



HOTEL MANAGEMENT SYSTEM

***BOOKING MENU
INDIVIDUALS 3***

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ACCESSORY INFORMATION

Using the central section of the **Booking** window, the system allows you add supplemental, or optional information to the file to make the booking file as detailed as possible.

The screenshot displays a software interface for booking management, divided into four tabs: Prenotazione, Condizioni, Storia, and Operativo. The 'Prenotazione' tab is active, showing the following fields:

- Arrivo:** 19/11/2001 Lu
- Notte:** 33
- Partenza:** 22/12/2001 Sa
- Quantità:** 1, with an 'All.' checkbox.
- Tipologia:** BIA
- N.Camera:** (empty)
- Struttura:** Residence (dropdown)
- Mercato:** Individuali Dir
- Canale:** Privato
- Origine:** Telefono
- Prodotto:** (empty)
- Ditta:** (empty)
- Agenzia:** ALCATEL ITALIA S.P.A.
- Rappresentante:** (empty)
- Gruppo:** (empty)
- Presenze:** 1, with 'Gra/Osp' and 'Ris' checkboxes.
- Contratto:** H30, with 'Arrangiamento' set to APP.
- Prezzo:** 4.080.000,00, with 'Sconto' set to .00 % and 'L' checkbox.
- Cliente:** VALENTINI MATILDE
- Stato:** Garantita

At the bottom, there are buttons for 'Off', 'WL', and 'Gar'. A red line on the left side of the image points to the 'Prenotazione' tab.

If you wish to add additional information to a file you can use these functions in this window.

CONDITIONS → GUARANTEE FOLDER

This window allows you to manage guarantee conditions requested by the guest.

Insert guest's preferred date (that you were unable to confirm) to *Option* a room that may become available at a future time.

Insert the date you were able to confirm for the guest. If the optioned date can be confirmed by the system at a future time, this date will automatically change to the option date and this booking will be flagged *Guarantee*.

The screenshot shows the 'Prenotazione' window with a table of bookings. The 'Depositi' sub-window is open, showing fields for 'Data Opzione' (19/11/2001), 'Data Conferma', 'Carta di Credito' (AX), 'Numero' (12134860998271), and 'Data scadenza' (02/2003). A table below these fields is for recording deposits with columns for 'Data Registr.', 'Anno', 'N. Int.', 'Importo', 'Iva', 'Note', 'Intestatario', and 'Conto'. At the bottom, it shows 'Numero 144 Voucher' and 'Stato Opzionata'.

When the file contains an optioned date, the program will automatically update the status file to *Guarantee*, if availability changes make it possible to fulfill a guest's request.

Press the F9 key to insert a credit card information.

Indicate receipt of a down payment or deposit¹.

When a guest must submit a down payment or deposit to secure a booking, enter the file status *Option with Request for Deposit*. The file will automatically be updated to *guarantee* when receipt of the down payment is entered into the system.

The screenshot shows the 'Prenotazione' window with a table containing one booking entry for 'UGOLINI CARLO' with status 'OD'.

Cliente	Ditta	Gruppo	Arrivo	Part.	Q.ta	Tipo	Room	Pre.	Arr.	Num.	Stato
UGOLINI CARLO			12/10/99	13/10/99	1	CD	102	2	BB	16620	OD

The program can accept a booking guarantee:

- ❶ **Credit Card** If credit card information was entered during booking, this card can be used to guarantee the booking by simply entering the required amount in the appropriate field. Entering data here notes Credit Card information but does not verify correct card number or expiration date.
- ❷ **Deposit** In the *Deposit Requested* field, enter the requested amount payable for the guest to secure the booking. The status file will be marked DR or *Deposit Requested* as shown in the above figure. When the deposit is received and attached to the booking, the computer will mark the booking guaranteed¹.

¹ Compare note 1

DEPOSITS

List includes:

- LIST OF DEPOSITS
- LIST OF DEPOSITS ATTACHED TO FILES

WINDOW FOR MANAGEMENT OF DOWN PAYMENTS AND DEPOSITS

The *Enter Deposits* window allows you to enter and alter information regarding down payments and deposits or to analyze in detail the movements that to these si riferiscono. Should this section be omitted or changed instead of translated) Per caparre si intendono tutti quei movimenti alla registrazione dei quali non vengono prodotti necessari documenti fiscali come ricevute o fatture mentre per depositi si intende l'esatto contrario.

Indicates movement code of down payment or deposit. Press the F9 key to select and enter the appropriate code. Below, movimento 1= enter and movement 2= exit


Indicates type of fiscal document to be issued when deposit is registered.

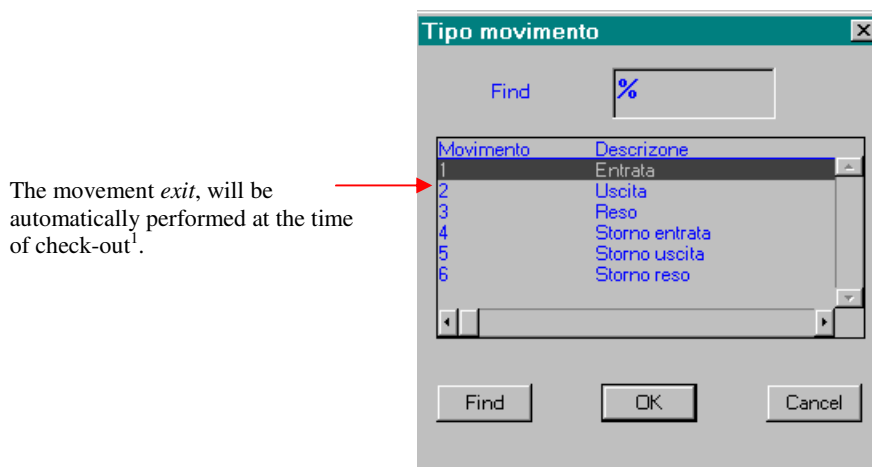
Data	Numero interno	Antic.T.M.	Importo	Intestatario	Note	Pag.	Valuta	Doc.
13/09/01	1	01	1	11.760.000,00				
13/09/01	2	01	1	5.880.000,00	MARTINA SORAGNA		SO	F
14/09/01	2	01	2	5.880.000,00				
					~~ Rif. Ric.Fisc. 8 del 14/09/			
13/09/01	3	01	1	11.760.000,00	BULL GORGOL		SO	F
					#PREN#4			
20/09/01	3	01	2	5.880.000,00				
					~~ Rif. Ric.Fisc. 167 del 20/0			
13/09/01	4	01	1	11.760.000,00	COCO BEE WARE		SO	F
13/09/01	5	01	1	6.120.000,00	BTI ITALIA S.P.A.		BO	F
					ARR.13/09/01			
20/09/01	5	01	2	2.040.000,00				
					~~ Rif. Fattura 142 del 20/09			

Dettagli

➤ ENTERING DEPOSITS

1. From the program opening screen select the menu *Booking* → *Deposits* → *Managing Deposits*.

2. In the *Entering Deposits* window click the *Insert*  icon to enter a new deposit. The program will enter the current date and suggest the movement code 1= Enter. You may click on a different movement code or press F9 to display the list of movement codes and their descriptions.



3. Position the cursor on the *Number* field. this value will be inserted automatically by the program the moment the acknowledgment of the down payment or deposit is saved by the system.

ATTENTION: To avoid duplicating values, which could lead to system blockage do not attempt to enter a value manually. Should this action be necessary, contact your system software provider.

4. Insert the movement code of the down payment or deposit that you intend to enter. The system selects by default movement 1= Entry. You may click on a different movement Nel caso in cui il Tipo Movimento proposto in automatico dal programma dovesse risultare corretto passare al campo successivo. In caso contrario seguire la procedura sopra esposta.

5. Enter the amount of the down payment or deposit.

6. Enter the name of the guest making the advance payment. When entering a down payment/advance payment, it is **OBBLIGATORY** that guest information correspond to the personal data already entered in the archive. If different, you must first open and correct the personal data file and then enter the advance payment. In caso di immissione caparra il campo intestatario è opzionale.)



Attention: To be able to enter the name of a billing party, their personal information must already be in the database in the field can be inserted only the predetermined values. If you try to enter the name of an agency or a guest where such information does not already exist in the basic information archive, the error message FRM-40212: Invalid value for field DSP_NOME2. will

appear in the lower left part of the screen. To verify client details in the basic information archive, press the F9 key. To enter new information into the database, use the appropriate function².

7. Enter any special information that may apply to the deposit.

8. Enter type of payment se si sta registrando una caparra.

N.B. When entering a deposit, the program asks for the type of payment at the time it stamps the fiscal document.

9. When all necessary details are complete, you can save the information by clicking *Save*  (or pressing F10) or to print the fiscal document (if dealing with a deposit) by clicking *Print Account* .

Press the F9 key to select and enter the abbreviation for the type of document to be issued.

Press the F9 key to select and enter the abbreviation of payment with which the guest is securing the down payment or deposit.

In this field you can enter any special information that may apply to the deposit.

Press the F9 key to select the applicable tax to enter on the fiscal document.

Le aliquote indicate nell'immagine si riferiscono a quelle tabellate per la struttura nell'apposita tabella di back-office. Al momento del check-out la procedura procede ad effettuare i controlli circa le aliquote IVA relative agli addebiti del conto e quella relativa al documento fiscale relativo al deposito. In caso di incongruenza la procedura blocca l'emissione del conto ed appare il seguente messaggio

² When you wish to enter information in the basic information archive, see *Archive, Guest, Basic Information Archive* or for an agency see *Archive, Firm, Basic Information Archive Agency/Firm*.



OPERATIONS NOTE

- a) it is possible to reprint the deposit – also present below) using the following procedure:
1. position the cursor within the archive on the line that reads account deposit
 2. cancel the default payment code automatically entered by the system
 3. click the appropriate icon *Receipt* → *Invoice* (I can't tell if icon below refers to line 3 or 4)



4. reprint the document by clicking *Confirm*

- b) In situations where you have incorrectly printed a fiscal receipt instead of an invoice, you can correct the error with the following procedure:

1. position the cursor within the archive on the line that reads account deposit
2. click the appropriate icon *Receipt* → *Invoice*
3. reprint the document by clicking *Confirm*



➤ ATTACHING A DEPOSIT TO A FILE

Attaching a down payment or deposit to a file begins in the **Booking**³ window by opening the **Conditions** → **Guarantees** folder.



Indica su quale conto andrà movimentato il deposito o la caparra.

Click *Details* to display the code of operator who attached the down payment/deposit to the file and other information relevant to fiscal documentation

Click *Enter* to attach a down payment/deposit to the file.

1. From the opening screen of the program, select **Booking** and then select the function **Bookings**;

³ See **Booking Menu**

2. In the **Booking** window or in the **Congress-Group** window, select any file by clicking *Search*  o *Search Guests in House* . In both cases the icon functions in the following way:

Click **Proceed** to continue searching the database



Click **Cancel** to return to the previous window

Position the cursor in the field you wish to search. Enter the reference data⁴ and click *Proceed* (or F8) to begin searching the database⁵. To end search and return to the previous window, click *Cancel* (or CTRL+q).

3. Click on the window **Conditions** → **Guarantee**.
4. Enter the payment/deposit and click *Enter* The program automatically inserts the previous down payment/deposit applied.

When you confirm the (are we talking about an amount here?) identification number of the down payment/deposit proposed, the program automatically displays a dialog box asking you to confirm the amount of payment to register.

Movimenti deposito			
Totale Entrate	99	3021	500,000
Movimenti Scaricati			
Movimenti in Essere			
RESIDUO	500,000		

If you enter a different amount here, it is possible to apply the balance of the down payment/deposit to another account of the same guest or to a different file.

N.B. If the automatic system proposes an incorrect identification number for the down payment/deposit, press the F9 key to enter the correct number.

5. Confirm the total amount of the down payment/deposit registered or enter the amount that you intend to move.


⁴ To make a search, indicate one or more letters followed by the % (percent) sign. For example, in the *Guest Name* field, typing ALPI% will show ALPITOUR, ALPIEAGLES, and even ALPINESTARS.

⁵ If no specific data is entered, the system will display a complete list of available values in the database.

Data Registr.	Anno	N. Int.	Importo	Iva	Note	Intestatario	Conto
19/11/2001	01	57	1.000.000,00	10		F ALCATEL ITAL	1

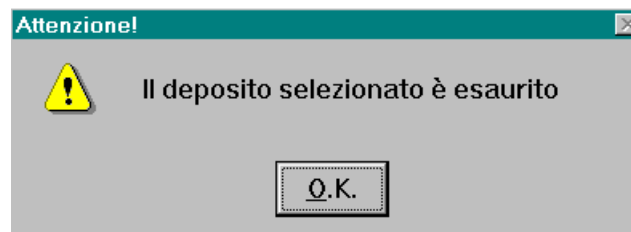
6. Enter any special information that may be relevant.

7. Define in this guest account the amount of the down payment/deposit

8. When all necessary details are complete, save the information by clicking *Save*  (or pressing F10) or you can click *Cancel* to start again at the top.

➤ ATTACHING A DEPOSIT TO MULTIPLE FILES

Attaching a down payment/deposit to more than one file begins in the folder **Conditions** → **Guarantee** in the **Booking**⁶ window. Begin as described above (attaching to a file) and then follow the same procedure with all additional files. Remember to use the same identification number for the down payment/deposit. If while applying the funds to various files you exhaust the total amount of the down payment/deposit paid into the system, the following error message will appear:



OPERATION NOTE:


It is not possible to attach the same down payment/deposit, due times to the same file. When necessary, you can modify the amount of down payment/deposit applied to a given booking file by:

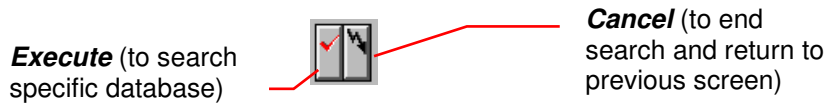
- 1. detach the down payment/deposit*
- 2. attach the correct down payment/deposit amount as a new movement*

⁶ See **Booking Menu**


➤ **TRANSFERRING/CANCELLING A DEPOSIT**

As long as no fiscal document has been printed and the down payment/deposit information has not been saved, cancellation can be made by simply clicking the icon *Cancel* and re-entering the correct amount. If the information has been saved or a receipt printed, use the procedure described below:

1. In the **Immissione Depositi** window, locate the down payment/deposit by clicking *Search* . L'icona si modificherà nel seguente modo:



Position cursor over the field in which you'd like to search⁷ (do not choose the field that would select all bookings) and click *Execute* (or F8) to search the database. To end search and return to the previous screen click *Cancel* or (CTRL+q).

2. Click *Insert*  to enter a new movement.
3. Entering the same identification number, you then enter the new movement code which you wish to apply.

Data	N. interno Anno	Importo	Intestatario	Note	Pag. Doc.
20/10/1999	3021 99 1	500,000	A.C.D. TRAVEL OFFICE	Prenotazione Sig. Rossi	
20/10/1999	3021 99 4	250,000	A.C.D. TRAVEL OFFICE		

Press the F9 key to select the specific movement code

⁷ To make a search, indicate one or more letters followed by the % (percent) sign. For example, in the *Guest Name* field, typing ALPI% will show ALPITOUR, ALPIEAGLES, and even ALPINESTARS

4. If you wish to cancel the entire down payment/deposit, enter the total amount. Otherwise you can remove (or transfer) only part of the down payment/deposit (by entering a lesser amount).

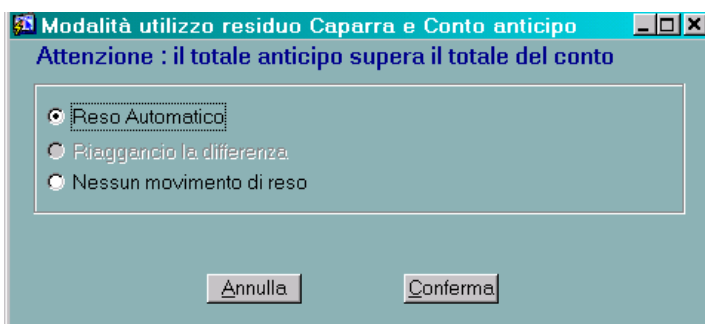
ATTENTION: When transferring or cancelling a deposit, you must also issue the appropriate (fiscal notice) in order to transfer or cancel the fiscal document previously issued during registration⁸.

⁸ See **Unsettled**

➤ ISSUING BILL WITH DEPOSIT

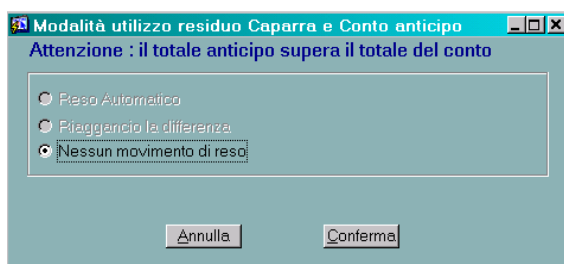
When issuing bills for files with attached down payment/deposits, proceed as follows:

- ✓ (once again here we have the difference between the various deposits which we must decide before continuing) Issuing a **weekly bill** with down payment/deposit: in the archive nell'archivio dei depositi viene creata una riga di uscita pari al totale del conto. NON vengono MAI creati movimenti di reso.
- ✓ Emissione **Conto definitivo** in presenza di caparra **CAPARRA** : se superiore la procedura apre una maschera con 2 scelte :



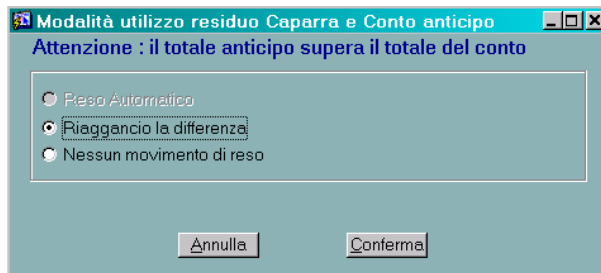
1. **Reso automatico**: compensa il conto con la caparra pari al totale dello stesso e crea un movimento di reso in automatico all'interno dell'archivio
2. **Nessun movimento di reso**: compensa il conto con la caparra per il totale del conto. NON EFFETTUA ALCUN MOVIMENTO DI RESO

- ✓ Emissione **Conto definitivo** con **CONTO ANTICIPO** : se superiore la procedura apre una maschera con 1 sola scelta obbligata:



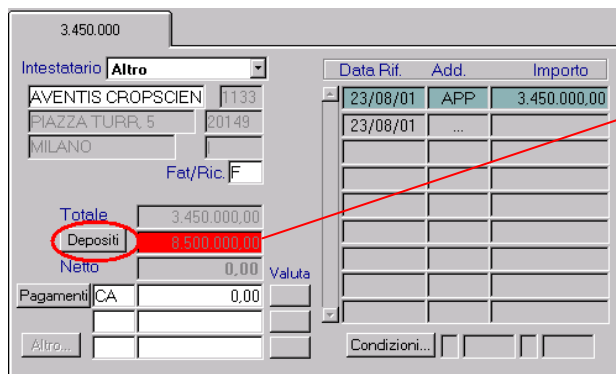
1. **Nessun movimento di reso**: compensa il conto con c/anticipo per il totale del conto. NON EFFETTUA ALCUN MOVIMENTO DI RESO

- ✓ Emissione **Conto settimanale** con **CONTO ANTICIPO** : se superiore la procedura apre una maschera con 2 scelte:



1. **Nessun movimento di reso**: compensa il conto con c/anticipo per il totale del conto. NON EFFETTUA ALCUN MOVIMENTO DI RESO
2. **Riaggancio la differenza**: compensa il conto con il c/anticipo per il totale del conto ed aggancia in automatico della differenza sulla pratica selezionata

✓ Emissione **Conto settimanale o definitivo** con **CONTO ANTICIPO E CAPARRA** contemporaneamente :
 se il totale è superiore occorre procedere manualmente nello specchio dei depositi attraverso l'apposito pulsante:



Tale pulsante permette di accedere direttamente alla gestione dei c/anticipo e delle caparre così come impostata all'interno della cartella "Garanzie" della prenotazione selezionata come indicato



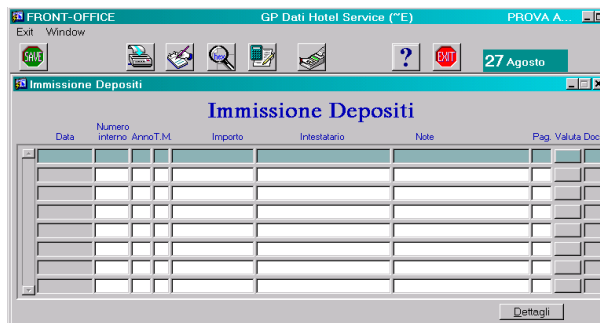
Le funzioni possibili previste all'interno della maschera permettono di effettuare le seguenti operazioni:

- Pulsante inserisci: permette di agganciare un ulteriore c/anticipo oppure caparra direttamente dalla maschera di check-out
- Pulsante cancella: permette di cancellare il c/anticipo oppure la caparra agganciata alla pratica
- Pulsante dettagli: visualizza i dettagli relativi al c/anticipo oppure caparra selezionati
- Modificare il conto su cui compensare il c/anticipo oppure la caparra

- Pulsante



permette di accedere all'archivio dei c/atipico e caparre



Dall'archivio sarà possibile effettuare tutte le funzioni operative già previste dalla procedura ed implementate come illustrato ai paragrafi