



Digital Business Telephone Systems

Hospitality Management Information System (HMIS)

User Guide

Publication Information

Toshiba America Information Systems, Inc., Telecommunication Systems Division, reserves the right, without prior notice, to revise this information publication for any reason, including, but not limited to, utilization of new advances in the state of technical arts or to simply change the design of this document.

Further, Toshiba America Information Systems, Inc., Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components as engineering or manufacturing methods may warrant.

D42-UG-HOMIS-VB 4016167

Version B, May 1999 Version A.1, August 1998 Version A, May 1998

© Copyright 1999 Toshiba America Information Systems, Inc. Telecommunication Systems Division

All rights reserved. No part of this manual, covered by the copyrights hereon, may be reproduced in any form or by any means—graphic, electronic, or mechanical, including recording, taping, photocopying, or information retrieval systems—without express written permission of the publisher of this material.

Strata is a registered trademark of the Toshiba Corporation and Stratagy is a trademark of Toshiba America Information Systems, Inc.

Trademarks, registered trademarks, and service marks are the property of their respective owners.

Contents

Introduction

Organization	vii
Conventions	viii
Related Documents/Media	X

Chapter 1 – Grand Tour

Features	1
Main Screen	3
Main Screen Fields	5
Main Screen Buttons	7
Browse/Customer Detail Windows	9
Function Tab Dialog Boxes	
Screen Navigation	12
Employee ID Code/Password	
Main Screen Fields Main Screen Buttons Browse/Customer Detail Windows Function Tab Dialog Boxes Screen Navigation Employee ID Code/Password	5 7 9 10 12 12

Chapter 2 – Features

Access HMIS	
Logging On	
Logging Off.	

Chapter 2 - Features

Additional Text Comments	16
Details Window	16
Customer Detail Window	17
Master Room Setup Window	18
Assigned Rooms Screen	19
Assigned Rooms Screen Fields (Display Only)	20
Cancel Reservation	20
Check in Pending-Reservation Guest	21
Automatic Telephone Activation	22
Automatic Wake-up Calls	22
Prior to Setting Wake-up Calls	23
Set an Automatic Wake-up Call	24
Cancel an Automatic Wake-up Call	25
Handle Unanswered/Overdue Wake-up Calls	25
View Room Wake-up Call Log	27
Clear Room Wake-up Log	28
Available Room Selection Screen	28
Available Room Selection Screen Fields (Display Only)	29
Billed Services	30
Billed Services Tab Fields	30
Add a Service Category	31
Delete a Service Category	31
Add a Service Charge	32
Delete a Service Charge	33
Browse Window	33
Sort the Browse Window	34
Swap Button	34
Number of Rooms Available	34
Browse Window Fields (Display Only)	35
Call Forwarding	35
Enable CFAC/CFBNA	37
Change Guest Information	38
Change Guest Information for Checked-in Guest	38
Change Guest Information on Pending Reservation	39

Change Phone Service	0
Manually Change Phone Service Status	0
Check in Guest	1
Check in Walk-in Guest42	2
Check in Pending Reservation Guest4	6
Optional Check-in Requirements47	7
Check Out Guest with Billing	8
Check Out Guest	9
Sample Consolidated Bill	2
Customer Detail Window	5
Customer Detail Window Fields	5
Add or Change Registered Guest Information	6
Deposit/Payment	б
Cash Deposit for Telephone Charges	7
FOP Tab Fields	7
FOP Tab Fields (Display Only)	7
Enter Deposit/Payment	8
Change Amount of Deposit	1
Details Window	1
Details Window Fields	1
Do Not Disturb Call Blocking	2
Enable/Disable DND6	3
FOP (Form of Payment) Tab Screen	4
General Window	4
General Window Fields	4
General Window Fields (Display Only)6	5
Guest Messaging	б
Messages Tab Fields	6
Enter Messages	7
Print Messages	7
Clear Messages	8
Guest Name LCD Display	8
Length of Stay (Reserve Until Date)	8
Guest Checks Out Early68	8
Guest Extends Stay	9

Contents

Chapter 2 - Features

Maid Service Activity	69
Enter Maid Activity Codes	70
Maid Service Status	71
Manually Change Maid Service Status	71
Phone Call Records	72
Telephone Charges	72
Telephone Deposit (Cash Customer)	72
Restricted/Emergency/Credit Card Calls	72
Phone Calls Tab Fields (Display Only)	73
View Telephone Service Charges	74
Delete a Charge	74
Clear all Charges	74
Reports	75
View/Print Uncleared Outgoing Telephone Calls Made Report	76
View/Print All Active Balance Statements Report	78
View/Print Hotel Guest List Report	79
View/Print Maid Activity Report	80
View/Print Reservations List Report	81
View/Print Morning Check Out List Report	82
View/Print Consolidated Detail Night Audit Report	83
Reprinting Processed Billing Statements	86
Reprinting the Billing Statement after Guest Checks Out	86
Reservations	87
Make Reservations	88
Cancel Reservations	91
Reservation Conflict Warning	95
Change Room in Conflict (Room Status is StaOvr)	95
Change Room in Conflict (Room Status is X_Stay)	96
Room Change (Swap)	97
Change (Swap) Rooms	97
Room Rate Discounts	98
Enter Room Discount (Reservation Process)	98
Enter Room Discount (Check-in for Walk-in Guest)	98
Enter Room Discount after Check-in (Main Screen)	98

Room Rates	
Change Room Rates (Reservation Process)	
Change Room Rates (Check-in Process)	
Change Room Rates (During Guest's Stay)	
Change Room Rate to Holiday/Seasonal or Special Rate	
Room Status	
Special Restrictions/Accommodations	
Handicapped Guest	
Special Accommodations	
View Hotel/Motel Information	
Index	

Contents

Chapter 2 - Features

This guide provides hotel/motel management and staff members with operating instructions for Toshiba's Strata DK Hospitality Management Information System (HMIS). It is written assuming that you are familiar with operating a PC, mouse, and Microsoft[®] Windows[®] 95 software.

Organization

This guide is divided as follows:

- Chapter 1 Grand Tour provides an overview of the HMIS features, main screen, tabs, buttons and screen navigation.
- Chapter 2 Features gives step-by-step instructions on using HMIS's many features.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	Calls attention to important instructions or information.
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death
[DN]	Represents any Directory Number button, also known as an extension or intercom number.
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone).
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
Arial Bold	Represents telephone buttons.
Courier	Shows a computer keyboard entry or screen display.
"Type"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type prog then press Enter .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc + Enter . Entries with spaces between them show a sequential entry. Example: # + 5.

Introduction Conventions

Conventions	Description
Tilde (~)	Means "through." Example: 350 ~ 640 Hz frequency range.
>	Denotes the step in a one-step procedure.
>	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross- references appear in blue hypertext.

Action/Response Table

- 1. *Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps.
- 2. When the action you perform results in a screen, menu, dialog box, etc., the example to the right displays.

The *immediate response to the action* performed appears in this column. Additional notes and comments are also included.



Related Documents/Media

The following documents and CD-ROMS can be used to reference further information about the Strata DK systems.

- Hospitality Management Information System (HMIS) General Description provides an overall view of the system hardware, software, applications and features.
- Strata DK HMIS CD-ROM contains a copy of all HMIS documentation/ bulletins and enables you to view, print, navigate and search publications.
- **Strata DK Library CD-ROM** contains a copy of all Strata DK documentation, including HMIS, and enables you to view, print, navigate and search publications.

The Toshiba Strata DK Hospitality Management Information System (HMIS) is a Personal Computer (PC)-based solution that meets the specific operational needs of small- to medium-sized hotels/motels.

HMIS tightly integrates with the Strata DK telephone (Release 3.1 or higher) and the Stratagy Voice Processing Systems, providing a complete and fully integrated hospitality package.

The HMIS PC is dedicated to running the HMIS program and functions as the front desk terminal. Other programs *should not* be installed and run on the HMIS PC. In applications requiring multiple front desk terminals, HMIS PC workstations can be networked together to share a common database.

Features

HMIS provides all the standard features needed by a hotel/motel facility while providing many advanced features. The following is a list of some of the main features available:

• Automatic Wake-up – Guests can request an automatic wake-up call for any time. The HMIS notifies the front desk of any unsuccessful wake-up attempts.

- Call Forwarding If the Stratagy Voice Processing System is installed, guest room telephones are automatically set to Call Forward Busy/No Answer (CFBNA) to Stratagy. The guest can request that calls be blocked and all calls forwarded to voice mail.
- Check-in Information previously entered from the reservation automatically appears on the check-in screen when the guest registers. Both walk-in guests and guests with reservations can be easily registered. The automatic check-in capability turns the room telephone on at check-in.
- Check-out with Billing By selecting the room and clicking on a Check-Out button on the Main screen, the guest's bill is displayed at the front desk. A printed bill can be produced by simply clicking on a screen button. Clicking the Payment Received button, automatically clears the account, turns the room telephone off, clears the guest's messages, and designates the room for required maid service.
- Consolidated Billing All charges incurred during the guest's stay are incorporated into one bill at check-out. This includes room rental, taxes, telephone charges, room service, movies and any other miscellaneous charges. Billing statements can be customized.
- Do Not Disturb (DND) Call Blocking If a guest wishes to avoid room-to-room calls (e.g., calls made at late night hours), the front desk can enable/disable a Call Blocking feature. The feature can be set on an individual room basis and a list of rooms using the feature can be viewed from the front desk by using the Browse Window.
- **Guest Directory** Complete guest information can be displayed at the front desk HMIS PC or printed in a report.
- Guest Messaging Guest messages can be entered into the HMIS PC at the front desk and displayed or printed at any time. Multiple messages can be stored in the text field. If the Stratagy Voice Processing System is installed, the HMIS can assign voice mailboxes to guests to use during their stay.
- Liquid Crystal Display (LCD) Name Display HMIS automatically displays the registered guest's name on the LCD of administrative telephones at the front desk, room service, and other service locations when the guest calls.

- Outgoing Call Restriction Call restriction controls the type of outgoing calls the guest is permitted to make and is also used for vacant room call restriction. Telephone class of service or restriction levels can be individually set for each guest room. Room telephone settings include enabling long distance or local and toll free use, or restricting the telephone to in-house calls only.
- Remote Maintenance Technical support staff can perform on-line support and remote HMIS software upgrades, using Symantec[™] pcANYWHERE[™] software and the HMIS Server PC's internal modem.
- Reports Seven reports can be run at any time by staff members. The report subjects include Uncleared Outgoing Phone Calls Made, All Active Balance Statements, Hotel Guest List, Maid Activity Report, Reservations List, Morning Check Out List, and Consolidated Detail Night Audit Report.
- Reservations Reservations can be entered up to 20 years in advance. Reservation information is automatically displayed on the Main screen when the guest checks in.
- Room Swap If a guest needs to change rooms, this is easily accomplished by selecting their room record and pressing the Swap Room button. All of the guest room information is transferred to the new room record automatically.

Main Screen

All screens and pop-up dialog boxes are accessed from the Main screen (shown in the next page). It displays reservation/check-in and room setup information gathered automatically by HMIS from other screens. Entries made on the Main screen itself are minimal and are concentrated in the Customer Detail Window and the Function Tab dialog boxes.



Main Screen Fields

Information displayed in the following fields is for the guest/room highlighted in the Browse Window. For guests who have not checked in and have a Pending reservation, only the Room #, Ext #, Room Type and Room Rate fields display information.

Field	Description
Room #	(Display only) Room number.
Ext #	(Display only) Telephone extension number.
Room Type	(Display only) Type of room (e.g., single, double, suite).
Title	(Optional) Primary guest's title. You can enter a title (max. seven-digits) or select one of the options from the drop-down menu. The options are: Mr., Ms., Mrs., Miss, Dr.
First/MI/Last	Primary guest's name. Entered during reservation or check in (walk-in guest). After registration, the names can be changed by clicking on the appropriate field, entering the name and clicking Save.
Handicap?	If the box is checked, it indicates the guest has a handicap that requires special accommodations (see "Handicapped Guest" on Page 102).
Wakeup?	If the box is checked, it indicates the guest wants a wake-up call. The field below displays the time set for the call. To cancel a wake-up call, simply click on this field to remove the check mark.
	See "Automatic Wake-up Calls" on Page 22 for complete instructions on using this field.
Reserve from	(Display only) Date guest checked in.
Reserve until	Date guest is expected to check out. This date can be changed to extend a guest's stay. See "Guest Extends Stay" on Page 69 for instructions.
Check-In/Out	(Display only) Date/time guest checked in. Also includes initials of clerk.

Grand Tour

Main Screen

Field	Description
Room Rates	Standard rates for the room (i.e., daily, weekend, holiday/ seasonal, and special). HMIS automatically calculates the number of nights at daily and weekend rates. See "Room Rates" on Page 99 for additional information.
Discount %	Applicable room discount. Displays 0.00 if no discount is applicable.
	Discounts entered in the Reservation/Check-in screens, display in this field after the guest checks in (see "Room Rate Discounts" on Page 98).
	You can also enter a discount by clicking on this field and entering a percent (up to two decimal places). If you enter a whole number, HMIS adds the decimal and zero fills the two spaces (e.g., 5 becomes 5.00).
Manual	Checking this field enables you to access the Nights field under Room Rate(s) in order to bill a guest's stay at holiday/ seasonal or special rates. See "Change Room Rate to Holiday/Seasonal or Special Rate" on Page 100 for instructions.
Conf #	(Display only) HMIS automatically adds this confirmation number during the reservation/check-in (walk-in) process. The number is 12-digits long and consists of the Julian calendar date, employee ID and time the reservation was made or the walk-in guest was checked in. For example, 778AGW130155 represents:
	778: Julian calendar date
	AGWEmployee ID who made reservation/check-in
	1301:1:01 p.m.
	55: 55 seconds.

Main Screen Buttons

The HMIS Main screen provides button access to the functions and menus required to run the hospitality facilities.

Button	Description
Check-In	Enables you to check in a guest.
	Displays the Check-in screen for checking in a walk-in guest. An Available Room Selection pop-up dialog box provides a list of rooms from which to choose.
	To check in a guest with a pending reservation, highlight the reservation in the Browse Window and click on this button.
	See "Check in Guest" on Page 41 for details.
Check-Out	Enables you to check out a guest.
	By highlighting a guest's name in the Browse Window and clicking on this button, front desk staff can check-out and view/print the guest's consolidated billing statement.
	Clicking on the Payment Received button on the Billing Statement screen clears the account and the database of guest information, sets the Maid Service to "Required" and the telephone service to "outgoing call restriction."
	See "Check Out Guest with Billing" on Page 48 for details.
Save	Saves changes or additions to guest's room record.
Browse/Detail	See "Browse/Customer Detail Windows" on Page 9 for a description of this button.
Reports	Displays the Report Menu screen.
	This screen enables authorized personnel to view/print up to seven reports: Hotel Guest List, Maid Activity Report, Reservation List, Uncleared Outgoing Phone Calls Made, All Active Balance Statements, Morning Check Out List, and Consolidated Detail Night Audit Report.
	See "Reports" on Page 75 for detailed information.

Main Screen

Button	Description
Setup	Displays the Setup Menu screen.
	This screen enables authorized personnel (HMIS access levels 11~20) to access a group of six setup screens which must be completed before HMIS can be used. The screens consist of: Master Room Setup and AutoGen screens for room record entries, Company for entry of company information (name, address, etc.), Employee Codes for entry of staff names/category/employee ID, Settings for telephone/ tax settings, and Statement for customizing the billing statement format.
	Personnel with assigned access levels of 0~10 are allowed access only to the Master Room Setup screen.
Cancel	Cancels pending room reservation highlighted in Browse Window.
Reserve	Displays the Reservation screen.
	This screen enables the front desk clerk to make guest reservations. An Available Room Selection pop-up dialog box provides a list of rooms from which to choose. See "Reservations" on Page 87 for details.
Exit	Closes the Main screen and exits the program.

Browse/Customer Detail Windows

Two windows are displayed on the Main screen – Browse and Customer Detail. A button at the bottom of the Main screen enables you to toggle between them.

The following is a brief description of the windows. Full details of each are explained in Chapter 2 – Features.

Button	Description
Browse	Replaces the Customer Detail section of the Main screen with a Browse Window.
	The window enables you to display a listing of: all rooms, occupied rooms only, rooms requiring check-out/renewal or cleanup, rooms with DND enabled/disabled or CFBNA/CFAC enabled and rooms with pending check in (see "Browse Window" on Page 33 for details).
Detail	Replaces the Browse Window section of the Main screen with a Customer Detail Window.
	The window enables you to enter the guest's address, auto make/model/license number, number of people in party (adults, children), guest's company affiliation/company telephone number and a comments section for any comments/notes.
	Entries made on the Reservation/Check-in screens automatically display on this screen after guest checks in.
	See "Customer Detail Window" on Page 55 for details.

Function Tab Dialog Boxes

Dialog boxes are provided in the bottom half of the Main screen (see figure below). The boxes enable you, on a per-room basis, to enter guest or room information during the guest's stay and view the data, whenever necessary.

Function	Discount % 0.00 Conf # 800PAG	.00 0 Manual C 5073657 Messages	107 107 108 108 109 109 Restrict/Acco	OK Chkin Yes Pending OK Chkin mmodate Ph	Manners Patton Welcofield one Calls Bill	12/17/97 12/20/97 No 12/17/97 12/20/97 12/17/97 12/20/97 No 12/17/97 12/20/97 No ed Services FOP
Tabs	Enable DND		hange Phone Service Foggle Maid Service	Phone Service Forwarding Maid Service Auto-Wakeup	Enabled Lo Disabled Required Polling Disabled	ical/LD
	Save	Detail	Reports	Setup	Cancel Re	eserve Exit

To use the boxes, you must highlight a room in the Browse Window and click on one of the tabs. The following is a list of tabs with a brief description. Full details of each are explained in Chapter 2 – Features.

Tab	Description
Control/Status	Manually controls and displays:
	 Telephone service (see "Change Phone Service" on Page 40 for details)
	 Call forwarding (see "Call Forwarding" on Page 35 for details)
	 DND (see "Do Not Disturb Call Blocking" on Page 62 for details)
	 Maid service (see "Maid Service Status" on Page 71 for details)
	Also displays the status (enabled/disabled) of the Auto- wakeup Polling feature (see "Automatic Wake-up Calls" on Page 22 for details).
	At check-out, HMIS automatically turns off the room telephone by activating the vacant room "outgoing call restriction" and sets the Maid Service to "Required."

Tab	Description
Messages	Enables entry of messages and logs wake-up call attempts for each room.
	Messages can be printed at any time and may remain in the database until the Clear Msgs/Wakeup Logs button is selected or the guest checks out. A log of wake-up calls is also displayed and can be cleared with the same button. See "Guest Messaging" on Page 66 for details.
Restrict/Accommodate	Displays amenities (cable, TV, etc.) and special accommodations (baby crib, etc.).
	The information in the two-left columns of the dialog box is taken from the Master Room Setup/AutoGen screens when the room is recorded into the database. The right column is available for additional accommodations.
	See "Special Restrictions/Accommodations" on Page 102 for details.
Phone Calls	Displays telephone calls/charges. At check-out, the telephone charges are included on the guest's consolidated bill and the telephone call data is automatically cleared from the screen.
	See "Change Phone Service" on Page 40 for details.
Billed Services	Enables entry of billed service charges for room service, movies, etc., to the guest's account and displays all entries during the guest's stay.
	At check-out, all charges are posted to the guest's bill. Upon payment, the charges are automatically cleared from the room record.
	See "Billed Services" on Page 30 for details.
FOP	Registers and displays Form of Payment (FOP) that is being used by the guest (cash, check or credit card) and any deposits/payments made (e.g., room deposit).
	At check-out, all deposits/payments are posted to the guest's bill and the screen is automatically cleared of any information.
	See "Deposit/Payment" on Page 56 for details.

Screen Navigation

The table below shows you how to use the screen and keyboard to navigate within the HMIS application.

Button/Key	Description
Main Screen	Returns to the Main screen from any screen in the program.
Enter or Tab	Moves the cursor to the next field on the screen.
Shift+Tab	Moves the cursor to the previous field on the screen.
$\uparrow\downarrow$	Scrolls the cursor through lists.
Home	Takes the cursor back to beginning of the field.
End	Takes the cursor to the end of the field.

Employee ID Code/Password

Employees are assigned a unique three-digit Employee ID code, password, and access level (entered at system setup by management) which is required for accessing and using the HMIS. Upon entering the system, you must enter the Employee ID code (User Name) and password. Once in the HMIS application, the screens you can access depend upon the access level assigned to you.

Features

This chapter contains instructions for using HMIS and its features. Features appear in alphabetical order and contain field descriptions for all screens and pop-up dialog boxes.

Important! Management must set up the databases and standard telephone settings (e.g., rates, taxes, etc.) before normal operations can begin.

Access HMIS

Important! These procedures for logging on and off are provided only in case you accidently close the Main screen. The Main screen must be displayed at all times. Under no circumstances should you ever deliberately close the program.

Logging On

1.	Click Start, Programs, then HMISWS icon.	HMIS Login Enter User Name: Enter Password:
2.	Type your User Name and press Enter .	
3.	Type your password and press Enter .	The Main screen displays. Important! If the HMIS was rebooted, the following screens display before the Main screen.

The Transa pop-up win	ction Monitor Program (TelMon) launch ndow displays.
HMIS Launch TI	ELMON phone transaction logging at this time?
Important!	TelMon must always be running on the server to capture telephone call data from the Strata DK SMDR port.
This display	ys: Strata Hospitalit
It is placed running mit	on the desktop taskbar to keep the program nimized in the background.
The HMIS pop-up win	CS TTY Communications Server launch adow displays.
HMISWS Launch HI	MISCS TTY Communications Server at this time?
Important!	The TTY Communications Server communicates directly with the Strata DK system and must always be running.

4. Click Yes.

5. Click Yes.

A Strata Hospitalit... is placed on the desktop taskbar. This keeps the communications server running minimized in the background.

The Main screen displays.

Logging Off

1. From the Main screen, click Exit.

Are you sure you w	ant to Exit?
Yes	<u>N</u> o

2. Click Yes.

Additional Text Comments

Three windows provide areas for additional comments: Details Window, Customer Detail Window, and Master Room Setup Window.

Details Window

Comments can be typed into the Details Window when:

- Making a reservation Comments entered in this screen when making a reservation automatically remain in this screen when the guest registers. See "Make Reservations" on Page 88 and "Details Window" on Page 61 for instructions.
- Check in Comments entered/displayed in this screen at registration become a part of the guest record and are automatically displayed in the Customer Detail Window (Main screen) after check in. See "Check in Guest" on Page 41 and "Details Window" on Page 61 for instructions.

Customer Detail Window

Comments can be typed into the Customer Detail Window anytime during the guest's stay. Any comments entered in this screen are automatically deleted when the guest checks out. To manually delete an entry, highlight it and press **Delete**.

- 1. Highlight the room in the Browse Window.
- 2. Click Detail.

Customer Detail -					
	Company			Company F	hone
XYZ Company, Inc.				714-555-3000	
	Home Add	dress		Home Ph	one
16666 Main Street				714-555-3700	
City		State	Zip	Country	
Woodland		CA	93421	USA	
Auto Make/Model	Auto	Tag #	Vin Stati	# Adults	# Children
				1	0
			Comments		
					 ▼

- 3. Type the text in the Comments section.
- 4. Click Save.

Text automatically wraps around as you enter it. The Comments section can be scrolled to view the entire entry.

Master Room Setup Window

Comments can be typed into the Master Room Setup window at anytime. Any comments entered in this screen must be manually deleted. To delete a comment, highlight the comment and press **Delete**.

1. Click Setup.

204 💌 204	204	Single 💌	Main	Se
Room Number Extension	Port#	Room Type	Building	
Sub-Extensio (Modem Line Checked Beletons Cable TV Movie Chennel Box No Smoking Restriction Unexplable Due to Repair Unexplable Due to Repair	n Port#) s	Rates 90.00 Deily 2 0 Floor #Double B	100.00 110.00 80.00 Weekend Holiday Special 2 1 eds # Single Beds Rooms	Pi
More Than One Bed Availa	Comm	ents/Lost and Found		
				J
New Record			0 Wated in Pote Co	nunt
NewRecord Delete Record			a WekeUp Retry Co	ount

- 2. From the drop-down menu, select the room number.
- 3. Type the text in the Comments/Lost and Found section.
- 4. Click Save.

The information about the room (room rates, amenities, etc.) displays on the screen.

Text automatically wraps around as you enter it. The Comments section can be scrolled to view the entire entry.

Assigned Rooms Screen

The Assigned Rooms screen (shown below) displays a list of all occupied and reserved rooms for a specified date range. This feature enables you to cancel reservations or check-in pending reservation guests.

Each listing consists of the following information: room number and status, reservation dates, guest's last name, confirmation number, and weekly room rate. Click on any column heading to sort the screen by subject (e.g., room number, room status, etc.).

Room #	Status	From	Until	Last, First	Conf #	Rate
202	Checked In	09/22/97	09/23/97	Johnson, Randy	778AGW104212	100.00
203	Checked In	09/22/97	09/23/97	Doolittle, Margie	778AGW104353	100.00
204	Checked In	09/22/97	09/23/97	Harris, Lee	778AGW105437	100.00
205	Checked In	09/22/97	09/23/97	Pham, Charles	778AGW105457	100.00
206	Checked In	09/22/97	09/23/97	Jones, Bill	778AGW105515	100.00
207	Checked In	09/22/97	09/23/97	Wright, Connie	778AGW105533	100.00
	Cancel			Check-In	Ok	ay

2567

The screen can be accessed:

- Automatically during the reservation process.
- From Check-in/Reservation screens by clicking on the Assigned Rooms button (upper left corner of the screen – shown at right).



Assigned Rooms Screen Fields (Display Only)

Field	Description					
Room #	Room numb	per.				
Status	Status of room (see "Room Status" on Page 100 for an explanation of room status designations).					
From	Reservation	start date.				
Until	Reservation	end date.				
Last/First	Primary guest's last, first names.					
Conf #	HMIS automatically adds this number during the reservation/ check-in (walk-in) process. The number is 12-digits long and consists of the Julian calendar date, employee ID and time the reservation was made or the walk-in guest was checked in. For example, 778AGW130155 represents:					
	778:	Julian calendar date				
	AGW	Employee ID who made reservation/check-in				
	1301:	1:01 p.m.				
	55:	55 seconds				
Rate	Room rate.					

Cancel Reservation

1.	From the Main screen, click Reserve.	The Reservation screen displays.
2.	Click Cancel in the calendar portion of the screen.	
3.	Click Assigned Rooms in the upper- left corner.	The calendar displays. You need to select a range of dates for the reservation(s) you want to view.

- 4. Select a start date on the calendar. Click Assigned Check-in Date.
- 5. Select an end date on the calendar. Click Assigned Check-out Date.
- 6. Highlight the reservation.
- 7. Click Cancel.

You can scroll the calendar (months/years) by clicking the scroll buttons (◀ ▶). If you check the wrong date, click Clear Settings to start over.

The Assigned Rooms screen displays with the listing of all occupied and reserved rooms for the range of dates you entered.

This screen can be sorted by any of the columns. Click on the column head you want to search (e.g., guest's last name).



9. Click OK.

8. Click Yes.

Check in Pending-Reservation Guest

1.	From the Main screen, click Check-In.	The Check-in screen displays.
2.	Click Assigned Rooms in the upper-left corner.	The calendar displays. You need to select a range of dates for the reservation you want to view.

Automatic Telephone Activation

3.	Select a start date on the calendar. Click Assigned Check-in Date.	You can scroll the calendar (months/years) by clicking the scroll buttons (◀ ►). If you check the wrong date, click Clear Settings to start over.
4.	Select an end date on the calendar. Click Assigned Check-out Date.	The Assigned Rooms screen displays with the listing of all occupied and reserved rooms for the range of dates you entered. This screen can be sorted by any of the columns. Click on the column head you want to search (last name, etc.).
5.	Highlight the Pending Reservation.	
6.	Click Check-In.	The Main screen displays with the checked-in guest highlighted in the Browse Window.

Automatic Telephone Activation

This feature turns on the room telephone at check-in. HMIS automatically removes outgoing call restriction and enables local and long distance calling through Least Cost Routing (LCR). It also automatically sets CFBNA to a designated extension/ location or the Stratagy Voice Processing System.

Upon a guest request, the front desk staff can also manually change these room telephone settings by using the Control/Status Tab screen (see "Change Phone Service" on Page 40 for more details).

Automatic Wake-up Calls

This feature provides for a single automatic guest wake-up call at a specified time. When the guest requests this service, the front desk enters the request into the Main screen. HMIS initiates the wake-up call by automatically calling the operator/attendant who can announce the wake-up call to the guest. Or, by integrating an external device, a digitally recorded message, tone, silence or music can be played (music/message source required).

If a wake-up call has not been completed within 15 minutes of the requested time (due to no answer or high wake-up call traffic), an Overdue Wake-up Call Warning is displayed, with an audible beep, on the Main screen of all terminals listing past-due and unsuccessful attempts.

Prior to Setting Wake-up Calls

Important!

For the Automatic Wake-up feature to work, the Call Forward–All Calls (CFAC)/DND Call Blocking features must be disabled and the Autowakeup Polling feature enabled.

- From the Main screen, click Control/ Status tab.
- 2. Check the Forwarding setting. If the setting reads Enabled, click Disable DND.

...or if Stratagy is installed, check the Forwarding Immediate setting. If the setting reads Enabled, click Enable CFBNA.



Features

Automatic Wake-up Calls

- 3. Check the Auto-Wakeup Polling setting. If the status reads Disabled, click Setup at the bottom of the Main screen.
- 4. From the right-hand corner of the Setup Utility screen, click Auto Wakeup Polling Disabled to deselect (uncheck) it.



Set an Automatic Wake-up Call



- 3. Click OK. Type the time in HH:MM format.
- 4. Check PM, if applicable.

Cancel an Automatic Wake-up Call

- 1. From the Main screen, highlight the room in the Browse Window.
- 2. Click Wakeup? (right top corner of the Main screen) to deselect (uncheck) it.

Wakeu	ib5 🗖	
6:00		
	2702	

Wakeup?

PM

6:00

Note

te The time does not have to be deleted to cancel the auto wake-up call.

Handle Unanswered/Overdue Wake-up Calls

HMIS rings the room a designated number of times (set in Setup Utility). If it is busy/ no answer, the system goes on to the next wake-up call.

If the system cannot reach the room within 15 minutes or the maximum number of retries (whichever comes first), the HMIS PC server/workstation screen at the front desk emits an audible beep and an Overdue Wake-up List button displays (shown below).

By clicking the Overdue Wake-up List button, a screen pop-up box displays with a list of unsuccessful wake-up call attempts. The button remains on the screen for 60 minutes as a reminder or until all wake-up call listings are cleared (checked) from the box.



 From the Main screen, click Overdue Wake-up List. The Overdue Wakeup Notifier displays (shown below) with a list of unsuccessful wake-up call attempts. The front desk must now attempt to make the wake-up call to the room.



- 2. After you have made the wake-up call, click (check) the box next to the room extension number.
- 3. When finished making wake-up calls, click OK.

This marks the wake-up call for deletion from the list.

If all wake-up calls were made and checked, the Overdue list and button disappear from the Main screen.

If all wake-up calls were not made, the Overdue Wakeup List button remains on the Main screen for 60 minutes as a reminder. If you click on the button a second time, the overdue list displays minus any calls which were made (and checked) the first time.

View Room Wake-up Call Log

- 1. From the Main screen, highlight the room in the Browse Window.
- 2. Click Messages Tab.

Control/S	Messages		Restrict/Accomm			
Wake	Up Log			Date	Time	
9/15/97	13:28	Try#	1			
9/15/97	13:28	Try#	2			
9/15/97	13:29	Try#	3			
Clear Ms	gs/Wakup	Logs		Add	New Messa	

Clear Room Wake-up Log

- **Note** Room Wake-up Logs are automatically cleared by HMIS when a guest checks out.
- 1. From the Main screen, highlight the room in the Browse Window. 2. Click Messages Tab. Messages Control/Status Restrict/Accommo Wake Up Log Date Time 9/15/97 13:28 Try# 1 9/15/97 13:28 Try# 2 9/15/97 13:29 Try# 3 New Messa Clear Msgs/Wakup Logs 📐 Add 3. Click Clear Msgs/ **Important!** This also clears all messages from the Wakeup Logs. room record.

Available Room Selection Screen

The Available Room Selection screen (shown on the next page) automatically displays during the check-in (walk-in guest) or reservation processes and cannot be accessed directly. The screen displays the current room selection information and is used to reserve a room or check in a walk-in guest.

The screen can be sorted by any column heading (click on the heading). See "Check in Walk-in Guest" on Page 42 and "Make Reservations" on Page 88 for instructions on accessing and using this screen.

Availab	le Ro	DOM	Sele	ction –										
Room #	Ste	NS	NA	Clean	Туре	# Dble	#Sng	Room	Floor	Daily	Weekend	Holiday	Special	Building
200 ×	Y	N	Ν	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
201 ×	Y	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
202	Y	N.	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
204	Y	N.	N	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
205	Y -	N.	N	N	WaterVier	2	1	2	1	150.00	160.00	170.00	100.00	Main
206	Y -	N.	N	N	WaterVier	2	1	2	1	150.00	160.00	170.00	100.00	Main
207	Y -	N.	N	N	WaterVier	2	1	2	1	150.00	160.00	170.00	100.00	Main
208	Y –	N	N	N	Poolside	1	2	1	2	120.00	130.00	150.00	90.00	Main
* Denotes room is currently occupied Assign Cancel														

Rooms that are currently occupied are noted with an * and a note appears in the lower left-hand corner of the screen.

Available Room Selection Screen Fields (Display Only)

Field	Description
Room #	Room number. An asterisk (*) in this column denotes the room is currently occupied.
Ste (Suite)	Is the room a suite? Y/N
NS	Is there a no-smoking restriction? Y/N
NA	Is the room unavailable due to repairs? Y/N
Clean	Has the room been cleaned? Y/N
Туре	Room type (i.e., poolside, double, single).
#Dble/#Sng	Number of double or single beds in the room(s).
Room	Number of rooms.
Floor	Floor number.

Field	Description
Rates (Daily, Weekend, Holiday, Special)	Daily, weekend, holiday (seasonal), and special room rates.
Building	Location of room in the complex (i.e., main, building #2).

Billed Services

Billed service charges for room service, movies, etc., are entered to the guest account using the Billed Services Tab (shown below) on the Main screen.

Control/Status	Mess	ages	Restrict/A	ccommodate	Phone C	Calls	Billed Serv	vices	FOP	
Service Category		Charge	es Service D	ate Time	Descrip	tion	Okay	De	elete	
Room Services	-	20	9/6/97	15:54:30	Dinner					
		Room S	Services	30.00 9/5/	97 15:53	Dinne	er			
Delete Catero		Movie	Rental	4.00 9/5/	97 15:53					
	''y	Room S	Services	15.00 9/6/	97 15:54	Break	fast			
										2553

The Service Category field enables you to store new categories in a drop-down menu for future use. The field can also be used to delete an outdated category.

All charges entered on this screen are posted to the guest's bill. Upon payment and check out, the charges are cleared from the room.

Billed Services Tab Fields

Field	Description
Service Category	Describes the type of service rendered (e.g., room service, movie rental). Up to 15 alphanumeric characters.
Charges	Charges for service rendered. HMIS converts any numbers to whole dollars if you do not enter a decimal/cents (e.g., 35 becomes 35.00).
Service Date/Time	HMIS automatically enters the current date and time. You can write over the entries, if you wish.
Description	Description of service rendered (up to 15 digits).

Add a Service Category

1.	From the Main screen, click Billed Services.	The Billed Services Tab screen displays Chapter 2 – Features.
2.	Enter the new service category.	
3.	Press Enter.	Add new service category?
4.	Click Yes.	HMIS adds the category to the drop-down menu for future use.
		To add another category, repeat Steps 2~4.

Delete a Service Category

1.	From the Main screen, click Billed Services.	The Billed Services Tab screen displays see Page 30.
2.	Select a service category from the drop-down menu.	
3.	Click Delete Category.	Cancel new entry and delete this service category?

4. Click Yes.	The service category is deleted, but no charges previously entered against the category are deleted from any of the rooms.
	To delete previous charges, you must use the Delete a Service Charge on Page 33 procedure on Page 33.

Add a Service Charge

1.	From the Main screen, highlight the room in the Browse Window.	
2.	Click Billed Services.	The Billed Services Tab screen displays see Page 30.
3.	Enter the Service Category.	If the category already exists, you can select the category from the drop-down menu.
		If the service category is new, you are asked if you want to save the category and add it to the drop-down menu for future use. Click Yes/No.
4.	Enter the charges.	If you do not enter decimal/cents, HMIS converts the amount to whole dollars.
5.	Enter the description of the charges (up to 15 digits).	
6.	Click OK.	The information is displayed in the window. Upon check out, each entry is printed on the guest's consolidated bill under "Billed Services" and cleared from the room record.

Delete a Service Charge

1.	From the Main screen, highlight the room in the Browse Window.	
2.	Click Billed Services.	The Billed Services Tab screen displays see Page 30.
3.	Highlight the charge and click Delete.	Important! You are not asked to confirm the deletion, so be careful what you delete.

Browse Window

The Browse/Detail buttons at the bottom of the Main screen provide a toggle feature between the Browse and Customer Detail Windows. The Browse Window (shown below) enables you to search the HMIS database quickly and easily. The front desk clerk can browse room availability or status (i.e., list of all rooms, occupied rooms). When the Occupied Rooms Only option is selected, the window displays the entire hotel guest list. The Browse function is very useful during the check-in or check-out processes for locating guest reservations/room listings.



Sort the Browse Window

Click on column heading (e.g., Last Name) to sort by column subjects

... or click one of these six sort options (located at top of window):

- All Rooms A complete list of rooms. Designates occupied rooms and rooms with pending and expired reservations.
- Occupied Rooms Only A list of rooms with checked-in guests.
- **Rooms Requiring Check-out/Renewal** Rooms that have been reserved to the current day and the guests are going to stay over or be checked out.
- **Rooms Requiring Cleanup** Rooms that require maid service.
- Rooms with DND Enabled (Stratagy not installed) A room that is in DND mode is in a state of call blocking. Calls to that room are forwarded to the front desk. The front desk can call the room, if it is an emergency; otherwise, the front desk takes a message.
- Rooms with CFAC Enabled (with Stratagy installed) A room in a state of CFAC. Calls automatically go to voice mail. In case of an emergency, the front desk can highlight the room and click Enable CFBNA and call or transfer a call to the room.
- Rooms with Pending Check-in Guest is scheduled to check in on current date.

Swap Button

This button activates the swap/change room feature. HMIS automatically switches the guest information to the new room record. See "Room Change (Swap)" on Page 97 for details.

Number of Rooms Available

HMIS automatically calculates the number of rooms available at the current date/time. This figure is instantly updated when a guest checks out or reservations are entered into the database.

Browse Window Fields (Display Only)

All of the fields are automatically filled in by HMIS from the information entered in other screens (reservation/check-in screen, etc.).

Field	Description	
Rm #	Room number.	
Ext #	Extension number.	
Rsrv?	Yes: A reservation is pending.	
	OK: A reservation was made and the guest has checked in or the guest is a walk-in guest.	
	Late:Guest did not check in.	
Status	The status of the room (see "Room Status" on Page 100 for explanations of room status).	
Last Name	Primary guest's last name.	
Res From	Check-in date set at time of reservation or date walk-in guest checked in.	
Res Until	Check-out date set at time of reservation or check in.	
HC	Is the guest handicapped? No or Yes. Defaults to No.	
Port	Port number for telephone hook-up.	

Call Forwarding

If the Stratagy Voice Processing System is installed, guest room telephones are automatically set to CFBNA calls to Stratagy. The guest can request that calls be blocked and all calls forwarded to voice mail. CFAC can be enabled/disabled on an individual room basis from the front desk terminal using the Control/Status Tab screen (shown below).

Forwarding Immediate Disabled									
,							-		
Control/Status	Messa	iges	Restrict/Accom	nodate	Pho	ne Calls	Billed Services	FOP	
Enable CFAC		Ch	ange Phone Service	Phone S	ervice	En	abled Local/LD		
				l Forwardi	ng Imme	ediate Dis	sabled		
Enable CFBNA		Toggle Maid Service		Maid Sei	vice	Re	quired		
				I Auto-Wa	keup Po	olling <mark>Dis</mark>	abled		
									05.55

The call forwarding status for the room is:

- Enabled CFAC is enabled and all calls forward to Stratagy.
- Disabled CFAC is disabled and only CFBNA calls forward to Stratagy.

Guests can still contact other guests in CFAC mode by placing the call through the system attendant or front desk staff. In case of an emergency, the front desk can highlight the room in the Browse Window, click Enable CFBNA and call or transfer a call to a room. Calls can also be transferred using standard Strata DK override capabilities.

Using the Browse Window, an on-screen display of all rooms/stations that are in CFAC mode is available. If the Stratagy Voice Processing System is not installed, you can use the DND Call Blocking feature to block incoming calls (see "Do Not Disturb Call Blocking" on Page 62).

Enable CFAC/CFBNA

1.	From the Browse Window, highlight the room listing.	
2.	Click Control/Status Tab.	The Control/Status Tab screen displays see Page 35.
3.	Click Enable CFAC	
	or Enable CFBNA.	
4.	Click Save.	If you selected Enable CFAC, the Forwarding Immediate status reads Enabled. All calls forward to the Stratagy message box assigned to the room. The room can be called only by the front desk telephone (designated in the VM/DND Forward Port # on the Settings screen), or by the front desk clerk clicking Enable CFBNA.
		If you selected Enable CFBNA, the Forwarding Immediate status reads Disabled. All calls are directed to the room telephone. If the telephone is busy or no answer is received, the call forwards to the Stratagy message box assigned to the room.

Change Guest Information

You can edit information for guests that have checked in or have a pending reservation. Information includes misspelled name, phone numbers, credit card numbers, etc.

Change Guest Information for Checked-in Guest

- 1. From the Browse Window, highlight the room listing.
- 2. From the Main screen, function tab screen, or Customer Detail Window, double-click on the field you want to change. Enter the information.
- 3. Click Save.

You can change information on the Main screen (name, title, room rates, discount, Reserve Until date, etc.), any of the function tab screens (FOP, Restrict/ Accommodate, etc.), or the Customer Detail Window. See the individual screens for detailed information on screen fields.

Change Guest Information on Pending Reservation

- 1. From the Assigned Rooms screen, highlight the pending reservation.
- 2. From the General Window, double-click on the field you want to change. Enter the information.
- 3. Click Save.
- 4. Click Details Window tab.
- 5. Double-click on the field you want to change. Enter the information.
- 6. Click Save.
- 7. From the Assigned Rooms screen, click OK.

	Reserve	Janic	e	Riderman	110497155810	11#
	J		efix	Credit Card #	Exp Date	Room #
			555555555555	5	11/98	112
		Reser	v From U	intil Date	Time Clerk	
		11/04	1/97 11/1	9/97 11/4/97	15:58 sup	
Main	Screen	Daily	WkEnd	Rate Discount %		
man	i ociceli	120.0	130.0	0.00		Sav
Assigned	Rooms	-				
Room #	Status	From	Until	Last, First	Conf #	Rate
100	Checked In	11/04/97	11/08/97	Buchanin, Ronald	778AGW095641	100.
101	Reserved	11/11/97	11/14/97	Fields, Sammy	778AGW125703	100.
104	Reserved	11/06/97	11/12/97	Feldman Danny	778AGW125634 778AGW160934	100.
105	Reserved	11/05/97	11/10/97	Marston Dorothy	778AGW152254	100
108	Reserved	11/06/97	11/08/97	Manley, Trevor	778AGW153202	100
110	Checked In	11/04/97	11/06/97	Ridgeway, Jonathan	778AGW155022	100
111	Checked In	11/04/97	11/07/97	Brown, Randolph	778AGW155719	100
112	Pending	11/04/97	11/19/97	Riderman, Janice	778AGW155810	100
	Cancel			Check-In	Ok	ay
L C Home 4-555-300	Cancel Details Phone 00 nt Code	 714- 3roup or E	Business P 555-3700 3lock %	hone Num Cr	iildren Num Adul 2 Secured	ay Its Amou s 0.00
L C Home 4-555-300	Cancel Details Phone 00 nt Code	 714-1 Group or E	Business P 555-3700 3lock % Comment	hone Num Cr	ildren Num Adul 2 Secured Tre-Paid Vouchers 1P Status	ay Its Amou s 0.00

Change Phone Service

Using the Control/Status Tab screen (shown below), the front desk clerk can manually set the telephone service for each room. Telephone settings include turning the telephone service off and enabling in-house calls only, or turning the telephone service on and enabling either local and long distance (no restrictions apply) or local and toll free use only.

Pho	ne Service	Enabled Local/LD
Control/Status Messages Restrict/Ad	commodate Phor	ne Calls Billed Services FOP
Enable DND Change Phone Ser	vice Phone Service	Enabled Local/LD
	Forwarding	Disabled
Disable DND Toggle Maid Serv	ice Maid Service	Required
	Auto-Wakeup Po	olling Enabled

The telephone service status for a room is:

- Enabled Local/LD (long distance) unlimited calling and 911 calls
- Enable Local local, toll-free, and 911 calls
- Disabled in-house and 911 calls

Manually Change Phone Service Status

1.	From the Browse Window, highlight the room listing.	
2.	Click Control/Status Tab.	The Control/Status Tab screen displays (shown above).

 Click Change Phone Service. 	A pop-up box displays:
4. Click Yes to enable long distance and local usage	No further messages appear and the Phone Service status on the screen reads Enable Local/LD.
or No to disable long distance usage.	A pop-up box displays:
5. Click Yes to enable local and toll-free usage	The Phone Service status on the screen reads Enable Local.
or No to enable in-house calls only.	The Phone Service status on the screen reads Disabled.

Check in Guest

Guests, with or without reservations, are checked in using the Check-in screen (shown below). During the check-in process, the following items are automatically performed by HMIS:

- The room telephone is turned on.
- + LCD name is reset to the primary guest's name.

Features Check in Guest

• If the Stratagy Voice Processing System is installed, guest room telephones are set to CFBNA to Stratagy.

	General Details		
Walk-In Reserve	First MI	Last Conf#	
Assigned Rooms	CC Prefix Credit Card	# Exp Date Room #	General/Detail Windows
Main Screen	Daily Wk End Rate Disc	ount%	
Reservation	Dates tember ▸ ◆ 1997 ▸	Clear Settings	
Su Mo	Tu We Th Fr Sa	Assigned Check-In Date	
7 8 14 15	9 10 11 12 13 16 17 18 19 20	Assigned Check-Out Date	
21 22 28 29	23 24 25 26 27 30	Cancel	
			2226

Check in Walk-in Guest

Note If a Pending Reservation is highlighted when you click Check-In in this procedure, HMIS displays a pop-up box asking you to confirm the check in of the guest with the reservation. Click No and highlight an empty or occupied room.

1.	From the Main screen, click Check-In.	The Check-in screen displays see Page 41.
2.	Click Walk-In.	The Reservation Date calendar displays with the current date highlighted.

- 3. Click expected check-out date on the calendar.
- 4. Click Assigned Check-Out Date.

You can scroll the calendar (months/years) by clicking the scroll buttons (\checkmark \blacktriangleright).

Note If you check the wrong date, click Clear Settings to start over.

The Available Room Selection screen displays. All available rooms are listed by room number. An asterisk appears next to any room that is currently occupied. (See "Available Room Selection Screen" on Page 28 for field descriptions.)

Available Room Selection														
Room #	Ste	NS	NA	Clean	Туре	# Dble	#Sng	Room	Floor	Daily	Weekend	Holiday	Special	Building
200 ×			N		Suite					100.00	110.00	120.00	90.00	Main
201 ×	Y	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
202	Y -	N	N	Y	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
204	Y -	N	N	N	Suite	2	0	2	1	100.00	110.00	120.00	90.00	Main
205	Y -	N	N	N	WaterVier	2	1	2	1	150.00	160.00	170.00	100.00	Main
206	Y -	N	N	N	WaterVier	2	1	2	1	150.00	160.00	170.00	100.00	Main
207	Y -	N	N	N	WaterVier	2	1	2	1	150.00	160.00	170.00	100.00	Main
208	Y	N	N	N	Poolside	1	2	1	2	120.00	130.00	150.00	90.00	Main
* De is oc	enote curre cupi	es ra ently ed	om			Assign					Cancel			
														254

Note Clicking Cancel on this screen stops the check-in process.

5. Highlight the desired room.

Features

Check in Guest

6. In the General Window at the top of the Check-in screen, type the guest's name and credit card information.

General						
First	ML	Last		Co	nf#	
Joseph		Wright		778AGW1253	11	
CC Prefix	Credi	t Card #		Exp Date	Room #	
					131	
Reserv From	Until	Date	Time	Clerk		
09/17/97	09/20/97	9/17/97	12:53:1	1 sup		
Daily \	Vk End Rate	Discount %				
100.00	105.00					
						2605



- (Optional) If the basic room rate does not apply, double-click on the Daily and/or Wk. End Rate fields and enter the applicable rate.
- (Optional) If a room discount applies, enter a discount (X.XX format) in the Discount % field.

For example, if the discount is 5-1/2%, enter 5.50. If you enter a whole number, HMIS adds the decimal and zero fills the two spaces (e.g., 5 becomes 5.00).

9. Click the Details Tab. Enter the applicable information.

10. In the Available Room Selection screen, click Assign

... or click Cancel.

11. (Optional) Click Detail at the bottom of the Main screen. Enter or change any information. Click Save.

Details					
Home Phone 714-555-3000	Business 714-555-3700	Phone N	um Children	Num Adults 2	
Travel Agent Code	Group or Block 5	% Commission	Secured Pre-Pair VIP State	d Vouchers us	Amount
	Comme	ent			
					Save

(See "Details Window" on Page 61 for field descriptions.)

The guest is checked in and the Main screen displays.

The check-in process is cancelled and no room assignment is made.

Customer Detail -				
	Company		Company Pl	hone
XYZ Company, Inc.	714-555-3000			
	Home Address		Home Pho	ine
16666 Main Street			714-555-3700	
City	State	Zip	Country	
Woodland	CA	93421	USA	
Auto Make/Model	Auto Tag #	□ Vip Statu Comments	s 1	# Children 0
				4
				2550

(See "Customer Detail Window" on Page 55 for field descriptions.)

Features

Check in Guest

- 12. Go to "Optional Check-in Requirements" on Page 47.
- **Note** The automatic check-in capability turns the room telephone on at check-in.

Check in Pending Reservation Guest

1. From the Browse Window, click Room with Pending Check-In option. Highlight the guest's name/room listing.

2. Click Check-In (upper-left corner of Main screen).

3. Click Yes.

The Pending reservation disappears from the Browse

Browse Window Rooms Requiring Cleanup C All Rooms \mathbf{C} Swap Available C. Rooms with CFAC Enabled Occupied Rooms Only Room \mathbf{c} Check-Out/Renewal Rooms Only Rooms With Pending Check-In Rm # Ext # Rsrv? Status Last Name Res From Res Until HC Port 09/19/97 09/20/9 09/19/97 09/20/9 Yes Pending Johnso 000 🔺 Pending Lloyd 201 Yes 09/21/97 09/22/97 Pending Miller Pending Smith 205 Yes Pending Leslie 9/17/97 09/19/97 Restrict/Accommodate | Phone Calls | Billed Services | FOP Phone Service Enabled Local/LD nge Phone Service Forwarding Immediate Disabled Maid Service Completed gle Maid Service Auto-Wakeup Polling Disabled Reports Setup Reserve Exit 727

You can sort this Window by clicking on any column heading (e.g., guest's last name).

Are you sure you want to check-in this 'Pending' reservation?

No

Yes

Window.

- 4. From the Browse Window, click All Rooms option.
- 5. Highlight the room listing for the guest you checked in.
- (Optional) Click Detail (lower portion of Main screen). Enter or change any information. Click Save.

The room records display.

Guest and room information (name, confirmation number, room number, reservation dates, rate, credit card number and expiration date) entered when the reservation was made automatically appear on the Main screen.

-Customer Detail					
	Company		Company Pl	hone	
XYZ Company, Inc.	714-555-3000				
	Home Phone				
16666 Main Street			714-555-3700		
City	State	Zip	Country		
Woodland	CA	93421	USA		
Auto Make/Model	Auto Tag #	Vip Statu	s 1	# Children	
		Comments			
				*	
				2550	

(See "Customer Detail Window" on Page 55 for field descriptions.)

- 7. Go to "Optional Check-in Requirements" on Page 47.
- **Note** The automatic check-in capability turns the room telephone on at check-in.

Optional Check-in Requirements

Does the guest require any special accommodations? If yes,

- 1. Click Restrict/Accommodate Tab.
- 2. Check any requirements (e.g., baby crib, wheel chair).

3. Click Save.

Is the guest handicapped, therefore having special requirements? If yes,

> Check the Handicap box at the top of the Main screen. Click Save.

If this is a cash paying guest, does he/she need to make telephone calls that will require charges? If yes,

The guest needs to make a deposit. See "Deposit/Payment" on Page 56 for instructions on recording the deposit in the room record.

Does the guest require a wake-up call? If yes,

Follow the instructions in "Automatic Wake-up Calls" on Page 22 to set an automatic wake-up call.

Should the room be billed at Holiday, Seasonal or Special Rates? If yes,

Follow the instructions in "Change Room Rate to Holiday/Seasonal or Special Rate" on Page 100 to change the rates.

Check Out Guest with Billing

During the check-out process, the following items are automatically performed by HMIS:

- + All messages and wake-up logs are cleared.
- Maid Service is set to Required.
- Phone Service is set to outgoing call restriction.
- + LCD name is reset to Room Number only.
- Voice mailbox is reset (if Stratagy is installed).

In addition, a Morning Check Out List Report can be printed at any time (see "Reports" on Page 75). The report lists all rooms expected to check out on the current date. The listing includes room number, extension, guest name, check-in/out dates and number of adults/children in the party.

Check Out Guest

- 1. From the Browse Window, highlight the guest's name/room.
- (Optional) If the guest's stay should be calculated using holiday/seasonal or special rates, click Manual. Enter the correct number of nights for the appropriate rate(s). Click Save.
- 3. (Optional) If a room discount applies, type a discount (X.XX format) in the Discount % field. Click Save.

HMIS calculates the guest's stay at daily and weekend rates. If the guest's stay includes a holiday or should be billed at seasonal or special rates, you must change the number of nights listed in the Nights field.

- Room Reto(c)			
-room rate(s)	Rate	Nights	L
Daily	110.00	2	L
Weekend	120.00	1	L
Holiday/Season	130.00	0	
Special	90.00		
Discount % 0.	00 Man	ual 🔽	
Conf# 77	8AGW08201	.5 h	26.22

For example, if the discount is 5-1/2%, enter 5.50 in the Discount % field. If you enter a whole number, HMIS adds the decimal and zero fills the two spaces (e.g., 5 becomes 5.00).

4. Click Check-Out.

A billing statement appears on the screen (sample shown below).

	PHONE: WEDNE	TSD SUI 9740 IRVIN IRVINE, CA (714) 555-3700 : SDAY, OCTOBER 01	TES E BLVD. 92713 FAX: (714) 553 , 1997 4:21:58	i-6798 ⊧ pm		-
CUSTOMER I JOHN MCHI	ROOM NO: 103 EXT NRY	ension no: 103				
CONFIRMAT: BASE RATE DAILY TOTAL BASE DATE(S):	CON NO: 778GHT1621 DESCRIPTION PER 1 ROOM CHARGE:	29 NIGHT # NIGHT 20.00 1	3 120 10/01/97 -	.00 10/02/97		<u>-</u>
Devmont B	acaived	Prin	Bill		Cancol	1
Note	If the gues (see Step 2) made a po	st's stay wa 2 on Page	as manua 49) and a	ally calc a mistak	ulated te was	
	over the b Cancel to correct it.	op-up box illing state go back to	ment. Clothe Mai	lick OK n screei	displays , then 1 and	
HMISWS WARNING	Annual setting of n	DP-UP DOX illing state go back to	ree with calcule	ted nights for	displays , then n and checkouttoda	X.