User Manual

Rooms Management

Fidelio Suite8

MICROS Fidelio Suite8 Version 8.9
Fidelio Suite8
Documentation

Document Change History

Version	Date	Change
Version 8.5.0.0	July 2005	First Issue Small Business Edition
Version 8.7	May 2008	Updated for Version 8.7
Version 8.7.3.1	June 2008	Updated for Version 8.7.3.1
Version 8.8	May 2009	Updates for Version 8.8
Version 8.8	Sept 2010	Updates for Oracle 11gR1
Version 8.9	Oct 2011	Updated for Version 8.9
Version 8.9	Nov 2012	New cover page

Table of Contents

1

Introduction

Logging In

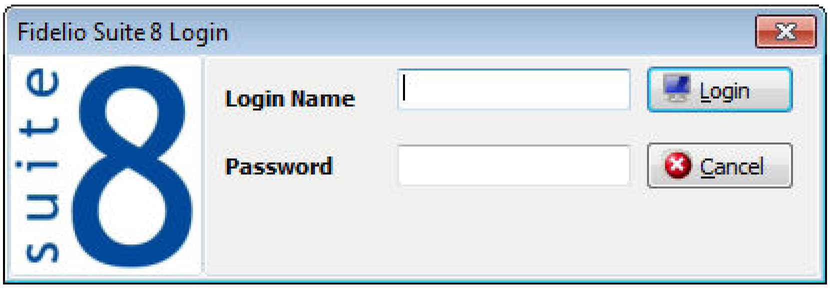
To use Suite8 you must first log into the system. You must have a valid user identification and password.

Logging into Suite8

1. From the desktop, click the Fidelio Suite8 icon.

   The Suite8 Splash screen is displayed for several seconds with the Payment Application Data Security Standard (PA-DSS) disclaimer

   The Fidelio V8 Login screen is then displayed.



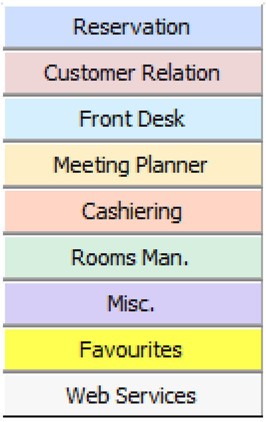
2. Type your user identification (case sensitive) in the Login name box.
3. **Tab** to the Password box.
4. Type your secret password (case sensitive) in the Password box.
5. Click LOGIN, the Suite8 main menu screen appears.

   You are now logged into the system.

Note: If one of the following tables: WMLG, WLOG, ZPOS, WDAT, SHIS, SRPD, WRPD has no indices or a missing index, an alert is displayed when starting Suite8 with a message to contact support. It could happen that a table has no indices in the event that a table was renamed for support purpose. Renaming a table carries the indices to the renamed table. If an index is missing of one of the above mentioned tables, the alert is displayed when starting Suite8.

Rooms Management Shortcut Bar

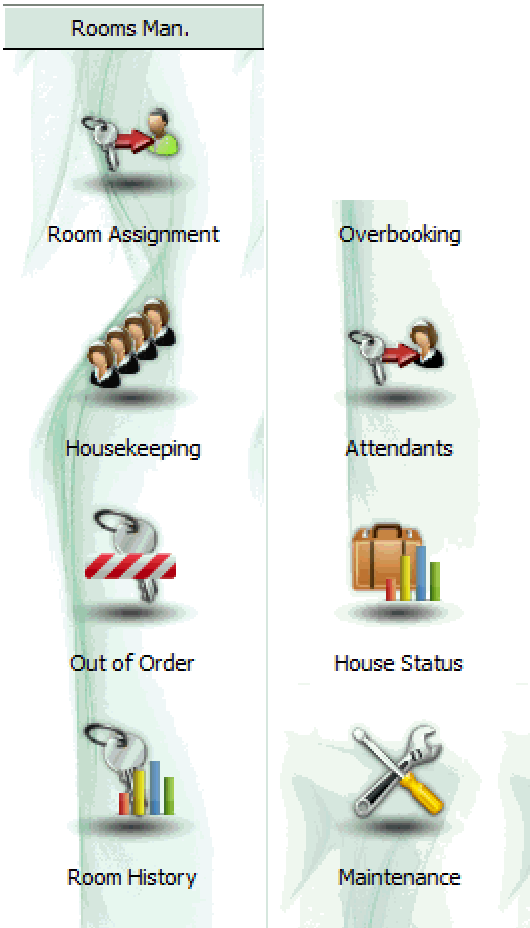
The Suite8 main menu screen has nine coloured tabs located on the left of the screen. Each coloured tab represents one of the main user modules.



To open the Rooms Management shortcut bar

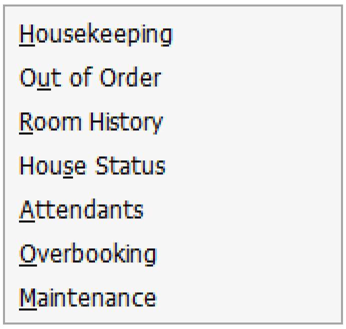
1. Click ROOMS MAN. from the coloured shortcut bar.

   The Rooms Management shortcut bar opens.



2. Alternatively you can click ROOMS MANAGEMENT on the menu bar.

   The Rooms Management menu screen appears.



Navigation Keys

Accelerator keys

Accelerator keys are used for fast access to a box on a screen or dialog box. When a letter is underlined you can press the **Alt + letter** keys and the cursor moves into the appropriate box. For example, on the Profile Search screen the letter "A" is underlined in the Name box. By pressing the **Alt + A** keys, the cursor moves into the Name box.

To use the accelerator keys:

From the screen or dialog box, press **Alt + letter** to move the cursor into the appropriate box.

Shortcut keys

Suite8 has shortcut keys that allow you to perform actions directly from the keyboard without having to use the mouse. Using these keys saves you time.

Suite8 Shortcut keys

Shortcut Key	Description
F1	Displays the help.
Alt + F4	Closes the active window.
F10	Closes all active windows.
F12	Moves the cursor from a data box to the first record on the grid.
Alt + Down arrow	Displays a combo box.
Tab	Moves forward through the boxes/options. Moves to the next box and confirms the entry.
Shift + Tab	Moves backward through the boxes/options.
Ctrl + Tab	Moves forward through tabs.
Ctrl + Shift + Tab	Moves backward through tabs.
Escape	Cancels the current action. Removes a Combo box before a selection has been made.
Home	Moves the cursor to the beginning of a box.
End	Moves the cursor to the end of a box.

The Quick Keys

Suite8 allows you to select the Quick Keys main menu from any screen. The quick keys are shortcuts to screens, searches, and desktop tools. Using these keys allows rapid access to information without having to leave the section that you are currently working on. For example, a customer is making a new reservation while at the same time asking questions about restaurants in the area. You can use the Telephone Book quick key for restaurant information instead of aborting the new reservation screen, looking up the restaurant information, closing the Telephone Book, and reopening the new reservation screen.

To access the Quick Keys main menu

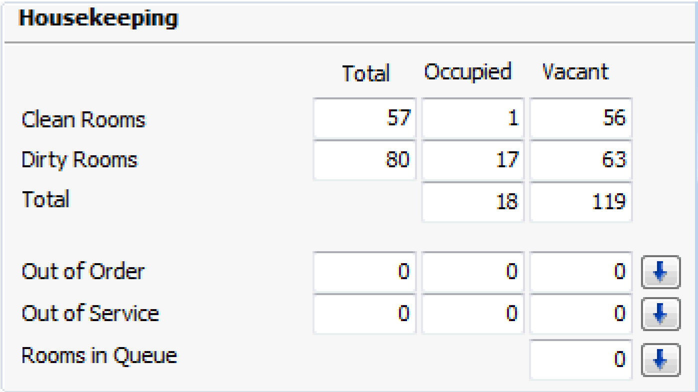
- Click the QUICK KEYS menu option.

  The Quick Keys menu is displayed.

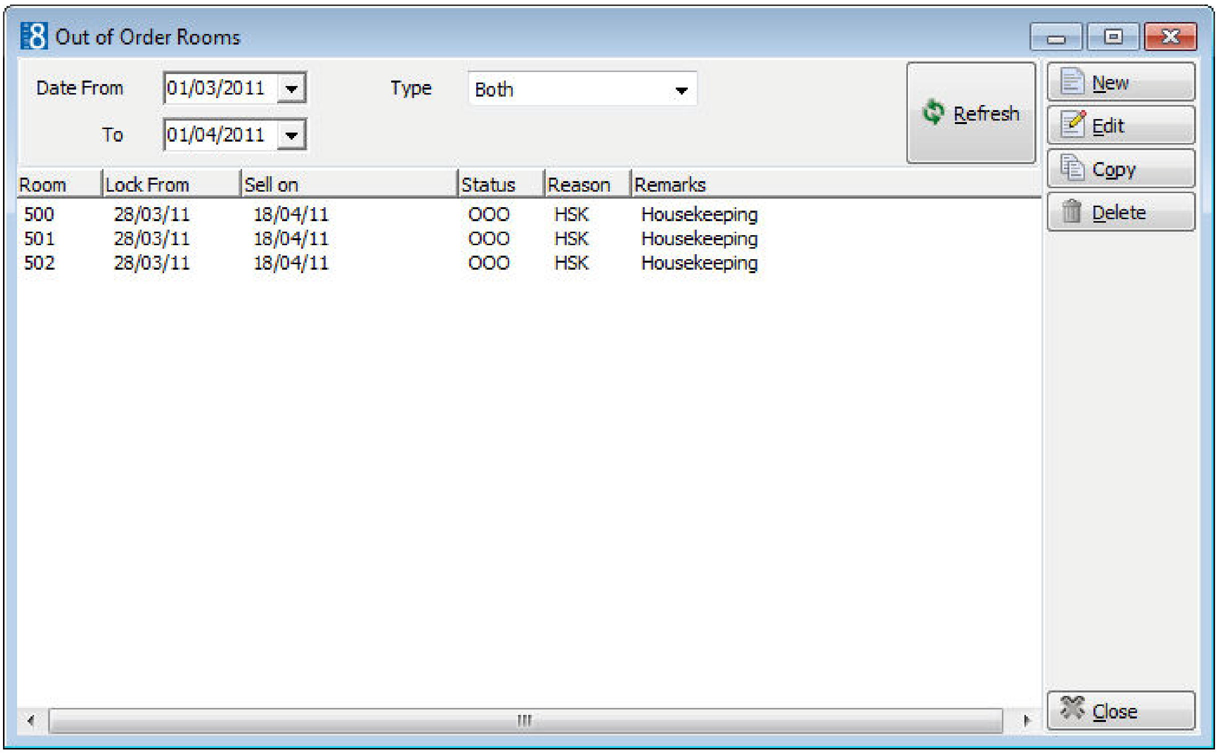
Arrivals	Ctrl+A
Availability	Ctrl+D
Billing	Ctrl+B
Calendar	F4
Conference Diary	F3
Conference Floor Plan	Shift+Alt+F3
Currency Calculator	Shift+Alt+R
Event Vacancies	Ctrl+Shift+F3
Event Waitlist Priority	Ctrl+W
Floor Plan	Ctrl+F
Goals	Ctrl+Shift+G
Group Reservation	Ctrl+G
Hotel Segment Statistics	Ctrl+Shift+S
House Status	Ctrl+H
Inhouse Guests	Ctrl+I
Interface Functions	Shift+F8
Logbook	Shift+Alt+L
Maximum Availability	Ctrl+Shift+M
Messages	Ctrl+M
New Reservation	Ctrl+N
Postings	Ctrl+E
Profiles	Ctrl+P
Quick Reservation	Ctrl+Q
Rate Query	Ctrl+R
Reports	Ctrl+Shift+R
Room Rack	Ctrl+L
Room Search	Ctrl+S
Room Type Availability	Ctrl+Shift+D
Space Occupancy	Ctrl+F3
Table Reservation	Ctrl+Shift+A
Telephone Book	Ctrl+T
Update Reservation	Ctrl+U

Using the blue drill down arrow

Many boxes have a blue drill down arrow  next them indicating that there is additional information that can be displayed.



For example, on the House Status screen clicking the blue drill down arrow on the Out of Order line displays the Out of Order Rooms screen.

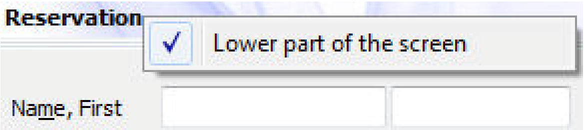


HTML View

Suite8 offers the possibility to view information in HTML format. HTML is the abbreviation for "Hypertext Markup Language." This is the system of marking a document so it can be published on the World Wide Web and viewed with a browser. The main areas where information can be viewed in HTML format are as follows:

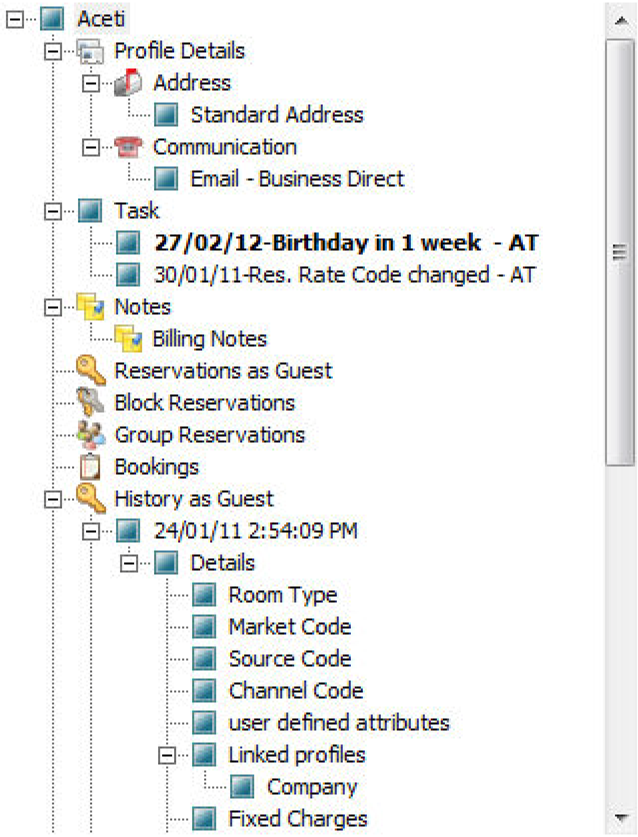
- Reservation Navigator
- Blocks
- Profiles
- Cashiering
- Tasks and Activities
- Events
- Conference Reservation

The HTML display on the reservation navigator can be hidden so that the reservation grid is expanded. Double-click in the blue reservation header bar or right-click and select/deselect LOWER PART OF THE SCREEN from the short-cut menu to view or hide the HTML display. This setting is stored per user and remains until the next time it is changed.



Expand the HTML tree

- Click the expand icon  to show all available folders.



Collapse the HTML tree

- Click the collapse icon  to collapse all folders to the uppermost level.

Refresh the HTML View

- Click the refresh icon 

View information in HTML format

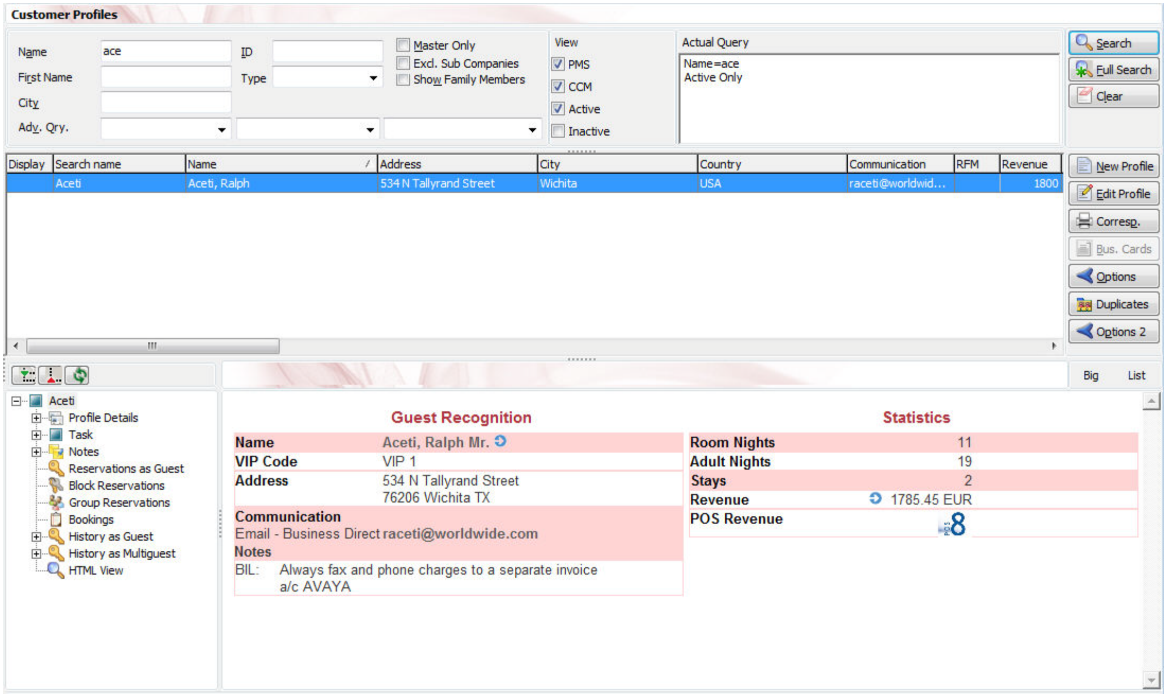
In this example we will display information in HTML format on the profile screen.

1. Click the CUSTOMER RELATION menu and select PROFILES to display the customer profile screen.

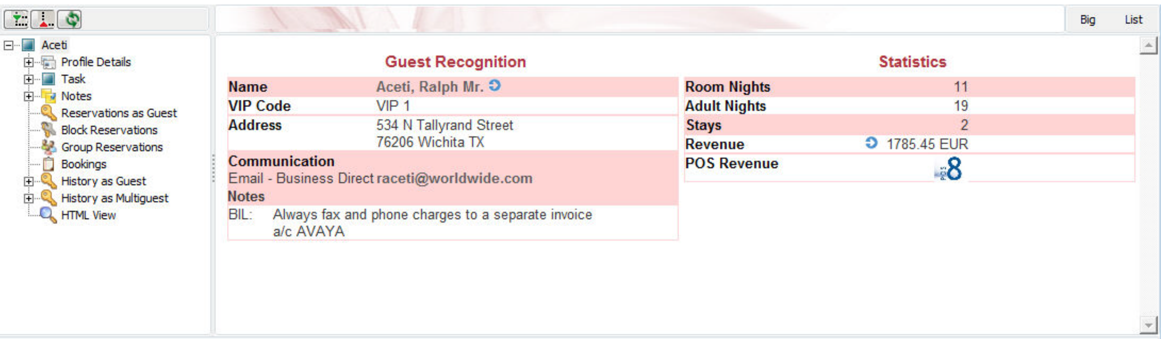
This main customer profile screen is called the Navigator and is divided into 3 distinct areas:

- Query - basic and advance profile search criteria
- Query Results - the results of the query shown in a grid format
- Tree Listing and HTML Page
  - A tree listing of all the details associated with this profile including address, communications, links, reservations or history
  - A freely definable HTML display which by default has a 'big' format where the details are displayed in a non-grid style format or a list format. The HTML display can be printed by using the right mouse click.

2. Enter the name to search for in the NAME box and click SEARCH.



4. The query results are shown in grid format in the middle section of the screen and the tree and HTML formats are shown in the lower section of the screen.



5. In this instance the HTML view displays a summary of the profile details. The tree listing is displayed by default expanded by one level. A plus sign next to a folder indicates that it can be expanded to show more folders; a minus sign indicates that it can be collapsed.

Change the display of the HTML

Two additional buttons on the html display allow you to change whether certain details are displayed in a non-grid style or in a list format. By default the 'big' view is displayed.

1. To view in list format click the List button.

Arrival	Departure	Nights	Customer	Arrival day	Departure day	No of Rooms	Room type	Room	Market	Rate Code
20/04/11	22/04/11	2	Aceti Ralph	20/04/11	22/04/11	1	Double Room		Individual	
30/03/11	31/03/11	1	Aceti Ralph	30/03/11	31/03/11	1	Double Room	109 Double Room	Individual	

2. To view in a non-grid style, click the Big button.

20/04/11

Departure:22/04/11
Nights:2
Customer: Aceti Ralph
Arrival day: 20/04/11
Departure day: 22/04/11
No of Rooms: 1
Room type: Double Room
Room:
Market: Individual
Rate Code:

30/03/11

Departure:31/03/11
Nights:1
Customer: Aceti Ralph
Arrival day: 30/03/11
Departure day: 31/03/11
No of Rooms: 1
Room type: Double Room
Room: 109 Double Room
Market: Individual
Rate Code:

Copy to clipboard

It is possible to copy information from the HTML files to clipboard by selecting items from HTML, using right mouse short cut menu and selecting COPY TO CLIPBOARD or short cut key CTRL + C. This information can then be pasted to any open file by using right mouse menu option PASTE or short cut key CTRL + V.

The menu option COPY TO CLIPBOARD is controlled by the user right COPY TO CLIPBOARD FROM HTML under Users → User Definition → Rights → Miscellaneous

The Date Box

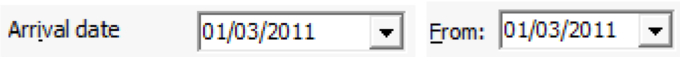
The format of the dates and the separators between the dates may vary from one hotel to another. The date format is defined in the Control Panel Windows Regional Settings/Options.

Typical date formats include the following:

- dd/yy
- MM/dd/yyyy
- yy/MM/dd
- yyyy-MM-dd
- dd-MMM-YY

You can type the date directly in the date box; however it must be typed exactly as per the pre-defined format.

There are many date boxes in the system, for example, Arrival Date or From Date. The date can be either a specific date or an as of date.



A specific date is when you need to see what happened on that day. For example, you need to see which guests have departed 01/01/03.

An 'as of date' is when you need to find out information starting from that date. For example, you need to read the room rack starting from 09/09/03 through 12/09/03.

Changing the date

The date can be changed by typing a new date or with the use of the calendar.

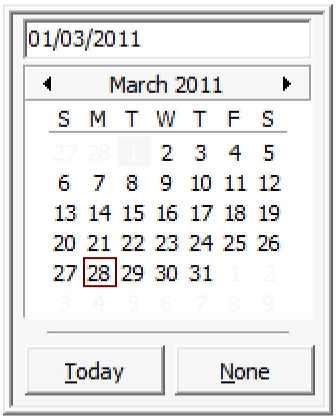
To type a new date

1. Place the cursor in the Date box.
2. Type the new date in the Date box, in the defined format including separators.
3. Press the **Tab** key, the date is changed.

To change a date using the calendar

1. Click the drop down arrow next to the Date box.

   The calendar appears.



2. Change the month to a previous month or future month by clicking the horizontal arrows located on the top of the calendar or by pressing the **Ctrl + Page Up or Ctrl + Page Down key.**
3. Place the cursor on the date and click the left mouse button **or** move the keyboard arrow keys to locate the date and press **Enter**, the date is changed.

Customising Suite8 Grids

Many of the grids in Suite8 may be customised according to the needs of the property.

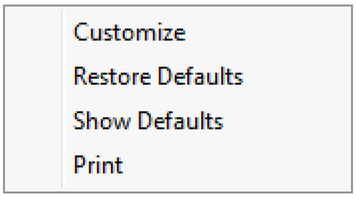
The customization options available are:

- CUSTOMIZE - opens the customize dialog box so that columns on the grid can be added, changed or removed.
- RESTORE DEFAULTS - applies the default settings for this grid.
- SHOW DEFAULTS - applies the default settings to the current grid view, however, any customised settings are used the next time the grid is displayed.
- Select PRINT to print or export the existing grid layout, the possible export formats are ASCII File, CSV Format, HTML Document or an Excel Document.

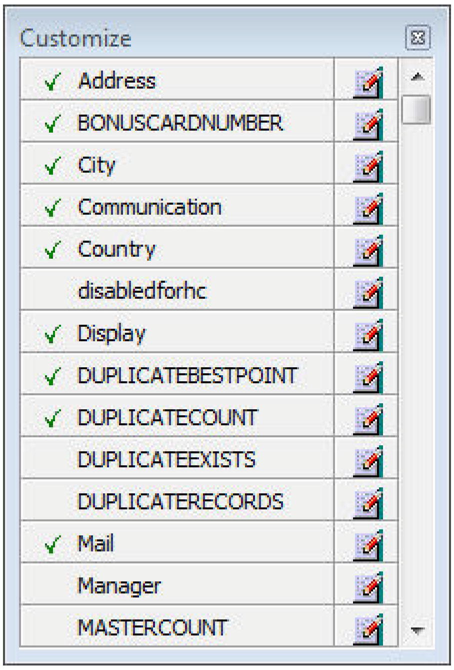
Note: The print or export function should be used before changes to the grid will be saved.

How to customize a grid

1. Place the cursor in the grid and right-click to display the short-cut menu.



2. Select CUSTOMIZE to open the customize screen.



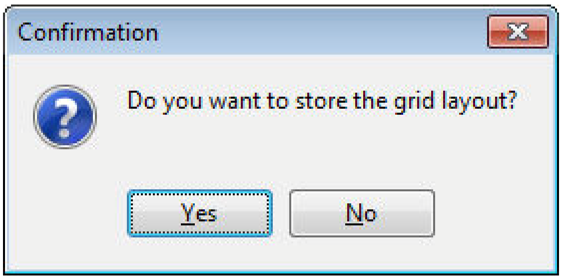
The fields already used are marked with a green check mark.

3. Click the PENCIL button to view or change the column properties.

Column Properties

Field	Description
Field name	The field name as it is defined in the database table.
Caption	The field caption.
Fixed	Defines if the column will be fixed to the left side, when scrolling to the right to view additional fields of the grid. Columns marked as fixed are highlighted grey.

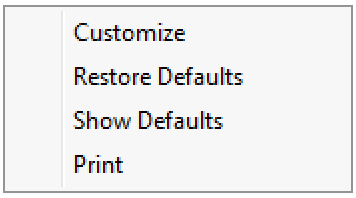
4. To move a field to the grid, select the field and drag it to the required position.
5. Click the in the top right-hand corner to close the customize screen.
6. A message is displayed asking if you want to store the grid layout.



7. Select YES to save the changes or NO not to save any changes.

How to remove a column from a customized grid

1. Place the cursor in the grid and right-click to display the short-cut menu.



2. Select CUSTOMIZE to open the customize screen.

   The fields already used are marked with a green check mark.

3. On the grid point to the column to be removed and drag it to the customize screen; yellow arrows are displayed at each end of the column name.

   Once the column has been removed the green check mark is removed from the field name on the customize screen.

4. Click the in the top right-hand corner to close the customize screen.
5. A message is displayed asking if you want to store the grid layout.
6. Select YES to save the changes or NO not to save any changes.

How to create a customised grid view for profile search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the profile search.

This functionality is controlled by the parameter CUSTOM VIEW IN PROFILE SEARCH under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab. To add fields to the Grid Customization dialog box, the view V8_SYS_CUSTOMXCMSSEARCH has to be amended.

Example: *"Adding the financial account long description to the profile navigator"*

The view has to be changed as follows:

CREATE OR REPLACE FORCE VIEW v8_sys_customxcmssearch

(customxcmssearch_xcms_id, zfac_longdesc)

AS SELECT xcms_id customxcmssearch_xcms_id,

(select zfac_longdesc from zfac where zfac_actvalidfrom is not null and zfac_actvaliduntil is null and xcms.xcms_id=zfac.zfac_xcms_id and rownum=1)

zfac_longdesc

from xcms;

The fields from the custom view are automatically added to the grid.

How to create a customised grid view for reservation search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the reservation navigator.

This functionality is controlled by the parameter CUSTOM VIEW IN RES. NAVIGATOR under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab. To add fields to the Grid Customization dialog box, the view V8_SYS_CUSTOMXCMSSEARCH has to be amended.

Example: *"Adding the housekeeping status to the reservation navigator"*

How to create a customised grid view for booking search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the event booking search.

This functionality is controlled by the parameter CUSTOM VIEW IN BOOKING SEARCH under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab. To add fields to the Grid Customization dialog box, the view V8_SYS_CUSTOMYBOMSEARCH has to be amended, however it must contain the field customybomsearch_ybom_id.

Example: *"How to display the function type description"*

The view has to be changed as follows:

CREATE OR REPLACE FORCE VIEW V8_SYS_CUSTOMYBOMSEARCH

AS

SELECT

ybom_id customybomsearch_ybom_id,

yfty_longdesc

from

ybom, yfty

where

ybom_yfty_id=yfty_id(+);

Customization functionality is controlled by the user right EDIT under Setup → Configuration → Users → User Definition → Rights → Miscellaneous → Grid layout Customization.

Print functionality is controlled by the user right PRINT GRID under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

Customising the HTML display

The HTML display may be customised according to the requirements of the property.

The customization options available when placing the cursor on the HTML display and right-clicking are:

- PRINT - prints an exact copy of the HTML display. The print page margins and the actions to take if the HTML printout is too large for the defined paper size can be defined in the configuration.
- PRINT WITH SETUP - displays the printer options and then print the HTML display.

- VIEW SOURCE - displays the HTML code; no changes can be made.
- EDIT TEMPLATE WITH NOTEPAD - opens the relevant *.htm and *.qry in notepad. Users with HTML programming knowledge can edit these files to meet the requirements of the property.
- EDIT TEMPLATE WITH ASSOCIATED APPLICATION - opens the relevant *.htm and *.qry with the program associated with these file types. Users with HTML programming knowledge can edit these files to meet the requirements of the property.

How to use HTML Expressions to customize the HTML display

Properties can configure and store customised html files in the Version 8 directory for htm files. The files are displayed in Suite8 either by logged in user, user language, customised htm files for all users or language specific htm files for all users.

The priority Suite8 uses to determine which file to use is in the sequence as listed:

- Customised htm file by user initials

  To display a customised htm file by user initials, the htm file has to be called USR_USERINTIALS_HTMFILENAME.HTM.

  Example: For a user with the initials DS the file has to be called usr_ds_quickinfo.htm.
- Customised htm file by user language

  To display a customised htm file by user language, the htm file has to be called CUST_LANG_LANGUAGE SHORT DESCRIPTION_QUICKINFO.HTM.

  Example: If the language short description is F for French, the user has to select this language under User Settings → Startup → Language and the file, such as quickinfo.htm has to be called cust_lang_f_quickinfo.htm.
- Customised version for all users

  To display a customised version of htm files for all users, the html files have to be called CUST_HTMLFILENAME.HTM.

  Example: cust_quickinfo.htm.
- Customised version by language

  To display a customised version by language, the html files have to be called LANG_SHORT DESCRIPTION OF THE LANGUAGE_HTMLFILE.HTM.

  Example: lang_f_quickinfo.htm, where f stands for the short description of the language.

If none of these files can be found then the standard htm file is displayed

How to hide or show expressions depending on activated features or license

The following expression can be used to hide for example, Conference Information on the HTM file when working with the small business edition:

if ({const isBnB})=(1)}{/if}{else} {if {feature Meeting Planner}} Conference {runquery 2}

ⓘ Customization functionality is controlled by the user right HTML source view and edit under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

ⓘ The print page margins and the actions to take if the HTML printout is too large for the defined paper size are defined via the option HTML PRINTOUT under Setup → Configuration → Global Settings → Miscellaneous → Visual Appearance 4.

Favourites

The Favourites shortcut toolbar allows you to keep your most frequently used options right where you can find them. Your most used options can be added to the Favourites shortcut toolbar where they are more noticeable and more easily organized to suit your purposes.

To make the most of the Favourites shortcut toolbar, you need to organize the options in it; this can be done using drag and drop.

In user settings the Favourites shortcut toolbar can be set to be listed first and will then be the default shortcut toolbar opened when logging on to Fidelio.

Note: The Favourites shortcut toolbar cannot be removed from the toolbar.

How to add an option to the Favourites shortcut bar

1. Click one of the coloured shortcut toolbars on the left to list the options on that toolbar.
2. Right-click the option that you want to add, and then click ADD TO FAVOURITES on the shortcut menu.

   The option is now listed on the Favourites shortcut toolbar.
3. Repeat Steps 1 and 2 for each option that you want to add.

Note: Options from Web Services cannot be added to the Favourites shortcut toolbar.

How to delete an option from the Favourites shortcut bar

1. Click the FAVOURITES shortcut toolbar on the left to list the options.
2. Right-click the option that you want to remove, and then click DELETE BUTTON on the shortcut menu.

   The option is removed from the Favourites shortcut toolbar.
3. Repeat Steps 1 and 2 for each option that you want to remove.

How to reorganise the options on the Favourites shortcut bar

1. Click the FAVOURITES shortcut toolbar on the left to list the options.
2. Select the option to be moved and then left-click and hold the mouse button while you drag the option to its new location on the toolbar.
3. Repeat Steps 1 and 2 for each option that you want to move.

On the toolbar the Favourites shortcut bar can be listed first by selecting the option FAVOURITE BUTTONS ON TOP under Miscellaneous → User Settings → Appearance Tab.

Logging off, Exiting Suite8 and Locking the Station

The windows menu consists of the following options:

- Close All - closes all open screens and dialog boxes.
- Lock Station - locks the workstation.
- Logout - closes all open screens and logs off Suite8.
- Exit Application - closes all open screens and exits the application.

Options	Description
Close All	• Click the WINDOWS menu and the option CLOSE ALL. All open screens and dialog boxes are closed.
Logout	1. Click the WINDOWS menu and the option LOGOUT All open screens and dialog boxes are closed and the Login screen appears. A new user can now login. 2. To close the application completely click CANCEL. Suite8 is closed and the desktop appears.
Exit Application	• Click the WINDOWS menu and the option EXIT APPLICATION. Suite8 is closed and the desktop appears.
Lock Station	• Click the WINDOWS menu and the option LOCK STATION. All open screens and dialog boxes are closed and the Login screen appears. A new user can now login.

Lock Station - the open screens and dialog boxes from the user who locked the station will not be closed if the parameter LEAVE OPENED SCREEN ON SWITCH USER is selected under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

2

Housekeeping

The housekeeping option enables you to record and view the status of rooms for housekeeping purposes. Status information includes data such as whether the rooms are clean or dirty, occupied or vacant.

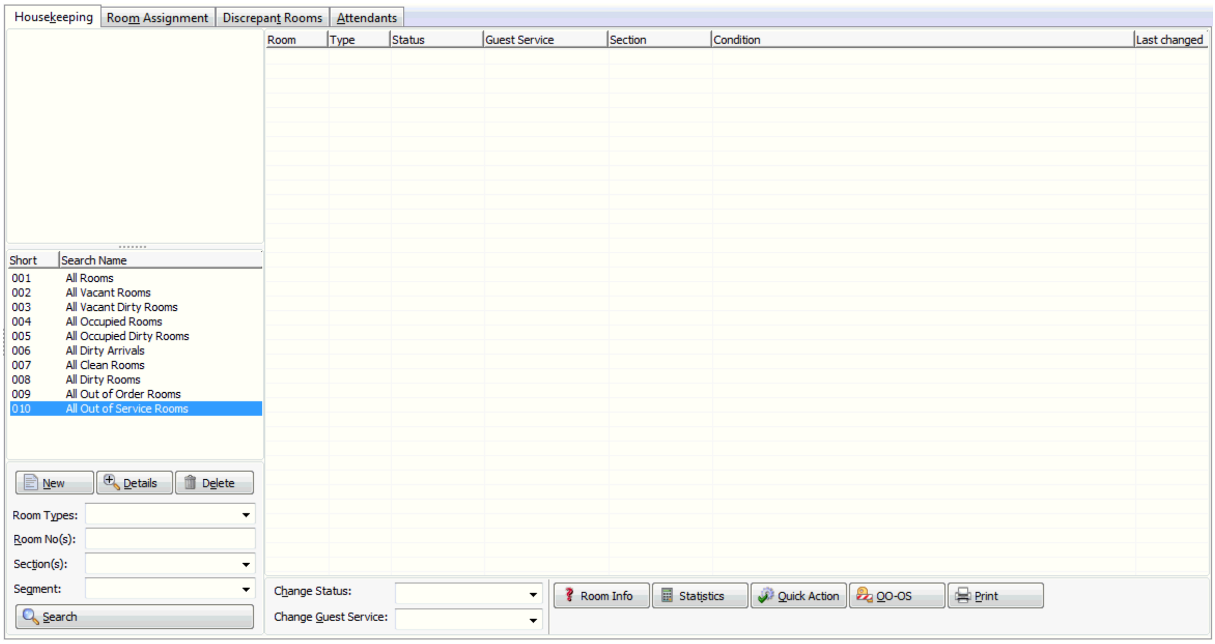
Suite8 allows you to view and change the status of all rooms or selected rooms. You can view the status of all rooms, or select a particular category of rooms to view, such as occupied or checked out.

You can display the number of rooms with a particular status. The software also lets you keep track of which rooms are unavailable or out of order.

How to access Housekeeping

Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING.

The Housekeeping dialog box appears.



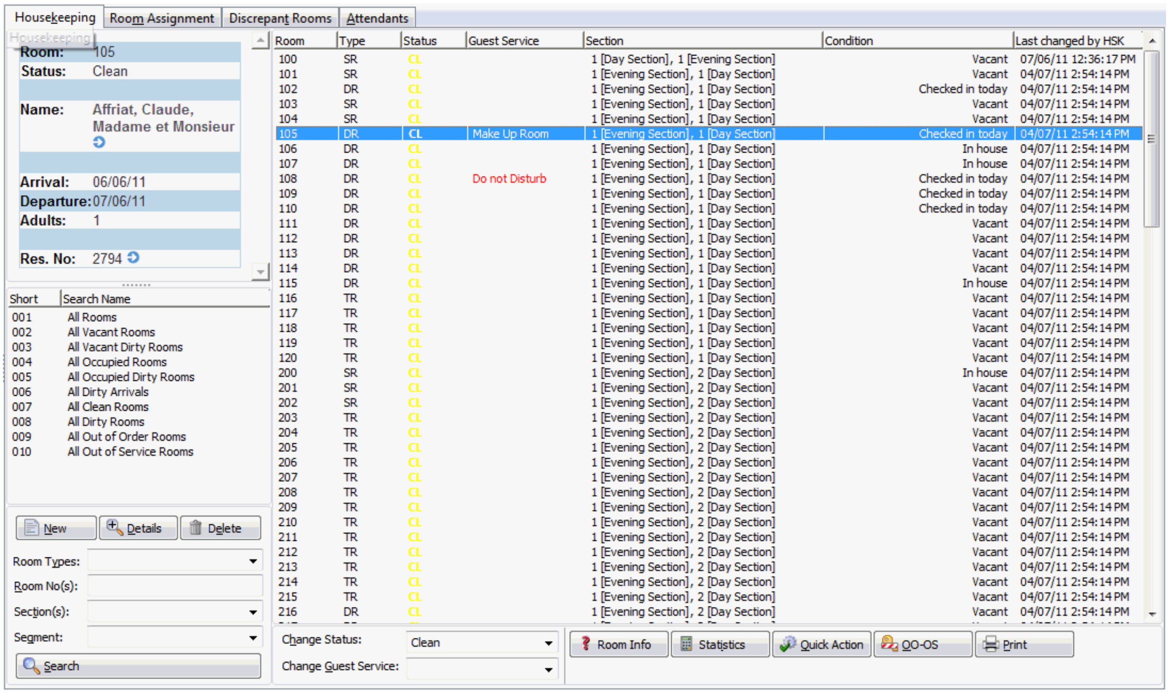
Note: The LAST CHANGED BY HSK column is updated with the computer date/time the room status was changed manually, either directly on the housekeeping form or via the quick keys room rack and floor plan.

Hotel Segmentation functionality is controlled by the parameter HOTEL SEGMENTATION under Setup → Configuration → Global Settings → Reservations → Reservation 4 tab. In addition Hotel Segments must be configured under Setup → Reservations → Room Management → Hotel Segments and Hotel Segment Link.

Viewing all rooms

To view a listing of all rooms

1. In the Housekeeping dialog box, click the HOUSEKEEPING tab.
2. In the listing on the left side of the Housekeeping page, click the ALL ROOMS line.
3. Click SEARCH, all rooms are listed in the display window to the right.



Finding a specific room

From the rooms listing, you can quickly select a particular room. The listing indicates the room status.

You can select a room in several ways from the housekeeping dialog box.

To select a single room via the grid

In the Housekeeping screen, select (highlight) the room number in the grid you wish to view, or scroll down until you arrive at the required room number.

To select a single room using the search criteria

1. Click in the Room No(s) box and type in a single room number or multiple room numbers separated by a space or a comma.
2. Click SEARCH, the selected room or rooms are displayed in the grid.
3. In the grid, select a room number.

To select a room from a specific section

1. Click in the Sections box and select the desired sections from the select sections dialog box.
2. Click CLOSE, the select sections dialog box closes.
3. Click SEARCH, all rooms within the selected sections are displayed in the grid.

4. In the grid, select a room number.

To select a room by room type

1. Click in the Room Types box, and select the desired room type(s) from the select room types dialog box.
2. Click CLOSE, the select room types dialog box closes.
3. Click SEARCH, all rooms of the selected room types are displayed in the grid.
4. In the grid, select a room number.

Search Definitions

Viewing rooms by search definition

You can view rooms by a pre-defined search definition, such as checked out rooms, or vacant dirty rooms. You may also create your own search definition to meet the needs of your site.

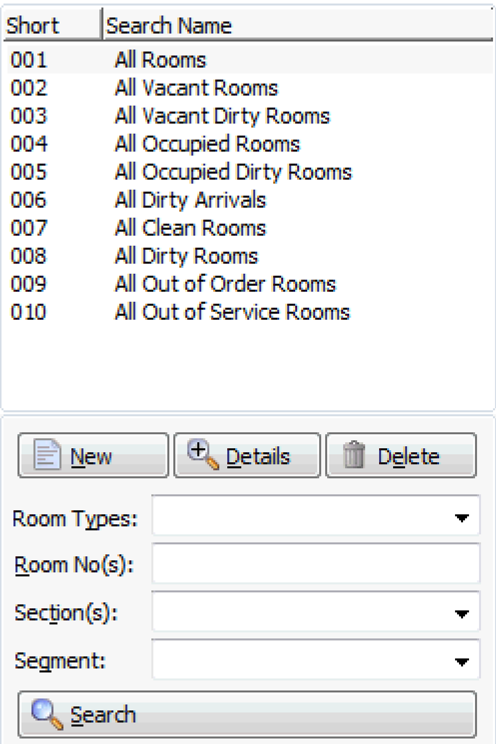
To display rooms by search definition

1. Select the desired definition from the listing.
2. Click SEARCH, only rooms from the selected category appear on the display grid.

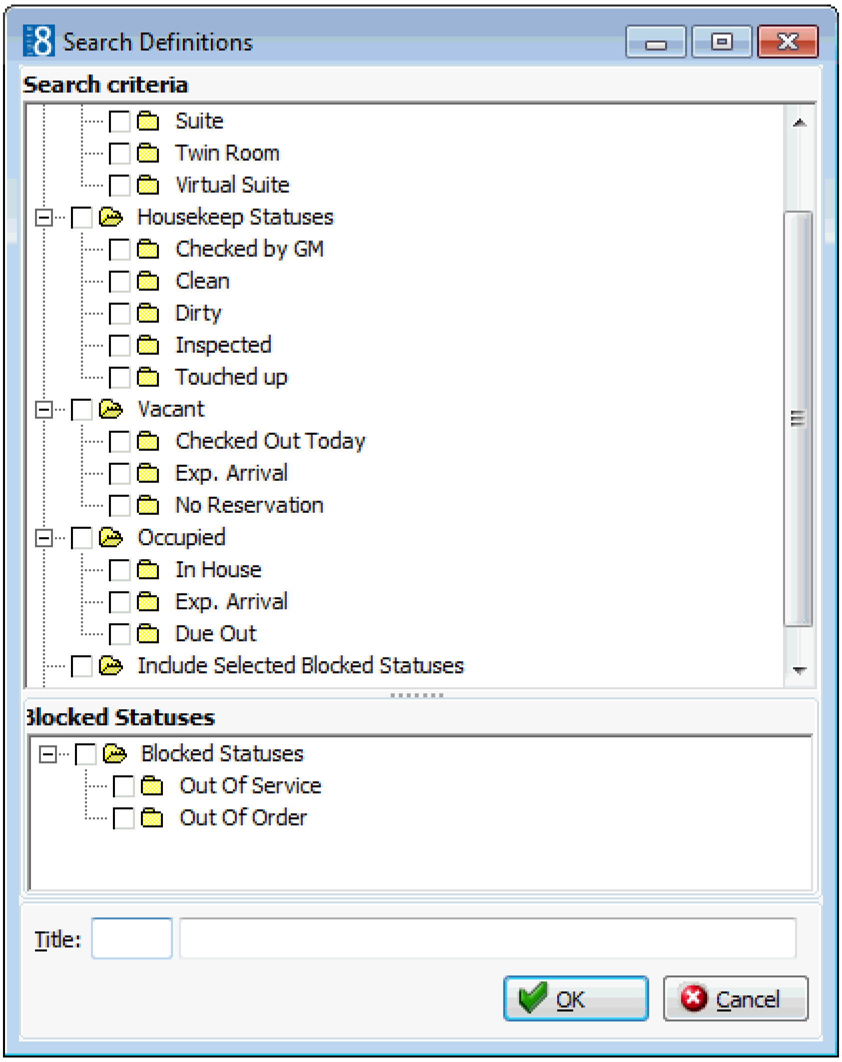
Note: The display order of the search criteria list can be changed using drag & drop.

Adding a search definition

1. In the Housekeeping dialog box, click the HOUSEKEEPING tab.
2. The search definitions are displayed on the lower left hand side of the housekeeping dialog box.



3. Click NEW, the search definitions dialog box appears.



4. Check the required criteria to be included in the search definition:
   - Room Types
   - Housekeeping Statuses
   - Vacant
   - Occupied
   - Blocked Statuses
5. Assign a number and title to the report. The number controls the display order.
6. Click OK to save the definition.

Changing a search definition

1. In the Housekeeping dialog box, click the HOUSEKEEPING tab.
2. Select a search name from the search definitions list.
3. Click DETAILS, the search definitions dialog box is displayed.
4. View or change the criteria as required
5. Click OK to save the search definition.

Changing room status

You can quickly change the status of rooms. You can change the status of single or multiple rooms in one procedure.

Change the status of a single room

1. Select a search name from the search definitions list.
2. Click SEARCH.
3. Highlight a room in the grid.
4. Double click to change the status to the next available room status.

   or

   Click the right mouse button and select a status from the list of defined statuses.

   or

   Select the new status from the Change Status box.

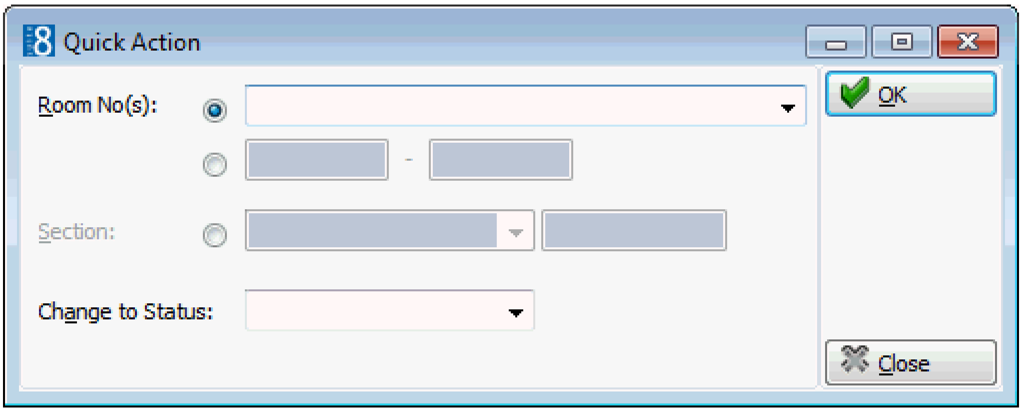
   The status is changed.

Change the status of multiple rooms via the grid

1. Select a search name from the search definitions list.
2. Click SEARCH.
3. Mark the rooms for which you want to change the status.
4. Click the right mouse button and select a status from the list of defined statuses.
5. The selected rooms' statuses are changed in the room grid.

Change the status of multiple rooms via the quick action button

1. In the Housekeeping dialog box, click the QUICK ACTION button, the Quick Action dialog box appears.



2. In the Room No(s) box, type the room numbers for which you want to change the status or click the drop-down arrow and mark the rooms required. You can change the status of several rooms by separating them with a comma or a space.

   or

   Select to enter a range of rooms and enter the room number from which the range should start and the room number where the range should finish.

   or

   Select a SECTION from the list of available sections.

3. Select the required CHANGE TO STATUS from the drop-down list.
4. Click OK.

   The status of the selected rooms is updated in the room grid.

The display order of the housekeeping statuses is defined via the option HOUSEKEEPING under Setup → Configuration → Reservations → Room Management.

Change Guest Service

Guest service status allows guests to set their room status to DO NOT DISTURB, MAKE UP MY ROOM or RESET STATUS.

The guest service status values are conveyed to housekeeping via the telephone interface and are hard coded as follows:

1. Make up Room
2. Do not Disturb
3. Reset Status

During night audit the guest service status is reset for all rooms except those with the status DO NOT DISTURB.

The guest service status is also reset when performing a room move and when the room is checked out.

A guest service status can be changed manually on the housekeeping dialog box if the parameter ALLOW TO CHANGE GUEST SERVICE STATUS MANUALLY is active.

How to change the guest service status

1. Select a search name from the search definitions list.
2. Click SEARCH.
3. Highlight a room in the grid.
4. Select a status from the Change Guest Service box.

   The status is displayed on the grid under the guest service column.

Guest service functionality is controlled by the parameter ACTIVATE GUEST SERVICE STATUS FUNCTIONALITY under Setup → Configuration → Global Settings → Interfaces → Interface (IFC8) 1 tab.

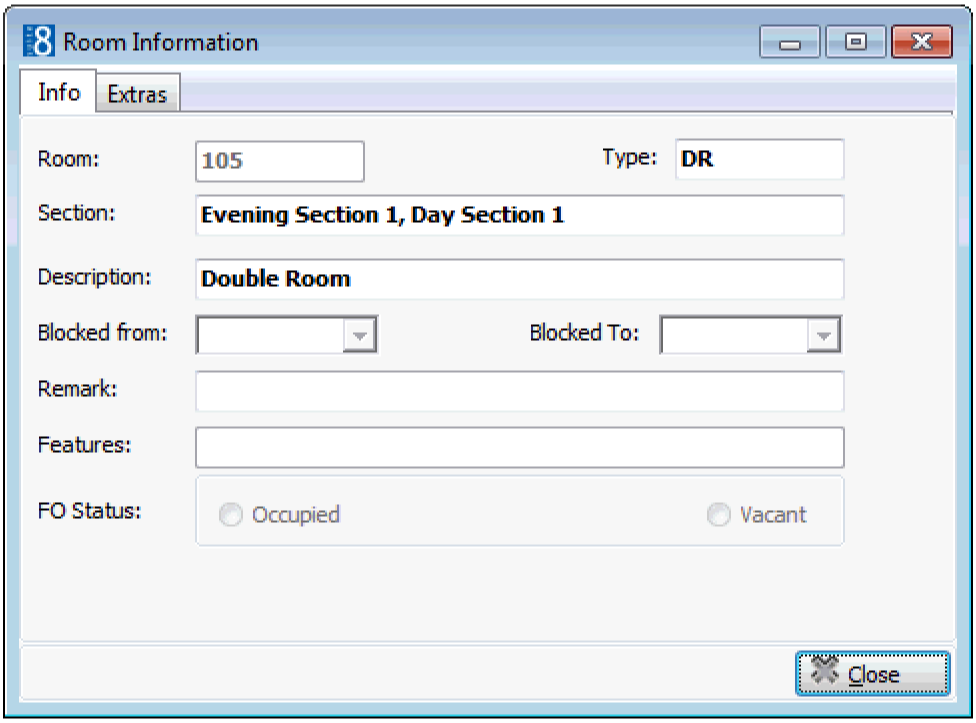
The functionality to change the guest service status manually is controlled by the parameter ALLOW TO CHANGE GUEST SERVICE STATUS MANUALLY under Setup → Configuration → Global Settings → Interfaces → Interface (IFC8) 1 tab.

Viewing room information

Suite8 enables you to view information about a particular room.

To view room information

1. In the Housekeeping dialog box, select a room and click the ROOM INFO button to display the Room Information dialog box.



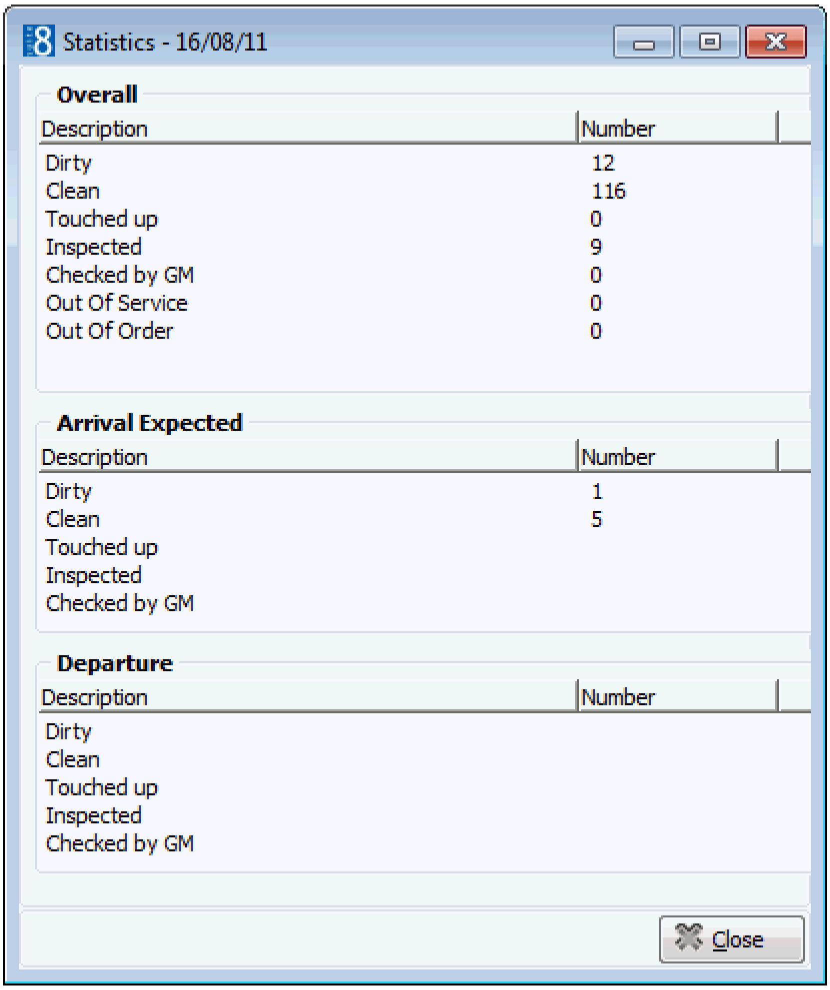
2. After viewing the room information, click CLOSE.

Viewing housekeeping statistics

Suite8 enables you to view the number of rooms with a particular status.

To view housekeeping statistics

1. In the Housekeeping dialog box, click the STATISTICS button, the Statistics dialog box appears.



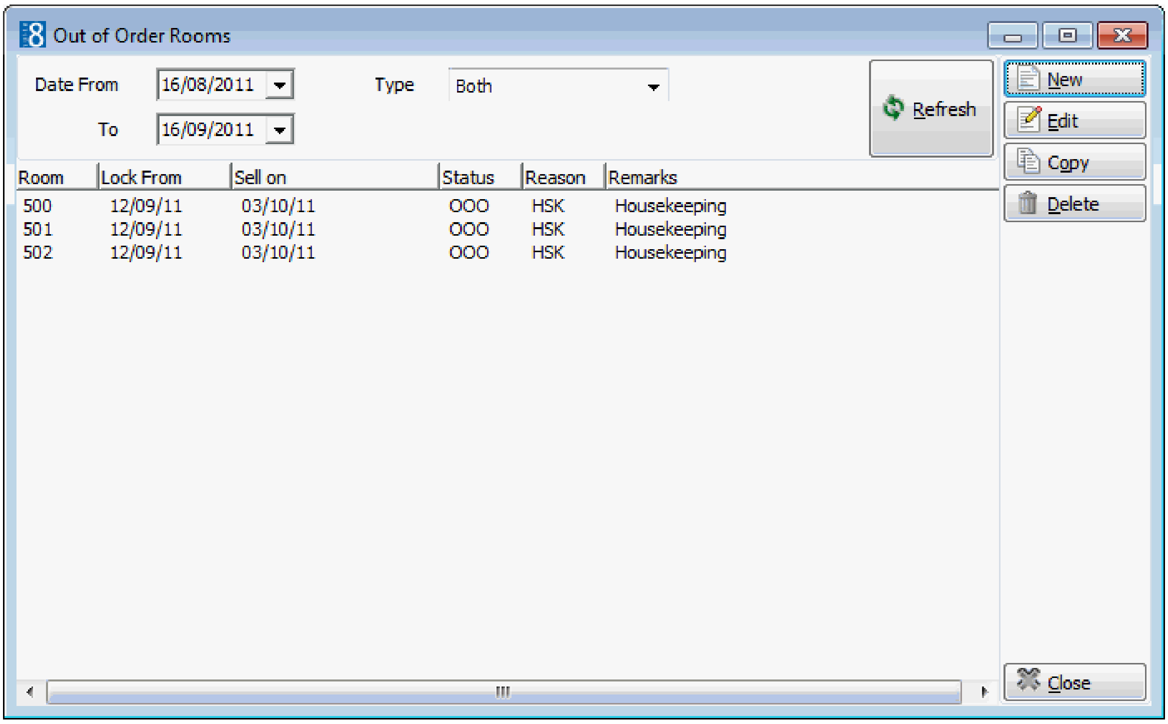
2. The number of rooms in each status category is displayed.
3. After viewing the statistics, click CLOSE.

Viewing out of order information

Suite8 enables you to view information about a particular room.

To view out of order/service details

1. In the Housekeeping dialog box, click the OO-OS button, the Out of Order Rooms dialog box appears.



2. Click CLOSE to close the out of order dialog box.

Printing housekeeping search results

The housekeeping search results can be printed by running the required search definition and then pressing the print button.

How to print the housekeeping search results report

1. In the Housekeeping dialog box, click the HOUSEKEEPING tab.
2. In the listing on the left side of the Housekeeping page, click the required search definition.
3. Click SEARCH, all rooms meeting the search definition are listed in the display window to the right.
4. Click the PRINT button.
5. The Printing Records dialog box appears indicating that the report is being printed.
6. To cancel the report, click the CANCEL PRINTING button.

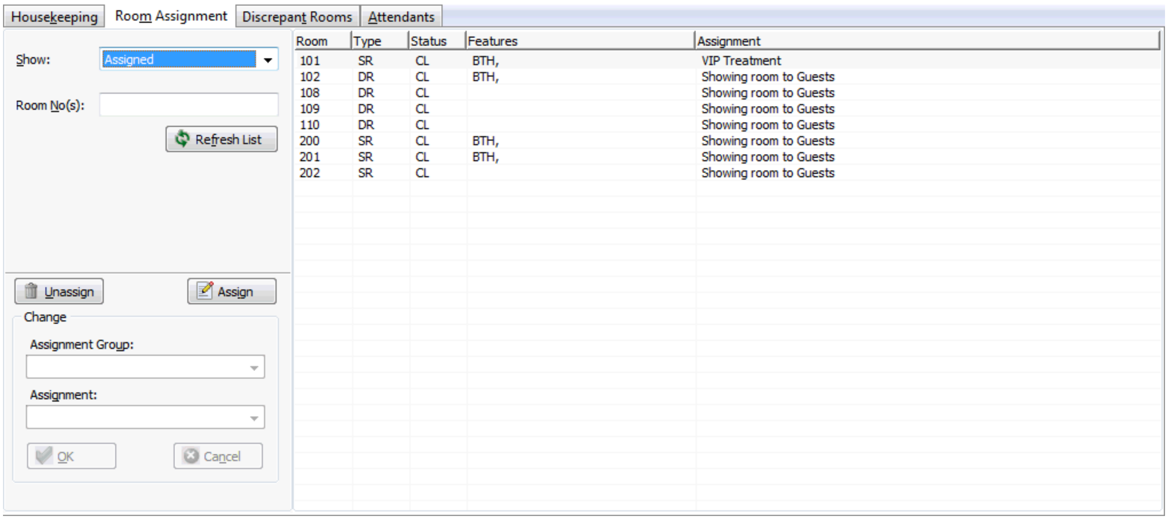
The report to be used for printing the search results is defined via the option DEFAULT REPORT FOR HOUSEKEEPING SCREEN under Setup → Configuration → Global Settings → Reports. The default number of copies to be printed is defined in the report setup under the option Miscellaneous → Reports. The report: FCR_PMS_4415_HSK_ROOMS_PER_SEARCH.rpt is now part of the standard reports and has to be implemented in the housekeeping section of the reports before it can be selected.

Room Assignment

Suite8 lets you view assigned and unassigned rooms. You can record whether a room is assigned, change the reasons for its assignment, or remove a room assignment. You can also list rooms according to assignment criteria.

Access room assignment

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the ROOM ASSIGNMENT tab, the Room Assignment dialog box appears.



List rooms according to assignment criteria

1. Click the ROOM ASSIGNMENT tab, the Room Assignment dialog box appears.
2. In the SHOW list, click ASSIGNED, UNASSIGNED, or ALL ROOMS.

   A list of rooms appears according to the selected criteria.

View a particular room

1. Click the ROOM ASSIGNMENT tab, the Room Assignment dialog box appears.
2. In the Room No(s) box, type the number of the room you want to view.
3. Click REFRESH LIST, the room or rooms are displayed in the grid.

Note: You can enter several rooms separated by a space or a comma.

Assigning a room

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the ROOM ASSIGNMENT tab, the Room Assignment dialog box appears.
3. In the SHOW box select UNASSIGNED and click the REFRESH GRID button; all rooms that are currently unassigned are displayed.
4. Select the rooms to be assigned; multiple rooms can be selected using the shift and control keys.
5. Click ASSIGN, the Change assignment dialog box is now active.
6. In the ASSIGNMENT box select the type of assignment.
7. In the REASON box select a reason for the assignment.
8. Click OK, the room is now assigned.

Removing a room assignment

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the ROOM ASSIGNMENT tab, the Room Assignment dialog box appears.
3. In the Show box, select ASSIGNED, the grid displays all rooms that are currently assigned.
4. On the grid highlight the room to be unassigned, click UNASSIGN.

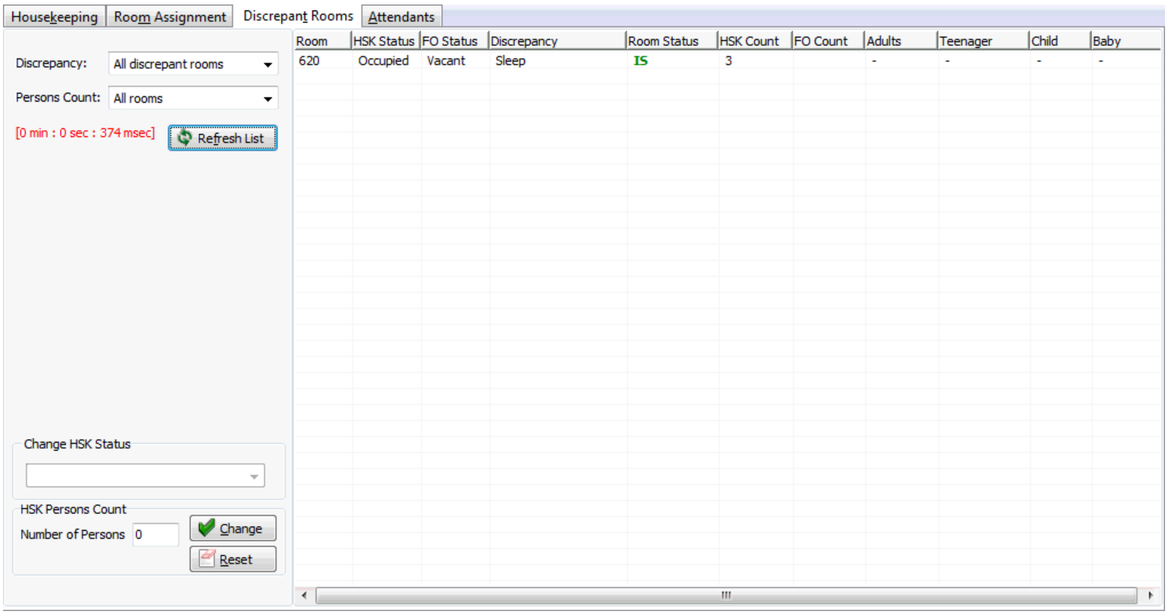
   The room is now unassigned and the grid is updated

Discrepant Rooms

There may be discrepancies between the room status in Suite8 and the actual status as reported by the housekeeping personnel. You can view and update room discrepancy records.

Access room discrepancies

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the DISCREPANT ROOMS tab, the Discrepant Rooms dialog box appears.



View Room Discrepancies

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the DISCREPANT ROOMS tab, the Discrepant Rooms dialog box appears.
3. In the Show box, select a viewing option, Sleeps only, Skips only, All discrepant rooms or All rooms.
4. To view all discrepant rooms (skips, and sleeps), select All Discrepant Rooms.
5. To select a room in the list for viewing, click the room.

What is a Skip, Sleep or Discrepant Room?

- SLEEPS - rooms that are reported to be occupied by the housekeeping personnel but are listed as vacant by Suite8.
- SKIPS - rooms that are reported to be vacant by the housekeeping personnel, but are listed as occupied by Suite8.
- DISCREPANT - rooms that show a discrepancy type of skip or sleep.

Clearing Room Discrepancies

Room Discrepancies may be cleared manually or via the interface.

How to clear room discrepancies:

- If the room has the status skip; meaning that the housekeeping personnel reports that it is vacant, clear the discrepancy status by either, checking the guest out or changing the housekeeping status to **None** via the CHANGE SKIP / SLEEP box.
- If the room has the status sleep; meaning that the housekeeping personnel reports that it is occupied, clear the discrepancy status by either, checking the guest in to that room or changing the housekeeping status to **None** via the CHANGE SKIP / SLEEP box.

How to modify the status of discrepant rooms

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the DISCREPANT ROOMS tab, the Discrepant Room dialog box appears.
3. In the Show box, select a viewing option, Sleeps only, Skips only, All discrepant rooms or All rooms.
4. To view all discrepant rooms (skips, and sleeps), select All Discrepant Rooms.
5. Select a room in the grid whose discrepancy status you want to change.
6. In the CHANGE SKIP / SLEEP box click the drop-down arrow and select the status; Skip, Sleep or None.

Discrepant Persons

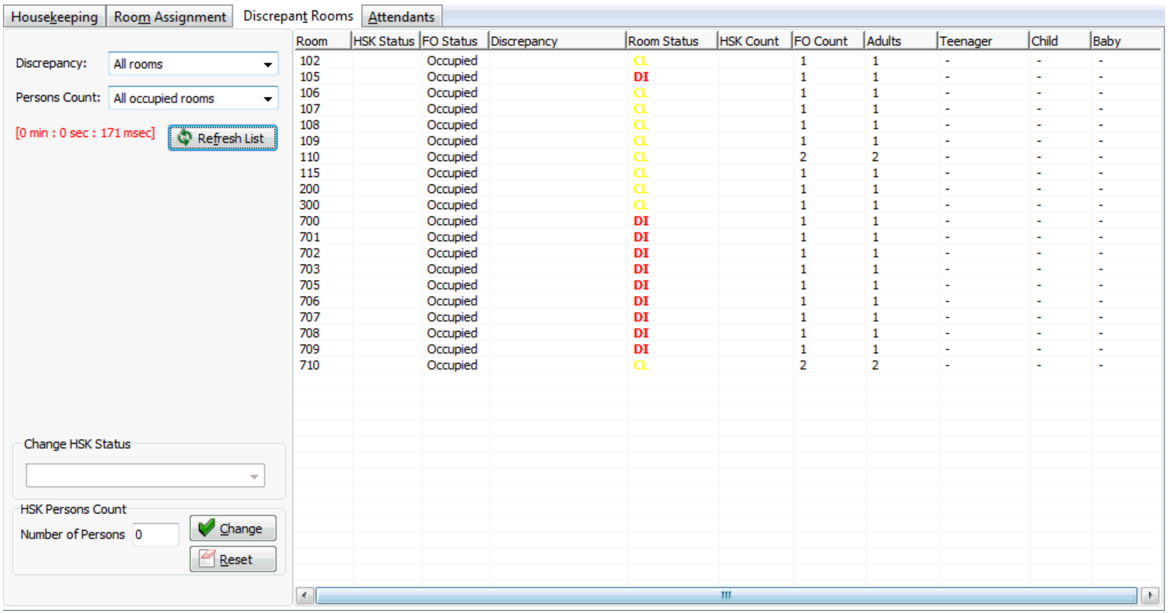
There may be discrepancies between the number of people in a room as recorded by front office and the number of persons as reported by the housekeeping personnel. This option allows housekeeping to enter the number of persons in the room and then any discrepancies may be investigated.

Discrepant Persons functionality is controlled by the user right DISCREPANT PERSONS under Setup → Configuration → Users → User Definition → Rights → Housekeeping.

Changes are displayed in the user log if the option HSK ROOM PERSONS COUNT CHANGE is selected in Setup → Configuration → Users → User Log → Room.

Access person discrepancies

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the DISCREPANT PERSONS tab, the Discrepant Rooms dialog box appears.
3. Select ALL OCCUPIED ROOMS from the Show box.



View Person Discrepancies

1. Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING, the Housekeeping dialog box appears.
2. Click the DISCREPANT PERSONS tab, the Discrepant Persons dialog box appears.
3. In the Show box, select a viewing option, Only rooms with discrepancy or All occupied rooms.
4. To view all discrepant rooms, select Only rooms with discrepancy.

Note: The number of housekeeping persons is set to 0 during the night audit. If the number of housekeeping persons is changed after the night audit and the reservation for this room checked out and another reservation is checked in to this room, the entered housekeeping persons will show for the new reservation up until the next night audit.

3

Out of Order

Rooms may be unavailable, or not in use, for various reasons. Suite8 lets you define rooms that were removed from use according to the room status codes defined by your property. These room status codes prevent you from assigning these rooms to reservations and depending on the setup may deduct the rooms from availability.

The two most common room status codes are Out of Order and Out of Service. Out of Order generally means that the room is not for sale because it needs repairs. Out of Service means that the room is temporarily not in use; for example, if it is located on a floor that was closed off during low season. An Out of Service room can usually be sold if the need arises.

It is possible to place an out of order block for any given date or period in the future. It is not possible to take an occupied or reserved room to a status of Out of Order. If a room status is defined with a RETURN TIME REQUIRED, the status of the room is changed on the entered return time.

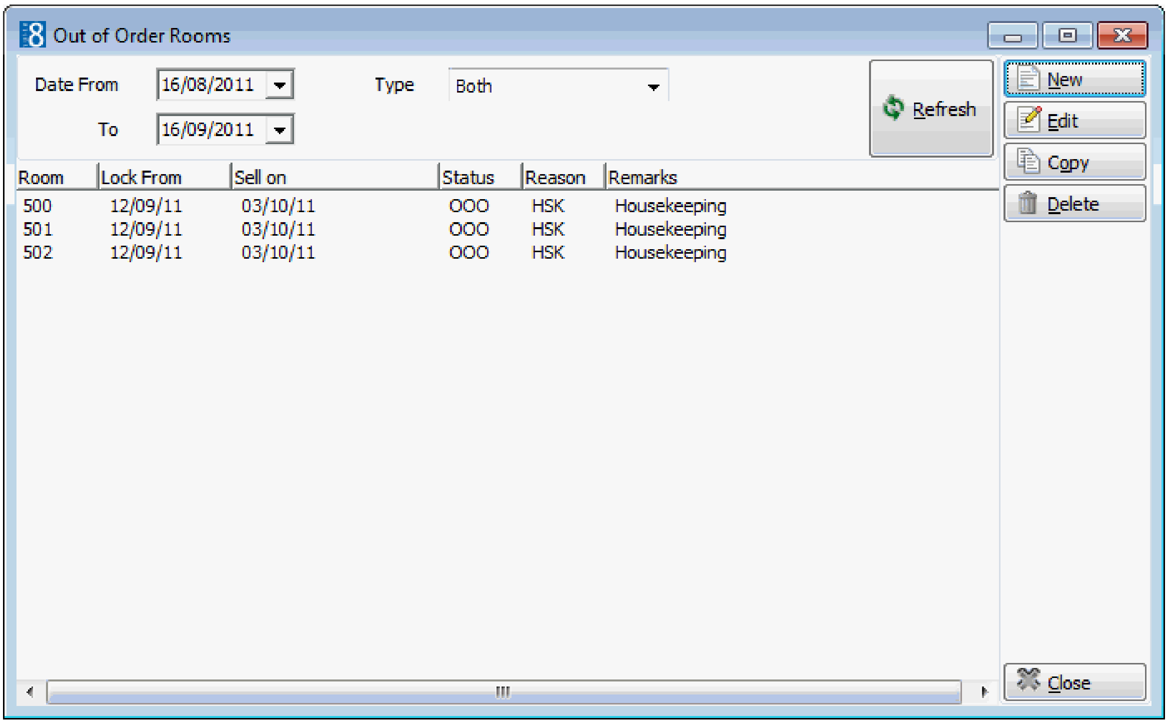
Out of order and out of service statuses are defined via the option Room Status under Configuration → Reservations → Rooms Management.

Out of Order functionality is controlled by the user rights VIEW, EDIT, INSERT and DELETE under Setup → Configuration → Users → User Definition → Rights → Housekeeping → Out of Order.

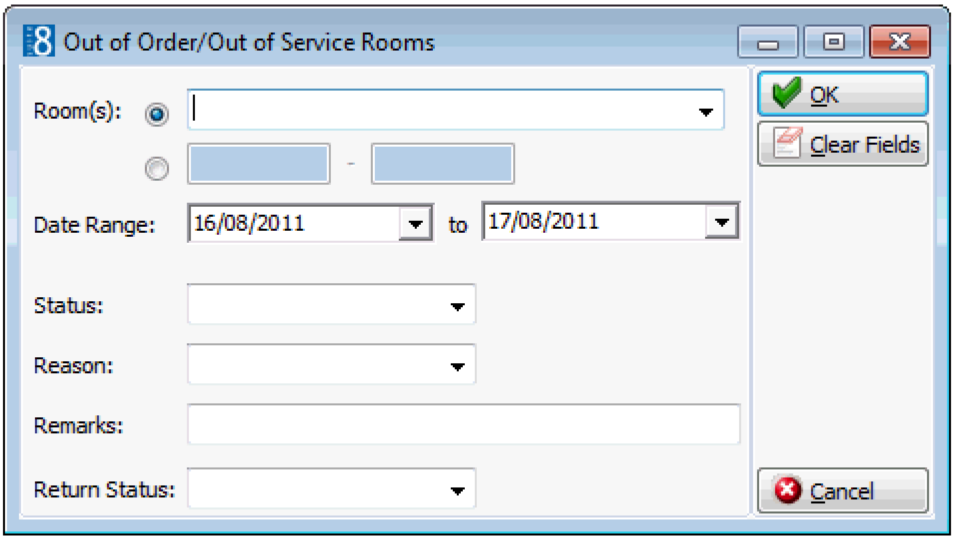
Out of Service functionality is controlled by the user rights VIEW, EDIT, INSERT and DELETE under Setup → Configuration → Users → User Definition → Rights → Housekeeping → Out of Service.

Placing a room out of order

1. Click the ROOMS MANAGEMENT menu and select OUT OF ORDER, the Out of Order Rooms dialog appears.
2. Select a date range for the display.
3. Select the status TYPE; Out of Order, Out of Service or Both.



4. In the Out of Order Rooms dialog box, click NEW, the New Out of Order Rooms dialog box appears.



5. In the ROOMS box, type in the number of the room you want to place out of order **or** click the drop-down arrow and mark the rooms required.

   You can place several rooms out of order by separating them with a comma.

   or

   Select to enter a range of rooms and enter the room number from which the range should start and the room number where the range should finish.

6. Type the starting date for the out of order block in the DATE RANGE box **or** click the drop-down arrow and select a date from the calendar.

7. Type the end date in the TO box **or** click the drop-down arrow and select a date from the calendar.

8. In the STATUS box, click on the down arrow to open the drop-down list, and select the room blocking status.
9. In the REASON box, click on the down arrow to open the drop-down list, and select the reason for blocking the room.
10. In the REMARKS box, you can enter relevant comments.
11. In the RETURN STATUS box, select the status to which you want the room to revert when the Out of Order status is removed. Selecting the status 'Current Status' sets the room to the status it was before being placed out of order.
12. Click OK, the new out of order record is displayed in Out of Order Rooms list.

Placing a room out of order block using the copy feature

Suite8 lets you create a new out of order block using the copy feature. All settings for a selected room are copied to the new record.

To place a room out of order using the copy feature:

1. Click the ROOMS MANAGEMENT menu and select OUT OF ORDER.

   The Out of Order Rooms dialog box is displayed.
2. Select a date range for the display and click the REFRESH button.
3. Select the room whose settings you want to copy to a new record.
4. Click COPY, the Out of Order Rooms dialog box is displayed.
5. In the Room(s) field, enter the room numbers whose settings will be copied from the selected room's record or click the drop-down arrow and mark the rooms required.

   You can copy the settings to several rooms by separating them with a comma.

   or

   Select to enter a range of rooms and enter the room number from which the range should start and the room number where the range should finish.
6. Change any other settings as required.
7. Click SAVE to save the new record.

   The new out of order record is displayed in Out of Order Rooms list.

Modifying out of order records

To modify an existing record

1. Click the ROOMS MANAGEMENT menu and select OUT OF ORDER.

   The Out of Order Rooms dialog box is displayed.
2. Select a date range for the display and click the REFRESH button.
3. Select the room whose out of order block you want to modify.
4. Click EDIT, the Out of Order Room dialog box is displayed.
5. Edit the out of order block settings.
6. Click SAVE, to save changes.

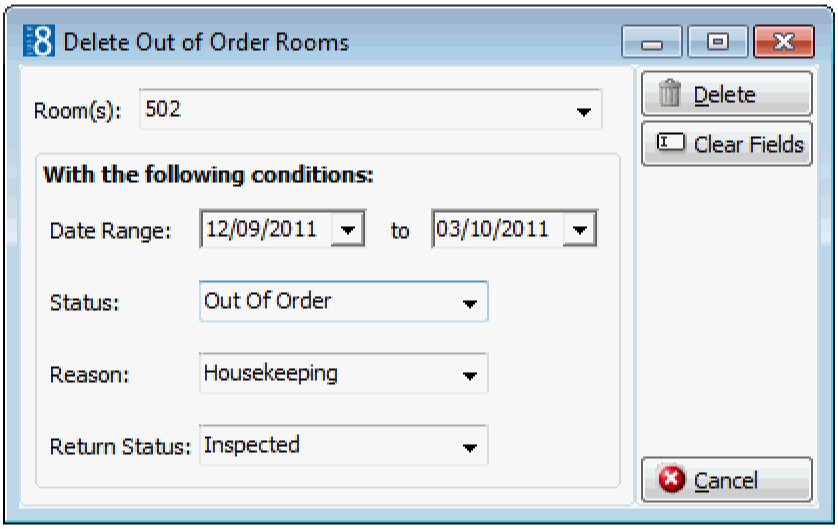
   The edited record appears in the rooms list in the Out of Order Rooms dialog box.

Note: You cannot edit the actual room number.

Deleting out of order records

To delete an out of order block

1. Click the ROOMS MANAGEMENT menu and select OUT OF ORDER.
2. In the Out of Order Rooms dialog box, select the room whose out of order block you want to delete.
3. Click the DELETE button, the Delete Out of Order Rooms dialog box appears.



4. To delete several rooms, click the drop-down arrow and mark the additional rooms to be deleted.
5. Click DELETE to delete the out of order block.
6. The deleted out of order block disappears from the Out of Order Rooms list.

4

Room History

Room History is helpful in tracing the occupants of a room which is damaged or in which a lost article is found. The Room History tool lets you view a list of guests who used a particular room. You can also display profile data about the guests who occupied the room.

Display room history

To display the history of a room

1. Click the ROOMS MANAGEMENT menu and select ROOM HISTORY.

   The Reservation dialog box is displayed defaulted to the ALL tab with the SELECTION criteria 'History' selected.

2. In the ROOM NO box type the room number whose history you want to view.
3. Click SEARCH to display a list of all the guests who have stayed in the specified room.

Note: To limit the search by departure date select DEPARTURE from the Adv. Qry. box and the required operator from the Operator box, e.g. FROM, then type the date and click SEARCH, to display a list of guests from the date specified.

Viewing guest history

Suite8 lets you view reservation history details of selected guests who occupied a particular room. This information is view-only and cannot be modified.

To view a guest's history details

1. Click the ROOMS MANAGEMENT menu and select ROOM HISTORY. The Reservation dialog box appears defaulted to the all tab with the selection criteria History selected.
2. Click in the Room No field, and type the room number whose history you want to view.
3. Click SEARCH, a list of all the guests who have stayed in the specified room is displayed.
4. Select a guest from the guest list.
5. Click EDIT, the guest's reservation history screen appears.
6. After viewing the selected guest's details, click OK to close the screen.

Viewing or printing a guest's invoice

You may view or reprint the details of the guests' invoice.

To view or reprint a guest invoice

1. Click the ROOMS MANAGEMENT menu and select ROOM HISTORY. The Reservation dialog box appears defaulted to the all tab with the selection criteria History selected.

2. Click in the Room No field, and type the room number whose history you want to view.
3. Click SEARCH. A list of all the guests who have stayed in the specified room is displayed.
4. Select a guest from the guest list.
5. Click OPTIONS and select BILLING.
6. Enter your CASHIER NUMBER and PASSWORD.
7. Click LOGIN, the cashiering dialog box is displayed.
8. Click OPTIONS and select INVOICE REPRINT.
9. Select the Invoice to be printed from the drop-down list and click PRINT. The invoice is displayed in preview mode.
10. Click PRINT to reprint the invoice or CANCEL to return to the cashiering screen.
11. Click CLOSE to close the cashiering dialog box.

Viewing profiles

You can view the guest's history details by clicking EDIT. You may also select the EDIT button from within the guest history details to view the guest's profile.

To view a guest's profile

1. Click the ROOMS MANAGEMENT menu and select ROOM HISTORY.

   The Reservation dialog box appears defaulted to the all tab, with the selection criteria History selected.
2. Click in the Room No field, and type the room number whose history you want to view.
3. Click SEARCH, a list of all the guests who have stayed in the specified room is displayed.
4. Select a guest and click EDIT, the reservation history of the selected guest is displayed.
5. Click the EDIT button on the profile section of the screen, the profile of the selected guest is displayed.
6. To view additional data, click the tabs at the top of the Profile dialog box.
7. Click OK to close the profile dialog box.
8. Click OK to close the reservation dialog box.

Note: For detailed information on how to edit and manage profiles, refer to the Suite8 Customer Relationship Management manual.

5

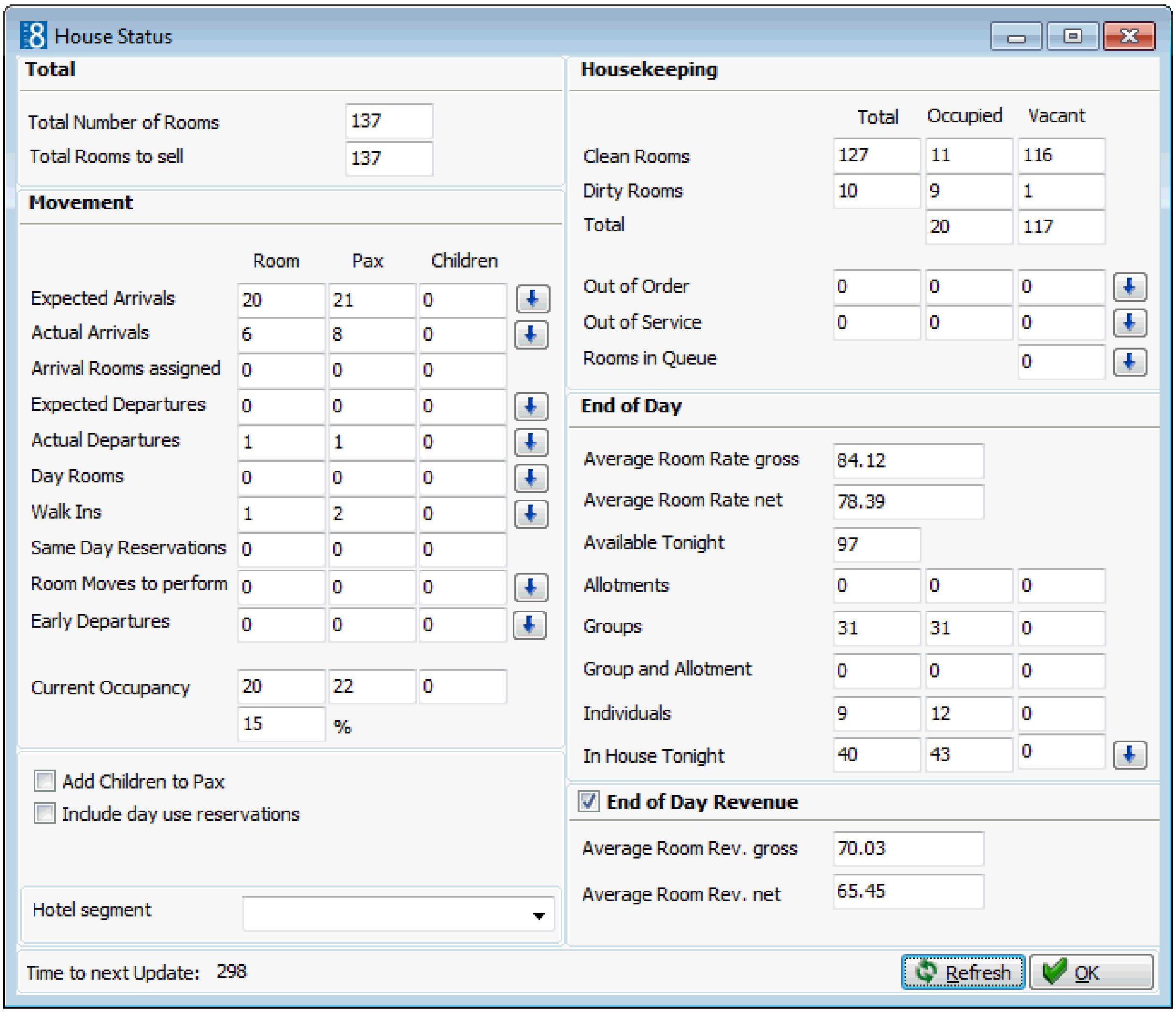
House Status

The House Status screen gives an overall picture of the hotel at that very moment.

Opening the House Status screen

There are three ways to open the house status screen:

- From the Rooms Management toolbar click HOUSE STATUS.
- Press CTRL +H.
- Select HOUSE STATUS from the menu option Quick Keys.



Note: The blue arrow next to a field indicates a link to a corresponding screen. Click the arrow to display additional information.

The House Status can be set as the startup screen, so that each time this user logs on the House Status is displayed. To enable this functionality the required start up screen can be selected via the option STARTUP SCREEN under Miscellaneous → User Settings → Startup Tab.

To recalculate the House Status screen

From the House Status screen, click the REFRESH button.

The House Status screen figures are updated in all categories and fields.

House Status screen total terms

Term	Definition
Total Number of Rooms	The total number of rooms in the property. This is the number of rooms the license is provided for.
Total Rooms to Sell	The number of rooms available for sale. Total number of rooms less all rooms marked with the status 'Deduct from availability'. This usually includes out of order rooms but may include other statuses. For more details see the Version 8 Setup Manual.

House Status screen movement terms

Term	Definition
Expected Arrivals	The number of rooms/pax/children that are due to arrive that day.
Actual Arrivals	The number of rooms/pax/children that arrived that day.
Arrival Rooms Assigned	The number of rooms/pax/children that are due to arrive that day that have room numbers assigned to them.
Expected Departures	The number of rooms/pax/children that are due to depart that day.
Actual Departures	The number of rooms/pax/children that have departed that day.
Day Rooms	The number of rooms occupied and the number of pax and children that occupied rooms during the day that did not stay overnight.
Walk Ins	The number of rooms/pax/children that did not have prior reservations, walked into the hotel, and were checked in via the walk in button on the reservation navigator.
Same Day Reservations	The number of rooms/pax/children that checked in and made the reservation the same day.
Room moves to perform	The number of rooms/pax/children which are scheduled for a room move.
Early Departures	The number of rooms/pax/children that departed earlier than expected.
Current Occupancy	The number of rooms occupied and the number of pax and children occupying rooms at this moment. The % of rooms occupied at this moment.

Note: To display total persons (pax and children) click the option ADD CHILDREN TO PAX, the pax column then displays the total figure.

House Status screen housekeeping terms

Term	Definition
Clean Rooms	**Total:** Total number of occupied and vacant clean rooms. **Occupied:** The number of occupied rooms that are clean. **Vacant:** The number of vacant rooms that are clean.
Dirty Rooms	**Total:** Total number of occupied and vacant dirty rooms. **Occupied:** The number of occupied rooms that are dirty. **Vacant:** The number of vacant rooms that are dirty.
Total	**Occupied:** The total number of clean and dirty occupied rooms. **Vacant:** Total number of clean and dirty vacant rooms.
Out of Order	**Total:** Total number of out of order rooms. **Occupied:** This is always zero because an out of order room cannot be occupied. **Vacant:** The number of vacant rooms that are out of order and are not available for sale.
Out of Service	**Total:** Total number of out of service rooms **Occupied:** This is always zero because an out of service room cannot be occupied. **Vacant:** The number of vacant rooms that are taken out temporarily but are included in the availability and can be brought in at any time. For example: Closed Floor.
Rooms in Queue	The number of rooms on the check-in queue. These are room reservations for which the guests have checked-in but their rooms are not yet ready. Click the blue arrow to display a list of the queue rooms.

House Status screen end of day terms

Term	Definition
Average Room Rate gross	The forecasted gross average room rate. Total gross room revenue for in house and today's expected reservations divided by the expected number of rooms in house tonight.
Average Room Rate net	The forecasted net average room rate. Total net room revenue for in house and today's expected reservations divided by the expected number of rooms in house tonight.
Available Tonight	The number of rooms that will be available for sale that night.
Allotments	**Room:** The number of rooms that are occupied by individual reservations with a block code attached. **Pax:** The number of persons that are occupying rooms and have an individual reservation with a block code attached. **Note:** Block Reservation functionality requires an additional

	license code.
Groups	**Room:** The number of rooms that were entered using the group reservation option, but are not attached to a block. **Pax:** The number of persons that were entered using the group reservation option, but are not attached to a block.
Group and allotment	**Room:** The number of rooms that were entered using the group reservation option and are attached to a block. **Pax:** The number of persons that were entered using the group reservation option and are attached to a block. **Note:** Block Reservation functionality requires an additional license code.
Individuals	**Room:** The number of rooms that are occupied by individuals who are not part of a block or a group. **Pax:** The number of individual persons that are occupying rooms and do not belong to a block or a group.
In-house tonight	**Room:** The total number of rooms that will be occupied that night, including individuals, allotments, groups, and group and allotment. **Pax:** The number of persons that will be occupying the hotel that night, including individuals, allotments, groups, and group and allotment.

House Status screen end of day revenue

Term	**Definition**
Average Room Rev. gross	Calculates the gross average end of day room revenue from the Revenue Forecast table (YPOS). Forecasted package revenue is not taken into consideration.
Average Room Rev. net	Calculates the net average end of day room revenue from the Revenue Forecast table (YPOS). Forecasted package revenue is not taken into consideration.

Note: Rooms and persons on blocks that have not been picked up will not be shown on the House Status regardless of the block status.

6

Attendants

The Attendants screen gives you quick and easy access to complete information about attendants including:

- Attendant Name
- Total number of credits, both room and amenity
- Specific room assignment information

It is a convenient tool for managing attendant room assignments; you can not only view all room assignments, but can also reassign rooms as needed. Rooms can be assigned by either specifying the number of available attendants or by using the active pre-defined attendants list. The type of attendant group can be selected and calculated when using the option USE DEFINED ATTENDANTS. Rooms can be selected and dragged to another room attendant or to and from the Not assigned rooms column. You can print an attendants report listing information about each room assigned to the attendants, or save the report for reprinting later in the day.

If a room status such as out of order or out of service is defined with a RETURN TIME REQUIRED, the actual status of the room on the entered return time is considered when calculating attendants.

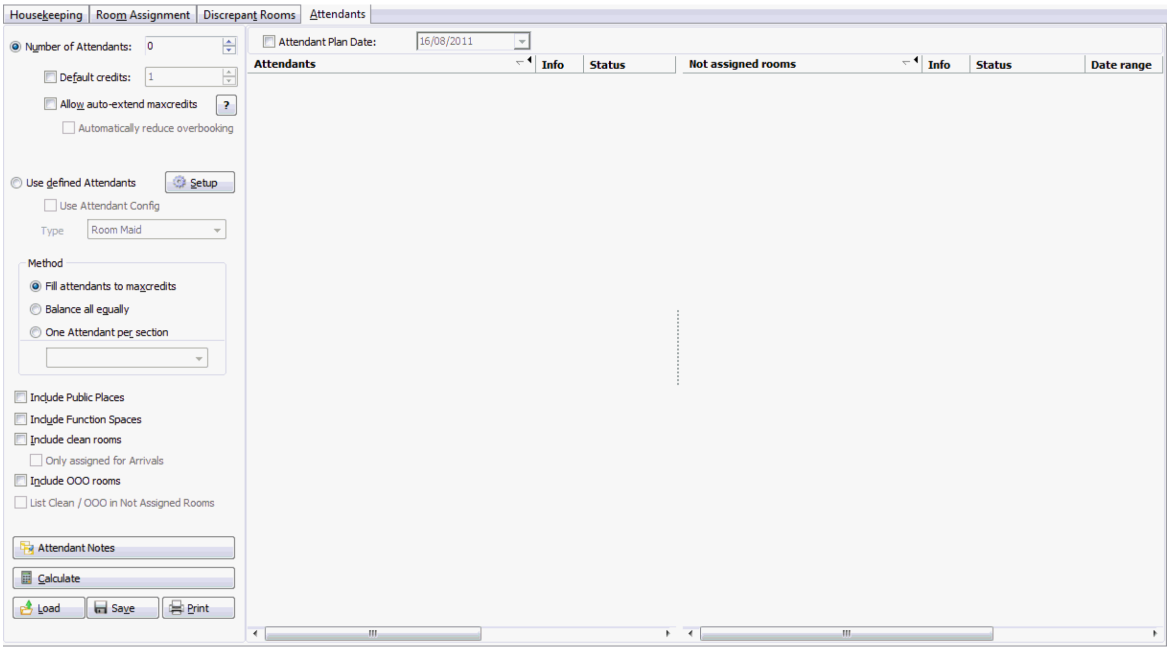
Additional credits can be assigned to attendants cleaning rooms occupied by guests with special housekeeping amenities such as changing linen or towels. The amenity credits are added when the attendant plan is calculated and are displayed next to the room credits.

Access the attendants screen

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS; the Attendants screen is displayed.

   or

   Click the ROOMS MANAGEMENT menu and select HOUSEKEEPING; the Housekeeping screen is displayed.
2. In the Housekeeping screen, click the ATTENDANTS tab; the Attendants screen is displayed.



Attendants display

Column	Information displayed
Attendants	The name of the attendant, the maximum number of credits that can be assigned to this attendant and the number of credits which are currently available to be assigned.
Info	The status of the reservation: I for in house D for departure A for arrival
Status	The room status, the name of the reservation and the detailed reservation status.
Date Range	The arrival and departure dates of the reservation occupying this room.
Arrival	The name of the reservation due to arrive.
Share	Indicates if room is being shared.

Amenity functionality is controlled by the parameter AMENITY FUNCTIONALITY under Setup → Configuration → Global Settings → Reservation → Reservation 2 tab.

Amenities are defined via the option AMENITIES under Setup → Configuration → Reservations.

Housekeeping amenity credit functionality requires that the department 'Housekeeping' is assigned the role 'Housekeeping' via the option RESPONSIBLE DEPARTMENTS under Setup → Configuration → Conference Management.

Allocating rooms assignments

To allocate room assignments

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS.
2. Click the NUMBER OF ATTENDANTS options button.
3. Enter desired number of attendants or click the up and down arrow to choose the number of attendants.
4. Mark the DEFAULT CREDITS check box and enter the desired number of credits per attendant or click the up and down arrow to choose the number of credits.

> **Note:** If the default credits check box is not selected then the credits will be divided between the attendants up to a maximum of 999 credits.

5. Mark the Allow Auto-Extend Maxcredits check box to allow the allocation of unassigned rooms to an attendant even if that attendant has already been allocated the maximum number of credits.
6. Select the method of room assignment:
   - Fill attendants to maxcredits: each active attendant is assigned their defined number of credits, until all rooms are assigned.
   - Balance all equally: the total credits will be divided as equally as possible among the active attendants.
   - One attendant per section: each active attendant is assigned all the rooms in a single section.
7. If clean rooms are to be included in the room assignment select the check box INCLUDE CLEAN ROOMS.
8. If only clean rooms which are assigned for arrivals are to be included in the room assignment then select the check box ONLY ASSIGNED FOR ARRIVALS.
9. If out of order rooms are to be included in the room assignment then select the check box INCLUDE OOO ROOMS.
10. If clean and/or out of order rooms are to be listed in the Not assigned rooms section select the check box LIST CLEAN / OOO IN NOT ASSIGNED ROOMS. This option is only available if INCLUDE CLEAN ROOMS and/or INCLUDE OOO ROOMS have been selected.
11. Click CALCULATE, the attendant listing is displayed with as near as possible the same number of credits assigned to each attendant.

    If LIST CLEAN / OOO IN NOT ASSIGNED ROOMS was selected then all rooms with the status CLEAN and OUT OF ORDER will be listed on the right hand side under Not assigned rooms.

> **Note:** Drag & drop functionality can be used to add rooms to the room attendant listing from the not assigned rooms list.

Assigning rooms using the defined attendants listing

To assign rooms using the defined attendants listing

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS.
2. Click the USE DEFINED ATTENDANTS option button.
3. In the TYPE box select the type of attendant group required.
4. Select the method of room assignment:
   - Fill attendants to maxcredits: each active attendant is assigned their defined number of credits, until all rooms are assigned.
   - Balance all equally: the total credits will be divided as equally as possible among the active attendants.
   - One attendant per section: each active attendant is assigned all the rooms in a single section.
5. If clean rooms are to be included in the room assignment select the checkbox INCLUDE CLEAN ROOMS.
6. If out of order rooms are to be included in the room assignment select the checkbox INCLUDE OOO ROOMS.
7. If clean and/or out of order rooms are to be listed in the Not assigned rooms section select the checkbox LIST CLEAN / OOO IN NOT ASSIGNED ROOMS. This option is only available if INCLUDE CLEAN ROOMS and/or INCLUDE OOO ROOMS have been selected.
8. Click CALCULATE, the attendant listing is displayed with as near as possible the same number of credits assigned to each active attendant.

   If LIST CLEAN / OOO IN NOT ASSIGNED ROOMS was selected then all rooms with the status CLEAN and OUT OF ORDER will be listed on the right hand side under Not assigned rooms.

> **Note:** Drag & drop functionality can be used to add rooms to the room attendant listing from the not assigned rooms list.

Assigning rooms using pre-defined attendants and rooms

To assign rooms using pre-defined attendants and pre-defined rooms

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS.
2. Click the USE DEFINED ATTENDANTS option button.
3. Click USE ATTENDANT CONFIG to allocate rooms according to the permanent room → maid allocation. In this case the credits will be ignored.

   The method of room assignment is not applicable as credits are ignored when the option USE ATTENDANT CONFIG is selected.
4. If clean rooms are to be included in the room assignment select the checkbox INCLUDE CLEAN ROOMS.
5. If out of order rooms are to be included in the room assignment select the checkbox INCLUDE OOO ROOMS.
6. If clean and/or out of order rooms are to be listed in the Not assigned rooms section select the checkbox LIST CLEAN / OOO IN NOT ASSIGNED ROOMS. This option is only available if INCLUDE CLEAN ROOMS and/or INCLUDE OOO ROOMS have been selected.

7. Click CALCULATE the attendant listing is displayed according to the pre-defined room allocation.

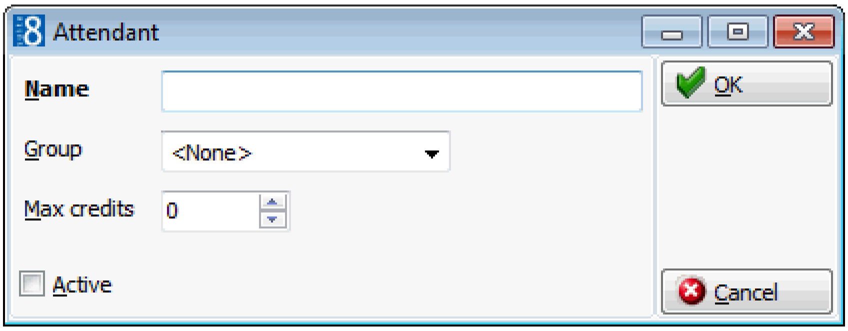
   If LIST CLEAN / OOO IN NOT ASSIGNED ROOMS was selected then all rooms with the status CLEAN and OUT OF ORDER will be listed on the right hand side under Not assigned rooms.

Note: Drag & drop functionality can be used to add rooms to the room attendant listing from the not assigned rooms list.

Adding a new attendant to the listing

To add a new attendant to the listing

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS.
2. Click SETUP, the Attendant Setup dialog box is displayed.
3. Click NEW, the Attendant dialog box is displayed.



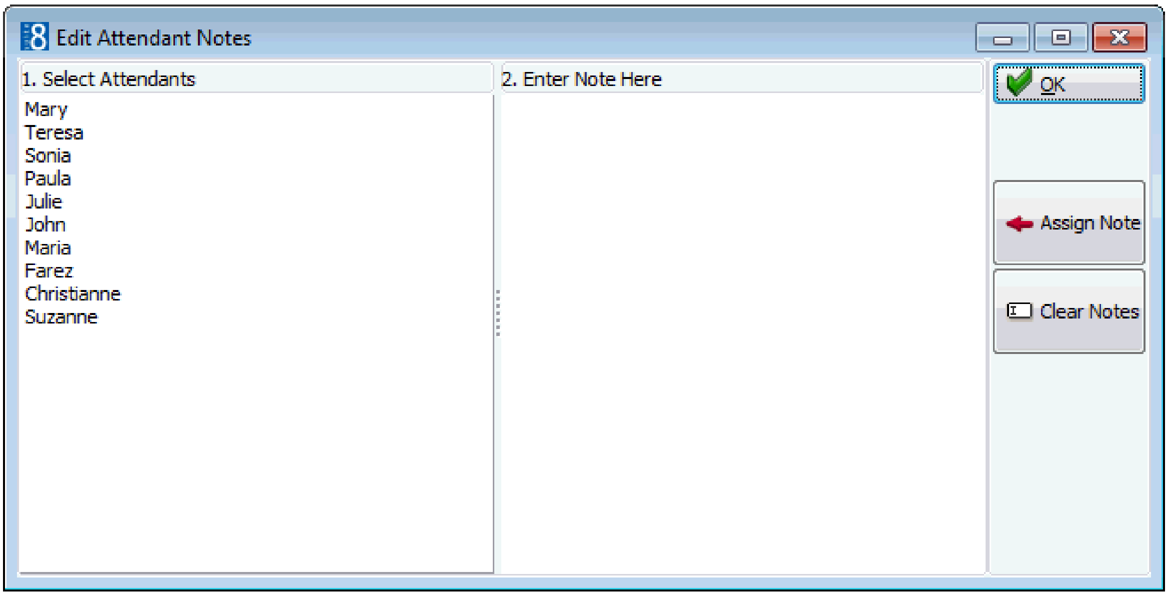
4. Type in the attendant name.
5. Type in the number of credits allocated to this attendant.
6. Mark the ACTIVE checkbox if this attendant is currently active.
7. Click OK.

Adding a note to an attendant

Once the room attendant listing has been calculated then a note can be added to a specific room attendant or to multiple room attendants. Notes can be added, edited or deleted and are automatically removed when the room attendant listing is recalculated. Notes are printed on the attendant list and are displayed in a hint when the mouse is hovered over an attendant name in the attendant listing.

How to add a note to multiple attendants

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS.
2. Assign the rooms by either specifying the number of available attendants or by using the active pre-defined attendants list.
3. Click CALCULATE, the attendant listing is displayed with as near as possible the same number of credits assigned to each active attendant.
4. Click the ATTENDANT NOTES button, the Edit Attendant Notes screen is displayed with a list of the attendant names.

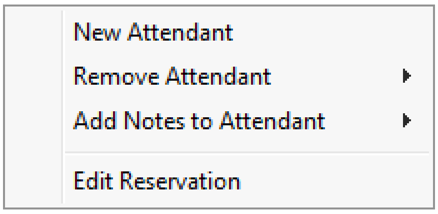


5. In the SELECT ATTENDANTS column select the attendant or attendants to which the note applies. Multiple attendants can be selected from the list using the Ctrl button and left mouse click.
6. In the ENTER NOTE HERE column enter the note, click the ASSIGN NOTE button.

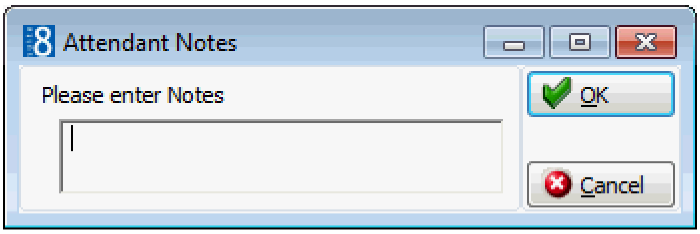
   Attendant names with a note assigned are displayed in green.
7. Click OK to close the Edit Attendant Notes screen.

How to add/edit a note to a single attendant

1. Click the ROOMS MANAGEMENT menu and select ATTENDANTS.
2. Assign the rooms by either specifying the number of available attendants or by using the active pre-defined attendants list.
3. Click CALCULATE, the attendant listing is displayed with as near as possible the same number of credits assigned to each active attendant.
4. Right-click on the attendant listing to display the short-cut menu.



5. Select ADD NOTES TO ATTENDANT; a listing of the attendant names is displayed.
6. Select the name of the attendant to which a note is being added or edited; the Attendant Notes dialog box is displayed.



7. Enter the attendant note or edit an existing note and click OK.

How to delete notes from multiple attendants

1. Click the Rooms Management menu and select Attendants.
2. Calculate and display the attendant listing
3. Click the Attendant Notes button, the Edit Attendant Notes screen is displayed with a list of the attendant names.

   Attendant names with a note already assigned are displayed in green.
4. In the Select Attendants column select the required attendant or attendants. Multiple attendants can be selected from the list using the Ctrl button and left mouse click.
5. Click the Clear Note button.

   A confirmation message is displayed.
6. Click Yes to remove the attendant note.
7. Click OK to close the Edit Attendant Notes screen.

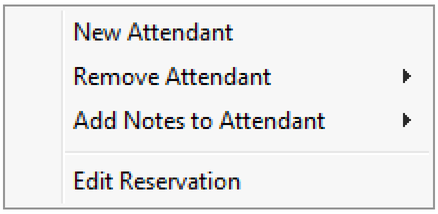
How to delete an attendant note

1. Click the Rooms Management menu and select Attendants.
2. Calculate and display the attendant listing.
3. Right-click on the attendant listing to display the short-cut menu.
4. Select Add Notes to Attendant; a listing of the attendant names is displayed.
5. Select the name of the required attendant; the Attendant Notes dialog box is displayed.
6. Clear the note text and click OK.

Editing a reservation

How to edit a reservation from the attendant listing

1. Click the Rooms Management menu and select Attendants.
2. Assign the rooms by either specifying the number of available attendants or by using the active pre-defined attendants list.
3. Click Calculate, the attendant listing is displayed with as near as possible the same number of credits assigned to each active attendant.
4. Select the required rooms and right-click on the attendant listing to display the short-cut menu.



5. Select Edit Reservation; if multiple rooms were selected then a listing of reservation names is displayed.
6. Select the name of the reservation to be edited.

   The reservation edit screen is displayed; the options available are according to the reservation status and user rights.

7. Make any changes required and click OK or click Cancel to close the reservation edit screen and return to the attendants listing.

Printing the Attendant Assignments

The attendants report lists the room number, room category, status, number of persons in the room, guest name (if still in-house), arrival and departure dates of guest and VIP code. In addition, there is a summary of rooms and credits for each attendant.

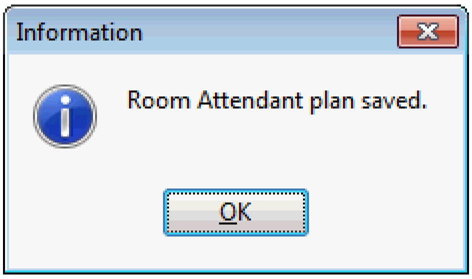
How to print the attendants report

1. In the Attendants screen, click the Print button.
2. The Printing Records dialog box appears indicating that the report is being printed.
3. To cancel the report, click the Cancel Printing button.

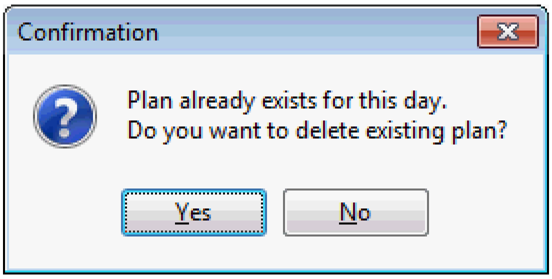
How to save the attendants report

The room assignment report can be saved so that it can be reprinted without having to be recalculated.

1. In the Attendants screen, click Save, the save plan confirmation appears.



2. Click OK.
3. If a room attendant plan has been previously saved today then you are asked if you should delete the existing plan.



4. Click Yes to delete the existing plan, the new plan is saved.

How to load a saved attendants report

In the Attendants screen, click Load to display the previously saved plan.

Note: Only a plan which was saved today can be loaded, it is not possible to load a plan from a previous day.

The report to be used for the room attendants is defined via the option Default report for attendants under Setup → Configuration → Global Settings → Reports → Reports tab. The default number of copies to be printed is defined in the report setup under the option Miscellaneous → Reports.

The report printed when the calculation is by attendant group is the REPORT defined for the selected attendant group under Setup → Configuration → Reservations → Attendant Groups. If no report is defined then the attendants report defined via the option DEFAULT REPORT FOR ATTENDANTS under Setup → Configuration → Global Settings → Reports → Report Tab is used as the default.

Note: During the update process the group type MAID is marked as the default and all configured attendants are assigned to this group.

7

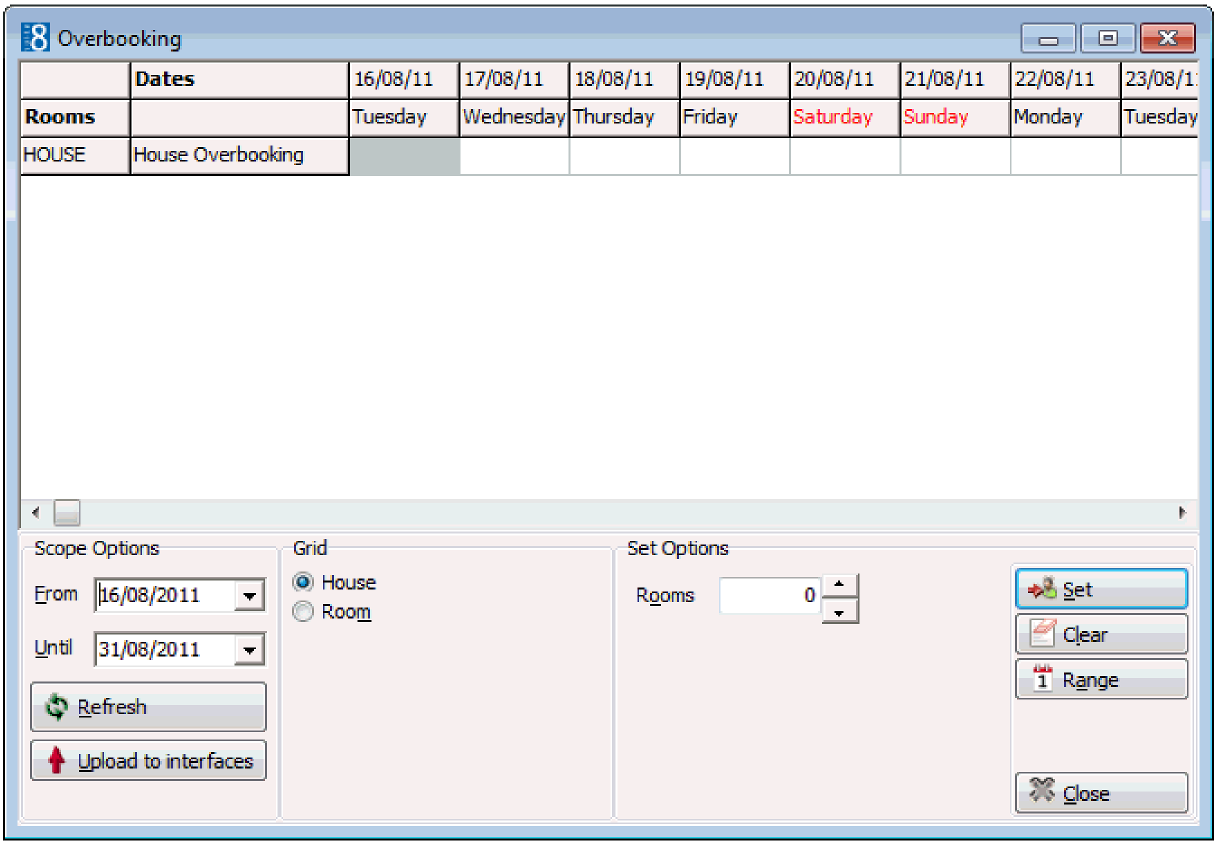
Overbooking

Suite8 allows you to overbook in accordance with the set overbooking levels. Most hotels use overbooking levels during peak periods in order to reach 100% occupancy.

Overbooking functionality is controlled by the user right OVERBOOKING under Setup → Configuration → Users → User Definition → Rights → Overbooking.

Access the overbooking screen

Click the ROOMS MANAGEMENT menu and select OVERBOOKING. The overbooking dialog box appears.



Changing the dates on the overbooking screen

You can change the view of the overbooking screen by changing the from and until dates.

To change the dates on the overbooking screen

1. Type the start date for the overbooking grid in the From Date box **or** click the drop-down arrow and select a date from the calendar.
2. Type the end date in the Until Date field box **or** click the drop-down arrow and select a date from the calendar.
3. Click the REFRESH button, the overbooking grid is updated.

House Overbooking

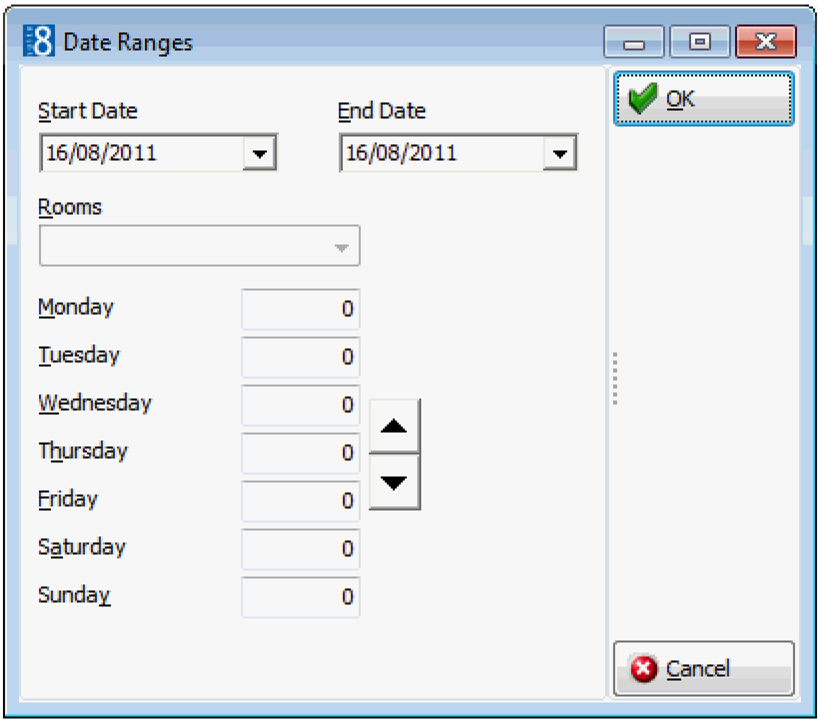
House overbooking allows you to overbook the hotel with any room type.

To overbook the hotel

1. Click the ROOMS MANAGEMENT menu and select OVERBOOKING.
2. Select the HOUSE option button.
3. Select the square or squares on the grid that represents the day(s) to be overbooked.
4. Type the number of rooms to overbook by in the Rooms box **or** click the up and down arrow to choose the number of rooms.
5. Click SET, the overbooking grid is updated with the overbooking amount specified.

To set overbooking for a range of dates

1. Click the ROOMS MANAGEMENT menu and select OVERBOOKING.
2. Select the HOUSE option button.
3. Click the RANGE button. The Date Ranges dialog box opens.



4. Type the starting date for the overbooking period in the Start Date field **or** click the drop-down arrow and select a date from the calendar.
5. Type the end date of the overbooking period in the End Date field box **or** click the drop-down arrow and select a date from the calendar.
6. To assign a different overbooking amount for each day in the overbooking period, type the amount in the field corresponding to the day.

> **Note:** Clicking the large up and down arrows increases or decreases the number of rooms to overbook by for all days in the selected range.

7. Click OK, the Overbooking grid is updated with the overbooking amount specified.

Overbooking by room type

Suite8 lets you select specific room types for overbooking.

To overbook specific room types

1. Select the ROOM radio button. The room types are displayed in the overbooking grid.
2. Click the RANGE button. The Date Ranges dialog box is displayed.
3. Type the starting date for the overbooking period in the Start Date box **or** click the drop-down arrow and select a date from the calendar.
4. Type the end date of the overbooking period in the End Date field box **or** click the drop-down arrow and select a date from the calendar.
5. In the Rooms field, click on the down arrow to open the drop-down list, and select the room types on which to set overbooking levels. A check mark is added next to the selected room types.
6. To assign a different overbooking amount for each day in the overbooking period, type the amount in the field corresponding to the day.
7. Click OK, the Overbooking grid is updated with the overbooking amounts specified.

Setting both house and room type overbooking

You can set both house overbooking and room type overbooking at the same time. For example, if you allow the hotel to be overbooked by 20 rooms, you can set the house overbooking to 20 rooms and then set room type overbooking levels for specific room types. This will ensure that you are not overbooked by 20 rooms on one particular room type. This is especially useful if you have just one or two of a particular room type.

Alternatively, if you set the Room Type overbooking to allow overbooking by 10 rooms on each of three room types, you can set the House Overbooking to 20, so that the system will restrict any new reservations after the total house availability has reached 20 even though some room types have not yet reached the overbooking limit.

Deleting overbooking levels

You can delete the house overbooking for a particular day. You can also delete the overbooking of a specific room type for a particular day. When you delete a selected overbooking, the entry disappears from the overbooking screen.

To delete an overbooking level

1. Display the overbooking grid with or without room types displayed by selecting either the HOUSE or ROOM option button.
2. Select an overbooking item from the Overbooking grid.
3. Click CLEAR, the selected overbooking entry is deleted.

8

Maintenance

Maintenance is helpful in recording and tracing repair service requests for rooms, function spaces and public areas. The maintenance tool can be accessed via the option MAINTENANCE on the Rooms Management menu. Users can enter new maintenance tasks and search for and edit existing maintenance tasks. The Maintenance tool allows users to search by locality, maintenance status, the type of maintenance task and the responsible employees.

Maintenance types configured as Out of Order will automatically prompt a confirm message, answering yes will display the out of order dialog box. If a room is assigned to a reservation which has a maintenance record, an indicator on the edit reservation screen shows MAINTENANCE, the maintenance record can be accessed by clicking the maintenance indicator. Short message sending functionality may be used to alert employees about maintenance tasks.

The maintenance option is controlled by the parameter HOTEL MAINTENANCE under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

Maintenance search functionality is controlled by the user right VIEW under Setup → Configuration → Users → User Definition → Rights → Hotel Maintenance → Maintenance Search.

Maintenance edit functionality is controlled by the user rights NEW, EDIT, DELETE and RESOLVE under Setup → Configuration → Users → User Definition → Rights → Hotel Maintenance → Maintenance Edit.

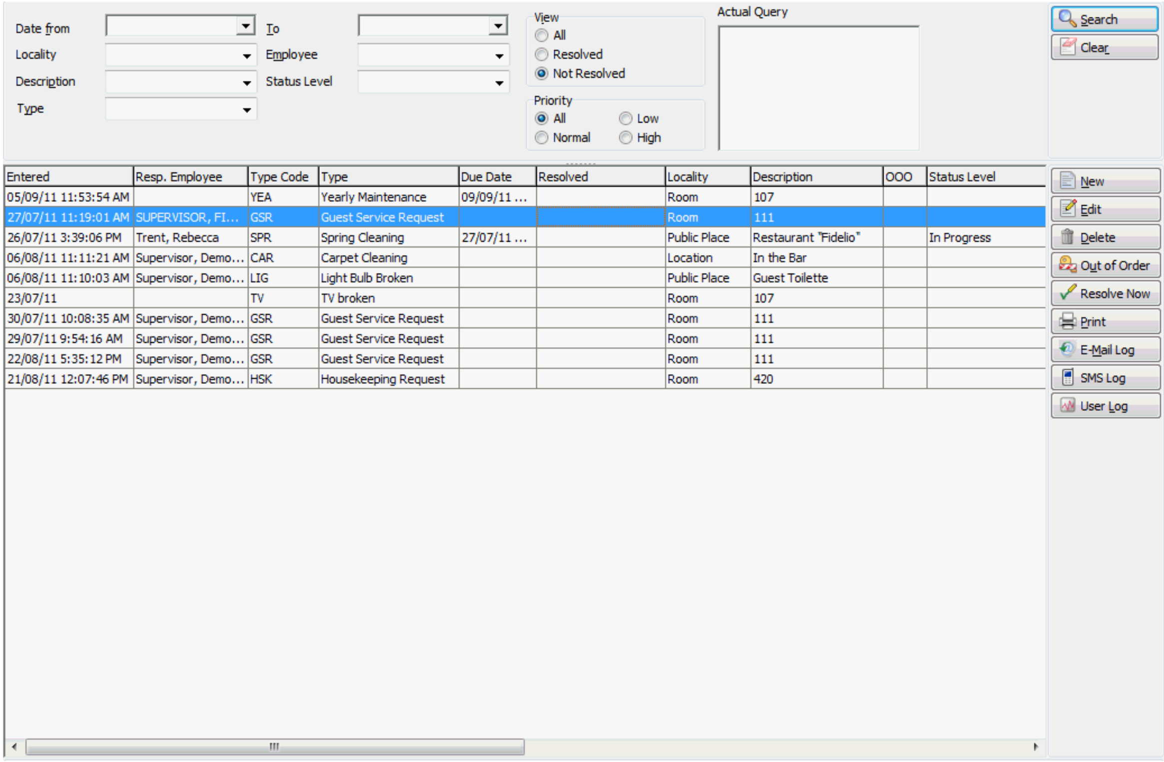
SMS Sending functionality is controlled by the parameter ENABLE SMS SENDING under Setup → Configuration → Global Settings → Interfaces → Misc. Interface 4 tab.

The parameters for short message sending for maintenance tasks are defined via the section MAINTENANCE SMS NOTIFICATIONS under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

Access maintenance

- Click the Rooms Management menu or the Meeting Planner menu and select Maintenance.

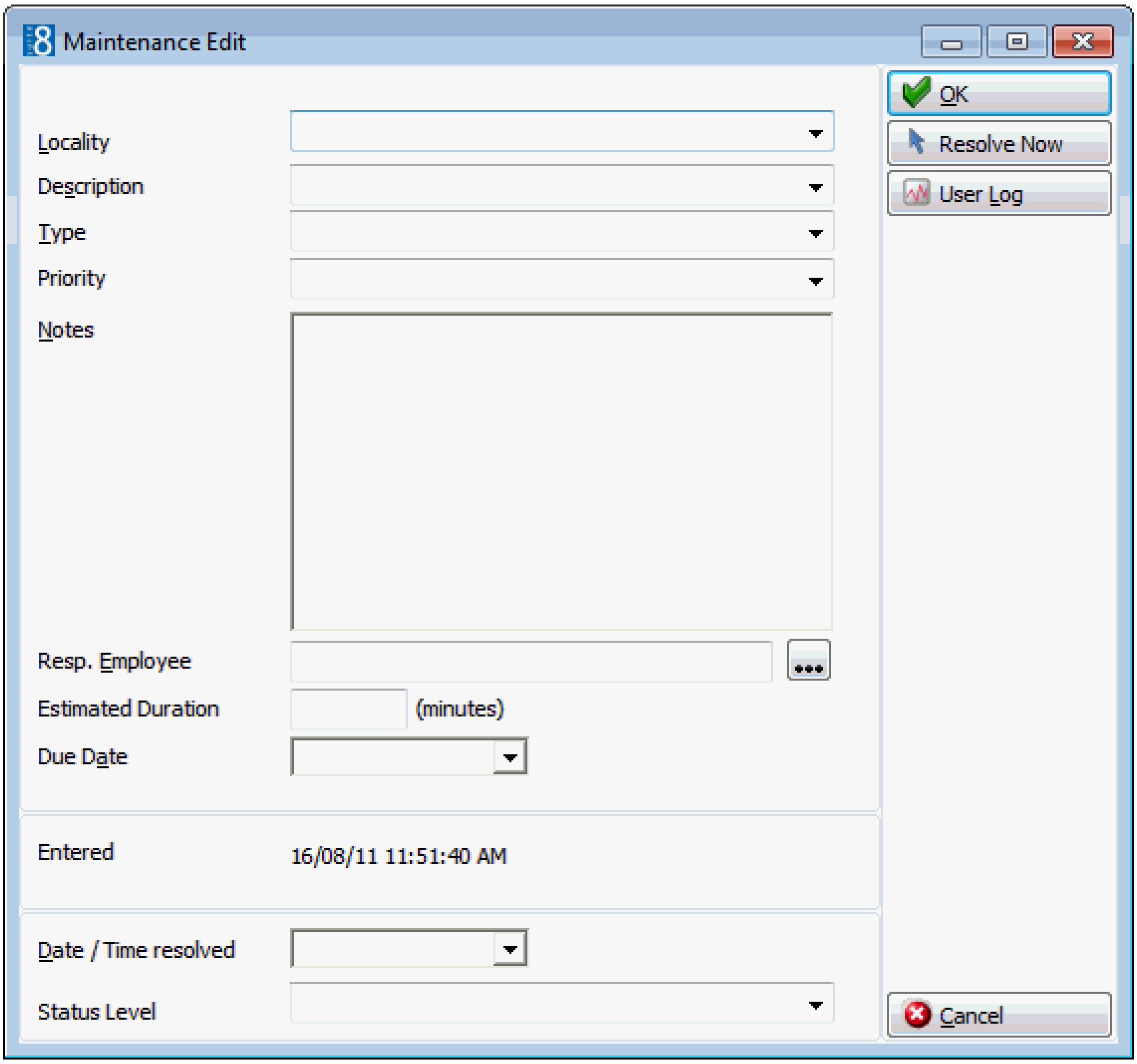
  The Maintenance dialog box is displayed; all the Not Resolved maintenance records are listed by default.



Note: Maintenance functionality is part of the Fidelio Suite8 Small Business Edition feature list.

Entering a new maintenance task

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Click NEW to enter a new maintenance task.



3. In the Locality box click the drop-down arrow and select the location of the maintenance task.
4. In the Description box click the drop-down arrow and select the description. The descriptions are dependant on the locality selected.
5. In the Type box click the drop-down arrow and select the type of maintenance task. If the number of minutes needed to complete this task have been defined then the Due Date and time are automatically completed.
6. In the Notes box enter a description of the maintenance task, if required.
7. Next to the Resp. Employee box click the button to select an employee from the Select Employee screen.
8. Type the due date for the task in the Due Date box or click the drop-down arrow and select a date from the calendar. If the number of minutes needed to complete this task have been defined then the Due Date and time are automatically completed.
9. In the Status Level box select the current status level of this task; the status level can be updated at any time.
10. Click OK to save the maintenance task record.
11. If the maintenance type selected is configured as Out of Order then a message is displayed asking if the room should be placed out of order.

11. Select YES to place the room out of order.
12. The out of order dialog box is automatically displayed when confirming the out of order message; see setting a room status to OOO or OOS.

Maintenance task dialog box

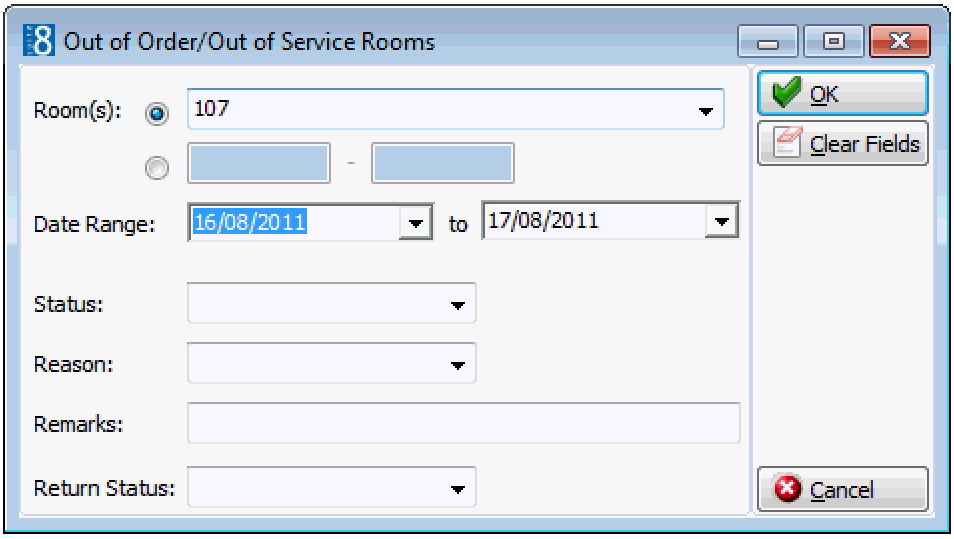
Field	Definition
Locality	Select the location of the maintenance task - Room, Function Space, Location or Public Location.
Description	The description selection is dependant on the locality selected: Rooms - choose a room number from the list of available rooms. Function Space - choose a function space from the list of available function spaces. Location - choose from a list of defined locations. Public Place - a place is not required to be selected.
Type	Defines the maintenance issue, select a type from the list of defined maintenance types.
Notes	Additional description about the defect can be entered in this box.
Resp. Employee	Select the responsible employee from the profile search screen.
Due Date	The date and time the task is due to be completed. This is completed automatically if the number of minutes needed to complete the selected task has been defined in the configuration.
Entered	The date and time the defect was entered.
Date/ Time resolved	The date and time the defect was resolved.

Resolving a maintenance task

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select the task to be resolved.
3. Click RESOLVE NOW, the task is now marked as resolved.
4. The STATUS LEVEL is automatically updated with the status level defined as FOR RESOLVE.

Setting a room status to OOO or OOS

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select the task to be placed out of order; only maintenance tasks which have been configured as out of order can be selected.
3. Click OUT OF ORDER; the out of order dialog box is displayed with the room number automatically completed.



4. Type the starting date for the out of order block in the DATE RANGE box or click the drop-down arrow and select a date from the calendar.
5. Type the end date in the TO box or click the drop-down arrow and select a date from the calendar.
6. In the STATUS box, click on the down arrow to open the drop-down list, and select the room blocking status.
7. In the REASON box, click on the down arrow to open the drop-down list, and select the reason for blocking the room.
8. In the REMARKS box, you can enter relevant comments.
9. In the RETURN STATUS box, select the status to which you want the room to revert when the Out of Order status is removed.
10. Click OK to save the out of order record.

    The out of order record can be viewed via the option OUT OF ORDER on the ROOMS MANAGEMENT menu.

Marking a resolved maintenance task as unresolved

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select the task to be unresolved.
3. Click UNRESOLVE the task is now marked as not resolved.

Deleting a maintenance task

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select the task to be deleted.
3. Click DELETE, the task is deleted.

Print, Email, SMS or Fax a maintenance task

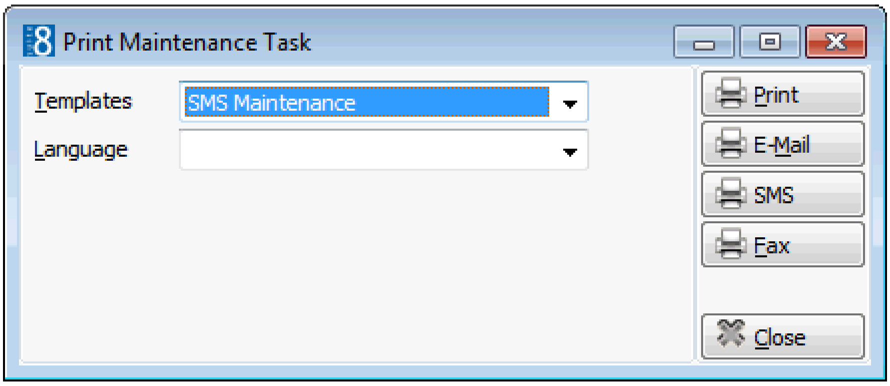
The attendants report lists the room number, room category, status, number of persons in the room, guest name (if still in-house), arrival and departure dates of guest and VIP code. In addition, there is a summary of rooms and credits for each attendant.

How to print a maintenance task

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.

   The Maintenance dialog box is displayed; all the NOT RESOLVED maintenance records are listed by default.
2. Select the maintenance task to be printed and click the PRINT button.

   The Maintenance Task Print dialog box is displayed.

3. In the TEMPLATES box click the drop-down arrow and select the template to be used.
4. In the LANGUAGE box click the drop-down arrow and select the language, if no language is selected, the default language from the language configuration will be used.
5. Click PRINT, the maintenance task is displayed in preview mode.
6. Click the print button  to print the maintenance task or click the close dialog button  to return to the maintenance screen.

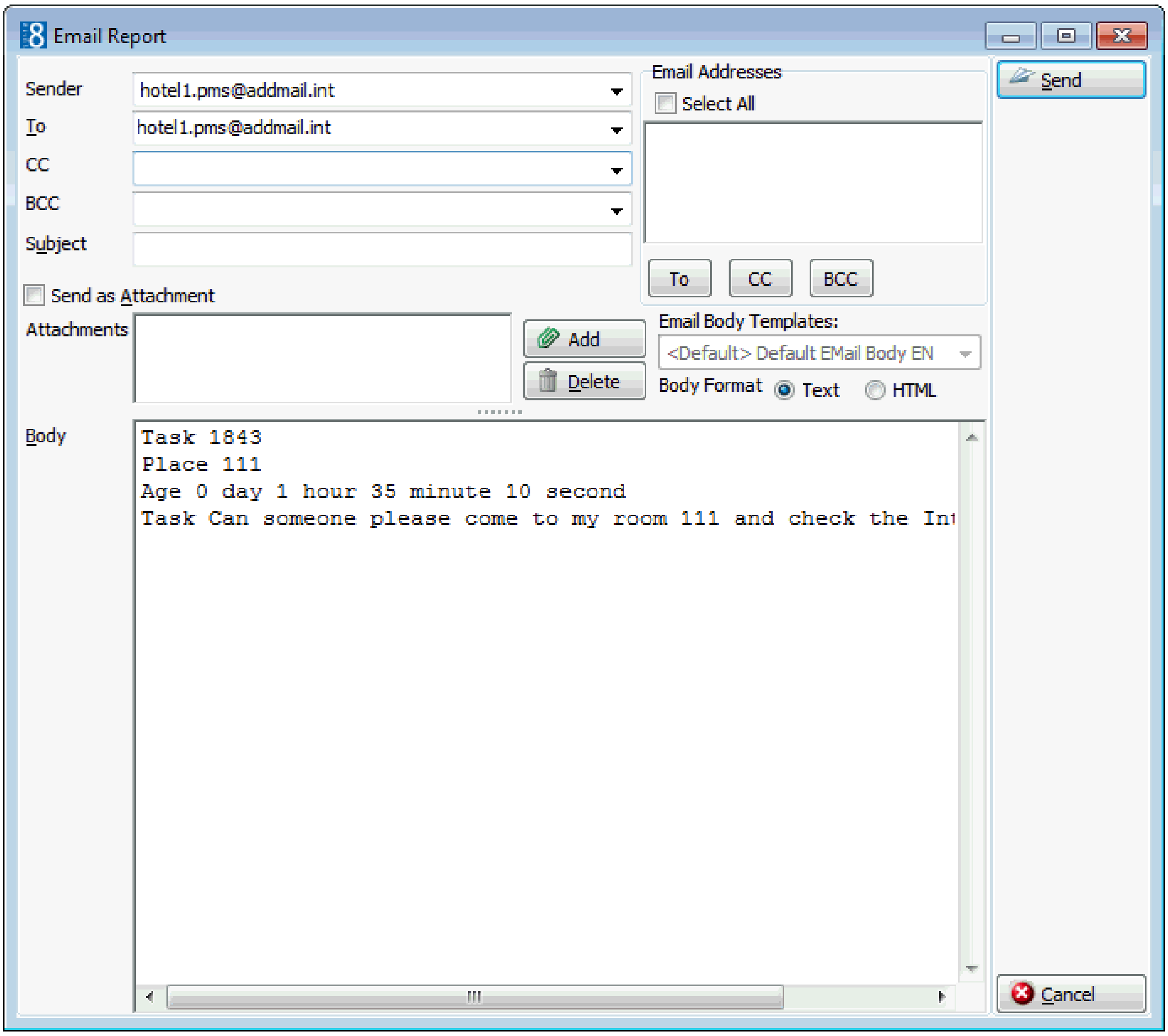
How to email a maintenance task

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.

   The Maintenance dialog box is displayed; all the NOT RESOLVED maintenance records are listed by default.
2. Select the maintenance task to be sent by email and click the PRINT button.

   The Maintenance Task Print dialog box is displayed.

3. In the TEMPLATES box click the drop-down arrow and select the template to be used.
4. In the LANGUAGE box click the drop-down arrow and select the language, if no language is selected, the default language from the language configuration will be used.
5. Click EMAIL, the document is generated and the Email Report dialog box displayed.



6. The TO box is automatically completed with the email address from the profile, this can be changed by clicking the drop-down arrow and selecting the email address to which this email should be sent or by selecting the required email addresses from the list of available in the panel on the upper right-hand side and clicking the TO button. Click the SELECT ALL button and then the TO button to select all the available email addresses.
7. In the CC box click the drop-down arrow and select the email address which should be copied on this email or select the required email addresses from the list of available in the panel on the upper right-hand side and click the CC button. Click the SELECT ALL button and then the CC button to select all the available email addresses.
8. In the BCC box click the drop-down arrow and select the email address which should be blind copied on this email or select the required email addresses from the list of available in the panel on the upper right-hand side and click the BCC button. Click the SELECT ALL button and then the BCC button to select all the available email addresses.
9. Enter the topic of the email in the SUBJECT box.

10. In the Body box, make sure that all the entered information is correct; any necessary changes can be made at this time.

11. Click Send, the document is generated and the email sent.

How to email a maintenance task as an attachment

1. Click the Rooms Management menu or the Meeting Planner menu and select Maintenance.

   The Maintenance dialog box is displayed; all the Not Resolved maintenance records are listed by default.

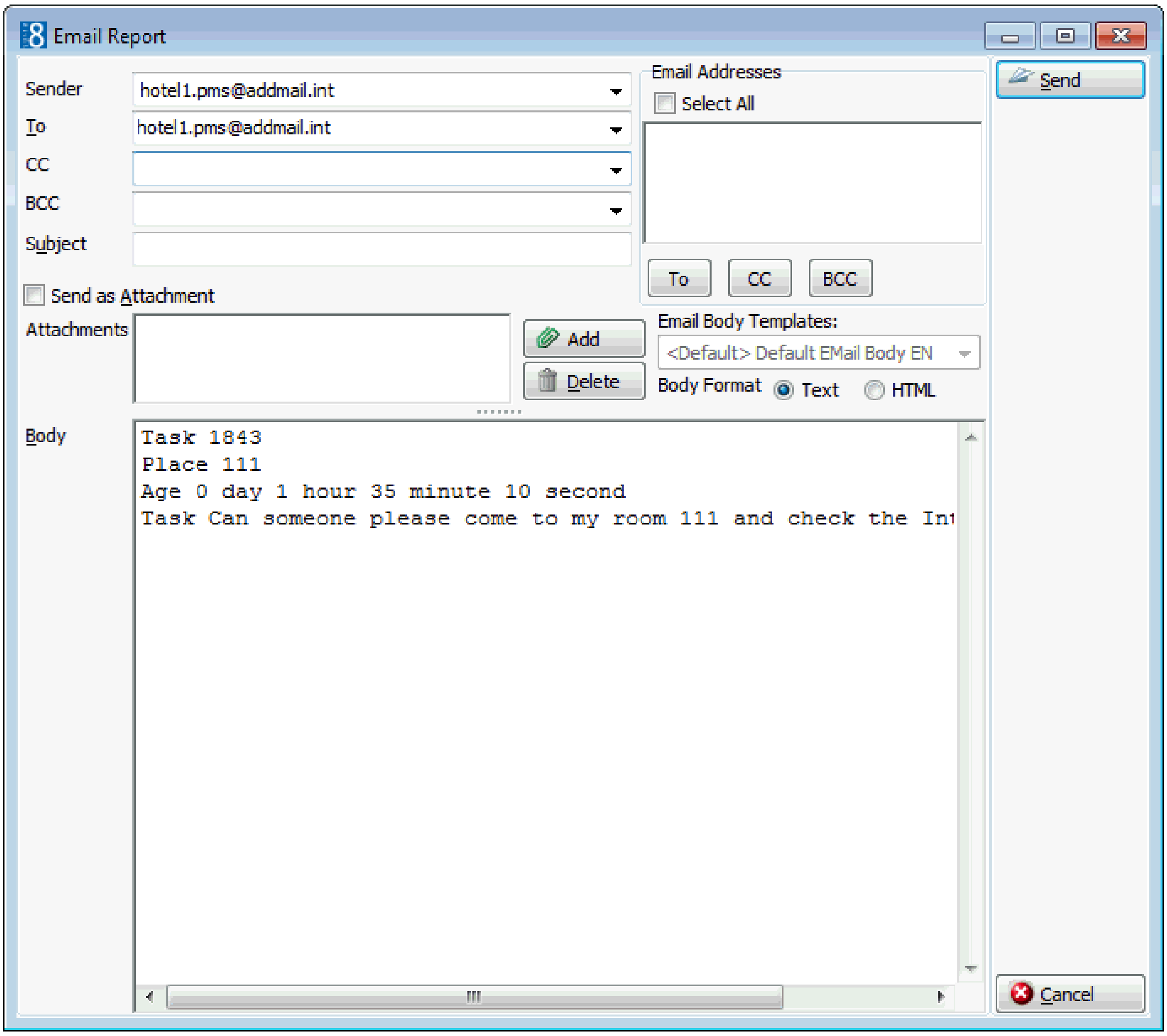
2. Select the maintenance task to be sent by email and click the Print button.

   The Maintenance Task Print dialog box is displayed.

3. In the Templates box click the drop-down arrow and select the template to be used.

4. In the Language box click the drop-down arrow and select the language, if no language is selected, the default language from the language configuration will be used.

5. Click Email, the document is generated and the Email Report dialog box displayed.



6. The To box is automatically completed with the email address from the profile, this can be changed by clicking the drop-down arrow and selecting the email address to which this email should be sent or by selecting the required email addresses from the list of available in the panel on the upper right-hand side and clicking the TO button. Click the SELECT ALL button and then the TO button to select all the available email addresses.
7. In the CC box click the drop-down arrow and select the email address which should be copied on this email or select the required email addresses from the list of available in the panel on the upper right-hand side and click the CC button. Click the SELECT ALL button and then the CC button to select all the available email addresses.
8. In the BCC box click the drop-down arrow and select the email address which should be blind copied on this email or select the required email addresses from the list of available in the panel on the upper right-hand side and click the BCC button. Click the SELECT ALL button and then the BCC button to select all the available email addresses.
9. Enter the topic of the email in the SUBJECT box.
10. Select the SEND AS ATTACHMENT check box if the document should be sent as an attachment rather than in the body of the email.
11. To edit the document click the EDIT ATTACH. button, the document is generated and displayed on the screen. Depending on the setup of your system either MS Word or the Fidelio Internal editor application will be used to display the document.
12. In the FORMAT box select the format for the attachment.
13. In the BODY box enter the text which should be included in the body of the email.
14. Click SEND, the document is generated and the email sent.

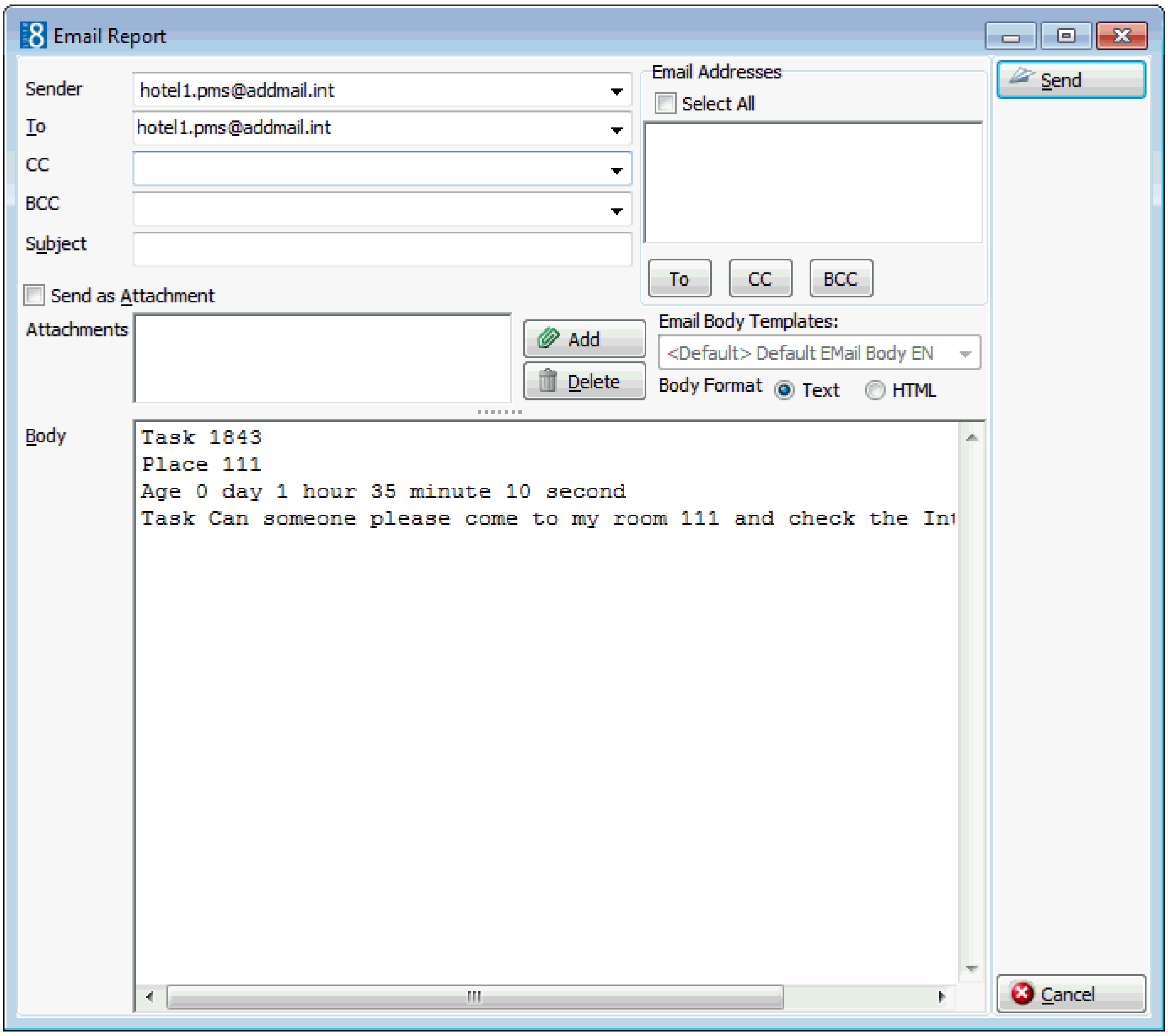
Note: Attachments sent in PDF format are automatically password protected so that no changes can be made to the original PDF.

How to email a maintenance task with an attachment

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.

   The Maintenance dialog box is displayed; all the NOT RESOLVED maintenance records are listed by default.
2. Select the maintenance task to be sent by email and click the PRINT button.

   The Maintenance Task Print dialog box is displayed.
3. In the TEMPLATES box click the drop-down arrow and select the template to be used.
4. In the LANGUAGE box click the drop-down arrow and select the language, if no language is selected, the default language from the language configuration will be used.
5. Click EMAIL, the document is generated and the Email Report dialog box displayed.



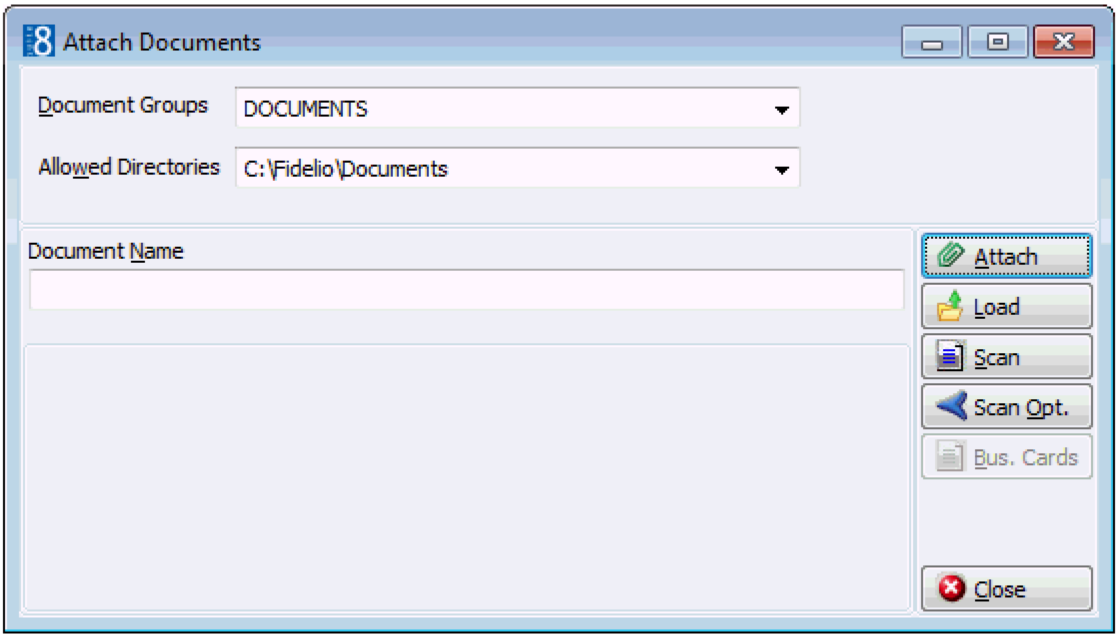
6. The To box is automatically completed with the email address from the profile, this can be changed by clicking the drop-down arrow and selecting the email address to which this email should be sent or by selecting the required email addresses from the list of available in the panel on the upper right-hand side and clicking the TO button. Click the Select All button and then the TO button to select all the available email addresses.

7. In the CC box click the drop-down arrow and select the email address which should be copied on this email or select the required email addresses from the list of available in the panel on the upper right-hand side and click the CC button. Click the Select All button and then the CC button to select all the available email addresses.

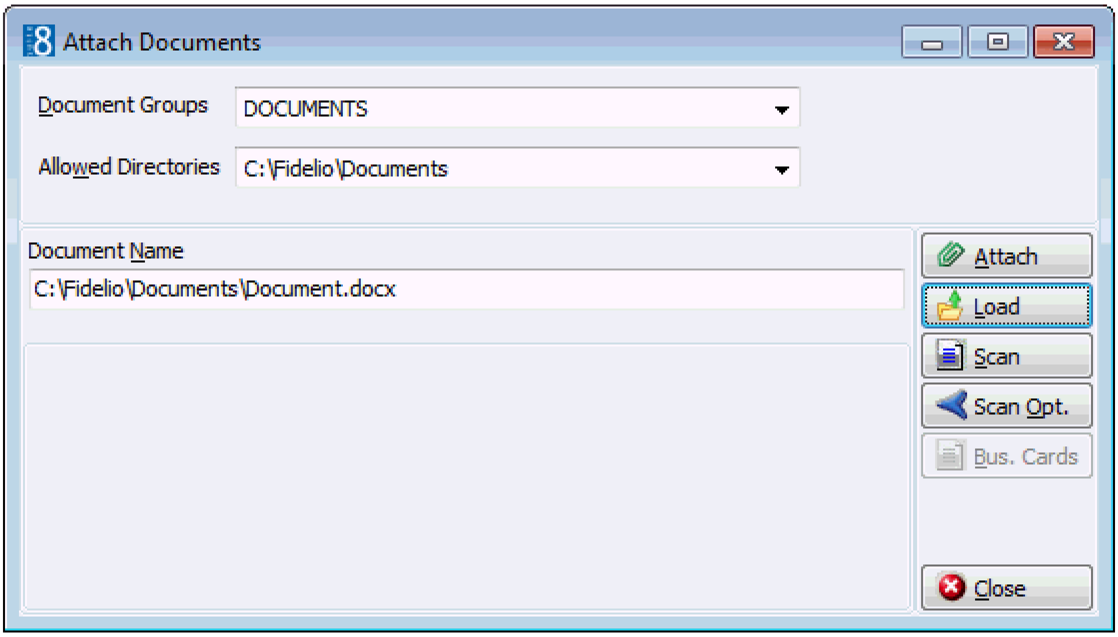
8. In the BCC box click the drop-down arrow and select the email address which should be blind copied on this email or select the required email addresses from the list of available in the panel on the upper right-hand side and click the BCC button. Click the Select All button and then the BCC button to select all the available email addresses.

9. Enter the topic of the email in the Subject box.

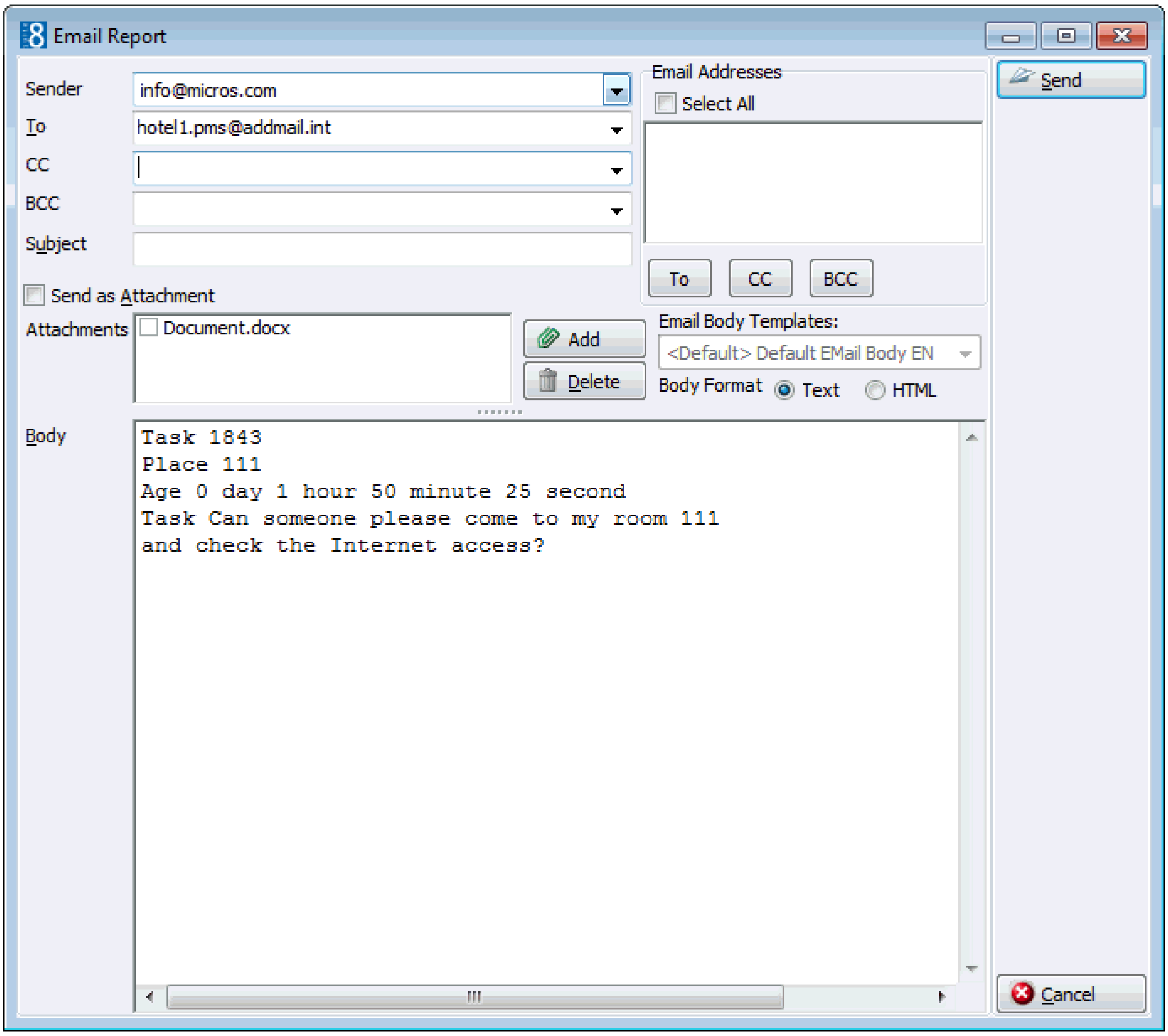
10. Click Add, the Attach documents dialog box is displayed.



11. In the DOCUMENT GROUPS list, select the document group required.
12. In the ALLOWED DIRECTORIES list, select the allowed directory required.
13. Click BROWSE to display the list of documents.
14. Select the required document and click OPEN, the Document Name field is filled.



15. To attach the document, click ATTACH, the document is shown as a linked attachment on the email report dialog box.



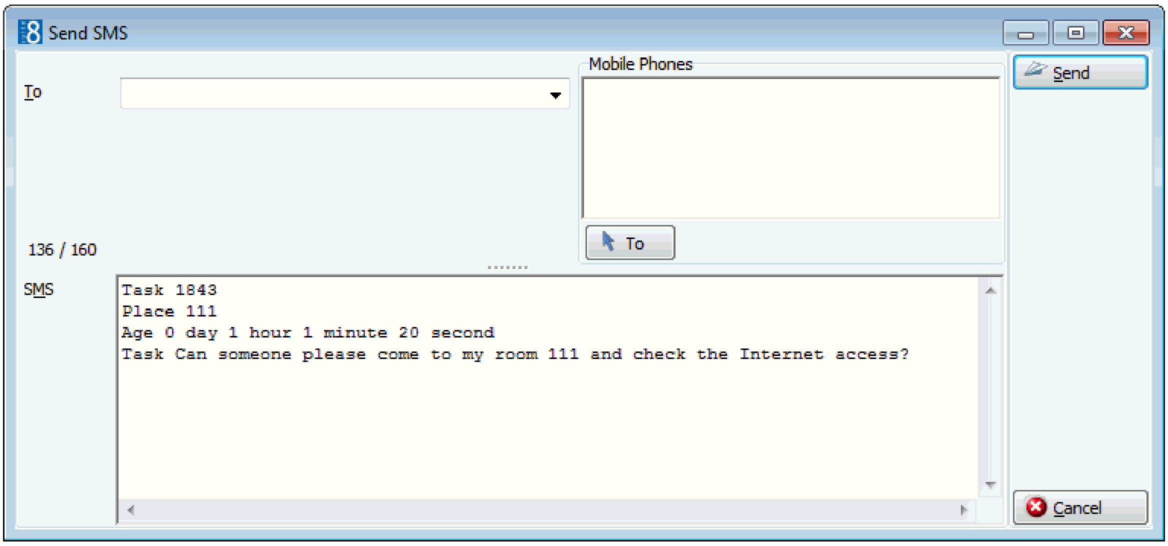
16. In the BODY box, make sure that all the entered information is correct; any necessary changes can be made at this time.
17. Click SEND, the document is generated and the email sent.

How to SMS a maintenance task

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.

   The Maintenance dialog box is displayed; all the NOT RESOLVED maintenance records are listed by default.
2. Select the maintenance task to be printed and click the PRINT button.

   The Maintenance Task Print dialog box is displayed.
3. In the TEMPLATES box click the drop-down arrow and select the template to be used.
4. In the LANGUAGE box click the drop-down arrow and select the language, if no language is selected, the default language from the language configuration will be used.
5. Click SMS, the Send SMS dialog box is displayed.



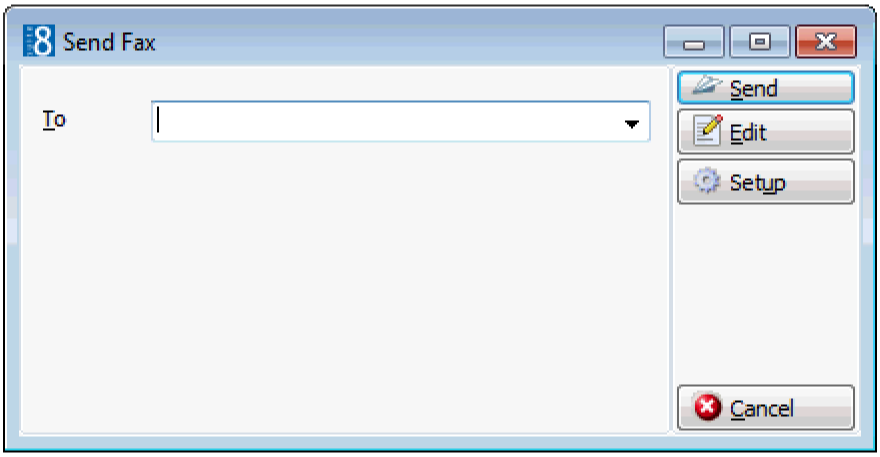
6. The TO box is automatically completed with the mobile phone number for the employee responsible for this task, this can be changed by clicking the drop-down arrow and selecting the mobile phone number to which this SMS should be sent or by selecting the required mobile phone numbers from the list of available in the panel on the upper right-hand side and clicking the TO button.
7. In the SMS box, make sure that all the entered information is correct; any necessary changes can be made at this time.
8. Click SEND to send the SMS.

How to fax a maintenance task

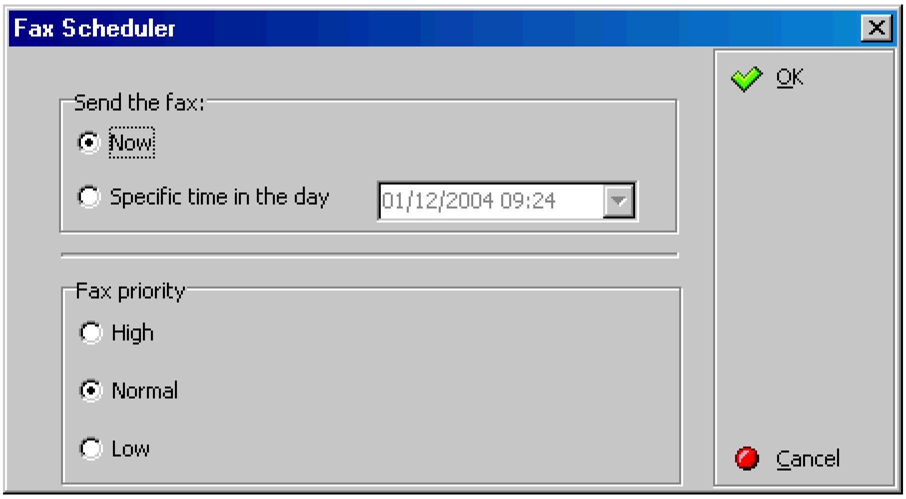
1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.

   The Maintenance dialog box is displayed; all the NOT RESOLVED maintenance records are listed by default.
2. Select the maintenance task to be printed and click the PRINT button.

   The Maintenance Task Print dialog box is displayed.
3. In the TEMPLATES box click the drop-down arrow and select the template to be used.
4. In the LANGUAGE box click the drop-down arrow and select the language, if no language is selected, the default language from the language configuration will be used.
5. Click FAX, the Send Fax dialog box displayed.



6. The TO box is automatically completed with the fax number for the employee responsible for this task, this can be changed by clicking the drop-down arrow and selecting the fax number to which this fax should be sent.
7. To edit the fax click EDIT, the maintenance task is generated and displayed on the screen. Depending on the setup of your system either MS Word or the Fidelio Internal editor application will be used to display the maintenance task.
8. Make sure that all the entered information is correct; any necessary changes can be made at this time.
9. To schedule the time the fax should be sent, click ADVANCED, the Fax Scheduler dialog box is displayed.



10. Select when to SEND THE FAX, the default is NOW, to specify a specific date and time select a SPECIFIC TIME IN THE DAY and enter the date and time to send the fax.
11. Select the FAX PRIORITY, the default is Normal.
12. Click OK.
13. Click SEND, the maintenance task is generated and the fax sent.

SMS Sending functionality is controlled by the parameter ENABLE SMS SENDING under Setup → Configuration → Global Settings → Interfaces → Misc. Interface 4 tab.

The parameters for short message sending for maintenance tasks are defined via the section MAINTENANCE SMS NOTIFICATIONS under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

SMS Log

This option may be used to display the SMS log and is accessible via the option MAINTENANCE on the ROOMS MANAGEMENT menu and on the MEETING PLANNER menu.

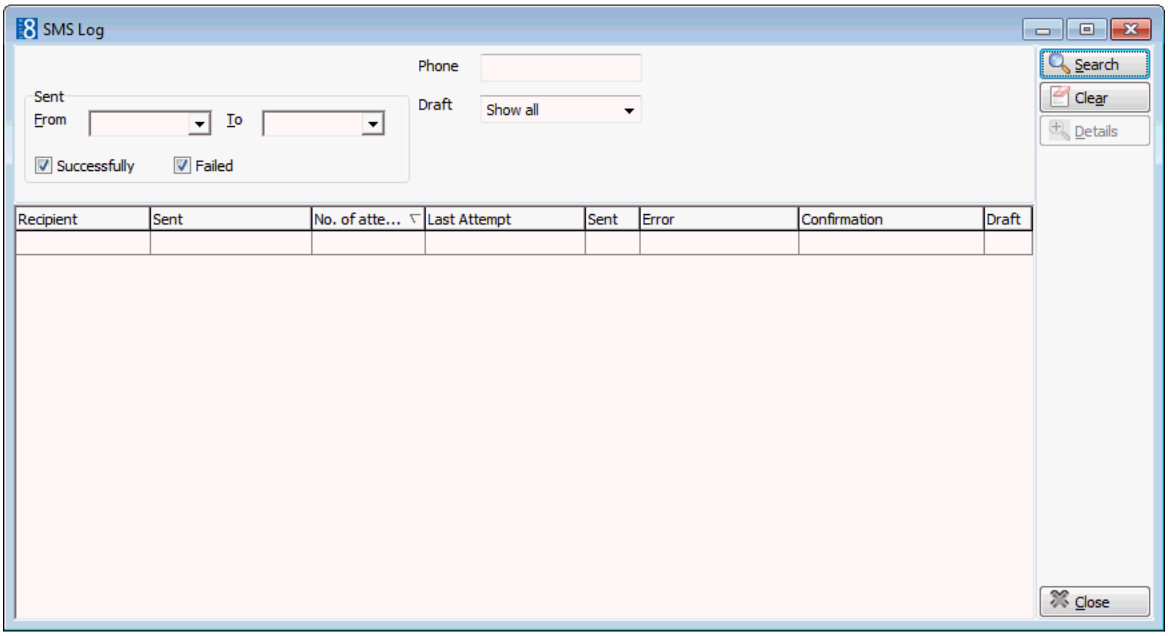
The SMS log lists details regarding the SMS's which have been sent regarding maintenance tasks.

How to view the SMS log

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select the maintenance task required and click the SMS LOG button.

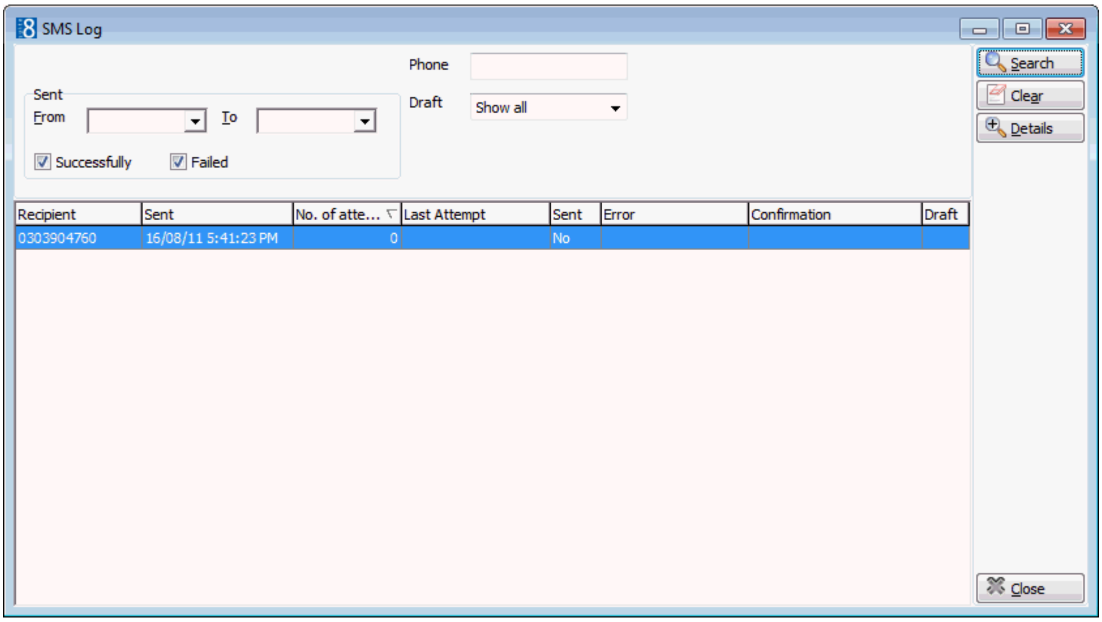
   The SMS log screen is displayed.

   - The upper part of the screen consists of search criteria.
   - The lower part of the screen displays the search results in grid format.

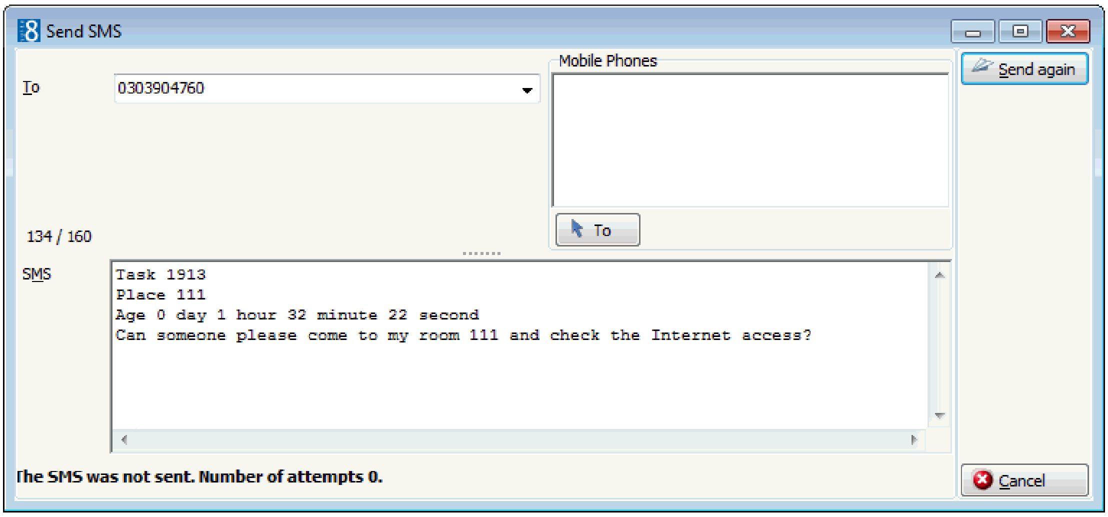


3. Complete the search criteria and click the SEARCH button.

   All SMS's meeting the search criteria entered are displayed.



4. Select the required SMS and click the DETAILS button to display the SMS Report screen.



5. Click SEND AGAIN to re-send the SMS or click CANCEL to exit the SMS report screen.
6. Click CLOSE to exit the SMS log.

SMS Log search criteria

Fill in this field	With this information
Phone	The phone number to which the SMS was sent.
Sent	
From	Select a date from the calendar from which to list log entries.
To	Select a date from the calendar until which to list log entries.
Successfully	Select this option to view SMS's which were sent successfully.
Failed	Select this option to view SMS' which were not sent successfully.

Email Log

This option may be used to display the email log and is accessible via the option MAINTENANCE on the ROOMS MANAGEMENT menu and on the MEETING PLANNER menu.

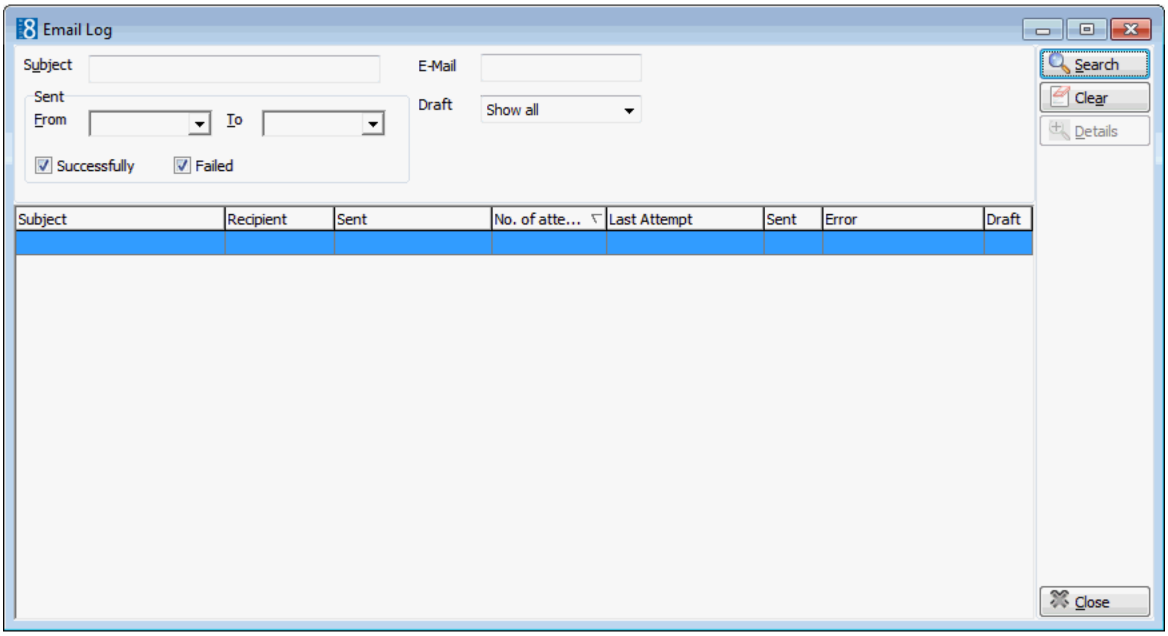
The email log lists details regarding the emails which have been sent regarding maintenance tasks.

How to view the email log

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select EMAIL LOG.

   The Email log screen is displayed.

   - The upper part of the screen consists of search criteria.
   - The lower part of the screen displays the search results in grid format.



3. Complete the search criteria and click the SEARCH button.

   All emails meeting the search criteria entered are displayed.
4. Select the required email and click the DETAILS button to display the Email Report screen.
5. Click SEND AGAIN to re-send the email, click PRINT to print the email or click CANCEL to exit the email report screen.
6. Click CLOSE to exit the email log.

Email Log search criteria

Fill in this field	**With this information**
Subject	The text that was entered in subject of the email.
Email	The email address to which the email was sent.
Sent	
From	Set by default to today's date, but can be changed as required.
To	Set by default to one week later than today's date, but can be changed as required.
Successfully	Select this option to view emails which were sent successfully.
Failed	Select this option to view emails which were not sent successfully.

User Log

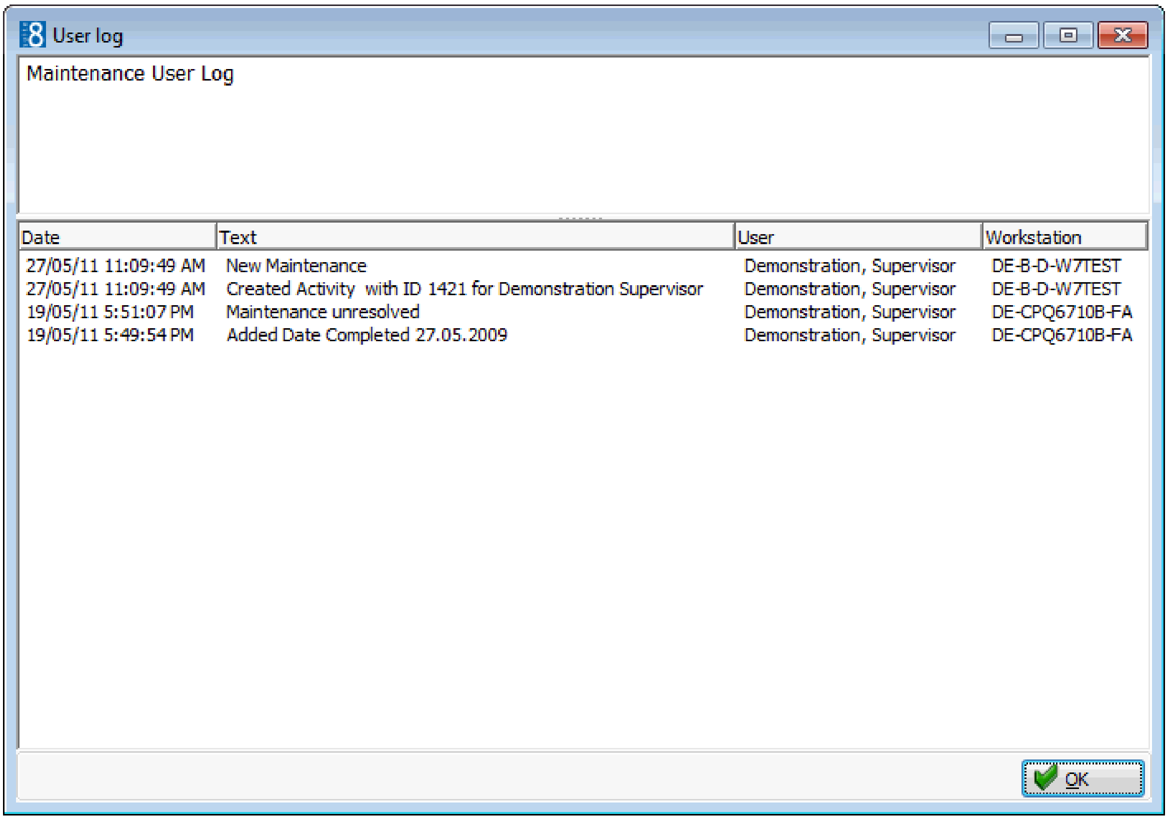
This option may be used to view the changes made to a maintenance record and is accessible via the Maintenance search screen and the Maintenance Edit dialog box.

How to display the user log

1. Click the ROOMS MANAGEMENT menu or the MEETING PLANNER menu and select MAINTENANCE.
2. Select the maintenance task required and click the USER LOG button.

   The User Log is displayed split into 2 sections:

   - The upper section displays the name of the user log.
   - The lower section displayed information about the changes to this maintenance record.



3. Once all changes have been viewed, click OK to close the user log.

User Log Display Options

Heading	**Gives this information**
Date	The date and time the change was made. This is the system date of the computer on which the change was made.
Text	A short description about the changes that were made.
User	The name of the user who made the change.
Workstation	The Computer Name on which the change was made.

The maintenance changes that should be tracked are defined via the option Hotel Maintenance under Setup → Configuration → Users → User Log.

Index

Find out more about what MICROS-Fidelio can do for you

For more information about our Suite8
please contact us at sales-eu@micros.com.

About MICROS-Fidelio

Serving the hospitality and speciality retail industries, we are the world's leading developer of enterprise applications. Our global presence and local support have helped us build a long list of references – hotels, restaurants, conference centres, retail, stadiums, theme parks, casinos and cruise ships. We maintain an intense dialogue with colleagues throughout these industries. The result is a wide range of integrated software, hardware and business technology solutions and services. These help to optimise your operation and increase profits by providing your guests with a personalised service.

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