BEGIN THE DAY

WORK THE DAY

END THE DAY

CHAPTER 1

Begin the Day

Welcome to BookingCenter – the easy to use property management software that simply connects your business to the online travel world. BookingCenter software streamlines your day-to-day functions by easily managing your bookings, guest rooms, and incidental sales with the click of a mouse. Not only will you soon have instant access to room availability and the power to run a full range of reports, but you may also accept real-time bookings from travellers visiting thousands of travel web sites and travel agents using the major Global Distribution Systems. BookingCenter automates and expands the reach of your business while being straight forward and easy to use. Before You Begin

Launching BookingCenter

⊠ **Double-click on the BookingCenter icon to launch (run) the program.**

Choose your datafile - it is called "SafariWest.df1". If BookingCenter does not launch into your datafile, you will see the 'Change data file' dialog box - choose it and locate the datafile on the server:

Figure 1. Change Data File.

Double-click on the your datafile.
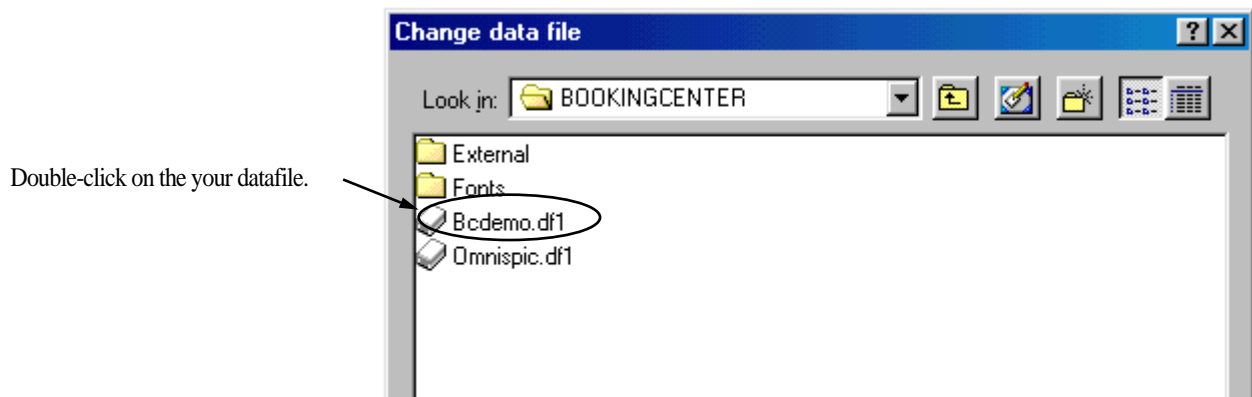
Note The datafile is where all of the information (guest names, rooms, rates, etc.) used in BookingCenter is stored. You should ALWAYS connect to your property's own datafile.

Figure 2. BookingCenter Splash Screen.

Indicates the current datafile in use as well as its location.
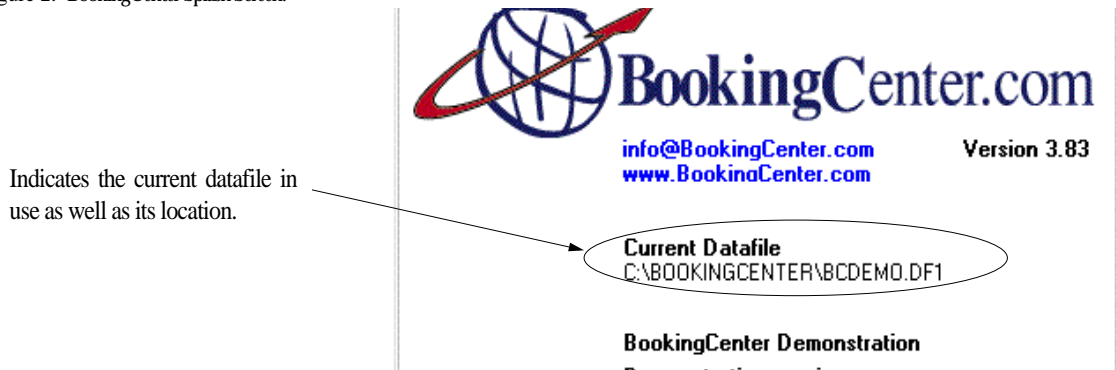
You are now at the BookingCenter 'Home' window which provides quick and easy access to all of the day-to-day functions of the software.

Figure 3. The BookingCenter Home Window.

Clicking on any of the buttons on the Home window will access that feature.

The Daily Room Management Chart

The Daily Room Management Chart provides you with a graphical look of the current status of all your rooms for a <u>particular day</u> and also allows you to perform room management tasks such as checking in/out guests, entering new bookings, and scheduling rooms for cleaning. This chart is used to conveniently......

⊠ **Click on the 'Room Mgmt' button on the 'Home' window OR select Room Management from the BookingCenter drop-down menu OR hit Ctrl + 3 to display the Daily Room Management chart.**

Figure 4. Daily Room Management Chart.

Clicking on a column header will sort the chart by that column. Holding down the {Shift} key while clicking will reverse the sort order.

Clicking on the Refresh button allows you to load the chart for a different day.

Clicking the Print button will display a list of daily reporting options related to the chart.

Clicking on the Cleaning button will display the Room Cleaning list for the day.

All
Available
In use
Double-Bookings
Occupied
Arriving
Departing
Unconfirmed
Confirmed
Need Cleaning
Offline

Clicking on the Display drop-down list and selecting a category will display only rooms that fall within that category.

Current Booking Status

Booking: 112...
Guest: O'Sullivan, Michael...
Arrive: Thursday, 4 May @2:00PM
Depart: Friday, 5 May @10:00AM
Status: Unconfirmed
Room: 105...
Name: Western Aspect
Type: Single
Receipts...
Account...
Check In...
Transfer...
Extend...

New Booking...
Room: 115
Name: Northern Aspect ...
Type: Twin
Status: Clean
Schedule to be Cleaned...

Each line on the chart represents a room. Clicking on any room will display a context sensitive menu and displays different options according to the current status of the Room you have selected.

Clicking on Room 105 would display the menu as shown with details of the booking also displayed in the menu.

Set the View Date for the Chart

- ☒ **Click on the 'Refresh' button located on the top right of the chart to display a Date entry dialog box will be displayed.**
- ☒ **Enter the date in any format of the chart you desire to view and then click OK. You will see a series of messages as the display is updated.**

Display Rooms by Status

- ☒ **Click on the 'Display' drop-down list located below the 'Cleaning' button and then select the desired room status to view. An explanation of each status follows:**

Note You will see a series of messages as the chart display is updated to reflect your choice. Any rooms that match the chosen status will be displayed in the chart.

All	Displays <u>all</u> bookings for the day regardless of status.
Available	Displays all available (Vacant) rooms.
Double-Bookings	Displays all double-bookings.
In Use	Displays all Rooms in use.
Occupied	Displays all Occupied rooms.
Arriving	Displays all rooms with arrivals for the day.
Departing	Displays all rooms with departures for the day.
Unconfirmed	Displays all rooms with unconfirmed bookings.
Confirmed	Displays all rooms with confirmed bookings.
Need Cleaning	Displays all rooms that have been scheduled for cleaning.
Offline	Displays all rooms that have currently been taken offline.

View a booking's details

- ☒ **Click on the line of the desired booking within the chart to view a pop-up menu.**
- ☒ **Select the first line of the pop-up menu that contains the Booking Number to display the 'Booking Details' window.**

Printing a Cleaning Report

Rooms are marked as "Needs Cleaning" after a guest has checked out or as 'SO' if they are 'satying over' the night. These are the 2 'cleaning status' that will be present on the Cleaning Report.

☒ **Click on Cleaning button. This bring up the Cleaning Management screen. Print it out for a list of all rooms needing cleaning: both Full Cleaning and 'Stay Over (SO)' cleaning.**

☒ **To clean a room, select the Room and choose "Clean" and the room will be marked as clean.**

Tip! A room marked as "Needs Cleaning"can still be used (check-ins and check-outs will work), but it will continue to be marked as "Needs Cleaning" until it has been manually pressed "cleaned".

Figure 5. Cleaning Window
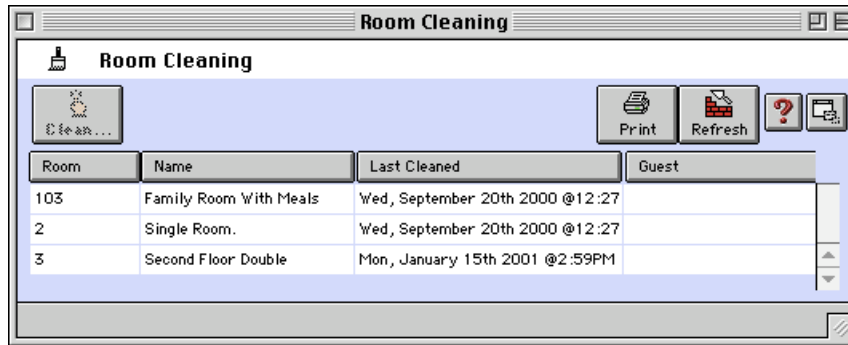
Tip! As your staff brings back the completed Cleaning list, select the room and mark it as "Clean" to keep the system current.

Registration Cards

Registration cards are used to signin guests. These cards also serve to get a list of all guests in a given room, as they contain "partner" name fields and children's names. The information from the Registration card is taken from the Booking Detail screen and can be used with the general one we provide or the custom ones you design via the use of a 'Merge Letter'.

Figure 6. 'basic' BookingCenter Registration , and a customized version of a Registration using 'Merge Letters' feature.
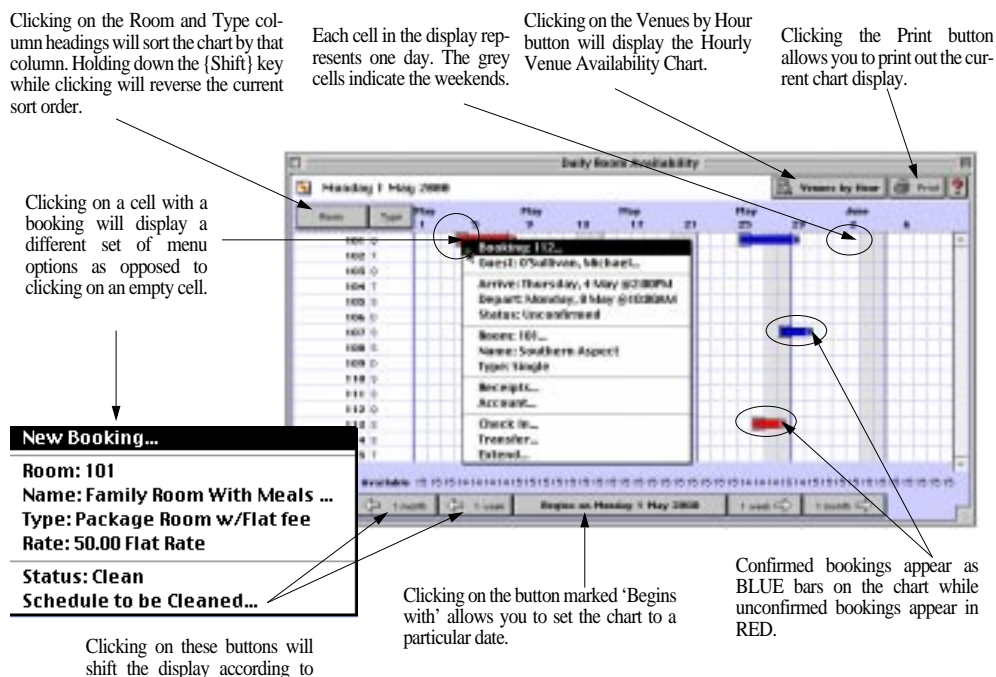
CHAPTER 2

Working the Front Desk

The Room Availability Chart

The Daily Room Availability Chart provides a visual representation of the status of all your rooms for a <u>particular period</u> of time of five weeks and also allows you to directly perform associated room management tasks such as checking in/out guests, entering new bookings, and confirming an uncomfirmed booking.

⊠   **Click on the 'Availability' button on the Home window OR select Availability from the BookingCenter menu OR Click Ctrl + 2/⌘ + 2 to display the Daily Room Availability chart.**

Figure 7. Daily Room Availability Chart.

Clicking on the Room and Type column headings will sort the chart by that column. Holding down the {Shift} key while clicking will reverse the current sort order.

Each cell in the display represents one day. The grey cells indicate the weekends.

Clicking on the Venues by Hour button will display the Hourly Venue Availability Chart.

Clicking the Print button allows you to print out the current chart display.

Clicking on a cell with a booking will display a different set of menu options as opposed to clicking on an empty cell.

New Booking...

Room: 101
Name: Family Room With Meals ...
Type: Package Room w/Flat fee
Rate: 50.00 Flat Rate

Status: Clean
Schedule to be Cleaned...

Clicking on these buttons will shift the display according to

Clicking on the button marked 'Begins with' allows you to set the chart to a particular date.

Confirmed bookings appear as BLUE bars on the chart while unconfirmed bookings appear in RED.

Set the chart view date

⊠   **Click on the largest button located at the bottom of the chart marked 'Begins on....' to display a Chart Options dialog box.**

⊠   **Enter a date in any format and click OK. The Daily Room Availability chart will now be updated to show the period specified.**

Tip!   You can click on the '1 month' or '1 week' buttons on either side of the 'Begins on...' button to shift the display forward or backward by that period of time.

Changing the Room sort order

⊠   **Click on the 'Room' button located at the top left of the chart to display the rooms in ascending order.**

⊠   **Click on the 'Type' button to display rooms by type.**

Tip!   To reverse the currently displayed sort order hold down the [Shift] key while clicking on the 'Room' or 'Type' buttons.

Viewing a Booking details

⊠ **Click on any booking that appears on the chart and a pop-up menu will appear with a majority of the booking information displayed in the menu.**

Tip! To view full details for this booking, select the first line in the pop-up menu with the Booking number. The Booking Details window will open with the details of the selected booking.

Making a New Booking

Booking Enquiries

Booking enquiries allow you to perform a more specific check for rooms available for a particular stay. Also, if you have chosen "partial type enquiries" you can limit the rooms that are searched based upon the codes you enter in the Room Types area. For example. Eneter a 10 to search only 10 am availabilities.

Making a Booking Enquiry

⊠ **Click on the 'Enquiry' button on the Home window OR select 'Enquiry...' from the 'BookingCenter' menu OR hit Ctrl + 1/⌘ + 1 to display the Booking Enquiry window.**

⊠ **Enter the data:.**

Arrive Enter an Arrival date in any format and Press {Tab}.
Tip! Use the {Tab} key on the keyboard to move the cursor from one field to the next OR point and click with your mouse. To move backwards among the fields, hold down the {SHIFT} key while pressing the {Tab} key or point and click with your mouse.

Stay Enter the number of days (even for Tours - use 1 day for each tour slot){Tab}.
Guests Enter the number of Guests {Tab or Enter}.
Additional Enter any additional guests {Tab or Enter}.
Type Enter a Room Type (or partial Room type if chosen) {Enter}.
Tip! You can enter a '?' and Press {Tab} to display a Room Types lookup-list.

The bottom of the 'Booking Enquiry' window will now display a list of rooms/tours that meet your enquiry criteria:

Figure 8. Booking Enquiry.

Double-clicking on any Room line in the list at the bottom of the Enquiry window once you have made a query will display the New Bookings window ready for you to enter a new booking based on the details of the current enquiry.

The number of rooms currently loaded in the list is displayed here.

The average daily rate for the stay is displayed.

Note If you leave the 'Room Type' field empty, then all Room types will be checked for suitability with this enquiry.

Tip! To make another enquiry from this window simply click on the 'Enter another enquiry...' button.

Bookings from the Room Management Chart

⊠ **Select the vacant room you want to book by clicking on the line on which it appears. A pop-up menu will be displayed.**

⊠ **Select 'New Booking...' from the pop-up menu. The New Booking window will open ready for you to enter the new booking details for the chosen room.**

⊠ **Enter the new booking details and then click OK to return to the Daily Room Management chart with the new booking now displayed.**

> **Note** If the Guest you are making a booking for isn't on file yet, then you will need to enter them as a new Guest.

Bookings from the Availability Chart

⊠ **Click on the cell where the desired room and day intersect on the chart to select a room to book. A pop-up menu will appear.**

⊠ **Select New Booking from the menu. The 'Search for Guests' window will open ready for you to first check to see if this particular guest already exists in the system.**

⊠ **Either assign a Guest to the booking or click 'Cancel' to return to the Daily Room Management chart without making the booking.**

> **Note** If the Guest you are making a booking for isn't on file yet, then you will need to enter them as a new Guest.

Bookings from the Guest Area

⊠ **Click on the Guest button from the 'Home' menu.**

⊠ **Select New Guest from the menu or search for an existing Guest. The 'Browse for Guests' window will all you to see if the guest already exists in the system.**

⊠ **Once you either FIND a Guest or create a New Guest, click 'Make a Booking' to make a booking for the Guest.**

> **Note** If you are entering advance bookings from paper or another management system, this is often the easiest way to make large numbers of bookings.

Enter a New <Single> Booking

Whether you make a New Booking from the Availability, Room Management, Enquiry, or Guest window, the process for entering a New Booking is identical.

Note The 'New Booking' window may also be opened by clicking the 'Room Bookings' button on the Home window and then selecting the 'New' button.

Figure 9. New Booking Window.

If this is the first time entering the Guest, begin entering the guest AND booking details here.

☒ **Enter the following information:**

Arrive (date) Enter arrival date in any format {Tab}.

Arrive (time) The default arrival time is automatically inserted but can be changed if desired. {Tab} to keep it.

Stay Enter the duration. For Tours, it will ALWAYS be 1 'Nights" {Tab}.

Check Out (date) The check-out date is automatically calculated. Press {Tab}.

Check Out (time) The default check out time is automatically inserted and chosen by you when you set up the program. Your default check out time can be changed if desired but for Tours this is NOT recommended. Simmply leave 'as is'. Press {Tab} to accept the default check-out time.

Depart The default departure time is automatically inserted but can be changed if desired. Press {Tab} to accept the default departure time.

Guests Enter the number of Guests {Tab}.

Room ID Enter a the Room you want to book {Tab} { ? / Tab} to display a list of available rooms.
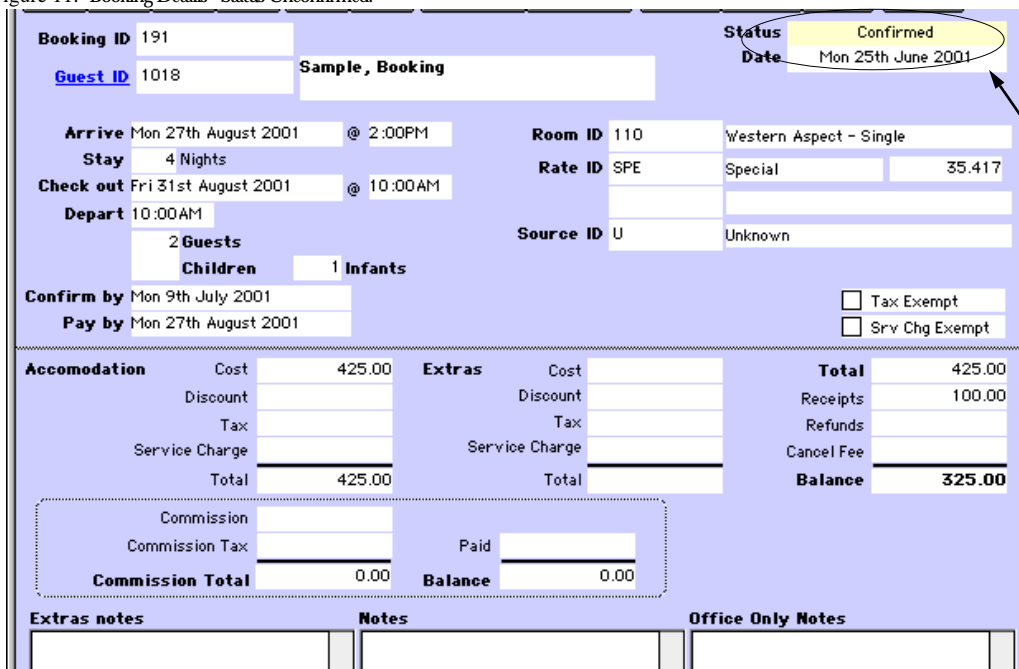
Figure 10. Available Rooms.

☒ **Continue entering the following information in the 'New Booking' screen:**

Rate ID Enter the rate {Tab}.

Agent If you use Agents, you will might want to allocate the booking to one {Tab}.
Note If the booking was made through an agent, the commission will be auto calculated.

Source ID The Source tells you where the booking same from {Tab}.

Person ID 'Person making the booking {Tab}.

Gross Cost The gross cost is automatically calculated. Press {Tab}.

Discount Manual discounts can be given {Tab}.

Extras Extras can be added by opening a new Account {Tab}.

Confirm By The Confirm by date is automatically calculated. Press {Tab}.

Pay By The Pay by date is automatically calculated. Press {Tab}.

Tip! You may add notes in the three notebook fields on the bottom of the Booking Details screen. You can also assign the credit card number to the Guest record by issuing a Receipt.

The system will now automatically check the booking to make sure the room is available. If there are no conflicting bookings you will be returned to the 'Bookings' window with the booking's status set to *Unconfirmed.* or *Confirmed* (if it's an Agent booking or a Receipt is issued)

Figure 11. Booking Details - Status Unconfirmed.

The booking's status is set to *confirmed* or *Unconfirmed.*

Note If a conflicting or duplicate booking were found, a message detailing the conflicting booking would be displayed. The booking would then have its status set as *Duplicate*. Duplicate bookings may be resolved through the *BookingCenter Double Booking Tool*. See the *Reference Manual* for detailed information on this feature.
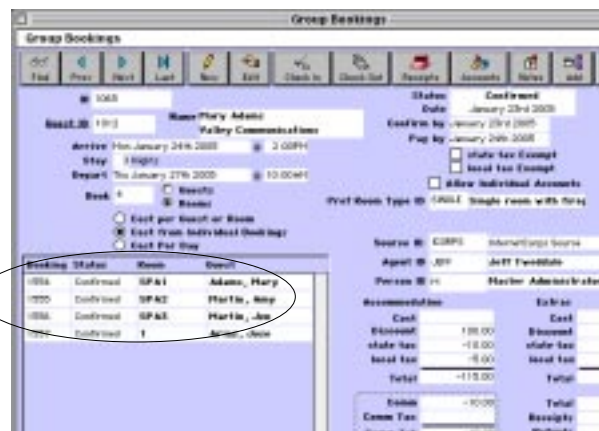
Entering a Guest

Usually the New Guest will be entered when entering the New Booking. However, you can enter a New Guest manually and then make a New Booking this way. Saving the guest information in the system is very useful for repeat customers, running marketing analysis, noting dietary information, keeping emergency contact information, etc.

Tip! A new guest may also be entered by clicking on the 'Guests' button of the Home window.

Entering a New <Group> Booking

⊠ **Click on the Group Bookings button on the Home window, select Group Bookings from the BookingCenter menu or Ctrl + 7 to display the Group Bookings window.**

Individual bookings that comprise the Group Booking are listed in this section of the window. Double clicking on any bookings listed here will open the Booking Details window with the details of chosen booking loaded for review.

Making a new Group Booking

There are two ways to make a new Group Booking:

1. From the Group Booking screen
2. From an individual Booking Detail.

From the Group Booking screen:

1. Click on the **Group Bookings** button on the Home window. The Group Bookings window will be displayed.
2. Click on the **New** button.
3. Enter the Guest ID if the guest record already exists in the system.

   Tip You can enter a '?' or just hit [Tab] to use the Guest Search function or then cancel the guest search and click New on the Guests window to enter details for a new guest.

4. Enter the Arrival date and the duration of their stay.

   Remember If no arrival time and departure time is entered then the default check-in and check-out times will be used instead.

   Note If the *Stay* field is left empty you will be required to enter a departure date in the *Depart* field manually instead.

5. Enter the number of Rooms or Guests for which you are making this booking.
6. Specify whether it is Guests or Rooms that you are booking by clicking on the appropriate radio button (to the right of the Book field).
7. Select how you would like to price this group booking:
   - If you desire to book all the rooms at the same seasonal rate (i.e. a single Group Rate), check the checkbox labeled **Cost per Guest or Room**. The group booking will be calculated simply by multiplying the number of rooms booked, for the number of nights, by the selected rate. Regardless of what happens to the actual arrival and departure date of an individual booking, the group booking will maintain its cost.

     Note It **is** required that you choose a Rate ID to make a group booking in this manner, as all Bookings are made at the 'Group Rate' assigned.

   - If you desire to establish a cost that represents the cost of the individual bookings, check the checkbox labeled **Cost from Individual Bookings**. The cost of the group booking will now be dynamic. If the individual bookings are edited, then the group booking cost will be adjusted. This allows you to sell a group booking at the default seasonal rates for each individual room or room type.

     Note It is not required that you choose a Rate ID nor a Preferred Room Type to make a group booking in this manner, as all info is taken from the individual Booking Details.

   - If you desire to **Cost per Day**, then choose this option and book all the rooms at the same rate so group booking will be calculated simply by multiplying the number of rooms or guests (whichever is chosen) booked for the number of nights by the selected rate.

8. Click on the **Allow Individual Accounts** checkbox if you wish to allow individual accounts for this Group Booking. This means that each Guest will be separately billed for their account items but the cost of the group booking itself will still be billed to the Guest who made the group booking.
9. Enter the Confirmation date for this Group Booking or [Tab] to accept the system default.
10. Enter the 'Pay by' date for this Group Booking or [Tab] to accept the system default.

    Remember The *Confirmation* and *Pay by* dates are set in the System Configuration section of the Parameters window.

11. Enter a Preferred Room Type (if applicable). The system will check to see if any Rooms of this type are available first.

    Tip You can enter a '?' or just hit [Tab] to display a Room Types lookup list and double-click on your selection.

12. Enter the Rate to apply towards this group booking and [Tab].

    Tip You can enter a '?' or just hit [Tab] to display a Rates lookup list and double-click on your selection.

13. Enter the Source ID (if applicable) and [Tab].

    Tip You can enter a '?' or just hit [Tab] to display a Rates lookup list and double-click on your selection.

14. Enter the Agent ID (if applicable) and [Tab]. The commission data on the bottom of the window will automatically be entered.
15. Enter a Discount amount (if applicable) in the Accommodation costs column or any other Extras.

    Remember You do not have to enter the Gross cost as this will be calculated automatically. However, you may do so if you intend to override the automatically calculated cost for this booking.

16. Enter any notes regarding extras in the Extras notes field, and/or any general notes about this group booking in the Notes field by clicking the **Notes** button.
17. Once clicking **OK**, you will see a message asking if you want to confirm the automatically calculated booking cost. Click 'Yes' to accept this cost or 'No' if you want to set the booking cost

Note You will only be able to override the booking cost if you have the **Allow Cost Override** checkbox turned on in the System Configuration window.

18. You will now be asked if you want to book the first 'x' available rooms. If you click 'Yes,' the system will search for the first 'x' available rooms (of the preferred type if specified in Step 8) and automatically book them otherwise click 'No.'

19. If you clicked 'No,' the Select Rooms window will be displayed ready for you to select the rooms manually. Click on a room in the list to select it. The **Book x Selected Rooms** button at the bottom of the window will change its number to the amount of rooms that you have currently selected.

   Remember To select more than one room from the list hold down the Ctrl key whilst clicking on each one.

20. Once you have finished selecting which rooms you want to book from the list, click on the **Book x Selected Rooms** button at the bottom of the window to book them. You will be returned to the Group Bookings window with each individual room booking that makes up this group booking listed in the bottom left-hand corner of the window with its status set to *'Unconfirmed'*. The group booking itself will also have its status set to '*Unconfirmed*'.

   Note The room status *'Short'* will be displayed if you made the group booking with an inadequate number of rooms available. So, the system will allow you to overbook and alert you to the number of rooms actually available.

   Remember Double-click on any booking that appears in the list to display its full details.

From an Individual Booking Detail

1. Choose a Booking Detail
2. Click the button 'Add to Group
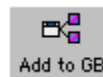
3. You can choose to 'add to an existing Group Booking' or to 'convert' the Booking Detail into a Group Booking.

   Note If there were receipts attached to the Booking, then those receipts will be re-allocated to the Group Booking. Check to make sure any previously issued receipts were correctly allocated.

Making Payments on a Group Booking

1. Click on the **Group Bookings** button on the Home window.
2. Find the group booking that you wish to enter payments against.
3. Click on the **Receipts** button. You will see the New Receipt window.
4. Enter the Receipt details and click OK.

   Remember Follow this procedure when taking an initial deposit on a booking.

   Note The status of a booking can be set to '*Confirmed*' with a deposit of any amount. You do not have to take the full deposit.

Allocating or Deleting Rooms to a Group Booking

1. Click on the **Group Bookings** button on the Home window.
2. Find the Group Booking you want to assign/delete rooms to.
3. Choose **Edit** from the Group Bookings menu to add any available rooms or double-click one of the bookings to delete or cancel it (by choosing the "delete" or "cancel" option in the upper left corner of the Booking detail window).
4. If you delete bookings from a Group Booking and have chosen "Cost from Individual Bookings" then the Group Booking cost will automatically update its cost. However, if you did NOT choose this option, then you must edit the # of Rooms field to re-calculate the Group Booking once a Booking has been canceled or edited.
5. If you are adding Rooms/Tours and there are not enough of your preferred Type to book, click on the **Book xx Selected Rooms** button. You will be returned to the Group Bookings window with the Room Allocations displayed in the list at the bottom of the window.

   Tip Double-click on any room in the list to view its individual booking details or to delete it from the Group Booking.

Checking-In a Group Booking as a Group

1. Click on the **Group Bookings** button on the Home window.
2. Find the Confirmed group booking that you want to Check-In.
3. Click on the **Check-In** button. You will be asked if you want to check in this group. Click 'Yes'. The Group Booking Status will be set to *Active* as well as the status of each individual Room booking. This also will require that the Room be cleaned and will make the Rooms Cleaning List appear ridiculous, as there are no Tours to clean!

Checking-In Guests from a Group Booking individually

1. Click on the **Group Bookings** button on the Home window. The Group Bookings window will open.
2. Find the group booking that you wish to check Guests into.
3. Double-click on a booking from the list to open the Booking Details window with its details displayed.
4. Click on the **Check-In** button. You will be asked if you want to check that Guest in. Click 'Yes'. The booking's status will now be set to *Active*. Close this window to return to the Group Bookings window. You will notice that its status has also been changed to *Active* in the list.

Finding a Group Booking

1. Click on the **Group Bookings** button on the Home window.
2. Click on the **Find** button.
3. Enter either the Group Booking ID, Guest ID or any other field value that you can [Tab] into and click OK.

   Note You can only perform a Find on one known field value at a time i.e. you cannot perform a simultaneous find on say the Group Booking ID and Guest ID. If you only know the Guest ID, then [Tab] into the Guest ID field, enter their Guest ID and then click OK.

4. If the record you are looking for doesn't come up first, use the **Next** and **Prev** buttons to cycle through these records to locate the one you are looking for.

Setting up a new Group Booking Account

1. Click on the **Group Bookings** button on the Home window.
2. Click on the **Accounts** button. The Accounts list for this group booking will be displayed.
3. Click on the **New** button. The New Guest Account window will open ready for you to add an item to this newly created account.
4. Enter the Item code and [Tab].

   Tip You can enter a '?' and press [ENTER] to display a lookup list and double-click on your selection.

5. Enter the quantity of the item and [Tab].
6. Repeat steps 5-6 if you want to add another item or click OK to finish. You will be returned to the Accounts list for this group booking.
7. Close the Accounts list to return to the Group Bookings window.

Taking a Deposit

Taking a Deposit allows a booking to be set to *confirmed*.

⊠ **Click on the 'Receipt' button OR choose 'Receipts' from the Booking or Group Booking.**

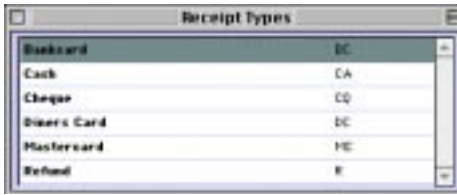The 'Receipts' window is displayed:

Figure 12. New Receipt.

⊠ **Enter the following information:**

Date Automatically defaults to today's date. Press {Tab}.

Type Enter '?' and {Tab} to display the Receipt Types list.

Figure 13. Receipt Types.

⊠ **Select the Receipt Type.**

Note Use the scroll bar on the list to scroll down OR use the arrow keys to move the highlight and press {Enter} OR double click 'with your mouse.

⊠ **Print the Receipt or not. Close the 'Booking Receipts' window to return to the Bookings window.**

Note that the booking's status will be set to *Confirmed* after Receipt has been issued.

Printing a Booking Confirmation

Print a Booking Confirmation from the 'Booking Details' window or drop-down menu.

⊠ **Click the 'Print' button on the 'Bookings' window OR choose 'Print' from the 'Bookings' menu.**

The 'Select Printing Options' box is displayed:

Figure 14. Select Printing Options dialog box

Please select report options...

Report
⦿ **Registration Card**
○ **Booking Confirmation**
○ **Tax Invoice**
○ **Envelope**
○ **Letter**
○ **Label**

⊠ **Choose one of the types of Booking reports to print, and the Destination. You have the option to print to: email, printer, screen, and file.**

Tip! Each destination prints the report is a little different. All the sam information is included, but the formatting of each output is different. Email will ONLY be an option if the Guest has an email address on file.

Tip! If you would like to save to a file and 'merge' the booking information onto a Word or WordPerfect document, choose "File" as the output and make sure you have correctly setup the Personnel record as defined in the *BookingCenter Reference Manual*. to merge the file.
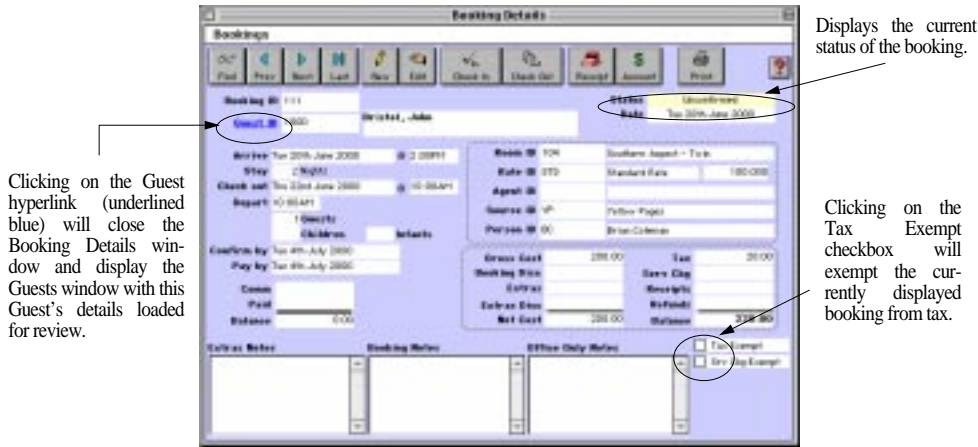
Finding a Booking

You would use this feature to locate a particular booking to confirm a booking, modify a booking, and check in a guest. You can search for a booking using ANY field.

⊠ **Click on the 'Room Bookings' button on the Home window OR select 'Bookings' from the 'BookingCenter' menu.**

The 'Booking Details' window is now displayed:

Figure 15. Booking Details - Finding a Booking.

Displays the current status of the booking.

Clicking on the Guest hyperlink (underlined blue) will close the Booking Details window and display the Guests window with this Guest's details loaded for review.

Clicking on the Tax Exempt checkbox will exempt the currently displayed booking from tax.

Tip! You can enter either the 'Booking ID,' the 'Guest ID,' or *any* other field value that you can [Tab] into to find a booking. For example, you may find the booking for guest Sue Smith by entering 'Smith' in the large white field to the right of the 'Guest ID' field. You could also just enter 'S' in that same field to view all bookings of guests with a last name beginning with an 'S.' You would then cycle through all these bookings by clicking the 'Next' and 'Prev' buttons.

Warning! You can only perform a 'Find' on <u>one</u> known field value at a time. You cannot perform a simultaneous 'Find' on, say, the 'Booking ID' and 'Guest ID.' If you only know the 'Guest ID,' then {Tab} into the 'Guest ID' field, enter the 'Guest ID,' and then click OK.

Tip! If the booking you are looking for doesn't appear at first, use the 'Next' and 'Prev' buttons to cycle through the bookings to locate the one you are seeking.

Checking In a Guest

You can check in a Guest from either the Availability, Room Management, or from the Booking Details window.

☒ **Click on the 'Check In' button OR choose 'Check In' from the 'Booking Details' menu.**

You are prompted to check this guest in with the following message:

Figure 16. Check In prompt.

☒ **Click 'Yes' to check the person in.**

Tip! If there is already a booking active in the room, you will need to Find the Booking and check that person OUT first. You can not check two bookings into the same room UNLESS the room has been setup as a Twin Share or Venue.

Adding/Editing a Guest Account

BookingCenter's Guest Accounting feature allows you to manage itemized guest accounts. This is especially important for assigning telephone charges, tour schedules, Breakfast, Lunch, and Dinner lists. The DATE that the Item has eneterd will determine which date the Item will be used for reporting. Use a date on an account for the date the Item will be *used*, which is oftne different than the date it is *added* to an Account. You can create booking accounts (accounts attached to a booking) or cash accounts (accounts allocated to a Cash Guest, usuall 'walk-up' guests).

Figure 17. Guest Account.

Note The relevant Guest Details for this new account are loaded automatically when you click the 'Account' button from the 'Booking Details' window.

☒ Edit an existing Account Item by double-clicking on it. This allows you to edit the Date it's to be used for, the Quantity, or the Price.

☒ **Enter a New Account :**

> **Item** Enter '?' and then press {Tab} to display the Items lookup list.

The Items lookup list is now displayed:

Figure 18. Items.

☒ **Use the arrow keys OR the scrollbar and select the Item you are selling.**

Tip! The cursor will move back into the item field to allow you to enter another item. To stop entering Items simply press {Tab} without entering an item code. The cursor moves onto the next field.

☒

☒ **Click OK or press {Enter**

The 'Guest Account Entries' list is now displayed:

Figure 19. Guest Account Entries.

Double-clicking on any account entry in the list will display its details in the Sales window.

☒ **Close the 'Guest Account Entries' list and then either issue a Receipt or keep the balance outstaning.**

Checking Out A Guest

A guest may be checked out numerous ways depending on how you choose to use BookingCenter. It is not recommended to Check In or Out a Guest when they are only booking a Tours. Checkin and out shoudl be

Option 1: The Availability Window.

Figure 20.   Availability Window.
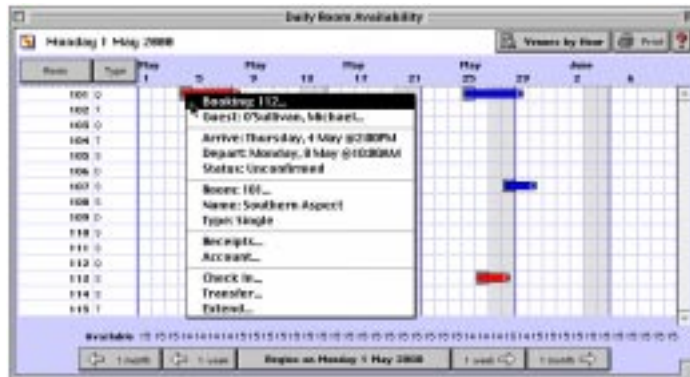
☒   **Click the Availability' button on the Home window.**
☒   **Click on the blue bar representing the booking to be checked out.**
☒   **Select the 'Check Out' option from the pop up window.**

Option 2: The Room Management Window.

Figure 21.   Room Management Window.

☒   **Click the 'Room Management' button on the Home window.**
☒   **Click on the line representing the booking to be checked out.**
☒   **Select the 'Check Out' option from the pop up window.**

Option 3: The Booking Details Window.

Figure 22.   Booking Details window.

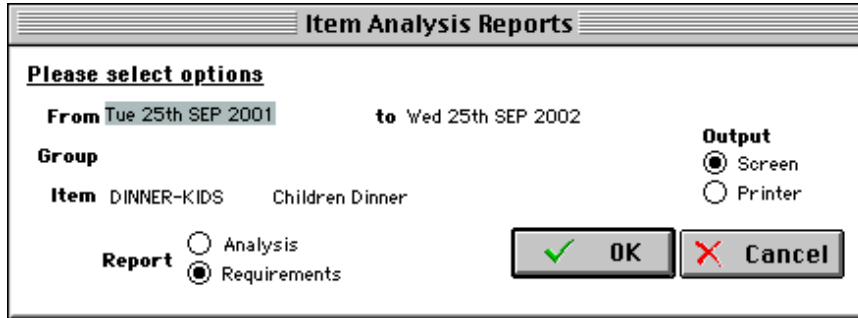☒   **Find the Booking Details as described earlier.**

Note Regardless of how you check out a guest, BookingCenter will always prompt you to issue a receipt for any outstanding balances.

Printing Accounts (Item Groups and Details)

The Items Details Reports will report all Item Groups (such as MEALS) and Details (such as Dinners) between a given date range. Since each Inventory Group and Type is setup in the Parameters area of Booking-Center, you can have as many Inventory Items and groups as desired. To run a Items report do the following:

  ☒ **Choose the Report menu and select "Items"**
  ☒ **Choose what date range you would like:**

Groups	All Inventory Groups
Items	Only Inventory Items will be returned.
Analysis	Financial summaries of Items sold
Requirements	Total quantity summaries of Items sold

Figure 23. Item Analysis Report

Tip! By using the Destination: Screen, you can play around with the options and date ranges without wasting paper from your printer.

Reports can be run for multiple days or a single day only. It will likely be desired to run one Group report for all meals at the beginning of day to get an estimate for the day's meal needs, and then an Item Requirements report closer to the time of the meal to see if the total number ha changed. An example of the report

Item Analysis Example Report

Printing Room Booking Reports

  ☒ **Choose the Report menu and select "Room Bookings"**

⊠ **Select Date Arrival Date (this is the date for the Tour Arrivals - usually today)**

⊠ **Enter the date range in the Between . . . and . . . fields.**

Tip! To run it for ONE day only, choose the same date for the Between... and And... dates.

⊠ **Select the ALL status of bookings in the Print column you want to base the report on.**

⊠ **Check the Include Active Bookings *and* Include Zero Value Bookings checkbox to include all *Active* bookings in the report as well.**

Rooms Report

⊠ **Click on the Print button. You will now be prompted to select your sorting and sub-totalling options. Select the desired sort options, usually by Rooms..**

⊠ **The overall data will be grouped by your selection for First Sort & subtotal by. . . with each individual grouping (subtotal) ordered by your selection for then sort by . . .**

Tip! Click the check box for **New Page** if you wish the report to be split neatly into pages instead of one long column.

Tip! Click **Print** to generate the report.

Tip! By using the Destination: Screen, you can play around with the options and date ranges without wasting paper from your printer.

CHAPTER 3

End of Day

There are many tasks that need be accomplished at the End of the Day. We consider two of the main tasks here. For more reporting needs, simply play around with the options available in the Reports menu.

Receipts Report

The Receipt Report will tally all the receipts in a given date range. Since each Receipt Type is setup in the Parameters area of BookingCenter, you can have as many types as required. To run a Receipt report do the following:

- ☒ **Choose the Report menu and select "Receipt"**
- ☒ **Choose what Receipts you would like:**

Summary	All Receipt types will be returned.
Advance Deposits	Only Receipt Types taken as a deposit will be returned. Deposits are known from the Receipt Type called "Deposits".
Unallocated	Receipts that were NOT allocated to a booking,, usually Cash sales.
Details	Details will provide specific details about EACH Receipt provided.
Allocation by Owner	Used only by those managing Room bookings per owner (for those who purchased the Owner Management feature), this will break down each Receipt Type per Owner booking. This is an easy way to enable financial management per Owner.

Figure 24. Receipt Report

Please Select Report Options...

Report
- ⦿ Summary
- ◯ Advance Deposits
- ◯ Unallocated
- ◯ Details
- ◯ Allocation by Owner

Destination
- ⦿ Screen
- ◯ Printer
- ◯ File

From Sun SEP 23rd 2001
To Mon SEP 24th 2001

✓ Ok
✗ Cance[l]

Tip! By using the Destination: Screen, you can play around with the options and date ranges without wasting paper from your printer.

```
The Yellow Rose Inn                        Receipt Summary
         Receipts from Wed SEP 12th 2001 to Mon SEP 24th 2001
   Page: 1                                  As at 14:56 on SEP 20 01


Receipt Type: CA - MasterCard

Ref                          Date    Allocated    Other    Total   Unallocated

102   Jeff Tweddale    September 17th 2001    1.00     0.00     1.00
103   jeff tweddale    September 17th 2001    1.00     0.00     1.00
104   jeff tweddale    September 17th 2001    1.00     0.00     1.00

                   Totals for MasterCard:      3.00     0.00     3.00


                             Totals:           3.00     0.00     3.00
```

> **Note** If you use the BookingCenter Point of Sales (POS), you can report on the Receipts from each BookingCenter Register, match the totals at the end of the day, and balance each case till this way.
>
> **Tip!** You can use vouchers, gift certificates, Owner credits, and barters as Receipt Types to make tracking of these payment methods easy to reconcile.

Financial Summary

The Financial Summary of the day is the most important business metric to watch. The Receipts will enable you to 'balance the books', but the Financial Summary is a quick way to look at the overall profitability of the day. Choices you have include:

All All financial activity that took place between the date range will be returned.
Current All current Bookings and Accounts will be used in the summary
Cancelled All bookings that were Cancelled are used in the summary.
Complete All bookings and Accounts that were completed (and thus locked) are used.

Figure 26. Financial Report

Sorting the Financial Report

Figure 27. Financial Report Sorting Options

Agent Sort report by Agent attached to transactions
Person Sort report by the Person who was assigned to the transactions
Guest Sort report by the Guest attached to the transactions
Source Sort report by the Source attached to the transactions
Owner Sort report by the Owner attached to the bookings

New Page If you want a new page to be created for each sort order, click this button

Tip! Play around with the various options by choosing Destination: Screen and not wasting paper.

Daily Reports

Daily Reports

The Daily Reports offers a quick menu to the most common reports managers need on a daily basis. The options are described below and by clicking each box, desiredcan be printed to screen or printer with a single action:

Manager's Summary.

The Manager's Summary provides an overveiw of daily activity. All bookings that are NOT CANCELLED (ie, all 'Review', 'Unconfirmed', 'Confirmed', 'Active', and 'Complete;) with an arrival date before *today* and a departure date in the future are counted in a Daily Manager's Summary. BookingCenter automatically fills in all necessary fields for the following:

1. **Revenue**: Totals presented are for Accommodation and Extras sold the day chosen in the Date field, based on Bookings, Group Bookings, and Sales for that day only. BookingCenter considers all bookings, regardless of status, but **NOT** counting Cancelled bookings.

   Note BookingCenter 'averages' accomodation revenue on this report for multiple day stays, so that only a percentage of a guest's stay is considered as revenue realized for the day. This means that a 2 day stay sold at a rate of $110 for day 1 and $90 for Day 2 will show 'accomodation revenue' of $100 at midnight on the day AFTER the guest checks in (Day 1 stay) and $100 'accomodation revenue' at midnight of Day 2, or the day the guests checks out. Even though *technically* the rate sold on day 1 was $110, BookingCenter averages the stay at $100/day to keep a projection of revenue.

   Note BookingCenter does not average the Sales of Extra Items sold either directly (as a Cash sale) or those attached to a Booking or Group Booking. BookingCenter considers an Item as a Sale the date entered on the Invoice. For example, if you sold a $10 bottle of wine attached to a booking that was staying for 3 days, the full cost of $10 is reported on Revenue report of the Manager's Summary for the date the Item was sold.

   Note Commissions is a liability to 'Revenue' if the Agent will be owed a commission on that day's realized revenue. Once again, the commissions owed on bookings is averaged across multi-day stays.

2. **Taxes**: Like Accomodation revenue, BookingCenter averages the Accomodation taxes that are due as part of a multi-day stay. However, like Sales, BookingCenter considers tax revenue incurred as a result of Extra Items sold on the date of the Sales Invoice.

3. **Receipts**: BookingCenter totals all Receipts - totalled and separated by Receipt Types - issued that day, including Refunds.

4. The rest of the report can be used to balance cash drawers and keep a daily accounting of Direct Bills/City Ledger accounts and Guest Ledger accounts for those properties interested. Please view the FAQ area of the BookingCenter website (http://www.BookingCenter.com/faq.html) to get sample daily report templates for making use of these additional features.

Guest Ledger

The Guest Ledger is a report that shows a running 'balance sheet' or 'debtor ledger' for each Guest in-house. Only ACTIVE bookings are reported in this

Accounts Receivables.	The Accounts Receivables are for all outstanding balances on Completed bookings. While this report does not change day-to-day if payments were not received, it is a part of many property's daily reporting needs. The Ageing columns help a property understand how delinquent accounts currently stand.
Receipts	Receipts taken in that day, organized and tallied by Receipt Type. Refunds are included in this report.
Advanced Deposits	Advanced Deposits are Receipts taken in for bookings where the Arrival Date is still in the future. While this report does not change day-to-day if no guests arrived, it is a part of many property's daily reporting needs.
Final Payments Outstanding	Final Payments Outstanding is a report of all bookings that are NOT paid in full by the 'Final Payment Due' field set for each booking. This report lists what follow up payments are contractually due.
Unpaid Deposits	Unpaid Deposits is a report of all bookings where a deposit has NOT been applied as a Receipt as set per each Booking or Group Booking. This report lists what deposits are contractually due.
Unpaid Bookings	Unpaid Bookings lists all bookings with balances due, regardless of the status of the booking.
Daily Financial Analysis	The Daily Financial Analysis is the same report as the 'Daily Analysis found in the Financials Report area. This report is the daily view of all Booking, Group Booking, Extras (sales), and Tax revenue received by the property that day. In addition, if there are outstanding balances on the current daily activity, that balance is shown.

> **Note** The amount of Accomodation and Accomodation Tax revenue shown on this report uses the same 'daily averaging' as described in the Manager's Summary when reporting on multi-day bookings. Once again, Extras and Extra Taxes are NOT averaged and are considered as revenue the date the Sales Invoice was issued.

Shift Audit	This report itemizes and sub-totals by **Person** (employee) and by **Register** such activity as bookings, group bookings, receipts, and sales for a time period (i.e. shift). Generally, this report is used fort analyzing an employee's activity during their shift.

1. Enter the start date and time for this report on in the **From** entry field.
   > **Tip** Be sure to specify AM or PM if not using 24 time.
2. Enter the end date and time for this report on in the **To** entry field.
3. Click the check box for Receipt Breakdown if you would like an additional report itemizing the receipts by receipt type (i.e. Visa, Cash, etc.).
   Example: Shift Audit Report

Owners Report

The Owners Module in BookingCenter allows management to track bookings and payments made to Owners. In many places, this is specifically used for condominiums, rented apartments managed by a reservation agent, and individual 'homes' operated by inns. Each OWNER can be applied to a specific room (or room type) to report on :

> **Tip!** What bookings were made between date ranges.

Figure 28. Owner Report

When used in conjunction with our Agents feature, BookingCenter Owners can be used to manage outstanding balances and payments to each Owner.

Next Steps:

These are the main reports required for End of Day balancing. There are many other useful BookingCenter reports included with Booking-Center and you may even write your own or have BookingCenter create custom reports for your use. Please contact support@BookingCenter.com to inquire about these options

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