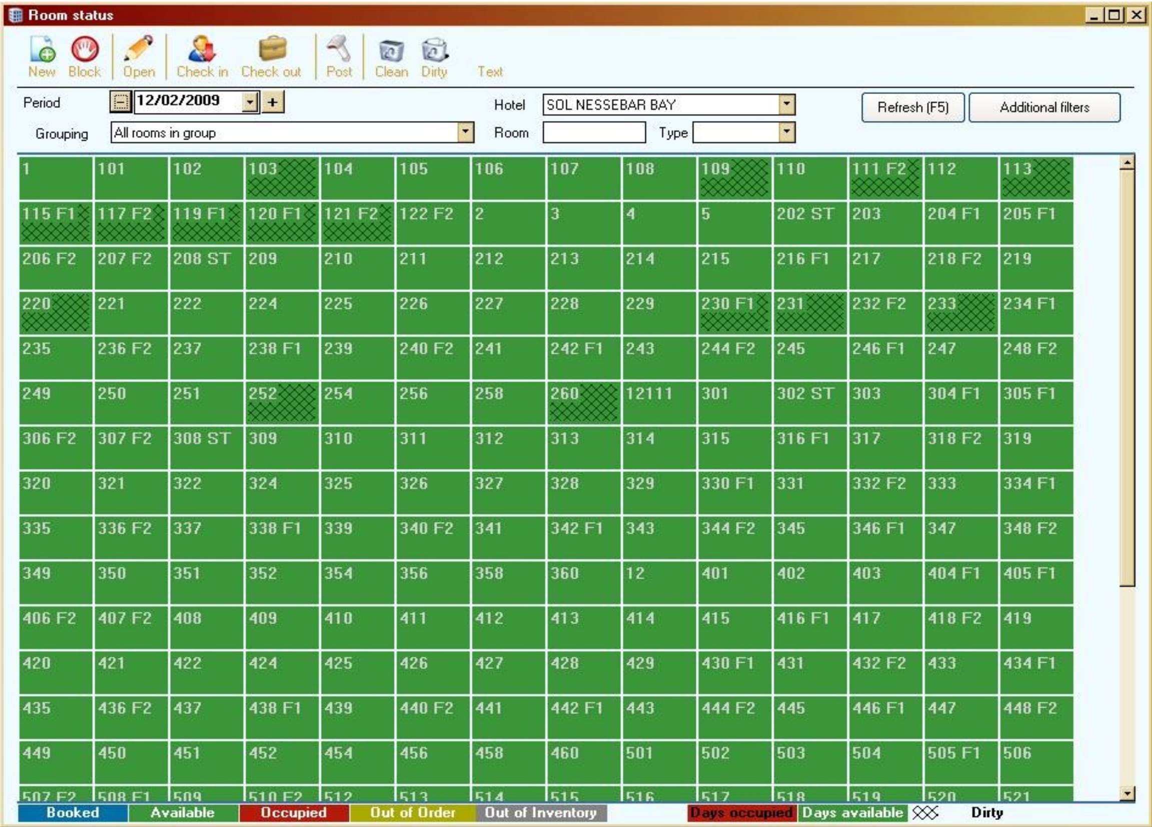


Illustration 44: Room status

The status of all active rooms can be viewed in the *Room status* monitor which is accessible through menu *Reports/Room status,* by pressing F11 or from the desktop shortcut (). It gives information about available, occupied, blocked and booked rooms. It also shows the housekeeping status of rooms (clean / dirty). The monitor allows modification of the room status as well.

It is accessible to users with the respective rights from the Hotel monitor right group granted (see User rights).

The screen

The screen of the Room status monitor is divided into several sections.

The uppermost strip contains the commands for the different operations allowed on a room from the monitor. They are only active if a room is selected.

- *New* – use the function to create a new booking for the room selected in the monitor. (see New booking)

Note: In the *Room status* monitor you can only book the selected room, i.e. you cannot book more than one room at a time.

- *Block* – use the function to block the selected room. (see Room blocks)
- *Open* – use the button to open the *Booking -> preview and edit* screen. The function is not active for free rooms.
- *Check in* – use the function to check in an existing booking (see Check in)
- *Check out* – use the function to check out a booking (see Check out)
- *Post* – use the function to post on an existing booking (see Posting)
- *Clean* – use the function to set the housekeeping status of the selected room to 'Clean'.
- *Dirty* – use the function to set the housekeeping status of the selected room to 'Dirty'.
- *Text* – use the function to enter some note concerning the room or the booking. A setting in the System settings can be used to set the rooms with such text to blink (see System settings).

The lower strip contains the search filters defining the information in the main part of the screen.

- ***Period*** – this filter defines the time frame of the information on the screen. Depending on the grouping, it can be a date or a period.
- ***Grouping*** – this filter defines the general view of the screen and the operations allowed in it.
  - *All rooms in group* – the filter shows all rooms arranged by number.
  - *By floor* – the filter shows all rooms arranged by floors. The floor information is provided in the details of each room entered at its registration in the system.
  - *Map* – the view allows creating a map of the hotel and arranging the rooms in it and displays them accordingly.
  - *For period* – this is the only filter which allows defining a period, not a single date, for the information on the screen. It includes information about inactive rooms, as well as active ones.
- ***Hotel*** – in multi-hotel systems, this filter allows selecting the hotel for which the information is displayed.
- ***Room*** – use this filter to enter the name or number of a specific room to see its status on a given date/in a given period.
- ***Type*** – use this filter to define the type of rooms you wish to see.
- *Refresh (F5)* – use the button to refresh the information on the screen. For most filters it is updated automatically, but the 'For period' grouping filter requires manual refresh.
- *Additional filters* – these allow more refined searches, filtering the information by floor, sector, room features, occupancy and/or housekeeping status.

The main part of the screen displays the information defined in the filters. It uses different colours to mark each different room status. The colours are listed in the legend at the bottom of the screen. Each room is presented by a box containing its main characteristics:

  - the upper row in the box shows the number or name of the room;
  - a number in the second row indicates the number of days left in which the room will preserve its current status, e.g. 3 in a red (occupied) room would indicate the room will

be occupied three more days;

- a down arrow in a box indicates a booking arriving on the defined date;
- an up arrow in a box indicates a booking checking out on the defined date.
- The room box may also contain a third row listing its special features (e.g. balcony, sea view, etc.)
- A blinking room indicates the presence of some note entered for it. To see the note, hover the mouse pointer over the room. The hint also spells out all other information available for the room in the monitor.

Grouping filters

- *All rooms in group* – the filter shows the status of all rooms in the hotel for the defined date. The rooms are arranged by number.

- *By floor* – the filter shows the status of all rooms in the hotel for the defined date arranged by floors. The floor information is provided in the details of each room entered at its registration in the system.

- *Map* – this view displays the rooms in a hotel map. It allows distributing the rooms according to their physical location in the hotel and makes it easier to find a room meeting specific customer requirements. Each room in the map has to be previously entered in the system, no new rooms can be registered in this screen.

The size of the map is customizable and it can also be divided into pages reflecting the floors or sectors in the hotel.

Creating a map

Maps can be created and edited only by users with the 'Edit hotel map' right granted (see User rights).

The map is made up of three kinds of elements: pages, rooms and text, which are edited mainly with the functions in the context menu (right-click in the map section).

- Pages are displayed as buttons in a strip at the top of the map and are used to mark sectors or floors. Clicking a button displays the respective page.
- Rooms and text are arranged in a grid below the page strip. They are moved around by dragging and dropping them at the desired location.
    - Rooms in the map are used to reflect physical rooms in the hotel. Rooms of different types can be marked with different number of boxes for better visualization (e.g. select three boxes for an apartment, two boxes for a double room, one box for a single room).
    - The text can be used to mark any other element (car park, sea, restaurant, etc.). For larger objects more than one box in the grid can be selected.

Hotel maps can be created or modified only in the Edit mode of the screen. To enter it use the *Edit mode* function in the right part of the *Filters* section of the monitor.

The initial view of the map contains a 10-by-10 grid and a nameless page button in the upper left corner. Elements are defined by selecting a cell:

- left click on a cell prompts the user to enter the number of a room to be defined in the

selected cell or a text defining another element in the cell;
- right click on a cell opens the context menu allowing the following functions:
  - *New element (Ins)* – inserts a new element in the map. It can be a room or a text.
  - *Edit selected element (F3)* – allows editing the name or the type of the selected element.
  - *Add rooms from floor* ... - the function allows copying the rooms of an entire floor to a page in the map. Type in the number of the floor in the prompt that opens and confirm with *OK*.

Note: The function can only be used if the floors of the rooms have been entered in the details of each room (see Rooms).
  - *Delete selected element (Ctrl+Del)* – the functions deletes the selected element without asking for further confirmation.
  - *New page* – use the function to insert a new page (floor or sector) in the map.
  - *Rename current page* – the function allows changing the name of the current page. It is mainly used to customize the initial view of the map and rename the existing page.
  - *Delete current page* – the function allows deleting an entire page form the map. The user is prompted to confirm the operation.
  - *Map size and view* – use the function to customize the size of the map and cells and select the room features that are displayed.
    - ***Number of cells***:
      - ¥ ***X*** – enter the number of cells on the horizontal
      - ¥ ***Y*** – enter the number of cells on the vertical
    - ***Cell size***
      - ¥ ***Width*** – enter the desired cell width
      - ¥ ***Height*** – enter the desired cell height
    - ***Displayed features*** – the field lists all room features existing in the lists (see Lists). Select the ones you want to be displayed for the rooms that have them.

Note: The function can be used only if the features of each room have been entered previously (see Rooms)
  - *Save (Ctrl+S)* – use the function to save the changes made to the map.

To return to the operative view of the screen, use the *Exit Edit mode* function in the top right part of the screen.

- *For period*

This view shows the status of rooms for the period of time defined in the filters. To activate the set of filters, use *Refresh* or F5.
The information is arranged in a grid. The horizontal gives the date and day with separate columns for the morning (a.m.) and the afternoon (p.m.). The vertical shows the rooms with their names or numbers. The numbers of dirty or inactive rooms are grey.
All types of occupancy (booked, blocked, occupied, etc.) are shown as strips in the respective colour explained in the legend under the grid. The length of the strips matches the period of the respective occupation.

In this view of the monitor the status of rooms can be handled using the functions at the top of the screen.
Existing occupations can also be modified in terms of time and room using the functions in the context menu.
- Right click on the desired occupation
  - *Allow room change*: the option unlocks the occupation for up/down movement.
    - Select the option and drag the occupation to the desired room.

- To complete the operation:
  - ¥ right click/*Confirm move* – opens the *Move booking* window. Check the information (booking number, date of the move, number of original new room).
  - ¥ Confirm with *Change (Enter)*.

Note: Rooms of blocks cannot be changed.

- *Allow movement (time)*: the option unlocks the **entire** period for back / forth movement. It does not allow modifying the length of the period.
- Select the option and drag the period to the desired point in time.
- To complete the operation:
  - right-click/*Confirm move* – opens the *Change booking period* window. Check the information (booking number, room, current period dates and new period dates).
  - Confirm with *Change (Enter)*.

The period of a booking can be extended or shortened by selecting the desired strip and dragging its right end forward or backwards to the desired date.
Length of blocks cannot be modified.

OCCUPANCY FORECAST

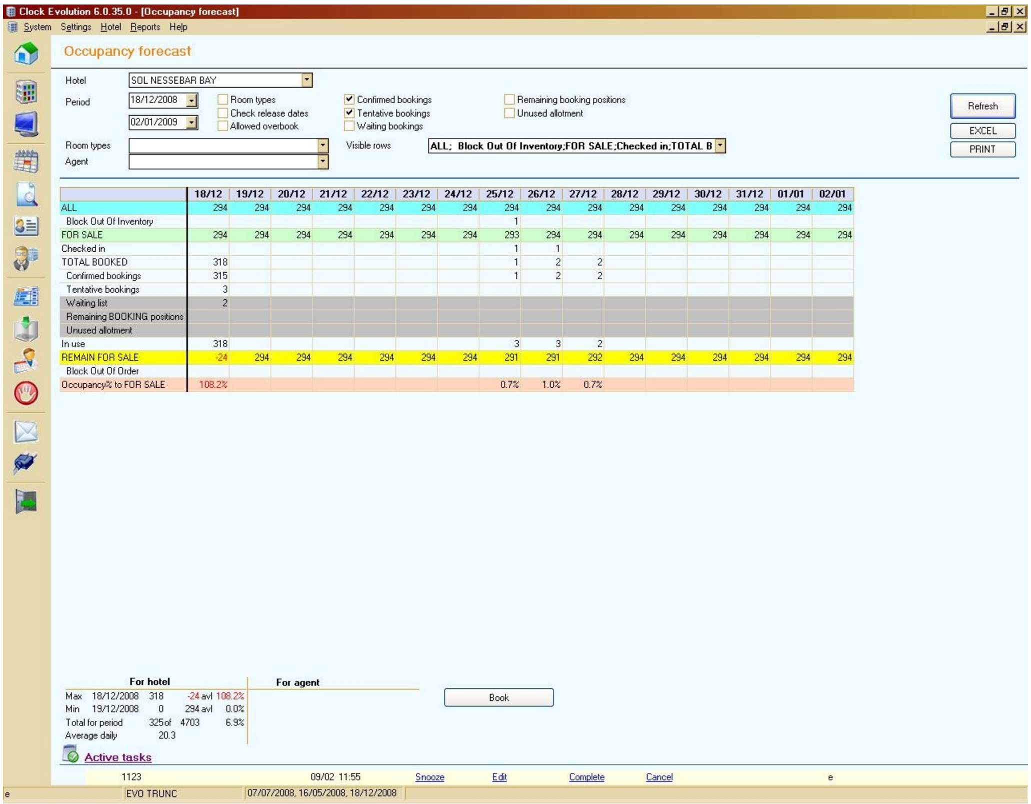


Illustration 45: Occupancy forecast

The *Occupancy forecast* screen gives information about the prospective occupancy of the hotel for a defined period of time. It takes into account various criteria specially defined for each forecast.

The screen is accessible through F12 or the desktop shortcut () to users with the respective right from the Hotel monitor group granted (see User rights).

The monitor screen is divided into several sections: parameters and filters, detailed information, and analysis.

- Parameters and filters

This is the uppermost section of the screen, where the parameters of each forecast are defined.

- ***Hotel*** – in multihotel systems, this filter defines the hotel for which the forecast is compiled. The field is required.
- ***Period*** – the two fields of the filter define the initial and final date of the period of the

forecast. The default length of the period is 15 days. Required field.
- ***Room type*** – this optional filter is used to specify a single room type whose prospective occupancy to be checked.
- ***Agent*** – the filter is used only when the forecast is compiled with information of a single agent.

- ***Room types*** – check this parameter to see the information in the forecast broken down by room types.
- ***Check release dates*** – check the box to take into account the release dates in the calculation of the unused allotment, i.e. to ignore the unused allotment for the number of days defined in the release dates.
- ***Allowed overbook*** – check the box to include the allowed overbook in the total number of rooms for sale.
- ***Confirmed bookings*** – check the box if you want confirmed bookings to be included in the calculation of the total number of bookings.
- ***Tentative bookings*** – check the box if you want tentative bookings to be included in the calculation of the total number of bookings.
- ***Waiting bookings*** - check the box if you want waiting bookings to be included in the calculation of the total number of bookings.
- ***Remaining booking positions*** – check the box to calculate the remaining booking positions as booked. This will affect the number of the remaining rooms for sale and increase the 'Occupancy to For sale' ratio shown in the grid.
- ***Unused allotment*** – check the box if you want to calculate the unused allotment as sold. This will affect 'Remaining rooms for sale' and the 'Occupancy to For sale' ratio.

- *Refresh* – use the button to activate any change in the filters and parameters.
- *Print* – Use the button to print out the information on the screen or export it in various file formats from the *Print* screen.

- Detailed information

The second section of the screen displays the information defined in the first section. The data is arranged in a grid. For easier grasp the rows are coloured in differently, with the information not taken into account in the calculations in grey.

The grid may comprise one or two parts, depending on the value of the ***Agent*** filter.

If the forecast is compiled **for all agents**, i.e. there is no specific agent selected, the grid contains only one part that displays data about the hotel for the defined period:
- *All* – the row gives the total number of rooms in the hotel on the respective date.
- *Block Out of Inventory* – the number of rooms blocked for this reason.
- *FOR SALE* – the total number of rooms available for sale on the respective date.
- *Checked in* – the number of checked in bookings.
- *Total booked* – the total number of booked rooms on the respective date.
- *Confirmed bookings* – the number of confirmed bookings for the date.
- *Tentative bookings* – the number of tentative bookings for the date.
- *Waiting list* – the number of waiting bookings for the date.
- *Remaining booking positions* – the number of unused booking positions for the date.
- *Unused allotment* – the number of unused alloted rooms.
- *In use* – the number of rooms used by bookings or blocks (Out of Inventory).
- *Remain for sale* – the number of rooms that can actually be sold on the respective date.

- *Block out of order* – the number of rooms blocked with reason 'Out of Order' for the date.
- *Occupancy % to FOR SALE* – the ratio between the total occupancy and the total number of rooms for sale.

If the forecast is compiled **for a specific agent**, the grid contains additional rows with information about the agent:

- *ALLOTMENT* – shows the number of rooms allotted to the specific agent for the respective date.
- *BOOKING POSITIONS* – shows the number of booking positions for the agent.
- *Checked in* – the number of checked in bookings arranged by the specific agent.
- *Total booke*d – the total number of bookings made by the agent for the date.
- *Confirmed bookings* – the number of bookings confirmed by the agent for the date.
- *Tentative bookings* – the number of tentative bookings made by the agent for the date.
- *Waiting list* – the number of waiting bookings made by the agent for the date.
- *Remaining booking positions* – the number of unused booking positions for the date.
- *Total used* – the total number of rooms used by the agent on the date.
- *Unused allotment* – the number of unused rooms from the allotment of the agent.
- *Allotment use %* - the percentage use of the allotment by the agent.

- The bottom section of the screen contains statistic analysis of the information in the grid: dates of highest and lowest occupancy, total and average daily occupancy. It is divided into two parts containing data about the hotel as a whole, and about the agent, if there is one selected.

PART SEVEN: CASHIER

DEPOSIT

The system allows accepting deposits for bookings and issuing documents for them. Deposits can be accepted either as a guarantee for a booking or as deposits for services. Guarantee deposits are automatically posted on the account selected for posting the nights. For other deposits the user is prompted to select among all accounts available for the booking. Operations with deposits (accept, refund, void, invoice) are allowed to users with the respective right from the Deposit group granted (see User rights).

The deposit screen is **accessible from** several places in the system:

- *Bookings* – to manipulate deposits from the *Bookings* screen, select the desired booking and use the *Deposit* function in the uppermost button strip. Select one of the options: 'New guarantee deposit for booking' or 'New deposit in account'.

- Edit booking – the *Booking -> preview and edit* screen offers two possibilites for accessing the *Deposit* screen – from the *Deposit* function in the uppermost button strip and the functions in the window opened by the *Change* link of the ***Balance*** section. Select the type of deposit you want to accept.

- *Account manipulator* – to open the deposit screen from the *Account manipulator* screen use the *New deposit* function in the ***Deposits*** tab. The manipulator only allows deposits on the account selected for the nights of the booking.

Deposit screen

The *Deposits -> deposit amount and payment type* screen is divided into several sections:

- ***Account*** – gives the number of the account into which the deposit is made, the name of the account holder, the booking number and the currency of the booking
- ***Enter deposit amount***
  - ***Currency*** – select the currency in which the deposit is made
  - ***Total*** – enter here the amount
- ***Select payment type*** – lists all available payment types in the system. Select the payment type of the deposit.
- ***Description*** – enter the reason why the deposit is made.
- *Accept*

The user is prompted to select further action ('Deposit accepted. Issue invoice?'), complete the operation by exiting the screen ('No') or by issuing an invoice ('Yes').

Void / Refund deposits

Accepted deposits can be refunded or voided. These two operations are allowed to users with the respective right granted and can be **performed from** the same places in the system as the accepting of a deposit:

- *Bookings* or *Booking->preview and edit* – the *Deposit/Refund deposit* function in the upper button strip opens the *Unused deposits* screen. It lists all unused deposits of the selected booking and allows selecting the operation to follow, refund or void.

- *Account manipulator* – the *Cancel*/*Void* function in the *Deposits* tab of the manipulator of the respective booking.

Refund deposit

The *Refund deposit* screen gives the details of the refunded deposit:

- ***Deposit*** – the description of the deposit, its payment type and currency
- ***Enter sum for refund***
  - ***Currency*** – the currency field is inactive and cannot be edited. Deposits are only refunded in the currency in which they have been made.
  - ***Total*** – the amount refunded can be edited. You can refund the entire amount or part of it.
- ***Select payment type*** – lists the payment type allowed to the operation. Select the appropriate type.
- ***Description*** – enter a description of the refund (required).
- *Refund deposit* – prints out a refund document

Void

The *Void deposit* screen shows the details of the voided deposit:

- ***Deposit*** – the description of the deposit, its payment type and currency
- ***Enter sum for refund***
  - ***Currency*** – the currency field is inactive and cannot be edited. Deposits are only voided in the currency in which they have been made.
  - ***Total*** – the amount cannot be edited. A deposit is always voided in its entirety.
- ***Description*** – enter a reason for the void (required).
- *Void deposit*

POSTING

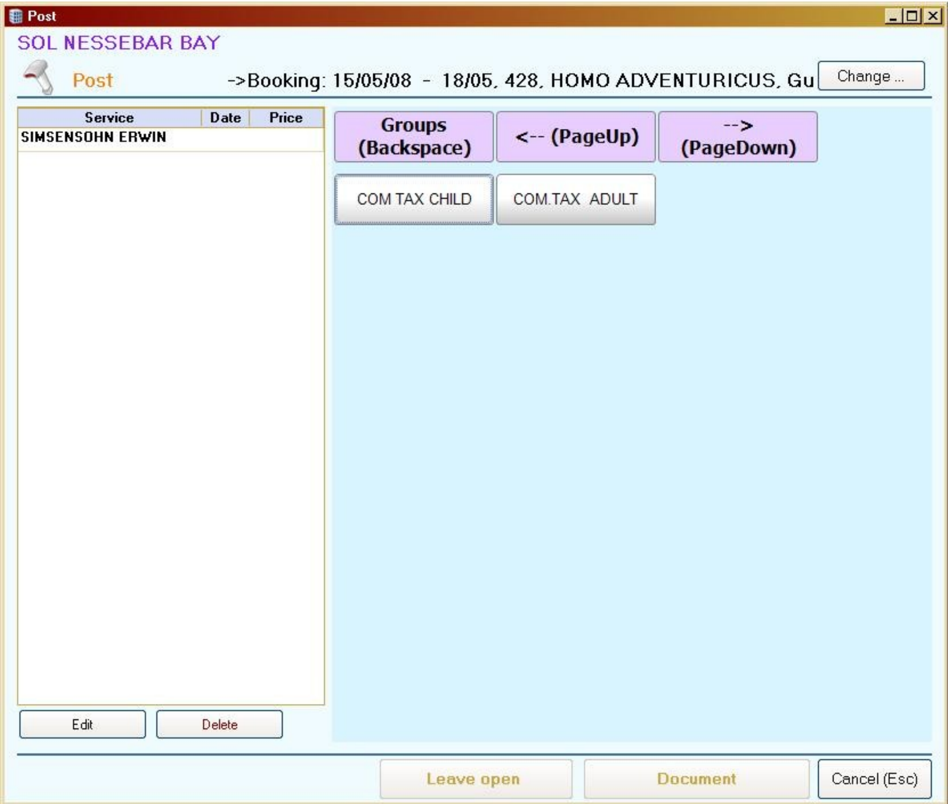


Illustration 46: Post

Basic services are auto posted by the system. All other services and items payable by the customers are posted manually. Manipulations with postings are allowed to users with the respective right from the Postings group granted (see User rights).
The *Post* screen can be **accessed from** several places:

- *Desktop* – to open the Post screen from the *Desktop* screen use the *Post* function in the button strip in the main part of the screen. This option is used for posting services and items on external customers.

- *Bookings* – to post on a booking from the *Bookings* screen, select the booking and use the *Post* function in the uppermost button strip or in the context menu (right-click on the booking).

- Edit booking – to post a service or item on a booking from the *Booking-> preview and edit* screen use the *Post* function in the upper button strip. You can also use the *Post* function in the box that opens with the *Change* link of the ***Balance*** section.

- *Room status* monitor – to post on a booking from the *Room status* monitor select the room of the booking and use the *Post* function in the upper button strip or in the context menu.

- *Account manipulator* – to post from the Account manipulator screen open the Manipulator of the respective booking (see Account manipulator) and use the *Post* function in the *Postings* or the *Detailed incl. corrections* tabs.

Note: The manipulator allows posting on account or on booking. Posting on account is normally used for credit arranger accounts or event accounts when tracking the postings of individual customers or bookings is not important. For individual bookings it is recommended that postings are made on bookings so they can be tracked in possible transfers or separate payments.

Post screen

The screen is divided into several sections:

- In multihotel systems the uppermost strip shows the name of the hotel.

- Under it are the details of the booking: arrival and departure date, the room it is checked in, the names of the arranger and the main guest.

The *Change* button in the upper right corner of the screen allows changing the room, booking or guest on which the posting is made.

- On the left in the main part of the screen is a list of the postings currently being made, as well as those previously made (in lighter shade). The *Edit* and *Delete* buttons under it allow modifying the posting of the current operation. Remember that postings from previous operations (in lighter shade) cannot be edited.

- On the right in the main part of the screen is a list of all service groups in the hotel. The services in each group can be accessed by clicking the respective button.

- The bottom button strip of the screen contains the controls for completing the operation:
  - *Leave open* – exits the screen without closing the postings. They are included in the respective account as pending payments and can be seen in the Account manipulator (see Account manipulator) and in the Account Receivables module (see Accounts Receivable).
  - *Document* – completes the operation by issuing a document for the payment received for the posted services / items (see Documents).
  - *Cancel* – cancels the operation and the postings.

Posting services

Click on the the respective service button to open the *Post service* window

- ***Number*** – enter the number of services / items being posted
- ***Price*** – the field is active only if the service allows manual price (see Services). Otherwise the service/item is posted with the price specified in the extra services rate (see Extra services rate). Enter the desired price and select currency.
- ***Date*** – select the date of the operation. Postings on different dates can only be made by users with the 'Posting for different date' right granted.
- ***Description*** – allows entering explanatory note for the service. The field is only active for services marked as having extra details (see Services)

- *Select*
- *Leave open / Document* – complete the operation or cancel it (*Cancel*).

Posting on external customers

To post services or items on external customers use the *Post on external customers* function on the desktop.

- For multi-hotel systems, select the hotel providing the service being posted.
- Select an account for the posting (see House accounts/External clients)
- post the desired service or item as described above (see Posting services).

Note: Postings on external customers cannot be left open!

NEW DOCUMENTS

Document screen

The *Document preview* screen shows information about the main elements of a document and allows modification to some of them to users with the respective right form the Documents group granted (see User rights).

- ***Document and currency*** – displays the name of the document being drawn, its currency, the date of the tax event and any notes. Use the *Change* link to select different document type and currency or to change the date of the tax event or enter a note or text. Use the *Finish* button to return to the previous screen.

- ***Customer details*** – the section displays the name, address, ID and VAT number of the person the document is issued to as well as the name of the person receiving it. Use the *Change* link to edit the details. The ID and VAT number fields are inactive for physical persons. Check the ***Legal entity*** check box to activate the fields.

Note: For completing the company details, use the ***EU*** link. Enter the company nationality and ID number and click the link. If you have Internet connection, the system connects the VAT validation service of the EC site. If the company has been entered in the Taxation and Customs Union database, its details are automatically filled in the respective fields in the system.

- ***Balance*** – the field gives information about the current postings and fees payable by the booking. Use the *Details* link to see a detailed printout of the account balance.

- ***Deposits*** – shows the amount from deposits which is used to close the account. When a document is issued for accepting a deposit, the amount is zero, since no deposit is spent for closing the account.
  If there are deposits made on the account being closed, the system opens the *Deposit use* screen. It shows the total payable amount and the amount left to be paid after the deposit has been deducted. Button in the *Unused deposit* section allows modifying the amount from the deposit, which is used to close the account. Use the *Document preview* button to move on to the *Document preview* screen.

- ***Discounts –*** This section shows the discounts made on the booking in the form of agent discounts or use of bonus points.
  When there are bonus points posted on the account being closed, the system opens the Deposit use screen. It shows the total payable amount and the amount left to be paid after the value of the bonus points has been deducted. Button in the Bonus points section allows modifying the amount from the deposit, which is used to close the account. Use the Document preview button to move on to the Document preview screen.

- ***Payments*** – shows the total amount of the payment, its type and the date. Use the *Change* link to change the currency of the payment or its type. More than one type can be selected. Once the *Document payment* screen has been opened, the current payment type and amount are discarded and must be defined anew. The selected payment and amount are displayed in the *Selected payments* section of the *Document payment* screen.

- ***Taxes*** – the section shows the amount of VAT (or other taxes) included in the total amount of the payment.
- ***Document total*** – the total amount paid in the document
- ***Remainder to be paid*** – the difference between the document total and the receivables total (the balance). To be allowed to issue a document, its total must be equal to the balance. If the remainder is not zero, use the *Change* link of the ***Payments*** section to define the amount and type of the payment. To issue documents for selected postings only, use the *Partial document* function.
- *Issue document* - the function opens the *Print form* window as a prompt for the user to select the desired form. The selection is confirmed with *Print (Enter).*

Partial document

The *Partial document* function allows accepting payments for selected postings only, thus allowing issuing documents without closing the account.
The screen is accessed from the *Document* button in the *Bookings* or the booking edit screen. It displays the list of all the postings in the account.

- To select a posting to be included in the payment (resp. document), select its checkbox. Above the list grid there are checkboxes for the groups of all posted services. They allow fast selection of the postings of services of the respective group.
- The *Selected postings total* section in the bottom left corner of the screen displays the currency and the total amount owed for the selected postings.
  Continue with selected postings (Enter) - Opens the *Issue document* screen.

Partial documents can also be issued with the *Document* function in the *Account manipulator* screen (see Account manipulator)

ISSUED DOCUMENTS

The screen

The *Issued documents* screen allows manipulating of issued documents by users with the respective right from the Documents group granted. There are several rights governing the operations with documents. To be able to perform any operation a user should have the 'Documents list' right granted as well as the right for the specific operation.

The screen can be **accessed through** several paces in the system:

- *Bookings* - the *Document/Issued documents* function in the *Bookings* or the *Booking -> preview and edit* screen.
- *Account manipulator* - the documents issued to a booking can also be seen using the *Functions* button in the *Account manipulator* (see Account manipulator)
- To see the documents issued to more than one booking, enter the screen from menu *Hotel/Documents* and use the filters to see the desired documents only.

The screen itself is divided into several sections.

- The uppermost strip contains buttons activating the operations allowed on issued documents - void (with or without record), full credit, edit, invoicing deposits, fiscalization, deleting, renumbering, export to eFaktura.bg or OpenOffice and printing (a single document or the information on the screen).

- The second horizontal section of the screen contains the search filters. They allow fast search by date of issue, document number, room number, booking number and/or customer name. For refined searches, use the Additional filters. After specifying all desired criteria, activate the filters with *Refresh* (*F5*). The initial view of the screen does not show any documents. To see a list of all the documents issued in the system refresh the screen without selecting any filters.

- The centre of the screen displays the results of the search. The grid gives information about the fiscalization status of the document – fiscalized (F), pending fiscalization (F!) or not allowed fiscalization; the hotel in which the document has been issued and all the details of the document – date, type, number, payment type, total, recipient, and recipient profile or account. To sort the contents of the grid by a column, click on its head.
- Some documents in the grid are specially marked by different colours - void documents are red, full credit documents are yellow. Partially credited documents are not marked by any special colour.

- The lower part of the screen lists any correction documents linked to those selected in the main list.

Operations with issued documents

Voiding documents

Void is a special operation allowed to users with the respective right granted ('Void', 'Void with record', or 'Void documents from earlier dates'). Voided documents are invalid and appear red. After voiding a document, the postings it includes change status back to 'open' and can be seen in the *Account manipulator*.
A payment document can only be voided on the financial date it is issued. Closing documents can be voided on later dates, providing the user has the respective right ('Void documents from earlier dates').
The Void operation can be preformed with or without record, i.e. with a correction document issued, or without one. Records are only issued when voiding invoices. All other documents can only be voided without record.

To void a document follow the procedure:
- select the desired document
- *Void* or *Void with record*
- Enter a reason for the operation in the window that opens
- *Select* (*Enter*)

If you have selected *Void*, the document appears red.
If you have selected *Void with record*, a new document appears in the list. This is the void record. If you select either of these two documents (the original document or the void record), the other one appears in the lower part of the screen. Both documents are red.

Full credit

Full credit is an operation allowed for invoiced payments to users with the respective right granted ('Full credit'). The respective operation for deposits which are not invoiced is Refund. Operation Full credit creates a correction document linked to the original one. All postings included in the document change their status back to open and can be seen in the Account manipulator.
For partial credits use the *Edit* function in the *Account manipulator (*see Account manipulator). Partially credited documents are also accompanied by a correction document.
All correction and fully credited documents appear yellow. Partially credited documents are not coloured differently.

To perform the operation, follow the procedure:
- Select the desired document
- *Full credit*
- Enter a reason for the full credit in the window that opens
- *Select (Enter)* – opens the *Document preview* screen, which allows some modifications (see Documents).
  - *Document and currency/Change* – use the link to change of the tax event date
  - *Payments/Change* – allows changing the payment type.
    - In the *Close account* screen select the desired payment types and enter the amount paid back by each of them. You can use more than one payment type to refund the original payment. The total of the refund payments must be equal to the amount in the original payment, but with a negative sign (i.e. if the original amount is 123 Euro,

the total full credit amount should be -123 Euro). Otherwise a warning message appears and the operation is discontinued.
    ◦ *Finish*
- *Payments/Full credits* – when the *Change* link has been used, the document issued by default is an outgo payment document. *Full credits* allows issuing the full credit document defined in the details of the type of the document being currently manipulated (see Document types). If the *Change* link has not been used, the document issued by default is the correction document defined in the details of the type of the document being manipulated.
- *Issue document*
- Select the print form in the window that opens
- *Print* – the system displays as many printed reports as print forms are linked to the document type.

Edit

An issued document can only be edited if there is a missing contractor e-mail address required for export to eFaktura.bg. In such cases, this function allows providing the e-mail address for the selected document. (see Export to eFaktura.bg)

Invoicing deposits

The system allows invoicing deposits which have been registered by other payment documents.
To invoice a deposit:
- select the document of the desired deposit in the list
- *Functions/Invoice deposit*
- the screen that opens allows preview and partial editing of the document
- **Issue document** / **Cancel –** use the buttons to issue the invoice or to cancel the operation.

Fiscal receipt

Fiscalization is an operation automatically performed for documents of the types marked as having fiscal receipts in their features. Fiscalized documents are marked with a capital 'F'. If for some reason the operation has failed (e.g. printer out of order, out of paper, etc.), the document is marked with 'F!' (pending fiscalization).

To repeat the operation follow the procedure:
- Select the document with failed fiscalization
- *Functions/Fiscal receipt*

If the problem that has previously caused the failure is fixed, a fiscal receipt should be printed.

Deleting a document

Deleting a document is only allowed to users with the respective right granted ('Special functions'). Accompanying documents (credit or debit) cannot be deleted on their own. They are removed by deleting the main document they are linked to.

Follow these steps:

- select the desired document – if you are trying to delete a correction document, select the original document.
- *Functions/Delete*

Renumbering

After a document has been deleted the succession in document numbers is disrupted (unless it is the last document issued). Renumbering is used to restore that succession. The operation is allowed to users with the 'Special functions' right granted.
Follow the procedure:

- use the search filters to see a list of the documents of the type that you want to renumber
- select the last document with a successive number
- *Functions/Renumbering*
- Confirm the operation

Export to eFaktura.bg

The system allows exporting documents to eFaktura.bg.
For such an export to be possible, the contractor details must include e-mail address.
The operation is initiated from *Issued documents/Functions/Export to eFaktura*.

- Select the desired document in the list.
- *Functions/Export to eFaktura* – opens the *Export to eFaktura* screen. Fill in the fields:
  - **Settings**
    - ***Folder*** – define the path to the folder where the export file will be stored before it is uploaded to eFaktura.bg.
    - ***Single row*** – select the option to export a summary version of the document.
  - ***Company details*** – these are the details of the company issuing the document. Enter the information required by the law.
  - **Export** – use the button to create the export file.

An e-mail address must be defined in the details of the agent **before** any documents intended for export to eFaktura.bg have been created. In cases when this has not been done, it can be added later:

- select the desired document in the Issued documents screen
- *Functions/Edit* or F3, or right-click on the desired document/*Edit*
- *Document – edit* screen – enter the e-mail address at which the customer will be sent the document.
- **Save**
- Export the document as described above.

Note: **The e-mail added after a document has been issued only affects the document it has been added to!**

ACCOUNT MANIPULATOR

The account manipulator allows manipulations with the accounts of bookings and tour operators. It gives information about the postings on the selected accounts, allows editing postings and issuing documents and so on. The operations in it are allowed to users having the respective right from the Manipulator group granted (see User rights).

The manipulator can be **accessed from** two places:

- *Booking -> preview and edit* screen - the manipulator only shows postings linked to the booking.
- *Bookings* screen – this option offers the possibility of selecting more than one booking and opening the manipulator showing the postings for all of them.

The screen

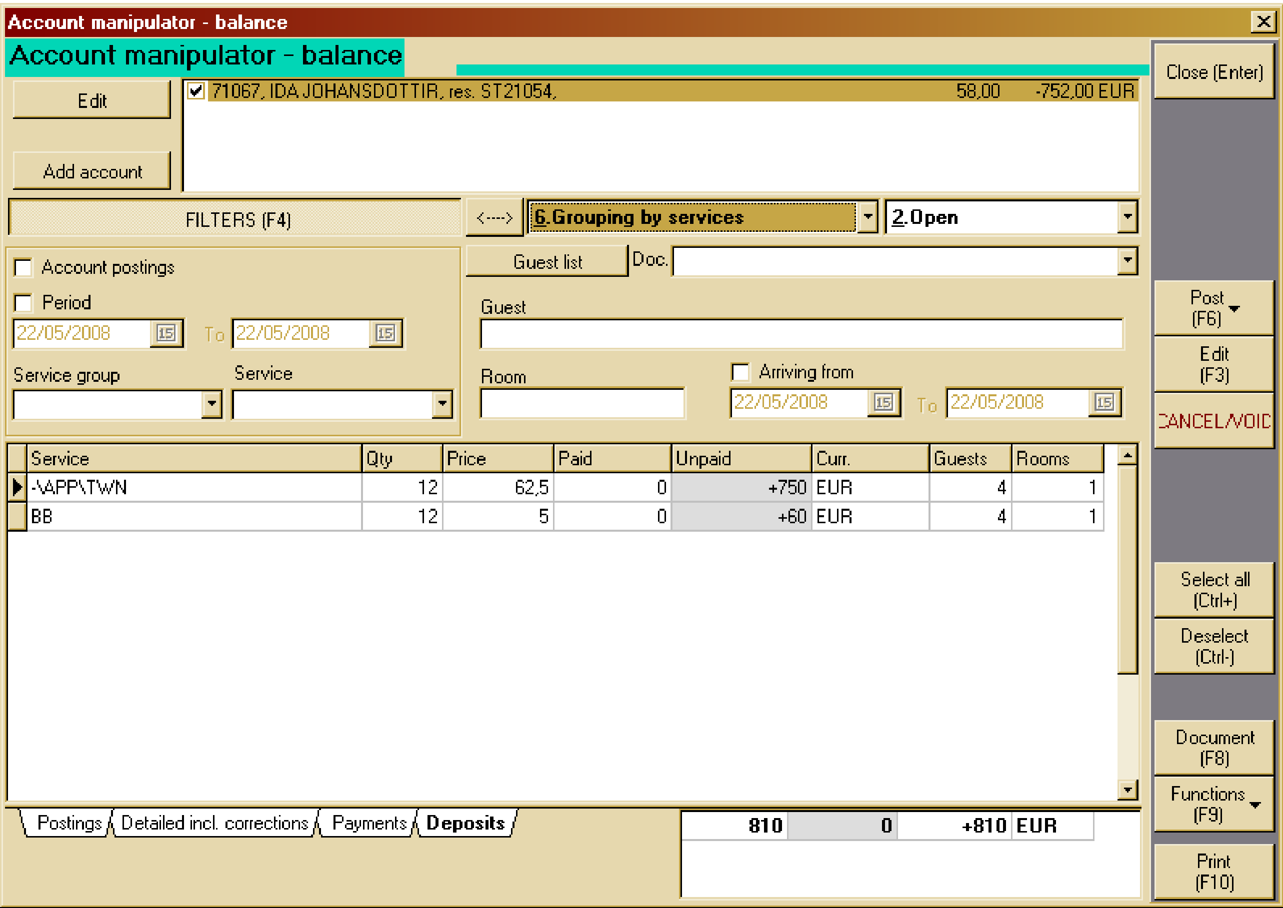


Illustration 47: Account manipulator

The screen itself is divided into several sections:

- The upper section displays the accounts currently processed by the manipulator. The checkboxes in front of each of them are used to select the account whose postings to be displayed in the lower part of the screen.
- The *Edit* button in the left part of the section allows editing the features of the selected account.
- The *Add account* button allows adding more accounts to view in the same manipulator window together with the original one.
- The middle section of the screen contains the filters used for searching the postings. In the default view of the screen the filters section is hidden. Click the Filters (F4) button to unfold it.
- The lower section of the screen, the Postings section, lists the postings matching the criteria set in the Filters.
- The lowest strip contains the tabs for the four different pages of the manipulator and the current balance of the listed postings.
- The right most vertical strip of the screen, the Functions section, contains the buttons for the operations allowed on the listed postings.

The manipulator contains four tabs – Postings, Detailed incl. corrections, Payments and Deposits. Each tab shows different information about the account and allows different operations. The contents of the Filters and the Functions sections differ slightly on each page.

Postings tab

This is the default page on the manipulator. It offers the following **filters**:

- ***Account postings*** – select the filter to see the postings made on the account as well as those made on the booking.
- ***Period*** – select the filter and define a period to see the postings made in it.
- ***Service group*** – select e service group to see the services from it posted on the booking.
- ***Service*** – select a service to see its postings on the account/booking.
- ***Guest list*** – the guest list includes the names of all guests in the booking(s) processed in the manipulator. Select a guest to see the postings made on this guest only. You can select more than one guest.
- ***Doc***. - the filter lists all documents issued for the booking(s). Select a document to see the postings included in it.
- ***Guest*** – enter the name of the guest whose postings you want to see. Only one name can be entered.
- ***Room*** – enter the number of the room of the booking whose postings you want to see. The filter is mainly used when the manipulator lists the postings of more than one bookings.
- ***Arriving from*** – check the box and define a period to see the postings on bookings arriving in it. The filter is often used to see the nights posted in the TO account.
- The arrows button () unfolds the ***Paid*** field in the Postings section of the screen to show more details about the payments (number of items, price, paid items, balance).
- The other two filters, in the right part of the Filters section, allow specifying the status of the postings and the different grouping of the results:
    - ***Grouping by services*** – select the view to see all postings grouped by services. The Postings section will display each posted service and the number of times it has been posted and the total amount owed / paid for it.

- ***Grouping by service groups*** – the view displays only the service groups, the number of the services posted and paid and the total amount paid.
- ***Detailed*** – select this grouping to see each posted service in a separate row, with detailed information about the room, date, quantity, price, total owed, amount paid, balance, currency, guest name, account name as well as any corrections and the responsible user.

- As regards the status of the postings, the manipulator can be set to display the open ones, the closed ones, the open and the closed ones, or the voided postings.

The **Functions** section contains the following buttons:

- *Close* (*Enter*) – use the button to close the account manipulator.

- *Post* (*F6*) – the function allows posting services and items on bookings or on accounts. See Posting.

- *Edit* (*F3*) – allows editing the postings selected in the Postings section. You can define surcharges or discounts to posted services. The operation is allowed to users with the respective right granted ('Edit postings from previous dates').
  - To edit an older posting:
    - select the desired posting and click *Edit*
    - Enter a reason for the operation in the prompt that opens and confirm with *OK* to open the *Posting -> edit* screen:
    - ***Service*** – displays the name of the service whose posting is being edited. The field cannot be modified.
    - ***Value*** – displays the current value of the posting. To edit the value, type in the new price or use the ***Discount***/***Surcharge*** (***%***) field.
    - ***Discount/Surcharge (%)*** - displays the percentage of the discount or surcharge being applied on the price. Enter the value with a minus sign to define a discount, or with plus or no sign to define a surcharge. The per cent sign (%) is not required.

Note: The ***Value*** and the ***Discount***/***Surcharge*** fields are linked. When one of them is modified, the other is recalculated automatically.

- ***Currency*** – displays the currency of the posting.
- *Save* (*Enter*)

If you are editing a closed posting, it is coloured in yellow and its status is changed to 'Open'. The difference between the original and the corrected value should be closed by a correction document (debit or credit memo). Once completely closed, the colour of the corrected postings turns back to default.

- *Cancel/Void* – the function allows cancelling incorrect postings. The operation is allowed to users with the respective right granted.
  - To cancel a posting
    - select the posting in the list
    - *Cancel/Void*
    - Enter a reason for the operation in the prompt that opens and confirm with *OK*.

Note: If the posting being cancelled is open, i.e. there are no documents issued for it, the postings turns red and is only displayed with the Void filter. If the posting being cancelled is closed, i.e. there are documents issued for it, it is displayed as a yellow Open posting. To close it, the documents issued for it should be voided or fully credited first. Voided documents are red, full credit documents are yellow. In both cases the postings are red.

- *Select all (Ctrl+)* - use the button to select all the postings in the middle section of the screen.

- *Deselect (Ctrl-)* - use the button to cancel the selection of the postings.
- *Document* – use the button to issue a document for the postings selected in the middle section of the screen.
- *Functions* – select the operation you wish to perform on the selected bookings.
  - *Transfer selected to another account* – use the function to transfer the selected postings into another account. Follow these steps:
    - Select the postings you wish to transfer
    - *Transfer selected to another account* – opens the *Transfer postings* screen which lists all the accounts of the current profile with their number, credit status, currency and hotel.
    - Select the account where you wish to transfer the postings
    - *Merge postings into selected account*
  - To transfer postings into an account belonging to a different profile, use the *Other profile* function in the *Transfer postings* screen.

Note: Postings can be transferred between the accounts of the same profile only. Transferring postings between accounts of different profiles is a special function allowed only to users with the 'Transfer postings into other profile accounts' right granted.

- *Documents issued for accounts* – use the function to see all documents issued for postings on the selected account. The button opens the *Issued documents* screen allowing various operations on the documents listed in it (see Issued Documents).
- *Documents issued for postings* - use the function to see all documents issued for the postings selected in the manipulator. The button opens the *Issued documents* screen allowing various operations on the documents listed in it (see Issued Documents).
- *Sort by DATE / Sort by ROOM / Sort by SERVICE* – these three functions are only available in the Detailed view of the screen(see Filters section). They allow sorting the displayed posting by date, room or service respectively.

- *Print(F10)* – the function allows printing the information about bookings, accounts and postings available in the account manipulator. The button opens the *Print* screen which allows three options for printing: normal, detailed and selected services. Select the desired option and confirm the operation to print out a balance report.

Detailed incl. corrections tab

The page gives information about the postings in the accounts and the corrections made on them. The screen sections are the same as in the ***Postings*** tab, but the *Edit*, *Cancel/Void* and *Document functions* in the right most button strip are inactive.

Payments tab

The ***Payments*** page lists the payments made on an account.
The filters here are different from those in the ***Postings*** and ***Detailed*** tabs. The payments can be filtered by number of the document issued for them, by the type of the payment, or by the date on which the document was issued.
The Functions section includes just the selection buttons and allows viewing of the documents issued for selected postings. You can also print an account balance.

Deposits tab

The page lists the deposits made on the booking.
The **Postings** section gives information about the number of the document issued for the respective deposit, its date, the name of the person making the deposit, the description of the deposit (which usually states what the deposit is for), amount and currency and the unused part of the deposit.

The **filters** here are also different. Deposits can be searched by document number or type, or by document date. They can also be filtered by their status – used, unused or all.
The filters can be used together for more refined searches.

The **Functions** section includes these buttons:

- *New deposit (F6)* – use the button to open the *Deposits -> deposit amount and payment type* screen to register a new depost.
- *Cancel/Void* – use the function to void a deposit (see Void deposit)
- *Refund depost* – use the function to refund a deposit (see Deposit refund)
- *Select all (Ctrl+)* - selects all rows in the screen.
- *Deselect (Ctrl-)* - cancels the selection of rows
- *Functions (F9)*
    - *Transfer selected to another account (Shift+F4)* – use the function to transfer the selected deposit to another account (see Postings tab)

Note: Guarantee deposits on bookings can be transferred between all accounts of the booking for which it has been made, and between all accounts of the profile into whose account it has been made initially.
Deposits on accounts can be transferred between all accounts of the profile into whose account it has been made initially.

- *Issued documents for accounts* – see Postings tab.

CUSTOMER LOYALTY

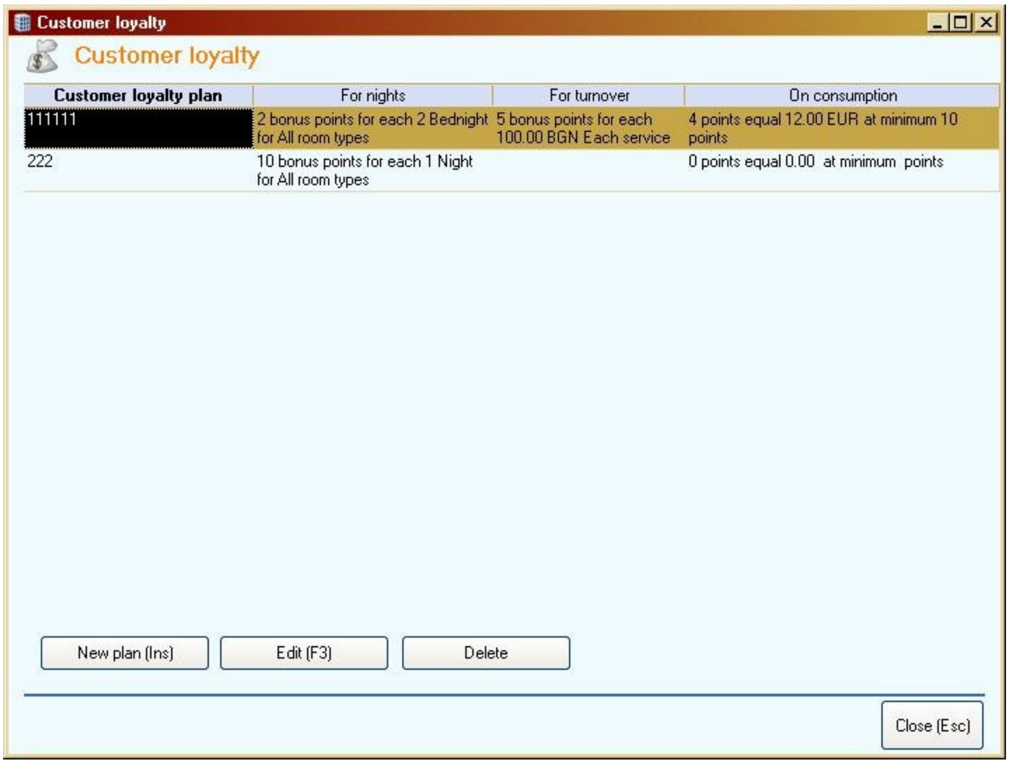


Illustration 48: Customer loyalty screen

The customer loyalty module aims at encouraging loyal customers bringing their business to your organization. It allows awarding bonus points for nights spent or services used at the hotel. These points may be awarded automatically, through a user-defined bonus points plan, or manually directly to the customer profile. Depending on the plan, bonus points can be awarded for nights and/or for turnover. They are posted on check out or on invoicing the payment of a service. The system supports more than one plan. The plan used for each profile is defined specifically in the profile wallet. All bonus points awarded to a profile can be seen there as well (see Profiles/Wallet). The awarded points give the customer the right to use a discount for certain services at the hotel. The amount of the discount is reflected in the payment.

Customer Loyalty Plan

The screen is accessible through menu *Settings/Customer loyalty*. It gives information about all available loyalty plans (name, what points are awarded for, value of points) and allows creating new plans and editing and deleting existing ones.

Create new loyalty plans

To create a new plan open the *Customer Loyalty* screen:

- menu *Settings/Customer loyalty*
- *New plan (Ins)*
    - ***Name*** – enter a name for the new scheme
    - ***For nights award*** ... - use the provided options to compile the instruction for awarding bonus points for nights
    - ***For turnover award*** ... - use the provided options to compile the instruction for awarding bonus points for turnover
    - ***Consumption for closing postings*** - use the provided options to compile the instruction for using bonus points in payments.
    - *Save (Enter)*

Edit loyalty plans

To edit an existing plan, select it in the grid and use the *Edit (F3)* function.

PART EIGHT: PROFILES

The profiles in Clock Evolution allow storing and handling various information about guests and agents (address, contact details, accounts, history, etc. etc.).

Manipulations with them are allowed to users with the respective right granted ('Access to arranger profiles' and/or 'Access to guest profiles').

The *Profiles* screen can be **opened from** the left border functions strip on the *Desktop.*

The *Profiles* screen is divided into several sections: functions strip, search parameters and information grid. It has three different views, depending on the information it lists: guest profiles, arranger profiles or credit accounts. The view is set with the respective one of the three main options in the second section of the screen.

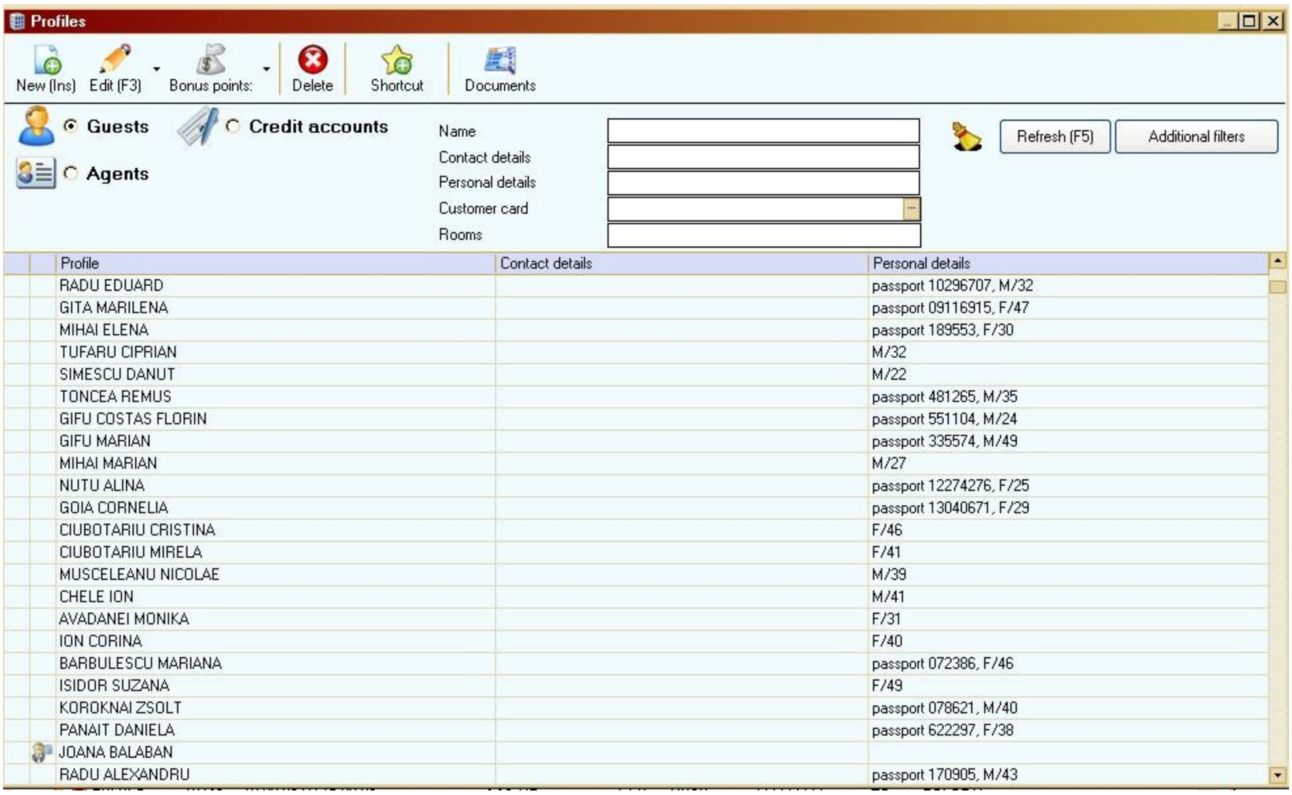


Illustration 49: Profiles

THE SCREEN

Guests

This is the default view of the screen. It lists all guest profiles matching the criteria defined in the search parameters in the second section.

The **functions** strip at the top of the screen allows the following operations:

- *New (Ins)* – opens the *Profile -> preview and edit* screen to create a new profile.
- *Edit (F3)* – allows editing the profile selected in the list in several directions:
  - *Edit (F3)* – opens the *Profile -> preview and edit* screen to allow modification.
  - *Default rates* – the function is useful for faster selection of rates when bookings for the selected profile are created. It opens the *Default rates* screen displaying all the rates available in the system. Select the ones you wish to be offered at the top of the list for new bookings of the profile.
  - *Make owner* – the function is used to register a profile as owner (see Owner management). It opens the *Profile -> preview and edit* screen with an additional Owner page to allow entering extra details (bank account, billing cycle, etc.)
- *Bonus points* - allows manipulation with customer loyalty bonus points
  - *Post* – allows manual posting of bonus points
  - *Consumption* - allows manual consumption of bonus points for covering receivables
- *Delete* – use the function to delete the profile selected in the list.
- *Shortcut* – use the function to create a desktop shortcut to the profile.
- *Create booking* – allows easy creating of new bookings for the profile selected in the grid.
- *Documents* – use the function to see a list of all documents issued to accounts of the selected profile.
- *Profile merge* – allows merging similar profiles into one. (see Merging profiles)
- *Print*
  - *Print* – allows printing all or selected rows in the screen.
  - *Export* - allows exporting to OpenOffice selected information about profiles or guests – booking holders.

The section under the functions strip contains several **parameters** allowing detailed searches of the profiles. It also contains the three options defining the view of the grid.

- ***Guests*** – this view lists profiles of guests that meet the criteria set in the search parameters and allows manipulations with them.
- ***Agents*** – this view lists profiles of agents that meet the criteria set in the search parameters and allows manipulations with them.
- ***Credit accounts*** – lists credit accounts selected by the search parameters

- ***Name*** – use this filter to set the name of the profile to be displayed.
- ***Contact details*** – enter the contact details of a profile to be found.
- ***Personal details*** – enter the details of a person to find their profile.

- *Refresh (F5)* – use the button to activate the filters set
- *Additional filters* – provide extra options for searching by guest type, account or archive profiles.

The third section takes up the greatest part of the screen. It contains the **grid** with the search results. The columns in the grid are as follows (left to right):

- *Archive* – this is the first column of the grid. Archive profiles are marked with a bin image, active profiles are not marked.

- *Owner* – this is the second column in the grid. Owner profiles are marked with the owner symbol used in the system ().
- *Profile* – gives the name of the profile (usually the name of the guest).
- *Contact details* – shows the information entered in the contact details of the profile (phone, fax, address, etc.).
- *Personal details* – shows the personal details entered for the profile (date of birth, sex, passport number, etc.)

Agents

The **functions** strip at the top of the screen is similar to that in the Guest view:

- *New (Ins)* – opens the *Profile -> preview and edit* screen to create a new agent profile.
- *Edit (F3)* – allows editing the profile selected in the list in several directions:
  - *Edit (F3)* – opens the *Profile -> preview and edit* screen to allow modification.
  - *Default rates* – the function is useful for faster selection of rates when bookings for the selected profile are created. It opens the *Default rates* screen displaying all the rates available in the system. Select the ones you wish to be offered at the top of the list for new bookings of the profile.
  - *Make owner* – the function is used to register a profile as owner. It opens the *Profile -> preview and edit* screen with an additional *Owner* page to allow entering extra details (bank account, billing cycle, etc.)
- *Bonus points* - allows manipulation with customer loyalty bonus points
  - *Post* – allows manual posting of bonus points
  - *Consumption* - allows manual consumption of bonus points for covering receivables
- *Delete* – use the function to delete the profile selected in the list
- *Shortcut* – use the function to create a desktop shortcut to the agent profile.
- *Documents* – use the function to see a list of all documents issued to accounts of the selected agent profile.
- *Create booking* – allows easy creating of new bookings for the profile selected in the grid.
- *Profile merge* – allows merging similar profiles into one. (see Merging profiles)
- *Print*
  - *Print* – allows printing all or selected rows in the screen.
  - *Export* - allows exporting to OpenOffice selected information about profiles or agents/TOs.

The section under the functions strip contains several parameters allowing detailed searches of the profiles. It also contains the same three options defining the view of the grid.

- ***Name*** – use this filter to set the name of the profile to be displayed.
- ***Contact details*** – enter the contact details of a profile to be found.
- ***Company details*** – enter the details of a company to find their profile.

- *Refresh (F5)* – use the button to activate the filters set
- *Additional filters* – provide extra options for searching by agent group, account or archive profiles.

The **grid** section of the screen in the Agents view contains these columns:

- *Archive* – this is the first column of the grid. Archive profiles are marked with a bin image, active profiles are not marked.
- *Owner* – this is the second column in the grid. Owner profiles are marked with the owner symbol used in the system .( ) 
- *Profile* – the column shows the name of the profile
- *Contact details* – shows the address and phone numbers of the agent.
- *Company details* – shows information about the name and legal registration of the agent.
- *Allotment* – indicates if the agent has any rooms allotted to it or not. The possible values of the column are 'Yes' or nothing (see Allotment).
- *Age groups* – indicates if the agent has age groups defined in the profile or not (see Age groups).
- *Packages* – indicates if there is a different occupancy type defined for the agent or not (see Packages)
- *Discounts* - indicates if there are any fees selected for the agent or not (see Discounts).
- *Booking positions* – indicates if there are booking positions defined for the agent (see Booking positions).

Credit accounts

Credit accounts are used as master accounts for postings made on a TO/TA. They allow checking out bookings with open postings.

The **functions** strip contains these options:

- *Edit* – opens the *Account -> preview and edit* screen to allow modifications of the selected account.
  - *Edit F3* - opens the *Account -> preview and edit* screen to allow modifications of the selected account (see New account).
  - *Default rates* – opens the *Default rates* screen to allow setting default rates for the profile of the selected credit account.
- *Archive* – use the function to archive a credit account. The operation is only allowed if all amounts in the selected account are closed.
- *Shortcut* – creates a desktop shortcut of the selected account.
- *Documents* – displays a list of documents issued for the selected account.
- *Pay* – use the function to issue a document for all open postings on the selected account (see Document screen).
- *Manipulator* – opens the account manipulator allowing operations on the selected credit account (see Account manipulator).
- *Deposit* – allows registering accepted deposit on the selected account (see Deposit).

The section under the functions strip contains several **parameters** allowing detailed searches of the profiles. It also contains the same three options defining the view of the grid.

- ***Profile name*** – use this filter to set the name of the profile whose credit account(s) you want to find.

- ***Contact details*** – enter the contact details of the account(s) profile to be found.
- ***Personal/Company details*** – enter the details of a person or company to find the credit account of their profile.

- *Refresh (F5)* – use the button to activate the filters set
- *Additional filters* – provide extra options for searching by account number, zero balance or archive accounts, etc.

The **grid** in the Credit accounts view sorts the results of the search in these columns:

- *Access level* – shows the level of access of the accounts. Access level 1 accounts are marked with a padlock symbol.
- *Archived* – shows the status of the accounts. Archive accounts are only displayed when the respective filter in the Additional filters are activated. In the grid they are marked with a bin symbol.
- *Account number* – shows the number of each account.
- *Account name* – shows the name of the account.
- *Profile* – shows the name of the profile linked to the credit account.
- *Contact details* – shows the contact details of the of the account profile.
- *Personal/Company details* – shows the personal or the company accounts of the account profile.
- *Balance* – shows the current balance of the account.
- *Currency* – shows the currency of the account.

NEW PROFILE

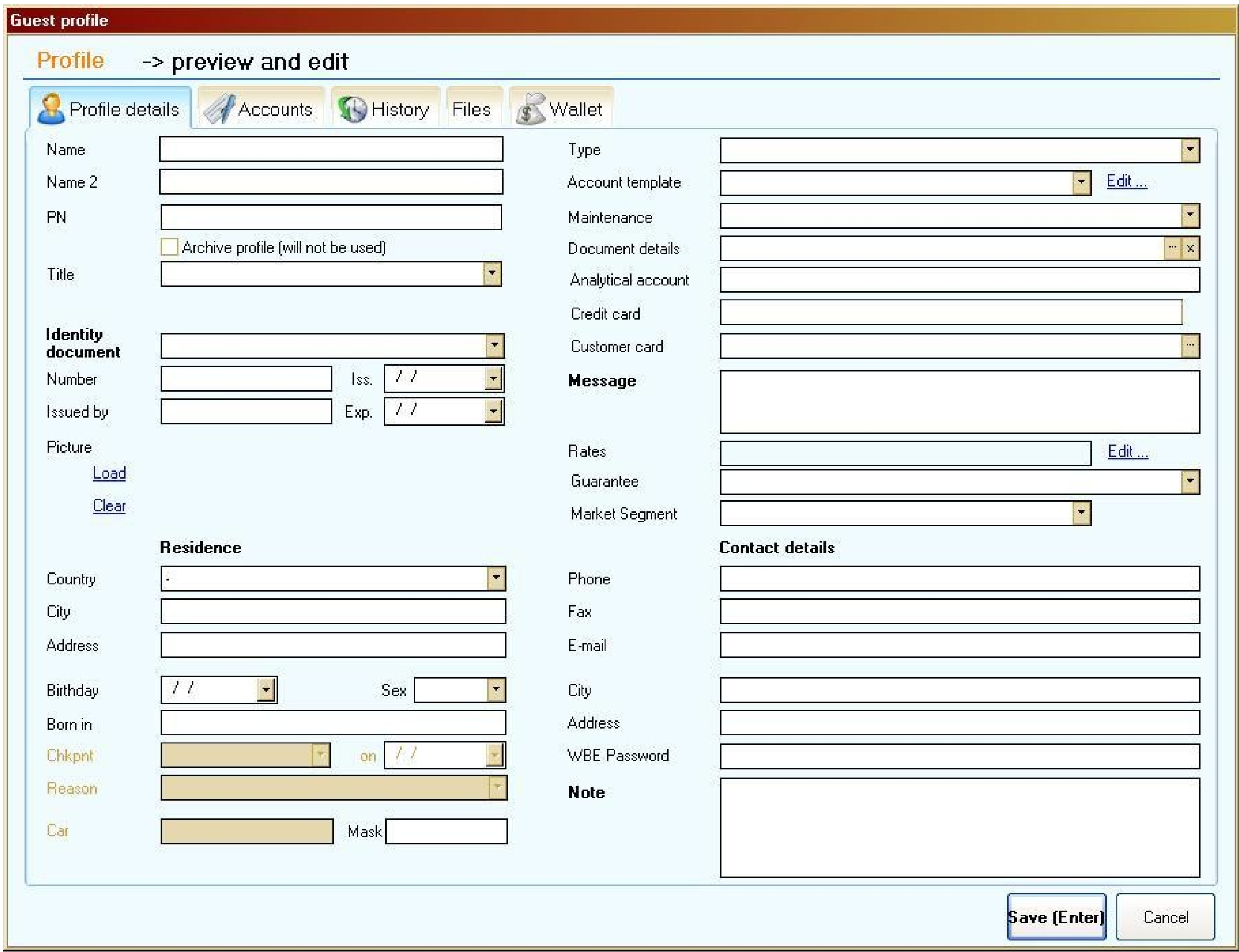


Illustration 50: New profile

Guest profile

Guest profiles are created automatically to each booking holder. If you need to create a profile to other guests, use the functions in the *Profiles* or *Select profile* screens.
New (Ins) – opens the *Guest profile* screen. The data of the guest profile is arranged in several pages.

Profile details

- ***Name*** – enter the name of the guest as it is in their passport

- ***Name 2*** – enter a different version of the name of the guest for organization purposes (e.g. their name in Cyrillic).
- ***PN –*** enter the personal number of the guest.
- ***Archive profile –*** check the box if you do not want the profile to be offered for selection for new bookings.
- ***Auto postings in this database –*** this setting affects systems with central reservation (CRS). If you select the option, the nights of the bookings created for the profile will be posted in the same database where the bookings have been created, even if they are checked in a different database.
- ***Title –*** select a title to be used to address the guest
- ***Identity document –*** select the type of identity document the guest uses and enter its details.
- ***Picture –*** use it to load a photo of the guest in their profile
- ***Residence –*** enter the address of the guest in their country of residence and their date and place of birth and sex.
- ***Mask –*** use the field to enter a marker of the guest which can be used as an additional search filter.
- ***Type –*** select the type of the guest (VIP, Regular, Black list, etc.)
- ***Account template –*** select one of the pre-defined templates for the account of the guest.
- ***Maintenance –*** select maintenance schedule to be used in bookings of the profile.
- ***Document details –*** enter all details you want to be included in the documents issued to the guest. Use the dots button to open a window with the necessary fields to complete.

Note: If you are entering the details of a legal entity from an EU country, select option ***Legal entity***, select nationality, enter the company ID number and use the *EU* function. If you have Internet connection, the system connects the VAT validation service of the EC site. If the company has been entered in the Taxation and Customs Union database, its details are automatically filled in the respective fields in the system.

- ***Analytical account –*** enter the number of the analytical account to be used for the profile.
- ***Credit card –*** select the respective credit card. If no credit card has been registered previously (as is usually the case with new profiles), the system opens the *Credit card* screen to prompt the user to do so. Otherwise, the *Credit cards* screen lists all available credit cards for the profile for selection.
- ***Customer card*** – enter manually the number of a customer card for house credit to be linked to the profile. Alternatively, use the dots button to connect to a reader and register the card automatically. This applies to pre-issued cards only.
- ***Message –*** enter a free text note to the profile. The message is displayed in the *Available rooms and prices* monitor on creating a booking of the profile.
- ***Rates –*** use the *Edit* link to select rates you want to be offered first in bookings of the profile.
- ***Guarantee*** – select a guarantee policy to be used for bookings of the profile.
- ***Market segment –*** select the appropriate market segment of the profile.
- ***Contact details –*** enter the contact details of the profile in the respective fields.
- ***Note –*** enter a note to the profile. This not is only visible in the *Profile –> preview and edit* screen.

- *Statistics* – the button opens the Analysis screen, which shows comparative statistical data about the business of the profile in the hotel for a specified date.

Accounts

The Accounts page displays a list of all active accounts of the profile. It gives information about

their status, number, hotel, name, currency, balance, default status, credit, credit limit, payment type and any deposits made on them.
The functions at the bottom of the screen allow manipulations on the account selected in the grid:

- *New* – use the function to create new accounts for the profile.
- *Edit* – use the function to open the *Account-> preview and edit* screen to allow modification of the account selected in the grid.
- *Archive* – use the function to archive the selected account. Archived accounts are only displayed if the ***Show archived*** box is checked.
- *Pay* – use the function to issue a document for all posting in the selected account (see Document screen).
- *Manipulator* – use the button to open the manipulator of the selected account to be allowed to perform various operations on it (see Account manipulator)
- *Deposit* – use the function to register a deposit received on the account selected in the grid.

History

The page gives information about the history of the profile in the system. The data is presented in two pages:

- **Bookings** – the page shows all bookings ever made for the profile. It gives information about the hotel (in multihotel systems), the status of the booking and its belonging to a group, the number of the booking, the dates of arrival and departure and the number of nights, the number of adults and children in each booking with the name of the main guest and the arranger, the rate and board and the price per night of each booking.
- **Last stay** – the page shows information about the last stay of the profile arranged in a grid similar to that of the Bookings page.

Files

This page allows linking the profile to various files outside the system, e.g. documents, contracts, etc. They are listed as links. Use the buttons in the lower part of the screen to add, open or remove files.

Wallet

This page is where the loyalty plan used in the profile is defined. It also allows awarding bonus points manually and gives information about the awarded points.

Select the desired plan for the profile from the offered list in the uppermost part of the screen (***Loyalty plan***)

The grid in the middle of the screen lists the operations with bonus points performed on the profile. They are arranged by reason, quantity (of services), (number of) points, note, user, date and time.

The lower part of the screen contains the controls for manual operations with bonus points.

- *Award points* – use the function to award points manually and use the note field to put in an appropriate description.
- *Consumption* – use the function to indicate manually consumption of points and enter a suitable explanation as a note.
- ***Balance*** – the field shows the number of points that can be used for offering discounts to

the profile.
- ***Accumulated bonus points*** – the field shows the total number of points awarded to the profile.

Note: If needed, the total number of bonus points can be corrected by posting a desired number of points with a 'minus' sign.

Agent profile

New agent profiles can be created from the Agent view of the *Profiles* screen or from the arranger fields of the *New booking* and *Edit booking* screens.
The *Agent profile -> preview and edit* screen contains five pages giving different information about the profile.

Profile details

This is where the main information about the profile is entered:
- ***Name*** – enter the name of the profile
- ***Group*** – the groups of agents are created to group agents by a certain criterion (e.g. market Germany, market Romania, etc.). They are used to analyze the total revenue per group in trend reports. To create a new group, simply type the name in the ***Group*** field. All existing groups are offered for selection in the same field.
- ***Account template*** – select a template for the accounts of the profile that will be created for its bookings.
- ***Maintenance*** – select a maintenance schedule to be applied to the bookings of the agent.
- ***Document details*** – enter all details you want to be included in the documents issued to the profile. Use the dots button to open a window with the necessary fields to complete.

Note: If you are entering the details of a legal entity from an EU country, select option ***Legal entity***, select nationality, enter the company ID number and use the *EU* function. If you have Internet connection, the system connects the VAT validation service of the EC site. If the company has been entered in the Taxation and Customs Union database, its details are automatically filled in the respective fields in the system.
- ***Analytical account*** – type in the name of the analytical account to be used in the profile.
- ***Credit card*** – select a credit card or register a new one to be used for payments of the profile.
- ***Guarantee*** – select the guarantee policy that will be used for bookings made by this agent (see Guarantee policies).
- ***Contact details*** – enter the contact details of the agent.
- ***Rates*** – from the list of the rates existing in the system select those you want to be offered first in new bookings of the agent.
- ***Archive profile*** – check the box if you want to remove the profile form the profile lists and stop it for use.
- ***Auto postings in this database*** **–** this setting affects systems with central reservation (CRS). If you select the option, the nights of the bookings created for the profile will be posted in the same database where the bookings have been created, even if they are checked in a different database.
- ***Message*** – enter a message to be displayed upon creating new bookings of the profile.
- ***WBE password*** – define a password for access to the WBE.
- ***IATA number*** **–** enter the IATA number of the agent.
- ***Note*** – enter a note that will be visible only in the *Profile->preview and edit* screen.
- ***Market segment*** – select the market segment of the profile (for statistics purposes).

The functions in the bottom part of the screen give access to several parameters of the agent.

Allotment

This is where the number of rooms allotted to the agent are defined. The allotment can be different for the different room types and in different periods. In multihotel systems, the allotments in different hotels can also be different.
The allotment is used for creating rough previews of the hotel occupancy for a period of time (see Occupancy forecast).

To define an allotment, use the *Define (Ins)* function in the bottom part of the screen. Fill in the fields in the *New allotment* window with the appropriate information:
Room type – select the room type whose allotment you are defining.
Rooms – enter the number of rooms of this type which are allotted to the agent.
From – enter the date on which the allotment is activated.
To – enter the final date of the allotment period.
Days number – enter the number of days before the booking date after which the allotment of the agent is considered free. That is, if the specified number of days is 5, and the agent wishes to make a booking for 25.08, the booking should be made on 20.08 at the latest. Otherwise, its allotment is considered unused and is released for use by other customers.
Save (Enter)

All allotments are listed in the grid. They cannot be edited or deleted. If an allotment of a room type is inserted with the same period as an older one, the first allotment is cancelled and the new one is activated.

Booking positions

This is where the forecast bookings by dates and room types of an agent, i.e. the booking positions, are inserted. They are arranged in a grid including all room types in the system and the dates in the period defined in the parameters at the top of the screen. The booking positions of an agent can be printed out or exported into an MS Excel file with the Print and EXCEL button respectively.
The grid may be set to display either booking positions only or booking positions, bookings and allotment. Use the ***Allotment and availability*** checkbox in the upper part of the screen.
The booking positions themselves can be inserted one by one, for each date and room type. For greater convenience in such cases, hitting the Enter key moves the cursor to the next box. The direction of the cursor movement is set with these buttons:

	The cursor moves down
	The cursor moves to the right

The booking positions can also be entered in room type groups:

- Select a box in the grid in the column of the desired room type.
- *Rooms qty*

- ***Period –*** select the period for which the booking positions are. The period must be within the limits of the one defined in the Booking screen parameters.
- ***Rooms number –*** enter the number of rooms of the selected type you want to include in the booking positions.
- *Save (Enter)*

The boxes of the dates of the selected period are now filled with the number of rooms specified.
Proceed in the same way for all desired room types.

The number of rooms in the booking positions can be edited in bulk with the *Decrease* and *Increase* buttons.

The booking positions can be set to expire a certain number of days before their date if they have not been confirmed by bookings. From the current date point of view this would mean that the booking positions for the specified number of days from today on are expired.
To set an expiry date of the booking positions
select a box in the column of the desired room type
Days number
Period – select the period of the desired booking positions. The period must be within the limits of the one defined in the Booking screen parameters.
Days number – enter how many days before the date of the booking position it expires.
Save (Enter)

Age groups

The age groups in the agent profile are used for sorting customers by age in issuing invoices. Through this parameter the system allows sorting the guests of the different agents by different age groups. Since the prices for adults and children are defined in the rates, the age groups in the agent profile must match those in the rates.
All age groups are listed in the *Agent – age groups* screen with their name and ages.

To define a new age group

- *New (Ins)*
  - ***Name*** – enter a name for the age group, e.g. infant, child, adult, etc.
  - ***From*** – enter the age at which the guest enters the defined group
  - ***To*** – enter the final age of the group, i.e. 5 would mean 5 year-olds included.
  - ***Child*** – check the box to mark the age group as children for classifications other than agent invoices, e.g. resort taxes.
  - *Save (Enter)*

The age groups can be edited or deleted with the *Edit* and *Delete* functions

Packages

These are the packages of basic services offered in the system. In some cases they have to be cited under different names in invoices. Since basic services in Clock Evolution cannot be renamed, this functionality offers a workaround in such situations. Basic services can be given alternative names which are then used in documents issued to the respective agent.
The screen also allows specifying how extra services are printed in documents: added to basic services, included in the main or in the secondary voucher, separate row at the bottom of the invoice, etc.

The information in the screen is arranged in two grids. The upper grid contains all basic services, the lower one – the extra services.

- For basic services:
  Type the alternative name in the respective row in the Name column of the grid.
- For extra services:
  Select the desired option in the respective row in the Visualization column of the grid.
- Save before closing the screen.

Discounts

Use this function to specify the discounts given to the agent. The screen displays a list of all the discounts available in the system (see Agent discounts) with information about their name, calculation method and value. In multihotel systems, discounts for different hotels are listed separately.

- To select a discount, check the box in the respective row.
- In cases when more than one discount is selected, the order in which they are calculated is important. To sort this order use the *Move up* and *Move down* buttons in the bottom part of the *Agent discounts -> use* screen.
- *Save* before exiting the screen or *Cancel* to discard any changes.

Statistics

The *Agent - analysis* screen analyzes statistic data of the business the agent has created for the hotel. The information includes number of guests, nights, rooms, their average prices and the income from basic and extra services. This is broken down by current day, month and year and is compared to a user specified year. The balance is calculated per month and year.
The filters in the upper part of the screen define the time limits of the information in the grid.

- ***As of*** – specify the date of the operative data.
- ***Hotel*** – in multihotel systems, select the hotel to be analyzed.
- ***With VAT*** – check the box the see the amounts in the grid with VAT included.
- ***Compare to*** – select the year to compare the current status data to.
- *Refresh* – use the function to update the information on the screen.

Note: Like most screens with similar function, the *Agent – analysis* screen can be printed out by pressing F10 or exported into various file formats from the print screen.

Accounts

The Accounts page of the agent profile and the operations allowed in it are similar to those of the guest profile (see Guest profile/Accounts tab).

History

The History page of the agent profile is similar to that of the guest profile (see Guest profile/History)

Files

This page allows linking the profile to various files outside the system, e.g. documents, contracts, etc. They are listed as links. Use the buttons in the lower part of the screen to add, open or remove files.

Wallet

See Guest profile/Wallet

Add. Data

The page allows defining a target turnover threshold required for certain preferences, e.g. a discount. The value of the threshold is defined here in the desired currency and the movement of the turnover of the agent is monitored using report “Agents at invoiced revenue threshold'. When the target turnover has been reached, the desired discount is defined manually at *Profile ->preview and edit/Profile details/**Discounts***. (see Agent discounts/Order of calculation)

- ***Value*** – enter the desired value of the threshold. Use the next field to select the currency of the amount. For the purposes of monitoring only, the system will recalculate the entire turnover of the agent in the selected currency.
- ***Note*** – use the field to enter a free text note concerning the threshold, the discount or another relevant detail.

MERGING PROFILES

For profiles with similar details the system allows merging them into one single profile for easier handling. Function **Profile merge** is accessible from the *Profile* screen. Pressing the button calls up a list of all similar profiles of agents or guests. The user then compares them and decides which profiles should be merged, and which should be marked as different. On merging all accounts, receivables, credit cards, bookings, bonus points, discounts and statistic data are transferred into the details of the recipient profile. The source profile is automatically archived and the operation is irreversible.

For two profiles to be similar one of the following must be identical:

- for guest profiles – name, personal number and passport number
- for agent profiles – name, ID number and VAT number.

Owner profiles cannot be merged.

To merge profiles follow the procedure:

- *Profiles* screen / **Merge profiles** – the system opens the *Merge profiles* screen. Each row in the table gives information about two similar profiles.
- Select the row with the profiles you want to review. The boxes under the table provide more information about each of the two selected profiles.
- **Merge** – use the buttons to merge the profiles. The arrows on the buttons show the direction in which the data will be transferred. The source profile will be automatically archived after the operation.
- **Mark selected profiles as different** – use the button to mark the selected profiles as not suitable for merging. Such profiles will not be included in the list of similar profiles the next time the merge function is used.
- **Close (Esc)** – close the screen.

NEW ACCOUNT

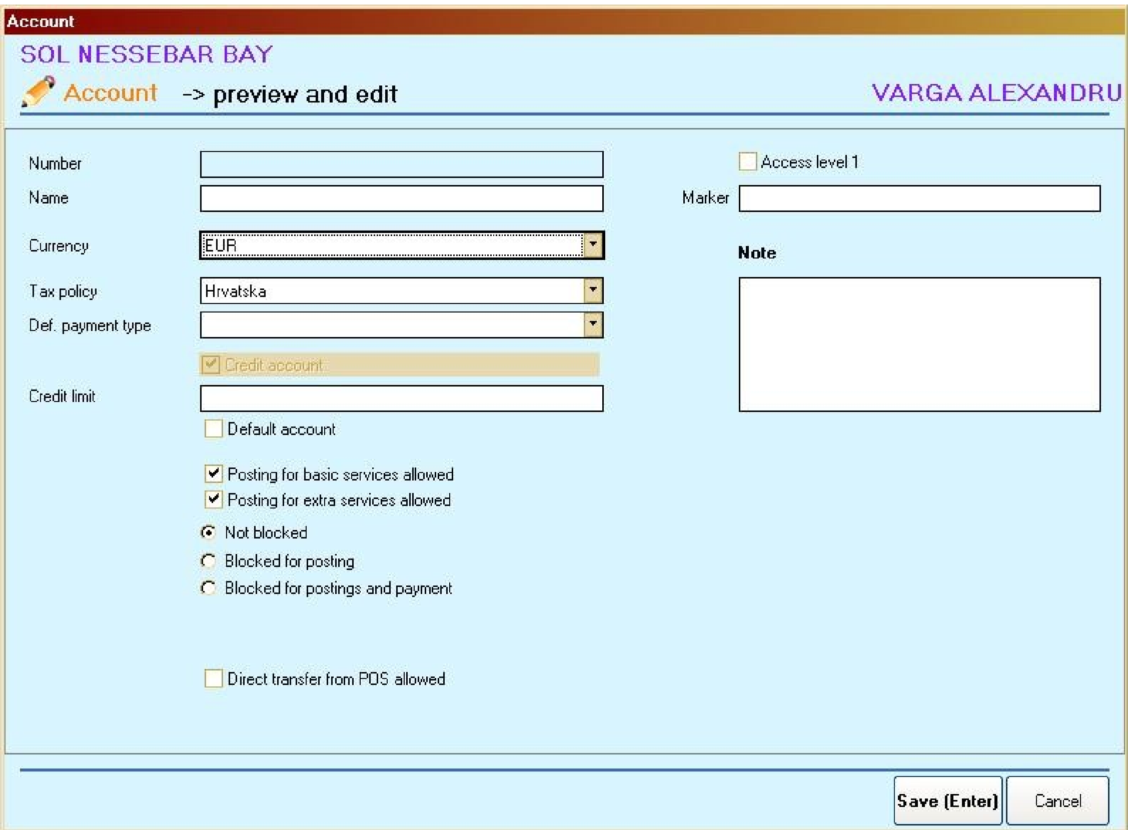


Illustration 51: New account

Accounts in Clock Evolution are always linked to a profile, be it one of a guest or an agent.
New accounts are auto created for the holder of each new booking and, in cases when the arranger covers some or all of the postings and the 'Individual accounts per booking' option is selected (see New booking), to the respective arranger profile for each such booking.
Accounts can also be created manually using the *New* function in the *Profile -> preview and edit/Accounts* screen.
Accounts created manually are always credit accounts.

- *New*
- Select the hotel in which the account will be used (multihotel systems)
- *Select*
  - ***Number*** – the number of the account is auto created
  - ***Name –*** enter a name for the account. If no name is entered, the account bears the number of the booking as its name.
  - ***Currency –*** select the currency of the new account
  - ***Tax policy –*** select the tax policy for the new account
  - ***Def. payment type*** – select a payment type to be offered as default for payments on the account.
  - ***Credit account –*** check the box if you want to create a credit account and allow check

out with open postings.

- ***Credit limit*** – enter a limit for postings to be made on the account without being paid.
- ***Default account*** - tick the box if you want the account to be used as the default account for the profile.
- ***Posting for basic services allowed –*** tick the box to allow the operation
- ***Posting for extra services allowed*** - tick the box to allow the operation
- ***Not blocked / Blocked for posting / Blocked for posting and payment –*** select an option depending on how the account is going to be used.
- ***Reason for block*** – if the account is blocked, enter a reason why
- ***Direct transfer from POS allowed*** – tick the box to allow the operation
- ***Access level 1*** – tick the box to restrict the access of unauthorized users to the account.
- ***Marker*** – enter a marker that can be used as an additional search filter.
- ***Note*** – enter a note (free text)
- *Save (Enter)*

SELECT PROFILE SCREEN

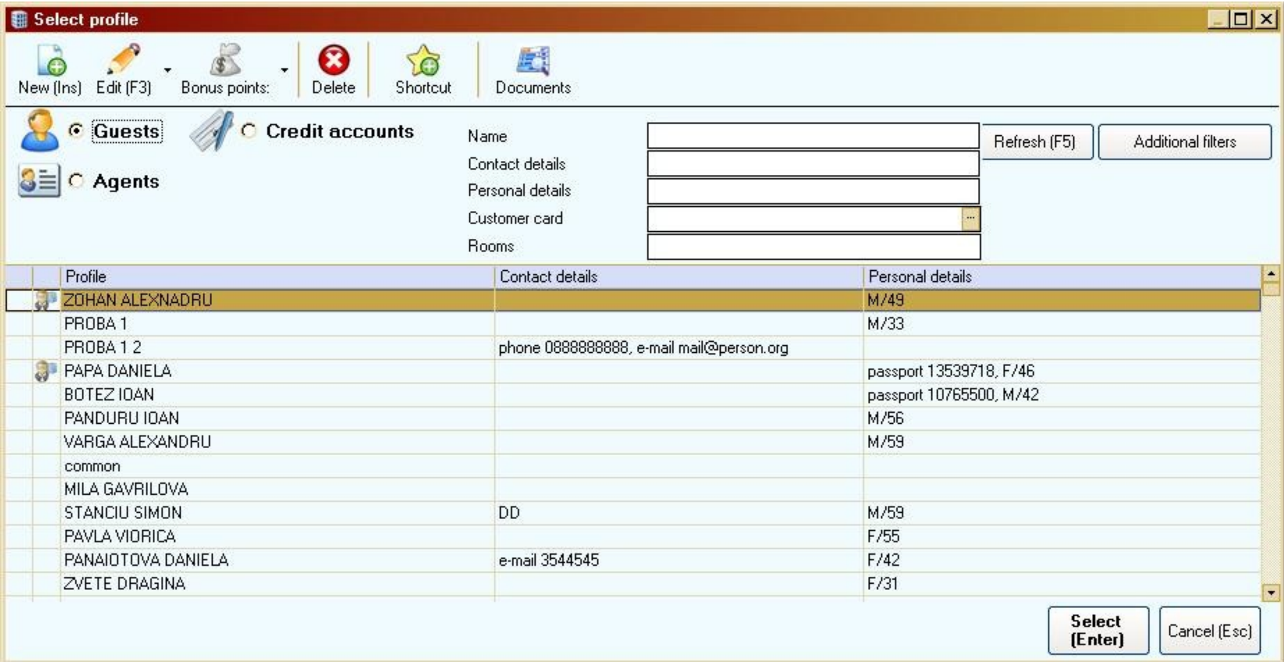


Illustration 52: Select profile

The *Select profile* screen is **accessible from** the *Select profile* function on the desktop and from the *Available rooms and prices* (use the ***Profile*** filter in the search parameters).
The screen has similar view and allows the same operations as the *Profile* screen(see Profiles), but it serves a different function. It is designed to facilitate creating bookings linked to existing profiles by starting from the profile.
There are two main differences between the *Profile* and *Select profile* screens:

- Double clicking on a profile opens the *Available rooms and prices* monitor with the profile name completed. A new booking created at this point will be linked to the profile (see Available rooms and prices).

- In the bottom right corner of the screen are located two more functions:
  - *Select (Enter)* – the function is alternative to doube clicking a profile. Use it to confirm a selection and open the *Available rooms and prices* monitor.
  - *Cancel (Esc)* – use the function to close the *Select profile* screen.

CREDIT CARDS

Illustration 53: Credit cards

The screen

The credit card screen is **accessible from** several paces in the system:

- from *Profile -> preview and edit*/Profile details/Credit card;
- from the *Document payment* screen on selecting credit card payment.

The bottom left part of the screen lists a number of messages describing the current status (Enter validity year!, Enter validity month!, etc.)of the credit card details. Think of them as instructions for completing the credit card form. Each instruction disappears as the respective field is filled in with valid data. Save before exiting the screen.

Credit card types

To be allowed to accept payments by credit cards, all types of credit cards that are going to be used should be registered in the system.
Use the *Credit card types* link to open the *Credit card types -> preview and edit* screen. It lists all types already in the system and allows editing them or registering new ones. Use the buttons at the bottom of the screen to manipulate them.
Note: The credit card types should only be manipulated by advanced users!

PART NINE: ADDITIONAL RESOURCES

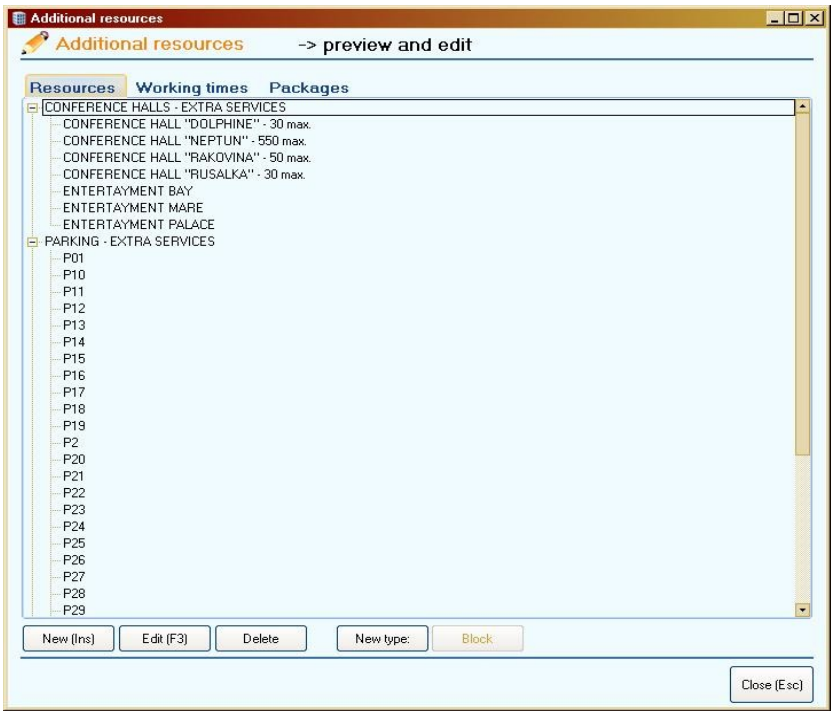


Illustration 54: Additional resources

The additional resource module includes all supplementary facilities offered by the hotel. They are grouped in resource types, such as spa centres, beauty parlours, conference facilities, etc. Each resource type belongs to a service group (see Service groups). Clock Evolution allows registering various types and additional resources, setting working hours, creating schedules and bookings. Each resource is linked to a resource type and is displayed as a sub-level in the list. All characteristics of resources and resource types can be modified. Resources that are not used can be deleted. The system also allows creating so-called virtual resources. They are used for for faster servicing larger groups of customers: instead of looking for free resources at the moment of creating the booking, a virtual resource is booked. Later the booking is transferred to a suitable physical resource.

The Working hours define the opening hours of resources. They are created independently and can be used for any one or more resources.

The Packages are per-set user defined packages of extra services offered by the hotel which are sold as together.

All manipulations and operations concerning additional resources are allowed to users with the 'Resource occupation – create and edit' and 'Resource occupation - cancel' rights granted.

ADDITIONAL RESOURCE SETTINGS

Registering an additional resource type

- open menu *Settings/Additional resources*
- *New type*
  - ***Resource type name*** - enter the name of the new type
  - ***Service group*** – select the service group that you want the type to belong to
  - *Save*

Registering a new additional resource

- open menu *Settings/Additional resources*
- select the resource type
- *New (Ins)*
  - ***Name*** – enter a name for the resource
  - ***Working time*** – select a working time schedule from the drop down list
  - ***Show in schedules by default*** – check the box if you want the resource to be offered for selection in the schedules.
  - ***Show in offers by default*** - check the box if you want the resource to be listed in the offers.
  - ***Virtual resource for non-distributed bookings*** – check the box if you want the resource to be used as a virtual resource.
  - *Save*

Editing additional resources and resource types

Follow the procedure:

- open menu *Settings/Additional resources*
- select the resource/resource type
- *Edit (F3)*
- make the changes you want
- *Save*

Deleting additional resources/resource types

Follow the procedure:

- open menu Settings/Additional resources
- select the resource/resource type
- *Delete*

WORKING TIMES

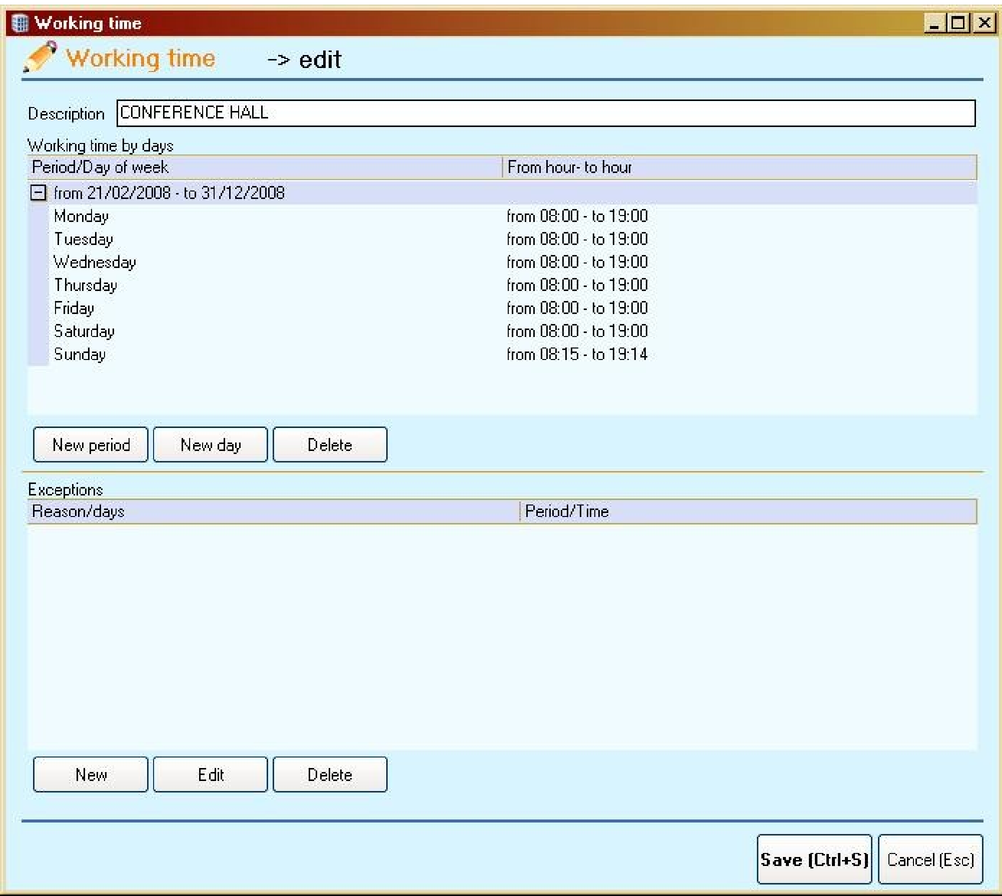


Illustration 55: Working times

Creating working times

- Open menu *Settings/Additional resources*
- *Working times* tab
- *New (Ins)*
  - ***Description*** – enter a name for the new working time
  - ***Working time by days***
    - *New period* – enter the period in which the working time is valid
    - *Save*
  - *New day* – select a day and enter the working hours for it. All days with the same working hours are entered at the same time. If there are different working hours for different days, they are entered separately.
  - ***Exceptions***

Note: If there are any dates included in the specified period to which the working time does not apply, they are set as exceptions.

- *New*
  - ***From date/To date*** – enter the exception dates as periods. Each difference (period or

day) is entered separately.

- ***Reason*** – enter reason why these dates are different
- ***Day*** – select the days to which the exception applies
- ***Working time*** / *New* – enter the working hours for the specified days
- *Save*
- Repeat the operation for each exception day/period.
- *Save*

Editing working times

- open menu *Settings/Additional resources*
- *Working times* tab
- Select the desired scheme
- *Edit*
- Make the desired changes
- *Save*

ADDITIONAL RESOURCE OCCUPATION

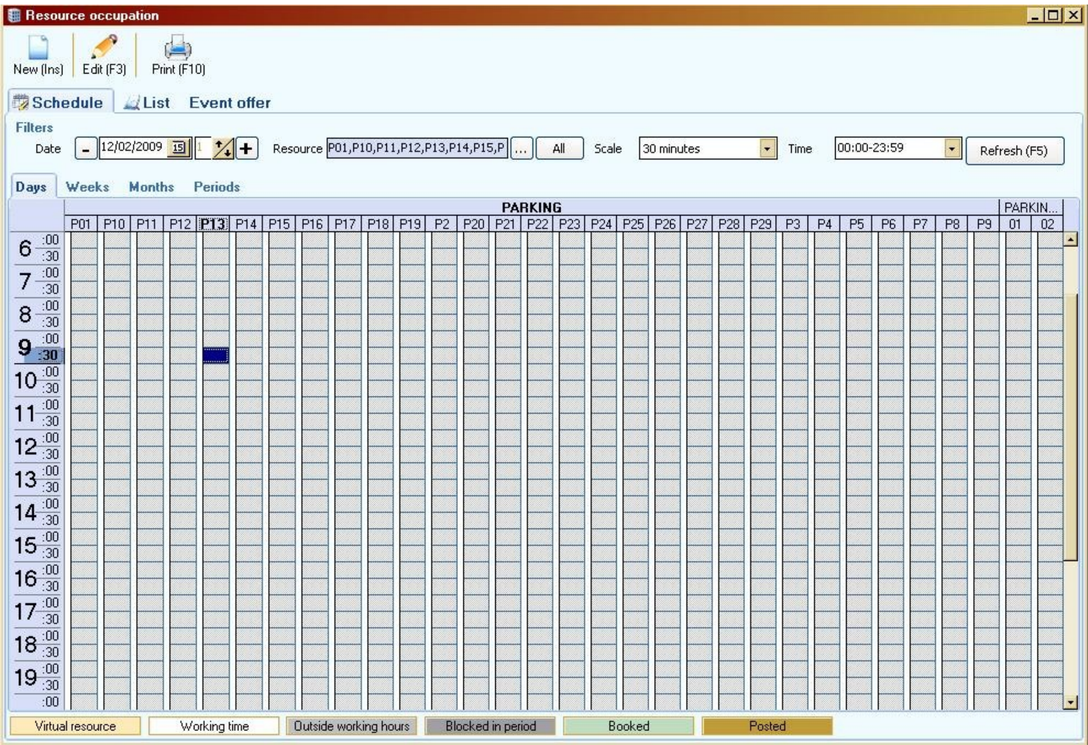


Illustration 56: Additional resource - occupation

The *Resource occupation* screen allows booking additional resources and preparing offers for various events. Manipulations of additional resource bookings are allowed to users with the respective rights granted (see User rights).

The screen can be opened from several places in the system:

- from menu *Hotel/Additional* resources
- from the respective button in the left frame strip of the *Desktop* (see Desktop)
- from the respective button on the *Booking -> preview and edit* screen (see Edit bookings)
- from the context menu in the *Bookings* screen (right-click on a desired booking) (see Bookings screen)

Since additional resources can be booked by external customers as well as by guests of the hotel, the first two options of accessing the screen only offer the functions standardly used for external customers. The last two options allow linking the resource booking to an existing booking in the hotel so that the postings can be manipulated together. It is important to note that if the resource booking is not linked to the hotel booking, the postings for resource use are not transferred automatically to the hotel account of the guest.

Resource occupation screen – external customers

For external customers whose services are not going to be posted on hotel bookings, the resource occupation screen is usually accessed from the Desktop or from menu Hotel. In these cases the screen has the same characteristics as when it is opened through a booking. It also allows the same operations, except linking the resource booking to a hotel booking.

Resource occupation screen – hotel guests

The upper title of the screen displays its name and the main data of the booking it is linked to. The screen is made up of three distinctive sections:

- functions strip, allowing manipulations on the data in the grid;
- filters, used to set the criteria for the data in the grid;
- and data grid, where all the information matching the criteria of the filters is displayed.

It has three pages: Schedule, List and Event offer. The contents of the sections are different on different pages.

Schedule

- Functions:
  - *New (Ins)* – allows creating a new booking in the time slot selected in the grid. (see New AR booking)
  - *Edit (F3)* – allows editing the booking selected in the grid.
  - *Link to* – links the resource booking selected in the grid to the hotel booking displayed in the title. Resource bookings linked to hotel bookings are marked with a paper clip sign.
  - *Print (F10)* – prints the information in the grid
  - *Close* – closes the screen.

- Filters:
  - ***Date*** – set the date of the information in the grid. Use the plus and minus buttons on both sides of the date field to move date back or forth one day. Use the next box () to see the bookings of one specified resource for more than one day.
  - ***Resource*** – specify the resources whose occupation you wish to see. The *All* button selects all additional resources in the system.
  - ***Scale*** – set the time slots of the grid.
  - ***Time*** – specify the time period shown in the grid.
  - *Refresh* – use the button to update the grid after changes in the filters.

- Data grid:

There are four views available for the data grid: days, weeks, months and periods. Each view shows the data matching the above criteria for a day, a week, a month or a period of time (30 days on from the specified date).

There is an extra zoom function in the *Periods* view: to zoom in, holding the left mouse button drag the cursor from left to right over the area you wish to enlarge. Zoom out with the opposite action.

Bookings can be edited in all views, except *Periods*.

All bookings and resources are displayed in different colours reflecting their status: outside working hours, booked, posted, etc. The colours are explained in the legend at the bottom of the screen.

If there is a note entered in the details of an additional resource booking, it is displayed as a hint when the mouse hovers over the booking cell in the schedule.

List

- Functions:
  - *New (Ins)* – use the function to create a new booking.(see New booking additional resources)
  - *New to group* – create a new booking to a group (see Grouping below)
  - *Grouping* – the function allows grouping individual bookings under one group number for easier tracking of additional resource bookings linked to the same hotel booking.
    - *Grouping* – use the function to give the bookings selected in the grid common group number.
    - *Ungrouping* – use the function to remove the group number from the bookings selected in the grid.
  - *Edit (F3)* – use the function to modify a booking.
  - *Link to* – links the selected resource booking to the booking cited in the title. Resource bookings linked to a hotel booking are marked with a paper clip sign.
  - *Print (F10)* - prints the information on the screen. On clicking the button, the system allows selecting a printer device where the schedule will be printed out.
  - *Close* – closes the screen.

- Filters:
  - ***Number*** – enter the number of the resource booking you want to see
  - ***Group*** – enter the number of the desired group
  - ***Status*** – enter the desired booking status
  - ***Guest*** – specify the name of the booking holder
  - ***From*** – define the initial date and time of the bookings
  - ***To*** – define the final date and time of the bookings
  - ***Resource*** – specify the booked resource
  - ***Service*** – specify the service of the booking
  - *Refresh (F5)* – use the button the update the information in the grid
  - ***All bookings / Bookings for Bookings*** – select whether you want to see all resource bookings matching the set criteria, or only those linked to the hotel booking cited.

- Data grid:

The information in the grid is arranged in columns, which can be sorted by clicking on the respective column head. The resource bookings matching the defined criteria are listed with their link status, number, grouping status, holder name, time period, resource, service, reasons for cancellation (if any). They are also marked with different colours, explained in the legend at the bottom of the grid.

Event offer

This page is different from the other two in that instead of displaying additional resource bookings, it actually allows preparing offers for booking resources for various events as well as listing existing such.

- Functions:
  - *New (Ins)* – allows creating new event offers (see New event offers)
  - *Edit (F3)* – allows editing existing event offers.
  - *Cancel* – cancel an offer.
  - *Link to* – links the offer selected in the grid to the booking cited in the title.
  - *Print (F10)* – prints the listed offers.
  - *Close* – closes the screen.

- Filters:
  - ***Offer*** – specify the number of the offer you are searching for;
  - ***Period*** – specify the period of the offer;
  - ***Status*** – specify the status of the offer (Tentative, Confirmed or Cancelled);
  - ***Recipient*** – enter the name of the person the offer is addressed to;
  - ***Contact person*** – enter the name of the contact person specified in the offer;
  - *Refresh* – updates the information in the grid.

- Data grid:

All offers matching the criteria set in the filters are arranged in the grid. They are listed with information about their main details: number, date, recipient, contact person, status. The columns in the grid can be rearranged by dragging a column head to the desired place.

New booking (additional resources)

A new resource booking can be created either from the Schedule or from the List page of the *Resource occupation* screen. The first is created for a pre-defined resource and time slot. These, however, can be changed.

List page:

- *New (Ins)* – opens a window for manipulation resource bookings. The uppermost strip allows manipulation of existing bookings, so ignore it for the moment.

Fill in the details of the new booking as follows:

  - ***Number*** – the field is filled automatically
  - ***Linked to*** – the field is auto filled when the resource booking is linked to a hotel one.
  - ***Period***/ ***From***/ ***Duration***/ ***To*** – enter the time of the booking

- ***Resource*** - select which resource is booked
- ***Service*** – select the service to be used by the booking.
- ***Guest*** – enter the name of the holder of the booking
- ***Voucher*** – tick the box if there is a voucher and enter its number
- ***Colour*** – the field allows defining a colour for the booking to be shown in in the Resource occupation screen. Using the same colour to mark bookings with the same feature can be useful for easy searches or grouping of similar bookings.
- *Save (Enter)*

Schedule page:

in the data grid, select the time slot of the desired resource

- *New (Ins)*
- proceed as above

Edit/ Post/Cancel bookings (additional resources)

A resource booking can only be handled in the Schedule or in the List page. The options in the uppermost strip allow cancelling the booking, marking it as 'no show', or posting it.

Follow the procedure:

- select the desired booking
- select the desired booking in the data grid– use the filters to search by guest name, date, status, resource, etc. and the *Refresh* button to activate them.
- *Edit* (F3) or double click on the booking
- make the changes you want
- *Save*

When posting, the user is prompted to enter a price for the service. For hotel guests, the service can then be seen in the manipulator of the account of the hotel booking; for external guests a document is issued (see Documents).

When cancelling, a reason for the cancellation is required.

Linking resource bookings to hotel bookings

A resource booking made for an external customer can be linked to a hotel booking. In this case the service is posted on the account of the hotel booking. To perform the operation, access the resource booking from the *Bookings* screen (see Bookings).

Follow this procedure:

- open the *Bookings* screen
- select the desired booking

- right click/ *Add. Resources*
- in the *Resource occupation* screen select the desired resource booking
- *Link to*

The resource booking is linked to the hotel booking, as can be seen in the ***Link to*** field in the *Edit* window.

New event offer

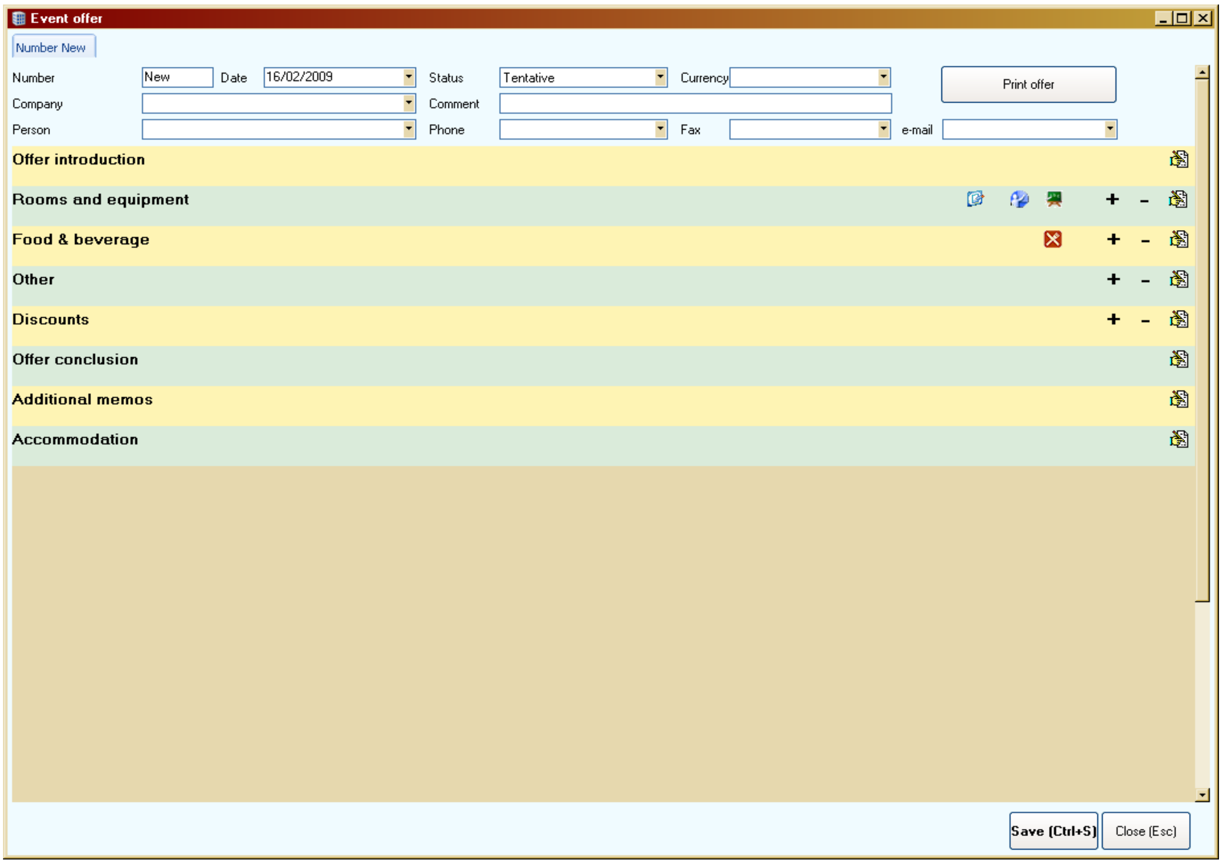


Illustration 57: New event offer

The system allows preparing offers for different events, which include renting halls and equipment, catering, any special conditions, and can be linked to a booking group. When printed, the offer includes the total price for the event and the bookings.

- ***Number*** – enter a number for the offer.
- ***Date*** – enter the date on which the offer is prepared or made.
- ***Company*** – enter the name of the company receiving the offer.
- ***Person*** – enter the name of the person to whom the offer is addressed.
- ***Status*** – set the status of the offer (tentative, confirmed or cancelled).
- ***Currency*** – select the currency of the prices in the offer.

- ***Comment*** – use the field to enter a comment to the offer.
- ***Phone*** – enter a contact phone number
- ***Fax*** - enter a contact fax number
- ***E-mail*** - enter a contact e-mail address
- Print offer – prints the offer. All amounts are calculated in the printout.

The information in the offer is entered in the respective field in the grid. Use the 'plus' button to insert a new row in a field, and a 'minus' button to delete it.

The last cell of each section is devoted to ***Memos.*** It is used for providing instructions to the responsible staff or for other organizational purposes. The offer can be printed with or without them, depending on the recipient of the printout.

Each section is followed by a ***Note*** field. These notes are used for free text messages which are always printed.

Offer introduction

Use the button to open the field and type the free text of the introduction.

Rooms and equipment

In this section all rooms and equipment needed for the event are specified. Each room is entered in a separate row. The equipment needed in each room is specified specially for the selected room.

- Insert new row with the plus button.
- Opens the resource occupation window.
- Complete the fields as required (see New booking (additional resources)/List page)
- Fields in the ***Rooms and equipment*** grid:
  - ***Period*** – auto filled
  - ***Venue*** – auto filled
  - ***Event*** – fill in the name of the event or the activity the room is intended for
  - ***Characteristics*** – fill in any attention details regarding the room
  - ***Guests*** – fill in the number of guests
  - ***Sum equipment*** – shows the amount owed for the equipment rented with the room. To specify the equipment use the button in the field or the *Select equipment* option ( ).
    - *New (Ins)* – inserts a new element row.
      - ***Element*** – enter the name of the equipment item rented.
      - ***Qty*** – enter the number of items.
      - ***Price*** – enter the price of an item.
      - *Confirm (Ctrl+Enter)*
  - ***Rent total*** – the total amount owed for the rent of the room and the equipment.
  - ***Booking*** – shows the number of the booking of each room.
  - ***Memos*** – enter any memos concerning the respective row. (Memos) (see Print offer)

Food and beverage

This is the section where all the food and beverages included in the offer are listed in detail and with price. Each event (coffee break, lunch, etc.) should be entered as a separate row so they can be printed in detail in the printout.

To see what each event includes, open its menu with the menu button .

- insert a row in the field
- complete the required information:
  - ***Date*** – enter the date
  - ***Period*** – enter the time of the specific meal/coffee break/etc.
  - ***Event/Venue*** – enter the name of the event or the venue
  - ***Characteristics*** – enter a description of the event or venue. These are printed as attention details.
  - ***Guests*** – enter the number of guests
  - ***Price*** – to specify a price for the event or venue. Use the dots ( ) button to open the *Menu* screen and enter each of the elements of the event described in the row: (see **Note**)
    - ¥ *New (Ins)*
    - ¥ ***Element*** – enter the name of the element (e.g. coffee)
    - ¥ ***Qty*** – enter the quantity of the element (e.g. 10)
    - ¥ ***Price*** – enter the single price of the element (e.g. 1.5)
    - ¥ Enter each element in a new row and save with Confirm (Ctrl+Enter)

The Price field shows the total price of the element (here, 15).

- ¥ ***Memos*** – enter a free text note. (Memos) (see Print offer)

Note: New menu elements can also be inserted from a POS menu using function *Insert from menu (Ctrl+Ins).*
Use the filters in the upper part of the POS menu screen to select the desired outlet, menu and/or price list. You can also search an item by its name, code or group.
Select the desired items and confirm the choice with the *Select* button.
To be able to use this option, set the path to a POS database in System settings.

Other

Use this section for elements of the offer that cannot be classified as rooms, equipment, food or beverage. The fields here are similar to the ones in the previous sections, except the price – the amount is typed in the box.

Discounts

Enter all discounts in individual rows. Each discount is entered as an amount, not percentage.

Offer conclusion

Type in the conclusion of the offer.

Additional memos

Enter any additional memos. The memos are printed or not, depending on the parameter selected on printing. (see Print offer)

Accommodation

If the offer includes accommodation, this section specifies the hotel bookings included in it.

- ***Group*** – the functions in this field allow linking existing hotel bookings to the offer.
- *New booking* – allows creating new hotel booking linked to the offer.

Functions

The bottom of the screen allows several more operations on the offer:

- *Copy* – creates a copy of the existing offer, when different versions of the same offer should be kept.
- *Cancel* – changes the status of the offer to 'Cancelled'.
- *Save (Ctrl+S)* – saves the changes made on the offer.
- *Cancel* (*Esc*) – closes the screen without saving the changes made.

Print offer

The system provides two options for printing an offer. For internal organizational purposes an offer can be printed in its entirety, including the ***Memos*** and ***Additional memos***. For formal purposes, e.g. a customer copy, the offer can be printed without this internal information.

- Open the desired offer
- *Print offer*
- Select if the memos should be included or not
- *Print*

PART TEN: OWNER MANAGEMENT

The module allows managing customer property by the hotel. The financial relations between the owners and the managing organization are realized through commissions and services. Commissions are paid by the organization to the owner for letting out the property, services are owed by the owner to the organization for running costs (maintenance, electricity, etc.) Each property owner has a profile and the conditions for using each property are defined in contracts. The postings for the use of the property are made in the hotel module and then imported in the Owner management module, where commissions and services are calculated and distributed among the respective accounts with consideration of the conditions in the contracts. Postings can also be collected in a pool and then distributed proportionally between the owners in the pool. Running costs are posted manually as regular postings. Owners are informed of the current status of their properties and finances connected to them through online reports or direct e-mails of statements drawn on closure of their accounts at the end of each accounting period.

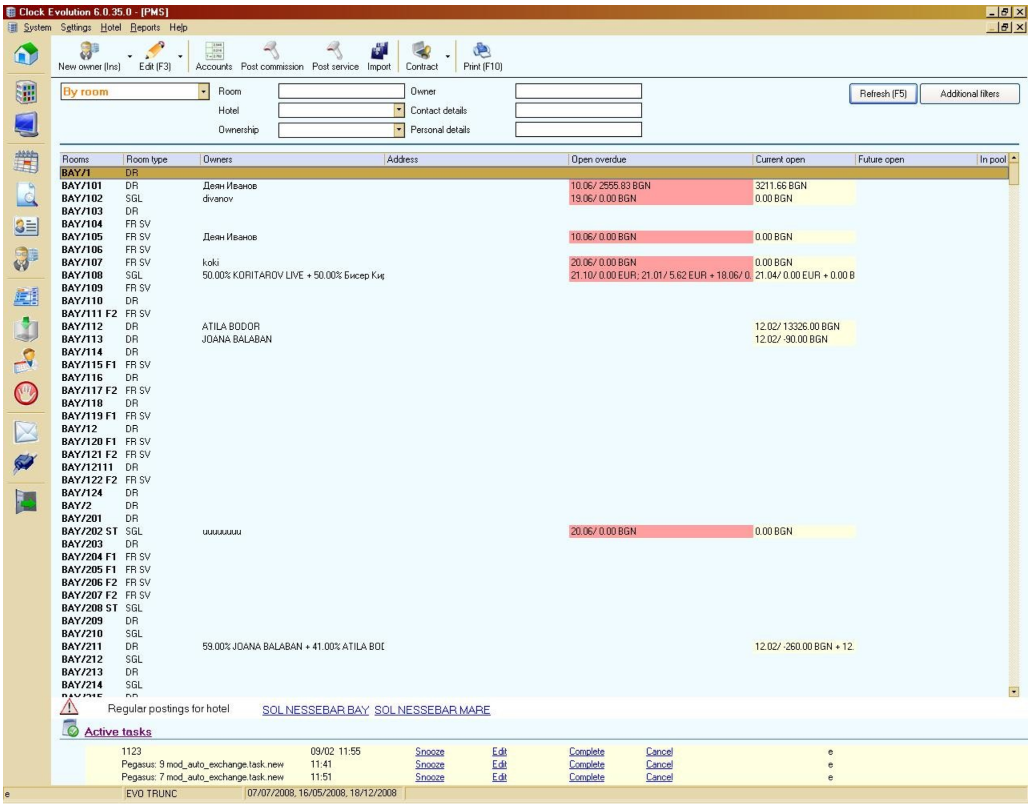


Illustration 58: Owner management

OWNER MANAGEMENT SCREEN

The screen consists of several sections: controls strip, search filters, result grid and info strip.

The controls strip allows manipulations on and with owner profiles and accounts.

Controls

- *New owner (Ins)* – allows creating profile of a new owner. Owners can be either individual persons or agents. Rental pools are also registered as owners.
  - *New guest – owner* – opens the *Profile -> preview and edit* screen to create a new profile (see Owner Profiles)
  - *New agent – owner* - opens the *Profile -> preview and edit* screen to create a new profile (see Owner Profiles)
  - *New – rental pool* - opens the *Profile -> preview and edit* screen to create a new profile (see Owner Profiles)(see Rental pool)
- *Edit (F3)* – allows editing of the room or owner selected in the grid.
- **Note**: Rooms cannot be edited in the Profile view of the screen and owners cannot be edited in the Room view of the screen (see Search filters).
- *Accounts*
  - *Accounts* – lists the accounts of the selected room/owner (see Owner Accounts)
  - *Manipulator* – opens the *Account manipulator* for the row selected in the grid.
- *Post commission* – opens the *Owner Postings* screen to post a commission (see Owner Postings)
- *Post service* - opens the *Owner Postings* screen to post a service (see Owner Postings)
- *Closure* – the button is only shown in Owner and Pool views of the screen. It closes the postings on the accounts of the selected owners and issues a statement (see Closure).
- *Import* – opens the *Import* screen to allow importing postings from the hotel management module (see Import)
- *Contract*
  - *All contracts* – shows all contracts of the owner/room selected in the grid.
  - *New contract* – opens the *Contracts* screen to allow creating a new contract for the owner/room selected in the grid.
  - *Copy* – creates a copy of the contract of the selected room/owner. If there are more than one contract, opens the Contracts screen to select one.
  - *Regular postings* – calls up the Regular postings screen. Used also to make regular postings for future dates, i.e. before the date has actually come.
- *Print (F10)* – prints the information in the grid.

Filters

The filters in the second section allow searching for specific owner profiles. The screen can be set to show the results of the searches by room, owner, by room and owner or by pool. The profiles can be searched by room, owner, hotel (in multihotel systems), ownership, or details. All searches are activated with *Refresh* or F5. Extended detailed searches can be set with the *Additional filters*. The broom button indicates there are active filters and can be used to clear them and show 'All'.

Grid

The grid lists the rooms or profiles matching the criteria set for the search. The information is arranged in columns by room, room type, owner name, address, open postings (overdue, current and future) and pool. Overdue postings are red, current ones are yellow, and future ones are green. A negative number would indicate expense (service) for the owner, positive numbers indicate income (commission). The grid can be sorted by a column by clicking the column head.

Info strip

- This strip appears when there are regular postings due. It gives the names of the hotels with the due postings. Clicking the hotel opens the *Regular postings* screen. (see Owner Postings Regular postings).

OWNER PROFILES

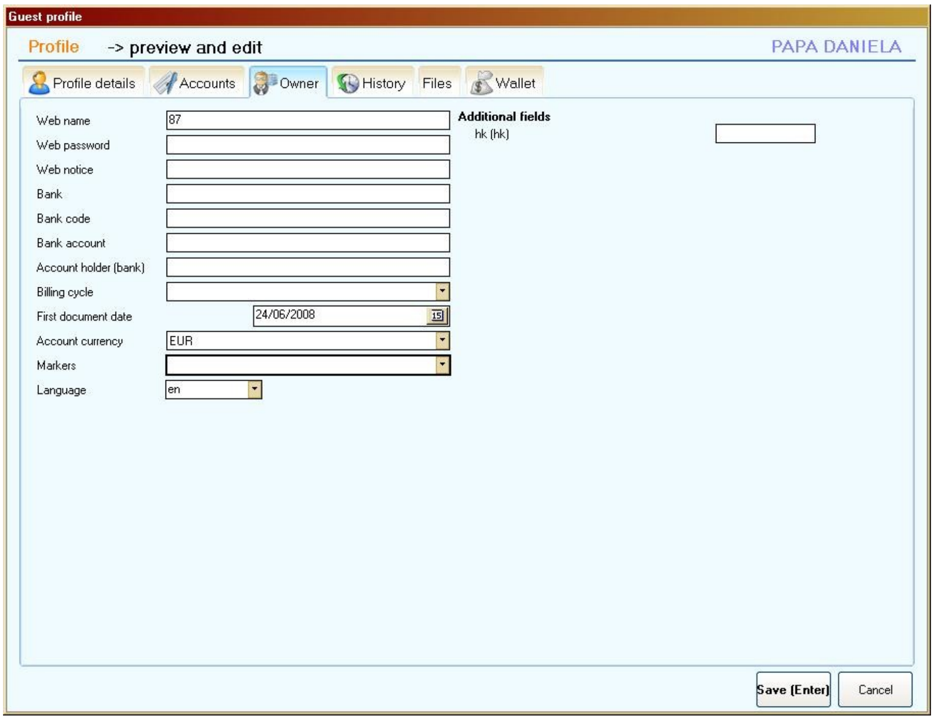


Illustration 59: Owner profile

The owner profile is similar to the hotel profile (see Profiles). It has an additional Owner tab, containing specific information used in the Owner management module.

- ***Web name*** – enter a name to be used by the owner to access their reports online.
- ***Web password*** – enter a password to be used by the owner to access the site.
- ***Web notice*** – use this field for notices to the owner. These will be displayed in the site together with the reports.
- ***Bank*** – enter the name of the bank the profile will use.
- ***Bank code*** – enter the code of the bank.
- ***Bank account*** – enter the number of the bank account
- ***Account holder*** (***bank***) – enter the name of the bank account holder.
- ***Billing cycle*** – select how often the profile will be billed (monthly, annually, etc.)
- ***First document date*** – select the date when the first document for the profile should be issued . In essence, this is the date of the first closure of the profile.
- ***Account currency*** – select the currency to be used in the accounts of the profile. All postings on the profile will be calculated in the selected currency. If the currency is changed

later, the change will only affect the owner account. The customer account will retain its original currency. (see Owner Accounts)

- ***Marker*** – select a marker to be used as an additional search filter (for more on markers, see Lists).
- ***Language*** – select the language to be used in the reports compiled for the profile.
- Additional fileds – this section lists all additional fields of type 'Owner', which have been created in the system. Fill them in as appropriate. (see Additional fields).

OWNER ACCOUNTS

- Each owner in the Owner management module has two accounts – an owner account and a customer account. Both are created automatically for each new profile. Postings on both accounts can be made automatically (on import from the hotel system) or manually (see Owner Postings). The owner account allows tracking the balance of the profile. It has an informative function and no documents can be issued from it. All documents are issued from the customer account of the profile, which can also used for handling running costs. Services posted on the owner account are considered corrections to the owner balance; services posted on the customer account are VAT taxable and are included in the hotel revenue reports. The *Owner Accounts* screen shows the postings on the owner account and the open postings on the customer account of the owner. The latter are marked with an 'O'. The closed postings on the customer account can be seen in the manipulator of the customer account of the profile (see Profile/Accounts/ Manipulator).

The Screen

The *Owner Accounts* screen is reached through *Owner management/Accounts*. It lists the accounts of the owner(s)/room(s) selected in the *Owner management* screen grid and allows making new postings and editing existing ones. It can be set to show open or closed postings.

Controls

- *Post commission* – opens the *Owner Postings* screen to post income for the owner manually.
- *Post service* – opens the *Owner Postings* screen to post expense for the owner manually.
- *Edit (F3)* – opens the *Edit postings* screen for the selected posting. You can only edit the value and currency of the posting. After saving, the screen shows all changes in red.
- *Cancel* – cancels the selected posting.
- *Print (F10)* – prints the information on the screen or exports it into file.

Filters

The main filters allow searches of open or closed postings by room and/or owner. The additional filters provide for more detailed searches which can be used to facilitate every-day operations.

Additional filters:

- ***General***
  - ***Owner*** – enter the name of the owner whose postings you want to find

    - ***Room*** – enter the number of the room whose postings you want to find
- ***Additional***
    - ***Service*** – select the service you want to find posted
    - ***Period*** – define the period in which the posting you are looking for has been made
    - ***Cancelled*** – set the results to only include cancelled postings
    - ***Highlight services*** – this filter can be used to check if some services have been posted on all desired accounts (usually in manual posting of regular postings). Select the desired services. The search results show all posted services in green; missing services are yellow.
    - ***Import number*** – enter the number of an import to see the postings made with it on the selected owner(s)/room(s).
    - ***Statement No***. - enter the number of a statement to see the postings closed by it.

Grid

The grid shows the postings on the accounts of the owners or rooms selected in the *Owner management* screen.

The postings of each room are grouped vertically with the title row of the group stating the hotel, the room number, the name of the owner and the ownership share.

Horizontally, the information is arranged in columns by:

- ***Status*** – automatic postings have no special status marker. Open manual postings are marked with a capital 'O'.
- ***Date*** – the date on which the posting was made
- ***Service*** – the name of the posted service
- ***Description*** – for auto postings this column shows the booking number and the period of stay; for manual postings the description is entered manually by the user.
- ***Reference doc***. - the column shows the number of the document issued on closing the posting. Since closed manual postings are not included, the ones shown here are open and do not have a reference document.
- ***Income*** – shows the amount (commission) owed to the owner for the respective posting.
- ***Expense*** – shows the amount (service) owed by the owner for the respective posting.

The bottom part of the grid shows the total income (commission), total expenses (services) and total balance of all postings in the grid.

OWNER POSTINGS

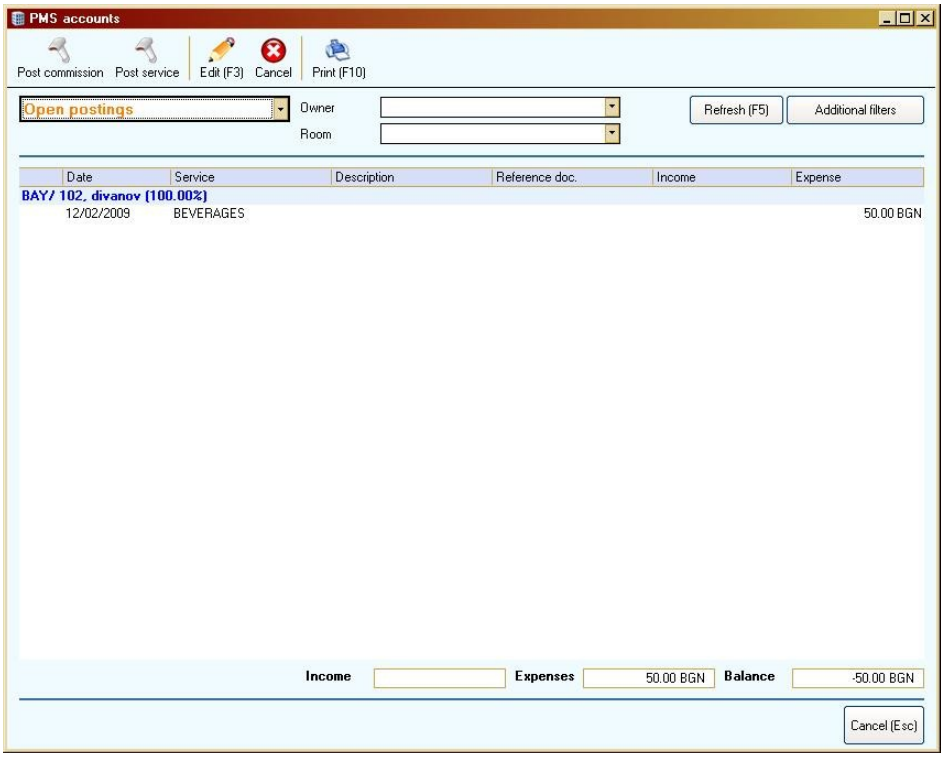


Illustration 60: Owner Posting

The *Owner Postings* screen can be accessed either from the *Owner management* screen or from the *Owner Accounts* screen with one of the *Post* functions. The screen can be called up for one or more owners or rooms selected in the *Owner management* screen. You can only post the same service on all selected accounts at a time. The service can be posted either with the same or with different price for each selected owner/room. Prices can be entered manually one by one. If they are result of a calculation of some previously set parameters, you can use the Calculate value link. To use the options it offers, the additional fields for each concerned room and owner must have been filled in (see Additional fields Rooms Owner profile).

To post a service or commission manually, follow these steps:

- in the *Owner management* screen, select the desired rooms or owners
- *Post commission* / *Post service*
- In the *Owner Postings* screen fill in as follows:
    1. ***Postings of*** – select the service or commission you are posting
    2. ***Currency*** – select the currency of the posting
    3. ***Date*** – select the date of the posting

4. ***For*** – indicate if the posting is made on room or on room and owner.

Note: If you select 'For room' and a room has more than one owner, the posting will be distributed among the owners with respect to their ownership share; if you select 'For room and owner', and a room has more than one owner, the posting will be made on the account of the selected owner only.

5. ***Description*** – enter a free text description or explanatory note
6. ***On owner account*** / ***On customer account*** – the options are displayed only for postings of services. Commissions are always posted on the owner account. Select which account you want to use for the current posting.

Note: Services posted on the owner account are deducted from the commission owed to the owner. If you want to receive cash payment and/or issue document for the payment, the posting should be made on the customer account.

- In the ***Value*** column of the grid, enter the respective amount for each room/owner.
- *Save (Enter)*

To calculate the value of the posting automatically,

- start as for manual posting.
- Specify the posting (1 – 6)
- *Calculate value*
- Select one of the options to calculate the value of the posting:
  - ***Fixed value*** – use this field to post the same amount on all selected owners at once. Enter the amount and save the operation.
  - ***Value of additional field*** – this field posts the value of a parameter defined in the additional fields (e.g. cable TV). The parameters offered here can be either for room or for owner, depending on the 'For' field in the *Postings* screen. E.g. If the posting is selected to be made 'for room', the parameters will only include the additional fields defined as 'Room' type (see Additional fileds).**Note**: The parameter is posted directly, so it has to be a price (e.g. not room area).
  - ***Value of additional field multiplied by amount*** – this field calculates the value of an additional field (selected in ***Parameter***) by a specified number (set in ***Amount***). E.g. Room area multiplied by 10 Euro/sq.m. maintenance fee. The total fee for each room will be calculated and entered in the ***Value*** column in the *Postings* screen.
  - ***Value of additional field multiplied by another additional field*** – use this field to post services which are the calculated result of the values of two additional fields. (e.g. Room area and maintenance fee per square meter).
  - ***Value defined by parameter share of fixed total amount*** – this field can be used when a total amount of postings needs to be distributed proportionally among a number of rooms/owners. Select the parameter defining the proportion in the ***Parameter*** box and enter the total amount in the ***of*** box. E.g. If there is one electric meter per floor, the power supplied to each room can be calculated using the area of the room.
- *Confirm (Enter)* – the calculated results are filled in the respective fields.

To save the set postings, use the *Save (Ctrl+S)* function in the *Postings* screen. The system displays message 'The service/commission has been has been posted on the selected account(s)'. The new postings are added to the previous ones in the *Owner Accounts* screen.

IMPORT

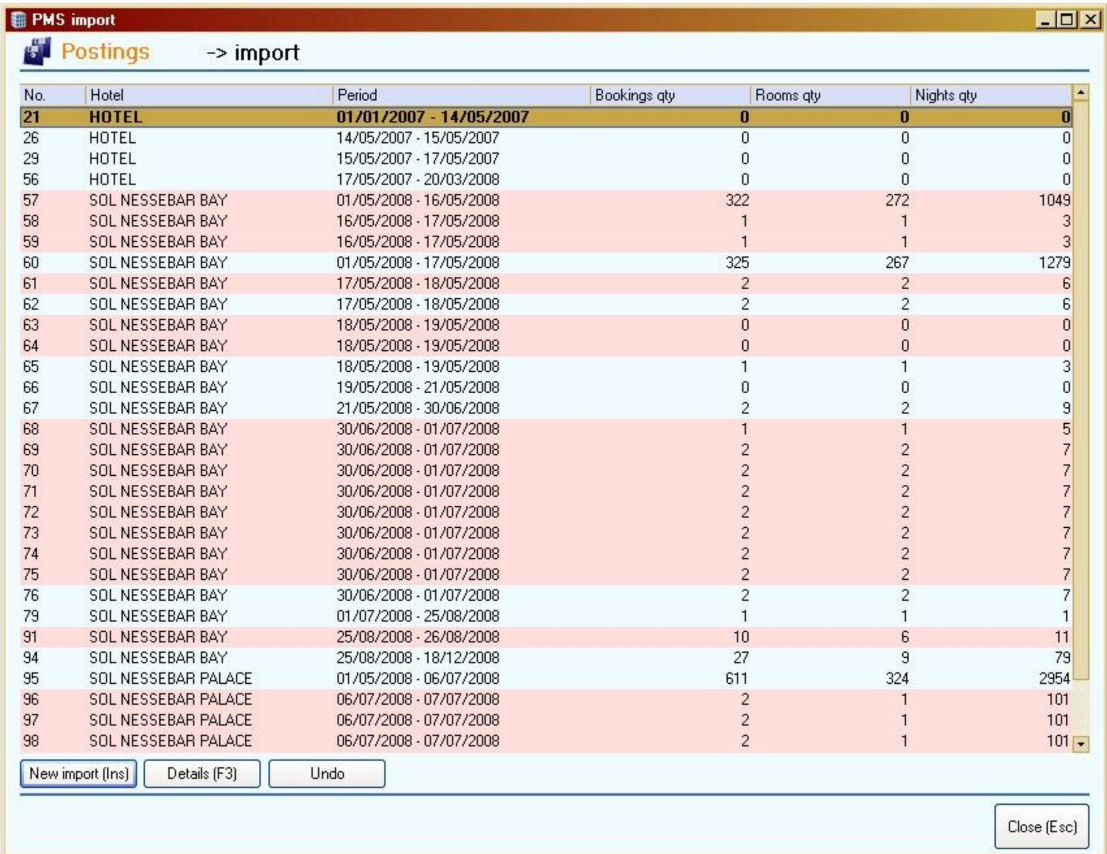
The Import function imports data from the hotel system into the Owner management module. It can be initiated in two modes:

import by bookings, which imports all bookings checked out in the period since the previous active import;

import by documents, which imports data from the documents issued since the last import.

- All imported data is from closed financial dates in the hotel, i.e. checked out bookings and issued documents from the current financial date will not be imported. (see Closure).
- The import uses the data from the hotel module to calculate and post services and commissions according to the contract conditions of each owner (see Owner Contract).

Import screen



No.	Hotel	Period	Bookings qty	Rooms qty	Nights qty
21	HOTEL	01/01/2007 - 14/05/2007	0	0	0
26	HOTEL	14/05/2007 - 15/05/2007	0	0	0
29	HOTEL	15/05/2007 - 17/05/2007	0	0	0
56	HOTEL	17/05/2007 - 20/03/2008	0	0	0
57	SOL NESSEBAR BAY	01/05/2008 - 16/05/2008	322	272	1049
58	SOL NESSEBAR BAY	16/05/2008 - 17/05/2008	1	1	3
59	SOL NESSEBAR BAY	16/05/2008 - 17/05/2008	1	1	3
60	SOL NESSEBAR BAY	01/05/2008 - 17/05/2008	325	267	1279
61	SOL NESSEBAR BAY	17/05/2008 - 18/05/2008	2	2	6
62	SOL NESSEBAR BAY	17/05/2008 - 18/05/2008	2	2	6
63	SOL NESSEBAR BAY	18/05/2008 - 19/05/2008	0	0	0
64	SOL NESSEBAR BAY	18/05/2008 - 19/05/2008	0	0	0
65	SOL NESSEBAR BAY	18/05/2008 - 19/05/2008	1	1	3
66	SOL NESSEBAR BAY	19/05/2008 - 21/05/2008	0	0	0
67	SOL NESSEBAR BAY	21/05/2008 - 30/06/2008	2	2	9
68	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	1	1	5
69	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
70	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
71	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
72	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
73	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
74	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
75	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
76	SOL NESSEBAR BAY	30/06/2008 - 01/07/2008	2	2	7
79	SOL NESSEBAR BAY	01/07/2008 - 25/08/2008	1	1	1
91	SOL NESSEBAR BAY	25/08/2008 - 26/08/2008	10	6	11
94	SOL NESSEBAR BAY	25/08/2008 - 18/12/2008	27	9	79
95	SOL NESSEBAR PALACE	01/05/2008 - 06/07/2008	611	324	2954
96	SOL NESSEBAR PALACE	06/07/2008 - 07/07/2008	2	1	101
97	SOL NESSEBAR PALACE	06/07/2008 - 07/07/2008	2	1	101
98	SOL NESSEBAR PALACE	06/07/2008 - 07/07/2008	2	1	101

Illustration 61: Import

The screen lists all previous imports. It shows their number, hotel, period, number of bookings, rooms and nights. Any cancelled imports are shown in red.

The functions at the bottom of the screen allow manipulations with imports:

- *New import (Ins)* – imports the new data since the last active import and informs the user when the process is completed: “Import completed successfully”. The new import appears in the list.
- *Details (F3)* – shows the contents of the selected import: its number, the date and time of its creation, the number of each room, booking, the period and number of nights of each booking, and the document issued for each booking. No data can be modified here.
- *Undo* – deletes the selected import. The function also reverts all imported postings and can be used to undo imports containing incorrect data. You can only undo the last active import, i.e. if there are correct imports after the error one, they must be undone as well.

Note: It is recommended to use the *Undo* function sparingly. Sometimes, when the errors in an import are not many, it is more convenient to correct the problem postings manually, instead of cancelling the whole import.

OWNER CLOSURE

The Owner closure closes the accounts of an owner and draws up a statement which can be uploaded for the owner's reference. No closure can be run before all postings on the selected accounts have been closed.

The *Owner Closure* screen can be accessed via the *Closure* button in the Owner and Pool views of the *Owner management* screen.

The screen lists the owners selected for closure. The check boxes on each row allow additional selection of owners for closure. Unchecked owners will not be closed.

The list also shows the name and details of each owner and the date of the last document issued (i.e. the last closure).

The ***Document for postings till*** column allows specifying the last date of the period to be closed.

The *Account* link opens a list of all the postings in the selected account that will be included in the closure.

The ***Non-invoiced*** column shows the open postings in the respective account.

- The *Invoice* link can be used to issue a document for the open postings. If they are not closed here, they can also be closed from the manipulator of the account (see Profile/Account tab).

Owner closure

To run closure for an owner

- select the desired owners in the *Owner management* screen
- *Closure*
- Check if all the desired owners are selected (checkbox)
- Enter the date of the statement (***Document for postings till***)
- Close all open postings (*Invoice)*
- *Save* – message 'Statements drawn for owners' shows.

To check the contents of a statement

- select the desired owner in the *Owner management* screen
- *Accounts* – the grid shows the name of the owner, the number and date of the statement and lists all postings included in it.

Upload Statement

Statements are uploaded into Intranet for owners' reference. Each owner can accesses Intranet using the web name and password set in their profile.

To upload a statement follow the procedure:

- *Owner management/Closure/Load data in Intranet* – opens the *Proxy extranet* screen
- Select the desired options:
  - ***New (not exported)***
  - ***All***
  - ***Open postings for date***
  - ***Send notice to selected owners***
- *Export* /*Cancel*

When the upload is completed, the system displays a message. The statements are now displayed and can be checked online.

RENTAL POOL

The rental pool is used when the organization pays the same commission to all owners, regardless of the occupation of their properties. The usual procedure in such cases is for the entire income from all rented properties to be collected in a pool, and then distributed proportionally among all the owners. The rental pool is created as an owner profile and specified in the contracts of the owners included in it.

Create new rental pool

- *Owner management screen/New (Ins)/ Rental pool* – opens the new profile screen. The pool profile is similar to the owner profile, with one extra field:
  - ***Rental pool/Distribution*** – the field is used to define the criterion for the distribution of the pool among the owners. It offers for selection all additional fields of 'Room' type. (see Additional fields)

Rental pool distribution

- To distribute a pool between the owners included in it, run a closure for the pool (see Owner Closure).
- *Owner management*/Rental pool view
- select the desired pool
- *Closure*

The commissions are distributed automatically.

OWNER CONTRACTS

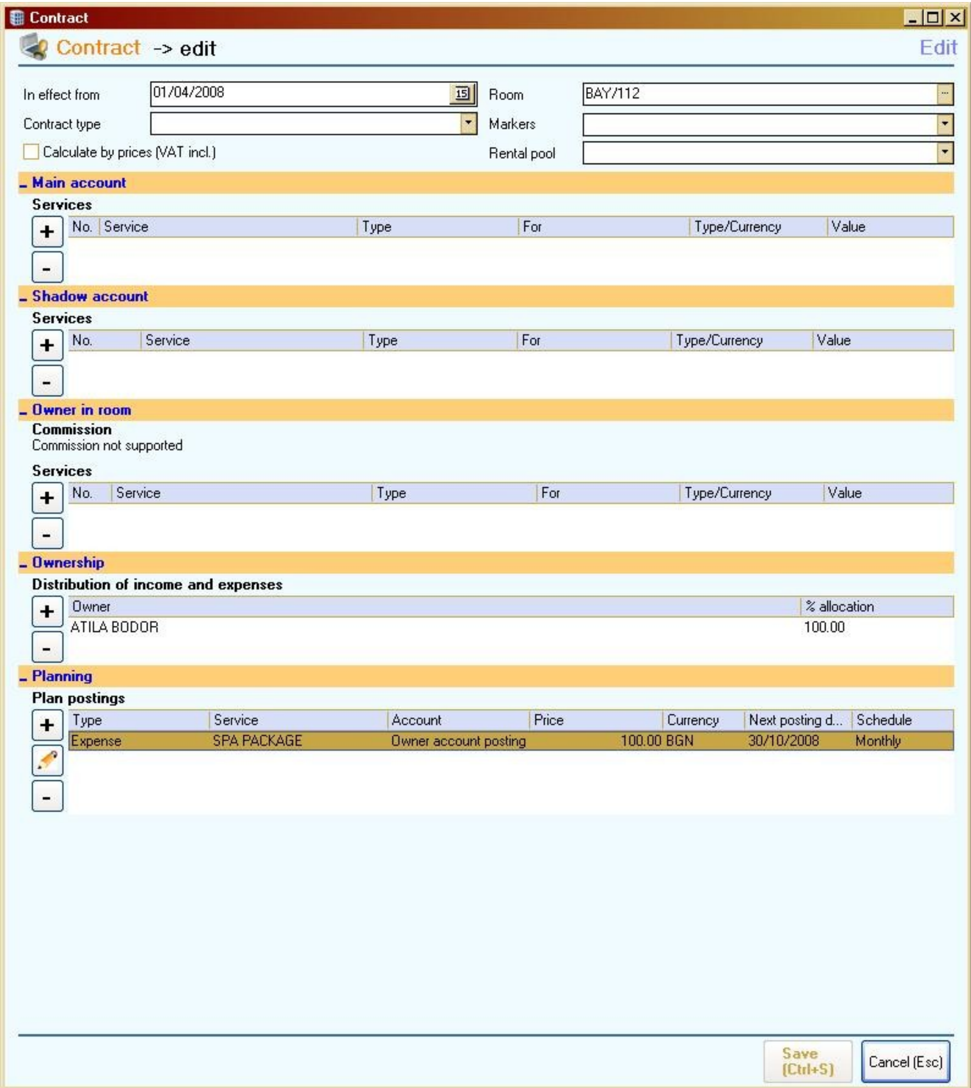


Illustration 62: Owner Contracts

The Owner contracts define the conditions under which the organization manages the owners' properties. In cases when an owner has more than one property, each property is described in a separate contract.

All contracts have a start date, but they do not have a set period of effect. When a contract is not longer used, it is archived.

The postings set in the contract are not made automatically. They are initiated by an authorized user, and completed by the system according to the conditions set here.

A contract can be created starting either from the room, or from the owner.

New Contracts

To create a new contract

- select the desired room/owner in the *Owner management* screen
- *Contract*/*New contract*
- Complete the fields appropriately:
  - ***In effect from*** – select the start date of the contract
  - ***Contract type*** – select the type of postings and how they are tracked:
    - TO/Agent price per night – the commission paid to the owner is equal to the price paid by TO/Agent for a night in the property.
    - Fixed price per night – the commission is a fixed price per night of occupation.
    - Guaranteed income set against fixed price – the owner receives a set amount, regardless of the occupation of the property. In the shadow account the amount is compared to a fixed price.
    - Guaranteed income set against TO/Agent price - the owner receives a set amount, regardless of the occupation of the property. In the shadow account the amount is compared to the commission that would have been received, had it been defined as 'TO/Agent price per night'.
    - TO/Agent price per night set against fixed price – the commission paid to the owner is equal to the price paid by TO/Agent for a night in the property. In the shadow account it is compared to the commission owed in case of a fixed price.
    - Fixed price per night set against TO/Agent price – the owner receives a commission of a fixed price per each night of occupation of the property. The commission is compared to the TO/Agent price.
    - Private use – select this type if the property is to be used by the owner only. In this case the owner is owed no commission.
  - ***Room*** – select the room for which the contract is made. If you have started from the room view of the *Owner management* screen, the room number is auto filled.
  - ***Markers*** – select a marker for the contract. The marker are created in the Lists and can be selected as a search filter in the Additional filters in the *Owner management* screen. (see Lists, Owner management screen)
  - ***Pool*** – select a pool for the contract to be included in.
  - ***Calculate by price (VAT incl.)*** - check the box if you want the prices imported from the hotel module to include VAT.
  - Main account – in this section you define what commissions and services will be posted when the room is occupied and on which of the two accounts of the owner. The contents of the section depend on the type of the contract. The following fields can be available:
    - ***Commission***:

- ¥ ***Service*** – the filed offers for selection all services defined as commission type (see Services). Select the desired service to be posted as commission.
- ¥ ***Fixed price per night*** – this field is available for contract types including fixed prices. Set the price and the currency.
- ¥ ***Guaranteed revenue*** – the field is offered for contract types including guaranteed income. Enter the amount and the currency.
- ¥ ***Minimal*** – the check box is offered for guaranteed income. It is used as a reminder. It indicates that the owner is owed a specified minimal amount (per period). Actual income/outgo is tracked in the shadow account. If it exceeds the specified minimum, the organization may owe the owner a larger commission.
- ¥ ***Service*** – specify the services (i.e. expenses for the owner) that will be posted when the room is occupied. Add a row with the '+' button and complete the fields appropriately:
- ¥ ***No***. - enter the number of items/services of this kind to be posted.
- ¥ ***Service*** – select the services for which the owner will be charged.
- ¥ ***Type*** – select where the posting will be made, on the owner or the customer account of the owner.
- ¥ ***For*** – specify the occurrence of the posting: for each booking, for a number of nights, etc.
- ¥ ***Type***/***Currency*** – the field specifies either the currency of the posting (if it is money), or the percentage share (if it is deduced from the commission).
- ¥ ***Value*** – enter the amount of the service or the percentage share. Although postings of services are payable by the owner to the hotel, their value is entered as a positive number.

- ***Shadow account*** – this account is only visible in internal reports. It is used to track postings and compare them to actual or potential revenue from the property. Complete the fields appropriately (see Main account). **Note**: For the shadow account, postings are only allowed onto the owner account, never on the customer account of the owner.
- ***Owner in room*** – this section defines the conditions for when the owner occupies the property. In such cases no commission is owed as the property is not used by the organization. You can set services to be posted.
- ***Ownership*** – this section defines the share of ownership, when a property is owned by more than one person and specifies how the costs and income should be distributed among the owners. In the provided fields, select the owners of the property and enter their shares. The total of the share must be 100%.
- ***Planning*** – use this section to plan recurring postings, which are not affected by the use of the property, e.g. Insurance. At the time specified for each posting the system prompts the user to initiate the postings. Use the '+' sign to open the Postings scheme screen:
  - ***Posting type*** – select whether the posting is of a commission or a service
  - ***Service*** – select the service from the offered list. The list depends on the posting type above.
  - ***Account*** – select which account the posting should be made on
  - ***Price***/***Currency*** – enter the price and select currency

◦ Schedule -> Monthly/Fixed dates – specify the time of posting.

Create an individual scheme for each commission or service. Use the pencil button to edit an existing scheme.

Contracts screen

The *Contracts* screen is accessed via the *Owner management screen/Contract/All contracts*. It lists all contracts for the owner or room selected in the grid in the *Owner management* screen and gives information about the number of the room, the name(s) of the owner(s), the ownership share of each owner, and the initial date of the contract.

- The ***Archived*** checkbox below the grid shows or hides the archived contracts.
- The functions in the bottom part of the screen allow manipulations on and with contracts.
  - *New* – use it to open the Contract screen and create a new contract for the selected owner.
  - *Edit (F3)* – allows editing of the selected contract.
  - *Copy* – creates a copy of the selected contract. Use the function when you need to create similar contracts for different rooms or owners.
  - *Delete* – deletes the selected contract.

REGULAR POSTINGS

Regular postings are specified in the contracts. They are not posted automatically. At the specified time (see Owner Contracts) the system displays a notification in the bottom part of the *Owner management* screen.

The *Regular postings* screen lists all due postings for the selected hotel on the selected date. Regular postings can also be posted for a future date.

Posting Regular postings

- *Owner management/Contract/Regular postings*
- Select the desired hotel and date
- the grid displays all due postings
- select the desired posting
- *Post* – opens the *Owner postings* screen. The grid lists all owners whose contracts include the selected posting.
- Select the desired owner(s)
- *Save* (*Enter*) – the planned postings have been made and the service is not included in the postings list any longer.

Note: You cannot make a posting with zero value.

ADDITIONAL FIELDS

The additional fields allow defining extra parameters for rooms and owners. Such parameters for a room could be its area, its category (good, bad, etc.), cable TV price, etc. These parameters can be used for calculating automatic postings in the Owner management module (see Owner Posting).

The screen

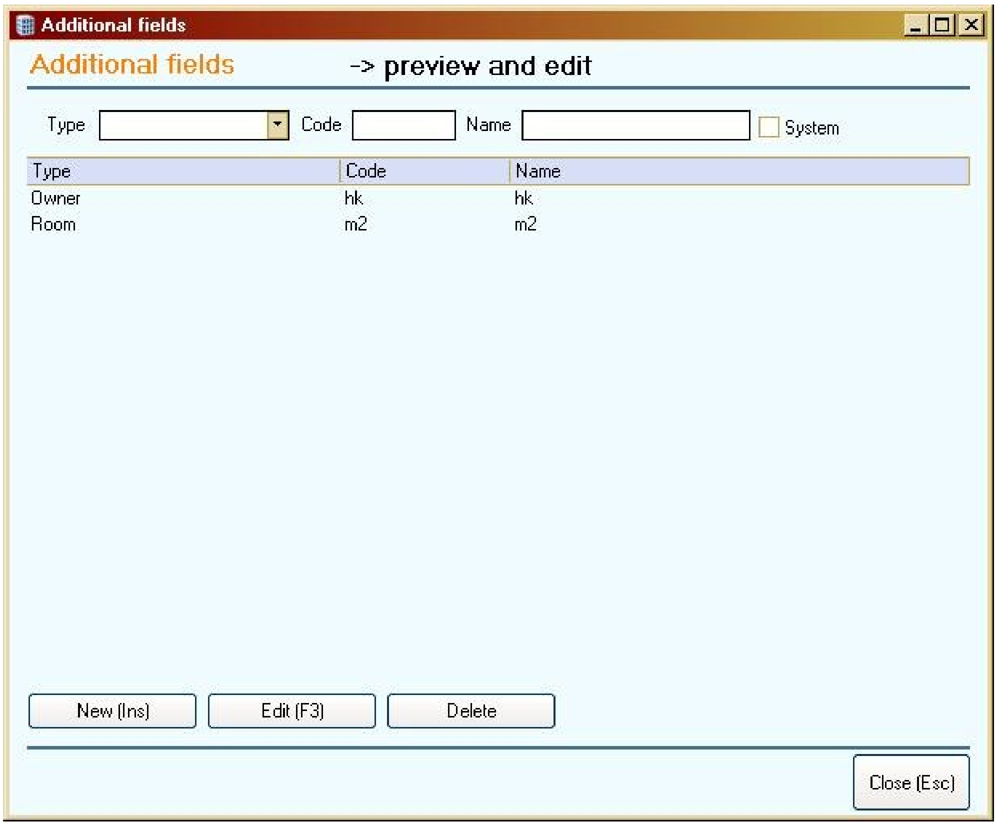


Illustration 63: Additional fields

Additional fields are defined in the *Additional field-> preview and edit* screen accessible from menu *Settings/Additional fields*.

The screen gives information about the additional fields available in the system and allows manipulations on them.

- The upper part of the screen contains filters for searching the fields list. You can search by type, code, or name.
- The grid lists the results of the search set in the filters. If no filters are set, the grid displays

all fields available in the system.

- The bottom part of the screen contains the controls allowing modifications of fields.

Defining additional fields

- *Settings/Additional fields*
- *New (Ins)*
  - ***Type*** – select 'Room' if you are creating an additional filed defining a room, or 'Owner' if the field describes owners.
  - ***Code*** – enter a short code which the system will use to identify the field. Once defined, the code cannot be changed.
  - ***Name*** – enter a name for the new field. The name can be changed later, as the field is identified internally by its code.
  - *Save (Enter)*

Editing Additional fields

- *Settings/Additional fields*
- *Edit (F3)*
- make the desired changes
- *Save (Enter)*

PART ELEVEN: CHANNEL MANAGEMENT

The channel management module allows communication between **Clock Evolution** and external booking channels.

CHANNEL MANAGER

In the channel manager the terms for upload of rates and availability and download of bookings are set.
For any communication to be possible and bookings to be made you need to specify room availability and rates (prices and conditions) for these rooms.

The *Channel manager* screen can be accessed through menu *Hotel/Channel management* or the 'letter' icon on the *Desktop* screen.
All settings and modifications are performed by first selecting the cell/row of the desired parameter in the grid and then using a function in the control grid.

The available room types and rates for the channels are arranged in separate tables per months. The grid containing the tables can be set to show information about all, or just one, of the channels by using the filters. Each month is shown separately. More months can be added to the grid with the *Add month* function.
Note: Once added, a month is only removed after it ends.

Rooms

The upper part of each table in the grid contains information about the allowed room types and the availability.

- The **leftmost column** of the table gives information about the room types and the channels that are allowed to use each type. The middle section of the table contains the dates of the month the table defines. The rightmost column shows the rates which are used by each channel (set in the Default values of the channel).

- The **row under each room type** shows the channel where it is allowed for use and the number of rooms that will be uploaded for sale at a time, i.e. the capacity of the channel. If the room type is allowed in more than one channel, they are all listed in separate rows.

- The **channel capacity** ensures against serious overbook in case all channels sell simultaneously. To change it, select the cell containing the name of the channel and use the *Change channel capacity* function. The capacity of a channel is shown in brackets after its name.

- **Sell** - The table shows all available rooms in the hotel for each room type. For each channel you need to specify how many rooms of each type are allowed for sale through it on each specific date. Select the cell of the desired room type in the section of the desired channel and for the desired date and click *Sell.* In the window that opens, enter the number of rooms that should always be free in the hotel. The system will stop offering rooms of this type for sale when there are only the specified number left free. You can also select more than one cell and more than one channel by dragging the mouse.

- **Sell rooms for period** - For greater convenience the *Sell* button offers a '*Sell rooms for period*' option. It can be used to set any channel or room type for a larger period (regardless of the cell selected in the table). In the window that opens enter the number of rooms that should always be free in the hotel and specify the channel, room type, period and days of the week the setting affects. This way you can set a channel for an entire year. Confirm the setting with *Select* or Enter. Rooms that are allowed for sale are green.

- **Stop for sale** – a room type can also be stopped for sale through a channel. To do this, select the cell for the desired room type, channel and date and use the *Stop for sale* button. The cell turns red. For instances when you need stop for sale more than one room for a longer period of time, use the *Stop rooms for sale in period* option of the same button. In the window that opens select the desired channel and room type and define the period and days of the week. All rooms of this type will be stopped for sale on the specified dates and days.

Rates

The second part of the table operates the rates allowed for use in the channels. (The rates are specified in the Default values of each channel). The leftmost column of the table shows each rate; the middle section contains the dates of the month; the rightmost column gives information about the channels where each of the rates is allowed. The first row of the table shows the occupancy of the hotel for each date.

- Double-clicking the name of a rate opens the *Rate edit* screen for the respective rate.

The cells in the ***Rate*** table are green for dates when the rate is allowed for use freely. If there are any restrictions, they are indicated by different colouring or by numbers:

- **Stop for arrival** – with this function bookings arriving on a certain date will not be allowed to use the selected rate. Select the cell reflecting the desired rate for the desired date and click *Stop for arrival*. The cell turns yellow.

- **Stop for sale** – a rate can be banned for use (not just arrival) on a certain date. In this case bookings whose stay includes the date will not be allowed to use the rate. Select the cell reflecting the desired rate and date and click *Stop for sale*. The operation can be performed for more than one date at once by dragging the mouse over the desired period to select all included cells.

- **Automatic stop of the use of a rate** – the system can be set to stop accepting bookings by a rate when a certain occupancy is reached. To do this, select the cell matching the desired rate and the desired date(s) and click *Sell*. In the window that opens, enter the percentage of occupancy. The cells now show the set percentage. When it is reached, the rate will be stopped. The operation can also be performed for more than one date within a month by selecting more than one cells (drag to select).

- **Length of stay** – a rate can be set to be allowed for use only if the length of stay of the booking meets certain conditions (min, max, between, etc.). Select the desired cell(s) and click *LOS.* Use the options in the window that opens to define the length conditions and confirm with *Select (Enter).* The cells now show the restriction on the length of stay in numbers.

- The *Channel manager* screen also gives access to the settings of the channels. Use the *Channels* button to be prompted to select a channel and open the *Settings* screen (see Setting a channel).

SETTING UP A CHANNEL

Booking channels can be set through the *Channels* button in the *Channel manager* or the *Settings* button in the *Booking inbox.*

In multi-hotel systems the user name and password are set separately for each channel.

There are three types of booking channels:

- channels used for on-line internet booking (e.g. Booking.com, Expedia.com),
- channels used by certain TOs (e.g. RIU, Balkan Holidays),
- and channels for communication between systems using **Clock Evolution**. These types operate in different ways and have different settings.

Web-based channels

Web booking agencies send to the hotel system information about bookings made online. For a successful communication between the system and the agency you need authentication from the agency. Also the codes/names of rooms, room types, rates, etc. used by the agency and the system should be set to match. If a category has no defined equivalent, it cannot be used.

Each channel is set separately.

Booking.com

- *Username and password for access to Booking.com server* – in the fields of this window enter the user name and password provided to your organization by Booking.com

- *Add (Activate) hotel for message exchange* – double click the name of a hotel to move it from the *Inactive* to the *Active* section of the screen. This setting by itself does not start the exchange between hotels. Active hotels are then set in terms of codes correspondence (mapped) and only then can the exchange be actually started (see Message exchange).

- *Edit Booking.com codes and booking import default values* – here you define the correspondences between the codes used by the booking engine and those used by the system.
  - ***External hotel code*** – enter here the code that the booking agency uses to identify the hotel
  - ***Room types*** – Booking.com allows download of the codes and names of the room types it uses. Click the *Download* link to get the information from the agency and then enter the **Evolution** name of each room type in the ***Evolution – Room type*** column. In the ***Single use*** column select 'Allow' from the drop down menu for each room type which is allowed for single use. Also, room types which are allowed single use need to have a price specified for each use (multiple and single).
  - ***Rates*** – Rates and boards in Booking.com are distributed with downloads. Each of them has a code and description. Use the *Download* link to get them and then

complete the table with the **Evolution** equivalents in the ***Evolution*** – ***Rate*** and ***Evolution*** – ***Board*** columns.

- ***Arranger*** – the arranger you define here will be used as a default arranger for all bookings received from this booking engine. Use the dots after the field to open the *Profile* search and select from the profiles registered in the system.
- ***Routing*** – select the routing of the postings for the bookings received through the channel:
  - AGENT – all services are posted onto the arranger account.
  - GUEST – all services are posted onto the account of the booking holder.
  - MIXED – basic services are posted on the account of the arranger, extra services – on the account of the guest.
- ***Arranger payment type*** – the type of payment for the arranger you select here will be set for all bookings received through this channel.
- ***Maintenance*** – select a maintenance scheme to be used for all bookings from this channel.
- ***Marketing*** – Segment/Source/Channel/Hear reason/Come reason – define the marketing profile that will apply to all bookings received from this channel.

- *Message exchange* – allow or stop the communication between the channel and the system. If the message exchange is off, the channel is disabled completely.
  - ***User confirms each booking before import into database*** – if this option is selected, all bookings are stored in the Inbox and are only imported (and shown in the *Bookings* screen) after confirmation by the user.

Other:

- ***Close hotel for message exchange*** – this setting is used for channels which are no longer used. It disables the communication between the channel and the hotel and deletes all existing settings and maps.

- *Advanced settings* – **Note:** these settings are **only** meant to be modified by **advanced users** of the system!
  In the respective fields enter the URLs provided by Booking.com for communication.
  - ***Interval*** – this settings defines how often the system should check for new information (bookings) on the site and changes in the availability in the hotel. Any changes found will be downloaded immediately. This frequency is set in minutes.
- ***Task settings*** – define here if any tasks should be auto created in connection to imports of bookings and specify the user(s) they should be assigned to.
- ***Force rate and availability data export*** - this is not a setting. Click the link to force export of rate and availability data, regardless of any changes or the interval defined earlier.

Expedia.com

- *Add (Activate) hotel for message exchange* – double click the name of a hotel to move it from the *Inactive* to the *Active* section of the screen. This setting by itself does not start the exchange between hotels. Active hotels are then set in terms of codes correspondence and only then can the exchange be actually started (see Message exchange).

- *Username and password for access to Expedia.com server* – in the fields of this window enter the user name and password provided to your organization by Expedia.com

- *Edit Expedia.com codes and booking import default values* – enter the codes and combinations that will be used in the communication between **Evolution** and Expedia.com.
  - ***External hotel code*** – enter the code that will be used for identification of the hotel. The hotel may also be identified by its name so the field is optional.
  - ***Hotels*** – this field is auto filled with the names of the hotels where Expedia.com is activated.
  - ***Room types*** – use the *Add*/*Delete* functions to insert new rows in the table and enter the respective values used by Expedia and **Evolution**.
  - ***Rate/Board*** – Expedia uses set combinations of values for rates and boards. Enter the code for each Expedia combination and the **Evolution** room type, rate and board corresponding to that code. The '***Rate type'*** column defines the basis of calculation of the price:
    - per day – the price is for each day of stay
    - per person – the price is for each person of the booking
    - per occupancy – this option calculates a price for each possible number of adults allowed by the rate or by the room type.
  - ***Agent*** – the agent you define here will be used as a default agent for all bookings received from this booking engine. Use the dots after the field to open the *Profile search* and select an agent registered in the system.
  - ***Routing*** – the field is inactive. For on-line booking all postings are always covered by the guest.
  - ***Arranger payment type*** – the type of payment for the arranger you select here will be set for all bookings received through this channel.
  - ***Maintenance*** – select a maintenance scheme to be used for all bookings from this channel.
  - ***Marketing*** **–** Segment/Source/Channel/Hear reason/Come reason – define the marketing profile that will apply to all bookings received from this channel.

- *Message exchange: On/Off* - allow or stop the communication between the channel and the system. The communication flows in two directions – messages are sent and received both by Expedia and by **Evolution**. **Evolution** asks about new bookings and receives relevant information; Expedia receives information about the hotel availability (i.e. the capacity of the channel).
  If the message exchange is on, the import and export of messages proceeds automatically. If the message exchange is off, the message exchange of the channel is disabled.
  - ***User confirms each booking before import into database*** – if this option is selected, all bookings are stored in the *Inbox* and are only imported (and shown in the *Bookings* screen) after confirmation by the user.

- *Close hotel for message exchange* – this setting is used for channels which are no longer used. It disables the communication between the channel and the hotel and deletes all existing settings and maps.

- *Advanced settings* - **Note:** these settings are meant to be modified by **advanced users** of the system **only**!
  In the respective fields enter the URLs provided by Expedia.com for communication.
  - ***Interval*** – this settings defines how often the system should check for new information (bookings) on the site and changes in the availability in the hotel. Any changes found will be downloaded immediately. This frequency is set in minutes.

- *Task settings* - define here if any tasks should be auto created in connection to imports of bookings and specify the user(s) they should be assigned to.

- ***Force rate and availability data export*** - this is not a setting. Click the link to force export of rate and availability data, regardless of any changes or the interval defined earlier.

Pegasus

The settings of **Pegasus** are similar to those of the rest of the web based booking channels, with the exception of the FTP settings, the code mappings and the guarantee policies.

- *Add (Activate) hotel for message exchange* – double click the name of a hotel to move it from the *Inactive* to the *Active* section of the screen. This setting by itself does not start the exchange between hotels. Active hotels are then set in terms of codes correspondence and only then can the exchange be actually started (see Message exchange).

- *Pegasus FTP settings* **–** in the fields here enter for each hotel the data given by в полетата **Pegasus:** host name, port, user name and password, OUT and IN folders.

- *Edit Pegasus codes and booking import default values* – here you define the correspondences between the codes used by the booking engine and those used by the system.
  - ***External hotel code –*** enter here the code that the booking agency uses to identify the hotel
  - **Hotel** – the field is auto filled with the names of the hotels where the channel is active.
  - ***Room types*** – use the *Add*/*Delete* functions to insert new rows in the table and enter the respective values used by Pegasus and **Evolution**.
  - ***Rate/Board*** – **Pegasus** uses fixed combinations of rates and boards. Add the necessary rows and fill them in column ***External system.*** Enter the **ClockEvolution** equivalents in the resepctive columns (rate, room type, board).
  - ***Guarantee policies*** – the codes and descriptions of the Pegasus guarantee policies are available in the system and cannot be modified. Define their equivalents in column ***Evolution – guarantee policy***.
  - ***Marketing – Source*** – the external codes and the descriptions of the sources are available in the system and cannot be modified. Specify how they should be interpreted in the system. Column ***Evolution*** offers for selection all available marketing source values.
  - ***Default agent*** – the value of the field can only be selected from the existing profiles in the system. Select a profile to be used as a default arranger of the bookigns received through this channel.
  - ***Routing*** – the field is inactive. For on-line booking all postings are always covered by the guest.
  - ***Arranger payment type*** – the type of payment for the arranger you select here will be set for all bookings received through this channel.
  - ***Maintenance*** – select a maintenance scheme to be used for all bookings from this channel.
  - ***Marketing –*** Segment/Source/Channel/Hear reason/Come reason – define the marketing profile that will apply to all bookings received from this channel.

- *Message exchange: On/Off* - allow or stop the communication between the channel and the system. The communication flows in two directions – messages are sent and received both by Pegasus and by **Evolution**. **Evolution** asks about new bookings and receives relevant information; Pegasus receives information about the hotel availability (i.e. the capacity of the channel).
  If the message exchange is on, the import and export of messages proceeds automatically. If the message exchange is off, the message exchange of the channel is disabled.
  - ***User confirms each booking before import into database*** – if this option is selected, all bookings are stored in the *Inbox* and are only imported (and shown in the *Bookings* screen) after confirmation by the user.

- *Close hotel for message exchange* – this setting is used for channels which are no longer used. It disables the communication between the channel and the hotel and deletes all existing settings and maps.

- *Advanced settings* - **Note:** these settings are meant to be modified by **advanced users** of the system **only**!
  - ***Interval*** – this settings defines how often the system should check for new information (bookings) on the site and changes in the availability in the hotel. Any changes found will be downloaded immediately. This frequency is set in minutes.

- *Task settings* - define here if any tasks should be auto created in connection to imports of bookings and specify the user(s) they should be assigned to.

- ***Force rate and availability data export*** - this is not a setting. Click the link to force export of rate and availability data, regardless of any changes or the interval defined earlier.

TO channels

These channels normally send information about their bookings in text files, which are imported into **Evolution** manually.

- *Settings – booking folders path* – this setting is optional. It specifies the path to the folder where the files containing new bookings are stored (***Path to new files***) and the folder for imported bookings (***Path to imported files***). When new files are imported in the system, they are automatically transferred to the second folder, if it is specified here.

- *Add (Activate) hotel for message exchange* – the setting window contains two sections – ***Active hotels*** and ***Inactive hotels***. Active hotels are open for exchanging files, inactive ones are not. To activate a hotel, double click its name in the ***Inactive hotels*** section or use the *Add* button at the bottom part of the window. To disable the exchange, use the *Close hotel for message exchange* setting.

- *Edit booking import values* – this is where the TO codes are mapped to their **Evolution** equivalents. This is also where the system is instructed what to do when unmapped codes are received.
  - ***External hotel code*** – enter here the code for the hotel used by the respective TO.
  - ***Hotels*** – the field is auto filled with the name of the hotel used by **Evolution**.

All other settings in this window have an *Add* button and a ***Default*** field.
Use the ***Add*** button to insert new rows, where to enter the codes and their mappings. Follow the procedure:

- *Add* – inserts a new row.
- ***External system*** – enter the code used by the external system.
- ***Evolution*** – the drop down menu lists all possible names for the respective category (e.g. for ***Room type*** – all room type codes used by **Evolution**). Select the matching definition.

- The ***Default*** field instructs the system what to do with unmapped data. The drop down menu lists all possible names for the respective category and three more options:
  - Use original – if this option is selected, the system will import the data without changing it. This is usually the case when the external system uses the same codes as **Evolution**.
  - Require map – with this option the system displays an error message on receiving unmapped code.
  - Set null – this option causes the system to ignore any unmapped code. Normally used for information which is not essential for the booking.

- *Enable/Disable bookings import* – if the import of bookings is disabled, the channel is not listed for selection in the *Load* bookings function in the *Booking inbox* and no bookings can be imported. Select the desired option.
  - ***User confirms each booking before import into database*** – select this option to prompt the user to confirm each booking from the import.

Other

- *Settings – first meal* – the setting only applies to RIU. It defines the first of the booking at the hotel according to the time of the flight. Define the periods for each meal (breakfast, lunch, dinner or no meal). On import, the first meal of the booking is automatically defined according to the flight time. If there is no flight time specified, the booking uses the defaukt first meal in the system.

- *Test bookings import file* – this tests the structure of the import file by arranging the information in a table. It is used by advanced users mainly.

- *Test flights import file* – this tests the structure of the import file by arranging the information in a table. It is used by advanced users mainly.

- *Preview file structure* – provides technical information for advanced users concerning the file structure of RIU imports.

- *Close hotel for message exchange* – the option disables the exchange of information with the current hotel. **Attention**: When a hotel is closed for message exchange all mappings and settings made for it are deleted.

- *Task settings* - define here if any tasks should be auto created in connection to imports of bookings and specify the user(s) they should be assigned to (see Tasks).

BOOKING INBOX

The *Booking inbox* is where all bookings made through external channels are collected before they are imported in the system. From here they can be analyzed in detail before import.

The screen has three tabs, each offering different information and view.
The Bookings tab gives information about the received bookings.
The Nomenclatures tab shows the names and codes sent by the central system (for multihotel systems).
The Channel status gives information about the last import and export of each channel.

Bookings tab

Controls

- *Load bookings* – use the button to select a channel. The bookings received through it are listed in the grid, but are not imported.
- *Settings* – Opens the Settings screen. It shows all available channels, gives their status and allows setting them using the *Settings* link for each one(see Setting a booking channel).
- *Import* – use the button to import the booking selected in the grid into the system.
- *Ignore* - use the button to ignore the booking selected in the grid so it is not imported.
- *Select (New/Incorrect)* – use the button for easier manipulation - select all new or all incorrect bookings in the grid
- *Booking* – in cases when you have to import corrections of previously imported bookings, this button shows the details of the booking already in the system to allow comparison.

Filters

The filters allow specifying the information included in the grid.

- In the leftmost filter box specify whether you want to see all bookings, or just those with a certain status (new, incorrect, ignore, imported, etc.)
- ***Channels*** – specify whether you want the grid to include all bookings, or just those received through a specific channel.
- ***Show details –*** if the box is checked, the details of the booking are displayed in the lower part of the grid, similarly to the *Booking* screen.
- ***Show channels*** – check the box to see the channel each booking in the grid has been received through.
- *Filters* – these filters allow searching for individual bookings using more criteria (beside status and channel). You can search by different parameters: hotel code, number, importance (i.e. bookings marked as 'Important'), reference (e.g. the name of the file containing the booking), dates of import, booking period (dates), name of the holder, etc.
- *Refresh (F5)* – use the button to activate the filters.

The grid

The grid shows all received bookings which match the criteria set in the *Filters* section. The information is arranged in columns by status (different icons mark different status. To see the meaning of an icon hover the mouse over it), number, period, booking holder, hotel, date of receiving, (channel) and reference.
New bookings are in bold, imported bookings are in normal font, and ignored ones are shown in a lighter shade.

Nomenclatures tab

This is the page which lists all codes and names sent by the central system for unification purposes (in multihotel systems). They are sorted in a grid by columns by type, hotel, identifier, date and reference.
The controls and the filters section of the screen are similar to those of the Bookings tab, with the exception of the *Load* button.

Synchronize – during the automatic import of nomenclatures from the central base, mismatches are possible. In such cases the system displays an error message in the grid. To resolve the conflict, select the error and use the *Synchronize* button. The values from the central system replace the local ones.

Channel status

The page gives the details of the last export and import of every channel. It shows the name of the hotel, date and time, whether the action has been successful, and a link to the error for the unsuccessful ones.
The controls section allows only setting of the channels, while the filters are as in the Bookings tab.

PART TWELVE: LOGS

The logs in the system provide information about operations and changes made in the system. They can be accessed freely by all users that have the right 'System – logs' granted.

The **Operations log** registers the operations performed in the system.
The **Room keys** log provides detailed information about issued room keys/cards.
The **Housekeeping** log shows the changes in the housekeeping status of rooms.

OPERATIONS LOG

The Operations log registers all operations in the system and gives information about the the initiating user, the time of the operation and the workstation where they have been performed. The screen is accessible to users that have the right 'System – logs' granted and can be reached via menu System/Logs/Operations.

Columns

The information is arranged in columns:

- ***Hotel*** – the name of the hotel, where the workstation initiating the operation is.
- ***Date and time*** – time of the operation
- ***Category*** – the category where the operation is classified. The categories are introduced for faster and easier search of operations.
- ***Description*** – description of the object affected by the operation. For example, the description of a checkout includes the names of the guests in the booking; the description of archiving of an account - the name of the account and so on.
- ***Text*** – the text describes the actual change in different level of details.
- ***Code*** – system code of the object affected by the operation. The code can be used to find all operations performed on an object.
- ***User*** – system name of the user logged on at the time when the operation was performed.
- ***Station*** – the name of the station where the operation was performed.

Filters

The information in the screen can be searched using the filters in the upper part of the screen.

- ***Period*** – show operations performed in a desired period
- ***User*** – show operations initiated by a desired user
- ***Category*** – show operations belonging to a desired category
- ***Station*** – show the operation performed at a desired station only. Enter the full name of the station.
- ***Code*** – show the operations affecting the object with the defined system code.
  Note: The system code of an object is not usually shown In the day-to-day operations. To see the system code of an object, use the other filters to show the object and find its code in the respective column in the grid. You can then copy the code and use it in the filters.
- ***Text*** – enter a full sentence or a just word from the description, to see all operations whose texts contain it.

Categories

Category	**Operation**
Account templates	Creating / deleting account templates changing the status of and account template (archive) Changing the tax policy / permission for transfer from POS / access level / credit status or limit renaming an account template
Accounts receivable	Creating a receivable covering a receivable cancelling the creating or covering of a receivable received payments voiding the payment for a receivable (Accounts Receivable module)
Accounts / postings	Posted services editing a posting transfer of postings cancelled postings closing postings re-opening of postings (on voiding documents)
Blocked rooms	Create blocks, change of the type of the block, cancellation or termination of a room block
Bookings / groups	Creating / check in / deleting / cancelling bookings changing the status of bookings changing the rate of a booking automated assigning of rooms changing the room type of a booking changing the room of a booking before check in moving booking to another room after check in adding / deleting guest to / from a booking moving guests to a new booking (split) changing the booking holder changing the period of a booking changing the board of a booking changing the meal on arrival of a booking changing the meal of a guest changing the room type a guest is charged for changing the rate of a guest manual change of the occupancy type of a guest changing the board of a guest, changing the arranger changing the account of the arranger of the booking changing the routing of a booking changing the main / extra account of a booking

Category	**Operation**
	creating new accounts for guests of a booking adding voucher number to a booking changing the required deposit defining manual price for the booking changing the marketing profile
Contracts	Contracts with owners creating / deleting / editing contracts adding new / modifying / deleting owners new planned posting deleting planned postings changes in the plan or the scheme of a planned posting new service to a section (e.g. commission) adding / deleting / editing a service to a commission changing the schedule of a service
Currencies and rates	Changes of the currency rates
Deposits	Accepting deposits consumption of deposits voiding deposits refunding deposits cancelling deposit refunds transferring deposits between accounts
Documents	Issuing / voiding / full credit / deleting a document regenerating numbering
External interfaces	Manual locking and unlocking of phone lines
Guests	Edit of address cards registration modification of guest details check out early check out (any of the type) manual correction of checked-out guest deleting of checked-in guest modification of the stay of a guest manual re-posting of nights set / remove late departure changes in the meal on arrival of a guest correction of the night price edit postings on a guest manual or auto change of the occupancy type of a guest

Category	Operation
Payments	Voiding payments
Phone lines	Setting and deleting of phone lines
Profiles	Creating an agent / guest profile or credit account deleting a profile editing the name of the profile changing the rate to a profile creating / editing / archiving an account to a profile changing the credit status of an account to a profile changing the access level of an account changing the tax policy of an account
Rates	Changes on rates
Users and rights	Creating / editing / deleting a user changing the name of a rights group adding or removing a right to / from a rights group adding / removing a user to / from a group
Rooms	Changing the features of a room (floor, sector, etc.) changing the status of a room (for sale / private use)
System	Logging in and out of the system changes in the operational settings daily closure direct calls from the system to Clock HS Help Desk
Tax policies	Removal of a tax policy changing the tax package of a service removing a service from a tax policy
Taxes / fees	Changes of the nomenclatures of taxes and fees (edit, delete, rename) add tax to a package delete tax from a package changes of tax rates