Guesthouse Manager©

The Ultimate Reservation System

GETTING STARTED

0. GETTING STARTED

0.1. Computer requirements

The minimum requirements to run GUESTHOUSE MANAGER (GHM) are as follows:

- A computer running Microsoft® Windows™ 95 or higher
- 128MB of RAM
- 20 MB of hard disk space

0.2. Control Panel Settings

The GHM software makes use of the Regional and Language Settings of your Windows operating system to format amounts and dates. Make sure that these are set to your local formats. You can find these settings in the Control Panel of the Start Menu on your Desktop.

0.3. Installation of GHM

The GHM Setup program installs the program and all components necessary to run the program.

0.3.1. Installation from the Internet

1. Open Internet Explorer (or any other internet browser) and go to www.guesthousemanager.net and choose **Download** from the menu.

2. Enter your details and click **Submit.** Then Click on the Guesthouse Manager program icon to start the download.

3. Click the Save button to download the program first. Select 'Desktop' for the location to Save the program.

4. After the download is finished, start the program on your desktop to start the installation. Wait until the first set up window is displayed.

5. Click **Next** to continue installing the program.

6. Click **Next** to continue installing the program.

7. Click **Next** to confirm and start the installation of the program

Notes:

➢ To start the program, Click **Start** on the Windows taskbar , click **Programs → Guesthouse Manager → Run Guesthouse Manager.** Or double click the **Guesthouse Manager** icon on the desktop.

0.4. Registration of GHM

After installation of GHM, the program can be used immediately, but it is limited to 50 bookings.
To continue using the program, it needs to be registered. This can only be done after you have purchased a license. You will find more details on how to register your license on your invoice.

1. INITIAL DATA SETUP

Before the program can be used, some information must be set up first:

- Room Types
- Rooms
- Rate Types
- Standard Supplements
- Third Parties
- Users
- Languages
- Currencies

This information needs to be setup only once but can always be modified in a later stage if necessary (eg. Change of rates).

Room Types:
For each room that has a same rate, a room type must be created first. Some examples for naming Room Types are “Luxury”, “Executive”, “Comfort”, “Budget”,…
For each Rate Type, you will be able to set up a rate structure. By default, a rate is set for 1 night. However it is possible to set rates for multiple nights, week(s) of month(s). This can be set at the level of the rate type.
After defining the Room Types, you will create the different rooms you have and allocate them to a Room Type.

Rooms:
For each unit (room, cottage, flat, …), a room must be created. While creating, you allocate it to a room type to get the right rate structure.

Rate Types:
Most of the establishments only have 1 rate which is valid for a certain date. E.g. B&B rate. In this case no additional rate types must be created. However, I you offer several rates (Bed only,

B&B, full board …) , a rate type for each of these rates must be created. They can be named like "BB", "DBB", "FB"…
You can also use a different rate type if you work with STO rates instead of a commission % on your rack rates.

Standard supplements:
All the extras you could charge your clients (Mini bar, laundry, transfers, …) must be set up first. The different items must have a category (eg. MINI BAR) and a description (eg. Castle)

Third Parties:
The third party is the source of the booking. This can be a tour operator, travel agent, website,…
You can manage the commission, if there is one, but also the invoicing and payment, if it is not done by the guest.
To get most out of your statistics, you should provide a third party for each booking, even if there is no commission or separate invoice involved.

Users:
If different staff members are making use of GHM, then we recommend that each staff member has its own user code and password.
By setting up different users, access to different functions can be controlled and booking changes can be monitored (Audit Report)

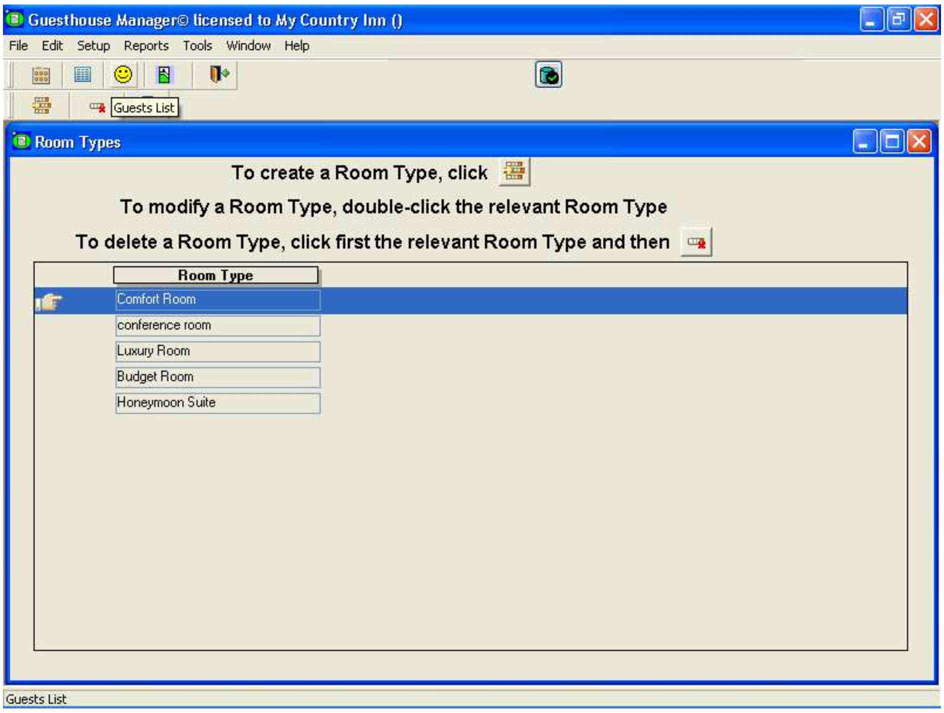
Languages:
By setting up different languages, the confirmation sheet, invoice and the email templates can be set up in these languages. The different language layouts will then be used depending of the language of the guest or Third party..

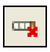
Currencies:
By setting up different currencies, the confirmation sheet and invoice can be converted into any of these currencies at their corresponding exchange rate.

1.1. Room Types

How to access:

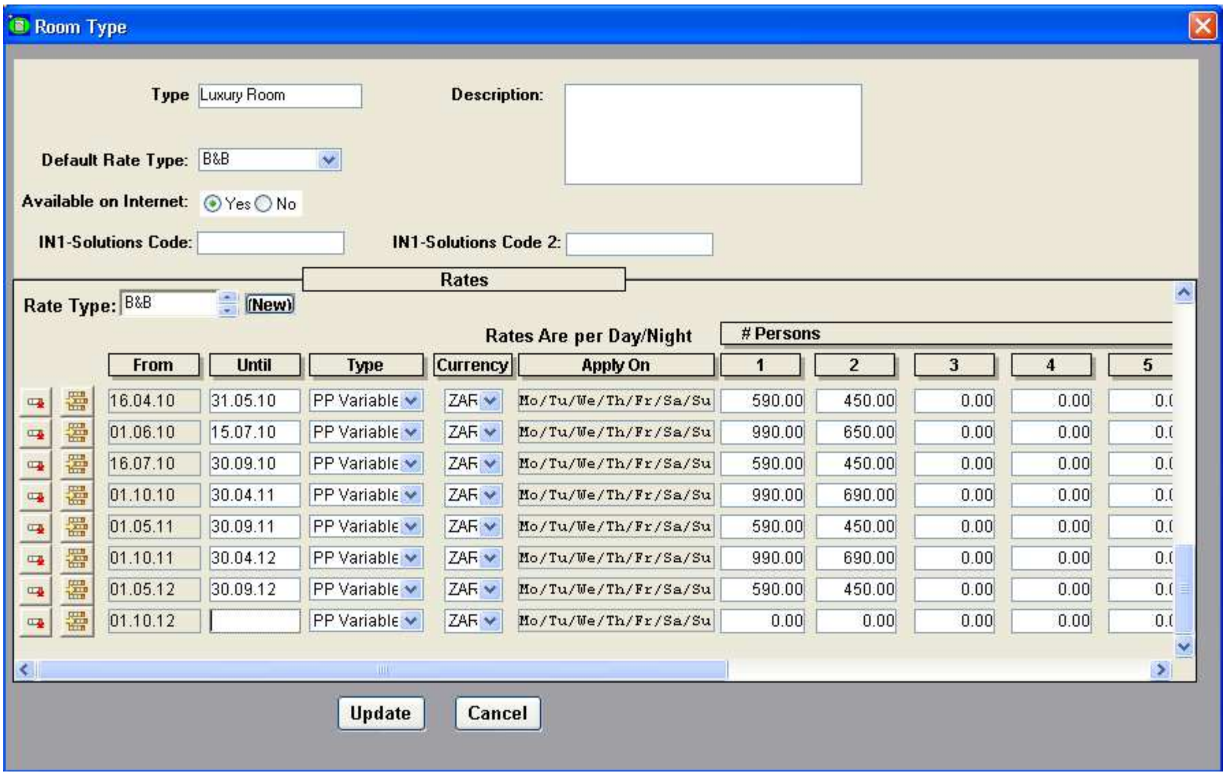
To open the window, click **Setup** → **Room Types** in the application menu.



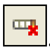
To define a new room type, click  in the lower toolbar, the Room Type data window will be opened to enter the new info.
To edit an existing room type, double-click the row showing the room type to be updated, the Room type data window will be opened to update the info.
To delete an existing room, click  in the toolbar, the info will be removed after a confirmation.

ROOM TYPE DATA WINDOW

This window shows all details of a room type



It contains the following information:

Label	Meaning
Type	A unique label for the room type
Description	Text containing information about the room type. It can contain any description of the different options for this room type such as the type of comfort, type of beds, type of bathroom, etc…
Available on the Internet	Whether or not this room type must be made available for online bookings
Default Rate Type	Default rate type when making new booking for this room type/
IN-1 Solutions Code	See IN1 Interface guide for more details
IN-1 Solutions Code 2	See IN1 Interface guide for more details
Rates structure	This grid contains the standard rates, VAT inclusive for the different periods and beds occupied. To add a line in the grid, click  in the corresponding line, to remove a line from the grid, click . From: Contains the starting date of the period. It is calculated automatically and is based on ending date of the previous period. Until: Contains the ending date of the period. Type: This information gives the user the option to set rates per person or rates per unit. Per person fixed. Only fill in "rate 1". It will be automatically multiplied by the number of persons occupying the unit. Per Person Variable: "Rate 1" will be applied if 1 person is occupying the unit, "Rate 2" if 2 persons is occupying the unit, ... The rate will be automatically multiplied by the number of persons occupying the unit. Per Unit: "Rate 1" will be applied if 1 person is occupying the

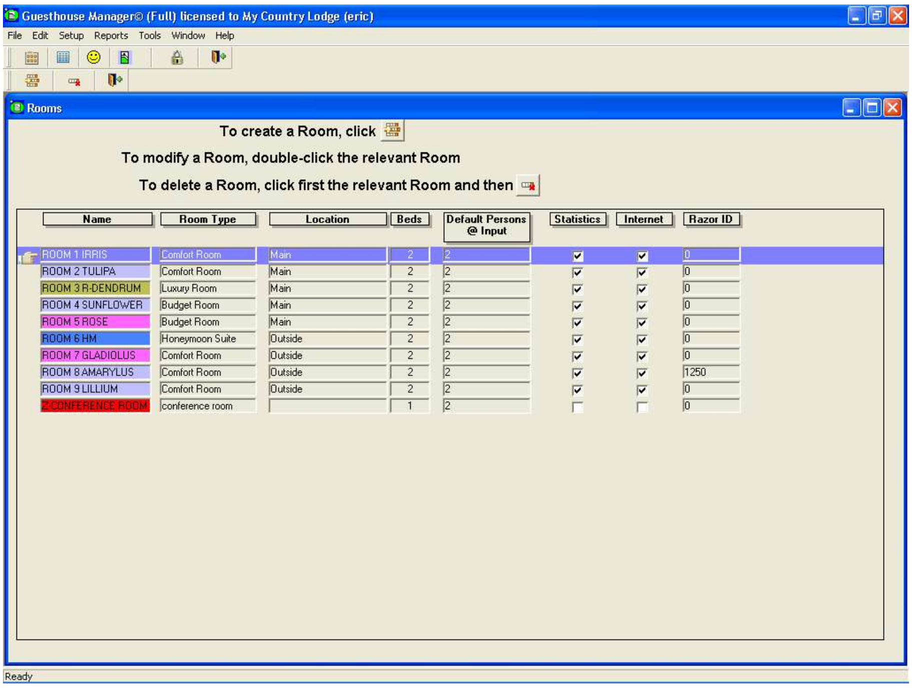
	unit, “Rate 2” if 2 persons is occupying the unit, ... Apply On: The days of the week when this rate will be applied. See Rate Types for more information on how to set different weekend rates. 1: Contains the rate if the room is occupied by 1 person or if the rate is “per person fixed”, no matter how many persons stay in the room. 2: Contains the rate (per person or per unit, depending of the option in the 'Rates' field) if the room is occupied by 2 persons. 3: Contains the rate (per person or per unit) if the room is occupied by 3 persons. .... The labels 1, 2, 3, ... are per default the number of adults staying in the room. However in **Setup → Options** , these labels can be changes and interpreted differently. E.g. ‘2A’ = 2 adults, ‘2A+1C’ = 2 adults + 1 child,...

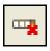
To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

1.2. Rooms

How to access:

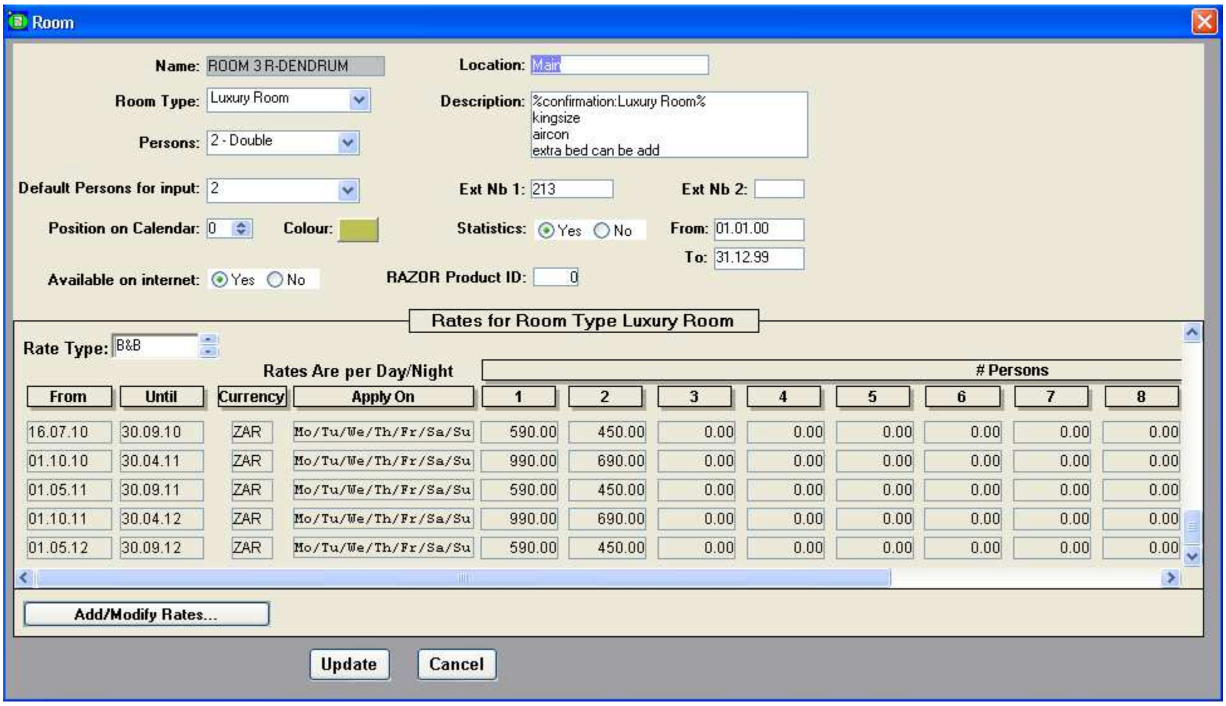
To open the window, click **Setup → Rooms** in the application menu or click  in the upper toolbar or click the Room block on the Reservations calendar window..



To define a new room, click  in the lower toolbar, the Room data window will be opened to enter the new info.
To edit an existing room, double-click the row showing the room to be updated, the Room data window will be opened to update the info.
To delete an existing room, click  in the toolbar, the info will be removed after a confirmation.

ROOM DATA WINDOW

This window shows all details of a room



It contains the following information:

Label	Meaning
Name	A unique label for the room
Location	Short description where the room is situated (e.g. 1st floor, outside building,…)
Description	Text containing information about the room. It can contain any description of the different options in the room such as the type of comfort, type of beds, type of bathroom, etc…
Extension nb	Extension number of the room. This information is only used when the program is linked with a telecom system (See Parameters
Extension nb 2	Secondary extension number of the room. This information is only used when the program is linked with a telecom system (See Parameters)
Persons	Contains the number of persons the room can accommodate. This information is only used when setting the Rates Structure.
Default Persons for Input	Contains the default nb of persons when a new booking is entered.

Statistics	Whether or not this room must appear in the statistics
From	From what date this room must appear on the statistics
To	Until what date this room must appear on the statistics
Position on Calendar	Position number of the room on the calendar. If not set, the rooms order on the calendar is alphabetical.
Color	Change the color of the room as it must appear on the bookings calendar
Available on the Internet	Whether or not this room must be made available for online bookings
Razor Product Id	See RAZOR interface guide for more details

To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

1.3. *Rate Types*

How to access:
To open the window, click **Setup → Rate Types** in the application menu
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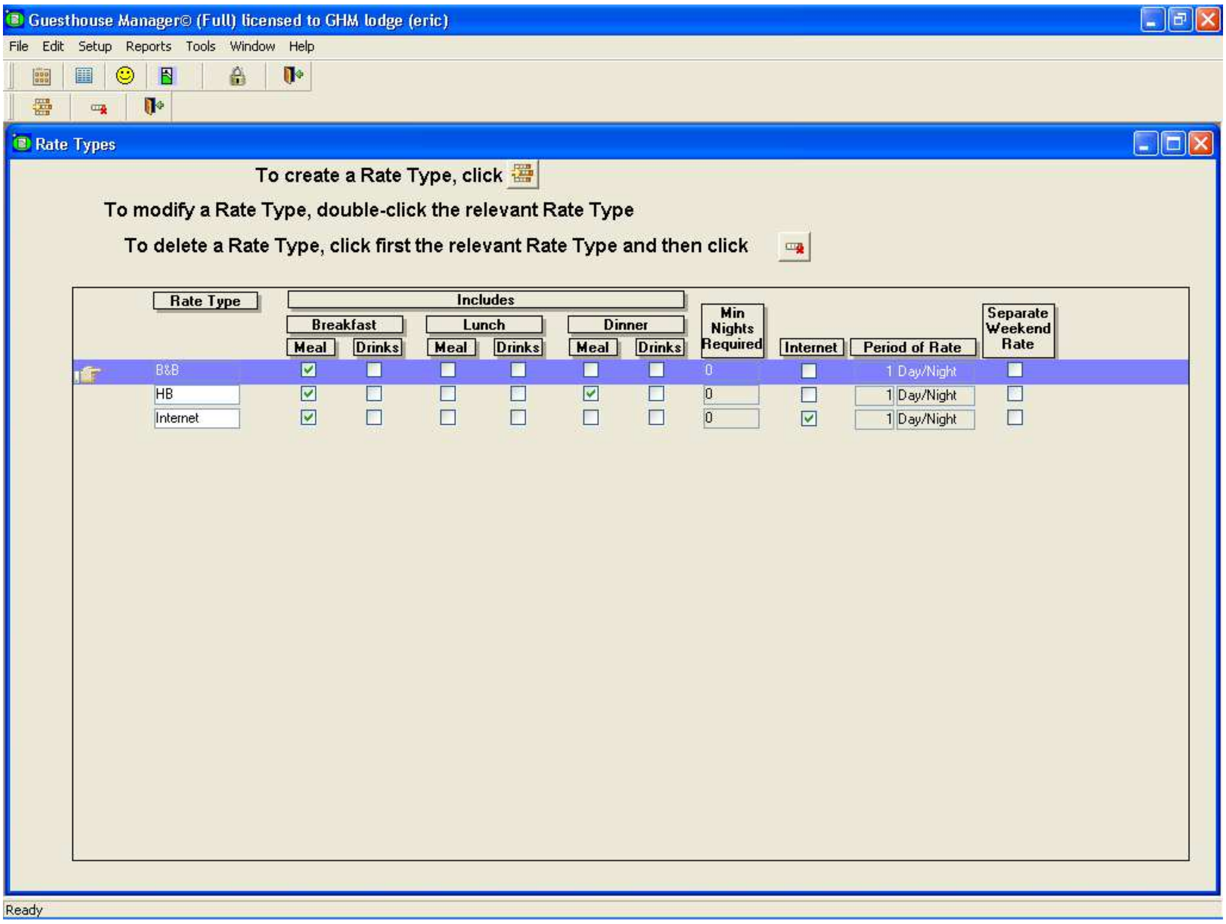
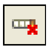
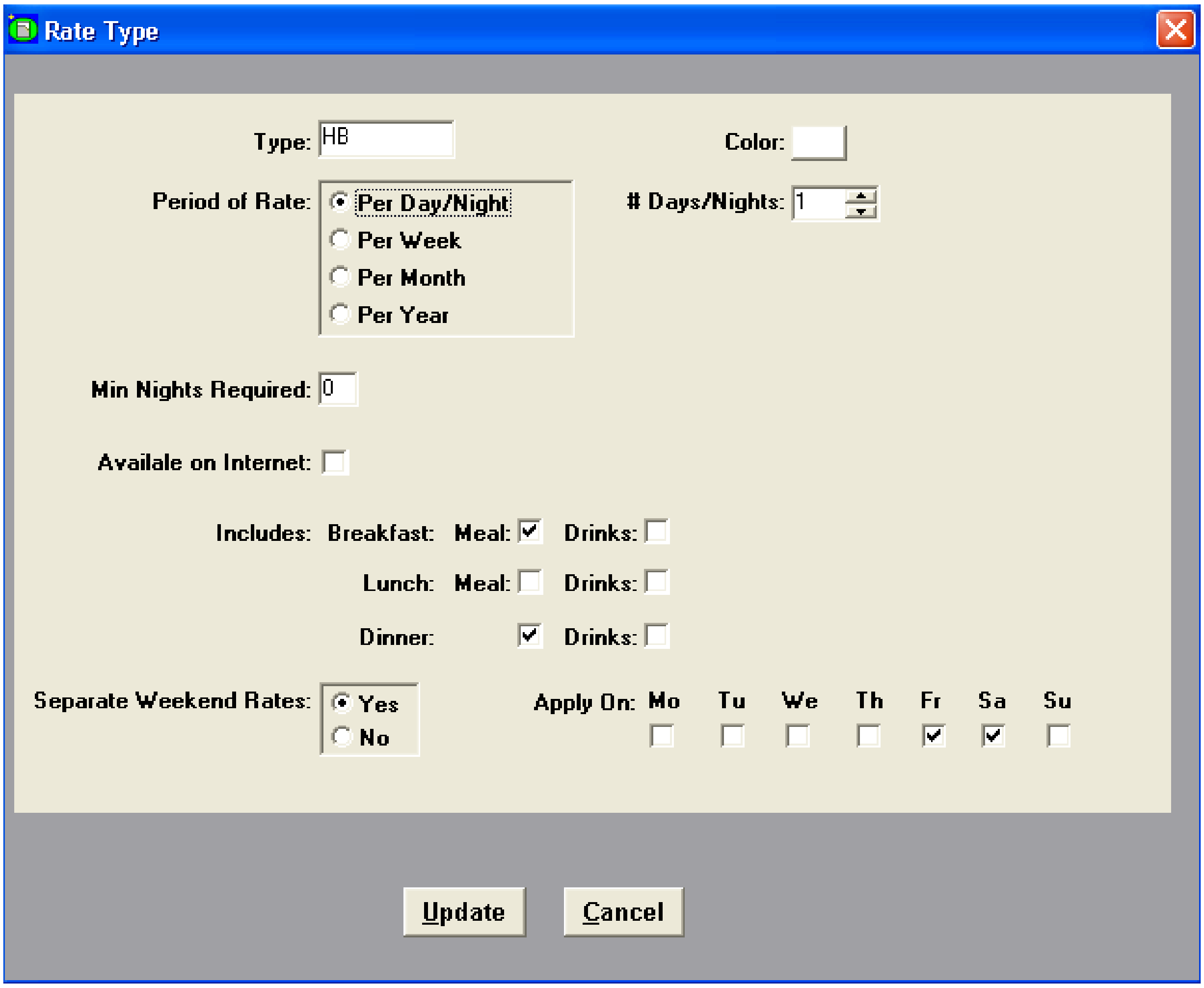


To define a new rate type, click  in the lower toolbar, the Rate type data window will be opened to enter the new info.
To edit an existing rate type, double-click the row showing the rate type to be updated, the Rate type data window will be opened to update the info.

To delete an existing rate type, click  in the toolbar, the info will be removed after a confirmation.

Rate Type Data Window

This window shows all details of a rate type



It contains the following information:

Label	**Meaning**
Type	A unique label for the rate type
Period of Rate	Period of the rates entered in the Room Types. Per default rates are per night. However, with this option rates can be entered for several nights (eg packages) of per week, month,...
# Periods	Number of periods(as defined in Period of Rate) the rates are defined for this rate type (eg. if the rate is per 3 nights then set this to 3)
Includes	Meal and drink options included in this rate
Min Nights Required	Minimum nights required for a booking using this rate type (only for online bookings)
Available on Internet	Whether or not this room must be made available for online bookings

Color	Change the color of the rate type as it must appear on the list of rate types
Separate Weekend Rates	Set to ‘Yes’ if during certain days of the week (eg weekend) different rates must be applied. If set to ‘Yes’, thick the days for which different rates must be applied.

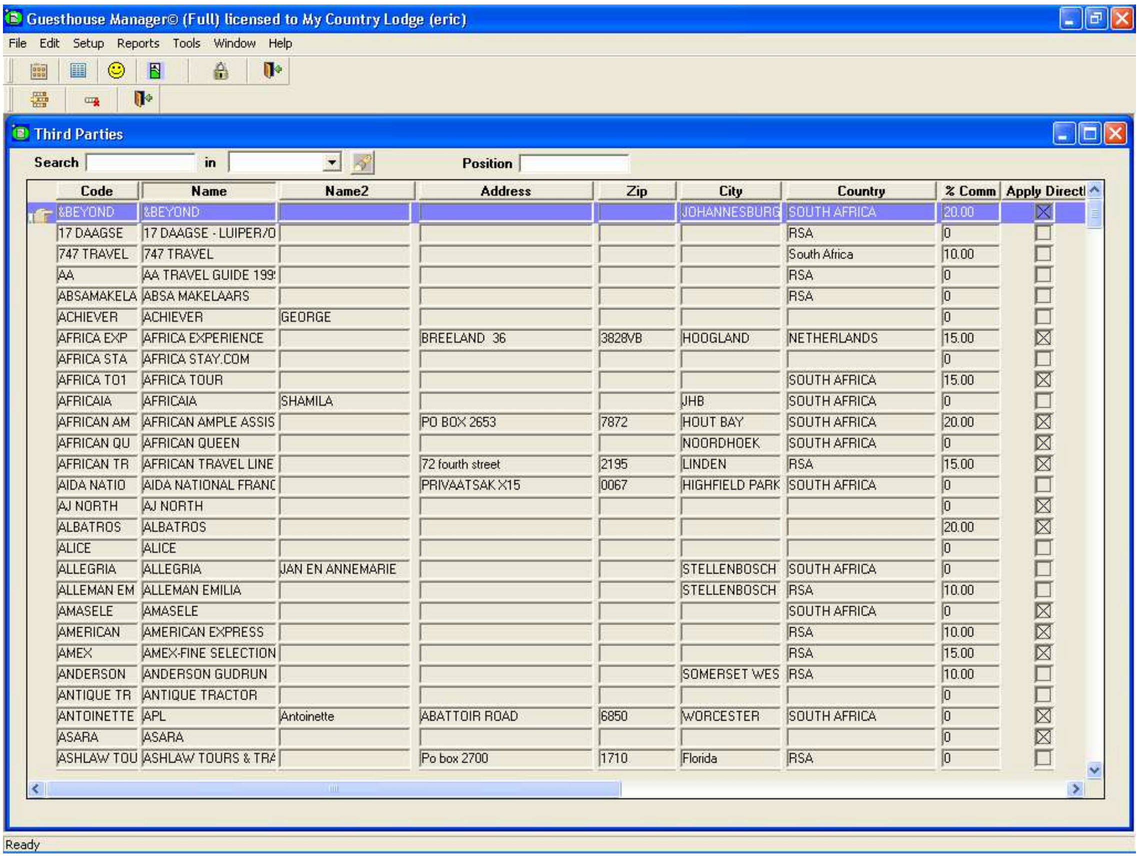
To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

1.4. Third Parties

A third party is a person/company/organization who receives commission (travel agents tour operators, tourism offices, etc…) when they book guests. At the moment of entering a booking, a third party can be appointed for that booking and commission is automatically calculated.
The principle of third parties can also be used to keep statistics about how people book with you. In this case define also any other resource how people can book (brochure, advertisement, website,…) but do not apply a commission. At the moment of entering a booking apply always a third party. Statistics can be generated through the report **Third Party Statistics.**

The window contains a list of all third parties. It allows you to define new third parties and delete or change information of existing third parties.

How to access:
To open the window, click **Setup** → **Third Parties** in the application menu:



To change the sequence of the list, click on the label of the desired column and the list will be sorted by that column, ascending. Click the same label again, and the list will be sorted descending.

To define a new third party, click in the lower toolbar, the Third Party data window will be opened to enter the new info.

To edit an existing third party, double-click the row showing the third party to be updated, the Third Party data window will be opened to update the info.

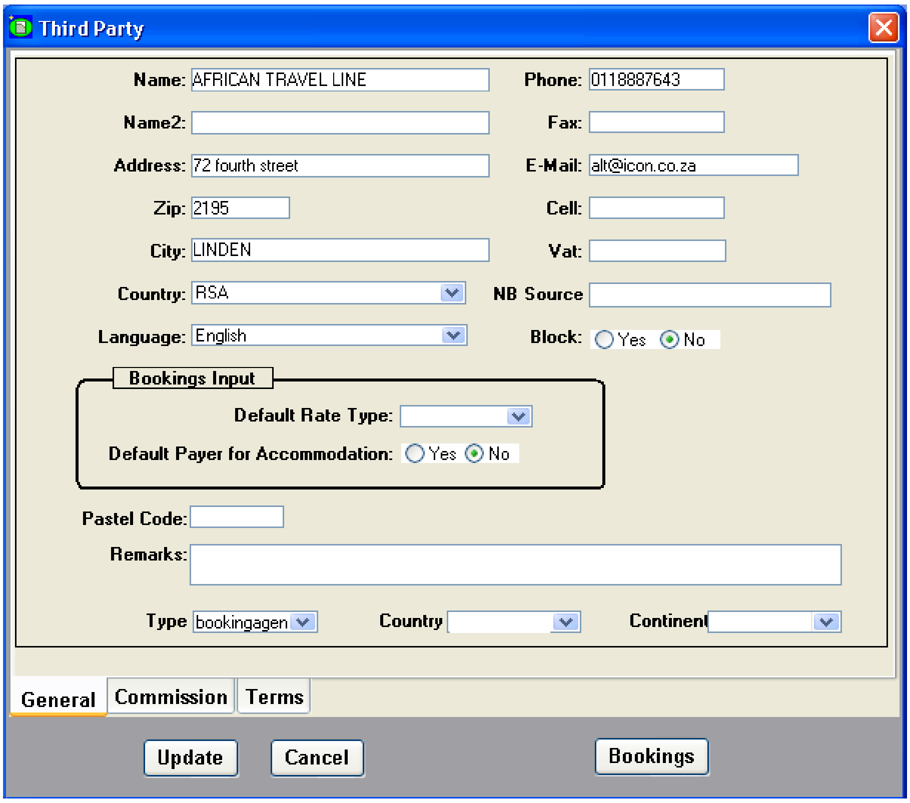
To delete an existing third party, click in the toolbar, the info will be removed after a confirmation.

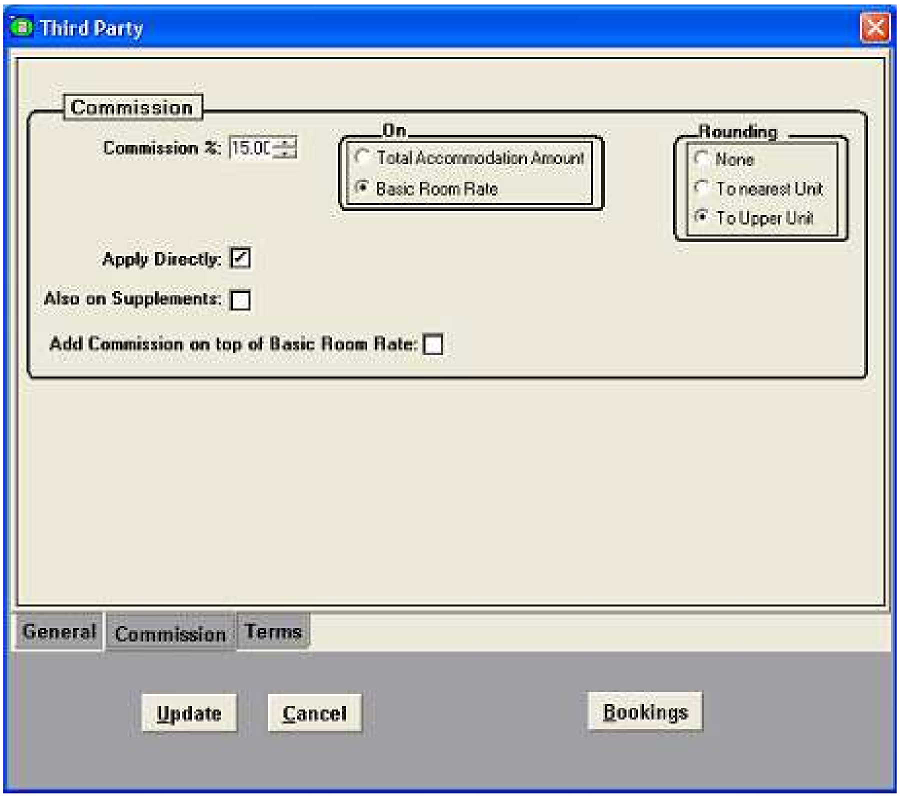
To find information, enter a value in the **Search** field and select a column from the **In** list and click . The list will scroll then to the first found value. Click the same icon again to scroll to the next found value.

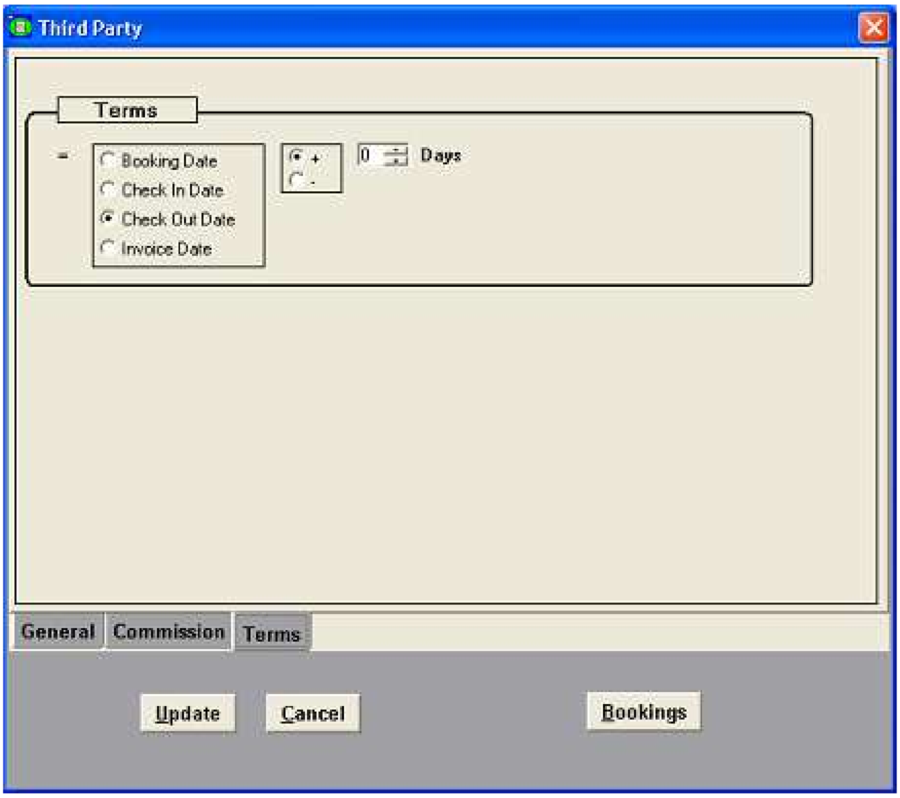
To position the list on a name, enter the first characters of this name in the **Position** Field, the list will scroll then to the first name beginning with the entered value.

Third Party data window

This window shows all details of a third party:







It contains the following information:

Label	Meaning

General	
Name	Name of the third party
Name2	Second name of the third party
Address	Address of the third party
Zip	Postal code of the third party
City	City of the third party Eventually this field can also include the postal code if not used in the ZIP field.
Country	Country of the third party
Language	Language of the third party to be used for the confirmation sheet and invoice
Phone	Phone number of the third party
Fax	Fax number of the third party
E-mail	e-mail address of the third party. This address is used if a confirmation sheet must be e-mailed to the third party.
Cell	Cell phone number of the third party
Nb Source	Nightsbridge source code of the third party
Block Code	Indicator whether the third party is blocked or not
Default Rate Type	Default rate type to be used when making a new booking for this third party
Pastel Code	Customer code as set up in Pastel for this specific third party (only required if the Pastel export is used and this third party must be booked into a different customer account than the default one)
Remarks	Any free format text about the third party.
Statcode 1	Statistics code 1 Code to enable the user to group third parties in a free format. Reports are available to run statistics on these groups. Example: Third party type (operator, company, travel agent,…)
Statcode 2	Statistical Code 2 See statcode 1
Statcode 3	Statistical code 3 See statcode 1
Commission	
Commission %	Percentage of commission to be applied for this third party
Apply Directly	Indicator whether the commission must be applied directly (deducted from the bill) or the commission will be paid later when the third party sends his invoice.
Apply also on Supplements	Indicator whether the commission must also be applied on the supplements. By default commission is only applied on the accommodation.
Add commission on top of basic room rate	The commission amount is first added to the basic room rate before it is calculated on the total accommodation amount
Terms	
Terms are used to determine outstanding invoices for a third party	
Basis	Date on which the payment date is calculated
Operator	Add or subtract days from the basis
Days	Number of days to be added or subtracted from the basis

To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

To get a list of all bookings of this particular third party, Click the **Bookings** button at the bottom of the window.

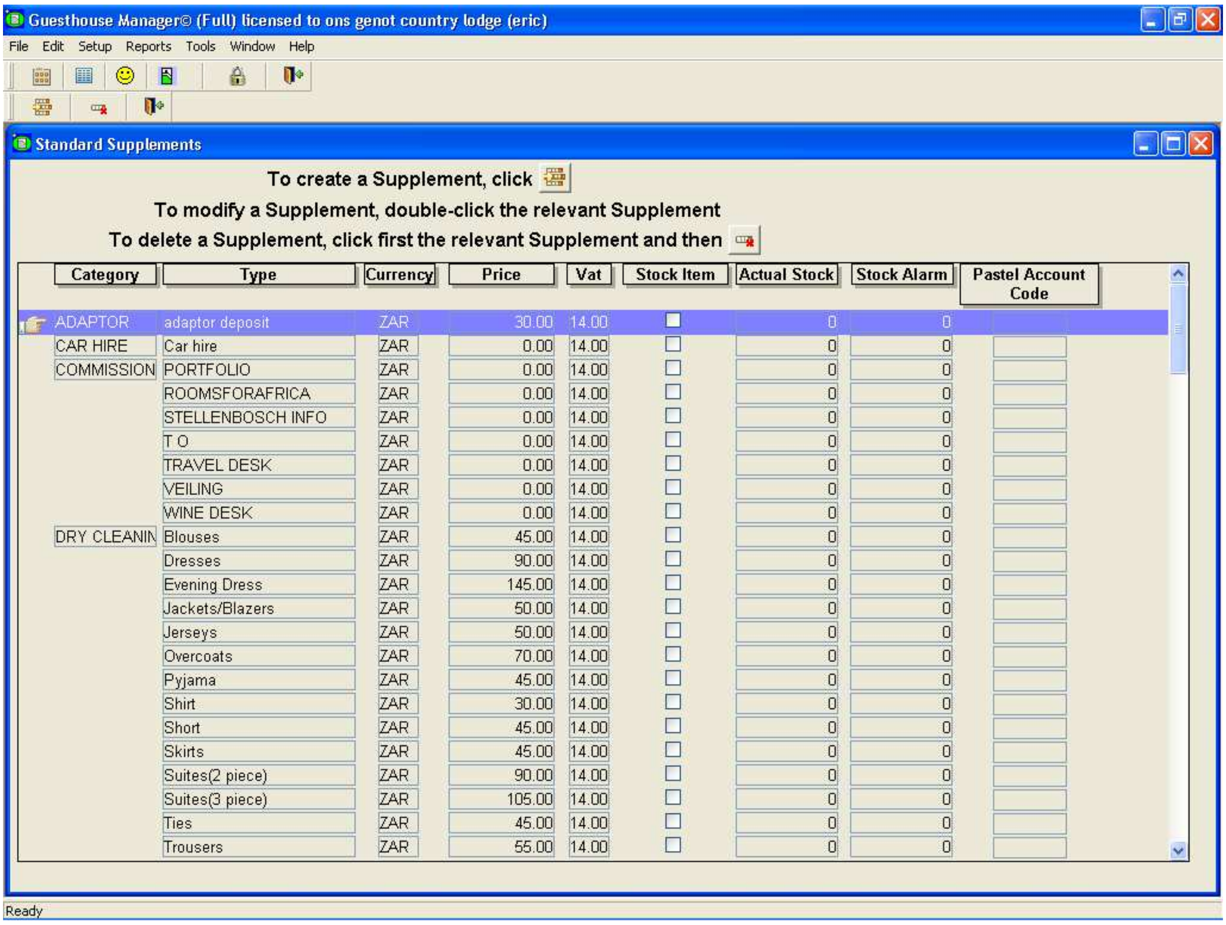
1.5. Standard Supplements

To ease the input of supplements (extra expenditures by the guest like meals, mini-bar, phone,…) a structure of possible supplements needs to be set up first.
When this is well organized, it will be possible to generate statistics through the report **Supplements Statistics.**

The window contains a list of all standard supplements. It allows you to define new and delete or change information of existing standard supplements.

How to access:

To open the window, click **Setup → Standard Supplements** in the application menu:



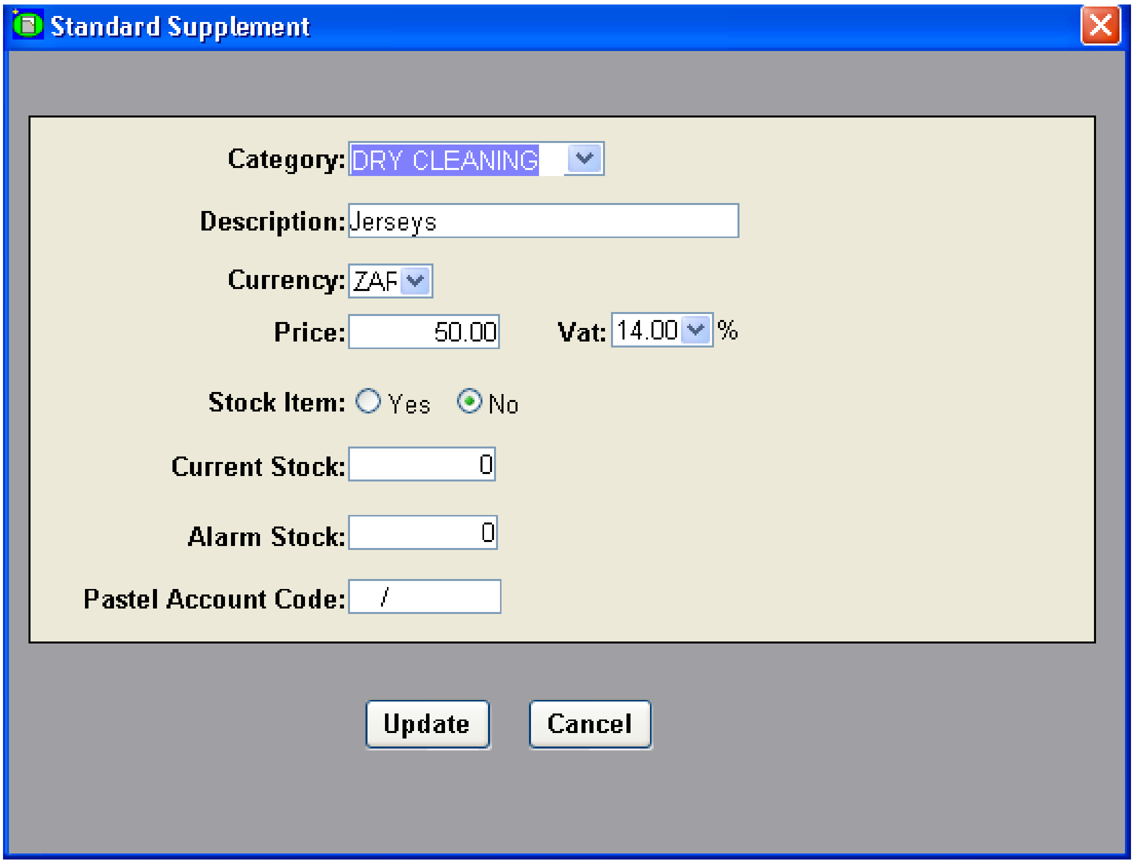
Category	Type	Currency	Price	Vat	Stock Item	Actual Stock	Stock Alarm	Pastel Account Code
ADAPTOR	adaptor deposit	ZAR	30.00	14.00		0	0	
CAR HIRE	Car hire	ZAR	0.00	14.00		0	0	
COMMISSION	PORTFOLIO	ZAR	0.00	14.00		0	0	
	ROOMSFORAFRICA	ZAR	0.00	14.00		0	0	
	STELLENBOSCH INFO	ZAR	0.00	14.00		0	0	
	T O	ZAR	0.00	14.00		0	0	
	TRAVEL DESK	ZAR	0.00	14.00		0	0	
	VEILING	ZAR	0.00	14.00		0	0	
	WINE DESK	ZAR	0.00	14.00		0	0	
DRY CLEANIN	Blouses	ZAR	45.00	14.00		0	0	
	Dresses	ZAR	90.00	14.00		0	0	
	Evening Dress	ZAR	145.00	14.00		0	0	
	Jackets/Blazers	ZAR	50.00	14.00		0	0	
	Jerseys	ZAR	50.00	14.00		0	0	
	Overcoats	ZAR	70.00	14.00		0	0	
	Pyjama	ZAR	45.00	14.00		0	0	
	Shirt	ZAR	30.00	14.00		0	0	
	Short	ZAR	45.00	14.00		0	0	
	Skirts	ZAR	45.00	14.00		0	0	
	Suites(2 piece)	ZAR	90.00	14.00		0	0	
	Suites(3 piece)	ZAR	105.00	14.00		0	0	
	Ties	ZAR	45.00	14.00		0	0	
	Trousers	ZAR	55.00	14.00		0	0	

To define a new standard supplement, click in the lower toolbar, the Standard Supplement data window will be opened to enter the new info.
To edit an existing standard supplement, double-click the row showing the supplement to be updated, the Standard Supplement data window will be opened to update the info.

To delete an existing standard supplement, click in the toolbar, the info will be removed after a confirmation.

.STANDARD SUPPLEMENT DATA WINDOW

This window shows all details of a standard supplement



It contains the following information:

Label	**Meaning**
Category	Category of the Supplement. Supplements are grouped in Categories to make it easier to select a supplement when one has to be entered in a later stage. Examples of a category can be LAUNDRY, MINI BAR, MEALS,… Select a category from the list or enter a new one.
Description	Description of the supplement
Price	Standard rate (VAT included) for the supplement. Notes: The price can also be negative At time of entering of a supplement for a booking, the price can always be overwritten.
Vat	Vat rate of the supplement
Stock Item	Indicates that this supplement must have stack follow up
Current Stock	Amount of items of this supplement still in stock

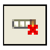
Alarm Stock	Amount of Items of this supplement when the supplement must be reported (alarm pop up) once the current stock items reach this number.
Pastel Account Code	GL account code as set up in Pastel (only required if the Pastel export is used and this supplement must be booked into a different GL account than the default one)

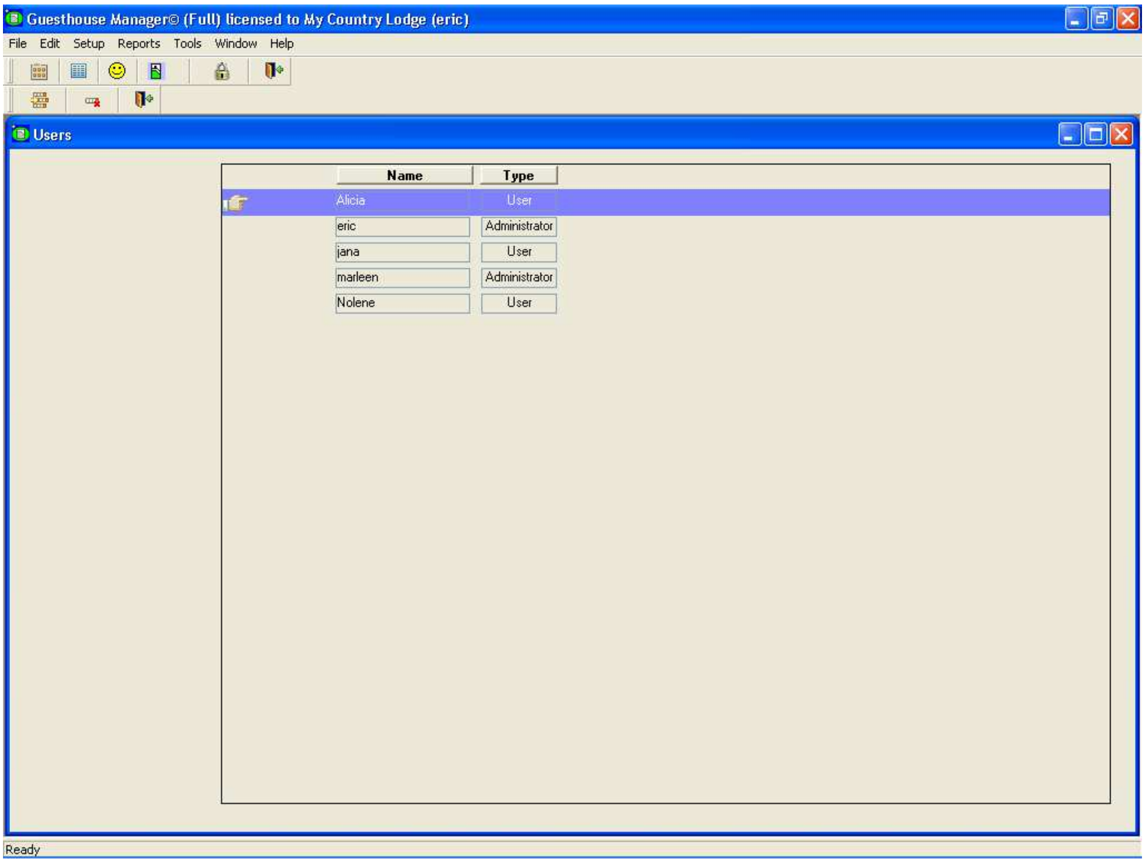
To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

1.6. Users

<u>How to access</u>:

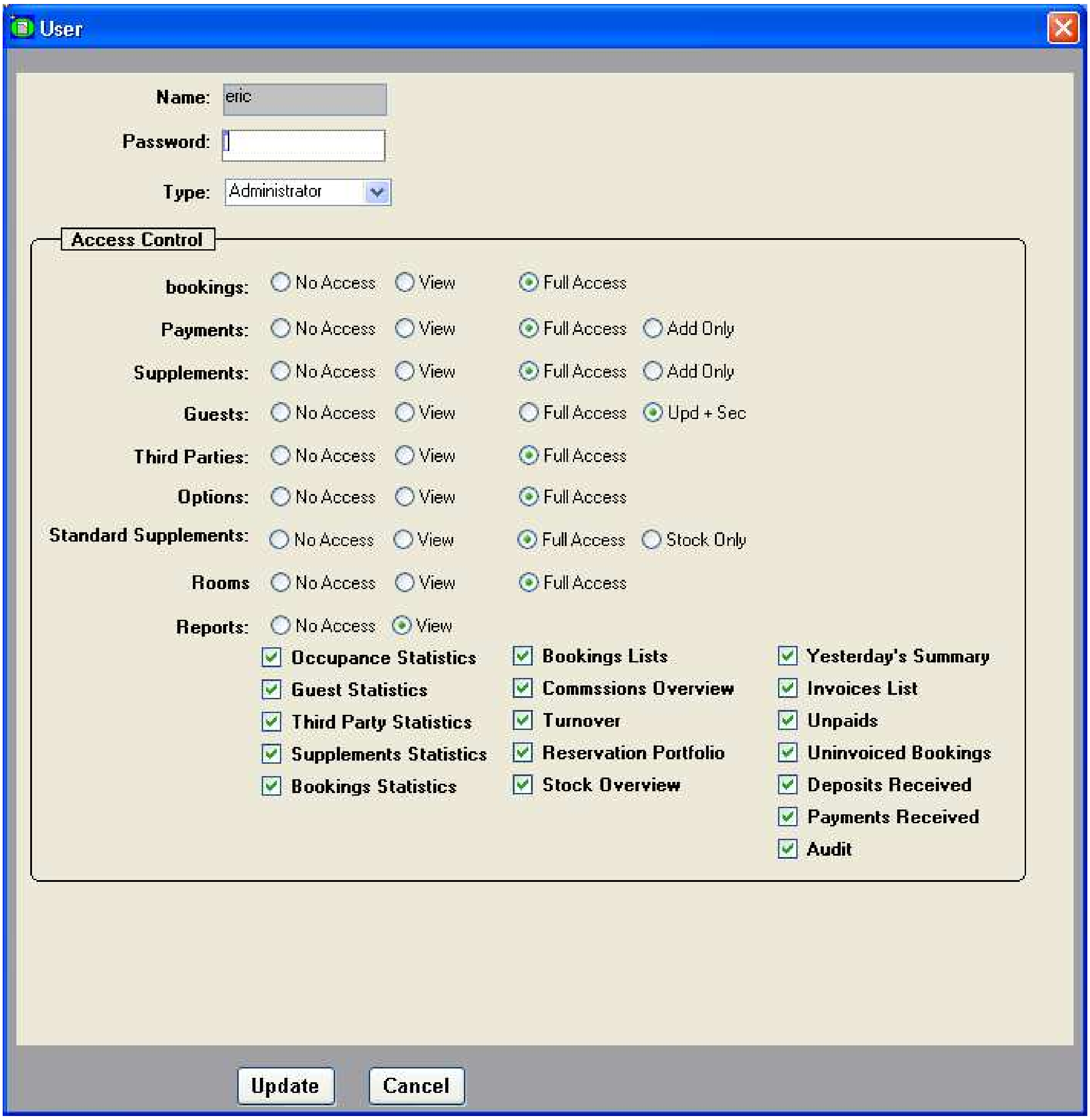
To open the window, click **Setup** → **Users** in the application menu:

To define a new user, click  in the lower toolbar, the <u>user data window</u> will be opened to enter the new info.
To edit an existing user, double-click the row showing the user to be updated, the <u>user data window</u> will be opened to update the info.
To delete an existing user, click  in the toolbar, the info will be removed after a confirmation.



USER DATA WINDOW

This window shows all details of a user



<u>It contains the following information:</u>

<u>Label</u>	**<u>Meaning</u>**
<u>NameLanguage</u>	Name of the user
<u>Password</u>	Password of the user. This password can only be set/changed by an ‘Administrator’ or the user himself who is logged in.
<u>Type</u>	Type of user. Administrator: Can create/delete other users Can change any password. Can set the Access control of an user Can overwrite the initial price of a booking User: Cannot create/delete other users Can only change his own password.

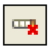
	Cannot set the Access Control Cannot overwrite the initial price of a booking We recommend that only 1 person is set as ‘Administrator’, eg. The owner of the establishment
Access Control	Full, Read Only or No Access can be granted to each user.

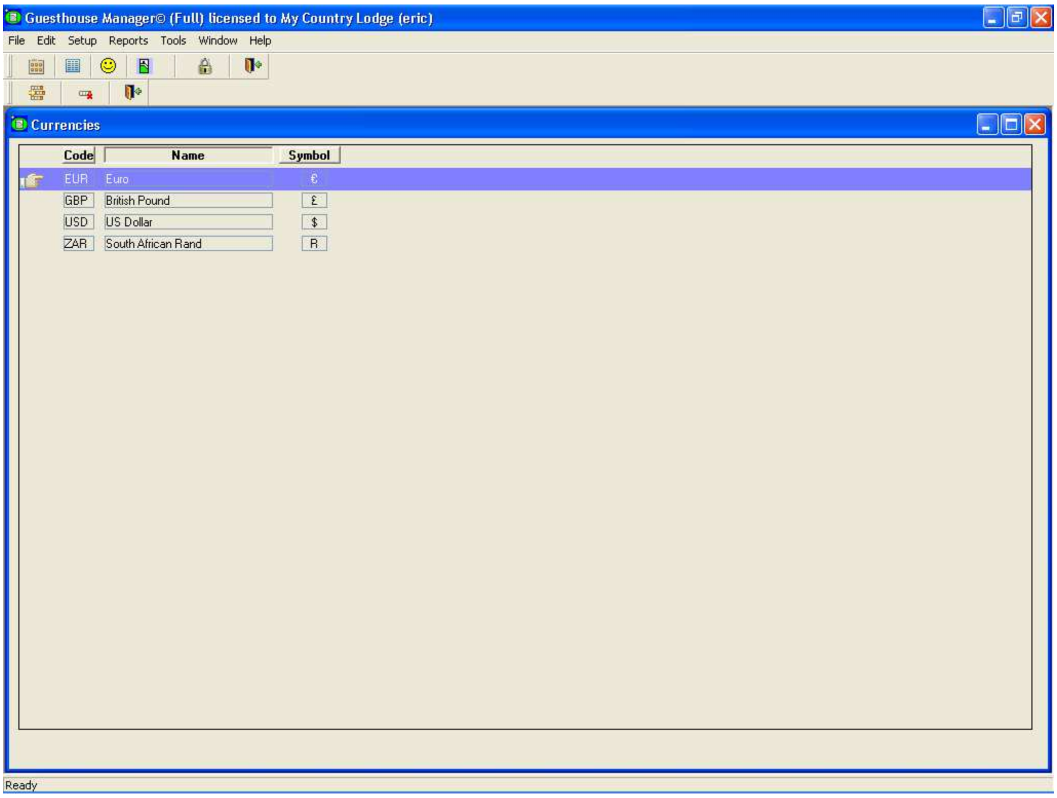
To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

1.7. Currencies

How to access:

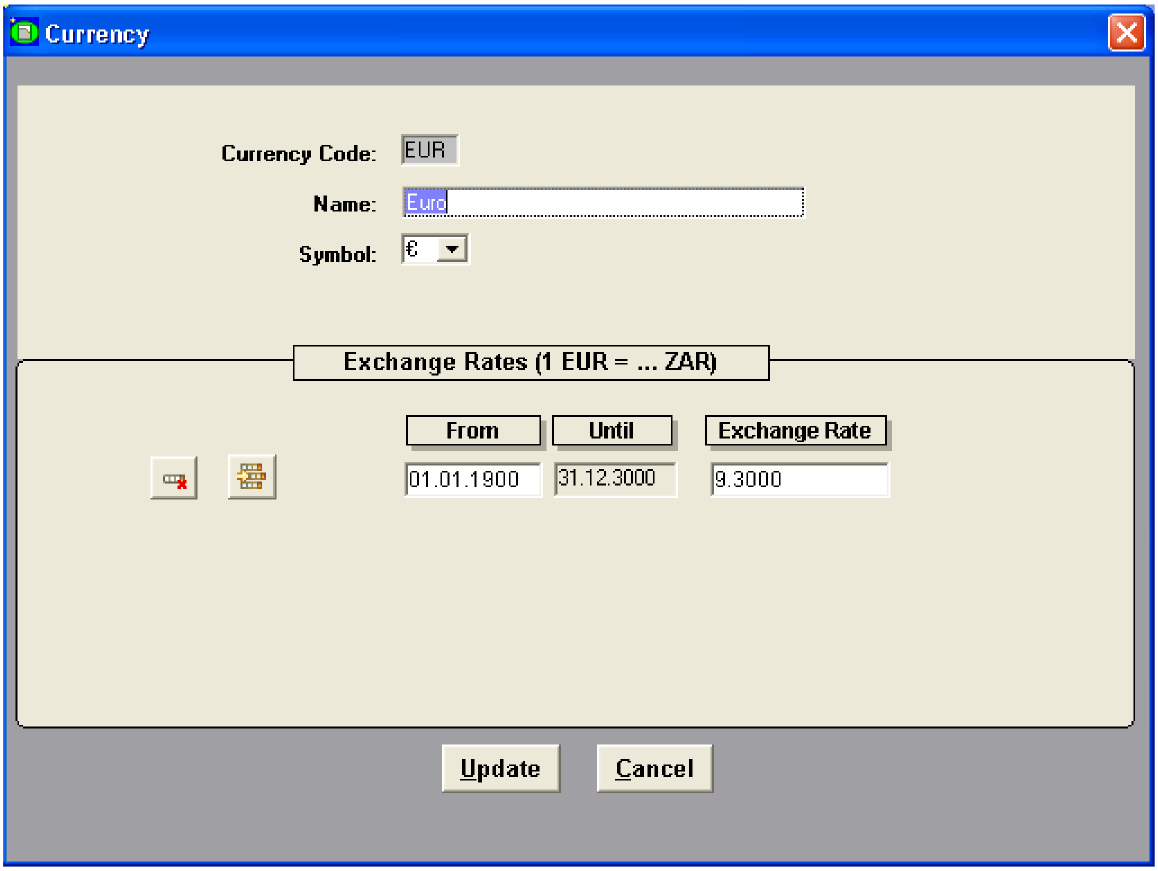
To open the window, click **Setup** → **Currencies** in the application menu:

To define a new currency, click  in the lower toolbar, the currency data window will be opened to enter the new info.
To edit an existing currency, double-click the row showing the currency to be updated, the currency data window will be opened to update the info.
To delete an existing currency, click  in the toolbar, the info will be removed after a confirmation.



CURRENCY DATA WINDOW

This window shows all details of a currency



It contains the following information:

Label	Meaning
Currency Code	Short name of the currency
Name	Long name of the currency
Symbol	Symbol to be used to format the amounts on the invoice / confirmation.
Exchange Rate	Exchange rate against the local currency to be used to convert the amounts on the confirmation/Invoice

To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

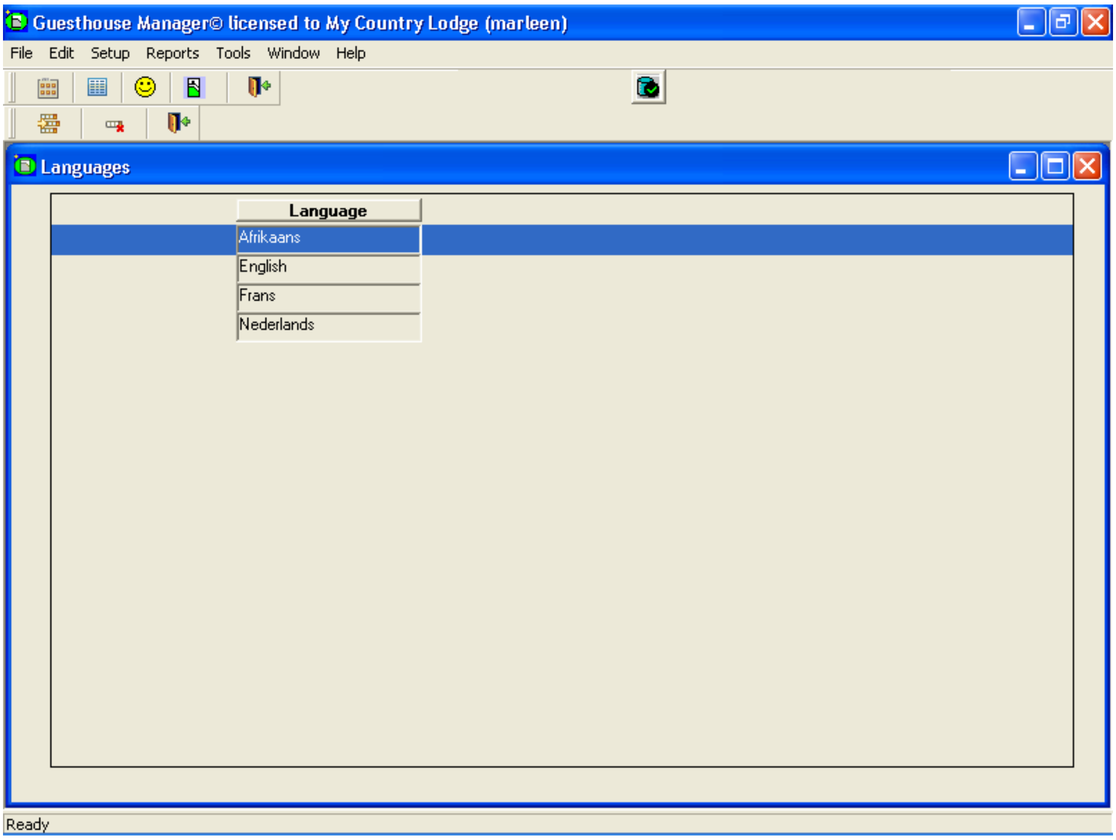
1.8. Languages

How to access:

To open the window, click **Setup** → **Languages** in the application menu:

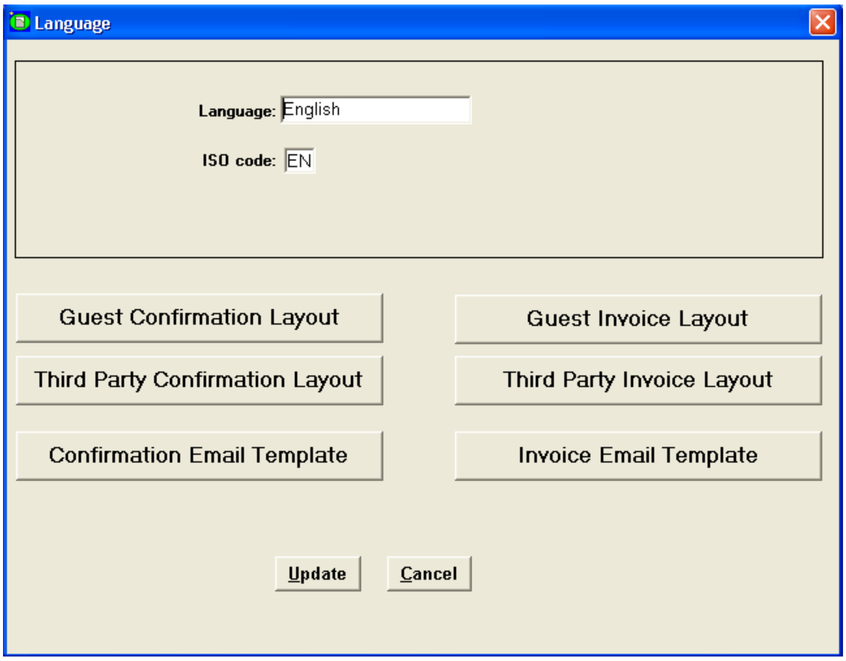
To define a new language, click in the lower toolbar, the language data window will be opened to enter the new info.
To edit an existing language, double-click the row showing the supplement to be updated, the language data window will be opened to update the info.

To delete an existing language, click in the toolbar, the info will be removed after a confirmation.



Language data window

This window shows all details of a language



It contains the following information:

Label	Meaning
Language	Language
ISO Code	ISO code of the language This code is only used if the online bookings module is used in different languages. The default value is 'EN'
Guest Invoice Layout	Button to view or edit the layout of the guest invoice in this language. This button is only available if in the Options, the invoice layout must be used per language (see section Options for more details on how to change the layout)
Third Party Invoice Layout	Button to view or edit the layout of the Third Party invoice in this language. This button is only available if in the Options, the invoice layout must be used per language (see section Options for more details on how to change the layout)
Guest Confirmation Layout	Button to view or edit the layout of the guest confirmation in this language. This button is only available if in the Options, the invoice layout must be used per language (see section Options for more details on how to change the layout)
Third Party Confirmation Layout	Button to view or edit the layout of the Third Party confirmation in this language. This button is only available if in the Options, the invoice layout must be used per language (see section Options for more details on how to change the layout)
Confirmation Email model	Button to view or edit the layout of the Third Party confirmation in this language. This button is only available if in the Options, the invoice layout must be used per language (see section Options for more details on how to change the model)

Invoice email model	Button to view or edit the layout of the guest confirmation in this language. This button is only available if in the Options, the invoice layout must be used per language (see section Options for more details on how to change the model)

To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

1.9. Options

This window contains settings and options to customize the program. It is split up into several sections:

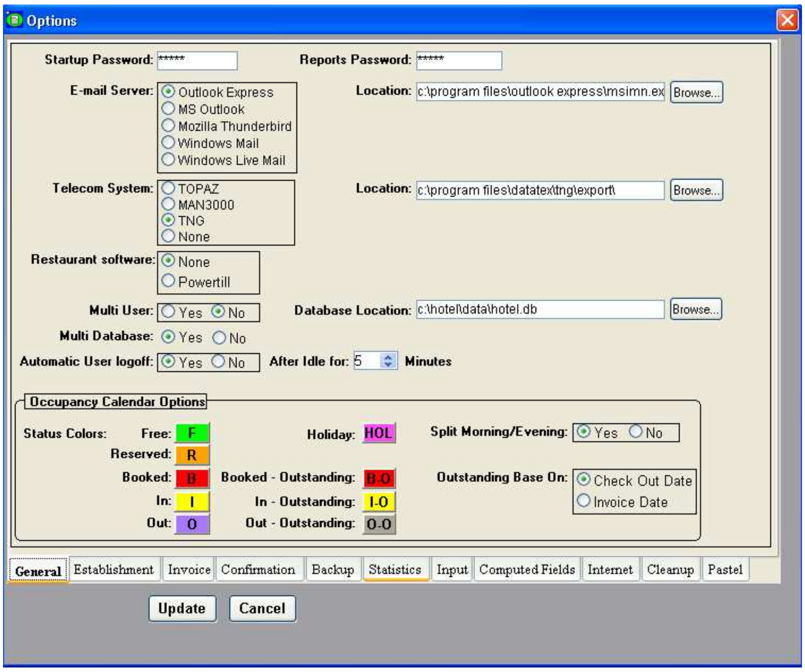
General: Contains general parameters
Establishment: Contains the establishments information
Invoice: Contains parameters for the invoices and their layouts
Confirmation: Contains parameters for the confirmations and their layouts
Backup: Contains backup settings
Statistics: Contains parameters for the statistic reports
Input: Contains parameters regarding the input of bookings
Computed Fields: Contains parameters regarding the calculation of fields used on the confirmations ands invoices
Internet: Contains parameters regarding the different online connection options
- **GHM Webpage:** Contains parameters regarding GHM's own web booking page
- **GHM Mobile:** Contains parameters regarding GHM's online bookings calendar
- **In1:** Contains parameters regarding the IN1 interface
- **RAZOR:** Contains parameters regarding the RAZOR interface

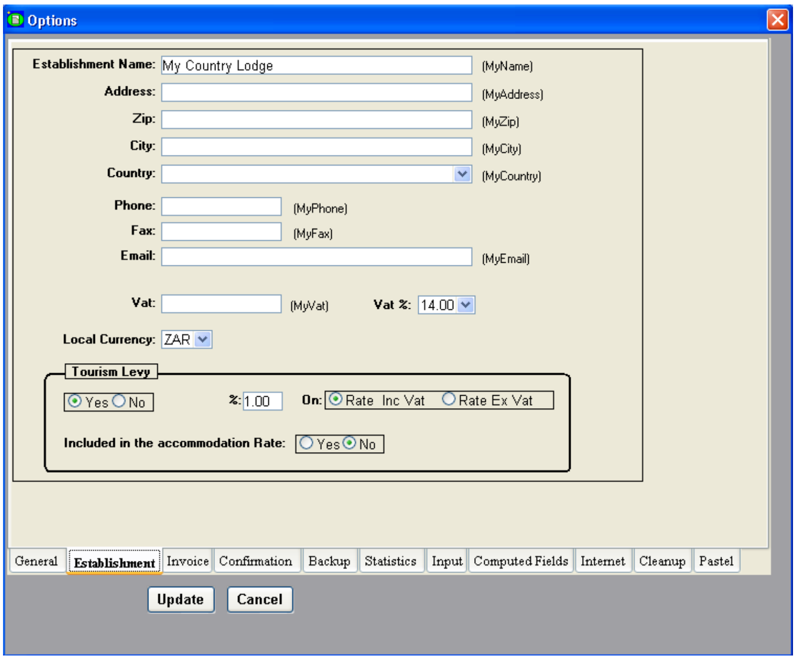
Cleanup: Contains tools and options to remove old/unused information
Pastel: Contains parameters regarding the export of invoices into a PASTEL import format.

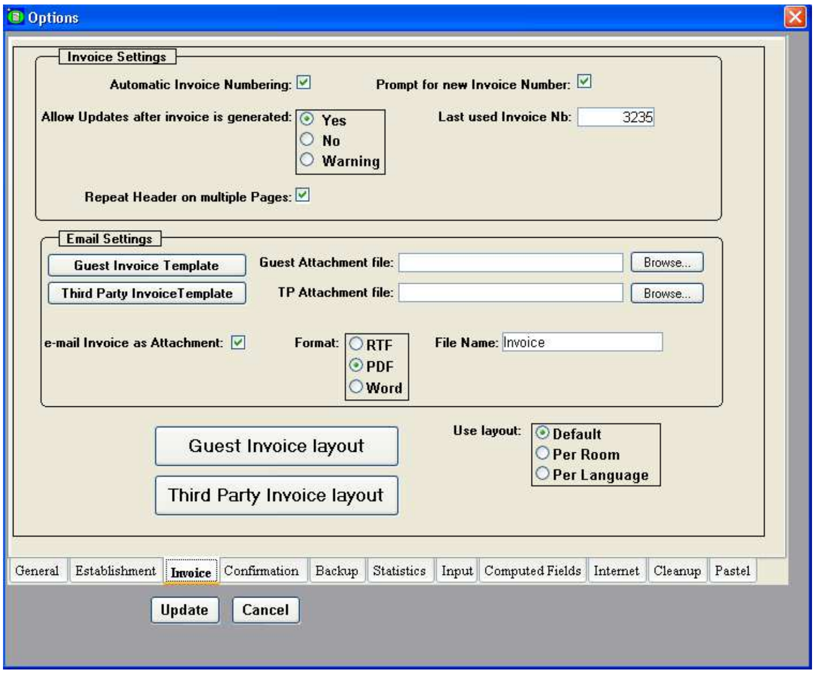
To switch from one section to the other: Click on the desired Tab Label (**'General'**, **'Establishment'**, **'Backup'** , **'Statistics', …**) at the bottom of the window.

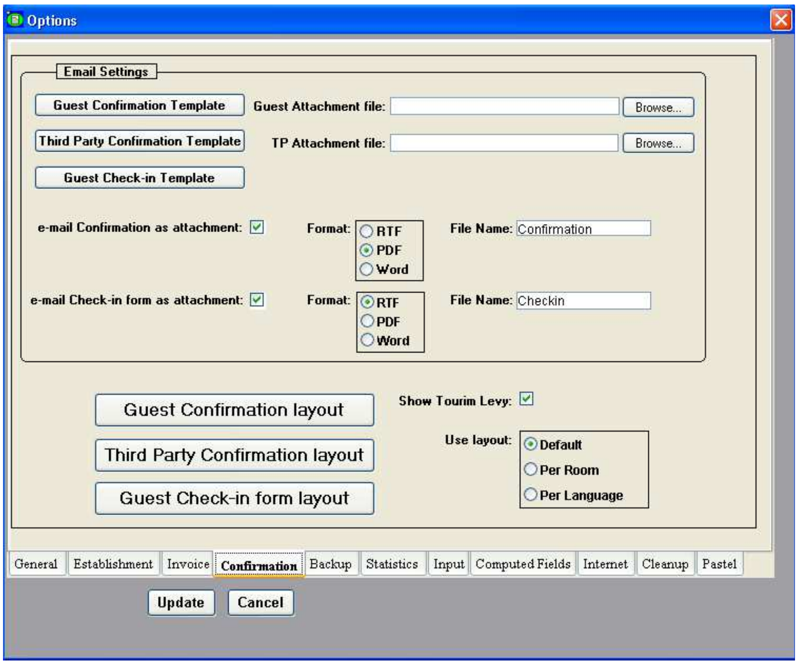
How to access:

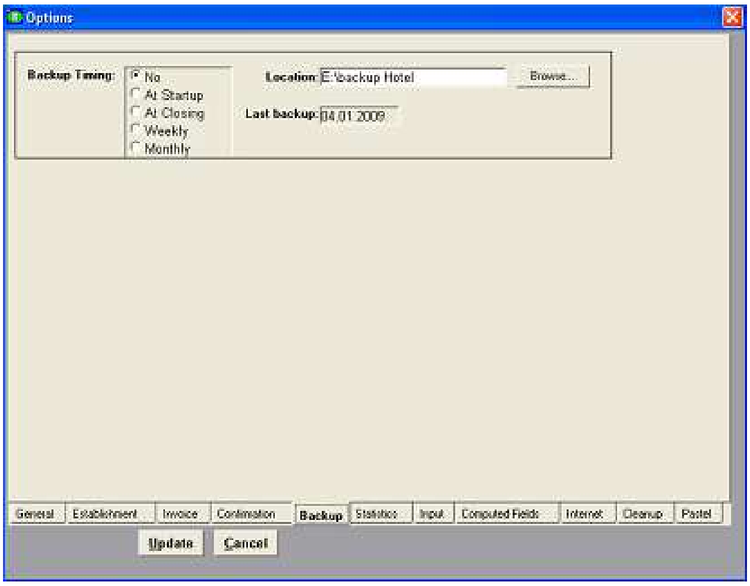
To open the data window, click **Setup** → **Options** in the application menu:

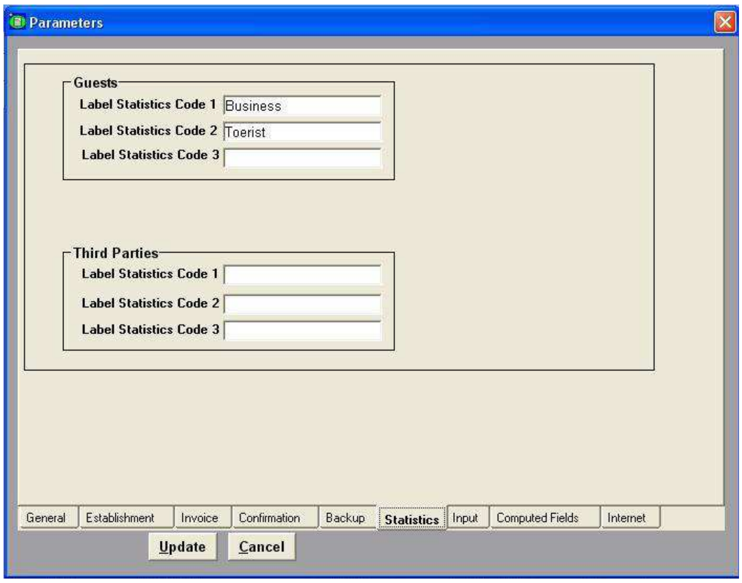


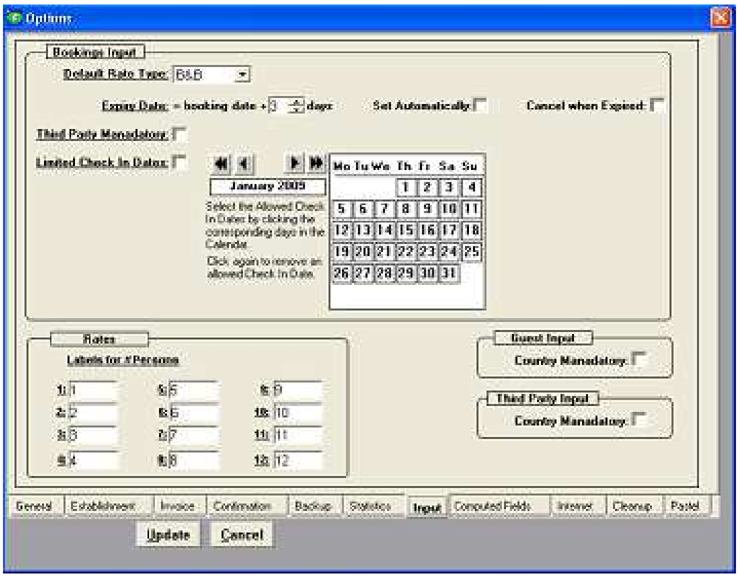

Options
Establishment Name: My Country Lodge (MyName)
Address: (MyAddress)
Zip: (MyZip)
City: (MyCity)
Country: (MyCountry)
Phone: (MyPhone)
Fax: (MyFax)
Email: (MyEmail)
Vat: (MyVat) Vat %: 14.00
Local Currency: ZAR
Tourism Levy
Yes No %: 1.00 On: Rate Inc Vat Rate Ex Vat
Included in the accommodation Rate: Yes No
General Establishment Invoice Confirmation Backup Statistics Input Computed Fields Internet Cleanup Pastel
Update Cancel

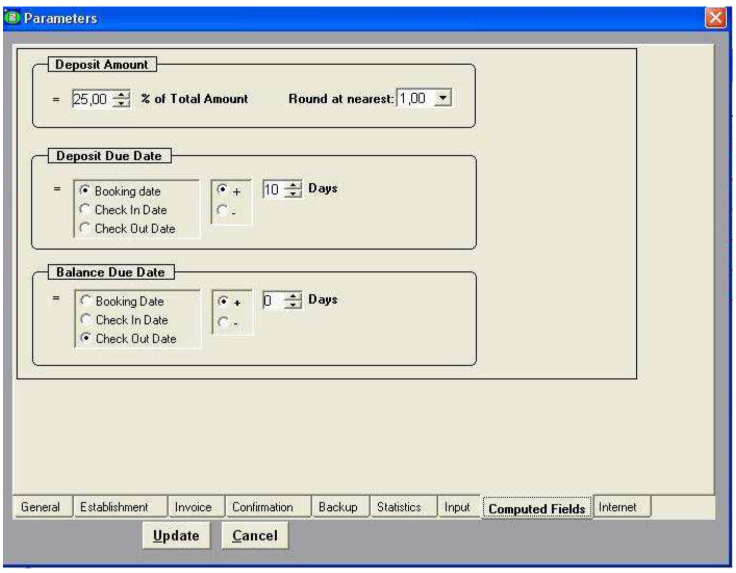

Options
Invoice Settings
Automatic Invoice Numbering:
Prompt for new Invoice Number:
Allow Updates after invoice is generated: Yes No Warning
Last used Invoice Nb: 3235
Repeat Header on multiple Pages:
Email Settings
Guest Invoice Template
Guest Attachment file: Browse...
Third Party InvoiceTemplate
TP Attachment file: Browse...
e-mail Invoice as Attachment:
Format: RTF PDF Word
File Name: Invoice
Guest Invoice layout
Third Party Invoice layout
Use layout: Default Per Room Per Language
General Establishment Invoice Confirmation Backup Statistics Input Computed Fields Internet Cleanup Pastel
Update Cancel

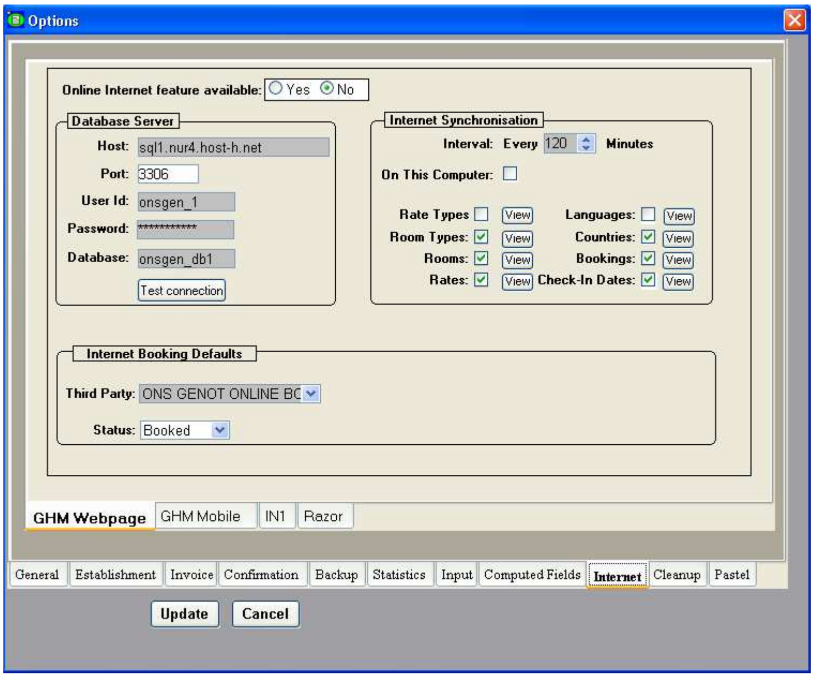

Options
Email Settings
Guest Confirmation Template
Guest Attachment file:
Browse...
Third Party Confirmation Template
TP Attachment file:
Browse...
Guest Check-in Template
e-mail Confirmation as attachment:
Format:
RTF
PDF
Word
File Name:
Confirmation
e-mail Check-in form as attachment:
Format:
RTF
PDF
Word
File Name:
Checkin
Guest Confirmation layout
Third Party Confirmation layout
Guest Check-in form layout
Show Tourim Levy:
Use layout:
Default
Per Room
Per Language
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel

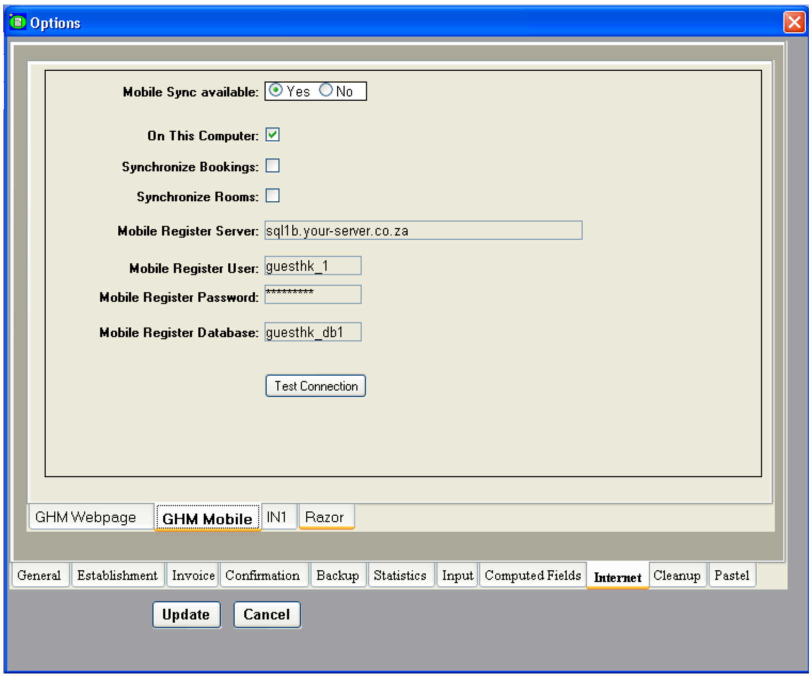

Options
Backup Timing:
No
At Startup
At Closing
Weekly
Monthly
Location:
E:\backup Hotel
Browse...
Last backup:
04.01.2009
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel

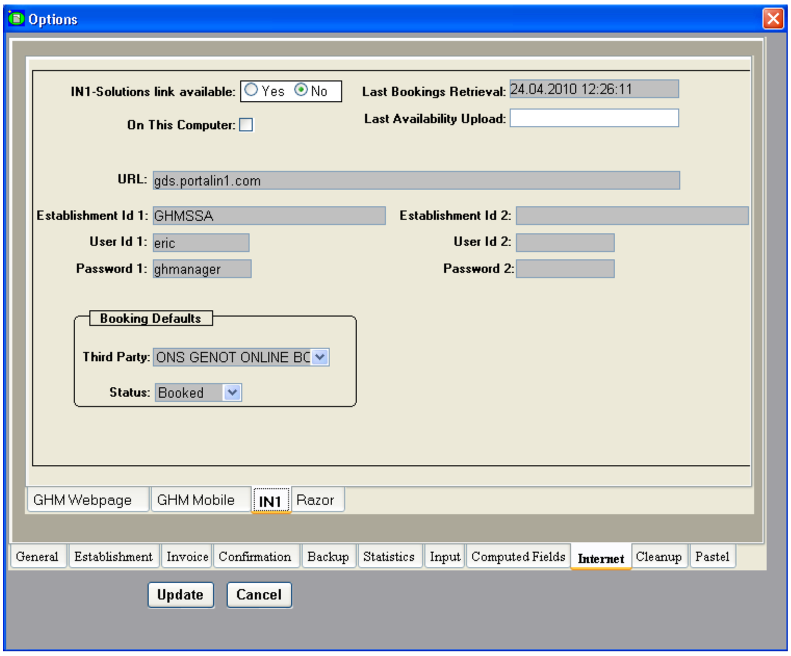

Parameters
Guests
Label Statistics Code 1
Business
Label Statistics Code 2
Toerist
Label Statistics Code 3
Third Parties
Label Statistics Code 1
Label Statistics Code 2
Label Statistics Code 3
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Update
Cancel

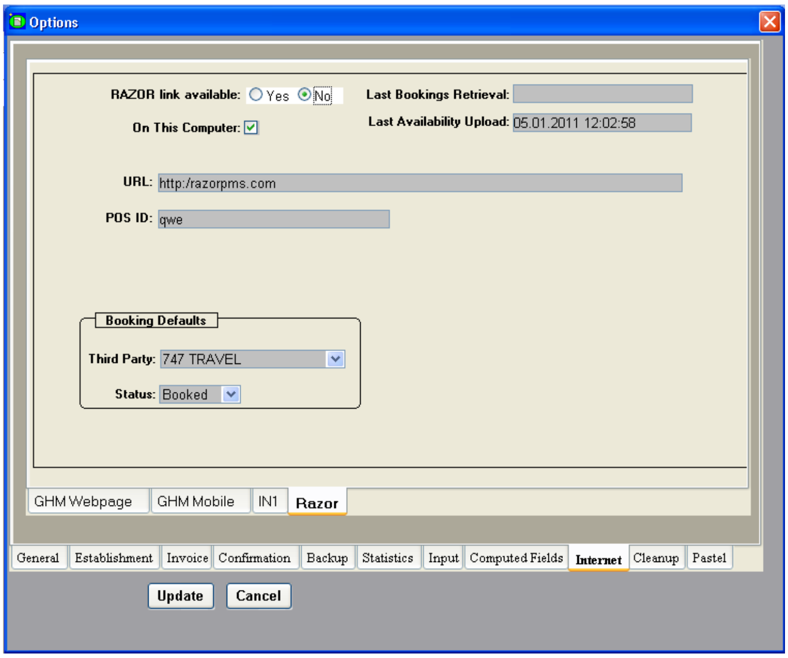

Options
Bookings Input
Default Rate Type:
B&B
Expiry Date: = booking date + 3 days
Set Automatically:
Cancel when Expired:
Third Party Manadatory:
Limited Check In Dates:
January 2009
Mo Tu We Th Fr Sa Su
Rates
Labels for # Persons
Guest Input
Country Manadatory:
Third Party Input
Country Manadatory:
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel

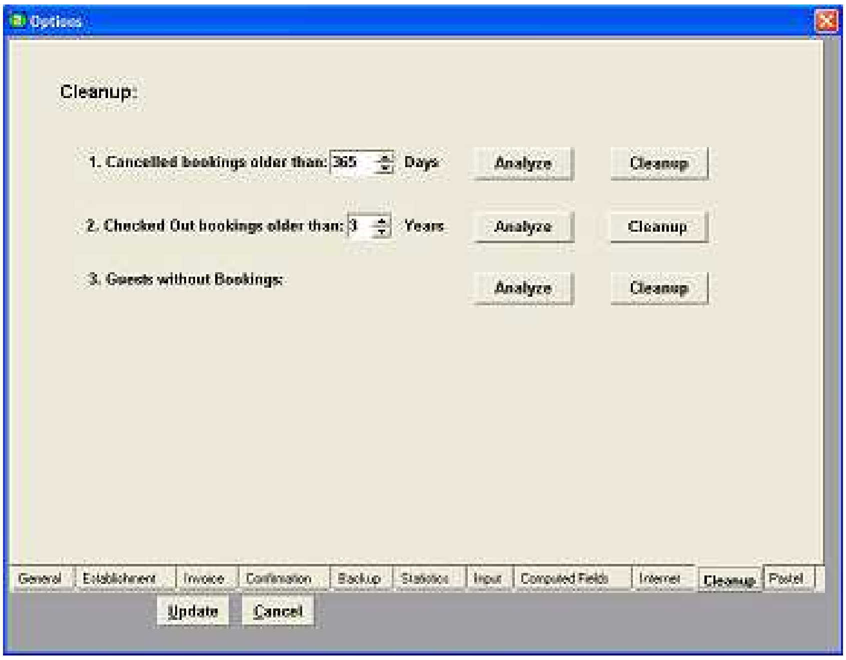

Parameters
Deposit Amount
= 25,00 % of Total Amount
Round at nearest: 1,00
Deposit Due Date
Booking date
Check In Date
Check Out Date
10 Days
Balance Due Date
Booking Date
Check In Date
Check Out Date
0 Days
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Update
Cancel

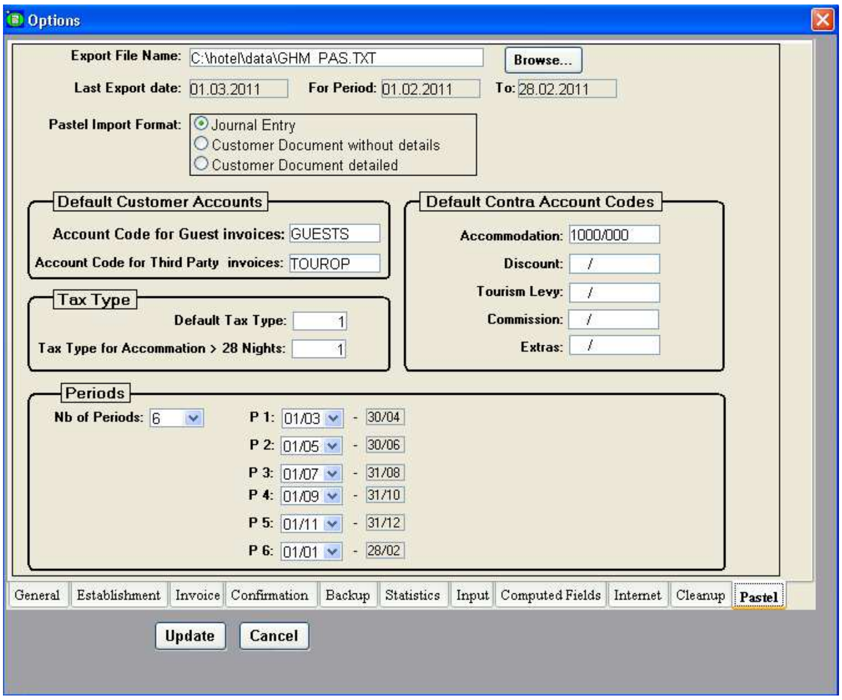

Options
Online Internet feature available: Yes No
Database Server
Host: sql1.nur4.host-h.net
Port: 3306
User Id: onsgen_1
Password: ***********
Database: onsgen_db1
Test connection
Internet Synchronisation
Interval: Every 120 Minutes
On This Computer:
Rate Types View
Room Types: View
Rooms: View
Rates: View
Languages: View
Countries: View
Bookings: View
Check-In Dates: View
Internet Booking Defaults
Third Party: ONS GENOT ONLINE BC
Status: Booked
GHM Webpage
GHM Mobile
IN1
Razor
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel


Options
Mobile Sync available: Yes No
On This Computer:
Synchronize Bookings:
Synchronize Rooms:
Mobile Register Server: sql1b.your-server.co.za
Mobile Register User: guesthk_1
Mobile Register Password: *********
Mobile Register Database: guesthk_db1
Test Connection
GHM Webpage
GHM Mobile
IN1
Razor
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel


Options
IN1-Solutions link available: Yes No
Last Bookings Retrieval: 24.04.2010 12:26:11
On This Computer:
Last Availability Upload:
URL: gds.portalin1.com
Establishment Id 1: GHMSSA
Establishment Id 2:
User Id 1: eric
User Id 2:
Password 1: ghmanager
Password 2:
Booking Defaults
Third Party: ONS GENOT ONLINE BC
Status: Booked
GHM Webpage
GHM Mobile
IN1
Razor
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel


Options
RAZOR link available: Yes No
Last Bookings Retrieval:
On This Computer:
Last Availability Upload: 05.01.2011 12:02:58
URL: http:/razorpms.com
POS ID: qwe
Booking Defaults
Third Party: 747 TRAVEL
Status: Booked
GHM Webpage
GHM Mobile
IN1
Razor
General
Establishment
Invoice
Confirmation
Backup
Statistics
Input
Computed Fields
Internet
Cleanup
Pastel
Update
Cancel





It contains the following information:

Label	Meaning
	GENERAL
Startup Password	This field has become redundant, since passwords can be set in the Users setup function
Reports Password	This field has become redundant, since access can be set in the Users setup function
E-mail Server	Indicates which type of program is used to send emails: Microsoft Outlook, Outlook Express/Windows Mail or Mozilla Thunderbird. Select the appropriate program.

Location	In case of using Outlook Express/Windows Mail as email server, the location of this program on the computer must be indicated. This can be done by entering the drive, path and program name in this field or by using the **Browse…** button. Normally, the Outlook Express program can be found at the following location: c:\Program Files\Outlook Express\msimn.exe
Telecom System	Indicates which type of telecom system is used. Two programs are available: MAN3000, TOPAZ and TNG Select the appropriate program to enable the possibility to import the data concerning the telephone calls made by the guests.
Location	The location of the file containing the telephone calls must be specified. This can be done by entering the drive, path and file name in this field or by using the **Browse…** button. Normally, the data file for MAN3000 is the following: C:\Program Files\Man3000\Live_Exp_name_set.txt For TNG, this should be set to C;\Program files\datatex\tng\export\
Restaurant Software	Indicates which type of restaurant system is used and needs to be linked. Only 1 program is currently available: Powertill Select the appropriate program to enable the possibility to import the data concerning the restaurant meals from the guests.
Calendar Options	Status Colors: Each possible status of a booking. Can have its own color. To color can be changed by clicking the corresponding box. A new window will be opened to allow selecting a different color. Split Morning/Evening: By default, each day on the calendar is represented by 2 boxes, 1 for the morning(check out) and 1 for the afternoon (check In). If this option is turned of, then each day on the calendar is then represented by only 1 box. Outstanding Based On: With this option, you can select when a unpaid booking becomes outstanding. This can be as of the checkout date or the invoice date
Multi-User	This function is no longer available and should be set to 'No'
Database Location	The location of the database can be moved to a different location (eg. To a network server). By default the location is 'c:\hotel\data\hotel.db. If the location is changed, the contents of folder c:\hotel\data must then be moved to this new location. If this new location is on a network, the users requires full access to this folder.
Multi Database	Indicates if more than 1 database is used. This is used in case that more than 1 establishment is managed on the same computer. Each establishment requires a separate license
Automatic User Logoff	Indicates if the program must logoff when the program is idle for a certain period (to be specified in the following field).
After Idle For	Indicates the number of minutes the program must be idle to logoff automatically.
ESTABLISHMENT	
Business Name	Contains the name of the business under which it is generally known (thus not necessarily the company name). The Business Name is used for printing on the reports
Address	Address of the establishment.
Zip	Zip code of the establishment.
City	City of the establishment.
Country	Country of the establishment.
Phone	Phone number of the establishment.
Fax	Fax number of the establishment

Email	Email address of the establishment
Vat	Vat number of the establishment
Vat %	Default Vat rate used for accommodation and supplements
Apply Tourism Levy	This information indicates whether a tourism levy has to be applied or this. The tourism levy is a % of the net accommodation amount (thus minus discounts and direct commissions), to be paid by the client. The tourism levy is shown on the invoice as an additional supplement.
Tourism Levy Rate	The tourism levy % to be applied. The current Satour Tourism levy is 1%. This information has no meaning if no Tourism Levy is applied.
On	The tourism levy can be calculated on the net accommodation amount Including or Excluding Vat. This option depends on the rules of the local Tourism Levy implementation body
Included In the Accommodation Rate	This option indicates if the tourism levy is already included in the accommodation price or not. If it is already included, then no additional supplement for the tourim levy will be generated on the invoice/confirmation
INVOICE	
Automatic Invoice Numbering	If this option is set, then at checkout date of the booking, the program will automatically generate the invoice number for the booking
Prompt For new Invoice number	If the automatic Invoice Numbering is set, then if this option is set, the program will prompt for confirmation of the new invoice number.
Last Used Invoice Nb	The last used invoice number for printing invoices . This number is also set automatically by the program each time a new invoice number is used when printing an invoice.
Repeat Header on Multiple pages	If this option is set, then the invoice heading is repeated on all pages of the invoice.
Guest Invoice Email templatel	The email model to be used for generating the guest invoice by email (this feature works only with the Outlook Express/Windows Mail email server)
Third Party Invoice Email template	The email model to be used for generating the third party invoice by email. This can be the same as the Guest invoice Model (this feature works only with the Outlook Express/Windows Mail email server)
E-mail Invoice as Attachment	The invoice can be embedded into the email or can be an attached document of the email. In this case the attached invoice will be the same layout as if it is printed.
Attachment format	Format of the attached invoice file
Attachment File Name	Name of the file of the attached invoice
Send Email immediately	This option is only available if the selected email program is Ms Outlook If this option is set, then the email will be loaded into the Outbox and will be sent the next time MS Outlook will send emails. If this option is not set, then the email will be loaded into the Inbox, the user will have to open the email and click the Send button to Send the email.
Guest Invoice Layout	Button to view or edit the layout of the guest invoice
Third Party Invoice Layout	Button to view or edit the layout of the Third Party invoice
Use layout	Use 1 standard layout or a different layout per room or per language

CONFIRMATION	
Guest Confirmation Email Template	The email model to be used for generating the guest confirmation by email (this feature works only with the Outlook Express/Windows Mail email server)
Third Party Confirmation Email Template	The email model to be used for generating the Third Party confirmation by email (this feature works only with the Outlook Express/Windows Mail email server)
Guest Check in Email Template	The email model to be used for generating the guest check in by email (this feature works only with the Outlook Express/Windows Mail email server)
E-mail Confirmation as Attachment	The confirmation can be embedded into the email or can be an attached document of the email. In this case the attached confirmation will be the same layout as if it is printed.
E-mail Check in as Attachment	The Check in can be embedded into the email or can be an attached document of the email. In this case the attached Check inwill be the same layout as if it is printed.
Attachment format	Format of the attached confirmation file
Attachment File Name	Name of the file of the attached confirmation
Send Email immediately	This option is only available if the selected email program is Ms Outlook If this option is set, then the email will be loaded into the Outbox and will be sent the next time MS Outlook will send emails. If this option is not set, then the email will be loaded into the Inbox, the user will have to open the email and click the Send button to Send the email.
Guest Confirmation Layout	Button to view or edit the layout of the guest confirmation
Third Party Confirmation Layout	Button to view or edit the layout of the Third Party confirmation
Guest Check in Layout	Button to view or edit the layout of the Guest Check in
Show Tourism Levy	If this option is set, then the Tourism Levy(if applicable) is also printed on the confirmation sheet
Use layout	Use 1 standard layout or a different layout per room or per language
BACKUP	
Backup Timing	A timing can be set for automatically backing up the database. Each time the program is started, it will check this timing and if necessary, a window will pop up to start the backup procedure. Following options are available: **No**: Backup procedure will never start automatically. **At Startup**: Backup procedure will start each time the program is started. **At Closing**: Backup procedure will start each time the program is closed. **Weekly**: Backup procedure will start after 7 days after a previous successful backup. **Monthly**: Backup procedure will start after 30 days after a previous successful backup
Backup Location	This is the location where the backup file of the database is kept. It can be any available writeable drive and path on the computer. And can be done by entering the drive and path in this field or by using

	the **Browse…** button.
Last Backup	Date of last successful execution of the backup procedure
STATISTICS	
Guests Label statistical code 1	This is the label of the first statistical code used in the Guests information.
Guests Label statistical code 2	This is the label of the second statistical code used in the Guests information.
Guests Label statistical code 3	This is the label of the third statistical code used in the Guests information.
Third Party Label statistical code 1	This is the label of the first statistical code used in the Third Party information.
Third Party Label statistical code 2	This is the label of the third statistical code used in the Third Party information.
Third Party Label statistical code 3	This is the label of the third statistical code used in the Third Party information.
INPUT	
Default rate type	Default rate type to be used for a new booking
Expiry Date	Default calculation of the expiry date of a booking (this value can be overwritten in a booking)
Cancel when expired	Indicator to cancel expired bookings by default (this value can be overwritten in a booking)
Set Automatically	Indicator whether or not an expiry date must be set in a new booking
Third party mandatory	Indicator whether or not a third party must be filled in when entering a new booking
Limited Check in dates	Indicator whether or not a limited number of check in dates are allowed. Select the allowed check in dates by clicking the corresponding days in the calendar
Rates – Labels for # Persons	Label for the number of persons when setting up the rates. By default they are set to 1, 2, 3, 4, ...but they can be set to different values like '2A' meaning 2 adults, or '2A+1C' meaning 2 adults + 1 child, ...
Guest – Country Mandatory	Indicator whether or not a country must be filled in when entering a new guest.
Third Party – Country Mandatory	Indicator whether or not a country must be filled in when entering a new third party.
COMPUTED FIELDS	
Deposit Amount	Set the calculation of the deposit amount of a booking. This information can be used in setting up the layout of the confirmation/invoice
Deposit Due Date	Set the calculation of the deposit due date of a booking. This information can be used in setting up the layout of the confirmation/invoice
Balance Due Date	Set the calculation of the balance due date of a booking. This information can be used in setting up the layout of the confirmation/invoice
INTERNET – GHM Webpage	
See Website Installation Guide for more details (can be found in Start menu on the desktop under **All Programs – Guesthouse Manager – Website Installation Guide**	

INTERNET – GHM Mobile	
Mobile Sync Available	This option must be set if the user wants to make use of the Mobile calendar (visit our website www.guesthousemanager.net to access the calendar)
Synchrinize Bookings	This option is set automatically by the program and indicates if the bookings must be synchronized with the mobile calendar
Synchronize Rooms	This option is set automatically by the program and indicates if the room must be synchronized with the mobile calendar
INTERNET – IN1	
See IN1 Interface Guide for more details (can be found in Start menu on the desktop under **All Programs – Guesthouse Manager – IN1 Interface Guide**	
INTERNET – RAZOR	
See RAZOR interface Guide for more details (can be found in Start menu on the desktop under **All Programs – Guesthouse Manager – RAZOR Interface Guide**	
CLEANUP	
Cancelled bookings Older than x days	Counts/Removes all cancelled bookings older than the selected number of days
Checkec out bookings older than x days	Counts/Removes all checked out bookings older than the selected number of days
Guests without bookings	Counts/Removes all guests without bookings. This only occurs after 1 of the above has been cleaned up or when bookings are deleted
Analyze	Calculated the number of items to be deleted depending on the chosen option above.
Cleanup	Deletes the items on the chosen option above.
PASTEL	
Export File Name	File name and folder of the generated export file Click Browse to select an existing folder. **To Build an export file, Go to Tools – Export Invoices to Pastel**
Last Export Date	Date the last time invoices where exported to Pastel
For Period	Beginning of the period the last time invoices where exported to Pastel
To	End of the period the last time invoices where exported to Pastel
Pastel Import format	There are several ways to import invoices in Pastel: Journal Entry (without details) Customer Document without Details Customer Document with details
Customer Account Code for guest invoices	Default Pastel customer account code used for the guest invoices, unless a Pastel customer code is specified in the details of this guest. This code must exist in Pastel.
Customer Account for Third Party Invoices	Pastel customer account code used for the Third Party invoices, unless a Pastel customer code is specified in the details of this Third Party This code must exist in Pastel. This code can be same as for guest invoices.
Default Contra Account Codes	Accommodation: Pastel General Ledger account code used as contra account for the accommodation part of the invoices if the import type in Pastel is detailed, otherwise this account code is used for the whole invoice. Discount: Pastel General Ledger account code used as contra account for the discount part of the invoices (only if the import type in Pastel is detailed)

	Tourim Levy: Pastel General Ledger account code used as contra account for the Tourism Levy part of the invoices (only if the import type in Pastel is detailed) Commission: Pastel General Ledger account code used as contra account for the commission part of the invoices (only if the import type in Pastel is detailed) Extras: Pastel General Ledger account code used as contra account for the Extras part of the invoices, unless one was specified for the specific supplement in Standard Supplements (only if the import type in Pastel is detailed) These codes must exist in Pastel.
Default Tax Type	Pastel tax type for the invoices This code must exist in Pastel.
Tax Type for accommodation longer than 28 days	Pastel tax type for the invoices with an accommodation longer than 28 days. This code must exist in Pastel.
Nb Periods	Number of accounting periods as set up in Pastel, normally 6 or 12.
P1, P2, P3 ...	Definition of the different periods as set up in Pastel.

To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

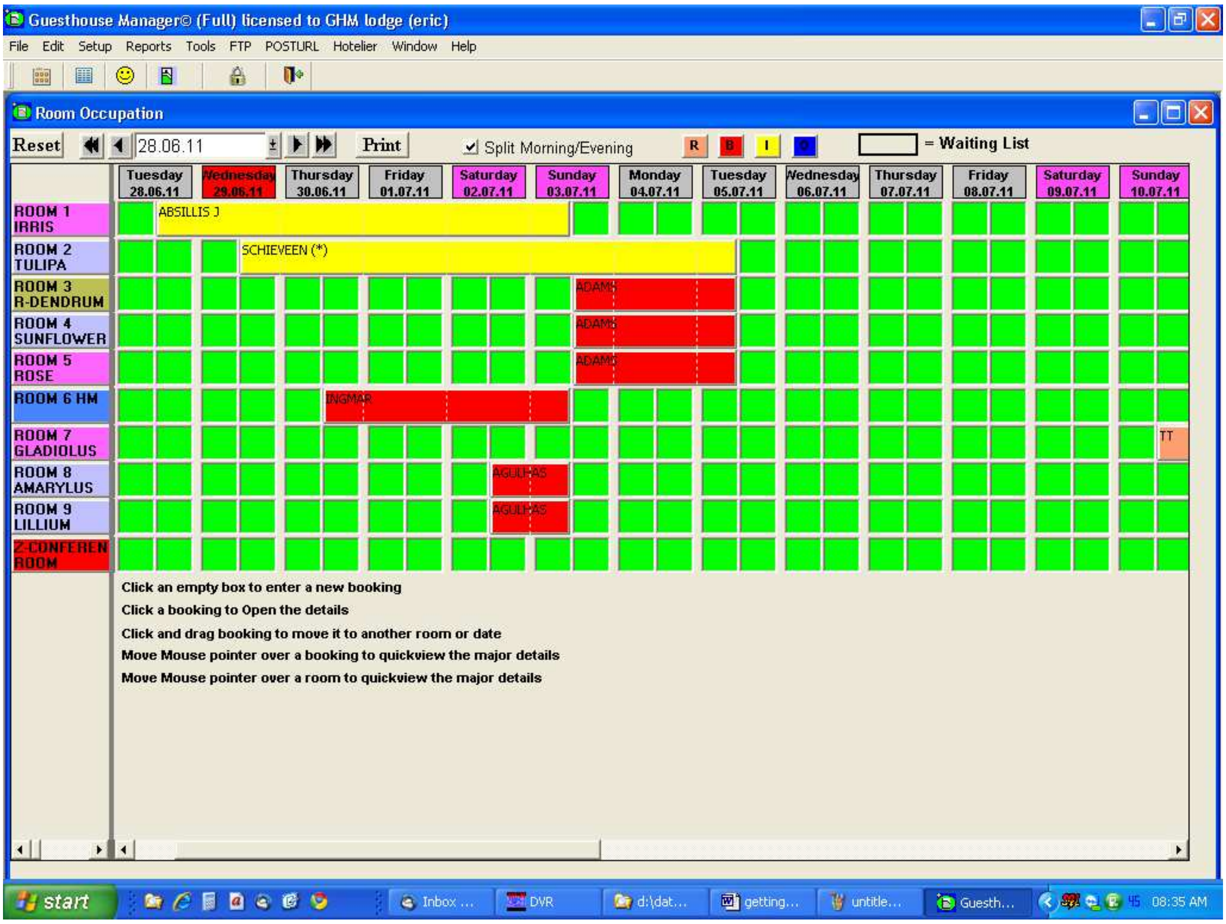
2. WORKING IN GUESTHOUSE MANAGER

2.1. Bookings

There are two ways to manage the bookings or by using the Reservations Calendar window or by using the list of bookings window

2.1.1. Reservations Calendar window

This window is automatically opened when the program is started. It shows a calendar starting from yesterday until the next 30 days, and all the rooms defined in the system.
Each room/day is represented by 2 blocks, the first representing the occupation of the room in the morning and the second representing the occupation of the room in the evening. Thus a booking represents at least 2 consecutive blocks, an evening block on the date the guest checks in and a morning block the next day. Each booking begins and ends with a vertical black dash.



The color of the boxes shows the status of a booking (see also in the data window of a booking). By default the colors are set to the following

- Green means that the room is available
- Orange means that the room is reserved but not yet confirmed(status R)

- Red means that the room is reserved and confirmed (status B)
- Yellow means that the guests have checked in (status I)
- Blue means that the guests have checked out (Status O)
- Grey means that the guests have checked out but there is still an amount outstanding (Status OO)
- White means that the room is closed for maintenance (Status X)

The color of a booking status can always be changed in the Options window or by clicking the corresponding box above the calendar.

When a room is occupied (any of the above mentioned colors except green), the first characters of the guest's name is shown followed by an asterisk if there is a remark in the booking

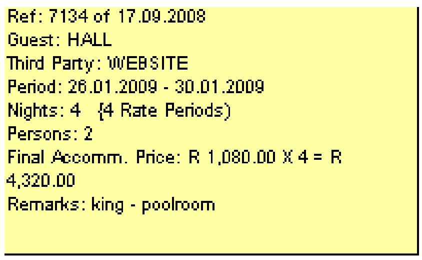
There are 3 ways to scroll through the calendar:

1. Enter a date in the input field above the calendar, the calendar will then be positioned on that date.
2. Click to scroll 1 day forward in the calendar, click to scroll 1 day backward in the calendar.
3. Click to scroll 7 days forward in the calendar, click to scroll 7 days backward in the calendar.
4. Click , a month calendar will be opened: By clicking a day in that calendar, the month calendar will close again and the bookings calendar will be positioned on that date.

5. Click **Reset** set the calendar back to the current date.

To print the calendar, click **Print**

By moving the mouse pointer over an existing booking, a yellow sticker will pop up showing the most relevant information of the booking



To enter a new booking, click a green block. A data window will be opened to enter the booking info. To access or edit an existing booking, click one of the blocks representing the booking, a same data window will be opened to update the info. See further for more details about this window.

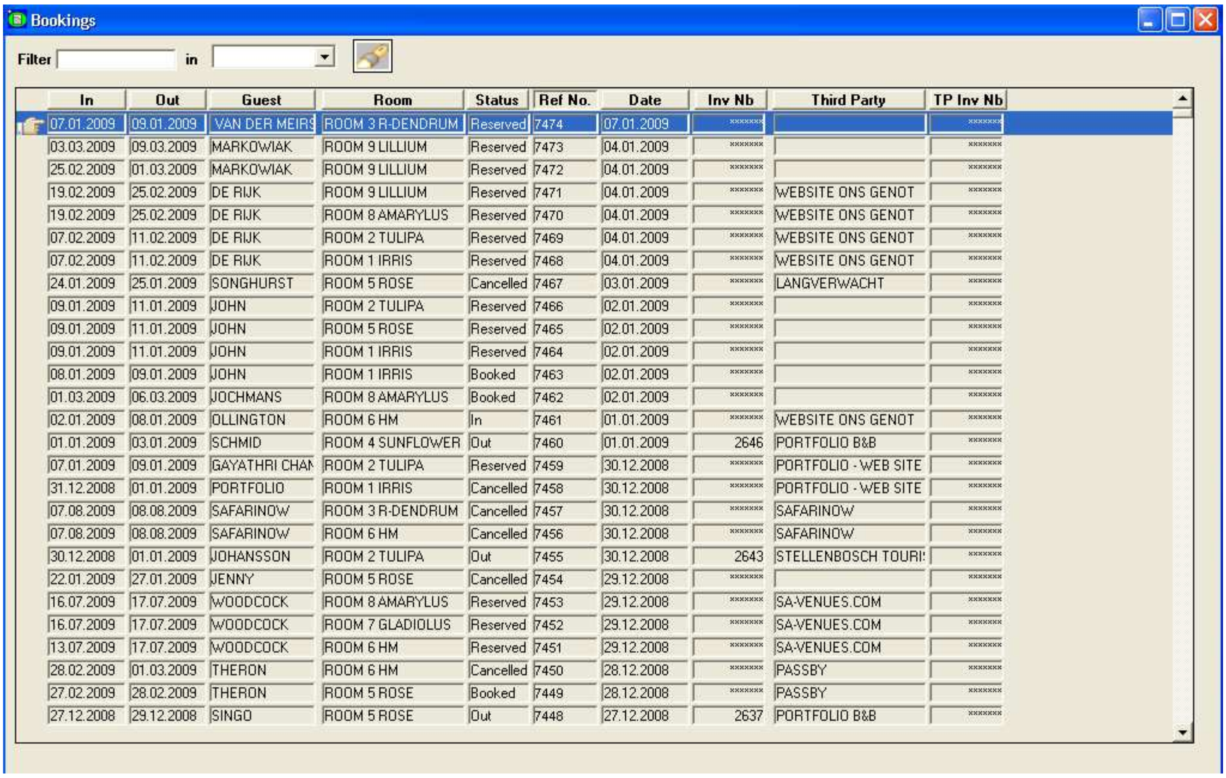
A booking can be moved by cliking the booking and dragging it (holding down the mouse button) to its new location.

2.1.2. List of Bookings window

The window contains a list of all bookings, sorted by the check in date of the guest. It allows you to define new and delete or change information of existing bookings.

How to access:

To open the window, click **File → Open → Bookings** in the application menu or click in the upper toolbar.



In	Out	Guest	Room	Status	Ref No.	Date	Inv Nb	Third Party	TP Inv Nb
07.01.2009	09.01.2009	VAN DER MEIRS	ROOM 3 R-DENDRUM	Reserved	7474	07.01.2009	*******		*******
03.03.2009	09.03.2009	MARKOWIAK	ROOM 9 LILLIUM	Reserved	7473	04.01.2009	*******		*******
25.02.2009	01.03.2009	MARKOWIAK	ROOM 9 LILLIUM	Reserved	7472	04.01.2009	*******		*******
19.02.2009	25.02.2009	DE RIJK	ROOM 9 LILLIUM	Reserved	7471	04.01.2009	*******	WEBSITE ONS GENOT	*******
19.02.2009	25.02.2009	DE RIJK	ROOM 8 AMARYLUS	Reserved	7470	04.01.2009	*******	WEBSITE ONS GENOT	*******
07.02.2009	11.02.2009	DE RIJK	ROOM 2 TULIPA	Reserved	7469	04.01.2009	*******	WEBSITE ONS GENOT	*******
07.02.2009	11.02.2009	DE RIJK	ROOM 1 IRRIS	Reserved	7468	04.01.2009	*******	WEBSITE ONS GENOT	*******
24.01.2009	25.01.2009	SONGHURST	ROOM 5 ROSE	Cancelled	7467	03.01.2009	*******	LANGVERWACHT	*******
09.01.2009	11.01.2009	JOHN	ROOM 2 TULIPA	Reserved	7466	02.01.2009	*******		*******
09.01.2009	11.01.2009	JOHN	ROOM 5 ROSE	Reserved	7465	02.01.2009	*******		*******
09.01.2009	11.01.2009	JOHN	ROOM 1 IRRIS	Reserved	7464	02.01.2009	*******		*******
08.01.2009	09.01.2009	JOHN	ROOM 1 IRRIS	Booked	7463	02.01.2009	*******		*******
01.03.2009	06.03.2009	JOCHMANS	ROOM 8 AMARYLUS	Booked	7462	02.01.2009	*******		*******
02.01.2009	08.01.2009	OLLINGTON	ROOM 6 HM	In	7461	01.01.2009	*******	WEBSITE ONS GENOT	*******
01.01.2009	03.01.2009	SCHMID	ROOM 4 SUNFLOWER	Out	7460	01.01.2009	2646	PORTFOLIO B&B	*******
07.01.2009	09.01.2009	GAYATHRI CHAN	ROOM 2 TULIPA	Reserved	7459	30.12.2008	*******	PORTFOLIO - WEB SITE	*******
31.12.2008	01.01.2009	PORTFOLIO	ROOM 1 IRRIS	Cancelled	7458	30.12.2008	*******	PORTFOLIO - WEB SITE	*******
07.08.2009	08.08.2009	SAFARINOW	ROOM 3 R-DENDRUM	Cancelled	7457	30.12.2008	*******	SAFARINOW	*******
07.08.2009	08.08.2009	SAFARINOW	ROOM 6 HM	Cancelled	7456	30.12.2008	*******	SAFARINOW	*******
30.12.2008	01.01.2009	JOHANSSON	ROOM 2 TULIPA	Out	7455	30.12.2008	2643	STELLENBOSCH TOURI!	*******
22.01.2009	27.01.2009	JENNY	ROOM 5 ROSE	Cancelled	7454	29.12.2008	*******		*******
16.07.2009	17.07.2009	WOODCOCK	ROOM 8 AMARYLUS	Reserved	7453	29.12.2008	*******	SA-VENUES.COM	*******
16.07.2009	17.07.2009	WOODCOCK	ROOM 7 GLADIOLUS	Reserved	7452	29.12.2008	*******	SA-VENUES.COM	*******
13.07.2009	17.07.2009	WOODCOCK	ROOM 6 HM	Reserved	7451	29.12.2008	*******	SA-VENUES.COM	*******
28.02.2009	01.03.2009	THERON	ROOM 6 HM	Cancelled	7450	28.12.2008	*******	PASSBY	*******
27.02.2009	28.02.2009	THERON	ROOM 5 ROSE	Booked	7449	28.12.2008	*******	PASSBY	*******
27.12.2008	29.12.2008	SINGO	ROOM 5 ROSE	Out	7448	27.12.2008	2637	PORTFOLIO B&B	*******

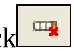
By default the window is empty.

Fill in a filter value (eg. An invoice number, booking ref, ...) to view a limited list of bookings or to search a specific booking, then Click to build the list of bookings.

To change the sequence of the list, click on the label of the desired column and the list will be sorted by that column, ascending. Click the same label again, and the list will be sorted descending.

To define a new booking, click in the lower toolbar, the Booking Data window will be opened to enter the new info.

To edit an existing booking, double-click the row showing the booking to be updated, the Booking Data window will be opened to update the info.

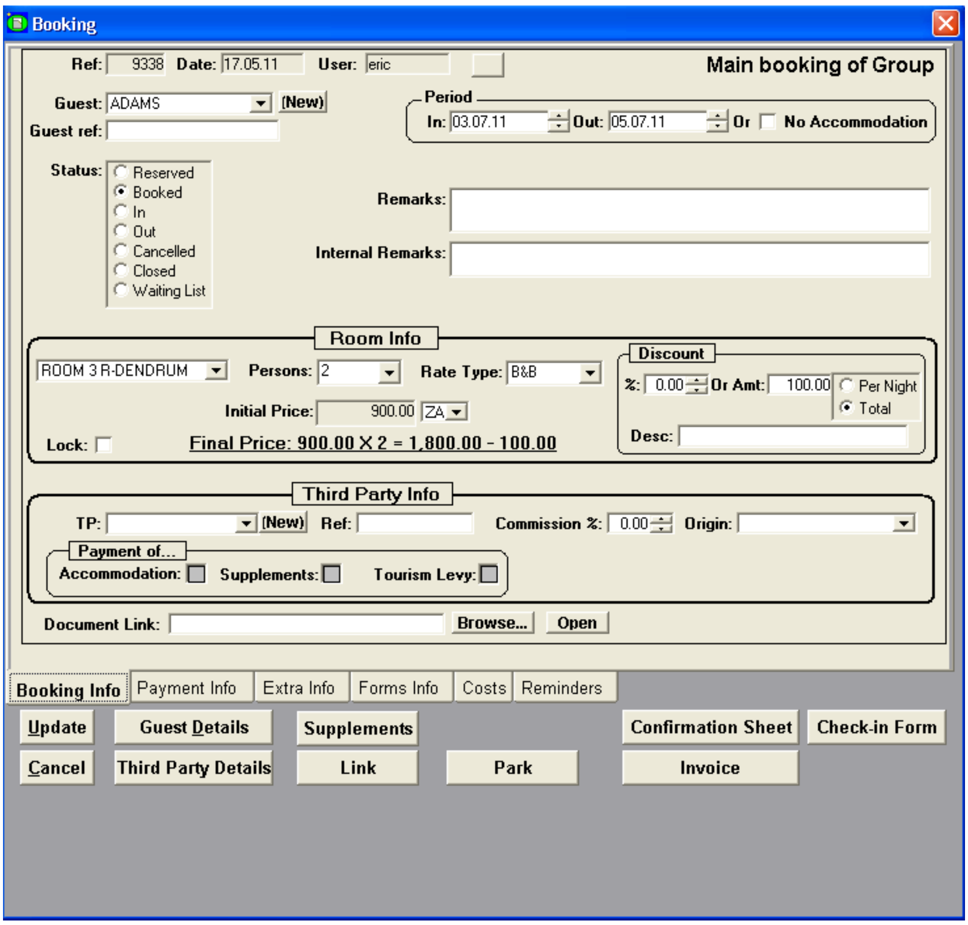
To delete an existing booking, click  in the toolbar, the info will be removed after a confirmation. In addition all supplements already entered for this booking will be removed.

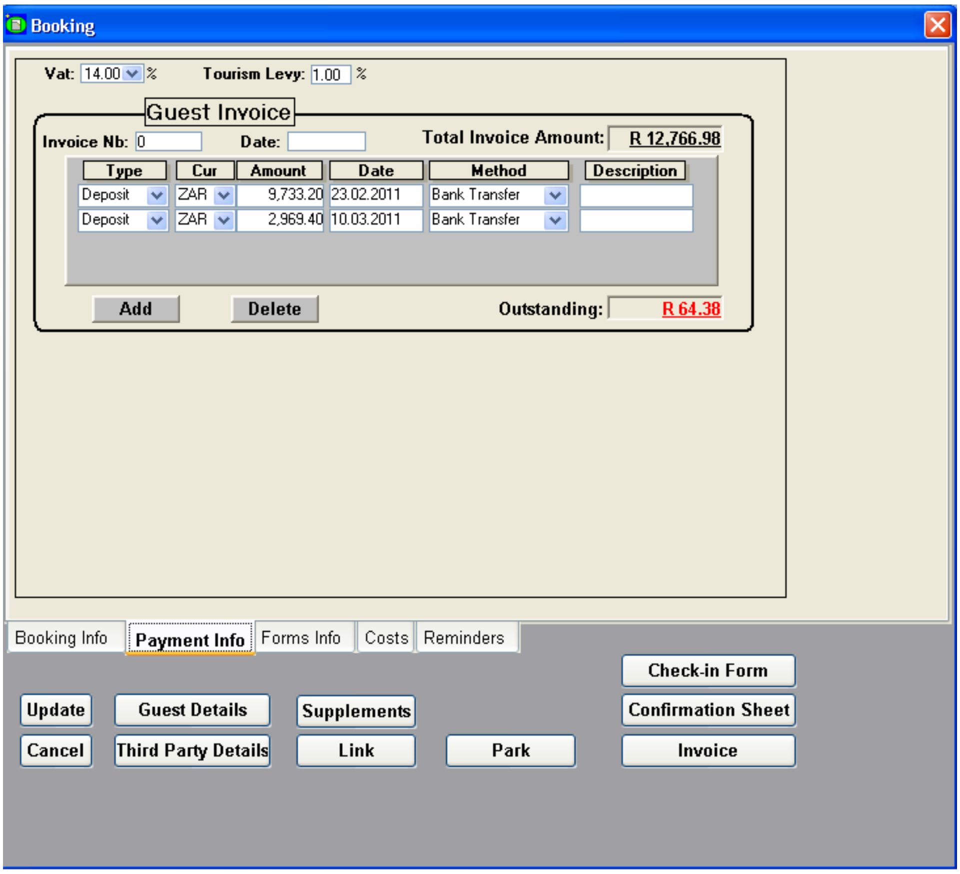
2.1.3. Booking Data window

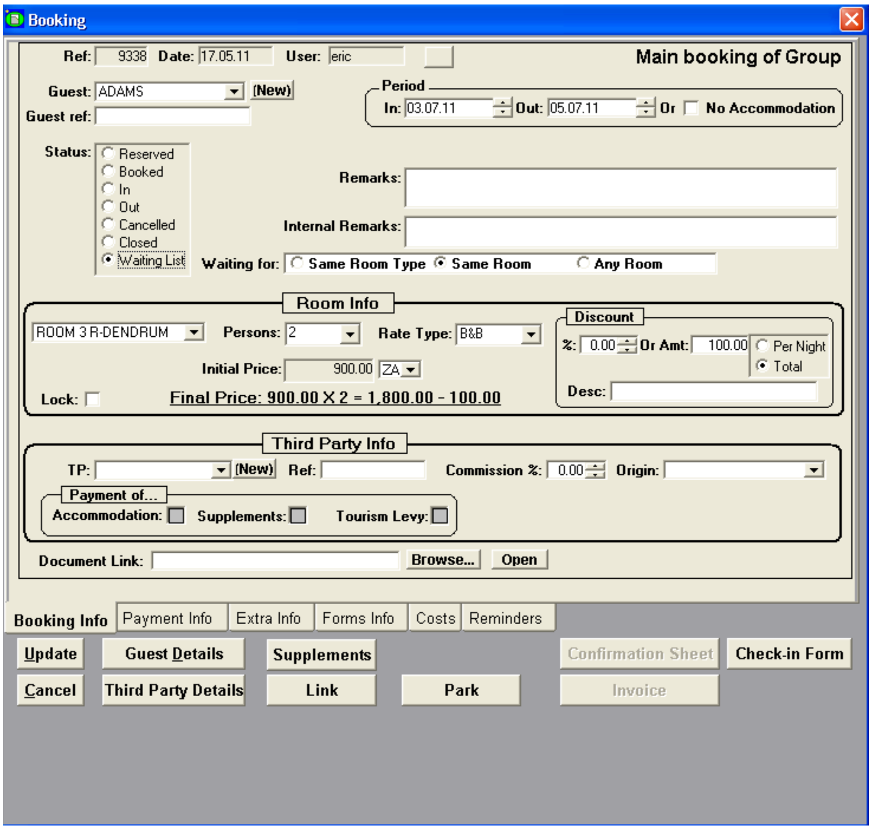
This window shows all details of a booking. It is split up into 2 sections:

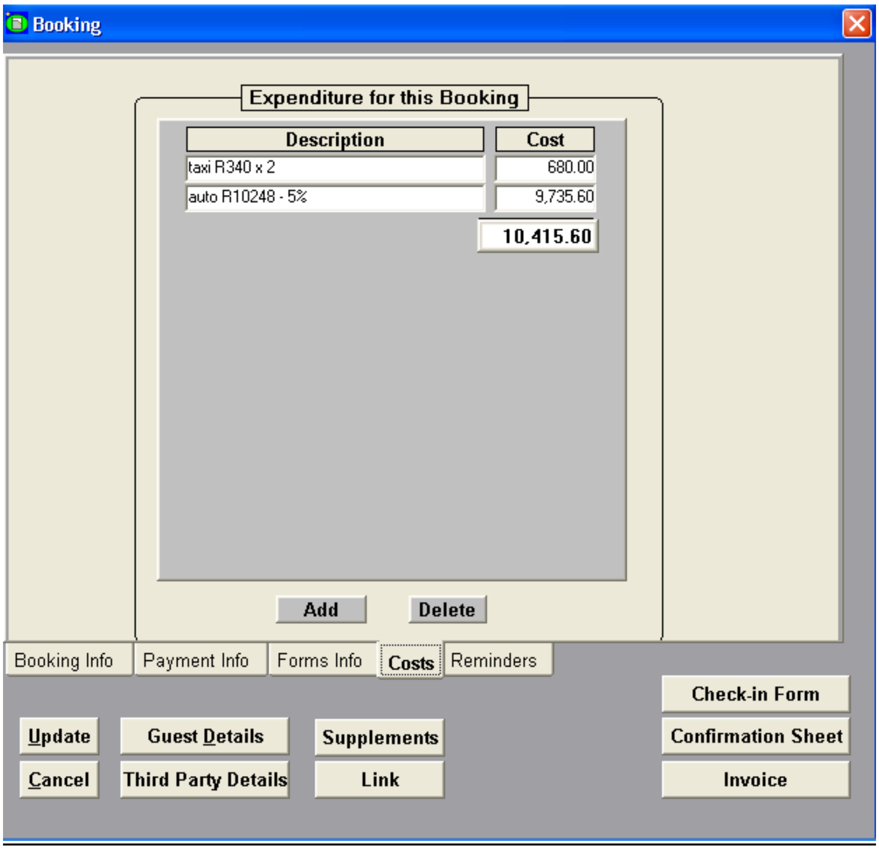
Booking Info: Contains all the details of the booking
Payment Info: Contains all the details of the invoice(s) of the booking
Forms Info: Contains additional info to be printed on the confirmation/invoice for this booking
Costs: Contains a list of cost items for this booking
Reminders: Contains the reminders for this booking

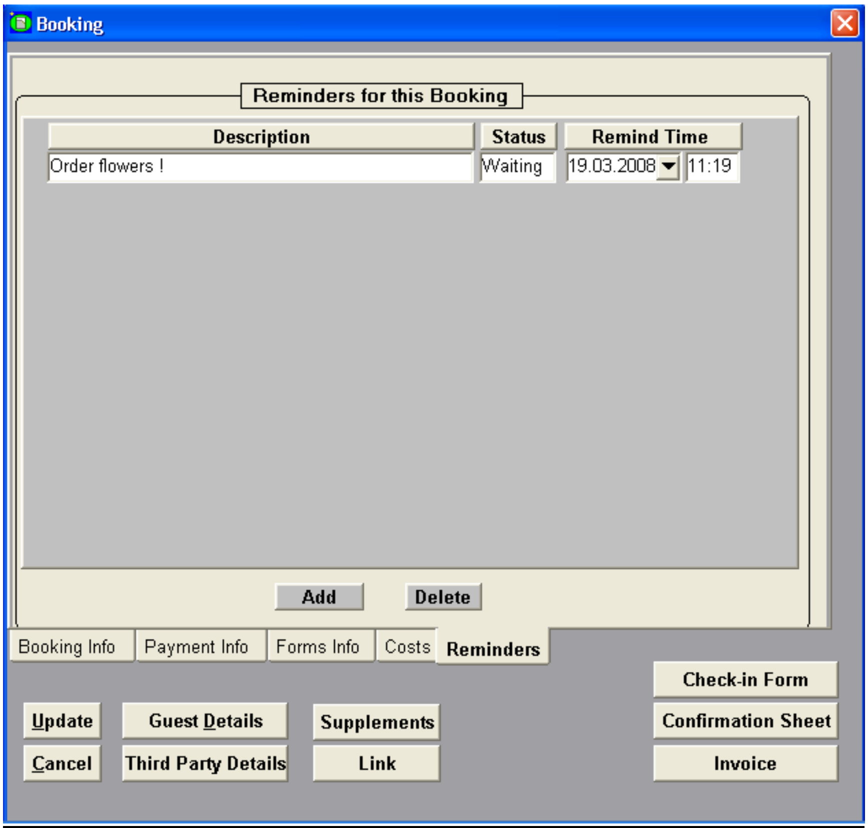
To switch from one section to the other: Click on the desired Tab Label ('**Booking Info**' , '**Payment Info**', '**Forms Info**', '**Costs**' or '**Reminders**') at the bottom of the window just above the different function buttons




Booking
Vat: 14.00 %
Tourism Levy: 1.00 %
Guest Invoice
Invoice Nb: 0
Date:
Total Invoice Amount: R 12,766.98
Type
Cur
Amount
Date
Method
Description
Deposit ZAR 9,733.20 23.02.2011 Bank Transfer
Deposit ZAR 2,969.40 10.03.2011 Bank Transfer
Add
Delete
Outstanding: R 64.38
Booking Info
Payment Info
Forms Info
Costs
Reminders
Check-in Form
Confirmation Sheet
Update
Guest Details
Supplements
Cancel
Third Party Details
Link
Park
Invoice

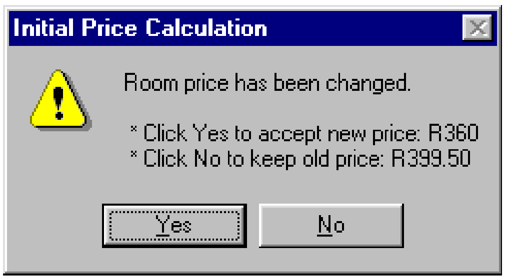

Booking
Ref: 9338 Date: 17.05.11 User: eric
Main booking of Group
Guest: ADAMS (New)
Guest ref:
Period
In: 03.07.11 Out: 05.07.11 Or No Accommodation
Status: Reserved Booked In Out Cancelled Closed Waiting List
Remarks:
Internal Remarks:
Waiting for: Same Room Type Same Room Any Room
Room Info
ROOM 3 R-DENDRUM
Persons: 2
Rate Type: B&B
Initial Price: 900.00 ZA
Lock:
Final Price: 900.00 X 2 = 1,800.00 - 100.00
Discount
%: 0.00 Or Amt: 100.00 Per Night Total
Desc:
Third Party Info
TP: (New) Ref:
Commission %: 0.00 Origin:
Payment of...
Accommodation: Supplements: Tourism Levy:
Document Link: Browse... Open
Booking Info
Payment Info
Extra Info
Forms Info
Costs
Reminders
Update
Guest Details
Supplements
Confirmation Sheet
Check-in Form
Cancel
Third Party Details
Link
Park
Invoice


Booking
Expenditure for this Booking
Description
Cost
taxi R340 x 2
680.00
auto R10248 - 5%
9,735.60
10,415.60
Add
Delete
Booking Info
Payment Info
Forms Info
Costs
Reminders
Check-in Form
Update
Guest Details
Supplements
Confirmation Sheet
Cancel
Third Party Details
Link
Invoice


Booking
Reminders for this Booking
Description
Status
Remind Time
Order flowers !
Waiting
19.03.2008
11:19
Add
Delete
Booking Info
Payment Info
Forms Info
Costs
Reminders
Check-in Form
Update
Guest Details
Supplements
Confirmation Sheet
Cancel
Third Party Details
Link
Invoice

It contains the following information:

Label	**Meaning**
Booking Info	
Ref	Booking reference number. A sequential which is generated automatically and cannot be updated.
Date	Date the booking was entered
User	Person who entered the booking
	Set a specific color for this booking on the calendar Click the box to select a color, right-click the box to reset the color
Guest	Name of the guest Select one from the list or enter a new guest by clicking the **(New)** button. For more information about entering a guest, see Guests
Guest Ref	A reference code from the guest. This information will can be printed on the confirmation and the invoice
Period	
In	Date of Check in By default it is the corresponding date of the green block that has been clicked to enter a new booking, however this can always be modified
out	Date of Check out By default it is the day following the check in date, however this can always be modified
No Accommodation	Booking without accommodation Thick this option if this booking does not involve any accommodation Use this option if you need to invoice a client something without accommodation
Status	Status of the booking. By default the status is set to Reserved , however this can always be set to another status R-Reserved: Booking is not confirmed yet B-Booked: Booking is confirmed (e.g. by paying an advance deposit) I-In: The guest checked in O-Out: The guest checked out C-Canceled: The booking has been canceled X-Closed: This room is nor available for bookings W-Waiting List: The booking is kept on a waiting list until the room /room type becomes available
Expiry	Expiry Date of the booking As long as the booking is not confirmed yet (Status R), an expiry date can be set. When the expiry date is reached, a window will pop up to inform that this booking has been expired
Cancel When Expired	Cancel the booking automatically if the expiry date has been reached and the booking is still not confirmed
Remarks	Any free format text about this booking
Waiting For	Waiting list option Select the type of room option that must become available
Room Info	
Room	Room of the booking By default this is set to the corresponding room of the green

	block that has been clicked to enter a new booking, however this can always be modified by selecting a room from the list. <u>Notes:</u> ➢ The program will validate is the room is available from the check in date until the check out date ➢ When a different room is selected, the program will also recalculate the Initial room price (see further).
<u>Lock</u>	To avoid that this booking is moved later to another room
<u>Persons</u>	Indicates the number of people occupying the room. This is necessary to calculate the Initial room price and is only applicable if a rates per person structure has been defined for the room By default this is set to 'Double' but this can always be modified by selecting another option. <u>Notes:</u> ➢ When this option is set or changed, the program will recalculate the Initial room price (see next).
<u>Rate Type</u>	Rate type to be used to calculate the Initial room price By default the rate type is set to the default specified in the corresponding room type or, if none specified, to the global default room types specified in the Input Options
<u>Initial Price</u>	Initial room price By default this is calculated by the program, but this can always be modified. (only if the user has 'Administrator' access rights) <u>Notes</u>: ➢ The calculation is based on the rates defined for the room and valid on the check in date and the number of persons occupying the room. ➢ It is sometimes necessary to set another room price, eg. In case of specials or promotions, occupation with children in which case a special rate policy is applicable,…But take always care of the next note. This possibility is only available for Administrators. ➢ Each time the check in date, room or number of persons changes, the program will recalculate the initial price and it thus may occur that a initial room price entered by the user will be overwritten. ➢ When the program calculates a price different from the one that already is filled in, the program will ask first to accept the new price  Click **Yes** to accept the new calculated price, Click **No** to keep the old price.
<u>Currency</u>	Currency in which the price is expressed. By default the currency will be same as the currency set for the applied room rate. Another currency can be selected from the list, but note that the price will not be converted to the new currency. It has to be calculated manually and filled in the 'Initial Price' field.

Discount %	Discount percentage to be applied on the Initial room price Enter a % or click the Up or Down button to select one.
Or Amount	Discount amount to be applied on the initial room price and calculated depending on the Per Night/Total setting
Discount Description	Description for the discount as shown on the Confirmation/Invoice. If not filled in, a default description will be shown on the Confirmation/Invoice
Final Price	Initial room price minus the discount. Automatically calculated by the program and cannot be changed
Multiple Rooms	This option is only available when a new booking is entered Use this option if a group booking is entered. After clicking the Update button, a window will show to select the other rooms for this group booking
Third Party Info	
TP	Third party from who this booking comes from Select one from the list or enter a new third party by clicking the **(New)** button. For more information about entering a new third party, see Third Parties
TP Ref	A reference code from the third party. This information will be printed on the Third Party confirmation and the third party invoice
Commission	Commission % offered to the third party. By default this is the commission set for the selected third party, but can be overwritten for this specific booking
Origin	Origin from where the third party has received the booking. Select one from the list of existing third parties. Can be used in case the third party is an inbound tour operator who works for a overseas tour operator. The origin will then be the overseas tour operator.
Payment of Accommodation	Indication whether the accommodation will be paid by the third Party or by the guest. If the accommodation will be paid by the third party, the confirmation sheet will made in name of the third party. In additional it will be possible to print a third party invoice.
Payment of Supplements	Indication whether the supplements will be paid by the third Party or by the guest. However it is possible to set this at level of each supplement separately. This is only possible if the accommodation will be paid by the third party.
Payment of Tourism Levy	Indication whether the tourism levy, if applicable (see parameters), will be paid by the third Party or by the guest. This is only possible if the accommodation will be paid by the third party.
Document Link	A document can be attached to this booking. This can be any type of document (jpg, pdf, Word, spreadsheet, etc) A document can be selected by clicking the **Browse** button. The document can be opened by clicking the **Open** button
Invoice Info	
Vat	Applied vat rate for this booking
Tourism Levy	Applied tourism levy for this booking
Guest Invoice Nb	Invoice number to be applied on the invoice for the guest The number is generated automatically under control of the user when an invoice needs to be made and does not have to be entered

	here. If necessary it can be overwritten if an incorrect number has been generated.
Guest Invoice Date	Invoice date to be applied on the invoice for the guest The date is generated automatically at the same time of the invoice number. If necessary it can be overwritten if an incorrect date has been generated.
Guest Invoice Payment Type	Type of payment received from the guest: ‘Deposit’ or ‘Balance’
Guest Invoice Payment Currency	Currency of the payment. A currency can be chosen from the list
Guest Invoice Payment Amount	Amount of payment received. A method can be chosen from the list
Guest Invoice Payment Method	Method of payment. A method can be chosen from the list
Guest Invoice Payment Date	Date of payment. This date is filled in automatically by the program and is set to the current date at moment of the advance amount is filled in. It can be overwritten at any time.
Third Party Invoice Nb	Invoice number to be applied on the invoice for the third party, if applicable The number is generated automatically under control of the user when an invoice needs to be made and does not have to be entered here. If necessary it can be overwritten if an incorrect number has been generated.
Third Party Invoice Date	Invoice date to be applied on the invoice for the third party, if applicable The date is generated automatically at the same time of the invoice number. If necessary it can be overwritten if an incorrect number has been generated.
Third Party Payment Type	Type of payment received from the Third Party: ‘Deposit’ or ‘Balance’
Third Party Payment Currency	Currency of the payment. A currency can be chosen from the list
Third Party Payment Amount	Amount of payment received. A method can be chosen from the list
Third Party Payment Method	Method of payment. A method can be chosen from the list
Third Party Payment Date	Date of payment. This date is filled in automatically by the program and is set to the current date at moment of the advance amount is filled in. It can be overwritten at any time.
FORMS INFO	
Confirmation Remarks	Remarks that can be printed on the confirmation sheet Use [remarks] field in the confirmation sheet layout to print this information
Invoice Remarks	Remarks that can be printed on the invoice Use [remarks] field in the invoice sheet layout to print this information
Guest Check-in Remarks	Remarks that can be printed on the Guest Check-in form Use [remarks] field in the Guest Check-in layout to print this

	information
COSTS	
Description	description to identify this item
Cost	Amount of the cost
REMINDERS	
Description	MessageDescription to identify the reminder
Status	Status of the reminder: '**Waiting**', '**Open**', '**Finished**'.
Remind Time	Time when the message must pop-up a first time. After this time it will pop up again every 30 minutes until the '**Stop Reminding**' button is clicked on the pop up window.

To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

Other available buttons

- Guest Detail
- Third Party Details
- Supplements
- Link
- Main Booking
- Park/Unpark
- Guest Check-in Form
- Confirmation Sheet
- Invoice

2.1.4. Guest Details

By clicking this button, the guest details are displayed and can be modified.

2.1.5. Link

By clicking this button several bookings can be linked together so that they are shown on a same invoice.
By definition, a booking is an occupation of a number of consecutive days in one room by a guest. Thus in case of a family that occupies more than one room, several bookings need to be made. Also in case of a group, several bookings must be made for each room occupied.
Once all bookings are entered, they can be linked together by using this function.

The upper part of the window contains the main booking. The lower part contains a list of possible bookings that can be linked. The linked bookings are highlighted.
To link a booking to the main booking, click the booking to be linked in the lower window, it becomes highlighted, thus linked.
To cancel a link click on the highlighted booking and the link will be removed.

To change the sequence of the list, click on the label of the desired column and the list will be sorted by that column, ascending. Click the same label again, and the list will be sorted descending.
To close the window, Click **Update** at the bottom of the window to confirm the changes and return to the previous screen. The **Cancel** button will undo the changes and will also return to the previous screen.

2.1.6. Supplements

By clicking this button, the supplements of the booking can be managed.

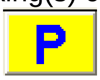
2.1.7. Main Booking

By clicking this button, the main booking of this group booking will be displayed.

2.1.8. Park/Unpark

When bookings must be moved between different rooms, it is sometimes difficult, especially when no empty room is available.
By clicking this button, the booking will be removed from the calendar on placed on a 'parking bay'. A 

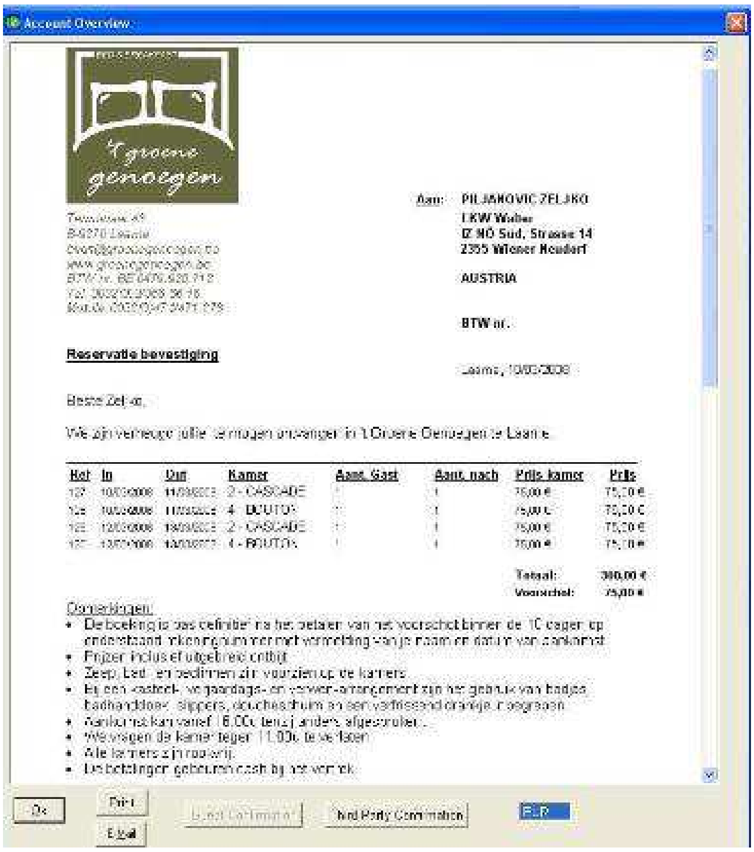
box will appear then on the calendar window.
The other booking(s) can then be moved to the appropriate room(s).

By clicking the 

box, a window will be opened showing all bookings on parking.
Doubleclick the booking to open it, move it to the appropriate room and then click the 'Unpark' button to put it back onto the Calendar.

2.1.9. Confirmation Sheet

By clicking this button, a confirmation sheet is generated.



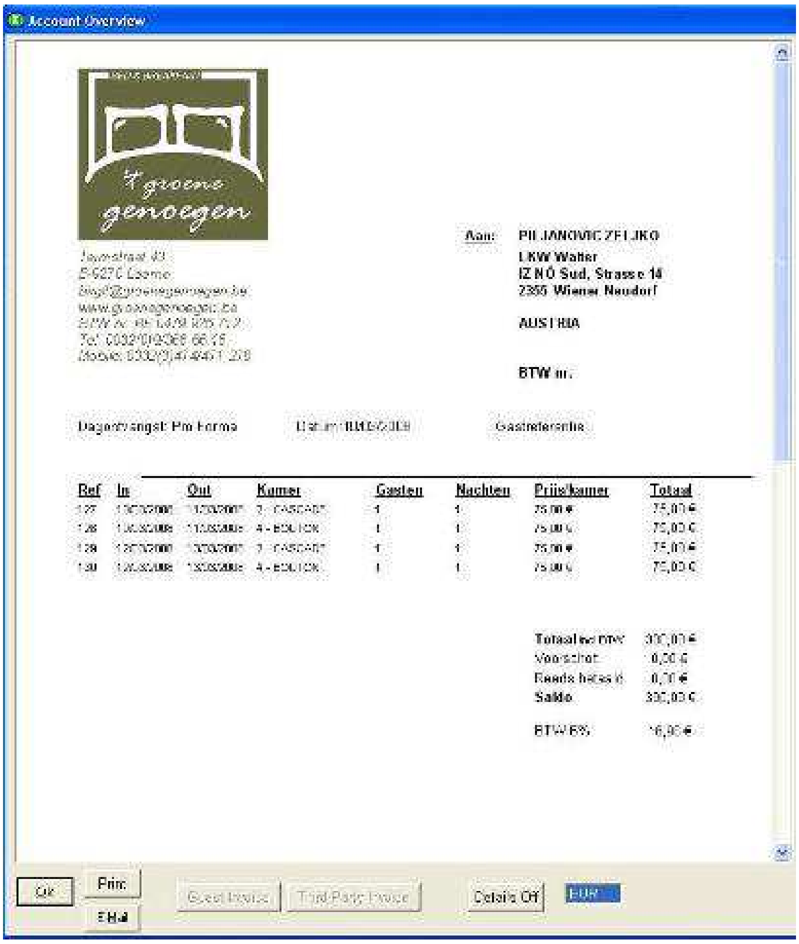
The window shows all details of the confirmation sheet of the booking(s). There are two types of confirmation sheet, one applicable for the guest, and one applicable for the third party(only available if a third party is given in the booking)
By default, the confirmation sheet for the guest is displayed except if the accommodation is paid by the third party, in that case the confirmation sheet for the third party is displayed.

The layout of the confirmation sheet depends on how it has been defined in the set up of the **languages.**

The amounts on the confirmation sheet are expressed in the local currency. However the amounts can be converted to any other currency by selecting any other currency.
To close the window, Click **Ok** at the bottom of the window.
To print or to fax the confirmation sheet, click **Print**. The program will open the Printer Selection window to select the printer of fax driver.
To e-mail the confirmation sheet, click **E-mail**. The program will create a new mail and insert it in the email server program as indicated in the Parameters containing all information from the confirmation sheet.
To display the confirmation for the guest, click **Guest Confirmation**.
To display the confirmation for the guest, click **Third Party Confirmation**.
To change an applied exchange rate, click on the list of applied exchange rates.

2.1.10. Invoice

By clicking this button, an invoice will be generated.



By default, the guest invoice is generated. To generate the **third party invoice** click the third Party Invoice at the bottom of the window.
The window shows all details of the guest invoice of the booking(s).

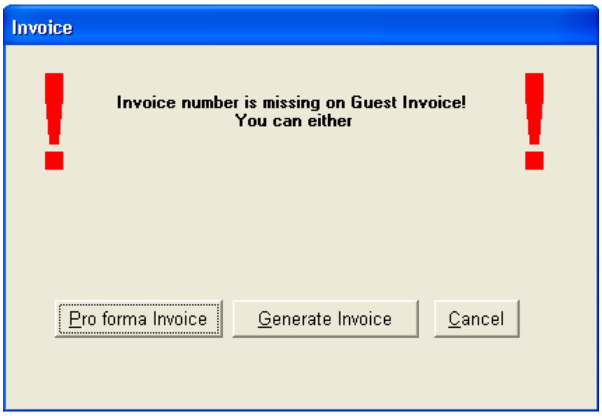
The layout of the invoice depends on how it has been defined in the set up of the **languages.**

The amounts on the invoice are expressed in the local currency. However the amounts can be converted to any other currency by selecting any other currency.

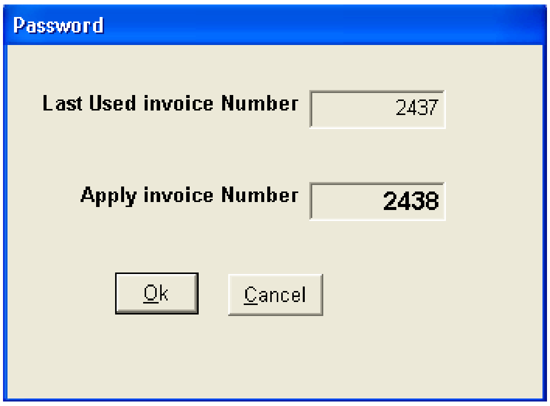
To close the window, Click **Ok** at the bottom of the window.
To summarise the supplements on the invoice, Click '**Details Off**' at the bottom of the window.
To print the invoice, click **Print**.

Notes about invoice numbering:

- A booking can generate two invoices, one for the guest and one for the third party if the third party pays for the accommodation of the guest.
- As long as there is no number for the invoice a warning window will be shown to warn that there is no invoice number yet on the invoice



- As long as the invoice is not complete and not handed over to the guest or third party there is nothing wrong and **Continue** can be clicked on the Warning window. The program will generate a temporary invoice without an invoice number.
- When the invoice is complete and ready to be handed over to the guest or third party, an invoice number must be determined. This can be done by clicking the **Set Invoice Number** button. Another window will popup to suggest an invoice number

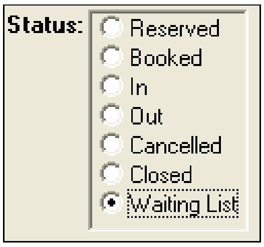


- The suggested invoice number is the invoice number that has been set the last time plus one.
- This number can be overwritten with another number.
- Once a number has been set, the invoice will be generated with that number.
- If necessary the invoice number can still be modified in the Booking data window.

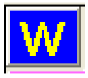
2.1.11. Waiting List

When you enter a booking and the room is not available during this period, then you can put this booking on a waiting list, until the room becomes available.

If you want to put a booking on a waiting list, then set the status code of the booking to ‘Waiting List’

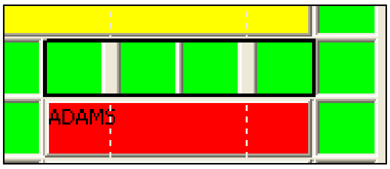


and select the option what room must become available befor it can be removed from the waiting list

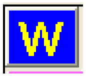
Once a booking is on a waiting list, a 

button will blink in the upper left corner of the calendar.

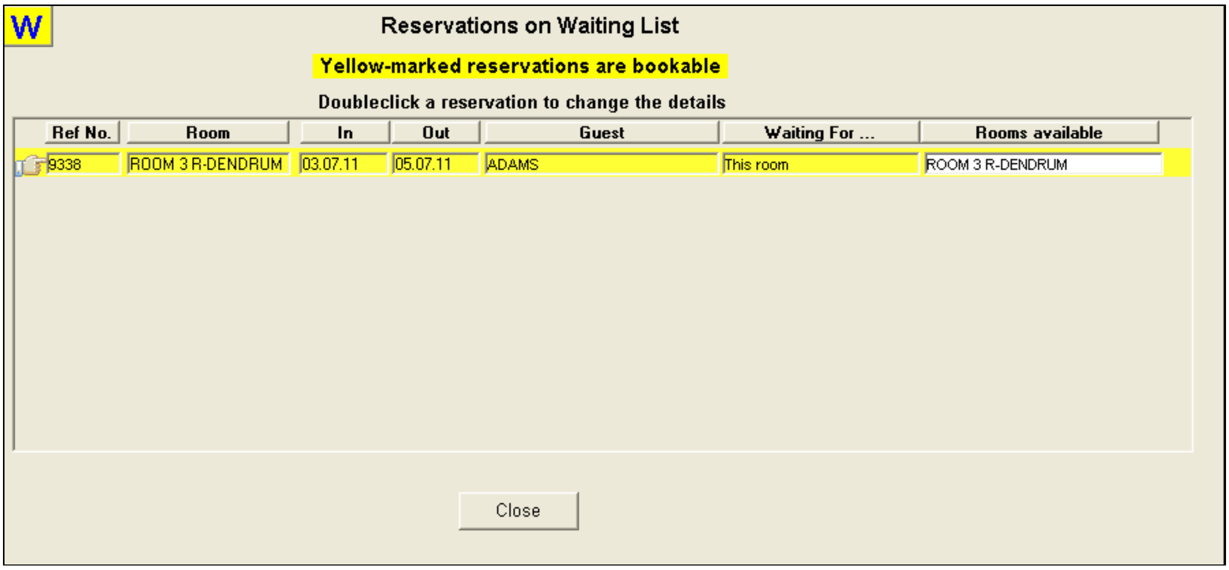
A booking on waiting list is shown on the calendar as a empty frame:



and is not accessible from the calendar.

By clicking 

button, the waiting list bookings window will be opened. This window will also open automatically once a room becomes available for a booking on waiting list:



This window shows all bookings on waiting list.

Bookings that are bookable are marked in yellow and the available room(s) to book are mentioned.

To remove a booking from waiting list, doubleclick the booking to open its details, change the room to the available room(if necessary) and change the ‘Waiting List’ status to ‘Reserved’ or ‘Booked’.