

Reference Manual

Front Office Module

*Five Star Hotel Systems
Corporation*

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Section 1
General Reference

Purpose of the Manual

Use this manual to:

- set up your computer and to install Five Star;
- for adding network workstations;
- if you have problems with Five Star or your computer and you want troubleshooting assistance;
- to set up new printers when you add them to your system.

Most importantly, use this manual when you are an accomplished user of Five Star and you want to learn specific new features you have not used in the past. It is a reference manual, so it is structured to explain specific issues for managers responsible for the operation of the program.

This manual is not intended to teach new users how to use the program on a daily basis. The Tutorial Manual, which also accompanies your program is better suited to this job. Also, you will find the Lotus ScreenCam help on-line in the program to be the best resource for new staff to learn Five Star. It shows you and tells you in movie form, how to use the system. We urge you to use this feature (requires a computer speaker or computer sound).

Highlight Features of Five Star

Read this section first before you start using Five Star. If you know what a software program can do for you, your learning will be better focused and consequently faster.

Overall

- Easy to use. Surveys of our users consistently show that new front desk staff considers ease of use the greatest asset of Five Star.
- Fully integrated, meaning that when you enter information in one module, all others know about it immediately. This saves you steps, reduces errors, improves the timeliness of reporting etc., and generally makes your business easier to manage.
- No month end or year end special procedures, the system does it all automatically.
- Powerful and easy to use security system makes software features invisible for users who don't have access to them and can ease learning fears by making the system appear to have fewer features.
- Pop up windows, speed searches and fuzzy-text searches on every field in the system makes it unnecessary to remember codes.
- Pop up context-sensitive help on every field and every menu in the system. The entire user manual is on the computer. Do index searches on any word in the manual. Learning was never easier.
- The Bookmark feature found on the toolbar allows you to do any two or more things at once. For example, you might be entering a list of charges from the dining room when the phone rings for a reservation. A few clicks of the mouse and you are able to take it. When done, a few clicks more and you are right back to your Record Charges screen.

New Users - Learning

- Full multi-media learning tools (Lotus Screen Cam) for new or hesitant users. Video and audio clips from the teachers of the system put users immediately at ease because of the human touch. If you don't like to read, just listen instead!

- Standard mode help pops up context-sensitive help in every field and at every menu option for comprehensive, meaningful information.
- ‘Cheat Sheets’ come with every system – the one page easy-to-follow sheet for last minute learning about reservations, check-ins and check-outs. You’re out of school now and cheat sheets are legal here!
- Troubleshooting Guide – the most valuable pages we have ever published. This little booklet will save you the cost of after hours support calls because it contains the most common 20 things we have gotten calls for after hours (and during support plan hours too). Always check this booklet for a solution before calling. People who use it almost never call us. Make many copies of it and give it to all staff, especially new staff, and give it to managers to take home for calls after their shift ends. It WORKS!
- Night Auditor Balancing Worksheets you can copy and use for your night audit. Saves you the trouble of designing your own and ensures proper accounting control and accuracy of numbers.

All together, no other software program offers you as much to help you get up and running fast, and to keep you there.

Hotel Setup

- Define unlimited types of rooms like smoking, nonsmoking, standard, luxury, single, double, cottage etc.).
- Take a photo of each room and store it in the room screen. When a guest at the desk wants to see a room, show him the photo. (Tip: Take the picture AFTER housekeeping goes through the room!)
- Identify room attributes (view, characteristics, facilities etc.), connections to other rooms.
- Define unlimited rate types, like rack, corporate, government, seniors, special, etc.
- Set up rates for future years now. You can take reservations as far into the future as you want.
- Set up all your travel agents and pay them immediately, with no time consuming paperwork at all - the easiest way to increase your occupancy.
- Set up all your corporate and direct bill names & addresses. Handle direct bills & invoices quickly and professionally.
- Save a tree! Specify which night audit reports need to be printed and which don’t.
- Add a catchy advertising line to your folio to attract guests for more business or just to offer a friendly greeting.

- Turn on Auto-blocking, Auto-Juggling and Auto-Bumping, or turn them off. Hotels that take mostly reservations use these features to increase occupancy and to make room selection much faster. The juggler can actually evaluate room combinations and increase the yield of the property automatically.
- Set up daily, weekly, or monthly rates. Revenue for weekly and monthly rates is automatically distributed evenly over the stay so management reporting is accurate.
- Set up package plans for multi-day and multi-component. Revenues are automatically split for departmental financial reporting.

Reservations

- Designed for speed. Your focus is your guest, not the computer. Dozens of smart shortcuts built in based on customer feedback that make the process fast and stress free.
- Easy review and edit of any reservation with speed search capability. Search reservation and guest file on any field in the file.
- Pull all guest data from guest history as you take a reservation. Get spelling right and all other information every time. You never need to bother your repeat customers with the information again. Automatically reuses address, phone, preferred room type, room number if available, smoking/non smoking, settlement, credit card information and corporate account.
- Records and shows you history notes for special guest requirements for value added service opportunities. What do guests think when you remember they like extra pillows? They love it.
- Yield Management feature adjusts the rate for busy dates that you specify and for any date when occupancy is high.
- Automatically remembers the blacklist (people not welcome back). Make sure you don't take that guest who damaged his room last time.
- As you take the reservation, pick the rooms yourself (called manual blocking) or let the computer find a room. Speeds reservations fast!
- Book multiple rooms with one reservation.
- Pop up all hotel, occupancy, guest, housekeeping and miscellaneous information on the screen as you take the reservation. Complete information at your fingertips when you need it.
- Pre-prints registration cards. Re-prints registration cards. Prints registration cards that were taken since the last time you printed them.
- Prints an end of day reservation log to review reservations made that day.
- 5 on-screen inquiries and 7 report buttons for availability and occupancy information. Pick the one you like best.

- Up to 12 user definable fields for additional information, like special occasion, vehicle plate number, kids names, gold club member, etc.
- Asks the 'where did you hear of us' question.
- Design any reports from the reservation file for things like special guest requests for maids, revenue projections, corporate and travel agent and group projections, etc.
- With Windows, your reservation screen is only a hot key away no matter what you are doing (even from other programs like Word, Excel, Word Perfect etc.
- Cancellations are automatically assigned a cancellation number and saved in history. Also records the date, time, operator and secretary's name if the guest doesn't call himself.
- Remembers the date time and operator for every change to a reservation.
- Instantly email a confirmation.
- Specify required confirmation letters or deposit letters for automatic printing by the night auditor.
- Pulls information from the brochure system if you get a callback for a reservation from someone you sent a brochure to. Saves you the time of retyping names and addresses.
- Process credit card deposits while the reservation is being taken.
- Shows rates and availability as you start. Handles different weekend rates, different rates for every day if you use yield management, and also has a great multi-day, adults/kids rate calculator for family resorts.
- Turn away/wait list feature.
- Tracks deposit requests, and other letters.

Guest Check-in/Check-out

- Check in guests with as little as 7 keystrokes! Walk in a guest on the same screen, not a different one. Use a credit card/driver's license card swiper and do a walk in with ZERO keystrokes. It couldn't be any easier or faster.
- Walk in guests from the history file and you have all the guest information instantly.
- Your guest needs only to sign the computer preprinted registration card and in seconds he is on his way to his room.
- Exactly the same screen to use as Reservations (in fact reservations, check-in, edit in house guest, check-out and create additional account screens are all identical.) You learn one; you've learned them all!
- The computer finds clean vacant rooms automatically and assigns them. You can't double occupy a room. Warns you of dirty rooms, but lets you continue if you know the housekeeper has just finished.
- Record charges or payments as you check-in for cash customers.

- Powerful and flexible sharer/incidentals feature allows unlimited sharer or incidental accounts. Sharers can arrive and depart on different dates from the main folio, and can share room charges any way they want. Set up a new account fast and easily transfer charges between accounts.

Hotel Room Status and Lookups

- 5 ways to view room and hotel status, 7 reports, plus a report generator for your own style.
- Lookups are so fast they virtually eliminate the need for printing arrival lists, in-house lists etc. Handle guest inquiries with instant on screen lookups over top of whatever else you are doing. Much faster than older systems!
- Over top of any program pop up the availability screen, room status, guest account, guest messages, name search, search by reservation number, room number, room rates, room status, quick rate calculator, travel agent and corporate customer information.
- All look-ups feature speed search for instant find and text search for lookups on any field in the file.
- Put rooms in/out of order for repairs and maintenance.
- Housekeeping features automatically set room status as dirty or clean.

Guest Charges

- Fast, single, one line per charge screen for recording all payments and non-room charges like meals, telephone, pay per view, services etc., and automatically applies taxes and surcharges. Simple, easy to read screen facilitates swiveling the screen for review by your guest to confirm the account transactions and balance. Fix disputes on screen without reprinting the folio.
- Immediate review of the transaction with taxes etc. as you enter it, and also shows effect on guest balance so you get it right before posting. Dramatically cuts errors and corrections.
- Special account functions include transferring all or selected charges from one account to another, creation of additional accounts, account sharing, checking to see if a guest has additional accounts and canceling a check-out.
- Easy to use garbage feature automatically reverses a charge and moves the charge/reversal to a 'garbage folio' so the guest folio is clean and your accounting is correct every time.
- Prints an end of shift report for balancing cash drawer for each manager and for a list of activities for the shift.

Travel Agents

- Record travel agent commissions in an instant.
- Transfer automatically to the fully integrated accounts payable ledger (if you have the Back Office module) via the night audit or get a list of commissions every night audit.
- Calculates commissions automatically. This is the easiest way to increase your occupancy - pay your travel agents right away.
- Five Star comes pre-shipped with 2500 Canadian travel agents names and addresses and phone numbers. Use the mail merge capability to easily advertise your commissions to them and watch your occupancy soar!
- Use the report generators to assess past and future booking patterns and value added by travel agents. Excellent opportunity to improve your targeted marketing efforts.

City Ledger

- Prints direct bill invoices immediately for fastest A/R turnaround. Reprint a detailed bill from history instantly for as long as you keep folio history (2 gigabyte hard disk can accommodate 5 years!)
- Fully integrated to the city ledger in the Back Office module (optional), with automatic transfer of direct bill accounts to the city ledger. (Requires the Back Office module for tracking accounts receivable, statements, running letters etc.)
- Use the report generators to assess past and future booking patterns and value added by corporations. Target your market and increase your sales effectiveness.

Recording Sales in the Restaurant, Gift Shop, etc.

- Run all other sales, receipts etc. through the front office system so that the daily revenue report shows all activity for your property, not just rooms. This also simplifies your accounting and balancing by using Five Star to compute the general ledger journal entry for the entire property. Use Five Star for your complete hotel management, not just room management. If you have the optional back office module the journal entry for the whole property (not just rooms) gets done every night, so your financial statements are accurate on the revenue side EVERY DAY.

Night Audit

This night audit requires just 4 keystrokes to run. Anyone can do it! Automatically does all of the following:

- Updates hotel status and reporting on no shows and stay-overs
- Today's arrivals and departures list
- Posts room charges, taxes, surcharges to guest folios & your files
- Reports on direct billings & transfers direct bill balances to the Back Office module (optional module)
- Shows high account balances, and guest ledger balancing
- Travel agent commission with transfer to the accounts payable ledger in the back office (optional) module
- Complete detailed charges report, with summary totals for posting to general ledger. Five Star can automatically create a batch for posting to the general ledger of Accpac Plus, Simply Accounting, Quick Books, Fortune 1000, MYOB and REMS accounting systems.
- Daily revenue report for all hotel activities, with monthly and yearly comparison. Shows room charges, other charges, and receipts by method of payment
- Detailed daily/weekly or monthly/yearly statistics report with average daily rate, percentage occupancy, number of new reservations, cancellations, changes, check-ins, walk-ins, check-outs, no shows, stay-over, rooms available, out of order, occupied, vacant, number of complimentary rooms. The daily revenue and statistics reports summarize complete hotel management information on a few pages. **Your most important daily report.** There is a summary version you can email to your Blackberry.
- Auto-juggler checks all auto-blocked reservations (your guest picked the room type, not a specific room number) and determines the optimum room assignment, freeing up longer blocks of available rooms. The easiest way to increase occupancy in a busy hotel.
- Transfers checked-out guests to history, transfers folios to history and checks the integrity of data files.
- Audit trail of transferred charges so they don't get lost.
- Using the report queue feature make the system print all other reports you need each day automatically with the rest of the night audit.

History and Marketing

The greatest strength of Five Star:

- Retain every check-in with all details of the stay.
- View guest history right on-line.
- Output guest history to any other major windows program like Excell, Word, Access, Lotus, html, etc for selected group mailings.
- Design and print your own guest history reports for information the way you need it. Some examples pre-designed and shipped with Five Star include revenue and occupancy by corporation, travel agent or group, revenue and occupancy by market source, rate and room type and special guest requests.

Housekeeping

- instant room status review and update.
- housekeeping report for the maids show clean or dirty, occupied or vacant, when guests are checking in, when they are checking out, who is staying over, and which rooms are out of order. Gives housekeeping a place for notes too.
- design reports for special requests.
- rooms inn and out of order feature with scheduling for maintenance routines.

Built In Reports

All reports may be printed, instantly displayed, or sent to Lotus, Excel, or ASCII, or Word /WordPerfect Mail Merge, and many more.

- End of shift report
- In-house list
- House status report (everything you need to run your property on one page in the event of a power failure or computer hardware breakdown.
- Today's room inventory
- Expected arrivals
- Expected departures
- Availability report
- Availability forecast
- Rooms booked analysis

- Guest charges report
- End of day reservations log
- Housekeeping report
- Occupancy forecast with rooms, ADR, Revpar per day.
- Market segment report.
- Wait list
- Yield Management report.
- Guest Ledger & High Balances
- Post Room Charges
- Total Charges for the day and General Ledger posting
- Daily Revenue and Statistics report
- Travel Agent Commissions
- Direct Bill (Accounts Receivable) report

Report Generator

- Three built-in report generators for reservation information, market analysis and guest history. Access to over 150 fields of information in the data files with the ability to sort and select records based on just about anything in the files.
- Design your own reports with just what you need and nothing that you don't.
- Use guest name, address and market source information taken from the brochure system for further market analysis, doubling its accuracy.

Hot Keys and Tool Bar

- Use the Bookmark button on the toolbar to make a list of the programs you need to use over top of any other program. Creates the ultimate in fast and easy use. For example, pop up the reservation screen with 2 clicks of the mouse over any other program.
- F5 key shows room availability by room type and by date.
- F6 key shows room use/blocks with zoom-in features.
- F7 Global key shows guest account balance, reservation and guest name search, lookup by room number and reservation number, account settlement methods, room status lookup by room number, rack rate information, calculate daily charge, room types, rate types, travel agents and corporate customers.
- F8 Tools key offers pop up calculator, calendar, alarm clock, loan and mortgage calculator, memory jogger, company phone book (rolodex), labels and reference manual.

Setting Up Your Computer & Installing Five Star

Hardware Requirements

Computer. Five Star can be run on an IBM compatible 700 MHz or better with 128 megabytes of ram and at least a 20 Gigabyte hard drive. Use an SVGA colour monitor or better.

Hard Disk Size. You must have a minimum of 500 megabytes free on your hard disk for the program and starting data files. If you intend to save history for more than one year your disk requirements grow.

Printer. All built-in reports can be printed on a narrow carriage dot matrix printer, wide printer, laser, or inkjet printer although an inkjet is not recommended at the front desk. All Five Star reports print on regular 8 1/2" x 11" paper. Reports you design using the build in report generators may be more informative if printed on wide paper, so you may want to use a laser printer. The printer must be IBM compatible or Epson compatible. Any dot matrix printer purchased since 1990 will be compatible. The Okidata Microline 320 has for years been the number one front desk printer, although in the past few years the laser printer has become the printer of choice. If you wish to use a laser printer, we recommend the HP.

CD Rom Drive. Your computer must have a CD ROM drive. Five Star is only shipped on CD Rom. You can use the drive for making backups if it is a writable CD drive.

Monitor. Use an SVGA screen or better. If you plan to work in front of the computer screen all day, get a 15" or bigger .28 dot pitch non-interlaced SVGA screen. Your eyes will thank you in five years! Flat panel screens are low cost, look great on a front desk and take up less space.

Performance. Performance of Five Star is significantly enhanced with 2 things: extra memory and 100 megabit network cards and hub. While memory prices fluctuate, upgrading to 512 mb can increase Windows performance dramatically. If your system runs

slowly over your network ask your network installer to upgrade your network cards from 10 megabit (the old standard) to 100 megabit. You will need a new hub too. The cards cost under \$100 each and the hub will be \$200 to \$500 depending on the size of your network.

If your system is still slow, have your hardware person check the configuration of your anti-virus software. When it is set to check every read or write to the hard disk it can seriously degrade performance, without enhancing the protection you get by very much. Have your hardware person modify the settings and see which ones affect performance. We suggest you don't do this yourself – if you make the settings too lax, you may increase the probability of getting a virus.

We recommend you disable write caching. Microsoft discovered that if you shut off your computer before write cached data is written to your hard disk, files will be lost or damaged. Have your hardware person do this on your server.

This change is strongly recommended particularly if you use a network. Each time you freeze a computer, or each time you have a power failure on any workstation, you run the risk of damaging data files in any program if you are using write caching.

Power Protection. Plug the main computer or server into an Uninterruptible Power Supply (UPS) to ensure data security. The American Power Supply Ltd. UPS works well. Use at least a power surge protector on any workstations connected to the server. We strongly recommend the use of these precautions, as it is inevitable that without them your computer will be subject to power failures, brown outs and fluctuations. This can affect the integrity of your data files and cause data loss.

Most UPS's will keep your computer and monitor operational for 10 minutes to an hour or so. We recommend that you keep the monitor, printer, and computer plugged in to the UPS. You should finish what you are doing and exit out of Five Star by pressing the F4 key until you are out. Then turn the computer off until the power comes back on. If you have a very powerful UPS you can continue to use the system. If you don't need the printer, turn it off during the power failure.

If your printer is not plugged into the UPS during a power failure and you are printing a report, you will get an error in Five Star and you will not be able to continue. That's why you should keep your printer plugged in to the UPS despite what the UPS manual suggests.

Back Ups. Use a zip drive backup for making security backups. See the section below called Making Backups.

With the very large hard disks on the market that you must buy for your network workstations, our best recommendation is a disk to disk backup. Use a program like PKZIP (find it in your \GJC\GJC directory with Five Star) to shrink the file size and copy it to the second drive. Reliability is actually far greater than with tape or zip back ups. They protect you from hardware failures (9 out of 10 times you need to restore a backup because of hardware failure. Only 5% of the failures we see are due to fire or theft. The disk to disk backup will not protect you if you have a fire or theft of both systems, so the zip drive backup is still essential. Of course, you must keep the zip disk off-site to be protected.

CD Rom backups are not recommended because you cannot write a script that allows users to back up with a single mouse click. You must take several steps and make decisions as you initiate the backup, all of which allows for user error. You can't afford user error when making a backup. We have seen far too many backup systems that did not save their user at the crucial time.

We also strongly advise against using USB jump drives and memory sticks. We have seen frequent instances of damaged files on them.

Anti Virus: In recent years we have seen an alarming increase in the frequency of viruses. A virus can be as simple as an irritating warning, but much more frequently the result is damage to your computers files. If you are hit, without virus protection, you will lose 2 to 50 hours of time correcting the problem. You may permanently lose information that no amount of time can correct.

You must use a virus protection program, link it to the internet and set it to update itself as it suggests. We recommend McAfee Anti-Virus. You can use Norton Anti-Virus, but some versions of it interfere with com ports, and call accounting and interfaces won't work with Norton running. Every computer must be protected.

Viruses travel most frequently by diskette and the internet. When you copy files on to a diskette, the virus comes along for the ride. When the disk gets to its next destination (your computer) it gets off as you copy or use the files on the disk. Some viruses are even smarter than that. They can also travel easily along a network.

You must let your staff know about the risk of viruses. They must know they may not bring in disks from home and load them without permission. Some firms consider doing so grounds for dismissal. Every disk should be scanned by the virus program before attempting to load it. The virus program must be running as it is loaded.

If you think you have a virus, it is worthwhile having a computer expert deal with it. Some are hard to get rid of; some get nasty when you try, by doing their damage then.

Installing The Program

Load Five Star only on the server. You don't need to also load it on each workstation. There is a program that creates the start buttons for the server and for the workstations that gets loaded on the server. It must be run for the workstations to work. See also the section on networking if you will be loading Five Star on a network.

Begin the installation during office hours because you will need to call Five Star for a software activation code. We suggest you start early in the day rather than at 5 pm in case you run into difficulties with the installation.

You must install the server portion on your server before installing the workstation portion on your workstations (if installing onto a network). If you are installing the workstation modules onto a workstation you must have your network operating and a drive letter mapped before you install. This is because Five Star will poll your network looking for the server copy of the program, so the workstation can attach properly to the server. Your installation on a workstation will not succeed if your server is not operating when you install the workstation software on a workstation.

To begin the installation, close all other programs first. Insert the CD in the server and wait. The installation program will begin automatically. If you have the CD auto run feature disabled, it will not start by itself, and you will have to follow these steps. Click START, then click RUN then click BROWSE, then double click on the CD Rom drive and you will see a file named SETUP.EXE Double click on the file to run it and the installation program will start.

Press enter through each question of the installation, unless specifically instructed by a Five Star support technician to do otherwise. All of the default answers are the correct choices. At the end of the installation, you must call Five Star at 416-545-3147 for an activation.

If you are installing an update to your existing Five Star system it is not necessary to stop at this stage.

The installation program will create icons on your start menu, which you use to run the program. Close all the windows left open after the installation. To immediately confirm the proper installation click on START and then on the new button on the start menu called Five Star Hotel Systems. Don't click on the Learning Hotel yet, you must run the real hotel first to activate a building routine Five Star runs after every new installation. You will likely see a message that says your screen resolution does not match Five Star. When you click on this message you will be returned to Windows. Click on START and then on the Five Star Hotel Systems button again and this time it will work. Five Star adjusts itself to your screen resolution the first time so windows will be sized best for your monitor.

Five Star will begin and a further preparation program will run expanding files and confirming or creating data files. Five Star always does this step automatically the first time after an update. It takes 2 to 20 minutes depending on the speed of your computer. The following screen will appear when it is finished:

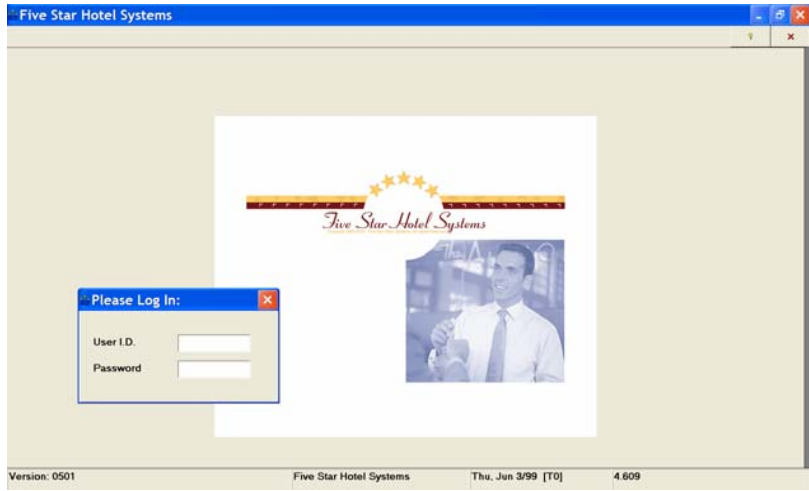


Figure: Log on

Setup on a Network

Five Star has been tested and proven on the Novell, Windows NT, and Windows 95/98/ME/2000/2003/XP Networks. We recommend you use Windows XP Professional. You should have a competent network installer set up your network for you.

If you have purchased the multi user version, Five Star is fully multi-user. That means that you can have more than one person at a time using exactly the same program. However, you must do a few things to ensure that the program is able to keep each terminal organized properly.

The first step is to determine which computer to load the programs on. This is usually the main computer, or server as it is called. Be sure you have security clearance to the server before you begin the installation or the program will not be completely installed. On Novell and NT/2000/XP users of Five Star must have full read, write, file creation and file deletion rights.

Use the normal installation procedure described in the section above to first install on your server. We recommend you instruct the installation program to load the software on the root directory of the server under the default directory GJCWIN, as suggested by the installation wizard. This makes it easier to find the workstations and properly attach to the program.

DO NOT load the CD on each computer. Load it only on your server.

You must install the server portion on your server before installing the workstation portion on your workstations (if installing onto a network). If you are installing the workstation modules onto a workstation you must have your network operating as you install. This is because Five Star will poll your network looking for the server copy of the program, so the workstation can attach properly to the server. Your installation on a workstation will not succeed if your server is not operating when you install the workstation software on a workstation.

You must have your network installation person (likely the company that installed your hardware) map a drive to your network server before you start the Five Star workstation installation. It does not matter which drive letter you choose, Five Star can use any letter.

Once you have installed the software on the server as per the instructions in the previous section, the next step is to set up the additional computers on the network, called the workstations. Follow these instructions for workstations with hard disks:

1) Log on to the workstation. Use the Windows Explorer to find the server's hard disk to make sure you can. We will assume for this section that the server's hard disk is drive E: and the workstation's hard disk is drive C:. If your drives are lettered differently substitute the drive letters you use. Don't try to access the server through Network Neighbourhood – it won't work. You must use a mapped drive letter.

2) Click on START, then on Run and then type E:\gjcwin\wrksetup\wrksetup.exe. If you are using a different drive letter for this workstation to see the server, you must use the correct drive letter instead of E:. The workstation software will begin to install. If you are using a different path use the browse feature to find wrksetup.exe in the gjcwin directory.

During the installation you must give each computer on the network a different terminal ID, also called a terminal number. As you install the workstation software the installation wizard will prompt you to enter a unique terminal number. You should name the server T0 if you can work on it. The first workstation should be T1, the second T2, etc. You can use T0 to T9, and TA to TZ. The number **MUST** be 2 characters, the first a capital T, and the second a unique number or capital letter. **If you give more than one workstation the same terminal ID the program will cause many problems and will not run correctly.**

Configuring Workstations on a Network in Five Star

Log in to Five Star from the workstation and proceed to the Administration menu. Select Workstation Setup from the menu. Use this screen to identify each workstation on your network. If you are on a network, you **MUST** set up each workstation on this screen first and uniquely identify each terminal number as a parameter of the command you use to access Five Star from Windows. If you don't use a network you can skip this screen. To begin, choose Workstation Setup from the administration menu:

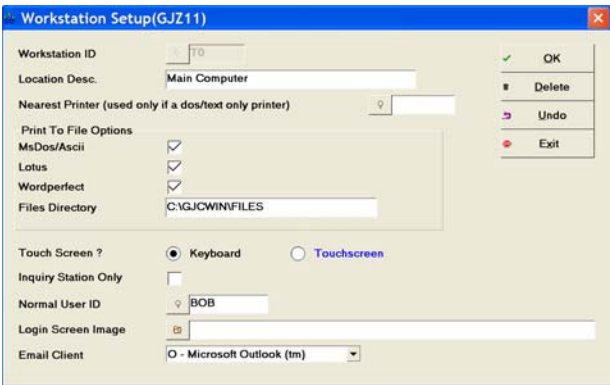


Figure - Workstation Setup

Using the screen:

Workstation ID: Type the two character terminal number of the workstation you set up. This must be the same number you used when you installed the workstation software. To be sure you are using the right terminal number go to the workstation you wish to set up and fill in this screen. Notice that when you press the F2 key from the Workstation ID field, the window tells you what the terminal number is for the computer you are working on. The bottom right corner of the screen to the right of the date also shows you the terminal number. Enter it in this field.

Location Description: Type the full name of the person who uses this terminal. If it is used by a number of people, like the front desk terminal, type a description of the location, like 'Front Desk Left or Front Desk Right'.

Type of Workstation: Leave the word 'colour' in this field.

Nearest Printer: Press F2 and select the printer this terminal uses most. This selection will be used as the default, or first choice printer mode but you can select other printers as needed. Fill in this field only if you are using a printer definition you created in the DOS/Text Printer Setup Screen. Most workstations simply use the printers set up in Windows. If you are printing cheques or have an older printer that does not work well as a Windows printer you would use this feature.

Print to File options:

Check any of the three boxes if you want to be able to send reports to a file. The MSDOS/ASCII option is very important. If you want to create files from your night audit reports rather than wasting paper, check this box and fill in the Files Directory field below.

If you want to create files that Lotus or Excel can easily import, check the Lotus box. This type of file created by Five Star will be what is called a 'fixed length record' text file. An easier way to create Excel spreadsheets is to use the Smart Viewer button when printing reports and selecting the type of output. It is 'smart' because it can automatically format an Excel spreadsheet, and then open Excel and show it to you all while running Five Star.

To create files that Word or Wordperfect can read, check the Wordperfect box. A Mail Merge secondary file will be created. You would typically only use this kind of file from reports that show lists of names and addresses, so you can do a mail merge.

Files Directory: This field works with the three check boxes shown above. Enter the path that you want output files stored under, such as c:\gjcwin\files. This path must exist for the feature to work. If you set a non-existent path here, when you save a report to file, you will not create any file. If you want to save night audit reports to file, instead of printing them and wasting paper, make a directory under the data directory on your server named audit. Then enter something like x:\gjcwin\data\audit in this field. The advantage of using this path is that it will be backed up with the rest of your Five Star data.

Keyboard or Touch Screen: If you are setting up a point of sale touch screen station select the touch screen button, otherwise choose keyboard. Only the point of sale program works with the touch screen option. Do not select Touch Screen if your computer is not to be used with a touch screen. Doing so disables the program and you will need another workstation to solve the problem.

Normal User ID: Enter the name of the user (set up in the User Logins & Administration screen on the admin. menu) who normally uses this screen. This saves that user the time it takes to enter his user Id each time he logs on. It is then only necessary to enter the password for the user. On a front desk where many users share the computer, leave this field blank since many people use the same screen.

Login Screen Image: Perhaps the most important feature in Five Star! Get your kids on the screen, or your car, and have a great day. Enter the complete path and file name of your

favourite photo and it will appear in the background when you log into Five Star. Your file must end with the .BMP file extension. If you want to use another graphics file format you must convert it to the .BMP format first.

We recommend you use a low-resolution file rather than a very high-resolution image, because the higher the resolution the longer it takes the picture to load. Also save the file on the local hard disk not the server. Graphics take a long time over a network.

Starting the System for the First Time

Without further ado, let's begin. If you haven't installed Five Star as described on the Quick Install Instruction Sheet or at the beginning of the Reference Manual, do so now.

Five Star has been designed so that you can use either the mouse or the keyboard or both. Reservationists learn how to work only on the keyboard as switching back and forth between the keyboard and mouse can be slower than sticking to the keyboard. Since taking reservations is very typing-intensive, staying with the keyboard will be faster. The exception to this is editing reservations. The mouse can take you to any field with just a click and you can delete the contents of a field by dragging the mouse over the field and then pressing the space bar.

To start Five Star, click START then PROGRAMS then Five Star Hotel Systems, and then click on Five Star or on the Learning Hotel button. The Learning Hotel is a duplicate of your real hotel but is used for practice. While you are working in the Tutorial Manual we suggest you use only the Learning Hotel. This practice area should remain on your computer forever so that you can learn new features in safety and confidence, and so that new front desk staff have a place to learn too. The following screen will appear:

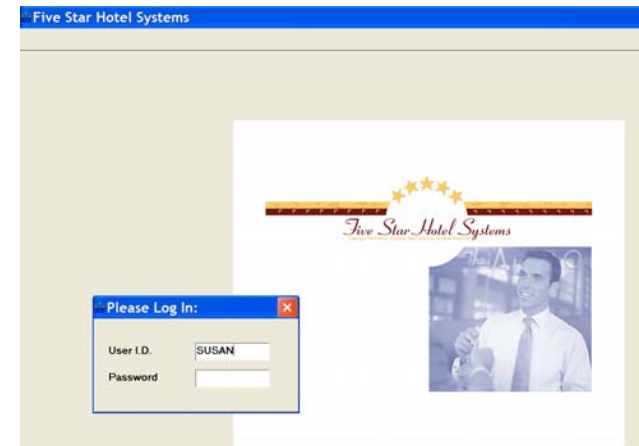


Figure - Security and log on screen

All users must access the system from this screen with a User ID and Password. This is the basis for a very powerful and easy to use security system. Without a user ID and password an unauthorized user cannot continue.

You can use capital letters or lower case, the computer doesn't care. When you have typed it correctly press <enter>. The cursor (the flashing little bar which indicates where you are typing) moves to the next line for your password.

Now you must enter your password. Type the password and press <enter>. Notice as you type, the letters do not appear on the screen. This is to ensure that someone walking by doesn't see your password and later use it without your permission. Again it does not matter if you type in capital letters or lower case.

If you typed the User ID and Password correctly you should see the main menu appear like below:

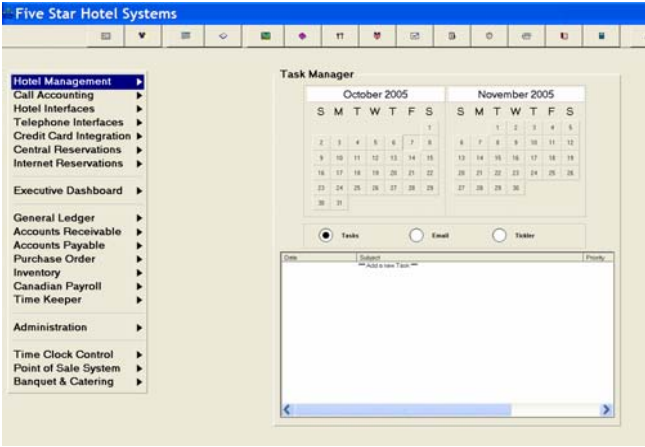


Figure - Main Menu

If the computer beeps and puts you back at the User ID field, you must have typed either the User ID or password incorrectly. Try again. If you try three times and fail you're out! That is, the computer will remove you from Five Star back to your Windows desktop.

To exit the system, click on the X on the top right corner, or press the F4 key until you get out. Now try to get back in on your own . . .

You should move around the menus of Five Star to explore. The next section is an explanation of the best ways to learn Five Star, and of the keys you need to move around.

The Best Ways to Learn Five Star

Using the ScreenCam Help



Five Star utilizes Lotus ScreenCam™ software for the most user friendly way of learning hotel software ever. Simply click on the ScreenCam icon second icon from the end on the left end of the toolbar to see all the topics covered by this innovative help tool. All new staff should learn with this help first, as it contains hundreds of tips even experienced users might not think to tell new staff (or might not even remember themselves!)

For this feature to work you will need speakers for your computer as the movie shows and tells you how to use Five Star.

Toolbar Buttons & Function Keys

F1=Help - program help is always available and always relates to the menu choice or field you are in when you choose it. While you are learning the system, use it constantly for tips and helpful information. The User Preferences screen on the Administration menu has a question in it related to the help you receive by the system. You can set the User Preferences differently for each user. For example a new clerk learning the system might have his help level set to intermediate. This level pops up help in each field that has a magnifying glass to the left of the field.

F1 help levels are:

Demonstration Level – this is the most basic level. The F1 window with context sensitive help pops up in every field. This level is useful when you are looking at the system for the very first time, i.e. it is doing a demonstration for you.

Intermediate – Use this help level for fast day to day use of the front desk program. All users of the Front Desk system, once they have learned the basics, should be set to this level. It does not pop up the F1 context sensitive help unless you click on the help button on the tool bar (the ? button) or you press the F1 key. It does pop up the F2 lookup windows at most places, which is very useful on the front desk. You should take the time to learn the User Preferences screen in the Administration menu so you can tune the help levels to each user.

Expert – Use this help level for accounting and back office functions. It does not pop up the F1 Help or the F2 lookup windows unless you press F1 or F2 or click on the buttons on the toolbar. It is fastest for users who know the codes or accounts they work with every day, but still makes the help information available on demand.

F2=Find - Use the F2 lookup window constantly so you can always see what your choices are at any field. This is one of the most useful features in the system. You can use the speed search capability of the F2 window. Just by typing the first three letters of what you are looking for (like the first three letters in your guest's last name) you will be brought to the place in the file where his name may be found.

The speed search always searches based on what you see in the left column of the F2 pop up window. In the front office system when looking up guests this will either be the last name or the room number depending on the screen you are in. Many people confuse the speed search with the text search. When in an F2 window if you type three letters you will initiate a speed search on those three letters immediately. Don't hit enter, the speed search might not land on the record you want and you might have to press the arrow down key a few times to get to your record.

If while in the F2 pop up window you press F2, you can do a text search. The text search looks through the entire data file for an exact match of what you type. It tends to be slower when your files are big, whereas the speed search always takes less than 1/2 second no matter if you have 10 or 10000 records in a file. Use text search only as a last resort in big files. The speed search is the best tool for finding information instantly. We find that on current computers of 2 gigahertz or faster, word searches are almost immediate too, just like the speed search.

We recommend that you use the speed search (simply type the first 3 letters of the guest name, when the surname is in the left column of the lookup window). Use the F2 text search only when you can't search by room number, last name or reservation number. For example, if you get a call asking if the 'guys from IBM have checked in yet?' and your

caller doesn't know their names, use the F2 text search. If you know the last name, or room number or reservation number, and the screen you are on wants to speed search by the information you don't have, always use F7 Global's search by name, room number or reservation number. It is always faster.

F3=Back - This key is used to 'navigate' through the screens. Its function is different from the F1 and F2 keys, and similar to the F4 key. When you are in a screen entering information (like setting up a reservation) you will press <enter> to advance through the fields and press F3 to return up through the fields if you have to go back and change something.

Normally you don't use the arrow up key to go back up through the fields, use the F3 key. The arrow up key is reserved for a special type of data entry screen like the guest charges screen or the reservation screen. On these screens you can move in a specific sequence or from left to right by pressing <enter>, right to left by pressing F3 and up and down with the up or down arrow keys. The reservation and check-in screens use the arrow keys to give you a different path through the screen. This alternate path is useful when changing just the arrival or departure dates, or the room type, rate type or rate.

F4=Done - Use this key to move back from a sub menu to the menu that you came from. Or, use it from the top of an input screen to exit the screen, back to the menu you came from. Or, use it while you are in the middle of an input screen to go straight to the option line (the line at the bottom of the screen which usually includes such choices as accept, modify, erase, etc.).

Sometimes you might want to go to the option line, so you press F4 but the computer highlights one of the fields you skipped past. This means you have skipped over a field that you must fill in before the information on the screen can be properly accepted. If you didn't fill in the missing field, an error might occur later in your use of the system, so the computer won't let you do that.

F5= this key has an instant, flexible lookup of room availability. The reservations screen also uses the room availability window to provide a graphical picture of availability by date and week or month, and by room type. It will show you information as far into the future, and as far back as the day you start using Five Star. If you press F5 or click the availability button on the tool bar while you have a reservation displayed on any screen, the calendar will automatically display the correct month or week for the guest arrival date.

F6= this key permits a view of room use by room, room type and by date. You can zoom in on room use and see guest and statistical information for any date and room. The F5 and F6 keys are similar except that the F5 key focuses on availability by room type, while the F6 key focuses on current, past and future use of individual rooms and the property overall. If you press F6 or click the rooms booked button on the tool bar while you have a reservation displayed on any screen, the calendar will automatically display the correct month or week for the guest arrival date. Also, if you select the Show Availability button on the F6 screen while a guest is on the screen before, it will automatically select the arrival and departure dates for the guest.

F7=Tools - This key is one of the most powerful in Five Star. It allows you to use any of the programs in the F7 Tools window while in the middle of any other program. When you finish with the second program you return to exactly the place you left your first task. This feature is like having two computers because you can do two things at once.

Some of the more valuable uses of the global programs are:

- Instantly display or print a guest their account balance and transactions even while you are doing something else. Very useful during guest check-out.
- Look up a reservation or in-house guest by name, room number or reservation number (or anything else in the reservation file).
- Look up a room rate.
- Create short forms for addresses so that when you make reservations you save time and get the spelling right every time.
- Find a rate.
- Over any program, like the check out program, calculate exchange on foreign currency.
- Over any program take brochure requests. Print mailing labels later.
- Short Form Addresses - use this extensively before entering guests. For example, use it to set up a code like WAL for Walla Walla, Washington. Then when entering an address anywhere ,instead of typing the whole Walla Walla, Washington line, just press WAL, then <enter> and city and state are typed for you. Always use the first 3 letters of the name, not an abbreviation. You must be consistent in order for everyone to know what the codes are. Always put the province or state on the line as the city or town. For Ports, like Port Perry, use a P and the first 2 letters of the name, i.e. PPE. For Forts like Fort Henry use an F and the first 2 letters, i.e. FHE. Don't try to set up everything just the common ones, or the hard to spell ones.

Bookmarks. This is another one of the most important features in Five Star. It is like the F7 Tools button in that it lets you do two things at once. It lets you make your own list of all the features that are most important to you. Your list is for you only; other users have their own list too. When you are in the middle of something, like a big batch of charges on the Record Guest Charges screen, and someone phones for a reservation, just click on the Bookmarks button and select the Reservations program from the list. Without leaving the program you were in, you can take the reservation and return to the batch when done. You must first set up the list on the Bookmark program. Click on the add button and then select the menu choice you want to add. It is automatically added to the list.

Company Phone Book - keep a common list of all contacts, instead of the old Rolodex system. This feature can copy names from your supplier file and customer file. This is a quick and ready tool for when guests call down looking for the best pizza in town or the poison control center, etc.

Personal Phone Numbers – Your little black book in the computer. Only you can see your numbers.

Mail – This feature can send messages to other users of Five Star in your property. This is great for communicating with other shifts for things like ‘Mrs. Smith is coming in late and she wants to see you as soon as she gets in.’

Calculator - what makes it unique is the ‘T’ to transfer button. For example, suppose you are entering a rate and need to calculate a discount. When at the rate field, use the calculator to figure the discount amount and hit the ‘T’ button to transfer. The calculation will be put into the rate field! This capability means you don’t need a calculator taking up space on your desk anymore.

Alarm clock - set reminders for yourself, like collections calls or call Mr. Jones about the urgent message for him from his wife at 4:00pm.

User Preferences – More for back office than front office, this feature lets you specify defaults for the date, company and printer. For example, suppose you are doing the June month end reports on July 20. Set the date in user preferences to June 30 and until you log out, any date will default to June 30. This applies only to the user who sets his preferences; it does not apply to other users, unless they set theirs too.

Reprint Reports – Five Star remembers the reports you printed and lets you reprint them as needed for up to 7 days after. For this feature you must log in with the same username as the person who printed the report originally, and you must do so on the same computer.

Creating the Learning Hotel

When you have completed the setup of your hotel you can create or update your learning hotel. If you are on a network, you will need to know which computer has Five Star loaded on it (the server). The instructions below assume that Five Star was loaded onto the **C:** drive on the server. If it was loaded on another drive like **D:** or **E:**, type **D:** or **E:** before following the instructions below. Make sure all users are completely logged off of Five Star or you won't be able to copy all of the files. Get to a DOS prompt by clicking on Start, click on Run and type **COMMAND** then press Enter.

1. At the prompt type **CD** and press Enter.

You should see a prompt like this **C:\>** If Five Star is not on drive c: type the drive letter (like E: or D:) and press enter. Your alternate drive letter should appear.

2. Type **CD \GJCWIN** and press Enter

You should see a prompt like this **C:\GJCWIN>**

3. Type **COPY \GJCWIN\DATA*. * \GJCWIN\ DEMODATA** and press Enter.

If you get a prompt to Overwrite Files, press **A** for all.

When finished copying you will be left at the **C:\GJCWIN>** prompt.

4. Type **EXIT** and press Enter to return to Windows.

*If you have the optional Point of Sale module, modify Step 3 to the following:

Type **XCOPY DATA DEMODATA /E/I** and press Enter.

Using the Learning Hotel

Five Star comes with 2 copies of your hotel already set up. Your real hotel is in a directory called GJCWIN\DATA. Your learning hotel is in a directory called \GJCWIN\DEMODATA. Use the demodata copy as a Learning Hotel for you and your staff. Leave it on your computer so new staff can become familiar with the system in years to come without the worry of affecting your real hotel. We suggest that you use only the learning hotel when you are using the trial version of Five Star (the \$69 special). Any changes you find you need to make to the setup of the hotel during that process should be made to both the learning hotel and the real hotel.

To use the learning hotel simply click on the START menu in Windows and then on the Learning Hotel Button. This will automatically start the system with the learning hotel. The learning hotel uses a completely different set of files from the real hotel. It is much easier to learn about the system with files already set up properly and which take full advantage of the wide range of features in Five Star.

When you log on to Five Star for your demonstration use TUTORIAL as the User ID (see the section above for a description of logging on and off) and SECRET as the password.

When you have finished with the demonstration files simply exit Five Star normally using the F4 key to exit.

Updating your Learning Hotel Files

You can easily copy your real hotel files to the learning hotel data file directory once you have set them up to turn the demonstration hotel into a learning copy of your real hotel. This way, any changes you make to the setup of your real hotel will be reflected in the learning hotel.

When you have completed the setup of your hotel you should update your learning hotel. If you are on a network, you will need to know which computer has Five Star loaded on it (the server). The instructions below assume that Five Star was loaded onto the **C:** drive on

the server. If it was loaded on another drive like **D:** or **E:**, type **D:** or **E:** before following the instructions below. Make sure all users are completely logged off of Five Star or you won't be able to copy all of the files. Get to a DOS prompt by clicking on Start, click on Run and type **COMMAND** then press Enter.

1. At the prompt type **CD** and press Enter.

You should see a prompt like this **C:\>** If Five Star is not on drive c: type the drive letter (like E: or D:) and press enter. Your alternate drive letter should appear.

2. Type **CD \GJCWIN** and press Enter

You should see a prompt like this **C:\GJCWIN>**

3. Type **COPY \GJCWIN\DATA*. * \GJCWIN\ DEMODATA** and press Enter.

If you get a prompt to Overwrite Files, press **A** for all.

When finished copying you will be left at the **C:\GJCWIN>** prompt.

4. Type **EXIT** and press Enter to return to Windows.

*If you have the optional Point of Sale module, modify Step 3 to the following:

Type **XCOPY DATA DEMODATA /E/I** and press Enter.

Making Backups

A backup is essentially a snapshot of all your data at the point at which you make it. Making backups is an essential component of computers in your office. Computers are machines subject to breakdowns like a car or any other machine. If your computer breaks down and you don't have a backup of your accounts receivable, general ledger etc., you could lose everything, including your business! We strongly recommend the use of an adequate backup system.

A 100% probability exists that in the next seven years of using your computer you will have a crash. That's how important backups are. The bottom line is daily computer work requires daily backups. The best backup routine involves a daily backup you do just before your night audit.

If you have a networked system with a second computer that has a big, under-utilized hard disk you can designate it as a backup server. This is typical in properties with 2 or more computers on the front desk. The front desk computer should only be used for Five Star and possibly word processing. It is not usually a place to do spreadsheets, graphics etc., so hard disks on the front desk are frequently under-utilized. This makes them perfect for a daily hard-disk-to-hard-disk backup.

We suggest the use of a simple, common program called PKZIP or WINZIP. It is the most common data compression utility today. Because it is so common it is very reliable, and in a bind, most any computer person can restore your files. Most other compression programs are far less common. We even suggest you use PKZIP if you use a zip drive rather than the software that comes with the zip drive. PKZIP treats your zip drive just like any hard disk on your computer.

If you want to use PKZIP, make a directory on your hard disk called 'backup'. Put PKZIP and PKUNZIP in it and make a batch file called 'daily.bat'. The file would have the command

```
\backup\PKZIP -rP C:\backup\daily.zip F:\gjcwin\data\*.*
```

where C: is the local hard drive and F: is the server's hard drive to this computer. Use the drive letters your network uses if different from this example. This is the command to compress Five Star's data files and store them. You should actually have 6 batch files that each create a different file, like Monday.Zip, Tuesday.zip etc. This way if something goes wrong with one of the files, you still have others as additional insurance policies.

In addition to your daily backup described above, keep a complete copy of the GJCWIN directory and all its subdirectories on the under-utilized hard disk. Each time you receive an update from Five Star, remake the complete GJCWIN backup. Rename the GJCWIN directory to GJCBAK. This ensures that Five Star never accidentally thinks the data files in this directory are real files rather than back up files. If you have a crash on your main server, the backup copy can be activated in minutes. You will have to call Five Star support to do this, as your software license permits only one active copy of Five Star at a time.

A zip drive is much better than a tape drive. They are fast and much more reliable than tape. Tapes break down with an alarming frequency. They are always a much more proprietary media so if you happen to lose your driver diskettes and you need to reload them on a new computer after a crash, you might not be able to find someone who has the drivers. We have seen this particular problem time and again. You have the tape with your data but you cannot recover it.

You should compress your data when you back it up - you can usually get over 800 megabytes of data onto a single 100 Mb zip drive. The speed and reliability of a zip drive makes this the best way to safeguard your data.

Always use an overwrite type of backup not an append type. Append backups make many copies of the backup on the same disk. It can be more complicated to restore the right copy when you have many to choose from. Use a full backup rather than a differential or incremental backup. That means you save all the Five Star data files on every backup. A differential backup only saves files that have changed since your last backup, which can mean that you have to restore from many disks before you get all 140 of the Five Star data files. A full backup is much simpler.

Just back up the \GJCWIN\DATA directory each day, which contains all your Five Star data. You should keep copies of the master program disk that came with the package when you bought them so you don't have to back them up every day. This speeds up the diskette backup significantly.

If you need to restore data from a backup you should consult with your computer expert. Usually the necessity for data recovery involves other related problems too. For example, why is your data corrupted or missing? What else is missing? How will you know exactly the status of your data when you recover it? Will the problem be gone after the recovery? Each of these questions must be addressed or the recovery will just be the beginning of a long drawn-out problem. An ounce of prevention is worth a hundred pounds of cure in the world of computing.

You should make your backup just before the night audit. By doing so you increase the likelihood that it will be done and you turn it into a habit. A backup at the end of the day is less likely to be done, especially if you are on a network, because you might want to do it at 4:45 p.m., but someone else might be trying to finish up payables and won't be done until after you leave. The backup won't get done that day. Additional backups throughout the day are not recommended as they tie up the system while they are being done.

Materials you will need for Backing Up

If you are using tapes or a zip drive, follow the instructions that come with the drive. You should have at least 5 tapes or disks; 8 is recommended. Use one each day of the week and 2 on the day you make your offsite backup.

Label the first 'Monday', then the same for each day of the week. You will be backing up onto the Monday disk on Mondays, the Tuesday disk on Tuesdays etc. Thus, you will be reusing and writing over the Monday diskette each Monday. Make 2 sets for Friday.

You will always have eight different copies of your data at any point in time. So if your system goes down on a Wednesday you simply restore the Tuesday backup and redo the work you did since the backup was made. The reason for making eight different sets is like having more than one insurance policy. We find that when the time comes to restore a backup, most people are not thinking as clearly as usual, and you need the restore to be very simple. If the Tuesday diskette happens to go bad after you make it (we see this happen, it's not overkill or being too safe) you would then try the Monday backup.

The backups may be kept at your office (called on-site backups) with the exception of the 2 Friday sets. Keep these sets at the home of your designated backup person. Bring them in on Thursday night, make the backup and then take the set home Friday night. This helps prevent loss due to fire, flood, complete theft, etc. Leave the other set at home so that if you have a fire on a Friday you are still safe.

If you ever notice anything unusual in your backup routine, have it resolved immediately. If your backups are not being made, even though you think they are and your system goes down, you have a very big problem. Try making a backup now and confirm that you can do it.

Troubleshooting

Telephone Support

When all else fails (or just whenever you are ready) we are always available for you. The cost of support is \$75 per incident from 8am to 5pm Eastern Standard Time if you are not on a support plan and \$105 per incident after hours. Prices are subject to change without notice.

Our extensive experience with Five Star and with lodging and accounting, makes our support the best way to solve all the things you can't solve on your own. If you are not on a support plan the charge is payable by Visa, Amex or MasterCard at the time the service is rendered. Have your credit card ready when you call.

During the 30 day trial period support is free during office hours 8:00am to 5:00pm Monday to Friday Ontario time except holidays. After hours support on the trial version is not available.

While every effort is made to ensure that the manuals and on line help is complete, there will still be times when our experience will be the best answer. Your business is unique and may have unique requirements.

Suggestion: Get a binder or note pad for making a list of questions to ask us. Keep the list up to date, and when you do call you'll be able to get all your problems out of the way at once.

Troubleshooting Guide

Your software comes with a simple little booklet that can save you much time and money when it comes to solving problems on your own. It is the most valuable tool we have added to Five Star because it helps you keep the cost of support down. The troubleshooting guide is also found on-line too. Simply click on the Screen Cam icon at the left end of the Tool Bar while in Five Star, and then speed search on the letter T for troubleshooting. You will see all the topics found in the booklet. To use the on-line version the computer you use it on must have speakers.

12 Things that Ensure Years of Trouble Free Computing

If you follow the steps we suggest for computerized data processing, you will never be exposed to loss when your system crashes. Statistics show that some time in the next 5 years, your computer will experience a system fault. You might be hit by lightning, you might have a fire, an employee might sabotage your system, you might have a theft, or you might just have a hardware failure. Or, you might just have a few employees that don't bother with accuracy in recording their transactions. There are a few simple things you can do to protect yourself from these facts of life. One fact of life is that if you don't do these things, you probably will experience a loss.

1) We highly recommend the use of a zip drive or hard disk to hard disk backup rather than tapes or discs, for any size property. You are not safely protected otherwise. Discs become defective at a rate of about 10 to 20% per year. Make a backup every day. Use 8 zip disks, one for every day of the week and 2 for Friday. Keep the Friday disks at home (offsite backup in the event of a fire). Bring in one Friday disk each Friday and take it home Saturday.

Keep your backup routine simple and only backup the \gicwin\data directory so it is fast and so it will get done every night. Use a full backup not a differential or incremental backup. Assign the backup to your night auditor. Don't do it yourself, you will frequently find something more important to do, or you may not have the time, so it may get skipped. TEST YOUR BACKUPS BY MAKING A BACKUP, MOVING THE BACKED UP DATA TO ANOTHER PLACE ON YOUR HARD DISK, THEN RESTORE THE DATA AND TRY TO USE IT. THIS IS THE ONLY TEST THAT IS CERTAIN. We have seen many disasters in which the backup was no good. Know how to restore a backup BEFORE you have to!

2) Use the latest virus software ALWAYS. We recommend McAfee Anti-virus and NOT Norton Anti Virus because it interferes with the serial port used for interfaces and call accounting. We recommend you do not use any other brand of anti virus software. Get an update every month, as new viruses are invented every year. There were over 60,000 known viruses in 2000. A recent study found a virus hit 78% of American businesses last year. Don't allow your employees to bring in disks from home as they may be infected, and anti-virus software is by no means 100% effective. In fact, you can load a program that is infected; the virus program may sound the alarm, and then ask if you want to continue!! Do you think the person trying to load his game when you aren't around is certain to stop at that point?

3) Never shut the computer off while it is running Five Star, and don't press the reset button. This can damage Five Star files. While the Data File Integrity Program in Five Star can almost always fix the damage, why take chances? And why incur a support cost if you need help? Be sure all your employees know the consequences of shutting off the computer during processing and teach them now how to get out of Five Star when your computer freezes.

4) Every employee must run an end of shift report and balance to the cash drawer. Be consistent in having employees use their own password and in exiting to the login screen when they are finished what they are doing. Every dollar that goes into the till must be recorded on Five Star and every dollar that comes out must be recorded. Five Star is your cash register.

5) The night auditor must ensure that the grand total on the end of shift reports plus the total on the night audit room charges report plus the total on the night audit other daily charges report adds to the total on the night audit charges and G/L update report. Last, make sure the total on last night's audit high balances report plus the total on tonight's charges & G/L update report equals the total on tonight's high balances report. That way you know nothing has been lost from yesterday.

6) Save the end of shift and night audit reports in an audit trail binder. If something goes wrong you can recreate information quickly from these reports.

7) Run the House Status Report at the beginning of every shift, and before the night audit. The House Status Report is a very important, and unique report in Five Star. It will let you keep running your property without a hiccup in the event that your computer becomes inoperable at any time. It gives you everything you need to know about the property when the computer is inoperable. It is oriented around the structure of your house, that is, it prints one line for every room whether it is occupied or not. It shows a set of columns for today's arrivals, a set for today's departures and a set for who is in house today and their balance. It also tells you which rooms are vacant and clean etc. for walk ins. Without this report you would be unable to run your property if you ever have a long power failure or a hardware failure.

8) Use an Uninterruptible Power Supply (UPS) on your main computer. It costs about \$200 and protects you from the frequent power shortages and brownouts. A UPS will protect you from power failures up to about 15 minutes. If you use a network, protect all your computers from power surges with the best power surge protector you can afford. \$25 to \$75 is not unreasonable.

9) Read the section of the manual on the night audit carefully, and make sure your night auditor knows that he should not run the night audit twice except under the circumstances described in that section.

10) Make sure only you have access to the User Logins & Administration program on the administration menu. Make sure only you have access to the hotel setup menu. This way your employees have less ability to play or to sabotage. Don't give out your password. If you have to, change it immediately. The night audit can only be run twice in a night if you know the manager override password. If you ever have to give it to your night auditor, change it the next day. Use the general hotel profile program on the hotel setup menu to change the override password.

11) If you ever find that Five Star is not reporting the same information in all screens, e.g. a room is available but the check-in screen says it is occupied, run the Rebuild Room Cross Reference program found on the Hotel Setup menu immediately. Such problems tend to get worse if not fixed right away. If you ever get an error 100 to 140, or an error 47, run the data file integrity checker program immediately. Save your staff from further errors.

12) Use the manual and on-line help frequently. In particular make lots of copies of the Troubleshooting Handbook and distribute them freely. Keep a master copy in your files so you can't run out. Take a copy home with you, so if staff call when you are home you can help them solve problems. Make sure staff know that the troubleshooting guide is also on-line. When in Five Star click on the Screen Cam icon on the left end of the tool bar. Speed search on the letter T for trouble and you will see all the troubleshooting topics just as they are in the handbook. You will need a speaker on the computer you would use this help on, as the online version of the troubleshooting guide talks to you as it shows you how to solve the problem.

If you make it your practice to follow these steps, you will enjoy smooth sailing in the computer world! We suggest you photocopy these steps and tape them up near your computers as a reminder.

Errors on the Screen

From time to time you may get error messages on the screen while working in Five Star. It can identify the nature and cause of the error reasonably well. When this happens, you get an error message on your screen like the one below in Figure - Error Messages:



Figure - Error Messages

You can exit from the error message very easily, but you should probably try to solve the cause first. Some error messages go away immediately, like if you ran out of paper while printing and your printer goes off line. Simply fix the printer and click on Retry as the error message suggests and the program will continue. This is a very important point about the operation of Five Star. If you get an error, the program stops at the exact point where the error occurred. You can fix the problem and then continue running the program exactly from where it stopped. That is of course, unless you end the program instead.

When you get an error you have three choices. The first is to try to solve the problem yourself. When the problem is solved simply click on Retry and the program continues. If the error message re-appears, you haven't solved the problem yet.

The second choice is to end the program and start again. Typically you will lose only the event or transaction you were just working on, like the current reservation, check in or batch of guest charges, etc.

Write down the error number, the program name and the statement number in case you need to call Five Star support for information.

Then click on the Safe Exit button and you will be brought to the start screen. Without the 3 pieces of information Five Star will probably not be of any help in diagnosing the problem.

The third choice is to use the Five Star support hotline. If you are on a support plan there is no charge for this service during regular office hours of 8:00 am and 5:00 pm eastern time except holidays. If you are not on a support plan, there is a per call charge as indicated when you call the support line. If you call after hours there is also a charge. For assistance dial 416-545-3147 and use your touch-tone phone to enter your phone number. Be sure to enter your area code first. If you intend to call, don't click on any of the choices, but leave the error on the screen. Five Star may be able to use information provided by the computer to solve the problem.

NOTE: You should NEVER reboot the computer or press the reset button or turn the power off while you are using Five Star. You can corrupt your data files by doing this and you will incur great time and expense to fix them. We highly recommend the use of an uninterruptible power supply to guard against power failures in the middle of processing and surge protectors on all other computers on a network. This \$150 ounce of prevention is worth many pounds of cure. If your computer freezes, try the above remedies to exit the program first. If they won't work you will have to turn your computer off and on again.

Following is a list of error numbers that you may see on your screen, and what you can do with them. Many errors go away simply by restarting Five Star as shown above. If the error persists after you return into Five Star, try exiting Five Star again and shut down the computer completely and restart it.

Here is a list of error numbers and what to do about them:

12 - happens if you accidentally delete a program or data file. Try reinstalling the program disk. You might also see this error if you run Five Star on a network and use the same terminal number to start each computer running Five Star.

4 - Printer not responding. This one happens if you run out of paper, if the paper jams or if the printer shuts off or is set off-line. Fix the problem and press enter. The program continues exactly where it left off. The error tends to happen more frequently during the night audit since it prints so much. Teach your night auditor how to solve this one.

2 - Your hard disk is full. Don't exit the program. Click on START and run the explorer and delete other files to free up space. If there are no files that you could delete, you may need to get a bigger hard disk. You should operate with 100 Mb free at all times. You can use up 100 Mb just by loading a new program these days!

0, 3, 5, 14 - file or device busy or not ready error - you can get this sometimes if your hard disk is being used by a different program or work station and is taking 100% of your network's resources, i.e. not sharing access to the disk or if the server freezes and the work station is still trying to use a data file. From the error message, press <enter> to try the operation again in a few seconds. The disk may be unlocked. If the error persists, exit the program as described above. If your server is frozen you will probably get locked up on your computer as well and will have to reboot yours too.

Sometimes you get this error on a network if you haven't given the workstation full read/write access to the drive. Consult your network setup person for the solution.

18 - program access denied - you might get this message if you try to copy Five Star to another computer or hard disk. Such use is in violation of the license agreement and is protected by these errors. You can also get this error if you use a network drive with network security set up. See the network administrator to grant you security rights to use the drive or directory and retry the operation. Usually you have to exit the program (see above), change the security and rerun the program.

103 - 199 - these happen if a record in one of your data files is corrupted, lost or deleted accidentally and another program cross references it. Run the check data file integrity program on the hotel setup menu to see if any of your files have been damaged. If any have, the program will fix it and you should try the program in which you got the error. If the error persists, you will have to call Five Star support.

50, 125 - memory parity error – Five Star detected an error in your computer's memory. You should not use a computer with memory errors as it may be very unstable and can corrupt your data files. Get the bad memory replaced immediately. The error goes away once the memory is fixed.

Problems During the Night Audit

If you run into problems during the night audit, read this section. Typical problems include running out of paper or paper jam-ups, or running out of ink in the ribbon. Or, you might have a power failure, the computer might freeze or you might get a Five Star error. See also the troubleshooting guide for more information or a quick reference. There are almost no problems in the night audit that you need to call for telephone support. You can fix most problems yourself and save time and money. Read the screens carefully as they tell you what you should do.

If the night audit stops after the room charges report (about the mid point of the audit), don't bother to re-run it. All the functions after that point will happen automatically on the next night audit. If it stops before the room charges report or during, you may want to re-run it. If it stops during the room charges report, don't re-run the night audit. Post the missing room charges by hand using the Record Guest Charges program.

When you rerun the night audit it will let you know if you should not do so, if the room charges report has already been run. It knows! If it suggests that you re-run it, it will start by asking you if you want to re-run it for the same date as the original run. You would answer yes to this question, and the night audit will automatically set the date back to the same date as the first run. You can also change the current selling date back to today's date in the General Hotel Profile program.

When the night auditor attempts to rerun the night audit he will be prompted to enter the night audit manager override password. Keep this password to yourself so the auditor can't do it without your knowledge. Give it out only when needed after consultation with you. If you don't know what the manager override password is, look it up on the Options screen on the General Hotel Profile program on the Hotel Setup menu. Once you have given out the password you should change it the next morning to protect the integrity of this feature or it won't protect you.

Error 109: Corrupted Data Files

If you see any error with a number between 100 to 119, you probably have a corrupted data file. You can reduce the probability of encountering these problems considerably by teaching your staff about them. First and foremost, you should never press the reset button

or shut it off while in Five Star. Each of these actions can actually damage or corrupt files further. Home computer users frequently try this, which is why we find you are particularly exposed to this problem if you don't educate your staff not to.

If you get an error 100 – 119 after a freeze up it means you have damaged files and you must use the Data File Integrity Check to fix them immediately. Use the Check Data File Integrity program in the Administration menu to fix your data files. This program automatically checks all your data files and rebuilds any that may be damaged. The error message on the screen always tells you which file is damaged when the error is numbered from 100 to 119. Write the name down. Use the Check Data File Integrity program on the administration menu to fix the file. All users must be off the system while you do this. In the program select Single File Only and enter the file name you wrote down.

The check data file integrity program can check and correct one file, all files or Front Office Files only. Checking one file is much faster than checking them all. Some users check all data files once a month as a precautionary measure.

Corrupted data files are sometimes the result of hardware malfunctions and may be accompanied by scrambled file allocation table entries. If you can't fix a damaged file or your computer is acting unreliably use Scandisk (thorough option), a Windows program to fix the problem and then rerun the data file integrity check on all files.

Updating Your Software on the Internet

You can update your software with the latest version and new features very easily by visiting the Five Star Hotel Systems web site at www.fivestarhotelsystems.com. Some of our users check the site regularly to see the new features we continually add to the program. This has turned out to be one of the most popular aspects to using Five Star.

To go directly to the software update section from the home page, choose the User Resources button. Click on the Software Update Page button then choose Windows Version Users Only. At this point you will be prompted for a user name and password. The user name is fstar (*must be lower case*) and the password is update (*in lower case*). Make sure you use the TAB key to move from one field to the next. Pressing <enter> will result in an invalid password.

Print and read completely the next page displayed. You will need these instructions later. At the bottom of the screen click on Five Star Windows Update. Make sure that you save the file. Don't run the file from the current location. Write down where the computer is saving the file. You will need this later. The file being copied is called SETUPWEB.EXE. When your update is complete you should save a copy of the file in the GJCWIN\DATA directory on your server. Since the DATA directory is being backed up every night, you will also be backing up your web update.

Next, after the file is downloaded and copied, have all users exit the system. On the server, double click on the file SETUPWEB.exe from Windows Explorer and the update will commence just like when you get a new CD from Five Star.

By copying the update file to your \GJCWIN\DATA directory, if you ever needed to restore Five Star, you would also have access to your latest web update. By running the update after restoring Five Star from the last Five Star CD, you would be assured that you are running the most current version. You may not have access to the Internet after a computer crash!

Reports: Printing, Viewing, Exporting

When you select a report in Five Star you are brought to the following screen:

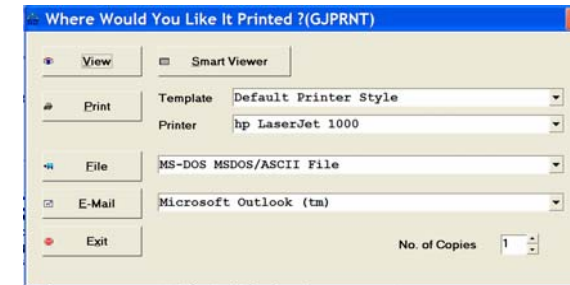


Figure: Printing reports

Five Star Can do any of the following from this screen:

- Output to your windows printers, just by clicking the Print button.
- Display on screen just by clicking the View button.
- Click the Smart Viewer button to instantly open many other programs and put your report into that program. For instance Five Star can open Excel and make your report a formatted spreadsheet.
- Email the report to any mail recipient using Microsoft Outlook (Outlook Express cannot do this, only the full Outlook can). Do this one by clicking the E-Mail button.
- Create a .txt type ASCII format file which can be translated to just about any other Windows program. This file is called 'flat file' or 'fixed field length file'. Many other programs can read this text file and import it. In this sense it is similar to the Smart Viewer option. The differences are explained below. Do this by selecting MS-DOS/ASCII File from the pull down list next to the File button and then click the File button.
- Create a comma delimited file called a .prn file. Lotus and Excel are very good at importing this kind of file, as are many other kinds of programs. You get this kind of file by selecting the Lotus option in the pull down list beside the File button and then click the File button.

- Create a Word or Word Perfect mail merge secondary file. That is the one with the names and addresses you can use to sent out mass mailings. This is a very important and useful capability.

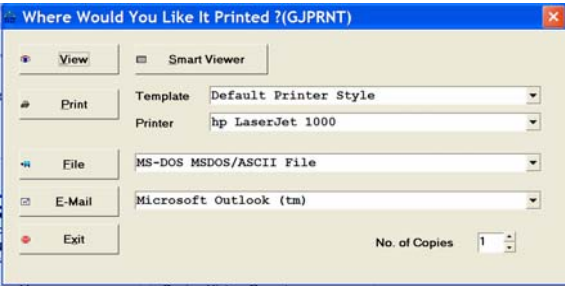
For example, suppose you use the history report generator to create a report that includes guest name, address, city and postal code. You could make the report sort by postal code and select only guests who were recorded as VIP guests or who had an anniversary. When you print this report using the “WP Mail Merge printer” the report will automatically be specially formatted as a mail merge secondary file. In your word processor you can create a letter to use the merge file and merge the two. Hundreds of letters can be created in seconds. Direct mail invitations to your corporations and special guests to return to *your* property are one of the best ways to make it happen.

Select Word Perfect from the pull down list next to the File button and then click the File button.

Each of these options will be described below.

Viewing Reports Instantly on Screen

To select an on-screen view, a report or print it ,you see a window like this just before printing:



Using the screen:

Simply press Enter or click on the View button to see the report on screen. When viewing it, use the scroll buttons to advance or go backward through the report or if it is wider than the screen. Any report can be viewed on screen instantly.

Printing Reports

To print your report press the down arrow key once to move down to the print button. Press Enter and your report will print on the Windows default printer.

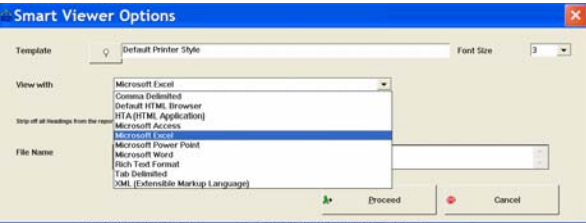
If you want to select a different printer from the one shown first on the selection window, use the mouse to pull down the selection box of printers and pick the one you want. This selection box shows you all the printers you have set up in the Windows Printer program, and then shows you any that you have set up also in the Five Star program on the administration menu called DOS/Text printers. See below for a description of using and setup of printers in Five Star.

To make the printer you want as a default to show up in the selection window automatically, so you don't have to pull down the list each time, use Windows Setup Printers on the START menu and set your favourite printer as the Windows Default. You can also override this with the Default Printer field in the User Preferences program on the administration menu too. This way you get your favourite printer when you are logged in no matter what terminal you are on.

If your report is too wide to fit on a printer, that printer will not be shown on the list. All standard Five Star reports fit on any printer, but you may have designed a report using the report generators, that is too wide for your printer. If you don't see your printer on the list, go back and make your report design narrower.

Smart Viewer – Sending Reports to other Programs

Click the Smart Viewer button for some amazing features.



You can open your report in any of the programs shown on the list, including Excel and Word and your web browser. Five Star will format the report for the program you choose and open that program, and put your report into it. From there you have a world of choices for what you can do to it.

By selecting the template in the first field you can make your report use a set of nice fonts you have already set up in the Print Style Templates program on the Administration menu. Then you pick the program you want the output to go to. Of course, you must have that program on your computer for this feature to work. Last, you can pick the font size.

E-Mail your Reports

Any report you can print can also be sent to a mail recipient by E-Mail. To make this feature operational you must have Microsoft Outlook installed and able to send email from your computer. This feature will only work on the computer that has Outlook installed on it; it cannot work across your network. And only Outlook can do it, you cannot use Outlook Express. And it must be Outlook version 2002, i.e. the one that comes with Office 2000. If you have Outlook but the wrong version have your hardware person exchange it for this version. That is not a copyright infringement if you do that.

Outlook is not a simple program like Outlook Express is, so if you are not sure about setting it up you should get your computer provider to do it for you.

In Five Star you must activate the feature too. Do this by going to the Administration menu and the to Workstation Setup. Select the terminal number you want to activate. Terminal numbers in Five Star are the 2 letters or numbers at the bottom of the Five Star window in square brackets to the right of the date, shown like [T1] or [TA]. When you have selected the terminal number and set up the rest of the screen (see below for details) in the E-Mail Client field select Microsoft Outlook. Reboot the computer and you are ready to use the feature. If you find when you try to use this feature to email reports that the E-Mail button is grey, it is because you must go to the Workstation Setup screen and complete it.

When you create a report and you want to email it simply click the E-Mail button, and you come to this screen:



The screenshot shows a window titled "Sending E-Mail(GJZMAILO)". Inside the window, there are four text input fields labeled "Send To:", "Copy To:", "Blind Copy To:", and "Subject:". The "Subject:" field contains the text "The North American InnIn House List for Thu Jun 3". At the bottom of the window, there are four buttons: "Send", "Send All", "Skip", and "Cancel All". The "Send" button is highlighted with a mouse cursor.

Put the recipient’s email address in the first field. You can only enter one email address here. To send your report to a second recipient you can put the address in the Copy To and a third copy can go to the Blind Copy To field. A blind copy is one where each recipient does not know the others are getting it.

Note: Five Star does not have the capability to do bulk email. It can only send out one email at a time. Bulk email, while tempting because it seems like an easy way to promote your property, is rarely welcome by the recipient. It is usually considered ‘spam’ and can often result in a negative image. It is also illegal in some areas.

Exporting Reports

Five Star creates files that can be imported to other programs.

To set up this kind of export go to the Workstation Setup program on the Administration menu:

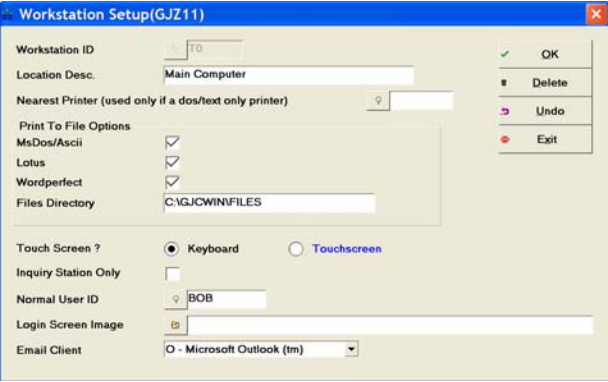


Figure - Workstation Setup

Print to File options:

Check any of the three boxes if you want to be able to send reports to a file.

Files Directory: This field works with the three check boxes shown above. Enter the path that you want output files stored under, such as c:\gjcwin\files. This path must exist for the feature to work. If you set a non-existent path here, when you save a report to file, you will not create any file. If you want to save night audit reports to file, instead of printing them and wasting paper, make a directory under the data directory on your server named audit. Then enter something like x:\gjcwin\data\audit in this field. The advantage of using this path is that it will be backed up with the rest of your Five Star data. There are three kinds of files as described below.

1) Fixed Length Record Files

These are also called flat files or text files. The MS DOS/ASCII option does this one. This file consists of titles, headings, data, totals and trailers. If you used a text editor program like Notepad or Wordpad to look at such a file it would look like this:

MSDOS001.TXT - Notepad

File Edit Format View Help

The North American Inn					Pg 1
In House List for Thu Jun 3					
Guest Name	Room(s)	Arrival	Departure	Adults /Kids	Current Balance
Abate, Esamullah	203	wed Jun 2	Sun Jun 6	2	723.38
Abel, Peter	114	Thu Jun 3	Fri Jun 4	2	75.36
Abel, Peter	106	Thu Jun 3	Fri Jun 4	2	7.60
Anderson, Frank	303	Sat May29	Mon Jun 2	1	-192.27
Andrews, Allan	109	Sun May30	Fri Jun 4	3	828.54
Appleton, Nader	111	Fri May28	Thu Jun 3	2	553.83
Behan, Melvin	406	Sun May30	Fri Jun 4	4	707.48
Behan, Melvin, telepho	406	Sun May30	Fri Jun 4	0	0.00
Bernard, Bailey	102	Thu Jun 3	Fri Jun 4	2	145.50
Bierworth, Daniel	w104	Thu Jun 3	Fri Jun 4	2	112.00
Bryen, Chris	110	wed Jun 2	Fri Jun 4	4	-504.54
Bryen, Chris, meals	110	wed Jun 2	Fri Jun 4	0	46.72
Carlton, Jack	105	wed Jun 2	Fri Jul 1	2	345.00
Davidson, John	w103	Sun May30	Thu Jun 3	0	67.20
Delahoussy, Pierre	316	Sat May29	Thu Jun 3	2	163.80
Kaur, Harveer	401	Thu Jun 3	Sat Jun 5	2/2	-118.00
Kurowski, Maxwell	w103	Sun May30	Thu Jun 3	2	58.77
LeBlanc, Louise	314	Fri May28	Fri Jun 4	2/2	234.35
LeBlanc, Louise, meals	314	Fri May28	Fri Jun 4	0	0.00
Simpson, Jim & Judy	205	Thu Jun 3	Sat Jun 5	1	157.91
Simpson, Joe & Karen	106	Thu Jun 3	Sat Jun 5	1	157.91
Stevens, Herb	209	Thu Jun 3	Sat Jun 5	2	-210.00
Wilson, Bob & Susan	302	Thu Jun 3	Sat Jun 5	1	157.91
Wilson, Robert	407	Thu Jun 3	Sat Jun 5	1	157.91
Total Rooms: 20					Totals: 38/4 3539.36
=====					
***** End of Report *****					

2) Comma Delimited Files

These are also called .prn files. The Lotus option does this one. If you use a text editor like Notepad or Wordpad to look at it such a file would look like this:

LOTUS001.PRN - Notepad

File Edit Format View Help

"The North American Inn","Pg 1"					
"In House List for Thu Jun 3"					
"Adults","Current"					
"Guest Name","Room(s)","Arrival","Departure","/Kids","Balance"					
"Abate, Esamullah",203,"wed Jun 2,Sun Jun 6",2,723.38					
"Abel, Peter",114,"Thu Jun 3,Fri Jun 4",2,75.36					
"Abel, Peter",106,"Thu Jun 3,Fri Jun 4",2,7.60					
"Anderson, Frank",303,"Sat May29,Mon Jun 2",1,-192.27					
"Andrews, Allan",109,"Sun May30,Fri Jun 4",3,828.54					
"Appleton, Nader",111,"Fri May28,Thu Jun 3",2,553.83					
"Behan, Melvin",406,"Sun May30,Fri Jun 4",4,707.48					
"Behan, Melvin, telepho",406,"Sun May30,Fri Jun 4",0,0.00					
"Bernard, Bailey",102,"Thu Jun 3,Fri Jun 4",2,145.50					
"Bierworth, Daniel",w104,"Thu Jun 3,Fri Jun 4",2,112.00					
"Bryen, Chris",110,"wed Jun 2,Fri Jun 4",4,-504.54					
"Bryen, Chris, meals",110,"wed Jun 2,Fri Jun 4",0,46.72					
"Carlton, Jack",105,"wed Jun 2,Fri Jul 1",2,345.00					
"Davidson, John",w103,"Sun May30,Thu Jun 3",0,67.20					
"Delahoussy, Pierre",316,"Sat May29,Thu Jun 3",2,163.80					
"Kaur, Harveer",401,"Thu Jun 3,Sat Jun 5",2/2,-118.00					
"Kurowski, Maxwell",w103,"Sun May30,Thu Jun 3",2,58.77					
"LeBlanc, Louise",314,"Fri May28,Fri Jun 4",2/2,234.35					
"LeBlanc, Louise, meals",314,"Fri May28,Fri Jun 4",0,0.00					
"Simpson, Jim & Judy",205,"Thu Jun 3,Sat Jun 5",1,157.91					
"Simpson, Joe & Karen",106,"Thu Jun 3,Sat Jun 5",1,157.91					
"Stevens, Herb",209,"Thu Jun 3,Sat Jun 5",2,-210.00					
"Wilson, Bob & Susan",302,"Thu Jun 3,Sat Jun 5",1,157.91					
"Wilson, Robert",407,"Thu Jun 3,Sat Jun 5",1,157.91					
"Total Rooms: 20","Totals:","38/4",3539.36					

Notice that this file has “ Quotes around each field of information, and each field is separated by commas. Computers find this type of file easy to break up into cells for a spreadsheet or fields for a database more easily than the first type, fixed length record files. But most programs now can do either kind of file well.

If you want to import this data you should first delete the rows that have the titles, headings, totals and trailers, so just the data is left over. Do this in Notepad or Wordpad first. Then import the data.

3) Mail Merge

This is one of the most important features of the report generator. Imagine asking Five Star to print a list of guests who have made more than 10 visits or who have spent more than \$1000 and sending them a personal thank-you letter, inviting them back for the big fall fair in your area. Imagine doing all this in about 15 minutes!

First you set up the letter. Five Star comes with a sample Word Perfect mail merge letter that Microsoft Word can translate. You can easily change the wording of the letter to suit your needs. Next you make the list of guests with the report generator. Five Star comes with a sample report to create the list, called ‘Mailing List for VIP Guests’. That’s all it will take you each time! This may be one of the most valuable features of Five Star, as it will help increase revenues and bookings without needing more staff to do it.

Sending marketing or thank you letters and advertising to your selected guests is as easy as printing a report from the report generator and then using a mail merge program (like Word Perfect or Microsoft Word).

Mail Merge is a function of most word processors in which you create a standard ‘boilerplate’ letter, called a primary mail merge file and second file with a list of names and addresses to which the letter will be sent, called a secondary file. The word processor merges the two and creates a customized letter for each name on the secondary file. Five Star software can create the secondary file complete with the control codes needed to merge the two files properly.

Five Star comes with a file called \gjcwin\gjc\formletr.doc, a Microsoft Word mail merge primary file. It also comes with a file called \gjcwin\gjc\formletr.wp which is a Word Perfect 5.1 primary file. Most word processors newer than Word Perfect 5.1 can translate

this file into their own format. Since all you need to do is change the wording of the letter (leave the control code part as it is) to suit your needs, the letter we include can suit most any needs and many word processors. Use the 'save as' option in your word processor to make copies of the letter. Change the wording to match your promotion and you have a whole new way to maintain relationships.

Five Star comes with a report in the history report generator called the 'Mailing List for VIP Customers'. This report consists simply of guest name and address. The special part of this example report is the conditions. They specify that a guest will be included on the report if the VIP field was checked off or if total revenue from the guest was greater than \$1000. When you print this report, select WP mail merge, rather than a printer. This will create a Word Perfect 5.1 secondary mail merge file. Make a note of the exact name and path of the file that Five Star displays after the report is created. It will be something like c:\data\wpmrg005.

Here are some of the creative ways we have seen users create very targeted mail promotions:

- Send a general mailer to guests who stayed with you in the last 12 months. Use the guest history report generator. Use conditions "Arrival Date must be between 19980101,19981231"
- Send a letter to all your corporations. Use the F9 report generator in the corporations program on the hotel setup menu.
- Send a letter to all your travel agents telling them your computer can guarantee their commission cheque in 10 business days. Use the F9 report generator in the travel agent program on the hotel setup menu.
- Enter all your dining room guests in the brochure request program and use the Design Other Front Office Reports program to send each a letter inviting them to try your rooms. Use the condition "Market Source Code must be DIN" (set up a source code DIN and add it to each record in the brochure system for dining room guests)
- Send a letter to your VIP guests. Use the history report generator with conditions "VIP must be Y or Total Revenue must be greater than 1000"
- Send a letter to all your guests who attended your cooking class last year inviting them back again.
- Send a letter to guests who came to your property last year on their anniversary/birthday/wedding etc. inviting them back for the next celebration. Use the condition "Special Occasion must be AN" (or BI or WE etc.)
- Send a letter to all your guests who have been back 5 times during the summer inviting them to join you for your fall specials or winter carnival.

Next, go to your word processor and open the file Five Star created. You may have to remove information from the report like the heading or footer for the report but leave the special characters you see on each side of the names and addresses, as well as the special character after each guest record. These are the merge control codes. When done, save the stripped file.

Word for Windows: From Five Star Report Screen choose the WORD-M printer option. When the document has completed printing it will tell you what the file is saved as. It will be WPMRG001. The last three characters are numeric sequence numbers. I.e., the first report you print may be saved as WPMRG001, the next would be WPMRG002, etc.

Start Word for Windows.

Click on FILE, then on OPEN, and choose FORMLETR.DOC

Click on TOOLS, then on MAIL MERGE

Click on GET DATA under 2 DATA SOURCE, then on OPEN DATA SOURCE and choose file GJC/DATA/WPMRG001.

Creating a Source Document from Five Star for Mail Merge

1. Before running the report in Five Star, modify the conditions of the report so that you only get the information you want. E.g. If you are doing a mail merge from brochure data, modify the condition for date taken to be greater than last time you ran this report if you only want to send to new brochure requests. If you wanted to mail to everybody on the brochure list, erase the condition.
2. Run the report and print to the **WORD-M** printer. After it has run the screen will display the location of the stored file. E.g. Your document has been stored as:
C:\GJCWIN\DATA\WPMRG002
3. You can now start WORD.

Mail Merge Procedures with WORD

When a report (e.g. VIP Report in History, Brochure, etc) is stored in WPMRG format, it must be edited before a successful merge can occur in WORD '97.

1. Start WORD'97 and open the WPMRG file in question. The location of the file was displayed on the screen after you ran the report from Five Star.
2. Press the Reveal Codes button on the tool bar (¶)
3. Click on **EDIT** and choose **REPLACE**.
4. Click on **More**, click on **Special** and at the top of the list choose **Paragraph Mark**
5. Choose **Replace All**
6. When that is complete, delete any headings at the top of the document that you don't want in your Merge. Do not delete the **F1 F2 F3 F4** etc headings
7. Choose **SAVE AS** from **File** and save the document as a **WORD document** and close it.
8. Create a new blank document in WORD and use **Tools** to complete the **Mail Merge** in the usual way.
9. From **Tools** select **Mail Merge**.
10. Following the instructions on the screen, choose **Envelopes**, then **Active Window**.
11. Choose **get Data** and from **Open Data Source** retrieve the **WPMRG** document that you saved earlier.
12. Then set up the main document. Choose the envelope style desired.
13. Insert the Merge fields where you want them to appear on your letter. Use the space bar and return key to place the fields.
14. Choose **Edit** from the **Main Document** and erase the return address.
15. Click on **Tools** then click on **mail Merge**.
16. Choose the **Merge** button and the computer will create addresses. Scroll down until you find the first non-blank envelope and click on it. Look at the bottom of the screen to see what page you are on.
17. Click on **File** then click on **Print**. The first few envelopes will be blank so under the **Page range** click on **Pages** and enter the first non-blank page followed by a dash then enter the last page.
18. Load your envelopes into the printer then choose OK.

Mail Merge Procedures with WORDPERFECT

From Five Star Report Screen choose the WORD-M printer option. When the document has completed printing it will tell you what the file is saved as. It will be WPMRG001. The

last three characters are numeric sequence numbers. I.e., the first report you print may be saved as WPMRG001; the next would be WPMRG002, etc.

Start WordPerfect 5.1 for DOS

Hold **CTRL** and press **F9**

Select **1** for Merge

Choose **FORMLTR.WP** for primary document

Choose **GJCWIN\DATA\WPMRG001** as secondary document

We suggest that you use window envelopes rather than mailing labels. You can reuse the secondary file to create mailing labels. Use the mailing label feature in your word processor.

Adding Five Star Controls to your Windows Printers

To set up custom printer controls, use the DOS/Text Printers program on the Administration menu. If you are using the Point of Sale module you must set up your guest check and kitchen printers in Five Star. If you are printing cheques in Accounts Payable or Payroll, or if you have an older printer that just will not cooperate when you just use the Windows printer definitions, you may have to set the printer up in Five Star for it to work. Before setting up printers in Five Star try the Windows printer first.

Laser Printers: Sometimes you need to set this kind of printer up in Five Star if you find that you have problems printing to them, like pages blank or no output etc. Most current laser printers are ok, but some of the older ones need to be set up in Five Star.

Laser printers print up to 80 characters in 10 pitch, portrait mode (paper orientation is 'taller than wide'), or up to 132 characters in 17 pitch portrait mode. Five Star automatically switches the print to landscape mode (paper orientation is 'wider than tall') at either 81 characters or 133 characters, depending on a switch you set when you define your laser printer. If you set it to switch at 81 characters, a report whose width is between 81 and 132 characters will print in 10 pitch (normal) landscape. If you set the switch to 133 characters the 81 to 132 column report will print in condensed (17 pitch) portrait mode. Reports wider than 132 columns will always print in 17 pitch landscape mode. The laser option will not be offered when printing reports wider than about 160. The exact width possible on a laser printer depends on the size of the margins defined by the printer.

Dot Matrix Printers: Most dot matrix printers should be set up in Five Star. For fastest printing Five Star uses standard printer fonts (called native fonts) that print 10 characters per inch or 17 per inch. Because these fonts are always built in to printers they print instantly, while with other Windows printer drivers, printing can be slower because the program must format the more sophisticated fonts. For the bulk of your day-to-day printing, like in house lists, night audit reports, etc. you want simple and fast.

In the past most front desks found that one printer, the Okidata Microline 320, is ideally suited for the job. It has a record of reliability, speed and low operating cost. However, today many properties looking for a more attractive image on paper have opted for a laser printer on the desk. We highly recommend the Hewlett Packard laser printers. They are very quiet and reliable and most importantly, they have no warm up period. Most laser jet printers require up to 45 seconds to warm up before they print which can be a real nuisance on a front desk when someone wants to check out.

Narrow Dot Matrix Printers: Print up to 80 characters in 10 pitch (normal sized print). Print up to 132 characters in condensed (17 pitch) print. Five Star automatically switches the print size on narrow printers for reports over 80 characters wide. The narrow printer option is not offered when printing reports above 132 columns wide. If you design a report in a report generator that is more than 132 columns wide, when you try to print it you will not see a narrow printer on your printer list. This is because it won't fit on your narrow printer. Try making the columns of the report narrower or use fewer columns. All standard reports that come with Five Star fit on a narrow carriage printer. Only reports that you design in the report generators that are wider than 132 characters will not fit.

Wide Carriage Dot Matrix Printers: Print up to 132 characters in normal (10 pitch) font, or 190 characters in condensed (17 pitch) font. The print is automatically condensed on user-defined reports above 132 characters. All Five Star pre-defined reports are less than 132 columns. The wide printer option is not offered when printing reports wider than 230 characters.

To set up new printers, or view or edit existing printers, select Printer Setup from the Administration menu. Some examples of how to set up specific printers follow this section.

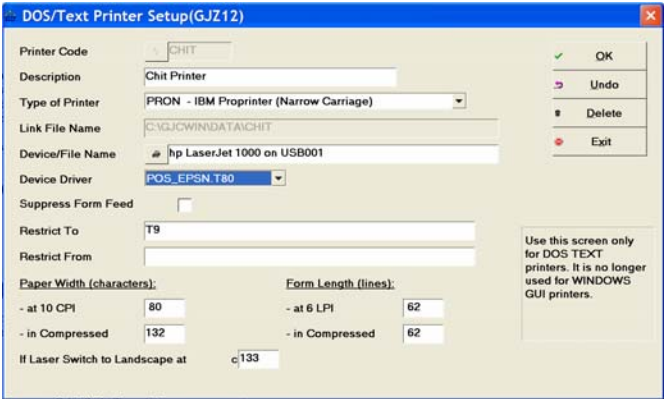


Figure - Printer Setup

Using the screen:

Description: Press F2 to pop up a list of existing printers and select the one you wish to view or edit, or press <enter> on the **add a new printer** code to make a new printer. When creating a new printer enter the name in the description field. This description should be easy to understand by your users because whenever you request a report to be printed, this list of printer descriptions appears for the user's selection. For example, if you are creating a folio printer driver to replace the narrow driver you might name it FOLIO. Or, if you are adding a printer for Judy's desk you might name the printer JUDY.

Type of Printer: Press the down arrow key to pull down a list of choices you have in this field. Here you distinguish whether the printer is a laser or a dot matrix style. Highlight and select 'laser' if your printer is laser compatible (laser printers, LED printers, and ink jet printers with Hewlett Packard Laser Jet compatibility). If your printer is not laser compatible, select 'IBM Proprinter'. Your printer does not have to be IBM Proprinter compatible, just dot matrix style.

Device/Filename: Click on the printer icon to the left of the field to link the Five Star driver you are creating or editing to a printer driver you have already set up in the Windows Printer Setup screen (i.e. in Windows, click START then SETTINGS then PRINTERS and then Set Up a New Printer). Many printers today can only print using the Windows printer drivers they come with and you must use this link technique if you have one of these

printers. They are usually labeled on the box “Printer for Windows”. If you see this on the box, you can only set it up by linking it to the Windows driver.

Device Driver: You can distinguish here between many types of printers; Three main ones are Epson, IBM and laser. Press the F2 key to pop up a window with the choices and select the printer driver as follows:

If your printer is	Choose driver
Epson compatible dot matrix	STD_PRTR.EPS
IBM compatible dot matrix	STD_PRTR.IBM
Hewlett Packard laser jet compatible	LASER

Note: most ink jet/bubble jet/deskjet printers are either dot matrix compatible or laser compatible or both. Many Cannon printers are Epson compatible and the rest of the ink jet style printers are laser compatible.

When setting up a printer for your Point of Sale system check the list of printers and select the one that matches your printer make and model.

Suppress Form Feed: Leave this field blank unless your printer wastes too much paper after it prints.

Restriction To: If you have printers set up which only certain computers on a network may print to, then you will use this field. We suggest you restrict all printers so that only users or computers that have access to them can see them when printing. When you print a report on Five Star and you pull down the list of available printers the list will contain all the unrestricted printers and the ones that are restricted to the computer you are on.

You restrict printers by terminal number. If you have set up your computers correctly, each will have a unique terminal number, like T0 or T1 or TA etc. You can see this terminal number on the bottom line of Five Star to the right of where the date is displayed. (If you don’t see the date on the bottom line exit out of Five Star, click on START, then click on SETTINGS, then on TASKBAR and then on the AUTO HIDE check box. Return to Five Star and you will be able to see the full Five Star screen.)

When you create a new printer or set an existing one for use on a specific computer, enter the terminal number in the ‘restrict to’ field - like T1.

Next, for all printer drivers you have no use for, like Lotus or Wide, instead of deleting them, put XX in the 'Restrict To' field. This way only terminal XX can see the printer on its list. And since you have no terminal XX, no one will see the printer on their list.

From: This field is identical to the last one but it is logically the opposite. That is, any terminal number you enter in this field may not print to this printer. Normally you fill in either this field or the previous one. Use this field when you have a printer that one or two or a few terminals (out of say 5 to 20 terminals) may NOT use. Use the previous field if you have one or two or a few terminals (out of say 5 to 20 terminals) that MAY use the printer. Use the one that is the shortest route to the goal.

Paper Width At 10 CPI: For narrow carriage dot matrix, ink jet and laser printers enter 80 normally. This tells Five Star that when you select a report of 80 characters or less, this printer can print it in 10 pitch print, the easiest to read. If you select a report that is more than 80 characters wide it will be printed in condensed print, in portrait mode. For wide carriage dot matrix printers (not too many of these around any more!) enter 132 in this field.

All print selection programs know how wide the report you have designed is, and the report is always printed correctly. You never see wrapped around reports or other related problems. By setting the Paper Width and In Compressed fields correctly for each printer, you will be given the printer in the printer selection window when printing reports only of the report is narrow enough to fit on the printer. If the report is too wide and if you have set these fields correctly, you will not see any printer that your chosen report will not fit on. This is only an issue for reports you design with a Five Star report generator, because all preset Five Star reports fit on any printer.

In Compressed: Enter 132 in this field for narrow carriage dot matrix and ink jet printers, enter 165 for laser printers and 230 for wide carriage printers. All narrow printers are the same; they can print up to 132 columns in condensed print. Laser printers and wide carriage printers are not all the same, and if you want to optimize the maximum width of your self designed reports you should find out from the printer manual exactly how many columns can be printed in condensed (17 pitch line printer print). If the manual doesn't tell you, experiment by designing a report generator report about 5 columns wider than the width of the printer. Enter the width including the 5 extra columns in this field and print the report. Count the number of characters cut off the right hand side of the report and reduce the number in this field by the number of cut off characters.

Form Length At 6 lines per inch: For dot matrix printers enter 66 (for 11" paper). If you use a laser or ink jet printer enter 60 because all lasers and ink jet printers have a border on all

four sides that cannot be printed on. This reduces the form length, usually by about two lines at the top and two at the bottom. A laser printer like that would have a form length of 62 characters, which you should enter here.

The Hewlett Packard ink jet printer, and some others, has a default feature limiting the number of printable lines to less than 60. Some of the Five Star forms require that 62 lines be printed on the section. If you find that some of your forms print one or two lines on the next piece of paper, you should reset this option on the printer. This is usually done with dipswitch settings.

In compressed: Enter the same number in this field as you did in the 'form length' field. This is because most printers print 6 lines per inch in compressed mode just as they do in normal print mode.

If Laser, Switch to Landscape at: Five Star can automatically switch your printer output to landscape mode (prints on the paper sideways so the report is wider than it is tall on an 8 1/2" x 11" sheet of paper) when the report is too wide for portrait mode (report is printed on the page when it is taller than it is wide). This field determines how wide the report must be before Five Star switches to landscape mode. Many Five Star pre-defined reports are wider than 80 characters but less than 132, so they must either print in compressed portrait mode, or in landscape uncompressed mode. We suggest printing in 10 pitch (uncompressed mode) rather than 17 pitch (compressed mode) when possible since the print is bigger and hence easier to read.

Leave this field blank for dot matrix printers because they cannot switch to landscape mode. For all laser and ink jet printers enter 81 or 133 in this field. We recommend 81. When you print a report 81 characters or wider it will not fit in 10 pitch in portrait mode. If it is 132 characters or less it can be printed two ways, in compressed portrait mode or normal (10 pitch) landscape mode. If you enter 81 here the uncompressed landscape mode will be used. If you enter 133 here the compressed portrait mode will be used. With the compressed portrait mode you can get more report on one page. However, some people find the compressed print of laser printers too small for easy reading, so their preference is uncompressed landscape mode.

All reports on laser printers, wider than 132 columns print in compressed landscape mode. Reports wider than the maximum width of the printer will not allow you to print to that printer as described above.

Common Printer Configurations in Five Star

Printer Code

OKIDAT

OK

Description

Okidata 320 Dot Matrix

Undo

Type of Printer

PRON - IBM Proprinter (Narrow C

Delete

Device Type

File

GUI

Text

View

Print's

Device File Loc'n

Local

Server

Test

Link File Name

C:\GJCWIN\DATA\OKIDAT

Exit

Device/File Name

Generic / Text Only on LPT1:

Device Driver

STD_PRTR.COL

Location ID

Suppress Form

Restrict To

T0

Restrict From

Barcode Program

GJBARC

Printer Code

HP1100

OK

Description

HP1100

Undo

Type of Printer

LASER - Standard Laser Printer

Delete

Device Type

File

GUI

Text

View

Print's

Device File Loc'n

Local

Server

Test

Link File Name

C:\GJCWIN\DATA\HP1100

Exit

Device/File Name

HP1100 on LPT1:

Device Driver

LASER

Location ID

Suppress Form

Restrict To

T0

Restrict From

Barcode Program

GJBARC

Okidata Dot Matrix: To make this work you will have to first create a new printer in Windows. Use the Add New Printer button and don't let the Wizard find the printer. Instead, select the first one on the list called Generic Text Only. When done, return to the Five Star Printer Setup screen on the administration menu. Create the above printer code in Five Star, and in the Device/File Name field click on the printer Icon and choose the Generic printer driver.

Hewlett Packard 1100 Laser Jet: First load the HP1100 driver in the Windows Printer Setup screen. Follow the standard directions the printer comes with on the CD shipped with the printer. Next, in Five Star create a printer as shown above. In the Device/File Name field click on the Printer icon to the left of the field and then click on Setup. Then choose the HP1100 driver displayed in the Specific Printer list box.

The 'Printer Setup' dialog box is shown with the following fields and settings:

- Printer Code: CIT
- Description: Citizen Dot Matrix
- Type of Printer: PRON - IBM Proprinter (Narrow)
- Device Type: ☐ File ☐ GUI ☒ Text ☐ View
- Device File Loc'n: ☐ Local ☒ Server
- Link File Name: C:\GJCWIN\DATA\CIT
- Device/File Name: Generic / Text Only on LPT1:
- Device Driver: STD_PRTR.COL
- Location ID: ☐ Suppress Form: ☒
- Restrict To:
- Restrict From:
- Barcode Program: GJBARC

Buttons on the right: OK, Undo, Delete, Pref's, Test, Exit.

The 'Printer Setup' dialog box is shown with the following fields and settings:

- Printer Code: PANA
- Description: Panasonic KXP 2023
- Type of Printer: PRON - IBM Proprinter (Narrow)
- Device Type: ☐ File ☐ GUI ☒ Text ☐ View
- Device File Loc'n: ☐ Local ☒ Server
- Link File Name: C:\GJCWIN\DATA\PANA
- Device/File Name: Generic / Text Only on LPT1:
- Device Driver: STD_PRTR.COL
- Location ID: ☐ Suppress Form: ☒
- Restrict To:
- Restrict From:
- Barcode Program: GJBARC

Buttons on the right: OK, Undo, Delete, Pref's, Test, Exit.

Standard Citizen Dot Matrix Printer Configuration: To make this work you will have to first create a new printer in Windows. Use the Add New Printer button and don't let the Wizard find the printer. Instead select the first one on the list called Generic Text Only. When done, return to the Five Star Printer Setup screen on the administration menu. Create the above printer code in Five Star, and in the Device/File Name field click on the printer Icon and choose the Generic printer driver.

Standard Panasonic Dot Matrix Printer Configuration: To make this work you will have to first create a new printer in Windows. Use the Add New Printer button and don't let the Wizard find the printer. Instead select the first one on the list called Generic Text Only. When done, return to the Five Star Printer Setup screen on the administration menu. Create the above printer code in Five Star, and in the Device/File Name field click on the printer Icon and choose the Generic printer driver.

Printer Setup

Printer Code:

Description:

Type of Printer:

Device Type: ☐ File ☒ GUI ☐ Text ☐ View

Device File Loc'n: ☐ Local ☒ Server

Link File Name:

Device/File Name:

Device Driver:

Location ID:

Suppress Form: ☒

Restrict To:

Restrict From:

Barcode Program:

Buttons: OK, Undo, Delete, Print, Test, Exit

Printer Setup

Printer Code:

Description:

Type of Printer:

Device Type: ☐ File ☐ GUI ☒ Text ☐ View

Device File Loc'n: ☐ Local ☒ Server

Link File Name:

Device/File Name:

Device Driver:

Location ID:

Suppress Form: ☐

Restrict To:

Restrict From:

Barcode Program:

Buttons: OK, Undo, Delete, Print, Test, Exit

Standard HP Laser Jet Printer Configuration: To make this work you will have to install the driver that came with the printer into Windows or use the Add New Printer button and choose the printer from the Windows drivers. When done, return to the Five Star Printer Setup screen on the administration menu. Create the above printer code in Five Star, and in the Device/File Name field click on the printer Icon and choose the appropriate HP printer driver.

HP Laser jet as a Text Printer (not all models): To make this work you will have to install the driver that came with the printer into Windows or use the Add New Printer button and choose the printer from the Windows drivers. When done, return to the Five Star Printer Setup screen on the administration menu. This does not work with all models of HP Laser jet printers.

Printer Setup

Printer Code:

Description:

Type of Printer:

Device Type: ☐ File ☒ GUI ☐ Text ☐ View

Device File Loc'n: ☐ Local ☒ Server

Link File Name:

Device/File Name:

Device Driver:

Location ID:

Restrict To:

Restrict From:

Barcode Program:

☒ Suppress Form

OK Undo Delete Pref's Test Exit

Printer Setup

Printer Code:

Description:

Type of Printer:

Device Type: ☐ File ☒ GUI ☐ Text ☐ View

Device File Loc'n: ☐ Local ☒ Server

Link File Name:

Device/File Name:

Device Driver:

Location ID:

Restrict To:

Restrict From:

Barcode Program:

☒ Suppress Form

OK Undo Delete Pref's Test Exit

Standard Canon Bubble Jet Printer Configuration: To make this work you will have to install the driver that came with the printer into Windows or use the Add New Printer button and choose the printer from the Windows drivers. When done, return to the Five Star Printer Setup screen on the administration menu. Create the above printer code in Five Star, and in the Device/File Name field click on the printer Icon and choose the appropriate Canon printer driver.

Standard Lexmark Inkjet Printer Configuration: To make this work you will have to install the driver that came with the printer into Windows or use the Add New Printer button and choose the printer from the Windows drivers. When done, return to the Five Star Printer Setup screen on the administration menu. Create the above printer code in Five Star, and in the Device/File Name field click on the printer Icon and choose the appropriate Lexmark printer driver.

Print Style Templates

You can use the Five Star print templates to preset combinations of fonts that will produce a more attractive folio, letter or registration card. You can also add the printing of a graphic, like your logo on your folio. Because of the repetitive nature of work on the front desk you can set these rules up in advance, then forget about them as you do your daily printing, so you are not bothered by the usual decisions you have to make with Windows printers as you use them.

To create different sets of fonts or graphics use the Print Style Templates program on the Administration menu. Five Star comes pre-shipped with a few templates already set up so most likely you will not need to do this.

If you don't define print style templates Five Star will always print using an older style font called Courier New (ironically not so new now). This is a consistent font because it uses a very consistent amount of paper for each letter and word. So for reports like you need day to day it is perfect. Printers can print it the fastest and it always lines up columns. But for nicer output you can use a print template. It allows you to define up to 5 different fonts per template, and you can also add a graphic like your logo to the report. This way you can create letterhead on blank paper as you print certain things, for instance like folios, registration cards and letters. Using blank paper all the time is much cheaper then sending out to your printing company, and not having to switch paper all the time is a real improvement.

Five Star comes with a number of print templates defined already, including a Default Style, A Folio Style and a Report Style.

To set up an new template, or to change an existing one, such as adding your graphic or logo, select Print Style Templates from the administration menu. The following screen appears:

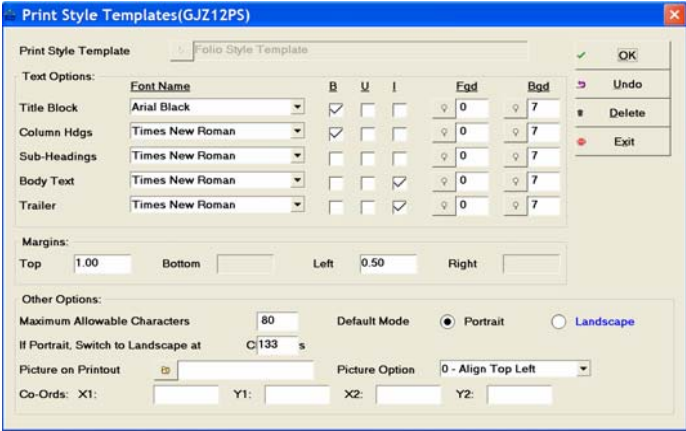


Figure – Print Styles

Using the screen:

Text options: You can specify font, bolding, underlining or italics for the titles of your reports, the headings, the body (or data) and the totals bolding by checking the boxes in the B column for any of the above. You can add an underline by clicking on the U column, or you can add italics by clicking on the I column boxes. A nice report selection might be bold for the titles, underline for the heading, italics for data or body and bold for the totals.

If you have a colour ink jet printer or if you are setting up your screen view driver you may find colour to be more effective. Change the text colour by clicking on the FGD (foreground) column. Change the white behind the text by clicking on the BGD (background) column.

Margins: Set the top bottom, right and left margins. This feature is disabled on most printers.

Maximum Allowable Characters: Enter 132 for narrow dot matrix printers, 165 for ink jet and laser printers.

If Portrait, Switch to Landscape at: Enter 81 or 133 in this field. We recommend 81. This field determines the report width at which your laser printer should switch to landscape mode (paper orientation is 'wider than tall') from portrait mode (paper orientation is 'taller than wide'). When you print a report 81 characters or wider it will not fit in 10 pitch in portrait mode. If it is 132 characters or less it can be printed two ways, in compressed portrait mode or normal (10 pitch) landscape mode. If you enter 81 here the normal landscape mode will be used. If you enter 133 here the compressed portrait mode will be used. We recommend the compressed portrait mode because you can get more report on one section in portrait mode. However, some people find the compressed print of laser printers too small for easy reading, so their preference is normal landscape mode.

All reports on laser printers, wider than 132 columns print in compressed landscape mode.

Picture on Printout: Use this feature to add a logo or watermark to your folios, letters and registration cards. This is a very important capability as it customizes these documents without costing you printing company fees. To use it we suggest you start with the template called FOLIO. You should template for only printing these documents because you don't want the graphic being printed at the top of all reports as well. When front office staff is printing folios or letters they would select the FOLIO printer and when printing normal reports they would select the default template.

Click on the folder button to find your favourite bitmap picture or your logo. You can have your logo scanned and saved as a bitmap file, so that it can be printed with your folio or letter or registration card. This file must be in the .bmp file format.

Picture Option: We suggest you use the align top left option at all times. Enter 'Scale to Fit' if you want to set top left and bottom right coordinates for making the picture larger or smaller than its actual size. Scaling can distort the quality or aspect ratio of the graphic or logo. If you want to crop the picture select Crop in this field. Crop will cause the picture to fit into the coordinates you specify next, but it will stay the same magnification. If the picture is too big to fit within the coordinates, its edges will be cut off. Choose 'Align top left' if you want your picture to stay the same size and magnification. This will maintain its original clarity and won't eliminate details at the edge like crop will. If it is too big or too small, use a bitmap program like Paint to scale it then try Five Star again.

Coordinates: You can specify the top left position of the picture, using its X and Y coordinates. Play with these values to exactly align the graphic on your folio. Note: if you need to align the graphic differently on the folio and on the registration card, simply set up a template called FOLIO and one called REGCARD.

When designing confirmation letters and registration cards be sure you set the top line of text a little below the bottom of your graphic or they will overlap. All lines on the registration card and confirmation letters can be changed in the User Defined Letters and Cards program on the hotel setup menu. You don't have as much control with the folio but you can set the first line the folio prints on and whether it prints the hotel name and address or not, so the graphic prints it instead. See instructions in the manual in the section titled General Hotel Profile on the hotel setup menu.

Section 2
Setting Up Your
Property on Five
Star

Users and Accounting Setup

Here is a brief description of the features of this menu:

Five Star Release / Enhancements - Use this program to review the new features you receive each time you load a program update from Five Star or download from the web site. (www.fivestarhotelsystems.com)

Notice the four-digit number in the bottom right of your screen; this is the current version number of the program you are using. Take note of that number. When you get an update, each new feature in the program included in the update has its own version number. So if you have version number 4.100 now and get an update and that number changes to 4.125 you got 25 new features with the update.

When first logging on after an update, each user will see a message on his screen indicating that an update has been added. The message suggests you go the Five Star Release Enhancements screen to see what the new features are. It is a good idea to review the features before you use the system, as they will have a bearing on how you use the system.

Many properties give all users access to this program so everyone can see and learn about the new features brought with each update from Five Star.

Setup Company Profile - Use this program to set up very basic information about your company or companies such as fiscal year end, name and address, etc. Only senior accounting management should have access to this program.

Departments / Divisions - Use this program only if you use the Back Office Module and if you run departments in your business for which divisional profit and loss statements are necessary. If you have only one main department in your company it is not necessary to do anything with this screen. Most hotels consider rooms, food and beverage, telephone or gift shop as separate departments. This is how the uniform system of accounts is structured. Only senior accounting management should have access to this program.

Activate / Deactivate periods – Use this program only if you use the back office module. You will use this screen every month as you begin to do accounting in new months and as you complete the accounting in other months. This program does not close periods; rather, it simply restricts access to them. When a period is opened on this screen any of the accounting applications may post to the period as well as the night audit. When a period is not active on this screen the other accounting applications may not post to the period.

If you were to activate all periods on this screen you may post to any period. This is a great strength of Five Star, its flexibility with respect to accounting periods. For example, you could open all periods for your upcoming fiscal year, post 12 months of depreciation and insurance premiums using the recurring posting feature in general ledger. Then deactivate the periods again and forget about depreciation for the rest of the year.

Usually, only the senior person in your accounting department would have access to this screen as it is a control program. As senior person you may decide that you need to reactivate the last period in your fiscal year to post entries that must be reflected in that year, even though you have started postings in the current year.

User Logins, Administration - Use this feature to create security access for other users on the system. You also restrict users from using features of the system from here and you can restrict users from accessing other companies from here too.

In order for the security system in Five Star to work, only you should have access to this feature. If you wish to restrict another user's access, that user must not have access to this feature or he may change the security himself!

Indicate User Preferences - This feature works in conjunction with the User Logins, Administration feature for some additional customizing of the system for each user. The user himself often sets up user preferences, so that is why it exists outside of the User Logins, Administration feature. This is the screen where you can designate a user's help level as beginner, intermediate, expert or tutor in the computer, a powerful guided system for teaching excellent reservation, check in and check out habits. All users can have access to this program so they can make Five Star run exactly the way they want when they are logged in.

Reconstruct Lost Audit Trail - use this program when you lose a back office audit trail report. Only senior accounting management should have access to this program.

Setup/Edit Chart of Accounts - Use this program to create your general ledger chart of accounts. Both the front and back office modules use this program. Only senior accounting management should have access to this program.

Copy a Company - Use this feature to make an exact duplicate of your company in the back office module. Five Star comes preloaded with the AMHA’s uniform system of accounts in company 98. Use this program to copy them into your company. Only senior accounting management should have access to this program.

System Parameters - This program defines the most general rules about the set up of your hardware and the location of files on the hard disk. Use this program so Five Star can work best with your hardware and with other applications. Only senior accounting management should have access to this program.

Workstation Setup - Use this program to define terminals on a network and to identify where files created for your spreadsheet program should be stored for both network and non-network computers. Only senior accounting management should have access to this program.

System Parameters

From the administration menu select System Parameters:

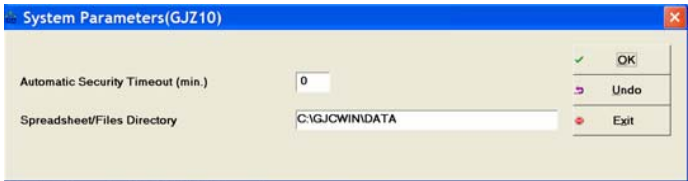


Figure - System Parameters

Using the screen:

The cursor starts at the OK button on this screen, unlike most screens. Click on the field you want to change to edit the contents of the screen. Or, just press the arrow key to do the same thing. Any changes you make in this screen are saved as soon as you accept the screen but do not take effect until you log completely out of Five Star and then log back in. Fill in the screen as follows:

Automatic Security Time-out: Five Star automatically exits from menus if you leave it for a short time. If you walk away from your desk and you forget to log out, the system will log you out based on the time delay you enter in this field. For example, if you enter 5 in this field, then every five minutes Five Star will exit from the menu you are in. Eventually the computer logs right out of the system. The automatic security time-out feature functions only when you leave the system at a menu; it does not function if you are in the middle of an input screen. If you do not wish to use the time-out feature, enter 0 in this field to turn it off. This tends to be appropriate for front office users who prefer to leave the system at the front office menu.

Spreadsheet Directory: Five Star can direct reports to a file instead of a printer. There is a pre-defined output device called LOTUS that formats your report as a .prn type file. Lotus and Microsoft Excel can input this file as a .prn file and your report will be formatted roughly as a spreadsheet. Enter the path that you want Lotus output files stored under, such as c:\123\data. Word Perfect Mail Merge files are also sent to this directory. The directory cannot be greater than 8 characters nor can it include any spaces.

This path will be overridden for each workstation you set up in the workstation setup program described below.

Press <enter> to accept the screen and return to the administration menu. To have your changes take effect, log out of the program and log back in.

Security - Setting up User ID's & Passwords.

You use this screen to create a user's ID and secret password. You also record the user's name too.

You use this screen to restrict access to features of Five Star and you can restrict access to companies. These two steps are the most important function of the security system.

From the administration menu choose User Logins, Administration. See Figure - User Logins, Administration.

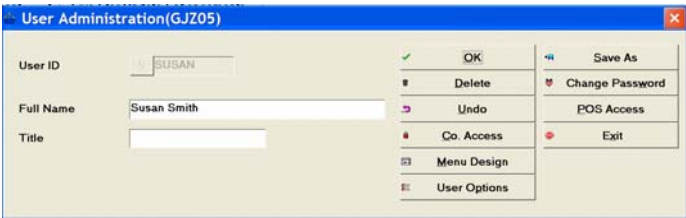


Figure - User Logins, Administration

There is a User ID already set up called USER and it has access to the entire Five Star system. If you want a different user ID you will have to use this screen to create it and you will have to use this screen to change the standard password for the USER ID.

Here are some suggestions for how to set up your user ID's:

- **junior accounting people** should have access only to the features they use daily, like accounts payable, invoice entry, supplier inquiry, etc. Keep them out of your financial statement programs and the screens that define your company.
- **front desk staff** should have most of the hotel management menu. Exclude the reports not needed by the front desk staff, and exclude all options on the hotel setup menu except the Rebuild Room Cross Reference program. Exclude Erase Guest History and Transfer Folios Offline from the history menu. The administration menu should be left on the front desk clerk's menu but exclude everything except the Data File Integrity check and possibly the

User Preferences and Five Star Release Enhancements as the administration menu contains rules about the setup of your property.

- **Night audit clerk** menu can be the same as the front desk clerk's menu if the night audit clerk also works on the front desk or it might be almost the opposite if not. Give the night audit clerk the night audit menu, all reports and, if he or she does not process normal desk tasks, none of the day to day screens like reservations, check in check out, etc.

- If the **owner(s)** of your business are not 'computer people' but want their own terminal, give them access to the Executive Dashboard only. One of the best features on the dashboard is the general ledger MGMT Views inquiry which offers instant access to up to yesterday financial statement in brief form. The boss will appreciate the simplicity and accessibility of these features and may later want you to add more to his menu.

- While a junior person is learning, set up a simplified menu containing only the things he or she is currently learning or has learned. As the **trainee** improves add more menu items. An idea like this can reduce the bewildering array of features to make them learnable much more quickly.

The F2 pop up window shows you all the users that are currently set up on your system. If you highlight an existing user and press <enter> you will be able to modify that user's password or menu access or company restrictions. If you highlight the ****Add another user**** selection (the first on the list), you will be positioned on the screen to set up a new user.

Of interest on the list of existing user ID's is the TUTORIAL user and the USER user, the main one you could use without having to set up a new one.

You cannot edit the user you are presently logged in under. You must log out of Five Star completely and log in as another user to edit the one you are working on now. Second, you will see a user ID called GJSYSTEM. This one is reserved for Five Star personnel use and cannot be edited. If your staff has learned the password for GJSYSTEM, you can change the password only for this user.

Using the Screen:

Start by setting up a user ID for yourself. Select ****Add another user****. Fill in the fields as follows:

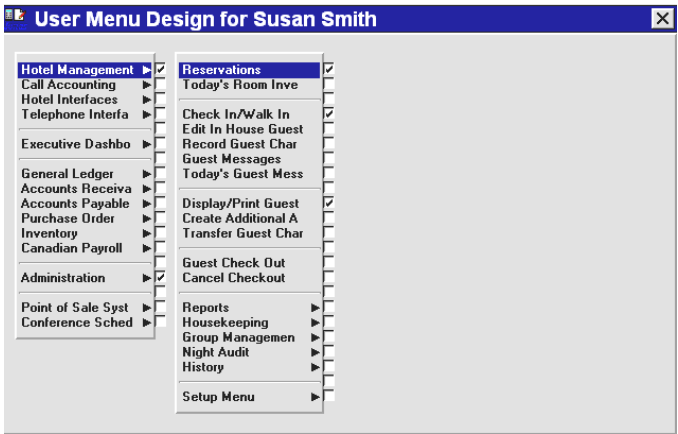
User ID: Type your first name. This will be the code you will type first instead of TUTORIAL when you log in using your new ID.

Full name: Type your full name. This will appear at the top line of the screen whenever you are logged in and it will appear on reports at the bottom.

Familiar name: Used only by the Point of Sale program. Enter your staff’s nickname or the name he or she wants to be known by on the chits he produces for guests.

Buttons: When you complete the screen you are moved to the buttons. To customize menu access, click the menu design button. You could accept your new user ID first, call it to the screen and then click Menu Design, but this way is a little quicker.

It is essential that you limit the new user using the Menu Design program otherwise the new user will have access to everything in the Five Star system.



Menu Design: Once you have chosen the menu design option, you see the main menu on your screen. This isn’t the real main menu, it is just a picture of it. You use it to specify which choices this new user will have access to.

Click on the check box to the right of the option to remove it from the user’s menu. Click again to return it to his menu. You can also remove the horizontal lines that split up the menus. Lines make big menus easier to use but look funny on short menus of one, two or three features.

Suppose your new user will never use accounts payable. Simply click on the check box to the right of this option. If you make a mistake or change your mind, click again. The menu option reappears.

Now further suppose your new user will have access to general ledger but not financial statements within general ledger. Double click general ledger on the main menu and you will be moved to the general ledger application menu. Now click on the Print Financial Statements menu choice. Next click Design Financial Statements. Both will be eliminated from the general ledger application menu. When general ledger looks right, press F4 and you will be returned to the main menu to work on other applications.

Continue at this until you have your new menu complete. Press F4 until you again see names flash past on the screen (the system is generating your new user's menu). Back at the option line again, accept the new user. You have just set up a user and created a menu for him.

You must use the menu setup screen for each user to limit access to Five Star features. If you don't, your new user can access any program including the security program.

Password: When you have completed the menu setup you should next complete the password setup. Click the Password button on the option bar. Enter the password you want to use. Don't worry about case, the computer will accept your password in capitals or lower case whenever you use it. Pick something short and simple and easy to remember. Don't pick something too easy to guess though! A significant other's (wife, husband, dog, child) first or middle name makes an excellent password. You will have to enter the password twice to confirm it. If a user forgets their password there is no way to look it up. The easiest solution is to delete that user and re-enter them.

User Options: Use this screen to define additional restrictions for users. There is also another screen called POS Access that is similar to User Options but that screen is specifically for Point of Sale user limits. To access the general user options click the User Options button and the following screen appears:



Figure: User Options

Using the screen:

Financial Access: Click this button to allow the user to access financial statements. Few users would have this box clicked. It is a double safety feature since you can also define passwords specifically for each financial statement.

Hide From Email Recipient List: Click this box to keep this user from being able to receive internal Five Star email. Each of the special users like the ones set up for interfaces should have this box checked. For example, you will notice that if you use Five Star Call Accounting, there is a user whose name is CALL. You don't want to send 'him' emails so by checking this box when setting 'him' up this user will never get emails.

Suppress Room Rate: This feature works in conjunction with the Setup Rate Types on the setup menu on the hotel management menu. On this screen there is also a 'Suppress Room Rates' check box. When you check the this box for a given rate and for a given user, when that user is working with a guest who is being charged that rate, the rate will never show up on any screen or report. For example you might have a wholesale rate on a folio, ie one where you charged Travelocity \$80 per night and they are charging the guest something larger. You don't want the guest to know Travelocity is being charged only \$80 while he is paying them \$130. Suppress the rate type and your staff cannot accidentally spill the beans.

Not Allowed to Edit Group Master Folio: You figure this one out.

Prohibit Editing BC Bookings: This check box will keep this user from changing a Banquet and Catering booking. So he can view all the information but he cannot change it.

Point of Sale Options: If you are setting up a point of sale user go to the POS Access Button. Here is a description of the features on this screen:

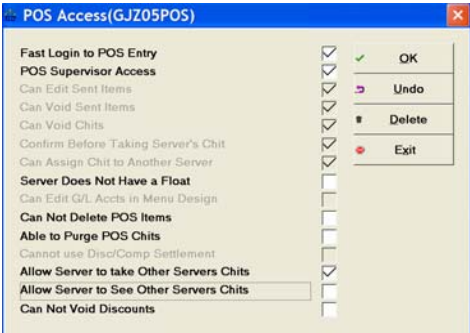


Figure – POS Access

Using the screen:

Fast Login to POS Entry: Check this box to save one or two touches when a user logs in to the POS system. When not checked, after touching his user id and password, he will be taken to the POS menu. Select New Chit or Open Chits and he is taken to the floor plan screen or chits screen. When this box is checked he goes immediately to the floor plan screen. Another tip for speed – make the user id and password identical and he will not have to enter both, only his user id.

POS Supervisor: when checked, this allows this user to edit or void chits that have already been sent to the kitchen or bar for preparation. It also grays out the following 5 questions and puts a check mark on each of them so this user has all those features.

Can Edit Sent Items, Can Void Sent Items, Can Void Chits: These are important questions. If a user can edit or void an item already sent to the kitchen he can steal from the property. If he records a steak, then serves it to the guest and the presents the bill and then removes it from the bill, he might pocket the money. Only a supervisor should be able to edit or void an item after it has gone to the kitchen.

Confirm before taking server's chit: A minor question that will pop up an extra 'Are you sure' question before a server takes over another server's chit.

Can assign a chit to another server: Passing a chit to another server is a job usually only the manager does. He or she may seat a guest and then assign the table to a specific server. This check box enables the manager to pass chits.

Server does not have a float: Check this and the start/end shift routine will not ask questions about a float nor will it add a float to the cash totals.

Can not delete POS items: This question pertains to the screen where sales items are initially created. Some users may not be allowed to remove sales items, even though you want to give them access to the setup screen.

Able to Purge POS chits: Give this option only to the manager. Since Five Star can keep all chits forever without using much disk space, there is little downside to simply keeping them. SO you want to avoid having a disgruntled employee leaving and removing your chit history on the way out the door.

Cannot use disc/comp settlement: Check this box if you don't want this employee to be able to record discounts or complimentary (comp) chits.

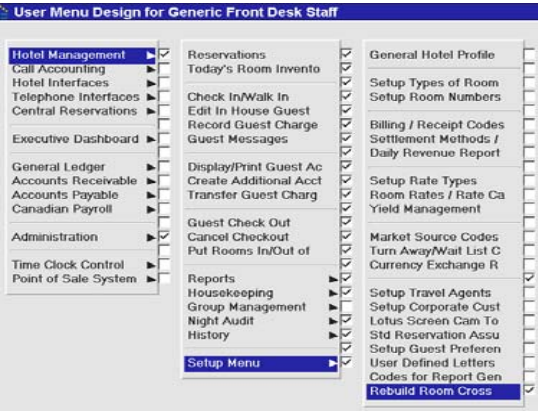
Allow server to take other servers chits: Most servers should be able to do this. When a server ends a shift and has tables still open it is nice to be able to just pass the chits to the next server on shift. Checking this box allows them to do this.

Allow server to see other server's chits: If a server can see everybody else's chits it can be confusing – too much information. On the other hand, a server who is also functioning as a manager might want to be able to see everything that is going on in the dining room. Check this box for one of these middle managers.

Can not void discounts: self evident.

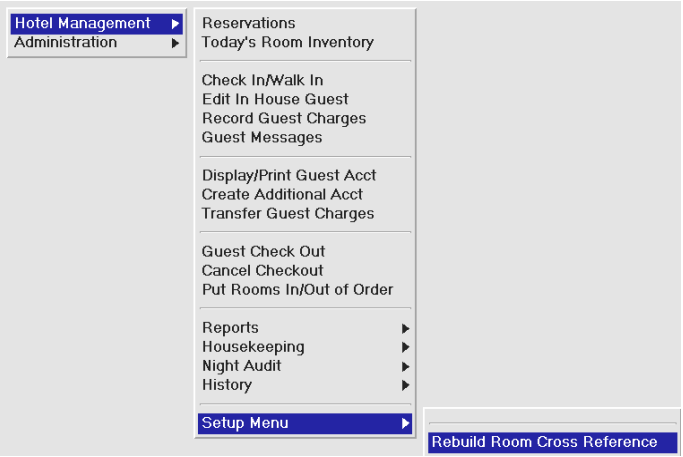
Co. Access: This option restricts a user's access to the companies specified on this screen. It is for use only with the back office module. Back office is a multi company program meaning that you can set up more than one accounting company if you own or manage more than one. And if you have junior staff in the accounting department that should have access to say, only the main company and not the owner's private holding company, you might restrict access in this option to only the main company for the junior person's user ID.

Save As: Very useful once you have designed the standard front desk menu. Use this feature to copy one user’s menu and save as another’s. You will have to change The Full Name, Familiar Name, and Password to suit the new user. It’s a simple way to set up all your front office staff or all your point of sale staff, since each group tend to all have the same menu choices, we suggest you create a user named ‘Generic Front Office Staff’ and one called ‘Generic Point of Sale Staff’. Make the password something really cryptic like 332ne445nd so no one will ever guess it. Even you don’t need to remember it. Make the menu structure like this:



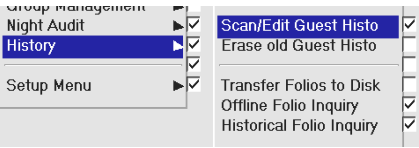
Notice how the user has access only to the Hotel Management and Administration menus. On the hotel management menu he cannot get into group management as this is a senior staff function. And while he can get into the hotel setup menu it is only to run the Rebuild Room Cross Reference program (this is a special program that is used to fix hotel files when an error or freeze up or power failure has taken place).

Notice how we have left in one line, the check mark above the Rebuild program. This is because, if you have only one option left on any menu in Five Star it takes that option immediately. This is handy, especially in Point of Sale and the Interfaces, but on the hotel setup menu it is a bit confusing. If you accidentally select the Setup Menu from the Hotel Management Menu with the line still there you will be brought to a menu that looks like this:



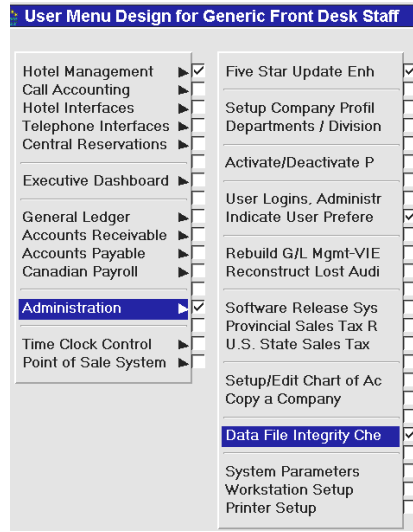
If you had not left the line in, it would have immediately selected the Rebuild Room Cross Reference and while it would not run it until you say ok in that screen, it still can be a bit surprising for new staff.

On the History menu you should restrict as follows:



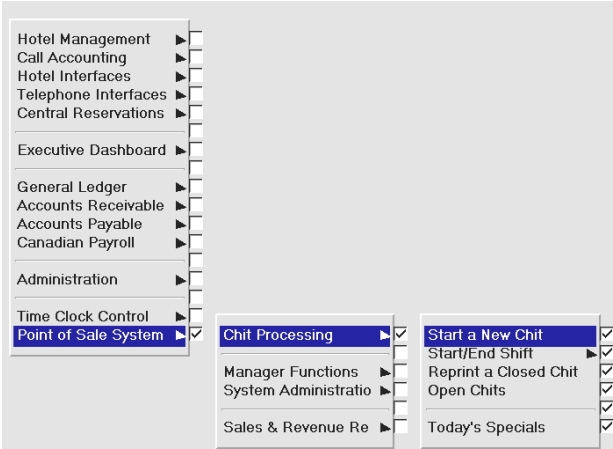
That is, remove the ability to delete guest history or move it off line.

On the administration menu you should restrict as follows:



That is to say, allow access to only the three programs shown.

To create a Generic Point of Sale user, set the menu as follows:



To see the result of your work, exit Five Star (press F4 until you are out) and then log in as the new user. Notice how the menus show only the features you gave the user access to. It is impossible for the user to get into any other feature. If you need to change the user's menu, you must log out of the user ID, log back in again with your user ID and make the changes. You should do this anyway to continue with the tutorial.

Here are some suggestions for designing menus:

- All users should have access to the administration menu's Five Star release/enhancements feature so they can review new features. This is usually the only feature on the administration menu a junior user needs.
- No user should have access to Start/Monitor Interface in any of the interface menus. All interfaces start from their own start icon.
- Only you should have access to the administration menu's setup user ID feature. This way only you can change security access controls and passwords.
- Giving an occasional user access only to inquiries and reports eliminates the chance the user could change your sensitive reservations, in-house and accounting data.

- If a user will not use anything in an application remove the application from the main menu, rather than removing everything from the application's menu.

- Remove the horizontal lines too for a cleaner menu look if you are really paring down the features on a certain menu.

- You will have access to the entire system so you don't have to fine-tune your menus. Of course you still can if you know there are features you have no intention of using.

As an exercise, jot down on paper each user you will be setting up and note the areas each will have access to. Now, set them all up. You will be learning the feature and getting necessary work done at the same time.

We recommend you don't skip over this step to come back to it later. Throughout the tutorial assignments like these will continue as you bring your company step-by-step to life on the computer, so there isn't much to be gained by skipping over them. You might set up user ID's for yourself, the general manager, the front desk manager, housekeeping (or not!), night audit clerks and desk clerks.

Uniform System of Accounts

Five Star comes with a preloaded chart of accounts departments, financial statements, management views setup and integration between general ledger, accounts receivable and accounts payable. The chart of accounts is based on the Uniform System of Accounts manual as published by the American Hotel and Motel Association. It provides the most informative general ledger structure, is universally recognized and yet is very simple to use. If you are interested in creating an excellent system and don't mind a little direction from the experts in these matters, we recommend that you use the uniform system. It is far less work to set up too!

For more information about the uniform system of accounts contact the AMHA at 1407 South Harrison Rd., P.O. Box 1240, East Lansing, Michigan 48826.

If you want to start with the uniform system, follow these steps:

- 1) Do not create a company #01 following the normal steps shown below in the Setup Company Profile section. Follow these steps instead.

2) Select the Copy a Company program from the administration menu. You will be copying from company 98 to company 01 and you will tell the screen to copy accounts receivable customers and accounts payable suppliers. Although you will have none set up yet, this will copy the correct integration setup for these modules.

3) Go to the General Hotel Profile on the hotel setup menu. Change the company number to 01 and click on the change button on the G/L Accounts button. Change the company number from 98 to 01.

4) Go to the Billing and Receipt Codes screen on the hotel setup menu and change the company number on every billing code from 98 to 01 by clicking on the change button in the G/L Account field.

5) Print a list of the billing and receipt codes by using the F9 report generator. Display the billing code and the account number to make sure you have gotten rid of all the 98's and replaced them with 01's.

The uniform system of accounts, financial statements and integration to accounts receivable and accounts payable will automatically be added to company #01, If you want to copy to a different company number you can, but you must copy from company 98. If you won't be using the back office module but would like to use the uniform structure, you should still copy from company 98, but you won't later need to copy to company 01.

Setting up your Accounting Company

The next step will be to set up a company, using the Setup Company Profile feature. This is a feature that you rarely use because once your company is set up you don't need to return to this screen. You will set up only one of your companies now; the main one. Getting it up and running is a big challenge and we recommend you do it one company at a time.

Set this screen up if you are going to use the Back Office module. If you are going to use only the Front Desk module, there are three reasons to set up this screen:

- To enter your GST or HST number. Setting up the GST number here will cause it to print on the guests' folios.

- To make the Front Office Daily Revenue Report print by fiscal year rather than by calendar year. To make it print by fiscal year you must enter the correct year end in this screen and then on the General Hotel Profile screen's Custom button. On the hotel setup menu you must set the Daily Revenue Report option to print by fiscal.
- If you want the Front Desk program to print your general ledger account numbers on the Charges and G/L Update report (printed automatically by the night audit each night) so that you can easily do your journal entry to your own accounting system, set the company up here and be sure to identify the correct number of digits in your general ledger account numbers in your system's accounting program. Then you must set up the account numbers using the Setup Chart of Accounts program described below. Then you must link these accounts to the Billing & Receipt codes you use on the hotel setup menu on the hotel management menu.

You can set up more than one accounting company. The back office accounting program is a multi company program. The Front Desk module on the other hand, is for one hotel only. If you want to set up your own chart of accounts and financial statements, or if you want to fine-tune the uniform system of accounts, use the following steps. Select the Setup Company Profile feature from the Administration menu. The screen will appear as follows:

Setup Company Profile

Co. Code

98

Co. Name

North American Inns

Address 1

P.O. Box 700

Address 2

123 Main Street

Address 3

Toronto, ON

Postal/Zip

M7Y 6T5

Telephone

416 333-4444

Fax No.

416 333-4445

GST/BN #

223 444 3332

Acct code length

3

Dept code length

1

First P&L Acct is

300

Yearend is (1-12)

12

Ret. Earn Acct is

299

OK

Undo

Delete

Previous

Next

Taxes

Exit

Figure - Setup Company Profile

Using the Screen:

Company Code: Select ****Add a new Company**** in the pop up window.

Enter 01: This will be your new company number.

Company name, address, postal code, telephone number, fax number, GST number: Fill these in. Type the phone numbers like (416) 373-1961. Entering your GST number here will cause it to be printed on your computer-generated invoices for Canadian users.

Account code length: Enter the number of digits that comprise your general ledger account number. If your general ledger accounts are numbers, for example 104 - Bank, you have a 3 digit number. We recommend the use of 3, 4 or in some cases, 5 digit account numbers. If you are using the uniform system this will be set at 3 and you cannot change the field.

Please note: once you specify the account code length you cannot change it.

Department code length: You can track balances for each general ledger account on a departmental basis. This is useful if you require divisional profit and loss statements. You should consider this now because it is a new feature for many users. Most properties operate the telephone service, restaurant, bar, gift shop, etc. as separate profit centers. The general ledger can produce financial statements for each department or profit center and it can produce consolidated statements. This is in addition to the departmental information you will get anyway from the hotel statistics report, daily revenue report and any report generator reports you may define. If you are using the uniform system this will be set at 1 and you cannot change it.

You will probably put a 1 in this field. That way even if you choose not to use the department feature now, you will be able to add up to 9 departments (1 to 9) later. That's plenty for even the most complicated business.

One of your tasks on the next feature will be to set up departments. If you don't set up any departments the computer will assume you have one main department and will always skip over the department field in other modules when you post debits or credits to the general ledger. That assumed department will be department 0.

Please note: once you specify the department code length you cannot change it.

Yearend is (1 to 12): Enter the number of the month your fiscal year ends in. For example, a March 31st year-end would be entered as 03. If you are using the uniform system this field is filled in for you as 12 (Dec); you must change it now to the correct period. After you start using the system you cannot change this field.

Please note: once you specify the fiscal year end, you cannot change it.

First P&L Acct is: Enter the first account number in the profit and loss section of your chart of accounts. The computer produces balance sheet and income statements and will automatically close the income statement accounts at year-end based on this information. Don't change this account if you will be using the uniform system.

You must sequence your accounts so that balance sheet accounts all precede the income statement accounts. Your financial statements will not print properly otherwise, nor will the computer be able to automatically close your income statement accounts to retained earnings at year-end.

Ret. Earn Acct is: Enter the account number of your retained earnings account, or if you have one, a 'net income current period' account. The computer uses the account on this line to report net income for the current period when it prints a balance sheet. Don't change this account if you will be using the uniform system.

When you print a balance sheet at any time of the year it won't balance unless net income for the current period is rolled into the balance sheet. This is usually reported as part of retained earnings or more accurately, on a separate line right after retained earnings called 'net income current period'. If you want your balance sheet to report current period earnings in a separate line you must set up a new general ledger account (it you don't already have one) called Net Income Current Period. Pick the account number now and put it in this field.

Additional journal codes: You probably don't need to put anything in this area because the computer already has a general journal, cash receipts, cash disbursements, purchases, sales, night audit and payroll journals.

Chart of Accounts

To set up or edit your chart of accounts, choose Setup/Edit Chart of Accounts on the Administration menu. If you aren't planning to use the back office module or if you aren't interested in setting up your own chart of accounts or if you want to use the American Hotel & Motel Association Uniform Chart of Accounts you can skip this section.

If you have copied from the uniform chart of accounts or if you do nothing in this section, all accounts will be set up for you. Skip to the section on printing the chart of accounts. Print your chart and then come back to the chart of accounts entry screen to make changes as needed. You can delete accounts or fine-tune the names. Don't change the function of existing accounts though.

Control Accounts: Five Star has a unique way of ensuring that the guest ledger, accounts payable and accounts receivable ledgers remain in balance with the general ledger accounts they are linked to at all times. This is called the control account feature and it will save you hours of wasted time in the years to come trying to balance accounts. If you use the control account feature, your ledgers need never be out of balance with each other.

The control feature works like this - the guest ledger, accounts receivable and accounts payable accounts are considered control accounts in your general ledger. The sub-ledger it is linked to can post to a control account. For example, when you post a \$100 invoice in accounts receivable, the general ledger control account for accounts receivable will automatically have a \$100 debit made to it. By having the computer make the entry to the control account a posting to the sub-ledger will match the computer posting to the general ledger control accounts. It also cuts down on extra steps and errors you generate if you don't understand accounting.

On the other hand, you should not post to a control account directly and by setting these three accounts as control accounts, Five Star automatically helps by not allowing a direct debit or credit to these accounts except via the sub-ledger. For example, you couldn't make a journal entry to adjust the accounts payable control account. This would throw the account out of balance with the sub-ledger if you made the entry in the general ledger and not in the sub-ledger.

We suggest you use a set of adjustment accounts for each control account. We know that your accounting firm likes to dash off entry after entry of year end or month end activities, some of which will affect your control account balances. These entries are primary culprits for your extra work month after month, trying to balance control accounts to sub-ledgers. You have to factor the accounting firm entries in order to balance.

In fact, any entry they give you to a control account really should identify the sub-ledger account it should be made to. For example, which customer balance should be written off? Or, which extra payable should be recorded? To get around this problem and to assist in balancing Five Star right from the initial load in of the ledgers, we suggest these three accounts be added to your chart of accounts right next to the related control account. For example, if your Accounts Payable account is 200, make the accounts payable startup and year end account be 201.

- accounts payable startup and year-end
- accounts receivable startup and year-end
- guest ledger startup and year-end

You need one for each control account. You will use the startup account when you load opening balances on the computer.

You can also use them for year-end or financial statement presentations when you want to post accruals to the general ledger without affecting the sub-ledger. Suppose your accountant told you to post \$1,000 accounts receivable for deferred revenue for your financial statement. He is actually telling you to create some revenue your hotel has not yet recorded. Instead of telling you exactly which customer accounts to make the entry to, and how much for each, he just tells you the total.

You would make the entry to the startup and year-end accounts rather than to the accounts receivable account. You would likely reverse the entry as an accrual, but by posting it to the year-end account you don't affect the balance between the general ledger and the accounts receivable sub-ledger. This will save hours each year trying to balance the sub-ledgers to the general ledger.

Figure - Setup edit chart of accounts

Using the Screen:

Company: The company field is filled in for you with company #98 or 01 and the cursor moves to the account number field.

Account Number: The pop up window comes up to display no account numbers or the uniform list of accounts if you copied them. To add new accounts pick:

Add a new account number.

Highlight it and press <enter>. The cursor is then positioned in the account number field. Type the number of your first account.

Description: Enter the account name, e.g. Cash in Bank or Petty Cash. Be consistent in how you use capital letters and lower case.

Is this a control account: Answer N for no to all accounts except the ones you will use as control accounts. These will be the guest ledger control, accounts payable control and accounts receivable control.

Skip all the following fields for now. You will come back and fill them in later if you use the back office module when you set up your financial statements.

Accept the new account and set up the next account. Other buttons are Subaccts and Next. Use Subaccts to set up accounts within accounts. We don't recommend this feature unless you have to. Keep your chart of accounts simple. The Next button simply allows you to scan through the complete list of accounts from the option line.

If you make a mistake you have three options. First, if you notice the error before you accept the account at the option line, click on the offending field to edit. If the error is in the account number itself, you will have to take the second option.

The second option is to delete the account. Do this if the mistake is in the account number or if you just want to get rid of the account and the error and start over.

The third option may be used if you find your error after you have accepted the account. Go to the Account Number field (press Accept at the option line) and highlight the account number with the error. This account will be displayed on the screen and you will be at the option line ready to edit or erase the account. Choose Edit and you will be able to change the information about the account and re-accept it.

Don't worry if you skip an account. You can add it later and the computer will always place it into sequence on the list.

Departments

Use the Departments screen to create profit centers or departments. Departmental reporting in general ledger allows profit and loss statements as well as company wide combined statements.

Departments are already set up for you if you copy the uniform account structure.

If you have only one department, i.e. you are not departmentalized, skip this step.

If you wish to departmentalize, choose numbers like 1, 2, 3 etc. for your divisions. To set up departments, choose Departments / Divisions from the administration menu.

Using the Screen:

Company number: Make sure 99 is highlighted and press enter for company 99.

Dept/Div Code: Highlight ****Add a new department**** and press <enter>. Type the number of the department you want to add.

Dept Name: Type your department name.

Option line: Accept the new department and repeat these steps for all your departments now.

User Preferences

Now that you have set a company up we can return to the User Preferences screen, the second of two used to set up new user ID's. These features make the system a little easier to use but none are mandatory. The features in this screen are for use individually by each user and so, user preferences should be on the user's menu but the Setup User Logins/Administration feature should not be on the user's menu.

Note: you must set up this screen for each user if you plan to use the optional Time Clock program.

Choose Indicate User Preferences from the Administration menu. You will have to indicate the user preferences for each user ID you create.

User Preferences

User I.D.

SUSAN

Susan Smith

✓OK

↶Undo

🗑Delete

🛑Exit

Date Format

YYMMDD

Default Date

📅19970215

Feb 15, 1997

Help Level

Tutor in the Computer - show all pop-up F2 info

Default Company

Always Change to Last Selected Co.

Default Printer

LASER

Laser Printer

Default A/R Subledger

SJ

Sales Journal

Default A/P Subledger

AP

Accounts Payable

Figure - User Preferences

Using the Screen:

User ID: Pick the user ID you wish to set up from the pop up window.

Date Format: If you like to enter dates as month/day/year, enter MMDDYY. Alternatively, if you prefer day/month/year, enter DDMMYY or if you like year/month/day enter YYMMDD. You will always be asked to enter dates in this format, but the computer will always print dates on reports and inquiries as ‘Jan 20, 1995’ for example.

Default Date: Skip this field, it is not used in the front office program. It is used only occasionally in the back office program for defaulting to an alternate date other than today’s date. This might be useful if you are doing all your work for the end of the previous month today.

Help Level: Highlight ‘intermediate’. The difference between intermediate and expert is the F2 pop up window always pops up automatically as it is doing for you in this tutorial. The demonstration level is used for hotel demonstrations. It pops up all F2 and F1 windows automatically. Your user ID is currently set at the intermediate setting. If you change it to

expert you don't get the F2 pop up window automatically, which is a little faster in day to day use in the back office module. If you need the information in the window, you simply press F2 and the pop up window appears.

Default Company: Enter 01 or 98 depending on which is your real company.

Default Printer: From the pop up list of printers select the one that you use. If you have a laser printer select 'laser'. If you have a dot matrix printer select 'wide' if you use wide paper or 'narrow' if your printer is a narrow carriage printer (80 columns, 8 1/2" x 11" paper) or if you will only be using narrow paper in your wide printer.

Default AR, AP Sub-ledgers: Use the F2 pop up window to select the sub-ledgers. This saves a few keystrokes when using accounts payable and accounts receivable.

Five Star Release Enhancements

Use this option to review new features after you receive a program update from Five Star. You don't set any files up in this screen, you just read the contents of it. Select Five Star Release / Enhancements from the administration menu.

The quickest way to scan through the list of new features is to press <enter> to bring the newest feature on the list to the screen. To view the next update press ALT-N. Go back as far as the last feature you had from the previous update. When you are done press <enter> and then F4 to exit the screen.

Setting Up Your Property on Five Star

The following is a complete list of the setup features of Five Star:

Hotel Front Office Setup Menu

- Set up Hotel Profile (general parameters)
- Set up Types of Rooms (e.g. Double Double, Suite etc.)
- Set up Room Numbers (e.g. 101, 102, 103 etc.)
- Set up Billing and Receipt Codes (e.g. Room charges, food and beverage, VISA, MC, AMEX)
- Set up Settlement Methods (e.g. cash, VISA direct bill etc.)
- Set up Rate Types (e.g. day, rack, week, package, complimentary etc.)
- Set up Rate Card (combines room type, rate type and sets the rate for the combination)
- Set up Yield Management for increased room revenue during busy times.

The following further setup is done only if you want to take advantage of these features

- Set up Daily Revenue Report Groups (custom grouping of billing codes, optional)
- Set up Market Segment Codes (for marketing etc., optional)
- Set up Turn Away / Wait List Codes (track lost reservations, optional)
- Set up Currency Exchange Rates
- Set up Travel Agents (charges commissions)
- Set up Corporate Customers (for VIP treatment, special rates, transfer to City Ledger)
- Standard Reservation Assumptions (makes reservations, check in and check out faster)
- Create Extra Fields for reservations (allows customization of information for guest history)
- Customize registration cards, confirmation letters etc.

Five Star comes with a preloaded chart of accounts, financial statements and integration between general ledger, accounts receivable and accounts payable. The chart of accounts is based on the Uniform System of Accounts manual as published by the American Hotel and Motel Association. It provides the most informative general ledger structure, is universally recognized, and yet is very simple to use. If you are interested in creating an excellent system, and don't mind a little direction from the experts in these matters, we

recommend that you use the uniform system. It is far less work to set up too! For more information about the uniform system of accounts contact the AMHA at 1407 South Harrison Rd., P.O. Box 1240, East Lansing, Michigan 48826.

If you want to start with the uniform system follow these steps; do not create a company #01 following the normal steps. Instead use company 98 as preset in the Five Star data files.

Setting the Selling Date in Five Star

The first time you use Five Star, or the first time you go into the Learning Hotel, the Selling Date will likely be wrong. The selling date is the date Five Star does everything on. For example when the selling date is June 10, all charges, payments etc will be posted as June 10, even when the clock strikes midnight and the real date advances to June 11. The selling date will stay June 10 for you until you run the night audit, and then it will automatically change to the 11th.

The computer stores another date in its memory all the time called the System Date. This date is almost always correct (unless the computer's battery is dead.) Five Star displays the System date in the bottom line of the screen. It also prints the System date and time on every report it prints. If you find this date or time is wrong, use the Date/Time icon on the control panel of Windows 95/98 to correct it first. Windows 95/98 automatically adjusts the time for daylight savings.

When you have the System date right, set the selling date. To do this, go to the Hotel Setup menu and choose General Hotel Profile. Click the mouse on the Current Selling Date field and change it. Click the mouse on OK and your date is corrected.

As long as you run the night audit each day or night the selling date is automatically advanced by one day. You need to run the night audit each day if you want to keep the selling date current. In the learning hotel, which you may return to any time for as long as you have Five Star, it is unlikely that you will be able to keep the date current (you'd have to run the night audit every night) Don't worry, the learning hotel works fine if it is out of date. You will simply see a message like this on the screen:

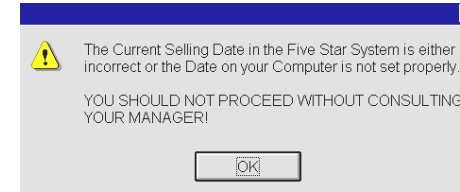


Figure: Selling Date Wrong

General Hotel Profile

The General Hotel Profile defines a broad set of master rules relating to most other components of reservations, rooms, guests, etc. You can record the property name, address and phone numbers, all for display on the guest folio.

This is also the step in which you link the hotel to the general ledger and link it to the accounts receivable and accounts payable programs if you use the back office module. When you perform the night audit a journal entry is created and a report is printed for all the activities of the day. This includes room charges, other guest charges, payments, credit card settlements and non-guest activities like dining room sales, gift shop sales, etc. If you use the Back Office module the journal entry is posted to the general ledger every time you run the night audit. If you don't use the Five Star Back Office module, the journal entry is created and reported but not posted.

Five Star also handles transfers from the guest ledger in the front office module to the city ledger (accounts receivable) in the back office module automatically if you use the Five Star back office module. This is called a direct billing. For this capability to function you must define the accounts receivable sub-ledger the front office module will post to. Posting takes place during the night audit.

Five Star can automatically post travel agent commissions to the accounts payable sub-ledger if you use the Five Star back office module and if you define the integration on this screen.

General Hotel Profile(HA001)

Name of Property	The North American Inn	✓ OK
Address #1	123 Main Street	↩ Undo
#2	Toronto, Ontario	📄 Custom
#3		📄 Folio
Postal Code/Zip Code	M6Y 5R4	📄 DB Folio
Telephone #	234-567-8901	⚙ Options
Fax #	234-567-1234	📁 Accounts
Accounting Company	99 North American Inns	🚪 Exit
A/R Sub-Ledger	SJ Sales Journal	
A/P Sub-Ledger	AP Accounts Payable	
Current Selling Date	19990603 Jun 3/99	

Figure - General Hotel Profile

Using the screen:

Name of Property, Address 1, 2, 3, Zip/Postal Code, Telephone #, Fax #: Fill in these fields as suggested. This information will appear on your folios so be sure it is right. Five Star can print your folios on blank white paper or on your letterhead. It can even print your graphic or logo or watermark as it prints the folio if you use a laser printer. If you print on blank paper and don't have it print the graphic at the same time, Five Star must in addition to all the guest information, print your property's name and address at the top. Blank paper is much less expensive than preprinted forms and is rapidly becoming the standard for hotel folios. The money you save on forms typically pays for Five Star in 2 years at most properties.

If you select the folio printing program that excludes the printing of the name of the property (i.e. because you have this information preprinted on the form) this information will not be printed on the folio by the computer. You can either purchase letterhead paper, that is with your graphic information preprinted on the page, or you can set up a printer to print the graphic as the folio is printed. See the end of the section on printers above for details on this setup. See below for details on how to print or not print the company name and address in text and how to set the number of blank likes at the top of the folio so the graphic fits.

Accounting Company: This field is only necessary if you are also using the Five Star Back Office module. It will be filled in automatically for you if you have only company 98, the test company, set up. If you have already set up more than one company, enter the

accounting company your hotel is linked to. If you are not using the Back Office module, just skip over the field.

A/R Sub-ledger: This field is only necessary if you are also using the Five Star Back Office module. If you will not be using the back office module skip this field by leaving it blank. If you want corporate accounts to be transferred to the city ledger (accounts receivable is part of the back office module) when corporate guests request that their charges be billed to them or to their employer you must fill in this field. Press F2 to pop up a window to see what you called your accounts receivable sub-ledger. If you are not using the Back Office module, just skip over the field.

A/P Sub-ledger: This field is only necessary if you are also using the Five Star Back Office module. This field will be filled in for you if you are using company 98. If you will not be using the back office module, skip this field by leaving it blank. If you want travel agent commissions to be sent to accounts payable for processing of payments fill in this field. Press F2 to pop up a window to see what you called your accounts payable sub-ledger.

If you have not yet set up your back office leave these fields blank but be sure to return to this screen before you start using Five Star to run your business. If you leave these fields blank no transferring will take place.

Current Selling Date: Enter the first date you expect to begin using the system for actual check- ins. You may have to return to this date field just before you begin using the system to confirm that it is the right date. After you begin to use the system to manage your property you should never need to change this date. It will be changed automatically when you perform the night audit. All functions of the property are based on this date.

Guest Ledger G/L Account: You are asked for three pieces of information in each of the next three fields. They are a company number, a general ledger account and a department or division. The company number would normally be company #98 or it may be company #01 if you are creating your own chart of accounts. Press F2 to pop up a window in each field to verify that you are entering the correct information.

In the account field enter your general ledger accounts receivable account for in-house guests. Whenever the night audit posts any charge to a guest's folio a debit is made to this account for the amount of the charge (including taxes). This is an account receivable.

In the department number field (the third of the three pieces of information you must enter for each account) enter 0. Normally assets and liabilities are not departmentalized.

T/A Commission Expense Account: Press F2 to pop up the window with your company number and select it. Then press F2 again to pop up the window with your general ledger chart of accounts. Select the expense account to which travel agent commissions are charged. This account would normally be found in the profit and loss section of your chart of accounts.

In the department field press F2 to pop up a window showing departments set up.

Deferred Revenue Account: Press F2 to pop up a window showing your company number and select it as you did in the previous two company fields. In the account number field press F2 to pop up the window and select the deferred room revenue account (usually found in the liabilities section of the chart of accounts). This account is posted to automatically by Five Star when a weekly or monthly guest stays with you if their rate is set as type “weekly” or “monthly” on the rate card.

Five Star creates the entry:

DR Guest Ledger	310
CR Deferred Revenue	310

each time a monthly or weekly guest checks in or again on the anniversary of his arrival. Each night an entry like this is made:

DR Deferred Revenue	10
CR Revenue	10

which recognizes the revenue on a prorated basis. Your guest sees only the total he owes on his folio, i.e. the \$310, but each night your revenue report shows one 30th or one 31st of that amount in the case of a monthly stay, or one 7th in the case of a weekly stay.

When you have finished with the main screen, click on the Custom button:

Folio print program: Press F2 to pop up a window showing the choice between preprinted English, blank folio forms or preprinted French. The second option (HF020A) is for printing folios on blank 8 1/2 x 11” paper. The program will print your property’s name, address and folio headings. The first option is for printing folios on your letterhead - i.e. with your

preprinted logo and property address. Pick the one that applies to your folios. We suggest that you start with the first option so you can start with blank paper for folio printing.

If you want Five Star to print a graphic for your name and address and/or a watermark or logo, select HF020 because it will not print the property name and address and phone and fax number in text. The assumption is this information is contained in the graphic you will be printing. Set the graphic up following the directions in the Setup Printers section of the manual. When you have added the graphic you will probably need to return to the General Hotel Profile, Custom screen and adjust the Top Margin for Folios field to allow the right amount of room at the top for the graphic.

Top Margin for Folios (in lines): If you are using pre-printed folio forms or if you will be printing a graphic, you chose the first option (HF020) in the previous field. You will then need to indicate the position of the Top Margin in the second field. This will vary depending on how large your letterhead is. If your graphic is larger you will need to enter more lines here. Five Star prints 6 lines per inch.

Hours Between Fail Safe Reports: Five Star can automatically print the House Status Report for you. Use this field to indicate the numbers of hours between the printing of this report. Press F1 in this field to access the help on setting up this option. The house status report is a very important one because it shows all on one report, everything you need to know to continue running your property in the event of a long power failure or a computer crash or the like. You should teach your staff to run this report every start of their shift so if they have a crash they will not be caught by surprise. This is one of the '12 things you must do to ensure years of trouble free computing'. You can also set Five Star to print this report automatically. The steps to set up this feature are:

1) Pick the computer the report will be printed automatically on. It should be one that doesn't get used much, as while the report is printing you can do other things but you cannot print. Use the setup workstation program (called \GJWIN\WRKSETUP\WRKSETUP) to make a new startup button on this computer. When it asks for the workstation ID, you must enter FS. When WRKSETUP is done, move the start button it created to the STARTUP folder of the PROGRAMS menu. This will make it start automatically when rebooting the computer.

2) Make a new user named FAILSAFE with a password of FAILSAFE in the Used Logins & Admin program on the Administration menu. This user is like the user named CALL, in that he

should be set to have access only to one program, the House Status Report in the menu setup section of the User Logins & Admin screen. This way he will go immediately to the report when the computer is started or when the user is logged in.

Night Audit Report Selections: This series of questions allows you to reduce the paper the night audit prints and to create some special options for some of the night audit reports. For a complete audit trail you should print the No Shows & Stay-overs Report, Room Charges Report, and Charges & G/L Update. For a shorter audit trail, just print the Charges & G/L Update report. If you never pay travel agents, skip the Travel Agent Report. If you never do Direct Bills, skip it too. Skip it only if you never ever do direct bills. If you do occasionally, by skipping this report you might forget to post direct bills to your accounting program or to your manual system for accounts receivable.

Choose the third option in the pull down menu if you want to automatically charge no-shows. This feature is linked to the Settlement method field on the reservation. A guaranteed reservation that becomes a no-show will be automatically charged one night's stay and a charge will be applied to their credit card. Print the folio after the audit and process the credit card using your trans-select machine.

When the charges and g/l update report prints Five Star can create a journal entry in the format required by many accounting programs to import as a journal entry batch. If you have Accpac, Quick Books, MYOB, REMS, Fortune 1000, or Simply Accounting select your program to create this file. It will be stored in the same directory as your text files will go to as you set up the directory in the Workstation setup program on the administration menu. The file will be given the name your accounting company requires. See its manual for that name. For example the Accpac download file will be named something like AC980201.99. Follow instructions from Accpac Plus to import this file. It will contain the journal entry for the day identical to the Charges and G/L Update report.

If you want the Daily Revenue report to present weekly figures instead of monthly figures in the middle columns set the Daily Revenue report option on this screen to Weekly. Note also, if you want the report to reset the yearly column to zero on your fiscal year end instead of at calendar year end, select the Options button from the main screen of the General Hotel Profile and then set the Daily Revenue report option to fiscal instead of yearly.

If you have junior staff run the night audit, you might not print the Daily Revenue and Statistics report. It shows the total revenues and other information about your whole operation and might be too confidential for night staff. You can print this report any time from the night audit menu. This is the most important report in the system.

The Transfer Guest Charges Report shows which charges were transferred during the previous business day. This can be printed any time and is useful when a charge has been accidentally sent to the incorrect folio.

You can also manage the night audit information without using paper! Many properties today have become more concerned about excessive use of paper so Five Star gives you a powerful alternative. When printing the night audit allow the user to print to the 'printer' called MS DOS ASCII File. Create a directory in the GJCWIN directory called AUDIT using Windows Explorer. This is where all the night audit reports will be stored electronically. Then in Five Star use the User Preferences program to link the electronic reports to the new directory. If the computer you do the night audit on sees the server as drive F: the link path would be F:\GJCWIN\AUDIT. When printing the night audit select the printer MS-DOS and the reports will be filed there. You can use any file editor or word processor to read the file. For example, if you click START and then RUN and then type NOTEPAD F:\GJCWIN\AUDIT\MSDOS001.TXT you would see the first file Five Star creates. You can use the information this way for balancing. The night audit most commonly fails because of a printer or paper failure. You will be making the night audit more reliable too!

Accept the screen from the option line when you are done and you will be returned to the option line of the first screen. From there, choose the Folio option.

Folio: You can print a message on the bottom of your folios as they are printed for your guests. The program allows you to print up to 4 lines, of 60 characters each, on every folio. A friendly 'Thanks for staying, we hope to see you again soon!' is always nice on a folio. Use these fields to advertise upcoming specials too, or to let guests know about your package deals if your hotel runs them.

DB Folio: You can also print a second message at the bottom of the folio that prints only when the folio is an invoice. This is handy for communicating with the accounts payable people who will be paying your invoice. For example, something like 'Please pay the amount shown at the line INVOICE BALANCE OUTSTANDING. Interest is charged at 1 ½% on accounts more than 30 days past due. Thank you for your attention to this invoice.'

When you finish, accept the screen from the option line and you are returned again to the hotel general profile screen’s option line.

Click on OK when you are done and you will be returned to the first screen.

From there choose the next option called Options. This screen adds some of the most powerful and valuable features of Five Star. We have set up the screen to take advantage of these features (See Figure - Options):

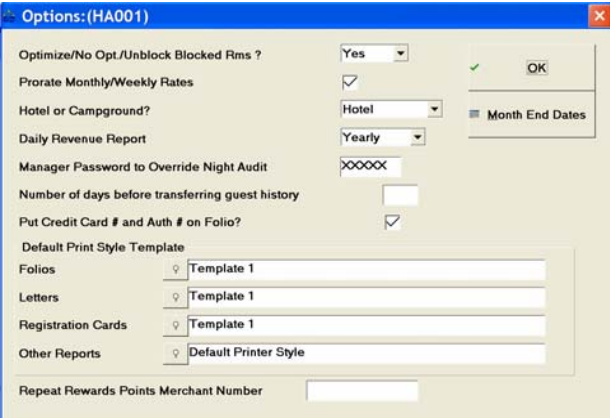


Figure - Options

Using the screen:

Optimize/No Opt/Unblock Blocked Rooms: This feature can help you increase yield considerably. An example is the best way to describe what it does. Suppose you have a hotel with only two rooms, both the same room type. A reservation is made on the 5th of the month for three days, checking out on the 8th. The computer auto-blocks the guest into room 1 as he has no preference. A second reservation is made for the 8th to the 12th and the computer may auto-block room 2. A third reservation is made for the 13th to the 15th and again auto-blocking is used and room 1 is picked. A guest then calls for a reservation for the 7th to the 15th and you say you can’t accommodate him. Too bad, you just lost some business.

The blocks look like this:

		Date:									
Room #	5 15	6	7	8	9	10	11	12	13	14	
1		XX	XX	XX						XX	XX XX
2					XX	XX	XX	XX	XX		

The Five Star room juggler will reliably work out all possible combinations during each night audit, taking into account room types and find a way to set reservations back-to-back in each room. This frees up other rooms for longer stays. In the example above if reservations 1, 2, and 3 had all been assigned the same room, the 4th guest could have been accommodated. You could have had a full house from the 8th to the 15th. The room juggler solves the problem like this:

		Date:									
Room #	5 15	6	7	8	9	10	11	12	13	14	
1		XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
2											

The feature does not juggle manually blocked rooms, i.e. ones that you specify a specific room number for rather than just a specific room type. This accommodates guests with specific room preferences and meets your requirement to rotate room usage. It also only juggles within a room type, it never moves a guest to a different room type. It also only works for reservations, it of course, does not move in-house guests.

Should you decide to discontinue using the Optimizer/Juggler, choose Unblock just before running the Night Audit. When the Night Audit runs, the Auto-Block status will be removed from any existing reservation. Once the audit is complete come back to this screen and choose No from the pull down menu. That will stop the Juggler from running. You must also go to The Standard Reservation Assumptions screen and turn the Auto-block feature off.

Prorate Monthly/Weekly rates: If you offer weekly or monthly rates, you should answer Yes in this field. This smoothes out the daily revenue and statistics reports. We suggest that you use this feature for more readable reports.

Hotel or Campground: If your property is a campground enter a C, otherwise enter an H. A number of features (in particular the guest folio) will substitute the word ‘site’ for the word ‘room’ if you select campground in this field.

Daily Revenue Report: The figures in this report will reset to zero either at the end of the calendar year (Dec. 31st) or the fiscal year as specified in the Company Profile.

Manager’s Password to Override the Night Audit: If an operator attempts to run an audit more than once they will require this password.

Number of days before transferring to guest history: If you leave this field blank folios and guest history are moved out of the current reservation file and into the history folio file. As soon as that happens you cannot use any of the features of Five Star that work on current folios or ones checked out today. Some properties like to be able to edit a folio (like a big group folio) a few days after check out. To do this enter a number like 5 in this field and then checked out guests will stay in the current files for 5 days. You might cancel the check out and then work on the guest further.

Put Credit Card #and Auth # on folio: Check this box only if you want this information to appear on the folio. In these days of concern for guest privacy and safety, not showing this information is a good choice.

Default Print Style Template: Five Star can print nicer fonts and make your folios, letters, reg cards look more professional. Select a template to use by default when printing each of these types of document. For more information on setting up these alternate styles, see above in the manual Print Style Templates.

Repeat Rewards Merchant Number: If you use the Repeat Rewards link feature enter your merchant number here.

Month End Dates Button: You can specify the actual days of the month that the Daily Revenue Report will use for its Month-to-Date figures. You must specify starting and ending dates for each period. It is not necessary to use this feature for normal 12 period accounting. Users who set their months to begin on a Saturday or Sunday and end on a Saturday or Sunday must set up the alternate dates here.

Room Types, and Setting up Rooms

Room and rate setup involves 4 things: room types (like smoking/nonsmoking), actual room numbers (like 101, 102 etc.), rate options for rooms (like corporate rates, regular rates or seniors rates), and the rate card which puts the other three together, along with seasonal changes, to create the rate to be applied to every booking you make.

The room type characteristic identifies the major distinguishing features about the room. Some common room types are:

smoking, single
non-smoking, single
smoking, double
non-smoking, double
smoking, 2 double beds
non-smoking, double-double
smoking, suite
non-smoking, suite
economy,
deluxe
honeymoon suite, business suite
meeting room
banquet room
convention hall

The most useful reason to identify your room types is that you don't have to search the hotel for a vacant room. When a guest checks in or makes a reservation, you specify for the guest the type of room he has requested, and the computer finds an available room instantly, if there is one. This is much quicker than picking the room number yourself. Room types are also used to set room rates.

The room numbers program is the second step of your setup. It identifies actual rooms and records physical characteristics of the rooms that do not create significant or identifiable room categories, which identify room *types*. Things like a nice view or bar-fridge are characteristics of the room that can be recorded in the room number screen. Such characteristics are not used as the basis for room selection by the computer (auto-blocking). If you want the computer to auto-block based on a room characteristic such as view or

mini-bar you must create a room *type* for rooms with the characteristic. The room numbers program also identifies connecting rooms.

Keep your selection of room types simple. We suggest that you have a ratio of 1 room type for every 10 rooms. For example, a 120 room hotel should have no more than 12 room types, 6 smoking and 6 nonsmoking. More room types make your property too complicated to use. You may have a number of unique suites or upscale rooms. If so, don't set up room types for each variety even if each has a different rate. Set up one room type for all the suites and enter the rate for the room type as the highest of the group. Manually block each suite you book and enter the price as you take the reservation. This simplifies the process and adds to the service you give to your guest.

Rate types identify ways you can sell any room. Some common rate types are:

- nightly (rack rate)
- corporate
- government
- senior
- special
- daily
- weekly
- monthly
- complimentary (no price)
- in house (used when employees stay at the hotel)
- package (you can set up plans like a 'golf and lobster' package and allocate revenue to the appropriate general ledger accounts automatically).

When room type and rate type characteristics are combined they create the 'rate card'. This combining is done in the Room Rates/Rate Cards program. You can set up a rate card for each of your seasons (e.g. from Jan to May, June to Sept and Oct to Dec) and for each room type and for each rate type.

You should set up as few room types as possible. With the exception of suites, you must create a room type for each different price. For example, if you sell standard rooms for \$89 a night double occupancy, deluxe rooms for \$99 and suites for \$109, you must set up a room type for each. You often need to distinguish between smoking and nonsmoking. These must be set up as two room types. If you have standard, deluxe and suites, smoking & nonsmoking, you might create 6 room types, SS (smoking standard), SD (smoking deluxe), SSUI (smoking Suite), NS (nonsmoking standard), ND, NSUI.

Room types often distinguish the number of beds in the room or type of bed. If you have some rooms with 2 doubles, some with one queen and both smoking & nonsmoking, you might set up SQ, SDD, NQ & NDD. If you have many types of beds you might just distinguish the number of beds in the room, like S1, S2, S3, N1, N2, N3.

We suggest using the 1st letter of the room type code for S (smoking) or N (nonsmoking), use the next letter for the beds or standard/deluxe. Use as few letters as possible. After setting up the room types accept and exit the screen, press F5 and you will see the order that your room types are displayed in. If you don't like the sequence, exit the F5 screen and set up the codes again. They are always sorted alphabetically.

If there are more characteristics about your rooms than you can fit into 6 to 10 categories, broaden the categories and use the attributes field of the room numbers program to identify the unique characteristics about each room. If all your rooms are completely different, set up one or two room types and use the attributes field of the room numbers program to identify everything. You will have to select each room number for each reservation & walk in as you probably do now with your manual system.

The objective in determining the room type scheme is to minimize the number of room types, to simplify the reservation and pricing process. The fewer the room types, the more rooms there will be in each code. You will be able to find a room for your guest quicker if you have fewer room types and the auto juggler will have more ability to increase yield..

If your property has any services other than room sales such as a restaurant, telephone service, bar, gift shop, recreation facilities, pinball or slot machines, pizza delivery, dry cleaning, TV movies, etc., you will also set up a room type for this sales group. This 'room type' code is set up as ZNON. A Z at the beginning of the room type code ensures that it goes at the end of the list of room types. We pre-ship Five Star with this room type already set up. We also set up one called ZMEE for meeting rooms, ZHOU for house accounts and ZCAL for call accounting functions.

Let's look at a more complicated room type structure. Complex room type structures are common in older properties. Some older hotels are so complicated and diverse that every room is unique! If this describes your property we suggest you have one or two room types for all standard rooms and you turn off the room juggler feature in the general hotel profile options screen.

Here is an example of a complex hotel with 31 rooms and 14 room types. Only the rack rate is displayed for simplicity, although selling rooms at more than one rate does not change the room type structure:

	Room #	# Beds/features	Rack Rate	Room Type
Upgrd	1	2 double	125	QU(Queen
	2	Queen sofa	125	QU
	4	Queen	99	Q (Queen)
	5	Queen	99	Q
	6	Queen	99	Q
	8	Queen	99	Q
	10	Queen	99	Q
	20	Queen	99	Q
	21	Twins	105	S (Standard)
	22	Twins	105	S
	23	Twins + TV	105	S
	24	Queen, sofa, TV	125	QU
	30	Queen, sofa, TV, Phone	125	QU
	31	Queen, sofa, TV, Phone	125	QU
	32	Queen	125	QU
	33	Double	99	Q
	34	Queen	105	S
	35	Queen	105	S
	36	Queen	105	S
	37	Queen	125	QU
	38	Queen, sofa, large	165	SUIT
	39	Queen, sofa, TV, whirlpool	170	SUIT
	40	Queen, sofa, TV, whirlpool	170	SUIT
	41	Queen, sofa, TV, whirlpool	170	SUIT
	42	Queen, sofa, TV, whirlpool	170	SUIT
	43	King, sofa, TV, whirlpool, fire	210	SUIT
	44	King, sofa, TV, whirlpool, fire	210	SUIT
	45	Queen, sofa, TV, whirlpool, fire	210	SUIT
	46	Queen, sofa, TV, whirlpool, fire	210	SUIT
	47	Queen, sofa, TV, whirlpool, fire	210	SUIT

The room types are determined and numbered in the right hand column. It is primarily the rate that determines the room type in this example.

The objective in determining the room type scheme is to minimize the number of room types, to simplify the reservation and pricing process. The second objective is to let the room juggler feature do more to optimize room bookings and revenue. The fewer the room types, the more rooms there will be in each code. This allows more alternatives for optimization.

However, you can't let the computer switch a guest from a room with one set of characteristics to another room with a different set if the guest specifically requested the feature even if the price is the same. And of course two rooms with two different prices must be different room types because the computer should not be permitted to switch a guest to a room at a different price.

For example, room number 1 and 2 can be the same type if guests don't frequently request 2 double beds instead of one queen. If a guest does make this specific request, you must book the reservation by telling the computer the exact room number to assign to the reservation rather than just telling it the room type to assign. Similarly rooms 22 and 23 both have twin beds but one has a TV and one doesn't. What would happen if your guest asked for a twin with TV and the computer switched him to the twin without? You would have a problem! You must book such a reservation by assigning a room number not just a room type, i.e. make a manual block.

Now compare rooms 32 and 34. Both have similar attributes but one sells for \$105 and one for \$125. The more expensive room may be bigger or have a better view. They must be different room types because of the different rates.

If you have a property with many different rates (say 5 or more) for different suites and if you only have one or two rooms of each rate, you could establish one suite category for them all and always assign the room number (i.e. called manual blocking). Always enter the room rate by hand. In this case you would set up the room type and rate at \$0, so that you are reminded when you take the reservation to enter the rate by hand.

In addition to the information shown on the list above, this property will likely add information in the room number file about the special attributes about each room. For example, room # 48 has original art by Krieghoff in it and it has a second floor view of the lake. It faces east and gets the sunrise. Room # 32 has a ghost! (or so the story goes).

Here is a complete list of the things you will set up in the room type screen:

Type of Room	Include in Sales	Clearing Account	Comment
actual rooms	Yes	No	most of your work done on these
GRUP	No	No	must set this code up if using group mgt.
meeting rooms	No	No	don't forget meeting, banquet rooms etc.
ZHOU	No	No	holds house accounts like food bills paid later.
ZNON	No	Yes	clear dining room sales, bar sales, front desk, sales, gift shop sales, pizza delivery and in room advertising commissions, pinball/slot mach. sales, etc.
ZCAL	No	No	used for Call Accounting module

We have already set up the GRUP, ZMEE, ZNON, ZCAL and ZHOU room types for you.

Charges not made to rooms are cleared through the ZNON clearing code. If a meal is charged to a room it is not cleared through a Z code, it is posted as it is charged to the guest. You will set up many room types and likely more than one meeting room type.

To set up room types, select the Setup Types of Rooms option from the Hotel Management menu's Hotel Setup menu. (See Figure - Types of Rooms).

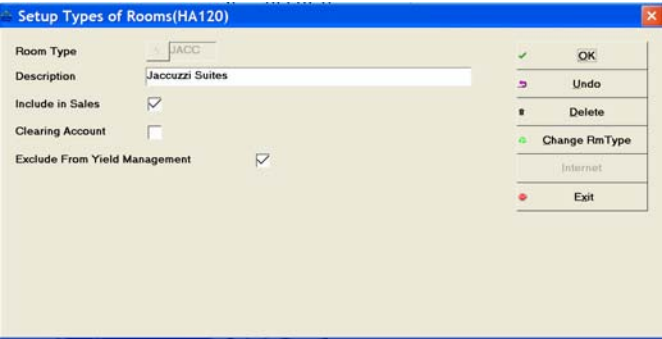


Figure - Setup Types of Rooms

Using the screen:

Room Type: Type a 4 letter code that identifies the room type like SS for smoking single, or NS for non smoking single or NSUI for non smoking suite. The coding you choose is important because it determines the order room types appear in when you use the F2 pop up window for such activities as taking reservations or checking in guests. If you can, enter your most frequently used room types starting with a letter like A, B, C etc. they will appear first, so you can access them faster. Also, start all common room types with the same letter so when you do a speed search in the F2 window they will appear together. For example, start all smoking rooms with an S and all non smoking rooms with an N, etc.

If you will be using the group reservations features you must create a room type GRUP. This is a special 'keyword' room type that is used for the group master account. Also set up a 'room type' for the other sales groups you have in the hotel like the dining room, bar, gift shop, etc. Use the ZNON code as suggested in the table above. Be sure to put a Z at the beginning of the code so that they reside at the end of the room type list and so they don't get in the way on any inquiries.

Description: Type a description like 'Non-smoking Double-Double'. For readability, put a capital letter where the code for the description goes, e.g. NDD.

Include in Sales: Enter Y if this room type affects sales statistics and occupancy ratios. In other words, enter Y for all your bedrooms. Enter N for the GRUP, ZNON, ZCAL and ZMEE rooms. Sales statistics and occupancy rates are printed on reports during the night audit and in the marketing report generator. The table of room types shown above makes suggestions about which room types to include on the sales reports. For example, if you have 100 rooms and 3 meeting rooms your occupancy ratio will be based on 100 rooms not 103 rooms. Enter Y in all of the room types that make up the 100 rooms and N in all the room types like meeting rooms, the special GRUP, ZNON.

Clearing Account: Enter N in this field for all room types except the ZNON code. If you put a Y in this field it causes any transaction to be cleared after 48 hours from the date of the transaction (i.e. two night audits later). This is useful for the recording of dining room sales, bar sales, etc. and has no place in the recording of guest folio transactions.

Exclude from Yield Management: Five Star yield management has some powerful flexibility. One such option is that you can have rates for certain room types not changed by your rules in yield management. You might not change the price of your suites but the

singles and doubles and queens change all the time. When setting up the suite room type, check this box.

Internet Button: Click this button to set up rules for your web booking program If you have not purchased this optional module the button will be gray and you cannot access this feature. See your Internet Reservations user guide for help on this screen.

Room Numbers

The next step is to identify the actual rooms in your hotel. You will enter all sellable rooms and you can set up specialty rooms like meeting rooms, banquet hall, convention rooms etc. if you have enough room types. Meeting rooms should have their own room type such as ZMEE. You must have room types set up before you can enter room numbers. To set up the rooms in your hotel, choose Setup Room Numbers from the hotel management menu's administration sub menu (see Figure - Setup Room Numbers)

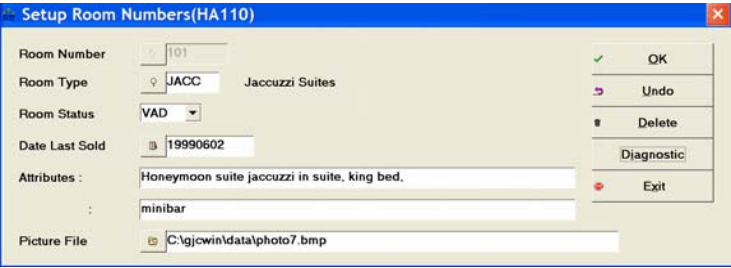


Figure - Setup Room Numbers

Using the screen:

Room Number: Type the room number or name as it appears on the door.

Room Type: Press the arrow down key to highlight the type this room is. You must have the room type set up first in the room types screen.

Room Status: Skip this field. The housekeeping update status program fills it in for you automatically. It is shown in this screen for information purposes. You can change the room status from this file but we recommend you do it from the Housekeeping menu. A room status can be one of four:

- VAD - vacant and dirty
- VAC - vacant and clean
- OCC - occupied and clean
- OCD - occupied and dirty

The occupied/vacant status is automatically changed when a guest checks in or out. The night audit changes an occupied room status to OCD. The check out program changes the status to VAD. If you use the Edit In House Guest program to move a guest from one room to another the original room becomes VAD automatically.

When you check in a guest the room chosen may still be dirty. For this reason it is important to keep the housekeeping status up to date.

The room status appears on the house status report and as you check in a guest and block a room the status is shown. It also appears in the F6 rooms blocked list. Room numbers shown in red are dirty while black room numbers are clean. This is a very fast way to spot a room that has just been cleaned or vacated when walking in a guest.

The room status (VAD, VAC, OCC, OCD) cannot change guest status; that is, if a guest is checked in you can't check him out by changing the room status in the housekeeping menu or on this screen. That room will show as occupied on all other reports and inquiries until the guest is checked out.

Attributes: Enter the unique characteristics of the room, like mini-bar, ocean view, air conditioned, etc. This information appears in the Display Pictures of Rooms list in the F7 global window, another reason this lookup is great for looking for a specific room for a guest.

Picture File: You can display pictures of your rooms with Five Star. Using a digital camera or a scanner, store pictures of your rooms on your computer. We suggest creating a directory called PICTURES in the GJCWIN directory of your server. They must be in a bitmap (.BMP) format. Link the room to the picture by clicking on the file icon. Display the pictures by pressing F7 and going to the Display Pictures of Rooms Option or by clicking on the desert icon 4th from the left on the toolbar. This is useful when you want to show a

guest a room but the hotel is 100% occupied, or for new staff who are unfamiliar with the property.

There is another use for the ZH01, ZH02, ZH03 . . . rooms if you have a dining room. You may have patrons who are not staying in the hotel but who want their dining bill to be settled by direct bill. That is, you will send your dining room patron an invoice. In order to send an invoice from the dining room to the accounts receivable module you need to check in the dining room patron into a ZHOU type room just as you check in a group master folio. If you use the accounts receivable system and you have a dining room and your dining guests want you to invoice them, set up a few extra Z rooms.

Diagnostic Button: When you change a room so it has a different room type, and if you have reservations on file or guests in house in the room, you could cause the F5 availability screen to be wrong. Click the diagnostic button on the right side of the screen and Five Star will check all your reservations and guests for the room number you just changed. It will change the room type on each reservation so it matches the type you just changed the room to. After that the F5 Availability screen will be correct again.

Billing and Receipt Codes

Use Billing & Receipt Codes to define all your sales categories, like the dining room or bar charges, room charges, etc. and for all payment or receipt methods, like cash, Visa, etc. The most important report in the system, the daily revenue report, uses billing and receipt codes for each line item on the report. While billing and receipt codes are not part of setting up your rooms and rates, you have to set up billing codes first so that Five Star will direct room revenue based on your room rates to the correct billing codes.

You can make the billing and receipt code breakdown simple, like dining room charges, or more detailed, such as food, beer, wine, and spirits.

The name of the billing and receipt code appears on the guest folio as descriptions of the billings and receipts.

We have set up most of the billing and receipt codes you are likely to need. Simply delete the ones you don't need and add the ones you need that are missing.

The billing codes feature is the linkage to your general ledger if you are using the back office module and hence to your financial statements. You must have at least one billing code for each of the sales accounts you have in the general ledger. You can have more billing codes than accounts in the sales section of your general ledger if you want detailed sales analysis on the revenue and statistics reports (printed by the night audit).

There are four types of billing and receipt codes: Billing Codes (like corporate room revenue, fax, telephone etc.) Billing Adjustment Codes (which are the opposite of a billing code), Payment Codes, which reduce a guest balance because they are a payment or direct bill and Payout or Payment Adjustment codes (which may be a refund or a payout of cash from the till for expenses etc.)

Receipt codes are much the same but are used for settlement (payment) of the account. They include cash, US funds, debit card, cheque, Visa, MC, AMEX, etc. and one called INVOICE BALANCE OUTSTANDING (direct bill). The direct bill code is used only in conjunction with the corporate code field in the reservation file, and together corporate account codes and the direct bill code in the Billing & Receipts file tell Five Star to transfer a guest account to the city ledger for collection as an account receivable. The city ledger (accounts receivable) is part of the back office module (optional).

Payout codes are used for cash payouts from the front desk cash drawer, like when you take \$50 from the till to get an emergency supply from the store down the street. Payout codes are the opposite of payment received codes.

Adjustment codes match actual revenue codes but are used to record adjustments and reversals of previous transactions on the guest folio and to record a separate class of transaction on the daily revenue report. Use adjustment codes if you need to know how many charges you have to adjust/reverse separately. Don't use them if you don't care, they just make your list of codes longer.

For each code you can define surcharges. This capability allows you to create any kind of tax rules imaginable (and you know how imaginative politicians can be when it comes to taxing you!), including tax on tax and hidden (not displayed on the folio) tax. The surcharge feature also allows you to easily add a markup to guest charges like long distance billing, without the markup being visible on the guest folio. The surcharge feature allows you convert other currencies automatically.

Here is a list of billing and receipt codes you might set up. You may not require all of them:

Code	Purpose
AMEX	account settlement, payment at the bar, restaurant etc.
VISA	"
MC	"
Cash	"
US Funds	"
Debit Card	"
Cheque	"
Diners Club/En Route	"

Invoice Balance Outstanding - Direct Bill: account settlement for corporate accounts and for which you offer terms and will collect in a few weeks. This is a special code, as it will activate the interface to the city ledger in the back office module if you have purchased it.

Taxes: each type of tax (currently GST & PST or HST). You must charge each as a separate billing code. Enter these first because many of the other codes use taxes as surcharges.

Service charge: Enter one code called service charge if you intend to mark up some of your services like long distance telephone charges. It is not uncommon for markups from 20% to 200%, as the long distance service should be run as a profit center just like any other service in the hotel.

- Room - Rack** record normal standard room sale
- Room - CORP** record corporate room sales
- Room - Govt** record government room sales
- Room - Seniors** record room sales and discounts to seniors
- Room - Meeting** record meeting room sales
- Room - Banquet** record banquet room sales.

All of the above room charges are automatically posted each night by the night audit program.

Room adjustment records reversals/adjustments on guest folios.

Dining Room Charge for posting charges from the dining room to guest folios.

Dining Room Adjustment

Fax	“	fax services	“	
Telephone	“	local calls	“	
Long Distance	“	long distance/chargeable services	“	“
TV/Movie	“	TV/movie	“	
Mini-Bar	“	mini-bar	“	
Photocopier	“	photocopying	“	

Misc. Adjustment

Slot Machines, Pinball - enter the daily proceeds from the cash boxes in these machines.

Sundry - towel service, recreation service, valet, dry-cleaning, gift shop, front desk candy etc., postcard rack, commission revenue from in-room advertising (e.g. for pizza delivery), guest shrinkage (towels, robes etc.),

Misc. - for everything else, or just for everything!

Over/Short - used for recording transactions from the dining room/bar/gift shop etc. when the receipts do not balance to the charges.

Tickets, Green Fees, Lift Fees etc. - each recorded as individual billing codes for package deals

Tips/Gratuity - used if you have a dining room and your servers come to the front desk to be paid tips which dining room guests add to their credit card payment or room bill.

Tips paid out - use this code when paying tips to servers from credit card and room settlements. It will be linked to the payouts/adjustments code in the type of revenue field.

Gift Certificates - use this code if you sell gift certificates.
Gift Cert. Used - use this code when gift certificates are redeemed.

If you want to you can set up codes as ‘adjustments’ too, that is for each charge that might appear on a guest’s folio, you might be required to make an adjustment. By setting up

billing codes called 'room adjustment' for example, the distinction between a charge and an adjustment can be made on the folio.

If you use the optional Back Office Accounting Program the guest ledger account is debited automatically for every charge to a guest folio and credited automatically for every payment or settlement of a guest folio. There is no need to set up a code for the guest folio side of the entry.

Five Star has a unique feature called the garbage folio. You use it when you make a mistake on a folio. Say you post \$100 for a fax when you meant to post \$1. You don't want your guest to see that you made the mistake so you use the garbage folio to clean it off the folio. This feature is accessed from the Transfer Guest Charges program on the hotel management menu. When you select that program you first select the guest folio you want to take the charge from. Then when the screen asks to which folio will you transfer, you choose the first option on the list "Look up Guests by Guest Name or Transfer to the Garbage Folio", then you select the first option " Remove Transactions to Garbage Folio". The program will reverse the mistake and move the reversal and the mistake to the 'garbage' folio.

For this feature to work, you must tell Five Star which Billing Code to use to reverse the transaction. You do that on this, the Billing and Receipt Code setup screen in the Adjustment Code field at the bottom. You must also have a special room number set up with a guest checked in to it all the time named "Garbage Folio" and never check this 'guest' out. The room type should be a ZNON type and the rate should be ZNON and the room rate should be zero, since it is not a real room. Then you must set this as your garbage folio room number in the Standard Reservation Assumptions screen, page 2, on the hotel setup menu. Enter the garbage folio room number in the Transfer Adjusted Transactions to Folio field. We suggest you use the room number we pre-set for you, room number ZGAR.

To enter billing and receipt codes select the Billings / Receipt Codes program from the hotel management menu's administration sub-menu (See Figure - Billings / Receipt Codes).

	Surcharge Code	Amount or %	Amount / Rate	Base/ Total	Minimum Charge	Maximum Charge	Show on Folio
#1	TAX1	%	7.00	B	0.00	0.00	<input checked="" type="checkbox"/> #1
#2	TAX2	%	5.00	B	0.00	0.00	<input checked="" type="checkbox"/> #2
#3		%		B			<input checked="" type="checkbox"/> #3
#4		%		B			<input checked="" type="checkbox"/> #4
#5		%		B			<input checked="" type="checkbox"/> #5
#6		%		B			<input checked="" type="checkbox"/> #6
#7		%		B			<input checked="" type="checkbox"/> #7
#8		%		B			<input checked="" type="checkbox"/> #8

Figure - Billings / Receipt Codes

Using the screen:

Billing Code: We have already set up most of the standard codes used by all hotels. You fill in this screen once for each billing and receipt code you want to set up. Enter a code for sales tax first (also known as local tax, sales tax room tax etc.). Set up tax first before you set up other revenue codes so you can use the tax code in the surcharge section of each of the other billing codes. Of course you would not use tax as a surcharge for receipts codes.

In addition, the next code you should set up if you mark up long distance telephone charges is a surcharge code for phone charges. This allows you to make a profit on the long distance services you provide for your guest. This surcharge can be set up so that it will not be shown separately on the guest folio, that is, it will blend in with the basic long distance charge shown on the folio.

Description: Type the description as you want it to appear on the guest folio and as you want it to appear on the daily revenue report. We suggest you capitalize the first letter and type the rest in lower case for the best presentation. For taxes or surcharges that are displayed on the folio we suggest you indent the description 2 characters. The presentation on the folio becomes easier to read:

Room Charges	Jan 2/01	99.95
GST		6.98
PST		7.99
Room Charges	Jan 3/01	99.95
GST		6.98
PST		7.99

Etc.

G/L Account: If you don't use the optional Back Office Accounting module or if you don't use the integration to other accounting programs feature, it does not matter what you put in this field.

If you do use Back Office this field requires you to enter three pieces of information: the company number, the general ledger account number and the department or division number. Use the F2 pop up window in each field to find the appropriate account number. The company number is filled in for you as you have only one. The division will be 0 if you don't report by division on your profit and loss statements. Divisions are commonly reported for room sales, dining room sales, gift shop sales, bar sales, and other sales. If you are unsure which general ledger account to use, contact your bookkeeper or accountant.

Tax codes should be allocated to your taxes payable accounts in the liabilities section of your chart of accounts. Room sales, dining room sales, gift shop sales etc. should be allocated to your sales accounts in the profit and loss section of your chart of accounts. Cash should be allocated to the bank or house float account. Credit card codes should be allocated to your credit card receivable accounts in the assets section of the chart of accounts or to the house float account for direct deposit receipts. Adjustment codes if you use them are normally allocated to the same account as the basic code is allocated to. The direct bill code should be allocated to your city ledger or accounts receivable account. This should be a separate account from your guest ledger account.

Daily Report Code: A window pops up in this field showing you all the valid choices. This type field determines first, whether the code you are setting up is a billing code or a receipt code. Billing types all end in the word 'charge'. The 'payment or receipt' type in the window and the 'direct bill' type are both receipts (or settlements) types. Billing types cause the guest folio amount outstanding to increase and will cause a credit to be made to the account entered in the previous field, while receipt type codes will cause a reduction in the guest folio amount outstanding and a debit to the account in the field above.

The set of types shown in this window make categories for daily statistics report and each billing and receipt code is a sub-category. Statistics are presented by sub-category (billing/receipt codes) then accumulated by category (type of revenue), and then accumulated into a grand total at the bottom of the report.

Five Star comes with the common daily report codes already defined for you. You can add Daily Report Codes for new categories on the Daily Revenue report in the Daily Revenue Report Groups program next on the hotel setup menu. For example, the default report headings for your food and bar operations are 'Food' and 'Beverage'. You might find it more useful to create a heading called Greenleaf Restaurant, one called Chatters Bar and one called Banquet & Catering if you had a restaurant, a bar and a banquet operation. You might split the room charges section into one for Room Revenue, one for Meeting Room Revenue and one for Long Term Stay Revenue if you have transient bedroom guests, meeting rooms and some monthly stay guests. Once you have created these new headings, you will find them in the pull down list here in the Daily Report Code field. If you do create new headings like the ones in the examples here, you should come back to this screen and check all the existing billing or receipt codes to be sure they are no longer linked to the obsolete default codes we have linked them to for you.

Summarize on Folio: Enter Y for taxes and N for most everything else. This makes Five Star show a total of the taxes at the bottom of the folio.

Hide Billing Code: Check this box if you are creating a billing code that front desk staff do not use, and therefore do not need to see on their lists. For example, If you have a billing code used only for the food portion of a package plan, staff would never make a posting to that code, so you should hide it. That helps cut down on mistakes.

Tax/Surcharge Section: This section of the screen gives it its unique power. First it lets you define your hotel's tax collection obligations. Most hotels will enter one or two lines of surcharges for the one or two types of tax they must collect. On long distance charges you can enter a service charge surcharge to mark up the cost of the call as reported by your telephone system and then show the taxes on the next lines.

When setting up charges on top of charges, like piggy backed taxes, enter the tax on which the other tax is calculated first. If the tax rules in your area require tax on tax, (e.g. sales tax on GST in some provinces of Canada) enter the GST as the first surcharge. Enter B in the base/total field. Then on the second surcharge line enter the PST code. In the base/total field enter T. That causes PST to be calculated on the total of the revenue amount plus the GST

amount. The base/total question in the surcharges section allows you to specify tax on the previous lines plus the basic revenue amount by entering a T in this field.

When you have entered information for all questions in the row and have advanced to the next line, if you have no more surcharges to add, press F4 to advance to the option line.

Amount or %: If this surcharge is calculated as a percentage of the basic charge, as most are, enter the % sign in this field. Taxes and long distance surcharges are normally calculated on a percentage basis. If the surcharge is calculated as a lump sum amount (like a \$5 land use fee from the government), enter the letter A in this field.

Amount/Rate: If you entered the % sign in the previous field enter the percent number in this field. For example, enter eight percent as 8 not as 8% or .8. For tax surcharges enter the tax rate whether it is charged on the base-billing amount or on the base billing amount plus other surcharges/taxes. If you indicated in the previous field that the charge is not a percentage but a flat rate, enter the dollar (and or cents) amount of the charge.

Base/Total: This question determines whether this surcharge is levied on just the basic billing / receipt code you are setting up or if it is levied on the basic code plus surcharges entered on the lines above. On the first line the answer to this question must be B because at this point the base and the total are the same, namely the billing receipt amount. On second and subsequent lines you may determine whether the surcharge on the line is based on the billing / receipt amount (the base) or on the billing receipt amount plus the surcharges on the previous line.

In Canada for example, when setting up billing codes for which taxes are charged on taxes like PST on GST, put GST on the first surcharge line and enter B in the base/total field. Enter sales tax on the second line. In provinces where sales tax is charged on GST enter T in this field. In provinces that do not require that sales tax be calculated on GST, enter B in this field. If you are setting up a code like telephone charges and you enter a 30% surcharge on the first line, put GST on the second line and enter a T in this field. That way GST will be on the basic phone charge plus your 30% markup.

When setting up billing codes for long distance charges, enter the service charge surcharge on the first line and put B in the base/total field. Then enter the applicable tax surcharges, if any. The surcharge will show on the daily revenue report but will not be displayed on the guest folio because of the show on folio question (see below).

Minimum Charge, Maximum Charge: If this billing code is subject to a minimum or maximum surcharge, enter the minimum or maximum dollar amount in these fields. This field refers to a minimum or maximum for the surcharge, not for the actual billing code amount. For example, on your phone surcharge, most hotels use a 2.50 minimum because that is the amount HOBIC charged them per call before they converted to Five Star Call Accounting. If you wish to set a maximum amount of profit for each call, like \$50, enter it in the max field. This affects the maximum surcharge not the maximum basic phone charge.

Show on Folio: If the folio will display the surcharge on a separate line, like

Room charges	Sept. 13, 1995	\$100.00
GST		7.00
Sales tax		8.00

enter Y in this field. Taxes normally show separately in all states and provinces. If the folio will not show the surcharges, as is the case for surcharges on long distance call sales, enter N in this field. For example, if your phone system reports a cost of \$7.50 for a long distance call and you set up the long distance call billing code with a service charge surcharge of 100%, the folio will show:

Long distance call charges	Sept. 13, 1995	\$15.00
----------------------------	----------------	---------

So, your mark up is invisible. If you added tax to the call you would put the service charge on the first surcharge line as shown above and the tax surcharge on the second line. Enter T in the total/base field and Y in the show on folio field. the folio will appear as follows:

Long distance call charges	Sept. 13, 1995	\$15.00
Sales tax		1.20

if sales taxes are 8%.

Adjustment Code: Enter the billing code you want to use when adjusting the billing code you are presently setting up. As you can tell, you should set up adjustment codes first before setting up the main billing codes. For example, if you have a room charges billing code, you should enter your room charge adjustments billing code here. This code will be used when a front desk user transfers a transaction to the garbage folio. The garbage folio would show transactions as follows:

Room Charges – Corporate	99.95
GST	7.00
PST	5.00
Adjustment Room Charges	-99.95
GST	-7.00
PST	-5.00

The posting of the adjustment, and taxes is all automatic, as is the transfer of the charge to the garbage folio.

Credit Card Integration: Use this field only if you have purchased the optional Cerdit Card Integration module. If this billing code is not a credit Card, leave this field set to ‘not used’. If the billing code is for a credit card or a credit card refund, select the credit card the code matches.

Settlement Methods

Use this screen to identify each of the ways of settling a guest account, plus one for recording the non-guest transactions from the dining room, bar etc. (for use with the ZNON code). This file also tracks whether the method can guarantee a reservation (VISA can, cash can’t for example, unless a deposit is received.) We have set up most of the standard settlement codes for you:

- VISA, MC, AMEX, Diners Club, En Route, etc.
- ZNON
- Direct Bill
- Cash (and if you like, check)

All details of the settlement method are recorded in the guest history file. This is useful when taking a reservation from a previous guest. You can automatically pull all information about the guest, including preferred settlement method, credit card number and expiry date from the history file. The validity of the card number is also checked so you won’t be accepting “fake” credit card numbers.

This information is used when taking a reservation, and when checking guests in and out. The high balances report in the night audit will highlight any guest whose balance is in excess of the credit limit for the method of settlement chosen by the guest. To enter settlement methods, choose Settlement Methods / Limits from the hotel management menu's administration sub menu (see Figure - Settlement Methods / Limits):

The screenshot shows a software window titled "Settlement Methods / Limits(HA010)". It contains the following fields and controls:

- Credit Code:** A dropdown menu with "AMEX" selected.
- Description:** A text field containing "American Express".
- Credit Limit:** A text field containing "1,000".
- Credit Card # Required:** A checkbox that is checked.
- Expiry Date Required:** A checkbox that is checked.
- Guarantee a Reservation:** A checkbox that is checked.
- Billing Code for Payments/No-Shows:** A dropdown menu.
- Display 'Record Guest Charges' screen on check-in:** A checkbox.
- Block Telephones:** A checkbox.
- Block Movies:** A checkbox.
- Block POS Charges:** A checkbox.
- Use in Internet Reservations?:** A checkbox that is checked.
- Billing Code For Refunds:** A dropdown menu with "14" selected, and a label "REFUND - Amex" next to it.
- Credit Card Integration:** A dropdown menu with "Not Used" selected.
- Settlement Type:** A dropdown menu.
- Buttons:** OK, Undo, Delete, and Exit.

Figure - Settlement Methods / Limits

Using the screen:

Credit Code: Enter a code for the settlement method, like VISA, AMEX, MC, CASH etc. You can use the same code you used when setting up these things in the billings / receipts screen.

Description: Enter the full description of the settlement method. The description from the billings / receipts code screen is what appears on the guest folio, not the description you enter here.

Credit Limit: If you have established a dollar limit for guests who plan to settle with this method, enter the amount of the credit limit here. The high balances report, printed during the night audit, will highlight any guest folios with a balance in excess of the limit. If you use the optional Point of Sale module, it will check this credit limit when a guest tries to

charge a bill to his room. If the limit has been exceeded the server will be warned and the room charge stopped.

Credit Card Number Required/Expiry Required?, Expiry Date required?: If this is a credit card settlement, answer Y to both questions. If it is a cash, check, direct bill or other method, answer N. When you take a reservation or check in, or walk in a guest who plans to pay by credit card, the input screen will require that you enter the credit card number. If you don't want to have to enter the credit card number on the screen as you take the reservation or as you check in a guest, enter N here.

Guarantee a Reservation?: Enter Y if this method of settlement guarantees the reservation on late arrival. Usually the credit cards do, as well as the direct bill method, while cash does not. This field is for information purposes only; the system does not automatically cancel reservations after 6 p.m. for example. You can use the Design Other Ports program to create a report showing reservations for the day that are not guaranteed when you have a full house. Print this report at 6 p.m., or at the time of the evening when non-guaranteed reservations lapse. Use the Other Front Office Reports program to print the report.

Billing Code for No-Shows: In the Hotel Profile menu Custom option, you may have indicated that you want No-shows to be automatically billed. If you have done so, you will need to link the settlement method with the corresponding Receipt Code. Press F2 in this field to choose from the list of Receipt codes.

Display Record Guest Charges Screen on Check In: Check this box for payment methods like cash or cheque where you want the guest to pay you when he checks in. Most properties don't take a payment on a credit card on check in (only a pre-authorization is taken) in which case you don't need to show the record guest charges screen for credit cards on check in. On the other hand, if you are using the optional Credit Card Integration module, you should check this box for credit cards and cash because the record guest charges screen is used by the credit card processing program to initiate a pre-authorization.

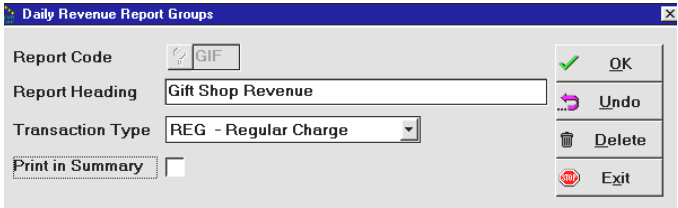
Block Telephones/Movies/Dining Room Charges: Check any or all these boxes if this settlement method does not give the guest the use of the telephone or movie system or the ability to charge to his room. Thus when checked, the optional phone interface will not activate the phone, or the movie interface will not allow movies to be charged, or the dining room interface will not allow meals to be charged to rooms.

Use in Internet Reservations: If you use the optional Internet Reservations module, check this box if you will accept this form of payment for internet reservations. For example you probably would check this box for Visa, Mastercard etc, but not for Cheque.

Billing Code for refunds, Credit Card Integration, Settlement Type: These three fields are used only if you have the optional Credit Card Integration module.

Daily Revenue Report Groups

When you created Billing and Receipt codes, you linked each code to a Daily Report Class such as Room Charge, Food Charge etc. These Report Classes are used as headings in the Daily Revenue and Statistics Report, which is printed during the night audit. This report gives all your revenue information on a daily, month-to-date and year-to-date basis. For instance, all your room charges are grouped together under the Room Charges Heading and all regular charges are grouped under the Regular Charges heading. If the groupings in Five Star don't meet your requirements, you can create your own using the Daily Revenue Report Groups screen. For example, you may want the Gift Shop to have its own grouping instead of just Regular Charge. That would make it easier to see the total revenue generated by the gift shop.



To create your own grouping choose Daily Revenue Report Groups from the Setup menu in Hotel Management. Choose Add another Report Group. You will have to create a 3 letter code for your group. In our example we used GIF for Gift Shop. Next, in Report Heading give the grouping a heading such as Gift Shop Revenue. From the pull down list in Transaction Type field link it to the Report Group it most closely resembles. If you want all the billing codes linked to this Report Group to print in summary put a check in this box. That means that instead of showing a separate line for each billing code on the Daily Rev. and Stats. Report it will only show a total for all billing codes linked to this Report Group.

This saves space on the report but loses some of the detail. (*Press F1 in this field for more explanation.*). Choose OK to accept this code. This program will automatically create an adjustment code for your new Reporting Group. Now when you create or modify a billing code, you will be able to link it to this new Reporting Group.

Rate Types

Now comes the task of recording rate types, the next step toward setting up the rate card for each room. Here are some examples:

- Standard nightly rate
- Corporate
- Group
- Seniors
- 2 Night Rate
- 3 Day Weekend
- Daily - day rate for sleeping rooms and meeting rooms
- Weekly - if you offer a weekly special rate
- Monthly - if you have monthly renters

Don't set up a single, double, triple rate type etc. Each rate type you set up allows single, double, triple, quad, rate per extra guest and rate per child when you get to the last step, the room rate/rate card screen. You might choose to set up some of these other rate types:

Complimentary - Used when a room is sold at no charge.

Corporate - set this one up if you offer corporate rates.

Package - set a code up for each type of package, if you offer package plans, like the honeymoon package or the golf and meals package for example. Five Star has a sophisticated feature that allows you to set up and account for package plans in much detail. You will probably set up one rate type code for each type of package you offer, e.g. VALE for valentine's day sweethearts package, GOLF for the 2 day golf and dinner package etc.

Government - handled the same as corporate rates. If your rate for government and corporate are the same, you could use a govt/corporate code for both, but your daily, monthly & yearly statistics will lump both together.

ZNON - set this up so you can run all non-guest transactions through the front office system.

GRUP - set this up for when you check in a group master folio for accounting for group charges. Even if the group is not paying for rooms, it still may incur some charges. To set up rate types, choose Setup Rate Types from the hotel management menu's hotel setup sub menu (see Figure - Setup Rate Types):

Figure - Setup Rate Types

Using the screen:

Description: This description will be used on the folio when the room charges are posted by the night audit.

Complimentary (Y/N): If this is a rate type for which you don't charge, click this box. For the COMP, EMPL, GRUP, and ZNON and rate types click the box. Otherwise the front desk operator must enter a rate or use the ones in the rate card program; either way each non-complimentary room cannot be occupied without a rate.

This is obvious for actual complimentary rooms, but not so obvious for the GRUP and ZNON rate types. Five Star records non-guest transactions from the dining room, bar, gift shop, etc. by checking in a 'non-guest' and recording all non-guest transactions via this

‘guest’s’ folio. In addition, you check in a group master folio for each group in the house using the GRUP rate type. No room revenue should be posted for those folios. Of course no room revenue should be recorded for these ‘guests’ so the rate type you use to check them in is set up in this screen as complimentary.

Notes/Comments: Enter any additional information you need about each rate type. For example, you may have a corporate or government rate-type that you have been instructed to request identification or company name. Or you might note that the rate includes breakfast, where you must perform the check-in differently, or where only specific room types may be used by the guest, enter this information here. It is displayed on the reservations and check in screens as you select the rate type.

Include on Stats Report: If this is a rate type used for selling real rooms click this box. For the COMP, EMPL, GRUP and ZNON rate types don’t leave a check in this box. Guests checked in with these rate types should not add to the statistics base for the night audit daily statistics report. This report shows the hotel percentage occupancy.

For example, suppose you have 100 rooms in the hotel, 75 are booked and you check in the ZNON guest and three group master folios. The ‘include on stats report’ question is answered Y for all regular rooms and N for the ZNON and GRUP rate types. The hotel is $75/100 = 75\%$ full not $79/104$ or about 74% full. The statistics report provides this analysis for you daily.

Exclude from Yield Management: If this rate type is included in yield management, click this box. Some rates, like travel agent, FIT or preferred corporate might be excluded from the business of raising your prices during the busiest times.

Suppress Room Rates: There may be rate types where you do not want guests or junior staff to see the rates posted. Check this field to limit who sees these rates. This field is used in conjunction with the User Logins, Administration option in the main Administration menu. With the Users Options button you can set the Suppress feature on so individual staff don’t see any rates that are suppressed.

Use Alternate Call Costing Rules: This option will only appear if you have the optional Call Accounting module AND if you are using an SL-1 telephone switch. If turned on it will allow an alternate costing scheme in Call Accounting based on this rate type.

Exclude from Res. Rate Display: When taking a reservation, Five Star can automatically show the rates when a room type is selected. You may not want to display certain rates such as GRUP, ZNON or rates that only a manager may use.

Second Deposit Applies: Check this box if you request 2 deposits in advance of your guest's arrival, and that deposit will apply to this type of rate.

Market Segment Code: This field works once you have set up Market Segments in the button on the right side of the screen. Market segments are typically things like corporate, government, airline, regular or transient, FIT, travel agent, etc. The Occupancy by Market Segment report on the reports menu will show you your business by market segment based on the setup of segments in this screen. You must set up market segments by clicking the Market Segment button on the right side of the screen before you can link rate types to market segments. You would fill in that screen once for each segment you wish to report on.

You might have many rate types that are for the corporate segment. So you would set up a market segment called Corporate, and the when you set up all the rate types that are related to this segment, you would select the Corporate segment in this field.

Use in Internet Reservations/Internet Travel Agent Use Only/Description for Internet: These three fields are used only if you have the optional Internet Reservations module. See the user guide for that module for a description of how to use these fields.

Room Rate/Rate Cards

This feature assembles the room type (e.g.. smoking-single, nonsmoking-double), and the rate type (e.g.. regular, corporate, seniors) and the arrival date (seasonal factor) to create a single, double, triple or quad rate for the guest.

This program offers great flexibility in setting room rates for your property because they are defined by starting and ending date. This allows you to set up your rates by season, like low, shoulder and high seasons. You can set up the rates up to, say, the end of the year and set up different rates for the following year. When you take a reservation for a date during the current year, the computer will automatically use this year's rate. If someone calls for a

reservation well ahead of time and next year's rates apply, the system automatically uses next year's rates.

The program allows you to set up rates for your seasons too. For example, if you change your rates on June 15 to summer rates and back again on Sept 30 just enter the effective until date as Sept 30 and the effective from date as June 15. Be sure to set up new rates well in advance so that if you get any reservations well into the future the system is ready. You can't take a reservation for a date for which there is no rate card set up.

Be sure your rates don't overlap, that is, your next rate after Sept 30 should start on Oct 1 and would go to June 15 of the next year. If you started that rate on Sept 1 by mistake, a reservation coming on Sept 15 could have 2 rates and the computer might pick the wrong one. These days of lower inflation allow you to set up the rate card now for a longer period of time.

The rate card feature is used to create package plans. A package plan consists of a group of billing items, like a room and green fees, or a special honeymoon package, or the American plan. The package feature allows you to specify each billing item (from the billing and receipts setup screen) that comprises the package. Revenues are automatically posted to the appropriate reporting categories and general ledger accounts.

Rates can be different automatically on weekends. A weekend is a Friday night and a Saturday night. If you do not set up weekend rates on this screen, the rate in Five Star is assumed to be the same as the weekday rate. If you do set up weekend rates, the night audit will automatically post that rate on Friday and Saturday night, which will be a different rate from the one it will post on Thursday or Sunday for example.

If you want different rates for each day of the week you must turn on the daily rates feature on page 3 of the Standard Reservation Assumptions program on the setup menu. That screen is described in detail later in this manual. Once activated there, you can use the yield management program to make rates different each day.

When weekend rates or daily rates are activated as described above, any rate will be displayed in the rate display screen at the beginning of a reservation or walk in process.

You can also activate a sophisticated Kids Rate feature. This feature allows you to set rates for up to seven kids age groups in addition to a rate for adults. To activate this feature, check the Use Kids rates box on page two of the Standard reservation Assumptions screen. Then return to the setup menu and then go back into the Standard Reservation Assumptions

screen, and the Kids Rates button will be active. Set up that screen with descriptions of the age brackets (up to 7; like 'Age 0 to 2' etc). Now you can go to the kids rates button on the Room Rate/Rate Card screen and enter the price per child for each age bracket. When you make a reservation the program will ask you the number of adults and kids in each age group and quote you a price based on what you enter in this screen. See the examples below.

When you create the rate card, be sure to set up all the valid combinations of rate types and room types. If all of your regular rooms can be sold at the day rate, nightly and weekly, you must fill in the rate card screen for each combination. For example, if you have 10 room types (single, double etc.) and all can be sold daily, nightly and weekly, you must fill in this screen 30 times. In addition, if you have corporate rates you should fill in this screen for each room type that you can sell to this corporation. Or, if you have just one corporate rate (or just a few) you must fill in this screen for each room type you can rent to them.

You may not want some room types or rate types to be posted as room charges during the night audit. For example, when a guest books a room on the daily rate the room charge should be posted immediately and settled the same day. So the room charge should not be posted again during the night audit. Meeting rooms often will be used only for the day too. For this kind of charge you should not set up a room rate/rate card combination and make all rates zero, so that room charges will not be booked again at night.

A good way to set up the rate cards screen is to draw a matrix with all the room types you have in the rows of the matrix and all of the rate types you have in the columns of the matrix. Then, for each combination you may sell enter the rate at which the combination is sold. Then fill in the rate card screen for each combination with a rate.

You should also set up the following rate cards for the ZNON and GRUP rate types. In the rate fields enter 0. This way no revenue is recorded during the night audit for these rate types. To set up the rate cards for your hotel select Room Rates/Rate Card from the hotel management menu's administration sub menu (see Figure - Room Rates/Rate Card):

Room Rates / Rate Card(HA130)

Effective Until

20101231

Dec 31, 2010

Room Type

JACC

Jacuzzi Suites

Rate Type

CORP

Room Charge - Corporate

Description

Room Charge - Corporate

Effective From

19990430

Apr 30, 1999

Type of Rate

Nightly

Length of Package

Billing Code

RC

Room - Corporate

Single Rate

100.00

Quad Rate

100.00

Double Rate

100.00

Additional Guest

0.00

Triple Rate

100.00

Rate per Child

0.00

OK

Undo

Delete

Don't Use

Package

Weekend Rates

Copy to all Room Types

Kids Rates

Delete Old

Extend Rates

Exit

Figure - Room Rates/Rate Card

Using the screen:

Effective Until: Enter the last date for which this rate is effective. If you typically adjust your prices yearly enter the last day of the year before you will change them. If you already know what your prices will be after this date you can set up a complete second set of rates after you finish the first. The advantage of creating rates by date is that you can take reservations for the future and take them at the rate that will apply when the guest checks in.

Room Type: Use the F2 key to pop up the room type (e.g. single, double, suite, etc.) window and select or type the first room type on your matrix of room and rate types.

Rate Type: Use the F2 key to pop up the rate type (e.g. daily, nightly, corporate, etc.) and select a rate type that goes with the room type you selected.

Description: Normally you can press <enter> in this field to use the description of the rate type as the description of this rate card. Otherwise, type in a more descriptive rate, like 'single, non-smoking, and nightly'. That is, the description represents the combination of the room type and the rate type.

Effective From: Press <enter> to set up the default start date for this rate card. The default is the first day of the calendar year you picked in the effective until field. If the rate starts at a

different time, enter the date. This rate will not be used prior to this date. For example, if you revise rates yearly and your current rates end December 31, 1994 and you want to set up next year's rates, they should be effective from January 1, 1995.

Type of Rate: You have four choices shown in the window that automatically appears. Pick one of the four options in this window. The nightly rate always has room charges posted every night audit. The weekly and monthly rates will have room revenue posted during each night audit if you have set the prorate weekly/monthly rates field set to Yes in the Options option of the general hotel profile screen on the administration menu. That means that revenue will be posted during each night audit instead of at the end of the week or month. If you choose package, this will activate the length of package field and give you access to the Package option on the right of this screen where you will define the package components.

Length of Package: If the type of rate is package, indicate the number of nights this package rate is for.

Billing Code: Use the F2 key to select from the short list of billing codes in the pop up window. This list comes from the billing codes you set up in the billing and receipts codes screen but only the ones that you designated as room charges in the 'type of revenue' field are shown. This links the rate card to general ledger accounts and to the revenue categories on the revenue report, printed as part of the night audit.

Single, Double, Triple, Quad Rate: Enter rates for each type of occupancy, even if you don't sell the room at alternate rates. For example, if you have only a single and a double rate, enter the double rate in the triple and quad fields. This way if someone accidentally checks in 3 or 4 guests per room, the double rate will be applied and not 0. For weekly or monthly rate types enter the total for the week or month. For package plans enter the rate for the whole package including rooms, food, extras, etc. but excluding taxes. For example, if you offer a 3 day package at \$150 per night, enter \$450 here.

Additional Guest: If you charge extra for additional guests, enter the rate per additional guest in this field. For example, if you have a single, double, triple and quad rate for a specific room and a fifth guest is checked in, the additional guest rate is added to the room rate.

Rate per Child: If you charge extra for children, just like the additional guest feature, the rate per child is added for each child you check in. If you add a single amount no matter

how many children are occupying the room, you must remember to always check in only one additional child.

Option Buttons:

Weekend Rates: The weekend rate button allows you to create different rates for this rate card for Friday and Saturday night. If you don't go to the weekend button the rate is the same all week. If you do go to the weekend rate screen and set up different rates, the rates on the main screen apply to Sunday, Monday, Tuesday, Wednesday and Thursday Nights. The weekend rates apply to Friday and Saturday nights.

When you take a reservation for a weekend night the alternate rates will be displayed at the start of the process and the reservation will be taken at the modified rate. If you take a reservation for more than one night and they fall on both a weekend and a weekday, the rate display when you start a reservation shows weekday rates first if you start on a weekday, and it offers a weekend button as well. When you click the weekend button, weekend rates are shown. If the reservation starts on a weekend the weekend rates are shown first and the button offers weekday rates if clicked.

When you start a reservation on the availability calendar as you normally do, and if you select a room type on that screen, the rate screen appears next with all the rate types and their respective rates shown. If the weekend button applies it is shown as described above. On the other hand, if you skipped the room type field and entered a rate type, the rates would be displayed very similarly except that you would see all the room types for the one rate type you selected, and you would still see the weekend button. Lastly, if you had chosen both a room type and a rate type, so there would actually be only one rate card that could apply to this reservation, and if that rate card had a weekend rate set up, the rate display window would show you the weekday rate on the first line and the weekend rate on the second line, instead of showing all rate types or all room types.

When the reservation is taken, the weekday rate is shown in the rate field of the main screen. The second Guest Preference screen has a field for the weekend rate. You can override either if you need to but be sure that when changing the weekend rate you do it on the second Guest Preference screen and not on the first screen in the main rate field.

When you record a reservation with the weekend and weekday rates, the night audit will automatically charge the correct rate for the appropriate day.

The weekend rate feature is available only for nightly rates and not for weekly, monthly or package rates.

Packages: This button is only activated when you select Package from the type of rate field described above. Because of the importance of this screen it is described in detail in its own section next. See the next section for a detailed description.

Copy to all Room Types: This is a big time saver. When you have a rate type that is the same rate for all room types, such as a negotiated rate with IBM at \$64 per night or most room types, use this button. Set up the first room type on this screen and click this button. A rate card will be created with all the identical rules filled in for every room type that is an actual bedroom (i.e. the Include in Sales field in the room type screen is checked). This feature copies weekend rate information or package details as well if you are duplicating that type of rate.

Kids Rates: To add the prices for kids if you have activated this feature, click the Kids Rates button. A screen like this appears:



The screenshot shows a window titled "Kids Rate(HA130B)". It contains a table with five rows representing different age brackets for kids. Each row has a text field for the age bracket, a numeric input field for the rate, and a set of action buttons (OK, Undo, Delete, Exit) on the right. The rates are: 220.00 for Kids Aged 0 to 1, 240.00 for Kids Aged 2 to 4, 260.00 for Kids Aged 5 to 10, 280.00 for Kids Aged 10 to 16, and 300.00 for Kids Aged 16 to 18.

Kids Aged 0 to 1	220.00	OK
Kids Aged 2 to 4	240.00	Undo
Kids Aged 5 to 10	260.00	Delete
Kids Aged 10 to 16	280.00	Exit
Kids Aged 16 to 18	300.00	

The age brackets will appear different depending on what you have set up in the Kids Rates button on the Standard Reservations Assumptions screen on the setup menu. Enter the rate for one child for each age bracket and save the screen. An important note, just as on the package plan screen, and the weekend rate screen, the rates you enter in this screen will be automatically filled into the same fields when you set up the next rate. So if you do another rate card that is similar to the last one you don't need to go into this screen and type the rates all over again.

Delete Old: Use this screen to eliminate old rates. Don't do this for a few months after a rate period or season is finished because you might have some guests still checked in under

that rate. This si an easy screen to use – fill in the purge up to field and rates whose effective until date is before the purge to date will be removed. That makes your rate screen easier to use because it won’t have thousands of rates on the list.

Extend Rates: We are often asked in support – I set my rates all to end December 31 this year but I really want them to go until May 31 next year. Use this button to solve that problem. You use it by entering the date the rates end on now, and the entering the date you want them to end anew on. All rate cards that end on the old date will be extended to the new effective until date.

Package Plans

Five Star is very popular amongst resorts and high service inns partly because of its strengths in handling package plans. You can create single day and multi day packages like the ‘2 Day Golf Package’ shown on the next page as a good example of package setup. This package totals of \$600 for double occupancy, which includes the room for 2 nights, breakfast and dinner for 2 with 2 days of golf for each person. The folio will simply show the title “2 Day Golf Package” with one charge of \$600 plus taxes, while your sales reports and accounting records will automatically split the total into the various departments and nights.

Let’s look at how to set this up. Packages are set up in the Room Rate/Rate Card screen. Of these rates you can tell this one is a package because In the Type of rate field it is a type P rather than a type N for nightly, W for weekly or M for monthly. This package is for golf as you see in the description. Its price is for a 2 night stay. The guest folio, for double occupancy will show Golf and Meals Package after the second night for \$600. Taxes will show on separate lines as required.

Room Rates / Rate Card

Effective Until

20101231

Dec 31, 2010

Room Type

JACC

Jacuzzi Suites

Rate Type

GOLF

2 Day Golf Package

Description

2 Day Golf Package

Effective From

19990430

Apr 30, 1999

Type of Rate

Package

Length of Package

2

Billing Code

RP

Room - Package

OK

Undo

Delete

Don't Use

Package

Weekend Rates

Copy to all Room Types

Exit

Single Rate

400.00

Quad Rate

1,000.00

Double Rate

600.00

Additional Guest

0.00

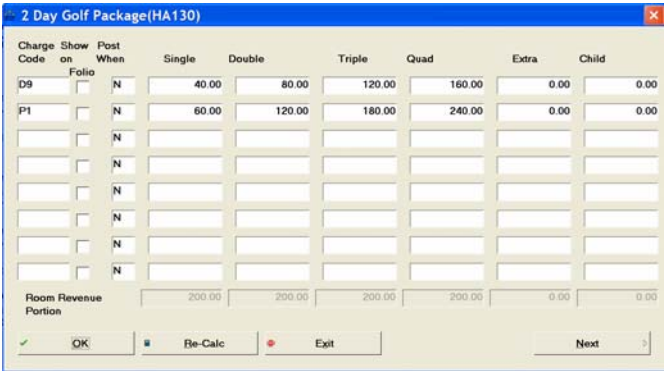
Triple Rate

800.00

Rate per Child

0.00

The components of the package are detailed on the package screen shown on the next page. You get to this screen by clicking the Package button on the first screen.



Charge Code	Show on Folio	Post When	Single	Double	Triple	Quad	Extra	Child
D9	<input type="checkbox"/>	N	40.00	80.00	120.00	160.00	0.00	0.00
P1	<input type="checkbox"/>	N	60.00	120.00	180.00	240.00	0.00	0.00
	<input type="checkbox"/>	N						
	<input type="checkbox"/>	N						
	<input type="checkbox"/>	N						
	<input type="checkbox"/>	N						
	<input type="checkbox"/>	N						
	<input type="checkbox"/>	N						
Room Revenue Portion			200.00	200.00	200.00	200.00	0.00	0.00

Figure – Package Components

On the first line is the food component of the package. The charge code D9 is from the Billing and Receipt code screen, where we first set up D1 (to be Package Dining). It has the applicable taxes for that component of the package as you can see in the screen below from the Billing and Receipt Codes setup screen:

Billing/Receipt Codes(HA025)

Billing Code

D9

OK

Description

Diningroom Package Plan Tax extra

Undo

G/L Account No

Change 99 301 2

Delete

Daily Rpt Class

FDC - Food Charge

Exit

Summarize on Folio

☐

Hide Billing Code

☒

Close or End

	Surcharge Code	Amount or %	Amount / Rate	Base/ Total	Minimum Charge	Maximum Charge	Show on Folio
#1	TAX1	%	7.00	B	0.00	0.00	<input checked="" type="checkbox"/> #1
#2	TAX2	%	5.00	B	0.00	0.00	<input checked="" type="checkbox"/> #2
#3		%		B			<input checked="" type="checkbox"/> #3
#4		%		B			<input checked="" type="checkbox"/> #4
#5		%		B			<input checked="" type="checkbox"/> #5
#6		%		B			<input checked="" type="checkbox"/> #6
#7		%		B			<input checked="" type="checkbox"/> #7
#8		%		B			<input checked="" type="checkbox"/> #8

Adjustment Code

Credit Card Integration

Not Used

Now let’s go back to the package components screen to examine its rules. This food component of the package is not shown to the guest on the folio because there is no check in the Show on Folio box. It is a charge that will be posted each night since the Posted When field has an N in it. You could also enter A or D. A means post only on the night of arrival and D means post only on the night of departure. That is, they are one time charges, while an N charge happens each night.

It is \$40 per person per night for one person or \$80 for two persons. The second component is the green fees at 60 per person per day. At the bottom is the portion of the \$600 rate that is left over for the room charges, or \$200. That’s $600 - 80 \times 2 - 120 \times 2 = 200$.

Notice the Next button at the bottom of the screen. The package components screen can handle up to 40 components to a package.

Another note – never set up taxes or surcharges like 15% gratuity. These are always set up as a surcharge to a billing code on the Billing and Receipt Codes screen. You can see the taxes added to the dining room portion of the package on that screen shown above.

Yield Management

Five Star yield management can be used in a simple seasonal way, but is powerful enough to be very sophisticated too. At the simple end of the scale, you can set any number of rate types up and you can specify seasons. Summer months might be higher, while in winter months prices may be lower. Also, in winter you might not set up some rate types so they cannot be used.

The yield management system has two types of price control. The first is based on occupancy percentage and the second is based on preset dates. On the occupancy percentage screen you create up to 8 tiers of pricing. As the percentage occupancy goes up, the price can go up. This creates urgency for guests, the same way an air flight is priced. The earlier you book, the better the price.

Yield Management(HA310)

Increase Rates By

☐ Percentage

☒ Dollars

Occupancy Level Yield Management

Occupancy Level	Increase by %	Increase by \$	
#1	50	5.00	100.00
#2	60	10.00	109.95
#3	70	15.00	119.95
#4	80	25.00	129.95
#5	90	40.00	149.95
#6	0	0.00	100.00
#7	0	0.00	100.00
#8	0	0.00	100.00

OK

Undo

Daily Calendar

Exceptions

Exit

Don't apply rules to stays longer than how many days?

30

Round the calculated Rate up to

9.95 (eg \$76.46 becomes \$79.95)

Minimum Length of Stay in Nights

0

Main Rate Type

RACK

Room Charges

Main Room Type

NDD

Non smoking double double

Figure – Occupancy Level Yield Management

Using the screen:

Increase rates by: Click the dollars button if you like to think in dollars. Click the percentage button if you like to raise prices on a percentage of the base price. Most hotel managers like to think in dollars. When you select percentage, the Increase by % column below is activated. When you click dollars, the percent column is turned off and the dollars column is activated.

Occupancy Level 1, 2, 3, etc: You can fill in as many of these fields as you need to. In this example we start raising the price at 50% occupancy and raise it a little more at 10% increments.

Some properties set up a single percentage rate occupancy on the first line and leave the others, and then set the price increase rate to 0. Do this if you don't raise your prices when you are about to sell out and at the very least you want staff to not discount. They see the yellow dates and know to hold their ground on price. Even a simple approach like this can significantly increase your bottom line. Every property should practice at least this kind of yield management.

Yield Management			
Occupancy Level Yield Management			
Occupancy Level #1	80	Increase Rate by %	0.00
Occupancy Level #2	0	Increase Rate by %	0.00
Occupancy Level #3	0	Increase Rate by %	0.00
Occupancy Level #4	0	Increase Rate by %	0.00
Occupancy Level #5	0	Increase Rate by %	0.00

Increase by % or by \$ columns: If you clicked % in the field above you can fill in the percent column with percent figures So if you enter 20% your rate will be increased by 20% at this occupancy level. If you clicked the dollars button above, you fill in the dollars column. In this case you would enter a dollar increment, like 20 meaning \$20.

Either way, an example of the rate increase is shown to the right of the column. It will be displayed based on the Main Rate type field, and based on the Round the calculated Rate up to fields shown below.

Don't apply the rules to stays longer than how many days: You should probably put 6 or 27 here. If you don't want to change the rate for monthly stays only, enter 27. If you don't want to affect weekly stays put 6 in here.

Round the calculated rate up to: This field will change the rate the computer calculates to a new rate based on rounding rules you select here. If you are working on the dollar method, you probably need to select 0.00 no rounding. That’s because your rates will just go from something like 69.95 to 74.95 if your rate goes up by \$5 for example. But if you use the percentage method your rate might end up at 73.67 if you don’t apply a rounding rule. So with the percentage method a rounding rule is a good idea.

Minimum length of stay in nights: This will force reservations to be at least as long as what you enter in this field. We suggest that you leave this field blank but use the minimum stay feature for specific nights. You can do this on the Daily Details button of the Daily Calendar screen. For example you might decide that on Friday and Saturday from July 3 to August 31 you want guests to book a minimum 2 nights. Set this up on that screen.

Main Rate Type: When using the exceptions screen and the daily rates screen the system will display rates you are changing starting with the rate type you select here. We suggest you choose your rack rate here.

Main Room Type: Just like the rate type, choose the most used room type in your property, like the non smoking two double beds room.

Exceptions Button: If you don’t want these yield management buttons to affect all your room types or rate types equally use the Exceptions button to set special rules:

Yield Management Exceptions(HA310E)

Rate Type

Room Charges

OKDeleteExit

	GRUP	NDD	NQ	NSUI	SDD	SQ	SSUI	ZCAL	ZHOU	ZMEE
80%		5.00	5.50	7.00	5.00	5.50	7.00			
90%		12.00	14.00	20.00	12.00	14.00	20.00			
0%										
0%										
0%										
0%										
0%										

Print

You can fill in this screen once for each rate type that you have enabled yield management for (on the Setup rate Types screen). That way, for example if you want the rack rates to

change by more tan the senior’s rate, you do it here. If you have selected the percentage method on the first screen, you enter percentages here, and your rates are affected by the percentage increase you enter. If you selected the dollars method on the first screen, enter the dollar change here.

Daily Rates: The second, and more powerful way to set up yield management, by date, will generate more additional revenue. You can preset dates in the daily rate screen to increase prices. This way is better because you get the price increase from the first reservation booked on the date you set. Use the F5 availability window history to review your last year, same dates. Combine this information with your own forecasting techniques and set up all the dates in advance when the price will change. Click the Daily Rates button to access these yield management features:

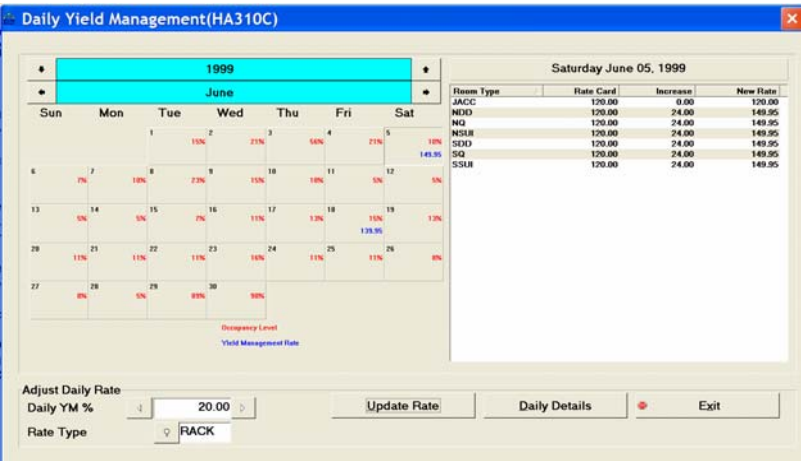


Figure – Yield Management daily rates

Using the screen:

Use the year bar and or month bar at the top left of the screen to set the calendar to the month you want to set rates for. Do this by clicking on the up, down, left or right arrows you see on the screen near the year or the month. When you have the right month on the screen you can see the day of the month shown in black on the top left of each day square, and the current occupancy in red on the square. Click a day for which you want to change the rate.

You see a rate card for that date show on the right side of the screen. Now click the right arrow beside the Daily YM % field and watch the percent number increase for every click of the mouse. Or you can put the cursor in the field and type the percentage you want. Watch the rate change in the top right of the screen. Stop when you have the resulting rate you like for the day. If you want to see how other rates are being changed by what you are doing, click the Rate Type field below and change the rate type. You see your rates in the top right of the screen. Notice also that the resulting rates are being rounded according to the rounding rules you set on the main screen of yield management, described above. If your rates are not coming out to numbers you like, e.g. ending in 99 cents or 95 cents, go back to the first screen and check your rounding rules.

When you have the rates for the date set, click the Update Rates button at the bottom of the screen and you have set them for that date. You can go back and change them any time. You can also set as many dates as you want while you are here.

Daily Details: Click this button for some more yield management features:

Daily Yield Management Rates(HA310A)

Date: 19990605

Increase/Decrease by %: 20.00

Reason: Volume

Message to display when taking a new Reservation:

Evening concert by the lake featuring
Mindy McCready. We are offering a
package plan for \$149/nite/person incl
show, breakfast & dinner.

Minimum Length of Stay in Nights: 0

Do not permit Arrivals on this date: ☐

Buttons: OK, Undo, Delete, Copy to same day Next week, Exceptions, Exit

Figure – Daily Details

Using the screen:

Increase/Decrease: This shows you the percentage you have selected on the previous screen. You could change it here if you want.

Reason: this is a memo field that is displayed only when you are on this screen.

Message to display: This is a very popular feature. It allows you to send messages to staff as they take reservations. These messages can be reminders about pricing on the date or it could advise on special events for the date. Here’s an example of a reminder to sell packages for June 5. What a great way to up-sell and add value to your guest’s stay.

Daily Yield Management Rates

Date

19990605

Saturday June 5, 1999

Increase/Decrease by %

20.00

Reason

Volume

Message to display when taking a new Reservation:

Evening concert by the lake featuring

Mindy McCready. We are offering a

package plan for \$149/night/person incl

show, breakfast & dinner.

Minimum Length of Stay in Nights

0

Do not permit Arrivals on this date

☐

When the reservationist makes a reservation that falls on this date he will see your message.

Minimum Length of Stay in Nights, Do not permit Arrivals on this date: You can specify dates that are closed to arrival, for example Saturdays in the summer might be set to not permit arrivals so that you always get Friday and Saturday bookings. On a date like this enter 2 in this field. Do this for both Friday and Saturday. Then for Saturday, but not for Friday, click the second field. When a reservation is being made for a set of dates that

include this Friday or Saturday, the reservation will not be permitted for a Saturday arrival and it must be at least 2 nights long.

Copy to Same Day next Week button: It is very quick and easy to copy the rules for a given date to the following same day of the week next week. Here with 10 clicks of the copy button the whole summer of Saturdays is set up.

Exceptions Button: If you don't want these yield management buttons to affect all your room types or rate types equally use the Exceptions button to set special rules:

	GRUP	NDD	NQ	NSUI	SDD	SQ	SSUI	ZCAL	ZHOU	ZMEE
CORP		10.00	12.00	15.00	10.00	12.00	15.00			
RACK		15.00	20.00	25.00	15.00	20.00	25.00			
SENI		12.00	14.00	16.00	12.00	14.00	16.00			

You can fill in this screen once for each rate type that you have enabled yield management for (on the Setup rate Types screen). That way, for example if you want the rack rates to change by more than the senior's rate, you do it here. If you have selected the percentage method on the first screen, you enter percentages here, and your rates are affected by the percentage increase you enter. If you selected the dollars method on the first screen, enter the dollar change here.

How you Use Yield Management

Availability Summary

	Thu Jun3	Fri Jun4	Sat Jun5	Sun Jun6	Mon Jun7	Tue Jun8	Wed Jun9
JACC	8 23%	8 11%	10 10%	11 7%	10 8%	0 100% 18	0 92% 17
NDD	3	5	5	5	5	0	0
NQ	4	5	4	4	5	0	1
NSUI	3	4	4	4	4	0	0
SDD	14	15	15	15	16	0	0
SQ	10	11	11	12	10	0	0
SSUI	5	6	6	6	6	0	4
Total	47	54	55	57	56	0	5

Please enter the expected Arrival Date

19990603

Jun 3/99

Please enter the Length of Stay in Nights

1

Please enter the expected Departure Date

19990604

Jun 4/99

Room Type

Rate Type

Exit

Continue

Next 7 Days

Previous 7 Days

Different Room Type

Groups of Room Types

Zoom in on Detail

Show 30 Day View

Turn Away / Wait List

Enter Date as YYYYMMDD

RmNites Available: 426

RmNites Sold: 152

% Occupancy: 35.68

When you start a reservation you see the percentage occupancy dates, rates and tier level shown in yellow. June 5 and 6 are examples of date yield management and June 8 and 9 are examples of occupancy percentage yield management. When you quote rates a little further into the process the rates that show in yellow have been impacted by yield management. And finally, on the reservation screen when Yield Management shows in red, your staff knows the price has been changed or at least they should not discount prices.

Market Source Codes

Use the market source code setup screen to enable this feature when taking reservations. These codes typically answer the question “Where did you hear of us?” That is they usually are set up like “Yellow Pages, Web Site, Travel Agent, Springfield Daily News, WKRQ108” etc. This is probably the most important feature in the system. When you take a reservation and you get to the second screen (guest Preferences screen) ask the question and record the answer. Then use the report we have designed for you in the Print History Reports program called Market Source Information. This is a report you can design yourself or you can change if you want something different from what we have provided.

It is so important because it can have more of an effect on your bottom line than anything else in the system. If it can help you understand that the \$10,000 you spent on the radio ad campaign netted you \$12,000 in revenue and the \$2,000 you spend each year on yellow pages gets you \$50,000 each year, you make better decisions (hopefully!)

To set up market source codes simply make an abbreviation and then fill in the full description:



Turn Away/Wait List Codes

This feature is used two ways. First you can keep track of the reasons you fail to get a reservation from a prospective guest. For example you charge too much, or you were full on the date requested. Use the feature also to create a wait list. Put somebody on the list and then check it when a reservation is cancelled. Manually add the wait listed guest to the reservation system like any other reservation. You access the wait list or turn away list on the first screen of the reservation process. See the 2nd last button on the right – Turn Away/Wait List. See the Turn Away/Wait List report on the Reports menu.

To set up the list of codes fill in the screen as shown:

Turn Away/Wait List Codes(HA220)

Turn Away/Wait List Code

Description

Code Type

Refused by Guest

Refused by Property

Other

(F9 - Pri

Turn Away/Wait List Codes

Code	Description
**Add Setup another Turn Away/Wait List Code **	
AMEN	Amenities Not Right
BAD	Guest on the Bad List
FULL	Property Full
FULL2	Room Type Full
PRICE	Price too High
WAIT	Waiting List

Make sure you create a Waiting List code if you want to use the feature for a wait list.

Currency Exchange Rates

If you accept foreign currency and want the computer to calculate the value of foreign exchange in your currency, set up the Currency Exchange Rates option. You will need to reenter currency exchange rates on a regular basis in this screen to maintain this feature and use it. All transactions in Five Star are processed in your currency. The currency exchange feature is used only for quick conversion when you buy foreign currency from a guest. The currency exchange rate calculator and list are both found in the F7 global window. That is, they can be popped up over any other program and used and then you can return to exactly the place you left off. If you don't accept foreign exchange or you don't intend to use the computer to calculate exchanges, skip this feature.

To set up currency exchange rates, select the Currency Exchange Rates option from the administration sub menu. This is a simple screen to fill in. Enter the name of the currency, along with the standard unit like German Marks or British Pounds. In the next field enter the number of units of your currency their currency is worth. For example, if British pounds are worth \$2.15 in your currency, enter \$2.15, not \$0.4651 (the inverse).

To automatically calculate currency exchange rates when you accept foreign currencies as payment, follow these setup steps. In the Billing and Receipt Code Screen, create a new code called Foreign Exchange. Use a code like EXCHG. Make the description of the code Foreign Exchange. Link it to your Gain or Loss on Foreign Exchange general ledger account (in the revenue or expense section). Set the daily report class to Payment. OK the new code.

Next, select the payment code for foreign currency; for example, code 9 Paid by US Funds (or Paid by Canadian Funds if you are located in the United States and you accept

Canadian dollars). Add the new EXCHG billing code to the surcharges section of the screen. Put a % in the Amount or Percent field. In the Amount/Rate field, enter the exchange rate. If the foreign currency is worth more than your currency, enter it normally, i.e. as a positive number. For example, a Canadian property would enter 35 or 40 in this field for Paid by US funds. If the foreign currency is worth less than yours, enter the number as a negative. For example, a US property would enter -35 or -40 for Paid by Canadian Funds. Leave the other fields blank and put a check mark in the Show on Folio field.

When you use the payment code, the guest folio will look like this:

June 25 Paid by British Pounds Sterling	100 Pounds Sterling
	\$100.00
June 25 Currency Exchange	
85.00	

If the exchange rate on pounds is 85%.

Travel Agents

If you pay travel agent commissions, use the Set up Travel Agents program on the hotel setup menu. If you don't pay commissions or deal with travel agents, you can skip this step. When you set up travel agents be sure to enter the commission percentage. The 'IATA' field is for the International Association of Travel Agents' number.

Commissions are automatically transferred to accounts payable in the Back Office module as invoice vouchers if you also use the back office module. For Canadian travel agents, if you use the back office module put a 1 in the GST number field. This will add GST to the invoice in Accounts Payable.

One of the easiest ways to increase your occupancy rate is to pay travel agent commissions quickly and consistently. Try this: Set up all your travel agents. Then use the F9 report

generator in the travel agent setup program to create a word processor mail merge file with names and addresses. Create a word processor mail merge primary file telling the travel agents that you now have the technology to track and pay commissions within 3 days of their guest checking out. Invite the agent to book your property as frequently as they can. Five Star can calculate commissions the night the guest checks out. It can set up travel agents as you take the reservation. Since the back office module can print cheques immediately the commission can be tracked and paid in no time.

Set up travel agents on the Setup menu:

The screenshot shows a software window titled "Setup Travel Agents(HA050)". It contains several input fields for setting up a travel agent. The fields and their values are as follows:

Field	Value
Agent Code	AATE01
Agent Name	Aa Team Travel
Address #1	4811 Queen St
" #2	Regina
" #3	SK
Postal/ZIP	S4S 6P7
Telephone	306-545-2377
Fax #	306-545-3321
Contact	Sally Jenkins
Commission %age	10.00
IATA Number	3332212344432
GST Number	1
Internet Access PIN	AAT987

On the right side of the form, there are four buttons: "OK", "Undo", "Delete", and "Exit".

Use the first 4 letters of the travel agent’s name and a 2 digit number as the travel agent code. For example, the first Marlin Travel you set up would be coded MARL01. The second Marlin Travel would be coded MARL02. That is, the number is used for agents whose code would otherwise be the same. Put the city or address and city for big cities in the travel agent name field. That way the F2 lookup window will show you which Marlin Travel you are looking at. This coding system makes the best use of Five Star’s speed search capability. If you want to search on other fields you can of course, using the word search capability. That way you could look up by iata number or anything in the file, like city, street, contact etc.

Don’t make an interesting abbreviation for a code like MARTRA. While you may know what you did the next person who uses the system may not. Don’t use the IATA number. This number is 10 digits or more and is a very complex way to have to find travel agents. You can still find an agent by the IATA number using the F2 Text search. The text search can find any information in the file including IATA number, phone number or contact

name. You should also put the city in the travel agent name field so that when looking up agents in the F2 pop up window you can see which (e.g. Marlin Travel) it is.

Use the Internet Access PIN only if you are also using the optional Internet Reservations module. Give the agent his Agent code (at the top of the screen) and his Internet Access PIN (at the bottom of the screen) and he will be able to access the travel agent reservations screen on your web site. He will get the special travel agent rate for his customer and a commission cheque at the end of the guest's stay.

Five Star comes preloaded with over 2000 agents. If you want access to these names delete the one agency that you see listed in the travel agent menu and the next time you use the setup program it will automatically populate the file with the names. We suggest you try this in the learning hotel first to get to know the list before you decide to use it.

Corporate Customers, Direct Billing

Five Star handles your corporate customers, with rates, invoicing, and history tracking. The history features help you in your marketing efforts for your corporate customers. In addition, if you use the Back Office module you can use the direct billing feature to automatically transfer outstanding corporate accounts to the city ledger (accounts receivable).

If you have the Back Office Module make sure that you have linked the Accounts Receivable sub-ledger to the hotel in the Hotel Profile. If you have done this, then you only need to set up your Corporate Customers once in the Front Office Module. You will be prompted to copy the customer to the A/R module after creating them in the Front Office module. Make sure you have created the link or you will have to key in all your customers again in the Accounts Receivable module! You must use the same code in the customer file as the code you use in the corporate account file. You can skip this step and come back to it, but the automatic transfer will not take place during the night audit until you do. To

create Corporate Customers go to Hotel Management, down to the Setup menu and choose the Setup Corporate Customers program.

Setup Corporate Customers(HA040)

Corporate Code

BERN01

Corporate Name

Bernie's Pipe Cleaning

Address #1

RR#4, Dale Road

#2

Jasper, AB

#3

Postal/ZIP Code

TOB 2X2

Telephone #

403 231 5656

Fax Number

403 231 6656

Contact

Bernie Fung

Preferred Type

NDD

Internet Password

BER003

Special Rate (Memo)

79.00

Internet Rate Code

CORP

No Direct Billing

Internet Settlement Code

DB

Comments (Memo)

Allowed only NDD, SDD NQ, SQ rooms types

Reservation Comment

Reservation Comment

OK

Undo

Delete

Clean Up

Exit

Figure – Setup Corporate Customers

Using the screen:

Corporate Code: Enter the code that identifies the customer. We suggest you use the first 4 letters of the corporation name and a 2 digit number as the corporate code. You should use the same coding system for your travel agent accounts. For example, the first Xerox division you set up would be coded XERO01. The second Xerox location would be coded XERO02. That is, the number is used for agents whose code would otherwise be the same. This coding system makes the best use of Five Star’s speed search capability. Don’t make an interesting abbreviation for a code like XERX. While you may know what you did the next person who uses the system may not. You must use the same code you use in the customer file in the Back Office module.

Name, Address, etc.: Fill in all the standard information about the customer.

Preferred Type: Use the F2 window to select the room type the corporation prefers you sell to guests from this group. This is not used to restrict room sales, it is for information only.

Rate: Enter the agreed upon rate for the standard room. This field is also for information purposes only; the rate is actually determined by the room rate/rate card program, as described in the next two steps.

No Direct Billing: Check this box if this customer does not have a direct billing type account with you. This will restrict that type of settlement when a guest for this company checks out.

Internet Password: Enter a password this customer will use when booking online if you have the optional Internet Reservations module. This and the following two fields are used only if you have this optional module.

Internet Rate Code: Enter the rate type that defines the rates for this customer. This rate type, and a rate card must be set up before a customer can book a reservation on the internet.

Internet Settlement Code: Select the method of payment you accept for this customer when booking online. If you allow direct billing enter that code, otherwise leave the field blank.

Comments: Add any comments appropriate to the account.

Press OK. If you are correctly linked, you will be prompted to copy this customer to the A/R sub-ledger. Any subsequent changes to the customer's file (i.e. address etc) must be entered both in the Hotel program and in the Accounts Receivable Setup/Edit/List Customers program.

Clean-up Button: This button is used if you have the optional Back Office Module. That module keeps a customer file, which normally matches the Corporate Code file in the front office, but sometimes it might not, if you don't add a records there when prompted to, when you set up a record in the front office. This button looks for records in each file that does not have a corresponding record in the other file. It automatically adds records to the back office if they are in the front office but missing in the back office. It gives you the option of deleting the extra corporate record in the front office if you would choose to do that instead.

Standard Reservation Assumptions

To speed the reservation process, you can specify a number of assumptions the computer can make. To set up assumptions choose the Standard Reservation Assumptions program from the administration sub menu of the hotel management menu. Any assumption you set up in this screen can be overridden as you take a reservation or walk in a guest. (See Figure: Standard Reservation Assumptions):

of Adults2

of Kids0

of Rooms1

Guaranteed

Deposit TypeP=Percentage of Room Rate

Deposit Required100.00

Days Before Arrival10

Deposit Request Letter

Start Auto Blocking at which Room#101

Auto Block Rooms SequenceAscending

Always prompt for Guest Preferences for each New Res

Room Rate Calculation option:Never Re-Calc Rate

Auto Block Rooms for Reservations

Include Day Use Rooms in Stats?

Availability Display Style7 Day View30 Day View

Check for Duplicate Reservations?

Allow Individual Overbooking?

Auto change Group Block when a Guest Cancels?AskYesNo

Room Type

Rate Type

Settlement

Confirmation Letter

No Default Required

No Default Required

No Default Required

OK

Page 2

Page 3

Undo

Kids Rates

Fields

Exit

Figure - Standard Reservation Assumptions

Using the screen:

- # of Adults:** If most of your sales are to a single adult or to 2 adults enter the number. If there is no clear common number, skip the field.
- # of Kids:** If you charge extra for children, enter the number of children that you most frequently check in (0 for most hotels). If you don't have a common number or if you don't charge extra for children, skip this field.
- # of Rooms:** If most reservations or check ins are for 1 room enter 1 here.

Room Type: If your hotel is predominantly of a specific room type, like double double, use the F2 pop up window to select the predominant room type.

Rate Type: Most sales are at the rack rate, so select the nightly rate from the F2 pop up window and enter it here.

Settlement: Use the F2 pop up window to select the most common settlement method, likely cash or VISA. If there is no clear leader in this category, skip the field and no default will be used.

Guaranteed: If you selected a credit card as the default settlement method, you might also specify whether the method normally guarantees the reservation. If this field is answered Yes half of the time and No half of the time, skip it so there will be no default.

Confirmation Letter: If you normally don't provide a confirmation letter, enter N in this field. Or you can enter Y or leave the field blank.

Deposit Type: When you take a deposit, if it is normally calculated as a percentage, enter a P in this field. If deposits are normally a flat amount enter an A in this field. If you don't take deposits, leave the field blank.

Deposit Required: If you answered the previous question, enter the percentage or amount in this field. If there is no common amount or percentage, leave the field blank.

Deposit Required By: Enter the number of days before arrival that deposits must be received.

Deposit Request Letter: If you commonly send letters out for deposit requests, enter Y in this field.

Start Auto-blocking at what room #: Start the system with your lowest room number first. In a few months change this number. This averages the wear and tear on certain rooms that might otherwise be booked more frequently. If you want a wing or lodge in your property to be used more or less frequently you can control auto-blocking in that wing with this field. Five Star can pick a room for you when a guest requests only a room type and not a specific room number. This feature is called auto-blocking.

Auto-block in Ascending or Descending Sequence? Answer A usually. You might change this periodically to auto-block in the opposite order.

Always Prompt for Guest Preferences: Answer yes if you require your reservationists to record history information, guest preferences, notes or market source information. This requires that a second screen be filled in when taking reservations.

Room Rate Calculations: There are 3 choices in this field.

1. Always Re-Calc Rate: This setting will only allow the room rates set up in the rate card to be entered in the room rate field on the reservation. That means you can never manually override the rate if you choose to give a discount from what you have set on your rate card. If you modify the reservation at any time to a different room type, rate type, # of adults etc, it will re-read the rate card and enter the appropriate room rate from the rate card.
2. Never Re-Calc Rate: When you first create a reservation the program will apply the rate from the rate card. It will allow you to override the room rate field and you can make it any value you choose. If you later modify the reservation it will not re-read the rate card. E.g. if a customer calls back and wishes to upgrade from a standard to a deluxe room, you would change the room type on their reservation but you would have to manually modify the room rate field.
3. Prompt for Rate Change: This setting is a blend of the above two. When a reservation is first created it will only accept the room rate from the rate card. You cannot override. When you subsequently modify the reservation by changing, say the room type, you will get a prompt displaying both the old room rate and the new one and will ask if you wish to accept the new rate. You will also be able to manually change the room rate value to whatever you wish but only after you have accepted the reservation once.

* Note: If you use the Suppress Room Rate feature (see Setup Rate Types) you must set this field to Never Recalc Rate.

Auto-Block Rooms for Reservations: Properties that enjoy mostly reservations should click this box to activate auto blocking so the auto juggler can work to increase the property yield. Properties that experience mostly walk-in traffic may skip this field. If you do, turn the auto juggler in the night audit off. It will take less time. Turn the juggler off in the Option button screen on the General Hotel Profile.

Include Day Use Rooms in Stats: If you have 100 rooms and you sell all of them overnight and you sell 5 day rooms as well, do you have 100% occupancy or 105% occupancy? If you would show that situation as 105%, put a check in this box.

Availability Display Style (F5 view): The Seven Day view shows the availability of each real room type for the next seven days. The 30 day view displays a month at a time but defaults to the total availability for the property. Most properties use the seven day view because of the increased detail.

Check for Duplicate Reservations: Very useful when going live. You are notified if another guest by the same name is arriving on the same day. This can help reduce duplication errors.

Allow Individual Overbooking: If you do not allow overbooking leave this blank. If you do allow overbooking you will still be notified that the computer was unable to find a room for your reservation and gives you the option to accept it or not. As well, the availability screen (F5) will display the availability in red numbers once you sellout a room type. This field applies only to individual reservations. There is another field on page 2 for group reservation overbooking.

Auto Change Group Block when a Guest Cancels: If you cancel a member of a group in the Enter/Edit Reservation option you must decide if that will also reduce the number of rooms blocked for that group. “Yes” will automatically reduce the group block. This means your availability (F5) will also be increased by one when a group member cancels. “No” means that the reservation will be cancelled but a room will still be made available for that group. The availability (F5) would not be changed by a cancelled reservation. “Ask” would give the reservationist the option to choose “Yes” or “No”.

When you have finished page one go to page two where you will see more options:

Standard Reservation Assumptions - Page 2(HA210)

Additional Payment Req'd at Check In: 25.00 OK

Suggested C/I Payment Req'd: ☐ N/A ☐ 1 night's stay ☐ 2 night's stay ☒ Full duration

Show Rates when taking a New Res? ☒

Print hard copy for New Reservations? ☐ Never ☐ Always ☒ Prompt

Registration Card to use for Walk Ins: ZGAR

Market Source Code Field Mandatory? ☒

Use Kids Rates? ☒

Second Deposit

Deposit Type: P=Percentage of Room Rate

Deposit Required: 50.00

Days: 20 ☒ Before Arrival ☐ From Res Date

Maximum Rms per Reservation: 1

Allow Group Overbooking? ☐

Process payment upon completion of a reservation? ☐

Transfer Adjusted Transactions To Folio: ZGAR

Copy Guest Preferences from History for Group Members? ☒

Skip Travel Agent field for Walk-Ins? ☒

Calculate Rates for Sharers? ☐

Figure - Standard Reservation Assumptions pg.2

Additional Payment Req'd at Check In: When you Check In/ Walk In a guest using a Settlement Method with a zero credit limit (i.e. Cash, debit card, cheque), the Record Guest Charges screen will automatically come up prompting the Front Desk operator to request a payment. If you normally request a security deposit, enter the amount here.

Suggested C/I Payment Req'd: This is linked to the preceding feature. For guests being Checked In / Walked In with a zero credit limit settlement method, Five Star can calculate how much to request.

Show Rates when taking a New Res?: This enables the feature which displays the rates for a given room type when you begin a reservation. It allows your staff to quote rates quickly and easily.

Print Hard Copy for New Reservations?: If you prefer a paper trail after a reservation is taken, turn this option on. This only prints for new reservations not for edited reservations.

Registration Cards to use for Walk Ins: Five Star can print registration cards for walk-ins. Choose the design here by pressing F2 and selecting from the list. This can slow the check-in procedure since the card will only print once the guest is checked into Five Star. A quicker method is to give the guest a blank card to fill in while the operator checks the

guest into Five Star. By the time the guest has filled in the card they can be on their way to their room.

Market Source Code Field Mandatory: Check this box if you want to force your reservationists to record this information.

Many property owners want this field to be mandatory, but we suggest you do not make it mandatory. If you force a user to record the information frequently they will choose the path of least resistance and enter a code at the top of the list just to get past the field when they are in a hurry. By recording many more of the first choice then really is taking place, you actually skew the results.

On the other hand, if you educate staff to ask the question, and make sure they understand just how important it is, you will get a percentage of results that tends to be good. And a percentage is just fine. A 100 room property running at 60% occupancy with an average stay of 2 nights takes about 10,900 reservations per year. If you just ask the question on 1 out of 10 reservations, you get over 1000 answers per year, enough to make a statistically accurate result.

You can create reports in the history report generator sorted by reservationist showing the market source code for each reservation (and many other things about reservationists too of course). It can be used to make informed management decisions about educating staff members etc.

Use Kids Rates: Check this box to turn on the kids rates feature. This makes Five Star different when you start a reservation. After you enter the arrival and departure dates, and the room type and rate type, it will then display a screen like this:

Rate Calculator(HR001KC)

Adults

2

Kids Aged 0 to 1

1

Free

0

Kids Aged 2 to 4

0

Free

0

Kids Aged 5 to 10

2

Free

1

Kids Aged 10 to 16

Free

Kids Aged 16 to 18

Free

120.00

: Adult Rate

0.00

: Kids Rate

100.00

: Room Rate

7.00

: GST

5.00

: PST

112.00

: Total

OK

Quote

Requote

Exit

Number Of Free Kids

0 Kids

1 Kid

2 Kids

Discount % To Apply

As you can see this is a powerful tool for resorts who cater to families for multi day packages and rates.

After you have clicked on the kids rate field on page 2, exit the screens back to the menu and then come in to the Standard Reservation Assumptions screen again and you will see on page one that the Kids Rate button has been enabled. Now Click this button and the following screen will appear:

Setup Kids Rate Categories(HA210A)

Screen Description

OK

Input Prompt #1

Kids Aged 0 to 1

Undo

Input Prompt #2

Kids Aged 2 to 4

Exit

Input Prompt #3

Kids Aged 5 to 10

Input Prompt #4

Kids Aged 10 to 16

Input Prompt #5

Kids Aged 16 to 18

Input Prompt #6

Input Prompt #7

Input Prompt #8

Input Prompt #9

Input Prompt #10

Discount Applies To

Kids Rates

Kids and Adults

This is where you can define the age brackets that your property uses. You can set up to 10 groups. In addition, if your property offers a percentage discount from time to time, you can tell Five Star if you want this discount to apply just to the rates you charge for the kids, or if

it applies to both adults and kids. This discount you can offer at the time the reservation is taken. You see the Discount % to Apply field at the bottom of the Rate Calculator screen shown at the top of the previous page. This is where you offer the discount. It is not something you preset in your rate cards; it is something you can apply to individual reservations. To remind reservationists of the dates you will offer this discount so that they will be sure to give it to your guests, enter a reminder in the daily rate screen of the yield management program.

Now back to page 2 of the Standard Reservations Assumptions screen:

Deposit Type, Deposit Required, # Days: These four fields apply to properties that require a second deposit to be paid before the date of arrival. They work with the report generators and the User Defined Letters and Cards program. By setting up these rules here they will automatically be available in the letter writing program. Data Codes D06, D07, D08, and D09 are used to request a second deposit in the letter writing program. If you want the second deposit to be a percentage, select Percentage of room rate, if it is to be a fixed dollar amount select Fixed amount in the Deposit Type field. Then the Deposit Required field will become either a percentage or a dollar amount. The third field and fourth field work together. When you select the Before Arrival radio button the Number of Days field then defines a deposit required, e.g. 20 days before the guest arrives. If the From Res Date is selected, then the Number of Days field works like e.g. 20 days after you get the reservation.

Maximum Rooms per Reservation: Five Star can book up to 8 rooms for one reservation, if the rooms are available. If you don't want to be able to book 8 rooms at once, limit this number here. Most properties limit the number of rooms to 2 or 3. Some even control the number at 1. Note that if you have the optional Internet Reservations module, it will respond to this field too, so limiting the number on the internet is very important.

Allow Group Overbooking: Check this box if you want to be able to overbook your property when booking group reservations.

Process Payments on Completion of a Reservation: If your property takes a payment when you make a reservation (resorts often work this way) check this box. Then when you are finished the reservation, Five Star will take you automatically to the Record Guest Charges program, like it does when you do a check in and require a payment then.

Transfer Adjusted Transactions to Folio: Press F2 and select the room number you want transactions moved to when they are posted to other folios in error.

This is part of one of the steps in setting up a very important feature in Five Star. When you make a mistake on a folio Five Star can automatically reverse the error and then move it to a 'Garbage Folio'. You should not be able to just make the error 'disappear' since that would allow unscrupulous employees to make money 'disappear'. Instead errors made inadvertently can be reversed and then moved to the garbage folio. The folio is set up for you when you first get Five Star, but you may need to create it in the Setup Room Numbers program if it is not part of your room number list now.

You must also set up each Billing And Receipt Code in that setup program with a Billing code that it will be reversed to. See the section above on Billing and Receipt codes for details on that step of the setup of this feature.

To use the feature go to the Hotel Management menu and then the Transfer Charges program. First choose the folio you want to clean up. Then in the To Which Guest field, select the first option, Lookup Guests by Guest Name or Transfer to Garbage Folio. Then select the next first option, Transfer Transactions to Garbage Folio. Then you can pick the transactions you don't want showing on your guest's folio. When done, the transactions will be reversed, and then the transactions and reversal will be moved to the garbage folio, all automatically.

Copy Guest Preferences from History for Group Members: Check this box so that when using the Pickup/Assign Group Names program, you can copy guest name, address, etc from history. To use this feature go to that program and in the guest name fields press the F2 key to see the guest history file.

Skip Travel Agent Field for Walk-ins: Check this box if you don't want to be able to record a travel agent for a walk-in.

Calculate Rates for Sharers: Check this box if you want sharers to automatically have a rate added to their folio. This works for individual reservations when you change the number of adults.

When you have finished page 2, click OK and you are returned to page one. Then click the Page 3 button and fill in the following screen:

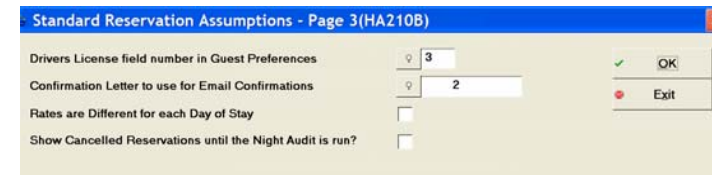


Figure – Page 3

Using the screen:

Drivers License field in Guest preferences: Five Star can read credit card and drivers' license magnetic strips. You just need to buy a magnetic strip reader, worth about \$150 to \$200 from your local hardware supplier. Any brand is fine, but you must get the kind that connects to a PS2 port or a USB port. Don't get one that connects to a serial port. Some need to be configured a little to work, so keep the instructions that come with your card reader if it does not work. Your supplier can easily change the configuration.

On the credit card you get the cardholder's first and last name, card number, expiry date and card type. On a driver's license you get the first and last name, full address and drivers license number. In order for Five Star to know where to put the drivers license number you must select a field number in this field to put it. In the example above, the number will be put into the 3rd field of the Guest Preferences screen when doing a check-in, walk-in, reservation, edit in house guest etc. Be sure you have set up that field in your Setup Guest Preferences Fields screen as the Drivers License.

Confirmation Letter to use for Email Confirmations: If you want to use the email confirmation letter feature (and you should!) you must select which letter is to be sent out. You can design your own letter in the User Defined Letters and Cards program on the setup menu. You can use one of the sample designs we ship with the program, or change one of the samples to suit your needs.

Once you have the design settled, select it here and it will be the one that gets sent out. Email confirmations get sent out if you have selected Microsoft Outlook in the Email Client field of the Workstation Setup program on the administration menu, and Outlook (not Outlook Express, it doesn't work) must be running on the computer you are working on. Then when you take a reservation and record an email address in the Email Address field,

the program will ask you if you want to send out a confirmation by email. Say yes and the job is done.

Rates are Different for each Day of Stay: If you charge a different rate fore each day of a guest stay, check this box. Then the reservations program will remember the rate for each day in effect at the time the reservation is made, and the night audit will charge the rate for each date. For different rates to apply, you must be using the Yield Management Daily Rates feature. We suggest you check this box ONLY if you are sure you want different rates to apply. The reservation rate quoting screen that shows at the start of a reservation changes too, so that your reservationists can quote the rates for each day.

Show Cancelled Reservations until the Night Audit is run: Check this box if you want to see cancelled reservations in the current file of reservations until after the night audit. Then they will move to the history file.

After Page 3 is finished, click Ok and you are brought back to Page 1. Click the Fields button to set which fields must be filled in when taking a reservation:

Single Reservations:		Group Reservations:	
Last Name	<input checked="" type="checkbox"/>	Group Name	<input checked="" type="checkbox"/>
First Name	<input type="checkbox"/>	Convention	<input type="checkbox"/>
Address 1	<input type="checkbox"/>	Contact	<input type="checkbox"/>
Address 2	<input type="checkbox"/>	Contact #	<input type="checkbox"/>
Address 3	<input type="checkbox"/>	Address 1	<input type="checkbox"/>
Postal/Zip	<input type="checkbox"/>	Address 2	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	Address 3	<input type="checkbox"/>
Email	<input type="checkbox"/>	Postal/Zip	<input type="checkbox"/>
Corporate	<input type="checkbox"/>	Telephone	<input type="checkbox"/>
Travel Agent	<input type="checkbox"/>	Fax Number	<input type="checkbox"/>
		Signed By	<input type="checkbox"/>
		Market Source	<input type="checkbox"/>
		Corporate	<input type="checkbox"/>
		Travel Agent	<input type="checkbox"/>

Figure – Mandatory Fields

Using the screen:

Put a check mark in each box that you want to be mandatory when taking a reservation. You have a set of check boxes for individual reservations and a set for group reservations. Be very careful about which fields you make mandatory, as this can slow the reservation process down by forcing users to stop at every field to fill in the blank.

Create Extra Fields for Reservations –Setup Guest Preferences

In addition to the basic questions asked by the computer during check in and reservations, Five Star allows you to add up to 40 additional questions to provide you with invaluable information about your guests and their preferences. You might use this feature to track whether the guest wants dinner reservations, VIP status, pets, smoking preference, room preference or demographics, business/non-business guests etc.

You can make the question be anything you want. The answer can be up to 40 characters long, or just a single check box. The answer can be defined as ‘alphanumeric’ meaning you can put letters or numbers in the field. You can make it a check box (i.e. a yes or no field). You can make it a number field so the report generators can do math on the field, or you can make it a date field. Fields can be set as mandatory, meaning that a user must fill in the field before continuing. And last, you can set up a lookup table for the field. For example you might have a ‘Special Occasion’ field and set a lookup table that allows the user to select from a list like ‘Birthday’, ‘Wedding’, ‘Anniversary’. This controls the input and reduces mistakes.

These extra fields are accessed from the Guest Pref’s button of the reservations, check in, edit in-house guest and check out screens. If information is not relevant to specific guests there is no need to go through the extra fields.

To set up extra fields, select the Setup Guest Preferences program from the Setup sub menu of the Hotel Management menu (see Figure - Setup Guest Preferences):

Setup Guest Preferences(HA240)

Screen Description	Type	Size	Lookup	Mandatory?	
1. Vehicle Type	A	20		1	<input type="checkbox"/>
2. Plate Number	A	20		2	<input type="checkbox"/>
3. Driver's License	A	20		3	<input type="checkbox"/>
4. Special Occasion	A	40	SPECIAL	4	<input type="checkbox"/>
5. Frequent Traveller Number	A	10		5	<input type="checkbox"/>
6. Guest Room Move Required	A	40		6	<input type="checkbox"/>
7.				7	<input type="checkbox"/>
8.				8	<input type="checkbox"/>
9.				9	<input type="checkbox"/>
10.				10	<input type="checkbox"/>
11.				11	<input type="checkbox"/>
12.				12	<input type="checkbox"/>

☐ OK

☐ Undo

☐ Define Lookup

☐ Exit

Previous

Next

Figure - Setup Guest Preferences

Using the screen:

Screen Description: Enter a description that indicates what the field will be used for, which will prompt the reservation-taker in filling in the field.

Type: This field defines the type of information you will enter in the extra field as you take reservations. Use the F2 pop up window to see the choices. Use ONLY the following:

- A - used for entering regular letters and/or letters and numbers.
- D - used for entering dates in the same format as all other dates in the system, like MMDDYY, etc.
- N - used for entering numbers on which calculations can be made in the report generator.
- Y - used for entering just Y or N. The system confirms that the correct information has been entered in the field.

DO NOT USE any of the other codes.

Size: Enter the maximum number of characters you expect to enter when you use this field. The maximum is 40.

Lookup: Before you can fill in this field you must define a lookup. Then you can select that lookup for this field. A lookup gives the user an F2 Lookup list just like many of the fields in Five Star that have the magnifying glass to the left of the field. To define a lookup, click the Define Lookup button to the right of the screen. You get to this screen:

Setup Guest Preference Lookup Codes(HA240L)

Lookup Code: SPECIAL

Description: SPECIAL OCCASION

Buttons: OK, Delete, Lookup Selections, Exit

Enter a code and description for the lookup. You don't set up all the choices for the lookup table here, just the name of the lookup. Next click the Lookup Selections button on the right of the screen. You come to this screen:

Setup Guest Preference Lookup Values(HA240V)

Guest Preference Lookup Values

Value	Description
** Setup another value **	
ANNIVERSARY	Anniversary
BIRTHDAY	Birthday
WEDDING	Wedding

Here is where you create all the choices the user has. In our example we made three choices. When you have them all done, return to the main Guest Preferences Setup screen. Press F2 in the Lookup field and select your lookup. Then when users get to that field, they can choose from the list you created.

Mandatory: If this field is to be filled in by users every time, check the mandatory

Add other spare fields as needed. If you need more than the 12 that show on the first screen click the next button to see more. You can make up to 40 fields. When done, press F4 from the screen description field to advance to the buttons. Accept the screen and your spare fields may be accessed from any of the reservation or check in screens. Keep the number of choices to a minimum. If this screen is too busy your front desk staff may bypass it when they are busy!

User Defined Confirmation, Deposit Letters, and Registration Cards

You can design your own confirmation letters, deposit letters, registration cards and miscellaneous other letters using the User Defined Letters & Cards program on the hotel setup menu. The Conf/Deposit/Reg Cards program on the reports menu prints your cards and letters. In the reservations, check-in, and edit in house guest screens you can instantly print a registration card. When you take a reservation, if you record an email address, you can send a confirmation letter by email.

There are five different types of letters or cards:

Confirmation letter - used in conjunction with the reservation program. If you click the Other button on the reservation screen you can say you want a confirmation letter printed. The next time you run the Conf/Deposit/Reg Cards program and choose to print confirmation letters, a letter will be printed for the reservation along with all the other unprinted confirmation letters needed for other reservations. When the letter is printed the reservation automatically takes note of this in the Letters/Forms screen so a second letter will not automatically be printed. You can always reprint letters by choosing selected reservations to be printed.

Deposit Letters - works exactly the same as confirmation letters. The Deposits/Forms option of the reservation screen asks also if you need a deposit letter.

Registration cards - 8 1/2" x 11" - you can custom design your own registration card to fit on 8 1/2" x 11" paper. We suggest you use this size of card because then you can print them on exactly the same paper as all your other forms - folios, confirmation letters and deposit letters, without ever removing the paper from the printer. This is very convenient. The cost of blank computer paper is much less than preprinted registration cards. And, the time saved at check-in by having registration cards already filled out for your guest is considerable. Instead of taking 60 seconds to fill out the card your guest will take 15 seconds to scan the information and sign the card. You can have him in his room much more quickly.

Registration cards print for any guest up to a specified arrival date who has not already had his card printed. You can reprint registration cards and you can print them for selected

reservations. This choice, when the paper is already in the printer, works well even for walk-ins. Print the reg card after taking his information and simply have him sign it.

Preprinted Registration cards - this choice is for users of the standard pre-designed registration card. This type prints 3 cards per 8 1/2" x 11" page with perforations in the paper between cards. It functions just like the full size registration card (i.e. you can print cards up to selected arrival dates for guests who haven't been printed yet) BUT the layout is preset and not user-definable. Try printing one to see the layout.

Other - You can design a letter or form which is not related to un-printed confirmation letters, deposit letters or registration cards. This is useful for marketing purposes or printing anything else. You must use the selected reservations option to print Other letters.

Five Star comes shipped with a standard confirmation letter, deposit letter, registration card built in if you don't want to learn how to lay out your own.

Laying out your letters or cards is easy. We suggest you write up on 8 1/2" x 11" paper a pencil mock up of what the letter should look like first.

Here is how it works. You define the row number and column number of each piece of text you want on your letter. In regular 10 characters per inch mode (standard printer text size) you have 80 columns on a piece of 8 1/2" x 11" paper. You have 132 in condensed (17 pitch) text. If any of the lines in your letter exceed 80 characters your letter will be printed entirely in condensed print.

For example, if you defined a line to appear at row 14 and column 10 it would be lined up correctly for a window envelope. Printers usually space their lines 6 lines per inch, so 14 lines would be a little more than 2 inches from the top of the page. Some printers may not line up exactly the same due to their normal paper edge margins, so you may have to experiment to get the alignment exact.

Items may be descriptive text like "We are looking forward to your arrival". Items may contain information from the guest reservation like "smoking double double" type bedroom. Items may also contain a calculation. The rules of the calculation are:

- 1) Calculations are performed like the rules of algebra. You can use +, -, *, / and brackets, and you can include constants in the formula. Any of the codes from the front office report generators that are numeric may be included. For example, B34*1.15 calculates

the room rate plus taxes at 15% to result in the room rate including taxes. Each line can have many print components to it.

- 2) For example, the standard confirmation letter prints a line like "We wish to confirm that we are holding one smoking double room for you." This line consists of 4 separate pieces of information, each of which must be entered as separate items in the set up program. The first item is text, consisting of "We wish to confirm that we are holding ". The second item is the number of rooms. This would not be text, but rather a code of information from the reservations screen. Code B28 is the number of rooms. The third item is the room type description, namely code B31. The fourth item is descriptive text again, not a data code. It is the words "room for you." that follows after the room type.

In this example you might start the first item at row 18 and at column 10. Since the descriptive text is 39 characters long, the code for the number of rooms should be at row 18 and column 50, i.e., column 10 + 39 + 1 for a space.

Hint: As you design your card, print off a test copy after creating every few lines to confirm the layout you have input looks the way you want it to. Different printers space lettering differently. If you are designing a registration card to fit on a pre-printed form, make sure you test it on the printer that will be actually printing the card.

To create a new letter go to the User Defined Letters and Cards program on the setup menu. The first screen is used for just giving your letter or form a name, Then you go to the Layout button on that screen to set up each line or element of your letter. Lets start with the name screen:

Figure – User Defined Letters and Forms first screen

Using the screen:

Enter a Document code, like 1 2 or 3 etc. Nothing special is needed here. Then fill in the description. This is shown on the list of letters you can choose from when requesting letters. Then select the type of form. See the descriptions of the form types listed on the previous page.

The Save As button is a handy one. Like the Save As button found throughout Five Star, it will make a copy of the letter you have selected. If you want to make a new letter, but make it like one you already have started, select the original letter, and then click Save As. You will be asked for the name of the second letter. Enter something different from the first. And presto, you have a second letter laid out the same as the first. Now you can modify the letter using the Layout button to get at the details of the letter.

Layout screen:

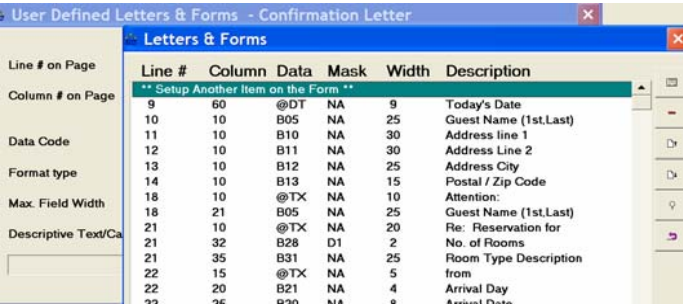


Figure – Layout screen User Defined Letters and Cards

Using the Screen:

Line # on Page: Every piece of information must be located on the page. You will set up this screen once for each piece of information in your letter. Have a look at the letters we ship with the software, as they will give you a good example of how the process works. The line number refers to how far down the page vertically this piece will be printed. Most printers print 6 lines per inch, so if you start, for example, at line 14 your letter will start about 2 inches down the page, or right about where the window is in a window envelope.

Column # on Page: Just like the line number field, every piece of information on your letter has a column number where it starts. An 8 ½ x 11" page has 80 columns on it since a 10 pitch font prints about 10 characters per inch. So set your columns between 1 and 80. If you need to go over 80 columns Five Star will automatically set your font smaller so it can print 16 characters per inch and this you can have up to 132 columns. Remember most letters use a 1" margin on each side so your letter should really go between columns 10 and 70.

Data Code: Press F2 to see a list of data codes. The first four data codes are special. They begin with the @ sign. They are used as follows:

@CA – calculation: Use this code when you want to compute mathematics. You can do addition, subtraction, multiplication, or division, and you can use brackets to define the order of the operations. Unlike what you learned in grade 6 math, Five Star always does the math from left to right. It does not use the rules of multiplication and division before addition and subtraction. Use brackets to alter the left to right sequence. Calculations shown in brackets will be done before other calculations. Use the + sign for addition, the – for subtraction, the * for multiplication and the / for division. The (and) are for brackets.

Put the calculation in the Descriptive Text/Calculation field at the bottom of the screen, using the data codes to identify the numbers you want. For example, B22*B34 would render the number of nights times the room rate to produce the room revenue for the stay. You can also use factors in your calculation, like B22 * 100 would multiply the number of nights by 100. This is useful in calculating percentages.

@DT – Today's Date. This code inserts the current date in your letter.

@RC – Room Charges. This code figures out how much the total room charges before taxes will be. This is useful for different rate stays or for packages. Working that out on your own with a bit of math can be very tricky so we set up a code to do it for you.

@TX – Descriptive Text – this is perhaps the most useful code of all because it lets you put words into your letters. Letters consist of data from your reservation file like guest name, address, arrival date etc. But they also consist of plain words that every letter must have, like "We would like to thank you for choosing your hotel and hope you have a great stay with us."

Sometimes simple sentences must be broken up into many data codes and many text pieces. For example a sentence like “We have reserved 2 non smoking double rooms for you arriving April 10, 2005 and departing April 12, 2005. Is actually all of the following to Five Star:

Descriptive text @TX – ‘We have reserved ‘
Data code B28 – number of rooms
Data Code B31 – room type description
Descriptive Text @TX – ‘ rooms for you arriving ‘
Data Code B20 – date of arrival
Descriptive Text @TX – ‘ and departing ‘
Data Code B23 – departure date.

So to make a complicated sentence like this one you must fill in the layout screen 7 times with each of the fields filled in.

Format Type: Normally this field is filled in as NA since it applies only to the way numbers are displayed on your letter. But if you are adding a number to your letter like a room rate or number of rooms you should select the format that makes sense for that type of number. For example it would make sense to display a number of nights with code D2, which shows no decimal places. For a room rate you should use C1 or C2. Both of these show 2 decimal places. C1 shows a negative number with a minus sign, C2 shows it with brackets, like an accounting display.

Max Field Width: This field is filled in for you if you are using a data code from the reservation file. If you are using the descriptive text code @TX you should count out the number of letters numbers and spaces for the words you want to use. Put that number here. Remember that for your words you may need to add a space after the words so that data from the reservation file is separated.

Descriptive Text: Enter the words you want to use here if you are using the @TX code, or enter the calculation if you are using the @CA code.

If the column is a calculation, type your calculation like ‘D22*D28’. It should be a valid arithmetic formula. You can use +, -, * (the asterisk is for multiplication) and / for division. You can also use brackets, and multiple levels of brackets are also acceptable. Calculations are done from left to right without regard to whether the operand is a + or - , or * or /. You must use brackets to control the order of operation. You can only do calculations based on design codes that are numbers. The data codes you can currently do

calculations on are: B22, B25, B26, B27, B28, B34, B41, B42, D01, D04, D05, D06, D08, D09, D10, D11, D12, D13, D14, K01, K04, K07 etc, any of the M codes you have defined as numeric, O13, O23 etc.

You can also do calculations like C1*100, which involve constants. Calculations are always done accurate to 2 decimal places.

Group Reservation Setup

The steps that are needed to set up groups have already been covered; this section is a summary of them and a checklist you should review if you are setting out to use the group feature. Go through this checklist for setting up groups:

1) Set up a room type with the code GRUP. The code must be exactly GRUP, as this is a 'keyword' code. It identifies a group room type that you will use to check in and create a group master folio. The group master folio exists in addition to a folio for each guest in the group, because often the group will incur common costs not specific to any one member. For example, if a coffee table is to be set up in the lobby each morning, the cost would be charged to the group master folio. Since you need to 'check in' the group master folio just as you check in any other guest, you need a special room type for this 'guest'. When setting up the room type make sure to set the parameters as this room type is not included in sales and is not a clearing account.

2) You need one 'room' for each group master folio that you may check in at the same time in the set up rooms program. For example, if you think you might have up to 10 groups in your hotel at any one time you need 10 special rooms set up. Number the rooms ZG1, ZG2, ZG3 etc. so that they will be distinct from your real rooms. The room type for these rooms is GRUP as described in the previous step.

3) Set up a rate type for groups in the set up rate types screen. The code should also be GRUP, just like the room type. This rate type should not be complimentary and should not be included on the statistics report.

4) Create a room rate/rate card combination of the GRUP room type and GRUP rate type. Make the expiry date 2050/12/31 and enter the rate per night as \$0.00. This way no room charges are posted for the group master folio.

This is all you need to do to prepare your system for group reservations and check-ins. You are now ready to use the group reservations program. A complete description of using this system is found in the companion manual called Front Office Learning.

Meeting Rooms

Meeting rooms can be set up much like regular rooms. That is, you must set up a room type for meeting rooms, one or more rate types, a billing code for meeting room revenue and you must set up a room rate/rate card combination for meeting rooms. When setting up a room type for meeting room answer the 'include in sales' question with an N. This way the F5 availability window will exclude meeting rooms in the room availability count, and your occupancy statistics will not be affected by the use of this room. Most properties have only a few meeting rooms and each room is usually unique, so you should always manually block meeting room bookings.

If you sell your meeting rooms more than once a day, you may want to make an AM and PM room number for each meeting room. If you have a meeting room called The Princess Room, you would give it 2 room numbers such as PRINA (for AM) & PRINP (for PM). When you view your meeting rooms on the Rooms Booked Analysis F6 screen, you will be able to see if the room is sold for the entire day or just a partial day. To book a meeting room for AM & PM, make your reservation for 2 rooms and manually block the AM & PM rooms.

Since most meeting room rates are negotiated when the room is sold, usually you set up the room rate/rate card with a zero rate as a reminder that the rate is to be negotiated. Meeting rooms are usually booked for day use so the desk clerk in the record guest charges screen must enter the charges. The night audit will not post meeting room charges for rooms booked for day use. This is because the room is not occupied during the night.

If you use the optional Banquet & Catering module we still suggest that you set up meeting rooms and check them in and out in the front office module. That will enable the phones if you use the optional Phone and Voice Mail interface, and the call accounting module will automatically post to the meeting room. At the end of the meeting you can close the B&C bill to the meeting room folio.

Restaurant Sales and Receipts, and Other Sales

The setup for recording non-guest transactions has been described in its pieces as you set up the room types, rate types, settlement methods and room rates. This section summarizes the steps and refers to each of the screens you need to set up to complete the process.

Even if you use the Five Star Back Office module, you can process all hotel sales transactions through the front office module. Here are some of the groups of transactions you probably process:

- non guest billings, like dining room sales, bar sales, etc. to people not charging the bill to their room
- dining room receipts from corporate customers who settled their accounts by direct billing, rather than immediate settlement.
- cash sales at the desk like newspapers, toiletries, etc.
- cash spent from the cash drawer for miscellaneous expenses.

The advantage of processing all of the above transactions through the front desk program is that they will be included on the daily revenue report. This report, which is printed automatically during the night audit, can present all activities for the property and give you a complete understanding of revenues and costs. In addition, the general ledger summary produced by the night audit will include all the revenue activities of the property including your food and beverage divisions.

Here are the steps to process all of the above transactions:

- 1) Set up a room type called ZNON in the set up room types program. Answer the 'include in sales' question No and the clearing account question Yes.
- 2) Set up a room number called ZNON in the set up room numbers program. Enter ZNON in the room type field.
- 3) Set up billing /receipt codes in the billing/receipt codes program for each of the following:

Code:

Dining room charges
Cash Out liquor
Cash Out wine
Cash Out beer
Cash Out food
...etc.
Corporate customer receipts
Cash spent from cash drawer
All the Sundry cash sales codes

Link each code to the appropriate general ledger revenue accounts.

At the end of each day you can post the cash out report from each of your dining room and bar server's shifts. They are posted to the ZNON guest folio, a folio that exists for a 'non' room. By posting the cash out report through the front desk the daily revenue report will include all activities of the property. Use the cash out codes listed above for food/liquor sales.

These codes should not have taxes added as surcharges because Five Star should not recalculate taxes. They have been calculated by your cash register in the dining room/bar and may be different by pennies. Use the tax codes to post the taxes as separate items, rather than having Five Star automatically add them.

Entering the methods of payment for food/bar purchases namely, cash, credit cards, charges to guest's rooms and cash over or short, balance the entry. It is during the cash out posting that revenues from the dining room/bar are posted. So when you post dining room checks to guest's room folios use the Dining Room Charges code on the list above both to balance the cash out report and to post checks to the guest's folios. Enter the amount as a negative when posting the cash out and as a positive when posting to the guest folios.

The cash out posting, done to the ZNON guest, in the record guest charges program, will look like this:

ZNON	Cash Out Food	Server - Jim Smith	1232.98
ZNON	Cash Out Liquor		234.76
ZNON	Cash Out Wine		125.54
ZNON	Cash Out Beer		345.65
ZNON	Cash Out Misc		23.43
ZNON	Tips		125.00
ZNON	VISA		- 745.98
ZNON	MC		- 198.76
ZNON	AMEX		- 453.76
ZNON	Cash		- 345.55
ZNON	Dining Room Charges to room		- 326.33
ZNON	Cash Over/Short		- 16.98

	Balance		0

In addition, you would have posted exactly 326.33 throughout the day to the guest folios who charged their dining room checks to their rooms. The total of 326.33 represents charges, taxes and tips. The posting for the room charges might have looked like this:

0101	Dining Room Charges	Check #4454	75.45
0345	Dining Room Charges	Check #4458	123.45
0165	Dining Room Charges	Check #4461	34.50
0444	Dining Room Charges	Check #4466	92.93

	Total		326.33

- All entries a typed as a positive number except the room charges in the cash out posting.
- 4) Set up a settlement method called ZNON in the settlement methods program. Answer all questions No.
- 5) Set up a rate type called ZNON in the set up rate types program. Answer the complimentary question No and the include on stats report question No as well.
- 6) Set up corporate codes for each credit card company.

7) Set up a record in the room rate/rate card program combining the ZNON room type and ZNON rate type. Enter the rate as nightly, use a room billing code and set all rates to \$0. Set up another for the ZCRE room type and the ZNON rate type exactly the same way.

8) Check in a 'guest' named ZNON and enter the check out date as the last day of the year. Use the ZNON settlement code, the ZNON room type and the ZNON rate type as you check in the ZNON guest, and enter a zero rate for the 'stay'. You can now record any kind of transaction for this 'guest'. The night audit will post the transactions and report them. Then, 48 hours after the night audit (2 night audits later) these transactions will automatically be purged from the 'guest' folio.

Short Form Addresses

Set this feature up before you start entering corporate accounts, guest reservations or travel agents. This little feature can save hours over the life of the system. It shortens the typing necessary for entering cities and states/provinces and spells them right every time. Set up a code in the short form addresses screen for a city and province (state) and then in any of the programs listed above on the address field. Just by typing the code the whole city and province is entered for you. Set up Short Form Addresses in the F7 Tools menu.

For example, to enter Musquodoboit, Nova Scotia, you might set up a code like MUS and enter the long form as Musquodoboit, NS. Then when setting up addresses for parties from this city just type MUS, press Enter and the whole name will appear in the field in place of the code.

Put Rooms In and Out of Order

Room maintenance is a regular requirement of any hotel and the Put Rooms In/Out of Order program accommodates this issue. You can use the program to schedule regular maintenance like painting or carpet cleaning. The statistics report, availability screens and the room status features all take into account the rooms out of order. To put rooms out of order use the Rooms In/Out of Order on the Hotel Main menu. You can use this program to

schedule future maintenance, and the F9 Report Generator in that program can be used to print a maintenance schedule.

Guest History

Guest history is one of the most valuable things a computer can keep for you. Instead of bothering your regular guests to record all their information every time they come, the history file will give you all the information. Second, if you have a guest that has lost his bill and needs another copy, you can reprint it whenever you need to (without going to the dusty back room to try to find it in that big banker's box you used to file the copies). Because Five Star keeps a copy of every folio you ever produce, you don't need to print on 2-part carbon paper. This saves money!

Five Star will give you what you need in an instant, no matter how many years of history you keep. You are limited in the length of time you can keep history only by the size of your hard disk. For example, 5 years of history in a 100 room property will take up about 500 megabytes of hard disk, at 70% occupancy and average 10 transactions per stay over a duration of 2 days. Since the smallest hard disk on the market at the time of writing this manual is 40 gigabytes (which costs about \$250), your history is safe for the long term with Five Star.

There are two levels of history. Basic guest history is all the information you recorded in the reservation or check-in screens. It is stored in the Scan/Edit Guest History screen. This screen functions like the reservations screen except that it shows you guest information in the history file. The information is transferred to this file during the night audit automatically. This history information file has a report generator built in, so you can report on your history information, tailored to your needs.

This type of history doesn't take up much space and should be kept for as long as possible. Each guest stay takes about 2000 bytes, so 1,000 stays takes 2 megabytes of your disk. If you have 100 rooms with an average stay of 2 days and you average 70% occupancy you would use up $100 \times 365 / 2 \times 70\% =$ about 12,000 stays per year. That works out to about 24 megabytes per year. If you keep five years of history you only use 120 megabytes of your disk.

The second level of history can take a bit more space. It keeps every folio ever created by the system and all the details of charges, taxes and payments. You can reprint any folio instantly for as long as you keep it.

Each line of folio information takes about 400 bytes. So if the average folio has 10 lines on it and you have 3,800 stays per year you need about $3,800 \times 400 \times 10 = 15$ megabytes of disk per year. A 20 gigabyte disk that costs about \$250 these days, and is standard in most computers now, would store about 10 years history if you assume half the disk is available for history. To view folio history on-line (from your hard disk) use the Historical Folio Inquiry program on the hotel main menu. This inquiry works exactly like the guest inquiry.

Most users find that the history folio file is about the size of all the other data files combined after a few years. This makes your daily backup take double the time it would take if you didn't keep history folios. Five Star can move older folios to another place on your hard disk or to another hard disk, called archiving, to speed up your backup. This will also significantly cut the time taken by the data file integrity check program if you ever need to run it. We recommend that you archive history folios each year. For example, on Dec 31, 1999, you should archive folios up to Dec 31, 1998. Use the Transfer Folios to Disk program on the History menu to archive.

Archived folios are as accessible as non-archived folios. If you have more than one computer on your front desk and the second one has lots of hard disk space, we suggest you transfer history folios to this disk. If you have only one or if your server has lots of free disk space, transfer to the server's drive or in a single computer system, transfer to drive C. Any Five Star computer that can see the drive you transfer to can instantly access archived folios using the Offline Folio Inquiry program on the History menu just as easily as if the folios had not been transferred.

The Transfer program creates 2 files on the root directory of the drive you specify named H1HOFLR and H1HOFLD. As soon as you use the transfer program you should make a backup of these 2 files and then only back them up again when you transfer more folios offline.

Cleaning Up Guest History

Five Star has unique features for keeping guest history clean and usable. When you look at a system that has been used for a long time you see a messy guest history, in fact many systems are so messy you can't really use the history for making new reservations, statistical reports, direct mail letters etc.

The first thing Five Star does is clean up your typing. That is, when you make a reservation or do a walk-in etc, all the text fields are cleaned up for you with a capital letter at the beginning of each proper noun. So when you print registration cards, letters, folios etc, your information looks profession and personal. Block letters just say 'we don't care'.

The second thing Five Star does is when it displays guest history records in the F2 lookup window, it shows a guest with multiple visits on one line. You look across the columns of the lookup window to see the Visit # column and you can see the number of visits for that guest. If you press F100 you can see each visit, shown chronologically. Now you can select from any of the visits to copy from guest history, although most of the time you would copy from the last one, the one that was displayed before you pressed F10.

On most systems, including Five Star, if you make a new reservation for a repeat guest, and you don't copy from history, you get a new record for the guest unrelated to the existing record. Five Star has a useful way to quickly repair this problem. To use the feature go to the Link Guest History Records program on the guest history menu:



Figure – Re-Link Guest History

Using the screen:

There are 4 ways to use this screen.

- 1) Select a guest from the list. Then click the X in the top right corner of the guest lookup window and click the Delete Guest button to eliminate the guest record. This is useful for those partial records and missing name records that seem to accumulate at the top of the guest history list.
- 2) Manually link two records together for the same guest. When you see two rows for the same guest it means that someone did not use the copy from guest history feature when making the second reservation. Solve this problem this way. This time, select the guest in the first window that should be linked to another record. As soon as you do this, the Guest to link from field is filled in with the guest name and you come to the Guest to link to field. Select the guest you want to make the first guest the same as. Click OK and the first guest 'becomes' the second guest. After you do this, for interest you can get the guest on the screen and press the F10 key. This will show you all of the visits for the guest instead of just the last one. You will see that the guest stay that you just linked is now shown chronologically in sequence along with all the other visits for the guest.
- 3) Automatically link guest records. This is the fast way to keep your guest history in order. As soon as you go into the program click the X to close the F2 guest history lookup window. Now click the Merge All button. You are given three choices. You can merge by Guest Last Name AND Address Line 1 or Last Name AND Telephone Number or Last Name AND Credit Card Number. You will have to run this program three times, once for each of the three options. Five Star will scan through the entire guest history file and find all matches of each of the three criteria, and re-link guests that match. Of course, many times the problem is the guest name is spelled wrong, and this matching method won't work. So you have to go back to method 2 shown above and manually link the misspelled guests.
- 4) Delete guests en-masse using the Keyword Delete button. This is useful for getting rid of groups that came and went but you did not get much information for them, so their guest history records are not of much use. Like method 3 above, click the x to close the lookup window as soon as you get into the screen. Then click the Keyword Delete button. Enter the word or name you want to find and Five Star will eliminate all the names that match. Be careful of this one!

Transferring History Offline to Create More Hard Disk Space

Transferring history to disk should be done at night by the night auditor. To transfer offline, select Transfer Offline Folios from the history and marketing sub menu

Using the screen:

The screen starts by calculating the total number of stays you have on file that could be transferred and the number of discs needed to move them all. You should have this many discs ready.

Transfer data from: This date shows the oldest transaction on your system. Usually you just press <enter> in this field to start from the beginning

Transfer data to: Type the date up to which you want to include transferred folios. This date should be as of your last month end.

OK to proceed: Choose yes to begin or no to cancel or change your mind.

Disk drive: Choose the drive letter where you want to move the data to. We suggest you put the data on the root drive or directory Five Star is accessed by from workstations. This way all users can access the data. Always store the history in the same place if you use this feature more then once. Most properties don't need to use it more than once every 4 years. All it really does is keep the backup small and hence take less time. Saving history folios to free up hard disk space is a thing of the past because most hard disks can store hundreds of years of Five Star data as long as you don't fill the hard drive up with other junk.

You can access this data from the Offline Folio Inquiry program on the history menu. It is the same as the folio inquiry program but you need to enter the drive and path where you stored the history.

Purging History to Create More Hard Disk Space

To erase old guest history use the Erase Old Guest History option on the hotel setup menu. It asks you up to when to purge the history and for which room types. Typically you would purge as of a previous year-end. For example, if you decide to keep 5 years of history, then in 1995 you might purge as of your 1990 year end date.

Purging by room type also manages your free disk space while giving you history on some rooms for many more years. You might keep history on the suites and meeting rooms forever, since the guests using these rooms will likely offer greater returns for your marketing dollars.

Going Live on the Front Office Module

It is relatively simple to go live on the front office module. Because you have to be completely prepared for the date you rely on Five Star, we recommend you spend enough time with all your front desk staff to ensure that they can take check ins easily with guests at the front desk. That may require each of them to spend an hour with you checking in guests when they aren't there (then you cancel the check in) and then an hour or two on their own. To familiarize staff with the screens, have them start on the learning hotel first. You should also make sure you have them all set up with a unique user ID and password and limited menu. All other preparations for going live are done in the real hotel.

The first step in going live is to enter all your existing reservations. You must enter all reservations or you will not be able to use Five Star to reliably take more reservations, particularly when you are full or nearly full. The trick is to get them entered as quickly as possible. If you start with the most future reservations and work back to the present then you will naturally discover the day you can go live. For example, if you start entering reservations on October 1 and your most distant reservation is for February 1 and you keep entering them for three days, then on October 4 you stop working backwards since on that date you have entered the reservations for the next day. If you start today entering reservations for the day after tomorrow and then you get sidetracked, you might not be ready to go live the day after tomorrow, then you will have to remove the reservations for that day.

You should make sure the computer's system date and time are correct. Do this by exiting from Five Star and getting to the DOS prompt. (you may have to exit from your menu program). Set the date by typing

DATE

and press <enter>. You will be shown the system date. If it is correct press <enter> again when the screen asks you to type the date. If it is wrong, type the correct date in the format MM, hyphen, DD, hyphen, YY. For example, June 15 1994 would be entered as 06-15-94. The order must be as shown and you must put a hyphen between the month day and year. Now set the time by typing

TIME

and press <enter>. If the time is correct press <enter> again. If it is wrong enter it in 24-hour format by typing HH, a colon, MM. For example 2:30 p.m. would be entered as 14:30.

Next, go to the general hotel profile screen on the hotel setup menu and set the current selling date field to the date you will start using the system, usually today or tomorrow.

Next, use the check in/walk in guests screen to put all of your current in-house guests into the computer. This will be done exactly like walking a guest in off the street as long as you haven't recorded a reservation for them. If you have entered a reservation e.g., if it takes you longer than you thought to walk in all the in-house guests, the process may extend.

Next, record all the guest's balances using the record guest charges program. Use the Billing Code B1 – Balance Forward from Previous System and enter their balance as a lump sum. B1 is a charge and is linked to the Guest Ledger. If a guest has a net credit on their account enter the amount as a negative. B1 has been set up so that it won't affect the balance of the Guest Ledger. If you need more detail contact your accountant or Five Star. This code will only be used for going live.

Next, record any advance deposits received on guest's folios for guests with reservations. You can record deposits received or any charge before a guest actually checks in. For any deposits recorded on your previous system use the B1 – Balance Forward from Previous System code again. Make sure to use a negative for any credits.

Next, use the Rooms Out of Order program on the Hotel Management menu to put any non-sellable rooms out of order.

You are now ready to begin! Five Star is operating. You can rely on the availability screen and rooms booked analysis for making reservations and the check in screens etc. for all operations.

Designing Your Own Reports

Hotel Setup Files’ Report Generators

On every hotel setup file in the system Five Star offers a sophisticated way to print out the information in the file. This is a minor report generator not to be confused with the main report generators described in the next section.

You can print master file reports from the Billing & Receipt Code Screen, Corporate File, Travel Agent File, Reservations File and the Guest History File, Room Rate/Rate Card, Market Source Codes etc. To design a simple data report go to the screen where you add to or edit the file. For example, we will use the Scan/Edit Guest History program from the Reports menu. When the cursor is in the Last Name field you will notice a message on your screen next to the field that tells you

(F9 - Report)

This message only appears when you are at the Last Name field for the screen. This is how you get main file reports in general. To use the feature press F9. From the next menu highlight and choose Design Your Own Report. (See Figure - Design Your Own Report):

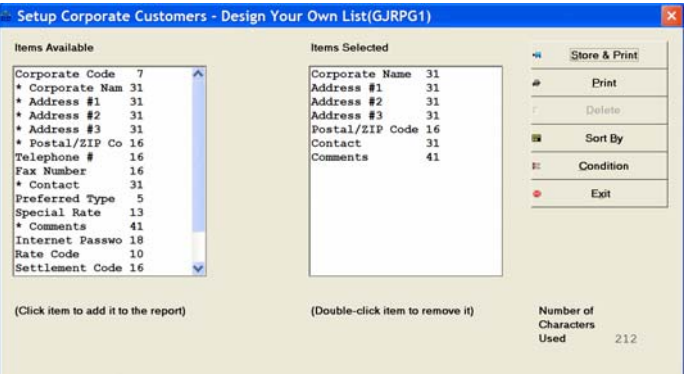


Figure - Design Your Own Report

Using the Screen:

You will see a list of information elements you can print. These elements are simply the ones you enter when you set up reservations. While you might be tempted to print every element, the width of your paper or screen will limit how many fields you can include on your report. If you intend to send the report to Lotus 123 (or Excel or Quattro Pro etc.) or to the word processor mail merge format or to the DOS ASCII format, the report can be up to 999 characters wide.

Here are some things to note about designing your own reports:

If you highlight a field and press <enter> that field will appear on your report. The sequence in which you select fields will determine the order they appear in as columns on the report. The width of the field is displayed to the right of the field on the screen. Fields you have chosen for printing are identified with an asterisk to the left of the field. Reports can be sent to the screen or printer (or a Lotus 123 file, a DOS ASCII file or a WP mail merge file). The number of columns remaining for your report to fit on the screen or printer is displayed and counted down as you add fields to your report.

If you want your report to fit on a narrow carriage dot matrix printer in normal 10 pitch print, or on a laser printer in normal 10 pitch portrait print, don't make it any wider than 79 columns. If you want your report to fit on narrow paper in condensed print or wide paper in large print, don't make your report wider than 131 columns. If your report is wider than about 165 characters it will not fit on even a laser printer in landscape mode. If you make your report any wider than that it may only be sent to a Lotus file or to a DOS ASCII file and it will not fit on any printer. Make note of these numbers as they are useful in designing any report: 79, 131, 165.

If your report gets too wide or if you make a mistake, on the right hand side of the screen, double click on the item to be removed and it will be removed. When you are done adding fields click on OK to print or store the report.

Option buttons:

Print only once: Lets you choose the screen, a printer or a file type, immediately prints your report and does not save your design.

Store and print - allows you to save your design first and then print it. This way you can use this design over and over again. You will be asked for a name for your report and next time you return to the F9 report option in the chart of accounts screen, you will see your report's name as an additional choice. You can store any number of reports.

Conditions: Lets you include or exclude records in the report.

Sort by: Choose the field you want for sorting the report.

Guest History and Marketing Analysis - Using the Report Generators

This is one of the best parts of Five Star, producing reports to your specification quickly and easily. The Five Star report generators are built-in and application specific, so they can do things few other 'third party' report generators can. What that means in practice is that, for example, the guest history report generator is designed for history reports, so it can do things to report your guest history information the way hoteliers want it to look.

A report generator is a program that you use to lay out the appearance and contents of your report. Report generators use your guest reservations and history information files like databases from which you can pull information and manipulate it. In order to use a report generator, you should start with an objective in mind, a report idea laid out with specific information in mind.

History versus Projections versus Marketing Analysis

There are three report generators in Five Star, all found on the Reports menu. The Design Other Front Office Reports program creates reports based on your reservations file or your brochure requests file. These reports offer a 'projection' based report, that is, since they are

based on reservations they look into the future to project things like occupancy, revenues, etc.

The second report generator presents exactly the same data, but it is based on the guest history file.

The third report generator is called the Marketing Report Generator. It is based on a special file of marketing analysis statistics such as occupancy percentage and rooms nights sold. It can compare this year to last year, and can 'crunch' thousands of useful numbers for you.

Here is a short list of the common things we see the report generators used for:

1) Create reports similar to the built in reports for in house guests, reservations, recent checkouts or all of the above combined. This type of report is created using the design other front office reports from the Reports menu.

2) Create detailed market information with statistics about guests by smoking/ non-smoking preference, room type preference, room preference, rate preference etc. This will help you reallocate the room resources of your hotel to match your guests' preferences more closely. Use the marketing report generator for this.

3) Create detailed sales reports on a statistical basis to find out how to optimize seasonal rates, time of day rates etc. Use the marketing report generator for this.

4) Print a list of your most frequent guests and send them a Christmas card. Use the guest history report generator to print the list or to create a Word Perfect (and compatible) mail merge file to create the mailing labels or merge letters.

The three report generators in the front office module, the front office report generator, the guest history report generator and the marketing report generator all share identical setup screens, so once you learn the first one you have just about mastered them all. For each report you specify a title, a way of sorting records (e.g. by date or by room type or by last name etc.), the rows and columns of each report and a filter (optional) to select only some of the records (e.g. all VIP guests or all in house guests).

The front office report generator can print reports for reservations, in-house guests, recent checkouts or all of them together. It is organized by guest, that is, if you choose a report for reservations and you have 100 reservations on file, the report will contain 100 lines plus headings totals and sub totals. Each line will contain information about one guest's

reservation. This means that you should print either the guest first and last name or reservation number as one of the first few columns of any front office report you design so that the information on each line can be identified.

The front office report generator offers another powerful feature – you can print information from the brochure system.

The guest history report generator works almost exactly the same as the front office report generator in that it prints one row for each guest selected. The difference is that guests printed are selected from the guest history file and not from the reservations, in house or recently checked out file.

Also, because the guest history file tends to be much longer than the current file, we suggest that your history reports include a condition; a filter that selects only some of the records on file based on criteria you define. For example, you might want to print information for only 1994 by indicating that the arrival date must be between 19940101 and 19941231.

The market information report generator is quite different. Instead of presenting information on a guest-by-guest basis it accumulates information with one row for each geographical location, room type (e.g. single, double, suite etc.) or rate type (e.g.. rack, weekly, corporate, etc.)

These are the three main sorting methods for the marketing report generator. If you plan to produce a report showing room occupancy rates by geographical area for example, you should sort the report by geographical area and make the first two columns the geography code and description. If you plan to design a report by room type, use room type to sort the report and make the first two columns the room type code and description. If you plan to design a report by rate type, use rate type to sort the report and make the first two columns the rate type and description. These are the three ways of sorting and designing marketing reports. You can't combine two or more of the report sort methods on one report.

Columns may consist of any field the report generator has access to. There are about 150 fields in total. For example, the front office report generator can show reservation number, room type, guest preferences, dining room revenue, etc. The guest history report generator can show exactly the same information except with less dollar detail. The marketing report generator can show things like room nights sold this month last year, same this year, year to date last year, same this year, % occupancy, etc.

A report can be a detailed one with one line per guest or it can be a summary report with one line per guest category. For example, if you want a report sorted by corporate code you might want it in a summary version, i.e. one line per company, instead of one line per guest. This makes for a much shorter report especially in the history report generator. You can only display numbers in a summary report because its purpose is to add up numbers like room nights, revenue, etc.

Since each report generator functions roughly the same they will all be described together using the front office report generator as an example. To design a hotel report generator report, select the Design Other F/O Reports from the Reports menu. See Figure - Report Generator:

Design History Reports(HH220)

Report Code

1

OK

Title

Corporate Report

(Total Char. 126)

Sorted by

B50

Subtotals?

☒ Yes

☐ No

☐ Summary Only

Conditions

Delete

Undo

SaveAs

Exit

Report Layout

	1	2	3	4	5	6	
Data	B51	B05	B11	B20	B22	B28	
Format	NA	NA	NA	NA	D1	D1	
# Chrs		20	25	30	8	6	5
Hdg 1	Corp	Guest		Arrival			#
Hdg 2	Name	Name	Address 2	Date	Nites		Roc
Calc							

Print

Figure - Report Generator, Design Reports

Using the Screen:

Report Code: Highlight and select an existing statement code if you want to look at or edit one, highlight and select ****Add Another Design**** if you want to set up a new one.

Title: This appears at the top of the report when it is printed. Use something like In House Guest Status Report or whatever you want to call the report. You don't need to put the date in the title because this information is also printed along with the title.

Use Data From (Marketing Report Generator only): Select from the four choices. If you choose general statistics you will produce a report on the operations of the hotel based on all types of guests including general guests, corporate guests, group guests and guests booked through travel agents. Choosing one of the other three (groups, corporate customers, or travel agent bookings) will produce a report based on the respective sub categories of guests.

Sorted By: Press F2 and select a method of sorting the rows on your report. The most common ways to sort reports for the front office and guest history report generators is to sort by guest last name, first name or reservation number. You can actually sort guest records by any field in the database but these choices tend to result in more meaningful reports. If you sort by something that is different for every guest, like guest name or reservation number, do not use the subtotals feature. You might try sorting by any of the following:

- guest last name - to produce a guest list or plain information report. Don't add subtotals to this type of report
- first name - to produce a report like the ones sorted by last name, but easier to find guests when they or callers ask about guests. Usually you are given a first name first in a situation like this. Don't add subtotals.
- reservation number - again similar to the guest list above but shows reservations in numeric sequence. Don't add subtotals.
- room number - gives you an 'in house status' or occupancy style of report. Don't add subtotals if you choose the in house list or recent checkouts list in the front office report generator. For reservations and combination reports (see below) in the front office report generator and in the guest history report generator you might add totals. This will give you totals for each room; so on a report printed over a long period would show you things like revenue per room. This might give you an idea when to renovate.

- date of arrival - gives you a chronological style of report. You might add totals to this style to give you totals by day.
- date of departure - essentially the same as sorting by arrival date.
- room type - gives you room type usage analysis. What room types get sold most often? How much revenue in total and on average does each type generate per night? Usually you add subtotals to a report like this. The totals present the most meaningful data on the report because they present averages etc.
- rate type - essentially the same as room type. This would help you see the revenue generated by your package plans. It could help you determine how much revenue is lost by discounting rooms or how much is added.
- By corporate code - to see who your corporations are and how much business they bring you.
- By Travel Agent – to see the value they add to your property.
- By Tour Company - for group marketing.

When designing reports using the marketing report generator you should sort reports only by geographical code, room type code or rate type code.

Subtotals: Answer Y if you want subtotals for each group you sorted by in the previous question. Answer N for reports that are just lists like a list of guests arriving today or a list of special guest requests.

Answer S for reports that you want only the totals for, not the individual lines for every guest. This is appropriate particularly in the history report generator for such things as a corporate report. You can print it with one line for each guest for each corporation or just one line for each corporation. Use the S for shorter reports. Since this is a report of numbers only use only columns that present numbers, like total revenue or number of nights etc. Don't use columns like arrival date or guest last name. However, the first column of your report must be the same code as the one you use for sorting the report so you can see what each row is for.

Use Data From (Front Office Reports only): Use this option to make a report about reservations only or about in house guests only or about recent check outs only or about all

of the above. You can also use this feature to create reports that are based on the brochure system. An example might be a market source code report to show you which marketing source is generating brochure requests.

Column definition: Up to this point you have been defining the general rules of the report. The next step is to define each column. You can define up to 14 columns in all the report generators. The middle of the screen numbers the columns from 1 to 14. The information on each column on this screen is what defines each column of your report. Each row definition consists of a data element, the format for which the letters or numbers will appear on the report, the width of the column, the two line heading of the column and optionally, a calculation.

We recommend you use the F1 and F2 keys on each field as they help in setting up a statement or report.

Data: This is the main field for the column, the basis of presenting each column. It tells the computer what kind of information should be presented in the column. Scan down the F2 pop up window's list of data fields. If you pick, for example, code B02, you will create a column displaying guest surnames. It is that easy. Use the F2 pop up window always in this field because it will show you what the codes mean and it will always enter it in your column correctly.

Codes in the front office and guest history report generators are grouped as follows:

- Codes that start with @ - there are 2. The @BL code creates a blank column, to space out the report. The @CA code allows you to perform calculations on any code that starts with D (dollars codes), or any code containing a number, like number of rooms, number of adults, other charges, etc. The @CA code causes the column to be a calculation based on other columns in the report. For example, if you set the third column as @CA, and in the calculation field (at the bottom of the screen) you enter C1+C2, the third column would be the sum of the first two.
- Codes that start with D present dollar figures in the column.
- Codes that start with B (the main set) present information from the main reservations/check in/guest history windows. For example, code B05 is a combination of the surname and first name. Using this code is a little faster and it uses one column less. This may help you if you need to print a 15 column report. The maximum is 14. All the other codes are from the options on these screens.

- Codes that start with C are from the notes/comments option of the reservation/check in screens.
- Codes that start with H are from the history information option of the reservation/check in screen.
- Codes that start with L are from the letters option of the reservation/check in screen.
- Codes that start with M are from the extra fields option of the reservations/check in screen. These are your user-defined fields that add to the guest history and preferences information you have.
- Codes that start with O are from the other charges option of the reservation/check in screens.
- Codes that start with R show the main room number and other room numbers for the guest.
- Codes that start with S are from the statistics/special option of the reservations/check in screens.

In the marketing report generator, codes are as follows:

- Codes that start with @ - there are 2. The @BL code creates a blank column, to space out the report. The @CA code allows you to perform calculations on any code that starts with D (dollars codes), or and code containing a number, like number of rooms, number of adults, other charges, etc. The @CA code causes the column to be a calculation based on other columns in the report. For example, if you set the third column as @CA, and in the calculation field (at the right side of the screen) you entered C1+C2, the third column would be the sum of the first two.
- Codes that start with B are the sort codes. Use them to determine how the report will be sorted see above). The codes that start with B (i.e. not the descriptions) also determine what will be presented as rows of the report.
- Codes that start with ML present quantity statistics about the current month from last year (e.g. if it is currently July you see information from July of last year when you print the report.)

- Codes that start with MT present quantity statistics for the current month this year.
- Codes that start with O present percentage occupancy statistics for various periods depending on the code.
- Codes that start with TY present quantity statistics for all of last year (i.e. 12 months of information).
- Codes that start with YL present statistics for year to date as of this date last year.
- Codes that start with YT present year to date quantity statistics for the current year.

The B codes are the most important in laying out marketing reports. They determine how the information will be sorted and presented and how much detail is printed. The B code reports are as follows:

- a report with the geographical code and/or geographical description will have one row for each geographical region.
- a report with the room type code and/or room type description will have one row for each room type.
- a report with the rate type and/or description will have one row for each rate type.

If you sort by one of the B codes you should then present that code in the report at the beginning. For example, you would not sort by room type and then show rate type and not room type in the report.

You can also delete a column while at the code field. To delete a column, click on the data field of the column. Then click on the pink eraser button on the toolbar at the top left area of the screen. This will erase the column you just highlighted.

If you have any calculations affected by the deletion of a column the calculation is changed to reflect the change in the following line numbers. If you have a calculation that uses a column you deleted, you will have to correct the calculation by hand. If you make a mistake on a column, we recommend that you delete it and re enter it, rather than keying over it.

Format: The format of the column determines how numbers will be presented. The format NA is used for non-numeric columns like guest name. All report generators use the same number format table:

Presentation Formats

Code	Example	Description
C1	-99,999.99	(2 decimals)
C2	(99,999.99)	(2 decimals)
D1	-99,999	(no decimals)
D2	(99,999)	(no decimals)
NA		Not Applicable

The C1 and C2 codes are used for reports that include pennies. The D1 and D2 codes are for reports that require accuracy only to the nearest dollar. If you are trying to squeeze more columns onto a section, use the D codes, because they are narrower. They require three characters less to print: the decimal sign and the two pennies characters. Codes like D1 and C1 all present negative numbers with a (-) sign to the left of the number. Codes like D2 and C2 enclose negative numbers with brackets.

Number of Characters: This determines the width of the column. Most of the time the width presented by the computer will be correct, so you won't need to change this field. However, if you are trying to get many columns on a page, you might try to shorten the column width a bit. If your descriptions are short, cut the description column from 30 to 20. This will make room for one more column of numbers. Also, if you have 10 or more columns of 15 characters each shrinking them all to 13 characters wide will add room for 20 more or two or three more columns. Percent columns take less space than others since the biggest number you put in a percent column is usually 100.

If you shrink a column, make sure that it is wide enough still for the heading. Headings require a column width of 1 character more than the width of your title. For example, a title like 'Year to Date' will print properly on a column 13 characters or wider. If you were to enter only 12 it would be printed as 'ear to Date'.

If you shrink a column keep in mind the rows that have totals on them. For example, room revenue may average less than \$100 per room, but in a year the total could be in the millions, so your column must be wide enough to print the total, plus one space. If you notice numbers that appear to be out of alignment in a column, widen it and reprint the

report. When a number is too wide the report generator tries to find the best way to squeeze it in, like taking off decimal places.

You can create a column with a zero width. This is useful if you need to do a calculation on a column of numbers that you don't want to have on the report. Set up the column you don't want to appear with a width of zero.

Don't make number columns wider than 20, they won't print properly.

Heading One, Heading Two: The report generator prints two line headings, with a line below the heading and before the information in the report. For example, a heading like:

Year to Date
Last Year

would be entered by typing Year to Date in the heading 1 field and Last Year in the heading 2 field. Usually, the heading suggested by the computer is a good one because it matches the data field.

If you have a heading like 'Current' that fits on 1 line, put it in the heading 2 fields so it lines up better. You must enter your own headings for calculation and percent columns; the computer does not know what your calculation will be. Type a heading like Year to Date, not YEAR TO DATE. This way your headings will match the ones suggested by the computer.

Calculation: This field is used for a very important function in the report generators when you use the code @CA. If the column is a calculation, type your calculation like 'C1+C2'. It should be a valid arithmetic formula. You can use +, -, * (the asterisk is for multiplication) and / for division. You can also use brackets and multiple levels of brackets are also acceptable. Calculations are done from left to right without regard to whether the operand is a + or -, or * or /. You must use brackets to control the order of operation.

You can only do calculations based on other columns, not based on other design codes. A formula like D30 * 100 is not valid. You would have to create a column with code D30 in it, and then apply the formula to that column such as C4*100. You can do calculations based on columns before or after the column with the calculation in it. For example, column 3 could be C1+C4. You can also do calculations like C1*100, which involve constants. Calculations are always done accurate to two decimal places. This is important to remember when you are using division and then multiplication in that order. For

example, a variance calculation like $(C1+C2)/C3*100$ would yield inaccurate results. If $C1 = 234.34$, $C2 = 123.32$ and $C3 = 12\%$ the calculation would yield

$$(234.34+123.32) / 12 = 29.80 * 100 = 289.00.$$

When your numbers are in the millions the result can be off by thousands of dollars. Change the formula to $(C1+C2)*100/C3$ and you get 289.05, the correct result.

As you build your report the character counter keeps track of the width of your report. It is worthwhile to keep track of the width because this determines where it can be printed. If the report is too wide for a screen or a printer, you cannot print it there and you will not be given the option to in the printer selection window. All reports can be displayed on the screen regardless of the width. Here are the widths to keep in mind:

- 0 to 79 characters - can print on any printer and on the screen. Will print in wide mode, 10 CPI.
- 80 to 131 - can be printed on any printer. Narrow printer will automatically switch to compressed mode, 17 CPI. Depending on how you set up your laser printer, it may compress the print in portrait mode or it may switch to landscape and print in 10 CPI mode.
- 132 and over - will only print on wide printers and laser printers. Will be in compressed mode on wide dot matrix printers, and will be in landscape-compressed mode for laser printers. Lasers can usually go up to about 165 characters, but above that they will chop off the right hand column. Wide dot matrix printers can usually go up to 220 characters. You define the maximum number of characters your printer can print in the administration menu's the printer setup screen. It is also possible to print on a laser printer in landscape mode on 8 1/2" x 14" paper and print considerably more text.

Click on OK to accept your report design and you can use it any time to print company information.

Save As: This button creates a copy of an existing report under a different report number. All the report generators have this feature. If you want two reports that are similar but not identical, set up the first one, test it, and then use the save as feature to make a second copy. When you do you will be asked to give the copy a number. This new report will be displayed on the screen immediately after, ready for you to edit it. Until you edit it you just have two copies of the same report design.

Conditions: There is also a conditions button on the screen where you design the report. Use this to tell the computer to include or exclude rows with certain types of information in them. This is one of the most flexible features of the report generators. Because you tend to handle very high numbers of room sales or guests, reports can become very long if you have to report on all guests all the time. The conditions feature lets you choose to include or exclude groups of guests etc. in your report. Here are some examples of the use of the conditions feature on reports:

- you want a report on a certain type of guest, like VIP's only.
- you want a report on only your non smoking rooms.
- you want a report for a certain set of dates.
- you want to see only clean rooms.
- you want a report showing only guests who have not arrived yet, which have reservations for today, i.e.. status is RES not C/I yet.
- you want to see all guests from out of province.
- you want to see revenue information about long stay guests only.
- you want to know how many families (including children) stay with you.
- you need a short list of out of order rooms.
- you need to solve a VISA account error and want a list of all VISA guest settlements.
- you want a list of corporate customers or groups booked by travel agents.
- you want a list of guests who spent over \$500 with you to send out thank you notes.
- you want lists based on information from the guest preferences 12 spare fields.

To specify conditions choose the Conditions option from the report generator design option line.

Report Conditions(HH220A)

First Condition
 Data: B50 Corporate Cust Code
 Rule: > Must be greater than
 Condition: 0

Second Condition
 Data: @BL Blank
 Rule: = Must be
 Condition:

Third Condition
 Data:
 Rule: Not Used
 Condition:

Fourth Condition
 Data:
 Rule: Not Used
 Condition:

OK
 Undo
 Delete
 Exit

Figure - Report Conditions

Using the Screen:

Data: Use the F2 pop up window to select the field that contains the information you wish to use for including or excluding guests/rooms/types etc. on this report. For example, if you want to include only VIP guests scroll to the H02 - VIP Guest code and select it.

Rule: Select one of the 'logical operators' displayed in the F2 window. For example, to include only VIP Guests, select the '= Must Be' operator. Here is a description of the use of each operator:

- = Must Be - use this to define reports which include exactly one piece of information in the data field, for example, you want a report on one room type or only VIP guests or one date. This is the second most common operand for most reports.
- **X Cannot Be - the opposite of = Must Be.** Use this rule to exclude exactly one piece of information in the data field. For example if you have five rate types, including package deals and you want a report on all types but packages, use the X Cannot Be operand to exclude the package category. Use of this operand is much less frequent than the others.

- **< Must be less than** - use this operand to include groups of information from the data field. Dates and dollars are common uses for this operand. For example, suppose you want to see only guests that stayed with you up to two months ago. Use the data field to enter the date arrived field, use the < Must be less than operand and put 19990630 in the condition field. All guest stays before June 1 will be included. You would not use 19900531 as the date because guests arriving on May 31, would not be included.
- **> Must be greater than** - This operand is the opposite of the < Must be less than choice. Suppose you want to see only guests whose revenue was greater than \$500. Use the > Must be greater than operand.
- You can use the > Must be greater than rule as the first condition and the < Must be less than as the second condition. Each report can have up to two conditions. This creates a range of values. For example, if you want a report for all stays between June and September you might use the first condition to specify the first date and the second condition to specify the second date. You must use the AND choice to connect the two conditions (see AND/OR below). This works but there is an easier way to create ranges, the '&' rule.
- **& Must be between.** This is the most useful of the condition codes. It allows you to specify in one condition that guests or rooms or rates etc. should be included when the information in the data field falls within a certain range. For example, if you use the & code and enter N, NZZZZ in the condition field and enter B30 (the design code for room type) in the data field, then only room types with N at the beginning (like all your non smoking rooms) will be included on the report.
- We suggest that for any guest report you condition the report such that the room type must be between A, Y; that is, exclude Z room types (used by non-guests).

Condition: Enter the alpha or numeric information that will define the range or specific of the condition. If you use the = rule enter the letters or numbers the computer must match in order for a guest record to be included on the report. If you use the > rule enter the bottom value of the range of information that can be included on the report. Any guest that has a match greater than the bottom value of the range will be included on the report. The < option is just the opposite. If you use the & rule you must use the format

bottom of range , top of range

That is, a comma must separate the top and bottom values and the bottom of the range must be first and the top, last. The way ranges work depends on how the computer sorts data. The computer sorts numbers from 1 to 99999... and then letters from A to ZZZZZ. So for example, if you choose a range of Q, Q99999 that would include a record numbered Q002322, but would exclude a record numbered QC03322. If you specified a range of Q, QZZZZZ, that would pick up every record starting with the letter Q.

If you enter a date in the range it must be in the format YYYYMMDD because that is how the computer stores dates regardless of how you enter them. If you wanted all guest stays in June on a report, if you enter June 1,June 30 your report would print nothing, because dates are not stored that way. Instead you would have to enter 20000601,20000630.

If you will be running the same report for several different conditions, enter the word ASK in the condition field. When you run the report you will be prompted to enter the condition field. This is useful when you wish to run the same report for a variety of date ranges. You won't need to go back into the report design each time you wish to modify the condition!

N/A And Or: If you wish to specify only one condition, consisting of a data, rule and condition specified, press F4 from this field. The rest of the fields are left blank. If you want to specify an additional condition, type either AND or OR in this field. You will then be requested to specify the second condition, including a data, rule and condition specification.

AND and OR are called logical operands too. Each is very different and they mean about what they sound like. Some examples will clarify the difference. Suppose you filled in the screen as follows:

Data: B20 (arrival date)
Rule: &
Condition: 19940101,19940630

AND

Data: B26 (number of children)
Rule: >
Condition: 0.

This would show a report for guests who stayed with you in the first six months of 1994 and who brought children. If you had used the OR choice instead of the AND choice, this

report would print all guests who had children with them regardless of date, plus all guests who stayed with you in the first six months whether they had children or not. This would produce a meaningless report.

The OR selection becomes useful in reports like one in which you want to see a list of all VIP guests or ones who spent more than \$1000. The screen would be set up as follows:

Data:	D10 (total revenue)	
Rule:	>	
Condition:	1000	OR
Data:	H02 (VIP Guest Y/N)	
Rule:	=	
Condition:	Y	

If either condition applies, a guest would be included. If these two conditions were joined with an AND instead of an OR the report would include far fewer guests, namely those VIP guests who spent more than \$1000. Now that is a guest to keep track of! Both conditions must be met on each guest in order for it to be included on an AND type report.

Printing report generator reports: Choose the report generator menu option for printing from the hotel main menu or from the guest history and marketing sub menu. Report generator reports are printed just like regular reports. You can send them to the printer or to the screen if they will fit.

When you print the report you can specify a few more options. They are:

- if you put the word ASK in a condition field when designing the report, the printing program will stop and ask you what you want in that condition field. So you can specify the condition at the time of printing. This is handy for reports that have a certain date range for example, and each time you print it, it has a different range.
- When printing a report designed in the Design Other Front Office Reports program that uses data only from reservations, you can specify at time of printing the arrival date range for the reservations.
- When printing history reports you can specify if you want all visits or last visit only. This option is used mostly when creating a mail merge file for sending out letters. By selecting last visit only you only send one letter to the guest who has been with you more than once.
- When printing current or historical reports if you skip the arrival date range and click the Guest Stay From and To fields you can specify a report for guests who are or were

in house on specific dates. Be careful with this feature. If you use it you should not specify arrival and departure dates too since the two could conflict with each other and then your report would not display the right information.