HOTEL MANAGEMENT SYSTEM

CLIENT INDEX MENU

CLIENT INDEX SUMMARY

CLIENT INDEX

Functions attached:

➲ *AGENCY/FIRM*
➲ *GUESTS*
➲ *CONTRACTS*

AGENCY/FIRM

Functions attached:

➚ *CLIENT INDEX OF AGENCIES AND FIRMS*
➚ *COMMISSIONS*

Lists attached:

➚ *AGENCY/FIRM DATA REGISTRY*
➚ *COMMISSIONS*
➚ *ALLOTMENT*
➚ *ALLOTMENT AND QUANTITY*
➚ *BILLING BY AGENCY/FIRM*
➚ *BILLING BY PERIOD*
➚ *ALLOTMENT REMAINING*

FUNCTION KEYS/ICONS

Below are the function keys and icons that are used to create and manage index entries.

➤ *UPPER MENU BAR*

![FRONT-OFFICE menu bar: Ermanno Valvason (EV), GP Dati Hotel Service (N...), Exit Window]

EXIT   Closes a window.

WINDOW   Selects and positions a window on the screen.

➤ *UPPER TOOLBAR*

SAVE   Each and every time information is entered, modified or cancelled it must be saved. Following any input, click the SAVE icon or press F10 to store newly entered data in the computer's memory.

INSERT   Allows you to create a new Agency/Firm entry.

SEARCH   Allows you to search through Agency/Firm entries in database.

CANCEL   Removes from the database an index entry that is no longer used.

RESTORE   Re-enters an index entry that has been cancelled.

HELP

**EXIT**   Exits the displayed window.

16 Settembre   Today's date.

AGENCY/FIRM WINDOW

The *Agency/Firm* window is composed of several folders that contain information about agencies and firms that do business with the hotel. The top part of the window, immediately below the upper toolbar, lists the agencies and firms contained in the database. The lower part of the window allows you to read or enter details for any firm listed.

Upper section lists agencies and firms within the database. Select one with the *Search* function or use the arrows to scroll up or down the list.

Highlighted line indicates agency/firm selected. To highlight, position the cursor on the desired line and click the mouse.
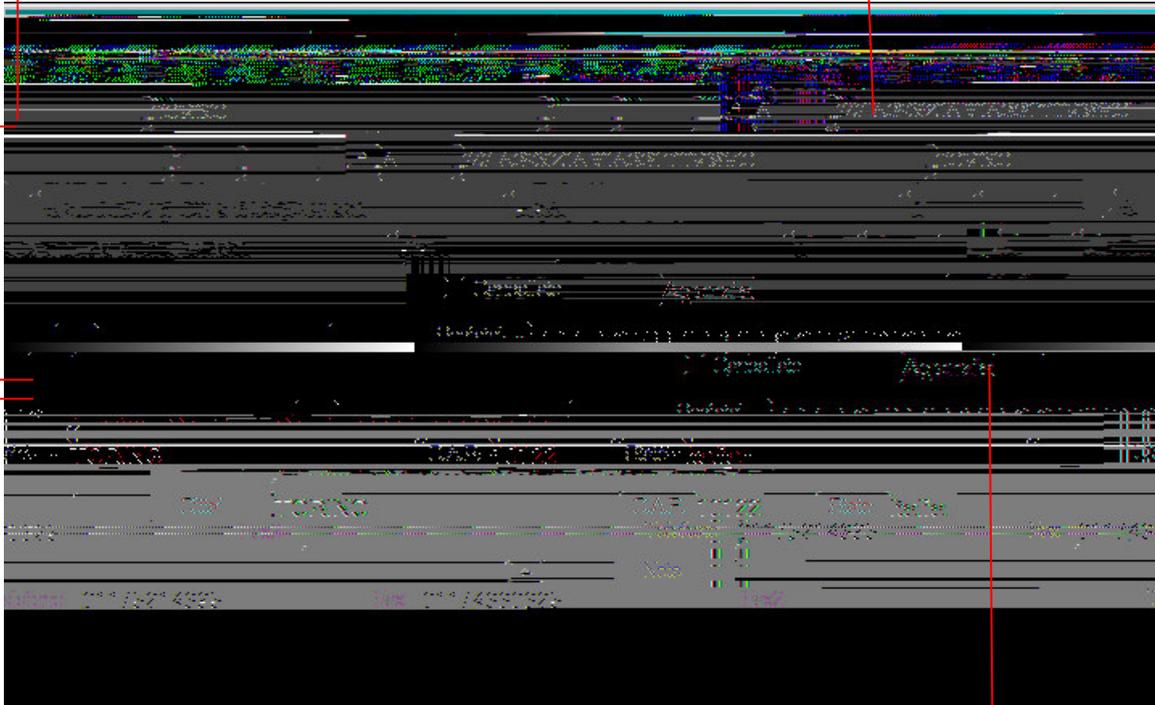
Lower part of the window contains details of the selected agency/firm. You can *read* or *enter* information.

This field gives you the option of inserting an abbreviation for an agency/firm to make it easier to locate using the search function

CREATE A NEW AGENCY/FIRM INDEX ENTRY

1. From the opening screen of the program select the *Client Index* then click on the function *Agency/Firm*, followed by *Agency/Firm Details*.

2. Within the *Agency/Firm* window, click *Insert* to create a new entry.

ATTENTION: The fields that must be completed to create an Agency/Firm index entry are:

✓ *Address*
✓ *Country*

3. Position the cursor on the upper field of the folder first field and press F9 to select among the *Classification* choices.

4. Proceed by entering the information requested in the remaining fields.

5. After entering all the information requested click (or press F10) to complete the operation.

SEARCH AND MODIFY AN AGENCY/FIRM INDEX ENTRY

1. From the opening screen of the program select the **Client Index** then click on the function **Agency/Firm**, followed by **Agency/Firm Details**.

2. Within the **Agency/Firm** window, click *Search* and proceed as follows:

Execute (to search database)   **Cancel** (to end search and return to previous screen)

Position cursor over the field in which you'd like to search[1] (if you do not enter data into one of the fields, the system will search the entire database) and click *Execute* (or press F8) to search the database. To end search and return to the previous screen click *Cancel* or (or press CTRL+q).

3. You can now modify existing information in the index entry or insert new data as desired.

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[1] 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

OTHER INFORMATION

With the folders in the central part of the **Agency/Firm** window, you can supplement data to make the index entry as detailed as possible.
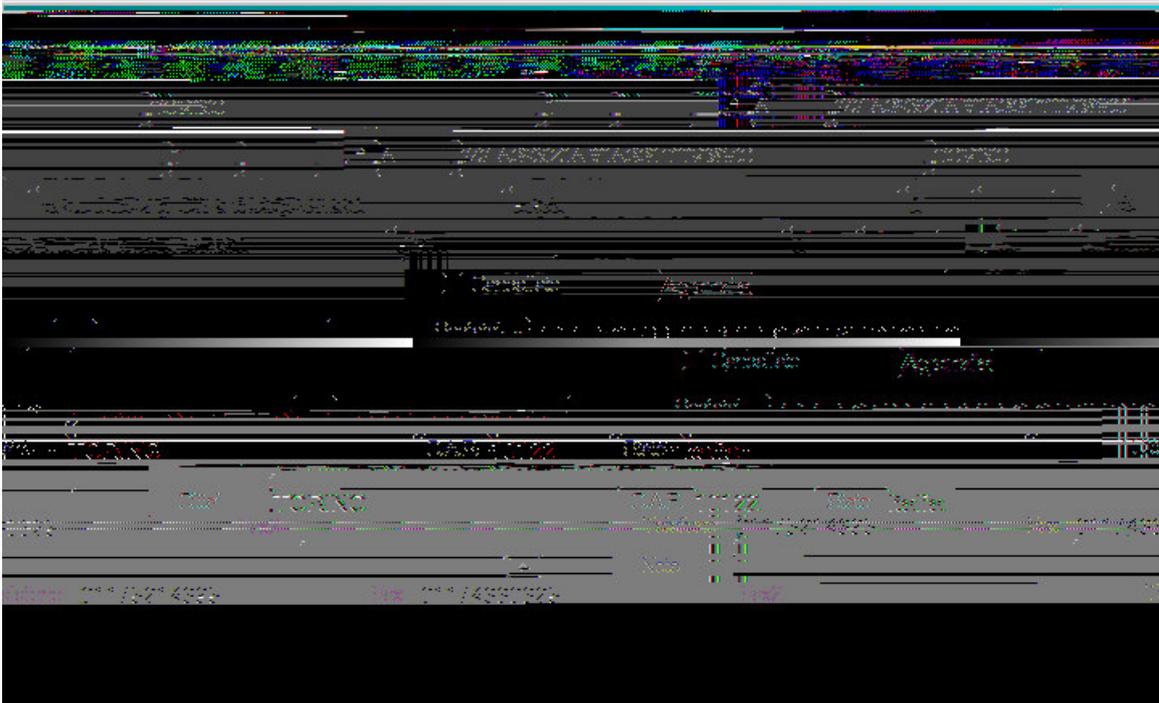
To attach other relevant data to an Agency/Firm
index entry, use the fields contained in these folders.

GUARANTEE FOLDER

This window allows you to define for the selected agency or firm any guarantees, particular billing conditions, or precise contracts to apply. This information is extremely useful during booking, as the program uses the data entered here to automatically assign billing responsibility to the Agency/Firm making the booking. The system can also define automatically any relevant billing conditions, such as type of fiscal document to issue, or type of payment to expect.

Defines a particular charge process applied to a residential structure

Allows you to define a credit limit beyond which bookings can no longer be accepted

Press F9 and select among choices to enter data in the appropriate field. When booking a future agency guest, the system can automatically appoint the agency or firm as account holder and will debit their account based on the group code numbers selected.

Press F9 to enter a note that will display in red the agency/firm account holder selected during booking along with an advisory message in the client index folder.

Press F9 and the system will automatically display a list of contracts from which to select the appropriate one.

VARIOUS ➜ VARIOUS FOLDER

In this window you can add extra details to the Agency/Firm index entry such as banking account credit limits.

Most of the fields in this folder function in conjunction with other optional programs that manage centralised booking, residence facilities and Terme/Health Spas.

In the field *Type of Discount*, you can press F9 and select among available discounts (based on a pre-arranged discount agreement) to attach to the client index entry.

ALTERNATIVE ADDRESS ➔ 2nd ADDRESS FOLDER

This 2nd Address Folder allows you to enter an alternative address for an Agency/Firm.
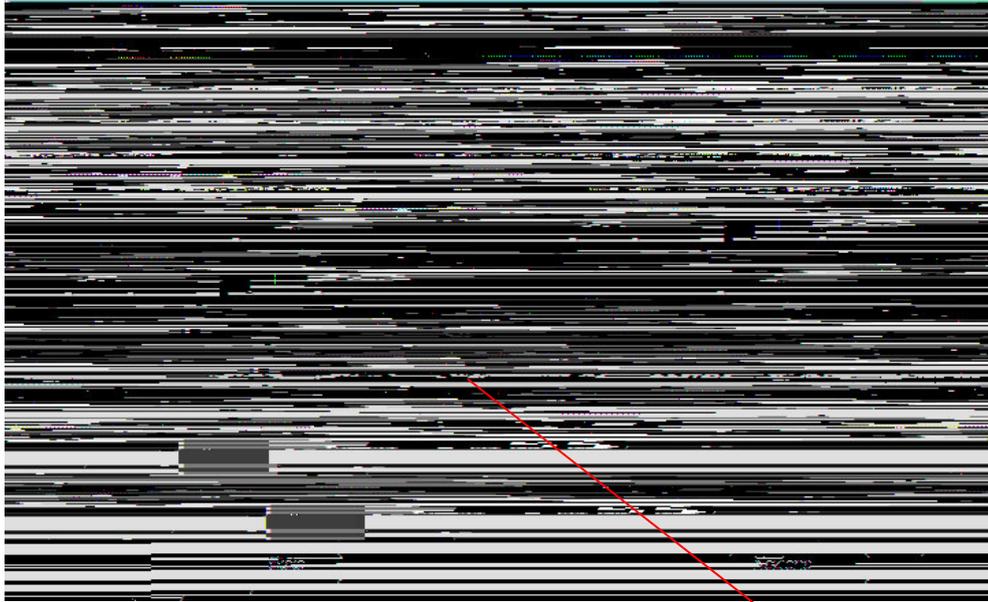
When you enter an address here for an Agency/Firm, flag this box to confirm it is a second address. The system will automatically consider this the mailing address for letters or for possible billing reminders.

ATTENTION: Whenever any fiscal documents are generated, the system will use the primary address listed in the main Address folder.

ALTERNATIVE ADDRESS ➔ GENERAL DATA FOLDER

This window allows you to enter the names of those responsible within an Agency/Firm (i.e. company director, manager, sales agent) as well as listing their contact information.

Within this folder it is also possible to classify the type(s) of product(s) or service(s) the Agency/Firm provides. Each index entry can contain a maximum of 5 different classifications. Press F9 to define the type of business involved.

N.B. The data entered in this window's fields is for information only and does not influence in any way the selected Agency/Firm's index entry. The program handles this data as simply notation.

COMMISSIONS FOLDER

This window allows you to enter, consult, or modify a selected Agency/Firm's commissions.

It is also possible to define a fixed amount that will be remitted to an agency for each *Booking* made.

Press F9 to select and enter the contract with which to calculate an Agency/Firm commission.

Percentage to calculate for commissions

Enter the letter *C* to indicate commission or press F9 to select *Commission Total*

Flag this box to indicate the commission should be calculated on the gross tariff rather than the net (gross tariff minus VAT).

IN-DEPTH OPERATIONS: Each agency can have up to 3 different types of commissions which are differentiated as follows:

- **%A** : percentage calculated when a bill is issued for a booking where an agency is credited in the *Agency* field. It is NOT necessary that the agency be account holder on the issued bill.
- **%B** : percentage calculated when a bill is issued for a booking where an agency is indicated in the *Representative* field. It is NOT necessary that the agency be account holder of the issued bill.
- **Fixed Amt** : amount remitted to an agency for every booking. This amount is calculated when the bill is issued for a booking where the agency is indicated in the *Representative/Agency* field. It is NOT necessary that the agency be account holder of the issued bill.

NB: It is important to emphasise that while percentages A and B are calculated based on commissionable charges present on the bill (as indicated by the *C* in the box above), the fixed amount is calculated per booking

> **Enter a new commission:**

1. From the opening screen of the program select the **Client Index** then click on the function **Agency/Firm**, followed by **Commission Management**.

2. Inserting a flag in the check-box **Search** will allow you to search all Agency/Firm entries in the index file whether or not they have a commission calculated. Using the **Search** icon, instead of the check-box searches only Agency/Firm entries that have had commissions calculated.

Execute (to search database) ⟋ **Cancel** (to end search and return to previous screen)
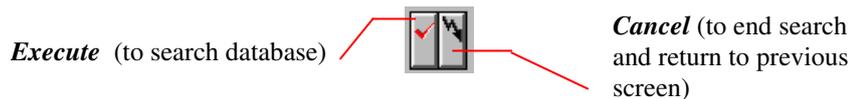
Position cursor over the field in which you'd like to search[2] (If you do not enter data into one of the fields, the system will search the entire database) and click *Execute* (or press F8) to search the database. To end search and return to the previous screen click *Cancel* or (or press CTRL+q).

3. Click *Insert* .

4. Enter the period (beginning and ending dates) in which the commission will be valid.

5. Enter the contract and the charge grouping for which to calculate the commission.

OPERATIONS SUGGESTIONS
If you intend to pay commission on all bookings in a contract field, you can indicate this with the symbol '*'. In this way, when a bill is issued, the procedure calculates the commission independent of the type of contract indicated in the booking but on the basis of commissionable charges.

6. Flag the appropriate check-box to indicate the commission will be calculated based on gross tariff amount.

7. Enter the percent of commission: A%, B%, Fixed Amt.

OPERATIONS SUGGESTION
To be able to remit commissions for the %B, it is necessary to specify also the %A. Therefore, for agencies that operate only as *Representatives*, the %A will be equal to the %B. The fixed amount commission can be used independent of %A and %B.

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[2] 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

8. Enter specific notes as desired.

9. After entering all the information requested click (or press F10) to complete the operation.

➢ *Modify or cancel a commission:*

1. From the opening screen of the program select the ***Client Index*** then click on the function ***Agency/Firm***, followed by ***Commission Management***.

2. Inserting a flag in the check-box ***Search*** will allow you to search all Agency/Firm entries in the index file whether or not they have a commission calculated. Using the ***Search*** icon, instead of the check-box searches only Agency/Firm entries that have had commissions calculated.

Execute (to search database)   ***Cancel*** (to end search and return to previous screen)

Position cursor over the field in which you'd like to search[3] (If you do not enter data into one of the fields, the system will search the entire database) and click *Execute* (or press F8) to search the database. To end search and return to the previous screen click *Cancel* or (or press CTRL+q).

3. In this display, select the commission you wish modify. You can enter any data that needs to be changed and then click ***Save*** (or press F10) to complete the operation.

4. You can completely eliminate a selected commission entry by clicking ***Cancel*** .

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[3] 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

CLIENT SUMMARY FOLDER

With this window you can consult and insert details of business with an Agency/Firm.
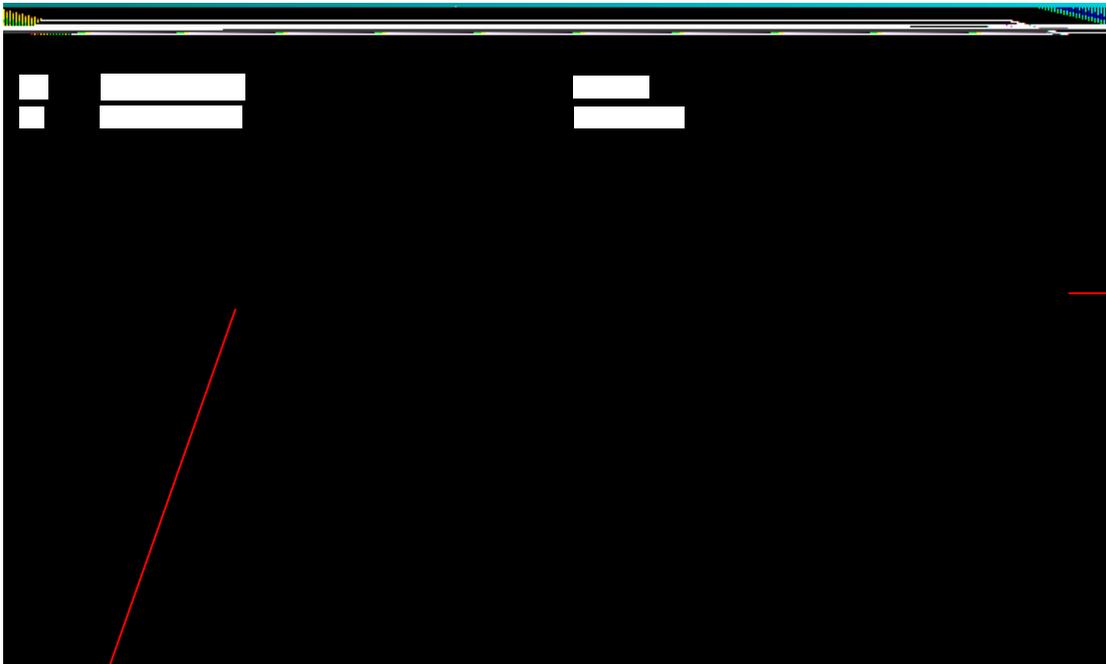
Allows manual insertion of breakdown data for the selected agency/firm
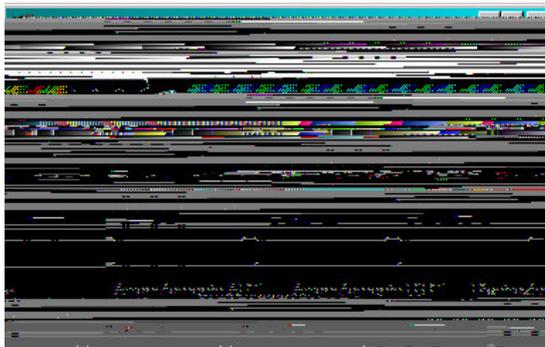
Click *Details* for more information about the line highlighted. Displayed here is a comprehensive breakdown subdivided by: hotel plan arrangements and restaurant charges. A further breakdown of dining charges separates those derived from arrangements (i.e. breakfast, amount lunch full meal plan plan ecc.), from those considered restaurant extras

IN-DEPTH OPERATIONS: Data reported in the Client Summary folder is subdivided by market, month, and year.

The **Client Summary** folder's name comes from the fact that its data is updated at the close of every day's operations, with reference to all files in which at the time of check-out, the Agency/Firm is present in the client index. This is independent of whether the relevant client was/wasn't account holder of the bill issued. This means that data within this folder may not coincide with the data relative to **Billing** of the Agency/Firm itself.

VARIOUS ➜ *MARKETING FOLDER*

This window maintains a record of meetings and appointments with a particular Agency/Firm. Data here can be consulted and entered as desired.

GUESTS

Functions attached:

➲ *GUEST INFORMATION INDEX*

Lists attached:

➲ *GUEST INFORMATION*
➲ *GUEST STAY RECORD*
➲ *ADDRESSES*

FUNCTION KEYS/ICONS

Below are the function keys and icons used to create and manage index entries.

➢ *UPPER MENU BAR*

```
FRONT-OFFICE          Ermanno Valvason (EV)          HOTEL ++          _ □ ×
Liste  Sistema  Exit  Window
```

LIST	Displays the list of indexed guests
PARAMETERS	Displays a table of pre-defined parameters to utilise in the folders contained in the **Guest** window
EXIT	Closes a window.

➢ *UPPER TOOLBAR*

SAVE Each and every time information is entered, modified or cancelled it must be saved. Following any input, click the SAVE icon or press F10 to store newly entered data in the computer's memory.

INSERT Allows you to create a new Guest index entry.

SEARCH Allows you to search through Guest index entries in database.

CANCEL Removes from the database an index entry that is no longer used.

RESTORE Re-enters a previously cancelled index entry.

MEDICAL RECORD Allows you to compile a medical record of guests (for use only where there is a Terme-Spa health program on the premises).

HELP

EXIT   Exits the displayed window.

16 Settembre   Today's date.

GUEST WINDOW

The *Guest* window has several folders containing personal data about individuals who have stayed in the hotel. The top part of the window, immediately below the upper toolbar, displays the database list of guest names. In the lower part of the window you can read or enter details for any guest listed.

Upper section lists guests within the database. Select one with the *Search* function or use the arrows to scroll up or down the list.

Highlighted line indicates the selected Guest. To highlight, position the cursor on the desired line and click the mouse.

Lower part of the window contains details of the selected guest. You can *read* or *enter* information.

Click *Cancel* and the system automatically flags this box. The index entry will not vanish, but will be rendered unavailable for use *except* as read-only information

➢ *ALTERNATIVE (2ND) ADDRESS FOLDER*

This window allows you to enter additional address information for the selected client.

Press F9 to connect an individual guest's
index entry to the index entry his/her firm.

By defining an alternative address for an
individual guest and flagging this check-box, the
system automatically designates this the address
to use when mailing all correspondence.

Press F9 to select among the titles and roles you wish
to attach to the guest. In both cases, these must have
been defined in the *Parameters* function on the upper
menu bar before they are available for selection.

➢ *DOCUMENT FOLDER*

This window contains data taken from the guest's identity document.

| Anagrafica | Il Indirizzo | Documento | Generale | Garanzie | Note | Varie | Soggiorno | Storico |

Nascita

Sesso	M
Data nascita	30/08/1967
Luogo	VARESE
Nazionalità	I
Provincia	VA

Documento

Tipo Documento	CI	CARTA IDENTITA
Numero	AA2345III
Scadenza	31/07/2000
Rilasciato il	01/08/1995
Rilasciato da	COMUNE

Familiari

Press F9 to display the list of all names within the index.
You can designate names from this list as family members
of the guest entry you are compiling

➢ *GENERAL FOLDER*

| Anagrafica | Il Indirizzo | Documento | Generale | Garanzie | Note | Varie | Soggiorno | Storico |

| Vip | Nuovo Cliente |
| Canale | P | Privato |

Press F9 on the VIP field to
select the guest's basic
classification (i.e. new guest,
regular guest). This designation
will be entered beside the name
when a booking is made.

Tipologia

| Tipo1 | |
Tipo2	
Tipo3	
Tipo4	
Tipo5	

Mail

The type fields allow you to enter up to 5 different
classifications for each client. This system of
typing assists management of targeted mailing lists.

The M*ail* fields allow you to define for each
index entry 5 types of mailing lists for which
the guest will either be included

➤ GUARANTEE FOLDER

Allows you to define particular guest distinctions (i.e. guest important, guest in arrears, etc). Information appearing in this field will be displayed in red within the guest's booking

The fields Privacy Waiver signature and date are completed if/when guest consents to release of personal information
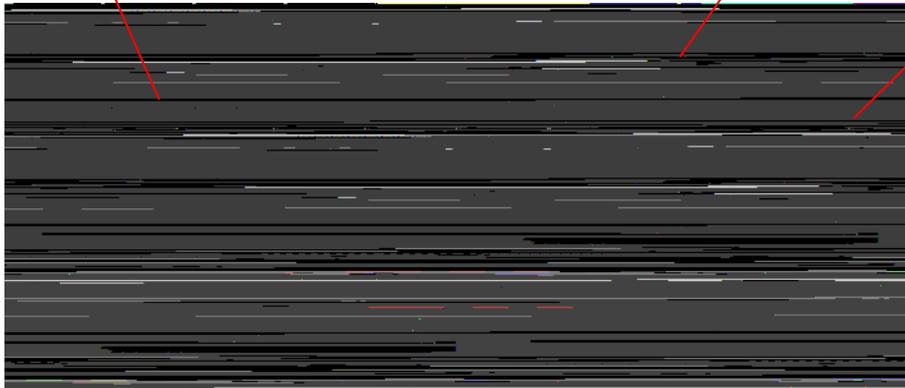
Fields reserved for use with optional programs

Through the field *Type of Discount* it is possible to connect a guest index entry to any pre-arranged discount that applies to him/her. This will then be displayed in the appropriate discount field in any subsequent booking that guest makes. The other fields *Type of Exemption* and *Type of Telephone* are used only with optional programs.

In the lower window, the *Particular Contracts* area displays the rate normally applied to the guest.

➤ NOTE FOLDER
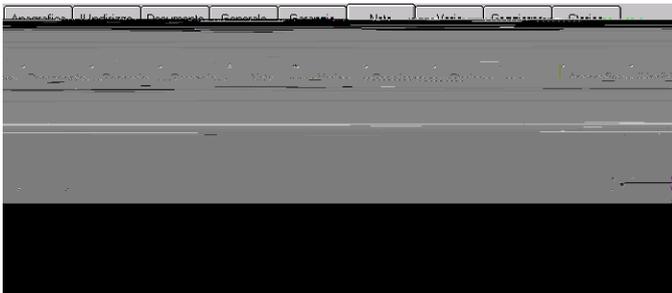
Here you free to read or write any information relating to a guest. If the message here is urgent, write the advisory "*Important Note*" in the field *Accounting Alarm.* This creates an alert in red, reminding the operator to advise the guest as soon as they arrive.

➤ VARIOUS FOLDER
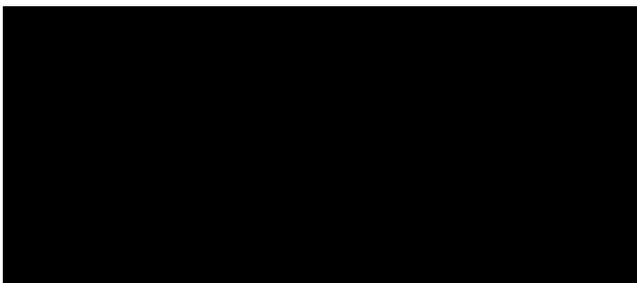
This folder contains information regarding a guest's treatment at a Terme-Spa. This optional software is only installed where such health facilities exist.

➢ STAY FOLDER

| Anagrafica | Il Indirizzo | Documento | Generale | Garanzie | Note | Varie | Soggiorno | Storico | |

Data arrivo	Data partenza	Contratto	Arrang.	Importo	Camera	Pres.	Note
07/06/2000	08/06/2000	VIP	FBO	150.000,00	739	1	ALTRI OSPITI, ARR. ORA 22:
02/07/2000	04/07/2000	VIP	FBO	150.000,00	499	1	AUTOFATTURA-ILATE CHECK-O

This folder is updated automatically when the system runs its end-of-day procedure on the day the guest checks out. In it is the principle information relative to the stays If you wish to investigate a particular stay, double-clicking the line will take you directly to the booking.

CREATE A NEW GUEST ENTRY

If you wish to create an index entry for a new guest, who is not checking in at that time, follow the instructions here beginning with step 1. When a guest checks into the hotel, the system automatically completes many of the fields in a guest's index entry *while* you are completing check-in registration[4]. To complete the fields that were not done automatically refer to the following section *Search and Modify Guest Index Entry*.

The *Address* folder contains most of the guest's identification data.

The *Document* folder displays information taken directly from guest's identity document (i.e. identity card, passport)

To create a new guest index entry follow this procedure:

1. From the opening screen of the program select the *Client Index* menu. Inside, click the function *Guests* and *Guest Address*.

2. Once inside the *Guests* window, click *Insert* to open a new index entry folder.

ATTENTION : The fields that must be completed to create a new guest index entry are :

> ✓ *Surname and Name*
> ✓ *Address*
> ✓ *Country*

3. Position the cursor on the *Surname Name* field. Enter the data desired and proceed to the next field. To enter the name of the country, press F9 and select among the choices given.

4. Enter any other folder information as desired then click (or press F10) to complete the operation.

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[4] See *Booking* or *Closure*

SEARCH AND MODIFY A GUEST INDEX ENTRY

1. From the opening screen of the program select the *Client Index* then click on the function *Guest*, followed by *Guest Index*

2. Within the *Guest* window, click *Search* and proceed as follows:

Execute (to search database)

Cancel (to end search and return to previous screen)

Position cursor over the field in which you'd like to search[5] (If you do not enter data into one of the fields, the system will search the entire database) and click *Execute* (or press F8) to search the database. To end search and return to the previous screen click *Cancel* or (or press CTRL+q).

3. You can now modify existing information in the index entry or insert new data as desired.

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[5] 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

Functions attached:

➲ *NONE*

FUNCTION KEYS/ICONS

Below are the function keys and icons used to create and manage contracts.

➢ *UPPER MENU BAR*

```
FRONT-OFFICE          Ermanno Valvason (EV)      GP Dati Hotel Service (N... _□×
Tariffe  Fascia  Formule  Lista  Exit  Window
```

RATES   Opens the window in which you can enter contracts.

SEASON   Allows you to define the seasonal validity period for contracts.

FORMULA   Allows insertion of a formula for price reductions or supplements.

LIST   Displays the list of contracts in the database

EXIT   Closes a window.

WINDOW   Selects and positions a Window on the screen.

➢ *UPPER TOOLBAR*

SAVE   Each and every time information is entered, modified or cancelled it must be saved. Following any input, click the SAVE icon or press F10 to store newly entered data in the computer's memory.

INSERT   Allows you to enter a new listing.

SEARCH   Allows you to search through existing contracts in database.

CANCEL   Clears screen and removes information that has not yet been saved.

CANCEL
RATE LIST   Allows you to cancel a rate list without cancelling the entire contract.

REFRESH   Removes unsaved text to begin entering data again.

HELP

EXIT   Exits the displayed window.

Today's date.

The *Rate Lists* window accesses all the functions necessary to define a contract and the relative prices that will apply. To correctly define a new contract use the following procedure:

> 1. ***Define the season period***
>
> 2. ***Define the application parameters***
>
> 3. ***Define the rates list***

When you open the *Rate List*, the program automatically lists the room type as defined when software was set up.

These three buttons allow you to copy data from one field to another. You can copy information among contracts, seasons, or among types of contracts.

When you open the *Rate List*, the program automatically lists the seasons defined for the contract you're displaying.

➢ *DEFINE CONTRACT SEASON*

1. From the opening screen, select the *Index* menu and the function *Contracts.*

2. In the **Price List** window select *Season* on the upper menu bar. The **Season Table** window opens to display three dialog boxes:

   A. **General Grouping:** Broad groupings of contract rate periods.

   B. **Season:** The time period with which to define contract validity period and rates.

   C. **Interval:** The beginning and end dates that make up the contact and its rate list.
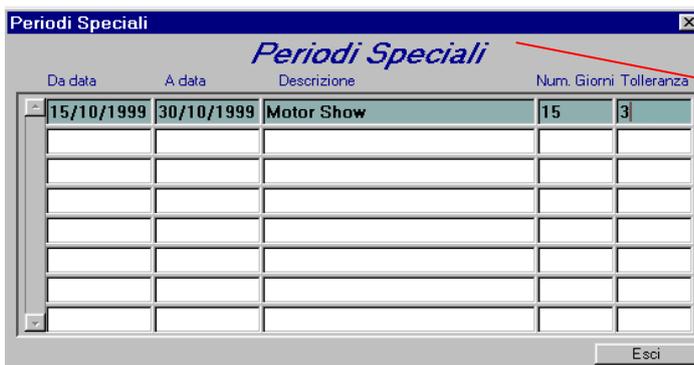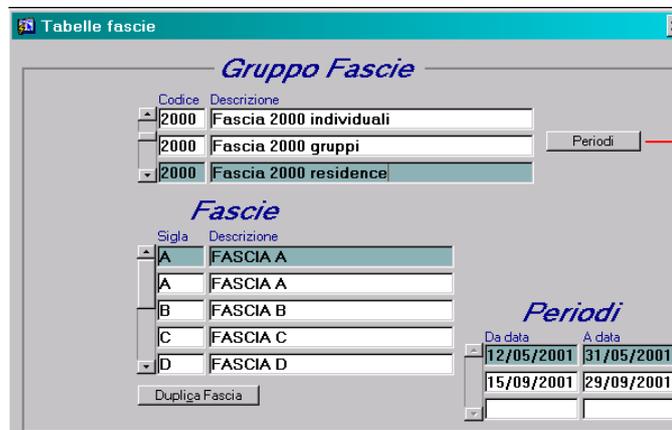
Highlight one of these general grouping periods and click *Period* to open the lower dialog box. Here you can define a briefer *special* period in which a different rate will apply *without* having to create an entire new season

3. Click *Insert* and enter the description code you wish to give the new season.

   N.B. It's best if you designate a description code that operators can easily identify and apply.

4. Position the cursor on the first available line in the **Season** field. Enter the abbreviation sign and description with which you will identify the period you're creating.

5. With the cursor in the ***Interval*** field, enter the beginning and ending dates that define the period(s) in which the contract you are creating will be in effect.

N.B. In the ***Interval*** field, you can enter multiple beginning and ending dates to clearly define the interval identified in the ***Season*** field.

6. Repeat steps 4 and 5 to add other ***Seasons*** and other ***Intervals*** dates.

N.B. If the beginning/ending dates entered overlap one another, the program will display the following error message:
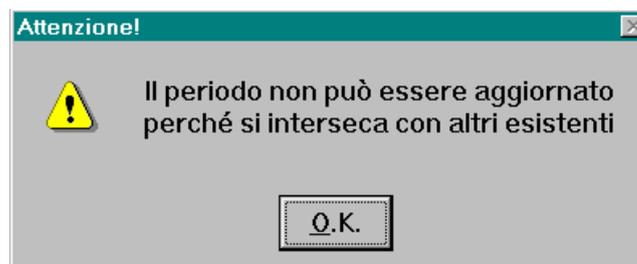
To proceed, correct the dates entered, or to cancel the dates and/or the interval, position the cursor over the selected fields and click *Cancel* .

7. After entering all the necessary data click (or press F10) to complete the operation.

OPERATIONS SUGGESTION: when defining validity, if there is a dated period that recurs regularly (i.e. a period of a fair), you can duplicate that period using this button:

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➢ *DEFINE CONTRACT APPLICATION PARAMETERS*

1. From the opening screen, select the *Index* menu and the function *Contracts.*

2. In the ***Price List*** window select *Rates* on the upper menu bar. The ***Contract/Rate*** window displays:

   A.   ***Rate***:   displays groupings in which you can arrange contracts

   B.   ***Contract:***   lists specific contracts with agencies, firms, tour operators, etc.

This area lists the contracts within the grouping category selected in *Rate* (above)

Folder where you can define contract application parameters.

3. Click *Insert* and a new contract folder will open. Designate a code, a description and a progressive number you wish to give to the contract you create.

4. Complete the remaining fields as requested.

When the contract is cancelled by clicking *Cancel* [trash icon], the program automatically inserts a confirmation flag.

If this contract will apply to complimentary stays flag this check-box.

If you wish the contract to apply only to Agency/Firm clients, flag this check-box

The Promotion box and the drop down box beside it are most frequently used when you wish to debit a guest's entire stay at check-in as a single unit. This option can be used for contracts with daily rates or with rates defined as a period (i.e. weekly rate).

Contratto | Altre Informazioni | Note

☐ Cancellato ☐ Promozione ☐ Ospite
☐ Solo per Ditte ☐ Applicazione

Contratto Descrizione Ordine
COM CONTRATTO COMITOURS 2

Descrizione conto Tipoprezzo
                    C

Note

Enter other contract descriptions as necessary.

Enter a number to indicate the order in which the contract will be displayed

Specify C if price applies per room or P if price applies per person

5. In the *Other Information* folder, enter the requested data in the lower fields (starting with *Season.*)

Contratto | **Altre Informazioni** | Note

Gratuità [ ] Tolleranza [ ]
Giorni [ ]

Fascia H UNICA HOTEL

Struttura H Hotel
Mercato WKI PASSANTI
Canale AGI Agenzie Italiane

Mercato Vincolante ☑

Enter the contract season period. Press F9 to select among the choices given

This field allows you to define the contract validity period. When entering a contract that defines a one-week stay (or week-long period) enter the number *7* in this field

If the hotel has multiple structures, enter the section in which the contract will apply. Press F9 to select among the choices given.

Enter the market to which most of the clients using this contract will belong. Press F9 to select among the choices given.

A flag here indicates the contract applies only to the market indicated.

Enter the sales channel from which the majority of bookings will come for this type of contract. Press F9 to select among the choices given.

6. Select the *Note* folder and enter any other information you wish to add.

7. After entering all the necessary data click [SAVE icon] (or press F10) to complete the operation.

IN-DEPTH OPERATIONS:
- The structure defined in a contract can NEVER be an allotment structure
- Whenever the Day field within the *Other Information* folder has been compleated, when you enter prices, the indicated tariff must correspond with the tariff for the correct number of days. For example: if the *Days* field is defined by 7 days, the tariff to enter will be the weekly rate of 700.000

➢ *DEFINE CONTRACT RATE LISTS.*

1. From the opening screen, select the *Index* menu and the function *Contracts.*

2. In the **Price List** *window,* entering a contract's code and an abbreviation for a hotel plan arrangement activates the program and allows you to enter amounts. The program automatically proposes on the left side of the window the type of structure defined in the **Rates** window and on the upper right, the **Season** field displays the period of contract validity

     ATTENTION: **The** *Search* 🔍 **function cannot be used to locate a contract that is not attached to the relative rate list.**

A yellow column indicates a special period. Double-click the yellow box to display dates of this stay period.

Enter contract code and the system automatically inserts the description.

Enter hotel plan abbreviation and the system automatically inserts the description.

Enter a validity season and the program automatically inserts the contract code and the hotel plan abbreviation.

3. Choose the desired accommodation type in the appropriate **Season** column and double-click the field. The system will open one of two possible **Price** windows.

    A.   If you are making a price list for a contract in which prices are defined per room, the system displays the following window:

Indicate the definite prices for the contract for the room (C)
or the number of persons (P). This field will automatically be
completed by the system when you save the price list.

Prezzi

| Prezzo | Altre Informazioni | Formule | Servizi |

Tipo prezzo C   5 Persone

1 Persona   150,000   6 Persone

2 Persone   200,000   7 Persone

3 Persone   250,000   8 Persone

4 Persone   9 Persone

Note

Enter only the prices you expect to
need for the type room selected.

B. If you are making a price list for a contract in which prices are defined per person,
the system displays the following window:

Indicate the definite prices for the contract for the room
(C) or for the number of persons (P). This field will
automatically be completed by the system when you save
the price list.

Prezzi

| Prezzo | Altre Informazioni | Formule | Servizi |

Tipo prezzo P

Prezzo   150,000

Giorni

Note

In this field you can
define other possible
application parameters.
This field allows you to
define the contract
validity period. When
entering a contract that
defines a one-week stay
(or week-long period)
enter the number *7* in
this field

4. In the *Other Information* folder, enter any other application parameters that may be required.

Enter the day of the week in number format to limit contract application to the arrival day
Sunday = 1

Enter the number of nights to limit the duration of stay for the contract application

The system will automatically insert the season when the price is saved.

Press F9 to specify if the price refers to a particular product. The abbreviation entered does not effect the application of the contract.

ATTENTION: Data entered in the *Other Information* folder is NOT obligatory when using the *Price List*

5. The *Formula* folder allows you to enter one of the price calculation formulas defined during software installation, which permits modification of the price under particular conditions[7].

The program automatically calculates, without displaying the price, the reduction or the supplement based on conditions defined during software installation. If you wish to ignore these conditions, you may directly specify the price by entering the desired amount

Press F9 to select among the formula choices.

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[7] The system can be programmed (onl̶y̶ ... ... ̶a̶utomatically calculate reductions and supplements based on diverse variations that may occur. For more information contact GP Dati.

**ATTENTION: Data entered in the *Formula* folder is NOT obligatory
when using the *Price List***

6. The *Services* folder allows you to enter any charges that you wish to attach to the price listing.

Number indicates how
service charges are debited:
1 = per person
2 = per room.

Press F9 to indicate the
frequency with which the
service will be debited.

Press F9 to
select among
the service
choices
available.

Flagging this check-box
indicates the selected
service is obligatory

Constitutes the
equivalent of the
Formule folder.

7. If other prices need to be entered to complete the price list, repeat steps 3 through 6 until all price information has been entered.

8. After entering all the necessary data click (or press F10) to complete the operation and close the *Price* window by clicking *Exit* . If you've made errors during contract definition, if you wish to modify after having selected and cancelled the preceding data inserted you can start over by clicking *Cancel* .

**ATTENTION: Once a price list has been defined, you can use *Search*
to locate the contract.**

N.B. When defining contract prices for different hotel plans, you need only modify the hotel plan by repeating the operation of steps 2 through 8.


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➢ *DEFINE FORMULAS FOR APPLYING RATES*

From the *Price List* window, click Formula on the upper menu bar. In this window you can create a formula to attach to a contract.

Highlight a line in the upper part of the window to display its formula calculations in the lower part.

The four folders that make up the lower part of the window contain all the data necessary for applying the different types of formulas.
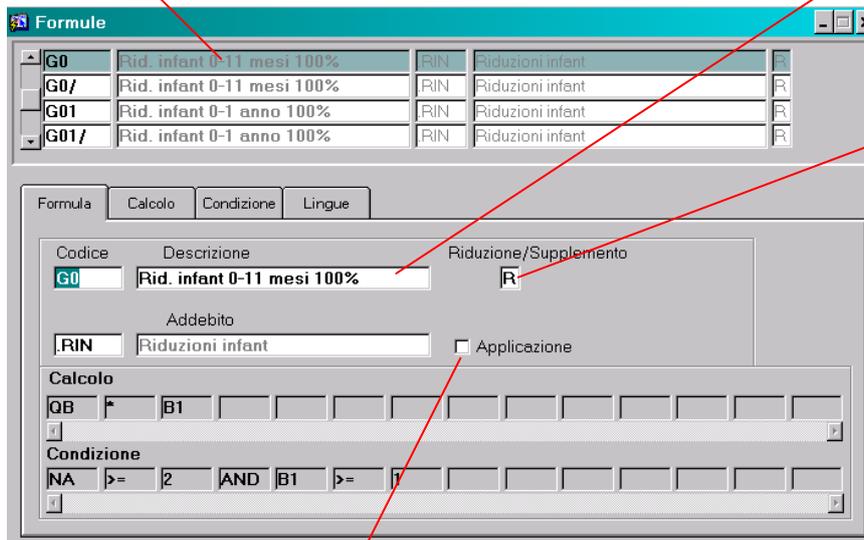
An R in this box means reduction and an S indicates a supplement. To the left is a description of what formula is being applied. Below are details of the calculations (as defined in the *Calculation* folder) and below that, the specific conditions that must be met (as defined in the *Conditions* folder).

You do NOT have to flag this check-box for the formula to be applied.

IN-DEPTH OPERATION: Before entering formulas you must first define:

1. The ages of children: Back Office ➔ Tables ➔ Tariff Table ➔ Define Children Ages. Children's ages can be subdivided from C1 to C9.

2. Possible Special Offers: Back Office ➔ System Table ➔ Tariff Table ➔ Legend. Special offers are defined by descriptions and codes from X1 to X5
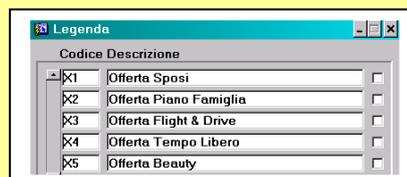
➢ *PROCEDURE FOR ENTERING RATE FORMULAS*

1) From the ***Price List*** window click ***Formula*** on the upper menu bar. Enter the code and description of the formula. In the check-box, enter the letter S for supplement or R for reduction and the charge code to apply. If there is an element you do not with to include in the formula flag the *Exclude* box.

2) In the ***Conditions*** folder, enter the requirements that must be satisfied to apply the formula.

The lines indicating condition must be numbered progressively.

In the *Key* field press F9 to find the code of the condition specified.

In the *Value* field, indicate the quantity necessary for applying the formula. You can use a fixed value, or indicate *greater than* ">", or *less than* "< ".

3) In the ***Calculations*** folder, enter the mathematical formula, which will be used to calculate the price variation after the conditions have been fulfilled.

The lines detailing calculation steps must be numbered progressively.

In the *Key* field press F9 to find the code of the calculation specified.

In the *Value* field, indicate the quantity necessary for applying the formula. You can use a fixed value, or indicate *greater than* ">", or *less than* "< ".

To better understand how this part of the program operates, the following examples show how to use the create and apply various formulas

Caso di listino per persona				Caso di listino per camera		
Gratuità bambini fascia B1				**Gratuità bambini fascia B1**		
Condizione		Calcolo		Condizione		Calcolo
NP		QB		NP		QB
>		*		>		/
VA	2	MIN		VA	2	NP
AND		(		AND		*
B1		NP		B1		MIN
>		-		>		(
VA	0	VA	2	VA	0	NP
						-
		B1				VA	2
						,
						B1
						)

EXPLANATION:

✓ *Formula Scope:* children in the B1 age category stay free in a room with 2 adults.

✓ Read the **Condition** this way: the formula is applied if the number of persons is more than 2 (NP>VA2) and if the children in B1 age category are less than 1 year (B1>0).

✓ In *Calculation* the program must subtract one or more stay shares of the children based on the number of persons in the room. Multiply the base price the value derived from a minimum among the (persons – 2) and the B1-aged children. For example, in a room where there are 3 adults, 2 B1 and 1 B2 children, the minimum derived from calculation is 2 for which 2 will be subtracted from the base price.

Sconto 50% bambini fascia B2				Sconto 50% bambini fascia B2		
Condizione		Calcolo		Condizione		Calcolo
NP		QB		NP		QB
-		*		-		/
B1		MIN		B1		NP
>		(		>		*
VA	2	NP		VA	2	MIN
AND		-		AND		(
B2		VA	2	B2		NP
>		-		>		-
VA	0	B1		VA	0	VA	2
		,				-
		B2				B1
		,				,
		NP				B2
		-				,
		VA	2			NP
		)				-
		*				VA	2
		VA	0,5			)
						*
						VA	0,5

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Caso di listino per persona
Sconto 20% bambini fascia B3

Condizione			Calcolo	
(			QB	
NP			*	
-			MIN	
B1			(	
-			NP	
B2			-	
)			VA	2
>			-	
VA	2		B1	
AND			-	
B3			B2	
>			,	
VA	0		B3	
			,	
			NP	
			-	
			VA	2
			)	
			*	
			VA	0,2

Caso di listino per persona
Sconto 20% bambini fascia B3

Condizione			Calcolo	
(			QB	
NP			/	
-			NP	
B1			*	
-			MIN	
B2			(	
)			NP	
>			-	
VA	2		VA	2
AND			-	
B3			B1	
>			-	
VA	0		B2	
			,	
			B3	
			,	
			NP	
			-	
			VA	2
			)	
			*	
			VA	0,2

Caso di listino per persona
Sconto 10% adulti terzo/quarto letto

Condizione			Calcolo	
NA			QB	
>			*	
VA	2		MIN	
			(	
			NA	
			-	
			VA	2
			,	
			NA	
			,	
			NP	
			-	
			VA	2
			)	
			*	
			VA	0,1

For adults, the program must subtract 10% of the base price for a third or fourth adult

The calculation must therefore be restituire un valore derivante from 10% of the QB multiplied then per the minimum of adults - 2, the number of adults, the number of persons - 2.

Caso di listino per persona			
Supplemento uso singola			
Condizione		Calcolo	
NA		VA	20000
=			
VA	1		

In cases where only one adult is staying in the room (NA= number of adults), the program adds a supplement of Lit. 20.000 and the calculation must therefore reflect this addition.

ALTRI CASI:
SCONTI WEEK END

Caso di listino per persona			
Sconti week end			
Condizione		Calcolo	
GAD		VA	20000
=		*	
G5		NP	
OR			
GAD			
=			
G6			
OR			
GAD			
=			
G7			

Attention: In this example, the guest will not see the original price. When the computer makes the automatic debit, it will show the reduced, net charge.