



Manager Guide

Release 3.3.8

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CHAPTER 01 ROOM RATES MAINTENANCE

See GM Professional Set-up Guide for rate set-up.

01-01-00 ROOM RATE TABLES

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

From The Room rate Maintenance Menu, select – **Room Rate Table**.

Enter a unique, 20-character alpha/numeric rate table name.

Select the rate table start date.

Select the table end date. The system will warn of any overlapping rate periods.

Click on **Save** to save changes to database, **Delete** to delete the selected room rate type, or **Exit** to exit maintenance function without saving. Note: An active room rate table may not be deleted. Fields maintained are:

Clicking The **Check** Button will ensure that there are no gaps between active and pending rate table start and end dates.

01-02-00 ROOM RATE MAINTENANCE

NAME	RATE	DEPT INCL	FLEX
1/2 Day Use	95.00	No	N
Agency Pro Link	230.00	No	N

Once rates have been created, they can be copied from an existing rate period to a future rate period.

From the Room rate Maintenance menu, select – **Room Rate Maintenance**.

Select the rate table.

To copy room rates from an existing table, click *Copy*, else go to step 6.

Select the rate table and groups to copy from.

Click *Go*.

Select the rate type. A list of rates already created is displayed. Clicking on one of these rates allows the rate to be amended. Only one rate can be created for any rate type/table combination.

Select if rate is a flexible rate (allow rate to be changed for individual reservations. must be a daily frequency rates with no department split to set this option).

Select if complementary rate.

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

Enter the rate value

Select rate currency (if **multiple currency** is set in **Options**) for currencies other than the local currency.

Click on **Save** to save changes to database, **Delete** to delete the selected room rate type, or **Exit** to

exit maintenance function without saving.

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

Select is rate is per room or per person.

Enter the rate per person and child as applicable.

Continue as per above.

01-03-00 SETTING RATE EXCEPTION

The screenshot shows the 'Invubu Rate Exception' application. At the top, there's a menu bar with 'File' and 'Help'. Below it is a large calendar grid spanning from 22/07 to 08/08. The grid has columns for each day of the week and rows for different rate categories: TOTAL, Deluxe, and Lake View. Each cell in the grid contains numerical values representing rates. Below the calendar, there's a 'Rate Groups' section on the left with a dropdown menu showing 'Rate Band 1 (2)' and a value range of '675.00 to 670.00'. To the right of this is the 'Rate Adjustment' section, which includes fields for 'Apply the rate adjustment to the group' (set to 'Rate Band 1'), 'Apply START Date' (22/07/2007), and 'Apply END Date' (18/08/2007). There are also checkboxes for 'Apply to specific Days of the week' (All on, Mon, Tue, Wed, Thu, Fri, Sat, Sun). Below these are three tabs: 'Apply Adjustment', 'Apply Default', and 'Block Rate'. The 'Apply Adjustment' tab is selected, showing a dropdown for 'Apply the rate adjustment' set to 'BAR2'. A description box below states: 'Rate Adjustment Description: Apply rate adjustment of -10.00% and round Up to nearest R 1.00. Exclude all extras in calculation.' At the bottom of the 'Apply Adjustment' section are 'Apply' and 'Exit' buttons.

The rate exception screen allows the user to set the 'best available rate' per day based on the rate adjustment settings.

The set BAR proceed as follows:

From the main Menu select 'Special – Rate Exception'

Select the start and end dates (maximum 4 weeks at a time)

RIGHT click on the Rate Group name to activate the exception screen.

Select The days of the week to be set e.g. Friday and Saturday

Select the Adjustment type to be applied e.g. Bar2 –10%

'Apply' changes. Note that the changes are applied immediately upon clicking on 'Apply'

Click on **Exit** when done

This screen can also be used to reset rates to the default value.

Proceed as above for points 1 to 4

Select 'Apply Default' tab

'Apply' changes

Click on **Exit** when done

This screen can also be used to block rates from use.

Proceed as above for points 1 to 4

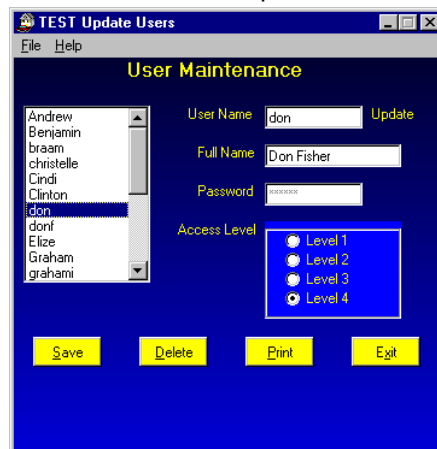
Select 'Block Rate' tab

'Apply' changes

Click on **Exit** when done

CHAPTER 02 USER MAINTENANCE

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



From the Main Menu, select All References –References – **User Maintenance**.

To create a new user, enter the new user log-on name. To update an existing user, click on the relevant user name displayed in the left-hand block and then amend the required field/s displayed on the right

Enter the user full name.

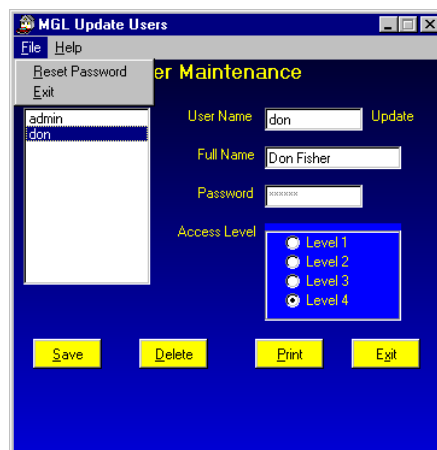
The user password will be set to 1234. This must be changed, by the user, via the **Change Password** function (See User Guide).

Select the user access level.

Click on **Save** to save changes to database, *Delete* to delete the selected user, or *Exit* to exit maintenance function without saving. **Note:** An active user may not be deleted.

02-01-00 RESET USER PASSWORD

All users are responsible for maintaining their own passwords (see User Guide), however, if a user has forgotten their password, another user with the required access level can reset the password to 1234. It is then up to the user to change their password again.



From the user maintenance screen,

Select the user from the list.

Select File – Reset Password.

The user's password will be reset to 1234.

CHAPTER 03 ACCOUNTS MAINTENANCE

PHO Accounts Maintenance

File Help

Accounts Maintenance

Sure Millenium Travel
Sure Penzance Travel
Sure Supersonic Travel
Sure Travelways
Sure Travkor
Svitzer Wisimuller Africa PTY
Switchboard Lodge
T.W.S. Travel (Pty) Ltd
Tempest Car Hire
Thompsons Craighall
Thompsons Tours
Tirisano Travel
Top Notch Travel
Top Travel S.A.A. City Centre
Tourvest Retail K.Z.N.
Tourvest Retail Travel PE
Tourvest Retail TravelCapeAmex
TQ3 Travel Solutions
Travel Adventures International
Travel Connections Sandton
Turners International Travel
Uniglobe Sechaba Travel
Uniglobe Thembelihle Travel
Uniglobe Travel
University Of Cape Town
Uniwold Rosenbluth - Cpt
Uniwold Rosenbluth - Jnb
Uniwold Rosenbluth - Sandton

Account Number: 9022
Name of Holder: Tempest Car Hire
Street: P.O. Box 1900
Suburb: Hatfield
City: Pretoria
Post Code: 0012
Province:
Country:
Contact Name: Dave
Telephone no's: 012 329 1413
Fax No.:
Current Balance: 0.00
Email Address:
VAT number:
Management Account: ☐
Inactive account?: ☐

Save Delete Print Detail Print Invoice Exit

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

From the main menu, select - All References – References – **Accounts Maintenance**.

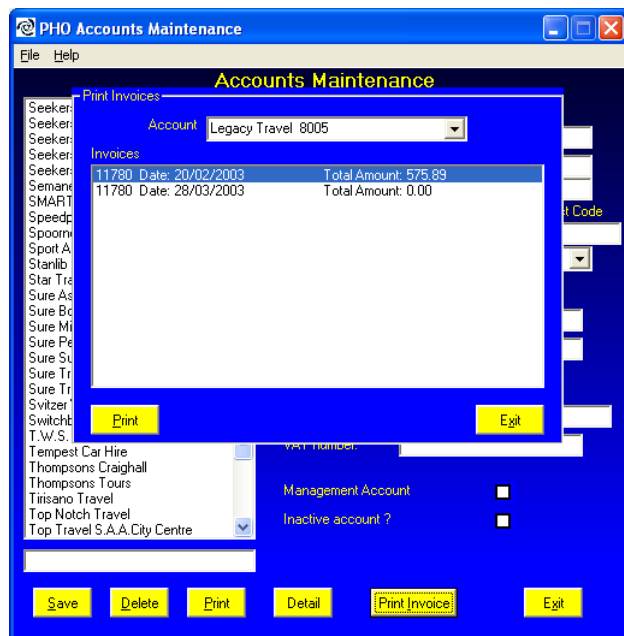
To create a new account, enter the new account name and associated fields in the right hand blocks. To update an existing account, click on the relevant account name displayed in the left-hand block and then amend the required field/s displayed on the right.

Management accounts are used for ad hoc department postings, which are non-guest specific as well as settlement of guest accounts. If the account is to be used as a management account, set the **Management Account** field on.

Click on **Save** to save changes to database, **Delete** to delete the selected account, or **Exit** to exit maintenance function without saving.

An account can be de-activated, subsequent to being used, by switching this field on (.4– Yes, ☐ – No). **Note:** An active account may not be deleted.

03-01-00 PRINT INVOICE



Account holder invoices may also be printed/ re-printed from this screen via the **Print Invoice** button.

Select Print Invoice

Select the invoice to be printed from the list of invoices

Select **Print**

03-02-00 ACCOUNT STATEMENT PRINT

The **Detail** button is used to view/print a statement of all transactions against the selected Debtor/Management account.

Highlight the required account in the list of accounts

Select **Detail**

View report and/or select **Print** to print

03-03-00 DEBTOR STATEMENTS

TESTDebtor Ageing

1 of 63 Total:368 100% 368 of 368

Preview

Debtor Ageing

Test Lodge

Extract Date: 27/05/2003 12:00PM
Print Date: 27/05/2003 12:00PM

Outstanding Debtors Summary

Account Holder	Invoice Count	Current	+30 Days	+60 Days	+90 Days	Balance
A A T B 1300	1	0.00	0.00	0.00	877.38	877.38
Connex Astra Travel Kimberley 8585	28	0.00	0.00	0.00	18,706.55	18,706.55
Connex Commission Account 3000	6	0.00	0.00	0.00	437.13	437.13
Connex Etienne	0	0.00	0.00	0.00	732.37	732.37
Connex Harvey	1	0.00	0.00	0.00	286.84	286.84
Connex Imperial	19	0.00	0.00	0.00	16,300.02	16,300.02
Connex Indo Jet	26	0.00	0.00	0.00	16,805.96	16,805.96
Connex Irvin & J	54	0.00	0.00	0.00	23,129.47	23,129.47
Connex Leadind	18	0.00	0.00	0.00	7,199.32	7,199.32
Connex Libtravel	44	0.00	0.00	0.00	25,357.62	25,357.62
Connex Link Tra	7	0.00	0.00	0.00	5,867.41	5,867.41
Connex Magic T	2	0.00	0.00	0.00	994.95	994.95
Connex Males T	1	0.00	0.00	0.00	795.98	795.98
Connex Metro Co	0	0.00	0.00	0.00	319.00	319.00
Connex Michelle	3	0.00	0.00	0.00	1,392.24	1,392.24
Connex Northerr	2	0.00	0.00	0.00	1,754.64	1,754.64
Connex Oceana	2	0.00	0.00	0.00	776.80	776.80
Connex Prestige	3	0.00	0.00	0.00	877.47	877.47
Connex Pro Trav	2	0.00	0.00	0.00	873.80	873.80
Connex Link Travel Pty.4455	4	0.00	0.00	0.00	2,420.40	2,420.40

The debtor ageing report has two sections. The first section is a summary of all outstanding debtors, the second is a listing of all outstanding transactions, by debtor. The format of the second section is in the format of a separate statement for each debtor.

From the main menu, select – reports – Debtor Ageing.

Select Print to print all statements, OR select individual pages to be printed.

TESTDebtor Ageing

15 of 63 Total:368 100% 368 of 368

Preview

Debtor Ageing

Test Lodge

Date: 27 May 2003
Page 1 of 1

P.O. Box 1951, 24 St. Chrysostom St
Glenelg, S. Australia 5015
Tel: +27 84 3371850 Fax: +27 84 3371859
E-mail: libtravel@worldonline.co.za
V.A.T. Number: 4700114475

Elleties
Glibody'S View Office Park
outbotes Lake
bedfordside

Acc No: 1600
Contact: Maritz / Be Bida
Tel: 011 3 450324 / 053 8329518

Outstanding Invoices

Reservation	Guest	Reference	Process Date	Amount	Ageing	Invoice No.
0206274627	MOBBERO	4031-1002	06/06/2002	961.00	+90	7429
0206294167	MOBBERO	4031-1002	06/06/2002	242.40	+90	7456
0206196292	MOBBERO	C. Mollise	21/06/2002	966.26	+90	7766
0207016490	BAKARARD W	4040+19	03/07/2002	222.30	+90	7970
0207016490	LIEBENBERG	4040+19	03/07/2002	322.30	+90	7971
0207016490	LIEBENBERG	4040+17	03/07/2002	479.38	+90	7969
0207016490	LIEBENBERG	4040+16	03/07/2002	2,309.31	+90	8000
Outstanding Amount:				5,667.41		
Current:				0.00		
+30 Days:				0.00		
+60 Days:				0.00		
+90 Days:				5,667.41		
VP 0						

03-04-00 DEBTOR/MANAGEMENT ACCOUNT PAYMENT

TEST Account Payment

File Help

Account Payment

Transactions up to ...

Outstanding Balance

Account Holder

Astra Travel Kimberley 8585

30/05/2003

478.40

Transactions

Include

Date

Department

Qty

Unit Rate

Ext Value

Balance

All No

All Yes

Invoices

Include

Date

Invoice No.

Voucher No.

Amount

Balance

All No

All Yes

Payment

Payment Type

Cash

Enter

Amount

478.40

Enter

TEST Account Payment

File Help

Invoice No.

6845

Res

Room

Debtor adhoc

Che

File

Help

Invoice No

6845

Reservation

020427 / 5537

Guest Name

Mrs V GABANANGATA

Room

Debtor adhoc

Checked In

27/04/2002

Checked Out

27/04/2002

Home Address

Private Bag X3453

Kimberley

Northern Cape

8300

South Africa

Postal Address

Astra Travel

P.O.Box 1234

Kimberley

Northern Cape

8300

Contact Details

Don

Tel 012 329 1413

Room	Transaction	Date	Value	Balance
Debtor adhoc	Breakfast	27/04/2002	45.00	45.00
	Payment - Account	27/04/2002	-45.00	0.00

Print

Exit

This option is selected to enter account payments for both debtors and management accounts.

From the main menu, select – Billing – Account Payment.

Select the account number.

Select the date up to which transactions are to be included

Select the transactions, if any, to be included (for management accounts only). Use the All Yes and All No buttons for bulk inclusion/exclusion of transactions or selectively include transactions by clicking the Include column on or off (Yes or No).

Select the guest invoices, if any, to be included, Use the All Yes and All No buttons for bulk inclusion/exclusion of invoices or selectively include invoices by clicking the Include column on or off (Yes or No).

Select the payment type and amount.

Click on *Save* to save posting details.

Select *Print Statement* to print.

To view/print individual transactions/invoices, click on the transaction/invoice in the respective boxes.

03-05-00 DEBTOR RECEIPT (INVOICE) REVERSAL

This option is selected to reverse account payments for both debtors and management accounts.

Date	Type	Details	Amount
20/07/2010	Postings	Bar	145.00
20/07/2010	Postings	Bar	225.00
20/07/2010	Postings	Dinner	535.00
20/07/2010	Payment	Credit Card	905.00

From the main menu select Billing-Invoice Reversal.

Enter the debtor payment receipt (invoice) number to be reversed.

Enter a free-text reason for the reversal.

Click on 'Reverse'.

Note:-

- The original payment type (except for account payments) entered will remain against the debtor account and will be reflected as a 'Deposit' payment. To reverse the original payment, a corresponding negative account deposit must be entered. Account payments will be automatically reversed.
- This option is only valid for account receipts done on the same business date as the reversal.

CHAPTER 04 GUEST ADDRESS

Guest address details captured into the system via the guest reservation screens can be amended at any time using this screen.

From the main menu, select – All References – References – **Guest Address**.

Amend guest information as required.

Column Name	Include	Drop if Blank
Bill Address Postcode		
Bill Address Country		
Memo		
Company Name	X	
Company Address Street	X	
Company Address Suburb	X	
Company Address City	X	
Company Address Prov	X	
Company Address Postcode	X	
Company Address Country	X	X
Tel. Home	X	
Tel. Work	X	
Tel. Cell	X	
Tel. Fax	X	
Vehicle Registration	X	X
ID/Passport No.	X	X
Nationality		
Credit Card No.		
Card Expiry		
Further Info.(Very Large)		
Last Room Rate		
Last Rate Desc		
Last Rate Type		
Date Last Used		
Total Points		
Current Points		
Last Award Date		
Total Days		
Total Guests		

Click on **Update** to make changes permanent **OR** click on **Exit** to exit without saving.

1. Creating an Export File

The guest address details can be exported to a .csv file for creating mailing list information etc.

To create an export file, click on **Tools, Export**

Select the address criteria required from the boxes displayed and click on **Save Export File**

Select the path and file name from the screen displayed.

Click on **Save** or **Cancel** to quit

CHAPTER 05 TRAVEL AGENT MAINTENANCE

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

From the main menu, select - All References – References – **Agent Maintenance**.

Only valid account numbers generated through this maintenance function will be accepted when selecting an agent in the reservation screen.

To create as new agent, enter the new agent name and associated fields in the right hand blocks. If an agent is also a debtor, the details can be copied from the accounts data by clicking on Linked Account and selecting the account holder. The account holder details will be copied to the agent screen. To update an existing agent, click on the relevant agent name displayed in the left-hand block and then amend the required field/s displayed on the right.

Click on **Save** to save changes to database, **Delete** to delete the selected agent, or **Exit** to exit maintenance function without saving.

An agent can be de-activated, subsequent to being used, by switching this field on (.4– Yes, ☐ – No). **Note:** An active agent may not be deleted.

CHAPTER 06 ROOM UNAVAILABILITY STATUS

Room Unavailability Maintenance

Room: 102 Reason: Flooded Start Date: 26/05/2003 End Date: 27/05/2003 No Of Days: 1

History

Reason	Start Date	End Date	Duration
Maintenance	07/06/2002	09/06/2002	2
Refurbishment	24/12/2001	02/01/2002	9
Maintenance	08/06/2001	10/06/2001	2

Buttons: Cancel Status, Save, Print, Exit

Room unavailability is maintained using this screen.

From the Main menu, select *All References – References – Room Status*.

Select the room

Select the reason.

Select the start and end dates

Click on **Save**, **OR**, click on *Exit* to exit without saving.

To cancel the status of a room, highlight the specific status as click on *Cancel Status*.

CHAPTER 07 BANKING INPUT

TEST Banking input
File Help

Banking Input

Declarations

Select which cashier declarations are to be banked.

<input checked="" type="checkbox"/>	1339 Don	14/05/2003 04:17:50 PM (13/07/2002)
<input checked="" type="checkbox"/>	1340 Don	15/05/2003 02:57:32 PM (16/07/2002)
<input checked="" type="checkbox"/>	1341 Don	23/05/2003 01:43:43 PM (20/07/2002)

TEST Banking input
File Help

Banking Input

Cash Like Cash Cheque Credit Card

System Cash Total R 11,044.10

Notes 0.00

Nickel 0.00

Bronze 0.00

Sub Total 0.00

Over/Short (R11,044.10)

Total to be Banked R 0.00

Save Close Banking

TEST Banking input
File Help

Banking Input

Cash Like Cash Cheque Credit Card Voucher

Card no.	Amount	Incl	Reason
3768 9120 1302 0210	549.44	N	
2342 3432 4324 2343	-676.60	Y	
2342 3432 4324 2343	343.40	Y	
4565 4621 2908 4019	686.80	Y	

Sub-Total R 353.60 3

Total to be Banked R 353.60

Save Close Banking Exit

This screen displays all bankable amounts by banking payment types. Note: The banking function must be switched on in system options for the following functionality to be available.

From the main menu, select – *Banking – Banking Input*.

Select the user declarations to be included in the banking.

Click Go.

Each Tab reflects the un-banked amount for the banking type. While cash is listed as a single value, the individual transactions for cheques, credit cards and vouchers are listed.

For cash amounts, the total amounts of bronze, nickel and notes are entered. The system displays a running total for the over/short amount well as the cash-banking amount. In the case of cheques, cards and vouchers, the individual transactions may be selectively included for banking. If a transaction is not included in the banking total, a reason code can be given for the non-inclusion (lost cheques, etc.). If a reason code is entered for a specific transaction's non-inclusion, that transaction will not be available for subsequent banking. Each banking type entry can then be saved after the entries have been verified.

Note: For bulk acknowledgment of all outstanding transactions, from the banking input screen select *File – Enter ALL*.

A partial banking transaction can be saved at any stage, for later completion, by clicking the **Save** button.

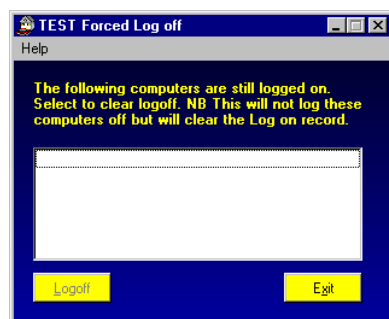
After all banking transactions have been completed, the banking is closed by clicking on **Close Banking**.

The bank deposit slip is printed from the [View Banking Deposits](#) screen.

CHAPTER 08 END OF DAY

The system will automatically run the end of day procedure at the time designated in the system option set-up. No user intervention is normally required, however, it is advisable to check the end of day log file every morning to ensure that no problems were encountered. If the end of day failed to run for any reason (power failure, etc.), the system will prompt the user of this situation at the time designated in the system option set-up. After establishing the reason for the failure of the end of day to run, it can be manually executed by the user.

08-01-00 FORCE LOG OFF.



Before end of day running, it is preferable to have all users logged off the system to ensure a successful compact of the database. If any user has forgotten to log off, they can be force logged off, before the end of day run.

From the main menu, select – *Special – Force Log Off*.

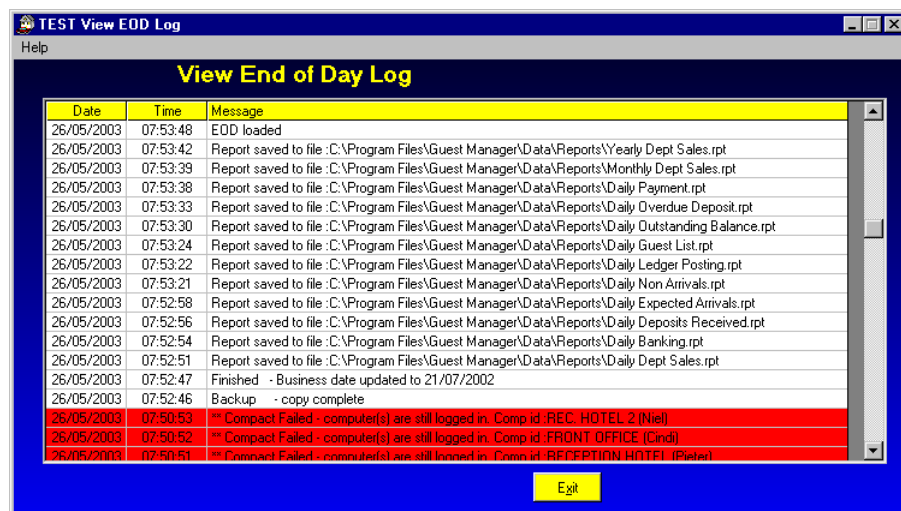
A list of logged on users will display.

Click on the users to be logged off.

Click *Logoff* to log off.

Click *Exit* to return to the main menu.

08-02-00 END OF DAY LOG

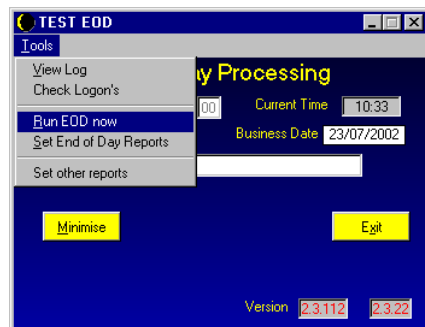


From the main menu, select – *Special – View EOD Log*.

Click Exit to return to main menu.

Errors in the overnight process are highlighted in red.

08-03-00 MANUAL END OF DAY



Check business date in EOD screen to make sure EOD has not run (business date should be the same as system date after EOD has run.).

To run the end of day manually, click the EOD process to maximise.

From the EOD screen, Select – *Tools – Run EOD Now*

Enter user name, press TAB.

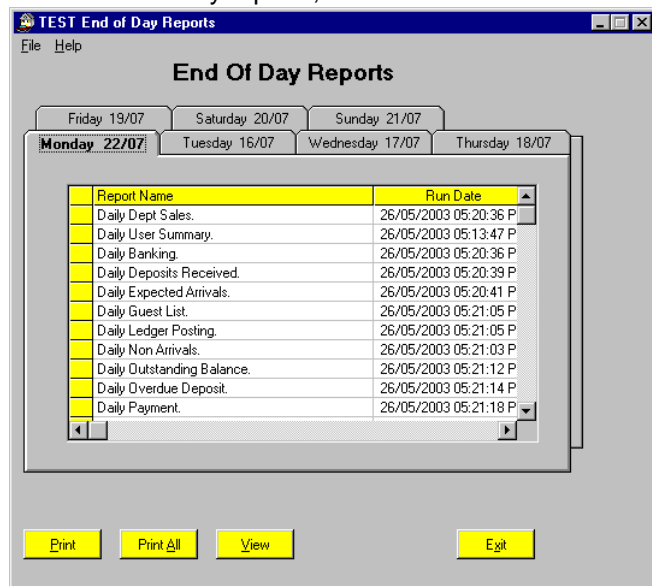
Enter user Password, press TAB.

If an end of day has been run within the last 24 hours, the system will prompt for confirmation of the need to run end of day again.

Once the end of day is complete, the EOD screen will automatically minimise.

08-04-00 END OF DAY REPORTS

End of day reports, which have been selected to run automatically, can be viewed and/or printed from the reports screen.



From the main menu, select – *Reports – Transactions – EOD Saved Reports*.

Select the day of the week for which the reports are to be viewed/printed.

Click on the report in the list to be viewed/printed and select print OR view OR Select Print All to print all reports for the day.

Click *Exit to Main Menu* to exit.

CHAPTER 09 TRANSACTION AUDIT LOG

From time to time, it will be necessary to investigate a specific transaction or group of transactions. The transaction audit trail can be viewed in a number of ways depending on the investigation requirements. The options are all transactions for a day, by day, transactions by reservation number, transactions by department, transactions by account holder.

09-01-00 TRANSACTIONS, BY DAY

The screenshot shows a window titled 'TEST Transaction Summary'. On the left is a 'Preview' sidebar with a tree view containing: Transaction Sur, Amend, Cancell, Check In (selected), Create, and Re-Instated. The main area displays a table titled 'Check In' with columns: Accont / Res No., User, Log Date, and Detail. The table contains three rows of data for the date 26/05/2003. At the bottom, a 'Trans Total' row shows counts for 4 accounts, 2 reservations, and 1 user.

Accont / Res No.	User	Log Date	Detail
0305266580	Don	26/05/2003	102
0305266579	Don	26/05/2003	Warning= 105 is Dirty!
0305266579	Don	26/05/2003	105
0305266580	Don	26/05/2003	Warning= 102 is Dirty!
Trans Total		4	2 1

From the main menu, select – *Reports – Transaction Summary*.

1. Select the day for which transactions are to be viewed.
2. Click Go.

09-02-00 TRANSACTION LOG, BY RESERVATION NUMBER

TEST Transaction Log

File Help

View Transaction Log by Room

Reservation Number: 0206306487 Room: 102 Guest: Mr D FISHER

Print Exit

Type	Date	User	Transaction Detail
Create	30/06/2002 11:00	Elize	Telephone,Unconfirmed,19/07/2002,20/07/2002,1,Interleading,110,1,312.00,1,1,SELF,013 7449562
Create	30/06/2002 11:00	Elize	PITELLO,LE,Mr.,(none),,,,,,Winter 2002,Prokard Dbl
Create	30/06/2002 11:00	Elize	P.O.Box 1172,,Nelspruit,Mpumalanga,South Africa,1200,
Create	30/06/2002 11:00	Elize	Cash,,30/06/2002,0,,Received=False,Late arrival=False
Check In	23/01/1999 09:10	Don	Warning=110 is Dirty!
Amend	23/01/1999 09:10	Don	RoomName=102,RoomType=Standard
Check In	23/01/1999 09:10	Don	Warning=102 is Dirty!
Check In	23/01/1999 09:10	Don	102
Auto Post	23/05/2003 10:29	EDD	Accommodation,102,Unt=1,Rte=R 312.00,VAT=R 38.32
Auto Post	23/05/2003 10:29	EDD	Tourism Levy,102,Unt=1,Rte=R 3.12,VAT=R 0.38
Posting	26/05/2003 07:30	Don	Breakfast,102,Unt=2,Rte=R 70.00,VAT=R 8.60
Posting	26/05/2003 07:30	Don	Air Travel,102,Unt=1,Rte=R 21.00,VAT=R 2.58
Payment	26/05/2003 07:30	Don	Cash,Amt 406.12
Invoice	26/05/2003 07:30	Don	8078.406.12,49.88,Billing
Check Out	26/05/2003 07:30	Don	102

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1. From the main menu, select – *Reports – Transactions – View Transaction Log.*
2. Select the reservation number.
3. Click *Print* to print transaction log.
4. Click *Exit* to exit.

09-03-00 TRANSACTIONS, BY DEPARTMENT

TEST Transaction Log by Department

File Help

View Transaction Log by Department

Department:

Start Date: End Date:

Trans Date	User	Transaction Detail
23/05/2003 10:29	EDD	Auto Post 103,Unt=1,Rte=R 80.00,VAT=R 9.82
23/05/2003 10:29	EDD	Auto Post 116,Unt=1,Rte=R 80.00,VAT=R 9.82
26/05/2003 17:13	EDD	Auto Post 102,Unt=1,Rte=R 90.00,VAT=R 11.05
26/05/2003 07:30	Don	Posting 102,Unt=2,Rte=R 70.00,VAT=R 8.60

4


From the main menu, select – Reports – Transactions – View Trans Log by Dept.

Select Department.

Select view period (Start and End Date).

Click Go.

09-04-00 TRANSACTIONS, BY ACCOUNT HOLDER



TEST Form1

File Help

View Transaction Log by Account

Account: Concorde Travel Cpt 1761

Start Date: 01/11/2001 End Date: 27/05/2003 [Go] [Exit]

Trans Date	User	Transaction Detail
03/04/2002	Sanell	AccToAcc This account used as payment from Acc: 5544 , Amt: 732.37, vchr: Inv t
09/03/2002	Kathy	Payment Eft.360.45
09/03/2002	Kathy	Payment Commission.26.00
09/03/2002	Kathy	Invoice Create account invoice :.6046 Line 1,0,0
09/03/2002	Kathy	Invoice Create account payment for Invoice :6046,Line: 2,386.45

5

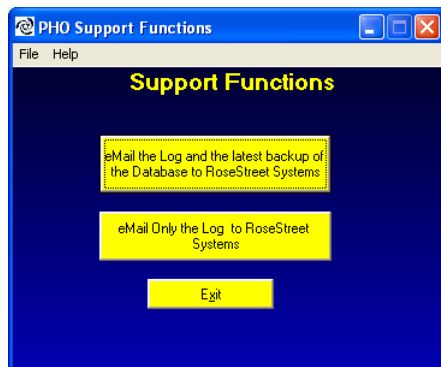
From the main menu, select – Reports – Transactions – View Trans Log by Account.

Select Account Holder.

Select view period (Start and End Date).

Click Go.

CHAPTER 10 SUPPORT



In the event that RoseStreet Systems request a copy of the system error log and/or database, for off site investigation, this can easily be extracted by using the support function.

From the main menu, select – *Special – Support*.

Select the option required (log and database or log only).

An e-mail to RoseStreet Systems with the log attached will automatically be created in your e-mail outbox.

From the e-mail system, click *send*, to send e-mail.

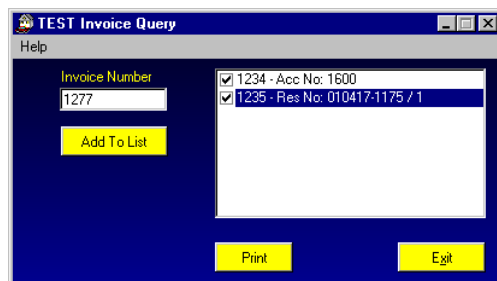
OR

For larger databases, from the support menu, select – *File – FTP Database*.

Make sure the system is connected to the Internet, select *Continue*.

CHAPTER 11 MISCELLANEOUS FUNCTIONS

11-01-00 Ad Hoc INVOICE PRINT



From the main menu, select –Reports – Transactions – **Print Adhoc Invoices.**

Enter the invoice number to be printed.

Click Add to List.

Repeat steps 2 and 3 for all invoices.

Click Print.

Click **Exit** to return to transactions.

OR

From the reservation menu, enter the required reservation number.

Click on Print Invoice.

11-02-00 VIEW USER DECLARATION

TEST Display User Cash Declaration

Help

User: Declaration ID:

User Cash Declaration History

Cash Like Cash Cheque **Credit Card** Voucher

Card no.	Amount	Incl.	Reason
3768 9120 1302 0210	549.44	Y	
2342 3432 4324 2343	-676.60	Y	
2342 3432 4324 2343	343.40	Y	
4565 4621 2908 4019	686.80	Y	

Sub-Total:

Total that was Declared:

Exit

From the main menu, select – *Banking – User Declaration History*.

Select the user.

Select the declaration ID.

Click on individual transaction to view detail.

Click *Exit* to return to banking menu.

Name: Reservation Number:

Check in: Room:

Check out: Contact No's:

Contact Name:

Home Address:

Postal Address:

Exit

11-03-00 VIEW BANKING DEPOSITS

From the main menu, select – *Banking* – *View Banking History*.

Select the bank deposit ID.

TEST Show Banking Details

File Help

Banking Display

Bank Deposit ID: 393 04/07/2002

Cash Like Cash Cheque **Credit Card** Voucher

Card no.	Amount	Incl	Reason
4901 1551 7051 7019	326.12	Y	
3613 5928 1900 1800	274.72	Y	
3744 8865 0002 0040	1,065.20	Y	
3613 5819 7791 5000	437.70	Y	
5471 2000 3217 3010	482.40	Y	
5221 1820 3428 7555	649.44	Y	
5221 1820 3428 7555	28.00	Y	

Sub-Total R 3,263.58 7

Total Banked R 10,354.60

Print Exit

TEST Bank Deposit

1 of 1 50% Total:1 100% 1 of 1

Preview

Bank: Bce Bank DEPOSIT SLIP No: 303
Branch Code: 43104-17 Date: 27 May 2003
Credit: Holbert Lodge (Edm'd) Bk Account No: 2433591451

Teller's Signature and Stamp

Cash	Amount
Notes	0.00
Coins	0.00
Cash Total	0.00

Check	Amount
Count	Amount
1	351.56
Check Total	351.56

Deposited By: _____

Deposited Total 351.56

Click *Print* to view/print the deposit slip..

CHAPTER 12 REPORTS

Reporting is split into three areas namely: Operational Reports, Management Reports, Analysis Reports

Reports are subject to user access control.

From The main menu select **Reports**

The image displays three overlapping screenshots of the 'RSL Reports' software interface, illustrating the navigation process through different report categories.

- Top Screenshot (Operational):** Shows the 'Operational' tab selected. It lists various reports such as 'Expected Arrivals', 'Deposits Received', 'Expected Departures', 'Room Maintenance', 'Weekly Arrivals', 'User Summary', 'Weekly Departures', 'Guest List', 'Non Arrivals', 'Guest Status', 'Overdue Departure', and 'Room Availability'.
- Middle Screenshot (Management):** Shows the 'Management' tab selected. It lists reports like 'Outstanding Bal', 'Transaction Summary', 'Reservation Summary', 'Declaration Summary', 'Correction', 'Birthday List', 'Dept Sales', 'Petty Cash Summary', 'Payment', 'Guest Loyalty', 'Debtor Ageing', 'Man Accounts', 'Banking', 'Debtor Summary', and 'Ledger Posting'.
- Bottom Screenshot (Analytical):** Shows the 'Analytical' tab selected. It is divided into three sections: 'Statistics' (Occupancy, Guest Origin, Guest History, Performance, Budget, Analysis), 'Forecast Reports' (Company Forecast, Rate Forecast, Type Forecast, Status Forecast, Group Forecast, Agent Performance, Debtors Performance, Nationality Forecast), and 'Contribution Reports' (Company Contribution, Rate Contribution, Type Contribution, Status Contribution, Group Contribution, Agent Commission, Payment Contribution, Nationality Contribution). At the bottom, there are buttons for 'Transactions' and 'Exit to Main Menu'.

Select the required report tab
Select the required report.
Follow user prompts.

12-01-00 OPERATIONAL REPORTS

Reports in this tab are primarily designed to assist with the day-to-day activities of running the business. Typically, these reports are available to most staff allowed access to Guest Manager.

Expected arrivals

A listing of expected arrivals for the date selected. Rooms highlighted in red with a 'C' prefix indicate guests who have already checked in.

Expected Departures

A listing of expected departures for the date selected. Rooms highlighted in red with a 'C' prefix indicate guests who have already checked out.

Weekly Arrivals

A listing of expected arrivals for 7 days from the date selected. Reservations highlighted in red with a 'C' prefix indicate guests who have already checked in. An on-demand F&B list of potential breakfast and dinner guest is available (SQL Server only).

Weekly Departures

A listing of expected departures for 7 days from the date selected. Reservations highlighted in red with a 'C' prefix indicate guests who have already checked out.

Non-Arrivals

A Listing of reservations for guests who have not yet arrived as of the date selected. This report should be run on a regular basis and acted upon (guest checked in, reservation cancelled or arrival date changed) to ensure that inactive reservations do not impact on room availability

Overdue departures

A Listing of checked in reservations for guests who should have departed. This report should be run on a regular basis and acted upon (guest checked out, reservation departure date amended) to ensure that rooms are vacated as expected and that the system does not auto-post accommodation to unoccupied rooms.

Overdue Deposit

A listing of deposits due that have not been received. The action to be taken will depend on the business rules of the establishment (cancel reservation with or without refund deposit, etc).

Deposit Received

A Listing of deposits received for guests that have not yet checked in.

Room Maintenance

A summary cross-tab of room unavailability statuses, by room for the period selected.

User summary

The user summary report is printed for each shift declaration. 3 reports will be printed namely: department postings, payments taken, declaration summary. This report is also available for the user declaration screen.

Guest List

A Listing of expected arrivals, expected departures and stay-overs for the date selected. The on-demand breakfast and dinner lists, list any guests checked in at a breakfast and/or dinner rate. The on-demand department list, lists all departments, by guest that contribute to the rate at which the guest is checked in. (See room rate department contribution in the Manager's Guide)

Guest Status

A list of the reservation status as at the time the report was run.

Telephone Extensions

A list of telephone extensions set up in the system. This report is only available if the PABX interface is active (see set up guides).

Telephone Calls

Call details for the period and telephone extension selected. This report is only available if the PABX interface is active (see set up guides).

Room Availability

A summary cross-tab of room availability, by room, by date for the period selected.

12-02-00 MANAGEMENT REPORTS**Outstanding Balance**

A Listing of closing balances for rooms and management accounts for the date selected. Used for business management and system balancing.

Declaration Summary

A summary of all user declarations, by date, by user for the period selected.

Dept Sales

Reports on company turnover. Department sales by day and month to date, for the period selected, on-demand reports of the transaction detail are available as well as an on-demand year to date report. (See also chapter13 GUIDE TO INTEGRATE GUEST MANAGER FIGURES INTO ACCOUNTING SOFTWARE)

Payment

Reports on company takings. A summary of payments taken, by payment location, for the period selected. Drill-down, by payment type, to view transaction detail is available. An on-demand listing of invoices generated, by invoice number for the period selected is available. On-demand reports for guest and management account department contribution, by invoice number are available. Invoices can also be listed by payment group (reservation payment, debtor payment, etc) is also available on-demand. (See also chapter13 GUIDE TO INTEGRATE GUEST MANAGER FIGURES INTO ACCOUNTING SOFTWARE)

Debtor Ageing

Lists outstanding debtors, as a summary and by individual debtor. Can be used for debtor statement printing.

Banking

A summary of all company banking transactions for the period selected.

Ledger Posting

A listing of all department postings for the period selected. User selected grouping by department, date or user. Used primarily for investigative purposes.

Transaction Summary

Transaction details, by transaction type, for the date selected. Used primarily for investigative purposes.

Correction

A listing of all negative transactions. 3 Reports are generated namely: Management Account corrections, Department corrections, and Payment corrections. Used primarily for investigative purposes.

Petty Cash Summary

A summary of all petty cash transactions for the period selected.

Guest Loyalty

A listing of all guests who have been allocated a loyalty award for the period selected.

Man Accounts

Lists outstanding Management accounts. Use to control management accounts.

Debtor Summary

Lists the debtor balance outstanding as at the date selected. Used primarily for investigative purposes.

Franchise

Summary of department sales versus last year.

Reservation Summary

A listing of all reservations, by date of creation, for the period selected. Used to determine the potential business generated for any particular period.

Birthday List

A listing of guest birthdays for the period selected. Can be used for marketing purposes.

Reservation List

A listing of all active reservations in the system, by room number. Used primarily for investigative purposes.

Cancellation

A listing of all cancellations for the period selected, by cancellation reason.

12-03-00 ANALYSIS REPORTS

Statistics

Analysis of the business performance, by room, for the period selected. Drill-down option by room for details.

Occupancy

Analysis of the total business performance, by month, for the period selected. Drill-down option details by day.

Guest Origin

Summary of guest country of origin. Drill-down option for provinces/states and cities/towns of origin.

Guest History

Summary of guest names, by surname for the period selected.

Performance

Short-term analysis of the business performance, by day, for the period selected against user specified budget figures. Typically run for a 2-month period (current month and following month).

Budget

Short-term analysis of the business performance, by day, for the period selected against user specified budget figures. Typically run for the current month.

Analysis

Analysis of the business performance, for any combination of a number of user defined criteria. Drill-down to details by summary group. On-demand summary cross-tab of detail by summary group.

On-demand linked rates report is a cross-tab of rates by rate group. (See set-up guide for linking rates to room types).

Forecast Reports

Forecasting can be measured against the following criteria: Guest Company, room rate, reservation type, room type, reservation status, reservation group ID, reservation agent, reservation debtor and guest nationality. This report is typically used for short to medium forecasting of business performance.

Contribution Reports

Actual business performance can be measured against the following criteria: Guest Company, room rate, reservation type, room type, reservation status, reservation group ID, reservation agent, reservation debtor and guest nationality.