

eZee FrontDesk Manual



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Contents

Getting started with eZee FrontDesk	4
Front Office Tab	5
Check In/Reservation	5
Walk In	5
Walk In Wizard.....	6
Select Room.....	7
Select Business Source.....	8
Walk in Page.....	9
General Information.....	10
Room Sharing.....	19
Other Information.....	22
Rate Information.....	23
Extra Charge.....	27
Payment Detail.....	29
Folio Summary.....	31
Reservation Wizard	35
Reservation List:.....	58
Booking Operation:	60
New Booking	60
Booking List:	73
Out Of Order Room.....	73
Unmark Out Of Order	74
Guest Operation.....	74
Guest Ledger	74
Guest Message.....	75
Guest Search	76
Guest Database	76
Others	77
Change User	77
Phone Directory	77
Cashier Report	78
Back Office Tab	78
Expense Management	78
Pay Out.....	78
Paid Out Voucher	79
Misc. Sales (Account Receivable).....	80
Manage Transaction	80
Insert Transaction:	81
Undo Transaction:.....	82
Accounts.....	83
Business Source.....	83
City Ledger Account/Direct Billing Account.....	84
Web Update	85
Rate/Inventory update	85

Tools and Utilities Tab.....	85
Tools.....	85
Advance Search.....	85
Reminder.....	85
Utilities:.....	88
Back Up	88
Restore	88
Phone Directory	88
Lost And Found	89
Calculator	90
Message Box	90
Change Messages.....	91
Wakeup Call List:.....	91
Transport:.....	91
Mode.....	91
Transport Name	91
Station.....	91
Schedule.....	91
Configuration settings from under eZee Logo.....	92
Data base	92
Front Desk View:.....	93
General Setting	93
Night Audit:.....	94
Undo Night Audit:	101
Theme:	106
Registration:.....	106
About Us:	106
Change Language:.....	106
User settings:	106
Exit eZee Front desk:.....	106

Getting started with eZee FrontDesk

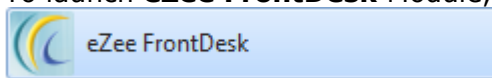
This is the first important step in using **eZee FrontDesk NextGen**. After configuring your property, FrontDesk Staff can perform main functions in PMS such as Check in, Reservation, Group Booking, in this Module.

This Guide will quickly teach you the basic idea of using eZee FrontDesk.

Moreover we have designed many Modules to facilitate major departments in a Hotel, such as House Keeping, Laundry, HR Management, MiniBar, etc.

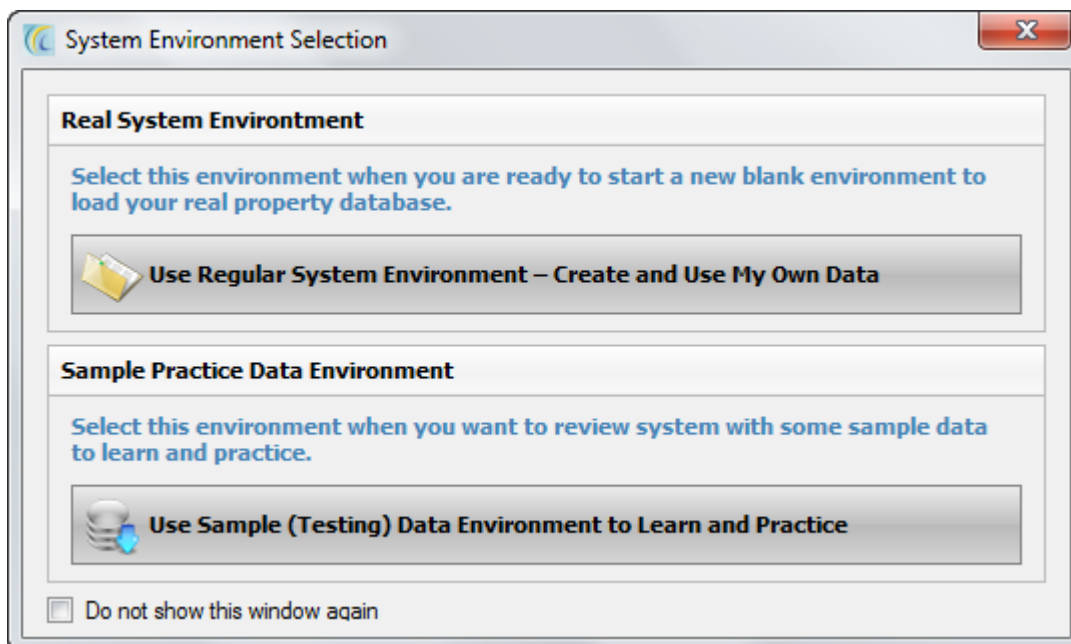
Follow below steps to start configuring your property:

1. To launch **eZee FrontDesk** Module, click on the icon



either in the Start Menu or on your Desktop.

2. **eZee FrontDesk NextGen** Login Window will appear. You will see following dialog. Select the database NextGen or Sample Demo database and enter in Software.





1. Select the '**Admin**' user from **User List** and click on **Login** button. This will log in you to **eZee FrontDesk** Module to perform various functions in your Hotel. You will see following dialog.

Note: You can also enter Opening Shift balance on Shift Information Screen.

Front Office Tab


Check In/Reservation

Walk In

Walk In Wizard: This wizard allows the desk clerk to capture the information and personal data pertaining to the guests such as stay duration, additional guest if any, personal information from guest's profile, folio amount, payment, balance, discount, print folio, additional charges. Details are also there related to Business source and commission paid to them.

How to Reach Walk-in



Click on  icon in Front Office menu. You will get Walk-in Wizard.

Screen 1: i) a Select Walk-In Info.

This screen allows you to enter the number of days and guests, tax settings and more.

- **Rate Type:** Select the **Rate Type** that the guest needs. Rate type can have the count of days 1 or more. In the textbox besides the Rate Type you will see how many days that rate type is for. This field is for reference only and not editable in this screen.
Note: You can set number of days based on your rate type. For Example for monthly you can set 30days; on selecting that rate type system will pick 30 days of stay by default. This is useful for package or discounted rates.
- **Departure:** Select **Departure** date from pop up Calendar (by default it is set to next calendar date). Select the check out date of the guest.
- **No of Adult:** This field allows selecting you how many **Adults** will stay in the room. This is of more use if we have an extra charge defined for extra adult.
- **No of Child:** This field allows selecting how many **Children** will stay in the room. This is of more use if we have an extra charge defined for extra children.
- **Tax Exempt:** The guest may be taxable or non taxable or liberated from state tax only. For example: - Military and Government employees.
- If you don't want to apply any of the tax viz. **Luxury**, **VAT** and **Service** then check mark against the respective tax in the section *Tax Exempt*
Note: If you check the VAT under Tax Exempt then it will not add VAT in this guest's folio.

➤ Inclusive/Exclusive Tax

This field will allow you to change the Rate offered to guest. You need to put the rate manually thru key board. This rate will be applicable to full stay of the guest.

- **Rate Inclusive Tax** > suppose you have 10% tax and you have offered room in \$100 which should be inclusive Tax. Click on Rate Inclusive Tax radio button >> put Rate \$100 in Rate Field. This will make room rate \$90.91 + \$9.09 (tax) = \$100.
- **Rate Exclusive Tax** > suppose you have 10% tax and you want to offer your guest \$100 which should be exclusive Tax. Click on Rate Exclusive Tax radio button >> put rate \$100 in rate field. This will make rate \$100 + \$10 (tax) = \$110.

Note: You can change the rate again from Room > 'Rate Information' Tab.

To continue the Walk in Wizard to next screen click on the **Next** button

Screen 2: i) b Select Room

This screen allows user to select the room in which you want to check in the guest. This wizard first checks availability of rooms and displays the *List of available Rooms*.

Walk In Wizard

This wizard will step you through Check In a Guest. Key in all information on this dialogue and press Next button. Please note by default Arrival date will be today's date.

Walk In Steps

1. Select Walk In Info.
2. Select Room
3. Select Business Source


Search Criteria

Room Type: -- All -- Room Name: Room Amenity: Select Room Ame Room Owner: Select Owner

Room Type	Room Name	Room Alias	Room Type Alias
Super Deluxe			
Super Deluxe	103	103	
Super Deluxe	104	104	
Twins			
Twins	402	402	
King Suite			
King Suite	201	201	
King Suite	204	204	
King Suite	205	205	
Presidential			
Presidential	302	302	
Presidential	303	303	
Presidential	304	304	

Back Next Cancel

Search Criteria > If the property is big user can use **Search Criteria** located at the top of the window to quickly locate the desired room. After giving filter criteria in **Room**

Type, Room Name or **Room Amenity** hit on search icon . The search option can be used as a combination or individual

To continue the Walk in Wizard to next screen click on the **Next** button

Walk In Wizard
This wizard will step you through Check In a Guest. Key in all information on this dialogue and press Next button. Please note by default Arrival date will be today's date.

Walk In Steps

- ✓ 1. Select Walk In Info.
- ✓ 2. Select Room
3. Select Business Source

Scan Credit Card/ Identity Proof

Market Place

--N/A--

Commission Plan

Value

Apply Source Rate

Suite With

Date [Super Deluxe] Inventory

Rate Type	Rate	Extra Adult	Extra Child
Daily	275.0000	90.0000	20.0000
Weekend	280.0000	90.0000	20.0000
American ...	320.0000	100.0000	30.0000
Modified ...	310.0000	95.0000	25.0000
Continent...	300.0000	90.0000	25.0000
Weekly	265.0000	85.0000	20.0000
Monthly	250.0000	80.0000	15.0000
* Daily	275.0000	90.0000	20.0000
* Weekend	280.0000	90.0000	20.0000
* American	320.0000	100.0000	30.0000

* WeekEnd Rates

Screen 3: i) c Select Business Source

This wizard allows user to select the Business Source/Travel Agent and also allows user to select special negotiated rates configured for this business source if you don't want to offer the default rate.

Note: You can define special rates for rooms for each business source separately.

This Wizard also allows you to swipe guest's credit card to populate the guest profile information to be displayed in the Software. (Provided card reader integration is done).

Press > Scan Credit Card/Identity Proof: This is an interface with RFID readers/magnetic cards that gives identity information of the guest from their identity card. On pressing **Scan Credit Card/Identity Proof** you will need to swipe the identity card within the time frame specified and the information will be populated in eZee FrontDesk Check in Screen making check in procedure less time consuming.

Note: eZee Software has to be integrated with the Swipe Card Reader machine.

❖ **Business Source:**

Following is the description for Special Settings for Business Source:

- **Market Place:** Select the category of business source such as Travel Agent, Taxi, etc. Highlight the Business Source to select.
- **Commission Plan:** Select payment commission to be given to the selected Business Source from the drop down list. (You can track commissions in reports of business source).
- **Value:** You can select either xx% or xx amount in this field; based on the plan selected in Commission Field.
- **% of all night:** This will give a commission % of room rate based on the full stay of guest.
- **% of first night:** This will give a commission % of room rate based on the first night stay of guest.

- **Fixed amount per night:** This will give a fixed amount commission based on the whole stay of guest.
- **Fixed amount per stay:** This will give a fixed amount commission based on the first night information of guest.
- **Apply Source Rate:** You can apply pre-configured rates to offer to guest coming from this Business Source.

Note: Tariff Apply option is not visible, unless and until you have defined the special rates for this Business Source Contact.

Configuration → Go to FDC → Property Setup → Business Source → New → must check mark "Define Special Room Rate", then only the system will allow to define the special rate in Define Tariff Menu.

Define Tariff → Select Business Source from scroll down → Get Tariff → enter rate.

- **Suite with:** - This setting allows you to perform check in for 2 inter connected rooms on doing single room check in. You have to click on this radio button to activate this.

Note: Rooms should be inter-connected from configuration module.

Configuration → Go to FDC → Property Setup Tab → click on Room Operation → Edit → Connect Room → Select room to connect with.

To continue the Walk in Wizard to next screen click on the **Next** button

Screen 4: i) d Main Walk in page

This is main Check in Wizard which allows you to Enter/Edit all the main details pertaining to guest profile, payments, discounts, extra charges, etc.




All functions which you can perform through this wizard are described below >>

Walk In





Room Name: 103 - Room Type: Super Deluxe
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information | Room Sharing | Other Information | Rate Information | Extra Charges | Payment Details | Folio Summary

Guest Information

Last Name 
First Name  

Settlement Option

Cash Credit Partial Credit
Type:
Card No: Expire:
Bill To:  
Folio No:  



Stay Information

Arrival: Wednesday
Departure: Thursday
No of Night(s): Adult: Child:

Tax Exempt

Luxury VAT Service



Season & Rate Type Information

Season:
Rate Type:  Days: 

Rate Information

Total Charges	320.00
Discount	0.00
Total Tax	44.80
Total Rate	364.80
Extra Charges	0.00
Total	364.80
Flat Discount	0.00
Amount Paid	0.00
Deposit	0.00
Round Off	0.20
Balance	365.00

Business Source Settings

Market Place:
Source:  
Commission: Value:

Generate Bill No Stop Room Move
 Show Rate on Registration Card
 Suite With

Documentation Information

Reservation #:
Folio #:
Registration #:

Release Information

Date: Amt.: %
Min. Payment/day to extend stay:



Check In | Close

Booked By: Reserved By: Check In By: Check Out By:



General Information Tab


This form allows to plug-in profile and particulars related to the Guest including name, birth details, address, identity information, contact information, stay dates and days, rate, business source and other information. You can see all the other details by clicking the arrow pointing down which is found below First Name.

This screen allows you to Check in the guest once all information has been entered.


-  **Symbol besides the Guest Information:** This option allows you to swipe and to auto fill the guest information through identity card to be captured in **Guest Information screen**. Click on  icon and swipe the card.


Note: Software has to be integrated with the Swipe Card Reader. And only that information will be captured which is displayed on the identity card.

-  **Icon besides the Last Name:** This option allows you to directly search guest in existing guest database. Click on  icon to search. You can double click on the guest and it will auto fill all information of the guest. You can specify initial of Last Name/First Name to narrow your search.

-  **Icon besides the Settlement Option:** This option allows you to swipe credit card for posting the payment. Click on this icon to swipe the Credit Card.
Note: Software has to be integrated with the Swipe Card Reader.
- **Settlement Option:** This option allows user to select a Payment Type for payment and enter details further. This payment type will be selected by default in payment screen.
- **Bill To:** This is commonly known as **City Ledger Account OR Direct Billing**. You can select the pre-configured company to post this room's folio under that company's account.
Note: In Direct billing, the corporation is offered a specific credit limit for a specific time frame. The corporation can clear the dues by the agreed time frame; say for example on monthly basis. The dues are added to the account whenever the corporate employee is provided the service and the company can have the convenience of paying it once every month.
- Configuration → go to BackOffice Tab → click on City Ledger → click on 'New' → create new.

- **Folio No.:** This option allows you to transfer/post 1 folio balance amount to another folio.

Folio No  

Click on search icon  → select folio/room number you wish to post this room bill should be included in.
Highlight the Room → hit on select button.

To undo the selection of room you can use  Icon.

The balance amount of this folio will be transferred in other folio when you check out this folio. You can see the balance amount of this folio in "Extra Charge" of selected folio.

Boxes of Reservation, Check In, Check Out, Cancellation, House Keeping:

This option allows you to communicate/put remarks in these tabs to pass on the information to respective departments. You will also find these remarks in respective Reports.

- **Guest Remark:** - You can put any remark for guest. For example 'complementary drink to be served after check in'.
- **Reservation:** - You can put any remark while entering reservation. For example: - you have negotiated with guest and offered him, 'a free airport travel while departure'.
- **Check in:** - You can put any remark at the time of check in for example: - 'guest is Government employee, so we have offered x % of discount'. This remark can be seen in many reports such as 'Guest Checked in report'.
- **Check out:** - You can put any remark for other desk clerk to pass on the information. For example: - 'Accept cash only'. This remark can be seen in such as 'Arrival Departure Stay over Report'.
- **Cancellation:** - This field is used in reservation module. You can put a reason or a comment to cancel reservation for example: - Duplicate reservations. This is mandatory to put cancellation reason to cancel the reservation
- **Housekeeping:** - This field is used to notify the remark to Housekeeping department. For example: - 'Please change bed sheet'. This comment can be seen in Housekeeping view.

- **Release Date & Release Amount:** These features are associated with Reservation and Booking. Please refer those sections of manual.
 - **Min. Payment/Day To extend Stay:** This option can be used to define the minimum payment required from the guest before extending the stay period of the guest.
 - Stay Information:** These fields allow you to see Guest's Arrival/Departure, No. of Nights, Adult, Child information's.
 - Note:** This information is not editable from here. To edit any information in this tab, see options available in "More" button located on left bottom corner of the screen.
 - **Tax Exempt:** If you don't want to apply any of the tax viz. **Luxury, VAT and Service** then check mark against the respective tax in the section *Tax Exempt* and hit on update button to implement the changes made.
 - **Season and Rate Type Information:** If you have configured season in FrontDesk Configuration module, while doing check-in in the range of configured dates software will pick the season automatically.
 - Note:** Room Rate can be based on season's defined date Define Tariff.
 - Setting:** From FDC > Define Tariff > filter on season and hot on "Get Tariff".
 - **Rate Type:** Select the **Rate Type** that you want to offer to the guest. In the textbox besides Rate Type you will see how many days that rate type is for.
 - Note:** You can configure rate type based on days. For example: - You can define monthly rate for 30 days and offer special rates as well.
- Configuration → Go to FDC → Property setup → Rate Type → New → another screen named "Add/edit Rate Type" will open → select number of says in Plan Types as shown in screenshot below >>

The screenshot shows a window titled "Add/Edit Tariff Plan". It contains the following fields and options:

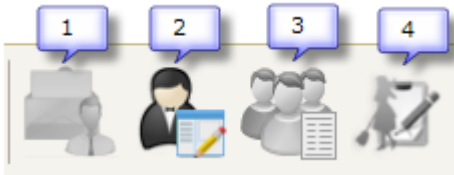
- Tariff Plan Information:** Includes an "Inactive" checkbox.
- Alias:** Text box containing "MNTLY".
- Sort Key:** Spin box containing "0".
- Name:** Text box containing "Monthly".
- Description:** Text area.
- Web Tariff Plan:** Checkbox, currently unchecked.
- Plan Types:**
 - Hours: Spin box containing "1".
 - Days: Spin box containing "30". This section is highlighted with a red box.

At the bottom of the window are "Save" and "Close" buttons.

Business Source Setting: Explained above.

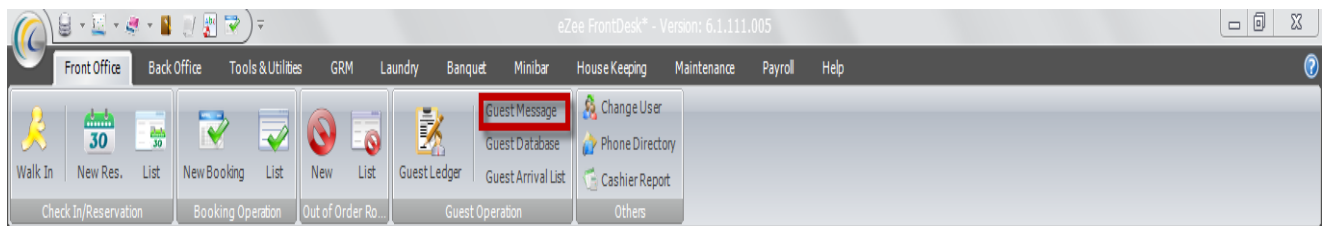
- **Generate Bill No.:-** After Check out, if you wish to have **Bill Number** to be generated, then check mark on the check box.
- **Show Rate on the Registration Card:** - If you wish to show the room rate and tax on the Registration, then check mark on the check box.
- **Suite With:** - Explained above.
- **Stop Room Move:** User can keep a tick on this option, if you do not want to move the guest to any other Room.

4 Icons:



These icons are linked to following explained tasks and gives you hint of following segments of FrontDesk >>

First icon will blink if there is message entered for this guest.
 To enter Guest Message → Click on 'Guest Message' menu, as shown in the screenshot below → enter the message → this message will blink in room.
 To view message simply click on First icon in room → new window displaying entered message will pop up.



Second icon will blink if there is any follow-up with the guest for the events mentioned in predefined scroll down list.

Note: For explanation of Follow up screen refer to **"Add Follow up"** part of the manual.

Third Icon will blink if this room is checked in under Group Booking. On clicking on icon it will display booking information wizard.

Note: For explanation of booking wizard please refer to 'Booking Wizard' part of the manual.

Forth Icon will blink when there is any remark added from housekeeping view. For this you need to activate the settings → Go to FDC → click on eZee Icon located on



top left corner → Option → Miscellaneous → House keeping → check box "show maid's remark on FrontDesk rooms.

Rate Information:

Rate Information	
Total Charges	1,260.00
Discount	315.00
Total Tax	132.30
Total Rate	1,077.30
Extra Charges	0.00
Total	1,077.30
Flat Discount	0.00
Amount Paid	0.00
Deposit	0.00
Round Off	0.70
Balance	1,078.00

This section allows to see the guest's final financial transactions/data for quick glance, this field is for reference only and not editable in this screen.

Documentation Information:

Documentation Information	
Reservation #	RESN8
Folio #	FN9
Registration #	RN9

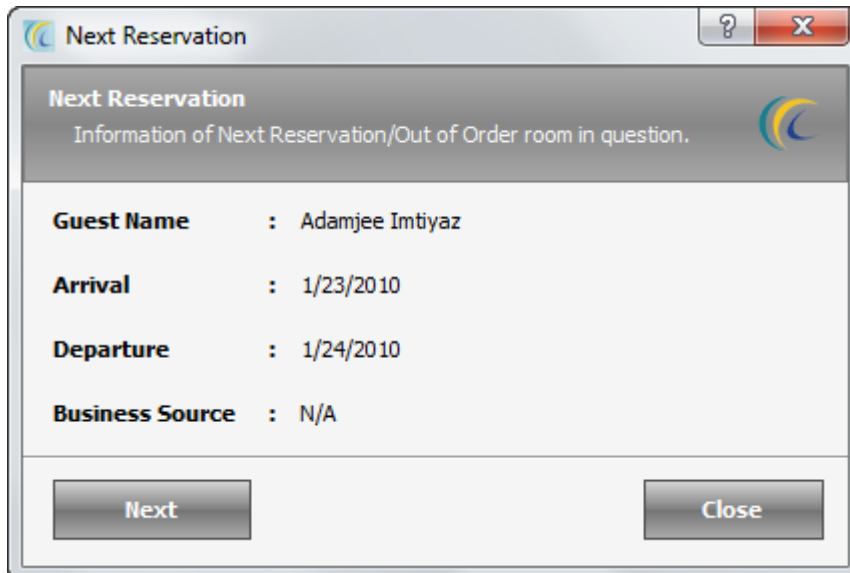
- **Folio #:-** This field displays or allows to key in the Folio/Invoice number for this transaction.
- **Registration #:-** This field displays or allows to key in the guest registration number.
Note: If you do not want these number to be generated then you can keep the number settings manual, for that → go to FDC → click on eZee icon → select options → in general tab → locate invoice settings → select registration number → select 'eZee FrontDesk default' →
- **Voucher #:-** This field displays or allows to Key in the voucher number issued by the business source or business source customer's identification number.
Note: This number has to be entered manually only. You will need to click on **Update** button to implement any changes.

Next Reservation

1/21/2010

Next Reservation: This displays the date of immediate next reservation on this room. On clicking Next Reservation Tab, another screen will open as shown below which will display all the next scheduled reservations on this room. You can click on **Next** button to see all immediately following reservations.

Note: Next reservation tab is visible only, when there is next reservation due on this Room.



Scroll bar:




Click on arrow of Horizontal scroll bar and another screen will open where you can enter personal details pertaining to **guest such as birth information, address information, identity information, contact information, other information.**

Note: More configurations for information pertaining to Guest you can enter through GRM Module → click on Maters Tab → select the menu from scroll down list → create new.

Special Settings

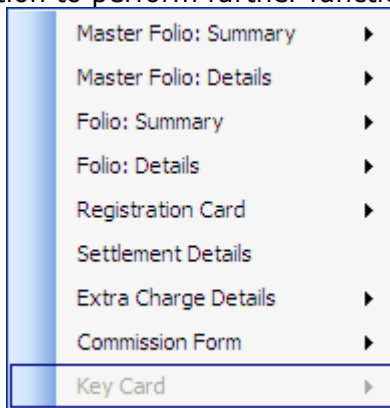
- **Allow treating personal data:** - This is customized solution for one of our client; hence this feature is not active for general use.
- **Guest Signature:** - This is an interface with the "Electronic sign pad device" which allows you to electronically capture guest signatures in software. Also, you can print signature on folios, Registration card.
 - Note:** eZee Software has to be integrated with the Electronic sign pad device.
- **Guest Image:** Software offers you a valuable tool to browse or capture the Guest Image.
- **Scan:** This feature allows you to scan the Guest picture and save it in Guest database. Click on Scan → select the scanner from the list → click on select → click on 'Accept' to save the picture.
 - Note:** Your computer must be connected to scanner.
- **Capture:** This feature allows you to capture picture of your guest on the spot and save in Software.
 - Click on Capture → Start → Capture → Ok.

Note: The buttons - **start camera, stop camera, capture** will be active only if you have webcam on your machine.

- **Large View:** - This feature allows you to enlarge the size of selected picture. Click on picture and hit on **Large View** to widen the picture.
- **Fit Image to Frame:** - By default this check mark option is selected which means the enlarged image will take the size of the frame. You can rescale the image to original size by removing the check mark. To come back to previous screen use the cross button .
- **Add:** This feature allows you to browse the picture location already present in your machine and insert it in the software.
 - Note:** You can add unlimited number of pictures.
- **Delete:** This feature allows you to delete the saved picture.
- **Feature:** You can browse any number of images.
 - Configuration → to set Path of Image: Go to FDC -> Scroll eZee Icon → Configuration Option → General → Image Settings → From here set the path.

Print Button:

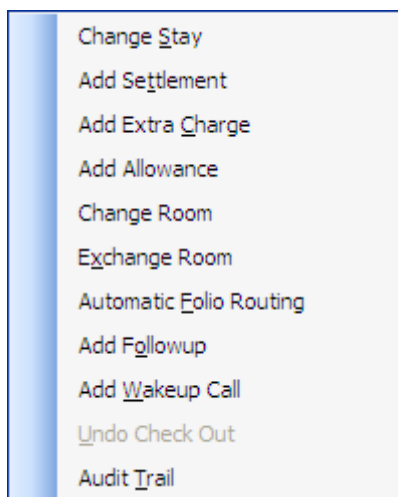
There are many options to print and preview folios in 'Summary' and 'Details'. Highlight the option to perform further function.



- **Master Folio: Summary:** Allows you to see the preview and print folio in Summary.
 - Note:** This is fixed format and cannot be changed.
- **Master Folio: Details:** Allows you to see the Folio with breakup of Folio.
 - Note:** This is fixed format and cannot be changed.
- **Folio: Summary:** Allows you to see the Folio in Summary with different templates available in eZee Configuration Module.
 - Configuration > Please go to Configuration Module > click on circular colored Icon > Options > Print > select templates.
- **Folio: Details:** Allows you to see the Folio in Detailed view with different templates available in eZee Configuration Module.
 - Configuration > Please go to Configuration Module > click on circular colored Icon > Options > Print > please select templates.
 - Foreign Currency:** Allows you to print and preview the folio in other configured currencies.
 - Configuration of other currencies → go to FDC → Configuration tab → click on 'Exchange Rate' → create 'New' → set the conversion factor → save.
- **Registration Card:** Allows you to preview and print the registration card which you can get signed from the guest.
- **Settlement Details:** Allows you to preview and print settlement records of the guest.
- **Extra Charge Details:** Allows you to preview and print the Extra Charges posted on the Guest Folio.

- **Commission Form:** This will print an auto commission form if you have selected business source and the appropriate commission plan.
- **Key Card:** Generate Keycards from eZee FrontDesk System.
Note: Please contact eZee Support Desk for further details, as this is customized solution.

More Button:



- **Change Stay:** Allows you to increase or decrease dates of stay of Guest.
- Click on this button → another screen "Change Stay Period" will pop up → select new **departure date** or you can select number of days from "**No of days**" → hit on **change** button.
- *Note: After check out you cannot perform this function.*
- **Add Settlement:** Allows you to make payment on Guest from here.
- For more explanation refer to 'Payment Details' Tab → "New" section/topic of this manual.
- **Add Extra Charge:** Allows you to add **Extra Charges** (configured in Configuration Module) into Guests Folio/Invoice.
- For more explanation refer to "extra charge" tab → "New" section/topic of this manual.
- **Add Allowance:** Use this option to add allowance to the room. You can also do the same from extra charge tab of the room window.
- **Change Room:** Allows you to change Guest Room with any Vacant Room.
- Click on this button → another screen "**Change Room List**" will pop up → this list will display all the available/vacant rooms taking into consideration of arrival/departure date parameter for this stay → select new **room** → hit on **change** button.
- You can use **search criteria** to narrow down your search.
- **Override Rate:** - Override rates are used to override an existing rate with the new one in case of change/exchange room. By default this option is active.

Concept

Tick mark on check box means Override Rate → it will take rate of new rate type selected.

No Tick mark on check box means Override Rate → it will not override rate with new rate type and keep the original rate of the previous allotted Room to the Guest.

- **Exchange Room:** Allows you to interchange the room of this guest with another occupied room.
Click on this button → another screen "**Exchange Room List**" will pop up → this list will display all the occupied rooms → select **room** → hit on **exchange** button.
You can use **search criteria** to narrow down your search.
- **Override Rate:** - Override rates are used to override an existing rate with the new one in case of change/exchange room. By default this option is active.
- **Automatic Folio Routing:** Some times Company Guests want to split their invoice/bills into 1 company bill for their room bill and 2nd into their extra charge bill which they can pay personally for themselves.
To facilitate this you will need to create new folio and route the charges to fall in particular invoice.
To create new folio > close this automatic folio screen > go to folio summary tab > click on new > create new folio > save.
Now come back to more button > click on 'Automatic Folio Routing' → screen '**Automatic Folio Routing**' will pop up → Select **Folio** from drop down → **Select charges** from list which will display all the extra charges you have configured, irrespective of extra charges applied on this folio or you can select **Room Rent & Tax** → click on Route → Apply.
Note: You can preview the selected folios from **Folio Summary Tab** → select the folio → use preview or print button.
- **Add Follow up:** Allows you to add a Follow-up Reminder which will alert FrontDesk staff or leave a follow-up comment to provide feedback for another staff. For example in Payment you can enter follow up as "Take cash only", etc.
- **Check in** – This is linked with reservation. When you enter follow up at time of reservation and select the event as > Check in, then while doing Check in from that Reservation, this icon will pop up. You can read the message by clicking on the blinking icon on left right bottom of general information screen.
- **Check out** – This is linked with check out date.
- When you enter follow-up in any checked in room and select the event as **Check out**, then icon will blink one day prior to check out date. You can read the message by clicking on the blinking icon on left right bottom of general information screen.
- **Amount Paid** - This is linked with payment screen. When you enter follow up and select the event as > **Amount Paid** → then the icon will blink in **Payment Details Tab** → on posting payment by **new** button → **amount paid** screen will open → on left bottom corner an icon will blink. You can read the message by clicking on the blinking icon.
- **Edit Reservation** – This is linked with reservation. When you enter follow up at time of reservation and select the event as **Edit Reservation**, then on opening/editing reservation, icon will blink . You can read the message by clicking on the blinking icon in bottom right corner of general information screen.
- **Change Room** - This is linked with changing room. When you enter follow up and select the event as **Change Room**, then on changing room, this icon will blink. You can read the message by clicking on the blinking icon in bottom right corner of general information screen.

For configuring follow-up type > go to FDC > Configuration Tab > Follow-up Types → New

- **Add Wakeup Call:** This is customized solution with Call Accounting Interface. If you want to give your client's wakeup call on their room phone extension. Please contact eZee Support Desk for more information.

You can use it as reminder option. Click on this option → **Wake up Call** screen will open → enter title/message → select **Date & Time** → hit on schedule button. When the scheduled time matches your system time, message will pop up as shown below >

- **Undo Check Out:** Allows you to revert your Check out process. Suppose by mistake FD staff has checked out guest, he can undo check out in database.

Note: Once you have done Night Audit operation, you cannot perform Undo Check out operation. This field grey's out.



- **Audit Trail:** Allow you to see all the edited details on this room pertaining to Payment, room change

To search the checked out folio/guest, you can use search criteria on left hand side of the main screen > under calendar → enter search criteria's and hit on search button.

↪ Room Sharing Tab

This feature is to allow and enter the associated information of sharing a room with other guest.

Sometimes the room may be shared by more than one guest or pax due to several factors, say when there is no vacant room. In such circumstances, you can even log in the shared guest's information.


- **First Name:** - You can input Guest First Name.
- **Last Name:** - You can input Guest Last Name.
- **Icon besides Last Name:**  This option allows you to directly search guest from/ within existing guest database. Click on this icon to make a search. You can double click on the guest and it will auto fill all information of the guest. You can specify initial of Last Name/First Name to narrow your search.
- **Copy Address:** Checking this combo box allows you to copy address of the main guest to all of the shared guests. E.g. If all the guests happen to be from the same family, then you can use this feature.
- You can see all the other details by clicking the arrow  pointing down which can be found below First Name.
- **Guest Image:** Software offers you a valuable tool to browse or capture the Guest Image.
- **Scan:** This feature allows you to scan the Guest picture and save it in Guest database.
- Click on Scan → select the scanner from the list → click on select → click on 'Accept' to save the picture.

Note: Your computer must be connected to scanner.

- **Capture:** This feature allows you to capture picture of your guest on the spot and save in Software.
- Click on Capture → Start → Capture → Ok.

Note: The buttons - **start camera, stop camera, capture** will be active only if you have webcam on your machine.

- **Large View:** - This feature allows you to enlarge the size of selected picture. Click on picture and hit on **Large View** to widen the picture.

- **Fit Image to Frame:** - By default this check mark option is selected which means the enlarged image will take the size of the frame. You can rescale the image to original size by removing the check mark. To come back to previous screen use the cross button .

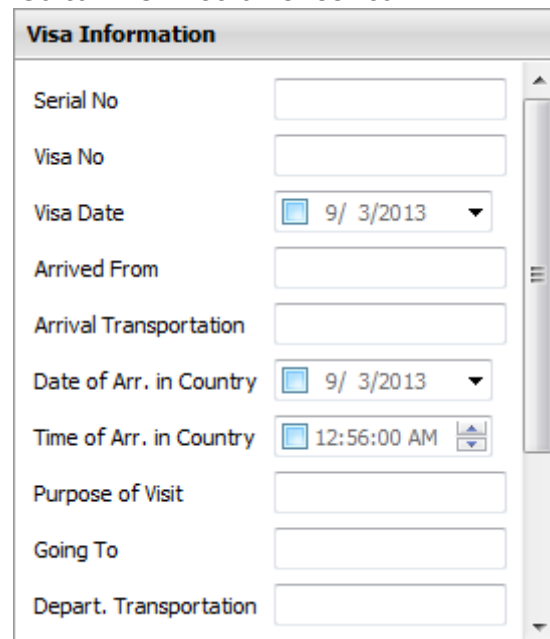
- **Add:** This feature allows you to browse the picture location already present in your machine and insert it in the software.

Note: You can add unlimited number of pictures.

- **Delete:** This feature allows you delete the saved picture.
- **Feature:** You can browse any number of images.
- Configuration → to Set the Path of Image: Go to FDC → scroll eZee Icon → Configuration Option → General → Image Settings.

Visa Information: Commonly known as Police Record form or C form. You can preview, Export or Import the Visa Form.

You can enter additional information about Visa such as Serial No., Visa No., Visa Date, Arrived From, Mode of Transportation, Date of Arrival in, Purpose of Visit, and Going to, Mode of Transportation.



Visa Information	
Serial No	<input type="text"/>
Visa No	<input type="text"/>
Visa Date	<input type="text" value="9/ 3/2013"/>
Arrived From	<input type="text"/>
Arrival Transportation	<input type="text"/>
Date of Arr. in Country	<input type="text" value="9/ 3/2013"/>
Time of Arr. in Country	<input type="text" value="12:56:00 AM"/>
Purpose of Visit	<input type="text"/>
Going To	<input type="text"/>
Depart. Transportation	<input type="text"/>

After checking in the Sharing Guest, you will see that the guest entry displays in the Shared Guest Information List.

- **Pax Check in:** You can share the room with other guests.

Note: This field will allow maximum numbers of guests to check in what you have configured in the FDC module for maximum number of adults or children in that room type.

Click on Pax Check in → 'Pax Check in Wizard' will pop up → Select the arrival/departure → (Generate Folio- If you want this guest's folio it should be generated separately. Click on this check box) → click on **Next** → Fill in the personal details of sharing guest → click on **Next** → hit on **Finish** button.

- **Pax Check out:** Used to check out shared guest. Highlight the shared guest from the combo box and hit 'Pax Check out' button.

Note: You can split the folios of the guests (please refer to "Splitting Folios")

Arrival Information: These fields allow you to enter the details regarding the guest arrival.

Departure Information: These fields allow you to enter the details regarding the guest departure.

Stay Information: These fields allows you to see sharing guest's **Arrival/Departure date, time, No. of Nights, Adult, Child** information. By default the date of arrival and departure is set to be main guest stay. You can select any date for guest stay. Enter shared guest's **Arrival Information, Departure Information, and Vehicle Information.**

Also user can edit any information. Highlight the shared guest → click **New** and enter new information → hit on **Update** button → **Save.**

- **Visa Form:** Commonly known as Police Record form or C form. User can preview or print the **Visa Form.**
- **Delete:** To delete the sharing guest with all the information's, hit Delete button.

➔ **Other Information Tab**

This screen allows the desk clerk to capture the information and data pertaining to the guest's transport information.


This screen is to facilitate pick up and drop facility to the guest from airport to hotel and on departure again from hotel to airport. Log in the Guest's **Flight Arrival and Departure Information.**

This screen allows you to preview and print guest's **Visa Information**, in case you need to submit to police records.

- **Visa Form:** Commonly known as Police Record form or C form. You can preview or print the **Visa Form.**

DNR: Stands for "Do Not Rent". Gives you the list of all the reasons why you do not wish to service a guest in future. You will have to check mark the check box to activate this feature. When the same guest checks in again in future, the software will pop up **DNR message**. The decision to service that particular guest depends on the front desk user Configuration of DNR reason → Go to FDC → Configuration Tab → click on DNR Reason → create **New** from DNR list → Save.

Vehicle Information: This field is to record the vehicle information if any of the guest. In US/Canada, hotel owners need to enter the vehicle number plate information.

Guest Preferences: This option allows user to enter details regarding the Guest Preferences, so that when the guest check's in to the Hotel regularly, Hotel can provide the guest facilities as per his regular preferences. User can click on the Icon  to enter the details regarding the guest preference.

➤ Rate Information Tab

This Screen allows manually making changes on rate, exempt tax, giving discount for selected days or full stay, including rate for early check in/late check out of the Guest. Further it will add Tax in the Tariff (provided tax is not exempted).

➤ Steps to Change Rate

Following are the steps to change the base rate manually:

Note: Tax will also be changed as per the new changed rate.

Procedure

Step1 Select or check mark the days of stay from the check boxes of Stay→

Step2 Change the rate in the rate combo box →

Step3 Select one of the options from these options:-

'Apply to selected' or 'Apply to checked' or 'Apply to full stay' →

Step4 Hit on 'Apply Changes' button →

Step5 Press **Update** Button →

Room Name: 101 - Room Type: Super Deluxe
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information Room Sharing Other Information **Rate Information** Extra Charges Payment Details Folio Summary

Rate Information Show Close Folio Rent

Date: 1/19/2010 Rate: 320
Rate Type: American Plan Discount: 80.0000
Apply new Rate Type Tariff Taxable Rate: 240.0000
Net Rate: 273.60

Tax Exempt
 Luxury Tax 24.0000
 VAT 9.6000
 Service 0.0000

Adult: 1 Child: 0
Change only pax info.

Apply to selected
 Apply to checked
 Apply to full stay

Date	Day	Room	Rate Type	Rate	Dis.	Luxu...	VAT	Servi...	Total	Season	Adult	Child		
<input type="checkbox"/>	1/19/2010	Tue	101	American ...	320.00	32.00	32.00	12.80	0.00	332.80		1	0	S
<input type="checkbox"/>	1/20/2010	Wed	101	American ...	320.00	80.00	24.00	9.60	0.00	273.60		1	0	S
<input type="checkbox"/>	1/21/2010	Thu	101	American ...	320.00	80.00	24.00	9.60	0.00	273.60		1	0	S

More Print Update Close

Booked By: Admin Reserved By: Admin Check In By: Admin Check Out By:

Apply new Rate Type Tariff: Users can keep a tick on this option to override an existing rate with the new one in case of change/exchange room. By default this option is active.

Concept

Tick mark on check box means **Apply new Rate Type Tariff** → it will take rate of new rate type selected.


No Tick mark on check box means **Apply new Rate Type Tariff** → it will not override rate with new rate type and keep the original rate of the previous allotted Room to the Guest.

➤ **Tax Exempt:** If you don't want to apply any of the tax i.e. **Luxury, VAT** and **Service** then check mark against the respective tax in the section *Tax Exempt*

Note: If you check the VAT under Tax Exempt then it will not add VAT in this guest's folio.

Net Rate→ You can manually enter the rate which will be including Tax.

This field will allow you to change the Rate offered to guest. You need to put the rate manually. This rate will be applicable to full stay of the guest.

- **Date:** - This field shows the check in date of guest. This field is for reference only and not editable in this screen.
- **Icon besides 'Rate Type'** : This option allows you to search pre configured rate type. Click on this icon to make a search → **search** window will appear → select **Rate Plan** → press **Ok**.
- ❖ **Rate Type:** - After check in this field will allow changing the rate type applied for this guest stay. You can choose option: "Apply to selected" or "Apply to checked" or "Apply to full stay".

Procedure to change Rate Type

Step1 Select or check mark the days of stay from check boxes of Stay

Step2 Change **Rate Type** from scroll down list of rate type combo box

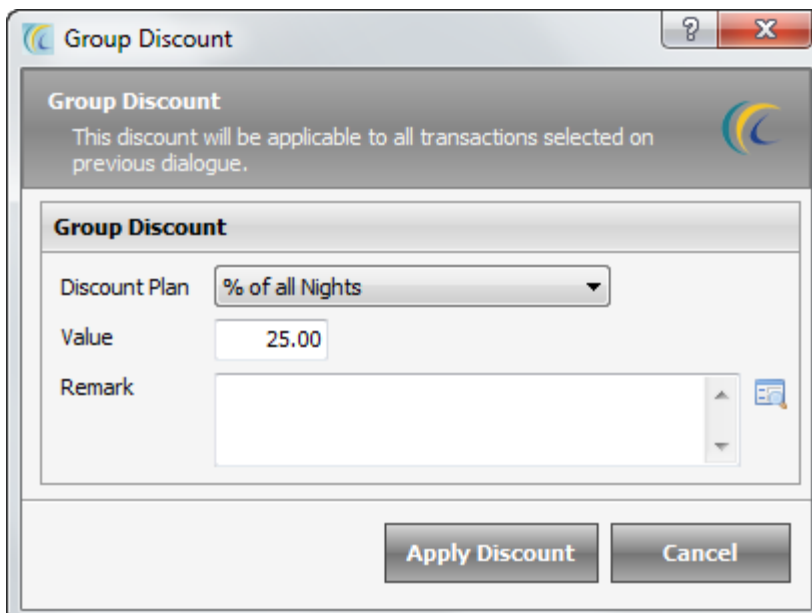
Step3 Select any one of the option from these options:-

'Apply to selected' or 'Apply to checked' or 'Apply to full stay'

Step4 Hit **Apply Changes** button

Step5 Press **Update** Button

Apply Discount → This feature allows you to give **discount** on guest folios.



Procedure to give Discount

Step1 Click on Apply Discount → Discount screen will pop up

Step2 Select the discount plan from the predefined scroll down

Step3 Enter the amount or percentage in **Value** field to reflect the amount in discount. (Discount is either in % or either in amount, based on the plan selected in discount plan field).

Step4 Hit on **Apply Discount****Step5** Press **Update** Button

Note: This option is managed by User Rights, to be able to give the discount FrontDesk User must have the privilege.

To Set Privilege: Go to FDC → Configuration tab → User → Edit → In other settings section → Set the Percentage of discount user can give.

- ❖ **Split Folio:** Split folio option is used to divide a folio into more than one folio. If the room is being shared by more than one people and each guest want their individual copy of the folio then we can use this option. The other case can be: - the guest has his room rent which is been paid by company and his extra charges will be paid by the guest itself so in such case also we can split the folio and divide it in two folios.

Procedure for Split Folio if we want to give to more than one guest who is sharing same room

Step1 Click on 'Folio Summary' Tab.

Step2 Click on New button to create a new folio. (The number of folios should be same as the number of guest are there who want to share the room)

Step3 After we have created a new folio we need to edit the new folio and change the name of the folio of the other guest.

Step4 Click on the symbol 'S' which is given at right side of child count we will need to do this for the entire stay of the guest

Step5 On clicking the symbol 'S' it will give us with a window where it will prompt the way in which we want to divide the folio. We can select equally if we want the charges to be divided in equal proportions. *We can also divide it manually and give charges based on the figures we want to divide the folio in.*

Procedure for Split Folio: If we want to give separate folio to same guest for his stay and other folio for the extra charges occurred during his stay then follow these steps:

Step1 Click on 'Folio Summary' Tab.

Step2 Click on New button to create a new folio.

Step3 Before clicking on save for the first folio check mark all entries of the 'Room Rate' and uncheck all for Extra Charge and then click on 'Save' button

Step4 Open the other folio and check mark for all the entries of other charges and click on 'Save' for other Folios.

- ❖ **Split Bulk Rent**

This option can be used by system user to split to Room rent for the full stay or for the selected day in bulk.

- ❖ **Merge Bulk Rent**

This option can be used by system user to merge the Room rent for the full stay or for the selected days in bulk.

- ❖ **Early Check In/Late Check Out**

In some hotels, operation style is fixed check in time and fixed check out time. For example:- Hotel check in time is 10 am and guest has reached before check in time - say 6 am and guest want to pay only for one night and stay until check out time of the next day. Guest is more likely to be charged for two nights.

This feature is to facilitate hotel owner to charge guest for one more day and extra hours for early check in. Same way hotel owner can calculate the rate for late check out.

This way you can give your guest an additional promotional/affordable offer by not charging full day or making them sit on reception till your system time meets check in time.

Note: This field will be visible only when you have activated the settings from FDC. To activate the settings → go to FDC → click on eZee Icon located on top left corner



→ Option → Rental → check mark 'Enable day use feature'.

Procedure for Early Check in

Step1 After making Check in

Step2 Click on 'Early Check In' option

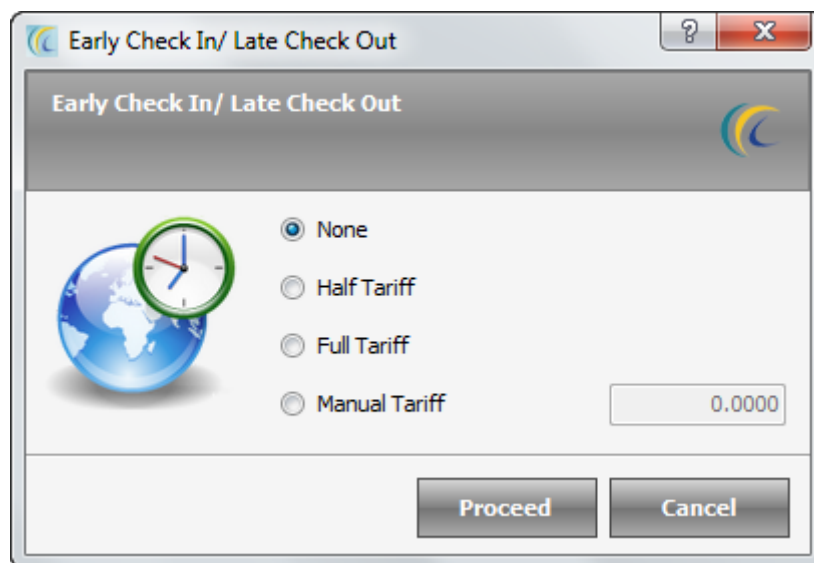
Step3 'Early Check In' / 'Late Check Out' screen will open

Step4 Select one of the options from these options:

1) None. 2) Half Tariff. 3) Full Tariff. 4) Manual Tariff.

Step5 Hit on Proceed

Step6 As per selection rate will be applied on first day of check in.



Procedure for Late Check Out

Step1 This will appear when the departure date is similar to software working date

Step2 Click on 'Late Check Out' option

Step3 'Early Check In' / 'Late Check Out' screen will open

Step4 Select one of the options from these options:

None or Half Tariff or Full Tariff or Manual Tariff

- None: - This will not charge any amount. Give a commission based on the whole stay of guest.
- Half Tariff: - This will charge half rate of the first stay day of guest.
- Full Tariff: - This will charge half rate of the first stay day of guest.
- Manual: - You can enter the rate manual in the field besides.

Step5 Hit on Proceed

Step6 As per selection rate will be applied.

➔ Extra Charge Tab

Frequently you incur other charges (non-rental charges) on Guests Bill. You can track and collect such charges from guest. Obviously, the guest must be checked in a room for you to post the charges.

This screen also gives you details about the Folio Transfer from Point of Sale (POS), Laundry, or any other module of eZee.

- **Print:** Allows previewing and printing the Highlighted Extra Charges.
- **New:** To incur the Extra Charge in the Guest Folio. Click on '**New**' button →

Add/Edit Extra Charge screen will open as shown below >>

- **Voucher Date:** This is default date of software. You can edit the date from pop up calendar.
- **Extra Charge:** Select pre configured extra charge from the drop down list.
- Configuration → Go to FDC → Configuration Tab → Click on Extra Charge → Create 'New'. (Refer Configuration Manual for more information).
- **Folio No. :** Select the Folio in which you want to put the Charge.
Note: Default folio is the master folio. If you want to make a new folio, go to 'Folio Summary Tab'.
- **Charge reoccurs for whole stay:** Checkmark this option if you want this charge to be charged each day of guest's stay.
Note: Charge to reoccur is not applied to all the guests in Front Desk unless desk clerk manually doesn't apply it to the guest at least once.
- **Amount:** Displays Amount of this Extra Charge.
- If you have pre-configured the amount of that charge in eZee Configuration Module, software will pick up the amount automatically or enter the amount manually.
- **Discount:** You can apply discount based on 2 options
 - Percentage: Allows you to apply discount given on % basis.
 - Flat Discount: Allows you to apply fixed amount discount.
- **TAX:** This field displays the Tax Amount defined on that Extra Charges.
- **Quantity:** Allows you to increase or decrease the Quantity of extra charge.
- **Net Amount:** To give flat rate for the selected Extra Charge, irrespective of any factor viz. **Discount, Amount and Quantity.**

Allowance: Allowance is designed to show hotel's uncollectible accounts or by mistake extra money collected from guest or when you want to give discount for any reason. As for example, a guest was checked in and after night audit hotel finds that guest has been charged extra and now wants to compensate guest for the extra amount. In hotels after night audit one cannot change the information. So, to pass the contra entry or make amendments for the money Loss, Allowance is given.

For example: - You have sent 5 bills to a City Ledger Account, and the total is 5850. They paid 5800 and not sending remaining 50 from long time, you can pass allowance for that to settle the balance.

Click on Allowance → **Allowance** screen will open → Select **Date** and **Folio Number** → Enter **Amount** → Write **Remark** → **Save**.

Note: It will be entry in Minus.

You can see allowance given on folios and in extra charge reports - 'Allowance'.

- **Edit:** Highlight the extra charges → click on "**Edit**" button to make changes.
- **Void:** Highlight the extra charges → click on "**Void**" button to make changes. The Void Reason has to be configured.
Configuration → go to FDC → click on Miscellaneous tab → click on Void Reason → create New → Select category → define reason.
- **Add Package:** To offer your guests a collection of extra charges or services or facilities wrapped together. A package does not include lodging charges and does not adjust the rate.

Note: Package has to be configured.

Configuration → Go to FDC → Configuration Tab → Following are two steps to create package:

Step1 Click on Extra Charge Menu → Define **New** Extra Charges with the amount. (For more information refer 'Extra Charge' in FDC manual) → Save.

Step2 Click on package Tab → Define New Package by selecting Extra Charges.

Note: You will have to select more than one extra charge to define package.

Special package group box → highlight the package → hit on Add Package. The extra charges configured in package are added and displayed in posted extra charge group box.

- **Remove Package:** You can remove the Added Package → Highlight the package and hit on Remove Button.

Note: It will remove all the extra charges associated with this package.

➤ **Show Close Folio Charge**


- **Concept of Close Folio:** - Sometimes guest stays for a longer period, say for Six months or more. And whenever folio is printed out, this printout gives huge number of transactions. So to facilitate this you can create folios on monthly basis or quarterly basis and close the old folios. Once the folio is closed, it becomes non-editable and available to accounts.



You can click on **Show Close Folio** check boxes on various screens to see the charges/payment etc.

➤ **Payment Details**

This tab allows you to add and see the payment.

- **New**:-To post payment in the Guest Folio, click on '**New**' button → **Add/Edit Extra Charge** screen will open as shown below.

- **Account Name:** This field displays Guest Name in the selected folio from folio scroll list.
- **Date:** This is the date on which amount is to be posted.
- **Amount:** By default this field catches the remaining amount of the folio. You can key in the amount manually in this field.
- : This field allows user to select pre configured currency in FDC.
- Configuration → Go to FDC → Click on configuration → click on Exchange Rate (for more details of Exchange Rate refer to "Exchange Rate" part in eZee Configuration manual).
- **Exchange Rate:** It displays converted exchange rate for each of the currencies which is defined in Exchange Rate in eZee Configuration module.
- **(Conversion factor) =:** This field will convert the currency amount and gives you the final amount to be taken in the selected currency.
- **Folio:** You can select the folio on which you want to post this payment. To create new folio >Go to Folio Summary Tab > Click on new > Create new folio > Save.
- **Deposit:** Select the pre configured **Deposit** from the drop down list.
Note: Deposit combo box is visible only if deposit has been configured in eZee Configuration module. Deposits are to be refunded.
- **Payment Type:** Select **Payment Type** from the drop down list. And fill in the necessary information in the fields visible.

- **Icon** : Allows swiping the Credit Card for the Payment.
 - Note:** Software has to be integrated with the Swipe Card Reader.
 - **Folio Transfer:** This is used to add balance amount of one Folio into another.
 - To select the Folio, hit on  button, it will give you "Guest Search Box" → double click on any folio → hit on Select button → Save.
 - It posts the payment in Extra Charges in this Guest's Folio.
 - **City Ledger Account:** Use this option when posting payment in Credit Sales. Select the Account from the drop down list. You can select the pre-configured company to post this room's folio under that company's account.
 - Note:** In Direct billing, the corporation is offered a specific credit limit for a specific time frame. The corporation can clear the dues by the agreed time frame; say for example on monthly basis. The dues are added to the account whenever the corporate employee is provided the service and the company can have the convenience of paying it once every month.
- Configuration → Go to BackOffice Tab → Click on City Ledger → New.
- Remark:** - You can add any remark to be seen on receipt and reports (shift report; night audit report; settlement report).

- ❖ **Save:** - Hit on 'Save' button to save the entered information.
- ❖ **Close:** - Hit on 'Close' button if you want to exit the Amount Paid Screen without saving entered information.

➤ **Encash:**

In some hotel, when guest check in, hotel Authorizes guest's credit card which means, they don't charge guest's credit card, but take a guarantee from credit card that this card is valid for them for let us say 500 US\$, now at the time of check out, the due total is let us say 421U\$, then they encash that Authorization, means really charge that card for 421 US\$

Note: We don't show open credit card transaction on any screen/report, because they are not a payment, they are guarantee.

- **Print:** This button will allow you to Preview or Print the highlighted Amount Paid receipt with details.
- **Refund:** In case if user wants to refund any amount to guest, they can use refund option.
 - Note:** By default this field takes the amount in minus.
 - This option is privilege basis, so the rights to give refund should be given only to limited users.
 - Rest procedure is same as explained in "New Payment" section of amount paid.
- **Edit:** You can edit the entered Payment Information.
- **Void:** Used for voiding the payment. The Void Reason has to be configured.
 - Configuration of Void Reason → go to FDC → click on Miscellaneous Tab → click on Void Reason → create 'New' → select 'Category' → define reason.
- ✚ **Show Close Folio check box:** You can click on **Show close folio** check box to see the payments done on Close Folio.
 - Check more details on "**Concept of Close Folio**" section of manual.

➔ **Folio Summary Tab**

All folios with amount will be displayed in one line summary sheet. This screen takes data till Software date. One can also refer it as Folio History Screen.

Two basic cases where a user needs to make a split of the folio and then can use the folio summary to manage the folios effectively.

- User can select the individual guest's folio that is sharing the room and then divide the amount of the stay.
- In the other case if the guest wants to pay for the extra charge and his company is paying the rent of stay, then also user needs to create the new folio.

In order to create new Folio → Click on 'New' → Split Folio Screen will open as shown below →

The screenshot shows the 'Split Folio' window with the following sections:

- Folio Information:** Folio # (empty), Name (Kalyan Ron), Address (21, Green City, Surat Guj India).
- Stay Information:** Room # (101), No. of Guest (1 / 0), Arrival Date (1/19/2010), Departure Date (1/22/2010), Arrival Time (12:48:34 PM), Departure Time (12:47:43 PM).
- Settings for Extra Charge Posting:** Extra Posting Type (Unlimited), Extra Credit Limit (0.0000), Daily Credit (unchecked).
- Settings for POS Charge Posting:** POS Posting Type (Unlimited), POS Credit Limit (0.0000), Daily Credit (unchecked).
- Room Rate Table:**

Date	Rate	Tax	Total
<input type="checkbox"/> 1/19/2010	288.00	44.80	332.8
<input type="checkbox"/> 1/20/2010	240.00	33.60	273.6
<input type="checkbox"/> 1/21/2010	240.00	33.60	273.6
Total			0.00
- Extra Charges Table:**

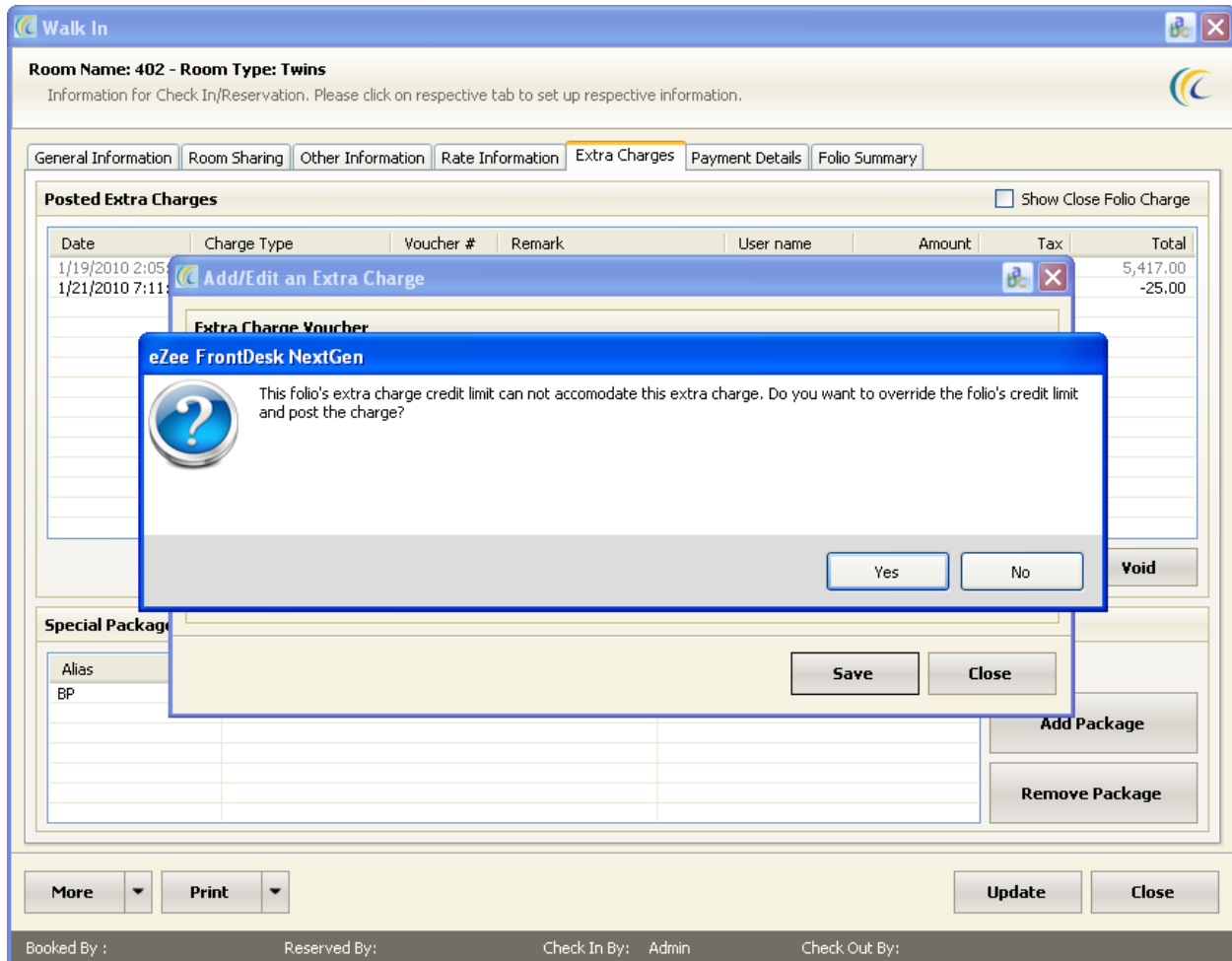
Date	Charges	Amount
<input type="checkbox"/> 1/19/2010	Fax Charges	17.25
<input type="checkbox"/> 1/19/2010	Outlet [M...	6,273.00
<input type="checkbox"/> 1/19/2010	Laundry	120.96
Total		0.00
- Amount Paid Table:**

Date	Pay Type	Amount
<input type="checkbox"/> 1/19/2010	Note: Folio Tra...	821.00
Total		0.00
- Remark:** (Empty text area)
- Options:**
 - Generate Bill No
 - Show Bill to Guest Always
- Summary:** Discount: 0.00, Adjustment: 0.00, Balance Amount: 0.00
- Buttons:** Save, Close
- Footer:** Created By: Admin, Created On: 1/20/2010 01:16:50

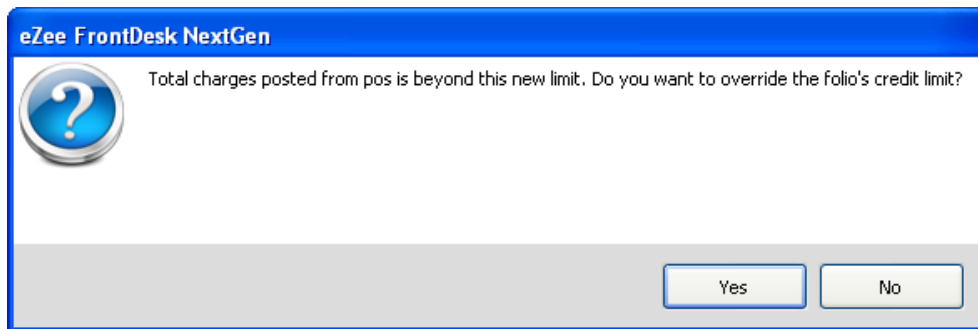
- **Folio #:** after saving folio number will be generated.
- **Name:** By default main guest name is selected. User can select another person name. After selecting guest name, stay information and relevant fields will be auto filled. Check Mark **Room Rate** and **Extra Charge** check boxes of particular days to be posted on this folio.
- **Settings for Extra Charge Posting:** In this field user can set the credit limit of extra charge which the user will be able to post as extra charge in guest folio.
 - **Unlimited:** This will allow user to post unlimited amount of extra charge to guest folios.
 - **Up to Folio Balance:** This will allow user to post the extra charges till the balance amount in folio.

If you go beyond the folio balance limit, it will give the following pop-up message, if you wish to go ahead posting the charge → click on yes, otherwise no.

- **Up to Credit Limit:** This will allow the user to post the extra charges up to the defined amount.
- ✚ **Is Daily Credit:** Activating this check box decides that the credit limit defined is for every day.



- **Settings for POS Charge Posting:** This field is to fix the amount user can post from POS to this room.
 - **Unlimited:** This will allow a user to post unlimited amount of POS posting to guest folios.
 - **Up to Folio Balance:** This will allow a user to post the POS bill amount up to the balance amount remaining in the folio.
 - If you go beyond the folio balance limit, it will give the following pop-up message. If you wish to go ahead posting the charge → click on yes, otherwise no.
 - **Up to Credit Limit:** This will allow the user to post the extra charges till the defined amount.
- ✚ **Is Daily Credit:** Activating this check box decides that the credit limit defined is for every day.




- **Discount:** Allows the user to give discount on a percentage or fixed amount basis.
- **Adjustment:** This field allows doing adjustment manually/automatically as per the configuration done.
- **Generate Bill No.:** If the user wishes the Bill Number to be generated, then check mark on the check box.

Remark: Allows user to write any remark on this folio.

- **Print: (In Middle):** To view or Print the extra charges and split folios. Select folio and scroll Print button, choose the option to a further function.

➤ **Close Folio:**

Concept of Close Folio: - Sometimes guest stays for a longer period, say for 6 months or more. And whenever folio is printed out, a huge number of transactions are printed. So to facilitate this you can create folios on monthly basis or quarterly basis and close the old folios. Once the folio is closed, it becomes non-editable and available to accounts. You can click on 'Show Close' folio check boxes on various screens to see the charges/payment etc.

After closing the folio button will change to 'Open Folio' , this will open the folio to edit or view information.

Note: Master folio cannot be closed.

- **Discount:** Allows user to give flat amount discount on the selected folio.
- Note:** Only discount field is editable in this screen.

Discount

Folio Information

Folio # Room #

Name

Folio Information

Discount: %

Date Time	User	Remark	Discount

Total Discount

- **Print Folio Summary:** Use this option to print the visible folios in this window.
- **Edit:** Allows you to edit the folios. Highlight the Folio and hit on Edit button
- **Void:** Used for Voiding the Folios. The 'Void Reason' has to be configured.
Configuration → FDC → Miscellaneous → Void Reason → New → give the reason → select the category.

Reservation Wizard

This wizard allows the desk clerk to capture the information and data pertaining to the guests such as the arrival/departure date, number of guests, personal information from guest's profile, folio amount, payment, balance, print folio, additional charges.

How to Reach Reservation



Click on **New Reservation** icon in Front Office menu. You will get Reservation Wizard.

Screen 1: ii) a: Select Walk-In Info.

This screen allows you to enter the number of days and guests, tax settings and more.

- **Arrival:** Select the **Arrival** date from pop up Calendar (by default it is set to today's software date)
- **Rate Type:** Select the **Rate Type** that the guest needs. Rate type can have the count of days one or more. In the text box besides the Rate Type you will see how many days that rate type is for. This field is for reference only and not editable in this screen.
Note: You can set number of days based on your rate type. For example for monthly you can set 30days; on selecting that rate type system will pick 30 days of stay by default. This is useful for package or discounted rates.
- **Departure:** Select **Departure** date from pop up Calendar (by default it is set to next calendar date). Select the check out date of the guest.
- **No of Adult:** This field allows user to select how many **Adults** will stay in the room. This is of more use if we have an extra charge defined for extra adult.
- **No of Child:** This field allows user to select how many **Children** will stay in the room. This is of more use if we have an extra charge defined for extra children.
- **Tax Exempt:** The guest may be taxable or non taxable or liberated from state tax only. For example: - Military and Government employees.
 If you don't want to apply any of the tax i.e. **Luxury**, **VAT** and **Service** then check mark against the respective tax in the section *Tax Exempt*
Note: If you check the VAT under Tax Exempt then it will not add VAT in this guest's folio.
- **Inclusive/Exclusive Tax:**
 This field will allow you to change the Rate offered to guest. You need to put the rate manually through key board. This rate will be applicable to full stay of the guest.

- **Rate Inclusive Tax** > suppose you have tax 10% and you have offered room in \$100 which should be including Tax. Click on Rate Inclusive Tax radio button >> put Rate \$100 in Rate field. This will make room rate \$90.91 + \$9.09 (tax) = \$100.
- **Rate Exclusive Tax** > suppose you have tax 10% and you want to offer your guest \$100 which should be exclusive Tax. Click on Rate Exclusive Tax radio button >> put rate \$100 in rate field. This will make rate \$100 + \$10 (tax) = \$110.

Note: You can change the rate again from Room > Rate Information Tab.

To continue the Walk in Wizard to next screen click on the **Next** button

Screen 2 ii) b Select Room

This Wizard allows the user to select the room in which you want to check in the guest. This wizard first checks availability of rooms and displays the List of available Rooms.

Reservation Wizard

This wizard will step you through reserve a room for a Guest. Key in all information on this dialogue and press Next button. When this guest will Check In all information will populate.

Reservation Steps

1. Select Walk In Info.
2. Select Room
3. Select Business Source

Search Criteria


Room Type: -- All -- Room Name:

Room Amenity: Select Room Ame Room Owner: Select Owner

Room Type	Room Name	Room Alias	Room Type Alias
Super Deluxe			
Super Deluxe	103	103	
Super Deluxe	104	104	
Twins			
Twins	402	402	
King Suite			
King Suite	201	201	
King Suite	203	203	
King Suite	204	204	
King Suite	205	205	
Presidential			
Presidential	302	302	
Presidential	303	303	

Back Next Cancel

Search Criteria > If the property is big then user can use **Search Criteria** located at the top of the window to quickly locate the desired room. After giving filter criteria in **Room**

Type, Room Name or **Room Amenity** hit on search icon . The search option can be used as a combination or individual

On clicking on **Next** following wizard will open as shown below >

Screen 3ii) c - Select Business Source

Reservation Wizard

This wizard will step you through reserve a room for a Guest. Key in all information on this dialogue and press Next button. When this guest will Check In all information will populate.

Reservation Steps

1. Select Walk In Info.
2. Select Room
3. Select Business Source

Scan Credit Card/ Identity Proof

Market Place: Select

--N/A--

Commission Plan: Select Plan

Value: 000

Apply Source Rate

Date [Super Deluxe]	Inventory
1/20/2010 - Wednesday	3

Rate Type	Rate	Extra Adult	Extra Child
Daily	275.0000	90.0000	20.0000
Weekend	280.0000	90.0000	20.0000
American ...	320.0000	100.0000	30.0000
Modified ...	310.0000	95.0000	25.0000
Continent...	300.0000	90.0000	25.0000
Weekly	265.0000	85.0000	20.0000
Monthly	250.0000	80.0000	15.0000
* Daily	275.0000	90.0000	20.0000
* Weekend	280.0000	90.0000	20.0000
* American	320.0000	100.0000	30.0000

* WeekEnd Rates

Back Finish Cancel

This wizard allows the user to select the Business Source/Travel Agent and also allows the user to select special negotiated rates configured for this business source if you don't want to offer the default rate.

Note: You can define special rates for rooms for each business source separately.

This Wizard also allows you to swipe guest's credit card to populate the guest profile information to be displayed in the Software. (Provided credit card interface has to be done).

Press > Scan Credit Card/Identity Proof: This is an interface with RFID readers that gives identity information of the guest from their identity card. On pressing **Scan Credit Card/Identity Proof**, you will need to swipe the identity card within the time frame specified and the information will be populated in the eZee FrontDesk Check in Screen making check in procedure less time consuming.

Note: eZee Software has to be integrated with the Swipe Card Reader machine.

Business Source

Following is the description for special settings for Business Source:

- **Market Place:** Select the category of business source such as Travel Agent, Taxi, etc. Highlight the Business Source to select.
- **Commission Plan:** Select payment commission to be given to the selected Business Source from the drop down list. (You can track commissions in reports of business source).
- **Value:** You can select either xx% or xx amount in this field; based on the plan selected in commission field.

- **% of all night:** This will give a commission % of room rate based on the full stay of guest.
- **% of first night:** This will give a commission % of room rate based on the first night stay of guest.
- **Fixed amount per night:** This will give a fixed amount commission based on the whole stay of guest.
- **Fixed amount per stay:** This will give a fixed amount commission based on the first night information of guest.
- **Apply Source Rate:** You can apply pre-configured rates to offer to guest coming from this Business Source.

Note: Tariff Apply option is not visible, unless until you have defined the special rates for this Business Source Contact.

Configuration → Go to FDC → Property Setup →

Business Source → New → must check mark 'Define Special Room Rate', and then only the system will allow defining the special rate in Define Tariff Menu.

Define tariff → Select Business Source from scroll down → Get Tariff → Enter rate.

On clicking on **Finish** button following wizard will open as shown below

Main Reservation Page:

This is main Reservation Wizard, which allows you to enter/edit all the main details pertaining to guest profile, payments, discounts, extra charges, etc.


All functions which you can perform through this wizard are described below. >>



Reservation

Room Name: 103 - Room Type: Super Deluxe
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information | Room Sharing | Other Information | Rate Information | Extra Charges | Payment Details | Folio Summary

Guest Information

Last Name 



First Name  



Settlement Option

Cash Credit Partial Credit

Type

Card No Expire

Bill To  

Folio No  

Stay Information

Arrival Wednesday

Departure Thursday

No of Night(s) Adult Child

Room Type Room

Tax Exempt

Luxury VAT Service

Season & Rate Type Information

Season



Rate Type Days

Rate Information

Total Charges	320.00
Discount	0.00
Total Tax	44.80
Total Rate	364.80
Extra Charges	0.00
Total	364.80
Flat Discount	0.00
Amount Paid	0.00
Deposit	0.00
Round Off	0.20
Balance	365.00

Business Source Settings

Market Place

Source  

Commission Value

Generate Bill No Stop Room Move

Show Rate on Registration Card

Documentation Information

Reservation #

Folio #

Voucher #

Guest Remark

Release Information

Date Amt. %




Min. Payment/day to extend stay

Booked By : Reserved By: Check In By: Check Out By:

Reserve Close

➔ General Information Tab

This form allows to plug-in profile and particulars related to the Guest, including name, birth details, address, identity information, contact information, stay dates and days, rate, business source and other information. You can see all the other details by clicking the arrow pointing down which can be found below First Name.

-  **Icon besides the Guest Information:** This option allows you to swipe and to auto fill the guest information through identity card to capture in **Guest Information Screen**. Click on this icon and swipe the card.
- Note:** Software has to be integrated with the Swipe Card Reader. And only that information will be captured, which is displayed on the identity card.
-  **Icon besides the Last Name:** This option allows you directly to search guest in existing guest database. Click on this icon to make a search. You can double click on the guest and it will auto fill all information of the guest. You can specify initial of Last Name/First Name to narrow your search.
-  **Icon besides the Settlement Option:** This option allows you to swipe credit card for posting the payment. Click on this icon to swipe the Credit Card.

- **Note:** Software has to be integrated with the Swipe Card Reader.
- **Settlement Option:** This option allows user to Select a Payment Type for payment and enter details further. This payment type will be selected by default in payment screen.
- **Bill To:** This is commonly known as **City Ledger Account OR Direct Billing**. You can select the pre-configured company to post this room's folio under that company's account.

Note: In Direct billing, the corporation is offered a specific credit limit for a specific time frame. The corporation can clear the dues by the agreed time frame; say for example on monthly basis. The dues are added to the account whenever the corporate employee is provided the service and the company can have the convenience of paying it once every month.

Configuration → go to BackOffice Tab → Click on City Ledger → New.

- **Folio No.:** This option is not active in reservation wizard because in reservation folio number is not generated. Folio number will generate after Check In.

Boxes of Reservation, Check In, Check Out, Cancellation, House Keeping:

This option allows you to communicate/put remarks in these tabs to pass on the information to respective departments. You will also find these remarks in respective Reports.

- **Guest Remark:** - You can put any remark for guest. For example 'complementary drink to be served after check in'.
 - **Reservation:** - You can put any remark while entering reservation. For example you have negotiated with guest and offered him a free airport travel while departure.
 - **Check In:** - You can put any remark at the time of check in for example: 'guest is Government employee, so we have offered 25% of discount'. This remark can be seen in many reports such as "Guest Checked in report".
 - **Check Out:** - You can put any remark for other desk clerk to pass on the information. For example: - "Accept Cash Only". This remark can be seen in such as "Arrival Departure Stay over Report".
 - **Cancellation:** - This field is used in reservation module. You can put a reason or a comment to cancel reservation, for example: Duplicate reservations. This is mandatory to put cancellation reason to cancel the reservation.
 - **House keeping:** - This field is used to notify the remark to House Keeping Department. For example: - 'Please change bed sheet'. This comment can be seen in Housekeeping view.
- **Release Date & Release Amount:** If your guest makes a booking/reservation and if they don't deposit advance payment before the release date then software provides you a valuable feature to release that room before the actual booking date.
- **Release Date:** You can set the date on which you want to release this booking.
 - **Release Amount:** Specify the amount in percentage to be taken to release the booking.

Note: When doing Night Audit, if no advance payment/release amount has been taken and booking release date is of today's software working date then the reservation will be listed in the night audit list, otherwise it will not be listed in night audit list and you can decide further action to be taken on this reservation like void, cancel, no show, etc.

Note: Reservation will only be available in night audit list, if you have not received the specified payment in Release Amount field.

- **Min. Payment/Day to extend Stay:** User can define the minimum payment/day required to extend the stay period of the guest.

Stay Information: These fields allow seeing Guest's Arrival/Departure, No. of Nights, adult, Child information.

Note: This information is not editable from here. To edit any information in this tab, see options available in "More" button located on left bottom corner of the screen.

Room Type: Select the **Room Type** that you want to offer to the guest. From the scroll button besides the Room Type you will find the list of available rooms. Select the room and make reservation.

- **Tax Exempt:** If you don't want to apply any of the tax viz. **Luxury, VAT** and **Service** then check mark against the respective tax in the section *Tax Exempt* and hit on update button to implement the changes made.

- **Season and Rate Type Information:** If you have configured season in FrontDesk Configuration module, while doing check-in in the range of configured dates software will pick the season automatically.

Note: Room rate can be based on season's defined date Define Tariff.

Setting: From FDC > Define Tariff > Filter on season and hot on "Get Tariff".

- **Rate Type:** Select the **Rate Type** that you want to offer to the guest. In the textbox besides the Rate Type you will see how many days that rate type is for.

Note: You can configure rate types based on days. For example: - You can define monthly rate for 30 days and offer special rates as well.

Configuration → Go to FDC → Property Setup → Rate Type → New → another screen named 'Add/Edit Rate Type' will open → Select number of days in Plan Types as shown in screenshot below>>

The screenshot shows a window titled "Add/Edit Tariff Plan". It contains a "Tariff Plan Information" section with fields for Alias (MINTLY), Name (Monthly), and Sort Key (0). There is an "Inactive" checkbox. Below this is a "Plan Types" section with two radio buttons: "Hours" (selected with value 1) and "Days" (selected with value 30, highlighted by a red box). At the bottom are "Save" and "Close" buttons.

Business Source Setting: Explained above.

- **Generate Bill Number:** - After Check out, if you wish to generate the bill number to be generated, then check mark on the check box.
- **Show Rate on the Registration Card:** - If you wish to show the room rate and tax on the Registration, then check mark on the check box.
- **Suite With:** - Explained above.

4 Icons:



These icons are not active when making reservation. And will turn active after reservation or check in.

Rate Information:

This section allows seeing the guest's final financial transactions/data for quick glance. This field is for reference only and not editable in this screen.

Rate Information	
Total Charges	1,260.00
Discount	315.00
Total Tax	132.30
Total Rate	1,077.30
Extra Charges	0.00
Total	1,077.30
Flat Discount	0.00
Amount Paid	0.00
Deposit	0.00
Round Off	0.70
Balance	1,078.00

Documentation Information:

Documentation Information	
Reservation #	RESN8
Folio #	FN9
Registration #	RN9

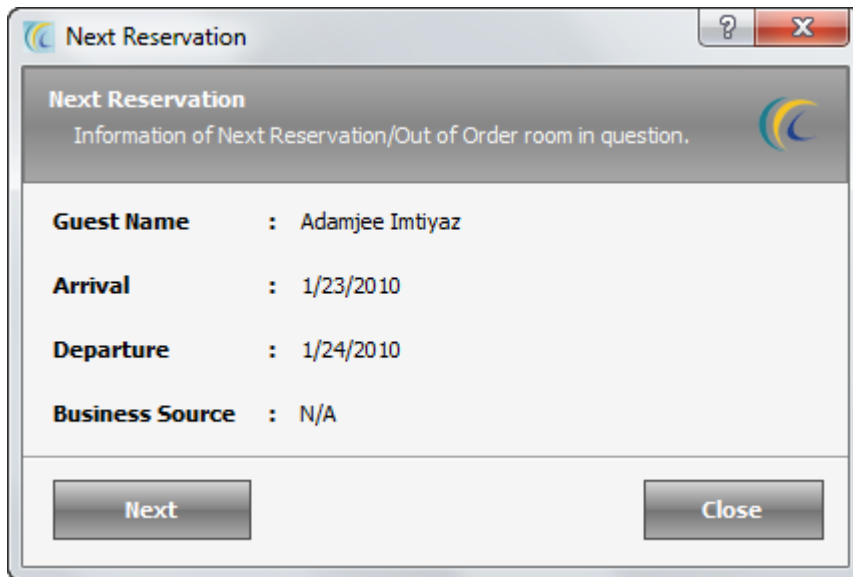
- **Folio #:-** This field is not active in reservation wizard and will turn active after check in.
- **Cancellation #:-** This field displays the cancellation number.
- **Note:** If you do not want these number to be generated then you can keep the number settings manual, for that → go to FDC → click on eZee icon → select options → in general tab → locate invoice settings → select registration number → keep eZee FrontDesk default → Save.
- **Voucher #:-** This field displays or allows to Key in the voucher number issued by the business source or business source customer's identification number.

Note: this number has to be entered manually only. You will need to click on **Update** button to implement any changes.

Next Reservation

Next Reservation 1/21/2010 : This displays the date of next immediate reservation on this room. On clicking Next Reservation Tab, another screen will open as shown below which will display the all next scheduled reservations on this room. You can click on **Next** button to navigate to see all immediately following reservations.

Note: Next reservation tab is visible only, when there is next reservation due on this Room.



Scroll bar:




Use the Horizontal scroll bar and another wizard will open where you can enter personal details pertaining to guest such as **birth information, address information, identity information,**

Contact information, other information, contact information, email address, phone, etc.

Note: More configurations for information pertaining to Guest you can enter thru GRM Module → click on Maters Tab → select the menu from scroll down list → create new.

Special Settings

- **Allow to treat personal data:** - This is customized solution for one of our client; hence this feature is not active for general use.
- **Guest signature:** - This is an interface with the 'Electronic sign pad device' which allows you to electronically capture guest signatures in software. Also, you can print signature on folios, Registration card.
 - Note:** eZee Software has to be integrated with the Electronic sign pad device.
- **Guest Image:** Software offers you a valuable tool to browse or capture the Guest Image
- **Scan:** This feature allows you to scan the Guest picture and save it in guest database. Click on **Scan** → Select the Scanner from the **Sources List** → click on **Select** → "**Scan Image**" screen will open → click on **Accept** to save the picture.
 - Note:** Your computer must be connected to scanner.
- **Capture:** This button allows you to capture picture of your guest on the spot and save in Software.
 - Click on Capture → Start → Capture → Ok.
 - Note:** The buttons - **start camera, stop camera, capture** will be active only if you have webcam on your machine.
- **Large View:** - This button allows you to enlarge the size of selected picture. Click on picture and hit on **Large View** to enlarge.
- **Fit Image to Frame:** - By default this check mark option is selected which means the enlarged image will take the size of the frame. You can rescale the image to original size by removing the check mark. To come back to previous screen use the cross button .
- **Add:** This button allows you to browse the picture location already present in your machine and insert it in the software.

- Note:** You can add unlimited number of pictures.
- Delete:** - This feature allows you delete the saved picture.

To set Path: Go to FDC -> click on eZee Icon → Configuration Option → General → Image Settings → From here set the path.

The screenshot shows the 'Reservation' window for Room 1001 - King Suite. It features several tabs: General Information, Room Sharing, Other Information, Rate Information, Extra Charges, Payment Details, and Folio Summary. The 'General Information' tab is active, displaying fields for Guest Information (Last Name: Raymond, First Name: Smith), Settlement Option (Type, Card No, Bill To, Folio No), Stay Information (Arrival: 1/31/2010, Departure: 2/1/2010, No of Night(s): 1, Adult: 1, Child: 0), Tax Exempt (Luxury Tax, VAT, Service), and Season & Rate Type Information (Season: --N/A--, Rate Type: American Plan, Days: 1). A 'Rate Information' table is also visible, showing Total Charges of 485.00, Total Tax of 67.90, and a Total of 552.90. Other sections include Business Source Settings (Market Place, Source, Commission) and Documentation Information (Reservation # RESN14, Voucher #). At the bottom, there are buttons for 'More', 'Print', 'Void', 'Update', and 'Close', along with status fields for Booked By, Reserved By (Admin), Check In By, and Check Out By.

More Button: You will see this button after your reserve the room.

- Change Stay
- Add Settlement
- Add Extra Charge
- Change Room
- Exchange Room
- Automatic Folio Routing
- Add Followup
- Add Wakeup Call
- Undo Check Out
- Audit Trail

- Change Stay:** Allows you to increase or decrease dates of stay of Guest.

Click on this button → another screen "Change Stay Period" will pop up → select new **departure date** or you can select number of days from '**Number of Days**' → hit on **change** button.

Note: After check out you cannot perform this function.

- **Add Settlement:** Allows you to make payment on Guest from here.
For more explanation refer to "payment details" Tab → "New" topic of this manual.
- **Add Extra Charge:** Allows you to add **Extra Charges** (configured in Configuration Module) into Guests Folio/Invoice.
For more explanation refer to 'Extra Charge' Tab → 'New' topic of this manual.
- **Room Move:** Allows you to change Guest Room with any Vacant Room.
Click on this button → another screen "**Change Room List**" will pop up → this list will display all the available/vacant rooms taking into consideration of arrival/departure date parameter for this stay → select new **room** → hit on **change** button.
You can use **search criteria** to narrow down your search.
- **Override Rate:** - Override rates are used to override an existing rate with the new one in case of change/exchange room. By default this option is active.

Concept

Tick mark on check box means Override Rate → it will take rate of new rate type.

No Tick mark on check box means Override Rate → it will not override rate with new rate type.

- **Exchange Room:** This field is not active in reservation wizard and will turn active after check in.
- **Automatic Folio Routing:** This field is not active in reservation wizard and will turn active after check in.
- **Add Follow up:** Allows you to add a Follow-up Reminder which will alert FrontDesk staff or leave a follow-up comment to provide feedback for another staff. For example in Payment you can enter follow-up as 'Take cash only', etc.
 - **Check in**– This is linked with reservation. When you enter follow up at time of reservation and select the event as **Check in**, then while doing check in from that reservation, this icon will pop up. You can read the message by clicking on the blinking icon on left right bottom of general information screen.
Follow up entered here will be seen at the time of check in.
 - **Check out** – This is linked with check out date.
When you enter follow-up in any checked in room and select the event as **Check out**, icon will start blinking one day prior to check out date. You can read the message by clicking on the blinking icon on left right bottom of general information screen.
 - **Amount Paid** - This is linked with payment screen. When you enter follow up and select the event as > **Amount Paid** → then the icon will blink in **Payment Details Tab** → on posting payment by **New** button → **Amount Paid** screen will open → on left bottom corner an icon will blink. You can read the message by clicking on the blinking icon.
 - **Edit Reservation** – This is linked with reservation. When you enter follow up at time of reservation and select the event as **Edit Reservation**, then on opening/editing reservation, this icon will blink. You can read the message by clicking on the blinking icon on left right bottom of general information screen.
 - **Change Room** - This is linked with room changing. When you enter follow up with event change room then on changing room it will give a pop up message which is been entered.

For configuring follow-up type > go to FDC > Configuration Tab > Follow-up Types → New

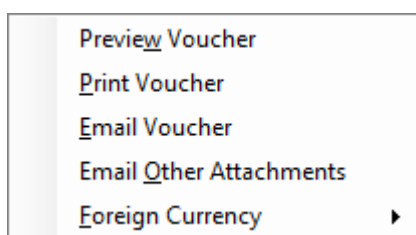
- **Add Wakeup Call:** This is customized solution with Call Accounting Interface. If you want to give your client's wakeup call on their room phone extension. Please contact eZee Support Desk for more information.

You can use it as reminder option. Click on this option → **Wake up Call** screen will open → Enter title/message → Select **Date & Time** → hit on schedule button. When the scheduled time matches your system time, message will pop up as shown below

- **Undo Check Out:** This field is not active in reservation wizard and will turn active after check in.
- **Audit Trail:** This field allows you to see the audit log of the functions performed on this room. Click on Audit Trail → Another screen "**Audit Trail**" will pop up → this list will display the audit log.

Print Button:

There are many options to print and preview folios in Summary or Detailed. Highlight the option to perform further function. You



- **Preview Voucher:** You can preview the reservation invoice, which is commonly known as '**Reservation Voucher**'.
- **Print Voucher:** You can directly give print command to **Reservation Voucher**. Print command will go to default printer of windows.
- **Email Voucher:** You can directly Email reservation voucher to your guests.

You will need to follow following steps:

SMTP/IP server should be configured.

Configuration: Go to FDC → Click on eZee Icon → Go to Option → Email → Do the settings.

Email Address should be filled in contact information field.

- **Foreign Currency:** You can print and preview the folio in other pre-configured currencies. You can also mail Reservation voucher in other currency rather than base currency (like dollar, euro's, pounds etc)

Configuration of other currencies: - Go to FDC → configuration tab → exchange rate.

- **Void:** It allows you to void the reservation → Click on '**Void**' button → next screen will ask you Reason/Remark → select the Reason/Remark. The Reason/Remark is to be configured.

Configuration of Reason/Remark → go to FDC → click on Miscellaneous Tab → click on Reason/Remark → create New → Select Category → define reason.

- **Update:** After editing any information, it is necessary to hit on Update button.

- **Close:** When you are done and want to exit this screen, click on **Close** button.

➤ Room Sharing Tab

This screen is not functioning in reservation wizard and will turn active after check in.

Reservation

Room Name: 101 - Room Type: Super Deluxe
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information Room Sharing Other Information Rate Information Extra Charges Payment Details Folio Summary

Guest Information Copy Address

Last Name
First Name

Visa Information

Serial No
Visa No
Visa Date
Arrived From
Arrival Transportation
Date of Arr. in Country
Time of Arr. in Country
Purpose of Visit
Going To
Depart. Transportation

Arrival Information

Mode No.
Name
Station
Date/Time
Pick Up
Weekdays -

Departure Information

Mode
Name
No.
Station
Date/Time
Drop Off
Weekdays -

Last Name	First Name

Stay Information

Arrival
Departure

Vehicle Information

Company Color
Model Year
Lic. Plate State

Booked By : Reserved By: Admin Check In By: Check Out By:

This Options are deactivated in the Reservation Wizard.

➔ Other Information Tab

This screen allows the desk clerk to capture the information and data pertaining to the guest's transport information.

This screen is to facilitate pick up and drop facility to the guest from airport to hotel and on departure again from hotel to airport. Log in the Guest's **Flight Arrival and Departure information.**

This screen allows you to preview and print guest's **Visa Information**, in case you need to submit to police records.

- **Visa Form:** Commonly known as Police Record form or C form. You can preview or print the **Visa Form.**

The screenshot shows the 'Walk In' window in the eZee FrontDesk software. The window title is 'Walk In' and it displays 'Room Name: 101 - Room Type: Super Deluxe'. Below the title bar, there is a navigation bar with tabs: 'General Information', 'Room Sharing', 'Other Information', 'Rate Information', 'Extra Charges', 'Payment Details', and 'Folio Summary'. The 'General Information' tab is active, showing several sections:

- Arrival Information:** Includes fields for Mode (Select), Name (Select), No., Station (Select), Arrival Date (1/19/2010), Pick Up Date (9/3/2013), and Weekdays (-).
- Departure Information:** Includes fields for Mode (Select), Name (Select), No., Station (Select), Departure Dt. (9/3/2013), Drop Off Dt. (9/3/2013), and Weekdays (-).
- Visa Information:** Includes fields for Serial No., Visa No., Visa Date (9/3/2013), Visa Issue Place, Arrived From, Arrival Transportation, Date of Arrival in (9/3/2013), Time of Arrival in (1:02:05 AM), Purpose of Visit, Going To, Depart. Transportation, and Proposed Duration (0).
- DNR (Do Not Rent):** A section with a 'Reason' label and three checkboxes: 'Mis Behave', 'Money Not Paid', and 'Stole Inventory'.
- Vehicle Information:** Includes fields for Company (--N/A--), Color, Model (--N/A--), Year (Select Year), Lic. Plate, and State.
- Guest Preferences:** A section with a list of preferences: Room, Room Floor (-), Room Type (-), Room No. (-), Smoking, Room Amenities, Bed Sheet (-), Mattress (-), and Quilt (-).

At the bottom of the window, there are buttons for 'More', 'Print', 'Update', and 'Close'. The status bar at the very bottom shows: 'Booked By: Admin', 'Reserved By: Admin', 'Check In By: Admin', and 'Check Out By:'.

DNR: Stands for "Do Not Rent". Gives you the list of all the reasons, why you wish to terminate the guest from further renting in your hotel. You need to check mark the check box to select the reason. At the time of again checking in this guest Information from the search and enter guest option in the Software, the software will pop up **DNR message**. You may continue to rent or prevent from check in. Configuration of DNR reason → Go to FDC → Configuration Tab → click on DNR Reason → create **New** from DNR list → Save.

Vehicle Information: This field to record the vehicle information if any of the guest. In US/Canada, hotel owners need to enter the vehicle number plate information.

➔ Rate Information Tab

This Screen Allows to manually make changes on rate, exempt tax, give discount for selected days or full stay, include rate for early check in/late check out of the Guest. Further it will add Tax in the Tariff (provided tax is not exempted).

➤ Steps to Change Rate or Rate Type

Following are the steps to change the base rate manually.

Note: Tax will also be changed as per the new changed rate.

Procedure

Step1 Select or check mark the days of stay

Step2 Change the rate in the rate combo box

Step3 Select one of the options from the options:

'Apply to selected' or apply to checked or apply to full stay

Step4 Hit Apply Changes button

Step5 Press **Update** Button

Room Name: 101 - Room Type: Super Deluxe
Information for Check In/Reservation. Please click on respective tab to set up respective information.

General Information | Room Sharing | Other Information | **Rate Information** | Extra Charges | Payment Details | Folio Summary

Rate Information Show Close Folio Rent

Date: 1/19/2010
Rate: 320
Rate Type: American Plan
Discount: 80.0000
Taxable Rate: 240.0000
Apply new Rate Type Tariff:

Tax Exempt

Luxury Tax: 24.0000
 VAT: 9.6000
 Service: 0.0000

Adult: 1
Child: 0
Change only pax info:

Apply to selected
 Apply to checked
 Apply to full stay

Net Rate: 273.60

Buttons: Split Bulk Rent, Merge Bulk Rent, Early Check In, Apply Discount, Apply Changes

Date	Day	Room	Rate Type	Rate	Dis.	Luxu...	VAT	Servi...	Total	Season	Adult	Child	
<input type="checkbox"/> 1/19/2010	Tue	101	American ...	320.00	32.00	32.00	12.80	0.00	332.80		1	0	S
<input type="checkbox"/> 1/20/2010	Wed	101	American ...	320.00	80.00	24.00	9.60	0.00	273.60		1	0	S
<input type="checkbox"/> 1/21/2010	Thu	101	American ...	320.00	80.00	24.00	9.60	0.00	273.60		1	0	S

Buttons: More, Print, Update, Close

Booked By: Admin | Reserved By: Admin | Check In By: Admin | Check Out By:

Apply New Rate Type Tariff: Override rates are used to override an existing rate with the new one in case of change/exchange room. By default this option is active.

Concept

Tick mark on check box means **Apply new Rate Type Tariff** → it will take rate of new rate type selected.


No Tick Mark on check box means **Apply new Rate Type Tariff** → it will not override rate with new rate type and keep the original rate of the previous allotted Room to the Guest.

➤ **Tax Exempt:** If you don't want to apply any of the tax i.e. **Luxury**, **VAT** and **Service** then check mark against the respective tax in the section *Tax Exempt*

Note: If you check the VAT under Tax Exempt then it will not add VAT in this guest's folio.

Net Rate → You can manually enter the rate that has been adjusted with Tax. This will calculate Net rate including tax.

This field will allow you to change the rate offered to guest. You need to put the rate manually thru key board. This rate will be applicable to full stay of the guest.

- **Date:** This field shows the check in date of guest. This field is for reference only and not editable in this screen.
- **Icon besides Rate Type** : This option allows you to search pre configured rate type. Click on this icon to make a search → **search** window will appear → select **rate plan** → press **Ok**.
- **Rate Type:** After check in this field will allows changing the rate type applied for this guest stay. You can choose any option: 'Apply to selected' or 'Apply to checked' or 'Apply to full stay'.

Procedure to change Rate Type

Step1 Select or check mark the days of stay

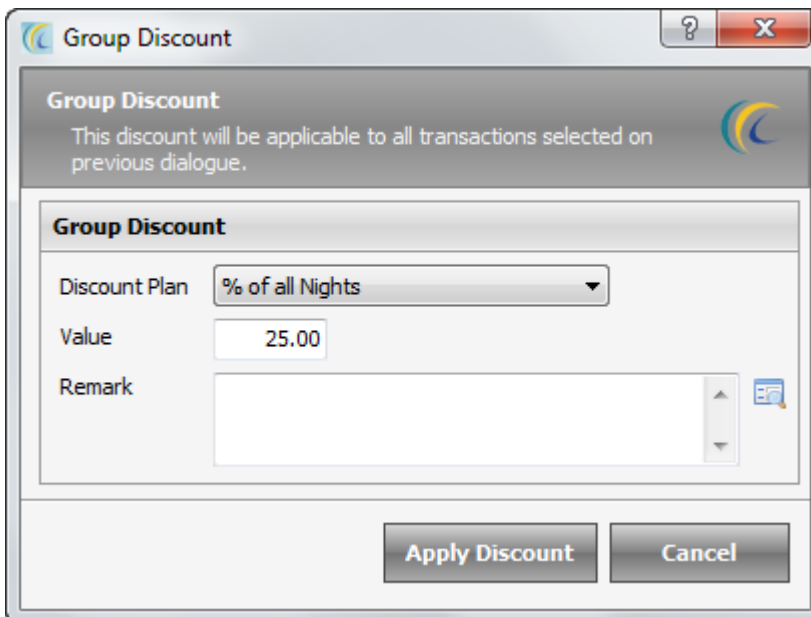
Step2 Change **Rate Type** from scroll down list of rate type combo box

Step3 Select 1 of the option from the options: - Apply to selected or apply to checked or apply to full stay

Step4 Hit on 'Apply Changes' button

Step5 Press **Update** Button

Apply Discount → This feature allows you to give **discount** on guest folios.



Procedure to give Discount

Step1 Click on Apply Discount → Discount screen will pop up →

Step2 Select the discount plan from the predefined scroll down →

Step3 Enter the amount or percentage in **Value** field to reflect the amount in discount. (Discount is either in % or either in amount, based on the plan selected in discount plan field).

Step4 Hit on Apply Discount →

Step5 Press **Update** Button →

Note: This option is managed by User Rights. To be able to give the discount, FrontDesk User must have the privilege.

To Set Privilege: Go to FDC → Configuration Tab → User → Edit → In other settings section → set the percentage of discount user can give.

➔ Extra Charge Tab

Frequently you incur other charges (non-rental charges) on Guests Bill. You can track and collect such charges from guest. Of course the guest must be checked in a room for you to post the charges.

This screen also gives you details about the Folio Transfer from Point of Sale (POS), Laundry, or any other module of eZee.

- **Print:** Allows previewing and printing the Highlighted Extra Charge.
- **New:** To incur the Extra Charge in the Guest Folio. Click on 'New' button → **Add/Edit Extra Charge** screen will open as shown below>>

- **Voucher Date:** This is default date of Software. You can edit the date from pop up calendar.
- **Extra Charge:** Select pre configured extra charge from the drop down list.
- Configuration Manual for more information.
- **Folio No.:** Configuration → Go to FDC → Configuration Tab → Click on Extra Charge → Create New. (Refer Select the Folio in which you want to put the Charge.)
Note: Default folio is the master folio. If you want to make a new folio go to 'Folio Summary Tab'.
- **Charge reoccurs for whole stay:** Checkmark this option if you want this charge to be charged each day of guest's stay.
Note: Charge to reoccur is not applied to all the guests in Front Desk unless desk clerk manually doesn't apply it to the guest at least once.
- **Vat/C.T./Tax3:** This field displays the Tax amount defined on that Extra charge.
- **Amount:** Displays Amount of this Extra Charge.

If you have pre-configured the amount of that charge in eZee Configuration Module, software will pick up the amount automatically or enter the amount manually.

- **Discount:** You can apply discount based on two options.
 - Percentage: Allows you to apply discount given on % basis.
 - Flat Discount: Allows you to apply fixed amount discount.
- **Tax:** This field shows total of all the three taxes implied on this extra charge. This is non-editable column.
- **Quantity:** Allows you to increase or decrease the Quantity of extra charge.
- **Net Amount:** To give flat rate for the selected Extra Charge, irrespective of any factor viz. **Discount, Amount and Quantity.**
- **Allowance:** Allowance is designed to show hotel's uncollectible accounts or by mistake extra money collected from guest or when you want to give a discount for any reason. As for example, a guest was checked in and after night audit hotel finds that guest has been charged extra and now wants to compensate the guest for the extra amount. In hotels after night audit one cannot change the information. So, to pass the contra entry or make amendments for the money loss Allowance is given. For example: -You have sent five bills to a City Ledger Account, and their total is 5850. They paid 5800 and not sending remaining 50 from long time, you can pass allowance for that to settle the balance. Click on Allowance → **Allowance** screen will open → Select **Date** and **Folio Number** → enter **Amount** → write **Remark** → **Save**.
Note: It will be entry in Minus.
 You can see allowance given on folios and in extra charge reports - "Allowance".
- **Edit:** Highlight the extra charge → Click on "**Edit**" button to make changes.
- **Void:** Highlight the extra charge → Click on "**Void**" button to make changes. The Reason/Remark has to be configured.

Configuration → Go to FDC → Click on 'Miscellaneous Tab' → Click on Reason/Remark → Create 'New' → Select category → Define reason.

- **Add Package:** To offer your guests a collection of extra charges or services or facilities wrapped together. A package does not include lodging charges and does not adjust the rate. **Note:** Package has to be configured.

{Configuration → go to FDC → Configuration Tab → following are two steps to create package:

Step1 Click on Extra Charge menu → define **New** Extra Charges with the amount. (For more information refer "Extra Charge" in FDC manual) → Save.

Step2 Click on package tab → Define New Package by selecting Extra Charges.

Note: You will have to select more than 1 extra charge to define package.}

Special package group box → highlight the package → hit on Add Package. The extra charges configured in package are added and displayed in posted extra charge group box.

- ❖ **Remove Package:** You can remove the Added Package → highlight the package and hit on Remove Button.


Note: it will remove all the extra charges associated with this package.


❖ **Show close folio charge:** - This option is not active in reservation wizard because in reservation folio is not generated.

➔ **Payment Details**

This tab allows you to add and see the payment.

- **New:** To post payment in the Guest Folio, click on "**New**" button → **Add/Edit Extra Charge** screen will open as shown below.

- **Account Name:** This field displays Guest Name in the selected folio from folio scroll list.
- **Date:** This is the date on which amount is to be posted.
- **Amount:** By default this field catches the remaining amount of the folio. You can key in the amount manually in this field.
- : This field allows user to select pre configured currency in FDC.
- Configuration → go to FDC → click on configuration → click on Exchange Rate (for more details of Exchange Rate refer to "Exchange Rate" part in eZee Configuration manual).
- **Exchange Rate:** It displays converted exchange rate for each of the currencies which is defined in Exchange Rate in eZee Configuration module.
- **(Conversion factor) =:** This field will convert the currency amount and gives you the final amount to be taken in the selected currency.

- **Folio:** You can select the folio on which you want to post this payment. To create new folio >Go to **Folio Summary Tab** > click on **New** > create new folio > **Save**.
 - **Deposit:** Select the pre configured **Deposit** from the drop down list.
Note: Deposit combo box is visible only if deposit has been configured in eZee Configuration module.
Note: Deposits are to be refunded.
 - **Payment Type:** Select **Payment Type** from the drop down list. And fill in the necessary information in the fields visible.
 - **Icon** : Allows swiping the Credit Card for the Payment.
Note: Software has to be integrated with the Swipe Card Reader.
 - **City Ledger Account:**
Use this option when posting payment in Credit Sales. Select the Account from the drop down list. You can select the pre-configured company to post this room's folio under that company's account.
Note: In Direct billing, the corporation is offered a specific credit limit for a specific time frame. The corporation can clear the dues by the agreed time frame; say for example on monthly basis. The dues are added to the account whenever the corporate employee is provided the service and the company can have the convenience of paying it once every month.
Configuration → go to BackOffice Tab → click on City Ledger → New.
Remark: - You can add any remark to be seen on receipt and reports (shift report; night audit report; settlement report).
 - **Save:** - Hit on 'Save button' to save the entered information.
 - **Close:** - Hit on 'Close button' if you want to exit the Amount Paid Screen without saving entered information.
 - **Encash:**
In some hotel, when guest check in, hotel Authorizes guest's credit card which means, they don't charge guest's credit card, but take a guarantee from credit card that this card is valid for them for let us say 500 US\$, now at the time of check out, the total due is, let us say 421U\$, then they encash that "authorization". This means the card was actually charged for 421 US\$.
Note: We don't show open credit card transaction on any screen/report, because they are not a payment, they are guarantee.
 - **Print:** This button will allow you to Preview or Print the highlighted Amount Paid Receipt with details.
 - **Refund:** In case if you want to refund any amount to guest, you can use refund option.
Note: By default this field takes the amount in minus.
Rest procedure is same as explained in 'New' section of amount paid.
 - **Edit:** You can edit the entered Payment Information.
 - **Void:** Used for Voiding the Payment. The Reason/Remark has to be configured.
- Configuration of Reason/Remark → Go to FDC → click on Miscellaneous Tab →Click on Reason /Remark → create New → Select Category → define reason.

➔ Folio Summary


This screen is not active in reservation wizard as folio is not generated/created during reservation.

Reservation List:

Click on Reservation List → This list will give you all the reservations which you have made. By default this gives list of active reservations for current month. This list allows the user through the process of making a new reservation and check in a guest into the property.

Res. No	Room	Guest Name	Res. Date	Arrival	Departure	Source	Voucher No
RESN15	101	Adamjee Imtiyaz	1/20/2010	1/23/2010	1/24/2010		

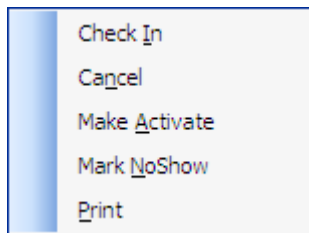
Search Criteria > User can use **Search Criteria** located at the top of the window to quickly locate the desired reservation. After giving filter criteria in the fields mentioned

hit on search icon . The search option can be used as a combination or individual. Also, you can toggle to lists of

Active
 Cancelled
 No Show
 Void
 All
 Optioned
 Wait For Payment

Click on desired option to get the relevant list.

User can perform the function like check in, editing, void, cancel, make active, etc. with the given options under the Options button.



- **Mark No Show:**

When there is no information about reservation, user can Mark them as No Show.

If your hotel policy includes No Show charges in case guest does not inform in some specify time frame, then No Show charges can be applied to the guest.

- **Steps of No Show:**

Select the Reservation from Check Box → Mark 'No Show' Wizard will appear → User can add extra charge through or if any extra charge is entered he can void that.

User can also take some payment from **Settlement or Refund/Void** the existing payment.

Note: Mark 'No Show' a reservation does not appear anywhere accepts 'No Show' lists and 'No Show' reports and payment taken will be reflected in Daily Receipt Report.

- **Steps of Reinstate No Show Reservation**

User can activate the Mark No Show reservations → Toggle to No Show list → Select Reservation → Hit on 'Make Active' → Select the date and stay → Activate.

- **Check in:** Allows Front Officer to check in the selected Reservation.

Select reservation → hit on Check in → enter necessary information → hit on Check in. For more information on the process, refer to Walk-in section of manual.

- **New:** Allows you to create new reservation.

- **Edit:** Highlight the reservation → Click on '**Edit**' button to update/view reservation.

- **Void:** Highlight the reservation → Click on '**Void**' button to Void. Reason/Remark has to be configured.

Configuration → Go to FDC → Click on Miscellaneous Tab → Click on Reason/Remark → Create 'New' → Select category → Define reason.

- **Cancel:** To cancel an existing reservation, select this option. You can choose the appropriate operations to be done further. A cancellation number is also generated which can be used to locate this reservation information in the future. Status of Reservation changes from expected to be cancelled.

Steps of Cancellation

Select the Reservation from Check Box → Cancellation Wizard will appear → User can Add Extra Charge through Add Charge option or if any extra charge is entered user can void the extra charge.

User can also take some payment from Settlement or Refund or Void the payment → Enter a cancellation reason → Finish.

Step of Reinstate Cancelled Reservation

User can activate the Cancelled Reservations → Toggle to Cancelled list → Select Reservation → Hit on 'Make Active' → Select the date and stay → Activate.

- **Void Reservation**

This option is used where there is any mistake from desk clerk while entering the reservation or any other reason. If we select the option void, the system gives user the option to select the void reason, which confirms why user wants to void the reservation.

Booking Operation:

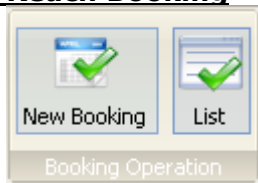
Booking is designed for making Group Booking/Reservation/Check in. When we want to book/check in more than one room this can be for a group of people.

Difference between 'Reservation' and 'Booking'

Reservation	Booking
This is done on rooms/room #.	This is done on room types.
Only single room can be reserved at a time.	One or more than one room can be booked at a time.
Reduces room inventory.	Unconfirmed booking does not affect inventory.
This works on actual room inventory.	This allows overbooking then your actual room inventory.

New Booking

How to Reach Booking



Click on **New Booking** icon in Front Office Menu. You will get Booking Wizard.

There are many wizards in new booking process which you would need to go through to complete the booking flow. You do not need to assign room when you book a room. Later you can assign the rooms.

Screen 1: i) a Select Booking Info.

This screen allows you to enter arrival and departure date which helps us calculate the stay, rate type, discount plan; you can also provide tax exempt and give special rate and more.

Select the **Rate Type** that you want to offer to the guest.

In the textbox besides the Rate Type you will see how many days that rate type is for. This field is for reference only and not editable in this screen.

Note: You can set number of days based on your rate type. For example for monthly you can set 30days; on selecting that rate type system will pick 30 days of stay by default. This is useful for package or discounted rates.

Select **Arrival and Departure** date from pop up Calendar (by default it is set to next calendar date)

Select Discount Plan if you wish to offer discount.

Enter the amount or percentage in **Value** field to reflect the amount in discount.

(Discount is either in percent or either in amount, based on the plan selected in discount plan field).

By default **Confirm** field is active. If the booking is not confirmed you can uncheck this option.

- **Release Before:** You can set the date on which you want to release this booking.
- **Release Amount:** Specify the amount in percentage to be taken to release the booking. The guest may be taxable or non taxable or liberated from state tax only. For example: - Military and Government employees.

If you don't want to apply any of the tax i.e. **Luxury**, **VAT** and **Service** then check mark against the respective tax in the section *Tax Exempt*

Note: If you check the VAT under Tax Exempt then it will not add VAT in this guest's folio.

Inclusive/Exclusive Tax

This field will allow you to change the Rate offered to guest. You need to put the rate manually thru key board. This rate will be applicable to full stay of the guest.

- **Rate Inclusive Tax** > suppose you have tax 10% and you have offered room in \$100 which should be including Tax. Click on Rate Inclusive Tax radio button >> put Rate \$100 in Rate field. This will make room rate \$90.91 + \$9.09 (tax) = \$100.
 - **Rate Exclusive Tax** > suppose you have tax 10% and you want to offer your guest \$100 which should be exclusive Tax. Click on Rate Exclusive Tax radio button >> put rate \$100 in rate field. This will make rate \$100 + \$10 (tax) = \$110.
- Note:** You can change the rate again from Room > Rate Information Tab.

To continue the Booking Wizard to next screen click on the **Next** button.

a) Screen 2:i) b Select Business Source

This wizard allows user to select the Business Source/Travel Agent and the special negotiated rates configured for this business source if you don't want to offer the default rate.

Note: You can define special rates for rooms for each business source separately.

Room Booking Wizard

Source Information
If applicable, select Source from list. If applicable apply Source Rate and set Commission plan. Press Next button to continue.

Booking Steps

1. Select Booking Information
2. Select Business Source
3. Enter General Information
4. Select Room(s)

Business Source Information

Charter Operation

Market Place

Commission Plan

Value

Voucher No

Apply Source Rate

RoomType	20-Jan
King Suite	15
Presidential	15
Twins	5
Super Deluxe	3

Buttons: Back, Next, Book & Close, Cancel

➤ **Business Source:**

Following is the description for special Settings for Business Source:


- **Market Place:** Select the category of business source such as travel agent, web reservation, taxi, etc. Highlight the Business Source to select
- **Commission Plan:** Select payment commission to be given to the selected Business Source from the drop down list. (You can track commissions in reports of business source).
 - *% of all Night:* This will give commission based on the full stay of guest.

- *% of first Night*: This will give commission based on the first night rate of guest.
- *Fixed amount per night*: This will give a commission based on the whole stay of guest.
- *Fixed amount per stay*: This will give a commission based on the first night information of guest.
- **Voucher No.** : You can key in the voucher numbers issued by the business source or business source customer's identification number.
- **Value**: You can select either xx% or xx amount in this field; based on the plan selected in Commission field.
- **Apply Source Rate**: You can apply pre-configured rates to offer to guest coming from this Business Source.
Note: Tariff Apply option is not visible, unless until you have defined the special rates for this Business Source Contact.
 Configuration → Go to FDC → Property Setup → Business Source → New → must check mark "Define Special Room Rate", then only the system will allow to define the special rate in Define Tariff Menu.
 Define Tariff → Select Business Source from scroll down → Get Tariff → enter rate.
- **Inventory**: Displays the remaining inventory as per the room type. This includes overbooking inventory as well. This field is for reference only.
 To continue the Booking Wizard to next screen click on the **Next** button.

Screen 3: i) c Enter General Information

This screen allows us to enter general information of the person who is giving booking. Booked By - You can enter the name of the person who is doing booking in this field. Enter the name of the primary contact person responsible for booking.



Icon allows you to directly search guest in existing guest database. Click on  icon to make a search. You can double click on the guest and it will auto fill all information of the guest. You can specify initial of Last Name/First Name to narrow your search.

To continue the Booking Wizard to next screen click on the **Next** button.

Screen 4:i) d Select Room(s): This screen/list displays the total number of available rooms for that room type. It allows the user to select the rooms on room type based on availability of inventory.

Room Booking Wizard

Room Information
Enter no of rooms you may want to book for each Room Type. You may press Save Close to save this Booking, or you may press Save Next to enter further information.

Booking Steps

- ✓ 1. Select Booking Information
- ✓ 2. Select Business Source
- ✓ 3. Enter General Information
- 4. Select Room(s)

Room Type	Total Rooms	Available Rooms	Over Booking Rooms	Total Available Rooms	No. of Rooms
<input checked="" type="checkbox"/> King Suite	16	15	2	17	0
<input type="checkbox"/> Presidential	16	15	1	16	0
<input type="checkbox"/> Twins	7	5	0	5	0
<input type="checkbox"/> Super Deluxe	7	3	1	4	0

Back Book & Continue Book & Close Cancel

- **Room Type:** This row displays names of all types of rooms you have configured.
- **Total Rooms:** This row displays the actual number of rooms configured in each room type with no overbooking included.
- **Available Rooms:** This row displays number of rooms available.
- **Over Booking Rooms:** This row indicates the number of rooms in each room type that have been approved by management for overbooking.
Concept of over booking → hotel industry accepts more reservations than it has rooms available, on the presumption of the cancellation of the bookings. Hence 'over booking percentage' allows to better yield management and better occupancy of your rooms.
Configuration of Over Booking → Go to FDC → Go to property setup tab → click on room type → select new or edit → see over booking percentage → in box besides define the percentage you want to increase for this particular room type. (Note: For configuring room type refer to configuration manual)
- **Number of Rooms:** In this row you need to key in the number of rooms you wish to book against room type. For example: In above screen we have selected 7 rooms of Room Type King Suite and three rooms of Room Type Presidential.

You can select either one of the option:-

- **Book & Continue:** To continue the Booking Wizard to next screen click on the **Book & Continue** button.
- **Book & Close:** If you want to just finish the booking then click on Book & Close button.

The system will give you a 'Booking Confirmation Number', which you can give to your guests.

On clicking on Book & Continue button or on editing same booking from **Booking List**, you will find following screen

Booking Information

You can set up all booking related information from this screen. You can assign room, check in them, add more rooms to group, take payment, edit information, etc.

General Information

Booking No: BN1
 Booked For: Mr. Justin Lenger
 Last Name: Justin
 First Name: Lenger
 Address: A/12-1, Robin Hood Apt.
 City: Las Vegas
 State: LV
 Zip Code: 813287
 Country: United States
 Email: justin@justinbrothers.com
 Phone: 001-19280210909
 Fax: 001-192802109092
 Market:
 Source:

Remark

Booking | Reservation | Check In | Check Out

Search Criteria [5 Record(s) Found.]

Active Cancelled No Show Void All

No	Room Type	Guest Name	Arrival	Departure	Total	Paid	Balance
5	King Suite (...)	Ang Ken	1/19/2010	1/22/2010	1,250.20	450.20	800.00
7	Presidential...	Victor Desouza	1/19/2010	1/22/2010	1,739.30	0.00	1,739.30
9	Twins (401)	Lenger Justin	1/19/2010	1/22/2010	620.10	0.10	620.00
10	Super Delu...	Kalyan Ron	1/19/2010	1/22/2010	7,291.21	821.21	6,470.00
11	Super Delu...	Imtiyaz Adam	1/19/2010	1/22/2010	1,077.30	-0.70	1,078.00

Booking	Reserve	Check In	Due Out	Check Out	Cancel	NoShow	Void	Total	Total Charge	Total Payment	Total Balance
0	0	5	0	0	0	0	3	8	11,157.11	449.81	10,707.30


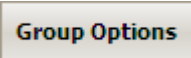
Save General Info. Group Options Add Edit Void Close

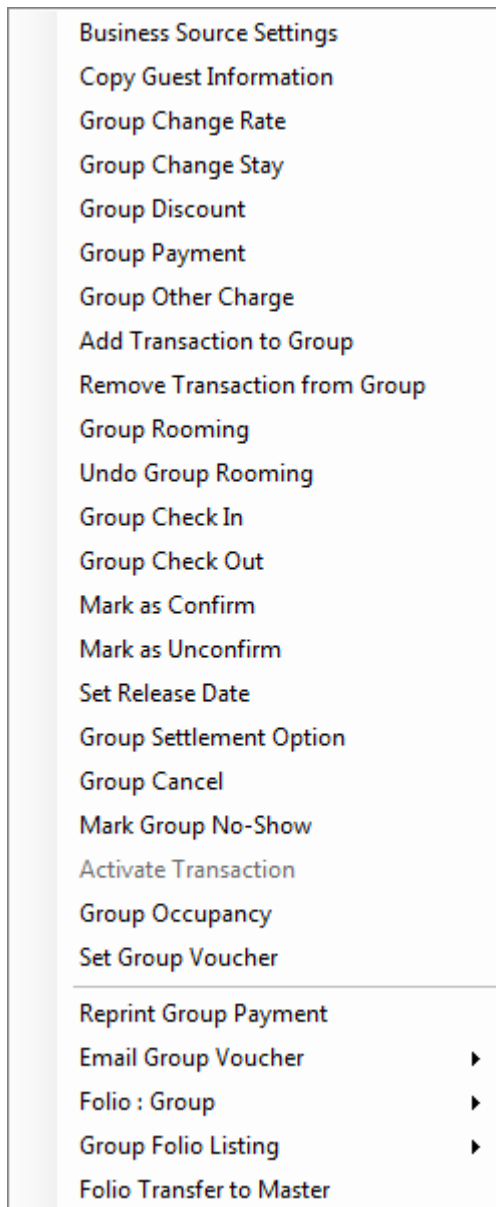
➔ **General Information:** This field allows you to enter profile and details pertaining to the booking guest.

- **Remark:** You can put any remark for guest in the different visible tabs. For example 'complementary drink to be served after check in'.
- **Search Criteria:** You can use **search criteria** to filter the booking rooms list based on the criteria's mentioned.
- **Active:** Clicking on this radio button will filter the list of bookings which are in active status. (By default this list is displayed).
- **Cancelled:** Clicking on this radio button will filter the list of bookings which are in cancelled status.
- **No Show:** Clicking on this radio button will filter the list of bookings which are in No Show status.
- **Void:** Clicking on this radio button will filter the list of bookings which are in Void status.
- **All:** Clicking on this radio button will give the list of all bookings.

➔ **Group Options:** Allows you to perform the mentioned actions in the scroll list of individual room or all rooms at one stretch (in one shot).

- For selective rooms → highlight or check mark the booking and perform further function
- For the complete group in one go → hit 'select all' and perform the operation you want.

If you click on  arrow pointing down given at right side of  you will get following list of options for further operation on this group booking.



- i. **Business Source Setting:** This option can be used to assign Business Source to the Guest Room, if missed to assign while doing the booking. It can also be used to assign different Business Source for each room individually by selecting the appropriate room.

- ii. **Copy Guest Information:** This option can be used to Copy Guest information from one selected room to other.
- iii. **Group Change Rate:** Allows you to change rate type and rate of the stay. You can key in the new desired information → and hit Rate Type/Change Rate.

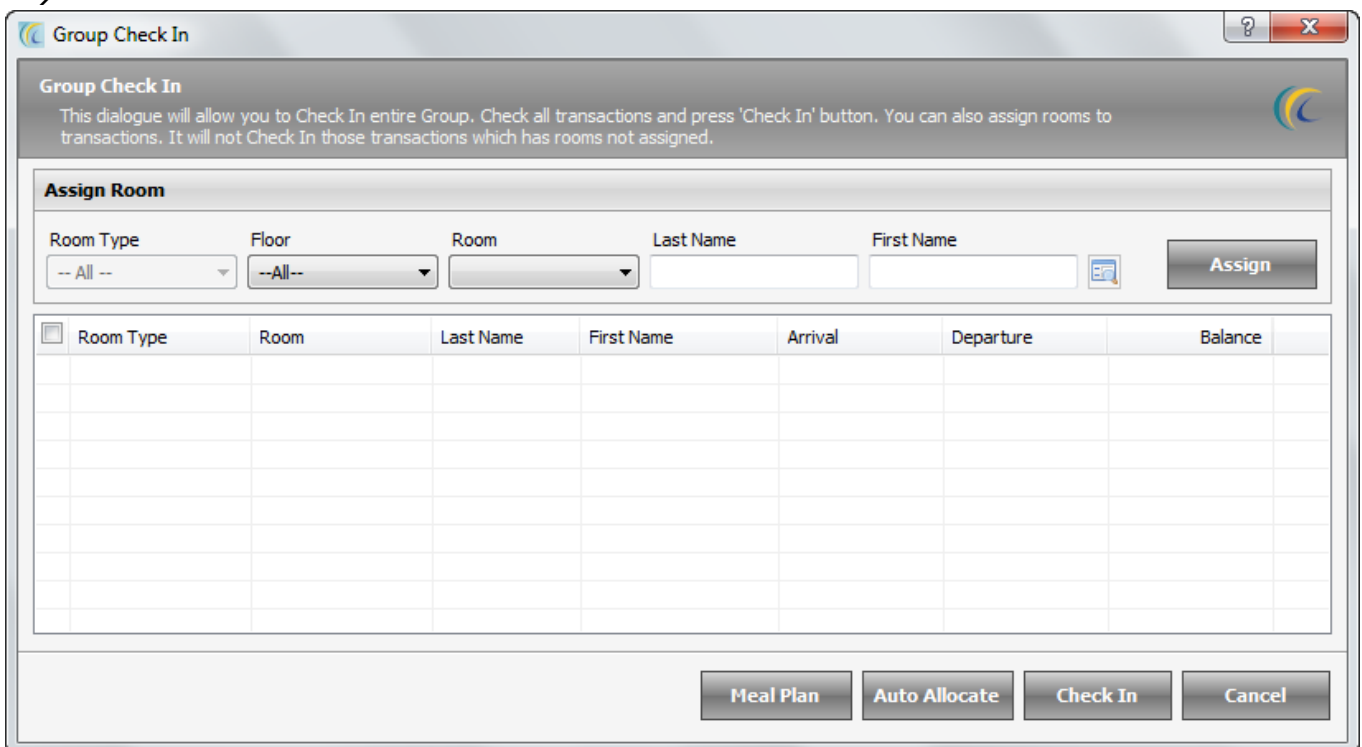
- iv. **Group Change Stay:** Allows you to change stay duration. You can key in the new desired information → and hit on 'Change Stay'.

- v. **Group Discount:** Allows you to give discount. Select the 'Discount Plan' and enter value → and hit 'Apply Discount'.
- vi. **Group Payment:** Allows user to post the payment for invoices of the guest under this group. Payments can be done under two headings Payment Type which is the same that is used to do normal payments, and account option is also there to do payments for direct billing. Deposit option is also there if you want to collect deposits.
- ❖ **Payment Screen:** Following is the explanation of this form
Add Button: Use this button to add payment.
 On hitting add button, another screen gets displayed for group payment distribution

Room Type	Room	Guest Name	Arrival	Departure	Balance	Amount
King Suite	202	Ang Ken	1/19/2010 12:55...	1/22/2010 12:55...	800.00	800.00
Presidential	301	Victor Desouza	1/19/2010 12:58...	1/22/2010 12:58...	1,739.30	1,739.30
Twins	401	Lenger Justin	1/19/2010 12:48...	1/22/2010 12:48...	620.00	620.00
Super Deluxe	101	Kalyan Ron	1/19/2010 1:16 AM	1/22/2010 1:16 AM	6,470.00	6,470.00
Super Deluxe	102	Imtiyaz Adam	1/19/2010 4:04 PM	1/22/2010 4:04 PM	1,078.00	1,078.00

- **By Balance:** Divide the paid amount as per the balance remaining.
- **Proportional:** Divide the paid amount equally against all the rooms booked.
- **Manual:** Enter the amount manually against the rooms in the blue color field under amount column.
- **Amount** (white color field): shows the amount which is paid.
- ❖ **Account Tab:** Allows posting payment in city ledger account or direct billing account. User will need to select the account from the drop shown list.
- vii. **Group Other Charge:** Allow you to post Extra Charge on guest folio. For procedure of posting extra charge refer to 'Add/Edit Extra Charge Screen' part of the manual.
- viii. **Add transaction to group:** Allows you to merge any occupied and reserved room/rooms into this booking.
 Click on this option → New screen named 'Add transaction to Group' will open → this 'Add Transaction to Group' screen will display the list of the occupied and reserved rooms falling in the date range selected in the arrival and departure calendar → check mark the rooms → hit 'Add to Group'. (You can use search criteria to narrow down your search).
- ix. **Remove transaction from group:** Allows you to remove some transactions from the group.
Note: For removing you need to assign rooms first.
 Group Rooming: This is the most important option as this lets you convert booking to reservation.

- x. **Group Rooming:** Click on this option → New screen named 'Group Rooming' will open → this 'Group Rooming' screen will display the list of the rooms booked → find the explanation of the options →
 - Room Type:** This option is disabled on this screen.
 - **Room:** This field allows you to assign rooms manually. You can allot/assign only one room at a time. Highlight room from the list → Select room from *Room* scroll down → hit *Assign* → Click on *Rooming*.
 - **Auto allocate:** Enables the automatic assigning of the rooms for the full group.
 - **Last name:** Allows you to put the last name to the highlighted booking.
 - **First name:** Allows you to put the first name to the highlighted booking.
- xi. **Undo Group Rooming:** Allows you to remove assigned rooms, this process will make reservation back to bookings.
- xii. **Group Check In:** This option is meant to **Check in** partly or full group. Click on this option → New screen named 'Group Check in' will open → this 'Group Check in' screen will display the list of the rooms booked → find the explanation of the options →



Note: If you have assigned rooms then the options *Room*, *Last Name*, *First Name* will be grayed out in this screen (It can be partial or full).

- **Room:** This field allows you to assign rooms manually. You can allot/assign only one room at a time. Highlight room from the list → select room from *Room* scroll down → hit *Assign* → click on *Rooming*.
 - **Check in:** Allows checking in the rooms at one shot for all the allotted rooms.
 - **Auto allocate:** Enables the automatic assigning of the rooms for the remaining rooms.
 - **Last Name:** allows you to put the last name to the highlighted booking.
 - **First Name:** allows you to put the first name to the highlighted booking.
- xiii. **Group Check Out:** - This option is meant to **Check out** partly or full group. Click on this option → new screen named 'Group Check Out' will open → this 'Group Check Out' screen will display the list of the rooms checked in under this group → select the check box in the room type row and hit check out.

- xiv. **Mark as Confirm:** To mark a booking as a Confirm Booking select this option. This confirmation will affect inventory, unconfirm bookings does not consume inventory.
- xv. **Mark as Unconfirm:** To change the Confirm booking status to Unconfirm.
- xvi. **Set Release Date:** If the guest has made a booking, and if they don't deposit advance payment the release date then the software provides you a valuable feature to release that room before the actual booking date.
 - i. **Release Date:** You can set the date on which you want to release this booking.
 - ii. **Release Amount:** Specify the amount in percentage to be taken to release the booking.
- xvii. **Group Settlement Option:** This can be used to settle the bill for the entire group or selective rooms. Enter the required details as shown in the screen shot below.

- Type:** This is the payment type that you can select by clicking on the drop down menu.
- Card No. & Expire:** Fields to enter the card number if you are using any type of credit card or ATM card.
- Bill To:** Select the direct billing account that you want to charge the amount to.
- xviii. **Group Cancel:** To cancel an existing booking, select this option. A cancellation number is also generated which can be used to locate this booking information in the future

Steps of Cancellation → Select the Booking from Check Box → Cancellation Wizard will appear → User can Add Extra Charge through Add Charge option or if any extra charge is entered user can void the extra charge. User can also take some payment from Settlement or Refund or void the payment → enter a cancellation reason → Finish.

- xix. **Mark Group No Show:** We can use this option to mark the rooms of a group booking as "no show", when there is no information about the guests and they do not appear on the expected arrival date.
- xx. **Activate Transaction** → User can activate the Cancelled Reservations → Toggle to Cancelled list → select Booking → hit on Activate Transaction → select the date and stay → Activate.
- xxi. **Group Occupancy:** This option can be used to Update the PAX details for the group on each room individually.

Group Occupancy

Change Occupancy
This occupancy will be applicable to all transactions selected on previous dialogue.

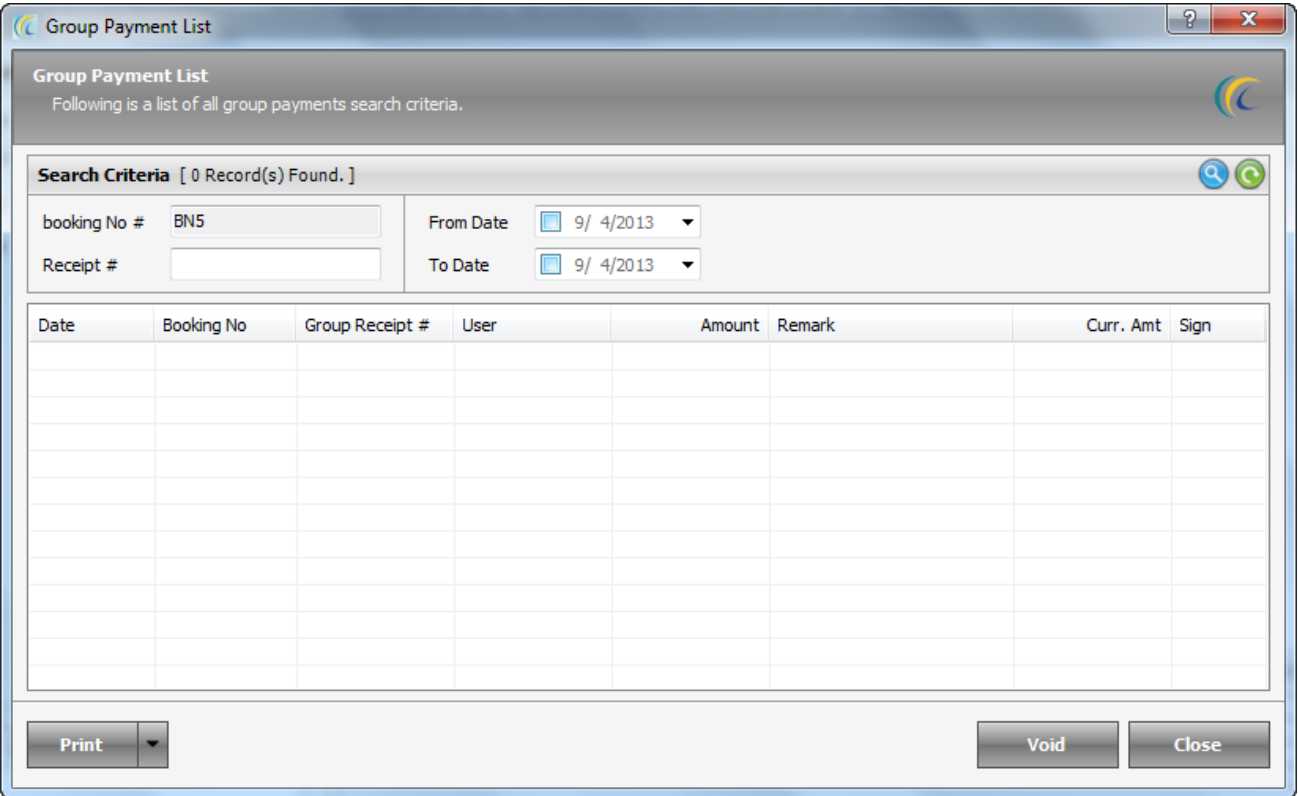
No. of Adults/Child

No. of Adult No. of Child

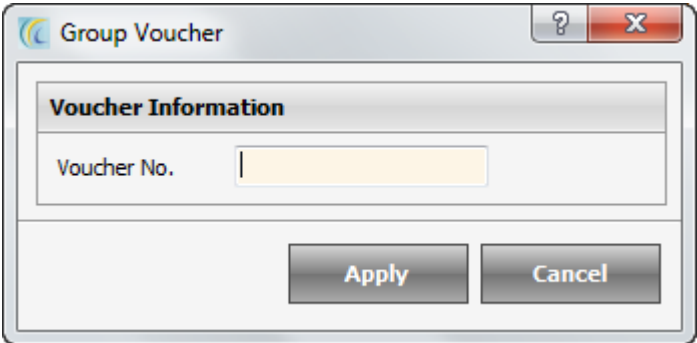
Change Occupancy

Room Type	Max Adult	Max Child	New Adult	New Child
King Suite	5	2		

- xxii. **Reprint Group Payment:** This option can be used to do reprint the payment receipt for the payment done for the group. It will show the list of all the payment done for the group, after which you can select a particular transaction and print the payment receipt for that particular transaction.



xxiii. **Set Group Voucher:** Select the rooms in the group to set the voucher number for future transactions. A window as show below will pop up on selecting the option. Enter the voucher number and apply it.



xxiv. **Email Group Voucher:** We can use this option to send confirmation letter and Voucher thru email. The system will further ask if we want to send email in base currency or any foreign currency.

xxv. **Folio: Group:** We can preview or print folios of the group. Entries come in the form of report giving the basic details for the rooms of the group.

xxvi. **Group Folio Listing:** Preview, print and generate the listing of group folios in all the currencies you have defined in the software using this option.

xxvii. **Folio Transfer To Master:** This option can be used to bulk transfer all the select transaction to the Master folio.

Booking List:

This list directs the user through the process of making a new booking and check in an existing booking. This list will give you all the bookings which you have made.

Booking List
List of Bookings/Groups. Please select one and do needful operations. You can also set search criteria to obtain specific Bookings.

Search Criteria [7 Record(s) Found.]

Booking No: Source: --N/A-- Booked On: 9/ 3/2013 Arrival Date From: 1/20/2010
 Voucher No: Booked For: Select Option: All Booking To: 1/20/2010

Booking No	Booked For	Booked Date	First Name	Last Name	Source	Phone No	Arrival	User	Departure	# Tot.	# Bo
BN1	flora	11/17/2009	flora	hire		4534	1/16/2010	Admin	1/18/2010	1	0
BN2	A	11/17/2009					9/3/2013	Admin	9/3/2013	5	0
BN1	Mr. Justin Lenger	1/19/2010	Lenger	Justin	Booking.com	001-192...	1/19/2010	Admin	1/22/2010	8	0
BN2	Mr. Khan	1/19/2010	Rahim	Khan		218309...	1/19/2010	Admin	1/28/2010	6	0
BN3	Abc	1/19/2010	EW	SE			9/3/2013	Admin	9/3/2013	5	0
BN4	Gadhadhar	1/20/2010	gadha	Dhar			1/20/2010	Admin	1/22/2010	1	1
BN5	Testing	1/20/2010	A	A			1/20/2010	Admin	1/21/2010	1	1

Retrieve Web Rsrv. Print List New Edit Void Close

Search Criteria > User can use **Search Criteria** located at the top of the window to quickly locate the desired reservation. After giving filter criteria in the fields mentioned hit on search icon . The search option can be used as a combination or individual.

- ❖ **Retrieve Web Rsrv:** This button is used to retrieve Web Reservations. Our software integrates with eZee Reservation a web based reservation engine with your website. This option allows property to transfer all online reservation from their website to eZee FrontDesk.
Visit: - www.ezeereservation.com to know the features and see demo of eZee Reservation.

- **New:** Allows you to create New Booking.
- **Edit:** Highlight the Booking → click on "Edit" button to update/view Booking.
- **Print List:** Use this option to print the list of the bookings that you see in the booking list window.
- **Void:** Highlight the Booking → click on "Void" button to Void. Reason/Remark has to be configured.
Configuration → go to FDC → click on Miscellaneous Tab → click on Reason/Remark → create New → Select category → define reason.


Out Of Order Room

Rooms can be blocked from being rented /serviced for many reasons viz. to hold rooms back for possible VIP arrivals, Out of Order, under maintenance, etc. Both these operations Block and Un-Block of rooms can be performed easily in following two ways:

How to reach 'Out of Order Room'

Click on **New** Icon in out of office group of option in Front Office tab. You will get 'Out Of Order Room' Screen.

Mark Out of Order:

This screen allows you to block single or more rooms for single or more days → Select **Start** and **End** date → Next → This screen displays the List of available Rooms. This Wizard allows user to select the room in which you want to check in the guest. *Search Criteria*> you can use **Search Criteria** located at the top of the window to quickly locate the desired room. After giving filter criteria in **Room Type/Room** hit on search icon  → enter the reason in "Reason" Box for future reference and hit Finish Button.

Unmark Out Of Order

This list displays all the 'Out of Order Rooms' for the selected date range. To unmark → check mark the boxes of rooms → hit on Unmark O/O.

Note: After Night Audit Room will automatically unblock till Night Audit date.

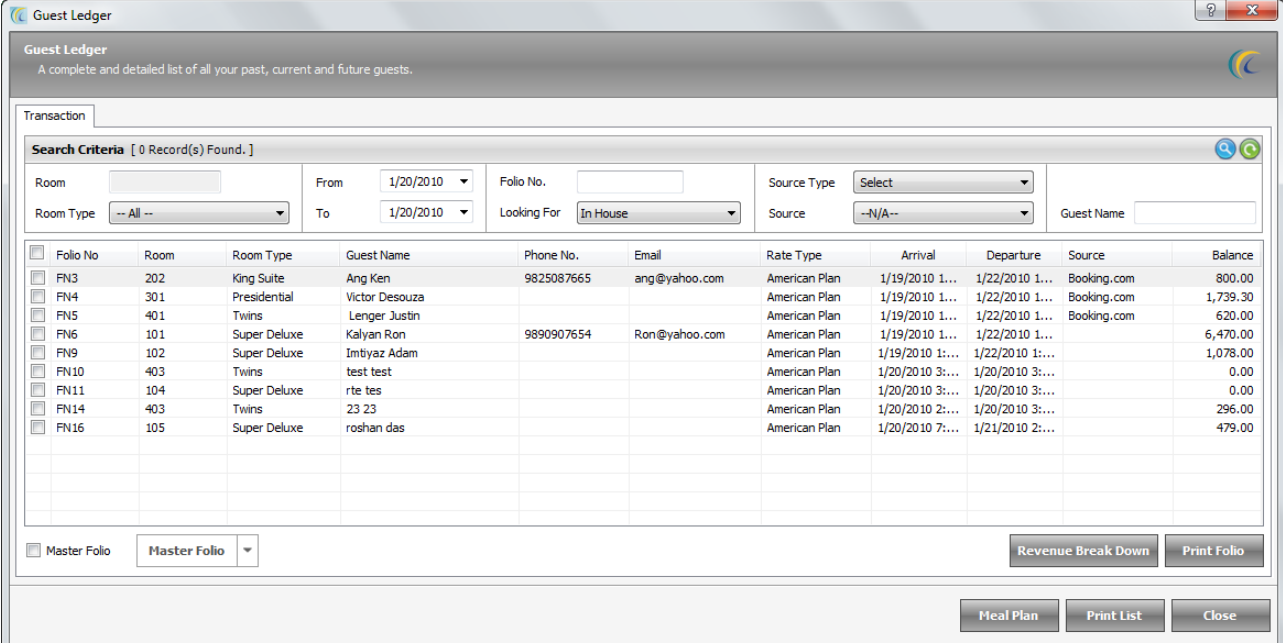
Guest Operation

Guest Ledger

Guest Ledger shows the list of all guests for the selected date range. The field '**Looking For**' separates them as –

- In House,
- Checked In,
- Checked Out,
- Expected to check in and
- Expected to check out guests.


Switch between the tabs to view the Guest details.



The screenshot shows the 'Guest Ledger' window with the following search criteria: Room (empty), Room Type (-- All --), From (1/20/2010), To (1/20/2010), Folio No. (empty), Looking For (In House), Source Type (Select), Source (--N/A--), and Guest Name (empty). The search results show 0 records found.

Folio No	Room	Room Type	Guest Name	Phone No.	Email	Rate Type	Arrival	Departure	Source	Balance
<input type="checkbox"/> FN3	202	King Suite	Ang Ken	9825087665	ang@yahoo.com	American Plan	1/19/2010 1...	1/22/2010 1...	Booking.com	800.00
<input type="checkbox"/> FN4	301	Presidential	Victor Desouza			American Plan	1/19/2010 1...	1/22/2010 1...	Booking.com	1,739.30
<input type="checkbox"/> FN5	401	Twins	Lenger Justin			American Plan	1/19/2010 1...	1/22/2010 1...	Booking.com	620.00
<input type="checkbox"/> FN6	101	Super Deluxe	Kalyan Ron	9890907654	Ron@yahoo.com	American Plan	1/19/2010 1...	1/22/2010 1...		6,470.00
<input type="checkbox"/> FN9	102	Super Deluxe	Imtyaz Adam			American Plan	1/19/2010 1...	1/22/2010 1...		1,078.00
<input type="checkbox"/> FN10	403	Twins	test test			American Plan	1/20/2010 3:...	1/20/2010 3:...		0.00
<input type="checkbox"/> FN11	104	Super Deluxe	rte tes			American Plan	1/20/2010 3:...	1/20/2010 3:...		0.00
<input type="checkbox"/> FN14	403	Twins	23 23			American Plan	1/20/2010 2:...	1/20/2010 3:...		296.00
<input type="checkbox"/> FN16	105	Super Deluxe	roshan das			American Plan	1/20/2010 7:...	1/21/2010 2:...		479.00

At the bottom of the window, there are buttons for 'Master Folio', 'Revenue Break Down', 'Print Folio', 'Meal Plan', 'Print List', and 'Close'.

Search Criteria > you can use **Search Criteria** located at the top of the window to quickly locate the desired guest. After entering filter criteria, hit on search icon .

- **In House:** Displays list of 'In House Guests' on the date range selected.
- **Checked In:** Displays list of 'Checked In Guests' on the date range selected.
- **Guest Checked Out:** Displays list of Guests that have "Checked Out" during the date range selected.
- **Guest to Check In:** Displays list of Guests who are 'Expected to Check In' on the date range selected (reserved).
- **Guest to Check Out:** Displays list of In House Guests who are 'Expected to Check out' on the date range selected.
- **Master Folio:** Allows you to preview/print the Master Folios of the Guest in single row for each folio.

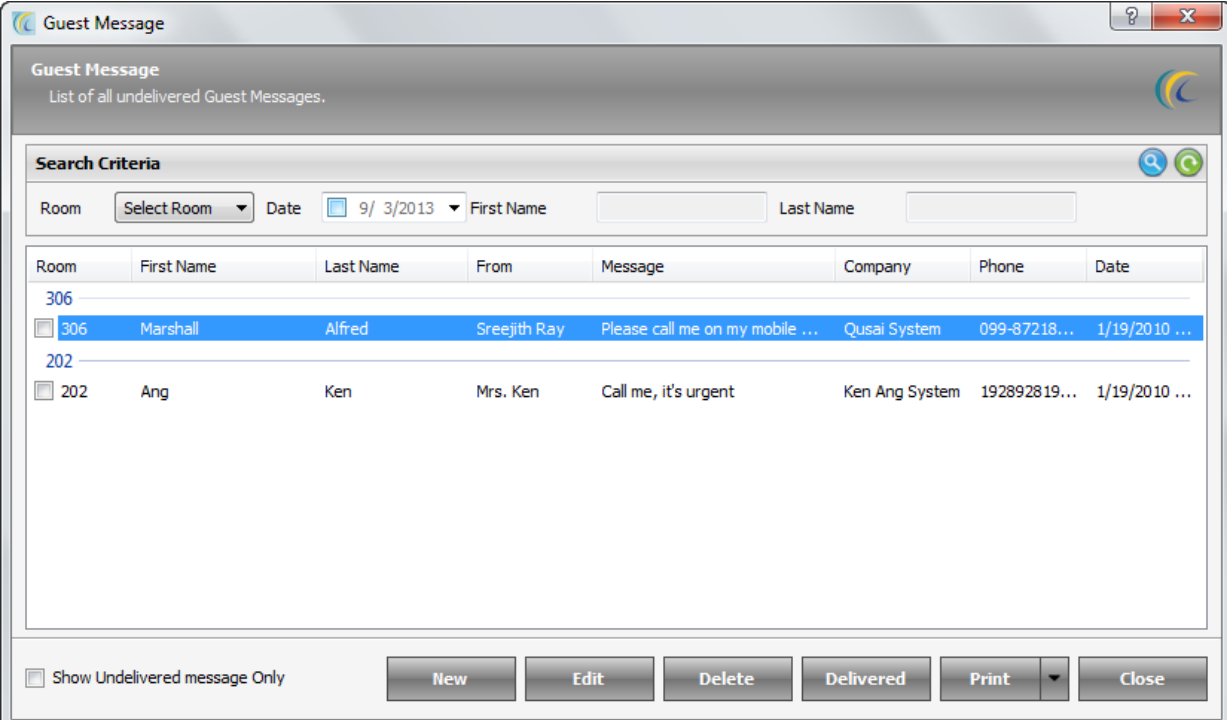
To Preview: Select folios from check box → hit on 'Master Folio' button to preview.

- ❖ **Print Folio:** Prints all the selected folios one by one.
- ❖ **Meal Plan:** Allows users to re-print coupon for meal plan (This option is user rights based). To Re-print coupon → click on check box of Meal Plan → hit on '**Add New**'.
- ❖ **Revenue Break Down:** Allows users to apply or void the revenue breakdown settings.
 - **Void** → Allows voiding the added Meal Plan.
 - **Unvoid** → Allows to undo voided Meal Plan.
 - **Print Coupon** → It will print the added coupon.

Guest Message

Guest message window helps desk clerk to quickly record message from an outsider for the guest. You can see the message blinks on the Guest rooms.

By default this list displays all messages entered- both delivered and not delivered.



The screenshot shows the 'Guest Message' window with the following details:

Guest Message
List of all undelivered Guest Messages.


Search Criteria

Room: Date: First Name: Last Name:

Room	First Name	Last Name	From	Message	Company	Phone	Date
306							
<input type="checkbox"/> 306	Marshall	Alfred	Sreejith Ray	Please call me on my mobile ...	Qusai System	099-87218...	1/19/2010 ...
202							
<input type="checkbox"/> 202	Ang	Ken	Mrs. Ken	Call me, it's urgent	Ken Ang System	192892819...	1/19/2010 ...

Show Undelivered message Only

Buttons: New, Edit, Delete, Delivered, Print, Close

Search Criteria → To search quickly fill the relevant information in the search field and Click on the Search Icon .

- **New:** Select New to create new Message. Follow this procedure:

On hitting New Button, Add/Edit Guest Message Dialog gets displayed:



Icon: allows to search the guest name from existing database → gives you list of in-house guest and you can Double Click on the Guest Name to fill the name →

Room: Automatically picks the Room for the selected Guest.

Date and Time: Automatically picks System date and Time.

From: Input the Name of the person leaving message.

Company: Company of the person leaving message.

Phone: Input contact number of the person leaving message.

Message: Input the description of the message.

Delivered: Shows the Delivered status of the Message. Check mark the combo box if the message is delivered

Edit: Allows you to edit the message. Highlight the message and hit on "Edit" button.

Delete: Deletes the selected messages. Highlight the message and hit on "Delete" button.

Delivered: Once you pass the message to the guest, to show the status in Delivered. Highlight the message and hit on "Delivered" button.

Reports: This feature gives the Report of the messages which are visible on the list.

- ✚ **Show Undelivered Message Only:** On checking mark this Radio Button, it displays the list of Undelivered Messages only.

Guest Search

The software provides you the facility to search a guest. For specific result with wide range of available facts, you can use one (or more) of the following fields to narrow the scope of your search. Please use at least one of the keyword fields, as leaving them empty will result zero matches. By default the list displays all the guests.

Advance Search: To further limit the search, Use Advance Search button, this will further filter the results for the desired guest.

Guest Database

This is the entire list of guest that stayed at our property. We can even see the guest stay history, and also the rates offered during the stay. There are many search criteria's to filter your desired guest.

- **Print List:** We can click on this option to print the complete guest database.
- **Merge Profile:** If user wants to merge entries of two or more guests into one single entry then we can use this option.

We will need to check mark all the entries that are same then click on the button 'Merge Profile' and we will get a screen similar to the one given below.

Alias	First Name	Last Name	City	Phone	Email
	tes	rte			
	tesd	rfedt			

Note: Record in Bold letters is master Record.

Make Master Merge Profile Close


Describing the fields given in the screen above:

- **Make Master:** In the above screen we can see there are two entries with same name, if we want the second entry to be considered as master we can click on the second entry in the list and then click on make master. The entry which is master will be shown as bold.
- **Merge Profile:** When we click on the button merge profile the entries of the non master will get added to the master record. It will copy all stay records and the rates related to the stay.

Others


Change User

At the time of shift change, 'Change User' feature is used.


- **Cash Count:** In quantity field enter the number of currencies you have in your cash drawer against the denominations of each currency.
- **Print Detail:** 'Print Detail' task gives a detailed report of the shift.
- **Print:** Print task gives only the visible report of the screen of Cashier.
- **Close Shift:** To close the shift for this User.
- **Close:** Just to change the User, without closing the shift.
-  **Button:** When you hit the 'X' button, the change user action will be cancelled and this will not save any changes in Cashier Report.
After you click "Close" or "Close shift" button, 'Log In' screen will come. Select your name and enter your password. Click on 'Log In' button.
All the changes are reflected on the left hand side frame of the screen 'Cashier Report'.

Phone Directory

The Phone Directory function allows the hotel to enter frequently used telephone numbers that will be accessible to all eZee users. Many hotels use this feature to enter administrative telephone extensions, taxi cab numbers, and any other business or service that may be called by the hotel frequently.

Search Criteria > you can use **Search Criteria** located at the top of the window to quickly locate the desired information. After entering the filter criteria, hit on search icon .



Icon: You can use  Icon to undo the search action previously done and to display the full list.

Name: Displays alphabetical list of all the entries done. And right hand side of this window displays the **General Information** and **Business details** pertaining to each entry.


- **New:** Select 'New' to create new Profile.

Follow the following procedure:

On hitting 'New' Button, Add/Edit Contact Dialog gets displayed:

- **General Detail:** Input Information pertaining to this contact, viz. Reference, Title, Suffix, Name, Address, Phone Number, E-mail and Remarks.
- **Business Detail:** Input the contact's business details.


Copy Address: Copies Address entered in General Detail Screen.

Go : Used to navigate to the website directly.

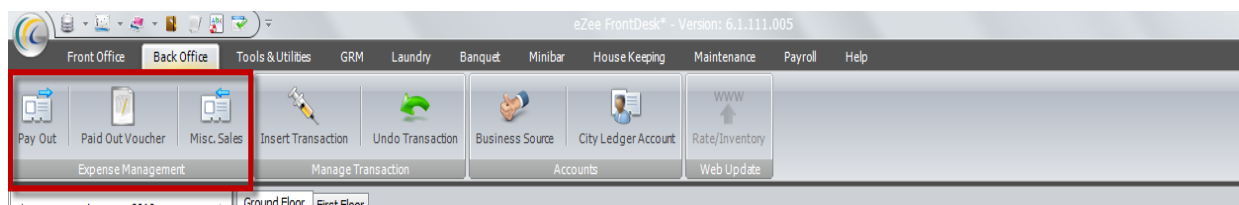
- **Edit:** Allows you to edit the entered details.
- **Void:** Deletes the selected Contact.

Cashier Report

The main function of this feature is to see the collection and shift detail, denominations of currencies. You can click on this button at any point of time and print out the same.

- **Cash Count:** In quantity field enter the number of currencies you have in your cash drawer against the denominations of each currency.
- **Print Detail:** "Print Detail" task gives a detailed report of the shift.
- **Print:** Print task gives only the visible report of the screen of Cashier.
- **Close Shift:** To close the shift for this User.
- **Close:** Just to change the User, without closing the Shift.
-  **Button:** On hitting this "X" button, will not end the application and will not save any changes in Cashier Report.

Back Office Tab



Expense Management


Pay Out



Pay out Voucher is paid by the properties for any miscellaneous pay outs. These pay outs will reflect on shift report/cashier report.

This list displays all the pay outs done on the selected date range.

Firstly you will have to create the payout type in the FDC.
To create voucher type → go to FDC → miscellaneous → pay out type.

Search Criteria → To search quickly, fill the relevant information in the search field and

Click on the Search Icon .

- **New:** Allows to create New Vouchers → Payment Information Screen >>
- **Paid By:** Key in the name that paid the amount.
- **Date:** The date on which amount is to be posted.
- **Voucher No.:** Voucher number of this voucher.
- **Amount:** Enter the amount to be paid.
- : This field allows user to select pre configured currency in FDC.
- *Configuration → go to FDC → click on configuration → click on Exchange Rate (for more details of Exchange Rate refer to 'Exchange Rate' part in eZee Configuration manual).*
- **Exchange Rate:** Displays Exchange Rate defined in Exchange Rate.
- **(Conversion factor) =:** This field will convert the currency amount and gives you the final amount to be taken in the selected currency.
- **Tax Amount:** Amount of the Tax.
- **Payable Type:** Select the payable type from the pre configured list.
- **Room:** Select the Room, to post the payment for the Room.
- **Payment Type:** Select **Payment Type** from the drop down list. And fill in the necessary information in the fields visible.
- **Icon** : Allows swiping the Credit Card for the Payment.
- **City Ledger Account:** Use this option when posting payment in Credit Sales. Select the Account from the drop down list.
- **Remark:** - You can add any remark to be seen on receipt.


- **Edit:** Allows **editing** the selected payment, except the Payment Type.

- **Void:** Allows **Voiding** the Payment. The void reason has to be configured.
Configuration of Void Reason → go to FDC → click on Miscellaneous tab → click on Void Reason → create New → Select category → define reason.

- **Print:** This button will allow you to Preview or Print the highlighted Amount Paid receipt with details.

Paid Out Voucher


Paid out voucher is paid on behalf of guests such as taxi, medical charge, etc. The cost will finally be charged in the room bill.



- **Payment Information:** Allows creating New Vouchers. Payment Information Screen is explained above.
- **Payment Options:**
 - **Payment Type:** Select **Payment Type** from the drop down list. And fill in the necessary information in the fields visible.
 - **Folio Transfer:** You can post the amount to any In-house Folio.
 To select the Folio, hit on  button, it will give you "Guest Search Box" → double click on any folio → hit on Select button → Save.
 It posts the payment in Extra Charges in that Guest's Folio.
 - **City Ledger Account:** Use this option when posting payment in Credit Sales. Select the Account from the drop down list.

Misc. Sales (Account Receivable)

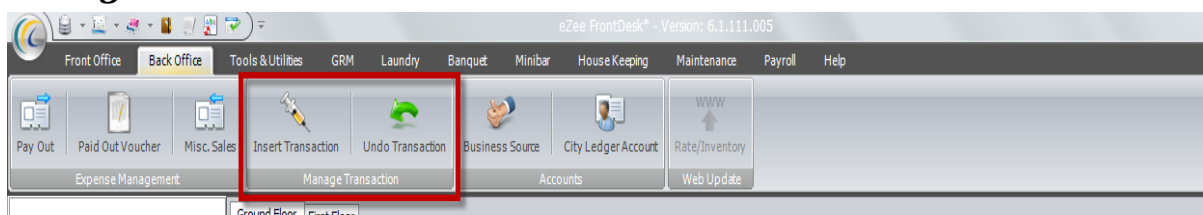
To keep a record of all the Sales from the visitor guests who wants to use some of chargeable misc. services like Fax, Internet, Swimming Pool, Xerox, telephone booth, etc.

Note: These guests are not the In House Guest.

Search Criteria → To search quickly, fill the relevant information in the search field and Click on the Search icon .

- **New:** Allows creating New Vouchers. Following is the explanation of this Form →
 - **Account Name:** Key in the person's name that paid the amount.
 - **Date:** The date on which amount is to be posted.
 - **Amount:** Enter the amount to be paid.
 - : This field allows user to select pre configured currency in FDC.
 - *Configuration → go to FDC → click on configuration → click on Exchange Rate (for more details of Exchange Rate refer to "Exchange Rate" part in eZee Configuration manual).*
 - **Exchange Rate:** Displays Exchange Rate defined in Exchange Rate.
 - **(Conversion factor) =:** This field will convert the currency amount and gives you the final amount to be taken in the selected currency.
 - **Tax Amount:** Amount of the Tax.
 - **Receivable Type:** Select the receivable type from the pre configured list.
 - **Room:** Select the Room, to post the payment for the Room.
 - **Payment Type:** Select **Payment Type** from the drop down list. And fill in the necessary information in the fields visible.
 - **Icon** : Allows swiping the Credit Card for the Payment.
 - **City Ledger Account:** Use this option when posting payment in Credit Sales. Select the Account from the drop down list.
 - **Remark:** - You can add any remark to be seen on receipt.
- **Edit:** Allows **editing** the selected payment, except the Payment Type.
- **Void:** Allows **Voiding** the Payment. The void reason has to be configured.
Configuration of Void Reason → go to FDC → click on Miscellaneous Tab → click on Void Reason → create New → Select Category → define reason.
- **Print:** This button will allow you to Preview or Print the highlighted Amount Paid receipt with details.

Manage Transaction



Insert Transaction:

This option is used to check in a guest for a past day. If we have forgotten to do a check in for a guest for yesterday's date, then we can use this option to do a check in for that date. This option allows us to select check in and checkout date to any past date.

Screen 1: i) a *Select Walk-in Info*

Allows to fill the information about Check in date, Rate Type, departure date, number of Adults and children, etc. and hit Next to continue.

- **Arrival:** Select **Arrival date** from pop up calendar.
- **Rate Type:** Select the rate type that the guest needs. Rate type can have the count of days one or more than one which will be showed in the box give at the right side (the details of the box cannot be edited)
Note: You can set number of days based on your rate type. For example: for monthly you can set 30days; on selecting that rate type system will pick 30 days of stay by default. This is useful for package or discounted rates.
- **Departure:** By default it is set to next calendar date. To change click on the arrow pointing down and it will give you a calendar where you can select the actual check out day of the guest.
- **No. of Adult:** This field helps us select how many adults will stay in the room. This is of more use if we have an extra charge defined for extra adult.
- **No. of Child:** This field helps us select how many children will stay in the room. This is of more use if we have an extra charge defined for extra children.

➤ **Inclusive/Exclusive Tax**

This field will allow you to change the Rate offered to guest. You need to put the rate manually through key board. This rate will be applicable to full stay of the guest.

- **Rate Inclusive Tax** - Suppose you have 10% tax and you have offered room in \$100 which should be including Tax. Click on Rate Inclusive Tax radio button >> put Rate \$100 in Rate field. This will make room rate \$90.91 + \$9.09 (tax) = \$100.
- **Rate Exclusive Tax** - Suppose you have tax 10% and you want to offer your guest \$100 which should be Exclusive Tax. Click on Rate Exclusive Tax radio button >> put rate \$100 in rate field. This will make rate \$100 + \$10 (tax) = \$110.
Note: You can change the rate again from Room - 'Rate Information Tab'.

To continue the Insert Transaction Wizard to next screen click on the **Next** button

Screen 2: i) b *Select Room*

This screen allows user to select the room in which you want to check in the guest. This wizard first checks availability of rooms and displays the *List of available Rooms*.

Search Criteria >You can use **Search Criteria** located at the top of the window to quickly locate the desired room. After entering filter criteria in **Room Type, Room**

Name or **Room Amenity** hit on search icon .

To continue the Walk in Wizard to next screen click on the **Next** button

Screen 3: i) c *Select Business Source*

This wizard allows user to select the Business Source/Travel agent and also allows user to select special negotiated rates configured for this business source if you don't want to offer the default rate.

Note: You can define special rates for rooms for each business source separately.

This Wizard also allows you to swipe guest's credit card to populate the guest profile information to be displayed in the Software. (Provided credit card interface has to be done).

- ❖ **Press Scan Credit Card/Identity Proof:** This is an interface with RFID readers that gives identity information of the guest from their identity card. On pressing **Scan Credit Card/Identity Proof** you will need to swipe the identity card with in time frame specified and the information will be populated in the eZee FrontDesk Check in Screen making check in procedure less time consuming.

Note: eZee Software has to be integrated with the Swipe Card Reader machine.

Business Source:

Following is the description for special settings for Business Source:

- **Market Place:** Select the category of business source such as Travel Agent, taxi, etc. Highlight the Business Source to select
- **Commission Plan:** Select payment commission to be given to the selected Business Source from the drop down list. (You can track commissions in reports of business source).
- **Value:** You can select either xx% or xx amount in this field; based on the plan selected in commission field.
- **% of all Night:** This will give commission based on the full stay of guest.
- **% of First Night:** This will give commission based on the first night rate of guest.
- **Fixed amount per night:** This will give a commission based on the whole stay of guest.
- **Fixed amount per stay:** This will give a commission based on the first night information of guest.
- + **Apply Source Rate:** You can apply pre-configured rates to offer to guest coming from this Business Source.

Note: Tariff Apply option is not visible, unless and until you have defined the special rates for this Business Source Contact.

Configuration → Go to FDC → Property Setup →


- *Business Source → New → must check mark 'Define Special Room Rate', and then only the system will allow defining the special rate in Define Tariff Menu.*
 - *Define Tariff → Select Business Source from scroll down → Get Tariff → Enter rate.*
- To continue the Insert Transaction Wizard to next screen click on the **Finish** button.

Screen1: Check in Page: Next Screen is for 'Insert Transaction' Screen. For explanation of the procedure refer to 'Walk-In Screens'.

Undo Transaction:

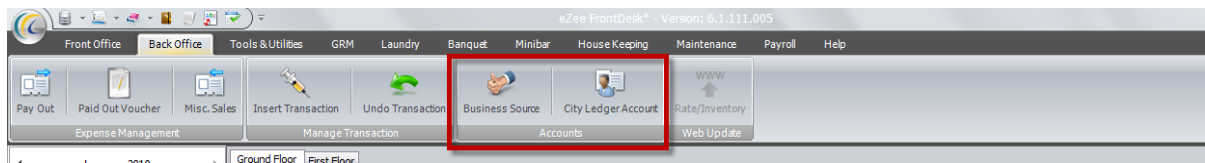
The entire list of guest who is checked out comes in this list. We can select any guest from the list and remove the entry. All the posting of charges will also be removed. The basic purpose of this feature is to delete some test data which we do at times when we want to check anything in the system, for example: you are training new FrontDesk clerk and showing him some transactions or may it be any other reason, you can undo that transaction.

Search Criteria → To search quickly, fill the relevant information in the search field and

Click on the Search icon .

- **Void Transaction:** You can delete/undo the check in.
Check mark the appropriate transactions → click Void Transaction
- **Print Folio:** Prints the List of the Visible Data.

Accounts



Business Source

Sales and Marketing department would like to do sales analysis of the source of the business. Such information and analysis would be helpful to design promotion campaign, marketing budget or determine what rate to offer to which travel agent. You can define your entire business source here and associate this business source with Check In/Reservation.

You can see the commission in 'Business Source Commission Report'.

- **New:** Allows you to create new Business Source.
Click on **New** button → **Add/Edit Business Source** screen will open → enter all information such as *Company Information, Address, Contact Information, Commission Plan and Other Information* → press **Save** button. You will see all Business Source listed in Business Source list.

Special Settings:

Commission Plan Information:

- **Plan:** Plan is to define the commission of the Business Source.
- **% of all Night:** This will give commission based on the full stay of guest.
- **% of First Night:** This will give commission based on the first night rate of guest.
- **Fixed amount per night:** This will give a commission based on the whole stay of guest.
- **Fixed amount per stay:** This will give a commission based on the first night information of guest.
- **Value:** Based on the plan selected in Commission field, you can select either xx% or xx amount in this field;

Define Special Rate: To define commissionable/special rate for the source, check mark this option. It will allow you to set up special rates for this Business Source.

Steps To Define Special Rate:

- To make this source visible in the Define Tariff menu, check mark this option.
- From Define Tariff menu configure Commissionable rate for Business Source.
- At the time of check in you can select this special rate.

Create an Account: Select this option if you are going to offer credit sales for this Business Source. Selecting this option, an Account will be created for this Business Source; same can be used to post credit sales. This account can be found in City Ledger. It will copy all information from Business Source to create an Account.

- **Print Summary:** Allows you to print the Summary of count and finances of Guests coming from that Business Source. To view the summary → highlight the account → select the Date range → hit on 'Display' button, which shows the full amount of the stay of the Guest with total Tax.
- **Merge Profile:** To combine, incorporate or unite the attributes of two or more profiles into a single enterprise is merging. To merge the sources Check Mark the sources and hit on Merge Profile.


Note: This is Irreversible process, so one has to be very sure while you merge.

Steps to merge profile:

- Select two Business Sources from the combo box and hit on "Merge" Button.
 - By default sets the first record as master record.
 - You can make any source as Master through **Make Master**.
 - Select the Account which you want to make as Master. Master record is displayed in bold font.
 - Hit on Consolidate button.
- **Edit:** Allows you to edit the Business Source. Highlight the Business Source and hit on 'Edit' button.
 - **Delete:** Deletes the selected Business Source. Highlight the Business Source and hit on 'Delete' button.

City Ledger Account/Direct Billing Account

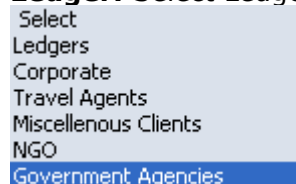
Most of the hotels sign contract with Corporate, Travel Agents, and Websites where they give regular business and they will pay on behalf of guests staying in the hotel. The corporation is offered a specific credit limit for a specific time frame. The corporation can clear the dues by the agreed time frame; say for example on monthly basis. The dues are added to the account whenever the corporate employee is provided the service and the company can have the convenience of paying it once every month.

Search Criteria > you can use **Search Criteria** located at the top of the window to quickly locate. After entering filter criteria, hit on search icon .

Account List: Allows users to see the list of all the City Ledger Accounts created. User can choose further option to work on it.

- **New:** Allows you to define Numerous City Ledger accounts.
Click on **New** button → **Add/Edit Account** screen will open → enter all information such as *Account Name, Address, Contact Information and Other Information* → press **Save** button. You will see all Accounts listed in Account List.
Active: Uncheck this option if you do not want to see the account in the list. This basically means hiding the account if it is no more being used.
- **Edit:** Allows you to edit the City Ledger. Highlight the City Ledger and hit on 'Edit' button.
- **Delete:** Deletes the selected City Ledger. Highlight the Business Source and hit on 'Delete' button.

Ledger: Select Ledgers

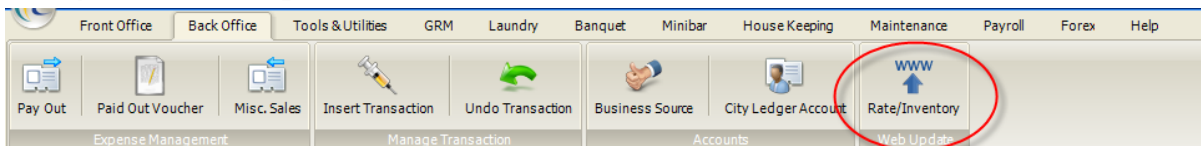


- **Invoicing:** Allows user to print the visible Invoice details.
- **Payment Posting:** Allows you to see the history of the guest who stayed under this account. This field is for reference only and not editable in this screen.
Explanation of Payment posting form:
- **Number:** Displays Folio number.

- **Date:** Displays date of stay of the guest.
- **Description:** Displays name of the guest.
- **Amount:** Displays payment posted in FD against the folio.
- **Paid:** Displays actual cash paid amount under this account mentioned against the folios.
- **Open:** Balance amount to be taken.
 - **Pay:** Allows you to pay the actual collected amount from this Account.
- **Merge Profile:** If information for one account has been created more than once, or if the companies merge, then it is possible to merge the Accounts together to combine the statistical information and revenues.
 - **Note:** This is Irreversible process, so one has to be very sure while you merge.
 - **Steps to merge profile:**
 - Select two Accounts from the combo box and hit on "Merge" Button.
 - By default sets the first record as master record.
 - You can make any source as Master through **Make Master**.
 - Select the Account which you want to make as Master. Master record is displayed in bold font.
 - Hit on Consolidate button.

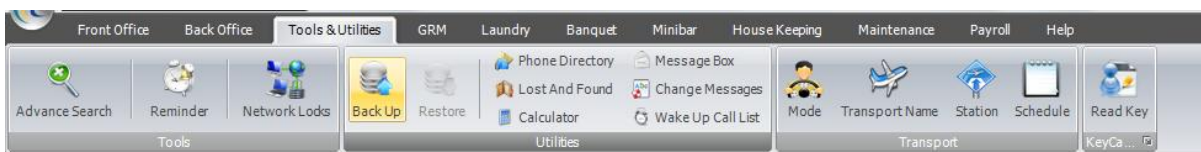
Web Update

Rate/Inventory update



This option will be activated only after purchase of eZee Reservation system (www.ezeereservation.com). This option helps to update the inventory you have allotted for your website to show to take online reservations and bookings from website visitors. This option will be greyed out if you have not purchased the integration of eZee Reservation with eZee Front Desk NextGen.

Tools and Utilities Tab



Tools

Advance Search

The software provides you the facility to search a guest for specific result with wide range of available facts. You can use one (or more) of the following fields to narrow the scope of your search. Please use at least one of the keyword fields, as leaving them empty will result zero matches. By default the list displays all the guests.

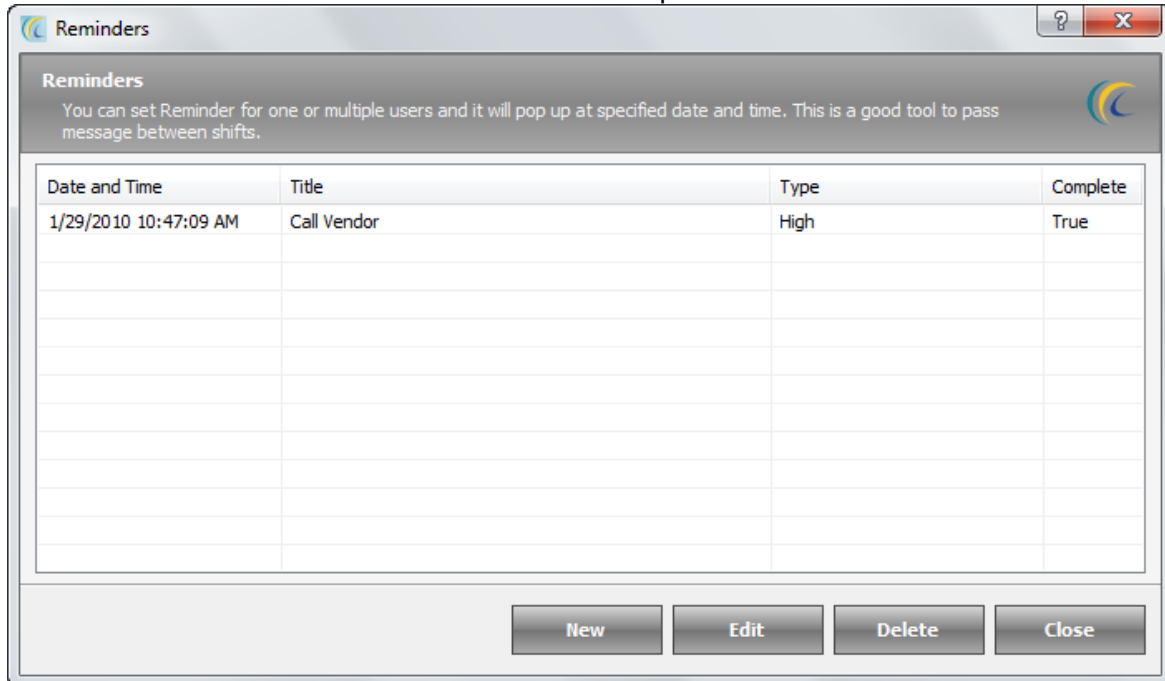
Reminder

Reminder is an advance feature of the software that helps to organize the tasks.

User can set alarm for each note to remind about daily tasks or special dates and events at the appointed time. The pop up will appear on the screen of selected user. This can be set for multi users.

This tool can be used to communicate to other departments for any special function or request to other department.

Click on the Reminder → Reminder List will open as shown below.



- **New:** In order to define new reminder → click on **New** → Add/Edit Reminder screen will open as shown below.


- **Name:** Enter name to be displayed. This title will be displayed in the list.
 - **Start Date:** The date reminder starts from.
 - **Time:** Select a time when you want to popup reminder to be displayed.
 - **Type:** Define the reminder type.
 - **Priority:** Set the priority.
 - **Message:** Enter the text body of the message to be passed.
 - **Interval:** The setting defines the periodic interval of time to pop up the Reminder.
 - **Users:** This option allows users to select Front Office, Housekeeping, etc. to leave reminders for. Hit on check boxes to select the users.
 - **Stop reoccurring after:** Specify the date after which the repeating reminder will stop popping up.
- **Edit:** Allows user to edit the reminder. Highlight the reminder and hit on 'Edit' button.
 - **Delete:** Deletes the selected reminder. Highlight the reminder and hit on 'Delete' button.

Network Lock

Network Lock is a feature to protect two or more guests to check in the same room at same time in the network operation (means server and client).

This feature can be very useful when a walk-in guest walks in and the software is accessed from various terminals simultaneously, then the software does not let the desk clerk to perform transaction on the same room. As soon as one particular room is opened from any other terminal in the network, the software puts a lock on that



particular room with the icon of lock. , after clicking on that room, the system will give you a pop that "Room is already in use, along with the IP address of the machine and name of the desk user".

To unlock the room → select the rooms from the combo box → hit delete.

Utilities:

Back Up

Backup refers to making copies of your data base, so that in case of loss of Data Base, these additional copies may be used to restore the original. These additional copies are typically called "backups." This way you will protect your database from any possible disaster. We strongly recommend you to take back up and if possible take one back up in any external Drive. This will protect you against data loss in the case of hard-drive failure on your system.

To take Backup → Browse the path → hit on Start Back up button.

P.S. – You cannot take backup of database from a client machine if you are using the software in a network environment. This is a limitation from MS SQL server 2005 and so it is advisable to remember this and educate your users to remember this and always take backup from the server machine and no other machine.

Restore


Restore is a process that involves copying backup files from secondary storage (backup media) to the system. This is useful to restore the data in previous state in the event of malfunctioning or failure.

To Restore → Browse the path → Select the file → hit on 'Start Restore' button.


Note: Restore feature is Active only in Licensed/Purchased version of eZee FrontDesk Software.

Phone Directory

The Phone Directory function allows the hotel to enter frequently used telephone numbers that will be accessible to all eZee users. Many hotels use this feature to enter administrative telephone extensions, taxi cab numbers, and any other business or service that may be called by the hotel frequently.

Search Criteria > You can use **Search Criteria** located at the top of the window to quickly locate the desired information. After entering filter criteria, hit on search icon .



Icon: You can use  Icon to undo the search action previously done and to display the full list.

Enter the

Name: Displays alphabetical list of all the entries done. And right hand side of this window displays the **General Information** and **Business details** pertaining to each entry.

- **New:** Select 'New' to create new Profile.
Follow the following procedure:
On hitting 'New' Button, Add/Edit Contact Dialog gets displayed:
 - **General Detail:** Input Information pertaining to this contact, viz. Reference, Title, Suffix, Name, Address, Phone Number, E-mail and Remarks.
 - **Business Detail:** Input the contact's business details.
Copy Address: Copies Address entered in 'General Detail' screen.

Go : Used to navigate to the website directly.

- **Edit:** Allows user to edit the entered details.
- **Void:** Deletes the selected contact.

Lost And Found

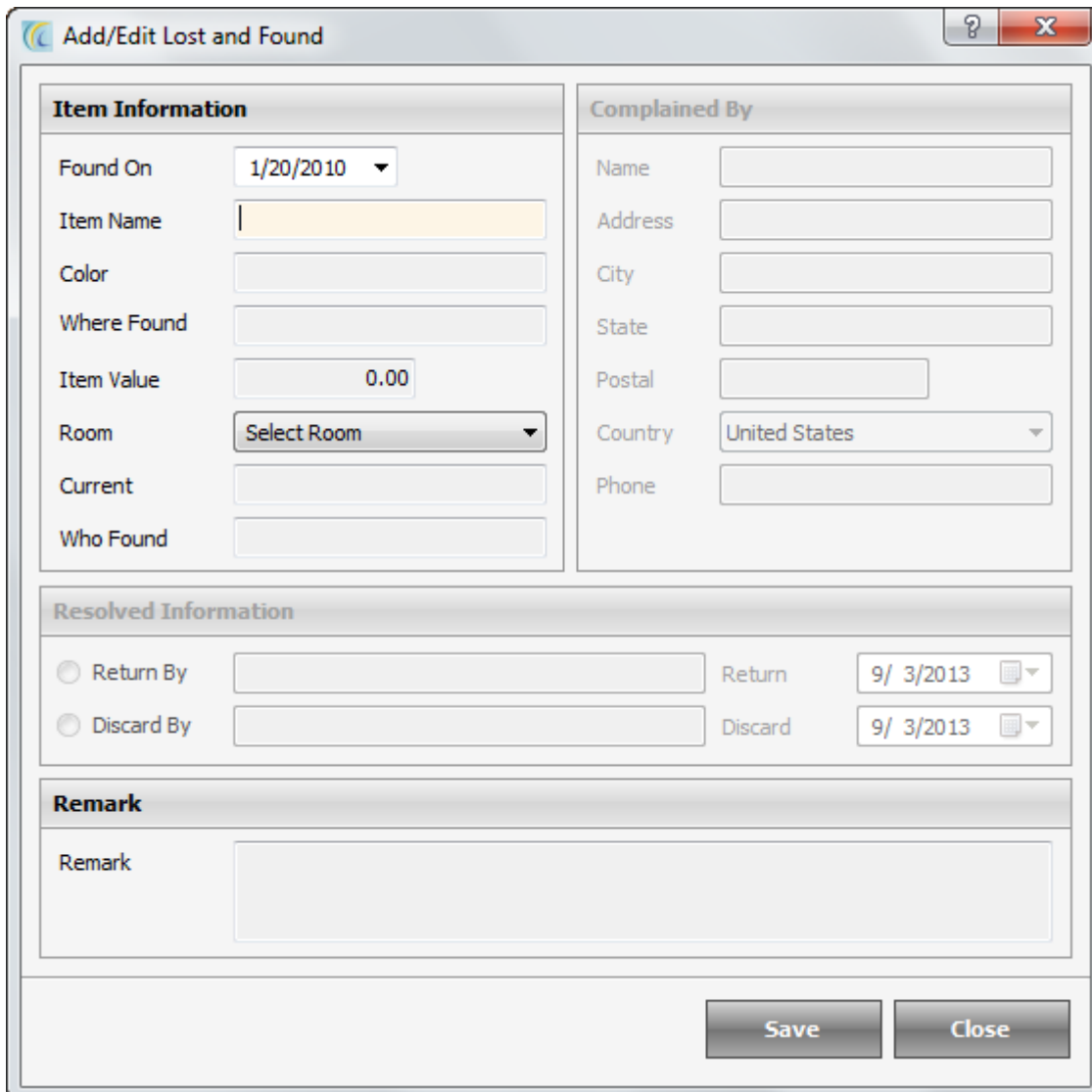
Software allows you to maintain the data and track the status of lost and found materials and collate all data under one window of lost and found.

There are two Tabs:

Found Information: Key in the information about any item found and submitted on front desk or relevant department.

Lost Information: Key in the information about any Lost Item from the property.

Lost Information Screen: Enter the information of lost item as displayed in Screenshot below



Add/Edit Lost and Found

Item Information

Found On: 1/20/2010

Item Name:

Color:

Where Found:

Item Value: 0.00

Room: Select Room

Current:

Who Found:

Complained By

Name:

Address:

City:

State:

Postal:

Country: United States

Phone:

Resolved Information

Return By: Return: 9/ 3/2013

Discard By: Discard: 9/ 3/2013

Remark

Remark:

Save Close

Special Settings:

Resolved Information:

- **Return by:** Enter the name of person who returned the lost item.
- **Discard:** If an item was discarded on approval from higher authority, enter the name of person who did it.

Found Information Screen: Enter the information of found item as displayed in Screenshot below

The screenshot shows a web-based form titled "Add/Edit Lost and Found". The form is organized into several sections:

- Item Information:** Contains fields for "Found On" (set to 1/20/2010), "Item Name", "Color", "Where Found", "Item Value" (0.00), "Room" (a dropdown menu showing "Select Room"), "Current", and "Who Found".
- Complained By:** Contains fields for "Name", "Address", "City", "State", "Postal", "Country" (set to "United States"), and "Phone".
- Resolved Information:** Features two radio buttons: "Return By" and "Discard By". Next to each is a date picker. The "Return" date is set to 9/ 3/2013, and the "Discard" date is also set to 9/ 3/2013.
- Remark:** A large text area for entering additional notes.

At the bottom of the form are two buttons: "Save" and "Close".

Special Settings:

Resolved Information:

- **Return by:** Enter the name of person who returned the lost item.
- **Discard:** If an item was discarded on approval from higher authority, enter the name of person who did it

Calculator

This feature is a shortcut to the Windows Calculator. To do any accounting and calculations, you do not need to go to any other applications. The software has the facility of calculator for the desk clerks.

Message Box

Allows you to share information and communicate with one desk clerk to another, from a source to a receiver.

Write Message: Allows you to write new message to pass to other user/users.

To write new message → click on **Add** → Select one or more users by selecting the combo box of user names → Click on the button **Add** → enter the **Subject** and **Message** text body → hit on **Send** button.

Inbox → Displays the list of received messages for the currently logged in user.

To read the message → highlight the message → hit on **Read**.

Sent Message → Displays the list of sent messages from the currently logged in user.

You can also read the sent message from **Read** button.

Trash → Displays the list of deleted messages.

Change Messages

This option is used to change the language in various screens. The basic purpose of this window is to change the text of the labels in the software to a different desired word.

For example:- We have an option "Amount Paid", if user wants to change amount paid to Payment, user can keep it custom 1 or custom 2 and change the user language to custom1 or custom2. The changed language will reflect in various screens.

Wakeup Call List:

This is interface with EPBX system. This feature is to automatically set alarm through the telephone system. Contact eZee Support for more explanation.

Transport:

Hotels many a times offer Pick-up and Drop Off facilities to the guest. Using these options, Hoteliers can keep a track of the pickups and drops offs to be done regarding the transportation modes available.

Mode

This option can be used to define different modes of transportations available for transportation which is offered to the guest for the transportation.

Users can click on "**New**" to define all the modes provided by the hotel.

Transport Name

Users can use this option to define the different companies providing transportation facilities as per the modes defined. It can be used to provide a list of transportation to the guest as per there convenience.

Stations

Hoteliers can use this option to define the nearby Station for transportation which can be later used to keep a track of the hotel transport facilities provided for pickup and drop if provided by the hotel.

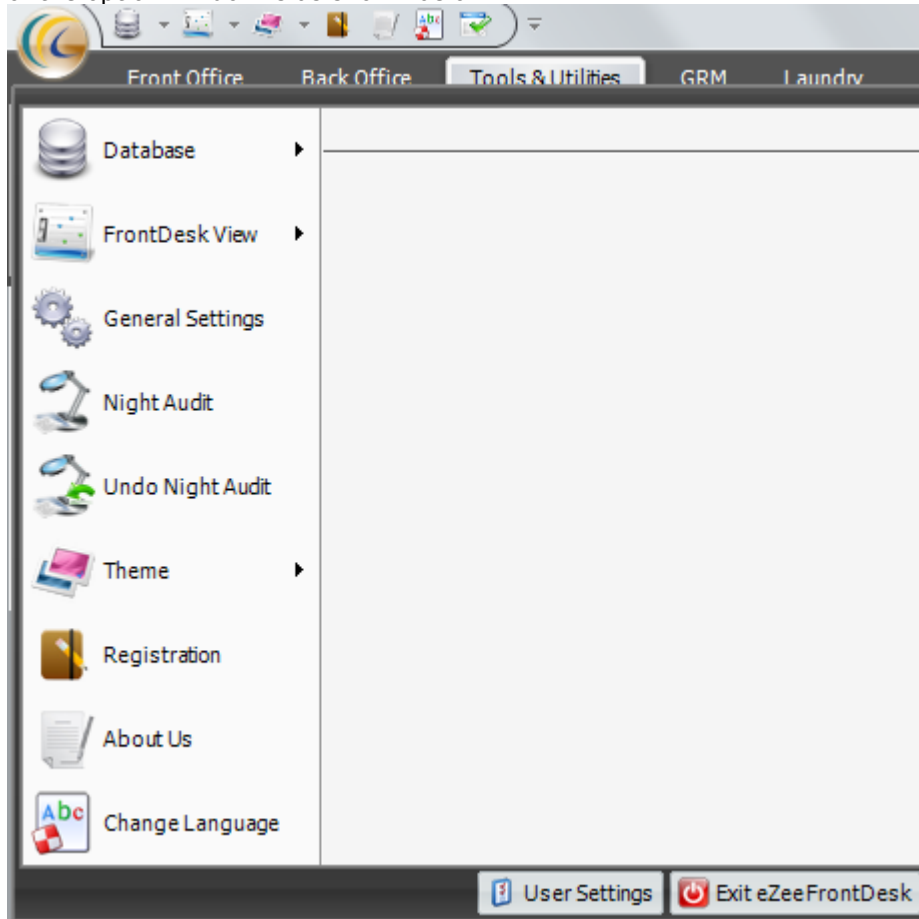
Schedule

Users can use this option to define the schedule of the transportation as requested by a guest to keep a track of the facilities being provided.

Configuration settings from under eZee Logo



eZee Front Desk, like eZee Configuration has the eZee icon in the top left corner of the window. This when clicked, gives you the option to perform many actions as explained below. A screen shot of the option window is as shown below.



Data base

Back up: Backup refers to making copies of your data base, so that in case of loss of Data Base, these additional copies may be used to restore the original. These additional copies are called 'backups'. This way you will protect your database from any possible disaster. We strongly recommend you to take back up and if possible take one back up in any external drive. This will protect you against data loss in the case of hard-drive failure on your system.

To take Backup → Browse the path → hit on 'Start Backup' button.

Restore: Restore is a process that involves copying backup files from secondary storage (backup media) to the system. This is useful to restore the data in previous state in the event of malfunctioning or failure.

To Restore → Browse the path → Select the file → hit on 'Start Restore' button.

Note: Restore feature is Active only in Licensed/Purchased version of eZee FrontDesk Software.

Front Desk View:

eZee Front Desk allows you to set different views to display for better look and feel of your Front Desk. There are many views eZee offers you to see. You can set only one view at a time.

Note: For each of the options given below there is a calendar given at top left corner, we can click on it and select the date for which we want to view the details.

1. **Room View:** Room view helps user view the rooms like they are actually located in the property.
2. **Room List View:** Room list view helps users view the rooms in a list. Each heading like room, room type if clicked allows user to sort the data, if clicked second time sorts the list in reverse order.
3. **Stay View:** Stay view displays visual representation of the status of occupied, reserved and booked rooms for a particular period of time for which stay view has been configured and also allows you to directly perform associated operations on the rooms.
4. **Inventory View:** Inventory view helps user view the data based on inventory showing how many rooms of which room type is available on what date with a total at the bottom of each date.
5. **Report View:** Report view helps user view all the reports offered by eZee for the specified user who is using the program.
6. **Summary View:** Summary view helps user view details in summary which can be in form of graphs and text for system working date.
7. **Charter View:** Charter view shows you the Charter room allocation. Please contact eZee Live Chat Support Desk for More information on the same.
8. **Folio Center View:** This view helps user to process all the functions related to folios. The user will not have to go to individual rooms to open folio and process different functions on them. They simply will have to select the folio and process the related task on it.
9. **Banquet View:** Banquet view helps user view details of Banquet booking with time schedule
10. **Housekeeping View:** Housekeeping view helps user enter details given by housekeeping staff and front desk staff.

General Setting

- **General Setting:** If user wants to add any Scanner, then they have to select appropriate scanner type and do the concerned settings.
- **Client/Server:** This setting determines the Server/Client Architecture for eZee FrontDesk to work in relationship between two/more computers. One computer must be responsible for maintaining the software database (Server).
 - **Working Mode:** Select the Working Mode.
 - **Stand Alone:** Makes machine as a Separate/Individual entity.
 - **Server:** Makes machine as a Server machine.
 - **Client:** Works as a Client machine. In server Field Key in the Server IP address or Computer Name.

- **Refresh Interval:** The setting defines the interval of time (in minutes) to exchange data between server and client machines.
Note: These settings are going to affect after restarting application.
- **Door Lock Key Settings:** This is an interface which is done with Door Lock/Key Card. This is customized solution. Contact eZee Support for more details.
- **Check Points:** Check Point is a feature that helps you in network environment. This is basically to approve a guest to check out from various departments. The approval is done when the dues for the guest is clear.
 For example: Guest has used properties' Laundry Services, so in order to check out this guest, front desk user will have to take approval from laundry department to check him out. A pop up will appear in laundry department and they can approve the guest to check out or say balance is due.
- **Shortcuts:** This screen offers you keyboard shortcuts. You can navigate to various screens using the defined keyboard commands.
 To define the Shortcut → Select the Operation from the list → assign the shortcut → hit on 'Apply' button.

Night Audit:

Night audit is the process by which we do the day close for the system; it allows user to change the working date for the software. This process is necessary because it gives user a clear status of what all activities were performed during in the day. This can be quickly monitored by the management. It is recommended that this operation is performed by a night auditor or by a user of Managerial level.

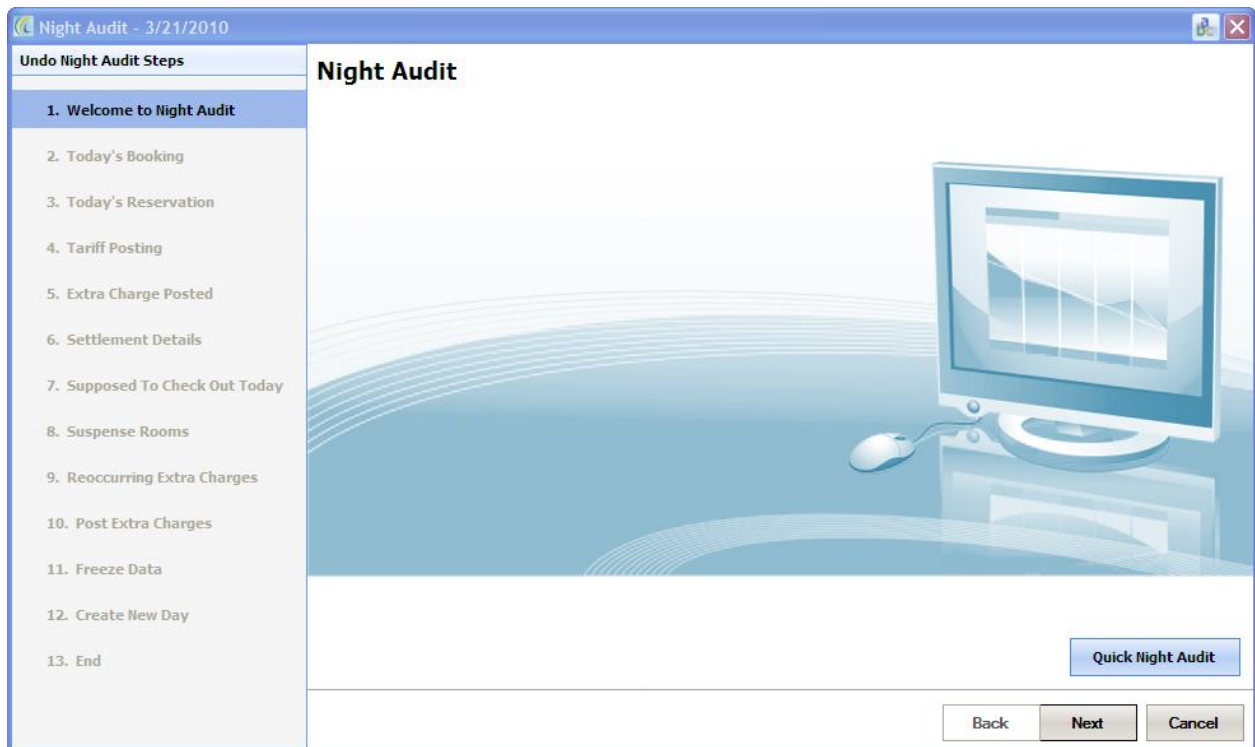
How to Initiate Night Audit



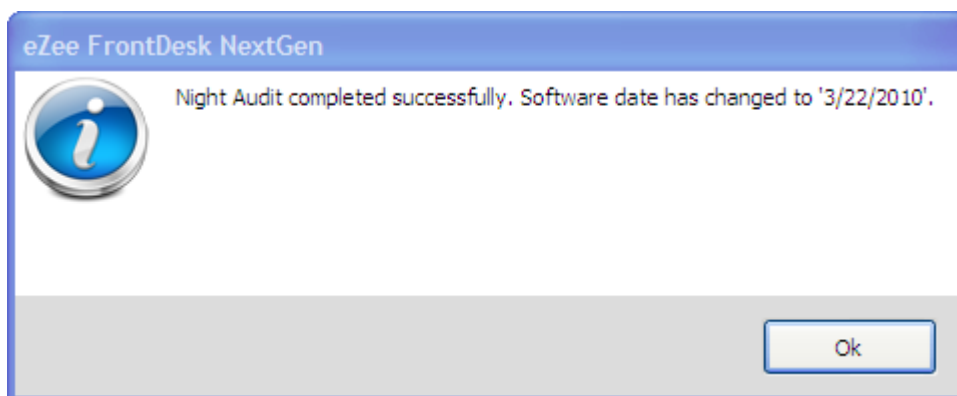
If user clicks on  eZee Logo → Night Audit

Screen 1: *Welcome to Night Audit.*

This is just a welcome screen and gives user an option to perform 'Quick Night Audit'.



If we click on Quick Night audit we will get a screen similar to the one given below.



This is the fastest way to perform night audit, as we don't need to go through all the steps. User can use this option if they are in a hurry and if they forgot to do a night audit the last day.

Note: In all the screens when we say today it means the date as 3/21/2010 which is System working date, which can be found at status bar.

We can click on 'Next' to go to screen two of the night audit wizard

Screen 2: Today's booking

This screen gives user the details of all the bookings that were made for today's date.

Describing the fields given in the screen above:

- **Deposit:** We can select this option to add deposits. This option offers user a screen where we can enter the details for the payment, please make sure we check the option deposit and then select the associated deposit type.
- **No Show:** We can select this option if we want to mark the booking as no show, which means the booking was there for the guest, but guest did not come for the stay, and also did not inform the property that he is not going to come.
- **Void:** We can select this option if we want to void the booking. This option is used when the booking was done by mistake or any other reason. If we select the option "void", the system gives a list to select the void reason, which confirms why user wants to void the booking.
- **Cancel:** We can select this option if we want to cancel the booking. This option is used when there is an update from the guest that they do not want to come and want to cancel the booking. While doing cancellation a remark field is there. This is a compulsory field. User will need to enter the details in order to finish the process of cancellation.

We can click on 'Next' button to go to screen three of the night audit wizard

Screen 3: Today's Reservation.

This screen gives user the details of all the reservations that were made for today's date.

Describing the fields given in the screen above:

- **Deposit:** We can select this option to add deposits. This option gives user a screen where we can enter the details for the payment, please make sure we check the option deposit and then select the associated deposit type.
- **No Show:** We can select this option if we want to mark the reservation as No Show, which means the reservation was there for the guest, but guest did not come for the stay, and also did not inform the property that he is not going to come.
- **Void:** We can select this option if we want to void the reservation. This option is used when the reservation was done by mistake or any other reason. If we select the option "void", the system gives a list to select the void reason, which confirms why user wants to void the reservation.
- **Cancel:** We can select this option if we want to cancel the reservation. This option is used when there is any update from the guest that they do not want to come, and want to cancel the reservation. While doing cancellation a remark field is there. This is compulsory field. User will need to enter the details in order to finish the process of cancellation.

We can click on 'Next' button to go to screen four of the night audit wizard

Screen 4: Tariff Posting

This screen gives the details of the entire tariff posting that were made for today's date. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

We can click on Next button to go to screen five of the night audit wizard

Screen 5: Extra Charge Posted

This screen gives details of the extra charges posted for today's date. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

We can click on 'Next' button to go to screen 6 of the night audit wizard

Screen 6: Settlement Details

This screen gives details of the charges paid by the guest for today's date. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

We can click on 'Next' button to go to screen seven of the night audit wizard

Screen 7: Supposed to Check out Today

This screen gives details of the guest that are supposed to check out on today's date. It will show list of all rooms that are having today's rent which is not posted.

Night Audit - 3/21/2010

Undo Night Audit Steps

- ✓ 1. Welcome to Night Audit
- ✓ 2. Today's Booking
- ✓ 3. Today's Reservation
- ✓ 4. Tariff Posting
- ✓ 5. Extra Charge Posted
- ✓ 6. Settlement Details
- 7. Supposed to Check Out Today**
- 8. Suspense Rooms
- 9. Reoccurring Extra Charges
- 10. Post Extra Charges
- 11. Freeze Data
- 12. Create New Day
- 13. End

Guest Supposed To Check Out Today (Suspense Rooms)

List of all Guests Supposed to Check Out Today, you can post their Tariff or Check Them Out.

<input type="checkbox"/>	Folio #	Room	Guest Name	Check In	Check Out	Balance
<input type="checkbox"/>	FOL2941	Conferen...	DCL (M) SDN BHD	3/20/2010 6:23:55 PM	3/21/2010 6:23:55 PM	0.00

Print Tariff Post Check Out

Back Next Cancel

Describing the fields given in the screen above:

- **Print:** We can select this option to get a print copy of the details, basic details which come in print are folio number, room number, guest name, and check in and checkout date and time.
- **Tariff Post:** We can select this option if we want to post tariff for any of the room. If we do a tariff posting that means we have extended the stay of the guest for one more day, so his check out date will be next day.
- **Check Out:** We can select this option if we want to check out any guest from the room.

We can click on Next button to go to screen eight of the night audit wizard

Screen 8: Suspense Rooms

This screen gives user details of all the rooms that are having status suspense. It will show list of all rooms that are having today's or any prior days rent which is not posted.

<input type="checkbox"/>	Folio No	Room	Guest Name	Tran. Date	Check In	Check Out	Balance
<input type="checkbox"/>	FOL2948	302-SPD	HOW KAU SENG	3/11/2010 ...	3/20/2010 11:42...	3/21/2010 11:42...	105.00

Describing the fields given in the screen above:

- **Print:** We can select this option to get a print copy of the details, which will include folio number, room number, guest name, and check in and checkout date and time.
- **Tariff Post:** We can select this option if we want to post tariff for any of the room. If we do a tariff posting that means we have extended the stay of the guest for one more day, so his check out date will be next day.

We can click on 'Next' button to go to screen nine of the night audit wizard

Screen 9: Reoccurring extra charges.

This screen gives details of all the extra charges which have been defined with the option "re-occur", which means this charge will be applied daily for the entire stay.

Undo Night Audit Steps

- ✓ 1. Welcome to Night Audit
- ✓ 2. Today's Booking
- ✓ 3. Today's Reservation
- ✓ 4. Tariff Posting
- ✓ 5. Extra Charge Posted
- ✓ 6. Settlement Details
- ✓ 7. Supposed To Check Out Today
- ✓ 8. Suspense Rooms
9. Reoccurring Extra Charges
10. Post Extra Charges
11. Freeze Data
12. Create New Day
13. End

Reoccurring Extra Charges
Post all Reoccurring Extra Charges you may have defined and assigned to guest folios.

<input type="checkbox"/>	Room	Guest Name	Check In	Check Out	Tariff	Extra Charge	Payment	Balance

Print Post Reoccurring Extra Charges

Back Next Cancel

Describing the fields given in the screen above:

- **Print:** We can select this option to get a print copy.
- **Post Reoccurring Extra Charges:** We can select this option if we want to post extra charges of the room which will be appearing daily.

We can click on 'Next' button to go to screen ten of the night audit wizard

Screen 10: Post Extra Charges

This screen gives a list of all the stay over rooms and we can post any extra charge for a room individually if we want to do it.

We can click on 'Next' button to go to screen eleven of the night audit wizard

Screen 11: Freeze Data.

This screen gives an option to freeze the data till today's date and won't allow any editing to be done on that data. If we uncheck the option to freeze the data then the data is open for editing.

We can click on 'Next' button to go to screen twelve of the night audit wizard

Screen 12: Create New Day.

This screen gives an option to create a new day. We can see a calendar on this screen which allows user to select a specific day, like for example we have kept the property close for a week due to maintenance and so instead of doing a night audit 7 times and then coming to current date we can change the date here and finish the whole process in one step. There is one more option to "take automatic backup". If this option is checked, the system will take backups and store it every time night audit is performed.

We can click on 'Next' button to go to screen thirteen of the night audit wizard

Screen 13: End

This screen gives confirmation that the night audit has been done. We can click on 'Finish' button to finalize the operation.

Undo Night Audit:

Undo Night Audit is the process by which user can cancel the process of night audit; If the system date is changed like today's date is 3/22/2010 and someone changed the date as 3/25/2010 on system tray, and by mistake we did a night audit and changed the working date as 3/25/2010 then we will need the option 'Undo Night Audit' to change the date back.

How to Initiate Undo Night Audit



If user clicks on eZee Logo → undo Night Audit

Note: In all the Night Audit screens when we say 'today' it means the date as 3/22/2010 which is System working date, which can be found at status bar.

Screen 1: Welcome to Undo Night Audit

This is just a welcome screen.

We can click on 'Next' button to go to screen two of the undo night audit wizard

Screen 2: Today's Settlement Details

This screen gives details of the charges paid by the guest for today's date. The details can be printed and cancelled by this screen. There is a Print List button which helps user get a printed copy of the data, which can be stored for recording purpose.

The screenshot shows a software window titled "Undo Night Audit - 3/22/2010". On the left is a sidebar with "Undo Night Audit Steps" containing nine items: 1. Welcome to Undo Night Audit (checked), 2. Today's Settlement Details (highlighted), 3. Today's Extra Charges Posted, 4. Today's Walk In, 5. Today's Res. To Check In, 6. Today's CheckOut, 7. Freeze Data, 8. Delete Day, and 9. End. The main area is titled "Today's Settlement Details" and contains a table with columns: Folio No, Receipt No, Payment Type, Description, Amount, and User. The table is currently empty. Below the table are buttons for "Print List" and "Void". At the bottom of the window are buttons for "Back", "Next", and "Cancel".

Describing the fields given in the screen above:

- **Print List:** We can select this option which helps user get a printed copy of the data, which can be stored for recording purpose.
- **Void:** We can select this option if we want to void today's payments. This option is used when there is any mistake while entering the payment or any other reason. If we select the option void the system gives user the option to select the void reason, which confirms why user wants to void the payment.

We can click on 'Next' button to go to screen three of the undo night audit wizard

Screen 3: Today's Extra Charge Posted

This screen gives a list of all extra charges posted for today's date. The details can be printed and cancelled by this screen. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

<input type="checkbox"/>	Folio No	Voucher No	Guest Name	Extra Charges	Amount	Total Tax	User

Describing the fields given in the screen above:

- **Print List:** We can select this option which helps user get a printed copy of the data, which can be stored for recording purpose.
- **Void:** We can select this option if we want to void the extra charges posted today. This option is used when there is any mistake while entering the extra charge or any other reason. If we select the option void the system gives user the option to select the void reason, which confirms why user want to void the extra charge.

We can click on 'Next' button to go to screen four of the undo night audit wizard

Screen 4: Today's Walk In

This screen gives a list of all walk-in done for today's date. The details can be printed and cancelled by this screen. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

Describing the fields given in the screen above:

- **Print List:** We can select this option which helps user get a printed copy of the data, which can be stored for recording purpose.
- **Void:** We can select this option if we want to void walk-in that is done today. This option is used when there is any mistake while entering the walk in or any other reason. If we select the option 'void', the system gives user the option to select the void reason, which confirms why user want to void the walk in.

We can click on 'Next' button to go to screen five of the undo night audit wizard

Screen 5: Today's Reservation to check in

This screen gives a list of all reservations that were supposed to check in. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

Describing the fields given in the screen above:

- **Print List:** We can select this option which helps user get a printed copy of the data, which can be stored for recording purpose.
- **Void:** We can select this option if we want to void reservations that were supposed to check in today. This option is used when there is any mistake while entering the reservation or any other reason. If we select the option 'void', the system gives user the option to select the void reason, which confirms why user wants to void the reservation.

We can click on 'Next' button to go to screen six of the undo night audit wizard

Screen 6: Today's Check out

This screen gives user an option to see the list of guest who was supposed to check out today. There is a print button which helps user get a printed copy of the data, which can be stored for recording purpose.

Describing the fields given in the screen above:

- **Print List:** We can select this option which helps user get a printed copy of the data, which can be stored for recording purpose.
- **Void:** We can select this option if we want to void today's check out. This option is used when there is any mistake while doing check out or any other reason. If we select the option 'void', the system gives user the option to select the void reason, which confirms why user want to void the check out.

We can click on 'Next' button to go to screen seven of the undo night audit wizard

Screen 7: *Freeze Data*

This screen gives an option to freeze the data till today's date and won't allow any editing to be done on that data. If we uncheck the option to freeze the data then the data is open for editing.

We can click on 'Next' button to go to screen eight of the undo night audit wizard

Screen 8: *Delete Day.*

This option allows user to delete the new date which was created last. It will delete the current working date, so in this case it will delete 3/22/2010.

We can click on Next button to go to screen 9 of the undo night audit wizard

Screen 9: *End*

This screen gives user confirmation that the undo night audit has been done. We can click on Finish button to finalize the operation.

Theme:

Theme is the look and feel of a graphical user interface (GUI). You can select one theme as per your choice out of given themes. Changes window border style, colors and fonts of the title bars at the top of Screens.

1. Blue theme: This option gives the system an effect of color blue.
2. Black theme: This option gives the system an effect of color black.
3. Silver theme: This option gives the system an effect of color silver.
4. System theme: This option gives the system an effect of golden color.

Registration:

This screen offers dynamic license numbers for enrollment or licensing.

About Us:

This option displays business information of eZee Technosys.

Change Language:

This option is used to change the language in various screens. The basic purpose of this window is to change the text of the normal screen to something else.

For example:- We have an option 'Amount Paid', if user wants to change amount paid to Payment, user can keep it custom one or custom two and change the user language to custom one or custom two. The changed language will reflect in various screens.

User settings:

To edit any User Settings, such as to change Password, change the language, message asking at the time of 'Exit' of eZee FrontDesk, etc.

Exit eZee Front desk:

This option is used to exit eZee Frontdesk program.