



HOTEL MANAGEMENT SYSTEM

***GROUP/MEETING
BOOKING MENU***

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GROUP/MEETING BOOKING WINDOW

Attached lists:
 Rooming List
 Group List
 Planning Covers Group/Meeting

You can enter the **Group/Meeting** window directly from the opening screen, or if you are already in the **Booking** window, click **Group/Meeting** on the upper menu bar. The **Group/Meeting** window contains several folders that together make up the file of a particular group. Information that was entered during booking can be continuously updated and will be maintained even after check-in.

Just below the upper toolbar you'll find a general listing of all group files within the database. Highlighting one of these groups will display that file's details in the lower part of the window.

Use arrows to scan up or down the list.

Highlight a line to display details of that booking. Just click with the mouse, or use the arrows to scan the list.

Number of guests in group

File status abbreviated

The screenshot shows a software window titled "Congress - Gruppi". At the top, there is a table listing group bookings. The table has columns for "Ditta", "Gruppo", "Arrivo", "Partenza", "Pre.", and "Stato". The data rows are:

Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
CORDUSIO VIAGGI	CORDUSIODUE	24/05/2001	31/05/2001	36	GG
F.B.I. & CONGRESS	LEXMARK	24/05/2001	27/05/2001	5	GG
CONFARTIGIANATO TREVISO	CONFARTIGIANATO	25/05/2001	28/05/2001	27	GG
BORGOVIAGGI SRL	BORGODUE	30/05/2001	06/06/2001	19	GG

Below the table, there are tabs for "Evento", "Camere", "Condizioni", "Storia", "Addebiti", "Meeting", and "Totali". The "Evento" tab is active, showing details for the selected group "BORGODUE".

Details shown in the "Evento" tab:

- Arrivo: 30/05/2001 Me
- Notti: 7
- Partenza: 06/06/2001 Me
- Presenze: 19
- Allotment:
- Condiz.:
- Data Co.:
- Tipo sconto:
- Struttura: Hotel
- Mercato: Gruppi Serie
- Canale: Agenzie Italia
- Origine: Fax
- Prodotto:
- Ditta:
- Agenzia: BORGOVIAGGI SRL
- Rappresentante:
- Gruppo: BORGODUE

At the bottom of the window, there is a "Note" field and a status bar showing "Numero 6204 Voucher" and "Stato Garantito congresso".

Lower part of window displays details of the highlighted group booking

File Status detailed

Folders in which there can be accessory information

Market and channel from which guest booking originated

ENTERING GROUP/MEETING BOOKING

1. From the opening screen select **Group/Meeting** from the menu.
2. This opens the *Congress-Group* window, where you'll click on *Enter Booking* .

N.B. The main files where *Congress* and *Group* information is entered are as follows:

The **Event Folder** contains the following details:

- The name of the Group (this field must be completed)
- The event date(s): Date of arrival, date of departure
- *Party (Pty) Number*: the number entered in this field won't necessarily correspond with number of group guests staying overnight in the hotel. This number can indicate how many persons are booked for a particular event connected with a congress (i.e. meeting, dinner).
- The market
- The channel
- The origin
- Any other information attached to the event using the boxes below:



The screenshot shows three input fields in a grey bar. The first field is labeled 'Concliz.' and has a red line pointing to it from the text below. The second field is labeled 'Data Co.' and has a red line pointing to it from the text below. The third field is empty and has a red line pointing to it from the text below.

Press F9 to add other specifics relative to the advanced status of the file (i.e. *Awaiting rooming list*)

Enter the date of confirmation.

Enter any optional data.

The **Room Folder** contains the following information:

- Arrangements relative to the day of arrival of a group for an event
- Contract to apply: it's possible to use contracts pre-defined within the rates menu or quick contracts established specifically for a single event.¹
- A list of numbers and types of rooms booked for the event and the dates of arrival/departure of guests booked.²
- **Conditions Folder** ➔ **Payments**: definition of billing conditions for group/meeting bookings is of *fundamental* importance. You must first establish that the group booking is not simply collection of single bookings (that were perhaps made under the same group name) but are all attached to a file account **MASTER**. **Therefore you must make this distinction BEFORE**

¹Press F9 on the room folder's *contract* field to display contracts contained in the event folder and attached to the market indicated within that folder. The operator can still indicate a contract different from those proposed automatically by the system, and can proceed to enter a booking.

²Arrival/departure dates displayed within the *Rooms* folder do NOT have to correspond to the dates contained in the *Event* folder. An advantage of working within the group/meeting window is that you can enter details for specific guests without having to enter that person's individual file. It is necessary however to specify that the arrival/departure date entered in the room folder is within the period described in the event folder. As long as the procedure is not blocked by an operator input error in input.....

PROCEEDING WITH CHECK-IN. The failure of a front office operator to make this booking distinction will result in future difficulties in managing the account(s).

4. The **Room** folder

Press **Contract** to define a specific **Price List** for the group

Press **F9** to enter the applicable contract.

Period of stay relative for the highlighted line

Evento		Camere		Condizioni		Storia		Addebiti		Meeting		Totali	
Contratto		COR		Arr.		FB		Allotment					
Propaga													
Camere													
Arrivo	Partenza	Nr.	Tipo	Pres.	Cliente Hotel	Room	Prezzo	Gr.	All.	Sts			
24/05/2001	31/05/2001	1	MO	2	ANTOGNAZZA / PERICO	754	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	ARRIGONI / PERIGO	755	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	BOIOCCHI / BARBIERI	757	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	CANAVESI / CROCI	758	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	CAVALLERI / GRIFFINI	759	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	CERANI / SORDELLI	760	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	CORDARRI / CROCI	767	1.092.000,00						P/L
24/05/2001	31/05/2001	1	MO	2	FIOR / FRATTIN	769	1.092.000,00						P/L

Flag to indicate complimentary room

While handling group bookings, should you find it necessary to modify the hotel plan or contract for a single guest's file, begin by clicking *Distribute*.

Before entering a contract you must define the hotel plan arrangement. The arrangement indicated in the Hotel Plan Field refers to the initial arrangement (i.e. from the day of arrival) of the group/meeting

5. Enter the hotel plan code that you would like to apply.

6. Position the cursor over the **Contract** field, press F9 to display available contracts.



Attention: the application of a contract depends on the information entered in these fields

- Market
- Arrival/Departure Dates
- Room Types
- Hotel Plan Arrangements

If you enter data in one of these fields that falls outside the parameters defined by the contract, the following error message will be displayed:



You can correct the data, or revise the contract³.

Click *Contract* during booking to define a particular rate list for immediate application:

When the contract is saved, the program automatically inserts a sequential number which becomes the contract code.

The program automatically suggests the name of the group for the name of the contract.

Tipol.	Arr.	HB	FB	BB			
C				110.000,00			
DO				110.000,00			
DI				110.000,00			
MO				110.000,00			
NU				110.000,00			
CS				110.000,00			

Prices can be defined by:
C = per room
or
P = per person



Attention: The contract defined and applied to one file is memorised in the database and can be re-applied at another time for this file or for other files.

Contracts defined in this *quick* manner become immediately available for use and are distinguished from normal contracts by a symbol inserted by the system when you save the contract:

Contratto ~85

Progressive numbers are automatically assigned by the system.

The *tilde* symbol, automatically inserted by the system, indicates a *quick* contract.

6. Buttons along the window's lower edge allow you to enter booking information for the group.

³ See **Contracts**: Normally this error message occurs when the hotel plan arrangement is not defined in the price list, or if the tariff doesn't correspond to the type of room used, or if the dates of the booking fall outside the interval (season) established by the contract.

Indicates room type

Indicates total number of guests (automatically calculated by the system)

The price is automatically defined by the system when the entry is saved

Displays number of rooms booked

The booking is automatically considered guaranteed.

Compiles a rooming list for the line highlighted

Allows you to enter a new room booking

Clears data entered in the highlighted line (before it has been saved)

Cancels the data in the highlighted line (after it's been saved)

Duplicates the highlighted line

Allows you to compile a Rooming List for all the rooms of the group

Field in which room bookings are entered

Eventi: Camere, Condizioni, Storia, Addebiti, Meeting, Totali

Contratto: ~85 Arr: BB Allotment

Propaga

Arrivo	Partenza	Nr.	Tipo	Pres.	Cliente Hotel	Room	Prezzo	Gr.	All.	Sts	
24/05/2001	27/05/2001	3	L4	5	LEXMARK		420.000,00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	P/L
											P/L
											P/L
											P/L
											P/L
											P/L

Dettagli Ricerca Inserisci Cancella Annulla Prenò Sdoppia Rooming List

To display details of one group file click *Open File*

When you click *Insert*, the system automatically enters the arrival/departure dates indicated in the *Event* folder. Enter the number and type(s) of rooms you are booking. Any rooms for which guests will not be billed must be flagged in the appropriate *Gr* check-box. The system automatically inserts flags confirming guaranteed room status.

Attention: The system allows you to omit room numbers in this phase of booking. If you wish to assign rooms, you must expand the booking so that all individual rooms are listed.

The system automatically enters arrival/departure dates proposed in the **Booking** window. You can however, modify dates as desired

Propaga

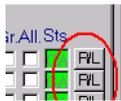
Arrivo	Partenza	Nr.	Tipo	Pres.	Cliente Hotel	Room	Prezzo	Gr.	All.	Sts	
24/05/2001	27/05/2001	1	L4	2	LEXMARK		420.000,00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	P/L
24/05/2001	27/05/2001	1	L4	1	LEXMARK		420.000,00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	P/L
24/05/2001	27/05/2001	1	L4	2	LEXMARK		420.000,00	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	P/L

Flagging the *Gr* box indicates the guest in this room will not be billed.

It is possible to enter only one value in a single line

Prenotazione		Condizioni		Storia		Operativo	
Arrivo	24/05/2001 Gi	Struttura	Hotel	Ditta			
Notti	3	Mercato	Congressi	Agenzia	F.B.I. & CONGRESS		
Partenza	27/05/2001 Do	Canale	PCO Italiani	Rappresentante			
Quantita	1 All. <input type="checkbox"/>	Origine	Fax	Gruppo	LEXMARK		
Tipologia	L4	Prodotto					
N.Camera							
Presenze	2 GrafDisp <input type="checkbox"/> Ris <input type="checkbox"/>						
Contratto	~85	Arrangiamento	BB				
Prezzo	420.000,00	Sconto		Check-in			
Ciente	LEXMARK						

In cases where an event rooming list must be entered at a later time, you will not be able to expand (display all) bookings. You can however access the rooming-list function for a single line by clicking:



The following window opens to display the compilation of the rooming list:

Details of highlighted line: number of guests, arrival/departure dates

Name of Group

Information fields relative to the group's registration form

Assignment of rooms optional

- This window system was designed to save time when compiling a rooming list. In one simple operation, you can: compile basic data for all group members and assign rooms. Then during check-in, you will only have to complete a full registration form for the group leader. You'll also be able to print a rooming list.
- ATTENTION: once you begin entering even one person's registration information, it is obligatory to enter data for all participants (at least including sex, state or province)
- When you have finished entering data, the rooms folder will appear as follows:

7. The program automatically considers a booking guaranteed unless you choose to change the status using the buttons in the lower right corner.

Evento	Camere	Condizioni	Storia	Addebiti	Meeting	Totale
Arrivo	24/05/2001 Gi	Struttura	Hotel	Ditta		
Notti	3	Mercato	Congressi	Agenzia	F.B.I. & CONGRESS	
Partenza	27/05/2001 Do	Canale	PCO Italiani	Rappresentante		
Presenze	5 Allotment <input type="checkbox"/>	Origine	Fax	Gruppo	IBM	
Condiz.	Data Co.			Tipo sconto		
Note						
Numero	8266	Voucher	Stato	Garantito congresso	Off	WL

The program automatically considers a booking guaranteed unless you choose to change the status, using these buttons

Click *Gua* to accept the automatically selected guarantee status

Numero	8266	Voucher	Stato	Garantito congresso	Off	WL	Gar
--------	------	---------	-------	---------------------	-----	----	-----

Click *Off* to treat a file not as booking, but only as an offer. Such treatment will not effect availability, allotment, etc.

If a room is not available at the time the booking is made, click *WL* to place the booking on a waiting list for confirmation at a later time

CONDITIONS → GUARANTEE FOLDER

This window manages any requests for conditions and guarantees.

Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
CORDUSIO VIAGGI	CORDUSIODIECI	01/09/2001	13/09/2001	80	GG
INTERCRAL	MEETING 2 AMICIZIA	01/09/2001	08/09/2001	120	GG
SAMPEI TOURS SRL	SAMPEISEI	03/09/2001	10/09/2001	30	GO
CORSI & CONGRESSI DI MARIA CARME	CONGRESSO AIRO	04/09/2001	08/09/2001	350	GG

Data Registrazione	Anno	Numero Interno	Importo	Iva	Note	Intestalarario	Conto

In this part of the window you can register down payments and deposits requested.

When there is a **request for down payment or security deposit**, you can manage the booking as an **Option**. In this case, the program will automatically mark the status box **OP**.

Enter a confirmation date to acknowledge receipt of a deposit and automatically, the option date will be cancelled and the booking marked *guarantee*.

CONDITIONS → PAYMENT FOLDER

This window allows you to manage guest accounts and billing.

Congressi - Gruppi

Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
CORDUSIO VIAGGI	CORDUSIODIECI	01/09/2001	13/09/2001	80	GG
INTERCRAL	MEETING 2 AMICIZIA	01/09/2001	08/09/2001	120	GG
SAMPEI TOURS SRL	SAMPEISEI	03/09/2001	10/09/2001	30	GO
CORSI & CONGRESSI DI MARIA CARME	CONGRESSO AIRO	04/09/2001	08/09/2001	350	GG

Evento | Camere | Condizioni | Storia | Addebiti | Meeting | Totali

Garanzia | Pagamento | Soggiorno

Condizioni per la fatturazione

Ordine	Intestatario Conto	Pagamento	Condizioni	Tipo esenzione
1 Cliente	MEETING 2 AMICIZI R	CA		
2 Rappresentante	INTERCRAL F	SO	A	

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Numero 6700 **Voucher** **Stato** Garantito congresso Off WL Gar

Displays progressive numbering of accounts present in the file.

Indicates the account holder. To modify the automatically designated holder click the arrow

Indicates the type of fiscal document to issue during check-out. To modify the type indicated, press F9 and select among the choices listed

Indicates the type of payment client will use to close the account during check-out. To modify the type indicated, press F9 and select among the choices listed

These fields allow you to specify which charges must be entered into the account.

At the time you save the master account file, the program automatically inserts within each single file, the following billing information:

➤ **Example with payment type SO**

This figure refers to booking conditions as they are represented within a *single file* attached to a group booking:

1. Line #1 indicates that any extra charges will be billed to the guest
2. In line #2, *Booking* indicates that all charges related to room and hotel plan will be transferred to the master account (responsible for the booking)

Ditta	Gruppo	Arrivo	Partenza	Pre	Stato
CORDUSIO VIAGGI	CORDUSIODIECI	01/09/2001	13/09/2001	80	GG
INTERCRAL	MEETING 2 AMICIZIA	01/09/2001	08/09/2001	120	GG
SAMPEI TOURS SRL	SAMPEISEI	03/09/2001	10/09/2001	30	GO
CORSI & CONGRESSI DI MARIA CARME	CONGRESSO AIRO	04/09/2001	08/09/2001	350	GG

Ordine	Intestatario Conto	Pagamento	Condizioni	Tipo esenzione
1	MEETING 2 AMICIZI	R CA		
2	INTERCRAL	F SO	A	

IN-DEPTH OPERATIONS

Billing conditions defined for an event or group booking do not necessarily have to be the same for every room listed in the *Room* folder. You can intervene in a single file by clicking:



☞ *If you wish to designate a different account holder use the Account Holder field.*

Ordine	Intestatario Conto	Pagamento	Condizioni	Tipo esenzione
1	BOSCH UNO	R CA		
2	OPTIMA CONSULT	F SC	A	

➡ **If you wish to redirect specific charges to selected accounts** use the fields immediately following the information entered in Account Holder.

Press F9 to specify the grouping code for charges to debited to the account⁴

Click the arrow to select a new account holder.

Ordine	Intestatario Conto	Doc.	Pagamento
1	Cliente	UGOLINI CARLO	R CA
	Agenzia	A.C.D. TRAVEL OFF	F SO
	Cliente	UGOLINI CARLO	R CA + TEL
	Cliente	UGOLINI CARLO	R CA + FRI + BAR

Inserisci Cancella

Automatica Escludi

Enter the plus sign “+” and press F9 to specify charge(s) to add to the bill. Similarly, you can enter the minus sign “-“ to specify charges to bill to another account.

⁴ Some charge group codes are defined during installation of software. Code **A** groups all charges derived from hotel plan arrangements and group code **\$E** designates all extra charges.

CONDITIONS → STAY FOLDER

With this window you can make modifications to a guest's stay that will affect guest account treatment. Once changes have been defined, the system will automatically debit for the new arrangements without further intervention. Modifications to the stay apply only to hotel plan arrangement and not to the contract which remains unchanged.

The screenshot shows the 'Congressi - Gruppi' window. At the top, there is a table with columns: Ditta, Gruppo, Arrivo, Partenza, Pre., Stato. The first row contains: CONVENTION BAYER, 09/09/2001, 10/09/2001, 1, GG. Below this are several tabs: Evento, Camere, Condizioni, Storia, Addebiti, Meeting, Totali. Underneath are more tabs: Garanzia, Pagamento, Soggiorno. The main area is titled 'Variazioni soggiorno:' and contains a table with columns: Data, Trattamento, Prezzo, Sconto, Note. The first row has: 10/10/2001, HB, and a trash icon. To the right of this table are three input fields: Tipo esenzione, Tipo sconto, and Tipo telefono. Below the table are buttons: Dettagli, Ricerca, Inserisci, Cancelli. At the bottom, there is a status bar with fields: Numero (17818), N.Riferimento, Stato (Garantito congresso), and checkboxes for Off, WL, Gar.

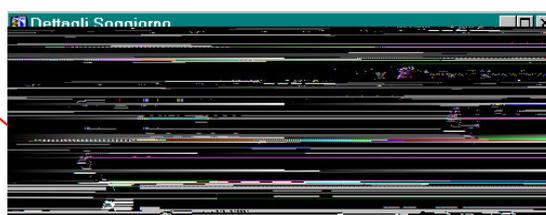
This is the date when the new, modified arrangement begins

Indicates the new arrangement will apply to the group's stay

These 3 fields will let you manage specific details if they are activated by GP Dati during program initializing

The price field does not have to be completed. The system will automatically apply the tariff for the new hotel plan indicated in the booking.

Click *Details* to enter other information regarding a meeting/group stay





Attention: In order for the stay variation to be applicable, the contract involved must permit the new arrangements you wish to apply. If such changes are prohibited by the contract, the system displays this message:



Verify⁵ and if possible correct the data defined in the contract so you can apply the desired stay modifications.

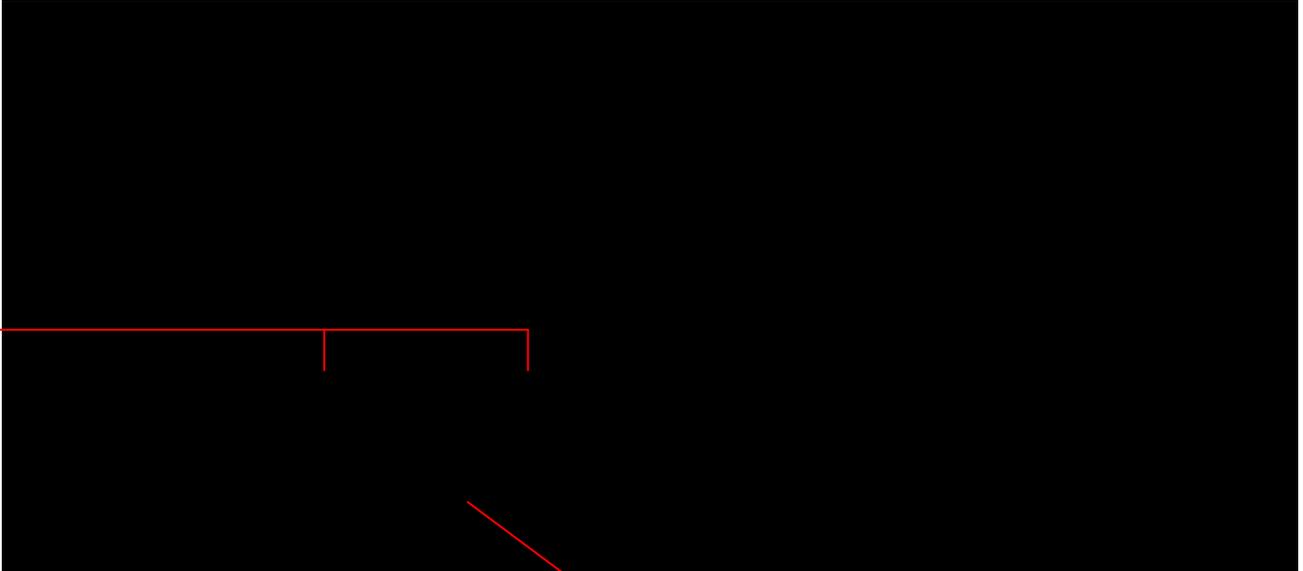


Attention: It is possible for different stay variations to be present within the same file. Variations in stay cannot be effected the day of arrival, but can be applied on any subsequent day.

⁵ See **Contracts**: Normally this occurs when the hotel plan arrangement is not defined in the price list, or if the tariff doesn't correspond to the type of room used, or if the dates of the booking fall outside the season established by the contract.

HISTORY → HISTORY FOLDER

Using the *History* window, you can access all information that has ever been a part of the file whether inserted, modified, or cancelled (including the code of the operator making the changes) on a read only basis.



Operation codes and types are written in database language. The accompanying description helps make it more comprehensible to operators who wish to investigate a file's history.

If you need more details about a particular action, click *Search* to investigate further

HISTORY → STATISTICS FOLDER

The *Statistics* folder contains a summary of a file's principle information where you can read or enter new data as required.

When booking a meeting/group, the name assigned to the group becomes the group account

INTERCRAL	AMICIZIA
SAMPEI TOURS SRL	SAMPEICINQUE
CORDUSIO VIAGGI	CORDUSIODIECI
INTERCRAL	MEETING

This area summarizes the most important file information (along with the code of the operator who made the entries) including the entry date of booking, the date and reason for any cancellation, and the date of last modification

Evento	Camere	Condizioni	Storia	Addebiti	Meeting	Totali
--------	--------	------------	--------	----------	---------	--------

Statistica			
Nome Intestatario	<input type="text" value="MEETING 2 AMICIZIA"/>	Tipo riunione	<input type="text" value="Gruppi"/>
Data inserimento	<input type="text" value="04/04/2001"/>	Operatore	<input type="text" value="RF"/>
Data annullamento	<input type="text"/>	Operatore	<input type="text"/>
Data modifica	<input type="text" value="07/08/2001"/>	Operatore	<input type="text" value="EV"/>
		Motivo	<input type="text"/>
		Codice centro	<input type="text"/>
Voucher multipl	<input type="text"/>	Transfert	<input type="text"/>
Giornali	<input type="text"/>	Corsi	<input type="text"/>
		Tav. Ristorante	<input type="text"/>

Numero	6700	Voucher	Stato	Garantito congresso	<input type="checkbox"/> Off	<input type="checkbox"/> WL	<input type="checkbox"/> Gar
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In these fields you can enter other information to the group file

N.B. The information entered in this window's fields does not influence the file in any way and is considered by the program to be simply notes. Some notes (i.e. Restaurant table) will be summarised and become part of the appropriate printout statement.

CHARGES FOLDER

This window displays details of the charges debited to the master account.

Congressi - Gruppi

Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
AMORINI VIAGGI	MEET	15/05/2000	15/05/2000	2	GL
AMORINI VIAGGI	PARTY	15/05/2000	15/05/2000	4	GL
BORGOVIAGGI SRL	BORGOUNO	17/05/2000	24/05/2000	148	GL
CORDUSIO VIAGGI	CORDUSIOUNO	17/05/2000	31/05/2000	6	GL

Evento	Camere	Condizioni	Storia	Addebiti	Meeting	Totali
--------	--------	------------	--------	----------	---------	--------

Emessi In Essere

Emessi il	31-05-2000	Documento	F	Numero	257	
						6.216.000

D.Reg.	D.Rif.	Codice	Descrizione Addebito	Importo
17/05/2000	17/05/2000	FBG	MESAROLI ISABELLA 902/2	148.000,00
17/05/2000	17/05/2000	FBG	CASTELLANI GABRIELLA 904/2	148.000,00
17/05/2000	17/05/2000	FBG	DELL'ANNO NICOLINA 908/2	148.000,00
18/05/2000	18/05/2000	FBG	MESAROLI ISABELLA 902/2	148.000,00
18/05/2000	18/05/2000	FBG	CASTELLANI GABRIELLA 904/2	148.000,00
TOTALE				6.216.000,00

Numero	1901	Voucher		Stato	Pratica chiusa congre	<input type="checkbox"/> Off	<input type="checkbox"/> WL	<input type="checkbox"/> Gar
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Click this check-box to display the accounts which have already had bills issued

Attention: This is a READ ONLY window. It is not possible to modify data displayed here.

MEETING → ROOM FOLDER

This window is used to book rooms and services for congresses and/or meetings.

Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
CORDUSIO VIAGGI	CORDUSIODIECI	01/09/2001	13/09/2001	80	GG
INTERCRAL	MEETING 2 AMICIZIA	01/09/2001	08/09/2001	120	GG
SAMPEI TOURS SRL	SAMPEISEI	03/09/2001	10/09/2001	30	GO
CORSI & CONGRESSI DI MARIA CARME	CONGRESSO AIRO	04/09/2001	08/09/2001	350	GG

Data	Inizio	Fine	Servizio	Q/P	Sala	Dis.	Prezzo	F	
01/09/2001	09:00	19:00	Prenotazione Sala	120	G	C. Congr.	TEA	1.500.000,00	<input type="checkbox"/>
	09:00	19:00	Lavagna luminosa	1	G	C. Congr.	TEA	50.000,00	<input type="checkbox"/>
	09:00	19:00	Schermo gigante	1	G	C. Congr.	TEA	125.000,00	<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>

Displays which services have been booked. Press F9 to select among available service choices

Indicates the number of persons using the service or the number requested of a particular service item

Indicates the room code. Press F9 to select from code choices available

Indicates the room booked. Press F9 to select among available rooms

Entering a price for refreshment/catering service is optional and does not affect in any way the amount automatically debited for the service

Click *Details* to enter other booking/service specifics

LOWER BUTTON BAR:



Click *Search* to locate a particular item within the folder. When you click, the button divides in two:



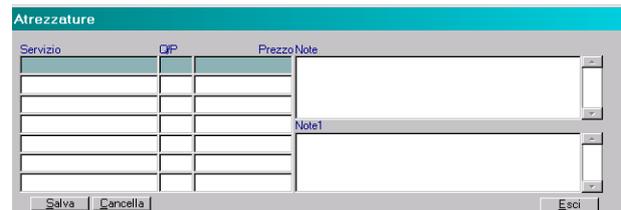
Inserts or cancels a single line

Clicking *Duplicate* allows you to re-book one day's service/room for a second day



Messages inserted using the *Details* button, are displayed in the field marked *Notes*

Click *Equipment* and this dialog box opens. You can enter any service equipment a client requests for a particular room



N.B. Most of the information displayed in the *Room* window comes from data pre-programmed at the time of software installation. A correct (well-defined) base table is necessary to effectively use the functions offered by the program.

MEETING → SERVICES FOLDER

This window allows you to book any services requested by group/meetings.

Indicates the number of guests that a service arrangement includes

The screenshot shows the 'Congressi - Gruppi' window with a table of group data and a 'Servizi Generici' table. The 'Servizi Generici' table has columns for Date, Start, End, Service, Quantity (Q), Price (Prezzo), and a checkbox (F). A 'Dettagli' button is located at the bottom left of the table area.

Ditta	Gruppo	Arrivo	Partenza	Pre.	Stato
ARCA SARDEGNA	TORNEO TENNIS ARCA	18/09/2001	22/09/2001	260	GG
BORGOVIAGGI SRL	BORGOUNDICI	19/09/2001	26/09/2001	140	GG
CONGRESS STUDIO INTERNATIONAL	CONGRESSO FIMMG	19/09/2001	23/09/2001	700	GG
WORLD TRAVEL JET	AGIP	27/09/2001	30/09/2001	100	GG

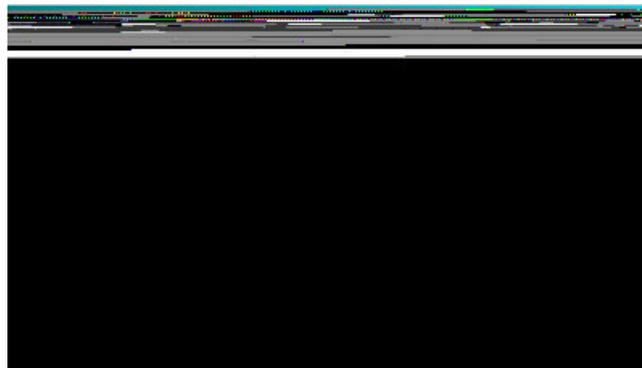
Data	Inizio	Fine	Servizio	Q	Prezzo	F
27/09/2001	09:00	19:00	Servizio Hostess			<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

At the bottom, the status bar shows: **Numero** 6277 **Voucher** **Stato** Garantito cong

Displays list of services booked. Press F9 to select from available services

Entering the price of a service is optional and for information only. It does not effect in any way the amount debited automatically for the relative charge which must be debited manually by the operator

Click *Details* to open this dialog box where you can enter other specific booking details



LOWER BUTTON BAR:



Click *Search* to locate a particular item within the folder. When you click, the button divides in two:



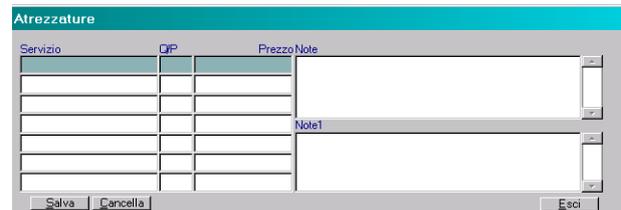
Inserts or *Cancels* a single line

Clicking *Duplicate* allows you to re-book one day's service/room for a second day



Messages inserted using the *Details* button, are displayed in the field marked *Notes*

Click *Equipment* and this dialog box opens. You can enter any service equipment a client requests for a particular room



N.B. Most of the information displayed in the *Services* window comes from data pre-programmed at the time of software installation. A correct (well-defined) base table is necessary to effectively use the functions offered by the program.

IN-DEPTH OPERATIONS

1. **NAME OF GROUP FIELD:** Once a booking has been made **NEVER** modify the name of the group.
2. **BILLING CONDITIONS:** A group's Billing Conditions should be defined **BEFORE** initiating check-in. **HOWEVER** if check-in has begun without defined billing conditions, you must proceed as follows:

Group/Meeting with **payment type SO**

a) the simplest way to proceed is to designate a sort of group leader (in name only) whose account can then be used to transfer all the group's room/arrangement charges

b) then, using the group leader's room, set up a payment folder in such a way that all group rooms/arrangements are billed to the agency/firm

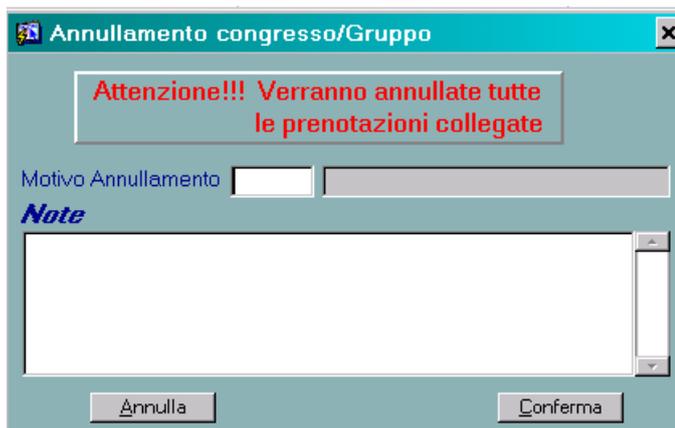
3. **ENTERING SINGLE ROOMS:** whenever it is necessary to enter another room within a group/meeting, as soon as this room is attached to the group booking, you must enter the same new entry into the room folder of the group/meeting booking by using the button *Enter*.
4. **CANCELLING ROOMS:**

A. Cancelling a *single* room attached to a group booking can be effected one of two ways:

- 1) Within the *booking window for individuals*, select the booking you wish to cancel and click
- 2) Within the *Group file* click *Room folder*. Highlight the booking you wish to cancel and click:



B. To cancel an entire group booking click:

A screenshot of a software dialog box titled "Annullamento congresso/Gruppo". At the top, a red warning message reads "Attenzione!!! Verranno annullate tutte le prenotazioni collegate". Below this is a text field labeled "Motivo Annullamento". Underneath is a large text area labeled "Note". At the bottom, there are two buttons: "Annulla" and "Conferma".

This dialog box opens to remind you that the entire group booking is about to be cancelled. You are required to enter a reason for the cancellation and are permitted to enter any other applicable notes.