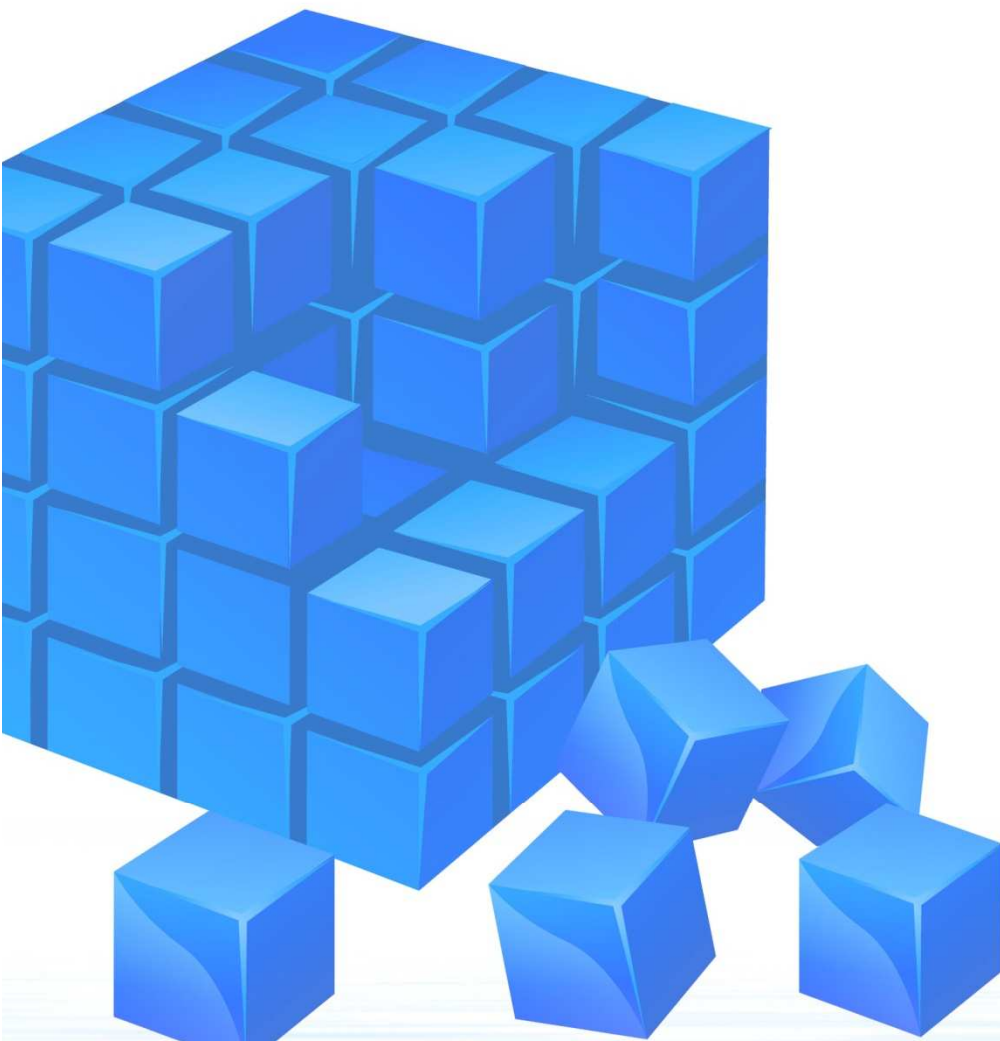


# eZee FrontDesk Laundry Module Manual



## Online Chat Support

MSN Messenger: [ezee247@hotmail.com](mailto:ezee247@hotmail.com)

Yahoo: [ezee247@yahoo.com](mailto:ezee247@yahoo.com)

GTalk: [ezee247@gmail.com](mailto:ezee247@gmail.com)

Skype: [ezeetechnologies](https://www.skype.com/en/contacts/ezeetechnologies)

Live Support: [www.eZeeFrontDesk.com](http://www.eZeeFrontDesk.com)

## Contact Information

Sales Phone: +91-98251-26513

Support Phone: +91-261-4004505

Fax Number : +91-261-2463913

## Table of Contents

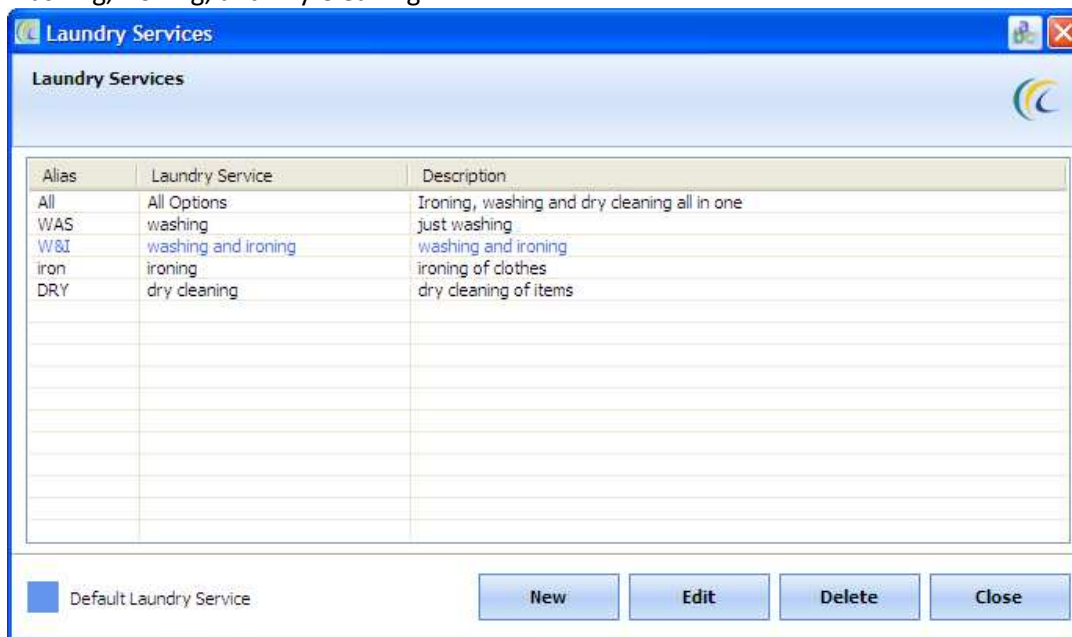
|                                  |    |
|----------------------------------|----|
| Items Configuration.....         | 3  |
| Laundry Services.....            | 3  |
| Laundry Items.....               | 4  |
| New Item.....                    | 4  |
| Item Category.....               | 5  |
| Return Garments In.....          | 6  |
| Hotel Services.....              | 7  |
| Transactions .....               | 9  |
| Guest Laundry .....              | 9  |
| Hotel Laundry .....              | 10 |
| Guest Laundry List.....          | 12 |
| Hotel Laundry List.....          | 15 |
| Undelivered Guest Item List..... | 16 |
| Daily Linen List.....            | 17 |

'Laundry' module has been designed to manage your Laundry operations effectively. We can manage laundry operations for both guest and for property by the help of this module.

## Items Configuration

### Laundry Services

This section allows us to create the services that are offered in a Laundry. The basic services can be Washing, Ironing, and Dry Cleaning.

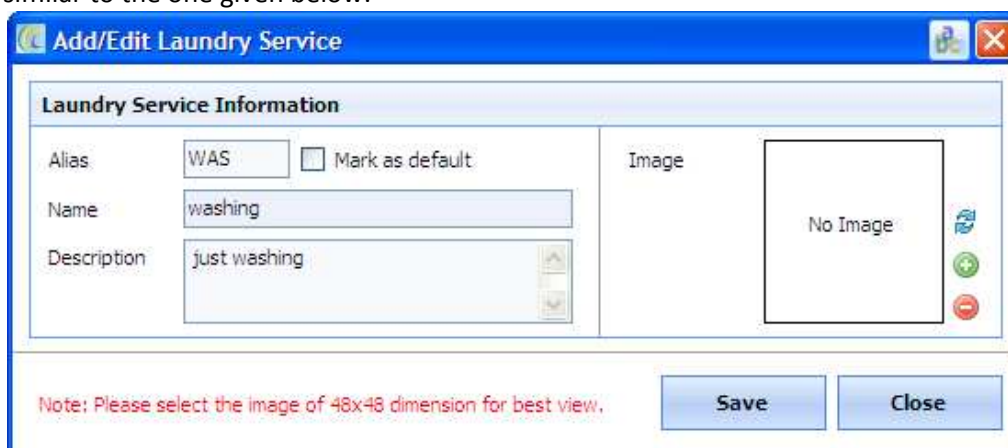


The 'Laundry Services' window displays a table with the following data:

| Alias | Laundry Service     | Description                                  |
|-------|---------------------|--|
| All   | All Options         | Ironing, washing and dry cleaning all in one |
| WAS   | washing             | just washing                                 |
| W&I   | washing and ironing | washing and ironing                          |
| iron  | ironing             | ironing of clothes                           |
| DRY   | dry cleaning        | dry cleaning of items                        |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |
|       |                     |  |

Below the table, there is a checkbox labeled 'Default Laundry Service' and four buttons: 'New', 'Edit', 'Delete', and 'Close'.

**New:** New option allows us to create a new service. If we click on the button new we will get a screen similar to the one given below:



The 'Add/Edit Laundry Service' window contains the following fields and controls:

- Alias:** Text box containing 'WAS'.
- Name:** Text box containing 'washing'.
- Description:** Text box containing 'just washing'.
- Mark as default:** A checkbox that is currently unchecked.
- Image:** A placeholder box labeled 'No Image' with a file selection icon (floppy disk) and a red minus button.
- Note:** A red text message at the bottom left: 'Note: Please select the image of 48x48 dimension for best view.'
- Buttons:** 'Save' and 'Close' buttons at the bottom right.

**Alias:** Alias can be termed as a short name to refer the main item. Like in this case, 'was' is the short name used for washing.

**Mark as default:** If we check this option then this service will be applied for all the laundry items by default. For example if we are creating a service washing and it is understood that washing is compulsory and almost all clothes that come for laundry needs washing then we can set it as default.

**Name:** Here we define the name of the laundry service.

**Description:** Here we can give a small description of the service. Example: We wash with hands at a specific temperature.

**Image:** This option allows us to put a small image of the operation.

**Edit:** Edit option allows you to modify details of previously created Laundry service. Highlight the service and edit.

**Delete:** Delete option allows you to delete previously created Laundry service. Highlight the service and delete.

## Laundry Items

This section lets us define the list of items that comes for laundry, like shirts, trousers, bed sheets and many more.

**Laundry Items**

**Search Criteria**

Item Name:  Item Code:  Category:

Visibility: ☒ All ☐ Both ☐ Guest Laundry ☐ Hotel Laundry

| <input type="checkbox"/> Alias | Item Name            | Item Code | Category    | Visibility | Description |
|--------------------------------|----------------------|-----------|-------------|------------|-------------|
| <b>Default</b>                 |                      |           |             |            |             |
| <input type="checkbox"/>       | staff blazer and tie |           | STAFF DRESS | Both       |             |
| <input type="checkbox"/>       | staff shirts         |           | STAFF DRESS | Both       |             |
| <input type="checkbox"/>       | staff trousers       |           | STAFF DRESS | Both       |             |
| <b>b</b>                       |                      |           |             |            |             |
| <input type="checkbox"/>       | bed sheets           |           | BED SHEETS  | Both       |             |
| <b>c</b>                       |                      |           |             |            |             |
| <input type="checkbox"/>       | coat                 |           | COAT        | Both       |             |
| <input type="checkbox"/>       | cotton jeans         |           | JEANS       | Both       |             |
| <b>d</b>                       |                      |           |             |            |             |
| <input type="checkbox"/>       | denim jeans          |           | JEANS       | Both       |             |

Move To:

## New Item

New option allows us to create a new item. On clicking it, you will get a screen similar to the one given below.

**Add/Edit Laundry Item**

**Item Information**

Alias:

Name:

Code:

Category:

Visibility: ☐ Guest Laundry ☐ Hotel Laundry ☒ Both

Image:

Description:

**Service Information**

| Service Name  | Cost To Guest | Cost To Hotel |
|---|---------------|---------------|
| <input checked="" type="checkbox"/> All Options         | 70.00         | 50.00         |
| <input checked="" type="checkbox"/> washing             | 20.00         | 15.00         |
| <input checked="" type="checkbox"/> washing and ironing | 30.00         | 20.00         |
| <input checked="" type="checkbox"/> ironing             | 10.00         | 5.00          |
| <input checked="" type="checkbox"/> dry cleaning        | 40.00         | 30.00         |

Note: Please select the image of 48x48 dimension for best view.

Describing the fields given in the above screen:

**Alias:** Alias can be termed as a short name to refer the main item. Like in this case, 'ss' defines short shirt.

**Name:** Here you can define the name of laundry item.

**Code:** Code is used to give internal item of the code.

**Category:** Category defined the type of item, like we can say above item short shirt is of a type shirt.

**Visibility:** Visibility allows us to specify that this item is for Guest Laundry or Hotel Laundry or for both.

**Image:** This option allows us to put a small image of the operation.

**Description:** This option allows us to put a description of the laundry item we are creating.

**Service Information:**

This is a very important block of this module as it allows you to define the cost for the items that are defined. For each and every service, cost is mentioned in two blocks one is cost to guest and other is cost to Hotel.

## Item Category

Item Category allows us to create item categories. On clicking it, you will get a screen similar to the one given below:

| Alias | Category Name | Description                                 |
|-------|---------------|---|
|       | JEANS         | jean denim , cotton                         |
|       | SHIRT         | shirts short shirt, formal shirts           |
|       | TROUSERS      | formal trousers                             |
|       | SAREES        | saree, plain saree                          |
|       | LADY DRESS    | full dress of a lady                        |
|       | COAT          | formal coat                                 |
|       | STAFF DRESS   | staff dress shirts, trouser, blazer and tie |
|       | PILLOW        | hotel rooms pillow                          |
|       | CURTAINS      | hotel rooms curtain                         |
|       | MATTRESS      | hotel mattresses and blanket                |
|       | BED SHEETS    | hotel bed shets                             |
|       |               |   |
|       |               |   |
|       |               |   |
|       |               |   |

Buttons: New, Edit, Delete, Close

**New:** New option allows us to create a new category. On clicking it, you will get a screen similar to the one given below:

**Add/Edit Item Category**

**Item Category Information**

Alias: tr

Name: TROUSERS

Description: formal trousers

Image: No Image

Note: Please select the image of 48x48 dimension for best view.

Buttons: Save, Close

Describing the fields given in the above screen:

**Alias:** Alias can be termed as a short name to refer the main item. Like in this case, 'tr' defines trousers.

**Name:** Here you define the name of category.

**Description:** This option allows us to put a description of the category being created.

**Image:** This option allows us to put a small image of the operation.

**Edit:** Edit option allows you to modify details of previously created Item Category. Highlight the Item category and edit.

**Delete:** Delete option allows you to delete previously created Item Category. Highlight the Item Category and delete.

## Return Garments In

'Return Garments In' allows you to define the ways in which you will return clothes to guest. If you click on the button you will get a screen similar to the one given below:



[illegible]

**New:** This option allows you to create a new category. Clicking this, you will get a screen similar to the one given below:

**Add/Edit Return In**

**Return In Information**

|       |                                  |   |       |                                  |
|-------|----------------------------------|---|-------|----------------------------------|
| Alias | <input type="text"/>             | <input checked="" type="checkbox"/> Mark as default | Image | <div>No Image</div> <div> </div> |
| Name  | <input type="text" value="BAG"/> |   |       |                                  |

Note: Please select the image of 48x48 dimension for best view.

Save Close

Describing the fields given in the above screen:

**Alias:** Alias can be termed as a short name to refer the main item. Like in this case 'tr' defines trousers.

**Mark as default:** If we check this option then this service will be applied for all the laundry items by default. For Example: if we are creating bag and it is understood that bag will be the preferred mode to return clothes to guest then we can set it as default.

**Name:** Here we define the name of category.

**Image:** This option allows us to put a small image of the operation.

**Edit:** Edit option allows you to modify details of previously created Hotel Service. Highlight the Hotel Service and hit on edit button.

**Delete:** Delete option allows you to delete previously created Hotel Service. Highlight the Hotel Service and delete.

## Hotel Services

Hotel Services allows you to define the special services offered and also the extra price related to that service. Clicking it, you will get a screen similar to the one given below:

Hotel Services

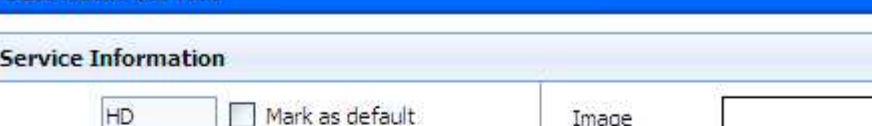
Hotel Services

| Alias | Service Name    | Extra Charges (%) | Description         |
|-------|-----------------|-------------------|---------------------|
| EXP   | Express Service | 20                | Done within 5 hours |
| NIS   | Half Day        | 10                | Done in 12 hours    |
| NOR   | Normal          | 0                 |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |
|       |                 |                   |                     |

☒ Default Hotel Service

NewEditDeleteClose

**New:** New option allows you to create a new category. Clicking it, you will get a screen similar to the one given below:



The dialog box is titled "Add/Edit Hotel Service". It contains a section for "Hotel Service Information" with the following fields:

- Alias:** A text box containing "HD" and a checkbox labeled "Mark as default".
- Name:** A text box containing "Half Day".
- Extra Charge:** A text box containing "10" followed by a percentage sign "%".
- Description:** A text box containing "Done in 12 hours" with up and down arrow buttons on the right.
- Image:** A large rectangular area with the text "No Image" in the center. To the right of this area are three circular icons: a blue refresh icon, a green plus icon, and a red minus icon.

At the bottom of the dialog, there is a red note: "Note: Please select the image of 48x48 dimension for best view." and two buttons: "Save" and "Close".

Describing the fields given in the above screen:

**Alias:** Alias can be termed as a short name to refer the main item. Like in this case, 'hd' defines half day.

**Mark as default:** If we check this option then this service will be applied for all the laundry items by default. For example if we are creating services and it is understood that normal will be the preferred service then we can set it as default.

**Name:** Here we define the name of category.

**Extra Charge:** Considering this as a special service what will be the extra charge we can define the value in percent.

**Image:** This option allows us to put a small image of the operation.

**Edit:** Edit option allows you to modify details of previously created Hotel Service. Highlight the Hotel Service and hit on edit button.



**Delete:** Delete option allows you to delete previously created Hotel Service. Highlight the Hotel Service and delete.

## Transactions

### Guest Laundry

This is the operation by which you create guest laundry. You need to select the room, the date and time and then the items they have given for laundry.

Describing the fields given in the above screen:

**Laundry #:** This option allows you to enter a number which will be a unique number. If you don't enter a number, system will pick it automatically.

**Room:** You can select the room number from the drop down for which you want to enter the laundry details. On selecting a room number the guest name will come automatic.

**Guest Name:** You can select the guest name either from scroll down list or from search  icon.

**Date:** Date picks the default working date of the software; we can click on the arrow given at the right to the date to change the date.

**Time:** Time picks the current system time; we can click on the up down arrow given at the right to the time to change the time.

**Laundry Service:** Select the laundry service that you want to offer to the guest. If any default service is selected then it will be applied automatically.

**Hotel Service:** Select the hotel service that you want to offer to the guest, if any default service is selected then it will be applied automatically.

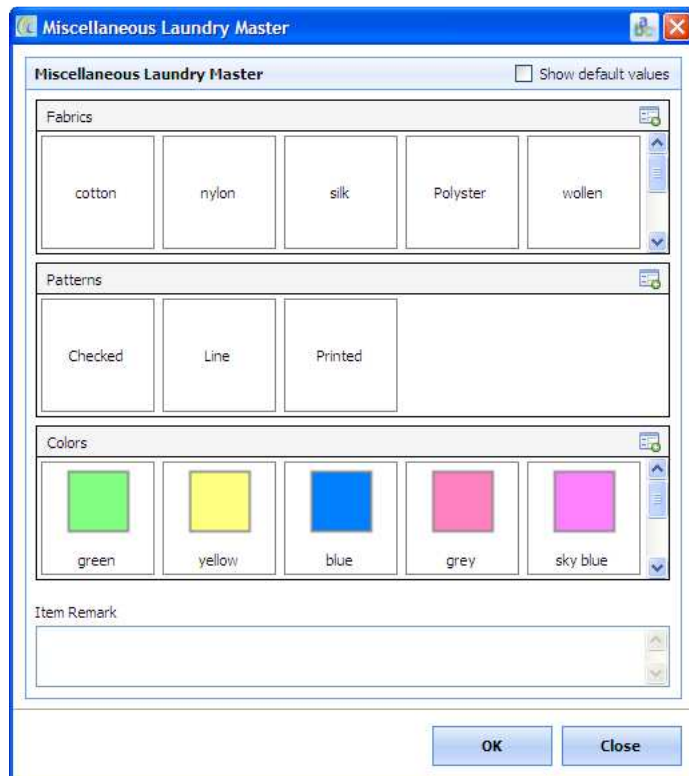
**Return Garments In:** Select the way by which you want to return garments. If any default service is selected then it will be applied automatically.

**Laundry Items:** Select the laundry item that the guest has given for laundry. It is branched in categories, so select the concerned category to find the items within it.

**Search:** Search option allows tracking the items quickly. Someone who is new to the system can use this feature to track the items quickly.

**Note:** After you select the laundry item, it will get added to the list which is given at middle right section.

**Miscellaneous:** On clicking this button you will see the extra setting related to fabric, pattern and Color. On clicking it, you will get image similar to the one given below.



**Note:** After you are done with the entire above operation, you can click on 'Save' to save the operation.

## Hotel Laundry

This is the operation by which you can manage hotel laundry. You need to select the date and time and then the items they have given for laundry.

Describing the fields given in the above screen:

**Laundry #:** This option allows you to enter a number which will be a unique number. If you do not enter a number, system will pick it automatically.

**Date:** Date picks the default working date of the software; you can click on the arrow given at the right to the date to change the date.

**Laundry Service:** Select the laundry service that you want to offer. If any default service is selected then it will be applied automatically.

**Hotel Service:** Select the hotel service that you want to offer. If any default service is selected then it will be applied automatically.

**Return Garments In:** Select the way you want to return garments. If any default service is selected then it will be applied automatically.

**Laundry Items:** Select the laundry item that is given for laundry. It is branched in categories, so select the concerned category to find the items within it.

**Search:** Search option allows tracking the items quickly. Someone who is new to the system can use this feature to track the items quickly.

**Note:** After you select the laundry item then it will get added to the list which is given at middle right section.

**Miscellaneous:** On clicking this button you will see the extra settings related to fabric, pattern and Color. On clicking on it you will get image similar to the one given below:

**Miscellaneous Laundry Master** ☐ Show default values

**Fabrics**

|        |       |      |           |        |
|--------|-------|------|-----------|--------|
| cotton | nylon | silk | Polyester | wollen |
|--------|-------|------|-----------|--------|

**Patterns**

|         |      |         |
|---------|------|---------|
| Checked | Line | Printed |
|---------|------|---------|

**Colors**

|       |        |      |      |          |
|-------|--------|------|------|----------|
| green | yellow | blue | grey | sky blue |
|-------|--------|------|------|----------|

Item Remark

OK Close

**Note:** After you are done with the entire above operation you can click 'Save' to save the operation.

## Guest Laundry List

On clicking this option, you can see the list of items that have been sent for laundry by guest.

[illegible]

Describing the fields given in the above screen:

**Bill Options:** Select this option to preview or print the selected Guest Laundry bill from the list.

**Payments:** Select this option to make payments. On clicking it, you will get image similar to the one given below.

**Guest Laundry Payments**  
This dialog allows you to manage all payments of particular guest laundry.

Laundry No: LNDRY5      Guest Name: Betty Brown  
Laundry Date: 3/19/2010      Balance: 24.20

**Search**

User: --N/A--    ☐ Void Payments    ☐ Direct Payments    ☐ Postings    ☒ Show All

| Payment Option | Date | Pay Type | Amount Paid | Tax Amount | Remark |
|----------------|------|----------|-------------|------------|--------|
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |
|                |      |          |             |            |        |

Generate Report    Direct Payment    Post to Room    Edit    Void    Close

Describing the fields given in the above screen:

**Generate Report:** Select this option if you want a report for the payment done.

**Direct Payment:** Select this option if you want to collect payment immediately after the item is returned to the guest. It will give you another screen where you can select payment type and accept the payment. You can also post payment to city ledger by using this option as the second tab is about city ledger. On clicking it, you will get image similar to the one given below.

**Amount Paid**

**Payment Information**

Account Name: Betty Brown

Date: 3/19/2010

Amount: 24.20 Rs / Exchange Rate: 1.0 = 24.20 Rs

Tax Amount: 0.00 Receivable Type: laundry facilities Room: 104

**Payment Option(s)**

Payment Type: City Ledger

Payment Type: Select Settlement Type

**Remark**

Save Close

**Post to Room:** Select this option if you want the amount to be posted to the room. On clicking it, you will get image similar to the one given below.

**Add/Edit an Extra Charge**

**Extra Charge Voucher**

Voucher Date: 3/19/2010

Extra Charge: LAUNDRY

Folio No: FN260

Amount: 22.0000

Discount: 0.00 % 0.0000

Tax: 2.2000

Quantity: 1.0000

Net Amount: 24.20

Charge reoccurs for whole stay

vat: 2.2000 service tax: 0.0000 luxury: 0.0000

Remark

Save Close

**Edit:** Select this option if you want to edit any payments made.

**Void:** Select this option if you want to void any payments.

**New:** Select this option if you want to add a new item to the list. It will take you to guest laundry operation.

**Edit:** Select this option if you want to edit any laundry operation made earlier.

**Void:** Select this option if you want to void any laundry operation made earlier. You will need to give a reason to void the item.



## Hotel Laundry List

On clicking this option you can see the list of items that have been sent for laundry by hotel.

| <b>Hotel Laundry List</b>             |                      |                                   |  |   |  |  |  |
|---------------------------------------|----------------------|-----------------------------------|--|---|--|--|--|
| Following is a list of hotel laundry. |                      |                                   |  |   |  |  |  |
| <b>Search Criteria</b>                |                      |                                   |  |   |  |  |  |
| Laundry #                             | <input type="text"/> | From Date:                        | <input type="text" value="3/20/2010"/> | To  | <input type="text" value="3/20/2010"/> |  |  |
| User:                                 | --N/A--              | <input type="checkbox"/> Show All | <input type="checkbox"/> Void          | <input checked="" type="checkbox"/> Pending | <input type="checkbox"/> Completed     |  |  |




| Laundry No | Date       | Issued | Received | Pending | Bill Amt. | User  | Remark          |
|------------|------------|--------|----------|---------|-----------|-------|-----------------|
| G-LNDY2    | 11/10/2009 | 5      | 0        | 5       | 300.0000  | Admin |                 |
| G-LNDY1    | 11/10/2009 | 3      | 0        | 3       | 220.0000  | Admin | hotel employees |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |
|            |            |        |          |         |           |       |                 |


Receive All
Receive
New
Edit
Void
Close

Describing the fields given in the above screen:

**Receive All:** Select this option if you want the list of all items to be received for laundry operation on one click.

**Receive:** Select this option if you want individual items to be received for laundry operation.


**Receive Hotel Items**



**Receive Hotel Items**


This dialog will be used to record receipt of all hotel laundry.

| Item Name            | Laundry Service | Hotel Service | Hotel Count | Received So Far | Pending | Receiving Now |
|----------------------|-----------------|---------------|-------------|-----------------|---------|---------------|
| staff blazer and tie | All Options     | Normal        | 1           | 0               | 1       | 0             |
| staff trousers       | All Options     | Normal        | 1           | 0               | 1       | 0             |
| staff shirts         | All Options     | Normal        | 1           | 0               | 1       | 0             |

Save

Close

**New:** Select this option if you want to add new item. It will take you to hotel laundry operation.

**Edit:** Select this option if you want to edit previously defined Hotel laundry item.

**Void:** Select this option if you want to void previously defined Hotel laundry item. You will need to give a reason to void the item.

## Undelivered Guest Item List

On clicking this option you can see the list of items that have not been delivered back to guest.

[illegible]

**Deliver All:** Select this option if you want to deliver all guest laundry at one click of a button.

**Receive All:** Select this option if you want to receive all guest laundry at one click of a button.

**Deliver:** Select this option if you want to deliver guest laundry individually. You will need to select the item from the list and then deliver it.

**Receive:** Select this option if you want to receive guest laundry individually. You will need to select the item from the list and then receive it.

## Daily Linen

Use this option if you want to enter the daily linen details.

**Add/Edit Daily Linen**

Linen/Sheet No:  Date:  ☐ Populate all issues on given date

| Laundry Items | Item Name | Special Instruction | Issued |
|---------------|-----------|---------------------|--------|
| JEANS         |           |                     |        |
| SHIRT         |           |                     |        |
| TROUSERS      |           |                     |        |
| SAREES        |           |                     |        |
| LADY DRESS    |           |                     |        |
| COAT          |           |                     |        |
| STAFF DRESS   |           |                     |        |
| PILLOW        |           |                     |        |
| CURTAINS      |           |                     |        |
| MATTRESS      |           |                     |        |
| BED SHEETS    |           |                     |        |

Search:   Total Issued:

Remark:

Describing the fields given in the above screen:

**Linien Sheet No:** This option allows you to enter a number which will be a unique number; if you don't enter a number system will pick it automatically.

**Date:** Date picks the default working date of the software; you can click on the arrow given at the right to the date to change the date.

**Populate all issues on given date:** You can use this option to see all items that are posted on current date.

**Laundry Items:** Select the laundry item that is given for linen. It is branched in categories, so select the concerned category to find the items within it.

**Search:** Search option allows tracking the items quickly. Someone who is new to the system can use this feature to track the items quickly.

**Note:** After you select the laundry item, it will get added to the list which is given at middle right section.

## Daily Linen List

On clicking this option you can see the list of linen and also receive them.

[illegible]

Describing the fields given in the above screen:

**Receive All:** Select this option if you want to receive all guest laundry at one click of a button.

**Receive:** Select this option if you want to receive guest laundry individually. You will need to select the item from the list and then receive it.

**Direct Linen:** Clicking this will open the screen of 'Daily Linen'. For the procedure, refer 'Daily Linen' section of the manual.

**New:** Select this option if you want to add new items for linen.

**Edit:** Select this option if you want to edit previously defined linen item.

**Void:** Select this option if you want to void previously defined linen item. You will need to give a reason to void the item.