BookingCenter

Manage Locally. Distribute Globally. *Simplify Both.*

MyPMS©

Training Manual

September, 2010

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 7.x or higher, Firefox 3.x and Safari 4.x (iPhone or iPad).

The software accomplishes the following tasks:

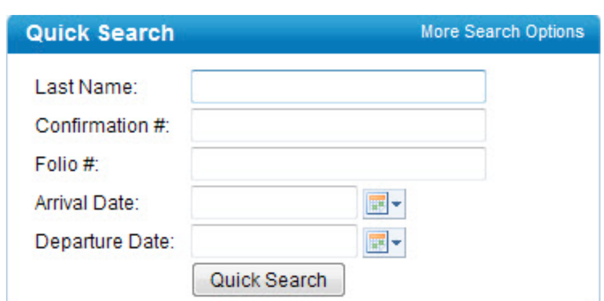
- Inventory control,
- Reservations,
- Guest History,
- Housekeeping,
- Guest Accounting (folios),
- House Accounting (reports),
- City Ledger
- Content and security control,
- Integrated Credit Card Processing,
- Yield (LOS rules) and Tier (hurdle rates),
- Full distribution through the Global Booking 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 an 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. If you tickets or support issues, login to the Support Area at http://support.bookingcenter.com/. Here, you can 'Submit Request Tickets' to our support staff and track the issues you – and your co-workers have raised with their answers. This online support area can also be found by clicking 'Help' on the MyPMS menu at top.

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 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 "More Search Options" button you will be directed to the advanced search screen that has more fields.

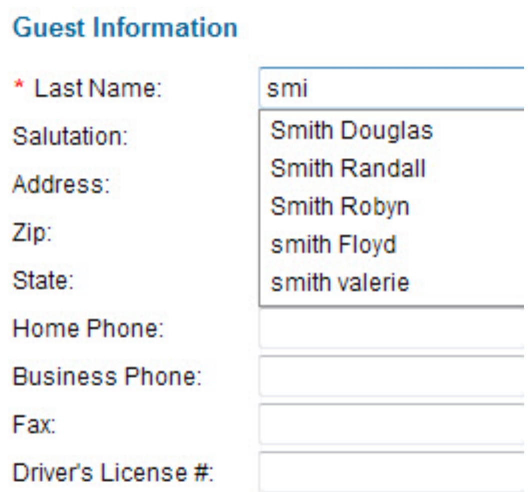
Quick Charge

Users can apply charges to reservations by selecting the guest name from the “Quick Charge” drop down list, picking an “Add Charge” type, editing its description (if necessary) and then specifying a quantity and 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.

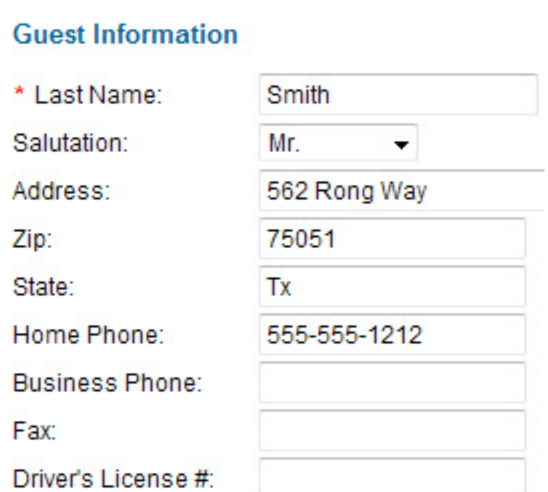
EZ Search

EZ Search is a powerful tool that combines several classical functions into one. When the third 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

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



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



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 additional 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. 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".

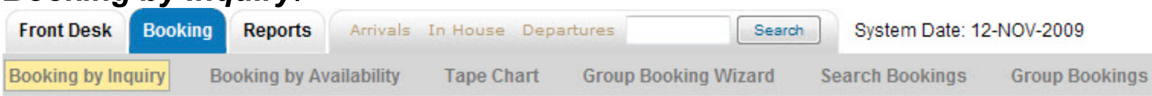
Alternately, the name can be selected by single clicking it with the mouse.

If the user presses ENTER with no record selected, the EZ Search will return no record. If the user presses TAB, the EZ Search box will be exited and the letters entered will act as the new entry.

Booking Process

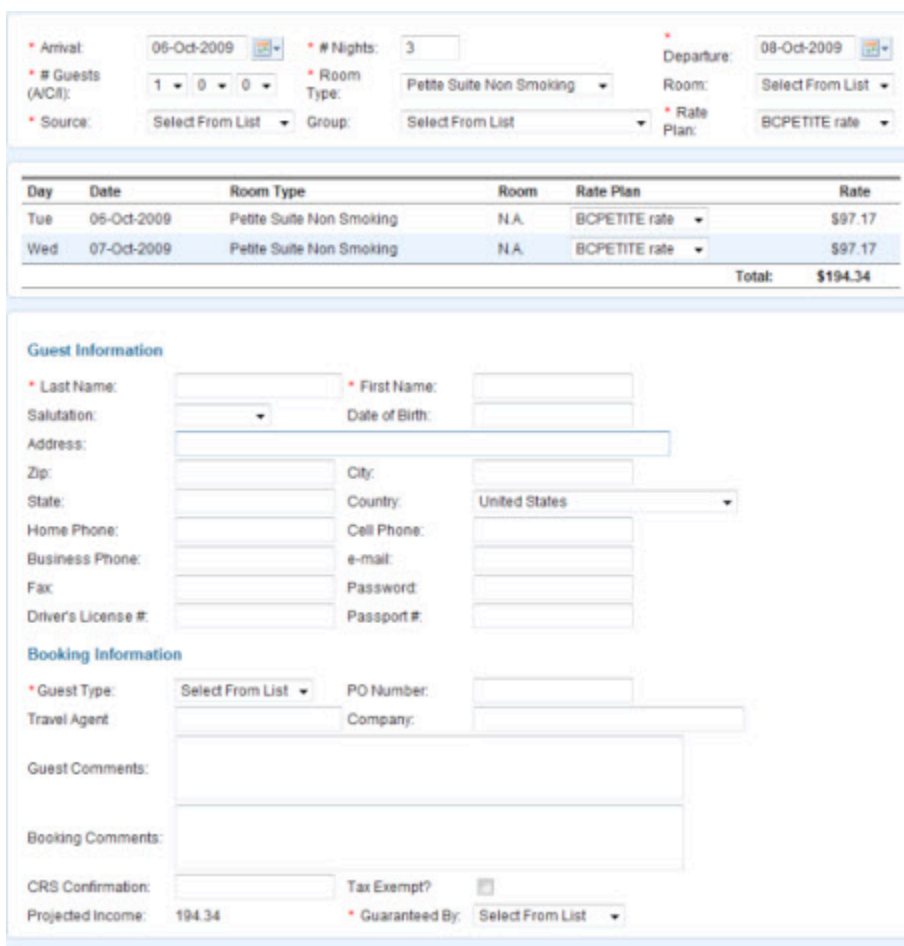
Inquiry

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 or by choosing ***Booking by Inquiry***.



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, as you should ask the guest where they found the hotel.

Based on the information you provided, the system displays the possible rates for all nights by room type, with a description of the Rate. Select the room type and rate the guest prefers and you will be directed to the New Booking page. This is the central page for all reservations. At the bottom you 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 booking. Lastly, select a market code and then press the Save button. To print a confirmation letter, press send Email or Print Registration Letters link on the top of the screen and then select the letter to generate and the delivery method. Close the New Booking Confirmed window when complete.

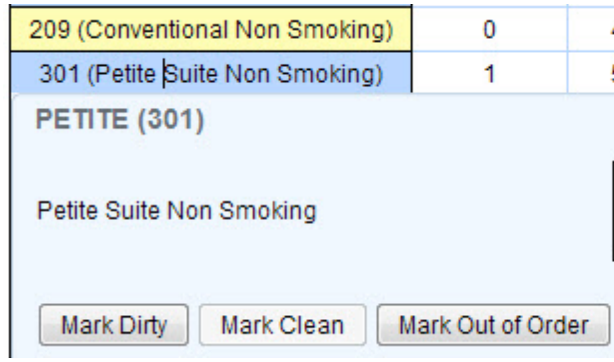


Tape Chart

To make a booking from the tape chart, simply 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 select “New Booking”. This will take you to the new booking windows where you will want to select how many guests, a source code and any company, group or Travel Agent associations and guest information. The rates will be selected with the default options, select a different one to refresh with new rates that may be desired. If enabled you may also enter a manual rate at this time.

Upon saving, you will be directed to the New Booking Confirmed page and you should continue as in the Inquiry booking method.

From the tape chart screen, many other functions can also be done. Left 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 within the same room type.



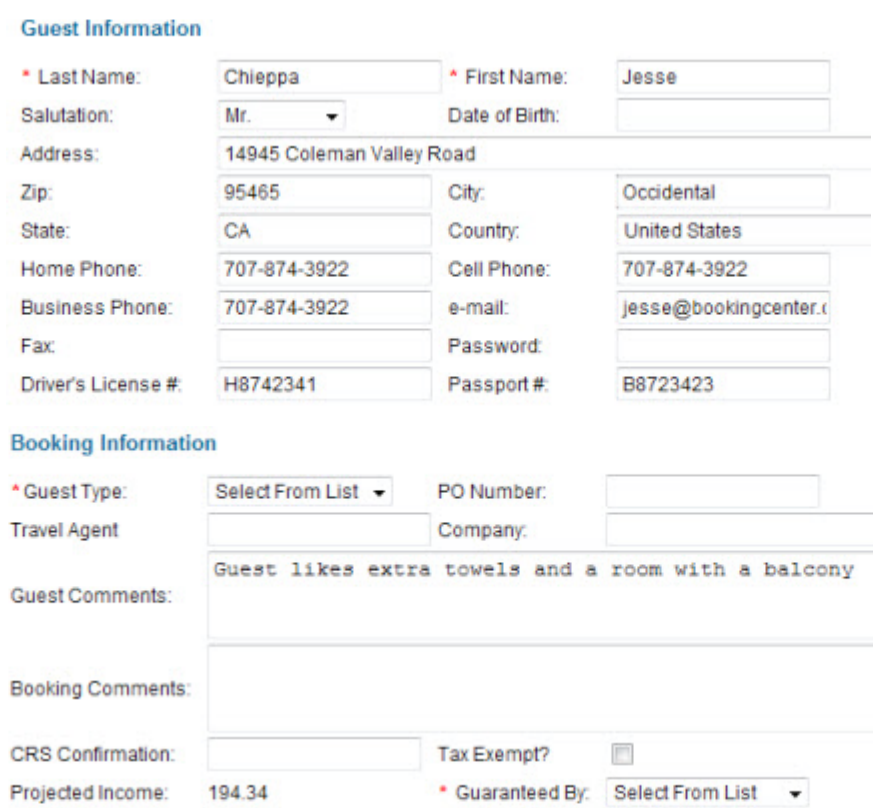
You can also provide basic housekeeping functions on a per room basis from the tape chart. On the left hand side of the page the room numbers are listed with the room type in parentheses. If the cell is yellow, then the room is dirty, if it is blue it is clean. You can change the status of the room by clicking on the cell with your mouse. A menu list will appear and you simply click on the new status. The page will refresh and the cell will change colors as appropriate. This allows you to quickly and easily mark a room clean or dirty or Out of Order.

Availability

From the availability screen, select the first date of the stay, then the last date of the stay and select New Booking. From here on in it is the same as the method for making a booking with the tape chart.

Guest Information

The information on the Guest Information Section will be input by the user for a new guest, and is populated by the EZ Search feature for repeat guests. Any field denoted with a red asterisk is a required field that must be supplied to complete the booking.



Booking Information

The guest type(s) are defined in the setup section and are often used for marketing purposes, however guest types can be used to offer discounts (i.e Seniors or Repeat Guests). Travel Agent Selection and Company selection are both useable via EZ Searches and refresh the screen with the new rates, if appropriate. Travel Agents are referenced by their IATA number or by name. Many Travel Agencies have the same name, but the IATA # is always unique so we recommend using the IATA number. To edit the Travel Agent information or the company information, click on the underlined word, “Travel Agent” or “Company” after the company or travel agent has been selected using EZ Search. CRS Confirmation field is reserved for any booking that is made through a CRS channel outside of BookingCenter. Projected Income shows the projected income of the booking at the time of creation including any taxes or service charges. Guarantee by defines how the guest is going to pay for the booking and terms are setup in the setup area but commonly include Credit Cards (Visa, Mastercard, Amex, Discover, etc) Direct Bill, and possibly non credit card payment types (Cash, Traveler's Check etc).

Comments

This section has two fields, one for Guest Comments and one for Booking Comments. Guest Comments stay with the guest history and show up in all past, present and future bookings. Booking Comments are unique to that booking. An example of a Guest Comment would be, “needs handicapped room”. While an example of a Booking Comment would be, ”guest’s birthday, please have fruit basket delivered upon arrival”. A Folio 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.”

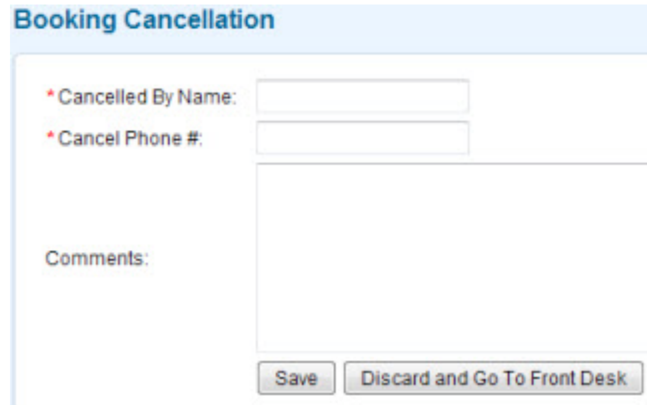
For information on Group comments, please refer to the User Manual.

Letters

The Letters page offers users a way to select the letter to be emailed, made into a file, or printed. The creation of Letters is covered in the Setup Area Letters section, but the ones that were provided appear here. There are 2 types of general letters - those to be printed and those to be emailed. The letter uses a description to clarify which is which. By selecting an email letter and clicking ‘Email’ button, BookingCenter merges the letter and emails immediately to the Guest on record in the Booking Data page. By selecting a non-email letter, and clicking PRINT, MyPMS will format and open the letter in a new browser. These letters can have as much descriptive detail (colors, cool fonts, ect) as desired. If the Letter is an email, the To: field will be drawn by the content set in the Setup | Letters area. If the SMTP server we use for sending emails cannot send the email, it will notify you of such after clicking EMAIL.

Cancellation

To cancel a booking, 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 booking, click on the confirmation number and you will be directed to the Booking Data page for that booking. 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 booking is not new and can therefore not be cancelled.



When pressed, this brings the User to the Cancel Booking screen where the booking can be cancelled, notes added against the booking to keep a record of what was cancelled and why (especially important if charging a cancellation fee) and time/date stamps the action.

Check In

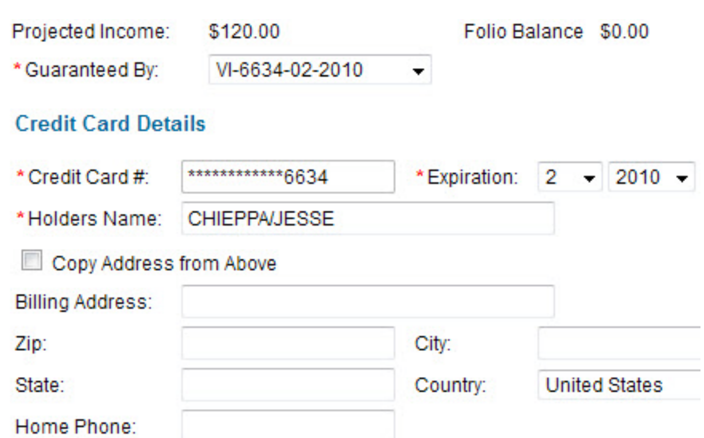
You can select a guest to check in by doing one of the following:

- 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 booking. 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 booking – it may be for another date. Or locate the booking from the Tape Chart

Credit Cards & Payment Guarantees

Applying a Guarantee



If you did not apply a credit card or other form of payment when making the booking, you can swipe a credit card in the Credit Card Page, accessed from the Booking 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 place your cursor in the Credit Card # field and swipe the card.

If a guest wants to change the card on file this can be done on the Booking Data Page by clicking on Manage Credit Cards. From here you can Delete the card on file, add new cards or increment the authorization amount if allowed by card issuer.

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 Booking with a company from the Booking Data Page or the New Booking window when making the booking. The company selected must have an AR account with a high enough credit limit to pay for this booking. If all of this is true, then a Guarantee By: method of DB:*company name* will be available.

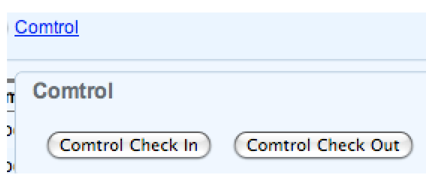
Room Assignments

There are three ways of assigning rooms. The first is by selecting the desired room on the New Booking window ***while*** creating the booking. The second is by selecting the desired room on the Booking Data window ***after*** creating the booking. Finally, the third method is by choosing the “Room Assignment” tab on and selecting the specific room desired for each day – this method allows you to move the guest into multiple rooms during their stay.

Automated Postings Via COMTROL Interface

This only applies to customers who have chosen to automate any of the over 500 devices BookingCenter supports through our 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 booking. Thus, the front desk is required to know if interface support is allowed or not allowed per individual booking. 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 Booking Data screen, look for the link called ‘COMTROL’. 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 gets which charges by default via the ‘Setup Folios’ link.

Add Folios

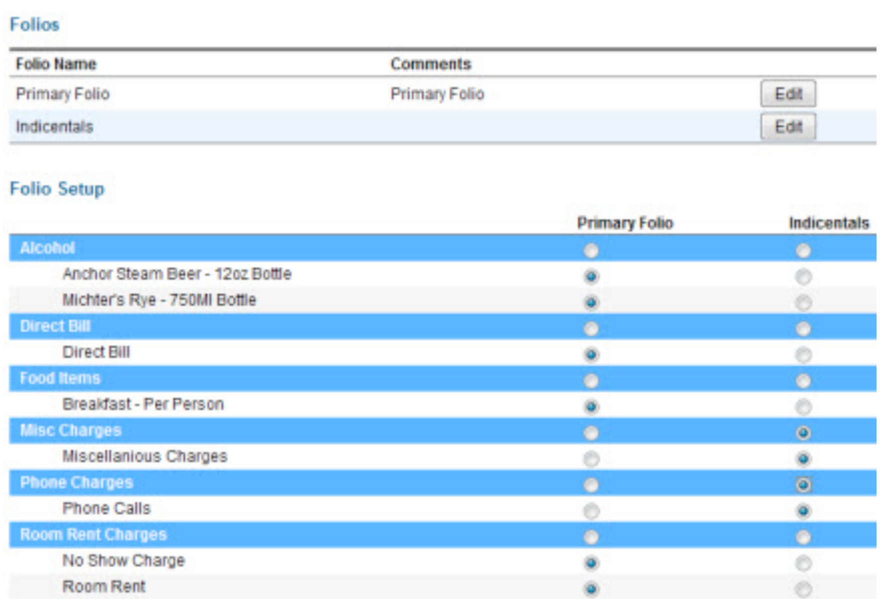
You may add folios using the “Add New Folio” button. You will be prompted to name the new Folio. Normally, you would simply label it “incidentals”, however, sometimes you may want to give it the name of the second guest so that charges can be split up appropriately.

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

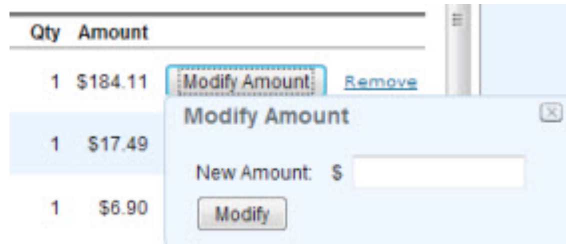
When you enter the folio page, you will be working with the Primary folio by default. To switch to another folio, simply select the corresponding folio from the drop down menu.

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 right, the entire category of Room charges is designated to the Primary folio. However, the guest wanted a second folio for just his phone calls and miscellaneous charges, so all other charges were left on the Primary folio and just the charge type of Phone and Miscellaneous were moved to the second folio.



Modifying and Removing Line Items



Charges may be edited by clicking the "Modify Amount" button on the line item. A box will come up where you can input the new amount. When modifying an item on the folio change the amount to whatever you would like to see on the folio. DO NOT enter the correction amount. If you need to remove an item from the folio simply click "Remove" (seen to the right of Modify Amount in the example) on the line item. Modifying or Removing an item from a folio will automatically update relevant taxes and service charges for that item. You can manually remove a tax or service charge from the folio, however you cannot manually adjust the tax or service charge cost as it is calculated from the item cost. When you modify or remove a line item from a folio the folio will update to reflect the changes and the change will be logged under the Log tab, the initial posting will be deducted on the Transactions Report, and the new amount posted on the Transactions Report.

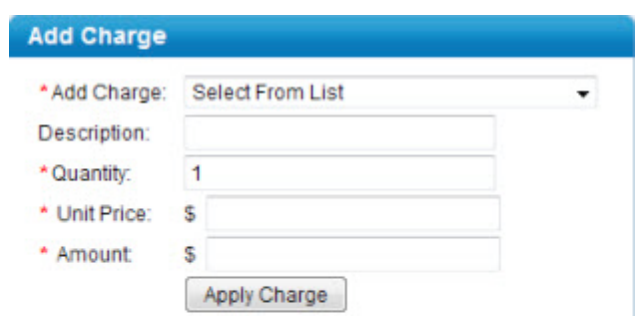
Transferring Line Items

To transfer a line item, place a check in the box next to the line item and select the desired folio from the "Transfer checked items to" drop down. Any taxes or service charges associated with that line item will automatically be transferred to the selected folio .

Applying Charges and Payments

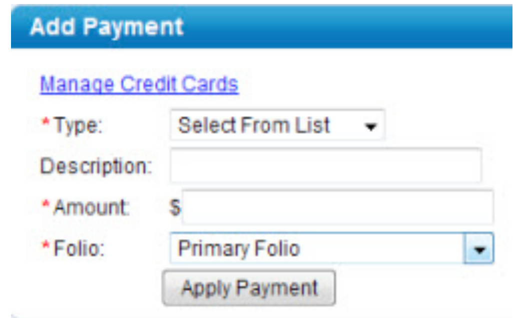
Charges can be applied three ways:

1. Automatically, like call accounting or night audit's Rom Rent + taxes.
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 booking. Apply a charge or payment directly from the Folio Page in the booking screen. First select which folio to work with and then apply charges.



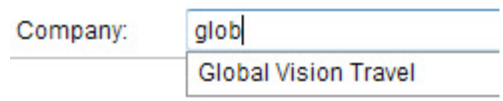
From within the folio page to apply a charge, choose a charge type, accept the default description (or edit it) and a quantity and amount, and click 'Apply Charge'. The item will automatically be placed on the primary folio, or in the case of multiple folios, to the Folio defined for that Item type in Folio Setup.

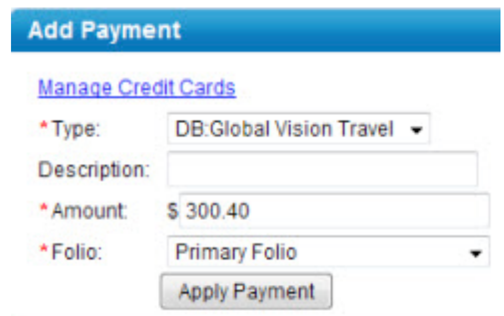
Payments behave in much the same way, except that when a credit card payment is applied, the payment is actually processed in ‘real time’ (if using MyCard). Direct Bill charges have a same behavior.



To change the payment method, simply select a different option from the drop down list. Payments default to the primary folio, to place a payment on an alternate folio select the desired folio from the folio drop down, enter the payment details and click apply payment.

Direct Bill payments are available only if the guest has a company assigned that has an AR account with available credit limit. To modify or add the company to be direct billed go to the Booking Data Page and click on the company name. Enter the company name or select from EZ Search and save the booking. Once back in the Folio Page, press the Payment button and select the DB:company as your payment method for this folio.





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

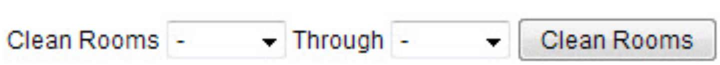
Check Out

A booking must have a zero balance on all folios to check out. If you attempt to check out a booking with a balance you will get a warning that the folio has a balance and be directed to the Folio page. By default, the amount will already be in the Payment field and you only need to select the payment type and press the “Apply Payment” button. Then press the “Check Out” button.

If the folio has a zero balance, the booking can be checked out by clicking on it from the Tape Chart and choosing ‘Check Out’

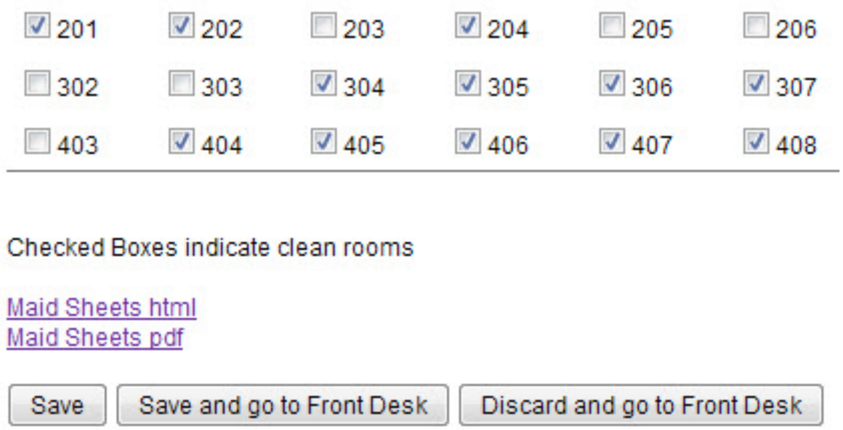
Housekeeping

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 Save or Save and go to Front Desk 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 on the tape chart by left clicking on the room number. Blue is clean and yellow is dirty.

Phone List

This is an alphabetical list of all guests currently in-house. All guests have their corresponding room numbers and their names are links to their Booking 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 Bookings is usually not a process required of Front Desk staff. However, making individual bookings 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. You may also locate the Group Booking by choosing Booking | Group Booking and searching for the Group Booking in question. Click on the desired Group Booking from the list and click on the Room List tab and add Individual Bookings there.

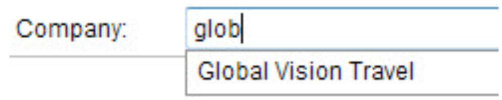
For more information about creating and assigning Group bookings, please see the Manual.

Direct Bills

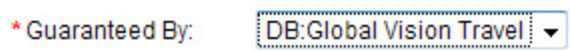
A Direct Bill is used to pay for room or items if a third-party will be invoiced and pay later. These accounts (known as 'Accounts Receivables' or the 'City Ledger') must be setup by a manager in advance and are associated with a credit limit. See the Company section in the Setup area. If the limit has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

Payment method for room charges

When making a new booking 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 under Guarantee By.



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 <u>In House</u> 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 <u>In House</u> 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 or from cancelled bookings, 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 booking 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 House Account folio (if multiples)
    - 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 ;-)