MyPMS©

Training Manual

Winter, 2008

Introduction

MyPMS is a service to manage any form of lodging establishment. Unlike conventional property management systems, MyPMS is a service rather than software that is loaded onto the properties computers. MyPMS is simply a website that users can log onto. It is intended for employees and owners of the property and is useful even at slower, dial-up connection speeds. Browsers currently supported are IE 5.0 or higher.

The software accomplishes the following tasks:

- Inventory control,
- Reservations,
- Guest History,
- Housekeeping,
- Guest Accounting (folios),
- House Accounting (reports),
- City Ledger
- Content and security control,
- Integrated Credit Card Processing,
- Yield (LOS rules) and Tier (hurdle rates),
- Full distribution through the Global Booking Network including a choice of GDS & Internet distribution providers, the integrated booking engine and other web booking portals.

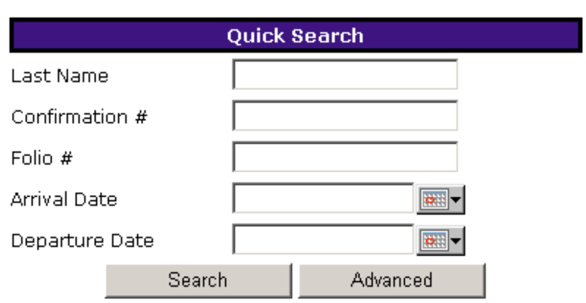
This Training Manual is intended to be used during a training of MyPMS. When used in partnership with the User's Manual, this can be a easy way to get familiar with the system. Have a copy of the User's Manual (recent versions can be downloaded from http://www.BookingCenter.com/support/) handy so that when a specific question arises, the Manual is close by. We welcome feedback to make our training materials easier to use and more relevant to your needs – contact us at http://www.BookingCenter.com/contact.html to offer any suggestions or areas for improvement.

Each user has a login name and password. Open a web browser and visit http://MyPMS.BookingCenter.com and enter your ID and password. Note – only managers can access the Users setup area, so if your ID/password no longer works, please contact your manager.

Front Desk

Quick Search

This is a paired down version of the Advanced Search page. If only one record matches the information input, you will be directed to that reservation. If not, you will be provided a list of matching reservations



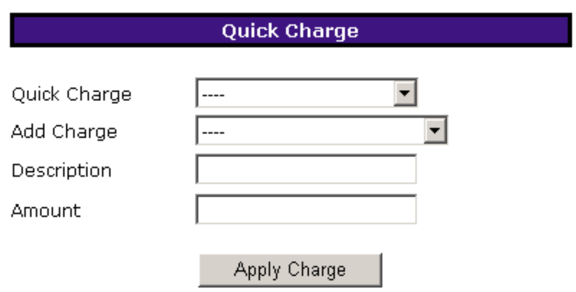
to choose form. The fields operate as follows:

- Last Name - You can enter as many letters of the last name as you like, but you must start with the first letter.
- Confirmation # - You may enter any portion of the confirmation number. For instance, if the confirmation number is HL0000145684, you can enter just 1456 and the reservation will be retrieved.
- Folio # - Again, you may enter any portion of the folio number and the reservation record will be retrieved.
- Arrival Date – This is the date the reservation is actually due to arrive. This is particularly useful if you are trying to get a picture of what is going on in-house for a specific date.
- Departure Date – This is the actual departure date of the reservation.

By pressing the advanced search button you will be directed to the advanced search screen that has more fields. The system will preserve any criteria you have already entered.

Quick Charge

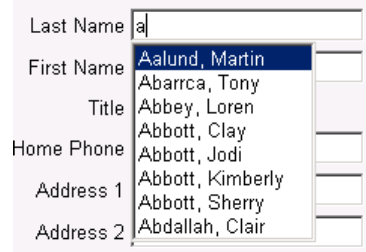
Users can apply charges to reservations in-house by selecting the guest name from the "Quick Charge" drop down list, picking an "Add Charge" type, entering a description if necessary and then specifying an amount. When you press "Apply Charge" the charge will be directed to the appropriate folio based on rules that were set up in advance on the Folio Setup page.



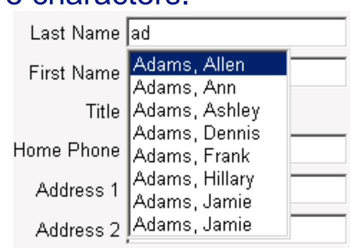
EZ Search

EZ Search is a very powerful tool that combines several classical functions into one. When the first letter is entered into a text box, the database is searched for all names that start with that letter. Some searches may not begin until a set number of characters have been entered. For instance when searching for a Travel Agent, the search will not begin until the sixth character is entered. The list is then displayed in a box that appears under the text box. If the correct name is not immediately available, then a second, third or more letters may be entered and the search is accordingly refined. If all the letters have been entered, but the name still doesn't show up, press the SPACE BAR or enter a comma. This will signal EZ Search to return all names that exactly match the name you have entered. Scroll down the list of names until you have located the exact record you are looking for. In some instances, you ca hover over the names and more information may be provided, like the city and phone number for that record. Once the correct name is located, the user may select it by using the up/down keys until the record is highlighted in BLUE. Then the user presses "ENTER". Alternately, the name can be highlighted by clicking it once with the mouse. If clicked twice, the name is selected.

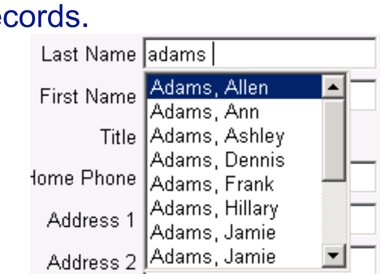
The first letter is entered, and a server-side search is initiated.



The search refines as you add more characters.



Once you have found the name, you may press SPACE or enter a comma to return <u>all</u> matching records.



Select a record by either double-clicking it, or highlighting it then pressing enter. The screen will then refresh with the correct guest record.

Reservation Process

Inquiry

The most basic way to make a reservation is to use the Inquiry method that is done by pressing the word “Reservation” on the top level menu.

This will take you to a screen where you select a date range and then answer a few questions, like how many people and what source code is appropriate for the reservation. The only field that is required is source code and you should ask the guest where they found the hotel’s phone number. Some sources may offer lower rates.

Based on the information you provided, the system figures out what the most appropriate rate is for every night of the stay and then displays the average rate for all nights by room type. Select the room type the guest prefers and you will be directed to the Guest Data page. This is the central page for all reservations. At the bottom yu will find a chart that gives exact rates for each date of the stay. The guest name triggers an EZ Search. If possible, select one of the guest records from a past stay by double clicking on the name or using the arrow keys to highlight it and press enter to select it. If the guest has stayed before all of their contact information and any notes will automatically be loaded into the reservation. Lastly, select a market code and then press the Save or Done button. To print a confirmation letter, press the “Letters” tab on the top right hand side of the screen and select the letter to generate and the delivery method.

Tape Chart

To make a reservation from the tape chart, simply left click on the first date of the stay and then left click on the last day of the stay (unnecessary if it is a one night stay) and then right click on the last day and select “New Reservation”. This will take you to the rates page where you will want to select how many guests, a source code and any company, group or Travel Agent associations. The rates page will then refresh with new rates that may be applicable for those entities. You may also enter a manual rate at this time.

From here you will be directed to the Guest Data page and you should continue as in the Inquiry reservation method.

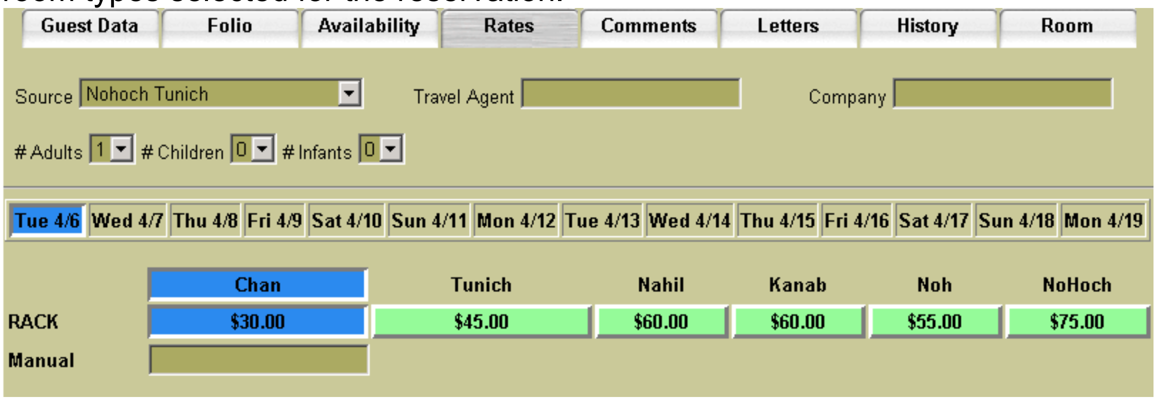
From the tapechart screen, many other functions can also be done. Right click anywhere on the screen for a selection of available options. You can change a guest room by dragging and dropping the small icon to the right of the guest name.

Availability

From the availability screen, select the first date of the stay, then the last date of the stay and press Done. From here on in it is the same as the method for making a reservation with the tapechart.

Rates

At anytime, you can press the rates tab to navigate back to the rates page where you can review what rates have been assigned and edit the rates, rate plans or room types selected for the reservation.



The top part of the rates page requests information that may change the rates displayed. If you change any of this information and the page

Comments

This page has three large fields, one for Guest Comments, one for Reservation Comments and one for Payment Comments. Truncated comments will show up on the data page. Guest Comments stay with the guest history and show up in all past, present and future reservations. Reservation Comments are unique to that reservation. An example of a Guest Comment would be, “needs handicapped room”. While an example of a Reservation Comment would be, ”guest’s birthday, please have fruit basket delivered upon arrival”. A Payment Comment will show up on the top of the Folio page and would go something like this, “DB room and tax on primary folio, all other charges to be paid by cc on incidentals folio.”

For information on Group comments, please refer to the User Manual.

Letters

This page lists all the letters that have been created by the property and saved as .RTF files (usually in MS Word). It is easy to create new letters – and the Manual explains all the field possibilities to auto-generate the letters. Suffice to say that choosing a Letter from the list to either Print or Email will work as predicted. A letter may be faxed from the computer once opened. Emails will only be sent if the Guest data screen has an email address entered. Group Letters are different than individual Letters – the options for creating these are also documented in the Manual.

Cancellation

To cancel a reservation, first conduct a search using the “Quick Search” feature on the Front Desk Page or use the Advanced Search page. Once you have located the reservation, click on the confirmation number and you will be directed to the Guest Data page for that reservation. Simply press the cancellation button at the bottom of the page. If the button does not show up, that likely means that the status of the reservation is not new and can therefore not be cancelled. Once you have cancelled the reservation a page will come up asking you for the name and number of the person canceling as well as the reason for the cancellation. This will show up in the future immediately under the reservation status in the top right hand side of the Guest Data page.

No-Show

To declare a reservation a No-Show locate the reservation using either the Search function or select it from the arriving guests list. Only reservations that are due to check-in today but have not yet checked in can be declared a no-show. The no-show button will appear at the bottom of the Guest Data page if this is a viable option. It is better to declare a guest a no-show than to cancel the reservation for several reasons including reporting and credit card chargebacks.

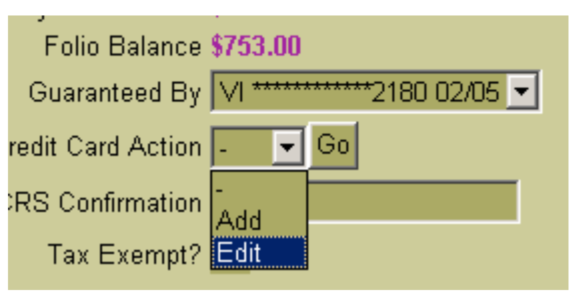
Check In

You can select a guest to check in by doing one of the following:

- Swipe the Guest credit card in the "Active Search" field. This will bring up the guest associated with that credit card and capture the credit card swipe data. From here, just press the check-in button and the check in process is complete.

- You can also enter a room number, partial name or full but misspelled name in the Active Search box. This will also pull up the appropriate reservation. Though with this method you will have to edit the credit card data and swipe the credit card in the credit card field.
- You can select the guest from the drop down list of arriving guests and then continue as above.
- If none of these methods finds the guest attempting to check in, try a Quick Search" or "Advanced Search" for the reservation – it may be for another date.

Credit Cards & Payment Guarantees



Applying a Guarantee

If you did not apply a credit card or other form of payment when making the reservation, you can swipe a credit card in the Credit Card Page, accessed from the Guest Data Page. First, select the card you want to work with from the drop down list to the right of the field labeled, "Guaranteed By:" Then choose to Edit the card (choose 'Edit' and click 'Go'). When you are directed to the Credit Card page, swipe the card in the credit card number field. The credit card number will be appended with an "S" if the swipe was successful. This will be the payment type used for the reservation, although others ones – such as Direct Bills - may used as well.

Direct Bills

Direct Bill Accounts are always associated with a company. To select a Direct Bill as a payment method, you must first associate the reservation with a company from the Rates Page or via an Inquiry when making the reservation. The company selected must have an AR account with a high enough credit limit to pay for this reservation. If all of this is true, then a Guarantee By: method of DB:*company name* will be available.

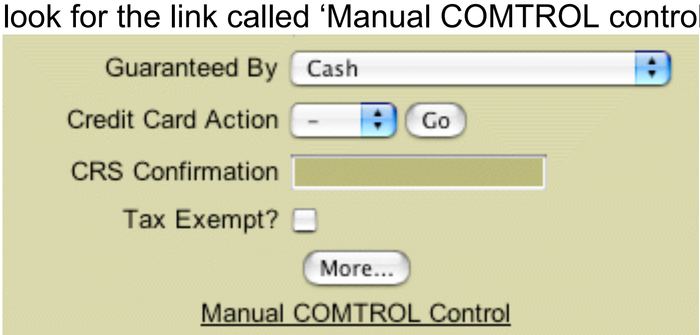
Room Assignments

There are two ways of assigning rooms. The first is by simply pressing the auto-assign button from the Guest Data page. The second is by choosing the “Rooms” tab and selecting the specific room desired for each day.

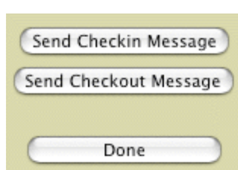
Automated Postings Via COMTROL Interface

This only applies to customers who have chosen to automate any of the over 400 devices BookingCenter supports through our COMTROL Guest Services interface. Details on connecting restaurant, phone, movie, key, bar, etc systems can be found at: http://www.bookingcenter.com/products/modules/guest_services.html.

As of this writing, there is no way to set a default ‘credit limit’ for an individual or a Group reservation. Thus, the front desk is required to know if interface support is allowed or not allowed per individual reservation.   If the guest is allowed to accept automated postings (movies, phone calls, etc) then there is nothing further that needs be done, all works automatically by ‘checking the guest in’. If the guest is NOT allowed to use the services, then on the Guest Data screen, look for the link called ‘Manual COMTROL control’:



This takes you to the screen where you see:



- **Send Check In**: turns ON COMTROL and Allow postings to take place

- **Send Check Out**: turns OFF COMTROL and stops all services (phones, movies, etc) from being used and from posting to the folio.

Send Check Out would be clicked manually AFTER the guest has been checked into a room to disallow services from being accessed due to non-credit or no desire for guest services.

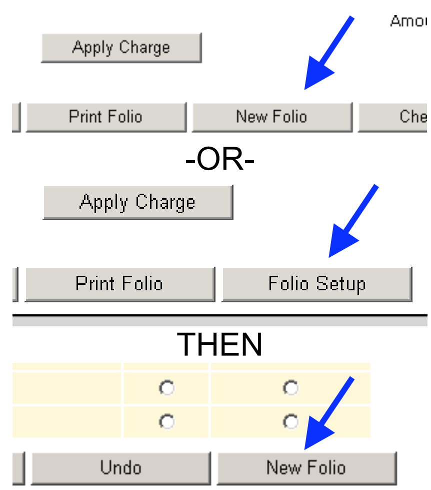
If a guest comes to the front desk AFTER check in and after the **Send Check Out** was sent, with acceptable credit, and desires to activate the guest services, the front desk user can click **Send Check In,** which will then turn the services on. * Note – this is a manual process and has no bearing on occupancy, housecleaning, not any other area of the system.

Folio Management

You can add additional folios and specify which folio pays for which charges by default.

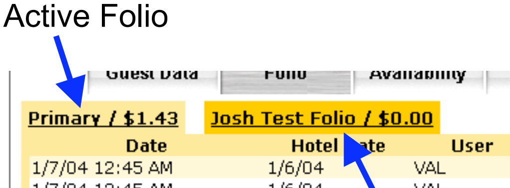
Add Folios

You may add folios using the “New Folio” button. If there are two or more folios, you can add a new folio by going to the Folio Setup page and pressing the “New Folio” button at the bottom. You will be prompted to name the Folio. Normally, you would simply label it “incidentals”, however, some times you may want to give it the name of the second guest so that charges can be split up appropriately.



If a folio is created, it will still be linked to the same room number/reservation. It will simply be an additional bill to apply charges and payments to.

Active Folio

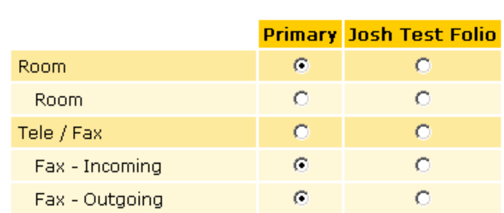


Inactive Folio

When you enter the folio page, you will be working with the Primary folio by default. To switch to another folio, simply click the button corresponding to that folio.

Edit Folios

Once you have added a folio, click the Folio Setup button from the main folio page. Here you will be able to assign specific charges to specific folios. All automated charges (room rent or phone calls) and charges that come in through the Quick Charge function on the Front Desk will be routed to the designated folio. There are two ways to route charges. The first is by selecting a **category** and the second is by selecting **charge types**



within a category. In the example to the left, the entire category of Room charges is designated to the Primary folio. However, the guest wanted a second folio for just his phone calls, so the fax charges were left on the Primary folio and just the charge type of Telephone was moved to the second folio.

There are also two options, “Show Name on Phone List?” and “Split Rate?”. If Show Name on Phone List is marked “Yes”, then the name will show up on the phone list in addition to the guest name on the reservation. It is important to note that the name will show up EXACTLY as you enter it. So be sure to enter it last name first. The “Split Rate” function will split the rate between the primary folio and any other folio that has this marked as “Yes”. For instance, if one folio had this marked “Yes”, then 50% of the room rent and tax would be posted to the primary folio and 50% would be applied to the new folio. If two folios had this marked “Yes”, then all three folios would receive 33.3% of the room rent and tax, and so on.

Applying Charges and Payments

Charges can be applied three ways:

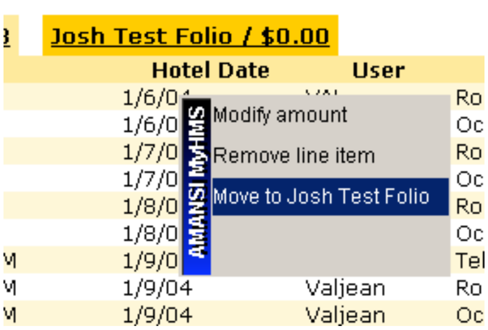
1. Automatically, like call accounting or night audit.
2. From the front desk page, select the guest to apply the charge to, select a charge type to apply, enter a description (optional) and an amount. When you press Apply Charge, the system will apply the charge to the appropriate folio, based on how the folios were set up to accept charges.
3. From the Folio page within the reservation. Apply a charge or payment directly from the Folio Page in the Reservation screen. First select which folio to work with and then apply charges.

To apply payments, you must use the folio page within the reservation screen. Credit Card transactions are seamless and Direct Bill payments will automatically post to the AR system.

Editing Postings

To edit a posting, go to the folio page and right click on the charge you would like to edit or delete. Credit Card transactions can only be edited the same day and Direct Bill Charges cannot be edited.

Transferring Line Items



To transfer a line item, right click on the line and a box will come up with all of the folios available to transfer to, simply select the folio you would like to transfer the line item to and it is done.

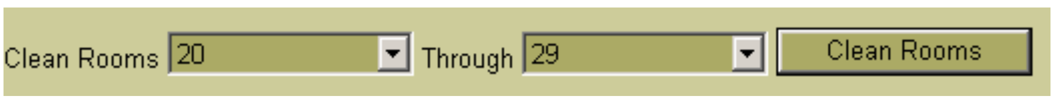
Check Out

A reservation must have a zero balance on all folios to check out. By default, the correct payment method and amount will already be in the Payment field and you only need to press the “Apply Payment” button. Then press the “Check Out” button.

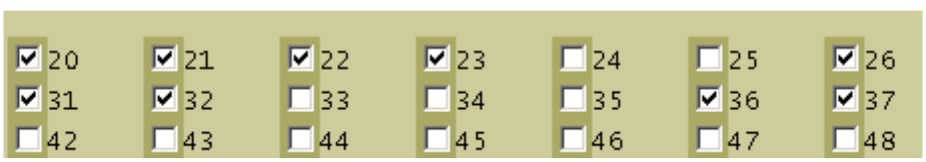
If the folio has a zero balance, the reservation can be checked out by right clicking on it from the Tape Chart.

Housekeeping

The housekeeping page allows you to clean the rooms or to mark rooms dirty.



You can either clean rooms by range, as above, or clean them individually. If you choose to clean them by range select the first room to be cleaned in the first drop down list and the last room to be cleaned in the second box. Then hit the Clean Rooms button. It will clean the rooms in the drop down lists and all rooms that fall between these two.



If you choose to clean rooms individually, the rooms that have checked boxes are clean and those without check boxes are dirty. Simply change the boxes to clean or dirty by clicking on them, then hit the Done or Save button at the bottom of the page. On all pages, Save saves the data to the database and then returns you to that page to review your changes and to make more if necessary.

You can also clean rooms in the tapechart by right clicking on the room number. Blue is clean and yellow is dirty.

Phone List

This is simply an alphabetical list of all guests expected to be in-house today. Checked out guests show up with a red backward arrow icon, reservations show up in with a green forward arrow and in-house guests show up with a blue circle.

All guests have their corresponding room numbers and their names are links to their Guest Data page.

There is an option at the top of the screen to either view by last name or room number order.

Groups

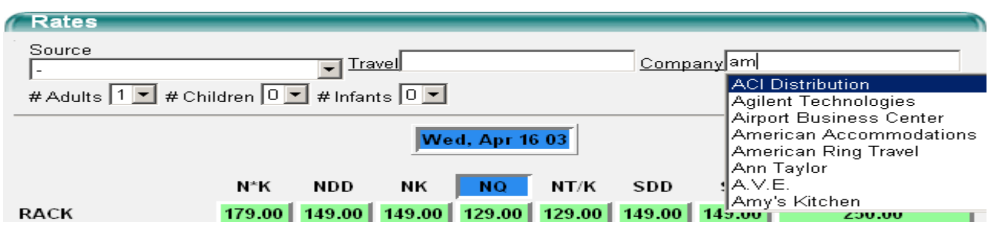
Making Group Reservations is usually not a process required of Front Desk managers. However, making individual reservations for an existing group can be. If using the Inquiry page, simply choosing the Group name will offer the Group rate in use during the time period. Likewise, the group name on the Rates page will bring up all Rates for that Group so that the individual, who identifies themselves as a member of a group, can be associated with the Group during the time of making a reservation. For more information about creating and assigning Group reservations, please see the Manual.

Direct Bills

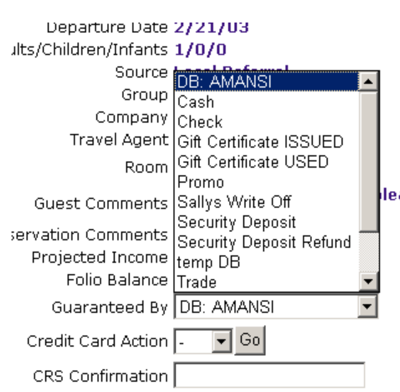
A Direct Bill is used to pay for room, rent, or items if a third-party will be invoiced and pay later. These accounts (known as 'Accounts Receivables' or the 'City Ledger') must be setup by a manager in advance and are associated with a credit limit. See the Company section in the Setup area. If the limit has been exceeded, attempting to make a Direct Bill payment will be denied.

Payment method for room charges

When making a new reservation or editing one later, you can choose a Direct Bill to be associated as a payment type. Simply enter the Company name and the Payment option: *DB: Company name* will appear as an option.



Once you have chosen a company that has an active AR Account, you will be able to use this company as a method of payment. By default it will be used as the Guarantee method and the default payment method on the primary folio.



Refunding Direct Bill Charges

If one needs to 'refund' an existing payment as a Direct Bill, it will need to be applied as a negative (-) number charge to bring down the amount, as this is the way the Direct Bill system is designed to protect against changes in Direct Bill edits.

Front Desk Reports

There are numerous reports that a Front Desk person needs to run as part of the daily operation. Most reports are self-explanatory, but a few are worth specifically analyzing.

Perform a Shift Audit

1. Log in
2. Do room audit. Run In House report. (Report, In House Report, Render Report,) Compare information on each guest's registration ("reg") card to the information in the system.
3. Verify address has been recorded in the system and all spelling is correct.
4. Verify rate and dates of stay. If the rate on the card is different from the one in the system research the change. If rate on card has been manually adjusted – use that negotiated rate in the guest's folio. Otherwise, the rate should be set to the rate on the reg card and alert all other front desk staff of the change.
5. Run the Transactions Report filling in the Start Date and End Dates as follows for the various shifts:

Shift	Time Span	Start Date	End Date
A	7 am to 3 pm	*Leave as is*	YYYY-MM-DD 14:45:00
B	3 pm to 11 pm	YYYY-MM-DD 14:45:00	YYYY-MM-DD 22:45:00
C	11 pm to 7 am	YYYY-MM-DD 22:45:00	*Leave as is*

Print report. The total from Cash Category is the amount that should equal the bank deposit.

Night Audit

Work should be done in order suggested to prevent errors.

6. Log in
7. Do room audit. Run In House report. (Report, In House Report, Render Report,) Compare information on each guest's registration ("reg") card to the information in the system.
8. Verify address has been recorded in the system and all spelling is correct. To verify guests name is correct, look at the back side of reg card at the credit card imprint.
9. Verify rate and dates of stay. If the rate on the card is different from the one in the system research the change. If rate on card has been manually adjusted – use that negotiated rate in the guest's folio. Otherwise, the rate should be set to the rate on the reg card and alert all other front desk staff of the change.
10. Convey any problems or errors to the morning shift agent coming on duty.
11. If errors can be traced to a specific agent, inform the agent.

12. Count cash drawer including petty cash receipts.

13. Count shift drops. Verify amounts with each shift's Transaction Report

Reports, Transactions Report, - fill in the Start Date and End Dates as follows for the various shifts:

Shift	Time Span	Start Date	End Date
A	7 am to 3 pm	*Leave as is*	YYYY-MM-DD 14:45:00
B	3 pm to 11 pm	YYYY-MM-DD 14:45:00	YYYY-MM-DD 22:45:00
C	11 pm to 7 am	YYYY-MM-DD 22:45:00	*Leave as is*

There is no need to print if there are no discrepancies. Print report leaving begin and end dates as they are for days total deposit. The total from Cash Category is the amount that should equal the bank deposit.

14. Do "C" shift deposit if you have taken anything in so far on your shift. Note: If any money comes in after you have done your deposit, wait until night audit is completed before posting.

15. Verify all other users are logged out. Go to Night Audit and look in the first module. You will see a list of all OTHER users logged in. Verify that any users listed are not active on the system while night audit is being run. While this will not cause immediate balancing problems, the reports you run may be inaccurate.

16. Clear Folios. If any folios show up in this module, you must click on them and correct whatever problem is causing the non-zero balance. These folios are folios that are checked out but still have balances.

17. Clear Stay Overs. If anything shows up here, the guest was either not checked out of the system, or their departure date has not been extended. Either situation can be addressed by clicking on their name.

18. Clear No Shows. In most cases, you should check the guest in, charge them $100 guaranteed reservation fee and check them back out again.

19. Clear House Accounts. There is at least one house account at ever property and it needs to be cleared to zero each day. There can be more than one house account if necessary. If so
    - View each folio
    - Verify zero balances,
    - If there are any charges, you may want to print the folio out, but it will need to balance to zero. Often this is done by applying the category 'write off' to any postings unaccounted for.

20. Print an In House Report. REMINDER: If you rent a room any time during the rest of the audit, be sure to cross it off of the vacant room list and add the guests name to an ‘All Guests Folio Report’ or some such list.

21. Go to Night Audit and all of the modules should have a blue checkmark. If not, refer back to the appropriate step to remedy. At the bottom, the second to the last module is: Charge Folios. Click on this button and room & rent will be charged for the night to all checked in rooms.

22. Before you increment the system date, you may want to print the following reports:

- In-House
- Transactions
- Manager’s Report

Now Increment the System Date. Good night ;-)