

Business
plus
AccountingTM
Hotel
&
Property Management

Hotel Operations Manual

**Business Software
Solutions Inc.**

BPA Hotel Professional

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Chapter 1 **Introduction**

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BPA Hotel Professional

1 Introduction

BPA Hotel Professional is a product of Business Software Solutions Inc.. The most important thing to an owner of a business is to provide a quality product or service to his customers. BPA Hotel Professional was designed to enhance this process by providing rich functionality in an easy, user friendly environment.

There are two manuals that you will receive with your hotel software. This manual contains information that is specific to the Hotel Software. The other manual contains information that is directed toward the business accounting portion of the software you are receiving. This software system allows you to run a traditional POS and traditional accounting functions, in addition to the Rental functions designed for hotels. This is because many hotels have gift stores, liquor stores, pro shops, etc. and use the traditional POS portion of the software for these functions.

With BPA Hotel Professional you can perform accounts receivable, accounts payable, general ledger, customer orders, vendor orders, inventory control and product receiving. If you need to create budgets for each g/l account you can. If you want to convert any of your data base files to a spreadsheet format for import into a spreadsheet you can. If you want to browse any of your major data base files you can. If you want to order products for your gift store from a specific vendor automatically when products fall below a specific level, you can. If you want the system to automatically pay invoices that have an early payment discount coming it will. If you need to enter manual checks as well as print automated checks you can. If you need to password protect major modules, you can. If you need to look at prior years' data for comparison you can. If you need to enter employee information and track hours worked and print payroll checks you can. If you need to track maintenance on your equipment you can. If you need to make financial calculations, you can.

BPA Hotel Professional also provides over 250 reports/printouts: a variety of room rental sales reports, inventory costs, daily sales postings, monthly statements, past due statements, invoices, trial balance sheets, general ledger activity, balance sheets, income statements, changes in financial position, financial statements for any accounting period, variance in financial statements, vendor mailing labels, aged receivables, aged payables, sales analysis by customer, check registers, reports for all postings, customer lists by city, state or zip, vendor lists by state, employee and salesperson lists, phone lists, and a variety of product reports and inventory lists printed for cycle counting.

1.1 Scope of Document

Welcome to your new Hotel Management System. This document will assist you in getting started. Topics that will be covered include Software Installation, System Definitions, Hotel Setup, and Hotel Operations.

1.2 Hardware Requirements

You must meet the following minimum hardware requirements to use BUSINESS PLUS ACCOUNTING:

1. IBM or 100% IBM compatible Pentium computer.
2. 200 MB of hard drive space must be available to install B.P.A. and all its supported data files.
3. 256 MB of memory is recommended. 128 MB is the minimum.

Receipt printers used with this system must be Epson receipt printers that support the cutoff command or another brand of printer that has a defined cutoff command and will operation in the generic text print mode. If your printer does not support the cutoff command you will waste time manually line feeding the printer before you tear the receipt from the printer. There needs to be a receipt printer attached to each station. You must install the generic text print driver and make that print driver your default print driver on each station. Printer driver setup is accomplished in the Printer Setup area of your operating system.

1.3 Install Windows Software

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To install your software correctly you must use the distribution CD and follow the instructions below. If your computer is not on, start it as you normally do. Put the distribution CD into the CD drive. The system will immediately run the installation SETUP.EXE routine on the CD.

The SETUP routine defaults to "\BPA" for the installation directory. In the current software you must use "\BPA" as that subdirectory. The SETUP routine then copies the distribution files to your hard drive.

1.4 Network Setup

When you run BPA Hotel Professional on a network most files are loaded onto the server computer. However, for optimal performance some files need to be loaded onto the client computers. To load these files on the client computers follow the steps outlined below for each computer.

First, you must map a network drive from the client computer to the root of the drive that BPA is installed in on the server. For example, if BPA is installed in C:\BPA on your server, then your client computer should have a drive mapped to the root of drive C on your server.

Next, from the client computer go to the mapped drive and the \BPA directory on that drive and run the file NETSETUP.EXE. The default options should be correct, showing the Destination (Local) Drive as C, and the Network Server Drive as the drive you have mapped,. Press the "Install BPA on this Workstation" button. The appropriate BPA client files will be installed on your computer, and a shortcut for BPA Hotel Professional will be placed in your Programs menu.

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Manager Functions

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2 Manager Functions

After you have set up your hardware and installed the software on your server computer you can begin setting up your hotel software. First go to the hotel manager screen. This is where most of the setup occurs for the hotel system. These manager setup functions are mentioned briefly here but are defined in detail below. To get to these functions select Hotel on the main screen. Then select manager functions.

First, you will define your employees. Assign employee numbers to them i.e. 1,2,3,4,5 etc.. Next assign room tab names to your tabs. These names are the names of your room types i.e. King, Double. Then define your room types with their corresponding prices. Next define each room and assign it to a room type. Next assign your rooms to tabs. For example, assign all King rooms to the tab that you named 'King'. Before you start procession room rentals you will need to go to Misc Definitions and enter your room tax rates. At this point you can log a clerk in and begin renting rooms. Of course there are other setup functions in the Misc Definitions menu that you will want to set up. These will be discussed below.

The screenshot shows a software window titled "EMPLOYEE #1: Jones, John" with a main heading "EMPLOYEES". The window is divided into four pages: Page1, Page2, Page3, and Page4. Page1 contains the following fields:

- Employee #: 1
- Last Name: Jones
- First Name: John
- Sale Person ID: 1
- Street: 334 North Marshall Way
- City: Layton
- State: UT
- Zip: 84014
- Telephone: (801) 336-3303 () -
- Fax: (801) 336-3313
- Soc Sec #: 111-11-1111

Page2 contains the following fields:

- Exemptions (0-10): 1
- Tax Status (M/S/X): S
- Hourly Rate 1: 2.00 Desc: Server
- Hourly Rate 2: 6.25 Desc: Cook
- Hourly Rate 3: Desc:
- Over Time Rate 1: 3.00
- Over Time Rate 2: 9.38
- Over Time Rate 3:
- Salary:
- Allow Non-approved Clock Outs: N

At the bottom of the window is a navigation bar with the following buttons: Pick-F8, Top, Prev, Next, Bottom, Find, Print, Save-F3, Cancel, Delete, and Exit.

2.1 Define Employees

To get to the define employees function select Hotel on the main screen. Then select manager functions. Then select define employees.

Page 1:

Employee Nbr:	Enter the employee's identification number. The employee's identification number will be used throughout the system to identify a specific employee.
Last Name:	Enter the employee's last name.
First Name:	Enter the employee's first name.
Salesperson ID:	Defaults to the employee number.
Street:	Enter the employee's mailing address (street).
City:	Enter the employee's mailing address (city).
State:	Enter the employee's mailing address (state).
Zip:	Enter the employee's mailing address (zip).
Phone:	Enter the employee's phone #.
Fax:	Enter the employee's fax #.
Soc Sec #:	Enter the employee's social security number.
# Of Exemptions (0-10):	Enter the number of tax exemptions claimed by the employee (0-12).
Tax Status (M/S/X):	Enter the employee's tax status. M= Married, S=Single, X=Exempt Student.
Hourly Rate 1-3:	Enter the employee's hourly rate, if applicable. The software allows for each employee to clock in under one of three job descriptions and allows for a different pay rate for each, i.e. Server, Busser, Cook etc..
Desc 1-3:	Enter the description or job name for each pay rate defined above (where applicable).
O.T. Rate 1-3:	Enter the overtime rate for each of the hourly rates defined above (where applicable).
Salary:	Enter the employee's salary based on the pay period, weekly, biweekly, semimonthly, monthly.

Allow non-approved clock outs (Y/N): Choose whether or not to allow servers to clock out without manager approval

Page 2:

Vac Hrs Current/Bank: Enter the number of vacation hours earned by the employee

Total Vac Hours: Enter the total number of vacation hours for the employee

Sick Hrs Current/Bank: Enter the number of sick hours used by the employee.

Total Sick Hours: Enter the total number of sick hours for the employee.

Floating Holiday. Hrs: Enter the total number of Floating Holiday hours.

Date Leave Calculated: Enter the date that the above totals were calculated.

Termination Date: Enter the date the employee was terminated, if applicable.

Use Commission lvls (Y/N): Select whether or not to use defined commission levels.

Commission % on Sale: If this employee has been defined as a salesperson, enter the percentage you wish to be used in calculating sales commissions. The commission is a percentage of net sales.

Commission % on GPM: If this employee has been defined as a salesperson, enter the percentage you wish to use in calculating sales commissions. The commission is a percentage of Gross Profit Margin.

YTD Gross: Enter the employee's year-to-date gross earnings. If you are using BPA's Payroll module this and the next four fields are automatically updated when the payroll is posted. If you are using a manual system, these fields will need to be manually updated.

YTD Soc Sec: Enter the employee's year-to-date Social Security withholdings.

YTD Medicare: Enter the employee's year-to-date Medicare withholdings.

YTD Fed With: Enter the employee's year-to-date Federal Withholding Tax.

YTD State With: Enter the employee's year-to-date State Withholding Tax.

State Tax % Of Fed: The state withholding tax tables for the State Of Utah are hard coded into the software. For states other than Utah the payroll deduction for State Withholding Tax can be made as a percentage of the Federal Withholding Tax. The individual State Tax Commission will know what the percentage is for the state in which you live.

State Tax % Of Gross: If the State Withholding Tax for your state is a percent of gross wages, enter the % into this field.

City Tax % Of Fed: The payroll deduction for City Withholding Tax can be made as a percentage of the

BPA Hotel Professional

Federal Withholding Tax. The individual City Tax Commission will know what the percentage is for the city in which you live.

City Tax % Of Gross: If the City Withholding Tax for your city is a percent of gross wages, enter the % into this field.

Page 3:

Position: Enter the employee's position in the company.

Date Of Hire: Enter the date the employee was hired.

Rehire Eligible (Y/N): Enter 'Y' or 'N' to indicate whether or not the employee is eligible for rehire in the future.

Full/Part Time (F/P): Enter 'F' for full-time, 'P' for part-time status.

Term Reason: Enter the reason for terminating the employee for future reference.

Email: Enter the employee's email address.

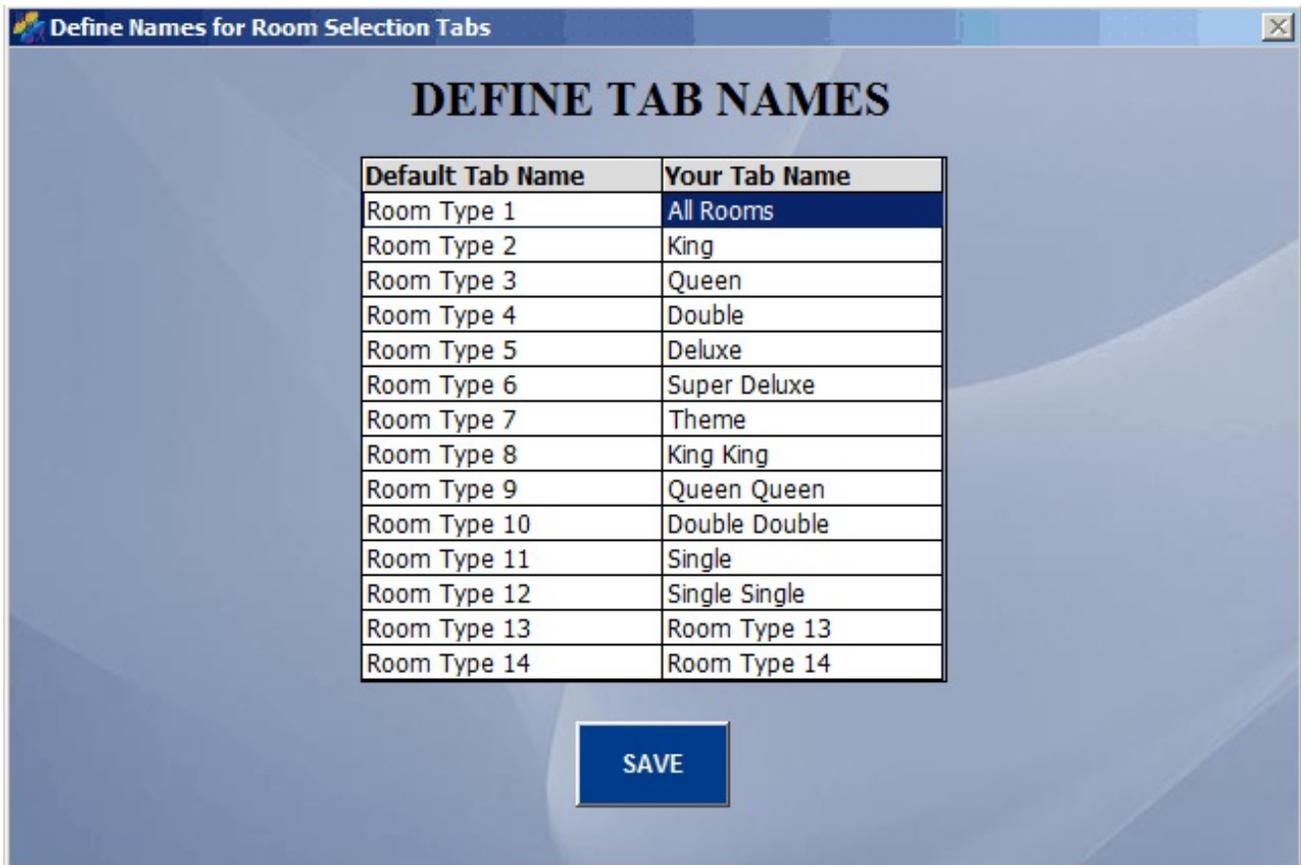
Website: Enter the employee's website address.

Page 4:

Page 4 is setup for those states that require a minimum payroll amount to be met before any state taxes are withheld. The thresholds are setup as follows: **Weekly, Bi-Weekly, Semi-Monthly, Monthly, Quarterly, Semi-Annually, Annually, and Daily.**

2.2 Assign Room Tab Names

To get to the assign room tab name function, select Hotel on the main screen. Then select manager functions. Then select “Assign Room Tab Names”. Rooms are displayed as buttons on the main Hotel Front Desk screen. There are 14 tabs on this screen. Each tab has a tab name. Tab one has a button on it for every room regardless of the room type. The name of this tab is typically “All Rooms”. The other 13 tabs are assigned to different room types, i.e. King, Queen, Double etc.. The rooms that belong to these room types will appear on the screen as buttons when you select the tab that is associated with that room type i.e. King. So if you selected the “King” tab you would see a button on the screen for all king rooms. In this function you will assign the room type names to the tabs. Below is the screen that is used for these assignments.



2.3 Define Room Types

To get to this function select the hotel button and then the “Manager Functions” button and then the “Define Room Types” button. Before defining rooms you must define the different types of rooms and their pricing. The screen below is the screen where these room types are defined. First you enter a room type i.e. ‘D’ for double room. Keep these room types short since they will appear on the room buttons. Next you enter a description for the room type i.e. “DOUBLE” meaning a double bed room. Then you enter the number of guests that you allow on a multiple occupancy room before you will charge an extra guest fee. The fee for each extra guest for each rate type will also be entered on this screen. Then you will enter the maximum number of guests that you allow in this type of room.

Then you will enter the single guest price and the multiple guest price for each rate type i.e. high1, high2, etc.. You will also enter the increase or decrease that will be charged when this type of room is rented on a weekend. You can define the days of the week that are considered weekend days in miscellaneous definitions. The last thing you will do is enter the per day rate for a weekly rental and the per day rate for a monthly rental. Having this rate as a per day rate allows you rent at these rates for any number of days. When you have entered this data press the “Add New Room Type” or if you are modifying an existing room type simply press the next, previous or exit buttons.

The screenshot shows a software window titled "Room Type" with the following fields and table:

Room Type:

Description:

Multiple Guest Number:

Max Number of Guests:

	High 1	High 2	Rack	Discount 1	Discount 2	Discount 3	Discount 4
Single Guest:	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="210.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Multiple Guests:	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="240.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Extra Guests:	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="20.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
WeekEnd +/- :	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>

Per Day Weekly Rate:

Per Day Monthly Rate:

Buttons:

2.4 Define Rooms

After defining your room types you can define each room and assign a room type to it. The screen below is the screen where these rooms are defined. You can also mark a room as active or inactive. This will enable or disable the room button and the ability to rent that room. You can also make notes on a room. Perhaps the room needs maintenance or has other problems. Press “Add New Room” to add the room or if this is a modify press the Next, Previous or Exit buttons. Again this function is found on the Managers Menu.

	High 1	High 2	Rack	Discount 1	Discount 2	Discount 3	Discount 4
Single Guest:	0.00	0.00	210.00	0.00	0.00	0.00	0.00
Multiple Guests:	0.00	0.00	240.00	0.00	0.00	0.00	0.00
Extra Guests:	0.00	0.00	20.00	0.00	0.00	0.00	0.00
WeekEnd +/- :	0.00	0.00	0.00	0.00	0.00	0.00	0.00

2.5 Assign Rooms To Tabs

Once you have defined your rooms and your room types you need to make the selection “Assign Rooms To Tabs” on the manager screen. Then assign each room type to a tab. For Example, you will assign “King” rooms the “King” tab etc.. This must be done for the room buttons to appear on the Front Desk screen.

2.6 Post Room Rental Sales

Each day the manager will need to post all sales for the day. This posting function posts sales to the general ledger. It also posts sales to the sales history files. Many of the sales reports use data from the sales history files (order header and order detail) to generate sales reports. If sales are not posted this data is not available for the sales reports. When the manager posts sales a sales posting report will print. This report includes such information as rooms rented, total sales, g/l accounts posted to etc.. This function is found in the End Of Day Processing, selected from the Manager Menu.

2.7 Schedule Employees

The Hotel system comes with an employee schedule routine as shown in the “Schedule Employees” screen below. First enter the date that you are scheduling and the start and end times. Then put the cursor on the employee that you want to schedule and press the add button. You will see the employee moved into the list of employees that have been scheduled for this date and time. When you have scheduled all of the employees press the save schedule button. Then you can print the schedule. Now, if you need to schedule for another time or date, enter that date and time and begin adding employees to this schedule. To schedule employees, go to the manager menu and select “Schedule Employees”. Once you have scheduled your employees you can prevent them from clocking in early by going to the manager screen and selecting miscellaneous definitions. On the Password tab you can restrict employees from logging in early.

2.8 Print Pre-Post Sales Report

The pre-post sales report contains the same data as the sales posting report. This report is printed before posting and is used to verify that all the data for the day is correct before posting. This function is found in the End Of Day Processing. Selected from the Manager Menu.

2.9 View Pre-Post Cash Out Data

Use this function to view Pre-Post Cash Out Data. This function is found in the End Of Day Processing. Selected from the Manager Menu.

2.10 Approve Employee Clock Out

After the manager has reviewed the clerks sales and counted the cash drawer, the manager will use this function to approve an employee for clock out. Until approved for clock out the employee will be unable to clock out. To approve the employee for clock out enter the employee # or swipe the employee card and press enter. This function can be turned off or on at the miscellaneous definitions screen. Employees can be set up for non-approved clock outs in the employee definition screen. This allows you to setup certain employees so that they do not need a manager’s approval for clocking out.

2.11 Remove Closed Folio

If the need arises to remove a closed Folio i.e. the wrong credit card was used to pay for the room, you can remove the folio here. This can only be done after the room/rooms have been closed and before you have posted sales.

2.12 Reopen Closed Folio

If a clerk has made a mistake on a closed folio that you want corrected, you can reopen the folio here and then make corrections to the folio. This can only be done after the room has been closed by the clerk and before you have posted sales.

2.13 Allow Employees To Clock Out Without Manager Approval

If you have employees that do not need to check with the manager before clocking out, this function will allow you to do that. In the employee definition screen you can enter a ‘Y’ in the field “Allow Non-approved Clock Outs” and that employee will not have to get approval from the manager before clocking out. You do not need to use this function if you are not requiring any of your employees to get approval from the manager before clocking out. You can simply go to the miscellaneous definitions screen and enter a ‘N’ in the field “Allow Manager OK For Employee Clock Out”.

2.14 Require a Manager Password When Manually Opening The Cash Drawer

On the Front Desk screen there is a button “Open Cash Drawer”. When this button is pressed the cash drawer will open. This is a quick open function for making of change etc.. If you only want this drawer opened by a manager you can require a manager password when the button is pressed. To require a manager password select the “Miscellaneous Definitions” button from the manager screen. Then enter a ‘Y’ into the field “Require Manager

Password To Manually Open Cash Drawer”. From this point on the drawer will only open when a customer is cashed out or when the “Open Cash Drawer” button is pressed and a manager password is entered.

2.15 Room Sales Report

The room sales report shows room sales for any selected date.

2.16 Monthly Sales Report

The monthly sales report shows room sales for each day of the month. The report shows taxable sales, exempt sales, sales tax, payments received and payments outstanding.

2.17 Yearly Sales Report

The yearly sales report shows sales for each month of the year. The report shows taxable sales, exempt sales, sales tax, payments received and payments outstanding.

2.18 Check In Report

This report shows guest check in records for the date selected. Name, date and time of check in are displayed.

2.19 Check Out Report

This report shows guest check out records for the date selected. Name, date and time of check out are displayed.

2.20 Room Sales Pre-Posting Report

The room sales pre-posting report should be printed each day and kept for your records in case you have a printer problem when you print the actual posting report. The posting report shows each room transaction with subtotal, tax and total and it shows time in and time out. At the bottom of the report are report totals. This report is found in the End Of Day processing selection off the manager menu.

2.21 Room Sales Posting Report

The room sales posting report should be printed each day and kept for your records. The posting report shows each room transaction with subtotal, tax and total and it shows time in and time out. At the bottom of the report are report totals. At the end of this report you will find the postings to the g/l for sales account, bank account, tax account, and a/r account. This report is found in the End Of Day processing selection off the manager menu.

2.22 End Of Day Processing (EOD)

Most businesses will execute a set of functions at the end of each day or at the end of an employees shift. In this hotel system you will want to go to the End Of Day routine on the manager menu and execute the functions found here. They include printing your Z reports and Posting your daily sales.

There are 3 different Z reports. These reports each contain sales data for different periods of time. You decide what the time periods will be. Generally the Z1 report is run each day. After running the report the software asks you if you are ready to clear the Z1 totals. If you say “Yes” the software saves the current Z1 totals for the Z2 report. The Z2 report can be run weekly or monthly or when ever it works best for you. After running the Z2 report the software asks you if you are ready to clear the Z2 totals. If you say “Yes” the software saves the current Z2 totals for the Z3 report. When you run the Z3 report the Z3 totals are cleared.

Each day the manager will need to post all sales for the day. This posting posts sales to the general ledger. It also posts sales to the sales history files. Many of the sales reports use data from the sales history files (order header and order detail) to generate the reports. If sales are not posted this data is not available for the sales reports. When the manager posts sales a sales posting report will print. This report includes such information as total sales, and general ledger postings. The Post Sales function is found in the End Of Day function (EOD) on the manager menu.

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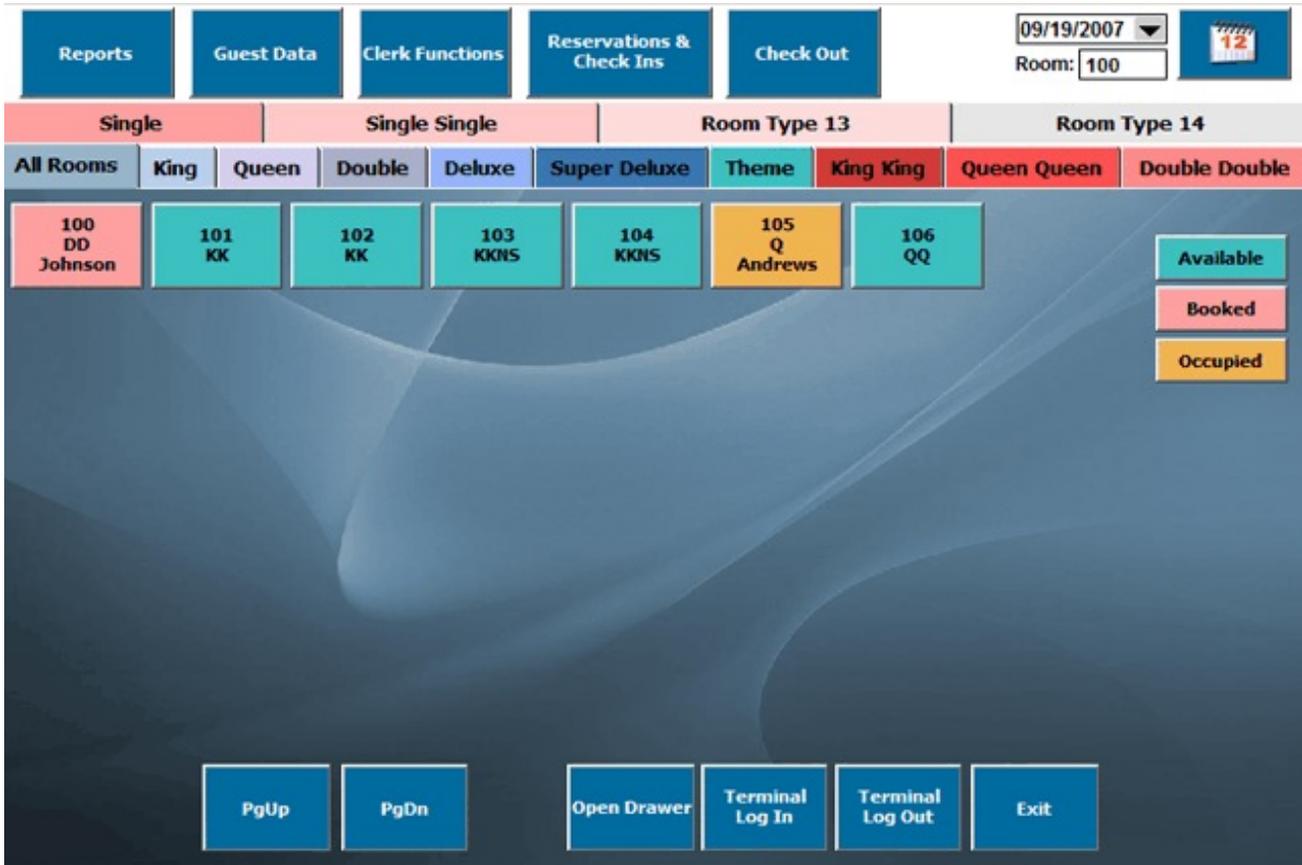
Chapter 3

Hotel Room Sales

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3 Front Desk Operations



3.1 Front Desk Operations

To run the front desk operations the clerk must first clock in. After clocking in the clerk can press the Front Desk button to enter the hotel front desk menu. The clerk will then press the terminal login button and key in his/her employee number or swipe his/her employee card. The employee is now able to begin booking reservations and checking guests in or out.

The front desk screen is designed to allow you to select a date and then select a room and a front desk function. For example, you can select today’s date, select room number one and then select the reservation/check-in button. This will take you to the reservation screen where you can book the room, enter customer information and check the guest in.

The front desk screen has room buttons on it. These buttons can be touched with your finger on a touch screen monitor or clicked on using a mouse. This selects the room that you will use when going to the next screen i.e. reservation, check-in, check-out etc.. On each button you will see the room number, the room type, and the last name of the guest who has booked the room. The buttons are green if the room is available, red if the room has been booked and yellow if the room is occupied. These room status colors represent the room status for the current date displayed in the right hand corner of the front desk screen.

3.2 Front Desk Reports

On the front desk screen you will see a “Reports” button. If you select this button you will see some common reports used by the clerk to track check-ins and check-outs. The first report is a check-in report. This reports shows you each guest who is scheduled to check-in and the time that the guest checked in. If the guest has not checked in, the check-in time will be empty. You can use this report to contact guests that have not checked in should the need arise. The second report is the “Pending Check-out Report”. This report shows the clerk each guest that is scheduled to check out but has not done so. The third report is the “Check-out Report”. This is a historical report showing all guests that were checked out on any given date.

3.3 Front Desk Clerk Functions

On the front desk screen you will also see a “Clerks Functions” button. This screen is used to view check-ins, check-outs, guest reservation information, guest folio information, and historical folio information. The screens you use to view this information are called browse screens. These screens order the information in a variety of ways. You can look at the information in customer name order, in folio number order, in date order, or in confirmation number order. To select the way you want your data viewed press the F8 button while viewing the data. This will allow you to change the way you want to view the data, for example, you can change the order from customer name order to check-in date order.

3.4 Terminal Log In Button

The clerk uses this function to log into the Hotel System. To log in use the key pad to enter your employee # or use your employee card to swipe into the system. The number you use is your employee number. This number is assigned when an employee is add to the system through the employee definition option selected on the manager menu. All employee numbers should be assigned as numeric characters i.e. 1,2,3,4 etc. not as 001,002,003. Nor, should the employees be defined with employee identifiers such as John, Sally etc.. In order for employees to log into and out of the Hotel menu system they must have numbers like 1,2,3,4, etc..

3.5 Terminal Log Out Button

The clerk uses the Terminal Log Out function to temporarily log out of Hotel Operations. Logging out prevents other employees from making changes to the Hotel System under someone else’s employee number. Typically you should press the “Terminal Log Out” button when walking away from the terminal.

3.6 Guest Data

On the front desk screen you will also see a “Guest Data” button. This button allows you to look up an active guest or a historical guest and see all the customer information, room information, billing information etc.. The screen below is the guest data screen.

On the guest data screen you can press the “Pick Active Guest” button to pick an active guest or you can press the “Pick In-Active Guest” button to view historical guests. You will see all the guest information on the screen including rooms that were rented, cost of each room, dates paid, clerk receiving the payment and other payment information. You will also be able to press the “Other Charges” button and see any room charges that were billed to this guest. On the second guest data screen shown below you will see billing information, identification information and reservation notes. Credit card information will only partially be displayed for security purposes.

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If you have a situation where a guest needs a room for more than one day and you want to select a room that is available for all of the days that the guest needs, you can press the “Pick Room” button after specifying the type of room needed i.e. King. In the Pick screen you will see each room and how many days it is available for. This allows you to pick a room that will be available for the entire stay of the guest.

After booking the room you will typically enter the customer information. You can enter standard address information including 2 phone numbers and an email address. You can also enter credit card information and guest identification information on the second reservation screen. Once this information is entered you can save the reservation by pressing the “Save Reservation” button or if its ok for the guest to check-in at this time you can simply press the check-in button.

After checking the guest in you can also take payment from the guest for one or all rooms that guest has checked into. This is done by pressing the “Pre-Pay Room Button” or the “Pre-Pay All Rooms Button.” You will notice that you can have any number of rooms reserved for one guest but as you check in you are checking in one room at a time. When you press the check-in button the current active room is the one checked in. It is the one that is high lighted on the screen. The number of the room appears on the “Check-in Button”. This is also the case when you are pre-paying for a single room.

The screenshot shows the 'Guest Reservations' application window. It is divided into several sections:

- Guest Reservation Information:** Contains fields for Confirmation # (60088125), Today's Date (09/19/2007), Last, First (Johnson, Dave), Phone, Address (334 N Marshall Way Suite H), City (Layton), State (Ut), Zip (84041), Country (USA), Email (sales@businesssoftware.com), and Birth Date (01/01/1980).
- Reserved Rooms:** A table showing room availability for the selected dates.

Room Type	Room	Date	# Days	Price
DD	100	09/19/20	1	0.00
D				
DDNS				
DNS				
K				
KK				
KKNS				
KNS				
Q				
QNS				
- Book a Room:** Includes a 'Room Number' field (100), 'Pick Room' and 'Book This Room' buttons, 'Arrival Date' (09/19/2007 WED) and 'To' date (09/20/2007 THU), 'Number of Days' (1), 'Room Type' (DD), 'Tax Exempt' (N), 'Day Rate' (0.00), 'Rate Type(1-7)' (3), 'Wk End Rate' (0.00), and '# of Guests' (2). A 'Room Total' of 0.00 is displayed.
- Summary and Actions:** Shows 'Sub Total: 0.00', 'Taxes: 0.00', 'Total: 0.00', 'Paid: 0.00', and 'Net Due: 0.00'. Buttons for 'Room Check In', 'Cancel a Room', 'Pre-Pay Room', and 'Pre-Pay All Rooms' are present. A 'Clear Form' button is also available.
- Bottom Bar:** Contains buttons for 'Load Reservation', 'Cancel Reservation', 'Save Reservation', and 'Exit'.

The “Clear Form” button allows you to clear all the data for the form. The “Pick” button next to the customer name allows you to pick a current reservation in order to process that reservation. The “Pick Room” button allows you to

pick a room to reserve for a guest. The “Arrival Date” field allows you to select the date that the reservation is for. This is the date that the guest will arrive. The “Tax Exempt” field allows you to disable taxes for this guest. The “Cancel Room” button allows you to cancel a room that has been reserved. The cancel reservation button allows you to cancel all rooms that have been reserved or checked into.

The “Authorize Credit Card” button on the screen below allows you to verify that the credit card you have been given is good. When this button is pressed a credit card slip is printed. This is typically signed by the guest for authorization. The “Reprint Credit Card Slip” button will reprint the credit card slip.

On the screen below you will enter credit card information and guest identification information. If you are taking credit cards at the time of reservation and you do not have the credit card in your possession you should enter the security information for non-swiped cards. This will allow you to process the cards later at a lower card processing rate. The guest identification information is typically not entered until the guest checks in.

3.8 Check-Outs

Typically you will select the room on the main Front Desk screen and they select the “Check Out” button. The system will find the guest information for the selected room and display it as shown below. At this point you can Check the guest out by selecting the “Check Out Room” button or the “Check Out All Rooms” button. You can also change the room number assigned to the guest or edit the guest credit card information and the guest identification information.

The screenshot shows a software window titled "Guest Reservations" with two main tabs: "Guest Reservation Information" and "Guest Credit Card & Guest Identification".

Guest Credit Card & Guest Identification Tab:

- Enter credit card information or swipe card:**
 - Card Number: [Text Field]
 - Exp. Date: [Text Field] / [Text Field]
 - Card Holder: [Text Field]
 - Card Type: [Text Field]
- Security Information for Non-Swiped Cards:**
 - Billing Address for Credit Card:
 - Street Address: [Text Field]
 - Zip Code: [Text Field]
 - Card Verification Value: [Text Field]
- Enter guest identification information:**
 - Driver License #: [Text Field]
 - Driver License State: [Text Field]
 - Driver License Country: [Text Field] (pre-filled with "USA")
 - License Expires: [Text Field] / [Text Field]
 - Vehicle Make: [Text Field]
 - Vehicle Model: [Text Field]
 - Vehicle Plate: [Text Field]
 - Vehicle State: [Text Field]
 - Vehicle Year: [Text Field]

A red button labeled "AUTHORIZE CREDIT CARD" is located below the security information fields.

Reservation Notes: A large text area with a scroll bar is located at the bottom of the window.

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You will notice that you can also change the number of days, the number of guests, the room rate type, and the tax status of the guest. All of these changes will affect the price for the room. This allows you to correct things that may have been entered incorrectly. These changes affect the current room. This is the room that is highlighted on the screen.

The clear button allows you to clear the form. The pick button next to the guest name allows you to pick another guest.

When you press the “Check Out Button” one of two things will happen. If the guest has pre-paid for the room the room will simply be closed out. If the guest has not paid for the room a guest cash out screen will appear. In most cases the guest will not be present and you will simply run the guest’s credit card. You can also take cash, checks, gift cards or allow the guest to put the bill “On Account”. Please refer to the Cash Out screen and description below.

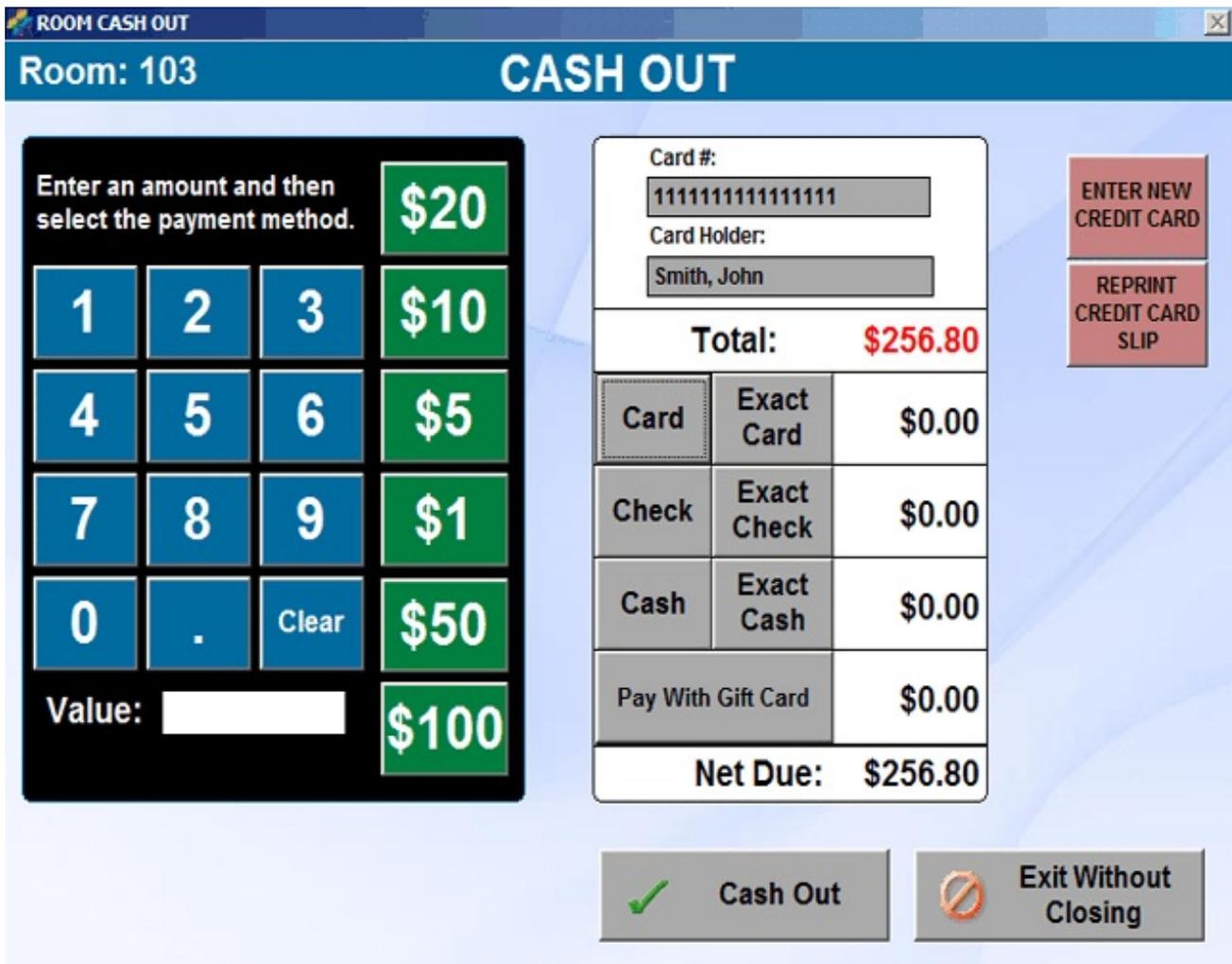
3.9 Cash Guest Out

When you pre-pay a room or check-out of a room that needs to be paid for this is the screen that is displayed. The guest can pay with credit card, check, cash or gift card. Gift cards can be purchased in the Touch POS screen or the Restaurant POS screen and used here.

When using this screen you touch or click on the exact payment button if you have exact credit card, exact check or exact cash. Otherwise, you select an amount and then press the Card, Check, or Cash buttons. To select an amount you can key the amount in using the key pad or you can select the amount by press a combination of buttons from the

\$20, \$10, \$5, \$1, \$50, or \$100 buttons. Change will be shown when it is needed based on the total and what was entered as a payment.

If a new credit card is being used to pay for this room then press the “Enter New Credit Card” button and enter the new card information. If the customer wants to put the bill on account select the “On Account” button. You will be asked for a customer number or you can pick the customer from a list of customers. Even though you have the customer name as part of the folio information you must select the customer on the On Account screen. This is because we do not create a customer record for each folio guest. We save the historical folio guest information but customers are considered those that we have a long term relationship with. So to put a guest room payment on account you have to have first created the guest as a customer. This is done in the business software side of this product in the customer definitions screen.



When you have entered your payment you can press the “Close Guest” button and the payment will be recorded. You can also press the “Exit Without Closing” button to exit without closing the guest.

3.10 Employee Clock In / Clock Out

This is where the employees clock in and clock out each day. Before an employee can work in the Hotel management system he/she must be clocked in. To clock in an employee enter a valid employee number or swipe the employee card.

In order to clock out an employee must have the manager approve him/her for clock out if the system is configured to require manager approval prior to clock out. Once the employee has been approved for clock out he/she can clock out by entering his/her employee number or by swiping an employee card.

3.11 Manually Open Cash Drawer

If the 'Auto Open Cash Drawer' function is enabled, the cash drawer will open when an order is closed and the receipt is printed. If you need the ability to open the cash drawer at any time by pressing the 'Open Drawer' button, you must enable the cash drawer manual open function. This is accomplished by going to the manager menu and selecting miscellaneous definitions. The select the "Front Desk" tab and enter a 'Y' into the field "Allow Manual Open Of Cash Drawer" To enable the 'Auto Open Cash Drawer' function enter a 'Y' into the field "Automatically Open Cash Drawer On Cash Out".

3.12 Customize The Guest Receipt

In miscellaneous definitions you can customize the receipt that is printed for your customer. You can change the Hotel name that prints at the top of the receipt. You can specify how much of the hotel address you want printed on the receipt. You also have several optional lines that you can use for your own special messages for your guests.

3.13 On Account Hotel Function

There may be times when you want to allow a good customer to rent rooms on account. To sell items on account you must first define the customer in the customer definition screen. When you define the customer give them a numeric account number (characters 1-10) so that the account can be entered in the hotel software using the numeric key pad. Next enable on account processing in miscellaneous definitions. When on account processing is enabled you will see two extra buttons on the cash out screen. One button says "On Account" the other says "Off Account". When you press the on account button you will be asked for an account number. You will then enter the customers account number or pick it from a list of customers. When you press Cash Out the software will create an on account order for the customer. This order will appear on statements that you can print for the customer and can be paid by going to the business system and selecting the Accounts Receivable system and entering the customers account number and payment. If you press the on account button by accident you can press the off account button.

3.14 Number Of Copies Of Credit Card Sips To Print

Some hotels like to print multiple copies of the credit card slips. To print multiple copies select miscellaneous definitions from the Manager menu. In the field "Print 'X' Copies Of The Credit Card Slip" enter the number of copies you want printed (max of 9).

3.15 Assigning a Cash Drawer Number To a Terminal

If you want to track the cash in the cash drawer you need to assign a number to the cash drawer. To assign a number to the cash drawer go to miscellaneous definitions from the manager menu. In the field "Assign Terminal Cash Drawer (01-20)" enter the number of this cash drawer. This number needs to be unique, meaning that no other cash drawer can have this number. From this point on all sales at this station will be assigned to the cash drawer number you entered. When you are ready to count your cash drawer select the button "Close Cash Drawer" found on the manager menu in the end of day processing module. On the screen that appears you will enter "Beginning Cash" which is the cash you started with in this cash drawer before any sales. You will then count the money in the drawer. You will count pennies, nickels, dimes, quarters, dollars, 5s, 10s, 20s, 50s and 100s. The software will then show you the total that should be in the drawer and any discrepancy. Then the software will allow you to print a cash drawer audit report showing sales totals, counts and discrepancies. The software will then ask you if you are ready to CLOSE

and CLEAR the cash drawer. If you clear the cash drawer, you need to remove the extra cash leaving only the starting cash for the drawer. The drawer can be closed as often as needed.

3.16 Purchasing Gift Cards

The software supports the purchase and redemption of gift cards. Gift cards can be sold in the Touch POS or Restaurant POS modules but can be redeemed in the Hotel system. If you have more than one hotel the cards can be redeemed at any of your locations. The gift cards are printed and encoded by our company in a format that is compatible to our software. If you want your logo on your gift cards you will need to send us a gif file of your logo. There is a small setup charge and then a per card price. Call Business Software Solutions for current pricing.

When a gift card is sold, the card number is encrypted and saved in a data file. The card can be redeemed at the location where it was created or at multiple locations. To sell a gift card to a customer you must first create a menu item button for the gift card in Touch POS or in Restaurant POS. The product for the gift card has already been created and should be in your product file. The product ID is "GIFTCARD". When an employee selects the gift card button on one of the menus, a gift card screen will pop up. While on that screen you will scan the gift card and then press the gift card number button. You will then enter the amount for the gift card and press the gift card amount button. Then press save and the gift card will become a line item on the current ticket. The actual gift card data will be saved when the order is paid for.

3.17 Redeeming Gift Cards

If the customer is paying for an order using a gift card, the clerk will use the 'Close Guest' button to cash the guest out. To pay with gift card select the "Pay By Gift Card" button on the cash out screen. On the screen that pops up you will scan the gift card and press the Gift Card Number" button. The software will show the total remaining on the gift card and the past purchases by the card. Press the "OK" button and the software will assign the correct amount to pay for the order. The software will then update the history for the gift card and the amount remaining on the gift card. There is also a "Gift Card Redeemed Report". This report shows past gift card usage for the date range selected. This report is found by going to the hotel manager functions and selecting "Hotel Reports".

3.18 Check Amount Remaining On Gift Cards

To check the amount remaining on a gift card go to the miscellaneous restaurant functions from the restaurant POS screen. Select the "Check Gift Cards" button. Scan the gift card. The screen will display the amount remaining on the gift card and purchase history for the gift card. There is also a "Gift Card Activity Report". This report shows all outstanding gift cards and the amounts remaining on them. This report is found by going to the hotel manager functions and selecting "Hotel Reports".

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4 Getting Started

4.1 How To Define Employees

To define your employees select the “Define Employee” button on the Hotel Manager Menu. You get to this screen by selecting the “Hotel System” button from the opening screen and then selecting the Manager Functions button. You will need to assign an employee number, last name, first name, sales person ID, and address information. If you are going to use this software to run payroll you will need to enter the social security number, exemptions, tax status and pay rates. When you assign employee numbers to employees make them numbers like 1,2,3,4,5 etc. so that they can be easily entered using the numeric pad on the touch screen. Also, make the salesperson ID the same as the employee number.

4.2 How To Assign Your Own Tab Names

To assign your own tab names to hotel tabs select the “Hotel System” button on the main menu. Then select the “Manager Functions” button. Then select the “Assign Room Tab Names” button. On the screen that is displayed you can assign your own names to the menu tabs. Enter your new name in the field called “Your Tab Name”. Remember that these tab names represent the types of rooms that you have i.e. King, Double etc.. If you make changes to your tab names make sure you have room types that correspond to the names you are giving you tabs. For example, you would not want a room tab named “Theme Rooms” if you do not have any theme rooms. Our software uses the multiple language support found in your operating system i.e. Window XP. To use multiple languages you must first learn how to configure your operating system to use an alternate language. Then you can define your tab names in that language.

4.3 How To Assign Rooms To Your Tabs

Before assigning rooms to the various tabs (i.e. king, queen, double, deluxe, theme, etc.), you must define each room in the room definition screen. Make sure your rooms are defined before assigning rooms to tabs.

To assign rooms to your tabs select the “Hotel System” button on the main menu. Then select the “Manager Functions” button. Then select the “Assign Rooms To Tabs” button. Next select the type of room you want to assign i.e. King. Then select the tab you want to assigned to King sized rooms. The tab name for King sized rooms will typically be “King”. Continue with this process until all of your different types of rooms have been assigned to tabs.

4.4 How To Assign Room Tax Rates

This system currently supports 3 different room taxes. To define these rates go to the Manager Menu and select miscellaneous functions. On the “Room Tax” tab you can enter the percent for each tax and the description of the tax. The numbers entered represent the percent of sales tax. For example, enter 6.125 for a 6.125% tax rate. The sum of these taxes will be charged on each taxable room. If the guest is not taxable no tax will be charged.

4.5 How To Assign Employee Passwords

To prevent unauthorized personal for entering the accounting system or the manager screens you will want to go to the accounting definition screen and set up a password system.

To set up passwords select the “Business System” button on the main menu. Then select the “Definitions” button. Then select the “Passwords For Modules” button. On the screen that is displayed you should select the “Activate Module Passwords” button. The modules you want password protected must be ‘Enabled’ in the ‘Activate Module Password’ screen. To enable a module simply check the box next to the module. Leave the check box blank to allow entry to the module without a password. The modules you can enable are Hotel Manager Functions, Restaurant Manager Functions, Accounts Receivable, Accounts Payable, General Ledger, Customer Orders, Vendor Orders, Product Receiving, Employee Records, Inventory Management, Definitions, Reports, System Tools, and Browse Databases.

Next, go back into the define passwords system and select the “Assign Modules To Users” button. Key in the employee id number and enter a ‘Y’ next to each module that you want the employee to be able to enter. If the module is enabled for passwords, the user will be required to enter his/her password to get into the module.

Whenever, a user enters his/her password to enter a module the date and time the module was entered and the employee number are logged to a log in file. This file can be viewed and will show each log in for each module. To view the login file select the “View Employee Logins” button from the password definition menu.

Last, Employees create their own passwords by selecting ‘Assign Passwords’ on the System Tools drop down Menu. To get to the system tools drop down menu select the “Business System” button on the main menu. Then select the System Tools option at the top of the screen. Then select the “Assign Passwords” option. Enter your employee number and then enter your password.

4.6 How To Assign a Cash Drawer Number To a Terminal Station And Close a Cash Drawer

To Assign a Cash Drawer Number To a Terminal, select the “Hotel System” button on the main menu. Then select the “Manager Functions” button. Then select the “Miscellaneous Definitions” button. In the field “Assign Terminal Cash Drawer (01-20)” enter the number of this cash drawer. This number needs to be unique, meaning that no other cash drawer can have this number. From this point on all sales at this station will be assigned to the cash drawer number you entered. When you are ready to count your cash drawer select the button “Close Cash Drawer” found on the manager menu in End Of Day processing. On the screen that appears you will enter “Beginning Cash” which is the cash you started with in this cash drawer before any sales. You will then count the money in the drawer. You will count pennies, nickels, dimes, quarters, dollars, 5s, 10s, 20s, 50s and 100s. The software will then show you the total that should be in the drawer and any discrepancy. Then the software will allow you to print a cash drawer audit report showing sales totals, counts and discrepancies. The software will then ask you if you are ready to CLOSE and CLEAR the cash drawer. If you clear the cash drawer, you need to remove the extra cash leaving only the starting cash for the drawer. The drawer can be closed as often as needed.

4.7 How do I Allow Employees To Clock Out Without Manager Approval

If you have employees that do not need to check with the manager before clocking out, this function will allow you to do that. To enable this function select “Business System” on the main menu. Then select the “Manager Functions” button. Then Select the “Define Employees” button. In the employee definition screen you can enter a ‘Y’ in the field “Allow Non-approved Clock Outs” and that employee will not have to get approval from the manager before clocking out. You do not need to use this function if you are not requiring any of your employees to get approval from the manager before clocking out. You can simply go to the miscellaneous definitions screen and enter a ‘N’ in the field “Allow Manager OK For Employee Clock Out”.

4.8 Can I Require a Manager Password Before a Clerk Manually Opens The Cash Drawer

To require a manager password before a clerk opens a cash drawer, go to the manager menu and select the button “Miscellaneous Definitions”. Place a ‘Y’ in the field “Require Manager Password To Manually Open Cash Drawer”. Each time a clerk attempts to open the cash drawer by pressing the “Open Cash Drawer” button on the Front Desk screen a manager password will have to be entered before the drawer can be opened.

4.9 Can Clerks Log On With “Employee Cards” Instead of Using Employee Numbers?

Employee Cards can be purchased from Business Software Solutions. These cards will allow clerks to slide their cards when logging into the Front Desk screen or clocking into the time clock. These cards are encrypted for security. After purchasing the cards you can assign a card to an employee by going to the Manager Functions Menu and selecting the option “Assign Employee Card Numbers”. After entering the employee number, slid the card. The number on the card will be assigned to the employee. However, before you can use the cards you have to enable the employee card function. This is done by going to the miscellaneous definitions screen and entering a ‘C’ on the option “Log employees in using S=Employee Numbers or C=Employee Cards.

4.10 What is a Good Close Out Procedure For My Hotel?

To close your hotel sales for the day you need to count all cash drawers and close the cash drawers for the start of the

next day. As you close the cash drawers you need to print the cash drawer close reports. Since there can be many cash drawer close reports for each day, you need to add up all of these reports to get a sales total. You then need to print your "Room Sales Report" for the same period of time as your cash drawers and make sure the totals in the drawer reports match the room sales report. This process will help you avoid employee theft.

You also need to check you "Pending Check Out Report" to see if all guests who were supposed to check out did check out. If you have a guest who has extended his/her stay you need to go to the "Check Out" screen and add to the number of days for that guest.

Last you need to post all sales. The posting function is found on the "Manager Menu" under End of Day Processing. The posting report will show the general ledger posting totals for the day. The totals for the posting report are also good for checking against cash draw totals and the room sales report. Once the daily sales have been posted, all of the business reports on the business side of the system will contain the data for today's sales.

4.11 Can I Automatically Log Out a Clerk From The Front Desk Terminal Due To Inactivity?

Yes, to set a log out time (in seconds) go to the "Manager Menu". Select the "Misc Definitions" button. Select the manger tab. One of the options on this tab is to set "Clerk Time Out In Seconds". Enter the desired number of seconds. If the Front Desk screen is inactive for this period of time, the clerk will be automatically logged out and will have to log in again before processing rooms.

4.12 Can I Disable The Ability To Receive Checks as a Form Of Payment?

Yes, to enable this function go to the "Manager Menu" and select the "Misc Definitions" button. On the miscellaneous screen select the "Manager" tab. Then place a 'Y' in the option "Disable The Use Of Checks In Hotel Room Cash Out". With this option marked with a 'Y' no checks will be allowed in the cash out screen.

4.13 Can I Archive My Sales History To Help My Network Run Faster?

Yes, to enable this function go to the "Manager Menu" and select the "Misc Definitions" button. On the miscellaneous screen select the "Manager" tab. Then place a value 1-9999 days into the option "Archive Hotel Sales Records After XXXX days". Sales records can be archived or retrieved from the archive based on the days entered.

4.14 Can I Print An Employee Overtime Report For Daily & Weekly Overtime?

Yes, to print an overtime report select the time clock function on the hotel menu screen. Then select "Print Overtime Report". This report might be confusing unless you understand how overtime works at the federal and state level. On the federal level any hours over 40 beginning on Sunday and ending on Saturday are considered overtime. If your pay period happens to start on a Wednesday this report looks back at Sunday-Tuesday to see if the 40 hours have been exceeded. States can be different. Some states require overtime pay on any hours over 8 per day. This report gives you the information for both types of formulas.

4.15 Can I Require a Guest Credit Card To Make a Reservation?

To require that a credit card number is enter before a reservation can be made, go to the manager screen and select "Miscellaneous Definitions". Then select the "Front Desk" tab and enter a 'Y' into the field "Require Credit Card To Make a Reservation".

4.16 Can I Require a Guest Credit Card Before Allowing Check-in?

To require that a credit card number is enter before a guest is checked in, go to the manager screen and select "Miscellaneous Definitions". Then select the "Front Desk" tab and enter a 'Y' into the field "Require Credit Card To Check-in".

4.17 Can I Require Guest Identification Information Before Allowing Check-in?

To require the entry of guest identification information before allowing check-in, go to the manager screen and select

“Miscellaneous Definitions”. Then select the “Front Desk” tab and enter a ‘Y’ into the field “Require ID Information To Check-in”.

4.18 Can I Specify a Default Room Type For Reservations?

To define a default room type for reservations, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Front Desk” tab and enter a room type into the field “Default Room Type Displayed On Reservation Screen”.

4.19 Can I Specify a Default Room Rate Type For Reservations?

To define a default room rate type for reservations, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Front Desk” tab and enter a room rate type (1-7) into the field “Default Room Rate Type”. Rate type 3 is the standard rack rate and is the most commonly used default. To easily change pricing on a high occupancy day simply change the default rate type i.e. from rack rate (3) to High2 rate (2).

4.20 Can I Select Which Days Are Going To Be Priced As Week End Days?

To define which days will be priced as week end days, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Front Desk” tab and enter a ‘Y’ into each day of the week that will be priced as a week end day. This will change the pricing for that day to be week end pricing.

4.21 How Do I Assign The Front Desk Receipt Printer To a Windows Print Driver?

To setup your front desk receipt printer, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Printer” tab and press the load button that is next to the function “Assign Front Desk Receipt Printer”. You will see a list of the printers defined to the windows operating system. You need to select the “Generic Text Only” print driver. If this print driver has not been install into the windows operating system, go to the windows printer setup screen and create this print driver. Your slip receipts will be printed using this print driver.

4.22 Can I Specify How Many Copies Of the Credit Card Slip To Print?

To specify how many copies of the credit card slip to print, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Printer” tab and enter a number into the field “Print X Copies Of The Credit Card Slip”.

4.23 Can Employees Get a Printout Of Their Hours Each Time They Clock Out?

To cause the system to print a slip report of employee hours each time an employee clocks out, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Printer” tab and enter a ‘Y’ into the field “Print Employee Time Clock Totals On Receipt Printer At Employee Clock Out”.

4.24 Can I Put Room Rental Sales On Account For a Guest?

To enable “On Account” sales, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Manager” tab and enter a ‘Y’ into the field “Enable On Account Hotel Sales”. To use on account sales you must have defined the guest as a customer. This is done on the Customer Definition screen found in the definitions module of the main business system. When you are checking the guest out you can place the bill “On Account” by selecting the customer account number as part of the “On Account” process. These on account sales will be paid in the Accounts Receivable Module of the Business System. Statements for these on account sales are typically printer and mailed or e-mailed each month.

4.25 Can I Enable Credit Card Pre-Authorization?

To enable credit card pre-authorization, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Manager” tab and enter a ‘Y’ into the field “Allow Credit Card Pre-Authorization”. This will cause a pre-authorization button to appear on the Reservation screen.

4.26 How Do I Enable Online Credit Card Processing?

To enable credit cards to be run through our system, typically over a high speed connection, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Manager” tab and enter a ‘Y’ into the field “Enable Online Bank Credit Card Processing”. This will cause the system to try to communicate with a credit card processing company when a credit card is used for payment. Of course, you have to setup an account with a processor and run a test transaction before you can process credit cards for payments.

4.27 Can I Prevent Employees From Clocking In Early?

To prevent employees from clocking in early, go to the manager screen and select “Miscellaneous Definitions”. Then select the “Password” tab and enter a time in minutes into the field “Require Manager Password To Clock in More Than XX Minutes Before Scheduled”. This will cause the system to reject an early clock in unless a manager enters a password allowing the employee to clock in early. Of course to use this function you must use the scheduler to schedule employees so that the system knows when an employee is scheduled to work.

4.28 How Do I Sell, Redeem, And Check Gift Cards?

The software supports the purchase and redemption of gift cards. Gift cards can be sold in the Touch POS or Restaurant POS modules but can be redeemed in the Hotel system. If you have more than one hotel the cards can be redeemed at any of your locations. The gift cards are printed and encoded by our company in a format that is compatible to our software. If you want your logo on your gift cards you will need to send us a gif file of your logo. There is a small setup charge and then a per card price. Call Business Software Solutions for current pricing.

When a gift card is sold, the card number is encrypted and saved in a data file. The card can be redeemed at the location where it was created or at multiple locations. To sell a gift card to a customer you must first create a menu item button for the gift card in Touch POS or in Restaurant. The product for the gift card has already been created and should be in your product file. The product ID is “GIFTCARD”. When an employee selects the gift card button on one of the menus, a gift card screen will pop up. While on that screen you will scan the gift card and then press the gift card number button. You will then enter the amount for the gift card and press the gift card amount button. Then press save and the gift card will become a line item on the current ticket. The actual gift card data will be saved when the order is paid for.

If the guest is paying for a room using a gift card, the clerk will use the ‘Close Guest’ button to cash the guest out. To pay with gift card select the “Pay By Gift Card” button on the cash out screen. On the screen that pops up you will scan the gift card and press the Gift Card Number” button. The software will show the total remaining on the gift card and the past purchases by the card. Press the “OK” button and the software will assign the correct amount to pay for the order. The software will then update the history for the gift card and the amount remaining on the gift card. There is also a “Gift Card Redeemed Report”. This report shows past gift card usage for the date range selected. This report is found by going to the hotel manager functions and selecting “Hotel Reports”.

