

Table of Contents

Introduction	2-3
Running the program for the first time	4
Why use Reservation Master	5
Booking sheet	6-8
Reservation listing	9
Menu bar	10-17
File	10
Edit	11
Configuration	12-13
Year	14
Report	15
Window	16
Help	16
Pop up menu	17
Creating a new reservation	18
Editing a reservation	19
Finding a reservation	19
Changing reservation dates	20
Changing room number	21
Locating a vacant room	22
Room rate calculation	23
Guarantee information	24
Check in/out guest	24
Cancelling a reservation	25
Confirmation letter	25
Guest invoice	26
Adjusting screen colour	27
Entering travel agent information	28
Entering payment types	29
Room rates and tariff codes	29
Entering holidays	30
GST and tax rates	30
Cut, copy, and paste	30
Letter and email templates	31
Software licence agreement	32-34

Introduction to Reservation Master

What can Reservation Master do?

With Reservation Master you can automate the scheduling of guest reservations for a hotel/motel. A database keeps detailed information for easy retrieval.

In a glance you can have a visual representation of your reservations which are colour coded so that you can easily respond to an enquiry.

The program is designed with your ease of use in mind. You have full control of your own costing structure and you can alter individual unit rates to meet your requirements.

What do I need to run Reservation Master?

Reservation Master requires a computer with:

- Windows 95 or higher
- 300 Mhz processor or higher
- 64 MB RAM
- A CD-Rom drive
- 100 MB free hard drive space
- Colour monitor capable of 800 x 600 resolution
- A keyboard
- A mouse
- A Windows-compatible printer.

How do I get started?

This section contains information and procedures to run Reservation Master on your computer.

Before you install Reservation Master, it is critical that your hard drive is in proper working order.

Introduction to Reservation Master

We recommend running Disk Cleanup, ScanDisk, and Disk Defragmenter (click in order on Start/Programs/Accessories/System Tools to find these programs – the Disk Defragmenter may need to be left running overnight). These utilities will prepare your hard drive and prevent possible conflict between different software.

How do I install Reservation Master?

1. Start Windows (turn the computer on and wait until the Desktop screen appears).
2. Close all background tasks, including any virus scanner that you have. In other words, ensure that no programs are open (check the taskbar on the very bottom of your screen).
3. Insert the Reservation Master CD in the CD-Rom drive. The **Auto Run** menu will appear.
4. If the Auto Run menu does not appear, click **Start/Run**.
5. When the small window appears, type **D:\setup.exe** (exactly and without spaces). If your CD-Rom drive is not labelled D-drive, substitute the letter of the drive (possibly E).
6. The setup program will guide through the process installing the require files on to your computer.

Running the program for the first time

Running the program for the first time

1. Run the application.
2. Enter your 16 character/digits activation code provided on the Reservation Master program CD.
3. You be presented with a setup interview. Enter your company details, name, address, etc.
Additional information can be entered by clicking on the optional button.
4. Select the location for your database file, or chose the default location.
5. Enter the number of room your motel/hotel. Details can be edited from here. (refer to room numbers).
6. Enter additional information. click the various topics.
7. Click finish. You will now be presented with a simple three selection menu: Booking sheet, Reservation listing, and Exit.

Why Use Reservation Master?

Reservation Master is designed by moteliers for moteliers/hoteliers. It specifically addresses the issues that you face each day.

Reservation Master automates your booking, confirmation, invoicing, payment, and reporting requirements.

You will gain many key benefits, such as:

- **Elimination of bulky booking sheet**
- **Crystal clear information**
- **Fast check ins and check outs**
- **Great reduction of booking errors**
- **Instant room availability information**
- **Automated letter or email confirmation**
- **Excellent financial control**
- **Instant customer information**
- **Customised database recording**
- **Detailed reports at the press of a button**
- **Professional customer service**
- **Email support.**

Booking sheet window

This is where you record your reservations on a monthly basis.

Days of the month

On the top of this window, the days of the month are listed. You can highlight Sundays in a different colour by clicking on Configuration/Screen settings. Holidays, including Sundays, are further highlighted on the grid. You can enter holidays and special events reminders by clicking on Configuration/Holiday listing.

Room numbers and description

On the left, room numbers and their descriptions are listed. You can hide or resize the description area by clicking on the line between the main grid and the description. You can make the cell wider by moving the line. The new position becomes the default position when you next open the window. You can alter the room numbers and descriptions by using the Room number window. You can also enter the base rate for each room here.

Scrolling

The main area can be scrolled in both directions using the scroll bars on the right and bottom of the Booking sheet window.

Months

At the bottom of the window there are 12 tabs representing months. Clicking on these tabs navigates you through the calendar.

Previous or next year

You can go to the next year or previous year by going to the main menu and clicking on Year/Go to next year or Go to

Booking sheet window

previous year. Click on Go to current month and the year and month selected are displayed on the status bar on the bottom of the Booking sheet window. Alternatively, you can navigate the year using the speed buttons (red arrows) on the top of the window. Moving your cursor over the speed buttons displays a description of their functions.

Room	Description	1	2	3	4	5	6	7	8	9	10	11	12	13	14
01	Room number 01	J McG			PE Shaw									AG Darling	
02	Room number 02	Kathy						Sage S	Clay P	JR V	Sage Singh				
03	Room number 03			Joseph R Fahey								EL Mar		D Clay Hen	
04	Room number 04	M Walters		Hilker								Russell J Foster			
05	Room number 05	W Frost	William G Hank	Dr Mar		DR Hu				Gue F				BJ Davies	
06	Room number 06	G.L. Flintoff		R Colls	AA Apt	Richard Walsh									
07	Room number 07				D.R.D.			Mason						B White	Zut
08	Room number 08			PC Ear	Guthrie	Mi Mar	AR Best			P Ross	G Moss			GP Barnes	
09	Room number 09			W Frost				Bob M	Pg Hayward						

Jan / Feb / Mar / Apr / May / Jun / Jul / Aug / **Sep** / Oct / Nov / Dec /
 September - 2002 | Richard Walsh - Room 05, Room number 05 - Reservation from: Thursday, 5 September, 2002 To: Thursday, 12 September, 2002

Entering reservations

To enter a new reservation:

1. Right click on the grid. This brings up a pop-up menu.
2. Click on New reservation and the Guest reservation window comes up. The location of your mouse click will determine the date and room number of your new reservation. You can change the allocated dates and room number in the Reservation window.

Booking sheet window

3. After entering the guest name and contact information, click the top tabs enter details of the dates and type of guarantee applicable to this reservation.
4. Once all the details are entered, click Save/Exit. A box representing the period of the reservation with the guest name is displayed in the Booking sheet. Its colour represents the type of guarantee applicable. We suggest that you use a bright colour such a red to display unsecured reservations as this draws attention and enables you to take the required action according to your reservation policy.

Altering reservations

Once a reservation is made, right click on the highlighted area. A pop-up menu appears and you can edit and more from here. Information on the current selected guest is displayed in the status bar beneath the months tabs.

The reservation selected is highlighted by five small rectangular dots. The Booking sheet window is in lock position at the start. Click the lock button to unlock the Booking sheet. Now you can easily relocate a reservation from room to room by using the drag and drop action. To alter the length of stay, click the centre right dot. The cursor changes and you can alter the length of stay by moving your mouse.

Protection

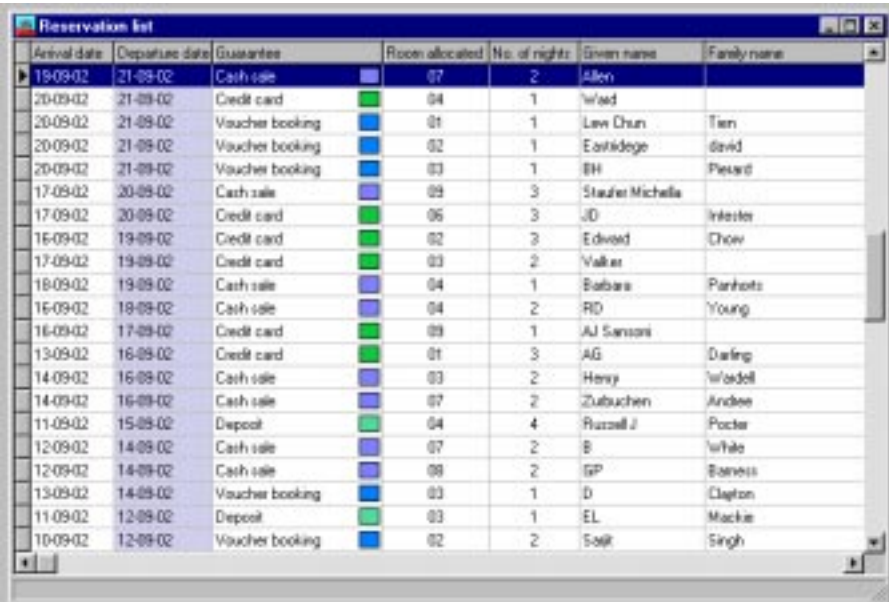
For protection, you are prevented or warned before you alter or move a guest who have checked in or checked out.

Reservation listing window

This window lists all reservations in a scrollable list. Double click any reservation to bring up the Edit window, or right click to bring up a pop-up menu. Select the required action. Corresponding actions are also available using the speed buttons from the top toolbar.

The listing can be sorted in many combinations. Click the column heading of the column you want to sort. This highlights the column. Click Sort ascending or Sort descending.

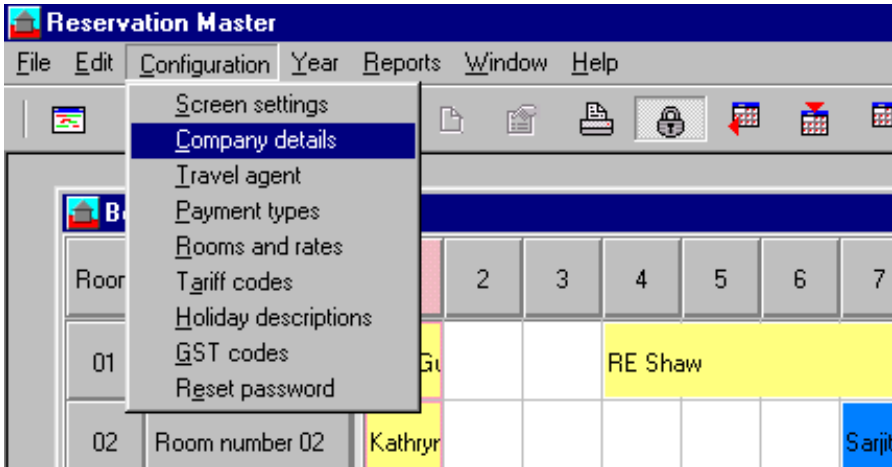
For easy reference, the colour coding available in the Booking sheet can be displayed in the Reservation listing as well. Small coloured boxes can be turned on or off by from the pop up menu or toolbar.



Arrival date	Departure date	Guarantee	Room allocated	No. of nights	Given name	Family name
19-09-02	21-09-02	Cash sale	07	2	Allen	
20-09-02	21-09-02	Credit card	04	1	Ward	
20-09-02	21-09-02	Voucher booking	01	1	Levi Chun	Tien
20-09-02	21-09-02	Voucher booking	02	1	Eskidege	David
20-09-02	21-09-02	Voucher booking	03	1	BH	Petard
17-09-02	20-09-02	Cash sale	09	3	Staufel Michella	
17-09-02	20-09-02	Credit card	06	3	JD	Intester
16-09-02	19-09-02	Credit card	02	3	Edward	Chow
17-09-02	19-09-02	Credit card	03	2	Valter	
18-09-02	19-09-02	Cash sale	04	1	Barbara	Parkhott
16-09-02	18-09-02	Cash sale	04	2	RD	Young
16-09-02	17-09-02	Credit card	09	1	AJ Sansoni	
13-09-02	16-09-02	Credit card	01	3	AG	Darling
14-09-02	16-09-02	Cash sale	03	2	Henry	Wardell
14-09-02	16-09-02	Cash sale	07	2	Zubuchen	Andee
11-09-02	15-09-02	Deposit	04	4	Russell J	Pocher
12-09-02	14-09-02	Cash sale	07	2	B	White
12-09-02	14-09-02	Cash sale	08	2	GP	Barnes
13-09-02	14-09-02	Voucher booking	03	1	D	Clayton
11-09-02	12-09-02	Deposit	03	1	EL	Mackie
10-09-02	12-09-02	Voucher booking	02	2	Solt	Singh

Menu bar

In Booking sheet or Reservation listing, clicking on the menu bar leads to the following commands:



File

Export data

After you have ticked the information you want, and then clicked on Save, this sends guest information to a comma-delimited file, which can be used by other programs, for example Excel. You need to navigate to the folder in your computer that you want to save the file to.

Purge action

Warning! This command deletes your data before the date in the window! You have the choice of deleting one of or both guest data and cancellation data before the date you choose (using the calendar). *Once deleted this data cannot be recovered.*

Menu bar

Edit

New reservation

This creates a new customer reservation. An empty reservation window is displayed. After the guest information is entered, click Save. The new reservation is displayed in both the Booking sheet and the Reservation listing.

Edit reservation

This changes an existing reservation. After making the changes, click Save.

Guest check in

A small window is displayed showing the check-in time. You can also print out the check in information sheets if required. Once guests are checked in, you cannot cancel the reservation unless the Checked in command is restored by clicking Restore.

Guest check out

A small window, similar to that in the check-in section is displayed once guests have checked out. Cancellations can no longer be made. Also, in the Booking sheet, the drag and drop action no longer works, preventing accidental changing of information.

Guest invoice

This is your Guest invoice which you can print in two steps.

Cancel reservation

The guest information is no longer displayed but some information is stored. You can create a guest cancellation report.

Menu bar

Find guest

A small window is displayed, enabling you to enter a guest name, room number, or date. Click Find. A list appears in the display window. Click on the guest you want and click Select.

Configuration

Screen settings

You can change the colours (Colour settings tab), and the width/height of the Booking sheet grid (Grid settings tab).

Also, you can enable or disable the 3D look of the Schedule grid by clicking on the tick box.

Once selections are made, click Save/Exit.

You can make the the room description area wider by moving the dividing line between the room description and the reservation display area.

Company details

You can enter your company details in this window. The details appear on the invoice and other reports. You can also select and provide your company logo. The logo is printed on the top of invoices.

Travel agent

Information on travel agents registered with your company is stored here. The travel agents' names appear in a drop-down selection box in the Guest reservation window. The contact information can be printed in various reports.

Menu bar

Payment types

This is where you enter the type of payment you receive, for example, Cash, Visa, Mastercard, American Express. By selecting the correct payment types, you can track your income by payment type and generate a report.

Room number

You can number and describe your rooms to suit yourself, and enter your base rate for each room. The room number can contain letters or numbers. The room description may be the name you refer to it by. This information is displayed in the main grid of the Booking sheet. The base rate is used to calculate the room charge for the reservation period.

Calculation options, enable you to turn on or off various calculations that can be done.

Tariff codes

Every motel/hotel has its own variation of room charges depending on season and additional persons. Tariff codes provide you with the option to enter an addition/deduction factor, in a dollar amount or as a percentage. It is used to calculate the total amount charged.

If auto calculation is turned on, the room rate calculation is made for you. The room rate equals single or double rate plus additional adult or child rate depending on the number of persons plus the addition/deduction factor. If turned off, calculation can be made by clicking the calculate button in the reservation window.

Menu bar

Holiday description

Enter holidays or special events dates in this window. The information is displayed in the Schedule grid. This serves as a visual reminder to take the required steps when taking reservations for these periods.

GST codes

You enter a tax code and the GST percentage here. The information is used to calculate the tax amount payable.

Reset password

At the next start-up of your program, you will be prompted to enter a new password or you can chose to have no password.

Year

Go to previous year

This takes you to the previous December. You can access any other month of this year by clicking on the tabs at the bottom of the Booking sheet window. To return to the current month, click Go to current month, or the appropriate tab.

Go to current month

This takes you to the current month regardless of your position in the Booking sheet grid.

Go to next year

This is available only from the Booking sheet window. It takes you to the next January. You can access any other month of this year by clicking on the tabs at the bottom of the Booking sheet window. To return to the current month, click Go to current month, or the appropriate tab.

Menu bar

Reports

Print booking sheet

This prints the displayed Booking sheet. You need to select a month (use the tabs at the bottom of Booking sheet), click Reports/Print booking sheet, alter the settings if necessary, and click on Print. Alternatively, if the month you want is displayed, click the print icon in the toolbar.

Arrival and departure

This prints a report by date. It can be sorted in one of three ways.

Monthly occupancy

This prints a report of the occupancy for a selected period. It can be sorted in one of four ways.

Income by pay category

This prints a report of income based on the various payment methods. It can be sorted by room number or payment date.

Income and GST

This prints a report that displays the income and GST amounts paid. It can be sorted in one of four ways.

Room availability

This prints a report of the number of rooms available over a selected period. It can be sorted by Room number or Description.

Guest listing

This prints a report of guests during a selected period. It can be sorted by given or family name.

Menu bar

Travel agent

This prints a report of travel agents and the details that you entered.

Room number detail

This prints a report of room numbers description, and the selected rates.

Cancellation

This prints a report of guests who cancelled their reservation over a selected period. It can be sorted in one of three ways.

Window

Tile horizontally

This displays the Booking sheet and Reservation listing side by side.

Tile vertically

This displays the Booking sheet and Reservation listing top and bottom.

Cascade

This stacks the Booking sheet and Reservation listing windows.

Help

You will find instructions on how to use the program here.

About

Information about Reservation Master is noted here.

Menu bar

Pop up menu

In Booking sheet or Reservation listing, clicking the right mouse button displays a pop up menu. This menu allows editing plus the following additional Commands:

Confirmation letter

From here you can print, edit, or send an email to confirm a reservation.

The edit command opens Microsoft Word in your computer and automatically sets up a letter for you to confirm the booking. (If the command fails, check that you have Word installed on your computer).

The email command opens Microsoft Outlook. In the Reservation Master directory you will find two templates which you can alter to your requirements. The Template.Rtf (Rich text format) is used for confirmation letters. Template.Txt (Text file) is used to send your emails. In case these files are edited, please make sure that they are saved in the correct format.

Registration form

This prints a registration form which the guest can complete when they check in.

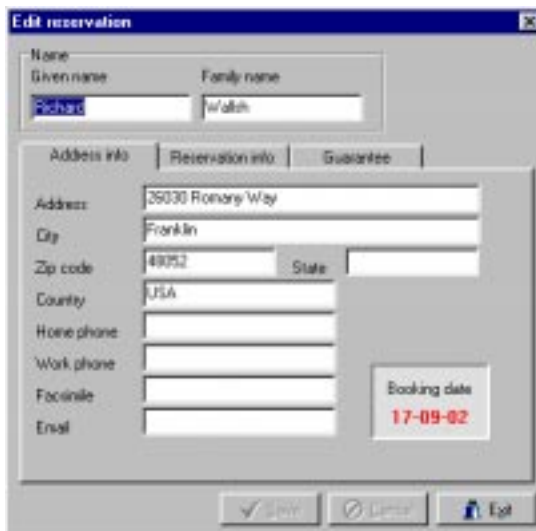
Creating a new reservation

Creating a new reservation

From the Edit menu, click on New reservation. Alternatively, right click on the Booking sheet grid. This displays a pop-up menu. Click on New reservation, or click the New reservation speed button on the toolbar.

When a new reservation is made from the Booking sheet grid by right clicking, the location of the mouse on the grid is used as a reference point for the date and room number. Using the other option will set the reservation date to today's date while the no room number is entered.

Enter name, address, phone number, room rate quoted, and guarantee details as required.



The image shows a screenshot of a software window titled "Edit reservation". The window has a blue title bar and a standard Windows-style border. Inside, there are several input fields and tabs. The "Name" section has two fields: "Given name" with the text "Richard" and "Family name" with the text "Waltch". Below this are three tabs: "Address info", "Reservation info", and "Guarantee". The "Address info" tab is selected. It contains several input fields: "Address" (25000 Romney Way), "City" (Franklin), "Zip code" (48052), "State" (empty), "Country" (USA), "Home phone", "Work phone", "Facsimile", and "Email". To the right of these fields is a "Booking date" field showing "17-09-02" in red text. At the bottom of the window are three buttons: "OK", "Cancel", and "Exit".

Editing/finding an existing reservation

Editing an existing reservation

In the Booking sheet window, right click on the reservation that you want to edit. In the pop-up menu, click on Edit reservation and make the alterations in the window that comes up. Alternatively, click on the Edit reservation icon on the toolbar (4th from left).

Finding an existing reservation

In the Reservation listing window, click the Find guest icon on the toolbar (binoculars), or right click anywhere and in the pop-up window click on Find guest. This displays the Find window. Search on one of four criteria and click Select. Click on the reservation you want from the list displayed. In the pop-up window, click Room charges if you want that information.

Find what:

D

Find

Select

Arrival	Departure	Room No	Guest name
13-09-02	14-09-02	03	D Clayton
04-09-02	05-09-02	07	D R Duke
06-09-02	07-09-02	05	DR Hucker
09-10-02	14-10-02	03	Davell
04-09-02	05-09-02	05	Dr Mark Yatts

Search on:

☒ Given name

☐ Family name

☐ Room number

☐ Dates

Accept match:

☒ First character

☐ Any match

Invoice

Print

Cancel

Changing the reservation dates

You can save your preferred selection criteria by clicking Save. These settings will be used the next time you open the Find window.

Changing the reservation dates

You can change the reservation dates by clicking on Date. From the drop-down box, select the arrival date and departure date. Please note, as checks are made on the arrival and departure dates, the arrival date cannot be after the departure date. You should change the departure date before changing the arrival date.



The screenshot shows a software window titled "Edit reservation". It contains several input fields and buttons. At the top, there are fields for "Name" (Given name and Family name) with "White" entered in the Family name field. Below this are three tabs: "Address info", "Reservation info", and "Guarantee". The "Reservation info" tab is active. It contains fields for "Arrival date" (12-09-02), "Departure date" (14-09-02), "Room number" (07), "Room rate" (\$90.00), and "Room type" (Studio). To the right of these fields are input boxes for "No. of nights" (2), "No. adults" (2), and "No. children" (0). There is also a "Taxi code" field and a "Calculate" button. At the bottom left, there is a "Locate room" section with radio buttons for "Fast available", "Select range", and "Select by type". A "Locate Rooms" button is to the right. At the bottom of the window are three buttons: "Save", "Cancel", and "Exit".

A simple way of changing the reservation dates and room number is from the Booking sheet window. Click the Unlock icon (the padlock). This unlocks the grid. Click on the

Changing room number

reservation you want to change. Drag the reservation to the required arrival date or room. When you release the mouse button, the new location becomes the new date or room number.

To extend or reduce the reservation dates, click on the reservation. Five small black dots indicate your selection. Click on the middle dot on the departure date. The cursor will change shape. You can now change the length of stay by moving your mouse and releasing the button once the correct selection is made.

Reservation	15	16	17	18	19	20	21	22	23	24
number 01	Green					Lew Cl		Pink		
number 02		Pink	Edward Chow			Eastrid		Pink		
number 03	ry Wardell		Walker			BH Pie		Pink		
number 04			RD Young	Barbara		Ward		Pink		Andres

Changing room number

This is similar to changing the date. Right click and from the drop down box select a room number. As you change the room numbers, the tariffs are adjusted according to the applicable rates. If a fixed room rate has been quoted, you can lock the room rate by ticking the check box.

Room rates calculation

You can also change the room number by using the click and drag operation in the Booking sheet window. When releasing the mouse at the different room, a check on room rates is made and you are prompted to accept the new rate.

Locating a vacant room

You will probably use the Booking sheet window to locate a vacant room visually. You can also find a vacancy by clicking on Locate room. This locates a vacant room base on your selection criteria. You will be prompted if no vacant room is available during the selected period.

Room rates calculation

Room rate is calculated using two sets of values - the base room rate and the tariff codes. The base room rates can be

Room No	Description	Single	Double
03	Room number 03	\$80.00	\$90.00
04	Room number 04	\$80.00	\$90.00
05	Room number 05	\$70.00	\$80.00
06	Room number 06	\$70.00	\$80.00
07	Room number 07	\$60.00	\$70.00
08	Room number 08	\$60.00	\$70.00
09	Room number 09	\$70.00	\$80.00

Go to Room number

Extra adult

Extra child

Calculation options

- ☐ Auto calculate room rate
- ☒ Auto update invoice
- ☒ GST inclusive

Insert Delete Save Cancel Exit

Guarantee information

changed from the Configuration menu. You can enter the room number the description and the single or double base rates and the charge for an extra adult or child. Click the include GST if the rates entered are inclusive of tax /GST. Using the tariff codes, click the tariff description and then an adjustment factor in from of addition or deduction to the base tariff. You can adjust in dollars or by percentage.

You can turn off automatic calculation if you wish. Select configuration, room number and uncheck auto calculate room rate box.

Guarantee information

You can enter guarantee information by clicking the required selection and manually entering the other relevant information. The selections are colour coded. The colours can be configured to your own requirements. This gives an overall

The screenshot shows a software window titled "Edit reservation" with a standard Windows XP-style title bar. Inside, there are three tabs: "Address info", "Reservation info", and "Guarantee". The "Guarantee" tab is selected. Under the "Name" section, there are fields for "Given name" (containing "P") and "Family name" (containing "Shrubsole"). The "Guarantee" section contains six radio button options arranged in two columns. The first column has "No guarantee" (unselected), "Credit card" (selected), and "Deposit" (unselected). The second column has "Voucher booking" (unselected), "Cash sale" (unselected), and "Repeat guest" (unselected). Each option is accompanied by a small colored square: red for "No guarantee", green for "Credit card", light green for "Deposit", orange for "Voucher booking", purple for "Cash sale", and blue for "Repeat guest". Below these, there are fields for "Credit card" (a dropdown menu showing "VISA"), "Credit card number" (containing "3074 001907 610012"), and "Exp date" (containing "12/04"). At the bottom of the form, there are four input fields labeled "Total", "Payments", "Balance", and "Travel agent". Below these is a "Notes" section with a text area. At the very bottom of the window are three buttons: "Save" (with a checkmark icon), "Cancel" (with an 'X' icon), and "Exit" (with a person icon).

Checking in/out guest

picture of the reservation status and prompts you to take the required action when the guest has not followed reservation guarantees.



Checking in guest

From the Reservation listing window, click on Edit/Check in guest. This displays a small window with the current time and date. Once you click Check in, the screen colour changes to the checked in colour. Changes to the reservation are now limited and the reservation can no longer be cancelled.

You can restore the checked in status by clicking the Check in option again and clicking Restore. Another option is the printing of a check in sheet which can be presented to your guest at check in time. The guest can then provide you with the further contact details which may be useful in the future.

Checking out guest

This is similar to check in guest. Click on Check out guest. From the window, click Check out. Once the guest is checked out, the reservation can no longer be altered or cancelled. The action can be reversed.

Confirmation letter

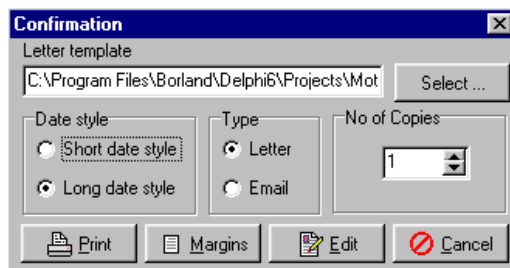
Both Guest check in and Guest check out can also be selected from the pop-up menu or by clicking on the icon on the toolbar.

Cancelling a reservation

You can cancel a reservation by clicking on Cancel on the menu, or by clicking on an icon. A portion of the reservation information is stored. You can generate a cancellation report from this information.

Confirmation letter

Sending a confirmation letter is done using a template letter. This template can be found in the Reservation Master program directory and can be edited using any word processor capable of handling rich text format files such as Microsoft Word. Once the template is edited it should be saved as a rich text format



file. You can create any number of templates. Your last selection will become your default next time you create a confirmation letter.

Emails are created much the same way except that they should be saved as a plain text file.

Guest invoice

In your template you use merge fields to customize the content of individual confirmation letters. When inserted into your template they map the corresponding guest information.

Guest invoice

When you select Guest invoice, a pop-up window appears. The system will calculate the room charges and display them on the invoice grid. You can alter the displayed rate. However, if you do so, you will be prompted the next time you open this window for that guest, indicating that the room charges have changed. You are given an option to update the rates if required.

The screenshot shows a 'Guest invoice' window with the following fields and table:

First name: [Field]
Last name: [Field]
Invoice number: 57
Room number: 15

Date	Description	Rate	Amount	Payment	GST
18-12-82	Room charge (system) 5 Nights at \$80 /Night		\$400.00		

Summary section:

Sub total: \$355.56
GST control: \$44.44
Total: \$400.00
Payments: \$0.00
Balance due: **\$400.00**

☒ Accounts include GST

Buttons: Print, Preview, Insert, Delete, F7/F8, Exit

You can turn off automatic entry and calculation. Select configuration, room number, and uncheck auto calculate invoice box.

Adjusting screen colours and grid size

Additional entries can be entered manually onto the invoice. Totals are calculated automatically. It is important to enter the GST code correctly.

Although you could enter payments manually, this is not recommended as details of the payment types will not be recorded, resulting in incorrect income by pay reports. Click the Payment button and a payment window will be displayed.

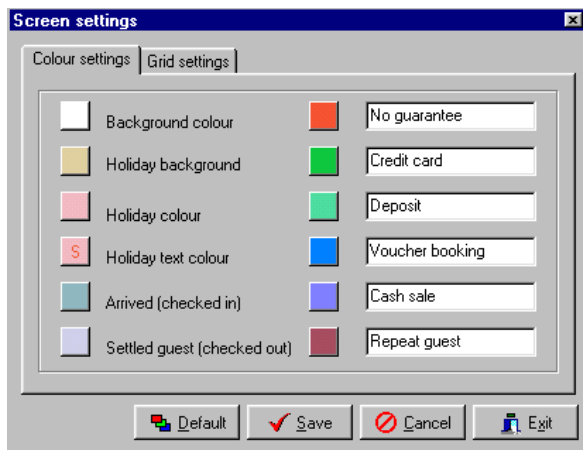
The screenshot shows a 'Guest invoice' window. At the top, there are fields for 'First name' (PR), 'Last name' (Shedden), 'Invoice number' (57), and 'Room number' (05). Below these is a table with columns: Date, Description, Tax, Amount, Payment, and GST. A single row is visible with the date '18/12/02', description 'Room charge (system) 5 Nights at \$90 /Night', tax, amount '\$400.00', and GST '5'. A 'Payment' dialog box is open in the foreground. It has a list box on the left containing 'CASH' and 'VISA', with 'CASH' selected. To the right of the list box are two arrows pointing left and right. Further right are fields for 'Total amount' (\$400.00), 'CASH' (\$400.00), and 'Change' (\$0.00). At the bottom of the dialog are 'OK' and 'Cancel' buttons. The background window has a status bar at the bottom with buttons: Print, Preview, Insert, Delete, Page, and Exit. The bottom right corner of the window shows 'Amounts include GST', 'Payments' (80.00), and a total of '100.00'.

Select the payment type and click the arrow to add the payment type to the list. Enter the payment amount and click OK. The payment made will be added to the invoice.

Adjusting screen colours and grid size

In the Reservation list window, from the main menu click on Configuration/Screen settings. This brings up the Screen

Entering travel agent's information



colour window. Click on the coloured buttons to change the required colour. For the guaranteed colour, both the colour and the description can be altered.

To adjust the Booking sheet grid size, click on the Grid size tab. Four sizings can be changed: the grid width/height, the height of the date display on the top of the grid, plus the width of the room number display. The width of the room description can be changed by clicking on the dividing line. The cursor will change shape now and you can change the description.

While in the Grid size window, you can also click the Check box to set the dates and room number display in 3D or normal.

Entering travel agent's information

By selecting the travel agent from the menu, you can enter information for the various agents. The travel agent can then be selected when making a new reservation. A short memo

Entering payment type / Room rates

can be written in the reservation dialog on arrangements made.

Once information has been entered, retrieving the information is as easy as entering the first letters in the Go to text box. By clicking the arrow buttons, you can browse the list.

A printed report can also be generated detailing travel agent information.

Entering payment type

Click on Payments type to enter the various payment information. You should have at least one payment type, for example, Cash, entered in the list.

The type of payment is used in the guarantee box in your Reservation window and again when you generate an invoice. A report can be generated providing information on your income by payment type.

Use the Go to text box to retrieve and edit the information.

Room rates and tariff code descriptions

Two separate dialog boxes are available - one for the base room rates which also contains the room number and descriptions. You should enter the base room rate from each room number and tick the check box at the bottom to indicate if the rates include GST/tax.

The tariff codes are used to adjust the tariff. The description can be selected when making a reservation.

Holidays / GST / Cut, copy, and paste

For example, if you have a base rate of \$120 and a tariff code with a description Plus two children an addition of \$30, and no deduction, this will total a tariff of \$150. You should use easy to understand description to make the selection easy.

Entering holidays

Enter your holiday and special events information in this window. The information is used to highlight the Reservation schedule grid. It does not have any other specific uses and is completely optional.

Highlighting your grid will often be useful, especially for upcoming special events. Action then can be taken according to your reservation policy when taking new reservations.

GST/Tax rates

GST/ tax codes and tax rates should be entered in this window. Taxation calculations are made using these rates.

Cut, copy, and paste

You can Cut, Copy and Paste a reservation using the speed buttons or you can select from the pop up menu.

Cut will cut a reservation and place it on the clipboard. When using Cut, the information is protected from erasing, and you will not be able to copy another reservation until you place it back on the booking sheet. You can use Cut as a temporary holding place if you have to rearrange your booking sheet.

Copy can be used to copy reservation details.

Letter and email templates

For group bookings, multiple paste can be done using this information. Once pasted, each new reservation can be edited to enter personalised details.

Cut and Copy information is displayed on the tool bar. Moving the mouse over this box will display some details of the reservation.

Letter and email templates

You can create you own template using Microsoft Word or any other program capable of writing RTF format.

This include Wordpad which is included free with Windows.

An email template is created in much the same way, except it should be saved as a standard text file.

Merge field are in brackets <<Date>> and can be entered in your template.

The following merge file are available:

<<Date>>	<<GivenName>>
<<FamilyName>>	<<Address>>
<<City>>	<<ZipCode>>
<<State>>	<<Country>>
<<Email>>	<<ArrivalDate>>
<<DepartureDate>>	<<NoAdults>>
<<NoChildren>>	<<RoomRate>>
<<RoomType>>	