

▼ Hospitality with a System



protel PMS

protel **Front Office**

User Manual

protel Front Office User Manual

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About this manual

This chapter provides general information about using this manual.






Preface

Our protel hotel management systems keep evolving with the growing needs of our clients. Despite their complexity, however, they remain highly flexible and adaptable at the core. In fact, our software solutions are as unique and individual as the requirements of the companies that use them. This makes it extremely difficult to provide a manual that is perfectly “tailored” to the needs of each and every hotel.

While we took great care to explain all features of the software in detail, the individual steps and workflows may vary across hotels depending on their company structure and specific configuration of the software. It should therefore be noted that both the online help and this manual are not intended as a replacement for comprehensive on-site user training.

Should you notice that the described procedure does not coincide with what you see, you may not be using the latest version of the manual. In this case please look at the version number and date of the manual. You can find these informations in the imprint and the footers. Questions or suggestions are also always welcome: If you are sure that you are using the latest version and still cannot find certain information or find the descriptions to be unclear, please write to documentation@protel.net.

Elements and icons used

Icon	Description
	A note that provides important background information
	Please note: Important!
	Associated topics / additional information
	Refers to available user rights
	Indicates additional settings to expand or amend a feature

Further information

protel manuals & documents

Further documents about protel can be provided upon request. Please contact your protel Partner.

Documents about software updates can be accessed directly in the protel menu “*Help > About protel > Internet Update > Read Update Information*”. The online help system also includes a continuously growing amount of additional information.

Support

Please note that this manual will not be able to answer all of your questions thoroughly. If you need any support, please feel free to contact your local protel Partner or support@protel.net.

protel Academy

protel's property management software is a powerful tool with an enormous range of functions. As with every software, the more you are familiar with it, the more you will benefit from it. Although hotel software from protel is fairly self-explanatory, a training session is recommended to get the most out of the hospitality system, regardless if you are working with protel online or protel on-premises solution or if you are a beginner or an advanced protel user.

protel training programs for hospitality industry members cover the entire spectrum of your daily routine at the front office including tips and tricks to get things done more efficiently.

protel Individualized Training

protel offers training sessions to suit your every need. If you are interested in an individualized training for you or your team, please contact us at info@protel.net or your local protel Partner.

Hints and tips

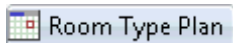
Toolbar



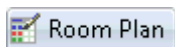
The toolbar provides quick access to the most frequently used features. Click a toolbar icon to open the respective function. All commands that are accessible through an icon can also be selected using the corresponding menu items.



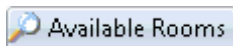
Shows the interface status.



Opens the *Room type plan*.



Opens the *Room plan*.



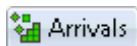
Opens the *List of available rooms*.



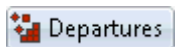
If room plan is open: Checks in the highlighted reservations.
Otherwise: Opens the *Arrivals list*.



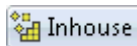
If room plan is open: Checks out the highlighted reservations.
Otherwise: Opens the Arrivals list.



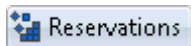
Opens the *Arrivals list* (green).



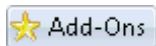
Opens the *Departures list* (red).



Opens the *In-house list* (yellow).



Opens the *Reservations list* (blue).



Opens the Add-on modules (SQL only).



Opens the notepad.



Opens the external calendar.



Assigns a printer.



Opens the *Log in* dialog box.



Disables the cash register.



Opens the *Information book*.



Deletes a (temporary) reservation.



Completes a booking in room plan and room type plan.



Opens a manual SQL query (SQL only).



protel on Twitter: Opens the protel Twitter page.



protel on Facebook: Opens the protel Facebook fan page.

NOTE:

▼ You can create additional shortcuts underneath the toolbar to quickly access other frequently used features. If you need help with setting up a customized menu and toolbar, please do not hesitate to contact our support team.

MPE Hotel Selection Reporting No Shows Enter Moves Vouchers

Function keys

You can use the function keys to open the following windows and dialog boxes at any time during your work:

F1	Accesses the help for the current dialog box.
F2	Opens the <i>Room type plan</i> .
F3	Opens the <i>Room plan</i> .
SHIFT+F3	Opens the event plan (only if Banquet module is active).
F4	If room plan is open: Checks in the reservations highlighted in the room plan. Otherwise: Opens the <i>Arrivals list</i> for the current day.
F5	If room plan is open: Checks out the reservations highlighted in the room plan. Otherwise: Open the departures list for the current day.
SHIFT+F5	Opens the <i>Information book</i> .
F6	Opens the <i>Arrivals list</i> .
SHIFT+F6	Opens the " <i>Traces overview</i> ."
F7	Opens the <i>Departures list</i> .
SHIFT+F7	Opens the media overview for the day that corresponds to the system date. (Only if Banquet module is active.)
F8	Opens the <i>In-house list</i> .
SHIFT+F8	Opens the banquet enquiry dialog box. (Only if Banquet module is active.)
SHIFT+F9	Opens the <i>Reservation list</i> .
F10	Highlights the Reservation option on the menu bar. You can now use the arrow keys to browse through the menus.
F11	Opens the <i>Sales enquiry screen</i> .
F12	Opens the <i>Room type plan</i> in view-only mode. Note: Reservations cannot be made in view-only mode.
SHIFT+F12	Opens the <i>list of available rooms</i> .
CTRL+F5	Logs off the current user (for version 2008.12.201 and higher).

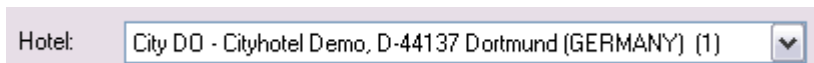
Working with windows

The **Window** menu provides the following options:

Cascade	Arrange all open protel windows (e.g. Room type and Room plan) so they overlap.
Tile horizontally	Arrange all open protel windows as non-overlapping tiles.
Tile vertically	Arrange all open protel windows as non-overlapping tiles.
Arrange icons	Arrange icons at the bottom left of the screen.
Close all	Close all open windows.
Minimize all	Minimize all open windows and reduce them to icons.
Close PROTEL session	Exit protel HMS.

Hotel selection

You are likely to come across the **Hotel** pull-down list frequently during your work:



Hotel: City DD - Cityhotel Demo, D-44137 Dortmund (GERMANY) (1) ▼

This dialog box assigns the respective feature to a specific hotel. It is only active in protel MPE.

Standard buttons

The following standard buttons appear in most dialog boxes. They always have the same functions and are therefore not explained separately in the individual help topics.

[OK]	Click [OK] to save any changes and close the current window.
[Cancel]	Click [Cancel] to close the current window without saving any changes that you have made.
[Help]	Click [Help] to open the help topic associated with this dialog box.
[Print]	Click [Print] to send the open help topic to the Windows default printer.

Working with tables

Sorting by columns

All tables are automatically sorted upon opening. You can, however, change the sort order at any time:

- ▼ Click the header of the column by which you want to sort the table. This sorts the table content in ascending order based on this column.
- ▼ Click the column header again to revert the sort order.

A small arrow in the header indicates the column by which the table is sorted. The direction of the arrow (pointing up or down) indicates if the table is sorted in ascending or descending order, respectively.

Name	N...	#	RT.	Adlt.	Arrival	Depart...	Cu...	Price	Rate code	Bala...	Stat.	Gr...
Back Mr	2	304	STTB	1/...	07/03/13	10/03/13	GBP	75,00	NEG2 RO	225,00	CI	
Backhouse T & L...	7	209	STTB	1/...	05/03/13	10/03/13	GBP	75,00	NEG2 RO	0,00	CI	G...
Ball i Mr	1	236	STDB	2/...	08/03/13	10/03/13	GBP	99,00	NEG2 RO	198,30	CI	
Bangham N Mr	1	227	STDB	2/...	06/03/13	17/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Cadreja Monica	2	214	STDB	2/...	05/03/13	10/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Canavan C Mr	1	232	STDB	2/...	07/03/13	18/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Dacre Simon Mr	1	215	STDB	2/...	05/03/13	10/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Davidson Maryan...	2	237	STDB	2/...	09/03/13	18/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Eagan S Mrs	3	216	STDB	2/...	05/03/13	13/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Ellin Karen Ms	3	247	STDB	2/...	09/03/13	20/03/13	GBP	99,00	NEG2 RO	0,00	CI	G...
Ethiad	0	201	STTB	1/...	09/03/13	10/03/13	GBP	75,00	NEG2 RO	75,00	CI	
Ethiad	0	226	PRDB	2/...	09/03/13	10/03/13	GBP	99,00	NEG2 RO	99,00	CI	

Name ▲ = Ascending order (A-Z, 1-100, ...).

Name ▼ = Descending order (A-Z, 100-1, ...).

Changing the column width

If a column is not wide enough to display the entire content, you can easily adjust the width of individual columns:

1. Hover the cursor over the vertical separator between two column headers until the mouse pointer is displayed as a double-pointed arrow ⇄.
2. Click and hold the mouse button and drag left or right until the column has the required width. Then release the mouse button.

You can double-click the vertical separator between two column headers to automatically adjust the width of the left of these columns to its content.

Guests inhouse: 10/03/13

Name	#	RT.	Adit.	Arrival	Depart...	Cu...	Price	Rate code	Bala...	Stat.
Back Mr	2 304	STTB	1/...	07/03/13	10/03/13	GBP	75,00	NEG2 RO	225,00	CI
Backhouse T & L Mr & Mrs	7 209	STTB	1/...	05/03/13	10/03/13	GBP	75,00	NEG2 RO	0,00	CI
Ball i Mr	1 236	STDB	2/...	08/03/13	10/03/13	GBP	99,00	NEG2 RO	198,30	CI
Bangham N Mr	1 227	STDB	2/...	06/03/13	17/03/13	GBP	99,00	NEG2 RO	0,00	CI
Cadreja Monica	2 214	STDB	2/...	05/03/13	10/03/13	GBP	99,00	NEG2 RO	0,00	CI
Canavan C Mr	1 232	STDB	2/...	07/03/13	18/03/13	GBP	99,00	NEG2 RO	0,00	CI
Dacre Simon Mr	1 215	STDB	2/...	05/03/13	10/03/13	GBP	99,00	NEG2 RO	0,00	CI
Davidson Maryanne Mrs	2 237	STDB	2/...	09/03/13	18/03/13	GBP	99,00	NEG2 RO	0,00	CI
Eagan S Mrs	3 216	STDB	2/...	05/03/13	13/03/13	GBP	99,00	NEG2 RO	0,00	CI
Ellin Karen Ms	3 247	STDB	2/...	09/03/13	20/03/13	GBP	99,00	NEG2 RO	0,00	CI
Ethiad	0 201	STTB	1/...	09/03/13	10/03/13	GBP	75,00	NEG2 RO	75,00	CI
Ethiad	0 226	PRDB	2/...	09/03/13	10/03/13	GBP	99,00	NEG2 RO	99,00	CI

Add-Ons

OKCancelHelpPrintRefresh Rates

Rm.: 44Res.: 44Adults: 69Child: 0/0/0/0Acc.: 4#Kto.: 0Show extended tooltip

You can also right-click the table header to automatically adjust the column width using the context menu. Select the “Autofit columns” or the “Column width according to tab header” option as required to adjust the width depending on the column content or column header, respectively.

Printing and exporting

The table header context menu provides additional options to edit the table and its content.

Print with small font	
Print with medium font	
Print with large font	
Export to Microsoft Excel	
Export to HTML	
Autofit columns	Ctrl+M
Column width according to tab header	Ctrl+J
Search	Ctrl+F
Continue search	F3
Edit mode on	
Cancel menu	

For example, you can print the table in various sizes or export the data to an Excel spreadsheet or HTML table for further processing.

From Version 2013.17.222: The report export can be regulated by the User Right No. 422. If you revoke this right, the export functions will be disabled.

You can also search the table content for specific text (“Search” and “Continue search”). Enter the search text in the “Text” box and select the column you want to search.

Search

Text:

Canavan

Search in:

(all)

☐ Exact match


☐ Case sensitive search


☐ Mark search results


OK

Cancel

Help

Select the  **Exact match** check box to only finds strings that match the search text exactly. Otherwise, the system also returns matching parts of words.

If you select the  **Case sensitive search** check box, the case of the text must match the search string.

Select the  **Mark search results** check box to highlight all rows that contain the search string. If you clear this check box, the system shows the first match only. Click “Continue search” to find the next match.

	Available User Rights	
422	FO Active reports export	Regulates the ability to export reports to an Excel format file or an HTML file.

Profile tabs

Profile tabs offer a great way to enter a lot of information in the same window in a structured manner. This is particularly useful for guest profiles. To switch to a different tab, just click the respective tab heading.

Guest - Edit: Baker Mr

Rates

A/R

Master

Future

History

Letters

Invoices

Photos

Traces History

Address

Pers. Data

Requests

Sales Data

Sales Contacts

Sales Activity

Sales Revenue

Salutation

Last name:

Baker

Name 2:

First name:

Language:

English

Salut:

Mr

Gender

Title:

Profile status for: 7999

Not included in my favorites

Address not verified

Include in Mailings

Profile protection is off

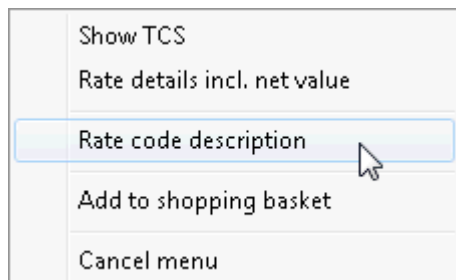
Search name: Baker

Addresses

Main address

Context menu

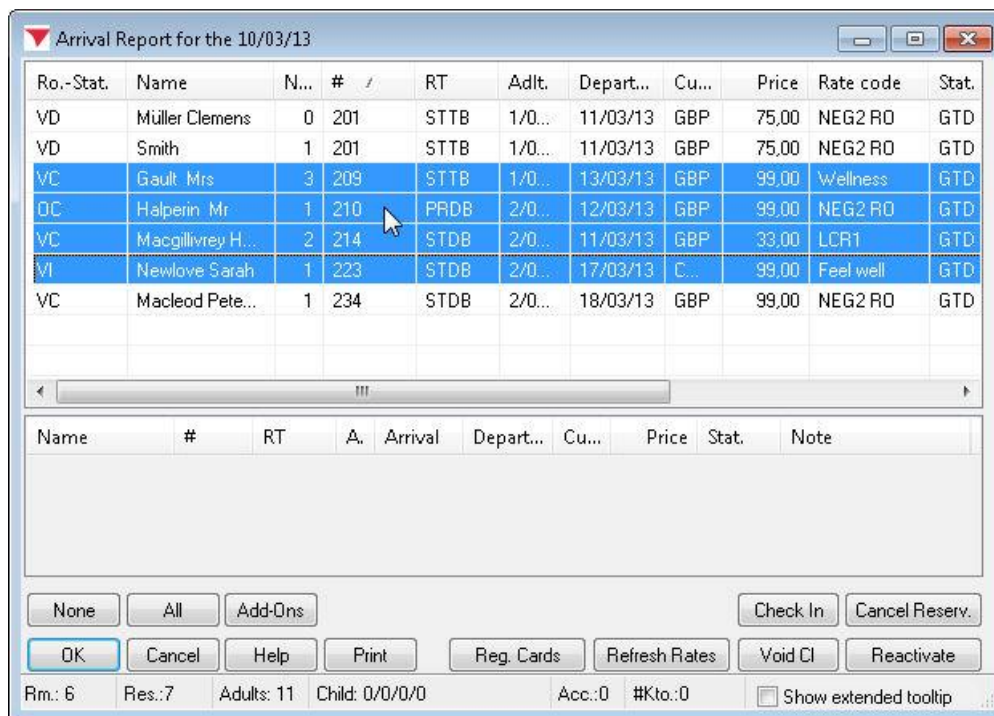
The context menu is a useful tool that is widely available in protel HMS.



Right-click an item to show a context menu with editing options for the item or the corresponding list. Left-click an option from the context menu to select it.

Selecting multiple items

The **CTRL** key allows you to select multiple items from any of the lists. Press and hold the CTRL key and left-click the items that you want to select. The example below shows how to check in multiple guests simultaneously.



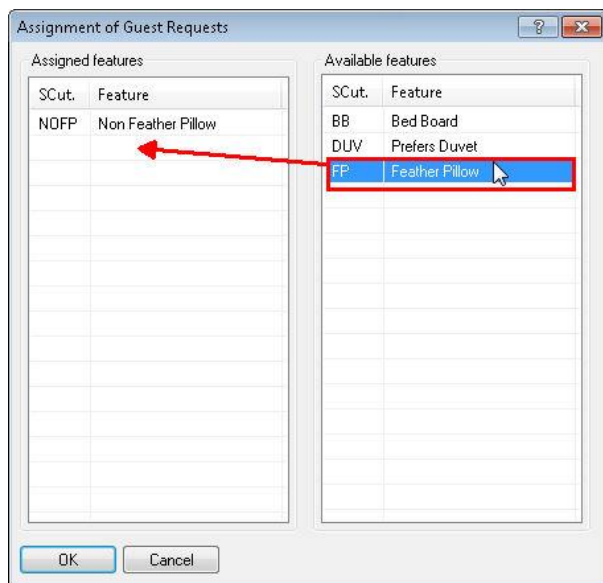
The **SHIFT** key provides an even easier method to select multiple consecutive items from a list.

To do so, left-click the topmost item first. Then press and hold the SHIFT key and click the last item in the list you want to select. This selects the first and the last item and all items in between.

Drag & Drop

You can easily drag & drop items from one window area or panel to another, e.g. when assigning features to rooms or distributing charges to various partial invoices.

Select the item you want to move, hold down the mouse button and drag it to the target position. Release the mouse button to drop the item to the new position.



Entering a date

Many windows provide date entry fields that allow you to enter the arrival and departure dates for a reservation, for example.

TIP!

▼ You can use the [+] and [-] keys on your keyboard to change the dates in these fields:
Press the [+] key or [-] key to increment or decrement the date by one day, respectively.

Using the calendar to select a date

The following button appears next to some date entry fields: 

Click this button to open a small calendar and select the required date using the mouse. Use the arrow buttons to browse forward or backward through the months and then click the day you want to select.

NOTE:

▼ As an alternative, you can right-click any date entry field to open the calendar.

Entering a date manually

Double-click the date entry field (the figures are now highlighted in color), and enter the required date using the keyboard. Make sure to enter the date as eight digits in dd.mm.yy format, e.g. **01.08.12**.

Sticky notes

The protel HMS main window (background screen) allows you to create small yellow “sticky notes” that are only visible to the logged on user. You can post these notes as reminders for the next shift, for example.

Proceed as follows:

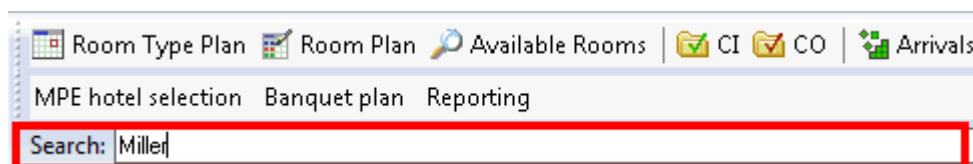
Right-click the background screen (all windows and dialog boxes should be closed or minimized). The following window appears:



Click the window to open a text editor and enter any comments or notes you want to post.

Search bar

If required, you can ask the protel support team to configure a search bar that will allow you enter (part of) a guest's name to search for the guest. The search will return all reservations and guest profiles that match the search string. Alternatively, you can enter room numbers, reservation numbers or confirmation numbers to search for any matching records.



Supported commands

In addition, the search bar allows you to enter specific commands:

Command	Description	Example
\$nav #param1	Opens the protel Navigator window for a specific reservation. <i>param1</i> stands for an internal protel reservation number, a confirmation number or a room number.	\$nav #108 Shows a reservation for room 108.
\$ci #param1	Checks in <i>param1</i> . <i>param1</i> stands for an internal protel reservation number, a confirmation number or a room number. If a check-in cannot be completed, protel opens the Navigator window.	\$ci #502 Checks in the reservation for room 502.
\$co #param1	Checks out <i>param1</i> . <i>param1</i> stands for an internal protel reservation number, a confirmation number or a room number. If a direct check-out cannot be completed, protel opens the invoice window.	\$co #116 Checks out the reservation for room 116.

Command	Description	Example
\$bqt #param1 (only if a valid license for the Banquet module has been purchased)	Opens the dialog box for banquet reservations. <i>param1</i> stands for an internal protel banquet reservation number, a banquet confirmation number or a room name preceded by a hash sign (#).	\$bqt #PB5145A229LX Opens the banquet reservation dialog box for an event that has the confirmation number PB5145A229LX assigned to it.

▼ The protel search bar requires a certain setting to be activated. For more information, please contact your protel distributor or the [protel support team](#).

Local text fields

Many hotel groups and chains have hotels and resorts in many different locations all over Europe and/or the globe. The greater the variety of locations, the greater the variety of languages and character sets that are used in the individual countries.

protel allows you to enter specific information in a second language (e.g. Chinese) that is maintained in addition to the active system language (e.g. English). You can enter this information in user-defined fields of the “Unicode” data type. Some windows also provide an additional field named “Text (local)” for this purpose.

Example: Entering traces in a local language:

The screenshot shows the 'Traces' window with the following details:

- Reservation info:** From: 10/03/13, To: 10/03/13, Time: : , Arrival: 10/03/13, Departure: 10/03/13
- Days:** Mo, Tu, We, Th, Fr, Sa, Su, All/none (all checked)
- Traces history:** ☒ Auto Trace: ☐ Show at: (None)
- Department:** Animation
- Activity List:**

Abbr.	Text
DJ	Disc jockey
KABUKI	Fire works
ORCH	Orchestra
- Text (local):** 演唱会门票
- Buttons:** View Document, Delete document assignment, OK, Cancel

The Navigator

Navigator structure

The navigator is an important component of the protel philosophy. It serves as a control center and provides direct access to all information that is associated with a guest. You can open the navigator at any time. Simply right-click a guest name from any of the interactive lists, the room plan or one of the many dialog boxes the software offers.

The navigator provides direct access to:

- ▼ Personal guest information
- ▼ All reservation details
- ▼ All invoice details
- ▼ All notes regarding specific guest requirements

The screenshot shows the 'ro Navigator' window. It contains four main sections labeled with red numbers 1 through 4:

- 1 Guest:** Fields for Name (Vaughan), First name (Vince), Mr, Company, Street (6 Orchard Grove), ZIP/City (S66 8SQ, ROTHERHAM), Birthdate (15/05/1970), VIP (Special Occasion), and Arrival drink.
- 2 Reservation:** Fields for Arr/Dep (12/03/13, 13/03/13), Res. status (GTD CC(D)), Room type (STTB), Room-No. (211 Cleaned), Adults/children (1 / 0 / 0), Rate (New, 99.00 GBP), Rate code (Wellness), Change rate to (display rates), and Note fields.
- 3 Invoice:** A tree view showing Total (0.00), A: Vaughan (0.00), B: Tailored Travel (0.00), Routing instructions, Category types, Fixed charges, Additional reservation information, Memo, Attached profiles, Edit, Rentable objects, and Objects.
- 4 Messages and notes:** A table with columns Date/time, U., P, Message, F., R., Date. It shows a message on 14/05/13: 'Please inform ro...'.

Buttons on the right include OK, Cancel, Help, DC Menu, Res. history, Res. texts, Change name, Create sharer, Guest history, More, and GrpMaster.

The Navigator is the control center for direct access to guest information. It comprises four main sections:

- 1 Guest**
- 2 Reservation**
- 3 Invoice**
- 4 Messages and notes**

Right-click any of these sections to open the relevant window: the guest profile, the reservation screen, the invoice or the input screen for notes.

You can make changes directly on the navigator interface. Any changes that you make are immediately reflected in the profile records and in the occupancy details.

The buttons on the right-hand side provide access to information on reservations or guests. They also allow you to write reservation texts and enter specific reservation details (*More..., IFC info*) or edit the reservation (*Change name, Create sharer*).

TIP!

▼ If you need to make changes to an existing reservation, you should always access it using the navigator. The navigator normally provides access to all necessary data.

Pane - Guest


[Navigator > Guest]

This pane shows information that was stored in the guest profile.

- Name: Last name from the guest profile (*Address* tab).
- First name: First name from the guest profile (*Address* tab).
- Company: Company 1 from the guest profile (*Pers. Data* tab). The company name is for information purposes only. The reservation is not assigned to a company profile.
- Street: Address 1 from the guest profile (*Address* tab).
- Zip/City: Zip code and city from the guest profile (*Address* tab).
- Birthdate: Birthdate from the guest profile (*Pers. Data* tab).
- Remarks: Remarks from the guest profile (*Requests* tab).
- VIP: VIP status from the guest profile (*Marketing* tab / Sales Data tab).

NOTE:

- ▼ Any data that is modified here will also be modified in the guest profile!
- ▼ If you need to assign a reservation to a different guest, do NOT overwrite the name on this pane! To assign a reservation for a different guest, click the [*Change name* button] in the list on the right.

 Available user rights		
201	FO Navigator (edit guest)	This right is required to be able to edit the guest data within the navigator directly. If users do not have this right, all editable guest data fields will be grayed out.
349	FO Navigator - Replace guest name	<p>If this right is revoked, the user will be informed that the name cannot be overwritten. Users that do have this right have to confirm a confirmation prompt after overwriting the name.</p> <p>▼ This setting works only in conjunction with XSetup “Overwrite name in guest profile”. Ask the Support team about implementation.</p>
239	FO Change reservation colors in room plan	This right controls access to the “Traces” transaction in the tree view.

Pane - Reservation

[Navigator > Reservation]

The screenshot shows the Protel Front Office Navigator window. The 'Reservation' pane is active, displaying various reservation details. A red box highlights the 'Reservation details' section, which includes fields for Arrival/Departure dates, Reservation status, Room type, Room number, Adults/children, Rate, Rate code, and Change rate to. The 'Room-No.' field is highlighted in red and contains the text 'Reservation details'. The 'Rate' field is set to 'New' and '99.00 GBP'. The 'Rate code' is 'Wellness'. The 'Change rate to' dropdown is set to '(display rates)'. The table below shows a reservation for 12/03/13 to 13/03/13, room type STTB, with a status of GTD CQ(D).

In this pane, you can view and edit information about the reservation. Right-click anywhere within this pane to open the detailed *Reservation* form.

Certain, potentially conflicting data will not be displayed for reservations with a move. Details about the move will be displayed in the “Guest messages” pane, so no Note boxes will be displayed.

Arr/Dep	Arrival/departure date For reservations with a move, the entire stay will be displayed irrespective of which part of the room plan was clicked.
Res. status	Displays the reservation status. You can also choose a different status here.
Room type	The selected room type As soon as the category is changed, a new number appears in the “Room-No.” box.
Room-No.	Shows only room numbers of the room type posted that are available for the reservation period selected. To choose a room of a different type, you first have to change the type.
Adults/children	Number of adults and children (Child 1 and Child 2 from the Reservation form)
Rate <input checked="" type="checkbox"/> New	You must select this check box if you want to change the amount, but not the rate code. The amount field is then no longer grayed out, and you can amend the rate as required. If the check box is selected and the rate code is changed, the rate will not be updated with the rate for the new rate code.
Rate code	The currently selected rate code
Change rate to	Use this option to change the <i>rate code</i> . The rate will then be updated accordingly. Choose a new rate code from the drop-down list and click Yes to confirm the prompt. If the Rate <input checked="" type="checkbox"/> New check box is selected, the manually entered rate will remain unchanged.

Next RC (available from version 2013.17.066)	Next Rate code The field displays the rate code for the upcoming night – this is especially useful when another rate code has been set via the “rate by day grid”.
Co., Grp., TA, Sc	Names for <i>company</i> , <i>TA</i> , <i>source</i> and <i>group reservations</i> will be displayed as buttons. Click these buttons to display the profile assigned to the reservation.
RBD	If the reservation covers multiple season periods, clicking this button opens the <i>Rate by day grid</i> .
Rate info	Click this button for information about how the displayed rate has been calculated.
Change rate code	???
Note 1 / Note 2	If any notes were entered during the reservation, you can display these by clicking the Note 1 and Note 2 buttons. You can also use this option to modify notes or create new ones.
Room info box	Displays additional information about the reservation: reservation period (from / to), room number, room type. Note that if a move exists for the reservation, this is indicated in this info box as follows:

18.06.12 - 19.06.12	552 Business	X
19.06.12 - 20.06.12	554 Business	
20.06.12 - 21.06.12	553 Deluxe	

Available user rights		
325	FO Rate Alteration	Required for users to be able to modify rates.
326	FO Rate code alteration	Required for users to be able to modify rate codes.
200	FO Navigator (edit notes)	Controls access to the Note boxes in the “Reservation” pane.

Rate code information

Right-click the “Change rate to” drop-down list (Change rate to: RACK) to open the following window:

Rate Codes

Rate details for

Arrival: 12/03/13 Tuesday Child 1: 0 A-Beds: 0

Departure: 13/03/13 Wednesday Adlts: 1 Child 2: 0 Cots: 0

Rate code	Curr.	Ex. Su...	PRDB	PRSB	SU	PRTB	STFAM	PRFAM	NSFAM
NEG2 RO	GBP	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00
SUPER BB	GBP	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
Feel well	CAN\$	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Right pric	GBP	---	---	---	150.00	---	---	---	100.00
In the mea	GBP	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Rack2	GBP	150.00	150.00	150.00	150.00	150.00	150.00	150.00	150.00
RACK	EUR	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Promo	GBP	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

for room type: STTB ☐ Net Rates

OK Cancel Total cost of stay

This shows a list of all rate codes and room types together with their associated rates. Rate codes that are not valid for the period selected will be included in the list, but no rate will be shown.

If the arrival and departure dates are changed, the rate could also change; for instance, if the daily rate is reduced for stays exceeding three nights. The rate will also change (based on the rate information stored in the system data) if the number of adults, children or additional beds is changed.

To do this, simply change the number in the “Adults” box or the arrival or departure date and press the Tab key to confirm (do NOT press Enter because this will apply the entries to the reservation!). You will then be able to see immediately how the rate changes when certain reservation parameters are changed.

Display net rates: Select the ☒ “**Display net rates**” check box to display all the rates as net rates.

For room type: The “for room type” drop-down list is connected to the [Total cost of stay] button. Select a rate code, choose the room type, and click the [Total cost of stay] button. You will then be shown a breakdown of the total cost that would apply for this stay, taking into account the *rate by day* and room type selected. Weekend days are displayed in red. Select the ☒ Net Rates check box in this case too to display all the rates as net rates.

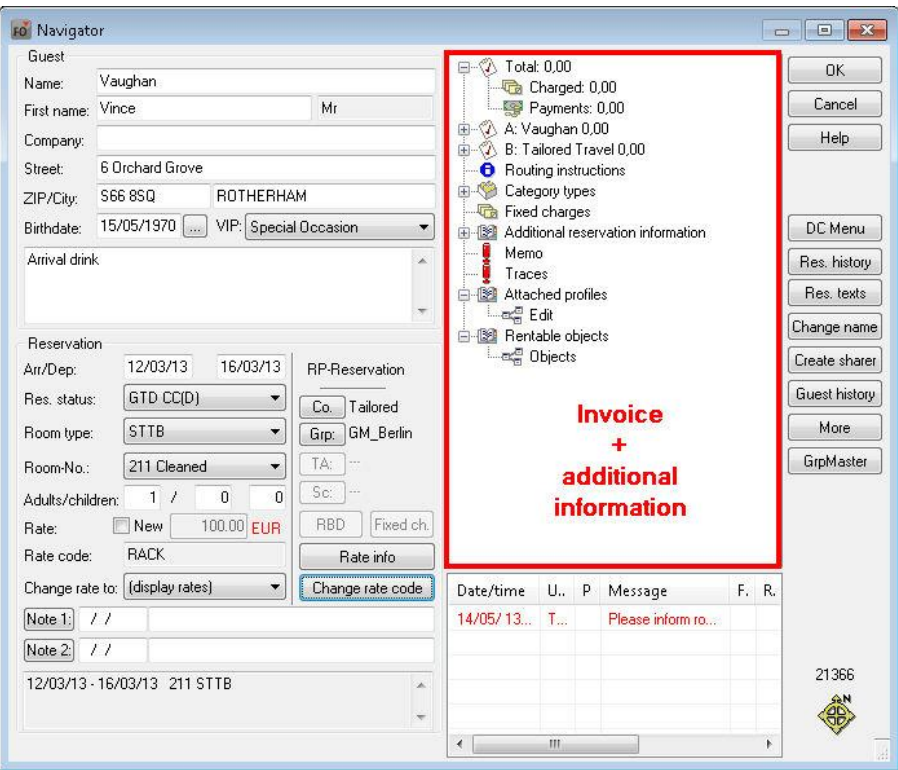
Day	Date	Curr.	Price	Comment
Tu	12/03...	EUR	100.00	
We	13/03...	EUR	100.00	
Th	14/03...	EUR	100.00	
Fr	15/03...	EUR	120.00	

Total: 420.00 ☐ Net Rates

OK Cancel

Pane - Invoice

[Navigator > Invoice]




This Navigator pane contains a tree view for displaying information about the guest’s invoice and additional reservation information. Clicking the individual entries within this list will open the associated dialog boxes.

▼ Right-clicking anywhere within this pane opens the **Invoice window**.

Total

Charged	The total charged for the invoice. The amount shown here cannot be overwritten; it changes when postings are made to the invoice.
Payments	Total of payments made for the invoice. The amount shown here cannot be overwritten; it changes when payments are made for the invoice. Right-click to open the invoice dialog box.

Invoices A-F

A, B, C... F	Invoices are only displayed if they have an assigned invoice address. Invoices will not be displayed if a company has not been assigned or there are no postings for B-F.
 Routing instructions	If a routing exists, this will be indicated by a blue dot and the letter i “Routing instructions”. Click this row to open payment/routing instructions that provide additional information about the routing (see “ <i>More... button, Payment/Routing instructions</i> ”).

Category types

Booked	Shows the originally posted category. This can be changed/corrected. Right-click the category to display a list of all categories. Double-click a new category to select it.
Rate Code	Shows the originally posted rate code.
Fixed charges	An exclamation point indicates charges that protel has additionally posted to the room rate at end of day.

Additional reservation information


Confirmation number	This is assigned by protel and can be modified in the <i>Reservation</i> dialog box.
Child 3/4	Number of children, 3 or 4
Add. beds	Number of additional beds required
Cots	Number of cots required
Room plan color	Click this option to assign a different color to the reservation.
Packages	Shows any arrangements that are assigned to the reservations. You can also change these here.
CC	The credit card information that has been stored for the reservation.
CC Token	<p>From version 2013.17.000</p> <p>If an EFT interface is used, the interface returns a credit card token to protel upon authorization of the payment request. This token can be displayed in the Navigator under the sub tree "Additional reservation information". The token stands for the successful authorization of a credit card payment (=result of a positive check).</p> <p>By clicking the credit card token, it can be copied to another reservation if the required user right (419) is set. When a token is copied, protel automatically creates an entry in the action log; so the copy process can be traced at any time.</p> <p>From version 2013.17.547</p> <p>If desired, you can also display the credit card number instead of the Token ID. Being able to copy the token to another reservation remains unaffected by this.</p> <p>▼ Displaying and copying Credit Card Tokens requires special system settings. Ask your protel partner or contact the protel Support Team, to learn more!</p>
Route planner	Shown only if this add-on is being used. Launches Microsoft MapPoint (version 2004, 2009)
Sharer	<p>Shown if the reservation is a <i>sharer reservation</i>.</p> <p>Click "+" to view the list of sharers and double-click one to open the Navigator for this sharer.</p>
Memo	For storing additional information about the reservation where there is not enough space available in the Note boxes.

Traces	If there are any traces due for a reservation, this item will be preceded by a red exclamation point. Click to display or edit these traces or store new traces. For more information about creating traces, see <i>"More... button, Traces"</i> .
Attached profiles	If there are any other guest profiles attached to this one, you can display and edit these by clicking "+". You can also attach new profiles (for more information about creating attached profiles, see <i>"More... button, Attached profiles"</i>).
Rentable objects	<i>Rentable objects</i> are items that are available for renting out to guests, such as bikes, skis, tennis courts, and tennis rackets for example. This item is for information purposes only; no revenues are posted in association with this.

You can assign rentable objects to a reservation either for a specific period or for a specific time/duration. Click New to add this object to the reservation.

[illegible]

To access the *overview of available objects*, click the Overview button. This overview provides a list of the number of objects still available and the associated timescale (day or hour, for example).

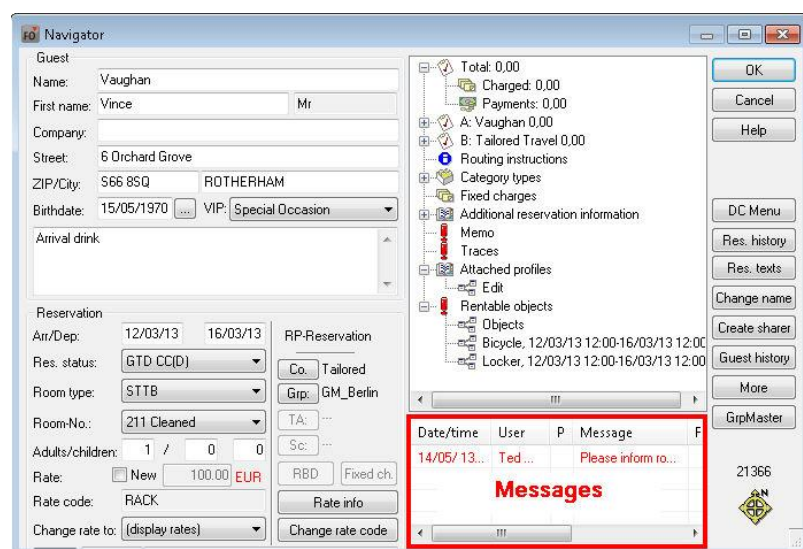
 Available user rights		
214	FO Rentable objects	This right controls access to the “Rentable objects > Modify objects” transaction in the tree view.
223	FO Traces history	This right controls access to the “Additional reservation information > Room plan color” transaction in the tree view.
239	FO Change reservation colors in room plan	This right controls access to the “Traces” transaction in the tree view.
419	FO Navigator (copy token)	Enables the user to copy a displayed credit card token to another reservation.

Available Settings

- Add additional functions to tree structure. Upon request, the rate by day grid, deposit, credit card tokens and payment instructions can be connected as a separate sub-tree in the tree-view.
- Additional guest information can be displayed as a separate sub-tree. As a result, you can decide whether the sub-tree should expand or not when opening the Navigator.
- Upon request, the already existing sub-tree “Additional reservation information” automatically expands when the Navigator is opened.
- If required, the “Category types” menu automatically appears expanded in the tree view of the Navigator. Alternatively, you can adjust to have the “Category types” sub-tree open only when the booked category deviates from the current one. If you want, the sub-tree can even be tagged with an exclamation mark.
- If desired, a notification pops up when opening the Navigator if the same reservation is being accessed by another user in the Navigator. This prevents the reservation being simultaneously edited in the Navigator by several users.

Pane - Messages

[Navigator > Messages]



This pane shows all saved messages for this guest.

These saved messages can be forwarded to different interfaces, Pay TV for example. If no such interface exists, information about existing messages is provided at check in or check out. If you are unable to forward the message directly to the guest, it can be left with the status unread. You will then see a message reminder at check out. To view a *list of all open messages*, go to “Reports > Messages”.

Right-click to add or delete messages or set them to read or unread.

To enter a message, go to the context menu (right click) and choose “Add”.

Date and **User**: protel automatically records the date and time of creation and the user name. This information is displayed in the top part of this dialog box.

Priority: Assign a priority to this message by entering a letter or number.

Mess. Text: Enter the message text in this box.

Send short message to no: You can also choose to send the message by SMS. To do this, check this box and enter the required cellphone number.

- ☒ **immediately using the above text**: Sends the text entered above immediately.
- ☐ **after room has been cleaned using default text**: Automatically sends a default text to the guest once the room has been cleaned (room status = cleaned).

From Version 2013.17.222


The ability to send text messages can be regulated by a number of new User Rights (see *Available User Rights*).


▼ To send messages by SMS, you need the protel Messenger add-on. For more information, please contact your protel distributor or the *protel support team*.

Setting the message to read

If the message has been read, select the ☒ **Read** check box. protel will then save the date, time and user name and display this information in the lower part of this dialog box. Messages that have been successfully passed on are shown in black font while unread messages are shown in red.

Internal FO Message

If the  **Internal FO Message** check box is selected, the message in question is an internal front office message. This check box can prove particularly useful if you are able to forward messages to Pay TV.


 **Available Settings**

From Version 2013.17.222

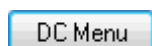
By default, any message will be deleted after checking out the respective reservation and running the end-of-day routine.

If requested, protel can keep older messages, e.g. for reasons of traceability. To prevent old messages from being edited, they will be opened in read-only mode.

▼ Ask your protel Support Team to set up your protel system accordingly! We're happy to help!

 Available User Rights		
355	FO Navigator: Modify messages	This right controls creating and modifying messages within the Navigator.
From Version 2013.17.222		
415	FO Messages send/edit SMS	This right controls sending short messages within the Navigator.
417	FO Messages (ad hoc SMS)	This right controls ability to send messages immediately (option "immediately using the above text")
418	FO Messages (SMS after room cleaned)	This right controls ability to send messages after room clean service (option "after room has been cleaned using default text")

DC Menu



To open the DC (double-click) menu:

- ▼ Click the [DC Menu] button in the Navigator
- ▼ Double-click a reservation in the *Room Plan* or
- ▼ Double-click a reservation in the reservation list.

The double-click menu lists all the actions that are also available within the room plan plus additional functions.

Always use this function for modifying reservation data because changes made here are also queried for any group members of a reservation.

The pane on the right displays the current reservation data.

The pane on the left contains the editable settings for the reservation. Simply select the relevant action and click OK to confirm and run the transaction.

Check In Performs check in.

Check Out / Invoice Select this check box on the guest's date of departure to access the guest's invoice.

If you try to complete this transaction before the date of departure, you will receive an error message advising you that the guest is not departing today. For an advanced invoice, interim invoice, or early departure, go to "*Cash register - Invoice*" or, if you are in the Navigator, choose *Invoice*.

Alter Arrival Change the arrival date (departure date remains unchanged). Select the check box, double-click in the date box and enter a new date. For group reservations, if you complete this function for the *Group Master* you can execute it for all group members in one go.

Alter Departure Select this check box to change the departure date, following the same procedure as the Alter Arrival check box. Double-click the date and enter a new departure date. For group reservations, if you complete this function for the *Group Master* you can execute it for all group members in one go.

Shift reservation Select this check box to move the reservation

- ▼ To a different room by selecting the "Shift reservation" option and choosing a different room in the box to the lower right
- ▼ To a different period (a few days in the future, for example) by selecting the "Shift reservation" option and changing the arrival date in the box to the lower right. In this case, the date of departure will also be changed accordingly.
- ▼ To a different period and room by selecting the check box and choosing a different room and arrival date in the subsequent fields:

Move If the guest moves to a different room during their stay, you need to select this check box, select the new room number from the drop-down list, and enter the move date in the date box.

Move and extend	If the guest wishes to extend their stay, and has to move to a different room as a result of this, you need to select this check box, enter the new room number and the new date of departure. The stay will be extended until the date of departure given; the move will take place on the original date of departure.
Cancel reservation	Select this check box to cancel a reservation. In the subsequent dialog box, choose a reason for cancellation (created in the system data) and enter supplementary text, if required.
Void CI status	Select this check box to remove the checked in (CI) status for a guest. This option is not possible if charges have already been posted to the invoice.
Delete blocking reservation	Select this check box to remove a block from a room. You can also go to “Reservation”, “ <i>Block/Unblock Rooms</i> ” to block a room.
Copy	If you have regularly recurring reservations, you can use this function to copy over the details, so that you do not need to enter the same data again. Click “Copy” and choose [OK] to confirm.

Copy frequency: How often is the reservation to be copied? Example: “Monthly” would create a copy every month in the copy period selected below; for example, from day 11-14 of every month


Quantity: Quantity of copies to be created (usually 1)

Copy period: The period for which the copies are to be created. If you want potel to create copies for the rest of the year, you would enter today’s date in the first box and 31.12. in the second.

Options: The right window pane lists the options (information) that you can choose to include in the copy/ies.

Once you have made your selection, click [Create copy data].

► The created copies are shown in the left pane with the arrival date and weekday. Right-click one of these days to open the *context menu* from where you can edit the list. Use the “All” or “None” functions to select or deselect all the entries in the list. Choose “Add” to add additional reservations to the list (a dialog box appears for you to enter the arrival date). You can also use the “Edit” function to edit the arrival date for individual reservations.

Click [OK] to complete the process. Confirm the subsequent prompt to view all the created reservations. Select the  “Show reservation list after copy process” if you want the reservation list for this profile to be opened immediately afterward.

▼ You can only copy reservations allocated to a specific room. You cannot copy reservations that have been split across more than one room (due to a move for example).

TIP!

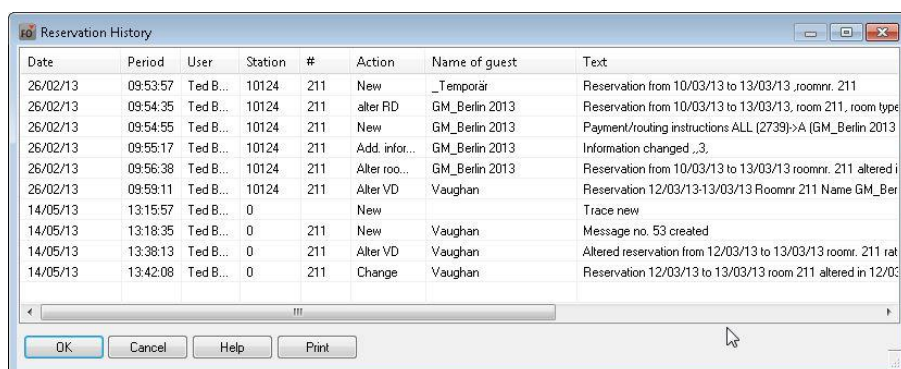
▼ Go to “*Options > Enter moves*” to view a list of all pending moves for today’s date. In this list, you can flag a move as complete; for example, to block the phone line in the old room and activate it in the new room.

Available user rights		
309	FO Double click menu	Controls access to the DC menu.
84	FO Alter date of Arrival/Dprt	Required for users to be able to modify the arrival or departure date.
85	FO Shift reservation	Controls access to the “Shift reservation” function.
86	FO Move	Required for users to be able to move a reservation to a different room.
87	FO Cancellation	Required for users to be able to cancel a reservation.
88	FO Cancel Check In Status	Required for users to be able to remove the checked in status for a guest.
330	FO Void CI	Required to be able remove the checked in status.
228	FO Copy reservation	Controls access to the “Copy” function in the DC menu.

Reservation history


Res. history

The reservation history lists all changes and activities relating to a given reservation.



Date	Period	User	Station	#	Action	Name of guest	Text
26/02/13	09:53:57	Ted B...	10124	211	New	_Temporär	Reservation from 10/03/13 to 13/03/13 roomnr. 211
26/02/13	09:54:35	Ted B...	10124	211	alter RD	GM_Berlin 2013	Reservation from 10/03/13 to 13/03/13, room 211, room type
26/02/13	09:54:55	Ted B...	10124	211	New	GM_Berlin 2013	Payment/routing instructions ALL (2739)->A (GM_Berlin 2013
26/02/13	09:55:17	Ted B...	10124	211	Add. infor...	GM_Berlin 2013	Information changed „3,
26/02/13	09:56:38	Ted B...	10124	211	Alter roo...	GM_Berlin 2013	Reservation from 10/03/13 to 13/03/13 roomnr. 211 altered i
26/02/13	09:59:11	Ted B...	10124	211	Alter VD	Vaughan	Reservation 12/03/13-13/03/13 Roomnr 211 Name GM_Ber
14/05/13	13:15:57	Ted B...	0		New		Trace new
14/05/13	13:18:35	Ted B...	0	211	New	Vaughan	Message no. 53 created
14/05/13	13:38:13	Ted B...	0	211	Alter VD	Vaughan	Altered reservation from 12/03/13 to 13/03/13 roomnr. 211 rat
14/05/13	13:42:08	Ted B...	0	211	Change	Vaughan	Reservation 12/03/13 to 13/03/13 room 211 altered in 12/03

It shows the date, time, user, protel workstation number (networks only), the room number, the name of the guest and any text that was entered for the reservation.

	Available user rights	
78	FO History of Reservation	Controls access to the reservation history.

Reservation texts



Click this button to access reservation-related correspondence with the guest. This is useful, for example, if you want to check which charges have been confirmed with the guest. The button takes you to the Letters tab, from where you can view, edit, and create reservation-related correspondence for the guest.

NOTE:
▼ The “Letters” tab only lists reservation-related correspondence that was defined as such (RTXT) in the system data!

If different profiles are stored for a reservation (guest, company, and travel agent, for example), you will be asked to choose the intended recipient after clicking the button:

Confirmation of reservation

✕

Send confirmation to which address:

Guest (Vaughan)

Company (Tailored Travel)

Group (GM_Berlin 2013)

Travel Agent

Source

Once you have confirmed this, you will have access to all correspondence for the associated profile. When a letter is created, the associated address will be inserted automatically.

Creating a reservation confirmation

1. Open the reservation in the Navigator.
2. Click [Res. texts].
3. Choose the intended recipient, if applicable (required only for group or company reservations).
4. Click [New letter].
5. Double-click the appropriate confirmation form to select.
6. Make any necessary changes to the Word file.
7. Save the Word file and print.

PLEASE NOTE

▼ Starting from version 2013.17.222, the date format day-month-year (e.g. "21 June 2013") will be used by default on reservation confirmations. If you would like continue using the former date format, please ask your protel Support Team to set up your protel system accordingly. We're happy to help.

Sending the confirmation of reservation by e-mail as a PDF

1. Create the confirmation as described above.
2. Save the opened confirmation as a PDF (Office 2007 and later: Save as > PDF).
Enter a descriptive name for the file and note where it has been saved!
3. Close the confirmation.
4. Right-click within the Letters tab to open the context menu.
5. Click "Add file".
6. In the "Open" dialog box, locate the folder containing the PDF file (e.g. \PROTEL\GUESTS\LETTERS).
7. Select the PDF file and click [Open].
8. Select the PDF file within Letters and click [E-Mail].

▼ Special settings are required in protel to be able to send e-mails from the Letters tab.
For more information, please contact your protel distributor or the *protel support team*.

NOTE:

▼ **Exception for *group confirmation*:** If you confirm the [Res. texts] button from the Navigator of a **group master**, you can create a group confirmation because in this case all the group members are included in the confirmation (provided an appropriate form has been created in the system data).

Tips & Tricks (Reservation texts)

Exporting the total number of booked rooms

From version 2013.17.400

For reservations involving numerous rooms, it is practical to export the total number of reserved rooms into the confirmation of reservation. The **\$y100** replacement code makes this possible.

▼ Your protel Support Team will gladly provide you with more information about the new code and how you link it into the new confirmation of reservation form. Just get in touch – we're happy to help!

Change name (assign to another guest)

Change name

Click this button to assign the reservation to another guest. This empties all guest information fields in the navigator. Enter a guest name to create a new *profile* or select an existing profile to assign to the reservation.

▼ Strictly speaking, you don't change the name but assign the reservation to another guest.

Available user rights		
222	FO Assign profile to reservation (change name)	This right allows a user to assign a reservation to another guest.

Creating sharers

Create sharer

If several guests plan to share a room but want to keep the reservation separate, you can create "sharers."

Please refer to the *Sharer reservations* topic for instructions on how to do this.

Available user rights		
321	FO Sharer input	This right allows a user to enter a sharer for a reservation.

Guest history

Guest history

Click this button to show the guest history (see also *Guest profile, "History" tab*).

If different profiles are stored for a reservation (guest, company, and travel agent, for example), you will be asked to choose the intended guest after clicking the button:

Guest history

Of whom do you want to view the history:

Guest (Vaughan)

Company (Tailored Travel)

Group (GM_Berlin 2013)

Travel Agent

Source

Once you have confirmed this, you will have access to the guest history for the associated profile. When a letter is created, the associated address will be inserted automatically.

The history shows detailed information on all of the guest's stays. For example, you can see which room the guest booked for their previous stay.

Guest - Edit: Vaughan Vince Mr

Address

Pers. Data

Requests

Sales Data

Sales Contacts

Sales Activity

Sales Revenue

Rates

A/R

Master

Future

History

Letters

Invoices

Photos

Traces History

Hotel: %All hotels

Display

Reservations

Period: 01/01/1980 - 31/12/2079

View

Print

Hotel	Guest	Arr...	Depart...	Room	RT.	RateCode	Price	Adit.	Accom.
Victoria Hotel ...	Vaughan ...	05/03/03	07/03/03	401	STFAM	GRP BB	170,00	2/0/0/0/0	316,00
Richard's Hotel	Vaughan ...	07/12/02	08/12/02	331	PRDB	DL5 BB	134,00	2/0/0/0/0	119,50

Click the “Display” pull-down list to selectively list reservations, cancellations or no shows and click the date boxes to indicate a period.

Display


Reservations

Cancellation

No Shows

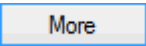
Reservations

Click the [View] button to refresh the view.

	Available user rights	
306	FO Guest history	This right allows a user to access the guest history.

More... button

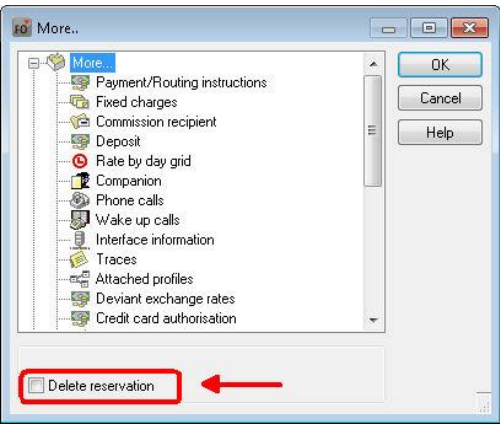
The More... dialog box



Click the [More] button to access additional options for modifying the reservation.

Available user rights		
264	FO More dialogue	Controls access to the “More...” dialog box.

Delete reservation



If you select ☒ the “Delete reservation” check box and then click [OK], the reservation will be deleted after confirming a prompt. Reservations can be deleted only if you have the relevant user rights, if no revenue or payments have yet been posted for the reservation, and provided that no end of day has been carried out within the reservation period.

Available user rights (delete reservation)		
79	FO Delete Reservation	Required to be able to delete a reservation from the “More...” dialog box.

More...

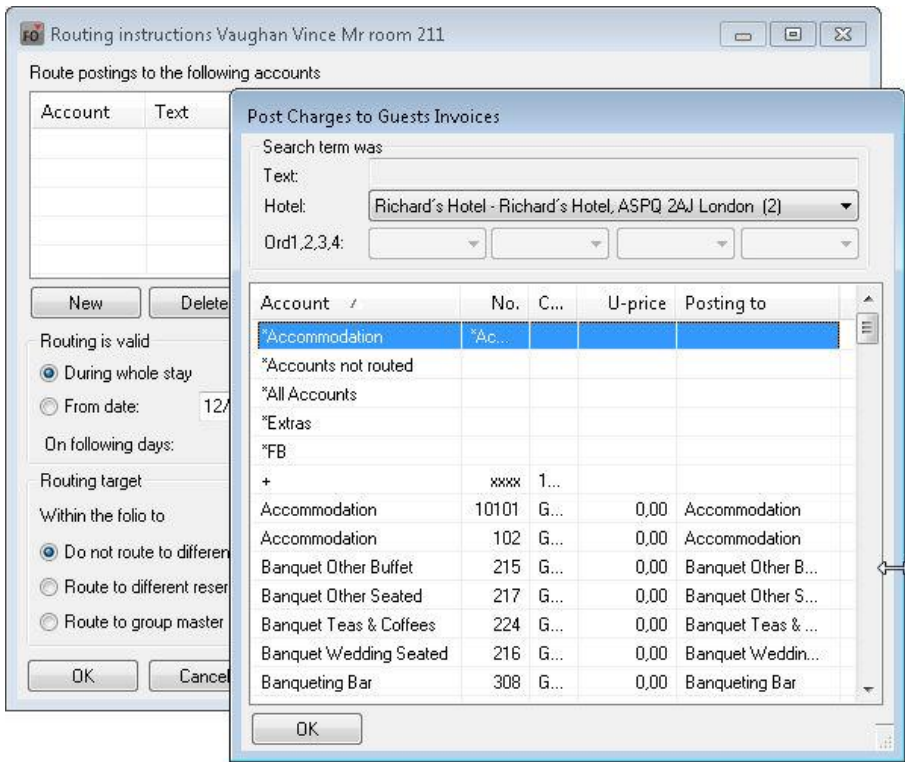
Payment/routing instructions

Navigator ▶ [More...] button ▶ Payment/routing instructions

Payment and routing instructions govern the automatic transfer of charges within different guest accounts. This feature is particularly useful when invoicing *group reservations* as these usually involve both a collective invoice and separate individual invoices to which part of the revenue needs to be assigned. For instance, this applies to company reservations where the company assumes all costs for board and lodging but the employees pay for individual costs (such as extras). The invoices are therefore perfectly prepared for check-out because all revenue is posted in accordance with the rules stored in the payment/routing instructions.

CREATING A PAYMENT/ROUTING INSTRUCTION

- 1. Open the reservation in the Navigator and click [More...] > Payment/Routing instructions.
- 2. **Create a payment/routing instruction:** Click [New]. This opens the detailed dialog box for creating a new payment or routing instruction.
- 3. **Open the transaction accounts list:** Click [New] again to access the transaction accounts list.



This lists all the transaction accounts as well as the *routing codes* that have been set up for frequently used payment/routing instructions. Transactions marked with an asterisk* are default transaction accounts that are defined in the system:

*All Accounts	Transfers all transaction accounts.
*Extras	Transfers all accounts from the “Extras” statistic group (statistics groups are assigned by means of transaction accounts within the system data).
*FB	Transfers all accounts from the “FB” statistic group.
*Accommodation	Transfers all accounts from the “Accommodation” statistic group.
*Accounts not routed	Transfers all accounts that have not yet been routed.

Accounts marked with a “+” are user-defined routing codes.
The transactions stored in the system data are listed at the end.

- 4. **Select a transaction account:** Double-click an account to select it. Multiple accounts can be selected and accepted by clicking [OK].
▶ All revenue for the accounts selected here will be posted to the routing target that is selected in the lower pane.

Keyboard entry:

Keyboard entry: You can also enter transaction accounts manually in the “Keyboard entry” box. Use a comma

separator to enter additional transaction account numbers. Click the [Add] button to add these accounts to the list.

5. **Define routing validity:** Use the following options to further restrict the validity of the payment/routing instructions. This allows you to define the precise routing time.

- ☒ During whole stay Transfers all the accounts listed during the whole stay.
- ☒ From date / To date The transaction accounts listed will be transferred for the period selected.
- ☒ On following days Here, you can select the weekdays on which you want the transaction accounts displayed in the list to be transferred. Routing will only take place on the days selected.

6. **Define routing target:**

- Within the folio to Choose the part of the invoice to which the transaction accounts selected within the reservation are to be transferred.
- ☒ Do not route to different reservation Choose this option if charges are to be routed within the reservation (for example, to Invoice B of the same guest account)
- ☒ Route to different reservation Select this option if you want postings for the selected transaction account to be transferred to a different guest invoice. Click ... to browse to the reservation.
- ☒ Route to group master If the reservation is assigned to a group, the third option is available for selection. If selected, the transaction accounts selected will be transferred to the group master. Click ... to browse to the reservation.

7. **Apply settings:** Click [OK] to apply all the settings and show these in the routing instructions:

Day	From	Day	To	TAA/Codes	Target i...	Route to	Da...
Σ Tu	12/03/13	Sa	16/03/13	ACC	Standard	GM_Berlin 2013 , 06/03/13 - 20/03/13 #9003	M...
Σ Tu	12/03/13	Sa	16/03/13	FB	A	Do not route	M...

Day = weekday; **Target invoice** = the target invoice details (A-F for internal, Standard for external routings)

Route to: Do not route = revenue is routed within the reservation.

For external routings: details of the recipient of the respective reservation.

INVOICE RECIPIENT AND DEFAULT METHOD OF PAYMENT

The lower pane of the “Routing instructions” window shows the invoice recipient and assigned methods of payment stored. If a company or travel agent profile is assigned to the reservation, this will be included on part B of the invoice. Part A of the invoice is always assigned to the guest profile. This cannot be changed.

Invoice recipient and default method of payment			
I.	Method of payment	Address	Address
A	Cash Payment	Vaughan Vince Mr 6 Orch...	Main address
B	Cash Payment	Tailored Travel 110-112 ...	Main address
C	Cash Payment		
D	Cash Payment		
E	Cash Payment		
F	Cash Payment		

Changing the method of payment: If a method of payment is selected for the reservation, this is used for part A of the invoice. To change the method of payment for part of the invoice, select it and click [Method of Paym.]. Then choose the new method of payment required from the list.

Address: The [Address] button opens the profile search dialog box, in which you can select a new invoice recipient for the partial invoice.

Secondary address: If an alternative address to the main address has been stored in the profile (e.g. a company address), this can also be selected as the “Secondary address”.

FREQUENTLY USED INSTRUCTIONS

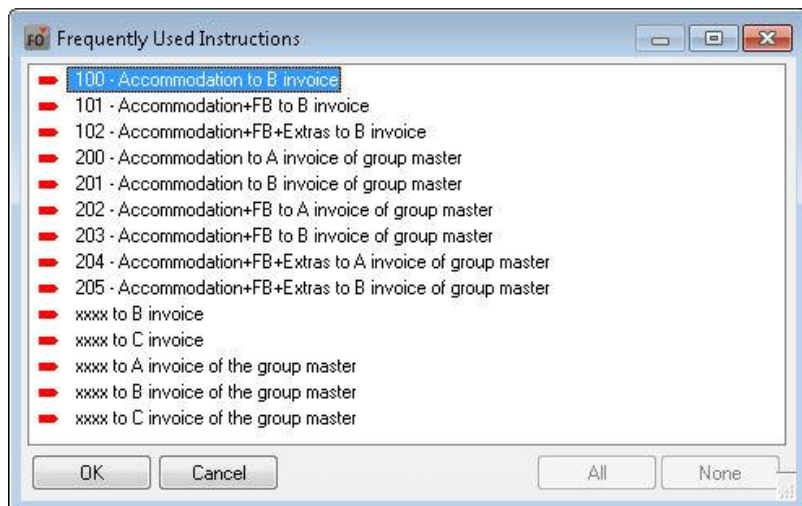
Click the [Frequently Used Instructions] button to access a list of freely definable and default routing codes.

Default routing codes are routings that are predefined in the system and would typically be required by most hotels; company reservations for example. In this case, the accommodation costs to be charged to the company’s account would be posted to invoice B.

It is also possible to create custom routing codes; for example, if different revenues from entirely different accounts (accommodation, spa treatments, and parking for example) are to be grouped within a single routing code. Once these have been created, they can be reused for your payment/routing instructions.

▼ For more information about creating routing codes, see the protel system data manual.

Instructions “100” - “205” are the default instructions provided by the system.





Available user rights (payment instructions)

72 FO Instruction of Payment Controls access to payment/routing instructions in the More... dialog box.

Fixed charges

Navigator ▶ [More...] button ▶ Fixed charges

Use this option to enter charges that are to be additionally posted to the room rate at end of day. Example: An additional daily charge of two euro is to be posted for a daily newspaper.

You enter or select the accounts in the lower pane.



Click [Y] to select an account from the list of all the accounts available in the system.



Click [New] to use the selected account/article as a fixed charge.

- TAA

Number of the transaction account to which the additional charge is to be posted.
You can enter the transaction account number directly or click the input box to open a drop-down list and select the required account. As you start entering the transaction account number, you will see that the account beginning with these numbers is highlighted in the list.
- Text

The description associated with the transaction account number. This can be overwritten and will be printed on the invoice.
- Amount

The number of units to be posted
- Currency

If you want to use the multi-currency function, you can change the posting currency here.
- Price

If a fixed price has been assigned to the transaction account, this will be proposed here. You can overwrite this price for any posting. If no price is entered, you can define one for this posting.
- Total

The total from the amount multiplied by the price
- Inv.

Drop-down list for choosing the detailed invoice (A-F) on which this fixed charge is to appear (default = A)
- Pattern


Drop-down list for the posting pattern (default = Daily).
- from

Date from which the posting (in accordance with the chosen posting pattern) is to commence. The arrival date is displayed by default.



Available user rights (fixed charges)

74 FO Fixed Charges Controls access to the fixed charges option in the More... dialog box.

**Available settings (fixed charges)**

- The default value for the posting pattern of fixed charges can be changed, if required. The default value is “Daily”
- Deviating from the default, fixed charges can also be posted on the departure date, if required. This setting causes fixed charges to be posted automatically at check-out on the departure date. The setting can be applied for day use reservations only, if required.

Commission Recipients

Navigator ▶ [More...] button ▶ Commission recipient


You use this function to assign a reservation to multiple commission recipients of the same profile type.

Commission recipients through profile assignment

This pane lists the commission recipients that are assigned to the reservation automatically from the linked guest profile (4 max.: travel agent, company, source, and group). The account number, name, and assigned commission code are displayed.

Additional commission recipients

To add additional commission recipients, click [New]. Click [Delete] to remove a selected profile assignment for this reservation.

 Available user rights (commission recipient)		
122	FO Commission recipient	Controls access to the commission recipient option in the More... dialog box.

Deposit

Navigator ► [More...] button ► Deposit

The deposit function allows you to manage deposits and advance payments.

From Version 2013.17.672

The deposit will be marked as “used” in the balance check already during the check-in; in doing so, the deposit’s booking status changes to “in use”.

The upper section of the dialog box is divided into two panes, the left showing the deposit due and the right the deposit received.

ENTERING A DEPOSIT (LEFT PANE)

In the left pane, enter the payment due date:

1. **Currency:** The deposit currency.
2. **Date:** The deposit due date (the date by which the deposit needs to be paid)?
3. **Amount:** Enter the required deposit amount.
4. **[New]:** Click [New] to accept your entries.

You can follow the above procedure to enter multiple receivables.

Print payment form (possible only if a data exchange license is installed!)

Guest deposits can be transmitted to the protel HMS automatically by means of a bank transfer via data exchange (using MultiCash e-banking software, for example), where they can then be stored as payments. Click the [Print payment form] to create the payment/transfer form required by the guest for making the payment.

Select the deposit that is to be paid in the upper pane and click [Payment form].

▼ A data exchange license is required in order to be able to print out payment forms. For more information, please contact your protel distributor or the *protel support team*.

Changing the deposit

If you need to change the amount or payment deadline, select the row in the upper pane, enter the changes, and click [Change].

TIP!

▼ Include the deposit information on the reservation letter

To insert the deposit details into the reservation letter, use the following text codes:

\$DepBe1, \$DepBe2...	Amount of deposit 1, 2, and so on
\$depcr1	Deposit currency
\$DepDa1, \$DepDa2...	Due date of deposit 1, 2, and so on
\$depdebr1, \$depdebr2...	Document number of deposit 1, 2, and so on

POSTING A DEPOSIT (RIGHT-HAND PANE)

1. Click the [Payment] button on the right-hand side of the window.
2. Enter the method of payment (important for ensuring that the deposit is posted correctly) and the amount paid. If you need to add more than one received deposit payment, click the [Add] button to calculate the total.
3. Click [OK] to post the deposit payment entered.

The system also accepts credit card payments. Click [Read CC] or [CC from Profile] to do this.

Once the deposit has been posted, the guest now has a credit balance corresponding to the amount posted. Any charges to be applied will then be posted against this credit.

Print deposit invoice

If the guest requires a receipt for the deposit, you can print out a deposit invoice for payments received. Be sure to select the appropriate deposit form for this printout.

▼ To make the [Print] & [Void] buttons available for selection, a special setting must be made in protel to give the deposit a unique deposit invoice number. Additional customizing settings are also required to be able to use the full scope of deposit invoice functions. For more information, please contact your protel distributor or the protel support team.

TIP!

▼ For an overview of outstanding invoices, go to "*Cash Register > Deposits to be paid*", where you can view a list of the deposits due for a specific cut-off date. Any partial payments that are received will be posted, but will still be shown on this list as due deposits!



Available user rights (deposit)

122	FO Deposit	Controls access to the deposit option in the More... dialog box.
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Available settings (deposit)

From version 2013.17.547 onwards

The “Deposit:” addition appears by default in the additional text of the booking. This text can be arbitrarily adjusted. You can additionally add another text to the already existing booking text, when desired.

Rate by day grid (RBD grid)

Navigator ► [More...] button ► Rate by day grid

You use the RBD grid to define different rates or rate codes for specific days of the stay (e.g., if a guest has booked a package for a single day or is entitled to a special rate for one night). You can also use it to change the number of persons for specific days of the reservation.

More examples:

- ▼ A conference speaker is arriving one day early and receiving a discount for this day
- ▼ A guest books for his wife to join him for the weekend at half-board (instead of the usual bed and breakfast)

The RBD grid easily accommodates changes such as these. protel posts the information stored here automatically for the specifically scheduled days.

X	Day	Date	Room	Adlt.	C1	C2	C3	C4	AB	Cr.	Rate code	Package	Packa...	Price	Mark
	Tu	12/03/13	211	1	0	0	0	0	0	0	RACK		BREA...	100,00	
	We	13/03/13	211	1	0	0	0	0	0	0	RACK		BREA...	100,00	
	Th	14/03/13	211	1	0	0	0	0	0	0	RACK		BREA...	100,00	
	Fr	15/03/13	211	2	0	0	0	0	0	0	RACK		BREA...	140,00	
Σ		Total	--	--	--	--	--	--	--	--	--	--	--	440,00	--

☒ Adults: 2
☐ Children 1/2/3/4: 0 0 0 0
☐ Add.beds/cribs: 0 0
☐ Special rate: 120.00 EUR
☐ New rate code:
☐ Market code:
☐ Source code:
 Packages: BREAK_DR
☒ Use rate avail. of arrival ☐ Use rate avail. of 15/03/13

OK Cancel Assign Packages Save Data Delete

The upper pane shows each day of the stay on a different row. Once guests have checked in, protel shows only the days still to be posted.

CHANGING DATA

Select the row of the day of the stay that you wish to change, select the check box adjacent to the entry you want to change, and enter the required values.

Click the [Save Data] button to apply your changes.

Changing the number of persons or number of additional beds/cribs

- ☒ Adults Select the check box and enter the new number of persons. The price will be updated accordingly based on the rate code.
- ☒ Children 1/2/3/4 Select the check box and enter the number of children in the appropriate category box.
- ☒ Add.beds/cribs Select the check box and enter the number of additional beds/cribs required.

Changing the rate

▼ **NOTE:** If an amount has already been changed manually in the Navigator or when entering the reservation, no change will be made here because manual rates are fixed.

- ☒ Special rate If you need to change the rate, select the ☒ Special rate check box and enter the new rate for the room night. If the check box is selected, the rate has already been changed manually.
- ☒ New rate code To assign a new rate code, first select the day for which the rate code is to be changed; then select a different rate code.

☒ Use rate avail. of arrival ☐ Use rate avail. of 15/03/13

You can define a starting date for the application of this rate code. If you do not want the rate code to apply directly from the date of arrival, select the **Use rate avail. of** check box and enter the required date.

Other

- ☒ Market code Set market code
- ☒ Source code Set source code
- Packages If there are any packages stored for a rate code in the system data, you can use the [Assign Packages] button to assign these to specific days.

ADDITIONAL INFORMATION

Right-click a date to view the associated rate information or price information per person. Select the required information from the context menu.

NOTE

▼ The RBD grid only shows days that have not yet been posted. Therefore, if reservations have already been posted using the “Advanced invoice” function, no information will be shown for these.



Available user rights (RDB grid)

95 FO Rate by day table Controls access to the “Rate by day grid” option in the More... dialog box.

Companion

Navigator ▶ [More...] button ▶ Companion

Registration laws in some countries stipulate that guests have to fill out a registration card when they arrive at the hotel. All data associated with this can be stored using the “Companion” function, where you can enter all accompanying persons and persons subject to this registration requirement (for example, the reservation was booked by Mr. Smith and his companions are his wife and his son, who is subject to the registration requirement). Ideally, you would enter the companion details at the time of reservation since this will allow for preparation of the registration cards prior to the guests’ arrival.

NOTE:
▼ Alternatively, companion details can also be stored using the “Attached profiles” option!
>> More information...

ENTERING A NEW COMPANION

Open the reservation in the Navigator and click [More...] > Companion.

- 1. In the “**Companion**” tab, enter the details of the companion, including their name, date of birth, and passport number.
Information such as nationality and language is transferred directly from the profile assigned to the reservation. If the nationality or language is different from that of the guest making the booking, you can change it here.
- 2. Click [OK] to apply the companion settings.


THE [FAMILY] BUTTON

You can enter family members in the guest profile and then add these to the reservation as companions. This saves having to re-enter their names and dates of birth the next time this guest stays at the hotel with the family.

- 1. Click the [Family] button. If family members have been entered in the guest profile, click the relevant entries to add them to this reservation.

THE STAYS TAB

The “**Stays**” tab is required if companions will be staying for a different period. The relevant dates can be entered here.

 Available user rights (companion)		
76	FO Companion	Controls access to the “Companion” option in the More... dialog box.

Phone calls

Navigator ▶ [More...] button ▶ Phone calls

If the system has a PBX interface, this option takes you to a log of all calls made by the guest. It shows the date and time of the calls, the number of units, the amount charged, and the phone number called. Use the drop-down list to choose whether to show telephone charges for all invoices or a specific invoice window.

Click the [Print] button to print the list. A list of all calls might be required by the guest, for example, to settle up with his or her company.



Available user rights (PBX IFC)

77 FO Telephone Protocol Guest Controls access to the “Phone calls” option in the More... dialog box.

Wake up calls

Navigator ► [More...] button ► Wake up calls

This option is particularly useful for hotels that have an appropriately configured PABX interface. Any wake-up calls that you enter in this dialog box are communicated to the PABX and processed automatically. The wake-up call management feature can also be useful even if you don't have a PABX interface since you can print out wake-up call lists from Reporting that you can use to make and monitor the calls manually. The process steps are the same either way.

You are only shown the days reserved for the guest's stay. You can enter up to four different wake-up times per day.

08:00 ☒

As soon as protel receives confirmation from PABX that a wake-up call has been made, it selects the relevant check box.

[Rem.]

The [Rem.] button takes you to information that is used exclusively by the PABX interface. This information cannot be modified. These entries are made by the interface and relate to the wake-up call.

Click [Delete all] to clear all entered wake-up calls.

If you wish to delete only one wake-up call, double-click the entry and press the “Delete” key.

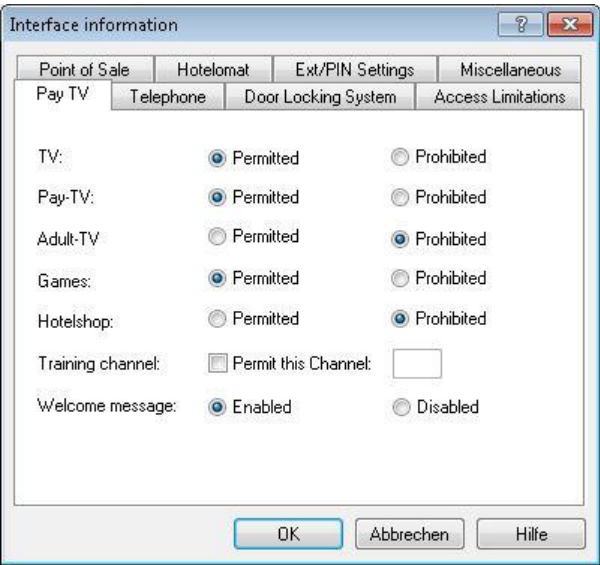


Available user rights (wake up calls)

324 FO General view of wake up calls Controls access to the “Wake up calls” option in the More... dialog box.


Interface information

Navigator ▶ [More...] button ▶ Interface information



Use the **protel.ini** to activate this feature.

If various interfaces are available, you can use this feature to define guest-specific settings for each interface, e.g. for Internet access, for connected access control systems, telephone settings, Pay TV etc.

 **Available user rights (IFC)**

287

FO Additional IFC features

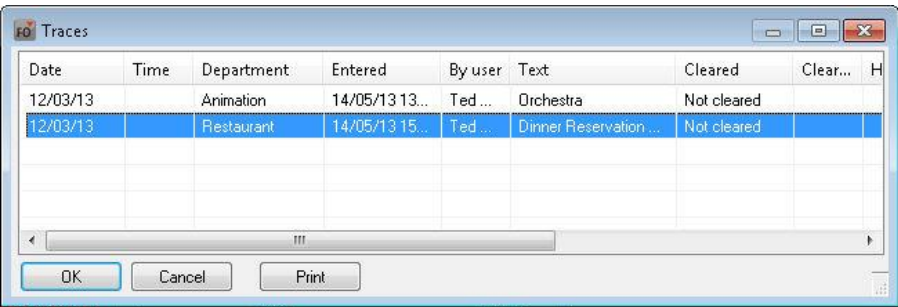
Controls access to the “Interface information” option in the More... dialog box.

Traces

Navigator ▶ [More...] button ▶ Traces

In protel PMS, traces are important internal guest-related messages or tasks for different hotel departments. For example, a trace can be created for the kitchen if a birthday cake needs to be prepared for a guest, or for housekeeping if a bouquet of flowers is required in a room.

For an overview of traces, go to the trace report (“*Reports > Traces*”), where you can view all the traces by date. You can also generate a trace report when you complete the end-of-day routine.




The “Traces” dialog box lists all the traces stored for a reservation. This provides a clear overview of the dates and times of the required traces, the departments affected, the name of the users who entered the traces, the times the traces were entered, the respective tasks, the task status, and, the name of the user who completed the task if it has been completed already.

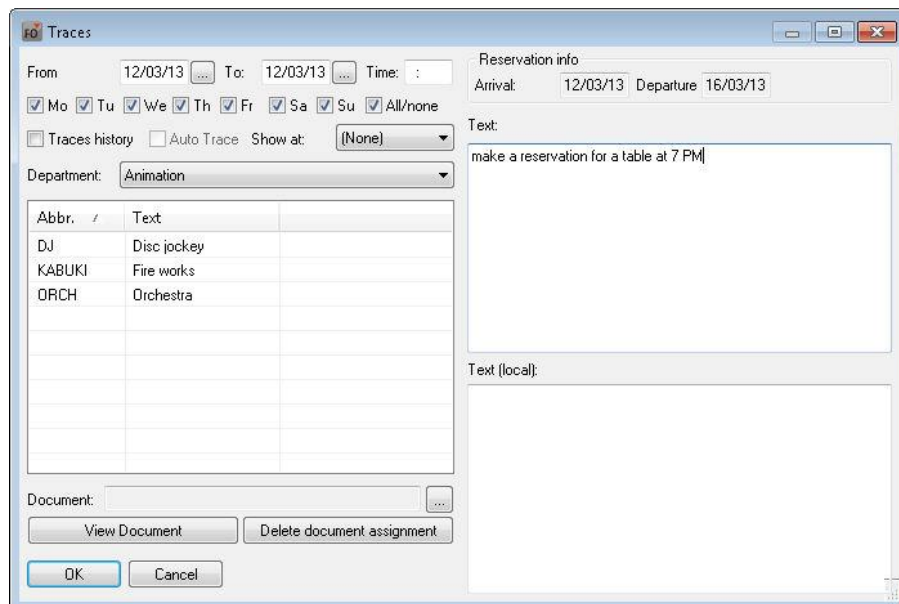
Traces can also be saved in the guest *History*. This is indicated by an “X” in the “History” column.

THE CONTEXT MENU

To access the edit function of the Traces dialog box, right-click to open the context menu:

New	Opens the Traces dialog box, in which you can create new traces (see below)
Alter	Opens the Traces dialog box, in which you can change traces (see below)
Delete	Deletes the selected entry.
Add trace package	If trace packages have been stored for departments in the system data, these can be accessed here (see potel system data manual). In this case, there is no need to enter any additional information because the traces will be transferred from the trace package automatically.
Cleared	Sets the trace entry to “Cleared”. A check mark will then be shown adjacent to the trace in the Navigator:  Traces
Not cleared	Sets a trace marked as “Cleared” to “Not cleared”.
Traces History	Opens the <i>Traces History</i> in the guest profile.
View document	Opens a document that is associated with the trace entry.
Delete document assignment	Removes a document that is associated with the trace entry.

CREATING/ALTERING TRACES





The dialog box for creating/altering traces is divided into several panes:

From / To / Time: You enter the date or period and time the trace must be completed here.

Reservation info: Displays the reservation period booked.

Weekdays (as of version 2013.16.690 of Jan. 22, 2013): You can define specific weekdays on which you want the trace to appear for a period. The period must be entered from the first trace to the last trace. This cannot be transferred to the Auto Trace; it applies only for unique traces.

 **Traces History:** If you select this check box, the trace will also be saved in the Traces History of the guest profile.

 **Auto Trace:** If you select this option, the trace entry will be saved after reservation check-out and set automatically each time the guest makes a new reservation.

Show at: Causes a trace to be shown in association with a specific action (reservation, check-in, and check-out).

▼ If required, you can set “All events” as the default value for the new trace. This causes the trace to be displayed independently of the action performed. For more information, please contact your protel distributor or the *protel support team*.

Department: Select the department responsible from the drop-down list. The table below lists the predefined traces for the respective department. **Double-click** to insert traces listed here in the text box.

Text: If you choose not to insert any traces from the table (see above), you can enter your own text here.


Text (local): In this box, you can enter text in a local language that uses a different character code (e.g. Arabic). For more information about local text boxes, see: *Hints and tips > Local text boxes*.


Document (as of version 2007.11.395): Click the [...] button to store a document associated with the trace entry. This could be a menu, for example, if the guest has reserved a table for the restaurant, or a greetings card that can be accessed and printed out for a birthday trace, or even detailed trace-related instructions for employees, and so on. Documents stored here are saved centrally at path <protel>\TRACEDOC, which can be accessed from any workstation.

▼ A special setting must be made in protel in order to be able to link documents with traces. For more information, please contact your protel distributor or the *protel support team*.

Click [OK] to save the trace entry.

If at least one open trace exists, an exclamation point will appear in the Navigator:

 Traces

 Available user rights (traces)		
223	FO Traces history	Controls access to the “Traces History” option in the context menu (More > Traces > right-click > Traces History)
230	FO Delete traces	Determines whether or not traces can be deleted
231	FO Clear traces	Controls access to the “Trace cleared” option in the context menu (More > Traces > right-click > Cleared)
232	FO Modify traces	Users not assigned this right will not be able to edit traces.
233	FO Traces	Controls access to the trace report. Users not assigned this right will not be able to view traces by selecting “Reports > Traces”. Access from the Navigator will be denied and the sub tree for traces in the More dialog box will be grayed out.
365	FO Traces Document	If the document linking feature for the Traces dialog box has been activated, this user right controls access to stored trace documents.

Attached profiles

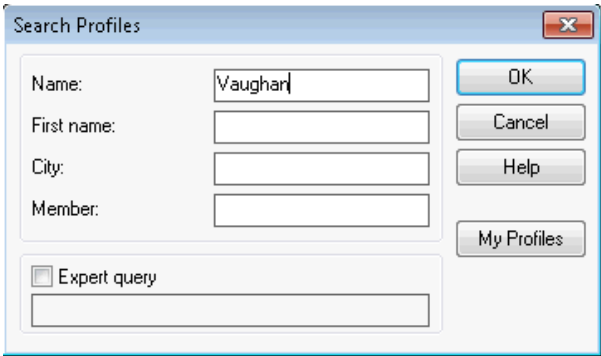
Navigator ▶ [More...] button ▶ Attached profiles

You can attach another guest profile to a reservation. protel interprets the attached profile as an accompanying person and uses this person’s details for registration purposes. A guest profile for the accompanying person must exist (or be created) in protel; the *companion* does not then need to be entered manually from the “More” dialog box.

▼ Please contact protel hotelsoftware GmbH Dortmund to enable this feature.

Right-click anywhere within the dialog box to open the context menu, which contains the following editing options:

- Attach new profile Opens the *Search Profiles* dialog box. If the required profile already exists, double-click it to select.
- Link family profiles Opens the “Family” tab of the guest profile, where you can assign other profiles.
The profiles assigned here are saved in the guest profile (“Family” tab). Right-click to add a family member. To insert family names, simply right-click the name box in the search form and select “paste”:



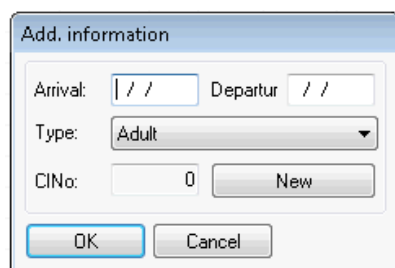
When assigning family members, you can define the guest’s relationship with individual persons/companions. To do this, select the entry and choose the relationship from the drop-down list at the lower edge of the dialog box. You can also enter your own text in the “Text” box.

Note: Relationships can be stored in the system data under “Reservation” > “Guest profile codes” > “Family Relationship Types”.

- Profile linked to other reservation Opens the reservation list containing all the reservations that fall within the posting period of this reservation. Double-clicking one of these reservations deletes the link with the original reservation and creates a new link.
- Delete attachment Deletes the attachment. The formerly attached profile is retained.
- View profile Opens the attached profile.

Change additional information

You can enter more information about the attached profiles in this dialog box.



The dialog box titled "Add information" contains the following fields and controls:

- Arrival: A date input field with slashes (/ /)
- Departur: A date input field with slashes (/ /)
- Type: A dropdown menu currently showing "Adult"
- CINo: A text input field containing the number "0", followed by a "New" button
- Buttons: "OK" and "Cancel" buttons at the bottom

You can enter deviating data for accompanying persons or family members here and choose the type of person from the drop-down list.

Move up / Move down: If multiple profiles have been attached, you can sort these in the list to gain a clearer overview.




Available user rights (attached profiles)

227 FO Attached profiles Controls access to the "Attached profiles" option in the More... dialog box.

Deviant exchange rates

Navigator ► [More...] button ► Deviant exchange rates

You can use this option to define an individual exchange rate for a reservation. This will overwrite the global exchange rate for this reservation.

Select the  "Fix exchange rate for this reservation" check box. You can then choose to define a specific exchange rate for a currency or select a date that is to provide the basis for the currency exchange rate.



Available user rights (deviant exchange rate)

227 FO Deviant exchange rates Controls access to the "Deviant exchange rates" option in the More... dialog box.

Credit card authorization

Navigator ► [More...] button ► Credit card authorization


▼ This option can be used only in conjunction with an EFT interface and connected card reader. For more information, please contact your potel distributor or the *protel support team*.

You perform credit card authorization to verify the card validity and credit limit. The amount you enter can range from the rate for one night to the cost of the entire stay.



Available settings (credit card authorization)

If an EFT interface is used, the interface returns a token to potel upon authorization of the payment request. This token can be displayed in the Navigator under the sub tree "Additional reservation information". The token stands for the successful authorization of a credit card payment (=result of a positive check)... For more information, see section *Navigator > Invoice pane > CC Token*.

 Available user rights (credit card authorization)		
194	FO Credit card authorization	Controls access to the “Credit card authorization” option in the More... dialog box.

Edit invoice


Navigator ► [More] button ► Edit invoice

A number of additional invoice processing options are offered here. You can also access the options listed here by clicking the [Edit] button from within the invoice form.

Information invoice

Navigator ► [More] button ► Edit invoice ► Information invoice

Print out of an invoice that shows all registered charges up to now (can be used as a receipt for payment receipts).

 Available user rights		
83	FO Info Sample Bill / Invoice	Controls access to the “Information invoice” option in the More... dialog box.

Invoice print mode

Navigator ► [More] button ► Edit invoice ► Invoice print mode

Summarization and sorting of items

The following different options are available for printing out the guest invoice:

- Detailed invoice: If you select this option, every individual posting is printed; nothing is summarized.
- TAA summarized by day: Causes postings for the same transaction account to be summarized by day.
- TAA summarized by stay: This option is chosen by default. Postings for the same transaction account will be summarized by stay (one row for accommodation, one for telephone, one for minibar etc.).
- TAA summarized by guest names: This option is particularly recommended for group invoices because the individual charges are assigned to each guest.
- TAA summarized per rooms: This setting can also be useful for group invoices.
- Summarize EOD charges only: With this option, all postings that are posted as part of the end-of-day routine (room rates and other fixed charges) are summarized and any additional postings are printed out in detail.
- Summarize TAAs to total package: Same as “TAA summarized by stay”, but also summarizes all accounts as total packages; in other words quantity = 1. This is useful for weekend arrangements that involve daily posting at different daily rates.
- Summarize EOD charges to total packages only: With this option, only EOD postings are summarized as total packages; all other postings will be printed in detail.
- TAA summarized by guest, sorted by res. no.: This setting can be useful for group invoices. The charges are assigned per guest and sorted by the guest reservation numbers.
- Detailed invoice, sorted by TAA main groups: With this option, the postings are not summarized, but sorted by the main groups defined in the system data; for example, accommodation, hotel bar, spa treatment, and so on.

- TAAs summarized per day, sorted by TAA main groups: Postings for the same transaction account are summarized by day and sorted by the defined main groups.
- TAAs summarized per stay, sorted by TAA main groups: With this option, all postings for the same transaction account are summarized for the entire stay and sorted by the defined main groups.

Invoice Layout

Additional invoice forms to the standard invoice can be stored in the system data. Choose the invoice form you require from this drop-down list.

You can also define the currency to be used for this invoice. To be able to do this, the currencies and exchange rate must have been created already (see the *Exchange rates* chapter).

Lease invoices for long staying guests (available only after activation)

You use this option to define the invoicing procedure for long-term guests. Please contact our support team if you require the separate guide that explains this in more detail.



Available user rights

80	FO Modus Invoice Printing	Controls access to the "Invoice print mode" option in the More... dialog box.
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Pro forma invoice

Navigator ► [More] button ► Edit invoice ► Pro forma invoice

The pro forma invoice calculates the accommodation costs for a guest or group in advance and displays these on an invoice form. These costs are calculated on the basis of the rate code, the stored fixed charges, and the stored packages.

▼ A special system setting is required in potel to activate this pro forma invoice feature. For more information, please contact your potel distributor or the *potel support team*.

Pro forma invoices can **only be generated before the guest checks in**.

A pro forma invoice for a group can be created from the group master. It is important that the split has already taken place (i.e., that individual reservations exist) for group members at the time the invoice is generated.

Charges are not posted at this time. An advanced invoice is created only for charges according to rate code and fixed charges.

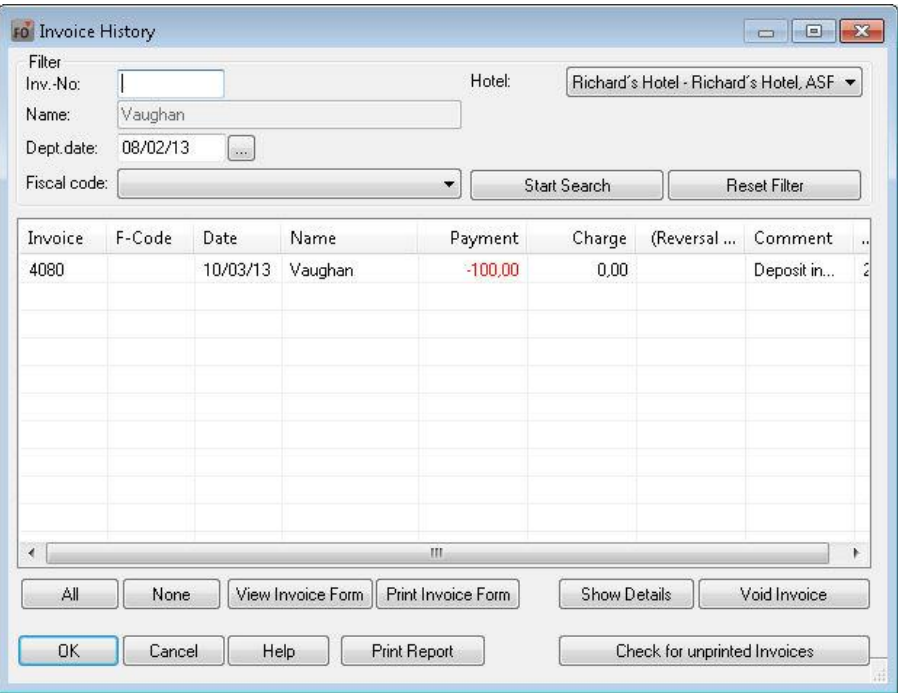
1. Immediately after choosing this function, the "*Invoice print mode*" window (see above) appears, in which you can then choose the required invoice mode and form.
2. A dialog box then appears, in which you choose whether to create the pro forma invoice for the entire stay or for a specific number of days only:
Enter days: Enter the number of days and click [OK] to confirm.
3. Select the invoice window (A, B, C, etc.) for which you want to create the pro forma invoice. Routings to other invoices/invoice windows will be taken into account here.

The pro forma invoice is not given an invoice number. If you would like pro forma invoices to have invoice numbers, this can be configured in the system. Note that the invoice number is allocated by the final check out for the reservation. If the invoice section on which the pro forma invoice was based is not used, the invoice form is retained and is stored within the system.

Invoice history

Navigator ▶ [More] button ▶ Edit invoice ▶ Invoice history

Shows all previous invoices for this guest.



The functions in the upper pane of the dialog box allow you to filter your search by specific criteria. Enter an invoice number, a date, and/or a fiscal code, and click [Start Search]. Click the [Reset Filter] button to clear all the filter criteria.

All of the invoices matching the entered search criteria will be displayed in the center of the window. If you do not set any filters ([Reset Filter] + [Start Search]), all of the invoices for the guest will be listed.

You can select invoices individually or all at once (click the [All] button).

The following functions are available for the selected invoices:

View Invoice Form	Opens the invoice form on screen.
Print Invoice Form	Prints the invoice form.
Show Details	Provides a detailed breakdown of all invoice items.
Void Invoice	Opens the “Void invoice” window (see below)
Print Report	Prints a list of invoices.
Check for unprinted Invoices	Opens invoices that have not yet been printed for editing purposes.

VOID INVOICE

You use this option to void invoices retroactively. This creates a void invoice and, if only a part of the invoice is being voided, a new, corrected invoice.

Buch.Dat...	Rech.Dat...	Gastname	A...	Nr	Konto	Text	Zusatztext
06.06.12	06.06.12	Meier Helmut	1	100	Accommodation	*Best Ava...	06.06.12/Zi...
07.06.12	07.06.12	Meier	1		Bar Euro	Bar Euro	

Summe Leistungen: 110,00

Summe markierte Leistungen: ☐ Markierte Leistungen neu buchen

Buttons: OK, Cancel, Alle, Keine, Rechnung stornieren

The dialog box lists all items from the invoice. The lower pane shows the total charges and the total for the individual items selected.

Post marked items to new invoice: If only part of the invoice is to be voided, select the charges that are to be reposted after the void (one by one or by clicking the All / None buttons) and select the ☒ **Post marked items to new invoice** check box. Then click [Void invoice] and confirm the subsequent prompt to complete the procedure. This will generate a void invoice in invoice window A and the new invoice in invoice window B. From the invoice window, you can now check out the newly posted charges.

For more information, see also *“Cash Register”, “Invoice History”*!

Advanced payment

Navigator ► [More] button ► Edit invoice ► Advanced payment

From version 2013.17.000: This function can also be added to the Navigator's tree view. Ask your protel Support Team to set up your protel system accordingly! We're happy to help.

If the guest makes an advanced payment either **at the time of or after arrival**, you can enter and post the payment here. The payment will be posted directly to the guest account. This payment will be included in the daily balance calculation.

Name: Vaughan Charges: 0,00

Room: Payments: -100,00

Invoice: A Vaughan Balance: -100,00

Value: 10/03/13 CC-Auth: 0,00

Method of paym.	Amount	Additional text	Valid	Ex. rate/CC card holder
Cash Payment	0.00			100.000000
Cash Payment	0.00			100.000000
Cash Payment	0.00			100.000000
Cash Payment	0.00			100.000000

Copies: 1

Invoice layout: Invoice Standard

Invoice currency: GBP

Buttons: OK, Cancel, Help, Add, Read CC, CC from Profile, Authorisation

Guest information is shown in the upper pane of the dialog box.

Invoice: From the drop-down list, select the part of the invoice to which the advanced payment is to be posted.

Value: Choose the date on which the credit is to be entered (if not today's date).

Method of paym.: Select a payment method and enter the amount:

▼ Cash payments:	If the guest is paying cash, you can enter more information in the "Additional text" box. The other boxes remain blank.
▼ Credit card payments:	For credit card payments, you can either read the card details by clicking [Read CC] or, if the card information is already stored in the guest profile, transfer the details by clicking [CC from Profile]. In the latter case, the "Additional text", "Valid", and "Card holder" boxes will then be populated automatically. Alternatively, you can authorize the credit card. In this case, the amount entered is guaranteed by the hotel, which has verified that the amount is covered by the credit card limit. The amount entered is then transferred to the "CC-Auth." box.
▼ Foreign currency payments:	For payments in a foreign currency, the stored exchange rate is shown under "Ex. rate".



Available user rights

82	FO Post deposit	Controls access to the "Advanced payment" option in the More... dialog box.
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Manual rate code posting

Navigator ► [More] button ► Edit invoice ► Manual rate code posting

This option is for posting or voiding rate codes and additional fixed charges manually ("*More...*" button, "*Fixed charges*").

▼ Note that, unlike advance invoices, the postings made here are effected **in addition** to the rate codes/fixed charges posted during an end-of-day routine.





Rate code: The box in the top left shows the rate code that was entered for the reservation.

Use different rate code: If you want to post a different rate code, select the  **Use different rate code** check box. This makes the rate box editable, allowing you to select a different rate code.

Date: Choose a date for which the room rate is to be posted. You can enter the date directly or use the [+] or [-] buttons. This function is used for price determination purposes only. The posting will always be made to today's date. The date does not need to be within the reservation period.

Quant.: You can also enter the quantity to be posted, meaning the number of nights rather than number of persons.

Options: The following options are available for selection:

	Ignore special rates	If you select this option, any special rates that were entered in the <i>Navigator</i> or <i>Rate by day grid</i> will be ignored (for example, if a different number of persons has been specified for a specific day). This check box will be selected automatically if you choose a different rate code to that specified in the reservation. If you do, however, still want special rates to be taken into account, you can clear this check box again.
	Incr. date (multiple post.)	If you select this check box, the posting date is shown in the additional text for the postings and printed on the invoice.
	Void (post negative)	Use this check box with care. Selecting this check box and clicking [Do Posting] voids the rate code that was set above. Note that the revenues will be voided internally in accordance with the stored split tables.
	Post fixed charges	If you select this check box, the fixed charges created under " <i>Fixed charges</i> " will also be posted or voided.

Use different billing text: In this box, you can enter free text that also appears on the invoice. If you leave this box blank, potel displays the rate code text.

In the center of the window, the name of the guest for which the posting applies is highlighted. If you accessed this function from a group master, all the guests in the group will be listed here. In this case, all the guests will be highlighted, but not the master itself. Click individual guests or click the [All] or [None] buttons to select or remove guests to be posted.

Test Posting: Before completing the posting, you can display in the second window a list of the postings to be made according to the conditions entered previously. This gives you an opportunity to check the list and amend if necessary before posting the revenue.

Do Posting: Click this button to complete the posting to the invoice. If at this point you notice that the settings are incorrect, you can only make corrections by voiding the invoice or deleting items from it.

Date of next rate code posting

Navigator ▶ [More] button ▶ Edit invoice ▶ Date of next rate code posting

Date of next Room Rate Posting

Guest: Vaughan

Arrival: 12/03/13 Depart: 16/03/13 Days: 4

Next room rate is posted: 12/03/13

Room rate is posted (nights) 4

From Arrival

Disable Room Rate Posting

OK

Cancel

You use this option to set the room rate posting date to an earlier or later date.

Next room rate is posted:	Shows the next room rate posting date. You can change this date.
Room rate is posted (nights)	Shows the number of room rates that are still to be posted.
[From Arrival]	Resets the accommodation date to the arrival date.
[Disable Room Rate Posting]	<div>Sets the accommodation date to the date of departure and sets the number of room rates that are still to be posted to zero.</div> <div>This option can be used to make correction postings after an advanced invoice. The date of the next room rate posting is set to the date of departure as a result of the advance invoice. If the incorrect rate code was posted for the advance invoice, this can be rectified by resetting the date, changing the rate codes, and reopening the advance invoice to post the correct rate to it.</div> <div>This function can also be used to set the date to a later date if the room rate posting is to be postponed for the following days.</div>

Available user rights		
116	FO Change date of next lodgment posting	Controls access to the “Date of next rate code posting” option in the More... dialog box.

Transfer charges to another invoice

Navigator ▶ [More] button ▶ Edit invoice ▶ Transfer charges to other invoice

Umbuchen / anderes Zimmer/Konto

Name: Maillé de la

Zi.-Nr.: 103

Rechnung: A Maillé de la Tour-Landr

Datum	Zeit	A...	Text
07.06.12	11:49	1	*Best Availa...

Alle markieren

☐ Nur Buchungen in der Zeit

Vom: 08.06.12 bis zum: 08.06.12

☐ Nur folgende Warengruppen

Ziel:

Name:

Zi.-Nr.: Gruppenmaster

Rechnung: Rech.-Empfänger: Betrag:

auf A

auf B

auf C

auf D

auf E

auf F

OK

Abbrechen

Hilfe

This offers an additional option for transferring charges (to supplement that explained in *Transferring charges to another partial invoice*).

The window is divided into two panes. The left pane lists the data for the invoice containing charges to be transferred (the source invoice). The right pane lists the invoices to which the charges are to be transferred (the target invoice).

SOURCE INVOICE

The details (name, room number) are displayed for the guest whose charges are to be transferred.


Click [Mark all] to select all the charges listed. If you only want to transfer individual charges, click the relevant ones to select.

If you select the ☒ **Charges with posting date** check box and enter a period, the system will only transfer the charges that fall within this period. If you select ☒ **The following TAAs only** check box and enter the transaction accounts, the system will only post charges for the specified accounts. Use a comma separator when entering multiple transaction accounts.

TARGET INVOICE

Enter the room number or name of the guest account to be posted. If a group master exists, you can click the Group Master button to post to the master account.

The individual partial invoices of the target guest account are displayed below this. If balances already exist, these will also be listed. To post the charges to the appropriate partial invoice (A, B, C etc.), click the corresponding button (to A, to B etc.).

 Available user rights		
81	FO Transfer charges to room	Controls access to the “Transfer charges to other invoice” option in the More... dialog box.

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Collect charges from group members (group master only)

Navigator ► [More] button ► Edit invoice ► Collect charges from group members

You use this option to post charges for group members to the *Group Master*.

All charges for all group members are listed by default and will therefore be included in the transfer posting.

To select specific charges to be included in the transfer posting, simply click the relevant entries (guests, TAA main groups, transaction accounts, and individual postings). These postings will be listed in the top right under "The following charges are transferred".

Group members:

Lists the names and room numbers of all **group members**.

▼ *Please note that only checked in group members (members with status CI) will be displayed!*

All of the members are selected by default, meaning that charges will be transferred from the invoices of all guests. You can, however, select individual guests to be included in the transfer posting. You can also click the [All] or [None] button to select or deselect all guests respectively. You use the **A - F** check boxes on the right if you wish to include charges from specific detailed invoices in the transfer posting.

From Main groups / Following TAAs only:

These boxes show the TAA main groups and transactions accounts for which postings have been made to guest invoices. Select the specific charges you want to transfer to the master by selecting the required main groups and transaction accounts.

Charges from:

With this option, you can select charges that were posted on specific days to be included in the transfer posting. Simply choose the days in question. You can use the [All] and [None] buttons to quickly select or deselect all dates listed.


The following charges are transferred:

This box, which is situated in the top right of the window, lists all the charges selected. You can also select individual charges from this list.

To transfer the posting of the selected charges to the required group master invoice, click the relevant button (

-).

Click the **[Pay. instr.]** button to open the routing/payment instructions for the group master. See the *“Payment/routing instructions”* for more information about this window. Click the **[Transfer by using payment instruction]** button to complete the transfer posting in accordance with the routing/payment instructions stored.

 **Available user rights**

96 FO Transfer to Group Master Controls access to the “Collect charges from group members” function.

Print reports

Navigator ▶ [More] button ▶ Edit invoice ▶ Print reports

Displays/prints a report showing all the posted invoice windows of the guest.

Group members/Group master

[Navigator ▶ “Group members/Group master” button]

Grp.members

GrpMaster

▼ The [Group members] and [Group master] buttons in the Navigator are available for group reservations only.

When you open the Navigator for a group member, clicking the **[Group Master]** button opens the group master Navigator.

Click the **[Group members]** button to view the list of all group members.

GM_Berlin 2013//

Hotel	Name	Firs...	Salut.	#	RT.	Arrival	Depar...	Adlt.
Richard's ...	Isherwood	L	Mrs	215	STDB	10/03...	13/03...	2/0...
Richard's ...	Macleod	Peter	Mr	234	STDB	10/03...	18/03...	2/0...
Richard's ...	Newlove	Sarah		223	STDB	10/03...	17/03...	2/0...
Richard's ...	Oakes	B	Mrs	226	PRDB	11/03...	13/03...	2/0...
Richard's ...	Parkes	Ms		221	PRDB	11/03...	13/03...	2/0...
Richard's ...	Quinn	Alfred	Mr	222	STDB	11/03...	13/03...	2/0...
Richard's ...	Ray	A	Mr	210	PRDB	12/03...	13/03...	2/0...
Richard's ...	Sane	John	Mr	205	STDB	12/03...	18/03...	2/0...
Richard's ...	Taylor	David	Mr	214	STDB	12/03...	13/03...	2/0...
Richard's ...	Upton	Paul	Mr	212	STDB	12/03...	13/03...	2/0...
Richard's ...	Vaughan	Vince	Mr	211	STTB	12/03...	16/03...	1/0...
Richard's ...	Wallace			221	PRDB	13/03...	18/03...	2/0...
Richard's ...	Wise	abigayle	Ms	206	STDB	13/03...	19/03...	2/0...

☐ Rooming list

Room allocation

Add to group

All

None

Add

Grp. Profile

New

Remove from group

OK

Cancel

Help

Print

Void

Reactivate

Totals

#Conf: 23 #Cancel: 1 #Res: 23 #Adults: 4...

#1 Adults: 2 #2 Adults: 21 #3 Adults: 0 #m...

#Children: 0/0/0/0

#1 Adult rm: 2 #2 Adult rm: 21 #3 Adult rm:

Room Nights

Total: 118 RN 229 PN

06/03/13 #: 2 RN 4 PN

07/03/13 #: 3 RN 6 PN

08/03/13 #: 3 RN 6 PN

09/03/13 #: 5 RN 10 PN

10/03/13 #: 10 RN 19 PN

11/03/13 #: 12 RN 23 PN

12/03/13 #: 16 RN 30 PN

13/03/13 #: 11 RN 21 PN

14/03/13 #: 13 RN 25 PN

15/03/13 #: 13 RN 25 PN

Copy group master memo

Copy group master traces

Copy group master UDF

Group master copy traces

Enable extended tooltips

Right-click the individual entries to open the Navigator for each reservation.

An overview of the entire reservation is provided in the lower right:

#Conf: Number of confirmed reservations

#Cancel: Number of canceled reservations

Adults: Total number of persons

#1 Adults.: Number of one person rooms


#2 Adults: Number of two person rooms

#3 Adults: Number of three person rooms

Rooms: Total number of rooms



#Children: Number of children

You use the following buttons to edit one or more reservations:

Add	Shows additional reservation data relating to the selected reservation.
Grp. Profile	Used to undo rooming assignments (see <i>Rooming list</i>); in other words, clicking this button resets the name of the group member selected to the group master profile!  Use this button with caution!
Room allocation	Select a guest and click this button to access <i>Room allocation</i> . The selected reservation can then be assigned to a room. This is the preferred means of allocating individual rooms for newly created group reservations.
New	If you want to add a new reservation to the group reservation, click this button to access the <i>Reservation</i> dialog box. Group-related data, such as the group name, for example, are displayed automatically.
Void	If one of the rooms for the group is canceled or not all of the rooms on the rooming list are requested, you can access this dialog box to void the room(s) directly. Voided rooms remain in the list as evidence of the original number of rooms from the group member list, which would be required if charging for cancellations.
Add to group	For adding existing reservations to a group. Clicking this button opens a list of all the reservations that lie within the reservation period of the group master. To add reservations to this group, select the required reservation and click OK to confirm. You will then be asked whether you also want to transfer the <i>payment/routing instructions</i> , <i>fixed charges</i> , and the <i>rate by day grid</i> . Since these can be created individually in the reservations, you should choose a reservation that contains the appropriate entry (sample reservation).
Remove from group	Use this button to remove individual reservations from the group. The removed reservation(s) will still exist. First select the reservations you want to remove and then click the button. You will then be asked whether you want to delete any existing <i>payment/routing instructions</i> .
Reactivate	Reactivates a voided reservation.

Rooming list

In the “Group members” dialog box, you can assign individual guests to the group reservation. Guest names can be entered in the rooming list, which is useful for group reservations involving 30 rooms, for instance, because you do not then need to open the Navigator for each individual guest.

 By default, potel creates a profile for each individual group member. If you only want to enter names of the group members without creating a profile for each, select the  **Rooming list** check box. The names of the members will be deleted after group check-out and the first end of day.

Double-click the first entry in the list to open the Navigator for the associated reservation.

Moonlight & Sunset// Drenkelfort, , Herr						
	Name	Vo...	A...	Zi....	Kat.	Anreise
City DO	Moonlight & ...			116	Busi...	08.06.12
City DO	Moonlight & ...			124	Busi...	08.06.12
City DO	Moonlight & ...			206	Busi...	08.06.12
City DO	Moonlight & ...			219	Busi...	08.06.12

The Navigator opens in “Change name” mode:

Guest

Name: Moonlight & Sunset

First name:

Company:

Street:

ZIP/City:

Birthdate: / / VIP:

Total: 0,00

Charged: 0,00

Payments: 0,00

A: Adderson 0,00

B: Tailored Travel 0,00

Routing instructions

Category types

Fixed charges

Additional reservation information

Memo

Traces

Attached profiles

Rentable objects

OK

Cancel

Help

DC Menu

Res. history

Res. texts

Change name

21376 1/23

Guided tour

More

Reservation

Arr/Dep: 06/03/13 11/03/13

RP-Reservation

Res. status: CI

Co. Tailored

Room type: STDB

Grp: GM_Berlin

Date/time

User


P

Message

F.

To change the name, overwrite the entry in the “Name” box.

Click [OK] to launch the guest search and display the search results. If this name does not exist, the new guest profile dialog box appears. If different reservation data exist within the group, the arrival and departure dates can be changed in the “Reservation” pane.

To go to the next group member, click the page down key on your keyboard .

Repeat steps 1-4 until you have entered a name or assigned a profile for every group member.

 Available user rights		
380	FO Group naming list name	Controls access to the “Rooming list” function.

IFC settings

Use the **PROTEL.INI** file to activate this feature.

If various interfaces are available, you can use this feature to define guest-specific settings for each interface, e.g. for Internet access, for connected access control systems, telephone settings, Pay TV etc.

Reservation

The Reservation dialog box

The Reservation dialog box

The “Reservation” dialog box is the central location for creating or editing reservations. It provides access to all relevant guest and reservation details. You can change the reservation details with just a few mouse clicks. Any changes you make here are immediately reflected in the occupancy details.

You can access the reservation dialog box in a number of ways:

- ▼ **Using the Search:** Use the *Reservation search* function to access a previously created reservation or click [New] in the Search Result dialog box to create a new reservation.
- ▼ **Using the room plan:** Right-click the reservation to open the Navigator. Right-click in the Reservation pane of the Navigator (see the “*Navigator structure*” section).
- ▼ **Using the room type plan** (only when creating new reservations): See the “*Room Type Plan*” section for more details.

Structure of the Reservation dialog box

The Reservation screen contains a considerable amount of information and is therefore divided into three main sections:

- 1 Guest data**
- 2 Reservation data**
- 3 Reservation details**

The screenshot shows the 'Reservation' dialog box with the following sections highlighted by red boxes and numbered:

- 1 Guest data:** Includes fields for Name (Vaughan), Company (Tailored Travel), Country, City (ROTHERHAM), VIP (Special Occasion), and Group (GM_Berlin 2013). It also has a 'Guest info.' section with fields for Comp (English), TA, SC, and Grp.
- 2 Reservation data:** A table with columns: Status, Arrival, Ngh Dprt, Qty, R. type, R. no., Adlt, Rate code, Rate, Cn, Det, Sp. The first row shows a reservation for 12/03/13 to 16/03/13, 1 room, STTB, 211 Clez, 1 RACK, 100.00 EUR.
- 3 Reservation details:** Includes fields for Market, Source, Allocation, Act. all, Payment (Cash Payme), CC, Flight, Option, To, and various buttons like Add Info, Letters, Sharer, Guest Hist, and More. It also has a 'Reservation details for 1' section with fields for Add bed, Cots, Packages, Note 1, Note 2, Arrival, Depart, Res. No (21366), and User (Ted Baker).

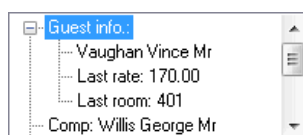
1 Guest data

- ▼ The data transferred from the guest profile is displayed on the left. The country, city, and VIP status are all editable.
The guest search function is launched when the name is entered. If a profile does not yet exist for the entered name, you can create a new one. For group reservations, the group name is inserted in the “Name of guest” box.
- ▼ Enter information about the company, travel agent, source, and/or group in the central column.
Revenues and other statistical data generated during the reservation are stored in the guest profile and also in the corresponding company, TA, source, or group profile. For company reservations, the company address is automatically inserted as the invoice address.

From Version 2013.17.222

The company, TA, Source or Group Profile can also be assigned later (if the reservation already exists). When adding a Profile with special rates agreements you can activate a pop-up window to ask the user if the special rate code should be adopted or not.
Ask your *protel Support-Team* to set up your protel system accordingly! We’re happy to help!

- ▼ The tree view on the right displays additional information from the guest profile:



Double-click the “Guest info.” entry to open additional information, such as the last rate, last room, and agreed special rates.

Right-click the “Guest info.” entry to open the guest profile. If a company, travel agent, source, or group is assigned, it will be displayed here together with the relevant contact persons. Right-click the company to open the company profile.

Attached profiles are also displayed here; right-click to open.


An additional name can be stored in the “Booker” box.

Click **Send SMS confirmation letter** to send a confirmation text message (only possible if the “**protel SMS confirmation**” add-on is installed). The SMS is sent to the cell phone number entered in the guest profile for this reservation.

2 Reservation data

	Status	Arrival	Ngh	Dprt.	Qty	R. type	R. no.	Adlt.	Rate code	Rate	Cn.	Det	Sp.
1	GRT(D) ▾	24/04/13	2	26/04/13	1	Business ▾	115 Dirty ▾	1	RACK ▾	135.00 EUR	<input checked="" type="checkbox"/>		Ok
	▾					▾	▾		▾	0.00	<input type="checkbox"/>		Ok

Enter the reservation data in this pane:

Status	Reservation status. The reservation status indicates if a booking is optional or definite, for example. The status of a reservation determines the color used to display the reservation in the room plan.
Arrival	Arrival date. You can change the arrival date by overwriting it or using the plus and minus buttons. Alternatively, you can right-click the date box to open a calendar in which you can click the required date to select.
Ngh	Number of nights. This can be overwritten or changed using the plus/minus buttons.
Dprt.	Departure date. This can be overwritten or changed using the plus/minus buttons. Alternatively, you can right-click the date box to open a calendar in which you can click the required date to select.
Qty	The number of rooms to be reserved. Use the  button to change the number of rooms (group/company reservations etc. only).
R. type	Reserved room type. Select the required room type from the list of room types created in the system data. If the reservation has been entered using the <i>Room Type Plan</i> or <i>Room Plan</i> , these boxes will be populated already.
R. no.	Room number of the guest. Not entered for room type reservations. If you click this box, you will only see a list of the rooms available for this room type within the reservation period.
Adlt.	Number of adults. This number influences the rate. You can enter the default number for each room type in the system data.
Rate code	The underlying rate code group for this reservation. The default rate code that is proposed when creating a new reservation depends on the settings made in the system data ("Reservation > Room Types"). You can select a valid rate code group for the reservation period from the list.
Rate	<p>The daily room rate to be posted.</p> <p>You can overwrite this rate. Internal splitting will be performed on the basis of the rate code stored in the system data. If the overwritten rate exceeds the splitting value, the stored splitting table will be ignored and the entire amount will be added to the stored accommodation account. Splitting will also not be performed if the rate is set to 0.00.</p>
Cn.	<p>"Connect": This box indicates whether multiple parts of a reservation are connected to the same reservation (include a move for example). In this case, the arrival and departure dates refer to the length of stay within a particular room.</p> <p>If reference has already been made to the move in the reservation, the reservation can be created as a reservation with move directly. First create partial reservation 1 and then select the [Cn.] check box. Now enter partial reservation 2 by positioning the cursor over the arrival box and entering the date of the move as the arrival date. Make sure the departure date of partial reservation 1 is the same as the arrival date of partial reservation 2. Once you have chosen the departure date and the room, select the [Cn.] checkbox here too. Click [OK] to confirm the reservation. An information message appears, confirming that both parts have been connected.</p>

Det	<p>“Details”: For displaying multiple partial reservations on the Reservation screen. The details shown in the lower part of the screen (number of children, additional beds etc.) are for the reservation for which this radio button has been selected. If, for example, you only want to enter an additional bed for the third reservation, you first have to select this radio button and then add the additional bed in the lower pane. Finally, save the changes to the details and click [OK]</p>
Sp.	<p>“Save”:</p> <p>If you have multiple partial reservations and want to transfer the details of the first reservation to another reservation, first connect the reservations (by selecting the [Cn.] check box), select the “Det” radio button of the connected reservation, and click [OK].</p> <p>If you have created multiple reservations and want to create different details for each reservation, select “Det” of the relevant reservation, change the details and click [OK] to confirm. These details will then be saved for the individual partial reservation.</p>

3 Reservation details

Reservation details for 1

Market:		Source:		Allocation:	
Hear:		Come:		Act. all.:	
Add.bed:	0	Child 1/2:	0	Pick up:	
Cots:	0	Child 3/4:	0	Payment:	Bar Euro CC
Packages:			<input type="checkbox"/> Blocked room	Flight:	
			<input type="checkbox"/> Event	Option To:	PL2778841318P1
Note 1	/ /		Arrival:	15:32	Res.-No 27788
Note 2	/ /		Depart.	:	User: Protel

Enter the reservation details in this pane:

Market code	Market codes are used to collect statistical information about booking and sales trends by market segment. Select the required code from the list created in the system data.
Source code	Source codes are used to determine the sources of the reservations (and therefore sales). Select the required code from the list created in the system data.
Allocation / Act. all.	<p>If the reservation belongs to an allocation (also referred to as an allotment), you can enter the name of this allocation here.</p> <p>The field "Act. all." displays the currently set allocation.</p>
Hear / Come	In the system data you can define codes that provide information about where the guests heard about your hotel and the reason they chose to come to your hotel. You assign these to the reservation here.
Add.bed / Cots	Number of additional beds/cots required. This information can be used to calculate the rate.
Child 1/2/3/4	Number of children 1, 2, 3, 4. This information can be used to calculate the rate.
Pick up	If you offer transfers, or simply require information about how the guest is travelling to the hotel (by plane, train), you can assign the relevant pick-up codes stored in the system data to the reservation.
Payment	Enter the method of payment that you want to be proposed by default at check out. Select the required method of payment from the list created in the system data. If a CC payment method is entered, the CC button will be shown automatically.

CC button Opens the credit card information entry dialog box.

Enter the data here or, if it has been entered in the profile already, click the [Copy from profile] button. Use the [Transfer to profile] button to copy the entered data to the profile.

If a CC payment method is entered in the Payment box, this dialog box appears automatically.

Packages You can link different packages to the methods of payment in the system data in accordance with the splitting table. You can then assign these to specific reservations.

☒ **Blocked room** If you select this checkbox, the room number assigned to the guest is fixed and the reservation cannot be moved. However, User Administration can authorize certain users to do this anyway. The guest name will be displayed in blue in the room plan.

☒ **Event** Reservations for which this check box has been selected will be listed in the “Events week plan” report on the date of arrival.

Flight If you are picking up the guest from an airport, you can enter the guest’s flight number here.

Option To: A reservation can be held open as an option until the date entered here. If a specific entry exists in the protel.INI file, the date will be entered automatically when this button is selected.
After this date has passed, however, the reservation will not be deleted or canceled automatically because this is not generally desirable. At end of day, however, you can print a report, listing all reservations for which an option date has been entered.

Conf No. (After Option To date) This number is calculated internally by protel. This number is useful when searching for the reservation in the reservation list, for example.

Note 1 / Note 2 For entering notes and a date. These notes are displayed on the invoice screen for information purposes, for example. You can also create a list for the date entered.

Arrival / Depart. For entering the precise time of arrival and departure for information purposes. protel enters the system time automatically at check in/check out.

Res.-No. Reservation numbers are managed and assigned sequentially for each reservation by protel. Reservations can be opened from the reservation list, for example, by clicking their respective numbers.

User Name of the user who entered this reservation.

Res.Date In the bottom-right of the window: Date the reservation was entered.



Available user rights

370	FO Reservation: Read CC from profile	Controls access to the “CC button” > [Copy from profile] function.
371	FO Reservation: Write CC to profile	Controls access to the “CC button” > [Transfer to profile] function.

The buttons

The Add. Info button


Click this button if you need to store additional information about the reservation.

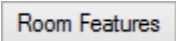
Travel information	For information about check-in or check-out; embarkation and disembarkation point, for example.
Laundry	In this box, you enter the preferred laundry frequency in days (i.e., how often the bed linen is to be changed). The standard laundry frequency is controlled by an entry in the PROTEL.INI file.
Memo	Text box for entering additional information relating to this reservation.
Don't print rate on reg. card	Select this check box if you do not want the rate to be printed on registration forms.
Used member card	If the guest has one or more <i>member cards</i> , you use this button to assign the card to the reservation. This will either be for a loyalty scheme run by the hotel itself or an airline. In some cases, guests will not decide until their arrival the card for which they want to collect points. In this case, you would select the relevant card here.
Commission code	The values entered here are transferred from the guest profile by default. They can be edited if necessary.
Hotel safe	For assigning individual safe numbers that are stored in the system data to the reservation. You will receive a message about this at check out.
Gender	For assigning the gender of the guest.
Tax exemption	For assigning one of the exemption codes stored in the system data ("Bookkeeping > Taxes > Tax Exemption Codes"). Click the [Save in Profile] button to save the exemption code in the profile and assign it automatically at the next reservation for this profile.
Promotion code Value	You can also create rate codes of the type "Promotion code" in the system data. These rate codes are only displayed here.
Discount room rate in p.c.	Even if no discount code was previously selected, you can store a percentage discount rate here, which will then be deducted from the room rate automatically (internally from accommodation only).

Discount For selecting a discount code that is stored in the system data ("Bookkeeping > Invoice > Discount Codes"). Click the [Save in Profile] button to save the discount code in the profile to be available for future reservations for this profile.

User values Text boxes for entering additional information relating to this reservation.

Use the [User-Code 1] button to assign hotel-specific codes to the guest. These codes must have been previously created in the system data.


 Assign a specific color to highlight this reservation in the room plan.

 You can assign an additional room feature to a room specifically for a reservation. The assignment made here does not affect the system data.

 Save special guest requests that relate only to this particular reservation.

From version 2013.17.000

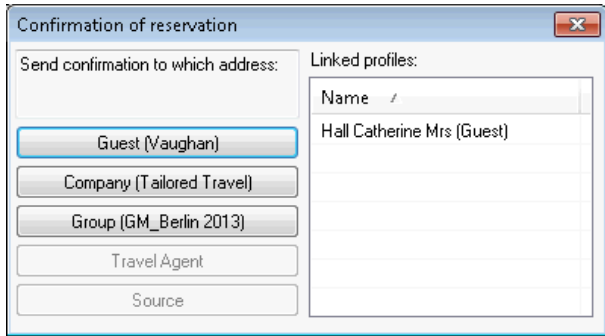
If required, reservation-specific guest requests can be shown as "Additional Reservation Data" in the Navigator's tree view. Ask your potel Support Team to set up your potel system accordingly! We're happy to help.

	Available user rights	
196	FO Enter/Change reservation discount	Controls access to the "Add. Info. > Discount" function.

Letters button

Click this button to access the **Letters** tab for the guest, which you use to create new letters for the guest and display or change existing ones.

If the reservation is a company, travel agent, source, or group reservation, an address selection window appears.



The dialog box titled "Confirmation of reservation" has a close button (X) in the top right corner. It contains two main sections:

- Send confirmation to which address:** This section has five buttons: "Guest (Vaughan)" (highlighted with a blue border), "Company (Tailored Travel)", "Group (GM_Berlin 2013)", "Travel Agent", and "Source".
- Linked profiles:** This section contains a table with two columns: "Name" and a small icon column. The first row contains the text "Hall Catherine Mrs (Guest)".

You can also create the confirmation here (see the "Navigator > **Letters**" section).

Sharer button

See the "**Sharer reservation**" section

Guest Hist. button

Click this button to view all previous reservations for this guest. See the "**Profiles, History tab**" section

The More button

See the "**Navigator, More...button**" section.

Navigation within the Reservation dialog box

A number of keyboard shortcuts can be used to speed up data entry within the Reservation dialog box.



Use the tab key to go to the next box.



An even more direct route to the required boxes is to choose ALT + underlined letter. These letters have been highlighted in the following screenshot:

Details für Reservierung 1				
Market <u>(U)</u> :	<input type="text"/>	Source: <u>S</u> :	<input type="text"/>	
<u>W</u> oher:	<input type="text"/>	Warum: <u>W</u> :	<input type="text"/>	
<u>Z</u> us.bett:	<input type="text"/>	Kind <u>1</u> /2:	<input type="text"/>	<input type="text"/>
<u>K</u> in.bett:	<input type="text"/>	Kind <u>3</u> /4:	<input type="text"/>	<input type="text"/>
			Abholung: <u>A</u> :	<input type="text"/>
			<input type="checkbox"/> Zimmer Nr. fest	

You can use the [+] and [-] buttons to change the arrival and departure dates. It is often quicker to do this than to enter a new date. Alternatively, you can double-click the box directly and enter a date in six-figure format (e.g. "101012" for October 10, 2012).

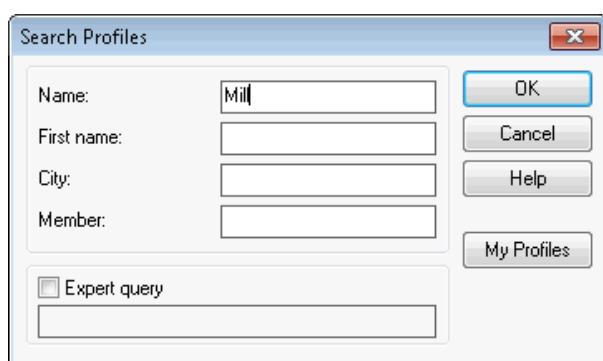
Finding and creating a reservation

When you enter a new reservation, protel automatically opens the guest profile search window so you can assign a booker to the reservation. For more detailed information on how to find a guest refer to the “*Searching guest profiles*” section.

If you enter a reservation directly in the *Room plan* or *Room type plan*, a search for existing profiles starts as soon as you enter a word or string in the “Name,” “Company,” “TA,” “Source” or “Group” box of the Reservation dialog box. Any matches are listed in the search results dialog box.

Finding a reservation

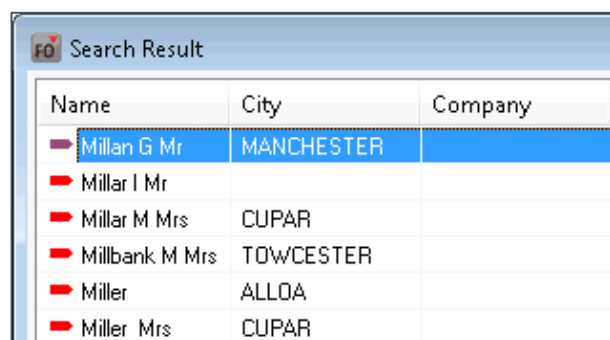
The reservation menu (e.g. Reservation > Private Reservation) allows you to find existing reservations or enter new ones. Regardless of your initial intention, the “Search Profiles” dialog box automatically opens.



The "Search Profiles" dialog box contains the following fields and buttons:

- Name:** Text box with "Mill" entered.
- First name:** Empty text box.
- City:** Empty text box.
- Member:** Empty text box.
- ☐ **Expert query** checkbox.
- Buttons:** OK, Cancel, Help, My Profiles.

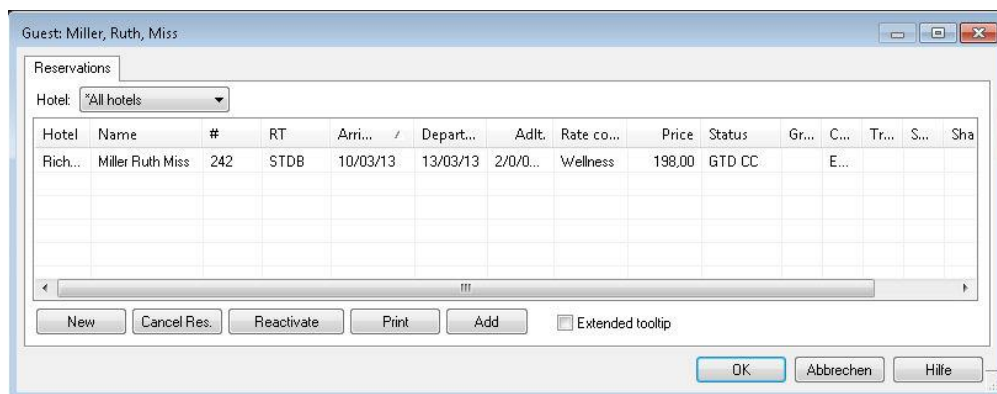
Enter (part of) the guest's name and press the Enter key or click [OK]. The Search Result dialog box returns all guest profiles that match your search string. Double-click a guest profile to select.



The "Search Result" dialog box displays a table of search results:

Name	City	Company
Millan G Mr	MANCHESTER	
Millar I Mr		
Millar M Mrs	CUPAR	
Millbank M Mrs	TOWCESTER	
Miller	ALLOA	
Miller Mrs	CUPAR	

This opens the “Reservations” dialog box with all reservation information that is relevant to the selected guest.



The "Reservations" dialog box for Guest: Miller, Ruth, Miss shows the following information:

Hotel: "All hotels"

Hotel	Name	#	RT	Arri...	Depart...	Adlt.	Rate co...	Price	Status	Gr...	C...	Tr...	S...	Sha
Rich...	Miller Ruth Miss	242	STDB	10/03/13	13/03/13	2/0/0...	Wellness	198.00	GTD CC		E...			

Buttons: New, Cancel Res., Reactivate, Print, Add, Extended tooltip, OK, Abbrechen, Hilfe.

The following features are available:


- New** Opens the *Reservation* dialog box in which you can enter a new reservation for the guest.
- Cancel Res.** Cancels the selected reservation.
- Reactivate** Reactivates a voided reservation.
- Print** Prints the list of reservations.
- Add** Shows additional information for the reservation.
- Extended tooltip** Select the ☒ Extended tooltip check box to show tooltips with additional information as configured in the PROTEL.INI file.

Creating a new guest profile

If a profile does not exist for the guest, click the [New] button in the Search Result dialog box to open a blank profile and enter the relevant information.

If your search does not return a match, you are automatically prompted to create a new profile.

Create the new profile to open the above dialog box, then click the [New] button to open the *Reservation* dialog box.

 Available user rights		
310	FO Reservation input	Authorizes the user to enter reservations.

Private reservation

FRONT OFFICE ► RESERVATION ► PRIVATE RESERVATION OR

FRONT OFFICE ► PROFILES ► PRIVATE

All reservations that are not made for companies, groups or through a travel agent are considered private reservations. In most cases this is guests making a reservation for themselves and in their own name.

Go to “Reservation > Private Reservation”, enter the guest search data, and follow the procedure described in the “*Finding and creating a reservation*” section.

▼ If you enter the reservation directly in the *Room plan* or *Room type plan* and fill out the “Name” box only, the system automatically creates a private reservation.

Company reservation

FRONT OFFICE ► RESERVATION ► COMPANY RESERVATION

Unlike a private reservation, a company reservation is made through a company. Amongst other things, this simplifies the search for reservations and allows for more detailed analyses of occupancy and revenue data.

For company reservations, the company address is automatically inserted as the address for invoice “B.”

Go to “Reservation > Company Reservation”, enter the profile search data, and follow the procedure described in the “*Finding and creating a reservation*” section.

▼ If you enter the reservation directly in the *Room plan* or *Room type plan* and fill out the “Company” box, the system automatically creates a company reservation.

Group reservation

Front Office ► Reservation ► Group Reservation

It is advisable to create a group reservation if a customer is booking multiple rooms on a single invoice. This form of reservation also allows you to change other data, such as the arrival or departure date, for all group members at the same time.

You can of course also specify a company name, travel agent name, or source name in addition to the group name, if required. As a result, information about revenues for the company and individual groups, for example, will be available separately in the respective profiles and histories.

During creation of a group reservation, a joint group account (known as the “group master”) is created automatically and will be used for the collective invoice, among others. The group master can also be used to manage and edit the group members and other reservation information centrally. The subsequent chapters explain the group master in more detail.

Once you have finished making your entries, a prompt will appear asking if you want to create a group invoice. If you confirm the prompt, the *Payment/routing instructions* for the group master will appear. You can then define the precise distribution of sales (revenues), if required.

From the room plan or room type plan

There are various ways of creating a group reservation. In addition to the method described above (Reservation > Group Reservation > New), you can also create group reservations from the room plan or room type plan.

From the room plan

1. Drag the first reservation in the required room over the required period, but do not press Enter or right-click to confirm the reservation.
2. Add another reservation immediately afterward by dragging a new reservation (differing arrival and departure dates are possible).
3. Drag as many reservations as you require:

[illegible]

4. To complete the process, press the Enter key or confirm the reservations by right-clicking and choosing “Reservation” from the context menu.
5. This will open the Reservation dialog box. Enter the group name in the **Group** box.
6. This opens the profile search window where you assign a group to the reservations.
7. Assign an existing guest profile of the “Group” profile type or create a new guest profile.
8. Click [OK] and click [Yes] to confirm the prompt asking if you want to create a group master invoice.
9. Choose a routing target in the Routing instructions dialog box; for example, “Accommodation to B invoice” ([Frequently Used Instructions]).
10. Click [OK] and, in the dialog box that appears, choose [Group members and master].

***Optional:* Rooming list entry**

Assigning guests to individual rooms:

1. From the room plan, open the reservation Navigator (right-click any individual reservation belonging to the newly created group reservation):

Fr Sa Su 24 Mo Tu

07 08 09 10 11


Association of National Park Authority

Association of National Park Authority

Association of National Park Authority


Right-Click

215 STDS / 08/06/13 Association of National Park Authority

2. In the Navigator, click [GrpMaster]
3. In the group master, click [Grp.members].
4. If you only want to enter names without creating a profile for each group member, select the  **Rooming list** check box.
5. Double-click the first entry in the list to open the Navigator for the associated reservation.

Hotel #	Name	First Na...	Salut.	#	RT.
Richard's ...	Association of			212	STDB
Richard's ...	Association of ...			214	STDB
Richard's ...	Association of ...			215	STDB

6. The Navigator opens in “**Change name**” mode:

7. To change the name, overwrite the entry in the “Name” box.
8. To go to the next group member, click the page down button .
9. Repeat steps 7-8 until you have entered a name or assigned a profile for every group member.
10. Click [OK] to confirm. The group reservation was created with the relevant group members:

Fr	Sa	Su
07	08	09

From the room type plan


It is very easy to create group reservations from the room type plan.

1. In the column to the right of the room type name, enter the number of required rooms.
2. Using the mouse, drag the reservation in the required room type over the required period.
3. Add more room type reservations if required by dragging a reservation in another room type. Enter the number of rooms required in this case too.




June		22 Su	23 Mo	Tu	We
2013		02	03	04	05
SU	1	1	1	1	1
PRTB	4	25	25	25	25
STTB	1	42	42	42	42
STDB	4	90	90	90	90
STTP	1	6	6	6	6

Fig.: This booking is for four rooms of room type PRTB and four rooms of room type STDB, all from June 02 to 04, 2013.

4. Confirm the reservation by pressing Enter or by right-clicking and choosing “Reservation” from the context menu.
5. This will open the Reservation dialog box. Enter the group name in the **Group** box.
6. This opens the profile search window where you assign a group to the reservations.
7. Assign an existing guest profile of the “Group” profile type or create a new guest profile.
8. Click [OK] and click [Yes] to confirm the prompt asking if you want to create a group reservation.
9. Choose a routing target in the Routing instructions dialog box; for example, “Accommodation to B invoice” ([Frequently Used Instructions]).

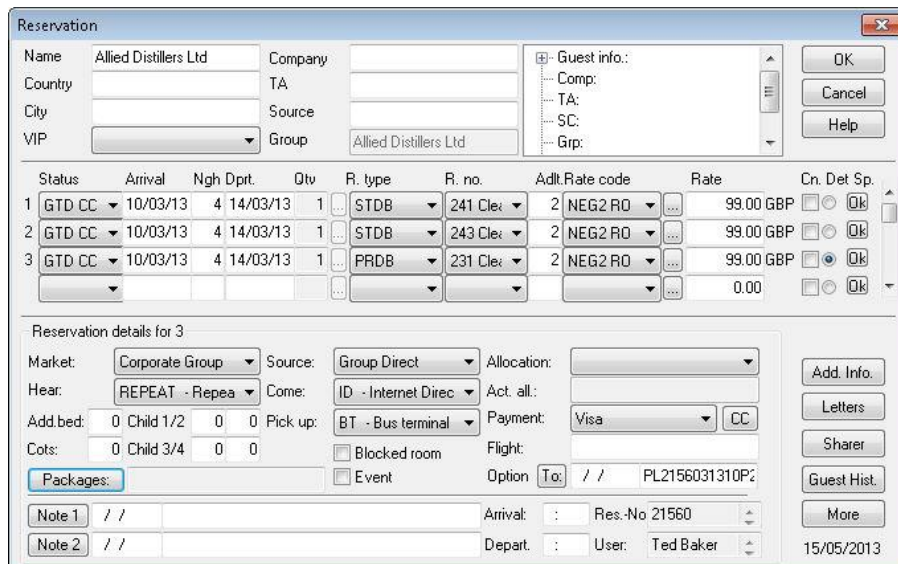
10. Click [OK] and, in the dialog box that appears, choose the option [Group members and master].
11. Open the reservation by clicking  Reservations in the toolbar. Enter the reserved period.
12. Select the group master for the reservation (indicated by room type "GRP MST") and right-click:

Reservations 01/06/13-10/06/13						
Name	#	RT.	Adlt.	Arrival	Departure	
Association of...	9000	GRP MST	0/0/...	02/06/...	04/06/13	
Association of...	9000	GRP MST	0/0/...	07/06/...	09/06/13	

13. In the Navigator that appears, click .
14. In the next window, click the  button.
15. In the Room Allocation dialog box, click  to allocate rooms to the individual partial reservations.
16. **Optional: Rooming list entry** - Assign guests to individual rooms.
-> See above: "From the room plan > *Rooming list entry*".

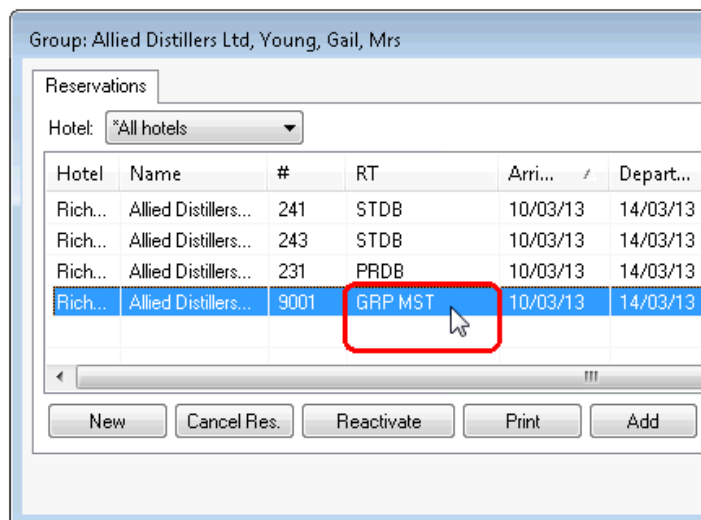
Via the Reservation menu

1. Open the menu "**Reservation > Group Reservation**", enter the profile search data, and follow the procedure described in the "*Finding and creating a reservation*" section.
2. Click [New] to enter all additional information, such as arrival and departure, room type, occupancy/room etc. in the Reservation dialog box:



3. Click [OK] to confirm the Reservation dialog box and click [Yes] to confirm the prompt asking if you want to create a group master invoice.
4. Choose a routing target in the Routing instructions dialog box; for example, "Accommodation to B invoice" ([Frequently Used Instructions]).
5. Click [OK] and, in the dialog box that appears, choose the option [Group members and master].

- This will open the group window. Select the group master (indicated by room type "GRP MST") and right-click:

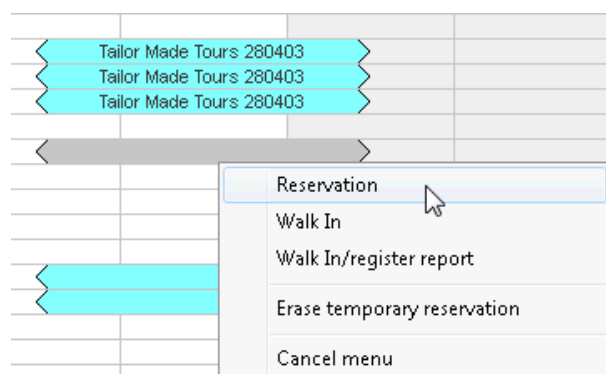


- In the Navigator that appears, click **Grp.members**.
- Optional: Rooming list entry** - Assign guests to individual rooms.
-> See above: "From the room plan > *Rooming list entry*".

Adding group members

a) From the room plan

Post the additional reservation:



In the Reservation dialog box, enter the group name in the "**Group**" box:

The reservation will be added automatically to the group reservation with the same group name.

b) From the group master

Open the group reservation, by clicking the Reservations button in the toolbar for example.

Reservations

Filter

Date: 10/03/13 to 17/03/13

Name: Tailor Made Tours Substring

Room: Accounts: ☒

Companion:

First Name:

Sc/TA/Cm/Grp: Substring

Res. No:

Cnf. No.: Substring

OK Cancel Help Print

Status

☒ Incl. conf.?
☐ Incl. inhouse
☐ Incl. cancelled?
☐ Incl. No Shows
☐ All/None

☐ Incl. provisional?
☐ Incl. optional?
☐ Incl. waiting list
☐ Incl. departed

Reservation status

☐ GTD CC
☐ GTD Comp/Agent
☐ GTD Correspond

Select the group master for the reservation (indicated by room type “GRP”) and right-click.

Reservations 10/03/13-17/03/13

Name	#	RT.	Adlt.	Arrival
Tailor Made T...	245	STDB	2/0/...	10/03...
Tailor Made T...	301	STTB	1/0/...	14/03...
Tailor Made T...	302	STTB	1/0/...	14/03...
Tailor Made T...	303	STTB	1/0/...	14/03...
Tailor Made T...	305	STTB	1/0/...	14/03...
Tailor Made T...	9004	GRP MST	0/0/...	10/03...

In the Navigator that appears, click

Grp.members

.

To add an existing reservation to the group, click

Add to group

 or, to create a new individual reservation to add to the group, click

New


.

NOTE

It is important to use different names for different groups that are making reservations for the same period. Otherwise, you will find it very difficult to distinguish one group from another.

ATTENTION


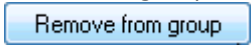
If *payment/routing instructions*, *fixed charges*, or changes exist in the *rate by day grid*, these will be transferred to the new reservation automatically after selecting a sample reservation and confirming various prompts.


	Available user rights	
340	FO Group members - add to group	Controls access to the “Add to group” button in the group members dialog box of the group master.

Removing group members

If you want to void the entire reservation, follow the same procedure as for a normal reservation (double-click within the room plan, select the “Void” button, and click OK to confirm). The delete procedure is also the same; go to the “*More...*” button” in the Navigator.

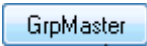

However, if you want the individual reservation to be retained and only removed from the group, you need to remove the group name in the *Reservation dialog box*.

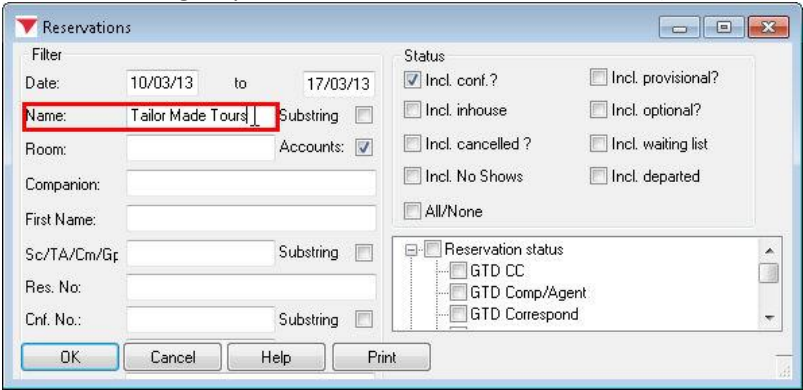
An even easier option for removing individual reservations is to click the  button in the group master Navigator. Select the relevant entry in the group members dialog box and then click the  button.

 Available user rights		
341	FO Group members - exclude from group	Controls access to the “Remove from group” button in the group members dialog box of the group master.

The group master

To open the group master, do one of the following:

- ▶ Right-click a group reservation in the room plan and, in the Navigator, click .
- ▶ Search for the group reservation in the reservation list ( Reservations button)...



...and right-click the group master (indicated by room type “GRP”):

Reservations 10/03/13-17/03/13					
Name /	#	RT.	Adlt.	Arrival	
Tailor Made T...	245	STDB	2/0/...	10/03...	
Tailor Made T...	301	STTB	1/0/...	14/03...	
Tailor Made T...	302	STTB	1/0/...	14/03...	
Tailor Made T...	303	STTB	1/0/...	14/03...	
Tailor Made T...	305	STTB	1/0/...	14/03...	
Tailor Made T...	9004	GRP MST	0/0/...	10/03...	

Unlike a standard room reservation, the group master is identified by the group room type (GRP MST).

Instead of the room number, the group master is assigned a group account (usually with a nine thousand number range):

Reservation

Arr/Dep: 10/03/13 16/03/13

Res. status: GTD CC(D)

Room type: **GRP MST**

Room-No.: **9004**

RP-Reservation

Co. ---

Grp: Tailor Made

TA: ---

Fig.: Group master - Reservation information in the Navigator

9002	GRP MST		
9003	GRP MST	06/03/	
9004	GRP MST		Tailor Made Tours 280403
9005	GRP MST		

Fig.: Group master in the room plan (scroll right down!)

The group account that is additionally posted when creating a group reservation is used for creating the collective invoice and for centrally managing the group reservation.

Group action

All group-relevant changes must be made in the group master. After every change, the “Group action” prompt appears, asking to which reservation you want the changes to be applied. You have to choose one of the following options:

Group action

To which reservation do you want to apply the changes?

Group members and master

Member selection

Group members only

Groupmaster only

Group members and master

The changes will be applied for everyone.

Group members only

The changes will be applied for the members, but not the master.

Group master only

The changes will be applied for the group master, but not the group members.

Member selection



Select this option to open a list of all group members, in which you can select the member or members for whom you want the required changes to be applied.

Changes that apply to an individual guest or the group account only are typically made from the room plan or Navigator, for example.

Group members

In the group master Navigator, click the **Grp.members button** to access the list of all group members.

Double-click a group member in the list to access **Change name** mode. You can use this window to enter the names of group members one after the other. Simply overwrite the displayed name with the actual guest name. The same applies for changes to all the other data for group members in the Navigator.

Once you have opened the Navigator for one group member, simply use the page up  and page down  buttons to toggle between group members.

Names of voided group members are displayed in the member list in **red font**.


Context menu

Right-click the list header to open the context menu.

Print with small font	
Print with medium font	
Print with large font	
Export to Microsoft Excel	
Export to HTML	
Autofit columns	Ctrl+M
Column width according to tab header	Ctrl+J
Search	Ctrl+F
Continue search	F3
Edit mode on	
Cancel menu	

From the context menu, you can:

- ▼ Print the group member list in various font sizes (small/medium/large):
If you want to print the entire list, make sure that **none** of the rows are selected.
Select a row in the table, then open the context menu and choose Print with small font, Print with medium font, or Print with large font to print only this row.
- ▼ Export the Allocation overview to an Excel or HTML file
- ▼ Adjust the column width in the overview
- ▼ Search in the overview
- ▼ Activate edit mode ("**Edit mode on**"):
You can edit the name, first name & salutation columns directly if you select "**Edit mode on**" in the context menu. You can then click the relevant name directly in the overview and make the necessary changes. To go to the next box, press the [TAB] key, the right arrow, the left arrow, or the ENTER key. The newly entered values will be changed directly. If a dedicated profile has yet to be assigned to the reservation, a new guest profile will be assigned when the name, first name, or salutation is changed; if a guest profile already exists, the name/first name/salutation entries will overwrite the data for the existing profile. If the ☒ **Rooming list** check box has been selected, new profiles (when these are created) will be created with the option "Delete profile as soon as possible" selected.

	Available user rights	
323	FO Group members	Controls access to group members in the group master Navigator.

Group confirmation

If you confirm the **[Res. texts]** button from the *Group master* Navigator, you can also create a group confirmation retroactively because in this case all the group members are included in the confirmation (provided an appropriate form has been created in the system data).

Changing the arrival/departure date

Double-click the group account in the room plan to open the *DC (double-click) menu*.

After selecting the ☒ **Alter Arrival** or ☒ **Alter Departure** check box, enter the new date and click [OK] to confirm. The Group action dialog box appears. If you want to change the arrival or departure date for the entire group, click [Group members and master].

To change the arrival or departure date for specific members of the group only, click [Member selection].

▼ The Group action dialog box is **not** opened if the arrival or departure date is changed in the group master Navigator!

Such changes cannot be applied to individual reservations for which a move has been stored.

Similarly, when changing the arrival or departure date, the posted rooms always have to be available in that period. If a room is not available in the requested period, the arrival or departure date for the reservation in question will not be changed, and a system message will inform you of this.

Reservations will also be changed if their arrival and departure dates match those of the group master.

Changing the rate for all group members

Open the group master Navigator. In the lower left Reservation pane, select the ☒ **Rate: New** check box and change the rate as required. Click [OK] to confirm your entry. The *"Group action"* prompt appears, where you can choose the reservation to which you want the changes to be applied. In this case, you would typically choose the "Group members only" option.


Changing the rate code for all group members

Open the group master Navigator. In the lower left Reservation pane, change the rate code as required. Click [OK] to confirm your entry.

The *"Group action"* prompt appears, where you can choose the reservation to which you want the changes to be applied. In this case, you would typically choose the "Group members only" option. Depending on the rate codes created in the system data, it might not be possible for the rate code change to be applied for all rooms. If this is the case, a system message will inform you of this.

Group cancellation

Double-click the group master within the *room plan*, the *reservation list*, or the *in-house list* to open the *DC (double-click) menu*.

After selecting the  **Cancel reservation** radio button and clicking [OK] to confirm, the “*Group action*” prompt appears, where you can choose the reservation to which you want the changes to be applied.

Group action

To which reservation do you want to apply the changes?

☒ Group members and master

☐ Member selection

☐ Group members only

☐ Groupmaster only

Group check-in


1. Double-click the group account within the room plan (scroll right down) or the reservation list.

9002	GRP			Tanzgru	
9003	GRP		Moonlight und Sunset Bochum		
9004	GRP	10.06.	PMD K		
9005	GRP	10.06.	Kleeblatt	Kleeblatt Reisen	
9006	GRP				

Fig.: Group accounts in the room plan (identifiable by the "GRP" attribute).

Nome	VIP	AA	Zi.-Nr.	Kat.
Lindemann		0	501	Standard
McKenzie Peter Mr.		0	101	Deluxe
Moonlight and Sunset Bochum		42	9003	GRP

Fig.: Selected group account in the reservation list. The group master is identified by the group room type (GRP MST).


2. The *DC (double-click) menu* opens.
3. Select the  **Check In** radio button and click [OK] to confirm.
4. The “*Group action*” prompt appears, where you can choose the reservation to which you want the changes to be applied. Since the group master is also to be checked in, it is advisable to select Master “Group members and master”.

Group check-out

The group check out procedure is different from that described above.

The easiest way to do this is from **Departures** because it is often the case that some of the group guests will still have a balance left to pay (meaning that an invoice still has to be printed out) and some will not.

1. Open Departures (F7).
2. Filter the departures list by group by searching for the group name directly. You will then only see a list of the guests in this group
3. You can select individual guests for check out or click [All] to check out all group members in one go


- Click the  button. The guest invoices will now open one after the other (if you have selected more than one or all of them), and you can edit each invoice as required. The invoices for guests who have no balance left to pay will not open and will be checked out directly.

Void group check-in

Double-click the group account in the room plan to open the *double-click menu*.

9002	GRP			Tanzgru
9003	GRP		Moonlight and Sunset Bochum	
9004	GRP	10.06.	PMD K	
9005	GRP	10.06.	Kleeblat	Kleeblatt Reisen
9006	GRP			
9007	GRP			
9008	GRP			
9009	GRP			
9010	GRP			

Fig.: Displaying group accounts in the room plan

After selecting the  **Void CI status** check box and clicking OK to confirm, the “*Group action*” prompt appears, where you can choose the reservation to which you want the changes to be applied.

Creating a group invoice


1. To create a group invoice, click the [More] button from the group master Navigator to go to the *"Payment/Routing instructions"*.
2. Define which charges are to be transferred to the group master: Click [New] and click [OK] to select the relevant accounts.
3. Choose a routing target, for example "Within the folio to B"
4. Also select option "Route to group master":
5. Click [OK] to confirm the dialog box.
6. A message box appears, asking to which reservation you want to apply the changes. Choose [Group members and master] to route the selected charges of all group guests to the master.

▶ See also “*Navigator > The More... button > Payment/routing instructions*”

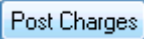
NOTE:

▼ If an automatic routing was not created during the reservation, it is also possible to transfer all or specific charges for group members to the master at group check out. To do this, open the master invoice and click the [Edit] button - “Collect charges from group members”.

▼ If charges already exist on the invoice of a group guest, these will not be automatically transferred retroactively. They can, however, be transferred to another room or the group master, for instance, directly from within the guest invoice by clicking [Edit] - "Transfer charges to other invoice".

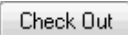
 Available user rights	
96	FO Transfer to Group Master
	Authorizes a user to transfer group member charges to the group master.

Post charges to each group member

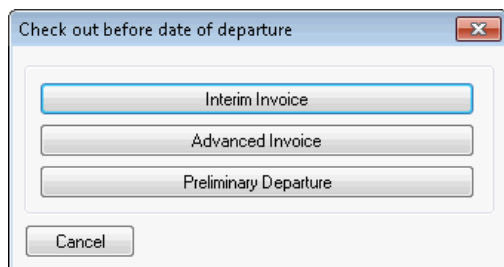
1. Open the group master Navigator; by right-clicking the group account from within the room plan for example.
2. Right-click in the *Invoice pane* to open the invoice dialog box.
3. In the lower right of the invoice dialog box, click the  button.
4. Enter the TAA number, the quantity, and the amount for each room, and click OK to confirm.
5. The “*Group action*” prompt appears, where you can choose the reservation to which you want the changes to be applied.

Group advanced invoice

With this option, room rates that are still to be posted and the fixed charges created for the group up to the date of departure are posted automatically.

1. Open the group master Navigator; by right-clicking the group account from within the room plan for example.
2. Right-click in the *Invoice pane* to open the invoice dialog box.
3. From the invoice dialog box, click the  button.

A dialog box appears featuring the Interim Invoice, Advanced Invoice, and Preliminary Departure buttons.



Now choose **Advanced Invoice** to post the room rates still to be posted & *fixed charges* for group guests to the group master.

This is very time and process intensive. Do **not** cancel this operation! Note that this triggers the posting of all revenues for the entire group and may therefore cause a shifting of the revenues in your statistics.

Travel agent reservation

FRONT OFFICE ► RESERVATION ► TRAVEL AGENT RESERVATION

Unlike a company reservation, a travel agent reservation is made through a travel agent. Amongst other things, this simplifies the search for reservations and allows for more detailed analyses of occupancy and revenue data.

For travel agent reservations, the software automatically opens a second invoicing window (invoice “B”) that uses the travel agent as the invoicing address.

Go to “Reservation > Travel Agent Reservation”, enter the profile search data, and follow the procedure described in the *“Finding and creating a reservation”* section.

If you enter the reservation directly in the *Room plan* or *Room type plan* and fill out the “TA” box, the system automatically creates a travel agent reservation.

Source reservation

FRONT OFFICE ► RESERVATION ► SOURCE RESERVATION

Unlike a company reservation, a source reservation is made through a source (reservation office). Amongst other things, this simplifies the search for reservations and allows for more detailed analyses of occupancy and revenue data.

A “source” is a reservation office, e.g. the Cologne HRS office

For source reservations, the software automatically opens a second invoicing window (invoice “B”) that uses the source as the invoicing address.


Go to “Reservation > Travel Agent Reservation”, enter the profile search data, and follow the procedure described in the *“Finding and creating a reservation”* section.

If you enter the reservation directly in the *Room plan* or *Room type plan* and fill out the “Source” box, the system automatically creates a source reservation.

Sharer reservation

Front Office ► Reservation ► SHARER RESERVATION

A “sharer” reservation is one for which several guests share a room but each guest requires a separate invoice. For example, this is the case when two colleagues share a room, both addresses are recorded and a separate invoice must be created for each. The sharing parties may even have different arrival and departure dates, rate codes and rates.

A sharer reservation may be made as follows: When you create a new reservation in the *Reservation* dialog box, or by entering the required information in the Navigator if the reservation already exists. In both case, click the *Sharer* button. .


A sharer reservation is treated the same way as a single reservation in potel. This allows you to enter different details for each sharer. Sharer reservations appear as single reservations in reports such as *Arrivals*, *Departures*, and *Reservations* which allows you to also search by guest name.

The company is automatically assigned to every allocated sharer reservation for *Company reservations*. One room can have up to six sharers. Sharing is not available for reservations with room changes.

The number of shared rooms that appear in the *Housekeeping report* corresponds to the number of sharer reservations. The hotel status counts the rooms and guests even if the arrival and departure days of sharer reservations are different.

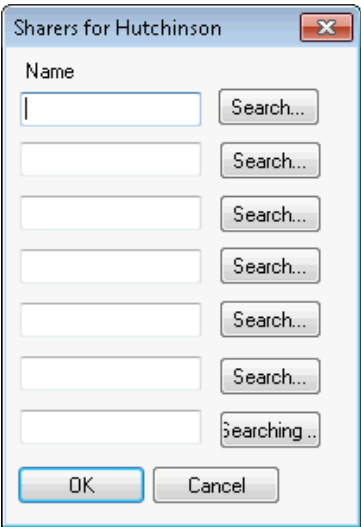
Shared reservations in the room plan are indicated by a [+] sign and the number of sharers.

	(2) Gallagher Mike Mr	

 Available user rights		
96	FO Sharer input	Allows the user to enter a sharer for a reservation.

Creating sharers in the Reservation dialog box

- 1. To enter sharers when creating a new reservation, click [Sharer] in the *Reservation* dialog box.
- 2. Subsequently, the “Sharers for” dialog box appears. You can enter the guest name in this dialog box.



- 3. Enter the first letter of the guest's surname. Then press the TAB key or click the Search... button. The “Search Result” window appears.
- 4. Double-click the respective name or select the name and click [OK]. Click [New] to create a new guest.
- 5. Once you have selected an existing guest or created a new one, the “Sharers for” dialog box appears again. You can enter up to five additional names.
- 6. Once you have entered all of the sharer names, click [OK]. In the Reservation dialog box click [OK] to confirm the reservation. The “Sharer / input rate” dialog box appears.

Name	Rate code	Special	Rate	Adult	RI
Hutchinson Neil Mr	NEG2 RD	<input type="checkbox"/>	75.00	1	<input type="checkbox"/>
Laughlin T Mr	NEG2 RD	<input type="checkbox"/>	75.00	1	<input type="checkbox"/>
McAllister Patricia	NEG2 RD	<input type="checkbox"/>	75.00	1	<input type="checkbox"/>
		<input type="checkbox"/>	0.00		<input type="checkbox"/>
		<input type="checkbox"/>	0.00		<input type="checkbox"/>
		<input type="checkbox"/>	0.00		<input type="checkbox"/>
		<input type="checkbox"/>	0.00		<input type="checkbox"/>
		<input type="checkbox"/>	0.00		<input type="checkbox"/>

All room sharers are now displayed.

You can change and monitor the rate code, rate and the number of guests for each reservation. If you want to change the actual rate amount, you must select the ☒ **Special rate** check box for verification.

Select the ☒ **RI** check box to specify which guest will be responsible for the payment of all bookings made by the other sharers (e.g. one sharer books a spa treatment). The booking will then be filed with the guest assigned the ☒ **RI** tag.

Click [OK]. You will be prompted to indicate whether the accounts of all sharers should be diverted to this guest.

NOTE:

▼ If several reservations appear in the *Reservation* dialog box (as would be the case for a *Group reservation*, for example), you can enter one or more sharers for each room respectively. Click ☒ **Det** to select the corresponding room. This indicates that you want to create sharers for this room.

Preistyp	Preis	Vb. Det Sp.
STD	75,00 EUR	<input type="checkbox"/>
STD	75,00 EUR	<input type="checkbox"/>

Click [Create sharer]. Enter the names of the sharers as described above.

Creating sharers in the Navigator

Sharers are created for existing reservations using the Navigator. They can also be created even if a room has not been allocated.

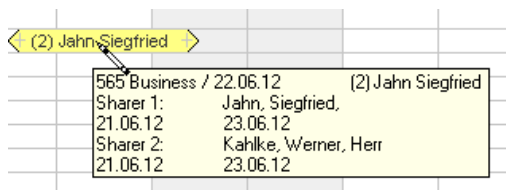
1. In the Navigator, click [Create sharer]. The *Reservation* dialog box appears in which the arrival, departure, category, room number, rate code and rate have been copied from the original reservation.
2. You can change the suggested arrival and departure dates as required.
3. Enter the guest name and click OK to confirm the reservation information.
4. The *Sharer / input rate* dialog box appears. Proceed as described in the section “Creating sharers in the Reservation dialog box.”
5. Click [OK] to confirm your entry and return to the Navigator of the original reservation.

Sharer display in the room plan

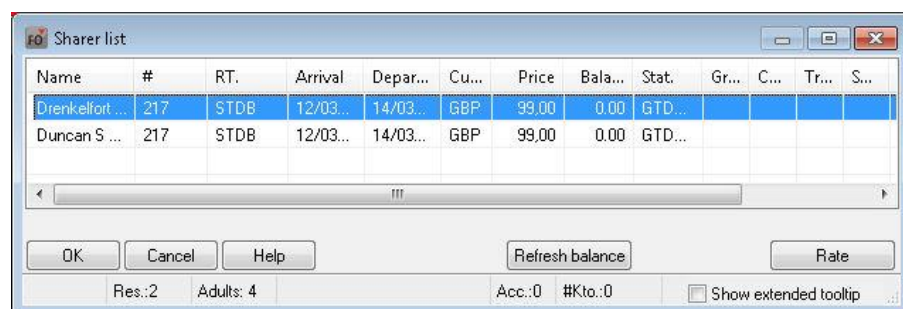
Sharer reservations are indicated in the room plan by a plus sign (+) shown in the arrival and departure section of the window. The number of sharers is shown in brackets in front of the guest name.



If the arrival and departure dates of the sharers in the reservation differ, the first arrival data and the last departure date will be shown. The tooltip will expand automatically when you move the mouse over a sharer reservation.



Right-click a sharer reservation to open the sharer list containing the names and reservation data of the sharers. Now right.click to open the Navigator of the respective guest.



Double-click a sharer to open the *Double-click menu*. This menu contains additional options such as cancellation, etc.

To open the *Sharer / input rate* dialog box, click [Rates].

Summarizing reservations as shared reservations

You can summarize two single reservations as one sharer reservation.

You can combine two complete reservations for the duration of a stay (Shift reservation) or combine two rooms during the second night of a particular stay, for example (Move).

1. In the *Room plan* (or *In-house list* or *Reservation list*), double-click the reservation that you want to move to another occupied room. The *Double-click menu* opens.
2. Select the ☒ *Move* radio button.
3. The selection list appears. Select the ☒ *Incl. occupied rooms (share mode)* check box.
4. In the drop-down list, select the room to which the reservation should be moved.

Guest Yunus

Transaction

☐ Check In

☐ Check Out / Invoice

☐ Alter Arrival

☐ Alter Departure

☐ Shift reservation

☒ Move

☐ Move and extend

☐ Cancel reservation

☐ Void CI status

☐ Delete blocking reservation

☐ Copy

new Arrival:

new Departure:

to

210 PRI

at: 05/04/13

OK

Cancel

Reservation information

Old Arrival: 04/04/13

Old Depart: 06/04/13

Course of reserva...	#	lv
04/04/13-06/04/13	215	

#	RT.	Status	Features	FO Status
208	PRDB	Dirty	IRON,LARGE,NON...	
209	STTB	Cleaned	FRONT ,MEDIUM,...	
210	PRDB	Cleaned	LARGE,NONSM,X...	Neill
211	STTB	Cleaned	FRONT ,MEDIUM,...	
212	STDB	Cleaned	NONSM,SMALL,B...	
214	STDB	Cleaned	NONSM,SMALL,B...	
216	STDB	touched	MEDIUM,NONSM,...	
217	STDB	touched	FRONT ,NONSM,S...	
218	PRTB	Cleaned	MEDIUM,COT,ZIP,...	

☒ Incl. occupied rooms (share mode)

Sales enquiry

If a guest calls and wants to make a reservation for two single rooms for himself and another person, you can use the sales enquiry to enter the reservation while you are on the phone. This feature checks the availability for the requested stay and displays an overview of all available room types and prices for the different hotel rates. This overview allows you to see quickly which room types you can offer at what rate.

Press the F11 key on your keyboard to launch the sales enquiry:

NOTE:

▼ As you open the sales enquiry using the F11 function key, it is often referred to as the F11 dialog box.

You can access the F11 dialog box from practically any part of the software. Wherever you are in the program, you can stop what you are doing at any time and immediately deal with a sales enquiry. Note that the sales enquiry enters a room type reservation, i.e. you can only define a certain room type to be reserved. You must then allocate the actual room to the reservation afterwards.

Processing a sales enquiry

1. What is your name?

Enter the name of the caller in the Name text box. You can also leave this field blank for tentative or non-binding enquiries. You do not need the name until a room is actually booked.

2. For which dates do you need the room?

Arrival: Enter the required arrival date.

Departure: Enter the required departure date.

Nights: Alternatively, if you enter the number of nights the caller wants to stay, the departure date will be automatically calculated and updated.

3. How many rooms do you need? For how many adults?

No. of rooms: Enter the number of rooms needed.

No. of persons: Enter the number of persons per room. For example, if the reservation is for 5 double rooms for 2 persons each (a total of 10 persons), enter the following: No. of rooms: 5, No. of persons: 2

4. [Start enquiry] button - I can offer you the following rooms

- Click the [Start enquiry] button to view all available room types, rates, and prices. This information is displayed in table format in the lower window section.

Rate code	PRDB (22/22)	SU (1/1)	PRTB (25/25)	STTB (42/42)
Promo	120.00	120.00 (w)	120.00	120.00
Package no	181.35	181.35 (w)	181.35	181.35
Rack2	160.00	160.00 (w)	160.00	120.00
Feel well	120.00	120.00 (w)	120.00	120.00
BAR 10	180.00	***	***	***

The number of rooms that are still available for each type is indicated in parentheses (). If a room is not available for a certain type, a rate is not shown (***). The rate information always refers to the first night of the reservation period per room.

Rates that are highlighted in red are invalid or unavailable.

Rates that are highlighted in blue are fully booked but reservations can be made with a “waiting list” status.

An asterisk (*) in front of a rate code indicates a special rate from the guest profile.

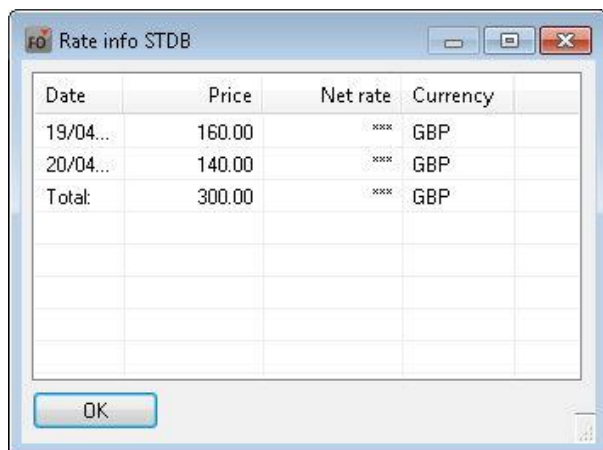
You cannot overbook a room type in this dialog box.

- If you make any changes during the sales call (e.g. to the arrival/departure dates, the number of rooms etc.), remember to click the [Start enquiry] button to refresh the output.

- Select a cell in the rate grid to make the reservation at the indicated rate or retrieve additional price information.

Rate details

If you want to view the rate details and the total price for the enquiry, right-click a rate in the rate grid to open a context menu. Then select “Show TCS.”



The screenshot shows a window titled 'Rate info STDB' with a table of room rates. The table has four columns: Date, Price, Net rate, and Currency. The data rows show rates for 19/04 and 20/04, with a total of 300.00 GBP. The Net rate column contains 'xxx' for all entries.

Date	Price	Net rate	Currency
19/04...	160.00	xxx	GBP
20/04...	140.00	xxx	GBP
Total:	300.00	xxx	GBP

The window that appears shows the room rates for each day of the reservation period. It also indicates any rate changes during that period, e.g. because of special weekend rates.

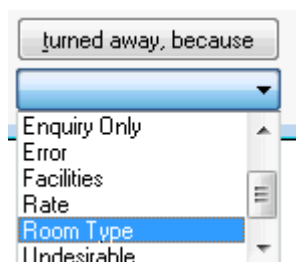
5. [Reservation] button - For whom may I reserve the room?

If you want to make a reservation, select the relevant rate in the rate grid and click the [Reservation] button. Alternatively, you can double-click the rate.

This opens the *Reservation* dialog box and updates it with your input from the F11 dialog box. You can add additional information to the reservation if required.

If the caller decides to not make a reservation, proceed to step 6 to exit the dialog box.

6. [Turned away, because] button



From the pull-down list, select the reason why a reservation was not made and click the [turned way, because] button. The reasons available for selection are maintained in the system data (System data > Reservation > Reservation Codes > Turn away codes) and can be used in reports.

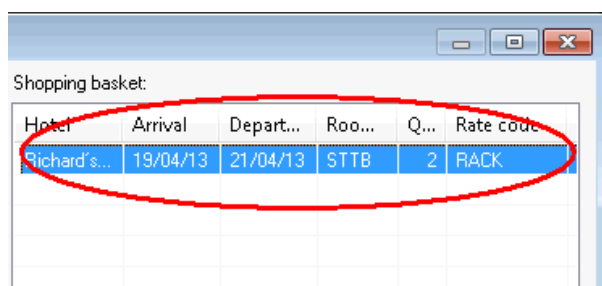
Entering multiple reservations using F11

The F11 dialog box allows you to enter multiple reservations with different data (e.g. you need to book a double room for 2 persons + a single room).

1. Enter the key information for the first reservation and click the [Start enquiry].
2. Select a rate in the rate grid and right-click the selection to open the context menu.
3. Select "Add to shopping basket" from the context menu.

Alternatively, you can **drag and drop** the rate and room type from the rate grid onto the "Shopping basket" section.

4. The reservation appears in the "Shopping basket" section of the F11 dialog box.



5. Now enter the key information for the next reservation, save it to the shopping basket section etc.
6. Finally, click the [Reservation] button to move all stored reservations to the Reservation dialog box.
7. If required, you can remove individual reservations from the "Shopping basket" section: Select the relevant reservation, right-click the selection to open the context menu and select "Delete."

Rate code description

You can enter a description for the rate code details in the system data. If such a description exists, it can be accessed in the rate grid for every applicable rate:

Select the relevant rate in the rate grid, right-click the selection to open the context menu and select "Rate code description."

Example of a rate code description (here: in German):



Special features in the F11 dialog box

The F11 dialog box provides a number of special features and useful settings that can be activated for each hotel separately. Here are some examples:

- ▼ The BAR feature calculates the rate codes for each day of a guest's stay and displays the least expensive rate code per day. If a reservation is made in BAR mode, the corresponding rate codes are automatically added to the rate-per-day grid.
- ▼ You can selectively include certain rate groups only.
- ▼ You can selectively include rate codes with a certain market code only.
- ▼ You can make allocation reservations.
- ▼ You can create yield enquiries in installations with a connected yield management system (version 2008.11.784 or higher).
- ▼ You can create waiting list reservations.
- ▼ You can hide numbers in the F11 dialog box.
- ▼ And much more...

▼ For more information, please contact your potel distributor or the *potel support team*.

Enable rate group selection

From version 2013.17.400

The rate group selection can now be activated as part of the BAR function located in the reservation assistant.

How to proceed:

1. Withdraw the respective user right "367 - FO Reservation Best Available Rate". In doing so results in blocking access to the BAR functions.
2. A new system setting overrides the withdrawn right and makes the field for rate group selections available separately in F 11 as a dialog box:

▼ Please don't hesitate to contact the potel Support Team to assist you with these settings. Just get in touch – we're happy to help!

Room allocation

FRONT OFFICE ► RESERVATION ► ALLOCATE ROOMS

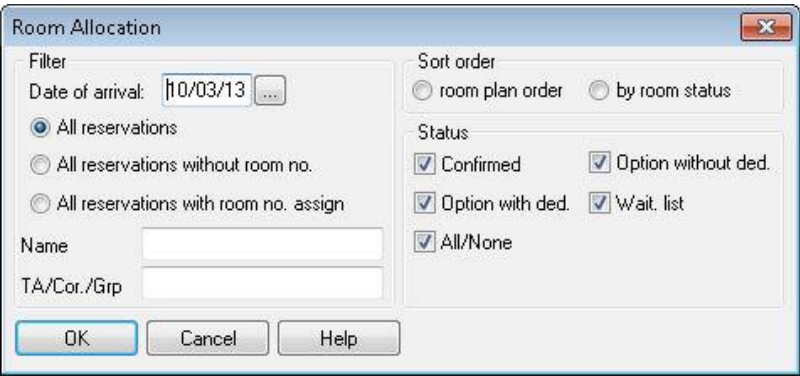
The Allocate Room menu item allows you to assign a room to individual reservations and modify these as required.

If protel is set up so that room type reservations are not automatically assigned a preliminary room number (see below), the room will automatically be allocated when you check in the room type reservation from the arrivals list, for example.

▼ An entry in the PROTEL.INI file (in Section "Zplan", "Zimmerplanbezug=1/0") indicates whether or not room type reservations are assigned preliminary room numbers and are consequently displayed in the room plan. If this option is activated, the room numbers assigned to room type reservations will be flagged with a question mark; otherwise, a room number will not be entered. For more information, contact your system partner or protel hotelsoftware GmbH in Germany.

Accessing room allocation

Click Reservation > Allocate Rooms.



Filter

Arrival date	Filter reservations for which you want to perform a room allocation by the date of arrival. Enter the date directly or select it using the ... button.
<input checked="" type="radio"/> All reservations	All rooms are displayed.
<input checked="" type="radio"/> All reservations without room no.	All unassigned rooms are displayed.
<input checked="" type="radio"/> All reservations with room no. assign	Only allocated rooms are displayed.
Name	Filter the rooms you want to display by a specific name. This can be useful when editing all rooms in one group that must be on the same floor.
Sc/TA /Cm/Gp	Filter the reservations you want to display by source, group, company or travel agency.

Sort order

You can define whether the displayed reservations should be shown by room plan number or room status.

Status

Define the number of reservation statuses to display.

Use the *All/None* to select all four status options or no status option.

Room Allocation dialog box

Once you have filtered the reservations, all reservations that meet the selected criteria will be shown in the **left window pane** of the Room Allocation dialog box. When you select a reservation, all rooms available for a specific reservation period are shown in the **right window pane** with their respective room features.

Zimmerverteilung Anreise: 08.06.12

Aktionsauswahl

☒ Zimmerverteilung normal ☐ Mehrfachzuteilung aktivieren ☐ Zimmerverteilung rückgängig ☐ Zimmervert. alle Kategorien

☐ Reservierung splitten ☐ Tausch aktivieren

Optionen

☐ Zimmerfeatures passend

Zi.-Nr.	Kat.	Status	Erw.	Name	Res.-Stat
?	EX Suite		6/0/0/...	Daimler Benz	GRT
?	City Suite		1/0/0/...	Adelhardt Si...	GRT
?	Standard		1/0/0/...	Drenkelfort	GRT
?	Standard		1/0/0/...	Apple	GRT
?	Superior		2/0/0/...	Apple	GRT
?	City Suite		2/0/0/...	Apple	GRT
?	Superior		2/0/0/...	Apple	GRT
?	Deluxe		2/0/0/...	Apple	GRT
?	Business		1/0/0/...	Drenkelfort ...	GRT
? / 4 Zi.	Superior		2/0/0/...	Rudelwohn...	GRT
123	Deluxe	schm...	2/0/0/...	FC Bayern	GRT
124	Business	schm...	1/0/0/...	Moonlight &...	GRT
203	Deluxe	schm...	2/0/0/...	FC Bayern	GRT

<	Zi.-Nr.	Kat.	Status	Feature	>	Besch
	101	Deluxe	schmu...	NR	7	EZ NR
0	590	Deluxe	CI	Hof	9	Einzelz
	553	Deluxe	schmu...	Seeblick,NR	11	Einzelz
0	563	Deluxe	CI	Hof,NR	11	Einzelz
0	591	Deluxe	CI	Hof	11	Einzelz
	573	Deluxe	schmu...	Seeblick		Einzelz
0	583	Deluxe	CI	Hof		Einzelz
	585	Deluxe	schmu...	Seeblick		Tagun...
0	223	Deluxe	CI	Hof		Einzelz
	303	Deluxe	schmu...	Seeblick		Einzelz
	592	Deluxe	sauber	Hof		Einzelz
	593	Deluxe	sauber	Hof		Einzelz
	594	Deluxe	sauber	Hof		Einzelz

Anzahl markierter Zimmer:

Features: Gastwünsche: Wunsch: Preis: EUR

Vip: Abreise: Gp/Fa/Rb/Sc: ABZeit: Notiz 1: Notiz 2:

Room column in left window pane

This column displays the following:

- ▼ A question mark if no room has been assigned
- ▼ The room number if a room has been assigned
- ▼ A question mark / the number of rooms (?/4 rooms) if the reservation is for a group and no rooms have been assigned. In this case, the reservation must be split before individual rooms can be assigned (see "[Splitting a reservation](#)" below).

"<" and ">" columns in the right window pane

The "<" and ">" columns in the right window pane indicate how many days precede or follow the previous or following reservation.

- ▼ A "0" in the "<" column indicates that the next reservation directly follows the reservation in question, providing useful occupancy information.

Results list

Some reservations displayed in the results list appear in different colors:

Red: The guest left a comment in the *guest profile* and/or a VIP code was stored in the guest profile.

Blue: The reservation has been tagged with "Blocked room". A message appears if a different room is assigned.

Right-click the mouse to open the Navigator and edit the reservation as required.

Selection

Select one of the following options:

- ☒ **Standard mode (single select)** Rooms will be allocated individually
- ☒ **Split reservation mode** If the total number of reservations and not the individual rooms ("*/10) for a group or multiple reservations is shown, the reservation must be split before rooms can be allocated.

Select the "Split Reservation mode" check box, select the reservation and click the [Split] button. You will then be asked how many rooms you would like to split. If you want to split the entire reservation, you must enter the total number of rooms. If you only want to split a certain number of rooms, enter the respective number of rooms in the box.
- ☒ **Swap rooms mode** If you would like to swap rooms for two reservations, select the "Swap rooms mode" check box and select the two reservations whose room numbers should be swapped. Once you have made your selection, click [Execute swap].
- ☒ **Multiple assignm. mode** You can allocate several rooms simultaneously. Select the check box to select several rooms on the left-hand side. Click the [Avail. rooms] button. All available rooms appear on the right-hand side. The number of rooms selected on the left-hand side are automatically tagged. If you want to allocated rooms other than those suggested, change the selection in the left window pane. The "Number of selected rooms" box directly below the lists helps you select an identical number of reservations and rooms. Click Allocate to assign the rooms to the reservations.
- ☒ **Undo allocation mode** If you need to change a room reservation, select this check box, select the reservation you want to change and click Undo to cancel the assignment. A question mark will automatically appear instead of the room number.
- ☒ **Room allocation within all roomtypes** Select this check box if you want to display all rooms available during the reservation period. Clear the check box if you only want to display rooms that have an identical category in the right window pane.
- ☒ **Room features** Select this check box if you only want to display rooms with identical room features, for example if the guest requests a room with a balcony.

Guest information is shown at the bottom of the dialog box. This information is taken from both the guest profile and the reservation.

If room features have been stored in the guest profile, rooms with these features will appear first in the list during a room search. This requires that the corresponding codes must be entered in the system data (System Data > Reservation > Room Features). Manual entries will not be taken into consideration.

Rooms out of service

Front Office ▶ Reservation ▶ Rooms out of service

An “out of service” status indicates that a room can still be sold but is temporarily blocked because of a minor, easy-to-fix malfunction. Unlike “out-of-order” rooms, “out-of-service” rooms are included in any availability calculations. In addition, out-of-service rooms are automatically reactivated after a predefined period of time without user intervention.

Setting a room status to “out of service”

- 1. From the Reservation menu, select the “Rooms out of service” menu item.
- 2. Select the check box next to the room.
- 3. Selecting a time:
 - a) Click the [Create] button if you want to set the room to “out of service” for a period in the future. Then define the period:

Out Of Service

Status from to:11/03/13 - 11/03/13

Status after:Cleaned

Reason:AIR CON - Air Conditioner

OKCancel

Fig.: Selecting a period of time. The room is out of service from January 21st to 25th, 2013 because of ongoing paint work. Afterwards the status changes to “cleaned.”

- or
- b) Click the [Set rooms OOS today] button if you want to set the room to “out of service” for the day of the current protel date only.
 - 4. Select the status that the room should change to automatically once the out-of-service period is over.
 - 5. Select a reason for the out-of-service status as required.
 - 6. Click [OK].

For the duration of the out-of-service period, the room status is indicated as follows in the room plan:

599	Deluxe	🟢				
600	EX Suite	🔴	■	■	■	■
601	EX Suite	🟢				

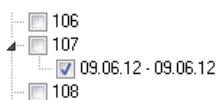
NOTE:

▼ Rooms with an out-of-service status are not included when allocating rooms.


Revoking an “out-of-service” status


The out-of-service status is automatically lifted by default when the predefined period expires. If you need or want to revoke the status earlier (perhaps someone only had to replace the TV set), you can do so very easily:

1. From the Reservation menu, select the “Rooms out of service” menu item.
2. Scroll to the room and select the check box next to the relevant blocking date:



4. Click [Delete].

 Available user rights		
372	FO Roomstatus OOS	Authorizes a user to set an out-of-service room status.

 Available settings	
You can define a default status that a room should automatically change to after the out-of-service period expires (“OOS status after”). For more information, please contact your protel distributor or the <i>protel support team</i> .	

Related topics:

Reports > Room Plan > *Room information*

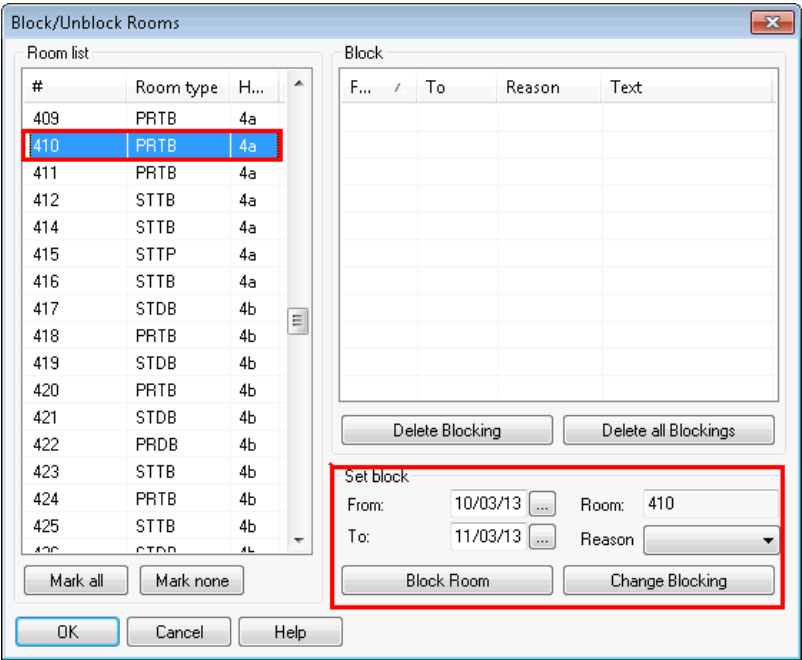
Block/unblock rooms

[Front Office ► Reservation ► Block/Unblock Rooms]

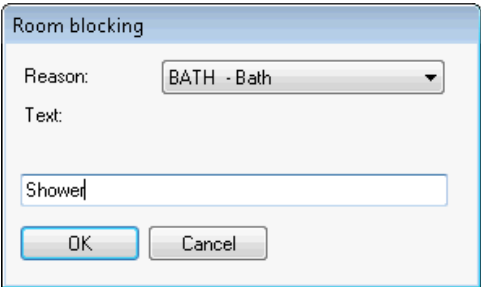
protel HMS allows you to block rooms that need repair etc. and therefore cannot currently be reserved. This allows you to keep a clear overview of your hotel's availability. The software automatically deducts blocked rooms from the overall availability to prevent them from being taken into account during reservation enquiries. To ensure that your statistics are correct (see “*Hotel status*”), your lists and reports are also updated to reflect the current day's information.

Block a room

1. In the “Reservation” menu, click the “Block/Unblock Rooms” menu item.
2. Select the room you want to block in the left window pane. You can also select multiple rooms for blocking if required.
3. In the right window pane, select the period for which you want to block the room:

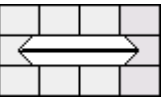


- 4. Click the [Block Room] button.
- 5. In the “Room blocking” dialog box, enter a reason for blocking the room.



- 6. The available options are configured in the system data under “Reservation > Room Maintenance.”
- 7. Click [OK] to block the room. The blocked room appears in the left window pane highlighted in red.

For the duration of the selected period, the room status is indicated as follows in the room plan:



Right-click the selection to see the reason for blocking the room. Click the [Res.-Hist.] button to open the Reservation History dialog box with information on when the room was blocked and by whom.

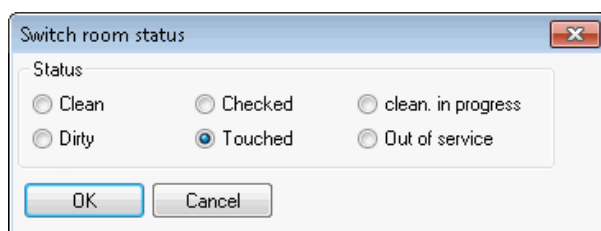
▼ Blocked rooms are assigned an out-of-order status (OOO) and are not available for reservation for the duration of the block.

Unblocking a room

Once the reason for blocking a room no longer exists, you can release the room with a few mouse clicks.

Unblock the room to make it available again.

1. In the “Reservation” menu, click the “Block/Unblock Rooms” menu item.
2. To remove the block, select the blocked room in the left window pane.
3. Then select the block that you want to remove from the right window pane.
4. Click the [Delete Blocking] button. Confirm the prompt to unblock the room.
5. Then you can select a news status for the room:




A screenshot of a dialog box titled "Switch room status". It contains a "Status" section with six radio button options: "Clean", "Checked", "clean. in progress", "Dirty", "Touched", and "Out of service". The "Touched" option is selected. At the bottom, there are "OK" and "Cancel" buttons.

Changing / editing block settings

If you try to shift or change block settings for a room in the room plan, you are prompted to confirm the changes.

If you want to change room block settings using the “Reservation > Block/Unblock Room” menu item, select the block in the right window pane, make the required changes and click the [Change Blocking] button.

	Available user rights	
302	FO Block/Unblock rooms	Authorizes a user to block and unblock rooms.
255	FO Room block without reason	Authorizes a user to block rooms without selecting a reason.
256	FO Block room without entering a reason	Authorizes a user to block rooms without entering a text as an explanation.

Hurdle rates

FRONT OFFICE ► RESERVATION ► HURDLE RATES

This menu item is only visible if your protel installation interfaces with an external yield management system.

The “hurdle rate” defines a room rate threshold below which a room cannot be sold on a given day. Hurdle rates are defined by the yield management system.

 Further information:

Please contact your local protel distributor or the protel support team.

Rate availability

Front Office ► Reservation ► Rate Availability

You can achieve better rates by flexibly adjusting the rate availability for each day and situation. Using protel Air, you can quickly and easily create a strategy for any given time period or day with an immediate effect on your sales via all distribution channels. By blocking low prices during peak periods and periods of high occupancy, for example, you can exploit your potential revenues to the full.

You can determine availability for each rate code (including all rate code details) OR for each rate code detail:

- ▼ Make rates available on a per-day basis.
- ▼ Block certain rates completely or only for certain arrival dates.
- ▼ Define certain conditions, such as occupancy, minimum stay or minimum number of persons.

▼ NOTE:

Rate availability exists in two versions:

- ▼ The **standard version** shows all hotel rates in a calendar-type overview that covers one complete month at a time.
- ▼ The extended **protel Multi Strategy** version allows you to define multiple rates strategies which provide even more flexible rate code availability options.

► *Standard version*

► *Extended protel Multi Strategy version*

Standard version

FRONT OFFICE ► RESERVATION ► RATE AVAILABILITY

Regardless of whether or not a strategy has been set, this dialog box provides a calendar-based overview of all the rates for the hotel for a particular month.

With the standard version, you can *either* set strategies for a rate that includes all rate code details *or* set strategies for each individual rate code detail.

▼ The extended dialog box (which includes the “Yield Level” and “Rate Groups” filters) is available as of protel release 14.685.

Dialog box features

When you open the dialog box, it shows the current month by default. Use the [+] and [-] buttons to go to the next or previous months.

The table below this shows all the rates for the selected month, or all rate code details in the detailed view (see below).

The buttons at the top right of the dialog box allow you to restrict the strategy overview to a hotel (protel MPE only!), rate group, or rate code:

Hotel:	*Alle Hotels ▼	*Alle Preisgruppe ▼	*Alle Preistypen ▼
--------	----------------	---------------------	--------------------

Select the “View details” check box if you want to see the rates plus all rate code details; clear the check box if you just want to see the rates.

NOTE:

▼ If you have not set a strategy, all rates will be “open”.

Click a table header to sort the table by the contents of that column. Right-click a table header to open a context menu, in which you can adjust the table view.

Procedure

▼ NOTE: Before you begin, you need to decide whether to make your settings for the rate code as a whole OR for each individual detail. You cannot mix and match the two! Do NOT select the “View details” check box unless you are sure you want to manage the rates at rate code detail level!

1. First enter the month for which you want to see the rate breakdown. Click the [+] and [-] buttons to go to the next or previous month.
You can assign a strategy to every rate code or rate code detail that is displayed in the overview.
2. Select a rate code/rate code detail. (Use the Ctrl key to select multiple or all rate codes/rate code details.)
3. In the lower part of the window to the right, define the period for which you want to apply the strategy:
4. Then, from the “Strategy” drop-down list, select the type of rate block and - if required – enter a parameter in the “P1” and/or “P2” boxes.
5. Click [Set] to confirm.
6. The block will then be indicated in the list by a key.

The [Publish to GDS] button is available for selection only if you are connected to a GDS (global distribution system). Click this button to transfer the changes to the GDS.

Description of the different strategies

▼ To be able to use all the strategies described here, you need protel release 14.183 or higher.

- OPEN

Description: Rate is available. (All rates are available initially.)

Parameter: None

Key: "-"

X CLOSED

Description: Rate is not available. (Closed rates cannot be used on defined days or during defined periods.)

Parameter: None

Key: "X"

A CLOSED FOR ARRIVALS

Description: Rate cannot be selected for arrival on a day within the defined period. You can use this, for example, to block cheaper rates for arrivals if higher paying guests wanting longer stays (for example, trade fair guests) will potentially be arriving on this date.

Parameter: None

Key: "A"

M MINIMUM STAY P1 DAYS

Description: You can block rate codes for stays below the defined minimum length of stay.

Parameter: P1 = Number of days for the required minimum length of stay

Key: e.g. "m3" (for a minimum stay of 3 days)

MA MINIMUM LENGTH OF STAY ON ARRIVAL P1 DAYS

Description: You use this strategy to define a set number of nights in combination with a specific arrival day for a rate code.

Parameter: P1 = Length of stay (number of nights)

Key: e.g. "ma3" (Minimum stay 3 days when arriving on a Wednesday)

MR MINIMUM REMAINING LENGTH OF STAY P1 DAYS

Description: If a stay extends beyond a certain day, you use this strategy to define how many nights have to follow this day to be able to post this rate.

Parameter: P1 = Minimum number of days for remaining length of stay

Key: E.g. "mr2" (remaining length of stay must be at least 2 nights)

P1-P2 STAY LENGTH MUST BE BETWEEN P1 AND P2 DAYS

Description: This rate code will only be available for a length of stay that is between the values entered. This blocks rates for stays of a specific length. The rate will then only be offered for reservations that do **not** fall within this period.

Parameter: P1 = Minimum length of stay and P2 = Maximum length of stay

Key: e.g. "2-7" (Stay of at least 2 days and a maximum of 7 days)

PP1 MINIMUM OF P1 ADULTS

Description: Blocks rates for reservations below a defined minimum occupancy.

Parameter: P1 = Minimum occupancy (number of adults)

Key: e.g. "P2" (for a minimum number of 2 adults)

#P1 OPEN WHEN STAYING P1 DAYS OR A MULTIPLE OF P1

Description: This strategy is intended for special (cyclical) offers in conjunction with a specific length of stay (or multiple of this). If, for example, the offer is seven nights for the price of six, postings on this rate code are possible only for stays of 7/14/21 days and so on. If you also restrict the arrival to a specific weekday, this rate can only then be applied for stays starting from the defined day of that week.

Parameter: P1 = Valid stay (number of days or multiple thereof)

Key: #7 (for the example given above)

PP1 MINIMUM OF P1 ADULTS

Description: Blocks rates for reservations below a defined minimum occupancy.

Parameter: P1 = Minimum occupancy (number of adults)

Key: e.g. "P2" (for a minimum number of 2 adults)

xP1 MAXIMUM SELL OF P1 (SQL ONLY)

Description: Restricts the number of postings on a particular rate.

Parameter: P1 = The maximum number of rooms to be sold for these rate codes

Key: e.g. "x10" (This rate code can be applied a maximum of ten times only.)

OP1 CLOSED IF OCCUPANCY EXCEEDS P1 PERCENT (SQL ONLY)

Description: Rate codes can be blocked once a specific occupancy is reached.

Parameter: P1 = The percentage occupancy from which this rate code will no longer be offered

Key: e.g. "o40" (from an occupancy of 40 percent)

OP1-P2 OPEN WHEN OCCUPANCY P1-P2 PERCENT (SQL ONLY)

Description: For controlling rates depending on occupancy.

Parameter: P1 = Percentage occupancy from which the rate code is available / "P2" = Percentage occupancy up to which the rate code is available.

Key: "o80-90" (open for an occupancy of between 80 and 90 percent).

ODP1-P2 CLOSED AT OCC. >P1 OR P2 DAYS BEFORE ARRIVAL (SQL ONLY)

Description: This option combines “Closed if occupancy exceeds P1 percent” and “Number of days before arrival”. This means that you can define that this rate code is to be closed once a specific occupancy is reached OR from a specific number of days before the guest’s arrival.

Parameter: P1 = The percentage occupancy from which this rate code will no longer be available / P2 = The number of days prior to an arrival date from which this rate code can no longer be applied

Key: e.g. (40% / 6), this means that this rate code is closed if occupancy > 40% OR when the arrival date is < than 6 days away.

RTOP1 CLOSED WHEN ROOM TYPE OCCUPANCY EXCEEDS P1 PERCENT (SQL ONLY)

Description: Allows you to manage your rates on the basis of an occupancy of a defined room type (= number of existing reservations for the requested room type * 100 / total number of rooms of the requested room type).

Parameter: P1 = Percentage room type occupancy

Key: e.g. “rto80” (rate code availability closed from 80% total occupancy).

A1P1 CLOSED >P1 DAYS BEFORE ARRIVAL (SQL ONLY)

Description: For early bird offers: A rate is no longer available if there are fewer than P1 days remaining prior to the arrival date.

Parameter: P1 = Number of days prior to arrival

Key: a2P1

protel Multi Strategy

FRONT OFFICE ► RESERVATION ► RATE AVAILABILITY

▼ A special setting must be made in protel before you can use protel Multi Strategy.

protel Multi Strategy is available for protel release 13.205 or higher.

For more information, please contact your protel distributor or the *protel support team*.

Compared to the standard version calendar view, the extended dialog box shows a table with all defined strategies.

Rate Availability

Display

Period: 01/06/12 30/06/12 - + List view

Hotel: City DO - Cityho *All rate groups *All rate codes

Hotel	D.	Valid from	D.	Valid	Rate group	Rate code	YieldLevel	Detail
City DO	Fr	01/06/12	Sa	30/06/12		FLEX H4		
City DO	Fr	01/06/12	Sa	30/06/12		FLEX H3		
City DO	Fr	01/06/12	Sa	30/06/12		FLEX H2		
City DO	Fr	01/06/12	Sa	30/06/12		FLEX H1		
City DO	Fr	01/06/12	Sa	30/06/12		FLEX L3		
City DO	Fr	01/06/12	Sa	30/06/12		FLEX L2		
City DO	Fr	01/06/12	Sa	30/06/12		FLEX L1		
City DO	M...	04/06/12	M...	04/06/12		FamilienRe		
City DO	Th	28/06/12	Sa	30/06/12		Bar1		
City DO	Fr	29/06/12	Sa	30/06/12		Bar2		

Hotels: City DO

Valid for rate group: *Valid for all rate groups

Valid for rate code: *Valid for all rate coc <-All rate groups

Valid for detail: <-All rate cc <-All rate gr

Yield Level: *All levels

RT.-groups:

Room types:

From: 01/06/12 30/06/12

Weekdays: Mo Tu We Th Fr Sa Su

Action: - Open

Parameter: P1: P2:

New Edit Delete Reset

OK Cancel Publish to GDS

protel Multi Strategy allows you to configure strategies and restrictions for rate codes, rate code details, rate code groups, yield levels or combinations of these.

protel runs three cycles to check if a strategy is defined for a selected rate. A strategy defined for a detail takes precedence over a strategy for a rate code which, in turn, takes precedence over a strategy for a rate group.

You can also define a rate code to be “open.”

BUTTONS

[Reset]	Undoes your last change.
[New]	Creates a new strategy.
[Edit]	Applies changes to an existing strategy.
[Delete]	Deletes the selected strategy.

Defining strategies with protel Multi Strategy

The following example illustrates how you can use protel Multi Strategy to control rate availability.

Blocking a rate code for one month

You want to block the “BAR1” rate code for an entire month.

1. Select a rate code from the “Rate code” pull-down list, e.g. “BAR1”:

2. Select a period of an entire month, e.g. September 2012.
3. Select a strategy from the “Strategy” pull-down list, e.g. “X Closed”:

4. Click the [New] button to create the strategy.

VERIFYING THE STRATEGY

Press the [F11] function key to open the protel Sales enquiry dialog box. Start an enquiry for the month you defined above (September 2012). If your user account has the right to ignore defined rate availabilities, you will see the blocked rate highlighted in red. Otherwise, the rate will not be visible to you.

Strategy considerations

You should keep the following in mind before defining a strategy:

A rate is always open unless a strategy restricts its availability.

If you want to use a strategy to offer a rate under certain conditions, make sure to define adequate restrictions for the strategy. For more information, please refer to the protel Multi Strategy documentation that you can obtain from your protel distributor or the protel support team.

Further information

User guide: Rate availability management with multiple strategies
(please contact protel Support or your protel distributor).

Maintain Allocations

Front Office ► Reservation ► Maintain Allocations

An allocation is a contractually guaranteed number of rooms that a contractual partner (a tour operator, for example) can block out and book for a specific contractual period. Any unused capacities can be returned to the hotel without a cancellation fee under observance of a contractually agreed time limit (this is referred to as dynamic or relative allocation). Once the contractual period comes to an end (closing date), the allocation expires, meaning that any unbooked rooms from the allocation will once again be released for general bookings.

Within protel, there are two types of allocation: **Absolute allocation**, which involves blocking out a set number of rooms for a dedicated tour operator up to an agreed date.

Dynamic/relative allocation, which involves blocking out a set number of rooms for a tour operator over a longer period, for example from June 1, 2012 until December 31, 2012. With this option, the tour operator is able to return blocked rooms up to an agreed expiration date (a defined number of days before the scheduled arrival date).

Allocations are shown only on the room type plan, not the actual room plan. Actual reservations from an allocation, however, are indicated on the room plan; in this case, the guest name will be displayed in pink.


There are two types of allocation:

- **Decrease availability:** In this case, the rooms from the allocation (in the respective room types) are generally removed from availability irrespective of whether or not any reservations have actually been made from this allocation. These allocations will not be included in the allocation row of the room type plan.
- **Do not decrease availability:** The rooms are not removed from availability. Instead, the accumulated total of rooms for all allocations are displayed in the allocation row of the room type plan. Reservations from these allocations are removed directly from availability, but are no longer shown in the allocations. This ensures that the precise number of available rooms can be calculated.

Allocations are only ever shown on the room type plan. For allocations of the type **Do not decrease availability**, the rooms will be shown in the "Allocation" row; for allocations of the type **Decrease availability**, the rooms will be removed from availability directly.

We recommend the use of **Do not decrease availability** allocations.

Since an allocation is not a confirmed reservation, allocations are not included in forecasts, such as the hotel status report or other reports.

	Available user rights	
335	FO Maintain allocations	Controls access to allocation maintenance.

Maintaining allocations

Click Reservation > Maintain Allocations to open allocation maintenance.

You use the “Maintain Allocations” dialog box to create (Insert button), edit (Edit button), or delete (Delete button) allocations. Click the [Alloc. History] button for a detailed list of all the actions that have been performed in association with the selected allocation. Click the [Budget] button to open budget management for a selected allocation, where you can define monthly values for the allocation.

Double-click an allocation to open and edit it.

Display options:

<input checked="" type="checkbox"/> Incl. expired	All not yet expired allocations are displayed by default. If you also want to display expired allocations, click the “Incl. expired” check box.
<input checked="" type="checkbox"/> Incl. canceled	If you also want to display canceled allocations, click the “Incl. canceled” check box.

Available user rights		
224	FO Event modification	Controls rights to create and delete allocations.
397	FO Delete allotment	Controls access to the [Delete] button.

Creating allocations

Click [Insert] to create a new allocation.

Allocation data
Additional info.
Allocation overview
Rooming list
Reservations

Allocation name:
Abbreviation:
Source:
Agent:
Group:
Comp:
Provision:
Rate code:
Period: -
Release date: ☒ absolute:
☐ relative: Days
Adults:
Booker:
Int/Ext:

☒ Room type independent allocation
Number of rooms:
☐ Detailed list of room types
☐ Decrease availability

Room type	Quantity	Ø Adlt

Rm.type: Quantity: Ø Adlt:

Allocation name / Abbreviation	Enter a name and abbreviation for the allocation. These entries are mandatory.
Source:	Enter the name of the reservation office (Source), travel agent, group, and / or company for which you want to create the allocation. Enter the first letters or full names in the respective box and click the adjacent button. This opens the corresponding profile, provided this has been created. Otherwise, you can create a new profile. You must complete one of the four boxes at least.
Agent:	
Group:	
Comp:	

Provision	The "Provision" box is an information box in which you can enter the commission percentage. However, please note that this is not linked to commission clearing. This entry is optional.
Rate code	If a special rate code is to be assigned for all reservations of a particular allocation, select it from this drop-down list. Use the New button to create a new rate code. This opens the system data "Rate Management" window. This entry is optional.
Date (from / to...)	Enter the contractual (validity) period for the allocation.
Release date	<input checked="" type="radio"/> absolute – A fixed expiration date, after which the allocation is no longer available for postings. With this option, rooms will be deducted from the overall availability. <input checked="" type="radio"/> relative – The number of days before the scheduled arrival date on which the allocation will expire (expiration). The reservation must be posted before this deadline. Example: If this box contained the number "7", this would mean that the final reservation would have to be entered no later than seven days prior to the scheduled arrival date.
<input type="text" value="0"/> Adults	In this box, you can enter the revenue you want to be achieved for each adult. This is for information purposes only and will, at most, be displayed on the allocation reports.
Booker, Int/Ext	The "Booker" and "Int/Ext" boxes are populated by the system automatically.
<input checked="" type="checkbox"/> Room type independent allocation	If you only need to define a specific number of rooms for the allocation, irrespective of whether these are single or double rooms, select the "Room type independent allocation" check box and enter the number of rooms. These reservations cannot be created as "Decrease availability".
<input checked="" type="checkbox"/> Detailed list of room types	If you want to specify a precise number of rooms to be available of each room type for the allocation, select the "Detailed list of room types" check box and enter the required room types (see below).
<input checked="" type="checkbox"/> Decrease availability	If you want the rooms specified in the detailed list to be removed from room type plan availability, select the "Decrease availability" check box.
Rm.type: <input type="text" value=""/>	Select the required room type.
Quantity <input type="text" value=""/> <input type="text" value="0.00"/> <input type="text" value="0.00"/>	Enter the number of rooms for each room type. You can also specify the average number of adults to be expected per room (optional).
<input type="button" value="Insert"/>	Click the [Insert] button to add the entry to the list.
<input type="button" value="Delete"/>	Click the [Delete] button to remove entries from the list.
<input type="button" value="Insert all with 0"/>	Adds all of the hotel's room types to the list at once with a "Quantity" of 0. Double-click the required room type to select and enter the required quantity. Go through each room type in turn. If you do not require a room type, simply click [Delete] to remove it from the list.

CREATING A GROUP MASTER FOR AN ALLOCATION

You can create a group master for the allocation. In this case, you can use the [Payment instructions] button to create a collective invoice for all reservations from the allocation. (see the “*More button – Payment/routing instructions*” section).

If you need to enter additional information about the allocation, click the [Note] button.

Additional info

[Reservations > Maintain Allocation > Edit allocation / Additional info.]

The screenshot shows the 'Additional info' tab selected in a software interface. The tab bar at the top includes 'Allocation data', 'Additional info.', 'Allocation overview', 'Rooming list', and 'Reservations'. The 'Additional info.' tab is active, displaying several dropdown menus: 'Market' (set to 'Corporate Group'), 'Source' (empty), 'Status' (set to 'GTD Comp/Agent(D)'), 'Hear' (empty), 'Come' (empty), 'Type' (set to 'Allocations'), and 'Allotment status' (set to 'Open - no reservation accepted').

▼ A special setting must be made in protel in order for the “Additional info.” tab to be shown. For more information, please contact your protel distributor or the *protel support team*.

If necessary, store a market or source code for the allocation, ‘hear’ and ‘come’ information (where they heard about the hotel and the reason they chose it), and a reservation status.

Every reservation that is created from this allocation will be assigned the features defined here automatically.

STORING THE ALLOTMENT (ALLOCATION) STATUS

“Open”: The number of rooms within the allocation can be changed as required for the allocation period.

▼ Please note: If there are any allocations that are still open, but not available for reservations, you will need to make a special setting. Please contact your local protel distributor or the protel support team for assistance.

“Closed”: If the allocation is closed, a snapshot will be created of the rooms posted at this time. To display this original data, you then need to right-click “Display original number” in the “Allocation overview” tab.

▼ Please note: This action cannot be undone!

Allocation overview

[Reservations > Maintain Allocation > Edit allocation / Allocation overview]

The screenshot shows a window titled 'Kontingent Happy Tours 2012' with several tabs: 'Kontingenteingabe', 'Zusätzliche Infos', 'Kontingent Übersicht', 'Reservierungseingabe', and 'Kontingent Reservierungen'. The 'Kontingent Übersicht' tab is active, displaying a table with columns: Tag, Datum, Total, Sta..., Anzahl, bel..., frei, Dyn..., Busi..., An..., bel..., frei, Dy... The table lists dates from 01.10.12 to 12.10.12. For Saturday (06.10.12) and Sunday (07.10.12), the 'Total' and 'frei' columns are highlighted in red, indicating a change in availability. Below the table, there are radio buttons for 'Für alle markierten Daten' (selected) and 'Für alle markierten Tage'. There are also checkboxes for days of the week (Mo, Di, Mi, Do, Fr, Sa, So) and a date range selector 'Von 01.10.12 bis 31.10.12'. A 'Kategorie' dropdown menu is set to 'Business'. To the right, there are input fields for 'Anzahl Kontingent:' and 'Verfall dynamisch:', and a 'Setzen' button. At the bottom are 'OK', 'Abbrechen', and 'Hilfe' buttons.

You can increase or reduce the number of available rooms for a specific period or specific days. You do this in the **Allocation overview**.

The “Total” column shows how many rooms have been blocked out for the allocation on that day, how many of these are occupied, and how many are still vacant (Quantity/occupied/Vacant).

<p><input checked="" type="radio"/> For all marked rows</p> <p><input checked="" type="radio"/> For all marked days</p> <p>Room type</p> <p><input checked="" type="checkbox"/> Quantity</p> <p><input checked="" type="checkbox"/> Dynamic release</p> <p><input type="button" value="Set"/></p>	<p>From the list, select one or more dates for which you want to make changes.</p> <p>Select the check boxes adjacent to the days for which you want to make changes for a particular period (From.../to...).</p> <p>Select the room type for which you want to make changes:</p> <div style="border: 1px solid gray; padding: 2px; width: fit-content;"> Kategorie Business Standard </div> <p>Select the <input checked="" type="checkbox"/>Quantity check box to define the number of rooms of the selected room type you want to assign. Then enter the required number in the adjacent box.</p> <div style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> ▼ If you do not want an allocation to be available for a particular period, set the number of rooms to “0”. </div> <p>Check this box to alter the dynamic expiration deadline for the rooms selected (number of days before the arrival date that the rooms can be released for general bookings).</p> <p>Click the [Set] button to transfer the changes and display these in the overview.</p>
--	--

NOTE:

▼ A special setting is required in protel for this. For more information, please contact your protel distributor or the *protel support team*.

CONTEXT MENUS FOR THE “ALLOCATION OVERVIEW” TAB

The Allocation overview has two context menus featuring a number of useful functions.

Context menu 1

Click any column header in the overview to open the following context menu:

Print with small font	
Print with medium font	
Print with large font	
Export to Microsoft Excel	
Export to HTML	
Autofit columns	Ctrl+M
Column width according to tab header	Ctrl+J
Search	Ctrl+F
Continue search	F3
Edit mode on	
Cancel menu	

From this context menu, you can:

- ▼ Print the allocation overview in various font sizes (small/medium/large):
If you want to print the entire list, make sure that **none** of the rows are selected.
Select a row in the table, then open the context menu and choose Print with small font, Print with medium font, or Print with large font to print only this row.
- ▼ Export the Allocation overview to an Excel or HTML file
- ▼ Adjust the column width in the overview
- ▼ Search in the overview
- ▼ Activate edit mode (“**Edit mode on**”):
To edit the allocation quantity directly in the “Allocation overview” dialog box, select “**Edit mode on**” from the context menu. You can then click a quantity directly in the overview and make the necessary changes. To go to the next box, press the [TAB] key, the right arrow, the left arrow, or the ENTER key. The newly entered values will be changed directly. To recalculate the totals for each day, you will need to press <F5> (Refresh).

Context menu 2

Right-click anywhere within the table to open the following context menu:

Print	
Graphic	
New reservation	
<input checked="" type="checkbox"/> Show all	
Show column # only	
Show column occupied only	
Show column vacant only	
Display original number	
Cancel menu	

From this context menu, you can:


- ▼ Create and print out the “Allocation occupancy” report
- ▼ Create and print out a clear allocation occupancy chart
- ▼ **Create a new allocation reservation:**
First select the room type required in the lower part of the dialog box. Then select the day required, open the context menu, and click “**New reservation**”. You can then enter all additional information, such as number of rooms and so on directly in the “Reservation” dialog box.
- ▼ Choose between different display options
- ▼ Display original number:
- Shows the original data of the “snapshot” (see above: Additional info. / *Storing the allotment (allocation) status*).

Rooming list


[Reservations > Maintain Allocation > Edit allocation / Rooming list]


Use the “Rooming list” tab page to make reservations for an allocation.

▼ A special setting must be made in protel in order for the “Rooming list” tab to be shown. For more information, please contact your protel distributor or the *protel support team*.

1. Enter the name of the guest (or first letters of the name) and click the adjacent button to open the guest search or create a new guest profile.
2. Then enter the number of adults and choose the room type to the right of this.
3. Enter the arrival and departure date (must be within the allocation period)
4. Enter the number of rooms (“#” box).
5. Then click .

SHARER RESERVATIONS

For sharer reservations, you **first** have to create the sharer, then click  to transfer this. Then follow the procedure described above.



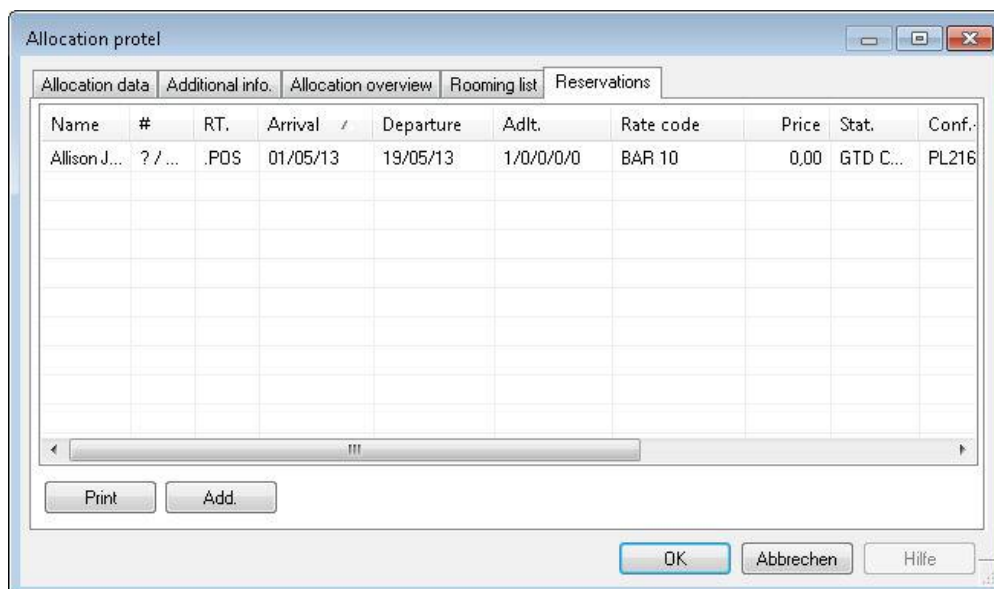
Available Settings

From version 2013.17.222

When adding a guest profile with special rates agreements to the room list of an allocation, you can set that the relevant special rate code will be pre-selected. By default, the special rate code has to be selected by hand.

Reservations

[Reservations > Maintain Allocation > Edit allocation / Reservations]



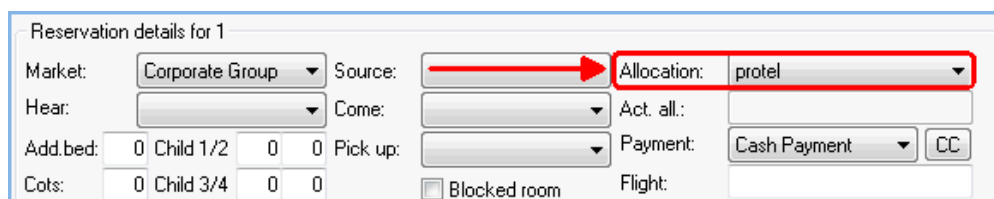
Name	#	RT.	Arrival	Departure	Adit.	Rate code	Price	Stat.	Conf.
Allison J...	? /POS	01/05/13	19/05/13	1/0/0/0/0	BAR 10	0,00	GTD C...	PL216

The “Reservations” tab shows all reservations that have been made from the allocation. The list that opens provides an overview of the occupancy status. Right-click the individual reservations to open the Navigator for these reservations.

Click the [Print] button to print the reservations list.

Creating a reservation for an allocation in the room plan or room type plan

You can make reservations for an allocation in the same way as a ‘normal’ reservation. Select the period in the *room type plan* or *room plan*, then go to the “Reservation” dialog box to select and allocate the allocation you require from the “Allocation” drop-down list.



Reservation details for 1

Market: Corporate Group Source: Allocation: **protel**

Hear: Come: Act. all.: Payment: Cash Payment CC

Add. bed: 0 Child 1/2: 0 0 Pick up: Blocked room Flight:

Cots: 0 Child 3/4: 0 0

The guest name will always be shown in pink in the room plan:

Drenkefort Martin Herr

The reservation is automatically assigned with the allocation profiles (source, travel agent, group, and/or company). Created rate codes and payment instructions are also transferred.

Allocation occupancy overview

From the *room type plan*, left-click a specific date in the allocation row to open the following overview.

Total available	189	188
Allocations	56	55
Option	0	0
Provisional	0	0
Waiting list	0	0
Confirmed	0	1

Allocation occupancy for 01/05/13

Allocations	Total amount	Vacant	Occupied	Expiry date	Room type status	Status	Memo
protel	6	4	2	30/04/13		GTD ...	
Siemens	50	50	0	*30/04/13			
=====		=====	=====				
Valid allocations:	56	54	2				
=====		=====	=====				
Expired allocations:	0	0	0				
=====		=====	=====				
Total	56	54	2				


OK Cancel Help Allocations

The occupancy overview indicates the current bookings status for the allocations entered for a selected date. Use the arrow buttons at the bottom of the window to go to the next or previous days.

Right-click an allocation to open the *Allocation overview* for the selected allocation (see above). The “Expiry date” indicates the date from which postings can no longer be made for the allocation.

Click the [Allocations] button to open a window showing all the allocations by room type.

Select the ☒ Kontingenteinzelaufstellung check box for details of the room type and allocation. The allocation will then be broken down by individual room types.

	Available user rights	
221	FO Overbook allotment	Authorizes the user to overbook allocations (allotments)

Overbooking

FRONT OFFICE ► RESERVATION ► OVERBOOKING

If room numbers are not automatically assigned during reservation, this menu item allows you to determine the number of rooms that you can overbook.

Tag	Datum	Termin	Hotel	EX Suite	City ...	Deluxe	Superior	Business
Mi	10.10.12		10	0	0	0	0	0
Do	11.10.12		10	0	0	0	0	0
Fr	12.10.12		0	0	0	0	0	0
Sa	13.10.12		0	0	0	0	0	0
So	14.10.12		4	0	0	0	0	0
Mo	15.10.12		0	0	0	0	0	0
Di	16.10.12		0	0	0	0	0	0
Mi	17.10.12		0	0	0	0	0	0
Do	18.10.12		0	0	0	0	0	0

Enter a period for which you want to define an overbooking threshold and click the Search button. The table below lists the individual days.

☒ For all marked dates

☒ For all marked days

☐ Mo
 ☐ Tu
 ☐ We
 ☒ Th
 ☒ Fr
 ☐ Sa
 ☐ Su

From / / To / /

From the list, select one or multiple dates that you want to edit.

Select the days of the week that you want to edit. Any changes only affect the days of the week within the (From.../To...) period of time.

Select a room type in the list or select "Hotel" if you want the overbooking setting to be applied to the entire hotel regardless of the room type.

Define an overbooking threshold in the Rooms box and click the [Set] button.

This setting can be updated as often as necessary based on the actual occupancy.

HIS Wellness

FRONT OFFICE ► RESERVATION ► HIS WELLNESS

This menu item is only visible if you work with a HIS.PlanWellness interface.

▼ For more information, please contact your protel distributor or the *protel sales team*.


Distribution channel settings

FRONT OFFICE ► RESERVATION ► DISTRIBUTION CHANNEL SETTINGS

▼ This menu item is not visible unless your installation uses the protel IDS connect interface software and you have been assigned the relevant user rights.

protel IDS connect manages the exchange of data between protel SPE / MPE and any external Internet distribution system (IDS).

To ensure that data can be exchanged seamlessly between protel and any external distribution platform, you need to “match” the proprietary protel field names against any deviating designations in the external systems. Open the “Distribution Channel Settings” dialog box in protel Front Office to configure and match any external instances managed by protel IDS connect.

 Further information:

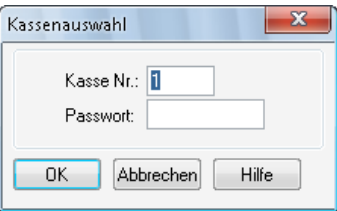
Please contact your local protel distributor or the protel support team.


Cash register

Cash register overview

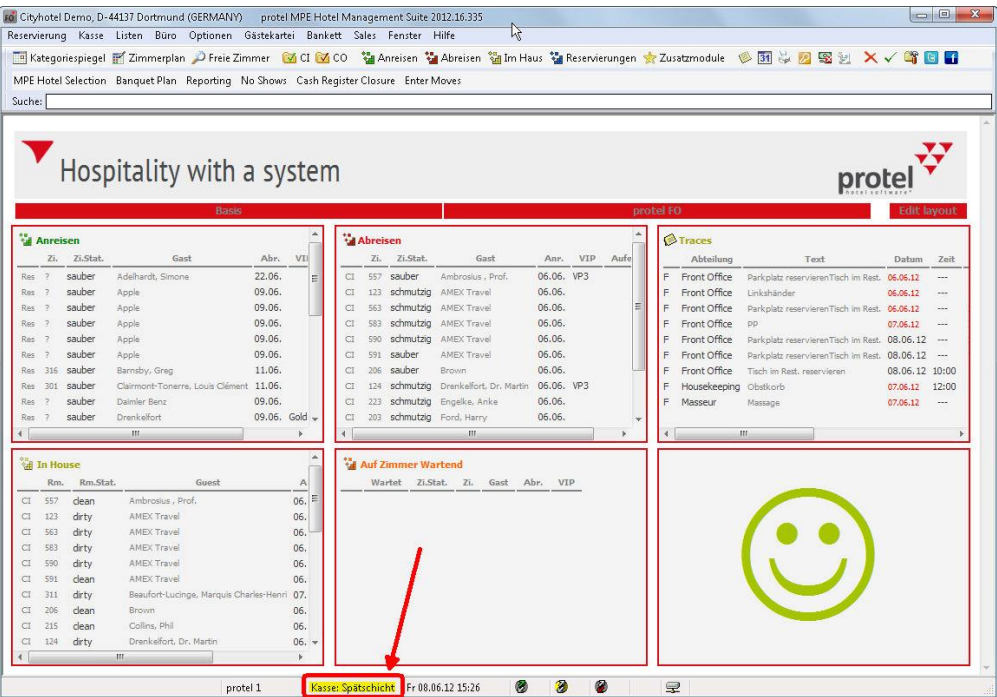
The “Cash Register” menu provides functions relating to the posting of charges, internal hotel expenses, and other cash-register-specific transactions.

A cash register is *opened* automatically the first time that someone uses the cash register each day. A window opens in which the user must enter the cash register number and a password, if applicable.





The cash register then remains “active” until it is closed using the “*Cash Register Closure*” function or deactivated using the  icon in the toolbar.

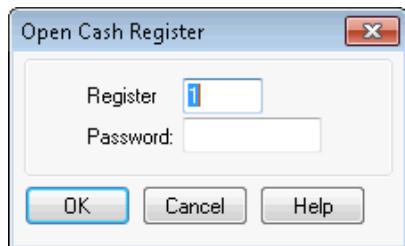
The currently active cash register is shown in the status bar at the bottom of the screen. This approach prevents the need for you to enter what is usually the same cash register number prior to making each booking.



You use the “*Cash Register Closure*” function to “balance” and close the cash registers (“end-of-day closing”). All cash registers should be closed by the end of the day at the latest and each cash register must be balanced separately. It is recommended to close each cash register once per shift. One cash register can, however, be closed several times each day.

	Available user rights
54	FO Cash register logoff Controls access to the  “Deactivate cash register” icon in the toolbar.

Logging in to a cash register



In the system data, you can assign different cash register numbers to users. When a user logs in, the system will then open the assigned cash register automatically without the need for additional login actions.

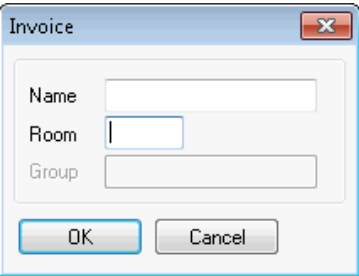
If a cash register is not assigned to a particular user, the cash register login screen appears once when the user first posts charges or payments. The cash register then remains open until the user exits protel, initiates a cash register closure, or logs off from the cash register manually.

Enter the cash register number and your password and click OK to confirm.

Invoices

Front Office ▶ Cash Register ▶ Invoice

You use the Cash Register > Invoice menu item to access invoices directly. This prevents the need to open the room plan or Navigator first in order to view the invoice for a particular reservation.



Enter the name or the room number in the Invoice dialog box to open the relevant reservation directly.

If a cash register is not yet active, the system displays the “Open Cash Register” window, which you use to enter the required cash register number and password (a password is only required if one has been created in the system data). If the “Open Cash Register” window does not appear, this means that a cash register is already open. The cash register name is displayed in the status bar of the main protel window.

NOTE:


▼ You can open invoices for guests who have already checked out until the end-of-day routine has been performed. Invoices for guests who have checked out the previous day can only be viewed or printed from the invoice history.

General information about invoicing

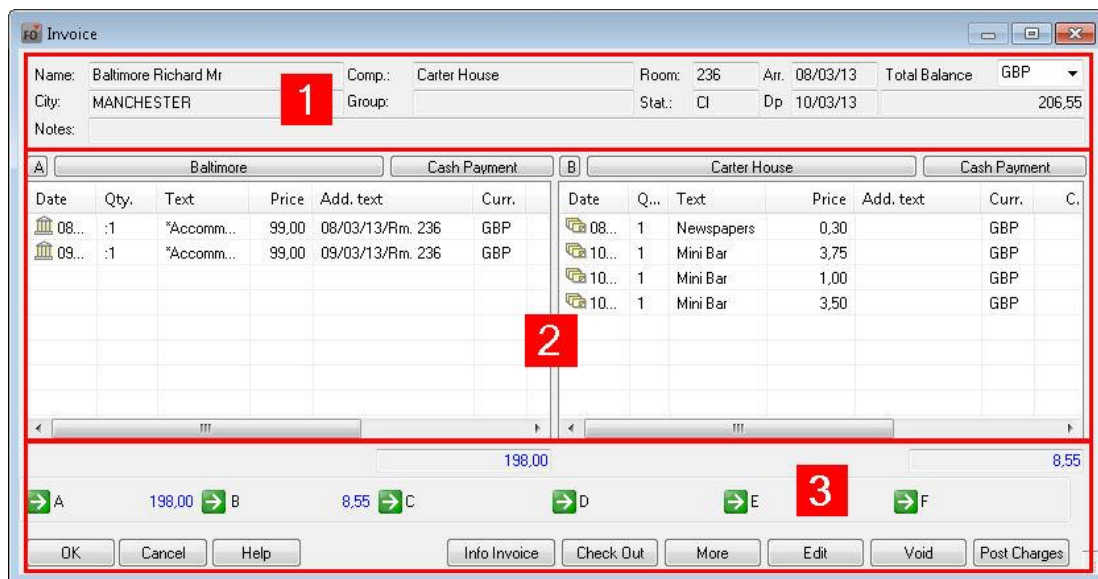
Up to six different invoices (A - F) can exist for one reservation, each of which can have a different invoicing address and payment agreement (“*More - Payment/Routing instructions*” button). If the six invoices are insufficient, you can also create pseudo accounts for the guest, company, or group.

OPENING THE INVOICE DIALOG BOX

As an alternative to using the “Cash Register > Invoice” menu items, you can also open the relevant guest invoice using the *Navigator* (right-click in the invoice area) or by selecting a reservation in the room plan and clicking the CO icon (*Check Out*) in the toolbar.

	Available user rights	
60	FO Bill / Invoice	Controls access to the “Cash Register > Invoice” menu item.

Layout of the Invoice dialog box



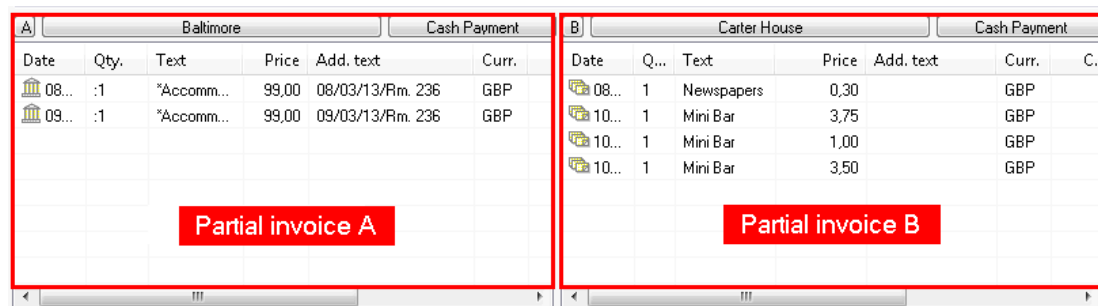
The Invoice dialog box is divided into three sections:

- 1 The upper part shows information about the guest and the total balance.
- 2 The central part shows the partial invoice windows.
- 3 The bottom part provides a summary of the individual balances and contains the buttons for editing the invoices.

1 Guest information

The data shown in this area cannot be edited. It shows the room and the guest to which the charges incurred have been posted. This area also shows the reservation status (CI/CO/RES etc.). If the guest belongs to a company or group, the company or group name is shown accordingly. For group reservations, the “Room” box shows the group account number.

2 Partial invoice window



Two partial invoice windows are displayed in the Invoice dialog box by default, with each partial window representing a separate **partial invoice**. If only one invoice exists for a guest, the second partial invoice window remains blank. In order to retain a clear overview, a maximum of three partial invoice windows are displayed simultaneously.

Each partial invoice window shows the associated individual postings.

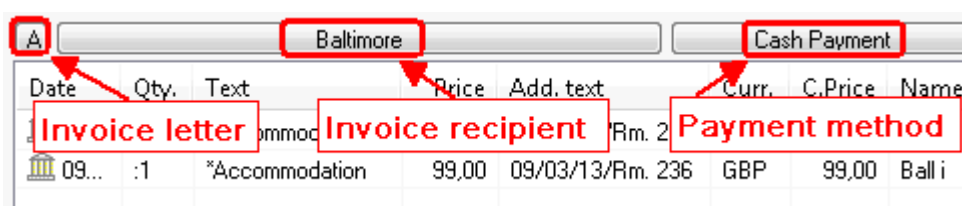
Date	Qty.	Text	Price	Add. text	Curr.	C.Price
08...	:1	*Accommodation	99,00	08/03/13/Rm. 236	GBP	99,00

A “:” (colon) in front of the quantity indicates that the posting is a package. The printed invoice will also show a “+” sign in front of the posting text if the charge has been transferred from a different room.

A “*” in front of the posting text indicates that the posting is a *fixed charge* (i.e., a charge that was posted automatically at the end of the day).

▼ Right-click an invoice item to open a *context menu* that provides a number of actions relating to the posted charge. The available options are described below in the “*Context menu in the Invoice dialog box*” section.

Each partial invoice window is identified using a letter (A - F), and also shows the name of the **invoice recipient** and the agreed **payment method**.



Click the letter associated with an invoice to select all invoice items, which allows you to edit them as a group using the context menu (see below). To select individual invoice items, simply click them with your mouse.

If you click the button for the invoice recipient, the system displays the associated guest profile. If an additional invoicing address has not yet been entered for a partial invoice, clicking the blank button starts a guest search so that you can assign the relevant address.

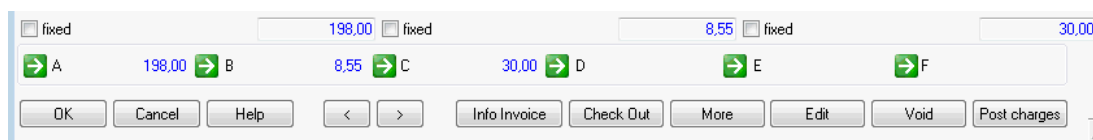
Click the payment method (e.g., cash, euro) to open the “*Payment/Routing instructions*” dialog box. In this dialog box, you can define payment/routing instructions and **change the invoice recipient or payment method**.

The associated balances are displayed directly below the partial invoice window.

3 Balance information and buttons

The bottom window pane shows the balances for the individual partial invoices (A - F) next to the green arrow buttons. If “0.00” is displayed in this box, the invoice has either been settled, has not been created, or no charges have yet been posted.

Additional control elements appear in the bottom section of the Invoice dialog box if more than two invoices have been created for one reservation:



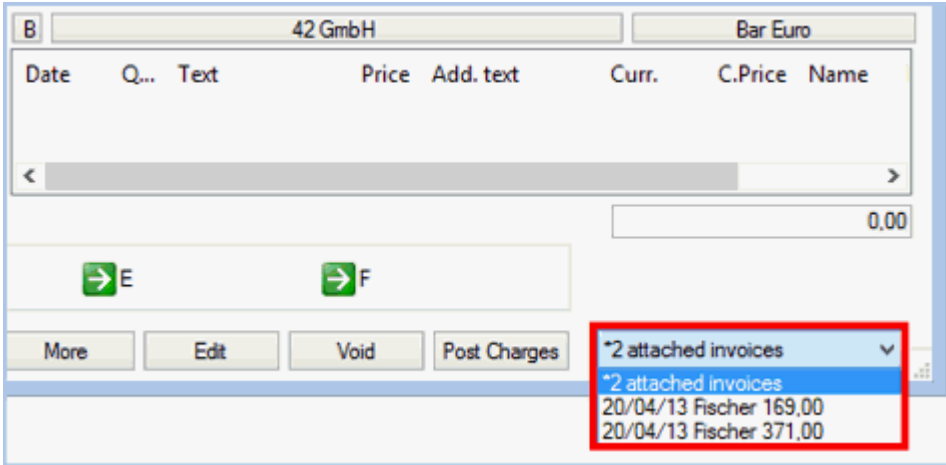
Select the ☒ **fixed** check box to “anchor” the relevant partial invoice window in place so that it remains in the same position in the window when you scroll.


Click the [<] and [>] arrow buttons to scroll backward and forward between invoices.

Context menu in the Invoice dialog box

Right-click an invoice item in the partial invoice window to open the context menu. This menu offers a wide range of options, especially if you are working with packages.

Posting details	<p>If you open the posting details for a standard charge, the system displays the “Posting details” window (for more information, see the “<i>Posting details for a charge</i>” section).</p> <p>If the posting is for a package (indicated by a colon “:” in front of the quantity), the “<i>Package/Split</i>” window opens instead.</p>	
Process marked postings	<p>Opens a sub-menu for <i>voiding</i> the selected posting(s). You can also create a new package from the selected postings. You cannot, however, create new packages from package and payment method postings.</p> <p>Summarize to package Creates a new package from the selected charges. Enter a name and additional text.</p> <p>Delete all tax postings If you enter a tax exemption code for a guest or reservation that has already been created, this option uses the tax exemption code entered in the system data to delete the tax postings for all selected postings.</p> <p>Post taxes If you have entered a tax exemption code by mistake, you can use this function to post taxes for all selected postings at a later point in time.</p>	
Transfer marked postings	to A - F	Transfers the selected posting(s) to the selected partial invoice A - F.
	to different invoice	Transfers the selected posting(s) to an invoice for a different guest.
	to new invoice	Transfers the selected posting(s) to a new account (chance sales account).
	to a new invoice of the same invoice recipient	<p>From Version 2013.17.430</p> <p>Transfers the selected posting(s) to a new account (chance sales account) of the same invoice recipient.</p>
	to group master	Transfers the selected posting(s) to the group master for guests entered as part of a group (see the “ <i>Transfer</i> ” section).

Transfer all items to new invoice	<p>From Version 2013.17.430</p> <p>Transfers quickly and easily all of a guest's postings to a separate invoice which has its own invoice number. protel creates a non-guest (passerby) invoice for the same invoice recipient, which can be managed and executed separately.</p> <p>The selection box at the lower right of the window enables you to comfortably have access to all of the invoices having been created this way</p> 
Discount	Use this item to calculate and post the discount specified using a discount code in a guest profile before the guest checks out. No further discount calculations can be performed once a discount has been posted. You can, however, use "Reset discount calculation" to re-enable this option and post the discount again. The first discount posting is retained.
Voucher use	Appears only if a discount module has been activated. The value of the voucher is credited against the invoice.
More..	Opens the <i>More... dialog box</i> .
Edit...	Opens the <i>Edit invoice dialog box</i> to post an advance payment, etc.
Check Out	Opens the Check Out window. (See " <i>Interim invoice / Advanced Invoice / Preliminary departure</i> ").
Info Invoice	Prints an <i>information invoice</i> .
Post	Opens the <i>Post Charges dialog box</i> .
Calculator	Opens the standard Windows calculator.
Retranslate items	If transaction accounts exist in different languages and if the guest's language is changed during his or her stay, this can result in charges appearing on the invoice in different languages (e.g., English and German). To display all postings in one language, select the German postings and use this function to translate them into the language entered in the guest profile.

 Available user rights		
125	FO Posting details	Controls access to the "Posting details" menu item in the context menu for the partial invoice window.
139	FO Summarize charges to package	Controls access to the "Process marked postings > Summarize to package" menu item in the context menu for the partial invoice window.
181	FO Post taxes	Controls access to the "Process marked postings > Post taxes" menu item in the context menu for the partial invoice window.

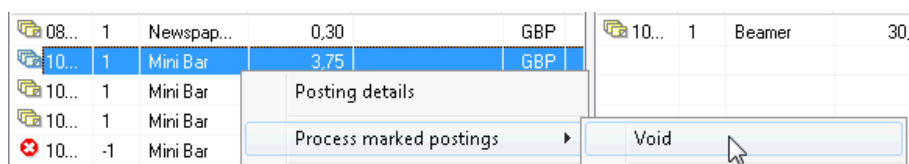
157	FO Post discount	Controls access to the “Discount > Post discount” menu item in the context menu for the partial invoice window.
154	FO Retranslate invoice	Controls access to the “Retranslate items” menu item in the context menu for the partial invoice window.

Voiding a posted article or charge

[Invoice dialog box ▶ Partial invoice window]

Open the *Invoice dialog box* for the relevant guest and find the posted item in the relevant *partial invoice window*.

Select the posting to be voided (individual or multiple selection), right-click, and select the “Process marked postings” option from the context menu. Then select the “Void” option.



The postings are voided, i.e., negative counter-postings are performed automatically.

When you void a payment method, both the positive and negative postings are retained in the cash register. If a payment method is of the type “Accounts receivable” or “Credit card,” the counter-posting is also transferred to accounts receivable management.

You can also void postings manually: Use the [Post charges] button to enter a negative value for the quantity or amount and click [OK] to confirm. Ensure that you specify the transaction account that you want to void.

▼ It is often beneficial to transfer reconciling postings to an unrequired invoice so that they are not printed on the guest invoice.

Available user rights		
90	FO Void charges	Controls access to the “Process marked postings > Void” menu item in the context menu for the partial invoice window.
141	FO Void charges without reason	The “Please enter reason for void” window appears when you void a charge.

Transferring to a different partial invoice

[Invoice dialog box ► Partial payment window]

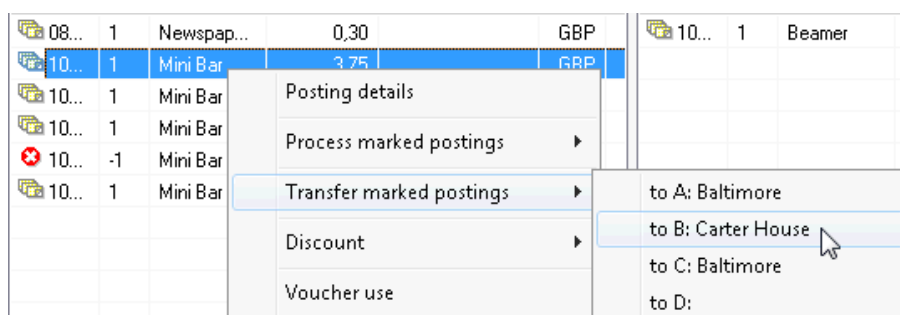
Open the *Invoice dialog box* for the relevant guest and find the posted item that you want to transfer in the relevant *partial invoice window*.

To transfer a posting to a different detailed invoice, select the relevant posting(s) and *drag* them to a different partial invoice.

You can also transfer a selected posting by clicking the green arrow buttons at the bottom of the Invoice dialog box:

Select the relevant invoice item in the partial invoice window and then click the green arrow button for the target invoice, e.g.: ➡ B .

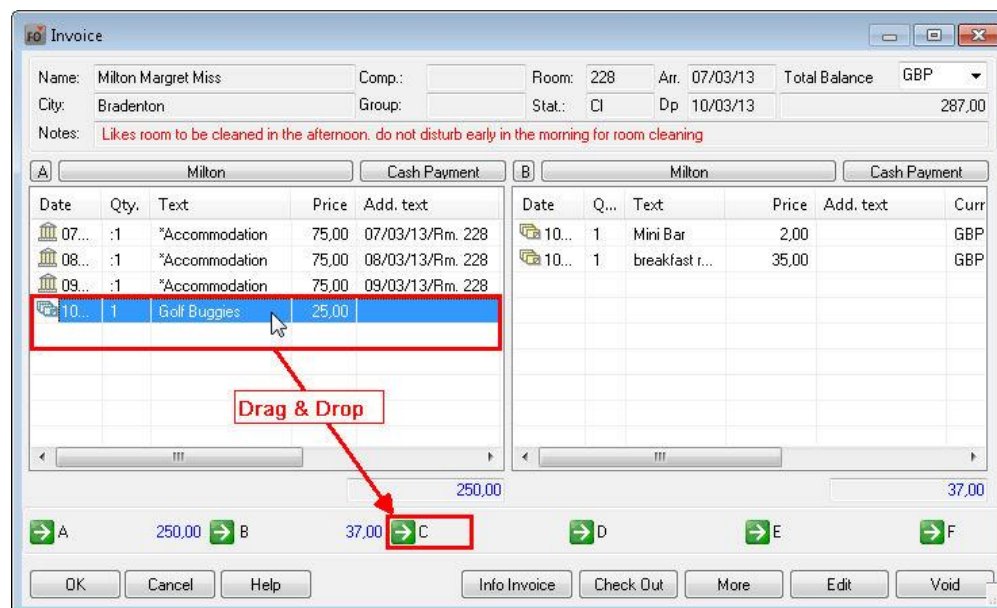
You can also open the *context menu* and use the “Transfer marked postings” option to transfer a selected charge.



Opening additional partial invoices

[Invoice dialog box ► Partial payment window]

To open a third invoice for a reservation, select the relevant postings in the *Invoice dialog box* for the reservation and simply *drag* the selected posting(s) to one of the green arrow keys, e.g., ➡ C .



The system will then automatically create a new partial invoice.

Posting details for a charge

To open the posting details, right-click the charge to open the context menu and select “Posting details.”

Use the right window pane to change posting texts and amounts and split postings. You can only change amounts on the day they are posted. You can, however, change the text after the day on which it was posted.

Three buttons that offer the following functions are available on the right:

Void

voids the posting. This creates a negative posting that appears on the invoice.

Change text

Changes the posting text to match the text entered.

Split

There are two ways to split an existing posting in two: by splitting the amount or the quantity.

Change the relevant quantity and then click the [Split] button. An additional posting appears on the invoice and the original posting is changed accordingly.

Payment postings can only be split based on their amount. You must be logged in to the cash register used to post the payment.

Since performing a split does not change the charges that have been posted, you can also split old postings.

Examples:

Posting: 17 telephone units at €70. You want to split 10 units from the total (e.g., to post them to a different invoice): Change the quantity and overwrite the 17 units with 10. Click [Split] to create two telephone postings on the invoice: one for 10 telephone units and one for 7 units.

Posting: Double room at €220, of which €100 is to be split off (e.g., because this is the single room rate and the company only covers the amount for a single room): Change the price by overwriting the €220 with €100. Click [Split] to create two accommodation postings on the invoice: one for €100 and one for €120. If necessary, you can also change text to “single room.”

Changing an individual amount

Overwrite the price in the Price box and click [OK].

	Qty.	Price	GBP
Split 1:	1	22,50	25,00
Split 2:	0	0,00	0,00

The system performs a reverse posting for the original item and posts the article again at the new price:

Date	Q...	Text	Price
10...	1	Golf Buggies	25,00
10...	-1	Golf Buggies	-25,00
10...	1	Golf Buggies	22,50

▼ For articles that have been posted multiple times (quantity > 1), the changed price always relates to the individual price of the article.

Available user rights		
823	FO Charges: Change posting text	Controls access to the “Change text” function in the posting details.
824	FO Change additional billing text	Controls access to the “Change text > Change additional text” function in the posting details.

Package/Split

[Invoice dialog box ▶ Partial payment window]

Packages are containers that include multiple charges (transaction accounts).

You can post a package in two different ways:

- ▼ When **posting a rate code**, as this contains or could contain the accommodation charges and other charges such as breakfast, half board, etc.
- ▼ When **posting packages** created using transaction accounts.

Example: A tennis package costs €48 and comprises the following transaction accounts:

€15 – tennis court hire

€28 – personal instructor

€5 – isotonic drink

This package can be posted in the same way as a transaction account and is therefore different than a rate code, which can be posted only as part of the end-of-day routine or using the “Manual room posting” function.

Right-click the relevant booking to open the “Packages/Split” dialog box.

WellWE2	227,00
Posting details	
Process marked postings ▶	

The top pane ("Package name") shows the name of the package and any additional text. The text entered here is printed on the invoice. You can overwrite the text if necessary. Click the [Change posting text] button to save changes to the text.

The left window pane shows the charges included in the package together with their individual prices. Right-click a change to open the posting details and edit the individual charge.

Transferring into/out of a package

[Transfer from invoice] button: Adds the selected charges to the current package. The individual charges are removed from the invoice charges (i.e., no longer displayed/printed) and the price of the package increases accordingly.

1. In the partial invoice window, first select the charge you want to add (e.g. "Grappa VSOP").
2. Hold down the [Ctrl] key on your keyboard and select the package to which you want to add the charge (e.g. Wellness Weekend):

WellWE2	227,00	EUR	227,00
Campari	3,00		
Grappa VSOP	12,00		

Posting details
 Process marked postings ▶
 Transfer marked postings ▶

3. Right-click the package to open the context menu and select **Posting details**.
4. Click [Transfer from invoice].
5. The charge is transferred to the package:

Q...	Text	Add. text	Curr.	Price	Price
2	Frühstück		EUR	7,00	14,00
2	Halbpension		EUR	30,00	60,00
1	Bademantel		EUR	18,00	18,00
1	Ganzkörper...		EUR	120,00	120,00
1	Pediküre		EUR	15,00	15,00
1	Grappa VSOP		EUR	12,00	12,00

[Remove from package] button: Allows you to remove selected charges from the package so that they appear on the invoice as regular postings and can be printed.

Splitting an entire package

Click one of the buttons [1/2], [1/3], [1/4], [1/5], or [1/6] to split the relevant amount from the total package value. For example, clicking the [1/6] button splits off one sixth of the overall amount.

If you want to split off a specific amount, you can enter the amount directly in the input box provided. Then click the “Split amount” button.

In all cases, the charges in the package are split automatically on a proportionate basis.

Click the [Void] button to void the package.

Posting details within a package

You can also open the *posting details* for charges displayed in the Package/Split window. The changes associated with the splitting or voiding of charges can result in changes to the amount shown for the package.

Example:

An incorrect amount was posted for a room rate. The price is too high and you want to reduce the amount. If you split off part of the package, all charges in the package will be split using the same percentage value.

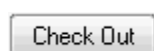
If you want to reduce the accommodation price only, right-click to open the “Package/Split” posting details. Then open the posting details for the charge that you want to reduce. You can now split the relevant part from the charge that you want to reduce.

Check Out

[Invoice dialog box] ► Check Out

You can check out invoices on the date of departure or ahead of departure. To perform a check-out, open the *Invoice dialog box* and click the **[Check-Out]** button.

a) On the date of departure



On the guest's day of departure, click the [Check Out] button to close the invoice and post a payment for the invoice items. If multiple partial invoices exist, you must check each one out separately.

The guest's name, room number, invoice letter (A-F), and the invoice recipient are displayed in the top left of the window.

To the right, you can see the total charges, payments, and ensuing balance. Credit card authorizations are also displayed here.

You can enter the transaction date if this differs from the current date (the transaction date is the date for which payment appears on the invoice).

The central window pane contains four rows for entering different methods of payment and the associated amounts.

Method of Paym.	Shows the method of payment. "Cash Payment" is displayed by default if a different payment method has not been defined for this guest. Select the relevant method of payment from the drop-down list.
Amount	<p>The outstanding balance is shown automatically and can be overwritten depending on how the guest pays. If you overwrite the amount, any remaining balance is shown on the next row. You can then select a different method of payment for the remaining balance.</p> <p>Any payments made in foreign currencies are converted and displayed automatically (using the exchange rate defined in the system data). If you enter a higher amount (e.g., balance = \$72, the guest pays with a \$100 dollar bill), the system calculates the change automatically and displays it in the next row.</p>
Additional text / Valid	You can also choose to enter additional text to be displayed on the invoice. If credit card details were created for the reservation, this box shows the credit card number and the adjacent "Valid" box shows the card's expiration date.
Ex. rate/CC Card holder	Shows the exchange rate saved in the system for foreign currency transactions or the card holder for credit cards.
Copies	Specifies the number of invoice copies.
<input checked="" type="checkbox"/> Preview invoice	<p>If you select the <input checked="" type="checkbox"/> Preview invoice check box, the invoice appears on screen before being printed.</p> <p>If you clear the check box, the invoice is printed directly.</p>

Invoice layout

[Invoice dialog box ▶ Check Out ▶ Invoice layout]



Invoice layout

Invoice Standard ▼

Detailled Invoice ▼

Invoice currency: GBP ▼

If you do not want to use the default invoice form, use this section to specify the required form. If a form other than the standard invoice is already displayed, this means that a different form has been assigned using the *“Invoice print mode”* function. (In order to use alternative invoice forms, the forms must first have been defined in the system data.)



Detailled Invoice ▼

Use the drop-down list below the invoice form selection to change the print mode for this invoice (detailed, summarized, etc.).

If an invoicing form has been created that supports different currencies, you can select the currency you want to use when printing the form.

The system also displays a reminder if a guest has hired a safe during his or her stay.

Invoice form in the language of the invoice recipient (★ from version 2013.16.816 ★)

[Invoice dialog box ▶ Check Out ▶ Invoice layout]

Set up potel to always use the “right” language for each guest: The invoice form will open automatically in the language of the invoice recipient. Manual changes of the form in the dialog “More / Invoice print mode” can only take place in the actual language.

▼Y our potel Support team will gladly adjust the mentioned settings for you. Just contact us!

Inserting a separating line (★ from version 2013.16.816 ★)

[Invoice dialog box ▶ Check Out ▶ Invoice layout]

Optionally you can add a separating line in the invoice form, for example between the entries of services and payments. As a separator any character is possible:

[UsePaymentSeparator{1}]

[PaymentSeparator{=====}]

b) Interim invoice / Advanced Invoice / Preliminary departure

If you click the [Check Out] button for an invoice before the guest's departure date, a window appears with the following options:

INTERIM INVOICE

Creates an invoice containing all charges posted to date. The “*CO/Post payments*” window appears so that you can enter the payment method. This posts the payment but the guest remains checked in.

ADVANCED INVOICE

Calculates all outstanding accommodation charges and fixed charges that have already been created up to the selected period.

By default the charges are calculated up to the departure date. If required, you can also select another period (see below: "period selection"). After clicking the [Advanced payments] button, the “*CO/Post payments*” window usually appears so that you can enter and post the payment.

The guest is not checked out and the postings are naturally not repeated during subsequent end-of-day routines.

From Version 2013.17.430

Period selection

For the remaining part of the stay	The advanced invoice will be calculated up to the expected departure date.
For the next x days	The advanced invoice will be calculated for the number of days chosen in this field.
From [date] to [date]	The advanced invoice will be calculated up to the chosen date.

Don't post a payment

Tick this box to book postings to the invoice without posting a payment.

Example: Create an advanced invoice without posting a payment

The transfer postings function is especially useful if advanced invoices have to be separately created and booked:

1. Open the invoice window of the checked-in guest.
2. Click [Check Out].
3. Select a time period for the advanced invoice in the “Check out before date of departure” window and check the **Don't post a payment** check box.

PRELIMINARY
DEPARTURE


4. Click on [Advanced Invoice]. The corresponding postings will now be booked to the invoice.

5. Use the right mouse button to click on an arbitrary booking in the invoice window and select the **“Transfer all items to new invoice”** context menu.

All services on the invoice will be transferred to a separate invoice with its own invoice number. Internally, the invoice will be created as a non-hotel guest invoice (passerby).

The invoice created in this manner will be shown in the lower right as an **attached invoice**.

The **“CO/Post payments”** window appears immediately so that you can enter the payment method. When you click [OK], a confirmation prompt appears asking if you want to curtail the reservation to today. **The guest is then checked out automatically.**

	Available user rights	
848	FO Advanced invoice	Controls access to the “Advanced Invoice” function.

Editing an invoice

To open the “Edit invoice” menu, click the Edit invoice button in the Invoice dialog box or use the **More... button** in the Navigator. Follow the link for more information.

Storage location for invoice documents

1. You can define a separate storage location for invoices if required (e.g., c:\Invoices). The default directory is \protel\rech. You must back up this directory on a regular basis.
2. You can also define a separate backup storage location for invoices if required (e.g., c:\backupexample). If a document is not found at the default path, protel will also search using the backup path provided. This allows you to move documents into the backup directory from time to time; for example, if storage space is too expensive at the original location (data center). You must also back up the backup directory on a regular basis.

Chance Sales

Front Office ▶ Cash Register ▶ Chance Sales

A chance sale allows you to issue passerby invoices to guests who are not hotel guests but who require a receipt. Passerby invoices are issued without reference to a reservation.

The invoice created does not differ visually from a regular room invoice. All functions within the invoicing dialog box are the same as for a regular room invoice, and the process for paying off the amount is the same.

Creating a passerby invoice

We recommend creating a guest with the name “passerby” in the system data for use as a recipient of passerby invoices.

1. In the “Cash Register” menu, click “Chance Sales.”
2. From the guest search, select “passerby” as the invoice recipient. Only change the recipient if this is expressly required.
3. If no cash registers are active, the system displays the window for selecting a cash register. If different cash registers are available, enter the cash register number and a password if required.
4. When the “Post charges” dialog box opens, post the relevant charge/article to the invoice.
5. Once you have entered the postings, click [OK] to view the *payment dialog box*. Select the payment method from the drop-down list and click [OK] to confirm. The invoice is then printed.
6. To make corrections, click the Cancel button in the “Post payments” dialog before clicking [OK] to confirm. This opens the *Invoicing* dialog box, where you can make changes or enter additional postings. Click [Check Out] to return to the payment dialog box.


NOTE:

- ▼ You cannot exit the passerby invoice until you have entered the entire payment. A passerby invoice may not have an outstanding balance.
- ▼ Passerby invoices are assigned a regular invoice number and can therefore be opened later from the invoice history.

Editing a passerby invoice

You can return to passerby invoices to edit them until the end-of-day routine has been completed:

In the window that opens for the *departure list* (F7), select the **Include departed guests?** option and the ☒ **Acct.** check box. When you select these settings, passerby invoices are also included in the list. You can then use the Navigator (right-click the chance sale) to make the required changes to the invoice.

 Available user rights		
94	FO Chance sales	Authorizes the user to create passerby invoices.

Posting charges

Front Office ▶ Cash Register ▶ Post Charges

Use the “Post Charges” function to quickly post charges for your guests without having to open the *room plan* or Navigator. This function is particularly useful if you want to post several charges to different invoices in succession, e.g., for mini-bar postings.

Post Charges to Guests Invoices

Name: Baltimore

City: MANCHESTER

Rem:

Comp: Carter House

Group:

Room: 236

Arr: 08/03/13

Dpt: 10/03/13

Total Balance

236.55

Room	Guest	TAA	Currency	Price	Qty.	Text	Additional text	Total	Invoice
211	Abbott82807 GBP	1.00	1	Mini Bar		1.00	A
232	Canavan C82808 GBP	1.00	1	Mini Bar		1.00	A
236	Baltimore Richard85102 GBP	35.00	1	breakfast roomserv		35.00	A
236	Baltimore Richard	...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A
		...	GBP	0.00	1			0.00	A

OK

Cancel

Help

Use different billing date

10/03/13

Total

37.00

If a cash register is not “open” when you select this function, the cash register selection window will appear. Enter the cash register number and password to “activate” the cash register.

The posting window is made up of two sections. The top section shows information about the guest whose invoice is to be charged. The lower section shows the actual posting details.


Room	Enter the room to which the charge is to be posted. The system will only accept rooms with checked-in guests or a hotel or group account.
Guest	If you do not know the room number, you can also enter the guest's name or the first letters of the name. This opens the <i>in-house list</i> , from which you can select the relevant guest.
TAA	Enter the number of the transaction account to which the charge is to be posted. You can enter the account number directly. If you do not know the transaction account number, you can open a list of all accounts by pressing the Tab key. When you enter a letter, the list jumps to the first transaction account that begins with this letter.
Currency	If the multi-currency function has been enabled in the system data, you can post to the required transaction account in a foreign currency. In this case, it is important to specify the correct exchange rates (see the <i>Exchange rates</i> chapter).
Price	Enter the price for the charge to be posted. If a standard price has already been defined in the system data, this price is displayed. You can, however, overwrite the default price if you want to post a differing price to the account.
Qty.	Enter how often the charge should be posted.
Text	Once you have selected the transaction account, this box displays the description from the system data. This text is printed on the invoice. You can change the text for individual postings.
Additional text	Use this box to enter additional text. Depending on how the invoice form has been created, it may also be possible to print this text on the invoice.

Total	This field displays the total posted for the charge. It is calculated from the quantity * price.
Invoice	Invoice "A" is used for the posting by default. Click the drop-down list if you want to post the charge to a different partial invoice. ▼ If an invoice diversion has been entered for specific charges using routing instructions, this is taken into account if y "A" when entering the posting.

TIP:

▼ You can generate negative postings by placing a **minus** sign [-] in front of the price or quantity.

The "Total" box shows the total of all charges to be posted and is calculated using the total amounts for the individual postings.

 Available user rights		
61	FO Charge to	Controls access to the "Cash Register > Post Charges" menu item.

Vouchers

FRONT OFFICE ► CASH REGISTER ► VOUCHERS

This menu item is not visible unless your installation uses the optional protel Vouchers module (to be purchased separately).

protel (Online) Vouchers integrates with your protel hotel software and significantly reduces the work involved in selling vouchers, regardless of whether you sell them at the front desk or online through your hotel website.

protel (Online) Vouchers allows you to create, sell, redeem and manage vouchers in a very simple process.

Preconfigured templates for all types of vouchers help reduce the amount of work involved in creating and selling vouchers. They also help enforce certain policies that you define for selling and redeeming vouchers.

protel (Online) Vouchers is available for all SQL-based protel installations with the exception of protel smart.

▼ For more information, please contact your protel distributor or the *protel sales team*.

Cash Register Posting

FRONT OFFICE ► CASH REGISTER ► CASH REGISTER POSTING

A cash register posting allows you to post internal hotel expenses and income.

In many cases, the hotel reception will pay supplier invoices directly, cover the costs for refueling the hotel bus, or buy a bouquet of flowers for the lobby. It may also be necessary to withdraw amounts that have already been received from the cash register (e.g., to take them to the bank) without performing a cash register closure. In all these cases, money is taken out of the cash register in reception.

To reduce the cash register stock in protel accordingly, you use a cash register posting to enter the withdrawal without impacting on revenue.

▼ You cannot use a cash register posting to post to a guest account.

Cash register posting

Method of pay.

Amount

Cash Payment

0.00

Use internal hotel account

Comment text

OK

Cancel

Help

To create **new postings**, select the appropriate method of payment and enter the amount.

In the drop-down menu, you decide whether the amount is paid in or paid out.

Use internal hotel account

Paid In

Paid Out

Click [OK] to post the payment.

All postings made using the cash register posting function are displayed on the cash register ledger.

<div><div></div><div>Available user rights</div></div>		
61	FO Cash register posting	Controls access to the “Cash Register > Cash Register Posting” menu item.


Check / Currency Exchange

FRONT OFFICE ► CASH REGISTER ► CHEQUE / CURRENCY EXCHANGE

Changing foreign currency into the local currency or cashing a cheque results in a change to the cash register stock. To keep a record of this change, you can use this screen to document purchases by cheque and any currency amounts paid in or out.

We buy	<p>Currencies: Use the drop-down list to select one of the foreign currencies defined in the system data. The box alongside this list shows the exchange rate assigned to this currency (see the <i>Exchange rates</i> section). Use the next input box to enter the amount received in the foreign currency.</p> <p>Cashing a cheque: When you cash a cheque, select “Cheque” from the drop down list and select the relevant currency in the “We sell” box.</p>
We sell	<p>Use the drop-down list to select the method of payment withdrawn from the cash register. Since this is usually a cash payment in the local currency, this option is selected by default. The exchange rate shown is the exchange rate from the currency to the euro. The system calculates the amount of currency to be withdrawn from the cash register automatically.</p>
minus commission in percent	<p>Enter the commission fee. Use the first box to enter the rate in percent. The second box then automatically shows the amount calculated. You can also enter a fixed amount as the exchange fee or define default commission values in the system data.</p> <p>From version 2013.17.000</p> <p>The User Right No.879 controls access to the commission field “minus commission in percent”, whereas User Right No.880 controls access to the commission field “minus commission in Euro”. If you revoke one of these rights, the corresponding commission field will be deactivated.</p>
Cash out	<p>Amount calculated from the amount exchanged minus commission.</p>
Text	<p>Enter any additional text that you want to appear on the receipt (room number reference, guest name, etc.).</p>

Print receipts

You can create a form in the system data that is printed when you perform a currency exchange. Select the  **Print** check box to start the print process.

Enter the number of copies and select the required form from the drop-down list. You can enter the guest's name or take it from the *in-house list* by clicking the [from hotel] button.

From Version 2014.17.790

Should an exchange receipt be printed, a preview of the exchange receipt can be generated. Access is controlled by user right no. 884 "FO Currency exchange – Preview receipt".


▼ Ask your protel Support Team to set up your protel system accordingly! We're happy to help!

View printed receipts

Click the [History] button to view all currency exchange receipts generated for a specified period of time together with the associated details. Double-click a currency exchange receipt from the list to open it.

From Version 2013.17.222

Currency Exchange receipts also support the read-only mode (similar to invoices). Inadvertent changes are thus reliably avoided. Ask your protel Support Team for more information. We're happy to help!

	Available user rights
61	<div>FO Cheque / Exchange Rate</div> <div>Controls access to the "Cash Register > Cheque/Currency Exchange" menu item.</div>
879	<div>FO Currency Exchange (enter commission as percentage)</div> <div>Right to enter a commission as percentage.</div>
880	<div>FO Currency Exchange (enter commission as amount)</div> <div>Right to enter a commission as amount.</div>

Exchange rates

FRONT OFFICE ► CASH REGISTER ► EXCHANGE RATES

1 EUR =	Rate
DEM	1,955830
USD	1,293400
SFR	1,209500
EUR	1,000000
FIM	5,945730
TRL	2,327700
TRL2	2,327700
GBP	0,797800
CHF	1,209500
AUD	1,242000

Listennummer: Aktualisiert:

Use this window to enter exchange rates.

Since the introduction of the euro, the exchange rates for countries belonging to the European Monetary Union have been fixed. You must, however, maintain and update the currencies for all other countries as necessary.

You can use the drop-down list at the top of the window to select different rates for different purposes.

- **Cheque/currency exchange:** Displayed by default when you open the dialog box. Use the “*Check / Currency Exchange*” menu item to enter the exchange rate.
- **Posting charges:** Rate to be used when posting charges. This rate is used as a basis for foreign currency transactions performed in connection with transaction accounts, spit tables, fixed charges, rate codes, and the “*Post Charges*” dialog box.
- **Check Out:** The rate to be used for payments posted in a foreign currency. During the check-out process, you can also select a currency to be printed on the invoice. The currency that you enter here is used.

The above distinction allows you to specify whether different exchange rates are to be used by default for different actions.

Examples:

- The exchange rate for the posting of charges is lower because this is an internal posting.
- The exchange rate applied when changing currency for guests is higher as this is an additional charge.
- In protel HMS, internal postings are made using the local currency. Revenue reports and statistics continue to be provided in EUR (local currency).

You can use the “List no.” box to enter the number of the list used as a template for the last update. The system sets the “Updated” box automatically. This shows the date on which the exchange rate was last updated.

Cash Register Closure

FRONT OFFICE ► CASH REGISTER ► CASH REGISTER CLOSURE

Use this function to “balance” and close the cash registers.

You use the cash register to post all revenues and payments. The cash register is therefore activated (opened) when you open protel and make your first posting.

If required, you can assign a dedicated cash register for each user. The relevant cash register will then open automatically when the user logs on. Please refer to the System Data Manual for details on how to make the required settings.

When you exit protel Front Office, the cash register is deactivated automatically. You can also use the “*Deactivate cash register*” button in the toolbar to deactivate a cash register. Performing a cash register closure also closes the cash register.

Type	Start float	Old margin	Balance	Counted	New margin	Cash out
Cash Payment	0,00	0,00	223,50	0,00	-223,50	0,00
	0,00	0,00	0,00	0,00	0,00	0,00
	0,00	0,00	0,00	0,00	0,00	0,00
	0,00	0,00	0,00	0,00	0,00	0,00
	0,00	0,00	0,00	0,00	0,00	0,00

Report	Date	Per...	Text	Amount	Add. text	User
Cash register closure report	10/03...	14:40	Cash Pay...	100,00	Deposit Inv. No. 4080	Ted Baker
Cash register closure booking report	10/03...	10:10	Cash Pay...	23,50		Ted Baker
	10/03...	11:21	Cash Pay...	100,00	Paid In	Ted Baker

The upper window pane provides information about the cash register number, cash register name, and the last closure number. If a password has been assigned, enter it here.

The second pane shows a list of all payment types for which the “Inventory check in cash register closure” check box has been selected in the system data. The list only shows payment types that have been used since the last end-of-day routine:

Type	Shows the payment method used to make the postings.
Start float	Start float or stock (defined in the system data).
Old margin	The old margin is generated when you perform a cash register closure with a new margin.
Balance	Total of all payments posted for the displayed payment type. Advance payments, deposits, invoices/check-outs, POS postings, and currency exchanges are added to the start float.
Counted	Input box: Enter the actual amount in the cash register for confirmation purposes. This amount must correspond to the balance amount to prevent a new margin from being generated. If the two amounts differ, you can click [Reports before closing cash accounts] button to view a cash ledger. You can then use this ledger to check all postings made and make any required corrections.

New margin	The new margin is the difference between the balance shown (calculated by the computer) and the actual amount entered (after counting the cash register contents).
Cash out	The amount removed from the cash register and taken to the bank or placed in a safe. ▼ A corresponding ini entry allows potel to calculate the cash-out amount automatically based on the values for receipts, disbursements, and the cash register float.

The list box on the bottom left shows the reports printed during cash register closure.

The list box to the right shows all payments used to calculate the balance amount for the individual payment methods. Negative postings are displayed in red (voided payment methods).

Click the [Start Calculator] button to open the Windows calculator.

If you click the [Balance all Margins] button, potel enters values in the “Counted” column that balance all margins (new and old).

General notes on manually correcting cash register margins

When you open the “Cash Register Closure” dialog box, an entry may already exist in the “New margin” box. This margin represents the difference between the balance and the counted amounts. When you post payments, the balance amount increases but the counted amount remains at “0.00”. When you then enter the counted amount (at the level of the balance amount), the amount in the “New margin” box is set to “0.00”.

If you enter a counted amount that does not match the balance amount during cash register closure and complete the closure, this creates a margin in the system that is then shown as the “Old margin” during the next cash register closure. In other words, the margin is transferred forward to all subsequent cash register closures.

When you enter the “incorrect” amount, the “New margin” box starts to flash red. If you nonetheless click [OK] to perform the cash register closure, the system will display a message box to notify you of the resulting margin once more. At this stage, you can still cancel the process and perform any required corrections.

If a margin already exists from a previous closure (displayed in the “Old margin” box), the amount of the current margin is added to the amount for the old margin.

“Old margins” continue to exist in the system until they are explicitly paid off.

To correct the margin, you can use the [Balance all Margins] button. This enters an amount in the “Counted” box that balances out the margin. A new margin is generated to balance out the old margin.

The amount entered in the “Counted” box when using this button is calculated using the following formula:
BALANCE minus OLD MARGIN


Example:

The old margin is –1,000, the balance amount is 500.

500 minus –1000 = Counted amount 1500

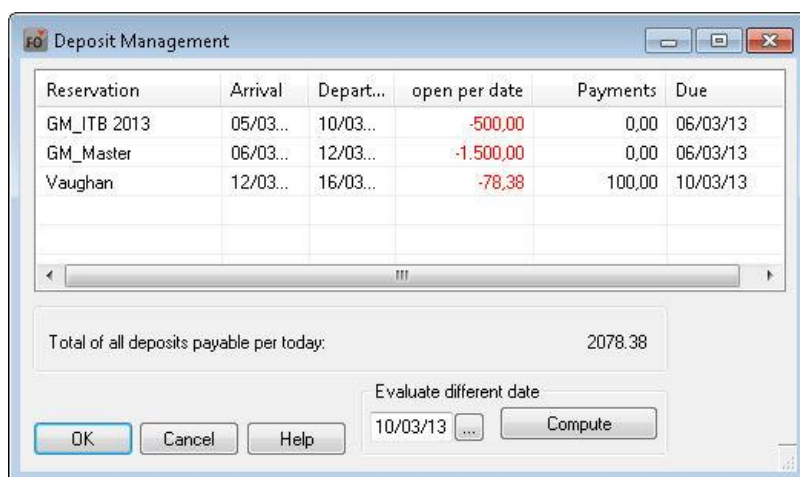
The entry in the “Counted” box must be 1,500.

▼ When the cash-out amount is calculated automatically, the amount is not entered when clicking [Balance all Margins].

	Available user rights	
48	FO Balance the Cash	Controls access to the “Cash Register > Cash Register Closure” menu item.
93	FO Balance old differences in cash register	Controls access to the “Balance all Margins” function.
807	FO Close register with difference	Authorizes the user to perform a cash register closure if margins exists.

Deposits to be paid

FRONT OFFICE ► CASH REGISTER ► DEPOSITS TO BE PAID



Reservation	Arrival	Depart...	open per date	Payments	Due
GM_ITB 2013	05/03...	10/03...	-500,00	0,00	06/03/13
GM_Master	06/03...	12/03...	-1.500,00	0,00	06/03/13
Vaughan	12/03...	16/03...	-78,38	100,00	10/03/13

Total of all deposits payable per today: 2078,38

Evaluate different date: 10/03/13 [Compute]

Use this function to check the receipt of open deposits.


The list box shows all reservations with deposit payments due by the reporting date. Open deposits (= negative values) are shown in red.

Recalculating the amounts displayed

When you open this window, the amounts for the current date are shown by default. You can, however, retrieve details about deposits due on dates in the future. To do this, enter a date and click the [Compute] button to refresh the list.

Displaying/editing a deposit

Double-click an entry to open the “*Deposit*” window from the More... dialog box in the Navigator. You can then use this dialog box to post payments, etc.

	Available user rights	
97	FO Deposit Controlling	Controls access to the “Cash Register > Deposits to be paid” menu item.

Paid out receipts

FRONT OFFICE ► CASH REGISTER ► PAID OUT RECEIPTS

Auszahlungsbelege

Auswertungszeitraum: 10.06.12 10.06.12

Nr.	Datum	Konto	Betrag	Gastname	Kommentar
3	10.06.12	Allgemeine Auslagen	15,00	Schmitt-Kuballa Herr	Allgemeine Auslagen
2	10.06.12	Allgemeine Auslagen	-10,00	Ohmann	Allgemeine Auslagen
1	10.06.12	Allgemeine Auslagen	10,00	Maille de la Tour-Landry ...	Allgemeine Auslagen

OK Abbrechen

If you entered expenses with a receipt form, posting the expenses will automatically print a document. You can access this dialog box to view and reprint the documents if necessary.

Example: A receipt form for expenses was created in the “Paid out receipts” group of the Form Administration module:

Form Administration

Group name	T...	Form name	Filename	Mo...	Re
article	ARTI	Paidout receipts	e:\protel\FORMULAR\zahl_mhr...		

New Edit Delete

Groups: *Paidout receipts

Form name: Paidout receipts Lang.: English

Advanced: Available in all hotels

In hotels: Available in all hotels

Filename: e:\protel\FORMULAR\zahl_mhr...

Description: Search Edit

Printer: Driver: Device: Output: FormNo: 89

Printer Delete

CKit Execute: CKit Condition: =

OK Cancel Help

protel SD > Text > Form Administration > Paid out receipts

There is also a transaction account for expenses. This account was linked to the paid out receipts form using the **Expense (cash)** check box:

Transaction account setup

Text:
TAA No.: 500 Group: Other

Text: Expenses

Posting text:

Unit price: GBP 0.00

MPE Hotel: Available in all hotels

Auto.routing: -> A

Taxes included
VAT Code: 17.50000 1 1
Reduced VAT: after days: 999
Tx1: 0.000000 Tx2: 0.000000 Tx3: 0.000000

Backoffice interface
P+L Acnt
CoC1:

Statistics:
Statistic group: Extras
DATEV-Acc.No.: 0
Order 1/2:
Order 3/4:
☐ IFC acc. only ☐ Available in internet
☒ Expense (cash) Cash Payment
Print receipt: Payout receipts
B-Code:
☐ Post after EOD when used as fixed charge

Tax account settings
Tax account:
☐ Split tax posting from package
☐ Create package if not already part of a package

External taxes (US-version)
Fixed amount: 0.00 0.00 0.00 0.00 0.00
Tax percentage: 0.000000 0.000000 0.000000 0.000000 0.000000
Post to TAA:
Posting text:
Reduce original ☐ reduce ☐ reduce ☐ reduce ☐ Reduce

OK Cancel Help More Package

protel SD > Bookkeeping > Revenue and Payments > Transaction Accounts (TAA)

Whenever you post a cash register transaction to the expense account, a document is printed automatically.

Aufbuchen

Name: Barnsby Firma: Zi.Nr.: 316 An: 08.06.12 GES.
Ort: Gruppe: Ab: 11.06.12
Bem.:

Zimmer	Gast	Kto.	Währung	Preis	Anz	Bezeichnung	Zusatztext
316	Barnsby Greg	...	500	EUR	5,00	1	Allgemeine Auslag
316	Barnsby Greg	...		EUR	0,00	1	

protel FO > Cash Register > Paid out receipts

Available user rights		
97	FO Payout receipts	Controls access to the "Cash Register > Payout receipts" menu item.

Invoice History

Front Office ► Cash Register ► Invoice History

In...	F-Code	Date	Name	Paym...	Charge	(Reversal ...	Comment	...
4075		07/03/13	Siemens	-2157,00	2157,00			2...
4080		10/03/13	Vaughan	-100,00	0,00		Deposit in...	2...
4072		15/02/13	Mattes	-87,30	87,30			2...
4084		10/03/13	passerby	-23,50	23,50			2...
4076		07/03/13	F&B	-1,00	1,00			2...
4077		10/03/13	Zipp	0,00	300,00			2...
4081		10/03/13	Abbott	0,00	0,00			2...
4082		10/03/13	GM_ITB 2013	0,00	0,00			2...
4083		10/03/13	Back	0,00	225,00			2...
4073		06/03/13	Wichtel	34,00	0,00			
4074		06/03/13	Wichtel	34,00	0,00			


The invoice history shows all previously created invoices and allows them to be reprinted if required.

Inv.-No. / Name / Dept. date	Enter an invoice number, name, or date (date on which the invoice was created) and click [Start Search]. The system refreshes the list of invoices to match your search criteria.
[Reset Filter]	Resets all entries, such as the invoice number, name, or date.
[Fiscal code]	This code is printed for fiscal auditing of the invoice.
	Select an invoice and click [View Invoice Form] to display the invoice form on screen.
	Prints the invoice form without displaying a preview.
	Generates a detailed list of all charges posted to the invoice. If you combine charges into a package on the invoice or overwrite the text for a charge, the invoice form often does not show sufficient details about the actual charges. The posting text in the invoice details therefore shows the transaction account used to post the charge.
	Use this button to correct an invoice if the guest has already checked out and the check-out was at least one day in the past. See the following section for more details.

Voiding an invoice

You can use the Invoice dialog box to void checked out invoices on the day of check-out as long as the end-of-day routine has not been performed. If you want to void or change invoices for which the check-out date lies one or more days in the past, you must use the invoice history.

This process voids the entire invoice. You can, however, specify which invoice items need to be reposted.

 **Available settings (Invoice history)**

New in Version 2013.16.690 of January 22, 2013

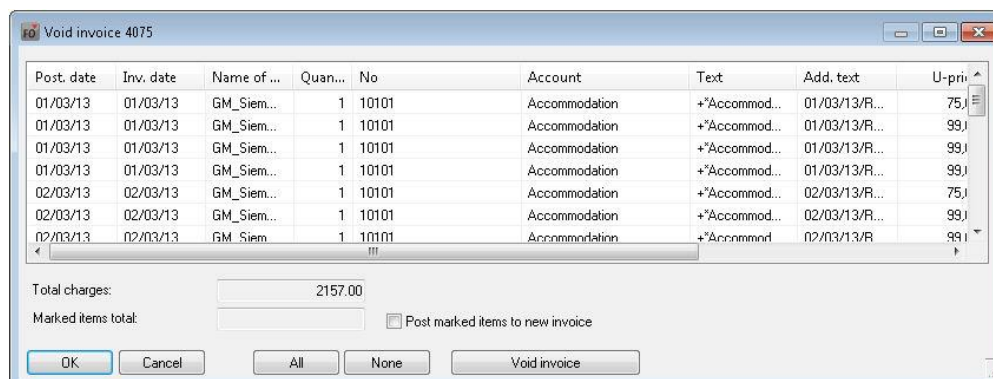
If required, you can prevent deposit invoices from being voided in the invoice history.

▼ protel Support will be happy to configure the relevant settings for you. Contact us for more details.

Canceling an invoice in the invoice history

1. Select the relevant invoice from the invoice history and click [Void Invoice].

The system displays all items associated with the invoice. Charges that were posted as part of a package are also listed separately. The “Package text” box shows the name of the associated package.



Post. date	Inv. date	Name of ...	Quan...	No	Account	Text	Add. text	U-pri
01/03/13	01/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	01/03/13/R...	75,1
01/03/13	01/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	01/03/13/R...	99,1
01/03/13	01/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	01/03/13/R...	99,1
01/03/13	01/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	01/03/13/R...	99,1
02/03/13	02/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	02/03/13/R...	75,1
02/03/13	02/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	02/03/13/R...	99,1
02/03/13	02/03/13	GM_Siem...	1	10101	Accommodation	+*Accommod...	02/03/13/R...	99,1

Total charges: 2157.00

Marked items total: ☐ Post marked items to new invoice

OK Cancel All None Void invoice

The bottom window pane shows the total for all charges and the total for the selected charges.

2. If you want to repost items that are correct and you do not therefore want to void to a new invoice, select the items (using the [All] / [None] buttons if required) and select the ☒ **Post marked items to new invoice** check box.
3. Then click [Void invoice]. Confirm the operation in the message dialog box that appears.
4. The system generates an invoice with counter-postings for all postings made to the original invoice, including the method of payment used.
5. As stated in the message dialog box, all counter-postings are made against partial invoice “A.” Any items that need to be reposted are posted to partial invoice “B.” The date on which the original invoice was voided is used as the posting date for these postings and the invoice that is generated.

Rechnung

Name: protel hotelsoftware GmbH Firma: Zi.-Nr.: 8000 An: 09.06.12 GESAMTSALDO: EUR
 Ort: Dortmund Gruppe: Stat.: CI Ab: 09.06.12 44,00
 Bem. :

A protel hotelsoftware GmbH Bar Euro					B protel hotelsoftware GmbH Bar Euro						
Datum	Anz	Text	Preis	Zusatztext	Datum	Anz	Text	Preis	Z.	W...	W.Preis
09.06.12	-1	Spa Nutzung	-15,00		09.06.12	1	Beamer	30,00		EUR	30,00
09.06.12	-1	Beamer	-30,00		09.06.12	1	Diaprojektor	8,00		EUR	8,00
09.06.12	-1	Diaprojektor	-8,00		09.06.12	1	Flipchart	6,00		EUR	6,00
09.06.12	-1	Flipchart	-6,00								
09.06.12	-1	Romantik-Menü	-58,00								
09.06.12	1	Bar Euro	117,00								

0,00 44,00

→ A 0,00 → B 44,00 → C → D → E → F

OK Abbrechen Hilfe Info-Rechnung Check Out Mehr Bearbeiten Stornieren Buchen

You can edit partial invoice B, if required. In other words, you can add or remove additional postings.

To finalize and close the invoice, check out the partial invoices and enter the method of payment.

Handling unprinted invoices

If “No form printed yet” is displayed in the comments box for an invoice, this indicates that an invoice that was not printed when the guest checked out. Such invoices are displayed here nonetheless to avoid gaps in the list of invoice numbers. At the end of the day, protel automatically checks for invoice numbers associated with unprinted invoices and enters the invoice numbers on this screen. Since no form has been generated, a form is not saved in the system.

If this check is not completed automatically at the end of the day, you can also initiate it using the [Check for unprinted Invoices] button.

Accounts receivable

FRONT OFFICE ► CASH REGISTER ► ACCOUNTS RECEIVABLE

All invoices that you have checked out using a debit payment method or credit card are transferred directly to accounts receivable management. An accounts receivable account is automatically opened for the invoice recipient of all invoices on account. Credit card receivables are summarized on a group account for each credit card.

You use different tabs to access the individual areas of accounts receivable management.

Available user rights		
56	FO Accounts Receivable	Authorizes the user to access accounts receivable management.
167	FO MPE A/R global view	For protel MPE: Authorizes the user to access accounts receivable management for each hotel in the group (using the drop-down list).

Accounts

[Cash Register | Accounts Receivable | Accounts]

The screenshot shows the 'Accounts receivable' window with the following data:

Account /	Name	0-30 days	31-60 days	61-90 d...	91-120 ...	121+
Group	American Express	2.157,00	0,00	0,00	0,00	
Group	Mastercard	0,00	0,00	0,00	0,00	
Group	CRO Deposit	0,00	0,00	0,00	0,00	
Group	Diners	0,00	0,00	0,00	0,00	
K10501	Wichtel	34,00	0,00	0,00	0,00	
K10502	Wichtel	34,00	0,00	0,00	0,00	
K3920		0,00	0,00	0,00	0,00	3.6
Z1	-----	-----	-----	-----	-----	-----
Z2	Total credit cards	2.157,00	0,00	0,00	0,00	
Z3	Total debtors	68,00	0,00	0,00	0,00	3.6
Z4	-----	-----	-----	-----	-----	-----
Z5	Total	2.225,00	0,00	0,00	0,00	3.6

Buttons at the bottom: All, None, Preassigned Accounts, Print Statements, Refresh, Print Analysis, OK, Abbrechen.

This tab provides an overview of all accounts with outstanding amounts. The upper window pane shows detailed information with the name and the outstanding amounts for the last 30 days, 30-60, 90, and more days. The last column shows the total amount for the open account.

Guest accounts are indicated by a "K" followed by a number; credit cards ("CC" character from the system data) are indicated by the prefix "Group."

The buttons perform the following functions:

All	Selects all displayed accounts.
None	Clears all selected accounts.
Preassigned Accounts	<p>In a guest profile, you can preassign a guest for the printing of accounts receivable account statements by opening the “A/R” tab and selecting the “Send statements if balance” or “Send statements even if zero balance” option.</p> <p>When you click the [Preassigned Accounts] button, the accounts for these guests are automatically selected in the list of open accounts. Then click [Print Statements]. Using this feature, you can print a monthly account statement by clicking just two buttons.</p>
Print Statements	Prints a form defined in the system data for the selected accounts.
Refresh	Refreshes the display. Required only if you have settled due postings.
Print Analysis	Creates a report that evaluates the outstanding items by their “age” (age of the invoice and debt).

Post Payment

[Cash Register | Accounts Receivable | Post Payment]

You use this dialog box to edit the individual debts and post payments.

Select account

In order to provide a clearer overview, the **Display paid off debts** check box is not selected by default. In other words, only outstanding accounts receivable are shown. If you select the check box, all paid off accounts are shown in gray.

A number of different selection options are provided at the top of the window so that you can find the relevant accounts as quickly as possible.

Account	Select the account number, which comprises the letter “K” and the number of the guest profile. Credit card accounts are indicated by a “Z.”
Name	Select an account by the name of the invoice recipient.
Invoice	Select an account using the invoice number. The system also displays the date and amount and sorts the entries by invoice number.

Amount	(After the “Invoice” drop-down list). Select the amount. The date and invoice number are also displayed.
--------	--

Post payments

Once you have selected an account, the system displays all outstanding debts. Use the lower window pane to post payments for these debts.

The first drop-down list shows the payment type created as “non-cash” in the system data. The date corresponds to the date of the posting. If a different currency is assigned to the selected payment type, the relevant currency appears in the currency field automatically.

Use the next box to enter the amount received as a payment. If only a partial payment has been made, enter the amount of the partial payment only. An outstanding amount will continue to exist in the system. The next text box shows “Payment” by default and can be overwritten if required.

Commission postings

Use the “Commission” row to post a commission payment or discount: Enter the amount in the first box. Then use the drop-down list to select the transaction account to which the posting is to be made.

When making a commission posting, ensure that only the reduced amount is entered as the incoming payment. The remaining amount is then posted as commission and a negative posting is made to the corresponding transaction account for commissions.

Click the [Pay off] button to make the posting. The next window again shows the data that you have entered. Confirm the window to make the posting. Click No to return to the entry screen and make any required corrections.

Paid off debtors are displayed in gray in the list of debts. They are deleted from accounts receivable management after a predetermined amount of time. It does, however, remain possible to verify the incoming payment.

NOTE:

▼ Ensure that a debt is actually paid off in the currency posted to avoid unnecessary rounding differences. As the posting text, you could enter the account statement number on which the payment appears to allow the posting to be audited more easily at a later date.

Unallocated payments

If a payment is made that is higher than the debt, the difference is posted to the accounts receivable account as credit. The amount can then be assigned using one of the following invoices.

If the debt to be settled is not selected when posting a payment by mistake, the amount entered is entered in the account as an unallocated payment.

To allocate the payment, select the unallocated payment and the debt. Right-click the unallocated payment and select “Summarize to batch” from the context menu.

This allocates the amount to the debtor and reduces the debt accordingly. If the unallocated payment settles the debt in full, it is shown in gray to indicate that it has been paid off.

THE **CONTEXT MENU** OFFERS A NUMBER OF OTHER EDITING FUNCTIONS:

View invoice form xxx	Opens the invoice form, which can also be viewed using the <i>invoice history</i> .
-----------------------	---

View invoice details xxx	Shows the individual posting items for the invoice. This allows you to see the actual postings if postings on the invoice have been combined to form a package or if postings have been renamed.
Void invoice xxx	Allows you to void the entire invoice. See also Cash Register "Invoice history" - " <i>Voiding an invoice</i> ." If a correction has been made, both the original invoice and the canceled invoice are shown. Both can be combined to reduce the amount owed on the account.
View profile xxx	Opens the guest's profile.
Create void invoice	If you need to correct an invoice (incorrect room rate has been calculated), the system generates a passerby invoice showing the guest profile and payment type. You can then make corrective postings to this invoice. If you need to reduce the amount, you must make a negative posting. You can also create a new invoice showing the changes you have made. You can combine the posting that has been created with the debt (see below) so that the debt shows the correct amount.
Edit comment	Enter a comment for the selected debtor.
Select status	Enter a status defined in the system data for the debt.
Transfer marked debts	If you select this function, the selected debts are posted to a different account or a different guest profile. You use the " <i>Guest search</i> " dialog to assign the debt.
Transfer marked debts to group account (CC)	If a debtor pays by credit card, you can repost the debt to the relevant credit card account from within accounts receivable management. A window appears showing all available credit cards. Double-click to select the relevant card. From version 2013.17.000 The transfer posting of debts to another profile or account can be regulated by the <i>User Right No. 878</i> .
Create summarized invoice	This function is used only in connection with fiscal codes. It summarizes multiple invoices if they have a fiscal code that permits summarized invoicing. This function is used only in Italy.
Print report	Print an individual account statement for all debts associated with this account.
This account: print today's pay offs	If debts have been paid off during the course of the current day, you can use this function to print a list of all the day's payments. This printout is particularly useful for checking payments made for group accounts (credit cards).
All accounts: print today's pay offs	If debts have been paid off across all accounts, you can use this function to print information about today's payments without having to access the reporting functions.
Display paid off debts	Shows debts that have already been paid off. Click the menu item to enable or disable this function.

If you select two debts, the following additional options are available in the context menu:

Summarize to batch	Summarizing debtors to a batch allows individual invoices to be allocated better in group accounts. Batches are indicated by a summation sign in front of the invoice number. If you have selected different credit card postings and summarized them to a batch, the relevant postings are displayed in blue. To edit an existing batch, right-click the selected posting to open the menu:
--------------------	---

Mark batch 179 with total of 595.00

Release item(s) from batch

Expand batch

Close expanded batches

You can now use the first option in the context menu to select all postings in the batch for further editing.

You can also remove postings that do not belong to the batch or that no longer belong to the batch (Release item(s) from batch).

Click "Expand batch" to open a closed batch and view all individual postings. Once finished, you can close the batch again (Close expanded batches).

Available user rights		
92	FO Correct debt	Authorizes the user to correct a debt.
137	FO Move A/R payments	Authorizes the user to transfer a debt.
839	FO AR (enter commission at payoff)	Authorizes the user to post commissions.
878	FO A/R Transfer to different account	Authorizes the user to transfer debts to another profile or account.

Payment History

[Cash Register | Accounts Receivable | Payment History]

This tab shows all payments received to pay off debts.

Accounts receivable

Accounts | Post Payment | **Payment History** | Reminders | Data Exchange | Forms | Settings

Period: 10/03/12 10/03/13 ☒ Payments ☐ Paved off debts

Hotel: Richard's Hotel - Ric

D...	Txn. d...	Inv.	Account	Text	Curr.	Amount	Amount..
14/02/13	14/02/13	100111	Summer	Bacs Payment	GBP	-111,00	-111,00
14/02/13	14/02/13	3786	Milado	Bacs Payment	GBP	-8738,08	-8738,08
14/02/13	14/02/13	3476	Fadden	Bacs Payment	GBP	-150,00	-150,00
14/02/13	14/02/13	3899	Protel Hotels...	Bacs Payment	GBP	-308,00	-308,00
14/02/13	14/02/13	9999...	Action in Ma...	Bacs Payment	GBP	200,00	200,00
14/02/13	14/02/13	4049	Aggregates I...	Bacs Payment	GBP	-800,00	-800,00
14/02/13	14/02/13	9999...	Allied Distiller...	Bacs Payment	GBP	-156,00	-156,00
14/02/13	14/02/13	9999...	Anderson 40...	Bacs Payment	GBP	1040,00	1040,00
14/02/13	14/02/13	9999...	Anderson 40...	Bacs Payment	GBP	-2080,00	-2080,00
14/02/13	14/02/13	9999	Altin Governm	Bacs Payment	GBP	-770,00	-770,00

Print

OK Abbrechen

Specify a period for which you want to view incoming payments.

The view above shows all payments received during the period selected for evaluation. Since different outstanding items can be combined (to pay off credit cards), it may not always be possible to identify the individual debts that have been paid off. If you select the ☒ **Paid off debts** option, the system displays all debts that were paid off during the specified period.


Click [Refresh] to reload the list; e.g., if new payments have been posted in the meantime or if you change the period.

NOTE:

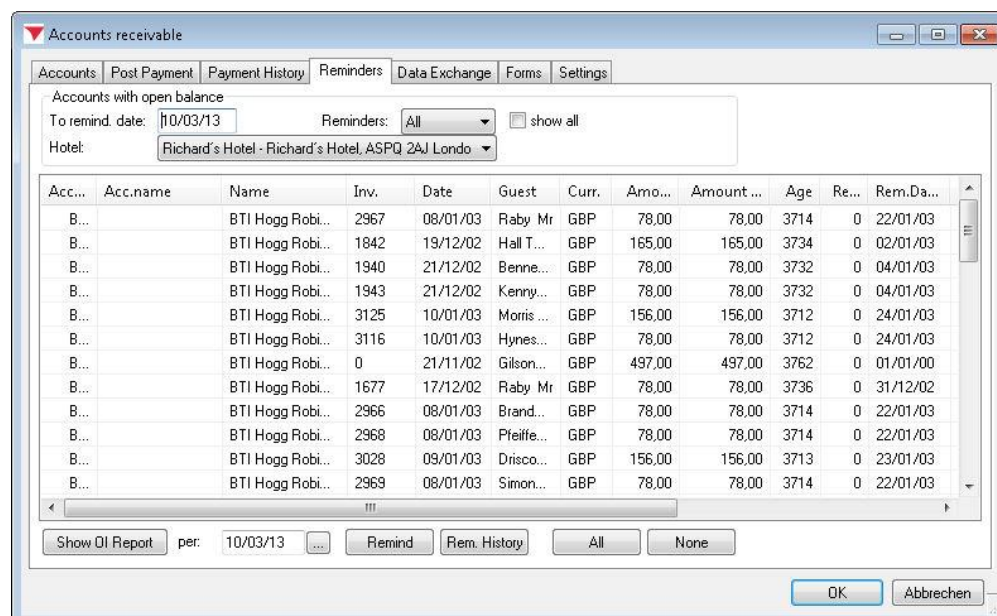
▼ The entry “_AR” in the “Account” column means that the accounts have been combined and an internal account posting has taken place.

Reminders

[Cash Register | Accounts Receivable | Reminders]

The Reminders tab shows all debts due based on the reminder code definition and debts that have reached the due date for a reminder level and therefore require a reminder. You can optionally change the filter date and filter reminder level by selecting the relevant item from the drop-down list. You can also select the  **show all** check box to show debts that are not yet due.

Debts for which a reminder must not be issued are displayed in red. You set this requirement by assigning the relevant reminder code in the *guest profile*.



Accounts receivable

Accounts | Post Payment | Payment History | **Reminders** | Data Exchange | Forms | Settings

Accounts with open balance

To remind. date: 10/03/13 Reminders: All ☐ show all

Hotel: Richard's Hotel - Richard's Hotel, ASPQ 2AJ Londo

Acc...	Acc.name	Name	Inv.	Date	Guest	Curr.	Amo...	Amount...	Age	Re...	Rem.Da...
B...		BTI Hogg Robi...	2967	08/01/03	Raby Mr	GBP	78,00	78,00	3714	0	22/01/03
B...		BTI Hogg Robi...	1842	19/12/02	Hall T...	GBP	165,00	165,00	3734	0	02/01/03
B...		BTI Hogg Robi...	1940	21/12/02	Benne...	GBP	78,00	78,00	3732	0	04/01/03
B...		BTI Hogg Robi...	1943	21/12/02	Kenny...	GBP	78,00	78,00	3732	0	04/01/03
B...		BTI Hogg Robi...	3125	10/01/03	Morris ...	GBP	156,00	156,00	3712	0	24/01/03
B...		BTI Hogg Robi...	3116	10/01/03	Hynes...	GBP	78,00	78,00	3712	0	24/01/03
B...		BTI Hogg Robi...	0	21/11/02	Gilson...	GBP	497,00	497,00	3762	0	01/01/00
B...		BTI Hogg Robi...	1677	17/12/02	Raby Mr	GBP	78,00	78,00	3736	0	31/12/02
B...		BTI Hogg Robi...	2966	08/01/03	Brand...	GBP	78,00	78,00	3714	0	22/01/03
B...		BTI Hogg Robi...	2968	08/01/03	Pteiffe...	GBP	78,00	78,00	3714	0	22/01/03
B...		BTI Hogg Robi...	3028	09/01/03	Drisco...	GBP	156,00	156,00	3713	0	23/01/03
B...		BTI Hogg Robi...	2969	08/01/03	Simon...	GBP	78,00	78,00	3714	0	22/01/03

Show OI Report per: 10/03/13 ... Remind Rem. History All None

OK Abbrechen

OI report for debtors

Click [Show OI Report] to view all open items for the specified date on screen.

Remind

Click the [Remind] button to activate the reminder process for the selected items (see the “*Reminder*” chapter).

Rem. History

The reminder history allows you to access reminders that have already been created and sent (see the “*Reminder history*” chapter).

Context menu

Right-click a debt to open the **context menu**, which provides the following options:

View invoice form xxx	Opens the invoice form (see the “Invoices > <i>Invoice history</i> ” chapter).
View invoice details xxx	Shows the individual posting items for the invoice. This allows you to see the actual postings if postings on the invoice have been combined to form a package or if postings have been renamed.
Edit comment	Enter a comment for the selected debtor.
Select status	Enter a status defined in the system data for the debt.
View profile yyy	Opens the guest's profile.

Remind debtors

[Cash Register | Accounts Receivable | Reminders | Button [Remind]

Use this dialog box to change the reminder level and reminder date for a selected account or to create and print reminders.

CHANGING THE REMINDER LEVEL AND REMINDER DATE

+1	Increases the reminder level.
-1	Decreases the reminder level.
set to	Sets the reminder level to the level set in the input box.
Rem. date set to:	Sets the reminder date to the date entered.
Remind marked debtor	Indicates that a reminder is to be issued for the selected debtor or sets a reminder date.

Do not remind anymore	Indicates that the debtor is no longer to be reminded (displayed in red in the list).
-----------------------	---

PRINTING REMINDERS

History comment	Reminder texts are saved under <i>Letters</i> in the guest profile. The text entered here will appear in the comments for the entry.
Copies	Specifies the number of copies to be printed.
<input checked="" type="checkbox"/> Increase reminder level after print	Increases the reminder level by one increment once the reminder has been printed and changes the reminder date accordingly.
Print	Prints the reminder.
Print with preview	Displays the reminder on screen and allows it to be edited.
Create only	Generates a reminder without printing it. You can access the reminder from the <i>History of reminders created</i> .

The reminder forms available for selection depend on those defined on the “*Forms*” tab. When printing a form, protel takes into account the language of the selected debtor and the highest reminder level for the selected debts in each account. All printed reminders are saved in the *History of reminders created* and the *Letters* tab for each profile.

REMINDER PROCESS

1. Select the individual accounts on the **Reminders** tab. If you select multiple accounts, a reminder is created for each account in succession. One reminder is generated for each guest profile. If the same guest profile is assigned to various outstanding items, the items are combined on one reminder form (once the form has been created in the system data).
2. Click the [Remind] button to open the Remind debtors dialog box.
3. Select the ☒ Increase reminder level after print check box as a general rule as this ensures that the reminder level and date are increased automatically.
4. Click the [Print] button. If you want to view the reminders on screen first, click [Print with preview].

History of reminders created

[Cash Register | Accounts Receivable | Reminders | Button [Rem. History]

Shows all reminders created in the past with the corresponding date.

You can use the reminder history to print or delete reminders at a later point in time.

Date	Refere...	Name	Amount	Form	Text
10/03...	K1779	McGechaen	321,00		Reminder1
10/03...	K1779	McGechaen	78,00		Reminder1

Enter a date and click [Search].

Select one or more reminders from the list box (use the **All** and **None** buttons if required).

Click [Print] to generate a printout or [Delete] to remove the reminder. .

Data Exchange

[Cash Register | Accounts Receivable | Data Exchange]

Automatic posting of incoming payments received by data exchange and printing of payment forms.

Print payment form (supported only if a Data Exchange license is installed)

The data exchange procedure allows payments transferred by a guest to be forwarded to potel automatically using banking software (e.g., "Multicash") and posted as a payment in potel. Click the [Data Exchange] button to create bank payment/transfer forms and start the exchange of data.

▼ A Data Exchange license is required to print payment forms and initiate the exchange of data. For more information, please contact your potel distributor or the *potel support team*.

Forms

[Cash Register | Accounts Receivable | Forms]

Use this tab to assign the forms defined in the protel system data to the relevant levels and languages so that the corresponding form can be selected when printing a reminder or account statement.

The list shows the individual reminder levels and the forms assigned to each level. The reminder level is initially assigned in the system data, but can also be assigned here.

You must create the account statement as a form with reminder level "0" in the system data. You then assign the "Statement" type in accounts receivable management. This allows account statements to be issued instead of or in addition to reminders (see "Accounts receivable" - "**Accounts**").

Type	Language	Form
Reminder 0	English	Reminder1
Reminder 1	English	Reminder2
Reminder 2	English	Reminder3
Statement	English	CAR Statement of account
Reminder 4	English	
Statement	English	CAR Statement of account

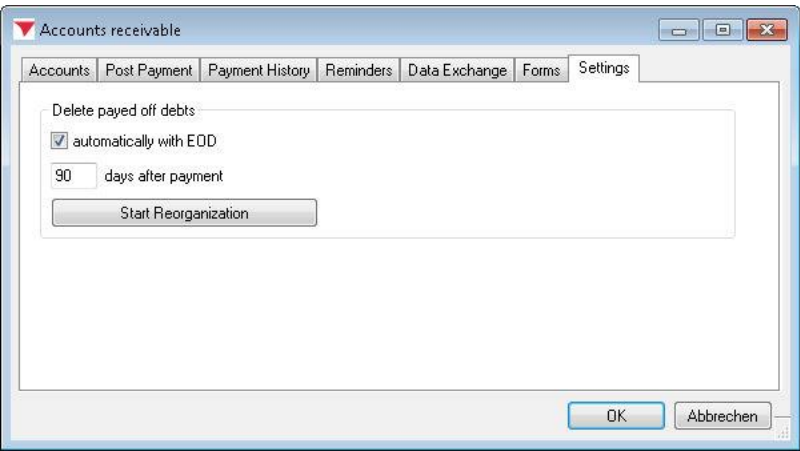
Rem. level:
 Language:
 Form:

To create the form, first use the drop-down list to select the reminder level. Assigning a language allows you to use texts created in a foreign language. For instance, if German has been entered as the guest's language in the guest profile and a reminder text exists in German, the system will automatically print the German version for this guest profile.


To create a new form, select a reminder level, a language, and the corresponding form and click the [New] button. To modify an existing form, select it in the list, change the entries shown, and click [Change]. Use the Delete button to remove selected forms from the list.

Settings


[Cash Register | Accounts Receivable | Settings]



By default, protel HMS reorganizes fully paid off debts during the end-of-day routine 60 days after a payment has been posted. You can change this setting here.

If you select the  automatically with EOD check box, the system will reorganize the records at the end of the day. As an alternative, the debts can be deleted automatically after a set number of days. To do so, enter a number in the input box.

Click the [Start Reorganization] button to trigger a manual reorganization.

	Available user rights	
802	FO A/R Settings	Authorizes the user to access the “Settings” tab in accounts receivable management

Batch Invoices (SQL only)

FRONT OFFICE ► CASH REGISTER ► BATCH INVOICES

This function allows you to print an information invoice for all guests at the hotel in one print process. The function is only available in the SQL version of protel.

#	Guest	Room	Arrival	Departure	Balan...	Remarks	Company	Travel Agency	Group
1	Page John Mr	208	05/03/13	10/03/13			HCIMA		GM_ITB 2013
2	Ilett Tracy	210	05/03/13	10/03/13			HCIMA		GM_ITB 2013
3	Backhouse T & ...	209	05/03/13	10/03/13			HCIMA		GM_ITB 2013
4	Cadrecha Monica	214	05/03/13	10/03/13			HCIMA		GM_ITB 2013
5	Dacre Simon Mr	215	05/03/13	10/03/13			HCIMA		GM_ITB 2013
6	Macchi Dr	223	05/03/13	10/03/13			HCIMA		GM_ITB 2013
7	Wichtel Richard...	224	06/03/13	10/03/13	416.00				
8	Zipp Kathryn He...	225	06/03/13	10/03/13	300.00				
9	Wichtel Richard...	436	06/03/13	10/03/13	490.00				
10	Wichtel Richard...	434	06/03/13	10/03/13	480.00				
11	Back Mr	304	07/03/13	10/03/13	225.00	likes smooth pill...			
12	Milton Margret ...	228	07/03/13	10/03/13	284.50				
13	Baltimore Richa...	236	08/03/13	10/03/13	236.55		Carter House		
14	Ethihad	201	09/03/13	10/03/13	75.00		Ethihad		
15	Ethihad	226	09/03/13	10/03/13	99.00		Ethihad		

Use the drop-down list at the top of the screen to determine which reservations are displayed. The following options are available:

- Inhouse list with guests departing today
- Inhouse list with guests departing today
- Inhouse list with guests departing tomorrow
- Inhouse guests
- Inhouse list for guests every 7 days
- Inhouse list for guests every 14 days

Click the [Mark all] button to print an information invoice containing all reservations shown in the list. To print an information invoice for some of the reservations only, first select the required reservations individually.

Click the [Print invoices] button to start the print job.

Note that the invoice will only show charges posted up to the current date.

Use the [Post room charges] button to post the room and fixed charges for today ahead of the end-of-day routine. This creates an advanced invoice.

Available user rights		
144	FO Batch Invoices	Authorizes the user to access the “Cash Register > Batch Invoices” menu item.
159	FO Post accommodation charges (batch invoice)	Provides user access to the “Post room charges” function.

Reports


Arrivals report

FRONT OFFICE ► REPORTS ► ARRIVALS

The arrivals report displays all guests that are scheduled to arrive on a certain day. You can use the arrivals report to create registration forms, check in a guest or cancel an arrival. You can also right-click items in the list to access other information, such as the guest profile or reservation details.

Opening the report


To open the arrivals report:

- ▼ Click “Reports > Arrivals”
- ▼ Click the green  Arrivals button on the toolbar
- ▼ Press the [F6] function key

The following dialog box appears:



The dialog box titled "Arrivals" contains several sections. On the left, under "Filter", there are input fields for "Date:" (with a calendar icon), "Name:", "Room:" (with a checked "Acct." checkbox), "Companion:", "First Name:", "Sc/TA/Cm/Gp:", "Conf.No.:", and "Conf.No.". On the right, under "Sort order", there are radio buttons for "Name" (selected), "Room no.", "Group", and "R. plan order". Below that, under "Options", there are checkboxes for "Include arrived guests" (unchecked), "Include messages with date" (checked), "Incl. status" (unchecked), "Void" (unchecked), "Option w. deduction" (checked), "Wait list" (checked), and "Option wo. deduction" (checked). At the bottom are buttons for "OK", "Cancel", "Help", and "Print".

	Available user rights	
62	FO Arrivals	Authorizes the user to open the arrivals report.

Filter

Date	Enter a specific arrival date.
Name	<p>Enter a specific guest name if required. It is usually sufficient to enter the first couple of letters of the name. protel automatically displays all guests whose name starts with these letters.</p> <p>If you select the check box next to the input field, you can enter any part of the name. This would allow you to find a guest named “vom Stein” when entering “stein”, for example. The search returns all arrivals whose guest names contain the string you entered (e.g. Steinbrück, vom Stein, Dürsteiner etc.).</p>
Room	To find a reservation for specific rooms, you can enter one or several room numbers (separated by commas).

<input checked="" type="checkbox"/> Acct.	Select this check box to include internal hotel accounts in the arrivals report. If the check box is cleared, the list contains room reservations only. This check box is selected by default.
Companion	You can search for a reservation that is associated with a specific accompanying person.
First name	Finds guests with this first name.
Sc/TA /Cm/Gp	Shows the company / group / travel agent that made the reservation. If you select the <input checked="" type="checkbox"/> check box next to the input field, you can enter any part of the name as described above.
Res No.	Searches by reservation number.
Conf. No.	Searches by confirmation number.

Sort order

Define how the list should be sorted. You can sort the guests alphabetically **by name** or numerically **by room number** in ascending order.

If you select ☒ **“Group,”** the guests will be sorted according to their group membership, i.e. all guests of the same group are listed together.

The ☒ **“R. plan order”** option sorts arrivals by their position in the room plan.

Options

Select the ☒ **Include arrived guests** check box to also display reservations that have already checked in.

Select the ☒ **Include messages with date** check box to also show guests for which the relevant arrival date was entered in the navigator date fields next to the Note 1 and Note 2 buttons. These guests will be shown separately in the bottom section of the arrivals report.

Incl. status

<input checked="" type="checkbox"/> Void	Also shows cancelled reservations
<input checked="" type="checkbox"/> Wait list	Shows guests on the wait list
<input checked="" type="checkbox"/> Option w. deduction	Shows optional reservations with deduction
<input checked="" type="checkbox"/> Option wo. deduction	Shows optional (tentative) reservations without deduction

Structure and features

Click [OK] to confirm the selected filter criteria and display the arrivals report with all relevant information on the respective reservations.

Ro.-Stat.	Name	NoS	#	RT	Adlt.	Departure	Currency	Price	Rate code	Stat.	Group
VC	Allied Distillers Ltd	0	241	STDB	2/0/0/0/0	14/03/13	GBP	99,00	NEG2 RO	GTD CC	Allied Distillers Ltd
OC	Allied Distillers Ltd	0	243	STDB	2/0/0/0/0	14/03/13	GBP	99,00	NEG2 RO	GTD CC	Allied Distillers Ltd
OC	Allied Distillers Ltd	0	231	PRDB	2/0/0/0/0	14/03/13	GBP	99,00	NEG2 RO	GTD CC	Allied Distillers Ltd
VD	Allied Distillers Ltd	0	9001	GRP MST	0/0/0/0/0	14/03/13	GBP	0,00	ZERO	GTD CC	Allied Distillers Ltd
VC	Gault Mrs	3	209	STTB	1/0/0/0/0	13/03/13	GBP	99,00	Wellness	GTD CC	GM_Berlin 2013
OC	Halperin Mr	1	210	PRDB	2/0/0/0/0	12/03/13	GBP	99,00	NEG2 RO	GTD CC	GM_Berlin 2013
TO	Isherwood L Mrs	1	215	STDB	2/0/0/0/0	13/03/13	GBP	198,00	Wellness	Cancelled	GM_Berlin 2013
VC	Macgillivray H Mrs	2	214	STDB	2/0/0/0/0	11/03/13	GBP	33,00	LCP1	GTD CC	
VC	Macleod Peter Mr	1	234	STDB	2/0/0/0/0	18/03/13	GBP	99,00	NEG2 RO	GTD CC	GM_Berlin 2013

Summary: Rm.: 12, Res.: 13, Adults: 23, Child: 0/0/0/0, Acc.: 1, #Kto.: 0, ☐ Show extended tooltip

You can flag the guest names for further processing (use the **All** and **None** buttons if required). The following features are available:

Add-Ons	Access additional functions (ONLY POSSIBLE if the relevant additional functions have been configured in the system).
Check In	Checks in all selected guests. You can also double-click individual reservations to check them in.
Cancel Reserv.	Cancels a reservation. Select the reservation you need to cancel. Click the Cancel Reserv. button to open a window in which you can provide a cancellation reason and some text. protel then displays a message box with a sequential cancellation number that should be used in all written communication with the guest. You can use the cancellation number to search for cancelled reservations in the reservation report. The reservation remains stored in the system with a "Cancelled" status.
Reg. Cards	Prints a registration form for the selected reservation(s).
Refresh Rates	Refreshes the rates if these were previously changed in the <i>rate-by-day grid</i> .
Void CI	Resets the status of all selected checked in guests to "Arrival."
Reactivate	Resets the status of cancelled reservations to "Reserved."

Show extended tooltip checkbox: Depending on the settings in the PROTEL.INI file, shows additional information on the reservation when you move the mouse pointer over it.

Right-click a reservation to open the navigator.

Available user rights		
311	FO voiding cancellation status	Authorizes the user to reactivate cancelled reservations in the arrivals report. (Controls access to the [Reactivate] button.)
330	FO Void CI	Authorizes the user to reset checked in reservations in the arrivals report to a "not checked in" status. (Controls access to the [Void CI] button.)

Check In

[Reports > Arrivals > Check In]

Double-click a reservation in the **arrivals report** to check in the reservation. Alternatively, you can select one or multiple reservations and click the Check In button.

Available user rights		
352	FO Arrivals CheckIn (Double Click)	Authorizes the user to double-click guests in the arrivals report for check-in.

Available Settings for Check-in	
From Version 2013.17.672 A special setting enables you to prevent checking a guest into a room which still has a checked-in reservation. Before a new reservation can be checked into the room, all of the existing reservations must be checked-out. ▼ Your protel Support Team will gladly make these settings for you. Just get in touch – we're happy to help!	

Group check-in

Example: Checking in the "GM Berlin 2013" group on March 10, 2013:

1. Enter the name of the group (or part thereof if the check box is selected) in the "Sc/TA /Cm/Gp" box:

2. The arrivals report appears with all members of the group:

Arrival Report for the 10/03/13											
Ro.-Stat.	Name /	NoS	#	RT	Adlt.	Departure	Currency	Price	Rate code	Stat.	Group
VC	Gault Mrs	3	209	STTB	1/0/0/0/0	13/03/13	GBP	99.00	Wellness	GTD CC	GM_Berlin 2013
OC	Halperin Mr	1	210	PRDB	2/0/0/0/0	12/03/13	GBP	99.00	NEG2 RO	GTD CC	GM_Berlin 2013
VC	Macleod Peter Mr	1	234	STDB	2/0/0/0/0	18/03/13	GBP	99.00	NEG2 RO	GTD CC	GM_Berlin 2013
VI	Newlove Sarah	1	223	STDB	2/0/0/0/0	17/03/13	CAN\$	99.00	Feel well	GTD CC	GM_Berlin 2013

3. Click [All] and then [Check In].
4. This checks in all members of the group in one step.


In-house list

FRONT OFFICE ► REPORTS ► IN-HOUSE

This list shows - as the name indicates - all the guests who are booked into your hotel at a particular day or for a certain time period. If you open the list for a future date, all guests who are supposed to be in-house at the entered date will appear. For each element of this list, the respective guest invoice or profile can quickly be retrieved in order to add a note or comment for instance (just right-click to call the Navigator).


Opening the report

To open the in-house report:



- ▼ Click “Reports > In-house
- ▼ Click the yellow  Inhouse button on the toolbar
- ▼ Press the [F6] function key


The following dialog box appears:



 Available user rights		
64	FO Inhousetiste	Gives access to the in-house-list.


Filter


Date	Enter a specific date.
Name	<p>Enter a specific guest name if required. It is usually sufficient to enter the first couple of letters of the name. protel automatically displays all guests whose name starts with these letters.</p> <p>If you select the  check box next to the input field, you can enter any part of the name. This would allow you to find a guest named “vom Stein” when entering “stein”, for example. The search returns all arrivals whose guest names contain the string you entered (e.g. Steinbrück, vom Stein, Dürsteiner etc.).</p>
Room	To find a reservation for specific rooms, you can enter one or several room numbers (separated by commas).
 Acct.	Select this check box to include internal hotel accounts in the in-house report. If the check box is cleared, the list contains room reservations only. This check box is selected by default.
Companion	You can search for a reservation that is associated with a specific accompanying person.

First name	Finds guests with this first name.
Sc/TA /Cm/Gp	Shows the company / group / travel agent that made the reservation. If you select the  check box next to the input field, you can enter any part of the name as described above.


Sort mode


Define how the list should be sorted. You can sort the guests alphabetically **by name** or numerically **by room number** in ascending order.


If you select  **“Group,”** the guests will be sorted according to their group membership, i.e. all guests of the same group are listed together.

The  **“R. plan order”** option sorts your in-house guests by the position of the respective reservation in the room plan.

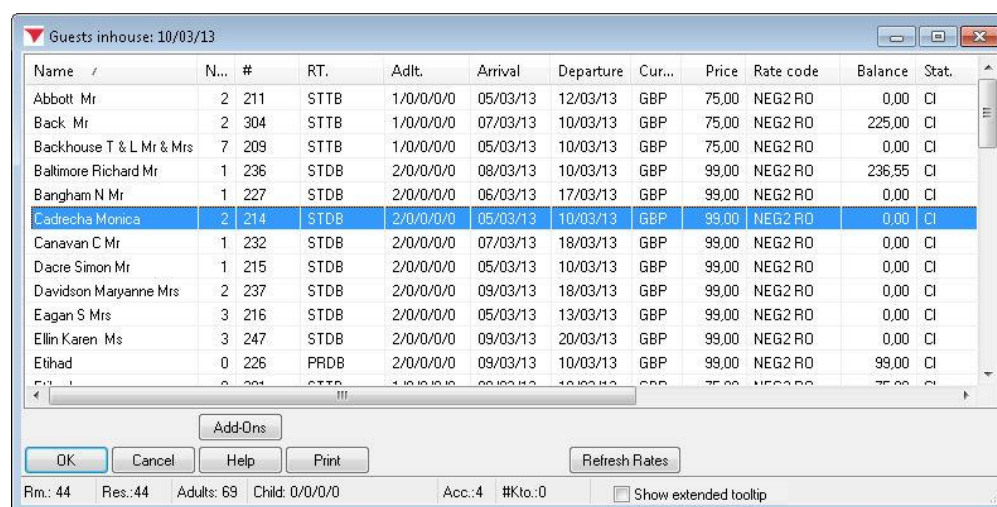
Mode

Select the  **Include arrivals** check box to also display arrivals (guest who will arrive and have not yet been checked in).

Select the  **Include departed guests** check box to also show departed guests (guests who have already been checked out).

Select the  **Incl. CI departures** check box to also show guests who will check out on the selected date.


Structure and features



Name	N...	#	RT.	Adlt.	Arrival	Departure	Cur...	Price	Rate code	Balance	Stat.
Abbott Mr	2	211	STTB	1/0/0/0/0	05/03/13	12/03/13	GBP	75,00	NEG2 RO	0,00	CI
Back Mr	2	304	STTB	1/0/0/0/0	07/03/13	10/03/13	GBP	75,00	NEG2 RO	225,00	CI
Backhouse T & L Mr & Mrs	7	209	STTB	1/0/0/0/0	05/03/13	10/03/13	GBP	75,00	NEG2 RO	0,00	CI
Baltimore Richard Mr	1	236	STDB	2/0/0/0/0	08/03/13	10/03/13	GBP	99,00	NEG2 RO	236,55	CI
Bangham N Mr	1	227	STDB	2/0/0/0/0	06/03/13	17/03/13	GBP	99,00	NEG2 RO	0,00	CI
Cadreja Monica	2	214	STDB	2/0/0/0/0	05/03/13	10/03/13	GBP	99,00	NEG2 RO	0,00	CI
Canavan C Mr	1	232	STDB	2/0/0/0/0	07/03/13	18/03/13	GBP	99,00	NEG2 RO	0,00	CI
Dacre Simon Mr	1	215	STDB	2/0/0/0/0	05/03/13	10/03/13	GBP	99,00	NEG2 RO	0,00	CI
Davidson Maryanne Mrs	2	237	STDB	2/0/0/0/0	09/03/13	18/03/13	GBP	99,00	NEG2 RO	0,00	CI
Eagan S Mrs	3	216	STDB	2/0/0/0/0	05/03/13	13/03/13	GBP	99,00	NEG2 RO	0,00	CI
Ellin Karen Ms	3	247	STDB	2/0/0/0/0	09/03/13	20/03/13	GBP	99,00	NEG2 RO	0,00	CI
Elthad	0	226	PRDB	2/0/0/0/0	09/03/13	10/03/13	GBP	99,00	NEG2 RO	99,00	CI

[Add-Ons]: Access additional functions (ONLY POSSIBLE if the relevant additional functions have been configured in the system).

The **[Refresh Rates]** button updates the display if invoices or rates have been changed for a guest.

 **Show extended tooltip** checkbox: Depending on the settings in the PROTEL.INI file, shows additional information on the reservation when you move the mouse pointer over it.

Right-click a reservation to open the navigator.

Double-click a reservation to open the DC-Menu.

Available settings

The number of nights can be displayed in a separate column. Please contact your protel Support for the necessary settings.

Departure report

FRONT OFFICE ► REPORTS ► DEPARTURES

The departure report displays all guests whose stay ends on a certain day. All checked-in guests that appear in the report are ready for check-out. You can also quickly access other information about guests, reservation details, or invoices.

Opening the report

To open the departure report:

- ▼ Click “Reports > Departures”
- ▼ Click the red Departures button on the toolbar
- ▼ Press the [F7] function key

The following dialog box appears:

▼ Departures

Filter

Date: 10/03/13

Name:

Room: ☒ Acct.

Companion:

First Name:

Sc/TA/Cm/Gp

Sort order

☒ Name ☐ Room no.

☐ Group ☐ R. plan order

Status

☐ Include departed guests

OK

Cancel

Help

Print

	Available user rights	
63	FO Departures	Authorizes the user to open the departure report.

Filter

Date	Enter a specific date.
Name	<p>Enter a specific guest name if required. It is usually sufficient to enter the first couple of letters of the name. protel automatically displays all guests whose name starts with these letters.</p> <p>If you select the check box next to the input field, you can enter any part of the name. This would allow you to find a guest named “vom Stein” when entering “stein”, for example. The search returns all departures whose guest names contain the string you entered (e.g. Steinbrück, vom Stein, Dürsteiner etc.).</p>
Room	To find a reservation for specific rooms, you can enter one or several room numbers (separated by commas).

<input checked="" type="checkbox"/> Acct.	Select this check box to include internal hotel accounts in the list. If the check box is cleared, the list contains room reservations only. This check box is selected by default.
Companion	You can search for a reservation that is associated with a specific accompanying person.
First name	Finds guests with this first name.
Sc/TA /Cm/Gp	Shows the company / group / travel agent that made the reservation. If you select the <input checked="" type="checkbox"/> check box next to the input field, you can enter any part of the name as described above.

Sort order

Define how the list should be sorted. You can sort the guests alphabetically **by name** or numerically **by room number** in ascending order.

If you select ☒ **“Group,”** the guests will be sorted according to their group membership, i.e. all guests of the same group are listed together.

The ☐ **“R. plan order”** option sorts the displayed departures by their position in the room plan.

Status

Select the ☒ **Include departed guests** check box to also display reservations that have already checked out.

Departure report

The departure report shows all guests that are scheduled to depart on a given date but have not checked out.

Departure Report for 10/03/13

Name	NoS	#	RT	Adlt.	Arrival	Cu...	Price	Rate code	Balance	Stat.
Back Mr	2	304	STTB	1/...	07/03/13	GBP	75,00	NEG2 RO	225,00	CI
Backhouse T & L Mr & Mrs	7	209	STTB	1/...	05/03/13	GBP	75,00	NEG2 RO	0,00	CI
Baltimore Richard Mr	1	236	STDB	2/...	08/03/13	GBP	99,00	NEG2 RO	236,55	CI
Cadrecha Monica	2	214	STDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI
Dacre Simon Mr	1	215	STDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI
Etihad	0	201	STTB	1/...	09/03/13	GBP	75,00	NEG2 RO	75,00	CI
Etihad	0	226	PRDB	2/...	09/03/13	GBP	99,00	NEG2 RO	99,00	CI
GM_ITB 2013	0	9001	GRP ...	0/...	05/03/13	GBP	0,00	ZERO	5,700,00	CI
Ilett Tracy	4	210	PRDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI

None All Add-Ons

OK Cancel Help Print Information Check Out

Rm.: 15 Res.:15 Adults: 23 Child: 0/0/0/0 Acc.:1 #Kto.:0 ☐ Extended tooltip

Add-Ons	Access additional functions (ONLY POSSIBLE if the relevant additional functions have been configured in the system).
Information	You can also create an information invoice for a guest. An information invoice lists all relevant charges to date (can be used as a receipt for payment receipts)
Check Out	You can flag the guest names for <i>check-out</i> (use the All and None buttons if required).


**Extended
tooltip checkbox**

Shows additional information on the reservations in the report (depending on your PROTEL INI settings).

Check Out

The departure report provides two check-out options. **Double-click** the reservation or select it and click the **[Check Out]** button.

If the invoice contains a balance, the **Invoice window** automatically opens to allow you to post any additional charges. Otherwise the reservation is checked out directly.



Available user rights

353

FO Arrivals CheckOut (Double Click)

Authorizes the user to double-click guests in the departure report for check-out.

Group check-out

For group check-outs, it may be useful to sort the departure report by group name, click the **[All]** button to select all members of the group and then click the **[Check Out]** button.

Example: Checking out the “GM_ITB 2013” group on June 6th, 2012:

1. Enter the name of the group (or part thereof if the check box is selected) in the “Sc/TA /Cm/Gp” box:

Filter
 Date: 10/03/13
 Name:
 Room: ☒ Acct.
 Companion:
 First Name:
 Sc/TA/Cm/Gp: GM_|

2. The departure report appears with all members of the group:

Name	NoS	#	RT	Adlt.	Arrival	Cu...	Price	Rate code	Balance	Stat.	Group	Comj
Backhouse T & L ...	7	209	STTB	1/...	05/03/13	GBP	75,00	NEG2 RO	0,00	CI	GM_ITB 2013	HCIM
Cadrecha Monica	2	214	STDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI	GM_ITB 2013	HCIM
Dacre Simon Mr	1	215	STDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI	GM_ITB 2013	HCIM
GM_ITB 2013	0	9001	GRP ...	0/...	05/03/13	GBP	0,00	ZERO	5.700,00	CI	GM_ITB 2013	HCIM
Ilett Tracy	4	210	PRDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI	GM_ITB 2013	HCIM
Macchi Dr.	1	223	STDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI	GM_ITB 2013	HCIM
Page John Mr	2	208	PRDB	2/...	05/03/13	GBP	99,00	NEG2 RO	0,00	CI	GM_ITB 2013	HCIM

3. Click **[All]** and then **[Check Out]**.
4. This checks out all members of the group in one step.

Messages

FRONT OFFICE ► REPORTS ► MESSAGES

This report provides a clear overview of any messages that were left for your in-house guests. It automatically opens to the current date and shows the most up-to-date messages.

Opening the Messages report

To open the Messages list, click “Reports > Messages.”

	Available user rights	
286	FO Message list	Authorizes the user to open the Messages report.


Filter

Name	<p>Enter a specific guest name if required. It is usually sufficient to enter the first couple of letters of the name. protel automatically displays all guests whose name starts with these letters.</p> <p>If you select the <input checked="" type="checkbox"/> check box next to the input field, you can enter any part of the name. This would allow you to find a guest named “vom Stein” when entering “stein”, for example. The search returns all arrivals whose guest names contain the string you entered (e.g. Steinbrück, vom Stein, Dürsteiner etc.).</p>
Room	To find a reservation for specific rooms, you can enter one or several room numbers (separated by commas).
<input checked="" type="checkbox"/> Acct.	Select this check box to include internal hotel accounts in the list. If the check box is cleared, the list contains room reservations only. This check box is selected by default.
Companion	You can search for a reservation that is associated with a specific accompanying person.
First name	Finds guests with this first name.
Sc/TA /Cm/Grp	Shows the company / group / travel agent that made the reservation. If you select the <input checked="" type="checkbox"/> check box next to the input field, you can enter any part of the name as described above.


Sort order

Define how the list should be sorted. You can sort the guests alphabetically **by name** or numerically **by room number** in ascending order.

If you select ☒ **Sc/TA /Cm/Grp**, the guests will be sorted according to their group membership, i.e. all guests of the same group are listed together.

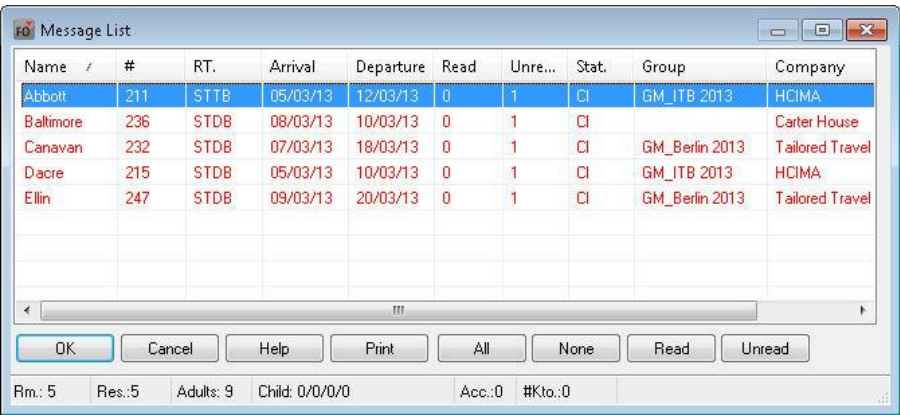
The  **“R. plan order”** option sorts the messages by the position of the respective reservation in the room plan.

Options

Select the  **Include read messages** check box to also show messages that have already been read.

List of messages structure

The list of messages allows you to view, print and edit read and unread messages.



Name	#	RT	Arrival	Departure	Read	Unre...	Stat.	Group	Company
Abbot	211	STTB	05/03/13	12/03/13	0	1	CI	GM_ITB 2013	HCIMA
Baltimore	236	STDB	08/03/13	10/03/13	0	1	CI		Carter House
Canavan	232	STDB	07/03/13	18/03/13	0	1	CI	GM_Berlin 2013	Tailored Travel
Dacre	215	STDB	05/03/13	10/03/13	0	1	CI	GM_ITB 2013	HCIMA
Ellin	247	STDB	09/03/13	20/03/13	0	1	CI	GM_Berlin 2013	Tailored Travel

OK Cancel Help Print All None Read Unread

Rm.: 5 Res.: 5 Adults: 9 Child: 0/0/0/0 Acc.: 0 #Kto.: 0

A “1” or “0” in the “Read” or “Unread” column indicates whether or not the message has been read. In addition, unread messages are highlighted in red.


Right-click a selected message to open the *Navigator* and view or edit the message in the *“Guest Messages”* section.

Double-click the message to print it directly. Alternatively, you can click the [Print] button to print a selected message and hand the printout to the guest.

Read

You can select an unread message and flag it as “Read.” This adds a value of “1” in the Read column.

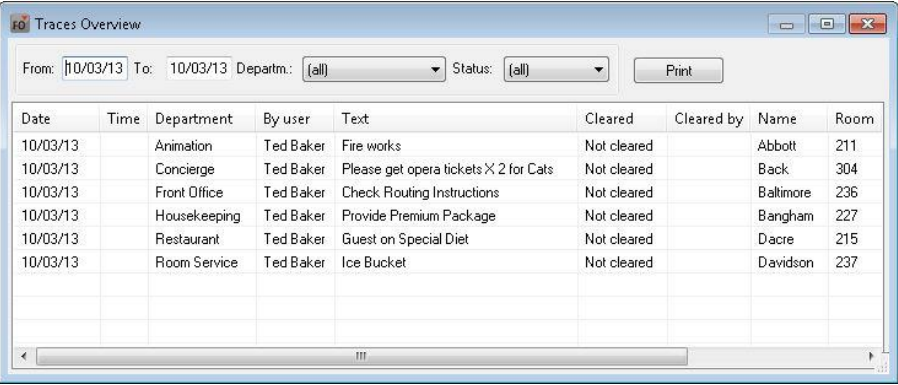
Unread

You can also select a read message and flag it as “Unread.” NOTE: Please note that the  **Include read messages** check box should be selected in the dialog box.

Traces


Front Office ▶ Reports ▶ Traces

Select this menu item to list any reservation traces that were entered for a certain day, period of time or department.



You can select a period, a department and/or a status to filter the view. The list shows all matching traces with the relevant information.

Right-click an item to open a *context menu* and view the *navigator* for the associated profile or change the status (cleared / not cleared). If the trace is associated with an event in the Sales & Marketing module, the context menu allows you to view the event data.

	Available user rights	
233	FO Traces	Controls access to the traces report. If the feature is disabled, the user does not have access to the report.

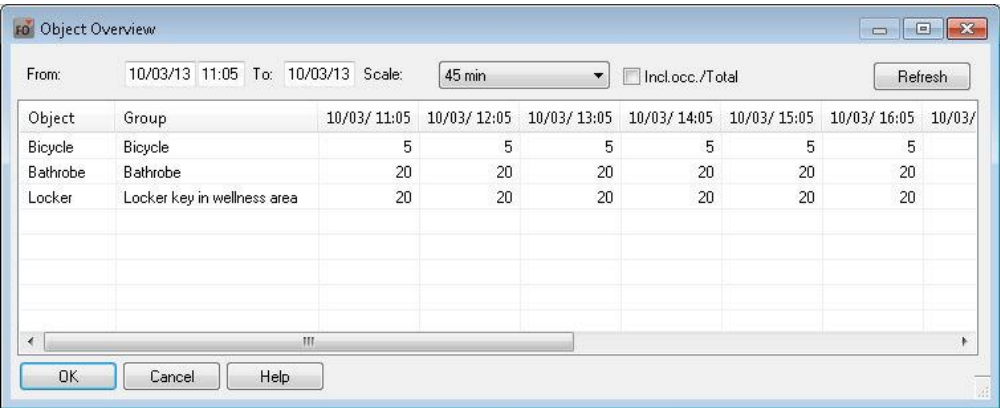
Rentable objects

Front Office ▶ Reports ▶ Rentable Objects

Object overview

The object overview permits a quick glance at any time on the quantity of rentable objects for a particular period. The creation of rentable objects is explained in the protel System Data user manual. You can add a rentable object to an individual reservation via the Navigator (see chapter "*Navigator > "3 -Invoice pane"> Rentable objects*").

By default, the list displays the number of available objects.



Scale: 1 h

A scale determines if the quantity of the available objects should be displayed by day (24 h) or by hour (e.g. 1 h). Select the desired display type from the pick up menu. Clicking the [Refresh] button updates the period or scale changes.

☒ Incl.occ./Total

Clicking this check box displays the number of objects kept in the Hotel, the number of lent objects and the number of available objects.

Example: In total, the hotel keeps seven bicycles. Two bicycles are lent, i. e. five are still available.

Object	Group	10/03/ 10:47
Bicycle	Bicycle	7/2/5

Object view

A double click on an object on a particular day opens a window displaying the respective reservations (who has lent the object?).

FO

Object View

Object: Bicycle


Period: 10/03/13 14:47 10/03/13 16:47

Hotel /	Name	Arrival	Depart...	Room	From	To
Richard's Hotel	Kane Sam Mr	05/03/13	11/03/13	222	10/03/13 12:00	12/03/13 12:00

OK

Cancel

Help



Available settings

You can define a default value for the **scale** (pick up menu). The object overview will always open with the pre-defined value.

Phone numbers

FRONT OFFICE ►REPORTS ►PHONE NUMBERS

This menu item allows you to open a list of all current residents and their phone numbers.

Select the “Phone numbers” menu item to open the “Phone Extensions” dialog box, in which you can specify various options for the report.

Phone Extensions

Filter

Date: 10/03/13

Name:

Room: ☒ Acct.

Companion:

First Name:

Sc/TA/Cm/Gp

Sort mode

☒ Name ☐ Room no.

☐ Group ☐ R. plan order

Mode

☒ Incl. Cl departures

OK

Cancel


Help

Print

Click [OK] to confirm your entries and open a report that shows all currently checked-in guests in a format that is similar to the *in-house report*.

If required, right-click a reservation to open the *navigator* and view more information.

Click the [Print] button to preview a printer output of the Phone Extension Report. Note that the preview shows the phone extensions next to the room numbers.

	Available user rights	
317	FO Telephone list	Authorizes the user to open the phone extension report.

Balances

FRONT OFFICE ► REPORTS ► BALANCES

This report shows a list of all group and guest accounts along with their respective balances.

Opening the list of balances

Available user rights		
66	FO Balance of Account Sheet	Authorizes the user to open the balances report.

Filter

Date	Enter a specific date.
Name	Enter a specific guest name if required. It is usually sufficient to enter the first couple of letters of the name. protel automatically displays all guests whose name starts with these letters.
Room	To find a reservation for specific rooms, you can enter one or several room numbers (separated by commas).
<input checked="" type="checkbox"/> Acct.	Select this check box to include internal hotel accounts in the list. If the check box is cleared, the list contains room reservations only. This check box is selected by default.
Companion	You can search for a reservation that is associated with a specific accompanying person.
First name	Finds guests with this first name.
Sc/TA /Cm/Gp	Shows the company / group / travel agent that made the reservation. If you select the <input checked="" type="checkbox"/> check box next to the input field, you can enter any part of the name as described above.

Sort order

Define how the list should be sorted. You can sort the guests alphabetically **by name** or numerically **by room number** in ascending order.

The ☒ **“Room plan order”** option sorts the balances by position of the respective reservation in the room plan.

Balances

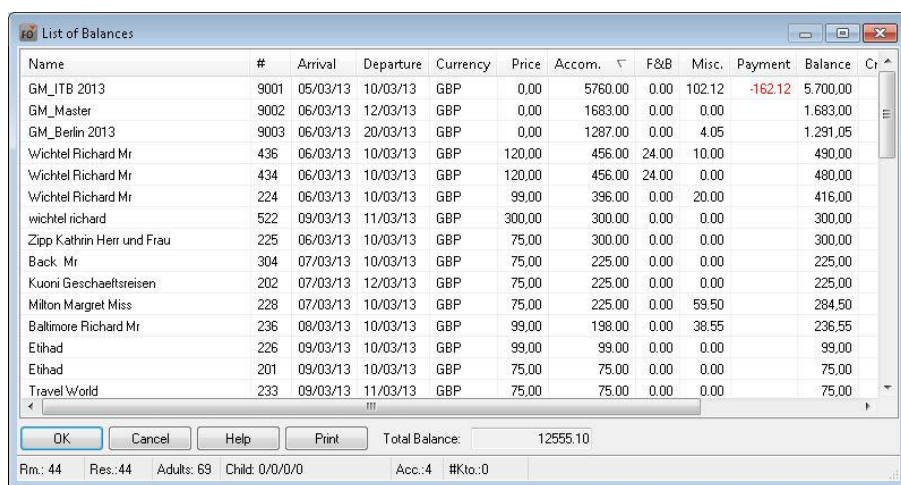
<input checked="" type="checkbox"/> Credit limit	Select this check box to show the respective credit limit.
--	--

<input checked="" type="checkbox"/> Credit limit exceeded	This check box is only available for selection if the <input checked="" type="checkbox"/> Credit limit check box is selected. It restricts the list to guests that have exceeded their credit limit.
<input checked="" type="checkbox"/> Unbalanced accounts only	Select this check box if you want to hide balanced accounts and only show reservations with an unbalanced account.
View balance gr.	(View balances greater than): Enter a value in this field to restrict the list to reservations whose balance exceeds this value.

List of balances structure

The list of balances list shows all matching guests along with the relevant reservation details.

The posted revenues are split in Accom. (Accommodation), F&B (Food and beverage) and Misc. portions. Payments that have already been received are highlighted in red.



Name	#	Arrival	Departure	Currency	Price	Accom.	F&B	Misc.	Payment	Balance	Cr
GM_ITB 2013	9001	05/03/13	10/03/13	GBP	0,00	5760.00	0.00	102.12	-162.12	5.700,00	
GM_Master	9002	06/03/13	12/03/13	GBP	0,00	1683.00	0.00	0.00		1.683,00	
GM_Berlin 2013	9003	06/03/13	20/03/13	GBP	0,00	1287.00	0.00	4.05		1.291,05	
Wichtel Richard Mr	436	06/03/13	10/03/13	GBP	120.00	456.00	24.00	10.00		490,00	
Wichtel Richard Mr	434	06/03/13	10/03/13	GBP	120.00	456.00	24.00	0.00		480,00	
Wichtel Richard Mr	224	06/03/13	10/03/13	GBP	99.00	396.00	0.00	20.00		416,00	
wichtel richard	522	09/03/13	11/03/13	GBP	300.00	300.00	0.00	0.00		300,00	
Zipp Kathrin Herr und Frau	225	06/03/13	10/03/13	GBP	75.00	300.00	0.00	0.00		300,00	
Back Mr	304	07/03/13	10/03/13	GBP	75.00	225.00	0.00	0.00		225,00	
Kuoni Geschäftsreisen	202	07/03/13	12/03/13	GBP	75.00	225.00	0.00	0.00		225,00	
Milton Margret Miss	228	07/03/13	10/03/13	GBP	75.00	225.00	0.00	59.50		284,50	
Baltimore Richard Mr	236	08/03/13	10/03/13	GBP	99.00	198.00	0.00	38.55		236,55	
Ethad	226	09/03/13	10/03/13	GBP	99.00	99.00	0.00	0.00		99,00	
Ethad	201	09/03/13	10/03/13	GBP	75.00	75.00	0.00	0.00		75,00	
Travel World	233	09/03/13	11/03/13	GBP	75.00	75.00	0.00	0.00		75,00	

OK Cancel Help Print Total Balance: 12555.10

Rm.: 44 Res.: 44 Adults: 69 Child: 0/0/0/0 Acc.: 4 #Kto.: 0

In addition to the individual amounts, the total balance is displayed at the foot of the list.

Reservations

FRONT OFFICE ► REPORTS ► RESERVATIONS

The reservations report replaces a physical reservation book and provides a clearly structured overview of all reservations ever made in protel.

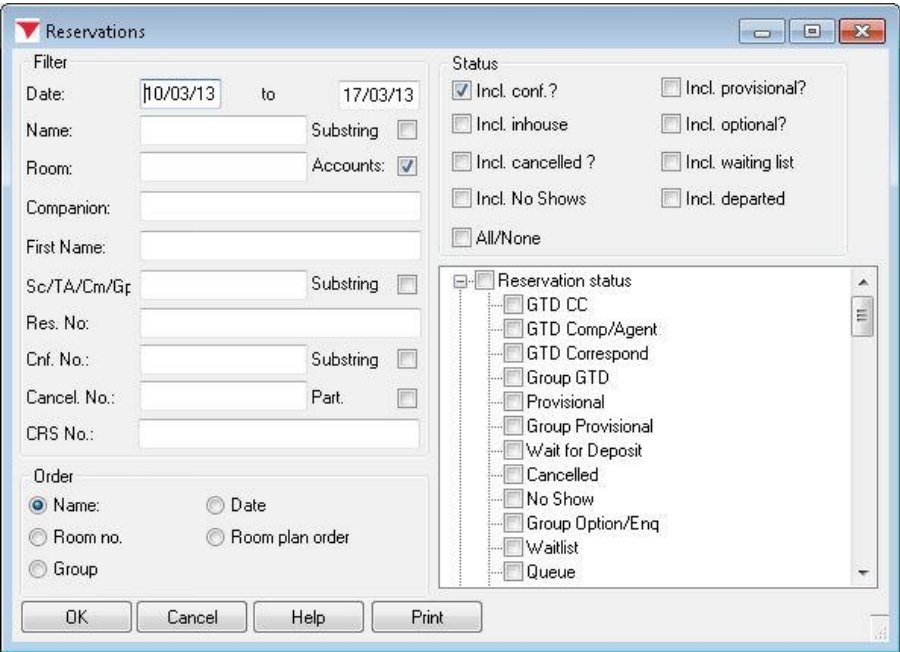
This list is particularly useful if you are looking for a specific reservation. The buttons at the bottom of the window also offer a range of editing functions.


Opening the reservations report

To open the reservations report:

- ▼ Click “Reports > Reservations”
- ▼ Click the blue  **Reservations** button on the toolbar
- ▼ Press [Shift] + [F9]

The following dialog box appears:



	Available user rights	
65	FO Reservation Sheet	Authorizes the user to open the reservation report.

Filter

Date ... - to ...	Enter dates for a specific period of time to show all reservations from and/or to a given date. The date always refers to the arrival date of the reservation.
Name	Enter the name of a guest. It is usually sufficient to enter the first couple of letters of the name. protel automatically displays all guests whose name starts with these letters.
<input checked="" type="checkbox"/> Substring	If you select this check box, you can enter any part of the name. This would allow you to find a guest named "vom Stein" when entering "stein", for example. The search returns all arrivals whose guest names contain the string you entered (e.g. Steinbrück, vom Stein, Dürsteiner etc.).
Room	To find a reservation for specific rooms, you can enter one or several room numbers (separated by commas).
<input checked="" type="checkbox"/> Accounts	Select this check box to include internal hotel accounts in the list. If the check box is cleared, the list contains room reservations only. This check box is selected by default.
Companion	You can search for a reservation that is associated with a specific accompanying person.
First name	Finds guests with this first name.
Sc/TA /Cm/Gp	Shows the company / group / travel agent that made the reservation. If you select the <input checked="" type="checkbox"/> check box next to the input field, you can enter any part of the name as described above.
Res. No.	Searches by reservation number.
Cnf. No.	Searches by confirmation number.
<input checked="" type="checkbox"/> Substring	If you select this check box, you can enter any part of the number (see above).
Cancel No.	protel automatically assigns a sequential cancellation number to each reservation that is cancelled. Enter a cancellation number in this box to find the respective reservation.
<input checked="" type="checkbox"/> Substring.	If you select this check box, you can enter any part of the cancellation number (see above).
CRS No.	If a reservation was made through a CRS (central reservation system) interface, you can enter the CRS number here to find the reservation.

Order

Define how the list should be sorted. You can sort the guests alphabetically **by name** or numerically **by room number** in ascending order.

If you select ☒ **"Group,"** the guests will be sorted according to their group membership, i.e. all guests of the same group are listed together.

The ☒ **"Date"** option sorts reservations by their arrival date.

The ☒ **"Room plan order"** option sorts reservations by their position in the room plan.

Status

Select the relevant check boxes to filter reservations by their status. Use the ☒ **All/None** check box to select or clear all status check boxes in one step.

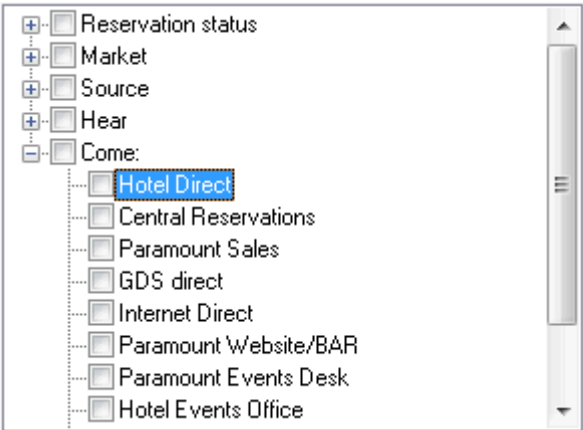
Examples:

Select the “Incl. cancelled?” check box only to view a list of all cancelled reservations. You can also generate a list of all reservations on the waiting list etc.

The tree view provides even more detailed status-based selection options.

Reservation status and reservation code

You can also filter for market, source, hear and come codes.



The list of available market codes is restricted to codes that are valid and active for your hotel.

Reservations report structure

The report shows all matching reservations with the relevant information.

Reservations 10/03/13-17/03/13

Name	#	RT.	Adlt.	Arrival	Departure	Currency	Price	Rate code	Stat.	Group
Allied Distillers Ltd	241	STDB	2/0/0/0/0	10/03/13	14/03/13	GBP	99.00	NEG2 RO	GTD CC	Allied Distillers Ltd
Allied Distillers Ltd	243	STDB	2/0/0/0/0	10/03/13	14/03/13	GBP	99.00	NEG2 RO	GTD CC	Allied Distillers Ltd
Allied Distillers Ltd	231	PRDB	2/0/0/0/0	10/03/13	14/03/13	GBP	99.00	NEG2 RO	GTD CC	Allied Distillers Ltd
Allied Distillers Ltd	9001	GRP MST	0/0/0/0/0	10/03/13	14/03/13	GBP	0.00	ZERO	GTD CC	Allied Distillers Ltd
Back Mr	201	STTB	1/0/0/0/0	13/03/13	15/03/13	GBP	75.00	NEG2 RO	GTD CC	
Charles	220?	PRDB	1/0/0/0/0	14/03/13	23/03/13	GBP	99.00	Wellness	GTD CC	siemens2003
Drenkelfort Martin	217	STDB	2/0/0/0/0	12/03/13	14/03/13	GBP	99.00	NEG2 RO	GTD CC	
Duncan S Mrs	217	STDB	2/0/0/0/0	12/03/13	14/03/13	GBP	99.00	NEG2 RO	GTD CC	
Gault Mrs	209	STTB	1/0/0/0/0	10/03/13	13/03/13	GBP	99.00	Wellness	GTD CC	GM_Berlin 2013
GM_Berlin 2013	208	PRDB	2/0/0/0/0	14/03/13	20/03/13	GBP	99.00	NEG2 RO	GTD CC	GM_Berlin 2013
Halperin Mr	210	PRDB	2/0/0/0/0	10/03/13	12/03/13	GBP	99.00	NEG2 RO	GTD CC	GM_Berlin 2013
Kruse Achim	203	STDB	2/0/0/0/0	15/03/13	18/03/13	GBP	180.00	Back?	GTD CC	

OKCancelHelpPrintMark allMark noneSelect Form MasterMult.TextsFormsTypeCancel Res.Reinstate

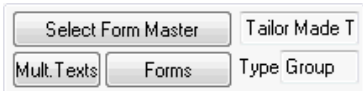
Res.:47Adults: 72Child: 0/0/0/0Acc.:3#Kto.:0Extended tooltip info

You can flag the guest names for further processing (use the [Mark All] and [Mark none] buttons if required). The following features are available:

- Add-Ons

Access additional functions (ONLY POSSIBLE if the relevant additional functions have been configured in the system).
- Select Form Master

Allows you to select the address if a confirmation is required for group reservations. The selected address appears next to the button:




(For more information refer to “*Reservation letters.*”)

Mult. Texts	This provides access to a mail merge function. If a confirmation needs to be printed for multiple reservations, click this button to assign a reservation letter to all selected reservations (refer to “ <i>Reservation letters</i> ”).
Forms	Allows you to select a form for confirming multiple reservations (refer to “ <i>Reservation letters</i> ”).
Cancel Res.	Cancels a reservation. Click the button to cancel all selected reservations. protel then displays a message box with a sequential cancellation number that should be used in all written communication with the guest. You can use the cancellation number to search for cancelled reservations in the reservation report. The reservation remains stored in the system with a “Cancelled” status.
Reinstate	Resets the status of cancelled reservations to “Confirmed.”

Extended tooltip info checkbox: Depending on the settings in the PROTEL.INI file, shows additional information on the reservation when you move the mouse pointer over it.

Double-click the reservation to access a *double-click menu* with additional editing options. This is particularly useful for group cancellations as the double-click menu allows you to cancel an entire group in one step.

	Available settings
<p>The number of room night can be displayed in an individual column.</p> <p>From version 2013.16.816</p> <p>If desired, cancelled reservations can be displayed in red on the reservation list.</p>	

Reservation letters

Creating a group confirmation for multiple reservations

Example: The protel company makes reservations for a total of three hotel rooms for the period of June 28th - 30th and requires a confirmation for these reservations.

- While the reservations are created individually, the reservation details link each of these reservations to the protel company.



Fig: Reservation pane in the Navigator

- In the reservation list, you can select the company and the relevant period to access the reservations report.

Filter

Date: 28/06/13 to 30/06/13

Name: Substring ☐

Room: Accounts: ☒

Companion:

First Name:

Sc/TA/Cm/Gp: Protel Substring ☐

Res. No.:

Cnf. No.: Substring ☐

Cancel. No.: Part. ☐

CRS No.:

- Select the reservation that contains the address.
- Click the [Select Form Master] button.
- If multiple profiles are assigned to the reservation, a selection window (guest, company, TA, source, group) appears.

Confirmation of reservation

Send confirmation to which address:

Guest (Drenkelfort)

Company (Protel Hotelsoftware GmbH)

Group

Travel Agent

Source

Select the profile that contains the relevant address for the confirmation letter.

- The reservations report appears again.
- The gray box next to the Select Form Master button shows the profile whose address you want to use:

Select Form Master

Protel Hotelsoftware GmbH

Mult. Texts Forms Type Company!

- Select all reservations that the confirmation should refer to.
- Click the [Forms] button.
- In the dialog box that appears, click the [New letter] button.
- Select a template and click [OK].
- This opens the form on screen and makes it available for editing.

Creating multiple reservation letters

Example: You want to send a note to all guests that are scheduled to stay at your hotel during a specific period of time.

- Access the reservations report for the relevant period.
- Click the [Mark all] button to select all guests or click individual guests selectively.
- Click the [Mult. Texts] button.
- This opens a window with all reservation templates that are stored in the system data. Select a template that you want to use for the confirmation.
- You can then view, edit and/or print the individual letters.


No shows


FRONT OFFICE ► REPORTS ► NO SHOWS

The term “no shows” refers to pending arrivals that failed to check in by the time the end-of-day routine starts. Please note that you cannot manually assign a “No Show” status to a reservation. All guests that have not arrived by the time you run the end-of-day routine appear in the no show report. Right-click a name to open the *Navigator* and view or edit the reservation details (change arrival or departure dates, cancel the reservation etc.).

If you click OK to confirm, all guests listed in the report are automatically assigned a “No Show” status. The report provides the following options:

Reactivate for Today	If you want to change a “No Show” status of a guest to an “Arrival” status for the next day, select the reservation and click this button.
Reactivate Today + CI	Similar to “Reactivate for Today” but also checks in the guest.
Late Reservation+CI	Creates a walk-in reservation after the end-of-day routine that can be reserved and checked in for the previous day. Click this button to open the Reservation dialog box and create the reservation. Click [OK] to create the reservation, check in the guest and post the accommodation charges. Make sure to check all relevant details (e.g. room number, rate code and rate) before confirming the reservation. Once confirmed, the reservation cannot be moved. If you post incorrect rates, these need to be cancelled and the correct rates must be posted manually.
Late CI	If a guest arrives after the reservation received a “Now Show” status during the end-of-day routine, you can click this button to change the status to “Check In.” Select the reservation and click the [Late CI] button to check in the guest and post the accommodation charges. <i>NOTE:</i> Make sure to check all relevant details (e.g. room number, rate code and rate) before confirming the reservation. Once confirmed, the reservation cannot be moved. If you post incorrect rates, these need to be cancelled and the correct rates must be posted manually.
Print	Prints a list of all no show reservations from the previous day.

 Available user rights		
219	FO NoShow Late CI	Controls access to the [Late CI] feature for the no show report.
308	FO No Show report	Authorizes the user to access the now show report.
401	FO NoShow list late reservation and CI	Controls access to the [Late Reservation+CI] feature for the no show report.

 **Available settings**

New in version 2013.17.291 from 17.07.2013

If requested, no show reservations can be checked in to a day room that has previously been checked-out. In addition, protel can check the room status when checking in the no-show reservation.

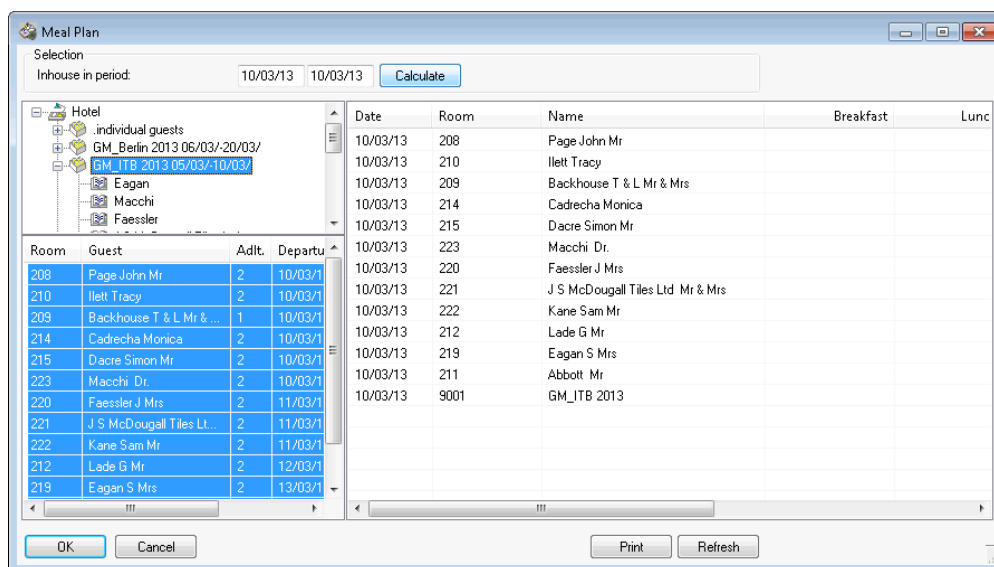
▼ Ask your protel Support Team to set up your protel system accordingly! We're happy to help

Meal plan

FRONT OFFICE ► REPORTS ► MEAL PLAN

The meal plan helps scheduling the meals for your guests.

Dialog box structure



Enter the period for which you want to display the meal plan in the top window section.

The tree view on the left divides your guests in individual guests and group reservations.

Select a reservation in the tree view to view the associated guests along with their room number, the number of adults and the departure date. Right-click any of the individual guests to open the *navigator*.

If you select one or multiple guests in the list, the right window pane shows all related meal bookings on a per-day basis.

Guest name context menu

Right-click a guest name in the meal plan (right window pane) to open a context menu:

Navigator Opens the *Navigator* for the selected guest.

Post charges Opens the *Post Charges* dialog box in which you can post additional charges (e.g. if an additional person will join your in-house guests for dinner).

Print / View report	Prints / displays the meal plan.
View report	Displays the meal plan on screen.
Refresh	Refreshes the display.
Mark all	Selects all guests in the view.


Meal type context menu

Right-click an entry in the Breakfast, Lunch DOA, Dinner, Packed Lunches or Lunch ND column of the meal plan (right window pane) to open the extended context menu. This allows you to change the number or type of booked meals.

Set to 0 – 6	Sets the number or persons to the selected value.
Set to other values	This menu item allows you to select any value between 7 and 50.
Change from xxx to	Displays a list of alternative meal plan codes that you can select from.

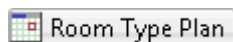
Printing the meal plan

Click the Print button to print a complete list of all meal plan charges.

 Available user rights		
101	FO Boarding Code Report	Authorizes the user to access the meal plan.

Room type plan (F2)

FRONT OFFICE ▶ REPORTS ▶ ROOM TYPE PLAN



You can press the [F2] function key on your keyboard, click the “Room Type Plan” toolbar icon or select **Reports ▶ Room Type Plan** from the menu to open the room type plan.

Room type plan structure

The room type plan is one of the main work areas in the protel PMS software. You can check availability of all room types at a glance and you can enter reservations or events quickly and easily.

This topic tells you how the room type plan is structured and what kind of information you find here. You will learn how to navigate the visible period of time, how to switch to another period, how to zoom in and out of the view, how to read the data in the various sections and how to print the current view.

The room type plan provides information for a selectable period of time in table form. It comprises the following sections:

- Time bar
- Events area
- Room type area
- Availability area

Room type plan: 10/03/13-21/03/13

		10 Su	11 Mo	Tu	We	Th	Fr	Sa	Su	12 Mo	Tu	We	Th	x1 x3
		10	11	12	13	14	15	16	17	18	19	20	21	x2 x4
Event	01													
Event	02	Fair												
Event	03				Festa Italiana									
Event	04													
Event	05	wedding				Trade Fair								
Event	06					Night of the Proms								
Event	07													
PRDB	1	15	15	16	19	14	14	14	14	15	15	13	13	
SU	1	0	1	1	1	1	1	1	1	1	1	1	1	
PRTB	1	15	24	24	23	18	19	19	20	20	20	20	20	
STTB	1	38	39	39	39	36	37	37	41	41	41	42	42	
STDB	1	71	75	74	77	81	79	79	81	87	87	90	90	
STTP	1	6	6	6	6	6	6	6	6	6	6	6	6	
STSB	1	3	3	3	3	3	3	3	3	3	3	3	3	
Total available		148	163	163	168	159	159	159	166	173	173	175	175	
Allocations		0	50	50	50	50	50	50	50	50	50	50	50	
Option		0	0	0	0	0	0	0	0	0	0	0	0	
Provisional		0	0	0	0	0	1	1	0	0	0	0	0	
Waiting list		0	0	0	0	0	0	0	0	0	0	0	0	
Confirmed		39	25	25	20	29	28	28	22	15	15	13	13	
Occupancy (perc.)		21	13	13	11	15	15	15	12	8	8	7	7	
Physically available		148	113	113	118	109	109	109	116	123	123	125	125	
Today	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14		

The time bar

April	16 Th	Fr	Sa	Su	17 Mo	Tu	We
2013	18	19	20	21	22	23	24

April

2013

16
Th

18

Su

31

14
Mo

01



The first column of the table heading indicates the current period of time, which in the example is the month of April 2013.

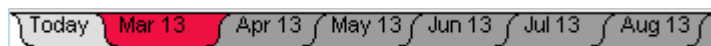
The single date highlighted in color is the current date (Thursday, April 18 in this example).
The calendar weeks are numbered (**16** in this example)

The current month and the one after that is always highlighted in different colors.
Weekends are highlighted in a red font.

Specifying the period of time

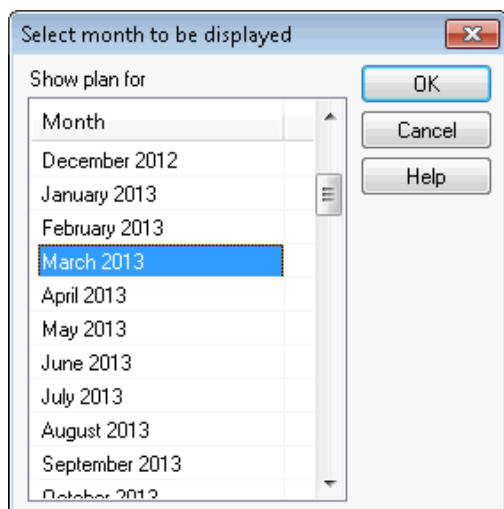
You can move the time bar to the left (past) or to the right (future) to view the exact period for which you want to make a reservation, for example. Proceed as follows:

1. Click the rightmost date to make it the first position on the time bar, thereby moving the entire visible period forward (to the future).
2. Alternatively, you can click any date in the visible period to move forward in smaller steps.
3. You can also use the arrow keys on your keyboard to move forward  or backward  one day at a time.
4. If you need to move faster, you can use the month tabs in the bottom section of the room plan window:



Click the required month to move the time bar to the first day of that month.

If you need to select a period beyond the visible months, right-click any one of the month tabs to open the “Select month to be displayed” dialog box and make your selection.



The resolution display



You can define the “resolution” (level of detail) you want to work in. Click the buttons in the top right corner of the dialog box to select a zoom level between one and four.

Note: The greater the zoom level, the shorter the visible period of time.

The event area

Event	03			Festa Italiana		
Event	04					
Event	05			Trade Fair		
Event	06			Night of the Proms		
Event	07					

Use the event area to enter information about events, travel groups or promotions with special rates. You can optionally link an event with a rate code that is automatically suggested for each reservation that is made for the respective period of time. You can define custom names for your events and have them displayed in various colors. (For more information, refer to the “*Entering events*” section.)

New in version 2013.17.222 from 25.06.2013

If requested, you can to set up the number of events which are displayed in the room type plan.

Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

The room type area

PRDB	1	14	14	14	14
SU	1	1	1	1	1
PRTB	1	18	19	19	20
STTB	1	36	37	37	41
STDB	1	81	79	79	81
STTP	1	6	6	6	6
STSB	1	3	3	3	3

The middle section of the room type plan shows the individual room types along with the number of available rooms per type.

The column next to the room type listing allows you to enter the number of rooms to reserve per room type. The default value is “1” for all room types. You can change the value as required. (For more information, refer to the “*Making reservations in the room type plan*” section.)

New in version 2013.17.291 from 17.07.2013

By default, the number of available rooms is displayed in red if the availability becomes less than zero. If requested, this number can be displayed in red if the availability of a room type is zero. Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

The availability area


Total available	148	163	163	168
Allocations	0	50	50	50
Option	0	0	0	0
Provisional	0	0	0	0
Waiting list	0	0	0	0
Confirmed	39	25	25	20
Occupancy (perc.)	21	13	13	11
Physically available	148	113	113	118

This area provides detailed availability information for every single day:

Total available	All rooms that are still available. This number does not take into account any allocations, optional reservations (see below) or waiting list reservations.
Allocations	All rooms from allocations that were not defined as “Room type independent allocation.” Click this row to see an overview of all allocations valid for the respective day. (Refer to the <i>“Maintain allocations”</i> section.)
Option	Number of optional reservations that are not deducted from overall availability (tentative or unspecified reservations where arrival is unlikely).
Provisional	Number of optional reservations that have already been deducted from overall availability (definite bookings).
Waiting list	Number of all reservations that were entered with a “waiting list” status and are to be confirmed manually.
Confirmed	Number of all reservations created with a definitive reservation status, including all provisional reservations and all allocations that were defined as “Room type independent allocations.”
Occupancy (perc.)	Displays highlighted in red, yellow or green depending on the occupancy in percent.
OutOfOrder/Service	Number of rooms that are flagged as out of order or out of service. A special setting controls whether or not OOS rooms are displayed.

Printing the room type plan

If you want to print the room type plan, press [Shift] + [D] to open the Windows “Print” dialog box. protel prints the current screen view.

	Available user rights	
50	FO Room Type Plan	Authorizes the user to access the room type plan.

Making reservations in the room type plan

▼ A central system setting determines whether or not reservations that are made using the room type plan are also displayed in the room plan.

A **room type reservation** simply reduces the availability of the room type. However, the reservation does not appear in the room plan until a specific room has been assigned and the guest has checked in. Until then, a question mark appears instead of a room number in all lists and reports:

Name /	VIP	#	RT.
Müller Heide		108	Business
protel Hotels...		? / 4 rooms	Deluxe
protel Hotels...		? / 4 rooms	Superior

Room type reservations in the room type plan can result in overbookings. If a room type is overbooked, the availability area indicates the number of overbooked rooms in red and with a leading minus (-) sign:


EX Suite	1	2	2
City Suite	1	-1	-1
Deluxe	1	16	16

However, if your installation is configured for **automatic room allocation**, an available room of the selected type is automatically assigned to the reservation. In this case, the reservation is displayed in the room plan immediately.

Use the PROTEL.INI file to adjust the relevant system setting as required.

Contact your system administrator for information about which room plan mode is used in your system.

To create a reservation in the room type plan, proceed as follows:

1. In the room type area, place the cursor on the required arrival date for the room type you want to book.
2. Press and hold the left mouse button and drag the mouse pointer to the required departure date.
3. Click the  icon in the top toolbar, or right-click the selection and select "Reservation" from the context menu that appears. Alternatively, press the [Enter] key.
4. This opens the "Reservation" dialog box that allows you to make the relevant settings.

For more detailed information, refer to the "Reservation" section.

Entering multiple reservations simultaneously

You can enter several reservations for the same guest or booker but for different periods of time and room types.

Select the respective periods for one or multiple room types:

EX Suite	1	2	2	2	2
City Suite	1	8	8	8	8
Deluxe	1	16	16	16	16
Superior	1	43	43	43	43
Business	1	75	75	75	75
Standard	1	25	25	25	25

Fig.: Selecting the EXSuite, Deluxe and Business room types for various periods of time.

Follow the above instructions to open the Reservation dialog box. The dialog box lists the details for all reservations. Please note, however, that all reservations must be made on the same name.

Reserving multiple rooms of the same type

If you want to reserve multiple rooms of one type for the same guest/booker, enter the required number of rooms in the column next to the room type codes. The default value is “1” for all room types. Change the value as required.

Business 5

Select the required period and create the reservation as described both above and in the “Reservation” section.

Create an event

[Room type plan > Events]

Proceed as follows to create an event:

1. Open the room type plan.
2. Select the event row where you want the event to appear.
3. In that event row, place the cursor on the start date of the event.
4. Press and hold the left mouse button.
5. Keep the mouse button down and drag the mouse pointer to the end date.
6. Release the mouse button.

Event	03								
Event	04								
Event	05								
Event	06								
Event	07								

7. Press the ENTER key, or right-click the selection and select “Event” from the context menu that appears.

This opens a dialog box in which you can enter the event dates:

Enter engagement

Term:

23/04/13

25/04/13

Default rate code:

Remark:

Homepage:

Abbr.:

Selected color:

Visible in room plan

Available in internet

Delete event

Visible in banquet plan

OK

Cancel

Help

Color

Enter a name for the event. If the event covers several periods of time, you can enter these in the individual rows of dates.

Select a default rate code from the drop-down list if required:

Date from:	Date to:	Default rate code:
23/04/13	25/04/13	<input type="text" value=""/>

Any new reservations that are entered for the duration of the event automatically default to the rate code you select here. In other words, this setting overrides the default rate code assigned to the room type in the system data.

Use the Remark box to enter free text as required. You can also enter a URL if necessary.

In addition, you can define a color to display the event in the room type plan. 16 colors are available for selection; the default is gray. Click the color box as required to open the color picker dialog box and select a different color.

Additional options:


<input checked="" type="checkbox"/> Visible in room plan	Select this check box to have the room plan display the validity period of the event in red.
<input checked="" type="checkbox"/> Available in internet	Select this check box to make this event available for booking through the protel Web Booking Engine (if configured).
<input checked="" type="checkbox"/> Delete event	Select this check box and click [OK] to delete the event.
<input checked="" type="checkbox"/> Visible in banquet plan	Select this check box to make the event visible in the protel banquet plan (if configured).


TIP: Make a point of entering custom names for events:

▼ You can enter custom names for the events in the event area (Event 01, Event 02, Event 03, etc.) to help categorize them, for example:

Okt / Nov	41 Mo	Di	Mi	Do	Fr	Sa	So
2012	08	09	10	11	12	13	14
Ferienzeiten							
Messestermine							
Veranstaltungen							
Termin 04							
Termin 05							

protel Support will be happy to configure the relevant settings for you.

	Available user rights	
50	FO Events	Authorizes the user to create events.
357	FO Events - Homepage	Controls access to the "Homepage" box (enter/edit an Internet address for an event).

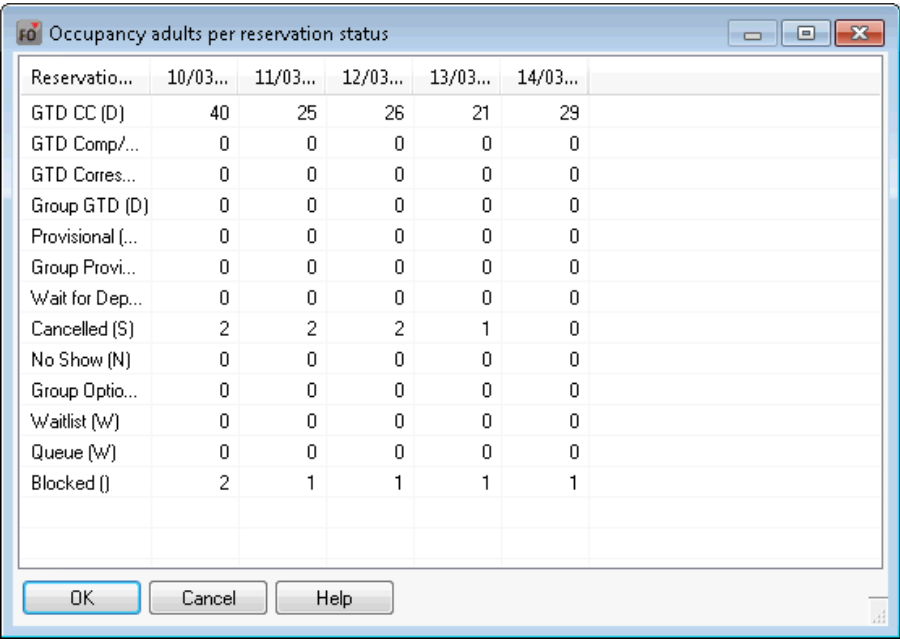
	Available settings (events)
<p>Special setting for MPE hotels:</p> <p>The top three event rows can be edited by HQ staff only. Any entries made here are visible to all hotels that belong to the group. Events that are specific to a hotel can only be entered in rows four and higher.</p>	

Allocations - allocation overview

In the availability area, click any date cell in the **Allocations** row to display an overview of the current allocation occupancy. (Refer to Reservation > Maintain Allocations > **Allocation Occupancy**.)

Allocation overview by reservation status

In the availability area, when you click a specific date under "option / provisional / waiting list" or "confirmed" and enter the number of days, the system opens the allocation overview by reservation status:



Reservation...	10/03...	11/03...	12/03...	13/03...	14/03...
GTD CC (D)	40	25	26	21	29
GTD Comp/...	0	0	0	0	0
GTD Corres...	0	0	0	0	0
Group GTD (D)	0	0	0	0	0
Provisional (...)	0	0	0	0	0
Group Provi...	0	0	0	0	0
Wait for Dep...	0	0	0	0	0
Cancelled (S)	2	2	2	1	0
No Show (N)	0	0	0	0	0
Group Optio...	0	0	0	0	0
Waitlist (W)	0	0	0	0	0
Queue (W)	0	0	0	0	0
Blocked ()	2	1	1	1	1


Blocked rooms list

Click the **OutOfOrder/Service** row in the availability area to display a list of rooms that are blocked on the selected day.

Room type plan in view-only mode [F12]

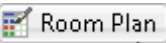
Press [F12] to open the room type plan in view-only mode. The graphical occupancy representation may be particularly helpful: Select the "Graphic" check box in the bottom right of the dialog box to display a graphical representation of room occupancy.

MPE installations allow you to switch the view between various hotels. (This requires the "viewmode_mpe" setting to be active. Contact your protel distributor for more information.)

	Available user rights	
366	FO Roomtype (display mode different hotel)	Authorizes the user to switch the display mode between various hotels.

Room plan (F3)

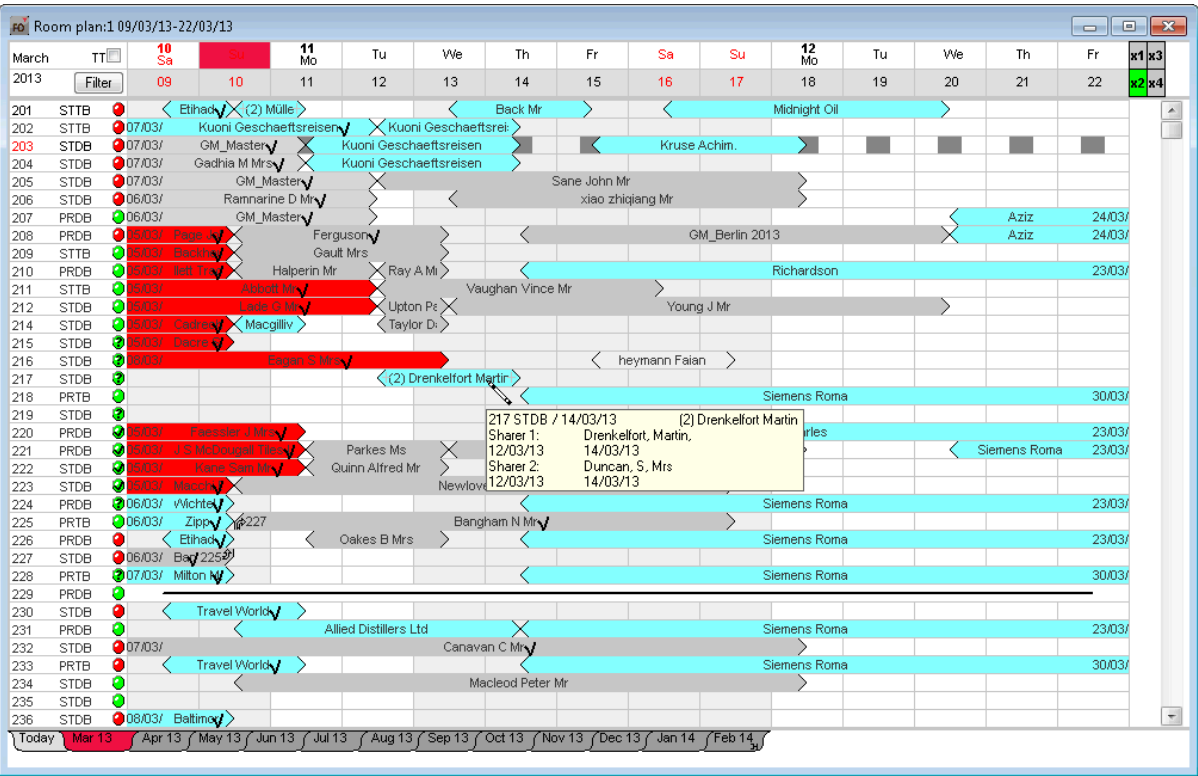
FRONT OFFICE ▶ REPORTS ▶ ROOM PLAN



The room plan is one of the most essential tools in protel HMS. It enables you to quickly book rooms for single guests or entire groups, change reservations, and gain direct access to all required guest data. The room plan even makes it easy to move a guest to a different room: simply move the guest to the new accommodation and protel will automatically update the associated details, such as the room status, invoicing, and availability.

	Available user rights	
59	FO Room plan	Authorizes the user to access the room plan.

Room plan structure




The room plan comprises various sections:

The time bar

March	TT	10 Sa	Su	11 Mo
2013	Filter	09	10	11



The first column indicates the current period of time, which in the example is the month of June 2012. The subsequent columns indicate the days of the week with the current day being highlighted in color. The number above the day of the week indicates the calendar week (10 and 11 in the sample illustration).

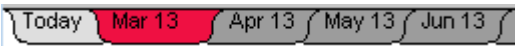
TT : **Enables the tooltips:** When you hover your mouse pointer over a reservation, the system shows additional information on the reservation. The settings in the PROTEL.INI file determine what information is shown.

[Filter] button: The room plan initially opens to show all rooms and room types by default. If, for example, you only want to view all single rooms that have a status of “checked,” you can easily filter for these criteria. (For more information, refer to the “Room plan filter” section below.)

Specifying the period of time

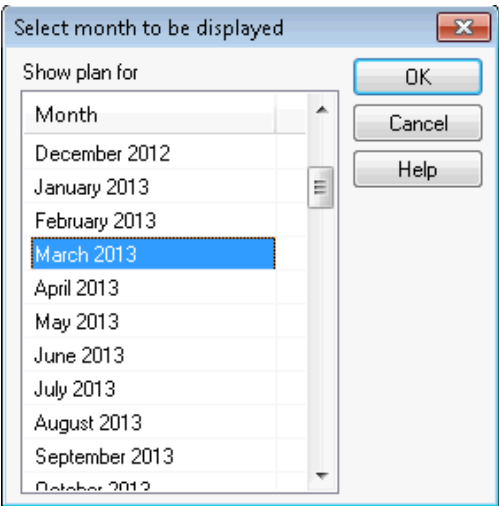
You can move the time bar to the left (past) or to the right (future) to view the exact period for which you want to make a reservation, for example. Proceed as follows:

- 1. Click the rightmost date to make it the first position on the time bar, thereby moving the entire visible period forward (to the future).
- 2. Alternatively, you can click any date in the visible period to move forward in smaller steps.
- 3. You can also use the arrow keys on your keyboard to move forward  or backward  one day at a time.
- 4. If you need to move faster, you can use the month tabs in the bottom section of the room plan window:



Click the required month to move the time bar to the first day of that month.

If you need to select a period beyond the visible months, right-click any one of the month tabs to open the “Select month to be displayed” dialog box and make your selection.



The resolution display



You can define the “resolution” (level of detail) you want to work in. Click the buttons in the top right corner of the dialog box to select a zoom level between one and four.

Note: The greater the zoom level, the shorter the visible period of time.

The room section

110	Suite	
111	DZ	
112	DZ	
114	EZ	
115	EZ	
116	EZ	
117	EZ	

The room numbers are displayed on the left, next to the corresponding room type codes.

The colored dot next to the room type code indicates the status of the room.

The status colors have the following meaning:

206	DZ		(green dot)	: cleaned
207	DZ		(green dot)	: dirty
208	DZ		(red dot and red room number)	: out of service
209	DZ		(green dot with tick mark)	: checked
210	DZ		(green dot with question mark)	: touched
211	DZ		(yellow dot)	: cleaning in progress



Available settings (room status)

From Version 2013.17.222

If requested, free and clean rooms can receive the status “dirty” after a defined number of days (this way, even if the rooms have been vacant for a while, they will regularly be checked and cleaned if necessary).

▼ Ask your protel Support Team to set up your protel system accordingly! We’re happy to help.

Room plan filter

Use the filter to select which rooms you want to view in the room plan.

In the room plan, click the [Filter] button on the top left.

You can filter the view by FO status, room type, floor, room features, room, reservation status, or select individual rooms for display. You can use the [Select all] and [Select none] buttons to quickly select or deselect all options listed.

Select the ☒ **Rms** radio button under “Room type” to only display physical (“real”) rooms. If you select ☒ **Acc.** or ☒ **Both** instead, the room plan also shows internal hotel accounts and group masters.





Select the ☒ **Use this filter as a default for any room plan** check box to save the settings and automatically re-use them the next time you access the room plan. You can also click the [Save template] button to save the current filter settings.

Click [OK] to confirm the settings and update the room plan view based on the current filter criteria.





Room plan colors

The room plan shows reservations in different colors. The color assignments are fixed.

The bar colors have the following meaning:

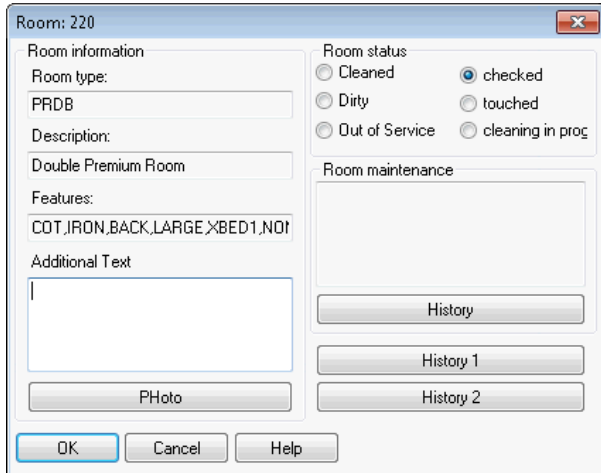
-  (gray): Individual reservation
-  (green): Group reservation
-  (white): Provisional reservation
-  (yellow): Room type reservation (only if room allocation is active)

The font colors have the following meaning:

-  (blue): Fixed reservation (the  Blocked room check box was selected in the reservation dialog box)
-  (pink): Reservation is part of an allocation
-  (red): Reservation was flagged for editing

Room information

Click a room in the room plan to display any system data information that is available for the room:



In addition, you can enter additional information for the room (e.g. “TV defective” etc.).

The top right section shows the room status. If you want to change the status, select the relevant radio button.

The “Room maintenance” box shows any *Room maintenance* tasks that have not been completed.

Click the **[History]** button to access the room maintenance overview from *housekeeping*.

Click the **[History 1]** button to open an overview of all **transactions** made for this room (who made a reservation and when, what charges were posted to this room etc.).

fo Room history

Date	Period	User	Station	#	Action	Name of guest	Text
06/03/13	17:49:27	Ted Baker	10209	221	Charge	J S McDougall Tiles Ltd	Bebucht wird Gast J S McDougall Tiles
07/03/13	11:44:39	Ted Baker	10226	221	New	_Temporär	Reservation from 20/03/13 to 23/03/13
07/03/13	11:44:47	Ted Baker	10226	221	Code ch...	_Temporär	Code changed to Incentives
07/03/13	11:44:49	Ted Baker	10226	221	Code ch...	_Temporär	Code changed to Walk In
07/03/13	11:45:04	Ted Baker	10226	221	alter RD	Siemens Roma	Reservation from 20/03/13 to 23/03/13
07/03/13	11:46:39	Ted Baker	10226	221	New	Siemens Roma	Payment/routing instructions ACC (2776
07/03/13	17:21:20	Ted Baker	10242	221	Charge	J S McDougall Tiles Ltd	Bebucht wird Gast J S McDougall Tiles
08/03/13	17:17:39	Ted Baker	10252	221	Charge	J S McDougall Tiles Ltd	Bebucht wird Gast J S McDougall Tiles
10/03/13	09:32:51	Ted Baker	10272	221	Charge	J S McDougall Tiles Ltd	Bebucht wird Gast J S McDougall Tiles

OK

Cancel

Help

Print

The [History 2] button opens a window that prompts you for a period of time. The dialog box that appears once you select a period provides an overview of all **reservations** made for this room.

ROOM INFORMATION CONTEXT MENU

Right-click a room in the room plan to open a *context menu* with options that are similar to the room information dialog box:

217 STDB

218 PRTB

219 STDB

220 PRDB

221 PRDB

222 STDB

223 STDB

224 PRDB

225 PRTB

226 PRDB

room no. 217

Room history (transactions)

Room history (reservations)

Cancel menu

Cleaned


Dirty

Out of Service

checked

☒ touched

cleaning in progress

	Available user rights	
360	FO Room reservation history	Authorizes the user to access the room reservation history.
361	FO Room transaction history	Authorizes the user to access the room transaction history.

Working with the room plan

Making a reservation


1. Select a room from the room plan.
2. Place the mouse pointer on the arrival date.
3. Press and hold the left mouse button.
4. Keep the mouse button down and drag the mouse pointer to the departure date.
5. Then release the mouse button.

The screen shows a gray bar:

May	TT	18	Th	Fr	Sa	Su
2013	Filter	01	02	03	04	05
207	PRDB					
208	PRDB					
209	STTB					
210	PRDB					
211	STTB					
212	STDB					

Fig.:

Reserving room 209
from May 1st through
May 3rd 2013

6. Then
 - a) Press the ENTER key, or
 - b) Click the  icon from the toolbar, or
 - c) right-click the gray bar and select "Reservation" from the context menu.
7. In the Reservation dialog box that appears, enter the name of the guest or booker.
8. Click [OK] to display the reservation in the room plan. Exception: The room plan does not display reservations that have a "Provisional" status.

Entering multiple reservations

You can enter several reservations for the same guest but for different periods of time and room types.

Follow the above instructions to select various periods of time and room types and open then Reservation dialog box. Note that the details for the individual reservations are listed separately. All reservations must be made on the same name.

Walk-in reservation

If a guest wants to check in without a reservation, you can use the **room plan** to create an ad-hoc reservation and check in the guest immediately.

Create a reservation as usual and right-click the gray reservation bar. Select the "Walk In" menu item from the **context menu** that appears. This opens the Reservation dialog box. Enter the relevant data and click OK to confirm and check in the guest immediately. If you select "Walk In/register report," the system checks in the guest upon confirmation and prints a registration form.

Creating a reservation with move

You can enter a registration that involves a room move directly in the room plan.

1. Select the relevant periods for both rooms in the room plan. Make sure that the departure date for the first reservation coincides with the arrival date for the second reservation:

May	TT	18	Th	Fr
2013	Filter	01	02	03
210	PRDB			
211	STTB			
212	STDB			
214	STDB			
215	STDB			

Fig.:

Reserving room 212 for May 1st and 2nd
and room 214 for May 2nd and 3rd

2. Press <Enter> to open the Reservation dialog box. The details for both reservations are listed.
3. Select the ☒ Cn (=connect) check box to link the two reservations. Click [OK] to confirm.


Status	Arrival	Ngh Dprt.	Qty	R. type	R. no.	Adlt. Rate code	Rate	Cn.	Det	Sp.
1 GTD CC	01/05/13	1 02/05/13	1	STDB	212 Cle:	2 NEG2 RO	99.00 GBF	<input checked="" type="checkbox"/>		Ok
2 GTD CC	02/05/13	1 03/05/13	1	STDB	214 Cle:	2 NEG2 RO	99.00 GBF	<input checked="" type="checkbox"/>		Ok

4. The room plan displays both segments as one reservation that involves a move:

212	STDB		Jenr 214	
214	STDB		212 Jenr	
215	STDB			

Check in

The room plan provides multiple check-in options:

- ▼ The check-in icon  CI on the toolbar:
Select the reservation in the room plan (name appears in red) and click the check-in icon.
- ▼ The double-click menu (refer to the “*Double-click menu*” section below):
Double-click the reservation and select **Check In** from the dialog box that appears.

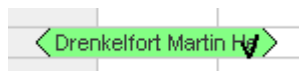



Fig.: All checked-in reservations are identified in the room plan by a tick mark.

Available user rights		
46	FO Check In	Authorizes the user to check in a selected guest.

Check out

The room plan provides multiple check-out options:

- The check-out icon  CO on the toolbar:
Select the reservation in the room plan (name appears in red) and click the icon.
- The double-click menu (refer to the “*Double-click menu*” section below).
Double-click the reservation and select **Check Out** from the dialog box that appears.

This opens the invoice dialog box. You can post additional charges or confirm payment.

If the reservation has a balance of 0.00, it is checked out immediately.

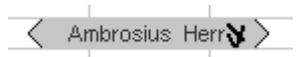



Fig.: All checked-out reservations are identified in the room plan by a double tick mark.

	Available user rights	
47	FO Check Out	Authorizes the user to check out a selected guest.

Extending / shortening reservations

You can change reservation dates in several ways:

- directly in the room plan:
Click the departure date of a reservation, hold the mouse button down and drag the mouse pointer to the new departure date.
- using the **Navigator**:
You can change the arrival and/or departure dates directly in the **reservation section** of the Navigator window.
- using the double-click menu:
Double-click a reservation to open the double-click menu and change the arrival and / or departure dates. (Refer to the **“Double-click menu”** section below.)

Entering moves for existing reservations


You can enter moves in several ways:

- directly in the room plan:
Place the cursor on the date of the required move, press and hold the left mouse button and drag the reservation to the new room.
- using the double-click menu:
Refer to the **“Double-click menu”** section below.

Please note that the move must be entered on the day it happens. (Refer to **“Entering moves”**.)

Shifting reservations

You can shift an entire reservation directly in the room plan. Click to select the reservation. Press and hold the CTRL key and the left mouse button and drag the reservation to a new room or period of time.

	Available user rights	
47	FO Shift reservation	Authorizes the user to shift a reservation.

Double-click menu

Double-click a reservation in the room plan to open this menu. The double-click menu lists all the actions that are also available within the room plan plus additional functions.

For more information, refer to **“The Navigator, DC Menu button.”**

Available rooms

FRONT OFFICE ► REPORTS ► AVAILABLE ROOMS

This report shows all available rooms for a given period of time. For your convenience, you can also book one or several rooms directly from this screen.

< #	RT	Stat.	Feature	>
0	228	PRTB	CI	MEDI...
	218	PRTB	Cleaned	MEDI...
	301	STTB	Cleaned	DISAB...
	302	STTB	Cleaned	DISAB...
	303	STTB	Cleaned	FRON...
	305	STTB	Cleaned	FRON...
0	304	STTB	CI	MEDI...
	424	PRTB	Cleaned	IRON...
	431	PRTB	Cleaned	MEDI...
	501	PRTB	Cleaned	FRON...
	502	PRTB	Cleaned	FRON...
	510	PRTB	Cleaned	IRON...
	511	PRTB	Cleaned	IRON...
	520	PRTB	Cleaned	IRON...
	521	PRTB	Cleaned	MEDI...
	409	PRTB	Cleaned	COT.Z...

1. First enter the required period of time. Click the arrow buttons to increment or decrement the date one day at a time.
2. In the "No. of rooms" box, enter the number of available rooms you want preselected in the list of results. This is helpful if you want to reserve multiple rooms.
3. Select the relevant room type(s). If you want to search across all room types, click the [All Types] button.
4. Select the **Incl. rate** check box to display a tooltip whenever the cursor hovers over a room in the list of results. The tooltip shows the standard rates for 1 to 3 persons. As this may affect performance, you should only select the check box if you really need the rates to be displayed.
5. Click the **[GO!]** button.
6. The right pane shows all rooms of the selected type that are available during the selected period. If you entered a value in the "No. of rooms" box, the corresponding number of rooms is automatically preselected. The section underneath the list shows the number of available rooms and how many of those have been selected.

The "<" and ">" columns indicate how many days before and after the current reservation the room is vacant (not booked). A value of "0" indicates that the room is booked continuously without a vacant day in between.

If you want to reserve one or multiple rooms directly from the list of results, highlight the relevant room(s) and click the **[Reservation]** button. This opens the Reservation screen. Please note that the screen has already been populated with the details of the selected rooms.

Click the **[Reservation+CI]** button to book and automatically check in the highlighted rooms.

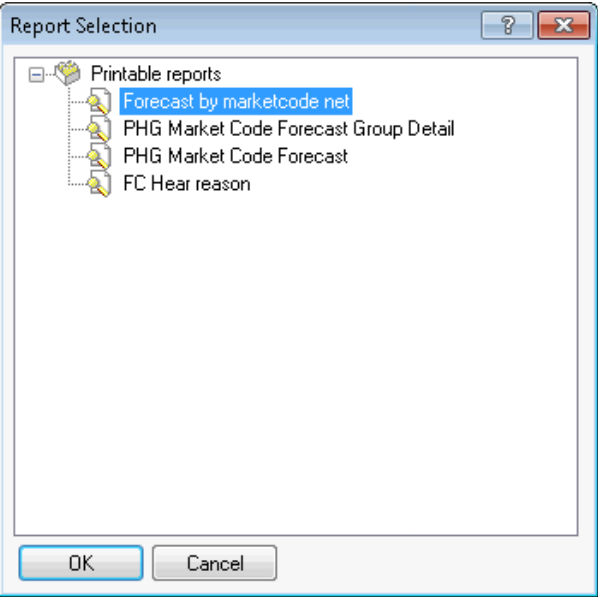
	Available user rights	
313	FO Available rooms	Authorizes the user to access the available rooms report.


Forecasting reports

FRONT OFFICE ► REPORTS ► FORECASTING REPORTS

This menu item allows you to generate various forecasting reports that predict future revenues.

Select the menu item to open a window in which you can enter a *period*. Please note that the time required to run the report largely depends on the length of the selected period.




	Available user rights	
251	FO Forecasting reports	Controls access to the “Reports > Forecasting Reports” menu item.


Hotel status

Front Office ▶ Reports ▶ Hotel Status

This reports provides an up-to-date overview of hotel occupancy.

Enter a period for which you want to show the occupancy level of the hotel and click [OK] to confirm. This updates the values of all fields in the dialog box.


 **Compute detailed rates:** Select this check box to calculate the rates (average room rate and average rate per person) including any services that are included in the rate code as per the relevant split tables. If you clear the check box, the report shows an accommodation forecast only.

 **Checked in arrivals only:** If you select this check box, the report only lists arrivals for the current date that have already checked in. For any subsequent days, however, all arrivals will be included and assumed to have checked in. Clear the check box if you want the report to list all arrivals for the current date regardless of whether or not they have already checked in.

Click [View] to display the reports on screen or Print to send them to a printer. The software offers two types of reports by default: Hotel status and Hotel status (net accommodation revenue forecast). The latter could be passed on to other departments, e.g. for duty roster scheduling.

Note: The status bar at the bottom of the protel PMS screen always shows the current hotel status. It displays the number of arrivals and departures, the number of in-house guests and the occupancy in percent.



 Available user rights		
318	FO House status report	Authorizes the user to access the hotel status.


Lost + Found

FRONT OFFICE ► LISTS ► LOST + FOUND


The Lost + Found list enables you to manage items which have been forgotten or lost by your guests.

The three status details *Lost items*, *Found items* and *sent* enables you to portray the work flow from finding an item to its being sent to the guest.

Symbols

 Lost items - the item has been reported as lost.

 Found items - the item has been found and is available for pick up.

 Sent - the item has been sent to the guest.

Enter item

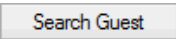
▼ Before entering an item as being lost or found, it is recommended that you check to see if the item already exists in the list. You will find more information with regards to this in the section below entitled *Searching for an item*. Should there not be an entry for a reported or inquired item, you can create a new search entry:

1. Item:

First, enter a description of the item (e.g., “teddy bear”):

Item:

2. Guest / Room allocation

a) If you know the name of a guest, enter the guest’s name into the **Guest** field or use the  button to start a search of the guest profiles to find the guest’s name.

b) You can also select the room from the drop-down list next to **Room** to find the guest’s name. Should the room be occupied, protel will show you the name of the checked in guest after clicking the **[Search [Reservation]]** button.

If both bits of information are available (guest name and room number / room name), please allocate the both of them. The fields can be left empty should the guest and the room be unknown.

3. Location

Should the item have been found, you can enter the location where it was found:

Location:

The selected locations in the list correspond to the departments set up in the system data.

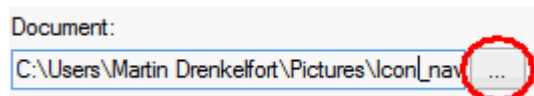
▼ **Hint:** The field can also be manually overwritten!

4. Description

The **Description** field enables you to enter a detailed description of the lost item.

5. Document


Ideally you keep a document or image of the found item as an attachment:



▼ The Housekeeping App for the iPhone makes it especially easy to manage your images. Simply take a new picture and upload it!

6. Status

Please click - has the item been reported as **Lost** or has it been **Found**? Enter the corresponding date next to it.

- Click the  button to add an item to the list. protel saves the current date and the name of the registered user.

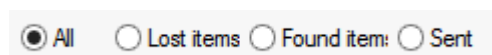
HINT:

▼ Should an item have been allocated to a guest, you can keep an auto trace (for more information, go to the section entitled "*Context menu*").

Searching for an item

The search for items is recommended at the beginning of each new entry into the list, thus avoiding double-entries.

- By clicking the respective option, you determine whether or not all, only lost, found, or sent items are to be displayed:



- Enter the time-period in which you would like to search. The date on which the item with the respective status (lost, found, sent) was entered, is decisive for the search.
- Enter a search word into the text search field. Searches can be based on the item's description, notes, guest's name, place where item was found, or the name of the room.

Lost + Found

23/04/13

24/06/13

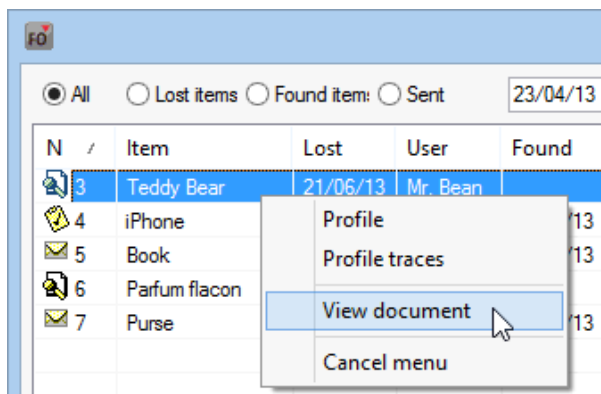
teddy

- MPE installations: You can limit the selection to an MPE hotel. If an MPE has a head office the guests can contact, for example, you can direct your search to all of the hotels (via HQ) or to only an explicit hotel: :

City DO - Cityn ▼

- Click the **[Apply]** button to start the search.

6. Is there an image or a document for the item? Click the **[View]** button to open attached files any time. Or right-click on the entry and select “Document” from the context menu:



Tagging an item as found

Two scenarios are possible when allocating the “Found” status: Either a new entry with the “Found” status is created because an item has not yet been retrieved by the system, or the found item already exists as a “Lost” item and has not yet been switched to the “Found” status.

▼ Use the search function to see whether or not you can find an item in the Lost + Found list.

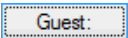
- If the item already exists, simply change the status from “Lost” to “Found”. Don’t forget to also enter the date. Click the **[Edit]** button to save the new status.
- Should there not be an entry for the item, create a new entry for the item and set the status directly to “Found”. Click the **[New]** button to save the new entry.

In both cases you should enter your comments into the “Description” field, for example who found the item:

Description:		Status	
iPhone 5 (black) //found by room attendant		<input type="radio"/> Lost	//
		<input checked="" type="radio"/> Found	21/06/13 Mr.
		<input type="radio"/> Sent	//
Document:			

Tagging an item as sent

Should a found item have been forwarded to the guest, this can be documented accordingly.

Truly clever: The guest's address can be accessed either directly from the context menu by right-clicking the item in the list, or via the  button.

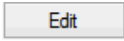
1. Search for the corresponding item and tag it in the results list.
2. When changing the date, also change the status to **Sent** and then click the **[Edit]** button.

Attaching a file later

Of course, you can always save files to an item at a later time, e.g., after a guest has sent you a digital image of the lost item.

1. Search for an item by entering a search word into the text search field and clicking the **[Apply]** button.
2. Select the item and click on the button to open files located at the bottom of the window:

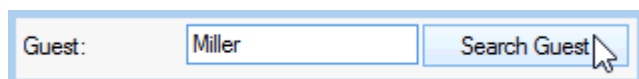


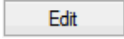
3. Click the button  to save the attached file.

Linking item with the guest profile

Should a found item be compiled without a guest profile, you can complete this at a later time.

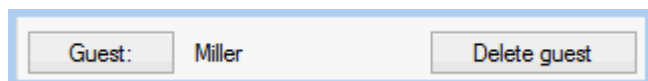
1. Search for an item by entering a search word into the text search field and clicking the **[Apply]** button.
2. Tag the item and allocate it to a certain guest by entering a search text into the **Guest** field and clicking the **Search Guest** button:



3. Click the button  to save the attached guest.

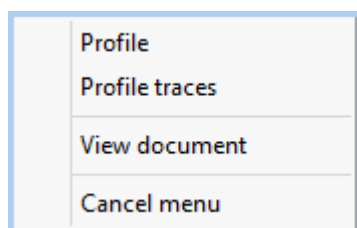
Deleting the attached guest

Delete the attached guest by clicking the [Delete guest] button.



Context menu

With a right-click on the item in the Lost + Found list, you can open the context menu. Please note: the context menu will only appear if the item has been linked to a guest profile or a document.



Profile: Opens the linked guest profile's "Addresses" tab.


Profile traces: Opens the linked guest profile's "Trace" tab. For example, keep an auto trace on record which automatically points out a found item (useful if the guest will be expected again shortly and the found item is to be returned to the guest directly at check-in).


View: Opens the attached file (e.g., image file).

NOTE:

The "Profile" and "Profile traces" are only available if the item has been linked to a guest profile.

The "View document" command is only available if a file attachment has been created for an item.

	Available Settings
	<ul style="list-style-type: none"> ▪ If you wish, you can also have a pop-up window automatically open at check-in for returning guests, should a Lost + Found item have been entered for the guest. ▪ Set a certain number of days after which found items are to be automatically removed from the Lost + Found dialog. Note for MPE installations: This value can be individually set for each hotel. ▪ For MPE installations: If you wish, you can allocate a specific numbering for each of your hotels.

	Available User rights
218	FO delete Lost + Found Entitles the user to delete items from the list (right-click > Delete).
267	FO Lost + Found Entitles the user to open the Lost + Found list.
268	FO Lost + Found editing Entitles the user, to edit the description of a found item.
269	FO Lost + Found entry Entitles the user, to enter found items into the list.

External organizer

FRONT OFFICE ► REPORTS ► EXTERNAL ORGANIZER

Click [here](#) to select an external program such as Lotus Organizer or MS Schedule.

Please note that the path to the program executable must be set in the PROTEL.INI file.

Housekeeping

FRONT OFFICE ► REPORTS ► HOUSEKEEPING

Select this menu item to open the Housekeeping dialog box and access the “*Housekeeping Report*” tab.

See what needs to be done at a glance. You can immediately see the status of each room and whether a room is “clean” or “out of order.” You can print the report to help your housekeeping and cleaning staff schedule their workday.

The dialog box opens to the “Housekeeping Report” tab by default. Please see below for a detailed description of all tabs in this dialog box.

Available user rights		
55	FO Housekeeping	Authorizes the user to access the housekeeping report.

Room status

Shows all rooms by their status. This tab also allows you to change the status of multiple rooms in one step.

The screenshot shows the 'Hausdame' dialog box with the 'Zimmerstatus' tab selected. The window has a title bar 'Hausdame' and several tabs: 'Zimmerstatus', 'Statuseingabe', 'Diskrepanz', 'Hausdamenliste', 'Zimmerwartung', and 'Bankett Raumwartung'. Below the tabs is a 'Filter' section with checkboxes for 'sauber', 'überprüft', 'wird gereinigt', 'Frei', 'schmutzig', 'berührt', 'Out of Service', and 'Belegt'. There are also radio buttons for 'Alle' (selected) and 'Keine'. To the right of the filter section is a text field for 'Hausdamen-Abt.:'. Below the filter section is a table with columns: 'Zi.-Nr.', 'Katego...', 'Hausdamenstatus', 'Zimmerstatus', 'FO Status', and 'Gastname'. The table contains 10 rows of data. At the bottom of the window are three buttons: 'OK', 'Abbrechen', and 'Hilfe'.

Zi.-Nr.	Katego...	Hausdamenstatus	Zimmerstatus	FO Status	Gastname
101	Deluxe	1	schmutzig		
105	Business		schmutzig		
106	Business		schmutzig		
107	Business		schmutzig		
108	Business		schmutzig		
209	Business		schmutzig		
210	City Suite		schmutzig		
211	Superior		schmutzig		
212	Standard		schmutzig		

Use the check boxes in the top section of the tab to filter the rooms by their status.

Additionally, the following options are available:

all / none: You can select the **all** or the **none** radio button to automatically select or clear all check boxes, respectively.

Housek. Dept.: If you work with housekeeping departments, enter the name or ID of the department whose rooms you want to display.

Guest name: Select this check box to also see the guests that are currently checked in and the FO status of the room (vacant/occupied).


[Search Room]: Click the [Search Room] button to show all rooms that match the selected criteria.

Changing the room status

If you want to change the status of one or multiple rooms, select the relevant room(s) and right-click the selection. This opens a *context menu* with various editing options for the selected entries:

205	STDB	Occupied
206	STDB	Cleaned
207	PRDB	Dirty
208	PRDB	Out of Service
209	STTB	checked
210	PRDB	touched
211	STTB	cleaning in progress
212	STDB	
214	STDB	Vacant
215	STDB	Occupied
216	STDB	
217	STDB	All
218	PRTB	None
219	STDB	
220	PRDB	Cancel menu

Cleaned	Select the relevant room status.
Dirty	
Out of Service	
....	
Vacant	Housekeeping can set a room to “vacant” or “occupied” without affecting availability. Sometimes a guest may check in to the hotel but not actually move into the room. On the other hand, a guest might move into a different room than was originally booked. If that is the case, housekeeping can flag the new room as occupied. Enabling housekeeping to flag rooms as “vacant” or “occupied” supports room management and improves communication between housekeeping and the front office team.
Occupied	
	If housekeeping flags a room as “occupied” that should actually be vacant according to protel, an “X” appears in the “Housekeeping status” column.
all	Selects / unselects all rooms.
none	

	Available user rights	
327	FO Roomstatus	Controls room status access in the housekeeping report.

Enter Room Maid Reports

Housekeeping can enter a room status to communicate to the front office if a room is occupied or vacant, dirty, cleaned or checked etc. The input on this tab is used for the discrepancy calculation on the next tab.

ZimmerNr	Zim...	Bele...	Transaktion
101	1	1	Erfolgreich
102	2	1	Erfolgreich
103	3	0	Erfolgreich

ZimmerNr	Zimmerstatus	Belegtstatus
104	5	1

Codes

OK Abbrechen Hilfe

Enter the room number, the room status (as a number) and the occupancy status (as a number) in the bottom section of the tab:

Room	Room status	Occupancy
124	5	1

Then press Enter.

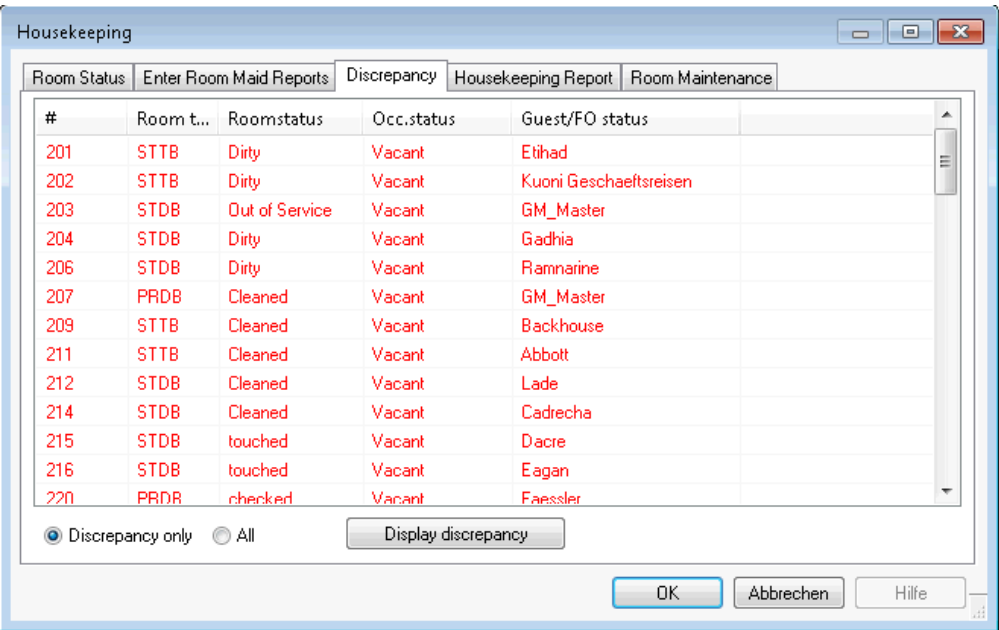
Room status and occupancy status identifiers:

Room status	Occupancy status
1 = clean	0 = vacant
2 = dirty	1 = occupied
3 = out of service	
4 = checked	
5 = touched	
6 = cleaning in progress	

Click the **[Codes]** button to view the identifiers on screen.

Discrepancy

Discrepancies indicate a conflict between the room status maintained in the system and any status information provided by housekeeping.



If you want to limit the view to any existing discrepancies, select the **Discrepancy only** radio button and click the [Display discrepancy] button.

Alternatively, you can select the **All** radio button to view all rooms. Rooms with a discrepancy are shown in red; other rooms are shown in black.

	Available user rights	
205	FO Room discrepancy	Controls access to the “Discrepancy” tab in the housekeeping report.

Housekeeping Report

Housekeeping Report window showing a table of room status and guest information.

Dept.	#	Room type	Name	Arrival	Arri...	Depart...	De...	VIP	Status	Laundry
2a	201	STTB	Etiad	09/03/13	09:31	10/03/13			Departure	X
2a	201	STTB	Müller	10/03/13		11/03/13			Arrival	
2a	201	STTB	Smith	10/03/13		11/03/13			Arrival	
2a	202	STTB	Kuoni Gesc...	07/03/13	11:31	12/03/13			Stayover	X
2a	203	STDB	GM_Master	07/03/13	17:20	11/03/13			Stayover	X
2a	204	STDB	Gadhia	07/03/13	11:31	11/03/13			Stayover	X
2a	205	STDB	GM_Master	07/03/13	17:20	12/03/13			Stayover	X
2a	206	STDB	Ramnarine	06/03/13	17:48	12/03/13			Stayover	
2a	207	PRDB	GM_Master	06/03/13	17:48	12/03/13			Stayover	

The housekeeping report provides an overview of occupied (with guest names) and vacant rooms, shows which rooms have or have not been cleaned, indicates the housekeeping status, shows whether or not the laundry needs to be changed in a room, and much more.

For example, the report shows:

1. Rooms for which guests are arriving.
2. Rooms for which guests are departing.
3. Rooms in which guests are staying.
4. Additional notes about each room/guest.
5. Information that helps estimate the work involved (optional).

Viewing the housekeeping report

Enter the date for which you want to view the housekeeping report and click the [View] button.

You can also click [Print] to print the report immediately.

Allocate Points

It may be helpful to use a point system that allocates a specific point value to each of the tasks. The actual value depends on the room type and the expected time and labor for the task. (For example, the final cleanup task for a suite should have more points than the final cleanup task for a single room.) The point values are stored in the system data, however, you can click the [Points] button to make changes if necessary. You may want to allocate one point for every one minute of labor, for example, to make the values easier to understand.


The point system may be helpful when trying to distribute a day's work evenly across all departments or housekeeping staff members. Proceed as follows:

In the "To" box, enter a point value per department or staff member.

Click the [Allocate Points] button to distribute the points to as many departments as necessary. Each department can represent one staff member. Please note that these departments override the housekeeping departments that are stored in the system data.

If you need to change the allocation of points, right-click the relevant entry. This opens a context menu that provides various editing options:

Move to department 1, 2, 3 ...	Move the selected room to one of the departments that exist in protel.
Move to new department	Move the selected room to a new department that you create in this step. Once created, the new department will be available for selection from the context menu. While all system-created departments are identified by numbers, any departments that you create manually are assigned letters.
Points	Click this button to change the point value for the selected entry. Note that the change only affects this entry and is not saved in the system.


Available settings

You can allocate housekeeping points on a per room basis if necessary. This does, however, require specific settings. For more information, please contact your protel distributor or the *protel support team*.

Refresh



If you want to refresh the view (e.g. in order to enter a new value for point allocation), you should first select the "Refresh" check box.

Then click the [View] button and enter a new point value.

Calculation for mobile devices

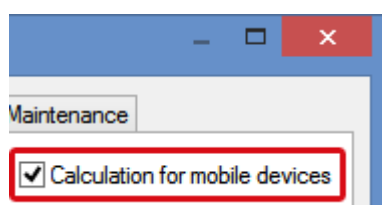
If you use the protel Housekeeping App, you should select the "calculation for mobile devices" check box. **Please note the information below regarding the protel version.**

protel Version

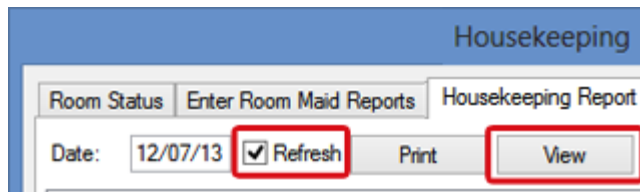
For using protel Housekeeping you should apply protel Version 2013.17.216 (21.06.2013) or higher! As a result, the housekeeping list for the next day will be created at each end-of-the-day.

When an older version of protel is used anyway you have to do the following settings every morning to get a correct housekeeping report:

1. Open in protel FO from the drop-down menu "Reports" the Housekeeping report.
2. Tick the check box "Calculation for mobile devices" in the top right corner.



3. Select the option "Refresh" in the top left corner...



...and click on [View].

It is important to compile every morning the calculation for mobile devices to create and transfer a correct housekeeping report. Only if you are using a protel version 2013.17.216 or higher, this will be done automatically in the end-of-the-day.

Filtering the housekeeping report by specific criteria

It may be necessary to view a list of rooms that have been touched or have not been cleaned. The filter features allow you to filter the list of rooms by these and other criteria.

Filter

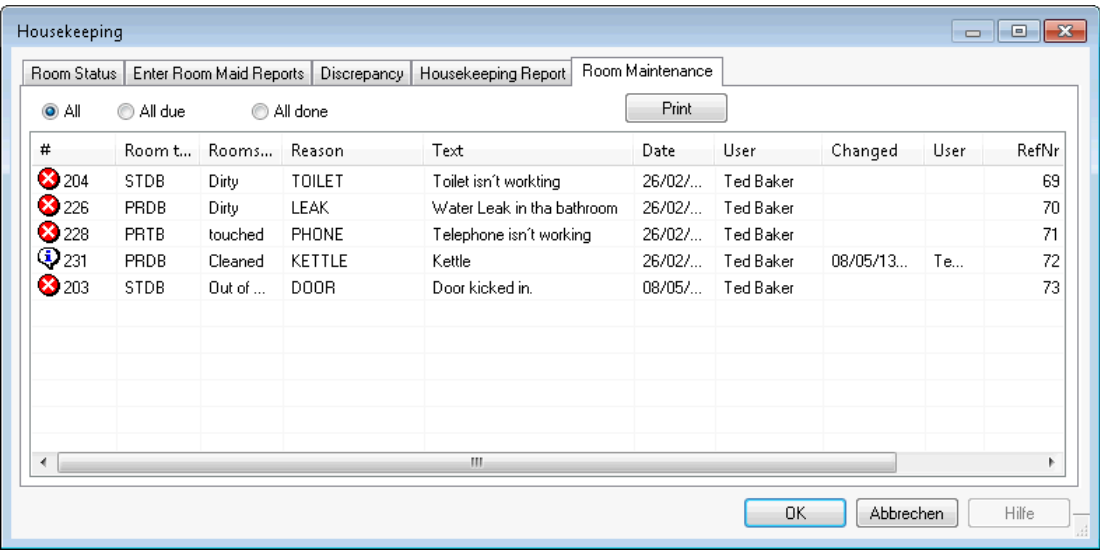
☒ cleaned
☒ checked
☒ clean. in progr
☒ Free
☒ All
Houseke

☒ dirty
☒ touched
☒ out of service
☒ Occupie
☐ None

Select one or several of the room status check boxes or enter a housekeeping department. (Note that this box refers to the departments that are maintained in the system data.) Click the Use button to update the view.

Room Maintenance

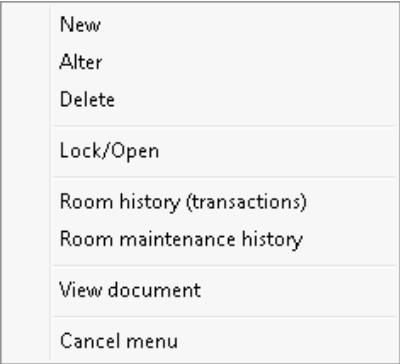
Use this tab to manage all repair and maintenance tasks.



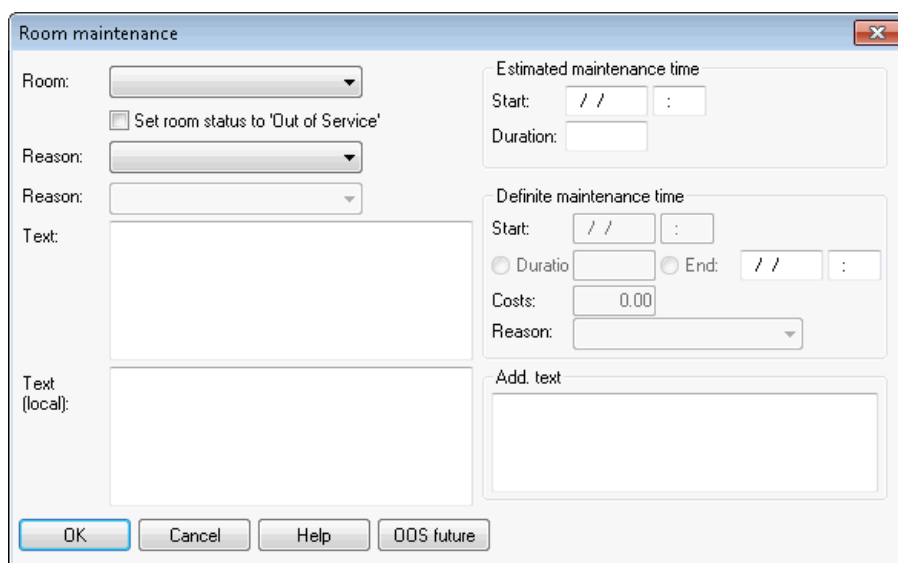
Select the **All**, **All due** or **All done** radio button to filter the list accordingly.
For example, you could easily use a view of all pending tasks as a To-Do list for your janitor.

Entering maintenance tasks

Right-click the table section to open a *context menu*.




Select the “New” menu item to open the **Room maintenance** dialog box:




The 'Room maintenance' dialog box contains the following fields and controls:

- Room:** A pull-down menu.
- Set room status to 'Out of Service':** A checkbox.
- Reason:** A pull-down menu.
- Text:** A large text area for a custom description.
- Text (local):** A text area for a description in a foreign language.
- Estimated maintenance time:**
 - Start:** A date/time selector (// :).
 - Duration:** A text input field.
- Definite maintenance time:**
 - Start:** A date/time selector (// :).
 - Duration:** A radio button.
 - End:** A date/time selector (// :).
 - Costs:** A text input field with '0.00'.
 - Reason:** A pull-down menu.
- Add. text:** A text area for additional information.
- Buttons:** OK, Cancel, Help, and OOS future.

1. **Room:** Select the relevant room from the pull-down list.
2. **Set room status to 'Out of Service':** Select this check box to immediately change the room status to “Out of Service” if required.
3. **Reason:** Use the “Reason” pull-down list to select one of the reasons defined in the system data, and enter a custom description in the “Text” box.
4. **Text (local):** This box allows you to enter a description in a foreign language (e.g. Arabic or Chinese) that uses a different character set than the default system language.
5. **Estimated maintenance time:** Enter the scheduled start date and the estimated duration of the maintenance task.
6. **OOS future:** Set the room to “out of service” for a period in the future.
7. Click OK to close the window. The entry is saved along with the relevant creation date and created by information and appears in the list with an  icon.

Flagging maintenance tasks as cleared

Once a maintenance task has been completed (e.g. by a technician), you can double-click the entry to set it to “cleared.” This opens a dialog box in which you can select a room status. Completed maintenance tasks are flagged with an  icon and saved along with the relevant date and user information.

ENTERING THE ACTUAL MAINTENANCE TIME

Once the maintenance task has been completed, you can enter the actual time needed and any cost incurred.

▼ Please note that this feature needs to be activated separately in the system settings. For more information, please contact your potel distributor or the *potel support team*.

1. **Right-click** the entry you want to close.
2. Select “Lock/Open” from the context menu.
3. This opens the Room maintenance dialog box where you can enter detailed information on the actual start time, duration and cost of the maintenance work.



Available Settings

★ From version 2013.17.400 ★

You can set the reason as a mandatory field in the room maintenance attachment. In doing so, you prevent accidentally forgetting to enter the reason.

▼ Please don't hesitate to contact the protel Support Team to assist you with these settings. Just get in touch – we're happy to help!

Available user rights		
364	FO Room maintenance (delete)	Controls access to the "Delete" context menu item.
374	FO Room maintenance (edit)	Controls access to the "Alter" context menu item.
375	FO Room maintenance (new)	Controls access to the "New" context menu item.

Room status

FRONT OFFICE ► REPORTS ► ROOM STATUS

The "Room Status" menu item opens the *"Housekeeping"* dialog box. The *Room status* tab is selected by default.


Zi.-Nr.	Katego...	Hausdamenstatus	Zimmerstatus	FO Status	Gastname
101	Deluxe	1	schmutzig		
105	Business		schmutzig		
106	Business		schmutzig		
107	Business		schmutzig		
108	Business		schmutzig		
209	Business		schmutzig		
210	City Suite		schmutzig		
211	Superior		schmutzig		
212	Standard		schmutzig		

Available user rights		
327	FO Roomstatus	Controls room status access in the housekeeping report.

Room discrepancy

FRONT OFFICE ► REPORTS ► ROOM DISCREPANCY

The “Room Discrepancy” menu item opens the “*Housekeeping*” dialog box. The *Room discrepancy* tab is selected by default.


	Available user rights	
205	FO Room discrepancy	Controls access to the “Room discrepancy” tab in the housekeeping report.

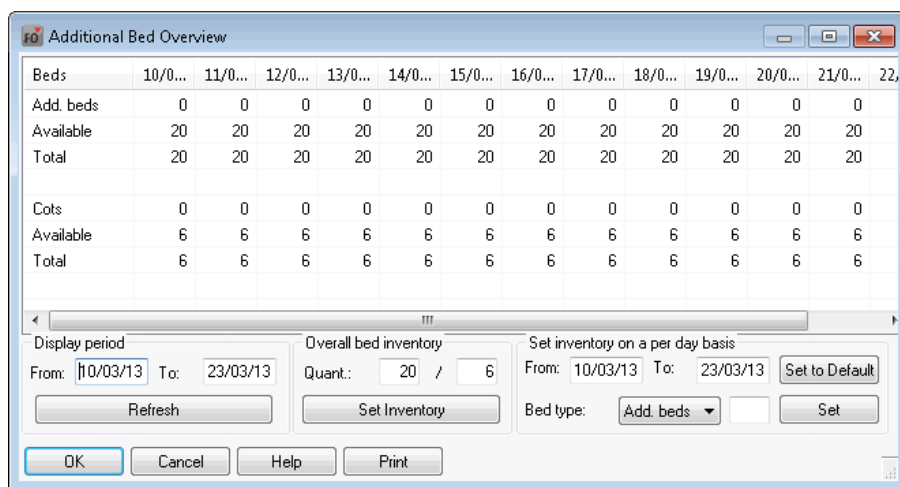
Administration of cots

[Front Office ► Reports ► Administration of Cots]

This report allows you to manage the number of available additional beds and cots. If a reservation requests an additional bed or cot to be provided, this is automatically deducted from the number of available beds.

The report provides a quick overview of all reserved vs. available beds to help avoid shortages.

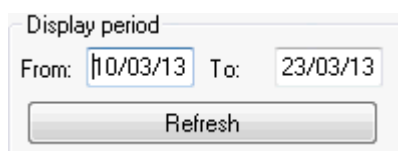
	Available user rights	
234	FO Administration of cots	Controls access to the additional beds overview report.



Beds	10/0...	11/0...	12/0...	13/0...	14/0...	15/0...	16/0...	17/0...	18/0...	19/0...	20/0...	21/0...	22/0...
Add. beds	0	0	0	0	0	0	0	0	0	0	0	0	0
Available	20	20	20	20	20	20	20	20	20	20	20	20	20
Total	20	20	20	20	20	20	20	20	20	20	20	20	20

Cots	10/0...	11/0...	12/0...	13/0...	14/0...	15/0...	16/0...	17/0...	18/0...	19/0...	20/0...	21/0...	22/0...
Available	6	6	6	6	6	6	6	6	6	6	6	6	6
Total	6	6	6	6	6	6	6	6	6	6	6	6	6

Showing available beds



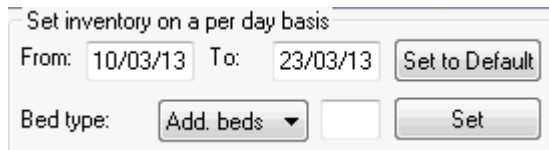
1. Select a period of time from the **Display period** section at the bottom left.
2. Click the [Refresh] button to see the number of beds and cots.

Entering the number of available beds



In the **Overall bed inventory** section, enter the default number of available additional beds and cots for the selected period.

1. Enter the number of cots in the left box and the number of additional beds in the right box.
2. Click the [Set Inventory] button to confirm.



The **Set inventory on a per day basis** section allows you to change the number for individual days, e.g. if you rent out cots to external clients for a certain period of time.

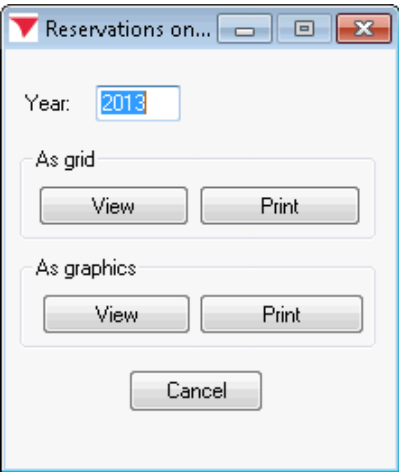
1. Enter a period of time (From/To) for which you need to indicate a different number of beds.
2. Then select the type of beds from the pull-down list below and enter the number of beds/cots that are available during that period in the input field next to it.
3. Click the Set button to confirm.

You can click the [Set to Default] button if required to reset your changes to the default values.

Reservations on the book

FRONT OFFICE ► REPORTS ► RESERVATIONS ON THE BOOK

This report provides an overview of the occupancy for a given year. It also shows information on rooms that were allocated but not reserved.



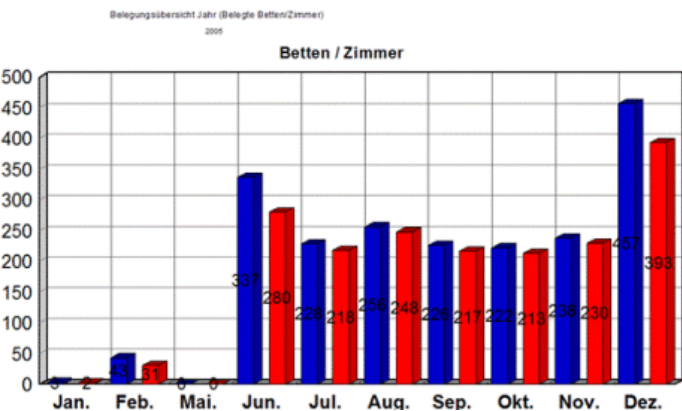
Enter the year and select if you want to display the data in grid format or as a graphic.
You can choose to display the overview on screen (View button) or send it to a printer (Print button).

Grid view of reservations on the book

The grid view also shows the maximum number of rooms and beds that are available in the respective months. This is matched against the rooms and beds that were definitely booked. In addition, the report provides the occupancy in percent.
Rooms that were blocked during the respective period of time are deducted from the overall capacity.

Graphical view of reservations on the book

This shows the total reservations (beds = blue, rooms = red) per month.



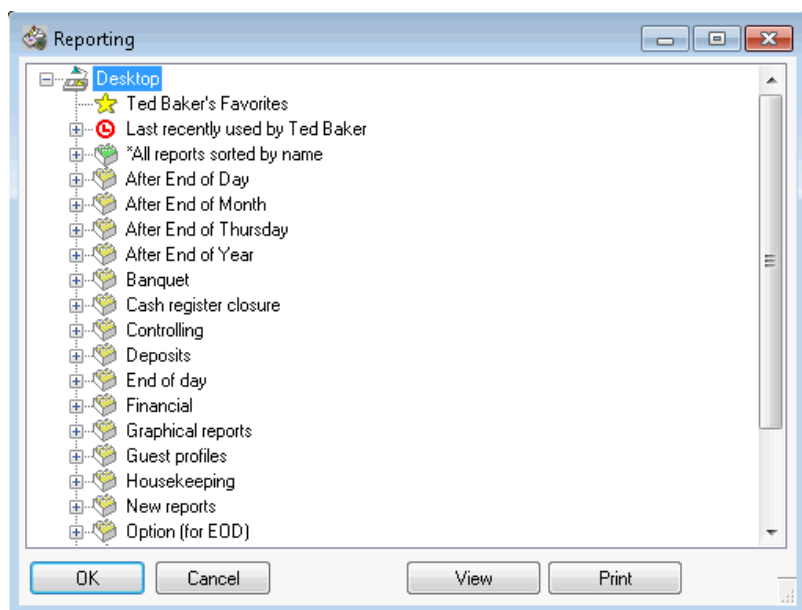
Office

Internal Reporting

Front Office ► Office ► Internal Reporting

In addition to active lists, which you can access using the toolbar or the “Reports” menu item, potel offers a range of reports that provide you with the information you need to make well-founded decisions about every individual aspect of your business.

The individual reports are grouped into several categories, e.g. Reservation, Financial, End of day, etc.:



The overview window lists all available report groups. Click the plus (+) sign next to a report group to expand the group and view the reports contained therein.

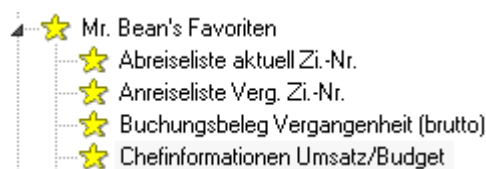
If you are unsure about where to look for your report, expand the “All reports sorted by name” entry and browse the list.

 *All reports sorted by name

Some of the reports will prompt you for input when you run them. For example, if you want to view a posting ledger for a period in the past, the system first prompts you for the respective dates. The steps to *enter the date* are the same for all dialog boxes in potel HMS. Press the “+” key or the “-” key to increment or decrement the date, respectively. You can also type in the date directly or click the calendar button next to the input field. For reports that require text input, please note that the information is case sensitive and that only complete words are accepted as input.

Favorites (for version 2008.12.152 or higher)

You can flag frequently used reports as personal favorites. To do so, right-click a report that you want to add to the list of favorites and select “Add to my Favorites” from the context menu.



Deleting a report from the list of favorites

Right-click a report that you want to delete from the list and select “Remove from my Favorites” from the context menu.

Recently viewed reports


protel “remembers” the recently opened reports and shows them in a separate tree view:



Editing reports

Right-click a report to open a *context menu* that provides the following options:

View	Shows the report on screen.
Print	Sends the report to the default printer.
Print with 2 Copies	Determines the number of copies to be printed.
Print with 3 Copies	
.....	
Export	You can export most reports generated by protel to another format (e.g. *.xls). Please note, however, that this option may not be available for some reports that were created in previous versions of protel.
Description	Descriptions have been added for some of the reports. Select the Description menu item to view the existing descriptions or enter new ones.
Add to my Favorites	Adds the selected report to your favorites.
Remove from my Favorites	Removes a selected report from your favorites.
Open all groups	Expands all tree branches.
Close all groups	Collapses all tree branches.

	Available user rights	
52	FO Report Administrator	Controls access to all reporting features.

Report spooler


Front Office ► Office ► Report Spooler

While you run an end-of-day routine or close the cash register the reports are “cached” on disk and not printed until the routine is complete.

The cache allows you to review the reports at a later date. The reports are cached for a maximum of 30 days after which they are deleted from the spooler. In addition, the system holds historical reports that can be viewed as an alternative.

The report spooler provides the following controls:

All	Selects all listed reports.
None	Unselects all listed reports.
Print Jobs	Prints the selected report(s).
View Jobs	Shows the selected report(s) on screen.
Delete Jobs	Deletes the selected report(s).

	Available user rights	
106	FO Report Spooler	Controls access to the report spooler.

Manager spooler

FRONT OFFICE ► OFFICE ► MANAGER SPOOLER

The manager spooler provides essentially the same functionality as the report spooler with the additional option of restricting access to reports to certain users.

Reports that were flagged as restricted in the system data can only be viewed and edited by users (e.g. managers) that have sufficient access rights.

You can also use this feature to prevent certain reports from being automatically printed as part of the end-of-day routine. These reports will then only appear in the spooler and can be printed manually at a later point in time (up to 30 days later).

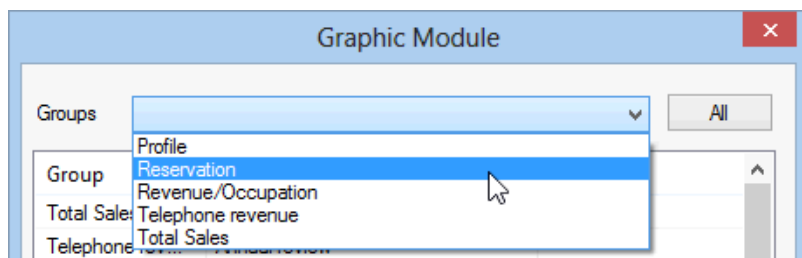
	Available user rights	
105	FO Manager Spooler	Controls access to the manager spooler.

Graphic module

FRONT OFFICE ► OFFICE ► GRAPHIC MODULE

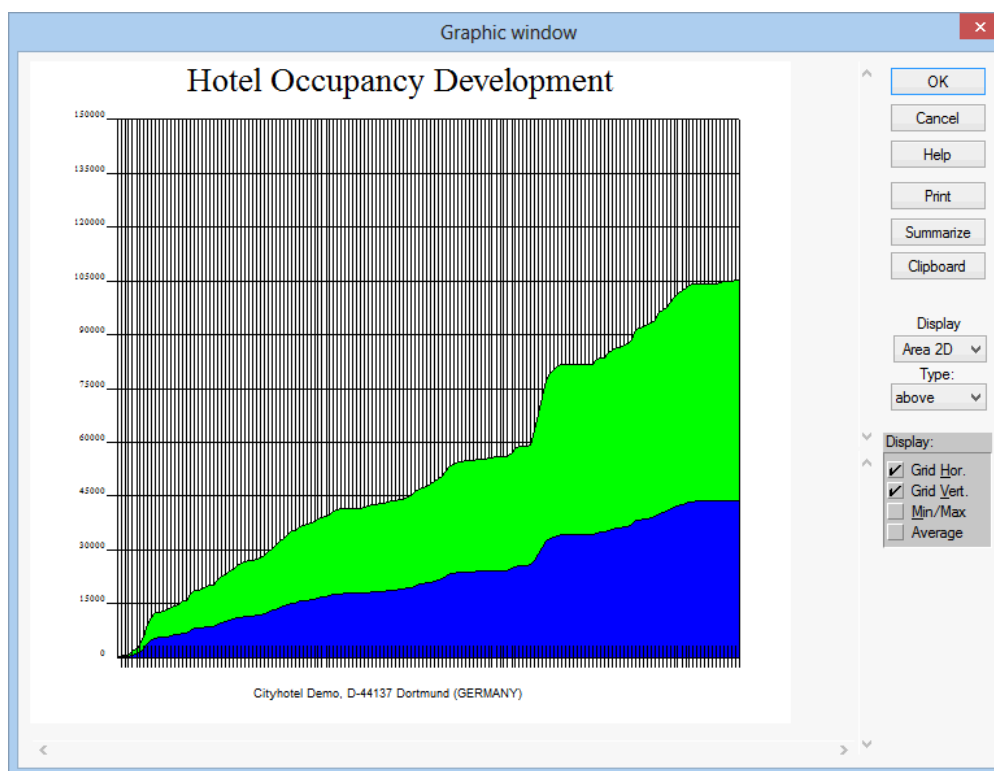
In addition to the active lists that you can access from the toolbar or the “Reports” menu, protel provides a separate graphic module. If you are prompted for a license code, please contact your local protel distributor or protel hotelsoftware GmbH in Dortmund.

The list box shows all charts that are available in protel:



To selectively view the charts from one group only, select the relevant group from the list. Click the [All] button to see all charts again.

Select an item in the list and click [View graph] to display the respective chart on screen.




Use the scroll bars to adjust the perspective of the chart if required. In addition, the pull-down lists on the right allow you to change the chart stile (bar, area, pie, line etc.).

The “Display” panel allows you to show horizontal and/or vertical grid lines for orientation purposes. If you want to show lines for the average and/or the minimum and maximum values, select the corresponding check boxes.

Click the [Summarize] button to show an accumulated total of the chart values.

Click the [Clipboard] button to copy the chart to the Windows clipboard, from which it can be pasted to other applications (e.g. MS Word) for further processing.

	Available user rights	
100	FO Graphics module	Controls access to the graphic module.

Commission clearing

FRONT OFFICE ► OFFICE ► COMMISSION CLEARING


You can use the commission clearing feature in protel to calculate the amount of any commission payments that are owed to travel agents.

More specifically, the feature allows you to create commission reports, commission statements, cheque files or HCC files (travel agent commission clearing files) for travel agent commission payments.

NOTE:

▼ The feature does **not** post services or payments that, for example, reduce a reservation invoice amount, thereby changing the revenue. Likewise, it does not make any changes to the protel HMS cash in hand. Select the menu item to calculate the commission amount and flag it as paid. This allows you to check on invoices from travel agents and to calculate the commission amounts payable to the respective travel agents.

Alternatively, you can access the feature from the travel agents, companies, source, and group *profile types*.

	Available user rights	
123	FO Commission clearing	Controls access to the commission clearing feature (FO - Office - Commission Clearing).

The dialog box shows all departed reservations. Note that the calculation ignores reservations that are still current, as the respective data may still change during the stay.

The dialog box comprises three sections:

- ▼ The top section allows you to calculate the commission amounts.

Calculate commission

Hotel: City DO - Cityhotel Demo, D-44137 Dortmund (GERMANY) (1)

For all departures from: 18/04/2013 to: 17/04/2013 Calculate ☒ Automatic with EOD

- ▼ The middle section displays the commissionable reservations.

History						
<input type="checkbox"/> Paid commissions only		only Batch no. 0		Batch		
				Report	Statem.	React.
Status	Run	Date	Accou...	IATA	Agent	Amount LOC
OK	0	26/07...	3768		Siemens	220,50
OK	0	17/09...	3768		Siemens	105,00
OK	0	27/09...	3768		Siemens	49,50
Agent: Country m...	0	03/12...	3846		DER	385,00
OK	0	03/12...	3768		Siemens	703,50
Agent: Country m	0	03/12	3846		DER	201,00

- ▼ The bottom section allows you to edit the commissionable reservations and generate payment instructions.

Calculating a commission

Use the top section of the dialog box to calculate the commissions. As the start date (“For all departures from”) is automatically derived from the last calculation date, you only need to enter the period end date in the “to” box. Enter the date and click the Calculate button. If you select the ☒ **Automatic with EOD** check box, protel HMS calculates the commissions automatically during the end-of-day routine.

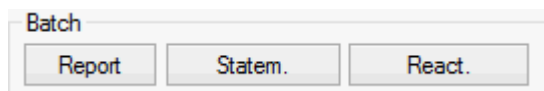
History

This section allows you to filter the listed commissions.

Paid commissions only: If you select the ☒ **Paid commissions only** check box, protel only lists reservations for which the commissions have been flagged as paid.

only Batch no.: If you enter a valid batch number (assigned during the end-of-day routine) in this box, only reservations with this batch number will be listed.

Batch


 A screenshot of a software interface showing a 'Batch' section with three buttons: 'Report', 'Statem.', and 'React.'.

Click the **[Report]** button to print a report listing the commissions paid for a given batch. Note that you need to enter the batch number in the “only Batch no.” box first.

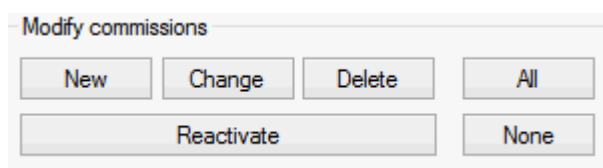
Click the **[Statem.]** button to generate and print a statement for the respective batch that you can send to the travel agents. Note that you need to enter the batch number in the “only Batch no.” box first. In addition, a form must have been created and saved in the system data.

You can click the **[React.]** button to reset any previously paid batches to “**unpaid**” status.

Viewing commissions

Status	Indicates whether or not the <i>guest profile</i> is complete. This is important if you plan to create an HCC file. Records with missing information are highlighted in red.
Run	Indicates the batch number. The batch number is assigned as part of the end-of-day routine. A batch number is not shown for periodic payments.
Date	Indicates the commission payment date.
Account	This is the number of the commission recipient as derived from the guest profile.
IATA	Indicates the international booking number as derived from the guest profile.
Agent	This is the name of the commission recipient as derived from the guest profile.
Amount LOC	This is the commission amount in home currency.
Currency	If payment is made in foreign currency (e.g. CDN), this indicates the currency code.
C-Amount	This is the foreign currency amount if payment is not made in home currency.
Comm.Code	This is the commission code as derived from the guest profile. The commission is calculated based on this code.
Name of guest	The guest's name as per the reservation.
Arrival	The date of the day the guest arrived.
Departure	This is the departure date.
Room	The room number from the reservation.
ResNo	This is the number of the reservation for which the commission is calculated.

Editing commissions


 A screenshot of a software interface showing a 'Modify commissions' section with buttons: 'New', 'Change', 'Delete', 'All', 'Reactivate', and 'None'.

New	Click this button to open the “Modify commission” dialog box and create a new commission (see below).
Change	Click this button to open the “Modify commission” dialog box and edit the selected commission (see below).
Delete	Click this button to delete the selected commission from the list.
Reactivate	Resets all previously paid commissions to “unpaid” status.

The [New] and [Change] buttons open a dialog box that allows you to edit existing commissions or create new ones. See below for more information on the individual fields.

Agent	This shows the commission recipient that is assigned to the reservation. Click the [Search] button to assign a guest profile or click the [View] button to access the assigned guest profile.
Guest name	This shows the name of the guest for whom the commissioned reservation was made. Click the [Search] button to assign a guest profile or click the [View] button to access the assigned guest profile.
Arrival	The arrival date on the reservation.
Departure	The departure date on the reservation.
Room	The room number on the reservation.
Revenue	The commission currency and the commissionable amount.
Comm. Code	Select the commission code that you want to use to calculate the commission.
Commission	The commission that was calculated based on the code.
Tax 1/2	If you want to calculate a net commission amount for a recipient abroad, you can enter the relevant tax rate in these boxes. Enter a percentage in the left box to calculate the amount automatically. The right box accepts a fixed amount.
Remarks	Use this box to enter free text information on how the commission is calculated.
Status	Use this box to enter free text information on the commission payment status.

Paying calculated commissions

Export commission data to file

Comission type:

☒ Print commission report

☐ Print commission statements

☐ Send email:

Start

HCC Files

Cheque Files

From the pull-down list, select one of the **Commission types** maintained in the system data ("Calculation," "HCC Files" or "Cheque Files" only) and select one or more of the following check boxes if required:

<input checked="" type="checkbox"/> Print commission report	Select this check box to print the report when STARTING the payment run.
<input checked="" type="checkbox"/> Print commission statements	Select this check box to print the form when STARTING the payment run.
<input checked="" type="checkbox"/> Send email	If you select this check box and enter an email address, the form is passed to Outlook and can be sent directly.

From the list, select one or more commissions that you want to pay.

Click [**Start**] to start the payment run according to the details you selected.

[**HCC Files**]: If you selected an "HCC" or "Citibank" type commission, you can click [HCC Files] to view or edit previously created export files (not recommended).

[**Cheque Files**]: If you selected a "Cheque" type commission, you can click [Cheque Files] to view or edit previously created export files (not recommended).

Word processor

FRONT OFFICE ► OFFICE ► WORD PROCESSOR

Click this menu item to launch an external word processor. For example, if you have MS Word installed on the machine, you can use this menu item to start an MS Word session.


Please contact **protel hotelsoftware GmbH, Dortmund** to have this functionality configured.

Available user rights		
303	FO internal word processing	Controls access to the internal word processor through the Office menu. Access to the word processor from the guest profile is not affected.

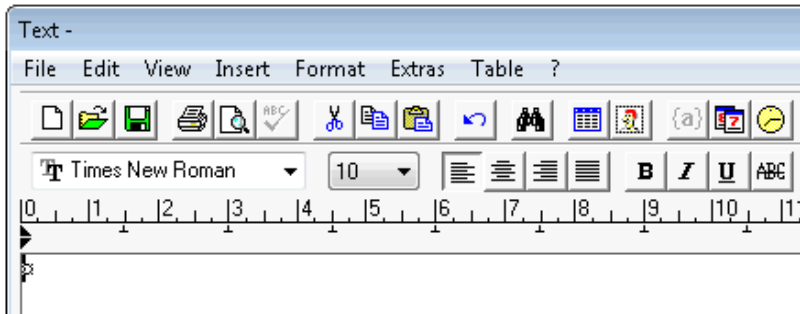
Editing templates


FRONT OFFICE ▶ OFFICE ▶ EDIT TEMPLATES

This menu item enables you to create or edit templates. Templates that you create here can be inserted as boilerplate text in your reservation letters.

 Available user rights		
270	FO Templates	Defines whether templates for a banquet event can be modified.

Select the menu item to launch the proprietary High Edit word processor.



You can create new templates directly in High Edit. If you want to edit a template, click the  icon to open the template.

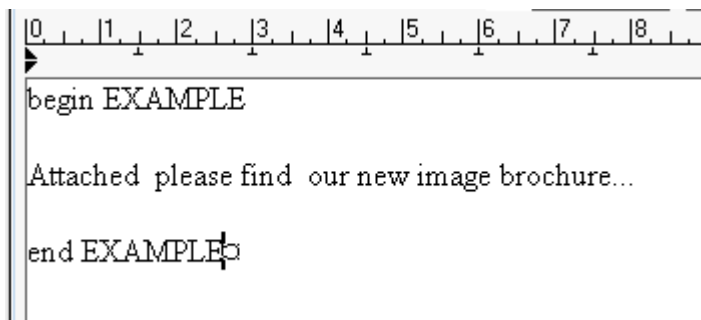
Make sure to save your templates in the preconfigured location. To ensure that documents can be accessed by all users, High Edit saves all files centrally in the “Template” folder of the protel directory by default. Please do not change the preconfigured path in the software.

Example

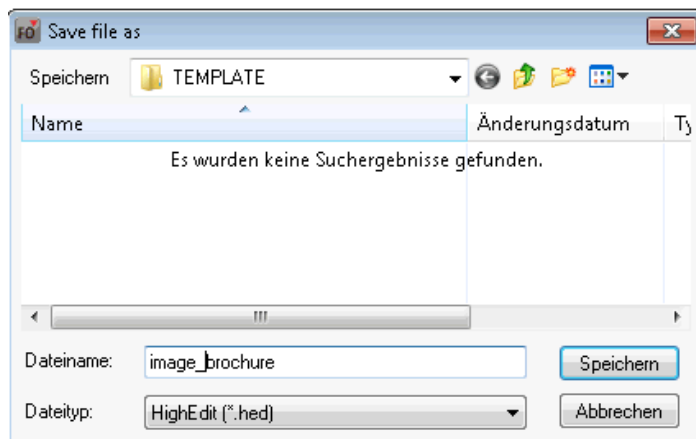
A High Edit template for confirmation letters was saved in the system data. When making the reservation, the caller asked for a brochure of the hotel. You now want to edit the confirmation letter to explicitly make reference to the attached brochure. In order to avoid having to enter the additional text manually, you can insert the template as boilerplate text.

NOTE:
▼ The system creates a file for each newly created template and assigns a default name. Make sure to change the default name to a more meaningful designation. The file name should not exceed eight characters.

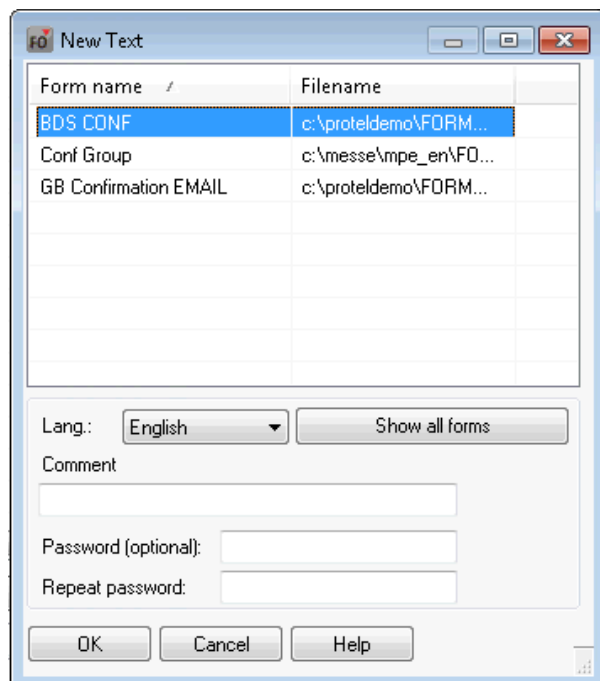
1. As a first step, you need to create the template: Office > Edit Templates
2. Enter the text that you want to reuse as boilerplate text later on:



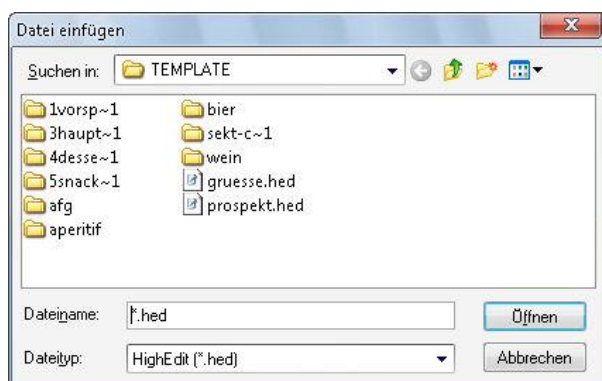
3. Save file:



4. Now open the confirmation letter for the guest (Navigator > Res. texts > New letter). Please note that the letter must be in High Edit format:



5. In the open form, select where you want to insert the boilerplate text.
6. Press **Ctrl+F9**: A window showing all existing templates appears:



7. Double-click to insert the required boilerplate text.



Available settings for High-Edit Documents

From Version 2013.17.672

Read only mode: By allocating the “NurLesenStart/NurLesenEnde” command, certain paragraphs, passages, or tables can be allocated as read only when using high edit text templates. A special setting must be set in order to enable the read only function.

From Version 2013.17.790

Convert to PDF: You can convert HighEdit documents to PDF using the Adobe PDF writer. For this to work, Adobe Acrobat Writer must be available in version 10 or higher. Some special settings must be set in order to enable this function.

▼ Your potel Support Team will gladly make these settings for you. Just get in touch – we’re happy to help!

Internal word processor

FRONT OFFICE ► OFFICE ► INTERNAL WORD PROCESSOR

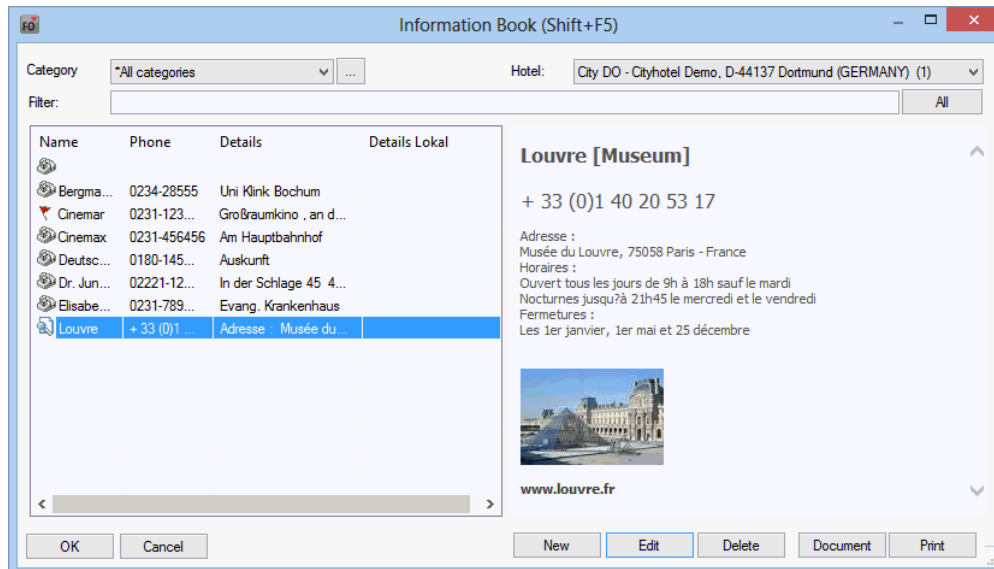
Click this menu item to start the internal “**High Edit**” word processor. You can use High Edit like any other standard Windows application.

To ensure that documents can be accessed by all users, High Edit saves all files centrally in the potel directory by default. Please do not change the preconfigured path in the software.

Information book

FRONT OFFICE ► OFFICE ► INFORMATION BOOK

The information book allows you to save phone numbers, addresses and related documents.



Click the Category drop-down list to view a specific category or all categories at once.

MPE installations provide a **"Hotel"** drop-down list that allows you to selectively view the records for one specific hotel or all hotels.

Filter

The filter allows you to search the list for specific words. Enter the word you want to search for and click inside the list area. This reduces the list to records that match the search. You can click the [All] button at any time to disable the filter and view all records.

Select a record in the list to view its details in the right window pane.

Creating a new information book record

To create a new record, click the [New] button.

Information Book - edit

Name: Protel Hotline

Phone: +49 231 915930

Category: Protel - Hotline

Hotel: Richard's Hotel - Richard's Hotel, ASPQ 24J London

Details: protel hotsoftware GmbH
Europaplatz 8
44269 Dortmund, Germany
support@protel.net

Local:

Document: ... ☐ Copy to central storage area

URL:

Group	Text

OK Cancel Delete attachment Open document



Name and **Phone**: Enter the name and phone number of the contact in these text boxes.



Category: Select a category for the record.

Hotel: Select the hotel for which the record should be visible (MPE only). Read the [section below](#) for information on how to create a new category.

Details: Use the "Details" text box to enter additional information such as address, fax number etc. as required.

Local (from version 2013.17.000): You can add additional text in a local language (with a different character code).


Document: You can add a file for the contact. To do so, click the  button next to the "Document" box and navigate to the relevant document. Make sure to save this document in the "Scanner" folder of the protel directory so that all users can access the document from any workstation. Highlight the document and select the  **Copy to central storage area** check box. This saves an additional copy of the document to the "Infobook" folder of the protel directory. Click Open document or Delete attachment as required to open the attached file or delete the attachment, respectively.

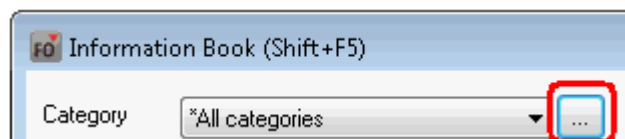
A flag icon () indicates records with an attached text document. The  icon indicates an attached image file.

URL: You can use the "URL" box to enter an Internet address for the contact.

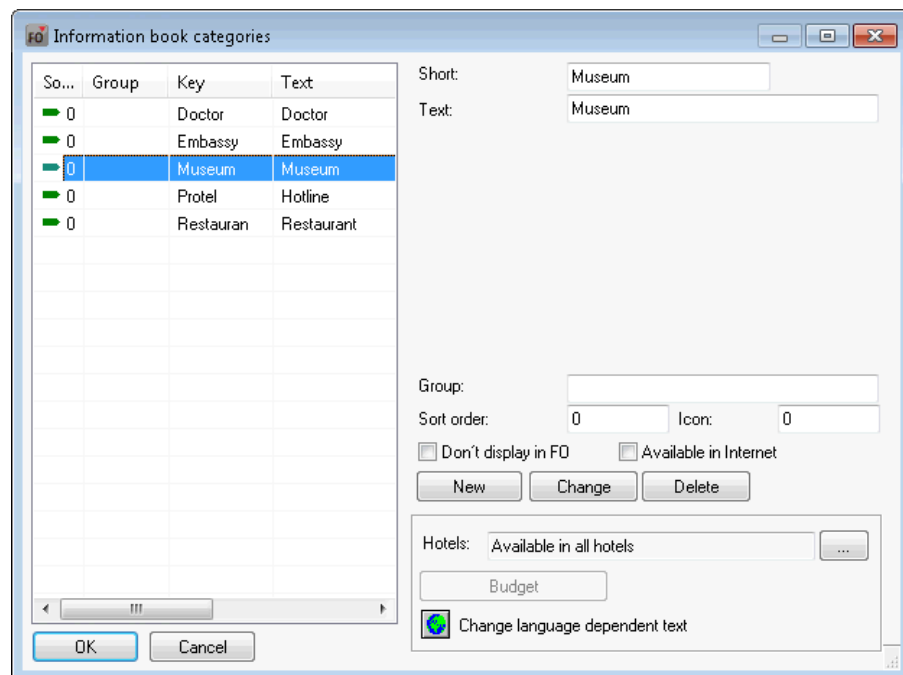
Display of user defined codes (Group / Text): The table shows user defined codes which have been added as "udf type 5500 - Information book" (System data > Reservation > User defined fields and codes > User defined fields).


Creating a new category


Click the  button at the top of the dialog box (next to the Category pull-down list) to create a new category:



This opens a window in which you can enter the name, an abbreviation and a group for the category. You can use the "Sort order" field value to determine the order in which the items are displayed:



 **Don't display in FO:** If you select this check box, records of this category cannot be accessed by members of the Front Office department

 **Available in Internet:** If you select this check box, records of this category will also be visible through the WBE (Web Booking Engine) where installed.

Finally, click the [New] button to create the category. The new category appears in the list on the left.

You can click the [Change] button to edit existing records: To do so, highlight the record you want to edit, make the required changes and click the button.

The [Delete] button allows you to remove existing categories.

End of day

Front Office ► Office ► End of Day

You need to run the end-of-day routine manually at the end of each business day. This prepares the system for the next day. You should close the cash register before running an end-of-day routine (Cash Register > Cash Register Closure).

Available user rights		
49	FO End of Day	Controls access to the End of Day menu item and enables a user to run an end-of-day routine.

All figures at a glance

The end-of-day routine provides you with an overview of all invoiced and posted revenues. The data is printed to informative reports that are available whenever needed.

Understanding the end-of-day routine

The end-of-day routine posts all accommodation and service charges to the current guest accounts, sets the daily revenue to "0," generates statistics, prints reports, and (last but not least) increments the protel system date. You cannot run the end-of-day routine unless all arrivals have been checked in and all invoices and departures have been checked out.

Note:

- ▼ End-of-day routine and cash register closure are two separate procedures. Cash register closure refers to payments only and can be performed multiple times a day. The end-of-day routine increments the date by one and should therefore only be run once per day. It is recommended to run the routine at night time (no later than before the first morning check-out).
- ▼ Please note that the end-of-day routine does not back up your data!
- ▼ Other workstations on the network cannot access the protel system during the end-of-day routine as indicated by an on-screen message.

Can I influence which reports the end-of-day routine generates?

The "Report" menu in the protel system data allows you to define which reports the end-of-day routine prints. You can also flag a report as mandatory to ensure that it cannot be skipped.

When you run the end-of-day routine, all relevant reports are initially preselected for printout:

Report	Q...	Group
Balances of guest accounts (EOD)		End of day
Voiding report (EOD)		End of day
Balances and revenue control (EOD)		End of day
Posting report EOD by date & time		End of day
Booking report payments to guest ac...		End of day
Weekly revenue report (Thursday)		After End of Thursday(TH)(after ...
Revenue Report EOD NET		After End of Day(after EOD)

If you want to skip one or several reports, click to unselect them. (This is not allowed for reports that were flagged as mandatory.)


Report	A...	Gruppe
Saldenliste alpha TA		Tagesabschluß
Stornoliste Buchungen TA		Tagesabschluß
Saldenkontrolle		Tagesabschluß
Zahlungswege Gastkonten TA		Tagesabschluß
NoShow Liste TA		Tagesabschluß
Umsatzbericht Tag TA		Nach Tagesabschluß(nach Abs.)
Leerbettgebühren TA		Nach Tagesabschluß(nach Abs.)
Stornogegebühren TA		Nach Tagesabschluß(nach Abs.)

Additional reports from the “End of Month” and “End of Year” report groups become available on the last day of the month and year respectively.

Running an end-of-day routine

1. Select Office > End of Day from the menu to start the end-of-day routine.

2. You can make the following settings before you begin:

- | | |
|--|---|
| Printer | This shows the printer selection for the end-of-day reports (Printing report to XYZ). Click the [...] button to select another printer if required. |
| “Report” section | Unselect all reports that you do not want to be generated. |
|  Fast EOD (without reorganization) | If you select this check box, the end-of-day routine will not reorganize the databases. This is only allowed three times in a row, after which a complete end-of-day routine is required. |
| Execute multiple EODs | Sets the system date to the selected day and runs the required number of end-of-day routines. |

3. Click [OK] to start the process.


NOTE:

If departures or arrivals exist that have not been checked out or checked in, the end-of-day routine automatically opens a list that allows you to check in or check out the guests.

▼ Departures that have not been checked out prevent the end-of-day routine from running. To proceed, change the departure date or post the guest balance to a hotel account and check out the guest.

▼ Pending arrivals that have not been checked in or canceled are assigned a “NoShow” status. This information is added to the respective guest profile.

4. You can monitor the activities during an end-of-day routine in a separate window pane.
5. The routine prints all previously selected reports.

	Available user rights	
102	FO Usage during end of day	Allows read-only access to certain protel features during the end-of-day routine, e.g. viewing lists or reports.
812	FO Execute EOD for multiple days	Allows the user to run the end-of-day routine for multiple days.


Options

Printer

FRONT OFFICE ► OPTIONS ► PRINTER

protel HMS defaults to the printer that you defined as your Windows default printer.

If this printer is unavailable or you want to output certain documents to a different printer, this feature allows you to select a specific printer. Please note that restarting protel PMS will reset this setting.

	Available user rights	
58	FO Printer setup	Controls access to the “Options > Printer” menu item and the printer icon on the toolbar.

User logoff

FRONT OFFICE ► OPTIONS ► USER LOGOFF

[Click here to log off or change your password.](#)

User settings

FRONT OFFICE ► OPTIONS ► USER SETTINGS

☒ Automatic log off

From version 2013.17.400

When you have been inactive for a certain amount of time, you will be automatically logged off by the system. The amount of time used by the automatic user logoff can be manually set.


System data

FRONT OFFICE ► OPTIONS ► SYSTEM DATA

Accessing the protel PMS system data

The system data is the backbone and foundation of any plans, calculations and selectable options in a protel installation. It defines all information that is used throughout the system and not likely to change frequently (e.g. room types, rooms, revenue accounts etc.).

While retroactive changes can be made to the system data, any such modifications might have a profound effect on the system. If you require changes to your system data, please contact your local protel partner or **protel hotelsoftware GmbH** in Dortmund, Germany.

	Available user rights	
51	FO Execute PROTEL System Data	Controls access to the “Options > System Data” menu item.

Reload system data

Front Office ► Options ► Reload System data

Any changes that you make to the system data do not normally take effect until you restart the protel software.

However, if you want to apply any recent system data changes directly to the client you are logged on to, you can reload the system data.


Example: You created a new user-defined field in the system data. If you want to use the new field in your active protel session, select “Options > Reload System data” from the menu bar. A restart (logging off and back on) is not required in this case.

Active sessions

FRONT OFFICE ► OPTIONS ► ACTIVE SESSIONS

This shows all workstations that are currently logged on to protel. The view is particularly useful for network installations in which multiple workstations access the protel system simultaneously.

The “Station” column shows the numbers of all workstations that are currently active in protel HMS. The names of the users that are currently logged in and the start dates and times of the active protel HMS sessions are shown next to the workstation numbers.

	Available user rights	
193	FO Active sessions	Controls access to the “Active Sessions” menu item.


Wake-up call management

Front Office ▶ Options ▶ Wake-up Calls

Overview

Wake-up call management is particularly useful for hotels that use a PABX interface. Any wake-up calls that you enter in this dialog box are communicated to the PABX and can be processed automatically. Even if you don't have a PBX interface, the wake-up call management feature can be helpful. Reporting allows you to print wake-up call lists that you can use to make and check the calls manually.

The process steps are the same either way. You can enter up to four different wake-up times per room and day.

 Available user rights		
322	FO Wake up call administration	Controls access to wake-up call management.
324	FO General view of wake up calls	Controls access to a time-based wake-up call overview. (Double-click a guest in the “Wake up Calls” window.)

Accessing the list

The initial wake-up call window allows you to preselect reservations for which you want to enter wake-up call details. You can search for specific guests, accompanying persons, companies, groups, travel agencies or room numbers. You can also define the order in which you want to view the results.

Wake Up Calls

Sort order

Name:

Room:

Comp:

First

Sc/TA/Comp

Sc/TA/Corp/Grp

☐ Name ☒ Room no.

☐ TA/CORP/GR

OK

Cancel

Help

Print

If you leave the initial wake-up call window empty, the system shows all reservations that are checked in or scheduled to arrive today.

Click [OK] to open a window in which you can enter wake-up call details.

Double-click a reservation to open the “*Wake Up Calls*” dialog box. Alternatively, you can click the [More] button from the navigator menu and then click the wake-up call overview to access this dialog box. It allows you to edit or delete existing wake-up calls or enter new ones.

NOTE:
▼ If you need to enter a wake-up call for a guest that is scheduled to arrive at some time in the future, select **More > “Wake up call”** from the Navigator menu.

Entering wake-up call details

Proceed as follows to enter the wake-up times in the lower window section:

1. Select one or multiple reservations (provided that all selected guests require a wake-up call at the same time).
2. Enter a time in four-digit format (e.g. 0730) in the first box. Click the [All] button to apply this time to all days of the week:

4. Alternatively, you can enter different times for individual days:

5. If a wake-up call is not required on a specific day of the week, click the corresponding check box (☒ MO - ☒ SU) to clear it.
6. If a guest requires several wake-up calls on the same day, enter the respective wake-up times underneath each other.

7. Then click [OK].

PBX protocol


FRONT OFFICE ► OPTIONS ► PBX PROTOCOL

If a PBX interface is used in your hotel, this menu item shows a list of recent telephone calls.

The “***not posted***” flag indicates calls that were made from extensions that have not been configured in protel. This could be internal office or administration phones, for example.

The lower section shows the refresh interval.

Click the [-10] or [+10] button to change the number of calls displayed. If necessary, you can adjust the default value in the PROTEL.INI file.

	Available user rights	
99	FO PBX protocol	Controls access to the “PBX Protocol” menu item.

User-defined values - day/month

FRONT OFFICE ► OPTIONS ► USER DEFINED VALUES - DAY

Select this menu item to view user-defined fields that are associated with a specific day or month. You can use these fields for special functions, e.g. to enter daily or monthly budget values.


The system only displays fields that were configured in the system data as user-defined fields of type “5200” (monthly values) or “5201” (daily values):

Please contact our protel support team with any questions you may have regarding this topic.

Entering a move

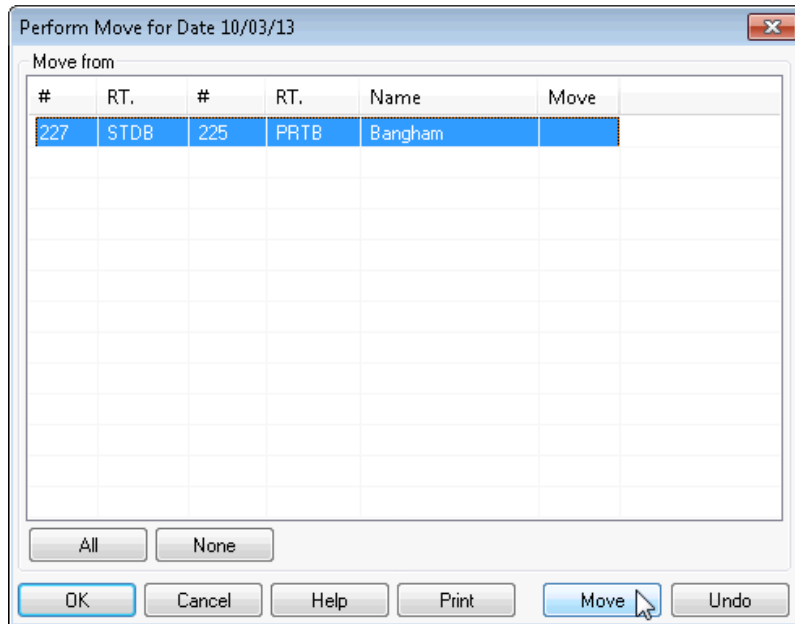
FRONT OFFICE ► OPTIONS ► ENTER MOVES

protel HMS allows you to easily enter reservations with a move (i.e. room change) during the stay. protel manages such room changes and shows which guests move(d) rooms on which day. It cannot, however, know exactly at what time a guest will leave the old room and move to the new one. The Enter Moves feature allows you to enter the exact time in the system, e.g. in order to block the phone line in the old room at that time and activate it in the new room.

	Available user rights	
307	FO Announce moves	Controls access to the “Enter Moves” menu item.

To enter a move:

1. If you want to flag a move as complete, highlight the relevant row and click the [Move] button. An “X” behind the guest's name indicates that the move has been completed.




2. If you need to undo a move that was accidentally flagged as complete, highlight the entry and click the Undo button. This deletes the "X" flag. Alternatively, you can double-click an entry to toggle the flag.

MPE hotel selection

FRONT OFFICE ▶ OPTIONS ▶ MPE HOTEL SELECTIONS

(FOR PROTEL MPE ONLY)


Opens the screen to select an MPE hotel.

<div>  Available user rights </div>		
156	FO MPE Hotel selection	Controls access to the “MPE Hotel Selections” menu.

SQL Editor

FRONT OFFICE ▶ OPTIONS ▶ SQL EDITOR

Used for maintenance purposes by protel hotelsoftware GmbH Dortmund.

 Available user rights		
826	SD SQL Editor	Allows the user to launch the SQL Editor.

Language

FRONT OFFICE ▶ OPTIONS ▶ LANGUAGE

You can change the UI language in protel at any time without having to restart the software:

Click Options > Language and then select the language you want.

Guest profile

Front Office ► Guest profile


A guest profile is created for every “contact” that exists within protel, irrespective of whether it a guest, company, travel agent, or reservation office. The important information relating to each contact is stored on several *tabs*.

protel assigns all profiles to groups comprised of a specific contact type, which allows you to sort and find different contacts more easily.

The following groups exist:

Private	For private guests who generally make their own reservations on their own account.
Companies	For companies that make reservations for their staff. These profiles are mostly used as <i>master profiles</i> .
Travel Agents	For travel agents through which reservations are made.
Groups	For private tour groups or groups of company employees. In other words, groups that usually arrive and depart together and have similar booking details.
Source	For reservation offices through which reservations are made.

Each action in the system always starts with a *guest search*. The guest search helps you to find existing guests or create new guest profiles.

 Guest profile - available user rights		
If a user right is revoked, the user will not be able to access the relevant function.		
53	FO Guest Files	Authorizes the user to access the guest profile
New since version 2013.16.690 of 1/22/2013		
863	FO Guest profiles - Open private profiles	Authorizes the user to open guest profiles
864	FO Guest profiles - Open company profiles	Authorizes the user to open company profiles
865	GO Guest profiles - Open group profiles	Authorizes the user to open group profiles
866	FO Guest profiles - Open travel agency profiles	Authorizes the user to open travel agency profiles
867	FO Guest profiles - Open source profiles	Authorizes the user to open source profiles
868	FO Guest profiles - Edit private profiles	Authorizes the user to edit private profiles
869	FO Guest profiles - Edit company profiles	Authorizes the user to edit company profiles
870	FO Guest profiles - Edit group profiles	Authorizes the user to edit group profiles
871	FO Guest profiles - Edit travel agency profiles	Authorizes the user to edit travel agency profiles
872	FO Guest profiles - Edit source profiles	Authorizes the user to edit source profiles
873	FO Guest profiles - Add private profiles	Authorizes the user to edit private profiles

874	FO Guest profiles - Add company profiles	Authorizes the user to create company profiles
875	FO Guest profiles - Add group profiles	Authorizes the user to create group profiles
876	FO Guest profiles - Add travel agency profiles	Authorizes the user to create travel agency profiles
877	FO Guest profiles - Add source profiles	Authorizes the user to create source profiles

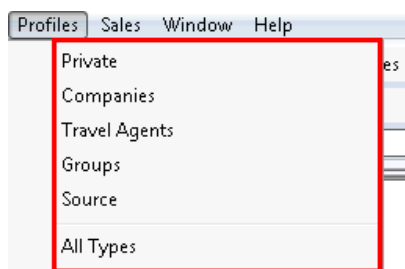
Searching guest profiles

Front Office ► Profiles ► Private / Companies / Travel Agents / Groups / Source / All Types

Guest search

When your activities in protel revolve around guests, you will generally find yourself working with the guest search function. For instance, you use this screen to allocate a guest to a new reservation, change the invoice recipient for a reservation, or enter information about a specific guest (e.g. guest requests).

The guest search appears at a number of different points within the program and can also be accessed directly from the “Profiles” menu item. Select a guest type here to limit your search to a specific profile type (e.g., “Companies”). If you select “All,” the program searches across all profile types.



Use the input boxes to specify the exact criteria for your search.

You can search by the guest's **Name**, **First name**, or **City**, or - if available - by the guest's **Member** number.

If you are searching across all profile types, you can also search by the guest's **IATA** or **FIBU** accounts receivable number.

If you are unsure about the exact spelling, you can simply enter the first few letters. The system will then search for all entries starting with these letters.

A search for the guest "Newman" with the first name “Paul” from Manchester, would look as follows:

Name:	<input type="text" value="New"/>
First name:	<input type="text" value="Paul"/>
City:	<input type="text" value="Man"/>

[My Profiles] button

See the section “Guest Profile > My Profiles.”

SQL guest search

In SQL versions of the program, you can use an extended search function to search for guest profiles for which you do not know the first letters of the name or city.

To start this search, place a “%” sign in front of the part of the name that you already know.

Example:

If you enter “%man” in the Name box, the system will display all profiles with a name that contains the character string “man” (Newman, Bosman, Chapman, Manclark, etc.)

Search result

Once you have entered the search criteria, the system displays all corresponding guest profiles.

Name	City	Departm...	Contact	Street	Remarks	Type
Action in Management	DURHAM		Couch Si...	Reform Place		Company
Amano M						Guest
Andrew Ltd	LOCHGELLY		Manuel J...	The Avenue		Company
Bateman Sara						Guest
Bateman Sarah	CANTERBURY			27 Cherry Gard...		Guest
Beaman Adam						Guest
Bearman	BIRMINGHAM			9 Woodbrooke ...		Guest
Boardman J	PRESCOT			76 School Lane		Guest
Bohlmann Ralf	Steinheim			inhotels GmbH ...		Guest
Bosman	CONGLETON			12 Lower Heath		Guest
Boumann C						Guest
Bowman K				King George Road		Guest
Bulman Jeff	CHESTER LE ...			25 Abbotside Cl...		Guest

Matches: 178 ☐ Splitscreen

Buttons: New, Prof. Type, Invoice History, Future Reservations, My profiles, OK, Cancel, Help, Delete, View, Guest History, Letters, Letters (Inv)

If a guest's name is displayed in **red**, this means that a comment has been saved to the guest profile (not for SQL).

The column contents differ depending on the profile type you are searching for. The above example shows the result of a search for all profiles. Double-click the required profile to open it for editing.

Creating a new guest profile

1. Enter the guest's full name in the guest search and press Enter.
2. Click [Yes] to confirm that you want to create a new profile.
3. If you started a search for all profile types, select the relevant profile type.
4. Enter all additional details and click [OK] to create the profile.

Additional functions in the “Search result” window

Additional functions can be accessed along the lower edge of the window, next to the [OK], Cancel, and Help buttons.


New	Use this button to create a new profile if one does not yet exist.
Delete	Use this button to delete a profile that is no longer required.
Prof. type	Use this button to change the profile type of a profile that has been created with the incorrect type. A drop-down list appears containing all available types. Select the new profile type and click OK to confirm.
View	Use this button to view the profile if you require additional information before selecting it.
Invoice history	Opens the “ <i>Invoices</i> ” tab in the guest profile. This shows all invoices created using the address from this guest profile.
Guest history	Opens the “History” tab. This shows all previous reservations for this guest.
Future Reservations	Opens the “ <i>Future</i> ” tab in the guest profile. This shows all reservations for this guest that lie in the future or have already been checked in.
Letters (Res.) / Letters (Inv.)	Opens the “ <i>Letters</i> ” tab in the guest profile. This allows you to create new letters or view or change existing letters. The reservation and invoice letters can be accessed separately based on the contact details for reservations and invoices in the company, travel agent, source, and group profiles.

Context menu in the “Search result” window

Right-click a profile in the search results to open a context menu that provides a number of additional functions:

Select profile	Opens the profile and closes the search results window.
View profile	Opens the profile and while also keeping the search results window open.
Create new profile	Creates a new profile.
Create new profile as copy of marked profile	Use this menu item if you need to create an identical profile (e.g., company profile with a different department or contact person). This creates a copy of the open profile. The statistics information is not copied.
Create new profile as copy address only	This acts in the same way as “Create new profile as copy of marked profile” but does not copy the names.
Delete profile	Deletes the selected profile.
Change profile type	Use this to change to profile type. Note that information is lost if you convert a guest profile to a company, travel agent, source, or group profile, and vice versa.
Revenue history	Opens the “ <i>History</i> ” tab in the guest profile and shows reservation and occupancy statistics.

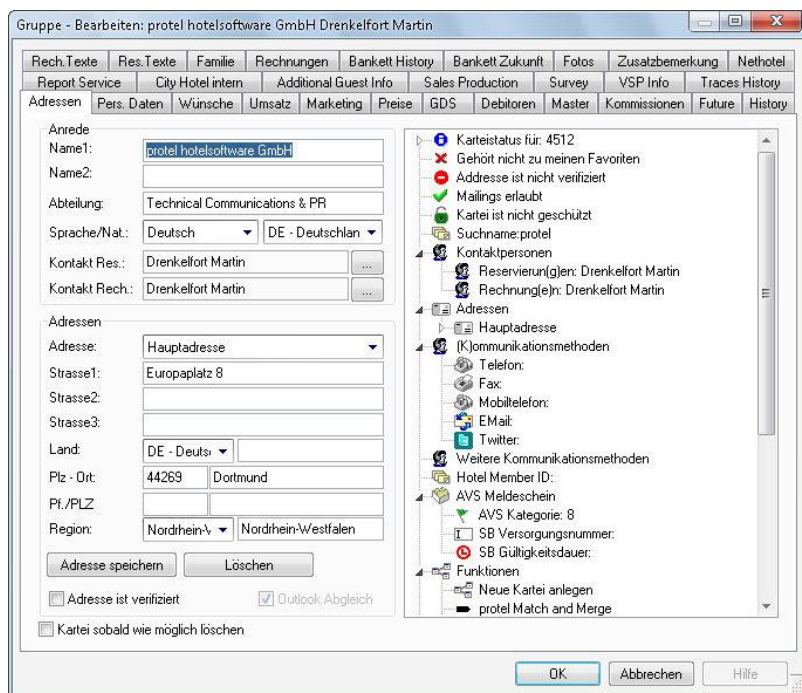
Invoice history	Opens the <i>“Invoices”</i> tab in the guest profile. This shows all past invoices that use the address from the profile.
Future reservations	Opens the <i>“Future”</i> tab in the guest profile. This shows all reservations for this guest that lie in the future or have already been checked in.
Marketing	Opens the <i>“Sales Activity”</i> tab in the guest profile. Any marketing codes and VIP codes assigned are displayed.
Correspondence with res. Contact/ Correspondence with inv. Contact	Opens the <i>“Letters”</i> tab in the guest profile. This allows you to create new letters or view or change existing letters.

 Available user rights		
68	FO Profile type	Authorizes the user to change the profile type of a guest profile after it has been created.
69	FO Profiles	Allows the user to delete a guest profile shown in the search results.

Guest profile tabs

Guest profiles are displayed using a tab structure that allows a large amount of information to be displayed in a clear and compact form.

Click a tab title to bring the tab to the foreground and view its contents.



Address

Front Office ► Profiles ► “Address” tab

The appearance of the “Address” tab differs depending on whether you are viewing a *private* or *non-private profile*:

Address - Private

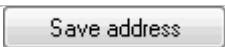

Use the Address tab of a private guest profile to enter all details relating to the address of a private guest. The tree view to the right also displays additional information about the guest.

The screenshot shows the 'Guest - Edit: Howard J Mr' window. The 'Address' tab is active, displaying fields for Salutation, Last name (Howard), First name (James), Language (English), Salut (Mr), Title, Pers. salut. (Dear Mr Howard), Nationality (GB - Great Britain / North Ir), Address (Main address), Address 1 (Lancaster Farm), Address 2 (Milton House Lane), Address 3 (Preesall), Country (GB - Great), ZIP-City (FY6 0PQ POULTON-LE-FYLDE), and Region (Lancashire). There are buttons for 'Save address', 'Delete', 'Address verified', 'Outlook sync.', and 'Delete profile as soon as possible'. The right-hand tree view shows profile status (5678), communication methods (Phone, Fax, Mobile phone, Email, Twitter), more communication methods (Hotel Member ID), and functions (Create new profile, protel Match and Merge, Call external application, Print profile, Microsoft MapPoint Route planner, Microsoft Outlook Interface, On Screen Keyboard, Business card scanner, Guestnotes (unlimited)).

Salutation

Last name	The guest's last name.
First name	The guest's first name.
Language	Language setting for the guest. This is important to ensure the correct form of address, for wake-up calls (if a telephone system is used), etc. Note: The reservation confirmation is not automatically printed in the guest's language. You should use the system data to create a form for each language as required. When you generate a new text for this guest, only the forms created in the language selected here will be available for selection.
Salut	Click the ... button to display a window in which you can select the required salutation, as defined in the system data. The language in which the salutations are displayed is determined by the country code you select in the “Country” box.
Gender	The guest's gender.

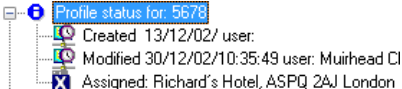
Title	An academic title. This can be printed in the address (you can also define suitable salutations in the system data as an alternative).
Pers. salut.	The personal salutation is populated automatically when you select an entry in the "Salut" box. It is used when printing correspondence and can be overwritten if required. The language in which the salutations are displayed is determined by the country code you select in the "Country" box.
Nationality	Select a nationality based on the list of codes defined in the system data. This information is required for generating monthly nationality statistics for the German Federal Statistical Office. A guest's nationality need not necessarily correspond to the place of residence (country).

Address	Select the address type. The main address is used for general correspondence. All other address types are stored for information purposes. For instance, the main address of a company could be its PO box address and the second address its office address. The various address types are defined in the system data.
Address 1	Enter the street information for the guest's address.
Address 2 / Address 3	Foreign addresses often require the use of a second or third box.
Country	Select a country from the drop-down list. The available countries are defined in the system data. If the country you are looking for is not in the list, you can enter the name of the country manually in the box to the right.
ZIP	Enter the ZIP code without a country code. protel "remembers" all cities and ZIP codes that have been entered. Once a ZIP code has been entered together with a city, protel will automatically enter the city it has "learned" once you enter the ZIP code.
City	The city for the guest's address.
Region	The region for the guest. This field is usually required only for non-German address formats.
	If you want to enter a second address, click the [Save address] button to save the address you have already entered. Then select a different address type for the second address (e.g., business address).
	Delete the entries for an address (pay attention to the address type currently selected: main/business address, etc.).

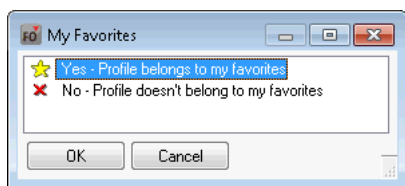
Foreign addresses are printed in a range of different formats. protel identifies the correct format automatically based on the country assigned to the address. Since the formats differ from country to country, the input screen contains more boxes than may be required in some countries. Simply leave the boxes blank if they are not required.

Tree view

Use the right window pane to enter or access additional information about the guest. Click the plus and minus symbols to open and close the directory branches.

Profile status for xxxx	<p>xxxx stands for the sequential number assigned by potel. Beneath this, you can see when the profile was created and by which user. “Changed” shows the day, time, and user for the last change. “Assigned” shows the hotel in which this profile was created (for MPE only).</p> 
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Favorites	<p>You can mark a profile as a “Favorite” if you access it on a regular basis or if it is important for some other reason. To do this, click “Not included in my favorites” to change the status to “Yes - Profile belongs to my favorites”:</p>
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To access your favorites, proceed as follows:

Use the potel Explorer to access all profiles identified as favorites. You can open the Explorer:

- Using the “Profiles > My Profiles” menu
- Using the “Search profiles” dialog boxes ([My Profiles] button))
- From any list of search results ([My Profiles] button)
- By performing a search using the potel *“Search & Command Bar.”*

▶ See the “Guest Profile > My Profiles” section for more on this topic.

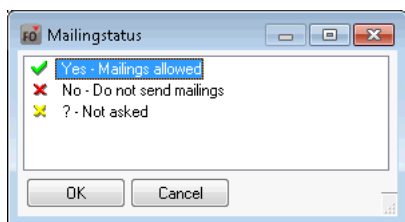
Address	You can use this to display the various address types stored for this profile.
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Address is verified / not verified (Add-on module)	<p>The “potel Address Check” add-on ensures that new address details have been entered correctly and in full from the outset – with time-savings of up to 40%. It also automatically checks addresses arriving via online bookings and supplements or corrects them as required.</p>
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For more information, see the potel website: <http://www.potel.net/product/addresscheck/>

Mailing status

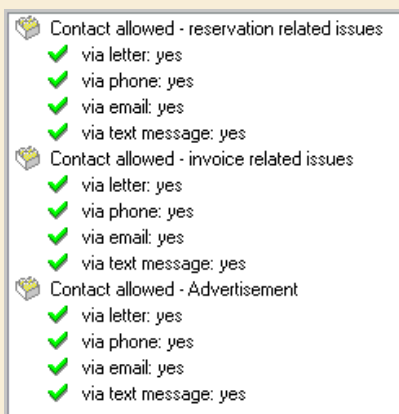
You can use the mailing status to determine whether or not the guest wishes to receive mailings:



▼ You can set the mailing status assigned by default when a new guest profile is created for each different profile type. For more information, please contact your potel distributor or the *potel support team*.

★ You can enhance your guest contact with further mailing status ★:

From version **2013.16.816**, further specifications can be recorded as well: May you contact your guest for reservations, invoices or for advertising purposes? Beyond that, the method of contact can be chosen as well (postal letter, telephone call, e-mail, or text message):



Your potel support team will gladly adjust the mentioned settings for you.

Profile protection (as of Version 2007.11.276)

To write-protect a profile, change the entry from “not protected” to “protected”:



Protected profiles can no longer be edited.

▼ Write protection is revoked if the user currently logged in has exclusive right 818 “Protected Profiles (edit)” (see below: “Available user rights”). Employees who do not have this right cannot edit protected profiles.

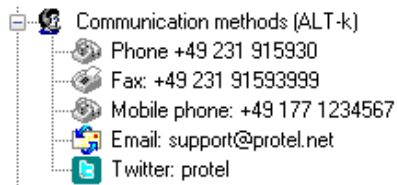

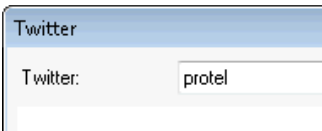
Search name

The search name allows you to assign an identifier in addition to the actual name in order to find the profile more easily (for example: name = Borussia Dortmund GmbH & Co. KGaA, search name = BVB).

The name entered is used as the search name by default. To assign your own search name, simply click the “Search name” entry and enter the required term.

Addresses


If multiple addresses have been entered for one profile, click “Addresses” to view all saved entries:

Communication methods	<p>Enter the various contact details, such as telephone, e-mail, fax, etc.:</p>  <p>Click “Communication methods” to access an entry and enter information. To open a single connection type (e.g., only the telephone number), click “Phone” to create the individual item. Proceed in the same way to create an individual fax number, mobile phone number, or e-mail address.</p> <p>You can also define the type of entries using the “Reservation/Guest Profile Codes/Guest Communication Methods” system data.</p> <p> Twitter: Twitter information can also be entered: Click “Twitter” and then enter the name (not the complete URL!) of the Twitter account, e.g., “protel.”</p>  <p>Click [Show Tweets] at the bottom of the window to connect protel to the specified Twitter account.</p>
Hotel Member ID	<p>Click “Hotel Member ID” to enter a member number and a password. The member ID can be used in the protel Web Booking Engine to allow corporate customers, travel agents, and frequent private guests to register quickly and easily by logging in to the system. In this case, the personal details for the online booking are retrieved from the protel guest profile and do not have to be entered again.</p>
AVS registration card	<p>Available only if an AVS registration card interface has been established. Contact the <i>protel Sales team</i> or your protel distributor for more information.</p>
Functions:	
Create new profile	<p>Saves the entries in the open profile and opens a blank profile.</p>
protel Match and Merge	<p>See the section <i>Guest Profile > protel Match & Merge</i>.</p>
Call external application	<p>Special interface for external applications that can be launched via the profile.</p>
Print profile	<p>Prints the address, communication methods, and comments for this profile.</p>
Microsoft MapPoint Route planner	<p>Calls an external program that provides automated directions. protel currently supports Microsoft MapPoint 2004, 2009 and 2013. Contact the <i>protel Sales team</i> or your protel distributor for more information.</p>
Microsoft Outlook Interface	<p>You can use this option to synchronize addresses and meetings from Outlook with protel and vice versa. Contact the <i>protel Sales team</i> or your protel distributor for more information.</p>
On Screen Keyboard	<p>Opens an on-screen keyboard. You can then use your mouse to make all required entries.</p>


Business card scanner

Available only if a business card scanner interface has been established. This function controls the connected business card scanner. It scans the guest data from the business card and enters it in the correct boxes in the protel guest profile. A separate license is required to use the business card scanner interface.


Contact the *protel Sales team* or your protel distributor for more information.

 Available user rights		
132	FO Guest profiles - change password	Controls access to the hotel member ID (FO - Profiles - Address tab - Tree view -> Hotel Member ID)
817	FO Master Profiles (edit)	Withdrawing right 807 prevents an employee from editing master profiles.
818	FO Protected Profiles (edit)	Authorizes the user to edit a protected guest profile.
851	FO Guest profiles: Edit pers. data even when profile is protected	Allows the user to edit the personal details in a protected profile.
852	FO Guest profiles: Edit guest requests even when profile is protected	Enables the "Requests" tab even if the profile is protected.

Delete profile as soon as possible

If you select the  **Delete profile as soon as possible** check box, a guest profile will be saved in the system only as long as a reference exists to a reservation or accounts receivable entry. The profile is deleted at the end of the month (at the end of the day for SQL) at the latest.

You should select this check box by default when creating a group master profile, for example, as the profile will no longer be required once the group has checked out.

 Available user rights		
130	FO Mark profile to be deleted	Enables/disables the "Delete profile as soon as possible" function

Address - company/travel agent/source/group

Use this tab to enter all information relating to the address of a company, travel agent, source, or group.

MasterCommissionsFutureHistoryLetters (Inv.)Letters (Res.)InvoicesPhotosTraces History

AddressPers. DataRequestsSales DataSales ContactsSales ActivitySales RevenueRatesA/R

Salutation

Name1:Travel Business Centre

Name2:

Department:

Language/Nat.EnglishGB - Great Britain

Contact Res.:Miller Jane Mrs

Contact Inv.:Miller Jane Mrs

Addresses

Address:Main address

Address1:122 Penny Lane

Address2:EVIVA Mall

Address3:

CountryGB - Great

ZIP-City:EH2 2ER EDINBURGH

POBOX/ZIP:

Region/State:Midlothian

Save AddressDelete

☐ Address verified☒ Outlook Sync.

☐ Delete profile as soon as possible

Profile status for: 9049

Not included in my favorites

Address not verified

Include in Mailings

Profile protection is off

Search name:Abbey Business Centre

Profile is master account

Contact persons

Reservations (g): Miller Jane Mrs

Invoice(s): Miller Jane Mrs

Addresses

Main address

Communication methods (ALT+k)

Phone

Fax: 0131 247 6710

Mobile phone:

Email: MG@freenet.com

Twitter:

More communication methods

Hotel Member ID:

Functions

Create new profile

protel Match and Merge

Call external application

Print profile

Microsoft MapPoint Route planner

Microsoft Outlook Interface

On Screen Keyboard

Business card scanner

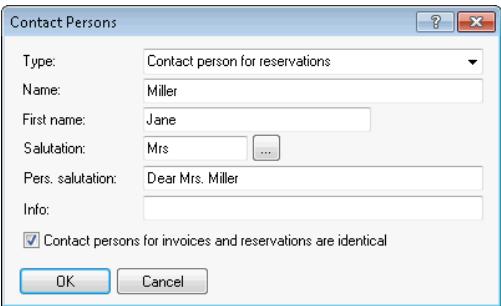
Guestnotes (unlimited)


Salutation

Name1	Name1 of the company
Name2	Name2 of the company, usually an addition to the company name
Department	Name of the department
Language/Nat.	<p>Language setting for the guest. This is important to ensure the correct form of address, for wake-up calls (if a telephone system is used), etc. The reservation confirmation is not automatically printed in the guest's language. You should use the system data to create a form for each language as required. When you generate a new text for this guest, only the forms created in the language selected here will be available for selection.</p> <p>Nationality of the guest. Select a nationality based on the list of codes defined in the system data. This information is required for generating monthly nationality statistics for the German Federal Statistical Office. A guest's nationality need not necessarily correspond to the place of residence (country).</p>

Contact res. /
Contact inv. /

For company, travel agent, source, and group profiles, you can add a contact person for reservation or invoicing purposes. The system adds this contact person to the address when creating reservation confirmations and invoices. Click the [...] button to open the following window:



You can then use the drop-down list in this dialog box to change the contact person for invoicing. A box is also provided for entering additional information about the contact. If the contact has a differing telephone number, you can also enter this here. If the same contact is responsible for both reservations and invoicing, select the  Contact persons for invoices and reservations are identical check box.

Addresses

The information that you enter here is almost identical to the information for a private address (see above, “Address - Private > Address”). The sole exception is an additional box entitled “POBOX/ZIP”:

POBOX/ZIP	PO box number and ZIP code for the company address.
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Tree view

You can enter or access additional information about the company in the right window pane, see the section above: *Tree view*.

Personal data

Front Office ► Profiles ► “Pers. Data” tab

This tab shows personal information about the guest.

Identification

Enter the guest's date of birth and marital status, if required. You can then use this information when generating birthday lists and mailings. Entry of a car registration number is for information purposes only.

Travel document

You can use this section to enter information about identification papers such as a personal ID card or passport for information purposes.

Employer

If you enter a company name here, it is used for information purposes only. It is not connected to the company reservation details and simply identifies the company for which the guest works.

Taxes

You can use this section to enter tax numbers (e.g., the company's VAT number) or select a tax exemption code.

Tree view

Use the right window pane to enter or access additional information about the company.

Credit cards Use this to store or import the guest's credit card details. Click on the entry to open a dialog box for creating a new credit card.

▼ Please refer to the chapter on **PCI compliance** in connection with this.

To edit or delete an existing card, right-click the card to open the context menu.

If your system has an interface to a card reader, click the [Read Card] button to import the credit card into protel automatically. If you do not have this interface, you can enter all information in the relevant boxes manually.

You can use the “Authorization” pane to perform a credit card authorization in order to verify the validity and credit limit of a credit card. The amount you enter can range from the rate for one night to the cost of the entire stay.

Member cards Click the entry to save details from member cards (e.g., for certain discount promotions). Select the card type from the drop-down list and enter the number.

Contract number If a contract exists with the company, click the entry to enter the relevant number.

Homepage Click here to enter a URL for the company/guest. If you have a connection to the Internet, clicking the link will open the website you have entered.

	Available user rights	
194	FO Credit card authorisation	Enables/disables credit card authorization in the guest profile (and in the “More” menu).
822	FO Credit cards	Authorizes the user to access, create, or edit credit card information in the guest profile.

Requests

Front Office ► Profiles ► “Requests” tab

Use this tab to add notes for the restaurant or general remarks about the guest.

You can provide the notes to the restaurant in list form. General remarks are also displayed in the *Navigator* and *Invoice dialog box*.

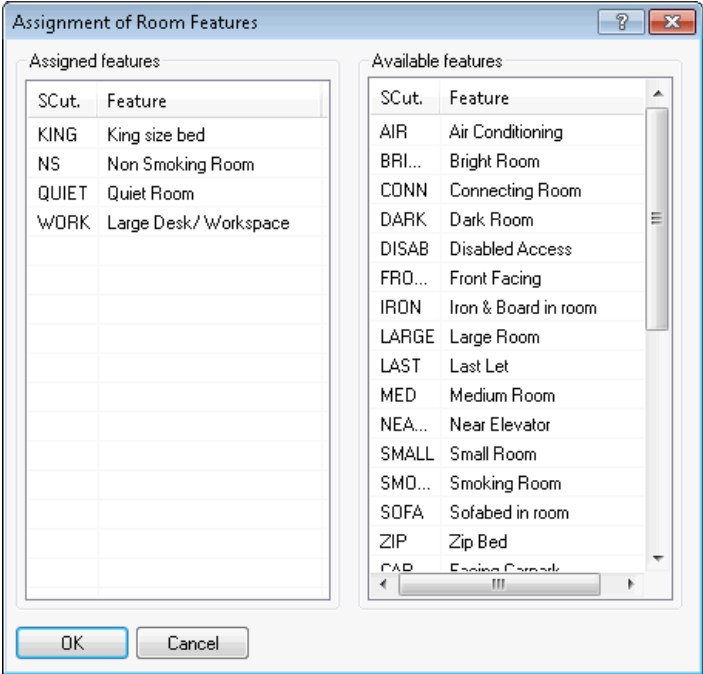
You can use the “POS Rate code” drop-down list to assign a price level to a guest in the POS system if your POS system supports this and has a corresponding interface.

Tree view (requests)

Use the right window pane to enter or access additional information about guest requests.

Room specific requests

Use this to specify if a guest always wants rooms with specific features. The dialog box that appears shows a selection of specific room attributes that you can then *drag* to assign to the guest. This will then allow you to provide the best possible room for the guest when allocating rooms.



Guest specific requests

Use this to specify if the guest has specific requirements that may apply to every reservation, e.g., the guest requires a second pillow. You assign the requirements in the same way as for room-specific requests.

Preferred rooms

You can define different preferred rooms for each guest. In the MPE software, you can also assign the hotel. You can therefore specify room 103 in hotel A, but room 205 in hotel B. If available, the room specified is displayed first during room allocation.

Preferred laundry pattern (days)

Use this to specify if the guest has certain requirements relating to the changing of bed linen. A "2" means: change the bed linen every second day.

Revenue

Front Office ► Profiles ► “Revenue” tab

Letters		Family		Invoices		Photos		Traces History		
Address	Pers. Data	Requests	Revenue	Marketing	Rates	GDS	A/R	Master	Future	
Display Revenue total ▼ <input type="button" value="Print"/>		Evaluation period 01/01/2010 - 31/12/2015 Hotel: City DO - Cit ▼ <input type="button" value="Compute"/>								
Year	Total	to today	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
2010	0	0								
2011	0	0								
2012	5265	5265	2295	2430	540					
2013	0	0								
2014	0	0								
2015	0	0								

This tab shows all revenue data for the open guest profile. Revenues are broken down by year, month, and quarter (scroll to the far right to see all information).

Display

Display			
Revenue total ▼ Arrivals Arrivals*adults Rev Extras Rev F+B Revenue accom. Revenue total Room nights*adults Room nights	<input type="button" value="Print"/> <table border="1"> <thead> <tr> <th>Jan</th> </tr> </thead> <tbody> <tr> <td>2295</td> </tr> </tbody> </table>	Jan	2295
Jan			
2295			

You can use various criteria for evaluating this information:

Number of arrivals, arrivals multiplied by persons, room nights (number of nights stayed), revenue from extras, revenue F + B, accommodation revenue, or total revenue.

Click [Print] to print the individual evaluations.

Evaluation period

Define the period over which the evaluations are to be conducted. Then click [Compute].

The data that is calculated is displayed in year order. The individual columns show revenues to date, revenue for individual months, and revenue for the quarters.



Available user rights

176	FO Guest profiles (revenue tab)	Enables/disables the Sales Revenue tab in the guest profile.
-----	---------------------------------	--

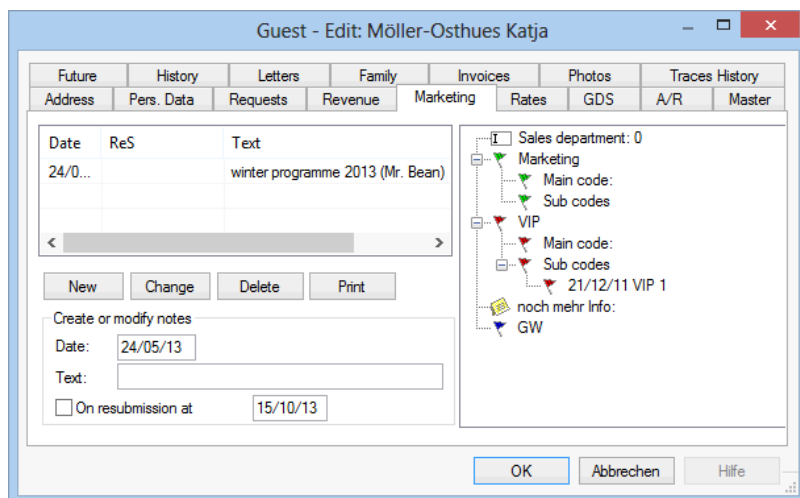


Available settings

If a large amount of revenue data has been stored for a guest profile, it may take a long time to display the information. Since this increases the amount of time required to open the guest profile, you can suppress the automatic display of revenue information. In this case, you must click the “Compute” button to display the information. For more information, please contact your protel distributor or the *protel support team*.

Marketing

Front Office ► Profiles ► “Marketing” tab



You use the “Marketing” tab to manage all marketing activities relating to a guest. It allows you to view past activities and plan new ones. You can also assign certain marketing or VIP codes to your guest. Marketing codes allow you to address mailing promotions to specifically selected customer groups; VIP codes help to provide a more personalized service to your guests.

Creating or modifying a note


Use the “Create or modify notes” section to enter marketing-related information about the current guest. For instance, when the guest needs to be contacted or sent a specific item of advertising material.

Create or modify notes

Date: 24/05/13

Text: Send new image brochure

☒ On resubmission at: 01/06/13

1. Enter a date on which the action is to be performed or the guest contacted.
2. Enter a descriptive text.
3. Optional: If you select the  **On resubmission at** check box and enter a date, the guest will be included in the “Guest profile/Resubmission list” report. This information can also be referenced when creating mail merge letters or sending group e-mails (see also the “*File Export/Mail Merge*” chapter).
4. Finally, click [New] to add the entries to the list above.

Tree view

You can use the tree view in the right pane to enter marketing and VIP codes and other marketing-specific information.

Sales department	If the Sales and Marketing module of protel PMS is active (SQL version only), the system enters the sales user here automatically. Otherwise, this entry does not have any function.
Marketing	
Main code:	You can select a marketing code from the list box (if entered in the system data). Marketing codes can be used, for example, to record the source of the guest address (e.g., advertisement, request for brochure).

This field can also be used as a filter by the “*File Export/Mail Merge*” feature when creating mailings (e.g., to export all guests with marketing code x).

Sub codes You can enter any number of marketing codes in a profile as sub codes. Click the required codes to select them. They are assigned the protel system date when you exit the dialog box.

VIP

Main code: VIP code. You can use VIP codes to assign guests to certain customer groups with specific privileges. You can also use VIP codes for analysis purposes and creating mail merge letters. You create the codes in the system data under Reservation > Guest profile codes.

Sub codes You can enter any number of VIP codes in a profile as sub codes. Click the required codes to select them. They are assigned the protel system date when you exit the dialog box.

Rates

FRONT OFFICE ► PROFILES ► “RATES” TAB

You can define different rate types in a guest profile. For instance, if a company has a different special rates for overnight stays with breakfast, meetings, and trade fair periods, you can enter this information in the system data and assign it within the profile. You can also use this tab to assign season-specific rates.

Assigning priorities to the rates allows you to specify which rate is proposed in the reservation by default. For instance, you can set the “Overnight + breakfast” rate as the default rate for every reservation.

If reservations are then made for a meeting event, use the drop-down list in the dialog box for reservations to select the rate code applicable for this company. These rate codes are marked with a “*”. To change rate codes, use the *Rate by day grid*.

Guest - Edit: Möller-Osthues Katja

Letters Family Invoices Photos Traces History

Address Pers. Data Requests Revenue Marketing Rates GDS A/R Master Future History

Special rates by amount

This type of special rates override the rate amounts defined by the valid rate code in a simplified procedure.

☐ Special rates by amount are valid

From	To	1 pers.	2 pers.	3 pers.	4 pers.
//	//	0.00	0.00	0.00	0.00
//	//	0.00	0.00	0.00	0.00
//	//	0.00	0.00	0.00	0.00
//	//	0.00	0.00	0.00	0.00
else		0.00	0.00	0.00	0.00

Discount code:

Cancellation fee code:

Empty bed fee:

Deposit code:

Commission codes

Hotels	Code	Tax 1

Rate negotiation by rate code

Valid rate codes are shown during reservation

Hotel	From	To	Rate ...	/	Remarks
City DO	01/01/98	31/12/50	Promo		

OK Abbrechen Hilfe

Special rates by amount

You can enter differing special rates for up to four persons. You can enter four special rates for different periods. In this case, the fifth rate you enter always applies if the reservations do not fall within one of these periods. To enable the special rates, you must select the ☒ **Special rates by amount are valid** check box.

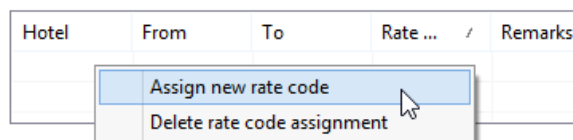
Details:

Use the “From” and “To” boxes to enter the period during which the rates are valid and enter the rates for a reservation with 1, 2, 3, or 4 adults in the subsequent boxes.

Finally, use the “else” box to enter the prices applicable for 1 to 4 persons if the reservation does not fall within the periods specified.

Rate negotiation by rate code

Right-click in the table in the lower pane to open the *context menu* and assign a specific rate code:



If you select the “New rate codes” option, an input dialog appears for making the assignment:

1. Enter the period during which the rate code is to apply or use the “From seasons” drop-down list to select a seasonal period created in the system data.
2. Select the rate code from the combo box. You can also enter an optional remark if required.
3. Click [OK] to enter the rate code in the list.

Use the selection box at the top of the window to determine which rate code is proposed for the guest by default when making a reservation.

Valid rate codes are assigned to reservation automatically
Valid rate codes are shown during reservation

“Valid rate codes are assigned to reservation automatically”:

All valid rate codes from the list are displayed when making a reservation: the first valid rate code is displayed in the reservation as soon as you select the guest profile.

Status	Arrival	Ngh Dprt.	Qty	R. type	R. no.	Adlt. Rate code	Rate
1 GTD CC	15/03/13	2 17/03/13	1	STDB	217 tour	2 ***Promo	120.00 GBP

Fig.: Reservation dialog box

The first available rate is displayed using ***. This makes it easier to identify the actual rate applicable as proposed by the system. You can use the “Rate code” drop-down list to select the other available rate codes. If additional rate codes have been assigned in the guest profile, all relevant rate codes are marked with a * within the list.

This rate code takes priority over all other rates within the reservation. The system increases/reduces the rate automatically if a change is made to the rate during the reservation period based on the period used to define the assigned rate codes or seasonal periods.

“Valid rate codes are shown during reservation”:

When using this option, the first valid rate code is again proposed as the default value.

	Status	Arrival	Ngh Dprt.	Qty	R. type	R. no.	Adlt. Rate code	Rate
1	GTD CC	17/03/13	2 19/03/13	1	STDB	214 Dir	2 *Promo	120.00 GBP

Fig.: Reservation dialog box

In this case, the rate code is identified with *. You can use the drop-down list to view all other valid rate codes assigned within the profile. The sequence in which they are displayed corresponds to their assignment in the profile. In other words, the rate code that appears first in the profile will also be displayed first here.

The selected rate code is retained for the reservation.

Editing an assigned rate code

Right-click a rate code within the list to open the *context menu*, which provides access to several options.

You can change the order of entries within the list. The sequence in which the assigned rate codes are listed determines the order in which rate codes are displayed and the rate code shown by default when making a reservation.

One level higher	Example: If the rate code is in the third place in the list of assigned rate codes, use this option to move it to second place.
One level lower	Moves the rate code lower in the sequence.
Set to first level	Use this option to move a rate code directly to first place if it is to be used as the default rate code.
Set within all accounts and contacts	If a special rate is defined for a master profile, you can use this option to copy the assignment of this rate code to all assigned sub-profiles. The assignment is also applied for all contacts in protel Sales and Marketing.

Discounts

Discount code Use the drop-down list to select specific discount codes from the system data.

The discount is not posted automatically. Instead, the system asks whether the discount should be posted during the check-out process. If the person performing the check-out answers [Yes], the discount is calculated and posted using the criteria defined in the system data for the discount code applicable to this profile.

Please note that the discount calculation applies to all charges on the invoice, not just the postings relating to the cost of the overnight stay.

For example, if a 10% discount code has been created for all extras (statistic group), all charges are discounted, including telephone charges and other extras.

Cancellation fee code / Empty bed fee The cancellation and empty bed fees are used to calculate and show the applicable information on an end-of-day report. You can decide whether or not to calculate the cancellation/empty bed fees.

▼ Please contact protel hotelsoftware GmbH Dortmund to enable this feature.

Deposit code Use this to enter a deposit code that has already been defined in the system data. If this guest makes a reservation, a deposit will automatically be generated for the reservation based on this code.

Commission codes

You can enter commission codes for a guest profile.

To do this, right-click anywhere in the “Commission codes” pane. Then use the *context menu* to create new codes or edit and delete existing codes.

Commission Code

Hotels:

Commission code:

Tax 1:

Tax 2:


OK

Cancel

Use this dialog box to enter a commission code that has already been created in the system data. Commission codes may be assigned only for the “Company, Travel agent, Source” or “Group” profile types.

If you want to work with net commission for foreign reservations, use the “Tax 1” and “Tax 2” fields to select differing tax rates. These must also have been previously created in the system data.

Click [OK] to enter the commission code in the list.

	Available user rights	
182	FO Guest profiles (rates)	Enables/disables the Rates tab in the guest profile.

Accounts receivable

FRONT OFFICE ► PROFILES ► “A/R” TAB

Statements and reminders

If you want to send statements rather than reminders to certain firms as part of the accounts receivable process, you can use this pane to specify the profiles for which statements are required. In accounts receivable management, these profiles will then be selected automatically when accessing the “Print statements” function (see the “*Accounts receivable*” chapter). Use the check boxes to select when statements are to be sent.

You can use the “Remind.code” drop-down list to select a default reminder code.

Credit limit


If you select the ☒ **Inhouse Crd.lim.** check box and enter a credit limit, this guest will appear on the “TA exceeds credit limit” list if the list has been included in the end-of-day routine and the guest’s balance exceeds the credit limit that has been set.

Select the ☒ **Credit limit** check box to set a limit for account receivable accounts. If a guest with the “accounts receivable” payment method exceeds this credit limit when checking out, it will not be possible to check out the guest.

For groups of hotels, you can also enter an overall limit (“Group limit”) and balance (“Group balance”). The amount in the “Available” box represents the difference calculated between the group limit and group balance.

Account data

You can use this pane to enter an account number from financial accounting and create a link to a master A/R account that is to be used for central credit limit checks and accounts receivable management. Select the ☒ **Debts are maintained under the following A/R account** check box and use the [...] button to select a master A/R account. Use the View button to view the profile of the master A/R account.

If a profile serves as a master A/R account for other profiles, the system selects the  **This profile is A/R account for the following profiles** check box automatically and displays the allocated profiles in a list below.

Right-click in the list pane to open the *context menu*, which can also be used to assign a new profile from this screen. Click “New” and search for the required profile.

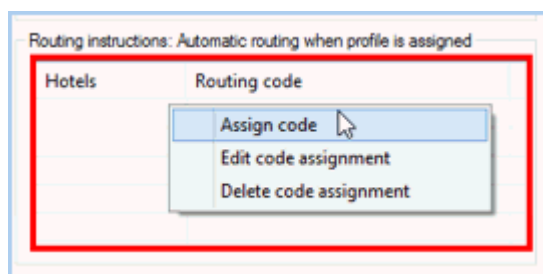
Routing instructions: Automatic routing when profile is assigned

[FRONT OFFICE ► PROFILES ► “A/R” TAB]

From Version 2013.17.458

One or more routing codes can be applied to all profile types in the “A/R” tab.

To apply a new routing code to the guest profile, place the cursor on the „Routing instructions” pane, right click, and then select the “Assign code” menu.




Evaluation of routing codes

For the service bookings, the regular payment instructions are used **at first**. If no payment instruction applies, the invoices and their recipients will be checked for an already assigned routing code in the following sequence: A,B,C,D,E,F. Should a routing code contain a booked account, it will be rerouted to the corresponding invoice.

▼ The analysis sequence can be adapted accordingly. Please don’t hesitate to contact the protel Support Team to assist you with these settings

Is neither a regular payment instruction nor a routing code valid in the profile, the **rate code's** routing code will be checked. If this contains the respective account, it will be rerouted to the routing target.

	Available user rights	
165	FO Guest profiles/Enter AR account number	Authorizes the user to enter an account number for financial accounting under “Ext. A/R”
811	FO Guest profiles view only	Controls write access to the A/R tab in the guest profile.

Master


Front Office ► Profiles ► “Master” tab

Use this function to assign revenues from guests, companies, etc., to master accounts. This causes the profiles that you assign become *sub-profiles*.

Example: A company has a number of different departments and company offices. If you assign one of these companies to a guest, the revenues for the guest are copied to the company profile. However, if you now want to view revenues for the entire corporate group when agreeing rates, you would have to add together the revenues from the individual company profiles.

The master profile assumes this function. Revenue and occupancy details from all sub-profiles are copied to the master profile and can be used for evaluation purposes.

Master profile

If you assign a sub-profile to a profile that you have opened, the open profile automatically becomes the master profile. The  **This profile is master account** check box is selected and the associated sub-profiles are shown in the list below. You cannot assign a master profile to another master profile or assign additional sub-profiles to a sub-profile.

The “Remarks” column shows the revenues that have been copied. You can also create assignments for which only the occupancy information is transferred and for which revenues are not shown in the master profile.

Assigning a sub-profile

Click [New] and use the guest search function to select the profile that you want to assign as a sub-profile.

You can use the “Relation” box to enter the type of connection between the companies (subsidiary, sister company, Partner Company, etc.).

If the relationship changes, enter the new details in the box at the bottom of the window and use the [Change] button to display the new information.

To delete the relationship, select the relevant profile and click [Delete]. Any data already transferred to the master profile is retained.

Sub-profile

You can only assign a sub-profile to one master profile. Once assigned, it is displayed in the list.


Assigning a master profile

Click [New] and use the guest search function to select the profile that you want to assign as a master profile.

You can use the “Relation” box to enter the type of connection between the companies (subsidiary, sister company, Partner Company, etc.).

If the relationship changes, enter the new details in the boxes at the bottom of the window and use the [Change] button to display the new information.

To delete the relationship, select the relevant profile and click [Delete]. Any data already transferred to the master profile is retained.

	Available user rights (master accounts)	
115	FO Master Accounts	Enables/disables the “Master” tab in the guest profile for the user logged in.
817	FO Master Profiles (edit)	Allows a user to edit master profiles. Revoking right 807 prevents an employee from editing master profiles.

Commissions

FRONT OFFICE ► PROFILES ► “COMMISSIONS” TAB

NOTE:

▼ This tab appears for company, travel agent, source, and group profiles only.

This window displays guest reservations for which commission has been calculated.

Enter an evaluation period and click [Calculate].

Address	Pers. Data	Requests	Sales Data	Sales Contacts	Sales Activity	Sales Revenue	Rates	A/R
Master	Commissions	Future	History	Letters (Inv.)	Letters (Res.)	Invoices	Photos	Traces History

Evaluation period (Departure)
 01/01/1980 - 31/12/2200 Calculate

Arrival	Depart...	Name of guest	Room	Amount LOC	Currency	C-Amount	Com.Code
12/04/05	12/04/05	Falconbridge M Mrs	210	16,00	GBP	16,00	10%GDS
20/03/05	16/04/05	Gale Larry Mr	217	202,50	GBP	202,50	10%GDS
08/04/05	16/04/05	Fadden Edel Mr	218	72,00	GBP	72,00	10%GDS
11/04/05	16/04/05	Far & Wide 180603	9000	30,00	GBP	30,00	10%GDS
15/04/05	16/04/05	Jack Collin Mr	202	10,00	GBP	10,00	10%GDS
13/04/05	16/04/05	Vyver Markus Mr	404	36,00	GBP	36,00	10%GDS

Commissions
 Paid: 366.50 Due: 0.00 Total: 366.50 Print

Arrival, Departure, Name of guest, Room Data about the reservations for which commission has been calculated.

Amount LOC Amount of commission to be paid in the local currency.

Currency Shows the relevant currency if payment is not made in the local currency.

C-Amount Amount of commission in the currency in which payment is made. Conversion is performed on the day of calculation and is based on the exchange rate applicable on this date.

Com.Code Shows the commission code used as a basis for calculating the commission. This is created in the system data.

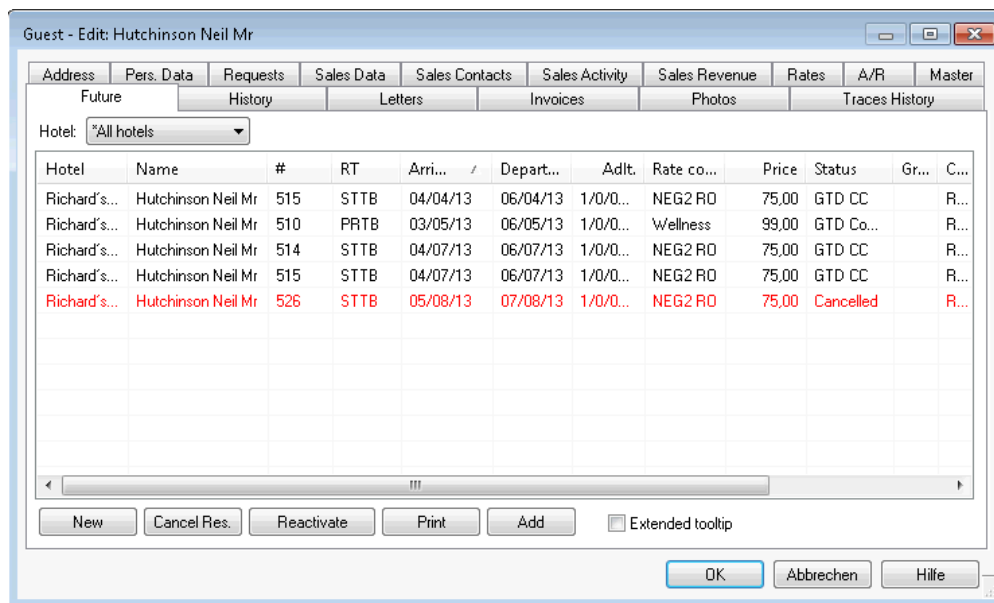
The bottom of the window shows the paid, due, and total commission amounts.

Click [Print] to print a report containing the displayed reservations on which commission is due together with the name, room number, and dates of arrival and departure.

	Available user rights	
124	FO Commission clearing	Enables/disables the Commissions tab in a profile (e.g., company profile).

Future

FRONT OFFICE ► PROFILES ► "FUTURE" TAB



Hotel	Name	#	RT	Arr...	/	Depart...	Adlt.	Rate co...	Price	Status	Gr...	C...
Richard's...	Hutchinson Neil Mr	515	STTB	04/04/13		06/04/13	1/0/0...	NEG2 RO	75,00	GTD CC		R...
Richard's...	Hutchinson Neil Mr	510	PRTB	03/05/13		06/05/13	1/0/0...	Wellness	99,00	GTD Co...		R...
Richard's...	Hutchinson Neil Mr	514	STTB	04/07/13		06/07/13	1/0/0...	NEG2 RO	75,00	GTD CC		R...
Richard's...	Hutchinson Neil Mr	515	STTB	04/07/13		06/07/13	1/0/0...	NEG2 RO	75,00	GTD CC		R...
Richard's...	Hutchinson Neil Mr	526	STTB	05/08/13		07/08/13	1/0/0...	NEG2 RO	75,00	Cancelled		R...

This tab displays all future reservations for a guest profile. Cancellations are shown in red with the status "Cancellation."

Right-click a reservation to open the *Navigator* for further editing of the selected guest.

New

Use the [New] button to create a new reservation for the guest profile you have opened.

Cancel Res.

Cancel existing reservations.

Reactivate


Reactivate reservations that have already been canceled.

Print

Print the displayed reservation.

Add

Access additional functions (ONLY POSSIBLE if the relevant additional functions have been configured in the system).

If the  **Extended tooltip** function is enabled, placing your mouse pointer over a reservation will display additional information such as the reservation number or cancellation date and reason.

History

Front Office ▶ Profiles ▶ “History” tab

Address	Pers. Data	Requests	Sales Data	Sales Contacts	Sales Activity	Sales Revenue	Rates	A/R	Master	
Future		History		Letters	Invoices	Photos	Traces History			
Hotel: *All hotels ▾		Display	Reservations ▾	Period:	01/01/1980 - 31/12/2079		View	Print		
Hotel	Guest	Arr...	Depart...	Room	RT.	RateCode	Price	Adlt.	Accom.	F
Richard's Hotel	Duncan S ...	14/02/13	14/02/13	8500	PASS	ZERO	0,00	0/0/0/0/0	0,00	0
Richard's Hotel	Duncan S ...	02/12/02	05/12/02	330	STDB	DL30 DBB	95,00	1/0/0/0/0	212,25	103

This tab lists all past reservations for the guest profile you have accessed.

Future		History		Letters	
Hotel:	*All hotels	Display	Reservations		Period:
		Cancellation			
		No Shows			
		Reservations			
Hotel	Guest	A			Room
Richard's Hotel	Duncan S ...	14/02/13	14/02/13	8500	
Richard's Hotel	Duncan S ...	02/12/02	05/12/02	330	

You can filter the display by **Reservations**, **No Shows** or **Cancellations**, and/or specify a time period.


Click [View] to refresh the list immediately.

If you want to print all the details, use the Print button to generate a report. **You can also select individual reservations** to limit the detailed printed accordingly.

If you access the history for a company, travel agent, source, or group profile, this will show the reservations for the individual guests for whom a reservation was made using this profile.

Context menu

Select a reservation and right-click to view additional functions. For instance, you can view a **reservation history** if one exists for this reservation. This can be useful for no-show or canceled reservations as it allows you to determine when and by whom this reservation was assigned no-show or canceled status.

 Available user rights		
306	FO Guest history	Controls access to the guest history in guest profiles. If this right is revoked, the button is grayed out and the guest history is also locked via the Navigator.

Letters

Front Office ▶ Profiles ▶ “Letters” tab

AddressPers. DataRequestsSales DataSales ContactsSales ActivitySales RevenueRatesA/RMaster

FutureHistoryLettersInvoicesPhotosTraces History

Hotel: *All hotelsType: All Types

Hotel	Creat...	From	Text	Form	Modified	From	Storage locati
All	17/1...	Manager		Brochure	17/10/05	Manager	c:\proteldemo\
All	11/1...	Conway	Statement	CAR Statement of account	11/12/02	Conway Lisa	\\103.84.0.30\
All	10/1...	Conway	Statement	CAR Statement of account	10/12/02	Conway Lisa	\\103.84.0.30\

New letterOpen LetterDelete LetterChange CommentLetterhead PreviewEmail

Name: Password☐ Visible in this hotel only

You use the Letters tab to manage the correspondence conducted via this guest profile.

NOTE:

▼ The “Letters” tab is replaced by the “Letters (inv.)” and “Letters (res.)” tabs in the “Company,” “Travel agent,” “Source,” and “Group” profile types.

Letters (Inv.)Letters (Res.)

“Letters (inv.)” relates to the contact person entered for invoices on the profile; “Letters (res.)” to the contact for reservations.

The tab lists all reservations forms, guest letters, and mail merge letters along with their creation date, change date, the name of the creator, form name, and the folder where the documents are stored.

You can also create a new letter for the open guest profile or select a letter in the list for editing.

Context menu

Right-click in the list area to open the *context menu*.

NewEditDeleteAdd file

Click “**New**” to create a new letter or “**Edit**” to open a selected letter for editing.

Add file

Use this to import an entire file into the letter history (see “*Adding external letters*”).

Additional functions

Front Office ▶ Profiles ▶ “Letters” tab ▶ button bar



Create a new letter: If you accessed the guest profile from the *Navigator*, you can select from all forms of the type “guest letter.” Double-click or select the required form and click [OK] to create a corresponding letter.

If you have clicked the “*Res. texts*” button in the Navigator, the system accesses all forms of the type “reservation form.”

From version 2013.17.100

Add the guest's gender to your reservation forms by using the following Code: **\$y118**. For this purpose, the code has to be added to the relevant form in the system data: Start the system data and open the Menu “Text > Form Administration”. Select a form group and double-click the form you want to edit. Add the code to the desired position and save the form by clicking [OK].



Use this button to view a letter that has already been created and edit it if necessary.



Removes a letter from the history: Select the relevant letter in the list and click [Delete Letter].

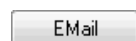


Use this button to enter internal comments about a letter. Select the letter, enter a comment in the “Text” field, and click [Change Comment].

The form contains four buttons: “Neuer Text”, “Text bearbeiten”, “Text löschen”, and “Ändern”. Below the buttons is a text input field with the placeholder text “Bezeichnung: Hier geben Sie die Bemerkung ein”.



Use this button to check whether all required data is present. It opens a window showing the letterhead together with the entries from the “*Address*” tab.

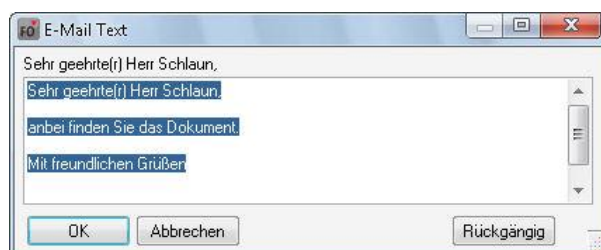


Select a letter to send it to the e-mail address defined for the current guest profile as an attachment.

NOTE:

▼ To send an e-mail, a valid e-mail address must have been entered in the guest profile. Some additional settings are also required to enable potel to communicate with your e-mail client. For more information, please contact your potel distributor or the *potel support team*.

Sending letters by e-mail is supported as of Version 11.222 (2/12/2007).



▼ If required, you can BCC yourself (user reply address) in the e-mail to ensure it is sent correctly. potel Support will be happy to configure the relevant settings for you.

Adding external letters

You can also add letters that were not written using the word processor in protel HMS to the history. If you have sent an inquiry or quotation by e-mail, for example, you can store the relevant e-mail in the guest's profile.

You can use the clipboard to transfer the letter. If you use MS Word for external word processing, you can save the file as "Rich Text" in Word. You can store the letter as a text file if Word is not available at your workstations.

You can use the clipboard to transfer an e-mail to the guest profile.

1. Select the text in your e-mail program (e.g., Outlook)
2. Open the Letters tab for the guest (company, travel agent, source, group) in protel HMS
3. Right-click in the list area
4.
 - a) Paste rich text from clipboard: Copy the text from the clipboard as an rtf document.
 - b) Paste text from clipboard: Copy the text from the clipboard in txt format.
 - b) Paste HTML text from clipboard: Paste text that has been copied from a browser in HTML format.

Saving letters in txt format rather than the doc format used by MS Word uses less space.

Inserting files

1. Right-click in the list area
2. Select "Add file" from the context menu that appears
3. The "Open file" dialog box appears. In this dialog box, navigate to the directory containing the document/file.
4. Select the file and click "Open" or double-click to select the file.
5. A message appears with the following options:
 - a) Save the file in a protel directory (accessible from all workstations)
 - b) Create a link to the file. If the file is stored locally or within a certain directory on the server, it may not be possible for all workstations to access the file.

When you open the document, the corresponding program (e.g., Word) launches automatically.

Storage location for letters

The default directory for storing guest letters is \protel\kunden\texte. You can specify an alternative storage location if required. Please contact your local protel distributor or the protel support team for assistance.

Family

FRONT OFFICE ► PROFILES ► "FAMILY" TAB

Use this dialog to assign family members to a guest by linking the guest's card with those of his family members.

The image shows two buttons side-by-side. The first button is labeled 'New' and has a blue border. The second button is labeled 'Add family member' and has a grey border.

In the dialog box, click the [New] button or open the *context menu* and click "Add family member."

This opens the *Guest search* window, which you use to find the relevant profile or create a new one.

The image shows a dropdown menu with the label 'Type:' on the left. The selected option is 'EHF - Ehefrau' and there is a small downward arrow on the right side of the dropdown box.

Use the "Type" drop-down list to determine the relationship. You can also use the "Text" box to enter comments.

The image shows a single button labeled 'Change' with a grey border.

Click [Change] to change and save existing entries.

Right-click an existing entry to open the context menu:

The image shows a context menu with a light grey background and a thin border. It contains five options: 'Add family member', 'Change family member', 'Release family member', 'View profile', and 'Break up family'. The first three options are grouped together at the top, followed by 'View profile', and then 'Break up family' at the bottom.

In addition to creating a new entry, editing the selected entry, or viewing a family member's profile, you can also **delete a selected member from the family** or **split the entire family**. In this case, the profiles continue to exist, but are no longer linked.

Invoices

Front Office ► Profiles ► “Invoices” tab

Guest - Edit: Baltimore Richard Mr

Address Pers. Data Requests Sales Data Sales Contacts Sales Activity Sales Revenue Rates A/R Master

Future History Letters Invoices Photos Traces History

Filter

Hotel: Richard's Hotel - Richard's Hotel, ASPQ 2AJ L Fiscal cd.: Refresh

From: 09/02/2013 To: 01/01/2200

Invoice	F-Code	Date	Name	Payment	Charge	(Reversal / Void)	Comment	Res.No.
4085		10/03/13	Baltimore	-198,00	198,00			21490
4087		10/03/13	Baltimore	-30,00	30,00			21490

View Invoice Form View Invoice Postings Print Report Void Invoice

OK Abbrechen Hilfe

This dialog box displays all invoices created using the address from this guest profile. The list corresponds to the view in the invoice history:

Invoice	Invoice number
F-Code	Fiscal code, only required for a fiscal invoice.
Date	Invoice date
Name	Guest's name. In the case of a company invoice, the name of the guest whose reservation was used to generate the invoice is displayed here.
Payment	If an incoming payment has been posted, the amount of the payment is displayed here. An amount of “0.00” means that an accounts receivable invoice has been created.
Charge	Shows the amount posted to this invoice as revenue.
Comment	This field is not currently in use.
ResNo	Reservation number for which the invoice was created.

Filter

Hotel: Richard's Hotel - Richard's Hotel, ASPQ 2AJ L Fiscal cd.: Refresh

From: 09/02/2013 To: 01/01/2200

You can use the filter options to specify a period for displaying the invoices created or to search using a fiscal code. Once you have changed the filter options, click the **[Refresh]** button to update the list.

View Invoice Form	Use this button to display the form for the selected invoice.
View Invoice Postings	Opens a report showing the individual postings to the invoice. This shows the packages on the invoice together with the associated individual postings.
Print Report	Creates a printout of all invoices created for the guest to date.

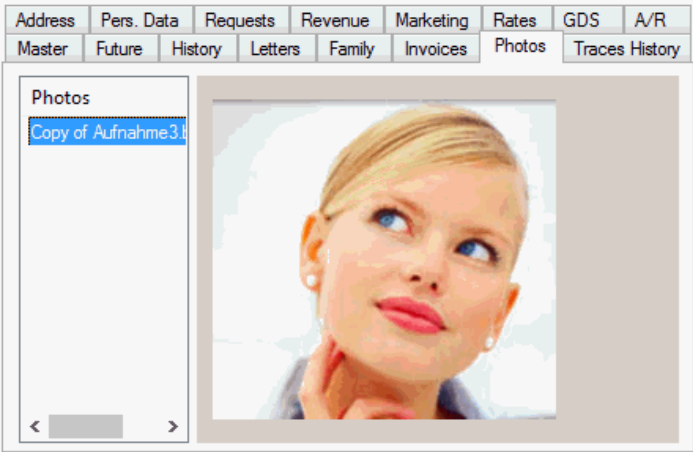
Void Invoice	Perform a correction for a selected invoice (see the “Cash Register” chapter, “ <i>Invoice history</i> ” > <i>Voiding invoices</i>).
---------------------	---

Photos


FRONT OFFICE ► PROFILES ► “PHOTOS” TAB

In the guest profile, you can assign photos to a guest in any image format.

To add an image file, either enter a file path (right-click, “Insert photo”) or use the copy and insert commands (right-click the file, select “Copy” and insert into protel via the clipboard).





You can add as many photos as you want to a profile. Right-click the file names to rename or delete the entries.

 Available user rights		
161	FO Display photos	Enables/disables the Photos tab in the guest profile.

Traces History

FRONT OFFICE ► PROFILES ► “TRACES HISTORY” TAB

When you create a trace in the Navigator using the *“More” button*, you can also select the  **Traces History** check box. If you do so, the trace defined for the guest is stored in the traces history for information purposes after the guest has checked out. If you select the  **Auto Trace check box at the creation stage**, the trace is automatically set for the next reservation made by this guest. This is indicated by an “X” in the “Auto Trace” column.

Guest - Edit: Quinn Alfred Mr

AddressPers. DataRequestsSales DataSales ContactsSales ActivitySales RevenueRatesA/RMasterFutureHistoryLettersInvoicesPhotosTraces History

Date /	Time	Department	Text	Auto Trace
04/02/13	:	Restaurant	Guest on Special Diet	
11/03/13	:	Front Office	Check ID on Arrival	X

PrintCopyNew

OKAbbrechenHilfe

New

Create a new trace for the open guest profile.

To delete traces, use the *context menu*.

PCI

The PCI SSC (Payment Card Industry Security Standards Council) is an independent council that was originally founded by the leading credit card vendors American Express, Discover Financial Services, JCB, MasterCard Worldwide and Visa International. The council aims at improving the security of payment transactions that are made using payment cards (credit cards or debit cards). The goal is to protect cardholder information by universally enforcing the PCI DSS (Payment Card Industry Data Security Standard): The PCI DSS must be implemented by all entities that store, process and/or transmit cardholder information.

PCI DSS in the travel and hospitality industry

Many transactions in the hospitality industry process cardholder information, e.g. booking a hotel room, using electronic tickets, doing a self-service check-in, performing revenue accounting etc.

PCI compliance

PCI DSS compliance requires that certain recommendations for cardholder information usage be followed and complied with. This is to ensure that cardholder information is stored only temporarily according to very specific security requirements before it is permanently deleted.


For more information on this topic, please see here:

Settings in protel

▼ PCI compliance requires certain settings to be made in the protel software. For more information, please contact your protel distributor or the *protel support team*.

PCI compliance prevents any access to cardholder information from within a guest profile and requires that such information is deleted from all profiles. Cardholder information can only be entered for a current reservation. Any such information is automatically deleted from protel after the end-of-day routine that follows the check-out for the relevant reservation. You can configure the number of days that the data is preserved in the system after check-out.

User rights

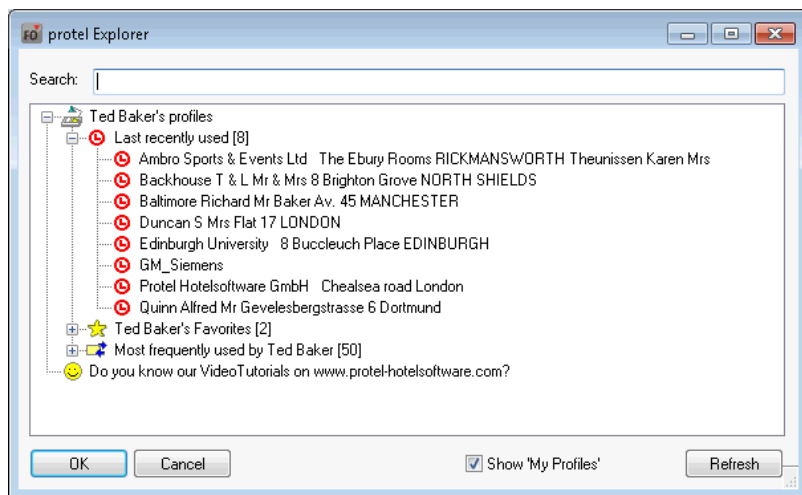
	Available user rights	
822	FO Credit cards	Controls access to the credit card button from within a reservation.
370	FO Reservation: Read CC from profile	Controls access to the “Read CC from profile” feature. (Copy)
371	FO Reservation: Write CC to profile	Controls access to the “Write CC to profile” feature. (Paste)

My profiles (SPE & MPE only)

(Available for version 2008.12.152 or higher)

The **[My Profiles]** command provides direct access to your favorites and any recently or frequently used guest profiles. This simplifies the search in many cases and makes the booking process more efficient. The phonetic search feature (see “Search” below) is particularly helpful as it allows to search for names that sound similar.

Select the **[My Profiles]** menu item to open the protel Explorer:



Last recently used	This shows the guest profiles that were most recently opened in the current session. The list contains a maximum of seven profiles.
Favorites	You can define guests that you are frequently in contact with (e.g. companies or travel agents) as favorites for easier access. Please refer to the section on Guest profile tabs > Address > tree view > <i>Favorites</i> for instructions on how to add a guest profile to your favorites
Most frequently used profiles	This section shows an overview of up to fifty guest profiles that were most frequently accessed.
Search	Enter a search term and press Enter. protel returns all guest profiles that contain the entered string and sound similar (phonetic search). From version 2013.16.816 In addition, you can search for a specific profile number.

Opening the protel Explorer

- ▼ Select protel Front Office / “Profiles” -> My Profiles.
- ▼ Click the relevant option in any of the guest profile search dialog boxes.
- ▼ Click the relevant option in any search results list.
- ▼ Use the “Search & Command” bar to start a search.

File Export/Mail Merge

FRONT OFFICE ► PROFILES ► FILE EXPORT/MAIL MERGE

To assist you when creating mail merge or circular letters, you can retrieve the address details from your guest profiles in protel and export them as a control file. As an alternative, you can also use the internal word processing tools provided by protel HMS to create mail merge letters.

The Mailing Wizard

The Mailing Wizard guides you through the individual stages of the export. Select or clear the check boxes in the wizard to determine which addresses you want to retrieve and specify the relevant conditions.

✓ Mailing Wizard

Profile type

☒ Private guests

☒ Companies

☒ Groups

☒ Agents

☒ Source

Country and ZIP

Country

Region/State:

Language:

ZIP area:

(Seperate ZIP areas with comma)

Add. filters

In period:

16/03/2012

11/03/2013

☐ Min. stays:

0

☐ Min. nights:

0

☐ Min. rev.:

0.00

☐ Filter remarks:

Last stay

☐ Filter

11/03/2013

...

11/03/2013

...

☐ Creation date:

/ /

...

11/03/2013


...

Mailing includes guests with

☐ Postal address being valid

☐ Fax number entered

☐ Email address entered

Profile type	Select the guest profile types
Add. filters	See below
Country and ZIP	Enter the country, region, and language (e.g., all guests with “English” as the language in their profile). ZIP-Area: Use commas to separate multiple ZIP areas in this box.
Last stay	Select the  Filter check box to enable this function. You can then enter the date of the last stay as a selection criterion.
Mailing includes guests with	Select the relevant check box to specify that the address must be complete for mail merge letters sent by mail. You can also select the corresponding check boxes for mail merge letters sent by e-mail or fax.

ADDITIONAL FILTERS

In period	Used as a filter for selecting stays and revenue. Enter a period during which a minimum number of stays/nights or minimum revenue must have been recorded. The guest must have stayed at the hotel during the period indicated.
<input checked="" type="checkbox"/> Min. stays	Enter the minimum number of stays that must have been recorded for inclusion in the mailing.
<input checked="" type="checkbox"/> Min. nights	Enter the minimum number of nights.
<input checked="" type="checkbox"/> Min. rev.	Enter the minimum revenue.
<input checked="" type="checkbox"/> Filter remarks	Select this check box to search for terms included in the Comments box of the guest profile.

Note: The more restrictions you make, the fewer guest profiles will be selected. The selections made are viewed as “AND” conditions, which means that all conditions must be met (ZIP area 4000 **and** min. revenue EUR 2,000 **and** min. 3 nights).

LAST STAY

Specify the period during which the guest last stayed at the hotel.

For instance, do you want to limit the mailing to guests for whom a new profile was created during a specific period (e.g., new customers only)?

MAILING INCLUDES GUESTS WITH

Mailing includes guests with	
<input type="checkbox"/> Postal address being valid	Only select guests with full address details
<input type="checkbox"/> Fax number entered	Only select guests with a fax number on file
<input type="checkbox"/> Email address entered	Only select guests with an e-mail address on file

Click [**Next**] to go to the next window.

This provides two selection options:

Salutation
☐ Append Family1 members salutation to profiles salutation

Birthday
☐ Include guests, that in the period
between: ...
and: ...
☒ have birthday at least once and become to: years old
☐ have an age of to: years

☐ Include family members in mailing
☒ Add family members with guest's address
☐ Use family members as a filter for addressing the guest

Salutation

☐ Append Family1 members salutation to profiles salutation

Salutation

Select this check box if you want to add the salutation for the guest's companion (companion 1 as spouse) to the salutation specified in the profile.

Birthday

☐ Include guests, that in the period

between: 11/03/2013 ...

and: 11/03/2013 ...

☒ have birthday at least once and become 0 to: 999 years old

☐ have an age of 0 to: 999 years

Birthday

Guests with a birthday within a certain period:

Select the check box and the “**have birthday at least once and become**” radio button

Guests who have reached the required age within a certain period:

Select the check box and the “**have an age of**” radio button

☒ Include family members in mailing

☒ Add family members with guest's address

☐ Use family members as a filter for addressing the guest

Family

Select the check box in the lower section to determine whether family members are to be included.

Click [Next] to continue to window 3.

The Mailing Wizard window is divided into two main sections: 'With marketing code' and 'With VIP code'. Each section contains two columns: 'Code' and 'Text'. Below each section are radio buttons for 'or' and 'and' selection. At the bottom, there is a 'Hotel' field with a dropdown arrow.

With marketing code		but not	
Code	Text	Code	Text
1	FAZ 07/96	1	FAZ 07/96
2	Süddeutsche	2	Süddeutsche
3	Mailing SK 17	3	Mailing SK 17
4	Winter 96	4	Winter 96
5	Mail 1/98	5	Mail 1/98
6	Mail 2/98	6	Mail 2/98

☒ or ☐ and

With VIP code		but not	
Code	Text	Code	Text
VP3	VIP 3	VP3	VIP 3
PRE	Presse	PRE	Presse
VIP...	VIP X1	VIP...	VIP X1
VP2	VIP 2	VP2	VIP 2
BL	Black List	BL	Black List
STA	Stammgast	STA	Stammgast

☒ or ☐ and

Hotel:

Use this window to determine whether guests with a specific **marketing** or **VIP code** are to be included in the mail merge.

Select a code to include it as a selection criterion. The radio buttons allow you to choose between “AND” and “OR” queries.

Example:

C...	Text
1	FAZ 07/10
2	Süddeutsche
3	Mailing SK 17
4	Winter 2012
5	Mail 1/10
6	Mail 2/10
7	Herbst 2012

☐ oder
 ☒ und

AND query

☐ oder
 ☒ und

All guests with the marketing codes “Mailing” and “South German” – only guests for whom both marketing codes apply will be selected.

C...	Text
1	FAZ 07/10
2	Süddeutsche
3	Mailing SK 17
4	Winter 2012
5	Mail 1/10
6	Mail 2/10
7	Herbst 2012

☒ oder
 ☐ und

OR query

☒ oder
 ☐ und

All guests with the marketing codes “Mailing” or “South German” – guests for whom one of the marketing codes apply will be selected.

aber nicht

C...	Text
14	Kuli-Kalender
15	Golf
16	Tennis
17	Biker
18	Wellness
19	Messe 2012
20	Novacom Juni Mail

BUT NOT

The second window allows you to exclude profiles with a specific marketing or VIP code.

Click [Next] to view additional selection options.

☐ With reservation
 Arrival from/to:
 01/01/2012 ... 01/01/2200 ...

☐ Without reservation
 Arrival from/to:
 01/01/2012 ... 01/01/2200 ...

and codes:

Market codes: ...

Source codes: ...

Rate codes: ...

Packages: ...


but not the codes:

Market codes: ...

Source codes: ...

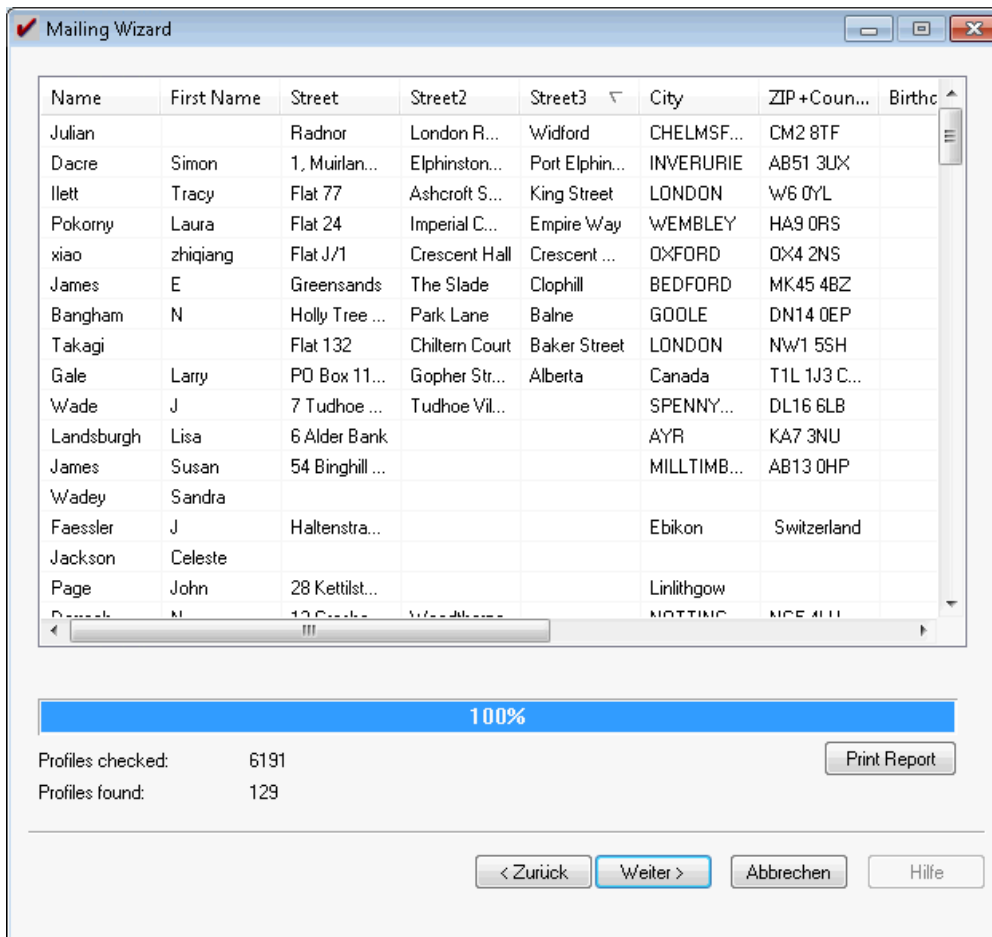
Rate codes: ...

Packages: ...

Using the options provided here, you could, for example, select all reservations from a certain period with certain codes. To do this, select the  **With reservation check box**, enter the required period, and select the required codes under “and codes.”

Use the [Next] button to open a window displaying all profiles that meet the selected criteria.

Click [Next] again to view the guests.



Mailing Wizard

Name	First Name	Street	Street2	Street3	City	ZIP + Coun...	Birthc...
Julian		Radnor	London R...	Widford	CHELMSF...	CM2 8TF	
Dacre	Simon	1, Muirlan...	Elphinsto...	Port Elphin...	INVERURIE	AB51 3UX	
Ilett	Tracy	Flat 77	Ashcroft S...	King Street	LONDON	W6 0YL	
Pokorny	Laura	Flat 24	Imperial C...	Empire Way	WEMBLEY	HA9 0RS	
xiao	zhiqiang	Flat J/1	Crescent Hall	Crescent ...	OXFORD	OX4 2NS	
James	E	Greensands	The Slade	Clophill	BEDFORD	MK45 4BZ	
Bangham	N	Holly Tree ...	Park Lane	Balne	GOOLE	DN14 0EP	
Takagi		Flat 132	Chiltern Court	Baker Street	LONDON	NW1 5SH	
Gale	Larry	PO Box 11...	Gopher Str...	Alberta	Canada	T1L 1J3 C...	
Wade	J	7 Tudhoe ...	Tudhoe Vil...		SPENNY...	DL16 6LB	
Landsburgh	Lisa	6 Alder Bank			AYR	KA7 3NU	
James	Susan	54 Bingham ...			MILLTIMB...	AB13 0HP	
Wadey	Sandra						
Faessler	J	Haltenstra...			Ebikon	Switzerland	
Jackson	Celeste						
Page	John	28 Kettist...			Linlithgow		
Demash	M	13 Castle ...	Widdowson		NOTTING	NG5 4UH	

100%

Profiles checked: 6191
Profiles found: 129

Print Report

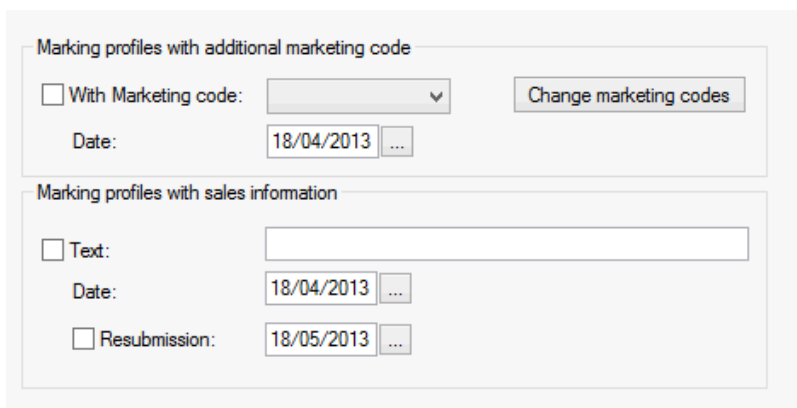
< Zurück Weiter > Abbrechen Hilfe

You can use the *context menu* to:

1. View the profile, if required
2. Remove the profile from the search results if the data displayed is incorrect or incomplete

You can use the [Print report] button to print a list of all selected addresses.

Click Next to go to the window for **marking** the guest profiles with an additional marketing code.



Marking profiles with additional marketing code

☐ With Marketing code: **Change marketing codes**

Date: 18/04/2013

Marking profiles with sales information

☐ Text:

Date: 18/04/2013

☐ Resubmission: 18/05/2013

You can mark the selected profiles with a common marketing code (e.g., mailing promotion winter 2013).

☒ With Marketing code:

If the marketing code you want is not already available, click [Change marketing codes] to create a new one. This opens a window that displays all marketing codes from the system data. In this window, you can add a new code and then select it directly from the drop-down list.

Date:

If the export was created for a mailing that is not being sent on the same day, you can enter a differing date (assignment of the marketing code is documented using this date).

Marking profiles with sales information

☒ Text:

Date:

☐ Resubmission:

If you want to make an entry on the “Marketing” tab of the guest profiles of the relevant guests, select the “**Text**” check box and enter the required text in the input box. If resubmission is required, select the relevant check box and enter the date of resubmission.

Click [Next] to select the type of mailing.

☒ Mailing Wizard

Mailing type

☒ Mail merge with Microsoft Word using text file

☐ Mail merge with different Word processor using text file (MS DOS file)

☐ Mail merge with Microsoft Word using dbase file (MS DOS file)

☐ Mail merge with Microsoft Word using dbase file (Windows)

Using file:

☐ Send via email using Microsoft MAPI

Subject:

Attachm.

☐ Send by FAX using Microsoft MAPI

☐ Send by FAX using Fritz Fax

☐ Print with potel Word processor

Mailing type

Mail merge using control file

☒ Mail merge with Microsoft Word using text file

☐ Mail merge with different Word processor using text file (MS DOS file)

☐ Mail merge with Microsoft Word using dbase file (MS DOS file)

☐ Mail merge with Microsoft Word using dbase file (Windows)

Using file:

Mail merge with Microsoft Word using text file

If the mail merge has been created in MS Word and you want to use the control file there, you can create the file as a text file at this point. This text file contains only the relevant information (address, salutation, etc.), which means that the file size remains small even for large mailings.

Mail merge with different word processor using text file (MS-DOS file)

If you are using a word processing program other than Microsoft Word that is unable to accept the above format, use this option to select a DOS format.

Mail merge with Microsoft Word using dbase file (MS-DOS file)

NOT SUPPORTED UNDER SQL!

If you want to create a file in a format other than a text file, you can use this option to generate a file in dbase format. Using this format results in a relatively large file as it saves all data from the guest profiles.

Mail merge with Microsoft Word using dbase file (Windows)

NOT SUPPORTED UNDER SQL!


This option also generates a dbase file that can be used in programs incompatible with Microsoft products.

Use the “**using file**” input box to enter the path at which the file is to be generated. Make a note of this path if you want to save the file to a storage medium or use it in Word.

Use the ... button to change the path. The export file is assigned the name “expkun.txt” by default. You can, however, change this at any time. Ensure that you retain the “.txt” extension to preserve the required format.

Mail merge by e-mail




You can send mail merge letters by e-mail if you use MS Outlook as your e-mail program. Your MS Outlook configuration must permit a transfer to MAPI. Ensure that you select the  **E-Mail Address entered** check box in the Mailing Wizard (see above, in the “*Mailing includes guests with*” section).


You can use the “Subject” box to enter text for the e-mail header. Use “Attachem.” to select the required document.

Mail merge by fax

Send by FAX using Microsoft MAPI

If you use Microsoft MAPI to send faxes, it can also be used to send mail merge letters in potel. Ensure that you select the  **Fax number entered** check box in the Mailing Wizard (see above, in the “*Mailing includes guests with*” section).

Send by FAX using Fritz Fax

You can send mail merge letters by Fritz Fax if you use Fritz Fax as your fax program. Ensure that you select the  **Fax number entered** check box in the Mailing Wizard (see above, in the “*Mailing includes guests with*” section).

Printing a mail merge using the protel word processor

 Print with protel Word processor

Select this check box if the printout is to be initiated directly from the internal word processor of protel HMS. The text must be stored as “Customer text” in the system data.

If you create the mail merge from protel HMS directly, the text is saved in the *Mail merge history*.

Click [**Finish**] to create the file or mail merge.

Creating a mail merge letter in Microsoft Word

Once you have created a file using “File Export/Mail Merge” in protel HMS, you can use this file with the mail merge function in MS Word.

Launch MS Word and open the required document. The following description is based on the recommended workflow in Word 2007.

Starting mail merge

On the **Mailings** tab, click “**Start Mail Merge**.”

Select whether to start a mail merge or print labels.

Selecting the recipient

Click Select Recipients > Use Existing List...

Data source

The “Select Data Source” window opens.

The system will have created a file called “expkun.txt” in the protel server directory (unless you selected a different directory or file name).

Open the folder in which the txt or dbase file is saved. Select “Text file” or “dbase file” as the “File type” accordingly. The system will display the files found at this location.

An additional window appears. Select “Windows (Standard)” and click **OK** to confirm.

Inserting merge fields

You can then enter merge fields in the document to replace the addresses.

If the export was made to a txt file, the merge fields for the addresses correspond to the replacement codes from the protel word processor.

Add1 to Add7 are replaced by the address. Enter these in the document underneath each other.

If a dbase file has been generated, the mail merge fields correspond to an address listing, first name, surname, salutation, title (if applicable), street, etc.

After you have entered the fields, open the “Mail Merge” function once more.

Finishing and merging

Use “**Mailings > Finish & Merge**” to merge the document with the address file and replace the address codes.

Mail Merge History

FRONT OFFICE ► PROFILES ► MAIL MERGE HISTORY

Mail Merge History

Created	Modif...	Comment	Form
All	31/03/05	Manager	
All	26/08/05	Protel	
All	17/10/05	Manager	
All	14/05/07	Protel	
All	11/10/05	Manager	
All	10/01/06	Ted Baker	
All	09/01/06	Ted Baker	
All	05/04/05	Protel	
All	05/04/05	Protel	
All	05/04/05	Protel	

Load DocumentDelete LetterChange Comment

Password:


Comment:

OKCancelHelp

Use this menu item to print, view, edit, or delete mail merge letters that you have already created.

Use the [Load document] button to open and edit an existing document. If you no longer require a document, use the [Delete letter] button to remove it from the history view.


You can add an internal comment about the mail merge documents at any time or change an existing comment. To do so, select the required letter and enter a comment in the input box. Click the [Change comment] button to change the comment.

	Available user rights	
272	FO Texthistory mail merge	Controls access to the mail merge history.

Headquarter Link

FRONT OFFICE ► PROFILES ► HEADQUARTER LINK

Use this feature to connect to the headquarter. Only used for protel HQ installations.

	Available user rights	
126	FO Headquarter Link	Controls access to the headquarter connection feature (FO - Profiles - Headquarter Link).

Profile Maintenance

FRONT OFFICE ► PROFILES ► PROFILE MAINTENANCE

Use this function to maintain your profile records. It allows you to filter profiles by individually defined criteria so that they can be deleted or otherwise modified as a group.

Click the check boxes to select or clear the filters as required.

Example:

- You want to delete all guests who last booked a room X years ago. In this case, you would set the “Last stay before” filter.
- Or, you want to remove profile records that are marked for deletion.
- You may want to edit the details on guest profiles with incomplete address information. In this case, use the “Without phone number,” “Without city,” and “Without street” filters.

As you can see, there are a wide range of options available.

Once you have entered the required criteria, click [View Profiles].

You can then perform the following actions:

- Delete one or more selected files: Click [Delete marked profiles]
- Right-click a profile to open the guest profile for subsequent editing.

NOTE:

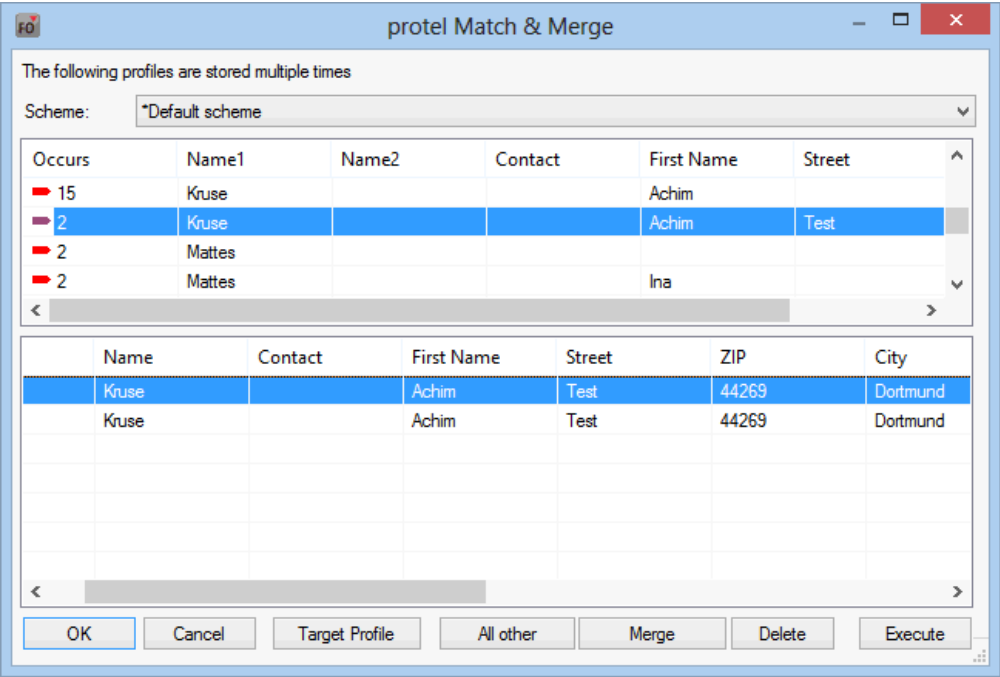
▼ You can also access Profile Maintenance in the form of a "Wizard" that guides you through the individual steps. For more information, please contact your protel distributor or the *protel support team*.

	Available user rights	
104	FO Guest profile maintenance	Enables/disables access to profile maintenance.

protel Match & Merge

FRONT OFFICE ► PROFILES ► PROTEL MATCH & MERGE

The protel Match & Merge function allows you to find duplicate profiles and merge them together. To release this feature, contact protel hotelsoftware GmbH or your support provider.



The system checks the data in the “Name,” “Name2,” “Contact,” “Street,” and “ZIP” boxes for potential duplicates. If the system finds duplicate profiles, it displays them in the upper pane of the dialog box together with the corresponding parameters.

When you select the entry that you want to edit in the top pane, the individual duplicated profiles are displayed below.

Editing the profiles

No automated functions are not provided for deleting or merging profiles. The user is responsible for deciding which profile is retained and whether it is actually a duplicate.

Target profile

You can specify which profile is valid at the click of a button. Select the valid profile and click the [Target profile] button. A green checkmark appears next to the entry:

✔ 4985 protel

Delete

You can also specify which profile can be deleted. Select the profile to be deleted and click the [Delete] button. A red checkmark appears next to the entry:




✖ 5109 protel

Merge

You can also specify which profiles can be merged. Select the required profiles and click the [Merge] button. The entries are indicated by double-pointed blue arrows.

5115 protel

Execute

Click the Execute button to execute the selected functions. All data from the profiles marked with  (merge) is transferred to the profile marked with  (valid). Profiles marked with  (delete) are deleted from the system without any data being transferred.

Context menu

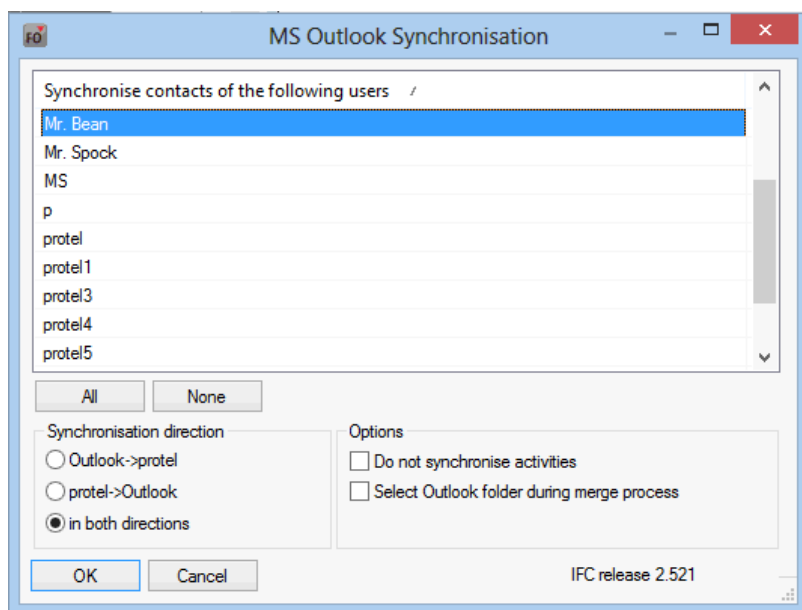
Mark as target profile
Mark all other profiles
Merge with target profile
Delete
Edit profile
Execute

The *context menu* provides the same functions as those described above. You can also use the “**Edit Profile**” menu item to open the selected profile.

MS Outlook Synchronisation

FRONT OFFICE ► PROFILES ► MS OUTLOOK SYNCHRONISATION

This feature requires the Microsoft Outlook interface to be activated.



For more information, please contact **protel hotelsoftware GmbH**.

Import MS Outlook Email

FRONT OFFICE ► PROFILES ► IMPORT MS OUTLOOK EMAIL

This feature requires the Microsoft Outlook interface to be activated.

For more information, please contact **protel hotelsoftware GmbH**.

Add-Ons

Daily Rates

▼ Please note that protel Daily Rates is an add-on subject to charge. For prices and further details please contact your protel customer support. Or contact the protel Sales Team at sales@protel.net.

Permissions

The access to Daily Rates is limited to certain user groups. None of the user groups have access rights after implementation; the access rights have to be explicitly allocated to certain user groups. (System Data - "Divers" menu - "Construction Kit" option - "Daily rates - Access rights" option).

Functionality

protel Daily Rates enables you to increase or decrease your entire rate structure or the rate for certain room types or rate codes with a certain amount or with a percentage on a daily basis. For this to work, simply select a day or a time range and enter a variation amount which is to be either added or subtracted from the regular rate. The entered variation amount can be used as follows:

- ▼ **Base:** increases or decreases the entire rate structure by an entered value.
- ▼ **Per room type:** increases or decreases the rate by the entered variation value for reservations of this room type.
- ▼ **per room type group:** increases or decreases the rate by the entered variation value for reservations of this room type group, if there has not been a variation value designated for the room type itself.
- ▼ **Per rate code:** increases or decreases the rate by the entered value for reservations of this rate code.
- ▼ **per rate group:** increases or decreases the rate by the entered variation value for reservations of this rate group, if there has not been a variation value designated for the rate code itself.

The variation value for the individual days can be adjusted anytime.

"BAR - Best available rate"

The adjusting of rates with the help of the daily rates function can be used as a possible alternative to the BAR functionality in protel. The use of the BAR functionality in combination with daily rates is not possible.

Calculation of room rates

If a reservation has been allocated to a rate with a variation value, the room rates will be calculated on a daily basis for the length of stay taking the entered variation values into consideration.

If the length of stay is extended, the same will happen for the new days.

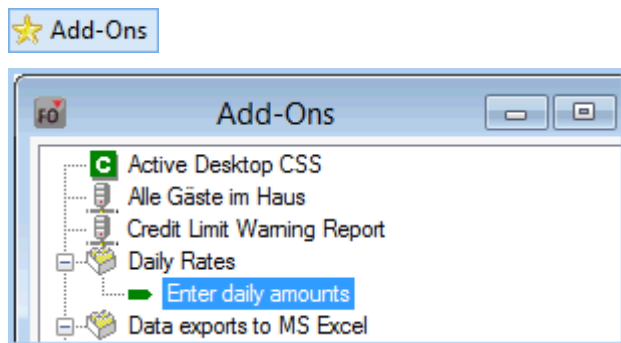
The amounts which have been transmitted will then be saved for this reservation. This will ensure that the rate for this reservation will no longer be changed, even if the variation values will later be adjusted.

Entry and care of the variation values

The values can be entered in the Front Office for all of the rate structures or for a certain room type or rate code on a daily basis.

Accessing daily rates

1. Click the [Add-ons] button and select “Daily Rates > Enter daily amounts”.



2. Select a single day if you only want to adjust the values only for this day.
3. Select a time range when wanting to adjust the prices for numerous days.

Each row in the table represents a single day:

Day	Date	Entry	RT/RC	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5	Rate 6
■ Sa	01.02.2014	---		.00	.00	.00	.00	.00	.00
■ Su	02.02.2014	---		.00	.00	.00	.00	.00	.00
■ Mo	03.02.2014	---		.00	.00	.00	.00	.00	.00
■ Tu	04.02.2014	---		.00	.00	.00	.00	.00	.00
■ We	05.02.2014	---		.00	.00	.00	.00	.00	.00
■ Th	06.02.2014	---		.00	.00	.00	.00	.00	.00
■ Fr	07.02.2014	---		.00	.00	.00	.00	.00	.00
■ Sa	08.02.2014	---		.00	.00	.00	.00	.00	.00

OK Abbrechen Aktualisieren Right click for changes

Daily Rates - Illustration 1: The entry dialog box has been accessed for a time-period of 8 days (01-08 February 2014). Each day is illustrated in its own line.

Enter new variation value

You can enter a variation value for a single day or for numerous days all at once.

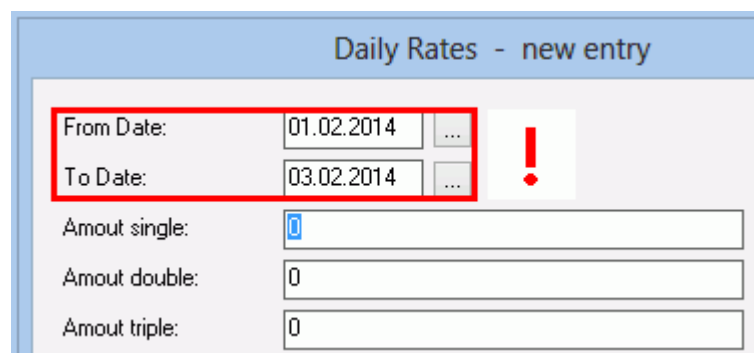
PLEASE NOTE: Should the values be entered for numerous days, the respective time range will have to be selected when starting the program.

Select an arbitrary day in the table using the right mouse button. The following possibilities are available in the context menu:

New Base

When selecting **New Base**, the entered variation value will have an effect on the entire rate structure. Example: You want to increase your prices to a certain amount from 01-03 February.

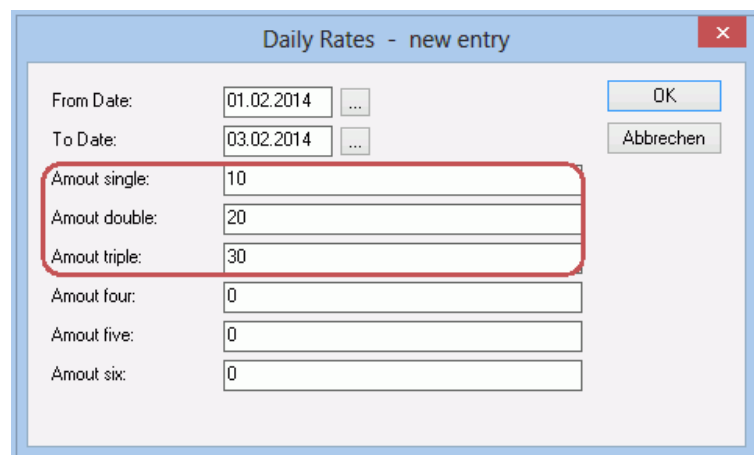
IMPORTANT: First select the exact date range:



Daily Rates - Illustration 2: The variation values should be compiled for the time range of 01-03 February.

Enter the desired variation value per occupancy.

HINT: Positive amounts will always be *added* to the regular rate. Is the price to be *reduced*, enter a minus sign in front of the amount.



Daily Rates - Illustration 3: The entire rate structure will be increased by the entered variation values in the time range of 01-03 February.

- ▼ Amount single = surcharge for the single-occupancy of the room
- ▼ Amount double = surcharge for the double-occupancy of the room
- ▼ Amount triple = surcharge for the triple-occupancy of the room [...], etc.

New Room Type

When selecting **New Room Type**, the entered variation value will have an effect on the selected room type.

IMPORTANT INFORMATION: Always select the exact date range first!

Then, select the room type.

Enter the desired variation value per occupancy.

Daily Rates - Illustration 4: On 04 and 05 February, the rates for the “Business” room type will increase by the entered variation values.

New Room Type Group

When selecting **New Room Type Group**, the entered variation value will have an effect on all of the room types of the selected group.

Note: Has a separate variation value been set for a single room type, it will be used for the rate calculation - the variation value of the room type group will be ignored in this case. Example: A variation value of €10.00 has been set for the room type group “Standard Room” and a variation value of €12.00 has been set for the room type “Standard Double Room”. The amount of €12.00 comes into effect for the rate calculation.

New Rate Code

When selecting **New Rate Code**, the entered variation value will have an effect on the selected rate code.

New Rate Code Group

The entered variation value effects all of the rate codes of the selected group.

Note: The group variation value does not affect the rate codes to which a single variation value has already been set. Example: A variation value of €10.00 has been set for the room type group “Corporate” and a variation value of €12.00 has been set for the “potel” rate code. The amount of €12.00 comes into effect for the rate calculation.

Changing the variation value

You can change variation values which have already been entered by selecting a row on the respective day and selecting the “Change” command in the context menu by right clicking your mouse:

Day	Date	Entry	RT/RC	Rate 1	Rate 2	Rate 3
Sa	01.02.2014	Base		10.00	10.00	10.00
Su	02.02.2014	Base		10.00	10.00	10.00
Mo				10.00	20.00	30.00
Tu			Business	15.00	30.00	45.00
We			Business	15.00	30.00	45.00
Th				.00	.00	.00
Fr				.00	.00	.00
Sa				.00	.00	.00

New Base						
New Room Type						
New Room Type Group						
New Rate Code						
New Rate Code Group						

Change						

Delete						

A possible alternative is double-clicking the row in question.

A direct double-click in a row underneath the columns rate 1/2/3/4/5/6 only opens the respective variation value for this respective element:

Day	Date	Entry	RT/RC	Rate 1	Rate 2	Rate 3	Rate 4	Rate 5	Rate 6
Sa	01.02.2014	Base		10.00	10.00	10.00	10.00	10.00	10.00
Su	02.02.2014	Base		10.00	10.00	10.00	10.00	10.00	10.00
Mo	03.02.2014	Base		10.00	20.00	30.00	40.00	50.00	60.00
Tu									
We									
Th									
Fr									
Sa									

Daily Rate for single rooms		
Amount single:	10.00	OK
		Abbrechen

Changing numerous days

Select numerous rows (days) and select the “Change” command in the context menu to change the values for the selected days.

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