

Standard Hotel

User Guide



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INTRODUCTION

Standard Hotel is a hotel management software application designed to administer many aspects of your hotel business. Using Standard Hotel, you can create reservations, do your invoicing and bookkeeping, check your business reports and manage your hotel – all in one program.

In this user guide we will describe the Hotel module, which is one of the four modules that will be included in the base package when you first install Standard Hotel. All four are in the free base package which means that you can try them with all their functionality but only to a certain degree. If you would like more information about the General Ledger, Accounts Receivable and Accounts Payable modules please refer to the Standard Accounts user guide.

Many of the hotel systems on the market provide partial solutions for entering reservations, controlling expenses, adding items to guests' accounts and then preparing those accounts for delivery to a third-party application for invoicing.

Standard Hotel goes further than that and it is fully integrated with other modules such as the General Ledger and Accounts Receivable and, if you are subscribing to the relevant In Apps, Inventory and CRM.

In this user guide we will describe the required settings and example workflow in a hotel, from reservation to invoice.

We can list several benefits of using Standard Hotel:

- Better maintainability - one solution, one provider, one service point
- Graphical Reservations Manager
- Invoicing from Hotel module (no need for other software)
- Fast and easy ways to register a Reservation
- Easy access to relevant reports and actions using buttons from Reservations and the Reservations Manager
- A single complete end-to-end solution (other providers offer separate software for ERP, CRM, POS Gift Shop, Front Office Hotel, Web, etc., all have various interfaces, are multi-vendor and require maintenance, pushing up the total cost of ownership)

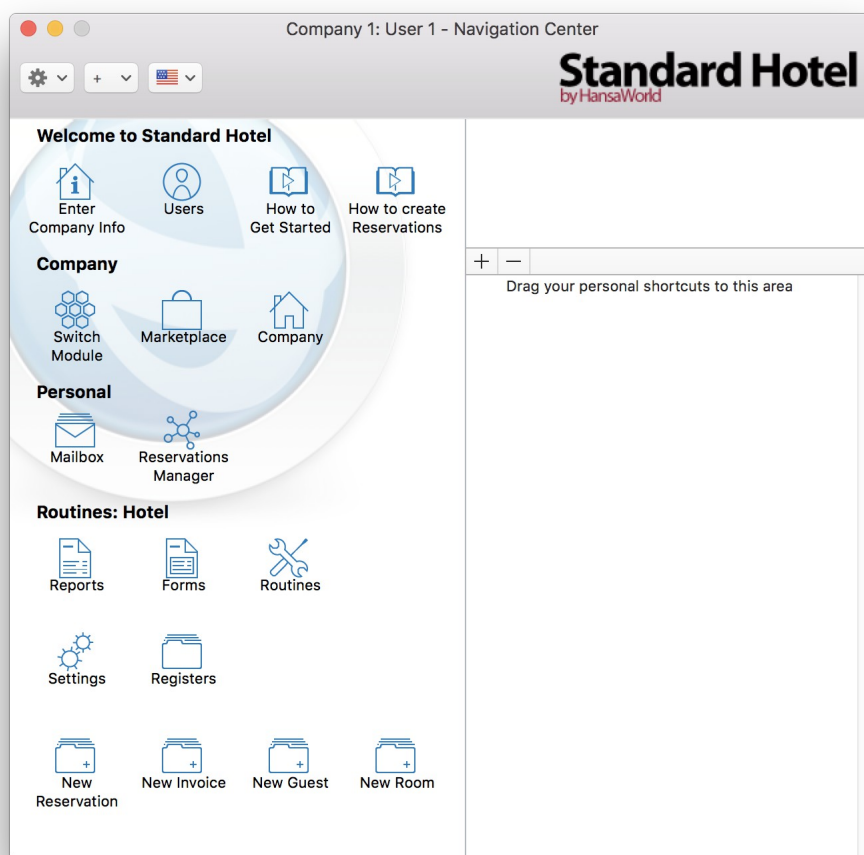
INSTALLATION AND STARTING OF STANDARD HOTEL

To install Standard Hotel, follow these steps:

1. Locate and purchase Standard Hotel in the Mac App or Google Play Store. Alternatively you can download from <http://www.standard-accounts.com/eng/hotel>
2. Standard Hotel will be downloaded. Install according to the installation process for your operating system.
3. Open Standard Hotel. You will be connected to your new Cloud Company. Once the company is registered and the cloud set up, the client will be launched and you will see the Navigation Center window.

Starting Standard Hotel for the first time

When you open the application for the first time the Navigation Center window will appear.



Under the header Welcome to Standard Hotel, you see the Enter Company Info and Users buttons. You will use these to set up your user and enter your company information, which will then also appear on Invoices and Receipts.

Start by pressing the Enter Company Info button.

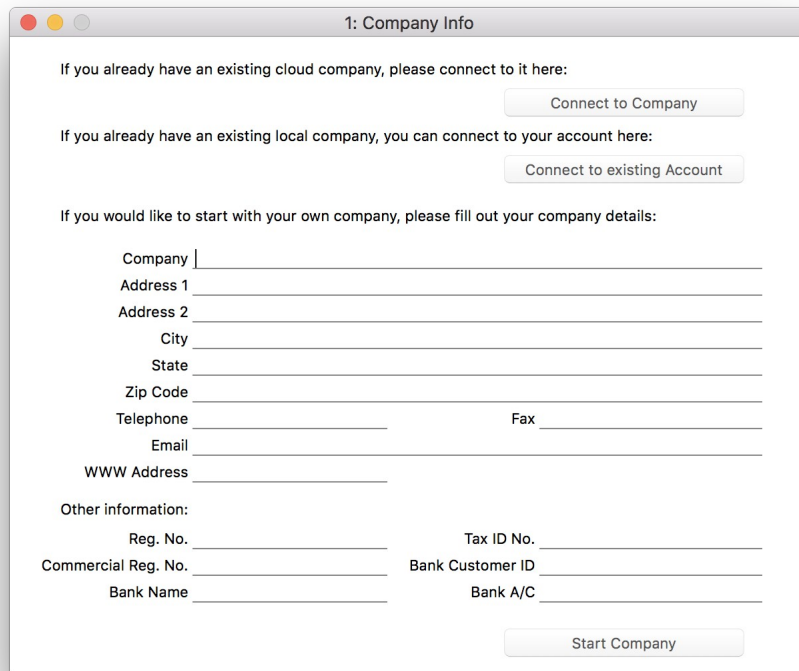
Entering Company Information

When you press the Enter Company Info button, a window will be opened where you can fill in your company information. Please fill in all necessary information about your company, such as name, address, phone, email and registration numbers. This information will appear on all of your company's documents such as Invoices and Receipts. Take care to fill in all fields correctly.

Once you have filled in all necessary information, select the Start Company button. Then, all your information will be saved.

If you already have an existing Cloud Company that you would like to connect to, please select the Connect to Company button. You can retrieve your server either by entering your Tax Registration Number or Company Name or by searching for Nearby Servers and selecting your server from the list. Once you've chosen the server to connect to, your installation will be retrieved and you can log in to your existing Cloud Company.

After you have chosen the Start Company or Connect to Company options in the Enter Company Info window, the Enter Company Info icon will disappear from your Navigation Center.



1: Company Info

If you already have an existing cloud company, please connect to it here:

If you already have an existing local company, you can connect to your account here:

If you would like to start with your own company, please fill out your company details:

Company

Address 1

Address 2

City

State

Zip Code

Telephone Fax

Email

WWW Address

Other information:

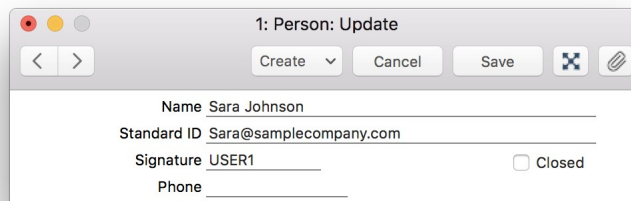
Reg. No. Tax ID No.

Commercial Reg. No. Bank Customer ID

Bank Name Bank A/C

Entering User Information

Next you should set up your user, which you will use to log in to the program. To do so, select the Users button from the Navigation Center. As you can see, a basic user is already set up.



1: Person: Update

Name

Standard ID

Signature ☐ Closed

Phone

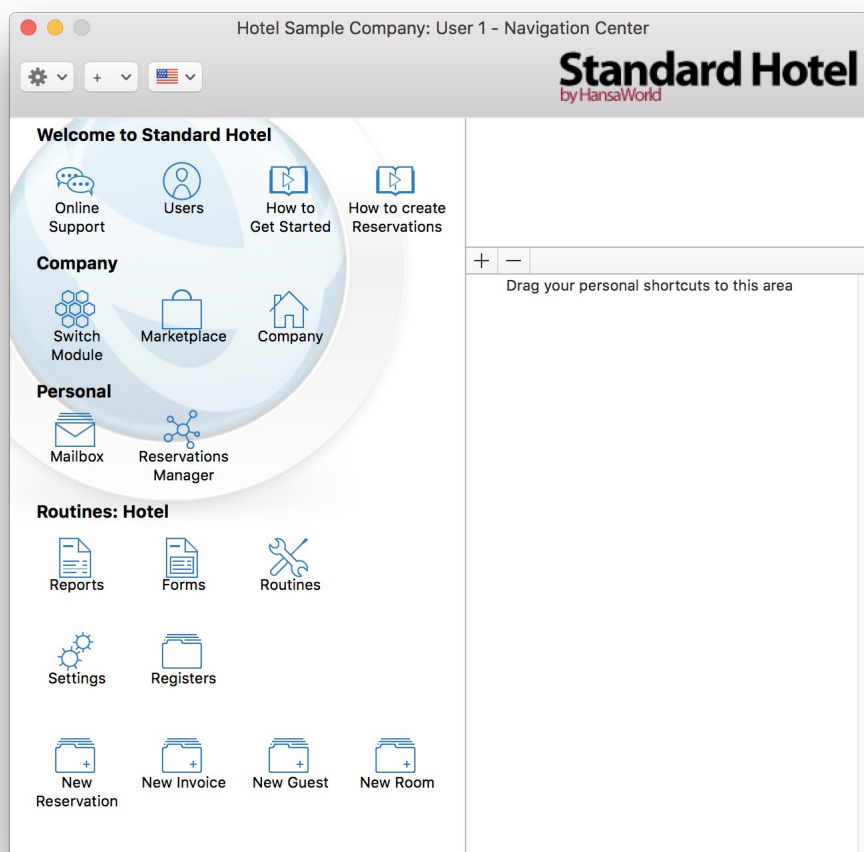
Enter your name in the Name field and your email address in the Standard ID field. Please be careful to insert your valid email address as you will be sent a mail with a link to verify your email address. If you fail to verify your email address, your installation will be blocked after five days and you will only be able to access it again after verifying the entered email address.

The signature of this first user will automatically be USER1 and cannot be changed.

When you have filled in Name and Standard ID please select Save to save the information. Your user is set up and the application is now ready for you to start working.

NAVIGATION CENTER

The Navigation Center is the main tool in Standard Hotel. This is where you can open different registers, settings and reports. You can open the Navigation Center or bring it to the front at any time by using the CMD+M keyboard shortcut.



The left-hand part of the Navigation Center contains a number of buttons, divided into four sections, as described below. Some of these buttons have a keyboard shortcut, as shown below, which you can use at any time.

The **Welcome to Standard Hotel** section contains the Users button that is described above. You can use this button to add additional users if you have subscribed to the Users In App. There is also the Online Support icon that will take you to an online support page offering User Guides, Video Tutorials, a forum and FAQs. This section also contains two instructional tutorial videos to help you get started.

The **Company** section contains two important icons, the Switch Module icon and the Marketplace icon.

Use the Switch Module button (or the CMD+0 (zero) keyboard shortcut) when you need to change the module you are working in. A list of modules will open, where you can choose the new module. For example, you can use this button to change from the Hotel module to the Accounts Receivable module. The name of the module you are currently working in will be visible as part of the header of the Routines section. Also, the Register buttons with the + icons in the lower part of the Navigation Center will vary depending on the module you are in.

In the Marketplace you can subscribe to new modules and functions to enhance the functionality of your Standard Hotel app according to your needs.

Below the Company section there is the **Personal** section. This contains a single button, which opens the graphical Reservations Manager.

Finally, there is the **Routines** section. The name of the module will be displayed as part of the section heading so that you

always know which module is currently chosen. From here you can access all the reports, settings and registers belonging to the module you are in. Selecting one of these buttons will open a list of options where you can choose the one you need. The options in the list will vary depending on the current module. Most of these buttons have a keyboard shortcut, as shown below.

Reports: Keyboard shortcut: CMD+R

Produces reports to screen, printer, file or other print destination. The reports are described in detail in the appropriate sections below.

Settings: Keyboard shortcut: CMD+S

Allows you to tailor the operations of each module to your requirements. The settings are described individually in the appropriate sections below.

Routines: Allow you to import and export information.

Registers: Keyboard shortcuts: CMD+1 - CMD+4 (the number depends on the position in the list. For example, for the second register use CMD+2)

Separate registers are used for the different types of information stored in and used by the module.

You can access Registers in several different ways. When you select the Registers icon a list of the registers in the current module will be displayed. Select a register from the list to open a browse window that lists all the records contained in the register. From there you can either open an existing record or create a new entry. Using the keyboard shortcuts will also open the relevant browse windows.

At the bottom of the Navigation Center you can see icons with plus signs for every register in the current module. Selecting one of these will create a new record in the corresponding register.

Personal Desktop:

The area on the right of the Navigation Center is known as the Personal Desktop. If you have certain records, registers or reports that you often use, you can move them to your Personal Desktop for easy access. You can open and run these from your Personal Desktop at any time, without first having to change module or find records, reports or settings. In other words, you can configure your Personal Desktop so that it gives you immediate access to the areas of Standard Hotel that are most important to you. The Personal Desktop is therefore similar to a list of Bookmarks in a browser. You can place the following items in your Personal Desktop:

Registers, settings, reports, import and export functions: Open the appropriate list window (e.g. the 'Reports' list or the 'Settings' list) and then drag an item from the list to the Personal Desktop.

Files: Select the + at the top of the Personal Desktop and choose 'Attach File'. A standard 'Open File' dialogue window will open, allowing you to locate the file you need.

Notes: Select the + at the top of the Personal Desktop and choose 'Create Note'. A window will open, where you can type in your note and enter a Comment (the text that will identify the note in the Personal Desktop).

Web links: Select the + at the top of the Personal Desktop and choose 'Create Web Link'. A window will open, where you can type in the name of the web page and URL. Note that you must start the URL with 'http://' or 'https://'.

Archives: If you need to organize items in your Personal Desktop, you can use Archives. Select the + at the top of the Personal Desktop and choose 'Create Archive'. The 'Create Archive' window opens, where you can give the new Archive a name. When you select the 'Save' button, the new Archive will appear in the Personal Desktop. Now you can move the records, reports or other items into the Archive by dragging and dropping onto it. To open the Archive, select it.

Another user cannot view the contents of your Personal Desktop. So, if someone else logs in to Standard Hotel on your machine, your Personal Desktop will disappear, to be replaced with theirs. When you create the first User Account in a new database, the Personal Desktop will be activated for that User automatically.

TERMINOLOGY

The following are common terms in the hospitality industry. You will find them throughout this document.

Guest/Customer: A guest is a person that stays in the hotel, while a customer is the entity that is responsible for a group of guests and that will be invoiced for the stay. A customer can also be a guest.

Back Office: The area of the hotel where non-customer-facing work is carried out. In Standard Hotel, the back office is represented by the administrative modules such as the General Ledger, Accounts Receivable and Accounts Payable.

Front Office: The customer-facing area of the hotel. In Standard Hotel, this is specifically the Hotel module.

Check In: When a guest arrives at the hotel and takes a room.

Check Out: When a guest signs out of a room, pays the invoice and leaves the hotel.

Reservation: The Reservation register is the tool in Standard Hotel that you will use to manage room bookings from confirmation through check-in to check-out.

Reservations Manager: In Standard Hotel, this is the graphical window that is the main control panel for working with reservations, opened from the Navigation Center.

HOTEL WORKFLOW

A typical workflow in a hotel will include several stages.

After a reservation is created, its status will change throughout its lifetime. These status changes will usually follow certain sequences. These sequences might vary between hotels, but the most common ones are:

- From Confirmed, the status of a reservation could change to Check In or to No Show
- From Enquiry, the status of a reservation could change to Confirmed, to Check In or to Cancelled
- From Check In, the status of a reservation can only change to Check Out

A variation where reservations must be confirmed before check-in is possible could be:

- From Enquiry, the status of a reservation could change to Confirmed or to Cancelled
- From Confirmed, the status of a reservation could change to Check In or No Show
- From Check In, the status of a reservation can only change to Check Out.

The main working window in Standard Hotel for the Front Desk is the Reservations Manager, which will be described in the following chapter. A typical workflow is:

- Create a Reservation, usually with the status Enquiry or Confirmed
- When the reservation status is Confirmed, create a downpayment Invoice (deposit Invoice)
- Guest checks in (status changes to Check In)
- Allocation to guest account of extra charges (such as restaurant bills and laundry)
- Charge the room to the guest account
- Invoice the guest account which includes stay and all extra charges. Automatic adjustment for the downpayment Invoice
- Guest checks out (status changes to Check Out)

THE RESERVATIONS MANAGER

The Reservations Manager will be used extensively by Front Desk Staff to create Reservations and manage all types of operations for the guests they serve.

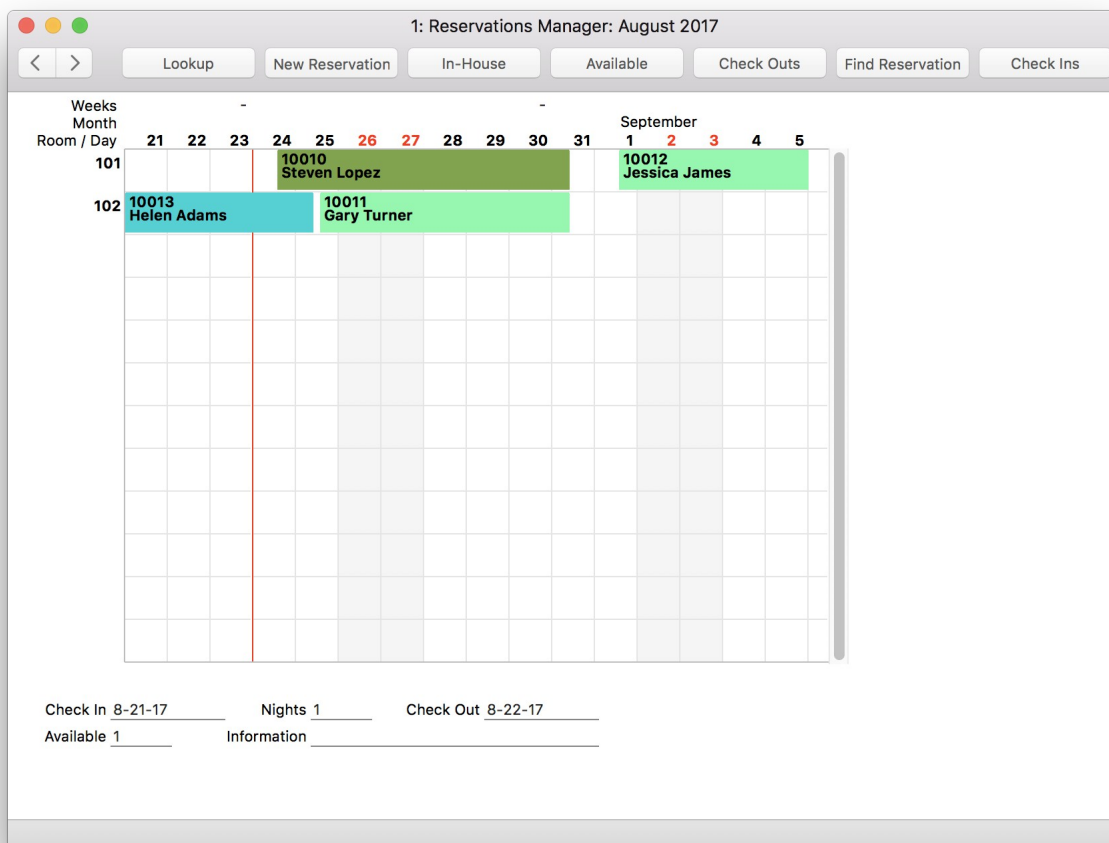
In the default package, you can view a maximum of two rooms in the Reservations Manager. To view more rooms, activate the Reservations Manager In App in the Marketplace.

To open the Reservations Manager, press the Reservations Manager button in the Navigation Center.

In the window that opens, room numbers are listed vertically on the left of the grid matrix, and the Reservations for each room are shown in the matrix itself. The color of a Reservation represents its status (e.g. confirmed, checked in, checked out), and is determined in the Reservation Status setting. The current date is displayed as a vertical red line.

A click on a room number will open the room record inspect window.

You can drag and drop a Reservation from one room to another room (up or down) and/or to different dates (providing the status isn't checked in or checked out).

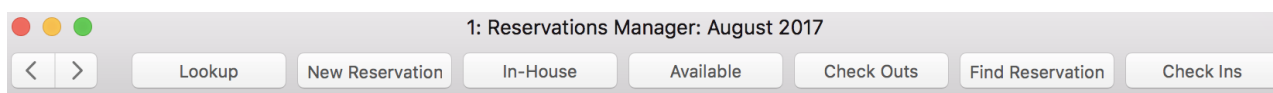


1: Reservations Manager: August 2017

Navigation: < > Lookup New Reservation In-House Available Check Outs Find Reservation Check Ins

Weeks Month	August 2017											September				
Room / Day	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5
101				10010 Steven Lopez								10012 Jessica James				
102	10013 Helen Adams				10011 Gary Turner											

Check In 8-21-17 Nights 1 Check Out 8-22-17
 Available 1 Information



There are seven buttons at the top of the Reservations Manager window, each of which have specific functions and/or open specific reports. Where possible the reports will be based on selections that you make using the fields below the grid matrix.

Lookup: Opens a calendar that you can use to choose dates for the Check In and Check Out fields below the grid matrix.

New Reservation: Use this button to create a new Reservation for the Check In and Check Out dates specified below.

In-House: Opens a report that lists all Reservations currently booked into the hotel. Selecting a blue highlighted room number in the report will open the underlying Reservation for that room.

Available: Produces a report showing how many rooms of each room type are available for the Check In and Check Out dates specified below.

Check Outs: Opens a report that lists the Reservations with a check-out date of today. Use this report during the check-out process to help you find the Reservations of the guests checking out. Select a blue highlighted Reservation or room number in the report to open the underlying Reservation and proceed with the check-out.

Find Reservation: Opens the Find Reservation Report; by filling some of the fields you will be able to find the Reservations that fit your search criteria.

Check ins: Opens a report that lists the Reservations with a check-in date of today. Use this report during the check-in process to help you find the Reservations of the guests checking in. Select a blue highlighted Reservation or room number in the report to open the underlying Reservation and proceed with the check-in.

Check In _____		Nights <u>1</u>	Check Out <u>05/08/2017</u>
Available <u>0</u>		Information _____	

The fields displayed below the grid are:

Check In: If you want to create a Reservation for a future date, enter the Check In date in this field. The grid display will move forward to this date, allowing you to verify room availability. You can enter the date yourself or you can use the Lookup button above the grid matrix.

Nights: Use this field to enter the number of nights the guests would like to stay. This number will be used to calculate the Check Out date and the rooms available at that time.

Check Out: You can use this field can be used when creating a Reservation. Enter the Check Out date and the number of nights will be recalculated. If you now select the New Reservation button, it will create a Reservation with the specified Check In and Check Out dates.

Available: This field displays the number of rooms that are available for booking between the Check In and Check Out dates.

Information: This field displays selected information about specific Reservations.

Exercises

- What is the Grid?
- What does the Available button do?
- What is the text displayed on the Reservations in the Resource Planner?
- How can you move a Reservation from one room to another without opening the Reservation record?

RESERVATIONS

The Reservation register is the main register in the Hotel module. This is the register that you will use to manage room bookings from initial enquiry through to check-out. Reservations use information from other registers and settings (Guests, Rooms, Items, Reservation Statuses).

How to create a Reservation?

A new Reservation can be created using any of the following methods:

- From the Reservations Manager by pressing the New Reservation button.
- After selecting the Hotel module, using the New Reservation button/icon in the Navigation Center.
- Straight from the Reservation register.

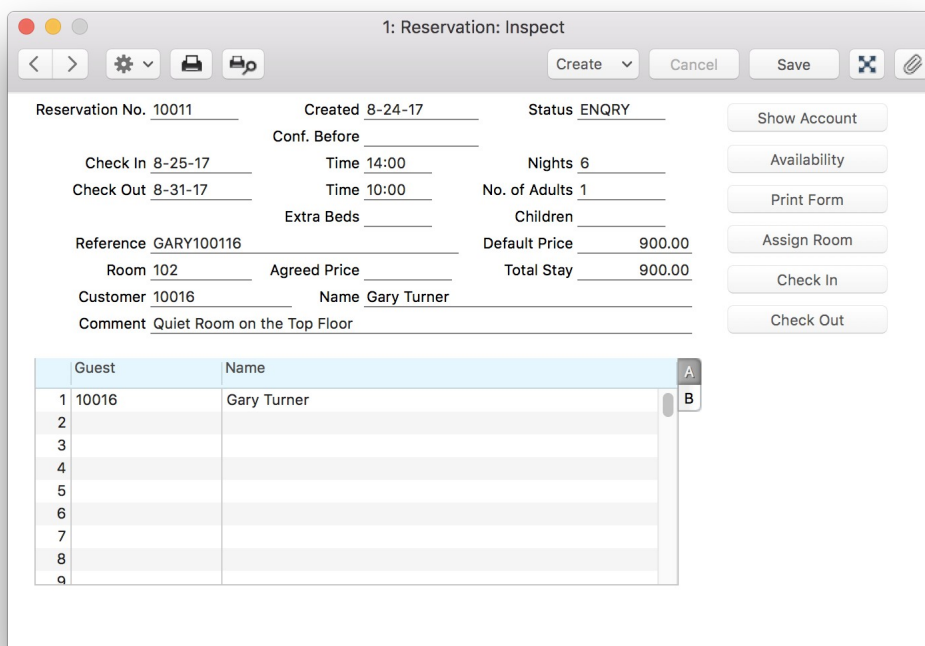
Each room should have its own Reservation. You can't have one Reservation for many rooms.

Creating a Reservation from the Reservations Manager

To create a Reservation from the Reservations Manager simply press the New Reservation button.

The new Reservation will only have the default fields completed and you will need to fill in the other fields.

To be able to save the new Reservation, the minimum information required is: Check In, Check Out and Customer. The fields are described in the section entitled 'The Reservation Register' below.



The screenshot shows a window titled "1: Reservation: Inspect" with a toolbar containing navigation and action buttons. The main form contains the following fields and values:

- Reservation No. 10011
- Created 8-24-17
- Status ENQRY
- Check In 8-25-17
- Time 14:00
- Nights 6
- Check Out 8-31-17
- Time 10:00
- No. of Adults 1
- Children
- Extra Beds
- Reference GARY100116
- Default Price 900.00
- Room 102
- Agreed Price
- Total Stay 900.00
- Customer 10016
- Name Gary Turner
- Comment Quiet Room on the Top Floor

On the right side of the form, there are several buttons: Show Account, Availability, Print Form, Assign Room, Check In, and Check Out.

At the bottom, there is a table with columns "Guest" and "Name":

	Guest	Name
1	10016	Gary Turner
2		
3		
4		
5		
6		
7		
8		
9		

To create a Reservation from the Reservations Manager follow these steps:

1. In the Reservations Manager, specify a Check In date and a number of nights. The Check Out date will be calculated automatically.
2. Press the Available button to open a report showing you whether you have any rooms available for those dates. Close this window once you seen which rooms are available.
3. Select the New Reservation button, fill in the required information and Save.

1: Reservations Manager: August 2017

Weeks
Month
Room / Day

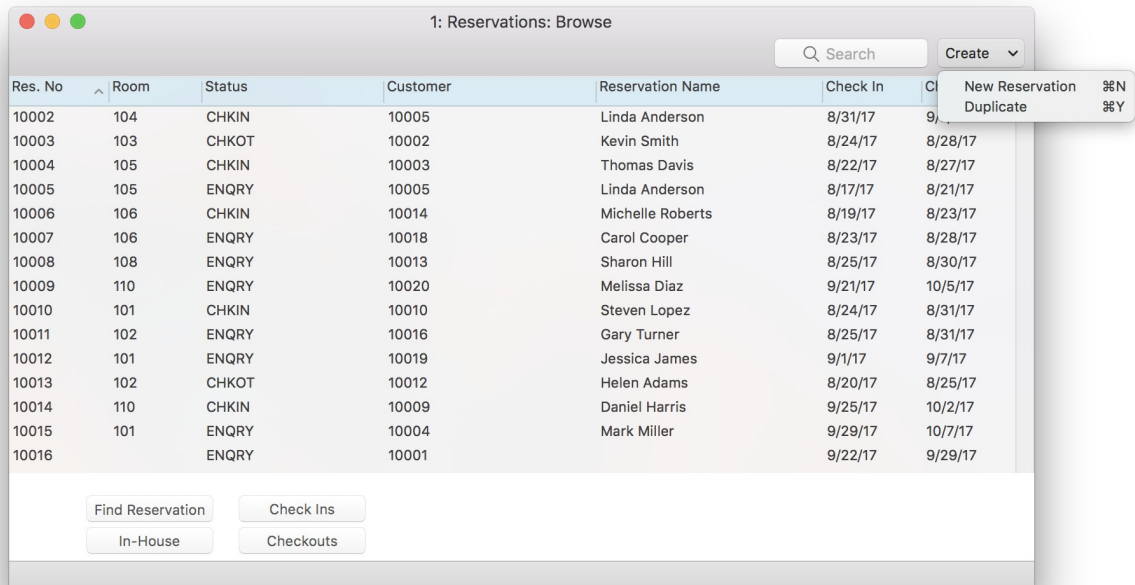
	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5
101				10010 Steven Lopez								10012 Jessica James				
102	10013 Helen Adams				10011 Gary Turner											

Check In 8-21-17 Nights 1 Check Out 8-22-17

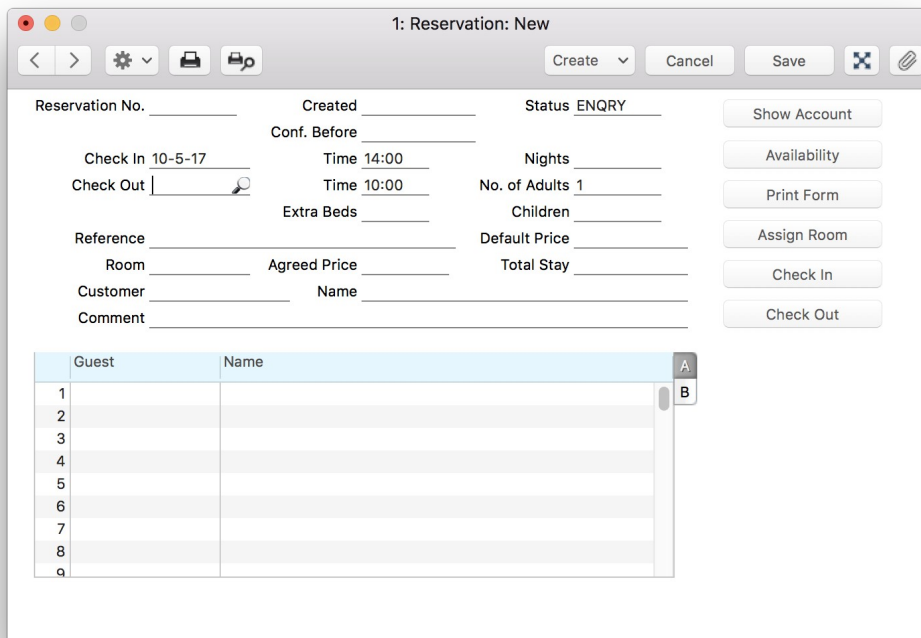
Available 1 Information

Creating a Reservation from the Reservation register

To create a new Reservation from the Reservation register, you can select the 'New Reservation' option from the Create menu to start from scratch or you can use the Duplicate option on the same menu if the Reservation is similar to one already created. In the latter case highlight the original Reservation and then select the Duplicate option.



THE RESERVATION REGISTER



1: Reservation: New

Reservation No. _____ Created _____ Status ENQRY

Check In 10-5-17 Conf. Before _____ Time 14:00 Nights _____

Check Out _____ Time 10:00 No. of Adults 1

Extra Beds _____ Children _____

Reference _____ Default Price _____

Room _____ Agreed Price _____ Total Stay _____

Customer _____ Name _____

Comment _____

Show Account
Availability
Print Form
Assign Room
Check In
Check Out

	Guest	Name
1		
2		
3		
4		
5		
6		
7		
8		
9		

Reservation No.: This is the Reservation number which is generated automatically by the system.

Created: The date when the Reservation was created. By default it will be given today's date when you save the Reservation.

Status: Shows the current Status of the Reservation. You can change the Status using Paste Special, and it will also be changed automatically when you check the guest in and out. For better control, it is recommended that you use the Reservation Status Sequences setting to set up sequences for Reservation Status changes. For example if the hotel always requires a confirmation before check-in, then it should not be possible to change the Status from Enquiry to Check-In, the Status should be first be changed to Confirmed. In a new Reservation, the Status will be the Default Status specified in the Hotel Settings.

Conf. Before: The last date when the guest can confirm the Reservation.

Check In: If you created the Reservation from the Reservations Manager, the Check In date below the grid matrix will be copied here. Otherwise, the current date will be placed here as the start date of the stay. When you press the Check In button to the right, the date will be updated if necessary.

Check Out: This is the date when the guest is scheduled to leave the hotel. After you have entered the number of nights, the Check Out date will be calculated automatically. When you press the Check Out button to the right, the date will be updated if necessary.

Reference: Enter an additional text for reference if needed.

Time In/Out: Default values for the Check In and Check Out times. When the Reservation Status changes to Check In/Out the time will change to the current time in the system.

Extra Beds: Enter the quantity of Extra Beds for the room.

Nights: This is the total number of nights of the stay, and will be calculated automatically from the Check In and Check Out dates, or you can enter it manually.

No. of Adults: Enter the number of adults that will be staying in the room.

Children: Enter the number of children in this field.

Room: Use Paste Special to specify the room to be reserved. Press the Availability button if you would like to be taken to the Reservations Manager where you can see which rooms are available.

Customer: Use Paste Special to enter the contact code for the main guest. This is the guest that will be invoiced for the room stay.

Name: The name of the customer.

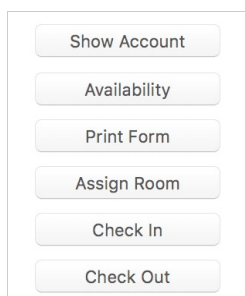
Default Price: This field will show the total price for the stay at the standard room rate.

Agreed Price: If you want to charge the guest a non-standard room rate for their Reservation, enter the agreed rate per night here.

Total Stay: This is the total price for the stay.

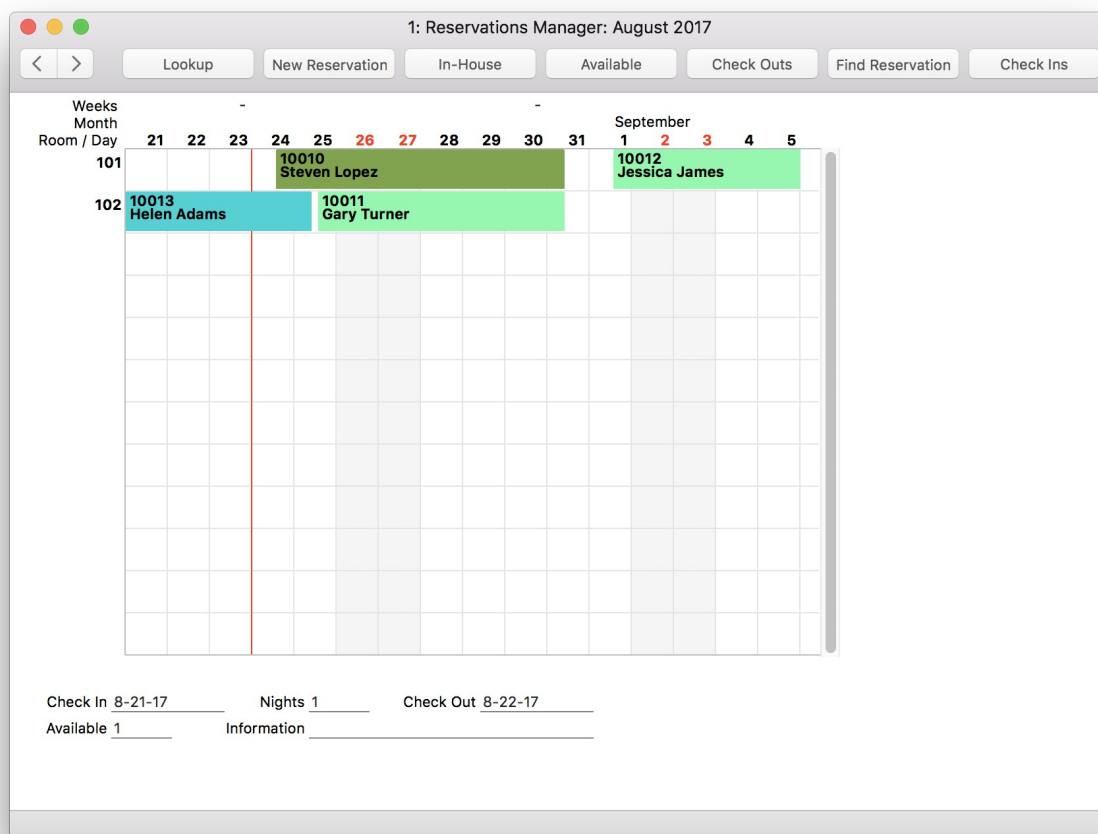
Guest: Enter the names of all the guests that are linked to the Reservation and who will be staying in the same room. If the customer is one of the guests, you should include them in the list, to ensure the Guest Book and Guest History reports remain accurate.

The Reservation window also contains the following buttons:

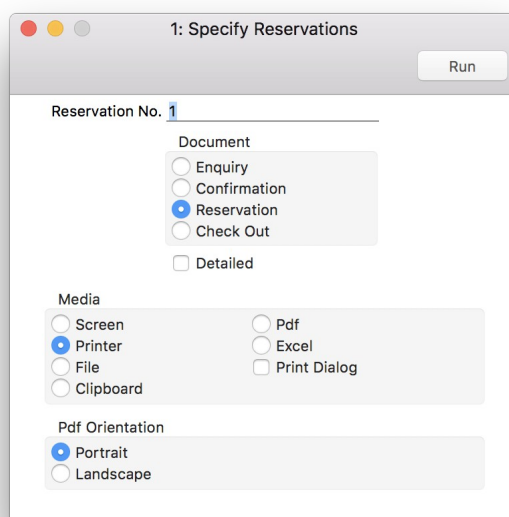


Show Account: Selecting this button opens a report displaying the charges that have been assigned to the reservation account. The information in the report depends on where the cursor is placed on the Reservation when you press the button. If the cursor is placed in the Customer field, you'll see the charges that will be invoiced to the customer. If you place the cursor in one of the fields in the Guest column in the matrix, you'll see the charges for the guest. If you place the cursor in any other field, you'll see all the charges payable by customer and guests.

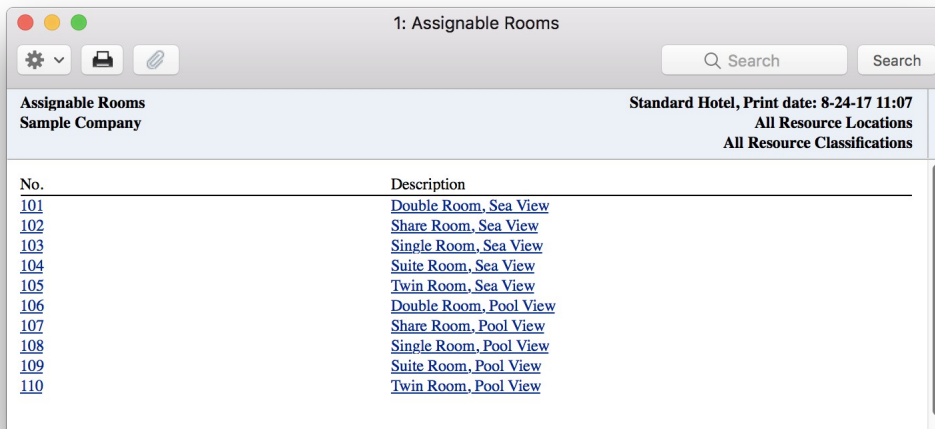
Availability: Selecting this button opens the Reservations Manager, which will display room availability on the Reservation Check In date. In the Available field below the grid matrix, the number of rooms that are available between the Check In and Check Out dates will be displayed.



Print Form: By selecting this button, you will open the Specify Reservation window where you can choose which form should be printed. Reservations can be printed using different forms depending on the Reservation Status.



Assign Room: This button creates a report listing the rooms in the hotel. Select a room number in the report to add the room to the Reservation.



No.	Description
101	Double Room, Sea View
102	Share Room, Sea View
103	Single Room, Sea View
104	Suite Room, Sea View
105	Twin Room, Sea View
106	Double Room, Pool View
107	Share Room, Pool View
108	Single Room, Pool View
109	Suite Room, Pool View
110	Twin Room, Pool View

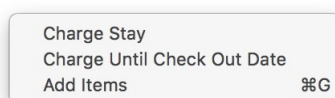
Check In: Use this button when the guest checks in. It will change the Status of the Reservation to the Check In Status specified in the Hotel Settings. It also overwrites the Check In date and time. After changing the Status to Check In, you will be able to assign extra charges to the room. You won't be able to create Invoices for the Reservation before it reaches Check In status, but Down Payments (deposits) will be possible.

Check Out: Use this button when the guest checks out. It will change the Status of the Reservation to the Check Out Status specified in the Hotel Settings. It will also overwrite the Check Out date and time. After checking out no more charges can be assigned to the Reservation. You must create a full Invoice for the Reservation and all charges before using this button.

Operations Menu



There are several functions to be selected from the Operations menu in a Reservation. Use the button with the 'cog' icon in the top left-hand corner of the Reservation window to open the Operations menu and see the options.



Charge Stay

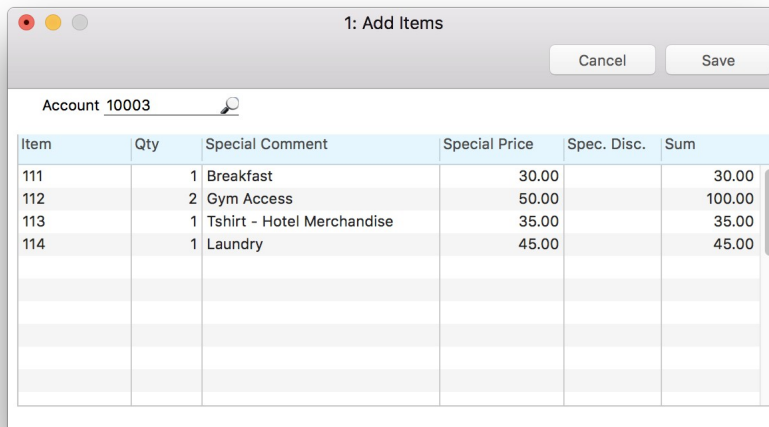
Select this option to charge the room to the customer's account. This option will charge the room from the Check In date to the current date, while the Charge Until Check Out Date option below will charge the entire stay (from Check In to Check Out date). You can view the customer's account using the Show Account button in the Reservation. Note that this option will not create an Invoice. When the customer checks out, you should use either Charge Stay or Charge Until Check Out Date to charge the room to the customer's account, and then create the Invoice from the Create menu (described on the next page).

Charge Until Check Out Date

Select this option to charge the room (the entire stay, from Check In to Check Out date) to the customer's account.

Add Items

Use this option when you need to add extra items to the customer's account or to a guest's account. The items will be displayed in the Show Account report. The items will be added to the Invoice after charging for the stay.



Item	Qty	Special Comment	Special Price	Spec. Disc.	Sum
111	1	Breakfast	30.00		30.00
112	2	Gym Access	50.00		100.00
113	1	Tshirt - Hotel Merchandise	35.00		35.00
114	1	Laundry	45.00		45.00

Account: Use Paste Special to choose whether to add the item(s) to the main customer account or to one of the guest accounts. If you add the Item(s) to a guest account, you will need to create a separate Invoice for that guest.

Item: Use Paste Special to add the item you want to charge.

Quantity: Type in the quantity, how much of the item you want to charge.

Special comment: This will be pasted in the Description field on the Invoice.

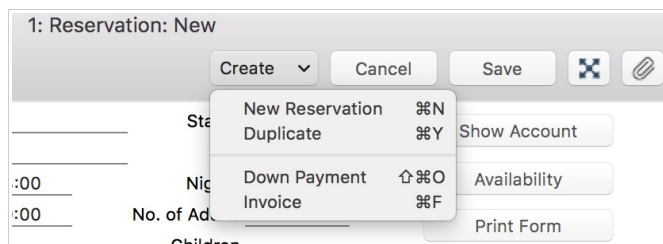
Special price: Type in a different price from the item base price, if you want to charge the customer more or less than the base price.

Special discount: Type in the discount, which will be put on the discount field on the Invoice.

Sum: Is the total price of the item.

Create Menu

There are several functions to be selected from the Create menu in a Reservation. Use the Create button in the top right-hand corner of the Reservation window to open the Create menu and see the options.



New Reservation

Select the 'New Reservation' option from the Create menu to create a new Reservation from scratch.

Duplicate

You can use the Duplicate option if the Reservation is similar to one already created. Highlight the Reservation you would like to copy and then select duplicate.

Down Payment

Use this option to create a Down Payment Invoice (Invoice for a deposit). It will check in the Down Payments setting for the payment term to be used in the Invoice and the percentage of the Reservation total that should be charged as a deposit.

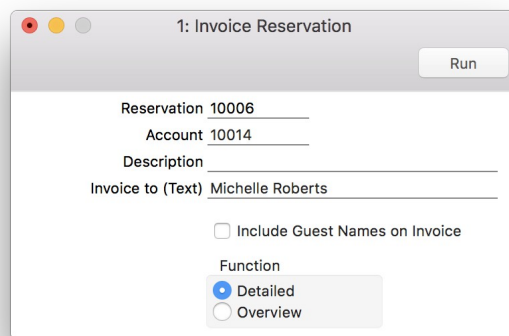
When you create the final Invoice using the option described immediately below, the value of the Down Payment will be deducted from the final room total.

Invoice

This option creates an Invoice for everything that has been added to the account. Before using this option, be sure to charge the room to the account using the Charge Stay or Charge Until Check Out Date options on the Operations menu as described on the previous page, and to charge any extras to the account using the Add Items option on the same menu. The Invoice will be saved in a non OK'ed state, and it will be opened in a new window for you to OK and print.

If the customer and the guest are not the same, or there is more than one guest, the Invoice Reservation window will open when you select this option. In the Account field, use Paste Special to choose the customer or a guest and then press Run. If you chose the customer, an Invoice for the room stay plus any items on the customer's account will be created. If you chose a guest, an Invoice for the items on that guest's account will be created. Alternatively, if you change the Account field so that it is blank, all customer and guest Invoices will be created at one stroke. Again, the Invoices will be saved in a non OK'ed state, but they will not be opened in a new window. Press the Link Manager button (to the right of Save) to open a list of connected Invoices, and open the Invoices from there. Now you can OK and print them. You can also find the Invoices in the Invoice register, which is in the Hotel and Accounts Receivable modules.

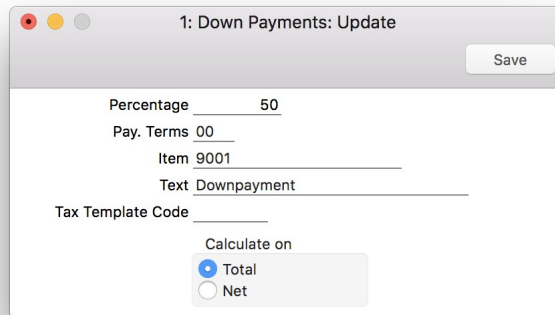
You must create all necessary Invoices before the guests can check out.



SETTINGS FOR CUSTOMERS AND GUESTS

The settings listed in this section are related to Customers and Guests. In these settings you will specify default values for Payment Terms, Down Payments and other settings related to the work with guests.

Down Payments



1: Down Payments: Update

Save

Percentage 50

Pay. Terms 00

Item 9001

Text Downpayment

Tax Template Code

Calculate on

☒ Total

☐ Net

A Down Payment is an Invoice for a deposit that you can issue as soon as you confirm a Reservation. Use this setting to specify the percentage of the Reservation that should be charged as a deposit and other related information about Down Payments.

Percentage: Enter the percentage that will be used to calculate the value of Down Payment Invoices.

Pay. Terms: Use Paste Special to enter the Payment Term that will be used in Down Payment Invoices.

Item: Use Paste Special to enter the item that will be used for Down Payment Invoices. This item should contain the sales account that will be credited with down payment values.

Text: Write a short description. This will be printed as an explanatory text on Down Payment Invoices.

Tax Template Code: Use Paste Special to enter the Tax Code that is to be used to calculate tax on down payment values.

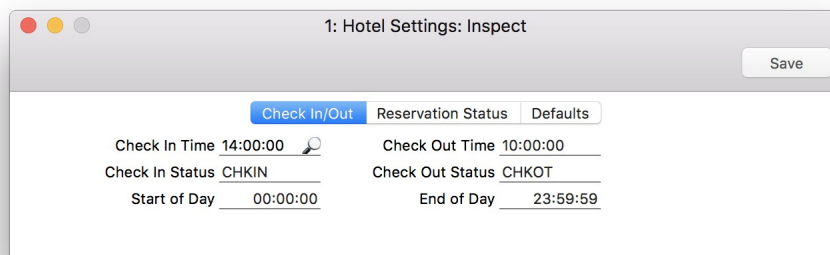
Calculate on: Choose the Total option if you need Down Payment values to be calculated by applying the percentage to Reservation total values including tax, or select the Net option if Down Payment values are to be calculated from Reservation total values excluding tax.

SETTINGS FOR THE HOTEL

Hotel Settings

In this setting you will find all the options and values that will be used by default in the Hotel module.

Check In/Out Tab



Check In Time: Enter the Check In time that will be entered by default in new Reservations.

Check In Status: Use Paste Special to enter the Reservation Status that signifies that guests have checked in.

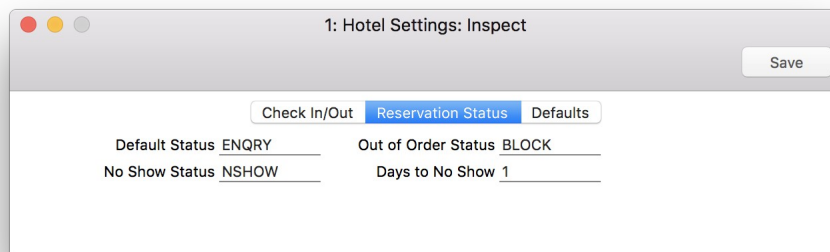
Start of Day: Use this setting to enter the time for the Hotel's start of day.

Check Out Time: Enter the Check Out time that will entered by default in new Reservations.

Check Out Status: Use Paste Special to enter the Reservation Status that signifies that guests have checked out.

End of Day : Use this setting to enter the time for the Hotel's end of day.

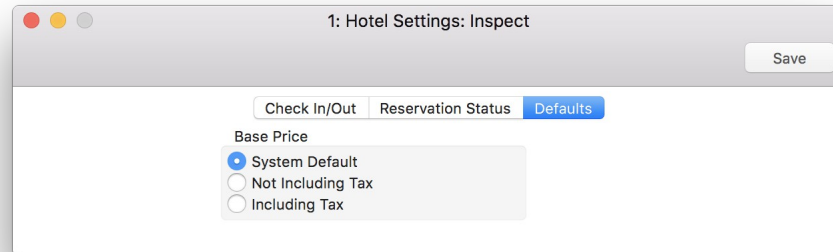
Reservation Status Tab



Default Status: Use Paste Special to enter the Reservation Status that will be pasted by default in new Reservations.

Out of Order Status: This is used when a room is out of order and is not available. In this situation, you can create a Reservation for the room, using this Reservation Status to prevent the room from being reserved for guests.

Defaults Tab



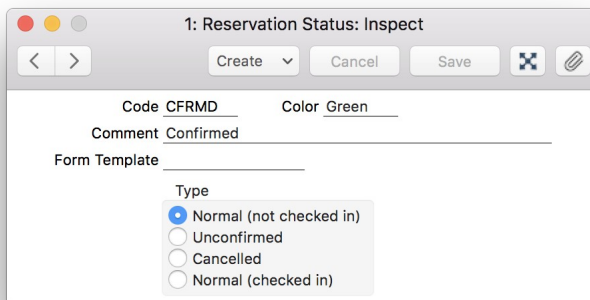
Base Price: Choose an option to specify whether prices in Reservations will include tax.

- **System Default:** Prices in Reservations will include tax if this is what you have specified in the Account Usage A/R setting.
- **Not Including Tax:** Prices in Reservations will not include tax.
- **Including Tax:** Prices in Reservations will include tax.

SETTINGS FOR RESERVATIONS

The following settings are related to the Reservation register. You will need to complete them before trying to create a Reservation record.

Reservation Status



In the Reservation Status setting, you should create a separate record for each Status that you need. Examples are Enquiry, Confirmed, Checked In, Checked Out, Cancelled and No Show. This will help you manage Reservations over their lifetime and will also control how the Reservations will be displayed in the graphical Reservations Manager.

Code: Enter a code by which the Reservation Status can be identified. For example, 'CHKIN' for Check-in.

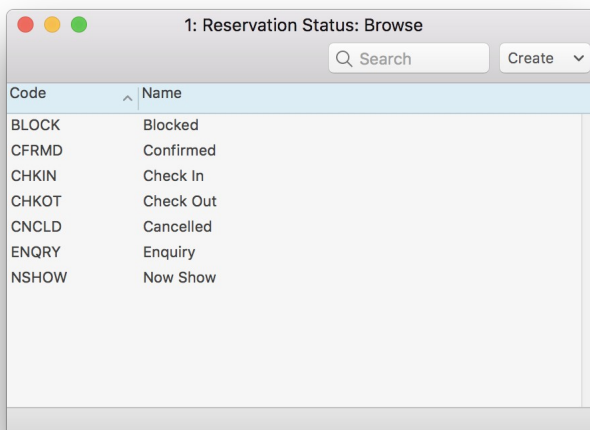
Color: Choose the color that will be used when displaying Reservations with this Status in the Reservations Manager. Use Paste Special to enter your selection.

Comment: Enter a description.

Form Template: If you wish to use a specific Form Template when printing a Reservation depending on its Status, specify the code in this field.

Type: There are four options for Type that you can choose from.

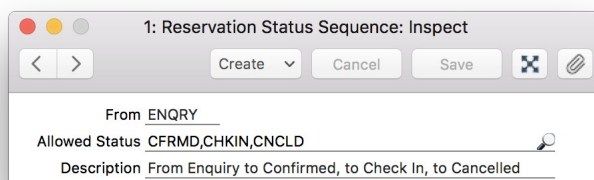
- **Normal (Not Checked In):** gives a normal status to Reservations.
- **Unconfirmed:** for booked Reservations that have not yet been confirmed (preliminary bookings).
- **Cancelled:** removes Reservations from the Reservations Manager window.
- **Normal (Checked In):** should only be used for the Check-In status.



Code	Name
BLOCK	Blocked
CFRMD	Confirmed
CHKIN	Check In
CHKOT	Check Out
CNCLD	Cancelled
ENQRY	Enquiry
NSHOW	Now Show

Reservation Status Sequence

Once you have created your Reservation Statuses you can use the Reservation Status Sequence setting to organize them to help with workflow. Here you can specify how the Statuses should follow on from each other. The result should be that when you change the Status in a Reservation, the new Status will correctly represent the next step in the process. In the example illustrated below, we have specified that when a Reservation has the Status of ENQRY (enquiry), the Status can be changed to CFRMD (confirmed), CHKIN (check-in) or CNCLD (cancelled). In other words, it can't be changed from ENQRY to CHKOT (check-out).



1: Reservation Status Sequence: Inspect

< > Create Cancel Save [X] [Pencil]

From ENQRY

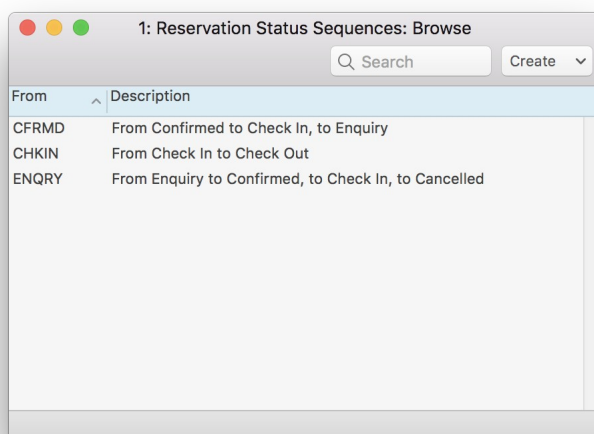
Allowed Status CFRMD,CHKIN,CNCLD

Description From Enquiry to Confirmed, to Check In, to Cancelled

From: Use Paste Special to enter the Status that will be used as the starting point of the sequence. Enter separate records in this setting for each Status that can be followed up (for example, enter separate records for ENQRY (enquiry), CFRMD (confirmed) and CHKIN (check-in), but not for CNCLD (cancelled) or CHKOT (check-out) as these both represent ends of the process).

Allowed Status: Use Paste Special to enter the Statuses that can follow. Use commas to separate them.

Description: Enter a description for the sequence.



1: Reservation Status Sequences: Browse

Search Create

From	Description
CFRMD	From Confirmed to Check In, to Enquiry
CHKIN	From Check In to Check Out
ENQRY	From Enquiry to Confirmed, to Check In, to Cancelled

SETTINGS FOR THE RESERVATIONS MANAGER

Resource Planner

In this setting you will find various sizes for the grid in the Reservations Manager. You can determine how large you would like your grid blocks to be. By default these are set to the largest size.

GENERAL SETTINGS FOR YOUR COMPANY

Company Info

In this setting you can add/remove or adjust any of your company information. This includes but is not limited to Name, address and contact information. The Company Info setting is in the System module.

Payment Terms

This setting in the Accounts Receivable module will contain some typical payment terms that you can use or modify, and you can also create new ones.

Reporting Periods

This setting allows you to name and define the time periods that you will commonly use when producing reports. This will make it easier to choose the period whenever you run a report. When you use 'Paste Special' from the 'Period' field in any report specification window, you will be shown a list of the report periods that you have defined in this setting. For example, if you will need to produce monthly reports you should define each month as a separate period in this setting.

To set up reporting periods, follow these steps:

1. Go to the System module and open Settings from the Navigation Center.
2. Select 'Reporting Periods' from the list.
3. To enter a new reporting period, simply select the first blank line and enter details as appropriate.
4. Specify relevant periods by entering dates in the '**From**' and '**To**' columns. For example, enter From 01/01/2018 and To 01/31/2018 if you want to have a reporting period for January 2018, or From 01/01/2018 and To 12/31/2018 for the full year 2018. Assign each reporting period a **Code** (e.g. 2018), and a **Comment** (e.g. Year 2018).

Enter the period that you will use most often in the first line of the setting, as this will be offered as the default period whenever you open a report specification window.

Units

The units that you set up in the Units setting in the Accounts Receivable module will be used in the items register. When using Paste Special from the Unit field in a new item, you will be able to choose from a list of units entered in this setting.

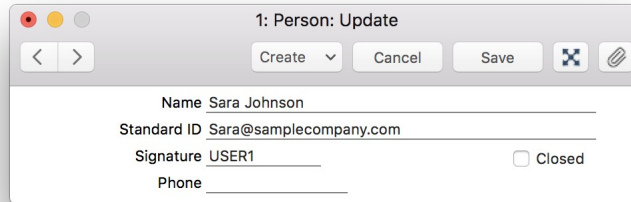
Persons

This register holds information about Persons i.e. employees.

To access the Person register go to the System module and select the Registers icon in the Navigation Center. Open Persons from the list.

Please be aware that you can only add new Persons if you are subscribing to the Users In App. Subscribing to this In App will add a Create button to the Persons Browse window.

To enter a new record, select the Create button and choose 'New Person' from the list. Alternatively, highlight a Person in the Persons Browse window that is similar to the one you want to enter and choose 'Duplicate' from the Create menu. You can also select the 'New Person' button in the Navigation Center.



The 'Person: New' window will be opened, empty if you selected 'New' or containing a duplicate of the highlighted Person.

Type in the person's **Name** in the Name field.

Standard ID: Enter the person's email address.

Signature: Enter the Person's initials to identify the Person from elsewhere in the system.

Phone: Enter the person's phone number.

If the person leaves the company or stops working with Standard Hotel, you can tick the '**Closed**' check box. The person will no longer be able to log in.

If you would like to change the password for your Standard ID (Email address). Navigate to, <https://mystandard.hansaworld.com/loginpage>, enter your Standard ID and select the Forgot password link. This will send an email to your Standard ID with a link to change your password.

THE ROOM REGISTER

All the rooms in the hotel should be entered separately in the Room register.



Code: Enter a unique code for each room. Generally this will be the room's number.

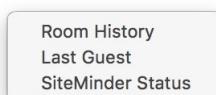
Description: Enter a description of the room. The room number and type or even location could be entered here.

Type: Use Paste Special to enter the Room Type (the options available will be the ones created in the Room Types setting).

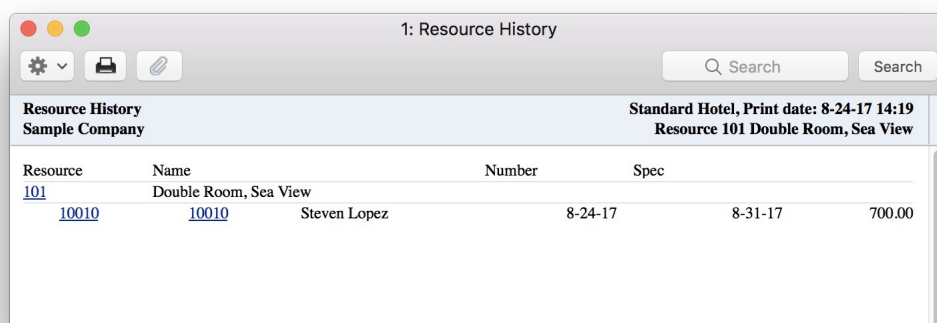
Room Price: This is the price of the room per night, to be used whenever you create a Reservation for the room. This price should include or exclude tax, depending on the option that you chose on the Defaults tab in Hotel Settings.

Closed Check Box: Select this check box when you don't want to use the room any more.

Operations Menu from the Inspect window

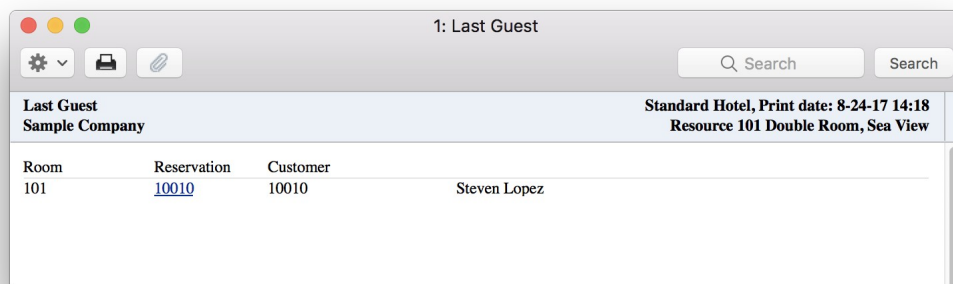


Room History: This option opens the Resource History report listing the guests who have stayed in the room over the past year. Together with guest information, the report shows the check in/out dates and the total price of each stay.



Resource	Name	Number	Spec	Price
101	Double Room, Sea View	10010	Steven Lopez	700.00

Last Guest: This option opens a report showing information about the last guest who stayed in the room.



Last Guest			Standard Hotel, Print date: 8-24-17 14:18	
Sample Company			Resource 101 Double Room, Sea View	
Room	Reservation	Customer		
101	10010	Steven Lopez		

Create Menu from the Inspect window

New Room	⌘N
Duplicate	⌘Y

THE GUEST REGISTER

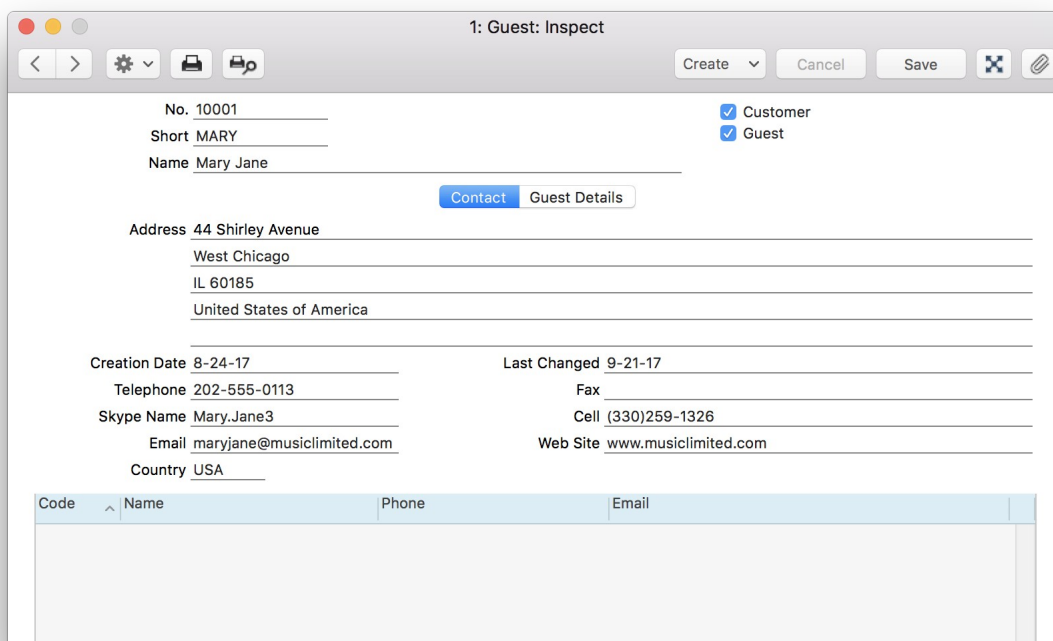
The Guest register is used to store information about guests and customers. A guest is a person who stays in the hotel, while a customer is the person or entity who will be invoiced for the stay. There are several methods that you can use to create a Guest record:

1. Select the New Guest icon in the Navigation Center.
2. Open the Guest register, open the Create menu and select the New option.
3. From a new Reservation, open Paste Special from the Customer field or from one of the Guest fields in the matrix and press the New button.

The Guest record includes the fields described below. These fields are the same as those in the Contact register.

Contact Tab

On the Contact tab in the Guest record there are the following fields:



1: Guest: Inspect

Create Cancel Save

No. 10001 ☒ Customer

Short MARY ☒ Guest

Name Mary Jane

Contact Guest Details

Address 44 Shirley Avenue

West Chicago

IL 60185

United States of America

Creation Date 8-24-17 Last Changed 9-21-17

Telephone 202-555-0113 Fax

Skype Name Mary.Jane3 Cell (330)259-1326

Email maryjane@musiclimited.com Web Site www.musiclimited.com

Country USA

Code	Name	Phone	Email

No.: Number of the guest record, also known as the Contact Code of the guest or customer.

Short: Enter a short code to identify the customer or guest.

Name: Enter the name of the customer or guest.

Customer/Guest: Tick the Customer box if the person or company you are entering can be entered in the Customer field in a Reservation (i.e. if the person or company can be invoiced for the stay). Tick the Guest box if the person you are entering will stay at the hotel (i.e. if the person can be included in the Guest matrix in a Reservation). Both boxes will be ticked by default.

Address: Enter the home address of the guest.

Creation date: The date that the guest record was entered.

Telephone: The telephone number of the guest

Skype Name: The guest's Skype name

Email: Enter the guest's email address

Country: The guest's home country can be entered using Paste Special.

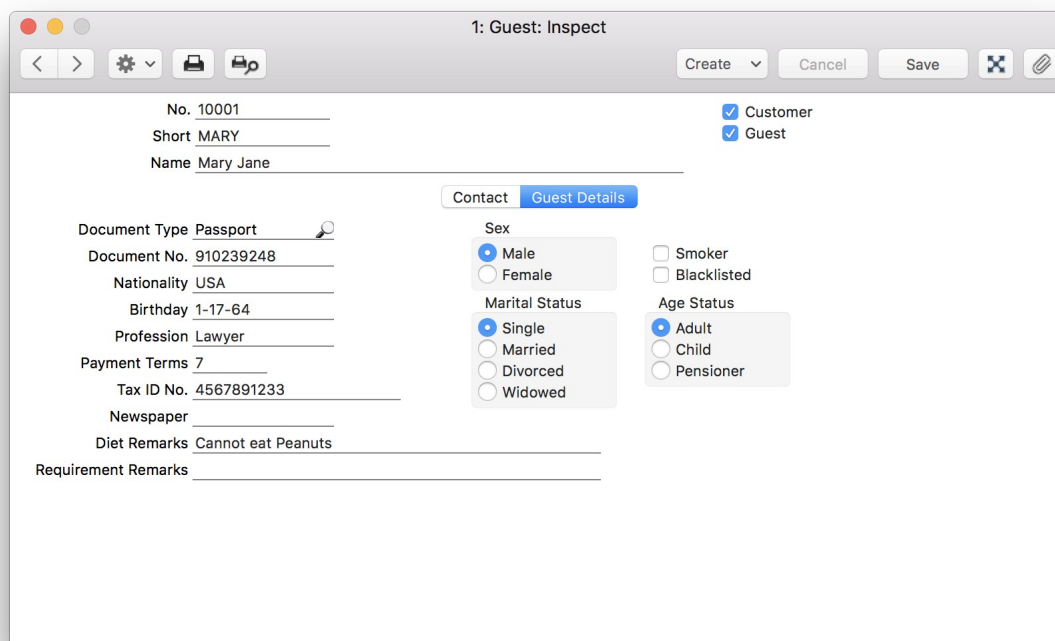
Last Changed: The date when the guest record was last edited.

Fax: The customer's fax number

Cell: The cellphone number of the guest.

Website: If the customer has their own website, you can enter it here for information only.

Guest Details Tab



1: Guest: Inspect

Create Cancel Save

No. 10001
Short MARY
Name Mary Jane

Document Type Passport
Document No. 910239248
Nationality USA
Birthday 1-17-64
Profession Lawyer
Payment Terms 7
Tax ID No. 4567891233
Newspaper
Diet Remarks Cannot eat Peanuts
Requirement Remarks

Customer
Guest

Contact Guest Details

Sex
Male
Female

Marital Status
Single
Married
Divorced
Widowed

Smoker
Blacklisted

Age Status
Adult
Child
Pensioner

Document Type: Enter the type of document that the guest presented for ID purposes (for example, passport).

Document Number: Enter the unique number in the guest's ID document (for example, passport number).

Nationality: Use Paste Special to select the Country specified in the passport or ID document. This information will be shown in the Guest Book report, together with the Document Number.

Birthday: Enter the birthday of the guest.

Profession: Use the field to specify the guest's profession.

Payment Terms: Use Paste Special to enter a default payment term that will be used in Invoices issued to the customer.

Tax ID No.: Here you can enter the guest's Tax Identification number.

Newspaper: Enter the newspaper that the guest reads.

Diet Remarks: Specify diet remarks (food allergies, etc).

Requirement Remarks: Specify additional requirements, such as disability access etc.

Sex: Choose the gender of the guest.

Marital Status: Choose the marital status.

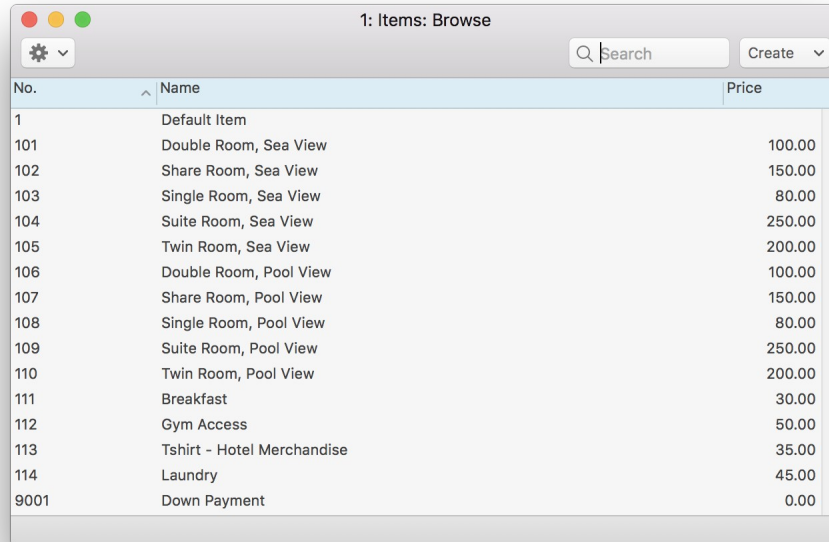
Smoker: If the guest is smoker, click here.

Blacklisted: If the guest is not welcome in the hotel, check here.

Age Status:

- Adult
- Child
- Pensioner

THE ITEM REGISTER



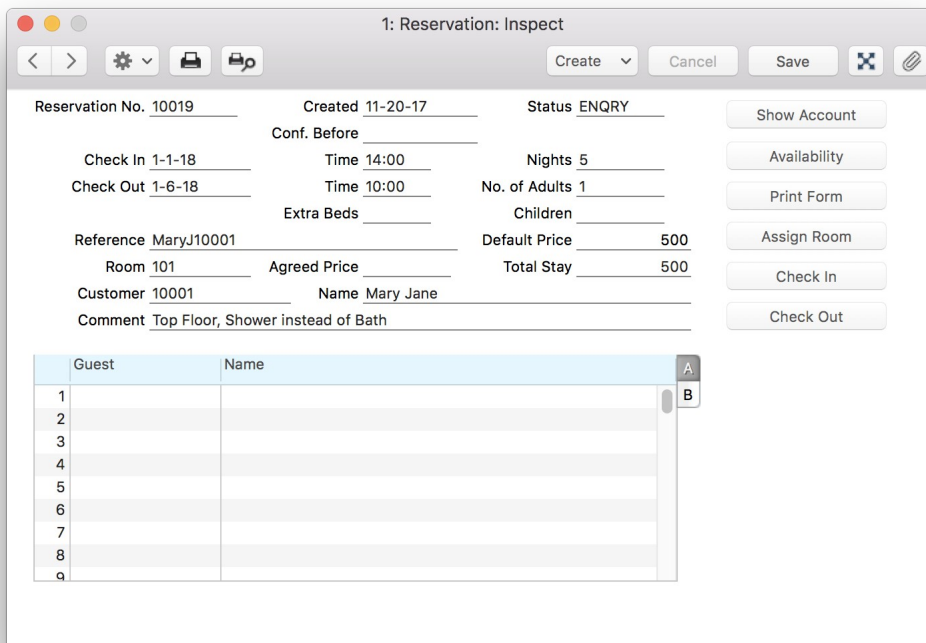
No.	Name	Price
1	Default Item	
101	Double Room, Sea View	100.00
102	Share Room, Sea View	150.00
103	Single Room, Sea View	80.00
104	Suite Room, Sea View	250.00
105	Twin Room, Sea View	200.00
106	Double Room, Pool View	100.00
107	Share Room, Pool View	150.00
108	Single Room, Pool View	80.00
109	Suite Room, Pool View	250.00
110	Twin Room, Pool View	200.00
111	Breakfast	30.00
112	Gym Access	50.00
113	Tshirt - Hotel Merchandise	35.00
114	Laundry	45.00
9001	Down Payment	0.00

When you add a room to the Room register, an Item record will be created for that room automatically. The record in the Room register will be used for booking purposes in Reservations, while the Item record will be used for pricing and accounting. When you specify a room in a Reservation, the price will be taken from the Item record, and when you create an Invoice the sales account and tax code will also be taken from the Item record. You can also create items for the various products and services that you sell. Because of the connection between rooms and items, do not use item numbers that can also be room numbers for these additional items.

For more information about the Item register please view the Standard Accounts user guide

PRACTICAL EXERCISE: ENTERING A RESERVATION

- Select the New Reservation icon in the Navigation Center.
- Enter your chosen Check In and Check Out dates.
- Now you need the details for the Reservation, start by specifying how many adults and/or Children will be staying.



1: Reservation: Inspect

Reservation No. 10019 Created 11-20-17 Status ENQRY [Show Account](#)

Conf. Before [Availability](#)

Check In 1-1-18 Time 14:00 Nights 5 [Print Form](#)

Check Out 1-6-18 Time 10:00 No. of Adults 1 [Assign Room](#)

Extra Beds Children [Check In](#)

Reference MaryJ10001 Default Price 500 [Check Out](#)

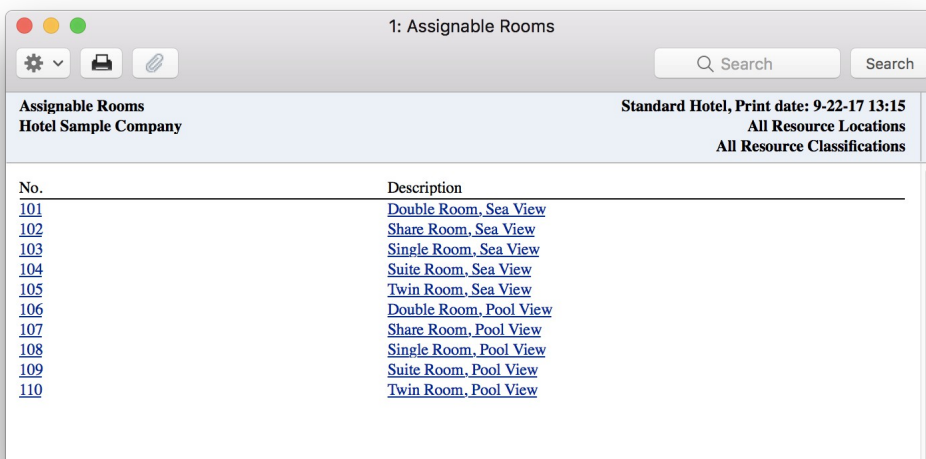
Room 101 Agreed Price Total Stay 500

Customer 10001 Name Mary Jane

Comment Top Floor, Shower instead of Bath

Guest	Name
1	
2	
3	
4	
5	
6	
7	
8	
9	

- Enter a Customer and Save the record. Remember you won't be able to save the Reservation until you enter a Customer, or Guest that is also a Customer (i.e. a Guest in which the Customer box is ticked).
- Assign a Room by pressing the Assign Room button. The Assignable Rooms report will be opened.



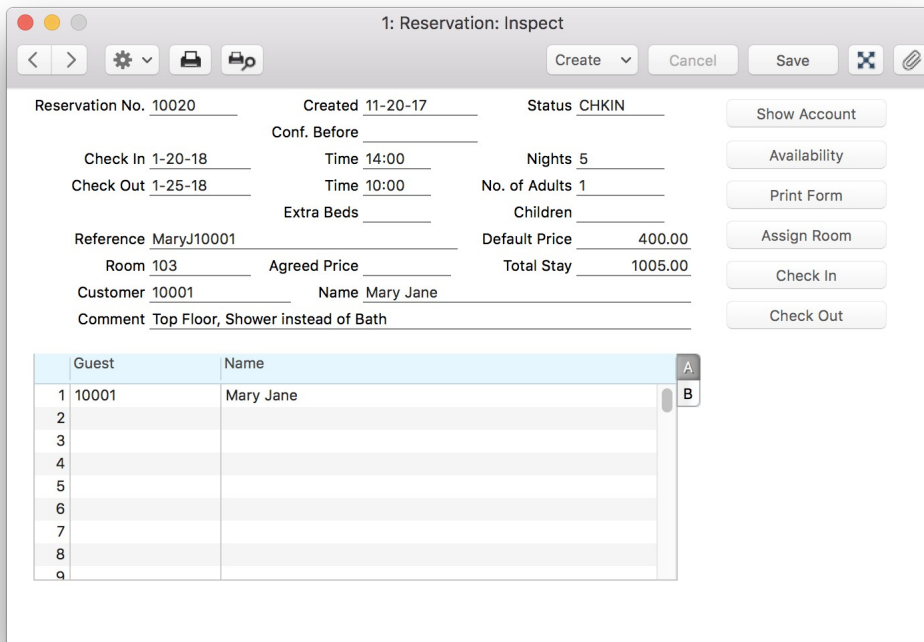
1: Assignable Rooms

[Hotel Sample Company](#) **Standard Hotel, Print date: 9-22-17 13:15**

All Resource Locations **All Resource Classifications**

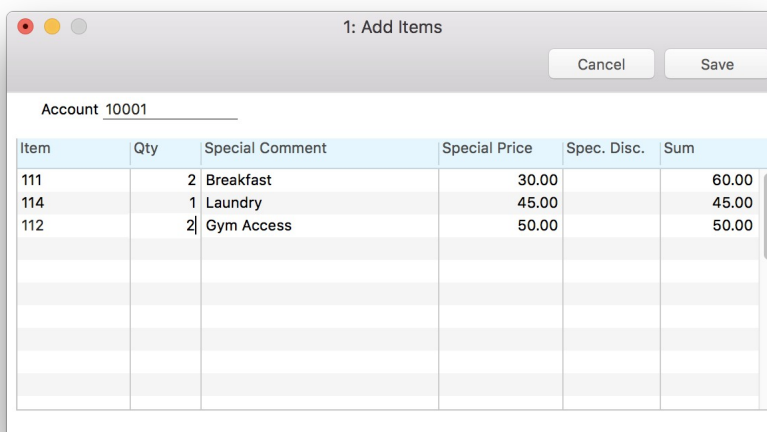
No.	Description
101	Double Room, Sea View
102	Share Room, Sea View
103	Single Room, Sea View
104	Suite Room, Sea View
105	Twin Room, Sea View
106	Double Room, Pool View
107	Share Room, Pool View
108	Single Room, Pool View
109	Suite Room, Pool View
110	Twin Room, Pool View

- Select a room number in the report to assign it to the Reservation and Save again. Pricing information will be brought in .
- The current status of the Reservation is Enquiry. Check In the guests by pressing the Check In button. The Reservation Status will change.



Guest	Name
1 10001	Mary Jane
2	
3	
4	
5	
6	
7	
8	
9	

- Go to the Operations menu and choose the Add Items option. Add a couple of items to the Reservation. When you Save, the window will be closed automatically.



Item	Qty	Special Comment	Special Price	Spec. Disc.	Sum
111	2	Breakfast	30.00		60.00
114	1	Laundry	45.00		45.00
112	2	Gym Access	50.00		50.00

- In the Reservation, press the Show Account button.
The Show Account report will display the items you added to the Reservation.

1: Show Account

Show Account Standard Hotel, Print date: 11-20-17 15:37

Hotel Sample Company

Reservation No: 10020 Check In: 1/20/18
Room: 103 Check Out: 1/25/18

Customer
10001 Mary Jane
44 Shirley Avenue
West Chicago
IL 60185

Item	Qty	Specification	Price	%	GBP Sum	
111	2	Breakfast	30.00		60.00	1
114	1	Laundry	45.00		45.00	1
112	2	Gym Access	50.00		100.00	1
					205.00	
		Balance			205.00	

- To add the Room charges to the customer's account, open the Operations menu again and choose Charge Stay or Charge Until Check Out Date.
- If you run the Show Account report again, the room charges will now be included.

1: Show Account

⚙️

🖨️

📎

🔍 Search

🔍 Search

Show Account

Standard Hotel, Print date: 11-20-17 15:39

Reservation No: 10020

Room: 103

Check In: 1/20/18

Check Out: 1/25/18

Customer

10001

Mary Jane

44 Shirley Avenue

West Chicago

IL 60185

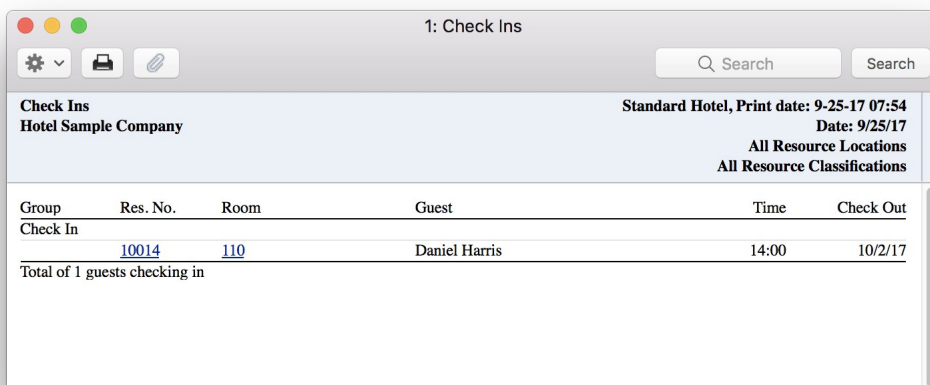
Item	Qty	Specification	Price	%	GBP Sum	
103	1	Res. No.10020 Room 103 1/24/18 - 1/25/18	80.00		80.00	1
103	1	Res. No.10020 Room 103 1/23/18 - 1/24/18	80.00		80.00	1
103	1	Res. No.10020 Room 103 1/22/18 - 1/23/18	80.00		80.00	1
103	1	Res. No.10020 Room 103 1/21/18 - 1/22/18	80.00		80.00	1
103	1	Res. No.10020 Room 103 1/20/18 - 1/21/18	80.00		80.00	1
111	2	Breakfast	30.00		60.00	1
114	1	Laundry	45.00		45.00	1
112	2	Gym Access	50.00		100.00	1
					605.00	
		Balance			605.00	

- You can Invoice the Reservation at any time. To do this go to the Create Menu and choose the Invoice option.
- When the guests check out, press the Check Out button. The Reservation Status will change.

REPORTS

Check Ins

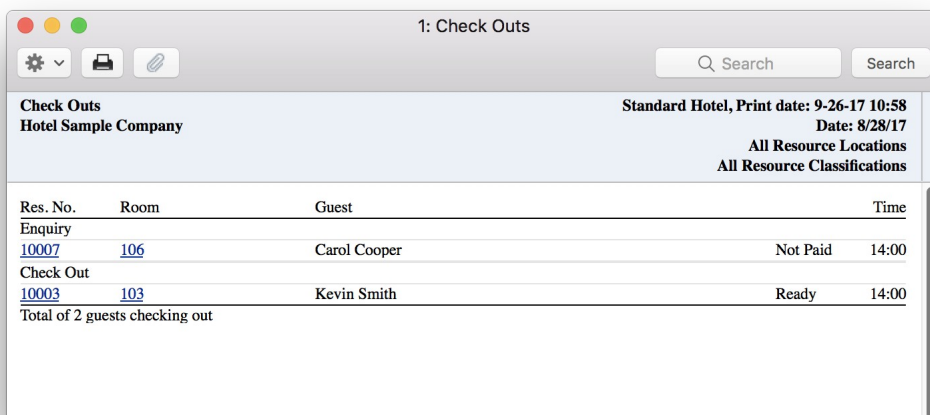
This report shows all Reservations with a check in date of today (or another date that you can specify). It shows the Reservation Status, the Reservation number, the room number, the customer and guest names, and the check in time and check out date. You can run the report so that it shows Reservations that have not checked in yet, Reservations that have checked in or both (select the Normal option to see both).



Group	Res. No.	Room	Guest	Time	Check Out
Check In	10014	110	Daniel Harris	14:00	10/2/17
Total of 1 guests checking in					

Check Outs

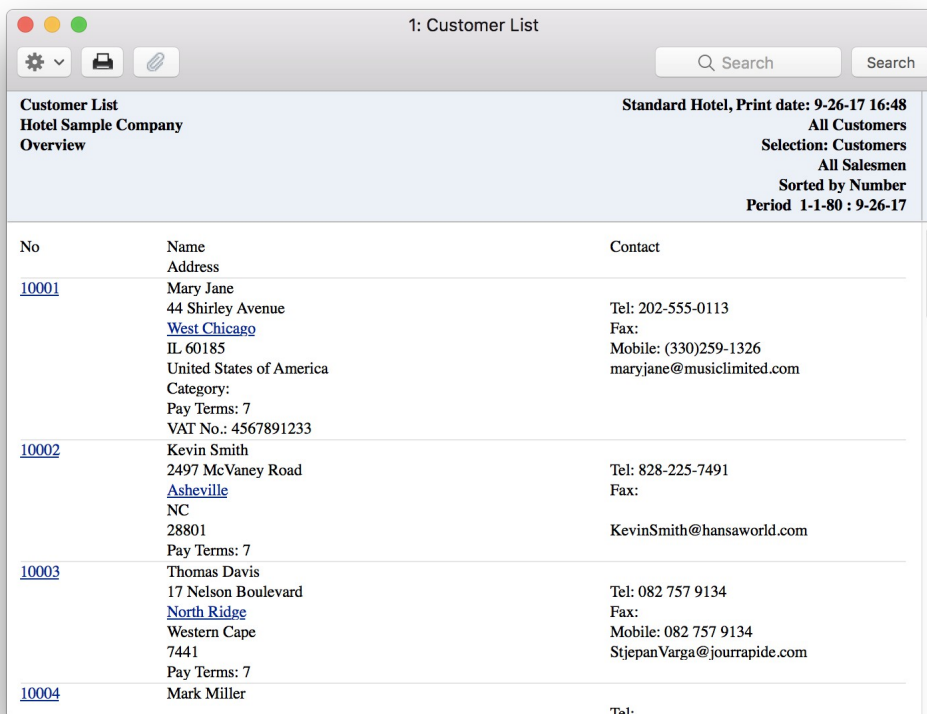
This report shows all Reservations with a check out date of today (or another date that you can specify). It shows the Reservation Status, the Reservation number, the room number, the customer and guest names, the payment status and the check out time. You can run the report so that it shows Reservations that have not checked out yet, Reservations that have checked out or both (select the Normal option to see both).



Res. No.	Room	Guest	Time
Enquiry			
10007	106	Carol Cooper	Not Paid 14:00
Check Out			
10003	103	Kevin Smith	Ready 14:00
Total of 2 guests checking out			

Contact List

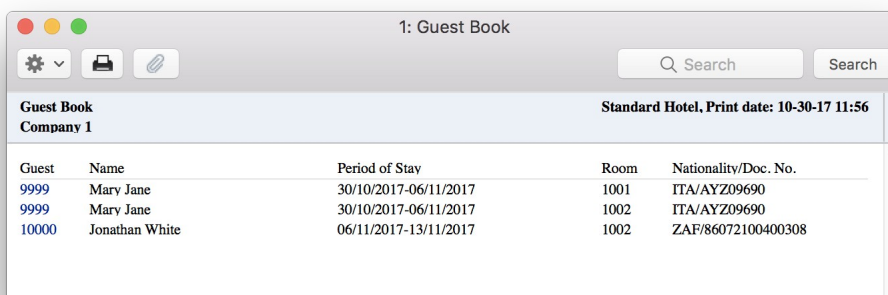
This report lists the records in your Contact register, including customers and guests. It can show detailed or summary views of guest records including information such as their email addresses, cell numbers, and fax numbers.



No	Name	Address	Contact
10001	Mary Jane	44 Shirley Avenue West Chicago IL 60185 United States of America Category: Pay Terms: 7 VAT No.: 4567891233	Tel: 202-555-0113 Fax: Mobile: (330)259-1326 maryjane@musiclimited.com
10002	Kevin Smith	2497 McVane Road Asheville NC 28801 Pay Terms: 7	Tel: 828-225-7491 Fax: KevinSmith@hansaworld.com
10003	Thomas Davis	17 Nelson Boulevard North Ridge Western Cape 7441 Pay Terms: 7	Tel: 082 757 9134 Fax: Mobile: 082 757 9134 StjepanVarga@jourrapide.com
10004	Mark Miller		Tel:

Guest Book

This report lists the guests who have stayed in the hotel over a specified period. For each guest, it shows their nationality as well as their guest code, name, period of stay, room number and document number. In some countries it is a legal requirement to have this information ready for the Ministry of Tourism. You can choose to have Reservation numbers shown instead of guest codes.

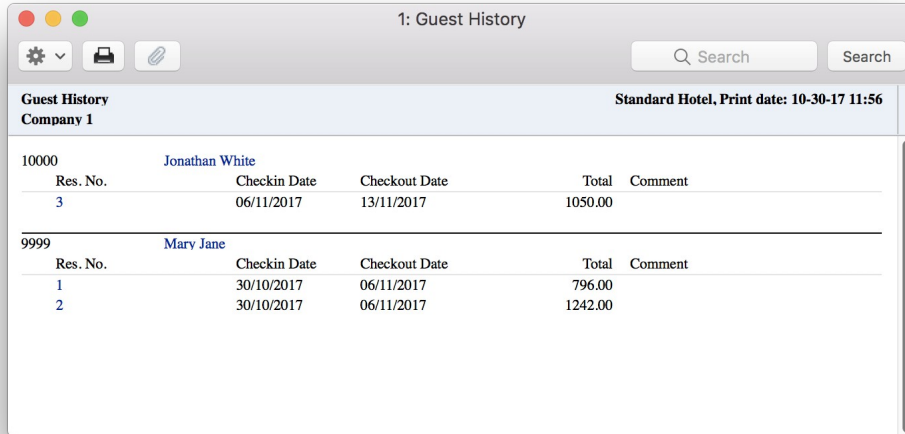


Guest	Name	Period of Stay	Room	Nationality/Doc. No.
9999	Mary Jane	30/10/2017-06/11/2017	1001	ITA/AYZ09690
9999	Mary Jane	30/10/2017-06/11/2017	1002	ITA/AYZ09690
10000	Jonathan White	06/11/2017-13/11/2017	1002	ZAF/86072100400308

The report only lists the guests in each Reservation, it does not list the customers. So, to make full use of the report, ensure you add every guest to the guest matrix in each Reservation, even if one of the guests is also the customer. In each guest record, ensure you specify a Nationality and a Document No.

Guest History

This report shows the number of times a particular guest or guests has stayed at the hotel. As with the Guest Book report described above, for a guest to be included in the Guest History report you must have added that guest to the guest matrix in at least one Reservation. Reservation customers are not included in the report.

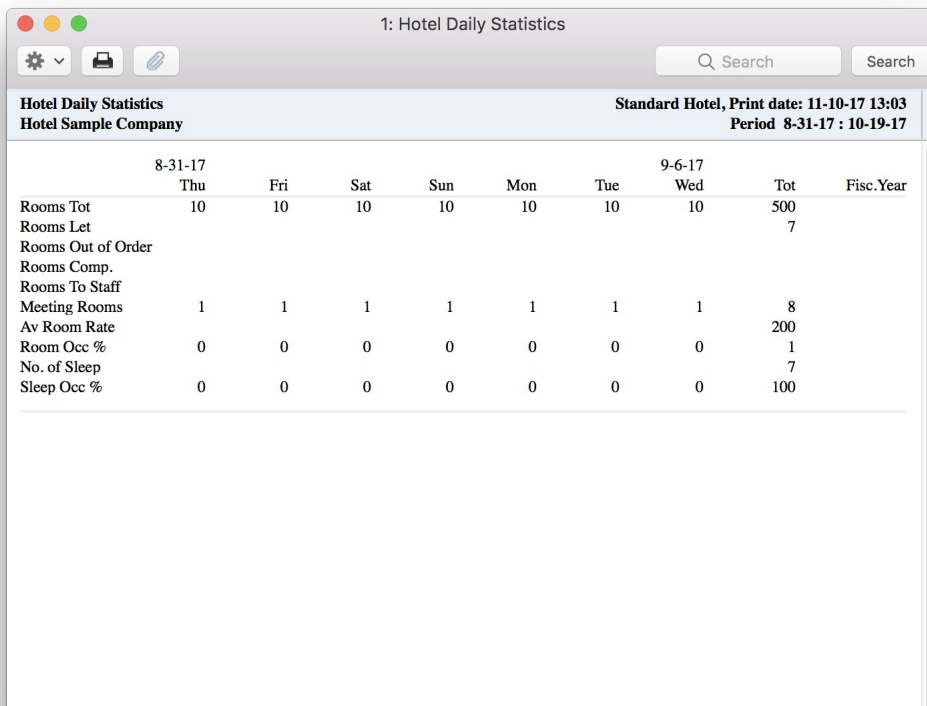


Guest History		Standard Hotel, Print date: 10-30-17 11:56			
Company 1					
10000 Jonathan White					
Res. No.	Checkin Date	Checkout Date	Total	Comment	
3	06/11/2017	13/11/2017	1050.00		
9999 Mary Jane					
Res. No.	Checkin Date	Checkout Date	Total	Comment	
1	30/10/2017	06/11/2017	796.00		
2	30/10/2017	06/11/2017	1242.00		

The report lists each of the specified guest's Reservations, showing the Reservation number, Check in Date, Check Out Date, Total spent and comments.

Hotel Daily Statistics

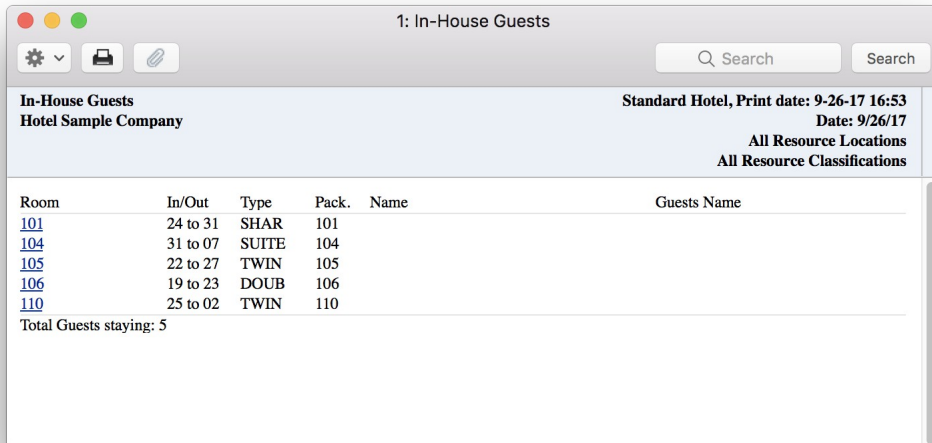
This report provides daily room occupancy statistics for the hotel.



Hotel Daily Statistics		Standard Hotel, Print date: 11-10-17 13:03							
Hotel Sample Company		Period 8-31-17 : 10-19-17							
	8-31-17	Fri	Sat	Sun	Mon	Tue	9-6-17	Tot	Fisc. Year
	Thu						Wed		
Rooms Tot	10	10	10	10	10	10	10	500	
Rooms Let								7	
Rooms Out of Order									
Rooms Comp.									
Rooms To Staff									
Meeting Rooms	1	1	1	1	1	1	1	8	
Av Room Rate								200	
Room Occ %	0	0	0	0	0	0	0	1	
No. of Sleep								7	
Sleep Occ %	0	0	0	0	0	0	0	100	

In-House Guests

This report is a list of guests who are staying in the hotel, their Reservations and their check-in and check-out dates. You can run this report for a specified date, time and/or room type. You can also run this report for the current date by pressing the In-House button in the Reservations Manager.

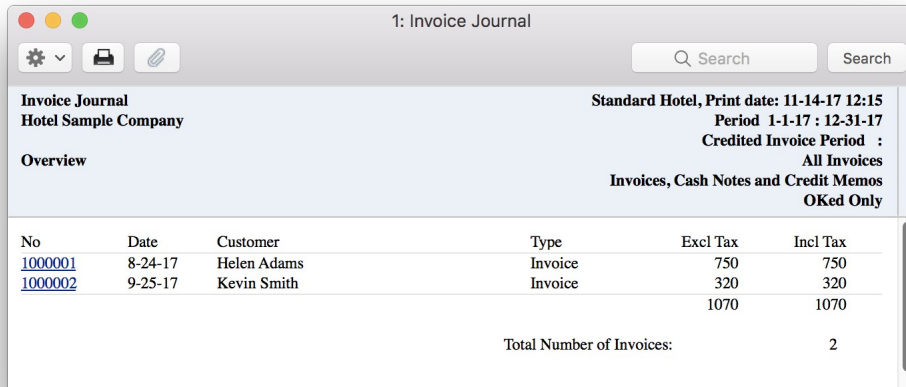


Room	In/Out	Type	Pack.	Name	Guests Name
101	24 to 31	SHAR	101		
104	31 to 07	SUITE	104		
105	22 to 27	TWIN	105		
106	19 to 23	DOUB	106		
110	25 to 02	TWIN	110		

Total Guests staying: 5

Invoice Journal

This report is a list of the Invoices you have created over a specified period of time.

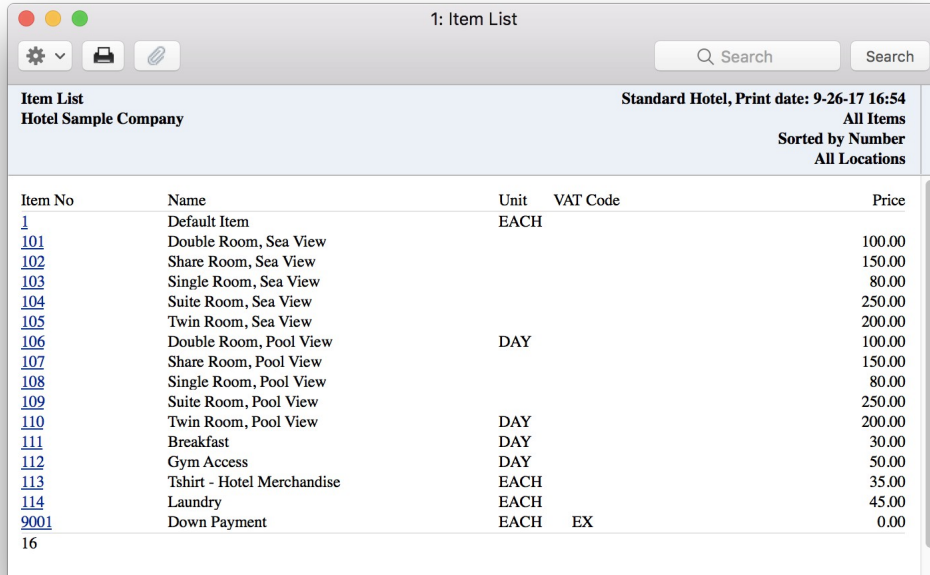


No	Date	Customer	Type	Excl Tax	Incl Tax
1000001	8-24-17	Helen Adams	Invoice	750	750
1000002	9-25-17	Kevin Smith	Invoice	320	320
				1070	1070

Total Number of Invoices: 2

Item List

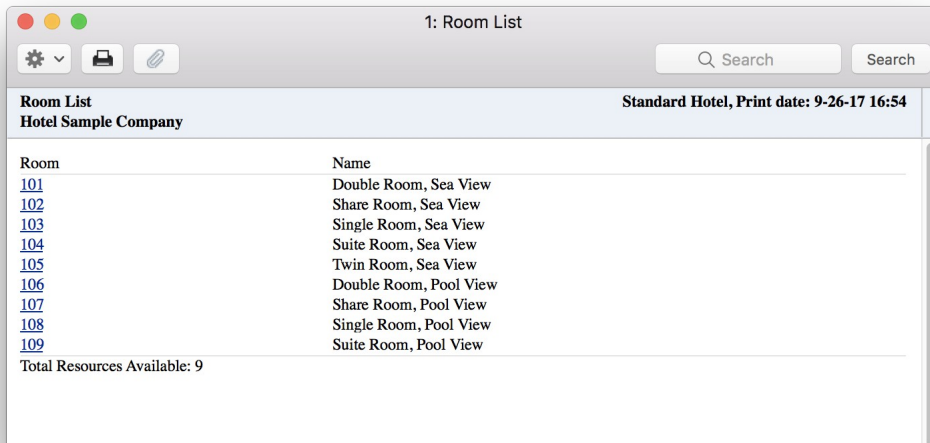
This report lists the items in the Item register. The report includes the item number, name, unit, tax code and price of each item.



Item No	Name	Unit	VAT Code	Price
1	Default Item	EACH		
101	Double Room, Sea View			100.00
102	Share Room, Sea View			150.00
103	Single Room, Sea View			80.00
104	Suite Room, Sea View			250.00
105	Twin Room, Sea View			200.00
106	Double Room, Pool View	DAY		100.00
107	Share Room, Pool View			150.00
108	Single Room, Pool View			80.00
109	Suite Room, Pool View			250.00
110	Twin Room, Pool View	DAY		200.00
111	Breakfast	DAY		30.00
112	Gym Access	DAY		50.00
113	Tshirt - Hotel Merchandise	EACH		35.00
114	Laundry	EACH		45.00
9001	Down Payment	EACH	EX	0.00

Room List

This report lists the rooms in the hotel. The report can list all rooms including those that are occupied, or you can choose to run the report so that it only lists the rooms that are currently available.



Room	Name
101	Double Room, Sea View
102	Share Room, Sea View
103	Single Room, Sea View
104	Suite Room, Sea View
105	Twin Room, Sea View
106	Double Room, Pool View
107	Share Room, Pool View
108	Single Room, Pool View
109	Suite Room, Pool View

Total Resources Available: 9

EXERCISES

- How many options are there for creating a Reservation? Briefly describe each of them.
- What does the Availability button in the Reservation register do?
- Can you specify Guests in the Reservation record?
- What does the Show Account button in the Reservation record display?
- Is it possible to save a Reservation without a Customer? and without a Guest?
- What does the Print Form button display?
- What does the 'Add Items' option do?
- How can you Invoice a Reservation?
- What does it signify when you tick the Customer check box in a Guest record? And when you tick the Guest check box?
- Create a Reservation from the Reservation register, add two guests and additional items, charge the stay and create the Invoice.

APPENDIX

Terminology in different versions of the English language

The language used in this material is US English. There are slight differences between the various versions of the English language, which can lead to confusion. This table should help to clear this up. Sorted alphabetically.

UK	USA	Canada	Australia + New Zealand	Singapore
Cheque	Check	Cheque	Cheque	Cheque
Colour/coloured	Color/colored	Colour/coloured	Colour/coloured	Colour/coloured
Credit Note (CN)	Credit Memo (CN)	Credit Memo (CM)	Credit Note (CN)	Credit Note
Dialogue	Dialog			
Instalment	Installment			
Jewellery	Jewelry	Jewellery	Jewellery	Jewellery
Licence (noun)	License	Licence	Licence	Licence
Mileage Claim	Miles	Way Lists	Mileage Claim	Mileage Claim
Miles	Miles	KM	KM	KM
Mobile	Cell	Mobile	Mobile	Mobile
Nominal Ledger (NL)	General Ledger (GL)	General Ledger (GL)	General Ledger (GL)	General Ledger (GL)
Post Code	ZIP Code	Post Code	Post Code	Post Code
Profit and Loss Statement	Income Statement	Income Statement	Statement of Profit or Loss	Statement of Profit or Loss
Purchase Ledger	Payable (AP)	Payable (AP)	Purchase Ledger	Purchase Ledger
Sales Ledger	Receivable (AR)	Receivable (AR)	Sales Ledger	Sales Ledger
Salesman	Salesperson	Salesperson	Salesman	Salesperson
Stock	Inventory	Inventory	Stock	Inventory
Stocktake	Inventory Count	Inventory Count	Stocktake	Inventory Count
Stock Depreciation	Inventory Adjustment	Inventory Adjustment	Stock Depreciation	Inventory Adjustment
Supplier	Vendor	Vendor	Supplier	Vendor
Turnover	Revenue	Revenue	Revenue	Revenue
VAT	Sales Tax or Tax	Tax (or GST/PST)	GST	GST/SST/HST