

## **V11.0 Highlights**

Includes revisions 11.1, 11.2, & 11.3

### **Function Changes**

#### **F1 & F2 Advance Deposit short cut added.**

When you're finished making or changing a reservation, a short cut [F9], has been added to the bottom of the screen in order to quickly post any advance deposit you may need to enter. This saves keystrokes which minimize the time entering data.

#### **F2 Reservation "Taken On" field solidified.**

Reservation "Taken On" date does not change now when you change the spelling of the name of a guest during Check-In.

#### **F2 Group Cancel.**

Now you can cancel an entire group reservation quickly. After putting in 'C' and hitting enter to cancel a single reservation of a group, the question appears "Are you sure you want to CANCEL (Y/N)?" Put in the letter 'G' and hit enter. The question "Are you sure? Cancel ALL reservations in this group (Y/N)?" appears. Simply type a 'Y' and hit Enter. All reservations in the group will be canceled. If you elect not to cancel the entire group, simply press 'N' and this will escape back to the same reservation you were looking at.

#### **F4 Plain Paper folio/registration card now available.**

By changing the "Use short folios?" field to a **P** in F9-3-3 Folio Printer Controls, a plain paper folio/registration card, with headers and column headings, will be printed. There is also a signature line, space for the guest automobile information to be written in, and registration information about the guest stay creating a dual purpose form. This allows those customers that elect not to use the preprinted forms to print a card for registering at check-in and a nicer looking receipt for their customers at check-out all in one.

#### **F4 Checkout "Autoescape" when no activity.**

The F4 Checkout area will automatically escape back to the Main Menu after 60 seconds when there is no activity/typing no matter where you are. This helps the posting of phone calls happen more frequently which occurs each time F4 is pressed from the Main Menu or after a short time while sitting on the Main Menu.

#### **F6-1 "New" Reservation Forecast Reporting function.**

Now a 31-day forecast can be printed or put to the screen for any date range desired. The amount of information also has been expanded greatly to help make decisions faster. The old 4-day Forecast has been moved to the Main Menu and converted into a report for just forecasting today only. You'll see this on the bottom of the screen called "[Q]uick Status".

#### **F6-2-2 Credit Card numbers X'd out on Confirmations.**

Credit Card numbers are now X'd out except for the last 4 digits on printed confirmations providing higher security for your guest's information.

**F6-2-2 Rate changes noted on Confirmations.**

The confirmation now tells the guest if a Rate changes during their stay by displaying an asterisk(\*) next to the rate. This refers to the bottom of the printed form where it says \*Rate change during stay!

**F6-2-2 Print Confirmations for Canceled Reservations.**

A confirmation slip can be printed when a guest cancels a reservation automatically. When you print [A] for all, and you have said 'Y' to the question on the reservation record to print a confirmation, a cancellation/confirmation slip will be printed for mailing.

**F6-3-1 Report of Reservations Taken changed to show “Taken By” info.**

The group number column has been replaced to show the initials of who originally took the reservation. This info is more widely used and needed for things such as calculating commissions for properties who pay employees per reservation.

**F6-3-15 Room Status Report enhanced.**

An option, to pick the status of the rooms you would like to see on the screen or printed, has been added to give you more precise information. You can choose from the “Occupied” status (i.e. Vacant, Stayover, Departing, Maintenance) and the “Clean” status (i.e. Clean or Dirty), or just hit enter for ALL. The asterisk means all rooms of each category.

**F6-4-6 Period-to-Date Report enhanced.**

A date field has been added to allow you to print previous reports for this year. In the past, auditors would forget to run this report during the night audit process and once the day was closed, could not go back and print it. Now you can but for the present year only.

**F9-1 Refund original Transaction Code posted in Advance Deposits.**

Now you can refund the amount of deposit to the same transaction code that was used to post the advance deposit. This stops the need to create a cash folio, as was needed before, in order to void code 36 A/D Refund and the original code posted such as 52 Master Card.

1. Press: [F9] from the Main Menu.
2. Type: **1** and press [Enter]
3. Type: **Initials** in line 1 and press [Enter]
4. Type: **Confirmation number** of reservation and press [Enter]
5. Type: **0.00** in *Change Deposit Received* field and tab to field at bottom of screen
6. Type: **Y** in the *Is this to be included...* field and press [Enter]

**F9-8-5 Travel Agent pay commissions screen improvements.**

After paying commissions and hitting enter, the screen stays in the pay commission screen. This allows you to make payments to other travel agents without exiting.

## System Changes

### **"Training System" noted on top of screen to prevent confusion.**

The words "Training System" displays in the center of the top line on each screen as you travel from screen to screen throughout the Training System. This enhancement will help prevent confusion of where you are so real *Live* data is not entered into the wrong system.

### **System Menu reflects new version 11.2-July2003**

### **Page Numbers Added to Reports.**

Page numbers have been moved from the bottom of each page to the header of reports to help minimize the number of pages printed. This along with the "Report Completed" at the bottom of each report helps prevent you from wondering if you have all the pages.

### **Credit Card Number Hidden.**

The credit card number on printed folios is now X'd out except for the last 4 digits.

### **Main Menu Changed.**

The Main Menu has taken on a new cleaner look with an added hot key. We have changed the background color to easily identify the Main Menu from other screens in the Function Key areas. Plus we added the "[Q]uick Status" hot key for a quick look at today's forecast.

### **Enhanced Call Accounting Program.**

We have made internal changes to improve the speed which improves the quality of the call accounting program. These improvements along with the 'New' Windows Call Accounting Input Program improves the overall processing of the guest phone calls.

### **Network Sharing Locks Improved.**

Now the sharing locks in a networked system of 2 or more terminals will automatically remove themselves after a brief lock. This lock is necessary to protect the data but can be removed quicker now due to improvements in computer processing speeds.

### **New Backup Program "wzBackup".**

Now when you install the "wzBackup" program on your computer, the previous backup routine in the Night Audit and on the System Menu will cease to function. A message will display telling the clerk to use the "wzBackup" program. This program is a windows based backup program with better reliability.

### **Screen Saver Removed.**

The Screen Saver on the Main Menu has been removed. It is no longer needed and was causing more disruptions to the clerks. Instead a 'Sleep' function has been added in its place. This will not be noticed but will save on power when the system stays on the Main Menu for a period of time and not utilized. If Call Accounting has been purchased and installed, the Main Menu will continue to check for calls to post every 60 seconds as before.

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The following are highlights from the previous updates, V9.01, V9.02, & V10.0 that you may or may not have noticed in your system.

## **V9.01, V9.02, & V10.0 Highlights**

For *“The InnSpectre”*

### **F1, F2, F3 - City Ledger Account Number**

#### **Enhanced F1 (Help) Key when Direct Bill is the Method of Payment**

Now you may search and insert the city ledger account number and name from the **Credit Card No.** field. This enhancement is helpful in locating the correct city ledger account number quickly before assigning it to the guest folio's posting.

1. Press: **[F1]** with the cursor in the **Credit Card No.** field, a search screen for a city ledger account name or number will be displayed.
2. Press: **[Enter]**, an alphabetical listing of city ledger account names or numbers will be displayed.
3. Press: **[Page down]** until the correct city ledger account appears.
4. Type: the account number
5. Press: **[Enter]**, the account information appears
6. Press: **[Enter]**, the information automatically is inserted in the **Credit Card No.** field.
7. If direct bill is the selected method of payment, the **Credit Card No.** field will become required.

### **F1 - Groups**

#### **F1 - Group Reservations - New**

Group reservations have now become easier to make, change, link together or cancel. Before beginning the data input for making a group reservation, (if necessary) separate the total booking into sub-groups that have the same room and/or guest information: i.e. arrival date, departure date, room type, last name, method of payment etc. Then begin to enter the reservations, starting with the largest of the sub-groups.

Making reservations with the same room information but with different or same guest information:

1. Type: the number of rooms for this section of the group reservation when **F1, Number of Rooms** field is greater than '1'.
2. Press: **Enter** when all the reservation information for the first reservation is completed. This reservation will be designated as the 'master', which will appear in yellow in the top left of the reservation screen.
3. Press: **Enter** again to complete this section of the group reservation.
4. A question appears on the bottom of the screen: Make all reservations with this information (Y/N)? (This question is in reference to the guest information.)

- Type: 'Y' - If this section of the group reservation is to have all the same guest information: last name, address, method of payment, etc. Press: **Enter**. The remaining reservations will be made immediately. The last reservation of this group will be displayed.
- Type: 'N' – If this section of the group reservation is to have different guest information. Press: **Enter**. The second reservation of the group reservation will be displayed with the cursor in the **Reservation Taken By** field.
  - a) Type: changes to any of the guest information fields.
  - b) Press: **Enter**. The second reservation confirmation number will appear.
  - c) Press: **Enter**. The third reservation of the group reservation will be displayed with the cursor in the **Reservation Taken By** field. Make any needed guest information changes.
  - d) Continue this procedure until all of this section of the group reservation have been completed.

Making reservations with different room information and different or same guest information:

1. Type a group reservation in which all the room information is the same: i.e. arrival date, room type, number of adults, etc. but some of the guest information may differ. See the above section: *Making reservations with the same room information but with different or same guest information.*
2. Press: **[F10] Repeat** When the last reservation's confirmation number of this sub-group reservation appears on the bottom of the screen. This will begin another set of sub-group reservations prefilled with the identical information as the previous sub-group reservation.
3. Type: any needed changes. The cursor will be in the **Date of Arrival** field. All fields in the top section of the screen are now accessible for change.
4. Press: **Enter** The master confirmation number of the *original* reservation will appear in yellow in the top left of the reservation screen, thus attaching the original sub-group of reservations **and** this additional sub-group of reservations. The bottom portion of the screen will appear with prefilled fields.
5. Type: any needed changes.
6. Press: **Enter**. The reservation confirmation number will appear.
7. Press: **Enter** again to finish making this section of the group reservation.
8. A question appears on the bottom of the screen: Make all reservations with this information (Y/N)? This question is in reference to the guest information.)
  - Type 'Y' - If this section of the group reservation is to have all the same guest information: last name, address, method of payment, etc. Press: **Enter**. The remaining reservations will be made immediately. The last reservation of this group will be displayed.
  - Type: 'N' – If this section of the group reservation is to have different guest information. Press: **Enter**. The second reservation of the group reservation will be displayed with the cursor in the **Reservation Taken By** field.
    - a) Type changes to any of the guest information fields.
    - b) Press: **Enter**. A new reservation confirmation number will appear.

- c) Press: **Enter**. Another reservation of the group reservation will be displayed with the cursor in the **Reservation Taken By** field. Make any needed guest information changes.
  - d) Continue this procedure until all of this section of the group reservation have been completed.
9. Press: **[F10] Repeat** If another section with different room information of this group reservation is to be made.

## F2 - Groups

### F2 - Group Reservations – Group Member

On the **[F2] Reservation Look-Up** screen an '=' sign will be displayed between the line number and the confirmation number to indicate that this reservation is a member of a group.

### F2 - Group Reservations – Attaching Existing Reservations Together

You may attach existing individual or group reservations to existing individual or group reservations.

1. Locate the confirmation numbers of the reservations which you want to attach.
2. Display in the **[F2] Change Reservation** screen the reservation to be attached to another individual or group reservation.
3. Type: your initials in **Changed By** field
4. Press: **Enter**
5. Press: **[F10] Group** at the bottom of the screen
6. Type: confirmation number of the other reservation in question: Add to group: Type confirmation number to group
7. Press: **Enter** The **[F2] Change Reservation** screen will be displayed.

### F2 - Group Reservations - Cancel

You may now cancel all the reservations in a group at one time or select individual reservations in a group to be cancelled.

Cancel all reservations in a group at one time

1. **[F2] Change Reservation** Display one of the group reservations to be cancelled. At the top of the screen, the *Master* confirmation number and the total number of reservations in the group will be displayed.
2. Type: your initials in **Changed By** field
3. Type: 'C' in **Status** field
4. Press: **Enter**
5. Type: 'Y' in question: Are you sure, you want to Cancel (Y/N)
6. Press: **Enter**
7. Type: 'Y' in question: Cancel ALL reservations in this group (Y/N)
8. Press: **Enter** All reservations in the total group will now be cancelled.

Cancel individual reservations in a group

1. **[F2] Change Reservation** Display the individual reservation of the group reservations to be cancelled. At the top of the screen, the *Master* confirmation number and the total number of reservations in the group will be displayed.
2. Type: your initials in **Changed By** field
3. Type: 'C' in **Status** field
4. Press: **Enter**
5. Type: 'Y' in question: Are you sure, you want to Cancel (Y/N)
6. Press: **Enter**
7. Type: 'N' in question: Cancel ALL reservations in this group (Y/N)
8. Press: **Enter**
  - Type: 'Y' in question: Do you want to view next group reservation (Y/N) if you want to cancel the next reservation in this group's reservations. Press: **Enter**. The next reservation in this group reservation will be displayed.
  - Type: 'N' in question: Do you want to view next group reservation (Y/N) if you do not want to cancel any more of this group's reservations. Press: **Enter**

### **F6,3-20 Package Plan Report**

The Package Plan report must be run every day to obtain the daily, monthly and yearly totals. This report may be printed or screened.

- The system will delete the daily total when f7,2-20 close day is run daily.
- The system will delete the monthly total when f7,2-20 close day is run on the last day of the month
- The system will delete the yearly totals when f7,2-20 close day is run on the last day of the year.

### **F6,3-25 Group Reservations – Group Detail Report**

You may now print a report of all group reservations within a specified date range including the current system date to any date in the future.

1. Type: beginning date and ending date in **[F6,3-25] Group Detail Report**
2. Type: 'P' to print report
3. The report is listed by 'arrival date'
4. The company name of the 'master' reservation of each group reservation is displayed
5. A list of *all* reservations belonging to the group is displayed below the company name with the 'master' reservation listed first.

### **F7,2-20 Close Day – New Requirements**

When F7,2-20 Close Day run during the night audit, the InnSpectre will check and display a prompt if the any of the following have not yet been completed:

1. A screen will display if there are any 'departures, not yet checked out' for today prompting you to do:
  - Stay over the room in F3
  - Checkout the room in F4
2. A prompt will display indicating that you have not yet posted room and tax

- Run F7,2-8
- 3. A prompt will display indicating that you have not yet rolled your credit cards
  - Run F7,2-6
- 4. A prompt will display indicating that you have not yet run marketing statistics
  - Run F7,2-31

### **F7,2-31 Marketing Statistics**

The Marketing Statistics report must be run every day before F7,2-20 Closeday to obtain the marketing information. This is a daily report in which the information is not stored after F7,2-20 Closeday is completed.

### **F9,8-2 Travel Agent – Delete**

To delete a travel agent account from the system:

1. The travel agent has to have a \$0.00 balance due
2. In the F9,8-2 screen, type the travel agent's code
3. Press: F2
4. Type: 'Y' to the question: Do you want to delete this travel agent? (Y/N)
5. Press: Enter

**We thank you for your input in helping make our system better. We encourage you to continue sharing your ideas and suggestions to assist in the operation of your property.**